

# Internal Stakeholders' Evaluation of the Philippine National Police Electronic – Project Systems

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## Abstract

The study aimed to evaluate the implementation, and problems encountered in the implementation of Philippine National Police Electronic – Project Systems in Lipa City Batangas. The descriptive research design was used employing a self-made survey questionnaire distributed purposively to 120 internal stakeholders as the respondents of the study. The basic statistical tools were used to interpret and analysed the data gathered. The study revealed that e-Subpoena, e-Gallery, e-Warrant System, and e-Blotter Report are implemented in Lipa City, Batangas within the indicators of an effective implementation plan. However, the study also revealed that the stakeholders encountered serious problems in the implementation of PNP's e-Project Systems within the bounds of the criteria used. This study asserts that although the PNP's e-Project Systems in Lipa City Batangas are implemented, the regular conduct of capability building is necessary for the monitoring, supervision and management of the project.

**Keywords:** *Blotter Report, Electronic Project System, Philippine National Police, Rouges Gallery, Subpoena, Warrant System*

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## 1. Introduction

The Philippine National Police (PNP) traditionally used manual reporting to register a complaint against a person. To report the incidents, the complainant must go to the nearest police station. However, the process becomes tedious to both the stakeholder and the personnel. As such, the PNP starts to use technology to speed up the resolution of crime detection and to provide the National Headquarters with an awareness of non-performing units within the PNP Police Force. The PNP is implementing the electronic-blotter report (e-blotter report), the electronic-rouges gallery (e-rouges gallery), the electronic-warrant system (e-warrant system), and the electronic-subpoena (e-subpoena) with a view of facilitating, centralizing, and making crime reporting available to everyone. According to Ward (2016), countries without e-warrants out-performed the countries with e-warrants for every case type.

The e-blotter report is used by police stations in the province of Batangas cities and municipalities. The PNP is currently working on the improvement of the e-Blotter Report so that it can interface with a Geographic Information System (GIS) framework capable of geospatial time series analysis and provide multi-functional features such as data visualization, add more crime patterns, and produce data/report in just a matter of minutes. The improved e-Blotter Report would also be capable of incorporating or accessing data from various PNP e-projects. These changes will improve the capacity of field commanders to perform qualitative crime research more effectively and more precisely (DIDM, 2015). Victims and witnesses always give priority to their safety and privacy. This is one of the major concerns why victims are not reporting crimes as well as social status also do a great impact on victims (Jayasinghe & Perera, 2021; Sorote, 2011; Sevidal, 2011).

The core objective of the enhanced e-blotter is to serve as a scientific management tool for efficient and effective prescription of police intervention, specifically to: serve as a crime database; identify crime hot spots along with other trends and patterns; use of spatial (space) and time series analysis; generate-graph/data in just a matter of minutes; establish comprehensive, adequate and timely information on crimes from manual and antiquated to computerized and integrated crime reporting system; interface with the e-rouges gallery and the e-warrant system; overlay other data sets-localities; AORs, critical facilities and structures, troop deployment and movement; and build a robust IT infrastructure to support the entire system (DIDM, 2012).

On the other hand, the e-rouges gallery is a gallery of wanted persons, which gives every police station access to the criminal backgrounds that are stored in the country's police units. Through the PNP e-Rouges Gallery, the records of a person or wanted person for a crime in one location can be immediately accessed by a police station in another location with just a click of their fingertips on the machine. The e-Rouges Gallery has been revamped to increase the resolution of mug shots being posted. Among the changes to the system was the addition of counters to decide which units access and download data system (DIDM, 2015; DIDM, 2012).

The e-warrant system is a system where all warrants of arrest will be electronically documented so that they can be accessed through computers. Likewise, the e-warrant eliminates the hassle of bugging the snail mail system of delivering a warrant to a particular police station. The warrant accessed by police through the system will facilitate the apprehension of a criminal because a warrant can be sent by email, printed out, and served. The warrant although not the original, but a faithful digital copy thereof, will facilitate the apprehension of a criminal because of the knowledge by the arresting officer that a warrant is pending for the former's arrest. The e-warrant system is a program that connects all the police stations and has been proven to be a valuable resource in catching criminals. The e-warrant project is an electronic database on a warrant of arrest that could be used by the PNP nationwide to verify, appropriately act on and promptly disclose information to the concerned law enforcement agencies (DIDM, 2015; DIDM, 2012).

The e-subpoena was developed through the Memorandum of Agreement signed between the PNP, Supreme Court, and Department of Justice. It aims for the cost-effective delivery of subpoenas and other court documents to the PNP units. Since everything is accomplished online, the cost for paper and courier is no longer a burden while there will be no more delays, and the records are easily within reach (DIDM, 2012). The Judicial Courts shall send the various subpoenas to particular PNP units through an e-mail and the Chief of Police (COP) shall ensure that the documents are delivered and received by the concerned personnel on time. The Crime Registrar shall encode details of the subpoena for its compliance in the court duties monitoring system. The DIDM shall monitor all reports needed and prepare necessary reports for the Courts (DIDM, 2015; DIDM, 2012).

Meanwhile, capacity building for the two hundred thirty-four police officers with basic computer knowledge participated in the five-day Electronic - Rogues' Gallery and Electronic - Warrant System's Training held at Camp Alagar, Lapanan, Cagayan De Oro City on February 1, 2013. The training is focused on the electronic-rogues' gallery, or the electronic rogues' gallery database is a photo gallery of wanted criminals and other suspected law offenders posted online for easy reference by investigators and tracker teams (Cariaga, 2013).

The National Headquarter of the Philippine National Police, Office of the Chief, PNP, Camp Crame, Quezon City have issued a PNP Memorandum Circular No. 2015 – 032 with the subject title “Duties and Responsibilities of Non-Uniformed Personnel (NUP) appointed as Crime Registrars and Radiophone Operators (Under the 7,439 New NUP Positions). This circular is rationalized to reinforce the PNP’s program to “field more policemen on the streets.” These NUPs are supposed to take over the administrative tasks of policemen who will be deployed on the streets to increase police presence and enhance the PNP’s anti-crime efforts. However, there are reports that many police stations have assigned these NUPs to administrative works that are not related to their job descriptions, others were allegedly tasked to work beyond the prescribed 8-hour word a day, and even during weekends and holidays. Worst, some are being utilized in law enforcement operations. These practices defeat the very purpose why this NUP was hired and also violate certain provisions of the Civil Service Laws, RA No. 8551, and other pertinent policies, rules and regulations hence, the need to come up with this Memorandum Circular.

Based on the Memorandum Circular No. 2015 – 032, during the 2013 SONA of His Excellency President Benigno S Aquino III (HEPBSA III), he announced the hiring of 15, 000 NUP to be assigned as Crime Registrars and Radiophone Operators in the regional, provincial, and city police offices as well as city/municipal police stations as part of the government's program to enhance or maximize police presence with the assignment of more uniformed personnel in the field. Clearly, for all its intent and purposes, the approval of 7,439 (first batch) from the proposed 15,000 additional NUP positions were intended for efficient and optimized delivery of basic police services to the community through an enhanced capability of the police force to solve crimes and arrest more criminals. Based on the study conducted by Escalona

(2020), the PNP Laoag City Police Station has strongly implemented the e-blotter, case information and database management system, e-subpoena system, and e-rouge gallery system.

This study evaluated the implementation of the PNP Electronic-Project Systems in Lipa City, Batangas, in terms of e-blotter report, e-rouges gallery, e-warrant system, and e-subpoena. It also identified the problems encountered in its implementation. The study tests the following hypothesis:

Ho1: There is no significant relationship between the internal stakeholders' evaluation and problems encountered in the implementation of PNP Electronic-Project Systems in Lipa City, Batangas.

## **2. Literature review**

The PNP's E-Project System is one of the new technologies acquired by the Philippine National Police for an easy recording of incidents but cannot be forged and accessible to all stations in the Philippines. This technology can also help in analyzing and interpreting crime incidents in the Philippines. Computerized crime mapping technology enables law enforcement agencies to analyze and correlate data sources to create a detailed snapshot of crime incidents and related factors within a community or other geographical area (Mamalian, 2014). Based on the survey findings conducted by the Crime Mapping Research Center (CMRC), the CMRC will further develop its understanding of how law enforcement agencies use GIS software and the types of maps they produce. The CMRC will then identify training and technical assistance needs, further develop crime mapping resources, and disseminate information to researchers and practitioners.

The Crime Information Reporting and Analysis System (CIRS) used by the Philippine National Police is similar to the computerized crime mapping used by law enforcement agencies abroad. Computerized crime mapping allows law enforcement agencies to plot crime-related data against a digitized map of a community, city, or region. Crime-related data then can be compared and analyzed with other external data sources. Half of the departments that use computerized mapping report using such external sources as census data, city planning data, parks information, property assessment data, utility information, and other data sources in conjunction with their

crime data. This suggests that many departments consider spatial relationships between crime and other community-related characteristics (Mamalian et al., 2014).

Crime incident data can be geocoded (assigning an x and y coordinate to an address so it can be placed on a map) by using either street centerlines (Every address within a block is encoded) or parcels (each piece of land that can be bought or sold is encoded). The majority of departments reported using street centreline reference files for geocoding and crime mapping. Many departments also reported using parcel database reference files for geocoding and crime mapping (Mamalian et al., 2014).

Information and Communications Technology (ICT) have been used by different Governments organizations to promote participation with its citizens. Through M-government or Mobile-Government, citizens can make urban incident reports in their neighborhood to the local administration. In this context, citizens can use incident reporting tools that permit communication with the local administration. Although most M-government applications concern an urban environment such as traffic jams, parking availability in town among others, applications have been used even in rural areas (Edillo et al., 2017).

One of the capstone projects conducted in San Juan Police Station, the Philippines by Ledesma et al. (2013), to assist the Philippine National Police to improve their services through the use of technology to further contributes to the pieces of literature on policing and crime monitoring. Ledesma et Al. (2017), applied the Rapid Application Development (RAD) methodology in their study. The different phases of software development of the RAD methodology are Requirements Planning, User Design, Construction, and Cutover Phases. They developed the system using the two main features: the centralized blotter system and integrated crime control system. The centralized blotter system captures vital information of a crime when it is being reported. Documents provided by the complaint can be uploaded into the system. This system was patterned from existing Blotting systems and the actual practice of the precinct. All necessary documents such as an incident report, endorsement letters, and affidavits can be printed using the system. Tracking of the status of the complaints can be performed with the system (Ledesma et. al, 2017). Likewise, the integrated crime control system includes crime mapping. Since the blotter records have the information regarding the crime's time, date, and place of incident, these blotter records saved into the database will be plotted to determine where crimes are usually happening. Every type of crime will have its color coding for representation and the number of crimes that occur in a specific place. The plotting of the crime map will be on

a barangay basis. In addition, there will also be a filtered option to be able to view the map by time, by crime, or both by crime and time. There will be a plotting of a crime that happened in a specific place after the recording of the blotter is done to be visible to both the police and the community. There will be differences in the details and information that will be shown to the community and the police. In the community, the plotting of crimes will only show but it is in real-time. While in the police side, there will be decision support to help the tactical officer in decision making when it comes to allocating of policemen (Ledesma et. al, 2017).

Electronic warrants (e-warrants) provide a mechanism for officers to obtain accurate blood alcohol concentration (BAC) or toxicology results promptly. These systems can significantly streamline the arrest process, allowing officers to complete requests in their patrol cars on tablets, smartphones, or computers. This practice reduces the amount of time that officers are off the street and the amount of time between the request, approval, and execution of the warrant. The use of an e-Warrant system, in which electronic transmission of the warrant affidavit and judicial approval is done through an online information management system, further streamlines the process (Borakove & Banks, n.d.).

The Supreme Court and the PNP rolled out the enhanced e-warrant system that fully automates the issuance of arrest warrants across the country. This system aims to fully automate the issuance of arrest warrants and would, in turn, speed up the service of law enforcement agencies. The enhanced e-warrant system *“is set to operate as an online database of warrants of arrest, providing real-time updates on the status of warrants and specific actions taken by law enforcement agencies”*. It aims to cover around 2,600 courts and 1,900 police stations across the country. After the court finds probable cause to issue a warrant, details will be encoded to and generated by the enhanced e-warrant system; data of which will be instantaneously transmitted to the police station that holds jurisdiction over the accused and where the complaint was filed (Patag, 2020).

### **3. Methodology**

#### ***3.1. Research Design***

The study used the descriptive research design employing a self-made survey questionnaire to evaluate the implementation of PNP’s Electronic - Project Systems, with regards

to e – Roques Gallery, e – Warrant System, e – Blotter Report, and e -subpoena in Lipa City Batangas.

### ***3.2. Respondents and Sampling Technique***

There were 120 respondents of this study composed of police investigators, crime registrar, and other concerned PNP personnel in Lipa City Police Station. The purposive sampling technique was used in selecting the respondents of this study. The study used the fixed criteria to identify and select the respondents. First, the respondents must be knowledgeable to operate the PNP's e-project systems. Second, more than a year in the service and have undergone a training/seminar about the PNP e-project systems, and third, willing to take part in this study.

The respondents of the study were composed of 24 police investigators, 8 crime registrars, and 88 other PNP personnel of Lipa City Police Station. Most of these respondents are from the age bracket of 26-30 years old, male, and college graduates with 6-10 years in the service.

### ***3.3. Research Instrument***

The study used the researcher-made survey questionnaire. This structured survey questionnaire was based on the reviews of existing literature and results of previous studies composed of two parts: the first part is the evaluation of the implementation of PNP's e - project systems with regards to e-rogues' gallery, e-warrant system, e -blotter report, and e -subpoena, while the second part is the problems encountered in the implementation of the project. The survey questionnaire was content-validated by the police investigator and crime registrar personnel.

### ***3.4. Data Gathering Procedure***

The survey was personally administered and distributed to the respondents with the permission of the Chief of Police of the Philippine National Police Lipa City, Province of Batangas through an official request letter. The objectives of the study were clearly explained before the questionnaires were handed out. In addition, it was reiterated to the respondents that the survey is voluntary and they can withdraw from the survey at any time. Respondents were

also informed on the confidentiality of the data gathered and their personal information remain undisclosed. The survey questionnaire was retrieved after the respondents completed answering on the same day.

### **3.5. Statistical Analysis**

The basic statistical tools such as frequency count and weighted mean were used to interpret and analyze the data gathered. Likewise, Pearson r was used to test the hypothesis of this study.

## **4. Findings and Discussion**

Table 1 presents the internal stakeholders' evaluation of the of the PNP e-project systems' implementation. The survey findings revealed that items 2 and 4, "*there is an accessible picture of wanted persons in every police station in the Philippines*", and "*there is a clear and accurate picture of a wanted person*" obtained weighted means of 3.37 and 3.28, respectively, with the verbal interpretation of *fully implemented*. The full implementation determines that e-rouges gallery had an accessible picture of wanted persons in every police station in the Philippines, and these pictures are clear and accurate pictures of wanted persons. Meanwhile, items 1, 3, 5, and 6, "*printing of wanted persons becomes less*", "*every police officer/personnel can access the e-Rouges Gallery*", "*electronic rogues' gallery is updated from time to time*", and "*information about the pictures of a wanted person is complete and accurate*" obtained weighted means of 3.19, 2.95, 3.16, and 3.25, respectively, with the verbal interpretation of *implemented*. It is evident that the implementation of e-rouges gallery, the printing of wanted persons becomes less. In general, the e-rouges gallery is implemented with a general weighted mean of 3.23. This means that the PNP Batangas Police Station is implementing with limitations the e-rouges gallery.

The implementation of the e-rouges gallery fits the description of Escalona (2020) that every police station in the country has access to data on criminals including pictures. It also coincides with the explanation of Long (2017) that the implementation of electronic system enables faster and efficient performance of duties to lessen the crime occurrences.

**Table 1***Evaluation of the PNP Electronic – Project Systems in Lipa City Batangas*

Indicators	Mean	VI
<b>e-Rouges Gallery</b>		
1. Printing of wanted persons becomes less.	3.19	I
2. There is an accessible picture of wanted persons in every police station in the Philippines.	3.37	FI
3. Every police officer/personnel can access the e-Rouges Gallery.	2.95	I
4. There is a clear and accurate picture of a wanted person.	3.28	FI
5. Electronic rouges gallery is updated from time to time.	3.16	I
6. Information about the pictures of a wanted person is complete and accurate.	3.25	I
<b>GENERAL MEAN</b>	<b>3.23</b>	<b>I</b>
<b>e-Warrant System</b>		
1. Internet access is fast.	3.22	I
2. The hassle of bugging the snail mail system to send a warrant to a specific police station.	3.14	I
3. Apprehension of the criminal is facilitated since the warrant can be submitted via email, printed out, and served.	3.23	I
4. Criminal apprehension is encouraged when the arresting officer suspects that a warrant for the detention of the former is outstanding.	3.33	FI
5. There is complete and accurate information about the person to be arrested.	3.33	FI
<b>GENERAL MEAN</b>	<b>3.27</b>	<b>FI</b>
<b>e-Blotter Report</b>		
1. Voluminous paper reports received on a day-to-day basis are lessened.	3.27	FI
2. Stocking record of the traditional blotter report is minimized.	3.18	I
3. There is more buying of commercial crime maps.	2.96	I
4. There is less printing of wanted persons.	3.11	I
5. Reported crime incidents are accessible to the community.	3.18	I
<b>GENERAL MEAN</b>	<b>3.17</b>	<b>I</b>
<b>e-Subpoena</b>		
1. Subpoena can be forwarded from one station to another or from provincial police to the station police through an email.	3.34	FI
2. The cost of subpoena document and messenger is no longer a burden	3.15	I
3. There are no more delays in the arrival of a subpoena.	3.23	I
4. The records of the subpoena are easily within reach.	3.28	FI
5. The Courts shall submit the various subpoenas to specific PNP Units by e-warrant, and the chief of Police shall ensure that the papers are sent and processed by the personnel concerned on time.	3.33	FI
<b>GENERAL MEAN</b>	<b>3.25</b>	<b>FI</b>

**Legend:** 4.00 – 3.26 Fully Implemented (FI); 3.25 – 2.51 Implemented (I); 2.50 – 1.76 Less Implemented (LI); 1.75 – 1.00 Not Implemented (NI)

With regards to the implementation of the e-warrant system, the survey findings revealed that items 4 and 5 "*criminal apprehension is encouraged when the arresting officer suspects that a warrant for the detention of the former is outstanding*" and "*there is complete and accurate information about the person to be arrested*" both have obtained a weighted mean of 3.33, with a

verbal interpretation of *fully implemented*. It is attributed to the Supreme Court and Philippine National Police rolling out the enhanced e-warrant system that fully automates the issuance of arrest warrants across the country. Meanwhile, items 1, 2, and 3, “*internet access is fast*”, “*the hassle bugging snail mail system to send a warrant to a specific police station*”, and “*apprehension of the criminal is facilitated since the warrant can be submitted via email, printed out, and served*” obtained weighted means of 3.22, 3.14, and 3.23, respectively, with a verbal interpretation of *implemented*. In general, the e-warrant system is fully implemented with a general weighted mean of 3.27.

With regards to the implementation of the e-blotter report. The findings revealed that item 1 “*voluminous paper reports received on a day-to-day basis are lessened*” obtained a weighted mean of 3.27, with the verbal interpretation of *fully implemented*. It means the voluminous paper reports received on a day-to-day basis are lessened due to the full implementation of the e-blotter report. In addition, items 2, 3, 4, and 5, “*stocking record of the traditional blotter report is minimized*”, “*there is more buying of commercial crime maps*”, “*there is less printing of wanted persons*”, and “*reported crime incidents are accessible to the community*”, obtained weighted means of 3.18, 2.96, 3.11, and 3.18, respectively, with the verbal interpretation of *implemented*. Overall, the e-blotter report is likewise implemented with a general weighted mean of 3.17.

In terms of the implementation of e-subpoena, the stakeholders rated the items 1, 4, and 5, “*subpoena can be forwarded from one station to another or from provincial police to the station police through an email*”, “*the records of the subpoena are easily within reach*”, and “*the courts shall submit the various subpoenas to specific PNP units by e-warrant, and the chief of police shall ensure that the papers are sent and processed by the personnel concerned on time*” with weighted means of 3.34, 3.28, and 3.33, respectively, with the verbal interpretation of *fully implemented*. The items 2, and 3, “*the cost of subpoena document and messenger is no longer a burden*”, and “*there are no more delays in the arrival of a subpoena*” obtained weighted means of 3.15 and 3.23, respectively, with the verbal interpretation of *implemented*. Overall, the e-subpoena system was fully implemented with a general weighted mean of 3.25.

The data revealed herein provided evidence that the PNP Lipa City Batangas has successfully complied with the provisions and the mandates of the PNP Memorandum Circular Number 2014-016, National Police Commission (2014) and Memorandum Circular No. 2015 – 032. Similarly, the internal stakeholders’ evaluation affirmed the findings of Patag (2020) and

Ward (2016) that the e-warrants improves performance; Brainscape (2022) that e-warrant system eliminates the hassle; and Caliwán (2018) that e-subpoena enables the courts to send electronic subpoenas by email.

**Table 2**

*Problems encountered in the implementation of PNP Electronic – Project Systems in Lipa City Batangas*

Indicators	WM	VI
<b>e-Rouges Gallery</b>		
1. Concerned officers/personnel assigned are not trained to operate it.	2.82	S
2. The limited number of officer/personnel assigned and trained to operate it.	3.02	S
3. E-Rouges Gallery cannot be easily updated from time to time.	2.83	S
4. Unclear pictures and inaccurate information.	3.1	S
5. Pictures of wanted persons are not accessible to the community.	2.9	S
<b>GENERAL MEAN</b>	<b>2.93</b>	<b>S</b>
<b>e-Warrant System</b>		
1. There is unclear and inaccurate information.	3	S
2. Concerned officers/personnel assigned are not trained to operate it.	2.91	S
3. E-warrant cannot be easily updated from time to time.	2.94	S
4. It cannot be used by the arresting officer or police officer	2.97	S
<b>GENERAL MEAN</b>	<b>2.96</b>	<b>S</b>
<b>e-Blotter Report</b>		
1. Paper reports received on a day-to-day basis are still in practice.	2.86	S
2. Stocking record of the traditional blotter report is conducted as usual.	2.97	S
3. Buying commercial crime maps is still in practice.	2.78	S
4. Printing of wanted persons is still the same.	2.81	S
5. Police officers can still tamper with the police records.	2.77	S
6. Reported crime incidents are inaccessible to the community.	2.78	S
<b>GENERAL MEAN</b>	<b>2.83</b>	<b>S</b>
<b>e-Subpoena</b>		
1. Subpoena cannot be forwarded from one station to another or from provincial police to the station police through email.	2.79	S
2. The cost of subpoena and messenger is still a burden.	2.86	S
3. There are delays in the arrival of a subpoena.	2.80	S
4. The records of a subpoena cannot easily be within reach.	2.82	S
5. The Courts cannot give numerous subpoenas to specific PNP units via e-mail, and the Chief of Police could not be guaranteed that the papers were sent and obtained by the staff involved on time.	2.83	S
<b>GENERAL MEAN</b>	<b>2.82</b>	<b>S</b>

**Legend:** 4.00 – 3.26 Very Serious (VS); 3.25 – 2.51 Serious (S); 2.50 – 1.76 Less Serious (LS); 1.75 – 1.00 Not Serious (NS)

Table 2 shows the problems encountered in the implementation of Philippine National Police Electronic-Project Systems in Lipa City Batangas in terms of e-Rouges Gallery, e-Warrant System, e-Blotter Report, and e-Subpoena.

With regards to the problems encountered in the implementation of e-rouges gallery, the survey findings revealed that items 4, 2, 5, 3, and 1, *unclear pictures and inaccurate information, the limited number of officer/personnel assigned and trained to operate it, pictures of wanted persons are not accessible to the community, e-Rouges Gallery cannot be easily updated from time to time, and concerned officer/personnel assigned are not train to operate it*, obtained weighted means of 3.1, 3.02, 2.9, 2.83, and 2.82, respectively, which corresponds to the verbal interpretation of serious. These identified serious problems are similar to the findings of Escalona (2020) due to the limited number of officer/personnel assigned and trained to operate it. Similarly, the two identified problems during the implementation of e-policing are the intermittent internet connection and lack of trained personnel. It indicates that the Lipa City Police Station has encountered serious problems in the implementation of the e-rouges gallery as there are unclear pictures and inaccurate information, and it cannot be easily updated from time to time.

In terms of the problems encountered in the implementation of the e-warrant system, the survey findings revealed that items, 1, 4, 3, and 2, *there are unclear and inaccurate information, it cannot be used by the arresting officer of a police officer, e-Warrant cannot be easily updated from time to time, and concerned officer/personnel assigned are not trained to operate it*, obtained weighted means of 3, 2.97, 2.94, and 2.91, respectively, which corresponds to the verbal interpretation of *serious*. Although Mamalian (2014) affirmed that the new technologies provide easy and accessible recording of incidents that cannot be forged and faster and better access to persons with active or pending warrants of arrests, the internal stakeholders still identified some serious problems with the implementation in Lipa City Batangas.

With regards to the problems encountered in the implementation of the e-blotter report, the survey findings revealed that items 2, 1, 4, 3, 6, and 5, *stocking record of the traditional blotter report is conducted, as usual, paper reports received from a day to day basis are still in practice, the printing of wanted persons is still the same, buying of commercial crime maps is still in practice, reported crime incidents are inaccessible to the community, and police officers can still tamper the police records*, obtained weighted means of 2.97, 2.86, 2.81, 4.5, 4.5, and 2.77, respectively, which corresponds to the verbal interpretation of serious. The findings

contradict the attestation of Merueñas (2008) that the e-blotter system creates possibility of eliminating the “inaccuracy” of crime reporting. However, the serious problems encountered may not be terminal as the e-blotter system has only been introduced recently.

With regards to the problems encountered in the implementation of e-subpoena, the survey findings revealed that items, 2, 5, 4, 3, and 1, “*the cost for paper and courier of subpoena is still a burden*”, “*the Judicial Courts cannot send the various subpoena to particular PNP units through an e-mail and the Chief of Police did not ensure that the documents are delivered and received by the concerned personnel on time*”, “*the records of a subpoena cannot easily within reach*”, “*there are delays on the arrival of subpoena*”, and “*subpoena cannot be forwarded from one station to another or from provincial police to the station police through email*”, obtained weighted means of 2.86, 2.83, 2.82, 2.80, and 2.79, respectively, which corresponds to the verbal interpretation of *serious*.

In general, there are problems encountered in the implementation of Philippine National Police Electronic-Project Systems in Lipa City Batangas in terms of e-rouges gallery, e-warrant system, e-blotter report, and e-subpoena classified as “*serious*” problems encountered by the police investigators, crime registrars, and concerned police officers. Although these problems are considered serious, the users cannot implement corrective measures as the systems are commissioned projects.

**Table 3**

*Test of the significant relationship between the level of implementation and the problems encountered in the PNP e-Project Systems in Lipa City Batangas*

Variables	N	Statistical Tools	C-Value	P-Value	Decision	Decision
Implementation of e-Rouges Gallery VS Problems Encountered in e-Rouges Gallery	120	P e a r s o n r	.086	.348	Accepted	Not Significant
Implementation of e-Warrant System VS Problems Encountered in e-Warrant System	120		.117	.201	Accepted	Not Significant
Implementation of e-Blotter Report VS Problems Encountered in e-Blotter Report	120		.331	.000	Rejected	Significant
Implementation of e-Subpoena VS Problems Encountered in e-Subpoena	120		.065	.481	Accepted	Not Significant

Table 3 revealed that the implementation of e-rouges gallery, e-warrant system, and e-subpoena has a p-value of .348, .201, and .481, respectively, which is greater than the 0.05 level of significance, thus, the null hypothesis is accepted since it is not significant. It indicates that the implementation of e-rouges gallery, e-warrant system, and e-subpoena have no significant relationship to the problems encountered in its implementation. However, the implementation of the e-blotter report has a p-value of .000 which is less than the 0.05 level of significance, thus, the null hypothesis is rejected since it is significant. It indicates that the implementation of the e-blotter report has a significant relationship to the problems encountered in its implementation.

## 5. Conclusion

This study finds that the e-projects systems of the Philippine National Police in Lipa City Police Station is implemented in terms of e-rouges gallery, e-warrant system, e-blotter report, and e-subpoena system. However, the Lipa City Police Station has encountered serious problems in the implementation of the e-project systems. Furthermore, the e-blotter report has a significant relationship to the problems encountered in the implementation of PNP e-project systems.

As the system is relatively new and its implementation is still within the trial stage, this study recommends the continuous conducting of capability training programs. The police officers, crime registrars, and other concerned police officers who have access to the PNP e-projects systems needs to be trained and retrained in using, managing, supervising, and troubleshooting the systems. Likewise, the PNP should enhance the e-rouges gallery, e-warrant system, e-blotter report, and e-subpoena system since serious problems are recorded upon its use. Relative to this, further studies are also encouraged on the deeper analysis of these serious problems as basis for the system improvements.

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