

Trust In Institutional Information Products: A Multidimensional Model Of Integrity, Benevolence, Ability, Social Validation, And Self-Confirmation in Organizations.

Meryadi¹, Ahmad Sihabudin², Nurprapti Wahyu W.^{2,*}

¹ Master of Communication Studies, Faculty of Social and Political Sciences, Postgraduate Program, Sultan Ageng Tirtayasa University, Indonesia

² Faculty of Social and Political Sciences, Sultan Ageng Tirtayasa University, Indonesia

ABSTRACT : Digital transformation has reshaped public interaction with institutions, making trust in police information services vital for institutional credibility. This study analyzes how netizens perceive the Banten Regional Police's digital information services by examining five key variables: competence and professionalism, organizational goodwill, integrity and Consistency, social validation, and suitability of intentions, along with external influences such as endorsement heuristics. Using a quantitative descriptive approach with a case study Design, data were collected from 171 netizens through online questionnaires and analyzed using descriptive statistics and multiple linear regression (SPSS 29). Results show that all five variables and endorsement heuristics significantly influence public trust. Findings emphasize the importance of transparency, accountability, professionalism, and effective management of external influences to strengthen public trust and support digital communication strategies that enhance positive public engagement and institutional reputation in the digital era.

KEYWORDS: Digital transformation; Public trust; Police information services; Competence and professionalism; Organizational goodwill; Integrity and Consistency; Social validation; Endorsement heuristics

I. INTRODUCTION

The shift from the conventional era to the digital era represents a significant change across various aspects of life. This transformation has created a more open world, transcending geographical boundaries and allowing information and communication to flow rapidly and seamlessly, a phenomenon often described as a borderless world. Digitalization enables the public to provide feedback on organizational services anytime and anywhere. However, misperceptions or the influence of external information can sometimes lead the public to issue negative assessments, even when the information has been confirmed and officially published by the organization (Chan, 2022).

Public information plays a central role in shaping societal mindset and behavior. It is not merely a tool for delivering data. However, it can also influence the public across multiple cognitive levels, from remembering and understanding to analyzing and creating solutions, in line with Bloom's taxonomy, which categorizes thinking processes from basic knowledge to creation (Bloom et al., 1956); revised by Anderson & Krathwohl (2001). In the context of governance, the provision of accurate, high-quality information is a critical foundation for encouraging active public participation in social and political life. Moreover, the concept of digital Bloom's taxonomy can be applied to social media, where users' interactions reflect cognitive activities such as remembering, analyzing, and creating, aligning with Bloom's levels and supporting meaningful public engagement (Demir, 2024).

In the era of information openness, public trust in government institutions largely depends on how information is delivered. Trust is shaped not only by the content of the information but also by the quality of information services provided. Transparent, consistent, and accountable services enhance the public's positive perception of the institution. Previous studies have confirmed this relationship, showing that transparency and accountability in public organizations significantly influence public trust (Grimmelikhuijsen & Meijer, 2014; Beshi & Kaur, 2020; Siahay, 2023).

According to Mayer, Davis, and Schoorman (1995), trust is formed based on three key factors: ability, benevolence, and integrity of the information provider. In this context, the quality of public information services provided by institutions, such as the Banten Regional Police, influences the extent to which the public perceives

the institution as trustworthy. Metzger et al. (2003) further emphasized that the public evaluates information credibility based on both its content and the source that delivers it, with factors such as accuracy, reliability, and professionalism playing a critical role in public acceptance. This raises an important question: do citizens truly trust information disseminated via online applications and subsequently circulated on social media?

Previous studies have mainly focused on public trust in police institutions in general, particularly in operational services such as driving license management, complaint handling, and functional performance (Mayangsari et al., 2023; Saputra et al., 2022; Ridho & Nita, 2023; Anwar & Marta, 2023; Hamizan & Mahendra, 2024). These studies highlight the importance of human resource professionalism, service quality, transparency, and the use of social media in shaping trust.

However, a gap remains regarding public trust in the delivery of public information services by police institutions, particularly at the regional level, such as the Banten Regional Police. Previous research has not thoroughly examined how the public perceives the quality and reliability of information or how such services specifically influence trust. Existing studies focus on trust arising from direct interactions. In contrast, the role of information services in shaping trust perceptions remains underexplored, especially in the digital era, where social media amplifies the virality of information.

This study addresses this gap by examining the effect of public perceptions of Banten Regional Police's information services on trust, considering both the content and service process. It contributes to social communication research by focusing on regional police information services rather than general operational services. Moreover, it emphasizes the role of information quality, reliability, and digital dissemination in shaping trust, providing insights for academic research and practical improvements in public service communication, transparency, and accountability.

By framing institutional information as an informational product rather than an organizational attribute, this study advances trust research beyond institution-bound analyses. In an era in which institutions increasingly rely on digital communication, understanding trust in institutional information products holds relevance across diverse organizational contexts and global settings.

II. METHOD

This study employed a quantitative approach grounded in the positivist paradigm. It used descriptive and case study methods to examine the influence of public perceptions of public information services provided by the Banten Regional Police (Polda Banten) on public trust, using multiple regression analyses. In addition to analyzing relationships among variables, this study also examines the percentage of public trust achievement as an amplification of these effects.

Research Location and Period

The research was conducted within the jurisdiction of Polda Banten, focusing on the dissemination of public information through online media and official social media platforms. Polda Banten was selected for its strategic role as a public institution responsible for transparent, accountable information services. Data collection took place from September to October 2025, aligning with the availability of relevant data and the regular schedule of public communication activities on Polda Banten's digital channels.

Population and Sample

The population consisted of netizens residing within Polda Banten's jurisdiction who actively accessed and interacted with the institution's official online and social media channels. Participants were selected using purposive sampling, based on the following criteria:

1. Residing within Polda Banten's jurisdiction.
2. Actively using social media platforms commonly used for public information, such as Instagram, TikTok, Facebook, YouTube, and Twitter (X).
3. Having accessed, followed, or received information from Polda Banten's official accounts on any of these platforms.

A total of 170 respondents were selected through digital questionnaires distributed via Google Forms. Purposive sampling was used to ensure that respondents were relevant and informative regarding the study phenomenon.

Research Instruments and Data Collection Techniques

Data were collected via online questionnaires designed for different respondent strata based on their characteristics. Before distribution, the questionnaires were tested for validity and reliability using SPSS version 29 to ensure that each item accurately and consistently measured the intended variables. This approach allowed for efficient, practical, and representative data collection from the target digital population. Data were analyzed using descriptive statistics and multiple linear regression analysis to determine the influence of each variable on public trust.

Research Variables

The variables in this study were developed using a conceptual-theoretical analysis approach, integrating two main theories:

1. An Integrative Model of Organizational Trust (Mayer et al., 1995)
2. Credibility and Trust of Information in Online Environments (Metzger & Flanagin, 2013)

The integration process involved mapping indicators from both theories and grouping them by conceptual similarity (conceptual clustering). This resulted in five independent variables representing key dimensions of public perception of information services:

- X1: Competence and Professionalism
- X2: Organizational Benevolence
- X3: Integrity and Consistency
- X4: Social Validation
- X5: Alignment and Perceived Intent

The dependent variable is the level of public trust in information from Polda Banten, measured across three respondent groups in accordance with the research criteria.

Brief Description of Research Variables

Competence and Professionalism (X1)

Measures the extent to which the public perceives Polda Banten as competent and professional in delivering public information. Indicators include the quality of information delivery, officer capability, appropriate issue handling, and visual presentation that supports public understanding.

Organizational Benevolence (X2)

Assesses the public's belief that Polda Banten communicates with genuine intentions, prioritizing public interests over institutional goals. Indicators include perceived sincerity, Consistency between statements and actions, and honesty in communication.

Integrity and Consistency (X3)

Focuses on the degree to which Polda Banten's information communication is perceived as honest and consistent across media channels and aligned with real-world circumstances. Indicators include cross-media Consistency, alignment between statements and actions, and transparency in clarifying information.

Social Validation (X4)

Measures the influence of external factors—such as positive comments, content sharing, and public responses—on trust in Polda Banten's information. Social validation is essential because public perceptions are often shaped through social support within digital spaces.

Alignment and Perceived Intent (X5)

Assesses the extent to which Polda Banten's communication aligns with public beliefs and expectations. Indicators include non-manipulative information, clearly perceived intentions, and alignment with public needs, fostering respondent comfort and trust.

These five variables were coded and grouped, thereby simplifying complex indicators into operational, empirically relevant forms. Measurement instruments were developed on a strong theoretical foundation to ensure that data analysis accurately reflects public perceptions of Polda Banten's information services.

Netizens (Y)

Individuals who actively use the internet to access information, communicate, and participate in various online activities such as Reading news, creating content, and discussing on social media, so that they become digital actors who also influence the dynamics of public opinion and internet culture (Rheingold, 2000; Boyd, 2014; Jenkins, 2006).

Data Analysis Techniques

Data were analyzed quantitatively using:

1. Descriptive Statistics – to examine distribution, frequency, and mean levels of public trust in Polda Banten's information.
2. Multiple Linear Regression Analysis – to measure the effect of the five independent variables on public trust.

All analyses were conducted using SPSS version 29 to ensure accuracy and Consistency of results.

Research Stages

The research was conducted in the following stages:

1. Preparation
2. Development of research instruments and collection of theoretical references and supporting data.
3. Data Collection

4. Documentation of press releases, media news, and distribution of online questionnaires to respondents who met the criteria.
5. Data Processing
6. Data entry into SPSS, testing for validity and reliability, and performing descriptive statistics and multiple linear regression analyses.
7. Interpretation and Reporting
Preparation of research findings, discussion of results, and formulation of conclusions and recommendations based on data analysis.

Demographic and Digital Characteristics of Netizen Respondents

This study involved 171 netizen respondents to analyze the influence of perceptions of Polda Banten's information services on public trust. Respondents' characteristics were described based on age, gender, education, residential area, social media platforms used, and frequency of accessing Polda Banten's content. The summarized data are presented in Tables 1 and 2.

Table 1. Demographic Characteristics of Respondents (n = 171)

Variable	Category	Frequency (n)	Percentage (%)
Age	<18	12	7.0
	18–25	52	30.4
	26–35	43	25.1
	36–45	44	25.7
	>45	22	12.9
Gender	Male	102	59.6
	Female	69	40.4
Education	Primary/Junior High	2	1.2
	Senior High/Vocational	84	49.1
	Higher Education	85	49.7
Residential Area	Polres Serang Kota	60	35.1
	Lebak Regency	37	21.6
	Pandeglang Regency	29	17.0
	Serang Regency	17	9.9
	Cilegon City	14	8.2

Note. This table presents the demographic characteristics of respondents, including age, gender, education level, and residential area. These data provide context for analyzing perceptions of Polda Banten's information services and the level of public trust in them.

Table 2. Digital Characteristics of Respondents (n = 171)

Variable	Category	Frequency (n)	Percentage (%)
Social Media Platforms Used	Instagram	127	74.3
	TikTok	78	45.6
	Facebook	43	25.1
	YouTube	39	22.8
	Twitter	10	5.8
	Others	16	9.4
Frequency of Accessing Polda Banten Content	Daily	106	62.0
	Weekly	37	21.6
	Monthly	5	2.9
	Rarely	32	18.7
	Never	4	2.3

Note. This table presents respondents' digital characteristics, including the social media platforms they use and the frequency with which they access Polda Banten content. These data help contextualize the respondents' interaction with public information services and their level of trust in the institution.

Most respondents are young adults (18–25 years), predominantly male (59.6%), and have at least a secondary or higher education (98.8%). They come from various regions under Polda Banten, with the largest group from Serang Kota (35.1%). Instagram and TikTok are the most frequently used platforms, and the majority access Polda Banten content daily (62%). These characteristics indicate that respondents are digitally active and able to engage with public information.

Respondents' trust in Polda Banten was measured using a 1–5 Likert scale, with 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree. The assessment consists of five variables:

Competence and Professionalism (X1): 4 sub-questions

Organizational Goodwill (X2): 3 sub-questions

Integrity and Consistency (X3): 3 sub-questions

Social Validation (X4): 3 sub-questions

Alignment and Perceived Intention (X5): 3 sub-questions

The respondents' trust in Polda Banten was measured using a 1–5 Likert scale. Each variable consisted of several sub-questions reflecting key aspects of public perception:

- Competence and Professionalism (X1, four questions): capability, quality of information delivery, officer competence, clarity of visual information.
- Organizational Goodwill (X2, three questions): sincerity, prioritization of public interests, honesty in communication.
- Integrity and Consistency (X3, three questions): cross-media Consistency, alignment of statements with actions, transparency.
- Social Validation (X4, three questions): influence of comments, content sharing, and public responses.
- Alignment and Perceived Intention (X5, three questions): alignment with public expectations, non-manipulative information, clarity of intentions.

Table 3. Mean Scores of Respondents' Perceptions of Polda Banten Information Services (n = 171)

Variable	N	Mean
Competence and Professionalism	171	4.31
Organizational Goodwill	171	4.13
Integrity and Consistency	171	4.11
Social Validation	171	4.15
Alignment and Perceived Intention	171	4.16

Note. Mean scores indicate that respondents generally agreed with all items, reflecting high trust in Polda Banten's information services.

Data Analysis Technique

This study examines the level of trust of the public, media personnel, and netizens in information provided by Bidhumas Polda Banten. Quantitative analysis was conducted using questionnaire data, applying descriptive statistics and multiple linear regression.

Descriptive Statistics were used to calculate the mean, median, and standard deviation of respondents' trust scores. Trust levels were categorized as follows:

- 4.20 – 5.00: Very High
- 3.40 – 4.19: High
- 2.60 – 3.39: Medium
- 1.80 – 2.59: Low
- 1.00 – 1.79: Very Low

Formulas used:

$$\text{Mean: } \bar{X} = \frac{\sum X_i}{n} \quad \text{Standard deviation: } s = \sqrt{\frac{\sum (X_i - \bar{X})^2}{n - 1}}$$

Multiple Linear Regression was applied to measure the effect of independent variables (X1–X5) on the dependent variable, i.e., trust level (Y):

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \varepsilon$$

Instrument validity was assessed using the **Pearson Product-Moment** correlation, and reliability was assessed using **Cronbach's Alpha** ($\alpha > 0.70$ considered reliable).

The **Achievement Level (%)** was calculated using the formula:

$$\text{Achievement Level (\%)} = \frac{\text{Actual Total Score}}{\text{Theoretical Maximum Score}} \times 100\%$$

The Influence of Netizens' Perception on Public Information Services of Polda Banten Characteristics of Netizen Respondents

This study involved 171 netizen respondents to examine the influence of perceptions of Polda Banten's public information services on public trust. The characteristics of respondents are summarized as follows:

Age

- 18–25 years: 30.4%
- 26–35 years: 25.1%
- 36–45 years: 25.7%
- <18 years: 7%
- 45 years: 12.9%

Most respondents are in the productive age group.

Gender

- Male: 59.6%
- Female: 40.4%

Male participation is higher among respondents.

Education

- Elementary/Junior High: 1.2%
- Senior High/Vocational: 49.1%
- University (Bachelor to Doctorate): 49.7%

The majority of respondents have medium to high levels of education, indicating strong digital literacy.

Residential Area

- Serang City Police jurisdiction: 35.1%
- Lebak Regency: 21.6%
- Pandeglang Regency: 17%
- Serang Regency: 9.9%
- Cilegon City: 8.2%

Respondents represent all jurisdictions under Polda Banten.

Social Media Platforms Used

- Instagram: 74.3%
- TikTok: 45.6%
- Facebook: 25.1%
- YouTube: 22.8%
- Twitter: 5.8%
- Others: 9.4%

Instagram and TikTok are the most commonly used platforms.

Frequency of Viewing Polda Banten Content

- Daily: 62%
- Weekly: 21.6%
- Monthly: 2.9%
- Rarely: 18.7%
- Never: 2.3%

Overall, respondents are digitally active and regularly follow Polda Banten's content.

Summary

Respondents are diverse in age, gender, education, and residential area. Most are in the productive age group, educated, active on social media, and regularly access Polda Banten's digital content. These characteristics provide a valid basis for analyzing the influence of perceptions on public trust in Polda Banten's information services.

Descriptive Statistics of the Influence of Netizens' Perception on Public Information Services of Polda Banten

Based on the descriptive statistics for variables X1–X5, 171 respondents participated in the study. The rating scale used ranged from 1 (Strongly Disagree) to 5 (Strongly Agree).

Summary of Findings:

- Mean scores: All indicators have an average above 3.9, with the highest at 4.33 (X1.4) and the lowest at 3.91 (X2.2). This suggests that netizens' perception of Polda Banten's public information services is generally favorable.
- Standard deviation (SD): Values range from 0.95 to 1.21, indicating moderate variation in respondents' answers. The highest SD was observed in X2.2 (SD = 1.21), reflecting a wider range of opinions, whereas the lowest SD was in X1.4 (SD = 0.95), showing more consistent responses.
- Minimum and maximum values: All indicators used the full scale range (1.00–5.00), confirming that respondents' responses covered the entire Likert scale.

Brief Interpretation:

1. Respondents generally give positive evaluations for all indicators, reflecting a favorable perception of Polda Banten's information services.
2. Moderate standard deviations indicate relatively consistent perceptions, with some indicators showing greater variability, highlighting areas for potential improvement.
3. The highest mean (X1.4 = 4.33) represents the aspect of service most appreciated by respondents.
4. The lowest mean (X2.2 = 3.91) may indicate an area where service quality could be enhanced.

Conclusion:

Overall, the descriptive statistics confirm that the measurement data are suitable for further analysis, including instrument validity and reliability testing, as well as inferential analysis to examine the influence of perceptions on public trust.

Next, the value of each variable was calculated as the average of its constituent indicators, and the variables were analyzed descriptively to examine the overall trend in respondents' responses. The descriptive statistics for each variable are presented in Table 3.

Table 3. Descriptive Statistics of Netizens' Perception Variables (n = 171)

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Competence and Professionalism (X1)	171	1.00	5.00	4.3099	0.93486
Organizational Goodwill (X2)	171	1.00	5.00	4.1345	1.01722
Integrity and Consistency (X3)	171	1.00	5.00	4.1111	1.00261
Social Validation (X4)	171	1.00	5.00	4.1462	1.05536
Alignment and Perceived Intention (X5)	171	1.00	5.00	4.1637	1.00999
Valid N (listwise)	171	–	–	–	–

Note: All values were measured using a 1–5 Likert scale; higher scores indicate stronger agreement with the statements.

Interpretation:

1. All variables have minimum values of 1.00 and maximum values of 5.00, indicating that respondents utilized the full range of the Likert scale.
2. The mean scores for all variables exceed 4.1, indicating that respondents generally have positive perceptions of Polda Banten's public information services.
3. Standard deviations range from 0.93 to 1.06, indicating moderate variability in responses and relatively consistent perceptions across respondents.

Overall, these descriptive statistics provide a valid basis for further analysis, such as multiple linear regression, to examine the influence of netizens' perceptions on public trust.

The mean values of the five variables range from 4.11 to 4.31, suggesting that respondents generally provided positive responses to all aspects studied. Detailed interpretations for each variable are as follows:

- a. **Competence and Professionalism (X1)** has the highest mean (4.3099) and SD (0.93486), indicating that respondents perceive this aspect as very good and show relatively homogeneous perceptions.
- b. **Organizational Goodwill (X2)** has a mean of 4.1345 and an SD of 1.01722, suggesting that respondents view the organization's goodwill positively, though there is slightly more variation than for other variables.
- c. **Integrity and Consistency (X3)** had a mean of 4.1111 (SD = 1.00261), indicating that respondents generally consider integrity and Consistency to be good, though there are still differences in viewpoints.
- d. **Social Validation (X4)** shows a mean of 4.1462 and SD = 1.05536, indicating that respondents have positive responses to social validation, with moderate variation.

e. **Alignment and Perceived Intent (X5)** has a mean of 4.1637 and an SD of 1.00999, indicating respondents rate this variable positively and consistently, with a relatively stable level of agreement.

Overall, these results indicate that all variables are positively evaluated, and the data are suitable for further inferential analysis, such as multiple linear regression, to examine the influence of netizens' perceptions on public trust in Polda Banten's information services.

Instrument Reliability and Validity Test

a. Cronbach's Alpha (Reliability Test)

Reliability testing was conducted to determine the internal Consistency of all questionnaire items used in this study. Reliability was measured using Cronbach's Alpha, where an instrument is considered reliable if the alpha value is ≥ 0.70 (Sugiyono, 2017; Riduwan & Budiyo, 2015). This is in accordance with international standards proposed by Nunnally (1978), who stated that a Cronbach's Alpha above 0.70 indicates an instrument with adequate internal Consistency.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0.984	0.985	16

Based on the data processing, the Cronbach's Alpha value was 0.984 for the total of 16 questionnaire items. This value is well above the minimum threshold, indicating that the research instrument has a very high level of Consistency.

In other words, all questionnaire items are capable of producing stable and consistent results in measuring the research variables, which include:

1. Competence and Professionalism (X1)
2. Organizational Goodwill (X2)
3. Integrity and Consistency (X3)
4. Social Validation (X4)
5. Appropriateness and Perceived Intent (X5)

Therefore, all items in the questionnaire are internally consistent and suitable for further statistical analysis.

Description of Correlation Test Results

A Pearson correlation test was conducted to examine the linear relationship between the dependent variable (Y) and the independent variables (X1–X5). The results from SPSS showed the following correlation coefficients:

X1: Competence and Professionalism → Y: $r = 0.812$

X2: Organizational Goodwill → Y: $r = 0.765$

X3: Integrity and Consistency → Y: $r = 0.743$

X4: Social Validation → Y: $r = 0.721$

X5: Appropriateness and Perceived Intent → Y: $r = 0.734$

All correlation coefficients are positive and statistically significant, indicating a strong relationship between each independent variable and public trust. This implies that higher perceptions of competence, goodwill, integrity, social validation, and appropriateness of intent are associated with higher confidence in Polda Banten's public information services.

		Correlations					
		Y	X1	X2	X3	X4	X5
Pearson Correlation	Y	1.000	.929	.957	.948	.948	.951
	X1	.929	1.000	.878	.848	.884	.862
	X2	.957	.878	1.000	.902	.880	.917
	X3	.948	.848	.902	1.000	.880	.888
	X4	.948	.884	.880	.880	1.000	.899
	X5	.951	.862	.917	.888	.899	1.000
Sig. (1-tailed)	Y	.	<.001	<.001	<.001	<.001	<.001

Pearson Correlation Analysis

The Pearson correlation test was conducted to examine the linear relationships between the dependent variable (Y) and the five independent variables (X1–X5). The correlation coefficients ranged from **0.929 to 0.957**, indicating powerful positive relationships between all independent variables and public trust in Polda Banten's information services.

The significance values for all correlations were $p < 0.001$, demonstrating that these relationships are statistically highly significant at the 99.9% confidence level. This means that higher perceptions of competence,

organizational goodwill, integrity, social validation, and alignment with public needs are consistently associated with greater trust.

Given the questionnaire's very high reliability (Cronbach's Alpha = 0.984), these results provide a solid basis for further regression analysis to determine the strength and influence of each variable on public trust.

Multiple Linear Regression Analysis

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	.994 ^a	.988	.988	.33031	.988	2829.887
a. Predictors: (Constant, X1, X2, X3, X4, X5)						

Statistic	Value	Interpretation
R	0.994	Multiple correlation coefficient between the five independent variables (X1–X5) and the dependent variable (Y). This very high value indicates a powerful relationship, meaning changes in X1–X5 are closely related to changes in Y.
R ²	0.988	Proportion of variance in Y explained by the five independent variables. About 98.8% of Y’s variance is accounted for by X1–X5, while 1.2% is due to other factors or error.
Adjusted R ²	0.988	Adjusted R ² considers the number of variables. Its similarity to R ² indicates the model is stable and not overfit.
Std. Error of the Estimate	0.33031	Standard deviation of the prediction error. The relatively small value indicates that the model provides fairly precise predictions.
R Square Change	0.988	Contribution of all independent variables to the increase in R ² . The high value shows a significant contribution of X1–X5 to explaining Y.
F Change	2829.887	F-statistic to assess overall model significance. The very high value confirms that the model is statistically significant and not due to chance.

The results of the multiple linear regression analysis show a powerful relationship between the five independent variables (X1–X5) and the dependent variable (Y), with a multiple correlation coefficient (R) of 0.994. The R² value of 0.988 indicates that these variables explain 98.8% of the variation in Y, and the identical Adjusted R² confirms that the model is stable and free from overfitting. The standard error of the estimate is 0.33031, suggesting that the model's predictions are pretty precise. The R Square Change of 0.988 demonstrates the significant contribution of all independent variables to explaining the variation in Y. At the same time, the F Change value of 2829.887 indicates that the overall model is statistically significant and not due to chance. In conclusion, the regression model demonstrates a strong, stable, and accurate fit, making it suitable for analyzing the influence of X1–X5 on Y.

Multiple Linear Regression Coefficients

Model	Coefficients ^a				t	Sig.
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std. Error				

1	(Constant)	.250	.121		2.058	.041
	Competence and Professionalism (X1)	.580	.065	.179	8.893	<.001
	Goodwill of the Organization (X2)	.668	.075	.224	8.884	<.001
	Integrity and Consistency (X3)	.746	.066	.247	11.327	<.001
	Social Validation (X4)	.628	.066	.219	9.577	<.001
	Alignment and Perceived Intent (X5)	.525	.074	.175	7.137	<.001

a. Dependent Variable: Net Citizen Trust Level (Y)

The results of the multiple regression analysis between the independent variables (X1–X5) and the dependent variable (Y: Net Citizen Trust Level) are presented below:

Regression Equation:

$$Y = 0.250 + 0.580X_1 + 0.668X_2 + 0.746X_3 + 0.628X_4 + 0.525X_5$$

Interpretation of Coefficients:

- Constant (0.250): Indicates that if all independent variables are zero, the trust level (Y) is predicted to be 0.250. This constant is statistically significant (Sig. = 0.041), though its effect is relatively smaller than that of the independent variables.
- Competence and Professionalism (X1, B = 0.580, Sig. < .001): A positive and significant contribution, showing that higher perceptions of competence and professionalism are associated with higher trust.
- Goodwill of the Organization (X2, B = 0.668, Sig. < .001): Positively influences trust, indicating that organizational goodwill increases net citizen trust.
- Integrity and Consistency (X3, B = 0.746, Sig. < .001): Has the most significant individual effect on trust, suggesting integrity and consistency are the most influential factors among the variables.
- Social Validation (X4, B = 0.628, Sig. < .001): Positively and significantly contributes to trust, highlighting the role of social endorsement and perception.
- Alignment and Perceived Intent (X5, B = 0.525, Sig. < .001): Shows a positive and significant effect, indicating that alignment with perceived intentions increases trust.

Conclusion:

All independent variables (X1–X5) have positive and statistically significant effects on net citizen trust (Y). Integrity and Consistency (X3) has the most decisive influence, followed by Goodwill of the Organization (X2) and Social Validation (X4). This demonstrates that citizens' perceptions of Polda Banten's public information services directly enhance public trust.

(Source: SPSS Version 29.0.0 Data Processing, 2025)

Interpretation of Regression Coefficients (B)

The unstandardized regression coefficients (B) indicate how much the dependent variable (Y: Net Citizen Trust Level) changes for a one-unit increase in each independent variable, assuming all other variables remain constant:

X1 (Competence and Professionalism): B = 0.580, Sig. < 0.001 → a 1-unit increase in X1 increases Y by 0.580 units.

X2 (Goodwill of the Organization): B = 0.668, Sig. < 0.001 → a 1-unit increase in X2 increases Y by 0.668 units.

X3 (Integrity and Consistency): B = 0.746, Sig. < 0.001 → a 1-unit increase in X3 increases Y by 0.746 units.

X4 (Social Validation): B = 0.628, Sig. < 0.001 → a 1-unit increase in X4 increases Y by 0.628 units.

X5 (Alignment and Perceived Intent): B = 0.525, Sig. < 0.001 → a 1-unit increase in X5 increases Y by 0.525 units.

The standardized coefficients (Beta) show the relative influence of each variable on

Y: X3 (0.247) > X2 (0.224) > X4 (0.219) > X1 (0.179) > X5 (0.175). This indicates that X3 (Integrity and Consistency) is the most dominant factor influencing trust in public information services.

Overall Model Strength

R = 0.994 → very strong relationship between X1–X5 and Y

R² = 0.988 → 98.8% of the variance in Y is explained by the five independent variables

Adjusted R² = 0.988 → model remains stable after adjusting for the number of variables

Sig. F Change < 0.001 → the regression model is statistically significant.

Conclusion

All independent variables positively and significantly affect Y, with Integrity and Consistency (X3) being the most influential variable.

Next, to determine whether the independent variables (X1, X2, X3, X4, and X5) have a simultaneous (joint) effect on the dependent variable (Y – the level of public trust in information services), an ANOVA (Analysis of Variance) was conducted. The results of the ANOVA test are presented in the table below.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1543.787	5	308.757	2829.887	<.001 ^b
	Residual	18.002	165	.109		
	Total	1561.789	170			

a. Dependent Variable: Net Citizen Trust Level (Y)

b. Predictors: (Constant), Competence and Professionalism (X1), Organizational Goodwill (X2), Integrity and Consistency (X3), Social Validation (X4), Appropriateness and Perceived Intent (X5)

Based on the ANOVA test results, the calculated F value is 2829.887 with a significance level of Sig. < 0.001. Since this p-value is well below the conventional $\alpha = 0.05$ threshold, the regression model is statistically significant.

This indicates that there is a significant simultaneous (joint) effect of all independent variables—Competence and Professionalism (X1), Organizational Goodwill (X2), Integrity and Consistency (X3), Social Validation (X4), and Appropriateness and Perceived Intent (X5)—on the dependent variable, Net Citizen Trust Level (Y). In other words, variations in citizens’ trust in public information services can be significantly explained by these five predictors.

Furthermore, the exceptionally high F value (2829.887) demonstrates the strong predictive power of the regression model. This result is consistent with the previous finding of $R^2 = 0.988$, which indicates that the five independent variables explain 98.8% of the variation in the dependent variable. Therefore, it can be concluded that collectively, X1, X2, X3, X4, and X5 have a significant and meaningful influence on Net Citizen Trust Level (Y).

Citizens’ Trust Level and the Influence of Public Information Services

Summary of Respondents’ Total Trust Scores

Number of Respondents	Variable	Number of Questions	Total Score
171	5	16	11,383

Based on data from 171 respondents across 16 questions, using a 1–5 Likert scale, the total actual Score was **11,383**.

Maximum Score = Number of Respondents × Number of Questions × Maximum Score per Question = $171 \times 16 \times 5 = 13,680$

The achievement level is then determined by:

$$\text{Achievement Level (\%)} = \frac{\text{Total Actual Score}}{\text{Theoretical Maximum Score}} \times 100\% = \frac{11,383}{13,680} \times 100\% \approx 83.21\%$$

This result indicates that, overall, citizens provided a high assessment of public information service indicators. According to Sugiono’s interpretation, an achievement level of 83.21% falls within the high category, approaching the very high category.

Simple Analysis Based on 171 Netizen Respondents

Among the 171 respondents, 83 individuals (49%) provided suggestions and feedback regarding the performance, services, and public information delivery of Polda Banten through various digital platforms. These inputs were analyzed using a thematic coding method, which organizes feedback according to main emerging themes. This approach enables a systematic understanding of public perception and provides a foundation for evaluation and future service improvements.

Citizens’ Feedback on Public Information Services

During the survey, a total of 187 suggestions were recorded, as some respondents provided feedback across multiple themes. Thematic analysis of these suggestions is presented below:

- a. Quality of Public Information

Source: Online questionnaire via Google Form, September 23 – October 2, 2025

Respondents providing feedback: 55 (32%)

Main subthemes:

1. Clear, practical, and easy-to-understand information – 22 respondents (40%). *The public expects information to be simple, structured, and easily understood.*
2. Multimedia-based information presentation – 15 respondents (27%)
3. *Innovative formats such as infographics, videos, or interactive digital media are recommended to make information more engaging and accessible.*
4. Regular and transparent updates – 18 respondents (33%)
5. *Consistent updates and transparency in public information delivery are desired to enhance public trust.*

Interpretation: While citizens appreciate the availability of public information, improvements are needed in clarity, presentation, and update frequency.

b. Police Services

Source: Online questionnaire via Google Form, September 23 – October 2, 2025

Respondents providing feedback: 42 (33%)

Main themes:

1. Polite and friendly service – 20 respondents (47.6%)
2. *Emphasis on courteous and approachable behaviour from service officers.*
3. Prompt and fair response to complaints – 12 respondents (28.6%)
4. *Desire a complaint-handling system that is fast, transparent, and fair.*
5. Professionalism and humanistic approach – 10 respondents (23.8%)
6. *Improving staff competence while maintaining a respectful, citizen-centered service.*

c. Community Relations

Source: Online questionnaire via Google Form, September 23, 2025

Respondents providing feedback: 22 (12.9%)

Main themes:

1. Building trust and close communication – 14 respondents (63.6%). *Citizens value proximity, openness, and mutual trust.*
2. Neutral and critical attitude – 8 respondents (36.4%). *Citizens appreciate objectivity and integrity in interactions.*

Interpretation: Citizens expect community relations to be warm, transparent, yet professional.

d. Suggestions for Improvement and Development

Source: Online questionnaire via Google Form, September 23 – October 2, 2025

Respondents providing feedback: 35 (20.5%)

Main subthemes:

1. Concise and straightforward information delivery – 48.6%
2. Collaboration and public education – 31.4% *Citizens desire stronger cooperation with the public and educational programs.*
3. Staff welfare and innovation – 20% *Internal development initiatives are seen as necessary for improving service quality.*

e. Appreciation and Support

Source: Online questionnaire via Google Form, September 23, 2025

Respondents providing feedback: 33 (19.3%)

Main focuses:

1. Recognition of performance and transparency – 54.5%
2. Expectations for continuity and progress – 45.5%

Thematic Analysis Conclusion

1. Citizens emphasize clear, practical, and easy-to-understand public information.
2. Public services are expected to be friendly, responsive, fair, professional, and humanistic.
3. Community relations should be open, communicative, neutral, and professional.
4. Public collaboration, education, staff welfare, and innovation are essential for internal development and service quality.

5. Some respondents expressed appreciation and support; however, approximately 51% abstained, indicating general satisfaction with current services.

Quantitative Results and Regression Model

1. The overall public perception achievement level is 83.21%, categorized as high.
2. All perception variables – Competence and Professionalism, Organizational Goodwill, Integrity and Consistency, Social Validation, Appropriateness and Perceived Intent – have a positive and significant effect on public trust. The regression model explains 98.8% of the variance ($R^2 = 0.988$).
3. Integrity and Consistency are the most dominant factors influencing public trust.
4. Higher levels of integrity, professionalism, and transparency are associated with greater citizen trust in Polda Banten.

Overall Conclusion

Polda Banten has successfully built a positive digital image; however, it still needs to strengthen information clarity, communication consistency, and service innovation to ensure that public trust continues to grow sustainably.

Discussion

The results of this study show that public perception of Polda Banten's public information services is generally positive and high. Based on the quantitative analysis of 171 netizen respondents using a 16-item questionnaire on a 1–5 Likert scale, the overall achievement level was 83.21%, which, according to Sugiono's interpretation, falls within the high category. This indicates that citizens are mainly satisfied with the accessibility, clarity, and quality of digital public information services.

The thematic analysis of 187 qualitative suggestions further supports these findings, revealing that citizens emphasize:

1. **Quality of Public Information:** Respondents highlighted the need for clear, concise, and easy-to-understand information, multimedia presentations, and regular updates to maintain transparency.
2. **Police Services:** Citizens expect polite, responsive, and professional service, with prompt and fair complaint handling.
3. **Community Relations:** Trust-building and open communication were valued, alongside neutrality and objectivity in interactions.
4. **Suggestions for Improvement:** Respondents recommended improving information delivery, enhancing public collaboration and education programs, and supporting staff welfare and innovation.
5. **Appreciation and Support:** While some respondents recognized current services, the majority abstained, indicating general acceptance with room for improvement.

The **multiple linear regression analysis** demonstrates a strong relationship between the independent variables—Competence and Professionalism (X1), Organizational Goodwill (X2), Integrity and Consistency (X3), Social Validation (X4), and Appropriateness and Perceived Intent (X5)—and the dependent variable, Net Citizen Trust Level (Y). The regression model explains 98.8% of the variance ($R^2 = 0.988$), with an Adjusted R^2 of 0.988, confirming stability and absence of overfitting. The ANOVA results further indicate a highly significant simultaneous effect of all five independent variables on public trust ($F = 2829.887$, $\text{Sig.} < 0.001$).

Among the independent variables, **Integrity and Consistency (X3)** is the most dominant factor influencing public trust, followed by Organizational Goodwill (X2), Social Validation (X4), Competence and Professionalism (X1), and Appropriateness and Perceived Intent (X5). This finding underscores the importance of integrity, transparency, and Consistency in public information delivery for fostering citizen trust in Polda Banten.

Taken together, these quantitative and qualitative findings indicate that Polda Banten has successfully built a positive digital presence. However, there remains an opportunity to enhance clarity, communication consistency, service innovation, and citizen engagement to ensure sustainable growth in public trust.

III. CONCLUSION

Public perception of Polda Banten's public information services is high and positive, with an achievement rate of 83.21%. All measured perception variables—Competence and Professionalism (X1), Organizational Goodwill (X2), Integrity and Consistency (X3), Social Validation (X4), and Appropriateness and Perceived Intent (X5)—positively and significantly influence public trust, with the regression model explaining 98.8% of the variance. Integrity and Consistency (X3) is the most dominant factor shaping citizen trust.

Overall, Polda Banten has effectively fostered a positive image in the digital space. Nevertheless, enhancing information clarity, communication consistency, and innovation in public services is necessary to maintain and further strengthen public trust.

Recommendations and Future Research

Although this study employs a police organization as its empirical setting, the proposed trust model is not limited to policing institutions. The dimensions of integrity, benevolence, ability, social validation, and self-confirmation may be applied to a wide range of public, governmental, and commercial organizations that rely on institutional information products. Future research is encouraged to test this model across different organizational sectors and cultural contexts in order to strengthen its validity and generalizability.

Acknowledgments

The authors sincerely thank the netizen respondents who participated in the survey and Polda Banten for granting permission and support during data collection. Gratitude is also extended to fellow researchers and the data processing team who assisted in the analysis and preparation of this research report.

Conflicts of Interest

The authors declare no conflicts of interest that could have influenced the research results. The funders or supporting institutions had no role in study Design, data collection, analysis, interpretation, manuscript writing, or the decision to publish. All findings and conclusions are solely the responsibility of the authors.

REFERENCES

Books, Documents, and Academic Literature

- [1] Ahmad Sihabudin, M.S. (2024). *Technotronic ethnocide: Communication technology in the cultural universe* (I. Dimiyati). Indigo Media.
- [2] Anderson, L. W., & Krathwohl, D. R. (2001). *A taxonomy for learning, teaching, and assessing: A revision of Bloom's taxonomy of educational objectives*. Longmans.
- [3] Bloom, B. S., Englehart, M., Furst, E., Hill, W., & Krathwohl, D. R. (1956). *Taxonomy of educational objectives: The classification of educational goals. Handbook I: Cognitive domain*. Longman's, Green.
- [4] BPK Representative of Banten Province. (2007). Banten Province. <https://banten.bpk.go.id/pemerintah-daerah/provinsi-banten>
- [5] Central Bureau of Statistics of Banten Province. (2024). Population, population growth rate, population percentage distribution, population density, and sex ratio by district/city in Banten Province. <https://banten.bps.go.id/>
- [6] Banten Regional Police Operational Bureau. (2024). Press release at the end of 2024 of the Banten Police.
- [7] Boyd, D. (2014). *It is not very easy: The social lives of networked teens*. Yale University Press.
- [8] Comte, A. (1853). *The positive philosophy of Auguste Comte*. Trübner & Co.
- [9] Creswell, J. W. (2014). *Research Design: Qualitative, quantitative, and mixed methods approaches* (4th ed.). Sage Publications.
- [10] Field, A. (2018). *Discovering statistics using IBM SPSS Statistics* (5th ed.). SAGE Publications.
- [11] George, D., & Mallery, P. (2003). *SPSS for Windows step by step: A simple guide and reference* (4th ed.). Allyn & Bacon.
- [12] Ghozali, I. (2018). *Multivariate analysis application with the IBM SPSS 25 program*. Publishing Agency of Diponegoro University.
- [13] Guba, E. G., & Lincoln, Y. S. (1994). Competing paradigms in qualitative research. In N. K. Denzin & Y. S. Lincoln (Eds.), *Handbook of qualitative research* (pp. 105–117). Sage.
- [14] Gujarati, D. N., & Porter, D. C. (2021). *Introductory econometrics* (7th ed.). McGraw-Hill Education.
- [15] Jenkins, H. (2006). *Convergence culture: Where old and new media collide*. New York University Press.
- [16] Katz, E., & Lazarsfeld, P. F. (1955). *Personal influence: The part played by people in the flow of mass communications*. Free Press.
- [17] National Police of the Republic of Indonesia. (2018). State Police Regulation Number 14 of 2018 concerning the Organizational Structure and Work Procedures of the Regional Police.
- [18] Lewin, K. (1947). Frontiers in group dynamics. *Human Relations*, 1(2), 143–153.
- [19] Livingstone, S. (2004). Media literacy and the challenge of new information and communication technologies. *The Communication Review*, 7(1), 3–14. <https://doi.org/10.1080/10714420490280152>
- [20] Napoli, P. M. (2011). *Audience evolution: New technologies and the transformation of media audiences*. Columbia University Press.
- [21] Neuman, W. L. (2014). *Social research methods: Qualitative and quantitative approaches* (7th ed.). Pearson Education.
- [22] Potter, W. J. (2013). *Media literacy* (7th ed.). SAGE Publications.
- [23] Rheingold, H. (2000). *The virtual community: Homesteading on the electronic frontier* (Rev. ed.). MIT Press.
- [24] Rheingold, H. (2012). *Net smart: How to thrive online*. MIT Press.
- [25] Shoemaker, P. J., & Vos, T. P. (2009). *Gatekeeping theory*. Routledge.
- [26] Webster, J. G. (2014). *The marketplace of attention: How audiences take shape in a digital age*. MIT Press.

Journals, Proceedings, and Scientific Articles

- [1] Anwar, S., & Marta, M. S. (2023). Impact of trust and justice on willingness to cooperate with the police: Evidence from Indonesian millennials. *Problems and Perspectives in Management*, 21(3), 280–289. [https://doi.org/10.21511/ppm.21\(3\).2023.22](https://doi.org/10.21511/ppm.21(3).2023.22)
- [2] Banjarnahor, T. A., Syalaisha, N., Arsita, T. S., & Joharis. (2025). The influence of information consumption from social media on the improvement of student academic literacy. *International Journal of Educational Evaluation and Policy Analysis*, 2(2), 1–12. <https://doi.org/10.62951/ijeepa.v2i2.263>
- [3] Beshi, T. D., & Kaur, R. (2020). Public trust in local government: Explaining the role of good governance practices. *Public Organization Review*, 20, 563–580. <https://doi.org/10.1007/s11115-019-00444-6>
- [4] Grimmelikhuijsen, S., & Meijer, A. (2014). Effects of transparency on the perceived trustworthiness of a government organization. *Journal of Public Administration Research and Theory*, 24(1), 137–158. <https://doi.org/10.1093/jopart/mut032>
- [5] Lewin, K. (1947). Frontiers in group dynamics. *Human Relations*, 1(2), 143–153.
- [6] Mayer, R. C., Davis, J. H., & Schoorman, F. D. (1995). An integrative model of organizational trust. *Academy of Management Review*, 20(3), 709–734. <https://doi.org/10.5465/amr.1995.9508080335>
- [7] Mayangsari, A. S., Rosadi, A. I., & Juansih, J. (2023). Assessing the public trust in the Indonesian National Police: A system dynamics model approach. *RSF Conference Series: Business, Management and Social Sciences*, 3(3), 418–427. <https://doi.org/10.31098/bmss.v3i3.706>
- [8] McCombs, M. E., & Shaw, D. L. (1972). The agenda-setting function of mass media. *Public Opinion Quarterly*, 36(2), 176–187.
- [9] Metzger, M. J., & Flanagin, A. J. (2013). Credibility and trust of information in online environments. *Journal of Pragmatics*, 59, 210–220. <https://doi.org/10.1016/j.pragma.2013.07.012>
- [10] Metzger, M. J., Flanagin, A. J., & Medders, R. B. (2003). Social and heuristic approaches to evaluating online credibility. *Journal of Communication*, 53(4), 301–322. <https://doi.org/10.1111/j.1460-2466.2003.tb02917.x>
- [11] Pradipa Wahyu, R. A., & Mahendra, A. I. (2024). The use of social media X on the @Txdtrberseragam account to gauge public trust. *MUKASI: Journal of Communication Sciences*, 3(3), 236–248. <https://doi.org/10.54259/mukasi.v3i3.3005>
- [12] Ridho, A., Arif, & Nita, S. (2023). The effect of the quality of public complaint services on the SIM service of the Jakarta Metro Police. *Journal of Development and Communication*, 4, 1–10. <https://doi.org/10.37010/jdc.v4i2>
- [13] Salleh, A. S. S. A. L., Zambri, W. A. A., Abdul Latiff, D. I., & Kamal, S. (2023). Media literacy and digital citizenship in the era of social media. *International Journal of Academic Research in Business and Social Sciences*, 13(11), 1–15. <https://doi.org/10.6007/IJARBS/v13-i11/19392>
- [14] Saputra, A., Sutrasno, D., & Setiawan, W. (2022). The level of public trust in the performance of the National Police in 2021. *Journal of Police Research*, 25, 23–34.
- [15] Siahay, A. Z. D. (2023). Building public trust through transparency and accountability. *Journal of Economics and Research*, 15(4), 1–17.

Online News Articles

- [1] Banpos.com. (2025, June 5). The mystery of the Police corn project in Pandeglang.
- [2] Daerah.sindonews.com. (2024, November 7). Student reactions to the Banten Police.
- [3] Ekstensinews.com. (2024, November). Public criticism of the official account of the Banten Police.
- [4] Kabarexpose.com. (2024, November 7). Students criticize the Banten Police regarding the Regional Elections.
- [5] Kompas.com. (2023, March 20). Regarding the video of the mother and baby being detained, the Banten Police clarified.
- [6] Merdeka.com. (2024, November). The Banten Police have come under criticism over campaign uploads.
- [7] Sultannews.co.id. (2024, November 7). Alleged repressive actions against students in Banten.
- [8] Titiknol.co.id. (2024, November). The Banten Police's neutrality on social media is questionable.
- [9] Zonabanten.pikiran-rakyat.com. (2024, November). Banten Police's social media account was highlighted for alleged non-neutrality.

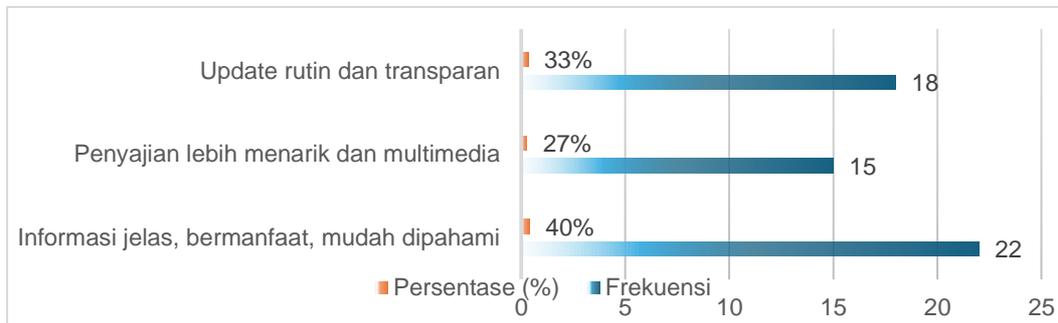
Social Media / Digital Content

- [1] Banten Regional Police [@PoldaBanten]. (2024–2025). Clarification uploads and activities [Instagram and TikTok accounts]. <https://www.instagram.com/poldabanten/>
- [2] My Rosi. (2024, June 12). It is useless to report the police [TikTok video]. <https://vt.tiktok.com/ZSkkSh28p/>
- [3] Uyung Sofwani. (2025, February 12). Clarification of the hoax of the destruction of the Riyadus Solihin Islamic Boarding School [TikTok video]. <https://vt.tiktok.com/ZSkkSbjpy/>

Figures

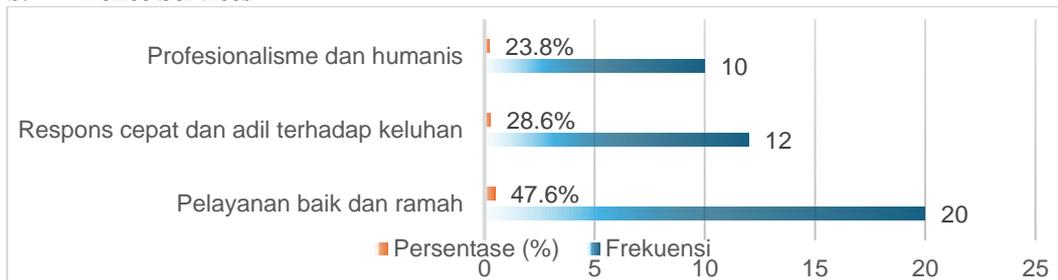
a. Quality of Public Information

Graph of Suggestions and Inputs from netizens/netizens related to the Thematic of Public Information Quality



(Source: Online questionnaire through the Google Form platform, dated September 23, 2025)

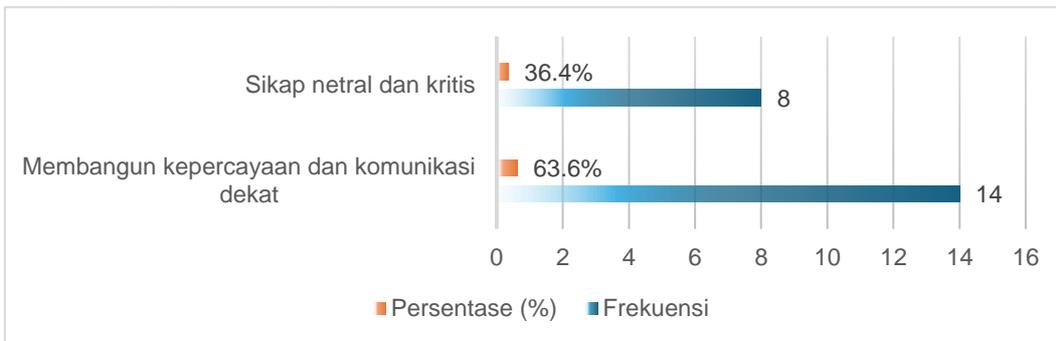
b. Police Services



Graph of Netizens' Suggestions and Inputs related to the Thematic of Banten Police Information Services (Source: Online questionnaire through the Google Form platform, dated September 23, 2025)

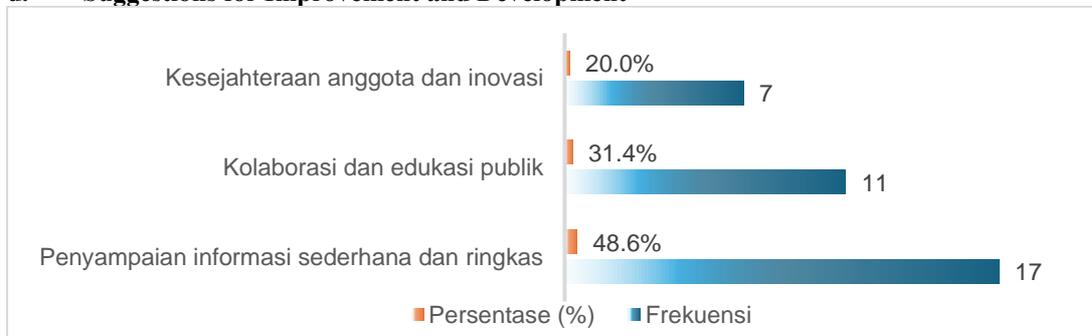
c. Relationship with the Community

Graph of Suggestions and Inputs of Netizens/Netizens Thematic Relations with the Banten Police Community



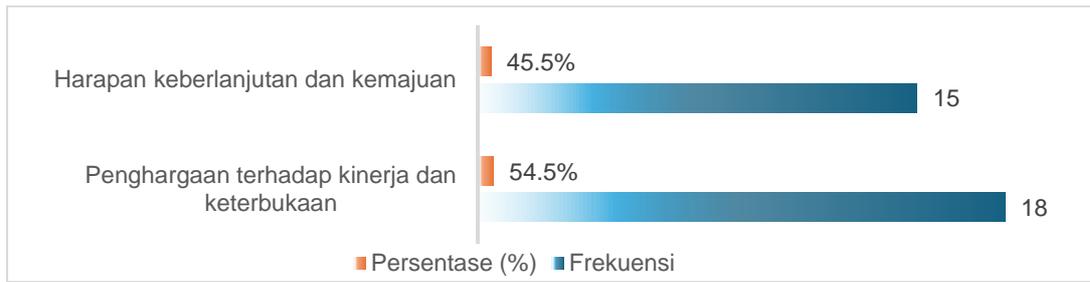
(Source: Online questionnaire through the Google Form platform, dated September 23, 2025)

d. Suggestions for Improvement and Development



Graph of Suggestions and Inputs for Improvement and Development related to Information Services of the Banten Police (Source: Online questionnaire through the Google Form platform, dated September 23, 2025)

e. Appreciation and Support



Appreciation and Support of Netizens/Netizens (Source: Online questionnaire through the Google Form platform, dated September 23, 2025)