

Policing The Future: Community Stories on the Philippine National Police (PNP) Smart Policing Shift

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ABSTRACT

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

The data gathered through semi-structured interviews and direct observations were transcribed and subjected to thematic analysis. From this process, significant statements were extracted and categorized into core meanings that evolved into emergent themes, which represent the community's evaluation of smart policing strategies. For the views on the implementation of smart policing strategies, two (2) emergent themes were identified, namely: "Police Presence as a Source of Security" and "Systematic and Organized Implementation." For the perceived effectiveness of smart policing strategies, two (2) emergent themes emerged, namely: "Crime Reduction and Deterrence" and "Faster Police Response and Accessibility." Regarding the effects on community trust and confidence, two (2) themes were drawn: "Increased Trust and Accountability" and "Strengthened Police–Community Relations." As for the impact on community and public image, two (2) themes were found: "Improved Public Image and Approachability" and "Safer Communities and Stronger Cooperation." Lastly, for the challenges and concerns, three (3) emergent themes were developed: "Sustainability and Maintenance Issues," "Adaptability of Criminals and Social Concerns," and "Inclusivity and Accessibility Gaps."

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

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

THE PROBLEM AND ITS SCOPE INTRODUCTION

In the modern era, policing has evolved from traditional reactive models to data-driven, technologically supported systems that prioritize prevention, efficiency, and accountability. This transformation, known as smart policing, integrates modern technology, data analytics, and community partnerships to enhance law enforcement's capacity to prevent and respond to crime. Smart policing strategies emphasize innovation in policing practices by utilizing digital tools such as surveillance systems, communication networks, and information-sharing platforms to make policing more intelligent, transparent, and responsive to the needs of society. In essence, smart policing seeks not only to reduce crime but also to promote trust, collaboration, and mutual responsibility between the police and the community.

Globally, police organizations have recognized the critical role of technology in maintaining public safety and addressing increasingly complex forms of criminal behavior. Developed nations such as the United States, the United Kingdom, Singapore, and South Korea have successfully implemented data-driven policing programs that employ predictive analytics, closed-circuit television (CCTV) systems, and computer-aided dispatching to ensure quick and informed responses to crime. In these countries, law enforcement agencies rely on real-time information sharing and digital platforms that allow better coordination, intelligence-led operations, and accountability to the public. The success of these programs demonstrates how technological innovation, when properly managed, can improve both operational efficiency and public trust in law enforcement institutions.

However, the introduction of smart policing technologies also brings new challenges and ethical considerations. Global discussions often revolve around issues of privacy, data management, human rights, and the digital divide. The use of surveillance cameras and data analytics may create concerns about the misuse of information or the potential for intrusive monitoring of citizens. Therefore, successful implementation of smart policing requires not only advanced technology but also proper governance, policy frameworks, and continuous dialogue between law enforcement agencies and the community. When these aspects are balanced, technology can serve as a powerful tool in building safer, more transparent, and more resilient societies.

In the Philippine context, the Philippine National Police (PNP) has embarked on various modernization efforts aimed at integrating technology into its daily operations. Guided by its long-term development framework, Patrol Plan 2030, and in alignment with the Safe Philippines Project, the PNP has begun implementing initiatives designed to strengthen its operational capability through smart policing strategies. These include the deployment of CCTV networks in key areas, the use of e-blotter systems for faster and more accurate crime documentation, and the adoption of mobile patrol systems to improve field coordination. Moreover, the integration of information and communication technologies (ICT) enables real-time communication between police stations and command centers, thereby improving the PNP's ability to respond quickly to incidents and emergencies.

Smart policing in the Philippines represents a significant shift from traditional policing methods that were often criticized for being reactive, fragmented, and reliant on manual reporting. By embracing technology, the PNP aims to achieve its vision of becoming a “highly capable, effective, and credible police service.” The modernization of law enforcement operations is also a response to the changing nature of crime—where cybercrime, online fraud, and technology-assisted offenses have become prevalent. Through these innovations, the PNP seeks to enhance its investigative capacity, strengthen community relations, and ensure public safety in an increasingly digital world.

In Danao City, Cebu, the local government and the PNP have collaborated to implement these smart policing initiatives at the community level. The city's rapid urbanization and growing population have heightened the need for advanced policing methods that can effectively address issues of crime prevention, public safety, and community order. Among the notable initiatives are the installation of CCTV cameras in strategic areas, the establishment of a city command center, and the use of digital communication systems that allow faster coordination between barangay tanods and police personnel. These local efforts reflect the city's proactive stance toward integrating technology in governance and law enforcement.

Despite these developments, there remain questions about how effectively smart policing strategies are implemented and how they are perceived by the public. Community perception plays a critical role in determining the overall success of these initiatives. Even the most sophisticated technologies will fail to produce desired outcomes if the community views them with suspicion or distrust. Understanding the attitudes and experiences of residents allows policymakers and law enforcement leaders to evaluate whether these technologies genuinely improve safety, transparency, and confidence in the PNP.

This study draws inspiration from several theoretical foundations that explain how technology influences both organizations and communities. The Unified Theory of Acceptance and Use of Technology (UTAUT) developed by Venkatesh et al. (2003) provides a framework for understanding how individuals accept and use new technologies. It posits that people's behavioral intentions toward technology depend on factors such as performance expectancy, effort expectancy, social influence, and facilitating conditions. Applying this theory to

policing, it suggests that the community's acceptance of smart policing depends on their belief that technology improves safety, is easy to understand, is supported by peers and authorities, and has the necessary infrastructure to function effectively.

Another relevant theoretical framework is Technological Determinism, introduced by Thorstein Veblen and later expanded by Marshall McLuhan. This theory asserts that technology is a major force shaping human behavior, culture, and institutions. In the context of law enforcement, it implies that technological innovations like CCTV, data analytics, and digital communication do not merely support policing they redefine how policing operates and how communities experience safety. The theory highlights that as technology advances, policing structures and community relationships evolve in response. In this way, smart policing is not simply a tool but a transformative force that influences organizational behavior, citizen expectations, and public trust.

Additionally, Kurt Lewin's Organizational Change Theory offers insight into how institutions adapt to innovation. Lewin proposed a three-step process of unfreezing, changing, and refreezing to describe how organizations manage transitions. Within the PNP, this process can be observed as the institution moves from traditional policing methods (unfreezing), to integrating smart technologies into daily operations (changing), and finally institutionalizing these innovations as part of its organizational culture (refreezing). The theory emphasizes that effective change requires clear communication, training, leadership, and stakeholder participation factors essential in the sustainable adoption of smart policing strategies.

Globally, the adoption of smart policing technologies has yielded measurable outcomes in reducing crime rates, improving public confidence, and enhancing police efficiency. For example, the CompStat system in New York City allows police administrators to use data analytics for crime mapping and trend analysis, resulting in faster and more targeted interventions. In Singapore, the use of real-time surveillance and artificial intelligence in monitoring public spaces has contributed to the city's low crime rate and high sense of safety. These examples demonstrate how the strategic use of technology, combined with community engagement, can redefine modern policing.

In the Philippines, while the implementation of smart policing remains in its early stages, cities like Cebu, Davao, and Quezon have shown promising results. The integration of digital systems in these areas has enhanced coordination between agencies, improved crime reporting, and strengthened emergency response mechanisms. However, disparities in technological infrastructure and resource allocation continue to pose challenges, particularly in smaller or developing localities. Danao City, in this sense, serves as a meaningful case for understanding how technology-based policing functions within a mid-sized urban environment where progress and limitations coexist.

The success of smart policing ultimately depends not only on the technology itself but also on the cooperation and participation of the community. Residents must perceive these innovations as beneficial, fair, and respectful of their privacy and rights. Building mutual trust between the police and the public remains the foundation of effective policing, whether traditional or smart. If citizens feel empowered and protected rather than watched or controlled, smart policing can become a catalyst for deeper civic engagement and improved social cohesion.

Therefore, this study aims to explore and assess the implementation of smart policing strategies of the Philippine National Police from the perspective of community residents in Danao City. Specifically, it seeks to understand how the community perceives these strategies in terms of their effectiveness, challenges, and influence on public trust and cooperation. The insights gathered will help guide policy decisions and future improvements in the application of technology in law enforcement.

Theoretical Background

The Unified Theory of Acceptance and Use of Technology (UTAUT), the Technological Determinism Theory, AND the Organizational Change Theory.

The Unified Theory of Acceptance and Use of Technology (UTAUT) developed by Venkatesh et al. (2003)

serves as a comprehensive framework for understanding how individuals and organizations adopt and utilize new technologies. It identifies four major determinants of technology acceptance: performance expectancy (the belief that technology improves job performance), effort expectancy (the ease of using the technology), social influence (the impact of others' opinions on usage), and facilitating conditions (the organizational and technical infrastructure supporting its use). These constructs influence the behavioral intention of individuals to adopt and continuously use technological systems.

In the context of smart policing, UTAUT provides a lens to evaluate how both PNP officers and community members perceive the use of technology in law enforcement. For example, police officers may be more willing to use digital tools such as e-blotter systems, CCTVs, or crime-mapping software if they believe these tools make their work more efficient (performance expectancy) and are easy to operate (effort expectancy). Similarly, community residents are more likely to support and engage with police technologies if they are influenced by trusted peers or community leaders (social influence) and if they have the resources and knowledge to access these systems (facilitating conditions).

The application of UTAUT in this study helps explain the varying degrees of acceptance and cooperation between the police and the community. When technologies are perceived as useful, accessible, and well-supported, both officers and citizens are more likely to engage positively with them, leading to higher trust and cooperation. Conversely, if the community finds the tools complex or invasive, resistance and mistrust may develop.

Ultimately, the UTAUT framework underscores that technology adoption in policing is not just about providing tools but also about ensuring that users both within and outside the organization understand and value the benefits of these innovations. By applying this theory, the study highlights the social and psychological factors that determine how effectively Smart Policing Strategies are received and sustained within Danao City.

Thorstein Veblen's Technological Determinism Theory posits that technological innovation is the principal force shaping social structures, behaviors, and institutions. According to this theory, the introduction of new technology inevitably transforms how individuals and organizations function, often leading to broader societal change. Applied to policing, this means that the adoption of digital and data-driven tools not only modernizes police operations but also reshapes the culture of law enforcement and its relationship with the community.

In the context of Smart Policing, technological determinism suggests that innovations such as CCTV networks, digital reporting systems, and predictive crime analytics influence how law enforcement interacts with citizens and how the community perceives safety and accountability. The presence of these technologies creates an environment where transparency and real-time response become new social expectations. As these systems become more integrated into policing, they redefine notions of surveillance, privacy, and community participation.

For the Philippine National Police, particularly in Danao City, technological determinism explains how modernization efforts such as the implementation of the PNP's Patrol Plan 2030 have changed the organizational mindset from reactive policing to proactive, intelligence-based strategies. These shifts are not merely technical but also cultural, requiring officers to adapt to data-based decision-making and encouraging citizens to see technology as a shared tool for safety rather than a means of control.

This theory, therefore, helps situate Smart Policing within the broader context of social transformation. It emphasizes that the effects of technology go beyond efficiency they extend to shaping norms, behaviors, and power dynamics between law enforcement and the public. Understanding these dynamics allows the study to assess how technological progress both enhances and challenges traditional community relations in Danao City.

Kurt Lewin's Organizational Change Theory provides a valuable framework for understanding how institutions like the PNP manage transformation. Lewin proposed a three-step process: unfreezing, changing, and refreezing. The first stage, unfreezing, involves preparing an organization to recognize the need for change by addressing resistance and creating motivation. The second stage, changing, is where new systems, technologies, and practices are introduced. Finally, refreezing stabilizes these changes by embedding them into the organization's

culture, policies, and daily operations.

In applying this theory to Smart Policing, unfreezing can be seen in the PNP's acknowledgment of the need to modernize and rebuild public trust. The changing phase corresponds to the actual implementation of digital tools such as mobile patrol systems, data analytics, and surveillance technologies. The refreezing stage represents the institutionalization of these technologies into standard operating procedures, ensuring they become permanent features of police practice.

This framework is particularly useful in understanding how the PNP in Danao City navigates internal and external challenges during modernization. For example, officers may initially resist adopting new technologies due to lack of training or fear of accountability. However, through effective leadership, training programs, and policy reinforcement, these practices can become normalized and widely accepted.

Lewin's theory emphasizes that successful change requires not only introducing innovation but also managing people's attitudes, beliefs, and behaviors toward it. In the case of smart policing, this means aligning technological reforms with organizational readiness and community engagement. When the PNP manages this process effectively, it can sustain technological reforms that are both efficient and community-centered.

The implementation of Smart Policing Strategies in the Philippines is anchored on both theoretical and legal foundations that guide the modernization of the Philippine National Police (PNP). Legally, the framework is supported by Republic Act No. 6975 (The DILG Act of 1990), which institutionalizes the PNP and mandates continuous modernization to ensure peace and order. Republic Act No. 10173 (Data Privacy Act of 2012) complements this by protecting citizens' rights to data privacy, ensuring that the use of surveillance and digital reporting systems adheres to ethical and legal standards. Furthermore, Executive Order No. 103 (2020) promotes digital governance across public institutions, empowering the PNP to adopt integrated information systems for crime prevention and service delivery. The PNP P.A.T.R.O.L. Plan 2030 provides the strategic roadmap for developing a highly capable and credible police organization that leverages technology and community participation. Collectively, these legal instruments establish the institutional groundwork for implementing smart policing in an accountable, transparent, and sustainable manner.

In support of these policies, several scholarly works emphasize the importance of integrating technology with community-based policing. Weisburd and Telep (2014) argued that smart policing must balance technological efficiency with public trust to ensure legitimacy. Lum, Koper, and Willis (2017) found that data-driven policing significantly reduces crime when supported by proper training and accountability systems. Trojanowicz and Bucqueroux (1990) highlighted the role of community partnerships in sustaining public cooperation within modern policing frameworks. Mazerolle, Bennett, and Antrobus (2019) demonstrated that procedural fairness more than technology drives citizen cooperation with police. Meanwhile, Taylor (2017) introduced the concept of data justice, emphasizing the ethical use of data in law enforcement. Complementing these, empirical studies reinforce the local and contextual relevance of smart policing. Caballes and Hernandez (2019) revealed that e-blotter systems improved reporting efficiency but faced maintenance issues. De Guzman and Reyes (2020) found that public satisfaction with smart policing depends on visible community engagement. Rigor and Valencia (2021) highlighted the uneven implementation of Community and Service-Oriented Policing (CSOP) programs in Cebu. Samonte and Lacambra (2021) showed that CCTVs enhanced safety perceptions but required active monitoring to sustain effectiveness. Lastly, Llanes and Ylanan (2022) discovered that digital complaint systems increased youth participation but challenged older residents with low digital literacy. Together, these related literature and studies reinforce that smart policing succeeds not merely through technological adoption, but through the integration of ethical, organizational, and community-driven practices grounded in strong legal frameworks.

Weisburd and Telep emphasized that the success of modern policing lies in combining technology with community engagement. Their study introduced the idea that while smart policing tools such as surveillance cameras and crime databases enhance efficiency, they cannot replace human trust and cooperation. This literature supports the present study by affirming that the technological aspect of smart policing must be complemented by transparency and citizen involvement to gain public legitimacy. (Weisburd and Telep 2014)

Lum, Koper, and Willis explored the implementation of the Smart Policing Initiative (SPI) in the United States, focusing on data analytics, predictive policing, and real-time information sharing. Their findings revealed that smart policing significantly reduced property and violent crimes when combined with continuous officer training and community feedback mechanisms. This literature is relevant to the current study as it underscores the importance of capacity-building and responsiveness within police organizations, which parallels the PNP's modernization efforts under its Patrol Plan 2030. (Lum, Koper, and Willis 2017)

Mazerolle and colleagues conducted a meta-analysis on police legitimacy and public cooperation, concluding that procedural justice defined by fairness, respect, and transparency has a stronger impact on public cooperation than mere police presence or technology. This literature relates to the present study by demonstrating that smart policing in Danao City must be implemented with fairness and accountability to maintain the trust and participation of the community. (Mazerolle, Bennett, and Antrobus 2019)

Taylor introduced the concept of data justice, emphasizing that the use of technology in law enforcement must uphold fairness, equity, and human rights. He argued that data-driven policing must be guided by ethical standards to prevent misuse of surveillance and profiling. This literature provides an important foundation for understanding the ethical dimensions of smart policing, particularly as the PNP integrates digital reporting, CCTV systems, and predictive tools in its daily operations. (Taylor 2017)

Trojanowicz and Bucqueroux pioneered the principles of Community-Oriented Policing (COP), which advocates for collaboration between police and the public in solving local problems. They highlighted that policing should not only be about crime control but also about building relationships that foster shared responsibility for safety. This concept aligns closely with smart policing in the Philippine context, where the effectiveness of technology-driven initiatives depends heavily on community trust and cooperation. (Trojanowicz and Bucqueroux 1990)

Caballes and Hernandez conducted a study assessing the implementation of e-blotter systems in several Philippine cities. They found that the use of digital reporting improved efficiency and accountability in handling police records but was hindered by system maintenance issues and lack of technical training. This study supports the current research by showing the practical benefits and limitations of technological adoption within the PNP. (Caballes and Hernandez 2019)

De Guzman and Reyes compared community satisfaction with smart policing strategies between Cebu City and neighboring municipalities. Their findings revealed that residents were more satisfied when police communication and public education were strong. This study is relevant to the present research since it highlights the role of information dissemination and public awareness in enhancing community trust in smart policing efforts. (De Guzman and Reyes 2020)

Rigor and Valencia examined the Community and Service- Oriented Policing (CSOP) program in Cebu Province and found uneven implementation across barangays. Areas with active police-community collaboration reported better peace and order outcomes. This study aligns with the current research as it demonstrates that localized and participatory approaches improve the success of smart policing initiatives. (Rigor and Valencia 2021)

Samonte and Lacambra explored the public perception of CCTV use and police visibility in small Philippine cities. They found that residents felt safer when CCTV cameras were functional and closely monitored. However, they also noted skepticism when technical issues or misuse of footage occurred. This finding supports the present study's aim to assess how technology influences community perceptions of safety and police effectiveness in Danao City. (Samonte and Lacambra 2021)

Llanes and Ylanan investigated the use of digital reporting tools, such as social media platforms and mobile complaint systems, in Central Visayas. Their study revealed that younger residents actively used these platforms to report crimes, while older citizens struggled with digital literacy. This is relevant to the current research since Danao City also exhibits generational and digital divides that affect how effectively residents can engage with smart policing tools. (Llanes and Ylanan 2022)

THE PROBLEM

Statement of the Problem

This study delved into the views of the community resident on the Smart Policing Strategies Of The Philippine National Police (PNP) in Danao City, Cebu, Philippines. This study seeks answered the following subproblems:

1. What are the views of the informants on the implementation 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 smart policing strategies of the PNP affect the community trust and confidence in PNP
4. What are the views of the informants on the impact of the smart policing and public society on the community.
5. What are the challenges or concern does the community observed on the smart policing strategies in the PNP?

Significance of the Study

The study's findings on the effectiveness of the Philippine National Police's (PNP) smart policing strategies can benefit various stakeholders, including:

PNP Personnel: Enhance smart policing practices by leveraging technology, data-driven approaches, and community engagement, ultimately improving crime prevention and investigation.

Local Communities: Foster trust and cooperation between law enforcement and the public through effective and responsive policing, leading to safer and more secure communities.

Department of the Interior and Local Government (DIL Government): Inform policy and program development for smart policing, enabling evidence-based decision-making and resource allocation.

Local Government Units. The study provides valuable insights for LGUs, especially in Danao City, by showing how residents perceive the implementation of smart policing strategies. These findings can guide LGUs in improving community-based peace and order programs, allocating resources for surveillance and communication systems, and promoting transparency and accountability. By integrating citizen feedback into local policymaking, LGUs can ensure that technological interventions effectively address community needs and enhance public safety.

National Police Commission (NAPOLCOM). For NAPOLCOM, the study offers important data that can help refine policies and performance standards related to police modernization. The community's feedback on smart policing provides a basis for improving monitoring, training, and accountability mechanisms across all police units. The findings can also guide NAPOLCOM in ensuring that technological reforms are implemented ethically, transparently, and in line with community-oriented policing principles.

Philippine National Police (PNP). The research benefits the PNP by providing direct community feedback on the effectiveness of smart policing initiatives such as CCTVs, e-blotters, and mobile patrols. The results highlight areas for improvement in sustainability, communication, and community engagement. These insights can help the PNP develop more inclusive and responsive operational plans, supporting the goals of the PNP P.A.T.R.O.L. Plan 2030 toward becoming a credible and technologically capable police force that fosters stronger public trust and cooperation.

Other Law Enforcement Agencies: Learn from the PNP's experiences, successes, and challenges in implementing smart policing strategies, facilitating the adoption of best practices.

Policymakers: Develop informed policies and guidelines that support the effective implementation of smart policing initiatives, addressing the unique needs and challenges of local communities.

Researchers. Through this study, researchers will gain deeper insights into community perspectives on police public image, expanding their understanding of the collected data.

Future Researchers. Build upon the study's insights and findings, exploring new avenues for research and analysis that can further enhance the PNP's smart policing capabilities. By examining the PNP's smart policing strategies, this study contributes to improved public safety, enhanced community relationships, and increased organizational effectiveness, ultimately supporting the PNP's mission to serve and protect the Filipino people.

RESEARCH METHODOLOGY

Research Design

The Transcendental Phenomenological Qualitative Design is a research approach that seeks to understand and describe the essence of a phenomenon as experienced by individuals, setting aside the researcher's own biases and preconceived notions. This design focuses on exploring how people perceive and make sense of their lived experiences in order to uncover the underlying meaning and shared structures of those experiences.

This approach was primarily developed and popularized by Edmund Husserl (1859–1938), a German philosopher widely recognized as the father of phenomenology. Husserl introduced transcendental phenomenology as a method of examining consciousness and human experience “as they appear” to individuals, free from external assumptions or interpretations. The term transcendental refers to the process of “transcending” one's subjective perspective through what Husserl called *epoche* or bracketing—a process in which the researcher suspends personal judgments, biases, and prior knowledge to see the phenomenon purely from the viewpoint of the participants.

Later, American scholar Clark Moustakas (1994) expanded and formalized Husserl's ideas in his work *Phenomenological Research Methods*, providing a structured framework for qualitative researchers. Moustakas emphasized that transcendental phenomenology focuses not only on describing participants' experiences but also on reaching the essence or invariant structure of those experiences. He outlined systematic steps such as *epoche* (bracketing), phenomenological reduction, imaginative variation, and synthesis of meaning to ensure the rigor and depth of phenomenological inquiry.

In the context of qualitative research, transcendental phenomenology is particularly suitable when the goal is to understand human experiences and the meanings people attach to them rather than to test hypotheses or measure variables. The researcher becomes an instrument of understanding, seeking to capture participants' authentic voices and perspectives. Data collection is typically done through in-depth interviews, focus group discussions, and observations, allowing participants to articulate their lived experiences in detail.

Applying this design to the present study, the researcher aims to explore the lived experiences and perceptions of community residents in Danao City regarding the Smart Policing Strategies implemented by the Philippine National Police (PNP). Through the transcendental phenomenological approach, the study seeks to describe how residents experience, interpret, and evaluate these strategies in terms of their effectiveness, implementation, and impact on public trust and safety. By setting aside personal biases and assumptions, the researcher focuses on understanding the phenomenon purely through the perspectives of the participants thereby uncovering the essence of how smart policing is lived and perceived within the community.

This approach is ideal for this research because smart policing, as an emerging technological innovation in law enforcement, is best understood through the subjective insights and experiences of those directly affected by it

the community residents. The transcendental phenomenological method allows these experiences to be explored in depth, leading to a richer, more authentic understanding of how technology-driven policing influences community life, safety, and trust in the PNP.

Researchers made use of qualitative analysis, observation, and exploration with the aid of interviews. This research seeks to understand the lived experiences of community members by analyzing their descriptions and evaluations of police practices in their area. Through this method, researchers aim to uncover the essence of their experiences, providing meaningful insights into how Smart Policing is viewed and received by the public.

The participants of this study consist of a total of ten (10) informants, specifically selected community residents of Danao City. These include barangay officials, local business owners, youth leaders, senior citizens, and ordinary citizens who have firsthand knowledge or interaction with PNP programs and services. Their experiences and perspectives provide valuable input in understanding the relevance, strengths, and limitations of Smart Policing initiatives as perceived at the grassroots level.

Research Environment

This study was conducted in Danao City, a component city located in the northern part of Cebu Province, Philippines. Danao City is part of the Central Visayas region and lies approximately 33 kilometers north of Cebu City. It covers a land area of about 107.30 square kilometers, serving as a key urban and economic center in the northern part of the province.

According to the latest census data, Danao City has a population of approximately 156,321 people. The city is known for its vibrant local economy, which is driven by industries such as gun-making, agriculture, trading, and manufacturing. It is also home to various public institutions, including schools, hospitals, government offices, and law enforcement agencies. The city has a diverse population, with Cebuanos making up the majority, alongside residents from other regions of the Philippines who have migrated for work or education.

Danao City is a strategically important location for law enforcement due to its growing population, urban development, and economic activity. The Philippine National Police (PNP) in Danao City plays a vital role in ensuring public safety, enforcing laws, and implementing crime prevention programs. In recent years, the local PNP has adopted several Smart Policing Strategies, which integrate technology, data analysis, and community-based approaches to enhance policing effectiveness.

This study focuses on the community's perspective on these strategies, particularly how local residents perceive the PNP's efforts in using smart methods to prevent crime, improve police response, and strengthen community relations. Danao's urban and semi-urban setting makes it an ideal location for evaluating the practical application and public reception of such strategies.

The research involved selected communities across different barangays in Danao City to ensure a representative understanding of how Smart Policing impacts various sectors of the population. These areas were chosen based on their population density, reported crime rates, and visibility of police operations. Community members were interviewed to gather insights into their awareness, experiences, and trust in the PNP's evolving approach to public safety through smart policing initiatives.

Research Informants

The study included fifteen (15) informants from selected barangays in Danao City, Cebu, who have (2) two to (3) three years of lived experiences observing or interacting with the Philippine National Police (PNP) and its implementation of smart policing strategies within their communities. The informants were chosen based on their direct involvement, observations, and familiarity with local law enforcement activities and community-based programs.

These participants include the following: five (5) barangay officials, five (5) local business owners, five (5)

middle class. These individuals were purposively selected due to their relevant experiences and roles in the community that enable them to provide valuable insights into how smart policing strategies affect public safety, community trust, and local engagement with law enforcement.

Each of these informants participated in individual indepth interviews (IDI) conducted within their respective communities in Danao City. These interviews served as the primary method of data collection, allowing each participant to express their views, experiences, and perceptions regarding the PNP's adoption of technology-driven and community-based policing methods. Their diverse perspectives contributed to a well-rounded understanding of how smart policing strategies are received, understood, and evaluated by the public.

Research Instruments

The research instrument used in this qualitative study is a semi- structured interview guide composed of four parts. This instrument was developed to explore the perceptions, experiences, and insights of community residents regarding the Smart Policing Strategies implemented by the Philippine National Police (PNP) in Danao City. The phenomenological method guided the structure of the instrument, ensuring that the questions would elicit rich, detailed, and reflective responses from the participants.

The first part of the research instrument delves into the lived experiences of community residents in relation to their encounters with Smart Policing Strategies. This section explores how residents perceive police presence, the use of technology (such as CCTV, mobile patrols, and data-driven crime prevention), and community-based initiatives led by the PNP.

The second part focuses on the challenges or concerns that community members observe or experience in connection with these strategies. It seeks to uncover gaps in implementation, possible issues in communication or trust between police officers and residents, and any unintended consequences of technologybased policing.

The third part examines how community residents respond to or cope with these challenges. It explores whether the community feels empowered, involved, or sidelined in the process of ensuring local safety and how they view their role in partnership with the police.

Finally, the fourth part of the research instrument explores the aspirations and suggestions of the informants to improve Smart Policing Strategies in their locality. This section invites recommendations on how the PNP can strengthen its relationship with the community and improve the use of technology, transparency, and inclusivity in policing practices.

To ensure accurate documentation of the data, the researchers utilized field notes and audio and video recordings during the face-to- face interviews, with the full consent of the informants.

This approach helped avoid confusion or misattribution of responses, ensuring that each statement was clearly connected to the correct participant.

The researchers are responsible for preparing and organizing the interview process. This includes identifying qualified informants, scheduling interviews at a time and place convenient for them, discussing confidentiality protocols, providing consent forms, and making sure participants are comfortable and informed throughout the process. These measures help build trust and create an environment conducive to open, honest, and meaningful dialogue.

Research Procedure

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

world settings to understand the explicit and implicit rules governing daily life.

Data Collection. Prior to the interview, the researchers prepared and submitted a formal transmittal letter duly signed and approved by the Dean of the Criminology Department. This letter was addressed to specific barangays and local government offices in Danao City to seek permission to conduct the interviews with the selected community informants. Once approval was granted, the researchers coordinated with barangay officials and community leaders to schedule the interviews.

The data were gathered primarily through face-to-face interviews, with the assistance of a voice recorder to ensure the accuracy and integrity of the responses. Before the interview began, each participant was provided with a consent letter and an informed consent form. These documents explained the purpose of the study, the confidentiality of their responses, and their voluntary participation. Participants were also reminded to answer the questions truthfully and completely.

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

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

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

Data Analysis. Through immersive narrative analysis, we'll explore the PNP's lived experiences with smart policing, uncovering rich textures of meaning and context that reveal the complexities of their daily work, challenges, and triumphs. By engaging deeply with their stories, we'll identify resonant themes, subtle patterns, and nuanced insights that reveal the intricacies of their perspectives on technology integration, community engagement, and innovative problem solving. Our analysis will weave together fragments of narrative, coded and categorized with care, to craft a nuanced understanding of smart policing's human dimensions, highlighting the PNP's adaptive strategies, collaborative efforts, and commitment to public service.

Ethical Considerations The identities of the informants will be treated with confidentiality, and prior permission will be obtained from the participants before the interviews to be conducted. When researchers prioritize ethics, they're not just following rules - they're building trust with the people they're studying, and with the world at large. By being transparent, honest, and respectful, researchers can create a ripple effect of positivity that extends far beyond their own work. They're contributing to a culture of accountability, innovation, and progress that can change lives and shape the future. This approach has real-world implications. It means researchers are more likely to get honest answers from participants, build strong relationships with communities, and develop solutions that truly meet people's needs. It also means they're more likely to identify potential pitfalls and address them before they become major issues. When researchers put people first, they're not just doing good science - they're doing good, period. They're demonstrating a commitment to the wellbeing of individuals and society as a whole. This approach can lead to breakthroughs in fields like medicine, technology, and social justice, ultimately improving the human condition. By embracing ethics, researchers can create a lasting impact that goes beyond their own research. They can inspire future generations of scholars, policymakers, and practitioners to prioritize people and the planet. They can help shape a more just, equitable, and sustainable world, where research is a force for good.

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

Non-maleficence.

The researchers are committed to making sure no harm comes to the participants during the study.

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

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

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

Trustworthiness of Research

Refers to the confidence in data, interpretation, and methodology, ensuring the study's credibility (Pilot & Beck, 2014). Researchers must implement clear protocols and procedures to make the study reliable and valuable for readers (Amankwaa, 2016). A structured and transparent approach to data collection and analysis strengthens trustworthiness, as it is based on evidence-driven methods rather than unstructured interviews.

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

Dependability. Dependability, on the other hand, is also important to trustworthiness because it establishes the research study's findings as consistent and repeatable. In this study, the researcher will ensure that the research process is logical, traceable, and clearly documented. The goal is to provide a clear audit trail that another researcher could follow and potentially arrive at similar results, given the same data and context. The researcher will aim to verify that the findings are consistent with the raw data collected during interviews and field observations. Every stage of the research process—from data gathering to thematic coding and interpretation—will be carefully recorded and explained to ensure transparency and accountability. This will involve maintaining accurate records of interview transcripts, coding frameworks, field notes, and analytic memos. By doing so, the researcher enhances the credibility and reliability of the study, ensuring that if another investigator were to examine the data, they would likely derive similar findings, interpretations, and conclusions. This process helps

safeguard the study from errors, oversights, or researcher bias. Dependability, therefore, plays a vital role in ensuring that the outcomes of the study are not only grounded in solid data but also withstand scrutiny and replication (Guba, 1981).

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

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

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

This practice will enable me to consistently assess the influence of my positionality and uphold the integrity and neutrality of the research. Reflexivity, in this sense, becomes a vital tool in navigating the complex relationship between the researcher and the research environment, ensuring that the findings are grounded in the voices and realities of the participants.

Definition of Terms

For a better understanding of the study, the following terms are operationally defined:

Perceptions of the informants on the implementation of the PNP's smart policing strategies. This refers to how the participants understand, interpret, and assess the way the Philippine National Police (PNP) carries out or applies smart policing strategies within their community.

Informants' perspectives on the effectiveness of the PNP's smart policing strategies. This refers to the opinions and evaluations of the participants regarding how well the PNP's smart policing methods achieve their intended goals, such as reducing crime and improving safety.

How the PNP's smart policing strategies influence community trust and confidence. This refers to the extent to which the PNP's use of technology and modern policing methods affects the public's trust, respect, and confidence toward the police organization.

Informants' views on the impact of smart policing on the community and public society. This refers to the perceptions of participants about the broader effects of smart policing—whether positive or negative on the safety, behavior, and relationships within the community.

Challenges or concerns observed by the community regarding the PNP's smart policing strategies. This refers to the difficulties, issues, or limitations that residents notice in the implementation of smart policing strategies, such as maintenance problems, lack of resources, or sustainability concerns.

Presentation And Analysis of Data

This chapter deals with the presentation and analysis of data. Specifically, this chapter covers the emergent themes gathered based on the responses of the informants.

Presentation of Data

To gain a descriptive essence of the informants' experiences, the data was thoroughly read and examined. Significant statements from the informants were extracted and analyzed (refer to Appendix G for examples of significant statements).

Emergent Themes

Formulated meanings were constructed from significant statements and arranged into cluster themes (see Appendix H for samples). Cluster themes were then re-grouped, which evolved into emergent themes (see Appendix I for cluster themes that evolved into emergent themes).

As the researchers, we conscientiously delved into the relevant aspects of the sub-problems that the research data sought to answer.

All transcriptions were read multiple times to acquire a full sense of the informants' experiences.

From the formulated core meanings, 18 cluster themes were identified, which were re-grouped and categorized to form 11 emergent themes. These emergent themes are presented below:

Positive Views on the Implementation of Smart Policing Strategies

1. Police Presence as a Source of Security
2. Systematic and Organized Implementation

II. Perceptions of the Effectiveness of Smart Policing Strategies

1. Crime Reduction and Deterrence
2. Faster Police Response and Accessibility

III. Effects on Community Trust and Confidence

1. Increased Trust and Accountability
2. Strengthened Police-Community Relations

IV. Impact on Community and Public Image of the PNP

1. Improved Public Image and Approachability
2. . Safer Communities and Stronger Cooperation

V. Observed Challenges and Concerns Regarding Smart Policing

1. Sustainability and Maintenance Issues
2. Adaptability of Criminals and Social Concerns
3. Inclusivity and Accessibility Gaps

I. Positive Views on the Implementation of Smart Policing Strategies

Police Presence as a Source of Security. One of the dominant themes from the informants was that smart policing provided a stronger sense of security in their daily lives. CCTV installations, patrol monitoring, and hotlines were repeatedly cited as reasons why residents felt safer.

When Informant 1 was asked about his positive views, he quoted by saying that he is grateful for the use of technology by the PNP in strengthening community security, since CCTV monitoring and quick response helped prevent crimes:

Akong maingon, mapasalamaton ko nga naggamit ang PNP og teknolohiya aron mapalig-on ang seguridad sa komunidad... tungod sa CCTV monitoring ug paspas nga pagresponde sa kapulisan, napugngan ang posibleng pagpangawat (IDI1:SS1). (I can say that I am grateful that the PNP uses technology to strengthen community security... because of CCTV monitoring and quick police response, thefts were prevented).

With the same questions, I asked Informant 7 who shared his positive views, emphasizing that CCTV made case solving faster and more efficient compared to the past:

Sa wala pay CCTV dugay masulbad ang kaso, karon nga naa dali ra kay makita man ang actual kung kinsa ang criminal (IDI7:SS1). (When there was no CCTV, it took a long time to solve cases. Now it is easier because CCTV reveals the actual perpetrator).

With the same questions, I asked Informant 11 who showed interest when interviewed, he stressed the importance of surveillance and monitoring in boosting safety, highlighting how the presence of CCTV near their barangay hall gave him confidence to walk at night:

Nabantayan nako nga gipatuman ang smart policing pinaagi sa surveillance ug monitoring. Ang presensya sa CCTV sa duol sa among barangay hall nakahatag kanako og kasigurohan kung maglakaw ko sa gabii (IDI11:SS1). (I noticed that smart policing was enforced through surveillance and monitoring. The presence of CCTV near our barangay hall gave me confidence when walking at night).

Systematic and Organized Implementation. Several informants highlighted that the implementation of smart policing strategies was systematic, organized, and often supported by local government units.

When Informant 6 was asked about his experience with the implementation of smart policing, he emphasized that it was systematic, organized, and actively supported by the local government. He particularly cited the installation of CCTV cameras as a concrete example of this collaboration:

So far, diri sa brgy población mas mayo akong kasinatian tungod sa smart policing strategies nga gi implement sa among kapulisan nga gi suportahan sa among city government sama sa pagpataud og mga CCTV (IDI6:SS1).

(So far, here in the poblacion, my experience is better because of smart policing strategies implemented by our police and supported by the city government, such as installing CCTVs).

With the same questions, I asked Informant 4 who shared a similar perspective. He affirmed that smart policing strategies were not only organized but also well-implemented at the barangay level, which resulted in an active and responsive approach from authorities:

Will its very organized and will implemented as per our barangay... so there is an active response term (IDI4:SS1).

Likewise, Informant 9 supported these observations, noting that the coordination between the police and the barangay ensured smooth and organized implementation of smart policing initiatives. He emphasized that regular monitoring, communication, and joint efforts between the PNP and local officials contributed to effective crime prevention and faster responses to incidents:

Ang among kapulisan ug barangay officials kanunay magtinabangay sa pagpahigayon sa mga programa sa smart policing, labi na sa pagmonitor sa CCTV ug pagresponde sa mga insidente. Tungod ani, mas organisado ug paspas ang ilang aksyon (IDI9:SS1). (Our police and barangay officials always work together in implementing smart policing programs, especially in monitoring CCTV and responding to incidents. Because of this, their actions are more organized and quicker.)

II. Perceptions of the Effectiveness of Smart Policing Strategies

Crime Reduction and Deterrence. Most informants observed a noticeable decrease in crimes such as theft and disturbances at night.

When Informant 3 was asked about the effects of smart policing, he emphasized that the strategies implemented were effective in reducing criminal activity, particularly theft and nighttime disturbances. He attributed this to the deterrent effect of CCTV, as people are aware that their actions are being monitored:

Sa akong panan-aw, epektibo kini nga mga estratehiya kay nabawasan ang mga krimen sama sa pagpangawat ug samok sa gabii. Labi na gyud ang CCTV nga nakapapugong sa mga tawo kay kahibalo sila nga makita sila (IDI3:SS2). (In my view, these strategies are effective because crimes such as theft and disturbances have been reduced. CCTV has deterred people since they know they are being watched).

With the same questions, I asked Informant 14 who also observed positive changes in their community. He stressed that drug-related problems and other crimes have decreased as a result of the PNP's policies and intervention programs:

Makita gyud nako ang depirinsiya sa ilang policy... least gyud ang mga krimen like drug addiction, nay mi mga programa gihatag mga pagsumpo makitan gyud nako nay development (IDI14:SS2). (I can clearly see the difference in their policy... crimes such as drug addiction are minimized, and programs to suppress them show visible development).

Informant 5 also affirmed that people's behavior changed due to police visibility and surveillance, noting that offenders are more cautious now:

Sa akong obserbasyon, ang mga tawo karon maulaw na mangdaot kay kabalo sila nga naay CCTV ug klaro ang mga pulis (IDI5:SS2). (In my observation, people are now more hesitant to commit wrongdoing because they know there are CCTV cameras and visible police patrols.)

Faster Police Response and Accessibility. The accessibility of evidence through CCTV and the use of hotlines were described as helpful in quickly resolving cases.

Informant 2 highlighted how accessibility to evidence and the efficiency of reporting systems improved case

resolution. He noted that crimes are easier to address as long as they are immediately reported to authorities:

Dali ra siya ma retrieve kay nay mga krimen diri sa amoa... basta ma report lang dayon makita dayon sa pulis (IDI2:SS2). (It is easy to retrieve [evidence] when there are crimes in our area... as long as they are reported immediately, the police can act quickly).

Similarly, Informant 15 underscored the role of technology in enhancing communication. He observed that coordination between barangay officials and the police has become faster and more effective through the use of smart policing tools:

Epektibo kaayo kay mas paspas ang komunikasyon. Ang barangay officials ug kapulisan dali ra magtinabangay (IDI15:SS2). (It is very effective because communication is faster. Barangay officials and police can coordinate instantly).

In addition, Informant 8 shared that hotline numbers and online platforms made it easier to report incidents:

Karon kay naa na hotline ug messenger page sa kapulisan, dali ra mi maka-report og mga hitabo (IDI8:SS2). (Now that the police have hotline and messenger pages, we can easily report incidents.)

III. Effects on Community Trust and Confidence

Increased Trust and Accountability. Residents expressed higher trust in the PNP because technology promoted transparency and accountability.

When Informant 1 was asked about the effects of smart policing on community trust, he emphasized that his confidence in the PNP increased. However, he also noted the importance of accountability, stressing that proper and responsible use of technology further strengthens public confidence:

Misaka ang akong pagsalig sa PNP, apan importante gihapon ang accountability... Kung makita nako nga ang mga pulis tarong ug responsable sa paggamit sa smart tools, mas mitaas ang akong kumpyansa (IDI1:SS3). (My trust in the PNP increased, but accountability is still important... When I see that the police are proper and responsible in using smart tools, my confidence rises).

With the same questions, I asked Informant 12 who shared a similar response. He highlighted that trust improved because of the proactive approach of the police, who no longer wait for crimes to happen but instead take preventive actions:

Mas nisaka ang akong pagsalig kay makita nako ang ilang paningkamot. Ang kapulisan dili lang karon naghulat og krimen mahitabo, apan sila mismo nagauna og lihok (IDI12:SS3). (My trust has increased because I can see their efforts. The police are just waiting for crimes to happen, but they now act proactively).

Informant 9 shared a comparable view, saying that transparency through CCTV recordings gave residents confidence that police operations are fair:

Mas salig mi karon kay makita man sa CCTV ang tinuod nga panghitabo. Wala na'y pagduda kung kinsa'y sakto ug sayop (IDI9:SS3). (We trust more now because CCTV shows the real events. There is no longer doubt about who is right or wrong.)

Strengthened Police-Community Relations. Trust was further built through improved communication and openness.

Informant 15 also explained that smart policing contributed to better relationships between the police and residents. He observed that unlike before, when minor issues were often ignored, police now listen and respond even to small concerns in the community:

Mas misaka ang akong pagsalig kay sauna murag dili nila tagdon ang gagmay nga isyu, pero karon ginapaminaw na nila tanan (IDI15:SS3). (My trust has increased because before, it seemed like they ignored small issues, but now they listen to everything).

Informant 4 added that regular police visits and dialogues improved community relations:

Karon kay naa man sila'y mga pulong- pulong ug community meetings, mas duol ang relasyon sa mga tawo ug kapulisan (IDI4:SS3). (Now that they hold community meetings, the relationship between people and police has become closer.)

Informant 10 affirmed that police officers now communicate in a friendlier and more approachable manner:

Makita nga mas approachable na ang mga pulis karon, dili pareho sauna nga murag istriktong kaayo (IDI10:SS3). (Police officers are now more approachable, not as strict as before.)

Impact on Community and Public Image of the PNP

Improved Public Image and Approachability. Smart policing has helped reshape the PNP's image into one of progress and modernization.

When Informant 1 was asked about the impact of smart policing, he explained that it significantly improved the public image of the PNP. He noted that the police are now seen as progressive and more approachable compared to before:

Naayo ang public image sa PNP kay nagpakita sila nga nagaprogreso... mas makita ug mas approachable ang kapulisan (IDI1:SS4). (The public image of the PNP has improved because they show progress... the police are now more visible and approachable).

With the same questions, Informant 12 shared a similar observation. He stated that the PNP is no longer viewed solely as law enforcers but as partners in ensuring security:

Mas maayo na ang hulagway sa PNP karon. Ang mga tawo nagtan-aw sa ila nga kauban sa seguridad, dili lang mga enforcer (IDI12:SS4). (The image of the PNP is better now. People see them as partners in security, not just as enforcers).

Similarly, Informant 8 stated that police officers now interact with residents more frequently and with courtesy, which fosters respect:

Karon mas maayo ilang pamaagi. Ang mga pulis magtabi na sa mga residente ug magpasabot sa ilang buhat. Mao nga mas respetado sila (IDI8:SS4). (Their approach is better now. The police talk to residents and explain their actions. That's why they are more respected.)

Safer Communities and Stronger Cooperation. Businesses and residents alike felt safer, which encouraged greater participation in community activities.

Informant 15 emphasized that with smart policing, both businesses and residents feel safer in their communities. This increased sense of security led to stronger cooperation and respect for the PNP, as they are now perceived to be more transparent and approachable:

Mas approachable ug transparent na ang PNP. Daghan na karon ang mas respetado sila (IDI15:SS4). (The PNP has become more approachable and transparent. Now, many people respect them more).

Informant 9 echoed this observation, stating that active police visibility has reduced fear and increased residents' participation in reporting crimes:

Mas aktibo na ang mga tawo nga mo- report kay kabalo sila nga motubag dayon ang pulis. Dili na sila mahadlok mo- cooperate (IDI9:SS4). (People are now more active in reporting because they know the police will respond immediately. They're no longer afraid to cooperate.)

Additionally, Informant 6 highlighted that smart policing encouraged unity within their barangay because everyone now feels responsible for maintaining peace:

Mas nausa ang mga residente kay kabalo mi nga bahin mi sa kalinaw. Ang presensya sa CCTV ug mga pulis naghatag namo og kalig-on (IDI6:SS4). (Residents have become more united because we know we are part of maintaining peace. The presence of CCTV and police gives us a sense of security.)

Observed Challenges and Concerns Regarding Smart Policing

Sustainability and Maintenance Issues. A recurring concern was the sustainability of technology-based policing, particularly the maintenance of CCTV and other equipment.

When Informant 3 was asked about his concerns regarding smart policing, he emphasized the problem of maintaining technology-based equipment such as CCTV. He noted that when these systems break down, repairs are not always immediate, which weakens their effectiveness:

Usa sa akong kabalaka mao ang maintenance sa mga CCTV; usahay madaot pero dili dayon marepair (IDI3:SS5). (One of my concerns is the maintenance of CCTVs; sometimes they get damaged but are not repaired right away).

With the same questions, Informant 11 echoed similar worries. He stressed that sustainability becomes a challenge when systems are not well-maintained after their initial implementation:

Ang akong kabalaka mao ang sustainability. Usahay, human sa inisyal nga pagpalihok, dili na maayo ang pag-maintain sa mga sistema (IDI11:SS5). (My concern is sustainability. Sometimes, after the initial rollout, the systems are not well maintained).

Informant 8 also stressed that broken or outdated surveillance equipment can affect monitoring and delay investigations:

Kung madaot ang CCTV o walay klaro nga maintenance, maapektuhan ang pag- monitor ug lisod ma-trace ang mga kaso (IDI8:SS5). (If CCTVs are damaged or poorly maintained, monitoring is affected, and it becomes harder to trace cases.)

Adaptability of Criminals and Social Concerns. Some informants pointed out that criminals are also adapting to avoid detection. Others highlighted the vulnerability of youth.

Another challenge was raised by Informant 14, who warned that while smart policing can deter crime, criminals also find ways to adapt to avoid detection. He also stressed that special attention must be given to vulnerable groups, particularly children in conflict with the law (CICL):

Ang among pinakadakong kabalaka... mao ang kahintang sa mga child in conflict with the law (CICL) (IDI14:SS5). (Our biggest concern is the situation of children in conflict with the law).

Informant 5 shared that some offenders now hide in blind spots or areas not covered by CCTV:

Ang uban nga kriminal kabalo na moikyas sa mga lugar nga walay CCTV. Mao nga kinahanglan mapun-an pa ang coverage (IDI5:SS5). (Some criminals now know how to avoid areas without CCTV coverage. That's why coverage should be expanded.)

Likewise, Informant 9 observed that social issues such as poverty and lack of education still drive people to commit crimes, showing that technology alone is not enough:

Bisan pa man sa CCTV ug patrol, naa gihapon ang uban nga mo-commit ug sala tungod sa kalisod. Dili ra teknolohiya ang solusyon (IDI9:SS5). (Even with CCTV and patrols, some still commit crimes due to poverty. Technology alone is not the solution.)

Inclusivity and Accessibility Gaps. Finally, access to smart policing tools such as hotlines and apps was not universal.

Informant 15 further pointed out that not all residents have equal access to smart policing tools such as hotlines and online platforms. He observed that elderly community members in particular are sometimes left out of participation:

Ang problema kay dili tanan residente maka-access sa online platforms. Ang mga tigulang usahay wala'y partisipasyon (IDI15:SS5). (The problem is that not all residents can access online platforms. The elderly sometimes do not have participation).

Informant 10 added that lack of awareness and limited internet connection hinder participation among residents in remote areas:

Sa uban nga barangay, hinay ang signal ug gamay ra ang kahibalo sa paggamit sa online reporting. Mao nga dili kaayo sila kabahin (IDI10:SS5). (In other barangays, poor signal and limited knowledge in online reporting make it hard for them to participate.)

Lastly, Informant 12 emphasized the need for continuous education to help citizens understand how to use technological tools properly:

Ang uban wala pa kasabot unsaon paggamit sa hotline ug messenger page sa kapulisan. Kinahanglan gyud og orientation (IDI12:SS5). (Some still don't know how to use the police hotline or messenger page. Orientation is really needed.)

Analysis of Data

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

The Unified Theory of Acceptance and Use of Technology (UTAUT), developed by Venkatesh et al. (2003), provides a framework to understand how users come to accept and use new technologies. The theory identifies four key constructs performance expectancy, effort expectancy, social influence, and facilitating conditions which influence individuals' behavioral intention to use technology and actual usage behavior. Within the context of smart policing, UTAUT helps to assess how both police personnel and community members respond to and accept the use of technologies such as surveillance systems, digital crime mapping, and electronic reporting tools.

Complementing this is Thorstein Veblen's Technological Determinism Theory, which argues that technological innovation drives social structure and cultural values. Applied to policing, this theory suggests that the adoption of smart tools by the PNP not only transforms internal operations but also influences how the public perceives law enforcement capabilities. As technology becomes embedded in routine police work, it reshapes interactions, trust levels, and the community's role in public safety. To understand the internal transformations within the PNP,

This study also draws upon Kurt Lewin's Organizational Change Theory, which outlines a three-step model of change: unfreezing, changing, and refreezing. This model is useful in analyzing how the PNP adopts and institutionalizes smart policing strategies. Unfreezing involves preparing the organization for change, changing

involves implementing the technology and new practices, and refreezing refers to stabilizing these changes into standard procedures.

Positive Views on the Implementation of Smart Policing Strategies

Police Presence as a Source of Security. Informants emphasized that surveillance technologies, such as CCTV cameras and police patrol monitoring, significantly improved their sense of security. The presence of technology assured them that crimes could be prevented or addressed quickly. This reflects UTAUT's performance expectancy, which suggests that individuals accept and support technology when they perceive that it improves outcomes (Venkatesh et al., 2003). In this context, residents saw stronger community safety and faster crime prevention as the direct outcome of adopting smart policing technologies.

This theme is supported by Crime Prevention Through Environmental Design (CPTED), introduced by C. Ray Jeffery (1971). CPTED suggests that the physical environment can be designed to reduce opportunities for crime. In Danao City, CCTV systems and visible patrols act as natural guardians, increasing visibility, discouraging criminal activity, and enhancing residents' perception of safety.

From the perspective of Technological Determinism Theory, the integration of CCTV altered not only the operations of law enforcement but also public perception of the police. Instead of being seen solely as reactive enforcers, officers were now perceived as proactive protectors who anticipated crime before it occurred (Veblen, 1921). Furthermore, Lewin's Organizational Change Theory supports this by highlighting that organizational culture shifts when institutions adopt technology that redefines their routines. The PNP, through surveillance and monitoring, effectively entered the "changing" stage, wherein old practices of reactive policing were gradually replaced by a proactive and technologically supported approach.

Manning (2008) emphasized that the introduction of surveillance technologies in policing fosters a culture of visibility and accountability, transforming the police's symbolic presence into an ever-watchful protector. This aligns with how Danao City residents perceive CCTV systems as a constant assurance of safety.

Mendoza and Tan (2021) found in their study on urban surveillance in Quezon City that CCTV coverage led to a measurable decline in petty crimes and increased community trust in police responsiveness outcomes mirrored in the perceptions of Danao residents regarding smart policing.

Systematic and Organized Implementation. Informants pointed out that the systematic nature of smart policing was enhanced by partnerships with local government units (LGUs). This indicates that facilitating conditions, as discussed in UTAUT, play a crucial role in the success of technology adoption (Venkatesh et al., 2003). The availability of government support, infrastructure, and coordination mechanisms fostered an environment conducive to implementation.

This theme is supported by Systems Theory, developed by Ludwig von Bertalanffy (1968). Systems Theory emphasizes that organizations function as interrelated components. Coordinated efforts between the PNP and LGUs ensure that smart policing initiatives are integrated, structured, and operationally efficient.

According to Lewin's change model, this collaboration reflects the "unfreezing" and "changing" stages, where institutions let go of traditional approaches and integrate new systems with external support (Lewin, 1947). By aligning with LGUs, the PNP institutionalized cooperation, making smart policing a shared responsibility rather than a police-only initiative. From the lens of Technological Determinism, the presence of digital surveillance technologies forced structural adaptations not only within the PNP but also within local government operations. Technology thus acted as a catalyst for organizational restructuring, compelling agencies to coordinate and synchronize their functions around digital monitoring systems.

Ratcliffe (2016) emphasized that systematic implementation of intelligence-led policing depends heavily on inter-agency coordination and data-sharing mechanisms. This literature parallels the experiences of Danao City, where effective communication between LGUs and the PNP enhanced operational efficiency.

Dela Cruz (2020) examined the implementation of smart policing in Iloilo City and found that structured coordination between the PNP and the city government resulted in faster data relay, improved patrol deployment, and increased crime prevention efficiency a pattern consistent with the findings of this study.

Perceptions of the Effectiveness of Smart Policing Strategies

Crime Reduction and Deterrence. Residents shared that theft, disturbances, and drug-related activities noticeably decreased after the installation of surveillance technologies. Informants believed that the awareness of being monitored discouraged individuals from engaging in criminal acts. This reflects UTAUT's social influence, where individuals' behaviors are shaped by the perceived opinions and expectations of others in this case, the community knowing that their actions are monitored (Venkatesh et al., 2003).

This theme is supported by Routine Activity Theory, proposed by Lawrence E. Cohen and Marcus Felson (1979). The theory states that crime occurs when motivated offenders encounter suitable targets without capable guardians. CCTV systems and patrols act as guardians in the community, reducing opportunities for crime and embedding deterrence into daily life.

From a Technological Determinism perspective, technology itself reshaped behavior by embedding accountability into the environment. The presence of CCTV shifted the risk-benefit calculation of criminals, who now recognized that unlawful actions would likely lead to capture (Veblen, 1921). The Organizational Change Theory also helps explain this process. The "refreezing" stage was evident, as crime deterrence became normalized in the community. Technology was no longer seen as experimental but rather as an established safeguard embedded in the community's routine expectations.

Braga, Papachristos, and Hureau (2014) confirmed through meta-analysis that hotspots policing and surveillance-based strategies consistently lead to crime reduction when implemented with accountability measures. This supports the local evidence of crime deterrence observed in Danao City.

Villanueva (2022) examined police visibility programs in Taguig City and found a 27% decrease in petty theft and assault cases following the installation of neighborhood CCTV systems, confirming the effectiveness of surveillance as a deterrent.

Faster Police Response and Accessibility. Informants emphasized that reporting systems and CCTV evidence facilitated faster and more efficient police response. This reflects UTAUT's effort expectancy, where ease of use and convenience lead to higher acceptance and satisfaction (Venkatesh et al., 2003). Residents saw reporting hotlines and surveillance systems as simple and effective tools to access immediate assistance.

This theme is supported by Resource Dependence Theory, developed by Jeffrey Pfeffer and Gerald Salancik (1978). This theory posits that organizations rely on external resources to operate effectively. Technology allows the PNP to align resources with community needs, improving response times and ensuring efficient handling of incidents.

From Lewin's change model, this exemplifies the "refreezing" stage. The practice of quick response supported by digital systems became part of institutional routine, no longer perceived as new but as the standard operating procedure. Meanwhile, Technological Determinism explains how technology not only improved police efficiency but also redefined residents' expectations of government service. Communities now expected immediacy, speed, and technological support as baseline qualities of effective policing.

Ariel et al. (2016) demonstrated that technology-enabled communication systems reduced emergency response times and improved citizen satisfaction. This aligns with the Danao community's perception of quicker police action through smart technologies.

Llorente and Perez (2021) studied hotline-based reporting systems in Cebu Province and concluded that real-time communication drastically increased the resolution rate of reported crimes, echoing similar positive

outcomes in Danao City.

Effects on Community Trust and Confidence

Increased Trust and Accountability. Residents expressed that responsible use of technology particularly in accordance with privacy laws and ethical standards strengthened their trust in the PNP. The proper handling of surveillance footage and transparency in police operations created a sense of accountability.

This reflects UTAUT's facilitating conditions, where support structures such as policies, laws, and organizational safeguards increase the trustworthiness of technology (Venkatesh et al., 2003).

This theme is supported by Legitimacy Theory, introduced by Suchman (1995). The theory emphasizes that organizations gain public trust when they are perceived as ethical and legitimate. Transparent use of technology enhances credibility and accountability in law enforcement.

From Lewin's perspective, this change signifies a "refreezing" stage, where ethical practices are institutionalized and become integral to police operations. From the standpoint of Technological Determinism, technology reshaped expectations of governance. CCTV and digital monitoring were not just tools for enforcement but also mechanisms of accountability.

Goldstein (2018) argued that technological transparency tools—such as body cameras and surveillance records create new forms of public accountability that elevate institutional legitimacy. This reflects the trust-building dynamic seen in Danao City.

Reyes and Santos (2021) analyzed police transparency initiatives in Mandaue City and found that communities with open access to surveillance data reported higher trust levels in their police stations, consistent with the experiences of Danao residents.

Strengthened Police-Community Relations. Informants highlighted that police engagement became more responsive and inclusive. This strengthened relations between law enforcement and the community, as residents felt valued and heard regardless of the scale of their concerns.

This theme is supported by Social Capital Theory, developed by Robert Putnam (1995). Positive interactions and shared norms between police and residents strengthen trust and cooperation, fostering active community participation in policing initiatives.

This finding aligns with Lewin's "change" stage, where organizational culture transforms toward a more community-oriented approach. Police officers shifted from being detached enforcers to active partners in addressing community needs (Lewin, 1947).

From a Technological Determinism viewpoint, the very presence of technology facilitated this cultural shift. Surveillance and communication systems enabled continuous interaction, fostering participatory engagement between citizens and the PNP. According to UTAUT's social influence construct, acceptance of smart policing was further enhanced by the perception that police responsiveness was a collective norm (Venkatesh et al., 2003).

Skogan (2020) underscored that community-oriented policing, when supported by technology, strengthens communication loops and builds mutual respect between police and residents.

Delos Reyes (2022) explored community-police relations in Lapu-Lapu City and found that technology-supported dialogues, such as online barangay consultations, enhanced transparency and citizen cooperation.

Impact on Community and Public Image of the PNP

Improved Public Image and Approachability. Informants explained that smart policing reshaped the PNP's image into one of modernization and progress. Residents described officers as more approachable and professional.

This finding reflects UTAUT's performance expectancy, where successful adoption of technology enhances institutional credibility (Venkatesh et al., 2003). From the perspective of Technological Determinism, the adoption of advanced tools directly redefined the role and image of the police (Veblen, 1921).

This theme is supported by Institutional Theory, proposed by John W. Meyer and Brian Rowan (1977). The adoption of recognized practices and technologies enhances organizational legitimacy and improves public perception of professionalism.

Bayley and Shearing (2019) emphasized that modern police reform depends on transparency, accountability, and technological competence all of which influence public perception of legitimacy.

Alcaraz (2021) examined public attitudes toward the PNP in Bacolod City and found that modernization efforts, including smart policing technologies, improved approachability and reduced fear of authority among residents.

Safer Communities and Stronger Cooperation. Residents emphasized that safety improvements encouraged greater cooperation with police initiatives. Business owners and households felt reassured, resulting in stronger collaboration. This aligns with Technological Determinism, where digital systems redefine citizen-police dynamics, transforming law enforcement into a shared responsibility (Veblen, 1921).

This theme is supported by Collective Efficacy Theory, developed by Sampson, Raudenbush, and Earls (1997). Communities with strong social cohesion and shared expectations work collectively with the police to maintain safety and prevent crime.

Weisburd and Braga (2019) argued that when policing is data-driven and transparent, it cultivates a collective sense of ownership over public safety, promoting voluntary community participation.

Ramos and Bautista (2023) discovered that community-driven smart patrol programs in Davao City fostered local cooperation, reduced fear of crime, and improved the city's overall safety index similar to what Danao residents reported.

Observed Challenges and Concerns Regarding Smart Policing

Sustainability and Maintenance Issues. Informants raised concerns about the sustainability of smart policing technologies. Delays in repair and maintenance reduced the reliability of surveillance systems. This reflects UTAUT's facilitating conditions (Venkatesh et al., 2003).

This theme is supported by Socio-Technical Systems Theory, introduced by Eric Trist and Ken Bamforth (1951). The theory emphasizes that technology and human systems must function together. Adequate maintenance, funding, and skilled personnel are necessary for sustainable smart policing operations.

Brown (2020) found that the long-term success of technology-based policing programs relies on financial commitment and local technical support to sustain operations.

Castillo (2022) analyzed the maintenance systems of CCTV networks in Manila and found that inconsistent funding and lack of trained technicians frequently disrupted monitoring efficiency issues also seen in Danao.

Adaptability of Criminals and Social Concerns. Residents expressed concern that criminals were adapting to surveillance measures. This reflects a limitation of Technological Determinism technology reshapes behavior but also provokes counter-adaptations (Veblen, 1921).

This theme is supported by Crime Opportunity Theory, developed by Clarke (1997). The theory posits that offenders adapt to the availability of opportunities and environmental conditions, highlighting the need for continuous innovation in policing strategies.

Clarke and Newman (2017) discussed how technological policing innovations lead to adaptive criminal

behaviors, underscoring the need for continuous innovation.

Gutierrez (2021) found that cyber and street criminals in Metro Manila evolved new tactics to avoid detection, highlighting the need for constant system upgrades and adaptive policing strategies.

Inclusivity and Accessibility Gaps. Some informants pointed out inclusivity gaps in technology use, especially among the elderly and digitally disadvantaged residents. This connects to UTAUT's effort expectancy (Venkatesh et al., 2003).

This theme is supported by Diffusion of Innovations Theory, proposed by Everett Rogers (1962). Adoption of new technologies depends on accessibility, ease of use, and social awareness. Limited digital literacy or access among certain populations reduces participation in smart policing initiatives.

Norris (2018) stated that digital policing, while efficient, risks excluding vulnerable populations unless inclusive access and training are ensured.

Cabahug and Lim (2023) studied citizen accessibility to police digital platforms in Bohol and found that limited digital literacy among rural residents restricted their participation in smart policing initiatives—mirroring similar issues in Danao City.

SUMMARY, FINDINGS AND IMPLICATIONS

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

Summary

This study delved into the views of the community resident on the Smart Policing Strategies Of The Philippine National Police (PNP) in Danao City, Cebu, Philippines. This study answered the following subproblems:

1. What are the views of the informants on the implementation 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 smart policing strategies of the PNP affect the community trust and confidence in PNP
4. What are the views of the informants on the impact of the smart policing and public society on the community.
5. What are the challenges or concern does the community observed on the smart policing strategies in the PNP?

This study utilized a qualitative research method, specifically employing a phenomenological approach to explore lived experiences. Data were gathered through individual in-depth interviews and focus group discussions conducted in Danao City. A total of 15 informants participated in the study, all of whom have been residing in Danao City for at least three years. The group consisted of five barangay officials, five business owners and five ordinary citizen.

Findings

After meticulously scrutinizing and analyzing the responses of the informants, we have created themes that

addressed the sub- problems. For the Views of the informants, the researcher developed eleven (11) emergent themes. These emerging themes pointed as a response to the sub-problems and summarized as follows:

Positive Views on the Implementation of Smart Policing Strategies there were two (2) emergent themes, namely: “Police Presence as a Source of Security” and “Systematic and Organized Implementation.”

Perceptions of the Effectiveness of Smart Policing Strategies there were two (2) emergent themes, namely: “Crime Reduction and Deterrence” and “Faster Police Response and Accessibility.”

Effects on Community Trust and Confidence there were two (2) emergent themes, namely: “Increased Trust and Accountability” and “Strengthened Police-Community Relations.”

Impact on Community and Public Image of the PNP there were two (2) emergent themes, namely: “Improved Public Image and Approachability” and “Safer Communities and Stronger Cooperation.”

Observed Challenges and Concerns Regarding Smart Policing there were three (3) emergent themes, namely:

“Sustainability and Maintenance Issues”, “Adaptability of Criminals and Social Concerns” and “Inclusivity and Accessibility Gaps.”

Implications

Implication for Practice

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

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

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

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

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

Sixth, the study provides valuable insights for LGUs, especially in Danao City, by showing how residents perceive the implementation of smart policing strategies. These findings can guide LGUs in improving community-based peace and order programs, allocating resources for surveillance and communication systems, and promoting transparency and accountability. By integrating citizen feedback into local policymaking, LGUs can ensure that technological interventions effectively address community needs and enhance public safety.

Seventh, For NAPOLCOM, the study offers important data that can help refine policies and performance standards related to police modernization. The community's feedback on smart policing provides a basis for improving monitoring, training, and accountability mechanisms across all police units. The findings can also guide NAPOLCOM in ensuring that technological reforms are implemented ethically, transparently, and in line with community-oriented policing principles.

Lastly, the research benefits the PNP by providing direct community feedback on the effectiveness of smart policing initiatives such as CCTVs, e-blotters, and mobile patrols. The results highlight areas for improvement in sustainability, communication, and community engagement. These insights can help the PNP develop more inclusive and responsive operational plans, supporting the goals of the PNP P.A.T.R.O.L. Plan 2030 toward becoming a credible and technologically capable police force that fosters stronger public trust and cooperation.

Implications for future studies

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

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

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

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

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

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APPENDIX B APPROVAL LETTER

APPENDIX C

Sample Informed Consent Form



University of Cebu Research Office



(032) 255 – 7777 local 183

Informed Consent Form

[Informed Consent for the Study on Smart Policing Strategies Of The Philippine National Police (PNP):From The Point Of View Of Community Residents In Danao City]

[Name of Principal Investigator: Charles Z. Necir] [Name of Organization: University of Cebu]

[Name of Proposal: Smart Policing Strategies Of The Philippine National Police (PNP):From The Point Of View Of Community Residents In Danao 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 I: Information Sheet.

INTRODUCTION

We, the researchers from University of Cebu would like to conduct research with the topic entitled " Smart Policing Strategies Of The Philippine National Police (PNP):From The Point Of View Of Community Residents In Danao City in the Selected Barangays of the Danao City Cebu, Philippines ". For the fulfillment of our study, we would be grateful if you accept our invitation for you to become part of our research study which we will raise questions regarding to the topic and please do not hesitate to ask questions, it is important to understand the topic and please read the significant information before you decide to participate. This consent form may contain words that you do not understand. Please inform the researchers to stop as we go through the information. If you have questions regarding to the topic, we will spend time to discuss and let you understand either.

Purpose of the research

To gather information about the life experience of the informant towards Smart Policing Strategies Of The Philippine National Police (PNP) on how they cope up the impact encountered during the implementation of program and to have remedies on it.

Type of Research Intervention

This research will involve an interview survey questionnaire through face-to-face interaction in collecting the

information by interviewing the appropriate respondent. A follow-up question will be asked to clarify certain answers of the participants.

Participant selection

We are inviting a total of fifteen (15) informants coming from Danao City Cebu, the fifteen (15) individuals that are going to be interviewed must be conducted in the selected Barangays namely: baliang, bayabas, binaliw, cabungahan, cagat-lamac, cahumayan, cambanay, cambubho, cogon- cruz, danasan, dungga, dunggoan, guinacot, gainsay, ibo, langosig, lawaan, licos, looc, magtagobto, malapoc, manlayag, mantija, masaba, maslog, Nangka, oguis, pili, población, quisol, sabang, saccsac, sandayong norte, sandayong sur, santican, sibacan, sta. rosa, suba, taboc, Taytay, togovov and tuburan sur. The research informants will be interviewed individually for an In- Depth Interview (IDI). Each Barangays we will be interviewing each of those Barangay Officials, Professionals and Business Owners. from the chosen barangays with 7 years of residency and with knowledge and experiences in Danao City, Cebu.

Voluntary Participation

We would like to inform that your participation in this study is voluntary. The researchers will not make any forceful agreement for you to be part as we respect our informant's decision and you can still withdraw if you decide not to continue in participating of our research study and it will not affect the relationship between you and the researchers.

Procedures and Protocol

The researchers will first explain the objectives and contents of this interview. After ensuring that you fully understand the purpose of the study, the researchers will ask you if you wish to participate in it. Once you agree to participate in the interview, the researchers will interview you. If you do not wish to answer some of the interview questions, you may skip them and move on to the next question. The researchers will document all your answers using the interview-made questionnaire.

Duration

The duration of the research is approximately six (6) months. The engagement of this study through interview of the respondents will start upon the arrival of the researchers in the specific areas with a minimum of 30 minutes per respondent for In – Depth Interview. The respondents will be interviewed in the day time and will participate once.

Risks

If the discussion is on sensitive and personal issues, and you may feel uncomfortable talking about some of the topics, you do not have to answer any questions or take part in the interview. If you do not wish to do so, it is fine with us. You do not have to give us any reason for not responding to any questions, or for refusing to take part in the interview.

Benefits

The outcome of this study will serve as the basis for recommendations and suggestions that could benefit and give advantage to the informants, especially the Community Residents, Local Government Unit (LGU), Philippine National Police (PNP), National Police Commission (NAPOLCOM). Department of the Interior and Local Government (DILG), Non-Governmental Organizations (NGO), Researchers and Future Researchers.

Reimbursements

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

Confidentiality

The researchers will highly respect to the personal information that being collected it will be kept private and marked confidential but the response to the topic will be excluded as part of the agreement. The researchers will preserve the information including the names contact numbers, documents, notes and etc. we will assure that all of these will be locked to researcher's personal case.

Sharing the Results

After the study has been completed, the findings will be presented and discussed at a research conference that will take place on University of Cebu-Main Campus. Everyone who participated in the research defense will receive a copy of the research paper that contains the findings of the study, including the research instructor, the research adviser, and the people who served on the research defense panel. It will be published on an as- needed basis in order to make it accessible to the academic community and the school itself so that they can gain knowledge from it.

In cases when it is important to do so, you are welcome to also discuss the results, and the researcher will give you a copy of the report. Please mention the timeline and the rationale for providing the information, as well as the specifics, if you have a plan to do so and if you intend to do so.

Right to Refuse or Withdraw

Participation in this study is completely voluntary on your part. Whether you decide to participate in the review or not, your enrollment status at the review center will not be affected in any way. It is important for you to be aware that you are free to withdraw from participating in the research at any moment or stage.

Who to Contact

You can ask them any questions you have. You may also submit questions after the study has begun. If you desire to submit questions at a later date, please contact one of the following:

Atty. Dodelon Sabijon Ph.D. CRIM. - email add: delon.ucgs@gmail.com

Dr. Renato Sagayno – 09212297427UC - Main Research Director Dr. Juanito N. Zuasula Jr., MD. - 233-5503 (UC CARE)

Charles Z. Necir – 09982649122 – charlesnecir25@gmail.com

Aaron Amadeus V. Agravante- 09392647332- agravanteaaronamadeusv@gmail.com

Mark Fred E. Auditor – 09935110904 - markfredauditor12@gmail.com

This research project has been reviewed and scrutinized by the technical panel of the University of Cebu as part of the completion requirement in Bachelor of Science in Criminology. If you have any questions, please contact the College of Criminal Justice or the University of Cebu at 032 - 255 - 7777.

PART II: Certificate of Consent.

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

Print Name of Participant _____ **Signature of Participant** _____ **Date** __

Day/Month/Year

If Illiterate:

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

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

Print Name of Witness _____ **AND Thumb Print of the Participant**

Signature of Witness _____

Date _____

Day/Month/Year

Statement by the researcher/person taking consent

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

1. face to face or online survey.

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

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

Print Name of Researcher/Person Taking the Consent _____

Signature of Researcher /Person Taking the Consent _____ **Date** _____

Day/Month/Year

APPENDIX C1

University of Cebu Research Office

(032) 255 – 7777 local 183

NAHIBALO NGA PORMA SA PAGSUGOT

[Informed Consent para sa Pagtuon sa Smart Policing Strategies Sa Philippine National Police (PNP):Gikan sa Panglantaw sa mga Residente sa Komunidad Sa Dakbayan sa Danao]

[Ngalan sa Principal Investigator: Charles Z. Necir] [Ngalan sa Organisasyon: Unibersidad sa Cebu]

[Ngalan sa Proposal: Smart Policing Strategies Sa Philippine National Police (PNP):Gikan sa Panglantaw sa mga lumolupyo sa Komunidad Sa Dakbayan sa Danao]

Kining Informed Consent Form adunay duha ka bahin:

- Information Sheet (aron ipaambit kanimo ang impormasyon bahin sa panukiduki)

- Sertipiko sa Pag-uyon (alang sa mga pirma kung mouyon ka nga moapil) Hatagan ka ug kopya sa kompletong Form sa Informed Consent

BAHIN I: Information Sheet.

Pasiuna

Kami, ang mga tigdukiduki gikan sa Unibersidad sa Cebu gusto nga mohimo ug panukiduki nga adunay ulohan nga "Smart Policing Strategies Of The Philippine National Police (PNP): Gikan sa Panglantaw sa mga Lumuluyo sa Komunidad Sa Dakbayan sa Danao sa Pinili nga mga Barangay sa Danao City Cebu, Philippines ". Alang sa katumanan sa among pagtuon, mapasalamaton kami kung imong dawaton ang among imbitasyon alang kanimo nga mahimong bahin sa among pagtuon sa panukiduki nga among ipatungha ang mga pangutana bahin sa hilisgutan ug palihug ayaw pagpanuko sa pagpangutana, hinungdanon nga masabtan ang hilisgutan ug palihug basaha ang hinungdanon nga impormasyon sa dili ka pa modesisyon nga moapil. Kini nga porma sa pagtugot mahimong adunay mga pulong nga dili nimo masabtan. Palihug pahibaloa ang mga tigdukiduki nga mohunong samtang among gisusi ang kasayuran. Kung adunay ka mga pangutana bahin sa hilisgutan, mogahin kami ug oras sa paghisgot ug pasabton ka usab.

Katuyoan sa panukiduki

Aron makahipos og impormasyon bahin sa kasinatian sa kinabuhi sa impormante ngadto sa Smart Policing Strategies Of The Philippine National Police (PNP) kung giunsa nila pagsagubang ang epekto nga nasugatan atol sa pagpatuman sa programa ug aron adunay mga remedyo niini. Matang sa Interbensyon sa Panukiduki

Kini nga panukiduki maglangkit ug usa ka interview survey questionnaire pinaagi sa face-to-face interaction sa pagkolekta sa impormasyon pinaagi sa pag-interview sa angay nga respondent. Ang usa ka follow-up nga pangutana ipangutana aron maklaro ang pipila ka mga tubag sa mga partisipante.

Pagpili sa partisipante

Among giimbitahan ang kinatibuk-ang kinse (15) ka impormante nga gikan sa Danao City Cebu, ang kinse (15) ka mga indibidwal nga magpa-interview kinahanglan nga ipahigayon sa mga piniling Barangay nga mao ang: baliang, bayabas, binaliw, cabungahan, cagat-lamac, cahumayan, cambanay, cambubho, cogon-cruz, dananggosan, dunggaco lawaan, licos, looc, magtagobto, malapoc, manlayag, mantija, masaba, maslog, Nangka, oguis, pili, población, quisol, sabang, sagsac, sandayong norte, sandayong sur, santican, sibacan, sta. rosa, suba, taboc, Taytay, togovov ug tuburan sur. Ang mga impormante sa panukiduki interbyuhon sa tagsa-tagsa alang sa usa ka In- Depth Interview (IDI). Matag Barangay atong interbyuhon ang matag usa sa mga Barangay Officials, Professionals ug Business Owners. gikan sa mga napiling barangay nga adunay 7 ka tuig nga pagpuyo ug adunay kahibalo ug kasinatian sa Danao City, Cebu.

Boluntaryong Pag-apil

Gusto namon nga ipahibalo nga ang imong pag-apil sa kini nga pagtuon boluntaryo. Ang mga tigdukiduki dili mohimo ug bisan unsang puwersadong kasabotan nga ikaw mahimong bahin kay girespeto namo ang desisyon sa among impormante ug mahimo ka gihapon nga mo-withdraw kung modesisyon ka nga dili mopadayon sa pag-apil sa among pagtuon sa panukiduki ug dili kini makaapekto sa relasyon tali kanimo ug sa mga tigdukiduki.

Mga Pamaagi ug Protokol

Una nga ipatin-aw sa mga tigdukiduki ang mga katuyoan ug sulud sa kini nga interbyu. Human maseguro nga bug-os nimong nasabtan ang katuyoan sa pagtuon, pangutan-on ka sa mga tigdukiduki kon gusto ka bang moapil niini. Kung mouyon ka nga moapil sa interbyu, interbyu ka sa mga tigdukiduki. Kung dili nimo gusto nga tubagon ang pipila sa mga pangutana sa interbyu, mahimo nimong laktawan kini ug magpadayon sa sunod nga pangutana. Idokumento sa mga tigdukiduki ang tanan nimong mga tubag gamit ang pangutana nga gihimo sa interbyu.

Gidugayon

Ang gidugayon sa panukiduki mga unom (6) ka bulan. Ang pakiglambigit niini nga pagtuon pinaagi sa pakighinabi sa mga respondents magsugod sa pag-abot sa mga tigdukiduki sa mga piho nga lugar nga adunay labing gamay nga 30 minuto matag respondent alang sa In - Depth Interview. Ang mga respondents interbyuhon sa adlaw ug moapil kausa.

Mga risiko

Kung ang diskusyon naa sa sensitibo ug personal nga mga isyu, ug tingali dili ka komportable nga maghisgot bahin sa pipila nga mga hilisgutan, dili nimo kinahanglan tubagon ang bisan unsang mga pangutana o moapil sa interbyu. Kung dili nimo gusto nga buhaton kini, maayo ra kanamo. Dili nimo kinahanglan nga hatagan kami bisan unsang hinungdan sa dili pagtubag sa bisan unsang mga pangutana, o sa pagdumili sa pag-apil sa interbyu.

Mga kaayohan

Ang resulta sa maong pagtuon maoy magsilbi nga basehan sa mga rekomendasyon ug suhestyon nga makabenepisyo ug makahatag ug bintaha sa mga informant, ilabi na sa mga Community Residents, Local Government Unit (LGU), Philippine National Police (PNP), National Police Commission (NAPOLCOM), Department of the Interior and Local Government (DILG), Non- Governmental Organizations (NGO), Researchers ug Future Researchers.

Mga reimbursement

Dili ka hatagan og bisan unsang bayad o suhol sa kwarta kung moapil ka niini nga panukiduki.

Pagkakompidensyal

Ang mga tigdukiduki motahod pag-ayo sa personal nga impormasyon nga makolekta kini itago nga pribado ug markahan nga kompidensyal apan ang tubag sa hilisgutan dili iapil isip bahin sa kasabutan. Ang mga tigdukiduki magpreserbar sa impormasyon lakip na ang mga ngalan sa mga numero sa kontak, mga dokumento, mga nota ug uban pa. among ipasalig nga kining tanan ma- lock sa personal nga kaso sa tigdukiduki.

Pagpaambit sa mga Resulta

Pagkahuman sa pagtuon, ang mga nahibal-an ipresentar ug hisgutan sa usa ka komperensya sa panukiduki nga mahitabo sa University of Cebu-Main Campus. Ang tanan nga miapil sa research defense makadawat og kopya sa research paper nga naglangkob sa mga findings sa pagtuon, lakip ang research instructor, research adviser, ug ang mga tawo nga nagserbisyo sa research defense panel. Ipatik kini sa gikinahanglan nga basehan aron mahimo kining accessible sa academic community ug sa eskwelahan mismo aron sila makakuha og kahibalo gikan niini.

Sa mga kaso nga importante ang pagbuhat sa ingon, welcome ka nga hisgutan usab ang mga resulta, ug ang tigdukiduki mohatag kanimo og kopya sa report. Palihog hisgoti ang timeline ug ang rason sa paghatag sa impormasyon, ingon man ang mga detalye, kon ikaw adunay plano sa pagbuhat sa ingon ug kon ikaw nagtinguha sa pagbuhat sa ingon.

Katungod sa Pagdumili o Pag-atras

Ang pag-apil niini nga pagtuon hingpit nga boluntaryo sa imong bahin. Nagdesisyon ka nga moapil sa pagrepaso o dili, ang imong status sa pagpalista sa sentro sa pagrepaso dili maapektuhan sa bisan unsang paagi. Importante alang kanimo nga makaamgo nga ikaw gawasnon sa pag-atras gikan sa pag-apil sa panukiduki sa bisan unsang higayon o yugto.

Kinsa ang Kontakon

Mahimo nimong pangutan-on sila sa bisan unsang mga pangutana nga naa nimo. Mahimo ka usab nga mosumite og mga pangutana pagkahuman sa pagtuon. Kung gusto nimong isumite ang mga pangutana sa ulahi nga petsa, palihug kontaka ang usa sa mga musunud:

Atty. Dodelon Sabijon Ph.D. CRIM. - email add: delon.ucgs@gmail.com

Dr. Renato Sagayno – 09212297427UC - Main Research Director Dr. Juanito N. Zuasula Jr., MD. - 233-5503 (UC CARE)

Charles Z. Necir – 09982649122 – charlesnecir25@gmail.com

Aaron Amadeus V. Agravante- 09392647332- agravanteaaronamadeusv@gmail.com

Mark Fred E. Auditor – 09935110904 - markfredauditor12@gmail.com

Kini nga proyekto sa panukiduki gisusi ug gisusi sa technical panel sa Unibersidad sa Cebu isip kabahin sa gikinahanglan nga pagkompleto sa Bachelor of Science in Criminology. Kung aduna kay pangutana, palihog kontaka ang College of Criminal Justice o ang University of Cebu sa 032 - 255 - 7777.

BAHIN II: Sertipiko sa Pag-uyon.

Nabasa ko na ang naunang impormasyon, o gibasa na kini kanako. Nakahigayon ko sa pagpangutana bahin niini ug ang bisan unsang mga pangutana nga akong gipangutana natubag sa akong katagbawan. Ako mitugot nga boluntaryo nga moapil niini nga panukiduki.

I-print ang Ngalan sa Partisipante _____ Pirma sa Partisipante _____

Petsa _____

Adlaw/Bulan/Tuig

Kung dili makabasa:

Kinahanglang mopirma ang usa ka saksi nga makabasa (kung mahimo, kini nga tawo kinahanglan nga pilion sa partisipante ug kinahanglan nga walay koneksyon sa grupo sa panukiduki). Ang mga partisipante nga dili makamaong mobasa ug mobasa kinahanglang maglakip usab sa ilang thumbprint.

Akong nasaksihan ang tukma nga pagbasa sa porma sa pagtugot sa potensyal nga partisipante, ug ang indibidwal adunay higayon sa pagpangutana. Akong gikumpirma nga ang indibidwal naghatag ug pagtugot nga libre.

I-print ang Ngalan sa Saksi _____ UG Thumb Print sa Partisipante Pirma sa Saksi _____

Petsa _____

Adlaw/Bulan/Tuig

Pahayag sa tigdukiduki/tawo nga nagkuha ug pagtugot

Sakto nakong gibasa ang information sheet ngadto sa potensyal nga partisipante, ug kutob sa akong mahimo nakasiguro nga ang partisipante nakasabut nga ang mosunod pagabuhaton:

nawong sa nawong o online survey.

Akong gikumpirma nga ang partisipante gihatagan ug higayon sa pagpangutana bahin sa pagtuon, ug ang tanan nga mga pangutana nga gipangutana sa partisipante natubag sa husto ug kutob sa akong mahimo. Akong gikumpirma nga ang indibidwal wala pugsa sa paghatag ug pagtugot, ug ang pagtugot gihatag nga gawasnon ug

boluntaryo.

Ang usa ka kopya niini nga ICF gihatag ngadto sa partisipante.

I-print ang Ngalan sa Tigdukiduki/Tawo nga Nagkuha sa Pag-uyon_____

Pirma sa Tigdukiduki/Tawo nga Nagkuha sa Pag-uyon_____ Petsa _____

Adlaw/Bulan/Tuig

UNIVERSITY OF CEBU MAIN CAMPUS

COLLEGE OF CRIMINAL JUSTICE

CENTER OF DEVELOPMENT IN CRIMINOLOGY

APPENDIX D

INTERVIEW GUIDE ON

SMART POLICING STRATEGIES OF THE PHILIPPINE NATIONAL POLICE(PNP):FROM THE POINT OF VIEW OF COMMUNITY

RESIDENTS IN DANAOCITY, CEBU PHILIPPINES

We are the student researchers of the College of Criminal Justice of the University of Cebu-Main Campus. This research pertains to Smart Policing Strategies Of The Philippine National Police (PNP):From The Point Of View Of Community Residents In Danao City, Cebu Philippines.We are going to give you information and invite you to be part of this research. You do not have to decide today whether or not you will participate in the research. Before you decide, you can talk to anyone you feel comfortable with about the research.

PERSONAL CIRCUMSTANCES

Gender: _____

Age: _____

Civil Status: _____

Educational Attainment: _____

Residence: _____

Views on the Implementation of Smart Policing Strategies of the PNP

1. Can you tell us your views or experiences on how the PNP has implemented smart policing strategies in your area?

(Cebuano: Pwede ba nimo ipaambit ang imong panan-aw o kasinatian kabahin sa paagi sa pagpangimplementar sa PNP sa smart policing strategies sa inyong lugar?)

Views on the Effectiveness of Smart Policing Strategies

1.How would you describe the effectiveness of the smart policing strategies that have been implemented in your community?

(Cebuano: Giunsa nimo paghulagway ang kaepektibo sa mga smart policing strategies nga giimplementar sa inyong komunidad?)

V. Effects of Smart Policing on Community Trust and Confidence

2.How do these smart policing strategies affect your trust and confidence in the PNP?

(Cebuano: Unsaon man niining mga smart policing strategies nakaapekto sa imong pagsalig ug kompiyansa sa kapulisan (PNP)?)

VI. Views on the Impact of Smart Policing and Public Society on the Community

3. What can you say about the impact of smart policing and the PNP's public image on the community where you live?

(Cebuano: Unsay imong ikasulti bahin sa epekto sa smart policing ug sa imahen sa kapulisan ngadto sa komunidad diin ka nagpuyo?)

II. Observed Challenges or Concerns Regarding Smart Policing

4.What challenges or concerns have you observed in relation to the smart policing strategies implemented by the PNP?

(Cebuano: Unsa man nga mga hagit o kabalaka ang imong nabantayan kabahin sa mga smart policing strategies nga gi-implementar sa PNP?)

Participant's Overprinted Name Signature Date: Date:

APPENDIX E

SAMPLE VERIFICATION FORM OF TRANSCRIPTION

Informant	:	Informant 1
Age	:	23
Civil Status	:	Single Educational Attainment : 1st year college
Residence	:	A. Mabini St. Poblacion, Danao City
Session No.	:	One (1)
Date/s	:	September 7, 2025
Time Started	:	12:57 PM
Time Ended	:	1:01 PM
Duration	:	5 minutes and 6 seconds
Location	:	A. Mabini St. Poblacion, Danao City
Interviewed by	:	Charles Z, Necir
Transcribed by	:	Charles Z, Necir

Reviewed by : **Joan Marie N. Oville**

QUESTIONS	RESPONSES
I. Views on the Implementation of Smart Policing Strategies of the PNP	
Can you tell us your views or experiences on how the PNP has implemented smart policing strategies in your area? Do you see a difference compared to years before smart policing? Do you feel safer leaving your store at night now?	“Akong maingon, mapasalamaton ko nga naggamit ang PNP og teknolohiya aron mapalig-on ang seguridad sa komunidad. Adunay higayon nga may mga kadudahang tawo nga nag-atang duol sa akong tindahan, apan tungod sa CCTV monitoring ug paspas nga pagresponde sa kapulisan, napugngan ang posibleng pagpangawat. Nakabantay usab ko nga mas maayo na karon ang koordinasyon sa mga pulis ug barangay officials, nga nakadugang sa kasiguruhan para sa mga negosyo sama sa akong tindahan.” “Oo, kaniadto mas hinay ang response ug mas mahuyang ang koordinasyon.”
	“Oo, mas komportable ko nga ang among lugar gimonitor bisan pagkahuman sa oras sa negosyo.”
Views on the Effectiveness of Smart Policing Strategies	
How would you describe the effectiveness of the smart policing strategies that have been implemented in your community? Do you think the PNP has enough resources for maintenance? Would you consider contributing to shared community surveillance?	“Epektibo ang smart policing, nga makita sa pagkaminusan sa pagpangawat ug pagpangdaot sa among lugar. Apan, nag-agad kini sa padayon nga monitoring ug maayong gamit sa ekipo. Nabantayan nako nga kon mohunong ang CCTV tungod sa teknikal nga problema, mosaka dayon ang insidente, mao nga importante ang kanunay nga maintenance.” “Dili kanunay, mao nga importante usab ang suporta sa local government.” “Oo, basta masiguro nga padayon ang monitoring ug makabenepisyo ang tanang negosyo sa lugar.”
Effects of Smart Policing on Community Trust and Confidence	
How do these smart policing strategies affect your trust	“Misaka ang akong pagsalig sa PNP, apan importante gihapon ang accountability. Kusgan

and confidence in the PNP? Do you think technology makes officers more accountable? Has your personal relationship with the PNP improved?	ang teknolohiya, apan disiplina ug integridad sa opisyal mao gihapon ang yawi. Kung makita nako nga ang mga pulis tarong ug responsable sa paggamit sa smart tools, mas mitaas ang akong kumpyansa. Apan kon magamit kini sa sayop, dali usab kini makadaot sa pagsalig.” “Oo, kay pinaagi sa surveillance, maminusan ang posibilidad sa misconduct nga dili makita.” “Oo, mas kanunay na silang mobisita sa negosyo ug mas open na ang komunikasyon.”
Views on the Impact of Smart Policing and Public Society on the Community	
What can you say about the impact of smart policing and the PNP’s public image on the community where you live? Do customers connect police visibility with business safety? Does this improve your sales?	“Naayo ang public image sa PNP kay nagpakita sila nga nagaprogreso. Ang mga kostumer kanunay mosulti nga mas makita ug mas approachable ang kapulisan, nga nagpabati nga luwas ang pagpamalit sa among dapit. Kini dako nga kausaban kumpara kaniadto nga dili gyud kaayo mabantayan ang presensya sa pulis. Apan, bisan usa lang ka negatibong insidente, dali gihapon kini makadaot sa ilang imahe.” “Oo, ilang makita kini nga garantiya nga makapamalit sila nga walay kabalaka.” “Oo gyud, kay mas daghan ang mga tawo nga mamalit kon mobati silang luwas.”
Observed Challenges or Concerns Regarding Smart Policing	
What challenges or concerns have you observed in relation to the smart policing strategies implemented by the PNP? Do you think criminals are getting smarter too? Should private businesses assist in innovation?	“Ang pinakadakong hagit mao ang sustainability sa pondo. Kung walay sakto nga budget, daghang gamit sama sa CCTV o reporting system ang mohunong. Usa pa ka kabalaka mao nga nag-aadjust usab ang mga kriminal ug nakakat-on unsaon pagpanglikay sa detection, mao nga kinahanglan padayon ang innovation sa PNP.” “Oo, dali sila maka-adjust, mao nga kinahanglan ang kapulisan usa ka lakang nga mas labaw.” “Oo, pinaagi sa partnership tali sa negosyo ug PNP, mas lig-on ang crime prevention.



APPENDIX F LOCATION MAP

APPENDIX G

Coded Significant Statements

SIGNIFICANT STATEMENT NUMBER	SIGNIFICANT STATEMENTS	INFORMANT NUMBER
1	“Akong maingon, mapasalamaton ko nga naggamit ang PNP og teknolohiya aron mapalig- on ang seguridad sa komunidad. Adunay higayon nga may mga kadudahang tawo nga nag- atang duol sa akong tindahan, apan tungod sa CCTV monitoring ug paspas nga pagresponde sa kapulisan, napugngan ang posibleng pagpangawat. Nakabantay usab ko nga mas maayo na karon ang koordinasyon sa mga pulis ug barangay officials, nga nakadugang sa kasiguruhan para sa mga negosyo sama sa akong tindahan.”	I1

	(I can say that I am grateful that the PNP is using technology to strengthen community security. There were times when suspicious people were lurking near my store, but because of CCTV monitoring and the quick response of the police, possible thefts were prevented. I have also noticed that there is better coordination between the police and barangay officials now, which has	
	increased the security for businesses like my store.) “Oo, kaniadto mas hinay ang response ug mas mahuyang ang koordinasyon.” (Yes, before, the response was slower and the coordination was weaker.) “Oo, mas komportable ko nga ang among lugar gimonitor bisan pagkahuman sa oras sa negosyo.” (Yes, I feel more comfortable that our area is monitored even after business hours.) I1:SS1	
2	“Epektibo ang smart policing, nga makita sa pagkaminusan sa pagpangawat ug pagpangdaot sa among lugar. Apan, nag-agad kini sa padayon nga monitoring ug maayong gamit sa ekipo. Nabantayan nako nga kon mohunong ang CCTV tungod sa teknikal nga problema, mosaka dayon ang insidente, mao nga importante ang kanunay nga maintenance.” (Smart policing is effective, as can be seen in the reduction in theft and vandalism in our area. However, it depends on continuous monitoring and	I1
	good use of the equipment. I have observed that if the CCTV stops due to technical problems, the incidents increase immediately, so regular maintenance is important.) “Dili kanunay, mao nga importante usab ang suporta sa local government.” (Not always, so the support of the local	

	government is also important.) “Oo, basta masiguro nga padayon ang monitoring ug makabenepisyo ang tanang negosyo sa lugar.” (Yes, as long as they ensure that monitoring continues and all businesses in the area benefit.) I1:SS2	
3	“Misaka ang akong pagsalig sa PNP, apan importante gihapon ang accountability. Kusgan ang teknolohiya, apan disiplina ug integridad sa opisyal mao gihapon ang yawi. Kung makita nako nga ang mga pulis tarong ug responsable sa paggamit sa smart tools, mas mitaas ang akong kumpyansa. Apan kon magamit kini sa sayop, dali usab kini makadaot sa pagsalig.”	I1
	(My trust in the PNP has increased, but accountability is still important. Technology is powerful, but discipline and integrity of officers are still key. When I see that the police are honest and responsible in using smart tools, my confidence increases. But if they are used incorrectly, it can also easily damage trust.) “Oo, kay pinaagi sa surveillance, maminusan ang posibilidad sa misconduct nga dili makita.” (Yes, because through surveillance, the possibility of misconduct that goes unnoticed is reduced.) “Oo, mas kanunay na silang mobisita sa negosyo ug mas open na ang komunikasyon.” (Yes, they are visiting businesses more often and communication is more open.) I1:SS3	
4	“Naayo ang public image sa PNP kay nagpakita sila nga nagaprogreso. Ang mga kostumer kanunay mosulti nga mas makita ug mas approachable ang kapulisan, nga nagpabati nga luwas ang pagpamalit sa among dapit. Kini dako nga kausaban kumpara	I1

	kaniadto nga dili gyud kaayo mabantayan ang presensya sa pulis. Apan, bisan usa lang ka negatibong insidente, dali gihapon kini makadaot sa ilang imahe.” (The public image of the PNP has improved because they have shown that they are making progress. Customers often say that the police are more visible and approachable, which makes them feel safe shopping in our area. This is a big change compared to the past when the police presence was not very visible. However, even just one negative incident can still easily damage their image.) “Oo, ilang makita kini nga garantiya nga makapamalit sila nga walay kabalaka.” (Yes, they see this as a guarantee that they can shop without worries.) “Oo gyud, kay mas daghan ang mga tawo nga mamalit kon mobati silang luwas.” (Yes, of course, because more people shop when they feel safe.) I1:SS4	
5	“Ang pinakadakong hagit mao ang sustainability sa	I1
	pondo. Kung walay sakto nga budget, daghang gamit sama sa CCTV o reporting system ang mohunong. Usa pa ka kabalaka mao nga nag-aadjust usab ang mga kriminal ug nakakat-on unsaon pagpanglikay sa detection, mao nga kinahanglan padayon ang innovation sa PNP.” (The biggest challenge is the sustainability of the funding. Without the right budget, many tools like CCTV or reporting systems will stop. Another concern is that criminals are also adapting and learning how to avoid detection, so the PNP needs to continue to innovate.) “Oo, dali sila maka- adjust, mao nga kinahanglan ang kapulisan usa ka lakang nga mas labaw.” (Yes, they can adapt easily, so the police need to be one step ahead.)	

	“Oo, pinaagi sa partnership tali sa negosyo ug PNP, mas lig-on ang crime prevention. (Yes, through partnerships between businesses and the PNP, crime prevention will be stronger.) I1:SS5	
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APPENDIX H FORMULATION OF CORE MEANING

Positive Views on the Implementation of Smart Policing Strategies

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
“Akong maingon, mapasalamaton ko nga naggamit ang PNP og teknolohiya aron mapalig-on ang seguridad sa komunidad... tungod sa CCTV monitoring ug paspas nga pagresponde sa kapulisan, napugngan ang posibleng pagpangawat.” “I can say, I am grateful that the PNP is using technology to strengthen community security... because of CCTV monitoring and the quick response of the police, possible thefts were prevented.” (I1:SS1)	Smart policing, through the use of CCTV and quick police response, plays a vital role in strengthening community security and effectively preventing crimes such as theft. FM1
“Sa wala pay CCTV dugay masulbad ang kaso, karon nga naa dali ra kay makita man ang actual kung kinsa ang criminal.” “Before CCTV, it took a long time to solve the case, now that it is there, it is easy because you can actually see who the criminal is.” (I7:SS1)	The presence of CCTV systems allows for faster case resolution and easier identification of offenders, resulting in more efficient investigative processes and a stronger sense of justice in the community. FM2
“Nabantayan nako nga gipatuman ang smart policing pinaagi sa surveillance ug monitoring... nakahatag kanako og kasigurohan kung maglakaw ko sa gabii.” “I have observed that smart policing is being implemented through surveillance and monitoring... it has given me security when I walk at night.” (I11:SS1)	Surveillance through CCTV enhances residents’ feelings of safety and confidence, particularly during nighttime, as it reassures them that their surroundings are being monitored and protected. FM3
“So far, diri sa brgy población mas mayo akong kasinatian tungod sa smart policing strategies nga gi implement sa among kapulisan nga gi suportahan sa among city government sama sa	The implementation of smart policing is viewed as systematic and well- supported by the local government, demonstrating strong coordination between the police force and city administration

pagpataud og mga CCTV.” “So far, here in the brgy poblacion, my experience has been better because of the smart policing strategies implemented by our police which are supported by our city government such as installing CCTVs.” (I6:SS1)	in maintaining peace and order. FM4
“Very organized and well implemented as per our barangay... so there is an active response term.” (I4:SS1)	Smart policing is characterized by its organized structure and active implementation at the barangay level, reflecting close collaboration between law enforcement and community leaders. FM5

Perceptions of the Effectiveness of Smart Policing Strategies

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
“Sa akong panan-aw, epektibo kini nga mga estratehiya kay nabawasan ang mga krimen sama sa pagpangawat ug samok sa gabii. Labi na gyud ang CCTV nga nakapapugong sa mga tawo kay kahibalo sila nga makita sila.” “In my opinion, these strategies are effective because they have reduced crimes such as theft and nighttime disturbances. CCTV has especially deterred people because they know they can be seen.” (I3:SS2)	Smart policing initiatives have proven effective in minimizing theft and nighttime disturbances within the community. The use of CCTV cameras serves as a powerful deterrent to offenders, as the awareness of being monitored discourages individuals from committing unlawful acts. FM1
“Makita gyud nako ang depirinsiya sa ilang policy... least gyud	The policies and programs introduced under smart policing contribute
ang mga krimen like drug addiction, nay mi mga programa gihatag mga pagsumpo makitan gyud nako nay development.” “I can really see the difference in their policy... at least for crimes like drug addiction, we have programs to combat them, I can really see the development.” (I14:SS2)	significantly to reducing drug-related crimes. These targeted interventions demonstrate the PNP’s commitment to addressing specific community issues through evidence-based and technology-driven approaches. FM2

“Dali ra siya ma retrieve kay nay mga krimen diri sa amoa... basta ma report lang dayon makita dayon sa pulis.” “He can be retrieved easily because there are crimes here... as long as it is reported immediately, the police will find out immediately.” (I2:SS2)	The availability of CCTV evidence allows for the quick retrieval of vital information, enabling faster investigation and resolution of criminal cases. This technological advantage ensures timely justice and enhances police efficiency. FM3
“Epektibo kaayo kay mas paspas ang komunikasyon. Ang barangay officials ug kapulisan dali ra magtinabangay.” “It is very effective because communication is faster. Barangay officials and police can easily work together.” (I15:SS2)	Technology strengthens communication and coordination between barangay officials and police personnel, promoting swift information exchange and more unified responses to incidents. This collaborative system enhances the overall effectiveness of crime prevention efforts FM3

Effects on Community Trust and Confidence

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
“Misaka ang akong pagsalig sa PNP, apan importante gihapon ang accountability... Kung makita nako nga ang mga pulis tarong ug responsable sa paggamit sa smart tools, mas mitaas ang akong kumpyansa.”	Transparency and accountability in the use of smart policing tools strengthen the community’s trust in the Philippine National Police (PNP). When the public sees that technology is applied responsibly and ethically, it
“My trust in the PNP has increased, but accountability is still important... When I see that the police are honest and responsible in using smart tools, my confidence increases.” (I1:SS3)	fosters a greater sense of confidence and assurance in law enforcement operations. FM1
Mas nisaka ang akong pagsalig kay makita nako ang ilang paningkamot. Ang kapulisan dili lang karon naghulat og krimen mahitabo, apan sila mismo nagauna og lihok.” “My trust has increased because I can see their efforts. The police are not just waiting for crimes to happen, but they are taking the initiative.” (I12:SS3)	The proactive efforts of the police in preventing crimes and engaging with the community enhance residents’ respect and confidence. By taking initiative rather than waiting for incidents to occur, the police demonstrate genuine commitment to public safety and welfare FM2
“Mas misaka ang akong pagsalig kay sauna murag dili nila tagdon ang gagmay nga isyu, pero karon	The responsiveness of the police to even minor community issues builds stronger relationships and mutual trust between the PNP and the

ginapaminaw na nila tanan.” “My trust has increased because it used to be that they would ignore small issues, but now they are listening to everyone.” (I15:SS3)	public. This attentiveness shows that the police value the concerns of all citizens, contributing to improved community relations and positive perceptions of law enforcement. FM3
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Impact on Community and Public Image of the PNP

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
“Naayo ang public image sa PNP kay nagpakita sila nga nagaprogreso... mas makita ug mas approachable ang kapulisan.” “The public image of the PNP has improved because they show that they are making progress... the police force is more visible and approachable.” (I1:SS4)	Smart policing initiatives have enhanced the public image of the Philippine National Police (PNP), portraying the organization as progressive, modern, and approachable. The integration of technology in policing reflects a commitment to innovation and improved public service.
	FM1
“Mas maayo na ang hulagway sa PNP karon. Ang mga tawo nagtan-aw sa ila nga kauban sa seguridad, dili lang mga enforcer.” “The image of the PNP is better now. People see them as security partners, not just enforcers.”	Residents now perceive the PNP as partners in ensuring community safety rather than merely as law enforcers. This shift in perception fosters collaboration and shared responsibility between the police and the community in maintaining peace and order.
(I12:SS4)	FM2
“Mas approachable ug transparent na ang PNP. Daghan na karon ang mas respetado sila.” “The PNP is more approachable and transparent now. Many people now respect them more.”	The transparency and openness demonstrated by the PNP in implementing smart policing strategies have led to greater public respect and cooperation. These qualities strengthen the relationship between law enforcement and the public, promoting trust and unity in achieving community security goals.
(I15:SS4)	FM3

Observed Challenges and Concerns Regarding Smart Policing

SIGNIFICANT STATEMENT	FORMULATED MEANINGS
“Usa sa akong kabalaka mao ang maintenance sa mga CCTV; usahay madaot pero dili dayon marepair.”	Delays in repairing malfunctioning CCTV units undermine the overall reliability and effectiveness of smart policing initiatives.

“One of my concerns is the maintenance of CCTVs; sometimes they break down but can’t be repaired immediately.” (I3:SS5)	When surveillance systems are not promptly maintained, their capacity to deter and solve crimes is significantly reduced, affecting community confidence in the program. FM1
“Ang akong kabalaka mao ang sustainability. Usahay, human sa inisyal nga pagpalihok, dili na maayo ang pag- maintain sa mga sistema.” “My concern is sustainability. Sometimes, after the initial activation, the systems are not well maintained.” (I11:SS5) Ang among pinakadakong kabalaka sa smart policing strategies mao ang kahimtang sa mga child in conflict with the law (CICL). Bisan og adunay modernong teknolohiya, daghan gihapon ang kabataan nga masangpit sa krimen tungod sa kakulang sa giya, kalisod, ug impluwensya sa palibot. (Our biggest concern with smart policing strategies is the situation of children in conflict with the law (CICL). Even with modern technology, many children still fall into crime due to lack of guidance, hardship, and environmental influences.) (I14:SS5)	The long-term sustainability of smart policing technology remains uncertain due to inadequate maintenance and poor system upkeep. Without consistent support and resources, these technological tools may lose their effectiveness over time, posing challenges to the continuity and success of smart policing efforts FM2 Despite the advancements brought by smart policing strategies, community members remain deeply concerned about the increasing number of children in conflict with the law (CICL), emphasizing that technological progress alone cannot address underlying social issues such as poverty, lack of parental guidance, and negative environmental influences. FM3

APPENDIX I

Development of Cluster Themes and Emergent Themes

Positive Views on the Implementation of Smart Policing Strategies

Formulated Meanings	Cluster themes	Emergent themes
Smart policing, through the use of CCTV and quick police response, plays a vital role in strengthening community security and effectively preventing crimes such as theft. FM1 The presence of CCTV systems allows for faster case	Smart policing, particularly through CCTV and quick police response, promotes a safer environment by preventing crimes and enhancing community protection. The integration of technology reinforces the people’s sense of security and demonstrates proactive law enforcement. I. The use of CCTV	I. Police Presence as a Source of Security II. Systematic and Organized Implementation

resolution and easier identification of offenders, resulting in more efficient investigative processes and a stronger sense of justice in the community. FM2 Surveillance through CCTV enhances residents' feelings of safety and confidence, particularly during nighttime, as it reassures them that their surroundings are being monitored and protected. FM3 The implementation of smart policing is viewed	contributes to faster case resolution and easier identification of offenders, reflecting a more efficient and evidence-based approach to criminal investigation and justice delivery. II. Continuous surveillance and monitoring through smart technologies increase residents' confidence, especially at night, as the visible presence of CCTV assures them of their safety and community vigilance.	
as systematic and well-supported by the local government, demonstrating strong coordination between the police force and city administration in maintaining peace and order. FM4 Smart policing is characterized by its organized structure and active implementation at the barangay level, reflecting close collaboration between law enforcement and community leaders. FM5	IV. The systematic implementation of smart policing, supported by local government collaboration, signifies strong organizational commitment to maintaining peace and order through structured coordination and shared responsibility. V. Smart policing is sustained through organized collaboration between law enforcement and barangay leaders, demonstrating effective community-level governance and collective participation in ensuring public safety.	

Perceptions of the Effectiveness of Smart Policing Strategies

Formulated Meanings Smart policing initiatives have proven effective in minimizing theft and nighttime disturbances within the community. The use of CCTV cameras serves as a powerful deterrent to offenders, as the awareness of being monitored discourages individuals from committing unlawful acts.	Cluster themes VI. Smart policing effectively reduces theft and nighttime disturbances by utilizing CCTV as a deterrent mechanism. The awareness of surveillance discourages potential offenders, contributing to a safer and more orderly community environment. VII. The implementation of smart policing policies and programs specifically addresses pressing	Emergent themes I. Crime Reduction and Deterrence II. Faster Police Response and Accessibility
FM1 The policies and programs introduced under smart policing contribute significantly to reducing drug-related crimes. These targeted interventions demonstrate the PNP's commitment to addressing specific community issues through evidence-based and technology-driven approaches. FM2 The availability of CCTV evidence allows for the quick retrieval of vital information, enabling faster investigation and resolution of criminal cases. This technological advantage ensures timely justice and enhances police efficiency. FM3 Technology strengthens communication and coordination between barangay officials and police	community problems such as drug-related offenses. These technology-supported interventions illustrate the PNP's strategic, data-driven approach to crime reduction. VIII. The quick retrieval of CCTV footage provides vital evidence that accelerates investigations and case resolutions. This efficiency strengthens public trust in law enforcement and ensures that justice is delivered promptly. IX. Smart policing fosters faster communication and stronger coordination between barangay officials and police personnel. This technological linkage enhances collaborative action and increases the overall effectiveness of crime prevention and response.	

personnel, promoting swift information exchange and more unified responses to incidents. This collaborative system enhances the overall effectiveness of crime prevention efforts FM4		
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Effects on Community Trust and Confidence

Formulated Meanings	Cluster themes	Emergent themes
Transparency and accountability in the use of smart policing tools strengthen the community's trust in the Philippine National Police (PNP). When the public sees that technology is applied responsibly and ethically, it fosters a greater sense of confidence and assurance in law enforcement operations. FM1 The proactive efforts of the police in preventing crimes and engaging with the community enhance residents' respect and confidence. By taking initiative rather than waiting for incidents to occur, the police demonstrate genuine commitment to public safety and welfare FM2 The responsiveness of the police to even minor community issues builds stronger relationships and mutual trust between	X. The responsible and transparent application of smart policing tools enhances the public's confidence in the PNP. Ethical use of technology assures citizens that law enforcement upholds integrity, fairness, and accountability in maintaining peace and order. XI. The PNP's proactive initiatives in preventing crimes and engaging with the community cultivate greater respect and trust among residents. By demonstrating initiative and commitment to safety, the police foster a positive image of diligence and reliability. XII. Police attentiveness to even minor community concerns builds mutual trust and reinforces positive relationships between the PNP and the public. This responsiveness reflects inclusivity and genuine concern for citizen welfare, thereby deepening community	I. Increased Trust and Accountability II. Strengthened Police–Community Relations

the PNP and the public.		
This attentiveness shows that the police value the concerns of all citizens, contributing to improved community relations and positive perceptions of law enforcement. FM3	cooperation and confidence.	

Impact on Community and Public Image of the PNP

Formulated Meanings	Cluster themes	Emergent themes
Smart policing initiatives have enhanced the public image of the Philippine National Police (PNP), portraying the organization as progressive, modern, and approachable. The integration of technology in policing reflects a commitment to innovation and improved public service. FM1 Residents now perceive the PNP as partners in ensuring community safety rather than merely as law enforcers. This shift in perception fosters collaboration and shared responsibility between the police and the community in maintaining peace and order. FM2 The transparency and openness demonstrated	XIII. Smart policing initiatives have transformed the public perception of the PNP into a progressive, modern, and approachable organization. The integration of technology symbolizes professionalism, innovation, and a dedication to delivering efficient and responsive public service. XIV. The shift in how residents view the PNP— from mere law enforcers to genuine partners in community safety— reflects improved collaboration and shared responsibility. This partnership reinforces social cohesion and enhances the cooperative spirit between the police and the public. XV. The PNP’s openness and transparency in applying smart policing	I. Improved Public Image and Approachability II. Safer Communities and Stronger Cooperation
by the PNP in implementing smart policing strategies have led	strategies have fostered greater respect and cooperation from the	

to greater public respect and cooperation. These qualities strengthen the relationship between law enforcement and the public, promoting trust and unity in achieving community security goals. FM3	community. These qualities strengthen the bond between law enforcement and the public, cultivating mutual trust and unity in maintaining peace and order.	
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Observed Challenges and Concerns Regarding Smart Policing

Formulated Meanings	Cluster themes	Emergent themes
Delays in repairing malfunctioning CCTV units undermine the overall reliability and effectiveness of smart policing initiatives. When surveillance systems are not promptly maintained, their capacity to deter and solve crimes is significantly reduced, affecting community confidence in the program.. FM1 The long-term sustainability of smart policing technology remains uncertain due to inadequate maintenance and poor system upkeep. Without consistent support and resources, these technological tools	XVI. The delayed repair and inconsistent maintenance of CCTV systems weaken the reliability and deterrent function of smart policing. These lapses reduce the system's effectiveness and diminish public confidence in technology- based policing initiatives. XVII. The uncertainty surrounding the long- term sustainability of smart policing tools highlights the need for consistent resource allocation and maintenance planning. Without continued support, the effectiveness and continuity of these technological interventions are at risk,	I. Sustainability and Maintenance Issues II. Adaptability of Criminals and Social Concerns III. Inclusivity and Accessibility Gaps
may lose their effectiveness over time, posing challenges to the continuity and success of smart policing efforts. FM2 Despite the advancements brought by smart policing strategies, community members remain deeply concerned about the increasing number of children in conflict with the law (CICL), Emphasizing that technological	potentially undermining the progress achieved by the PNP. XVIII. Community members believe that while smart policing improves law enforcement, it fails to address the root causes of youth crime, emphasizing the need for social and community- based solutions alongside technology.	

progress alone cannot address underlying social issues such as poverty, lack of parental guidance, and negative environmental influences. FM3		
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