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Trust in the police among low-income urban residents in Bangladesh: perceived level and associated factors

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ABSTRACT

The study aimed to assess the trust level in police among low-income urbanites in Bangladesh and explore the factors influencing the trust in police. A cross-sectional study design and quantitative approach were followed through face-to-face surveys to gather data from 18-year-old and above aged low-income-earning urban inhabitants. A total of 587 responses were collected using a multistage sampling technique from four different metropolitan cities in Bangladesh. The low-income urbanites had a relatively low level of trust in the police in Bangladesh. Factors like trust in neighborhoods, satisfaction with the operation of the government's law and order, believing positive media reports on police, and personal safety awareness were significantly positively correlated with trust in police.

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Introduction

Trust in law enforcement institution is a fundamental component in democratic society (Ahsan et al., 2024), but it has been eroding for the last several decades (Foster & Frieden, 2017). Law enforcement institutions especially police need the increase of trust and confidence because trust and legitimacy are interdependent (Pfister, 2019). Previous literature (Cotter, 2017; Schaap & Scheepers, 2014; Tyler, 2025) suggests that trust in the police facilitates citizens' willingness to report crimes, provide information, seek help when victimized, and cooperate with officers, thereby contributing to the maintenance of law and order in society. The literature focusing on developed countries, especially Denmark, Finland, Norway, Netherland, and Switzerland found high confidence in police with strict rules and regulations; on the other hand, developing countries

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including Bangladesh, Ghana, India found comparatively low confidence with higher crime rates, corruption, extrajudicial killings, and excessive use of force (Ahsan et al., 2024; Gyamfi, 2022; Nalla & Nam, 2021; Ruddell & Trott, 2023). In developing countries, the dynamic of police trust is shaped by structural constraints, including socio-economic disparities, unprecedented unplanned urbanization and migrations, histories of colonial policing legacies, corruption, and institutional weakness (Grant, 2018). In addition, the police trust in urban areas of lower-middle-income countries is very complex, where poverty, uncontrolled migration, higher population density rates, unplanned rapid urbanization, and inequality create a unique crime dynamic (Moser, 2006; Roché & Oberwittler, 2018). Unlike in rural areas, high social connection and social capital facilitate informal social control, where urban anonymity and mobilization reduce social bonding and neglect cooperation. Surveillance creates intensifying crime and diminishing law and enforcement effectiveness. This dynamic is found in many lower-income countries, particularly South Asian countries, sub-Saharan Africa, and some Latin American countries (Gyamfi, 2022, Ahsan et al., 2024). However, perceptions of law and order, satisfaction with the judicial management system, neighborhood trust, and concerns on personal and family safety substantially influence trust in police among urban residents in Bangladesh (Hasan et al., 2026).

Bangladesh is a lower middle-income country with unprecedented unplanned urbanization and high population density. The statistics show that the urbanization rate in Bangladesh has been rising steadily, and it is estimated that around 51.5% of the urban population will reside in low-income households by 2030 (Rahman & Hill, 2020). The low-income residents in urban areas are more vulnerable to economic deprivation and receiving limited access to public services, experiencing neglect and delayed responses or limited ability to navigate formal complaint mechanisms, and perceiving discriminatory treatments. Consequently, the low-income residents in urban areas are more susceptible to being involved in crimes due to these factors and require effective policing for greater exposure to high risk of crimes. This paradox, the greater dependence on police with high risk of crime, creates lower-level trust in urban areas. Ahsan et al. (2024) found the citizens' trust in police is comparatively low in urban residents in Bangladesh.

The government of Bangladesh established a disciplined police forces after obtaining liberation from Pakistan military rule with mission of "providing quality service by competent, efficient, and steadfast professionals who enjoy the trust and respect of citizens to make Bangladesh a better Bangladesh" (Bangladesh Police, 2026, p. 5). The citizen trust is widely regarded as performance and service quality, but it is yet persistently low in Bangladesh. The Bangladesh Police are highly criticized for different

unlawful activities, including receiving bribes and involvement in theft, trust issues, and sexual violence. These incidents are highly demonstrated in the mainstream print and electronic media including Prothom Alo, Daily Star, Kaler Kontho, Jamuna Tv, Ekattor TV etc. For example, on June 21, 2026, Prothom Alo demonstrated a political activist dies in DB custody, and on June 28, 2026, The Daily Star presented 2176 police crimes occurred between 2000 and 2023. Consequently, police are presented in Bangladesh as a source of fear and harassment, not as allies, which has eroded citizen trust (Hossain & Rahman, 2017). Nevertheless, the Bangladesh police were used in several political regimes for pursuing their political interests as a stick-wielding force to suppress the opposition ideologies (Zafarullah & Rahman, 2002). In very recent times, Bangladesh experienced a mass uprising in 2024, and a thousand innocent people were reportedly killed, and many opposition activists disappeared by Bangladesh police have further reduced the citizen trust (Islam & Faisal, 2026). However, the interim government, along with the present government, had taken some insightful initiatives focusing on the Fourth Industrial Revolution (FIR) to increase citizen trust in the Bangladesh police.

The existing literature (Ali & Murphy, 2024; Chan et al., 2025; Cotter, 2017) demonstrated police trust is influenced by procedural justice (respect, voice, trustworthy movement), controlling crime and corruption, perceived fairness, and victim experiences with police officers. In England and Wales, the perceived fairness and respectful behavior of officials are found to be more influential determinants of police trust than controlling crime and corruption (Jackson et al., 2013). In USA, both crime control effectiveness, fair treatment, internal organizational fairness, and procedural justice found the strongest influential factors of police trust (Weisburd et al., 2024). Moreover, Ali and Murphy (2024) showed the poor police performance, perceived procedural injustices, and discrimination were significantly reduced the police trust among Australian citizens. In contrast, in Ethiopia found neighborhood trust, police performance, media portrayal of police, perceived crime, and safety (Melkamu & Teshome, 2023), in Thailand found perceived effectiveness, fairness, and service quality (Kulachai & Cheurprakobkit, 2023). However, trust in police is shaped by context-specific factors that differ between Western and developing countries. Even the dimension of trust in low-income communities may experience differences due to socioeconomic marginalization, informal employment, and limited access to legal resources. Consequently, findings from the general population will not give an actual scenario of trust in police among this specific group. This study explored the level of trust in police among low-income urban residents and identified the socio-demographic, experiential, and perceptual factors associated with such trust.

Conceptual framework

The study was used two models including expressive model and instrumental model to assess the citizen trust in Bangladesh police. The questionnaire was developed following the insights of these two models. The instrumental model posits that the inclination of people to collaborate with law enforcement authorities is linked to assessments of police effectiveness, specifically in terms of their capacity to combat crime, alleviate crime fear, and develop the overall safety and security of a community or society (Ahsan et al., 2024; Hasan et al., 2026). In this model, insecurity is a crucial issue regarding the public assessment of police performance. Empirical studies conducted in both Western and non-western contexts have provided evidence in favor of the instrumental model of public attitude toward the police (Frimpong et al., 2019; Han et al., 2026; Lee et al., 2024).

On the other hand, the expressive model suggests that faith in the police is influenced by a larger societal problem rather than just an individual's worry for their safety (Jackson et al., 2009). It arises from the public's vocalized worries over community chaos, social unity, unofficial social regulation, and the symbolic significance of law enforcement and police organizations (Jackson & Sunshine, 2007). This theoretical framework is supported by both this model and empirical investigations, which suggests that declining community values and norms are indicative of police ineffectiveness. Consequently, the trust of people in the police diminishes (Frimpong et al., 2019; Han et al., 2020).

Meanwhile, both process-based and outcome-based variables can influence the trust and contentment of the public in the police. Outcome-based factors assess the efficacy of police performance concerning crime and other matters. In contrast, process-based factors indicate the extent to which law enforcement officers treat citizens procedurally fairly (Gyamfi, 2022). The research reveals that individuals' assessments of the police are predominantly influenced by process-based factors, such as procedural justice, as opposed to outcome-based, instrumental factors (Hinds & Murphy, 2007). But Van Craen and Skogan (2015) found citizens expresses apprehension regarding the police force's capacity to guarantee security in their neighborhood leads to more trustworthiness. Therefore, the level of trust that citizens have in the police is not exclusively determined by their effectiveness but is also impacted by several factors.

Ethical consideration

The researchers obtained the ethical clearance from the Ethics Review Committee of the Institute of Disaster Management and Vulnerability Studies, University of Dhaka, Bangladesh (No: ERC (EXT) 10/262022)

before collecting data. The participants were provided with information regarding the objective of the research. Strict confidentiality was upheld throughout the whole process of data management.

Methods

Settings and samplings

Data was collected from the metropolitan areas of Bangladesh using a multistage sampling technique. Firstly, four divisional metropolitan towns (Dhaka, Rangpur, Khulna, and Sylhet) were chosen randomly from Bangladesh's eight divisional cities. Then, in the second stage, ten wards (small administrative units under each municipality) from each metro area were selected using random sampling. Later, a door-to-door data collection team was deployed in the selected area, and respondents aged 18 or more were surveyed from randomly selected households until their quota ($n = 42$) was completed. Finally, data from 1,640 respondents were collected; 587 responses were from low-income urban residents.

Instruments and data collection

A structured questionnaire was designed using Kobo Toolbox software to collect data electronically from the low-income urban population residing in four major metropolitan areas in Bangladesh: Dhaka, Rangpur, Khulna, and Sylhet. The questionnaire had 31 items that incorporated all the crucial variables for this study. A professional data collection team was hired to collect the data. A pilot study was also conducted among 25 urban residents before the final data collection to reduce the margin of error in the overall data collection. Face and criterion validity was also tested in the pilot study phase.

Dependent variable

Trust in police, the dependent variable, is assessed using two prevailing models for evaluating citizens' trust: procedural-based and outcome-based trust models (Hawdon et al., 2003; Stoutland, 2001). An empirically verified scale consisting of nine items, as shown in Table 1, was created to assess citizens' trust in the police. The trust components are derived from established procedures that encompass sincerity, respect for citizens, attentiveness to local requirements, and confidence in the statements and actions of the police. The trust items used to ascertain the outcome included faith in the police, fairness and impartiality, and emergency response efficiency. Each item was evaluated using a 6-point Likert scale, with the following

Table 1. Items, factor loadings, and reliability statistics for the trust in the police measure.

Dimension	Items	Factor loadings	Mean	Std. Deviation	Min–max
Procedural-base trust	1. How sincere and patient are the police while functioning with the citizens?	0.848	2.66	0.998	0–5
	2. To what extent do you believe police statements or comments about any incident?	0.806	2.73	0.834	0–5
	3. Do the police treat people with respect and friendliness while dealing with cases?	0.874	2.58	1.158	0–5
	4. Do the police perform their duty by considering the needs of the local people?	0.865	2.87	1.04	0–5
	5. Do the police take necessary actions to combat crime in your neighborhood?	0.849	2.93	0.987	0–5
	6. In your opinion, how do the police give people enough chance/time to explain their situation?	0.868	2.59	1.11	0–5
Outcome-based trust	7. To what extent do you feel confident in police in this area?	0.885	2.83	1.062	0–5
	8. Do you think the police investigate cases fairly and impartially?	0.853	2.64	0.946	0–5
	9. In case of emergency response, how efficient do you think the police are in your area?	0.768	3.03	0.919	0–5
Extraction Method: Principal Component Analysis					
Eigenvalue = 6.452, Cumulative % of variance = 71.686, Cronbach's alpha = 0.950					
KMO and Bartlett's Test					
Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.955			
Bartlett's Test of Sphericity	Approx. Chi-Square	4481.05			
	df	36			
	Sig.	< 0.001			

ratings: 0 = Not at all, 1 = Very low, 2 = Low, 3 = Sometimes, 4 = Frequently, and 5 = Always. A higher score denoted an increased level of trust in police among urban citizens. The Principal Components Analysis (PCA) yielded a unifactorial solution that approximately accounts for 71.6% of the variation, with factor loadings that vary from 0.76 to 0.88. The results of Kaiser–Meyer–Olkin (KMO) and Bartlett's test for sphericity suggested that principal component analysis was suitable for the study (KMO = 0.955), and the sampling adequacy was highly significant ($p < 0.001$). The internal consistency of the items was deemed satisfactory, as evidenced by a Cronbach's alpha score of 0.95 (Table 1).

Independent and control variables

The independent variables were developed following the expressive and instrumental models of trust in police, as delineated in Table 2. The study assessed the level of concern individuals had for their own and their family's safety, the perceived crime problem in their region, their personal safety awareness, and their perception of the relative safety of their neighborhood. These factors were measured using a six-point scale ranging from 0 (Not at all) to 5 (Very much). Additionally, the study measured victimization using a two-point scale, with indicating 0 means no victimization and 1 indicating victimization. The initial model included these five factors as independent variables. The two major factors considered in the expressive model were the level of trust in neighbors (rated from 0 to 5, with 0 indicating no trust and 5 indicating a high level of trust) and the perception of law-and-order situations (also rated from 0 to 5, with 0 indicating no perception of law and order and 5 indicating a solid perception of law and order).

The control variables have been classified into four main categories: sociodemographic factors, media influence, satisfaction with the law and justice, and place of residence (Table 2). Sociodemographic factors encompass gender, age, educational attainment, occupation, religious affiliation, family structure, and household income. The study incorporated the variables of knowledge and level of belief in media reports on police, measured on

Table 2. Descriptive statistics of dependent, independent, and control variables.

Variables		Mean	Std. Dev	Min	Max
Dependent variable					
	Trust in police	2.76	0.85	0.33	4.78
Independent variables					
Expressive model	Trust in neighbors	3.62	0.95	0	5
	Law and order situation	0.58	0.49	0	1
Instrumental model	Victimization	0.15	0.36	0	1
	Concern about personal and family safety	2.57	0.98	0	5
	Perceived crime problem in the area	2.67	0.95	0	5
	Personal safety awareness	3.58	0.82	0	5
	Neighborhood relative safety	3.23	1.01	0	5
Control Variables					
Media Influence	Know positive media reports on police	2.78	1.04	0	5
	Believe positive media reports on police	2.78	0.78	0	5
	Know negative media reports on police	3.31	0.90	1	5
	Believe negative media reports on police	3.28	0.66	1	5
Satisfaction with	Governmental law and order operation	2.77	1.10	0	5
	Trail of criminal cases by the judiciary	2.11	1.34	0	5

a scale of 0 (indicating no belief) to 5 (indicating strong belief), as indicators of media influence. The third group comprises two variables that assess respondents' satisfaction with the functioning of government law and order (rated on a scale of 0 to 5, where 0 represents "Not at all satisfied" and 5 represents "Very much satisfied") and the handling of criminal cases by the judiciary (also rated on a scale of 0 to 5). The location of residence is the ultimate category, encompassing various geographic regions.

Data analysis

The trust in the police scale's validity and reliability was evaluated through PCA and reliability analyses in the study. Table 1 illustrates the findings of factor loading and Cronbach Alpha values. The sociodemographic features and dependent, independent, and control variables are illustrated in Tables 2 and 3. The data is presented using descriptive statistics, including

Table 3. Sociodemographic characteristics of the respondents ($n = 587$).

Variables	*n* (%)	Mean (SD)	Min – max
Sex			
Male	471 (80.2)		
Female	116 (19.8)		
Age (Years)		39.14 (10.38)	20–75
20–29	127 (21.6)		
30–39	193 (32.9)		
40–49	152 (25.9)		
≥ 50	115 (19.6)		
Marital status			
Single	42 (7.2)		
Ever married	545 (92.8)		
Education			
No schooling	234 (39.9)		
Primary level (I–IX)	257 (43.8)		
Secondary level (X–XII)	96 (16.4)		
Religion			
Islam	521 (88.8)		
Hindu	66 (11.2)		
Primary occupation			
Hawker and vendor	73 (12.4)		
Farming labor	69 (11.8)		
Day labor	119 (20.3)		
Industrial worker	75 (12.8)		
Rickshaw puller	118 (20.1)		
Auto rickshaw puller	97 (16.5)		
Housemaid	36 (6.1)		
Family structure			
Single	323 (55.0)		
Joint	264 (45.0)		
Monthly income (US$)		147.41 (48.42)	32.61– 250
32–100	124 (21.1)		
101–150	162 (27.6)		
151–200	223 (38.0)		
201–250	78 (13.3)		
Location			
Dhaka City	158 (26.9)		
Khulna City	172 (29.3)		
Rangpur City	154 (26.2)		
Sylhet City	103 (17.5)		

Note: 1 US$ = 122 Bangladeshi Taka (BDT); SD = Standard Deviation.

frequency, percent, mean, minimum, maximum values, and standard deviation. The results of a multivariate linear regression analysis, which was conducted using the block-wise entry approach, are presented in Table 4. This analysis aimed to investigate the factors that affect the level of trust in the police among low-income urban residents in Bangladesh. The Expressive Model, which was the initial model, was a crude instrumental model. Model 2 incorporated instrumental and expressive models of citizens' trust, while Model 3 considered contentment with the law and judiciary, a critical indicator. Model 4 included the influence of media on the outcome, while Model 5 considered sociodemographic factors and location as variables to be adjusted. An evaluation of MLR's assumptions was conducted prior to the development of the ultimate model.

Autocorrelation, homoscedasticity, or multicollinearity were not detected. The Durbin-Watson test quantified the presence of autocorrelation. The final regression model's Durbin-Watson test value of 1.87 indicates that autocorrelation is unlikely to be a concern. Residual graphs and histograms were employed to confirm the homoscedasticity of each fitted regression model. The Tolerance Values (TVs) and the Variation Inflation Factor (VIFs) were used to evaluate the presence of multicollinearity (Field, 2009). The five models' VIF values were considerably lower than the maximum recommended value of 10, ranging from 1.066 to 2.674 (Field, 2009)0. The IBM Statistical Package for the Social Sciences (SPSS) version 25.0 for Windows was utilized to perform both descriptive and inferential statistical analyses.

Results

Sociodemographic characteristics of the respondents

The sociodemographic characteristics of the respondents showed that most were male (80%). The mean age of the respondents is 39.14 years (SD = 10.38). Besides, most of the respondents were married (92.8%), had no schooling (40%), and were Muslim (88.8%). One-fifth of the respondents were day laborers, and another 20% were rickshaw pullers. The average household monthly income of the low-income respondents was US $147.41 (SD = 285 48.42), ranging from $32.61 to $250 (Table 3).

Descriptive statistics of dependent, independent, and control variables

The descriptive statistics for the variables in our study are presented in Table 2. The mean value of the trust in the police was 2.76 (SD = 0.85), indicating relatively low trust in the police among low-income people in Bangladesh. In the expressive model, the mean trust in neighbors ($M = 3.7$,

Table 4. Multiple regression summary for low-income urban citizens' trust in police ($n = 587$).

		Model 1		Model 2		Model 3		Model 4		Model 5	
Variables		B	SE	B	SE	B	SE	B	SE	B	SE
Expressive model	Trust in neighbors	0.233***	0.035	0.094**	0.033	0.024	0.027	0.065*	0.026	0.127***	0.028
	Law and order situation	0.315***	0.068	0.242***	0.060	0.091	0.049	0.068	0.048	0.082	0.045
Instrumental model	Victimization			0.091	0.081	0.058	0.066	0.028	0.062	−0.009	0.059
	Concern about personal and family safety			−0.167***	0.036	−0.064*	0.030	−0.059*	0.029	−0.041	0.027
	Perceived crime problem in the area			−0.228***	0.041	−0.160***	0.033	−0.104***	0.032	−0.064*	0.032
	Personal safety awareness			0.151***	0.036	0.102***	0.029	0.121***	0.028	0.075**	0.028
	Neighborhood relative safety			0.125***	0.037	0.072*	0.030	0.044	0.029	0.032	0.028
Satisfaction with	Governmental law and order operation					0.412***	0.025	0.350***	0.025	0.285***	0.025
	Trail of criminal cases by the judiciary					0.038*	0.019	0.018	0.019	0.026	0.018
Media Influence	Know positive media reports on police							0.097***	0.024	0.054*	0.026
	Believe positive media reports on police							0.151***	0.033	0.138***	0.031
	Know negative media reports on police							−0.076**	0.026	−0.029	0.026
	Believe negative media reports on police							−0.123***	0.035	−0.111**	0.035
Sociodemographic	Sex (Female) (Ref: Male)									0.019	0.064
	Age (years) (Ref: 20–29)										
	30–39									−0.065	0.065
	40–49									−0.078	0.070
	≥50									−0.225**	0.075
	Marital status (Ever married) (Ref: Single)									0.124	0.092
	Education (Ref: No schooling)										
	Primary level (I–IX)									−0.102*	0.047
	Secondary level (X–XII)									0.006	0.068
	Religion (Islam) (Ref: Hindu)									−0.151*	0.068
	Family structure (Joint family) (Ref: Single)									0.113*	0.045

(*Continued*)

Table 4. Continued.

Variables		Model 1		Model 2		Model 3		Model 4		Model 5	
		B	SE	B	SE	B	SE	B	SE	B	SE
	Monthly income (US$) (Ref: 32–100)										
	101–150									−0.035	0.066
	151–200									−0.115	0.068
	201–250									−0.051	0.084
Location	(Ref: Dhaka City)										
	Khulna City									0.243***	0.071
	Rangpur City									−0.268***	0.071
	Sylhet City									−0.199**	0.083
R^2		0.116		0.355		0.582		0.628		0.688	
Incremental R^2				0.239***		0.227***		0.045***		0.060***	

*$p \leq 0.05$; **$p \leq 0.01$; ***$p \leq 0.001$.
Model 1: Crude model (Expressive model); Model 2: Model 1 + Instrumental model.
Model 3: Model 2 + Satisfaction with; Model 4: Model 3 + Media influence.
Model 5: Model 4 + Sociodemographic + Location.

SD = 0.90) indicates a relatively higher trust among the respondents. In addition, the respondent's satisfaction with the current state of law and order was moderate ($M = 0.58$, SD = 0.49). Among the instrumental model variables, the highest mean score was for personal safety awareness ($M = 3.58$, SD = 0.82), and the lowest was for victimization experience ($M = 0.15$, SD = 0.35). The average score for the citizens' contentment with the government's maintenance of law-and-order operation was 2.77, indicating relatively low satisfaction among the low-income urban population.

Factors associated with the trust in police among low-income urban inhabitants

In Table 4, we analyzed several regression models to identify the factors related to trust in the police in Bangladesh. In model 1, we entered the expressive model variables. We found that both variables, trust in neighbors and the law-and-order situation in the neighborhoods, were statistically significant ($p < 0.001$). In model 2, we added the instrumental model variables with expressive model variables, and all variables except victimization to any crime were discovered to possess a statistically significant association with trust in police. In models 3 and 4, the variables extracted from satisfaction with government activities and media influence were incorporated, which increased the model's explanatory power from 35.5% to 62.8%. In the final model (Model 5), sociodemographic variables and respondents' locations were included, which boosted the model's explanatory power to 68.8%. Trust in neighbors ($\beta = 0.127$, $p \leq 0.001$), personal safety awareness ($\beta = 0.075$, $p \leq 0.01$), governmental law and order operations ($\beta = 0.285$, $pp \leq 0.001$), knowing ($\beta = 0.054$, $p \leq 0.05$) and believing positive media reports on police ($\beta = 0.138$, $p \leq 0.001$), citizens belonging to a joint family structure ($\beta = 0.113$, $p \leq 0.05$), and Khulna city residents' ($\beta = 0.243$, $p \leq 0.001$) had a positive significant association with the low-income citizens' trust in Bangladesh Police. On the other hand, perceived crime problems in the residence area ($\beta = -0.064$, $p \leq 0.001$), believing adverse media reports on police ($\beta = -0.111$, $p \leq 0.01$), belonging to the elderly age group ≥50 ($\beta = -0.225$, $p \leq 0.01$), respondents who attend up to primary education level (β=-0.102, $p \leq 0.05$), Muslim community compared to Hindus ($\beta = -0.151$, $p \leq 0.05$), Rangpur ($\beta = -0.268$, $p \leq 0.001$), and Sylhet residents compared to Dhaka city ($\beta = -0.199$, $p \leq 0.001$) had a statistically significant negative correlation with trust in police.

Discussion

This study endeavors to extend the knowledge of factors influencing the trust of low-income individuals in police performance in Bangladesh.

Several significant results about low-income citizens' trust in police performance on both procedural and outcome-based aspects came from this research. Multiple studies have shown that procedural-based and outcome-based trust is essential for establishing and sustaining citizens' trust in the police (Ahsan et al., 2024; Rumi et al., 2026).

The findings indicate that those with low income possess a relatively low level of trust in the police. There be should specific determinants that create negative or positive attitudes toward police performances in reducing crime and enhancing the public laws and orders. The relationship between income level and attitudes toward law enforcement has been the subject of inconsistent findings in previous research.(Brown & Benedict, 2002) and Kääriäinen (2008) have both suggested that individuals from lower income background are more likely to show negative attitudes toward the police. Conversely, other research has indicated that attitudes toward the police are not substantially influenced by income level (Hu et al., 2020; Weitzer & Tuch, 2005).

The study supports the second argument, which posits that an individual's socioeconomic status does not necessarily result in negative perceptions. Instead, low-income citizens maintain a neutral stance when evaluating the effectiveness of the Police in Bangladesh. Implementing the online service delivery system, advancements in equipment and technology, restructuring the traditional hierarchy in the local police stations, and effective crisis management have collectively influenced citizens' perception of Bangladesh Police from negative to neutral (Islam et al., 2020). The study analyzed the influence of expressive and instrumental model variables on the trust of low-income Bangladeshi urban residents in police and found that both models were statistically significant. Additionally, we found that trust in neighbors, personal safety consciousness, the government's enforcement of law and order, and favorable media coverage of police activities are all positively associated with trust in the police among this marginalized community. In Ethiopia, Melakmu and Teshome have found neighborhood trust, media portrayals of police, and perceived crime and safety strongly influence the police trust. Furthermore, research has demonstrated that having faith in one's neighbors can benefit the general population's trust in law enforcement (Boateng, 2018). Individuals who trust their neighbors are more predisposed to trust the police since the two levels of trust are interrelated (Bradford & Jackson, 2016). One reason for this connection is that trust in neighbors can create an appreciation for community and social cohesion, which can, in turn, influence trust in the police (Lim & Kwak, 2022). The social cohesion observed in low- and middle-income areas may be attributed to the fear and susceptibility to crime due to challenges related to the inadequate availability of police

personnel and resources (Bagson, 2016). In addition, persons with solid relationships with their neighbors are more likely to view their neighborhood as safe and secure, increasing their trust in the police's performance (Frimpong et al., 2019; Sun et al., 2014). In contrast, the police trust among Australian citizens are highly influenced by police performance and procedural justices (Ali & Murphy, 2024)

The development of a more secure and safe community and the enhancement of trust in the police can be facilitated by the development of trust in neighbors, which can result in increased communication and cooperation among residents (Nix et al., 2015). Prior research also supported these findings (Islam, 2021). On the contrary, this study found that the perceived crime problems in a person's residential area and the belief in negative media coverage of law enforcement had a significant negative correlation with the citizens' trust in police. A previous study has shown that a high level of perceived crime can lead to increased anxiety and fear, which can lower trust in the police because people may feel that the police are not doing enough to keep them safe and prevent crimes (Sun et al., 2014). Similarly, a study has shown that adverse media reports about police misconduct or unwarranted utilization of force of arms can decrease citizen trust in the police (Nix & Wolfe, 2017). To enhance trust in the police, it is essential for the police to communicate appropriately with the community and provide accurate information about crime and crime prevention (Jang et al., 2010). For example, in the United States, both crime control effectiveness, fair treatment, internal organizational fairness and procedural justice found the strongest influential factors of police trust (Weisburd et al., 2024). Besides, the study's findings suggest that age, education, religion, and geographical area can influence people's trust in police. However, among these significant factors, government law and order operations were the most substantial factor in increasing the trust of low-income individuals in police performance in Bangladesh.

This study was limited in scope to only the urban population with low-income population, meaning that the findings may be different from those of the wider population and socio-demographic perspectives. However, the primary limitation of this study is the cross-sectional research approach, which gives a snapshot of a particular time and context, which could be addressed in longitudinal analysis. Notwithstanding these constraints, the results of this study have substantial ramifications for policymakers and law enforcement agencies, as they indicate ways to enhance trust and strengthen relationships between the police and low-income urban residents. Further study, utilizing more representative samples of marginalized and poor inhabitants, might contribute to a greater understanding of the factors that influence trust in police among this group

and guide efforts to increase the efficacy of law enforcement and public safety in Bangladesh.

Conclusion

The study found that low income urban population gave higher ratings to the police departments' performances for their emergency response, fighting against crime, and consideration of citizen needs but also share their lower ratings for lack of sincerity and patience of police, trust in their statements, friendliness, and fair and unbiased inquiry. Trust in neighbors, personal safety awareness, the government's law and order situations, and positive media reporting of the police were positively correlated with the trust in police departments for them. To update the current scenario police officials could place a greater emphasis on respecting citizens' opinions and demonstrating empathy while providing services. Higher-ranked police officials, civil society organizations, and the media could jointly work as a multi layered governance framework to ensure accountability and procedural fairness for field level operations of Bangladesh Police. Strengthening internal anti-corruption efforts and imposing strict accountability for misconduct could help Bangladesh Police build a more positive image among low-income urban population.

Author contributions

CRediT: **Abu Hossain Muhammad Ahsan**: Conceptualization, Funding acquisition, Investigation, Methodology, Project administration, Writing – review & editing; **Md. Khalid Hasan**: Conceptualization, Funding acquisition, Investigation, Methodology, Visualization, Writing – original draft, Writing – review & editing; **Maruf Hasan Rumi**: Conceptualization, Investigation, Methodology, Project administration, Writing – review & editing; **Md Abu Sayem**: Writing – original draft, Writing – review & editing.

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