

Provincial Policing: A Thematic Analysis Qualitative Study on Service Delivery, Accountability and Community Engagement of the Abra Police Provincial Office

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Abstract

This study, titled “Provincial Policing: A Thematic Analysis Qualitative Study on Service Delivery, Accountability, and Community Engagement of the Abra Police Provincial Office,” explores how governance principles are applied in the context of provincial policing in Abra. Recognizing that effective policing extends beyond law enforcement to encompass public trust, transparency, and citizen participation, this research aimed to analyze the interrelationship among service delivery, accountability, and community engagement as key pillars of police legitimacy and effectiveness. Using a qualitative thematic analysis design, data were gathered from interviews with selected participants, including police officers, local government officials, community stakeholders, and local citizens of Abra. The analysis identified recurring themes that reflect both the strengths and challenges of provincial policing. Findings revealed that while the Abra Police Provincial Office demonstrates responsiveness and dedication in service delivery, challenges such as limited resources, geographic constraints, and political influences persist. Accountability mechanisms exist but require greater consistency and transparency, while community engagement efforts show promise through active participation in peace and order programs. Overall, the study concludes that the integration of effective service delivery, strong accountability, and sustained community engagement enhances police legitimacy and governance in Abra. Recommendations include strengthening monitoring systems, institutionalizing community partnerships, enhancing transparency mechanisms, and promoting evidence-based policies for sustainable and people-centered provincial policing.

Key words: provincial policing, service delivery, accountability, community engagement, police governance