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Citizens Satisfaction, Fear of Crime, and Trust in The Police by Community Residents

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ABSTRACT

Trust in the police is a key factor in public confidence in law enforcement, influencing community satisfaction and crime perceptions. This study examines the relationship between citizen satisfaction, fear of crime, and trust in the police among residents of Davao City using a quantitative correlational research design. The study explores how these factors affect public trust in law enforcement. A non-experimental, survey-based approach was employed, selecting 114 voluntary respondents from a chosen barangay in Davao City through simple random sampling. Data were gathered using validated questionnaires adapted from previous studies and analyzed using descriptive statistics to assess satisfaction, fear, and trust levels. Inferential statistical methods were used to determine the correlations among the variables. Findings indicate that citizen satisfaction with police services and trust in law enforcement were very high. However, fear of crime, particularly perceived risk and neighborhood disorder, was also reported as high, while worry of victimization was low. Inferential analysis showed a moderate positive correlation between citizen satisfaction and trust in the police ($r = 0.624$) and a moderate negative correlation between fear of crime and trust ($r = 0.491$). Additionally, perceived risk ($r = 0.459$), worry of victimization ($r = 0.305$), and neighborhood disorder ($r = 0.181$) were significantly associated with trust in the police. The study concludes that improving citizen satisfaction and reducing fear of crime are essential to strengthening trust in law enforcement. The findings highlight the importance of community engagement, procedural justice, and visible policing in fostering positive police-community relations.

INTRODUCTION

Trust within law enforcement is fundamental to effective policing and public safety. However, internal dissatisfaction, excessive workloads, and inadequate resources can severely undermine trust among officers, ultimately affecting their ability to perform their duties effectively. Studies have shown that when police officers experience high levels of job dissatisfaction and feel unsupported by their institutions, their trust in leadership, peers, and the overall system erodes, leading to decreased job performance and morale (Mojanowski, 2021; Sytsma & Piza, 2020). This erosion of internal trust not only hinders cooperation within police forces but also contributes to increased stress, burnout, and a reluctance to engage in proactive policing efforts (Kuo, 2022). Moreover, research suggests that inadequate institutional support and organizational injustice—such as unfair promotions, lack of transparency, and ineffective communication—further exacerbate distrust among officers, reducing their willingness to collaborate with colleagues and the community (Tankebe, 2019). These internal challenges compromise law enforcement effectiveness and ultimately weaken public confidence in the police, as communities rely on officers who are engaged, motivated, and committed to upholding justice (Kim *et al.*, 2021).

Recent studies indicate a decline in public trust in the police across various regions, driven by concerns

over police effectiveness, corruption, and procedural justice. In South Korea, dissatisfaction with police response to crime has led to decreased trust, particularly among vulnerable populations such as refugees, who often perceive law enforcement as unresponsive or discriminatory (Hong & Park, 2020; Kim *et al.*, 2022). Similarly, in Mexico, public dissatisfaction with the police has been linked to widespread perceptions of corruption, excessive use of force, and ineffective crime control strategies, contributing to a growing lack of confidence in law enforcement institutions (Baek *et al.*, 2021; Rodríguez & Ramírez, 2023). Studies in the United States and the United Kingdom reveal a similar pattern, where communities with a history of negative police interactions—particularly minority groups—tend to report lower levels of trust and cooperation with law enforcement (Jackson *et al.*, 2021). This broader trend underscores the importance of police accountability and procedural fairness in shaping public perceptions, as declining confidence in the police is often tied to their perceived inability to meet community expectations and deliver justice fairly (Gau & Paoline, 2020). Public trust in law enforcement is essential for fostering cooperation and compliance with the law. However, negative perceptions of police integrity and efficiency can erode confidence, making citizens less likely to seek police assistance or engage in crime prevention efforts (Tankebe, 2022).

The fear of crime powerfully shapes the relationship

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between trust in the police and citizen satisfaction. Studies consistently demonstrate that individuals who perceive a higher risk of victimization tend to exhibit lower trust in law enforcement, as fear can intensify concerns over police effectiveness and accountability (Tankebe, 2022; Kim & De Angelis, 2021). For instance, research in Saginaw, Michigan, found that fear of victimization significantly reduces satisfaction with police services, particularly in affluent neighborhoods where residents expect higher levels of safety and responsiveness (Circo *et al.*, 2019). Similarly, in South Africa, widespread perceptions of corruption, inadequate policing, and a lack of community safety have significantly eroded public trust in law enforcement, exacerbating fears of crime and reducing cooperation with police (Dlamini, 2020; Bruce, 2021). This trend extends to other regions, including Latin America, where studies reveal that citizens who feel unsafe or perceive the police as ineffective are less likely to report crimes or engage in community policing initiatives (Carreras, 2022). These findings highlight the critical need for law enforcement agencies to implement effective crime prevention measures and enhance public perceptions of safety and procedural fairness to rebuild and sustain trust in policing institutions.

Numerous studies in recent years have explored the intricate relationship between citizen satisfaction, fear of crime, and trust in the police. A growing body of research indicates that demographic factors—such as age, race, socioeconomic status, and prior experiences with law enforcement—significantly shape public perceptions of police effectiveness and fairness (Bolger *et al.*, 2021; Gau & Paoline, 2020). A meta-analysis found that fear of crime is a particularly strong predictor of police satisfaction, as individuals who perceive a higher likelihood of victimization tend to have less confidence in law enforcement's ability to ensure public safety (Tankebe, 2022). Furthermore, studies in Latin America, particularly in Brazil and Mexico, have demonstrated that public satisfaction with the police is closely linked to neighborhood safety perceptions and fear of crime, with communities in high-crime areas reporting lower levels of trust in law enforcement (Sampaio *et al.*, 2019; Baek *et al.*, 2021). Similar trends have been observed in the United States and Europe, where individuals who feel unsafe in their communities are more likely to express dissatisfaction with the police and question their legitimacy (Nix *et al.*, 2021). These studies highlight the need for law enforcement agencies to prioritize effective crime reduction strategies and transparent, community-oriented policing initiatives to rebuild and sustain public trust.

Procedural Justice Theory provides a robust framework for understanding the relationship between citizen satisfaction, fear of crime, and trust in the police. The theory emphasizes that fairness, transparency, and community engagement are essential for fostering trust in law enforcement institutions (Tyler, 2003). Research has consistently shown that when police officers interact with the public fairly, respectfully, and transparently, trust in

law enforcement tends to improve, even in communities with high crime rates (Kim *et al.*, 2021; Jackson *et al.*, 2022). Studies further indicate that procedural fairness can mitigate the adverse effects of fear of crime on public trust, reinforcing the importance of this approach in law enforcement strategies (Tankebe, 2022).

In this study, trust in the police is the dependent variable, while citizen satisfaction and fear of crime act as independent variables. This framework assesses whether citizen satisfaction and fear of crime significantly influence public trust in law enforcement. Each independent variable is measured using three key indicators, while the dependent variable is also assessed through three specific indicators. The first independent variable, citizen satisfaction, is linked to public perceptions of fairness, responsiveness, and engagement in policing efforts. Studies have shown that when citizens perceive the police as fair, unbiased, and responsive, their satisfaction increases, strengthening their trust in law enforcement (Mojanoski, 2021; Sun *et al.*, 2022). Procedural justice is critical in shaping these perceptions, as transparency and responsiveness enhance public trust and improve overall police-community relations (Gau & Paoline, 2020).

The second independent variable, fear of crime, consists of three key dimensions: residential mobility, which refers to the tendency of residents to relocate due to crime concerns; perceived neighborhood safety, which assesses the level of security residents feel in their environment; and safety behaviors, which include precautionary actions taken to avoid crime. Research has demonstrated that heightened fear of crime can significantly erode public trust in the police, particularly when citizens feel law enforcement agencies fail to ensure community safety and security (Circo *et al.*, 2019; Nix *et al.*, 2021). Additionally, perceived police effectiveness in crime prevention is a critical determinant of trust, as communities with lower crime rates and more proactive policing strategies tend to report higher levels of confidence in law enforcement (Tankebe, 2022).

The dependent variable, trust in the police, is assessed through three indicators: accountability perceptions, which measure the belief that police officers are held responsible for their actions; crime reporting confidence, which refers to the willingness of citizens to report crimes to law enforcement; and overall satisfaction, which reflects general contentment with police services. Studies emphasize that strong police accountability and confidence in reporting mechanisms are fundamental to fostering public trust, as citizens need to perceive law enforcement as competent, reliable, and committed to justice (Kim *et al.*, 2021; Tyler & Huo, 2002). These findings suggest that enhancing procedural justice, strengthening community engagement, and addressing fear of crime are critical strategies for rebuilding and maintaining public confidence in law enforcement.

The primary objective of this study is to determine the impact of citizen satisfaction and fear of crime on trust in the police. Specifically, the study seeks to answer the following research questions:

1. What is the level of citizen satisfaction in terms of trust, compatibility, and self-efficacy?
2. What is the level of fear of crime in terms of residential mobility, perceived neighborhood safety, and safety behaviors?
3. What is the level of trust in the police in terms of accountability perceptions, crime reporting confidence, and overall satisfaction?
4. Is there a significant relationship between citizen satisfaction, fear of crime, and trust in the police?

This research holds significant implications for various stakeholders, including students, law enforcement agencies, citizens, and global policymakers. The study offers valuable insights into police-community relations for students at the University of Mindanao's College of Criminal Justice Education, bridging the gap between theory and practice in fostering more potent policing strategies. For the Philippine National Police (PNP) in Davao City, the study highlights key areas for improvement in public trust, accountability, and crime prevention efforts. It underscores the importance of community engagement in shaping law enforcement policies that enhance transparency and public satisfaction.

The study also benefits Davao City residents by providing a deeper understanding of how their perceptions of safety and policing influence trust in law enforcement. By identifying the factors that shape public confidence in the police, this research empowers citizens to engage more proactively with law enforcement in crime prevention efforts. Additionally, the study contributes to the realization of the United Nations Sustainable Development Goal (SDG) 16: Peace, Justice, and Strong Institutions, emphasizing the role of inclusive and fair policing practices in building safer communities.

MATERIALS AND METHODS

Design and Procedure

This study employed a non-experimental correlational research design, using a quantitative approach to measure citizen satisfaction, trust in the police, and fear of crime among residents of Davao City. Quantitative research involves collecting and analyzing numerical data to identify patterns, averages, and relationships, as well as to make predictions and generalize findings to a broader population (Bhandari, 2020). The independent variables in this study are citizen satisfaction and fear of crime, while the dependent variable is trust in the police. The study aims to assess the impact of these variables in the context of community policing.

Following the outline defense, a letter of approval was submitted to the Dean of the College of Criminal Justice Education. Survey questionnaires were distributed to voluntary participants residing in Davao City. Once the surveys are completed, the collected data will be analyzed to identify correlations between the variables. Ethical considerations were strictly observed to protect participants' rights and integrity. Participation in the study was entirely voluntary, and participants were free to withdraw at any point without consequence. Before

participating, individuals were informed about the purpose of the study, its potential benefits, and any risks involved. The confidentiality and anonymity of the respondents were prioritized, with all collected data securely stored to ensure participant privacy. Additionally, the study was designed to minimize any risk or harm to the participants, ensuring a safe and ethical research process.

Materials and Instruments

This study used the adopted questionnaire for both the dependent and independent variables. To measure fear of crime, the study used an adapted questionnaire from Travis W. Franklin *et al.*'s research, "A Multilevel Analysis of the Vulnerability, Disorder, and Social Integration Models of Fear of Crime." This questionnaire employs a 4-point scale to assess the community's fear levels. To measure Citizen Satisfaction and Trust in the Police, an adapted version of the "Community on Public Safety and Law Enforcement" questionnaire from the U.S. Department of Justice (2014) was utilized, using a 5-point scale. The instruments were validated with expert guidance and tested for reliability using Cronbach's Alpha. The Cronbach's alpha for fear of crime, citizen satisfaction, and trust were 0.78, 0.82, and 0.78, respectively. The results were analyzed using mean and standard deviation to describe citizen satisfaction, fear of crime, and trust in the police. Pearson *r* correlation and regression analysis help assess the relationship between fear of crime and citizen satisfaction and trust in the police.

Research Participants

The research participants were voluntary residents from an urban setting in Davao City. One hundred fourteen participants were selected using Simple Random Sampling, a probability sampling technique that ensures every individual in the population has an equal chance of being selected. Simple Random Sampling is widely regarded as an effective method for obtaining a representative sample, as it minimizes bias and ensures that the sample reflects the diversity of the population (Etikan, 2017). To implement this technique, an online random number generator will be used to select participants, reducing any potential for selection bias.

The sample size 114 is appropriate for correlational studies, as it meets the minimum requirement to achieve sufficient statistical power and detect relationships between variables (Cohen, 1988). By selecting a sample of this size, the study ensures reliable results without overextending resources. The inclusion criteria for participants will require them to be residents of Davao City, aged 18 or older, and willing to voluntarily participate in the study. Meanwhile, the exclusion criteria will rule out individuals under 18 who do not reside in Davao City or are unwilling to provide voluntary consent. These criteria ensure that the sample is both relevant and capable of providing meaningful insights into the relationship between citizen satisfaction, fear of crime, and trust in the police (Patton, 2002).

RESULTS AND DISCUSSION

Level of Citizen Satisfaction in Davao City

The table provides valuable insights into citizens' satisfaction with law enforcement by analyzing mean and standard deviation (SD) values for various assessment items. The findings indicate a very high level of satisfaction, with a mean score of 4.41. Among the items evaluated, the highest mean score of 4.46 pertains to law enforcement's response to crime incidents, with a

standard deviation of 0.57. It suggests that participants perceive police response as highly effective in handling crime situations, reinforcing research that indicates swift and efficient crime response fosters greater public trust and satisfaction (Circo *et al.*, 2019; Sun *et al.*, 2022). Rapid police interventions, particularly in high-crime areas, have significantly enhanced public perceptions of safety and improved confidence in law enforcement institutions (Nix *et al.*, 2021).

Table 1: Level of Citizen Satisfaction

Item statements	Mean	SD	Interpretation
1. Efforts of law enforcement to prevent and reduce crime in the community.	4.45	0.56	Very High
2. Law enforcement in my community in responding to community concerns and feedback related to community safety.	4.44	0.59	Very High
3. My interaction(s) with law enforcement in our community.	4.33	0.58	Very High
4. My interaction(s) in law enforcement for other contacts or interaction(s).	4.36	0.60	Very High
5. In the law enforcers in responding to the incident of crime that happened in our community.	4.46	0.57	Very High
Citizen Satisfaction	4.41	0.37	Very High

Conversely, the lowest mean score of 4.33 relates to citizens' interactions with law enforcement, with a standard deviation of 0.58. Although still classified as "very high," this finding suggests that while citizens are generally satisfied with their interactions with police, there is room for improvement in community engagement and communication. Studies indicate that frequent, respectful, and community-oriented interactions with the police contribute significantly to enhanced public trust, particularly when procedural fairness and transparency are emphasized (Bolger *et al.*, 2021; White *et al.*, 2018). When police officers engage positively with the community—through non-enforcement interactions and problem-solving initiatives—citizen satisfaction and cooperation increase, reducing public skepticism and fear of law enforcement (Peyton *et al.*, 2019).

Additionally, the narrow range of standard deviation values (0.57 - 0.58) indicates a strong agreement among respondents, suggesting consistency in public perception regarding police effectiveness and engagement. However, despite the overall high satisfaction ratings, prior research underscores that law enforcement agencies must continue fostering positive citizen-officer interactions, fair treatment, and transparent communication strategies to maintain and strengthen public confidence (Kim *et al.*, 2021). Since police-citizen relationships are a key

determinant of long-term trust, further improvements in procedural justice and accountability mechanisms could bridge the gap in citizen satisfaction and community-police relations (Tyler & Huo, 2002).

These findings highlight the importance of responsive policing strategies, fair treatment, and continuous community engagement in shaping public satisfaction with law enforcement. By enhancing interactions and maintaining an efficient crime response, police agencies can reinforce public confidence, increase voluntary cooperation, and ensure long-term trust in law enforcement institutions.

Level of Fear of Crime as Perceived by Davaoños

As shown in Table 2, the level of fear of crime among Davao residents is assessed through three key dimensions: perceived risk, worry of victimization, and neighborhood disorder. The overall mean score is 3.65, with a standard deviation (SD) of 0.30, indicating a generally high fear of crime among respondents. These findings align with broader research showing that fear of crime persists even in areas where actual crime rates may be relatively low, as subjective perceptions are often shaped by factors beyond personal victimization, such as media portrayals, community narratives, and past experiences (Jackson & Kuha, 2020).

Table 2: Level of Fear of Crime as Perceived by Davaoños

Fear of Crime	Mean	SD	Interpretation
Perceived Risk	4.38	0.54	Very high
Worry of Victimization	2.44	0.42	Low
Neighborhood Disorder	4.14	0.39	High
Overall Mean	3.65	0.30	High

The highest mean score is for perceived risk, with a mean of 4.38 and an SD of 0.54, classified as very high. This finding suggests that Davao residents perceive themselves to be at significant risk of becoming victims of crime despite the actual crime rate. Research indicates that the perception of personal risk is one of the most substantial contributors to fear of crime, even in relatively safe environments (Kim *et al.*, 2021). Several factors contribute to inflated risk perceptions, including exposure to sensationalized crime news, word-of-mouth accounts, and community concerns over law enforcement effectiveness (Drakulich, 2019). It suggests that even without high crime rates, residents may feel vulnerable due to the psychological impact of crime salience and uncertainty about safety in their surroundings (Ferraro, 2020).

Conversely, worry of victimization has the lowest mean score of 2.44, with an SD of 0.42, interpreted as low. It indicates that while residents perceive a high crime risk, their concern about becoming a victim is relatively low. This discrepancy between perceived risk and actual worry suggests that residents trust law enforcement's ability to prevent crime, reducing their daily concern about victimization (Merenda *et al.*, 2020). Alternatively, it may indicate a form of desensitization or adaptation, where individuals acknowledge crime as a potential threat but do not let it significantly impact their daily behavior (Gray *et al.*, 2019). This phenomenon has been observed in other urban areas where crime is considered a background concern rather than an immediate danger, influencing perceptions but not necessarily elevating constant fear (Brunton-Smith & Sturgis, 2019).

Finally, neighborhood disorder scored a mean of 4.14, with an SD of 0.39, which was classified as high. It suggests that residents perceive significant levels of physical and social disorder, including vandalism, littering, loitering, and signs of neglect. Research suggests that visible signs of disorder contribute directly to heightened fear of crime, as these conditions are often interpreted as indicators of

reduced social control, weak law enforcement presence, and declining neighborhood stability (Nivette & Akoensi, 2019). The broken windows theory suggests that visible disorder signals an environment where deviant behavior is tolerated, leading to increased anxiety about potential criminal activity (Sampson & Raudenbush, 2020).

Level of Trust in the Police in Davao City

As shown in Table 3, there is a level of trust among police officers. The table presents the mean and standard deviation (SD) values for statements related to trust in the police among residents of Davao City. The overall trust level is rated as very high, with a mean score of 4.43 and an SD of 0.36, indicating that the public holds the police in high regard across all measured aspects. It aligns with research suggesting that strong police-community relationships contribute to greater institutional trust, mainly when law enforcement demonstrates responsiveness, fairness, and effectiveness in addressing public concerns (Tyler & Huo, 2002).

The highest mean score is 4.49 for the statement, "Policemen are responsive to all the concerns in the community," with a standard deviation of 0.57. It suggests that the residents of Davao City perceive the police as highly responsive to their concerns. The high responsiveness of police officers is often linked to higher levels of trust and satisfaction within communities, as quick and effective responses to community concerns help build confidence in law enforcement's ability to maintain order and provide safety (Bolger *et al.*, 2021; Mazerolle *et al.*, 2013). Studies have shown that communities that perceive the police as attentive and proactive tend to exhibit stronger willingness to cooperate with law enforcement, further reinforcing mutual trust (Nix *et al.*, 2021). Additionally, frequent and positive interactions between the police and community members contribute to this high perception of responsiveness, mainly when officers actively engage in problem-solving and community policing initiatives (Merenda *et al.*, 2020).

Table 3: Level of trust in the Police in Davao City

Item statements	Mean	SD	Interpretation
1. Policemen treat everyone fairly	4.44	0.54	Very high
2. Policemen show concern for everyone in the community	4.39	0.56	Very high
3. Policemen were trustworthy	4.46	0.63	Very high
4. Policemen are respectful towards the public	4.38	0.61	Very high
5. Policemen are responsive to all the concerns in the community.	4.49	0.57	Very high
Trust in the Police	4.43	0.36	Very high

The lowest mean score is 4.38 for the statement, "Policemen are respectful towards the public," with an SD of 0.61, which, although still classified as "very high," indicates that perceptions of respectfulness are slightly lower than other factors. Respectful treatment is critical for building trust in law enforcement, as citizens are more likely to cooperate and engage positively with police officers who treat them with dignity and fairness

(White *et al.*, 2018). Research indicates that procedural justice, including respectful and unbiased interactions, is key in shaping public trust in the police (Kim *et al.*, 2021). While respect is rated highly, its slightly lower score might suggest that there are occasional discrepancies in how consistently officers exhibit respectful behavior during interactions. Variations in policing styles, officer discretion, and individual differences in communication

may contribute to fluctuating public perceptions of respectfulness in policing (Sunshine & Tyler, 2003).

Test of Significant Relationship between Citizens' satisfaction, Fear of crime, and Trust in the Police

Table 4 presents the test results of significant relationships between citizens' satisfaction, fear of crime, and trust in

the police. The findings indicate that all tested variables have a significant relationship with trust in the police, as reflected in their respective *r*-values and *p*-values. These results align with existing literature, highlighting the critical role of citizen satisfaction and fear of crime in shaping public perceptions of law enforcement (Tyler, 2003; Nix *et al.*, 2021).

Table 4: Relationship between Citizens' satisfaction, Fear of crime, and Trust in the Police

Variables	Trust in the Police		
	r- value	p- value	interpretation
Citizens Satisfaction	.624	0.00	Significant
Perceived Risk	.459	0.00	Significant
Worry of Victimization	.305	0.00	Significant
Neighborhood Disorder	.181	0.002	Significant
Fear of Crime	.491	0.00	Significant

The strongest correlation is observed between citizen satisfaction and trust in the police, with an *r*-value of .624 and a *p*-value of 0.00, signifying a highly significant relationship. It suggests that as satisfaction with police services increases, trust in law enforcement also strengthens. Prior research supports this finding, indicating that positive interactions with police officers, perceptions of fairness, and responsiveness to community concerns contribute significantly to public trust in law enforcement agencies (Bolger & Walters, 2021; Mazerolle *et al.*, 2013). Moreover, studies have shown that procedural justice—characterized by fairness, transparency, and respectful treatment—strongly influences citizen satisfaction, reinforcing the importance of trust-building measures in law enforcement (Tyler & Huo, 2002; Kim *et al.*, 2021). Regarding fear of crime, the findings show that perceived risk ($r = .459$, $p = 0.00$) and fear of crime ($r = .491$, $p = 0.00$) exhibit significant negative relationships with trust in the police. These results suggest that individuals who perceive themselves at greater risk of victimization or experience a heightened fear of crime tend to have lower trust in law enforcement. It aligns with research suggesting that when people feel unsafe or vulnerable to crime, they may question the effectiveness of police in providing security (Jackson & Kuha, 2020; Drakulich, 2019). Public perceptions of risk are often influenced by external factors such as media coverage of crime, personal experiences, and neighborhood conditions, all

of which can shape levels of trust in the police (Ferraro, 2020; Brunton-Smith & Sturgis, 2019).

A notable finding is the significant but weaker relationship between neighborhood disorder and trust in the police ($r = .181$, $p = 0.002$). It suggests that while signs of neighborhood disorder—such as vandalism, littering, and loitering—contribute to reduced trust in law enforcement, their impact is relatively lower than other variables. It supports the broken windows theory, which argues that visible signs of disorder signal weakened social control and may contribute to declining confidence in law enforcement's ability to maintain public safety (Sampson & Raudenbush, 2020; Nivette & Akoensi, 2019). However, the lower correlation coefficient suggests that other factors, such as direct police interactions and crime response effectiveness, play a more significant role in shaping public trust (Kim *et al.*, 2021; Sunshine & Tyler, 2003).

Lastly, worry of victimization ($r = .305$, $p = 0.00$) also shows a significant correlation with trust in the police, albeit with a weaker effect size. It suggests that individuals who frequently worry about becoming crime victims are less likely to trust law enforcement. It aligns with research indicating that heightened personal concern about crime may lead to more skepticism toward police effectiveness, particularly in communities where crime prevention efforts are perceived as inadequate (Gray *et al.*, 2019; Circo *et al.*, 2019).

Table 5: Empirical Analysis of the Trust of Policemen as Predicted by Citizen Satisfaction and Fear of Crime

Variable	B	SE	B	t	p-value
(Constant)	1.422	0.231		6.16	0.00
Citizen Satisfaction	0.484	0.051	0.5	9.538	0.00
Perceived Risk	0.148	0.032	0.226	4.586	0.00
Worry of Victimization	0.032	0.041	0.037	0.771	0.441
Neighborhood Disorder	0.036	0.041	0.04	0.876	0.382

$r^2 = 0.435$; $p\text{-value} = 0.00$

The Multiple Linear Regression Analysis reveals that citizen satisfaction and fear of crime are significant predictors of trust in the police ($\beta = 0.484, 0.148, 0.032, 0.036, p < 0.00$). These results indicate that an increase in citizen satisfaction leads to a 0.484 increase in trust in the police. In contrast, increased perceived risk and worry of victimization leads to 0.148 and 0.032 increases, respectively. Additionally, an increase in neighborhood disorder results in a 0.036 increase in trust in the police. It demonstrates a correlation between the variables, suggesting that improvements in citizen satisfaction and safety perceptions can positively impact public trust in law enforcement.

The results align with previous research, which suggests that citizen satisfaction is one of the strongest predictors of trust in law enforcement. Studies indicate that when people perceive the police as responsive, fair, and practical, they are more likely to trust them (Tyler, 2003; Kim *et al.*, 2021). Procedural justice theory emphasizes that citizens develop trust in law enforcement based on the fairness of their interactions with police officers rather than solely on crime control effectiveness (Sunshine & Tyler, 2003). A significant β -value of 0.484 highlights the critical role of citizen satisfaction, reinforcing that positive interactions and public approval of police services strongly influence institutional trust (Bolger & Walters, 2021).

The results also show that perceived risk ($\beta = 0.148$) and worry of victimization ($\beta = 0.032$) significantly affect trust in the police. Prior studies suggest that individuals who perceive themselves at a greater risk of crime tend to have lower trust in law enforcement, as they may question the ability of the police to protect them (Nix *et al.*, 2021). However, the positive β -values suggest that in some cases, fear of crime may encourage reliance on law enforcement, as individuals seek police intervention for their safety concerns (Jackson & Kuha, 2020). This relationship is often influenced by factors such as crime salience in media, personal experiences with crime, and overall community safety conditions (Drakulich, 2019).

Neighborhood disorder is also found to have a significant correlation with trust in the police ($\beta = 0.036$). While the effect size is small, it supports the broken windows theory, which suggests that visible signs of disorder, such as vandalism, littering, and public disturbances, can lead to declining confidence in law enforcement (Sampson & Raudenbush, 2020). However, in some contexts, the increased disorder may lead to greater reliance on police services, as residents in high-crime areas seek a more significant police presence (Nivette & Akoensi, 2019).

The R^2 value of 0.435 indicates that the combined influence of citizen satisfaction and fear of crime can explain 43.5% of the variance in trust in the police. It suggests that while these factors play a significant role, other unexamined variables—such as media influence, socioeconomic conditions, and past experiences with law enforcement—may also shape public trust in the police (Gray *et al.*, 2019). Given these findings, enhancing police-

community relations, fostering procedural justice, and improving crime prevention strategies are critical steps toward strengthening public trust in law enforcement agencies

CONCLUSION

This study provides valuable insights into how the community perceives police performance and its impact on public trust. The findings highlight that citizen satisfaction, fear of crime, and trust in the police are closely connected. When people are satisfied with law enforcement, they are more likely to trust the police. Similarly, feelings of safety and low fear of crime contribute to greater trust in law enforcement. The results show that citizen satisfaction was very high, meaning that people generally believe law enforcement is effective and responsive. However, fear of crime was also high, mainly due to concerns about personal risk and neighborhood disorder. While many residents feel safe walking in their communities, visible signs of disorder can still affect trust in the police. Despite this, the overall trust in the police was very high, indicating a strong relationship between law enforcement and the community in Davao City. The study also found significant relationships between citizen satisfaction, fear of crime, and trust in the police. The moderate correlation between citizen satisfaction and trust in the police suggests that police presence and engagement directly influence public confidence. Additionally, fear of crime was moderately linked to trust in the police, meaning that strong trust in law enforcement helps shape how people perceive crime risks. Perceived risk, worry about victimization, and neighborhood disorder all played a role in how much trust people placed in the police. Based on these findings, several recommendations can help strengthen trust and cooperation between the police and the community. First, police and community members should interact more openly to foster mutual respect. Community policing programs should continue, and residents should have accessible ways to voice concerns or complaints. Encouraging community involvement in safety efforts will help improve trust.

Police departments should also align their activities with community expectations. Involving citizens in decision-making and training officers in ethical conduct and effective communication will enhance relationships. Police services should be consistent, reliable, and transparent. Ensuring officers are held accountable for their actions and creating a zero-tolerance policy for misconduct will further strengthen public trust. Future research should explore additional factors that influence trust in the police. A combination of surveys and interviews can provide deeper insights into public perceptions. Examining the role of media, economic conditions, and past experiences with law enforcement could offer a complete understanding of how trust in the police develops over time.

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