

THE IMPORTANCE OF PUBLIC TRUST IN POLICING AS PERCEIVED BY THE RESIDENTS OF BARANGAY 176 BAGONG SILANG CALOOCAN CITY

ABSTRACT

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Public trust in policing is fundamental to maintaining peace, order, and community stability. In densely populated communities such as Barangay 176 Bagong Silang, Caloocan City, trust between residents and law enforcement officers significantly influences crime reporting, cooperation, and overall safety. Trust is built through fairness, transparency, responsiveness, and accountability. This study employed a quantitative descriptive research design. A total of 50 respondents participated, including 40 residents and 10 law enforcers. Data were gathered using a researcher-developed questionnaire measured through a 4- point Likert scale. Statistical tools such as frequency, percentage, weighted mean, and H-test were used for analysis. Results indicate that respondents strongly agree that public trust in policing is influenced by procedural justice, policing effectiveness, and integrity and accountability. Among these, integrity and accountability received the highest composite mean, particularly the indicator stating that police officers are held accountable for misconduct. Procedural justice indicators also showed strong agreement, especially consistency in applying laws fairly. Policing effectiveness was rated positively, particularly in crime reduction and emergency response. The findings of the study show that public trust in policing is strongly associated with procedural justice, policing effectiveness, and integrity and accountability. The high ratings in these areas suggest that respondents recognize these factors as essential in strengthening police–community relations. The fact that integrity and accountability received the highest composite mean indicates that respondents place great importance on police officers being answerable for their actions, particularly in cases of misconduct. This reflects the value given to transparency and responsibility in maintaining trust.

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