

**COMMUNITY CONFIDENCE IN THE BUREAU OF FIRE PROTECTION: THE
ROLE OF ENGAGEMENT INITIATIVE AND RESPONSE
TIME IN SERVICE EFFECTIVENESS**

A RESEARCH PAPER

Presented to
the Faculty of the College of Criminology
Misamis University
Ozamiz City

In Partial Fulfillment
of the Requirements for the Degree
BACHELOR OF SCIENCE IN CRIMINOLOGY

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January 2026



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ABSTRACT

Effective fire protection services play a vital role in safeguarding lives, property, and community well-being, making public confidence a critical component of emergency response systems. This study assesses the community's perception and confidence in the Bureau of Fire Protection's effectiveness, response times, and operational capability. This study used a descriptive-correlational research design to measure the perceptions of the public and determine the relationships between community confidence, engagement initiatives, and response time. The survey was carried out in three selected barangays of Ozamiz City, Misamis Occidental, which have been chosen because fire incidents have been experienced previously. The respondents consisted of 377 residents who are within the BFP's service coverage area and have prior awareness or experience with its services. Data were collected by utilizing a researcher-made questionnaire addressing community confidence, efforts in community engagement, and response efficiency. The findings showed that community confidence in the BFP significantly depended on the effectiveness of community engagement efforts and how quickly response operations were conducted, emphasizing the strong link between these elements and perceived reliability in fire protection service. Specifically, the results revealed that engagement initiatives were rated very high, response time performance was perceived as very fast and accessible, and community confidence was also very high. However, the test of relationship showed that engagement initiatives and community confidence, as well as response time and community confidence, were not statistically significant. This study finds that the BFP maintains high public confidence due to regular community engagement and timely response, which, when combined, foster cooperation for safer communities. It may be recommended that the BFP enhances its engagement strategies through the improvement of hands-on training and communication channels while sustaining readiness operations to further reinforce public confidence in pursuing continued community safety.

Keywords: *community perception, emergency response, equipment adequacy, geographical coverage.*

DEDICATION

*This paper is dedicated to the Lord Almighty,
who has been our source of strength, wisdom, and guidance throughout this study.*

*In every challenge and moment of uncertainty,
His grace carried us and gave us the perseverance to finish what we have started.;*

And also

To our families, whose love and support never wavered

*To our parents, siblings, and loved ones,
your encouragement has been our driving force,
reminding us that we are never alone in our journey.*

You have lifted us up when we were weary and cheered us on when we succeeded.

And

*To the residents and community members who generously gave their time,
shared their experiences, and provided valuable insights for this research
your honest responses and participation made this study possible.*

*This work reflects your voices,
and we hope it contributes to building stronger, safer, and
more confident communities!*

The Researchers

ACKNOWLEDGMENT

The researchers would like to express their sincerest appreciation to the individuals and institutions who contributed to the successful completion of this research. This study would not have been possible without the guidance, encouragement, and support generously extended by numerous people.

To Dr. Jose F. Cuevas Jr., Dean of the College of Criminology and Chairman of the Panel Committee, for generously sharing his expertise, wisdom, and valuable insights as one of the panelists. His encouragement and thoughtful guidance inspired the researchers to strive for excellence throughout the conduct of this study;

To Ms. Elmie A. Allanic, the research adviser, for her unwavering support, patience, expert advice, and constructive feedback that greatly contributed to the direction and quality of this research;

To Ms. Bernaflor B. Canape and Ms. Love S. Lagata, panel members, for their valuable insights, constructive criticisms, and meaningful suggestions that significantly improved the study;

To Misamis University, headed by the University President, Dr. Karen Belina F. De Leon, for the continuous support and assistance extended to the researchers;

To the Barangay Chairpersons, Hon. Elvira R. Malig-on of Barangay Labo, Hon. Ricky R. Fuentes of Barangay Tinago, and Hon. Renan C. Decina of Barangay Carangan, for their support and approval in allowing the conduct of this research in their respective barangays;

To Hon. Princess Joy Gio, for the moral support and encouragement given to the researchers throughout the study;

To the residents and community members who generously shared their time, experiences, and valuable insights, whose participation and honest responses served as the foundation of this research;

Above all, to Almighty God, for His divine guidance, wisdom, strength, protection, and countless blessings throughout the completion of this study;

Finally, the researchers extend their heartfelt gratitude to everyone who, in one way or another, selflessly shared their time, effort, and support in making this research possible.

The Researches

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INTRODUCTION

Background of the Study

Fire protection services are essential to community safety as they play a vital role in preventing, controlling, and responding to fire-related incidents and emergencies (Salim et al., 2021). What began as casual volunteer brigades has evolved into formalized institutions, leading to the establishment of the Bureau of Fire Protection (BFP) in the Philippines (Longa et al., 2024). The BFP now serves as the country's lead agency in fire prevention, suppression, and emergency response (Cayamanda & Paunlagui, 2020). These services are a core component of disaster risk management, aiming to protect lives and property while fostering resilient, preparedness-driven communities (Cvetković et al., 2023). Their operational readiness and rapid response are key elements of an effective public safety system (Khan et al., 2022).

The BFP is responsible for a wide range of fire-related services, including fire safety inspections, community education, and emergency rescue operations (Inocente et al., 2023). Its core functions involve enforcing fire codes, managing both fire and non-fire emergencies, and enhancing community preparedness. Visibility and responsiveness are essential for fulfilling these mandates, as communities rely on accessible, well-equipped responders during emergencies (Cainzos, 2021). These operational aspects not only affect service efficiency but also shape the level of public trust in the BFP (Empinado et al., 2023).

Community confidence reflects the public's trust in the reliability, competence, and integrity of emergency service institutions such as the BFP (Sopory et al., 2021). Factors contributing to this trust include visibility, responsiveness, openness, and prior experiences

with the agency. When trust is strong, the public is more likely to collaborate, comply with safety measures, and participate in readiness initiatives (Mancio et al., 2024). This cooperation enhances overall emergency outcomes by creating more coordinated and timely responses (Brown et al., 2021). Thus, improving public confidence is critical in building safer and more resilient communities.

The Role of Engagement Initiatives and Response Time in Service Effectiveness are two central metrics in assessing the performance of fire protection services. Operational visibility includes how accessible and well-prepared the personnel and facilities are within a locality (Ocran, 2023). It also involves the geographic placement of fire stations, availability of functional equipment, and firefighters' involvement in safety education (Moore, n.d.). Response time refers to how quickly units arrive after an emergency call an essential factor in minimizing casualties and property damage (Duray et al., 2025). These indicators are typically evaluated through incident reports, response logs, and public perception surveys, all of which help measure effectiveness (Penney et al., 2022).

Despite the importance of its role, the BFP continues to face challenges that hinder its performance. These include a shortage of personnel, outdated equipment, and insufficient funding. Moreover, geographic barriers such as remote locations or densely populated areas with poor road infrastructure further delay emergency response efforts (UBIRA ETheses, n.d.). These operational weaknesses often result in public dissatisfaction and erode trust, particularly in communities that regularly experience delayed responses (Inoue-Smith et al., 2021). This dissatisfaction can lead to criticism of the agency's effectiveness and reliability (Gaillard et al., 2020; Hitlin et al., 2022), underscoring the urgent need to improve performance and rebuild public confidence.

There is an empirical gap due to the lack of studies providing quantifiable data on community perceptions regarding the Bureau of Fire Protection's operational presence and response speed. Second, a geographical gap exists because most available research focuses on urban or national contexts, leaving local communities particularly at the barangay level understudied. This research helps bridge both gaps by providing localized, evidence-based insights that can support improvements in public trust and fire protection services.

The significance of this study lies in the fact that it offers significant insights on how community confidence in the Bureau of Fire Protection (BFP) can be affected by their engagement programs and response times. This study showed that a high level of community confidence, which can be established through continuous fire safety education and awareness programs, is a fundamental requirement for establishing cooperation and preparedness in times of emergency situations. Although response times are a fundamental requirement in fire protection operations, this study showed that community confidence also depends on the competence of fire protection personnel and their engagement programs with the community.

Theoretical Framework

This study was anchored on Trust Theory in Public Institutions developed by Bouckaert and Van de Walle (2003) and Expectancy-Disconfirmation Theory proposed by Richard L. Oliver (1980).

Trust Theory in Public Institutions by Bouckaert and Van de Walle (2003) emphasizes the critical role of public perception in creating and sustaining trust in government agencies and public service organizations (Canel, 2020). According to the theory, trust is not automatically granted; rather, it is cultivated through consistent

performance, transparency, accountability, and responsiveness to public needs (Buell et al., 2020). Citizens develop trust based on how institutions deliver services, manage crises, and engage with the community (Liu et al., 2021). Visibility, reliability, fairness, and integrity are essential factors that shape public perception (Morgan, n.d.). Public institutions that meet or exceed citizens' expectations strengthen trust, whereas failure to do so results in skepticism, mistrust, and decreased civic cooperation (Mikhaylovskaya & Rouméas, 2023).

This theory is directly applicable to the present study, which seeks to measure community confidence in the Bureau of Fire Protection (BFP) with emphasis on engagement initiatives and response time as key indicators of service effectiveness. Within Bouckaert and Van de Walle's framework, the BFP's capacity to respond quickly to emergencies and maintain proactive engagement with the community serves as a crucial determinant of trust. Engagement programs, such as community fire safety education and public awareness campaigns, reinforce transparency and visibility—both fundamental trust-building elements. When citizens observe timely responses, clear communication, and proactive interaction from the BFP, confidence in the agency is reinforced ("Humanitarian-Military Relations in Complex Emergencies: Evidence, Insights, and Recommendations," 2022). Conversely, delayed responses or lack of public engagement can erode trust and create perceptions of inefficiency (Aïdi, 2020).

Empirical evidence supports the relevance of this theory in evaluating institutional trust. For instance, Sofyani et al. (2022) found that transparency significantly influences government trust among citizens. Similarly, Haupt (2021) demonstrated that in emergency management contexts, trust was strongly associated with agencies' ability to manage crises

promptly and effectively. Abdi (2023) further established that accountability, accessibility, and fairness were major predictors of trust in municipal services. These findings validate the theory's core assumptions and underscore its applicability in assessing trust in public safety and emergency response services like the BFP.

Expectancy-Disconfirmation Theory (Oliver, 1980) describes satisfaction as a function of the difference between pre-service expectations and post-service performance perceptions (Krey et al., 2021). According to this theory, individuals hold expectations before experiencing a service, and satisfaction is determined by whether actual performance meets, exceeds, or falls short of those expectations (Cetin, 2020). When performance surpasses expectations, positive disconfirmation occurs, leading to satisfaction (Ramasamy et al., 2024). Conversely, when performance is below expectations, negative disconfirmation occurs, resulting in dissatisfaction (Hien et al., 2024).

This theory is highly relevant to community confidence in the BFP's response time and engagement initiatives. Residents often have expectations regarding how quickly the BFP will respond to emergencies and the extent of its involvement in community-oriented programs (Malik & Singh, 2022). If the BFP delivers rapid response times and proactive engagement efforts that meet or exceed these expectations, community confidence and satisfaction will likely increase (Makinwa, n.d.). On the other hand, if actual performance fails to align with public expectations such as delayed emergency response or inadequate community interaction negative disconfirmation will diminish trust and confidence in the agency's effectiveness.

Previous research illustrates the wide applicability of this theory to service performance evaluations. Kurdi et al. (2020) confirmed that satisfaction strongly depends on the gap between expected and actual service quality. Stefurak et al. (2020) applied the theory in public emergency services, demonstrating that perceived satisfaction is significantly influenced by the comparison of expected and actual response times. Nguyen et al. (2021) also validated the theory by showing that service expectations and performance perceptions shape user confidence and satisfaction across multiple sectors, reinforcing its relevance to public service contexts such as fire protection.

Conceptual Framework

This study examines the relationship between the Bureau of Fire Protection's (BFP) engagement initiatives and operational response time, and their influence on community confidence. It is anchored on the assumption that both proactive community engagement and efficient emergency response are measurable factors that significantly affect public trust in fire protection services. The conceptual framework consists of three primary variables: BFP engagement initiatives, response time, and community confidence, each defined through specific subconstructs. BFP engagement initiatives include public awareness programs, fire safety education campaigns, community drills and training, and accessibility of communication channels. Response time is measured through the average time from call to arrival, equipment readiness, geographic coverage and station proximity, and accessibility to hard-to-reach areas. Community confidence, as the dependent variable, is assessed in terms of perceived reliability, trust in fire protection services, and perceived competence of personnel. These variables and their corresponding indicators provide a

basis for quantitatively analyzing the extent to which engagement initiatives and response efficiency influence public confidence in the BFP.

BFP Engagement Initiatives are crucial because they actively involve the community in fire safety education, awareness campaigns, drills, and accessible communication, which empower residents with knowledge and preparedness to prevent and respond effectively to fire emergencies. These initiatives build public trust and cooperation, essential for fostering a collaborative safety culture that enhances the overall effectiveness and reliability of fire protection services.

Public awareness programs are essential engagement initiatives of the Bureau of Fire Protection (BFP) aimed at educating communities about fire safety, emergency preparedness, and proper response actions (Francisco et al., 2025). These programs build community confidence by ensuring residents are well-informed and capable of reducing fire-related risks, which reflects the BFP's commitment to public safety. Through consistent information campaigns, the BFP strengthens trust and demonstrates service effectiveness, complementing its efforts to provide timely emergency responses (Pineda et al., 2025).

Fire safety education campaigns are targeted initiatives by the Bureau of Fire Protection (BFP) that teach individuals and communities about preventing fires and responding effectively during emergencies (Empinado et al., 2023). These campaigns build public confidence by equipping residents with practical knowledge, such as safe evacuation procedures and proper handling of fire hazards (Menzemer et al., 2024). By promoting awareness and preparedness, they enhance trust in the BFP's role in ensuring safety and service effectiveness (Lagata et al., 2022).

Community drills and training are practical exercises organized by the Bureau of Fire Protection (BFP) to prepare residents for real-life emergencies such as fires and natural disasters (Wu et al., 2024). These activities build confidence in the BFP by ensuring that individuals know proper evacuation procedures and safety measures (Parcasio et al., 2023). By engaging the community in hands-on preparedness, the BFP enhances trust and shows its effectiveness in safeguarding public safety.

Accessibility of communication channels refers to the Bureau of Fire Protection's (BFP) effort to ensure that residents can easily reach them during emergencies and receive timely information (Mendoza, 2023). This includes maintaining hotlines, social media platforms, and other reliable means of communication to facilitate quick response and coordination (Mitcham et al., 2021). By providing clear and open communication channels, BFP strengthens community confidence and demonstrates its commitment to effective and responsive service.

Response time is important because it reflects the Bureau of Fire Protection's ability to quickly reach and manage emergencies, thereby reducing damage and ensuring the safety of lives and property. Prompt and efficient response enhances public trust and confidence in the agency's operational capability, which is vital for effective emergency management and community resilience.

The average time from call to arrival refers to the typical duration it takes for the Bureau of Fire Protection (BFP) to respond to an emergency from the moment a call is received until personnel reach the scene. This measure reflects the agency's efficiency in addressing incidents promptly, which is crucial in minimizing damage and saving lives

(Damaševičius et al., 2023). A shorter response time enhances community confidence, as it shows the BFP's commitment to timely and effective service (Rey et al., 2024).

Equipment readiness refers to the Bureau of Fire Protection's (BFP) ability to ensure that all firefighting tools, vehicles, and safety gear are fully functional and available for immediate use during emergencies (Cruz, 2024). Maintaining high equipment readiness demonstrates the BFP's preparedness and reliability in handling fire incidents efficiently (Nanta & Pisueña, 2025). This reliability builds community confidence, as residents can trust that the BFP can respond effectively when needed (Williams, 2025).

Geographic coverage and station proximity refer to the strategic placement of Bureau of Fire Protection (BFP) stations to ensure timely and efficient service across different areas of the community (Labita & Namoco, 2023). Having stations located close to high-risk or densely populated areas allows for faster response times during emergencies (Yu et al., 2022). This accessibility increases community confidence, as residents feel assured that help is readily available when needed (Wood et al., 2022).

Accessibility to narrow roads, informal settlements, or remote areas refers to the Bureau of Fire Protection's (BFP) ability to reach locations that are difficult to access due to limited infrastructure or geographic challenges. Ensuring that emergency services can navigate these areas demonstrates the BFP's commitment to serving the entire community, not just easily reachable locations (Inocente et al., 2023). This capability builds public confidence, as residents trust that the BFP can respond effectively even in hard-to-reach places (Balasubramanian et al., 2021).

Community confidence in the Bureau of Fire Protection (BFP) is crucial because it builds public trust in the agency's ability to respond effectively and safeguard lives and

property during emergencies. This trust encourages cooperation, compliance with safety measures, and active participation in preparedness activities, ultimately enhancing overall community resilience and fire safety.

Perceived reliability refers to the community's belief in the Bureau of Fire Protection's (BFP) consistency and dependability in responding to emergencies. When residents view the BFP as reliable, they trust that help will arrive promptly and that services will be carried out effectively. High perceived reliability strengthens public confidence and reinforces the BFP's reputation as a competent and accountable emergency service provider (Chaves & Márquez, 2022).

Trust in fire protection services refers to the confidence that the community places in the Bureau of Fire Protection (BFP) to act competently, responsibly, and effectively during emergencies. When residents trust the BFP, they believe that fire incidents will be managed promptly and that safety measures are reliably enforced (Silva, 2024). Building this trust enhances community cooperation, engagement, and overall confidence in the effectiveness of fire protection services (Regif & Pattipeilohy, 2024).

Perceived competence of personnel refers to the community's assessment of the Bureau of Fire Protection (BFP) staff's skills, knowledge, and ability to handle emergencies effectively. When residents view BFP personnel as capable and professional, it strengthens their confidence in the agency's ability to manage fire incidents and ensure public safety (Sabijon, 2025). High perceived competence enhances trust and reinforces the BFP's reputation for reliable and effective service (Obenson et al., 2022).

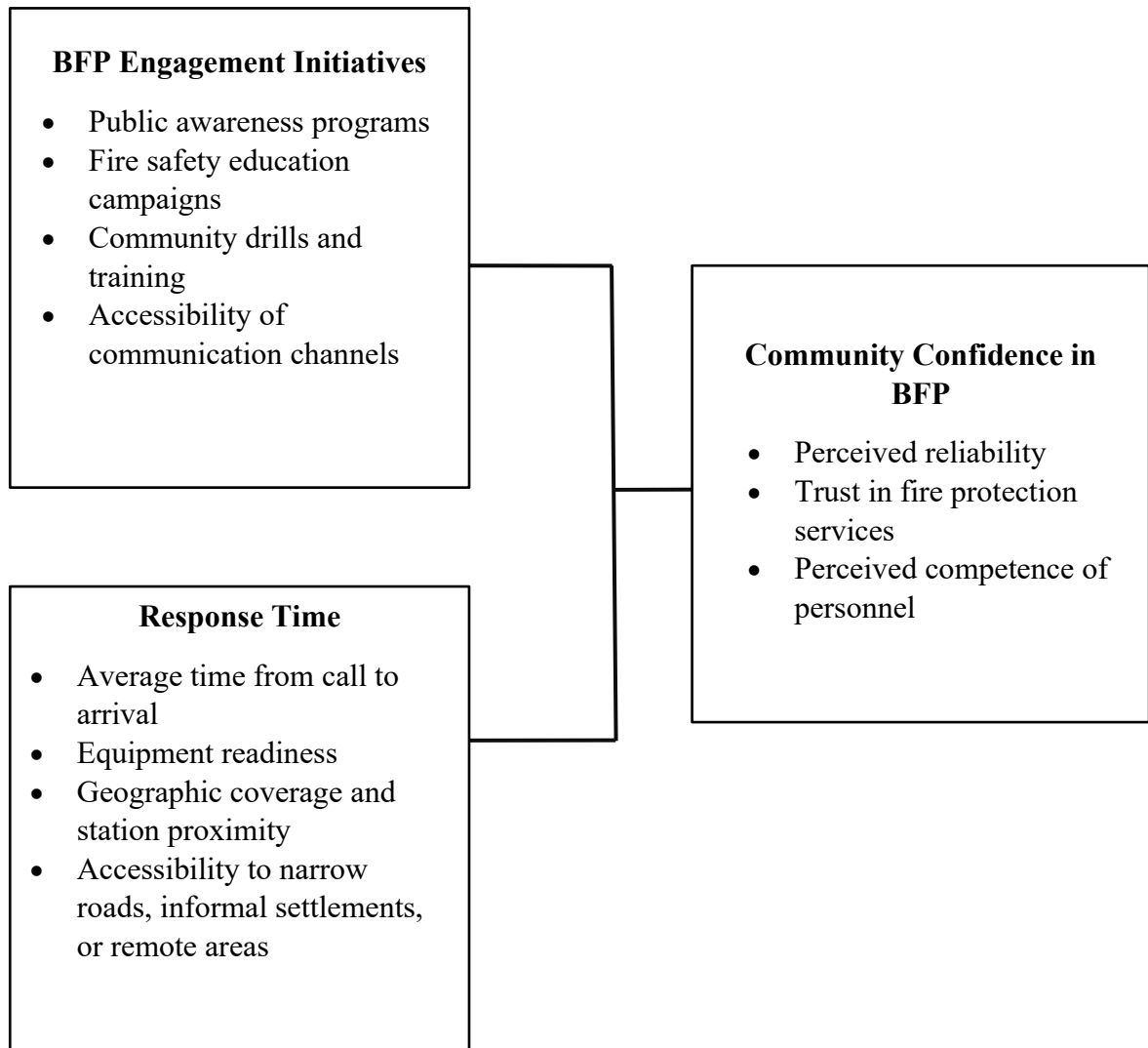


Figure 1. Schematic Diagram of the Study

Objective of the Study

This study aimed to evaluate the level of community confidence in the Bureau of Fire Protection (BFP) and analyze how this confidence is influenced by the effectiveness of engagement initiatives and the agency's response time. Specifically, the study sought to answer the following research questions:

1. What is the current level of engagement initiatives of the Bureau of Fire Protection in terms of:

- a. Public awareness programs
- b. Fire safety education campaigns
- c. Community drills and training
- d. Accessibility of communication channels

2. What is the response time performance of the Bureau of Fire Protection as perceived by the community in terms of:

- a. Average time from call to arrival
- b. Equipment readiness
- c. Geographic coverage and station proximity
- d. Accessibility to narrow roads, informal settlements, or remote areas

3. What is the level of community confidence of the Bureau of Fire Protection as perceived by the community in terms of:

- a. Perceived reliability
- b. Trust in fire protection services
- c. Perceived competence of personnel

4. Is there a significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection?

5. Is there a significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness?

Null Hypotheses

1. There is no significant relationship between the level of role of engagement initiatives and the community's confidence in the Bureau of Fire Protection.

2. There is no significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in its operational presence and effectiveness.

Significance of The Study

This study is significant as it provides empirical insights into how the bureau of fire protection's (BFP) engagement initiatives and response time performance relate to community confidence in its services. The findings offer valuable information for bfp administrators and personnel in assessing the effectiveness of their current strategies in public awareness, training, communication, and emergency response. By identifying strengths and areas for improvement, the study can guide the enhancement of policies and programs aimed at increasing community trust and cooperation. Additionally, the results are beneficial to local government units in strengthening collaborative efforts for disaster preparedness and public safety. For future researchers, this study serves as a reference for further investigation on fire protection services, community perception, and emergency management, particularly in similar local settings.

RESEARCH METHODOLOGY

Design

This study employed a descriptive–correlational quantitative research design to assess the level of community confidence in the Bureau of Fire Protection (BFP) and examine its relationship with community confidence, the role of engagement initiatives, and response time in service effectiveness. As a quantitative study, it involves systematic collection and statistical analysis of numerical data to measure variables and determine the relationships among them. The descriptive component focuses on describing the public’s perception of the BFP’s presence and responsiveness, while the correlational component determines whether these factors significantly influence community confidence. This design is appropriate for real-world settings where variables are not manipulated but observed as they naturally occur (Stangor & Walinga, 2014).

Setting

The study was conducted in three selected barangays in Ozamiz City, Misamis Occidental that have experienced fire-related incidents. These areas were specifically chosen because their direct exposure to fire emergencies provides a suitable context for examining how the Bureau of Fire Protection (BFP) builds community confidence through its services. The research will gather perspectives from residents who were directly affected by or witnessed fire emergencies, allowing the researchers to assess the effectiveness of the BFP’s engagement initiatives in promoting fire safety awareness and preparedness, as well as the adequacy of its response time during actual emergencies. This setting will provide authentic insights into how these factors contribute to the overall service effectiveness of the BFP.

Respondents

The study includes 377 community members from three selected barangays in Ozamiz City, Misamis Occidental, based on their residency within areas served by the Bureau of Fire Protection (BFP). This sample size is based on the estimated population of residents who have had interactions or experiences with the BFP's services. Respondents will be purposively selected based on their awareness of the BFP's operations and their willingness to participate in the study. Data will be gathered to assess their level of confidence in the BFP, along with their perceptions of the agency's community engagement, public relations efforts, and response time during fire-related incidents.

Instruments

The primary instrument of this study was a researcher-made questionnaire specifically designed to evaluate three core variables: community confidence, engagement initiatives, and response time in relation to the service effectiveness of the Bureau of Fire Protection (BFP). The questionnaire is structured into sections that assess the community's level of trust, satisfaction, and perceived reliability in the BFP; the impact and accessibility of its fire safety education campaigns, training, and community-oriented programs; and the timeliness and adequacy of its emergency response. By integrating these components into a single comprehensive tool, the study seeks to obtain accurate and relevant data that capture how residents perceive the BFP's overall effectiveness in safeguarding public safety.

A. *Community Confidence in The Bureau of Fire Protection.* The researchers' questionnaire includes twenty (20) statements designed to assess the public's level of trust, satisfaction, and perceived reliability in the Bureau of Fire Protection (BFP). It measures

the community's confidence in the BFP's operational presence, its ability to respond effectively during emergencies, and its overall impact on public safety.

The following scale would be used to analyze the data:

Scale	Responses	Range	Interpretation
5	Strongly Agree	4.24 – 5.00	Very Confident
4	Moderately Agree	3.43 – 4.23	High Confidence
3	Neither Agree nor disagree	2.62 – 3.42	Moderate Confidence
2	Slightly Disagree	1.81 – 2.61	Low Confidence
1	Disagree	1.00 – 1.80	Very Low Confidence

B. *Engagement Initiative*. The researchers' questionnaire includes twenty (20) researcher-made statements assessing the BFP's community engagement, public education campaigns, and accessibility to the public.

The following scale would be used to analyze the data:

Scale	Responses	Range	Interpretation
5	Strongly Agree	4.24 – 5.00	Very High Engagement
4	Moderately Agree	3.43 – 4.23	High Engagement
3	Neither Agree nor disagree	2.62 – 3.42	Moderate Engagement
2	Slightly Disagree	1.81 – 2.61	Low Engagement
1	Disagree	1.00 – .80	Very Low Engagement

C. *Response Time in Service Effectiveness*. The researchers' questionnaire includes fifteen (15) researcher-made items assessing public perception of the BFP's response time

during emergencies. It covers aspects like speed of arrival, fire station distance, and accessibility to hard-to-reach areas such as narrow roads, informal settlements, and remote locations.

The following scale would be used to analyze the data:

	Scale Responses	Range	Interpretation
5	Strongly Agree	4.24 – 5.00	Very Fast and Accessible
4	Moderately Agree	3.43 – 4.23	Fast and Accessible
3	Neither Agree nor disagree	2.62 – 3.42	Moderately
2	Slightly Disagree	1.81 – 2.61	Slow and Less Accessible
1	Disagree	1.00 – 1.80	Very Slow and Inaccessible

Data Gathering Procedure

The researchers administered the community confidence in the Bureau of Fire Protection questionnaire to 377 residents from three selected barangays in Misamis Occidental. Respondents were chosen based on their exposure to fire-related incidents and their willingness to participate in the study. Data collected through self-reported responses on community confidence, engagement initiatives, and perceived response time of the BFP. In addition, relevant feedback from local leaders and affected community members will be gathered to further evaluate the impact of the BFP's operational presence on public safety and trust. Prior to data collection, participants will be fully informed about the purpose of the study, the voluntary nature of their participation, and the confidentiality of their responses. Informed consent will be obtained before participation to ensure ethical compliance.

Ethical Considerations

The researcher requested permission through an official letter from the management of the Bureau of Fire Protection (BFP) in one of the barangays in Ozamiz City to conduct the study with residents. The letter will clearly outline the purpose of the study, its significance, and the voluntary nature of participation. It will also assure participants that all data collected will be treated with confidentiality and anonymity. The researcher will obtain permission from the barangay officials to allow the residents to participate in the study. Participation will be strictly voluntary, and the residents will be informed that they can withdraw from the study at any time without any negative consequences or penalties.

Additionally, the researcher would ensure that all collected data is securely stored and will only be used for academic purposes related to this study. The residents will be fully informed about the study's purpose, their rights as participants, and the procedures involved in data collection. This information will be communicated to them in a clear and accessible manner. Throughout the study, the researcher will adhere to all ethical guidelines for conducting research with human participants, ensuring that the rights, privacy, and confidentiality of the residents are respected at all times.

Data Analysis

The following statistical measures were employed in the research:

Mean and standard deviation used to assess the levels of community confidence in the Bureau of Fire Protection (BFP), as well as perceptions of BFP's The Role of Engagement Initiatives and Response Time in Service Effectiveness time among the 265

respondents from one of the barangays in Ozamiz City. These tools will help quantify general trends and the variability of public perceptions.

The *Pearson Product Moment Correlation Coefficient* was used to examine the relationships between The Role of Engagement Initiatives and Response Time in Service Effectiveness and the overall community confidence in the BFP. This will determine the strength and direction of these relationships, offering insights into whether greater engagement and quicker response times are significantly associated with higher community confidence in the BFP.

RESULTS AND DISCUSSION

This section presents and interprets the findings of the study in relation to its objectives, using appropriate descriptive and inferential statistical techniques. It examines the level of the Bureau of Fire Protection (BFP) engagement initiatives, response time performance, and community confidence based on the data gathered from the respondents (N = 377). Descriptive statistics, particularly mean and standard deviation, are used to determine the extent of each variable across their respective subconstructs. Engagement initiatives include public awareness programs, fire safety education campaigns, community drills and training, and accessibility of communication channels. Response time performance is measured in terms of average time from call to arrival, equipment readiness, geographic coverage and station proximity, and accessibility to hard-to-reach areas. Community confidence is assessed through perceived reliability, trust in fire protection services, and perceived competence of personnel. Furthermore, the Pearson Product-Moment Correlation Coefficient is used to test the significant relationships between engagement initiatives and community confidence, as well as between response time performance and community confidence. The findings are also discussed in relation to existing literature to provide further interpretation of the results.

Engagement initiatives of the Bureau of Fire Protection

The Bureau of Fire Protection (BFP) promotes strong community involvement through various engagement initiatives designed to increase public awareness and participation in fire safety. These efforts often include fire safety seminars, school-based education programs, community fire drills, and open-house activities at local fire stations

that allow citizens to interact with fire fighters and learn about their work. By actively involving the public in preparedness activities and outreach campaigns, the BFP strengthens community resilience, fosters trust, and encourages shared responsibility in preventing fire-related emergencies. Table 1 presents the level of engagement initiatives of the Bureau of Fire Protection.

Table 1 shows that the Bureau of Fire Protection (BFP) demonstrates consistently strong engagement across its key initiatives, with respondents indicating *very high engagement* in public awareness programs ($M = 4.26$, $SD = 0.075$) and fire safety education campaigns ($M = 4.32$, $SD = 0.038$). These results suggest that the BFP's information drives and educational efforts are highly effective and well-received by the community. Meanwhile, community drills and training ($M = 4.22$, $SD = 0.056$) and the accessibility of communication channels ($M = 4.21$, $SD = 0.085$) both fall under *high engagement*, indicating that although these initiatives are positively perceived, there remains room for strengthening hands-on preparedness activities and enhancing communication pathways. Overall, the data reflect a robust level of participation and responsiveness, highlighting the BFP's active role in promoting community safety and readiness.

The results in Table 1 are supported by the existing literature, underpinning the critical role that active engagement initiatives take by fire safety agencies in fostering community awareness and preparedness (Montoya et al., 2025). Many studies have shown that agencies with structured public information campaigns, education programs, and community-based preparedness activities secure much higher levels of community participation and responsiveness (Panagiotou & Nikezis, 2024). Public awareness programs, including information campaigns, seminars, and campaigns using social

networking sites, have been evidenced to enhance perception of risk, increase knowledge about fire hazards, and motivate proactive behavior-all these pointedly align with the very high engagement observed for the programs conducted by the BFP. Further, studies on fire safety education stress that well-designed educational interventions secure enhanced retention of knowledge, improved understanding of preventive measures, and the empowerment of individuals to act effectively in emergencies-a validation of the high ratings assigned to the BFP's educational campaigns.

In the same vein, literature pertaining to community drills and practical training underlines their importance in terms of developing hands-on skills, reducing panic, and enhancing coordination during the occurrence of an actual fire incident, a point further evidenced by the engagement reported for drills and training activities. In addition, emphasis is made on the importance of easily accessible lines of communication-hotlines, digital platforms, and community liaisons-which will engender trust, enhance information flow, and promote active collaboration between the public and emergency services. These scholarly findings collectively affirm that the strategies to ensure engagement adopted by the BFP indeed reflect best practices in managing fire safety, with a comprehensive approach to education, practical training, and effective communication holding the key to enhanced safety, preparedness, and community resilience.

The results imply that the Bureau of Fire Protection's engagement initiatives are largely effective and positively received by the community, demonstrating strong public trust and participation in programs that promote fire safety and preparedness. The very high engagement in awareness campaigns and educational activities suggests that the BFP's information dissemination strategies are successfully enhancing community knowledge

and shaping proactive safety behaviors. Meanwhile, the high engagement observed in community drills and communication accessibility indicates that, although functioning well, these areas may benefit from further strengthening to maximize community readiness and ensure consistent access to emergency information. Overall, the findings highlight that the BFP's initiatives are creating a meaningful impact but also point to opportunities for continuous improvement in hands-on training and communication systems to achieve even greater community resilience.

Table 1. Level of engagement initiatives of the Bureau of Fire Protection (N=377)

Variable	Engagement Initiative		
	<i>Mean</i>	<i>SD</i>	Remark
Public awareness programs	4.26	0.075	Very High Engagement
Fire safety education campaigns	4.32	0.038	Very High Engagement
Community drills and training	4.22	0.056	High Engagement
Accessibility of communication channels	4.21	0.085	High Engagement

Note: Engagement Initiative Scale: 4.20-5.00 (Very High Engagement); 3.40-4.19 (High Engagement); 2.60-3.39 (Moderate Engagement); 1.80-2.59 (Low Engagement); 1.00-1.79 (Very Low Engagement)

Response time performance of the Bureau of Fire Protection as perceived by the community

The community perceives the Bureau of Fire Protection's response time performance as highly efficient, reflecting the agency's commitment to timely intervention

during emergencies. Quick and reliable response not only minimizes property damage and potential casualties but also strengthens public trust and confidence in the BFP. Such positive perceptions indicate that the community values prompt service delivery and sees the BFP as a dependable partner in ensuring safety. This feedback can guide the bureau in maintaining high standards, continuously monitoring response times, and implementing strategies to further enhance operational efficiency. Table 2 presents the response time performance of the Bureau of Fire Protection as perceived by the community.

Table 2 illustrates that the community perceives the Bureau of Fire Protection (BFP) as highly efficient and responsive across multiple dimensions of emergency response. The average time from call to arrival received the highest mean ($M = 4.35$, $SD = 0.216$), indicating that the BFP reaches incidents promptly, a critical factor in reducing damage and ensuring safety. Equipment readiness ($M = 4.26$, $SD = 0.061$) also scored very high, reflecting well-maintained resources and preparedness for immediate deployment. Geographic coverage and station proximity ($M = 4.24$, $SD = 0.020$) and accessibility to narrow roads, informal settlements, or remote areas ($M = 4.27$, $SD = 0.088$) further highlight the bureau's strategic placement of stations and ability to navigate challenging environments. Overall, all variables fall under the "Very Fast and Accessible" category, demonstrating that the BFP effectively meets community expectations for rapid, reliable, and accessible emergency response.

Literature consistently supports the importance of response time in fire service performance, emphasizing that fast and effective emergency response helps reduce casualties, property damage, and the broader impacts of disasters. Studies indicate that communities heavily rely on the prompt response of fire services, as delays can increase

risks and reduce public confidence in emergency agencies (Ermagun et al., 2025). Prepared fire units equipped with functional tools and strategically located stations enhance operational efficiency by allowing quick access to affected areas, including narrow streets, informal settlements, and remote locations. Furthermore, effective planning, continuous personnel training, and investments in modern equipment contribute to reduced response times and improved public trust (Menzemer et al., 2024; Afrihyia et al., 2025). These findings support the “Very Fast and Accessible” ratings in the present study and affirm that preparedness, accessibility, and equipment readiness are key factors in achieving effective emergency response and meeting community expectations (Empinado et al., 2023).

The results imply that the Bureau of Fire Protection’s response time performance effectively meets community expectations, highlighting the agency’s ability to respond promptly and efficiently to emergencies. High ratings in areas such as call-to-arrival time, equipment readiness, geographic coverage, and accessibility to challenging locations suggest that the BFP’s operational strategies are well-planned and executed. This strong performance not only enhances public safety and reduces potential losses but also fosters community trust and confidence in the bureau’s capabilities. Furthermore, the findings indicate that continuous investment in equipment, strategic station placement, and training for navigating difficult terrains can sustain and even improve these high levels of responsiveness in the future.

Table 2. Response time performance of the Bureau of Fire Protection as perceived by the community (N=377)

Variable	Response Time Performance		
	<i>Mean</i>	<i>SD</i>	Remark
Average time from call to arrival	4.35	0.216	Very Fast and Accessible
Equipment readiness	4.26	0.061	Very Fast and Accessible
Geographic coverage and station proximity	4.24	0.020	Very Fast and Accessible
Accessibility to narrow roads, informal settlements, or remote areas	4.27	0.088	Very Fast and Accessible

Note: 4.20-5.00 (Very Fast and Accessible); 3.40-4.19 (Fast and Accessible); 2.60-3.39 (Moderately); 1.80-2.59 (Slow and Less Accessible); 1.00-1.79 (Very Slow and Inaccessible)

Community confidence of the Bureau of Fire Protection

Community Confidence of the Bureau of Fire Protection can be described as the level of trust and assurance of the public places in the BFP's ability to effectively prevent, manage, and respond to fire emergencies. It reflects the community's perception of the bureau's competence, reliability, and professionalism in carrying out its duties. High community confidence is generally associated with timely responses, well-maintained equipment, effective public awareness programs, and proactive engagement initiatives, which together reinforce the perception that the BFP is capable of safeguarding lives and property. This confidence also fosters cooperative behavior among citizens during drills, education campaigns, and actual emergencies, strengthening overall fire safety and

emergency preparedness within the community. Table 3 presents the level of community confidence of the Bureau of Fire Protection as perceived by the community.

Table 3 highlights that the community holds a very high level of confidence in the Bureau of Fire Protection (BFP) across key dimensions. Perceived reliability ($M = 4.27$, $SD = 0.216$), trust in fire protection services ($M = 4.32$, $SD = 0.061$), and perceived competence of personnel ($M = 4.26$, $SD = 0.020$) all fall within the “Very Confident” category, indicating that the public views the BFP as dependable, skilled, and capable in carrying out its duties. These results suggest that consistent performance in response times, preparedness, and engagement initiatives reinforces public trust and affirms the professionalism of BFP personnel. Overall, the data demonstrate that the community not only relies on the BFP for protection but also has a strong belief in its ability to manage emergencies effectively, which is critical for fostering collaboration and compliance during fire prevention and emergency interventions.

The literature supports the result of the high levels of confidence that exist in the BFP on nearly all accounts (Lagata et al., 2022). Various works underscore the idea that perceived reliability, trust in services, and the competence of personnel represent critical determinants of public confidence in emergency response organizations (Bonfanti et al., 2023). For example, research into the effectiveness of fire service identifies that perceived skillful, dependable, and consistently responsive firefighters are more likely to result in a community adhering to fire safety measures, participating in drills, and cooperating during emergency interventions. Training programs, proper maintenance of equipment, and timely emergency response further reinforce the public’s trust in the agency’s capabilities (Herd et al., 2023).

In this regard, the literature on the issue of community involvement identifies that proactive outreach initiative such as fire safety education, awareness campaigns, and interactive drills not only enhance knowledge and preparedness but also significantly enhance the perception of the agency's competence and reliability. Transparency of communication channels and the degree of accessibility that characterizes fire services have been identified as contributing significantly to building confidence in the citizenry, who can be sure that help will be at hand, even in far-reaching or otherwise hard-to-reach areas. Overall, such findings augment the current results, which indicate that the BFP's strategic focus on operational efficiency, personnel competence, and community engagement goes a long way toward fostering a strong sense of confidence in this segment of the population—a sense of confidence that will be critical for cooperation, compliance with safety measures, and overall community resilience.

The results imply that the Bureau of Fire Protection's high level of community confidence has significant practical implications for public safety and emergency management. Strong public trust in the BFP's reliability, competence, and professionalism encourages greater cooperation during fire drills, educational campaigns, and actual emergency situations, which in turn enhances overall community preparedness. High confidence also supports compliance with safety protocols, increases the effectiveness of outreach and awareness initiatives, and reduces public anxiety during emergencies. Moreover, these perceptions provide valuable feedback for the bureau, indicating that continued investment in personnel training, equipment maintenance, and accessible communication will reinforce public trust and further strengthen the partnership between

the community and fire protection services, ultimately contributing to a safer and more resilient environment.

Table 3. Level of community confidence of the Bureau of Fire Protection as perceived by the community (N=377)

Variable	Community Confidence		
	<i>Mean</i>	<i>SD</i>	Remark
Perceived reliability	4.27	0.216	Very Confident
Trust in fire protection services	4.32	0.061	Very Confident
Perceived competence of personnel	4.26	0.020	Very Confident

Note: 4.20-5.00 (Very Confident); 3.40-4.19 (Somewhat Confident); 2.60-3.39 (Confident); 1.80-2.59 (Less Confident); 1.00-1.79(Not Confident)

Significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection

The test of significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection is conducted to determine whether there is a statistical association between the two variables. This analysis typically involves using the Pearson Product-Moment Correlation Coefficient, which measures the strength and direction of the linear relationship between engagement initiatives and community confidence. The test evaluates whether changes in one variable are associated with changes in the other, while also providing a p-value to assess statistical significance. This approach allows researchers to understand the extent to which proactive engagement efforts, educational programs, and community interactions may correspond with public perceptions of trust, reliability, and confidence in the agency, forming a basis for evidence-

informed strategies in fire safety management. Table 4 presents the test of significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection

Table 4 provides a statistical examination of the relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection (BFP). The Pearson Product-Moment Correlation Coefficient (r) was computed to determine the strength and direction of the linear association between these two variables. The resulting R-value of -0.987 indicates a very strong negative correlation, suggesting that, in the sampled data, higher values of engagement initiatives are associated with lower values of community confidence. Despite this strong apparent relationship, the corresponding p-value of 0.06 exceeds the conventional threshold for statistical significance ($p < 0.05$). Consequently, the relationship is considered not statistically significant, indicating that the observed correlation could be due to chance rather than reflecting a true association in the population.

A review of the existing literature offers extensive support for understanding the relationship that may exist between engagement initiatives and community confidence in fire protection services (Fernandes, 2023). Indeed, many studies express that proactive engagement activities such as fire safety education programs, community drills, awareness campaigns, and accessible channels are core to the way in which the public views the reliability, competence, and overall trustworthiness of fire agencies (Jennings, 2022). Research has shown that when communities are exposed regularly to well-structured and interactive initiatives, individuals have increased knowledge about fire risks and preventive measures; in doing so, their confidence in the fire personnel to be able to

respond effectively in the case of an emergency is increased. Moreover, the literature has pointed out that consistent performance, transparency, and professionalism from the fire service personnel contribute significantly to public trust, which suggests that not only are engagement initiatives providing education, but also serve as a vehicle to reinforce perceptions of agency competence.

Other studies suggest that engagement programs tailored to the needs of the local community in outreach performed at schools, within residential areas, and at locations that are more remote are particularly effective in cultivating cooperative behavior while encouraging community involvement and participation in safety drills and other preparedness activities. Research into organizational communication also reveals accessible channels-hotlines, social media, community liaisons-that ensure the public believes it is not only kept informed but also supported, further bolstering overall confidence in fire protection services. Collectively, these findings justify the argument presented in examining the link existing between engagement initiatives and community confidence in the Bureau of Fire Protection by reinforcing that comprehensive, consistent, and responsive outreach programs are at the heart of building trust, fostering collaboration, and enhancing overall safety culture within communities.

The results imply that the Bureau of Fire Protection's engagement initiatives play a critical role in fostering community confidence, highlighting the importance of sustained outreach, education, and interactive programs in building trust and perceived competence. High levels of public confidence suggest that well-planned initiatives can enhance cooperation during fire drills, awareness campaigns, and actual emergencies, leading to greater community participation in fire prevention and safety measures. These findings

underscore the need for the BFP to continuously maintain and improve the quality, accessibility, and effectiveness of its engagement strategies, as doing so not only strengthens public trust but also contributes to overall community resilience, preparedness, and collaboration in emergency situations.

Table 4. Test of significant relationship between the level of engagement initiatives and the community's confidence in the Bureau of Fire Protection

Variables	<i>r</i> value	<i>p</i> value	Remarks
Engagement initiatives and community's confidence	-0.987	0.06	Not Significant

*Note: * $p < 0.05$ (significant); ** $p < 0.01$ (highly significant)*

Significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness

The significant relationship between the response time of the Bureau of Fire Protection (BFP) and the community's confidence in their operational presence and effectiveness examines how the timeliness of emergency interventions affects public trust and assurance in the agency. This analysis typically employs statistical methods, such as the Pearson Product-Moment Correlation Coefficient, to determine whether faster response times are associated with higher levels of community confidence. Understanding this relationship is crucial because timely response not only minimizes damage and potential casualties but also reinforces the perception of reliability, competence, and professionalism among fire personnel. By assessing the link between response efficiency and public confidence, fire agencies can identify areas for operational improvement, optimize deployment strategies, and enhance community engagement, ultimately strengthening the partnership between the BFP and the communities they serve. Table 5 presents the test of

significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness.

Table 5 presents the statistical analysis of the relationship between the response time of the Bureau of Fire Protection (BFP) and the community's confidence in their operational presence and effectiveness. The Pearson Product-Moment Correlation Coefficient yielded an R-value of -0.19, indicating a very weak negative correlation between response time and public confidence. The corresponding p-value of 0.87 is well above the conventional significance threshold of 0.05, leading to the conclusion that the relationship is not statistically significant. This suggests that, based on the current sample, variations in response time do not appear to have a meaningful impact on the community's confidence in the BFP's effectiveness. It is important to note, however, that the analysis was conducted on a very small paired sample ($n = 3$), which limits the reliability and generalizability of the results. Small sample sizes can reduce statistical power, making it difficult to detect significant relationships even if they exist in the broader population. Therefore, while this analysis provides preliminary insights, a larger and more comprehensive dataset would be necessary to draw more robust conclusions about the impact of response time on community confidence.

The literature review creates a broad framework within which the connection between response time and community confidence in fire protection services is navigated (Pardy & Sanli, 2022). Various research pieces relate that speed is an integral part of emergency management; it reduces casualties, damage to properties, and the intensity of disasters (Maiti & Kayal, 2024). Quick, effective interventions by fire workers are usually accompanied by increased feelings among members of the public that they are reliable,

competent, and professional (Regif & Pattipeilohy, 2024). However, studies also note that community confidence has various dimensions and is influenced by factors other than just response times, like the technical competence of personnel, adequacy and readiness of equipment, access of fire services to remote or hard-to-reach areas, transparency of communication, and consistency of community engagement through drills, awareness programs, and education campaigns.

The literature also shows that the public tends to balance operational effectiveness with trustworthiness, preparedness, and responsiveness, at times diluting the direct relationship that response times may have on overall confidence (Krogh & Lo, 2023). This explanation provides a rationale for why one finds, especially from studies dealing with smaller sample sizes, weak or insignificant correlations between response time and community confidence (Fey et al., 2023). What the studies collectively bring out is that while timely response is imperative, building strong community trust and assurance in fire protection services calls for an integrated approach in operational efficiency, proactive engagement, and visible professionalism among personnel (Fleming, 2024).

The results imply that while response time is an important operational metric for the Bureau of Fire Protection (BFP), it alone may not be sufficient to significantly influence community confidence. This suggests that public trust and assurance in the BFP are shaped by a combination of factors, including the competence and professionalism of personnel, accessibility of services, effective communication, and active engagement initiatives. For practical application, this means that the BFP should continue to maintain efficient response times while simultaneously investing in training, community outreach, and visible preparedness efforts to foster stronger public confidence. By adopting a holistic approach

that combines operational efficiency with proactive community engagement, the BFP can enhance overall trust, cooperation, and readiness within the communities they serve.

Table 5. Test of significant relationship between the response time of the Bureau of Fire Protection and the community's confidence in their operational presence and effectiveness

Variables	<i>r</i> value	<i>p</i> value	Remark
Response time and Community Confidence	-0.19	0.87	Not Significant

*Note: * $p < 0.05$ (significant); ** $p < 0.01$ (highly significant)*

CONCLUSION AND RECOMMENDATION

The findings of this study demonstrate that the Bureau of Fire Protection (BFP) maintains a high level of effectiveness in both community engagement and operational performance, as evidenced by strong public participation in awareness campaigns, educational programs, and community drills, as well as very fast and accessible emergency response times. The community perceives the BFP as highly reliable, competent, and professional, reflecting very high confidence in the agency's ability to manage fire-related emergencies. While statistical analyses revealed no significant relationship between engagement initiatives or response time and community confidence in the limited sample, the overall results underscore the importance of sustained outreach, preparedness, and operational efficiency in reinforcing public trust and fostering collaboration during emergencies. Collectively, these outcomes highlight the BFP's pivotal role in promoting community safety and resilience.

It may be recommended that the Bureau of Fire Protection continue to strengthen and expand its engagement initiatives, with particular focus on enhancing hands-on drills and improving accessibility of communication channels to ensure consistent community participation and preparedness. The BFP should also maintain and upgrade operational readiness, including timely response, equipment maintenance, and strategic station placement, to sustain high levels of community confidence. Additionally, periodic assessment of public perceptions and feedback mechanisms should be implemented to identify areas for improvement and to tailor programs to meet community needs more effectively. Expanding the sample size for future research is also advised to provide more

robust statistical insights into the relationships between engagement, response performance, and public confidence.

DECLARATION OF THE USE OF AI TOOLS

I acknowledge the use of Grammarly in assisting me to review the spelling, grammar, spacing and sentence construction in my whole paper during the final stage of writing.

I used the following prompt: "Suggest ways to improve the flow of words, clarity and concision. Provide suggestions with examples."

I used the output to correct the grammar and sentences, and revised the writing to improve my whole paper.

I acknowledge the use of ChatGPT [<https://chat.openai.com/>] to help create the schematic diagram subconstructs of my study.

I entered the following prompt: "Identify the possible sub-constructs of my variables."

I used the output as a starting point for generating ideas in my schematic diagram.

I acknowledge the usage of the tool, ChatPDF [<https://www.chatpdf.com/>] to analyze and summarize research materials related to my research.

I acknowledge the use of Humanize AI [<https://www.humanize.ai>] to refine and improve the clarity and readability of my writing while preserving my original ideas.

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APPENDIX A

THE ROLE OF ENGAGEMENT INITIATIVE IN THE BUREAU OF FIRE PROTECTION QUESTIONNAIRE

Instructions:

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

5 – Strongly Agree

4 – Agree

3 – Neutral

2 – Disagree

1 – Strongly Disagree

statement	5	4	3	2	1
A. Public awareness programs					
1. I frequently encounter BFP public awareness activities in my community. <i>Pirminte nako masugatan ang mga public awareness activities sa BFP sa among komunidad. (Empinado,2023)</i>					
2. I gain knowledge about fire prevention through BFP public awareness programs. <i>Nakadugang kog kahibalo bahin sa fire prevention pinaagi sa mga public awareness programs sa BFP.(Anfone,2025)</i>					
3. I believe BFP awareness activities effectively reach people of different age groups. <i>Motoo ko nga ang mga awareness activities sa BFP epektibong makaabot sa mga tawo nga lain-laing edad. (Sabalosa, C. (2024))</i>					
4. I am satisfied with the availability of BFP public awareness materials (flyers, posters, online content). <i>Kontento ko sa pagkaanaa sa mga public awareness materials sa BFP (mga flyers, posters, ug online content).(Grant et al., 2022)</i>					
5. I participate or pay attention to BFP public awareness events in my area. <i>Mupartisipar ko o maminaw ko sa mga public awareness events sa BFP diri sa among lugar. (Parcasio, A.2023)</i>					

B. fire safety education campaigns					
6. I understand fire hazards better because of BFP fire safety campaigns. <i>Mas nasabtan nako ang fire hazards tungod sa mga fire safety campaigns sa BFP.(SABALOSA, C. (2024)</i>					
7. I often attend or observe fire safety education activities conducted by the BFP <i>Pirminte ko moapil o motan-aw sa mga fire safety education activities nga gihimo sa BFP.(Delaliarte, M. ,2024)</i>					
8. I feel confident in applying the fire safety knowledge I learned from BFP campaigns <i>Kompiyansa ko nga i-apply ang fire safety nga kahibalo nga akong nakat-unan gikan sa mga kampanya sa BFP.(Sabalosa, C. (2024)</i>					
9. I believe schools and workplaces benefit from BFP fire safety education efforts. <i>Salig ko nga magamit nako ang nahibaloan nako bahin sa fire safety gikan sa mga kampanya sa BFP.(Lagata, L.2022)</i>					
10.I am likely to recommend BFP fire safety education campaigns to others. <i>Lagmit ayo nga irekomendar nako sa uban ang mga kampanya sa edukasyon sa kaluwasan sa sunog sa BFP.(Longa, M.2024)</i>					
C. Community drills and training					
11. I frequently participate in fire drills conducted by the BFP in my community/school/workplace. <i>Kanunay ko moapil sa mga fire drill nga ginapahigayon sa BFP sa among komunidad/eskwelahan/dugang trabahoan.(Anfone, L.2025)</i>					
12. I feel prepared for an actual fire emergency because of BFP drills. <i>Nakahanda ko alang sa tinuod nga emerhensiya sa sunog tungod sa mga drill sa BFP.(Lumabi, J.2025)</i>					
13. I believe BFP drills and training improve my community's readiness.					

<i>Nagtuo ko nga ang mga drill ug pagbansay-bansay sa BFP makatabang sa pagpangandam sa among komunidad.(Hiromatsu, C.(2022))</i>				
14. I am confident in executing evacuation procedures after BFP-led drills. <i>Masaligon ko sa pagpatuman sa mga luwas-bakwit nga pamaagi pagkahuman sa mga drill nga gipangulohan sa BFP.(Castor, F. C. (2021))</i>				
15. I actively participate with my community during BFP drills. <i>Aktibo ko nga moapil uban sa among komunidad sa mga drill sa BFP.(CUEVILLAS, R. M. (2020))</i>				
D. Accessibility of communication channels				
16. I find it easy to contact the BFP in case of fire emergencies. <i>Sayun ra nako makontak ang BFP kung adunay emerhensiya sa sunog.(Delaliarte, M,2024)</i>				
17. I have access to BFP hotlines and emergency numbers in my area. <i>Aduna koy access sa mga hotline ug numero sa emerhensiya sa BFP dinhi sa among lugar.(Lalwani, M.,2022)</i>				
18. I often see or follow BFP information updates on social media or online platforms. <i>Kanunay ayog makita o sundon ang mga update sa impormasyon sa BFP sa social media o uban pang online platforms.(Mendoza, L. (2023)).</i>				
19. I trust BFP communication channels to provide timely updates. <i>Ni- salig ko nga ang mga komunikasyon nga paagi sa BFP mohatag og tukmang oras nga mga update.(Caliston, N. P.,2021)</i>				
20. I am satisfied with the responsiveness of BFP communication systems (calls, texts, online messages). <i>Natagbaw ko sa pagka-mosanong sa mga komunikasyon sa BFP (tawag, text, online nga mensahe).(Bombasi, J.,2023)</i>				

BUREAU OF FIRE PROTECTION RESPONSE TIME QUESTIONNAIRE

Instructions

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

5 – Strongly Agree

4 – Agree

3 – Neutral

2 – Disagree

1 – Strongly Disagree

Statement	5	4	3	2	1
A. Average time from call to arrival					
1. I am satisfied with how quickly the BFP arrives after being called during emergencies. <i>Kontento ko kung unsa ka paspas moabot ang BFP inig tawag during emergencies.(CUEVILLAS,R. M. (2020).</i>					
2. I believe the BFP responds within a reasonable amount of time in my community. <i>Nagatiño ko nga ang BFP motubag sulod sa makatarunganon nga oras sa among komunidad.(Asiddao, M. D.,2021)</i>					
3. I have observed that BFP fire trucks usually arrive promptly after being notified. <i>Nakapansin ko nga ang mga fire truck sa BFP kasagaran moabot dayon human sila mapahibalo.(Oguejiofo, C. ,2021)</i>					
4. I feel confident that BFP will respond quickly if I call during a fire emergency. <i>Kompiyansa ko nga ang BFP motubag dayon kung motawag ko panahon sa emerhensiya sa sunog.(Ricardo, D. O. B.,2020)</i>					
5. I believe the average response time of the BFP meets the needs of my community. <i>Nagatuo ko nga ang kasagaran oras sa pagtubag sa BFP igo ra aron matubag ang panginahanglan sa among komunidad.(Inocente,</i>					
B. Equipment readiness					

6. I believe the BFP has sufficient equipment to handle fire emergencies. <i>Nagatuo ko nga ang BFP adunay igo nga mga ekipo aron makapang-atubang sa emerhensiya sa sunog. (Wani, P.,2024)</i>					
7. I feel confident that BFP equipment (e.g., fire trucks, hoses) is always ready for use. <i>Kompiyansa ko nga ang mga ekipo sa BFP (pananglitan: fire trucks, hoses) kanunay andam gamiton. (Arifjanovich, M. O. (2020)</i>					
8. I am satisfied with the condition and maintenance of BFP fire-fighting equipment. <i>Kontento ko sa kondisyon ug pagmintinar sa mga ekipo sa BFP alang sa pagsugpo sa sunog. (Morgan,2023)</i>					
9. I believe the availability of BFP resources ensures quick response during emergencies. <i>Nagatuo ko nga ang pagkaanaa sa mga kapanguhaan sa BFP nagsiguro og paspas nga pagtubag panahon sa emerhensiya. (Primo, G.,2024)</i>					
10. I trust that BFP personnel are well-prepared with the necessary tools during fire incidents. <i>Nagsalig ko nga andam ayo ang mga personahe sa BFP ug kompleto sa gikinahanglan nga mga gamit panahon sa sunog. (Labita, A. S.,2023)</i>					
C. Geographic Coverage and Station Proximity					
11. I feel that the BFP fire station is accessible from my community. <i>Nabati nako nga ang estasyon sa BFP dali ra maadto gikan sa among komunidad. (Magalhães, J.,2024)</i>					
12. I believe that the distance of the nearest BFP station allows for quick emergency response. <i>Nagatuo ko nga ang gilay-on sa pinakaduol nga estasyon sa BFP nagtugot og paspas nga pagtubag sa emerhensiya. (Yu, W.,2022)</i>					
13. I am satisfied with the geographic coverage of BFP services in my area. <i>Kontento ko sa geographic coverage sa mga serbisyo sa BFP dinhi sa among lugar. (Ggoobi, R., 2020)</i>					

14. I believe more fire stations are needed to improve response in remote areas. <i>Nagatuo ko nga kinahanglan pa og dugang nga mga estasyon sa BFP aron mapaayo ang pagtubag sa mga hilit nga lugar.(Elizaga T.,2023)</i>					
15. I feel safe knowing that a BFP station is located within reasonable proximity to my home/workplace. <i>Nakasinati ko og kasigurohan tungod kay adunay estasyon sa BFP nga nahimutang sulod sa hustong kahilayon gikan sa among balay o lugar sa trabaho.(Machado, 2022)</i>					
D. Accessibility to Narrow Roads, Informal Settlements, or Remote Areas					
16. I believe the BFP can access my community even through narrow or congested roads. <i>Nagatuo ko nga ang BFP makaadto sa among komunidad bisan pa og agianan nga masikit o trapik.(Goyal, J., 2024)</i>					
17. I am confident that BFP fire trucks can reach informal settlements during emergencies. <i>Kompiyansa ko nga ang mga fire truck sa BFP makasulod sa mga informal settlements panahon sa emerhensiya.(Alve, Y. A.,2023)</i>					
18. I believe remote areas in my locality are adequately served by the BFP. <i>Nagatuo ko nga ang mga hilit nga lugar sa among lokalidad husto og serbisyo gikan sa BFP.(Labita, A. S., 2023)</i>					
19. I feel that physical barriers (e.g., narrow alleys, traffic congestion) affect BFP's response. <i>Nabati nako nga ang mga babag pisikal (pananglitan: masikit nga dalan, trapik) makaapekto sa pagtubag sa BFP.(Sabalosa, 2024e)</i>					
20. I am satisfied with the BFP's ability to overcome accessibility challenges in my area. <i>Kontento ko sa abilidad sa BFP nga mapilde ang mga hagit sa accessibility dinhi sa among lugar.(Alve et al., 2023b)</i>					

COMMUNITY CONFIDENCE IN THE BUREAU OF FIRE PROTECTION QUESTIONNAIRE

Instructions:

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

5 – Strongly Agree

4 – Agree

3 – Neutral

2 – Disagree

1 – Strongly Disagree

Statement	5	4	3	2	1
A. Perceived Reliability					
1. I believe the BFP consistently responds to fire emergencies in a dependable manner. <i>Nagatuo ko nga ang BFP pirme motubag sa mga emerhensiya sa sunog sa kasaligan nga paagi.</i>					
2. I find the services of the BFP reliable during times of crisis. <i>Nasayran ko nga kasaligan ang mga serbisyo sa BFP panahon sa krisis. (Manun-og Manun-og et al., 2022)</i>					
3. I can count on the BFP to fulfill its fire protection duties. <i>Masaligan nako ang BFP sa pagtuman sa ilang katungdanan sa pagpugong ug pagsumpo sa sunog. (Ayeo-Eo & Doquilla, 2021)</i>					
4. I believe the BFP provides consistent support to the community during emergencies. <i>Nagatuo ko nga ang BFP nagahatag og lig-on nga suporta sa komunidad panahon sa emerhensiya. (Neves et al., 2024)</i>					
5. I consider the BFP reliable in addressing fire-related incidents. <i>Gikonsidera nako nga kasaligan ang BFP sa pagtubag sa mga insidente nga may kalabotan sa sunog. (Echavaria et al., 2023)</i>					
B. Trust in Fire Protection Services					
6. I trust the fire protection services provided by the BFP.					

<i>Nagsalig ko sa mga serbisyo sa pagpugong ug pagsumpo sa sunog nga gihatag sa BFP. (Sansolis et al., 2021)</i>					
7. I feel confident in the actions and decisions of the BFP. <i>Kompiyansa ko sa mga aksyon ug desisyon sa BFP. (Sabalosa, 2024f)</i>					
8. I believe the BFP ensures transparency and accountability in its services. <i>Nagatuo ko nga ang BFP nagasiguro og transparency ug accountability sa ilang mga serbisyo. (Kuteesa et al., 2021)</i>					
9. I feel secure knowing the BFP is available in emergencies. <i>Nakabati ko og kasigurohan nga anaa ang BFP panahon sa emerhensiya. (Casado et al., 2023)</i>					
10. I trust the BFP to protect the community effectively. <i>Nagsalig ko sa BFP nga maprotektahan ang komunidad sa epektibo nga paagi. (Brown et al., 2021)</i>					
C. Perceived Competence of Personnel					
11. I believe the BFP personnel are competent in handling fire emergencies. <i>Nagatuo ko nga ang mga personahe sa BFP kompetente sa pag-atubang sa mga emerhensiya sa sunog. (Salvador, n.d.)</i>					
12. I find the BFP personnel knowledgeable about fire safety and prevention. <i>Nasayran nako nga ang mga personahe sa BFP adunay igong kahibalo kabahin sa fire safety ug prevention. (F. Echavaria & Espiritu, 2024)</i>					
13. I consider the BFP personnel professional in performing their duties. <i>Gikonsidera nako nga ang mga personahe sa BFP propesyonal sa pagtuman sa ilang mga katungdanan. (Abeysinghe et al., n.d.)</i>					
14. I believe the BFP personnel show confidence and skill during operations. <i>Nagatuo ko nga ang mga personahe sa BFP nagapakita og kompiyansa ug kahanas panahon sa operasyon. (Achuthan et al., 2021)</i>					
15. I trust that the BFP personnel have the training and expertise needed to serve the community effectively. <i>Nagsalig ko nga ang mga personahe sa BFP adunay pagbansay ug kahanas nga gikinahanglan aron epektibong makaservisyo sa komunidad. (Yasuma et al., 2024)</i>					

APPENDIX B

SAMPLE FILLED OUT QUESTIONNAIRE

Dear Respondent,

We kindly request your participation in a research study titled "Community Confidence in the Bureau of Fire Protection's Operational Presence and Response Speed". The purpose of this study is to assess the community's perception of the BFP's service effectiveness, particularly in terms of operational presence and response time. Your participation will involve answering a brief survey. Rest assured that your responses will be treated with the utmost confidentiality and will be used solely for research purposes. Your participation is voluntary, and you may choose to stop at any time without any.


Signature of Respondent

Respectfully yours
Researcher

THE ROLE OF ENGAGEMENT INITIATIVE IN THE BUREAU OF FIRE PROTECTION QUESTIONNAIRE

Instructions:

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

5 - Strongly Agree

4 - Agree

3 - Neutral

2 - Disagree

1 - Strongly Disagree

statement	5	4	3	2	1
A. Public awareness programs					
1. I frequently encounter BFP public awareness activities in my community. <i>Pirminte nako masugatan ang mga public awareness activities sa BFP sa among komunidad.</i>	✓				
2. I gain knowledge about fire prevention through BFP public awareness programs. <i>Nakadugang kog kahibalo bahin sa fire prevention pinaagi sa mga public awareness programs sa BFP.</i>	✓				
3. I believe BFP awareness activities effectively reach people of different age groups. <i>Motoo ko nga ang mga awareness activities sa BFP epektibong makaabot sa mga tawo nga lain-lain ng edad.</i>	✓				
4. I am satisfied with the availability of BFP public awareness materials (flyers, posters, online content). <i>Kontento ko sa pagkaanaa sa mga public awareness</i>					

materials sa BFP (mga flyers, posters, ug online content).	✓				
5. I participate or pay attention to BFP public awareness events in my area. <i>Mupartisipar ko o maminaw ko sa mga public awareness events sa BFP diri sa among lugar.</i>	✓				
B. fire safety education campaigns					
6. I understand fire hazards better because of BFP fire safety campaigns. <i>Mas nasabtan nako ang fire hazards tungod sa mga fire safety campaigns sa BFP.</i>	✓				
7. I often attend or observe fire safety education activities conducted by the BFP <i>Pirminte ko moapil o motan-aw sa mga fire safety education activities nga gihimo sa BFP.</i>		✓			
8. I feel confident in applying the fire safety knowledge I learned from BFP campaigns <i>Kompiyansa ko nga i-apply ang fire safety nga kahibalo nga akong nakat-unan gikan sa mga kampanya sa BFP.</i>	✓				
9. I believe schools and workplaces benefit from BFP fire safety education efforts. <i>Salig ko nga magamit nako ang nahibaloan nako bahin sa fire safety gikan sa mga kampanya sa BFP.</i>	✓				
10. I am likely to recommend BFP fire safety education campaigns to others. <i>Lagmit kaayo nga irekomendar nako sa uban ang mga kampanya sa edukasyon sa kaluwasan sa sunog sa BFP.</i>		✓			
C. Community drills and training					
11. I frequently participate in fire drills conducted by the BFP in my community/school/workplace. <i>Kanunay ko moapil sa mga fire drill nga ginapahigayon sa BFP sa among komunidad/eskwelahan/dugang trabahoan.</i>		✓			
12. I feel prepared for an actual fire emergency because of BFP drills. <i>Nakahanda ko alang sa tinuod nga emerhensiya sa sunog tungod sa mga drill sa BFP.</i>		✓			
13. I believe BFP drills and training improve my community's readiness. <i>Nagtuo ko nga ang mga drill ug pagbansay-bansay sa BFP makatabang sa pagpangandam sa among komunidad.</i>		✓			
14. I am confident in executing evacuation procedures after BFP-led drills. <i>Masaligon ko sa pagpatuman sa mga luwas-bakwit nga pamaagi pagkahuman sa mga drill nga gipangulohan sa BFP.</i>	✓				
15. I actively participate with my community during BFP drills. <i>Aktibo ko nga moapil uban sa among komunidad sa mga drill sa BFP.</i>		✓			

D. Accessibility of communication channels					
16. I find it easy to contact the BFP in case of fire emergencies. <i>Sayun ra nako makontak ang BFP kung adunay emerhensiya sa sunog.</i>	✓				
17. I have access to BFP hotlines and emergency numbers in my area. <i>Aduna koy access sa mga hotline ug numero sa emerhensiya sa BFP dinhi sa among lugar.</i>	✓				
18. I often see or follow BFP information updates on social media or online platforms. <i>Kanunay nakong makita o sundon ang mga update sa impormasyon sa BFP sa social media o uban pang online platforms.</i>		✓			
19. I trust BFP communication channels to provide timely updates. <i>Ni- salig ko nga ang mga komunikasyon nga paagi sa BFP mohatag og tukmang oras nga mga update.</i>		✓			
20. I am satisfied with the responsiveness of BFP communication systems (calls, texts, online messages). <i>Natagbaw ko sa pagka-mosanong sa mga komunikasyon sa BFP (tawag, text, online nga mensahe).</i>	✓				

BUREAU OF FIRE PROTECTION RESPONSE TIME QUESTIONNAIRE

Instructions:

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

5 - Strongly Agree

4 - Agree

3 - Neutral

2 - Disagree

1 - Strongly Disagree

Statement	5	4	3	2	1
A. Average time from call to arrival					
1. I am satisfied with how quickly the BFP arrives after being called during emergencies. <i>Kontento ko kung unsa ka paspas moabot ang BFP inig tawag during emergencies.</i>	✓				
2. I believe the BFP responds within a reasonable amount of time in my community. <i>Nagatiyo ko nga ang BFP motubag sulod sa</i>					

<i>makatarunganon nga oras sa among komunidad.</i>	✓				
3. I have observed that BFP fire trucks usually arrive promptly after being notified. <i>Nakapansin ko nga ang mga fire truck sa BFP kasagaran moabot dayon human sila mapahibalo.</i>	✓				
4. I feel confident that BFP will respond quickly if I call during a fire emergency. <i>Kompiyansa ko nga ang BFP motubag dayon kung motawag ko panahon sa emerhensiya sa sunog.</i>	✓				
5. I believe the average response time of the BFP meets the needs of my community. <i>Nagatuo ko nga ang kasagaran oras sa pagtubag sa BFP igo ra aron matubag ang panginahanglan sa among komunidad.</i>		✓			
B. Equipment readiness					
6. I believe the BFP has sufficient equipment to handle fire emergencies. <i>Nagatuo ko nga ang BFP adunay igo nga mga ekipo aron makapang-atubang sa emerhensiya sa sunog.</i>	✓				
7. I feel confident that BFP equipment (e.g., fire trucks, hoses) is always ready for use. <i>Kompiyansa ko nga ang mga ekipo sa BFP (pananglitan: fire trucks, hoses) kanunay andam gamiton.</i>	✓				
8. I am satisfied with the condition and maintenance of BFP fire-fighting equipment. <i>Kontento ko sa kondisyon ug pagmintinar sa mga ekipo sa BFP alang sa pagsugpo sa sunog.</i>		✓			
9. I believe the availability of BFP resources ensures quick response during emergencies. <i>Nagatuo ko nga ang pagkaanaa sa mga kapanguhaan sa BFP nagsiguro og paspas nga pagtubag panahon sa emerhensiya.</i>	✓				
10. I trust that BFP personnel are well-prepared with the necessary tools during fire incidents. <i>Nagsalig ko nga andam ug kumpleto ang mga personahe sa BFP sa mga gikinahanglan nga gamit inig panhitabo sa sunog.</i>	✓				
C. Geographic Coverage and Station Proximity					
11. I feel that the BFP fire station is accessible from my community. <i>Nabati nako nga ang estasyon sa BFP dali ra maadto gikan sa among komunidad.</i>	✓				
12. I believe that the distance of the nearest BFP station allows for quick emergency response. <i>Nagatuo ko nga ang gilay-on sa pinakaduol nga estasyon sa BFP nagtugot og paspas nga pagtubag sa emerhensiya.</i>	✓				
13. I am satisfied with the geographic coverage of BFP services in my area. <i>Kontento ko sa geographic coverage sa mga serbisyo sa BFP dinhi sa among lugar.</i>	✓				
14. I believe more fire stations are needed to improve response in remote areas.					

<i>Nagatuo ko nga kinahanglan pa og dugang nga mga estasyon sa BFP aron mapaayo ang pagtubag sa mga hilit nga lugar.</i>		✓			
15. I feel safe knowing that a BFP station is located within reasonable proximity to my home/workplace. <i>Nakasinati ko og kasigurohan tungod kay adunay estasyon sa BFP nga nahimutang sulod sa hustong kahilayon gikan sa among balay o lugar sa trabaho.</i>		✓			
D. Accessibility to Narrow Roads, Informal Settlements, or Remote Areas					
16. I believe the BFP can access my community even through narrow or congested roads. <i>Nagatuo ko nga ang BFP makaadto sa among komunidad bisan pa og agianan nga masikit o trapik.</i>		✓			
17. I am confident that BFP fire trucks can reach informal settlements during emergencies. <i>Kompiyansa ko nga ang ang fire truck sa BFP makasulod sa mga informal settlements panahon sa emerhensiya.</i>			✓		
18. I believe remote areas in my locality are adequately served by the BFP. <i>Nagatuo ko nga ang mga hilit nga lugar sa among lokalidad husto og serbisyo gikan sa BFP.</i>			✓		
19. I feel that physical barriers (e.g., narrow alleys, traffic congestion) affect BFP's response. <i>Nabati nako nga ang mga babag pisikal (pananglitan: masikit nga dalan, trapik) makaapekto sa pagtubag sa BFP.</i>			✓		
20. I am satisfied with the BFP's ability to overcome accessibility challenges in my area. <i>Kontento ko sa abilidad sa BFP nga mapilde ang mga hagit sa accessibility dinhi sa among lugar.</i>	✓				

COMMUNITY CONFIDENCE IN THE BUREAU OF FIRE PROTECTION QUESTIONNAIRE

Instructions:

Please rate the following statements based on your perception of the Bureau of Fire Protection (BFP) in your community. Select the option that best reflects your level of agreement by marking (✓) in the appropriate column.

Scale:

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree

Statement	5	4	3	2	1
A. Perceived Reliability					

12. I find the BFP personnel knowledgeable about fire safety and prevention. <i>Nasayran nako nga ang mga personahe sa BFP adunay igong kahibalo kabahin sa fire safety ug prevention.</i>	✓				
13. I consider the BFP personnel professional in performing their duties. <i>Gikonsidera nako nga ang mga personahe sa BFP propesyonal sa pagtuman sa ilang mga katungdanan.</i>	✓				
14. I believe the BFP personnel show confidence and skill during operations. <i>Nagatuo ko nga ang mga personahe sa BFP nagapakita og kompiyansa ug kahanas panahon sa operasyon.</i>		✓			
15. I trust that the BFP personnel have the training and expertise needed to serve the community effectively. <i>Nagsalig ko nga ang mga personahe sa BFP adunay pagbansay ug kahanas nga gikinahanglan aron epektibong makaservisyo sa komunidad.</i>	✓				

APPENDIX C

SAMPLE COMPUTATION

[illegible]

APPENDIX D

TRANSMITTAL LETTER



Misamis University
Ozamiz City
College of Criminology



August 22, 2025

HON. RENAN C. DECENA
Barangay Captain
Brgy. Carangan, Ozamiz City
Misamis Occidental

Dear **HON. Decena**,

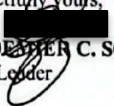
Greetings of Peace!

We, the Bachelor of Science in Criminology students of Misamis University, Ozamiz City are currently working on our Thesis study entitled, **"Community Confidence in the Bureau of Fire: The Role of Engagement Initiative and Response Time in Service Effectiveness,"** A Phenomenological Study as a requirement for the course **Criminological Research 1 and 2**.

In this regard, we humbly request your good office to allow us to conduct face-to-face survey with the residents in your Barangay. Be assured that informed consent will be secured from the participants before the actual survey and the data to be gathered will be used solely for research purposes.

Your approval to this request will contribute to the success of our educational endeavors. God bless and more power. For more details, you may contact this number 09505248730.

Respectfully yours,

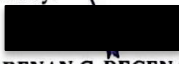

VLADE C. SONER,
Team Leader

Noted:


MARKDY V. ORONG, DIT
Instructor

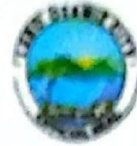

JOSE F. CUEVAS JR., RCrim, PhD
College Dean

Approved by:


HON. RENAN C. DECENA,
Barangay Captain



**SENSENO
OZAMIZ**
REPUBLIC OF THE PHILIPPINES
PROVINCE OF MISAMIS OCCIDENTAL
CITY OF OZAMIZ
BARANGAY LABO



September 1, 2025

SAM NORMAN G. FUENTES
City Mayor
Ozamiz City
Misamis Occidental

Subject: Endorsement of Research Activity

Dear Mayor Sam,

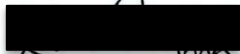
This is to certify that the Barangay Council of Labo fully endorses the research study entitled "Community Confidence in the Bureau of Fire: The Role Engagement Initiative and Response Time in Service Effectiveness" by the following 4th Year BS Criminology students of Misamis University:

- Vlademier C. Soner
- Jodelyn Galleto
- Renan Rubio
- Aldijie Dumanjug

The students are authorized to conduct their survey in Barangay Labo from September 1 to September 20, 2025.

Hope for your favorable response with the matter. Thank You

Respectfully,


ELVIRA ROYO MALIS-ON
PUNONG BARANGAY



Misamis University
Ozamiz City
College of Criminology



August 22, 2025

HON. RICKY RAFANAN FUENTES
Barangay Captain
Brgy. Tinago, Ozamiz City
Misamis Occidental

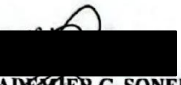
Dear HON. Fuentes,

Greetings of Peace!

We, the Bachelor of Science in Criminology students of Misamis University, Ozamiz City are currently working on our Thesis study entitled, **"Community Confidence in the Bureau of Fire: The Role of Engagement Initiative and Response Time in Service Effectiveness,"** A Phenomenological Study as a requirement for the course **Criminological Research 1 and 2.**

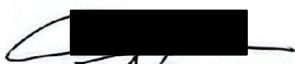
In this regard, we humbly request your good office to allow us to conduct face-to-face survey with the residents in your Barangay. Be assured that informed consent will be secured from the participants before the actual survey and the data to be gathered will be used solely for research purposes.

Your approval to this request will contribute to the success of our educational endeavors. God bless and more power. For more details, you may contact this number 09505248730.

Res 
VLADESLAV C. SONER,
Team Leader

Noted:


MARKDY Y. DRONG, DIT
Instructor


JOSE F. CUEVAS JR., RCrim, PhD
College Dean

Approved by:

HON. RICKY RAFANAN FUENTES,
Barangay Captain



Republic of the Philippines
CITY ADMINISTRATOR'S OFFICE
City of Ozamiz



**ASENSO
OZAMIZ**

18 September 2025

JOSE F. CUEVAS JR. PhD
College Dean
College of Criminology
Misamis University
Ozamiz City

MARKDY Y. ORONG, DIT
Instructor
College of Criminology
Misamis University
Ozamiz City

Through: **VLADEMIER C. SONER**
RENAN M. RUBIO
JODELYN N. GALLETO
ALDIJIE L. DUMANJUG
Researchers
+63 970 045 2451

Dear Sir:

With reference to your letter dated 22 August 2025 for the conduct of data gathering relevant to your thesis study entitled: "*Community Confidence in Bureau of Fire Protection: The Rule of Engagement Initiative and Response Time in Service of Effectiveness*" we would like to inform you that we are interposing no objection to the conduct of said thesis study, provided the following conditions are complied with:

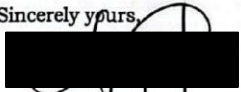
1. Submission of Questionnaires to the office of the undersigned prior to the conduct of the thesis study;
2. Submission of List of Interviewees for each selected Barangay prior to the conduct of the thesis study;
3. Submission of List of Interviewers assigned to each selected Barangay prior to the conduct of the thesis study; and
4. Submission of the outcome of the thesis study after its conduct to the Office of the undersigned.

Rest assured that all information submitted will be handled with utmost confidentiality.

Kanunay **Asenso Ozamiz**

Thank you.

Sincerely yours,

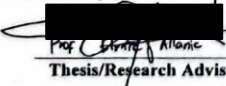
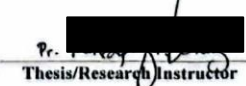
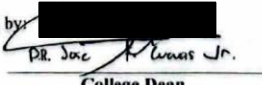

RUTHEZA GRACE A. OUANO
City Administrator

Copy furnished:
Mayor's Office



APPENDIX E

THESIS/RESEARCH DATA GATHERING APPROVAL FORM

	Misamis University Ozamiz City		
MISAMIS UNIVERSITY RESEARCH CENTER CERTIFIED: ISO 21001: 2018 Educational Organizations Management System by DNV ACCREDITED: Philippine Association of Colleges and Universities Commission on Accreditation (PACUCOA)			
MU-RC-042/13 November 2024			
Thesis/Research Data Gathering Approval Form			
Date: _____			
Name of Authors: <u>Sorot, Vladimir, Goffito, Jocelyn, Rubio, Renan, Abbie Pumaning</u>			
College/Department: <u>College of Criminology</u>			
Research Title: <u>COMMUNITY CONFERENCE IN THE BUREAU OF FIRE: THE ROLE OF ENGAGEMENT INITIATIVE AND RESPONSE TIME IN SERVICE EFFECTIVENESS</u>			
Data Gathering Procedure:			
a. Type of Research: (Kindly check)			
☒ Quantitative	☐ Qualitative	☐ Experimental	
☐ Approved Research Title & Problem/Objectives	☐ Approved Data Gathering Procedure	☐ Approved Data Gathering Instrument/Data Sheets	
b. Respondents/Participants/Subject/Samples to be Collected: <u>School Residence</u>			
c. Procedure:			
☒ Survey	☐ Interview	☐ Experimentation	☐ Laboratory Testing
d. Place of Implementation/Study Area: <u>School barangays in Ozamiz City, Misamis Occidental</u>			
If to be conducted outside the school campus, indicate the nature of transportation to be used:			
☒ Own private vehicle	☐ public utility vehicle	☐ rental	☐ Others, please indicate _____
e. Date/s of Implementation/Sampling: _____			
Attachments:			
☒ Approved Letter of Consent from the designated authority in the area/place where the study is to be conducted			
☒ Signed Parents' Consent			
The thesis proposal mentioned above is hereby recommended for the commencement of data gathering implementation.			
Recommended by:			
 Thesis/Research Adviser	 Thesis/Research Instructor		
Approved by:  College Dean			
CONTROLLED DOCUMENT			

APPENDIX F

INFORMED CONSENT FORM



Misamis University
H. T. Feliciano St., Ozamiz City, 7200 Philippines
MISAMIS UNIVERSITY RESEARCH ETHICS BOARD
Phone: +6388 521 0367 | Fax: +6388 521 2917
Email: muresearchethics@mu.edu.ph

MU-REB-010/03 March 2022

INFORMED CONSENT FORM (PORMA SA NASABTAN NGA PAGTUGOT)

Name of the Researchers/Investigators
(Mga Nagtuon): Aldije Dumanjug, Jodelyn N. Galleto, Vlademier C. Soner, Renan M. Rubio
Course: Bachelor of Science in Criminology
College: College of Criminology – Misamis University
Email / Contact Number: 09505248730
Thesis Title: “Community Confidence in The Bureau of Fire Protection: The Role of Engagement Initiative and Response Time in Service Effectiveness”

PART I. INFORMATION SHEET

Introduction (Pasiuna)	Good day! I am <u>Vlademier C. Soner</u>, the principal researcher/investigator of the study entitled <u>“Community Confidence in The Bureau of Fire Protection: The Role of Engagement Initiative and Response Time in Service Effectiveness.”</u> We are undergraduate students under the program <u>Bachelor of Science in Criminology</u> at Misamis University in Ozamiz City. I am to conduct the research with <u>Romy Fernandez Suligao</u> as participant. In this vein, I am respectfully seeking your voluntary participation, being qualified to give your informed consent to take part in this study. Before you decide whether to participate or not in this study, please read the succeeding information about the study and feel free to ask questions anytime should there be anything you do not understand or want to clarify. If you agree to answer the interview, you will be asked to affix your name and signature on this form for which you will be given a copy. <i>(Maayong adlaw! Ako si <u>Vlademier C. Soner</u>, usa sa mga nagpahigayon sa pagtuon kabahin sa <u>“Community Confidence in The Bureau of Fire Protection: The Role of Engagement Initiative and Response Time in Service Effectiveness”</u> sa Misamis University, Ozamiz City. Ako nagapili kanimo isip participant nga maoy mutubag sa gikinahanglang impormasyon niining gihimong pagtuon. Ako matinahurong naghangyo sa inyong bulontaryo nga pag-apil niini nga pagtuon. Gikinahanglan nga ikaw naa sa saktong edad ug naay kakayahan nga mohatag sa pagtugot aron makaapil niini nga pagtuon. Sa dili pa ka mohukom sa pag-apil niini nga interview, palihug sa pagbasa sa mga impormasyon sa ubos ug gawasnon ka nga makapangutana kon adunay wala nimo nasabitan o gusto nimong iklaro. Kung motugot ka sa pagahimoon nga interview, papirmahon ka niini nga porma ug tagaan usab ka ug imong kaugalingong kopya.)</i>
Purpose (Katuyoan)	The purpose of this study is <u>to assess the level of community confidence in the Bureau of Fire Protection (BFP) in relation to its service effectiveness. Specifically, it aims to evaluate how community engagement initiatives and response time influence public perception and trust in the BFP. Furthermore, the study seeks to determine the relationship between these factors engagement efforts and response efficiency and the overall confidence of the community in fire protection services. Ultimately, this research intends to provide insights that may help improve BFP strategies in strengthening public trust and ensuring community safety.</u> <i>(Ang katuyoan niining pagtuona mao ang pagsusi sa lebel sa pagsalig sa komunidad sa Bureau of Fire Protection (BFP) may kalabotan sa kaepektibo sa ilang serbisyo. Sa espesipiko, tumong niini nga mahibal-an kung giunsa pag-apekto sa mga inisyatiba sa pakig-uban sa komunidad ug sa paspas nga pagtubag sa insidente ang panglantaw ug pagsalig sa publiko sa BFP. Dugang pa, gitinguha sa pagtuon nga matino ang relasyon tali sa maong mga hinungdan ang mga paningkamot sa pakig-uban ug ang kaepektibo sa pagtubag ug ang kinatibuk-ang pagsalig sa komunidad sa mga serbisyo sa fire protection. Sa kinatibuk-an, ang maong panukiduki nagtumong sa paghatag og mga kahibalo nga</i>



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MU-REB-010/03 March 2022

	<i>makatabang sa pagpaayo sa mga estratehiya sa BFP aron mapalig-on ang pagsalig sa publiko ug masiguro ang kaluwasan sa komunidad.)</i>
Type of Research Intervention (Matang sa Interbensyon sa Pagtuon)	This study will be conducted through interviews. The gathering of data will be conducted in person. (Kining pagtuon pagabuhaton pinaagi sa interview. Personal ang pagkuha sa datos.)
Selection of Participants (Pagpili sa mga Partisipant)	The selection of the participants is based on the following inclusion criteria: (1) were residents of the selected barangays in Ozamiz City, Misamis Occidental, (2) resided within areas served by the Bureau of Fire Protection (BFP), (3) had prior interaction or experience with the services of the BFP, (4) had awareness of the BFP's operations, particularly in terms of community engagement, public relations efforts, and response time during fire-related incidents, and (5) were willing to voluntarily participate in the study. (Ang pagpili sa mga partisipante gibase sa mosunod nga mga kriteriya: (1) mga residente sa piniling barangay sa Ozamiz City, Misamis Occidental, (2) nagpuyo sulod sa mga lugar nga gisilbihan sa Bureau of Fire Protection (BFP), (3) adunay naunang interaksyon o kasinatian sa mga serbisyo sa BFP, (4) adunay kahibalo sa operasyon sa BFP, ilabi na sa ilang community engagement, public relations nga mga paningkamot, ug sa ilang response time panahon sa mga insidente sa sunog, ug (5) andam nga boluntaryong moapil sa pagtuon.)
Voluntary Participation (Boluntaryo nga Partisipasyon)	Your participation has to be voluntary and will not affect your situation or status in any way, including your relationship with the researcher. You are free to decide if you will take part or not. If you decide to participate, you are free not to answer any questions that you do not prefer to answer. (Boluntaryo ang imong pag-apil ug kini dili makaapekto sa imong sitwasyon o estado apil na imong relasyon sa nagtuon. Gawasnon ka nga modesisyon kung kung moapil ka niini nga pagtoon o dili. Kung mo-decision ka nga moapil, gawasnon ka nga dili motubag sa bisan asa nga pangutana nga dili nimo gusto nga tubagon.)
Procedure (Pamaagi)	The participants will be given ample time when to undertake the interview. The interviews will be undertaken once or several times when necessary. The researcher will transcribe the interviews to be used for the analysis of the data. The information and data provided by you as a participant will be utilized for this study alone and will be treated with the utmost confidentiality. (Ang mga partisipante pagahatagan og igong panahon sa pag-apil sa interview. Ang interview pwedeng himoon kausa nga higayon o sa makadaghan depende sa panginanghalanon. Isulat sa nagtuon ang interviews para sa pag-analisa sa datos. Ang mga impormasyon ug datos nga nakuha gikan kanimo isip ka partisipante gamiton lamang niining research og hatagan og tumang pag-amping nga dili mabutyag.)
Duration (Gidugayon)	The gathering of data through the interview will last for 30 minutes to 1 hour. (Ang pagkuha sa datos pinaagi sa interview mokabat ngadto sa 30 minuto ngadto sa isa ka oras)
Risks and Discomforts (Risiko ug Kahasol)	The respondents will be protected from physical, social, or economic risks. In case the items in the survey instrument are too personal and make you feel uncomfortable, you may decline to answer any or all questions and may terminate your involvement at any time you choose.



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Email: muresearchethics@mu.edu.ph

MU-REB-010/03 March 2022

	<i>(Ang mga partisipante ginaprotektahan sa pisikal, sosyal o ekonomikanhong risiko. Kung pananglitan adunay mga pangutana nga personal ra kaayo o kung dili ka komportable, mamahimong dili ka motubag o mobalibad sa pagtubag sa bisan asa o sa tanang mga pangutana ug moatras sa pag-apil sa bisan unsang panahon nga imong gusto.)</i>
Benefits (Kaayohan)	This study aims to provide insights into the level of community confidence in the Bureau of Fire Protection (BFP) by examining how its service effectiveness particularly in terms of community engagement, public relations efforts, and response time during fire-related incidents influences public perception and trust. Furthermore, it seeks to generate data that may serve as a basis for improving BFP strategies in strengthening community relations and enhancing the delivery of fire protection services. <i>(Kini nga pagtuon nagtumong sa paghatag ug mas lawom nga pagsabot sa lebel sa pagsalig sa komunidad ngadto sa Bureau of Fire Protection (BFP) pinaagi sa pagsusi kung giunsa ang ilang kahusayan sa serbisyo ilabi na sa pakig-uban sa komunidad, mga pamaagi sa pagpakigkomunikar sa publiko, ug kadasig sa pagtubag sa mga insidente sa sunog nga nakaapekto sa panan-aw ug pagsalig sa mga tawo. Dugang pa, kini nagtumong sa pagkuha ug mga datos nga mahimong gamiton nga basehan sa pagpaayo sa mga estratehiya sa BFP aron mapalig-on pa ang relasyon sa komunidad ug mapauswag ang paghatag sa mga serbisyo sa pagpanalipod batok sa sunog.)</i>
Reimbursements (Hulip nga bayad)	There will be no monetary expenses or costs on your part as a respondent, nor any monetary compensation for your participation in this study. However, personal protective equipment (PPE) like face masks, alcohol and face shields may be provided during the gathering of the research data. <i>(Wala kay magasto sa imong pag-apil niini nga pagtuon ug dili usab ka bayaran ug kwarta sa imong pag-apil niini nga pagtuon. Apan adunay nga personal protective equipment (PPE) sama sa face masks, alcohol ug face shields nga pwede nga mahatag sa panahon sa pagkuha sa mga datos)</i>
Confidentiality of Data (Pag-amping sa Datos)	Only the researcher will have access to the information and responses of the participants. The personal identifying information of the participants will only be used for research analysis and will be treated with the utmost confidentiality. During the study, all data will be kept in a locked, secure filing cabinet, of which will be discarded 6 months after the publication of the results. <i>(Ang nagtuon lamang ang makakita sa mga impormasyon ug tubag sa respondents. Ang mga datos nga makuha i-analisa ug hatagan og tumang pag-amping aron dili ibutyag. Sa panahon sa pagtuon, ipahimutang sa usa ka selyadong filing cabinet ang tanang datos nga pagagub-on human sa 6 kabulan gikan sa pag-publish sa resulta.)</i>
Sharing of Findings (Pagpaambit sa Nakaplagan)	The results of this study will be presented during the thesis final defense of the researcher. Also, the research findings may be shared through publications and conferences with the assurance that the identities of the respondents will remain confidential. A printed copy of the completed study will be provided to the participants. <i>(Ang mga resulta niini nga pagtuon ipresenta sa panahon sa final defense sa thesis/ dissertation sa nagtuon. Ang mga nakaplagan sa pagtuon posible nga ipaambit pinaagi sa mga publications ug conferences nga adunay kapanigurohan nga dili mabutyag ang pagkatawo sa mga partisipante. Pagahatagan og isa ka giimprinta nga kopya sa kumpleto nga pagtuon ang mga partisipante.)</i>



Misamis University
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MU-REB-010/03 March 2022

Rights to Refuse or Withdraw (<i>Katungod sa Pagpalibabad o Pag-undang</i>)	You are free to withdraw or terminate participation at any stage of the study, without the need to give any reason. You will not be penalized in case of termination of participation. (<i>Gawasnon ka nga moatras or moundang sa pag-apil sa bisan asa nga punto sa pagtuon nga dili na magkinahanglan pa ug rason. Dili ka ipamulta sa pag-atras o pag-undang.</i>)
Who to Contact (<i>Kinsa ang Kontakon</i>)	Should there be any queries as a parent, you can contact the researcher through the following details: (<i>Kung adunay mga pangutana, mamhimo nga mokontak pinaagi aning mga detalye:</i>) Name of the Researcher (Ngalan sa Nagtuon): <u>Vlademier C. Soner</u> Cellphone Number/s: <u>09505248730</u> E-mail address: <u>Vlademiersoner@gmail.com</u>
	STATEMENT BY THE RESEARCHER (PAGPADAYAG SA NAGTUON) I will read the Information sheet to the potential participant. With the best of my ability, I make sure that the participant will understand the interview questions and that possible follow-up interviews may be undertaken. (<i>Akong pagabasahon ang mga nasulat niining Information Sheet ngadto sa potensyal nga partisipante. Kutob sa akong mahimo siguroon nako nga masabtan sa partisipante ang mga pangutana sa interview ug ang possible nga follow-up nga interviews.</i>) I can assure that the participant will be given an opportunity to ask questions about the study, and all the questions raised will be answered fully. I can likewise assure that the participant will not be coerced into giving consent that must be free and voluntary. (<i>Gisiguro ko nga ang partisipante mahatagan og panahon sa pagpangutana kabahin niining pagtuon og ang tanang pangutana nga iyang gihatag matubag sa hingpit. Siguroon ko usab ang maong partisipante dili mapugos sa paghatag sa pagtugot nga kinahanglan nga gawasnon og boluntaryo.</i>) A copy of this Informed Consent Form will be provided to the participant. (<i>Ang kopya sa niining Informed Consent Form ihatag ngadto sa respondent.</i>) Print Name of Researcher (Ngalan sa Nagtuon): <u>ALDIJE DUMANJUG, JODELYN N. GALLETO, VLADEMIER C. SONER, RENAN M. RUBIO</u>



MU-REB-010/03 March 2022

PART II. CERTIFICATE OF CONSENT

This research entitled “Community Confidence in The Bureau of Fire Protection: The Role of Engagement Initiative and Response Time in Service Effectiveness” by Aldije Dumanjug, Jodelyn N. Galleto, Vlademier C. Soner, Renan M. Rubio was explained to me clearly. The purpose of the study is to gather information and data pertaining to the level of community trust in the Bureau of Fire Protection (BFP). It involves examining how the quality of BFP services particularly their community engagement, public relations, and responsiveness to fire-related incidents affects public perception and trust. Through this, the study aims to provide a clear basis that can be used to improve BFP strategies in strengthening community relations and further enhancing the quality of their services.

(Kini nga pagtuon gititulohan, “Community Confidence in The Bureau of Fire Protection: The Role of Engagement Initiative and Response Time in Service Effectiveness” nga gihimo nila Aldije Dumanjug, Jodelyn N. Galleto, Vlademier C. Soner, Renan M. Rubio klaro nga gipasabot sa ako. Ang katuyoan sa maong pagtuon mao ang pagtipon ug pag-analisar sa mga impormasyon ug datos mahitungod sa lebel sa pagsalig sa komunidad ngadto sa Bureau of Fire Protection (BFP). Kini naglakip sa pagsusi kung giunsa ang kalidad sa serbisyo sa BFP, ilabi na sa ilang community engagement, public relations, ug kadasig sa pagtubag sa mga insidente sa sunog, nga nakaapekto sa panan-aw ug pagsalig sa publiko. Pinaagi niini, ang pagtuon nagtinguha nga makahatag ug klarong basehan nga mahimong gamiton sa pagpauswag sa mga estratehiya sa BFP aron mapalig-on ang relasyon sa komunidad ug mapalambo pa ang kalidad sa ilang serbisyo.)

I have read the foregoing Informed Consent Form, or it has been read to me. I had the opportunity to ask questions, which were subsequently answered fully. I consent voluntarily to be a participant of this study.

(Akong nabasa ang nauna nga Informed Consent Form, o gibasa kini kanako. Natagaan ako og higayon nga makapangutana nga natubag sa hingpit. Ako mosugot nga boluntaryo nga mahimong participant sa niining pagtuon.)

Print Name of Participant (Ngalan sa Partisipante): Romy Fernandez Suligao

Signature of Participant (Pirma sa Partisipante): _____

Date: [MM/DD/YYYY] August 22, 2025

If Illiterate (Kung dili makasulat ug makabasa)

If the respondent is illiterate, a witness who is literate will sign. The respondent will choose him/ her and who is without connection with the researcher or the research group to attest this undertaking. The respondent will affix his thumb print.

[Kung ang participant kay dili makabasa o makasulat, mopirma ang usa ka makabasa ug makasulat nga testigo. Ang respondent ang mopili kaniya nga walay koneksyon sa nagtuon o sa iyang grupo para mopamatuod sa gimbuhaton. Ang respondent mobutang sa iyang tamla (thumb print)].

Name and Signature of the Witness
(Ngalan ug Firma sa Testigo)

Thumb mark

APPENDIX G

PARENTS CONSENT



MISAMIS UNIVERSITY
Ozamiz City
Department of Student Affairs & Services

1U-DSAS-006/02 June 2023

PARENT'S CONSENT

CRIMINOLOGY
Sponsoring Group/Organization

I am allowing my son/daughter/ward, Aldije L. Dumanjug, to join the RESEARCH GATHERING (activity) to be held on AUGUST 22, 2025 at CABANGAN, TINAPO & LABO under the supervision of MARION T. ORONG (Adviser/Faculty).

I understand that Misamis University exercises the necessary safety precautions in this activity.

In consideration of the benefits to be derived from the above activity, I expressly waive any and all claims against the administration or any member of the faculty and staff of the Misamis University on account of any unforeseen accident or injury that my son/daughter/ward might incur in connection with the aforementioned activity.

[Redacted Signature]

ANITA L. DUMANJUG
Signature over printed name of
Parent/Guardian

04-17-26
Date

[Redacted Signature]

ALDIJE L. DUMANJUG
Signature over printed name of
Student

04-17-26
Date

Important: This form shall be submitted to the DSAS Office at least two (2) days before the conduct of the activity.

SUBSCRIBED AND SWORN to before me, this 17 APR 2026 at CITY OF OZAMIZ Philippines, that the herein affiant personally came and appeared with his/her NATIONAL ID 5304-1907-5487-3519 as evidence of his/her personal identity.

Doc. No. 461
Page No. 30
Book No. 04
Series of 20 _____

[Redacted Signature]

ATTY. JORHIA APRIL C. SANES, CPA
NOTARY PUBLIC
Notary Commission No. 2025-14
valid until December 31, 2027
Attorney's Reg. No. B2343
IBP No. INV 558787 for 2026
PTR No. A902762.01/05/2026, Ozamiz City
MCLE Compliance No. VIII-0025371
valid until April 14, 2028

Sanes Law Office
H.T. Feliciano St. corner JP Rizal Ave.
50th Barangay, Ozamiz City
saneslawoffice@gmail.com
09163970253

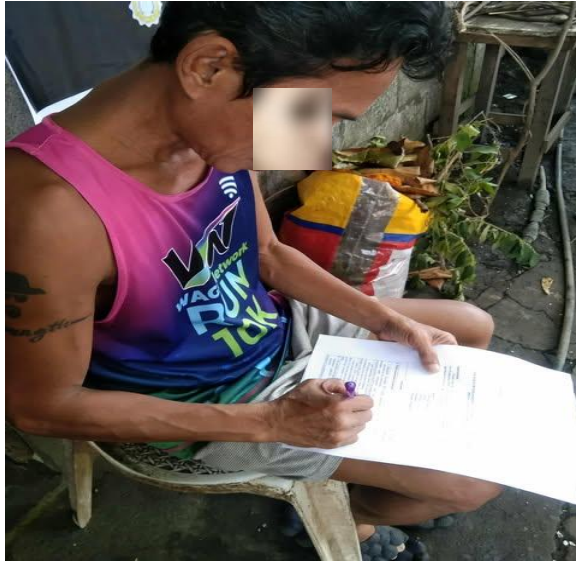
(For DSAS Personnel only) Attested by: _____

RODEL L. BALDADO, MHist, MAEd
OIC, Department of Student Affairs & Services

Date: _____

APPENDIX H

DOCUMENTATION



Field documentation showing the actual conduct of data collection, where the researchers gathered community feedback on the Bureau of Fire Protection and assessed how engagement



Field documentation showing residents' involvement in the study on community confidence in the Bureau of Fire Protection, focusing on engagement initiatives and response time in service effectiveness.



Field documentation presents community involvement in gauging their level of confidence in the Bureau of Fire Protection while also examining the impact of engagement initiatives and response time on the effectiveness of its services.



Field documentation from the final phase of data collection shows the conduct of community-based activities, where participants assessed their confidence in the BFP and evaluated the impact of engagement initiatives and response time on service effectiveness.

APPENDIX I

CERTIFICATE OF PUBLICATION

ARJHSS AMERICAN RESEARCH JOURNAL OF HUMANITIES & SOCIAL SCIENCE (ARJHSS)	
America Australia Qatar India New York Malaysia China Nigeria Nepal Sri Lanka USA Indonesia Vietnam	
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It is certifying that the paper entitled by "COMMUNITY CONFIDENCE IN THE BUREAU OF FIRE: THE ROLE OF ENGAGEMENT INITIATIVE AND RESPONSE TIME IN SERVICE EFFECTIVENESS" has been published in American Research Journal of Humanities & Social Science (ARJHSS).	
Your article has published with following details:	
Manuscript Id	: AS81217
Author's Name	: Vlademier C. Soner et al.
Journal Name	: American Research Journal of Humanities & Social Science (ARJHSS).
Journal URL	: www.arjhss.com
Review Type	: Peer Reviewed
Indexing	: Yes
ISSN (e)	: 2378-702X
Vol No.	: 08
Issue No.	: 12
Month of Publication	: December 2025
 With Regards, Editor-in-Chief URL: www.arjhss.com E-mail: arjhss.editor@gmail.com American Research Journal of Humanities & Social Science (ARJHSS).	
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Your article has published with following details:	
Manuscript Id	: AS81217
Author's Name	: Aldijie dumanjug et al.
Journal Name	: American Research Journal of Humanities & Social Science (ARJHSS).
Journal URL	: www.arjhss.com
Review Type	: Peer Reviewed
Indexing	: Yes
ISSN (e)	: 2378-702X
Vol No.	: 08
Issue No.	: 12
Month of Publication	: December 2025
 With Regards, Editor-in-Chief URL: www.arjhss.com E-mail: arjhss.editor@gmail.com American Research Journal of Humanities & Social Science (ARJHSS).	
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APPENDIX J

TURNITIN RESULT

VLADEMIER C. SONER.docx

 Misamis University

Document Details

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