

## **BIBLIOGRAPHY**

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## **ABSTRACT**

The study dealt in determining the Benguet Police Provincial Office Communications Networking System its status in the maintenance of peace and order. Specifically, it sought to find the demographic profile of the Benguet Police Provincial Office personnel in terms of age, sex, civil status, highest educational attainment, rank, length of service and related trainings to Communications Networking System; level of adequacy of the Benguet Police Provincial Office Communications Networking System and resources in terms of facilities, equipment and financial resources; level of effectiveness in Communications Networking System in the maintenance of peace and order; seriousness of problems related to Communications Networking System; and it further determined whether there is a

decrease in crime rate incidents since the installation of the new communications equipment (Multi-Trunked Repeater System).

Descriptive method of research and documentary analysis were used with a structured and validated questionnaire as the main data gathering instrument. The data came from the 72 police respondents of the different Municipal Police Stations of Benguet Police Provincial Office.

Finding shows that the demographic profile of the Benguet Police Provincial Office personnel belong to the age bracket of 23 to 30 years predominantly male with 90.28% or 65 respondents, mostly married with 87.5%, most have finished their bachelor's degree and having served the Philippine National Police for more than eight years with ranks covering the broad spectrum from PO1 to Police Senior Inspector, and with only 4.17% had the formal trainings on communications.

There are significant differences in the profile of respondents in terms of sex, civil status, educational attainment, rank, length of service and related trainings to communication as evidenced by the computed chi-square values, which is higher than the tabular value at 0.05 level of significance. It is only on age where the difference is not significant. Thus the hypotheses, that there are significant differences on the profile of the

respondents, is accepted. This result indicates that the respondents have varied profile.

Level of adequacy of Communications Networking System in terms of facilities, equipment and financial resources is moderately adequate as perceived by the PNP respondents.

On the level of effectiveness in the maintenance of peace and order, it is moderately effective.

Several problems related to CNS are perceived as moderately serious by the PNP personnel and few are serious.

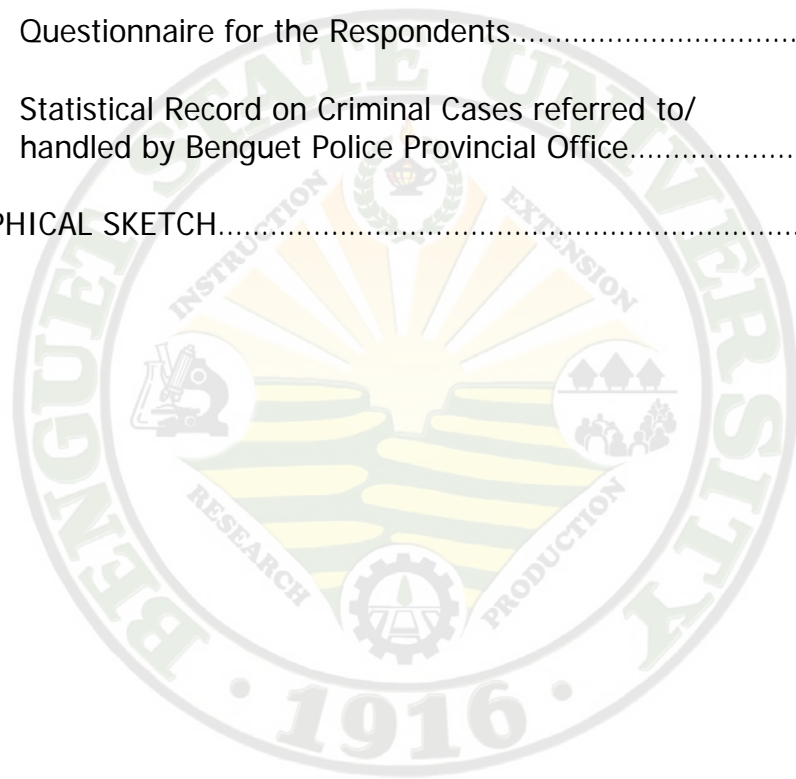
Findings show that from 2001 to 2003, the crime rate incidents referred and handled by Benguet Police Provincial Office was recorded to have an average weighted mean of .00041. From 2004 to 2006, the crime rate incidents went down with an average weighted mean of .00035. The crime rate incidents in the province of Benguet is deemed shown to have decreased, interpretation shows that the installation of the new communication equipment does not correlate with the effectiveness of the communication equipment to the decrease of crime rate incidents since the installation of the new communication equipment.

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## **INTRODUCTION**

### Background of the Study

The dawning of an era of accelerated delivery of basic services, peace and order, social health services, education and economic development in the Philippines has brought about changes in the life and style of the Filipino people. The present government administration in its effort to enhance the Philippine economy has not only centered its attention to restructuring the country's financial capability but also taken bold steps to impede commission of crimes. Many ideas have been given application to sustain this effort of minimizing crime, yet none so far has been so effective that we could frown and say, "what is next?"

It is in this context that the researcher has been prompted to assess the effectiveness of the Communications Networking System of the Philippine National Police (PNP), particularly Benguet Police Provincial Office (BPPO), that will extremely bind the entire organization into a formidable machinery in fighting criminality, and to serve as a medium to make known its pro active activities. This will hopefully result in stupendous honest gains in terms of image building with the end view of gaining wide public support.





Communication channels are the central nervous system of any organization, most especially of the Philippine National Police. Conversely, these channels serve as paths for disseminating command decisions to lower echelons and ultimately, to the tactical units in the fields, sea and air (Technical Training Manual, 1990:1).

Radio communications provide information in an almost endless variety of jobs whenever there is a need for a quick contact between one point to another. Some of the most important of these users are in public safety, in industry, in national defense, and in private communications. Police officers and fire fighters use two-way radios in their patrol cars and fire engines. They use these radios to get directions from their headquarters and to communicate with one another. Airplanes and ships use two-way radios for safe operation, for rescue missions, and for monitoring flight itineraries to safeguard air traffic.

In national defense, radio communications play a key role in linking defense units around the world. All branches of the armed services depend heavily on radio communications. Military personnel use radio equipment in planes, tanks, and ships. Large communication centers and transceiver radios help provide instant contact between the military sub-stations.





Today, in promoting and maintaining the stability of the political, social and economic situation in the Philippines, the role of the PNP to maintain peace and order in the country has been put into focus. Communications Networking System (CNS) is one of the strategies used by the PNP which serves to reinforce the vital function of the PNP in preserving the peace and order situation. The PNP is far behind in terms of communications equipment as compared to the modern police organization in Asia. The Philippine National Police's modernization plan includes the acquisition of expensive imported electronics-communication equipment which may cause a substantial drain to the country's dollar reserves.

The performance of the Philippine National Police Communications Networking System remains perpetual and has not improved despite government acquisition of high-tech radio communications outfits. Only a few police officers have access to communication details disseminated from police headquarters because of the limited supply of modern radio equipment. Not everyone acquires the details of information, save those who are declassified in nature and needed by the entire complement of policemen in a police station. Hence, the need for the speedy transmission of raw information from the citizenry or any individual to the higher



echelons of the police organization and vice versa as a process has not been achieved with efficiency so far in the history of Philippine policy.

It is also a fact that dissemination of instructions from others is needed in tactical situations whereby policemen in pursuit of offenders should know when to stop or continue to execute an envelopment to trap criminals. Display of mobility is essential so that even with less resources in terms of high-tech equipment, manpower and fire power, speedy response to a crime scene at critical points through effective communication can establish superior officers and subordinates at the earliest possible time so that planning will be delivered, and executing strategies or tactical manoeuvres are concerted in order to influence and discourage any daring decisions of would-be-criminals to the advantage of the police responding team.

The Benguet Police Provincial Office (BPPO) is composed of one Police Provincial Office, one City Police Office, 13 Municipal Police Stations and two Police Provincial Mobile Group. There are 42 Police Commissioned Officers (PCOs), 394 Police Non-Commissioned Officers (PNCOs) and nine Non-Uniformed Personnel (NUP), to make a total of 445 personnel.



Among the specific objectives of the PNP in terms of its Logistical Services Program is to upgrade the mobility, firepower and communications capability in support to its intelligence, investigation and general operations programs.

The Communications Networking System being maintained by the PNP Communications and Electronics (COMMEL) Service also handles upgrading of electronics data bank and prepares/disseminates, facilities local/foreign information exchanges, and issues bulletins and advisories when so required (PNP Annual Program Review and Analysis, 2001).

The COMMEL, which runs the Communications Network System (CNS) of the PNP, envisions to provide each Police Station with at least one mobile radio, two base radios and five portable radios. This could be justified based on the Table of Equipment Allowance (TEA) approved by the National Police Commission (NAPOLCOM).

In its inventory of signal equipment, the Benguet Police Provincial Office (BPPO) has 19 units of base radios, 39 handheld radios and one mobile radio system to make a total of 59 pieces of radio communications equipment being used by the province.



It is from these viewpoints that this study was made in order to determine the effectiveness of the Communications Networking System of Benguet Police Provincial Office (BPPO) in the maintenance of peace and order.

### Statement of the Problem

This study focused on determining the Benguet Police Provincial Office Communications Networking System, its status in the maintenance of peace and order as a support to the attainment of the vision and mission of the Philippine National Police (PNP).

This study aims to answer the following problems:

1. What is the profile of the BPPO personnel in terms of:
  - a. age
  - b. sex
  - c. civil status
  - d. highest educational attainment
  - e. length of service
  - f. rank
  - g. in-service training
2. What is the level of adequacy of the Communications Networking System of Benguet Police Provincial Office in terms of



facilities, equipment and financial resources as perceived by the PNP respondents?

3. What is the level of effectiveness of the Communications Networking System of the BPPO in the maintenance of peace and order situation as perceived by the PNP respondents?

4. What is the level of seriousness of problems in terms of communication equipment and financial resources encountered in the Communications Networking System's operations function in the maintenance of peace and order as perceived by the PNP respondents?

5. What is the level of crime rate incidents since the installation of the new communication equipment?

#### Objectives of the study

Based on the problems, the study aimed to:

1. To determine the profile of the BPPO personnel in terms of age, sex, civil status, highest educational attainment, length of service, rank and in-service training;

2. To determine the level of adequacy of the BPPO CNS in terms of facilities, equipment and financial resources in the maintenance of peace and order situation as perceived by PNP respondents;



3. To determine the level of the effectiveness of the BPPO CNS in the maintenance of peace and order situation as perceived by PNP respondents;

4. To determine the degree of problems in terms of equipment and financial resources encountered in the CNS's operational function in the maintenance of peace and order situation as perceived by PNP respondents; and

5. To determine the level of crime rate incidents since the installation of the new communication equipment (Multi-Trunked Repeater System).

#### Importance of the Study

It has been pointed out that the Philippine National Police administration is marked by internal conflict manifested by poor communication and coordination. To promote and realize this weakness, it is important to build the over-all capabilities of the PNP system, in particular to its communications system network.

The significance of the study is to determine the status of the Communication Networking System of Benguet Police Provincial office in the maintenance of peace and order and to establish empirical basis on





the need to expand the network of such communication system by innovative processes.

Findings of this study will be of interest to various sectors, such as the police organization, tri-media, radio enthusiasts, business sectors and especially the public. Specifically, the findings of the study will be of utmost benefit to the top management of the PNP, for they may utilize the data to rationalize its mission and functions related to communications networking. The findings will also give valuable insights to the needs as well as the solution to a critical problem felt in the Philippine National Police, the eventual restoration of its lost image.

It will also be a great value to the researcher, as it will rekindle her determination to dignify the police profession and educate the public that police officers are their best friends. It is also her hope that her fellow officers will endeavor to truly practice their professions in dispensing their sworn duty as peacekeepers of the society.

More importantly, the civil society itself can be made aware of their respective capacities in determining their own needs, contributing to the analysis of problems, and participate in planning and proposing specific projects or activities that will directly effect the solution of these problems related to peace and security.



This, in essence, will contribute towards achieving competency of the different municipalities in the province to support the communications network system of the Benguet Police Provincial Office, either through the improvement of its communications facilities and/or the training of personnel.

Thus, this study will serve as a reference of other researchers parallel to their study.

#### Scope and Delimitation of the Study

This study is delimited only in the province of Benguet covering the different Municipal Police Station income classes [ 1<sup>st</sup> class (La Trinidad), 2<sup>nd</sup> class (Tuba), 3<sup>rd</sup> class (Buguias), 4<sup>th</sup> class (Bakun), and the 5<sup>th</sup> class (Tublay)] to determine the effectiveness of the Communications Networking System in the maintenance of peace and order situation.

The respondents of the of the study are the police personnel of the different Municipal Police Stations.



## REVIEW OF LITERATURE

### The Importance of Communications Network System

Today's telephone system links the entire globe and the globe even to space. In a very real sense, we are now living in a wired world-already over and beyond the global village. In fact, recent reports tell us that outer space has almost been conquered because of the telephone which makes possible the communication between space-orbiting astronauts and their guides here on earth. Even celestial capitalism, which is the new enterprise to make profits in space sport and the like, will become possible only within the technology of communication (PNP Journal 1998).

The telephone signal is not as simple as it sounds. It is carried through an elaborate network composed of major elements, namely; the entire apparatus for voice, data and image telecommunications connected to the network, the various transmission media used to carry radio/telephone/cellular signals over distance, the switching machines used to transmit and receive signal along the way; and the devices used to control the operation of the network.

In addition to telephones that are connected to it, there are many kinds of terminal such as modems to transmit computer data, facsimile



machines to send data in the form of electrically coded visual images from television camera and converted to electric signals that are carried over to the telephone network.

In the study of Olsen and Huckin (1993), it was mentioned that the importance of technical communication has been noted by many technical people. In most industries, natural conflicts exist among internal units- these natural conflicts, the many details and changes to be managed, and the incredible complexity of a large organization all combine to create a demand for communication skills.

Another recent development in police communications networking is the use of a call center manned by men in crew cuts and regulation shoes to fight crime. Launched last December 2002, one can simply take his/her cell phone, type PNP [space] message, and send to 2920, the National Police hotline for SMS (Short Messaging Service). For voice calls dial 117, for e-mail, and one can even visit the police website, [www.pnp.gov.ph](http://www.pnp.gov.ph) and log his complaints there (Saspa, 2003).

The SMS hotline is now getting close to a thousand messages a day and has given a million mobile phone users access to prompt police action as well as a venue for giving suggestions and notes of encouragement to police from where they are. Texting the police is just one of the strategies



that has been yielding positive results for the police, beleaguered with a bad public image and saddled with internal problems ranging from lack of foot patrols to fiscal mismanagement.

A sample log for one day showed messages reporting various crimes such as illegal gambling and illegal drugs and abusive police officers. Other message reports request police assistance in traffic and crime situations. A third of the message reports originated in Metro Manila, the rest of the messages come from seven of the country's 16 regions, proving how fast the technology has been embraced by the Filipinos.

Once sent, a text message automatically goes into a computer at the 2920 hotline office and it is printed. The print out is tacked into a form called a case tracking sheet, which puts down the name of the policeman on duty, the reply sent to the complainant, and other subsequent police action taken.

In addition, recently, the installation of the 5-Channel Multi Trunked Repeater System (MTRS) at Sto Tomas, Tuba, Benguet in March 2004 covers the five Police Provincial Offices (Abra, Benguet, Ifugao, Mountain Province and Baguio City) out of the seven Police Provincial Offices in the Cordillera (PNP Journal 2005).







Plate 1. MOTOROLA MCS 2000 Base Radio (UHF)



Plate 2. MOTOROLA MCS 2000 Mobile Radio (UHF)

MOTOROLA Base/Mobile Radio (UHF). This is a type of radio which is an Ultra High Frequency (UHF) which ranges from 800 Megahertz or 900 Megahertz frequency bands. The radio can be configured to







Plate 3. MOTOROLA ATS 2500 Handheld Radio (UHF)

operate on multiple trunking systems and the software-configurable channel spacing can be programmed to either 12.5 kilohertz or 25 kilohertz channel spacing. It allows to pro actively meet future changes without having to purchase a new radio equipment. It as easy to install and operate especially in police stations. Moreover, it can operate 32 channels and is used by the different Municipal Police Station as means of communication.

MOTOROLA ATS 2500 Handheld Radio (UHF). It is an Ultra High Frequency (UHF) type of radio which ranges from 300 to 3,000 megahertz. The signal wave is straight (line of site) and can operate 16 channels. This type of radio is easy to operate and handle and is used by the different Municipal Police Stations as means of communication.





Plate 4. ICOM ICV-100 Handheld Radio (VHF)

ICOM ICV-100 Handheld Radio (VHF). It is a Very High Frequency (VHF) type of radio which ranges from 136 to 174 Megahertz frequency. The signal wave is straight (line of site). This type of radio is easy to operate and handle that can operate eight channels only.

ICOM ICV-100 Base/Mobile Radio (VHF). It is a Very High Frequency (VHF) type of radio which ranges from 138 megahertz to 174 megahertz bands. It is the most technologically advanced sophisticated VHF base/mobile radio on the Land Mobile market in 1992 which is easy to install and operate with 16 channels only.





Plate 5. ICOM IC V-100 Base/Mobile Radio (VHF)



Plate 6. Harris 100 W Transceiver (HF SSB)

Harris 100 W Transceiver (HF SSB). It is a High Frequency type of radio which ranges from 30 megahertz to 300 megahertz frequency bands. Radio contact signal has long distance range due to its rolling signal characteristics. It can contact from Aparri to Jolo and other





Plate 7. URC 773 Radio Transceiver (HF/SSB)

countries like Malaysia, Cambodia, China, Thailand and other countries in Asia depending on the weather condition of the country and their frequency. It is a fixed type of radio being used as means of communication to the different Police Provincial Offices in the Cordillera.

URC 773 Radio Transceiver (HF/SSB). This is a High Frequency (HF) type of radio which ranges from 3 to 30 Megahertz frequency. It has a long distance range due to its rolling signal waves characteristics. This type of radio is commonly used from air to ground communication (helicopter to base or vessel ship).







Plate 8. URC 187 Radio Transceiver (HF/SSB)

URC 187 Radio Transceiver (HF/SSB). It is a High Frequency (HF) type of radio which ranges from three to 30 Megahertz frequency. This is used for field operation because it is a man pack radio and the contact signal has a long distance coverage due to its rolling signal wave characteristics.

The PNP Communications and Electronics Service (Regional/Provincial Office)

Communication is seen as the life blood of the most vital components of a modern police force. The PNP COMMEL Service is a communication system from PNP National Headquarters committed to the vision of providing a responsive and efficient communication system. From PNP National Headquarters down to the regional, provincial,



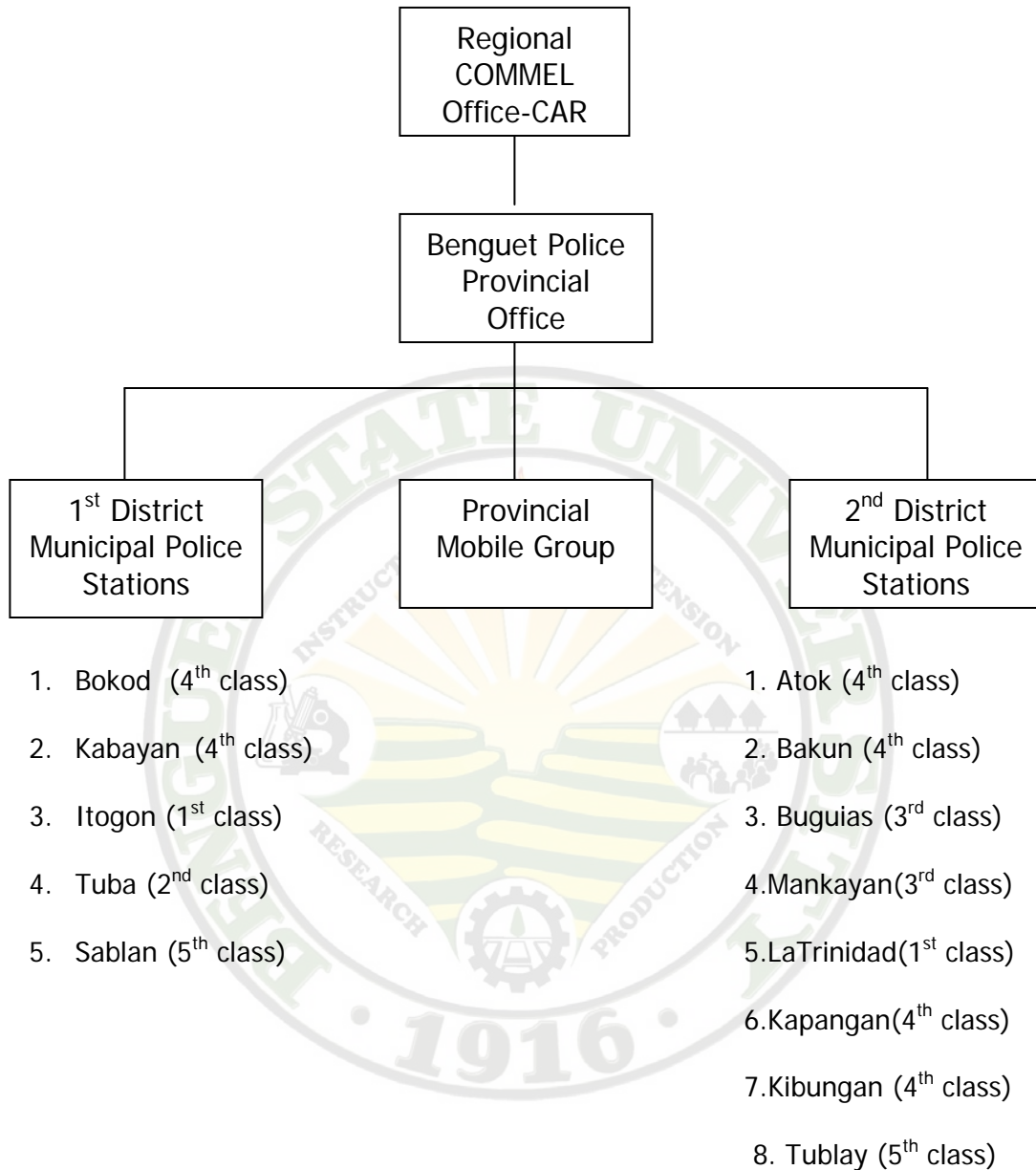


Figure 1. COMMEL Organizational Structure, Benguet Police Provincial Office





Municipal Police Stations and sub-stations. The communication system consists of the communication personnel manning the communications base operations and all police personnel, on the assumption that each one receives and supplies vital information necessary for an effective police operation; the operant policies and procedures that guide and govern communication procedures; the facilities and equipment consisting basically of telephones, data communications and two-way radio network, the use of cellular and electronic communications such as e-mail where available, and the necessary logistics for operating the communications network. The inherent mission is to provide communication and electronic services to support the need in the accomplishment of PNP tasks and responsibilities as a whole.

#### Profile of Respondents and Relationship to Performance

The success of any PNP operations in performing their mandated functions is dependent upon its men, including their personal characteristics on their profile as a whole. Age is one crucial factor in attaining a certain level of performance.

Age. Reynaldo (1996) found out that age is a predictor of performance. A police officer becomes wiser and makes better decisions



as he advances in age. On the other hand, anxious and ambitious university managers prefer younger teachers for their teaching staff in the belief that younger ones have stronger drives. However, experience discloses that the young are reckless but a blend of young and old ages results to be a happy and comfortable mix in the organization.

Civil Status. Some authors claim that civil status always affect the job performance of employees. In the PNP, women have already joined this kind of profession. A study conducted by Poschnor (1993) on the leadership behaviour and performance of PNP officers in Mountain Province, found out that civil status does not affect the performance of officers. However, Mantessa (1990) revealed that civil status especially being married significantly influences the productivity as well as the employability of an individual.

Educational Attainment. Sobrevega (1994) found out that educational attainment is correlated with decision making and leadership style of officers in the Philippine Air Force. The higher the educational attainment of an officer, the more they are perceived to be person-oriented and less authoritative.

Position/Rank. In the PNP, there is a formed rank for enlisted men and officers, the Non-Commissioned Officers ranging from Police Officer I



to Senior Police Officer IV and the Commissioned Officers are from Police Inspector to Police Director General. Each position and rank carries its specified functions and duties. The study of Regullano (1995) on "Organizational Climate and Performance of the Philippine Air Force", found out that position has a great influence on the level of performance of the soldiers. The higher the position the soldier has, the higher is the level of his performance in his defined function. On the other hand, in the academe, Hidalgo's study showed that faculty participation in decision making is not affected by faculty rank and other faculty factors.

Seminars/Trainings. Sison (1991) reported that many supervisors and foremen in business and industry rose from the ranks with little or no training in supervisory work. They are often given supervisory positions because of their technical ability or experience on the job. Selection on the basis of experience alone may be wasteful and expensive. The combination of experience with planned and directed training has been found to be the most effective method. In the PNP, Puzon (1995) stressed the need for skills upgrading and knowledge updating for all PNP officers and men to cope up with the modernization program. The necessity of attending training/seminar is recognized as a way of improving



supervision and as part of personal development, thereby raising the level of performance.

Section 1 of Rule VII of the Omnibus Rules Implementing Book V of Executive Number 292 and other pertinent Civil Service Laws (Sibal, 1993) provides that:

*Every official and employee of the government is an asset or resource to be valued, developed and retention of a highly competent and professional workforce in the public service shall be the main concern of every department of an agency.*

*Every department or agency shall therefore establish a continuing program for career and personnel development for all agency personnel at all levels, and shall create an environment or work climate conducive to the development of personnel skills, talents and values for better public service.*

### Effectiveness

Effectiveness involves choosing the right goals and the ability to determine appropriate objectives; “doing the right things”. A manager who selects appropriate goals is an effective manager, which produces maximum efficiency (Stoner, et al, 1995).

Vergara (1977) studied the premier chartered state’s technological college in the Philippines and found a significant relationship between integration and effectiveness of the organization. Goals, structures, tasks,



communication and decision making were used. The measures of effectiveness were productivity and adaptability.

Costales (2002) studied the effectiveness of the Records Management System of Pag-IBIG of CAR Sub-Regional Office and revealed that adequacy of resources is significantly correlated to the effectiveness of the records management system. Hence, improving adequacy of resources would result in enhancing effectiveness.

On organizational effectiveness, Macarandang (1981) identified the eight indicators of effectiveness and motivation as managerial behaviour, working condition, interpersonal relation, personal policies and procedures as well as planning process, communication process, decision making process and innovative process. The results of the study showed that the planning process was rated "highest", whereas interpersonal relations was "fairly high". It was found out that the personal variables considered did not affect perception and effectiveness.

Management is the principal activity that makes a difference on how well organizations serve people affected by them. How successfully an organization achieves its objectives and satisfies social responsibilities as well, depends to a large extent on its managers. If managers do their jobs well, an organization will most likely achieve its goals.





The theory underlying goal setting is that human behavior is goal-directed, so goal setting is a necessary part of leadership. Group members need to feel that they have a worthwhile goal that can be reached with available resources and leadership. Without goals, different members go in different directions. It requires three processes: define the goal, set specific goals and give feedback in goal accomplishment (Davis, 1989).

Goals need to be as specific as possible so that employees can feel a sense of accomplishments when a goal is reached. It is not enough to say "do your best", because that kind of goal is not specific enough for most people.

When people have well defined goals, then they need feedback on how well they are reaching their goal. Otherwise, they are "working in the dark". Job feedback tends to encourage better job performance.

The importance of goal setting has led to a path-goal view of leadership, which is derived from the expectancy model of motivation. The leader's job is to develop more desired goals and to improve paths towards goals so that goals can be reached. In this manner, employee actions are tied to organizational goal.

Within an organization, a three dimensional communication process in effective communication is required: employees must have the medium





to communicate their messages or feelings upward the organizational ladder; adequate information must be transmitted by central management; and vertical, horizontal or sideways communications or information is made to secure staff and interdepartmental coordination and cooperation.

In management, the non-managerial employees, the public, and the government see things or maintain the same attitudes and, so to speak, have the same "wave length". One can say that the organization has an effective communication system or process. This is supported by Abasolo (1991) as she conceived that the organizational communication effectiveness affects to a large extent the organizational climate. When good communication exists from the top of the organization downwards as well as upward and through the different levels in the organization, the administrators and other personnel can be expected to efficiently perform their jobs.

#### Effectiveness of the Communications Networking System

The PNP Medium Term Development Plan (2001-2004) has identified key result areas in the PNP organization as a strategy to carry out its mission and vision to have an effective communication networking



system to attain the successful maintenance of peace and order. These are the following:

Organization and Human Resource Management and Development. A highly motivated, committed and skilled police force is indispensable in attaining an organized and credible PNP. It is a police force that the public can look up to as their friend and protector, which in turn the confidence that can attract investment to the country and spur development.

Material and Financial Resource Management. The proper allocation, use and sourcing of vital financial and material resources of the PNP are vital in the successful attainment of its vision and mission. Thus, it is the application of information technology in all aspects of police operations and continuing development of police facilities for the successful maintenance of peace and order situation.

Effective Law Enforcement. Enforcement must be done without fear or favor. Police actions must be seen as applicable to all, regardless of one's socio-economic status of life. This can be accomplished by encouraging the community to participate/support in the successful prosecution/resolution of cases to attain the maintenance of peace and order in the area.



Crime Prevention Control. Crimes affect the people in a most direct and pervasive way. Hence, peace which is a condition necessary to hasten development, encourage social mobility and economic activities must be safeguard at all times. Effective investigation must improve to attain the peace and order situation.

Maintenance of Peace and Order and Internal Security. The development of communities that are hubs of business, trade and commerce all over the country can come to full accomplishment if peace and order thrives and internal security is ensured. Moreover, there is an establishment of community-based information gathering system nationwide.

Community Partnership. The strengthening of civil society in recent years, through organized and expanded citizens' organizations is strong momentum for the PNP to draw on the support of the people in the community for its enforcement activities. The police should perceive sincerity and transparency in the performance of their duty in order to win public trust and confidence and to have a harmonious relationship with the community to attain the maintenance of peace and order.

Credible Institutional Image. A positive public image for the Philippine National Police shall inspire confidence among the people in the



police force which shall result to a ready public acceptance for police actions. The so-called Mulcting Cops must be totally eliminated since this disease has single-handedly eroded the credibility of the entire PNP organization. It is now time to address the negative issues against PNP personnel, ensure a drug and graft-free police organization and to implement a vigorous internal discipline and value formation and to develop a good rapport with the media and the public as a whole.

Through an assessment of these key result areas, the Communications Network System may be ascertained in terms of level of performance in the maintenance of peace and order based on the perceptions of the police personnel themselves. Furthermore, the impact of these key result areas upon the community will ascertain the degree of capability of the CNS as perceived by the PNP personnel. The end view is not only to support the PNP operations but also provide a communication agenda which will also harmonize and synchronize the media efforts of the PNP to inform the public of its accomplishments and activities and address urgent issues involving and confronting the PNP, either through press releases, radio and television interviews, news conferences, text messages, the Internet, and other forms of communication.



### Conceptual Framework

The police force is known to be the promoter of peace and order in a community. To cope up with efficient and smooth flow of information for the maintenance of a peaceful organization at the provincial level, the Communications Networking System is use as the efficient information dispatch mechanism.

Moreover, communication is essentially important for a very large and complicated organization to keep the personnel always informed in any activities undertaken.

Bittle (1988) claims that the communication processes within organizations are vital for the achievement of organization goals, and further added that:

*these are the processes that link the various compartments of the Organizations together; they are found at all levels of the organization and they affect every individual working for the organization in one way or another. The effectiveness of the communication system and the way in which it is managed – has a significant impact on the ultimate effectiveness of the total organization..*

However, the concept of how effective the benguet Police Provincial Office's Communications Networking System in the maintenance of peace and order is the main thrust of the study.





In this study, three variables come into play: independent, intervening and dependent variables give the scope and provides the direction of the study. Independent variables include profile of the PNP personnel which refers to age, sex, civil status, highest educational attainment, rank, length of service and training.

Dependent variables include the level of communication networking system of Benguet Police Provincial Office in the maintenance of peace and order and the level of adequacy in terms of facilities and financial resources; the problems encountered in the communication networking system in the maintenance of peace and order and the crime rate occurred before and after the installation and distribution of the new acquired communication equipment (UHF radios).

Intervening factors, include the perception of police personnel respondents on CNS effectiveness in the maintenance of peace and order.

Figure 2 shows the interplay of the various variables to determine whether significant difference exists that may have impact on the CNS on the effectiveness in the maintenance of peace and order in the province of Benguet.



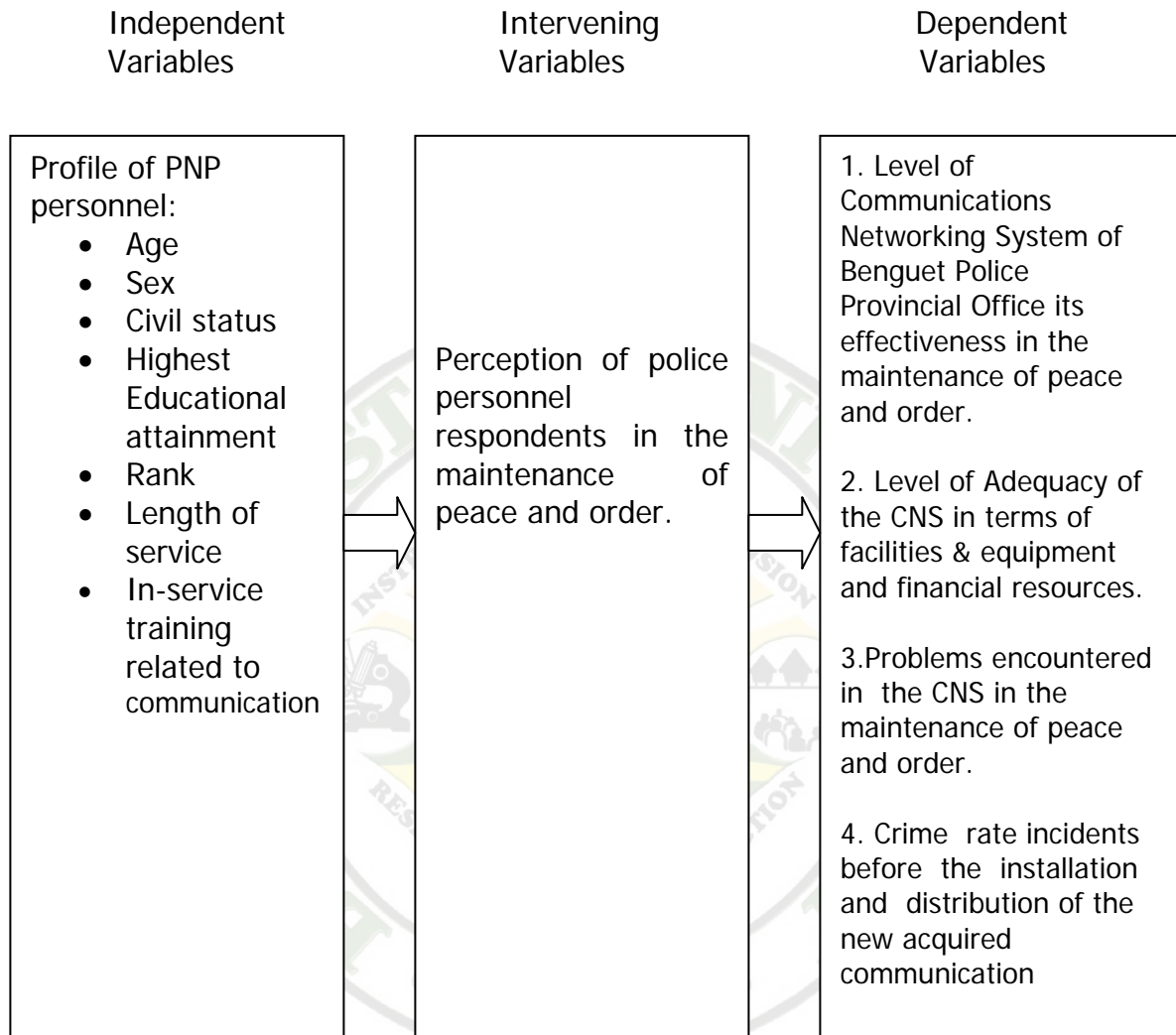


Figure 2. The Research Paradigm of variables



### Definitions of Terms

The terms frequently used in this study are the following:

Communications Network System (CNS). This refers to the communications facility, as performed by the police personnel, whether or not mediated by the use of radio or electromagnetic communications equipment, being used by the Philippine National Police, to enhance operational procedures from the stations to the field in support to the activities of the PNP, especially those related to law enforcement, crime prevention and control, maintenance of peace and order, community partnership and credible institutional image-building.

Demographic Profile. It refers to the personal characteristics of respondents in terms of age, sex, civil status, highest educational attainment, in-service training and rank.

Age. It refers to the chronological number of years a respondent has existed since birth.

Sex. This is the physical attribute of the respondent, either male or female.

Civil-Status. It is the legal position of being either single or married of the PNP personnel.



Highest Educational Attainment. It refers to the level obtained by the respondent from elementary grade level to postgraduate.

In-Service Training. It refers to seminars/workshops which a personnel has undertaken whether for basic knowledge or upgrading as related to the operation and maintenance of communications and electronics network system.

Rank. It is the grade assigned to PNP personnel in accordance to his qualification.

Facilities and Equipment. It refers to the sufficiency of telecommunications equipment for the CNS. It includes radio, telephones, facsimile, mobile phones and computer-mediated information and communication use for this purpose.

Financial Resources. It refers to the budget allocated for the operation of the communication networking system.

Level of Adequacy. It refers to the availability and quality of resources in terms of facilities, equipment and financial resources.

Level of Effectiveness. It refers to the perceived impact as to the level of performance of personnel and to the utility of the communications facilities and equipment as related to the Communications Networking System of BPPO in the maintenance of peace and order.



Level of Seriousness of Problems. This refers to the gravity of problems met in the PNP Communications Networking System's operational functions.

Means of Communication. It refers to the medium by which a message or information is actually conveyed from one person or place to another.

PNP Personnel. It refers to the employees of the PNP both men and women, which consist of: a) Police Commissioned Officer (PCO), PNP officers with the rank classification from Inspector to Director General; b) Police Non-Commissioned Officer (PNCO), PNP officers with the rank classification from Police Office 1 to Senior Police Officer 4; and c) Non-Uniformed Personnel (NUP), civilian employee of the Philippine National Police.

System. This refers to the combination or assembly of component points or subsystems linked together by some form of regulated action or interaction into an organized or operating whole.





### Hypotheses of the Study

The following hypotheses of the study were put forward for testing/analysis:

1. There are significant differences on the profile of personnel in terms of age, sex, civil status, educational attainment, length of service rank and in-service training;
2. The Communications Networking System of the BPPO is adequate in terms of facilities and equipment, and financial resources as perceived by the PNP respondents;
3. The Communications Networking system of the BPPO is effective in terms of level of performance as perceived by the PNP respondents;
4. Problems encountered in the operational function of the BPPO's Communications Networking System is serious as perceived by the PNP respondents; and
5. There is a decrease in crime rate incidents since the installation of the new communication equipment (Multi-Trunked Repeater System).



## METHODOLOGY

### Locale of the Study

This study involved the five selected Municipal Police Stations according to income class among the 13 Municipal Police Stations of Benguet province.

Benguet is originally referred to as the "Lush Valley" of La Trinidad, has an area of 259,240 hectares, it occupies the southern tip of the Cordillera Mountain range in southern part of Luzon island. It is bounded on the north by Mountain Province (Bontoc), on the east by Ifugao and Nueva Viscaya province, on the west by La Union province and Ilocos Sur, and on the south by Pangasinan province.

Benguet province is a plateau at 1500 meters above sea level, it has a rugged and sloping terrain, dotted with hot spring and cut by rivers that drain into many valleys. Benguet possesses a pleasantly cool climate, with wet and dry seasons of equal duration but experiences heavy rainfall because of its elevation (Hamada, 1967).

The native people of Benguet are of two major ethno linguistic tribes; the *Ibaloi* who live in the southeast part which occupies the agricultural valley, the *Kankana-ey* in the northwest part who are





Figure 3. Map of Benguet showing the location of the study





classified as the native miners. A lesser group called the *Kalanguyas*, sometimes called *Ikalahans* who inhabit a strip along the Polis Range in the east. A tiny group called *Karaos* inhabits a village of that name in the Agno Valley in the town of Bokod. All the tribes observe common beliefs and rituals, especially the *cañao* which involves animal sacrifice, feasting and dancing.

Benguet is the most thickly populated of the four provinces (formerly the old Mountain Province). The big increase of population is due to immigration of people from the neighboring provinces seeking employments with a total population of 727,852 as of May 2006 census conducted by National Statistics Office, Benguet branch.

Benguet has a temperate climate, the leading agricultural activity is vegetable production. The province is known as the "Salad Bowl of the Philippines". The major crops being produced by the province includes potatoes, beans, peas, cabbage, lettuce, carrots and strawberries. On agri-based business activities include fruit preservation, peanut brittle production, mongo processing, broom making, basket weaving and floriculture. The province is also one of the country's leading producers of gold, copper and pyrite, and limestone.





Plate 9. Municipal Police Station of La Trinidad

Municipal Police Station of La Trinidad. The municipality of La Trinidad is the first income class of the province of Benguet with a total population of 101,260 as of May 2006 census. The police station is just adjacent to the Municipal Hall of La Trinidad which is relatively the most developed settlement in the province of Benguet. As the capital of Benguet, it serves as the trading, educational and institutional center of the province. The municipality is home to mixture of ethno linguistic groups. It has the most number of crime incidents in the province of Benguet due to its population increase. Police visibility in the area has improved the maintenance of peace and order situation and all the crimes being referred to are 95% solved.







Plate 10. Municipal Police Station of Tuba

Municipal Police Station of Tuba. The municipality of Tuba is the second income class among the 13<sup>th</sup> municipalities of Benguet province with a total population of 39,588 as of May 2006 census. The police station is just adjacent to the Municipal Hall of Tuba. Tuba got its name from a method of fishing-*Tuva* which uses the fruit of a shrub called *Saligao*. Fishing with *Tuva* became popular among the residents where the place became popularly known as *Tuva*, and now called as Tuba. Police officers do foot patrol to ensure the maintenance of peace and order thus crime incidents in the area is minimal that referred to the police stations.





Plate 11. Municipal Police station of Buguias

Municipal Police Station of Buguias. The municipality of Buguias belongs to the third income class of the province of Benguet with a total population of 38,497 as of May 2006 census. The Municipal Police Station is 120 meters away from the municipal hall of Buguias. Buguias is well known of its production of vegetable industry in the Benguet province. On the maintenance of peace and order situation in the area, non-index crimes are mostly to occur and it is settled down immediately by the police officers.





Plate 12. Municipal Police Station of Bakun

Municipal Police Station of Bakun. The municipality of Bakun belongs to the fourth income class of the province of Benguet with a total population of 17,732 as of May 2006 census. The Municipal Police Station is 75 meters away from the municipal hall. Bakun is shaped like a basin where the mountains range to a rim and the villages lie beyond the edge of the rim. People in the community have a harmonious relationship with the police officers because their response to time on crime incidents have improved with the information coming from the community. As a result, there is a decrease of crime incidents that have been handled by the police personnel.





Plate 13. The Municipal Police Station of Tublay

Municipal Police Station of Tublay. The municipality of Tublay belongs to the fifth income class of the province of Benguet with a total population of 17,331 as of May 2006 census . The Municipal Police Station is just adjacent to the municipal hall of Tublay. Tublay is well known of its caves and hot springs. In the past, Tublay was named Tublay Central because it was the educational, industrial and government center. As a fifth class municipality, procurement of communication equipment is not the main priority of the Local Government Units but full participation of the community in providing information to the police officers regarding safety and security problems; index-crimes and non-index crimes are likely to occur in the area.





### Respondents of the Study

The PNP personnel respondents are classified into three groups, namely: 1) Police Commissioned Officers (PCOs), 2) Police Non-Commissioned Officers (PNCOs), and 3) Non-Uniformed Personnel (NUPs).

There is a total of 445 police personnel and nine non-uniformed personnel of Benguet Police Provincial Office, with 42 PCOs, 394 PNCOs and nine NUPs. The total sample selected through random sampling were at least 15 respondents per locality from the Municipal Police Stations with the different income class, except of the Municipal Police Stations of Tuba with 14 and Bakun with 13. In addition, the profile of the respondents in the province was gathered through survey questionnaire. Figure 4 shows the distribution of respondents.

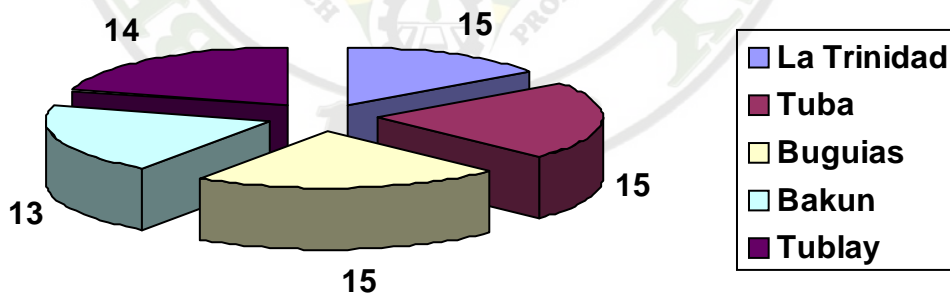


Figure 4. Distribution of Respondents





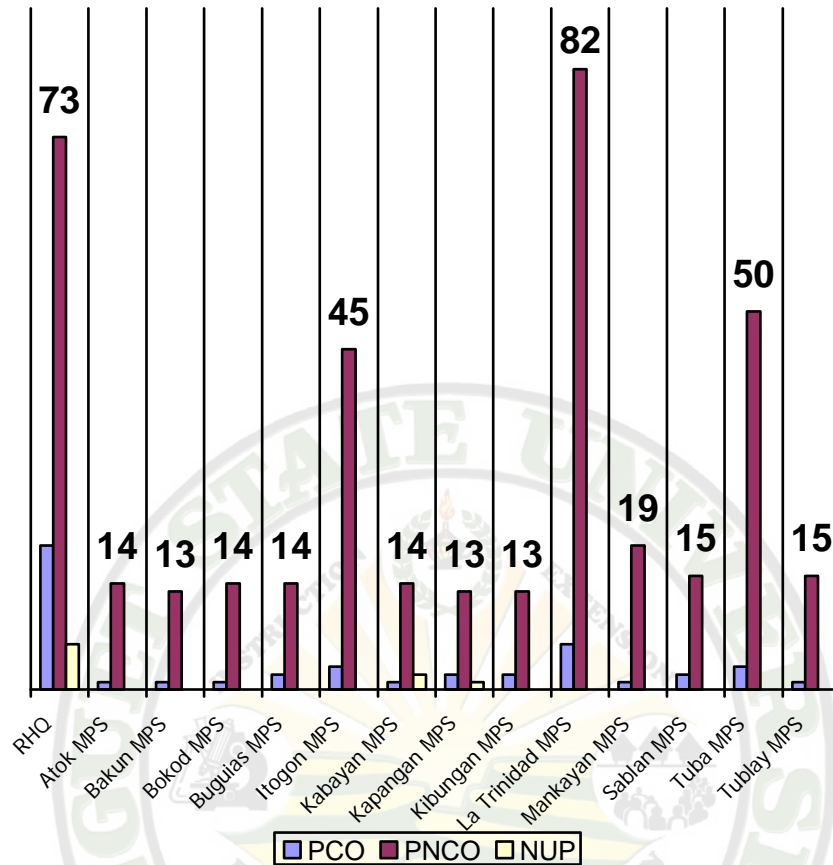


Figure 5. Distribution of Personnel per Municipal Police Station

### Research Design

The study utilized the descriptive method of research and documentary analysis in order to describe, analyze, and interpret the level of effectiveness of Communication Networking System of Benguet Police Provincial Office (BPPO) in the maintenance of peace and order used a structured and validated survey questionnaire as the main data gathering



instrument. Answers were augmented by documentary analysis and verbal feedback from the respondents.

The researcher believes that this is the most appropriate technique because descriptive investigation does not only include all those studies that support the present facts, the mere gathering of data and the tabulation of results but also the interpretation and clarification of what has been described in the research instrument. It provides the reasons of determining the level of adequacy of facilities and equipment, financial resources, the degree of seriousness of problems, and the level of effectiveness in terms of level of performance and degree of credibility.

### Research Instrument

To achieve the stated goals of the study, the researcher constructed a survey questionnaire used for the collection of the respondents data consisting of four main parts:

The first part is the demographic profile of the PNP personnel respondents in terms of age, civil status, rank, highest educational attainment, in-service training, length of service and place of assignment.

Next, the second part is the assessment of level of adequacy of the communications networking system resources in terms of facilities and equipment and financial resources in the maintenance of peace and order



situation as perceived by the PNP personnel respondents. The interpretation of the scores are as follows:

	Range Weighted Mean	Adjectival Rating	Symbol
5	4.20 – 5.00	Very Adequate	VA
4	3.40 – 4.19	Adequate	A
3	2.60 – 3.39	Moderately Adequate	MA
2	1.80 – 2.59	Slightly Adequate	SA
1	1.00 – 1.79	Not Adequate	NA

The third part covers the assessment of the level of effectiveness of the Communications Networking System of the BPPO in the maintenance of peace and order. The following adjectival interpretations of the responses are as follows:

	Range Weighted Mean	Adjectival Rating	Symbol
5	4.20 – 5.00	Very Effective	VE
4	3.40 – 4.19	Effective	E
3	2.60 – 3.39	Moderately Effective	ME
2	1.80 – 2.59	Slightly Effective	SE
1	1.00 – 1.79	Not Effective	NE

Lastly, part four is the assessment of the degree of seriousness of the problems related to the Communications Networking System of the



Benguet Police Provincial Office. The interpretation of the scores are as follows:

	Range	Weighted Mean	Adjectival Rating	Symbol
5	4.20 – 5.00		Very Serious	VS
4	3.40 – 4.19		Serious	S
3	2.60 – 3.39		Moderately Serious	MS
2	1.80 – 2.59		Slightly Serious	SS
1	1.00 – 1.79		Not Serious	NS

#### Data Gathering Procedure

A survey questionnaire was distributed to the personnel respondents randomly selected Municipal Police Station and request them to accomplish. Informal interviews were conducted to countercheck the respondents answers in the questionnaire as well as to clarify matters arising from the answers. Relevant data were gathered from existing records, available documents and articles from Benguet Police Provincial Office, books, journals and thesis related to the study.

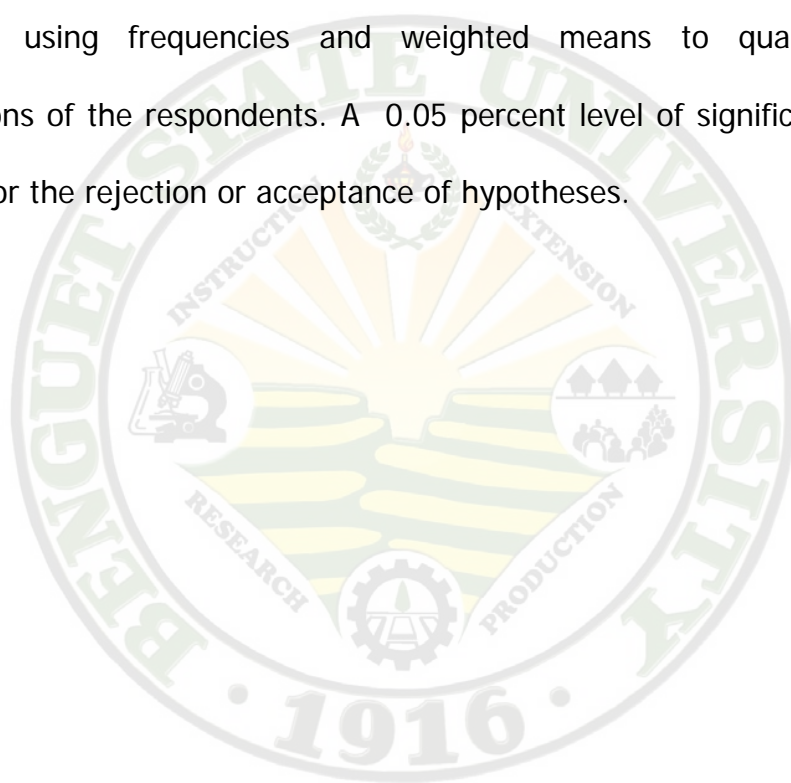
#### Statistical Treatment of Data

The data gathered were tabulated in accordance with the problems and objectives of the study. In addition, the design of the tabulation was based on the perception of the personnel respondents from the five



selected Municipal Police Stations in accordance with the hypotheses of the study.

The chi-square was used to test whether there are significant relationships of the variables in the study. Level of adequacy, degree of seriousness of problems and level of effectiveness of the CNS were analyzed using frequencies and weighted means to quantify the perceptions of the respondents. A 0.05 percent level of significance was chosen for the rejection or acceptance of hypotheses.





## RESULTS AND DISCUSSION

This section shows the interpretation and analysis of the data gathered based on the objectives and hypotheses of the study.

### Demographic Profile of Benguet Police Provincial Office Personnel

Table 1 shows the distribution of the respondents according to age, sex, civil status, highest education attainment, rank, length of service and related trainings on Communications Networking System.

Age. The respondents vary in age according to the qualifying rank in the PNP service. Majority of the respondents age range comes from bracket 23 to 33 years composed of 22 respondents or 30.50%, the youngest groups is followed by those within the age range of 31 to 38 years with 21 respondents or 29.17%, while the middle age bracket is from 39 to 46 years with 20 respondents or 27.78% and the least is the nine respondents or 12.50% which composed the oldest age bracket of 47 to 55 years which means that many policemen in the Municipal Police Stations applied for the early retirement program of the Philippine National Police. The mean age of all respondents is 36 years old. They do not significantly differ in age as indicated by the computed value of 6.11, which is lower than the tabular value at 7.81. This result means that the



Table 1. Demographic profile of the Benguet Police Provincial Office respondents.

PROFILE	FREQUENCY (N)	PERCENTAGE (%)
<b>Age</b>		
23-30	22	30.56
31-38	21	29.16
39-46	20	27.78
47-55	9	12.50
Total	72	100.00
Mean Age = 36.27		
$X^2_c = 6.11^{ns}$ $df = 3$ $X^2_{0.05} = 7.81$		
<b>Sex</b>		
Male	65	90.28
Female	7	9.72
Total	72	100.00
$X^2_c = 46.72^*$ $df = 1$ $X^2_{0.05} = 3.84$		
<b>Civil Status</b>		
Single	9	12.50
Married	63	87.50
Total	72	100.00
$X^2_c = 40.50^*$ $df = 1$ $X^2_{0.05} = 3.81$		
<b>Highest Educational Attainment</b>		
With College units	1	1.39
College graduate	60	89.44
With Masteral units	3	4.27
Total	72	100.00
$X^2_c = 105.2^*$ $df = 2$ $X^2_{0.05} = 5.99$		

Legend:

ns = not significant

\* = significant



Table 1. Continued.....

PROFILE	FREQUENCY (N)	PERCENTAGE (%)
<b>Rank</b>		
PSI	3	4.17
PI	2	2.78
SPO4	6	8.33
SPO3	4	5.56
SPO2	6	8.33
SPO1	7	9.72
PO3	12	16.63
PO2	15	20.83
PO1	17	23.61
Total	72	100.00
$X^2_c = 29^*$	df = 8	$X^2_{0.05} = 15.51$
<b>Years in Service</b>		
1 - 8 years	28	38.89
9 - 16 years	19	26.39
17 - 24 years	17	23.61
25 - 31 years	8	11.11
Total	72	100.00
$X^2_c = 11.22^*$	df = 3	$X^2_{0.05} = 7.81$
<b>Trainings in Communications</b>		
With Training	3	4.17
Without Training	69	95.83
Total	72	100.00
$X^2_c = 60.5^*$	df = 1	$X^2_{0.05} = 3.84$

Legend:

ns = not significant

\* = significant



Sex. Males are the majority of the respondents composed of 65 respondents or 90.28% and seven or 9.72%, females. Their number significantly differs as shown by the computed value of 46.72, which is higher than the tabular value of 3.84. This indicates that the Benguet Police Provincial Office is a male-dominated organization, with female scarcely attaining higher-echelon ranks.

Civil status. Majority of the respondents is married and few are still single. There are significantly more respondents who are married compared to those who are single as shown by the computed value of 40.5, which is higher than the tabular value at 3.84.

Educational attainment. Majority of the police respondents earned their bachelor's degree and few have taken Master of Science units. Only one comes from a college level. This finding indicates that most of the respondents are college graduates. Those who are taking Master of Science units are working while studying. The respondents significantly differ in their educational attainment as indicated from by the computed value of 105.2 which is higher than the tabular value at 5.99. This result means that the respondents are persuaded to finish a college degree. Moreover, they are aware that to be able to be employed in the government, one must be a college graduate. At present, the Philippine



National Police requires a full college degree for admission to its ranks. However, there are those who were absorbed from the Philippine Constabulary upon its merger to the PNP who have not earned their college diplomas, and perhaps because of age they are no longer interested to pursue a college degree, but simply awaiting for their retirement. But, there are also younger ones who were absorbed in the PNP service who are pursuing further schooling because promotion in rank requires bachelor's degree.

Rank. As to rank, the respondents significantly differ in their rank as indicated by the computed value of 29 which is higher than the tabular value at 15.51. This result means that the respondents are classified according to rank.

Length of service. Majority of the respondents has served 1 to 8 years. The difference in length of service of the respondents is significant as shown by the computed value of 11.22 which is higher than the tabular value at 7.81. It can be noted that the biggest number are those who have served only 1 to 8 years of service. They represents those who have entered the service as a result of more aggressive recruitment by the PNP to respond to the need to improve the police population ratio which is





ideal 1:500 and to professionalize the police service. There are only eight members who are waiting for retirement in the service.

#### Related Training on Communication Networking System (CNS).

Only three respondents have claimed that they have formal training related to communications. There is significance on the trainings of the respondents as shown in the computed value of 60.5 which is higher than the tabular value at 3.84. This result means that the respondents do not have the formal training related to knowledge of communications paraphernalia and processes. However, it could be assumed that they have informal knowledge or hands-on skills on manipulating these communications equipment.

#### Level of Adequacy of Communication Networking System and Resources

The level of adequacy as perceived by the police respondents is moderately adequate in their job performance. In addition, the importance of adequacy of resources is also contributory to the efficient and effective operation of the Communications Networking System of Benguet Police Provincial Office and it is also a parameter for the success of any program or project. Moreover, the level of adequacy of Communication Networking System is described as moderately adequate would imply that it is not



sufficient enough to achieve the objectives of the Communication Networking System because there is still a wide room for improvement that can contribute to the success of the Benguet Police Provincial Office Communications Network System.

Level of Adequacy of CNS in terms of Facilities and Equipment.

Table 2 provides data on facilities and equipment with an average weight mean of 2.93 described as moderately adequate. "Communication Networking System personnel are qualified to perform their duties" was given a highest rating with an average weight mean of 3.22 followed by "facilities and equipment are in good condition" with an average weight mean of 3.20. All indicators are rated as moderately adequate with the lowest rating of 2.77 weighted mean given to "there is enough number of computers maintaining regional database for police information network".

Furthermore, facilities and equipment are deemed moderately adequate and therefore operational in the field, it would be a better situation if there are better and more state of the art facilities particularly the upgrading of radio communication equipment, and the handlers are properly trained and held accountable for the equipment they receive. Observation is made that the situation is manageable but still upgrading of the communication equipment would critically improve the



Table 2. Level of Adequacy of Communications Networking and Resources.

Level of Adequacy	La Trinidad	Tuba	Buguias	Bakun	Tublay	AWM	AR
Facilities and Equipment	3.08	2.89	3.30	2.96	2.41	2.93	MA
Financial Resources	2.87	3	3.15	2.75	2.48	2.85	MA
<b>Average Weighted Mean</b>	<b>2.97</b>	<b>2.94</b>	<b>3.22</b>	<b>2.85</b>	<b>2.44</b>	<b>2.89</b>	<b>MA</b>

Legend: MA = Moderately Adequate  
 AWM = Average Weighted Mean  
 AR = Adjectival Rating

services to the community in maintaining the peace and order situation. In this age of information technology, where the information possesses true power, the PNP which is so dependent on reliable, fast and immediate information for its basic operations, particularly in the investigation and solution of crime and community problems, must be equipped with high-end hardware and software, as well as trained and knowledgeable PNP personnel in order to attain its objectives and mission, and to ensure a peaceful and secure community environment.

In summary, the moderately adequate rating given to the level of adequacy of Communication Networking System in terms of facilities and equipment would indicate that there are still perceived weaknesses in the delivery of communications services and the integrity of the system



Level of Adequacy of CNS in terms of Financial Resources. Table 2 shows that all the indicators of financial adequacy are rated moderately adequate with an average mean of 2.85.

The moderately adequate rating would indicate that while funds are available for the operation, procurement and improvement of the communication facilities and equipment should be transparent to prevent fund juggling and to ensure cost-effectiveness and to eliminate graft and corruption. However, there are still perceptions that financial constraints are great reality of government operations and that communication financial resources are not satisfactory but rather limited.

So fact remains that if and when funds are available, priority should be allocated in the acquisition of more efficient communication equipment and also for the training of the personnel who will operate the system.

Level of Effectiveness of Communications  
Networking System in the Maintenance  
of Peace and Order

Table 3 represents the perceptions of the police respondents on the effectiveness of the Communications Networking System in the maintenance of peace and order in the province of Benguet particularly to the different income class municipalities. The police rated themselves as having an effective with an average weighted mean of 3.55 on response



Table 3. Level of Effectiveness in Communications Networking system in the maintenance of peace and order

Level of Effectiveness	La Trinidad	Tuba	Buguias	Bakun	Tublay	AWM	AR
Response time	3.66	3.46	4.13	3	3.57	3.55	E
Contact (inform) the concerned police personnel	3.53	3.36	3.86	3.07	3.5	2.87	ME
Enhancing the community in providing information	3.4	3.26	3.6	3.30	3.42	3.39	ME
During the conduct of arrest, search and seizure	3.26	2.46	3.6	3.07	3.92	3.46	E
Enhancement on investigation	3.53	3.13	3.46	3.07	3.71	3.38	ME
Enhancement on intelligence	3.46	3.13	3.6	3	3.85	3.40	E
<b>Average Weighted Mean</b>	<b>3.43</b>	<b>3.31</b>	<b>3.70</b>	<b>3.08</b>	<b>3.66</b>	<b>3.34</b>	<b>ME</b>

Legend: E = Effective  
 ME = Moderately Effective  
 AWM = Average Weighted Mean  
 AR = Adjectival Rating

time; during the conduct of arrest, search and seizure is 3.46 average weighted mean and on enhancement on intelligence with 3.40 average weighted mean; enhancement on investigation with an average weighted mean of 3.38; on contact (inform) the concerned police personnel with an average weighted mean of 2.87 and enhancing of the community in providing information is 3.39 average weighted mean which is described as moderately effective. It indicates that police respondents consider themselves to have improved their response to crime situation in the maintenance of peace and order. While the ideal





police population it is 1:500 is still far from being realized in the police force.

The average weighted mean as perceived by the police respondents is 3.34 described that the Communication Networking System of Benguet Police Provincial Office is moderately effective. It appears that the police personnel would agree that the community has an effective performance when it comes to their relation with the police regarding problems on safety and awareness of the need for the community cooperation in ensuring the peace and order situation.

#### Level of Seriousness of Problems related to Communications Networking System

Table 4 describes the perceived degree of seriousness of problems related to Communications Networking System of Benguet Police Provincial Office in the maintenance of peace and order. This is considered to be serious as determined by their high ratings on inadequate communication equipment and facilities with an average weighted mean of 3.69; difficult to contact radio base (signal) is 3.61 average weighted mean; lack of support from the local government unit in providing additional communication equipment with an average weighted mean of 3.42; and lack of logistical support during field



Table 4. Level of Seriousness of Problems related to Communication Networking System

Problems	La Trinidad	Tuba	Buguias	Bakun	Tublay	AWM	AR
Lack of trained personnel to handle CNS	3.26	3.06	3	2.92	2.42	2.93	MS
Inadequate communication equipment and facilities	2.93	3.06	3.06	3.69	3	3.14	MS
Difficult to contact radio base station (signal)	2.93	3	3	3.61	2.64	3.03	MS
Effect of out-moded comomo equipment	3.06	3.13	2.93	3	2.42	2.90	MS
Lack of community cooperation in terms revealing information	3.06	3.26	2.86	3.07	2.35	2.92	MS
Lack of support from local government(LGU) in providing additional communication equipment	2.33	3.26	3.13	3.41	3	3.02	MS
Lack of logistical support during field operations in terms of communication equipment	2.8	3.33	3.2	3.46	3.14	3.18	MS
<b>Average Weighted Mean</b>	<b>2.91</b>	<b>3.15</b>	<b>3.02</b>	<b>3.30</b>	<b>2.28</b>	<b>3.01</b>	<b>MS</b>

Legend:

MS = Moderately Serious  
 AWM = Average Weighted Mean  
 AR = Adjectival Rating

operations in terms of communication equipment is 3.46 average weighted mean. These perceptions, particularly on the lack of logistical support during the conduct of field operations are consistent with the findings on the lack of adequacy of facilities and equipment and the constraint on financial resources.



Again, based on observation, facilities and equipment are available, these have limited utility and efficiency because of their being slow in raising responsive action or reaction from the base stations. These limitations have effect to the fact that there is lack of government support for the improvement of communications facilities which could be also due to fund constraint on the part of the local government units and that from the third down to fifth income class municipalities simply can not provide additional logistical support to their police units in terms of communications facilities and equipment for these are low-priority items for their programs and projects on the other hand, the more resource-rich local government units with its high income and the presence of communications servers/providers are being the town capital, could easily provide their forces with additional radio or mobile phone equipment.

The perception of the police respondents on the problems related to Communications Networking System in the maintenance of peace and order is 3.18 average weighted mean, described as moderately serious. Hence, it would be safe assumption that these problems are still manageable and could be addressed in the planned modernization efforts of the Philippine National Police as well as through initiatives and support of concerned local government units. While the issue is putting the local



police force under the direct supervision of the local mayors is disputed and academic because of the professionalization agenda on the Philippine National Police, it is still contended that local government support is critical to the smooth operations of the local police forces.

#### Level on Crime Rate Incidents

Crime rate incidents in the province of Benguet further elaborates crimes that were referred and handled to from 2001 to 2003 have an average mean crime rate of .00041 and from 2004 to 2006 is .00035. The installation of the new communication equipment and merely with the participation of the community to prevent crimes have helped decrease the crime incidents in the province. It is observed that the situation is still manageable but there is still need for the upgrading of the communication equipment for a better improvement in the crime rate incidents and in order to attain the maintenance of peace and order.

In the words of Ebdane (2003) commenting on the channels of communication and cooperation from the community in order to attain peace and order, he further emphasized a formula for a better result on crime prevention: community cooperation and police action plus responsible media equals united action against crime.



## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### Summary

The study focused in determining the Benguet Police Provincial Office Communications Networking System, its status in the maintenance of peace and order.

It specifically looked into the demographic profile of the Benguet Police Provincial Office personnel in terms of age, sex, civil status, highest educational attainment, rank, length of service and related trainings to Communications Networking System; level of adequacy of the Benguet Police Provincial Office Communications Networking System and resources in terms of facilities, equipment and financial resources; level of effectiveness in Communications Networking System in the maintenance of peace and order; seriousness of problems related to Communications Networking System; and further determined whether there is a decrease of crime rate incidents since the installation of the new communications equipment (Multi-Trunked Repeater System).

Descriptive method of research and documentary analysis were used with a structured and validated questionnaire as the main data gathering instrument. The data came from the 72 police respondents of the different Municipal Police Stations of Benguet Police Provincial Office.





The pertinent findings of the study are as follows:

1. The demographic profile shows that the biggest proportion of the Benguet Police Provincial Office personnel belong to the age bracket of 23 to 30 years predominantly male with 90.28% or 65 respondents, mostly married with 87.5%, most have finished their bachelor's degree and having served the Philippine National Police for more than eight years with ranks covering the broad spectrum from PO1 to Police Senior Inspector, and with only 4.17% had the formal trainings on communications.

There are significant differences in the profile of respondents in terms of sex, civil status, educational attainment, rank, length of service and related trainings to communication as evidenced by the computed chi-square values, which is higher than the tabular value at 0.05 level of significance. It is only on age where the difference is not significant. Thus the hypotheses, that there are significant differences on the profile of the respondents, is accepted. This result indicates that the respondents have varied profile.

2. Level of adequacy of Communications Networking System in terms of facilities, equipment and financial resources is moderately adequate as perceived by the PNP respondents.



3. On the level of effectiveness in the maintenance of peace and order, it is moderately effective as perceived by the PNP respondents.

4. Several problems related to CNS are perceived as moderately serious by the PNP personnel and few are serious.

5. Findings show that from 2001 to 2003, the crime rate incidents referred and handled by Benguet Police Provincial Office was recorded to have an average weighted mean of .00041. From 2004 to 2006, the crime rate incidents went down with an average weighted mean of .00035. The crime rate incidents in the province of Benguet is deemed shown to have decreased, interpretation shows that the installation of the new communication equipment does not correlate with the effectiveness of the communication equipment to the decrease of crime rate incidents since the installation of the new communications equipment.

### Conclusions

Based on the findings, the following conclusions are drawn:

1. The Benguet Police Provincial Office personnel respondents are mostly matured, male, married, have high educational attainment, have been in the service for more than eight years, and occupy ranks pertinent to their qualifications, but few had formal training in communication.



2. Adequacy of resources is a very significant factor in the Communications Networking System of the Benguet Police Provincial Office, therefore enhancement on the facilities, equipment and resources would lead to a better improvement on the effectiveness in the maintenance of peace and order.

3. The Benguet Police Provincial Office personnel perceived that the level of effectiveness is moderately effective, therefore maintenance of peace and order could be attained, but there is still a significant difference in the assessment that has to be bridged particularly in the sharing of information and positive presence of the police in the community.

4. While seriousness of problems related to Communications Networking System is moderately serious, the integrity of information being received and sent out by the police personnel must be safeguarded; therefore the weaknesses, particularly lack of support from the local government units, difficult to contact radio base station (signal) and inadequate communication equipment and facilities would be deleterious to the effectiveness of the Communications Networking System in the maintenance of peace and order.



5. The installation of the new communication equipment helped decrease crime rate incidents in the province of Benguet. Visibility of police personnel in their areas of responsibility and the good rapport between them and the community have a mutual objective to prevent, control and solve crimes.

### Recommendations

Based on the findings and conclusions, the researcher proposes the following recommendations:

1. The continuing professionalization of the Philippine National Police showed improved performance and credibility; hence, the need of improvement on skills and qualifications in all aspects on police work including skills and proper handling on communication paraphernalia. Police personnel in the field must be given adequate trainings to handle information relayed to their stations particularly in responding to crimes to attain peace and order or in pursuit operations. Formal training should also include handling of equipment and computer literacy so that any or all police personnel could make use of their resources at the moment of need, and not merely wait for designated CNS personnel to handle the radios or any communication equipment. A more responsive monitoring



and evaluation mechanism must be implemented that will counter check and balance accomplishments and performance report from the field.

2. There should be continued vigilance in safeguarding the communities to maintain peace and order in the light of globalization against terrorism and crime syndicates. These could be enhanced through continuous upgrading of communication equipment that could respond to the needs of the information and communication technology (ICT) age. All municipal police stations should be linked to the Police Provincial Offices via local area network and later to the National Police through the computerization of the whole Philippine National Police system.

3. Effectiveness in the maintenance of peace and order should be sustained through the continuing support and dialogue from the community by providing and giving information regarding crime prevention, continuing education and training of police personnel, improvement of its resources, and the initiation by local government of activities that enhance police-community cooperation. This will result in a stronger, more objectives and transparent relationship between the local government units and local police.

4. Seriousness of problems, adequacy of resources and crime rate incidents are concerns that need to be addressed by the local police and





other local government with the participation of the community in order to sustain peace and order to upgrade the effectiveness of the communication equipment and also the adequacy of logistical support to various peace keeping activities of the police.

5. A further study should be conducted to identify other factors that would determine the effectiveness of Communications Networking System in the maintenance of peace and order and as a take-off point to other researchers for studying their own organization's communications network system.



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Appendix A

Republic of the Philippines  
BENGUET STATE UNIVERSITY  
La Trinidad, Benguet

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sir:

The undersigned is currently conducting a research study on the "The Benguet Police Provincial Office Communications Networking System: Its Status in the Maintenance of Peace and Order". The study aims to determine the effectiveness of the communication equipment of the province of Benguet.

In this regard, may I request your good office to allow the researcher to administer her survey questionnaire to your police personnel.

Your positive response regarding this matter is highly appreciated.

Respectfully yours,

Noted by:

(SGD) FELIPE S. COMILA, Ed. D.  
Adviser

(SGD) ELEANOR L. ANCHETA  
Researcher

(SGD) TESSIE M. MERESTELA, D. Agr.  
GS Dean



## Appendix B

Republic of the Philippines  
BENGUET STATE UNIVERSITY  
La Trinidad, Benguet

Dear Respondents:

The undersigned is currently conducting a research study on the "The Benguet Police Provincial Office Communications Network System: Its Status in the Maintenance of Peace and Order" in the completion of her studies in the Master's degree in Public Administration.

This study aims to determine the effectiveness on the communication equipment in the maintenance of peace and order in the province of Benguet.

Your sincere answer to the given series of questions shall be of great help to attain the goal of this study. Rest assured that the information you will provide shall be treated with deep respect and utmost confidentiality.

Thank you very much in anticipation of your attention and cooperation. Remember, your opinion counts!

God Bless!

Very truly yours,

(Sgd) Eleanor Lee-Ancheta  
Researcher





Appendix C

Questionnaire

THE BENGUET POLICE PROVINCIAL OFFICE COMMUNICATIONS NETWORKING SYSTEM: ITS STATUS IN THE MAINTENANCE OF PEACE AND ORDER

PART I: Personal Profile of BPPO Employees:

Directions: Please fill up the spaces with the information asked for or by putting a check mark where appropriate. Your answers will be treated with strict confidentiality.

Name (Optional) \_\_\_\_\_

Place of Assignment: \_\_\_\_\_

Age : \_\_\_\_\_ Sex: Male: \_\_\_\_\_ Female: \_\_\_\_\_

Civil: Single: \_\_\_\_\_ Married: \_\_\_\_\_ Widow/er: \_\_\_\_\_ Separated: \_\_\_\_\_

Highest Educational Attainment:

\_\_\_\_\_ High School Graduate \_\_\_\_\_ Master's degree

\_\_\_\_\_ With College Units \_\_\_\_\_ With doctors unit

\_\_\_\_\_ College Degree \_\_\_\_\_ Doctorate degree

\_\_\_\_\_ College degree with masteral units

Rank: \_\_\_\_\_ • Number of Years in Service: \_\_\_\_\_

Training attended related to Communication Equipment (please specify):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## PART II. LEVEL OF ADEQUACY OF COMMUNICATIONS NETWORKING SYSTEM AND RESOURCES

Directions: Please rate the level of adequacy of the Communications Networking System (CNS) of Benguet Police Provincial Office (BPPO) by encircling the appropriate number using the scale shown below:

5 = Very Adequate	- 100% adequate on CNS
4 = Adequate	- 75% adequate on CNS
3 = Moderately Adequate	- 50% adequate on CNS
2 = Slightly Adequate	- 25% adequate on CNS
1 = Poorly Adequate	- 0% adequate on CNS

### A. Facilities and Equipment:

1. Enough number of personnel are trained to handle/operate radio/communications equipment.	5	4	3	2	1
2. Police personnel are knowledgeable and skilled in the theoretical and technical objectives of CNS.	5	4	3	2	1
3. Training & hands-on exercises are conducted for CNS-responsible personnel.	5	4	3	2	1
4. Radio handlers are aware on rules, principles and ethics on radio communications.	5	4	3	2	1
5. Personnel in-charge of CNS is computer literate to maintain database and CNS operations.	5	4	3	2	1
6. CNS concerned personnel respondents are qualified to perform their duties.	5	4	3	2	1
7. There is enough number of facilities and equipments for communications.	5	4	3	2	1



8. Communication facilities & equipment are modern.	5	4	3	2	1
9. Facilities & equipment are in good condition.	5	4	3	2	1
10. There is enough number of computers maintaining regional database for police information network.	5	4	3	2	1

#### B. Financial Resources

1. Funds are available for procurements of CNS equipment & facilities.	5	4	3	2	1
2. Financial plans are included in the budgetary allocation for CNS enhancement in terms of personnel upgrading.	5	4	3	2	1
3. Financial plans are included in the budgetary allocation for CNS enhancement in terms of upgrading of facilities and equipment.	5	4	3	2	1
4. Additional funds for CNS are generated through grants and donations from local government (LGUs).	5	4	3	2	1

#### Part III. Level of Effectiveness in Communications Network System (CNS) in the maintenance of peace and order.

Directions: Please rate the level of effectiveness of the Communications Network System of Benguet Police Provincial Office (BPPO) by encircling the appropriate number using the designated scales for the specific indicator:

5 = Very Effective	- 100% effectiveness on CNS
4 = Effective	- 75% effectiveness on CNS
3 = Moderately Effective	- 50% effectiveness on CNS
2 = Slightly Effective	- 25% effectiveness on CNS
1 = Not Effective	- 0% effectiveness on CNS



In your own experience, how effective is Communication Networking System in terms of the following:

1. Response time.	5	4	3	2	1
2. Contact (inform) the concerned police personnel	5	4	3	2	1
3. Enhancing of the community in providing information.	5	4	3	2	1
4. During conduct of arrest, search and seizure.	5	4	3	2	1
5. Enhancement on investigation.	5	4	3	2	1
6. Enhancement on intelligence.	5	4	3	2	1

#### Part IV. Seriousness of Problems related to Communication Networking System (CNS)

Directions: Please rate the degree of seriousness of the Benguet Police Provincial Office Communications Network System (CNS) in the maintenance of peace and order by encircling the appropriate number using the scale shown below:

5 = Very Serious	- 100% serious
4 = Serious	- 75% serious
3 = Moderately Serious	- 50% serious
2 = Slightly Serious	- 25% serious
1 = Not Serious	- 0% serious

1. Lack of trained personnel to handle of CNS.	5	4	3	2	1
2. Inadequate communications equipments and facilities	5	4	3	2	1
3. Difficult to contact radio base station (signal).	5	4	3	2	1
4. Effect of out-moded commo equipment.	5	4	3	2	1



5. Lack of community cooperation in terms of revealing information.	5	4	3	2	1
6. Lack of support from local government (LGUs) in providing additional communication equipment.	5	4	3	2	1
7. Lack of logistical support during field operation in term of communication equipment.	5	4	3	2	1





## Appendix D

### Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – December 2001

Municipality	Index Crimes							Non-Index Crimes		Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop	
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved	Total Non-Index Crimes						Total Non-Index Crimes Solved
	Mur	Hom	Phy Inj	Rape	Rob	Theft									
La Trinidad	2	9	18	7	26	12	81	56	30	30	111	86	77.47	.0013	83,050
Itogon			2				4	2	4	4	8	6	75.00	.0019	40,034
Tuba		1			1		2	2			2	2	100	.00005	39,455
Buguias	1			1			2	2			2	2	100	.00059	33,784
Mankayan			1			1	2	2	2	2	2	2	100	.000050	39,614
Bakun				1			1	1			1	1	100	.000064	15,521
Bokod															9,991
Kabayan			1		1		2	2	1	1	2	2	100	.00016	11,845
Kapangan					1		1	1			1	1	100	.000066	15,126
Atok	1						1	1	2	2	1	1	100	.000061	16,384
Kibungan															16,612
Tublay					1		1	1			1	1	100	.000064	15,414
Sablan		1					1	1	1	1	1	1	100	.000094	10,412



## Appendix D - 1

### Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – December 2002

Municipality	Index Crimes							Non-Index Crimes		Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop	
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved	Total Non-Index Crimes						Total Non-Index Crimes Solved
	Mur	Hom	Phy Inj	Rape	Rob	Theft									
La Trinidad	4	5	55	9	25	38	106	101	47	46	153	148	96.73	.0017	86,648
Itogon	1		10	2	1	6	20	20	5	5	25	25	100	.00063	39,443
Tuba		1		1	3	3	8	7	4	4	15	14	93.33	.00037	39,478
Buguias	1		5		1	2	9	7	3	3	12	10	83.33	.00034	34,737
Mankayan	1			1	1	3	6	5	4	4	10	9	90.00	.00024	40,313
Bakun		1	2		1		4	4	9	9	13	13	100	.00081	15,968
Bokod			2			2	4	3	2	2	6	5	83.33	.00060	9,971
Kabayan	1			1	1		3	3	8	8	11	11	100	.00091	12,047
Kapangan			2		1	1	4	4			4	4	100	.00026	15,118
Atok	1		2		1	1	5	4	7	7	12	11	91.66	.00072	16,604
Kibungan					1	2	3	3	9	9	12	12	100	.00070	17,008
Tublay			1			5	6	5	3	3	9	8	88.88	.00057	15,755
Sablan						6	6	4	2	2	8	6	75.00	.00075	10,602



## Appendix D - 2

### Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – December 2003

Municipality	Index Crimes							Non-Index Crimes		Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop	
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved	Total Non-Index Crimes						Total Non-Index Crimes Solved
	Mur	Hom	Phy Inj	Rape	Rob	Theft									
La Trinidad	1	8	13	6	20	21	69	62	19	18	88	80	90.90	.00097	90,250
Itogon			2	2			4	4	1	1	5	5	100	.00012	38,852
Tuba			1	1	1	1	4	4			4	4	100	.00010	39,502
Buguias			1	1		1	3	3			3	3	100	.000084	35,690
Mankayan			1	1	1	1	4	4			4	4	100	.000097	41,131
Bakun				1			1	1			1	1	100	.000069	16,414
Bokod				1			1	1			1	1	100	.00010	9,951
Kabayan			1				1	1			1	1	100	.000081	12,248
Kapangan			1				1	1			1	1	100	.000066	15,110
Atok			1				1	1			1	1	100	.00059	16,823
Kibungan				1			1	1			1	1	100	.000057	17,404
Tublay															16,096
Sablan															10,792



Appendix D - 3

Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – December 2004

Municipality	Index Crimes							Non-Index Crimes		Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop	
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved	Total Non-Index Crimes						Total Non-Index Crimes Solved
	Mur	Hom	Phy Inj	Rape	Rob	Theft									
La Trinidad	1	3	19	4	22	10	59	54	7	6	66	60	90.90	.00070	93,861
Itogon			1				1	1			1	1	100	.000011	88,261
Tuba			1				1	1			1	1	100	.000025	39,525
Buguias															36,645
Mankayan	3						3	2			3	2	66.66	.000071	41,890
Bakun				1			1	1			1	1	100	.000059	16,862
Bokod															9,931
Kabayan															12,494
Kapangan															15,102
Atok		1			1		1	1			1	1	100	.000058	17,042
Kibungan															17,800
Tublay					1		1	1			1	1	100	.000060	16,437
Sablan															10,982



Appendix D - 4

Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – December 2005

Municipality	Index Crimes						Non-Index Crimes				Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved	Total Non-Index Crimes	Total Non-Index Crimes Solved					
	Mur	Hom	Phy Inj	Rape	Rob	Theft									
La Trinidad	2	3	7	2	16	20	50	46	11	11	61	57	93.44	.00062	97,469
Itogon			4				4	4	5	5	9	9	100	.00023	37,670
Tuba	3		1	2			6	4	1	1	7	5	71.42	.00017	39,549
Buguias	2	2		3			7	4			7	4	57.14	.00018	37,597
Mankayan		1		2	1		4	4	1	1	5	5	100	.00011	42,644
Bakun															17,308
Bokod			1				1	1			1	1	100	.00010	9,911
Kabayan															12,649
Kapangan															15,094
Atok															17,259
Kibungan		1					1	1			1	1	100	.000054	18,194
Tublay						1	1	1			1	1	100	.000059	16,777
Sablan	1		1		1		3	2	1	1	4	3	75.00	.00035	11,171





Appendix D - 5

Statistics on Criminal Cases referred to/handled by Benguet Police Provincial Office

Period covered: January – July 2006

Municipality	Index Crimes						Non-Index Crimes		Total Crime Volume	Total Crime Solved	Crime Solved (%)	AMCR	Pop		
	Against Person				Against property		Total Index Crimes	Total Index Crimes Solved						Total Non-Index Crimes	Total Non-Index Crimes Solved
	Mur	Ho m	Phy Inj	Rape	Rob	Theft									
La Trinidad	1		7	1	10	9	28	27	3	3	31	30	96.74	.00030	101,260
Itogon	2	2	2	1	2	3	12	11	4	4	16	15	93.75	.00042	37,708
Tuba	1		1	1	3	3	7	4	3	3	10	7	70.00	.00025	39,588
Buguias				2	1		3	3			3	3	100	.000077	38,497
Mankayan															43,291
Bakun				1			1	1			1	1	100	.000056	17,732
Bokod															9,961
Kabayan															12,815
Kapangan				1			1	1			1	1	100	.000066	15,102
Atok															17,426
Kibungan					1		1	0			1	0		.000053	18,553
Tublay					1						1	1	100	.000058	17,080
Sablan			1				1	1			1	1	100	.000088	11,331



## BIOGRAPHICAL SKETCH

The researcher was born during the rainy season of July 25, the third child among seven children of Elvin Magayam Lee of Besao, Mountain Province and Elizabeth Abadey Tom of Balakbak, Kapangan, Benguet. She was then named Eleanor on her christening at St. Joseph Parish Church in La Trinidad, Benguet.

She started her Elementary school at Benguet State University, La Trinidad, Benguet from 1982-1988. Her Secondary education was at San Jose High School, Poblacion, La Trinidad, Benguet from 1988-1992. She finished her degree Bachelor of Science in Forestry at Benguet State University in 1996.

Later, she was recruited in the Philippine National Police Communication and Electronics Service in 1998 as Police Officer I and trained for six months and successfully completed the prescribed Program of Instruction for the Public Safety Basic Recruit Course (PNP) conducted by the Philippine Public Safety College, Cordillera Administrative Region Training School, Teachers Camp, Baguio City in March 1999.

After the training, she was then assigned at the Regional Communication Office-CAR based at Camp Bado Dangwa, La Trinidad, Benguet. She was first designated as Admin Clerk. With trust and



confidence from her Officers, she was designated as Admin/Personnel Police Non-Commissioned Officer from July 1999 up to this date. In the course of her work, she has been a recipient of several awards and commendations in recognition of her valuable performance rendered in the service. In August 2004, she was adjudged as "Junior PNCO of the Year 2004" defeating the other 16 regions of the Philippines. The plaque was awarded by Police Chief Superintendent FROILAN M MEDIOS (Director, PNPCES) and Police Director General LEANDRO MENDOZA (Chief, PNP).

Further, implementation of RA 8551 also known as the PNP Reform and Reorganization Act 1998 encouraged the researcher to pursue an advanced degree in education, thus enrolling Master of Public Administration at Benguet State University, La Trinidad, Benguet.

The researcher is happily married to Ronald Flores Ancheta of Naguilian, La Union, whom she met in her work – also a PNP officer. They are now blessed with three sons, Ronel Rey – 5 years old, Reynaldo Mark – 4 years old and Ronald Jesse – 8 months old.

