

ROLE OF POLICE–COMMUNITY RELATIONS OFFICERS IN PROMOTING SOCIAL COHESION: AN ASSESSMENT

ABSTRACT

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This study evaluated the effectiveness of Police–Community Relations Officers (PCRO) in promoting social cohesion in Barangay Fairview, Quezon City. It focused on three pillars: building trust and confidence, promoting inclusive development, and fostering community engagement, while also examining differences in perceptions among key stakeholders. A descriptive-quantitative design was used. Data were gathered from 80 respondents, including PNP-PCRO personnel, DSWD social workers, and local residents. Frequency, percentage, weighted mean, and Kruskal-Wallis H-test were employed to analyze demographic profiles, levels of effectiveness, and significant differences in perceptions. Most respondents were aged 42–50 (30%), female (56.25%), and college graduates (58.75%). Building Trust and Confidence obtained a weighted mean (WM) of 3.40 (“Strongly Agree”), with quick response to concerns rated highest (WM=3.54). Promoting Inclusive Development was rated “Agree” (WM=3.03), particularly in encouraging resident participation (WM=3.40). Fostering Community Engagement received a lower mean (WM=2.53), with regular presence (WM=1.95) and mutual understanding (WM=2.01) rated “Disagree.” H-test results ($p=0.0016$ – 0.0018) showed significant differences among groups. Key problems included inconsistent program implementation (11.33%) and lack of manpower and budget (10.94%). Findings indicate that while the PCRO is viewed as trustworthy and supportive of inclusion, limited visibility and resource constraints weaken community engagement. Divergent perceptions among personnel, social workers, and residents highlight the need for participatory planning, stronger coordination with local government units, improved communication, and dedicated funding to ensure consistent program delivery and sustainable social cohesion.

RECOMMENDED CITATION

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