

COMMUNITY SATISFACTION ON POLICE STATION 6 THROUGH POLICE VISIBILITY IN BARANGAY BATASAN HILLS, QUEZON CITY

ABSTRACT

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DISCIPLINE

Criminology

KEYWORDS

*police visibility, community
satisfaction, crime deterrence,
approachability and attitude,
frequency, patrol*

ARTICLE ID

AASGBCPJMRA-AB48909

This research determined the level of community satisfaction with regards to police visibility within Barangay Batasan Hills, Quezon City in relation to Police Station 6. The visibility of police is determined by available manpower, resources for deployment, and situational constraints on the extent to which officers are in the community. Three indicators were used to measure satisfaction in the community: crime deterrence, approachability and attitude, and visibility frequency; degree of visible patrolling by Police Station 6 officers. In this study, descriptive design was used to describe and summarize the present conditions without manipulating variables. Normalized survey questionnaires, with the selection of respondents from Barangay Batasan Hills, were used to obtain data. This method helped to orderly record the opinions of the people with regard to their personal interactions with police officers at place. Demographic profiles showed that the respondents were mostly between 18-25 years old, mostly female, single, college-educated, with at least long-term exposure (21-30 years) to the local community. The results indicated that most respondents were content with the police visibility in the barangay. The findings of the characteristics, such as Crime Deterrence, Approachability and Attitude, and Visibility Frequency, which were rated Very Satisfactory, demonstrated a high level of satisfaction with Police Station 6. The statistical analysis showed that the computed t-values for all the variables were greater than the critical value, and the null hypothesis was rejected, showing that there was a significant difference among the variables in relation to community satisfaction. The respondents were able to identify the barangay police's issues and concerns despite their high level of satisfaction, such as their lack of visibility in hard-to-reach areas, their absence at night, and their absence at peak hours. The study concluded that the presence and visibility of the police in the barangay were very important in maintaining peace and order in the community, and this study could be used as a reference for the police administrators and the local government in addressing the issues and concerns faced by the police in the barangay. The study could also be used as a reference for future studies on the policing practices and the level of satisfaction in the barangay, particularly in the context of the ever-changing communities.

RECOMMENDED CITATION

Bitacura, F., Connigo, S. M., Dagupan, C. M., Galon, M., & Ruaza, S. N. J. (2026). Community Satisfaction on Police Station 6 through Police Visibility in Barangay Batasan Hills, Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 8(5), 143.