

Beyond Traditional Policing: Community Residents' Perspectives on the Smart Policing Strategies of the Philippine National Police

Junmark A. Ramos, Walter Dave V. Padigos, Julian J. Gelbolingo, Dodelon F. Sabijon, Esmeraldo Damuag, Monique Montolo

Bachelor of Science in Criminology, Faculty of the College of the Criminal Justice, University of Cebu

DOI: <https://doi.org/10.47772/IJRISS.2026.100601193>

Received: 22 June 2026; Accepted: 27 June 2026; Published: 14 July 2026

ABSTRACT

The Problem and Its Scope Introduction

Rationale

Smart policing is a modern approach using data and technology for effective law enforcement, a significant shift from controlling enslaved populations to community-focused methods. This evolution, marked by increasing pressures on public policing is not just fragmentation but part of a long-term trend towards formalizing social control. As urban areas expand and crime rates vary, the demand for more innovative policing methods becomes crucial (Mogul, 2021). Therefore, current changes in policing should be understood within this broader historical context of social control becoming more structured over time.

Commonly, In the Philippines, the Philippine National Police (PNP) has adopted smart policing strategies to enhance public safety and combat crime effectively. Traditionally, police patrols serve as the first line of defense, but modern law enforcement has increasingly embraced community-oriented policing, fostering collaboration between officers and local residents to address security concerns proactively. This approach aims to build trust and strengthen police-community partnerships, ensuring that crime prevention is rooted in engagement rather than reactive measures. By prioritizing proactive crime prevention, smart policing significantly improves community-police relationships and promotes a heightened sense of security in neighborhoods (Manalo, 2021). Despite its implementation, crime remains a challenge in the country.

In the Philippines, Republic Act No. 6975 (1990), which established the Philippine National Police (PNP), mandates the modernization of law enforcement agencies to improve efficiency and effectiveness. It is responsible for ensuring that police officers act with professionalism, transparency, and accountability, always prioritizing public safety over personal gain. The law mandates that officers undergo continuous training, adapt to technological advancements, and follow ethical standards in all their duties.

To reinforce crime prevention efforts, the NAPOLCOM Memorandum Circular No. 46 (2024) mandates government agencies and local government units to support the National Crime Prevention Program, which aligns with smart policing principles by advocating strategic and preventive measures. Additionally, various NAPOLCOM memoranda provide comprehensive guidelines on police operations, recruitment, and disciplinary procedures, ensuring that law enforcement upholds ethical standards and prioritizes a community-centered approach to policing.

In the specific local of Cebu City, it is quite noted that numerous amounts of crimes have occurred and we could say that there is lacking in the policing system. In recent times, Cebu City has experienced numerous initiatives focused on modernizing police practices, including the implementation of crime mapping and predictive policing (Estudillo

and Cagayan, 2023). The shocking news about violent crimes were definitely unsettling. Even though the police caught the people involved, it makes you realize that this kind of things can still happen anywhere in the city. It highlights the need for continued efforts to ensure our safety and prevent future incidents.

Being a future criminologist, the researchers would like to conduct an in-depth study centered on smart policing. With the topic at hand, given that there are numerous studies regarding this, we would like to make it more locally appreciated study in our specific environment. This will not only be beneficial for the community residents, but also law enforcement agencies and local government.

THEORETICAL BACKGROUND

This study is anchored on Organizational Change Theory by Lewin (1951) and supported by Technological Society Theory by Jacques Ellul (1964) and Theory of Acceptance Model by Fred Davis (1986).

Organizational Change Theory by Kurt Lewin (1951) provides a foundational framework for understanding the dynamic processes involved in institutional transformations such as the implementation of smart policing strategies. According to Lewin, change within an organization typically follows a three-stage process: unfreezing, changing, and refreezing. In the context of the Philippine National Police (PNP), unfreezing involves recognizing the need for reform due to rising crime rates, technological advancements, or eroding public trust. This stage involves challenging the status quo and preparing the organization and its personnel for transformation.

The second stage, changing, refers to the active process of adopting new strategies, behaviors, and technologies. Smart policing characterized by the use of data analytics, surveillance technology, and community interaction tools fits within this phase as it requires the acquisition of new skills, deployment of innovative systems, and reshaping of organizational practices. Finally, refreezing solidifies the new approaches as standard practice, ensuring that reforms are institutionalized and sustainable. The community's perception of these strategies becomes crucial in the success of this final stage. If the reforms are positively received and yield favorable results, they are more likely to be maintained.

Lewin emphasized that successful organizational change is not only about modifying structures or processes but also addressing the human and cultural elements that resist change. Within the PNP, this theory implies that officers and leaders must be prepared to engage with both internal resistance and community concerns, ensuring a smoother transition to intelligent policing systems and fostering greater public trust and cooperation.

On the other hand, Technological Society Theory by Jacques Ellul (1964) supports this study by offering a critical lens through which the societal impact of technological adoption can be examined. Ellul argued that modern societies are increasingly dominated by technique defined as the pursuit of efficiency through the use of technology and that this drive often surpasses ethical or human considerations. In the case of smart policing, the integration of surveillance cameras, predictive policing algorithms, digital reporting, and communication tools may bring efficiency but also raises issues around privacy, autonomy, and community oversight.

From Ellul's perspective, while smart policing promises enhanced public safety and operational effectiveness, it can also lead to the depersonalization of police-community relations if not carefully managed. Citizens may feel monitored rather than protected, and this can erode the trust essential to effective policing. Therefore, the success of these strategies must be evaluated not only in terms of crime reduction or response time but also in the context of how they affect the community's perception of freedom, dignity, and fairness. Ellul's theory urges policymakers and police institutions to balance technological advancement with ethical accountability and community engagement.

Moreover, the Theory of Acceptance Model (TAM) by Fred Davis (1986) serves as an important supplementary

framework, especially in understanding how both police officers and community members perceive and accept smart policing tools. TAM posits that two main factors influence an individual's decision to adopt new technology: Perceived Usefulness (PU) and Perceived Ease of Use (PEOU). In the context of this study, residents' support for smart policing strategies may hinge on their belief that such technologies will effectively reduce crime and that interacting with these technologies such as mobile reporting apps or public surveillance platforms is simple and accessible.

According to Davis, if the community perceives that smart policing tools are beneficial and user-friendly, they are more likely to support and cooperate with law enforcement efforts. Similarly, officers' willingness to utilize these technologies depends on their confidence in the systems' efficacy and usability. Therefore, smart policing's success is not merely technological but deeply psychological and behavioral rooted in how individuals accept and integrate innovation into their routines.

TAM also highlights that without proper training, transparency, and public awareness campaigns, the implementation of even the most advanced policing technologies may be met with resistance or indifference. Thus, promoting acceptance among both police personnel and the broader community is crucial in maximizing the value of smart policing initiatives.

Together, these theories provide a multi-dimensional framework for assessing smart policing strategies within the PNP. Organizational Change Theory ensures adaptability, Technological Society Theory underscores the significance of technological integration, and Theory of Acceptance Model evaluates how well these strategies are embraced by both law enforcement and the public. Through this theoretical lens, the study aims to explore the effectiveness, challenges, and community impact of smart policing in the Philippines.

In conducting this research, it is essential to consider the relevant frameworks and strategies that shape policing in the Philippines. The implementation of modern policing tactics aligns with the principles outlined in Republic Act No. 6975, also known as the Department of the Interior and Local Government Act of 1990, enacted by the Congress of the Philippines in 1990. As mandated by its establishing law, the Philippine National Police (PNP) is under the administrative supervision of the Department of the Interior and Local Government (DILG). It defines the PNP's structure, organization, and key responsibilities, emphasizing professionalism, discipline, and ethical conduct in policing.

Additionally, it introduced the Internal Affairs Service (IAS), which investigates police misconduct and ensures officers uphold integrity and accountability (Congress of the Philippines, 1990). In relation to Republic Act No. 8551, also known as the PNP Reform and Reorganization Act of 1998, the law further strengthened the PNP's commitment to effective law enforcement. It highlights the need for community-oriented policing, transparency, and adherence to human rights.

This law outlines the PNP's structure, organization, and core duties, stressing the importance of professionalism, discipline, and ethical behavior within the police force. Furthermore, it established the Internal Affairs Service (IAS) to probe police wrongdoings and guarantee officers maintain integrity and accountability. Police service quality has enabled the police and public to access, use and feed information through meaningful interaction, offering more personal experiences (Sarrico et al., 2013).

The Congress of the Philippines (1998) supports advanced policing methods, including intelligence-driven operations and technology-assisted crime prevention, which are fundamental to smart policing. Furthermore, Republic Act No. 10173, the Data Privacy Act of 2012 (Congress of the Philippines, 2012), emphasizes the responsible and ethical use of data in smart policing. This law ensures that the PNP's technological advancements, such as surveillance and data analytics, enhance efficiency without violating individual privacy rights.

In accordance with Republic Act No. 10973, which grants the PNP subpoena powers, law enforcement officers have enhanced capabilities in criminal investigations. Smart policing incorporates data analysis and evidence-based strategies, and this law allows officers to gather critical information legally and efficiently, improving crime-solving rates (Congress of the Philippines, 2018).

Additionally, the principles of the Republic Act No. 9208, also known as the Anti-Trafficking in Persons Act of 2003, support smart policing strategies by guiding law enforcement in handling complex criminal networks. Using intelligence, technology, and inter-agency coordination, the PNP can track and disrupt organized crime operations, reinforcing the effectiveness of modern policing approaches (Congress of the Philippines, 2003).

The historical context of policing in the Philippines provides a framework for understanding the shift towards smart strategies. The PNP, founded in 1991 through the merger of the Philippine Constabulary and the Integrated National Police, has undergone various reforms aimed at improving efficiency and accountability. Traditional policing methods were often criticized for their reactive nature and inability to effectively address crime. In response to these challenges, the PNP began exploring data-driven approaches to enhance its operational capabilities.

The 2013 establishment of the Integrated Command and Control System (ICCS) significantly advanced smarter policing by enabling real-time data integration across police units. Recent literature, including Palma and Tadiar (2020), highlights the PNP's adoption of technologies like surveillance systems, body-worn cameras, and social media analytics. These tools enhance intelligence gathering and community engagement for law enforcement agencies.

The implementation of Crime Mapping, as discussed by Dela Cruz et al. (2021), demonstrates how spatial data analytics can help in identifying crime hotspots and allocating resources efficiently. This shift showcases the PNP's commitment to proactive policing through data-driven decision-making. Another critical aspect of smart policing is its emphasis on community engagement.

According to Sabater (2019), the Philippine National Police (PNP) builds trust and cooperation by fostering strong relationships with local communities. This is evident in initiatives like community policing and Barangay Peacekeeping Operations, where officers collaborate with citizens and community leaders on crime prevention. This partnership approach aims to create safer environments through shared responsibility.

Additionally, influential figures have shaped the PNP's policing strategies. For instance, former Chief of Police Oscar Albayalde championed technology adoption, leading to increased funding for technological advancements within the organization.

Smart policing, as suggested by McGarrell and Hart (2019), aims to reduce crime through improved resource allocation and crime prediction. The Philippines has observed a decline in certain crime types following the adoption of data-driven strategies and technology in policing. However, concerns persist regarding potential technology misuse, privacy breaches, and the disproportionate targeting of marginalized communities.

Afzal and Panagiotopoulos (2020) further elaborate that smart policing leverages big data analytics for enhanced crime prevention, facilitating efficient resource allocation and crime hotspot identification. They identify five ethical challenges, including privacy concerns and algorithmic bias, emphasizing the necessity of transparent policies for ethical implementation. Ekaabi et al. (2020) researched the digital transformation of policing, developing a 23-item scale to measure smart policing service quality based on user satisfaction and system effectiveness in enhancing public safety. Ali, Damaso, & Dela Peña (2020), in "Policing the Cyberspace," highlighted the need for proactive cybersecurity, comprehensive policies, and continuous training to protect PNP information systems from cyber threats.

Braga and Schnell (2013) found that Boston's data-driven, place-based policing strategies, which involved targeted interventions in high-crime areas, significantly reduced crime rates. Their research emphasizes the importance of data in effective policing. Nabe and Sumuob (2022) found that a positive public image of police directly correlates with higher job performance and increased community cooperation. They suggest that smart policing initiatives should prioritize public relations and community feedback to enhance officer morale and effectiveness.

Llena and Bagtaso (2024) studied the Philippine National Police's (PNP) shift to a centralized National Police Clearance System. They found that challenges like resistance to change and the need for continuous training and client feedback were crucial for effective implementation. Their research emphasizes modernization in public service delivery, aligning with broader smart policing goals.

Trottier et al. (2024) demonstrated how process mining in the Canadian government's personnel security screening reduced delays and increased transparency by identifying workflow bottlenecks. Their study concluded that smart analytics and digital process auditing can optimize time-sensitive administrative tasks, promote accountability, and support smarter personnel management within law enforcement.

Maranga (2023) stated that inadequate digital tools hinder the Philippine National Police–Maritime Group's ability to effectively patrol and coordinate in territorial waters. The study concluded that digital modernization, including modern equipment and real-time tracking systems, is crucial for smart policing in maritime zones.

Alincastre and Dalugdog (2023) found mixed perceptions among PNP staff regarding their electronic-project systems due to varying digital literacy.

Their study concluded that user-centric designs, ongoing support, and stakeholder involvement are crucial for successful digital transformation.

Reyes and Santos (2024) stated that the PNP Laoag City Police Station's integration of ICT tools like digital crime databases and e-reporting significantly streamlined operations, improved transparency, and provided real-time data access. Despite challenges, their study emphasized e-policing's potential and called for better training and policy reforms to meet smart policing goals.

Mamalian's (2014) study on computerized crime mapping reveals its utility in resource allocation and strategic planning for law enforcement. The author advocates integrating these tools into routine policing to boost effectiveness. According to Sachdeva and Kumaraguru (2015), police responses to online citizen interactions on social media significantly influence public perceptions of safety, often addressing emotions like fear. Their study recommends training police personnel to respond empathetically and effectively to online communications.

Moreover, Sachdeva and Kumaraguru (2014) found that while Indian police forces use social media for engagement and information, they face challenges like misinformation, privacy concerns, and public skepticism.

They recommend developing strategies to enhance social media's effectiveness in policing.

Elphick et al. (2021) conducted a study titled "Building Trust in Digital Policing: A Scoping Review of Community Policing Apps," which examined the design and effectiveness of community policing applications. The study found that well-designed apps can enhance trust between police and citizens by providing transparency, accountability, and direct communication channels. The authors suggested that police agencies should prioritize user-friendly interfaces and clear privacy policies to foster trust and engagement.

According to Skogan (2006) One of the notable trends in police transformation is the shift toward community-oriented policing. This approach emphasizes collaboration between law enforcement agencies and communities to

address public safety issues more effectively. Community oriented policing marks a significant change in law enforcement, moving towards partnerships between police and the public to tackle safety concerns together.

Leikuma-Rimicane et al. (2023) conducted a study titled "Location and Type of Crimes in The Philippines: Insights for Crime Prevention and Management," which analyzed crime data to understand patterns and inform crime prevention strategies. The study found that certain areas experienced higher incidences of specific crimes, and the COVID-19 pandemic influenced crime trends. The authors recommended targeted interventions and increased police presence in high-risk areas to enhance crime prevention efforts.

According to Chan (2001) the effect of technological innovation on organizations can vary depending on the nature and the design of the technology and the way in which change is managed. The impact of information technologies is considered to be especially substantial, because officers increasingly cannot complete their tasks without them.

Escalona (2020) found that e-policing in Laoag City improved investigations, reduced crime, and enhanced police communication. However, challenges like inconsistent internet and a lack of trained personnel highlighted the need for better training and infrastructure to maximize its benefits.

Jurado and Quinto (2024) evaluated the e-policing system in Bataan's police units, noting challenges such as slow internet, insufficient training, and system downtimes. Despite these obstacles, the system offers potential for enhanced efficiency and data management. They advocate for improvements in infrastructure, training, and system upgrades to fully realize electronic policing's benefits and align with smart policing objectives.

In fact, some argue that technology has fundamentally changed what resources are valued, how accountability is maintained, and even the everyday tasks of officers on the ground. Chan (2001) goes as far as to suggest that technology has redefined the value of communicative and technical resources, institutionalized accountability through built-in formats and procedures of reporting and restructured the daily routines of operational policing.

Information technologies profoundly impact policing, becoming indispensable for officers. Chan (2001) suggests technology's organizational effect hinges on its nature, design, and change management. Their substantial influence is evident as officers increasingly rely on these tools to complete their duties. Skogan (2006) highlights a key trend in police transformation: the shift to community-oriented policing. This approach underscores collaboration between law enforcement and communities, fostering partnerships to more effectively address public safety concerns.

Recent high-profile police violence, particularly against minorities, has intensified calls for police reform, notably from the Black Lives Matter movement (Weisburd, 2015). Proponents argue reform is vital for rebuilding trust and ensuring public safety, advocating for independent oversight, body-worn cameras, and community engagement (Alexander, 2010).

Police abuse and the use of force have become critical issues in contemporary society, sparking widespread debate and leading to calls for reform. The use of force by law enforcement is meant to ensure public safety and maintain order. However, when this force becomes excessive or is applied unjustly, it breaches ethical standards and can result in severe consequences for individuals and communities.

Taylor (2021) defines police use of force as the effort needed to compel compliance, ranging from verbal commands to lethal force. While justifiable in some instances, concerns are rising that such force is often disproportional, leading to brutality allegations and increased public scrutiny, particularly in high-profile cases involving minority groups.

Police abuse stems from complex factors including structural issues, inadequate training, and an aggressive culture within law enforcement. The Bureau of Justice Statistics (2022) indicates a need for training in de-escalation,

communication, and ethical force use. Systemic racism further exacerbates abuse, disproportionately affecting marginalized communities.

Furthermore, recent police reform efforts include calls to defund police and reallocate resources to community services. Critics argue this approach could alleviate societal pressures, thereby reducing the need for aggressive policing (Smith & Park, 2023).

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 in barangay Pasil, barangay Suba and some portion of barangay Sawang Calero, Cebu City, Philippines.

Specifically, this study seeks to answer the following questions:

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 observed on the smart policing strategies of the PNP?

Significance of the Study

The researchers are convinced that the results would help the following persons or agencies both national and local government agencies in terms of formulation of smart policing. This study is significant to the following entities:

Philippine National Police (PNP): This study offers valuable insights into the practical implementation and effectiveness of modern policing strategies. By understanding the challenges and successes of smart policing, the PNP can refine its policies, enhance officer training, and allocate resources more effectively. The findings also provide a foundation for improving crime prevention strategies and fostering community engagement.

Local Government Units (LGUs): The research provides LGUs with a deeper understanding of law enforcement challenges and opportunities at the local level. By analyzing smart policing strategies, LGUs can craft better policies, support technological adoption, and collaborate with law enforcement agencies to enhance public safety. This study also serves as a guide for strengthening coordination between municipal governments and police authorities.

National Police Commission (NAPOLCOM): The findings will help NAPOLCOM assess the efficiency of smart policing strategies and their alignment with national law enforcement goals. The study can support policy recommendations and the development of standards that guide police modernization efforts, ensuring that technological advancements contribute effectively to crime prevention and security management.

Department of the Interior and Local Government (DILG): The DILG can utilize this study to refine national policies on police modernization. By understanding how smart policing functions at the local level, the department can create targeted programs, allocate resources more strategically, and develop training initiatives that align with modern law enforcement needs.

Community Residents: This study serves as a bridge between law enforcement and the local community, fostering transparency and cooperation. By gaining insights into smart policing practices, residents may develop greater trust in the police force, engage in collaborative crime prevention efforts, and contribute to a safer living environment. The findings promote stronger police-community relations based on mutual understanding.

Researchers: This study provides an in-depth exploration of law enforcement strategies, smart policing, and modernization efforts. Researchers can utilize the findings as a foundation for academic studies, policy analysis, and further investigations into effective policing methods. The study offers empirical insights that can support future policy recommendations and contribute to the broader discourse on law enforcement reforms.

Future Researchers: The study serves as a valuable resource for future scholars and students interested in police modernization, criminology, and public administration. It offers a case study that can be built upon with comparative research, expanded analyses, and innovative strategies for improving policing methods. Future researchers can use this study as a basis for exploring new perspectives and solutions in the evolving field of law enforcement.

RESEARCH METHODOLOGY

Research Design

This study employed a qualitative method of research with an aid of questionnaire. To inquire the informant's views on smart policing of the Philippine National Police (PNP).

Paley (2016), Phenomenology is used as the appropriate approach to this present study as it focused on human phenomenon and its importance especially to criminology as field of discipline. As this is a qualitative analysis of narrative data, methods to analyze its data must be quite different from more traditional or quantitative methods of research. Essentially, you are focused on meaning, the meaning of the experience, behavior and narrative.

Phenomenology is sometimes considered a philosophical perspective as well as an approach to qualitative methodology. It has a long history in several social research disciplines including psychology, sociology and social work. Phenomenology is a school of thought that emphasizes a focus on people's subjective experiences and interpretations of the world. That is, the phenomenologist wants to understand how the world appears to others. Phenomenological methods are particularly effective at bringing to the fore of the experiences and perceptions of individuals from their own perspectives, and therefore at challenging structural or normative assumptions. Adding an interpretive dimension to phenomenological research, enabling it to be used as the basis for practical theory, allows it to inform, support or challenge policy and action (Boeije, 2009).

Research Environment

This research took place in Cebu City, a coastal and highly urbanized city located in the Central Visayas region of the Philippines. Cebu City is politically independent from the province of Cebu but is often considered part of Cebu Island. It serves as the capital of the province and is the regional center of Central Visayas. The city has a total land area of 315 square kilometers and, based on the 2020 Census, has a population of 964,169. For the purpose of this study, the focus will be on selected barangays that fall under the jurisdiction of Cebu City Police Station 6. Barangay Pasil, Barangay Suba and Barangay Sawang Calero are specifically chosen to gather the views of community residents on the smart policing strategies of the Philippine National Police (PNP) in their respective areas.

Barangay Pasil in Cebu City is a vibrant and evolving community with a rich history and cultural significance. According to the 2020 Census, Barangay Pasil has a population of 8,395, which accounts for 0.87% of the total population of Cebu City. Over the years, the area has seen a steady increase in population, reflecting the urbanization and development within the barangay. In 1990, the population stood at 7,146, and by 2000, it had grown to 7,773. The population continued to rise, reaching 8,589 in 2015, but the most recent census shows a slight decrease, with 8,395 people recorded in 2020. The barangay has 2,161 households as of 2015, with an average of 3.97 members per household, a decrease from 1990 when there were 1,416 households and an average of 5.05 members per household. Despite the slight population decline from 2015 to 2020, Barangay Pasil remains an integral part of Cebu City, with its strong community values and growing infrastructure. The barangay continues to balance modernization with the preservation of its cultural heritage.

Barangay Suba Poblacion, formerly known as Suba San Nicolas, is a vibrant and evolving community in Cebu City. Based on the 2020 Census, the barangay has a population of 10,606, accounting for 1.10% of the city's total population. Over the years, Suba Poblacion has seen varied population trends. In 1990, the population was 8,048 and rose to 8,286 by 2000. It continued to grow, reaching 11,026 in 2015, but saw a slight decline to 10,606 in 2020. In 2015, there were 2,701 households with an average of 4.08 members per household, a decrease from 1990's average of 5.84 members across 1,367 households. The barangay has a young population, with a median age of 22, and a large portion of residents aged 14 and below. Despite the recent population dip, Suba Poblacion remains a key part of Cebu City, balancing growth with a strong sense of community.

Barangay Sawang Calero, formerly known as Poblacion, is a coastal community in Cebu City with a strong sense of identity and resilience. According to the 2020 Census, Sawang Calero has a population of 7,676, making up 0.80% of the total population of Cebu City. Over the years, the barangay has experienced shifts in population growth. From 6,035 residents in 1990, the number increased to 7,077 in 2000, peaked at 8,259 in 2015, but

declined slightly to 7,676 in 2020. In 2015, there were 1,668 households with an average of 4.93 members per household, slightly lower than the 1990 average of 5.20 members across 1,160 households. Sawang Calero also has a relatively young population, with a median age of 22 and over one-third of its residents aged 14 and below.

Despite the recent population decrease, the barangay remains a vital part of Cebu City, continuing to grow while preserving its cultural roots and community spirit.

Research Informants

The informants of this study were community residents from Barangay Pasil, Barangay Suba, and some portions of Barangay Sawang Calero, under the jurisdiction of Police Station 6 in Cebu City. These residents demonstrated their willingness, commitment, and interest in contributing to the discourse on smart policing strategies within the Philippine National Police (PNP). Their firsthand experiences and observations of law enforcement practices within their neighborhoods provide valuable insights into the effectiveness, challenges, and areas for improvement in modern policing.

The researchers carefully selected fifteen (15) informants from the community, ensuring they represented diverse backgrounds, including 5 barangay officials, 5 business owners and 5 professionals, and other active members of society. The informants were chosen based on their familiarity with police initiatives and their ability to articulate their experiences with smart policing methods, such as community policing, technology-assisted crime prevention, and intelligence-led law enforcement strategies. Their perspectives help shape an understanding of how smart policing impacts crime rates, public safety, and overall community trust in the PNP.

Additionally, the barangay officials must be at least three years in the service, while the business owners must have at least two years experience in the business industry, and the professionals should be at least three years in practicing their respective professions.

Research Instruments

To gather data, the researchers utilized a self-developed interview guide designed for panel-approached interviews. This guide is divided into five main sections: part 1, focuses on the views of the informants on the implementation of smart policing strategies of the PNP ; part 2, deals on how the informants describe their views on the effectiveness of the smart policing strategies of the PNP; part 3, deals on how the smart policing strategies of the PNP affect the community trust and confidence in the PNP; part 4, on the views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community; part 5, deals on the challenges or concerns does the community observed on the smart policing strategies of the PNP.

The researchers arranged interviews with selected community residents, ensures confidentiality of their responses, provides consent forms, and uses open-ended questions to allow participants to share their insights freely and in detail.

Research Procedures

Purposive convenient sampling was employed to select the informants (Miles & Huberman, 2013). Before the interview, the researchers explained the purpose of the study and the qualitative research approach to the informants.

The informants then signed the informed consent form before the interview begins.

According to Miles, Huberman, and Saldana (2013), qualitative research is described as a naturalistic study conducted through prolonged contact with field situations, which typically reflect everyday life and the explicit and implicit rules that govern that life.

Data Collection. Prior to the interview, the researcher had a transmittal letter duly signed by the adviser and the Dean of the College of Criminal Justice. The data was gathered through interview and with an aide of the voice recorder. The informants were asked to answer the questions honestly and completely and are given the letter and informed consent form stating that the person was informed of the study. The primary method for data collection in this research involves semi structured interviews used to refine and develop an understanding of how participants view their situations after experienced on handling checkpoints. Data collection refers to the survey method that is developed and utilized to obtain information.

The methods that were utilized in this study were structured interviews employing close-ended and open-ended questions. Observations were conducted by the researchers during interview and visits on the areas. In order to keep a proper record of the observation, a schedule with the following columns were used, time (days, weeks, and months), place type of event, and subjects.

Data Analysis. Thematic content analysis was utilized to analyze and cluster interview answers in common themes for interpretation. In this research, recorded responses to interviews are analyzed deductively to obtain discrete, key themes that are relevant and specific to individual categories. This inspection and analysis of the content being provided through the interview will reveal messages within the content itself. Thematic code analysis is used to inspect themes which emerge during analysis for the purpose of gauging the frequency of themes and similarities between users in use of themes.

The following steps were used in analyzing: Transcription, the first step was to transcribe the data from the tape into

a paper. The purpose was to clean and edit the manuscripts by eliminating typographical errors and contradictions; checking and editing the next step was check and edit transcripts, prepare data for further analysis; analysis and interpretation categories were developed, coding and data reduction was completed, and trends in the data were identified.

During this process, the researcher took all collected data, including field notes and interview transcripts, and began to form a clear understanding of the information. The researcher then coded the data and conducted content analysis by looking for specific words from which themes were identified.

The findings from individual interviews were generalized, and differences and similarities were identified, allowing for the development of typologies. During the verification stage, the researcher embarked on a process of checking the validity of interpretations by reviewing the transcripts again.

This allowed the researcher to verify or modify the hypotheses.

Ethical Consideration

The identities of the informants were treated with confidentiality, and prior permission was obtained from the participants before the interviews were conducted. The researcher also complied with the policy on research, namely the informed consent form, before conducting the study. Ethical standards prevented the fabrication or falsification of data and, therefore, promoted the pursuit of knowledge and truth, which was the primary goal of the research. Ethical behavior was also critical for collaborative work because it encouraged an environment of trust, accountability, and mutual respect among researchers. This was especially important when considering issues related to data sharing, co-authorship, copyright guidelines, confidentiality, and many other related matters.

The researcher also adhered to ethical standards so that the public could support and trust the research. The public wanted assurance that the researcher followed appropriate guidelines for issues such as human rights, animal welfare, compliance with the law, conflict of interest, safety, and health standards. The handling of ethical issues greatly impacted the integrity of the research project and could affect whether the project received funding.

Because ethical considerations were so important in research, many professional associations and agencies had adopted codes and policies that outlined ethical behavior and guided researchers.

Beneficence. The primary objective of the study was to contribute positively to the Smart Policing Strategies of the Philippine National Police (PNP) by enhancing their programs and activities. The research sought to bring attention to individuals through platforms where they could voice their opinions regarding improvements to these programs and activities, with the potential to influence future policies and practices.

Non-Maleficence. A central concern was the minimization of potential harm. Participation was entirely voluntary, involving smart policing programs and activities, and followed an informed consent process that explained the study's purpose, potential risks, and participants' rights, including the ability to withdraw at any point without consequences. Anonymous data collection and storage procedures were implemented to ensure confidentiality. Sensitive topics were approached with empathy and respect, and participants received debriefing and emotional support as needed.

Justice. The study ensured the maintenance of a fair and equitable research process. Recruitment efforts targeted a diverse sample that accurately represented the experiences related to the Smart Policing Strategies of the Philippine National Police (PNP) and their assigned programs and activities. Participant selection was based on informed consent and willingness to participate, avoiding predetermined criteria that could introduce bias. Data analysis remained attuned to potential power imbalances, striving to authentically represent participants' experiences.

Autonomy. Respect for participants' autonomy was upheld throughout the research process. Informed consent forms utilized clear and accessible language, emphasizing participants' right to make informed decisions about their involvement. Strict avoidance of coercion or undue influence was observed. Participants were empowered to control the pace and content of the interviews, and their feedback on the research findings was actively sought to ensure accuracy and authenticity.

Trustworthiness of Research

The trustworthiness of the research was significantly underpinned by its legal basis, which provided a framework for ethical conduct, data integrity, and the rights of participants. These legal safeguards enhanced the ethical integrity of the research process, making the findings more trustworthy.

Credibility was the first aspect or criterion that was established. It was considered the most important measure in determining trustworthiness because credibility required the researcher to link the study's findings with reality, demonstrating the truth and accuracy of the research results.

Transferability. The researcher also established transferability by providing a detailed account of his experiences during data collection. He made explicit connections to the programs and activities that framed the data collection process. This included describing where the interviews took place, the general setup of the environment, and other aspects of data collection that helped provide a richer and fuller understanding of the research setting. This study followed the principle that all rights acquired by virtue of an obligation are transmissible, unless there is a stipulation to the contrary, or the law or the nature of the obligation makes them intransmissible (Article 1178).

Dependability. Dependability, on the other hand, was also important to trustworthiness because it established the research study's findings as consistent and repeatable. The researcher aimed to verify that the findings were consistent with the raw data collected, ensuring that if other researchers examined the data, they would arrive at similar findings, interpretations, and conclusions. This was important to ensure that nothing was overlooked in the study and that the researcher remained thorough and accurate in the final report (Guba, 1981).

Confirmability. Guba (1981) posited that confirmability was the final criterion of trustworthiness that the researcher needed to establish in this study. This criterion related to the level of confidence that the research study's findings were based on the participants' narratives and words rather than on potential researcher biases.

Reflexivity. Embarking on qualitative research as a novice, my limited experience in this domain raised the possibility that the quality of analysis could be affected by my background. The study, focusing on the Smart Policing Strategies of the PNP's personnel, required a keen recognition of potential personal biases. This connection introduced a layer of complexity that necessitated vigilant reflexivity throughout the research process.

Definition Of Terms

The following terms are operationally defined for the better understanding of the study.

Views of the informants on the implementation of smart policing strategies of the PNP. This refers to the perspectives and insights shared by individuals regarding how the Philippine National Police (PNP) carries out its smart policing initiatives, including the methods, technologies, and approaches used to enhance law enforcement.

Informants describe their views on the effectiveness of the smart policing strategies of the PNP. This pertains to how informants assess and articulate their opinions on the overall impact and success of the PNP's smart policing strategies, considering factors such as crime prevention, public trust, and operational efficiency.

Smart policing strategies of the PNP affect the community trust and confidence in the PNP. This emphasizes the influence of smart policing strategies on the relationship between law enforcement and the community, determining whether these initiatives strengthen or weaken public perception, trust, and confidence in police effectiveness.

Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community. This focuses on the informants' observations regarding how smart policing efforts contribute to reducing criminal activities and enhancing overall safety in their local communities.

Challenges or concerns does the community observed on the smart policing strategies of the PNP. This addresses the issues, limitations, or criticisms raised by community members concerning the implementation and effectiveness of smart policing strategies, including potential areas for improvement or adjustments.

Presentation And Analysis Of Data

This chapter deals with presentation and analysis of data.

Presentation of Data

To capture the descriptive essence of the informants experiences, the data was thoroughly read, examined, and relevant content directly related to the research phenomenon was extracted.

Emergent Themes

In alignment with Colaizzi's phenomenological method, formulated meanings were derived from significant statements related to the Smart Policing Strategy in the Philippine National Police (PNP) and organized into thematic clusters (see Appendix I for sample formulated meanings). These clusters were then systematically re-grouped and refined, resulting in the development of emergent themes that encapsulate the essence of the participants' experiences with the strategy (see Appendix J for examples of thematic clusters that evolved into

emergent themes).

As the researchers, we conscientiously delved into the relevant aspects of the sub-problems from which the research data intended to answer. We read all the transcriptions multiple times in order for us to acquire a feeling on the description of experiences of the informants.

From the formulated core meanings, 15 cluster themes were identified and re-grouped and categorized to form 10 emergent themes. We have developed emergent themes from the common responses of the informants of the study, namely:

Views of the informants on the implementation of smart policing strategies of the PNP

1. What are your general views on the implementation of smart policing strategies within the PNP? How have these strategies influenced the overall approach to policing and crime prevention?
2. Can you share specific instances where the implementation of smart policing strategies has led to significant improvements in law enforcement operations?
3. Why do you think these strategies are beneficial for both law enforcement officers and the communities they serve?

4. What limitations or drawbacks have you observed in the current implementation of smart policing strategies?
5. What limitations or drawbacks have you observed in the current implementation of smart policing strategies please answer in cebuano vernacular?
6. What factors do you believe hinder the full adaption of effective use of smart policing strategies within the PNP?

Informants describe their views on the effectiveness of the smart policing strategies of the PNP.

1. Can you describe your overall views on the effectiveness of the smart policing strategies implemented by the PNP? What specific improvements or successes have resulted from these strategies?
2. How have these strategies enhanced law enforcement operations and crime prevention?
3. Can you share a particular case or situation where smart policing strategies proved highly effective? In what ways do you think these strategies could be further improved to maximize their effectiveness?

Smart policing strategies of the PNP affect the community trust and confidence in the PNP

4. How have the smart policing strategies influenced the community's trust and confidence in the PNP? In what ways have these strategies improved or strengthened the relationship between law enforcement and the community?
5. Can you share any specific examples where smart policing strategies have positively impacted public perception and trust in the PNP?
6. Have there been any concerns or challenges that have affected the level of trust and confidence in the police force due to these strategies?
7. Overall, do you think smart policing strategies have made the PNP more reliable and trustworthy in the eyes of the community? Why or Why not?

II. Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community

1. Safety in your community? In what ways have these strategies contributed to reducing crime rates or enhancing security measures?
2. Can you share any specific instances where smart policing methods have effectively address criminal activities or improve public safety?
3. How have smart policing strategies influenced crime prevention and public Have there been any limitations or challenges in implementing smart policing strategies that impact crime prevention?
4. Overall, do you believe smart policing has positively transformed public safety and crime prevention efforts? Why or why not?

III. Challenges or concerns does the community observed on the smart policing strategies of the PNP

1. What challenges or concerns have the community observed regarding the implementation of smart policing strategies within the PNP?
2. How do these concerns affect the community's trust and cooperation with law enforcement?
3. In what ways do you think these challenges impact the effectiveness of smart policing efforts in maintaining security and order?
4. Are there any specific aspects of smart policing that the community finds problematic or in need of improvement?
5. Please elaborate. What recommendations would you suggest to address these concerns and enhance the implementation of smart policing strategies within the community?

These are the themes draw out from the responses of the Smart Policing Strategy in Cebu City informants about their Views of the informants on the implementation of smart policing strategies of the PNP.

I. Views of the informants on the implementation of smart policing strategies of the PNP

1. What are your general views on the implementation of smart policing strategies within the PNP? How have these strategies influenced the overall approach to policing and crime prevention?

Informant 1 shared:

hmm let me think about that. So I have said earlier I haven't been out lately but I am aware of that how I see what about program about PNP program to help us stop those crimes especially here in our area. I think it would be effective, basically it would help the residents feel safer if ever they would be able to see that a lot of police officers in the area roaming around doing some checks and it helps a lot although I haven't personally experience it since I have been staying inside our house most of the time. (I1:SS1)

Informant 1: stated purpose of the PNP program, believing it can effectively reduce crime and improve community safety. Although he hasn't experienced it personally due to staying indoors, they think police visibility officers patrolling and doing checks can help residents feel safer and deter criminal activity in their area.

Can you share specific instances where the implementation of smart policing strategies has led to significant improvements in law enforcement operations?

Informant 7 shared:

kuan sir kanang I saw it sa live sa among kuan ay live sa facebook nga PNP is conducting a kanang I don't what do you call that pero kanang mura gani og ni adto sila og suok suok. They are entering some of the areas nga ma kanang hard to kanang makaingon gani ka nga ou naay crime siguro diri nay drugs siguro diri. Mao ng it can kanang mabulabog ang mga tao for them mao ng kuan mao na siya sir that's it.(I7:SS2)

Informant 7 stated that he mentioned that he saw a live video on Facebook showing the Philippine National Police (PNP) conducting what appeared to be an operation. The officers were seen entering tight or hidden areas places that

seemed difficult to access. He suggested that these locations might be associated with criminal activities or illegal drugs. Because of the presence and movement of the police, the people in those areas appeared to be disturbed or alarmed.

Why do you think these strategies are beneficial for both law enforcement officers and the communities they serve?

Informants 8 shared:

hmm beneficial strategies beneficial? Ahh for me lang noh. It actually helps both sides, the law enforcement and the community noh. For the police, part sa police dali nila ma track to ang mga criminals and because of it there is less man power that is needed for the operation and sa atoa sad as community we feel more secured, secured atoaang security because of the actions that the police that they did ana ba and because of it knowing that the police have the technology nga nag paluyo nila. Feeling nga mas safe mas safe ang atoaang surroundings diri sa community. (I8:SS3)

Informant 8 shared that, in his opinion, the use of beneficial strategies particularly technological tools helps both the police and the community. For the police, these tools make it easier to track criminals and reduce the manpower needed during operations. For the community, these efforts increase the feeling of safety and security. Knowing that the police have advanced technology supporting them makes people feel that their surroundings are safer.

What limitations or drawbacks have you observed in the current implementation of smart policing strategies?

Informant 2 shared:

kanang gamit man ta technology need sad biya na nato internet kung wala kay access ana dili sad nimo magamit. Sible social media niya wala kay wifi hinay imohang signal dili ka kagamit anang smart policing og kana pong walay budget ang gobyerno para ana. Ou naa silay gi implement nga smart policing pero og dili magamit sa mga tao kay wala sad sila gi tagaan sa gobyerno og budget para ana ba nga device ba ron nga pwede nila magamit na so wala ra gihapon. (I2:SS4)

Informant 2 stated that the speaker is pointing out a practical barrier to the success of smart policing initiatives: access. They argue that while modern policing tools and strategies (often digital or data-driven) have potential, they depend on strong internet connectivity and adequate hardware for end users or local communities. Without reliable WiFi or mobile signal, even the best tools become ineffective. Additionally, they highlight that government budget plays a crucial role if people or communities are not supplied with the necessary devices, the initiative remains in name only. Essentially: technology is worthless without infrastructure + devices + funding.

Informants describe their views on the effectiveness of the smart policing strategies of the PNP

Can you describe your overall views on the effectiveness of the smart policing strategies implemented by the PNP? What specific improvements or successes have resulted from these strategies?

Informant 3 shared:

ou kay naa man guy uban gyud mga tao nga mahadlok gyud og pulis ba. Mahadlok sila makipag halubilo kay ang ilaha man gud nga paglantaw sa pulis basin niyag kanang kanang unsa gani na oy? Basin niyag kanang kana ganing maka sa layo palang daan kay naay pulis makahuna huna na silag basin dakpon niya ko da basin apilon niya ko ani. (I3:SS5)

Informant 3 stated that “Some people are genuinely afraid of police. They avoid interaction because when they see

an officer nearby, they worry they might be stopped, questioned, or even arrested even if they haven't done anything wrong. This fear prevents open communication and trust between the community and law enforcement."

How have these strategies enhanced law enforcement operations and crime prevention?

Informant 4 shared:

kuan murag lack of trust gani sa technology and pressure sa mga officer. Mag lack man gud siya og leadership support when it comes to this question and especially privacy implication jud sa mga pulis. (I4:SS20)

Informant 4 stated that technology offers major benefits for policing, yet its success hinges on leadership support, sufficient budget, and trust from both officers and the community. Without strong leadership, training and clear policies, new tools can feed suspicion, especially when privacy risks loom large. Ultimately, technology alone isn't enough it must be implemented thoughtfully.

Can you share a particular case or situation where smart policing strategies proved highly effective? In what ways do you think these strategies could be further improved to maximize their effectiveness?

Informant 5 shared:

aw di pwede rana siya daily naa jud silay drone nga palupad gyud nga. Siguro pag kuan kuan ra siguro dili sad the whole community nga masobraans og pagka advance siguro kani, kani nga day is adto ta sa block 1. Kani nga day ana ana unya naa man gyud di man gyud na mahitabo nga di mo balita if naay unsa unsa so dali ra kayo ma kuan didto so dali ra kayo ma kuan didto ang drone adto nalang ou in ana nalang. Dili gyud kanang necessary nga everyday nga blocks 1 to hantods hantod 7b kay 8 ka blocks mani kay 1 to 7 niya 7a and b man so 8 ka blocks.

from there up to diri didto luyo ana. Niya kuan in ana siguro from block 1 karon adlaw block 1 ana kanang daily routine lang ba niya lain lain nga blocks. Unya if. Impossible mag way mo balita nay mga kaguliyang so adto nalang didto ipa adto na ipa kuan kanang ana rana siya. (I5:SS9)

Informant 5 stated that constant drone patrols over all eight blocks every day may feel excessive. While occasional use can help monitor trouble spots, deploying drones continuously from Block 1 through Block 7B risks creating a surveillance atmosphere. It's better if they're used selectively and transparently so residents don't feel endlessly watched rather than protected.

Smart policing strategies of the PNP affect the community trust and confidence in the PNP?

How have the smart policing strategies influenced the community's trust and confidence in the PNP? In what ways have these strategies improved or strengthened the relationship between law enforcement and the community?

Informant 3 shared:

ahmm grabi oy grabi akong kuan karon ahmm experience as a ahm SK Councilor, SK by security, community chairman. Grabi ilang pagka strikto labi nag kana lang ganing manigarilyo sa gawas, mag hubo hubo sa gawas ila ganing badlungon nindot ni siya nga idea oy! Kay gawas sa gawas nga mahadlok ang usa ka tao nga ganahan mo commit og crime is makita sad nila ba. Ma feel nila nga naay pulis ba niya naa man say uban nga pulis gyud nga makipag istorya. (I3:SS2)

Informant 3: Stated that serving as an SK Councilor and community security chairman, I observed that strict

enforcement of public behavior such as regulating smoking and attire in public spaces effectively deters potential offenders. This visible presence of law enforcement fosters a sense of safety and encourages lawful conduct among residents.

Can you share any specific examples where smart policing strategies have positively impacted public perception and trust in the PNP?

Informant 8 shared:

okay soo kuan ahmm specific example? Kuan sa amoang barangay when they installed CCTV cameras. Because of it because of the CCTV camera in that particular area. People are more felt or they felt secure because of it ana ba even petty crimes like pag pangawat snatching because of it, it decreases na decrease na ang ahh commission of the crime because of CCTV camera so because of it they are confident of the ability or they became confident of the PNP's ability, ana. (I8:SS11)

Informant 8 said that the installation of Closed-Circuit Television (CCTV) cameras in our barangay has significantly enhanced public safety. Residents now feel more secure, as the presence of surveillance discourages petty crimes such as theft and snatching. This initiative has bolstered community confidence in the Philippine National Police's ability to maintain order.

Have there been any concerns or challenges that have affected the level of trust and confidence in the police force due to these strategies?

Informant 2 shared:

kuan sir kanang sa akong Nakita lang ha, kay kana ganing mga pulis noh, akong na obserbaran kay kanang dili gani sila mo suot sa kanang proper mga gear og kanang attire jud ba so sa akong pag tan aw lang ana nila kana ganing fragile sila or lousy gani. Mao na ma apektuhan jud akong pag tan aw nila kay mao na ako Nakita gud. (I2:SS12)

Informant 2 stated that in my observation, police officers not adhering to proper attire and gear may inadvertently convey a lack of professionalism. This perception can undermine public confidence, as citizens often associate well-maintained uniforms with authority and competence. Maintaining appropriate appearance is crucial for fostering trust and ensuring effective community policing.

Overall, do you think smart policing strategies have made the PNP more reliable and trustworthy in the eyes of the community? Why or Why not?

Informant 5 shared:

kuan kayo siya I mean useful na siya gyud as in gamit kanang modern nga technology kay gamit na gyud kayo kay dili naman dili na risgo bitaw sa kapulisan kay drone nalang gamit nila. Through drone makita naman didto kinsay nag away or kinsay nag nag labo labo dirag unsay in ana through drone naman lang. bahalag inyo ng patayon ng drone walay walay tao makalas diba so kuan gyud siya kayo gamit gyud kayo nindot nindot nga kuan.(I5:SS1)

Informant 5 stated that the integration of drone technology into law enforcement operations has proven to be highly effective. Drones enhance situational awareness by providing real-time aerial surveillance, enabling officers to monitor incidents such as altercations or disturbances from a safe distance. This approach minimizes risk to personnel and improves response efficiency.

Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community

Safety in your community? In what ways have these strategies contributed to reducing crime rates or enhancing security measures?

Informant 7 shared:

kuan sir kana laging mga CCTV sir haha balik balik mani sir. Mga CCTV sir this can help nga ma reduce ang pag commit og crime kay maybe kanang kuan kanang it can also yeah maka help siya nga kanang makita ang kuan nahitabo pero due to AI there are some instances nga ma ma balitok ang situation that's it.(I7:SS14)

Informant 7 shared that CCTV systems play a crucial role in crime prevention by deterring potential offenders through visible surveillance. However, the integration of Artificial Intelligence (AI) in CCTV systems introduces challenges such as false positives, where non-threatening situations are misidentified as threats. This necessitates continuous refinement of AI algorithms to enhance accuracy.

Can you share any specific instances where smart policing methods have effectively address criminal activities or improve public safety?

Informant 3 shared:

kato lagi na ako gi ingon nga communication lang niya proper approach lang sa mga tao kay kung usa man gud ka pulis mag inisog largo ang tao mag duha duha nalag tubag makat on og kahadlok. Mao ra gyud na akoo in terms of kanang response nila diri naa man sila dayon kana lang communication maoy importanti niya approach ba sa mga tao kung imo man gung. Kung usa ka pulis insultuhon niya largo ang tao mag duha duha nag tubag nuon mahadlok nalang na. di na siya ganahan makipag cooperate sa mga pulis kay kanang mahadlok naman. (I3:SS7)

Informant 3 said that the key to getting good responses from people is proper communication and approach. If a police officer comes off as too harsh or intimidating, people may become scared or hesitant to speak. So instead of showing force right away, it's better to use respectful communication, because this builds better relationships with the community and encourages cooperation.

How have smart policing strategies influenced crime prevention and public Have there been any limitations or challenges in implementing smart policing strategies that impact crime prevention?

Informant 5 shared:

kana gyud. Nahug man gani nag tapulan na kay smart. Mao nanay gigamit ha igo nalang ka palupad niya di pa gihapon ka mo pakita mo tan aw ana. Pag monitor nalang biya nimo sa screen. Mao na niya di pa jud ka mo trabaho so dapat trabahuo jud. Dili mag ligoy ligoy. Ana rana siya dili mag tulog tulog. Dili mag scatter ana rana siya.(I5:SS16)

Informant 5 said that the speaker is frustrated with someone becoming lazy because of over-reliance on technology (like smart systems). They just monitor from a screen but don't actively do their job. The message is clear: even with advanced tools, people still need to work properly, avoid delays, stay focused, and not depend solely on automation.

Over all, do you believe smart policing has positively transformed public safety and crime prevention effort? Why or Why not?

Informant 10 shared:

Tungod sa smart policing, mas aduna na tay organized ug targeted nga mga aksyon batok sa krimen. Ang komunidad mas aktibo na usab kay kabalo silang naa silay kaabag sa kapulisan. Ang teknolohiya ug datos gigamit sa hustong paagi aron mapadali, mapasayon, ug mapa-epektibo ang serbisyo sa PNP. Bisan pa man sa pipila ka kakulian, klaro gyud nga adunay kabag-ohan nga nakapahimsog sa seguridad sa katawhan.(I10:SS17)

Informant 10 said that smart policing brings more organized and focused actions against crime. Communities are now more involved, knowing they have support from the police. Technology and data are used properly to make PNP services faster and more effective. Despite some challenges, real changes have strengthened public safety and improved trust in policing.

Challenges or concerns does the community observed on the smart policing strategies of the PNP

What challenges or concerns have the community observed regarding the implementation of smart policing strategies within the PNP?

Informant 15 shared:

Ang usa ka challenge nga among nabantayan kay ang maintenance sa mga kagamitan ug kakulang sa internet o kuryente sa ubang barangay. Usahay pud kulang sa training ang uban nga pulis sa paggamit sa mga bag-ong teknolohiya.(I15:SS18)

Informant 15 stated that the maintenance of the equipment used in smart policing. Many CCTVs and other technological devices are prone to damage if not properly maintained, and repairs often take time due to insufficient funding or lack of technical support.

How do these concerns affect the community trust and cooperation with law enforcement?

Informant 13 shared:

Kung dili pareho ang sistema sa tanan barangay, maglisod pud ug full trust ang mga tawo. Dapat pareho gyud ang serbisyo aron ma-feel sa tanan nga fair ang treatment.(I13:SS19)

Informant 13 stated that if the systems or services of the PNP are not consistent across all barangays, people may find it difficult to fully trust the police. Consistency is important so that every community feels equally protected and treated fairly. Equal implementation of smart policing strategies helps strengthen public confidence and promotes fairness in law enforcement.

In what ways do you think these challenges impact the effectiveness of smart policing efforts in maintaining security and order?

Informant 12 shared:

Kuan mga challenges sir nga naka impact ug epektibo sa smart policing kay kuan sir like kanang, kanang kuan sir kanang pareha anang epektibo sa challenges like ang mga krimen dili na kaayo, dili na grabe ug dili na kayo rampant.(I12:SS20)

Informant 12 stated that some challenges have affected the effectiveness of smart policing; however, despite these challenges, the strategies have still helped reduce crime. The informant is trying to express that crimes are no longer as severe or as frequent as before. This implies that smart policing, even with certain limitations, has positively

contributed to maintaining peace and order in the community.

Are there any specific aspects of smart policing that the community finds problematic or in need of improvement?

Informant 11 shared:

Maybe make the hotline and app more accessible for those who don't have smartphones. Also, add barangay training on how to use them. (I11:SS21)

Informant 11 suggests that to improve the effectiveness of smart policing, the hotline and mobile application should be made more accessible to individuals who do not own smartphones. It also emphasizes the importance of conducting training sessions in every barangay to teach residents and local officials how to properly use these tools. This approach would promote inclusivity, encourage community participation, and strengthen the overall implementation of smart policing strategies.

Please elaborate. What recommendations would you suggest to address these concerns and enhance the implementation of smart policing strategies within the community?

Informant 15 shared:

Para nako, maayo nga maghimo ang PNP ug regular inspection ug technical support team sa matag barangay. Kinahanglan pud nga maghatag sila ug training sa mga pulis ug barangay tanod aron kabalo sila mo-operate ug mo-maintain sa mga gamit. (I15:SS22)

Informant 15 said that the Philippine National Police (PNP) should establish a system of regular inspections and deploy a technical support team in every barangay. This means that the police organization should consistently check the condition and functionality of technological equipment used in smart policing such as CCTVs, drones, and communication systems to ensure that they are working properly.

Analysis of Data

This study adopts a phenomenological approach within a quantitative research framework to explore the lived experiences of implementers of the Smart Policing Program. It focuses on understanding the challenges they faced and the insights they gained throughout the implementation of various policing initiatives and services. In-depth data were gathered through interviews, observation, and qualitative analysis, allowing researchers to examine the participants' descriptions and interpretations of their experiences. By using this method, the study aims to capture the essence of their lived realities and provide a deeper understanding of how the program is experienced on the ground.

The participants of this study consist of a total of fifteen (15) informants, specifically various implementers of the Smart Policing Program from Pasil, Cebu City. These selected participants' firsthand knowledge and active involvement in the implementation of smart policing initiatives provide promoting safety, security, and good governance within the community.

This study is anchored on the Organizational change theory by Kurt Lewin and Supported by Technological determinism theory by Thorstein Veblen United theory of acceptance and use of technology by Den Katesh.

The organizational change explains the movement of an organization from the known (current state) state to the unknown (Desired future state) state. This because the future of this change is uncertain and may concern the people's worth, coping abilities, and competency, so the people of the organization do not support change unless they are

convinced against the status quo (Cummings & Worley, 2003).This because the future of this change is uncertain and may concern the people's worth, coping abilities, and competency, so the people of the organization do not support change unless they are convinced against the status quo (Cummings & Worley, 2003). Organizational change means moving from what familiar to something new and uncertain. People might resist this change because they're unsure about its impact on their jobs, abilities, and well- being.

They need a strong reason to let go of the current way of doing things before they'll support the change. The article presents a reappraisal of Veblen& theory of institutional change challenging the thesis of technological determinism, supported by some commentators of Veblen. According to this latter interpretation, Veblen would consider institutional change as stemming from an exogenous transformation of the material and technical environment. But such a thesis disregards the significance of cultural determinism in Veblen&system. Taking this into account leads to argue that Veblen analyses institutional change as an emergent effect of the dynamics of interactions between instincts, institutions and the infrastructural conditions. Finally, Veblen's theory of institutional change proves consistent with his research programme, aiming at producing a cumulative and on-teleological theory of institutional evolution, a theory in which behavioural determinants of human beings would be the main explicative variables. The article takes another look at Veblen's ideas about how institutions (like laws, customs, or organizations) change over time.

Some people think Veblen believed that changes in technology and the physical environment are the main forces that cause institutions to changes this idea is called technological determinism. So, according to this interpretation, Veblen didn't see change as coming only from outside (like from new technology), but as something that emerges from the way people interact with each other and their environment. All sorts of open data are currently becoming available to the public as they are being published on the internet. The use of these open data can provide considerable advantages to researchers, civil servants and other stakeholders, such as increased transparency (Bertot, Jaeger, & Grimes, 2010), accountability (Parsons et al., 2011), innovation (Janssen, 2011, van Veenstra and van den Broek, 2013), and increased participation of citizens in government activities (Conradie and Choenni, 2014, McDermott, 2010).

Open data use refers to the activity that a person or an organization conducts to view, understand, analyze, visualize or in other ways use a dataset that has been provided to the public by a governmental organization. For example, a citizen may use open data by analyzing quality indicators for schools in his neighborhood by using open government data from the school's inspectorate Open data, publicly available online, offers significant benefits. Researchers, civil servants, and stakeholders leverage this data for increased transparency, accountability, innovation, and greater citizen participation in government. "Open data use" encompasses activities like viewing, analyzing, and visualizing publicly released datasets, often from governmental sources.

Experience of the informants on the Implementation of Smart Policing

Views of the informants on the implementation of smart policing strategies of the PNP. I formulated the following themes that highlighted the implementation of Smart Policing Strategies of the PNP

1. Tech without trust falls flat, This theme emphasizes that the success of any technological innovation depends largely on the presence of trust between the implementers and the users. In the context of policing, even the most advanced systems such as surveillance cameras, artificial intelligence-based crime detection, or online reporting applications will not be effective if the public does not trust how these technologies are used. People need assurance that technology serves to protect rather than to monitor or exploit them. Without trust, citizens may become reluctant to cooperate, report crimes, or share vital information, ultimately reducing the effectiveness of smart policing initiatives.

This concept aligns closely with the Technology Acceptance Model (TAM) developed by Davis in 1989. The model

explains that individuals' acceptance of technology is influenced by two main factors: perceived usefulness and perceived ease of use. However, trust plays a critical underlying role in shaping these perceptions. If people doubt the integrity, fairness, or privacy of a technological system, they are unlikely to view it as useful or beneficial, regardless of its actual functionality. For example, in smart policing, communities are more likely to engage with technological tools like mobile hotlines or surveillance systems when they trust that their data will be handled responsibly and that the technology will be applied justly.

Social Contract Theory is a philosophical concept that explains the origin of society and the legitimacy of authority. Thinkers like Thomas Hobbes, John Locke, and Jean-Jacques Rousseau proposed that people voluntarily form a social contract an agreement among individuals to give up certain freedoms in exchange for protection, order, and the benefits of living under a governed society. In essence, citizens agree to follow laws and respect authority, while the government promises to safeguard their rights and promote the common good.

If the government fails to uphold its responsibilities such as protecting the people's rights or ensuring justice citizens have the moral right to withdraw their consent or challenge that authority. In modern contexts, this theory underscores the importance of mutual trust and accountability between the state and its people. For example, in policing, it means that law enforcement must act fairly to maintain public trust and cooperation.

2. Smart Policing Boosts Safety and Public Confidence, This theme highlights how the integration of modern technology in law enforcement not only enhances public safety but also strengthens trust between the police and the community. Smart policing uses tools such as CCTV surveillance, body cameras, crime data analysis, GPS tracking, drones, and mobile reporting applications to improve police efficiency and responsiveness. Through these innovations, crimes can be prevented, solved more quickly, and evidence can be gathered more accurately. When people see that the police can act effectively and transparently through technology, their confidence and sense of security increase.

This theme suggests that technological innovation plays a dual role: it improves operational efficiency and also builds public trust. For instance, body cameras can provide transparency during police operations, reducing incidents of misconduct and ensuring accountability. Similarly, the use of data-driven crime mapping allows law enforcement to allocate resources strategically, preventing crimes before they occur. The visibility of these systems reassures the public that police are working proactively and fairly, which in turn promotes cooperation and community participation in maintaining peace and order.

The Broken Windows Theory, proposed by James Q. Wilson and George L. Kelling in 1982. This theory suggests that maintaining order and addressing minor crimes can prevent more serious offenses from happening. Smart policing aligns with this concept because technological tools enable the police to monitor communities effectively, respond faster to disturbances, and prevent escalation of crimes. By addressing problems early such as vandalism or theft law enforcement demonstrates control and presence, which deters further criminal activity and reassures the public of their safety.

Additionally, the Procedural Justice Theory by Tom Tyler also supports this theme. This theory emphasizes that people's trust and willingness to cooperate with the police depend on how fairly and respectfully they are treated. Smart policing systems, when used with transparency and fairness, enhance this perception of justice. For example, when citizens know that body cameras and digital reports ensure unbiased treatment, their respect for and confidence in the police increase.

In conclusion, "Smart Policing Boosts Safety and Public Confidence" reflects how the responsible use of technology in law enforcement leads to safer communities and stronger relationships between citizens and police. It shows that innovation, combined with fairness and accountability, is key to effective modern policing.

Informants describe their views on the effectiveness of the smart policing strategies of the PNP. I formulated the following themes that captured how informants describe their views on the effectiveness of the smart policing strategies of the PNP.

Eyes Everywhere: Tech, Tactics, and a Safer Street, This theme reflects the growing role of surveillance and technological tools in modern policing to enhance safety, crime prevention, and situational awareness. The phrase “eyes everywhere” symbolizes how technologies such as CCTV cameras, drones, body-worn cameras, GPS trackers, and real-time monitoring systems act as the “eyes” of law enforcement, extending their visibility beyond physical patrols. These innovations allow police to observe, detect, and respond to incidents more efficiently, creating safer public spaces and deterring criminal activity.

In essence, this theme highlights how technology amplifies human capability in policing. Through constant monitoring and data-driven tactics, law enforcement can anticipate risks and respond swiftly, reducing the time between detection and intervention. For example, CCTV cameras installed in busy areas not only record crimes but also serve as a preventive measure, discouraging offenders who know they are being watched. Similarly, drones can be deployed for crowd management or search-and-rescue missions, ensuring quick and safe responses to emergencies. The presence of these technologies represents a form of technological guardianship, where streets become safer because potential offenders are aware that they are being observed.

The Routine Activity Theory, developed by Lawrence Cohen and Marcus Felson in 1979. This criminological theory proposes that crime occurs when three elements converge: a motivated offender, a suitable target, and the absence of a capable guardian. Smart policing technologies effectively introduce capable guardianship into public spaces. Surveillance systems act as digital guardians that monitor potential targets and increase the likelihood of detection, thereby reducing criminal opportunities. For instance, the installation of CCTV cameras in public areas not only provides evidence for investigations but also deters potential offenders due to the perceived risk of being caught.

Additionally, the theme relates to the Deterrence Theory, which argues that individuals are less likely to commit crimes when they perceive a high probability of being detected and punished. The visibility of “eyes everywhere” strengthens this perception. When offenders realize that advanced surveillance systems can record and trace their actions, the fear of consequences discourages unlawful behavior.

In summary, “Eyes Everywhere: Tech, Tactics, and a Safer Street” encapsulates how surveillance and smart technologies contribute to public safety by combining human strategy with digital oversight. It demonstrates that through constant vigilance enabled by technology, policing becomes more proactive, crimes are deterred, and communities feel safer and more protected.

Cracks in the Code: When Progress Fails the Public, This theme highlights the challenges and unintended consequences that arise when technological advancements in policing and governance do not meet public expectations or fail to serve society effectively. While technology is often seen as a solution to improve safety, transparency, and efficiency, this theme emphasizes that progress can sometimes expose weaknesses such as misuse of power, privacy violations, unequal access, or system failures that can erode public trust instead of strengthening it. In other words, the “cracks in the code” represent the flaws, biases, and ethical issues embedded in systems that are meant to help but end up creating new problems.

In policing, for example, the use of surveillance cameras, data analytics, and facial recognition software is intended to enhance safety and accountability. However, when these tools are poorly implemented or used without proper oversight, they can lead to discrimination, false accusations, or privacy breaches. A community may feel more watched than protected, leading to public distrust and resentment toward law enforcement. This situation shows how progress can fail the public if technology is adopted without transparency, fairness, or community involvement. Technological progress must therefore go hand in hand with ethical governance and human-centered policies to

prevent such failures.

The Technological Determinism Theory, which suggests that technology drives social change and shapes human behavior.

According to this theory, societies often adopt new technologies assuming they will automatically bring improvement. However, this theme challenges that assumption by showing that technology alone cannot guarantee progress. Without ethical guidance and proper management, technology can deepen social inequalities and undermine public welfare. For instance, if only certain communities benefit from smart policing technologies while others face increased surveillance, then the promise of progress becomes unequal and unjust.

The Critical Theory of Technology, introduced by Andrew Feenberg. This theory argues that technology is not neutral it reflects the values, politics, and power structures of those who design and control it. This means that when technological systems fail the public, it is often because they were developed without sufficient consideration of social impact and inclusivity.

In conclusion, “Cracks in the Code: When Progress Fails the Public” serves as a reminder that innovation must be balanced with accountability and ethics. Real progress happens not only when technology advances but also when it truly benefits and protects the people it was designed to serve.

Smart policing strategies of the PNP affect the community trust and confidence in the PNP. I formulated the following themes that captured how Smart policing strategies of the PNP affect the community trust and confidence in the PNP.

Behind the Lens: Doubt in the Data Age, This theme explores the idea that even though technology and digital data are designed to improve transparency, efficiency, and accuracy especially in areas like policing and public safety there are still concerns about their reliability, interpretation, and ethical use. The phrase “behind the lens” refers to the use of surveillance tools such as CCTV cameras, body cameras, and data-driven systems that aim to capture the truth. However, the addition of “doubt in the data” suggests that people are questioning the credibility, fairness, and intentions behind these technologies. It reflects a growing public skepticism toward how data is collected, interpreted, and used by authorities.

In modern policing, data-driven approaches are often promoted as objective and neutral. However, biases can still exist in how data is gathered or analyzed. For example, algorithms that process crime statistics or facial recognition systems can reflect hidden biases based on race, class, or location. Additionally, footage from body cameras or CCTV may not always show the full context of an event, leading to misunderstandings or selective interpretation. When the public perceives that technology is being used unfairly or that data is manipulated, confidence in both the system and law enforcement declines. Thus, this theme underscores that transparency must go beyond data collection it must also involve responsible interpretation, accountability, and open communication.

The Social Construction of Technology (SCOT) theory. This theory argues that technology does not develop in isolation but is shaped by social, political, and cultural factors. It means that data and surveillance tools are not purely objective; they are influenced by the values and decisions of those who design and operate them. Therefore, when people lose trust in data, it is often because they question the intentions and social forces behind it, not the technology itself.

Another theory that relates is the Postmodern Theory of Truth, which suggests that truth can be fragmented and subjective depending on who controls the narrative. In the context of “Behind the Lens: Doubt in the Data,” this

means that even if data appears factual, it can still be selectively presented to support certain viewpoints or justify decisions.

In conclusion, the theme highlights the critical tension between technological progress and public trust. It reminds us that data and surveillance can only build safety and credibility when used with integrity, transparency, and fairness otherwise, doubt will always linger behind the lens.

Tech that Connects: Building Trust in Real Time, This theme emphasizes how modern technology can bridge the gap between law enforcement and the community by promoting transparency, quick communication, and cooperation. In today's digital era, tools such as mobile applications, online reporting systems, social media platforms, and real-time data sharing have become essential in strengthening public engagement. These technologies allow people to connect directly with authorities, report incidents instantly, and receive timely updates about safety concerns. This immediate interaction builds trust because citizens feel heard, supported, and included in maintaining peace and order.

The phrase “building trust in real time” reflects the idea that technology does not only make policing more efficient but also more relational. When communication happens instantly and openly, it reduces barriers between police and the public. For example, mobile hotlines or community alert apps allow citizens to send information quickly, while police can respond faster to emergencies. This constant two-way interaction helps prevent misunderstandings and demonstrates accountability. Transparency such as sharing verified updates, publishing crime statistics, or using body cameras to record real-time events strengthens public confidence that law enforcement acts fairly and responsibly. Thus, technology becomes not just a tool for surveillance or control but a means to connect, inform, and empower communities.

The Communication Theory of Trust, which suggests that trust is built and maintained through consistent, open, and reciprocal communication. In the context of policing, real-time technology enhances this process by allowing instant information exchange between citizens and authorities. The faster and clearer the communication, the stronger the trust becomes. People are more likely to support and cooperate with institutions that communicate transparently and respond promptly to their concerns.

Another relevant theory is the Collaborative Governance Theory, which highlights that effective governance arises when the public and government institutions work together toward shared goals. Technology facilitates this collaboration by providing platforms where both sides can share input, monitor progress, and co-create solutions in real time.

In conclusion, the theme “Tech that Connects: Building Trust in Real Time” shows that technology's greatest power lies not only in its efficiency but in its ability to create genuine connections. When digital tools are used to promote transparency, responsiveness, and cooperation, they transform policing from authority-centered to community-centered, ultimately fostering lasting public trust.

Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community. I formulated the following themes that captured how views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community.

Digital Shields: Tech, Tactics, and Safer Streets, Digital Shields: Tech, Tactics, and Safer Streets, This theme illustrates how technology serves as a protective layer for both the public and law enforcement in maintaining peace, order, and safety. The term “digital shields” symbolizes the use of modern tools such as CCTV cameras, body-worn cameras, crime mapping software, drones, and digital communication systems that act as barriers against crime and

threats. These technologies enable police officers to detect danger, gather evidence, and respond to incidents more efficiently, all while minimizing risks to their safety. By combining technology and strategic policing tactics, communities become safer and more secure.

This theme suggests that innovation in policing does not only improve operations but also enhances the sense of security among citizens. For example, surveillance cameras and body-worn cameras increase accountability and transparency, reducing instances of misconduct and false accusations. Predictive analytics and data-driven decision-making help officers identify crime-prone areas and deploy resources more effectively, preventing criminal activity before it occurs. Drones and GPS tracking systems provide real-time situational awareness during emergencies, improving coordination and response time. Together, these digital tools create a shield that strengthens both community safety and police effectiveness.

The Routine Activity Theory, proposed by Cohen and Felson in 1979. The theory states that crime occurs when a motivated offender, a suitable target, and the absence of a capable guardian converge. Through the lens of this theory, digital technologies serve as “capable guardians” in modern society. CCTV cameras, security sensors, and patrol monitoring systems act as ever-present eyes that deter offenders by increasing the risk of being caught. The presence of these digital guardians disrupts criminal opportunities, helping to keep streets safer. Another applicable theory is the Crime Prevention Through Environmental Design (CPTED) theory. CPTED emphasizes that crime can be prevented through the design and organization of physical environments. Digital shields enhance this concept by extending it into the virtual realm where technology contributes to designing safer digital and physical spaces through surveillance, monitoring, and rapid communication.

In conclusion, “Digital Shields: Tech, Tactics, and Safer Streets” conveys how technology, when effectively integrated with sound policing strategies, becomes a protective force that promotes safety, trust, and accountability. It represents the idea that in a digital age, safeguarding communities is not only about physical presence but also about smart, technology-driven protection that empowers both citizens and law enforcement.

Trust in the Balance: Ethics, Eyes, and Expectations, This theme explores the delicate relationship between technological surveillance, moral responsibility, and public confidence in law enforcement. It reflects the idea that while technology such as CCTV cameras, facial recognition systems, and body-worn cameras can improve transparency and safety, they also raise important ethical questions about privacy, fairness, and accountability. The “balance” refers to finding the middle ground between using technology to ensure public protection and respecting individuals’ rights and freedoms. “Eyes” symbolize the constant surveillance enabled by modern tools, while “expectations” represent the public’s demand for both safety and ethical behavior from authorities.

This theme emphasizes that trust is fragile and must be earned through responsible and ethical use of technology. For example, if surveillance systems are used transparently and only for legitimate purposes, they can strengthen trust by showing that law enforcement values honesty and accountability. However, when technology is used for excessive monitoring, discrimination, or political control, it damages public confidence and creates fear rather than security. The key challenge, therefore, is maintaining a balance where technology supports justice without violating ethical and human rights standards.

The Ethical Theory of Utilitarianism, introduced by philosophers Jeremy Bentham and John Stuart Mill. Utilitarianism suggests that actions should aim to produce the greatest good for the greatest number. In the context of smart policing, this means that technology should be used to maximize public safety and welfare while minimizing harm or intrusion. Ethical decision-making in technology use should always consider whether the benefits to society outweigh potential risks to privacy and trust.

Another relevant framework is the Procedural Justice Theory, proposed by Tom Tyler. This theory explains that people's trust in authority depends not only on the outcomes of police actions but also on the fairness of the processes. When law enforcement applies technology in ways that are transparent, respectful, and consistent with ethical standards, citizens are more likely to view them as legitimate and trustworthy.

In summary, "Trust in the Balance: Ethics, Eyes, and Expectations" captures the ongoing tension between technological progress and moral responsibility. It reminds us that true public trust is not achieved through surveillance alone but through the ethical, transparent, and fair use of technology that respects both safety and human dignity.

Challenges or concerns does the community observed on the smart policing strategies of the PNP. I formulated the following themes that captured how challenges or concerns does the community observed on the smart policing strategies of the PNP

The Wired for Safety, Held Back by Gaps, This theme captures the paradox of modern policing and governance in the digital age. It suggests that while society is increasingly equipped with advanced technologies designed to improve safety such as surveillance systems, crime databases, mobile reporting apps, and communication networks there are still significant gaps that prevent these tools from reaching their full potential. These "gaps" may refer to issues such as lack of resources, poor system integration, uneven access to technology, limited digital literacy, data privacy concerns, or weak infrastructure. As a result, even though communities are "wired" or connected through technology, these shortcomings hinder the effectiveness of safety initiatives.

This theme emphasizes that technological advancement alone cannot guarantee public safety. For instance, CCTV cameras and body-worn devices may exist in urban centers but are often lacking in rural or remote areas where crime prevention is equally important. Similarly, smart policing systems may be in place, but without proper maintenance, training, or coordination, their impact remains limited. Another key aspect is the digital divide citizens without internet access or smartphones may be excluded from digital safety programs, creating inequality in protection and participation. Therefore, the theme points to the need for a more inclusive, well-supported, and sustainable technological framework that ensures everyone benefits equally from innovation.

The Diffusion of Innovation Theory by Everett Rogers. This theory explains how new technologies spread within a society and how factors such as access, awareness, and resources influence adoption. In the context of policing, some institutions or communities adopt smart technologies quickly, while others lag behind due to budget constraints or lack of expertise. These differences create technological gaps that affect the overall effectiveness of safety systems.

Another theory that relates is the Systems Theory, which views organizations and societies as interconnected structures where each part must function properly for the whole system to succeed. When one part such as technology infrastructure, funding, or training is weak, the entire system's safety efforts are compromised.

In conclusion, "Wired for Safety, Held Back by Gaps" highlights both the promise and the limitations of digital transformation in public safety. It reminds us that technology can only protect effectively when its benefits are accessible, inclusive, and supported by strong systems, continuous improvement, and equal opportunity for all communities.

The Watching the Watchers: Trust on a Tightrope, This theme explores the fragile balance between accountability and authority in the use of technology within policing and surveillance systems. It reflects the growing public awareness and concern about who monitors those in power and how their actions are regulated. The phrase "watching the watchers" suggests that as law enforcement agencies use advanced technologies such as CCTV cameras,

facial recognition, and data analytics to monitor the public, citizens and oversight institutions also have a responsibility to ensure these technologies are used ethically and transparently. Meanwhile, “trust on a tightrope” conveys how delicate and easily shaken public confidence can be when issues of privacy, power, and transparency are at stake.

This theme underscores that trust in law enforcement and technology is not unconditional it must be continually earned through accountability and openness. When surveillance tools are used properly, they enhance safety and protect citizens; however, when misused or applied without clear oversight, they can lead to abuse of power, discrimination, or violation of privacy rights. These situations create tension and skepticism among the public, making trust precarious balanced like a tightrope that could tip at any moment. Thus, “Watching the Watchers” calls for stronger mechanisms to monitor police conduct, data handling, and technological ethics to maintain the public’s faith in modern policing.

The Social Accountability Theory. This theory emphasizes the importance of transparency, oversight, and citizen participation in holding institutions accountable for their actions. In the context of policing, this means ensuring that surveillance technologies are subject to regulations, audits, and independent reviews to prevent misuse. When people see that authorities are also being monitored and held responsible, trust in the system increases.

The Foucault’s Panopticism, derived from Michel Foucault’s work on surveillance and power. Foucault argued that surveillance creates a power dynamic where individuals modify their behavior because they believe they are being watched. However, when the watchers themselves are not monitored, this imbalance can lead to oppression and loss of freedom. Applying this idea, “Watching the Watchers” implies that for technology-driven policing to be fair and just, those in power must also be observed and evaluated.

In summary, “Watching the Watchers: Trust on a Tightrope” highlights the importance of transparency, ethical oversight, and shared accountability in maintaining public confidence. Trust can only be sustained when power is balanced, and technology serves the people not the other way around.

SUMMARY, FINDINGS, AND IMPLICATIONS

This chapter presents the summary, findings, conclusions, and implications based on the data secured through a series of the interview using the interview guide, voice recorder. The study was conducted to provide an in-depth study about the Smart Policing Strategies of the Philippine National from the Point of View of the Community Residents in Cebu City.

Summary

This study aimed to delve into the views of the community residents on the Smart policing strategies of the Philippine National Police (PNP) Cebu City, Philippines.

This study seeks to answer the following sub-problems

Views of the informants on the implementation of smart policing strategies of the PNP

1. What are your general views on the implementation of smart policing strategies within the PNP? How have these strategies influenced the overall approach to policing and crime prevention?

2. Can you share specific instances where the implementation of smart policing strategies has led to significant improvements in law enforcement operations?
3. Why do you think these strategies are beneficial for both law enforcement officers and the communities they serve?
4. What limitations or drawbacks have you observed in the current implementation of smart policing strategies?
5. What factors do you believe hinder the full adaption of effectiveness use of smart policing strategies within the PNP?

II. Informants describe their views on the effectiveness of the smart policing strategies of the PNP.

1. Can you describe your overall views on the effectiveness of the smart policing strategies implemented by the PNP? What specific improvements or successes have resulted from these strategies?
2. How have these strategies enhanced law enforcement operations and crime prevention?
3. Can you share a particular case or situation where smart policing strategies proved highly effective? In what ways do you think these strategies could be further improved to maximize their effectiveness?

III. Smart policing strategies of the PNP affect the community trust and confidence in the PNP

1. How have the smart policing strategies influenced the community's trust and confidence in the PNP? In what ways have these strategies improved or strengthened the relationship between law enforcement and the community?
2. Can you share any specific examples where smart policing strategies have positively impacted public perception and trust in the PNP?
3. Have there been any concerns or challenges that have affected the level of trust and confidence in the police force due to these strategies?
4. Overall, do you think smart policing strategies have made the PNP more reliable and trustworthy in the eyes of the community? Why or Why not?

IV. Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community

1. Safety in your community? In what ways have these strategies contributed to reducing crime rates or enhancing security measures?
2. Can you share any specific instances where smart policing methods have effectively address criminal activities

or improve public safety?

3. How have smart policing strategies influenced crime prevention and public safety? Have there been any limitations or challenges in implementing smart policing strategies that impact crime prevention?
4. Overall, do you believe smart policing has positively transformed public safety and crime prevention efforts? Why or why not?

V. Challenges or concerns does the community observed on the smart policing strategies of the PNP

1. What challenges or concerns have the community observed regarding the implementation of smart policing strategies within the PNP?
2. How do these concerns affect the community's trust and cooperation with law enforcement?
3. In what ways do you think these challenges impact the effectiveness of smart policing efforts in maintaining security and order?
4. Are there any specific aspects of smart policing that the community finds problematic or in need of improvement?
5. Please elaborate. What recommendations would you suggest to address these concerns and enhance the implementation of smart policing strategies within the community?

This study utilized the qualitative research method and employing the phenomenological approach. The individual in-depth interview was conducted in Cebu City. The researchers came up with 15 informants coming from the barangay pasil, barangay suba and barangay sawang calero for this study. Moreover, the fifteen informants were 15 community residents of the said barangays who are barangay officials, business owners and professionals.

Each informant possessed at least two to three years of hands-on experience, actively contributing through various forms of support, coordination, and technological integration aimed at enhancing law enforcement efficiency and community safety.

These informants participated in comprehensive interviews to share their perspectives and experiences. The recorded data were analyzed deductively to identify distinct and relevant themes within specific categories.

We employed a semi-structures interview guide as the primary research instrument. The interview guide is designed with open ended questions to facilitate in-depth exploration of the lived experiences of the informants regarding the implementation of the smart policing strategies of the PNP. This interview guide consists of the following parts: Part I. Views of the informants on the implementation of smart policing strategies of the PNP, Part II. is Informants describe their views on the effectiveness of the smart policing strategies of the PNP, Part III. Smart policing strategies of the PNP affect the community trust and confidence in the PNP, Part IV. Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community, Part V. Challenges or concerns does the community observed on the smart policing strategies of the PNP. The interview guide (IG) was validated and duly approved by the panel members. The interview was conducted and supplemented with field notes and a voice recorder for the documentation of the responses which was consented by the informants.

Findings

From the gathered data, through the recorded response of the

(15) informants, (10) substantial emergent themes were created. These themes formulated are as follows:

Views of the informants on the implementation of smart policing strategies of the PNP. There are (2) Emergent themes namely: Tech without trust falls flat and Smart Policing Boosts Safety and Public Confidence.

Informants describe their views on the effectiveness of the smart policing strategies of the PNP. There are (2) Emergent themes namely: Eyes Everywhere: Tech, Tactics, and a Safer Street and Cracks in the Code: When Progress Fails the Public.

Smart policing strategies of the PNP affect the community trust and confidence in the PNP. There are (2) Emergent themes namely: Behind the Lens: Doubt in the Data Age and Tech that connects building trust in real time.

Views of the informants on the impacts of smart policing strategies on crime prevention and public safety in the community. There are (2) Emergent themes namely: Digital Shields: Tech, Tactics, and Safer Streets and Trust in the Balance: Ethics, Eyes, and

Expectations.

Challenges or concerns does the community observed on the smart policing strategies of the PNP. These are (2) Emergent Themes namely: Wired for Safety, Held Back by Gaps and Watching the Watchers: Trust on a Tightrope.

Implications

Implications for Practice

From the inquiry's findings, the following recommendations, suggestions, and measures for implementation are hereby offered:

The Philippine National Police (PNP) should continue refining its smart policing strategies by incorporating lessons from this study. Future efforts should focus on enhancing officer training, improving program implementation, and allocating resources based on evidence-driven practices. The PNP is encouraged to regularly evaluate the effectiveness of its strategies to ensure continuous improvement.

The Department of the Interior and Local Government (DILG) should develop targeted national programs that support smart policing at the local level. Future initiatives should focus on resource allocation, officer training, and monitoring the implementation of modernization programs to ensure strategic impact.

The Local Government Units (LGU) should strengthen collaboration with police units to support smart policing initiatives. Future policies should promote technological adoption, improve coordination with law enforcement, and ensure local programs align with community safety objectives. LGUs are encouraged to create platforms for regular feedback from both the police and community residents.

The National Police Commission (NAPOLCOM) should establish clear standards and benchmarks for assessing the efficiency and effectiveness of smart policing strategies. Future policies should prioritize the alignment of modernization initiatives with national law enforcement goals and ensure that best practices are consistently applied across regions.

Future efforts should continue fostering transparency, trust, and cooperation between police and the community. Residents should be engaged through community forums, consultations, and participatory programs to strengthen

police-community relations and support collaborative crime prevention initiatives.

Future researchers should build on this study by conducting further investigations into the effectiveness of smart policing strategies. Comparative studies across different regions, longitudinal research, and evaluations of technological innovations in law enforcement are recommended to advance knowledge in this field.

This study should serve as a foundation for exploring new perspectives in police modernization, criminology, and public administration. Future research is encouraged to adopt interdisciplinary approaches, examine innovative policing methods, and contribute to the ongoing development of evidence-based law enforcement practices.

Implications for Future Studies

The researcher recommends the conduct of in-depth inquiry on the following topics.

1. An exploration of the impact of technology integration and data-driven
2. Approaches on the effectiveness of smart policing programs.
3. An in-depth exploration of the lived experiences of police officers implementing smart policing initiatives.
4. Examining the influence of inter-agency collaboration and data sharing among law enforcement and local government units on smart policing implementation.
5. Exploring the strategies used by police administrators and officers to address ethical, technical, and logistical challenges in smart policing operations.

REFERENCES

Book

1. Alexander, M. (2010). *The new Jim Crow: Mass incarceration in the age of colorblindness*. The New Press.
2. Boeije, H. (2009). *Analysis in qualitative research*. Sage Publications.
3. Ellul, J. (1964). *The technological society* (J. Wilkinson, Trans.). Random House.
4. Lewin, K. (1951). *Field theory in social science: Selected theoretical papers*. Harper & Row.
5. Miles, M. B., & Huberman, A. M. (1994). *Qualitative data analysis: An expanded sourcebook* (2nd ed.). Sage Publications.
6. Paley, J. (2016). *Phenomenology as qualitative research: A critical analysis of meaning attribution*. Routledge.
7. Palma, E. A., & Tadiar, M. C. (2020). *The role of technology in modern policing: Examining the Philippine National Police*. Philippine Journal of Public Administration.
8. Republic Act No. 6975. (1990). *An act establishing the Philippine National Police under a reorganized Department of the Interior and Local Government, and for other purposes*. Official Gazette of the Republic of the Philippines. <https://www.officialgazette.gov.ph/1990/12/13/republic-act-no-6975/>
9. Sabater, R. S. (2019). *Community policing in the Philippines: Building bridges between police and society*. Asian Journal of Criminology.
10. Weisburd, D. (2015). *The importance of police practices: Linking police strategy and crime is good for the policeman, too*. *Criminology & Public Policy*, 14(1), 249–257. <https://doi.org/10.1111/1745-9133.12115>

Journal

1. Afzal, M., & Panagiotopoulos, P. (2020). Smart policing: A critical review of the literature. *Lecture Notes in Computer Science*, 12219, 59–70. https://doi.org/10.1007/978-3-030-58951-6_6
2. Alincastre, J. B., & Dalugdog, R. B. (2023). Internal stakeholders' evaluation of the Philippine National Police electronic-project systems. *IIARI International Journal of Social Science*.
3. Braga, A. A., & Schnell, C. (2013). Evaluating place-based policing strategies. *Police Quarterly*, 16(3), 339–357. <https://doi.org/10.1177/1098611113491965>
4. Chan, J. B. (2001). The technological game: How information technology is transforming police practice. *Criminal Justice*, 1(2), 139–159.
5. Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13(3), 319–340. <https://doi.org/10.2307/249008>
6. Dela Cruz, R., Santos, J., & Villanueva, E. (2021). Crime mapping in the Philippines: A tool for effective policing. *Journal of Crime and Justice*.
7. Ekaabi, M. A., Khalid, K., Davidson, R., Kamarudin, A. H., & Preece, C. (2020). Smart policing service quality: Conceptualisation, development, and validation. *Policing: An International Journal*, 43(5), 707–721. <https://doi.org/10.1108/PIJPSM-02-2020-0022>
8. Elphick, R., Button, M., Shepherd, D., & Park, D. (2021). Building trust in digital policing: A scoping review of community policing apps. *Police Practice and Research*, 23(4), 384–402. <https://doi.org/10.1080/15614263.2021.1884391>
9. Escalona, M. B. (2020). E-policing in the PNP Laoag City Police Station: Case study. *International Journal of Innovative Science and Research Technology*.
10. Goldstein, H. (1979). Improving policing: A problem-oriented approach.
11. *Crime & Delinquency*, 25(2), 236–258.
12. Guba, E. G. (1981). Criteria for assessing the trustworthiness of naturalistic inquiries. *Educational Communication and Technology Journal*, 29, 75–91.
13. Llena, E. A., & Bagtaso, M. M. A. (2024). Implementation of national police clearance system. *EPRA International Journal of Multidisciplinary Research*, 10(1), 1–15.
14. Manalo, E. P. (2021). Community trust in police: Evaluation of smart policing strategies. *International Journal of Criminal Justice*, 5(1).*
15. Maranga, M. S. (2023). Policing the territorial waters of the Philippines.
16. *International Journal of Law and Politics Studies*, 5(2), 18–26.* Sandelowski, M. (1997). “To be of use”: Enhancing the utility of qualitative
17. *research. Nursing Outlook*, 45(3), 125–132. [https://doi.org/10.1016/S0029-6554\(97\)80013-7](https://doi.org/10.1016/S0029-6554(97)80013-7)
18. Sarrico, C. S., Ferreira, L. D., & Silva, L. F. (2013). Polqual: Measuring service quality in police traffic services. *International Journal of Quality and Service Sciences*, 5(3), 275–299. <https://doi.org/10.1108/IJQSS-08-2013-0021>
19. Skogan, W. G. (2006). Asymmetry in the impact of encounters with police. *Journal of Social Issues*, 62(1), 65–81. <https://doi.org/10.1111/j.1540-4560.2006.00437.x>
20. Smith, J., & Park, L. (2023). Rethinking police funding: A new approach to community safety. *Journal of Public Policy*, 15(3), 45–60.*
21. Taylor, A. (2021). The impact of the George Floyd case on policing in America. *American Journal of Sociology*, 127(2), 123–140.*
22. Weisburd, D. (2015). The importance of police practices: Linking police strategy and crime is good for the policeman, too. *Criminology & Public Policy*, 14(1), 249–257. <https://doi.org/10.1111/1745-9133.12115>

Internet Source

23. Ali, S. M., Damaso, M. M., & Dela Peña, V. M., Jr. (2020). Policing the cyberspace: Cybersecurity management. *Philippine Public Safety College*.
24. Congress of the Philippines. (1990). Republic Act No. 6975. <https://www.officialgazette.gov.ph>

25. Congress of the Philippines. (1998). Republic Act No. 8551. <https://www.officialgazette.gov.ph>
26. Congress of the Philippines. (2003). Republic Act No. 9208. <https://www.officialgazette.gov.ph>
27. Congress of the Philippines. (2012). Republic Act No. 10173. <https://www.officialgazette.gov.ph>
28. Congress of the Philippines. (2018). Republic Act No. 10973. <https://www.officialgazette.gov.ph>
29. Leikuma-Rimicane, D., Calica, M. C., & Enriquez, J. A. (2023). Location and type of crimes in the Philippines. arXiv. <https://arxiv.org>
30. Mamalian, C. A. (2014). The use of computerized crime mapping. National Institute of Justice. <https://nij.ojp.gov>
31. National Police Commission. (2024). Memorandum Circular No. 46: National Crime Prevention Program.
32. Reyes, L. M., & Santos, J. D. (2024). E-policing in the PNP Laoag City Police Station. Scribd.
33. Sachdeva, N., & Kumaraguru, P. (2014). Online social media and police in India. arXiv. <https://arxiv.org>
34. Sachdeva, N., & Kumaraguru, P. (2015). Characterising behavior and emotions on social media. arXiv. <https://arxiv.org>

APPENDIX C INFORMED CONSENT FORM

University of Cebu Research Office

(032) 255 – 7777 local 183

Informed Consent for the Study on SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF THE COMMUNITY RESIDENTS IN CEBU CITY.

Name of Principal Investigator: Junmark A. Ramos, Walter Dave V.

Padigos, Julian J. Gelbolingo

Name of Organization : University of Cebu – MAIN

Name of Proposal : SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF THE COMMUNITY RESIDENTS IN CEBU CITY.

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 1: Information Sheet

Introduction

The researchers are from the University of Cebu –Main Campus presently enrolled in 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 THE

COMMUNITY RESIDENTS IN CEBU CITY. 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

One key goal of research concerning smart policing is to assess and enhance the efficiency of police methods. Recently, the PNP has integrated various innovations, including data analysis and crime mapping, to foresee and avert criminal activities. Research focused on these methods facilitates an evaluation of their influence on crime statistics and the level of trust within the community.

Type of Research Intervention

Smart policing in the Philippines, especially within the Philippine National Police (PNP), aims to utilize data and

technology to enhance crime prevention and ensure community safety. Research activities are vital in developing effective smart policing methods. Community-based participatory research (CBPR) represents an essential type of research engagement from the viewpoint of residents in Cebu City.

Community-based participatory research focuses on engaging community members throughout the entire research process, including problem identification, solution implementation, and evaluation. This method guarantees that policing tactics are informed by data while also being tailored to meet the particular needs of the community. In Cebu City, these interventions might include surveys, focus group discussions, and public gatherings to capture feedback from residents regarding crime trends, feelings of safety, and their experiences with local policing. For instance, a Community-based participatory research initiative could examine the effects of heightened police presence in specific areas. Researchers might collaborate with community members to gather information on crime statistics, residents' sense of safety, and their views on police effectiveness both before and after the implementation of increased patrols. This information could help adjust patrol strategies, ensuring they are efficient and aligned with what the community requires. Another possible focus for research initiatives is the creation of community-oriented policing programs. Using Community-based participatory research, it could be possible to pinpoint particular challenges that affect the relationship between law enforcement and the community, including distrust or poor communication. Joint projects could then be designed based on these insights to promote understanding and collaboration, such as community discussions, youth mentoring programs, or collaborative problem-solving meetings.

Participant selection

The researchers are inviting community residents of Barangay Pasil, Barangay Suba and some portions of Barangay Sawang Calero from Cebu City to participate this study.

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 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 Smart Policing Strategies Of The Philippine National Police (PNP): From The Point Of View Of The Community Residents In Cebu City. 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 for participating in this research. However, your response to this research will greatly help the researcher, to contribution to public safety and community empowerment of the Smart Policing Strategies Of The Philippine National Police (PNP): From The Point Of View Of The Community Residents In Cebu City. This could provide enhanced public safety with technology integration in the Philippines.

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.

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
Page 17127

wish to ask questions later, you may contact any of the following:

Junmark A. Ramos – 09222144533 junmarkramos1129@gmail.com

Walter Dave V. Padigos - 09701725988 walterdavepadigos88@gmail.com Julian J. Gelbolingo – 09701222559 gelbolingojulian2003@gmail.com

Atty. Dodelon Sabijon Ph.D. Crim – email add: delonucgs@gmail.com Dr. Renato Sagayno – 09212297427 – UC Main Research Director Dr. Juanito N. Zuasula Jr., MD – 233-5503 (UC CAREC)

This research project has been reviewed and scrutinized by the technical panel of the University of Cebu-Main Campus 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'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). Illiterate participants should include their thumbprints 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. individual in-depth interview
2. record the proceeding of the interview
3. manually record other responses/ answers during the interview

I confirm that the participant was allowed 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 C INFORMED CONSENT FORM

University of Cebu Research Office

(032) 255 – 7777 local 183

Informed Consent for the Study on SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF THE COMMUNITY RESIDENTS IN CEBU CITY.

Name of Principal Investigator: Junmark A. Ramos, Walter Dave V.

Padigos, Julian J. Gelbolingo

Name of Organization : University of Cebu – MAIN

Name of Proposal : SMART POLICING STRATEGIES OF THE
PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF THE COMMUNITY RESIDENTS
IN CEBU CITY.

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 1: Information Sheet

Introduction

Ang mga nagtuon gikan sa University of Cebu – Main Campus og kasamtangang naenroll sa Bachelor of Science in Criminology and conducting qualitative research entitle **SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE (PNP): FROM THE POINT OF VIEW OF THE COMMUNITY RESIDENTS**

IN CEBU CITY. 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 adunay 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

Kining pagtuon nagtinguha sa pagsusi ug paghatag og lawom nga pagsabot sa mga pamaagi sa “smart policing” nga gigamit sa Philippine National Police (PNP) Station 6 sa Cebu City, gikan sa panan-aw sa mga munulupyo sa barangay pasil, barangay suba og ubang bahin sa barangay sawang calero. Dugang pa, susihon niini ang kaepektibo ug mga epekto sa pagpatuman niining mga pamaagi base sa ilang mga kasinatian ug mga panabot.

Type of Research Intervention

Kini nga pagtuon naglakip sa kinse ka mga informante, lima kanila mahiubos sa barangay officials samtang ang laing lima mo paubos sa gitawag nga negosyante og ang nahibiling lima mupaubos sa gi tawag nga professional. 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 ka munulupyo gikan sa barangay pasil, suba og gamay nga dapit sa sawang calero, para mo participate ani nga pagtuon.

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 bisan pa og niuyon ka nga muapil kaganiha og dili kini gamiton kontra nimo. Og kung ikaw muoyon sa paagi niining maong pagtuon kana akong dakong pasalamat.

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 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 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.

Risks

Ang mga tig interview mangutana sila bahin sa smart policing

strategies sa Philippine National Police didto sa munulupyo sa barangay pasil, barangay suba og ubang bahin sa barangay sawang calero, sa ilang mga pag tan-aw ani. Dili ka pugson ug dili pod ka agdahon nga tubagon ang tanang ipangutana. Kon dili ka ganahan motubag sa uban nga mga pangutana tungod kay dili ka komportable, ang imong desisyon pagasabton ug dili ka kinahanglan maghatag og rason sa imong pagdumili o pagtanggì nga moapil sa interbyu. Labaw pa, makasalig ka nga ang imong mga tubag nga ihatag dili ipanghatag sa uban.

Benefits

Ang mga interbyu mangutana bahin sa mga estratehiya nga Smart Policing sa Philippine National Police (PNP): Gikan sa punto sa mga Personahe sa kini nga butang. Dili ka mapugos sa pagtubag sa bisan unsang mga pangutana nga dili ka komportable, ug ang imong desisyon nga dili motubag sa pipila ka mga pangutana nga tahuron.

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 interbyuwars og ang nagtuon lamang ang makalantaw niini. Ang mga impormasyon kabahin nimo anaay numero o code og dili ang imong ngalan. Ang reseracher 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 pangutana, 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:

Junmark A. Ramos – 09222144533 junmarkramos@gmail.com Walter Dave V. Padigos - 09701725988 walterdavepadigos88@gmail.com Julian J. Gelbolngo – 09701222559 gelbolngojulian2003@gmail.com

Atty. Dodelon Sabijon Ph.D. Crim – email add: delonucgs@gmail.com Dr. Renato Sagayno – 09212297427 – UC

Main Research Director

Dr. Juanito N. Zuasula Jr., MD – 233-5503 (UC CAREC)

Kini nga proyekto sa pagtuon girebyu og gituki sa teknikal panel sa University of Cebu-Main Campus 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). Illiterate participants should include their thumbprints 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:

individual in-depth interview

record the proceeding of the interview

manually record other responses/ answers during the interview

I confirm that the participant was allowed 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 E

SAMPLE VERIFICATION FORM OF TRANSCRIPTION INDIVIDUAL IN-DEPTH INTERVIEW

Informants : Informants 1

Age : 45 years old

Session No. : 1

Date/ s : September 11, 2025

Time Started : 1:09 PM

Time Ended : 1:28 PM

Duration : 19 minutes and 3 seconds

Location : Cebu City

Interviewed by : Junmark A. Ramos, Julian J. Gelbolingo,
Walter Dave

V. Padigos

Transcribed by : Junmark A. Ramos

Reviewed by : Atty. Dodelon F. Sabijon

Adviser : Mr. Vanz Rover Nillama

Line number	Responses	Code
Q1	Hmm let me think about that. So I have said earlier I haven't been out lately but I am aware of that how I see what about program about the PNP program to help us stop those crimes especially here in our area. I think it would be effective, basically it would help the residents feel safer if ever they would be able to see that a lot of police officers in the area roaming around doing some checks and it helps a lot although I haven't personally experience it since I have been staying inside our house most of the time.	

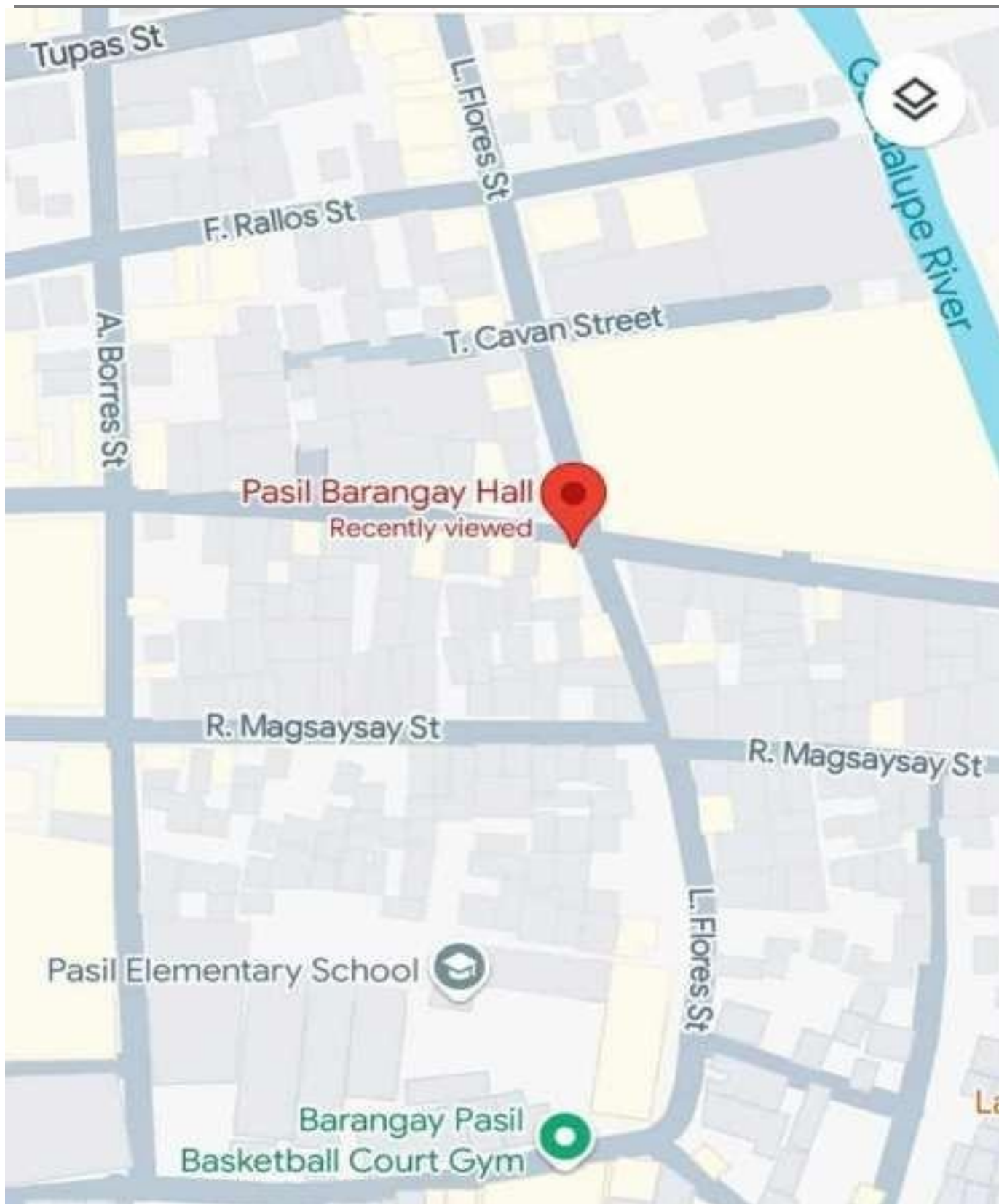
Q2	Hmm so let me just cite 1 example. It happened like 2 days ago so it was like early in the morning around 2 or 3 am so I was still awake doing my job since I have been working from home. So I heard a lot of noises and when I checked I saw someone got caught. It was a thief actually so because of the policy of the program of the PNP they were able to catch the thief. Basically that would help us residents hmm we would be able to feel much safer because the police officers are just around the corner. They will be able to assist and help us in case there will be like something like there will be criminals around. I think it is really good improvement.	
Q3	Hmm well point of view for us residents ahmm we will be safer because they will be around, a lot of policemen are always visible at the area. Now for the police, it would help them because if they hmm I mean once they implement this policy or they have been doing this for maybe a few months already. Ahm crime rate will be lower so their job will be easier so it is beneficial for both the policemen and the residents.	
Q4	Hmm first I noticed that ahmm it is not consistent. I am saying that sometimes I see them sometimes I don't so it is a challenge maybe because they don't have enough staff to do the work this kind of policing our area and considering that cebu city is quite big. They might have staffing shortage. That's the reason why ahmm you don't see them as much as they wanted to be visible in our area.	

Question	Key Response	Emerging Theme
Q5	Smart policing is beneficial but inconsistent due to the limited number of police officers.	Adequate staffing and consistency
Q6	Effective implementation requires sufficient personnel and familiarity with the community. Residents now understand that police visibility is intended to prevent crime rather than respond to incidents.	Staffing, community familiarity, preventive policing
Q7	The program has reduced theft, loitering, and drug-related activities, making the community safer.	Crime reduction and community safety
Q8	Police visibility effectively deters crime when enough officers regularly patrol designated areas.	Police visibility as crime deterrence

Q9	A recent arrest demonstrated the program's effectiveness; however, consistent implementation remains necessary.	Program effectiveness and implementation consistency
Q10	Residents now perceive police as protectors rather than responders. Increased interaction has improved communication and cooperation.	Improved police–community relationship
Q11	Seeing the same officers regularly increases familiarity and strengthens public trust in the police.	Trust through regular police presence
Q12	No significant issues were observed, and the program is viewed as beneficial to the community.	Positive community perception
Q13	The PNP receives positive feedback, but routine and consistent patrols are needed to sustain public confidence.	Positive perception and routine patrols
Q14	Criminals tend to avoid areas where police officers are highly visible, contributing to lower crime rates.	Police visibility discourages crime
Q15	Routine patrols resulted in the arrest of a thief and increased residents' sense of security and vigilance.	Successful crime prevention
Q16	At the beginning of implementation, residents misunderstood the program, believing officers were searching for offenders instead of preventing crime.	Initial misunderstanding of preventive policing
Q17	The program has significantly improved the community's overall sense of safety.	Enhanced community safety
Q18	No major implementation challenges were identified except the need for greater consistency in patrols.	Consistency as the primary challenge
Q19	Regular interaction with the same officers increases familiarity and strengthens public trust in the PNP.	Familiarity builds trust
Q20	Lack of trust from residents could hinder the successful implementation of the smart policing program.	Importance of public trust
Q21	The respondent observed considerable improvements and identified no additional concerns.	Overall satisfaction with the program
Q22	The respondent repeatedly emphasized that the success of the program depends on consistent implementation and regular police presence.	Consistency as the key recommendation

APPENDIX F LOCATION MAP







APPENDIX G

SAMPLE CODED SIGNIFICANT STATEMENTS

Table. Significant Statements from the Informants on the Implementation of Smart Policing Strategies

Statement No.	Significant Statement	Line No.	Informant No.
1	Police visibility makes residents feel safer, and increased patrols are viewed as a positive improvement.	1	I1
2	The main drawback is the inconsistency of implementation due to insufficient police personnel.	5	I1
3	Smart policing makes it easier for the public to contact the police through technology.	3	I2
4	Smart policing becomes ineffective if the public has no access to the required technology.	4	I2
5	Mobile patrols discourage criminal activity because offenders are less likely to commit crimes when police are visible.	1	I3
6	Compared with previous years, police officers are now more visible and actively conduct foot patrols.	3	I3
7	CCTV footage and social media recordings enable police to quickly access evidence and investigate crimes without relying solely on witnesses.	3	I4
8	Technologies such as drones improve police safety while effectively monitoring dangerous situations.	1	I5
9	Smart policing enables faster police response during emergencies and incidents.	2	I6
10	Body cameras and dashcams improve transparency, accountability, and public confidence in police operations.	1	I7
11	Smart policing shifts policing from reactive to preventive approaches while improving operational efficiency through technology.	1	I8

12	The use of technology, intelligence, and data analytics strengthens crime prevention, criminal investigation, and law enforcement.	1	I9
13	Technology such as drones reduces crime opportunities while improving officer safety during patrols.	1	I10
14	Smart policing modernizes police services by enabling faster responses through data-driven decision-making.	1	I11
15	Mobile patrol tracking, text hotlines, and online reporting make it easier for citizens to communicate with the police.	1	I12
16	Smart policing improves coordination, utilizes e-blotter systems, and promotes transparency through body-worn cameras.	1	I13
17	Smart policing promotes crime prevention through CCTV, social media monitoring, online reporting, and increased police visibility, making residents feel safer.	1	I14

APPENDIX H

SAMPLE OF FORMULATION OF CORE MEANING

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
Basically, it would help the residents feel safer if ever they would be able to see that a lot of police officers in the area roaming around doing some checks... I think it is a really good improvement. I1:SS1	Routine police checks boost residents' sense of safety. FM1
It is not really consistent, that's a drawback. To implement this, PNP has to have a lot of police officers... considering that Cebu City is quite big, they might have staffing shortage I1:SS5	Inconsistent police visibility weakens smart policing in Cebu City's wide coverage. FM2
It's beneficial because it makes it much easier to reach them, as long as you have access to the necessary technology. I2:SS3	Smart policing improves access, but depends on residents having the right technology. FM3
Even if smart policing is implemented, if the public isn't given access to the required technology, it becomes ineffective. I2:SS4	Smart policing only works if the public has access to needed technology. FM4
For instance, when police officers are out conducting mobile patrols, it tends to discourage criminal activity. A potential offender would likely think twice before committing a crime. I3:SS1	Visible mobile patrols deter crime by making offenders think twice. FM5
We can also see that it's effective, especially when compared to previous years when police officers would mostly just stay stationed at outposts. Now, things have changed; they're more visible, actively patrolling on foot. I3:SS3	Smart policing boosts visibility and effectiveness over old outpost methods. FM6
Actual videos of crime scenes can now be easily viewed, even without the need for witnesses, through CCTV footage. In terms of the community, people nowadays can also record or go live on social media, and those live videos can be accessed by the police. This benefits law enforcement because they can clearly see the crime scenes or the actual incidents that took place, eliminating the need for	CCTV and social media offer instant evidence, reducing reliance on witnesses and improving police response.

multiple witnesses. These are the kinds of advantages that both the community and law enforcement can gain. I4:SS3	FM7
It's extremely useful. Modern technology is genuinely valuable. With tools like drones, police no longer have to take as many risks. Through drones they can see who's fighting or causing trouble and observe what's happening from above. Even if the drone is damaged or shot down, no lives are lost, so it's a very practical and effective too. I5:SS1	Drones enhance police safety and situational awareness through aerial monitoring of disturbances. FM8
Yes, it has made a huge difference, this so-called smart policing strategy. The police can now respond much faster whenever incidents happen in the area. That's why this smart policing strategy is really a good and effective approach. I6:SS2	Smart policing enhances response efficiency and contributes to community safety. FM9
I can say, sir, that this initiative is very helpful for us citizens, especially in cases where crimes are committed. For example, the use of body cameras or dashcams by PNP officers is a great way to ensure transparency and	Body cams and dashcams promote transparency and accountability in crime-related encounters. FM10

accountability during operations. I7:SS1	
In my view, the PNP's Smart Policing initiative is a strategic and commendable move. Why do I consider it a good move? Because it enhances the efficiency of our police force and keeps them aligned with modern technological advancements. They're no longer just reactive; they now focus more on prevention, which is a critical improvement. I8:SS1	Smart policing represents a strategic shift toward efficiency and technology-driven crime prevention. FM11
From my perspective, the implementation of smart policing strategies within the PNP is a progressive step, especially in today's modern era. These approaches utilize technology, data, and intelligence to enhance criminal investigations, crime prevention, and law enforcement. This has significantly transformed the overall approach to policing. I9:SS1	Smart policing leverages technology to strengthen investigations, prevention, and law enforcement efforts. FM12

From my perspective, the new smart policing strategies that use technology are a very positive change. They reduce opportunities for crime and also lower the risks for police officers because of the tools they now have. For example, drones can be deployed to conduct aerial patrols in dangerous areas that both deters crime and helps prevent incidents before they happen. I10:SS1	Drones are perceived as effective tools for crime deterrence and officer safety. FM13
For me, the smart policing strategies implemented by the PNP are a good development. They have helped make their services more modern and effective. For example, they can now respond more quickly to where crimes occur because they are using data and technology. I11:SS1	Smart policing utilizes data and technology to enhance police services and accelerate crime response. FM14
I think the smart policing strategies are a good change. The use of mobile patrol tracking and text hotlines really helps. Before, it was hard to contact police, but now we can easily send a report through text or online. I12:SS1	Smart policing improves reporting through mobile patrols and text hotlines. FM15
For me, the implementation of smart policing is good because the PNP's system is now more organized. They don't just take action after a complaint, they now have data and coordination starting from the barangay level. They also have an e-blotter system that allows easy access to records, so when there's a case or complaint, they can quickly trace it. Before, it took a long time before cases were recorded, but now it's automatic. The police also use body cameras during operations, which shows transparency in their work. I13:SS1	Smart policing improves coordination, speeds up case tracking, and promotes transparency. FM16
For me, the implementation of smart policing strategies by the PNP is a big help to our community. Before, the police were mostly focused on responding after a crime happened, but now, they are more active in preventing crimes. I noticed that they are using technologies like CCTV, social media monitoring, and even coordination through online reports. It feels like they are more visible and alert now. This approach helps lessen fear among residents and makes people feel more secure walking around the area, even at night. I14:SS1	Smart policing shifts from reactive to preventive, using tech to boost safety. FM17

APPENDIX I

SAMPLE OF DEVELOPMENT OF CLUSTER THEMES AND EMERGENT THEMES

DEVELOPMENT OF CLUSTER THEMES

Formulated Core Meanings	Cluster Themes
Routine police checks boost residents' sense of safety. FM1	I. Perceived Safety and Crime Deterrence II. Technology-Enabled Access and Responsiveness III. Transparency and Evidence-Based Policing IV. Strategic and Preventive Orientation V. Operational Gaps and Coverage Challenges
Inconsistent police visibility weakens smart policing in Cebu City's wide coverage. FM2	
Smart policing improves access, but depends on residents having the right technology. FM3	
Smart policing only works if the public has access to needed technology. FM4	
Visible mobile patrols deter crime by making offenders think twice. FM5	
Smart policing boosts visibility and effectiveness over old outpost methods. FM6	
CCTV and social media offer instant evidence, reducing reliance on witnesses and improving police response. FM7	

Drones enhance police safety and situational awareness through aerial monitoring of disturbances. FM8	
Smart policing enhances response efficiency and contributes to community safety. FM9	
Body cams and dashcams promote transparency and accountability in crime-related encounters. FM10	
Smart policing represents a strategic shift toward efficiency and technology-driven crime prevention. FM11	
Smart policing leverages technology to strengthen investigations, prevention, and law enforcement efforts. FM12	
Drones are perceived as effective tools for crime deterrence and officer safety. FM13	
Smart policing utilizes data and technology to enhance police services and accelerate crime response. FM14	
Smart policing improves reporting through mobile patrols and text hotlines. FM15	
Smart policing improves coordination, speeds up case tracking,	

and promotes transparency.

FM16

Smart policing shifts from reactive to preventive, using tech to boost safety. FM17