

# When Policy Meets the Street Community: Stories on The Philippine National Police (PNP) Smart Policing Shift

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## ABSTRACT

This study aimed to explore and assess the implementation of Smart Policing Strategies of the Philippine National Police (PNP) from the point of view of community residents in Barili and Aloguinsan, Cebu. This study utilized qualitative methods of research employing the phenomenological approach to determine the experiences, perceptions, and insights of the community toward the smart policing initiatives of the PNP. A total of fifteen (15) informants, composed of professional, businessman or barangay leaders, were purposively selected to share their lived experiences and observations regarding the implementation of smart policing strategies in Barili and Aloguinsan.

The data gathered through semi-structured interviews and direct observations were transcribed and subjected to thematic analysis. From this process, significant statements were extracted and categorized into core meanings that evolved into emergent themes, which represent the community's evaluation of smart policing strategies. For the Views of the Community on the Implementation of SMART Policing Strategies of the PNP, two (2) emergent themes were identified, namely: *"Enhanced Police Effectiveness and Timely Response"* and *"Enhanced Police Efficiency and Responsiveness."* For the Describing the Effectiveness of the SMART Policing Strategies of the PNP, two (2) emergent themes emerged, namely: *"Effectiveness and Accessibility of Police Services"* and *"Community Perception of Police Responsiveness."* Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies, two (2) themes were drawn: *"Community Confidence in the PNP"* and *"Police Integrity and Community Confidence."* As for the Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community, two (2) themes were found: *"Enhanced Community Safety and Order"* and *"Community Confidence in Police Capabilities."* Lastly, for the Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP, two (2) emergent themes were developed: *"Challenges in Police Resource Allocation,"* *"Barriers to Effective Communication."*

The findings of the study revealed that the smart policing strategies of the PNP in Barili and Aloguinsan, Cebu, have generally enhanced community safety, improved police responsiveness, and strengthened public trust. However, the study also highlighted areas for improvement, particularly in ensuring sustainability, equitable access, and stronger community involvement in smart policing efforts.

**Keywords:** Smart Policing Strategies, Philippine National Police, Community Perception, Phenomenological Study, Criminal Justice

## THE PROBLEM AND ITS SCOPE

### Introduction

### Rationale

Community policing has been a staple of the preservation of peace and security, either staying or residing in a locality. SMART policing strategies are effectively implemented, and crucially, how they are perceived by community residents in Cebu Province remains largely unexamined. In the Philippines, particularly in Cebu

Province, it is important to understand how such SMART policing strategies are experienced and perceived by community residents. The move toward SMART policing represents a broader trend in policing reforms aimed at aligning law enforcement practices with contemporary societal needs and expectations (Mahinay, C. J. D. 2025).

In the United States, a study by Ekaabi et al. (2020) examines how law enforcement agencies can improve public service delivery through the implementation of SMART policing. The study introduces a framework for understanding the different dimensions of service quality in policing, emphasizing interactivity, responsiveness, transparency, and integrity. It highlights how these dimensions are critical for ensuring that police practices meet public expectations and foster trust within the community.

Furthermore, the study stresses the importance of modern police forces transitioning from traditional methods to more community-centered and technologically supported models. By integrating advanced tools and adopting strategies that focus on engagement and accountability, law enforcement can enhance efficiency, responsiveness, and overall public satisfaction in service delivery.

In the Philippines, a study by Romero et al. (2025) investigates the Philippine National Police's (PNP) digital transformation under the P.A.T.R.O.L. Plan 2030, with a particular focus on its e-governance initiatives. The study highlights how the PNP employs information and communication technologies (ICTs) and data systems to enhance transparency, accountability, and public safety. It also identifies the key digital tools utilized, as well as the challenges faced in their implementation.

Additionally, the study proposes policy solutions to address these challenges and compares the PNP's digital initiatives with global e-governance models. The authors demonstrate how integrating digital innovation in law enforcement enables more responsive and citizen-centered governance, ultimately improving service delivery and fostering greater trust between the police and the community.

In Cebu City, Oville et al. (2024) investigates the lived experiences of cybercrime investigators from the Philippine National Police (PNP) assigned to the Regional Anti-Cybercrime Unit 7 (RACU 7) during the COVID-19 pandemic. Using a qualitative phenomenological approach, ten cybercrime officers were interviewed to gain insights into their work amid the health crisis. The study identified several challenges they faced, such as limited manpower, insufficient resources, and the difficulty of maintaining public trust while working remotely.

Despite these obstacles, the officers demonstrated resilience by developing coping mechanisms and proactive strategies to continue their duties. The study emphasizes the importance of technological advancement and enhanced institutional support to strengthen cybercrime investigations. The adaptability and commitment of these officers not only ensured the continuity of law enforcement operations during the pandemic but also highlighted the evolving role of police in addressing cyber threats in a digital society.

This study aims to explore the perspectives of community residents on the implementation of SMART policing strategies by the Philippine National Police (PNP) in Barili and Aloguinsan, Cebu, Philippines. The researchers seek to understand how residents perceive these strategies and to evaluate their impact on public safety and community engagement. Additionally, the study examines the challenges or concerns raised by residents regarding the adoption and execution of SMART policing.

By investigating these perspectives, the study highlights the importance of assessing the effectiveness of SMART policing strategies. It emphasizes that the PNP's integration of technology in policing should not only enhance operational efficiency but also foster community trust and confidence, ensuring a collaborative relationship between law enforcement and the community.

## Theoretical Background

This study is mainly anchored on Technological Determinism Theory by Thorstein (1929), Theory of Acceptance by Davis (1985), and the Unified Theory of Acceptance and Use of Technology by Venkatesh et al. (2003).

The theory of Technological Determinism (TD) originates from the work of Thorstein (1929) and emphasizes the central role of technology as a driver of societal transformation. According to this perspective, technological development follows its own internal logic, producing inevitable and far-reaching changes in social structures, human behavior, and patterns of thought. However, this deterministic view has faced critique for its reductionist assumptions, particularly its tendency to overlook the complex interplay between technology and sociocultural dynamics. Critics argue that TD underestimates the significance of human agency, institutional mediation, and cultural context in shaping how technologies are adopted and integrated.

An in-depth analysis of TD reveals both its historical roots and contemporary relevance, with examples ranging from the Industrial Revolution to the rise of artificial intelligence and digital communication. Within this framework, the report examines the use of technology in law enforcement, especially the emergence of SMART policing in the Philippines. While such innovations have the potential to enhance operational efficiency and public safety, their actual impact depends on ethical considerations, institutional capacities, and prevailing cultural norms. This perspective highlights that technological change is co-constructed, influenced by social values, policy decisions, and organizational capabilities rather than occurring as an autonomous force.

The implementation of SMART policing strategies by the Philippine National Police (PNP) offers a concrete illustration of Technological Determinism in practice. With the integration of digital communication technologies, artificial intelligence, and data-driven systems, law enforcement in the Philippines is experiencing significant transformation. Innovations such as predictive analytics, integrated databases, real-time surveillance, and automated reporting systems are reshaping traditional policing practices. The adoption of these technologies shifts the focus from reactive crime response to proactive crime prevention, fundamentally changing how officers operate and engage with communities.

While these technological advancements promise greater efficiency and improved public safety, they also raise critical questions about ethical governance, data privacy, and the potential erosion of community-centered policing values. Technologies are often portrayed as neutral and inevitable drivers of institutional improvement, influencing public expectations around safety, accountability, and privacy. The widespread use of mobile communication platforms and centralized digital infrastructures within the PNP shapes organizational behavior, guiding how officers interact, report, and respond. This deterministic lens underscores the power of technology in shaping policing outcomes but also highlights the need for a balanced approach that considers both the opportunities and limitations of technological innovation in public safety.

Davis (1985), through the development of the Technology Acceptance Model (TAM), emphasizes the crucial role of user perceptions in shaping the acceptance and utilization of information systems. TAM identifies two central constructs perceived usefulness and perceived ease of use as key determinants of a user's attitude toward a system. These attitudes subsequently influence both behavioral intention and actual system use, highlighting that users are more likely to adopt a technology if they believe it would enhance their job performance and require minimal effort to operate.

Unlike models that focus solely on technical functionality or organizational outcomes, TAM underscores the importance of subjective evaluation by end-users. It suggests that positive attitudes toward a system can form even before full implementation, based on brief exposure to system prototypes. This early assessment of user motivation can inform system design and implementation, increasing the likelihood of successful adoption and ensuring that systems align with the needs and expectations of users.

The Technology Acceptance Model provides a valuable theoretical framework for understanding and improving the implementation of the Philippine National Police's (PNP) SMART policing strategies. SMART relies heavily on information systems, digital tools, and data-driven technologies to enhance police operations and service delivery. Applying TAM to this context, the successful adoption of SMART technologies by PNP personnel depends significantly on their perceptions of usefulness and ease of use, which influence whether they would embrace and consistently utilize the tools provided.

For instance, if officers perceive that body-worn cameras, crime databases, or mobile reporting platforms would improve their efficiency and are user-friendly, they are more likely to adopt them effectively. TAM also supports early-stage user acceptance testing, where feedback from officers during pilot phases can guide system development and deployment. This approach aligns with the PNP's goal of creating a technologically empowered police force, ensuring that the tools provided are operationally relevant, widely accepted, and capable of enhancing service delivery to the community.

The Unified Theory of Acceptance and Use of Technology (UTAUT), Venkatesh et al. (2003), emphasizes that the successful implementation of technology-driven initiatives depends on understanding the psychological and organizational factors that influence user behavior. Research on technology acceptance identifies four key determinants shaping users' evaluations of new systems: performance expectancy, effort expectancy, social influence, and facilitating conditions. While demographic and contextual factors such as age, experience, and voluntariness of use can moderate these determinants, relatively little attention has been given to how frontline police officers operating within a distinct institutional culture adopt and integrate new policing technologies.

The present application of UTAUT seeks to examine how these determinants influence officers' willingness to engage with SMART policing systems, including AI-driven analytics and real-time data platforms. It also considers how the unique institutional environment of the police may moderate this adoption process. By understanding these dynamics, UTAUT provides a framework for analyzing the interaction between individual perceptions, organizational support, and technology use within law enforcement.

Venkatesh et al. (2003) further indicate that the success of digital transformation in public sector organizations, such as the Philippine National Police (PNP), increasingly relies on aligning system design with user perceptions and institutional readiness. User acceptance is closely tied to broader organizational processes, as officers evaluate new tools based on perceived usefulness, ease of use, peer expectations, and available support. Within this framework, UTAUT highlights that technology integration depends not only on functional efficiency but also on how well systems align with professional norms, workflows, and user expectations, fostering trust, operational efficiency, and engagement with organizational goals.

Understanding how police personnel perceive and respond to technological change can inform the design of systems that are operationally effective and widely accepted. Applying UTAUT in this context enables the PNP to develop adaptive, evidence-based strategies, ensuring that technology serves as a tool for empowerment rather than creating resistance. By prioritizing user-centered design and institutional support, the integration of SMART policing technologies can be more successful, sustainable, and aligned with both organizational objectives and community needs.

The implementation of SMART policing strategies in the Philippines guided and supported by several legal frameworks.

The implementation of SMART Policing Strategies of the Philippine National Police (PNP) is anchored on several national and local legal frameworks that guide the institution in promoting effective, transparent, and community-oriented law enforcement. Primarily, it is based on Republic Act No. 6975, also known as the Department of the Interior and Local Government Act of 1990, and Republic Act No. 8551, or the Philippine National Police Reform and Reorganization Act of 1998, which institutionalize the PNP's mandate to enforce the law, maintain peace and order, and ensure public safety through professionalism, integrity, and modernization. It further adheres to the provisions of PNP Memorandum Circular No. 2019-037, which institutionalizes the SMART Policing Framework, emphasizing the use of technology, data analytics, and performance-based strategies in law enforcement operations. Additionally, it aligns with Executive Order No. 773 (s. 2009), which reorganizes the Peace and Order Council (POC) to enhance collaboration among the PNP, local government units (LGUs), and other peacekeeping agencies in promoting safety and security.

At the local governance level, the implementation of SMART Policing is supported by the Local Peace and Order and Public Safety (POPS) Plan, as mandated by the Department of the Interior and Local Government (DILG). This framework ensures that policing strategies are evidence-based, measurable, and responsive to the specific



needs of communities across the country. Together, these legal bases provide a comprehensive foundation for the PNP's SMART Policing Strategies, enabling a Strategic, Measurable, Accountable, Responsive, and Transparent approach to maintaining peace and order nationwide.

The reviewed literature lays the groundwork for understanding SMART policing strategies of the Philippine National Police (PNP) from the point of view of community residents. To deepen this understanding, related studies provide concrete findings on how these concepts interact in real-life settings. These studies offer evidence that supports or challenges the theories discussed.

Memorandum Circular No. No-64 of the PNP (2020) reflects the belief that technological advancement inherently drives organizational change. The shift toward a centralized and integrated digital platform suggests that modernization in police operations is largely influenced by the adoption and use of new systems. The directive underscores the importance of ensuring that users perceive the system as useful and easy to operate, recognizing that acceptance among personnel is crucial for successful implementation. Additionally, the circular incorporates provisions for institutional support, standard procedures, and technical readiness, all of which are essential in shaping positive user attitudes and facilitating actual usage. This approach highlights the interplay between system design, user perception, and institutional environment in determining the success of technology-driven reforms. The development of GSM-SOMIS, therefore, not only aims to streamline administrative functions and eliminate redundancy but also illustrates how digital initiatives are more likely to succeed when users are equipped, supported, and motivated to engage with the technology.

Davies (2020) discusses how the deployment of technology-driven tools such as drones, GPS, artificial intelligence, body-worn cameras, and CCTV systems has enhanced predictive and responsive approaches to criminal activity, thereby contributing to the establishment and maintenance of safe communities. This technological shift underscores the notion that advancements in technology can drive structural and behavioral changes within institutions. The successful adoption of these technologies by police agencies is influenced by factors such as perceived usefulness, ease of use, social influence, and facilitating conditions. In rural settings, the implementation of SMART policing initiatives faces unique challenges, including infrastructure limitations and the need for community engagement. The potential benefits, such as improved community safety, enhanced quality of life, and increased connectivity, highlight the importance of aligning technological innovations with user perceptions and institutional readiness. The study contributes to the understanding of how digital transformation in public sector organizations can be effectively achieved through the thoughtful integration of technology, user-centered design, and supportive organizational environments.

Awoyemi et al. (2025) presents a comprehensive approach to urban policing that integrates community engagement with advanced technology. The integration of advanced technologies such as real-time data analytics, predictive policing, and mobile communication platforms into community policing exemplifies how technological innovation drives transformations in law enforcement practices, supporting the premise that technology shapes social and organizational change. The adoption of these tools is influenced by factors such as perceived usefulness and ease of use, which are critical to the acceptance of new technologies by police agencies and the communities they serve. Additionally, the successful implementation of technology in policing is contingent upon performance expectations, social influences, and the availability of facilitating conditions, highlighting the multidimensional factors that govern technology acceptance and usage. By combining technological intelligence with community engagement and trust-building strategies, the approach demonstrates the practical application of these theoretical frameworks, emphasizing the importance of balancing technological advancement with human-centered policing to effectively reduce crime and foster sustainable trust in urban environments.

Ezeji (2024) explores the integration of intelligence-driven strategies into community policing as a response to increasing crime and insecurity. The study underscores how technological advancements are shaping contemporary policing strategies, shifting the focus toward technology-driven decision-making and predictive frameworks. This transition reflects a broader societal shift where technological tools redefine institutional practices and community interactions. The research also highlights the importance of stakeholder understanding

and readiness in the adoption of new policing models, noting that resistance can arise from misconceptions or lack of clarity about the system's purpose. These factors perceived usefulness, ease of use, and social support are identified as central to the successful implementation of such models, and the study emphasizes the role of institutional support, training, and resource availability in facilitating long-term adoption and effectiveness. By combining advanced intelligence methods with active community involvement, the study presents a model that is not only technologically innovative but also socially responsive, reinforcing the importance of aligning operational strategies with both user readiness and systemic capacity.

Modise (2023) conducted a study investigating the impact of the evolution of policing strategies through the integration of community policing, community-oriented policing, and problem-oriented policing. The study highlights a transition from traditional, reactive law enforcement approaches to proactive, collaborative models that leverage analytical frameworks like the SARA (Scanning, Analysis, Response, and Assessment) model. This shift reflects how technological advancements and technology-driven strategies are reshaping institutional practices within law enforcement. The research also underscores the significance of stakeholder engagement and the necessity for law enforcement agencies.

The study illustrates the multifaceted factors influencing the adoption and effectiveness of contemporary policing strategies. The study further emphasizes the role of institutional support, training, and resource availability in facilitating the successful implementation of these models. Overall, the study contributes to the understanding of how modern policing strategies are being redefined through the integration of technological tools and community collaboration.

Imam (2022) investigated how community policing presents it as an innovative strategy that fosters collaboration between law enforcement and citizens to address crime and enhance public safety. The research emphasizes the evolution of policing from traditional, reactive methods to proactive, community-engaged approaches. This transition reflects how technological advancements and data-driven methodologies are reshaping institutional practices within law enforcement. The study also highlights the importance of stakeholder engagement and the necessity for law enforcement agencies to adapt to new operational paradigms.

Focusing on the co-production of safety and the importance of community partnerships, Imam illustrates the multifaceted factors influencing the adoption and effectiveness of contemporary policing strategies. The research further emphasizes the role of institutional support, training, and resource availability in facilitating the successful implementation of these models. Overall, the study contributes to the understanding of how modern policing strategies are being redefined through the integration of technological tools and community collaboration.

Chan (2021) investigation delves into the evolving landscape of artificial intelligence (AI) integration within law enforcement. The study introduces the concept of sociotechnical imaginaries to examine how collective visions and societal expectations influence the adoption and implementation of AI technologies in policing. The chapter outlines various perspectives on AI's role in law enforcement, ranging from optimistic views that foresee enhanced efficiency and crime prevention capabilities to critical stances that raise concerns about ethical implications, potential biases, and the erosion of civil liberties.

Analyzing these divergent viewpoints, the study emphasizes the importance of critically assessing the underlying assumptions and societal values that drive technological advancements in policing. The chapter advocates for a balanced approach that considers both the potential benefits and the societal risks associated with AI deployment in law enforcement, urging stakeholders to engage in reflective and inclusive dialogues to shape the future of AI in policing responsibly.

Frilander et al. (2022) examines the integration of digital technologies in enhancing public security within Nairobi's informal settlements. The study highlights how technological advancements are reshaping traditional policing methods, enabling more proactive and data-driven approaches to crime prevention. It underscores the importance of community engagement and the need for law enforcement agencies to adapt to new operational paradigms that incorporate technological tools. The study also emphasizes the role of institutional support,

training, and resource availability in facilitating the successful implementation of these models. Overall, the study contributes to the understanding of how modern policing strategies are being redefined through the integration of technological innovations and community collaboration.

Simbolon et al. (2025) investigated the implementation of predictive policing technology to prevent juvenile brawls within the jurisdiction of the Bekasi City Metro Police. The research identifies significant challenges, including ineffective data integration, limited technological infrastructure, and insufficient training for police personnel. These obstacles hinder the optimal utilization of predictive policing tools aimed at anticipating and mitigating youth-related violence. The study emphasizes the necessity for comprehensive improvements, such as enhancing data quality, adopting advanced technologies like big data analytics and artificial intelligence, and providing intensive training for law enforcement officers. Furthermore, the authors highlight the importance of active community involvement and improved coordination between police units to maximize the effectiveness of predictive policing strategies. This research contributes to the broader discourse on modernizing law enforcement practices through technological integration and community engagement to address complex social issues.

Haley (2025) explores the integration of artificial intelligence (AI) and geo-profiling technologies in modern law enforcement, emphasizing their transformative potential in enhancing public safety and health. The study highlights how AI's advanced pattern recognition capabilities, powered by machine learning algorithms, enable the analysis of vast datasets to identify complex behavioral trends and risk indicators, facilitating a shift from reactive to proactive crime prevention strategies.

Geo-profiling complements AI by employing spatial analysis rooted in criminology, psychology, and geographic information systems (GIS) to elucidate crime patterns and predict offender anchor points. This synergy enhances investigative efficiency and mitigates cognitive biases inherent in traditional profiling methods. Furthermore, the authors discuss the broader implications of these technologies beyond criminal justice, noting their role in reducing violence-related injuries, mitigating psychological trauma, and fostering resilient communities. The study underscores the importance of leveraging technology-driven insights to deploy targeted interventions addressing root causes of violence, such as socio-economic disparities and mental health challenges. This research contributes to the evolving discourse on the integration of technology in law enforcement, advocating for data-driven policies that promote health equity and public safety.

Ugwudike (2024) provides a comprehensive investigation of the evolution of technological innovations in policing over the past 25 years, beginning in the 1990s. Her analysis traces the trajectory of various technological advancements, including surveillance systems, data analytics, and digital communication tools, and their integration into law enforcement practices. The study discusses how these technologies have transformed policing strategies, operational efficiency, and community interactions. The study also addresses the challenges and ethical considerations associated with the adoption of such technologies, emphasizing the need for balanced approaches that safeguard civil liberties while enhancing public safety. By situating technological developments within broader socio-political contexts, the study contributes to the understanding of how technology shapes and is shaped by policing practices.

Hochmüller (2025) investigates the influence of security experts and political elites in shaping urban safety policies in Guatemala. His analysis reveals how these actors construct narratives of societal breakdown to justify the implementation of preventive security measures, such as surveillance technologies and community policing strategies. While these initiatives aim to enhance public safety, the study argues that they often reinforce existing power structures and may lead to the marginalization of certain communities. The study highlights the complex interplay between technological interventions and socio-political dynamics in urban security governance, emphasizing the need for inclusive approaches that consider the perspectives and needs of all community members.

Revier (2020) investigates the intersection of digital technology and law enforcement through an ethnographic content analysis of the Mobile Patrol application, a public safety app utilized by police departments in upstate New York. The study investigates how the app disseminates police records such as mug shots, sex offender

registries, and most-wanted lists to the public, thereby reinforcing a form of carceral visibility. The study argues that this digital dissemination extends the reach of state surveillance into everyday life, normalizing the visibility of incarcerated individuals and embedding punitive measures within the digital public sphere.

The research highlights the implications of such technologies on public perception, privacy, and the broader dynamics of power between the state and its citizens. By analyzing user interactions and the app's content, the study contributes to the discourse on how technological platforms can perpetuate systemic surveillance and influence societal norms regarding criminality and justice.

Alrousan et al. (2023) examine the evolution of anticipatory policing in the United Arab Emirates (UAE), focusing on the transition from reactive to proactive crime prevention strategies through the integration of legal frameworks and technological advancements. Their study highlights the implementation of preemptive investigative techniques, such as undercover operations and surveillance, to address complex crimes including cybercrime, terrorism, and human trafficking.

The authors discuss the challenges inherent in balancing the enhancement of security measures with the preservation of civil liberties and community trust. Employing a doctrinal methodology, the research evaluates various anticipatory investigation models and scrutinizes UAE-specific practices, emphasizing the necessity for clear legal boundaries and resource allocation. The study concludes with recommendations aimed at refining anticipatory policing approaches to effectively navigate the complexities associated with proactive law enforcement in the UAE context.

Alhammadi (2024) focusing on the application of AI in crime pattern analysis. The research explores how AI technologies can enhance the identification and prediction of crime trends, thereby improving law enforcement strategies. By leveraging machine learning algorithms and data analytics, the study demonstrates the potential of AI to process vast amounts of crime data, uncover hidden patterns, and support proactive policing efforts. The findings suggest that integrating AI into crime analysis can lead to more efficient resource allocation and informed decision-making within law enforcement agencies. This work contributes to the growing body of literature advocating for the adoption of advanced technologies to augment traditional policing methods and address complex criminal activities.

Alhammadi (2024) investigated learning artificial intelligence (AI) in crime pattern analysis within Denver, Colorado. The research employed a mixed-methods approach, collecting data from public databases and neighborhood surveys to examine crime types, rates, and sociodemographic factors. Utilizing regression analysis, decision trees, and neural networks, predictive models were developed to identify crime trends and hotspots, aiding in the strategic allocation of law enforcement resources. The findings underscore the potential of AI to enhance crime analysis and prevention efforts. However, the study also emphasizes the importance of ethical considerations, advocating for privacy protection and bias mitigation in AI deployment. Recommendations include adopting dynamic resource allocation strategies, strengthening community policing, and formulating policies that support ethical AI integration in public safety initiatives. This research contributes to the evolving discourse on the intersection of technology and law enforcement, highlighting the transformative potential of AI in modern policing practices.

Rahaman et al. (2025) conducted a investigation on examining the effectiveness of tourist police interventions in promoting sustainable tourism, with a particular focus on Bangladesh. Utilizing a mixed-methods approach that included case studies, surveys, and interviews, the research assessed the role of tourist police in addressing security concerns, shaping public perceptions, and implementing safety initiatives in tourist destinations. Findings revealed that while a significant majority (78.6%) of respondents were aware of the tourist police, only 29.7% reported frequent interactions with them.

The study highlighted that enhanced patrols, technological advancements such as CCTV and emergency applications, and collaborative partnerships significantly improved tourist satisfaction and safety perceptions. The authors emphasized the necessity for improved training, infrastructure development, and multi-stakeholder collaborations to ensure a secure and welcoming environment for tourists. This research contributes to the



broader discourse on sustainable tourism by illustrating how specialized law enforcement units can effectively address security challenges and foster positive tourist experiences through strategic interventions and technological integration.

Moreno (2024) conducted a study examining the optimization of urban governance through night-time management in the Zamboanga Peninsula Region of the Philippines. Their research addresses the underexplored domain of nocturnal urban administration, focusing on challenges and opportunities related to public safety, infrastructure, and environmental sustainability. By integrating global best practices from cities like New York, Amsterdam, and Singapore, the study provides comparative insights applicable to the local context. The authors advocate for comprehensive policy reforms, including enhanced inter-agency collaboration, infrastructure investments, and inclusive economic growth strategies.

They emphasize the adoption of SMART policing strategies and the importance of international partnerships for knowledge exchange and resource mobilization. This research contributes to the field of urban governance by offering evidence-based policy recommendations tailored to the unique challenges faced by developing regions, particularly in Southeast Asia. The findings offer practical insights for policymakers and urban planners seeking to optimize night-time governance in the Zamboanga Peninsula and similar regions.

Ahman et al. (2025) investigated the environmental and situational factors that influence criminal behavior in urban areas, with a focus on precincts under the Dhaka Metropolitan Police. The study highlights the critical role of spatial and temporal elements in shaping crime patterns and underscores the need for proactive urban crime prevention strategies. Their findings point to the importance of integrating community-based policing with environmental design and technological interventions, such as improved surveillance and strategic patrolling. This supports the broader discourse on enhancing public safety through a balanced approach that merges traditional policing methods with innovative, technology-driven solutions emphasizing the co-production of security between police and the communities they serve.

The related literature and studies mentioned collectively emphasize the significant SMART policing strategies of the Philippine National Police (PNP) from the point of view of community residents. The literature provides important theoretical insights, while the empirical studies present concrete evidence of how SMART policing strategies influence community behaviors and outcomes.

## THE PROBLEM

### Statement of The Problem

This study aims to delve into the views of the community residents on the implementation of SMART policing strategies of the Philippine National Police (PNP) in the municipalities of Barili and Aloguinsan, Cebu, Philippines.

This study sought to answers the following sub-problems:

1. What are the views of the informants on the implementation of SMART policing strategies of the PNP?
2. How do the informants describe their views on the effectiveness of the SMART policing strategies of the PNP?
3. How does the SMART policing strategies of the PNP affect the community trust and confidence in the PNP?
4. What are the views of the informants on the impacts of SMART policing strategies on crime prevention and public safety in the community?
5. What are the challenges or concerns does the community observe on the SMART policing strategies in the PNP?

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## Significance of The Study

The following departments and organizations benefited from this study, which includes:

**Community.** That the community, especially the local government, be aware of how they perceive the PNP and find ways to strengthen the alliances of both parties involved for peace and security to prosper within Barili and Aloguinsan, Cebu, Philippines.

**Philippine National Police (PNP).** The findings of the study would help them know what things to do so that the residents of Barili and Aloguinsan, Cebu, Philippines, upon dealing with its community. This would benefit them because of the knowledge provided in this study that they are able to know the public view of them and that they could create approaches to tackling the hindrances to offer a better sense of SMART Policing Strategies.

**National Police Commission (NAPOLCOM).** The study would serve as a reference on the conduct of activities with respect to the citizens and the elected officials of Barili and Aloguinsan, Cebu, Philippines, on the conduct of their functions, activities, and other police operations so that they would aid and win over the residents.

**Department of Interior and Local Government (DILG).** As the one taking charge of the Philippine National Police, it would be in their best interest to know what the problems of residents in a community are that programs towards the betterment can be incorporated to other localities as well.

**Local Government Unit (LGU).** They would notice the views of the community on their perspectives of the PNP and what they can work on to strengthen their relationship.

**Non-Government Organizations.** Only those who help in enforcing the law enforcement that they could apply the suggestions and findings of the study to incorporate into their practice for better SMART policing strategies.

**Researchers.** That the research team would gain knowledge needed for conducting proper police procedures and to understand how to connect more with people, especially in a community.

**Future Researchers.** That they may use our study and cultivate it for the future conducts to be better than what is the current trend.

## RESEARCH METHODOLOGY

### Research Design

This study would employ a qualitative research approach, specifically using the transcendental phenomenology design. Transcendental phenomenology, as introduced by Edmund Husserl and further developed by Clark Moustakas (1994), emphasizes understanding and describing the essence of human experiences. This is achieved by setting aside personal biases and preconceived notions through a process called bracketing, allowing the researcher to focus solely on the participants' lived experiences.

Through this approach, the study aims to provide a pure and authentic description of experiences, offering deeper insights that may contribute to theory development, policy improvement, or practical applications. The qualitative method allows the researcher to capture the genuine voices and interactions of participants, ensuring that their lived experiences are explored and interpreted with depth, sensitivity, and fidelity to their perspectives. The participants of this study consist of a total of fifteen (15) informants, specifically selected community residents of Barili and Aloguinsan. These include professional, businessman or barangay leaders who have firsthand has experienced or knowledgeable about SMART policing strategies. Their experiences and perspectives provide valuable input in understanding the relevance, strengths, and limitations of Smart Policing strategies as perceived at the grassroots level.

## Research Environment

The study would be conducted in Cebu Province (PSA 2025), specifically in the localities of Barili and Aloguinsan. Cebu Province is in Region 7 of the Central Visayas and is renowned for its highly developed urban centers, including Barili itself. The city of Barili, a municipality in Cebu province, has a population of 80,715 and spans an area of 116 square kilometers (72 mi) and is in close proximity to the cities of Aloguinsan and Strait; to the east are the city of Carcar and the town of Sibonga, and to the south is the town of Dumanjug. Situated on the Balili River, about two miles from its mouth. It is a highly agricultural town, and its economic output is more on food security. Farming and animal husbandry are the main livelihoods of people residing in the town. They focus on rice and corn farming, animal husbandry such as hogs, cattle, and poultry, fruit farming, and even vegetable gardening and ports. The ports in Barili cater to ferry routes that travel to various parts of Barili. They are used as tourist attractions and to catch fresh fish.

PhilAtlas (2025) Aloguinsan, officially the Municipality of Aloguinsan, is a municipality in the province of Cebu, Philippines. According to the 2020 census, it has a population of 34,466 people, and the municipality has a land area of 61.92 square kilometers, or 23.91 square miles, which constitutes 1.25% of Cebu's total area.

Aloguinsan was formerly a barrio of Pinamungajan. A town was created by the Royal Decree of the Kingdom of Spain in 1886. Bulwarte, a historic landmark, still stands as mute testimony to the courage of the early inhabitants of Aloguinsan.

## Research Informants

The study would be conducted on 15 informants, all aged 23 and above, who have lived in Barili and Aloguinsan, Cebu, Philippines, which is divided to 8 informants in Barili and 7 informants in Aloguinsan. These individuals should be deeply engaged in their community for at least 3 to 5 years, need to be a professional, businessman or barangay leaders and has experienced or knowledgeable about SMART policing strategies.

## Research Instruments

This study would utilize an in-depth interview utilizing guided questions. The researchers would create a waiver of consent that is to be signed by the informants prior to the taking of information. A self-made interview guide would be used for the interview. Video and audio recorders would mostly be utilized to take the full interaction of the interview, and it would be easier for the researcher to transcribe. Notebooks would also be used to take down the salient points noted during the interaction and would be further expounded during the data interpretation. The first part of the interview would ask the informants for the insights of their views on the implementation of SMART policing strategies of the PNP in their community. Second, the informants would be asked about their views on the effectiveness of the SMART policing strategies of the PNP. Third, participants would be asked how the SMART policing strategies of the PNP affect community trust and confidence in the PNP. Fourth, participants would be asked about their views on the impacts of SMART policing strategies on crime prevention and public safety in their community. Lastly, participants would be asked about the challenges or concerns the community observes on the SMART policing strategies of the PNP.

## Research Procedure

According to Creswell (2013), purposive sampling was utilized to select the informants for this study. Prior to the interviews, the researchers explained the study's objectives and the interview process to the participants. This study adopts a qualitative research approach, requiring informants to sign informed consent forms before the interviews. Qualitative research is known for its naturalistic approach, involving sustained interaction with real-world settings to understand the explicit and implicit rules governing daily life.

## Data Collection

Before gathering data, the researchers would obtain permission from the Dean of the College of Criminal Justice at the University of Cebu Main and the Municipal Mayor's letter of approval to conduct this study in his place.

The researchers would coordinate with the Local Government Unit (LGU) to ensure that this study would be permitted to pursue for it to be successful. The researchers would go to the communities of Barili and Aloguinsan, Cebu, Philippines, and would look for people to be interviewed based on the inclusion criteria given for the research informants. To ensure the welfare of the informants, the interview would be done in a quiet and secluded area within the community to have a better interaction with the target population with the use of the self-made interview guide, observing the ethics which need to be implemented during the data-gathering procedure.

The primary method of data collection in this research involved semi-structured interviews, which allowed for both consistency and flexibility in eliciting responses. These interviews were used to explore and better understand how participants perceive and experience the implementation of Smart Policing Strategies by the Philippine National Police (PNP) in their communities.

The interview guide included both close-ended and openended questions that focused on the participants' awareness, observations, and evaluation of smart policing efforts, including the use of technology, community programs, and public safety measures. These interviews were conducted in the local language or in Filipino, depending on the participant's preference.

In addition to the interviews, direct observations were conducted by the researchers during visits to the community and during the interviews themselves. These observations focused on the physical presence of policing strategies such as mobile patrols, and community interaction efforts by the PNP. To document these observations accurately, a structured observation schedule was used, containing the following columns: time (days, weeks, and months), place, type of event, and subjects involved.

### **Data Analysis**

Thematic analysis would be used in the conduct of having a centralized conclusion upon the collected data from interviews gathered from the informants. Thematic analysis finds patterns and is flexible since it focuses only to get the general perspective of the interaction ( Kiger and Varpio, 2020).

The following steps that would be used in analyzing: the use of sites that translate words from Visayan to English language would be utilized. The research team then would combine the findings and would discuss among themselves the conclusion of their findings in a thorough discussion. Once an agreement would be made, it would be verified by their adviser who oversees the progression of the study and approves its nature.

After the collection of data, a clean manuscript would be prepared to write both general statements and the salient points of the interview. This is done so that the integrity of the statements from the informants would be protected and to make the people aware of the importance of the interview and the comprehensive inquiry that the researchers underwent in the search of wisdom.

### **Ethical Consideration.**

With the nature of the research being political, confidentiality of the informants is highly anticipated. Prior to interviews the informants are given the option to be a participant in the study. The researchers also heed the policy and guidelines on the conduct of research and the secrecy of the identification of the informants.

Ethics governs the researchers to conduct a follow of proper conduct towards the finding of conclusion from committing to the universal standard. Ethical behavior also forges great relationships from members of the research team and to create a strong morale to the completion of the study. Any books, authors, and media sources used by the study are given credit and are following fair use in compliance with the international copyright claims. The LGU of Barili and Aloguinsan, Cebu, Philippines and other concerning authorities was assured that the research conducted prioritizes the safety and security of the informants and are given break if the situation of during the interview caused distress.

The researchers only want the best output it could give and by working closely with their adviser and other people who is in interest of the findings of the study, the researchers are confident that the results were made by



undergoing a step-by-step process with respect to the rules and regulations of law, city and municipal ordinances, and the research committee from the University of Cebu Main Campus that the conclusion of the study is free from biases and was made for the purpose of gaining knowledge to be utilized for creating a better sense of judgement and of future plans and activities as well as a great source material for other writers of academic paper.

**Beneficence.** The researcher concern themselves with protecting the participants throughout the study. The point isn't to cause harm, or make anyone uncomfortable, they have to tell themselves. They also make the experience as positive as they can by offering participants the opportunity to share their stories and help others to gain a better understanding of the topic being studied.

**Non-maleficence.** The researchers are committed to making sure no harm comes to the participants during the study.

They would take the time to carefully look at all parts of the research process and try to avoid anything that could cause physical, emotional, or psychological harm. They would work hard to reduce any possible risks or negative effects the study might have. Every action or step they take would be done with the purpose of helping the participants, not hurting them. The researchers would be thoughtful and responsible, making sure not to cause any stress or discomfort that isn't necessary.

**Justice.** The researchers would make sure everyone is treated fairly and equally during the whole study. They would avoid any kind of unfair treatment or discrimination when choosing who gets to take part. Everyone would have the same chance to join the research, no matter their background. The researchers would also make sure that both the good and the difficult parts of the study like the risks and the benefits are shared fairly among all participants. Their goal is to make sure no one is treated better or worse than others, and that everything is done in an equal and respectful way.

**Autonomy.** The researchers would respect the participants' right to make their own choices about being part of the study. They would give clear and easy-to-understand details about what the study is for, how it would be done, any possible risks, and what benefits might come from it. The participants can decide for themselves if they want to join or not, and no one would force or pressure them. Their privacy and personal information would be kept safe and confidential at all times. Also, if a participant ever feels uncomfortable or simply changes their mind, they can leave the study whenever they want without facing any problems or punishment. This way, the participants stay in control of their involvement in the research.

### Trustworthiness of Research

The researchers would be honest and open about everything they do during the study. They would report the results truthfully and explain clearly how they collected and analyzed the data so that others can understand and repeat the process if needed. They would follow ethical rules and research standards to make sure the findings are valid and reliable. Protecting the privacy of the participants is also a top priority, so they would use safe and secure ways to store and handle all personal information. The researchers would also be aware of their own opinions or possible biases, and they would reflect on how these might affect the study, making sure to deal with them in a fair and responsible way.

**Credibility.** The researchers would stick closely to proven and ethical methods throughout the study. They would use trusted research tools and techniques to make sure the data collected is reliable and accurate. The researchers would also clearly record every step and decision made during the study, so others can repeat the process and check the results if needed.

**Dependability.** Dependability, on the other hand, is also important to trustworthiness because it establishes the research study's findings as consistent and repeatable. In this study, the researcher would ensure that the research process is logical, traceable, and clearly documented. The goal is to provide a clear audit trail that another researcher could follow and potentially arrive at similar results, given the same data and context. The researcher

would aim to verify that the findings are consistent with the raw data collected during interviews and field observations. Every stage of the research process from data gathering to thematic coding and interpretation would be carefully recorded and explained to ensure transparency and accountability. This would involve maintaining accurate records of interview transcripts, coding frameworks, field notes, and analytic memos. By doing so, the researcher enhances the credibility and reliability of the study, ensuring that if another investigator were to examine the data, they would likely derive similar findings, interpretations, and conclusions. This process helps safeguard the study from errors, oversights, or researcher bias. Dependability, therefore, plays a vital role in ensuring that the outcomes of the study are not only grounded in solid data but also withstand scrutiny and replication (Guba, 1981).

**Confirmability.** Confirmability refers to the degree to which the findings of the study are shaped by the participants and not by researcher bias, motivations, or interests. In this research, confirmability would be ensured by maintaining a detailed audit trail of all research activities, including interview questions, raw data, coding procedures, and analysis notes. The researcher would practice reflexivity by keeping a personal journal to reflect on their own assumptions and decisions throughout the research process. This promotes objectivity and helps distinguish between the participant's voice and the researcher's interpretation. By documenting all methodological steps and decision points, the study ensures that another researcher can review and confirm the logical process leading to the conclusions.

**Transferability.** The researcher would also establish transferability by providing a robust and detailed account of his experiences during data collection. This includes offering indepth descriptions of the environment in which the study was conducted and the sociocultural background of the participants. The researcher would make explicit connections to the cultural and social contexts that surround the process of data gathering. This involves describing where the interviews transpired, the general setup of the environment, and any observable community dynamics that influenced the flow of information during interactions. By doing so, the researcher ensures that readers and future investigators are presented with a fuller understanding of the research setting, making it easier for them to judge whether the findings are applicable to other contexts. Thick, rich descriptions of the community in Barili and Aloguinsan, the nature of its interaction with the Philippine National Police, and the contextual realities of smart policing strategies would serve as the basis for establishing relevance to other localities or populations. Thus, transferability constitutes the idea that the research study's findings could apply to other contexts, situations, times, and populations (Guba, 1981).

**Bracketing.** Embarking on qualitative research as a novice, my limited experience in this domain raises the possibility that the quality of analysis may be influenced by my personal and professional background. The study, which explores the perspectives of community residents on the smart policing strategies of the Philippine National Police in Barili and Aloguinsan, Cebu calls for a heightened awareness of my own assumptions, beliefs, and potential biases. As a resident and member of the community, my proximity to the research setting and participants may shape my interpretations of the data. While this familiarity offers deeper contextual understanding, it also introduces the risk of unintentional subjectivity. Recognizing this, the researchers acknowledge the importance of maintaining a reflective stance throughout the research process critically examining how my own values and experiences may affect data collection, interaction with informants, and interpretation of findings. To address this, the researchers would keep a reflexive journal during all phases of the research, documenting my thoughts, decisions, and emotional responses.

**Reflexivity.** This practice would enable the researchers to consistently assess the influence of my positionality and uphold the integrity and neutrality of the research. Reflexivity, in this sense, becomes a vital tool in navigating the complex relationship between the researcher and the research environment, ensuring that the findings are grounded in the voices and realities of the participants. Process of critical self-examination in which the researcher continuously evaluates how their own background, beliefs, experiences, and assumptions may influence the research process and outcomes. It involves a conscious effort to recognize one's positionality of the social, cultural, and personal factors that shape one's perspectives, and how these may affect interactions with participants, interpretation of data, and overall analysis.

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## Definition of Terms

**Challenges or concerns does the community observe on the SMART policing strategies in the PNP.** Refers to the challenges or concerns observed by the community regarding the implementation of SMART policing strategies by the Philippine National Police (PNP).

**Informants describe their views on the effectiveness of the SMART policing strategies of the PNP.** Refers to the degree to which these strategies achieve their intended outcomes, such as improved crime prevention, faster response times, enhanced public safety, and better community relations.

**SMART policing strategies of the PNP affect the community trust, and confidence in the PNP.** Refers to how the SMART policing strategies of the PNP affect community trust and confidence through the use of modern, technology-enhanced, and data-driven approaches in the PNP.

**Views of the informants on the impacts of SMART policing strategies on crime prevention and public safety in the community.** Refers to the views of selected individuals regarding how SMART policing approaches affect crime prevention and the overall public safety of their community.

**Views of the informants on the implementation of SMART policing strategies of the PNP.** Refers to the views shared by selected participants based on their personal or professional experiences with the Philippine National Police (PNP).

## PRESENTATION AND ANALYSIS OF DATA

This chapter deals with the presentation and analysis of data.

### Presentation of Data

To capture the descriptive essence of participants' lived experiences, the data were meticulously read and examined. Relevant insights directly related to the research phenomenon were extracted from the informants' narratives.

### Emergent Themes

Formulated meanings were derived from significant statements provided by the informants and organized into cluster themes. These cluster themes were then re-grouped and synthesized into broader emergent themes.

As researchers, thoroughly. Examined the relevant aspects of each sub-problem that the research aimed to address. All interview transcripts were read multiple times to gain a deeper understanding of the informants lived experiences and perceptions regarding smart policing in Barili and Aloguinsan, Cebu.

From the core meanings extracted, a total of 25 cluster themes were identified. These were further consolidated and categorized into 10 emergent themes. These themes reflect the common responses and shared experiences of the informants in relation to smart policing initiatives in Barili and Aloguinsan, Cebu, namely:

### I. Views of the Community on the implementation of SMART policing strategies of the PNP

1. Enhanced Police Effectiveness and Timely Response
2. Ineffective Policing and Slow Incident Response

### II. Describing the Effectiveness of the SMART policing strategies of the PNP

1. Effectiveness and Accessibility of Police Services
2. Community Perception of Police Responsiveness

### III. Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies

1. Community Confidence in the PNP
2. Ethical Policing and Community Trust

### IV. Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community

1. Enhanced Community Safety and Order
2. Community Confidence in Police Capabilities

### V. Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP

1. Issues in Police Resource Management
2. Barriers to Effective Communication

### Views of the Community on the implementation of SMART policing strategies of the PNP

Poor Response Efficiency and Inconsistent Service Delivery.

Despite the presence of modern policing initiatives, several informants expressed concerns regarding delayed response, inconsistent enforcement, and varying conduct among police officers. While improvements are acknowledged, these challenges contribute to mixed perceptions of safety, trust, and satisfaction with police performance. Issues such as slow communication in remote areas, recurring criminal activities, inappropriate officer behavior, and unequal implementation of strategies create doubts about the full effectiveness of police operations.

Informant 1 highlighted that public perception of police is conflicted, as fear and respect coexist due to the varying behavior of officers:

*I feel... feeling nako dong kay ang mga taw diri kay mahadlok guid kay naa guid fear nila at the same time naa sad respect (IDI1:SS1). (I feel that the people here are afraid of them, but at the same time, they also respect them).*

Similarly, Informant 2 shared that not all officers treat the community well, and some can be harsh even during simple interactions:

*Naa say bati, naa say nindot... oo naa sad ingana maninghag og maninghag lang bisag mangutana ta naa gyud ingana (IDI2:SS1). (There are both good and bad experiences... sometimes they can be harsh even if we're just asking questions.)*

Furthermore, Informant 5 recognized that while some police accept their mistakes and do good, not all officers act consistently, leading to uncertainty in public trust:

*Ang uban mokuan jud sila modawat sila sa ilahang sayop pero sa uban wapud ta kahibaw... pero maayo gyud ilahang nabuhat diri sa among lugar (IDI5:SS1). (Some accept their mistakes, while others we don't really know. But what they've done here in our area is good).*

These accounts reflect the principles of SMART policing, particularly in terms of responsiveness, accessibility, and enhanced service delivery. The ability to quickly contact the police, their persistent visibility in strategic areas, and the presence of specialized units such as tourist police demonstrate an operational shift toward more efficient, real-time, and community-centered policing practices.

**Poor Response Efficiency and Inconsistent Service Delivery:** Another significant theme raised by the informants is the increased efficiency and convenience of police services through the adoption of digital platforms and accessible communication systems. The implementation of online procedures, mobile accessibility, and dedicated hotlines has allowed community members to reach law enforcement more easily, especially during emergencies and routine transactions.



When Informant 4 was asked about police accessibility, he highlighted operational difficulties caused by weak connectivity, resulting in extra costs and delays in processing important documents

*Nindot man ang online... ang naka problema lang diri sa probensya is dili kaayo ang signal... naay times na lag or dili maka process kay wlay signal (IDI4:SS1).* (The online system is good... but the problem in the province is poor signal... sometimes there's lag or we can't process because there's no connection).

Response delays and communication problems were also noted by Informant 6, especially in remote or mountainous areas:

*Delayed of response and miscommunication naa guid na, lagi bukid (IDI6:SS1).* (There are delays in response and miscommunication, especially in mountain areas.)

Furthermore, Informant 9 pointed out that recurring environmental violations take time to be resolved because enforcement is slow or inconsistent:

*Makakita mao rapud mag balik-balik na issue ba kanang dugay ma hilot kay kanang dili kaayo nila pa hilotan (IDI9:SS1).* (These recurring issues take a long time to get addressed because authorities are slow to act on them).

These responses reflect the principles of SMART Policing, particularly the integration of technology to enhance communication, responsiveness, and public service efficiency. The use of online platforms, mobile hotlines, and digital access to police services demonstrates how technology-driven strategies contribute to more accessible, proactive, and citizen-centered policing.

**Reduced Police Effectiveness and Delayed Response:** Another significant theme highlighted by the informants is the reassuring impact of constant police visibility within the community. The regular presence of police officers, familiarity of their faces, and their accessibility contribute to a heightened sense of safety and trust among residents and business owners. These visible police presence not only deters potential criminal activity but also makes it easier for community members to seek assistance when necessary.

When asked about Trust toward police is generally present, Informant 3 described cases where misconduct affects public perception:

*Oo naay mga areas guid na less gihapon ang safety kay kanang mga lugar na ngit-ngit kaayo... dili siya safe na lugar naa gihapon diri (IDI3:SS1).* (Yes, there are still areas with less safety dark places with fewer CCTV cameras... those places remain unsafe).

Similarly, Informant 7 noted that some strategies are not yet fully implemented, leaving gaps in the adaptation of new policing systems:

*Ang implementation kay kuan wala paguid ka ingon na adapt nila murag naapay bangag-bangag o kanang usbon (IDI7:SS1).* (The implementation isn't fully adapted yet there are still gaps that need to be addressed).

Additionally, Informant 8 supported this by noting that police misuse of authority by certain police officers and the resulting miscommunication within the community.:

*Oo naa, mao na mostly ang problema sa PNP sa amoang lugar kanang kasagaran abuse of power naa siya mga police kanang grabe kaayo mo kuan sa ilang power, unya also kanang nag kuan guid ani ang miscommunication guid mao guid ang murag dili magkasabtanay ba (IDI8:SS1).* (Yes, there is. That's mostly the problem with the PNP in our area there are some police officers who excessively use their power. Also, miscommunication is another major issue, which often leads to misunderstandings).

These insights align with the principles of SMART Policing, specifically the community-oriented and technology-enabled aspects of the strategy. Visible police patrols and accessible sub-stations strengthen public

trust and deter crime, while the use of communication tools such as hotlines enhances responsiveness and collaboration between the police and the community. Together, these elements contribute to a proactive and reassuring policing environment.

### **Describing the Effectiveness of the SMART policing strategies of the PNP**

**1. Increased Sense of Safety and Reduced Fear.** Another dominant theme that emerged from the informants is the heightened sense of safety within the community as a result of visible police presence and improved responsiveness. Residents emphasized that policing efforts have reduced fear and created a more secure environment compared to previous years.

When Informant 1 was asked about his perception of safety, he expressed satisfaction and noted that the community feels less afraid due to the quick response of authorities:

*Kuan, lipay rasad, nalipay rasad... Oo, nausab... then dili na kaayo sya delikado like dili na kaayo me mahadlok ba... kay dali rajud kayo (IDI1:SS2).* (Uhm, we're happy about it, yes, things have changed... and it's not that dangerous anymore. We don't feel as scared now because everything's really fast).

Similarly, Informant 4 stated that the accessibility and approachability of police officers contribute to a feeling of safety and reassurance in the community:

*Nindot ug dali ra sila doulan ug ka kontakan (IDI4:SS2).* (It's good because they're easy to approach and contact).

In addition, Informant 5 emphasized that peace and order are maintained through the consistent presence of tourist police, who remain prepared to respond to any disturbances:

*Naa ray peace ug order pero so far ang tourist police kay mo ari maintain raguid sila naa ara kay nag andam rapud sila ug unsay kabuang ba (IDI5:SS2).* (There's peace and order, and the tourist police come here regularly to maintain it. They're always ready in case anything troublesome happens).

These responses reflect the core principles of SMART Policing, particularly in enhancing public reassurance through visibility, rapid intervention, and community-focused strategies. By ensuring that police officers are consistently present, easily accessible, and technologically connected for faster response, the police contribute to reduced fear and strengthened public trust.

**2. Perceived Effectiveness of Police Programs.** Informants expressed varying perspectives regarding the effectiveness of police programs, particularly in relation to accessibility, responsiveness, and observable changes in police operations. While some respondents acknowledged improved systems and resources, others were hesitant to fully assess the effectiveness due to limited personal experience using these services.

When Informant 2 was asked about the impact of police programs, he expressed uncertainty due to his lack of direct experience but acknowledged that the availability of hotlines suggests potential effectiveness:

*Dili sad ko maka kuan sa ilahang effectivity sa ilang mga program sir kay wala man sad ko makahibaw kung naabay nanawag sa ilang hotline... siguro effective siya kay dali raman sad nimo siya ma contact... pero wala pako ka experience sad guid (IDI2:SS2).* (Regarding the effectiveness of their programs, I can't really comment since I have no idea if anyone has used their hotline. Maybe it's effective because it's easy to contact them, but I haven't personally experienced it).

In contrast, Informant 6 shared a more positive view, noting visible improvements in police resources and responsiveness, particularly in the availability of patrol vehicles:

*Wala me ma istorya kay dali raman sila motubag... karon daghan na silag mga patrol cars di parehas sauna nga gubaon pa... karon okay na siya (IDI6:SS2).* (We haven't had any issues because they respond quickly. Now they have many patrol cars, unlike before when they had broken vehicles or had to use motorcycles. Things are much better now).

Similarly, Informant 7 highlighted the effectiveness of police patrols in enhancing community safety, emphasizing the consistent implementation of roving activities:

*Mas safe ron sya Sir kay ang mga pulis nato ron ga iya-iya man silag roving (IDI7:SS2).* (It's safer now, Sir, because our police now conduct regular roving patrols).

These insights reflect core elements of SMART Policing, particularly the strategic allocation of resources, enhanced mobility, and improved accessibility. While some residents may lack direct interaction with formal programs like hotlines, the visible results such as increased patrol presence, quicker response times, and upgraded equipment contribute to public perceptions of effectiveness. This suggests that SMART policing strategies, even if not always directly experienced, foster improved trust and confidence in law enforcement.

**3. Smooth and Efficient Police Services.** Another recurring theme among the informants is the perception that police services are now smoother and more efficient, particularly in terms of communication, accessibility, and response time. Community members emphasized that reporting concerns or contacting police authorities is no longer burdensome, thanks to improved systems such as hotlines and faster response mechanisms.

When Informant 3 was asked about his experience in reaching out to the police, he affirmed that communication with law enforcement is generally hassle-free and reliable:

*Okay raman ilang kuan...wala raman kaayo problema... sa tawag dali ra kaayo matawag wala ra kaayo problema sila (IDI3:SS2).* (Their service is fine; there aren't really any problems. It's very easy to call them, and there are hardly any issues).

Similarly, Informant 8 highlighted the convenience of police hotlines, noting that while the system is efficient, personal circumstances such as losing a cellphone may affect one's experience:

*Ah dali raman ma tawagan kay naa man silay mga hotline ipang butang, oo dali ra sila matagwagan pero ako lang experience basi katong nawad-an kog silpon (IDI8:SS2).* (It's easy to call them because they have hotlines. Yes, they are easy to reach, but my experience depends on the times when I lost my phone).

Furthermore, Informant 9 emphasized both the accessibility of the police hotline and the fast response time of officers:

*Ilang police hotline na accessible kaayo ug faster ang response ug mao ra (IDI9:SS2).* (Their police hotline is very accessible, and the response is fast).

These responses demonstrate the effectiveness of SMART Policing strategies, particularly in the areas of technology-enabled communication, improved response mechanisms, and streamlined public service delivery. By ensuring that police hotlines are readily available and operational, law enforcement promotes a more responsive, accessible, and citizen-centered policing approach, enhancing public trust and service satisfaction.

### III. Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies

**1. Trust in Police Based on Personal Experience.** A key theme emerging from the informants' responses is the strong relationship between the police and the community, built through personal experiences, active visibility, and genuine participation in local activities. The level of trust that residents express toward law

enforcement is not uniform but is deeply influenced by individual interactions and consistent police presence within their neighborhoods.

Informant 1 shared that his trust in the police stems from his own positive encounters, explaining that he has never experienced any negative treatment from officers in their area:

*Kuan...dili tanan...dili tanan jud kay base raman pud na sa personal experience, ako mosalig rako kay so far wala raman pud koy experience nga bati sa mga police diri sa amoa (IDI1:SS3). (Uhm... not all of them, because it really depends on personal experience. For me, I trust them since so far I haven't had any bad experiences with the police in our area).*

Similarly, Informant 7 emphasized that public trust grew stronger in their community, particularly because of the police's success in maintaining discipline among the youth. He noted that young people now refrain from roaming around late at night, which residents attribute to the officers' effective monitoring and presence:

*Diri sa amoang dapita Sir kay nabutang mi sa purok 7 dako gyud kaayo pagsalig ang kanang kuan kay ang mga batan-on dili na kanang makasuroy suroy bitaw magabie nya ang kato pong saunang panahon sad nga dili man gyud kalikayan nato nga naa bitaw kanang mga batan-on bitaw dili malikayan, okay gyud kaayong gibuhat sa mga pulis gyud (IDI7:SS3). (Here in our area, Sir, we're in Purok 7, and there's a lot of trust because young people no longer wander around at night. Before, it was unavoidable that some youths would roam, but the police have done an excellent job managing this).*

Informant 10 further highlighted how the participation of police officers in community activities such as student programs and environmental initiatives has strengthened their relationship with the residents. This engagement has made officers more approachable and relatable, transforming formal interactions into friendly bonds:

*Kuan kanang pag kuan kanang naay mangayo nila ug tabang, kanang pag invite nila ug trabaho-on for example kanang student up, tree planting naaguid na mo respond guid na mao nang mga taw makuan napod nila ang community ba, murag na himong barkada pud ing ana, so maayog relasyon ang community ug ang police (IDI10:SS3). (For example, when someone asks for their help, or they are invited to participate in activities like student programs or tree planting, they really respond. This way, the community gets to know them better and builds a friendly relationship, improving the bond between the police and the community).*

**2. Factors Influencing Community Trust.** Informants emphasized that community trust in the police is shaped by multiple factors, particularly the behavior, professionalism, and consistency of officers in performing their duties. Trust is not automatically given but must be earned through genuine and respectful service. The responses suggest that the way police officers interact with the community and how they handle challenges greatly determines the public's level of confidence and cooperation.

Informant 2 expressed that trust depends on the character and conduct of police officers, noting that communities are more likely to trust those who perform their duties properly:

*Depende man sad guna dong, depende guid na siya sa klase sad sa police ang mo gain ug trust ang community kay kung tarong sad ka na police of course ang community mo trust guid nimo (IDI2:SS3). It really (depends, it depends on the kind of police officer the community's trust will depend on that. If the police officer is good and does things properly, of course the community will trust them).*

Similarly, Informant 4 noted that trust varies among officers, implying that while some members of the community maintain confidence in certain police personnel, others may remain uncertain:



*In my part salig rako permi sa uban kay ambot lang (IDI4:SS3).* (For my part, I always trust some of them, but I'm not sure about the others).

Meanwhile, Informant 5 pointed out that challenges to trust are not isolated to their community alone but occur universally, suggesting that maintaining strong relations between the police and the public requires continuous effort:

*Ah dili lang diri pero sa tanan, dili rama kani ang mag kusog og problema (IDI5:SS3).*  
(Ah, not just here but everywhere this place isn't the only one that faces problems).

**3. Professionalism and Reliability in Policing.** Informants emphasized that the improved professionalism and reliability of police officers have significantly contributed to strengthening public trust. Over time, visible changes in behavior, discipline, and commitment to duty have reshaped the community's perception of law enforcement, portraying them as more dependable and respectful in their service.

Informant 6 shared that in the past, unprofessional conduct such as drinking during events affected the credibility of the police. However, recent years have shown a transformation toward greater discipline and responsibility:

*Ah karon mosalig na gyud ang tawo kay di parehas sauna nga mura bitaw og kanang...uban gud sauna sa ako lang no nga experience nako ang ubang pulis sauna mutambong mga pista-pista mangahubog lang unsaon na ug nay mga mahitabo nga kuan unsaon pag responde nga nangahubog naman, oo karon, wala naman sukad nga...nga kuan na nag anam-anam na silag ka kuan ba wala na sila mag during na mag duty wala na silay inom-inom ingana ba, sa ako ranang nakit-an (IDI6:SS3).* (Now people really trust the police because it's not like before. In my experience, some police during festivals would get drunk, and then if something happened, it was hard for them to respond. Now, that doesn't happen. From what I've observed, they no longer drink while on duty).

Informant 8 also pointed out that while the community continues to trust the police, some people remain cautious because of occasional lapses in behavior. Nonetheless, trust persists because residents recognize their continued reliance on law enforcement:

*Ah ni trust man mi sa mga police, wala man tay lain choice anha raman pud ta nila pero murag naa lang kay gamay na careful kay usahay mag binoang pero magbinoang man sila or dili kinihanglan ikay kita tanan community mo trust gihapon ta kay kinihanglan man gihapon ta nila (IDI8:SS3).* (We trust the police; we don't really have another choice, but we're a bit careful because sometimes they joke around. Still, the community continues to trust them because we rely on them).

Furthermore, Informant 9 highlighted that honesty and integrity are key traits that reinforce community confidence in law enforcement:

*With honest and truthful sila sa ilang serbesyo (IDI9:SS3).* (They are honest and truthful in their service).

#### IV. Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community

**1. Increased Community Safety.** Informants emphasized the noticeable improvement in community safety brought about by consistent police presence and active patrol operations. Over time, residents have observed fewer disturbances and a stronger sense of peace within their surroundings, attributing these changes to the dedication and visibility of local law enforcement officers.

Informant 1 noted that their community has become significantly safer compared to previous years, highlighting the positive results of strengthened policing initiatives:

*Kuan, sapagkakaran mas safer jud ang community compare sauna (IDI1:SS4).* (Uhm, as of now, the community is really safer compared to before).

Similarly, Informant 6 emphasized that regular police patrols between barangays discourage potential offenders, as the visible presence of officers deters criminal behavior:

*Kanang kuan sila na robing sila ana sa inter-barangay ingana...usa mana mahadlok ang mga mobuhat ug crime kung ang police visibility naa pirme ang presence mao na sya (IDI6:SS4).* (When they patrol between barangays, it makes people afraid to commit crimes because the police are always visible in the area).

Informant 7 added that police visibility not only prevents crime but also ensures the safety of young people, reassuring parents and reducing late-night wandering among the youth:

*Lipay kaymi ato Sir kay kanang malayo sad ang mga bata bitaw sa mga kuan bitaw disgrasya oo nya bintaha sad tong mag roving sila kay ug di sila mag roving ang katong mga batan-on sad kay magsuroy-suroy usahayg magabie bintaha to siya nga naa sila lipay kaymi kay kaming mga ginikanan usa sad gyud mis kapasidaan puds mga bata nga aymo pagsuroy-suroy kay kanang di baya ta kahibaw nga nay dautan ba nya bintaha gyud tong mga pulis nag roving kay nakatabang sad Sir (IDI7:SS4).* (We're happy about that, Sir, because the kids are kept away from possible accidents or trouble. It's also beneficial that the police are patrolling, because if they didn't, the young people might wander around at night. As parents, we're reassured, and the police patrolling really helps, Sir).

**2. Police Role in Ensuring Public Safety and Emergency Preparedness.** Informants emphasized the crucial role of the police in maintaining daily security and managing emergency situations, noting that their consistent presence provides reassurance and stability within the community. Residents recognize that police officers not only safeguard them from harm but also possess the necessary knowledge and preparedness to respond effectively to unforeseen incidents.

Informant 2 highlighted the importance of the police's role in ensuring both safety and readiness during emergencies, expressing trust in their ability to act appropriately in difficult situations:

*Dako jud kaayo silage role dong, na ma maka contribute sa mga public kay aside sa na secured mi na naa sila atleast maka kuan sad ta na kanang incase of emergency kanang dili maayo kabaw man sad sila unsay pamalaod, unsay angay buhaton so atleast maka ingon ta ba na naa may gali mga problema or mga dili maayo na sitwasyon, dili normal na sitwasyon maka relax rajud ta nila kay they know man nga unasy angay buhaton (IDI2:SS4).* (They play a very big role and really contribute to the public. Aside from keeping us secure with their presence, we also feel reassured that in case of emergencies or unusual situations, they know the law and what needs to be done. So, even if there are problems or unexpected situations, we can relax knowing that they know how to handle it).

Informant 3 expressed satisfaction with the safety of their area, acknowledging the sense of peace provided by the consistent presence of the police:

*Kung diri sa amo, okay raman safe raman mi diri (IDI3:SS4).* (Here in our area, it's okay, we feel safe).

Meanwhile, Informant 8 pointed out that visible police presence and leadership-driven patrols have improved their sense of security. The appointment of a new chief, who implemented active monitoring strategies, has made the community feel more protected:

*Naa man silay kuan depende sa hepe no o bag-ong hepe, bag-o bag-o sad ang kuan so karon ang hepe bag-o man na install daghan ra kaayog kuan, ganahan rapud mi kay safety, feel safety mi mag kuan ari mag atang didto, mag atang diri, mag atang dira, naa sila visible (IDI8:SS4).* (They also follow the instructions of their chief, especially if it's a new chief. Now that the chief has been newly installed, there are many changes. We like it because we feel safe we see them waiting here, there, and everywhere, and they are always visible).

**3. Police Visibility Reducing Fear in the Community.** Informants highlighted that the consistent presence of police officers plays a crucial role in reducing fear and promoting safety among residents. When asked about their experiences, Informant 4 shared:

*di nako ma kul-baan kay everytime maka...makita nako sila sa dalan (IDI4:SS4).* (I no longer feel afraid because every time I see them on the streets).

This shows how visible policing brings emotional comfort and assurance, especially for those who used to feel unsafe in their neighborhoods.

Informant 9 also emphasized that what truly matters is, how the simple yet consistent visibility of officers whether through patrols or station presence serves as a silent reminder of security and order, fostering trust among residents.

*ilang presence and visibility within the community (I9:SS4).* (Their presence and visibility within the community).

Meanwhile, Informant 5 elaborated on how police presence contributes to preventing crime through visible and proactive policing, crimes are prevented before they escalate, and even minor issues are swiftly managed showing the effectiveness of a watchful and approachable police force.:

*dili naman siguro mangita ug daghan pama-agi, kung mag improve ta ug mga parte na mga safety sa mga krimen wamantay krimen na na kuan ari nga nahitabo, nay gipang balita gi pang labayan kana na mga krimen (I10:SS4).* (They probably don't need to look for other ways. By improving safety measures for crimes, any minor incidents are reported and addressed promptly).

## V. Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP

**1. Challenges in Police Service Delivery.** Some informants pointed out that limited manpower, technological gaps, and connectivity issues hinder the full effectiveness of police operations. When asked about the challenges faced by law enforcement, Informant 8 explained:

*Oo, dapat signal dayon ang police pud ihatag pud unta ang sakto sa kuan, proportion sa mga kuan para makuan ilang duties, mo ana raman pud ang police 'kuwang raba mi di mi ka kuan sa mga duties namo' so mao sad na reason dili sila ka trabaho sa ilang duty tungod kay mas daghan kaayo ang taw ilang gi serban kaysa ilahang personnel (IDI8:SS5).* (Yes, the police should have immediate signal, and they should have enough personnel proportionate to their duties. The police themselves say, 'We're short-staffed, so we can't fully perform our duties.' That's why they sometimes cannot complete their work because there are more people to serve than the officers available).

Similarly, Informant 11 emphasized the difficulties brought by technological limitations and the need to balance modernization with human interaction:

*kaning kuan ay, kaning lack of kanang unsa gai na mostly sa uban ba dili ka mo gamit ug technology and also ang pinaka most challenging kaning balancing technology ug kanang human interaction (IDI11:SS5).* (There's also the issue that some people still do not know how to use technology. One of the biggest challenges is balancing the use of technology with human interaction).

Furthermore, Informant 15 highlighted environmental and connectivity constraints that contribute to delayed response times in certain areas:

*so most kanang sige kuan diri kay hinay ang signal and delay of response sa ubang lugar like kanang nag puyo sa mga wanted area, bukid na kaayo ba (IDI15:SS5).* (In most cases, the main problem is weak signal and delayed responses, especially in remote or mountainous areas).

**2. Challenges in Police Service Delivery.** Some informants highlighted that while communication with the police has generally improved, connectivity issues remain a significant barrier to effective coordination. When asked about their experiences in reaching out to authorities, Informant 1 stated:

*kuan...ang kaning lang siguro ang challenge raguid ang signal ug kana sad mga load gani kay mao jud biya nay way na maka connect mi sa police ang signal ug kanang load (IDI1:SS5).* (Uhm... maybe the only challenge is the signal and mobile load since those are really the only ways we can connect with the police).

This indicates that despite proactive policing initiatives, technological and infrastructure limitations such as poor mobile signal or insufficient load can hinder quick and effective communication between the police and the community.

However, not all informants experienced the same challenges. Informant 2 shared that they had not encountered communication issues in their area:

*wala sad, wala pasad mi ka encounter ana dong or adto sa uban pero sa ako lang wala (IDI2:SS5).* (None as well, we haven't encountered anything like that here. Maybe in other places, but for me personally, none).

Similarly, Informant 3 affirmed that communication and police responsiveness in their community remain satisfactory:

*wala raman, okay raman sila diri (IDI3:SS5).* (Nothing really, they're fine here).

**3. Challenges in Police Service Delivery.** Informants reported that connectivity issues and geographical constraints significantly influence the efficiency of police operations and response times. When asked about the limitations affecting police service delivery, Informant 9 shared:

*hinay ang signal ug delay ang response sa uban lugar like sa mga nag puyo sa mountain area (IDI9:SS5).* (In some places, like where people live in the mountains, the signal is weak and response is delayed).

This highlights that residents in remote and hard-to-reach locations experience slower police intervention, which can hinder timely assistance during emergencies and affect overall perceptions of safety.

Despite these challenges, some informants shared positive experiences with police responsiveness. Informant 14 recalled an incident in their community where the police acted promptly:



*Ang katong sauna pagsugod namo diri sa among baitas, kay naa may argabyado sa ilang garong bitaw nga ilang gihimo-himo nya amo mang gi clean-up kay masabod man ang mga bangka natong gipangtapok nga bato so namay nasuko nga among ghipos tawag dayon mig chief diritso dayon sila ari (IDI14:SS5). (During our early days here in Baitas, there was an incident where someone got angry after we cleaned up their makeshift fishing gear because it was obstructing the boats. We immediately called the police chief, and they responded right away).*

Moreover, Informant 13 highlighted that consistent police patrols help ensure the safety of community members:

*kanang pag roving nila, gi balik-balik raman na ilang kuan para mo kuan sila sa safety sa taw, ing-ana (IDI13:SS5). (Their regular roving patrols are done repeatedly to ensure the safety of the people that's their purpose).*

## Analysis of Data

This study is anchored on three interrelated theoretical frameworks that help explain the adoption and effectiveness of smart policing: the Technological Determinism Theory, the Theory of Acceptance, and the Unified Theory of Acceptance and Use of Technology (UTAUT).

The Technological Determinism Theory, developed by Thorstein (1929), posits that technology is a primary driver of social change, shaping human behavior, organizational structures, and societal norms. Applied to smart policing, this theory suggests that the integration of digital tools and advanced technologies transforms police operations, communication, and the community's perception of law enforcement effectiveness.

The Theory of Acceptance, proposed by Davis (1985), focuses on how individuals adopt new technologies based on perceived usefulness and ease of use. Within smart policing, this framework helps explain how police personnel and community members decide to embrace tools such as online reporting systems, hotlines, and digital monitoring platforms.

The Unified Theory of Acceptance and Use of Technology (UTAUT), developed by Venkatesh et al. (2003), expands on these ideas by identifying key factors performance expectancy, effort expectancy, social influence, and facilitating conditions that influence behavioral intention and actual use of technology. UTAUT provides a comprehensive lens to assess how both officers and residents respond to, accept, and effectively utilize smart policing innovations, ensuring that technological adoption aligns with operational and community needs.

## I. Views of the Community on the implementation of SMART policing strategies of the PNP

**1. Improved Efficiency and Convenience of Police Services.** One of the dominant themes from the informants was that police services have become more efficient and convenient due to the implementation of streamlined procedures and accessible communication channels. Emergencies and problems are now addressed more quickly and with less hassle, reflecting the practical impact of technological integration in day-to-day policing.

Technological Determinism Theory (1929) emphasizes that technological innovations drive changes in social practices and organizational structures. Applied to policing, the use of streamlined procedures and accessible communication channels has transformed how police services operate, improving efficiency and convenience.

Theory of Acceptance (1985) highlights that individuals are more likely to adopt technologies they perceive as useful and easy to use. The informants' recognition of quicker emergency responses and simplified police processes reflects the perceived usefulness of these innovations in daily community interactions.

Unified Theory of Acceptance and Use of Technology (UTAUT) identifies performance expectancy, effort expectancy, social influence, and facilitating conditions as critical factors for technology adoption. The adoption

of efficient communication channels and streamlined procedures demonstrates how these factors facilitate both police and community members' use of technology, resulting in faster and less burdensome service delivery.

**2. Digital Accessibility and Streamlined Communication.** Another prominent theme highlighted by informants was the role of digital systems in improving police accessibility and efficiency. Online services, such as police clearance processing and dedicated hotlines, have made it easier for residents to communicate with authorities and access necessary services. These innovations reduce physical barriers and waiting times, allowing the community to quickly reach the police in emergencies or for routine concerns.

Technological Determinism Theory (1929) posits that technological innovations shape social structures and practices. In this context, digital systems in policing, such as online clearance processing and dedicated hotlines, transform how the police interact with the community, making communication faster and more systematic. Informants highlighted that these platforms improve accessibility and efficiency, allowing residents to reach authorities quickly and conveniently.

Theory of Acceptance (1985) emphasizes that perceived usefulness and ease of use determine whether users adopt new technologies. Digital tools in police services are embraced because they streamline processes, reduce delays, and simplify interactions, making it easier for both police personnel and the community to engage effectively.

Unified Theory of Acceptance and Use of Technology (UTAUT) identifies performance expectancy, effort expectancy, social influence, and facilitating conditions as key determinants of technology adoption. The integration of online systems and hotlines demonstrates how these factors promote adoption, ensuring that police and community members can efficiently use digital tools for timely and reliable communication.

**3. Visible Police Presence and Community Reassurance.** Informants emphasized that the constant physical presence of police officers contributes significantly to community safety and confidence. Regular patrols, familiar faces, and nearby sub-stations make it easy to contact authorities and provide reassurance, particularly for local businesses. The visibility of law enforcement not only deters potential criminal activity but also instills a sense of security among residents, knowing that help is readily available.

Technological Determinism Theory (1929) posits that technological and structural innovations shape social behaviors and perceptions. In the context of policing, the strategic deployment of officers, frequent patrols, and the establishment of nearby sub-stations demonstrate how organized visibility and operational planning influence community confidence and safety.

Theory of Acceptance (1985) emphasizes that individuals respond positively to systems or practices they perceive as beneficial and easy to engage with. The consistent and approachable presence of police officers facilitates community cooperation and reassures residents, reflecting the practical acceptance of visible policing strategies.

Unified Theory of Acceptance and Use of Technology (UTAUT) suggests that performance expectancy, social influence, and facilitating conditions are critical in adopting new practices. The tangible presence of police, coupled with accessible points of contact, strengthens residents' trust and reliance on law enforcement, highlighting how structured policing practices encourage effective community engagement.

## II. Describing the Effectiveness of the SMART policing strategies of the PNP

**1. Increased Sense of Safety and Reduced Fear.** A prominent theme that emerged from the informants' responses was the increased sense of safety and the reduced fear of crime within the community. The participants emphasized that the enhanced visibility and responsiveness of police officers have significantly improved their perceptions of security compared to previous years. One informant mentioned that the presence of nearby police stations and frequent patrols made residents feel more confident and less anxious when moving around their

locality, even during nighttime. This suggests that the physical visibility of law enforcement plays a critical role in shaping community members' perceptions of safety.

From the lens of Technological Determinism Theory (1929), the integration of technological innovations in policing such as digital communication tools, surveillance systems, and mobile patrol coordination has influenced not only the structure of police operations but also community behavior. This theory posits that technology acts as a key driver of social transformation, meaning that the deployment of these tools has reshaped how residents interact with the police and perceive their environment as safer and more secure.

In relation to the Theory of Acceptance (1985), the community's positive response to smart policing strategies demonstrates their acknowledgment of the technology's perceived usefulness and reliability. As residents observed faster response times and improved accessibility through technological means, their acceptance of these innovations increased, leading to greater trust in police performance and overall satisfaction with public safety measures.

Moreover, drawing on the Unified Theory of Acceptance and Use of Technology (UTAUT), the findings highlight that facilitating conditions such as accessible hotlines, proactive police visibility, and reliable communication systems directly contribute to public confidence and cooperation. According to UTAUT, performance expectancy and effort expectancy are central to technology adoption; in this case, the ease of contacting police and witnessing immediate action reinforced the belief that smart policing strategies are effective and beneficial. Consequently, the convergence of technological advancement and community acceptance has collectively reduced fear and promoted a sustained sense of safety among residents.

**2. Perceived Effectiveness of Police Programs.** Informants expressed varying perspectives on the effectiveness of police programs under smart policing initiatives. While some participants acknowledged improvements in accessibility and responsiveness, others admitted difficulty in fully assessing these programs' overall impact due to limited personal engagement with police hotlines or digital platforms. Nonetheless, there was a general recognition that the ease of contact through available hotline numbers, mobile communication, and online systems offered a sense of reassurance and readiness in times of need. One informant noted that the availability of these services created confidence that assistance could be quickly provided when necessary, even if they had not personally utilized the technology.

Through the lens of Technological Determinism Theory (1929), this perception illustrates how the introduction of modern communication technologies has transformed public expectations of law enforcement responsiveness. The integration of smart tools and digital systems has altered traditional modes of interaction, influencing citizens' attitudes toward the police and reinforcing a perception of institutional efficiency. This demonstrates how technological advancement itself can redefine social relations between the police and the community, even in the absence of direct use.

From the perspective of the Theory of Acceptance (1985), the community's mixed views highlight differing levels of acceptance based on perceived usefulness and individual experience. For those who had not personally interacted with police technologies, acceptance remained conceptual rather than experiential. However, awareness of these tools' potential benefits still shaped positive attitudes toward the police. This supports the idea that the perceived advantages of technology can foster acceptance even prior to active use.

Aligned with the Unified Theory of Acceptance and Use of Technology (UTAUT), these findings reveal that facilitating conditions such as available technological infrastructure, reliable communication systems, and user-friendly processes play a critical role in influencing perceptions of effectiveness. Although not all residents had direct experience, their awareness of these facilitating mechanisms enhanced trust in police capacity. Thus, the perceived effectiveness of police programs was not solely grounded in actual utilization but was also shaped by the public's recognition of the institutional and technological support that enabled such services.

### III. Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies

**1. Trust in Police Based on Personal Experience.** Informants noted that trust in the police largely depends on individual experiences and direct encounters with law enforcement officers. Positive interactions such as timely assistance, respectful communication, and visible presence were found to foster stronger confidence and trust in the Philippine National Police (PNP). When Informant 1 was asked about their perception of the police, they shared that “we trust them because we have seen how they respond and act properly in our area.” This suggests that experiential trust plays a central role in shaping citizens’ attitudes toward police credibility and performance.

From the lens of Technological Determinism Theory (1929), the advancement of technology in policing such as digital surveillance, mobile responsiveness, and online reporting systems has altered the dynamics of trust-building. Technology acts as an intermediary that enhances transparency and accountability, allowing citizens to observe real-time police actions and responses. As a result, personal experiences of police efficiency and visibility are reinforced by technological structures that make law enforcement more accessible and verifiable.

Applying the Theory of Acceptance (1985), trust emerges when citizens perceive the usefulness and reliability of police services as consistent with their expectations. Informants who directly benefited from responsive and respectful police interventions developed a stronger sense of acceptance toward policing strategies. This indicates that personal experience functions as a key determinant in shaping both trust and acceptance of technologically supported policing efforts.

Aligned with the Unified Theory of Acceptance and Use of Technology (UTAUT), the formation of trust is influenced by performance expectancy and social influence. The public’s exposure to efficient technological systems such as quick communication channels and active patrol visibility encourages greater confidence in law enforcement institutions. Facilitating conditions, including the police’s ability to maintain consistent engagement and accessible support, further strengthen this trust. Thus, trust in the police is not only built through direct human interaction but is also mediated by technology that enhances responsiveness, visibility, and accountability.

**2. Factors Influencing Community Trust.** Informants highlighted that community trust in the police is closely linked to the behavior, professionalism, and responsiveness of officers. Respectful treatment, transparency in actions, and the consistent presence of police in the community were identified as crucial elements that foster public confidence. When asked about what builds trust, Informant 2 explained that “trust depends on how the police treat people and how they handle situations properly.” This statement reflects the idea that interpersonal conduct and ethical standards directly shape how the community perceives the legitimacy and reliability of law enforcement.

From the perspective of Technological Determinism Theory (1929), the integration of technology in policing such as surveillance systems, communication tools, and digital reporting mechanisms has influenced not only operational efficiency but also the social construction of trust. The visibility and traceability of police actions enabled by technology have strengthened perceptions of accountability, allowing citizens to evaluate officer behavior more objectively. In this sense, technology becomes a structural force that reinforces professionalism and deters misconduct, indirectly enhancing community trust.

Applying the Theory of Acceptance (1985), community trust emerges as a product of perceived usefulness and satisfaction with police services. When citizens observe that officers utilize technology effectively to promote safety, maintain order, and respond to concerns, their acceptance of smart policing strategies increases. This acceptance translates into higher levels of trust, particularly when police actions align with community expectations of fairness and respect.

Finally, according to the Unified Theory of Acceptance and Use of Technology (UTAUT), social influence and facilitating conditions play central roles in shaping trust dynamics. The presence of reliable communication channels, active online engagement, and visible patrol operations serve as facilitating mechanisms that validate



the credibility of law enforcement. Moreover, social interactions and shared community experiences with responsible officers amplify trust through collective affirmation. Thus, professionalism, ethical conduct, and the effective use of technology jointly strengthen the relationship between the police and the community.

**3. Professionalism and Reliability in Policing.** Informants emphasized that noticeable changes in police behavior and conduct over time have significantly strengthened community trust and confidence. Many residents observed that officers are now more approachable, disciplined, and responsive to public concerns than in previous years. When asked about improvements in police conduct, one informant stated that “the police are now more active and respectful toward the people; they take quick action whenever something happens.” Such reflections highlight how professionalism and reliability have become central to the perceived credibility of the Philippine National Police (PNP) within local communities.

From the standpoint of Technological Determinism Theory (1929), advancements in policing technologies have indirectly contributed to this behavioral transformation. The use of digital monitoring systems, surveillance cameras, and public feedback mechanisms has increased the level of institutional accountability among officers. These technologies create an environment where professionalism is not only expected but also reinforced by transparent systems that make police actions more visible to the public. Thus, technological progress acts as a determining factor that shapes ethical behavior and public trust in law enforcement.

Applying the Theory of Acceptance (1985), the community’s positive response to improved police professionalism reflects their recognition of the system’s usefulness and integrity. As citizens experience more reliable and courteous service, their willingness to cooperate and engage with law enforcement grows. The perception that police officers are performing their duties responsibly strengthens both individual and collective acceptance of smart policing initiatives, fostering a culture of mutual respect and cooperation.

According to the Unified Theory of Acceptance and Use of Technology (UTAUT), the enhancement of professionalism and reliability can also be linked to facilitating conditions and performance expectancy. The integration of technology has improved officers’ ability to respond effectively and efficiently, thereby meeting community expectations. These improvements reinforce the belief that smart policing technologies, when paired with ethical conduct, can enhance law enforcement credibility. Consequently, the combination of professionalism, accountability, and technological support promotes sustained community trust and reinforces the positive image of the PNP.

#### **IV. Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community**

**1. Increased Community Safety.** Informants highlighted a noticeable improvement in community safety over time, attributing this progress to the increased visibility, responsiveness, and presence of the police in their areas. Many participants shared that compared to previous years, incidents of crime have significantly decreased, and residents now feel more secure moving around even during nighttime. When asked about the current state of security, one informant remarked that “the area feels safer now because police are always visible and respond immediately whenever something happens.” This perception underscores the role of consistent police presence and proactive patrolling in fostering a sense of safety and order within the community.

Through the lens of Technological Determinism Theory (1929), the enhancement of community safety can be viewed as a direct outcome of technological advancement in policing. The integration of surveillance cameras, communication systems, and real-time monitoring tools has restructured how the police maintain order and prevent crime. These technologies not only enable quicker responses but also act as deterrents to criminal activity, fundamentally transforming the social dynamics of safety in local neighborhoods. Technology thus becomes a key determinant that drives behavioral change and strengthens community security.

Applying the Theory of Acceptance (1985), the residents’ recognition of increased safety reflects their acceptance of smart policing as an effective approach to crime prevention. The perceived usefulness of police technologies such as hotlines, bodycam and coordinated patrols has enhanced citizens’ confidence in the



institution's ability to protect them. This demonstrates that when individuals experience the tangible benefits of technological interventions, their acceptance and trust in such systems naturally increase.

Aligned with the Unified Theory of Acceptance and Use of Technology (UTAUT), the sense of safety expressed by the community is influenced by facilitating conditions and performance expectancy. The accessibility of police support, the reliability of communication platforms, and the visible results of digital surveillance contribute to positive behavioral intentions toward technology adoption. As residents observe the effectiveness of these systems in reducing crime, their engagement and cooperation with law enforcement also improve. Thus, increased community safety is both a product of technological efficiency and a reflection of collective acceptance of smart policing practices.

**2. Police Role in Ensuring Public Safety and Emergency Preparedness.** Informants emphasized the significant role of the police in maintaining everyday security and ensuring readiness during emergencies. They noted that police officers are now more responsive and visible in the community, particularly during crises such as natural disasters, accidents, or incidents requiring immediate intervention. One informant shared that “the police are quick to respond when there are emergencies, unlike before when it would take longer for assistance to arrive.” This observation highlights the evolution of police responsiveness and their expanding functions beyond traditional law enforcement to include proactive community protection and disaster preparedness.

From the perspective of Technological Determinism Theory (1929), the police's enhanced capacity for emergency response can be attributed to technological innovations in communication, coordination, and mobility. The availability of digital tools such as emergency hotlines, mobile communication systems, and real-time information platforms has transformed how police manage crises. These technologies not only enable rapid deployment and coordination but also shape public expectations of safety, reinforcing the perception that modern policing is more efficient and capable due to technology-driven change.

Using the Theory of Acceptance (1985), the community's acknowledgment of the police's vital role in safety and preparedness demonstrates an acceptance of the institutional use of technology in achieving these outcomes. As residents experience the effectiveness of digital communication systems and coordinated responses, their confidence in technology-mediated policing increases. This acceptance signifies trust in the police's capacity to adapt to modern methods that improve their ability to protect the public.

In the context of the Unified Theory of Acceptance and Use of Technology (UTAUT), the police's success in ensuring safety and preparedness can be linked to facilitating conditions and performance expectancy. The presence of adequate resources, technological infrastructure, and institutional support enhances operational performance, leading to greater community trust and cooperation. As the public perceives the tangible benefits of technology-enhanced policing such as faster response times and improved coordination during emergencies their positive behavioral intentions toward supporting and engaging with these systems are reinforced. Ultimately, the integration of technology in police operations strengthens both public safety and community resilience.

**3. Police Visibility Reducing Fear in the Community.** Informants highlighted that the regular presence of police officers contributes significantly to a sense of safety and reduces fear among residents. They emphasized that visible patrols, community interactions, and quick responses to reports foster an atmosphere of security and reassurance. One informant stated that “seeing police officers regularly around the area makes people feel more secure,” suggesting that police visibility serves as a psychological deterrent to crime and a source of comfort for community members. This consistent presence has reportedly diminished the level of fear and anxiety that previously existed in their neighborhoods.

From the lens of Technological Determinism Theory (1929), the increased visibility of police can be attributed to the integration of technology into policing operations. Tools such as surveillance cameras, GPS-enabled patrol systems, and mobile communication technologies have enhanced the capacity of officers to monitor and patrol areas more efficiently. These technological developments have reshaped policing methods, leading to more

strategic deployment of personnel and the perception of a stronger, more constant police presence in the community. Thus, technology acts as a driving force behind organizational adaptation and public assurance.

In relation to the Theory of Acceptance (1985), the community's positive perception of police visibility demonstrates a growing acceptance of technology-enabled policing practices. Residents associate this consistent presence with improved safety outcomes, recognizing that technology facilitates faster communication and coordination among officers. This acceptance reinforces the idea that the public values visible, accessible, and technologically supported law enforcement as a critical component of effective crime prevention.

Under the Unified Theory of Acceptance and Use of Technology (UTAUT), the effectiveness of police visibility in reducing fear can be explained through constructs such as performance expectancy and facilitating conditions. The community perceives that technology-enhanced visibility leads to better performance outcomes specifically, a safer environment and faster police response. Meanwhile, the institutional support and infrastructure enabling police to conduct regular patrols foster trust and cooperation between the public and the authorities. Consequently, the alignment of technological capability and human presence has strengthened community confidence in the Philippine National Police (PNP), promoting both security and peace of mind.

## V. Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP

**1. Challenges in Police Service Delivery.** Some informants pointed out that limited manpower and resources continue to hinder the police's ability to perform their duties effectively. They observed that while police officers strive to maintain visibility and respond promptly to community concerns, resource constraints such as insufficient personnel, patrol vehicles, and equipment sometimes delay operations or limit coverage in larger areas. One informant noted that "there are times when the police respond slower because there are only a few on duty," underscoring the operational challenges faced by local stations in fulfilling their mandates.

Through the lens of Technological Determinism Theory (1929), these challenges highlight the dependence of modern policing on technological advancement and resource availability. The limited presence of tools and equipment restricts the capacity of the police to maximize technology's role in enhancing performance. As technology increasingly shapes policing structures and operations, the absence or inadequacy of technological support systems can impede efficiency and responsiveness, thereby influencing how the community perceives the effectiveness of law enforcement.

The Theory of Acceptance (1985) further explains that the public's perception of police effectiveness is tied to the visible and tangible outcomes of technology use. When communities observe that technological tools such as communication systems, patrol vehicles, or surveillance devices are insufficient, their confidence in the system's capability may decline. Thus, acceptance and trust in police performance depend not only on officers' conduct but also on the availability and functionality of technological resources.

From the perspective of the Unified Theory of Acceptance and Use of Technology (UTAUT), these resource-related challenges can be linked to weak facilitating conditions, one of the theory's key constructs. Facilitating conditions refer to the organizational and technical infrastructure that supports technology use. Inadequate logistical support and manpower suggest that the institutional environment is not fully optimized to sustain the integration of smart policing strategies. As a result, even well-intentioned technological innovations may fall short of their potential impact, emphasizing the need for stronger institutional investment and coordination to ensure consistent, effective service delivery.

**2. Challenges in Police Service Delivery.** Some informants highlighted connectivity issues as a major barrier to effective police communication. They mentioned that while the police have become more accessible through hotline numbers and digital platforms, poor network coverage in certain areas especially in upland or remote communities often disrupts the flow of communication. This limits the efficiency of police response and coordination during emergencies. As one informant shared, "Sometimes the signal is weak, so it's hard to contact

the police right away.” Such connectivity problems hinder timely reporting of incidents and reduce the overall responsiveness of the police.

From the perspective of Technological Determinism Theory (1929), this challenge underscores the dependence of modern policing on technological infrastructure. The reliability of police communication systems is shaped by the availability and quality of digital technology. When technological limitations exist such as weak network signals or outdated communication tools policing effectiveness is directly affected, as these tools serve as the foundation of rapid response and coordination.

According to the Theory of Acceptance (1985), people’s confidence in and acceptance of police services depend on their experiences with technology use. When communication systems fail due to poor connectivity, the community’s trust in digital policing mechanisms may decrease. This demonstrates that acceptance of technology-driven policing is not merely about willingness to adopt new systems but also about consistent and reliable technological performance.

Within the framework of the Unified Theory of Acceptance and Use of Technology (UTAUT), this issue reflects weak facilitating conditions, which refer to the organizational and technical resources that enable effective technology use. Without stable network infrastructure, the implementation of smart policing becomes limited, especially in geographically isolated areas. Addressing these connectivity issues is therefore essential to strengthen the integration of smart policing strategies and ensure equitable access to police services across all communities.

**3. Challenges in Police Service Delivery.** Informants reported that connectivity issues and geographical constraints significantly affect the efficiency of police responses. Those residing in remote or mountainous areas expressed that weak communication signals and long travel distances often delay police interventions during emergencies. As one informant explained, *“In upland areas, the signal is weak and it takes time for the police to arrive.”* These logistical barriers limit the ability of law enforcement to deliver timely and consistent services, particularly in areas far from established police stations.

Through the lens of Technological Determinism Theory (1929), this finding illustrates how technological and environmental factors shape the performance and scope of policing. The reliance on digital communication systems and transportation technologies means that any limitation in these areas directly influences the operational effectiveness of police officers. Thus, technology and geography jointly determine how efficiently police services are delivered in both urban and rural settings.

From the perspective of the Theory of Acceptance (1985), such challenges can hinder the community’s confidence and willingness to rely on smart policing systems. When delays occur due to poor connectivity or inaccessibility, residents may question the reliability of technology-based interventions. This affects the perceived usefulness of smart policing initiatives, which is a key factor in technology acceptance.

Meanwhile, according to the Unified Theory of Acceptance and Use of Technology (UTAUT), these constraints indicate weak facilitating conditions, meaning that the technological and logistical infrastructure necessary for effective implementation remains inadequate. To enhance police responsiveness, improvements in digital connectivity, transportation resources, and logistical coordination are crucial. Addressing these barriers would help ensure that smart policing strategies function equitably and effectively across all areas, regardless of geographic limitations.

## SUMMARY, FINDINGS AND IMPLICATIONS

This chapter presents the summary, findings, and implications of the study. The summary revisits the purpose, research questions, and methodology. The findings highlight the emergent themes that arose from the responses of the informants, while the implications are presented in terms of practical application and future research directions

### Summary

These study aims to delve into the views of the community resident on the Smart Policing Strategies Of The Philippine National Police (PNP) in Barili and Aloguinsan, Cebu, Philippines. This study seeks to answer the following subproblems:

1. What are the views of the informants on the implementation of SMART policing strategies of the PNP?
2. How do the informants describe their views on the effectiveness of the SMART policing strategies of the PNP?
3. How does the SMART policing strategies of the PNP affect the community trust and confidence in the PNP?
4. What are the views of the informants on the impacts of SMART policing strategies on crime prevention and public safety in the community?
5. What are the challenges or concerns does the community observe on the SMART policing strategies in the PNP?

The study employed a qualitative research design using a phenomenological approach, which was deemed appropriate for exploring the lived experiences and perceptions of community residents regarding the Philippine National Police's (PNP) implementation of smart policing strategies in Barili and Aloguinsan, Cebu. Phenomenology as a method focuses on understanding how individuals make sense of their experiences, thus allowing the researcher to capture both the explicit and underlying meanings of community interactions with technology-driven policing. By choosing this approach, the study was able to move beyond surface-level descriptions of policing programs to uncover how people perceive, interpret, and internalize the impact of these strategies in their everyday lives.

To ensure a broad representation of perspectives, fifteen (15) informants were purposively selected from various sectors of the community. These included of professional, businessman or barangay leaders. The rationale for this purposive sampling was that these groups collectively represent the social fabric of Barili and Aloguinsan and are differently positioned in relation to police operations. For instance, barangay leaders often work closely with police units, professional and youth businessman insights from both vulnerable and emerging sectors. By including varied participants, the study ensured that the resulting narratives captured the multi-dimensional reality of smart policing and its reception by different community stakeholders.

The primary method of data collection used in this study was semi-structured interviews, which allowed for both consistency and flexibility in eliciting responses. This approach enabled the researchers to explore and better understand how participants perceive and experience the implementation of SMART Policing Strategies by the Philippine National Police (PNP) in their respective communities. The interview guide consisted of both close-ended and open-ended questions that focused on the participants' awareness, observations, and evaluation of SMART policing efforts particularly the use of technology, community programs, and public safety initiatives. Interviews were conducted in Cebuano or Filipino, depending on the informant's language preference, to ensure comfort and accuracy in expressing their insights.

In addition to the interviews, the researchers also conducted direct observations during their field visits to the communities and throughout the interview sessions. These observations focused on visible indicators of SMART policing implementation, such as mobile patrol presence, and police-community engagement activities. To systematically record these observations, a structured observation schedule was used, which included columns

for time (days, weeks, and months), place, type of event, and subjects involved. This approach allowed the researchers to validate interview data with firsthand contextual evidence.

The Technological Determinism Theory (1929) guided the researchers in examining how technological advancements influence social structures and policing behavior. This theory suggests that technology acts as a driving force for social and institutional change. In the context of this study, the integration of digital tools such as police hotlines, and mobile patrol technology shaped not only how police officers perform their duties but also how communities perceive safety and trust in law enforcement. The data collection process allowed the researchers to explore how these technologies have redefined the interaction between the police and the community.

The Theory of Acceptance (1985) was applied to understand how individuals within the community perceive and accept the technological components of SMART policing. This theory emphasizes that acceptance depends on perceived usefulness and ease of use. Through semi-structured interviews, the researchers gathered insights into how residents evaluate the practicality of police technologies whether they find hotline systems accessible, surveillance systems reliable, and police responses efficient. This theoretical perspective helped assess the degree to which the community embraces the technological innovations introduced by the PNP.

The Unified Theory of Acceptance and Use of Technology (UTAUT) provided a broader framework for analyzing the factors that influence the community's engagement with SMART policing initiatives. It highlights how performance expectancy, effort expectancy, social influence, and facilitating conditions contribute to technology adoption. During the data collection process, this theory guided the interpretation of how government support, infrastructure readiness, and community awareness fostered acceptance and utilization of policing technologies. It also helped explain how collaboration with LGUs enhanced implementation effectiveness, making SMART policing a shared responsibility between the police and the community.

Through this methodological framework, the study succeeded in generating a rich, theory-informed evaluation of smart policing in Barili and Aloguinsan. By grounding the design in phenomenology while drawing insights from Technological Determinism, Theory of Acceptance, and UTAUT, the research not only documented community experiences but also situated them within broader discussions of technology adoption, societal transformation, and institutional reform.

## FINDINGS

After meticulously scrutinizing and analyzing the responses of the informants, we have created themes that addressed the sub-problems. For the Views of the informants, the researcher developed ten (10) emergent themes. These emerging themes pointed as a response to the sub-problems and summarized as follows:

Views of the Community on the implementation of SMART policing strategies of the PNP there were two (2) emergent themes, namely: *"Enhanced Police Effectiveness and Timely Response"* and *"Enhanced Police Efficiency and Responsiveness"*

Describing the Effectiveness of the SMART policing strategies of the PNP there were two (2) emergent themes, namely: *"Effectiveness and Accessibility of Police Services"* and *"Community Perception of Police Responsiveness"*

Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies there were two (2) emergent themes, namely: *"Community Confidence in the PNP"* and *"Police Integrity and Community Confidence"*

Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community there were two (2) emergent themes, namely: *"Enhanced Community Safety and Order"* and *"Community Confidence in Police Capabilities"*



Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP there were two (2) emergent themes, namely: “*Challenges in Police Resource Allocation*” and “*Barriers to Effective Communication*”

## IMPLICATIONS

### Implication for Practice

The findings of this study provide several implications for practice. First, there is a need to strengthen community engagement and education. Awareness campaigns should be intensified, particularly in remote and upland barangays, so that residents are properly informed about the existence and benefits of smart policing strategies. Public cooperation is essential, and this can only be achieved if all sectors of the community understand how to participate.

Second, capacity building for police officers must be prioritized. Continuous training in areas such as ethical use of technology, respect for data privacy, conflict resolution, and community relations would help ensure that smart policing tools are used responsibly and effectively. This training would also reinforce accountability and professionalism among officers.

Third, attention must be given to the maintenance and sustainability of technology-based initiatives. Hotlines, and other tools must be properly maintained, with adequate budget allocation and technical support to ensure that these systems function reliably. Without sustainability, the initial benefits of smart policing could quickly diminish.

Fourth, smart policing strategies must be inclusive and accessible to all sectors of society. User-friendly platforms should be developed to accommodate residents with limited digital skills, while alternative non-digital reporting systems should be maintained to cater to elderly residents and marginalized groups.

Lastly, law enforcement must adopt adaptive strategies to address the reality that criminals also evolve and adjust to surveillance measures. Continuous upgrading of systems, integration of predictive policing, and proactive crime prevention strategies are necessary to sustain the relevance and effectiveness of smart policing in the long run.

### Implications for future studies

This study likewise provides opportunities for future research. Scholars may explore the role of social media and digital platforms in shaping public perceptions of smart policing, especially given the growing reliance on online communication.

Another area for future inquiry is the effectiveness of training programs aimed at improving professionalism and ethical conduct among police officers. Evaluating the impact of these programs may provide further insights into how officer behavior affects public trust.

Future studies could also take a longitudinal approach to examine whether smart policing strategies lead to measurable reductions in crime rates and sustained improvements in police-community relations over time.

Comparative studies between urban and rural barangays may also yield valuable findings, particularly in understanding how geographic and socioeconomic factors influence the success or limitations of smart policing initiatives.

Finally, researchers may investigate the perspectives of police officers themselves, providing a balanced view of how law enforcers perceive the challenges and benefits of smart policing, and how these perceptions align or contrast with those of community residents.

## ACKNOWLEDGEMENT

First and foremost, we are grateful to our Almighty God for His endless gifts that enabled us to carry out our study for the proposal hearing.

To **Atty. Dodelon Sabijon**, Dean of the College of Criminal Justice and Chairman of the Panel, whose unwavering support and guidance enabled us to pursue this study.

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## APPENDIX B

### INFORMED CONSENT

#### University of Cebu Research Office

Informed Consent for the Study on SMART Policing Strategies of the Philippine National Police (PNP): From the Point of View of Community Residents in Cebu Province

**Name of Principal Investigator:** John Louie L. Villarmente

**Name of Organization:** University of Cebu-Main Campus

**Name of Proposal:** SMART Policing Strategies of the Philippine National Police (PNP): From the Point of View of Community Residents in Cebu Province

**This Informed Consent Form has two parts:**

- **Information Sheet (to share information about the research with you)**
- **Certificate of Consent (for signatures if you agree to take part)**

**You will be given a copy of the full Informed Consent Form**

#### **PART I: Information Sheet.**

### INTRODUCTION

The researcher is from the University of Cebu – Main Campus presently enrolled in Degree of Bachelor of Science in Criminology and conducting qualitative research entitled **SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF COMMUNITY RESIDENTS IN CEBU PROVINCE**. The researcher is asking for your permission and invites you to be part of this research. You do not have to decide today whether or not you will participate in this research. Before you decide, you can talk to anyone you feel comfortable with about the research.

This consent form may contain words that you do not understand. Please ask me to stop as we go through the information, and I will take the time to explain. If you have questions later, you can ask contact and ask me.

#### **Purpose of the research**

To provide an in-depth study about the community views on SMART policing strategies including the informants', views and the impact of SMART policing strategies in police community relations.

#### **Type of Research Intervention**

This research involves individual in-depth interview of (15) informants, mainly done through face to face but depending upon the circumstances, the researcher has the option to use online platform such as but not limited to Zoom, Google Meet, or Video Call which will last for about forty (40) minutes to one (1) hour. To keep the identities of the informant confidential, the researcher will only use voice recording, and if we are using online platform, they may turn off their video before the interview starts.

#### **Participant selection**

The researcher is selecting seven (7) persons in Barili and eight (8) person in Aloguinsan, Cebu Province as the primary informants in this study; all fifteen (15) informants will be subject for an individual in-depth interview.



## **Voluntary Participation**

Your participation in this research is entirely voluntary. You also have the right and the freedom to change your decision later and to stop participating even if you agreed earlier and this will not be taken against you. And if you agree to participate that will be my gratitude.

## **Procedures and Protocol**

In this investigation, you will be asked to answer the questions during the individual in-depth interview to be conducted by the field interviewers during your free and convenient time. The questions in the interview guide will be read aloud by the interviewer and you can answer those items that you like to answer. Furthermore, there will be follow-up questions to be asked if necessary. If you wish not to answer some of the questions, you can tell the interviewer to skip them and move on to the next question. The information recorded is confidential and no one else except the field interviewers and researchers will have access to a copy of the transcript and audio recording, which will be destroyed after 6 months.

To ensure that you will be able to have a full understanding of the purpose of the study, the proponent will first explain the objectives of the study and the intended benefits of participating in this investigation.

## **Duration**

The duration of the research is three (3) months. During the data collection phase, the field interviewers will request fifteen (15) informants for an appointment for an individual in-depth interview at your convenient time and place. The interview will last 46 for forty (40) minutes to one (1) hour. Your engagement as a participant will only take place once.

## **Risks**

During the individual in-depth interview, the field interviewers will ask you about your views, experience, and the impact of police in SMART policing strategies. You will not be forced nor required to answer all questions that will be asked. If you do not want to answer some of the items because you are not comfortable with them your decision will be respected and you do not have to give reasons for not responding, or for refusing to take part in the interview. Furthermore, be assured that the responses that you will provide will not be shared.

## **Benefits**

There will be no immediate and direct benefits to you. However, your response to this research will greatly help the researcher.

## **Reimbursements**

You will not be provided with any payment or monetary remuneration if you take part in this research.

## **Confidentiality**

All the data and responses that you will provide in this investigation will not be shared with other people and will be kept confidential. Your information and other information collected from this research will be put away and no one, except the field interviewers and the researchers will be able to have access to it. Any information about you will have a number/code on it instead of your name. Only the field interviewers/researchers will know your number/code. All the documents related to this investigation will be placed in the cabinet with a lock and key and will not be shared with or given to anyone except the research proponents. All related documents regarding the research will be kept in UC main research office and only the research director has the key or access to all of the files. After the research is completed/published, it will be destroyed after six (6) months.

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## Sharing the Results

At the end of the study, I will be sharing the results with the academic community. Be assured that your answers during the individual in-depth interview will be shared with anybody. The results will also be presented in a research conference/colloquium and will be published so that other interested people may learn from this research. All records will be kept confidential. All the names of the informants will not be divulged. Furthermore, as an informant, you may also share the results and a copy of the report will be provided by the researcher. If you have a plan to do so, please include the timeline and reason for sharing the information, including the details.

## Right to Refuse or Withdraw

You may choose not to participate in this study. It is also of primordial importance that you must know that you may stop participating in the individual in-depth interview at any time.

## Who to Contact

If you have any questions, you can ask them now. You can also ask questions even after the study has started. If you wish to ask questions later, you may contact any of the following:

|                                             |              |
|---------------------------------------------|--------------|
| John Louie L. Villarmente (Lead Researcher) | -09621600213 |
| Jandan Alindajao (Researcher)               | -09333843930 |
| John Kenneth F. Rosette (Researcher)        | -09625771623 |
| Mr. Joel Ray Louie H. Trinidad (Adviser)    | -09568979640 |

This research project has been reviewed and scrutinized by the technical panel of the University of Cebu College of Criminal Justice and the UC research office. If you have any questions, please contact the University of Cebu at 032-255-7777.

## PART II: Certificate of Consent.

**I have read the foregoing information, or it has been read to me. I have had the opportunity to ask questions about it and any questions that I have asked have been answered to my satisfaction. I consent voluntarily to participate in this research.**

**Print Name of Participant** \_\_\_\_\_

**Signature of Participant** \_\_\_\_\_

**Date** \_\_\_\_\_

**Day/Month/Year**

**If Illiterate:**

A literate witness must sign (if possible, this person should be selected by the participant and should have no connection to the research team). Participants who are illiterate should include their thumbprint as well.

**I have witnessed the accurate reading of the consent form to the potential participant, and the individual has had the opportunity to ask questions. I confirm that the individual has given consent freely.**

**Print Name of Witness** \_\_\_\_\_ **AND Thumb Print of the Participant**

**Signature of Witness** \_\_\_\_\_

Date \_\_\_\_\_

Day/Month/Year

Statement by the researcher/person taking consent

I have accurately read out the information sheet to the potential participant, and to the best of my ability made sure that the participant understands that the following will be done:

1. face to face or online survey.

I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability. I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

A copy of this ICF has been provided to the participant.

Print Name of Researcher/Person Taking the Consent \_\_\_\_\_

Signature of Researcher /Person Taking the Consent \_\_\_\_\_

Date \_\_\_\_\_

Day/Month/Year

## APPENDIX B

### INFORMED CONSENT

#### University of Cebu Research Office

Informed Consent for the Study on SMART Policing Strategies of the Philippine National Police (PNP): From the Point of View of Community Residents in Cebu Province

**Name of Principal Investigator:** John Louie L. Villarmente

**Name of Organization:** University of Cebu-Main Campus

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This Informed Consent Form has two parts:

- Information Sheet (to share information about the research with you)
- Certificate of Consent (for signatures if you agree to take part)

You will be given a copy of the full Informed Consent Form

**PART I: Information Sheet.**

### INTRODUCTION

Ang nagtuon gikan sa University of Cebu – Main Campus og kasamtangang naenroll sa degree nga Bachelor of Science in Criminology og nagabuhat og qualitative nga pagtuon nga anaay titulo nga, **SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF COMMUNITY RESIDENTS IN CEBU PROVINCE**. Ang nagtuon nangayo sa imong

pagtugot og giimbitar ka nga mahimong parte ani nga pagtuon. Dili ka kinahanglan mudesidir karon kung ganahan ba ka or dili nga muapil aning pagtuon. Usa ka mudesidir, pwede ka makaistorya sa bisan kinsa nga paminaw nimo komportable ka kabahin sa pagtuon.

Kini nga consent form posible nga naay mga pulong nga wala nimo nasabtan. Palihog pangotana nako aron muhunong ta samtang atong tarongon ang impormasyon, og gamiton nako ang takna aron sa pagpasabot. Og naa kay pangotana unya, pwede ko nimo kontakon og mangotana.

### **Purpose of the research**

Paghatag ug lawom nga pagtuon bahin sa mga panan-aw sa komunidad sa SMART nga mga estratehiya sa polisa lakip na ang mga impormante, mga panan-aw ug ang epekto sa mga estratehiya sa SMART policing sa relasyon sa komunidad sa pulisya.

### **Type of Research Intervention**

Kini nga pagtuon naglakip sa kinse (15) ka mga informante, kinse ka mga informante para sa binagsa nga interbyu nga pagahimoon pinaagi sa face-to-face apan depende sa protocol nga itakna sa gobyerno, ang nagtuon naay opsyon nga mugamit og online nga plataporma sama sa Zoom, Google Meet, or Video Call nga mulungtad sa kwarenta minutos hantod usa ka oras. Aron matago ang identity sa mga informante, ang nagtuon mugamit og voice recording, og kung ang gigamit kay online nga plataporma, pwede nila palongon ang ilang bidyo usa magsugod ang interbyu.

### **Participant selection**

Ako nag imbitar og kinse (15) ka mga napili nga isip mga nag una nga informante ani nga pagtuon, siti (7) nga mga informante sa barili ug utso (8) nga mga informante sa aloguinsan para sa binagsa nga interbyu.

### **Voluntary Participation**

Ang imong partisipasyon ani nga pagtuon kay entaryong boluntaryo. Naa sad kay katungod og kagawasan nga usbon ang imong desisyon unya og muhunong sa pag apil bisan pa og niuyon ka nga muapil kaganiha og dili kini gamiton kontra nimo. Og kung ikaw muoyon sap ag apil, kana ako mapasalamaton.

### **Procedures and Protocol**

Sa kini nga imbestigasyon, ikaw agdahon sa pagtubag sa mga pangotana inig binagsa na interbyu nga pagabuhaton sa field interviewers sa imong bakante og komportable nga oras. Ang mga pangotana sa interbyu guide kay basahon og kusog sa interbyuwer og pwede nimo matubag ang mga items nga ganahan nimo tubagon. Kung dili nimo gusto nga tubagon ang bisan unsang mga pangutana sa panahon sa interbyu, mahimo nimong isulti ug ang tig-interbyu nga mopadayon sa sunod nga pangutana. Ang impormasyon nga narekord kay konfidensyal, ug walay lain nga maka-access sa impormasyon kundi ang mga field interbyuwers og ang nagtuon lamang. Ang kopya sa transcript og audio recording gub-on human sa unom ka bulan.

Aron masiguro nga makakuha og puno nga pagsabot sa hinungdan ani nga pagtuon, ang nagtuon magpasabot usa sa mga tumong sa pagtuon og ang intended nga benepisyo sa pag apil ani nga imbestigasyon.

### **Duration**

Kini nga pagtuon mukabat og tulo ka bulan. Diha sa bahin sa pagkuha sa mga datos, ang mga field interbyuwers murequest og kinse (15) ka informante para sa ipaagi sa individual in dept-interview sa inyong takna og lugar nga gusto. Ang interbyu mulungtad og kwarenta minutos hantod sa usa ka oras. Ang imong pag apil isip partisipante mahitabo lang sa usa ka higayon.

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## Risks

Atol sa indibidwal nga lawom nga interbyu, ang mga tig-interbyu sa uma mangutana kanimo bahin sa imong mga panan-aw, pangandoy, ug epekto sa pulisya sa mga estratehiya sa SMART policing. Dili ka mapugos o kinahanglan nga tubagon ang tanan nga mga pangutana nga ipangutana. Kung dili nimo gusto nga tubagon ang pipila ka mga butang tungod kay dili ka komportable sa kanila ang imong desisyon respetuhon ug dili ka kinahanglan maghatag mga hinungdan sa dili pagtubag, o pagdumili sa pag-apil sa interbyu. Dugang pa, pagsiguro nga ang mga tubag nga imong ihatag dili ipaambit.

## Benefits

Wala kini ditso ditso og direkta nga benepisyo kanimo. Apan, ang imong tubag ani nga pagtuon makatabang og dako sa nagtuon.

## Reimbursements

Dili ka matagaan og bisan unsa nga bayad o ganti nga kwarta kung ikaw mahimong parte ani nga pagtuon.

## Confidentiality

Ang tanang datos og mga tubag nga imong ipagawas ani nga imbestigasyon dili ihatag sa laing tawo og magpabilin nga konfidensyal. Ang imong impormasyon og lain pang impormasyon nga makuha ani nga pagtuon kay tagoan og walay bisan usa kundi ang filed interbyuwera og ang nagtuon lamang ang makalantaw niini. Ang mga impormasyon kabahin nimo anaay numero o code og dili ang imong ngalan. Ang mga field interbyuwera o researchers lamang ang makabalo sa imong number o code. Ang tanang dokumento subay ani nga imbestigasyon ibutang sa kabinet nga naay lock og yawi og dili kini ihatag o ipakatap kundi sa nagtuon laman. Ang mga dokumento nga susama sa gitun-an kay tagoan sa UC main research office og ang research director lamang ang naay yawi og access sa tanang files. Inig human sa pagtuon, kini gub-on human sa unom ka bulan.

## Sharing the Results

Inig human sa pagtuon, ako ipakita ang resulta sa academic community. Makasalig ka nga ang imong mga tubag sa interbyu ipakita sa uban. Ang mga resulta ipresentar usab sa usa ka research conference o colloquium og ipublish aron ang mga tawo nga naay interest makat-on kabahin ani nga pagtuon. Ang tanang record konfidensyal. Ang tanang mga ngalan dili ipagawas. Labaw pa, isip informante, pwede pod nimo iapod apod ang resulta og kopya sa report nga ihatag sa nagtuon. Kung naa kay plano nga buhaton kini, palihog og apil sa timeline og rason sa pag apod apod sa impormasyon, lakip na ang mga detalye.

## Right to Refuse or Withdraw

Mamahimo ka nga muapil o dili ani nga pagtuon. Kini pod usa ka nag unang importansya nga ikaw dapat makabalo nga mamahimo kang dili muapil sa interbyu sa bisan unsang taknaa.

## Who to Contact

Kung ikaw naay mga pangotana, pwede naka mangotana karon dayun. Pwede pod ka mangotana misig nahuman na pagsugod sa pagtuon. Kung ikaw gusto mangotana taod taod, pwede nimo kontakon ang mga musunod.

John Louie L. Villarmente (Lead Researcher) -09621600213

Jandan Alindajao (Researcher) -09333843930



John Kenneth F. Rosette (Researcher)

-09625771623

Mr. Joel Ray Louie H. Trinidad (Adviser)

-09568979640

Kini nga proyekto sa pagtuon girebyu og gituki tuki sa teknikal panel sa University of Cebu College of Criminal Justice og sa UC research office. Kung naa kay mga pangotana, palihog kontaka ang University of Cebu sa ilang landline, 032-255-7777.

**PART II: Certificate of Consent**

**I have read the foregoing information, or it has been read to me. I've had the opportunity to ask questions about it, and any inquiries I've asked have been addressed satisfactorily. I consent voluntarily to participate in this research.**

**Print Name of Participant** \_\_\_\_\_**Signature of Participant** \_\_\_\_\_**Date** \_\_\_\_\_**Day/Month/Year****If Illiterate:**

A literate witness must sign (if possible, this person should be selected by the participant and should have no connection to the research team). Participants who are illiterate should include their thumbprint as well.

**I have witnessed the accurate reading of the consent form to the potential participant, and the individual has had the opportunity to ask questions. I confirm that the individual has given consent freely.**

**Print Name of Witness** \_\_\_\_\_ **AND Thumb Print of the Participant****Signature of Witness** \_\_\_\_\_**Date** \_\_\_\_\_**Day/Month/Year****Statement by the researcher/person taking consent**

**I have accurately read out the information sheet to the potential participant, and to the best of my ability made sure that the participant understands that the following will be done:**

**1. face to face or online survey.**

**I confirm that the participant was given an opportunity to ask questions about the study, and all the questions asked by the participant have been answered correctly and to the best of my ability. I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.**

**A copy of this ICF has been provided to the participant.**

**Print Name of Researcher/Person Taking the Consent** \_\_\_\_\_**Signature of Researcher /Person Taking the Consent** \_\_\_\_\_**Date** \_\_\_\_\_**Day/Month/Year**

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## APPENDIX C

### INTERVIEW GUIDE

#### University of Cebu Research Office

##### Instruction:

The purpose of this study is to explore the perspectives of community residents on the SMART policing strategies implemented by the Philippine National Police (PNP) in Cebu Province. This interview aims to gather insights about the residents' experiences, observations, challenges, and suggestions related to police programs and activities within their communities. The interview will take approximately 60–90 minutes. Please be assured that all information shared will be treated with the utmost confidentiality.

##### Preliminary Questions

Name (Optional) :

Address (Optional) :

1. How long have you been living in this community?
2. How would you describe your relationship with the local police officers?
3. Have you ever been involved in or witnessed any community-based and technology-driven police programs or policing?

##### **I: Views of the Community on the Implementation of SMART Policing Strategies of the PNP**

1. What are your views on how the PNP implements SMART policing strategies in your community?
  - a. Are you aware of any programs that are part of the SMART policing strategies?
  - b. How visible and accessible are the PNP officers in your area as part of these initiatives?
  - c. How would you describe the technological communication between the police and the community?
  - d. How has the implementation of SMART policing strategies by the PNP affected the community's trust in the police?

##### **II: Describing the Effectiveness of the SMART Policing Strategies of the PNP**

1. How would you describe the effectiveness of the PNP's SMART policing strategies in your area?
  - a. Have you noticed any changes in the public order since the implementation of these strategies?
  - b. Do you feel safer now than before? Why or why not?
  - c. Which aspects of SMART policing do you believe are working well, and which are not?
  - d. How did you respond to the PNP's SMART policing strategies in your area?

##### **III: Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies**

1. In what ways do the SMART policing strategies affect the level of trust and confidence in the PNP within your community?
  - a. Do residents in your area generally trust the police? Why or why not?
  - b. Have these strategies helped improve transparency and accountability of police actions?
  - c. How do you think the police can improve their relationship with the public?

d. What would increase your personal trust in the PNP?

#### **IV: Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community**

1. What are your thoughts on the impact of SMART policing strategies on the current state of crime prevention and public safety in your community?
  - a. How does public safety or crime prevention affect your day-to-day life?
  - b. In what ways does improved safety contribute to community development or quality of life?
  - c. Are there any areas in your community that feel less safe? Why do you think that is?
  - d. What role does the PNP play in ensuring long-term safety and peace?

#### **V: Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP**

1. What challenges or concerns do you or others in the community observe regarding the SMART policing strategies of the PNP?
  - a. Are there any aspects of the strategy that seem ineffective or counterproductive?
  - b. Have there been issues with abuse of power, delayed response, or miscommunication?
  - c. What are the most challenging SMART policing strategies that the community observed in the PNP?

What challenges or concerns that you have observe on SMART policing strategies in the PNP that are repetitive?

## APPENDIX D

### RESEARCH ENVIRONMENT



## APPENDIX E

### Sample Verification Form of Transcription

**Informant** : 1  
**Age** :  
**Civil Status** : Single  
**Educational Attainment** :  
**Residence** :  
**Session No.** : One (1)  
**Date/s** : September 6, 2025  
**Time Started** : 12:57 PM  
**Time Ended** : 1:01 PM  
**Duration** : 5 minutes and 6 seconds  
**Location** : Barili, Cebu  
**Interviewed by** : John Louie L. Villarmente  
**Transcribed by** : John Louie L. Villarmente  
**Reviewed by** :

| QUESTIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | RESPONSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I. Views of the Community on the implementation of SMART policing strategies of the PNP                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1. What are your views on how the PNP implements SMART policing strategies in your community?<br>a. Are you aware of any programs that are part of the SMART policing strategies?<br>b. How visible and accessible are the PNP officers in your area as part of these initiatives?<br>c. How would you describe the technological communication between the police and the community?<br>d. How has the implementation of SMART policing strategies by the PNP affected the community's trust in the police? | Kuan...okay rasad.<br>Kuan mag roving sila dong 24 hours, like kanang mga pang gabie...dira sila magpondo sa station mag roving jud na sila.<br>Kuan mag roving sila dong 24 hours, like kanang mga pang gabie...dira sila magpondo sa station mag roving jud na sila.<br>Oo, aware ra, like kanang kuan...police clearance online na, mga ingana...kanang buzzer.<br>Kuan...accessible rajud kaayo sya dong kay ngano, among establishment, ang kanang patrol cars sa among sub-station diri kay anhi jud sya sa atubangan magpondo, like...mga...mag start na sila mga alas 10 sa gabie, mo out na sila mga alas 6 na sa buntag mobalik na silag sub-station.<br>Oo, paspas rasad.<br>Kuan...okay raman sad. |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Mas...sa...sa pagkakaran mas nidako kay ngano less hassle naman ang kuan mas dali rajud if naay mga emergency or trouble ba ron, dali rajud, like mga kuan lang one...one kuan one click ra.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| II. Describing the Effectiveness of the SMART policing strategies of the PNP                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>1. How would you describe the effectiveness of the PNP's SMART policing strategies in your area?</p> <p>a. Have you noticed any changes in the public order since the implementation of these strategies?</p> <p>b. Do you feel safer now than before? Why or why not?</p> <p>c. Which aspects of SMART policing do you believe are working well, and which are not?</p> <p>d. How did you respond to the PNP's SMART policing strategies in your area?</p>           | <p>Kuan, paspas then wala rasay hasol.</p> <p>Yes...kuan...oo wala nay hasol dong, walay samok.</p> <p>Oo, mas accessible jud hinoon ang karon.</p> <p>Kung nay signal ug kung nay load.</p> <p>Oo, mas safe jud ang karon.</p> <p>Oo, technology-based then sige rajud silag roving dong.</p> <p>Ang pagtawag in case of emergency, kaning sms nga one button, mao na among app nga gihatag sa police station namo karon.</p> <p>Kuan, lipay rasad, nalipay rasad.</p> <p>Oo, nausab...then dili na kaayo sya delikado like dili na kaayo me mahadlok ba...kay dali rajud kaayo.</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| III. Trust of the Community and its Confidence in the PNP as Affected by SMART Policing Strategies                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>1. In what ways do the SMART policing strategies affect the level of trust and confidence in the PNP within your community?</p> <p>a. Do residents in your area generally trust the police? Why or why not?</p> <p>b. Have these strategies helped improve transparency and accountability of police actions?</p> <p>c. How do you think the police can improve their relationship with the public?</p> <p>d. What would increase your personal trust in the PNP?</p> | <p>Kuan, in a way nga dali sila motubag and mo respond sad sa tawag.</p> <p>Oo, mas masaligan na sila dong.</p> <p>Kuan...dili tanan...dili tanan jud kay base raman pud na sa personal experience, ako mosalig rako kay so far wala raman pud koy experience nga bati sa mga police diri sa amoa.</p> <p>Except sad sa uban, dili jud ko maka generalize.</p> <p>Oo</p> <p>Kanang mag roving jud sila dong.</p> <p>Transparent jud hinoon sila kay naa ra gyud sila sa area.</p> <p>Kuan...siguro ang ilahang public service dong. Public service ra seguro nila.</p> <p>Kung sa ilaha lang...kung mag...magsubay lang gyud sila sa ilahang trabaho, medyo...nag...like kuan...para man gud nako kay wala jud kaayo ko ka experience man gud nga naka interact jud ko nila sa mga police so sa akoang panan aw...ok raman gyud pud.</p> <p>Kuan dong...ang paspas nila nga pag respond then ang tawag, like tawag dali rajud kaayo.</p> <p>Oo, salig rapa jud kay ngano naa ra gyud silas among atubangan.</p> |
| IV. Impacts of SMART Policing Strategies on Crime Prevention and Public Safety in the Community                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1. What are your thoughts on the impact of SMART policing strategies                                                                                                                                                                                                                                                                                                                                                                                                     | kuan, sapagkakaran mas safer jud ang community compare sauna...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>on the current state of crime prevention and public safety in your community?</p> <p>a. How does public safety or crime prevention affect your day-to-day life?</p> <p>b. In what ways does improved safety contribute to community development or quality of life?</p> <p>c. Are there any areas in your community that feel less safe? Why do you think that is?</p> <p>d. What role does the PNP play in ensuring long-term safety and peace?</p>                                                                                                         | <p>kuan mas dako salig namo sa mga police.</p> <p>wala ra</p> <p>kuan safe raman tanan dong...</p> <p>kuan pag roving nila sige</p>                                                                                                                     |
| <p>V. Challenges or Concerns Observe in the Community on SMART Policing Strategies in the PNP</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                         |
| <p>1. What challenges or concerns do you or others in the community observe regarding the SMART policing strategies of the PNP?</p> <p>a. Are there any aspects of the strategy that seem ineffective or counterproductive?</p> <p>b. Have there been issues with abuse of power, delayed response, or miscommunication?</p> <p>c. What are the most challenging SMART policing strategies that the community observed in the PNP?</p> <p>d. What challenges or concerns that you have observe on SMART policing strategies in the PNP that are repetitive?</p> | <p>kuan...ang kaning lang siguro ang challenge raguid ang signal ug kana sad mga load gani kay mao jud biya nay way na maka connect mi sa police ang signal ug kanang load.</p> <p>wala ra</p> <p>wala rasad</p> <p>murag wala ra</p> <p>wala raman</p> |

## APPENDIX F

### CODED SIGNIFICANT STATEMENTS

| SIGNIFICANT STATEMENT NUMBER | SIGNIFICANT STATEMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | INFORMANT NUMBER |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 1                            | <p>Kuan...okay rasad. Kuan mag roving sila dong 24 hours, like kanang mga pang gabie...dira sila magpondo sa station mag roving jud na sila.</p> <p><i>("Uhm... it's okay too.Uhm, they do roving duty for 24 hours, like during the night... they stay at the station but they really go out on patrol.")</i></p> <p>Oo, aware ra, like kanang kuan...police clearance online na, mga ingana...kanang buzzer.</p> <p><i>(Yes, I'm aware, like you know... things like police clearance being online now, stuff like that... the buzzer.)</i></p> <p>Kuan...accessible rajud kaayo sya dong kay ngano, among establishment, ang kanang patrol cars sa among sub-station diri kay anhi jud sya sa atubangan magpondo, like...mga...mag start na sila mga alas 10 sa gabie, mo out na sila mga alas 6 na sa buntag mobalik na silag sub-station.</p> <p>Oo, paspas rasad.</p> <p><i>("Uhm... it's really very accessible because our establishment is right in front of where the patrol cars from our sub-station park. Like... they usually start around 10 at night, then they go back to the sub-station around 6 in the morning, yes, it's also fast..")</i></p> <p>Kuan...okay raman sad, Mas...sa...sa pagkakaran mas nidako kay ngano less hassle naman ang kuan mas dali rajud if naay mga emergency or trouble ba ron, dali rajud, like mga kuan lang one...one kuan one click ra.</p> <p><i>("Uhm... it's okay too, now it has improved because there's less hassle it's really easier when there's an emergency or trouble, it's really quick now, like just with one... one click.")</i></p> <p><i>II:SSI</i></p> | II               |
| 2                            | Kuan, paspas then wala rasay hasol.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                  |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|   | <p><i>("Uhm, it's fast and there's no hassle.")</i></p> <p>Yes...kuan...oo wala nay hasol dong, walay samok.</p> <p>Oo, mas accessible jud hinoon ang karon.</p> <p>Kung nay signal ug kung nay load.</p> <p><i>("Yes... uhm... yes, there's no more hassle now, no more problems, and yes, it's more accessible now, as long as there's signal and load.")</i></p> <p>Oo, mas safe jud ang karon.</p> <p><i>("Yes, it's definitely safer now.")</i></p> <p>Oo, technology-based then sige rajud silag roving dong.</p> <p><i>("Yes, it's technology-based, and they constantly do roving patrols.")</i></p> <p>Ang pagtawag in case of emergency, kaning sms nga one button, mao na among app nga gihatag sa police station namo karon.</p> <p><i>("For calling in case of emergency, there's this SMS one-button system and it's the app given to us by our police station.")</i></p> <p>Kuan, lipay rasad, nalipay rasad Oo, nausab...then dili na kaayo sya delikado like dili na kaayo me mahadlok ba...kay dali rajud kaayo.</p> <p><i>(Uhm, we're happy about it, yes, things have changed... and it's not that dangerous anymore. We don't feel as scared now because everything's really fast.)</i></p> <p>II:SS2</p> |    |
| 3 | <p>Kuan, in a way nga dali sila motubag and mo respond sad sa tawag.</p> <p><i>("Uhm, in a way, they respond and answer calls quickly.")</i></p> <p>Oo, mas masaligan na sila dong.</p> <p><i>("Yes, they're more reliable now.")</i></p> <p>Kuan...dili tanan...dili tanan jud kay base raman pud na sa personal experience, ako mosalig rako kay so far wala raman pud koy experience nga bati sa mga police diri sa amoa.</p> <p><i>(Uhm... not all of them, because it really depends on personal experience. For me, I trust them since so far I haven't had any bad experiences with the police in our area.)</i></p> <p>Except sad sa uban, dili jud ko maka generalize.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | II |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|   | <p><i>(Except for some, I can't really generalize.)</i></p> <p>Oo</p> <p><i>(Yes.)</i></p> <p>Kanang mag roving jud sila dong.</p> <p><i>("They really do roving patrols.")</i></p> <p>Transparent jud hinoon sila kay naa ra gyud sila sa area.</p> <p><i>("They're actually transparent because they're always present in the area.")</i></p> <p>Kuan...siguro ang ilahang public service dong. Public service ra siguro nila.</p> <p><i>(Uhm... maybe it's their public service. Probably that's part of their duty to the public.)</i></p> <p>Kung sa ilaha lang...kung mag...magsubay lang gyud sila sa ilahang trabaho, medyo...nag...like kuan...para man gud nako kay wala jud kaayo ko ka experience man gud nga naka interact jud ko nila sa mga police so sa akoang panan aw...ok raman gyud pud.</p> <p><i>("As for them, if they just follow their duties properly... well, for me, since I haven't really had much interaction with the police, based on my observation, they're doing fine.")</i></p> <p>Kuan dong...ang paspas nila nga pag respond then ang tawag, like tawag dali rajud kaayo.</p> <p><i>("Uhm, their response time is fast when you call, they respond right away.")</i></p> <p>Oo, salig rapa jud kay ngano naa ra gyud silas among atubangan.</p> <p><i>("Yes, I really trust them because they're stationed right in front of our place.")</i></p> <p>II:SS3</p> |    |
| 4 | <p>kuan, sapagkakaran mas safer jud ang community compare sauna...</p> <p><i>("Uhm, as of now, the community is really safer compared to before...")</i></p> <p>kuan mas dako salig namo sa mga police.</p> <p><i>("Uhm, we have greater trust in the police now.")</i></p> <p>Wala ra</p> <p><i>("Nothing else.")</i></p> <p>kuan safe raman tanan dong...</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | II |



|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
|   | <p><i>("Uhm, everything is generally safe now.")</i></p> <p>kuan pag roving nila sige</p> <p><i>("Uhm, they always do their roving patrols regularly.")</i></p> <p>II:SS4</p>                                                                                                                                                                                                                                                                                                                                                                                                         |    |
| 5 | <p>kuan...ang kaning lang siguro ang challenge raguid ang signal ug kana sad mga load gani kay mao jud biya nay way na maka connect mi sa police ang signal ug kanang load.</p> <p><i>("Uhm... maybe the only challenge is the signal and mobile load since those are really the only ways we can connect with the police.")</i></p> <p>Wala ra</p> <p><i>("Nothing else.")</i></p> <p>wala rasad</p> <p><i>("Nothing as well.")</i></p> <p>murag wala ra</p> <p><i>("Seems like there's nothing.")</i></p> <p>wala raman</p> <p><i>("There's really nothing.")</i></p> <p>II:SS5</p> | II |

## Appendix G

### FORMULATION OF CORE MEANING

#### I. Views of the Community on the implementation of SMART policing strategies of the PNP

#### II.

| SIGNIFICANT STATEMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FORMULATED MEANINGS                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Kuan...okay raman sad, Mas...sa...sa pagkakaran mas nidako kay ngano less hassle naman ang kuan mas dali rajud if naay mga emergency or trouble ba ron, dali rajud, like mga kuan lang one...one kuan one click ra.</p> <p><i>("Uhm... it's okay too, now it has improved because there's less hassle it's really easier when there's an emergency or trouble, it's really quick now, like just with one... one click.")</i></p> <p>IDI1:SSI</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p><b>police services have significantly improved, becoming more efficient and convenient. Emergencies or problems are now addressed more quickly and with less hassle, reflecting the effectiveness of the new system or approach implemented by the police.</b></p> <p>FM1</p> |
| <p>Oo, parihas ra sa online processing ug police clearance and police hotline.</p> <p><i>("Yes, it's just like the online processing of police clearance and the police hotline.")</i></p> <p>IDI4:SSI</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p><b>improvement in police services with digital accessibility, emphasizing that online systems like police clearance processing and hotlines have made communication and transactions with the police more efficient and convenient.</b></p> <p>FM2</p>                        |
| <p>its helpful guid sya sa part sa amoa labi na sa among business kay dili...dili kuan dali ra nimo sila contact, actually ang kaning guid sila police naa diri naaguid sila permanente mang guid nya murag dili guid na suod murag na familiarize nalang namo ang mga faces nila kay tungod naa sila diri... usahay ara man sila mag standby sa atbang and more on didto dayon mo balhin sila sa 7/11 dayon adto nasad sa pikas dayon mo balik kay doul raman ilahang kani ilang sub-station.</p> <p><i>("It's really helpful for us, especially for our business, because it's easy to contact them. Actually, the police are always around here they're permanently stationed nearby. We've already become familiar with their faces since they're always in the area. Sometimes they stay on standby across the street, then move over to 7/11, then to the other side, and back again because their sub-station is just nearby.")</i></p> <p>IDI2:SSI</p> | <p><b>constant police presence in their area greatly benefits their business and enhances their sense of security. The familiarity with the officers and their regular visibility fosters accessibility, trust, and reassurance within the community.</b></p> <p>FM3</p>         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>dili kay naa man mi, tourist police diri unya sauna kanang na 1 year ago na siguro okay raman sila mo kuan man guid mo response.</p> <p><i>(“Not really, because we have tourist police here, and about a year ago they were fine they would actually respond.”)</i></p> <p><i>IDI5:SS1</i></p>                                                                                                                                             | <p><b>effectiveness of the tourist police in their area, noting that even a year ago, their response to incidents was reliable and satisfactory, reflecting consistent police performance over time.</b></p> <p><i>FM4</i></p>     |
| <p>Oo dali raman...dali raman sa karon kay kuan naman ta ron ah sauna wala pami mga cellphone oo karon dali naman ta makatawag naman ta dayon sa pulis nya...dali sad to ma contact ilahang hotline.</p> <p><i>(“Yes, it’s fast now... much easier than before because we now have cellphones. Back then we didn’t, but now we can call the police immediately, and their hotline is easy to contact as well.”)</i></p> <p><i>IDI6:SS1</i></p> | <p><b>communication with the police has greatly improved over time due to the availability of cellphones and accessible hotlines, making it easier and faster to contact authorities during emergencies.</b></p> <p><i>FM5</i></p> |

## APPENDIX H

### DEVELOPMENT OF CLUSTER THEMES AND EMERGENT THEMES

#### I. Views of the Community on the implementation of SMART policing strategies of the PNP

| Formulated Meanings                                                                                                                                                                                                                                                              | Cluster Themes                                                    | Emergent Themes                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------|
| <p>police services have significantly improved, becoming more efficient and convenient. Emergencies or problems are now addressed more quickly and with less hassle, reflecting the effectiveness of the new system or approach implemented by the police.</p> <p><i>FM1</i></p> | <p>Improved Efficiency and Responsiveness of Police Services.</p> | <p>I. Enhanced Police Effectiveness and Timely Response</p> |
| <p>improvement in police services with digital accessibility, emphasizing that online systems like police clearance processing and hotlines have made communication and transactions with the police more efficient and convenient.</p> <p><i>FM2</i></p>                        | <p>Enhanced Police Efficiency and Responsiveness</p>              | <p>II. Enhanced Police Efficiency and Responsiveness</p>    |
| <p>constant police presence in their area greatly benefits their business and enhances their sense of security. The familiarity with the officers and their regular visibility fosters accessibility, trust, and reassurance within the community.</p> <p><i>FM3</i></p>         | <p>Enhanced Security through Police Visibility</p>                |                                                             |
| <p>effectiveness of the tourist police in their area, noting that even a year ago, their response to incidents was reliable and satisfactory, reflecting consistent police performance over time.</p> <p><i>FM4</i></p>                                                          | <p>Consistent and Reliable Police Response</p>                    |                                                             |
| <p>communication with the police has greatly improved over time due to the availability of cellphones and accessible hotlines, making it easier and faster to contact authorities during emergencies.</p> <p><i>FM5</i></p>                                                      | <p>Enhanced Communication and Accessibility</p>                   |                                                             |