



### ABSTRACT

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Title of research: Operational Capability of Tourist Police Unit in the Province of Cavite: Basis for Improving the Service

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This study was conducted to determine the operational capability of the Tourist Police Unit of Cavite Provincial Police Office as basis for improving the service in high tourism traffic areas in the Province of Cavite. Qualitative approach was used through survey questionnaires. Likewise, the study sought to find out the strength and weaknesses encountered in the operation of Tourist Police Unit (TPU) as regards tourist assistance and maintenance of peace and order, security, safety, and protection; and the measures that can be formulated to address the weaknesses encountered as assessed by three (3) groups of respondents' tourist police/local police, local/foreign tourists, and stakeholders.



This exposed the strengths and weaknesses of the system with emphasis on the competency level on the proactive approach of the Tourist Police Unit that could be used as basis for improving their services to insure the safety and protection of the people, especially the tourists in high tourism traffic areas in the province of Cavite.

The study revealed that the TPU personnel were highly capable on their operational capability as regard tourist assistance and maintenance of peace and order, security, safety, and protection of tourist. On weaknesses encountered in the operation, the TPU personnel were assessed as moderately serious as regards tourist assistance and maintenance of peace and order, security, safety, and protection. The measures formulated to address the weaknesses encountered in operation of TPU were highly recommended.

In light of the foregoing finding, it was concluded that this study dealt on the causes affecting the operational capability of the Tourist Police Unit personnel. The study identified the problems encountered and the appropriate measures to enhance the unit's performance as regards tourist assistance and maintenance of peace and order, security, safety, and protection. The study came up with an action plan to address and improve the operational capability of TPU as regards tourist assistance and maintenance of peace and order, security, safety, and protection.



The study recommends that the TPU should coordinate with the local police unit in every tourist's destination area for coordinated police visibility and patrol; coordinate with the LGU's in establishing a tactical Assistance Center (TAC) of TPU for immediate response for tourist assistance; conduct quarterly/ monthly trainings and seminars related to tourist assistance, security, safety, and protection of tourists; conduct seminars and training to enhance the communication skills of TPU personnel; strengthen linkages with all the stakeholders through quarterly, monthly, and weekly meetings, and dialogues and visitations of all the identified tourist destinations in the Province; and implement the action plan to resolve and enhance the operational capability of TPU as regards tourist assistance and maintenance of peace and order, security, safety, and protection of tourists.

The highlight of research the work is the formulation and implementation of an action plan to answer the weaknesses encountered by the TPU and to enhance the performance on police operations of Tourist Police Unit (TPU) of Cavite Police Provincial Office. The action plan includes program components - Tourist Protection Program, Training and Seminar Program, Coordination/Linkage Program, and Logistical Support Program.