

How to measure public trust in the police? A framework with an application for Colombia*

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Abstract

Trust in the police is key to the state's legitimacy and social development. Despite its relevance, many countries still have significant challenges in generating such trust. This paper presents a conceptual framework and a survey instrument to measure public trust in the police and explore some potential determinants: procedural justice, perceived effectiveness, the convergence of values between citizens and the idea of police forces, and integrity. We piloted the instrument in five Colombian cities—which represent 15% of the population—to examine its validity, finding satisfactory results. The descriptive results suggest that public trust in the police is strongly associated with the perception of the application of fair procedures, the convergence of values, and, to a lesser extent, perceptions of the effectiveness and integrity of the police. We validate the relevance of procedural justice with a vignette experiment, which shows that fair treatment increases acceptance and satisfaction with police actions and fosters citizens' willingness to collaborate with the police. This study provides a practical tool to measure public trust in the police and its possible determinants and thus guides public policy efforts to strengthen it.

Keywords: Trust, Procedural Justice, Police, Survey, Colombia

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1 Introduction

Citizen trust in the police is fundamental for the legitimacy of states. In today's societies, citizens give the state the task of ensuring their safety in response to a social mandate: the state grants special powers to police forces to enforce rules and promote coexistence and security (Kääriäinen, 2007). These special powers carry with them enormous responsibility. The police are one of the most visible representations of the state in citizens' daily lives. Without trust in the police, the state's legitimacy deteriorates. Figure 1 presents measures of citizen trust in the police for a sample of countries. Not only is there a wide variation in public trust in the police, but there is also a large number of countries where the average resident does not trust the police.

Public trust in the police also determines crime reduction and economic and social development. Citizen trust is essential for police performance (León, 2014). Trust increases cooperation between citizens and police, motivating crime reporting and compliance (Tyler and Huo, 2002; Horowitz, 2007; Tyler and Murphy, 2011). Cooperation facilitates crime prevention and control and increases the perception of safety (Frühling, 2012). Crime reduction impacts, in turn, investment decisions (Blanco et al., 2019), employment (Rozo, 2018; Utar, 2018), capital accumulation, and, ultimately, welfare and economic performance (Dearmon and Grier, 2009).

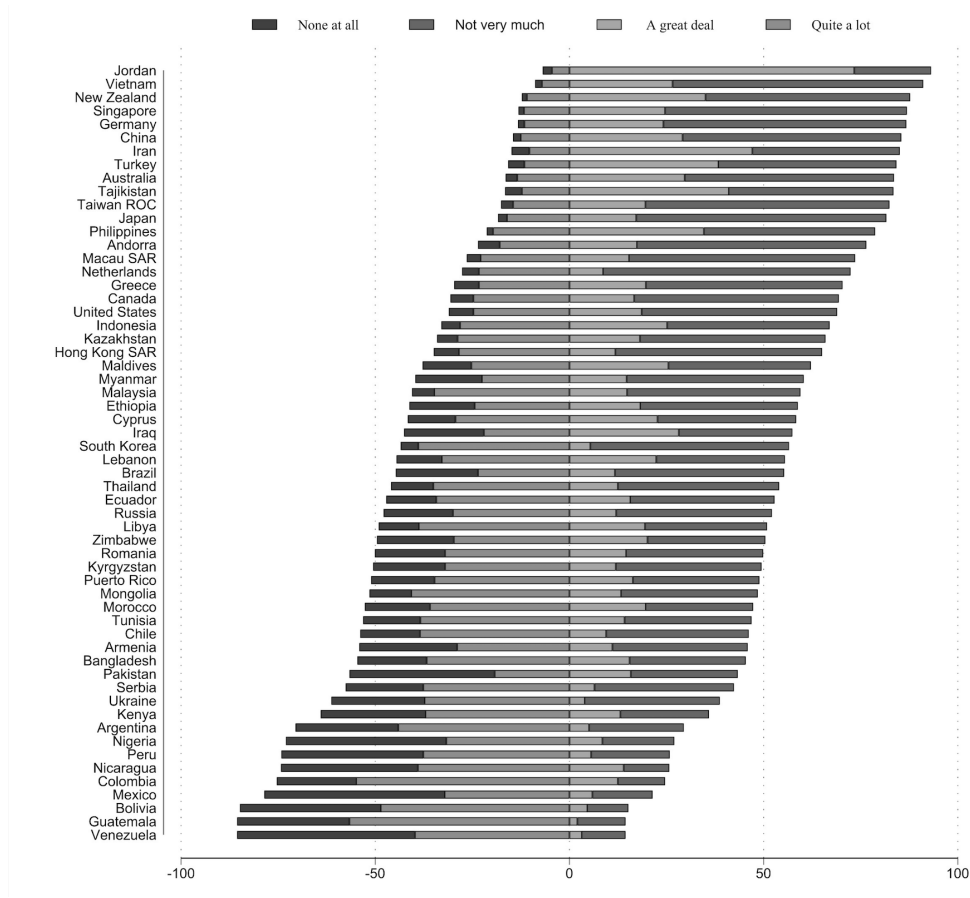
The relevance of improving public trust in the police and other state agencies and the importance of information to guide public policy have motivated the generation of trust measurements. For example, the General Social Survey in the United States has collected questions on citizen trust since 1972 (Ortiz-Ospina and Roser, 2016). Despite the long tradition of measuring abstract concepts such as trust, this task still poses enormous challenges. The measurement of citizen trust in the police is no stranger.

The first challenge is the susceptibility of the measurements to the way the questions are written and presented. The relationship between the police and citizens has different aspects (operational, procedural, and even affective) and the type of question asked may highlight other elements.

The usual response has been to measure levels of citizen trust through broad questions, such as: "To what degree do you trust the police?" or "How much do you trust the police?"¹

¹For example, to measure trust in the police, the AmericasBarometer asks, "To what extent do you have trust in the police?" where the response scale ranges from 1 (not at all) to 7 (very much) (Latin American Public Opinion Project, 2021). In contrast, the European Social Survey asks, "Tell me with a score from 0 (zero) to 10 (ten) how much do you personally trust each of the agencies I have read about," and mentions the police as one of them (European Social Survey, 2018). Although both questions try to collect the same concept, the difference in scales and the fact that one of the two is framed in a list of agencies mark certain differential factors that may cause the answers to have biases or collect different concepts.

Figure 1: Citizen trust in the police per country



Notes: Own elaboration with data from World Values Survey 2017-2022. Answers to the question "I am going to name a number of organizations. For each one, could you tell me how much trust you have in them: is it a great deal of trust, quite a lot of trust, not very much trust or none at all?"

This approach has the advantage of not emphasizing any particular aspect of trust and letting the respondent determine their definition of trust, giving relevance to the most critical elements. Indicators generated from the answers to this question have become very popular, becoming the target of public policy interventions and programs.

Despite these advantages and their popularity, traditional measures have limitations. The lack of clear definitions or frameworks for such an abstract concept does not allow for easy guidelines on how to react to any measurement outcome.

Given these limitations and the relevance of citizen trust in the police for development, this study proposes a conceptual framework and a survey instrument to measure trust and explore possible determinants. We aim to generate knowledge on the factors that affect citizen trust in the police, offer a practical tool for measuring this trust and its determinants, and, thus, guide public policy efforts to strengthen it.

We based the design and construction of the conceptual framework and the instrument on a literature review on the determinants of citizen trust in the police. This literature highlights aspects such as the daily interactions between police officers and citizens (Woolard et al., 2008; Bottoms and Tankebe, 2012; Tyler et al., 2014); the perception of safety and effectiveness of the police service (Hawdon and Ryan, 2003; Ho and McKean, 2004; Bradford et al., 2014); the perception of transparency and integrity (Dammert, 2020; Wells, 2007; Akinlabi, 2017); and the coincidence of personal and social preferences around the state (and subsidiarily the police) as the only actor legitimized to use violence (Stoutland, 2001; Juntunen et al., 2008; Alalehto and Larsson, 2016).

Based on this literature review, we propose four fundamental pillars of public trust in the police: procedural justice, effectiveness, the convergence of values between citizens and the idea of police forces, and the perception of integrity. Based on this conceptual framework, we developed a questionnaire that operationalizes the measurement of these four pillars based on questions about these different concepts.

As a pilot, we applied the questionnaire in five cities in Colombia (Barranquilla, Bucaramanga, Cartagena, Cali, and Medellin) to validate the instrument and evaluate its functionality. The pilot results show acceptable internal consistency between the items of each pillar and other questions associated with these concepts. The results also show a high correlation between the perception measures of the different pillars and the general trust question. Overall, the pilot offers a good performance of the data collection instrument, which validates the conceptual framework and its operationalization.

The pilot shows a strong association between public trust and the perception of fairness and convergence of values and, to a lesser extent, with perceptions of effectiveness and integrity. We validate the relevance of procedural fairness with a vignette experiment, which

shows that fair treatment increases acceptance and satisfaction with police actions and fosters a willingness to collaborate. Both results show consistent evidence of the relevance of procedural justice for improving trust and legitimacy in the police. Broadly, this study provides a practical tool to measure public trust in the police and its possible determinants and thus guide efforts to improve it in specific areas of public policy.

The remainder of the paper is organized as follows: section 2 presents a conceptual framework of the determinants of public trust in the police; section 3 presents the conceptualization of trust in four pillars; section 4 presents the methodological design of the instrument; section 5 shows a case of application in Colombia, and section 6 concludes.

2 Conceptual framework

2.1 Possible determinants of public trust in the police

Trust can be defined as the expectation or belief that others will not act opportunistically (Keefer and Scartascini, 2022). In interpersonal relations, trust lets people know what to expect from each other, which shows the social nature of trust building. Trust implies faith in the other, in their honesty and goodwill. From a state-development perspective, people improve their trust when public agencies deliver as expected (Bradford and Jackson, 2010).

Public trust in state agencies is a central element of the functioning of democracy (Bradford et al., 2014; Kääriäinen, 2007). Different authors have studied the determinants of citizen trust in the police, finding evidence suggesting several aspects are potentially relevant determinants. First, effectiveness and the ability to deliver (Hawdon and Ryan, 2003; Ho and McKean, 2004; Bradford et al., 2014). Second, officer integrity, transparency and accountability (Dammert, 2020; Wells, 2007; Akinlabi, 2017). Third, value alignment—or the convergence of values between the public and the police (Stoutland, 2001; Juntunen et al., 2008; Alalehto and Larsson, 2016). Finally, procedurally just treatment whenever there is an interaction (Woolard et al., 2008; Jackson et al., 2012; Bottoms and Tankebe, 2012; Tyler et al., 2014). The conceptual framework we develop in this paper and the measurement instrument we propose focus on these four pillars of public trust in the police.²

Although, there are also social context factors that can influence this relationship.³ These four pillars we focus on are associated with specific aspects of the relationship between the

²Note, however, that most of this literature is Global North-based. Studies in the Global South suggest additional hurdles, such as the reliance on organized criminal organizations to provide citizen security (e.g., Blattman et al., 2021, 2022; Blair et al., 2019, 2021, 2022; Tobón, 2021).

³For example, some authors have found that exclusion and inequality in their different forms create distrust towards authorities, including the police (Kääriäinen, 2007).

community and the police and, therefore, can offer precise guidelines on policies to strengthen citizen trust.

2.1.1 The principles of procedural justice in trust building

In general terms, the theory of procedural justice is part of a tradition of political philosophy, according to which a central element of the effective use of authority is to enjoy the acceptance of the population. The central idea of procedural justice consists of the search for fair and respectful processes where trust in justice and institutional legitimacy can be built and rebuilt if necessary (Beneitez, 2014). Several researchers agree that a process is perceived as fairer when individuals have the opportunity to express themselves and influence the final decision, regardless of the results obtained, even if they are not favorable to them (Tyler, 2003).

Now, what determines that people value a police procedure as fair? There is no uniform criterion. However, the relevant literature usually highlights four aspects (Woolard et al., 2008; Bottoms and Tankebe, 2012; Tyler et al., 2014):

1. Offer the citizen the opportunity to discuss the case that concerns them and express their feelings after the possible crime. People positively evaluate the possibility of participating in resolving the conflict because they feel that their opinion is taken into account when those in charge of the process communicate with them.
2. Make decisions in a neutral and impartial manner, based solely on the facts. People evaluate the objectivity and neutrality of those in charge of the process so that a procedure free of bias and interests is achieved, valuing positively that the authority acts impartially and independently.
3. Provide respectful treatment. People rate their experience as good when they are treated politely, courteously, and with respect for their dignity at all times. How the authorities treat individuals has important implications for self-esteem and identification (Smith et al., 1998), so people are unlikely to feel attached to the authorities when they act harshly or ignore their rights.
4. Motivate the decision. Explaining the motivation for decisions or sanctions to those parties affected or involved in the process is vital for them to understand why the measure was adopted, and the reasons that led the police to take it. If this is not achieved, the individual will consider the decision unfair.

2.1.2 Effectiveness in trust building

The legitimacy of a public agency is partially justified partially by its effectiveness: the ability to achieve its objectives. In the case of the police, while other aspects (such as procedural justice) are important, effectiveness in providing security is fundamental to its legitimacy (Bradford et al., 2014). The literature highlights that when the police effectively reduce risk perception, citizens are more satisfied with their services, which impacts trust (Ho and McKean, 2004).⁴ Likewise, trust in the police tends to correlate with the perception of police capacity (Alalehto and Larsson, 2016).

Effectiveness is not only an essential element of legitimacy and trust in the police but also a product of them. If citizens do not trust the police, they will be less willing to cooperate, which may affect the effectiveness of its service (Fedina et al., 2019).

2.1.3 Integrity in trust building

Trust (or distrust) in public agencies is also linked to the perception of corruption, impunity, and arbitrariness in their work. The perception that justice is not imparted equally to all, as well as police abuses, has a crucial impact on institutional trust (Dammert, 2020). As legitimacy in the police relies on trust, corruption or unethical behavior can obstruct interaction with citizens (Juntunen et al., 2008). The positive effects that improvements in other aspects (such as, for example, the application of procedural justice) could have on citizen trust diminish when there is corruption perception in the police. In turn, if people feel they cannot trust the police, regulatory compliance falls and becomes less effective in fighting crime (Alalehto and Larsson, 2016; Tyler, 2004; Tankebe, 2013).

A recent survey showed that, over a year, the percentages of the population that paid bribes, both in the courts and to police officers, exceeded 15% in several Latin American countries (Latin American Public Opinion Project, 2021). The generalization of this behavior goes against the core of a relationship of trust and poses, a priori, severe challenges for these police agencies.

2.1.4 Convergence of values in trust building

There is a link between citizen trust in the police and the idea of shared priorities between citizens and police, especially in areas with high rates of crime and violence (Stoutland, 2001).

⁴In the particular context of Colombia, Collazos et al. (2021) and Blattman et al. (2021) study the effects of hot spots policing interventions in Medellín and Bogotá, respectively. Both studies find mild crime reductions and no significant improvement in public trust in the police.

In terms of the values that the police represents, it has been documented that these need to be aligned with citizens' perceptions of the good and bad, that grant it special powers (such as, for example, the monopoly on the legitimate use of force) to ensure their safety. The literature elaborates on these values, asserting that evaluations of the values and morals that underpin community life partially determine trust in the police (Jackson and Sunshine, 2007). This reasoning indicates that people judge whether the police represent the community's values and morals (Girling et al., 2005; Sunshine and Tyler, 2003).

3 Measuring public trust and its determinants

The conceptual framework proposes four pillars on which citizen trust in the police is based. This framework provides a theoretical basis to anchor and guide measurement exercises, which present their challenges.

Measuring citizen trust in the police and its possible determinants is a complex task. Numerous factors can influence this perception, and each person can assign different importance levels to each of them. The vast majority of studies and measurements avoid this difficulty and focus on the "general" level of trust, measured through broad questions, such as, for example: To what degree do you trust the police?, or how much trust do you have in the police? However, several authors recognize the limitation of this type of questions as they do not allow us to understand the mechanisms that influence this perception (Cao et al., 1996; Jackson and Bradford, 2010) or guide public policy actions to improve it.

This study seeks to address some of these limitations. Based on the literature review on citizen trust in the police, as we mentioned before, we identified four pillars of citizen trust and linked them to specific areas of action for the police: procedural justice, effectiveness, values, and integrity. Based on this review, we designed a survey instrument with specific questions on each of these pillars to identify possible areas for improvement and guide public policy actions. Table 1 presents the structure of the survey instrument and Appendix A includes a complete description of the questions.

The instrument also includes a vignette experiment in which we manipulate different scenarios presenting interactions between police and citizens to establish how specific actions may affect perceptions of the police. The inclusion of this module allows us to move from purely descriptive analysis to obtain indications about the causal relationship of these pillars on citizens' perception of trust in the police.

Each of the four pillars refers to different aspects of the citizen and police relationship. This design allows us to separate, for example, the rejection of the police because of ideological reasons from operational factors, such as ineffectiveness or overreaching in the application

Table 1: Structure of the Citizen Confidence measurement instrument

Block	Block description	Number of questions
Sociodemographics	Collects sociodemographic information about the respondent.	2
Trust	It includes direct questions of trust and interaction with the police, the relative importance of each pillar, and the media through which people learn about the news.	8
Procedural Justice	This block includes questions related to procedural justice and its subcomponents.	4
Efficiency	This block includes questions related to effectiveness and its subcomponents.	5
Integrity	This block includes questions related to integrity and its subcomponents.	5
Values	This block includes questions related to values and their subcomponents.	6
Experiment	This block presents the survey experiment on the willingness to provide information and impartiality.	10
Victimization	This block includes questions about the respondent's victimization, empathy, and closeness to the institution.	5
Total number of questions		45
Estimated response time		22 minutes

Notes: This table depicts the structure of the questionnaire, and the number of questions per block. The estimated response time is provided by the Centro Nacional de Consultoría, the polling firm that applied the instrument in Colombia.

Table 2: Questions included in the Procedural Justice Index

Index	Questions (Associated concept)
Procedural Justice	When the police intervenes, they follow their responsibilities (Legitimacy).
	When the police intervenes, the agents are clear with the action and explanation of the procedure (Transparency).
	Citizens can speak out in the middle of a police procedure and ask for explanations (Voice)
	Police treat all citizens equally, regardless of race, gender identity, or income level (Neutrality).

Notes: Own elaboration based on the conceptual framework. Each question presents the associated concept in parenthesis.

of its functions. We describe these pillars below:

Procedural justice: this pillar refers to how people’s reactions to authorities (whether legal, political, or administrative) are influenced by their judgments about how fairly those authorities make decisions and how respectfully they treat the people over whom they exercise authority. It involves the citizen’s perception of prompt and neutral treatment when requesting help from the police or reporting a crime. This pillar comprises four concepts: legitimacy, transparency, voice, and neutrality. The procedural justice module includes four items, each focusing on a different concept. Table 2 presents the four corresponding items. In each item, the respondent must answer how much he/she agrees with a statement by selecting one of four options: strongly disagree (0), disagree (1), agree (2), and strongly agree (3). A higher value represents a better perception of the police. We obtain the procedural justice perception index by adding the scores assigned to the response of each item, and its value is normalized between 0 (zero) and 1 (one) by dividing by the maximum possible value (12).

Police Effectiveness: this pillar is based on the principle that effective action against crime, and timely responses to citizen demands, are potentially relevant factors for trust in the police. This section focuses on police work in crime prevention and reduction at the local level and the perception of security. We divided this pillar into three concepts: crime observed at the local level, police presence and patrolling, and interest in reporting to the police. The effectiveness module includes four items (Table 3). In each one, the respondent must choose on a scale with four response options. Responses are ordered from 0 (zero) to 3 (three) so a higher value represents a better perception of the police. We construct the

Table 3: Questions included in the Police Effectiveness Index

Index	Questions (Associated concept)
Efficiency	To what extent do you agree with the following statement? "When someone requests the help of the quadrant police officers, they arrive in time to attend to their request" (Local crime).
	How often do you see the police patrolling in your neighborhood and responding to citizen requests? (Police presence)
	In a hypothetical scenario where someone stole your cell phone on public transportation without harming you, how willing would you be to make a formal complaint to the authorities? (Interest in reporting)
	In a hypothetical scenario in which someone in your community has his or her cell phone stolen on public transportation, without harming him or her, how willing would that person be to file a formal complaint with the authorities? (Interest in reporting)

Notes: Own elaboration based on the conceptual framework. Each question presents the associated concept in parenthesis.

effectiveness perception index by adding the scores assigned to the response of each item, and its value is normalized between 0 (zero) and 1 (one) by dividing by the maximum possible value (12).

Values: The idea that trust in an agency depends on its alignment with the norms of the society or community shapes this pillar. The analysis of this dimension is not widespread, but some authors argue that it can help to understand a large part of the generation of trust. We subdivided This pillar into two concepts: relevance of the police; and coincidence of ethical standards. The values module includes four items (Table 4), two for each concept. The respondent must choose on a scale with four response options in each item. The answers are ordered from 0 (zero) to 3 (three) so that a higher value represents a better perception of the police. We constructed the value perception index by adding the scores assigned to the response of each item, and its value is normalized between 0 (zero) and 1 (one) by dividing by the maximum possible value (12).

Integrity: The idea that corruption and abuses of power by police officers harm public trust in the police shapes this pillar. This pillar includes different concepts: corruption,

Table 4: Questions included in the Values Index

Index	Questions (Associated concept)
Values	In your opinion, how necessary is the police for the country to function properly? (Relevance of the police)
	According to what you have heard from your neighbors, how necessary do they consider the police to make the country function properly? (Relevance of the police)
	How much do your idea of the good and bad coincide with that of the members of the Colombian National Police? (Ethical coincidence)
	How much do you think that the idea of the good and bad of the people in your neighborhood coincides with that of the members of the Colombian National Police? (Ethical coincidence)

Notes: Own elaboration based on the conceptual framework. Each question presents the associated concept in parenthesis.

collusion or cooperation with criminals; accountability; abuse of power; and excessive use of force. The integrity module includes five items (Table 5). The respondent must choose on a scale with four response options in each item. Responses are ordered from 0 (zero) to 3 (three) so that a higher value represents a better perception of the police. We constructed the integrity perception index by adding the scores assigned to the response of each item, and its value is normalized between 0 (zero) and 1 (one) by dividing by the maximum possible value (15).

4 A pilot application in five Colombian cities

We carried out a pilot application of the questionnaire to examine the functionality and validity of the instrument for measuring citizen trust in the police in five cities in Colombia: Barranquilla, Bucaramanga, Cartagena, Cali, and Medellin in December 2021.

4.1 Sample Universe and Sample Selection

The sample universe of the survey was all households within the central blocks of the five cities' quadrants of the National Community Quadrant Surveillance Model. Table 6 includes

Table 5: Questions included in the Integrity Index

Index	Questions (Associated concept)
Integrity	How sure are you that a member of the police would be willing to receive a bribe, gift, or favor in exchange for not applying a sanction or allowing an illegal act? (Corruption)
	How sure are you that some members of the police would be "cooperating" with criminal actors to help them evade the law? (collusion or cooperation with criminals)
	How sure are you that if any member of the police commits a disciplinary offense, they will be investigated and convicted by the National Police? (Accountability)
	How sure are you that if a member of the police is in a store or restaurant in your neighborhood consuming some products, he/she will leave without paying? (Abuse of power)
	In any given encounter between you and a member of the police, do you think you would be at risk of excessive use of force by the police officer? (Use of force)

Notes: Own elaboration based on the conceptual framework. Each question presents the associated concept in parenthesis.

Table 6: Sample characteristics

	Mean (1)	S.D. (2)	Min. (3)	Max. (4)
<i>A: Universe of quadrants (N = 878 quadrants)</i>				
No. of blocks per quadrant	48.48	34.80	1.00	207.00
No. of persons per quadrant	6,747.12	5,238.49	0.00	32,298.00
Average density per quadrant (persons/m2)	0.03	0.02	0.00	0.14
<i>B: Selected blocks (N = 726 blocks)</i>				
No. of households	44.73	45.67	0.00	421
No. of persons	139.26	143.78	0.00	1,704.00
Population density (people/m2)	0.05	0.04	0.00	0.36
Houses in stratum 1	8.67	25.01	0.00	402.00
Houses in stratum 2	11.45	20.72	0.00	156.00
Houses in stratum 3	10.97	26.84	0.00	277.00
Houses in stratum 4	6.84	23.46	0.00	233.00
Houses in stratum 5	1.86	8.47	0.00	89.00
Houses in stratum 6	3.13	24.10	0.00	339.00
Homes with electric supply	43.13	44.87	0.00	418.00
Houses with water supply	42.57	45.19	0.00	418.00
Houses with sewage service	42.41	45.22	0.00	418.00
Houses with cooking gas supply	38.93	44.03	0.00	416.00
Houses with garbage collection service	42.79	45.00	0.00	418.00
Houses with internet supply	30.03	41.87	0.00	362.00

Notes: Own elaboration with data from the Colombian National Police and the DANE (Colombia). Column 1 presents the mean of each variable, column 2 the standard deviation, column 3 the minimum, and column 4 the maximum.

descriptive statistics of the sample universe. We developed the sample selection process in two stages. The first involved randomly selecting quadrants (72 per city out of 878). A quadrant is the smallest unit organized by the police surveillance service in Colombia. On average, a quadrant in these five cities is composed of almost 49 blocks and is inhabited by approximately 6,700 people. In the second stage of the sample selection process, we randomly selected a block within the quadrants assigned to the experimental sample. In the selected blocks, an average of 139 people live in 45 households; these blocks are inhabited mostly by households of stratum⁵ 2 and 3, most of them have access to basic public services. Figure 2 shows, as an example, the geographic distribution of the selected quadrants and blocks in Medellín.

Finally, the surveyors were charged with collecting two surveys per block. For this pur-

⁵Within the Colombian economy, the stratum is a cadastral measure that can be used as an imperfect measure of income.

Table 7: Number of effective original blocks surveyed and replacements by city

City	Original blocks (1)	Replacement blocks (2)	Total (3)
Barranquilla	132	15	147
Bucaramanga	81	64	145
Cali	96	48	144
Cartagena	100	46	146
Medellín	105	39	144
Total	514	212	726

Notes: Own elaboration based on the pooling firm. Column 1 presents the number of original blocks surveyed, column 2 the number of replacement blocks surveyed, and the column 3 the total number of surveys per city.

pose, they received the cartography with the randomly selected blocks and the three closest to each one to be used as replacements, if necessary. The effective sample was 726 surveys, 514 in original blocks and 212 in replacements. Table 7 shows the distribution of surveys in original blocks and replacements for the five cities.

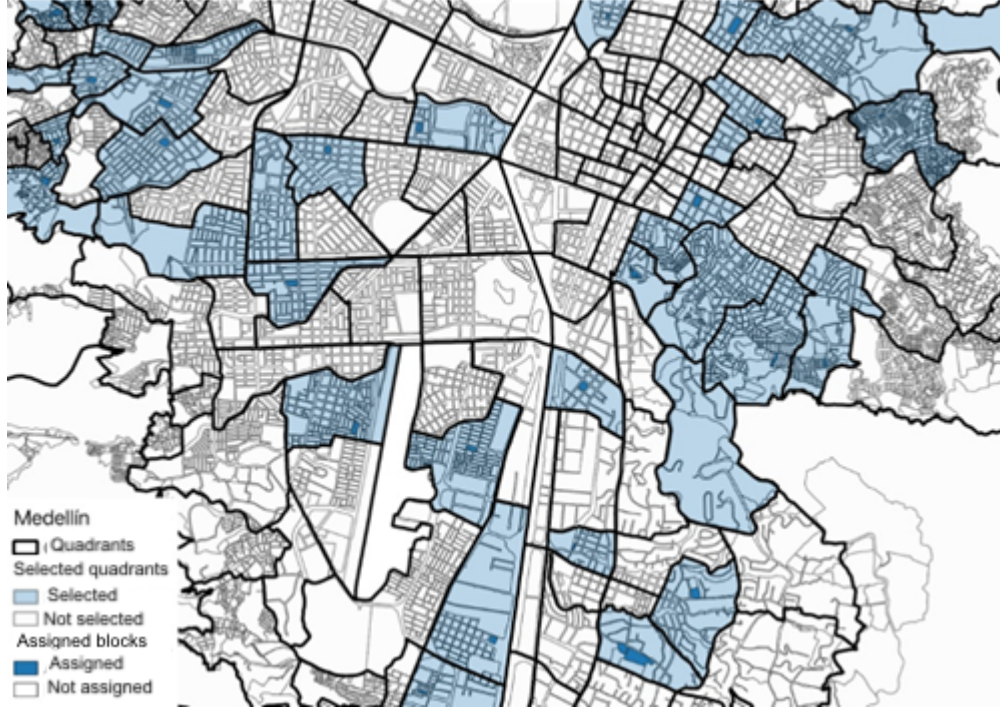
4.2 Consistency of the instrument

Cronbach's Alpha. We calculated the internal consistency of the different items of the indexes that measure the four pillars of citizen trust with Cronbach's Alpha. This measure considers the average of the correlations between the variables that are part of a scale (Cronbach, 1951). The consistency of the items of the different indexes is medium, with average values close to the minimum acceptable value commonly found in the literature of 0.7. The values perception index has the best performance in this metric (0.75), followed by the effectiveness perception index (0.70) and the procedural justice perception index (0.69), respectively. Finally, the integrity perception index has the worst performance (0.49)⁶.

Individual experiences. We explore the validity of the four indices as adequate measures of the pillars to be captured through their linkage with individual experiences strongly associated with each of these concepts. This analysis found that being a victim of a crime is associated with a lower perception of police effectiveness. Similarly, having witnessed an act of corruption by a member of the police is associated, on average, with significantly lower values on the integrity perception index. Likewise, people who suffered mistreated by the

⁶Cronbach's alpha increases to 0.58 if the accountability and abuse of power items are removed. The low internal consistency suggests that the index may be capturing concepts that do not align with a single dimension of integrity.

Figure 2: Distribution of quadrants and blocks in the sample (Medellín)



Notes: Own elaboration.

police have a worse perception of the quality of treatment (procedural justice index). Finally, people who have friends or acquaintances in the police have, on average, significantly higher values on the values index. Experiences of mistreatment, corruption, and familiarity with the police are also associated with worse values on the other indices, although, in general, their links are less close to these other indices⁷.

4.3 Main results

Table 8 presents some descriptive statistics of the responses obtained from the application of the instrument for measuring citizen trust in the police in five Colombian cities.

Regarding the "general" perception of trust, most respondents indicate that they trust the police. 63% of respondents answered that they agreed or strongly agreed with the statement, "The Colombian National Police is an organization I can trust."⁸

⁷We examined the robustness of the link from the values of the coefficients of linear regressions between the indices (dependent variable) and binary variables of victim of crime, victim or witness of police mistreatment, victim or witness of police corruption, and personal relationship with police.

⁸The degree of trust reported is somewhat lower when considering the statement indirectly associated with trust: "If I were to go on a trip, I would notify the police so that they would be aware of the security of my home". In that case, 52% of respondents indicated that they agreed or strongly agreed with the statement. The correlation between these two responses is positive and significant, but the choice of the

Table 8: Descriptive statistics

Variable	Obs. (1)	Mean (2)	S.D. (3)	Min. (4)	Max. (5)
Public trust					
Public trust (direct)	726	0,56	0,29	0	1
Public trust (indirect)	726	0,49	0,32	0	1
Empathy for a police officer in danger	726	0,64	0,28	0	1
Procedural Justice Index	726	0,55	0,21	0	1
Legitimacy	726	0,62	0,26	0	1
Transparency	726	0,54	0,29	0	1
Voice	726	0,63	0,29	0	1
Neutrality	726	0,43	0,31	0	1
Efficiency Index	726	0,51	0,22	0	1
Local crime	726	0,42	0,29	0	1
Police presence	726	0,57	0,33	0	1
Interest in reporting	726	0,57	0,38	0	1
Interest in reporting (SO)	726	0,50	0,34	0	1
Integrity Index	726	0,53	0,20	0	1
Corruption	726	0,43	0,36	0	1
Collusion or cooperation with criminals	726	0,54	0,36	0	1
Accountability	726	0,48	0,37	0	1
Abuse of power	726	0,70	0,32	0	1
Use of force	726	0,49	0,37	0	1
Values Index	726	0,72	0,21	0	1
Relevance of the police	726	0,86	0,26	0	1
Relevance of the police (SO)	726	0,80	0,27	0	1
Ethical coincidence	726	0,63	0,33	0	1
Ethical coincidence (SO)	726	0,60	0,32	0	1
Contact with police in the last year	726	0,21	0,30	0	1
Service rating (conditional on contact with Police)	297	0,55	0,28	0	1
Closeness to Police (Member or family/friends)	726	0,29	0,31	0	1
Victimization	726	0,37	0,48	0	1
Mistreatment by a cop	726	0,21	0,40	0	1
Witnessed acts of corruption in the police force	726	0,25	0,43	0	1

Notes: Own elaboration with data from the survey. Column 1 presents the number of observations, column 2 the mean of each variable, column 3 the standard deviation, column 4 the minimum, and column 5 the maximum. SO corresponds to second order questions (people in the community). For all the variables 1 is the best possible answer, e.g.: 1=least corruption.

The results for the indices of the four pillars of trust show that the perception of values is the best performing. Considering the need for the police and the perception of ethical coincidence (notions of right and wrong), the police’s members explained this performance.

The second best performing index is the perception of procedural justice. In this case, the concepts of integrity and voice (i.e., the possibility for civilians to express their opinion in interactions with the police) show citizens’ best consideration. Impartiality, on the other hand, is the concept that registers the worst performance.

The perception of integrity shows a modest result, with some variation among the concepts included. Most respondents believe that police officers would be willing to accept bribes, gifts, or money to perform favors. However, most also consider that they would not abuse their power to avoid paying for a good or service in a local store.

Finally, the index with the worst relative performance is the perception of effectiveness. In this case, the response time in the surveillance service stands out as the worst considered factor.

The results of the indices (and their sub-concepts) of the different pillars provide guidance on specific areas for improvement in policing. Unlike the broad trust questions that capture a highly relevant but abstract concept, perceptions of effectiveness (and, in particular, response time) or integrity (for example, perceptions of willingness to accept bribes from police officers) are more concrete and actionable. The worst performers are potential entry points for improving police performance.

However, if the objective is to build citizen trust in the police, it is also necessary to consider the relevance of these factors in the general perception of trust. In an exploratory manner, we analyze how the different indexes are associated with the perception of trust captured from the direct question (which asks whether the police are a trustworthy organization). Table 9 presents the results of regressions between the responses to the direct question on trust (dependent variable) and different explanatory variables, including the indexes of procedural justice, effectiveness, integrity, and values.

The four indexes present a positive and significant correlation with the perception of citizen trust. This result is consistent with the conceptual framework presented, which proposes these four pillars as determinants of trust in the police. Among the four pillars, procedural justice has the strongest relationship with the perception of trust. On average, an increase of 0.1 in the procedural justice index is associated (not necessarily causally) with

specific question to measure trust makes a big difference in the average values obtained. In this case, we observed that, although very few respondents who indicate that they disagree that the police are a trustworthy agency (direct question) would tell the police that they are going on a trip (indirect question), there are several respondents who, despite indicating that they trust the police, would not report their travel plans to the police.

Table 9: Correlations

	Coeff. (SE) (1)	Coeff. (SE) (2)	Coeff. (SE) (3)	Coeff. (SE) (4)	Coeff. (SE) (5)	Coeff. (SE) (6)	Coeff. (SE) (7)	Coeff. (SE) (8)	Coeff. (SE) (9)	Coeff. (SE) (10)
Procedural Justice Index	0.715*** (0.0440)									0.406*** (0.0516)
Efficiency Index		0.487*** (0.0459)								0.191*** (0.0448)
Integrity Index			0.668*** (0.0476)							0.292*** (0.0542)
Values Index				0.483*** (0.0474)						0.141** (0.0477)
Sex (1 women)					0.0513* (0.0216)					0.0221 (0.0180)
Age						0.00154* (0.000631)				-0.000579 (0.000527)
Victim of a crime							-0.0996*** (0.0223)			-0.0196 (0.0190)
Closeness to the police								0.0513* (0.0214)		0.0265 (0.0177)
Witnessed act of corruption									-0.171*** (0.0239)	-0.0403 (0.0226)
N	726	726	726	726	709	726	726	726	726	709
R-squared	0.264	0.142	0.222	0.122	0.008	0.009	0.028	0.008	0.066	0.358

Notes: The table presents results for ordinary least squares regressions of the answer to the direct trust question "To what extent do you agree with the following statement? The police is an institution I can trust" and the variables presented, each column is a regression. Significance levels: *** $p < 0.01$, ** $p < 0.05$, * $p < 0.1$. Robust standard errors.

an increase of 0.072 points in the perception of trust. In turn, the variation in this index can explain 26.4% of the variation in the trust index. The second most strongly associated pillar is integrity. In this case, an increase of 0.1 in the index is associated with an increase of 0.067 points in the perception of trust, and its variation can explain 22.2% of the variation in the trust index. The efficacy and values pillars also show close relationships with the perception of trust but are less strong than the previous pillars. Together, the four pillars can explain approximately one-third of the variation in the perception of trust⁹.

This sensitivity analysis suggests that improvements in the perception of procedural justice could impact building citizen trust and inform the design of public policies oriented to this end. The analysis also aligns with the responses collected in the survey. When asked about the relative importance of the four pillars, 45.3% of respondents ranked procedural justice ("How the police treat you") as the most important, above values (28.7%), effectiveness (15%), and integrity (11%).

4.4 Survey experiment (vignettes)

The results of the previous section suggest that procedural justice is a relevant element in the perception of citizen trust. However, the analysis presented does not allow us to establish causal relationships between the different variables and gives rise to different interpretations: does the perception of procedural justice directly affect citizen trust in the police, or do other factors simultaneously affect perceptions of trust and procedural justice?

This section examines the results of a vignette experiment, which seeks to deepen this analysis and provide further insights into the importance of procedural justice in building police trust and legitimacy. The vignettes present scenarios of possible interactions between civilians and police officers. The experiment presents alternative hypothetical scenarios that differ only in some specific elements to different groups of respondents (randomly assembled) and asks questions about the perception they obtain when reading the scenario. This design allows us to identify how those specific elements impact different perceptions.

Vignettes. This experiment presents four scenarios that differ in two essential aspects of procedural justice: neutrality and transparency. In two of them, a police officer acts neutrally (randomly choosing whom to stop for a background check in a routine procedure), while in the other, he deliberately selects a homeless person. In terms of transparency, the police officer explains the reasons for the background check request in two scenarios, while in two others, he does not. Table 10 presents the distinctive characteristics of each scenario.

⁹As a validation of the conceptual framework and the measurement instrument, once we consider the four indices, other variables (such as gender, age, or victimization experience) that are individually associated with the perception of trust lose their explanatory power.

Table 10: Description of scenarios

	Neutrality	Non-neutrality
Transparency	Scenario 1	Scenario 2
Lack of transparency	Scenario 3	Scenario 4

Notes: Own elaboration.

The precise scenarios presented to each group are described below:

- *Scenario 1:* Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops one of these two people, choosing him randomly**, for a routine background check procedure. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer responds that it is a routine procedure to ensure the safety of citizens.**
- *Scenario 2:* Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops the homeless** for a routine background check. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer responds that it is a routine procedure to ensure the safety of citizens.**
- *Scenario 3:* Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops one of these two people, choosing him randomly**, for a routine background check procedure. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer does not respond and continues with the procedure.**
- *Scenario 4:* Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops the homeless** for a routine background check. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer does not respond and continues with the procedure.**

After reading the respective scenario, we ask each respondent six questions that seek to capture his or her perceptions of the scenario: quality of treatment (respect and kindness), legitimacy of the action, satisfaction with the treatment, willingness to accept the police officer's decision, and intention to collaborate with the police officer. The respondent must choose on a scale with four response options for each question. Responses are ordered from 0 (zero) to 3 (three) so that a higher value represents a better perception of the police. We normalized the variables to values between 0 (zero) and 1 (one), dividing by 3 (three).

Methodology. We measure the impact of police officer attitudes on these perceptions by comparing each group of respondents' responses to their respective scenarios. Formally, we estimate the following linear regression model through ordinary least squares:

$$Y_i = \beta_0 + \beta_1 T_{2i} + \beta_2 T_{3i} + \beta_3 T_{4i} + \gamma_c + \varepsilon_i \quad (1)$$

Where Y_i corresponds to the outcome variables generated from the six questions' responses, the coefficients of interest are β which identify the average difference of perceptions in each scenario (T_{2i} for scenario two, T_{3i} for scenario three, and T_{4i} for scenario four) relative to the first scenario, in which the police officer acts neutrally and transparently. In addition, γ_c corresponds to city fixed effects. Finally, ε_i is the error term.

Table 11: Survey experiment estimates

	Quality of treatment Respect (S.E.) (1)	Kindness (S.E.) (2)	Legitimacy (S.E.) (3)	Satisfaction (S.E.) (4)	Willingness to accept (S.E.) (5)	Intention to collaborate (S.E.) (6)
No neutrality	-0.127** (-2.97)	-0.106** (-2.62)	-0.033 (-0.76)	-0.227*** (-4.41)	-0.150** (-2.89)	-0.039 (-0.75)
Lack of transparency	-0.447*** (-9.27)	-0.436*** (-8.90)	-0.178*** (-3.63)	-0.493*** (-10.81)	-0.384*** (-8.40)	-0.059 (-1.06)
Both	-0.504*** (-12.05)	-0.459*** (-10.78)	-0.175*** (-4.01)	-0.493*** (-12.40)	-0.380*** (-9.21)	-0.134*** (-2.84)
N	722	722	722	722	722	722
R2	0.313	0.275	0.170	0.292	0.228	0.137

Notes: The table presents results for ordinary least squares regressions of the answer to each one of the six questions asked after the experiment and a dummy variable for each one of the last three scenarios (scenario one is the omitted one). Significance levels: *** $p < 0.01$, ** $p < 0.05$, * $p < 0.1$. Robust standard errors.

Results. The experiment results (Table 11) show that lack of neutrality and transparency significantly impact respondents' perceptions.

The first two variables focus on the perception of the quality of treatment (respect and

kindness)¹⁰. These variables allow us to understand whether the scenarios were correctly designed and whether the respondents have read the scenario carefully and perceived the differences between the scenarios. The results show that the impact of the lack of neutrality and transparency goes in the expected direction: on average, respondents rate respect and kindness significantly worse in scenarios where the principles of procedural justice are not applied. In summary, respondents generally perceive essential differences between the different scenarios.

Second, we examine whether the lack of neutrality and transparency impacts the perception of legitimacy of the action taken by the police¹¹. This variable allows us to understand whether procedural justice is part of what citizens expect from the police. Understanding citizens' expectations and demands for the police is essential for building citizen trust. The results show that citizens expect police officers to be transparent in the motivations for their actions, but, at least in these scenarios, they are less conclusive about the expectation of neutrality.

Finally, the experiment includes questions that seek to understand whether the application of procedural justice causes the positive dynamics expected from promoting citizen trust: satisfaction with treatment, acceptance of decisions, and willingness to collaborate with the police. These dynamics are fundamental to the legitimacy of the police and the state and central to good citizen coexistence. The experiment results show that the lack of neutrality and transparency has a strong and significant impact on satisfaction with police treatment and acceptance of their decisions and, although less robustly, on the willingness to collaborate.

These experiment results align with the patterns observed in the responses to the questions on citizen trust and perception of procedural justice. Taken together, the results show consistent evidence of procedural justice's relevance for improving trust and legitimacy in the police.

5 Conclusions

Trust in the police is key to state legitimacy and social development. The police are one of the state's most tangible expressions in citizens' daily lives; therefore, trust in them is a key to state legitimacy. Citizen trust also facilitates crime prevention and control

¹⁰The questions are "Did the officer treat this person with respect?" and "Did the officer treat this person kindly?"

¹¹The question is: To what extent do people in your neighborhood agree or disagree with this statement? "The Colombian National Police has the right to carry out these types of actions" "The Colombian National Police has the right to carry out these types of actions."

by promoting acceptance and cooperation between the police and citizens. This virtuous scenario, in turn, enables investment, employment, capital accumulation, and, ultimately, economic performance and social welfare.

Despite its relevance, many countries still have significant challenges in generating public trust. Hence, it is imperative to have tools that help monitor and evaluate the evolution of public trust and, more importantly, provide information to guide public policy actions to strengthen it.

This study presents a conceptual framework and a survey instrument to measure citizen trust in the police and explore some possible determinants: procedural justice, effectiveness, the convergence of values between citizens and the idea of police forces, and integrity. These pillars point to specific aspects of the relationship between citizens and the police to identify entry points and areas for improving citizen trust in the police.

As a pilot, we applied the instrument in five Colombian cities to examine its functionality and validity. We find that public trust strongly correlates with citizens' perceptions of fairness and convergence of values and not so much with perceived effectiveness and integrity.

Also, we validated the relevance of procedural justice with a vignette experiment, which shows that neutral and transparent treatment increases acceptance and satisfaction with police actions and fosters a willingness to cooperate.

The study provides a practical tool to measure citizen trust and its possible determinants and thus guide efforts to improve it in specific areas of public policy. The results of the pilot application in Colombia show consistent evidence of procedural justice's relevance for enhancing trust in the police.

Building more reliable and legitimate police agencies is an urgent challenge for many countries worldwide. Information that makes it possible to diagnose and guide policy actions is an essential first step in responding to this challenge. The frequent application, in different countries and contexts, of this instrument—or others that inquire about the levels and determinants of citizen trust in the police—can help better understand the complex web behind the construction of trust in police agencies and offer valuable information to strengthen it.

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Appendix

A Questionnaire

A.1 Consent

(E: The informant must be a person over 18 years of age).

Good morning/afternoon/evening, my name is _____, I work for Centro Nacional de Consultoría, a private company dedicated to market, social and public opinion research. We are currently conducting a study for EAFIT University and the Inter-American Development Bank (IDB), with the objective of better understanding the determinants of citizen trust in the police. To this end, I would like to invite you to participate in a 20-minute survey on your opinion about acceptance and trust in the police.

Your participation is voluntary and your identity, as well as the answers you provide will be kept confidential. Only the project coordinating team will have access to the information you provide, which will be used for academic purposes only. The analysis of the surveys and data processing will be carried out in compliance with the Personal Data Protection Act 1581 of 2012.

With these information, do you authorize to start the survey: Yes____ No____ Yes____ No____

For any questions or to validate the veracity of the study, please contact the Centro Nacional de Consultoría at 3394888 in Bogotá D.C. or Universidad EAFIT at cief@eafit.edu.co.

A.2 Control

a. Identify the block

Original_____

Replacement_____

b. Enter block ID and confirm

Block ID_____

Block ID confirmation_____

c. Municipality

76001 Cali_____

13001 Cartagena____
68001 Bucaramanga____
08001 Barranquilla____
05001 Medellín____

A.3 Demographics

a. Age

18 - 24____
25 - 34____
35 - 44____
45 - 54____
55 - 64____
65 or more____

b. Gender

Male____
female____
Non-binary/Third gender____
Prefers not to answer____

A.4 Trust

a. On a scale of 1 to 4 where 1 is strongly disagree and 4 is strongly agree. To what extent do you agree with the following statements?

1. "The Colombian National Police is an organization I can trust."

Strongly agree____
Agree____
Disagree____
Strongly disagree____

2. "If I went on a trip, I would alert the police to be on the lookout for my home security."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

3. "When I see a group of police officers in a life-threatening situation, I get distressed."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

- b. Rank the importance of these factors from 1 to 4 according to your opinion of the police. Where 1 is the most important and 4 is the least important.

How police officers treat you_____

The efficiency with which police officers deal with problems_____

The integrity with which the members of the police act_____

The values represented by the Colombian National Police_____

- c. Rank from 1 to 5 the importance of the following media to be positively informed about the Police. Where 1 is the most important and 5 the least important.

Social networks (Facebook, Twitter, Instagram, etc.)_____

Newspapers/press_____

News on tv or radio_____

Own experiences_____

Experiences of acquaintances or people close to you_____

- d. Rank from 1 to 5 the importance of the following media to be negatively informed about the Police. Where 1 is the most important and 5 the least important.

Social networks (Facebook, Twitter, Instagram, etc.)_____

Newspapers/press_____

News on tv or radio_____

Own experiences_____

Experiences of acquaintances or people close to you_____

- e. Have you talked to police officers or used any police service during the last 12 months?
(e.g., made a report, used the 123 hotline, used the "A Denunciar" portal, etc.)

On many occasions_____

On some occasions_____

On a few occasions_____

Never_____

- f. Considering your most recent encounters with the National Police, how would you rate
your overall experience?

Totally satisfactory_____

Satisfactory_____

Unsatisfactory_____

Totally unsatisfactory_____

A.5 Procedural justice

- a. On a scale of 1 to 4 where 1 is strongly disagree and 4 is strongly agree. To what extent
do you agree with the following statements?

1. "When the police conduct an intervention, they do it according to their responsibilities."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

2. "When the police conduct an intervention, officers are clear with the action and expla-
nation of the procedure."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

3. "Citizens can express themselves in the middle of a police procedure and ask for explanations."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

4. "Police treat all citizens equally, regardless of race, gender identity or economic income level."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

A.6 Effectiveness

- a. On a scale of 1 to 4 where 1 is strongly disagree and 4 is strongly agree. To what extent do you agree with the following statements? "When someone requests the help of the police officers in the quadrant, they arrive in time to attend to their request."

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

- b. How often do you see the police patrolling your neighborhood and responding to citizen requests?

Very frequent_____

Frequent_____

Infrequent_____

Very infrequent_____

- c. If you walk alone in your neighborhood after 10 p.m. How safe do you feel?

Very safe_____

Safe_____

Unsafe_____

Very unsafe_____

- d. In a hypothetical scenario in which your cell phone is stolen on public transportation, without harming you, how willing would you be to make a formal complaint to the authorities?

Very willing to make a formal complaint_____

Willing to make a formal complaint_____

Unwilling to make a formal complaint_____

Very unwilling to make a formal complaint_____

- e. In a hypothetical scenario in which someone in your community has his or her cell phone stolen on public transportation, without harming him or her, how willing would that person be to file a formal complaint with the authorities?

Very willing to make a formal complaint_____

Willing to make a formal complaint_____

Unwilling to make a formal complaint_____

Very unwilling to make a formal complaint_____

A.7 Integrity

- a. How sure are you that a member of the police would be willing to receive a bribe, gift or favor in exchange for giving a benefit to another person?

Very sure_____

Sure_____

Unsure_____

Very unsure_____

- b. How sure are you that some members of the police would be "cooperating" with criminal actors to help them evade the law?

Very sure_____

Sure_____

Unsure_____

Very unsure_____

- c. How sure are you that, if a member of the police commits a disciplinary offense, it will be investigated and convicted by the National Police?

Very sure_____

Sure_____

Unsure_____

Very unsure_____

- d. How sure are you that if a member of the police is in a store or restaurant in your neighborhood consuming some products, he/she will leave without paying?

Very sure_____

Sure_____

Unsure_____

Very unsure_____

- e. In any given encounter between you and a member of the police, do you think you would be at risk of excessive use of force by the police officer?

High risk_____

Medium risk_____

Low risk_____

No risk_____

A.8 Values

- a. If you are walking alone in your neighborhood after 10 p.m. and you see a policeman patrolling, how safe do you feel?

Very safe_____

Safe_____

Unsafe_____

Very unsafe_____

- b. If people in your community walk alone in your neighborhood and see a policeman patrolling, do you think they feel safe or unsafe?

Very safe_____

Safe_____

Unsafe_____

Very unsafe_____

- c. In your opinion, how necessary is the police for the country to function properly?

Very necessary_____

Necessary_____

Unnecessary_____

Very Unnecessary_____

- d. According to what you have heard from your neighbors, how necessary do they consider the police to make the country function properly?

Very necessary_____

Necessary_____

Unnecessary_____

Very Unnecessary_____

- e. How much does your idea of the good and bad coincide with that of the members of the Colombian National Police?

High coincidence_____

Medium coincidence_____

Low coincidence_____

No coincidence_____

- f. How much do you think the idea of the good and bad of the people in your neighborhood coincide with that of the members of the Colombian National Police?

High coincidence_____

Medium coincidence_____

Low coincidence_____

No coincidence_____

A.9 Randomization

a. Think about the last two digits of your ID, where do they fall?

00 - 25_____

26 - 50_____

51 - 75_____

76 - 99_____

A.10 Experiment

Read the scenario:

1. Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops one of these two people, choosing him randomly**, for a routine background check procedure. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer responds that it is a routine procedure to ensure the safety of citizens.**
2. Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops the homeless** for a routine background check. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer responds that it is a routine procedure to ensure the safety of citizens.**
3. Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops one of these two people, choosing him randomly**, for a routine background check procedure. After stopping him and asking for his document for the process, this person asks the policeman why the documents are being requested. **The police officer does not respond and continues with the procedure.**
4. Imagine that in the middle of rush hour in your city, two people are passing through a Colombian National Police checkpoint: a homeless and a person in a suit and tie. **The policeman stops the homeless** for a routine background check. After stopping him and asking for his document for the process, this person asks the policeman why

the documents are being requested. **The police officer does not respond and continues with the procedure.**

a. How satisfied do you think the person would be with the deal?

Very satisfied_____

Satisfied_____

Unsatisfied_____

Very unsatisfied_____

b. How willing do you think the person would be to accept the police officer's decision?

Very willing to accept_____

Willing to accept_____

Unwilling to accept_____

Very unwilling to accept_____

c. Did the officer treat this person with respect?

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

d. Did the officer treat this person kindly?

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

e. How likely is the person to be willing to cooperate with the police when he/she commits an offense or infraction?

Very likely_____

Likely_____

Unlikely_____

Very unlikely_____

- f. To what extent do people in your neighborhood agree or disagree with this statement?
"The Colombian National Police has the right to carry out this type of actions"

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____

A.11 Victimization

- a. Have you been a victim of a crime?

Yes, more than 5 years ago_____

Yes, in the last 5 months_____

Yes, in the last 12 months_____

No, never_____

- b. Have you ever been a victim of mistreatment by a member of the police?

Yes, more than 5 years ago_____

Yes, in the last 5 months_____

Yes, in the last 12 months_____

No, never_____

- c. Have you ever directly witnessed an act of corruption by a member of the police? (e.g., have you been asked to pay a sum of money to be let go for committing an infraction)

Yes, more than 5 years ago_____

Yes, in the last 5 months_____

Yes, in the last 12 months_____

No, never_____

- d. Are you part of the Colombian National Police or Do you have relatives or close friends in the entity?

Yes, I am or I was part of the Colombian National Police_____

Yes, I have close friends or relatives in the police_____

Yes, I have distant friends or relatives in the police_____

No_____

- e. How much do you agree with the following statement: "When I see a group of people in a life-threatening situation, I get distressed"

Strongly agree_____

Agree_____

Disagree_____

Strongly disagree_____