

PROBLEMS ENCOUNTERED BY LAW ENFORCEMENT OFFICERS IN DEALING WITH UNCOOPERATIVE CITIZENS IN BARANGAY COMMONWEALTH, QUEZON CITY

ABSTRACT

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Law enforcement officers in Barangay Commonwealth, Quezon City work in a diverse, densely populated community where citizen cooperation affects policing and officer well-being. This study examines the forms and factors of uncooperative behavior, guided by Community Policing, Social Trust, and Fear and Victimization/Retaliation theories. Respondents The respondents of the study are composed of three (3) groups which consist of ten (10) Barangay tanods, ten (10) Police Officers, and thirty (30) Community residents, a total of 50 respondents. The study used purposive sampling technique. The study used quantitative research design. The researchers will secure permission from Barangay Commonwealth officials and the Police Station Commander, brief respondents on the study's purpose, distribute the survey questionnaires, and collect them upon completion for analysis. Responses will be analyzed using frequency, percentage, and average weighted mean through a four-point scale, with results presented in graphs and tables to interpret the problems encountered by law enforcement officers. Most respondents were male (74%), aged 42–50 (28%), high school graduates (28%), long-term residents of 10 years and above (84%), and from the lower socioeconomic class (62%), while the most significant problem encountered by law enforcement officers was fear of retaliation (WM = 2.66, Agree), with incomplete information from citizens (40 respondents, 19.51%) being the most frequent challenge, and the top proposed program to address this issue was establishing a community police liaison program (35 respondents, 14.89%) to foster regular engagement and improve cooperation. Recommendations Law enforcement officers should strengthen training in communication, empathy, and community policing to improve citizen cooperation. LGUs should support programs and campaigns that build trust between police and residents. Citizens are encouraged to engage in community activities and dialogue with police to promote cooperation. Researchers can use the findings to develop interventions and study police–citizen relations further. Future studies should explore other areas and factors affecting citizen cooperation and law enforcement effectiveness.

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