

# Level of Satisfaction of the Community on the Operational Plan Against Deadly Weapon of the Philippine National Police

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## ABSTRACT

The Philippine National Police plays a vital role in maintaining peace and order and ensuring public safety in society. The PNP builds and maintains positive relationships with the communities they serve, promoting trust and cooperation between law enforcement and the public. The study determined the level of satisfaction of the community towards the conduct of the Operational Plan of the Philippine National Police in Ozamiz City. The respondents of the study included the Business Owners, crews, and customers of restaurants in Ozamiz City, Misamis Occidental, Philippines. An adapted survey questionnaire was the primary instrument utilized in gathering data for the study. Results revealed that the business owners, crews, and customers are very satisfied with the operational Plan of the PNP in Ozamiz City in terms of the procedure, documentation, the attitude of the PNP, and how committed they are to their jobs during the operation. The researchers recommended continuous training and education of the police officers so that it can help develop the necessary and new skills, and attitudes and keep up with the latest trends and best practices in law enforcement to perform their duties effectively and responsibly.

**Keywords:** PNP, public safety, operational plan, training, level of satisfaction

## INTRODUCTION

### Rationale of the study

In dealing with crime issues, the most important thing that needs to be clarified is the root cause of crime incidents to ensure that the crime can be understood comprehensively (Bahari et al., 2021). For years, it has always been the length of many to achieve a crime-free community where safety is assured and not compromised (Clear, N.D). Violence can be seen anywhere and everywhere (Brown & Weil, 2019). It may happen to you unexpectedly at the most unexpected time and the crime rate seems very alarming and terrifying as no one wants themselves or their loved ones to be victimized by crime or to live in fear (Altheide, N.D). In line with the various crimes committed, it is the core responsibility of the government to impose and ensure the safety of many (Crawford & Evans, 2017). They should treasure life because the future cannot predict. (Nonaka & Takeuchi, 2021). Being alert at all times is very important, especially carrying so many things that can attract the eyes of those with bad intentions when going to a place where there are many people (Van de Weert & Eijkman, 2019).

Crime Prevention is everybody's concern which explains that the effort of preventing crime is not the sole responsibility of the police officers, elected public officials, and citizens, but all other sectors of society (Vicente & Codmor, 2019). Every person needs to be aware of what they are doing and where they are going. Any of us has a right to the security of ourselves and our properties (Nyadera & Bincof, 2019). The primary need of every person is security in money, property, data, and other valuable things they possess.

The Operational Plan is primarily a police operation in a place of business, usually in a bar or nightclub, where PNP personnel enter the location unexpectedly and search for weapons that may be in the possession of customers or guests (Corn, 2021). This operation was made possible by the outstanding campaign of the Philippine National Police personnel. It is a surprise search to seize any visitors or customers with gun-wielding in the act (Morales, 2019). The implementation had a significant influence on reducing violence, crime, and unnecessary killing (LaFree & Freilich, 2019). It was later realized that it plays a significant role in the global phenomenon, especially in the increasing rate of crime committed (Vicente 2019).

This program called Operational Plan is covered by RA no. 10591 an act providing for a comprehensive law on firearms and ammunition and providing penalties for violations thereof (Huele, 2018; Pascua, 2018). According to Legazpi City, Albay (PIA) – The police campaign against loose firearms resulted in the arrest of 504 persons and the confiscation of 1,128 firearms in the Bicol region as of the first week of November 2021. The number of firearms seized this year was higher compared to the same period in 2020 which accounted for only 431 firearms and 171 arrests. Brigadier General Jonnel Estomo, director of Police Regional Office 5 (PRO-5), said the series of police checkpoints and intensified Operational Plan campaigns led to the seizure of unlicensed guns (Caballero, 2021).

This paper seeks to determine the level of satisfaction of the Business Owners, crews, and customers on the Operational Plan of the PNP in promoting safe resto bar and nightclub activities in Ozamiz City, Philippines. With the aspiration of providing holistic services on law enforcement, crime prevention and control, peace and order maintenance, and community assistance in the future, it becomes necessary to conduct a study that is in line with the researchers' future professions. Identifying the effectiveness of one of the operations that the PNP has implemented namely the Operational Plan in some establishments such as clubs and restaurants is one crucial step that the researchers can do to provide baseline data on the matter at hand and significantly contribute to the amendment of laws or associated proceedings and scrutinize how efficient was the operation in ensuring community-based public security and safety.

## METHODS

With the aim of gathering data and information, this study will use a quantitative research approach, with a survey questionnaire serving as the data instrument. Descriptive analysis can be used to look at the data gathering. The program's purpose is to preserve tranquility and peace in the community. Should be aware of the operations' best practices and weaknesses in order to improve the operation's performance and yield better results. Quantitative methodology was used in this study with the purpose of collecting the data and information through surveys to the Business owners and their crews in terms of their level of satisfaction towards the Operational Plan by the PNP in Ozamiz City.

The study was conducted in Resto Bars and nightclubs in Ozamiz City, Misamis Occidental wherein the respondents were mostly residing inside Misamis Occidental. Utilizing the same regional definition as a region, Ozamiz, authoritatively known as the City of Ozamiz, is a 3rd class component city within the territory of Misamis Occidental, Philippines. Although sometimes spelled as Ozamis in official sources like COMELEC, it is spelled as Ozamiz in Republic Act No. 321, the Ozamiz City Charter Act. In 2005, City Resolution 251-05 was passed to emphasize that it is formally spelled Ozamiz, not Ozamis.

The respondents of the study include the Business Owners, crews, and customers. Researchers used purposive sampling and chose the respondents based on the following criteria: 1.) The owner has to be directly engaged in the business and has previous experience with the Operational Plan. 2.) The crew must have observed and participated in the specified operation. 3.) If the owner is unavailable, simply add another crew or staff member to the same shop or store.

## RESULTS AND DISCUSSIONS

The study will determine the level of satisfaction of the community towards the conduct of the Operational Plan of the Philippine National Police of Ozamiz City. Specifically, the study will:

After performing the survey, we discovered in Table 1 that there are a greater number of individuals between the ages of 18-29 with a frequency of 37 and a percentage of 74%, followed by the age 30-49 with a total frequency of 10 and has the percentage of 20% and the lowest is 50 above with the frequency of 3 and has a 6%. The age range of 18 to 29 years old is commonly associated with going to bars and nightclubs because this is the period in life when people are experiencing new freedoms and exploring their social lives that's why most of this age are the participants of the operational plan of deadly weapons that are performed by the police officers.

In terms of gender, the male has the highest frequency 30 and 60%, followed by a female with a frequency of 20 and a 40%. This shows that males are often the subject of operational plans against deadly weapons in bars due to a number of factors. For one, statistics show that men are more likely than women to be involved in violent incidents, including those that involve firearms or other deadly weapons. This can be fueled by factors such as alcohol consumption, peer pressure, and a desire to impress others or assert dominance. As a result, law enforcement and security personnel may view men as a higher-risk group when it comes to the potential for violence in these settings. This is not to say that all men are violent or that women cannot be violent, but rather that there are certain social and cultural factors that contribute to this trend.

As to the civil status, the highest frequency is 35 with 70% being single, next is married with a frequency of 14 (28%), and 1 widow with a percent of 2. There are a variety of reasons why single individuals may go to bars and result to be the subject of the operational plan for deadly weapons. For one, bars and nightclubs can be social settings where people go to meet new people and socialize with friends. This can be particularly appealing to single individuals who are looking to expand their social networks or find potential romantic partners.

**Table 1. Determine the profile of the community as to age, gender, and civil status**

Profile	Frequency	Percentage
<b>Age (in years)</b>		
18-29	37	74.00
30-49	10	20.00
50 and above	3	6.00
<b>Gender</b>		
Male	30	60.00
Female	20	40.00
<b>Civil Status</b>		
Single	35	70.00
Married	14	28.00
Widow	1	2.00

### Profile of the Community (n=50)

Table 2 presents the average weighted mean and interpretation of the effectiveness operational plan as perceived by the Philippine National Police in Ozamiz City. The study revealed that the operation is very effective based on Table 2. Looking into the details of the result, it showed that the PNP should uphold the law and protect the citizens they serve with a professional and ethical attitude. It is important for the police to maintain a positive relationship with the community they serve and be accountable for their actions since it yields the highest weighted mean of (M=3.53; SD=0.40) with the remarks of “Very Satisfied. Furthermore, it means that people who visit and go to the different establishments in Ozamiz City feel safe and secure knowing they have PNP.

**Table 2. Level of Satisfaction of the Community towards the Operational Plan of the PNP (n=50)**

Variables	M	SD	Interpretation
Procedure of Operational Plan	3.48	0.37	Very Satisfied
Documentation of the Plan Conduct	3.48	0.32	Very Satisfied
Attitude of the PNP	3.53	0.40	Very Satisfied
Work commitment of the PNP	3.50	0.44	Very Satisfied
Overall Satisfaction	3.50	0.38	Very Satisfied

**Note: Satisfaction Scale: 3.25-4.0 (Very Satisfied 2.50-3.24 (Satisfied); 1.75-2.49 (Less Satisfied); 1.0-1.74 (Not Satisfied)**

Table 3 data shows that in procedures in the operation plan in terms of age (p=0.03) significant, in gender (p=0.32) not significant in civil status (p=0.22) also not significant. For a variety of reasons, the methods for an operating plan may consider age as a factor. Individuals of varying ages, for example, may have various risk factors for violence or be more or less prone to engage in certain forms of conduct. Age may be a factor in deciding whether persons are more likely to be involved in violent episodes or to pose a threat to others in the context of a plan to address deadly weapons in a bar or nightclub setting. Furthermore, age may influence how law enforcement or security professionals approach a scenario.

In the documentation of the plan, the age (p=0.79), gender (p=0.42), and civil status (p=0.22) have no significant difference in the level of satisfaction of the community towards the conduct of the operational plan when they are grouped according to their profile. It’s possible that documentation plans for police operations may not differentiate between individuals based on their age, gender, or civil status. This is because the focus of the documentation plan is on recording the details of the operation, such as the time, location, and outcomes, rather than on the individual characteristics of those involved. Also, in the attitude of the PNP, there is no significant difference in terms of age (p=0.60), gender(p=0.97), and civil status (p=0.43).

In theory, the attitude and conduct of the PNP should not differ significantly based on factors such as age, gender, or civil status. The PNP is expected to maintain high standards of professionalism, regardless of the personal characteristics of individual officers.

The work commitment of the PNP in terms of the age (p=0.05) has a significant difference while the gender (p=0.50) and civil status (p=0.50) both have no significant difference. Age can be a significant factor in work commitment for a number of reasons. For one, individuals of different age groups may have different priorities or life circumstances that affect their ability or willingness to commit to their work. For example, younger workers may be more likely to prioritize career advancement or personal growth over other aspects of their lives and may be more willing to work long hours or take on additional responsibilities in order to

achieve their goals. On the other hand, older workers may be more focused on maintaining a work-life balance or may be dealing with caregiving responsibilities or other obligations that limit their ability to commit fully to their work. In addition, older workers may have more experience or seniority within an organization, which can affect their level of commitment to their job. For example, an older worker who has been with an organization for many years may feel a stronger sense of loyalty or investment in their work than a younger worker who is just starting out. Overall, it's important to recognize that work commitment can vary widely based on a range of factors, including age, personal values, and life circumstances. Employers can help to foster a sense of commitment among workers by creating a positive work environment, offering opportunities for growth and development, and providing support for workers who may be dealing with personal or family obligations.

**Table 3. Significant Difference on the level of Satisfaction of the Community towards the Conduct of Operational Plan When They Are Group According to their Profile**

Variables	Test Statistics	p-value	Remarks
<b>Procedure of Operational Plan and</b>			
Age	F=3.70	0.03	Significant
Gender	T= 1.02	0.32	Not Significant
Civil Status	F= 1.55	0.22	Not Significant
<b>Documentation of thePlan Conduct and</b>			
Age	F= 0.24	0.79	Not Significant
Gender	T= 0.82	0.42	Not Significant
Civil Status	F=0.47	0.63	Not Significant
<b>Attitude of the PNP and</b>			
Age	F=0.52	0.60	Not Significant
Gender	T=0.04	0.97	Not Significant
Civil Status	F=0.86	0.43	Not Significant
<b>Work commitment of the PNP and</b>			
Age	F=2.84	0.05	Significant
Gender	T=0.69	0.50	Not Significant
Civil Status	F=0.75	0.50	Not Significant

Probability Value Scale: \*\*p<0.01 (Highly Significant); \*p<0.05 (Significant); p>0.05 (Not significant)

## CONCLUSIONS

According to the study's findings, the PNP's operational plans, which were carried out in every establishment, were very effective and should be maintained in order to maintain peace and order and prevent illegal or prohibited actions and behaviors that can harm property, people, and communities. There were 50 respondents, male were the ones who usually go to nightclubs and resto bars with 30 and females with 20. The ages are between 18-29 with a frequency of 37 followed by the ages 30-49 with a total frequency of 10 and the lowest is 50 above with a frequency of 3. The age range of 18 to 29 years old is commonly associated with going to bars and nightclubs. As to the civil status, the highest frequency with 35 is single, next is married with a frequency of 14, and only 1 widow.

The study revealed that the operations were very effective. According to the respondents' responses, the PNP's operations were effective. For the purpose of the safety of society, they did what was right and complied with the directive.

In procedures in the operational plan, according to the respondents, the operating strategy was very effective. In terms of age significance, gender is not significant, and civil status is also not significant. In documentation of the plan conduct the age, gender, and civil status has no significant difference on the level of satisfaction towards the conduct of the operational plan when they are grouped according to their profile. The attitude and conduct of the PNP should not differ significantly based on factors such as age, gender, or civil status. Work commitment of the PNP in terms of has a significant difference while gender and civil status both have no significant difference.

## RECOMMENDATIONS

The operating plan should continue, according to the researchers' recommendation, until it is terminated. In order to incorporate females in the institution when completing the operational plan, the PNP needs to include at least 1 female personnel. This is because, according to our observation, some women drink alcoholic beverages and possibly they may bring or carry harmful weapons. Continuous training and education can help police officers develop the necessary and new skills, and attitudes and keep up with the latest trends and best practices in law enforcement to perform their duties effectively and responsibly.

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