

An Examination of Youth Perceptions: A Comparative Study on the Level of Trust between the Generation Z and Millennials of Barangay Concepcion Uno and Concepcion Dos, Marikina City towards the Philippine National Police

Alyssa Renee V. Tuazon
San Beda University - Department of Political Science

ABSTRACT

Trust is an essential value to have in any system or branch of government – but such is perhaps most imperative in the political institution of the law enforcement. Especially in the context of the democratic country of the Philippine State, public trust in government bodies such as the police is an important tool that can serve as a means for the State to improve its relationship with its constituents and encourage cooperation from the citizenry. This quantitative study entitled: *An Examination of Youth Perceptions: A Comparative Study on the Level of Trust between the Generation Z and Millennials of Barangay Concepcion Uno and Concepcion Dos, Marikina City towards the Philippine National Police* attempts to evaluate the current perceptions of the people and their trust rating towards their local police using the four core principles of the Procedural Justice Model and compare the two demographic's trust rating towards their law enforcers. To make this possible, the researcher collected responses via survey questionnaires and interpreted the data through finding the mean average trust rating and through a T-test comparison. The findings concluded that the Generation Z and Millennials have a moderate trust rating towards the Philippine National Police and their level of trust are not significantly different.

Keywords: Trust, Generation Z, Millennials, Perception, Philippine National Police

BACKGROUND OF THE STUDY

The purported dedication of the country's law enforcement institution, the PNP or the Philippine National Police is to *"to serve and protect"* the Filipinos, as encapsulated in their motto, has come under scrutiny, particularly in recent times. In democratic nations like the Philippines, it is imperative for the State's law enforcement agencies to fulfill their responsibilities of safeguarding the security, welfare, and order of the nation while avoiding any perception of coercion within civil society. Nevertheless, the Philippine National Police is confronted with numerous controversies that have the potential to undermine the trust between the police force and the general populace.

Especially made worse by the viral nature of media exposure, certain law enforcement officials have been publicly posted and portrayed in ways that may sour the people's opinion. As recently as August 9, 2023, Christina Chi¹ reports an incident wherein a 17-year-old minor had been mistakenly shot and killed by an officer of the Navotas police due to what the cop had called to be a case of "mistaken identity". Moreover, Francisco Tuyay² reports that the Philippine National Police had recently 'purged' a total of 935 officers due to being involved in illegal activities. While these crimes and evidence of incompetency of one officer should not represent the whole institution, such above-mentioned negative experiences with the police can accumulate and spread a negative perception and mistrust to the police force. In a post-Duterte administration that housed heavy controversies such as *'Oplan Tokhang'*,³ it is imperative that the law enforcement of the Philippine State strengthen their relationship with the citizenry.

Seeing as the country's youth are the most exposed to the viral posts/ misconducts of the police, the study will revolve around their perceptions – their trust towards the police. With this, the goal of the study is contributing to academic discourse regarding the current state of public trust amongst the citizenry and the state law enforcement – specifically, the study wishes to uncover the youth's current level of trust and approval rating on the police and their performance in accordance to their legislative duty stated in section seven of the Republic Act Number 4864: *"To preserve peace and order; prevent the commission of crimes; protect life, liberty, and property..."*⁴.

¹ Christina Chi, "Rights groups condemn corps' fatal shooting of minor due to 'mistaken identity'." *Philippine Star Global*. 2023.

<https://www.philstar.com/headlines/2023/08/09/2287409/rights-groups-condemn-cops-fatal-shooting-minor-due-mis-taken-identity>

² Francisco Tuyay. "PNP axes 935 rogue officers." *Manila Times*. 2023.

<https://www.philstar.com/headlines/2023/08/09/2287409/rights-groups-condemn-cops-fatal-shooting-minor-due-mis-taken-identity>

³The Human Rights Watch had reported that the Philippine National Police, along with other government authorities have *reportedly* killed a total of 6,252 citizens during the Duterte administration's War on Drugs. These numbers have been recorded from the time frame of July 1, 2016, until May 31, 2022, and do not include those killed by anonymous suspects. Tirana Hassan. "Philippine events of 2022". *Human Rights Watch*. 2023.

<https://www.hrw.org/world-report/2023/country-chapters/philippines>

⁴ Official Gazette. "Republic Act No. 4864". *Congress of the Philippines*. 1966.

<https://www.officialgazette.gov.ph/1966/09/08/republic-act-no-4864/#:~:text=AN%20ACT%20CREATING%20THE%20POLICE,SYSTEM%2C%20AND%20FOR%20OTHER%20PURPOSES.>

The study seeks to identify and examine the various factors that have influenced the youth's trust towards the State's law enforcers utilizing the Procedural Justice model by Medareshaw Tafesse Melkamu and Woldeab Teshome that had provided the researcher with a theoretical basis on measuring the Millennials and Gen Z's trust towards the police. With this, the researcher divided the term 'youth' into two groups: the Millennials and the Generation Z; the study seeks to find the similarities and differences of these two age brackets with regards to their view and trust level towards the Philippine National Police. Moreover, the researcher will set the timeline of the study as the current perceptions of the Millennials and Generation Z towards the Philippine National Police as of the year 2024 and based on the phenomenon of the respondents' everyday experiences and perceived performance of their law enforcement officers. Furthermore, the study sets the scope of the research to only gather data from residents of Marikina City due to time and budgetary constraints.

HYPOTHESES

The following are the null hypotheses:

H₀₁: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of motives based on the Procedural Justice Model.

H₀₂: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a respect of motives based on the Procedural Justice Model.

H₀₃: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of neutrality based on the Procedural Justice Model.

H₀₄: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of civic engagement based on the Procedural Justice Model.

The following are the alternative hypotheses:

H_{a1}: There is a significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of motives based on the Procedural Justice Model.

H_{a2}: There is a significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a respect of motives based on the Procedural Justice Model.

H_{a3}: There is a significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of neutrality based on the Procedural Justice Model.

H_{a4}: There is a significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of civic engagement based on the Procedural Justice Model.

SCOPE AND LIMITATIONS

The paper will primarily be within the scope of the youth of Marikina City – specifically in the locale of Barangay Concepcion Uno and Concepcion Dos. For the purposes of this study, the youth will comprise two ‘generations’: Generation Z and Millennials. To define these more specifically, the former will refer to the people that were born from the years of 1997 to 2012. The latter will refer to those that were born in the years of 1981 to 1996. The locale of the City of Marikina has been chosen due to the following factors: (1) Proximity and availability of the participants to the researcher; and (2) Metro Manila as a locality with the highest number of public reports of victims of Oplan Tokhang killings during the high of the Duterte administration’s War on Drugs⁵.

Furthermore, there are limitations in this study. First, the researcher will be using a self-made trust rating questionnaire based on the four core principles of Procedural Justice to measure the participants’ perceptions and level of trust of the Philippine National Police. This will be a quantitative survey that will not have the level of nuance and specific narratives that a qualitative study would be able to extract.

There will be limitations on depth and extensiveness caused by the time frame of the study as this will only be conducted in a span of one academic year. Moreover, the study will only be focusing on two barangays of the City of Marikina due to the aforementioned lack of resources and time limitations.

Furthermore, there will also be constraints of budget and extensive data gathering as the researcher of the study is an undergraduate fourth-year student.

Lastly, the data collected, and interpretation of data only represent a limited to a select portion of the general Marikina City resident population as the youth will be the sole focus of the study. Additionally, the study will only uncover a small sample percentage of the overall perspective and level of trust of the Filipino youth towards the Philippine National Police.

THEORETICAL FRAMEWORK

The study will be utilizing a combination of academic thoughts from the Institutional Theory of Trust as its framework for research and analysis. The “*Institutional Perspective on Trust*” by Malcolm Fairbrother, Jan Mewes, Rima Wilkes, Cary Wu, and Giuseppe Nicola Giordano has been discussed to be a theory of social trust that proposes that there is a positive relationship between the experiences of the citizenry and their interactions with government institutions and

⁵ Rei Takumi. “NCR was biggest hotspot for killings in 1st year of war on drugs – research” *GMA News Online*. 2018.

<https://www.gmanetwork.com/news/topstories/nation/658142/ncr-was-biggest-hotspot-for-killings-in-1st-year-of-war-on-drugs-research/story/>

their level of trust towards those institutions. Moreover, the theory supposes that because of this “governments play an important role in the ‘making and breaking’ of trust, as the quality of public institutions signals and shapes people’s moral expectations and standards.”⁶

Additionally, the specific theoretical model of the research would be the Procedural Justice Model used by Medareshaw Tafesse Melkamu and Woldeab Teshome⁷ as illustrated by Figure 1. This model would involve the study of how police officers and law enforcement institutions carry out their duties and expound further on more variables other than experiences. Specifically, they cited the following to be critical components in this model: (1) civic participation; (2) neutrality in duty; (3) respectful treatment to the citizenry; (4) and the person’s personal belief in the motives and intentions of their law enforcers. They suggest that these four components, based on the experiences and interactions of the civilians, can determine the person’s level of trust towards the police.

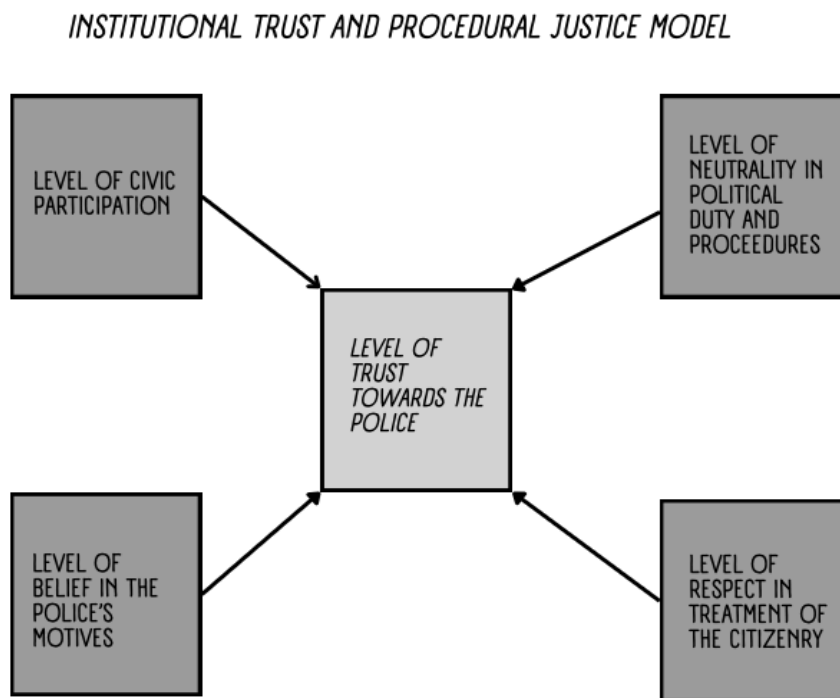


Figure 1. Procedural justice model and Institutional Trust by Mekkamu and Teshome (2023)

Additionally, in the same journal, Mekkamu and Teshome also discussed the concept of Micro-performance Theory and its relationship with institutional trust⁸ especially pertaining to

⁶ Malcolm Fairbrother, Jan Mewes, Rima Wilkes, Cary Wu, and Giuseppe Nicola Giordano. “Can Bureaucrats Break Trust? Testing Cultural and Institutional Theories of Trust with Chinese Panel Data”. 3. *Socius: Sociological Research for a Dynamic World* Volume 8. 23780231221126879. 2022.

⁷ Medare Tafesse Melamu and Woldeab Teshome. “Public trust in the police: Investigating the influences of police performance, procedural fairness, and police-community relations in Addis, Ababa, Ethiopia”. 5-6. *Cogent Social Sciences*. (2023). <https://doi.org/10.1080/23311886.2023.2199559>

⁸ Medare Tafesse Melamu and Woldeab Teshome. “Public trust in the police: Investigating the influences of police performance, procedural fairness, and police-community relations in Addis, Ababa, Ethiopia”. 4-5. *Cogent Social Sciences*. (2023). <https://doi.org/10.1080/23311886.2023.2199559>

the police. This model would focus on the way the police would do their constitutional duties and responsibilities; with this, trust would be determined by whether the law enforcement would be able to adequately perform their jobs of maintaining safety and security of the community.

The researcher had used the factors stipulated in the Procedural Justice Theory as it has given the researcher a theoretical basis on measuring trust – specifically trust in the law enforcement. The theory had given the researcher four measurable components that help establish the respondent's level of trust towards the Philippine National Police. With this, the four components stated in Figure 1 are the variables that the researcher will use to compare the level of trust of Millennials and the level of trust of the Generation Z as well as identify the significant difference between the two clusters.

RESEARCH APPROACH

According to Jana Uher⁹, data collected quantitatively from rating scales are effective in expressing an empirical and honest depiction of a respondent's sentiments. These are often used as indicators that measure the respondent's personal judgments on topics of discussion. She states that these are often valuable sources of feedback and assessment that would be the basis for future improvements to a certain institution/service/organization's status quo on standard operating procedures (Uher, 2018). In the field of politics and governance, this method is a befitting means of gathering data on the premise of gauging the current public opinion on government affairs, public administration, government response, policy making and implementation, and the like. Incorporated into the study, quantitative research can help depict the level of trust of the youth of Marikina City towards the Philippine National Police.

This, in line with the research topic, the use of quantitative approach through rating scales appears to be the most appropriate to truly grasp the interrelated concepts involved in the study. To expound, the researcher believes that extracting data of the residents of Marikina City, through rating scale surveys will be an effective means of representing their sentiments regarding their local government – specifically, the level of trust and approval of the youth of Marikina City towards the Philippine National Police.

Moreover, the research will be a quantitative comparative study that is nonexperimental by design to capture the perceptions of the Generation Z and millennials regarding the Philippine National Police without any manipulation of variables. The participants of the study will be given a survey questionnaire without any additional information about the PNP or any information that may skew their opinion on the police positively or negatively. The participants will only be informed with necessary information pertaining to the research being conducted and any ethical matters to maintain transparency and integrity during the whole data gathering process. The nonexperimental study will primarily be comparative study that seeks to unveil the current trust rating of the youth towards the Philippine National; the study is attempting to compare the perceptions of the millennials versus that of the Generation Z.

⁹ Jana Uher. "Quantitative Data from Rating Scales: An Epistemological and Methodological Enquiry". *Front. Psychol.* 9:2599. doi: 10.3389/fpsyg.2018.02599. 2018.

RESEARCH PARTICIPANTS

As the study focuses on the perceptions of a specific demographic, the research participants will comprise the Filipino youth – the Generation Z and the Millennials. To characterize the two groups, the researcher defines ‘Generation Z’ to compose of the age demographic that were born in the years of 1997 to 2012; this means that the range of ages in this generation is between 12 years old and 27 years old. Those who belong to Generation Z are described to be people who grew up in the maturing peak of the digital era of social media and advanced technology, they are also the age demographic that are either in the middle of schooling, recently graduated students, and are still striving to gain financial independence. This contrasts with the Millennials who are right in the middle of adulthood and are focusing on further climbing the corporate ladder and/or beginning to start a family of their own. Meanwhile, Millennials are the generation that comprises people who were born in the year 1981 until the year 1996; this makes their range of ages be from 28 years old to 43 years old.

Due to the purposes of practicality, proximity to the researcher, and time constraint, the selected locality will be Marikina City. Moreover, the researcher believes that the study’s locality of Marikina is important seeing as there is currently a construction of the Philippine National Police’s headquarters in the city. The study may help to provide valuable information to establish a positive rapport with the youth, being one of the most populous sectors of Marikina.

The researcher will be using a stratified sampling technique. Moreover, it must be noted that the study will have two primary strata: Generation Z and Millennials. The researcher will be working closely with a statistician to ensure the study’s academic integrity. At 95% confidence level and 9.78% margin of error, the sample size is set to be 100 respondent for both the Generation Z and the Millennials. The sample was determined via a sample calculator based on the total population of Generation Z and Millennials in the localities of both Concepcion Uno and Concepcion Dos.

DATA-GATHERING PROCEDURE AND INSTRUMENTS

The data-gathering procedure and instrument will be through rating surveys and questionnaires to be answered by correspondents that fit the criteria of the study. The items in the survey will revolve around how the young participants view and perceive their local law enforcement institutions in the following factors: (1) their belief in the police’s motives; (2) perception of the youth towards the police’s level of respect in treating civilians; (3) perception on the police’s level of neutrality in their execution of duties; and (4) perception on the police’s level of civic engagement and participation. These factors are based on the theoretical framework and research problems of the study.

The researcher will be using a self-made survey crafted by the researcher, made to best suit the research problem and questions that the study aims to address and examine. The respondents, using a five-point Likert scale: (1) Strongly Disagree; (2) Somewhat Disagree; (3) Neither Agree nor Disagree; (4) Somewhat Agree; (5) Strongly Agree. This will measure how much they agree or disagree with the statements in the questionnaire based on their personal experiences and current perceptions on the Philippine National Police. The research tool can be found in

Appendix A. The instrument will be validated by three technical experts of the field of study. The reliability test will be done through pilot testing.

DATA ANALYSIS

The statistical techniques to be used for this research are descriptive measures and independent sample tests. The descriptive measures will include the mean and the standard deviation of the two groups' ratings on the four components of trust based on their answers in the survey questionnaire.

For the comparative test that determines the significant difference, an independent sample z-test. Such have been determined as the most appropriate method for data analysis upon consulting the researcher's statistician.

Findings on the Mean Trust Rating of Generation Z vis à vis Millennials

The researcher used the Four Levels of Trust framework as a mechanism to measure and compare the trust rating of the Generation Z and Millennials. Upon analysis, it was found that with a sample size of a hundred respondents each, the following are the averages of the two demographics when rating the police on the aspects of (1) trust in the police's motives; (2) trust in the police's level of respect towards the citizens; (3) trust in the police's level of neutrality; and (4) trust in the police's level of civic engagement and rapport within the community:

Table 1. Averaged Trust Rating in terms of Trust in the Police's Motives

Core Component of Trust	Mean Trust Rating of Generation Z	Mean Trust Rating of Millennials
Trust in the Police's Motives	3.3	3.1

This concludes that the average mean level of trust of the Generation Z and the Millennials in terms of their perceptions on the police's motives are 3.28 and 3.14 respectively.

Table 2. Mean Trust Rating in terms of the Police's Respect towards the Citizen

Core Component of Trust	Mean Trust Rating of Generation Z	Mean Trust Rating of Millennials
Trust in the Police's Respect towards the citizenry	2.9	2.7

This concludes that the average mean level of trust of the Generation Z and the Millennials in terms of their perceptions on the police's respect towards the citizenry are 2.87 and 2.74 respectively. It is worthy to note that this is the component that has averaged the lowest mean trust rating towards the police for both demographics.

Table 3. Mean Trust Rating in terms of the Police’s Level of Neutrality

Core Component of Trust	Mean Trust Rating of Generation Z	Mean Trust Rating of Millennials
Trust in the Police’s Level of Neutrality	3.0	3.0

This concludes that the average mean level of trust of the Generation Z and the Millennials in terms of their perceptions on the police’s level of neutrality are 3.03 and 3.01 respectively. It is worthy to note that this particular component of trust has the lowest difference between the two demographics.

Table 4. Mean Trust Rating in terms of the Police’s Civic Engagement

Core Component of Trust	Mean Trust Rating of Generation Z	Mean Trust Rating of Millennials
Trust in the Police’s Level of Neutrality	3.3	3.2

This concludes that the average mean level of trust of the Generation Z and the Millennials in terms of their perceptions on the police’s civic engagement are 3.31 and 3.16 respectively.

Table 5. Mean Trust Rating and Standard Deviation of Generation Z vis à vis that of the Millennials and its Statistical Interpretation

<i>Component of Trust</i>	<i>Mean</i>	<i>Standard deviation</i>	<i>Interpretation</i>
Trust as a perception of Motives	Generation Z = 3.3	Generation Z = 0.82	MODERATE
	Millennials = 3.1	Millennials = 1.13	
Trust as a perception of Respect	Generation Z = 2.9	Generation Z = 0.92	MODERATE
	Millennials = 2.7	Millennials = 1.07	
Trust as perception of police’s neutrality	Generation Z = 3.0	Generation Z = 0.87	MODERATE
	Millennials = 3.0	Millennials = 1.08	
Trust as perception of civic engagement	Generation Z = 3.3	Generation Z = 0.83	MODERATE
	Millennials = 3.2	Millennials = 1.06	

(*Values are rounded up to the nearest tenths)

Findings

To answer the first sub-question of the first problem of the study pertaining to the average level of trust in terms of the participant's perception of motives, the mean average trust rating of the sampled participants from Generation Z and the Millennials are 3.3 and 3.1 respectively. **This means that both demographics have a moderate level of trust towards the police in the aspect of trust in the law enforcement's motives.**

To answer the second sub-question of the first problem of the study referring to the participant's level of trust as the perception of respect, the mean average trust rating of the sampled participants from Generation Z and the Millennials finds that the trust rating of the Generation Z and the Millennials are 2.9 and 2.7 respectively. **This means that both demographics have a moderate level of trust towards the police in the aspect of trust in the law enforcement's respect towards the citizenry.**

To answer the third sub-question of the first problem of the study that refers to trust as the perception of neutrality, the mean average trust rating of the sampled participants from Generation Z and the Millennials finds that the trust rating of the Generation Z and the Millennials are both 3.0, making them have the same averaged trust rating. Interpreting the data, this means that **both demographics have a moderate level of trust towards the police in the aspect of trust in the law enforcement's neutrality in duty.**

Lastly, to answer the fourth and final sub-question of the first problem of the study referring to the participants' level of trust as the perception of in terms of trust as perception of police participation in civic engagement the mean average trust rating of the sampled participants from Generation Z and the Millennials finds that the trust rating of the Generation Z and the Millennials are 3.3 and 3.2 respectively. This means that **both demographics have a moderate level of trust towards the police in the aspect of trust in the law enforcement's participation in civil affairs.**

It must be noted that while there are no differences in the interpretation of data (with the results consistently showing that (when averaged using the mean), both Generation Z and Millennials have a moderate level of trust towards the police, the former consistently has a higher average trust rating than the latter. Moreover, **the component that determines trust from the participant's perception on the police's level of respect towards the citizens have the lowest averages from both demographics.**

Determining the Significant Difference of Trust Levels of Generation Z in contrast to the Millennials

In reference to the second problem of the study, the researcher used a t-test with a two-sample assuming unequal variances. This is necessary to find out the degree of significant differences between the level of trust of the Generation Z and comparing it to that of the Millennials.

Table 6. T-Test on Comparison of Independent Variables of the Generation Z and Millennials Trust Rating in terms of Motives

Core Component of Trust	P-value Trust Rating of Generation Z and Millennials
Trust in the Police's Motives	0.30

Using the information presented in table 6, the p-value in this t-test is equal to 0.30. With this, the findings conclude that, using a t-test that has a two-sample assumption of unequal variances, there is no significant difference between the Generation Z and the Millennials in their level of trust towards the police in terms of police motives.

Table 7. T-Test on Comparison of Independent Variables of the Generation Z and Millennials Trust Rating in terms of Respect

Core Component of Trust	P-value Trust Rating of Generation Z and Millennials
Trust in the Police's Respect towards the Citizenry	0.33

Using the information presented in table 7 the p-value in this t-test is equal to 0.33. With this, the findings conclude that, using a t-test that has a two-sample assuming unequal variances, there is no significant difference between the Generation Z and the Millennials in their level of trust towards the police in terms of police motives.

Table 8. T-Test on Comparison of Independent Variables of the Generation Z and Millennials Trust Rating in terms of Neutrality

Core Component of Trust	P-value Trust Rating of Generation Z and Millennials
Trust in the Police's Level of Neutrality	0.92

Using the information presented in table 8 the p-value in this t-test is equal to 0.92. With this, the findings conclude that, using a t-test that has a two-sample assuming unequal variances, there is no significant difference between the Generation Z and the Millennials in their level of trust towards the police in terms of police motives. However, it is important to note that this component of trust has the highest p-value; this means that the component of neutrality is somewhat the most divisive among the Generation Z and the Millennials.

Table 9. T-Test on Comparison of Independent Variables of the Generation Z and Millennials Trust Rating in terms of Civil Engagement

Core Component of Trust	P-value Trust Rating of Generation Z and Millennials
Trust in the Police's Civic Engagement	0.27

Using the information presented in table 9, the p-value in this t-test is equal to 0.27. With this, the findings conclude that, using a t-test that has a two-sample assumption of unequal variances, there is no significant difference between the Generation Z and the Millennials in their level of trust towards the police in terms of police motives. This component of trust has the lowest p-value; this means that the component of civic engagement is the least divisive amongst the Generation Z and the Millennials.

Table 10. P-Value and Level of Significance at an Alpha equal to 0.05

<i>Component of Trust</i>	<i>P-Value</i>	<i>Significance at Alpha = 0.05</i>
Trust in the Police's Motives	0.30	NOT SIGNIFICANT
Trust in the Police's Respect towards the Citizenry	0.33	NOT SIGNIFICANT
Trust in the Police's Level of Neutrality	0.92	NOT SIGNIFICANT
Trust in the Police in terms of Police's Civic Engagement	0.27	NOT SIGNIFICANT

*(*Values for the p-value are rounded up to the nearest hundredths.)*

Findings

The following are explanations for the findings elucidated in table ten that were based on the conducted t-test:

To answer the first sub-problem of the second problem stated in chapter one, **there is no significant difference between the level of trust towards the police of Generation Z and the Millennials in terms of 'trust as perception of motives'.**

To answer the second sub-problem of the second research problem, **there is no significant difference between the level of trust towards the police of Generation Z and the Millennials in terms of 'trust as perception of respect.'**

To answer the third sub-problem of the second problem stated in the research, **there is no significant difference between the level of trust towards the police of Generation Z and the Millennials in terms of 'trust as perception of neutrality'.**

To answer the last sub-problem of the second problem stated in the research, **there is no significant difference between the level of trust towards the police of the Generation Z and the Millennials in terms of ‘trust as perception of civic engagement’.**

Overall, it has been found that there is **no significant difference between the levels of trust of Generation Z and Millennials on all four components** of trust used: on the aspect of motives, respect, neutrality, and civic engagement. With that being said, it would seem that the interviewed samples for the two demographics have only a marginal difference when it comes to perceiving and trusting their law enforcement officers.

DISCUSSIONS

The Procedural Justice Model has been used as the study’s main theoretical framework and means to measure the trust rating of the Generation Z and the Millennials of Barangay Concepcion Uno and Concepcion Dos of Marikina City towards the Philippine National Police. With that in mind, this section will explore and discuss the findings of the data analysis and elucidate it within the context and implications from the above-mentioned framework. The aim of this sub-section will be to give more meaning and interpretation to the presented data in a way that connects with the research’s main topic and problems.

Overview of the Procedural Justice Model

Referring back to chapter one, the Procedural Justice Model is the researcher’s theoretical framework of the study as well as the main means of the researcher to measure the participants’ level of trust towards the police in a comprehensive manner. This section will provide an in-depth overview on the Procedural Justice Model and its four core principles in order to best analyze and interpret the findings of the study.

According to an article written by Phil Dailly¹⁰, a former police officer that served the Baltimore Housing Authority Police, the Procedural Justice Model is a mechanism used by both the citizenry and the Police in order to promote and uphold values such as fair and due process, peace, and security in a community. And on the contrary, Procedural Justice is a model that is to be used in order to prevent maltreatment and unfair bias by the police towards its civil constituents.

To quote the author: *“We can think of the concept of procedural justice as a type of framework or methodology that police officers can apply in their day-to-day...with the goal of building trust with the community and work in in partnership to prevent crime.”* With this, the model is politically-significant due to how it can be used both in a national and local concept that can help improve rapport between the law enforcement and citizenry, help the police be more legitimized and ultimately become more effective in preventing crimes, and contribute to more compliance and collaboration between the people and their police officers to make their communities improve their safety and general welfare.

¹⁰ Phil Dailly. “What are the Core Principles of Procedural Justice?”. *SoundThinking*. <https://www.soundthinking.com/blog/what-are-the-core-principles-of-procedural-justice/#:~:text=The%20whitepaper%20“Precision%20Policing%202.0,opportunity%20to%20express%20their%20views..> 2022.

Moreover, there are four core principles that form the Procedural Justice Model – these are: (1) Having *trustworthy* motives; (2) Treatment of the citizens with respect; (3) Neutrality or what Dailly states as “*Making unbiased decisions*”; and (4) Engagement and giving opportunities to the people to voice out concerns.

To elucidate more on the core principles of Procedural Justice, Yale Law School¹¹ provides an article defining the four components. Firstly, on the trustworthiness of the motives of the law enforcement, it is defined to be a component that focuses on the police basing their actions on motives that are morally and legally-binding – not selfish desires or for abuse of power. The second core component concerns the fair, respectful, and equal treatment of the police towards the citizens. The third component is about the way the law enforcement performs their constitutional mandate and how it should be open-minded and unbiased. Police officers must not act on impulses that are discriminatory and/or based on their subjective bias. Lastly, calling the fourth component “*voice*”, this core principle pertains to if the police has given their local residents opportunities to communicate and engage with the police; particularly, this concerns giving the people a say in the law enforcement’s decision-making processes, programs, and orders.

These four components are intentionally mirrored and reflected in the researcher’s survey questionnaire, wherein the questions are divided into sub-categories of (1) Trust as Perception of Motives; (2) Trust as Perception of Respect; (3) Trust as Perception of Neutrality; and (4) Trust as perception of civic engagement respectively.

Connecting the Procedural Justice Model back to the discipline of political science, these four core principles can be tools for the State to assess and evaluate the current performance of the PNP based on the perceptions of the people. This is important data as trust in the police can help legitimize the law enforcement institutions and encourage compliance as well as obedience to the rule of law. With this, the researcher has integrated the core principles of Procedural Justice Model as a measure of trust rating towards the police of the Generation Z and the Millennials of Concepcion Uno and Concepcion Dos, Marikina City

Discussion on the findings related to the Mean Trust Rating of Generation Z vis à vis that of the Millennials

This sub-section will contain the integration of the Procedural Justice model to interpret the findings that are related to the mean trust rating of the two demographics of the study, the Generation Z and the Millennials, towards the Philippine National Police.

Based on the findings of the study, the mean trust rating of the Generation Z and the Millennials on all four components of trust are moderate. To interpret the meaning of this, the researcher uses an interpretation scheme that goes as follows:

¹¹ Yale Law School. “*Procedural Justice*. <https://law.yale.edu/justice-collaboratory/procedural-justice>. n.d.

Interpretation of Mean Trust Rating	
1.0-1.7	Negligible
1.8-2.5	Low
2.6-3.3	Moderate
3.4-4.1	High
4.2-5.0	Very high

With this, all core principles of the Procedural Justice Model were found to be rated with mean averages that fall within the values of 2.6 to 3.3. **This means that the trust level of both Generation Z and Millennials are relatively neutral – not skewing too positively nor too negatively.**

The researcher supposes that the research participants, on average, do not have or do not immediately recall any overwhelmingly memorable good nor bad experiences/personal opinions on the Philippine National Police that would have impacted their perceptions and subsequent trust rating. This result is consistent with Fairbrother et. al.'s study's findings (which similarly measured trust in the police) in which they concluded that trust is lowest when a person has immediately had a negative experience with the police – otherwise, they will remain neutral in terms of their trust towards law enforcement.

Discussion on the findings related to the significant difference of trust levels of the Generation Z vis à vis that of the Millennials

This sub-section will discuss the data found on the significant differences in trust levels of the Generation Z and the Millennials on all four components of trust and interpret it through the lens of the Procedural Justice Model.

With what has been presented in the findings, the researcher discovered that the Generation Z and the Millennials' trust rating towards the police (on all four core principles of Procedural Justice Model) measured to have no significant difference with one another due to the computed p-value of the four components being less than the set alpha of 0.05.

This means that regardless of age demographic, the participants of the study have rather similar perceptions and trust levels towards the police. However, it is important to recall that the Generation Z consistently have scored higher trust ratings than that of their older counterparts. Interestingly, these findings directly agree with Kulachai and Cheurprakobkit and their research findings. They had concluded that there is indeed a pattern that suggests that the older people get, the lesser they seem to trust the police. Their findings implied that: *“As people get older, their confidence in the police tend to subside.”* Ultimately, the researcher has found that the findings proved that the null hypotheses of H_{01} to H_{04} to be the correct set of assumptions.

SUMMARY

This study, entitled *An Examination of Youth Perceptions: A Comparative Study on the Level of Trust between the Generation Z and Millennials of Marikina City towards the Philippine*

National Police, had aimed to quantify the level of trust of the Generation Z and the Millennials towards the police as well as compare it in order to find out if there is a significant difference between the two strata. As research conducted within the academic discipline of Political Science, the findings in this study can contribute to the discourse on the relationship between the State's constituents and the law enforcement body of the government. Aside from the comparison of the Generation Z and the Millennials' trust rating towards the Philippine National Police, the study aims to use this study as a mechanism to evaluate the performance of the police through the perceptions of the research participants.

With this, the researcher proceeded to adapt a theoretical framework of the Procedural Justice Model found in Medareshaw Tafesse Melkamu and Woldeab Teshome's research article entitled *Public trust in the police: Investigating the influence of police performance, procedural fairness, and police-community relations in Addis Ababa, Ethiopia*¹² to measure their trust rating towards the police using four components: (1) *trust as perception of motives*; (2) *trust as perception of respect*; (3) *trust as perception of neutrality*; and (4) *trust as perception of civic engagement*. The researcher adapted this model as this is an effective means of measuring a person's level of trust towards the police whilst covering a multitude of factors that contribute to and determine whether or not someone perceives the police in a positive or negative way. Meklamu and Teshome noted that the Procedural Justice Model is a mechanism has shown that trust is positively tied to the citizenry's perceptions of their law enforcement. This means that if the perception of the citizen of the police is positive, it is likely that their trust rating towards the police is also positive.

The researcher places grave importance to trust as such is a metric that, tracing back to the related literature of the study, is a significant tool for the State to entice the citizenry to cooperate more with the government. Recalling the study of Kulachai and Cheurprakobkit¹³, they have stated that: "*Trust in the police is considered vitally important in ensuring that citizens obey the law...*" Moreover, they have also advocated that public trust in the police is also a mechanism for the law enforcement to be more effective in their duty to protect the safety and security of the people.

Moving on to the data collection process, the study is a quantitative and comparative study that seeks to identify and contrast the trust rating of the Generation Z and the Millennials towards the police. The researcher used the stratified sampling technique with two primary strata: the Generation Z and the Millennials – limiting respondents to be of a certain age only. Moreover, the locale of the study is also limited to only residents of Concepcion Uno and Concepcion Dos due to logistical constraints of time, budget, and capacity of the researcher to canvas and survey all barangays of Marikina City.

To analyze the gathered data, the researcher used descriptive statistics such as the mean average in addressing the first research problem \which was concerned with the question of "*What is the level of trust of Generation Z vis à vis that of the Millennials of Marikina City?*"

¹² Madareshaw Tafesse Melkamu and Woldeab Teshome. "Public trust in the police: Investigating the influences of police performance, procedural fairness, and police-community relations in Addis, Ababa, Ethiopia".4-5. *Cogent Social Sciences*. <https://doi.org/10.1080/23311886.2023.2199559>. 2023.

¹³

The mean was used in order to obtain the average trust level of both demographics in terms of all four components of the Procedural Justice Model.

While the researcher had used a t-test in order to find the significant difference between the trust rating of the Generation Z and the Millennials in order to answer the second research problem of the study which is concerned with the question of “*Is there a significant difference between the level of trust towards the police of the Generation Z and Millennials of Marikina City in terms of the four components of the Procedural Justice Model?*” The t-test was used in order to obtain the p-value of the two demographics that would determine if their trust ratings had a significant difference with one another.

With this in mind, the **findings present that there is a moderate level of trust in all four components of trust amongst both the Generation Z and Millennials who have participated in the study.** This is because both demographics have an averaged trust ratings on the four components of police trust based on the framework of the Procedural Justice Model (motives, respect, neutrality, and civic engagement) fall within the range of 2.6 – 3.3 as seen back in table 5.

Moving forward to the second problem stated, the findings from the data analysis suggests that **there is no significant difference between the levels of trust of the Generation Z and the Millennials on all four components of trust tested.** With this, **the researcher proves the hypotheses proposed in chapter one** which are the following:

H₀₁: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of motives based on the Procedural Justice Model.

H₀₂: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a respect of motives based on the Procedural Justice Model.

H₀₃: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of neutrality based on the Procedural Justice Model.

H₀₄: There is no significant difference between the level of trust towards the police of the Generation Z and the Millennials of Marikina City in terms of trust as a perception of civic engagement based on the Procedural Justice Model.

The acceptance of the null hypotheses were based from the conclusive results from a T-test of Two-Samples assuming unequal variances that at a significance set at an alpha equal to 0.05 to the data gathered, the p-values of the levels of trust of the Generation Z and the Millennials are determined to be not significantly different in terms of: (1) the perception of the police’s motives; (2) the perception of the police’s respect towards the citizenry; (3) the perception of the police’s neutrality; and (4) the police’s level of civic engagement.

CONCLUSION

To conclude, the researcher had initially sought to find the current levels of trust of the Generation Z and the Millennials of Concepcion Uno and Concepcion Dos and compare them with one another to find whether the two age demographics have different perceptions towards the police. Through the use of the Procedural Justice Model, the study had determined that there are four pillars of Procedural Justice that can be used to measure a person's trust towards their police officers.

The study is politically relevant as trust can be a measurable metric that can indicate whether the people of the State have had positive or negative experiences with any government institution – for this study, the focus has been on the PNP.

Referring back to the study of Fairbrother et. al., they have stated that the *Institutional Perspective on Trust* theory supposes that low trust in the police can indicate that there are problems within the institution that had caused bad experiences and negative perceptions from the people. They stated problems such as corruption, abuse of power, and other failures in execution of police duties as reasons for low trust levels. With this, the researcher used trust as a means to find out if the local residents of Barangay Concepcion Uno and Concepcion Dos (specifically the strata of Generation Z and Millennials) trust the police through the Procedural Justice Model and its four components.

Using the data collected from the study, the researcher discovered that the mean average level of trust of both Generation Z and Millennials to be moderate. Moreover, it was also found that their trust ratings have no significant difference with one another upon conducting a comparative t-test at a significance level set to an alpha equal to 0.05.

Overall, and through the lens of the Procedural Justice Model, the researcher concludes that the respondents of the study perceives that the police to also be moderate or somewhere in the middle when it comes to rating their (1) trustworthiness in their motives; (2) treatment of the people with equal respect; (3) level of neutrality and unbiased conduct when performing their constitutional mandate; and (4) civic engagement with the local citizens, allowing of the people to let their voice be heard, and making the people participate in the political processes, decision-making, and projects of the police. Moreover, the researcher that in this study, age nor the notion of *generation gaps* were found to be a significant difference-maker in terms of rating the respondent's level of trust.

RECOMMENDATIONS

With all that has been said, the findings and discussions produced by the study has determined that the Generation Z and Millennials of Concepcion Uno and Concepcion Dos, Marikina have a mean average trust rating that is moderate – meaning that their trust in the police is neutral at best and something that does not even cross their mind at worst. Moreover, it was also found that the two demographics have trust levels that are not significantly different from one another; this concluded that the generation gap between the Generation Z and Millennials did not affect their

perceptions and subsequent trust rating towards the Philippine National Police. With this, the researcher wishes to impart certain recommendations to the following:

To the future researchers that wish to tackle a similar study – Using the valuable experience of conducting the study, the researcher wishes to recommend the following strategies to future academic researchers that wish to conduct a study that also revolves around the topic of trust towards the police:

- a. It is beneficial to compare more than two generations of people in order to truly gauge the differences in level of trust of the citizens based on their age. Due to time constraints, the researcher was only able to conduct a study that contrasted the trust ratings of the Generation Z versus that of the Millennials. I would suggest to the future researchers perhaps conduct a comparative study on four or five generations – assessing the similarities and differences between the Generation Z, the Millennials, the Generation X, and the Baby Boomers for example. This will make the research more comprehensive and will provide findings that expand beyond the perspective of younger citizens.
- b. The researcher also suggests that there are other factors, other than age, that can be pursued when studying about trust in the police. The future researchers can use different demographical categories in one particular locale such as socio-economic status and educational attainment. For instance, they may compare the trust rating of middle-classmen vis à vis that of those who are living in poverty in the same political community.
- c. Lastly, the researcher suggests that this study can also be adapted into a longitudinal study in order to discover whether a citizen's trust towards the police increases or decreases over a long period of time. This is a study that tackles the development of a person's trust towards the police and important patterns that could be factors that help or deter people from trusting in their law enforcement.

To the Philippine National Police in Concepcion Uno and Concepcion Dos – The researcher concluded in the study that the trust level of the Generation Z and Millennials are moderate. This means that there are still points of improvement on the part of the PNP in order to make efforts that contribute positively to the community's perceptions and level of trust towards them. Especially on the lowest averaged core principle of Procedural Justice, the people's perception on the police's treatment of the citizenry with dignity and respect, I would suggest that the police heighten their priority on bettering their rapport and actions towards every individual of their community.

Lastly, to the residents of Concepcion Uno and Concepcion Dos – Particularly within the Generation Z and Millennial demographic, data suggests that the two demographics are largely neutral in their perceptions and trust towards the police. However, the researcher is unsure if this is the result of the respondents feeling a moderate amount of trust towards their law enforcers or if they lack the necessary political awareness and active involvement within their community to accurately gauge their perceptions, experiences, and interactions with the local police in their community to rate them meaningfully.

In any case, I suggest that all residents of Marikina City and in any political community in general be more engaged and participative in all aspects of political life – particularly with their police officers. This is because, as indicated in the Procedural Justice Model and the study’s related literature, the people’s everyday interactions with the police and experiences with them contribute significantly to their perceptions and trust rating towards the police. This in mind, the higher the trust, the more likely it is that they are willing to cooperate with their police and to adhere to the State and the local community’s laws of the land. This is politically significant as trust is a mechanism that promotes order and security.

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