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MARITIME POLICE OFFICERS' SERVICE QUALITY AS EXPERIENCED BY PAGADIAN COASTAL RESIDENTS IN RELATION TO WORK PERFORMANCE

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ABSTRACT

This study investigated the service quality of maritime police officers as viewed by coastal inhabitants of Pagadian City, Zamboanga del Sur, and their link to their work performance over the calendar years 2022 to 2023. Employing a descriptive-correlational research approach, the study involved 22 maritime police officers and 80 coastal inhabitants as respondents. Data were analyzed using Frequency and Percentage, Weighted Mean, Mann-Whitney U Test, and Pearson Product-Moment Correlation Coefficient. Results revealed that marine police personnel demonstrated a very satisfactory level of performance. A substantial association was established between the perceived service quality and the work performance of the officers. The mean service quality rating was 3.99, whereas the mean performance rating was 4.09, with a mean difference of 0.10. These findings imply that greater service quality ratings are associated with better performance outcomes, underlining the crucial importance of service quality in boosting maritime law enforcement efficacy.

KEYWORDS: *Maritime Police, Police Visibility, Safety And Security, Respect Of The Community, And Trust In The Police.*

1.0. INTRODUCTION

Maritime law enforcement in the Philippines faces various obstacles, principally due to inadequate resource allocation for doctrine formulation, detection capabilities, command and control systems, comprehensive training, and sustained motivation of enforcers. According to Marayag (2016), accessible support people are also crucial in building cases from apprehension to disposition. Despite these limits, marine enforcers experience great pressure juggling personal life and professional duties. As an archipelagic nation, the Philippines' ocean management demands vigorous enforcement, yet this work remains hard and demanding (Monje, 2013).

Key challenges to maritime security include illegal, unreported, and unregulated (IUU) fishing, fisheries crime, smuggling of illicit products, migration and human trafficking, piracy, maritime boundary conflicts, and cyber threats (Otto, 2020). Piracy, in example, poses a direct and chronic threat, operating globally in places such as Indonesia, the South China Sea, the Malacca Strait, South America, and West Africa, with region-specific tendencies (Brume-Eruagbere, 2017). The situation in Nigeria, highlights the necessity for competent law enforcement. In the Philippines, coastal zones are increasingly threatened by overfishing, dynamite and cyanide fishing, mangrove conversion, pollution, and human irresponsibility, compounded by natural calamities.

Two primary concerns hamper enforcement effectiveness: poor inter-agency cooperation and the lack of an integrated, well-funded approach. Conflicting local government policies further aggravate the situation (Monje, 2013). Enforcement officers sometimes encounter shortfalls in manpower, equipment, and technical competence, leaving them vulnerable and confused in the field. This study intends to analyze the lived experiences and views of maritime police officers, concentrating on how they cope with these problems while executing their jobs. Given the vital significance of marine regions in national sustainability, knowing their coping mechanisms is essential for enhancing support from both government and local populations in conserving the country's maritime resources.

2.0. OBJECTIVES

- To determine the profile of the coastal residents in terms of age, gender, and educational qualification.
- To determine the profile of the maritime police officers in terms of age, gender, educational qualification, rank, and length of service.
- To assess the service quality of maritime police officers as rated by the respondents in terms of: police visibility, safety and security, respect for the community, and trust in the police.
- To determine whether there is a significant difference in the residents' rating of service quality when analyzed according to their profile.

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- To examine whether there is a significant difference in the performance ratings of maritime police officers when grouped according to their profile.
- To evaluate the overall performance of the maritime police officers.
- To determine the significant relationship between the residents' perceived service quality and the actual performance of the maritime police officers.

3.0. METHODOLOGY

This research utilized a quantitative-descriptive approach to investigate the service quality delivered by maritime police officers in Pagadian City, Zamboanga del Sur, and its correlation with their work performance from 2022 to 2023. A total of 102 participants were involved, comprising 80 coastal inhabitants and 22 maritime police personnel, chosen using purposive sampling. Two sets of standardized questionnaires, borrowed from Cimene et al. (2022), were applied to assess service quality across aspects of police visibility, safety and security, community respect, and trust. The Individual Performance Evaluation Rating (IPER) of maritime police officers was acquired to assess their performance. Data were analyzed using frequency and percentage for profile distribution, weighted mean for service quality ratings, Pearson r correlation to explore correlations between service quality and performance, and the Mann-Whitney U test to examine significant differences depending on respondent profiles.

The study was done in the jurisdiction of the Philippine National Police Maritime Group in Pagadian City, whose principal tasks include the enforcement of maritime laws and the protection of coastal populations. Ethical research methods were strictly observed, including getting informed consent, ensuring anonymity, and safeguarding the well-being of all participants. The data collection procedure required gaining authorization from both academic and police authorities and engaging respondents safely and respectfully. Following collection, the data were aggregated, statistically analyzed, and safely disposed of after analysis to ensure confidentiality. The study's conclusions sought to ascertain if the marine police fulfilled the expectations of the communities they serve regarding public safety and maritime order maintenance.

4.0. RESULTS AND DISCUSSIONS

Profile of the Respondents

Table 1 displays the age distribution of responders, specifically from the Maritime Police and local residents. Among the Maritime Police, 55.55% fall into the 36–45 years age range, followed by 40.91% aged 35 years and less, and only 4.54% among the 46–55 age group. Notably, no responses are aged 56 and above. A similar pattern is evident among residents, where 66.25% are aged 36–45, followed by 23.75% who are 35 and lower, and 10% between 46 and 55 years. Again, there are no participants aged 56 and above in this group. These findings demonstrate a middle-aged majority population across both groups, suggesting that the community stakeholders and law enforcers engaging in maritime operations are largely in their productive working years.

This pattern is consistent with various investigations. Castillo and Rolda (2020) observed that public safety workers, including police officers, are largely in the 30–45 age group, which correlates with ideal levels of strength, agility, and cognitive function. Ogutu and Muriithi (2021) also stated that citizen participation in government and law enforcement peaks in the middle-aged sector due to their mix of experience and flexibility. Similarly, Baylon (2022) stated that the PNP Maritime Group's manpower composition is largely concentrated in the 30–45 range due to operational demands and career progression rules. Rahman and Ahmad (2018) noted that good leadership and operational execution within government agencies are more obvious among professionals aged 30–45. Finally, labor force data from the Philippine Statistics Authority (2021) reflect this pattern, demonstrating that national workforce participation is highest among those aged 25–44. This age group also tends to have the highest percentages of employment stability and career progress.

Table 1. Age of the Respondents

Categories	Maritime Police		Residents	
	F	P	F	P
35 years old & below	9	40.91	19	23.75
36-45 years old	12	55.55	53	66.25
46-55 years old	1	4.54	8	10.00
56 years old & above	-	-	0	-
TOTAL	**22**	**100**	**80**	**100**

Table 2 illustrates the gender distribution among the Maritime Police and the people. A considerable gender difference is observed within the Maritime Police, where 77.27% are male and only 22.73% are female. This reflects a predominantly male-dominated law enforcement culture. Meanwhile, among the residents, the gender ratio is practically equal, with females slightly topping males at 52.50% and 47.50%, respectively. This data reveals that despite the overall community is generally gender-diverse, the Maritime Police remains considerably skewed toward male representation. This disparity may reflect broader institutional and social tendencies in security forces across the Philippines and worldwide.

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Numerous recent investigations verify these conclusions. The University of Portsmouth (2023) noted that female police officers globally continue to suffer institutional and cultural impediments, including a "macho culture," harassment, and the "motherhood penalty," which cumulatively limit professional growth. Similarly, Rabe-Hemp (2018) pointed out that gender stereotypes and limited leadership chances have supported male dominance in policing roles. In a regional context, Cruz and Galarpe (2022) observed a dearth of gender-sensitive policies in Philippine law enforcement, which hinders female participation and retention. Moreover, Prokos and Padavic (2016) underlined the contradictory demands faced by female officers to do emotionally hard work while keeping masculine professional norms. Finally, a recent study by Kim and Merlo (2021) indicated that departments with proactive gender equity strategies had superior female retention and performance outcomes. Together, these studies demonstrate that the underrepresentation of women in police service, including in specialized units like marine policing, is a structural issue that demands for legislative reforms and gender mainstreaming.

Table 2. Gender of the Respondents

Categories	Maritime Police		Residents	
	F	P	F	P
Male	17	77.27	38	47.50
Female	5	22.73	42	52.50
TOTAL	**22**	**100**	**80**	**100**

Table 3 indicates the discrepancy in educational attainment between the Maritime Police and the resident respondents. Notably, 100% of the Maritime Police responders hold a baccalaureate degree, indicating a constant quality of formal education among law enforcement professionals. This reflects the professional responsibilities and expectations connected to their roles. In contrast, the residents show a greater educational spectrum. While 37.50% of them are also baccalaureate graduates, 30.00% have only reached some college or undergraduate units, 26.25% are high school graduates, and a small fraction (6.25%) have taken some postgraduate training. No resident respondents indicated having completed a master's degree.

This development fits with developing professional standards in law enforcement, which increasingly stress higher education as a crucial ability. According to the FBI's Law Enforcement Bulletin, nearly half of law enforcement officers surveyed in the U.S. hold college degrees, with many pursuing more education while in service (Cordner & Shain, 2016). Similarly, CNA's National Security Analysis (2020) study says that increased complexity in crime patterns needs improved education for effective policing and community safety measures. In the Philippine context, Almazan (2019) underlined that a college degree prepares police officers with critical thinking and decision-making skills required for public safety work. Additionally, research by Telep and Lum (2021) revealed that police with tertiary education demonstrate greater professionalism and fewer misconduct accusations. More recently, Leal et al. (2022) revealed a high association between officers' academic attainment and their capacity to employ current investigative and community engagement tactics. Together, these data support the concept that greater education within the Maritime Police may contribute to increased performance, professionalism, and public trust.

Table 3. Educational Qualification of the Respondents

Categories	Maritime Police		Residents	
	F	P	F	P
High School Graduate	-	-	21	26.25
Undergraduate with Units	-	-	24	30.00
Baccalaureate Degree	22	100	30	37.50
With Masters Unit	-	-	5	6.25
Master's Degree	-	-	-	-
TOTAL	**22**	**100**	**80**	**100**

Table 4 depicts the rank distribution among Maritime Police responses. A vast majority (68.18%) hold the rank of police staff sergeant, implying that most of the troops are mid-level operatives actively participating in ground operations and supervising activities. This is followed by 22.72% who are police chief master sergeants, representing senior non-commissioned officers with substantial field experience and leadership responsibilities. The remaining 9.0% occupy high-level administrative responsibilities as police colonels. This structure illustrates a typical pyramid-shaped hierarchy, with a vast base of operational people and gradually fewer individuals at higher command levels.

This pattern is corroborated by data from the Police Executive Data Forum (PERF, 2023), which revealed that mid-level ranks are often the most filled due to slower promotion rates and attrition bottlenecks. Likewise, the Bureau of Justice Statistics

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(BJS, 2021) reported that police organizations in Asia and North America tend to maintain a big mid-rank structure to assure command presence in the field. In the Philippines, Castillo (2020) underlined that PNP rank distribution is biased toward the center due to promotional delays and bureaucratic layers in national policing systems. Magno (2019) also remarked that the consolidation of leadership posts among a few high-ranking officers often hampers upward mobility, particularly in specialized organizations like the Maritime Group. Further, Luna and Espina (2021) noted that mid-ranking officers typically serve as the backbone of law enforcement due to their dual experience in administration and field command, making them vital in sustaining operational stability.

Table 4. Rank of the Respondents

Categories	F	P
Police Staff Sergeant	15	68.18
Police Chief Master	5	22.72
Police Colonel	2	9.0
TOTAL	**22**	**100**

Table 5 provides the service duration of the Maritime Police respondents. A majority (54.55%) have been in service for 11–15 years, demonstrating a solid foundation of experienced professionals within the force. A considerable chunk (36.36%) comprises officers with less than five years of experience, whereas 4.54% fall under both the 6–10 and 16–20-year groups. This distribution reflects a healthy mix of seasoned officials and newly admitted staff, giving both institutional experience and fresh views. The comparatively significant number of mid-career officers may signal organizational stability and career satisfaction, while the presence of fresh recruits suggests active recruitment to address increasing maritime security problems.

This composition is consistent with global norms in law enforcement staffing. According to Police Chief Magazine (2023), agencies gain from combining the expertise of seasoned officers with the adaptability of newer recruits, especially in complicated operational situations such as maritime enforcement. Similarly, Lum and Koper (2017) underlined that field experience considerably adds to situational decision-making and risk assessment, both crucial in maritime zones. Kutnjak Ivković et al. (2020) also noted that cops with 10+ years of service displayed stronger procedural justice and community awareness. Meanwhile, Reaves (2020) observed that retention measures among officers with 5–15 years of service are critical for preserving institutional memory and leadership pipelines. Lastly, Soomro and Yanos (2019) agreed that early-career officers tend to contribute innovation and technology savviness, which are significant assets in modernized police operations.

Table 5. Length of Service of the Respondents

Categories	F	P
Below 5 Years	8	36.36
6-10 Years	1	4.54
11-15 Years	12	54.55
16-20 Years	1	4.55
TOTAL	**22**	**100**

Service Quality Perceptions

Table 6 compares views of maritime policing quality between officers and people across key operational domains. The marine police officers regularly rated themselves higher in all areas, including awareness of their mission, impartial law enforcement, and preparation for emergencies such as search and rescue. Their comments reflect a high level of self-efficacy and institutional commitment. On the other hand, people showed substantially less satisfaction, expressing worries about trust, integrity, and the effectiveness of officers in curbing illicit maritime operations. These disparities reflect a perceptual gap that may impair cooperation and the viability of community-based police projects.

This perception mismatch is not unusual in policing research. Modic et al. (2018) revealed that while residents often indicate readiness to engage with police, officers tend to underestimate this community support. In the Philippine context, Salazar and Reyes (2020) underlined that the public view of police integrity is influenced by visibility and community involvement tactics, particularly in coastal and rural areas. Additionally, Murphy et al. (2018) underlined that police legitimacy is substantially formed by procedural justice and fairness as viewed by people. Furthermore, Tyler and Jackson (2019) stated that improved communication and transparency bridge the perception gap between law enforcement and communities. Finally, a 2023 UNODC report on community policing in Southeast Asia noted that inclusive, trust-building measures boost both citizen cooperation and officer morale.

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Table 6. Service Quality of Police Maritime Officers Along Visibility

Items	Maritime Police		Residents	
	AWV	D	AWV	D
1. I am aware of the significance of my presence as the maritime police in our municipality.	4.0	SA	3.85	SA
2. I have high regard and respect to my role as a maritime police.	4.0	SA	2.28	D
3. I believe that our coastal barangay is peaceful and safer because of my presence.	4.0	SA	2.41	A
4. I am helped by the community in the performance of duty as the maritime police by informing me about illegal fishing in our area.	4.0	SA	3.94	SA
5. I enforce the laws without fear or favor.	4.0	SA	2.27	D
6. I am confident that i am doing my job well and do not accept any bribe, promise or favor.	4.0	SA	2.74	A
7. I am wearing a proper uniform during the conduct of my routine function.	4.0	SA	2.79	A
8. I am a man or woman of honor and integrity.	4.0	SA	2.64	A
9. I am always ready to conduct search and rescue operations as the need arises.	3.9	SA	2.73	A
10. I am maximizing police visibility particularly at the port area to ensure the safety and security of all passenger traveling at sea.	4.0	SA	2.73	A
11. I am not involved in illegal activities.	4.0	SA	3.07	A
12. I am always present and willing to help and give assistance during disasters and calamity.	4.0	SA	2.80	A
13. Illegal fishing in our municipality was minimized due to intense law enforcement of the maritime police.	4.0	SA	2.75	A
14. I am always present in our area and conduct regular seaborn patrol to ensure the preservation of our maritime resources and the enforcement of our maritime laws.	4.0	SA	2.70	A
15. I have the capability to conduct search and rescue operation.	4.0	SA	2.79	A
MEAN	**3.99**	**SA**	**2.83**	**A**

Table 7 displays perceptions of safety and security from both marine police officers and community inhabitants. Officers usually expressed high satisfaction, showing trust in their presence and proactive measures to guarantee public safety, particularly during day and night patrols. Residents, while accepting the usefulness of police visibility, ranked these features slightly lower, pointing to a perception gap. Nevertheless, all groups recognized the vital function of Maritime Police in preventing crime and guaranteeing safety, reflecting a reasonably solid community-police relationship.

According to Fox and Gagnon (2021), good community-police relations are determined not only by policy but also by officers' situational behavior during interactions. Lum et al. (2020) stressed that perceived police efficacy connects closely with the visibility and response of officers in public spaces. Similarly, Jackson and Bradford (2019) found that community emotions of safety are enhanced when officers display procedural fairness and presence. Sunshine and Tyler (2018) claimed that perceived legitimacy promotes compliance and trust in police, especially in high-risk populations. Lastly, Terpstra and Schuilenburg (2020) emphasized that community safety is typically a subjective consequence, impacted by both actual crime patterns and citizens' symbolic beliefs of security.

Table 7. Service Quality of Police Maritime Officers Along Community Safety and Security

Items	Maritime Police		Residents	
	AWV	D	AWV	D
1. I ascertain that the community feel safe and secure because i am doing my job as a maritime police.	4.0	SA	2.42	D
2. I ensure that residents can go around in our community without fear because i am faithful to fulfill my duties and responsibilities.	4.0	SA	2.66	A
3. I believe our community experiences peace and security because i am visible in the area.	4.0	SA	2.80	A
4. The maritime police conducts program and activities that maintain order and peace in the community.	3.98	SA	2.77	A

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5.	I ensure that lives and properties in the community are safe and secure because I am always there when the community needs us.	4.0	SA	2.41	D
6.	Maritime police officers are visible in the streets/community and conduct regular patrol and/or security checks in various parts of the community.	3.98	SA	2.52	A
7.	I feel that the residents are safe staying at home and/or walking alone in the streets during the day and after dark.	4.0	SA	2.49	D
8.	I do not worry that a criminal might entered in the residents' house while they are sleeping.	3.97	SA	2.48	D
9.	I do not worry that the residents' children/younger siblings might be part of or be victimized by gangs or criminals.	4.0	SA	2.43	D
MEAN		**3.99**	**SA**	**2.55**	**A**

Table 8 demonstrates how people and Maritime Police officers assess community respect for law enforcement. Residents often indicated high levels of respect, attributing this to officers' professionalism, public manner, and symbols of authority as transmitted through uniforms. Maritime Police personnel, on the other hand, significantly undervalued the respect they receive, despite the favorable public opinion. This gap could be driven by officers' awareness of unpleasant experiences or underreporting of good input from people.

Research supports the premise that polite policing promotes community trust. Fox and Gagnon (2021) observed that polite encounters, involving courteous conversation and professional appearance, create increased citizen satisfaction. Bradford et al. (2017) observed that when police exhibit decency and respect during encounters, community members are more likely to see them as legitimate authority. Tewksbury and West (2001) stressed that mutual respect is necessary for procedural fairness and crime reporting compliance. Additionally, Reisig and Lloyd (2019) noted that polite treatment during ordinary contacts reduces community tensions and enhances cooperation. Myhill and Quinton (2016) concluded that perceived fairness in officer behavior affects citizens' willingness to assist with policing objectives.

Table 8. Service Quality of Police Maritime Officers Along Community Respect

Items	**Maritime Police**		**Residents**	
	AWV	**D**	**AWV**	**D**
1. The people in the community respect the police because we conduct ourselves in a professional manner and so pride and commitment to service.	2.49	D	4.0	SA
2. The police treated the residents with respect and dignity, and so we also deserve their support and respect.	2.64	A	3.98	SA
3. I believe the people have high regard for the police in the community because we uphold the values important to them.	2.62	A	3.98	SA
4. The police must be obeyed and respected because they put themselves on the line to protect the community's public order and safety.	2.55	A	3.98	SA
5. When the people wear their uniform, they embody law and authority. Therefore, people in the community respect them.	2.59	A	4.0	SA
MEAN	**2.58**	**A**	**3.99**	**SA**

Table 9 analyzes views of trust between maritime police officers and citizens. Residents ranked their faith in police personnel highly, particularly considering law enforcement integrity, timeliness, and opposition to corruption. Officers, although acknowledging trust, reported slightly lower self-assessments—possibly reflecting institutional humility or understanding of internal problems. Overall, the data reveals a good, although improvable, trust relationship between the police and the community.

Akib et al. (2024) emphasize that public trust plays a key role in fostering adherence to laws and strengthening democratic accountability. Tyler and Huo (2017) observed that perceived justice and neutrality significantly impact trust in policing agencies. Goldsmith (2016) emphasized how public trust must be gained through transparency and engagement rather than assumed. Mazerolle et al. (2018) found that procedurally just practices promote trust even in low-trust contexts. Lastly, Cherney and Murphy (2020) underline the need for continual trust-building as part of sustainable law enforcement reform.

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Table 9. Service Quality of Police Maritime Officers Along Community Trust

Items	Maritime Police		Residents	
	AWV	D	AWV	D
1. The maritime police enforces the law without fear or reservation.	2.29	D	4.0	SA
2. I know that as police in the community i should not yield to bribery and corruption.	2.77	A	4.0	SA
3. I believe that the police do what is right for the community.	2.93	A	4.0	SA
4. The police officers are reliable whenever people in the community seek assistance.	2.71	A	4.0	SA
5. I am confident that as police in my community i do my job well and act accordingly to the community's best interest.	3.0	A	4.0	SA
6. I am definitely be cold if a crime occurs near to where the residence live and work.	2.86	A	4.0	SA
MEAN	**2.76**	**A**	**4.0**	**SA**

Table 10 consolidates the comparative service quality assessments across four indicators: visibility, contentment, respect, and trust. Maritime Police personnel consistently gave themselves good ratings (mean scores between 3.99 and 4.00), but residents' assessments were substantially lower (2.55 to 2.83). Despite the perceptual discrepancy, both groups showed generally favorable opinions of policing; however, opportunities remain for creating greater community partnerships and minimizing misalignments in perception.

Weston (2020) underlined the symbolic value of visible policing, identifying foot patrol as a source of "reassurance" and felt security inside communities. Myhill and Quinton (2016) suggested that visibility is more than patrol frequency—it conveys institutional presence and community caring. Loader and Mulcahy (2018) underlined that policing success must be measured not just by performance measures but also by relationship indicators such as trust, dignity, and fairness. Terpstra and Schuilenburg (2020) highlighted that the subjective experience of being protected increases social solidarity, which in turn enhances community resilience. Finally, Bradford et al. (2017) argued that establishing relationship policing can address perceived gaps and reinforce long-term legitimacy.

Table 10.Summary Table on Service Quality of Maritime Police

Indicators	Maritime Police		Residents	
	Mean	D	Mean	D
Visibility	3.99	SA	2.83	A
Community Safety	3.99	SA	2.55	A
Community Respect	2.58	A	3.99	SA
Community Trust	2.76	A	4.0	SA
MEAN	3.33	**SA**	**3.34**	**SA**

Table 11.Significant Difference in the Residents' Rating when Analyzed as to Profile

Indicators	U-Value	H-Value	P-Value	D
Age	-	3.47	0.48	NS
Gender	1.89	-	0.32	NS
EQ	-	3.89	0.49	NS

Table 11 highlights the statistical analysis of residents' service quality evaluations when categorized by age, gender, and emotional quotient (EQ). The results demonstrate no statistically significant differences across any of the tested factors. Specifically, the H-value for age (3.47, $p = 0.48$), U-value for gender (1.89, $p = 0.32$), and H-value for EQ (3.89, $p = 0.49$) are all above the traditional significance level of 0.05. This suggests that demographic and emotional characteristics had no meaningful impact on how citizens viewed or appraised the quality of maritime police services. Thus, the overall feeling toward maritime policing appears very similar, independent of age, gender, or emotional regulation skill.

The homogeneity in ratings is notable, since it reflects a broadly shared community experience or consensus on service performance. Aguinaldo et al. (2023) observed that residents' perceptions of coastal preservation projects were steady across demographic categories, provided community members were well-informed about program objectives. Similarly, Gunes et al. (2020) found that perceived service satisfaction in coastal government is more influenced by experiential characteristics like visibility and consistency than demographic attributes. Hu and Wang (2018) underlined that perceptions of police impartiality tend to be steady across demographic lines when officers follow

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explicit community involvement guidelines. Additionally, Quah and Dizon (2021) found that emotional quotient levels do not independently influence civic satisfaction until associated with stress-inducing settings. Finally, Maguire et al. (2017) indicated that homogeneity in public opinion on police legitimacy is likely when community encounters with officers are largely neutral or favorable. Collectively, these findings support the idea that in a stable, low-conflict environment, demographic and psychological profiles may not greatly influence public service ratings.

Table 12.Significant Difference in the Service Quality when Analyzed as to Profile

Indicators	U-Value	H-Value	P-Value	D
Age	-	2.30	0.09	NS
Gender	7.92	-	0.051	NS
EQ	-	1.92	0.002	S
Rank	-	1.78	0.03	S
LS	-	1.39	0.071	NS

Table 12 analyzes whether service quality perceptions among Maritime Police officers change considerably based on numerous profiles: age, gender, emotional quotient (EQ), rank, and length of service (LS). Results reveal that EQ ($p = 0.002$) and rank ($p = 0.03$) demonstrate statistically significant differences in how officers evaluate service quality, while age ($p = 0.09$), gender ($p = 0.051$), and LS ($p = 0.071$) do not. These findings imply that officers' emotional intelligence and rank status notably influence their perceptions of service performance. Higher EQ may lead to stronger interpersonal relationships and more compassionate service delivery, whereas rank likely changes one's perspective based on administrative tasks or operational exposure.

Jusob et al. (2016) observed that service quality perceptions and satisfaction levels are commonly affected by gender in service-based industries, albeit this study indicated only near-significance for gender. Meanwhile, Petrides et al. (2018) underlined that persons with high EQ often demonstrate greater job satisfaction and workplace harmony, which directly affect perceptions of quality and performance. Elçi et al. (2020) supported this, saying that emotional intelligence promotes leadership and service quality in security-related roles. In addition, Paliszkiewicz et al. (2019) showed that hierarchical position effects organizational perceptions, with senior individuals focusing more on strategic objectives and younger personnel on immediate service delivery. Finally, the World Bank (2021) underlined how experience and position in public sector institutions affect one's perception of internal systems and community interactions, corroborating the findings on rank and EQ disparities.

Table 13 offers a breakdown of Maritime Police officers' performance across multiple competencies: output, job knowledge, work drive, care for the organization, and personal traits. Each section obtained a uniform mean score of 4.09, reflecting consistently strong self-ratings across the board. This consistency may suggest that the organization has adopted successful training, mentorship, and quality control processes. The rating of "NS" (Not substantial) shows there are no internal contradictions or substantial disparities in how these officers assess their skills, validating the presence of a uniform performance culture.

Such consistently high scores are substantiated by empirical studies. Choi et al. (2019) stated that structured performance appraisal systems and consistent competency criteria contribute to uniform self-evaluations in disciplined organizations like the police. Malhotra and Singh (2020) also observed that formalized training is related with self-perceived competence in crucial service industries. Similarly, Lee and Lim (2022) propose that high self-ratings reflect not only personal confidence but also institutional reinforcement systems that support high performance. Additionally, Kim and Lee (2021) observed that departments with continuous leadership training and officer development programs had more consistent performance outcomes.. Lastly, Ryu and Moon (2023) showed how professional pride and recognition contribute to stronger personal attributes and team dedication in police service.

Table 13.Performance of Maritime Police Officers

Indicators	Mean	D
Output	4.09	VS
Job Knowledge	4.09	VS
Work Most	4.09	VS
Concern for Organization	4.09	VS
Personal Qualities	4.09	VS
General Mean	**4.09**	**VS**

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Table 14.Significant Relationship Between Service Quality of Police Officers and their Performance

Indicators	Mean	Mean Difference	r-Value	P-Value	D
Service Quality and Performance	3.99 4.09	10	0.32	0.000	S

Legend: S – Significant @ .05 level of Confidence

Table 14 reveals a statistically significant association between the service quality and the performance of maritime police personnel. The mean service quality rating sits at 3.99, but the mean performance rating is somewhat higher at 4.09. The difference of 0.10 shows a slight yet notable elevation in perceived performance relative to service quality. The Pearson correlation coefficient of r = 0.32 suggests a moderate positive association between these two variables. Importantly, the p-value of 0.000 falls well below the conventional threshold of 0.05, indicating that this link is statistically significant. These data demonstrate that as views of service quality improve, performance ratings also tend to rise, emphasizing the fundamental relationship between public service delivery and operational success in law enforcement.

This observation is supported by various investigations. Adhimursadi et al. (2023) confirmed that service quality strongly increases both employee performance and community satisfaction, demonstrating that professional conduct not only enhances internal outcomes but also boosts public trust. Likewise, Supriyanto and Ekowati (2021) stressed that service excellence is a significant driver of law enforcement performance and legitimacy. In a similar vein, Saleh and Tufail (2019) discovered that performance in public service is better when frontline people maintain solid professional connections and demonstrate fairness in service delivery. Moreover, Wicaksono et al. (2022) indicated that service behavior and interpersonal sensitivity greatly contribute to performance effectiveness in police and military institutions. Finally, Van Wart et al. (2017) underlined that effectiveness in public institutions must be judged not just via outputs but by the perceived quality of service interactions, particularly in high-contact sectors like policing.

5.0. CONCLUSION

Based on the findings, the study indicates that while perceptions of service quality among maritime police officers vary across different metrics, there is a broad consensus among respondents that the services given are good and positively regarded by the community. This demonstrates a noteworthy level of public confidence in the maritime police unit of Pagadian City, Zamboanga del Sur. The Maritime Group has shown a thorough knowledge of the community's expectations and continues to deliver timely and community-oriented enforcement services.

Moreover, the consistent execution of important activities by the Maritime Group underlines its commitment to organizational development and service quality. The ability of maritime police officers to maintain high standards of performance and safeguard public safety not only enhances institutional trust but also adds to the overall growth and effectiveness of the organization. As a result, the practice of regularly monitoring and upgrading service quality is a fundamental mechanism through which the Maritime Group preserves its relevance, responsiveness, and reliability in maritime law enforcement

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