

UNDERSTANDING THE FACTORS INFLUENCING PUBLIC PERCEPTION ON THE LEGITIMACY OF POLICE OPERATION IN BARANGAY COMMONWEALTH QUEZON CITY

ABSTRACT

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Public trust in law enforcement remains a significant concern in the Philippines, particularly in urban areas where issues related to transparency, accountability, and procedural fairness persist. While national surveys in 2023 indicated improvements—with an 80% trust rating and 79% approval for the Philippine National Police (PNP)—challenges at the local level continue. Barangay Commonwealth in Quezon City exemplifies a complex environment shaped by its socio-economic conditions and law enforcement dynamics. This study examined the factors influencing public perception of police legitimacy, with a particular focus on transparency, accountability, and procedural fairness. It also sought to identify key challenges and recommend actionable solutions to enhance police-community relations. Using purposive sampling, the study involved 50 respondents, comprising both community residents and police officers with direct law enforcement experience. A quantitative descriptive research design was employed, and surveys were personally distributed and collected to ensure complete participation. Findings revealed that respondents strongly agreed police officers demonstrate accountability and procedural fairness; however, transparency received slightly lower ratings, highlighting the need for more open communication. The top-rated indicators included: “There is transparency in how police officers handle issues of accountability,” “Police are held accountable for maintaining transparency and fairness,” and “Police follow established procedures during operations.” The primary challenge affecting police legitimacy was identified as the limited information about police activities, which leads to confusion among residents. The most recommended action to address this issue is the implementation of public awareness campaigns and the strengthening of police-community engagement efforts. To enhance public perception of police legitimacy, law enforcement agencies must adopt structured communication strategies, including regular briefings, social media updates, and the publication of activity reports. Policymakers should promote transparency by supporting independent oversight mechanisms, launching educational campaigns, and allocating funding for community engagement initiatives. Barangay officials are encouraged to organize interactive forums, install suggestion boxes, and conduct awareness drives to bridge information gaps and build public trust. Citizens, in turn, are urged to participate in feedback mechanisms and local safety initiatives. Criminology students are encouraged to engage in fieldwork focused on procedural justice and community policing practices, while researchers should further investigate the long-term impact of transparency initiatives on public trust and institutional legitimacy.

RECOMMENDED CITATION

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