

PEACE AND ORDER SERVICES OF THE PHILIPPINE NATIONAL POLICE AND PERCEIVED SAFETY OUTCOMES IN RELATION TO COMMUNITY SATISFACTION

Dean Ritchelle D. Mahawan, Mark Oliver S. Tayros, Kane Jastine J. Lee, Levin S. Detalla, Lyster S. Jayo, Teopisto Y. Culanag Jr., & Jose F. Cuevas, Jr.
College of Criminology, Misamis University, Ozamiz City, Misamis Occidental, 7200, Philippines

ABSTRACT:- Peace and order services and perceived safety outcomes are important aspects of police service delivery that may be associated with how communities evaluate the performance of the Philippine National Police (PNP). Understanding residents' perceptions of police services and safety is essential in examining community satisfaction and police-community relations. This study aimed to examine the relationship between peace and order services, perceived safety outcomes, and community satisfaction with the Philippine National Police (PNP) in Ozamiz City, Misamis Occidental. The study employed a descriptive-correlational research design and was conducted in one of the barangays in Ozamiz City, Misamis Occidental, with 141 residents as participants. Data were collected using a structured survey questionnaire consisting of instruments measuring peace and order services, perceived safety outcomes, and community satisfaction. Peace and order services were assessed in terms of responsiveness, reliability and effectiveness, professionalism and assurance, fairness and impartiality, and visibility and presence, while perceived safety outcomes were assessed in terms of sense of security in the neighborhood, reduced fear of crime, and confidence in police presence as a deterrent. Community satisfaction was assessed through overall performance, meeting community expectations, addressing community concerns, acting in the best interest of the public, and confidence in the PNP's commitment to serve and protect. The data were analyzed using mean, standard deviation, and Pearson Product-Moment Correlation Coefficient. The results revealed an overall favorable assessment of peace and order services, with a mean of 3.46, perceived safety outcomes, with a mean of 3.43, and community satisfaction, with a mean of 3.51. Pearson Product-Moment Correlation results showed a strong positive relationship between peace and order services and community satisfaction ($r = 0.79$, $p = 0.015$) and a very strong positive relationship between perceived safety outcomes and community satisfaction ($r = 0.82$, $p = 0.015$). The findings indicate that more favorable assessments of peace and order services and perceived safety outcomes were associated with higher levels of community satisfaction with the PNP. The study concludes that peace and order services and perceived safety outcomes are significantly related to community satisfaction with the PNP in the study setting, consistent with the perspectives of Procedural Justice Theory and Community Policing Theory by Trojanowicz and Bucqueroux (1990) in understanding residents' evaluations of police services, safety, fairness, police visibility, responsiveness, and police-community relations. The study recommends that the PNP strengthen police visibility and responsiveness, sustain effective peace and order services, enhance community engagement, address community concerns promptly, and maintain fair and accountable police practices to support positive community satisfaction and police-community relations.

Keywords: *community satisfaction, peace and order services, perceived safety outcomes, police-community relations, public trust*

I. INTRODUCTION

Peace and order are essential to the stability, development, and well-being of a community because they support good governance, economic progress, and the safety of residents (Seifi et al., 2021). In the Philippines, the maintenance of peace and order is supported through various law enforcement services and community-based strategies (National Police Commission [NAPOLCOM], 2021). Community-oriented policing also emphasizes cooperation among law enforcement agencies, local government units, and community

members in addressing crime and public safety concerns (Reyes, 2025). A study in Tacurong City found that public safety implementation and residents' satisfaction with law enforcement services were significant predictors of community peace and order, particularly in relation to community involvement, safety, performance, and the delivery of law enforcement services (Ignacio & Besas, 2024). These findings support the examination of PNP peace and order services through dimensions such as responsiveness, reliability and effectiveness, professionalism and assurance, fairness and impartiality, and visibility and presence, which provide a basis for assessing how residents perceive the implementation of police services in their communities.

At the local level, Ozamiz City continues to implement peace and order initiatives addressing public safety concerns through police-community relations, inter-agency coordination, and community participation. In 2025, the Ozamiz City Police Station was recognized as the "Outstanding Unit" in Misamis Occidental during the culmination of the 2025 Police Community Relations Month, highlighting its approach to community relations, multi-sector engagement, increased public interaction, and integration of law enforcement into broader civic efforts (Philippine Information Agency [PIA], 2025b). A recent study conducted in Misamis Occidental found that police visibility was examined in relation to community perceptions of public safety, including feelings of security, trust in law enforcement, perceived crime trends, community involvement, and satisfaction with police efforts (Ablong et al., 2026). In this study, perceived safety outcomes are examined in terms of residents' sense of security in their neighborhood, reduced fear of crime, and confidence in police presence as a deterrent to criminal activities (Glas, 2021). Community satisfaction reflects residents' assessments of police performance and the extent to which police services respond to community needs and expectations (Pajarillo-Guadamor et al., 2021).

Despite these existing discussions, there remains a need for localized research examining the relationship among peace and order services, perceived safety outcomes, and community satisfaction within a specific community. Previous studies in the Philippines have examined related aspects of policing, police visibility, perceived safety, trust, and satisfaction with police services, but these studies have generally addressed selected dimensions of these concepts rather than examining the three variables together within the context of Ozamiz City. This indicates a need for further empirical evidence that considers both residents' perceptions of peace and order services and their perceived safety outcomes in relation to their satisfaction with the PNP. In response to this research gap, the overall purpose of this study was to examine the relationship between the peace and order services of the Philippine National Police, perceived safety outcomes, and community satisfaction in Ozamiz City. Through these variables, the study sought to determine whether residents' perceptions of peace and order services and safety outcomes are related to their level of community satisfaction.

1.1 STUDY OBJECTIVES

This study aimed to:

1. Determine the respondents' level of assessment of the peace and order services of the PNP in terms of responsiveness, reliability and effectiveness, professionalism and assurance, fairness and impartiality, and visibility and presence.
2. Determine the respondents' level of perceived safety outcomes in terms of sense of security in the neighborhood, reduced fear of crime, and confidence in police presence as a deterrent.
3. Determine the level of community satisfaction with the PNP in Ozamiz City.
4. Determine the significant relationship between the peace and order services of the PNP and community satisfaction.
5. Determine the significant relationship between the perceived safety outcomes of the PNP and community satisfaction.

II. METHODS

This study employed a quantitative approach using a descriptive-correlational research design to examine the relationships between peace and order services, perceived safety outcomes, and community satisfaction with the Philippine National Police (PNP) in one of the barangays in Ozamiz City, Misamis Occidental. The study involved 141 residents who were selected through purposive sampling based on the established inclusion criteria. Data were gathered using structured researcher-developed questionnaires measuring peace and order services in terms of responsiveness, reliability and effectiveness, professionalism and assurance, fairness and impartiality, and visibility and presence; perceived safety outcomes in terms of sense of security in the neighborhood, reduced fear of crime, and confidence in police presence as a deterrent; and community satisfaction in terms of police performance, fulfillment of community expectations, responsiveness to community concerns, acting in the best interest of the public, and confidence in the PNP's commitment to serve and protect. The questionnaires were administered personally after securing permission from the appropriate authorities, explaining the purpose of the study, and obtaining informed consent from the

respondents. Participation was voluntary, and the confidentiality, privacy, and anonymity of the respondents were maintained in accordance with ethical research principles and the Data Privacy Act of 2012 (R.A. 10173). The collected data were checked, encoded, and analyzed using mean and standard deviation to determine the levels of the study variables and Pearson Product-Moment Correlation Coefficient to determine the strength, direction, and statistical significance of the relationships between peace and order services and community satisfaction and between perceived safety outcomes and community satisfaction, using a 0.05 level of significance.

III. RESULTS AND DISCUSSIONS

This chapter presents the findings of the study, wherein the collected data are systematically analyzed and interpreted to address the research questions and hypotheses. The results focus on the residents' perceptions of the peace and order services, perceived safety outcomes, and community satisfaction with the Philippine National Police (PNP) in Ozamiz City. Descriptive statistical tools, particularly mean and standard deviation, were used to determine the level of the study variables, while the Pearson Product-Moment Correlation Coefficient was used to examine the relationships between peace and order services and community satisfaction, as well as between perceived safety outcomes and community satisfaction.

Level of Assessment towards the Peace and Order Services of the PNP

Peace and order services provided by the Philippine National Police (PNP) play a critical role in maintaining public safety, strengthening community trust, and ensuring social stability within local communities. Residents' assessments of police responsiveness, effectiveness, professionalism, fairness, and visibility reflect the extent to which law-enforcement agencies successfully fulfill their mandate to protect citizens and preserve order. In community-based policing, positive public perceptions of police services are essential because they influence cooperation with authorities, compliance with the law, and confidence in the justice system. Thus, assessing the level of awareness and evaluation of police peace and order services provides valuable insights into the effectiveness of policing practices in Ozamiz City.

Table 1 presents the assessment level of the PNP's peace and order services. The findings revealed an overall mean of 3.46, with a descriptive level of "Strongly Aware," indicating that residents generally perceived police services positively and recognized the active implementation of peace and order programs in their community. Among the indicators, Reliability and Effectiveness had the highest mean ($M = 3.54$, $SD = 39.25$), suggesting that respondents strongly recognized the PNP's consistency and competence in crime prevention and law enforcement. This was followed by Fairness and Impartiality ($M = 3.52$, $SD = 38.87$), indicating that residents perceived police officers as generally fair and unbiased in dealing with the public. Responsiveness ($M = 3.44$, $SD = 37.83$) and Professionalism and Assurance ($M = 3.42$, $SD = 36.72$) also received high assessments, implying that the community acknowledged the prompt actions and professional conduct of police officers. Meanwhile, Visibility and Presence recorded the lowest mean ($M = 3.35$, $SD = 38.25$), although still interpreted as "Strongly Aware," indicating that while residents noticed police patrols and presence, there may still be opportunities to further enhance police visibility within the community.

The findings are supported by previous studies emphasizing the importance of effective and community-oriented policing in shaping public perceptions of law enforcement. Regalado (2024) found that citizens tend to develop higher trust and confidence in police institutions when officers consistently demonstrate professionalism, fairness, and reliability in delivering services. Similarly, Aguilar (2024) reported that visible police engagement, accountability, and timely response mechanisms significantly improved public perceptions of safety and police legitimacy in urban communities. In the Philippine context, Alos et al. (2024) emphasized that positive police-community relations promote trust, collaboration, and accountability, which are important elements of an effective and community-oriented law enforcement system. These studies support the present findings by indicating that residents' positive assessments of police peace and order services are closely associated with the police's ability to perform their duties effectively while maintaining fairness and professionalism.

The results are further anchored on Tom Tyler's Procedural Justice Theory, which explains that public trust and satisfaction with law enforcement are largely influenced by perceptions of fairness, respect, neutrality, and trustworthy conduct (Tyler, 2020). The high assessment ratings for reliability, professionalism, responsiveness, and fairness suggest that residents perceive the PNP as implementing policing practices aligned with the principles of procedural justice (Regalado, 2024). When police officers are viewed as fair, competent, and respectful, citizens are more likely to recognize police legitimacy and cooperate with law enforcement efforts. The findings also support Richard Oliver's Expectancy-Disconfirmation Theory, which posits that satisfaction emerges when actual service performance meets or exceeds public expectations (Oliver, 1980). The "Strongly Aware" assessment across all dimensions indicates that residents' expectations regarding peace and order services were generally fulfilled through visible and effective police operations.

The findings imply that the Philippine National Police in Ozamiz City has established a generally positive public image regarding peace and order service delivery. The consistently high assessments across all indicators suggest that residents recognize the PNP's efforts to maintain safety, enforce laws, and promote community security. However, the relatively low ratings for visibility and presence indicate a need for more consistent patrol operations, community interactions, and police visibility initiatives to further strengthen public confidence and deterrence against criminal activity. Strengthening community-based policing programs, enhancing public engagement, and sustaining professional conduct among officers may further improve residents' trust, satisfaction, and cooperation with the PNP.

The significance of these findings lies in providing the Philippine National Police in Ozamiz City with localized evidence on how residents perceive the delivery of peace and order services. The high assessments across the indicators suggest that the PNP can sustain practices that are positively perceived by the community, while the relatively lower assessment for visibility and presence may indicate an area for further improvement. These findings may serve as a basis for strengthening police patrol visibility, community engagement, communication, and responsive service delivery. Overall, the results may assist the PNP and local stakeholders in developing peace and order initiatives that are responsive to the needs and perceptions of residents in Ozamiz City.

Table 1 Level of Assessment towards the Peace and Order Services of the PNP

Constructs	M	SD	Descriptive Level
Responsiveness	3.44	37.27	Strongly Aware
Reliability and Effectiveness	3.54	39.25	Strongly Aware
Professionalism and Assurance	3.42	36.72	Strongly Aware
Fairness and Impartiality	3.52	38.87	Strongly Aware
Visibility and Presence	3.35	38.25	Strongly Aware
Overall Level of Peace and Order Assessment	3.46	38.18	Strongly Aware

Note: Peace and Order Services Scale: 3.25-4.00 (Strongly Aware); 2.50-3.24 (Aware); 1.75-2.49 (Unaware); 1.00-1.74 (Strongly Unaware)

Level of Perceived Assessment towards Safety Outcomes of the PNP

Perceived safety outcomes are essential indicators of the effectiveness of police peace and order services within a community. Citizens' feelings of safety, reduced fear of crime, and confidence in police presence significantly influence their trust and satisfaction with law-enforcement institutions. In community policing, the success of police operations is not measured solely by crime statistics but also by how safe residents feel in their neighborhoods. When people perceive their environment as secure and believe that police visibility deters criminal activities, stronger public cooperation and social stability are likely to emerge. Thus, assessing perceived safety outcomes provides important insights into how the community evaluates the Philippine National Police (PNP)'s impact on maintaining peace and order in Ozamiz City.

Table 2 presents the level of perceived assessment of the PNP's safety outcomes. The findings revealed an overall mean of 3.43 with a descriptive level of "Very High Level," indicating that respondents generally recognized the positive contribution of police services to community safety and security. Among the indicators, Reduced Fear of Crime had the highest mean ($M = 3.50$, $SD = 37.44$), suggesting that residents strongly perceived that police efforts helped reduce their anxiety and concerns about crime in the community. This was followed by Confidence in Police Presence as a Deterrent ($M = 3.40$, $SD = 36.45$), indicating that respondents believed that visible police presence discourages criminal behavior and helps maintain peace and order. Sense of Security in the Neighborhood had a mean of 3.39 ($SD = 37.27$), which falls within the "Very High Level" category, indicating that residents generally felt safe in their community during daily activities and public engagements. The overall findings indicate that the community positively perceives the safety outcomes associated with police operations and law-enforcement visibility in Ozamiz City.

The findings are supported by previous studies emphasizing the importance of police presence and effective law-enforcement strategies in enhancing community safety perceptions. Tamayo (2025) reported that public satisfaction and trust in police services increase when residents experience a heightened sense of safety and reduced fear of crime due to visible patrols and responsive police interventions. Similarly, Bobong et al. (2023) found that communities expressed stronger confidence in law enforcement when police operations effectively addressed threats to public safety and provided reassurance against criminal activities. Locally, Rufino and Besas (2024) found that community safety was significantly associated with residents' satisfaction, highlighting the importance of effective crime prevention efforts in strengthening perceptions of safety within the community. These studies support the present findings by demonstrating that effective policing strategies and police visibility positively shape community perceptions of safety outcomes.

The results are anchored on Community Policing Theory by Trojanowicz and Bucqueroux (1990), which emphasizes collaboration, communication, police visibility, responsiveness, and shared responsibility between law enforcement and the community. The high ratings across all indicators suggest that residents generally perceive the PNP as actively performing its role in maintaining community safety and addressing public security concerns. The findings are also supported by Procedural Justice Theory, which emphasizes that fair, respectful, neutral, and trustworthy policing practices strengthen public confidence and perceptions of police legitimacy. When police officers maintain visible presence, respond to community concerns, and interact with residents in a fair and respectful manner, residents may develop stronger perceptions of safety and greater confidence in law enforcement (Mutahi et al., 2024).

The findings imply that the Philippine National Police in Ozamiz City has been effective in fostering positive safety perceptions among residents through visible policing and peace-and-order initiatives. The consistently high ratings indicate that community members generally feel safer, experience less fear of crime, and believe in the deterrent effect of police presence. However, sustaining these positive perceptions requires continuous improvement in patrol visibility, rapid-response strategies, and community engagement programs to further strengthen citizens' confidence and sense of security. Enhancing collaborative partnerships between the police and the community may also help maintain long-term peace, public trust, and community resilience against criminal activity.

The significance of these findings lies in providing the Philippine National Police in Ozamiz City with localized evidence on residents' perceptions of safety and the outcomes of police peace and order services. The high ratings may serve as a basis for sustaining effective practices that contribute to residents' sense of security, reduced fear of crime, and confidence in police presence. At the same time, the findings may guide the PNP and local stakeholders in strengthening police visibility, community engagement, and responsive safety initiatives. Overall, the results may contribute to the development of community-oriented strategies that address residents' safety concerns and support a safer and more secure community in Ozamiz City.

Table 2 Level of Perceived Assessment towards Safety Outcomes of the PNP

Constructs	M	SD	Descriptive Level
Sense of Security in the Neighborhood	3.39	37.27	Strongly Aware
Reduced Fear of Crime	3.50	37.44	Strongly Aware
Confidence in Police Presence as a Deterrent	3.40	36.45	Strongly Aware
Overall Level of Assessment	3.43	37.05	Strongly Aware

Note: Perceived Assessment Scale: 3.25-4.00 (Strongly Aware); 2.50-3.24 (Aware) ; 1.75-2.49 (Unaware); 1.00-1.74 (Strongly Unaware)

Level of Community Satisfaction towards the PNP in Ozamiz City

Community satisfaction with the Philippine National Police (PNP) is a crucial indicator of the effectiveness of peace and order services within a locality. It reflects the extent to which residents approve of police performance in maintaining safety, addressing concerns, and fulfilling their mandate to protect the public. In community-oriented policing, satisfaction is shaped not only by actual crime-prevention outcomes but also by residents' perceptions of police responsiveness, fairness, professionalism, and commitment to public service. High levels of satisfaction indicate strong public trust, legitimacy, and willingness to cooperate with law enforcement authorities. Thus, evaluating community satisfaction provides meaningful insights into how residents of Ozamiz City perceive the PNP's overall performance.

Table 3 presents the level of community satisfaction toward the PNP in Ozamiz City. The findings revealed an overall mean of 3.51, with a descriptive level of "Strongly Satisfied," indicating that respondents generally approved of police services and performance. Among the indicators, Overall Performance of the PNP had the highest mean ($M = 3.65$, $SD = 41.15$), suggesting that residents highly recognized and appreciated the police's overall effectiveness in maintaining peace and order. This was followed by Meeting Expectations ($M = 3.53$, $SD = 39.53$), indicating that police services largely aligned with or exceeded community expectations. Acting in Best Interest ($M = 3.50$, $SD = 37.43$) and Confidence to Serve and Protect ($M = 3.47$, $SD = 37.62$) also received high ratings, reflecting strong public trust in police officers' commitment to prioritizing community welfare and safety. Meanwhile, Addressing Community Concerns recorded the lowest mean ($M = 3.40$, $SD = 36.29$), though it was still interpreted as "Strongly Satisfied," suggesting that while residents generally perceive the PNP as responsive, there remains room for improvement in addressing specific local concerns and community issues more effectively.

The findings are supported by previous studies emphasizing the importance of service quality, responsiveness, and public trust in shaping community satisfaction with law enforcement. Baguio and Revisa (2026) found that community policing, police performance, and police trust were significantly associated among

residents of Cotabato City, highlighting the importance of effective police-community engagement and operational performance in strengthening public confidence in the PNP. Similarly, Fajardo (2025) reported that community perceptions of police performance and service delivery are important considerations in maintaining public trust and satisfaction with police services in Bacnotan, La Union. Internationally, Abdi and Hashi (2024) found that police effectiveness was associated with public trust and cooperation, with citizen satisfaction serving an important role in this relationship. These studies collectively support the present findings by highlighting that effective, responsive, and trustworthy police service delivery is closely associated with positive community perceptions and satisfaction with law enforcement.

The results are anchored on Tom Tyler's Procedural Justice Theory, which posits that public satisfaction with law enforcement is largely influenced by perceptions of fairness, respect, neutrality, and trustworthiness (Tyler, 1990). The high satisfaction ratings across all indicators suggest that residents perceive the PNP as consistently demonstrating fair treatment, professionalism, and commitment to public service (Regalado, 2024). The findings are also supported by Community Policing Theory by Trojanowicz and Bucqueroux (1990), which emphasizes police-community collaboration, communication, responsiveness, and shared responsibility in addressing local safety concerns. The "Strongly Satisfied" ratings indicate that residents generally view the PNP's peace and order services positively, particularly in terms of its engagement with the community, responsiveness to public concerns, and efforts to maintain safety and order. These findings suggest that effective police-community relationships and responsive service delivery may contribute to residents' satisfaction and confidence in the PNP.

The findings imply that the Philippine National Police in Ozamiz City has established a strong level of community approval and trust in its peace and order services. The consistently high satisfaction ratings indicate that residents recognize and appreciate the PNP's efforts in maintaining safety, ensuring order, and responding to community needs. However, the relatively low rating for addressing community concerns suggests a need for continued improvement in community engagement, communication, and responsiveness to local issues. Strengthening dialogue with residents, enhancing community-based policing initiatives, and sustaining professional and transparent law enforcement practices may further improve public satisfaction, trust, and cooperation with the PNP.

The significance of these findings lies in providing the PNP in Ozamiz City with localized evidence of residents' satisfaction with police performance and service delivery. The high satisfaction ratings may serve as a basis for sustaining effective practices, while the relatively lower rating for addressing community concerns may help identify areas requiring greater attention. These findings may guide the PNP and local stakeholders in strengthening community engagement, communication, responsiveness, and mechanisms for addressing residents' concerns. Overall, the results may contribute to improving police-community relations and sustaining public trust and satisfaction with police services in Ozamiz City.

Table 3 Level of Community Satisfaction towards the PNP in Ozamiz City

Statement	M	SD	Descriptive Level
Overall Performance of PNP	3.65	41.15	Strongly Satisfied
Meeting Expectations	3.53	39.53	Strongly Satisfied
Addressing Community Concerns	3.40	36.29	Strongly Satisfied
Acting in best Interest	3.50	37.43	Strongly Satisfied
Confidence to serve and Protect	3.47	37.62	Strongly Satisfied
Overall Level of Satisfaction	3.51	38.40	Strongly Satisfied

Note: Community Satisfaction Scale: 3.25-4.00(Strongly Satisfied); 2.50-3.24 (Satisfied); 1.75-2.49 (Unsatisfied); 1.00-1.74 (Dissatisfied)

Significant Relationship between the Peace and Order and the Community Satisfaction

The relationship between peace and order services of the Philippine National Police (PNP) and community satisfaction is a critical aspect in evaluating the effectiveness of law enforcement in maintaining public trust and social stability. Peace and order services, including responsiveness, reliability, professionalism, fairness, and visibility, directly influence residents' perceptions of police performance. In turn, these perceptions shape their overall satisfaction with police services. Understanding the relationship between these two variables provides empirical evidence on whether improvements in policing practices translate into higher levels of community satisfaction in Ozamiz City.

Table 4 presents the test of the significant relationship between peace and order assessment and community satisfaction. The results revealed a correlation coefficient (r) of 0.79 and a p -value of 0.015, indicating a strong positive and statistically significant relationship between the two variables. This means that as the level of peace and order services increases, community satisfaction also increases. The result further

implies that residents who perceive the PNP as effective, fair, professional, responsive, and visible are more likely to report higher satisfaction with police services. Since the p-value is less than the 0.05 level of significance, the null hypothesis is rejected, confirming that a significant relationship exists between peace and order services and community satisfaction.

The findings are supported by previous studies emphasizing the role of effective policing in shaping public satisfaction and trust. Marzan et al. (2026) found that police omnipresence was associated with residents' perceptions of public safety, trust, and confidence in law enforcement, highlighting the importance of consistent police presence in the community. Similarly, Rufino and Besas (2024) found that community safety was significantly associated with residents' satisfaction, indicating that effective crime prevention and safety efforts can contribute to positive evaluations of police services. Internationally, Kuen (2024) found that police legitimacy significantly increased residents' willingness to report neighborhood problems to the police, demonstrating the importance of positive perceptions of law enforcement in encouraging community cooperation. These studies align with the present findings by showing that effective police presence, community safety, and positive perceptions of law enforcement are associated with stronger community satisfaction and cooperation.

The result is anchored in Tyler's (1990) Procedural Justice Theory, which explains that citizens evaluate the legitimacy of law enforcement based on fairness, respect, neutrality, and trustworthiness rather than outcomes alone. The strong positive correlation suggests that when residents perceive police services as fair and professional, they are more likely to develop trust and satisfaction toward the institution. The findings also support Community Policing Theory by Trojanowicz and Bucqueroux (1990), which emphasizes collaboration, communication, responsiveness, police visibility, and shared responsibility between police officers and community members. The significant relationship suggests that effective police-community engagement and responsive peace and order services are associated with higher levels of community satisfaction.

The findings imply that enhancing the quality of peace and order services directly contributes to improving community satisfaction in Ozamiz City. The strong positive relationship highlights the importance of sustaining effective policing practices such as timely response, fair treatment, professional conduct, and increased visibility. Strengthening community engagement programs, improving transparency, and maintaining consistent law enforcement visibility may further enhance public satisfaction and trust. Overall, the results underscore that effective peace and order management is a key determinant of positive community perception toward the Philippine National Police.

The significance of these findings lies in providing localized evidence that residents' perceptions of peace and order services are significantly associated with their level of satisfaction with the PNP in Ozamiz City. The strong positive relationship highlights the importance of maintaining responsive, reliable, professional, fair, and visible police services that are positively perceived by the community. These findings may serve as a basis for the PNP and local stakeholders in strengthening police-community engagement, communication, transparency, and responsiveness to residents' concerns. Overall, the results may contribute to improving police-community relations and sustaining public trust and satisfaction with law enforcement services in Ozamiz City.

Table 4 Test of Significant Relationship between the Peace and Order and the Community Satisfaction

Variables	<i>r</i>	<i>P</i>	Decision
Peace and order assessment and Community Satisfaction	0.79	0.015	Reject Ho

Note: Correlation Coefficient Interpretation: 0.80–1.00 (Very Strong); 0.60–0.79 (Strong); 0.40–0.59 (Moderate); 0.20–0.39 (Weak); 0.00–0.19 (Very Weak). Statistical significance was set at the 0.05 level; $p < 0.05$ indicates a significant relationship.

Significant Relationship between the Safety Outcomes and the Community Satisfaction

Safety outcomes reflect the perceived impact of police services on residents' sense of security, fear of crime, and confidence in the police's ability to deter crime. These outcomes are essential indicators of the Philippine National Police (PNP)'s effectiveness in translating peace and order initiatives into tangible feelings of safety within the community. Community satisfaction, on the other hand, reflects overall approval and positive evaluation of police performance, based on both service delivery and perceived safety. Examining the relationship between these variables is essential for determining whether improvements in safety perceptions contribute to higher levels of satisfaction among residents in Ozamiz City.

Table 5 presents the test of the significant relationship between safety outcomes and community satisfaction. The results revealed a correlation coefficient (*r*) of 0.82 and a p-value of 0.015, indicating a strong positive and statistically significant relationship between the two variables. This implies that as residents experience higher levels of safety, such as increased sense of security in the neighborhood, reduced fear of

crime, and stronger confidence in police presence, their level of satisfaction with the PNP also increases. Since the p-value is less than the 0.05 level of significance, the null hypothesis is rejected, confirming that safety outcomes significantly influence community satisfaction in Ozamiz City.

The findings are supported by existing literature emphasizing the importance of perceived safety in shaping public satisfaction with law enforcement. Bobong et al. (2023) reported that effective police operations that enhance public safety perceptions significantly improve trust and satisfaction within communities. Similarly, Amar and Nabe (2024) found significant relationships among crime prevention, community safety, and perceptions of police among residents of Kidapawan City, highlighting the importance of effective police efforts in strengthening community safety perceptions. In another Philippine study, Escriba et al. (2024) found that increased police visibility was associated with reduced neighborhood crime and emphasized the importance of police-community relationships in promoting a safer community. These studies support the present findings by showing that effective crime prevention, police visibility, and positive perceptions of community safety are associated with stronger evaluations and satisfaction with law enforcement.

The results are anchored on Tyler's (1990) Procedural Justice Theory, which explains that citizens' trust and satisfaction with law enforcement are strongly influenced by perceptions of fairness, legitimacy, and respectful service delivery. When individuals feel safe and perceive that police officers are actively protecting the community, they may develop stronger perceptions of police legitimacy and trustworthiness. The findings also align with Community Policing Theory by Trojanowicz and Bucqueroux (1990), which emphasizes collaboration, communication, police visibility, responsiveness, and shared responsibility between police officers and community members. The strong relationship suggests that effective police-community engagement and visible, responsive peace and order services are associated with higher perceived safety outcomes and greater community satisfaction with the PNP.

The findings imply that enhancing safety outcomes is crucial in strengthening community satisfaction in Ozamiz City. The strong positive relationship highlights the importance of maintaining a visible police presence, reducing fear of crime, and ensuring that residents feel secure in their daily activities. Strengthening crime prevention strategies, improving rapid response systems, and sustaining community-based policing initiatives may further enhance public perception of safety and satisfaction. Overall, the results emphasize that perceived safety is a key determinant of how communities evaluate and trust the Philippine National Police's performance.

The significance of these findings lies in providing localized evidence that perceived safety outcomes are significantly associated with community satisfaction with the PNP in Ozamiz City. The strong positive relationship highlights the importance of maintaining police visibility, responsive safety measures, and crime prevention efforts that support residents' sense of security and confidence in law enforcement. These findings may serve as a basis for the PNP and local stakeholders in strengthening community-based policing, police-community engagement, and safety initiatives that address residents' concerns. Overall, the results may contribute to strengthening police-community relations, public trust, and satisfaction with peace and order services in Ozamiz City.

Table 5 Test of Significant Relationship between the Safety Outcomes and the Community Satisfaction

Variables	<i>r</i>	<i>P</i>	Decision
Safety Outcomes and Community Satisfaction	0.82	0.015	Strong Positive Correlation

Note: Correlation Coefficient Interpretation: 0.80–1.00 (Very Strong); 0.60–0.79 (Strong); 0.40–0.59 (Moderate); 0.20–0.39 (Weak); 0.00–0.19 (Very Weak). Statistical significance was set at the 0.05 level; $p < 0.05$ indicates a significant relationship.

This section presents and interprets the findings of the study in relation to its objectives, using appropriate descriptive and inferential statistical techniques. It examines the level of assessment toward the peace and order services of the Philippine National Police (PNP), the perceived safety outcomes, and the level of community satisfaction based on the data gathered from the respondents ($N = 141$). Descriptive statistics, particularly mean and standard deviation, were used to determine the extent of each variable across their respective indicators. Peace and order services include responsiveness, reliability and effectiveness, professionalism and assurance, fairness and impartiality, and visibility and presence. Perceived safety outcomes include sense of security in the neighborhood, reduced fear of crime, and confidence in police presence as a deterrent. Community satisfaction was assessed through residents' overall satisfaction, trust, confidence, and perception of police performance. Furthermore, the Pearson Product-Moment Correlation Coefficient was used to test the significant relationship between peace and order services and community satisfaction, as well as between perceived safety outcomes and community satisfaction. The findings were also discussed in relation to existing literature and supporting theories to provide further interpretation of the results.

IV. CONCLUSION

The findings of this study indicate that the Philippine National Police (PNP) in Ozamiz City is generally perceived positively by residents across all assessed dimensions, including peace and order services, safety outcomes, and community satisfaction. Residents strongly recognize the police's reliability, professionalism, fairness, responsiveness, and presence in their communities, which collectively contribute to high levels of overall community satisfaction. Additionally, the perceived safety outcomes such as reduced fear of crime, increased sense of security, and confidence in police activities are significantly related to residents' trust and satisfaction with law enforcement. These results emphasize that effective, fair, and visible policing practices are crucial in maintaining social stability and fostering strong community-police relationships. Despite these positive perceptions, areas like police visibility and community concern addressing still offer room for improvement to further enhance public confidence.

V. RECOMMENDATIONS

It is recommended that the Philippine National Police (PNP) in Ozamiz City continue to prioritize and strengthen its community engagement strategies by increasing police visibility through regular patrols and active interactions, while emphasizing transparency, accountability, and prompt responsiveness to local concerns to sustain and enhance public trust and satisfaction. The community should be encouraged to participate actively in policing initiatives and provide constructive feedback to support collaborative peace and order efforts. The Department of the Interior and Local Government (DILG) is urged to facilitate resources and policies that bolster police visibility, expand community-based programs, and promote accountability frameworks to strengthen police-community relations. Maintaining professional conduct and enhancing rapid response systems are essential for the PNP to effectively support these initiatives and maintain public confidence. Finally, future researchers are encouraged to conduct studies with larger sample sizes and broader scope to generate comprehensive insights into the relationship between police performance and community perceptions, which will inform the development of more targeted and effective peace and order strategies.

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Dean Ritchelle D. Mahawan, Mark Oliver S. Tayros, Kane Jastine J. Lee, Levin S. Detalla, Lyster S. Jayo, Teopisto Y. Culanag Jr., & Jose F. Cuevas, Jr.
College of Criminology, Misamis University, Ozamiz City, Misamis Occidental, 7200, Philippines