

Trust in the Police, Compliance with Laws, and Cooperation with Police among People in Bangkok

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Abstract

Police performance has a significant role in the implementation of rules and laws that have a notable influence on the citizenship of the people in a city. According to the current study, the relationship between the public and police of a city has a significant meaning, especially in the context of Bangkok. Therefore, the objective of the current research study is to determine the numerous factors such as compliance with laws (CL), cooperation with the police (CP), and trust in the police (TP) that influence the link between the public and the police. To acquire the outcomes, primary data was collected by surveying 530 respondents of the current study. Citizens and police officers serving in Bangkok were the respondents. The primary data was collected through a questionnaire. Furthermore, this data was analyzed by using statistical software. Outcomes of the current study determined that people's TP, CP, and CL, have a major role in the achievement of good citizenship (GC). Moreover, a strong relationship between the police and the public helps to improve the behavior of people in Bangkok. Thus, the current study plays a vital role for practitioners to achieve GC and make their police more effective.

Keywords: Trust in the police, cooperation with the police, compliance with laws, citizens' honesty, and good citizenship.

I. INTRODUCTION

Good citizenship (GC) refers to a proper fulfillment of one's role. In other words, a good citizen is one who absolutely follows or tries to follow the rules and laws of the government and other responsibilities in society. According to Develin (1973), Aristotle differentiated between a good citizen and a good man by saying "No single absolute can be perfection of the good citizen. Although the good man is supposed in virtue of single absolute perfection. Hence, it is viable to be a good citizen without

retaining the perfection that is the quality of a good man." Hence, a good citizen is measured by the value of ruling and being ruled.

Bangkok is a city where people of diverse cultures are living. Due to this, people struggle to obey a certain kind of direction, control, or course. However, everyone tries to meet set rules and laws, and do actions that are acceptable in societies. Besides this, people doing their actions or performing their duties no matter, they are in public places, in their offices, or their home often avoids the rules and

laws or don't prefer to follow them. However, a responsible citizen regularly follows rules and laws and do acceptable actions at any level at all places

According to the current study, there is a lack of GC in Bangkok. There are many factors due to them, citizenship in the city is affected. However, the current study describes those police and the relationship between police and the public are two major factors that directly influence citizenship. The public's trust in the police (TP) is playing a vital role in the implementation of rules and laws (Bragias, Hine, & Fleet, 2021). Cooperation with the police (CP) and compliance with laws (CL) also play a significant role to bring honesty to the citizens. Hence, according to the current study, TP, CP, CL, and citizens' honesty (CH) are the major factors that influence GC.

From previous literature, it is clear that people's TP help them to be good citizen. The past literature is also evident that such societies are peaceful where people TP and don't do things that are publicly not allowed even, they behave in sophisticated manners. Further, people's actions, responses, and activities are in CL, and they cooperate with the police. Due to this, such societies remain successful to achieve higher values for a practical and mature culture. Moreover, CH also plays a significant role to be a good citizen. Thus, the current study is proposed to determine the effects of citizens' TP, CP, CL, and their honesty on GC.

The current study is a unique study that investigated the role of various factors affecting the GC of people in Bangkok. Various prior studies have discussed GC of various cities

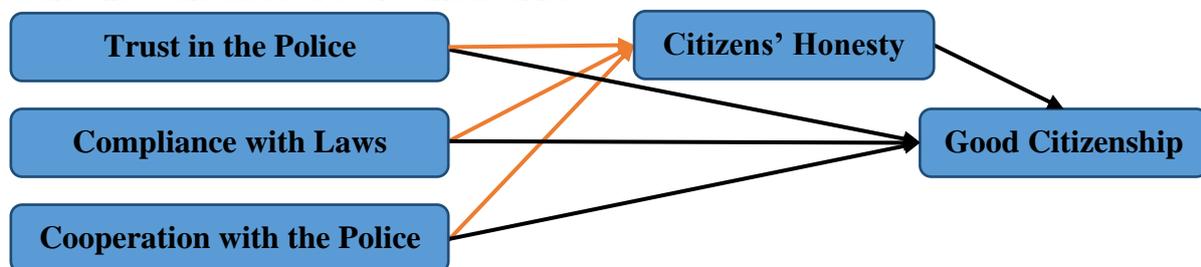


Figure 1: *The theoretical framework of the study shows the relationship between trust in the police, cooperation with the police, compliance with laws, citizens' honesty, and good citizenship.*

however, these studies didn't consider the citizenship of citizens in Bangkok. Different studies are also available describing the effects of TP, CL, CP, however, these studies missed to relate these factors with CH. Thus, the current study is a vital contribution to the body of literature.

Like other studies, the current study also has an important contribution to the body of literature. As the current study determined the relationship between TP, CL, CP, CH, and GC. Thus, the current study has both theoretical as well as practical contributions. Hence, theoretically, the current study described the valuable link between various factors such as TP, CL, CP, CH, and GC. While practically, the current study is most important for practitioners to achieve GC, especially for the citizens of Bangkok.

2. Literature Review

Many factors such as education, women, children, incentives, and science literacy are considered key to GC. Education helps citizens in decision-making and managerial activities. According to Sucipto (2021) "women who help the state making "no free exercise anything of the moral sense or the judgment are commonly acclaimed, good citizens." Children think in apolitical terms by expressing their loyalty helps them to turn into good citizens. Most of the time incentives overpower the desire to be a good citizen because people don't want to deal with red tape and inconvenience. Figure 1 shows the relationship between citizens' TP, CP, CL, CH, and GC.

2.1 Trust in the Police and Citizens' Honesty

Trust building particularly involves a positive relationship, good judgment or expertise, and consistency (Glaveli, Papadimitriou, Karagiorgos, & Alexandris, 2021). However, developing trust helps to achieve required or desired goals more effectively. According to the current study, the acquisition of TP is one of the major elements that helps citizens of Bangkok to be good citizens. Because police have the ability to enhance the citizens' trustworthiness and they perceive legitimacy in the eyes of citizens especially when the police practice their authority in a practical fair manner. According to a past study, an increased volume of people's TP increases police confidence and ultimately adds significant positive meanings to the overall image of the police (Camp, Voigt, Jurafsky, & Eberhardt, 2021). According to the current study increasing the value of citizens' trust in Bangkok police also increases the value of the CH. Hence, it is hypothesized that.

H1: Trust in the police has positive effects on citizens' honesty.

2.2 Trust in the Police and Good Citizenship

GC refers to conducting oneself according to duties, rights, and privileges of being a citizen of a city by means of naturalization or birth (Badenhoop, 2021; Fahrmeir, 2021; Kanwal, 2018). There are a few major responsibilities of a citizen such as respecting others and their properties, listening to other views, helping people when they are not able to help themselves, and being willing to put others first, a citizen known as a good citizen. Furthermore, GC helps citizens to develop a sense of agency and self-confidence (Tuval-Mashiach et al., 2019). Moreover, police have a major role in achieving GC for the citizens. Hence, citizens' TP gives them the confidence to successfully deal with challenges and changes such as discrimination and bullying. Therefore, the increased value of citizens' TP increases the value of GC for them. Hence, it is hypothesized that.

H2: Trust in the police has positive effects on good citizenship.

2.3 Compliance with Laws and Citizens' Honesty

Normally compliance refers to the conformation of a rule such as a law, policy, specification, or standard (Schillemans, 2022). CL describes the aim that a person or citizen aspires to accomplish in his/her efforts to ensure that he/she takes steps and is aware to comply with relevant regulations, policies, and laws (Sokołowski, 2020). A past study conducted by Saha, Guariso, Mbuya, and Ebata (2021) determined that CL increases the truthfulness of the employees working in oil and salt production companies. As per the results of the current study, the increased value of citizens who are in CL of Bangkok helps them to increase their honesty. However, the citizens who don't pay attention or reject CL normally are not honest citizens. Hence, it is hypothesized that.

H3: Compliance with laws has positive effects on citizens' honesty.

2.4 Compliance with Laws and Good Citizenship

CL for a citizen means that the citizens will ensure the act of complying with a wish, rule, desire, or order. Regulations, standards, and requirements vary from society to society in a big city like Bangkok hence, CL simply means to follow those regulations, standards, and requirements because doing this helps to bring peace, harmony, and unity in a society that ultimately has significant positive effects on the citizenship of the people in a society. According to the current study, citizens having greater attention towards CL, especially in Bangkok city, have GC while the rest who don't prefer to follow laws even when they need to, comparatively have a low value for their GC. Hence, it is hypothesized that.

H4: Compliance with laws has positive effects on good citizenship.

2.5 Cooperation with the Police and Citizens' Honesty

Police are basically aimed to help people by enforcing rules and laws set by the government of a country or set by local authorities in a country. However, police require cooperation from various resources. According to the current study citizens' cooperation with the Bangkok, police is very important. Because without citizens' cooperation, the police department is unable to perform duties effectively. It is obvious from the outcomes of the current study that citizens play a vital role in investigations when police departments need. There is evidence that without citizens' CP many critical cases shut down. Hence, the role of citizens' CP is very important. According to the current study citizens' CP brings more value in the CH. Hence, it is hypothesized that.

H5: Cooperation with the police has positive effects on citizens' honesty.

2.6 Cooperation with the Police and Good Citizenship

The existing value of citizenship of a citizen determines the worth of the citizen's culture and society. There are many factors that directly and indirectly influence the value of citizenship. However, according to the current study, the value of Bangkok citizens' CP is a major factor that has significant effects on the citizenship of the citizens. Several citizens in the city don't cooperate with the police due to many reasons such as they simply don't want to be part of a police case, or they don't have enough time to spend in a police case, or they just avoid being investigated by the police aiming to find out actual values. On the other hand, the citizens that play their role by cooperating with the police are considered good citizens because they help to investigate the actual reason behind a crime. As per to the outcomes of the current study increased value of citizens' CP also increases the value of GC for them. Hence, it is hypothesized that.

H6: Cooperation with the police has positive effects on good citizenship.

2.7 Citizens' Honesty and Good Citizenship

To be a good citizen needs to be possessive of good qualities in personality such as honesty, punctuality, responsible, loyal, morality, and virtue (Robra, 2021). According to the current study CH is one of the major factors that has a direct relationship with GC. Past literature is also evident that without CH society begins to struggle with quality of life, culture change, food quality, information security, political accountability, and unemployment (Mansoor, 2021). Increased value of dishonest citizens in a city causes an increase in the values of poverty, inflation, and crime. Hence, CH is a major factor that has positive significant values for GC. Increases in the value of CH promise an increase in the value of GC. Hence, it is hypothesized that

H7: Citizens' honesty has positive effects on good citizenship.

H8: Citizens' honesty mediates the relationship between trust in the police and good citizenship.

H9: Citizens' honesty mediates the relationship between compliance with laws and good citizenship.

H10: Citizens' honesty mediates the relationship between cooperation with the police and good citizenship.

3. Research Methodology

Respondents for the current study were citizens of Bangkok. Hence, the population of the current study was widespread because 1000 respondents were selected from the various areas of the city. 1000 respondents were selected because the sample size of the current study was 1000 which was based on the recommendation of Comrey and Lee (1992). According to them "sample having less than 50 participants will be observed to be a weaker sample; sample of 100 size will be weak; 200 will be adequate; sample of 300 will be considered as good; 500 very good whereas 1000 will be excellent." Hence, the current

study used a 1000 sample size which is excellent. Moreover, the area cluster sampling approach was selected because area cluster sampling is one of the best techniques for a widespread population.

However, before selecting the sample size, the quantitative research method was selected because the nature of the current study is quantitative. While researchers also prefer qualitative and mixed-method. However, the nature of the current study was only quantitative hence, the quantitative research method was preferred over the qualitative and mixed methods.

In the next step, to collect primary data from the respondents a questionnaire was designed. The questionnaire was categorized into 3 major parts. In the first part of the questionnaire, the respondents were requested to answer the questions related to their demographic data such as respondents' name, gender, age, education, etc. The next part of the questionnaire was containing the questions relevant to the key variables of the current study such as TP, CP, CL, CH, and GC. In the last part of the questionnaire, the respondents were asked to pick one option from given five options for each question that were based on a 5-point Likert scale starting from 1 as "Strongly Agree" to 5 as "Strongly Disagree".

In the next step, the basic contact information of the respondents was collected. Hence, copies of the questionnaire were distributed among the respondent via their WhatsApp number.

Moreover, all the respondents were ensured that the response gotten from them will be kept intimate and will only be used for the current study. After 12 days of the questionnaire sent to the respondents, there were 480 responses received from the respondents. Hence, after the next 10 days, there were further 210 responses received from the rest of the respondents. Now, there were 690 responses. However, 110 responses were partially filled while the other 50 responses were full of ambiguities hence, these 110 responses were excluded from the survey. Now, 530 responses were considered as prime data for the current study. Then this prime data was examined to achieve the final results. However, all the measures and scales were selected from past studies.

4. Data Analysis

This study used Partial Least Square (PLS) which is based on measurement model and structural model. First of all, factor loadings are considered. Factor loading should be above 0.5, composite reliability (CR) also should be above 0.7 and average variance extraction (AVE) should be above 0.5. (Hair, Hollingsworth, Randolph, & Chong, 2017; Henseler, Ringle, & Sarstedt, 2015). All the values have achieved minimum threshold level. Furthermore, discriminant validity is considered by using HTMT0.9 which is given in Table 2. All the values are under minimum threshold level as shown in Table 2. PLS measurement model is given in Figure 2.

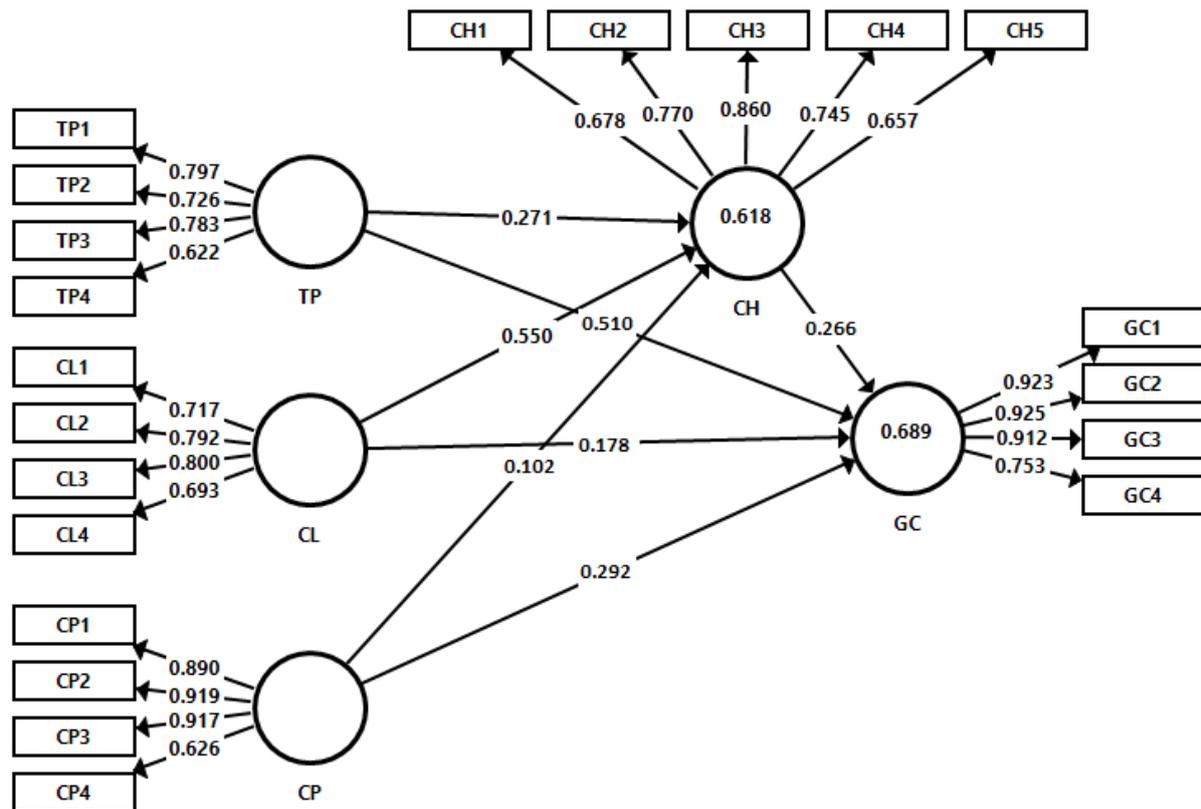


Figure 2. Measurement Model

Table 1. Factor Loadings, Alpha, CR and AVE

Variables	Items	Loadings	Alpha	CR	AVE
Citizens' Honesty	CH1	0.678	0.802	0.861	0.556
	CH2	0.770			
	CH3	0.860			
	CH4	0.745			
	CH5	0.657			
Compliance with Laws	CL1	0.717	0.744	0.838	0.565
	CL2	0.792			
	CL3	0.800			
	CL4	0.693			
Cooperation with the Police	CP1	0.890	0.860	0.908	0.717
	CP2	0.919			
	CP3	0.917			
	CP4	0.626			
Good Citizenship	GC1	0.923	0.901	0.932	0.777
	GC2	0.925			
	GC3	0.912			
	GC4	0.753			
Trust in the Police	TP1	0.797	0.714	0.824	0.541
	TP2	0.726			
	TP3	0.783			
	TP4	0.622			

Table 2. Discriminant Validity

	CH	CL	CP	GC	TP
CH					
CL	0.853				
CP	0.680	0.838			
GC	0.721	0.735	0.815		

TP	0.859	0.873	0.883	0.857
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4.3 PLS – SEMs Results

Further analysis was accomplished by using Partial Least Square (PLS) to check the reliability and validity. Hypotheses were tested in this part of analysis. Moreover, structural equation modeling (SEM) was used in the

current study. Mainly PLS-SEM is rooted from two major steps. Step1: Measurement Model. Step 2: Structural Model (Henseler, Ringle, & Sinkovics, 2009). This part used Structural Model to examine the relationship. While Figure 3 highlights results with help of structural model.

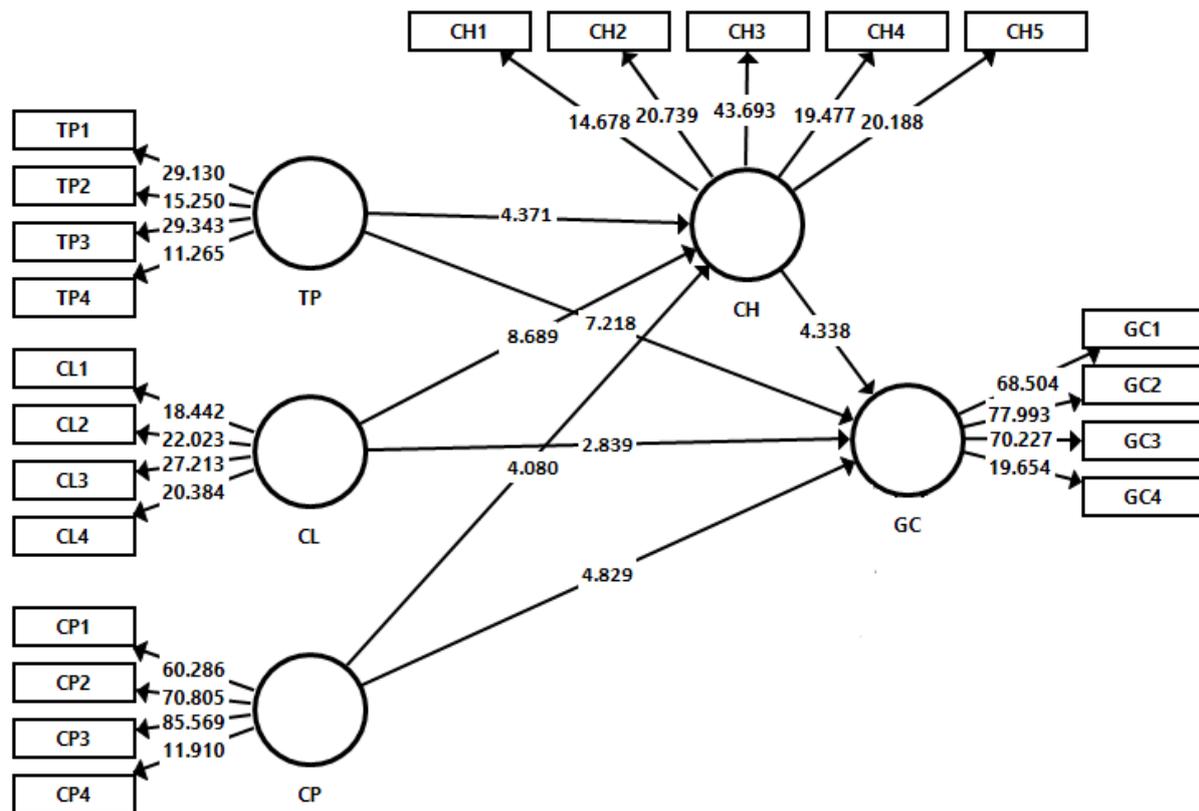


Figure 3. *Structural Model*

All the hypotheses of the current study were tested based on t-value. Hypotheses having t-value above 1.96 were accepted. As per the results in Table 3 the first seven hypotheses have t-value above 1.96 hence. Furthermore,

the last three hypotheses of the current study also have t-value above 1.96 that is shown in Table 4. While p-value of the variables is below 0.05. Hence, all the hypotheses of the current study are supported.

Table 3. *Direct Effects*

Hypotheses	B	STDEV	T Values	P Values	Decision
H1. TP -> CH	0.271	0.062	4.371	0.000	Significant
H2. TP -> GC	0.510	0.071	7.218	0.000	Significant
H3. CL -> CH	0.550	0.063	8.689	0.000	Significant
H4. CL -> GC	0.178	0.063	2.839	0.005	Significant
H5. CP -> CH	0.102	0.025	4.080	0.000	Significant
H6. CP -> GC	0.292	0.060	4.829	0.000	Significant
H7. CH -> GC	0.266	0.059	4.494	0.000	Significant

Table 4. *Mediating Results*

Hypotheses	B	STDEV	T Values	P Values	Decision
H8. TP -> CH -> GC	0.076	0.022	3.454	0.000	Significant
H9. CL -> CH -> GC	0.078	0.027	2.888	0.000	Significant
H10. CP -> CH -> GC	0.112	0.019	5.894	0.000	Significant

5. Discussion

Values from previous literature were related with the hypotheses of the current study to conform the validity. The first hypothesis is: “trust in the police has positive effects on citizens’ honesty.” People of Islamabad which is the capital of Pakistan, have comparatively more trust in their police than other parts of the country, hence, Islamabad police are more efficient and the crime rate is comparatively low in the city (Shah, Hayat, Zaman, & Sabir, 2021). Another past study also described that honest citizens help to build trust in their police (Perez, Nguyen, & Vogel, 2021).

The second hypothesis is: “trust in the police has positive effects on good citizenship”. According to Oliveira, Jackson, Murphy, and Bradford (2021) in a police-citizen contact, authenticity is always easy to lose, difficult to win. A prior study described that more cops do not mean more trust instead more corps mean less trust, increasing police numbers decreases TP in European Union (Nägel & Vera, 2021).

The third hypothesis is: “compliance with laws has positive effects on citizens’ honesty.” A prior study by Osei-Asibey, Ayarkwa, Acheampong, Adinyira, and Amoah (2021) concluded that stakeholders’ CL in Ghana helps them to achieve their targets according to their plans. Moreover, a past study is an evidence that enforcement of laws helps to decrease the rate of violations (Yuliantoro & Sulchan, 2021).

The fourth hypothesis is: “compliance with laws has positive effects on good citizenship”. A prior study by Torres Iribarra and Carrasco (2021) is evidence that the profile of GC is incomplete without prominent value for CL for the citizen. Furthermore, a citizen with a higher value for CL is a role model for the next generation (Treviño, Carrasco, Claes, & Kennedy).

The fifth hypothesis of the current study is: “cooperation with the police has positive effects on citizens’ honesty.” Kyprianides et al. (2021) concluded that public CP brings improvement in public policies, implementation of laws, and developing the psychology of people that ultimately result in an increased value of honesty in societies.

The sixth hypothesis of the current study is: “cooperation with the police has positive effects on good citizenship.” A study describing police perception among the general population by Desmarais et al. (2014) concluded that good citizens always tend to take part in an investigation where they have their role to find out the criminal person between two parties. It is also obvious from the past literature that good citizens never compromise instead stand with honesty and don’t hesitate to play his/her role to find out the actual reason for a crime.

The seventh hypothesis of the current study is: “citizens’ honesty has positive effects on good citizenship.” According to a past study, unemployment, poverty, and insecurity in countries like Nigeria decrease the value of CH thus, this ultimately results in a decrease in the value of GC of the citizens (Adenike, 2021). Moreover, a qualitative study in Iran concluded that due to COVID-19 situations, the value of CH decreased because everyone was in an uncertain state of finance (Zarei et al., 2021).

According to the last three hypotheses, citizens’ honesty mediates the relationship between trust in the police, compliance with laws, cooperation with the police, and good citizenship respectively.

6. Conclusion

The objective of the current study was to determine the effects of Bangkok citizens’ TP, CP, CL, and CH on GC. For this purpose, TP,

CP, CL, and CH were selected. A survey was performed to collect primary data from the respondents. Furthermore, this received primary data was analyzed to achieve results.

It is determined that Bangkok citizens' TP, CP, CL, have significant effects on CH and GC. According to the current study, CH plays a major role to grow the value of GC. Moreover, citizens' TP, CP, CL, have a direct relationship with CH and GC. Therefore, an increase in the value of citizens' TP, CP, CL also increase the value of CH and GC. Thus, it is recommended to practitioners and Bangkok police adopt various strategies to increase the value of citizens' TP, CP, CL. This will help to increase the value of GC, especially in Bangkok.

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