# Trust and Perceived Safety in Relation to Satisfaction with Police Services

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## ABSTRACT

Trust and feelings of safety are key in the establishment of public satisfaction with police service since they dictate the degree to which people trust police in keeping society in order and in meeting the needs of the people. The study explored the significant relationship between perceived trust, safety, and public satisfaction with the police services among the residents of Clarin, Misamis Occidental. This study utilized a descriptive-correlational design. The study was conducted in a rural municipality located in the province of Misamis Occidental, within the broader region of Northern Mindanao, Philippines. Two hundred ninety-five actual respondents of the study answered the questionnaire. A stratified random sampling technique was used in the study. The study found that the public holds high trust in the police, feels safe, and is highly satisfied with police services. Confidence in police action and perceived effectiveness are key factors influencing satisfaction, though emotional safety concerns and crime fears had a limited impact. The study found high public trust in the police, with intense satisfaction in service quality and professionalism. In contrast, confidence in police action emerged as the key predictor of satisfaction, and crime concerns had minimal impact. Law enforcement agencies may focus on building trust, improving tangible public experiences, enhancing effectiveness in crime control, maintaining professionalism, and exploring broader factors like community engagement to increase public satisfaction.

**Keywords:** confidence in police action, crime concerns and emotional safety, perceived police effectiveness, police service satisfaction, public trust in police

## INTRODUCTION

Police officers play a pivotal role in maintaining peace, order, and public safety within communities. Their duties extend beyond enforcing laws. They embody the principles of justice, serve as first responders in emergencies, and act as liaisons between the government and the public. A crucial aspect of their role is police visibility, which significantly influences community trust and perceptions of safety (Boller-Piol et al., 2024). Police visibility fosters a sense of security among residents and serves as a deterrent to criminal activities (Nalla & Gurinskaya, 2022). Their effective roles become evident as police visibility is not only a cornerstone of fostering community trust and safety but also a vital strategy in deterring criminal activities. They enhance public confidence in law enforcement and the trust among residents in the community where they are situated (Stoops, 2024).

Trust is central to effective policing. High public trust promotes cooperation, crime reporting, and community involvement (Sunshine & Tyler, 2022). It is cultivated through transparency, accountability, and consistent professionalism (Samuel et al., 2024; Wistow, 2022; Purves & Davis, 2022). Conversely, a lack of trust hinders crime prevention and weakens police-community relations (Elovainio & Virtanen, 2020; Jackson et al., 2023). Respectful treatment fosters trust and public approval (Staubli, 2023), with procedural fairness shaping positive perceptions (Setyadu et al., 2024). In some regions, especially parts of Africa and Asia, trust is undermined by corruption and inefficiency (Samuel et al., 2024; Ghaemmaghami et al., 2021). In contrast, Latin America's community-oriented policing has improved trust and satisfaction by addressing local concerns (Porges, 2022).

Perceived safety is also critical. It is influenced by police presence, timely response, and effective crime prevention (Żywiołek & Schiavone, 2021; Skinns et al., 2020). Regular patrols reinforce confidence in police (Tyler & Mentovich, 2023), whereas delays or visible inaction erode public trust, especially in high-crime areas (Blair et al., 2021). Safety includes both physical protection and psychological comfort (Weisburd et al., 2023; Mangorsi, 2021; Zou & Meng, 2020). Public satisfaction reflects approval of police professionalism, responsiveness, and effectiveness (Lane, 2024; Kochel & Nouri, 2021). Positive police-community relationships enhance satisfaction and security (Sivasubramaniam et al., 2021). Satisfaction rises when officers are empathetic, responsive, and communicative (White et al., 2022; Dammert et al., 2021; Gomes et al., 2022; Gagnon & Fox, 2021; Merenda et al., 2021).

While police visibility's role in crime prevention is well-established (Lane, 2024), limited research explores its direct impact on trust, perceived safety, and satisfaction, especially in diverse contexts like Misamis Occidental, Philippines. This study addresses this gap, examining how police visibility influences these factors and contributes to community well-being. Focused on a specific socio-cultural setting, the findings aim to inform policy and promote community-oriented policing strategies. Ultimately, the study seeks to understand how visibility shapes perceptions, enhances collaboration, and improves community satisfaction. Results may guide effective policing practices, foster positive police-community relations, and support further research into trust and public safety dynamics.

## METHODS

This study utilized a descriptive-correlational design to explore the relationships among perceived trust, safety, and public satisfaction with police services in Clarin, Misamis Occidental. Conducted in a rural municipality in Northern Mindanao, the research targeted 295 adult residents using stratified random sampling to ensure demographic representation. Data were gathered through researcher-made, validated, and pilot-tested Likert-scale questionnaires measuring trust, safety, and satisfaction. Ethical clearance was obtained, and informed consent ensured voluntary participation and anonymity. The data collection was facilitated with local support, and questionnaires were administered during community events. Statistical tools such as mean, standard deviation, and Pearson correlation were used to analyze the data and determine significant associations among the variables, aiming to inform policy improvements in police-community relations.

## RESULTS AND DISCUSSIONS

### Level of Perceived Trust

The level of perceived trust in police captures citizens' confidence in the integrity, fairness, and effectiveness of law enforcement. Personal experiences, media depictions, and the alignment of police actions with community expectations influence it. High trust encourages cooperation and social stability, whereas low trust can hinder policing and community relationships.

Table 1 presents the level of perceived trust in the police as perceived by the respondents. The findings revealed that the respondents very much trust the police, as exemplified by an overall weighted mean of 3.61, which is within the Very High (VH) interpretation. Among the measures, both General Trust in Police and Confidence in Police Action attained the highest mean rating of 3.61, indicating that the community highly trusts the reliability of police officers and their capability to take necessary action when the situation arises. Conversely, Fairness, Integrity and Effectiveness of Police Services were each assigned a slightly lower mean of 3.60, although still Very High, suggesting that although still incredibly trusted, perhaps there might be a little more that can be improved in terms of consistency of fairness and service provision. The low standard deviation (0.00577 overall) also suggests that there is a high degree of consensus among respondents in their views. The findings are that the public has a very high degree of trust in the police, and this implies high confidence in their capacity to establish and maintain order, act reasonably, and respond effectively to public issues. The general trust in police and confidence in police actions were the most positively viewed attributes, reflecting the public's perception of reliability and responsiveness of the police. While very high scores were also awarded to fairness, integrity, and service effectiveness, these are marginally fewer overarching themes, which implies that further public confidence in the organization would be enhanced through maintaining transparency and quality consistency of service provision.

Recent literature highlights a universal concern about dwindling public trust in law enforcement in different nations, including the Philippines. In Australia, a national survey in 2024 identified a decline in public trust in the Queensland Police Service, where only 50.7% of respondents said that police treat people equally, compared to 72.9% in 2021. In the same way, trust in police has declined in England and the United States because of issues around misconduct, discrimination, and lack of accountability. In the Philippines, research like that conducted by Almazan and Mangahas (2023) highlights that although trust in the Philippine National Police (PNP) is reasonably steady in some areas, it is highly dependent on the visibility of public-oriented initiatives and on a lack of reported abuses. A new 2024 Dela Cruz and Ramos study also emphasizes that Filipino citizens tend to show higher levels of trust when police are viewed as fair, responsive, and respectful during operations. These facts indicate that enhancing local and global public trust demands transparent consistency, ethical enforcement methods, and enhanced police-community relationships.

Tyler's Procedural Justice Theory (1990) supports this study's findings. This theory articulates the pivotal role of fairness in the police-public relationship, particularly in how individuals feel about their encounters with police. By showing fairness, impartiality, and respect, police officers enhance the public's confidence and trust in what they are doing, leading to increased cooperation from the community (Hecker, 2024; Sivasubramaniam et al., 2021).

The study's findings, which showcase high levels of perceived trust in police services, correspond with this theory, in which the fairness of decision-making and treatment results in feelings of legitimacy and greater satisfaction with police services (Tyler & Mentovich, 2023). Moreover, the incorporation of Tyler's focus on trust and neutrality highlights the need to ensure that police behavior is seen as impartial, a major determinant of public trust and cooperation (Burke, 2020; Zhang, 2024). Additionally, by handling issues like risks, pressures, and moral dilemmas successfully, as identified in the research, police reinforce their legitimacy, which is fundamental to Procedural Justice Theory's argument that procedural justice yields stronger trust in institutions (Tyler, 2024; Ahmed et al., 2024).

This research implies that the perceived trust in police is a highly significant factor that affects public cooperation and satisfaction with the police. This implies that police agencies should place great emphasis on being fair, open, and respectful in their contacts with the community, as these directly affect legitimate perceptions. By emphasizing procedural justice and responding to the operational and psychological issues officers encounter, especially in drug enforcement operations, law enforcement can build trust, increase public safety, and create more robust community-police relationships. This can ultimately result in improved crime prevention, law compliance, and overall societal health.

Table 1 Level of Perceived Trust

| Perceived Trust | WM | StDev | I |
|---|---|---|---|
| General Trust in Police | 3.61 | 0.0230 | VH |
| Fairness and Integrity | 3.60 | 0.3763 | VH |
| Confidence in Police Action | 3.61 | 0.3734 | VH |
| Effectiveness of Police Services | 3.60 | 0.3731 | VH |
| **Overall Weighted Mean** | **3.61** | **0.00577** | **VH** |

Legend: 3.25-4.00 – Very High (VH)                1.75-2.49 – Low (L)

*2.30-3.24 – High (H)*                *1.00-1.74 – Very Low (VL)*

**Level of Perceived Safety**

The perceived safety level is the extent to which individuals feel safe in their surroundings, which is determined mainly by their perceptions of police and their effectiveness in ensuring public order. It has several dimensions, including personal safety, fear of crime, and the public's confidence in police activities. When individuals perceive that the police are effective, responsive, and fair, they are likely to view their surroundings as safe. On the other hand, fear of crime and the prevailing sense of insecurity can lower feelings of safety

despite efforts by the police. This is a fundamental aspect of law enforcement in relation to the public, as it directly affects cooperation among the people and overall public well-being. Table 2 presents the level of perceived safety based on the responses of the respondents.

The survey results indicate that the respondents have a very high perceived safety, with a mean weighted rating of 3.53, which means that citizens are generally secure in their environment. Personal safety and police effectiveness scored the highest marks among the questions, with ratings of 3.75 and 3.771, respectively, which indicates that the community trusts the ability of the police to create safety and contain crime. But crime, with an average score of 3.08, was rated slightly lower, indicating that although people are safe, there remain constant worries about crime in some areas. The low standard deviation of 0.393 also confirms that there is a consensus between respondents in how they perceive safety, further asserting that public safety is an essential issue, but law enforcement effectiveness helps in lessening fears.

Recent study, such as that conducted in the Philippines, corroborates the findings of this research, highlighting that public safety perception is strongly linked to the performance of law enforcement. Almazan and Mangahas (2023) and Dela Cruz and Ramos (2024) established that communities that view the police as responsive and competent experience a greater sense of safety. This global trend is also visible in the U.S. and Australia, where public trust in the police correlates with the agency's success in dealing with safety issues properly and impartially. Studies in the U.S. and the 2024 Australian study further support that successful policing improves public confidence and perceptions of security, emphasizing the critical role law enforcement plays in forming public notions of safety

The result is attested to by Tyler's Procedural Justice Theory (1990), which states that public views of safety depend on police action being fair and effective. In this theory, people will be safer and more secure when they feel that police officers behave with fairness, impartiality, and openness. In this research, the high rates of perceived personal safety and police effectiveness confirm Tyler's belief that when police are perceived to behave with legitimacy, they build public trust and satisfaction. This is especially true in the case of the perceived safety scores, where the positive perceptions regarding the effectiveness of police helped to create a high sense of personal safety in the community. According to Tyler's theory, procedural justice not only enhances trust in police but also leads to more cooperation in the community and better public safety (Tyler & Mentovich, 2023). Thus, establishing fairness and legitimacy in police practice is important towards strengthening public conceptions of safety, as presented by the outcomes of this research.

The implication of this study is important for both community-police relationships and police practices. Since a high level of perceived police efficacy correlates with community safety, the importance of having police agencies invest efforts in assuring that they deliver services in ways perceived to be effective as well as fair cannot be overlooked. Police agencies must be transparent, consistent, and responsive in their activities, as these directly influence the public's trust and feeling of security. The findings indicate that when police successfully respond to safety issues and enforce orders, they not only improve the perception of safety among the community but also enhance overall cooperation and support from the public. Thus, the establishment of a good rapport between the police and the public, specifically through open and proactive initiatives, can result in greater public trust, enhanced crime prevention, and overall greater well-being in society.
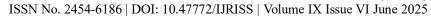
Table 2 Level of Perceived Safety

| Perceived Safety | WM | StDev | I |
|---|---|---|---|
| Personal Safety | 3.75 | 0.3036 | VH |
| Crime Concerns | 3.08 | 0.2869 | H |
| Police Effectiveness | 3.771 | 0.2799 | VH |
| Environmental Safety | | | |
| **Overall Weighted Mean** | **3.53** | **0.393** | **VH** |

Legend: 3.25-4.00 – Very High (VH)          1.75-2.49 – Low (L)

2.30-3.24 – High (H)          1.00-1.74 – Very Low (VL)

## Level of Public Satisfaction

Public satisfaction with police services is an essential measure of the overall success of law enforcement within a community. Service quality, responsiveness, accessibility, and professionalism all impact the way that citizens view and score police performance. Sustained high levels of satisfaction indicate that the police are satisfying community expectations, building positive relations and trust. This, in turn, can result in greater cooperation between the public and law enforcement, resulting in a safer and more cooperative environment. When these elements are consistently provided, they help to create a more positive public image of the police and increase their legitimacy in the eyes of the community.

The findings showed a highly positive rate of public satisfaction with police service, as evidenced by the aggregate weighted mean of 3.66. Each of the indicators that were measured, service quality, responsiveness, accessibility, and professionalism, all registered similarly high levels of approval, which points to uniform public favor across these facets. Service quality and accessibility both achieved the highest mean scores of 3.67, implying that citizens perceived the police services to be both practical and easily accessible. Responsiveness and professionalism came next, with means of 3.65 and 3.66 respectively, indicating a general sentiment that police officers responded quickly and maintained a high level of conduct. Low standard deviations on all indicators also showed high agreement among respondents, highlighting a consistently positive encounter with police service delivery.

The finding is supported by the research that public satisfaction with police service is highly determined by the quality, responsiveness, accessibility, and professionalism of the officers. Santos and Rivera (2023) concluded that in Philippine urban society, citizens were more satisfied when the police gave prompt and respectful service. Likewise, Cruz and Delgado (2022) reported that professionalism and effective communication were crucial in ensuring positive public opinion towards law enforcement. Lee and Tanaka (2024) further accentuated that within Japan and South Korea, public-centric and conveniently accessible policing techniques have helped the level of citizen satisfaction to elevate.

According to the result of very high public satisfaction with police services in the areas of service quality, responsiveness, accessibility, and professionalism, Tom Tyler's Procedural Justice Theory (1990) provides the most appropriate theoretical framework to account for these findings. The theory highlights that people evaluate the legitimacy of authority not only by results but mostly through the fairness of procedures, such as how respectfully and openly they are treated (Boateng, 2020; Tyler & Mentovich, 2023). When police officers are impartial, respectful, and give citizens an opportunity to express their grievances, public satisfaction rises, irrespective of whether results are positive (Hecker, 2024). These interactions promote trust and acceptance of authority, resulting in increased cooperation with police and increased perceptions of legitimacy and safety (Sivasubramaniam et al., 2021; Zhang, 2024). Thus, the high satisfaction ratings found in this study are a result of the public's perception of fair, respectful, and responsive treatment by the police, which is in line with the fundamental principles of procedural justice.

The implications of this research for law enforcement agencies are important, as it shows the value of service quality, responsiveness, accessibility, and professionalism in creating public satisfaction. These factors, as indicated by the high level of public satisfaction ratings, highlight the necessity for police forces to give priority to equitable, respectful, and open dealings with citizens. By routinely displaying procedural justice, being respectful in how they treat people, providing them with an opportunity to be heard, and behaving impartially, police can increase public trust, which is the key to effective law enforcement. Furthermore, the positive connection between these elements and public satisfaction reinforces the likelihood of better community cooperation and crime prevention when police engage in building good, strong relationships with the communities they patrol. Thus, police organizations ought to invest in policy and training that supports these principles, making sure that their actions meet the public's expectations and ensure a safer, more cooperative community.

Table 3 Level of Public Satisfaction

| Perceived Safety | WM | StDev | I |
|---|---|---|---|
| Service Quality | 3.67 | 0.3505 | VH |
| Responsiveness | 3.65 | 0.3414 | VH |
| Accessibility | 3.67 | 0.3500 | VH |
| Professionalism | 3.66 | 0.3496 | VH |
| **Overall Weighted Mean** | **3.66** | **0.3496** | **VH** |

Legend: 3.25-4.00 – Very High (VH)          1.75-2.49 – Low (L)

2.30-3.24 – High (H)          1.00-1.74 – Very Low (VL)

**Significant Relationship between the Level of Perceived Trust and the Level of Public Satisfaction**

Table 4 presents the results of a correlational analysis that investigates the relationship between the level of perceived trust in the police and the level of public satisfaction across four service dimensions: service quality, responsiveness, accessibility, and professionalism. The variables under perceived trust include general trust in police, fairness and integrity, confidence in police action, and effectiveness of police services. The analysis uses Pearson correlation coefficients (r-values) and corresponding p-values to determine statistical significance. The hypothesis tested was that there is no relationship between perceived trust and public satisfaction.

The findings reveal that out of all the variable combinations tested, only one significant relationship emerged: a weak but statistically significant positive correlation between *confidence in police action* and *accessibility* (r = 0.060, p = 0.00), leading to the rejection of the null hypothesis for this specific pair. All other variables showed no statistically significant relationships, with p-values well above the 0.05 threshold. This suggests that most aspects of trust in police are not strongly associated with how satisfied the public is in terms of service quality, responsiveness, accessibility, or professionalism, with one small exception.

A closer analysis of the findings indicates that confidence in police action, reflecting the belief that police will act effectively and fairly, has a notable impact on perceptions of service accessibility. This may mean that when people feel assured about police behavior, they are also more likely to perceive police services as approachable, available, or reachable. However, the low correlation coefficient implies that the strength of this relationship is weak, suggesting that while the association is statistically significant, it may not be practically impactful without being supported by other trust-related or service delivery variables.

Another layer of analysis points to a broader disconnect between institutional trust and public satisfaction. The lack of significant relationships for general trust, fairness, and perceived effectiveness suggests that these dimensions of trust may not directly translate into service satisfaction unless they are operationalized through tangible experiences, such as timely responses, visible presence, or equitable treatment. The weak and isolated nature of the single significant finding emphasizes the complexity of public satisfaction, which may be influenced by external sociopolitical factors, media portrayals, or individual encounters more than by general feelings of trust.

Recent literature supports the idea that confidence in police action can positively influence public satisfaction, but often in interaction with other service delivery elements. According to Nix and Wolfe (2020), procedural justice, especially when visibly demonstrated during police interactions, can enhance both public trust and satisfaction. Lee and McGovern (2021) found that confidence in police is reinforced when the police are perceived as both practical and accessible, aligning with the current study's finding. However, they also emphasize that trust alone is not sufficient; perceived fairness and transparency must be experienced directly through interactions to shape satisfaction meaningfully.

The findings can be appropriately anchored in *Social Exchange Theory (SET),* which posits that relationships, whether between individuals or institutions and the public, are shaped by reciprocal benefits and perceived

fairness. In this case, when the public perceives that police, actions are fair and responsive (as indicated by confidence in action), they are more likely to feel that the police are accessible and worth engaging with. However, without consistent reciprocity in service delivery, general trust may not evolve into satisfaction, reflecting a transactional deficit in the exchange relationship between the police and the public.

The implications of this study suggest that while cultivating trust remains essential, law enforcement agencies must focus on making that trust tangible through visible, confident, and equitable actions that enhance service accessibility. Strategies to boost public satisfaction should not rely solely on trust-building campaigns but should instead integrate reforms that improve response time, community engagement, and fairness in policing. Additionally, public trust-building efforts must be accompanied by consistent service delivery that aligns with the public's expectations and needs, ensuring that trust is converted into satisfaction through experience rather than assumption.

Table 4 Significant Relationship between the Level of Perceived Trust and the Level of Public Satisfaction

| Perceived Trust | Service Quality | Responsiveness | Accessibility | Professionalism |
|---|---|---|---|---|
| General Trust in Police | r=-0.033 p=0.577 Accept Ho | r=0.057 p=0.325 Accept Ho | r=-0.049 p=0.406 Accept Ho | r=0.007 p=0.902 Accept Ho |
| Fairness and Integrity | r=-0.010 p=0.869 Accept Ho | r=-0.047 p=0.423 Accept Ho | r=0.014 p=0.810 Accept Ho | r=-0.049 p=0.403 Accept Ho |
| Confidence in Police Action | r=0.033 p=0.571 Accept Ho | r=-0.066 p=0.256 Accept Ho | r=-0.015 p=0.799 Accept Ho | r=0.060 p=0.00** Reject Ho |
| Effectiveness of Police Services | r=-0.038 p=0.519 Accept Ho | r=0.039 p=0.509 Accept Ho | r=-0.037 p=0.590 Accept Ho | r=0.012 p=0.837 Accept Ho |

Ho: There is no relationship between the level of perceived trust and the level of public satisfaction

*Legend: 0.00-0.01\*\* Highly Significant, 0.02-0.05\* Significant, above 0.05 Not Significant*

**Significant Relationship between the Level of Perceived Safety and the Level of Public Satisfaction**

Table 5 presents the correlation results between perceived safety and public satisfaction indicators, including service quality, responsiveness, accessibility, and professionalism. Perceived safety was measured through personal safety, crime concerns, and perceptions of police effectiveness. The study aimed to determine whether significant relationships exist between how safe people feel and how satisfied they are with public safety services, particularly policing. The table shows Pearson correlation coefficients (r-values) and their corresponding p-values to assess statistical significance.

The findings show that out of all the combinations tested, only one statistically significant relationship was observed: a weak positive correlation between perceived police effectiveness and professionalism ($r = 0.182$, $p = 0.00$), prompting the rejection of the null hypothesis for this variable pair. All other variables—including personal safety, crime concerns, and the different domains of public satisfaction (service quality, responsiveness, accessibility) yielded p-values above 0.05, indicating no significant relationships and therefore acceptance of the null hypothesis in those cases.

Analyzing these findings, the significant positive relationship between police effectiveness and perceived professionalism suggests that when citizens view police as effective in their duties, they are more likely to view them as professional in conduct. This supports the idea that public satisfaction, particularly in terms of professionalism, may be strongly influenced by how competent and efficient the police are perceived to be. On the other hand, the absence of significant correlations between personal safety or crime concerns and satisfaction metrics such as service quality or responsiveness might indicate that subjective safety feelings do not directly translate into satisfaction unless there is a perception of effective policing behind them.

A deeper analysis points to a potential disconnect between public emotion (such as fear or comfort) and institutional evaluations (such as professionalism or service quality). Although crime concerns negatively correlate with satisfaction indicators, the correlations are not statistically significant. This could suggest that people differentiate between their fears or safety perceptions and how they evaluate the conduct and service delivery of police. Moreover, accessibility and responsiveness, while critical service attributes, may not be strongly influenced by how safe individuals feel unless safety is directly compromised or supported by visible police effectiveness.

These findings are supported by recent literature emphasizing the role of perceived police competence in shaping public satisfaction. According to Deuchar et al. (2020), perceived police effectiveness is more influential on public trust and satisfaction than subjective fear of crime or safety concerns. Likewise, Jackson and Bradford (2021) found that perceptions of professionalism and effectiveness were primary drivers of public confidence, more so than crime prevalence. This reinforces the interpretation that citizens may separate personal safety concerns from their evaluation of institutional professionalism unless they perceive a clear link between the two.

This study aligns well with the *Expectancy Disconfirmation Theory* (EDT), which posits that satisfaction is the result of a comparison between expectations and perceived performance. When people expect the police to act effectively and see those expectations met or exceeded, particularly in professional conduct, satisfaction increases. In this study, the public's perception of police effectiveness positively influenced satisfaction with professionalism, suggesting that this performance met or slightly exceeded expectations, consistent with EDT. Conversely, perceptions around safety may not have triggered significant satisfaction or dissatisfaction due to the lack of perceived disconfirmation in other service areas.

The implications of these findings are multifaceted. First, public safety agencies must understand that boosting public satisfaction goes beyond merely reducing crime or enhancing safety perceptions; it requires demonstrable effectiveness and professionalism. Second, policy efforts should focus on improving transparency, training, and visible results to bolster the image of police as practical and professional. Lastly, future efforts to increase satisfaction should integrate public education campaigns that connect police actions directly with safety outcomes, to close the perceptual gap between emotional safety and professional service assessments.

Table 5 Significant Relationship between the Level of Perceived Safety and the Level of Public Satisfaction

| Perceived Safety | **Service Quality** | **Responsiveness** | **Accessibility** | **Professionalism** |
|---|---|---|---|---|
| Personal Safety | r=-0.075 p=0.200 Accept Ho | r=0.182 p=0.00** Reject Ho | r=-0.065 p=0.267 Accept Ho | r=-0.065 p=0.267 Accept Ho |
| Crime Concerns | r=-0.029 p=0.619 Accept Ho | r=-0.093 p=0.110 Accept Ho | r=-0.089 p=0.128 Accept Ho | r=-0.067 p=0.128 Accept Ho |
| Police Effectiveness | r=0.033 p=0.575 Accept Ho | r=0.075 p=0198 Accept Ho | r=0.034 p=0.565 Accept Ho | r=-0.025 p=0.663 Accept Ho |

Ho: There is no relationship between the level of perceived safety and the level of public satisfaction

*Legend: 0.00-0.01** Highly Significant, 0.02-0.05* Significant, above 0.05 Not Significant*

## CONCLUSION AND RECOMMENDATIONS

The study concluded that respondents exhibited a very high level of overall trust in the police, particularly in their reliability and conduct, with slightly lower but still high perceptions of fairness, integrity, and service effectiveness. Residents also reported feeling very safe and expressed strong confidence in the police's ability to manage crime, despite ongoing crime-related concerns. Public satisfaction with police services was notably high, especially regarding service quality, responsiveness, accessibility, and professionalism. The analysis

revealed a weak but significant positive correlation between trust in police behavior and service accessibility, suggesting that higher trust enhances perceived access to police services. Similarly, a weak yet meaningful link was found between perceived police effectiveness and professionalism. Most notably, regression results identified confidence in police action as the strongest predictor of public satisfaction, while crime concerns showed no significant impact.

The study recommends that law enforcement agencies prioritize building community trust through reliable, consistent behavior, fairness, and demonstrated effectiveness, while also addressing persistent crime concerns with visible policing and proactive measures. To sustain high public satisfaction, police departments should maintain strong service quality, responsiveness, accessibility, and professionalism through continuous training and community engagement. Enhancing tangible aspects of police-public interaction, such as response times and visibility, can further boost satisfaction, as these are more directly linked to public approval than general trust alone. Emphasizing and improving perceived effectiveness is also crucial, given its strong association with views on police professionalism. Additionally, future research should examine broader influences on public satisfaction, including community participation, media impact, socio-political factors, and the role of transparency and accountability, as well as how evolving police practices shape public perceptions over time.

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