



MINDANAO TRUST, RESPECT, SAFETY AND SATISFACTION SURVEY

Quarter 1 Results

Produced by the Mindanao Development Authority
Authored by Adrian M. Tamayo, PhD

INTRODUCTION

The Mindanao Development Authority (MinDA) started in August 2022 the first region-wide study on the experience of safety, demonstrated respect of the police to the community, people's trust on the police and the overall satisfaction on the police services to secure the community so that residents can freely live, work, and do business without fear of harm or threat.

The survey serves dual purpose. On the part of MinDA, this measures the improvement in the level of confidence of the public and the visitors to Mindanao on their overall safety which is a strong indication of positive peace resulting from the various programs and projects implemented across Mindanao especially in places where there are areas of concern.

Meanwhile, on the part of the public safety, particularly the police, the result serves as immediate feedback on the impression of the people on their performance in keeping the community safe and secure.

The survey was replicated in Northern Mindanao, CARAGA Region, BARMM Region, SOCCSKSARGEN Region, and the Zamboanga Peninsula.

This survey covers months January to March, 2023 involving 7000 respondents randomly chosen. The survey design employed a multi-stage cluster sampling for the regions and provinces. The margin of error was established at 3 percent with 95 percent confidence interval.



RESULTS

Mindanao Ratings comparing MinDA and OCTA Research Results		
Metric	MinDA	OCTA
Trust	91	80
Respect	90	41
Safety	88	41
Satisfaction	90	73

Mindanao. This survey results cover the first quarter of 2023. And as noted Mindanao reached the very high adjectival description of ratings on the metrics of **trust (91%), satisfaction (90%), respect (90%) and safety (88%)**. These figures are higher than the Tugon ng Masa survey conducted by OCTAⁱ Research which indicated 80% trust, 73% satisfaction, 41% safety, and 41% respect. While the OCTA Research covers the whole country involving 1200 respondents.

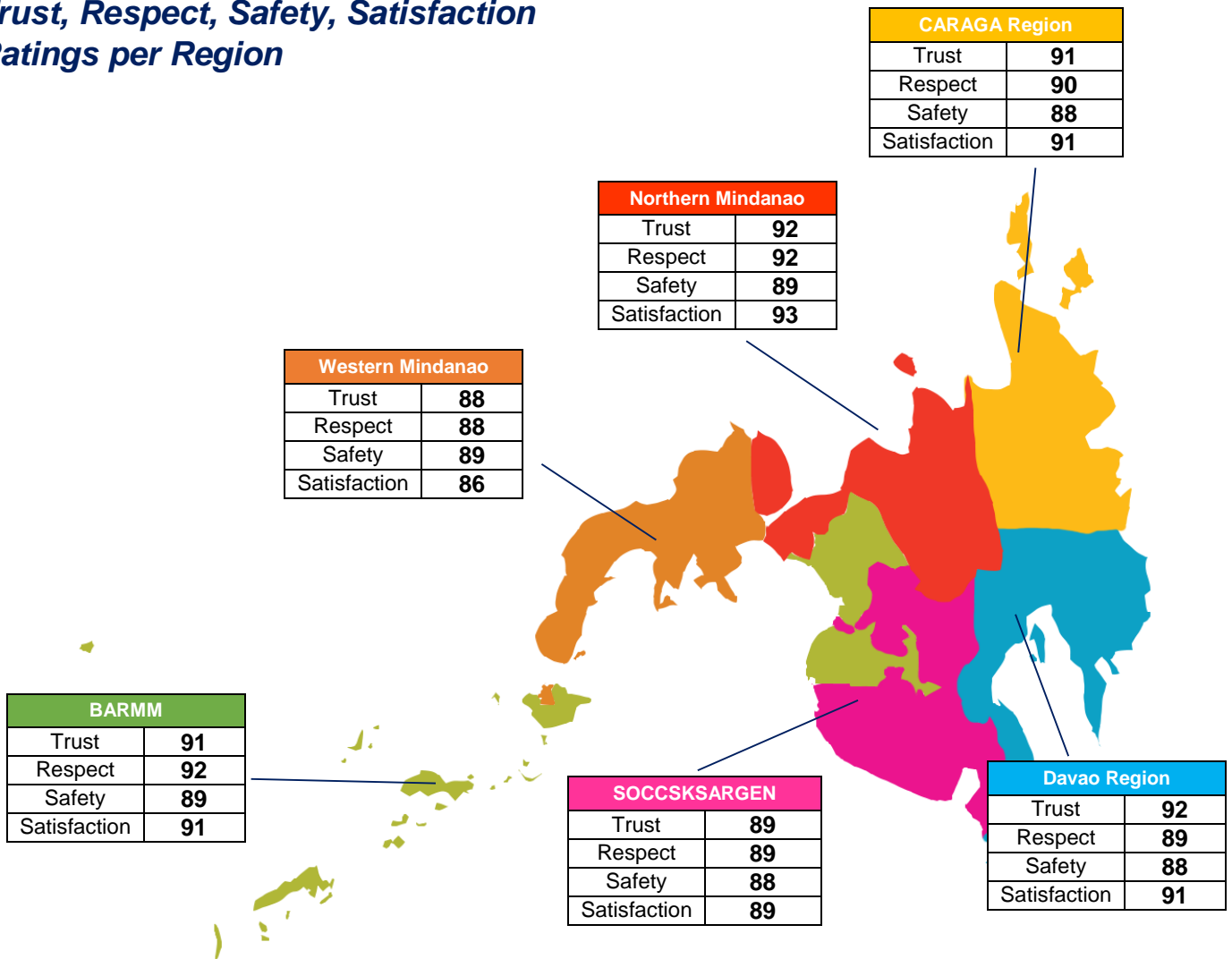
The measurement of trust is a psychographic measure of the public's impression on the competence and character of the police in their line of duty--- public safety. The respect measures the people's opinion on the guarantee that police protect the rights, lives and properties of the individuals.

Meanwhile, safety is the public's confidence that no harm comes their way at any given time and any place. The satisfaction is the opinion of the police overall performance.

Mindanao Regions

Trust. The regions with police that earned the highest public trust are Davao Region and Northern Mindanao, 92% for each. This can be attributed to the declaration of the former as insurgency-freeⁱⁱ, while the later was recognized as among the top contributors of addressing the armed conflict in the country.ⁱⁱⁱ While other regions also posted very high trust ratings like CARAGA (91%), BARMM (91%), Zamboanga Peninsula (88%) and the SOCCSKSARGEN (89%).

Trust, Respect, Safety, Satisfaction Ratings per Region



Respect. The respect ratings which is a measurement of the public's impression on the observance of the police to respect the rights, lives and properties of individuals reveals that for this period, BARMM posted the highest (92%) and the Northern Mindanao (92%), Caraga (90%), Davao Region (89%), SOCCSKSARGEN (89%) and Zamboanga Peninsula (88%). The ratings lie way above the reported ratings of the OCTA Research survey of 41%.



Safety. With the various peace agreements and plenty of public safety activities, the Mindanao regions' safety ratings are **89%** of the Northern Mindanao, BARMM and Zamboanga Peninsula, while Davao Region, Northern Mindanao and SOCCSKSARGEN obtained 88% rating.

Satisfaction. In general, the public satisfaction on the public safety services in the island reveals Northern Mindanao with **93%**, Davao Region **91%**, Caraga **91%**, BARMM **91%**, SOCCSKSARGEN **89%**, and Zamboanga Peninsula **86%**.

The MinDA study shows that Mindanao regions satisfaction ratings are higher than the OCTA Research.

Provincial Results

Region 9. The trust ratings of the provinces are **93%** for Zamboanga Sibugay, **92%** for Zamboanga del Norte, **91%** for Zamboanga del Sur, **87%** for Zamboanga City, and **79%** Isabela City. The respect ratings include **94%** Zamboanga Sibugay, **94%** Zamboanga del Sur, **92%** Zamboanga del Norte, **88%** Zamboanga City, and **80%** Isabela City. Safety ratings include **92%** Zamboanga Sibugay, **89%** Zamboanga del Sur, **89%** Zamboanga del Norte, **87%** Zamboanga City, and **79%** Isabela City. And the satisfaction ratings for Zamboanga provinces are as follows: **93%** Zamboanga Sibugay, **91%** Zamboanga del Sur, **90%** Zamboanga del Norte, **85%** Zamboanga City, and **70%** Isabela City.

Region 10. The trust ratings of the provinces of Northern Mindanao are **95%** Misamis Occidental, **95%** Camiguin, **94%** Lanao del Norte, **92%** Iligan, **91%** Cagayan de Oro, **90%** Bukidnon, and **90%** Misamis Oriental. The respect ratings are as follows: **95%** Lanao del Norte, **94%** Iligan, **93%** Misamis Occidental, **92%** Camiguin, **91%** Cagayan de Oro, **90%** Misamis Oriental, **90%** Bukidnon. As to safety, the ratings are **91%** Iligan, **90%** Misamis Occidental, **90%** Lanao del Norte, **89%** Cagayan de Oro, **88%** Misamis Oriental, **87%** Bukidnon, and **82%** Camiguin. The satisfaction ratings of the provinces are **95%** Misamis Occidental, **94%** Lanao del Norte, **93%** Iligan, **93%** Cagayan de Oro, **92%** Misamis Oriental, Camiguin and Bukidnon with **91%** each.

Region 11. The Davao Region trust ratings of the provinces are Davao del Norte **94%**, Davao Oriental **92%**, Davao Occidental **91%**, Davao del Sur **90%**, Davao City **89%**, and Davao de Oro **97%**. Respect ratings consist of Davao del Norte **94%**, Davao City, Davao del Sur and Davao Occidental at **89%** each, and Davao de Oro with **88%**. In terms of safety, Davao provinces reveal Davao del Norte with **93%**, Davao City **88%**, Davao Occidental **87%**, Davao de Oro **86%**, Davao del Sur **85%**, and **81%** for Davao Oriental. Satisfaction ratings are as follows: **95%** for Davao del Norte, **93%** for Davao del Sur and Davao Oriental, Davao City with **90%**, Davao Occidental with **89%** and Davao de Oro **88%**.



Region 12. The trust ratings of the provinces are **96%** Sultan Kudarat, **93%** Saranggani, **92%** South Cotabato, **88%** General Santos City, and **83%** North Cotabato. As to respect ratings, Sultan Kudarat obtained **96%**, South Cotabato **93%**, Saranggani **91%**, General Santos City **86%**, and North Cotabato with **85%**. The safety ratings are Sultan Kudarat and South Cotabato both obtained **94%**, Saranggani **93%**, General Santos City **86%**, and North Cotabato **82%**. And the satisfaction ratings; **98%** for Sultan Kudarat, **95%** Saranggani, **92%** South Cotabato, North Cotabato with **83%**, and **81%** for General Santos City.

Region 13. The trust ratings of the provinces comprise **94%** of Agusan del Norte, **93%** Agusan del Sur, **91%** Butuan City, **91%** Surigao del Norte, **88%** Surigao del Sur, and **85%** Dinagat Island. By respect, the ratings are **93%** Agusan del Sur, **91%** Agusan del Norte, Butuan City **89%**, **88%** for both Surigao del Norte and Surigao del Sur, and **86%** for the Dinagat Island. The safety ratings reveal that Agusan del Sur obtained the highest with **92%**, Agusan del Norte with **90%**, Butuan City with **86%**, Surigao del Norte **86%**, Surigao del Sur **85%**, and Dinagat Island **84%**. The satisfaction ratings are as follows: **95%** for Agusan del Sur, **94%** for Agusan del Norte, Surigao deo Norte with **92%**, Butuan City **90%**, Surigao del Sur **88%**, and Dinagat Island **86%**.

BARMM. The trust ratings of BARMM provinces are Basilan **96%**, Lanao del Sur **92%**, Maguindanao **91%**, Cotabato City **90%**, and Sulu **88%**. As for respect ratings, both Lanao del Sur and Basilan obtained **97%**, Maguindanao with **92%**, Cotabato City **91%**, and Sulu with **90%**. The safety ratings are as follows: Basilan **96%**, Maguindanao and Lanao del Sur both obtained **88%**, Sulu with **87%**, and Cotabato City **85%**. The satisfaction ratings consist of Basilan's **95%**, Maguindanao with **91%**, Sulu with **90%**, and Cotabato City with an **89%** rating. Lanao del Sur data was not included. Note that for this survey, Tawi-Tawi was not included due to data concern.

GENERAL COMMENTS

Mindanao now enjoys a general atmosphere of peace and order, in effect, its people enjoy the benefits of safe and secure communities resulting from trustworthy police services across regional offices. The survey further reveals that the safest provinces are those that were once considered as “areas of concern” like Zamboanga Sibugay, Lanao del Norte, Sultan Kudarat, Davao del Norte, Agusan del Sur, and Basilan. This suggests that Mindanao has shifted from a place of concern to a place of safety, where people trust the police and are satisfied with the overall police performance.

¹ Caliwan, CL. 80% trust rating motivates PNP to render best service. (2023).

<https://www.pna.gov.ph/articles/1201805#:~:text=The%20March%2024%20to%2028,the%20result%20of%20this%20survey.>

² Dalumpines, J. (March 2023). 10th ID to maintain the insurgency-free image of Davao Region. <https://pia.gov.ph/news/2023/03/21/10th-id-to-maintain-the-insurgency-free-image-of-davao-region>

³ PCOO News Release. (2021). Region 10 among top contributors of accomplishments vs. insurgency. https://pco.gov.ph/news_releases/region-10-among-top-contributors-of-accomplishments-vs-insurgency/