

EFFECTIVENESS OF THE PROGRAMS OFFERED BY COMMUNITY AFFAIRS SECTION OF POLICE STATION 4 NOVALICHES QUEZON CITY POLICE DISTRICT

ABSTRACT

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The Community Affairs Section of Police Station 4 in Novaliches, Quezon City, is tasked with addressing local needs and fostering community development through voluntary programs. These initiatives aim to strengthen police-community relations by promoting public information, civic action, public relations, and mass communication efforts. This study evaluated the effectiveness of these programs in fulfilling their intended objectives and identifying their strengths and weaknesses. It also aims to inform future research and guide the improvement of similar community-based initiatives. Respondents are categorized into three groups: 15 police personnel, 15 barangay personnel, and 15 residents. A descriptive research design was employed to gather data from selected respondents using purposive sampling. This technique ensured that participants were chosen based on their knowledge, experience, and engagement with the community programs under study. Data collection focused on respondents' assessments of various program components, including public information, public relations, civic action, and mass communication efforts. The study evaluated the effectiveness of programs offered by the Community Affairs Section of Police Station 4, Novaliches, Quezon City Police District. The programs were found to strengthen police-community relations, build public trust, and improve the image of the police. These efforts enhanced community confidence in the police's ability to execute their programs effectively. Respondents indicated that the Public Information Program adequately provided knowledge on rules and regulations in Novaliches and that government services distributed information effectively to citizens, with a weighted mean of 3.60, interpreted as "Very Effective." Content creation, such as social media updates, received a weighted mean of 3.40, also interpreted as "Very Effective." Law enforcers' engagement with the community to encourage social participation scored 3.50, while efficiency in helping citizens improve communication skills to express suggestions and feedback scored the highest at 3.70, both interpreted as "Very Effective." The respondents recommended that the community should be regularly updated on important announcements posted by the PNP to increase awareness of available programs.

RECOMMENDED CITATION

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