

*Symposium on*

*“Police Complaints in Hong Kong: Where are we heading?”*

*Third Plenary Session:*

*“Balance between Police Powers and Civil Rights”*

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## *Public Opinion in the Balance*

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# Outline of Presentation

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- **Public opinion on policing (surveys on HKPF)**
- **Public opinion on police complaints (surveys on IPCC)**
- **Changing public expectations**
- **Challenges ahead**

# **Public opinion on..... policing**

**Highlights and updates, from a presentation at the  
Symposium on Policing Challenges in the 21<sup>st</sup> Century  
21 June 2013**

# A Brief History of HKPF Surveys

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- 1994: HKPF launched its Vision and Statement of Common Purpose and Values; HKPF *Service Quality Wing* was also established to implement service quality initiatives.
- Public opinion surveys (POS) were conducted in 1995, 1999, 2001, 2005, 2008 and 2011. POP served HKPF since 1999.
- Customer satisfaction surveys (CSS) were conducted in 1998, 2000, 2002, 2005, 2008 and 2011, plus a target survey on CID in 2012. POP served HKPF since 2000.
- Staff opinion surveys (SOS) were conducted in 1997, 1999, 2000, 2004, 2007, 2010 and 2013, plus a mini-survey in 2006. POP served HKPF since 2004.
- As a public service, POP has been conducting a tracking poll on the public's satisfaction with the performance of HKPF since 1997.

# Evolution of HKPF Surveys

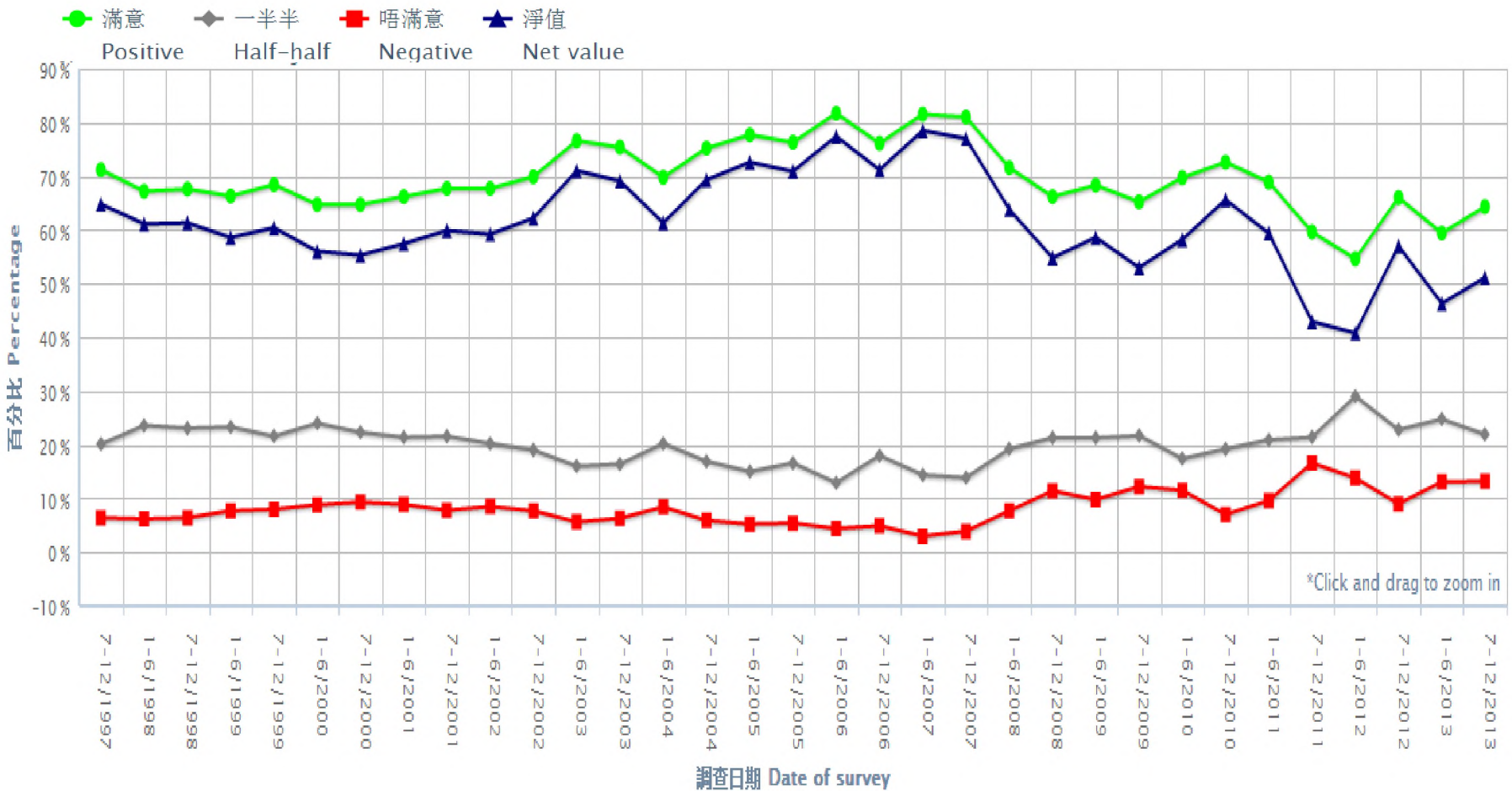
HKPF established the **Service Quality Wing** in 1994, and launched its Vision and Statement of Common Purpose and Values in 1996

	Staff Opinion Survey (SOS)	Management Survey	Customer Satisfaction Survey (CSS)	Public Opinion Survey (POS)	POP - TP
1995					
1996					
1997	✓✓				✓✓
1998			✓✓		✓✓
1999	✓✓	✓✓		✓	✓✓
2000	✓✓		✓		✓✓
2001				✓	✓✓
2002			✓		✓✓
2003					✓✓
2004	✓✓				✓✓
2005			✓✓	✓✓ (mini-POS)	✓✓
2006	✓✓ (mini-SOS)				✓✓
2007	✓✓				✓✓
2008			✓✓	✓✓ (mini-POS)	✓✓
2009					✓✓
2010	✓✓				✓✓
2011			✓✓	✓✓ (mini-POS)	✓✓
2012					✓✓
2013	✓✓				✓✓

✓ Conducted by HKU POP and HKU PKKI

✓✓ Conducted or will be conducted solely by HKU POP

# POP Tracking Survey on HKPF Performance: (1997-2013, half-yearly averages)



#2012年以前的調查問卷，用語為「你對香港警務處既表現滿唔滿意?」，之後則改為「你對香港警務處既表現滿唔滿意?」。   
 #The wordings used in surveys before 2012 were "Are you satisfied with the performance of the Hong Kong Police?". After that, they are changed to "Are you satisfied with the performance of the Hong Kong Police Force?".

# HKPF Public Opinion Surveys (1999-2011): Confidence in HKPF

In 2011: 75% of respondents had confidence in HKPF.

*Mean  
Score*

**3.83**

**2011**

(Base= 1,015)

**3.90**

**2008**

(Base=1,001)

**4.13**

**2005**

(Base=999)

**3.78**

**2001**

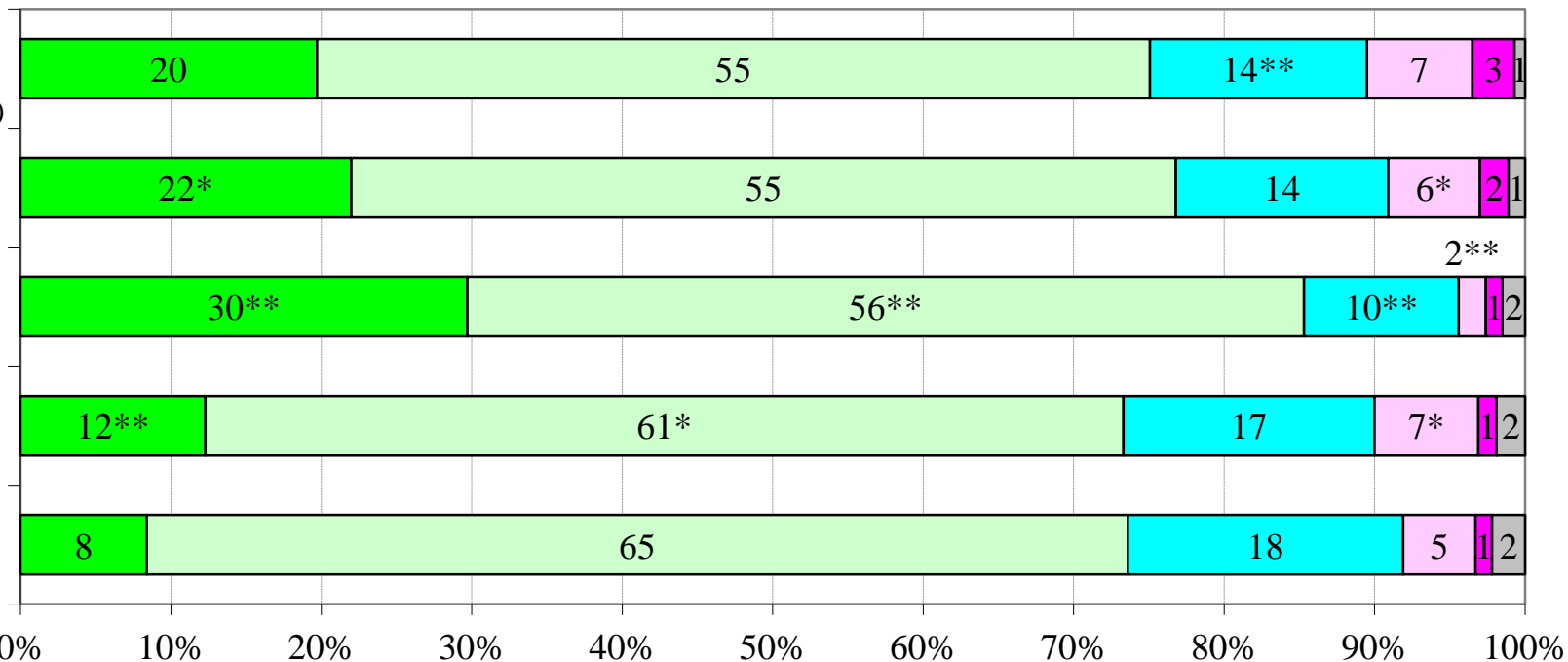
(Base=1,545)

**3.77**

**1999**

(Base=1,410)

■ Very confident   
 ■ Quite confident   
 ■ Half-half   
 ■ Not quite confident   
 ■ Not confident at all   
 ■ DK/HS



[Qn] Generally speaking, do you have confidence in the police service in Hong Kong?

[Qn] 整體黎講，你對香港警察有冇信心？

The option wordings used were “very much confidence”, “much confidence”, “not much confidence” and “no confidence at all” in 1999, 2001, 2005 and 2008.

# HKPF Public Opinion Survey (1999-2011): Overall Performance of HKPF

In 2011: HKPF obtained 71.1 marks in terms of its overall performance which is a significant drop from 2008 and a further decline from the record high registered in 2005.

	1999	2001	2005	2008	2011
<b>Mean</b>	<b>69.8</b>	<b>70.4</b>	<b>74.9**</b>	<b>71.1**</b>	<b>68.2**</b>
Standard error of mean	0.38	0.39	0.50	0.52	0.53
Median	70.0	70.0	80.0	70.0	70.0
Mode	70.0	70.0	80.0	80.0	70.0
<b>Number of valid raters</b>	<b>1,366</b>	<b>1,493</b>	<b>987</b>	<b>995</b>	<b>1,005</b>

[Qn] Please use a scale of 0 - 100 to rate the overall performance of the police service in Hong Kong, 0 means extremely bad, 100 means extremely good, and 50 means half-half.

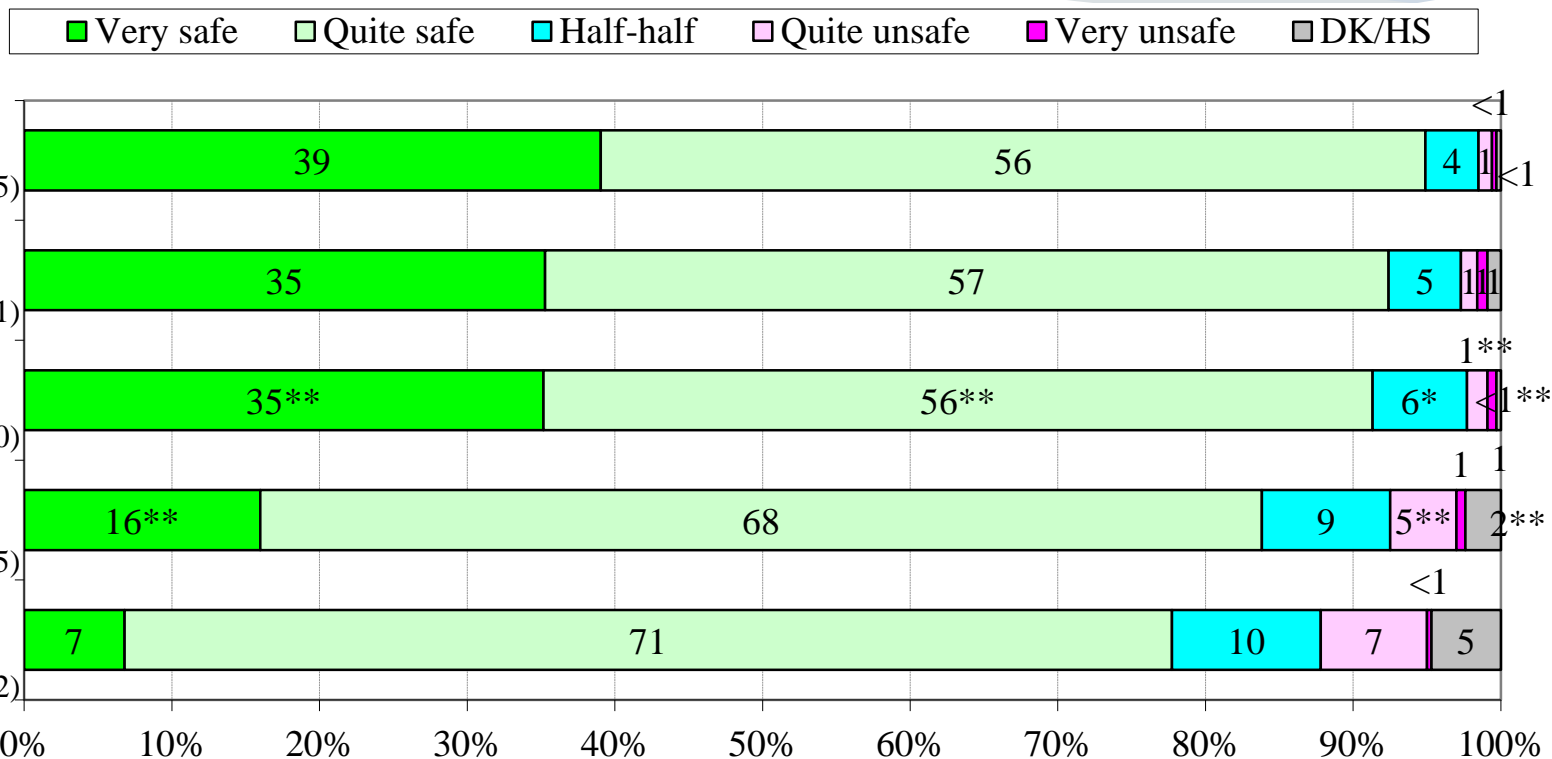
請你用0-100分評價一下香港警察嘅整體表現。0分代表非常差、100分代表非常好、50分代表一半半，你會俾幾多分香港警察？



# HKPF Public Opinion Survey (1999-2011): Perceived Safety at Daytime

In 2011: 95% felt Hong Kong safe at daytime. This aspect has been on a rise over the past decade or so.

**Mean  
Score**

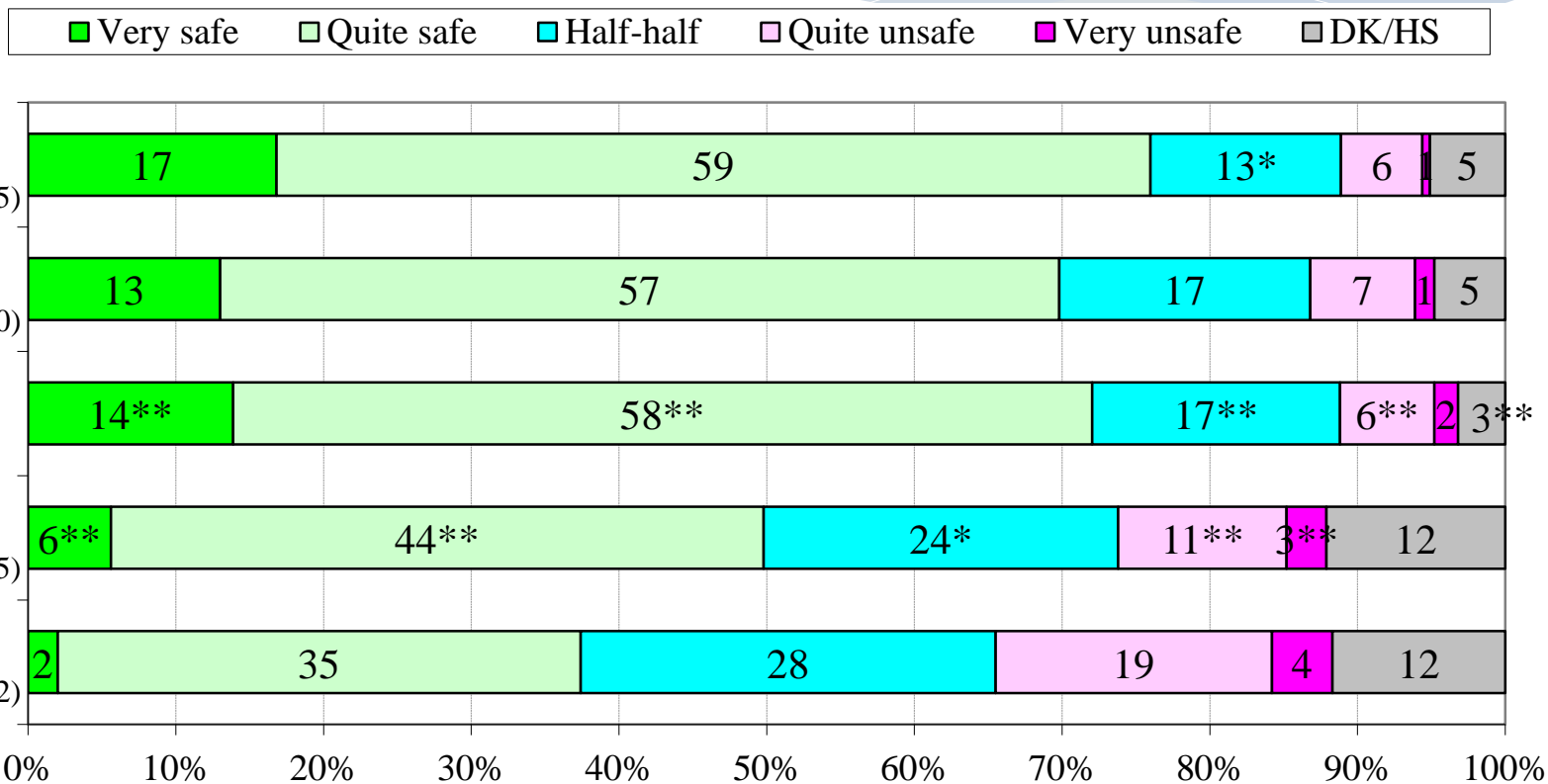


[Qn] Generally speaking, in terms of law and order, how safe do you feel it is in Hong Kong during the daytime?  
 整體黎講，以治安及社會秩序而論，你覺得香港呢個城市係日間安唔安全？

# HKPF Public Opinion Survey (1999-2011): Perceived Safety at Nighttime

In 2011: 76% felt Hong Kong safe at nighttime. Improved survey by survey since 1999.

*Mean Score*



[Qn] How about nighttime?  
咁係夜晚呢？

**Public opinion on....  
police complaints**

# POP Surveys of IPCC

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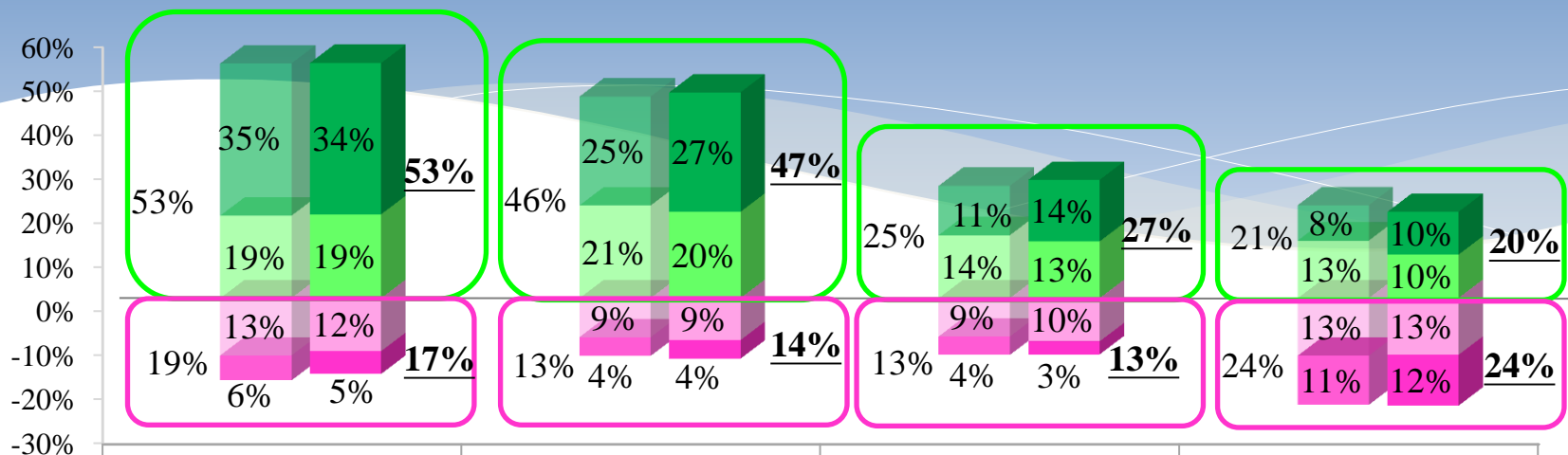
- The IPCC Ordinance came into operation on 1 June 2009 and the statutory IPCC was established on the same day.
- IPCC commissioned POP to study its public image in 2013 and 2014.
- Objectives of the surveys:
  - to investigate the public knowledge and perception of IPCC after the incorporation;
  - to understand the expectation of the public towards IPCC so as to shape a better IPCC;
  - to identify the direction of IPCC's publicity initiatives in future

# POP Surveys of IPCC: Contact Information

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- Date of survey:** March 5 to 12, 2013 / March 3 to 14, 2014
- Target population:** Hong Kong residents aged 18 or above who speak Cantonese
- Survey method:** Telephone survey conducted by telephone interviewers
- Sample size:** 1,009 / 1,039
- Response rate:** 68.4% / 66.9%
- Standard error:** Less than 1.6% (i.e., the maximum sampling error of all percentages should be no more than +/-3.2 percentage points at 95% confidence level)

# Image Profile of IPCC (2013-2014)



	2013 2014		2013 2014		2013 2014		2013 2014	
	Independence		Impartiality and objectivity		Efficiency		Transparency	
	2013	2014	2013	2014	2013	2014	2013	2014
<b>Mean Score</b>	<b>3.7</b>	<b>3.7</b>	<b>3.6</b>	<b>3.6</b>	<b>3.3</b>	<b>3.4</b>	<b>2.9</b>	<b>2.9</b>
Base	913	924	878	903	735	740	855	856

[Qn] Do you think IPCC is independent in monitoring and reviewing public complaints of the Police?

你覺得「監警會」能唔能夠以一個獨立既身份去監察同覆檢市民投訴警察既個案？

[Qn] Do you think IPCC is able to monitor and review CAPO's investigation in an impartial and objective way?

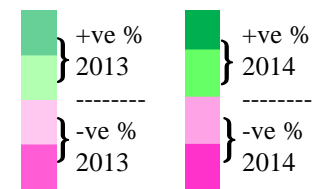
你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」既調查工作呢？

[Qn] Do you think IPCC's complaint monitor and review is efficient or not?

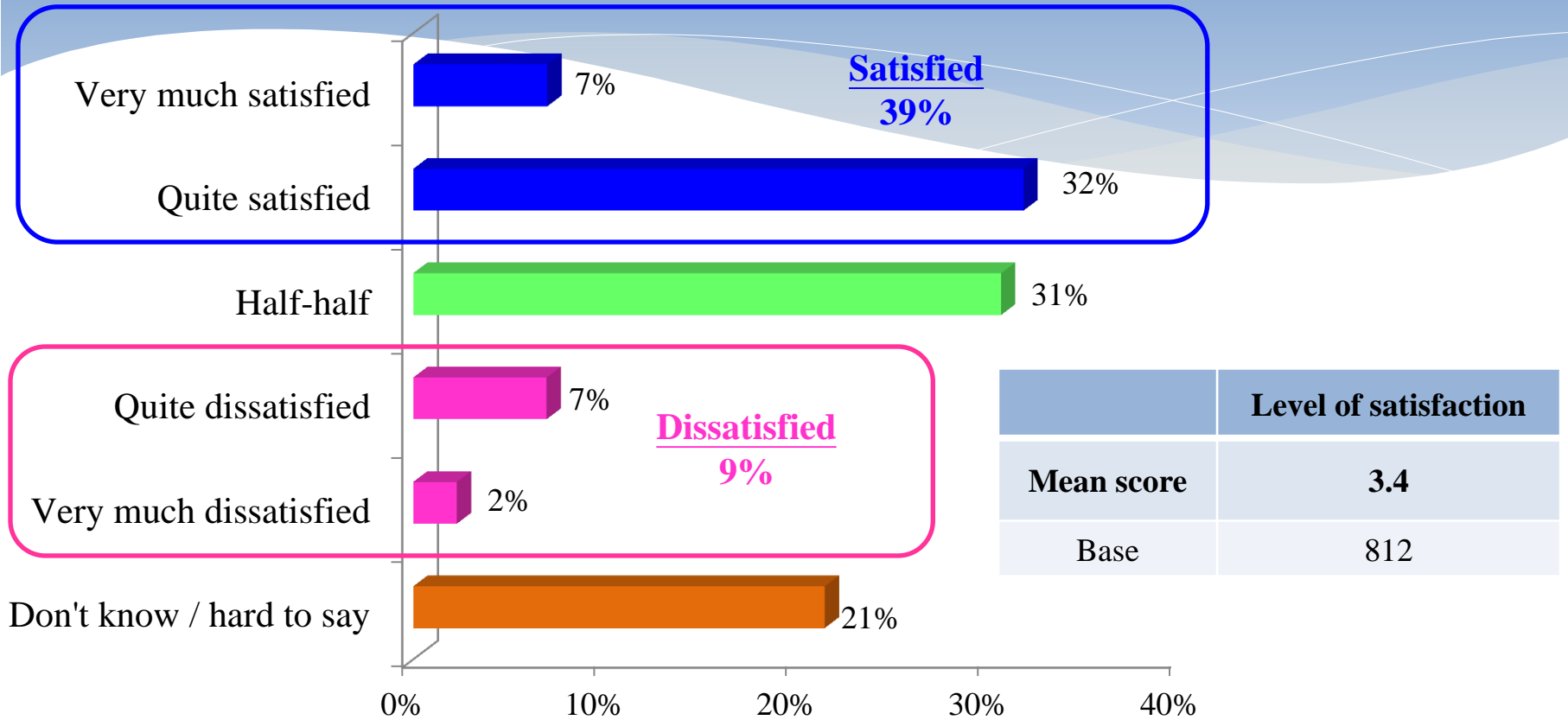
你覺得「監警會」監察同覆檢投訴個案既效率係點？

[Qn] What do you think of IPCC's level of transparency in complaint monitor and review?

你覺得「監警會」既監察同覆檢投訴個案既透明度係點？



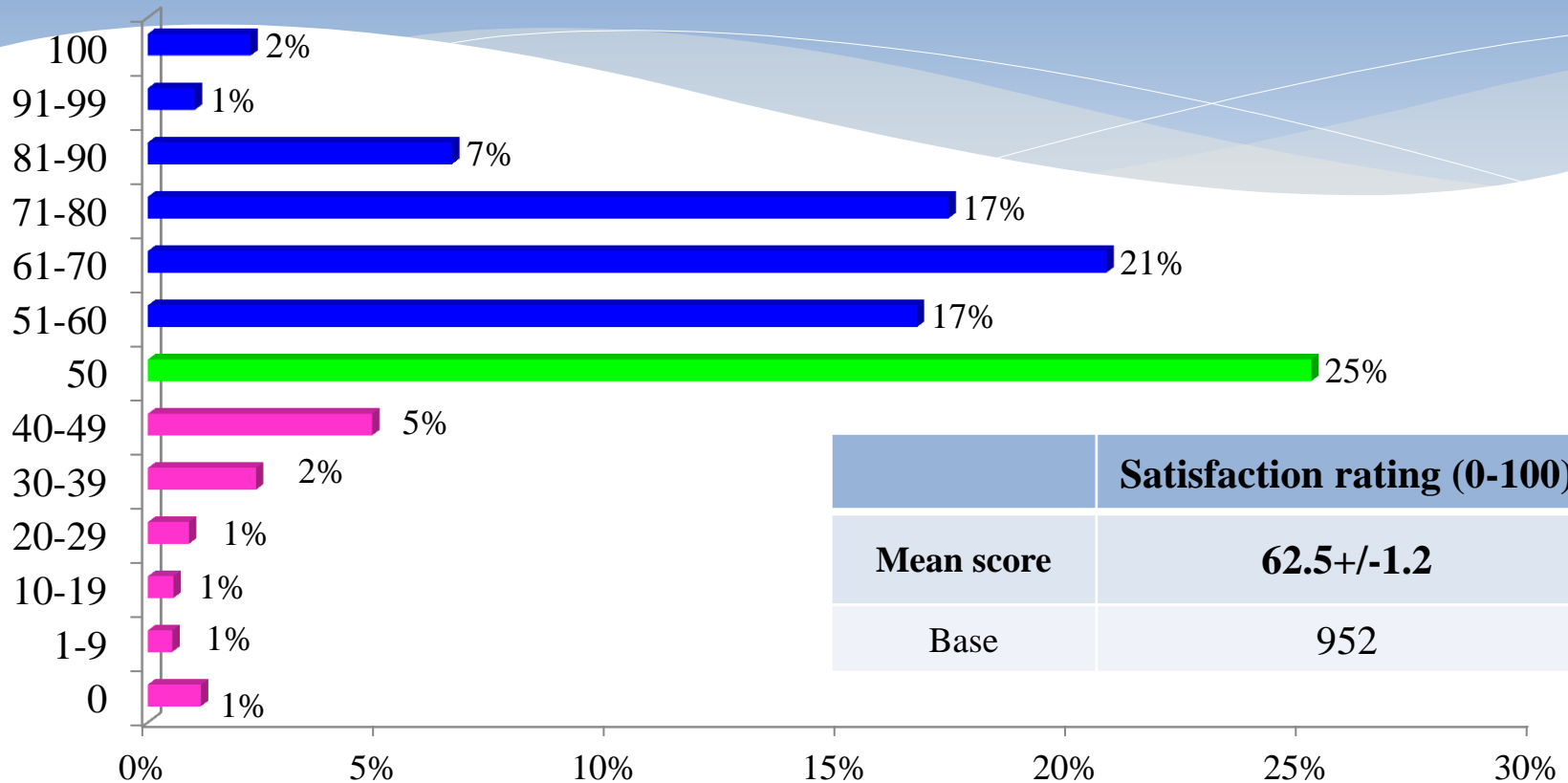
# Satisfaction with IPCC's Performance (2014)



Base = 1,033

[Qn] Are you satisfied with the performance of IPCC? (Interviewer to probe intensity)  
 咁你對「監警會」既表現滿唔滿意? (訪員追問程度)

# Satisfaction Rating of IPCC (2014): 62.5 marks



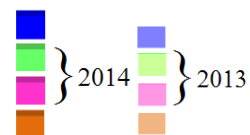
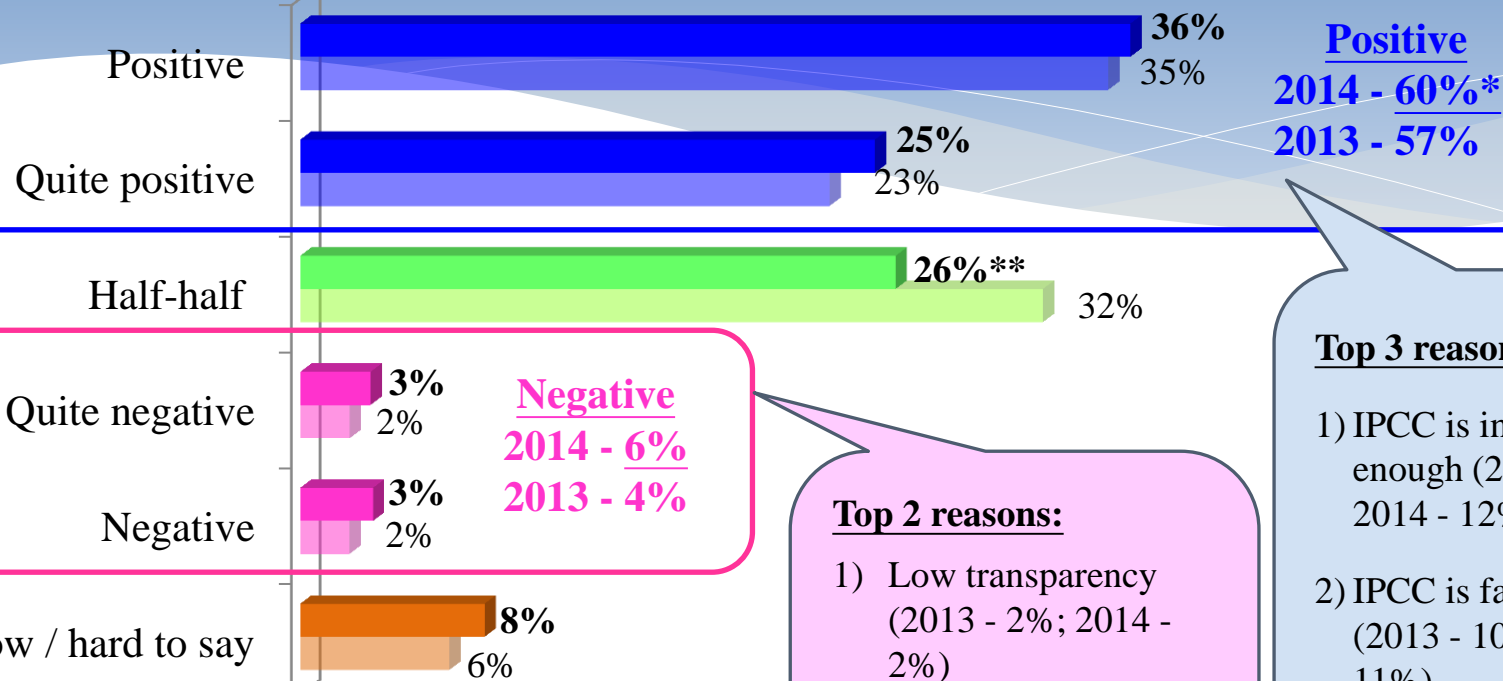
Base = 952 (excluding respondents opted for “don’t know / hard to say”)

[Qn] Please use a scale of 0-100 to rate your level of satisfaction for IPCC, with 0 indicating very much dissatisfied, 100 indicating very much satisfied and 50 meaning half-half.

請你用0至100分評價你對「監警會」表現既滿意程度，0分代表非常唔滿意，100分代表非常滿意，50分代表一半半，你會俾幾多分佢呢？



# Overall Appraisal of IPCC (2013-2014)



\*\*p<0.01  
\*p<0.05

2014 Base = 1,037  
2013 Base = 1,007

	2013	2014
<b>Mean score</b>	<b>3.9</b>	<b>3.9</b>
Base	943	955

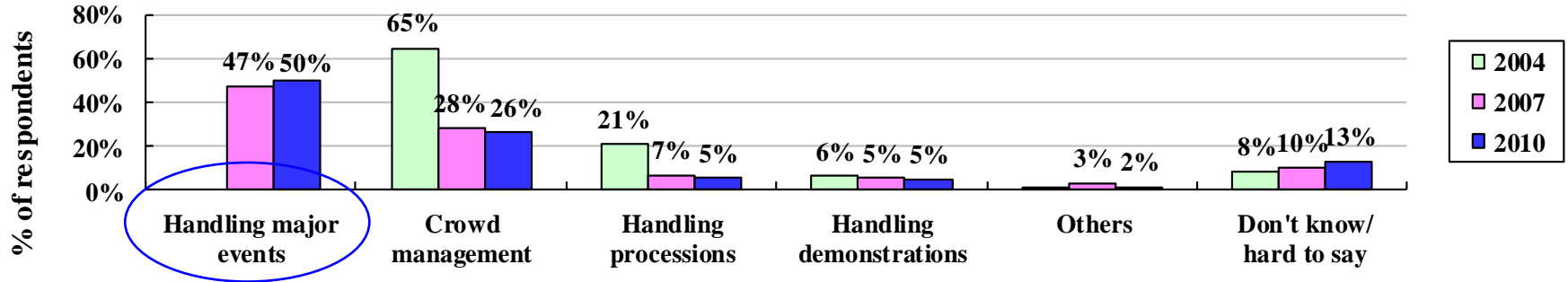
[Qn] Overall speaking, do you think IPCC's image is? (Read out options, ONE answer only)  
整體黎講，你覺得「監警會」既形象係? (讀出答案，只選一項)

# **Changing Environment Changing Expectations**

# HKPF Staff Opinion Survey (2010): Handling demonstrations as an area for improvement

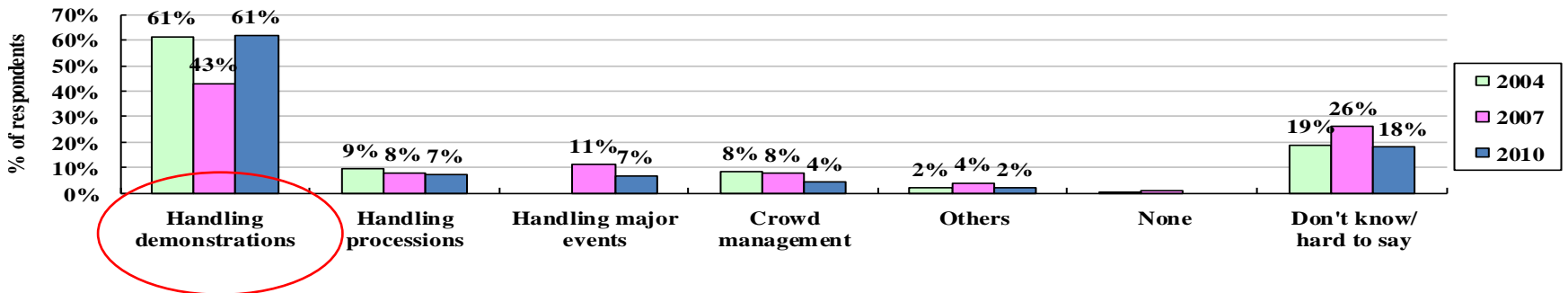
## The best performance area...

Qn In your opinion, which aspect shown below does the Force perform the best? (single response only)



## Area for improvement...

Qn In your opinion, which aspect shown below does the Force need to improve most? (single response only)



# IPCC Surveys (2013-2014): Public Attention to Police Complaint Cases

Conflicts between Police and citizens during processions / gatherings and demonstrations<sup>^</sup>

Police's misconduct / bad attitude / abusive language<sup>^^</sup>

The dispute between teacher Lam Wai-size and Police at Mong Kok pedestrian street on July 14, 2013

Police's mishandling of sexual violence cases

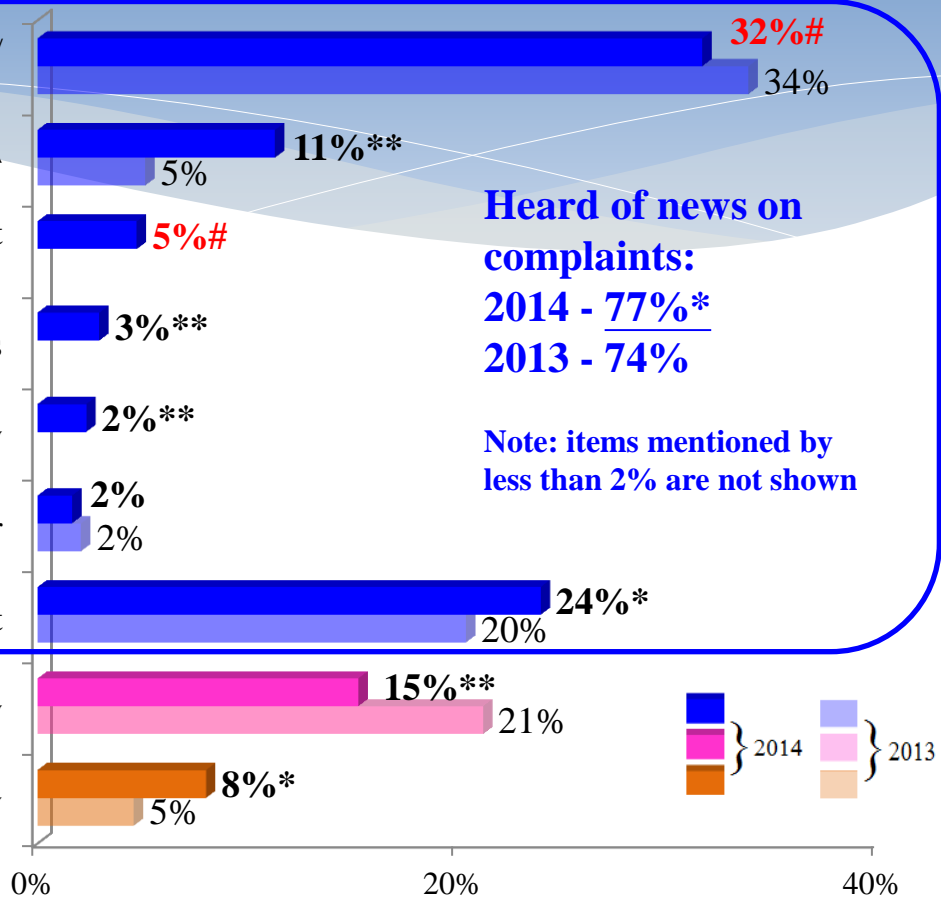
Police's neglect of duty

Complaints about Police's abuse of power

Heard of, but can't remember the content

Did not hear any

Don't know / hard to say



Heard of news on complaints:  
2014 - 77%\*  
2013 - 74%

Note: items mentioned by less than 2% are not shown

# Net percentage for these two options plus "public gathering of Police supporters at Mong Kok pedestrian street" minus overlapping = 36%

\*\*p<0.01; \*p<0.05

2014 Base = 1,035; 2013 Base = 1,009

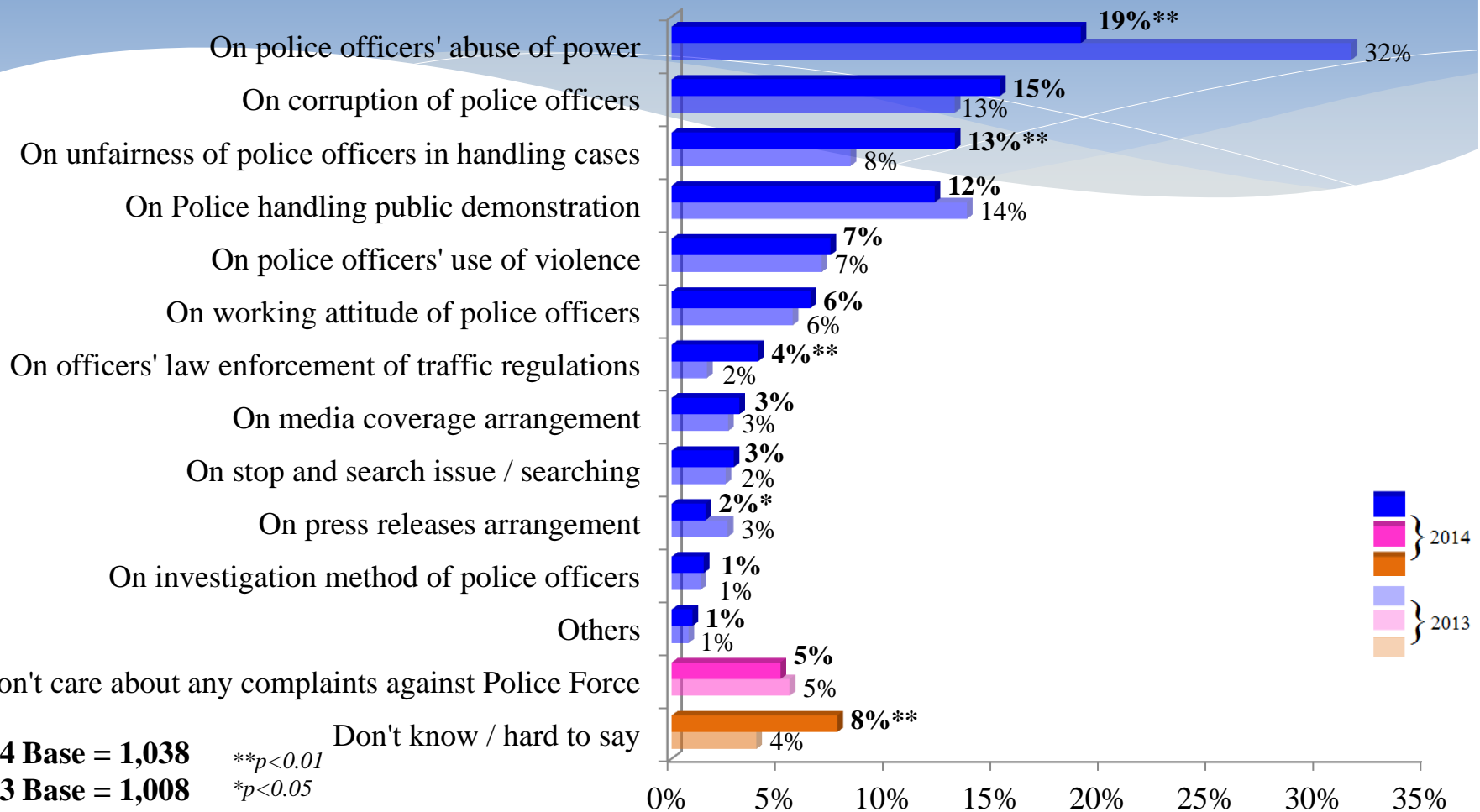
<sup>^</sup>The wording of this item was "Protestors complained about Police's abuse of power" in 2013's survey.

<sup>^^</sup>The wording of this item was "Police's misconduct (e.g. violence, attitude)" in 2013's survey.

[Qn] In the past year, did you hear any news on complaints made to the Hong Kong Police Force? If yes, can you tell me what was it about? (Do not read out options, multiple answers allowed)

係過去一年，你有冇聽聞過有關投訴警務人員既新聞？如有，你可唔可以講俾我知係關於乜野？（不讀答案，可選多項）

# IPCC Surveys (2013-2014): Public Concern for Police Complaints



[Qn] Which one of the following types of complaints of the Police Force would you care about most? (Read out options, ONE answer only)

就以下各類對警員既投訴黎講，你自己會最關注邊一類投訴？(讀出答案，只選一項)

# Challenges Ahead...

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- While complaints against police officers' abuse of power are dropping in terms of public attention, news on conflicts between Police and protestors continue to attract public attention, at 36% in 2014. The dispute between a teacher and Police officers at Mong Kok pedestrian street is one such example.
- The changing socio-political environment continues to post big challenges to both the Police Force and IPCC.
- When it comes to the balance between police powers and civil rights, it all boils down to the issue of credibility...
- Public opinion is the pivot of balance.

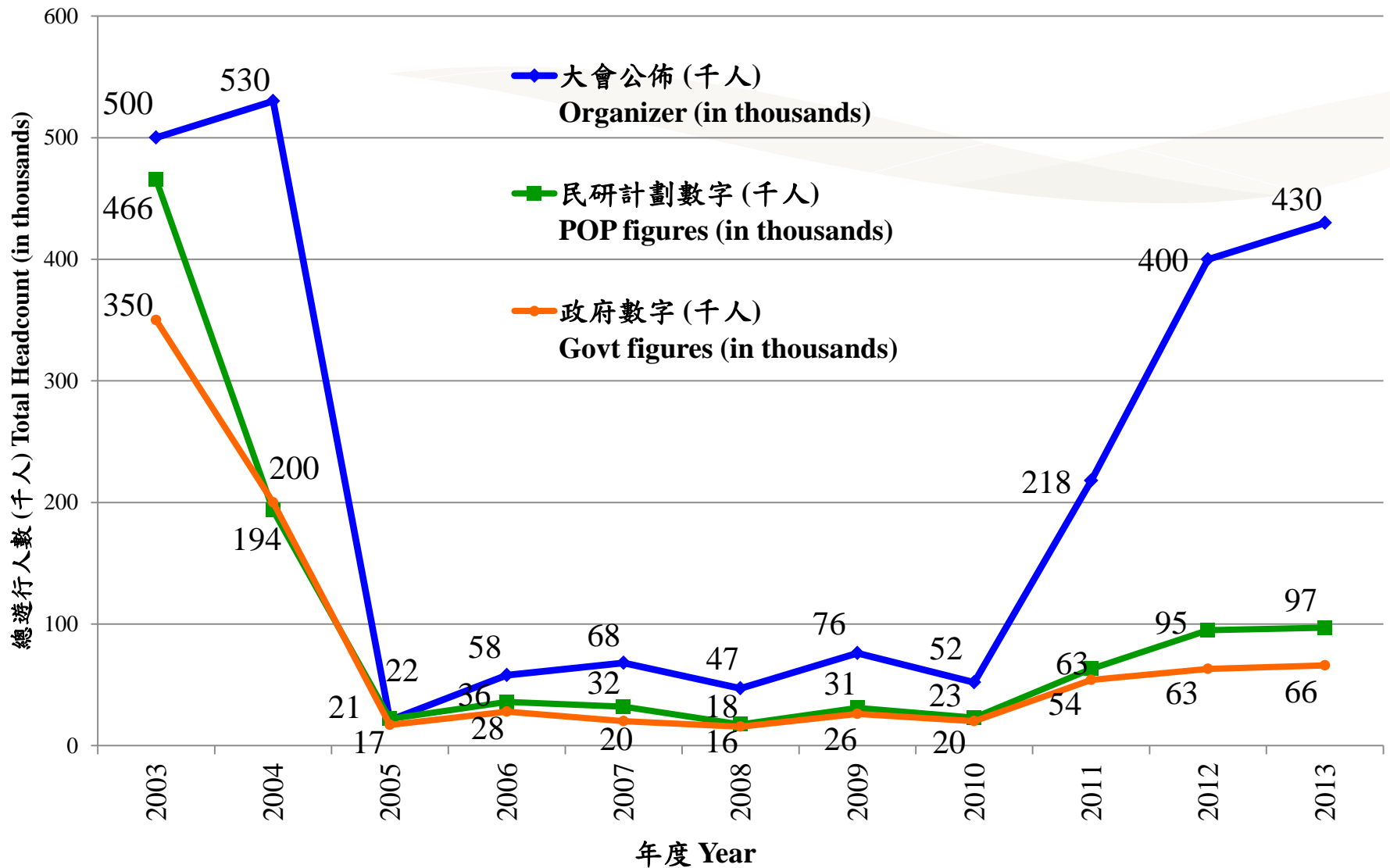
# **Public Opinion in the Balance.....**

## **A matter of credibility**





# Combined Chart of July 1 Rally Headcounts (2003 - 2013)



**Public Opinion in the Balance.....**  
**A matter of sensitivity**  
**and empathy**



**和平佔中**  
OCCUPY CENTRAL WITH  
LOVE AND PEACE



**Public Opinion in the Balance.....  
A matter of professionalism  
inducing legitimacy**



特首：「政府唔會向任何要求癱瘓金融中心  
嘅人發出集會示威遊行嘅不反對通知書...」



警務處處長：「當時特首講嘅係一啲違法嘅行為，  
所以我認為係合乎常理合乎邏輯嘅，對我黎講談  
唔上有壓力...」

# Without credibility, empathy and legitimacy...

- There will be constant complaints...
- And complaints against the handling of complaints...
- And complaints against those handling complaints against the handling of complaints...
- “香港人淨係識得 complain complain complain!”



# What we need...

- **HKPF: Credibility, Empathy, Legitimacy**
- **IPCC: Independence, Impartiality, Integrity**
- **POP: High degree of IQ**

# What we need...

- **Don't just complain** **Credibility, Empathy, Legitimacy**
- **Let's go EICI-LIQI** **Impartiality, Integrity**
- **IPCC: Independence, High degree of IQ**
- **POP: High degree of IQ**



# 我們需要...

- 警隊：公信力、同理心、認授性
- 監警會：獨立、公正、誠信
- 港大民研：誠信、質素

# 我們需要...

• 同理心、認授性

一獨立、二誠公

同理、認授加質素

• 監警會：獨立

• 港大民研：誠信、質素



**Thank you very much!**  
**Comments welcome!**