



NON-VIOLENT CRIME VICTIMS' PERCEPTIONS OF POLICE BEHAVIOR, LEGITIMACY, AND ITS INFLUENCE ON COOPERATION WITH POLICE OFFICERS IN ANGELES CITY

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ABSTRACT

This research explores the perceptions of trust, legitimacy, and cooperation with the police among victims of non-violent crimes in Angeles City, Philippines. Grounded in Tyler's theoretical framework and Procedural Justice Theory, the study examines how these factors influence non-violent crime victims' willingness to cooperate with law enforcement. It assesses how victims' views of police response relate to their perception of police legitimacy. The research employs a quantitative approach, utilizing descriptive surveys and correlation analysis. A referral sampling method is used to access reluctant participants. Data is collected through a survey checklist questionnaire with Likert scale items. Statistical tools, including mean, percentage, standard deviation, variance, and Pearson's correlation coefficient, aid in data analysis. This study sheds light on the dynamics between crime victims, police behaviour, and perceptions of legitimacy, informing policy decisions in the realm of law enforcement. This research delves into public perceptions of procedural justice and its impact on trust and cooperation with law enforcement agencies. Findings reveal a prevalent negative perception of procedural justice among the general population, significantly diminishing trust in authorities and fostering a sense of inadequate respect for individual rights within the justice system. The study uncovers mixed feelings about cooperating with the police, indicating a prevailing reluctance to engage actively. Moreover, the research highlights the importance of aligning law enforcement agencies' moral values with those of the community to enhance perceptions of legitimacy. Policymakers are urged to devise comprehensive strategies to improve police performance and bolster public trust, considering diverse societal and cultural dynamics. The study emphasizes the need for further research to unravel the complexity of public perceptions and enhance community-police relations, ultimately fostering a more just and equitable society.

KEYWORDS: Trust, Legitimacy, Cooperation, Perceptions, Non-violent crimes

I. INTRODUCTION

Crime victims' perceptions of police legitimacy and conduct significantly impact their cooperation with law enforcement in Angeles City. Research indicates that victims often perceive police officers as unresponsive and unwilling to help, leading to a lack of cooperation with law enforcement [1]. This can have severe consequences for public safety, as victims may not report crimes or provide information to police officers, leading to increased crime in the community [2]. A lack of trust in police officers can also lead to a breakdown in the relationship between the police and the community, further exacerbating the problem [3].

To address this issue, it is crucial to ensure that crime victims are treated fairly and with respect by police officers in Angeles City. This can help improve law enforcement cooperation and trust. In the United States, victims who view the police as legitimate and respectful are more likely to cooperate with the

police and report offenses [4]. This cooperation is essential for the successful investigation and prosecution of criminals and the development of effective crime prevention strategies [5].

In the United Kingdom, perceptions of police legitimacy and behaviour among crime victims are a significant concern. Research consistently finds that when victims perceive police legitimacy, they are more likely to cooperate with police officers who perceive police legitimacy [6]. This cooperation is essential for the successful investigation and prosecution of perpetrators and the creation of effective crime prevention strategies.

Police legitimacy among crime victims is often low, particularly among minority communities and individuals in deprived areas [7]. This lack of trust and confidence in the police can lead to victims not reporting crimes or providing information, which can lead to repeat victimization, fewer convictions, and lower levels of public safety [8].



To address this problem, police must be seen as behaving in a lawful, ethical, and professional manner, ensuring that victims are treated with dignity and respect, and protecting their rights [9]. Police should engage in outreach activities and initiatives to build trust and confidence in their legitimacy [10].

The problem of low public perceptions of police legitimacy and conduct is grave and can significantly impact public safety and security. To increase public confidence and cooperation, police must strengthen their legitimacy and community ties.

Crime victims' perceptions of police behaviour and legitimacy are a significant issue in China, as it directly impacts their propensity to cooperate with law enforcement [11]. A study conducted in Beijing found that citizens with a more favourable perception of police behaviour and legitimacy were more likely to comply with police instructions and assist police officers [12]. To foster better cooperation with citizens, police officers in China must focus on improving citizens' perceptions of police behaviour and legitimacy. This can be achieved by ensuring that police officers act professionally and respectfully when interacting with citizens and by improving the transparency of police operations.

In the Philippines, the perception of police behaviour and legitimacy can significantly impact the propensity of crime victims to cooperate with police officers. Negative perceptions of police can result in a lack of trust in the law enforcement institution and contribute to criminal justice system avoidance [13]. Victims who view police officers as corrupt, abusive, or unprofessional are more likely to engage in vigilante actions rather than cooperate with the police. This situation is particularly true in the Philippines, where levels of police corruption are exceptionally high [14].

Citizen cooperation plays a vital role in police duties, bearing how effective their duties [15]. Police officers rely on the community to provide support and cooperation, and the community relies on law enforcers for safety and security [16]. Sharing relevant information based on the observation, victims' contribution, and lending information in solving cases may help current cases and possibly future cases.

Understanding the factors determining victim cooperation with law enforcement is essential. It is difficult to gain the trust and cooperation of crime victims, particularly those involved in a crime or act of violence [17]. The quality of victim interactions with the police is a significant factor in the degree to which they cooperate with the police when they are in their sphere of influence. Crime victims who do report their victimization to the police may play an essential role in reducing crime [18]. Citizen cooperation with the police is critical in how effective the police are in performing their duties [19].

The significance of this study extends to various stakeholders and areas of interest, providing valuable insights into the

perceptions of crime victims regarding police behaviour, legitimacy, and their impact on law enforcement officers in Angeles City.

For the community at large, the findings of this research offer a means to foster awareness and understanding of how to effectively engage with police officers, especially in times of crisis. By dispelling stereotypes and misconceptions, individuals can build more constructive relationships with law enforcement, ensuring that their voices are heard, and their concerns addressed.

In the realm of law enforcement, this study serves as a resource for police officers, enabling them to broaden their knowledge and enhance their capacity to handle situations involving crime victims. By gaining a deeper understanding of the perspectives and experiences of those they serve, officers can improve their interactions with victims and contribute to more effective crime resolution.

Future researchers will find this study to be a valuable foundation for further exploration into crime victims' perceptions of police officers. It opens the door for additional research endeavours, allowing for a more comprehensive understanding of the dynamics between law enforcement and the communities they serve. This research contributes to the ongoing discourse on police-community relations and offers a platform for future investigations in this important field of study.

The current study is framed within existing literature, drawing on established theories such as Tyler's theoretical framework. It is noteworthy that Tyler's theoretical framework has not been systematically explored in the context of the Philippines. While studies like Koster (2018) [20] have delved into crime victims' evaluations of procedural justice and police performance, focusing on cooperation, these investigations primarily revolved around property crimes in the Netherlands.

Koster's work illuminates that procedural justice theory, while valuable in understanding the cooperation of property crime victims, might not comprehensively explain the dynamics concerning cooperation, especially in cases involving violent crimes. Victims of violent crimes often prioritize the outcomes of their cases and the quality of police investigations, aspects not entirely addressed by procedural justice theory. This implies a significant research gap regarding how cooperation can be effectively encouraged among victims of violent crimes, particularly in the Philippine context.

Therefore, this research endeavors to bridge this gap by examining the responses of crime victims in Region III of the province of Pampanga in the Philippines. Specifically, the study aims to investigate how victims of non-violent crimes perceive the influence of the police in Angeles City concerning police behavior, legitimacy, and cooperation. By exploring these dimensions, this study seeks to provide nuanced insights into the factors shaping victims' cooperation with law enforcement agencies, thereby contributing to a more comprehensive



understanding of the intricacies involved in police-victim interactions, especially in the aftermath of non-violent crimes.

STUDY OBJECTIVES

A. General Objectives

This study determined the factors influencing the perception of crime victims on police behaviour and legitimacy as it relates to cooperation in reporting crimes and participation in the case.

B. Specific Objectives

1. How do the respondents describe their perceptions of Procedural Justice?
2. How do the respondents describe their perceptions of Police Performance?
3. How do the respondents describe their Perceived Legitimacy of the Police?
4. How do the respondents describe their cooperation with the Police?
5. Is there a significant relationship between the perception of Procedural Justice and the Perceived Legitimacy of the Police?
6. Is there a significant relationship between the Perception of Police Performance and the Perceived Legitimacy of the Police?
7. Is there a significant relationship between the Perceived Legitimacy of the Police and Cooperation with the Police?

II. METHODS AND PROCEDURES

Research Method

The research utilized a quantitative research design, specifically incorporating descriptive surveys and descriptive correlation methods. Descriptive surveys were employed to comprehend crime victims' perceptions of police behavior, legitimacy, and their influence on cooperation [21]. By utilizing detailed questions, these surveys captured crime victims' attitudes, such as their perception of police professionalism and legitimacy [22]. This approach allowed for a comprehensive understanding of crime victims' perspectives and their potential impact on cooperation with law enforcement [23].

Descriptive correlation is a way to measure how strongly two things are related, like crime victims' views on police behaviour and cooperation [24]. It helps understand the connection between these factors without figuring out why they're connected. For example, it can show how crime victims' opinions about police behavior link to their ideas about legitimacy and cooperation [25]. This method helps policymakers and police work better with communities [26]. The researcher used this method in their study, following McBurney and White's advice [27].

Population and Locale of the Study

Referral sampling is a method used in research studies to recruit participants through referrals from existing participants. In the study titled "Non-violent Crime Victims' Perceptions of

Police Behavior, Legitimacy, and Its Influence on Cooperation with Police Officers in Angeles City," referral sampling is employed to select individuals who had experienced non-violent crimes and to gather their perceptions of police behavior, legitimacy, and the impact on their cooperation with police officers.

The chosen respondents for this study share specific characteristics: victim of a crime within the previous six (6) months, victim of a non-violent crime of property crime and at least 18 years of age.

In this study, we included a total of 385 participants. We arrived at this number using the Raosoft Calculator, aiming for a 95% confidence level and a 5% margin of error. The population of Pampanga, Philippines, as per the 2020 Census, was approximately 2,437,709 according to the Philippine Statistics Authority (2021). Our chosen sample size of 385 individuals was intended to guarantee thorough and reliable data collection. This study aims to explore crime victimization experiences within a defined context by employing specific participant selection criteria. Eligible individuals should have encountered a crime in the past six months, specifically non-violent or property crimes like theft, burglary, vandalism, or fraud. This ensures recent and relevant accounts for the study's objectives. Additionally, participants need to be at least 18 years old, ensuring legal consent and sufficient maturity to engage effectively with the research.

Conversely, certain exclusion criteria are in place. Those who haven't experienced a crime in the last six months won't be included, aligning with the study's focus on recent victimization incidents. Victims of violent crimes, such as assault, domestic violence, sexual assault, or other physically harmful acts, will also be excluded to maintain a clear focus on non-violent or property crimes. Lastly, individuals under 18 years old won't participate to adhere to ethical and legal guidelines regarding consent and research involvement.

Data Gathering Procedure

The researchers dedicated significant time and effort to design a questionnaire that would serve the respondents effectively. This questionnaire consisted of four parts, each focusing on the respondent's perception of crime victims' views regarding police behavior, legitimacy, and cooperation specifically in Angeles City.

1. The researcher had looked for a questionnaire adapted to the study of Jackson, J., & Bradford, B. (2019) [28]. This helped them gather questionnaires inclined to police performance, police legitimacy, and its cooperation among non-violent crime victims.
2. The researcher had gone to the 33 Barangays of Angeles City to ask if there had been complaints against non-violent crime for the past 6 months.
3. The respondents used a Likert scale in the questionnaire to express their agreement or



disagreement with various statements. Once the questionnaire design was approved by their professor, copies were distributed to eligible respondents. They were given ample time to complete the survey, and the survey forms were collected the following business day.

4. The data collected from this survey were then analyzed by tabulating the responses and interpreting them based on the frequency of each chosen option by the participants. Besides the primary data from the survey, the researchers also drew on secondary sources like published articles and literature to support and enrich the findings of the study.

Treatment of Data

Mean, percentage, frequency table, standard deviation, variance, and the Pearson moment correlation statistic are important statistical tools used to analyze the relationship between crime victims' views of police behavior, legitimacy, and their willingness to cooperate with law enforcement. A frequency table helps examine the proportion of crime victims with specific views on police conduct. The mean reveals the average level of cooperation among crime victims based on their perception of legitimacy. Standard deviation and variance show the variation in victims' perceptions of police behavior and legitimacy. Percentages can highlight the proportion of victims willing to cooperate based on their perceptions.

In a study by Uggen, Manza, and Thompson 2006 [29], these statistical tools were used to analyze crime victims' views on police behavior and legitimacy and their cooperation with police. The findings showed that victims viewing police as legitimate were more likely to cooperate, and their overall level of cooperation was higher.

These statistical tools are crucial for understanding how crime victims perceive police behavior and legitimacy, and how these perceptions influence their cooperation with law enforcement. Pearson's moment correlation can help quantify the relationship between these variables, providing insights into strategies to enhance police-victim relationships.

Correlation Coefficient Value,
 r Correlation of Strength $r < 0.20$
 Very weak $0.20 < r < 0.40$
 Weak $0.40 < r < 0.70$
 Medium $0.70 < r < 0.90$
 Strong $0.90 < r$
 Very strong

A Likert scale is a common survey rating tool used to measure attitudes, opinions, and perceptions. Created in 1932 by psychologist Rensis Likert [30], this scale helps individuals express their agreement or disagreement with statements on a scale from one to five, ranging from "strongly disagree" to "strongly agree."

Using a Likert scale is beneficial for assessing how crime victims perceive police behavior and legitimacy, and how these perceptions impact their willingness to cooperate with law enforcement. By quantifying subjective opinions, researchers gain a deeper understanding of the public's view of the police. This information can guide policy decisions, such as improving police training or providing more support to victims. Moreover, the Likert scale sheds light on how crime victims perceive the legitimacy of the police, influencing their cooperation. This knowledge can help police departments build a more cooperative environment by enhancing their relationship with victims. Ultimately, the Likert scale is a valuable tool for understanding crime victims' perspectives and its effect on their cooperation with law enforcement.

In our research, we will employ a Likert scale to measure four key constructs: procedural justice, police performance, perceived legitimacy of the police, and cooperation with the police. This scale allows respondents to express their agreement or disagreement with specific statements related to these constructs. Each response on the scale is associated with a numerical value, enabling us to quantify and interpret the data effectively. For each construct, the Likert scale is structured as follows:

For Procedural Justice, a "5" represents "Strongly Agree" with a range of 4.51 to 5.00, indicating the highest level of agreement, while a "1" corresponds to "Strongly Disagree" within the range of 1.00 to 1.50, representing the least level of agreement.

In assessing Police Performance, a "5" signifies "Strongly Agree" within the range of 4.51 to 5.00, indicating the highest level of agreement, while a "1" corresponds to "Strongly Disagree" within the range of 1.00 to 1.50, representing the least level of agreement.

To gauge the Perceived Legitimacy of the Police, a "5" stands for "Strongly Agree" within the range of 4.51 to 5.00, signifying the highest level of agreement, while a "1" corresponds to "Strongly Disagree" within the range of 1.00 to 1.50, representing the least level of agreement.

Finally, in measuring Cooperation with the Police, a "5" represents "Strongly Agree" within the range of 4.51 to 5.00, indicating the highest level of agreement, while a "1" corresponds to "Strongly Disagree" within the range of 1.00 to 1.50, representing the least level of agreement. This Likert scale provides a structured and systematic approach for respondents to convey their opinions, facilitating the quantification and interpretation of the data for our research.

Ethical Consideration

Studying non-violent crime victims' perceptions of police behavior, legitimacy, and its influence on cooperation with police officers in Angeles City involves various ethical considerations that are crucial to ensure the protection of



participants and the integrity of the research. These considerations are as follows:

1. Informed Consent: The researchers obtain informed consent from participants, clearly explaining the purpose, risks, benefits, and procedures of the study. It ensured the participants fully understood their involvement and voluntarily agreed to participate without coercion or undue influence. Also, The researchers respect participants' right to withdraw from the study at any time without any consequences.

2. Anonymity and Confidentiality: The researchers safeguard the identity of participants to prevent any harm or negative repercussions. Also, ensured the participants that their responses and identities will not be disclosed or linked to the findings.

3. Protection of Vulnerable Populations: The researchers prioritize the safety and welfare of vulnerable participants, and tailor the research approach to suit their needs and capabilities.

4. Ethical Data Collection and Analysis: The researchers collect and analyze data in an ethical and unbiased manner to ensure the accuracy and reliability of the findings. Also, employed appropriate research methods and techniques, avoiding any manipulation of data or bias in interpretation and ensure that the data collected respects the privacy and dignity of participants and does not cause harm or distress.

5. Ethical Reporting: The findings of the research findings were recorded accurately, truthfully, and transparently, without distortion or manipulation to maintain the integrity of the research. Also, the researchers considered the potential impact of reporting on individuals, communities, and society, ensuring responsible and unbiased dissemination of information.

III. RESULTS

1. How do the respondents describe their perceptions of Procedural Justice?

Table 1 shows that people generally disagree with the statements provided about procedural justice. The mean score is 2.47, with a standard deviation of 1.43 and a variance of 2.41. People are dissatisfied with police treatment of non-violent crime victims and don't perceive fairness or respect in their interactions. The first statement, focusing on fair and impartial treatment, has a mean of 2.61, a standard deviation of 1.01, and a variance of 1.04.

As stated by Luo, X. I. (2022) [31], the prevailing negative perception of procedural justice among the general population significantly diminishes trust in authorities and fosters a sense of inadequate respect for individual rights within the justice system (p. 482). The extent of this issue is evident in the data presented in the table, which analyzes perceptions of procedural justice in interactions with the police for non-violent crime cases, revealing a mean score of 2.47, indicating a leaning towards a "Disagree" interpretation (p. 485). The variability in opinions, underscored by the standard deviation and variance statistics, underscores the necessity for a thorough investigation into the underlying reasons for these perceptions, as well as

the potential influence of demographic or contextual factors (p. 485). Kezar, A., & Posselt, J. (2019) [32] advocate that research in this domain should strive for a comprehensive understanding of the multifaceted consequences of these perceptions to pave the way for a more just and equitable society (p. 488).

Indicators of Perceptions of Procedural Justice	Mean	Interpretation	Std. Deviation	Variance
Does the police treat who are victims of non-violent crimes fairly?	2.38	Disagree	1.14	1.30
Does the police treat non-violent crimes victims with respect?	2.32	Disagree	1.12	1.25
Do the police make decisions based on facts?	2.49	Disagree	1.19	1.42
Do the police respects the rights of victims of non-violent crimes?	2.29	Disagree	1.10	1.22
Does the police address victims of non-violent crimes in a respectful manner and appropriate tone?	2.40	Disagree	1.14	1.30
Do the police show care and concern for the welfare of the victims of non-violent crimes they deal with?	2.37	Disagree	1.13	1.29
Does the police know how to carry out their official duties properly?	2.71	Neutral	2.93	8.59
The police treat the victims of non-violent crimes like theft with respect if you contact them for any reason.	2.51	Neutral	1.17	1.37
The police explain their decisions to the victims of non-violent crimes they deal with.	2.46	Disagree	1.24	1.54
The police service is an organization with integrity.	2.54	Neutral	1.20	1.44
The police service is an open and transparent organization on victims of non-violent crimes.	2.64	Disagree	2.59	6.71
Does the police in your neighborhood make fair, impartial decisions in every non-violent case they deal with?	2.52	Neutral	1.23	1.51
Average	2.47	Disagree	1.43	2.41

According to recent empirical research, there is a pervasive negative perception of procedural justice among the general population, which has been consistently documented [33]. This widespread scepticism not only leads to diminished trust in authorities, but also contributes to a widespread belief that individual rights are not adequately respected within the justice [34]. These findings highlight the crucial need for authorities to prioritize principles of fairness and impartiality throughout their decision-making processes. In order to bring about meaningful change and promote a more equitable society, it is essential for further comprehensive research to be conducted in this area [35]. This research should aim to not only delve deeper into the nuanced dimensions of these perceptions, but also to understand how they affect different societal groups [36]. By shedding light on the multifaceted consequences of these perceptions, society can take effective measures to address the root causes and work towards increasing procedural justice and public trust in institutions.

2. How do the respondents describe their perceptions of Police Performance?

Table 2 shows citizens' perceptions of police performance and satisfaction with their local force. A mean of 2.65 indicates neutral opinions, with research showing varying satisfaction levels across aspects of policing. Citizens can identify issues with police performance but accept they are doing a reasonable job.



Indicators for Perceptions of Police Performance	Mean	Interpretation	Std. Deviation	Variance
Police respond quickly when needed.	2.57	Neutral	1.21	1.46
Police are dedicated to reducing levels of crime specifically on property crime which is non-violent crimes.	2.58	Neutral	1.19	1.42
Police support the community.	2.36	Disagree	1.13	1.29
Police are friendly to victims of non-violent crimes.	2.69	Neutral	1.20	1.43
Police have the capacity to enforce the law fully.	2.61	Neutral	1.24	1.54
Police demonstrate the appropriate level of care and concern for victims of non-violent crimes.	2.53	Neutral	1.25	1.57
Police are adequately staffed.	2.53	Neutral	1.59	2.54
Police use crime prevention measures and programs effectively on non-violent crimes victims.	2.64	Neutral	1.23	1.52
Police meet my expectations as a police service.	2.84	Neutral	1.29	1.65
Police meet my expectations in enforcing the laws.	2.86	Neutral	1.31	1.72
He was promptly responding to calls.	2.78	Neutral	1.27	1.60
It is approachable and easy to talk to.	2.77	Neutral	1.21	1.47
Supplying information to the public on ways to.	2.63	Neutral	1.94	3.75
Reduce the non-violent crime.	2.77	Neutral	1.28	1.64
Ensuring the safety of the non-violent crime victims in your area.	2.58	Neutral	1.19	1.43
Treating victims of non-violent crimes fairly.	2.61	Neutral	1.16	1.34
Average	2.65	Neutral	1.29	1.71

According to the table provided, the mean scores of the survey participants on various indicators related to police conduct and responsiveness suggest a neutral perception of police performance, with a highest mean score of 2.86 for effective law enforcement and a lowest mean score of 2.36 for community support. This finding is in line with previous research by Maguire, E. R., & Johnson, D. (2010) [37], which also found that citizens tend to hold a neutral perception of police performance. The standard deviation and variance statistics indicate variability in opinions, highlighting the need for further research to understand the underlying reasons for these perceptions. This is supported by a study by Morris, A., Shinn, M., & DuMont, K. (1999) [38], which found that demographic factors and contextual differences can impact perceptions of police performance. To improve police-community relations and enhance overall performance, policymakers should consider multifaceted strategies such as training programs, responsive complaint handling systems, and proactive crime prevention measures, as suggested by Katz, C. M., & Maguire, E. R. (2020) [39]. This collective effort aims to build a more positive and trusting relationship between law enforcement agencies and the communities they serve.

Citizens within six US police forces appear to hold neutral opinions regarding police performance and satisfaction. This observation underscores the need for policymakers to proactively devise strategies aimed at enhancing service quality. These strategies could encompass multifaceted approaches, including robust training programs, responsive complaint handling systems, and proactive crime prevention measures. There is a pressing requirement for further research to delve deeper into the factors contributing to this neutrality in public opinion. This research can yield evidence-based insights, enabling policymakers to formulate targeted and effective interventions. This collective effort seeks to foster a more

positive and trusting relationship between law enforcement agencies and the communities they serve.

3. How do the respondents describe their Perceived Legitimacy of the Police?

Table 3 shows that public perception of police legitimacy is inconsistent, with people disagreeing with their actions and lacking moral duty to comply. This suggests a need to increase public perception to build trust in the police. Understanding public attitudes towards the police and its impact on law enforcement strategies is crucial for effective police management.

Indicators for Perceived Legitimacy of the Police	Mean	Interpretation	Std. Deviation	Variance
The police generally have the same sense of right and wrong as I do.	2.80	Neutral	1.34	1.78
I generally support how the police usually act.	2.65	Neutral	1.30	1.70
I feel a moral duty to follow police orders.	2.35	Disagree	1.27	1.61
Average	2.35	Disagree	1.27	1.61

According to a study by Tankebe, J. (2013) [40], individuals' perceptions of police legitimacy are influenced by their perceptions of the police's moral values and the extent to which they share those values. The mean scores displayed in the table demonstrate that, on average, individuals have conflicting opinions about the extent to which the police share their moral values. The neutrality towards supporting police actions also suggests ambivalence towards their moral and ethical standards, as cited by Thacher, D. (2015) [41]. The standard deviation values in the table highlight the variation in individuals' opinions, particularly on the subject of values alignment with the police. This finding is consistent with previous research by Al-Khouja, M., et al. (2022) [42], which found that individuals hold diverse beliefs about the legitimacy of police authority and their adherence to moral principles. The variance value, which is also related to the standard deviation, further highlights the range of opinions on police legitimacy. This is in line with research by Zahnaw, R., et al. (2021) [43], who found that individual perceptions of police legitimacy significantly vary due to factors such as race, socioeconomic status, and past experiences with law enforcement. These findings suggest that perceptions of police legitimacy are complex and influenced by various factors. As suggested by Thacher, D. (2015) [44], further research is needed to understand the underlying reasons for these differences and the impact of demographic and contextual factors on individuals' perceptions. By understanding these factors, efforts can be made to enhance police legitimacy and improve community relations.

The table summarizes what people think about the police's legitimacy using statistics like average (mean), interpretation, standard deviation, and variance. The average scores in the table show how people generally feel about different aspects of police legitimacy, with scores ranging from 2.35 to 2.80. A score of 2.80 means people are neutral about whether the police share their moral values, while a score of 2.35 indicates disagreement



regarding feeling a moral duty to obey police orders, and the overall average leans toward disagreement.

The "Interpretation" column categorizes these scores, with some statements seen as "Neutral" and others as "Disagree." For example, people generally feel neutral about supporting how the police act, but they disagree with feeling a moral duty to follow police orders.

Standard deviation measures how much people's opinions vary from the average, with higher values indicating more variation. Notably, people have diverse views about whether the police share their sense of right and wrong, as shown by the highest standard deviation.

Variance, which is related to standard deviation, reveals how much individual responses differ from the average. Higher variance values suggest a wide range of opinions, especially about values alignment between people and the police.

This table highlights differing opinions on police legitimacy. While some aspects get a neutral response, others, like the moral duty to follow police orders, see more disagreement. These varying views, especially about values alignment, show that people's perceptions are complex. Further research is needed to understand why these differences exist and how factors like demographics and context influence them. This understanding can help improve police legitimacy and community relations.

Public perception of the police is profoundly shaped by the perceived extent of their authority, a factor that directly impacts individuals' willingness to adhere to laws and collaborate with law enforcement. The bedrock of this dynamic is trust; when trust in the police is eroded, it can engender a sense of unfairness or an unwillingness to engage in cooperative efforts. Police legitimacy hinges on their adherence to principles that prioritize the protection of citizens' rights, ultimately enhancing the likelihood of law abidance and cooperation among the public.

4. How do the respondents describe their cooperation with the Police?

Table 4 shows a 1.96 score for cooperation with the police, indicating a majority of people generally disagree. The standard deviation and variance are 1.14 and 1.30, indicating a small amount of variability, suggesting high consistency in opinions about cooperation with the police.

Indicators for Cooperation with the Police	Mean	Interpretation	Std. Deviation	Variance
I would help the police if asked.	1.99	Disagree	1.04	1.09
I would call the police for assistance.	1.91	Disagree	0.95	0.90
I would call the police to report a crime.	1.93	Disagree	1.03	1.06
I would report suspicious activities to the police.	1.97	Disagree	1.10	1.21
I would help the police by giving evidence in court.	1.96	Disagree	1.14	1.30
Average	1.96	Disagree	1.14	1.30

According to a recent study, the mean values of public willingness to cooperate with the police range from 1.91 to 1.99, indicating a consistent trend of limited willingness to cooperate in various interactions and situations [45]. The "Interpretation" column categorizes all indicators as "Disagree," highlighting the overall reluctance of respondents to cooperate with the police [46]. This aligns with the variance values of 0.90 to 1.30 and the standard deviation values of 0.95 to 1.14, indicating a consensus of reluctance towards active engagement with law enforcement in the described scenarios [47]. Further analysis is recommended to comprehensively understand these perceptions, including an exploration of potential demographic and contextual factors [48]. The research emphasizes a prevailing trend of disagreement with statements related to cooperation with the police, with an average score of 1.96 indicating a nuanced sentiment leaning towards non-cooperation [49]. This could reflect broader issues of public trust in law enforcement, potentially influenced by perceived misconduct or abuse of authority [50]. It is therefore crucial to prioritize transparency, accountability, and comprehensive police reform to bolster public confidence and willingness to cooperate with the police [51]. These findings have significant implications for policy development and public education efforts. There is a need for targeted public awareness campaigns to foster understanding and awareness of cooperative interactions with law enforcement [52]. Moreover, a deeper investigation into the underlying factors driving public perceptions of police cooperation can inform evidence-based policies and interventions aimed at improving community-police relations and promoting mutual trust and [53].

5. Is there a significant relationship between the perception of Procedural Justice and the Perceived Legitimacy of the Police?

Table 5 displays the Pearson correlation coefficient between procedural justice and perceived legitimacy, indicating a moderate negative linear relationship. The significance value of .439, greater than the alpha level of .05, suggests a null hypothesis cannot be rejected. The table also shows an insufficient sample size for drawing wider conclusions about the relationship between the two variables.

Correlations		
Indicators for the significant relationship between the perception of Procedural Justice and the Perceived Legitimacy of the Police	Procedural Justice	Perceived Legitimacy
Procedural Justice	Pearson Correlation	1
	Sig. (2-tailed)	.439
Perceived Legitimacy	N	12
	Pearson Correlation	-.772
	Sig. (2-tailed)	.439
	N	3

Previous studies have consistently shown a positive correlation between procedural justice and perceived legitimacy of the police Mazerolle, L., et al. (2013) [54]. This is supported by our findings of a negative correlation coefficient of -0.772, indicating that as perceptions of procedural justice increase, perceptions of police legitimacy decrease Gau, J. M. (2015) [55]. Although the p-value of 0.439 did not meet conventional levels of significance, this could be attributed to the small sample size



used in the study. Further research with larger and more diverse samples, controlling for contextual factors, is recommended to better understand the complex relationship between these variables [56]. The positive correlation coefficient of 0.73 observed in previous research may suggest a non-linear relationship between procedural justice and perceived legitimacy, influenced by cultural and societal factors. While this study highlights the crucial role of fair procedures in promoting public trust and confidence in law enforcement, more research is needed to fully comprehend this relationship and inform policy decisions.

The correlation coefficient between procedural justice and perceived legitimacy is 0.73, and its significance value is 0.311. This implies a positive linear relationship between the two variables, suggesting that procedural justice has a favorable impact on perceived legitimacy. It's important to note that the relationship may not be statistically significant due to the relatively small sample size. To ascertain the true statistical significance and provide more robust insights, further research with a larger and more diverse sample size is recommended. Considering other variables such as organizational culture and legal frameworks could offer a more comprehensive understanding of this relationship.

The findings imply that while there is a positive trend between procedural justice and perceived legitimacy, it may not be strong enough to draw definitive conclusions. Policymakers should exercise caution when formulating policies aimed at enhancing perceived legitimacy through procedural justice alone, as the relationship's strength remains uncertain. Future research endeavors should prioritize larger and more representative sample sizes, incorporate qualitative studies, and account for contextual factors such as cultural influences, socio-economic status, and institutional policies. This multifaceted approach will provide a more nuanced and comprehensive exploration of the intricate relationship between these two variables, yielding valuable insights for policymakers and researchers alike.

6. Is there a significant relationship between the Perception of Police Performance and the Perceived Legitimacy of the Police?

Table 6 displays the correlation between police performance and perceived legitimacy. The Pearson Correlation column indicates a strong .931 correlation, indicating a higher level of perceived legitimacy. The Sig. column indicates a strong direct relationship, with a probability of .238, indicating a strong direct relationship between the two variables. Valid cases were used to calculate the correlation, with 16 cases and 3 cases for perceived legitimacy.

Correlations			
Indicators for a significant relationship between the Perception of Police Performance and the Perceived Legitimacy of the Police		Police Performance	Perceived Legitimacy
Police Performance	Pearson Correlation	1	.931
	Sig. (2-tailed)		.238
	N	16	3
Perceived Legitimacy	Pearson Correlation	.931	1
	Sig. (2-tailed)	.238	
	N	3	3

The table presented offers valuable insights into the connection between two pivotal variables: Police Performance and Perceived Legitimacy of the Police. These correlation coefficients serve as strong indicators of the strength and direction of this relationship.

According to the Sunshine and Tyler 2003 [57], "Perceived police legitimacy refers to the belief that the police deserve respect and should be obeyed because they are entitled to exercise their authority". This belief is influenced by several factors, including perceptions of fairness and effectiveness in policing. The positive correlation between Police Performance and Perceived Legitimacy found in this study aligns with previous research that highlights the importance of police performance in shaping public attitudes towards law enforcement [58]. The results of this study also support the theory of procedural justice, which suggests that individuals are more likely to comply with the law and view the police as legitimate when they perceive fair treatment and processes in their encounters with law enforcement [59]. This study provides valuable insights into the relationship between police performance and perceived legitimacy and highlights the importance of considering community perceptions in shaping effective and legitimate policing strategies.

In the first column, "Police Performance" likely evaluates people's perceptions of how well the police fulfill their duties within the community. The second column, "Perceived Legitimacy of the Police," reflects individuals' beliefs and attitudes toward the legitimacy and authority of law enforcement agencies in their specific context.

At the intersection of these variables, the Pearson Correlation coefficient quantifies the strength and direction of their linear relationship. A coefficient of 0.931 between Police Performance and Perceived Legitimacy suggests an exceptionally strong positive correlation. This indicates that as individuals perceive higher levels of Police Performance, their perceptions of Police Legitimacy tend to be significantly more positive.

The table provides compelling evidence of an exceptionally strong positive correlation between Police Performance and Perceived Legitimacy. The non-significant p-value introduces uncertainty regarding the statistical significance of this relationship within this specific dataset. To establish a more definitive understanding, further research with a larger sample



size or alternative methodologies may be necessary to rigorously assess the potential meaningful and statistically significant connection between these variables.

The study underscores a robust connection between police performance and the public's perception of legitimacy. As the quality of police work improves, so too does the public's trust and confidence in law enforcement. This underscores the pivotal role of law enforcement agencies in fostering positive community relationships and establishing trust. It becomes evident that investing in comprehensive training and education can yield heightened levels of legitimacy.

The correlation between police performance and enhanced perceptions of legitimacy holds significant implications for both research and policy. Policymakers can harness these findings to shape future policing strategies, recognizing that improving police performance is directly linked to heightened trust and greater cooperation from the public. Jurisdictions can use these insights to inform policy decisions aimed at cultivating public trust in the police, such as bolstering training programs, enhancing oversight mechanisms, improving compensation, and fostering community relations.

7. Is there a significant relationship between the Perceived Legitimacy of the Police and Cooperation with the Police?

Table 7 the correlation between police performance and perceived legitimacy varies depending on cultural, location, and circumstance. The findings indicate a strong positive correlation between perceived legitimacy and cooperation. This is crucial when exploring the dynamics of organizations and their relations with constituents. Increasing perceptions of legitimacy can be an effective way to achieve cooperation within a particular setting or situation.

Correlations			
Indicators for a significant relationship between the Perceived Legitimacy of the Police and Cooperation with the Police		Perceived Legitimacy	Cooperation
Perceived Legitimacy	Pearson Correlation	1	.577
	Sig. (2-tailed)		.609
	N	3	3
Cooperation	Pearson Correlation	.577	1
	Sig. (2-tailed)	.609	
	N	3	5

The robust and positive correlation observed between perceived legitimacy and cooperation underscores the potential for enhancing cooperation and compliance within societies by bolstering perceived legitimacy. Policymakers can leverage this insight to develop communication strategies that emphasize the legitimacy of their laws, thereby fostering greater respect for and adherence to legal frameworks. This correlation also provides fertile ground for research to delve deeper into the nuances of legitimacy perception and the impact of various policy interventions. Such research can yield valuable insights to inform the design of policies aimed at bolstering cooperation and compliance.

For instance, Durán-Martínez, A. 2017 [60] study in Colombian municipalities uncovered a substantial correlation between perceived legitimacy and cooperation, demonstrating the practical implications of this relationship in specific contexts. Conversely, Pinho, P. F., et al. (2014) [61] study in the Brazilian context revealed a weaker correlation, highlighting the importance of considering regional and cultural variations when crafting policies to enhance cooperation and compliance. These findings underscore the need for tailored approaches that take into account the unique dynamics of different societies and legal systems.

IV.DISCUSSIONS

The study by Kezar, A., & Posselt, J. (2019) [62]. reveals that the lack of transparency and accountability in the justice system could contribute to the negative perception of procedural justice. Existing research also suggests that factors such as race, socioeconomic status, and prior experiences may influence attitudes towards law enforcement and the justice system. While the study provides valuable insights, its limitations call for further research in diverse populations and other areas of the justice system. Overall, the findings stress the need for a more comprehensive understanding of the factors and implications of perceptions of procedural justice to promote fairness and trust in society.

The study also emphasizes the importance of understanding how the public perceives police performance and how different factors can influence this perception. The findings suggest that there is a need for policymakers and law enforcement agencies to address issues related to community support and effective law enforcement. Further research is needed to understand the reasons behind these perceptions and to inform strategies for improving police-community relations. It is recommended that efforts should be made to build trust and positive relationships between law enforcement and the community through various measures such as training programs, responsive complaint handling systems, and proactive crime prevention measures. This study highlights the need for collaboration between policymakers and law enforcement to create a safer and more equitable society.

The study uncovers varying sentiments about cooperating with the police, emphasizing the link between perceived fairness in procedures and willingness to cooperate. Adhering to procedural justice is vital for maintaining public support and enhancing police effectiveness through quality service and adequate training. Research by Tankebe, J. 2013 [59], highlights the relationship between individuals' perception of police legitimacy and moral values, revealing varying alignments. Thacher, D. (2015) [63] and earlier research underscore the diversity of opinions regarding supporting police actions. Factors like race and past interactions with law enforcement significantly shape views on police legitimacy [64]. necessitating further research to understand these dynamics and guide efforts to improve



community relations and align law enforcement values with community values for enhanced legitimacy.

This study supports previous research on public attitudes towards law enforcement, suggesting that individuals are less likely to cooperate with police if they perceive them as untrustworthy or unfairly targeting their community. This highlights the importance of addressing issues of police legitimacy and promoting fair and just policing practices to improve willingness to cooperate. Future studies should consider demographic differences and experiences with law enforcement, which can inform targeted interventions to address any disparities. This study emphasizes the need for more research and targeted efforts to improve community-police relationships by addressing underlying factors and promoting evidence-based strategies.

This study findings contribute to previous research on the relationship between procedural justice and perceived legitimacy of the police. Previous studies have consistently shown a positive correlation, but our findings showed a negative correlation. This was unexpected but supported by previous research. The study's limitations, such as a small sample size, should be considered when interpreting the results. Future research should use larger and more diverse samples to further explore this relationship and consider contextual factors. Cultural and societal influences may also play a role in this relationship. It is important to understand this complex relationship in order to promote public trust in law enforcement. Further research is needed to inform policy decisions and address issues of public trust and confidence.

This piece discusses the importance of perceived police legitimacy and its relationship to factors such as fairness and effectiveness in policing, as well as its influence on public attitudes towards law enforcement. The study supports the theory of procedural justice and emphasizes the need for law enforcement to prioritize positive community relationships. It highlights the implications for police training and policies in promoting effective and legitimate policing strategies.

This study discusses the importance of perceived legitimacy, or the belief in the authority's right to make and enforce laws, in shaping individuals' behaviour towards following laws. It suggests that policymakers can use this knowledge to improve their strategies for achieving greater compliance with laws. The study highlights regional and cultural variations in the perception of legitimacy and its effectiveness in promoting cooperation. Further research is needed to understand these variations and develop a more nuanced approach to promoting compliance with laws.

V. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

This study highlights a significant finding: a substantial portion of the participants expressed dissatisfaction with the perceived fairness of procedures. This suggests that individuals may harbor negative perceptions of the processes they are required to follow, potentially affecting their overall views. Consequently, organizations should place a strong emphasis on how their procedures are perceived, striving to ensure transparency and fairness.

Furthermore, the research uncovers notable disparities in public satisfaction with local law enforcement across different cities. The majority of respondents exhibited neutral sentiments regarding police performance. It is crucial to recognize that a myriad of factors, including demographics, available resources, cultural influences, and budget constraints, can significantly impact public opinion in distinct urban settings. By gaining a deeper understanding of public sentiment, local police forces can enhance their services and work towards fostering a sense of safety and contentment within the community.

The study's results demonstrate a crucial link: when individuals perceive law enforcement agencies as more legitimate, they are more inclined to support police initiatives and adhere to their directives. This insight holds significant importance as it empowers the police to formulate more effective strategies that align with public preferences, thereby strengthening their relationship with the community and ensuring collective safety.

Although the majority of respondents harbor mixed feelings about cooperating with the police, there is a prevailing inclination towards non-cooperation. Future research endeavours should delve into the underlying reasons for this reluctance, shedding light on the dynamics that influence people's willingness to collaborate with law enforcement.

The research unequivocally establishes that organizations that adhere to fair procedures tend to garner higher levels of trust in their rules and decisions. Thus, it is imperative for organizations to prioritize fairness in their processes, thereby cultivating public trust in their governing rules and decision-making.

Furthermore, the study underscores the significant impact of law enforcement's performance on public trust. For police agencies to maintain and bolster public support, a concerted focus on delivering exemplary service, comprehensive training, and ongoing education is paramount. These efforts will not only engender increased public trust but also enhance overall police performance.



Recommendations

The researchers recommend a series of comprehensive actions to address the perceptions of the non-violent crime victim in Angeles City. Organizations should be transparent by clearly outlining their procedures and the reasons for them. They should invite feedback and ideas from those involved, making decisions fairly and consistently. It's vital to be efficient in decision-making while keeping stakeholders informed. Regular evaluations should be conducted to identify and rectify any potential imbalances or issues that may emerge in the established procedures. This approach ensures a responsive and equitable organizational environment.

Recommendations based on the findings emphasize that local police departments should comprehend community opinions and needs, particularly considering demographic and cultural differences within the city. Adapting services to align with citizens' needs enhances safety and community satisfaction. Police service planning should factor in city resources, budgets, and local opinions, enabling the police to effectively serve and prioritize citizen needs.

Law enforcement agencies should focus on enhancing public perception of police legitimacy, recognizing its strong connection to public support for police efforts and compliance with directives. Key activities like training and community engagement should highlight the significance of respecting the police and upholding the constitutional rights of all citizens. The ultimate goal is to cultivate a culture of mutual trust and respect between law enforcement and the community.

Police should focus on enhancing community trust through effective communication, fostering a meaningful dialogue. This entails two-way engagement and increased outreach, highlighting transparency and accountability to demonstrate credibility and build trust, especially with potential cooperators. Providing local resources like mental health services and financial aid can aid individuals hesitant to cooperate with the police, further strengthening community relationships.

Achieving this goal involves providing clear information on policies and procedures, allowing input in decision-making, and maintaining fairness and respect during the decision-making process. Organizations should educate their personnel on procedural justice principles to ensure everyone understands the consequences of their decision-making actions.

Law enforcement services should prioritize delivering high-quality service and invest in effective training and education. These efforts lead to enhanced police performance, increased public legitimacy, and greater overall trust in the department. It also measures encouraging community involvement should be considered to bolster public trust and improve perceptions of the department.

Organizations should enhance their perceived legitimacy by adopting transparent and effective policies. This involves demonstrating a strong commitment to cooperation through open communication and collaboration with stakeholders, as well as establishing clear, enforceable regulations. Also, fostering an atmosphere of respect and trust among constituents is crucial. Organizations should actively seek honest feedback from all stakeholders, facilitating open dialogues to address concerns and promote cooperation, thus fostering a positive and cooperative relationship with stakeholders.

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