

# The Untold Stories of the Police Officer in Responding Community Conflict: A Phenomenological Study

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## ABSTRACT

This study aims to address a gap in the existing literature on Law Enforcement studies by interviewing the 2nd Provincial Mobile Force Company (PMFC) in Ozamiz City to identify their issues and concerns related to law enforcement. The study participants were eight law enforcers whose responses were analyzed to identify appropriate themes. The gathered data revealed four main themes: (1) Alcohol Influence, (2) Family Conflict, (3) Lack of Communication, and (4) Conflict between Minors in the Street. In conclusion, the findings of this study shed light on important issues faced by the 2nd PMFC in Ozamiz City regarding law enforcement. Addressing these concerns through targeted interventions, such as alcohol education, family support, improved communication, and programs for minors, can contribute to the prevention and resolution of community conflicts. Law enforcement agencies can proactively address these themes and foster safer and more harmonious communities.

**Keywords:** community conflict, law enforcement, crime, communication, remote areas

## INTRODUCTION

### Rationale of the Study

Community conflict has negative consequences for individuals, groups, and the community. It can lead to social divisions, mistrust, and even violence. It can also impede progress and development, undermine community cohesion, and decrease the quality of life for community members. Community conflict arises for various reasons, including differences in cultural or religious beliefs, competing economic interests, political disagreements, or disagreements over public resources or facilities. It can also arise due to perceived or actual injustices, discrimination, or marginalization of certain groups within the community.

Crime is a grave offense, especially against morality (Surmiak, 2020; Herman & Pogarsky, 2022). Every day, a new story about a crime is being committed (Ziomek, 2018; Todorov, 2019). There are so many crimes being committed that it is difficult to track them all (Duff, 2018; Freilich et al., 2018). To help combat this, apps can now tell you about crime in your area and the time it happened (Wenger & Lantz, 2022; Morris et al., 2019). If you are out and about and you see something suspicious, you can use your phone to take a picture of it and send it to the app to help the police identify who committed the crime (Graham et al., 2019; Stinson Sr et al., 2018).

In remote communities with limited access to the outside world, the most evident crime committed is murder and rape (Bohmert et al., 2019; Orong et al., 2018). In these communities, where law enforcement is not always available, people rely on themselves to protect their lives and property (Flores-Macías, 2021; Hill, 2020).

They find a way to fight back against the crime by arming themselves with weapons, such as shotguns and

handguns (Phillips, 2021; Jonson et al., 2021). These weapons are only used in extreme cases of self-defense or when a law enforcement officer is present (Körner, 2018; Torres, 2020).

Untoward conflicts in remote communities arise when a community member violates the community's norms, which causes the other members to retaliate (Abel Jr, 2020; Pachana et al., 2020). These are often issues of power, the misuse of resources, or social inequalities (Hamal et al., 2018; Wallerstein et al., 2019). When it comes to conflict, many strategies can help to solve this (Morrison-Smith, 2020; Furlong, 2020). One way that can help is to allow Police visibility in remote community areas in order to refrain from the mindful intent of the criminals (Nussio, 2018; Baker, 2020). Criminal intent will make the community prone to heinous crimes and other criminal acts that may constitute unsafe living (Ward, 2019; Archer, 2019).

The untold stories of the Law Enforcers in responding to remote community areas should be expressed in this study (Collins et al., 2019; Grado?, 2020). This study aims to scrutinize the conflicts law enforcers encounter and their correspondence with such (Violanti et al., 2018; McCarty et al., 2019). This study assesses their untold stories in the face of dispute, specifically in remote community areas which are geographically far from cities and urbanization (Abel Jr, 2020; Kalantar et al., 2020). Moreover, an in-depth evaluation of remote community-conflict-affected areas will help resolve issues in the future (Khwaja, 2022; Luke et al., 2018).

It reinforces the community's need for law enforcers to protect the peace in the underworld (Aziz, 2021; Van Dijk et al., 2019). It is a simple enough request and an order (Humphries et al., 2019; Stathakopoulou et al., 2019). The only real questions are why, who, and what the threats are (Bloom & Cadarette, 2019; Hassan et al., 2020). It would be rather easy to fulfill if it were not for the real threat against the underworld (Rahman, 2019; Marone, 2021). The threat is simply someone who wishes to cause chaos, terrorize the innocent, or both (Fader, 2021; Polizzi, 2021).

## **Theoretical Framework**

The study will be anchored on the Conflict Theory of (Karl Marx, 1818-1883) and the Organizational Theory of (Max Weber, 1922) as a theoretical lens of this study. This theory suits our chosen study and will support us through it. Conflict Theory suggests that the criminal justice system is biased against marginalized groups, with Law Enforcement and the courts serving the interests of the dominant class. Conflict Theory to the analysis of power in contemporary American society. Mills argued that the power in the United States is concentrated in the hands of a small group of elites, including corporate leaders, politicians, and military officials. These elites are interconnected and share similar backgrounds and interests, creating a ruling class largely insulated from the concerns and needs of the general population.

Conflict theory states that society is in perpetual conflict because of competition for limited resources. Conflict theory holds that social order is maintained by domination and power rather than by consensus and conformity. In conflict theory, those with wealth and power try to hold on to it by any means possible, chiefly by suppressing the poor and powerless. A basic premise of conflict theory is that individuals and groups within society will work to try to maximize their wealth and power. Conflict theory has sought to explain various social phenomena, including wars, revolutions, poverty, discrimination, and domestic violence. Conflict arises due to misconceptions between individuals, groups, and parties.

In connection to the Conflict Theory of Karl Marx, which is supported by the study (Nickerson, 2021), states that conflict theory is a general term covering several sociological approaches, which appose functionalism, and which share the idea that the basic feature of all societies is the struggle between different groups for access to limited resources. Conflict theory encompasses several theories that share underlying assumptions about interlocking systems of oppression and how they are maintained. The relevance of Marx's theory of class conflict, C. Wright Mills's power elite, and pluralist interest group

theory are all important to understanding and addressing social and economic gaps and informing policy for macro practice (Robbins & Leibowitz, 2021).

Moreover, Organizational theory is concerned with the relationship between organizations and their environment, the effects of those relationships on organizational functioning, and how organizations affect the distribution of privilege in society. The structure of an organization is its role in the organization system, its role in governance, and its role as the instrument of social control. The organization we can construct in the social order is a structural form that we can define from the interaction among organizational actors. An organizational structure is one where certain elements are central to it (namely, the organizing principle). However, some other aspects are peripheral to it (namely, the function of the institutional structure), and where the institutional structure exists in multiple places or at different levels.

The organizational theory, a general scientific approach to the study of any system, makes it possible to analyze family resilience as its systemic characteristics from the standpoint of the interaction of multidirectional activities mediated by differences in the understanding of family values, communication needs, and organizational patterns. The joint coordinated activity of family members, increasing family resilience, is achieved with the help of certain resources (Makhnach & Laktionova, 20121). Organizational theory scholars typically see organizations as race-neutral bureaucratic structures, while race and ethnicity scholars have largely neglected the role of organizations in the social construction of race (Ray, 2021).

The conflict and organizational theory was used in our study since it has relevancy and relationship. This theory plays an important part in the study as we go through it. The conflict that may arise in the remote communities will be organized and given a solution.

### **Conceptual Framework**

This part of the study presented the concepts which were derived from the identified theme based on the responses of the participants after the interview conducted. The following were the main themes identified in this study, Alcohol influence, Family Conflict, Lack of communication and Conflict between minors in the street. Alcohol influence is a psychoactive substance that is widely consumed around the world. It has been a part of human culture for thousands of years and is often used for social and recreational purposes. However, alcohol also has the potential to influence individuals in various ways, both positively and negatively. When consumed, alcohol is absorbed into the bloodstream and affects the central nervous system. It acts as a depressant, slowing down brain activity and altering perception, coordination, and reaction times. The effects of alcohol vary depending on factors such as the amount consumed, the individual's tolerance, and body weight. Alcohol is frequently used in social settings, as it can enhance sociability and reduce inhibitions. It may help people feel more relaxed, confident, and outgoing. However, excessive alcohol consumption can lead to impaired judgment, aggression, and reckless behavior, potentially leading to negative social consequences and harm to oneself or others. Family conflict is common occurrence in many households and can arise from a variety of factors. It refers to disagreements, tensions, and disputes among family members that can range from minor arguments to more significant and persistent conflicts, can stem from a wide range of issues, including communication breakdowns, differing values or beliefs, financial disagreements, parenting styles, sibling rivalries, unresolved past conflicts, or major life changes such as divorce, remarriage, or the loss of a loved one. Cultural and generational gaps can also contribute to misunderstandings and conflicts within families. Lack of communication issue that can have significant impacts on relationships and various aspects of life. It refers to situations where individuals fail to effectively share information, thoughts, feelings, or needs with one another. In personal relationships, such as romantic partnerships, friendships, or family connections, lack of communication can lead to misunderstandings, unresolved conflicts, and a breakdown in trust. When important thoughts, emotions, or needs are not effectively expressed, it can create distance and strain in the relationship, resulting in feelings of frustration, resentment, or loneliness. Communication breakdowns can also occur in professional settings. When colleagues, supervisors, or team members do not communicate clearly, it can hinder collaboration,

productivity, and overall work efficiency. Misunderstandings, missed deadlines, and conflicts may arise, affecting the work environment and job satisfaction. The lack of communication can have a significant emotional impact on individuals. When thoughts and feelings are not effectively expressed or heard, individuals may experience frustration, confusion, or a sense of being undervalued or unheard. Over time, suppressed emotions can lead to stress, anxiety, and even depression, impacting overall well-being. Conflict between minors in the street can be a concerning issue that requires attention and intervention to ensure the safety and well-being of all involved. Street conflicts among minors can arise due to various factors. These may include personal disputes, misunderstandings, rivalry, territorial claims, peer pressure, or involvement in delinquent activities. Lack of guidance or supervision, social inequalities, and community factors can also contribute to conflicts among minors in the street. Street conflicts can pose risks to the physical and emotional well-being of minors. They may lead to physical violence, injuries, or property damage. Moreover, street conflicts can escalate quickly, involving larger groups or weapons, which can further endanger the safety of those involved and bystanders. Street conflicts among minors can have wider implications for the community. They may lead to a sense of fear, disruption of public spaces, and damage to the community's reputation. Such conflicts can strain relationships among community members and contribute to a breakdown of trust and social cohesion. Preventive measures and early intervention are crucial in addressing street conflicts among minors. Providing education and awareness programs on conflict resolution, empathy, and respectful communication can help minors develop positive conflict resolution skills. Community organizations, schools, and local authorities can collaborate to offer structured activities, mentorship programs, and safe spaces for minors to engage in constructive and positive interactions.

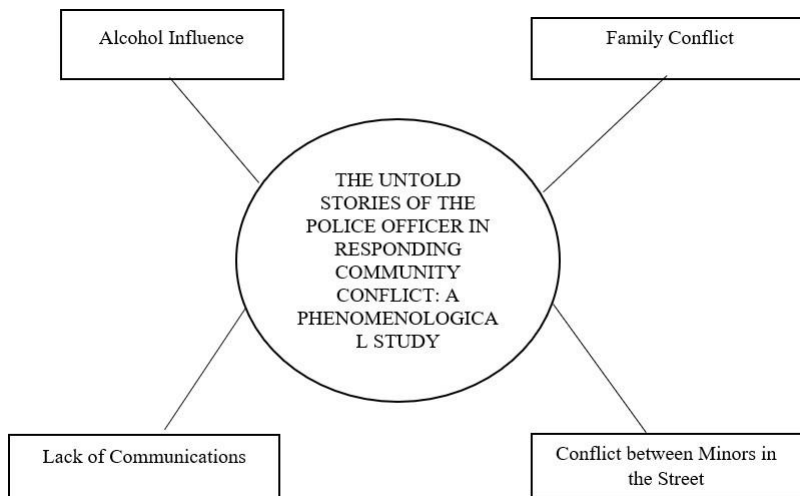


Figure 1. Schematic Diagram of the Study

## Objectives of the Study

This study explored the experiences of Police officers in responding to community conflict. Specifically, the study seeks to answer the following:

1. Determine the profile of the Police Officers in terms of age, gender, and rank.
2. Explore the experiences of Police Officers in responding to community conflict.
3. Explore the coping mechanism of the police officer in responding to community conflict.

## METHODS

### Design

The study utilized the qualitative type of research, specifically the phenomenological approach. It is the

process of analyzing the responses from the participants of the study to determine the appropriate themes following the responses of the Law Enforcers and their allies and determining a theme of inquiry to be carried out upon such research. The question is how to develop a method of analysis that allows for a qualitative treatment of what they have studied and a systematic approach that enables them to analyze with precision, without bias.

### **Setting**

The study will be conducted particularly in the 2nd Provincial Mobile Force Company, Integrated Bus and Jeepney Terminal, Barangay Carangan, Ozamiz City, where most of the Law Enforcers are conducting patrol and other preventive measures in responding to remote community areas. This group is a Mobile Strike Force or a reaction unit to augment Provincial, Municipal, and City Police Forces for Civil Disturbance Control, Internal Security Operations, Hostage-taking Rescue Operations, Search and Rescue in times of natural calamities, disasters, and national emergencies, and other Special Police Operations.

### **Participant**

The participants of this study were assigned to the 2nd Provincial Mobile Force Company. The participants were selected based on the following criteria: 1.) police officer, 2.) 5 years in service, 3.) Police Officer who handles community conflict 4.) Willingness to participate.

### **Instruments**

The researcher developed an interview guide that was the main tool for gathering the needed participant data. The participants are asked a series of questions to know more about what is common to their responses and experiences during patrol and other preventive measures. This leads to further research, which, in turn, leads to further data collection, and so on, until the desired information can be extracted at hand. This procedure continues until all information has been collected. In addition, there are several additional ways to ensure accuracy. A survey may be conducted by either interviewing subjects or conducting actual patrols around the city and surrounding communities to assess the quality of the work done and determine if necessary to make modifications for increased accuracy.

### **Data collection**

The panel members evaluated the tool for gathering information from the participants. Then, the researcher asked permission from the Dean of the graduate school to allow him to conduct the study. Upon seeking approval from the Dean of the graduate school, the researcher asked permission from the office of the PNP. After submitting a request for permission, the researcher then requested the consent of the Dean himself to conduct the research. The final approval came after receiving confirmation from the Dean that he had approved the proposal. Data was collected from the participants as Data observed them while they were in class. Then, he conducted his research using his findings and notes from the group's activities at the beginning of class. Data was gathered data about the class activity on the first day and conducted some tests.

### **Ethical Considerations**

In the current study, the researcher always observed the ethical standards. The researcher strictly observed the voluntary participation of all the participants involved in the study. The interview was not conducted without their consent, allowing them to sign the informed consent form prepared by the researcher. Regarding the participants' identity, the researcher applied the measure to promote anonymity and secrecy by not mentioning my participants' names during the interview. Privacy and confidentiality were always observed, particularly the names of the participants and other information unnecessary to the study. The researcher adheres to the Republic Act No. 10173 guidelines, known as the "Data Privacy Act of 2012". "



## Data Analysis

This study will use Moustakas 'Moustakas' (1994) data analysis technique of phenomenological reduction. The transcripts of all participants gathered from the interviews will be analyzed using the methods of Moustakas. The following are the steps in the phenomenological reduction which serves as a guide in analyzing the data gathered: (1) Bracketing, (2) Horizontalization, (3) Clustering into Themes, (4) Textural Description, (5) Structural Description, and (6) Textural-Structural Synthesis.

Bracketing is an approach I will use to mitigate the effects of preconceived notions and perceptions held before the study commences. It is a process of suspending judgments and biases, or "epoche." Consequently, I will reach a deep level of inquiry from topic and population selection, interview design, collection and interpretation, and dissemination of research findings.

Horizontalization technically refers to listing all the verbatim expressions that will have a bearing on the study. Initially, I will look into each statement with equal value. Then, statements that will be found irrelevant, repetitive, overlapping, and outside the scope of the study will be ignored. Horizons, the remaining sections after the data has been polished, will be considered the constituent and meaningful parts of the phenomenon. Moustakas states, "horizons are unlimited, and horizontalization is a never-ending process" (Moustakas, 1994).

Clustering is the third step in obtaining inferences from the study. It involves the reduction of experiences to invariant horizons, creating core themes, and validating the invariant horizons using multiple data sources. In reducing the statements into horizons, I will cluster them into themes and ensure that each theme is implied with only one meaning. This is considered as placing the phenomenon into a "textural language." To validate the invariant horizons obtained from the study, I will review the findings of research studies using methods other than the data-gathering methods used in the study, like observation, field note-taking, focus group interviews, and related literature. This validation process is crucial to the accuracy and clarity of the representations.

Textural description, or "what occurred," refers to an account that describes the perception of the phenomenon. In obtaining the textural description of the participants' experience, I will use the verbatim excerpts from the interview and provide a narration of the meaning units derived from the themes. Structural description, or how it occurred, integrates imaginative variation, an ingenious outlook, and insights into the textural description. An imaginative variation is considered the mental experiment on analyzing the details and structures of the participant's experience by being detached from natural inclination through epoche. It is appended in each paragraph of textural descriptions to generate a structural description.

In the textural-structural synthesis process, I will collate the meaning units of each participant and develop a composite of textural and structural descriptions that are common to them. A narrative or synthesis represents all participants written in a third-person perspective. The primary goal of this final step of Moustakas' Moustakas' method is to obtain the essence of the experience of the phenomenon.

Responses of the study participants were analyzed through the NVivo software that produces the final themes of the study.

## RESULTS AND DISCUSSION

This part presented the different themes that were derived from the different responses of the participants of the study during the conduct of the interview. It is evident in the study that our identified participants are the Law Enforcement who voluntarily participated during the interview.

Table 1. Profiles of the Participants

| Code Name | Age | Sex    | Length of Service | Ranks                         |
|-----------|-----|--------|-------------------|-------------------------------|
| P01       | 40  | Female | 16 years          | Police Chief Master Sergeant  |
| P02       | 36  | Female | 12 years          | Police Senior Master Sergeant |
| P03       | 36  | Male   | 14 years          | Police Senior Master Sergeant |
| P04       | 35  | Male   | 11 years          | Police Master Sergeant        |
| P05       | 32  | Male   | 12 years          | Police Master Sergeant        |
| P06       | 30  | Female | 10 years          | Police Staff Sergeant         |
| P07       | 35  | Male   | 13 years          | Police Master Sergeant        |
| P08       | 36  | Male   | 13 years          | Police Master Sergeant        |

Based on the responses of the participants of the study, there were four (4) themes identified such as (1) Alcohol Influence, (2) Family Conflict, (3) Lack of Communication, and (4) Conflict between Minors in the Street.

### Alcohol Influence

The impact or effect that alcohol has on a person’s behavior, cognitive function, and physical well-being. This influence can be positive or negative depending on the circumstances and the amount of alcohol consumed. While moderate alcohol consumption may have some health benefits, excessive drinking can lead to a range of negative consequences, such as impaired judgment, decreased reaction time, reduced inhibitions, impaired motor coordination, memory loss, and physical harm. It is important for individuals to understand the potential risks associated with alcohol consumption and to make responsible choices regarding drinking.

*“The community conflict that I responded were conflict in drinking in remote areas the people there are prone to make scenes especially when they are drunk” (P03 , 73-75)*

*“There was the last time here that some drunk people will throw something.” (P04, 100)*

*“That I have encountered in responding community conflict is sometimes a family conflict when they are drinking alcohol and that’s the time they miscommunicate with each other resulting conflict between them.” (P04, 115-117)*

Based on the response from the participants during the interview, the police officer encountered an alcohol influence the people there are prone to make scenes, especially when they are drunk, but can easily; in some cases, alcohol can also lead to aggressive or violent behavior, which may be the reason behind the scenes mentioned in the interview. This is because alcohol can lower inhibitions and increase impulsivity, making people more likely to act on their impulses without considering the consequences. Alcohol can also exacerbate pre-existing mental health conditions, such as depression or anxiety, which can contribute to negative behavior.

### Family Conflict

Disagreements, disputes, or tensions that arise between members of a family. These conflicts can take many forms, ranging from minor disagreements to more serious and long-lasting disputes. Common sources of family conflict include differences in values or beliefs, financial issues, parenting styles, conflicts between siblings, and disagreements about how to care for elderly or sick family members.

*“The community conflict that I responded were conflict between husband and wife the so called Violence against Women and their Children, conflict between neighbors that resulted to physical injuries” (P01, 2-5)*

*“When I responded in the area both party were always shouting and upon arrival we pacified both of them in order not to add another injuries” (P01, 5-7)*

*“That I have encountered in responding community conflict is sometimes a family conflict when they are drinking alcohol and that’s the time they miscommunicate with each other resulting conflict between them.” (P04, 115-117)*

*“Upon responding the said conflict, I have encountered some difficulties especially when the couple is in the midst of anger” (P06, 126-128)*

Based on the participants’ responses during the interview, the police officer encountered a family conflict. This could suggest that the officer was responding to a call for service related to a domestic dispute or another type of family conflict. Family conflicts can be emotionally charged and potentially volatile situations that require careful handling by law enforcement officers. Officers must communicate effectively with all parties involved, assess the situation for potential safety risks, and take appropriate action to de-escalate the situation and ensure the safety of all involved. In some cases, officers may need to refer individuals or families to other community resources or agencies for further support or intervention. Officers need to have the necessary training and skills to respond effectively to family conflicts to prevent escalation and potential harm to individuals and the community.

### **Lack of Communications**

It is a situation where there is a breakdown in the exchange of information or ideas between individuals or groups. It can occur for various reasons, such as differences in communication styles, lack of trust, fear of conflict, or simply needing to be more relaxed and relaxed to communicate effectively.

*“Some complainant got angry due to some circumstances that we delayed in the responded is the traffic accident due to the road.” (P08, 173-174)*

Based on the response from the participants during the interview of the police officer, lack of communication during responding to community conflict. The officer encountered a situation where different parties involved in the conflict were not effectively communicating. This lack of communication may have contributed to misunderstandings or mistrust between the parties. It may have made it more difficult to resolve the conflict peacefully and productively. In responding to a community conflict, effective communication is essential for building trust and understanding between different parties involved. This may involve active listening and engagement with the perspectives and concerns of all parties, clear and concise communication of goals and expectations, and a commitment to openness and transparency in the conflict resolution process. By promoting effective communication, officers can help to de-escalate tensions and foster a more collaborative and productive approach to resolving community conflicts. It may also involve utilizing neutral mediators or facilitators to help manage communication, resolve conflicts, and promote a culture of respectful and effective communication within the community.

### **The Conflict between Minors on the Street**

A disagreement or dispute arises between two or more individuals under the age of minority and occurs in a public space, such as a street, park, or playground. The conflict could take many forms, including physical alterations, verbal arguments, or bullying. Various factors, such as differences in personality, social status,



cultural background, or personal beliefs, can cause conflict between minors on the street. Environmental factors such as peer pressure, family, dynamics, or socio-economic status may also influence these conflicts.

*“Some of my experiences in responding community conflict as we have arrived at the area, both parties are shouting, and some of them are throwing, punches with each other” (P02, 43-45)*

Based on the response from the participants during the interview, the conflict between minors in the street can be a potentially volatile situation that requires careful handling by law enforcement officers. Minors may be more impulsive or emotionally charged in their behavior and may not have the same level of impulse control as adults. In responding to a conflict between minors in the street, officers must communicate effectively with all parties involved while assessing the situation for potential safety risks and taking appropriate action to de-escalate the situation.

In responding to conflicts between minors in the street, officers must prioritize the safety of all involved while also working to de-escalate tensions and promote peaceful resolution. This may involve utilizing effective communication skills, active listening, and conflict resolution techniques to help parties find common ground and work towards a positive resolution.

## **SUMMARY, FINDINGS, CONCLUSION, AND RECOMMENDATIONS**

### **Summary**

This study was conducted to determine the reason behind the police officer of the 2nd Provincial Mobile Force Company. There are 8 participants who participated in during the conduct of the study. The participants were purposively identified according to their age, rank and length of service. The study utilized researcher-made interview guide for the participants and was analyzed through voice recording.

### **Findings**

Based on the participants response during the interview and after analyze the responses through voice recording, the study identified four (4) themes: (1) Alcohol Influence, (2) Family Conflict, (3) Lack of communication and (4) Conflict between minors in the street. Findings the 2<sup>nd</sup> PMFC officer there are same answer between the participants alcohol influence, That I have encountered in responding community conflict is sometimes a family conflict when they are drinking alcohol and that’s the time, they miscommunicate with each other resulting conflict between them. Family Conflict, That I have encountered in responding community conflict is sometimes a family conflict when they are drinking alcohol and that’s the time, they miscommunicate with each other resulting conflict between them. Lack of communication, some complainant got angry due to some circumstances that we delayed in the responded is the traffic accident due to the road. Conflict between minors in the street, Some of my experiences in responding community conflict as we have arrived at the area, both parties are shouting, and some of them are throwing, punches with each other.

### **Conclusion**

Based on the study’s, 2<sup>nd</sup> PMFC officers encountered difficulty situation the officers observed that alcohol can lead to disruptive behavior and even aggression, while family conflicts require careful handling to ensure the safety of everyone involved. The officers also emphasized the importance of effective communication in resolving community conflicts, promoting trust, and preventing misunderstandings. When dealing with conflicts between minors, officers need to prioritize safety, employ communication skills, active listening, and conflict resolution techniques to deescalate tensions and facilitate a peaceful resolution. Overall, the officer highlighted the significance of proper training and skills for Law

Enforcement Officers in managing these different types of conflicts. The study emphasized the significance of proper training and skills for Law Enforcement Officers in managing various types of conflicts. By equipping officers with the necessary training, they can effectively handle situations involving disruptive behavior, alcohol-related aggression, family conflicts, and conflicts among minors. This training can help officers navigate these situations and ensure the safety and well-being of everyone involved.

## **Recommendations**

Based on the responses of the participants of the study during the conducted of interview, we identified the Police Officers, their rank, age and length of service. The study found also the following themes: Alcohol Influence, Family Conflict, Lack of Communications and the Conflict between the Minors in the Street. Based on the interview we conducted, the study found out that most of the response of the Police Officers is that may benefit from additional training and resources to handle situations where alcohol is involved, and may play a critical role in responding to these situations, and may benefit from training and resources to handle them effectively. This could include efforts to improve community engagement and dialogue, as well as training and resources for Police Officers to facilitate communication in conflict situations, may benefit from training and resources to handle these situations effectively, and community programs and initiatives that promote positive youth engagement and development may be helpful in preventing these conflicts. Moreover, it was revealed that community programs and initiatives that promote positive youth engagement and development may be helpful in preventing these conflicts.

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## **DEDICATION**

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## **APPENDIX A**

### **Interview Protocol**

#### **Before the interview begins, the participants will be informed that:**

1. The interview will be digitally recorded.
2. Their identity will remain confidential during the whole course of the study and in writing the report of the study.
3. They can discontinue their participation at any time.

#### **Opening Questions**

##### **Participants Profile:**

1. Name (Optional)
2. Age
3. Rank
4. Length in service

#### **Core Questions**

1. What are the community conflict you responded?
2. What are your experiences in responding community conflict? How you settle or resolve the conflict?
3. How these conflict affect your as Police Officer?
4. How you cope this situation or how you handle this situation?
5. What are your strategies to solve the conflict?
6. How you handle those unresolved community conflict?
7. What can you say to the community conflict you attended?
8. What are the different issues or conflicts that you have encountered in responding community conflict?
9. Have you ever been encountered difficulties in responding community conflict?

#### **Closing Questions**

1. What do you feel after responding community conflict?
2. Thank you for participating. This has been a very successful discussion.
3. Your opinions will be a valuable asset to the study.



## APPENDIX B

### INFORMED CONSENT FORM

1. I, \_\_\_\_\_, volunteer to respond in the research undertaking conducted by **Mae Lynn Alberto, Love Lhyne Magallon, Raymart Nacional and Caleb Tapayan** from Misamis University, Ozamiz City. I understand that the research is designed to gather data about **The Untold Stories of the Police Officers in Responding Community Conflict: A Phenomenological Study**. I will be one of the respondents who shall answer this research;
2. My response in this research is voluntary. I understand that I will not be paid for my participation. I may withdraw and discontinue at any time without penalty. If I decline to respond or withdraw from the study, no one will be told;
3. Upon filling out the questionnaire, the name is optional, the signature will safeguard my identity and my name will not be revealed in the analysis and report. If, however, I feel uncomfortable in any way in answering the questionnaire, I have the right to decline to answer any of the questions;
4. I am given ample time to answer the questions for at least one (1) week. Participation in this survey is voluntary thus, I am free to refuse to participate, stop the survey administration and skip any item I am uncomfortable with;
5. I understand that the information to be gathered will be treated with confidentiality. I will not be identified in the paper. Only the researchers their adviser will have access to the data of the research;
6. I understand that this research has been reviewed and approved by the College of Criminology of Misamis University;
7. I have read and understood the explanation provided to me. I have had all my questions answered to my satisfaction, and I voluntarily agree to participate in this study; and
8. I have been given a copy of this consent form.

\_\_\_\_\_

**Respondent's Signature**

\_\_\_\_\_

**Date**

For further information, please contact:

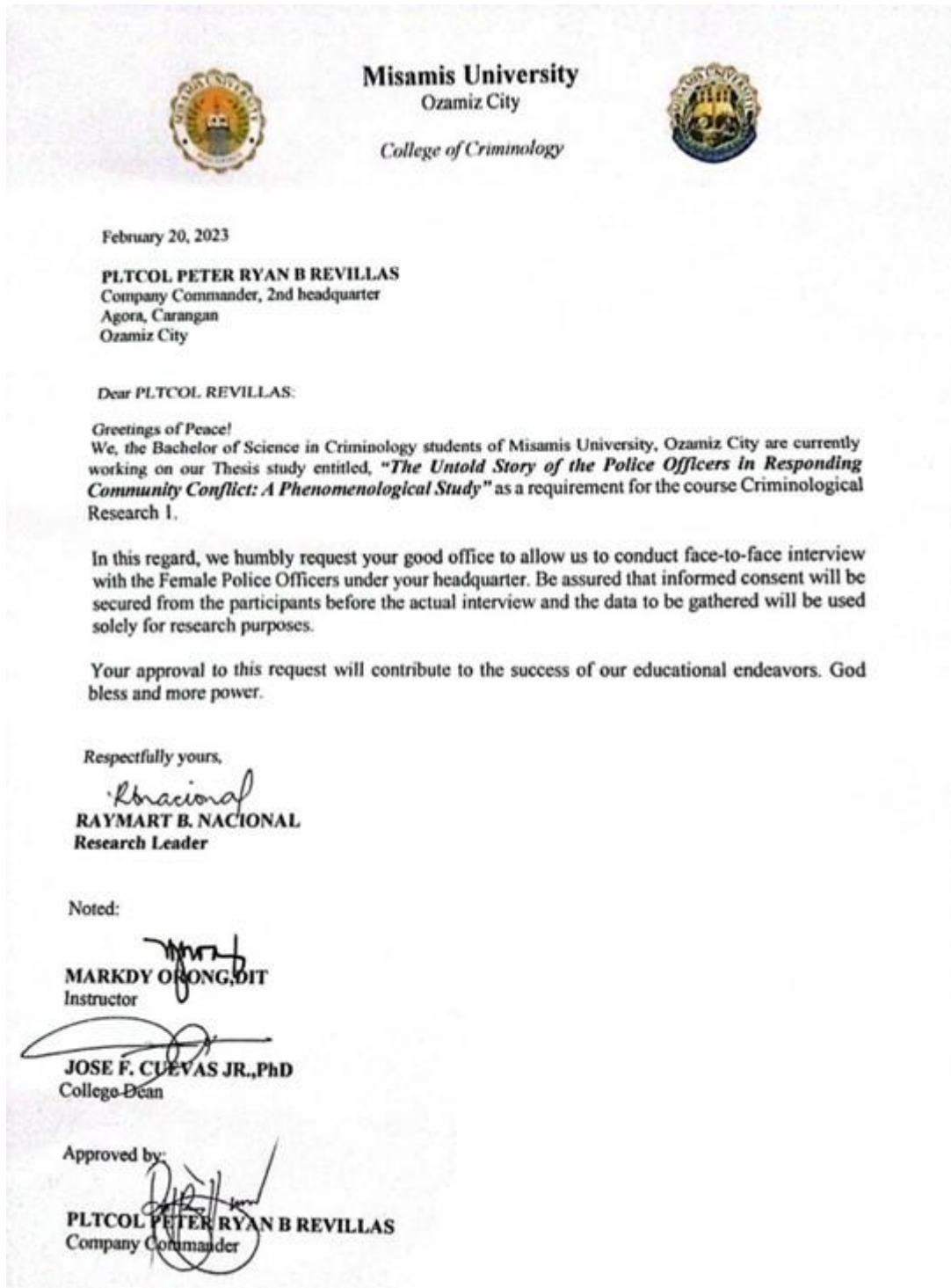
**Mae Lynn Alberto**

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## APPENDIX C

### TRANSMITTAL LETTER



## APPENDIX D

### INTERVIEW TRANSCRIPTION

#### Participants 1

1. P01, 40. Female. Police Chief Master Sergeant. 16<sup>th</sup> years in service. The
2. community conflict that I responded were conflict between husband and wife the so
3. called Violence against Women and their Children, conflict between neighbor that
4. resulted to Physical Injuries and conflict between minors in the street. When I
5. responded in the area both party were always shouting and upon arrival we
6. pacified both of them in order not to add another injuries. Some respondent fled
7. Some complainant got angry due to some circumstances that we delayed in
8. the response time. I also experience hot pursue operation in which we run after the
9. fleeing suspects. Confrontation between parties is the best way to resolve conflict. Such
10. conflict can be manageable because Police Officer are training to manage conflict but
11. it depend on the situation. It also affect the emotion of the Police Officer that sometimes
12. it makes the Police Officer got angry unto the responded party. Anger and conflict
13. management training helps a lot to the Police Officer that help the Police Officer to
14. calm down and manage its anger. Let both party express and testify their side one by
15. Make sure that each party was in sound mind. As a Police Officer I will exercise
16. my authority in order that they will behave accordingly. For those unresolved conflict
17. will be handle in the barangay if it is triable in barangay level and or indorsed it in the
18. prosecutor's office or possibly in court for trial. Community conflict is normal but it
19. should be handle/manage not only by Police Officer, there should be a join forces of
20. the barangay and other stakeholders or force multipliers in order that Peace and order
21. will be experience by the community. Some issues that we encountered in responding
22. community conflicts are: Some individual will post on the social media if the Police
23. Officers delayed it response, Some suspects may fight against the responding officers,
24. Some may fled away and the Police Officer may go after them and it may take hard
25. time for the Police officer to arrest them especially those adults, Some community may
26. criticized the Police officer even though they are not in the area but Police Officers can
27. manage their criticism. I've been in the service for 16 years. Even though I experience
28. being sued criminally and administratively by the suspects during legal operation but
29. I can't considered it as a difficulties, because I together with my other colleagues, we
30. manage it accordingly and we already prove it that it is under due process and followed
31. with the Standard Operating Procedure as mandated by the constitution and no human
32. rights were violated. Sometimes I've got angry and annoyed but I can manage it
33. because it is part of our work Patience is a virtue. As a Police officer we are bound to
34. serve and protect. Life is beautiful, malasakit kaayusan at kapayapaan tungo sa
35. kaunlaran... Kaligtasan nyo sagot naming kapulisan.

#### Participants 2

1. P02, 36. Female. Police Senior Master Sergeant. 12<sup>Th</sup> year in service. The community
2. conflict that I responded were conflict between husband and wife in which that so
3. called Violence against Women and their Children, and also the conflict between
4. minors in the street. For me, some of my experiences in responding community conflict
5. as we have arrived at the area, both parties are shouting, and some of them are
6. throwing punches with each other but upon arrival we pacified both of them in order
7. not to add more injuries. Also experience hot pursuit in which we ran after the fleeing
8. Confrontation between parties, get all of the issues and feelings out into the

9. *open, don't leave the part that seems too difficult to discuss. Police officers were train*
10. *to manage conflict there are some part of their training that we were unexpected to*
11. *exercise maximum tolerance but still it will depend on the situation. Anger and conflict*
12. *management training helps a lot to the Police Officer to remain calm and manage their*
13. *As a police officer I will exercise my authority in order for them to behave*
14. *Let both parties express and testify each of their side of the conflict*
15. *For those unresolved conflict it will be handle in the barangay if this triable*
16. *in barangay level and or enclose it in the prosecutor's office or in court for trial.*
17. *Community conflict is normal but it should be manage not only by Police Officer, but*
18. *there should be a join forces of the barangay and other stakeholders like force*
19. *multipliers in order to maintain Peace and order within the community. Some issues*
20. *that we encountered in responding community conflicts are: First, some individual will*
21. *used the social media to attack Police Officers if the response were delayed. Second,*
22. *some individual criticized the Police officer even if they haven't witness personally the*
23. *Third, some suspects may fight against the responding police officers. And the*
24. *last one is, it may take a hard time for a Police officer to arrest the suspects because*
25. *they fled away. Since conflict is in avoidable and it is natural most of that we*
26. *encountered difficulties but we manage it accordingly and we already prove it that it*
27. *is under due process and followed with the standard operating procedure as mandated*
28. *by the constitution and no human rights were violated. I feel upset, angry or all kind of*
29. *emotion, try to show self-compassion but still it is part of our duties and responsibilities*
30. *as police officers we are bound to serve and protect.*

### Participants 3

1. *PO3, 36. Male. Police Senior Master Sergeant, 14<sup>th</sup> years in service. The community*
2. *conflict that I responded were conflict in drinking in remote areas the people there are*
3. *prone to make scenes especially when they are drunk but can easily be settled through*
4. *talking while the Isolated area they will hurt each other that maybe can be lead into*
5. *killing themselves. In this situation, all you have to do is to stop and separate them to*
6. *each other. My experience in responding these community conflict is I encountered*
7. *instances that some of the respondents will resist / fight back against us , in this*
8. *situation you should talk to them properly , and don't make them feel humiliated in*
9. *front of everyone because sometimes there pride will be touched. We settle or resolve*
10. *the conflict by this steps. First you will separate them to each other, talk to them one*
11. *by one on what is there problem and what is the main conflict of their fighting. Second,*
12. *bring them both together so that they can talk about issue that they made. This kind of*
13. *conflict, as a police officer this conflict is normal or a daily basis for me. First is the*
14. *response to the community because this is the work of a police and it is called Service*
15. *of the Authority. Unresolved , this situation can't be solve because maybe the*
16. *respondents won't pay, another is there are conflict which is fighting and it can be*
17. *settle sometimes in talking to the both side. You should make them talk. All I can say in*
18. *the community that I attended is there's always a conflict at the same time with the*
19. *influence of alcohol, they should be drinking alcohol moderately not too much. The*
20. *issues that I encounter now at my term is the people who are drinking, because of*
21. *alcohol they miscommunication within each other and the past conflict between their*
22. *family or blood feud.*

## Participants 4

1. P04, 35. Male. Police Master Sargent, 11th years of service. The community conflict
2. that I responded were the conflict between families at the same time they are drunk.
3. There was the last time here that some drunk people will throw something. The
4. experience that I encountered in responding community conflict is when the police
5. arrived they will calm themselves and listen to us , so far we don't encounter times
6. that we do violent action. We settle or resolve the conflict through talking to them,
7. as a police officer we should know how to listen to the both sides not just in one
8. side to avoid bias and you to see where the problem starts and also you need to see
9. if someone is hurt or need some medical assistance. And if we can't solve the
10. problem through talking you should bring them to the police station. These conflict
11. affect me as a police officer, for us to be effective we need to resolve the conflict
12. and the respondents that will listen to us will also give us confidence to do our
13. duties well. We handle this unresolved community conflict by forwarding them to
14. the station and the station will decide the right consequences of their actions but
15. before that they will first blotter it and we make sure that those who are involves
16. won't hassle others. All I can say to the community conflict that I attended is it's not
17. really a kind of harsh we can manage and fix it through talking. The different issues
18. or conflict that I have encountered in responding community conflict is sometimes
19. a family conflict when they are drinking alcohol and that's the time they
20. miscommunicate with each other resulting conflict between them.

## Participants 5

1. P05. 32. Male. Police Master Sergeant. 12<sup>th</sup> years in service. The community
2. Conflict I responded is family conflict. And I experience in responding family
3. conflict were someone uncooperative intervening, assess the situation to ensure
4. everyone's safety. If there is any indication of violence or threat of harm, take steps
5. to de-escalate the situation and call for backup if necessary. As Police Officer most
6. be encouraged all parties involved to communicate openly and honestly. Listening
7. actively to each other can help to build understanding and empathy, which can lead
8. to a resolution. As a Police Officer patient will be test and continuous information
9. drive to the barangay. Need to authoritative command. As a Police Officer a
10. different issues encountered in responding community conflict is about family

## Participants 6

1. P06. 30. Female. Police Staff Sergeant. 10<sup>th</sup> years in service. The
2. community conflict that I responded is Couple Fighting. Upon responding the said
3. conflict, I have encountered some difficulties especially when the couple is in the
4. midst of anger. I have conducted counseling to both parties. Their conflict did not
5. affect me as a Police Officer instead, this is very helpful for me to become more
6. effective Police Officer. The strategies to solve the conflict is counseling. To handle
7. those unresolved community conflict by facing my client with confidence and
8. It is a normal conflict nowadays. The issues or conflicts that I have
9. encountered in responding community conflict is unresponsive parties. I feel
10. satisfied after responding community conflict.

## Participants 7

1. P07. 35. Male. Police Master Sergeant. 13<sup>th</sup> years in service. The community



2. *conflict that I responded were conflict in drinking in remote areas the people there*
3. *are prone to make scenes especially when they are drunk but can easily be settled*
4. *through talking while the Isolated area they will hurt each other that maybe can be*
5. *lead into killing themselves. In this situation, all you have to do is to stop and*
6. *separate them to each other. My experience in responding these community conflict*
7. *is I encountered instances that some of the respondents will resist / fight back*
8. *against us , in this situation you should talk to them properly , and don't make them*
9. *feel humiliated in front of everyone because sometimes there pride will be touched.*
10. *We settle or resolve the conflict by this steps. First you will separate them to each*
11. *other, talk to them one by one on what is there problem and what is the main conflict*
12. *of their fighting. Second, bring them both together so that they can talk about issue*
13. *that they made. This kind of conflict, as a police officer this conflict is normal or a*
14. *daily basis for me. First is the response to the community because this is the work*
15. *of a police and it is called Service of the Authority. Unresolved, this situation can't*
16. *be solve because maybe the respondents won't pay, another is there are conflict*
17. *which is fighting and it can be settle sometimes in talking to the both side. You*
18. *should make them talk. All I can say in the community that I attended is there's*
19. *always a conflict at the same time with the influence of alcohol, they should be*
20. *drinking alcohol moderately not too much. The issues that I encounter now at my*
21. *term is the people who are drinking, because of alcohol they miscommunication*
22. *within each other and the past conflict between their family or blood feud.*

## **Participants 8**

1. *P08. 36. Male. Police Master Sergeant. 13<sup>th</sup> years in service. The community*
2. *conflict I responded is the traffic accident due to the road. The issue of the traffic*
3. *accidents caused by poor road conditions and improve road safety in the*
4. *Cannot easily rescue or late response, and coordinate to the barangay*
5. *for immediate due to means of communications. If the number of traffic accidents*
6. *increases in the community, it means that as a Police Officer, I may have to respond*
7. *to more calls, investigate more accidents, and spend more time on the road, to give*
8. *information to the uncivilized uneducated, and giving advice information to*
9. *minimize the accused of crime, uneasy to access communication whether condition.*

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## CURRICULUM VITAE

### Personal Data:

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