

## The Job Performance of Philippine National Police Frontliners during the COVID-19 Pandemic

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### ARTICLE INFO

*Keywords:* PNP Frontliners, Job Performance, COVID-19 Pandemic

*Received :* 05, May

*Revised :* 10, June

*Accepted:* 15, July

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### ABSTRACT

The COVID-19 pandemic created not only threats to public health but also brought new and extraordinary challenges in the lives of law enforcement agencies worldwide. This study assessed the job performance of the Philippine National Police (PNP) frontliners during the COVID-19 pandemic in the three cities of the province of Cavite, Philippines. The self-made survey questionnaire was distributed conveniently to 384 residents per city. The study revealed that police assistance gained a very effective rating, however, the enforcement of Inter-Agency Task Force (IATF) health protocols was rated only effective, and the PNP reliability during the pandemic was rated very effective. The implication of this study is that during the COVID-19 pandemic, the residents of the said cities still trusted the PNP frontliners even though they rated only effective in the enforcement of IATF health protocols.

## **INTRODUCTION**

On March 11, 2020, the World Health Organization (WHO) declared the Novel Corona Virus (COVID-19) outbreak a global pandemic. COVID-19 is an infectious disease caused by the SAR-CoV-2 virus. This virus originated from bats or pangolins and its first human transmission was first recorded in Wuhan, China. Since then, the virus has spread worldwide (World Health Organization, 2020). According to Rettner (2020), the arrival of coronavirus is the worst pandemic the world has seen in 100 years, which impacted every aspect of our lives.

The COVID-19 pandemic has resulted in a tremendous loss of human lives throughout the world and poses an unparalleled risk to public health, food systems, and the workplace. The pandemic's economic and social impacts are devastating and tens of millions of people are at risk of sliding into severe poverty (World Health Organization, 2020).

COVID-19 has created not only unprecedented challenges in the health of the public but also brought a number of unexpected and unforeseen hurdles for law enforcement agencies around the world. According to Frenkel et al., (2021), this pandemic has produced an unfavorable and stressful working environment for police officers. These are the times wherein the fear of contracting the virus is a major source of concern among police officers across countries. Likewise, this pandemic also compelled police to take on a new set of responsibilities in addition to their traditional crime-control and order maintenance responsibilities. The police were forced to enforce rules and regulations that are not always seen as "natural" in democratic countries (Bradford et al., 2020). This pandemic puts the police under a lot of new environmental pressures, which is why law enforcement's crucial tasks, such as arrests, require them to break health protocols on social distancing, thus increasing their risk of contracting the virus. Stringent governmental measures have been undertaken to protect citizens' health. The police street patrollers, in order to ensure compliance with those measures, face various challenges, such as the risk of being infected, alternating governmental measures, which resulted to shift in calls for services and numerous deviations in enforcement methods (Stogner, Miller & McLean, 2020). It is difficult and challenging to work on the front line of public services during a pandemic. Police officers are frequently faced with heavy workloads and limited resources, which produces impacts on their ability to perform their duties. According to Mehdizadeh & Kamkar (2020), police work performance and well-being are the ones that are greatly affected during this health crisis.

In light of these prevailing challenges met by different police agencies worldwide, the Philippine National Police (PNP) is not exempted from the trials brought about by the pandemic. The PNP is one of the most vulnerable to the pandemic's effects as they are more exposed to the virus due to the nature of their job. Hence, instead of focusing on their regular crime prevention and crime solution duties, they end up facing additional taskings and health concerns for their well-being, including their family, which realigns their priorities. As of January 26, 2022, the number of PNP personnel who tested

positive for COVID-19 had reached 47, 603, with 45,156 recoveries and 2,321 deaths out of 224, 695 police personnel nationwide (Philippine National Police, 2022). The data only shows how the virus has affected the manpower of the PNP in its fight against COVID-19. PNP defended the front lines during the lockdown and as frontliners, it requires a public-facing job. According to (Indeed Editorial Team, 2021), frontliners are those professionals who physically interact with the community to provide services. It is divided into two categories. The first category involves those who are involved directly in providing medical treatment to patients such as nurses, doctors, dentists, and other medical practitioners while the second category involves those who are in the security and essential services sectors (The Star, 2021). The PNP frontliners belong to the second one, specifically those assigned to patrol, checkpoint, and quarantine control points during the pandemic.

The PNP, as the country's law enforcement agency, is mandated under R.A. 6975 as amended by R.A. 8551 and further amended by RA 9708 to prevent and control crimes and ensure public safety and internal security with the active support of the community. However, the sudden outbreak of COVID-19 in March 2020 constituted an emergency that threatens national security and necessitates a whole-of-government response to protect mankind. This virus outbreak resulted in the modifications of the usual police duties and responsibilities. As stated by Lorenciana (2021), the critical role of the PNP during the COVID-19 pandemic was to serve as frontliners to ensure the orderly implementation of IATF health protocols to prevent the spread of the virus. The other one was rendering police assistance to the Department of Health (DOH) and other concerned government agencies in addressing the threat of COVID-19, as mandated by Proclamation 922 (Luna, 2020). Having said that, it is judicious that the assessment of the PNP frontliners' job performance is based on these critical roles - police assistance and enforcement of IATF health protocols.

However, in assessing the PNP frontliners' job performance, it is imperative to include police reliability in the community. Reliability is the quality of being trusted or dependable (Cambridge Dictionary, n.d.). Former Chief PNP Police General Guillermo Eleazar (Ret.) mentioned that the trust of the community in the police is the real measurement of the police officers' job performance (Caliwan, 2023). If the PNP can deliver their tasks effectively but they are not seen by the public as dependable or trustworthy, it is useless. Police job performance and public trust cannot be separated because they are associated with each other (Lim & Kwak, 2022).

With this, this study aims to assess the job performance of the PNP frontliners in the cities of Bacoor, Dasmariñas, and Imus during the COVID-19 pandemic in terms of police assistance, enforcement of IATF health protocols, and reliability. Likewise, a test of significant relationship and difference between the demographic profile and the job performance of PNP frontliners during the COVID-19 pandemic was also done in this study.

## **THEORETICAL FRAMEWORK**

This study is anchored on Charbonnier-Voirin & Roussel's (2012), "Adaptive Performance Theory", which focuses on measuring an individual's ability to adapt and adjust his/her behavior to the demands of a fast-changing work condition. In line with the continuing public health concern which transformed the traditional nature of police work and created new challenges in the lives of police officers, it is deemed appropriate for the study to apply this theory in order to assess the job performance of PNP frontliners in the cities of Bacoor, Dasmariñas, and Imus during the COVID-19 pandemic.

Adaptive performance has five dimensions these are creativity, reactivity in the face of emergencies, interpersonal adaptability, training effort, and handling work stress. Creativity is the ability of the employees to find solutions for, or new approaches to complex or previously unknown problems while reactivity in the face of emergencies combines items that account for the ability to manage priorities and to adapt to new working situations. On the other hand, interpersonal adaptability represents an employee's ability to adjust his or her social style to work effectively with others, whether within his or her own organization or in partner firms. Similarly, training efforts are the tendency to initiate action to promote personal development while handling work stress resembles an individual's ability to maintain his or her composure and to channel his or her team's stress.

In assessing the PNP frontliners' job performance during the COVID-19 pandemic, this study primarily used the second dimension of Adaptive Performance, the reactivity in the face of emergencies. As defined, it combines items that account for the ability of an individual to manage emergencies and to adapt to new work situations. Certainly, the COVID-19 pandemic is a worldwide emergency that brought new work conditions for PNP frontliners; hence, it was rational to use this theory to assess the PNP frontliners' ability to manage urgencies and their adaptability to changes.

## **METHODOLOGY**

This study used the descriptive research design to assess the job performance of the PNP frontliners during the COVID-19 pandemic in terms of police assistance, enforcement of IATF health protocols, and reliability. As of the year 2020, based on the City Statistics Office (CSO), the City of Bacoor is comprised of 73 barangays with a total of 664, 625 residents, the City of Imus has 97 barangays with a total of 496, 794 residents, and the City of Dasmariñas has 75 barangays with a total population of 703, 141. Using Slovin's formula, the appropriate number of respondents per city was computed based on their total population. A total of 384 resident respondents per city was selected, giving a sample size of 1,152 for this study from the cities of Bacoor, Dasmariñas, and Imus. Convenience sampling is a non-probability sampling strategy in which samples are chosen based on convenience and accessibility. This might be because of geographical closeness, availability at a specific time, or desire to engage in research (Nikolopoulou, 2022). The majority of the respondents of the study are from the age range of 18 - 29 years of age, female,

and high school graduates, and the respondents are residing in the cities of Bacoor, Dasmariñas, and Imus.

The structured survey questionnaire is composed of two parts: the first part is about the profile variables of the respondents in terms of age, gender, educational attainment, and respondents' residents in the cities, and the second part is about the job performance of the PNP frontliners during the COVID-19 pandemic in terms of police assistance, enforcement of IATF health protocols, and reliability. The research instrument was validated by four (4) experts in policing. All the comments and recommendations were incorporated before the conduct of the pilot test. After the conduct of the pilot test, the results have a Cronbach Alpha value of .869, which describes the above acceptability requirement for stable reliability of the researchers-made instrument. A face-to-face distribution of questionnaire was distributed conveniently to the residents of the cities of Bacoor, Imus, and Dasmariñas. After the data collection, the researchers tallied and encoded the data in an Excel file. The frequency count and percentage were used for the profile variables of the respondents in terms of age, gender, educational attainment, and residents of cities in the province of Cavite. The mean scores and standard deviations were used for the job performance of the PNP frontliners during the COVID-19 pandemic in terms of police assistance, enforcement of IATF health protocols, and reliability. Pearson Coefficient Correlation was used to test the association between the job performance of the PNP frontliners during the COVID-19 pandemic and the profile variables of the respondents. Analysis of Variance (ANOVA) was used to test the significant difference between the profile variables and the job performance of the PNP frontliners during the COVID-19 pandemic in terms of police assistance, enforcement of IATF health protocols, and reliability.

## RESULTS AND DISCUSSIONS

Table 1. Demographic Profile of the Respondents

<b>Profile Variables</b>	<b>Frequency (N=1,152)</b>	<b>Percent</b>
<b>Age</b>		
<i>18-29 years old</i>	310	26.9
<i>20-39 years old</i>	292	25.3
<i>40-49 years old</i>	305	26.5
<i>50 years old and above</i>	245	21.3
<b>Gender</b>		
<i>Male</i>	548	47.6
<i>Female</i>	604	52.4
<b>Educational Attainment</b>		
<i>Elementary Graduate</i>	89	7.7
<i>High School Graduate</i>	605	52.5
<i>College Graduate</i>	458	39.8

<b>Residents in the Cities</b>		
<i>Bacoor City</i>	384	33.3
<i>Dasmariñas City</i>	384	33.3
<i>Imus City</i>	384	33.3

Table 1 describes the profile of the respondents. The median age group is concentrated between ages 30 to 49 years old. The majority belong to the age range of 18-29 years old with a frequency of 292 or 25.3%, and 50 years old and above with a frequency of 245 or 21.3%. More than half of the respondents are female with a frequency of 604 or 52.4%, and 548 or 47.6% are male. Most of the respondents are high school graduates with a frequency of 605 or 52.5%, followed by college graduates with a frequency of 458 or 39.8%, and the least of the respondents' educational attainment are elementary graduates with a frequency of 89 or 7.7%.

Table 2. PNP Frontliners Job Performance during the COVID-19 Pandemic

<b>Items</b>	<b>Mean</b>	<b>SD</b>	<b>Interpretation</b>
1. Police Assistance (5)	4.3134	.51361	Very Effective
2. Enforcement of IATF Health Protocols (5)	3.8137	.77966	Effective
3. Reliability (5)	4.3611	.56465	Very Effective
4. Job Performance	4.1627	.49033	Effective

Table 2 presents the three sub-areas of job performance, the efficiency can be attributed as follows: police assistance (mean=4.3134, SD=.51361), enforcement of IATF health protocols (mean=3.8137, SD=.77966), and reliability (mean=4.3611, SD=.56465). Hence, the area of enforcement of IATF health protocols indicated effectiveness, which also landed as lower compared to the other two areas. This means that the PNP frontliners should consider training or other related activities to address concerns related to the enforcement of IATF health protocols.

The performance of PNP frontliners in Police Assistance and their Reliability were very effective. Only the Enforcement of IATF Health Protocols was effective which pulled down the overall results. If we go back to the items under the Enforcement to IATF protocols, the reason why it gained a low score was that the respondents were doubtful of the knowledge of PNP frontliners to the new set of rules/regulations implemented during the COVID-19 and their preparedness in responding to health-related concerns of the citizens during the pandemic". Again, the quality of knowledge acquired by the police in the enforcement of IATF health protocols during the pandemic was affected because the communications concerning restrictions and guidelines were frequently brief and vulnerable to change, giving the police officers no time to create guidelines and brief their men, which resulted to some mistakes in approach (HMICFRS, 2021). Likewise, according to the study conducted by Stott et al., (2020), it is also the presence of a "new and unfamiliar" environment of being a public health worker and a law enforcement officer during the

COVID-19 pandemic that caught the police unprepared when dealing with the new normal environment. It is for these reasons that the Enforcement of IATF health protocols was rated lower than the others.

Similarly, although the literature tells that job performance and reliability of the police are associated with each other (Lim & Kwak, 2022), it is vital to ask why the low rating gained on the sub-area of Enforcement of IATF protocols didn't affect the rating of PNP frontliners' reliability. According to the study conducted by Greenaway & Cruwys (2019), people facing shared external threats, such as natural disasters, epidemics, and the like might automatically increase their trust in the institutions in order to overcome the threat and partly because they have few other options. This high-reliability rating attained by the PNP frontliners could have been the effect of the existence of CoVid-19 pandemic. The virus is the external threat that prompted people to respond by tightening ingroup ties and working together as a society to overcome the pandemic. The results could have been different if there was no existing pandemic. Hence, a high rating was given to the sub-area of reliability.

In summary, the overall job performance of the PNP frontliners in all sub-areas was still effective. This means that the members of the PNP performed their tasks with standard efficiency during the COVID-19 pandemic. This finding is in accordance with the statement of (HMICFRS, 2021), which cited that at the beginning of the lockdown in March 2020, the police carried on protecting vulnerable people, answering requests for police assistance, enforcement of health protocols, and enforcing the laws. They stepped into the gaps when some agencies withdrew. When everything is not normal, police are expected to act normally because the public look to them to keep the services and keep order. The PNP frontliners risked their lives in maintaining order. 91 personnel died due to the virus and 32, 634 tested positive as of August 2021 (Recuenco, 2021). The police took immediate and decisive action to keep people safe and find answers to problems brought by the pandemic. These only show the efforts and sacrifices made by the PNP frontliners in performing their job, and based on findings, it was all appreciated by the respondents, which approves their job performance's efficacy.

Table 3. Correlation between Job Performance and Profile Variables

	Age	Gender	Educ Attain	Residence	PA	EFP	R	JP
Age	1							
Gender	-.013	1						
Educational Attainment	-.048	-.001	1					
Residence	-.052	.023	.098**	1				
Police Assistance (PA)	.119**	-.012	.135**	.191**	1			
Enforcement of IATF Health Protocols (EHP)	-.072*	-.030	.148**	-.026	.568**	1		

Reliability (R)	-.035	-.048	.113**	.122**	.298**	.393**	1	
Job Performance (JP)	.093**	-.039	.169**	.099**	.764**	.879**	.696**	1

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed)

Table 3 presents the scores obtained to describe job performance to the following profile variables: age group ( $r_{obt}=.093^{**}$ ,  $p_{01}=.002$ ), gender ( $r_{obt} =-.039$ ,  $p_{05}=.189$ ), educational attainment ( $r_{obt} =.169^{**}$ ,  $p_{01}=.000$ ), and residence ( $r_{obt} =.099^{**}$ ,  $p_{01}=.001$ ). Indeed, job performance is significantly correlated to age group, educational attainment, and residence. Hence, this allows the researchers to reject the null hypothesis and accept the alternative hypothesis. On the other hand, gender is not correlated to job performance.

As shown, the age group is significantly correlated to the overall job performance of PNP frontliners. The result means that the higher the age of the respondents, the higher they rated the job performance, or the lower the age of the respondents, the less they see the efficacy of PNP frontliners. Since the test conducted was two-tailed, we could consider either of these two aforementioned premises. We could certainly say with 99 % accuracy that age group is correlated to job performance with only 1 % of marginal error. This finding is congruent with the study conducted by the SWNS (2020), wherein it was mentioned that the older people are, the more they become comprehensive and become more environmentally conscious. Hence, the higher the age, the better they could analyze, assess, and interpret their observations of the environment, especially the work performance of the PNP frontliners. This is why we cannot set out age group as a significant factor in overall job performance.

Further, educational attainment is also correlated; hence, we could say that the higher the educational attainment, the higher the respondents would rate job performance, or the lower the educational attainment, the lower the respondents would rate. This finding is 99 % sure with only 1 % of marginal error. It means that the level of education has also a significant impact on the perception and assessment of a respondent. According to Singleton (2022), those who pursue higher education are smarter than those who only graduate high school and are considered less intelligent. The more intelligent a person is, the more he can analyze and assess the quality of performance being delivered by the PNP frontliners. Hence, educational attainment has a contributory factor in the overall job performance.

Furthermore, residence is, likewise, correlated with job performance. This means that residence is a factor in the ratings given by the respondents to job performance. This finding also has a 99 % accuracy with only a 1 % marginal error. As stated by Craig et al. (2012), people gain actual familiarity through direct experiences of environments. Those who are truly a resident of a certain place could observe the actual performance of the PNP frontliners because they have a direct experience of the environment. Therefore, the results also consider the residence of the respondents as a factor in the ratings gathered by job performance.



On the other hand, gender is not significantly correlated to job performance. Any person, regardless of whether male or female is capable of assessing with objectivity the job performance of PNP frontliners. The quality of their assessment only differs when it comes to their age, educational attainment, and residence. Therefore, gender is not a significant factor in any change in the variable gained by job performance.

Table 4. Disparity of Job Performance across Cities

	Sum of Squares	Df	Mean Square	F	Sig.	Decision
Between Groups	5.781	2	2.891	12.258**	.000	Significant
Within Groups	270.947	1149	.236			
Total	276.728	1151				

\*. Significant at the 0.05 level (2-tailed).

\*\*. Significant at the 0.01 level (2-tailed).

As to respondents' job performance across cities, the value of  $F_{obt}$  ( $df=2,1149$ )= $12.258^{**}$  depicts significance for alpha 0.01 ( $p_{value}=.000$ ), which leads the researchers to reject the null hypothesis and accept the alternative hypothesis. This means that there is a significant difference in job performance across cities. Also, using eta square ( $\eta^2$ ) = 0.0209 or about 23 respondents out of 1152 affirms a small effect.

Using the post hoc test, the differences between Bacoor City and Dasmariñas City ( $MD=\pm.16872^*$ ), Bacoor City and Imus City ( $MD=\pm.11945^*$ ), and Dasmariñas City and Imus City ( $MD=\pm.04927$ ) were also computed. Based on the overall results on job performance, Bacoor City is identified as the commonality among Imus and Dasmariñas, which gave the lowest rating with only a mean score of 4.06, compared to 4.23 and 4.18 for Dasmariñas and Imus City. This means that Bacoor City is the one which pulled down the overall ratings of job performance among the cities. The rating of PNP frontliners job performance in the city of Bacoor is a bit lower than Dasmariñas and Imus.

The city of Bacoor is one which suffered the most among the cities and municipalities in Cavite during the COVID-19 pandemic. It recorded the highest number of COVID-19 incidences, half of Cavite's total (Deña, 2020). Hence, it made it a challenge for PNP frontliners in this city to defend their lines from the unseen enemy. Simpao (2019), mentioned that the city of Bacoor is the gateway to Metro Manila and the nearest city in the NCR region. All workers, passengers, and residents of the entire province of Cavite pass in and out in this area, making policing operations in this place more difficult compared to other cities and leaving the PNP frontliners more vulnerable to the infection of the virus due to bulk of people passing by daily. This geographical location of Bacoor carried additional taskings of defending the frontlines to enforce IATF protocols, making PNP frontliners work long hours and with increased workloads. Laufs & Waseem (2020) have pinpointed that these long working hours and increased workloads were the factors that prevented the police to perform effectively during the COVID-19 pandemic because it drained the energy of PNP frontliners.

Table 5. Disparity of Police Assistance across Cities

	<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>	<b>Decision</b>
Between Groups	16.849	2	8.424	33.752**	.000	Significant
Within Groups	286.785	1149	.250			
Total	303.634	1151				

\*. Significant at the 0.05 level (2-tailed).

\*\* . Significant at the 0.01 level (2-tailed).

For the residents' assessment of PNP frontliners police assistance among cities/residence, the obtained value of  $F_{obt}$  ( $df=2,1149$ )= $33.752^{**}$  garnered significance for alpha 0.01 ( $pvalue=.000$ ), which allows the researcher to reject the null hypothesis and accept the alternative hypothesis. It is true that there is a significant difference in police assistance among cities. Moreso, using eta square ( $\eta^2$ ) = 0.0554 or about 69 respondents out of 1152, it gained a small effect.

Post hoc test was delivered with the paired means - Bacoor City and Dasmariñas City ( $MD=\pm.27031^*$ ), Bacoor City and Imus City ( $MD=\pm.24010^*$ ), and Dasmariñas City and Imus City ( $MD=\pm.03021$ ).

Going to the sub-areas of job performance, shown is the rating of police assistance in the three cities. Again, Bacoor City is the lowest with only a mean score of 4.14 (Effective), compared to the 4.41 (Very Effective) and 4.38 (Very Effective) of Dasmariñas and Imus City. It means that the PNP frontliners in the city of Bacoor are doing with standard efficiency in terms of rendering police assistance to the community while the cities of Dasmariñas and Imus are seen by the respondents as rendering police assistance with great efficiency or with extra efforts and in a way that is beyond what is required to them.

Rendering police assistance in the city of Bacoor is more challenging compared to Dasmariñas and Imus because among the big cities and municipalities in the province of Cavite, the city of Bacoor was the one that agonized the greatest due to the highest number of COVID-19 incidence recorded in this area (Giron, 2020). The high COVID-19 positivity rate in Bacoor City made the PNP frontliners more vulnerable to the threats of the virus; hence, instead of focusing on giving the usual police assistance, they had to ensure first whether the assistance needed would violate physical distancing and would expose them to COVID.

Table 6. Disparity of Enforcement of IATF Health Protocols across Cities

	<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>	<b>Decision</b>
Between Groups	5.183	2	2.591	4.287**	.013	Significant
Within Groups	694.481	1149	.604			
Total	699.663	1151				

\*. Significant at the 0.05 level (2-tailed).

\*\* . Significant at the 0.01 level (2-tailed).

For the residents' evaluation of PNP frontliners' competency related to enforcement to IATF Health Protocols among cities/residence, the  $F_{obt}$  ( $df=2,1149$ )= $4.287^{**}$  acquired significance for alpha 0.01 ( $p_{value}=.014$ ), letting the researchers reject the null hypothesis and accept the alternative hypothesis. This affirms that there is a significant difference with the enforcement of IATF health protocols among cities, equally using eta square ( $\eta^2$ ) = 0.0074 (small effect).

Post hoc test was delivered with the paired means - Bacoor City and Dasmariñas City ( $MD=\pm.11094^*$ ), Bacoor City and Imus City ( $MD=\pm.04948$ ), and Dasmariñas City and Imus City ( $MD=\pm.16042^*$ ).

The three (3) cities gained an overall rating of 3.81 (Effective), which means that PNP frontliners are performing with standard efficiency in the enforcement of IATF health protocols during the COVID-19 pandemic. It is conspicuous that the mean score per city has significantly decreased compared with the mean score obtained by PNP frontliners in the sub-area of police assistance wherein Dasmariñas and Imus are Very Effective and the Bacoor has 4.14 or effective. As indicated, the mean scores are reduced to 3.90, 3.79, and 3.74, accordingly.

Lockdowns, travel restrictions, strong social distancing, and other health and safety measures have been enacted in the entire province of Cavite to combat the spread of the virus. The duties of PNP frontliners in Bacoor, Dasmariñas, and Imus have evidently changed from not just defending our communities against criminals, but also playing a critical part in controlling the spread of the virus (Frenkel et al., 2020). This supplementary role induces trials and the police officers are not trained enough for work to respond in such emergencies, hence obtaining these ratings from the three (3) cities (Janković & Cvetković, 2020).

Further, it can be gleaned from the table that despite the rating, the city of Dasmariñas somehow attained a bit higher mean score compared to the cities of Bacoor and Imus. The enforcement of IATF health protocols should be executed with due care because the PNP frontliners have to consider if the IATF violator is free from COVID-19 before personal confrontation or apprehension. However, there is no other instant method to do it than getting the temperature and physically assessing the health condition which is often imprecise. If the PNP frontliners find out that the person whom he has apprehended is tested positive for the virus, then it would give them additional worries that he might be also positive, thus refocusing his priorities and affecting his performance in the frontline. During the outbreak of the COVID-19 pandemic, the city of Dasmariñas was the least which suffered from the effects of COVID-19, which allowed PNP frontliners in this area to perform with lesser worries and to act with slighter fears in the implementation of IATF health protocols, compared to Bacoor and Imus (Giron, 2020).

Table 7. Disparity of Enforcement of IATF Health Protocols across Cities

	<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>	<b>Decision</b>
Between Groups	5.901	2	2.950	9.389**	.000	Significant

Within Groups	361.077	1149	.314			
Total	366.978	1151				

\*. Significant at the 0.05 level (2-tailed).

\*\*. Significant at the 0.01 level (2-tailed).

Table 7 shows the residents’ assessment as regards the PNP frontliners’ reliability among cities. The  $F_{obt} (df=2,1149)=9.389^{**}$  acquired significance for alpha 0.01 ( $p_{value}=0.000$ ). This makes the decision of the researchers to reject the null hypothesis and accept the alternative hypothesis. It supports the idea that there is a significant difference in reliability among cities. Likewise, the eta square ( $\eta^2$ ) = 0.0169 was generated, or about 23 respondents out of 1152 gained a small effect.

Post hoc test was employed with the paired means - Bacoor City and Dasmariñas City ( $MD=\pm 1.12552^*$ ), Bacoor City and Imus City ( $MD=\pm 1.16875^*$ ), and Dasmariñas City and Imus City ( $MD=\pm 0.04323$ ).

The overall mean of 4.36 (Very Effective) was obtained by reliability, which means that the PNP frontliners have convinced the respondents that their efforts and undertakings are proven to be very effective, which affirms their reliability in the eyes of the community. Again, Bacoor City is placed slightly behind the two cities with a mean score of 4.26, verbally interpreted as Very Effective. This implies that the PNP frontliners of Bacoor City are seen by the community as reliable and dependable during the COVID-19 pandemic. As a backgrounder, the City of Bacoor also rated the lowest in police assistance with 4.14 Mean (Effective) and 3.79 (Effective) in the enforcement of IATF health protocols. In both sub-areas, it is clear that Bacoor obtained an “Effective” interpretation while their trust level rating in the last sub-area under reliability significantly ascends. According to the study conducted by Greenaway & Cruwys (2019), people facing a shared external threat such as natural disasters, epidemics, and the like might automatically increase their trust in the institutions in order to overcome the threats partly because they have few other options. This high-reliability rating could have been the effect of the existence of CoVid-19. The virus is the external threat that prompts the people to respond by tightening their solidarity and by working together as a society to overcome the pandemic.

## CONCLUSION

The respondents assessed the overall job performance of PNP frontliners in the three (3) cities as “effective”, which shows that PNP frontliners are doing their tasks with standard efficiency during the COVID-19 pandemic. Out of the three (3) components under job performance, police assistance (PA) and reliability (R) were rated very effective while only enforcement of IATF health protocols (EP) was rated effective. The respondents are doubtful of the knowledge of PNP frontliners in the new set of rules/guidelines being implemented during the COVID-19 pandemic and of the police’s preparedness in responding to health-related concerns of the community during the COVID-19 pandemic. Community service was assessed to be a “very effective” intervention for the violators of IATF health protocols during the COVID-19

pandemic. Even though the respondents doubt the knowledge of PNP frontliners during the pandemic, results still show that they still trust the police.

Based on the conclusions drawn, the researchers would like to recommend that the Cavite Police Provincial Office, with the help of the Local Government Unit (LGU) and the Department of Health, should collaborate in the conduct of trainings, seminars, and/or workshops for police officers to teach them the proper response to crimes during pandemic and to prepare them in rendering police assistance to any health-related concerns of the citizens. The concerned Chief of Police or in his absence, all commanders of the police stations must ensure that all information pertaining to laws, protocols, and others that are vital to the interest of the PNP organization, and the community are properly cascaded and understood by each PNP personnel before they report for duty. Aside from posting on social media (Facebook, Tiktok, Twitter, Instagram, and the likes), each established Quarantine Control Point (QCP) on every border of the cities must display the latest guidelines released by the IATF/LGU in order for the community and PNP frontliners themselves to be aware of the recent IATF advisories. Since this research may have gaps, future researchers are encouraged to conduct further studies.

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