

## **Communication as an Essential Skill for Criminal Justice Professionals: Principles and Practices**

*Ezrha Joy F. Noceda*

*Philippine Christian University - Dasmariñas*  
*ezrhajoy.noceda@pcu.edu.ph*

### **Abstract**

*Effective communication is vital in criminal justice, ensuring smooth interactions between law enforcement and the community. However, its role remains underexplored, leading to misunderstandings and inefficiencies. This study aligns with the Philippine Christian University's (PCU) research agenda and the United Nations Sustainable Development Goal 16: Peace, Justice, and Strong Institutions. This research examined the significance of communication skills among criminal justice professionals through the lived experiences of police officers in community relations. It identifies essential communication skills, explores their impact on law enforcement effectiveness and public trust, and proposes strategies for enhancing training in the sector. Using a qualitative phenomenological approach, the study conducted semi-structured interviews with police officers. The Osgood and Schramm Model of Communication guided the analysis, highlighting the interactive nature of communication. Findings reveal that active listening, empathy, and transparency strengthen police-community relations, while structured feedback fosters cooperation. Despite recognizing the importance of communication, officers lack formal training in effective communication techniques. The study emphasizes integrating structured communication training into law enforcement education to enhance public trust, reduce conflicts, and improve community safety. It aligns with PCU's vision of producing competent professionals dedicated to justice and community service. By advocating for effective, transparent, and community-centered policing, this research contributes to stronger law enforcement practices. Future studies should explore digital communication tools in modern policing.*

**Keywords:** *Communication skills; communication model; police community relations; lived experience; police*

### **Introduction**

Communication is fundamental to every existence. Without it, no person will be able to understand one another. Since it is fundamental and necessary, everyone needs to be a good communicator. According to Gamble and Gamble (2018), it is a process involving the deliberate or accidental transfer of meaning. It is possible to digest communication in four key words: process, understanding, sharing, and meaning.

A person cannot communicate without any communication skills. As mentioned by Ruble

(2018), Communication skills are described as the capacity to attain one's communicative goals successfully or the expertise with which one engages in certain communication activities. Individuals are deemed to have a communication talent when they can successfully create or process communications in a specific setting. Professional communication, organizational communication, small group communication, interpersonal communication, intercultural communication, health communication, public speaking, and mass communication are all examples of communication skills. Clear communication is critical to the criminal justice

system's performance and perceived credibility. Since criminal justice professionals are usually dealing with mentally-ill, crisis negotiations, domestic violence and community policing, they need to be equipped with communication skills and interpersonal skills for the success of the operation and also their safety.

Effective communication is vital within the criminal justice system as it underpins several critical aspects of both law enforcement operations and interactions with the community. The importance of communication extends across various sectors, facilitating trust, collaboration, and problem-solving, which are crucial for public safety and community welfare. One of the foundational elements of effective communication in criminal justice is its role in fostering community-oriented policing. Community-oriented policing (COP) emphasizes trust, collaboration, and proactive problem-solving, fundamentally relying on clear communication between law enforcement and communities. By integrating the theoretical frameworks of COP into practice, law enforcement agencies can build safer, more harmonious environments where community members feel engaged and valued (D & N, 2024; Akpa, 2024). The interaction between law enforcement officers and community members significantly influences crime reduction, as effective communication encourages community participation, fosters shared responsibility for safety, and reduces the stigma often associated with crime (Akpa, 2024).

Moreover, communication is key in promoting the rights of vulnerable populations within the criminal justice system. Persons with communication disabilities deserve equal access to justice, and effective communication strategies are necessary to facilitate their participation in legal proceedings. Such individuals hold rights that must be acknowledged and protected through tailored communication methods, which enhance their engagement with law enforcement and the

justice system (White & Msipa, 2021; , White et al., 2021). Communication must accommodate diverse abilities to ensure that all voices are heard and respected in the judicial process.

Beyond efficacy in policing and community relations, communication is essential in addressing broader societal challenges, such as trauma and racism, which poor interactions with law enforcement can exacerbate. Individuals exposed to ineffective policing may experience diminished trust not only in law enforcement but also in healthcare services, signaling a critical need for improved communication practices among agencies (Bailey et al., 2022). Effective communication can mitigate these traumas by fostering understanding, addressing concerns, and facilitating healing processes that are crucial in community dynamics and law enforcement relationships.

Additionally, the role of communication extends to the procedural aspects of criminal law enforcement, where clear guidelines and ethical communication can enhance accountability and responsiveness. The practice of restorative justice, for instance, underscores the importance of dialogue in resolving conflicts and achieving a therapeutic outcome for both victims and offenders. Such communication-centered approaches have been shown to improve perceptions of justice and support compliance with legal outcomes (Halim & Ismoyo, 2023; Eliandi et al., 2021).

Communication serves multifaceted functions within the criminal justice system. It enhances community-oriented strategies, supports the rights of marginalized groups, addresses the impacts of systemic issues like racism, and strengthens judicial processes. The integration of effective communication practices is paramount for fostering trust and collaboration between law enforcement and the communities they serve.

Effective communication in criminal justice and law enforcement is essential for fostering trust, improving operational efficiency, and addressing community concerns. Research indicates that officers' conduct during public interactions significantly influences public perception of law enforcement. For example, studies by Bolger & Walters (2019) demonstrate that when officers treat individuals with fairness and courtesy, provide clear reasons for stops, and explain legal rights, public satisfaction with police interactions increases. Similarly, McCarver (2022) found that transparency and respectful engagement enhance community trust in law enforcement.

A study by Oxholm and Glaser (2023) reveals that police officers recognize communication as an integral part of their duties, describing it as a vital skill and value. Officers utilize communication to build community relationships, maintain control in interactions, and create a sense of safety. Additionally, effective communication fosters positive experiences for officers, contributing to job satisfaction and professional fulfillment.

The quality of police-community interactions directly affects public trust in law enforcement. Skoczek's (2023) research highlights that a breakdown of trust often results from failed collaboration and the decline of community engagement programs. Public confidence in the police diminishes when promises are broken, concerns are disregarded, and media coverage of police misconduct exacerbates disillusionment. To rebuild trust, improved communication is necessary, emphasizing shared responsibility between law enforcement and community members in crime prevention. Although some view safety as the sole responsibility of the police, many experts argue that a collective approach—where civilians actively participate in crime reduction—fosters a more secure environment.

To enhance communication skills, some police departments implement the Officer's

Communication Toolbox, which provides strategies for interacting with community members, individuals with mental illnesses, and people in crisis. Zaiser and Staller (2015) identify active listening as the most crucial skill for law enforcement professionals. Effective listening allows officers to de-escalate tense situations, improve community relationships, and perform their duties with reduced risk of physical harm.

A critical principle of effective law enforcement communication is adopting a community-oriented approach. This perspective shifts the police role beyond law enforcement to include relationship-building and trust enhancement. Scenario-based training that incorporates community perspectives is particularly valuable, as it prepares officers to handle real-world situations effectively. For instance, Lavoie et al. (2022) emphasize the importance of de-escalation techniques in mental health crisis interventions, demonstrating how clear communication can prevent volatile confrontations and promote collaboration between officers and the public.

Additionally, modern policing increasingly overlaps with social work responsibilities, requiring officers to engage in empathetic communication with vulnerable populations. Pike et al. (2021) highlight the importance of officers broadening their communication strategies to address social issues, aligning police work with community needs. This shift reinforces the necessity for law enforcement professionals to develop strong interpersonal skills to address complex social challenges effectively.

The principles of procedural justice further illustrate the impact of communication in police-community relations. Procedural justice emphasizes treating individuals with dignity and respect, allowing them a voice in encounters, and maintaining transparency in law enforcement actions. Cunha (2024) finds that adherence to these principles significantly

improves public perception of police legitimacy, resulting in greater civilian cooperation and reduced tension between law enforcement and communities. Thus, effective communication becomes a cornerstone in strengthening public trust and enhancing overall safety.

Communication also plays a vital role in addressing practical challenges in law enforcement. For example, enforcing distracted driving laws requires officers to communicate traffic regulations clearly to the public, ensuring understanding and compliance. Research by Shoots-Reinhard et al. (2022) and Rudisill & Zhu (2021) indicates that clear communication strategies in traffic enforcement lead to increased public awareness, compliance with safety laws, and reduced road fatalities.

Moreover, effective written communication is crucial for legal accountability in law enforcement. Despite its importance, report writing is often underemphasized in officer training. Studies by Segovia (2024) and Pujante (2021) highlight that proficiency in report writing enhances legal proceedings, ensuring accurate documentation for successful prosecutions. Investing in specialized training programs for written communication equips officers with the skills necessary for both public interactions and formal documentation.

Communication within criminal justice and law enforcement is a fundamental component of effective policing. Strengthening community relations, adhering to procedural justice principles, and ensuring clear operational communication are all critical to law enforcement success. Prioritizing communication training and strategies enhances transparency, trust, and efficiency, ultimately fostering a more responsive and accountable law enforcement system.

Effective communication is a cornerstone of the criminal justice and law enforcement systems,

enhancing operational efficiency, community relations, and overall justice delivery. This literature review synthesizes the principles and practices of communication within this domain, highlighting the importance of active listening, empathy, transparency, and structured feedback.

Active listening is a fundamental component of effective communication in law enforcement. By actively listening, officers can better understand the needs and concerns of community members, which is crucial for building trust and cooperation. For instance, interactions between police and the public benefit significantly when officers demonstrate genuine interest in community perspectives, fostering a collaborative atmosphere (Karp et al., 2004). Research indicates that active listening not only aids in conflict resolution but also empowers citizens by making them feel valued and heard. This dynamic participatory approach can enhance community engagement and improve responses to crime and safety issues, thereby reinforcing the legitimacy of law enforcement activities (Campbell et al., 2020).

Empathy also plays a vital role in the communication practices of law enforcement professionals. Empathetic communication allows officers to relate to individuals' emotional states, which can help de-escalate potentially tense situations. By expressing understanding and compassion, officers can foster a sense of safety among community members, facilitating improved interactions and outcomes (Strilets et al., 2021). Studies show that empathy in policing can reduce incidents of force by encouraging officers to take a more measured and considerate approach during engagements with the public (Mohammad, 2018). Furthermore, the implementation of empathy training within police departments has proven beneficial in developing officers' interpersonal skills, which is essential in promoting a justice-oriented

disposition in community interactions (Alam et al., 2024).

Transparency in communication is equally crucial within the criminal justice system. It enhances public trust and accountability by ensuring that law enforcement activities are conducted openly and inclusively (Britto & Reimund, 2013). Transparent communication practices make it clear to community members how law enforcement policies, procedures, and decisions are made and implemented. This approach is particularly vital in sensitive situations such as investigations or public safety threats, where community buy-in is necessary for effective policing (Farhani et al., 2023). Police departments that prioritize transparent communication reportedly experience higher levels of community cooperation and support, which, in turn, increase the effectiveness of crime prevention strategies (Umbreit et al., 2000).

Structured feedback mechanisms are essential for refining communication practices within the criminal justice system. By providing systematic feedback on policing practices, law enforcement agencies can identify areas for improvement and adjust strategies to meet community needs better (Chartrand, 2022). This feedback loop allows officers to understand community expectations and enhance their operational planning accordingly. Research indicates that agencies that conduct regular performance evaluations and integrate community feedback into their practices experience improvements in overall effectiveness and public satisfaction (Hartoyo et al., 2023). Such structured feedback also promotes a culture of continuous learning and adaptation within police departments, ultimately leading to better service delivery and community relations.

The principles and practices of communication within the criminal justice system are foundational to effective law enforcement. The incorporation of active listening, empathy,

transparency, and structured feedback creates a responsive and accountable policing environment. These elements not only strengthen the relationship between law enforcement and the community but also enhance the overall effectiveness and legitimacy of the criminal justice system.

While existing research emphasizes the significance of communication within law enforcement, much of the literature focuses on general communication principles, community policing strategies, or procedural justice frameworks. However, there is a lack of studies that explore the specific communication skills used by criminal justice professionals in light of their lived experiences. Most studies focus on theoretical perspectives rather than on practical applications based on direct field experience. Furthermore, while active listening, empathy, and public speaking are recognized as essential in policing, there is limited research linking these communication skills to communication theories that can further explain their role in law enforcement.

Additionally, prior studies primarily address police-community interactions from a public trust and procedural justice standpoint, yet little attention has been given to how law enforcement officers themselves perceive and apply communication skills in high-pressure, real-life scenarios. This study seeks to bridge this gap by providing firsthand accounts of how criminal justice professionals develop, practice, and perceive communication skills in their daily interactions.

The purpose of this study is to identify the essential communication skills that criminal justice professionals need, as reflected in their lived experiences. Communication is the bridge that connects law enforcement officers with the public, enabling cooperation, trust-building, and effective policing. Given the increasing complexity of law enforcement responsibilities—ranging from crisis negotiations to community relations—it is crucial to understand how officers develop and

apply communication strategies in real-world contexts.

By examining the communication skills used in law enforcement through the lens of communication theory, this study provides a theoretical and practical understanding of how effective communication fosters public trust, facilitates crime prevention, and enhances officer safety. This research helps fill the existing gap by offering a qualitative, experience-based analysis that can improve communication training for law enforcement professionals and promote stronger community relationships.

## Research Objective

To identify the essential communication skills among criminal justice professionals through their lived experience.

## Theoretical Framework

The study utilized the Osgood and Schramm Model of Communication. As Kuznar and Yager (2020) noted, Osgood-Schramm's model of communication is known as a circular model because it indicates that messages can flow in two directions. Hence, once a person decodes a message, they can encode it and send a message back to the sender. They could continue encoding and decoding in a continuous cycle.

This revised model indicates that: 1) communication is not linear, but circular; 2) communication is reciprocal and equal; 3) messages are based on interpretation; 4) communication involves encoding, decoding, and interpreting. This approach has the advantage of demonstrating that feedback is cyclical. It also demonstrates the complexity of communication by accounting for interpretation. This approach also demonstrates that humans are active communicators who actively analyze the signals we receive.

The Osgood and Schramm Model of Communication is particularly relevant to understanding communication skills in criminal justice. This model emphasizes that communication is a dynamic, circular process where messages are constantly encoded, decoded, and interpreted between senders and receivers. In the context of criminal justice, particularly in police-community interactions, this reciprocal nature is crucial for building trust and cooperation. Effective communication requires police officers to actively listen to and engage with community members, interpret their messages, and respond appropriately.

By fostering an environment where feedback is welcomed and valued, officers can adapt their approaches based on community input, thereby enhancing mutual understanding and rapport. This cyclical model highlights the importance of empathy, as officers must not only convey information but also interpret the community's emotional and contextual cues. In this way, the Osgood and Schramm Model illustrates that strong communication skills are essential for law enforcement to navigate complex social interactions, ensuring that both parties feel heard and understood, ultimately contributing to more effective policing and community safety.

## Methods

The study used phenomenological research to identify the essentiality of communication skills through participants' lived experiences. Phenomenological studies examine human experiences through the descriptions provided by the people involved. According to Sasso (2020), Phenomenology helps us understand the significance of people's lived experiences. Phenomenological research investigates what people experienced and focuses on their encounter with a phenomenon. With this, the researcher was able to know the essentiality of communication skills through the respondents' lived experiences. The sampling technique that was used is purposive sampling. The researcher

set criteria that align with the study's required subject, such as criminal justice professionals who work more with people, especially the general public. The selected respondent is a police officer who is assigned to Police Community Relations. Boddy (2016) argues that sample sizes as small as one can be justified in qualitative research, emphasizing that a single case can be highly informative and meaningful, especially when exploring new or unique phenomena. The interview guide consists of self-made questions. Respondent was selected based on their consent and availability.

The research process began with data collection, during which a semi-structured interview was conducted with a police officer. This approach allowed for open-ended responses, providing rich qualitative data on communication skills in law enforcement. Following data collection, the responses were carefully reviewed and transcribed to ensure a thorough understanding of the participants' perspectives. Two major themes were identified based on the coresearcher's answers. Finally, the identified themes were refined to align with the study's research objective—understanding the essential role of communication skills in law enforcement—while being grounded in the theoretical framework of the Osgood-Schramm Model of Communication.

## Results

The study focused on the work experience of a police officer who works under the Office of Police Community Affairs and Development. He described his role as a "noble profession" that requires specialized knowledge, skills, and high standards of ethics and morality. He emphasizes the importance of effective communication in working with the public and maintaining good relationships with the community.

The study also explored the communication skills of a criminal justice professional,

including active listening, sincerity, and situational understanding. He emphasized the importance of being sincere, polite, and understanding of the other party's perspective. He also emphasizes the importance of being transparent and engaging in the conversation.

He also highlighted the importance of being sincere, polite, and understanding of the other party's perspective. He also emphasizes the importance of being honest and understanding in the relationship between the police and the community.

## Discussion

The researcher conducted a semi-structured interview with one participant who was available and volunteered to be part of the study. The research objective is to identify the essential communication skills among criminal justice professionals through their lived experience. The following answers were coded and verbally interpreted.

### Theme 1: Work Experience as a Criminal Justice Professional

The presentation and interpretation of data involved one participant, a police officer with the Office of Police Community Affairs and Development, which is tasked with coordinating with the community.

#### *Describing work as a Criminal Justice Professional*

The respondent answered "Isa po tayo sa pundasyon upang mapatupad ng maayos ng batas. Isa pong 'noble profession' ang pagiging pulis dahil tayo po ang nagsisilbi sa kapwa." Therefore, it is indeed a noble profession as it is indicated in their Ethical Doctrine. As mentioned in the PNP Ethical Doctrine (2014), police service is a noble profession that demands its members specialized knowledge and skills as well as high standards of ethics and morality. It means that aside from serving the

public and putting first and foremost police officers need to possess high value of ethics and morality.

#### *Describing working with the public*

He answered “Dito po Police Community Relations hinihingi po natin ang kooperasyon ng komunidad at iba’t ibang ahensya para naman po sa ganun ay maipakita po natin sa tao na hindi lang po pulis ang kikilos kundi tayo pong lahat upang maiwasan ang kriminalidad” he also added “Hindi lang po pulis ang ‘magrereact’ kung may mangyari mayroon po tayong nasa komunidad na agad agarang kokontak sa kapulisan sapagkat maganda po ang relasyon ng pulis at komunidad.” To be able to have a good connection between the police and community, communication is a vital element. Their jobs usually revolve of having interactions with different people that involves communication. The findings of the study of Mutasa (2021) to be able to have a good relationship with the community, communication is important. According to the lived experience of the participants, good communication involves being transparent of both parties, communication has to go both ways, and there has to be engagement also from both parties.

#### **Theme 2: Communication Skills**

These set of questions revolve around the communication skills of:

a. Criminal Justice Professional.

**Techniques used for Active Listening.** The respondent answered “Sa Police Community Relations, vital ang tanong mo. Dahil ang pulis hindi lang lagi nagsasalita, dapat ang pulis ay nakikinig din. It’s a two-way process. Isang messenger at isang receiver. Sa pakikinig po sa ating mga kliyente, inaanalyze po natin kung ano po ang sitwasyon at yung kailangang

ipaliwanag sa kanila. Di naman laging tama ang naiisip ng kapulisan open din po tayo para sa mga ideas na ibinibigay nila.” The police officer must have an inquisitive mind while listening and should possess an ALS (Active Listening Skills) to avoid agitation from the other party. As mentioned by Zaiser and Staller (2015) By placing the officer in an inquiring frame of mind and decreasing actions that the citizen may consider to be antagonistic, the real use of ALS avoids both parties from having a pre-judgmental, selective impression of the context of an interaction. Furthermore, while accommodating the citizen, ALS give significant information to the officer, allowing him or her to de-escalate the situation, create rapport, and reinforce the cooperative relational frame further and more successfully.

#### **Showing Interest in Listening and Helping Clients.**

Co-researcher answered “Pinapakita ko na ako’y sincere sa pakikinig, with eye contact, syempre pakikilingan mo sinasabi nila, iaanalyze mo. May kasama din yang body gesture, polite na pagharap sa kanila, syempre pag pulis dapat nakangiti ka palagi. Pati sharing of ideas, pag may naisip ka na idadagdag, idagdag mo. Dun nila nalalaman na ikaw ay nakikinig sa kanila. Syempre wag mo din kakalimutan ang mga sinasabi nila.” He also added “dapat ang pulis lagging may tickler na dala dahil di mo naman lahat maalala. Para marecall mo o maalala yung mga sinasabi nila.” Non-verbal communication such as body gestures are important because it adds meaning to the communication process. In the study of Wanko K, Kerr, and Baloyi (2021) Nonverbal communication is essential for conveying affective and emotional information, as well as demonstrating respect for and developing therapeutic connections. Therefore, listening is not enough people needs to show positive gestures to be able to have a good communication.

**Showing Empathy.** He answered “Yung mga ganyan, yung mga nagwawala, nagsisigaw, common na lang samin yang mga pulis.

Madalas ganyan talaga kasi yung bugso ng damdamin nila pagpunta nila ng station andun pa. Kung pano mo sya ihahandle, nakadepende sa tao, minsan kailangan mong sigawan para tumahimik minsan naman kailangan hahayaan mo lang umiyak, pag tapos na. Gaya ng one time naexperience ko binugbog ng asawa. Si babae pumunta sa station, pighating pighati pa, yung hikbing hikbi. Tinatanong naming kung anong nangyari. Di nya masabi kasi nga hikbi sya ng hikbi. Kami naman ang ginawa naman namin ay 'Sige lang ma'am ubusin mo lang yang iyak mo bago ka magkwento samin' dun pa lang nakalma nya sarili niya naishare niya yung pangyayari. Ngayon, agaran naman naming narespondihan kasama ang WCPD. Para po maipakita natin ang empathy ng kapulisan ay hindi one-sided lamang. Hindi porket naiyak ang tao at sinabing siya ay nabugbog ay galit na agad kami sa nambugbog sa kanya. Aalamin po natin ang dalawang side ng istorya. Dapat po hindi one side lang ang empathy, kundi two sided po. Dahil sa atin pong batas ay favorable to the accused unless proven guilty. Hangga't di napapatunayang guilty ang suspek, dapat po neutral po ang mga pulis." The ability to empathized is also a vital point in communication. A person will be able to relate to the other person though it. Through this connection the listener will be able to understand more the situation therefore it is more chance that the speaker will be given help. According to the study of Hashim, Aldaba, Haneef, and Noordin (2023) it has been discovered that those who have greater empathy for both positive and negative emotions are more socially competent. It also indicated that, in addition to being connected with helping and moral behavior toward others, the capacity to empathize is also associated with social skills, which is the ability to work efficiently with others. The ability to empathize is essential for promoting positive engagement with others and facilitation of social relationships. Empathy is involved in the internalization of norms that might assist safeguard others, and it may also be the process that inspires the desire to help others, even at the expense of oneself.

**Feedback and Action.** He answered "Kung kaya po nating tulungan, tutulungan po natin. Kung kaya po bigyan ng advice bibigyan po ng advice. Kung di naman po natin concern, irerefer po natin sa mas nakakaalam." Police officers shall be informed of the explanatory communication for transparency, and explanatory directions to give direction with reasonable explanation. It is mentioned in the study of Zaiser and Staller (2015) where Officer's Communication Toolbox was made as guide for police officers in communicating. The study encouraged law enforcement officers to recognize the value of deliberate communication as an effective tool also for their safety.

**Essentiality of Communication Skills as Criminal Justice Professional.** Co-researcher answered "Ah syempre yan po ang number one weapon po namin. Kahit naman po hindi pulis ay napakaimportante po ng communication. Isipin mo na lang kung ang mundo ay pipi. Tayong lahat ay mostra lang ng mostra hindi tayo magkakaintindihan. Ang communication ay mahalaga sa Police Community Relations dahil nagcoconduct kami ng mga seminars sa community. Kaya dapat marunong ka magpublic speaking. Mahalaga po sa mga ahensya ng pamahalaan na marunong sa public speaking dahil paano po tayo makakapasilbi sa publiko kung hindi tayo marunong sa public speaking." Communication is vital especially to those Criminal Justice Professionals who deals with the public. Communication is needed to connect with the public. It is also important to have public speaking abilities to build stronger relationships with the public. As mentioned by Angeline (2020) The purpose of the speech is to educate, entertain, or influence the audience. Effective public speaking skills may sometimes aid with career growth since they demonstrate originality, critical thinking skills, leadership abilities, composure, and professionalism, all of which are highly valued in the work market. Speaking at events and conferences is an excellent method to establish reputation. With

the encouragement of the law enforcement, there will be a stronger relationship between public and law enforcement.

### **Conclusion**

The findings of this study highlighted the fundamental role of communication skills among criminal justice professionals, emphasizing their significance in fostering strong relationships with the public. Through a semi-structured interview, the lived experiences of a police officer provided eidetic insights into the realities of law enforcement communication. Symbolically, communication serves as a bridge that connects law enforcement officers with the community, ensuring mutual understanding, cooperation, and trust. Without this bridge, the gap between authority and the public would widen, leading to potential misunderstandings, distrust, and ineffective policing.

The study revealed that communication in policing is a dynamic and reciprocal process. Active listening, empathy, and engagement are essential components that allow officers to connect with individuals on a deeper level. The officer's experiences demonstrate how transparency and open dialogue facilitate crime prevention and strengthen police-community relations. Furthermore, nonverbal communication, such as eye contact and body language, reinforces sincerity and attentiveness, serving as supportive pillars of this communicative bridge. Empathy, in particular, enables officers to de-escalate conflicts, provide comfort to victims, and ensure fair treatment by acknowledging multiple perspectives in every situation.

Moreover, the officer's perspective underscores that communication is not just a professional tool but a pathway to effective public service. Public speaking and interpersonal skills enable law enforcement officers to educate, influence, and establish trust within their communities. Without effective communication, the

connection between the police and the public weakens, making law enforcement less accessible and efficient. In contrast, a well-maintained bridge of communication fosters cooperation, ensuring that both parties work together in promoting safety and order.

Ultimately, this study reinforces that communication is the cornerstone of law enforcement. It serves as a bridge that unites officers and the community, allowing for transparency, collaboration, and mutual respect. By strengthening this bridge through active listening, empathy, and engagement, criminal justice professionals can uphold the integrity of their profession while fostering a more connected and harmonious society.

### **Recommendation**

There is a limited amount of literature that relates communication theory to criminal justice. The researcher suggests a deeper study shall be conducted. Having a number of respondents is also suggested to see the communication skills of other Criminal Justice Professions. The following recommendations are proposed for enhancing communication practices within criminal justice, particularly in community policing:

1. **Implement Comprehensive Communication Training** - Police departments should prioritize ongoing training programs focused on active listening, empathy, and effective public speaking. This training should emphasize the importance of both verbal and non-verbal communication skills, enabling officers to engage more meaningfully with community members.

2. **Establish Feedback Mechanisms** – The police department shall cascade structured feedback channels that allow community members to voice their concerns, suggestions, and experiences. This could include regular community meetings, surveys, or online platforms where citizens can interact with officers, fostering a culture of transparency and collaboration.
3. **Encourage Community Involvement in Policing Initiatives** - Law enforcement agencies should actively involve community members in designing and implementing crime prevention programs. This collaborative approach can help ensure that the initiatives address the specific needs of the community, thereby increasing trust and engagement.
4. **Promote Interagency Collaboration** – Encourage more partnerships between police, community organizations, schools, and local businesses to create a unified front in addressing crime and safety concerns. Regular interagency meetings can help coordinate efforts and ensure that communication flows smoothly among all stakeholders.
5. **Evaluate and Adapt Communication Strategies** - Police department should regularly assess the effectiveness of their communication strategies through community feedback and performance metrics. This evaluation will help identify areas for improvement and adapt approaches to better meet the needs of the community.

## References

- Akpa, E. J. (2024). *The Role of Community Policing in Crime Reduction: Comparative Analysis of South Africa and Kenya*. Nijournals.org; Newport International Journal. <https://nijournals.org/the-role-of-community-policing-in-crime-reduction-comparative-analysis-of-south-africa-and-kenya/>
- Alam, S., Nu'man Aunuh, & Yaris Adhial Fajrin. (2024). The Concept of Restorative Justice in Islamic Criminal Law: Alternative Dispute Settlement Based on Justice. *KnE Social Sciences*. <https://doi.org/10.18502/kss.v8i21.14779>
- Angeline, K. G. (2020). *Importance of Public Speaking in the Future*. ResearchGate. [https://www.researchgate.net/publication/346409575\\_Importance\\_of\\_Public\\_Speaking\\_in\\_the\\_Future](https://www.researchgate.net/publication/346409575_Importance_of_Public_Speaking_in_the_Future)
- Bailey, J. A., Jacoby, S. F., Hall, E. C., Khatri, U., Whitehorn, G., & Kaufman, E. J. (2022). Compounding Trauma: the Intersections of Racism, Law Enforcement, and Injury. *Current Trauma Reports*, 8(3), 105–112. <https://doi.org/10.1007/s40719-022-00231-7>
- Boddy, C. R. (2016). Sample size for qualitative research Emerald Insight. *Qualitative Market Research: An International Journal*, 19(4), 426–432. <https://doi.org/10.1108/QMR>
- Bolgers, P. C., & Walters, G. D. (2019). APA PsycNet. APA Psychnet; American Psychological Association. <https://psycnet.apa.org/record/2019-04029-011>
- Britto, S., & Reimund, M. E. (2013). Making space for restorative justice in criminal justice and criminology curricula and courses. *Contemporary Justice Review*. <https://doi.org/10.1080//10282580.2013.769301>
- Campbell, R., Giannina Fehler-Cabral, Pierce, S. J., Sharma, D. B., Shaw, J., Horsford, S., & Feeney, H. (2020). Changing the Criminal Justice System Response to Sexual Assault: An

- Empirical Study of a Participatory Action Research Project. *American Journal of Community Psychology*, 67(1-2), 166–178. <https://doi.org/10.1002/ajcp.12428>
- Chartrand, V. (2022). Unearthing Justices: Mapping 500+ Indigenous Grassroots Initiatives for the Missing and Murdered Indigenous Women, Girls and Two Spirit+. *Decolonization of Criminology and Justice*, 4(1), 7–30. <https://doi.org/10.24135/dcj.v4i1.34>
- Cunha, C. (2024). *An exploratory study on the practice of procedural justice and use of force in police-citizen encounters*. <https://doi.org/10.21428/88de04a1.6c1ae65b>
- Eliandi, T., Prasetyo, T., & Yudianto, O. (2021). Handling of children by diversion in children protection (Diversion and Restorative Justice). *Research Society and Development*, 10(1), e26010111826-e26010111826. <https://doi.org/10.33448/rsd-v10i1.11826>
- Gamble, T. K., & Gamble, M. W. (2018). *The Interpersonal Communication Playbook*. In *Google Books*. SAGE Publications. [https://books.google.com.ph/books?id=SEdeDwAAQBAJ&printsec=frontcover&source=gs\\_bse\\_summary\\_r&cad=0#v=onepage&q&f=false](https://books.google.com.ph/books?id=SEdeDwAAQBAJ&printsec=frontcover&source=gs_bse_summary_r&cad=0#v=onepage&q&f=false)
- Halim, A., & None Sri Ismoyo. (2023). Analysis of Restorative Justice in the Criminal Justice System. *Enigma in Law*, 1(1), 12–16. <https://doi.org/10.61996/law.v1i1.13>
- Hashim, R., Aldaba, A. M., M.Haneef, M. A., & Noordin, M. F. (2023). PARTIAL LEAST SQUARES MODELLING OF FACTORS INFLUENCING EMPATHY AMONG MALAYSIAN SECONDARY SCHOOL STUDENTS. *Malaysian Journal of Learning and Instruction*, 20(1), 93–119. <https://doi.org/10.32890/mjli2023.20.1.4>
- Jennifer, Alvarez, N., & Kandil, Y. (2022). Developing Community Co-designed Scenario-Based Training for Police Mental Health Crisis Response: a Relational Policing Approach to De-escalation. *Journal of Police and Criminal Psychology*, 37(3), 587–601. <https://doi.org/10.1007/s11896-022-09500-2>
- Karp, D. R., Bazemore, G., & Chesire, J. D. (2004). The Role and Attitudes of Restorative Board Members: A Case Study of Volunteers in Community Justice. *Crime & Delinquency*, 50(4), 487–515. <https://doi.org/10.1177/0011128703260262>
- Kuznar, L., & Yager, M. (2020). *The Development of Communication Models Quick Look*. <https://apps.dtic.mil/sti/pdfs/AD1118283.pdf>
- McCarver, R. C. (2022, September). Transparency in Law Enforcement: Re-establishing Public Trust. Tdl.org; Law Enforcement Management Institute of Texas (LEMET). [https://shsuir.tdl.org/items/15d6161e-f92f-4e53-9d0c-3ca567db6906?utm\\_source=chatgpt.com](https://shsuir.tdl.org/items/15d6161e-f92f-4e53-9d0c-3ca567db6906?utm_source=chatgpt.com)
- Mohammad, T. (2018). The readiness of various communities for the implementation of restorative justice in the community setting: A perspective of community organization. *International Social Work*, 63(3), 386–398. <https://doi.org/10.1177/0020872818796152>
- Mutasa, M. (2021). *The Effectiveness of Joint Community-Police Partnership in The Effectiveness of Joint Community-Police Partnership in Crystal, Minnesota: A Case Study of Stakeholders Experiences Crystal, Minnesota: A Case Study of Stakeholders Experiences Part of the Education Commons, and the Organization Development Commons*. [https://ir.stthomas.edu/cgi/viewcontent.cgi?article=1076&context=caps\\_ed\\_orgdev\\_docdiss](https://ir.stthomas.edu/cgi/viewcontent.cgi?article=1076&context=caps_ed_orgdev_docdiss)
- None Hartoyo, Noenik Soekorini, & Nur Handayati. (2023). Application of the Principle of Legality in the Criminal Justice System: Ensuring Justice and Protection of Human Rights. *ENDLESS International Journal of Future Studies*, 6(2), 254–266. <https://doi.org/10.54783/endllessjournal.v6i2.174>
- Oleg Valentinovich Strilets, Namnyaseva, V. V., Vitaly Alekseevich Kanubrikov, Niftalieva, I. A., & Dmitry Vladimirovich Zhmurin. (2021). System of criminal legal principles. *SHS Web of Conferences*, 108, 02019–02019. <https://doi.org/10.1051/shsconf/202110802019>
- Oxholm, P. D., & Glaser, J. (2023). Goals and outcomes of police officer communication: Evidence from in-depth interviews. *Group Processes & Intergroup Relations*, 26(4), 875–890. <https://doi.org/10.1177/13684302221121585>
- Philippine National Police. (2014). *PHILIPPINE NATIONAL POLICE MANUAL PNPM-D-0-4-14 (DHRDD) REPRINTED PNP ETHICAL*

## DOCTRINE.

[http://www.pnpdhrdd.ph/jdownloads/PNP%20DOCTRINES/ethical\\_doctrine\\_2014\\_edition.pdf](http://www.pnpdhrdd.ph/jdownloads/PNP%20DOCTRINES/ethical_doctrine_2014_edition.pdf)

- Pike, E., Tillson, M., Staton, M., & Webster, J. M. (2021). The Role of Law Enforcement Officers in Responding to the Opioid Epidemic: A Qualitative Assessment. *Substance Abuse*, 42(4), 813–820. <https://doi.org/10.1080/08897077.2020.1865243>
- Ruble, R. (2018). *Communication Skills - SAGE Research Methods*. Methods.sagepub.com. <https://methods.sagepub.com/reference/the-sage-encyclopedia-of-communication-research-methods/i3002.xml>
- Rudisill, T. M., & Zhu, M. (2021). Challenges of enforcing cellphone use while driving laws among police in the USA: a cross-sectional analysis. *BMJ Open*, 11(6), e049053. <https://doi.org/10.1136/bmjopen-2021-049053>
- Sasso, M. D. (2020, August 6). *LibGuides: Qualitative Research Methods: Phenomenology*. Guides.library.duq.edu. <https://guides.library.duq.edu/c.php?g=83622&p=5972144>
- Segovia, R. (2024). FACTORS THAT CONTRIBUTE TO REPORT WRITING PROFICIENCY IN AMERICAN LAW ENFORCEMENT: A THEMATIC LITERATURE REVIEW. *International Journal of Police Science*, 3(1). <https://doi.org/10.56331/ijps.v3i1.10163>
- Shoots-Reinhard, B., Svensson, H., Shihab, M., Peters, E., & Zhu, M. (2022a). Barriers to Enforcing Laws and Support for Restricting Cell Phone Use While Driving among Law Enforcement Officers. *Transportation Research Record Journal of the Transportation Research Board*, 2677(5), 629–635. <https://doi.org/10.1177/03611981221134625>
- Shoots-Reinhard, B., Svensson, H., Shihab, M., Peters, E., & Zhu, M. (2022b). Barriers to Enforcing Laws and Support for Restricting Cell Phone Use While Driving among Law Enforcement Officers. *Transportation Research Record: Journal of the Transportation Research Board*, 2677(5), 629–635. <https://doi.org/10.1177/03611981221134625>
- Siti Farhani, Amoury Adi Sudiro, & Aris Machmud. (2023). Alternative Punishment in Criminal Legal System in Indonesia. *RSF Conference Series Business Management and Social Sciences*, 3(2), 9–14. <https://doi.org/10.31098/bmss.v3i2.644>
- Skoczek, P. (2023). *Understanding the Lack of Communication Between Understanding the Lack of Communication Between Communities and Law Enforcement Through a Community Policing Program Policing Program*. <https://scholarworks.waldenu.edu/cgi/viewcontent.cgi?article=15777&context=dissertations>
- Tan, N. (2021). Investigating Gaps in Police Narratives. *Asian Journal of Education and Social Studies*, 13–28. <https://doi.org/10.9734/ajess/2021/v20i330485>
- Umbreit, M. S., Coates, R. B., & Roberts, A. W. (2007). The impact of victim-offender mediation: A cross-national perspective. *Mediation Quarterly*, 17(3), 215–229. <https://doi.org/10.1002/crq.3900170303>
- Wanko K, E., Kerr, J., & Baloyi, O. (2022). A Model for Effective Nonverbal Communication between Nurses and Older Patients: A Grounded Theory Inquiry. *Research Gate*. [https://www.researchgate.net/publication/364639272\\_A\\_Model\\_for\\_Effective\\_Nonverbal\\_Communication\\_between](https://www.researchgate.net/publication/364639272_A_Model_for_Effective_Nonverbal_Communication_between)
- Weerawardhana, K. G. S. D., & Wijewardhana, W. (2024, February 26). *Community-Oriented Policing: A Theoretical Exploration and its Implications for Building Safer Communities - International Journal of Research and Innovation in Social Science*. International Journal of Research and Innovation in Social Science. <https://rsisinternational.org/journals/ijriss/articles/community-oriented-policing-a-theoretical-exploration-and-its-implications-for-building-safer-communities/>
- White, R., & Msipa, D. (2021). IMPLEMENTING ARTICLE 13 OF THE CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES IN SOUTH AFRICA: REASONABLE ACCOMMODATIONS FOR PERSONS WITH COMMUNICATION DISABILITIES. *African Disability Rights*

# Philippine Christian University

1648 Taft Avenue cor. Pedro Gil St., Malate, Manila

Multidisciplinary Research Journal Dasmariñas Campus

E-ISSN: 3116-398X | P-ISSN: 3116-3971

*Yearbook*, 6. <https://doi.org/10.29053/2413-7138/2018/v6a5>

White, R., Johnson, E., & Bornman, J. (2023). Giving voice to the voices of legal practitioners with disabilities. *Disability & Society*. <https://doi.org/10.1080/09687599.2021.1997719>

Zaiser, B., & Staller, M. (2015). *The Word is Sometimes Mightier Than the Sword: Rethinking Communication Skills to Enhance*

*Officer Safety*. ResearchGate; Journal of Law Enforcement.

[https://www.researchgate.net/publication/278028510\\_The\\_Word\\_is\\_Sometimes\\_Mightier\\_Than\\_the\\_Sword\\_Rethinking\\_Communication\\_Skills\\_to\\_Enhance\\_Officer\\_Safety](https://www.researchgate.net/publication/278028510_The_Word_is_Sometimes_Mightier_Than_the_Sword_Rethinking_Communication_Skills_to_Enhance_Officer_Safety)

