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Impact of police effectiveness on public trust and public cooperation with the Somalia police service: exploring the mediating role of citizen satisfaction

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ABSTRACT

Extensive research has been conducted in Western countries on the impact of police effectiveness and how it influences citizens' perceptions and attitudes toward police institutions. However, knowledge regarding these issues in post-conflict countries, such as Somalia is still unknown and needs exploration. Therefore, grounded on performance and social learning theories, this study aimed to examine how perceived police effectiveness promotes public trust in police and public cooperation with the police *via* the underlying mechanism of citizen satisfaction in Mogadishu, Somalia. A quantitative cross-sectional survey was used to collect data from 572 residents of various administrative units in Mogadishu, Somalia. The data were analyzed using partial least squares structural equation modeling (PLS-SEM) with SmartPLS 4.0.9.5 to test the measurement and structural models. The results uncovered a direct and indirect positive and significant impact of perceived police effectiveness on both public trust in the police and public cooperation with the police *via* the underlying mechanism of citizen satisfaction with the police. This study provides police agencies and policymakers with actionable recommendations. Furthermore, this study has theoretical and practical implications and offers insights for improving public perceptions of police institutions.

Introduction

Trust is fundamentally the belief that individuals act according to the societal norms of their assigned roles (Hawdon, 2008). Blair et al. (2021) emphasize that trust in the police reflects the public's view of their reliability and service fulfillment. Citizen satisfaction with the police largely depends on the quality of the service they receive, which acts as a gauge of institutional functionality (Murphy, 2009). Public cooperation with the police is essential for crime prevention and order, underscoring the principles of democratic policing (Chenane & Wright, 2018; Sunshine & Tyler, 2003).

Police are pivotal in maintaining a state's security, law, and order, as various studies emphasize (Blair et al., 2021; Elfversson et al., 2023; White et al., 2021). Studies on policing now heavily emphasize the importance of police effectiveness, efficiency, and public cooperation (Murphy, 2009). Public trust in the police is essential for stability in nations with long-standing conflicts, such as Somalia. However, in divided societies, building trust is complex and requires extensive research (Muibu & Olawole, 2022). Recent issues in some developing regions have led to a negative perception of the police, mainly due to the actions of a few officers, leading to diminished public trust (Kulachai & Cheurprakobkit, 2023). Public cooperation is fundamental for police effectiveness, as it is central to the criminal justice system (Pryce & Gainey, 2022).

Despite the diversity of security actors, for the last two to three decades, the leading responses to insurgent threats in contexts, such as Afghanistan and Somalia have been harsh and rooted in a

militarized war model of counterinsurgency—approaches that have proved to be detrimental in the long-term (White, 2018). Civil wars have negative and long-term consequences for public trust in state institutions (Peña & Dorussen, 2021). However, few studies have examined the post-peace challenges of rebuilding trust in state institutions (Kurtenbach & Rettberg, 2018). More recently, it has widely been understood that citizen's trust in police institutions is integral for stability and state consolidation in nations that have been exposed to prolonged warfare (Karim, 2019). This is particularly important for countries like Somalia, where third-party peacekeepers have been deployed to maintain peace and security. In these contexts, long-term peace and stability hinge upon the state security sector's ability to provide for and maintain security, law, and order without external support after peacekeepers leave. However, to operate effectively, security forces rely on citizens' trust and require the public's willingness to cooperate with and empower local security forces with greater discretionary authority (Muibu & Olawole, 2022).

Consequently, much of the citizenry of prolonged violent conflicts, such as in Somalia, considers state forces illegitimate, refusing to collaborate. Instead, local communities take proactive steps to provide for their own security (Muibu, 2023). Therefore, in this study, we utilize the case of Somalia to explore whether police effectiveness impacts public trust and cooperation with the Somalia police service *via* citizen satisfaction. In Somalia, persistent civil unrest and threats from insurgent groups have impeded the revival of state-backed policing agencies. Only recently have some Somali regions begun to restore basic community police services. Therefore, the extended conflict shaped the local people's views of these new forces (Muibu, 2021). In countries like Somalia, where there is ongoing political unrest and conflict, public trust in government institutions is crucial (Abdi, 2023). Understanding what drives citizen satisfaction and trust in these police services is essential, mainly to ensure that they act fairly and protect public property (Wuschke et al., 2022).

Research since the 1960s and the 1970s has extensively studied public perceptions of police performance (effectiveness) in developed regions, such as China (Li et al., 2020), the United States (White et al., 2021), and the UK (Wuschke et al., 2022). However, this issue has yet to be explored in many developing countries (Wahyurudhanto, 2022). While myriad studies over four decades have focused on the public's perceptions of the police and their willingness to cooperate with them (Tyler & Fagan, 2008), Somalia's policing experience remains under-researched, with only a few exceptions, such as Hills (2014) and Muibu (2021).

Therefore, four significant research gaps persist in this area of study. First, despite myriad studies focusing on Western countries, there remains a notable gap in understanding police dynamics in regions like Africa, which could have unique authority dynamics (Lim & Kwak, 2022). Second, while the West has extensive research on public trust in law enforcement, such insights could be more helpful in developing nations, such as the Horn of Africa (Melkamu & Teshome, 2023). Third, while the detrimental impact of civil wars on public trust in state institutions, like that in Somalia, is recognized, there is an evident gap in research on rebuilding trust in policing post-conflict, especially considering their pivotal role in such nations (Muibu, 2023). Finally, a deeper exploration is required to understand the fundamental causes behind the varying levels of trust in law enforcement agencies, highlighting an urgent need for further investigation (Pryce & Gainey, 2022).

Research on public trust and cooperation with the police has employed various theoretical frameworks. However, there needs to be more examination of the applicability of social learning and performance theories in policing, which this study utilized (Lim & Kwak, 2022). Social learning theory suggests that past experiences shape future expectations, where trust in police is seen as the confidence citizens have based on their satisfaction with police practices, making it a subjective assessment of police performance (Bandura, 1977; Wahyurudhanto, 2022). According to performance theory, trust in institutions is linked to their perceived efficiency in fulfilling their responsibilities. Citizens concerned about crime, chaos, or institutional bias have lower trust in the police, while those who feel secure and unbiased tend to have higher trust in the police (Van Craen, 2016).

This study delves into the nuances of policing, public cooperation with the police, and trust in the context of Somalia's prolonged conflict and instability, filling specific gaps missing in broader global research. First, it responds to academic calls for integrated studies on police effectiveness, public cooperation, and trust in the police (Lim & Kwak, 2022; Melkamu & Teshome, 2023; Muibu, 2023; Sun et al.,

2017; Sunshine & Tyler, 2003). Second, uniquely, this study integrates police effectiveness, trust, and public cooperation with the mediator of citizen satisfaction in a single model, helping to illuminate these relationships. Third, the study combines two theoretical perspectives: social learning theory and performance theory. Fourth, given Somalia's ongoing police sector reconstruction, this study offers insights into the interplay of perceived police effectiveness (PPE), public trust in the police (PTP), and public cooperation with the police (PCP) through the underlying mechanism of citizen satisfaction (CSP). To the researcher's best knowledge, this combination has not been studied before. Fifth, emphasizing CSP as a mediator between PPE, PTP, and PCP offers an understanding of police institutions and policymakers, which is crucial for enhancing police-community relations.

Literature review and hypotheses development

The elements of public perceptions towards police institutions

Public perceptions of the police are primarily shaped by three key components: satisfaction, confidence, and trust. These distinct but interconnected concepts reflect the public's complex and multifaceted view of the police. They encompass various aspects of the relationship between police agencies and the communities they serve. Cao's (2015) study called for the importance of distinguishing them. Satisfaction with police institutions is a positive cognitive evaluation in which individuals believe that the service they have received meets their expectations (Cao, 2015). Drawing on principles from social psychology, Cao (2015) emphasises the subjective and experiential nature of satisfaction. Similarly, Salazar-Tobar and Rengifo (2023) define satisfaction as the level of contentment and approval individuals express regarding police performance and how well those services align with their expectations of how police responsibilities should be fulfilled. It is important to note that while satisfaction is related to broader concepts, such as trust and confidence, it remains a distinct measure of public sentiment with its own unique determinants.

Contrarily, trust, and confidence emphasize the external world more (Cao, 2015). Although they share similarities, they also have significant differences. Cao (2015) defines confidence as the result of generalized trust, influenced by risk assessment and prior experiences with institutions. Hu et al. (2020) build on this definition by identifying additional elements, such as safety, service satisfaction, and a fundamental belief in the institution. Jackson and Bradford (2010) highlight the importance of public perception of the police's understanding of community needs, respectful treatment of individuals, and commitment to upholding shared values in determining police legitimacy. According to Jackson and Sunshine (2007), public confidence is primarily about societal cohesion and shared moral standards rather than just crime prevention. This confidence can be undermined when there is a broader lack of trust in government institutions (Pryce & Chenane, 2021). Lastly, Wang et al. (2023) stress that public confidence is directly linked to the perceived competence and effectiveness of the police force.

While confidence and trust are related, trust in police institutions is unique. Adams (2005) highlights its Similarity to faith, suggesting it needs to be more specific. Specifically, trust in the police involves having faith in their ability to act reasonably, competently, and responsively in their roles of ensuring public safety (Wang & Sun, 2018). This trust is not fixed; various factors influence it, such as perceptions of procedural justice, performance, fear of crime, political beliefs, media depictions, and neighbourhood conditions. Ultimately, trust revolves around believing the police will serve the public's interests and protect its members (Galangco & Chinayo, 2022).

Consequently, Cao (2015) proposes that the term satisfaction should be employed in surveys conducted with individuals who have had interactions with the police, while trust and confidence may be more appropriate for surveys targeting those who do not have interaction with police agencies. According to Hu et al. (2020), having a positive attitude towards the police does not necessarily imply confidence, satisfaction, or trust in them. For instance, a resident may think that a police officer handled a traffic stop well but still believe that the police are ineffective in reducing crime or that the police department must adequately support the local community watch organisation. Consequently, these residents may have greater confidence in the police regarding traffic stops but less trust in their ability to address crime or facilitate community organising efforts.

Police effectiveness and public trust in the police

Stanko and Bradford (2009) refer to police effectiveness as their capacity to carry out their primary responsibilities, which include policing public events, maintaining a visible presence, responding to emergency calls, and fighting crime. Furthermore, police effectiveness refers to the capacity of law enforcement agencies to effectively address and manage criminal activities within a specified jurisdiction (Papp, 2015). Furthermore, Sunshine and Tyler (2003) define police effectiveness (also known as police performance) as the capacity of the police force to control crime and criminal behavior effectively. However, Da Cruz and Marques (2014) assert that the performance of public institutions is characterized by the efficient and effective execution of their responsibilities and the provision of services that are in the public's best interest. Besides, Duckworth (2021) refers to police effectiveness as the capacity of police officers to reduce recorded criminal activities using intelligent and visible law enforcement measures. Additionally, Caparini and Marenin (2004) define police effectiveness as the extent to which police work contributes to the well-being of society.

Moreover, scholars from myriad disciplines have proposed several definitions of public trust. Mayer et al. (1995) define trust as the willingness of one party to be vulnerable to the actions of another party because of the expectation that the other will carry out a specific action that is important to the trustor, regardless of the ability to watch over or exert control over that other party. At the same time, Tyler and Huo (2002) define police trust as people's confidence in the justice system's fairness, integrity, and observance of citizen's human rights. Stoutland (2001) defines trust in police as the collective set of expectations residents hold regarding the conduct and actions of law enforcement officers and agencies. Similarly, public trust in the police refers to the residents' expectation that individual officers properly perform their assigned duties (Lim & Kwak, 2022). Furthermore, Sherman (2002) defines trust in the criminal justice system as the public's expectation and confidence in the fairness, effectiveness, and integrity of the institutions and the criminal justice system within their respective jurisdictions. In addition, Boateng (2017) refers to police trust as the citizens' confidence in the police's ability to protect them from harm and provide them with the services they need.

In democratic societies, one would expect fair policing to be taken for granted. However, the opposite is true: recent events and research have raised significant concerns about police officers' effectiveness (Van Craen, 2016). The relationship between police effectiveness and public trust in police has been documented widely in the existing literature. Several recent studies establish that police effectiveness positively and significantly impacts public trust in police institutions (Kulachai & Cheurprakobkit, 2023; Melkamu & Teshome, 2023; Tyagi et al., 2023). Similarly, police effectiveness strongly predicts public trust in police (Lim & Kwak, 2022; Murphy & McPherson, 2022; Pryce & Grant, 2021; Tankebe, 2009; Zahnow et al., 2017). Furthermore, Melkamu and Teshome (2023) report that the most significant predictor of public trust in the police is the police effectiveness in controlling crime and providing services. Kulachai and Cheurprakobkit (2023) find that police effectiveness has a positive impact on public trust in police. The results of these prior studies highlight the importance of citizens' perceptions of police effectiveness in shaping public trust in police institutions. A higher level of public trust in the police appears to be positively influenced by perceptions of quick response to police calls, crime prevention, effective crime prevention strategies and demonstrated awareness of public safety concerns.

Although many other factors may influence public trust in police, such as demographic characteristics of the participants, police fairness, and procedural justice, a recent study uncovers that police effectiveness plays a significant role in shaping public trust in law enforcement agencies (Kulachai & Cheurprakobkit, 2023). In line with these findings, other studies find that police effectiveness significantly bolsters public trust (Beeri et al., 2019; Lim & Kwak, 2022). Performance theory is one of the most extensively used theories by police scholars to explain why public trust and distrust in police institutions (Boateng, 2017). Therefore, to explain the relationship between police effectiveness (performance) and public trust in police, we use performance theory. According to the theory, citizens are more likely to place their trust in government institutions with high performance and effectiveness while distrusting institutions with poor performance. Performance theory posits that the public can assess the effectiveness or ineffectiveness of

government institutions and respond in a manner that aligns with their evaluation (Boateng, 2017). Two distinct categories of performance theory can be examined: micro-performance and macro-performance theories. Macro-performance theory posits that variations in individuals' trust in institutions can be attributed to variations in the extent to which institutions are perceived to be responsible for a wide range of social phenomena (Van Craen, 2012). In policing, crime rates, levels of insecurity, fear of crime, and neighborhood disorder can all be considered when evaluating the police on a macro level (Boateng, 2017).

In contrast, micro-performance theory connects differences in an institution's trust levels to variations in how effectively the institution delivers its services (Van Craen, 2012). Bouckaert et al. (2002) recognize the level of service, the existence of service, and its quality as essential indicators for determining the micro-performance of any institution. This suggests that public trust in the police depends on their expectations of the police to control crime, minimize fear of crime, and provide necessary services (Boateng, 2017; Sargeant, 2015). Accordingly, citizens react negatively when the police forces fail to effectively control criminal activities, address crime-related issues, or provide necessary services (Sargeant, 2015). Conversely, the police's practical efforts in combating crime can cause the gain of public trust, confidence, and help and support. Therefore, the public's trust in the police is determined by their perceptions of the police's ability or inability to prevent crime and provide services (Melkamu & Teshome, 2023). Therefore, micro-explanations' reliability is enhanced when individuals or residents possess a comprehensive understanding of the institution being examined (Melkamu & Teshome, 2023). Hence, we propose the following hypothesis:

H1: Police effectiveness has a positive and significant impact on public trust in police

Police effectiveness and public cooperation with the police

Public cooperation with police refers to any action undertaken to help the police ensure the safety and well-being of the public as a common advantage. Without cooperation between individuals and communities, few crimes would be reported to law police agencies, and even fewer would be resolved (Braga et al., 2019). Also, Tyler and Fagan (2008) define cooperation as obeying the laws and working with the police and the community to prevent crimes. In their study, Huq et al. (2011) conceptualize cooperation within the context of counterterrorism efforts as comprising two essential components: a willingness to cooperate with law enforcement agencies and a readiness to alert police upon becoming aware of risks within the community. In the present study, we conceptualize public cooperation with the police as the public's willingness to report suspicious activity and individuals near their homes to the police, provide information to the police to help them find suspected criminals, and call the police to report crimes they witnessed.

Research indicates that the efficacy of police operations has a direct correlation with the willingness of the public to cooperate with them (Li et al., 2020; Muibu, 2021). Furthermore, when just processes govern the police's actions and decisions, public collaboration will likely increase (Luo, 2022). Camero et al. (2023) suggest that the perception of neighborhood disorder deters citizens from cooperating, and this effect is primarily direct. While there is not a substantial overall effect, the perception of community collective efficacy positively influences cooperation *via* the intermediary role of a positive view of police efficiency. Notably, the legitimacy of the police plays a more significant role in linking police fairness to public cooperation than the legitimacy of the law itself (Li et al., 2020).

Several studies suggest that when domestic security institutions better reflect the community's demographic makeup, it enhances resident involvement and cooperation with these forces. Muibu and Olawole (2022) discover that residents who view the police as representatives of local clans, as is the case in Somalia, tend to regard the police force as more legitimate. This perceived legitimacy makes residents more willing to work alongside the police and grants them more discretionary powers. The perception of clan representation indirectly but notably affects the residents' readiness to empower the police. However, among various factors, the perception of police effectiveness is the most vital determinant influencing people's inclination to cooperate (Wu et al., 2021).

The literature provides multiple reasons for individuals' reluctance to report crimes and share crime-related information with the police. One reason is that witnesses might view the damage resulting from the crime as too insignificant to warrant police attention. Some individuals might not be ready to invest their time in reporting the incident (Khondaker et al., 2017). Others may be apprehensive about possible backlash or threats from the perpetrators or choose to shield the offenders known to them (Papp et al., 2019). Police law enforcement and service duties rely heavily on public cooperation, while favorable perceptions of certain aspects of police operations, like fairness and effectiveness, have been shown to foster public cooperation (Tyler & Fagan, 2008).

Research encompassing non-Western contexts has found contradictory conclusions. Some highlight that police effectiveness and procedural justice significantly influence public perceptions of police legitimacy (Sun et al., 2017) and subsequent cooperation with law enforcement and police (Tankebe, 2009). The findings underscore the significance of police effectiveness in molding residents' perspectives on cooperation and legitimacy (Muibu, 2021). Conversely, some research suggests that public cooperation is more closely tied to the perception of effectiveness by the police than to procedural justice (Camero et al., 2023). In line with this, studies focusing on specific ethnic communities or postcolonial societies have emphasized the greater significance of police effectiveness over procedural justice (Murphy & McPherson, 2022; Pryce & Gainey, 2022). Finally, in areas undergoing extended conflicts, effective policing is vital for enduring stability, economic advancement, and upholding the rule of law (Blair et al., 2019). Several recent studies report that police effectiveness positively impacts public cooperation with the police (Camero et al., 2023; Li et al., 2020; Luo, 2022; Muibu, 2021). However, the relationship between police effectiveness and public cooperation with the police in the specific setting of Somalia still needs to be explored. Therefore, we propose the following hypothesis:

H2: Police effectiveness has a positive and significant impact on public Cooperation with the police

Citizen satisfaction as a mediator

Gagnon and Fox (2021) define citizen satisfaction as the positive view of police officers' activities, verbal communication, and demeanor while interacting with the citizens. Furthermore, Li et al. (2016) define citizen satisfaction with the police as the subjective assessment made by citizens regarding the degree to which police services align with their expectations. Similarly, satisfaction with the police typically refers to an individual's psychological condition that reflects their satisfaction and comfort with something they perceive to have come from the police (Cao, 2015).

Earlier recent studies show the direct impact of police effectiveness on building and augmenting public trust among citizens in police agencies (Kulachai & Cheurprakobkit, 2023; Na et al., 2023). Besides, prior studies report a positive and significant impact of citizen satisfaction with police on public trust in the police (Wahyurudhanto, 2022; Zhang et al., 2022). Furthermore, previous research reveals that citizens' perceptions of police effectiveness have a positive and significant effect on their satisfaction with the police (Gurinskaya & Nalla, 2020; Murphy, 2009; Wahyurudhanto, 2022). However, a recent study uncovers that citizen satisfaction with police services is an intermediary in the relationship between police performance (effectiveness) and public trust in police (Wahyurudhanto, 2022). Therefore, this present study suggests that the ability of law enforcement agencies to reduce crime and implement successful crime-solving strategies effectively contributes to increased citizen satisfaction with the police which in turn leads to a higher level of public trust in police agencies. In addition, recent studies report that police effectiveness has a direct impact on citizens' inclination to cooperate with the police authorities (Camero et al., 2023; Li et al., 2020; Luo, 2022; Muibu, 2021; Na et al., 2023). Moreover, previous studies find that police effectiveness predicts citizen satisfaction (Gurinskaya & Nalla, 2020). Also, Murphy (2009) argues that citizen satisfaction with the police can develop and enhance cooperation with police institutions.

Hence, to the author's best knowledge, no prior study exists on the mediating role of citizen satisfaction with police services in the relationship between police effectiveness and public cooperation with the police. In this study, we make the case that police effectiveness influences public cooperation through citizen satisfaction. When citizens perceive that the police effectively reduce crime and solve crimes, they are more likely to be satisfied with the police. This satisfaction can then lead to increased public
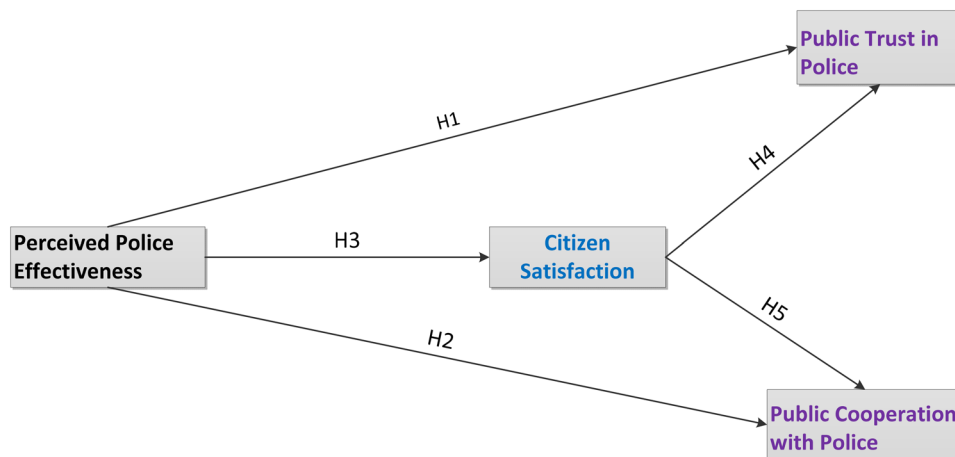
Figure 1. Conceptual framework.

cooperation with the police. We use social learning theory (Bandura, 1977), which posits that individuals acquire knowledge and skills through their experiences. Therefore, when police officers fulfill their responsibilities in the public's best interest, the public's encounters with such actions are positive, leading to a sense of satisfaction. This satisfaction experience leads to higher public trust and cooperation with the police. Therefore, we propose the following hypotheses.

> *H3: Citizen satisfaction with police practice mediates positively and significantly the relationship between police effectiveness and public trust in police*

> *H4: Citizen satisfaction with police practice mediates positively and significantly the relationship between police effectiveness and public cooperation with the police*

This model was created based on the void identified within the existing body of knowledge on policing, specifically in the Somali context (Figure 1).

Methods

Sample and procedure

This study examines the mediating role of citizen satisfaction in the relationship between perceived police effectiveness, public trust in the police, and cooperation with police institutions in Mogadishu's local government, Somalia, from the perspective of post-conflict countries. However, in the current study, the concept of police effectiveness is operationalized as the promptness of police response to requests for help, the successful resolution of criminal cases within local communities, the proactive prevention of criminal activities, the provision of support to victims of crime, and the overall maintenance of public safety on the streets.

We conducted a quantitative online survey using convenience sampling among the residents of Mogadishu, Somalia. Mogadishu, the capital of Somalia, is divided into seventeen administrative divisions known as districts. Each district has its own police station. In addition to these district-level stations, there are four major police divisions in Mogadishu: the West (comprising four districts, namely Dharkeyney, Wadajir, Kaxda, and Dayniile), East (consisting of four districts, Kaaraan, Huriwaa, Yaqshid, and Shibis), Central (with five districts, Shangani, Cabdicasiis, Xamarweyne, Boondheere, and Wardhiigley), and Waliyow Cadde (consisting of four districts, Hodan, Howlwadaag, Waabari, and Xamarjajab). These divisions cluster the administrative units (districts) into four geographic areas. Therefore, data was collected from residents of Mogadishu based on the city's four major police divisions. Table 1 shows the sample distribution among these four main police divisions. Although no official data are available, the city's population is estimated to be approximately three million.

An online Google Form with hyperlinks was used to collect data. All survey questions were mandatory to ensure that the participants completed all survey questions, reducing the likelihood of

missing data. According to Daikeler et al. (2020), online surveys dominated all the quantitative survey methods used globally for the first time in 2017. Similarly, Wu et al. (2022) report that the number of published studies using online surveys has steadily increased. The popularity of online survey platforms can be attributed to their many benefits, such as lower costs, shorter implementation times, fewer transcription omissions, and more accessible data analysis (Saleh & Bista, 2017). The data collection process started on 23 February 2023, and continued until 20 July 2023. We followed Comrey and Lee (1992) recommendations for sample size, where 50 or less was considered poor, 100–200 was fair, 201–300 was good, 550 was very good, and 1000 or more was excellent. The sample size of 1000 in this study was considered excellent. We distributed 1000 questionnaires among the Mogadishu city residents *via* email, Facebook, and WhatsApp. We got the support of university colleagues, friends, and university students, who were informed in advance about the goals and contents of the questionnaire to assist with data collection. Additionally, reminder messages were sent to participants to encourage them to complete the survey. However, 572 participants filled out the survey, resulting in a response rate of 57.2%. All responses were used for data analysis because outliers and missing values were not an issue.

We used both procedural (ex-ante) and statistical (ex-post) remedies proposed by Chang et al. (2010) and Podsakoff et al. (2003) to mitigate common method bias (CMB), which stems from the use of online and self-reported data in a single survey. First, we conducted a pilot study with 45 Mogadishu citizens before gathering data to ensure the clarity and appropriateness of the survey items. The items had high reliability with a Cronbach's alpha (α) of over 0.70 (Hair et al., 2022). Second, we incorporated a cover letter into the survey, explaining the study's aim and ensuring participants' anonymity and confidentiality to reduce social desirability bias. Third, we used previously validated measurements from several previous studies. We used an English version of the survey items to avoid misunderstandings during translation and retranslation. In addition, most respondents had a university degree, and English is typically used in Somalia's tertiary institutions. Therefore, it is plausible to believe that they understood the language used in the survey. Finally, we separated the independent, mediating, and dependent constructs throughout the online survey to reduce the likelihood of respondents inferring a causal relationship between the study constructs. However, one procedure is inadequate to address CMB, so we used statistical remedies, such as the Harman single-factor and full collinearity tests (see the next section). Optimistically, the data from the study may provide valuable insights for police departments and policymakers. However, it is crucial to exercise caution when using convenience sampling. The conclusions should be seen as indications rather than conclusive arguments.

Table 1. Sample demographic variables, frequency, and percentage ($N = 572$).

Demographic variable	Frequency	Percentage
Gender		
Male	422	73.8
Female	150	26.2
Age		
18–25	304	53.1
26–35	195	34.1
36–45	57	10.0
Above 45	16	2.8
Qualification		
High school	25	4.4
Diploma	10	1.7
Bachelor	362	63.0
Master	163	28.0
Doctorate	12	2.1
Marital status		
Married	371	65.0
Single	196	34.0
Divorced	5	1.0
Place of residence		
West	239	42.0
East	121	21.0
Central	49	8.6
Waliyow Cadde	163	28.0

Demographic characteristics of the participants

The participants were 73.8% male and 26.2% female. Most participants, 53.1%, were between 18 and 25. The second largest age group was 26–35, with 34.1% of participants in this age range. Only 10.0% of participants were between 36 and 45, and 2.8% were over 55. Regarding education, 63% of participants held a bachelor's degree, 28% had a Master's degree, and 2.1% had a Doctorate. The remaining 4.4% had completed high school, and 1.7% had a Diploma. Concerning marital status, 65% of participants were married, 34% were single, and 1% were divorced. Geographically, the West division had the largest proportion of participants (42%), followed by Waliyow Cadde (28%), East (21%), and Central (8.6%).

Measures

This survey had two sections. The first section contained the participants' characteristics, such as gender, age, education level, neighborhood, and marital status. The second section of the survey included 15 items that asked participants about their perceptions of police effectiveness, citizen satisfaction, public trust, and public cooperation with the police. All items were measured using a five-point Likert scale (1 = 'strongly disagree', 5 = 'strongly agree'). Several existing studies have used this study's measurement scale and reported higher validity and reliability. Table 2 presents the validity and reliability of each construct. This study has two endogenous underlying variables: public trust in the police and cooperation with police institutions. The model specifies citizen satisfaction as a mediator that mediates the relationships between the exogenous variable (perceived police effectiveness) on the left and two endogenous constructs on the right (Figure 1).

Perceived police effectiveness (PPE)
We measured perceived police effectiveness with five adopted items, four of them from Sun et al. (2017) and one item from Camero et al. (2023). We asked the participants about their perceptions of how the police responded to calls for help, solved crimes in their neighborhoods, prevented crimes, assisted crime victims, and maintained the safety of the streets.

Citizen satisfaction with police (CSP)
We measured citizen satisfaction with police using two items developed by Murphy (2009). First, we asked the participants if they were satisfied with the police service in their neighborhood (i.e. 'I am satisfied with the police service in my neighborhood.'). The second question we asked the participants was their overall level of satisfaction with how police officers perform their duties (i.e. 'Overall, I am satisfied with the manner in which police officers perform their duties.').

Table 2. Constructs, outer loadings, validity, reliability, and collinearity.

Construct	Indicator	Outer loadings	α	CR	AVE	VIF
Perceived police effectiveness	PPE1	0.698				1.481
	PPE2	0.867				2.516
	PPE3	0.837	0.872	0.908	0.665	2.211
	PPE4	0.836				2.288
	PPE5	0.828				2.011
Citizen satisfaction with police	CSP1	0.899				1.671
	CSP2	0.909	0.776	0.899	0.817	1.671
	PTP1	0.590				1.26
	PTP2	0.854				2.302
Public trust in police	PTP3	0.845				2.256
	PTP4	0.786	0.837	0.886	0.612	1.723
	PTP5	0.806				1.865
	PCP1	0.811				1.576
Public cooperation with police	PCP2	0.891	0.809	0.888	0.725	2.204
	PCP3	0.851				1.885

α: Cronbach's alpha; CR: composite reliability; AVE: average variance extracted; VIF: variance inflation factor.

Public cooperation with police (PCP)

We measured public cooperation with the police using a three-item scale created by Sun et al. (2017). We asked the study respondents whether they called the police to report a crime they witnessed, provide information to the police to help find suspects, or report any suspicious activity or people near their homes.

Public trust in police (PTP)

We measured public trust in police with five items developed by Tankebe (2009). We inquired about the participant's perceptions of police officers' reliability, honesty, and law-abidingness. We also asked them if they had trust and pride in police institutions.

Data analysis and results

Common method bias

Common method bias (CMB) is a measurement error that stems from methodological problems in the study design. CMB is a significant threat in most cross-sectional studies, especially when data are collected from a single source using the same measurement scale (Podsakoff et al., 2003). Podsakoff et al. (2003) propose several statistical remedies to address the CMB problem. First, the researchers used Harman's single-factor test with SPSS to detect CMB, the most commonly used strategy. The researchers conducted an unrotated exploratory factor analysis (EFA) by forcing all 15 items into a single factor. The emerging single factor accounted for an average variance extracted (AVE) of 44.976%, which falls below the recommended threshold of 50%. This suggests that CMB was not a significant concern in this study. Finally, the researchers applied Kock's (2017) suggested full collinearity test to determine whether CMB was present. The variance inflation factor (VIF) was used in this test, and it was discovered that all constructs had VIF values much below the 3.3 cutoff. Therefore, CMB does not seriously jeopardize the model's validity.

We utilized SmartPLS 4 software to analyze the hypothesized model using Partial Least Squares Structural Equation Modeling (PLS-SEM), a variance-based technique (Henseler et al., 2015). PLS-SEM has become a crucial and integrated part of multivariate analysis techniques in the social sciences (Hair et al., 2018). Therefore, we used PLS-SEM instead of CB-SEM, and the choice was made for many reasons (Sarstedt et al., 2014). First, PLS-SEM is an appropriate and robust statistical technique for handling complex models, as in this study. Second, unlike its CB-SEM counterpart, PLS-SEM does not require data normality assumptions (Hair et al., 2019). Finally, prior studies have shown that both SEM techniques produce comparable results when the sample size is sufficiently large. Nevertheless, PLS-SEM is preferable when the sample size is small compared to the whole population, as in this study. Furthermore, Dash and Paul (2021) argue that PLS-SEM exhibits higher item loadings, improved construct reliabilities, and greater validity than CB-SEM.

Measurement model

Following the guidelines of Hair et al. (2022), we assessed the psychometric properties of all measurement scales using indicator reliability, construct reliability, and validity. The assessment involved testing specific statistical tests (Hair et al., 2019). First, we assessed the indicator's reliability by using factor loadings of each item. All outer loadings surpassed the 0.708 thresholds except PPE1 and PTP1, which were retained because of content validity concerns (Table 2 and Figure 2). Second, we evaluated the internal consistency reliability of each construct using Cronbach's alpha (*a*) and the Composite Reliability (CR). The results from Table 2 show that all constructs are reliable since Cronbach's alpha (*a*) and CR values exceeded 0.70 (Hair et al., 2018). Third, we employed Average Variance Extracted (AVE) to evaluate convergent validity and the Heterotrait-Monotrait (HTMT) ratio and Fornell-Larcker criterion to assess discriminant validity. The convergent validity was established as all AVE values exceeded the cut-off of 0.50 (Hair et al., 2018). Similarly, discriminant validity has been confirmed as all values fall below the 0.90 threshold (Ringle et al., 2023) (Table 3). Furthermore, discriminant validity is confirmed when the square root of the AVE for each construct exceeds the correlations of that construct with all other constructs (Table 4). Hence, discriminant validity was established.

Structural model

Once the measurement model was confirmed valid and reliable, the next step was to test the proposed structural model. We followed the guidelines suggested by Hair et al. (2022) to test the hypothesized model. First, we examined the potential collinearity of the model, which can introduce bias into the path coefficients. The VIF statistics in Table 2 show that all VIF values for each indicator are significantly below the recommended threshold of 3 by Hair et al. (2022). As a result, collinearity is not a significant problem in the study's structural model. Second, we evaluated the model's predictive accuracy using the coefficient of determination (R^2), predictive relevance using the cross-validated redundancy index (Stone-Geisser's Q^2), and the effect size (f^2). The hypothesized model explained 55% of the variation in PTP, 27.5% in PCP, and 28.1% in CSP. These values in Table 4 show that the model's prediction accuracy is satisfactory (Hair et al., 2022). Furthermore, the Q^2 values assessed using the PLSpredict procedure are 0.307, 0.207, and 0.276 for PTP, PCP, and CSP, respectively. The model's predictive relevance was established since the calculated Q^2 values exceeded zero (Hair et al., 2018) (Table 4). Similarly, the effect size (f^2) is the exogenous construct's contribution to the endogenous constructs. Effect sizes with the f^2 values of 0.02, 0.15, and 0.35 are low, medium, and high, respectively (Cohen, 1988). Finally, the results in Table 4 show that the PPE exogenous construct has a large effect size on CSP and a small effect size on both PTP and PCP endogenous variables. Furthermore, CSP has a large effect size on PTP and a small effect size on PCP (Table 4).
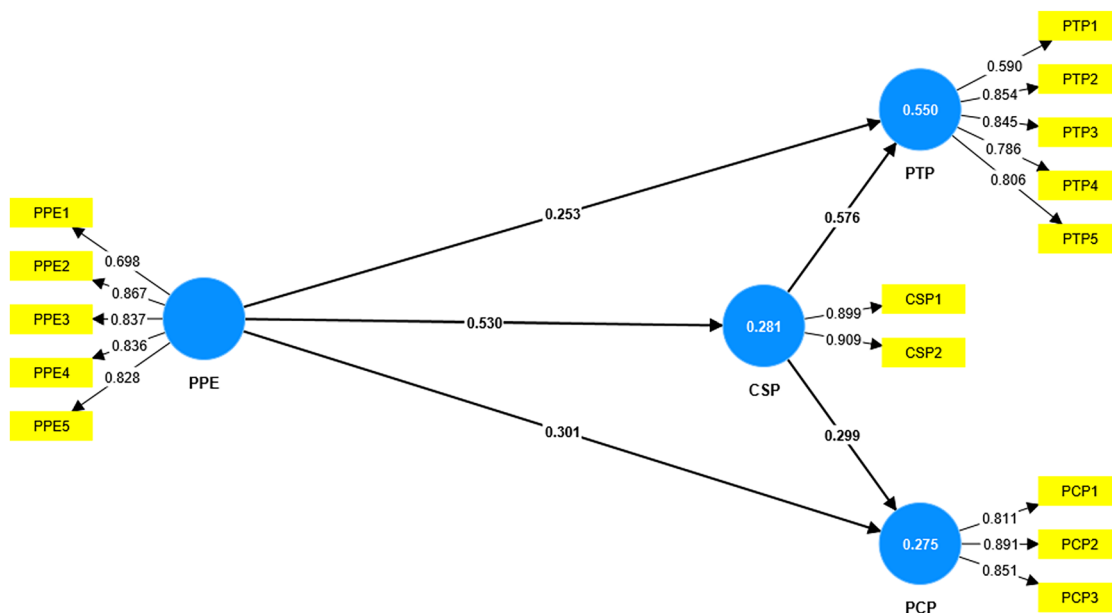

Figure 2. Measurement model.

Table 3. Discriminant validity: HTMT criterion.

Construct	CSP	PTP	PCP	PPE
CSP				
PTP	0.871			
PCP	0.579	0.598		
PPE	0.640	0.655	0.547	

Table 4. Discriminant validity: Fornell-Larcker criterion.

Construct	CSP	PTP	PCP	PPE
CSP	**0.904**			
PTP	0.710	**0.782**		
PCP	0.459	0.489	**0.852**	
PPE	0.530	0.559	0.459	**0.815**

Note. Bold refer to the square root of AVE.

Table 5. Effect size, predictive relevance, and predictive power of the model.

Relationship	f^2	Effect size	Endogenous construct	R^2	Q^2
CSP → PTP	0.529	Large	PTP	0.550	0.307
CSP → PCP	0.089	Small	PCP	0.275	0.207
PPE → CSP	0.392	Large	CSP	0.281	0.276
PPE → PTP	0.102	Small			
PPE → PCP	0.090	Small			
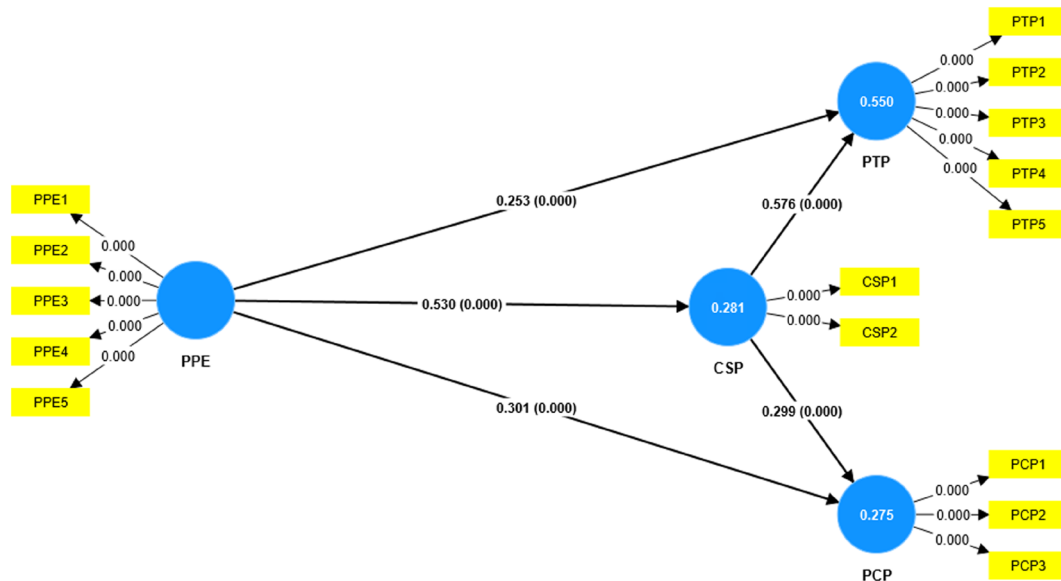
Figure 3. Structural model.

Direct hypothesis

Finally, to test the significance of path coefficients, we used the bootstrapping procedure (with 10,000 bootstrap sub-samples), the 'no sign changes' option, and a bias-corrected and one-tailed confidence interval, significant at the 0.05 level.

The results of Table 5 and Figure 3 show that PPE has a direct positive and significant impact on PTP ($\beta = 0.253$, $t = 6.268$, $p < 0.001$). Hence, H1 is empirically supported. This finding suggests that residents of the city of Mogadishu are more likely to trust police institutions when they perceive improved police effectiveness agencies by preventing crimes and making their neighborhoods safer. Similarly, PPE positively and significantly impacts PCP ($\beta = 0.301$, $t = 6.781$, $p < 0.001$). Thus, H2 is supported. The result implies that residents who perceive that police institutions are performing well in keeping the public safe and controlling crime display a greater sense of cooperation with the police. Moreover, PPE positively and significantly impacts CSP ($\beta = 0.530$, $t = 15.063$, $p < 0.001$). Therefore, H3 is empirically substantiated. This finding suggests that citizens will be more satisfied with the police services when they believe the police institutions are performing better. Also, the results indicate that CSP has a positive and significant influence on both PTP ($\beta = 0.576$, $t = 15.285$, $p < 0.001$) and PCP ($\beta = 0.299$, $t = 6.842$, $p < 0.001$). Consequently, the results provide complete support for H4 and H5. This result suggests that when citizens are satisfied with the police services, they are more likely to perceive that the police are competent in performing their duties. This perception of the police's competence can increase public trust in them. Similarly, when citizens are satisfied with the quality of police services, they are more likely to perceive that the police are acting in the public's best interest. This perception of the police serving the public's best interests can boost public cooperation with the police institutions.

Mediation analysis

Furthermore, the indirect effects of PPE on PTP and PCP *via* CSP were examined. Findings in Table 5 reveal that the indirect effect of PPE on PTP *via* CSP is positive and significant ($\beta = 0.159$, $t = 6.089$, $p < 0.001$). The total effect of PPE on PTP is significant ($\beta = 0.559$, $t = 15.826$, $p < 0.001$). This shows a partial

mediating role of CSP in the relationship between PPE and PTP. Hence, H6 is fully supported. Additionally, CSP mediates positively and significantly the relationship between PPE and PCP ($\beta=0.305$, $t=10.975$, $p<0.001$). The total effect of PPE on PCP is positive and significant ($\beta=0.459$, $t=12.672$, $p<0.001$). This depicts a partial mediating role of CSP in the relationship between PPE and PCP. Consequently, H7 is empirically supported. These findings underline the significance of PPE in elevating CSP, which enhances PTP in law enforcement and encourages PCP. These findings imply that raising CSP through improved PPE can indirectly influence PTP and PCP.

Multigroup analysis

In the final section analysis, we explored whether there were noteworthy differences across the West, East, Central, and Waliyow Cadde police divisions in Mogadishu city about the impact of PPE on CSP, PTP, and PCP with the police services. Therefore, we conducted a multigroup analysis, which is used to determine whether the model parameters differ between different groups of respondents (Matthews, 2017). The findings of the bootstrap of multigroup analysis show that the differences are not statistically significant using the nonparametric significance test of SmartPLS 4, partial least squares multigroup analysis (PLSMGA) (p-value is higher than 0.05). This implies that there is no significant difference in the impact of PPE on CSP, PTP, and PCP across different divisions in Mogadishu city. There was only one significant difference in the impact of PPE on PCP between the Central and the Waliyow Cadde divisions. Table 6 presents a summary of the multigroup analysis (Table 7).

Discussion and conclusion

The study explored the impact of PPE on PTP in the police and PCP with the police institution in Somalia *via* the underlying mechanism of CSP. The study found that PPE positively and significantly impacts PTP.

Table 6. Direct and indirect hypothesis testing.

Hypothesis	Standardized β	t-Value	p-Value	Decision
H1: PPE → PTP	0.253	6.268	0.000	√
H2: PPE→ PCP	0.301	6.781	0.000	√
H3: PPE→ CSP	0.530	15.063	0.000	√
H4: CSP → PTP	0.576	15.285	0.000	√
H5: CSP → PCP	0.299	6.842	0.000	√
H6: PPE → CSP → PCP	0.159	6.089	0.000	√
H7: PPE → CSP → PTP	0.305	10.975	0.000	√

Table 7. Multigroup analysis.

Relationship	Difference (West–Central)	p-Value	Result
PPE → CSP	0.006	0.504	Not supported
PPE → PCP	−0.462	0.999	Not supported
PPE → PTP	−0.197	0.869	Not supported
	Difference (West–East)		
PPE → CSP	0.032	0.379	Not supported
PPE → PCP	−0.032	0.600	Not supported
PPE → PTP	0.034	0.373	Not supported
	Difference (West–Waliyow Cadde)		
PPE → CSP	0.126	0.065	Not supported
PPE → PCP	−0.063	0.726	Not supported
PPE → PTP	−0.137	0.933	Not supported
	Difference (East–Central)		
PPE → CSP	−0.026	0.585	Not supported
PPE→ PCP	−0.431	0.997	Not supported
PPE → PTP	−0.231	0.892	Not supported
	Difference (East–Waliyow Cadde)		
PPE → CSP	0.094	0.191	Not supported
PPE → PCP	−0.032	0.598	Not supported
PPE → PTP	−0.172	0.934	Not supported
	Difference (Central–Waliyow Cadde)		
PPE → CSP	0.120	0.179	Not supported
PPE → PCP	0.399	0.003	Supported
PPE → PTP	0.059	0.372	Not supported

This aligns with prior studies that find similar results (Kulachai & Cheurprakobkit, 2023; Lim & Kwak, 2022; Melkamu & Teshome, 2023; Murphy & McPherson, 2022; Na et al., 2023; Pryce & Grant, 2021; Tankebe, 2009; Tyagi et al., 2023; Zahnow et al., 2017). The result suggests that when citizens perceive that law enforcement agencies are carrying out their responsibilities effectively and efficiently, they are more likely to have trust and confidence in the police agencies. This increased trust can lead to more productive interactions between the police and the public, promoting cooperation and collaboration in the fight against crime. For the community to feel protected and served by the police, which is crucial for upholding social order and guaranteeing efficient law enforcement, trust in the police is also vital (Chen et al., 2021). Similarly, public trust is crucial for evaluating the effectiveness and competence of law enforcement agencies. This trust is built by understanding community needs, treating individuals fairly and respectfully, communicating effectively, and promoting an atmosphere that stimulates residents to express their concerns (Jackson & Bradford, 2010). Governments should exert greater efforts to enhance their effectiveness and efficiency to secure the support of citizens (Cao et al., 2012). Furthermore, trust is influenced by factors, such as police efficacy and reputation (Hu et al., 2020). Therefore, if Somali police institutions want to gain peoples' trust in the police agencies, they should improve their effectiveness and reputation.

Furthermore, in line with previous studies, the current study reveals that PPE directly impacts PCP (Camero et al., 2023; Li et al., 2020; Luo, 2022; Muibu, 2021; Na et al., 2023). The results of this study suggest that citizens are more willing to cooperate with law enforcement to combat crime when they perceive that the police are effective in preventing and controlling crime. The policy's effectiveness depends on its capacity to respond to, solve, and prevent crime. The result of the study indicates that the police need the public's assistance in reporting crimes and providing information. When citizens trust law enforcement, they are more likely to cooperate. In contrast, a recent study conducted by Boateng et al. (2022) revealed that PPE has a significant, albeit negative, impact on PCP. Our findings contradict and confirm previous research findings, which discover both positive and negative impacts of police effectiveness on public cooperation. Further research is required to resolve the discrepancy and reach a firm conclusion regarding the effect of police effectiveness on citizen cooperation with the police. In addition, the study finds, in line with previous research, that PPE has a positive and significant effect on their CSP (Gurinskaya & Nalla, 2020; Murphy, 2009; Wahyurudhanto, 2022). The study suggests that citizens who perceive the police as effective are more likely to be satisfied with the police as an institution. The result also highlights the importance of police service and practice effectiveness in gaining high citizen satisfaction in police agencies. Moreover, the study reveals that CSP with police services and practice positively and significantly impacts PTP. This is consistent with prior studies that report a positive and significant impact of CSP on PTP (Wahyurudhanto, 2022; Zhang et al., 2022). This result implies that when citizens are satisfied with how sensitive institutions that enforce laws and ensure public safety and security operate and perform, they view those agencies as trustworthy. Also, the present study discovers that citizen satisfaction is a predictor of public cooperation with police institutions. This is consistent with Murphy's (2009) contention that citizen satisfaction with the police can foster cooperation with police agencies. This result suggests that citizens who are satisfied with the practices and services of the police are more likely to cooperate with police institutions.

Moreover, despite the paucity of existing literature on the mediating role of CSP in the relationship between PPE and PTP, in line with our expectations and prior study, we discover that CSP partially mediates the relationship between PPE and PTP (Wahyurudhanto, 2022). This result suggests that citizens are more likely to be satisfied with police services and practices if they perceive the police to be effective, which, in turn, leads to increased levels of public trust in police institutions. Finally, the present study reveals that CSP partially mediates the relationship between PPE and PCP. However, no prior study investigated the mediating role of CSP in this relationship. Previous studies report that PPE predicts CSP (Gurinskaya & Nalla, 2020). These findings suggest that PPE contributes to their satisfaction with police agencies, which in turn fosters PCP. When citizens believe the police are effective in responding to crime, solving crimes, and preventing crime, they are more likely to be satisfied with and cooperate with the police. In conclusion, the study highlights the importance of PPE in predicting CSP, PTP, and PCP. It also suggests that CSP is an essential underlying mechanism in the relationship between PPE and both PTP and PCP.

Theoretical implications

This study contributes significantly to the existing body of literature on PPE and its impact on PTP and PCP in post-conflict countries, particularly in the Somali context, *via* the underlying mechanism of CSP. Furthermore, this study is unique in the PPE domain because it considers the impact of PPE on PTP and PCP *via* CSP in a single theoretical framework. This study is the first to examine these constructs in a single model. Combining these constructs into a comprehensive framework significantly contributes to police literature. The current study's results also help to prove the validity of performance and social learning theories by putting CSP, PTP, and PCP into a single, all-encompassing framework. This study's results shed light on the issues raised in prior literature about the decline of PCP and PTP in law enforcement. Police agencies are vital public-sector institutions critical to maintaining law and order and ensuring the security and safety of the citizens (Pryce & Gainey, 2022). The fundamental pillars of safety, security, and upholding law and order are the foundation for the stability of a nation's economy, politics, society, technology, and environment (Beeri et al., 2019).

This study adds to the existing body of knowledge by examining how PPE, *via* an underlying mechanism of CSP, influences the development of PTP and PCP among the citizens of Mogadishu, Somalia. Additionally, this study combines performance theory and social learning theory to offer valuable insights into how perceived police effectiveness affects public trust in the police and cooperation with law enforcement agencies. As social learning theory posits, people learn from their experiences. When police officers perform their responsibilities in the public's best interest, citizens have positive experiences with them, which leads to satisfaction. The satisfaction derived from these positive experiences promotes increased trust and cooperation between citizens and the police. Therefore, Mogadishu local police institutions should train their staff and officials to conduct their duties honestly and effectively to increase public trust and cooperation with the police. The public and police institutions will have stronger ties. As performance theory postulates, the public's perceptions of police effectiveness and effectiveness are strongly linked to their trust in law enforcement agencies (Lim & Kwak, 2022). When police agencies carry out their responsibilities effectively, citizens are more likely to be satisfied with and trust them. So, this satisfaction leads to public cooperation with the police. According to proponents of performance theory, the public tends to show more trust and confidence in governmental institutions when they perceive those institutions to be performing to acceptable standards (Van Craen, 2012). Thus, if Mogadishu's local police officials want to instill a sense of citizen satisfaction with police practices, they must effectively protect life and property by controlling and preventing crime in their neighborhoods. Similarly, local police officials must consider how citizens perceive police effectiveness to foster collaboration and cooperation with the police. A positive perception of police effectiveness and performance is essential for fostering trust and motivating citizens to cooperate with the police.

Limitations and future research direction

It is essential to acknowledge some of this study's limitations. First, the study obtained data about the residents' perceptions and attitudes toward police services in Mogadishu, Somalia. Future studies could gather data from both police officials and residents to determine how perceived police effectiveness influences citizen satisfaction, public trust, and public cooperation with police agencies and services in Mogadishu, Somalia. Second, because this study only used data from Mogadishu residents, the capital of Somalia, it is impossible to generalize its conclusions to other places, especially to federal member states with nascent police agencies. Different results may be obtained by conducting similar studies among the general public and other federal member states of Somalia.

Third, culturally relevant characteristics are not evaluated in this study, which could impact the effectiveness and public trust in the police in other parts of Somalia where the culture of police experiences may differ from those in the capital. Fourth, a small sample size compared to the population of the study restricts the generalizability of its results. Because of financial and time constraints, only 572 participants (mainly young, educated males) participated in the study; however, the study's sample needed to reflect the diverse population of residents in Mogadishu city. Future studies should increase the number of respondents to reflect better the diverse demographic characteristics of a city's population.

Fifth, not every aspect of police effectiveness was examined in the study; it is likely that other elements, such as police violence or corruption, also impact the trust and cooperation of the public. Future studies should survey a larger, more representative sample of citizens in Somaliland and the federal member states of Somalia because the results would be more likely to be generalizable to a larger population. Future studies should also evaluate various aspects of police effectiveness; this would help determine the crucial elements for fostering cooperation and trust.

Sixth, the study employed a cross-sectional online design with self-reporting. A longitudinal design could be used in future studies to overcome this limitation. Finally, this research found that citizen satisfaction partially mediated the association between police effectiveness, public trust, and public cooperation with the police. Future studies might explore other mediation mechanisms, such as public trust in the relationship between police effectiveness and public cooperation with the police. Future research can also explore the moderating role of police accountability and professionalism in the relationship between police effectiveness and public cooperation with the police.

Despite these limitations, the present study contributes to the body of knowledge by examining the impact of police effectiveness on public cooperation and trust in the police *via* the underlying mechanism of citizen satisfaction. The present study's findings may be helpful for newly established police agencies in the war-torn countries in Somalia and beyond.

Informed consent

Informed consent was obtained from all respondents involved in the study.

Disclosure statement

No potential conflict of interest was reported by the author(s).

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Data availability statement

Data are available upon request.

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