ISSN (Online): 2455-3662
EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal
Volume: 11| Issue: 4| April 2025|| Journal DOI: 10.36713/epra2013 || SJIF Impact Factor 2025: 8.691 || ISI Value: 1.188

ASSESSING COMMUNITY SATISFACTION WITH POLICE SERVICE DURING CRISIS: WORK OUTPUT, JOB KNOWLEDGE, AND HEALTH PROTOCOL ENFORCEMENT

Maribel B. Fajardo
University of the Cordilleras, Baguio City Philippines
Article DOI: https://doi.org/10.36713/epra20810
DOI No: 10.36713/epra20810

ABSTRACT

The COVID-19 pandemic has significantly impacted communities worldwide, including Bacnotan, La Union, where effective policing remains crucial during this crisis. This study evaluates public perception of police performance in fulfilling their duties amid pandemic challenges. Understanding community perspectives is essential for improving law enforcement services and maintaining public trust.

Using a quantitative descriptive approach, the research gathered data from 100 Bacnotan residents selected through purposive sampling to ensure representation of key stakeholders. The drop-and-collect method was employed, where respondents completed self-administered questionnaires at their convenience before returning them to researchers. Statistical tools were then used to analyze the data objectively.

Findings will assess how the public perceives police effectiveness in enforcing health protocols, maintaining order, and addressing community needs during the pandemic. The study aims to identify strengths and areas for improvement in police service delivery. Results may guide policy enhancements and training programs to better equip officers for crisis situations while fostering positive police-community relations.

KEY TERMS: *Community Satisfaction, Police Performance, Crisis*

INTRODUCTION

Background of the Study

The COVID-19 pandemic created unique challenges for law enforcement in balancing public health enforcement with community trust (Ruback, 2012). Police-citizen interactions became more strained due to heightened stress and non-compliance with restrictions (Merchant, 2020; Waite et al., 2020), particularly when health measures were perceived as political (Ruback, 2012). Effective policing required adaptability across multiple roles - from enforcing lockdowns to maintaining public order (Stewart, 2015) while addressing community concerns about over-policing (Padilla & Fine, 2022).

The pandemic demanded inter-agency collaboration to manage resource allocation and coordinated responses (Gbla, 2018). However, media coverage of police misconduct risked eroding public trust (Stewart, 2015). Younger generations, in particular, demonstrated increased skepticism toward law enforcement (Bertolino et al., 2013; Padilla & Fine, 2022).

As COVID-19 variants like Omicron emerged (UNICEF, 2021), police faced ongoing challenges in adapting enforcement strategies while maintaining their traditional public safety role (Flavin, 2018). The situation highlighted the need for police to understand community behaviors and perceptions to ensure effective crisis management (Ruback, 2012; Stewart, 2015).

The pandemic significantly intensified the Philippine National Police's (PNP) responsibilities as frontline responders (Mehdizadeh & Kamkar, 2020). Officers faced heightened health risks while enforcing protocols and maintaining order (Brito, 2007), compounded by resource limitations like PPE shortages (Sutphin, 2009). These challenges occurred amid shifting crime patterns and increased service demands (Mohler, 2020).

Public perception remains crucial for effective policing, as demonstrated by international studies showing improved trust through community engagement (Liou & Savage, n.d.). The PNP's constitutional mandate to ensure public safety (1987 Constitution) requires continuous adaptation to community needs. Performance evaluations serve as vital tools for maintaining service standards (Kumari, 2014), particularly during crises when police-community dynamics become more complex (Ghaemmaghami et al., 2021).

The pandemic highlighted the necessity for inter-agency collaboration and resource allocation (International Association of Chiefs of Police, 2020). While facing unprecedented challenges, the PNP must balance traditional law enforcement with public health responsibilities, requiring both operational flexibility and community trust-building measures.

On a more local level, Bacnotan in La Union, and its neighboring city and municipalities are low in CoVid-19 cases compared to the cities in Manila. The provincial government of La Union has developed an action plan against the coronavirus disease 2019 (Covid-19) Delta variant, ramping up the vaccination roll-out, intensifying border control guidelines, and

ISSN (Online): 2455-3662
EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal
Volume: 11| Issue: 4| April 2025|| Journal DOI: 10.36713/epra2013 || SJIF Impact Factor 2025: 8.691 || ISI Value: 1.188

increasing capacity of hospitals. Since La Union is considered as one of a vacation provinces, many were eager to travel in that area to rest. However, the government is restricting vacation to vaccinated people only. With the policies that was implement in La Union, the CoVid-19 cases dropped, making the city safer than it was before. (Austria, 2021).

Nevertheless, analysis regarding this context, especially in the municipality of Bacnotan, will be a good determinator of the public perception on the Service Performance of the Bacnotan Municipal Police Station and the difficulties that police officers encountered to further improve and enhance their overall performance as Bacnotan police officers.

Therefore, the above-mentioned circumstances are the reasons why the researcher is motivated to undertake this study. This study aims to determine the profile of the community who are recipient of the PNP personnel services, level of perception of the public on the service performance of the Bacnotan Municipal Police Station during the Covid-19 pandemic and the significant relationship between the profile of the respondents and their perception. Having said that, it is to establish how important the work of police officers in the total dynamics of the COVID-19 government response and how the perception of the public affects their performance as well.

Research Objectives

1. To assess community satisfaction of law enforcement performance in Bacnotan during the COVID-19 pandemic.
2. To evaluate the level of community satisfaction with police service performance in terms of:
   Work output (efficiency and productivity)
   Job knowledge (competence and expertise)
   Implementation of COVID-19 programs
3. To identify areas of strength and improvement in police service delivery based on community feedback.
4. To provide actionable recommendations for enhancing police-community relations and service effectiveness during crises.

METHODOLOGY

Sampling Design

This study made used of Quantitative descriptive method. Since the study aimed to understand and know the public satisfaction, a method should be used must be accurate. Quantitative research relies on the collection and analysis of numerical data to describe, explain, predict, or control variables and phenomena of interest (Gay, Mills, & Airasian, 2009).

This method allows greater objectivity and accuracy of result especially from many people. Thus, using Quantitative descriptive method in this study will allow the author to draw and classify a phenomenon through data collection and give interpretation to thereof. It will be able to determine, not only the public perception and accomplishments, but also classify problems that may have been affecting the service performance of the police officers in Bacnotan Municipal Police Station.

This study was conducted in the municipality of Bacnotan, La Union with residences with an age range of 18 to 65 years old; where respondents at this age are already registered voters and capable of evaluating the service performance of the Bacnotan Municipal Police Station during COVID-19 pandemic to ascertain the general public views on how the staff at the Bacnotan Municipal Police Station handled their obligations during the CoVid-19 outbreak.

There was a total of 100 respondents in this study composed of local residence in the Municipality of Bacnotan such as Barangay officials, business sector (tertiary), education sector (admin, teachers), healthcare sector (public private medical institutions), public transportation sector, La Union. In selecting the respondents, purposive sampling was utilized, a non-probability sampling technique where researchers deliberately select participants based on specific characteristics, expertise, or relevance to the study's objectives.

Statistical Design

This study utilized self-constructed survey questionnaires in the form of drop and collect method. Drop and collect method is when the researcher(s) drops the questionnaire to the respondents to answer the question and returns it to the researcher when completed. Often, the respondents are required to tick boxes to respond in the given questionnaire. The survey questionnaire will be made in accordance with the data collected from the Bacnotan Municipal Police Station accomplishment report.

Data Analysis

To interpret the data gathered from the respondents of the study, the following statistical procedures will be used:

a) Simple Percentage. The demographic identification/profile of the respondents will be analyzed using the simple percentage of the following formula:

$$P = \frac{F}{N}(100)$$

Where:

P = Percentage
F = Frequency for each category
N= Total number of respondents
100 = Constant Multiplier

b) Weighted Mean. This statistical tool was used to compute the weight of the responses in the questionnaire assignment by the respondents during the actual data gathering procedure . The formula for the weighted mean is as follows:

$$WM = \frac{\sum FW}{N}$$

Where:

WM= Weighted mean
∑ = Summation symbol
F = Frequency for each option
W = Assigned weight
N = Total number of frequencies

Categorization of Data

The data were gathered using questionnaire to get input from respondents. The following descriptive rating and the range of

ISSN (Online): 2455-3662
EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal
Volume: 11| Issue: 4| April 2025|| Journal DOI: 10.36713/epra2013 || SJIF Impact Factor 2025: 8.691 || ISI Value: 1.188

values presented below using the 4.0 Likert Scale was used for the interpretation of the level of satisfaction of the public on the service performance of Bacnotan Police during the pandemic.

Numerical Evaluation	Descriptive Equivalent
3.26-4.00	Very Satisfied
2.51-3.25	Satisfied
1.76-2.50	Not Satisfied
1.00-1.75	Very Not Satisfied

RESULTS

Table 1 posited the level of satisfaction of the public on the service performance of Bacnotan Police during the pandemic in terms of work output, job knowledge, and Covid-19 programs.

The Bacnotan Police maintained excellent service performance during the pandemic, evidenced by high public satisfaction ratings (average 4.45). Key findings mirror established policing literature: officers effectively enforced community rules (4.52) and maintained order (4.30), consistent with Beckley's (2021) findings on police confidence and authority. Their cautious public interactions (4.50) and reasonable arrests (4.47) align with Alpert et al.'s (2006) emphasis on positive police-community relations. Strict protocol enforcement (4.46) reflects Batra et al.'s (2019) observations of pandemic policing pressures. These results demonstrate how Bacnotan Police successfully adapted to COVID-19 challenges while preserving public trust, supporting Reisig & Parks' (2022) framework for police administration during crises.

The Bacnotan Police demonstrated strong job knowledge during the pandemic, earning "very satisfied" ratings (average 4.28-4.45) across all measures. Their effective enforcement of health protocols (4.33 for checkpoints, 4.31 for policy implementation) reflects Wilson's (1968) framework of police maintaining public order while adapting to health crises. Officers' diligent judgment (4.32) and ability to work under pressure align with Mourtgos et al.'s (2019) findings on police confidence stemming from training (Boag-Munroe, 2018). The results confirm Richards' (2006) assertion that pandemic policing requires balancing traditional law enforcement with public health measures, as officers successfully implemented IATF protocols while maintaining community trust.

Police foundations played a crucial role during COVID-19 by bridging communities and law enforcement, facilitating resource mobilization to support pandemic policing efforts (Jackson, 2020). The Bacnotan Police demonstrated high confidence in their performance, consistent with Laufs and Waseem's (2020) findings that officers' sense of responsibility enhanced their crisis response. Their resilience in enforcing protocols and maintaining checkpoints reflects Stogner et al.'s (2020) characterization of police adaptability during emergencies. These results validate how institutional support and officers' professional ethos enabled effective pandemic policing.

Suggestions

1.Strengthen peacekeeping efforts, as this received the lowest rating among work output measures.
2.Conduct regular performance evaluations and research to identify areas for improvement.

Conclusions

The Bacnotan Police demonstrated excellent work performance, with "very satisfied" ratings across all indicators, reflecting their effectiveness in meeting community needs during the pandemic.

Table 1.1. Level of satisfaction of the public on the service performance of Bacnotan Police during the pandemic in terms of work output

INDICATORS	WM n=100	DER
1. The police officers provide sense of security to the public	4.5	Very Satisfied
2. The police officers enforce the law among violators in the community	4.44	Very Satisfied
3. The police officers keep the peace and order on the community	4.30	Very Satisfied
4. The police officers prevent or utilized preventative method to stop crimes in the community	4.50	Very Satisfied
5. The police officers make sure that the individuals follow the rules in the community.	4.52	Very Satisfied
Average Weighted Mean	4.45	Very Satisfied

ISSN (Online): 2455-3662
EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal
Volume: 11| Issue: 4| April 2025|| Journal DOI: 10.36713/epra2013 || SJIF Impact Factor 2025: 8.691 || ISI Value: 1.188

Table 1.2. Level of satisfaction of the public on the service performance of Bacnotan Police during the pandemic in terms of Job Knowledge

INDICATORS	WM	DER
1. The police officers immediately respond to emergency situations	4.36	Very Satisfied
2. The police officers make reasonable and justifiable arrests	4.47	Very Satisfied
3. The police officers exercise diligent judgement in enforcing laws in the community	4.32	Very Satisfied
4. The police officers use discretion when deal in public	4.50	Very Satisfied
5. the police officers implement strict compliance of IATF protocols	4.46	Very Satisfied
Average Weighted Mean	4.42	Very Satisfied

Table 1.3. Level of satisfaction of the public on the service performance of Bacnotan Police during the pandemic in terms of COVID 19 Programs

INDICATORS	WM	DER
1. The police officers provide necessary information to the community about the protocols through QUAD media	4.21	Very Satisfied
2. The police officers make reasonable and justifiable arrests	4.28	Very Satisfied
3. The police officers established check point in community boundaries	4.33	Very Satisfied
4. The police officers conduct community engagement and programs to strengthen community relations	4.25	Very Satisfied
5. the police officers enforced national policies and protocols diligently	4.31	Very Satisfied
Average Weighted Mean	4.28	Very Satisfied

REFERENCES

1. *Austria, H. (2021). La Union braces for Covid-19 Delta variant surge. Philippine News Agency. https://www.pna.gov.ph/articles/1149192*
2. *Beckley, A. (2021). Is Managerialism Alive and Well in the Police Service? Enhancing Police Service Delivery, 1(1), 341–358. https://doi.org/10.1007/978-3-030-61452-2_20*
3. *Bertolino, M., M. Truxillo, D., & Fraccaroli, F. (2013). Age effects on perceived personality and job performance. Journal of Managerial Psychology, 28(7/8), 867–885. https://doi.org/10.1108/jmp-07-2013-0222*
4. *Bhandari, P. (2020). Designing and analyzing Likert scales. Srcibbr. https://www.scribbr.com/methodology/likert-scale/*
5. *Bonkiewicz L., Ruback R.B. Policing Iowa's katrina: law enforcement response in flood disasters. Policing: J. Pol. Pract. 2010;4(4):373.*
6. *Brito C.S., Luna A.M., Sanberg E.L. Bureau of Justice Assistance, US Department of Justice; 2009. Benchmarks for Developing a Law Enforcement Pandemic Flu Plan.*
7. *Flavin J. Police and HIV/AIDS: the risk, the reality, the response. Am. J. Crim. Justice. 1998;23(1):33–58.*
8. *Gbla O. Hybrid security governance responses to crises: the case of the ebola response in Sierra Leone. Stability. 2018;7(1) doi: 10.5334/sta.612.*
9. *Kumari, Neeraj. (2014). Using Performance Appraisal as an Effective Tool for Motivating the Employees Performance: A Live Study. Business Perspectives and Research. 2. 37-46. 10.1177/2278533720140205.*
10. *Laufs, J., & Waseem, Z. (2020). Policing in pandemics: a Systematic Review and Best Practices for Police Response to COVID-19. International Journal of Disaster Risk Reduction, 51(1), 101812. https://doi.org/10.1016/j.ijdrr.2020.101812*
11. *Mehdizadeh, S., & Kamkar, K. (2020, July). View of covid-19 and the impact on Police Services: Journal of Community Safety and well-being. View of COVID-19 and the impact on police services | Journal of Community Safety and Well-Being. Retrieved November 13, 2022, from https://www.journalcswb.ca/index.php/cswb/article/view/139/272*
12. *Mursanto, D. (2021). Implementation of Police Duties to Support the Implementation of Health Protocols During the Covid-19 Pandemic in Order the Realization of a Conducive Kamtibmas Atmosphere (baubau city case study). Jurnal Hukum Volkgeist, 5(2), 175-184.*
13. *NIJ. (2014, March 17). Perceptions of treatment by police: Impacts of personal interactions and the media. National Institute of Justice. Retrieved November 13, 2022, from*

ISSN (Online): 2455-3662
EPRA International Journal of Multidisciplinary Research (IJMR) - Peer Reviewed Journal
Volume: 11| Issue: 4| April 2025|| Journal DOI: 10.36713/epra2013 || SJIF Impact Factor 2025: 8.691 || ISI Value: 1.188

https://nij.ojp.gov/topics/articles/perceptions-treatment-police-impacts-personal-interactions-and-media

14. *Noelle-Neumann, E. (2006). The Spiral of Silence a Theory of Public Opinion. Journal of Communication. https://doi.org/10.1111/j.1460-2466.1974.tb00367.x*
15. *Padilla , K., & Fine , A. (2022, September 17). Kids' perceptions of police fall as they age – for black children the decline starts earlier and is constant. The Conversation. Retrieved November 13, 2022, from https://theconversation.com/kids-perceptions-of-police-fall-as-they-age-for-black-children-the-decline-starts-earlier-and-is-constant-145511*
16. *Philippine National Police Reorganization and Modernization Act 2017 (Cth). s. 6. (PH.).*
17. *PNP OPERATIONAL ACCOMPLISHMENT REPORT. (2021). The Philippine National Police. http://pnp.gov.ph/wp-content/uploads/2021/10/2st_Quarter_2021_PNP_Operational_Accomplishment_posted_09012021.pdf*
18. *UNICEF. (2021). What we know about the Omicron variant. UNICEF. https://www.unicef.org/coronavirus/what-we-know-about-omicron-variant*
19. *Urdan, T. & Kaplan, A. (2020). The origins, evolution, and future directions of achievement goal theory. Contemporary Educational Psychology. https://doi.org/10.1016/j.cedpsych.2020.101862.*
20. *Vigoda, E. (2000). Organizational politics, job attitudes, and work outcomes: Exploration and implications for the public sector. Journal of Vocational Behavior, 57(3), 326–347. https://doi.org/10.1006/jvbe.1999.1742*
21. *Yang S., Stewart B. @Houstonpolice: an exploratory case of twitter during hurricane harvey. Online Inf. Rev. 2019;43(7):1334–1351. doi: 10.1108/OIR-09-2018-0279.*