“Impact of trust and justice on willingness to cooperate with the police: Evidence from Indonesian millennials”

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Abstract

Millenial generation is known as a generation active in social, political, and technological activities. Therefore, this generation highly values the aspect of justice to promote trust and willingness to collaborate, especially with the police. In this regard, this study aims to explain the correlation between trust and willingness to collaborate with the police. This study also explains the relationship of trust and the willingness of the millennial generation to collaborate with the police with procedural justice and distributive justice as moderating factors. The study involved survey data from 340 millennials who have been served by the police in West Java, Indonesia. Furthermore, data were analyzed using the Hayes Process Macro Model 2 through SPSS to test the study hypotheses. This study showed that trust have a positive impact on willingness to collaborate with the police (Coef = 0.4346, p < 0.05). Furthermore, procedural justice positively moderated the correlation between trust and willingness to cooperate with the police (Coef = 0.0920, p < 0.05). Procedural justice was found to strengthen the correlation between trust of millennials and willingness to collaborate with the police. Meanwhile, distributive justice did not moderate the correlation between trust in police and willingness to collaborate with the police (Coef = –0.0571, p > 0.05). This study is useful in developing knowledge concepts regarding factors that can improve the willingness of the millennial generation to collaborate with the police.

Keywords

trust, cooperation, procedural justice, distributive justice, social exchange theory, government institution

JEL Classification

K14, K21, K23, K42

INTRODUCTION

The development of research on police legitimacy in the last two decades has become an essential focus of normative considerations (Reisig et al., 2012). The police are a government institution with a fundamental role in security and public order in a country (Hu et al., 2020). This central role must be followed by readiness and public awareness to submit to the police as a legal institution (Sargeant et al., 2013). Based on the Indonesian Institute of Sciences report, public trust in police in 2020 was 77.36%. This level of trust has decreased from previous years (Jalil, 2021). The millennial generation is part of Indonesian society. Millennials are individuals born between 1980 and 2000 (Gurău, 2012; Mittendorf, 2018). The police need to embrace the millennial generation to enforce the law for the common good. Police should increase public trust in them (Wolfe et al., 2016). If the community does not trust the police, it can have a negative effect on the formulation of policies and their enforcement thereby affecting the image of the police force (Jeong & Han, 2020).
The topic of public trust in police cannot be underestimated since it is related to police supervision in ensuring order and security of the community itself. Public trust is the main key for the police in carrying out the rules so that they can suppress criminal cases in the community. The public can trust the police based on the level of policy enforcement performed by the police. Policies implemented by the police must be based on justice and public welfare (Wolfe et al., 2016). Thus, the community is willing to cooperate with the police to maintain security in their environment.

In developed countries, cooperation between the community and the police is a growing awareness (Fedina et al., 2019). Meanwhile, in developing countries, the process of cooperation between the community and the police experiences many obstacles due to the culture in the community. This is reinforced by the explanation of a rational choice theory that states that individuals will consider the benefits and costs incurred to make a police-related decision (Felson et al., 2002; Kääriäinen & Sirén, 2011). However, developing countries can improve cooperative relations between the police and the community, especially for the millennial generation who have advanced technological knowledge (Gurău, 2012; Mittendorf, 2018).

In the community assessment process, the police are evaluated through procedural justice (Reisig et al., 2012; Sun et al., 2021; Wolfe et al., 2016); public satisfaction with the police (Cao, 2015; Hinds & Murphy, 2007; Jackson & Sunshine, 2007); police legitimacy (Gau et al., 2012; Jeong & Han, 2020; Tyler, 2011); and the public willingness to collaborate with the police (Hu et al., 2020). Therefore, it is important for the police to understand this community’s assessment.

The relationship between trust in the police and cooperation with the police in the millennial generation in developing countries is rarely studied. The trust factor can encourage individuals to cooperate, because if individuals do not trust the police, they will be reluctant to report criminal acts that have occurred. Victims of crime tend to be reluctant to report crimes to the police (Jonsson & Örnerheim, 2021; Kääriäinen & Sirén, 2011). This is because some people still doubt the performance of the police (Dijk et al., 2005; Rahmawati & Silvi, 2021). Therefore, this phenomenon is interesting to study by linking the trust and willingness of the millennial generation to collaborate with the police. Distributional and procedural justice are the factors that must be considered by the police while carrying out their duties so that they can make a significant contribution in developing police policies related to the community.

1. LITERATURE REVIEW AND HYPOTHESES

The performance of the police in establishing order and societal well-being cannot be separated from the community’s awareness to collectively maintain order. Therefore, the police must maintain public trust so that they will continue to participate in building a conducive social order. Besides, the police must work fairly and proactively in responding to community issues. Because people are more willing to report crimes, assist with investigations, and take part in campaigns to prevent crime when they trust the police. This trust makes people more likely to work with the police to handle security concerns and uphold social order. This study applied Social Exchange Theory that explains that individuals have a close correlation with social life driven by personal interests that come from the system of norms, values, and social hierarchies (Blau, 1964; Cropanzano & Mitchell, 2005). This theory is an approach for analyzing how procedural justice and distributive justice combine to explain the connection between millennials’ motivation to collaborate and their trust in the police. This theory also explains that public trust and the desire to collaborate with the police arise as a form of social exchange provided by the police to the community through the implementation of duties in accordance with an appropriate justice system. Social exchange theory declares that an individual’s social correlation with other people is formed based on the level of sacrifice and profit, which influence each other (Khaola & Musiwa, 2021; Ralston & Chadwick, 2010). The individual’s perception of the balance

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regarding what other people give can trigger a willingness to cooperate.

The relationship between trust and the desire to collaborate is two interconnected factors in the context of cooperation and social interaction. Trust is the belief or positive conviction that someone has regarding the abilities, integrity, and good intentions of others or a group to act according to expectations. Meanwhile, the desire to collaborate refers to an individual’s motivation to work together with others to achieve common goals. Trust plays a significant role in influencing a person’s desire to collaborate. Trust in the police means how the public evaluates the performance of the police fairly (Jeong & Han, 2020).

Trust is considered as a condition where individuals believe and believe in the actions of others (Sun et al., 2014). Meanwhile, trust in the police is a condition in which individuals believe and believe that the services provided by the police are based on justice, prioritizing the interests and safety of the community (Nix et al., 2015). Meanwhile, according to Tyler (2004), the definition of trust in police acts as a normative assessment to ensure community obedience, cooperation, and delegation. Trust is an essential capital in implementing policies planned by police leaders (Nalla & Nam, 2021). One of the police plans to be implemented is that the community can trust the police to collaborate to enforce justice in the community.

Collaboration between the community and the police is essential to eliminate crime. If the community cooperates with the police and reports crimes around them to enforce social norms and support the local police force, then the community has obedience and trust in police (Nix et al., 2015). The fundamental element of putting the police program into practice is how the police win the respect and loyalty of the community they serve. The possibility that the community will work with the police is higher the more the public trusts the police (Fedina et al., 2019; Sargeant et al., 2013). Thus, trust can encourage the community to cooperate with the police in eradicating crime and maintaining security (Reisig et al., 2012). In other words, people who trust the police can easily cooperate and report crimes to the police (Murphy et al., 2017).

For the police to carry out their duties, support for public participation is essential (Hu et al., 2020). Procedural justice plays a significant effect in influencing how willing the public is to assist with the police. The community can work together voluntarily to preserve the law and safety of their surroundings thanks to this trust. Police can increase public trust in them through the exercise of authority in accordance with procedural and distributive justice (Nix et al., 2015; Reisig et al., 2012).

In society, procedural justice acts as a magnet to influence public trust in complying with the rules established by the police. Procedural justice can encourage the community to collaborate in maintaining public order. The higher the level of procedural justice practiced by the police, the greater the public trust. High levels of public trust can shape the behavior of the community in creating a comfortable atmosphere for cooperation. In other words, procedural justice builds a positive image of the police among the public, making them trustworthy in protecting the community. Consequently, the performance of the police will improve in maintaining social security within the community.

This idea is supported by social exchange theory (Cropanzano & Mitchell, 2005) which states that people will consider the social exchanges made by the police for them. The results of these exchanges are then evaluated to create complete public trust in police. According to the procedural justice theory, by using their authority in a procedurally just way, police officers can gain the public’s legitimacy and trust (Nix et al., 2015; Tyler, 2004; Tyler & Huo, 2002). This is because public trust is formed by the individual’s impression of police behavior towards him. (Hinds & Murphy, 2007; Thibaut & Walker, 1975). In addition, procedural justice relates to individual perception of respecting the justice of the procedures applied to achieve an outcome (Mittal et al., 2019; Nix et al., 2015). Thus, procedural justice is closer to how a police officer acts to treat the public in making decisions fairly (Nalla & Nam, 2021). If the police treat the community fairly, the community will have a moral responsibility to cooperate with the police (Reisig et al., 2012).

On the other hand, distributive justice also has a significant contribution to determining the
level of community willingness to cooperate with the police. Distributive justice refers to individuals’ perceptions of how fair the allocation of resources, rewards, or outcomes is considered by them. In the context of collaboration with the police, distributive justice acts as a factor that can strengthen the relationship between individuals’ trust in the police and their desire to collaborate. The foundation of trust between people and the police is the distributive justice the police uphold as they carry out their duties. The community will feel appreciated if the jobs performed are fair, which will foster a positive relationship between the community and the police.

The mistrust of individuals in the police is a problem that needs to be addressed immediately. Individuals who lack trust in the police have a high level of uncertainty in working together. Therefore, the police must make efforts and be more cautious in carrying out their duties fairly. A positive community is one that trusts and is willing to collaborate with the police; collaborative efforts are made to establish social order. Hence, the police must build public trust by improving distributive services.

The meaning of distributive justice relates to how individuals treat others wisely and fairly to build a sense of mutual care (Hinds & Murphy, 2007). Distributive justice relates to the level of service provided by the police to the community fairly regardless of their social status (Tyler & Wakslak, 2004; Wolfe et al., 2016). Furthermore, to determine distributive justice, it is necessary to analyze the results of the processes that have been carried out (Mittal et al., 2019; Nix et al., 2015). Equitable distribution of services can stimulate the community to collaborate with the police. Therefore, it is very crucial that distributive justice is carried out and maintained in police services to maintain the credibility of the police in the eyes of society.

Thus, this research develops the following research hypotheses and conceptual models:

- **H1**: Trust in police will be associated with cooperation with the police.
- **H2**: Procedural justice moderates the correlation between trust in police and cooperation with the police.
- **H3**: Distributive justice moderates the correlation between trust in police and cooperation with the police.

### 2. METHODS

#### 2.1. Procedures

This study used a quantitative approach and a survey technique to gather information from residents of West Bandung Regency, Bandung City, Bandung Regency, Cimahi City in West Java, Indonesia. Bandung Regency is inhabited by 3,831,505 residents, Bandung City is inhabited by 2,510,103 residents, Cimahi is inhabited by 620,393 residents, and West Bandung Regency is inhabited by 1,714,982 residents (Kuswardani, 2020). The researchers applied the simple random sampling technique by utilizing the Google form to be filled out by the respondents. Slovin formula was applied to determine the sample size with a margin of 0.05, and there were 400 respondents selected as the study samples. Furthermore, the survey was conducted for three months, from January to April 2023. The survey was assisted by four re-
search assistants who performed surveys at 4 study sites. At the end of June, 385 respondents had filled out the questionnaire. After screening the respondents’ answers, there were 340 eligible respondents, consisting of 201 men (59%), 259 (76%) respondents who were married, 211 (62%) respondents were employed. Based on the level of education, 82 (24%) respondents were graduated from Junior and Senior High School, 252 (74%) respondents were graduated from D1-bachelor degrees, 7 (2%) respondents were graduated from Master-Doctoral degrees.

2.2. Measurement

A modified version of four items (Wolfe et al., 2016) was used to evaluate procedural justice. An example of a statement item was “The police treat citizens with respect”. Cronbach’s alpha value was 0.866. Four items assessed distributive justice, two items were adopted from (Hinds & Murphy, 2007), and the next two items were adopted from Tyler and Wakslak (2004) and Wolfe et al. (2016). An example of a statement item was “The police provide less assistance to minorities because of their race”. Cronbach’s alpha value was 0.673. Trust in police was assessed using a 7-item adopted from Fedina et al. (2019). An example of a statement item was “I can report a crime to the police without putting myself in danger of police arrest or harassment”. Cronbach’s alpha value was 0.866. Cooperation with the police was assessed using 4 items adopted from Sargeant et al. (2013). An example of a statement item was “I called the police to report a crime”. Cronbach’s alpha value was 0.787.

2.3. Data analysis

The process of study analysis started with a test of the study instruments to see if they were suitable for representing the evaluation of the variables under investigation. The percentage level of each variable was determined using descriptive analysis after the study instrument had undergone testing. The final part of the analytical process included testing the study hypotheses using the SPSS 26 statistical tool and the Hayes Process Macro Model 2 analysis approach. According to Hayes Macro Process analysis, the interaction between the two moderator factors is what causes the correlation between the independent variables and the dependent variable.

3. RESULTS

The data analysis process in this study is presented in Table 1, Table 2, Table 3 and Table 4.

### Table 1. Factor loadings, composite reliability, AVE, Cronbach Alpha

<table>
<thead>
<tr>
<th>No</th>
<th>Item</th>
<th>Loading (λ)</th>
<th>CR</th>
<th>AVE</th>
<th>Alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Trust 1</td>
<td>0.693</td>
<td>0.852862</td>
<td>0.453358</td>
<td>0.866</td>
</tr>
<tr>
<td>2</td>
<td>Trust 2</td>
<td>0.679</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Trust 3</td>
<td>0.668</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Trust 4</td>
<td>0.620</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Trust 5</td>
<td>0.679</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Trust 6</td>
<td>0.712</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Trust 7</td>
<td>0.659</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Proced 1</td>
<td>0.756</td>
<td>0.853802</td>
<td>0.595266</td>
<td>0.866</td>
</tr>
<tr>
<td>9</td>
<td>Proced 2</td>
<td>0.831</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Proced 3</td>
<td>0.822</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Proced 4</td>
<td>0.666</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Distrib 1</td>
<td>0.709</td>
<td>0.796919</td>
<td>0.495748</td>
<td>0.673</td>
</tr>
<tr>
<td>13</td>
<td>Distrib 2</td>
<td>0.753</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Distrib 3</td>
<td>0.685</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Distrib 4</td>
<td>0.666</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Cooperation 1</td>
<td>0.542</td>
<td>0.793269</td>
<td>0.494612</td>
<td>0.787</td>
</tr>
<tr>
<td>17</td>
<td>Cooperation 2</td>
<td>0.798</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Cooperation 3</td>
<td>0.766</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Cooperation 4</td>
<td>0.679</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The results of the confirmatory factor analysis test in Table 1 show that all variables are at a loading factor with a value above 0.5. This value meets the criteria for confirmatory factor analysis testing (Gefen & Straub, 2000). The confirmatory factor analysis value is also in the category of satisfactory convergent validity with a value between 0.542 to 0.831. Likewise with the composite reliability test all variables show a value above > 0.7. To strengthen the testing of this research instrument, the Cronbach alpha criterion with a value above 0.6 was carried out. The test results show that all variables are at a Cronbach alpha value above 0.6 (Hair et al., 2013).

Data in Table 2 explained that trust in the police was positively associated to cooperation with the police ($r = 0.625, p < 0.000$), procedural justice was positively associated with cooperation with the police ($r = 0.442, p < 0.000$), and distributive
justice had a negative correlation with cooperation with the police ($r = -0.121, p < 0.026$). Furthermore, the value of the discriminant validity test results shows that the correlation value between variables is smaller than the AVE root value (Fornell & Larker, 1981). Thus, this study meets the standards in testing regression analysis, especially on the relationship between the variables of trust, fairness, and willingness to collaborate with the police.

Based on the results in Table 3, there was a positive effect of trust in police on the willingness to collaborate with the police (Coef = 0.4346), with positive LLCI and ULCI values higher than 0. Therefore, hypothesis 1 in this study was accepted. This indicated that trust was an essential factor in the willingness of the millennial generation to collaborate with the police.

Table 3’s further findings revealed that procedural justice (Coef = 0.0920) positively moderated the correlation between trust and readiness to collaborate, with positive LLCI and ULCI values higher than 0. Procedural justice is a pure moderator because the value of procedural justice was insignificant ($p = 0.0804$), and the value of procedural justice interaction was significant ($p = 0.342$) (Hayes, 2013). Therefore, hypothesis 2 in this study was accepted. Such findings indicated that procedural justice strengthened the effect of trust in police on willingness to collaborate with the police. In other words, the effect of trust in police on the willingness to collaborate with the police would be strengthened if procedural justice was high. Conversely, if procedural justice was low, the effect of trust in police on willingness to collaborate with the police would also be weakened.

The moderating effect of distributive justice presented in Table 3 indicated that distributive justice did not moderate the connection between trust and the willingness to collaborate with the police (Coef = $-0.0571$) with LLCI and ULCI values of lower than 0. Therefore, hypothesis 3 in this study was rejected. Such findings indicated that distributive justice was not a factor that could strengthen or weaken the correlation between trust in police and willingness to collaborate with the police.

Table 4 explains the interaction effect of procedural justice and distributive justice variables on the correlation between trust in police and cooperation with police partially and simultaneously based on Hayes Process Macro analysis. Partially, it was proven that procedural justice was a pure moderator ($p = 0.0342$, $R^2$-change = 0.0080), and distributive justice was not a moderator ($p = 0.1502$, $R^2$-change = 0.0037). However, the simulta-

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**Table 2. Summary of correlation and discriminant validity**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Mean</th>
<th>Std. Deviation</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust in Police</td>
<td>3.5122</td>
<td>0.7014</td>
<td>0.673</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Procedural Justice</td>
<td>3.3860</td>
<td>0.7387</td>
<td>0.660**</td>
<td>0.772</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distributive Justice</td>
<td>2.8860</td>
<td>0.8540</td>
<td>-1.66**</td>
<td>-1.18**</td>
<td>0.704</td>
<td></td>
</tr>
<tr>
<td>Cooperation with Police</td>
<td>3.7596</td>
<td>0.6754</td>
<td>0.625**</td>
<td>0.442**</td>
<td>-1.121**</td>
<td>0.703</td>
</tr>
</tbody>
</table>

**Table 3. Regression analysis predicting millennials’ collaboration with the police**

<table>
<thead>
<tr>
<th>Model</th>
<th>coeff</th>
<th>Se</th>
<th>t</th>
<th>p</th>
<th>LLCI</th>
<th>ULCI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constant</td>
<td>2.0846</td>
<td>.7472</td>
<td>2.7898</td>
<td>.0056</td>
<td>.6147</td>
<td>3.5545</td>
</tr>
<tr>
<td>Trust in Police</td>
<td>.4346</td>
<td>.2090</td>
<td>2.0790</td>
<td>.0384</td>
<td>.0234</td>
<td>.8458</td>
</tr>
<tr>
<td>Procedural Justice</td>
<td>-.2840</td>
<td>.1620</td>
<td>-1.7535</td>
<td>.0804</td>
<td>-0.6026</td>
<td>.0346</td>
</tr>
<tr>
<td>TP x PJ</td>
<td>.0920</td>
<td>.0433</td>
<td>2.1259</td>
<td>.0342</td>
<td>.0069</td>
<td>.1770</td>
</tr>
<tr>
<td>Distributive Justice</td>
<td>.1936</td>
<td>.1502</td>
<td>1.2891</td>
<td>.1982</td>
<td>-0.1018</td>
<td>.4891</td>
</tr>
<tr>
<td>TP x DJ</td>
<td>-0.0571</td>
<td>.0396</td>
<td>-1.4421</td>
<td>.1502</td>
<td>-1.1351</td>
<td>.0208</td>
</tr>
</tbody>
</table>

**Table 4. Results of highest order unconditional interaction test**

<table>
<thead>
<tr>
<th>Model</th>
<th>R2-chng</th>
<th>F</th>
<th>df1</th>
<th>df2</th>
<th>p</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust x Procedural justice</td>
<td>.0080</td>
<td>4.5193</td>
<td>1.0000</td>
<td>334.0000</td>
<td>.0342</td>
</tr>
<tr>
<td>Trust x Distributive justice</td>
<td>.0037</td>
<td>2.0797</td>
<td>1.0000</td>
<td>334.0000</td>
<td>.1502</td>
</tr>
<tr>
<td>Both</td>
<td>.0129</td>
<td>3.6154</td>
<td>2.0000</td>
<td>334.0000</td>
<td>.0280</td>
</tr>
</tbody>
</table>
neous analysis of procedural justice and distributive justice showed that both variables could strengthen the correlation between trust in police and willingness to collaborate with the police (p = .0280, R2-chng = 0.0129). The simultaneous effect of procedural justice and distributive justice is a form of unified police treatment in implementing work mechanisms within the community.

Based on data analysis, hypothesis 1 is accepted, indicating that trust in the police has a positive influence on the willingness to cooperate with the police. Hypothesis 2 is also accepted, suggesting that procedural fairness can strengthen the relationship between trust and cooperation with the police. However, hypothesis 3 is rejected, meaning that distributive fairness cannot moderate the relationship between trust and cooperation with the police.

4. DISCUSSION

The study results revealed that trust in police was a factor that could strengthen willingness to cooperate with the police among the millennial generation in Indonesia. Trust creates an environment where individuals feel comfortable communicating openly and honestly. Good communication is key to successful collaboration. By trusting each other, individuals are more likely to share opinions, concerns, and ideas without fear of negative judgment or betrayal. Positive results like cooperation, respect, and adherence to the law are associated with public trust in police (Li & Sun, 2015). Trust in police arises from the belief that the police do their job well and pay attention to the community’s interests (Cao, 2015; Hu et al., 2020; Jeong & Han, 2020; Sun et al., 2014). With a strong belief that the police carry out their work properly and fairly, the community will surely be encouraged to cooperate with the police (Hu et al., 2020; Jonsson & Örnerheim, 2021). Likewise, millennials may think that trust in police is the basis for working together to secure their environment. According to Tyler (2004), trust can lead to compliance, cooperation, and task delegation. In other words, individuals who trust the police will obey and cooperate well.

The relationship between trust and motivation to collaborate with the millennial generation is supported by the results of previous research. The results of the study show that trust can encourage individuals to work together, the more trust individuals have, the higher their expectations of the organization. High expectations will build a desire to play an active role in maintaining public order (Hu et al., 2020). This study is also supported by a study by Jeong and Han (2020), which found that trust in the government was driven by public trust in police. Other studies explained that trust was the main asset of the police to influence the millennial generation to cooperate in building a safe and prosperous legal state. Another study revealed that people aware of the importance of cooperating with the government could improve the security and order of certain countries (Liu et al., 2020; Murphy et al., 2017).

The hypothesis test results showed that procedural justice could strengthen the correlation between trust and the willingness to collaborate with the police among the millennial generation in Indonesia. This is due to the evidence that procedural justice is related to the level of behavior of the police to the community, whether they respected, listened, and treated the community fairly (Tankebe, 2009). The concept of procedural justice is explained in a social exchange theory, where the individual decision-making process is determined by the bargaining power made by the organization to the individual to follow what is suggested. Furthermore, social exchange theory also explains that the value of individual trust will grow along with fair behavior carried out by the organization (Blau, 1964; Cropanzano & Mitchell, 2005; Mittal et al., 2019; Ralston & Chadwick, 2010). This theory is also closely related to the actions of the police towards the community. If the police treat the community with respect, the public trust in police will increase so that the community is willing to cooperate in crime eradication. In other words, justice is an essential factor in promoting the correlation between trust (Nalla & Nam, 2021; Sun et al., 2021) and willingness to collaborate (Murphy et al., 2017). In addition, social exchange theory states that the desire to cooperate with the police is a form of reciprocal correlation or social exchange for what is given by the police to the community (Cropanzano & Mitchell, 2005).

A previous study revealed that procedural justice could increase the willingness of Muslims to cooperate with the police in combating terrorism.
in Australia (Murphy et al., 2017). Another study found that procedural justice could encourage public confidence to believe and trust that the police could be relied on (Hinds & Murphy, 2007). The existence of trust in the public's minds will encourage the police to work optimally (Reisig et al., 2012). Thus, procedural justice is very important to maintain so that public trust can increase, especially in maintaining public trust in the police institution.

Furthermore, this study found that distributive justice did not affect the correlation between trust and willingness to collaborate with the police among the millennial generation in Indonesia. This condition is due to the assumption that trust in police has not been fulfilled. For example, the millennial generation views that police officers tend to pay more attention to people with more funds than those with fewer funds. Additionally, the police prioritize individuals who are more comfortable with them, which discourages others who are unfamiliar from reporting crimes to the police. As a result, the public will be reluctant to cooperate with the police, especially in uncovering crimes. The rational choice theory predicts that victims of crime will weigh the advantages and drawbacks of calling the police. If the benefits are less than the costs, they will discourage their intention to report the crimes they have experienced (Felson et al., 2002; Kääriäinen & Sirén, 2011).

However, in the simultaneous analysis of moderation through the Hayes Process Macro analysis, procedural justice and distributive justice were proven to strengthen the correlation between trust in police and willingness to cooperate with police among the millennial generation in Indonesia. This indicated that the millennial generation needs police figures who put justice in doing their job, especially in guiding and assisting the community (Liu et al., 2020). Procedural justice and distributive justice are unified models predicting the millennial generation's willingness to cooperate with the police.

CONCLUSIONS AND STUDY LIMITATIONS

The study of public trust in the police is interesting to discuss. Therefore, this study tries to investigate the effect of trust on the desire of the millennial generation to cooperate with the police, which is moderated by the millennial generation's perception of justice.

The findings show that statistically, trust positively affected willingness of the millennial generation to collaborate with the police. Furthermore, the correlation between trust and willingness to collaboration with the police was strengthened by procedural justice. This study proved that the correlation between trust and willingness to cooperate with the police increased when procedural justice was high. Vice versa, the correlation between trust in police and willingness to cooperate with the police decreased when procedural justice was low. Finally, evidence proposed in this study was that statistically, distributive justice did not moderate the correlation between trust in police and willingness to cooperate with the police.

The limitations found in this study become an exciting theme for further studies, especially among the millennial generation. First, this study focused on the population in West Java, Indonesia. Although this region is the largest province in Indonesia, it is expected that further study can involve populations from other countries as a comparative population, for example, Malaysia, Vietnam, and the Philippines. Therefore, findings among the millennial generation can be generalized to developing countries. Second, this study only focused on the effect of trust in the police variable, while the factors that influence trust in police had not been discussed. Further research is expected to analyze social capital, social trust, and perception of safety, and police visibility and community engagement, to predict factors that can influence trust in police. Third, this study only applied a moderation analysis of the study variables. Moderation analysis only observes whether the moderating variable strengthens or weakens the correlation between variables. It is expected that further researchers can apply mediation and moderation analysis to accurately predict the willingness to cooperate with the police, especially among the millennial generation.
AUTHOR CONTRIBUTIONS

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Writing – review & editing: Syahrul Anwar.

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