

**PUBLIC PERCEPTION ON THE QUALITY OF RESPONSE
OF POLICE OFFICERS TO CRIME INCIDENTS**



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A.S.L

ABSTRACT

The study was conducted to determine the public perception on the quality of response of police officers to crime incidents. It aims to determine the following factors such as responsiveness, competence, community relation. The study was conducted among six selected barangays that were considered as highly populated with a total of 299 respondents utilizing the researchers-made questionnaire. The respondents were selected using random sampling technique. The answering of the survey fell within the duration of three consecutive days' from February 10 -13, 2017. The study found out that among the factors being studied, all three (responsiveness, competence, community relation) were perceived by the respondents high as to the quality of response of police officers to crime incidents. Police officers should not only rely on what community perceives. Although it was rated high, police officers should always maintain the proper protocol relative to their duties enable to maintain public trust among police officers since the success of crime solution does not only rely on police officers but also with the aid of the community.

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Chapter 1

THE PROBLEM AND ITS SETTING

Background of the Study

Public support is one measured as essential enable to shape up an effective policing. It is also important to take into consideration the importance of conscripting the public in efforts on matters of crime reduction. There is an increasing evidence stated that the public sustenance relies only on a public perception on how law enforcers treat people fairly and professionally (Miller, et al., 2003).

In India, public perception on the police force of Rajasthan turn out to be corrupt, lazy, and discriminating base on survey results. They are stressed to improve their professionalism, transparency, and responsiveness although they tried on their past transformations enable to improve their routine and morale. They themselves has a self-perception that they felt clichéd and unappreciated and seldom become a victims of political manipulation (Banerjee, et al., 2012).

In the Philippines, police personnel were held to be corrupt, survey shows that public perception on their public officials and civil servants were affected by corruption respectively the same views on the political parties (Romero, 2013). In Davao City, during the 111th Founding Anniversary of the Police National Police (PNP) at the Camp Catitipan, Davao City. Here, Rep. Carmen Zamora-Apsay of the 1st District of Compostela Valley, said that public perception is severe on law enforcers. That the police are placed in a position wherein they are going to observe a balance between enforcing the law and respecting the right of an offender. Rep. Apsay added that many still

remains honest and devoted as a public servants and they don't deserve negative insights. When in fact, with negative insights the police should rise on those challenges that they face (Dalumpines, 2012)

Thus, the above cited premises prompted the researchers to urgently conduct a study about the public perception on the quality of response of police officers to crime incidents since public support is considered important enable to build a successful policing that public efforts must be acknowledge on matters of crime reduction.

Statement of the Problem

This would determine the public perception on the quality of response of police officers to crime incidents. Specifically, it attempts to answer following objectives:

1. What is the profile of the respondents in terms of the following?
 - 1.1 Age;
 - 1.2 Gender; and
 - 1.3 Educational Attainment?
2. What is the extent of the public perception on the quality of response of the police in terms of the following?
 - 2.1 Responsiveness;
 - 2.2 Competence; and
 - 2.3 Community Relation?
3. Is there a significant difference on the public perception when respondents are group according to their profile?

Hypothesis

There is a no significant difference on a public perception when respondents are group according to their profile.

Review of Related Literature

In this portion, the related literatures are presented whose sources came from newspapers, journals, internet, and books.

Individual communications comprise a most grounded effect on discernments. Assessments of the general population are being shaped in view of the police react and collaboration to people in general or the encounters that they hear on their family and trusted companions. Individuals' discernment worries on how the police treated them. (Henderson, 2014).

Policing will be done through a process on how the police do their work. Gallagher, et al., (2001) stated that, it will be immeasurable to study the aspects of police processes, but the public focuses on that term called service. Service on the system of policing that is referred to their attentiveness, reliability, responsiveness, competence, manners, fairness and integrity.

People's collaboration is given freely with the police when they believe that agencies and their workforces are upright and fair when they intermingle with the members of the community. On the other hand, Stewart, et al., (2012) added that the use of power by the police officers may be able to decrease public trust. Because this is what is usually observed by the public although it is rarely needed for the trepidation of criminals, public may still consider it extreme when force takes place.

Ali (2016) specified that since police is the only security agency that constantly remains perceptible as an administrative part of government to inhibit the crime from society, public insight about police work has to develop through people's own involvement and thought of maintaining police obligation to develop law and order situation of the nation.

On the past years, the buoyancy of public in policing received much consideration. A study of Jackson, et al., (2006) discovers that reliance and assurance on the police are being shaped through an assessment of morals and values that toughen the life of the public not by the ideas about menace and criminality. In addition to yield public confidence, the police should first to embody the group morals and values that must be appreciated by the public second the public must be treated with dignity and fairness.

The media portrayal of policing is equated with both positive and negative representations. Consequently, a confounding relationship occurs between media consumption and open temperaments towards the police. Dowler et al., (2007) plans to test the effect that media consumption had on states of mind toward police wrongdoing and segregation. Their discoveries uncovered that substantial buyers of system news will probably trust that police offense was a continuous occasion. This was particularly valid for minority respondents. So also, minority respondents that every now and again saw system news will probably trust that Whites got better treatment by the police. At long last, the discoveries uncovered that incessant viewers of police dramatizations trusted that the rich got special treatment from the police. On the other hand, continuous viewers of wrongdoing understanding shows trusted that the rich did not get particular treatment.

According to the study of Williams et al., (2003) Overall population view of the police are to a great extent influenced by involvement with officers. They bring up that understudies, as well, impart fair with earlier contact to police however contrast concerning future activity after starting contact. In particular, undergrads are not just more prone to see cops as immoral and incompetent, additionally able to report such conduct and in that hold a negative view. Besides, they are likewise more inclined to propose that cops display unprofessional conduct amid contact with understudies. Subsequently, they hold less trust in the police and are most drastically averse to trust officers. These discoveries additionally remain constant while assessing the understudy view of grounds police.

According to Florendo (2011) the public has developed such high expectation to all the police serving and protecting them from incident that those expectations are more than the reality to something that could be described as faith. She also added, that the public came to believe in the police to do all things and when that disillusionment set, the public lost faith in the police. Police force shall be worthy of the public high trust by doing his duty and leaving undone through carelessness and the police officers shall make himself available and be willing to serve everyone and any time. Police shall avoid by any occasion to humiliate, embarrass, annoy or inconvenience everyone.

Police has been retold to be more extra wary (Bajenting, 2017) listed in his editorial that police officers who are replying to anxieties in distant areas should be security cognizant. Just because you are assigned in the city, that doesn't mean you should let your sentry down. They may be uprising free but

they have to be on alert. Policemen were reminded to take extra cautious in resounding out their duties and responsibilities.

Andrews (2001) involved that, open perspective of tips changed from decade to decade. In the midst of the 1970s, police-work was not seen as a calling. The work power was overpowered by men and the informative need was that of auxiliary school graduate. Various cops got a considerable measure of their arrangement in the military. For the most part, policemen were viewed as a segment of our hands on work control. The affirmation of free coffee or set apart down dinners was consistent spot. Presents of blended beverages at Christmas-time from adjacent bars had been the standard as far back as anyone could review. General society recognized this direct and gift giving as sufficient; just a single of the points of interest of being on the power. It had constantly been that way, a capability for overseeing issues that no one else was ready to deal with. Open support of the police was not affected fundamentally in light of the fact that the police were enduring tips.

In Nigeria, public perception of the police has become slanted which is the result of the mishandling of supremacies vested in them. Conferring to Olusegun (2014) this misapplication of powers generates undesirable police image and the police-public relations is expressed in police corruption and brutality which it becomes their consistent mark. In order to change this negative image, the police must be reoriented on the way to satisfactory care and reverence of human dignity, fundamental rights of the citizen and privileges. The police must work tougher as expected by the people to mend

their ruined image which perceives by the public as disappointing, arrogant, brutal, corrupt and destructive force.

Kochel (2016) expressed that popular assessment of law implementation may influence your calling significantly. It will bother your ability to do your work proficiently. It should have an impact on your security as an open officer. Despite the fact that the work they do is greatly troublesome on occasion that it requires setting one's life in peril empower to direct the law, law implementation is still there to help general society. Being the finest they can be at speaking to law authorization in the most dynamic light. All things considered, there's a reason for existing you're known as an open hireling. By keeping an empowering mentality, keeping up the pinnacle level of polished skill and guiding yourself with pride and regard for those you serve, there will never be an antagonistic open impression of law implementation that will back you off.

There are issues that undermine the ethical upright of the police fundamentally on police debasement. Tankebe (2010) points in his bona fide study are to think about the impacts of the three extent of police debasement on view of police reliability, procedural equity and viability. This three (3) scope of defilement are close to home involvement, backhanded understanding and subjective assessments of police hostile to debasement measures. His information originates from a study of individuals living in Accra, Ghana. His results demonstrate that both roundabout encounters of debasement and fulfillment with change measures clarify appraisals of police reliability, procedural equity and viability, yet that individual encounters of police defilement don't do as such.

Setting up a particular administration to be specific, a police drive, is the significant responsibility of the state keeping in mind the end goal to advocate the security of its subjects to tail this end. An investigation of Skogan, (2014) expressed that individuals likewise have a solid perspective on police work. A standard native mulls over of the police as a body fundamentally worried with deflecting wrongdoing and getting lawbreakers. At the point when guiltiness developments or hoodlums go uncaught, the square open response is to demand increasingly or upgraded policeman. At the point when the wrongdoing level goes down or a generally horrifying wrongdoing is settled, the police as often as possible get or if nothing else attempt to take the acclaim. Perspectives in regards to the wrongdoing battling obligation of the police are as yet measured as a noteworthy element in present day theoretical echoes on trust in the police. Mistreatment encounters would lead individuals to be sure of that the police are sinking to ensure them, and would work down confidence in the capacity of the police to endure out their wrongdoing control mandate.

Giving of temptations for each fruitful capture and case recorded may lift the self-regard of each police. Rendering to Jerusalem, (2016) giving of financial prize will animated the police. that they will be more headed to do their obligations that there will likewise be an assurance to be helped if cases are trooped in opposition to them amid the strategy for law authorization agents. The support will be sure just to those police who are prosecuted by the suspects or their connection in the line of obligation as they thought that it was difficult to gain their own lawful guidance for a few worries of budgetary impediment. He included that the lawful support gave by the commonplace

government will impact the police to fortify their endeavors to pursue those crooks.

If you're a police allocated as an encoder in your workplace and you are through with your work, then you can just take a seat down there and do nothing. This kind of condition has been barred to take place. As stated by Mangunay, (2012) that after gulping it out for years contrary to nothing more challenging than pens, papers and computers, policemen will now be up and doing their duty against the ruthless guys for at least one day a week to address the lack of beat patrollers and to certify that no policeman is indolent.

An extensive number of studies have been given to the effect of impression of feeling circulations on the declaration of popular conclusion. An investigation of Scheufele et al., (2001) recommend that impression of assessment dispersions have suggestions that go past affecting individual issue positions, yet rather impact respondents' eagerness to take part in political exercises. Look at the part that correspondence variables, bunch enrollment, disposition quality, and view of popular assessment play in foreseeing open and non-public types of interest.

According to Col. Tooley (2016) the law approval calling has constantly been an extraordinary business. All through a calling, law usage officers see the best and the most exceedingly terrible in humanity. They may be communicated appreciation toward for what they do and subsequently be spit upon not an hour later. As a less than dependable rule this leaves officers bewildered in the matter of how the all-inclusive community they serve feels about them and therefore, how they feel about individuals when all is said in done.

By extending easygoing contacts with the nationals, police may have the ability to upgrade well known conclusion. Maxson, et al., (2002) incorporated that police can extend tenant's underwriting of their occupation execution by appreciating bunch social affairs, growing officer's deceivability in neighborhoods and talking with subjects. Such easygoing contacts emphatically influenced occupation support assessments despite when diverse components associated with lower underwriting evaluations, for instance, tenant's acknowledgments, that their neighborhoods are wrongdoing ridden, unsafe, and perplexity were accessible.

According to Horowitz (2007) contentment with the police, while generally high, is unequally distributed. It is important to take into consideration that the police must understand why people still harboring negative views in order to build a better and a positive relationship with the community.

Citizens are more likely to band with local crime reduction as well as to share information with the police about detailed crime events. According to Duncan (2014) this is a proof that citizens have trust in their local police departments and trust the local police department. Although it might not be going to wipe away all together, but it can be an important step to reduce the crime level and the quality of life in a certain area.

In California, there were three sections of police execution being diagramed confide in the police, police sensibility and police usage of superfluous power were backslid on different sorts of media. Callanan, (2010) prescribe that survey TV news and wrongdoing based reality programs on a very basic level forms confide in the police. Correspondences with catch,

wrongdoing misuse and race were also examined. Losses and those with a catch experience were not impacted by wrongdoing related media usage, recommending that immediate experiences with wrongdoing were more basic than the media in framing individual's appraisals of the police.

The established literature above provided awareness to the study at hand. All of these literature gave an important suggestion of the public perception on the quality of response of police officers to crime incidents. The divulge knowledge of this literature can develop and give ideas on the impact of public perception on the response provided by police officers.

Theoretical and Conceptual Framework

This review typifies the hypothesis of open view of Lippman 1922 "The world and the photos in our heads" an illustration of the surrender, from Plato's book VII of "The Republic". In this story, there were gatherings of men that has been shackled together in a give in since youth. Those shackles keep them from moving their legs and knocking some people's socks off. Consequently, they are just ready to see the individuals who go before them. Lippman additionally included a moral story in 1914 at the time of Great War. Where Englishmen, Frenchmen, and Germans lived on a confined island that it gets sends once like clockwork. They perceived that their regarded nations are tangled in fighting. For six interesting weeks they had executed as though they were companions, when in actuality they were opponents. Lippman specified those examples to delineate how meanderingly subjects know the earth in which they live. Thusly, natives are compelled to rely on upon what they can to make for themselves. Trustworthy photos of the world past their span (Bosch et al. 2013).

It is further bolstered by Krippendorf (2005) "The Social Construction of Public Opinion". The wide-ranging population, the way we come across it, can't actually talk, has no cerebrum to ponder, no engine structures to performed, and no whys and wherefores to look after. On the other hand, common application of dialect traits basically these human mental capacities to people in general: considering, deciding, judging, and instituting its convictions. It is the representation of personalization that makes the general population into the intense, unstable, and unreasonable ruler that individuals dread and should be worried with. It is the normal utilization of dialect and its related observation that makes popular assessment into an undisputed certainty. Saying that general society is worried about something, favors something, is against something, chooses something, likes to catch wind of something, backings something, has states of mind about something, communicates its convictions, and follows up on them embodies people in general.

Figure 1 shows the conceptual framework of the study. The independent variable is the profile of the respondent's which consists of their community age, gender, and educational attainment on the other hand, the dependent variable is the public perception on the quality of response of police officers to crime incidents with the following indicators; Responsiveness, Competence, Community relation.

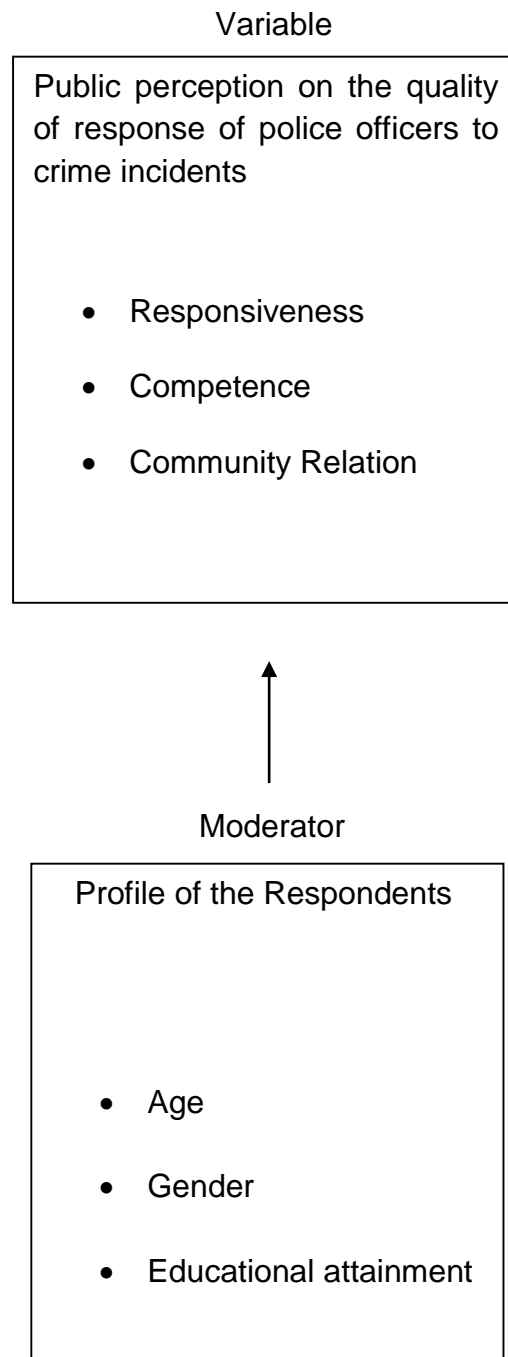


Figure 1 Shows the Conceptual Paradigm of the Study

Significance of the Study

The result of this study could be valuable to the following:

Philippine National Police. The result of this study will aid the officers to improve their duties and to be aware of their responsibilities. This will provide the officer to have an adequate information on how to find alternatives to improve their way of responding that concerns on the quality to be more efficient enable to gain trust and cooperation of the people.

Davao City Local Government Unit. The findings of this study will show the actual ratio of people's perception towards the law enforcers and the response they rendered. With this, the Davao City Government can establish solutions addressing those factors that may hinder the response of our police officers and to create a quick response in times of emergencies as well as maintaining public trust to our local government unit.

University of Mindanao. The findings of this study can be used by the school to promote the moral of police in the mind of every student specifically those who take up Bachelor of Science in Criminology together with the faculty to educate their students the importance of the quality of response and to develop their skill on response with alertness. Building the future efficient police officers.

Community of Davao City. The outcome of the study will help the citizen of Davao City to be aware on the things that need to be responded such as in times of emergency, that they will be able to contribute their efforts on providing solutions on the incidents occur through an immediate reporting enable to be responded as quick as possible.

Definition of Terms

The term used in the study are operationally defined.

Perception. It is the ability to see or perceive things according to the norms occurred in the society. It is an overview of the present situations that pictured out the reality where different views and opinions are being developed.

Response. It is the service provided by the authorities basically in times of incidents in order to safeguard one's life and to apprehend crime offenders to enforce law as quick as possible.

Chapter 2

METHOD

This section presents the research design, research subject, research instruments, data gathering procedure and statistical treatment data.

Research Design

This research used the descriptive survey process which determines the prevailing condition and relationships required to better assess the status. Furthermore, it gives adequate and more accurate understanding of the findings from which the researcher based his analysis and interpretation.

Illustrative overview is reasonable at whatever point the protest of a class contrasts among themselves and one is mindful in knowing the unique condition secure encompassed by these subjects (Good and Scates, 1972). The word study shows the gathering of information concerning current conditions. In this review, spellbinding overview was utilized as a part of request to decide the level of open discernment towards police work.

Research Subject

This study was conducted in six (6) barangays of Davao City. The selection of the six (6) barangays was based on the consideration that these barangays are within the urban parts of Davao City. Also, the public perception to the work of police officers in the urban areas is more evident than in the rural places.

The 299 individuals of the six (6) barangays was chosen as the respondents of the study using the random sampling technique. In this strategy, every individual from the populace has an equivalent shot of being chosen as subject. The whole procedure of testing is done in a solitary stride

with each subject chose freely of alternate individuals from the populace. It is also the most popular method for choosing a sample among population for a wide range of purposes. Those entities were chosen as the respondents because they are part of the community and they have direct knowledge and observation concerning public perception towards the quality of response of police officers on crime scene.

Research Instruments

The researchers constructed a questionnaire to determine the public perception on the quality of response of police officers on crime incidents. It was constructed based on the views of the public. The questionnaire was composed of two (2) parts. Part I determined the profile of the respondents while Part II established the perception of the respondents on the quality of police response on crime incidents.

The primary draft was give in to the mentor for corrections and at that point a panel of professionals was consulted to ensure its reliability and validity. The questionnaire was validated by Joner C. Villaluz, Ph.D., William A. Revisa, Ph.D., and Prof. Ivy Q. Malibiran

Scaling of the variable for the perception of the community towards police response is as follows.

Range of Means	Verbal Meaning	Descriptive Interpretation
4.20 - 5.00	Very High	If the quality of response of police officers always gratify the public demands
3.40 – 4.19	High	If the quality of response of police officers often gratify the public demands

2.60 – 3.39	Moderate	If the quality of response of police officers sometimes gratify the public demands
1.80 – 2.59	Low	If the quality of response of police officers seldom gratify the public demands
1.00 – 1.79	Very Low	If the quality of response of police officers never gratify the public demands

Data Gathering Procedures

The following steps was observed in conducting this research study:

1. **Asking consent to conduct the study.** A letter of approval to conduct the study outside the campus was secured first through an authorization from our Thesis Adviser Prof. Stella Karen M. Branzuela Ph.D. and to our Dean of the College of Criminal Justice Education Dr. Carmelita B. Chavez. At the same time, researchers forwarded letters to the selected Barangays of Davao City for their approval to conduct the study within their area of responsibility.

2. **Validation of research instrument.** The researchers sought professional help from expert on the field of research to validate the content of the questionnaire to assure validity of the instrument to be used.

3. **Administration and retrieval of the instrument.** Upon securing the approval, the researcher proceeded in administering the prepared questionnaires to the 299 respondents.

4. **Data Analysis.** After the entire questionnaire was retrieved it was sent to the statistician for statistical examination, validation and interpretation.

Statistical Treatment of Data

The following statistical tools was used in the treatment of the data.

Frequency Count. This statistical tool was used in defining the actual quantities of the respondents.

Percentage. This was used in defining the ratio of the respondents based on their demographic profile.

Mean. This was used to determine the level of public perception towards the quality of police response on crime incidents.

Analysis of Variance (ANOVA). This was used to determine the significant difference level of public perception on the quality of police response to crime incidents when analyzed by age, gender, and educational attainment.

Chapter 3

PRESENTATION AND ANALYSIS OF FINDINGS

This chapter presents the findings of the study in textual and tabular forms. The analyses and interpretations of findings are based on the statistical used.

Profile of the Respondents

Presented in Table 1 is the public perception on the quality of response of police officers to crime incidents in terms of profile of the respondents. The total number of respondents is 299 with a percentage rate of 100 percent. The public perception on the quality of response of police officers to crime incidents in terms of Age ranging from 11-33 years old got a number count of 207 with 69.23 percent respondents. The age ranging from 34-56 years old got a number count of 76 with 25.42 percent respondents, and the age ranging from 57-79 years old got a number count of 16 with a 5.35 percent of respondents. The public perception on the quality of response of police officers to crime incidents in terms of gender got a total number of 299 respondents with a percentage rate of 100 percent. A number of 168 males with 56.19 percent respondents and a number of 131 females with 43.81 percent respondents. The public perception on the quality of response of police officers to crime incidents in terms of educational attainment with a total number of 299 respondents with a percentage rate of 100 percent. The educational attainment of respondents in college level got a number of 148 with 49.50 percent, High school level is 109 with 36.45, elementary level is 33 with 11.04, and lastly, the post graduate level got a number count of 9

respondents with 3.01 percent. This is parallel to the study conducted by (National Institute of Justice, 2014). That Individual communications comprise a most grounded effect on discernments. Assessments of the general population are being shaped in view of the police react and collaboration to people in general or the encounters that they hear on their family and trusted companions. Individuals' discernment worries on how the police treated them.

Table 1
Profile of the Respondents

Age	Count	Percent
11-33 years' old	207	69.23
34-56 years' old	76	25.42
57-79 years' old	16	5.35
Total	299	100.00
Gender	Count	Percent
Male	168	56.19
Female	131	43.81
Total	299	100.00
Educational Attainment	Count	Percent
Elementary	33	11.04
High School	109	36.45
College	148	49.50
Post Graduate	9	3.01
Total	299	100.00

Extent of Public Perception on the Quality of Response of Police Officers in terms of Responsiveness

The public perception on the quality of response of police officers to crime incidents in terms of responsiveness is presented Table 2. The overall public perception on the quality of response of police officers to crime incidents in terms of responsiveness is 3.90 described as high. This means that the public perception on the quality of response of police officers to crime incidents concerning their responsiveness is often gratifying the public demands in Davao City.

The finding also shows that among the five (5) items under the police officer's responsiveness to crime incidents, almost all are often gratifying the demands of the public during incident's respond. Item number five (5) referring to the completeness of the police task before leaving the crime scene got a mean score of 4.00 with a significant difference of 0.9711. item number one (1) referring to the arrival of the police on the expected time got a mean score of 3.96 with 0.9097 significant difference. Item number four (4) referring to the immediate action to call for medical assistance for the treatment of those wounded victim got a mean score of 3.88 with 0.9491 significant difference. Item number two (2) referring to the police if they are fully equipped with materials for response got a mean score of 3.84 with 0.9214 significant difference and lastly, item three (3) referring to the police if they can easily control or manage the situation of the incident got a mean score of 3.81 with 0.9935 significant difference. This means that it is still doesn't give a very satisfactory impression to the public when police officers are conducting response to crime incidents in Davao City. Policing will be

done through a process on how the police do their work. Gallagher, et al., (2001) stated that it will be infinite to study the aspects of police processes, but the public focuses on that term called “service”. Service on the system of policing that is referred to their attentiveness, reliability, responsiveness, competence, manners, fairness and integrity.

Kochel (2016) expressed that popular assessment of law implementation may influence your calling significantly. It will bother your ability to do your work proficiently. It should have an impact on your security as an open officer. Despite the fact that the work they do is greatly troublesome on occasion that it requires setting one's life in peril empower to direct the law, law implementation is still there to help general society. Being the finest they can be at speaking to law authorization in the most dynamic light. All things considered, there's a reason for existing you're known as an open hireling. By keeping an empowering mentality, keeping up the pinnacle level of polished skill and guiding yourself with pride and regard for those you serve, there will never be an antagonistic open impression of law implementation that will back you off.

People's cooperation is given voluntarily with the police when they believe that agencies and their personnel are trustworthy and fair when they interact with the members of the community. On the other hand, Stewart, et al. (2012) added that the use of force by the police officers may be able to decrease public trust. Because this is what is usually perceived by the public although it is occasionally needed for the apprehension of criminals, public may still consider it excessive when force takes place.

Table 2**Extent Public Perception on the Quality of Response of Police Officers
in terms of Responsiveness**

Responsiveness	MEAN	Descriptive Equivalent
The police complete all their task before leaving the crime incidents example; clearing the area, gathering evidence, getting possible witnesses. (Una mo hawa gi siguro sa kapulisan nga nahuman nila nga complete ug sakto ang ilang obligasyon sa paghimo sa ilang trabaho. Sama sa, pag hapsay sa maong area, pag kolekta sa ebidensiya, ug pag ila sa mga saksi.)	4.00	High
The police officers arrive on your expected time of response. (Ni abot sa saktong oras ang kapulisan nga imong gina dahum sa ilang pag responde.)	3.96	High
The police immediately call for medical assistance for the treatment of the wound of the victim and the suspect. (Ang kapulisan dayung nanawag ug tabang medikal aron sa pag tambal sa biktima ingon man sa suspetsado.)	3.88	High
The police officers are fully equipped with materials needed for the response. (Adunay saktong kagamitan ang kapulisan sa panahon sa pag responde.)	3.84	High
The police officers can easily control/manage the situation of incidents. (Nahimo sayon sa kapulisan ang pag kontrola sa sitwasyon kung diin adunay ensidente naga panghitabo)	3.81	High
Over - all	3.90	High

Extent of Public Perception on the Quality of Response of Police Officers in terms of Competence

Presented in Table 3 is the public perception on the quality of response of police officers to crime incidents in terms of competence. The public perception on the quality of response of police officers to crime incidents in terms of competence has an overall mean score of 3.86 described as high. This means that the public perception on the quality of response of police officers to crime incidents concerning their Competence is often gratifying the public demands in Davao City. The following questions concerning their competence is, if they do have thorough knowledge in providing response to crime incidents got a mean score of 3.99 with 0.9412 significant difference which described as high. Acknowledgement of the presence of the barangay during conducting response has a mean score of 3.92 with 0.9285 which also described as high. A mean score of 3.89 with 1.0123 significant difference that the police are willing to sacrifice their own safety for the good of the public. For the apprehension of suspects for not having casualties particularly when suspects resist got a mean score of 3.87 with 1.0120 significant difference. Lastly, is if suspects are being arrested during response got a mean score of 3.63 with 1.0196 significant difference.

According to Horowitz (2007) satisfaction with the police, while generally high, is unevenly distributed. It is important to take into consideration that the police must understand why people still harboring negative views in order to build a better and a positive relationship with the community.

Table 3**Extent of Public Perception on the Quality of Response of Police Officers in terms of Competence**

Competence	MEAN	Descriptive Equivalent
The police officers have a thorough knowledge in providing response on crime incidents. (Adunay saktong kaalam ang kapulisan sa pag responde sa mga ensidenteng naga panghitabo.)	3.99	High
The police ask assistance to the barangay to gain information about the background of the victim/suspect in related to the crime happen. (Gi awthag sa kapulisan ang presensiya sa barangay aron sa pag kuha ug mga impormasyon mahitungod sa pagkatawo sa maong biktima ingon man sa suspetsado nahitungod sa nahitabong krimen.)	3.92	High
The police sacrifice their own safety for the goodness of the public especially in responding risky operation like, hostage taking, riots, buy bust. (Ang kapulisan nagapakita ug pagsakripisyo sa ilang kaugalingon alang sa kaayuhan sa tanan ilabi na sa panahon sapag responde sa mga delikado nga mga pang hitabo sama sa hostage taking, rayot, ug buy-bust operation.)	3.89	High
The police successfully resolve the crime incident without any casualties being occurred for example; successful arrest of a suspect that resist. (Ang kapulisan nagmalampuson sa pag resolba sa krimen nga wala ni lungtad sa pagpatay sama sa usa ka suspetsado nga mi sukol dihang gi arresto.)	3.87	High
Suspects are being arrested during the response of police officers, (nadakpan ang maong tawo nga naghimo sa krimen sa dihang ni responde ang mga kapulisan.)	3.63	High
Over – all	3.86	High

Extent of Public Perception on the Quality of Response of Police Officers in terms of Community Relation

The public perception on the quality of response of police officers to crime incidents in terms of community relation is presented in Table 4. The public perception on the quality of response of police officers to crime incidents in terms of community relation has an overall mean score of 3.92 described as high. This means that the public perception on the quality of response of police officers to crime incidents concerning community relation often gratify the public demands in Davao City. a mean score of 4.03 with significant difference of 0.9583 that the police acknowledge the willingness of the witness to give information on the commission of the crime. Referring to the treatment of the police of what the community desires got a mean score of 3.94 with significant difference of 0.9655. Referring to the coordination between the police and the community when conducting response got a mean score of 3.91 with 0.9257 significant difference. That the police build up a good relationship to the community through conducting seminars about crime incidents preparation got a mean score of 3.87 with 1.0731 significant difference and lastly, referring to the activeness of the police in responding on calls and demands of the community on areas where incidents occur got a mean score of 3.83 with 0.9213 significant difference. The findings of Table 4 indicating high are what perceive by the public as a result of community relation. This may often gratify the demands of the public, but what matters most is that community relation is still always been valued building a strong foundation for crime solutions.

Table 4

**Public Perception on the Quality of Response of Police Officers to
Crime Incidents in terms of Community Relation**

Community Relation	MEAN	Descriptive Equivalent
The police acknowledge the willingness of the witness to give information about the commission of the crime. (Gina awthag sa kapulisan ang presensya sa mga naka saksi aron sa paghatag ug impormasyon sa nahitabong krimen.)	4.03	High
The police treated the community in a Way that everyone desires. (Ang kapulisan gi trato ang komunidad sa kung unsa man ang gi oyonan sa tanan.)	3.94	High
During response, there is coordination between the police and the community. (Sa panahon sa pag responde adunay koordinasyon ang kapulisan diha sa komunidad.)	3.91	High
The police build a good relation with the community through conducting seminars about crime incidents preparation. (Ang kapulisan nagahatag ug mga nagkalain-laing seminar alang sapag preparar sa kumonidad sa panahon nga mahitabo ang krimen.)	3.87	High
The police are active on community calls and demands to respond on the area where the incident happens. (Ang kapulisan aktibo sa mga tawag Ug panginahanglan sa komunidad sa pag responde sa lugar diin adunay krimen nga nahitabo.)	3.83	High
Over – all	3.92	High

In accordance with the study of Duncan (2014) Citizens are more likely to cooperate with local crime reduction as well as to share information with the police about specific crime events. this is evidence that citizens have faith in their local police departments and trust the local police department. Although it might not be going to wipe away all together, but it can be an important step to lessen the crime level and the quality of life in a certain area.

Summary on the Public Perception on the Quality of Response of Police Officers to Crime Incidents

Table 5 presents the summary on the public perception on the quality of response of police officers to crime incidents. The overall mean for the public perception on the quality of response of police officers to crime incidents is 3.89 described as high. This means that the public perception on the quality of response of police officers to crime incidents often gratify the public demands in Davao City.

The items responsiveness (M 3.90), competence (M 3.86) and with concern to community relation (M 3.92) all were given by the respondents with a high rating. Although the findings of the study denote that its often gratifies the demand of the public it should still be observed that in conducting response actions to be taken should satisfy the public that brings a most gratifying effects in corresponding situations.

Table 5**Summary on the Public Perception on the Quality of Response of Police Officers to Crime Incidents**

Indicators	MEAN	Descriptive Equivalent
Responsiveness	3.90	High
Competence	3.86	High
Community Relation	3.92	High

Significant Difference on the Public Perception on the Quality of Response of Police to Crime Incidents When Grouped according to their Age

Presented in Table 6 is the significant difference on the public perception on the quality of response of police to crime incidents when grouped according to their age. The quality of response of police officers to crime incidents with the indicator responsiveness when grouped by age got a mean score of 3.95 on age ranging from 57-79 years old, a mean score of 3.90 age ranging from 34-56 years old, and a mean score of 3.89 from age ranging from 11-33 years old with a computed F-value 0.07 and a P-value of 0.934 and its decision accept. The quality of response of police officers to crime incidents with the indicator competence when grouped by age got a mean score of 3.89 in age ranging from 57-79 years old, a mean score of 3.80 age ranging from 34-56 years old, and a mean score of 3.88 age ranging from 11-33 years old with a computed F-value of 0.40 and a P-value of 0.673 and its decision as accept. The quality of response of police officers to crime

incidents with the indicator of Community relation when grouped by age got a mean score of 4.01 in age ranging from 57-79 years old, a mean score of 3.77 age ranging from 34-56 years old, and a mean score of 3.96 age ranging from 11-33 years old with a computed F-value of 2.53 and a P-value of 0.081 and its decision as accept. The over-all quality of response of police officers to crime incidents when grouped by age got a mean score of 3.95 in age ranging from 57-79 years old, a mean score of 3.82 age ranging from 34-56 years old, and a mean score of 3.91 age ranging from 11-33 years old with a computed F-value of 0.81 and a P-value of 0.445 and its decision as accept.

Table 6

Significant Difference on the Public Perception on the Quality of Response of Police to Crime Incidents When Grouped according to their Age

Public Perception on the Quality of Response of Police Officers to Crime Incidents	Age			F-value	P-value	Decision on Ho
	11-33 years' old	34-56 years' old	57-79 years' old			
Responsiveness	3.89	3.90	3.95	0.07	0.934	Accept
Competence	3.88	3.80	3.89	0.40	0.673	Accept
Community Relation	3.96	3.77	4.01	2.53	0.081	Accept
Over-all	3.91	3.82	3.95	0.81	0.445	Accept

**Significant Difference on the Public Perception
on the Quality of Response of Police to Crime
Incidents When Grouped according to their Gender**

Presented in Table 7 is the significant difference on the public perception on the quality of response of police to crime incidents when grouped according to their Gender. The quality of response of police officers to crime incidents with the indicator responsiveness when grouped by gender got a mean score of 3.94 on male and 3.84 for female with a computed t-test of -1.43 and a computed P-value of 0.154 and its decision as accept. The quality of response of police officers to crime incidents with the indicator competence when grouped by gender got a mean score of 3.89 for male and 3.82 for female with a computed t-test of -0.91 and a computed P-value of 0.365 and its decision as accept. The quality of response of police officers to crime incidents with the indicator of Community relation when grouped by gender got a mean score of 3.92 for male and 3.92 for female with a computed t-test of -0.01 and a computed p-value of 0.990 and its decision as accept. The over-all quality of response of police officers to crime incidents when grouped by gender got a mean score of 3.92 in male and 3.86 in female with a computed t-test of -0.91 and a computed P-value of 0.362 and its decision as accept.

Table 7

Significant Difference on the Public Perception on the Quality of Response of Police to Crime Incidents When Grouped according to their Gender

Public Perception on the Quality of Response of Police Officers to Crime Incidents	Gender		t-test	P-value	Decision on Ho
	Male	Female			
Responsiveness	3.94	3.84	-1.43	0.154	Accept
Competence	3.89	3.82	-0.91	0.365	Accept
Community Relation	3.92	3.92	-0.01	0.990	Accept
Over-all	3.92	3.86	-0.91	0.362	Accept

Significant Difference on the Public Perception on the Quality of Response of Police to Crime Incidents When Grouped according to their Educational Attainment

Presented in Table 8 is the significant difference on the public perception on the quality of response of police to crime incidents when grouped according to their Educational Attainment. The quality of response of police officers to crime incidents with the indicator responsiveness when grouped by their educational attainment got a mean score of 4.11 on the elementary level, a mean score of 3.92 on the college level, a mean score of 3.88 on the high school level, and a mean score of 2.98 on the post graduate with a computed F-value of 8.52 and a P-value of 0.000 and its decision as

reject. The quality of response of police officers to crime incidents with the indicator competence when grouped by their educational attainment got a mean score of 4.10 on the elementary level, a mean score of 3.90 on the college level, a mean score of 3.79 on the high school level, and a mean score of 3.22 on the post graduate with a computed F-value of 5.23 and a P-value of 0.000 and its decision as reject. The quality of response of police officers to crime incidents with the indicator community relation when grouped by their educational attainment got a mean score of 4.08 on the elementary level, a mean score of 3.98 on the college level, a mean score of 3.83 on the high school level, and a mean score of 3.27 on the post graduate with a computed F-value of 4.61 and a P-value of 0.000 and its decision as reject. The over-all quality of response of police officers to crime incidents when grouped by their educational attainment got a mean score of 4.10 on the elementary level, a mean score of 3.93 on the college level, a mean score of 3.83 on the high school level, and a mean score of 3.16 on the post graduate with a computed F-value of 8.35 and a P-value of 0.000 and its decision as reject.

According to the study of Williams (2003) overall population view of the police are to a great extent influenced by involvement with officers. They bring up that understudies, as well, impart fair with earlier contact to police however contrast concerning future activity after starting contact. In particular, undergrads are not just more prone to see cops as immoral and incompetent, additionally able to report such conduct and in that hold a negative view. Besides, they are likewise more inclined to propose that cops display unprofessional conduct amid contact with understudies. Subsequently, they

hold less trust in the police and are most drastically averse to trust officers. These discoveries additionally remain constant while assessing the understudy view of grounds police.

Table 8

Significant Difference on the Public Perception on the Quality of Response of Police to Crime Incidents When Grouped according to their Educational Attainment

Public Perception on the Quality of Response of Police Officers to Crime Incidents	Educational Attainment				F-value	P-value	Decision on Ho
	Elementary	High School	College	Post Graduate			
Responsiveness	4.11	3.88	3.92	2.98	8.52	0.000	Reject
Competence	4.10	3.79	3.90	3.22	5.23	0.000	Reject
Community Relation	4.08	3.83	3.98	3.27	4.61	0.004	Reject
Over-all	4.10	3.83	3.93	3.16	8.35	0.000	Reject

Chapter 4

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter presented the summary of findings, conclusions and the recommendation drawn by the analysts from the outcomes got.

Summary of Findings

The main concern of the study was to determine the level of contributory factors in Quality of Response of Police Officers as perceived by Davao City residents. Specifically, it sought answers to the following questions:

1. What is the profile of the respondents in terms of the following?
 - 1.1 Age;
 - 1.2 Gender; and
 - 1.3 Educational Attainment?

2. What is the extent of the public perception on the quality of response of the police in terms of the following?
 - 2.1 Responsiveness;
 - 2.2 Competence; and
 - 2.3 Community Relation?

3. Is there a significant difference on the public perception when respondents are group according to their profile?

The following are the significant findings revealed in the study summarized as follows:

1. The total respondent was 299 or 100%. In terms of age 207 or 69.23 percent ages from 11-33 years old; 76 or 25.42 percent ages from 34-56

years old; 16 or 5.35 percent ages from 57-79 years old ; In terms of gender 168 Male residents equivalent to 56.19 percent and 131 Female resident's equivalent to 43.81 percent. Majority of the respondents were 11-33 years old. In terms of Educational Attainment College level with a 148 or 49.50 percent, in High School level total of 109 or 36.45 percent, in Elementary level a total of 33 or 11.04 percent and in Post Graduate a total of 9 or 3.01 percent.

2. The level of contributory factors in the Quality of Response of Police Officers as perceived by Davao City residents in terms of Responsiveness, Competence, and Community Relation posted an overall mean score of 3.89 which indicates that the residents of Davao City perceives the Quality of Response of Police Officers to Crime Incidents had the high level of gratification on the demands of the public

3. There is no significant difference on the Quality of Response of Police Officers to Crime Incidents as perceived by Davao City residents when grouped by age since the data revealed that the overall p-value was .445 which is lesser than 0.05 level of significance. There is no significance difference on the level Quality of Response of Police Officers to Crime Incidents as perceived by Davao City residents when grouped by gender since the data revealed that the overall t-value is -0.91 with the p-value of .362 which is lesser than 0.05 level of significance. There is a significance difference on the level Quality of Response of Police Officers to Crime Incidents as perceived by Davao City residents when grouped by Educational Attainment since the data revealed that the f-value is 8.35 with a p-value of .000 which is greater than 0.05 level of significance.

Conclusions

In the light of the aforementioned findings of the study, the following conclusions are drawn:

1. In terms of age the majority of the respondents was 11-33 years old; while in terms of gender the majority of the respondents are males. And lastly, in terms of Educational attainment the majority of respondents are in the College Level

2. The level of Quality of Response of Police Officers to Crime Incidents as perceived by Davao City residents in relations to the respondents describe as highly gratifying which means that the police Officers often gratifies the demand of the public..

3. The weakest item of the quality of response of police officers to crime incidents is their efficiency of being competent in responding to crime incidents, since they fail to demonstrated their professionalism in conducting response that was demanded by the public.

Recommendations

Founded on the results, the following recommendations are offered by the researchers:

1. Philippine National Police, as imbedded in their motto "TO SERVE AND PROTECT" they have to focus in order to reduce the gap of public trust between the police and the community they must have to continue their efforts as providers of safety of every individual of this state enable to maintain the harmonious environment to the people in their area of responsibility.

2. The Davao City Local Government Unit to provide a mandate to every police officers to regularly patrol their designated areas as well as to

build sub-station for a better quality of responds particularly on the occurrence of crime incidents.

3. The University of Mindanao, to conduct research which pertains to police work particularly on the College of Criminal Justice Education to determine factors that will affect the police when conducting response. Creating solutions that can be utilized by the concerned government agencies. To provide a better foundation of molding criminology students including community extension services on promoting the work of the police organization.

4. The Residents of Davao City to be cooperative in coordinating with the police for an immediate response providing fast solutions for crime incidents.

5. Further studies must be conducted relative on the public perception on the quality of response of police officers on crime incidents.

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