



獨立監察警方處理投訴委員會
Independent Police Complaints Council



PUBLIC OPINION PROGRAMME
THE UNIVERSITY OF HONG KONG

香港大學民意研究計劃

IPCC Symposium 2019

*“Building Confidence and Trust – The Role of IPCC in the Evolving Future”
Third Plenary Session*

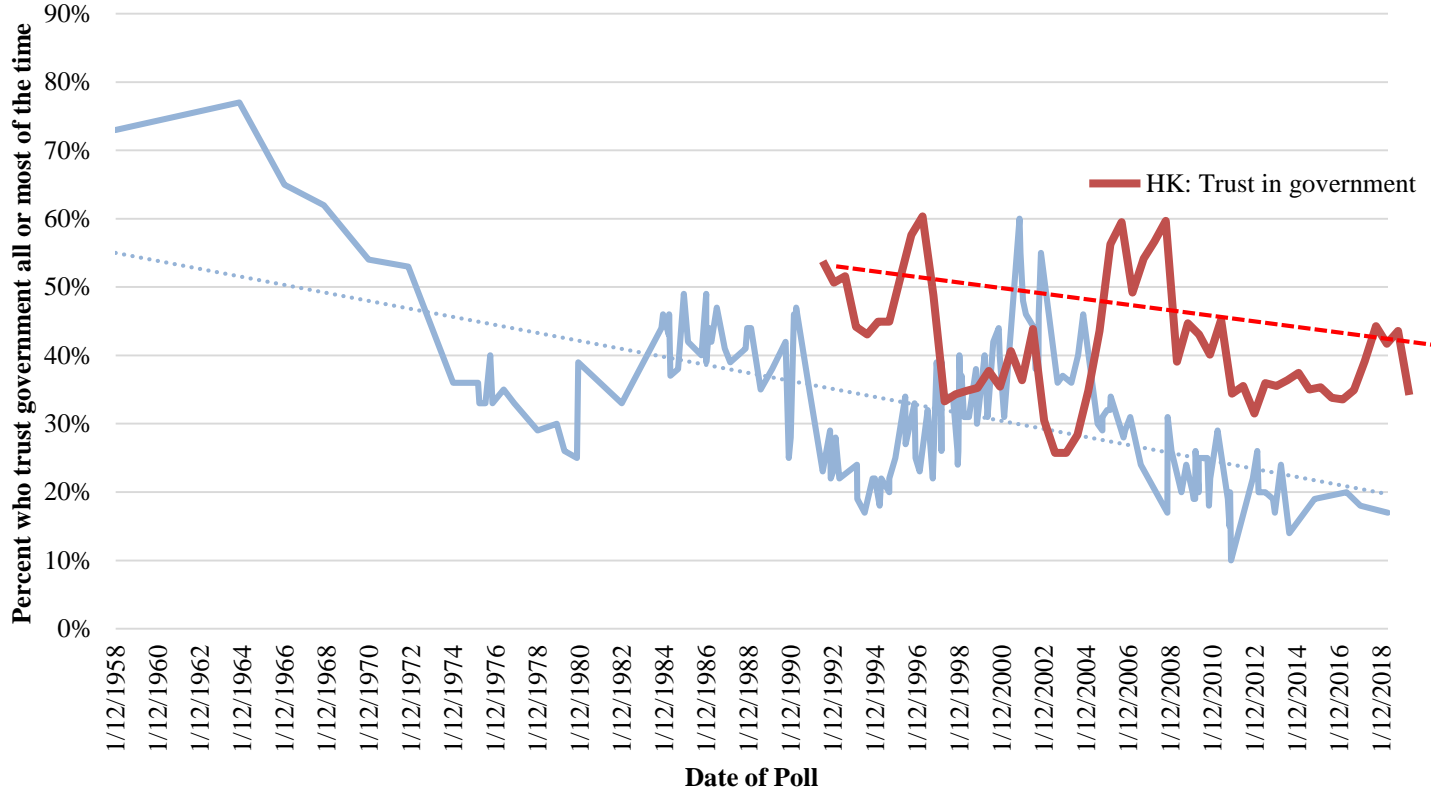
*Enhancing Public Understanding and Building Trust –
The Road Forward*

Dr Robert CHUNG
The University of Hong Kong

6 June 2019

United States: Decline in Trust in Government

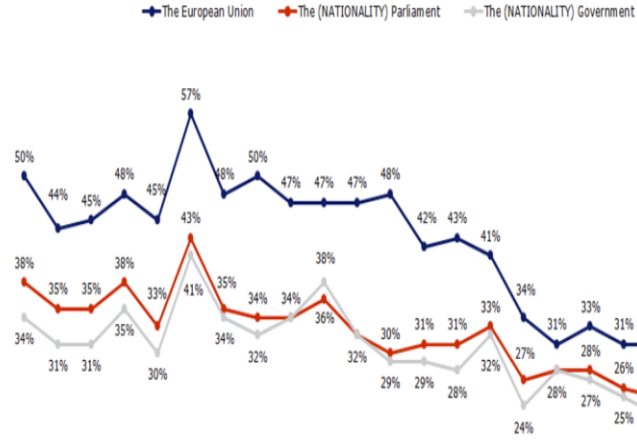
[National Election Studies; Gallup; CBS; ABC; Pew]



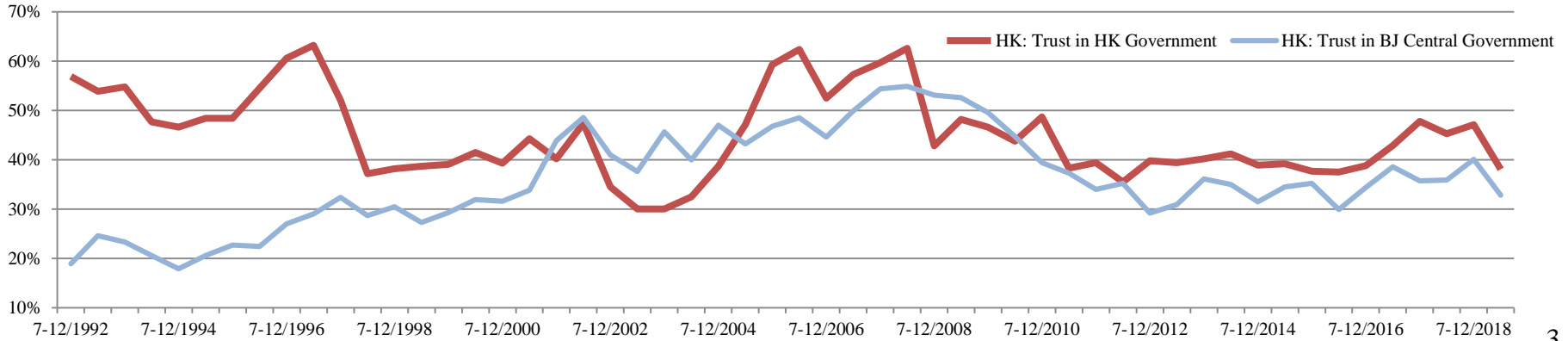
— Trust Government All or Most of the Time ····· 线性(Trust Government All or Most of the Time)

People's Trust in Local vs Non-local Institutions

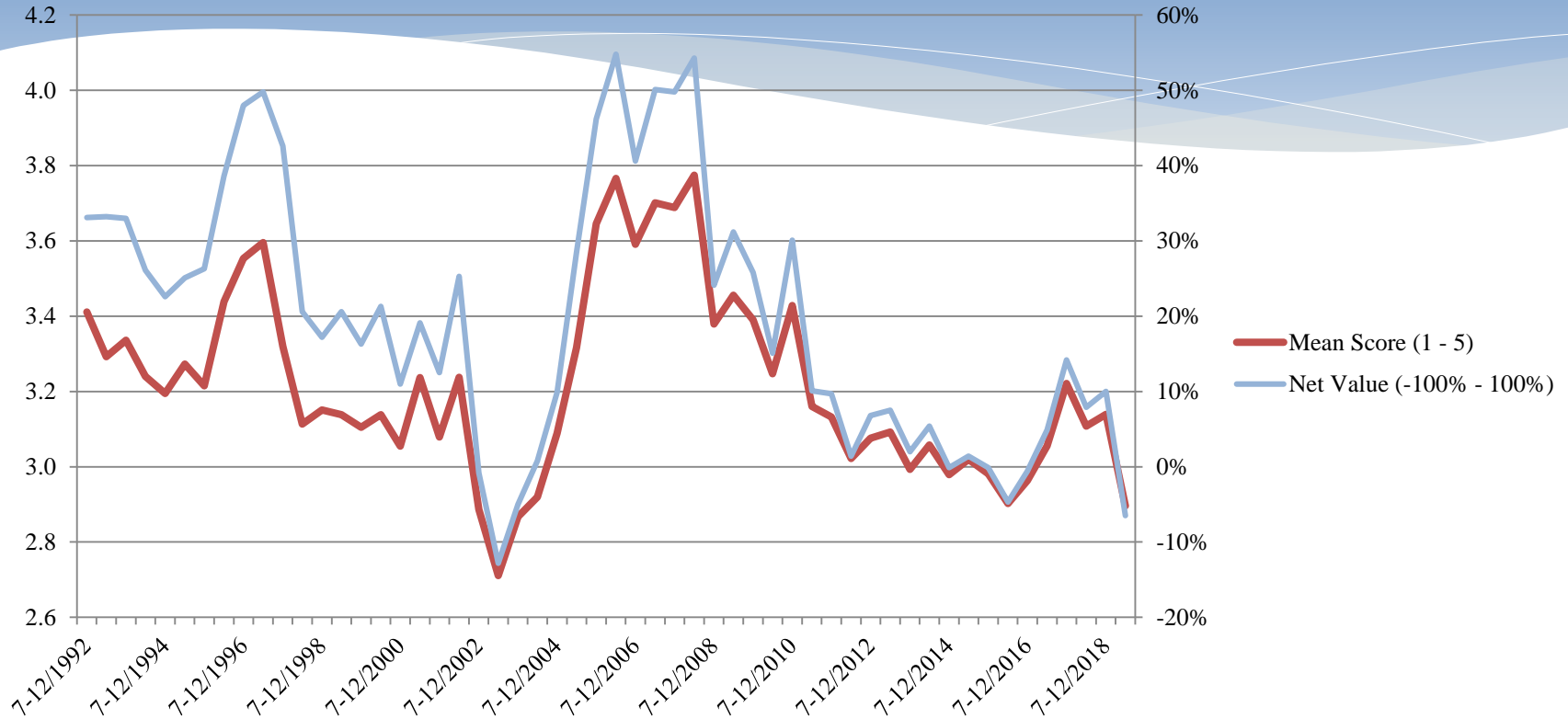
QA8a. (...) For each of the following institutions, please tell me if you tend to trust it or tend not to trust it.
Tend to trust - % EU



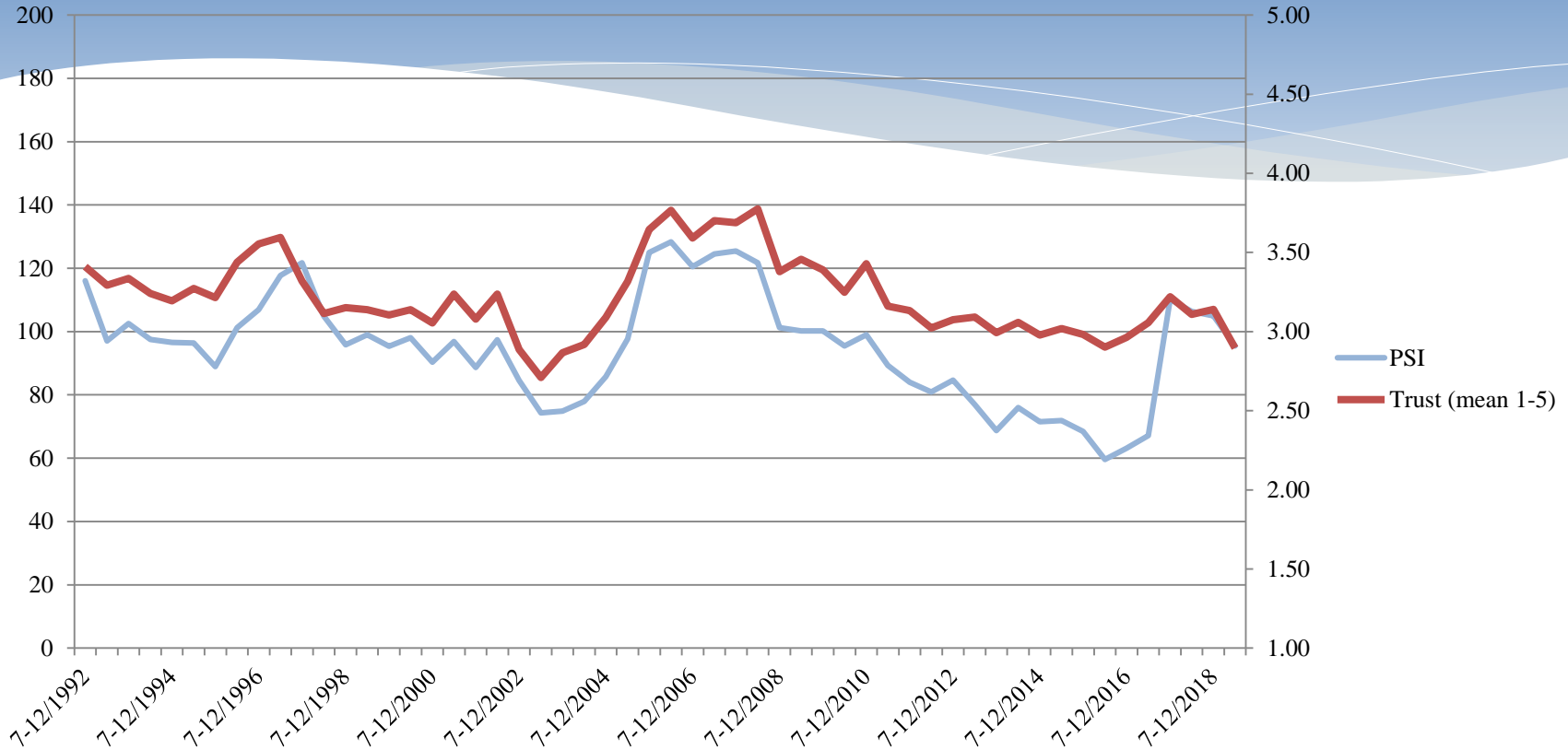
HK People's Trust in Local and Central Governments - Half-yearly average



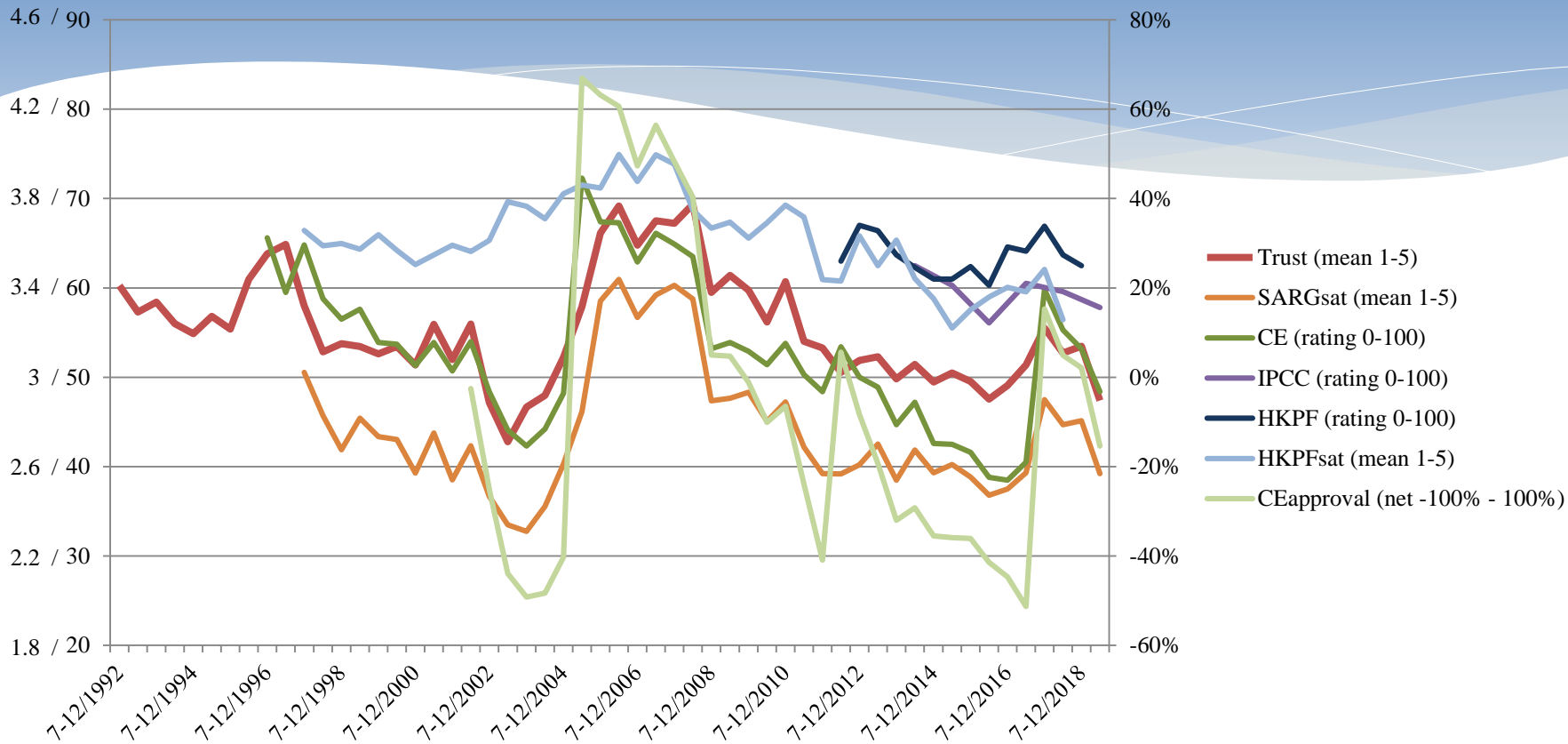
People's Trust in "HK Government": Half-yearly averages



“Trust” and “Public Sentiment Index”

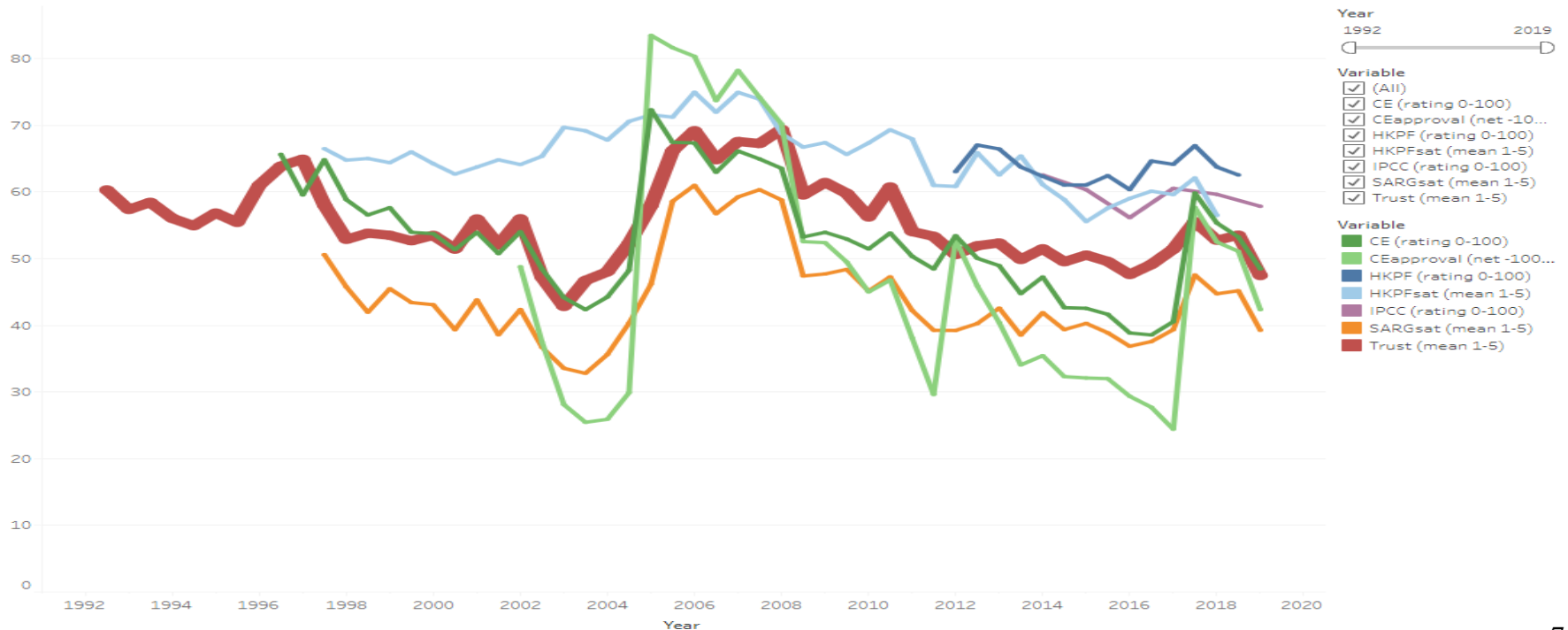


“Trust” and Selected Indicators



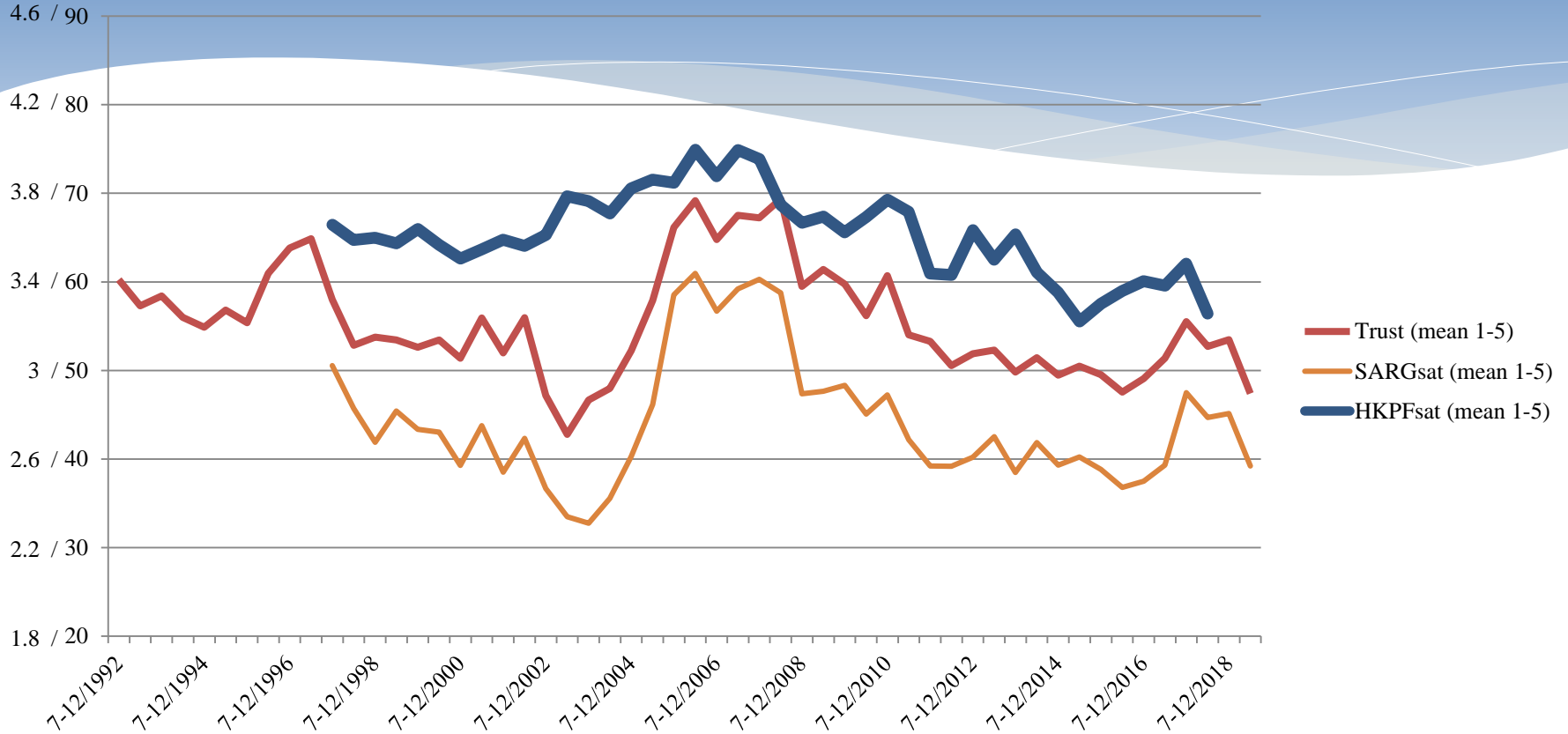
“Trust” and Selected Indicators (Dynamic Charts)

https://www.hkupop.hku.hk/chinese/IPCC_2019Sym_Indicators.html



Police Surveys

Police Image versus “Trust in Government”



A Brief History of HKPF Surveys

- **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, 2011, 2015 and **2018**. POP served HKPF since 1999.
- **Customer Satisfaction Surveys (CSS)**, rebranded as PSS in 2018) were conducted in 1998, 2000, 2002, 2005, 2008, 2011, 2015 and **2018**, plus a follow-up 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, which evolved into “Top 5 Disciplinary Forces” Tracking Survey Series in 2012.

Historical Evolvement of Force Surveys

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

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	
Staff Opinion Survey (SOS)								+		+ (mini-SOS)	+			+			+						
Management Survey																							
Customer Satisfaction Survey (CSS) / Police Service Satisfaction Survey (PSS)				#		#			+			+			+	+ (mini CID)				+			+
Public Opinion Survey (POS)			#		#				+	(mini-POS)		+	(mini-POS)		+	(mini-POS)				+	(mini-POS)		+
POP - TP	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

Youths

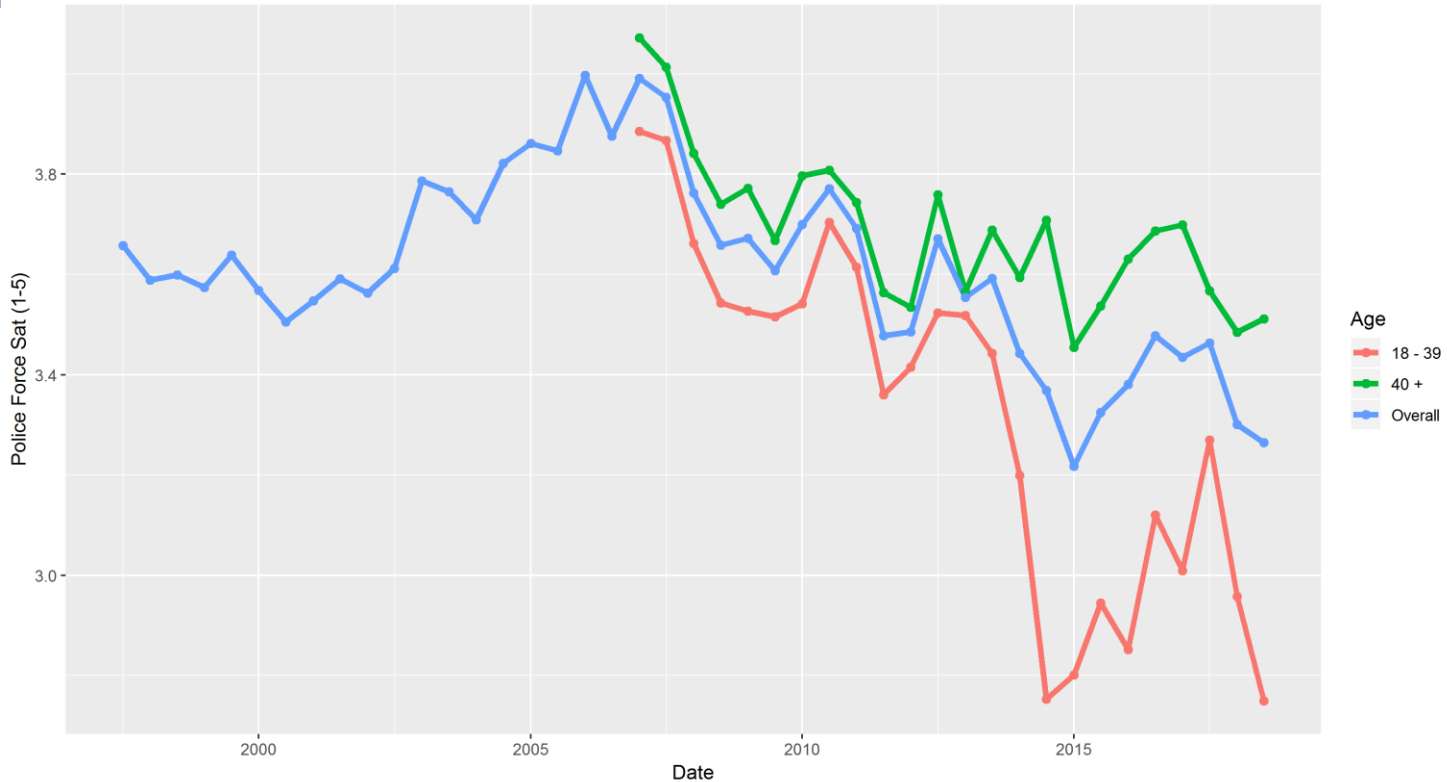
Trust in HKSARG: Youths vs Non-youths



Satisfaction with HKSARG: Youths vs Non-youths



Satisfaction with HKPF: Youths vs Non-youths



Summary

- Decline in trust is a global trend, Hong Kong is no exception
- Hong Kong people trust the local government more than the national government
- Satisfaction with police and IPCC performance remain high, relative to other government measurements
- Gap widening between adults and youths

The Road Forward...

- 2013 HKPF Symposium - Challenges within HKPF: credibility, empathy, legitimacy (CEL); Challenges from society: (a) the new media, (b) cyber space criminology, (c) political ecology, (d) new expectations; New methods and paradigms of research needed.
- 2014 IPCC Symposium - Challenges to HKPF and IPCC: (a) conflicts between police officers and protestors, (b) changing socio-political environment, (c) balance between police powers and civil rights
- 2016 HKPF Symposium - Three suggestions offered: (a) enhance quantitative surveys and online discussions, (b) enhance quality opinion collection via deliberations, (c) engaging the millennials

TRUST THE PEOPLE!

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CHALLENGES IN 2019
Enhancing public understanding and building trust – How?