Bridging the Gap: The Influence of Attitudes, Subjective Norms, and Perceived Behavioral Control on Intentions to Utilize Police Services

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A B S T R A C T
This study examines the influence of attitudes, subjective norms, and perceived behavioral control (PBC) on people's intentions in using police services in Indonesia based on the Theory of Planned Behavioral (TPB). Through a quantitative approach to 431 respondents, the results of the analysis showed that positive attitudes towards the police had the strongest influence (0.436), followed by the perceived behavioral control (0.295), while subjective norms (0.203) had a more limited impact. This research model was able to explain 72.2% of the intention variance (R^2=0.722). These findings could prompt a revolutionary blueprint: the transformation of police services in the digital age must touch the psychological aspects of citizens, break down bureaucratic walls, and align with unique local wisdom.

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INTRODUCTION

The police as a law enforcement institution has a vital role in maintaining public security and order, as mandated in Law No. 2 of 2002 concerning the National Police of the Republic of Indonesia. The functions of the police include maintaining security and order, law enforcement, as well as protection, protection and service to the community. The effectiveness of the police role is highly dependent on the level of trust and active participation of the community (Abdi & Hashi, 2024). Under ideal conditions, the public will have a strong intention to use police services when needed, whether it is to report crime, seek help, or to obtain security-related information.

The use of police services refers to the use of services provided by the National Police of the Republic of Indonesia in order to maintain security, order, and law enforcement. These services include case complaints, investigations, traffic regulation, patrols, and community protection. However, data shows that the number of reporting crime cases to the police is still relatively low (Kn & Mpl, 2021; Riascos Villegas et al., 2023). Based on the BPS survey (2023), only about 23% of crime victims report their cases to the police, while the Precision Post survey (Media, 2025) shows that around 47.4% of people are reluctant to report to the police.

This phenomenon shows that there is a gap between the experience of community victimization and the presence of police services. The reluctance to use police services is not only caused by procedural factors, but also influenced by public perception of the integrity, justice, and effectiveness of the police (Brown, 2018). Procedural fairness is one of the important factors that shape the legitimacy of the police (Jackson et al., 2012), which includes the components of voice, neutrality, trustworthiness, and respect (Tyler, 2006). The perception that procedural justice is not being met can erode public trust in the police (Sunshine & Tyler, 2003).

This negative perception has an impact on the low willingness of the public to involve the police, even in situations that require legal intervention (White et al., 2020). The public often assesses the quality of direct interaction with the police as the main indicator of justice, not just the end result of the legal process (Mazerolle et al., 2013)

Attitudes towards the police are formed from personal experiences, media, and other people's stories. According to Fishbein and Ajzen (1975), attitude is an individual's tendency to respond to Behavioral based on beliefs about the consequences that may arise. Subjective norms—social pressures from the surrounding environment—also play an important role in determining whether or not a person will use the services of the police (Fishbein & Ajzen, 1975; Wagner, 2012). In addition, perceived behavioral control, which is an individual's belief in the ease or difficulty of carrying out an action, also affects the intention (Ajzen, 1991).

Previous research shows that attitudes, subjective norms, and perceived behavioral control are the main determinants in shaping a person's intention to behave, as explained in the Theory of Planned Behavioral (TPB) ((Ajzen, 1991; Keller & Miller, 2015). However, studies examining the application of this theory

in the context of Indonesian society are still limited, especially in the use of the spectrum of police services at large. Given Indonesia's unique socio-cultural context, research is needed that specifically analyzes how these three factors shape people's intentions to use police services.

Based on the description of the phenomenon described above, the researcher is encouraged to conduct research related to the influence of attitudes, subjective norms, and percieved behavioral control on people's intentions to use police services. The researcher's background is to study more deeply how people's intentions shape behavior using police services. Therefore, the purpose of this study is to explore the potential of the three factors that drive people's intention to use police services.

LITERATURE REVIEW

Intention to Use Administrative Services

According to Fishbein and Ajzen (1975), intention is a person's subjective probability to perform a certain   Behavioral. Intention is not only in the form of expectations or predictions, but a commitment to action. Intent as the closest indicator of a person's actual behavior that reflects how strongly someone plans or desires to perform a certain   Behavioral (Ajzen, 1991). The stronger a person's intention to do a behavior, the more likely it is that the behavioral will materialize. Thus, intention can be understood as a person's desire or intention to perform a specific action, which is the main predictor of the emergence of Behavioral.

H1: Attitudes, subjective norms, and percieved behavioral control have a positive effect on the intention to use police services.

Attitude

Fishbein and Ajzen define attitude as a learned predisposition to respond consistently favorably or unfavorably to an object, person, institution, or event. Attitudes toward a behavior are formed by an individual's evaluation of their beliefs about the possible consequences of doing that behavior (behavioral beliefs) that correlate with their values or judgments of those consequences. So, attitude is not just a feeling, but a cognitive and affective evaluation that is structured based on the information that the individual has.

H2: Attitude has a positive effect on the intention to use police services.

Subjective norms

Fishbein and Ajzen (1975) subjective norms are defined by the individual's perception of perceived social pressure to do or not perform a certain   behavior. Subjective norms reflect the extent to which individuals believe that the collective of their social environment approves or disapproves of the implementation of Behavioral. Subjective norms are an individual's personal interpretation of the social expectations around them. The stronger the individual's belief that important people to him expect him to perform a behavior, and the greater his desire to comply with that expectation, the higher the subjective norm that drives the intention to carry out the behavior.

H3: Subjective norms have a positive effect on the intention to use police services.

Percieved Behavioral Control

Ajzen (2002) Describe percieved behavioral control as a form of behavior control that includes individual beliefs about the presence or absence of factors that support or prevent a person from displaying a behavior. This concept reflects the extent to which individuals feel they have resources and opportunities, and are able to overcome obstacles that arise in an effort to realize an action or Behavioral.

H4: Perceived Behavioral Control has a positive effect on the intention to use police services

Police

The police are vital institutions in maintaining social order and enforcing the law in a country. Etymologically, the term "police" comes from the Greek polis , which means city or country, and politeia, which means government or administration of the state (Reith, 1952). In the modern context, the police are understood as a body authorized to maintain public security and order, prevent and crack down on crime, and provide protection, protection, and services to the community.
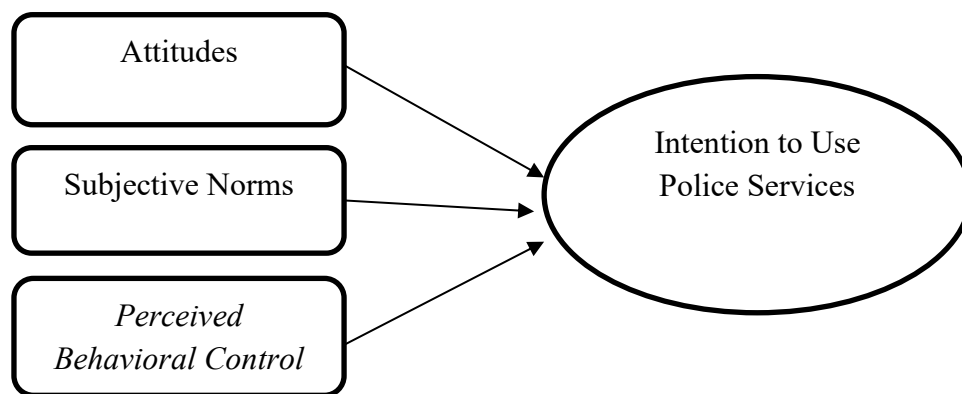
Frame of Mind

Figure 1. Frame of Mind

Research Hypothesis

Based on the description described above, the hypothesis proposed in this study is as follows:

H1: Attitudes, subjective norms, and percieved behavioral control have a positive effect on the intention to use police services.

H2: Attitude has a positive effect on the intention to use police services.

H3: Subjective norms have a positive effect on the intention to use police services.

H4: Perceived Behavioral Control has a positive effect on the intention to use police services.

METHODOLOGY

Identification of Research Variables

In this study, there are independent variables, dependent variables. The position of each variable used in this study is as follows:

a. Independent Variable : Attitude (X1), Subjective Norms (X2), Percieved Behavioral Control (X3)
b. Dependent Variable : Intention to Use Police Services (Y)

Population

The population in this study refers to the entire unit of analysis that has specific characteristics that are relevant to the research objectives (Creswell, 2014). The specific details of the population in this study are:

a. Adults (≥17 years old) who reside in the North Sumatra Province area.
b. Have experience interacting with the police (direct/indirect)

Sampling and Sampling Techniques

The sample size is based on the approach by Hair et al. (2010), which recommends 5 to 10 times the number of variable indicators, resulting in 431 samples. The sampling technique used is **purposive sampling**, where respondents are deliberately selected based on specific criteria (≥17 years old and having direct/indirect experience with the police).

Data Collection Methods

The data collection method uses the **Likert Scale** to measure attitudes, opinions, and perceptions about social phenomena (Sugiyono, 2016). The researcher used three measuring tools, namely the perception scale of policing, *perceived Behavioral control*, and intention to use police services.

Research Implementation Procedure

a. Preparation Stage: The researcher conducts a literature review related to the research variables and identifies appropriate measurement tools.
b. Implementation Stage: Data is collected using a **Google Form**, distributed via social media (email and WhatsApp) for cost and time efficiency.
c. Data Processing Stage: Collected data will be processed using SPSS version 31.0 for further analysis.

Data Analysis Methods

The analysis will use **multiple linear regression** to test the influence of independent variables on the dependent variable. Before the regression test, validity tests, classical assumption tests (normality, multicollinearity, heteroscedasticity, linearity), and hypothesis testing (F test, T test, coefficient of determination) will be conducted (Hair et al., 2014).

RESULTS AND DISCUSSION

Validity of the Attitude Scale

The results of testing the validity of the attitude scale in this study can be seen in Table 1 as follows:

Table 1. Attitude Scale Validity Test

Aitem	R count	R Table	Itself	Information
X1.1	0,755	0,098	<0.001	Valid
X1.2	0,714	0,098	<0.001	Valid
X1.3	0,656	0,098	<0.001	Valid
X1.4	0,466	0,098	<0.001	Valid
X1.5	0,732	0,098	<0.001	Valid
X1.6	0,742	0,098	<0.001	Valid

X1.7	0,711	0,098	<0.001	Valid
X1.8	0,504	0,098	<0.001	Valid

From the table, the value of the item item on the attitude scale question shows that the calculated R value is greater than the R value of the table and the significance value is <0.001. Based on the results of the data above, it shows that all items of the attitude scale in this study accurately measure the essence of attitude variables.

Validity of the Subjective Norm Scale

The results of the validity test of the subjective norm scale in this study can be seen in Table 2 as follows:

Table 2. Subjective Norm Scale Validity Test

Aitem	R count	R Table	Itself	Information
X2.1	0,537	0,098	<0.001	Valid
X2.2	0,572	0,098	<0.001	Valid
X2.3	0,673	0,098	<0.001	Valid
X2.4	0,550	0,098	<0.001	Valid
X2.5	0,606	0,098	<0.001	Valid
X2.6	0,775	0,098	<0.001	Valid

From the table, the value of the attitude scale question with a confidence level of 5% can be obtained indicating that the R value is greater than the R value of the table and the significance value of <0.001. Based on the results of the data above, it shows that all items of the Subjective Norm scale in this study measure the essence of the Subjective Norm variable correctly.

Validitas Skala Percieved   Behavioral Control

The results of the validity test of the Percieved Behavioral Control scale in this study can be seen in Table 3 as follows:

Table 3. Percieved Behavioral Control Scale Validity Test

Aitem	R count	R Table	Itself	Information
X3.1	0,807	0,098	<0.001	Valid
X3.2	0,707	0,098	<0.001	Valid
X3.3	0,633	0,098	<0.001	Valid
X3.4	0,845	0,098	<0.001	Valid
X3.5	0,831	0,098	<0.001	Valid
X3.6	0,730	0,098	<0.001	Valid
X3.7	0,481	0,098	<0.001	Valid
X3.8	0,796	0,098	<0.001	Valid

From the table, the value of the attitude scale question with a confidence level of 5% can be obtained indicating that the R value is greater than the R value of the table and the significance value of <0.001. Based on the results of the data above, it shows that all items of the PBC scale in this study measure the PBC essence variables accurately.

Validity of the Intention Scale

The results of the validity test of the intention scale in this study can be seen in Table 4 as follows:

Table 4. Intention Scale Validity Test

Aitem	R count	R Table	Itself	Information
Y.1	0,685	0,098	<0.001	Valid
Y.2	0,601	0,098	<0.001	Valid
Y.3	0,470	0,098	<0.001	Valid
Y.4	0,510	0,098	<0.001	Valid
Y.5	0,559	0,098	<0.001	Valid
Y.6	0,554	0,098	<0.001	Valid
Y.7	0,540	0,098	<0.001	Valid
Y.8	0,595	0,098	<0.001	Valid
Y.9	0,686	0,098	<0.001	Valid
Y.10	0,416	0,098	<0.001	Valid
Y.11	0,560	0,098	<0.001	Valid
Y.12	0,442	0,098	<0.001	Valid
Y.13	0,628	0,098	<0.001	Valid
Y.14	0,703	0,098	<0.001	Valid
Y.15	0,681	0,098	<0.001	Valid
Y.16	0,470	0,098	<0.001	Valid
Y.17	0,573	0,098	<0.001	Valid
Y.18	0,665	0,098	<0.001	Valid

From the table, the value of the intention scale question item with a confidence level of 5% can be obtained indicating that the calculated R value is greater than the R value of the table and the significance value of <0.001. Based on the results of the data above, it shows that all items of the intention scale in this study measure the essence of the intention variable precisely.

Reliability Test

The results of reliability testing on all variables in this study can be seen in Table 5 as follows:

Table 5. Reliability Test

Variabel	Cronbach's Alpha	Information
Attitude	0,831	Reliabel
Subjective Norms	0,689	Reliabel
Perceived Behavioral Control	0,875	Reliabel
Intense	0,878	Reliabel

The reliability analysis used in this study was using the Cronbach's Alpha correlation test and was found based on the table above with an error rate of 5%, an attitude variable with a value of 0.831, a subjective norm variable of 0.689, a Perceived Behavioral Control variable with a value of 0.875 and an intention variable of 0.878. All of these values show a level greater than 0, so it can be concluded to be reliable. Based on the conclusions found, it shows that the measurement scale is consistent in measuring variables.

Overview of Research Subjects
Gender

Here is the distribution of subjects by gender which can be seen from the Table below:

Table 6. Gender

Gender	Quantity (N)	Percentage (%)
Man	124	28.8 %
Woman	307	71,2 %
Total	**431**	**100 %**

Based on the table above, the most research subjects were female subjects with a total of 307 people (71.2%) while male subjects amounted to 124 people (71.2%).

Age

Here is the distribution of subjects by age which can be seen from the Table below:

Table 7. Age

Age	Age Total (N)	Percentage (%)
Adolescents (17-20)	**25**	**5,8 %**
Early Adults (21-40)	**314**	**72,8 %**
Mature (41-65)	**92**	**21,4 %**
Total	**431**	**100 %**

Based on the table above, the most research subjects were subjects with an early adult age range of 314 people (72.8%), in the intermediate adult age range of 92 people (21.4%) were in the medium category and the adolescent age range amounted to 25 people (5.8%).

Final Education

Here is the distribution of subjects by last education which can be seen from the Table below:

Table 8. Final Education

Education	Quantity (N)	Percentage (%)
High School / Vocational School Equivalent	56	29.41 %
D3/S1	288	50.37 %
S2 / Postgraduate	87	1.47 %
Total	**431**	**100 %**

Based on the table above, the most research subjects were subjects with D3/S1 education totaling 288 people (50.37%), in S2/Postgraduate education as many as 87 people (21.4%) in the medium category and student education totaling 56 people (29.41%).

Occupation

Here is the distribution of subjects by occupation which can be seen from the Table below:

Table 9. Occupation

Tenure	Quantity (N)	Percentage (%)
Student/Student	59	13,7 %
Private	199	46,1 %

ASN	150	35,1 %
Housewives	23	5 %
Total	**431**	**100 %**

Based on the table above, the most research subjects were subjects with private jobs totaling 199 people (46.1%), in ASN jobs totaling 150 people (35.1%), the student/student category totaling 59 people (13.7%). And the least in the category of Housewives is 23 (5%).

Marital Status

Here is the distribution of subjects by marital statuswhich can be seen from the Table below:

Table 10. Marital Status

Marital Status	**Quantity (N)**	**Percentage (%)**
Marry	228	53 %
Unmarried	203	47 %
Total	**431**	**100 %**

Based on the table above, the most research subjects were subjects with married status with a total of 228 people (53%) while male subjects amounted to 203 people (47%).

Experience with the Police Force

The following is the distribution of the subject based on his experience with the police which can be seen from the Table below:

Table 11. Experience with the Police

Experience	**Quantity (N)**	**Percentage (%)**
Immediately	272	63 %
Indirect	159	37 %
Total	**431**	**100 %**

Based on the table above, the most research subjects were subjects with married status with a total of 272 people (63%) while male subjects amounted to 159 people (37%).

Overview of Attitude

Descriptions of attitudes are displayed based on the mean, minimum, and maximum values of the research subjects. The details of those values are presented in the following table:

Table 12. The Value of Empirical Data & Hypothetical Attitudes

			Empirical			**From the hypothetical**		
Variabel	**Min**	**Max**	**Mean**	**SD**	**Min**	**Max**	**Mean**	**SD**
Attitudes	4	100	50.59	19,81	4	100	52	16

Based on the Table, the empirical mean of attitude score is 50.59, with a minimum score of 4 and a maximum of 100. Meanwhile, the hypothetical mean is 52, with a minimum score of 4 and a maximum of 100. This value is used as a

reference for categorization norms in determining the level of individual attitudes. The attitude score categories can be seen in the following table:

Table 13. Categorization of Attitude Variables

Number Range	Classification	Frequency	Percentage
X < 36	Low	116	26,9%
35.9 ≤ X < 68	Keep	233	54,1 %
68 ≤ X	Tall	82	19,0%
	Total	431	**100 %**

Based on the table, it can be seen that there are 116 subjects with attitudes in the low category (26.9%), the medium category as many as 233 subjects (54.1%), and as many as 82 subjects (19%) are included in the high category. This data shows that the majority of subjects have attitudes that are in the medium category.

Overview of Subjective Norms

Descriptions of subjective norms are displayed based on the mean, minimum value, and maximum value of the research subject. The details of these values are presented in the following Table:

Table 14. The Value of Empirical Data & Hypothetical Subjective Norms

Variabel		Empirical				From the hypothetical		
	Min	Max	Mean	SD	Min	Max	Mean	SD
Subjective norm	12	75	45,95	14,95	3	75	39	12

Based on the empirical mean, the subjective norm score is 45.95, with a minimum score of 12 and a maximum of 75. Meanwhile, the hypothetical mean is 39, with a minimum score of 3 and a maximum of 75. This value is used as a reference for categorization norms in determining the level of subjective norms of perception. The categories of subjective norm scores can be seen in the following table:

Table 15. Categorization of Subjective Norm Variables

Number Range	Classification	Frequency	Percentage
X < 27	Low	50	11.6 %
26.9 ≤ X < 51	Keep	240	55,7%
51 ≤ X	Tall	141	32,7%
	Total	431	**100 %**

Based on the Table, it can be seen that there are subjects with subjective norms in the low category as many as 50 subjects (11.6%), the medium category as many as 240 subjects (55.7%), and as many as 141 subjects (32.7%) are included in the high category. This data shows that the majority of subjects show subjective norms of the medium category.

Overview of Perceived Behavioral Control

The description of PBC is displayed based on the mean, minimum value, and maximum value of the research subject. The details of these values are presented in the following Table:

Table 16. The Value of Empirical & Hypothetical PBC Data

| Variabel | Min | Max | Empirical | | Min | Max | From the hypothetical | |
			Mean	SD			Mean	SD
PBC	4	100	48,61	20.593	4	100	52	16

Based on the table of empirical mean scores, PBC scores are 20.59%, with a minimum score of 4 and a maximum of 100. Meanwhile, the hypothetical mean is 52, with a minimum score of 4 and a maximum of 100. This value is used as a reference for categorization norms in determining the PBC level. The score categories can be seen in the following table:

Table 17. Categorization of PBC Variables

Number Range	Classification	Frequency	Percentage
X < 36	Low	147	34,1 %
35.9 ≤ X < 68	Keep	208	48,3 %
68 ≤ X	Tall	76	17,6 %
	Total	431	**100 %**

Based on the table, it can be seen that there are 147 subjects with PBC in the low category (34.1%), 208 subjects (48.3%) in the medium category, and 76 subjects (17.6%) included in the high category. This data shows that the majority of subjects view PBC in the medium category.

Overview of Intent

Descriptions of intent are displayed based on the mean, minimum, and maximum values of the research subject. The details of these values are presented in the following Table:

Table 18. Empirical Data Value & Hypothetical Intent

| Variabel | Min | Max | Empirical | | Min | Max | From the hypothetical | |
			Mean	SD			Mean	SD
Intent	37	90	65,29	10,8	18	90	54	12

Based on the table, the empirical mean score of the intention score is 65.29, with a minimum score of 37 and a maximum of 90. Meanwhile, the hypothetical mean is 54, with a minimum score of 18 and a maximum of 90. This value is used as a reference for categorization norms in determining the level of intention. The score categories can be seen in the following table:

Table 19. Categorization of Intention Variables

Number Range	Classification	Frequency	Percentage

X < 42	Low	8	1.9 %
42 ≤ X < 66	Keep	226	52,4 %
66 ≤ X	Tall	197	45,7 %
	Total	431	**100 %**

Based on the table, it can be seen that there are 8 subjects with intentions in the low category (1.9%), 226 subjects (52.4%) in the medium category, and 197 subjects (45.7%) included in the high category. This data shows that the majority of subjects show in the category are expressing the intention variable.

Classical Assumption Test
Normality Test
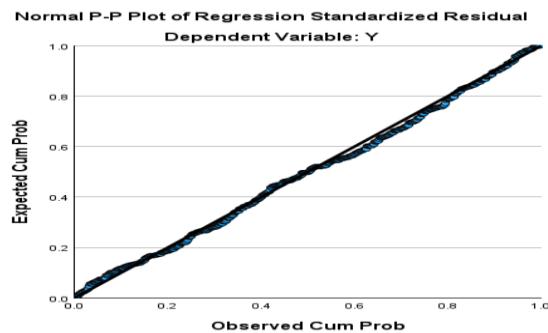
Figure 2. Normality Pot

Figure 3. One Sample K-S

Based on the Kolmogorov-Smirnov normality test, a significance value of 0.203 was obtained greater than 0.05, so it can be concluded that the data is normally distributed.

Multicollinearity Test

Coefficients^a

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	47.878	.933		51.300	<,001		
	X1	.201	.024	.413	8.306	<,001	.325	3.076
	X2	.160	.027	.238	5.990	<,001	.511	1.958
	X3	.114	.024	.244	4.832	<,001	.315	3.172

a. Dependent Variable: Y

Figure 4. Multicollinearity Test

If the tolerance value is below 0.1 or VIF is above 10, multicollaterality occurs. Based on the table above, it is known that:

Table 20. Multicollinearity Test

Variabel	Tolerance	VIVID	Criterion
Attitude	0,325	3,076	Multicollinearity does not occur
Subjective Norms	0,511	1,958	Multicollinearity does not occur
PBC	0,315	3,172	Multicollinearity does not occur

Based on the table above, it can be concluded that in this research data there is no multicollinearity.
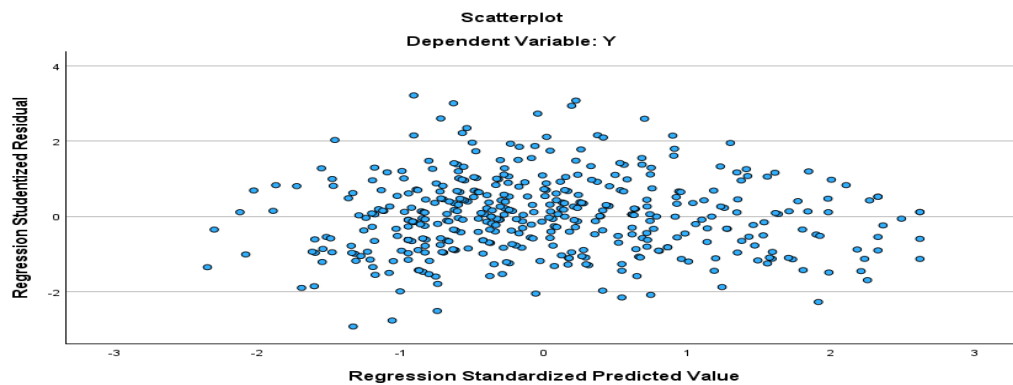
Heteroscedasticity test

Figure 5. Heteroscedasticity Test

Based on the graph above, it was found that the distribution of scattered data was found, so it can be concluded that the data in this study did not occur Heteroscedasticity.

Hypothesis Testing
F Test

ANOVAᵃ

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	36240.705	3	12080.235	369.544	<,001ᵇ
	Residual	13958.460	427	32.690		
	Total	50199.165	430			

a. Dependent Variable: Y
b. Predictors: (Constant), X3, X2, X1

Figure 6. Test F

The F table is 2.625, based on the analysis carried out it was found that the F count is 369.544 compared with the F table shows a greater value, so it can be concluded that the variables of attitude, norms, and perceived   Behavioral control have a significant effect on the variables of intention. Simultaneousevents, attitude variables, subjective norms, and perceived behavioral controls have a significant and positive influence on people's intentions to use police services. This means that a combination of an individual's personal evaluation (attitude), perceived social pressure (subjective norms), and

belief in ability and ease of action (PBC) collectively explains significant variations in people's intentions to interact with police services.

T Test

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	38.705	.943		41.060	<,001		
	X1	.238	.024	.436	9.739	<,001	.325	3.076
	X2	.153	.027	.203	5.679	<,001	.511	1.958
	X3	.155	.024	.295	6.489	<,001	.315	3.172

a. Dependent Variable: Y

Figure 7. T Test

Table 21. T test

Variabel	t-count	T-Table	Sig	Information
Attitude	9,739	1,965	<,001	Influential +
Subjective Norms	5,679	1,965	<,001	Influential +
PBC	6,489	1,965	<,001	Influential +

Based on hypothesis testing which aims to test the influence of independent variables on their dependent variables. The test is carried out by comparing the t-calculated value with the t-table value provided that if the t-calculated value is positive and greater than the t-table indicates a positive influence. Through these provisions, it can be concluded that attitudes towards the police have a positive effect on the intention to use services, meaning that the more positive the public's confidence in police services, the higher the intention to use police services. Subjective norms also show a positive influence on the intention to use police services, meaning that the more an individual believes the views of the referent/trusted person about the police, the higher the intention to use police services. *Perceived Behavioral Control* shows a positive influence on the intention to use police services, meaning that the more confident an individual is in the ease and control obtained from police services, the higher the intention to use police services. Y=38.705 + 0,238X1 + 0,153X2 + O,155X3

Determination Coefficient Test

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.850^a	.722	.720	5.717

a. Predictors: (Constant), X3, X2, X1

b. Dependent Variable: Y

Figure 8. Coefficient Determination Test

The R-Square value (0.722) indicates that 72.2% of the variation in the dependent variable (Y: Intention) can be explained simultaneously by the

variation in the independent variables (X1: Attitude, X2: Subjective Norm, X3: Perceived Behavioral Control - PBC). This indicates that the regression model that is formed has a very high explanatory ability.

The Adjusted R Square value (0.720), which is the R Square value that has been adjusted for the number of independent variables and sample size, shows that 72.0% of the variation in the dependent variable (Intention) can be explained by independent variables when generalized to the population.

The very small difference between the R Square and the Adjusted R Square (0.722 - 0.720 = 0.002) indicates that the model is efficient and that there is no significant decrease in explanatory significance when generalized. Based on the findings of the data above, it can be concluded that the variables of attitude, subjective norms, and perceived Behavioral control (PBC) together make a very significant and substantial contribution in explaining the intention of the public to use police services by 72%.

Testing Based on Experience with the Police Force

This study also examines the influence of attitudes, subjective norms and perceived Behavioral control on the intention to use police services based on the distribution of experience data with the police, both directly and indirectly. Data with direct experience amounted to 272 respondents and data with indirect experience amounted to 431. Based on the regression analysis carried out, it was found as follows:

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.766[a]	.586	.578	5.53156

a. Predictors: (Constant), X3, X2, X1
b. Dependent Variable: Y

Figure 9. Koef Determination of Indirect Experience

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	6718.654	3	2239.551	73.192	<,001[b]
	Residual	4742.717	155	30.598		
	Total	11461.371	158			

a. Dependent Variable: Y
b. Predictors: (Constant), X3, X2, X1

Figure 10. Test F Indirect Experience

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	48.423	1.624		29.825	<,001		
	X1	.195	.040	.407	4.912	<,001	.388	2.577
	X2	.170	.040	.267	4.272	<,001	.681	1.468
	X3	.102	.039	.209	2.598	.010	.413	2.423

a. Dependent Variable: Y

Figure 11. Indirect Experience t Test

Based on the data above, the coefficient of indirect experience determination shows a value of 0.578, showing the bearing of the influence of all independent variables on the dependent variable of 58%. Hail Test F data obtained 73,192 which showed significant influence. The analysis of the t-test obtained data on the value of the attitude variable 4,912, the subjective norm 4,272 and the PBC 2,598 which showed that the comparison for the PBC variable was quite low for those who did not have direct experience with the police.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.827^a	.685	.681	5.76803

a. Predictors: (Constant), X3, X2, X1
b. Dependent Variable: Y

Figure 12. Koef Determination of Direct Experience

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	19348.404	3	6449.468	193.851	<,001^b
	Residual	8916.405	268	33.270		
	Total	28264.809	271			

a. Dependent Variable: Y
b. Predictors: (Constant), X3, X2, X1

Figure 13. Test F Live Experience

Coefficients^a

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.	Collinearity Statistics Tolerance	VIF
1	(Constant)	47.686	1.174		40.606	<,001		
	X1	.204	.031	.416	6.643	<,001	.299	3.339
	X2	.150	.036	.217	4.120	<,001	.424	2.358
	X3	.122	.030	.264	4.010	<,001	.271	3.693

a. Dependent Variable: Y

Figure 14. A Hands-on Experience T Test

Based on the data above, the coefficient of determination of indirect experience shows a value of 0.685, showing the magnitude of the influence of all independent variables on the dependent variables of 68.5%. Hail Test F data obtained 193,851 which showed significant influence. The analysis of the t-test obtained data on the value of the attitude variable 6,643, the subjective norm 4,120 and the PBC 4,101.

The Influence of Attitudes, Subjective Norms, and Perceived Behavioral Control on Intention to Use Police Services

The results of the study confirm the relevance of *the Theory of Planned Behavioral* (Ajzen, 1991) in the context of community interaction with the police in Indonesia, especially in the city of Medan. The three attitude variables, subjective norms, and perceived   Behavioral control (PBC) significantly affected the intention to use police services with a cumulative contribution of 72.2% (R^2=0.722). These findings prove that societal intentions are not only shaped by individual evaluations, but also by complex psychosocial dynamics.

Attitudes emerged as the strongest predictors, indicating that an individual's affective cognitive beliefs about the effectiveness of police services were a major determinant of intention. However, the majority of respondents (54.1%) had a moderate attitude (mean=50.59), which reflects public ambivalence, on the one hand acknowledging the formal role of the police, on the other hand being skeptical due to negative experiences such as victim blaming (Darma et al., 2022), reporting on corruption cases, and other cases involving police violations.

Although PBC was not the strongest predictor, 34.1% of respondents were in the low category (mean=48.61), indicating procedural barriers as critical barriers. The low PBC reflects the public's perception of the complexity of the reporting bureaucracy, the slow response of the police, and the absence of guarantees of the safety of the complainant.

Subjective norms have the weakest influence although 32.7% of respondents categorize them as high. This indicates that social pressures, such as family/community support, do not automatically affect intention.

In this study, findings were also obtained based on data analysis conducted based on direct and indirect experience with the police, there were differences in the results obtained, especially in the Percieved Behavioral Control variable, namely the PBC value shown by indirect experience was lower (2,598) than the value data that had direct experience (4,101). This shows that people who do not have direct experience with the police show a low contribution of PBC, meaning that when individuals or people who have not experienced firsthand experience with the police become a factor that directly affects the quality of PBC.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the results of the analysis that has been carried out, it can be proven that the intention to use police services is a multidimensional construct dominated by attitude and perceived behavioral control. There are also direct

and indirect experience factors, especially affecting the level of perceived behavioral control of individuals towards the police.

Recommendations

1. *Methodological Suggestions*

   The methodological suggestions that can be given based on the results of the research are as follows:

   a. This research also has limitations in the scope of data that is only in the Medan City area, it is necessary to develop a wider population in order to obtain more accurate data distribution results that cover urban and rural areas nationally, as well as balance gender proportions and involve vulnerable groups such as minorities and victims of direct crime. In addition, it is important to

   b. Measurement instruments need to be refined to improve the validity of the construct by integrating a qualitative approach through in-depth interviews and FGDs that aim to uncover the dynamics of subjective norms that are not quantified both for direct police stakeholders and vulnerable communities.

2. *Practical Advice*

   a. For the police institution in improving the image and trust of the public, it is necessary to improve the quality of services that facilitate and provide access to transparency and openness to police services. the transformation of police services in the digital age must touch the psychological aspects of citizens, break down bureaucratic walls, and align with unique local wisdom

   b. The community proactively increases their understanding and positive perception of the police. The public is expected to be more open in interacting with the police, providing constructive input for service improvement. With an increase in positive attitudes, support for social norms towards the police, and belief in ease of access to services (PBC) are expected to significantly increase people's intention to use police services, which in turn will contribute to the creation of better security and order in the environment

FURTHER STUDY

This study contributes to understanding the factors that influence the public's intention to use police services in Medan, but there are several areas for further research:

- Geographical Scope: Future studies could expand to other regions of Indonesia to examine whether socio-cultural differences influence the factors shaping the public's intention to use police services.

- Longitudinal Research: A longitudinal study could help assess whether the perceptions of police services change over time, particularly after police reforms or improvements in service delivery.

- Behavioral Outcome: Future research could also track actual usage of police services to understand the gap between intention and behavior. This will

help clarify how accurately attitudes and perceptions predict actual Behavioral.

- Impact of Police Reform: Investigating the effect of specific reforms on public intention to use police services would be valuable in assessing the impact of changes in law enforcement policies.

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