

The iPOLICE INPPO Service App:Community Assessment

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Abstract

This study was undertaken to conduct a comprehensive assessment of the iPOLICE INPPO Service App's efficacy and influence in the realm of community policing. The study delves into the app's accessibility, service, convenience, and the problems encountered by the users. It sought to answer the questions to assess the level of awareness of the community to the iPOLICE INPPO Service App, the perceived effectiveness as to accessibility, faster services and convenience of the iPOLICE INPPO Service App and problems encountered in using the iPOLICE INPPO Service App. This study used a mixed research method including explanatory research to assess the community in Ilocos Norte regarding the iPOLICE INPPO Service App. This method gathers and analyzes both quantitative with a total respondents of 283 and qualitative data with 8 participants to provide a deeper understanding or explanation of the quantitative findings. Weighted mean and narrative analysis were used to treat the gathered data. Based on the participants answer, the researchers may create tutorial videos in coordination with the Developer demonstrating the key features, functionalities, and navigation step by step in accordance with the user guide of the iPOLICE INPPO Service App. The researchers concludes that the community generally acknowledges the effectiveness of the service app, there is a notable finding that some users have encountered occasional problems during their usage.

Keywords: iPolice, community assessment, awareness, accessibility, service, convenience

1. Introduction

Technology has become prevalent in most areas of society and, in a struggle to keep up with recent advances, public agencies are forced to innovate at an ever-increasing rate. The use of technology has, however, been an important part of police work, and technological innovation has gone hand-in-hand with the evolution of police practice (Borrion, 2018). Improving effectiveness and efficiency to keep up with growing demand while remaining within tight budgetary constraints is a core driver of this symbiotic relationship (Chan, 2001; Laufs et al., 2020b).

The rapid growth of technological innovation in policing has outpaced efforts to measure its impacts. This lack of knowledge and rapid evolution of form and function has been seen in body-worn cameras, as well as predictive algorithms, acoustic gunshot detection systems, license plate readers, and drones. (Byrne, J.M., & Rebovich, D.J., 2007)

Among these advancements, the iPOLICE INPPO Service App has emerged as promising tool, seeking to bridge the gap between law enforcement agencies and the community they serve. The iPOLICE App, is a ground breaking innovation in law enforcement technology, has redefined the landscape of community policing.

This research endeavors to conduct a comprehensive assessment of the iPOLICE INPPO Service App's efficacy and influence in the realm of community policing. The study delves into the app's accessibility, service, and convenience in prevention strategies. By analyzing the app's utilization and its correlation with community involvement, this research aims to elucidate its role in enhancing communication, fostering trust and empowering civilians to actively participate in maintaining law and order. Ultimately, this study seeks to provide valuable insights into the app's effectiveness as a catalyst for modern policing practices and its potential for further integration into law enforcement frameworks.

1.1. Statement of the Problem

The study aimed to assess the level of awareness of the community in Ilocos Norte to the i Police INPPO Service App. Specifically, this research sought to answer the following questions:

1. What is the level of awareness of the community in the iPolice INPPO Service App?
2. What is the perceived effectiveness as to:
 - 2.1 Accessibility;
 - 2.2 Faster Services; and
 - 2.3 Convenience of the i POLICE INPPO Service App?
3. What are the problems encountered by the community as to the usability of the iPolice INPPO Service App?

2. Methodss

This study utilized the mixed research method. This approach seeks to provide more comprehensive and detailed understanding of a research question or phenomenon by drawing on the strengths of both qualitative and quantitative methodologies. (Creswell, J.W & Clark, V.L 2017) An explanatory sequential design is utilized, in which combines both quantitative and qualitative approaches in a specific sequence. When quantitative phase is complete, qualitative data is then collected to provide a deeper understanding or explanation of the quantitative findings. The purpose of an explanatory sequential design is often to use narrative data to explain or interpret numeric findings, especially those that are unexpected. (Creswell 2017).

In this study, a total respondent of 283 residents aged 18 to 60 years old from Brgy. San Lorenzo, Laoag City, Brgy. San Ildefonso, San Nicolas and Brgy. Ricarte, Batac City. In which, simple random technique was employed in selecting the respondents. While purposive sampling was used in selecting the eight (8) participants for the interview.

The primary data collection method involved using semi-structured survey questionnaire with three parts: the level of awareness of the community to the Service App, second the perceived effectiveness of the service app to the community as to accessibility, service and convenience and lastly the problems encountered of the community as to its usability. Semi-structured questionnaire allows researchers to explore in-depth responses, facilitating a deeper understanding of participants' perspectives and experiences. (Creswell, J.W& Creswell, J.D 2017)

The researchers used an interview guide as the secondary data collection tool. The researchers use a Research made interview guide, where the researchers created a follow up question to validate the problems encountered addressed during the survey through an open-ended interview. A well-structured guide streamlines the interview process, making data collection more efficient by focusing on relevant topics. (Weiss, R.S 2018)

Both the survey questionnaire and the interview guide were validated by the Developer of the App.

3. Results and Discussion

The said data were presented in tabular form in accordance with the specific posited on the statement of the problem.

3.1. Level of Awareness of the Community to the Service App

This section presents a collection of insights regarding how the community perceives and acknowledge the app.

Table 1: Level of Awareness of the Community to the Service App.

Awareness of the community to the iPOLICE INPPO Service App	Mean	Descriptive Interpretation
The users are aware that the PNP, particularly, the Police Community Relations, conduct a weekly meeting to promote their application for reporting.	3.06	Aware
The users are aware through the PNP who conducts seminars together with the Force Multiplier or Brgy. Peace Keeper on how to use their app in terms of reporting or acquiring updates.	2.97	Aware
I am aware of the App because I saw my friend using it in giving appeals and downloading legal forms from the PNP.	2.93	Aware
The citizens or community are aware of the app because of social media advertisement.	3.09	Aware
The users are aware of the App because of the recommendation of their friends for easy reporting and updates.	2.99	Aware
I am aware of the INPPO service app through social media especially Facebook.	3.09	Aware
The community is aware of the availability of the iPOLICE INPPO Service App through Facebook advertisement	3.04	Aware
Weighted Mean	3.02	Aware

The level of awareness of the community to the iPOLICE INPPO Service App, particularly, the Police Community Relations, conduct a weekly meeting to promote their application for reporting with a mean of 3.06 social media advertisement and I am aware of the INPPO service app through social media especially Facebook with a mean of 3.09, followed by the users are aware through the PNP who conducts seminars together with the Force Multiplier or Brgy. Peace Keeper on how to use their app in terms of reporting or acquiring updates with a mean of 2.97, I am aware of the App because I saw my friend using it in giving appeals and downloading legal forms from the PNP with a mean of 2.93, The citizens or community are aware of the app because of social media advertisement with a mean of 3.09, The users are aware of the App because of the recommendation of their friends for easy reporting and updates with a mean of 2.99, I am aware of the INPPO service app through social media especially Facebook with a mean of 3.09, and The community is aware of the availability of the iPOLICE INPPO Service App through Facebook advertisement with a mean of 3.04.

It indicates that the level of awareness of the community are rated “*Moderately Aware*” with a verbal interpretation of “*The community are aware only in the existence, accessibility and convenience of the Service App*” as to the level of awareness of the community to the service app.

3.2 Perceived effectiveness of the Service App to the Community as to Accessibility

This section delves into the community’s perspectives, shedding light on how they perceive the app’s efficiency in terms of availability.

Table 2: The perceived effectiveness of the Service App to the Community as to

Accessibility	Mean	Descriptive Interpretation
The App can be downloadable to android mobile phones.	3.16	Agree
It requires sign-up procedures in order to access all the features provide therein.	3.17	Agree
It requires the users to log-in their Email address in order for them to open and use the application.	3.10	Agree
It allows the user to share their location to provide accurate information and to easily locate the exact location of an incidents.	3.11	Agree
Upon log-in, there are various features of the application that is connected to the PNP that can be accessed.	3.05	Agree
Through the INPPO Service App, I can avail different features and services.	3.11	Agree
The users can access previous reports or safety policies from the app, and receive notifications or reminders.	3.06	Agree
Weighted Mean	3.13	Agree

The perceived effectiveness of the Service App to the community as to accessibility. Based on the respondent’s response, most of them agreed that in accessing the said service app is through the availability in the Google Play Store with a mean of 3.20. Then it requires sign-up procedures in order to access all the features provide therein with a mean of 3.17. Followed by It requires the users to log-in their Email address in order for them to open and use the application with a mean of 3.10. It allows the user to share their location to provide accurate information and to easily locate the exact location of an incidents with a mean of 3.11. Upon log-in, there are various features of the application that is connected to the PNP that can be accessed with a mean of 3.05. Through the INPPO Service App, I can avail different features and services with a mean of 3.11. The users can access previous reports or safety policies from the app, and receive notifications or reminders with a weighted mean of 3.06. The total weighted mean of 3.13.

It indicates that the perceived effectiveness of the Service App to the community as to accessibility is interpreted as “Agree” with a verbal interpretation of “*The community generally acknowledge the app’s positive impact on ease of use and availability*”.

3.3. Perceived effectiveness of the Service App to the Community as to Service

This section presents the community’s perspectives, offering insights into how they assess the app’s effectiveness in delivering services.

Table 3: The perceived effectiveness of the Service App to the Community as to

Services	Mean	Descriptive Interpretation
The app provides prompt response to reported incidents or queries.	3.12	Agree
The service app keeps the users informed about issues happening in the community.	3.11	Agree
The service app provides necessary information, such as weather updates, procedures of an arrest, safety tips, and name of patrollers.	3.17	Agree
The app provides more information about the different units of the INPPO, including contact details.	3.18	Agree
The INPPO Service App has one tap emergency hotline where the public can immediately contact a police stations, including fire stations, hospitals, the provincial government and disaster emergency offices.	3.17	Agree
The interface of the app allowed the users to use all the function such as entering information, responding to reminders and viewing information offered by the Service App.	3.13	Agree
The service app features a message board covered by the Data Privacy Act, where users can interact freely with men and women in uniform regarding complaints, concerns, partnerships and other request.	3.12	Agree
The Service App allows the users to report incidents anytime, anywhere, using their smartphones or tablet.	3.21	Agree
The app provides better police service, relevant information, quick access and response to general public.	3.18	Agree
Updates the community on the prevailing peace and order situation in the Province of Ilocos Norte and Awards and Accomplishments of Ilocos Norte Police Provincial Office	3.17	Agree
The app will notify the users, with news and other updates or information.	3.10	Agree
It offers PNP Services such as National Police Clearance, Intelligence Clearance, Recruitment, Firearms Registrations, Downloadable Forms, Newsletter and others.	3.12	Agree
Weighted Mean	3.15	Agree

The perceived effectiveness of the Service App to the Community as to the Services. The app provides prompt response to reported incidents or queries with a mean of 3.12. The service app keeps the users informed about issues happening in the community with a mean of 3.11. Then The service app provides necessary information, such as weather updates, procedures of an arrest, safety tips, and name of patrollers with a mean of 3.17. The app provides more information about the different units of the INPPO, including contact details with a mean of 3.18. The INPPO Service App has one tap emergency hotline where the public can immediately contact a police station, including fire stations, hospitals, the provincial government and disaster emergency offices with a mean of 3.17. The interface of the app allowed the users to use all the function such as entering information, responding to reminders and viewing information offered by the Service App with a mean of 3.13. The service app features a message board covered by the Data Privacy Act, where users can interact freely with men and women in uniform regarding complaints, concerns, partnerships and other request with a mean of 3.12. The Service App allows the users to report incidents anytime, anywhere, using their smartphones or tablet with a mean of 3.21. The app provides better police service, relevant information, quick access and response to general public with a mean of 3.18. Updates the community on the prevailing peace and order situation in the Province of Ilocos Norte and Awards and Accomplishments of Ilocos Norte Police Provincial Office with a mean of 3.17. The app will notify the users, with news and other updates or information with a mean of 3.10. And It offers PNP Services such as National Police Clearance, Intelligence Clearance, Recruitment, Firearms Registrations, Downloadable Forms, Newsletter and others with a mean of 3.12. The total weighted mean is 3.15.

It indicates that the perceived effectiveness of the Service App to the community as to service is interpreted as “*Agree*” with the verbal interpretation of the “The community generally acknowledge the *app*’s impact on delivering quality *services*”.

3.4. Perceived effectiveness of the Service App to the Community as to Convenience

This section presents the insights into how the community views the app’s ability to enhance convenience, providing valuable information and overall ease of use.

Table 4: The perceived effectiveness of the Service App to the Community as to:

Convenience	Mean	Descriptive Interpretation
It is easy to report issues in the community because the application provided the hotlines of Police Stations in Ilocos Norte.	3.24	Agree
The service app is exclusively to Ilocos Norte and also nationwide in giving fast response to the reports given	3.10	Agree
It is more convenient in accessing and downloading files or legal forms of the PNP.	3.10	Agree
It gives faster information dissemination when it comes to typhoon or any calamities.	3.15	Agree
It is easy to access programs or other platforms for reporting that was provided in this App.	3.12	Agree
The iPOLICE INPPO Service App is easy to use and navigate, in times of emergency.	3.20	Agree
The users find it easy to provide information or complaint to the nearest Police Station when using the Service App.	3.23	Agree
The app made it convenient to the users to communicate with Police Officers.	3.15	Agree
It is easier to provide information and complaint to any agencies available in the app.	3.16	Agree
The application doesn’t consume too much time in reporting.	3.20	Agree
Weighted Mean	3.17	Agree

The perceived effectiveness of the Service App to the Community as to Convenience. It is easy to report issues in the community because the application provided the hotlines of Police Stations in Ilocos Norte with a mean of 3.24. The service app is exclusively to Ilocos Norte and also nationwide in giving fast response to the reports given with a mean of 3.10. It is more convenient in accessing and downloading files or legal forms of the PNP with a mean of 3.10. It gives faster information dissemination when it comes to typhoon or any calamities with a mean of 3.15. It is easy to access programs or other platforms for reporting that was provided in this App with a mean of 3.12. The iPOLICE INPPO Service App is easy to use and navigate, in times of emergency with a mean of 3.20. The users find it easy to provide information or complaint to the nearest Police Station when using the Service App with a mean of 3.23. The app made it convenient to the users to communicate with Police Officers with a mean of 3.15. It is easier to provide information and complaint to any agencies available in the app with a mean of 3.16. The application doesn’t consume too much time in reporting with a mean of 3.20. The total weighted mean of 3.17.

It indicates that the perceived effectiveness of the Service App to the community as to convenience is interpreted as “*Agree*” and verbally interpreted as “*The community generally acknowledge the app’s positive impact on making tasks more convenient*”

3.5. Problems Encountered of the Community to the Service App as to Usability

This section delves into the problems encountered by users that may affect the overall user experience and effectiveness of the app.

Table 5: Problems Encountered of the Community as to Usability

Problems Encountered	Mean	Descriptive Interpretation
It is difficult to understand some navigations or features of the app.	2.71	Sometimes
The users encounter delays and lags when submitting reports or performing other actions within the app.	2.71	Sometimes
The user encounter features they think needed but it is missing in the Service App.	2.66	Sometimes
Due to poor internet connectivity the users encountered difficulties in uploading data or complaints.	2.75	Sometimes
Difficulties in understanding some features of the Application.	2.66	Sometimes
The app consumes considerable amount of space on the device.	2.57	Sometimes
The service app requires regular updates and maintenance to keep them running smoothly and fix bugs and glitches.	2.63	Sometimes
Weighted Mean	2.67	Sometimes

The problems encountered by the community in the usability of the Service App. The problems encountered are the following – It is difficult to understand some navigations or features of the app with a mean of 2.71. The users encounter delays and lags when submitting reports or performing other actions within the app with a mean of 2.71. The user encounter features they think needed but it is missing in the Service App with a mean of 2.66. Due to poor internet connectivity the users encountered difficulties in uploading data or complaints with a mean of 2.75. Difficulties in understanding some features of the Application with a mean of 2.66. The app consumes considerable amount of space on the device with a mean of 2.57. The service app requires regular updates and maintenance to keep them running smoothly and fix bugs and glitches with a mean of 2.63. The total weighted mean of 2.6.

It indicates that the problems encountered by the community in the usability of the Service App is interpreted as “Sometimes” and verbally interpreted as “Users face issues with the app occasion but not consistently”.

Based on the table reveals the most experienced problems when using the app, that due to poor internet connectivity, the users encountered difficulties in uploading data or complaints with a mean of 2.75.

Supported by the stamen of the Participant,

“Due to poor internet connection, if I use this app to complain or report to the police, it takes a long time to send my complaint. No matter how many times, I try to send or refresh the message, it still won’t be sent, which is a waste of time, especially if I’m reporting an emergency. The time I spend trying to send it, would have been enough for me to go to the station myself.”

According to another Participant,

“The application is beneficial, but the internet’s inconsistency hinders effective use, particularly during crucial reporting moments.”

Another participant stated that,

“The other features of this app require internet connectivity, such as uploading files, which is impossible without an internet connection”

Another problem encountered by the community is that, it is difficult to understand some navigations or features of the app and the users' encountered delays and lags when submitting reports or performing other actions within the app which both got mean of 2.71.

Supported by the Participant,

"There are many features in the app that I don't understand, so I ask for others to assist me"

According to another Participant,

"I can't quite grasp some of its features, so I'm having a little difficulty"

Supported by the Participant,

"I have difficulty understanding it, especially to one who doesn't understand English, and it has many features"

Together with the statement of the Participant,

"There are so many features of the app and it is difficult"

4. CONCLUSION

From the findings of the study, the researchers concluded that:

The impact of the PNP advertisement on social media has contributed positively to the community's recognition of the service. Emphasizing its commendable accessibility, service quality and overall convenience. There is a notable finding that some users have encountered occasional problems during their usage.

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