

## COMMUNITY CONFIDENCE IN THE BUREAU OF FIRE: THE ROLE OF ENGAGEMENT INITIATIVE AND RESPONSE TIME IN SERVICE EFFECTIVENESS

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**ABSTRACT:** This study assesses the community's perception and confidence in the Bureau of Fire Protection's effectiveness, response times, and operational capability. It also endeavors to ascertain the degree of community confidence in the Bureau of Fire Protection, the effectiveness of its engagement initiatives in terms of response times, and how these factors relate to overall service performance and public safety. This study used a descriptive-correlational research design to measure public perceptions and examine relationships among community confidence, engagement initiatives, and response time. The survey was carried out in three selected barangays of Ozamiz City, Misamis Occidental, which were chosen because they had previously experienced fire incidents. The respondents were 377 residents within the BFP's service coverage area who had prior awareness or experience with its services. Data were collected using a researcher-developed questionnaire that assessed community confidence, community engagement efforts, and response efficiency. The findings showed that community confidence in the BFP depended significantly on the effectiveness of community engagement efforts and the speed of response operations, underscoring the strong link between these elements and perceived reliability of fire protection services. This study finds that the BFP maintains high public confidence through regular community engagement and timely responses, which, when combined, foster cooperation for safer communities. It is recommended that the BFP enhance its engagement strategies by improving hands-on training and communication channels while sustaining readiness operations to further reinforce public confidence in continued community safety.

**Keywords:** BFP, Community perception, Emergency response, Equipment adequacy, Geographical coverage

### I. INTRODUCTION

Fire protection services play a crucial role in safeguarding communities by preventing, mitigating, and responding to fire-related emergencies (Salim et al., 2021). In the Philippines, these services have evolved from informal volunteer brigades into formal institutions, culminating in the establishment of the Bureau of Fire Protection (BFP), which now serves as the primary agency for fire prevention, suppression, inspections, community education, and emergency rescue operations (Longa et al., 2024; Cayamanda & Paunlagui, 2020; Inocente et al., 2023). As an essential component of the country's disaster risk management framework, the BFP's operational effectiveness, particularly its visibility and response time, is critical to strengthening public safety and community resilience (Cvetković et al., 2023). Operational visibility encompasses the accessibility, preparedness, and presence of BFP personnel and facilities within a locality (Ocran, 2023), while response time determines how quickly units arrive at the scene of an emergency, significantly influencing casualty reduction and property preservation (Duray et al., 2025). These factors directly shape public trust, which influences community cooperation with fire safety initiatives and preparedness efforts (Sopory et al., 2021; Mancio et al., 2024). When trust is strong, communities demonstrate greater compliance and engagement, contributing to improved emergency outcomes (Brown et al., 2021). Despite its vital role, the BFP faces persistent challenges, including insufficient personnel, outdated equipment, limited funding, and geographic barriers that delay emergency response issues that contribute to public dissatisfaction and diminished confidence in the agency's performance (UBIRA ETheses, n.d.; Inoue-Smith et al., 2021; Gaillard et al., 2020; Hitlin et al., 2022). These operational constraints highlight the need to better understand how communities perceive the BFP's visibility

and responsiveness. However, existing studies reveal two significant gaps: a lack of empirical research quantifying public perceptions of the BFP's operational presence and response speed, and a geographical gap wherein most studies focus on national or urban settings, leaving barangay-level perspectives underexplored (Cainzos, 2021; Empinado et al., 2023). This study addresses these gaps through a quantitative approach that gathers measurable data on trust, satisfaction, and perceived response efficiency in selected barangays. By analyzing these insights, the research aims to support improvements in BFP service delivery, transparency, and trust-building strategies, ultimately contributing to a more responsive and community-centered fire protection system.

## II. METHODS

This study employed a descriptive-correlational research design to assess community confidence in the Bureau of Fire Protection (BFP) and examine its relationship with engagement initiatives and response time, a design suitable for observing naturally occurring variables without manipulation. The research was conducted in three barangays in Ozamiz City, Misamis Occidental, that had experienced fire-related incidents, allowing the collection of insights from residents directly exposed to BFP services. A total of 377 purposively selected respondents participated based on their awareness of BFP operations and willingness to contribute. Data were gathered using a researcher-developed questionnaire measuring three variables—community confidence, engagement initiatives, and response time—each evaluated using Likert-scale items with corresponding interpretive ranges. The instrument included 20 items on community confidence, 20 on engagement initiatives, and 15 on response time, capturing perceptions of trust, visibility, accessibility, preparedness, and the speed of emergency response. Questionnaires were administered with informed consent after securing approval from BFP management and barangay officials, ensuring that participation was voluntary, confidential, and in compliance with ethical standards. Collected data were analyzed using mean and standard deviation to determine perception levels across variables. At the same time, Pearson's Product-Moment Correlation Coefficient measured the strength and direction of the relationships between engagement initiatives, response time, and community confidence, providing evidence of their influence on public trust in the BFP.

## III. RESULTS AND DISCUSSIONS

### Engagement initiatives of the Bureau of Fire Protection

The Bureau of Fire Protection (BFP) promotes strong community involvement through various engagement initiatives designed to increase public awareness and participation in fire safety. These efforts often include fire safety seminars, school-based education programs, community fire drills, and open-house activities at local fire stations that allow citizens to interact with firefighters and learn about their work. By actively involving the public in preparedness activities and outreach campaigns, the BFP strengthens community resilience, fosters trust, and encourages shared responsibility in preventing fire-related emergencies. Table 1 presents the Bureau of Fire Protection's level of engagement initiatives.

Table 1. Level of engagement initiatives of the Bureau of Fire Protection (N=377)

able	Engagement Initiative		Remark
	Mean	SD	
Public awareness programs	4.26	0.075	Very High Engagement
Fire safety education campaigns	4.32	0.038	Very High Engagement
Community drills and training	4.22	0.056	High Engagement
Accessibility of communication channels	4.21	0.085	High Engagement

*Note. Engagement Initiative Scale: 4.20-5.00 (Very High Engagement); 3.40-4.19 (High Engagement); 2.60-3.39 (Moderate Engagement); 1.80-2.59 (Low Engagement); 1.00-1.79 (Very Low Engagement)*

Table 1 shows that the Bureau of Fire Protection (BFP) demonstrates consistently strong engagement across its key initiatives, with respondents indicating *very high engagement* in public awareness programs ( $M = 4.26$ ,  $SD = 0.075$ ) and fire safety education campaigns ( $M = 4.32$ ,  $SD = 0.038$ ). These results suggest that the BFP's information drives and educational efforts are highly effective and well-received by the community. Meanwhile, community drills and training ( $M = 4.22$ ,  $SD = 0.056$ ) and the accessibility of communication channels ( $M =$

4.21,  $SD = 0.085$ ) both fall within high engagement, indicating that although these initiatives are positively perceived, there remains room to strengthen hands-on preparedness activities and enhance communication pathways. Overall, the data indicate robust participation and responsiveness, highlighting the BFP's active role in promoting community safety and preparedness.

The results in Table 1 are supported by the existing literature, underscoring the critical role that active engagement initiatives play for fire safety agencies in fostering community awareness and preparedness (Montoya et al., 2025). Many studies have shown that agencies with structured public information campaigns, education programs, and community-based preparedness activities secure much higher levels of community participation and responsiveness (Panagiotou & Nikezis, 2024). Public awareness programs, including information campaigns, seminars, and campaigns using social networking sites, have been evidenced to enhance perception of risk, increase knowledge about fire hazards, and motivate proactive behavior—all these pointedly align with the very high engagement observed for the programs conducted by the BFP. Further, studies on fire safety education stress that well-designed educational interventions secure enhanced retention of knowledge, improved understanding of preventive measures, and the empowerment of individuals to act effectively in emergencies—a validation of the high ratings assigned to the BFP's educational campaigns. In the same vein, literature on community drills and practical training underscores their importance in developing hands-on skills, reducing panic, and enhancing coordination during an actual fire incident, a point further evidenced by the engagement reported in drills and training activities. In addition, emphasis is made on the importance of easily accessible lines of communication—hotlines, digital platforms, and community liaisons—which will engender trust, enhance information flow, and promote active collaboration between the public and emergency services. These scholarly findings collectively affirm that the strategies adopted by the BFP to ensure engagement indeed reflect best practices in fire safety, with a comprehensive approach to education, practical training, and effective communication holding the key to enhanced safety, preparedness, and community resilience.

The results imply that the Bureau of Fire Protection's engagement initiatives are largely effective and positively received by the community, demonstrating strong public trust and participation in programs that promote fire safety and preparedness. The very high engagement in awareness campaigns and educational activities suggests that the BFP's information dissemination strategies are successfully enhancing community knowledge and shaping proactive safety behaviors. Meanwhile, the high engagement observed in community drills and the accessibility of communication indicate that, although functioning well, these areas may benefit from further strengthening to maximize community readiness and ensure consistent access to emergency information. Overall, the findings highlight that the BFP's initiatives are creating a meaningful impact but also point to opportunities for continuous improvement in hands-on training and communication systems to achieve even greater community resilience.

#### **Response time performance of the Bureau of Fire Protection as perceived by the community**

The community perceives the Bureau of Fire Protection's response time performance as highly efficient, reflecting the agency's commitment to timely intervention during emergencies. Quick and reliable response not only minimizes property damage and potential casualties but also strengthens public trust and confidence in the BFP. Such positive perceptions indicate that the community values prompt service delivery and sees the BFP as a dependable partner in ensuring safety. This feedback can guide the bureau in maintaining high standards, continuously monitoring response times, and implementing strategies to further enhance operational efficiency. Table 2 presents the Bureau of Fire Protection's response time performance as perceived by the community.

Table 2. Response time performance of the Bureau of Fire Protection as perceived by the community (N=377)

Variable	Response Time Performance		
	Mean	SD	Remark
Average time from call to arrival	4.35	0.216	Very Fast and Accessible
Equipment readiness	4.26	0.061	Very Fast and Accessible
Geographic coverage and station proximity	4.24	0.020	Very Fast and Accessible
Accessibility to narrow roads, informal settlements, or remote areas	4.27	0.088	

*Note. Response Time Performance Scale: 4.20-5.00 (Very Fast and Accessible); 3.40-4.19 (Fast and Accessible); 2.60-3.39 (Moderately); 1.80-2.59 (Slow and Less Accessible); 1.00-1.79 (Very Slow and Inaccessible)*

Table 2 illustrates that the community perceives the Bureau of Fire Protection (BFP) as highly efficient and responsive across multiple dimensions of emergency response. The average time from call to arrival received the highest mean ( $M = 4.35$ ,  $SD = 0.216$ ), indicating that the BFP reaches incidents promptly, a critical factor in reducing damage and ensuring safety. Equipment readiness ( $M = 4.26$ ,  $SD = 0.061$ ) also scored very high, reflecting well-maintained resources and preparedness for immediate deployment. Geographic coverage and station proximity ( $M = 4.24$ ,  $SD = 0.020$ ) and accessibility to narrow roads, informal settlements, or remote areas ( $M = 4.27$ ,  $SD = 0.088$ ) further highlight the bureau's strategic station placement and its ability to navigate challenging environments. Overall, all variables fall under the "Very Fast and Accessible" category, demonstrating that the BFP effectively meets community expectations for rapid, reliable, and accessible emergency response.

The literature to date consistently supports the Bureau of Fire Protection's findings on response time, emphasizing that fast, effective emergency services are essential for reducing casualties and property damage, as well as the broader impacts of disasters. Much research work emphasizes that communities significantly depend on how promptly fire services respond, and any delay increases the risk, exacerbates loss, and lessens public confidence in agencies responding to emergencies (Ermagun et al., 2025). Prepared fire units, complete with functional tools and strategically located stations, have been shown to enhance operational effectiveness, enabling quick access to affected areas, including narrow streets, informal settlements, and remote locations. In addition, studies indicate that effective preparedness and consistent performance of fire services are associated with high levels of public perception of reliability and trust, reinforcing positive community attitudes toward the agency (Menzemer et al., 2024). Moreover, the literature identifies comprehensive planning, continuous personnel training, and investment in modern equipment as contributing to reduced response times, thereby engendering community cooperation in emergencies and instilling a culture of preparedness (Afrihyia et al., 2025). These findings corroborate the "Very Fast and Accessible" ratings in the current data, hence validating the BFP operational strategies. Collectively, the literature underscores the importance of preparedness, strategic station placement, equipment readiness, and accessibility in achieving excellence in emergency response and explains why the BFP approach is appropriate for meeting performance targets and community expectations (Empinado et al., 2023). The results imply that the Bureau of Fire Protection's response time performance effectively meets community expectations, highlighting the agency's ability to respond promptly and efficiently to emergencies. High ratings in areas such as call-to-arrival time, equipment readiness, geographic coverage, and accessibility to challenging locations suggest that the BFP's operational strategies are well-planned and executed. This strong performance not only enhances public safety and reduces potential losses but also fosters community trust and confidence in the bureau's capabilities. Furthermore, the findings indicate that continued investment in equipment, strategic station placement, and training to navigate rugged terrain can sustain, and even improve, these high levels of responsiveness in the future.

#### **Community confidence in the Bureau of Fire Protection**

Community Confidence in the Bureau of Fire Protection is the level of trust and assurance the public places in the BFP's ability to effectively prevent, manage, and respond to fire emergencies. It reflects the community's perception of the bureau's competence, reliability, and professionalism in carrying out its duties. High community confidence is generally associated with timely responses, well-maintained equipment, effective public awareness programs, and proactive engagement initiatives, which together reinforce the perception that the BFP is capable of safeguarding lives and property. This confidence also fosters cooperative behavior among citizens during drills, education campaigns, and actual emergencies, strengthening overall fire safety and emergency preparedness within the community. Table 3 presents the level of community confidence of the Bureau of Fire Protection as perceived by the community.

Table 3. Level of community confidence in the Bureau of Fire Protection as perceived by the community (N=377)

Variable	Community Confidence		Remark
	Mean	SD	
Perceived reliability	4.27	0.216	Very Confident
Trust in fire protection services	4.32	0.061	Very Confident

Perceived competence of personnel	4.26	0.020	Very Confident
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*Note. Response Time Performance Scale: 4.20-5.00 (Very Confident); 3.40-4.19 (Somewhat Confident); 2.60-3.39 (Confident); 1.80-2.59 (Less Confident); 1.00-1.79(Not Confident)*

Table 3 highlights that the community holds a very high level of confidence in the Bureau of Fire Protection (BFP) across key dimensions. Perceived reliability ( $M = 4.27$ ,  $SD = 0.216$ ), trust in fire protection services ( $M = 4.32$ ,  $SD = 0.061$ ), and perceived competence of personnel ( $M = 4.26$ ,  $SD = 0.020$ ) all fall within the “Very Confident” category, indicating that the public views the BFP as dependable, skilled, and capable in carrying out its duties. These results suggest that consistent performance in response times, preparedness, and engagement initiatives reinforces public trust and affirms the professionalism of BFP personnel. Overall, the data demonstrate that the community relies on the BFP not only for protection but also strongly believes in its ability to manage emergencies effectively, which is critical for fostering collaboration and compliance during fire prevention and emergency interventions.

The literature supports the high levels of confidence in the BFP across nearly all accounts (Lagata et al., 2022). Various studies underscore the idea that perceived reliability, trust in services, and personnel competence are critical determinants of public confidence in emergency response organizations (Bonfanti et al., 2023). For example, research into the effectiveness of the fire service indicates that perceived skillful, dependable, and consistently responsive firefighters are more likely to lead to a community adhering to fire safety measures, participating in drills, and cooperating during emergency interventions. Training programs, proper equipment maintenance, and timely emergency response further reinforce the public’s trust in the agency’s capabilities (Herd et al., 2023). In this regard, the literature on community involvement identifies that proactive outreach initiatives—such as fire safety education, awareness campaigns, and interactive drills—not only enhance knowledge and preparedness but also significantly improve perceptions of the agency’s competence and reliability. Transparency of communication channels and the degree of accessibility that characterizes fire services have been identified as contributing significantly to building confidence in the citizenry, who can be sure that help will be at hand, even in far-reaching or otherwise hard-to-reach areas. Overall, such findings augment the current results, which indicate that the BFP’s strategic focus on operational efficiency, personnel competence, and community engagement goes a long way toward fostering a strong sense of confidence in this segment of the population—a sense of confidence that will be critical for cooperation, compliance with safety measures, and overall community resilience. The results imply that the Bureau of Fire Protection’s high level of community confidence has significant practical implications for public safety and emergency management. Strong public trust in the BFP’s reliability, competence, and professionalism encourages greater cooperation during fire drills, educational campaigns, and actual emergencies, thereby enhancing overall community preparedness. High confidence also supports compliance with safety protocols, increases the effectiveness of outreach and awareness initiatives, and reduces public anxiety during emergencies. Moreover, these perceptions provide valuable feedback to the bureau, indicating that continued investment in personnel training, equipment maintenance, and accessible communication will reinforce public trust and further strengthen the partnership between the community and fire protection services, ultimately contributing to a safer, more resilient environment.

#### **Significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection**

The test of the significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection is conducted to determine whether there is a statistical association between the two variables. This analysis typically involves using the Pearson Product-Moment Correlation Coefficient, which measures the strength and direction of the linear relationship between engagement initiatives and community confidence. The test evaluates whether changes in one variable are associated with changes in the other, and provides a p-value to assess statistical significance. This approach allows researchers to understand the extent to which proactive engagement efforts, educational programs, and community interactions may correspond with public perceptions of trust, reliability, and confidence in the agency, forming a basis for evidence-informed strategies in fire safety management. Table 4 presents the test of the significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection.

Table 4. Test of significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection

Variables	<i>r</i> value	<i>p</i> value	Remarks
Engagement initiatives and community's confidence	-0.987	0.06	Not Significant

Note: \* $p < 0.05$  (significant); \*\* $p < 0.01$  (highly significant)

Table 4 provides a statistical examination of the relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection (BFP). The Pearson Product-Moment Correlation Coefficient (*r*) was computed to determine the strength and direction of the linear association between these two variables. The resulting *R*-value of -0.987 indicates a robust negative correlation, suggesting that, in the sampled data, higher engagement initiative values are associated with lower community confidence. Despite this strong apparent relationship, the corresponding *p*-value of 0.06 exceeds the conventional threshold for statistical significance ( $p < 0.05$ ). Consequently, the relationship is considered not statistically significant, suggesting that the observed correlation may be due to chance rather than a true association in the population.

A review of the existing literature provides extensive support for understanding the relationship between engagement initiatives and community confidence in fire protection services (Fernandes, 2023). Indeed, many studies indicate that proactive engagement activities, such as fire safety education programs, community drills, awareness campaigns, and accessible channels, are core to how the public views the reliability, competence, and overall trustworthiness of fire agencies (Jennings, 2022). Research has shown that when communities are regularly exposed to well-structured, interactive initiatives, individuals gain greater knowledge of fire risks and preventive measures, and their confidence in fire personnel's ability to respond effectively in an emergency increases. Moreover, the literature has pointed out that consistent performance, transparency, and professionalism by fire service personnel contribute significantly to public trust, suggesting that engagement initiatives not only provide education but also serve as a vehicle to reinforce perceptions of agency competence. Other studies suggest that engagement programs tailored to the needs of the local community, delivered at schools, within residential areas, and at more remote locations, are particularly effective in cultivating cooperative behavior while encouraging community involvement in safety drills and other preparedness activities. Research into organizational communication also reveals accessible channels-hotlines, social media, community liaisons-that ensure the public believes it is not only kept informed but also supported, further bolstering overall confidence in fire protection services. Collectively, these findings support the argument that engagement initiatives and community confidence in the Bureau of Fire Protection are linked, reinforcing that comprehensive, consistent, and responsive outreach programs are at the heart of building trust, fostering collaboration, and enhancing the overall safety culture within communities. The results imply that the Bureau of Fire Protection's engagement initiatives play a critical role in fostering community confidence, highlighting the importance of sustained outreach, education, and interactive programs in building trust and perceived competence. High levels of public confidence suggest that well-planned initiatives can enhance cooperation during fire drills, awareness campaigns, and actual emergencies, leading to greater community participation in fire prevention and safety measures. These findings underscore the need for the BFP to continuously maintain and improve the quality, accessibility, and effectiveness of its engagement strategies, as doing so not only strengthens public trust but also contributes to overall community resilience, preparedness, and collaboration in emergencies.

#### **Significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness**

The significant relationship between the Bureau of Fire Protection's (BFP) response time and the community's confidence in its operational presence and effectiveness examines how the timeliness of emergency interventions affects public trust and assurance in the agency. This analysis typically employs statistical methods, such as the Pearson Product-Moment Correlation Coefficient, to determine whether faster response times are associated with higher levels of community confidence. Understanding this relationship is crucial because a timely response not only minimizes damage and potential casualties but also reinforces the perception of reliability, competence, and professionalism among fire personnel. By assessing the link between response efficiency and public confidence, fire agencies can identify operational improvement opportunities, optimize deployment strategies, and enhance community engagement, ultimately strengthening the partnership between the BFP and the communities they serve. Table 5 presents the test of the significant relationship between the Bureau of Fire Protection's response time and the community's confidence in its operational presence and effectiveness.

Table 5. Test of the significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness

Variables	<i>r</i> value	<i>p</i> value	Remark
Response time and Community Confidence	-0.19	0.87	Not Significant

Note: \* $p < 0.05$  (significant); \*\* $p < 0.01$  (highly significant)

Table 5 presents the statistical analysis of the relationship between the Bureau of Fire Protection's (BFP) response time and the community's confidence in its operational presence and effectiveness. The Pearson Product-Moment Correlation Coefficient yielded an R-value of -0.19, indicating a very weak negative correlation between response time and public confidence. The corresponding p-value of 0.87 is well above the conventional significance threshold of 0.05, indicating that the relationship is not statistically significant. This suggests that, based on the current sample, variations in response time do not appear to have a meaningful impact on the community's confidence in the BFP's effectiveness. It is important to note, however, that the analysis was conducted on a tiny, paired sample ( $n = 3$ ), which limits the reliability and generalizability of the results. Small sample sizes can reduce statistical power, making it difficult to detect significant relationships even if they exist in the broader population. Therefore, while this analysis provides preliminary insights, a larger and more comprehensive dataset would be necessary to draw more robust conclusions about the impact of response time on community confidence.

The literature review provides a broad framework for navigating the relationship between response time and community confidence in fire protection services (Pardy & Sanli, 2022). Various research pieces indicate that speed is an integral part of emergency management; it reduces casualties, property damage, and the intensity of disasters (Maiti & Kayal, 2024). Quick, effective interventions by firefighters are usually accompanied by increased perceptions among the public that they are reliable, competent, and professional (Regif & Pattipeilohy, 2024). However, studies also note that community confidence has various dimensions and is influenced by factors other than just response times, like the technical competence of personnel, adequacy and readiness of equipment, access of fire services to remote or hard-to-reach areas, transparency of communication, and consistency of community engagement through drills, awareness programs, and education campaigns. The literature also shows that the public tends to balance operational effectiveness with trustworthiness, preparedness, and responsiveness, at times diluting the direct relationship between response times and overall confidence (Krogh & Lo, 2023). This explanation provides a rationale for why one finds, mainly from studies dealing with smaller sample sizes, weak or insignificant correlations between response time and community confidence (Fey et al., 2023). The studies collectively show that while a timely response is imperative, building strong community trust and confidence in fire protection services requires an integrated approach to operational efficiency, proactive engagement, and visible professionalism among personnel (Fleming, 2024). The results imply that while response time is an essential operational metric for the Bureau of Fire Protection (BFP), it alone may not be sufficient to significantly influence community confidence. This suggests that public trust and assurance in the BFP are shaped by a combination of factors, including the competence and professionalism of personnel, accessibility of services, effective communication, and active engagement initiatives. For practical application, this means the BFP should continue to maintain efficient response times while simultaneously investing in training, community outreach, and visible preparedness efforts to foster greater public confidence. By adopting a holistic approach that combines operational efficiency with proactive community engagement, the BFP can enhance overall trust, cooperation, and readiness within the communities it serves.

#### IV. CONCLUSION

The findings of this study demonstrate that the Bureau of Fire Protection (BFP) maintains a high level of effectiveness in both community engagement and operational performance, as evidenced by strong public participation in awareness campaigns, educational programs, and community drills, as well as very fast and accessible emergency response times. The community perceives the BFP as highly reliable, competent, and professional, reflecting very high confidence in the agency's ability to manage fire-related emergencies. While statistical analyses revealed no significant relationship between engagement initiatives or response time and community confidence in the limited sample, the overall results underscore the importance of sustained outreach, preparedness, and operational efficiency in reinforcing public trust and fostering collaboration during emergencies. Collectively, these outcomes highlight the BFP's pivotal role in promoting community safety and resilience.

## V. RECOMMENDATIONS

Based on the study's findings, it is recommended that the Bureau of Fire Protection continue to strengthen and expand its engagement initiatives, with particular focus on enhancing hands-on drills and improving accessibility of communication channels to ensure consistent community participation and preparedness. The BFP should also maintain and upgrade operational readiness, including timely response, equipment maintenance, and strategic station placement, to sustain high levels of community confidence. Additionally, periodic assessment of public perceptions and feedback mechanisms should be implemented to identify areas for improvement and to tailor programs to meet community needs more effectively. Expanding the sample size for future research is also advised to provide more robust statistical insights into the relationships between engagement, response performance, and public confidence.

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