

# ENHANCING POLICE-COMMUNITY TRUST THROUGH CONSTANT POLICE-COMMUNITY COLLABORATION

## ABSTRACT

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This study examined how sustained police–community collaboration may strengthen public trust in the police. It focused on communication practices, transparency, empathy, approachability, and the use of multiple communication channels in Police Station 16, Quezon City. The researchers used a quantitative descriptive design to evaluate police communication in Station 16, Quezon City. 50 respondents—20 police officers, 20 residents, and 10 barangay officials—were randomly selected. Data were collected through a validated survey questionnaire and personally administered after securing proper permissions. Analysis included frequency, percentage, weighted mean, Likert scale, ranking, and Kruskal–Wallis H-Test to summarize responses, determine ratings, and identify differences across groups. Police communication strategies in Station 16 were generally rated Very Effective, with clarity (WM = 3.57), empathy and respect (3.47), non-verbal communication (3.38), transparency (3.45), and use of channels (3.51) recognized as strengths. Respondents particularly appreciated officers’ ability to speak clearly, show respect, maintain friendly body language, explain their actions, and use multiple platforms to share information. Kruskal–Wallis tests showed differences in clarity and non-verbal communication, while other areas had similar perceptions across groups. The main communication issues were lack of transparency in sensitive cases (18.37%) and limited explanation of police actions (15.31%), highlighting areas for improvement. Overall, the findings suggest that while communication is effective, continuous efforts are needed to ensure approachability, sincerity, and responsiveness. The study indicates that police communication in Station 16 effectively fosters community trust, with clarity, empathy, transparency, and use of communication channels recognized as strengths. However, simplifying language, improving emotional sensitivity, and enhancing approachability remain areas for improvement. Differences in perceptions across groups suggest that experiences of police–community interactions vary. Addressing gaps in transparency and explanations, the proposed program, Transparent Communication Today, Trusted Collaboration Tomorrow, aims to strengthen trust through collaborative, empathetic, and transparent practices.

### RECOMMENDED CITATION

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