



The University of Hong Kong  
Public Opinion Programme



Independent Police Complaints Council

*Independent Police Complaints Council*  
*Public Opinion Survey*

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# Research Background

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- Third consecutive annual survey conducted by HKUPOP
- Objective:
  - To measure public awareness, perception, knowledge and expectation on IPCC;
  - To identify major channels of public knowledge about IPCC;
  - To identify the most visible police complaint cases;
  - To investigate main areas of public concern in police complaints;
  - To identify the direction of IPCC's publicity initiatives
- POP consulted IPCC when designing the questionnaire but POP retained full autonomy in every aspect of the study and takes full responsibility for all findings reported.
- All survey findings will be open for public consumption.

# Contact Information

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Date of survey:	March 3 to 13, 2015
Target population:	Hong Kong residents aged 18 or above who speak Cantonese
Survey method:	Telephone survey conducted by telephone interviewers
Sample size:	1,014
Response rate:	66.4%
Standard error:	Less than 1.6% (i.e., the maximum sampling error of all percentages should be no more than +/-3.1 percentage points at 95% confidence level)

# Survey Results

*Statistical tests of “difference-of-proportions” and “difference-of-means” have been employed wherever applicable to check for significant changes from 2013 to 2014, and then from 2014 to 2015.*

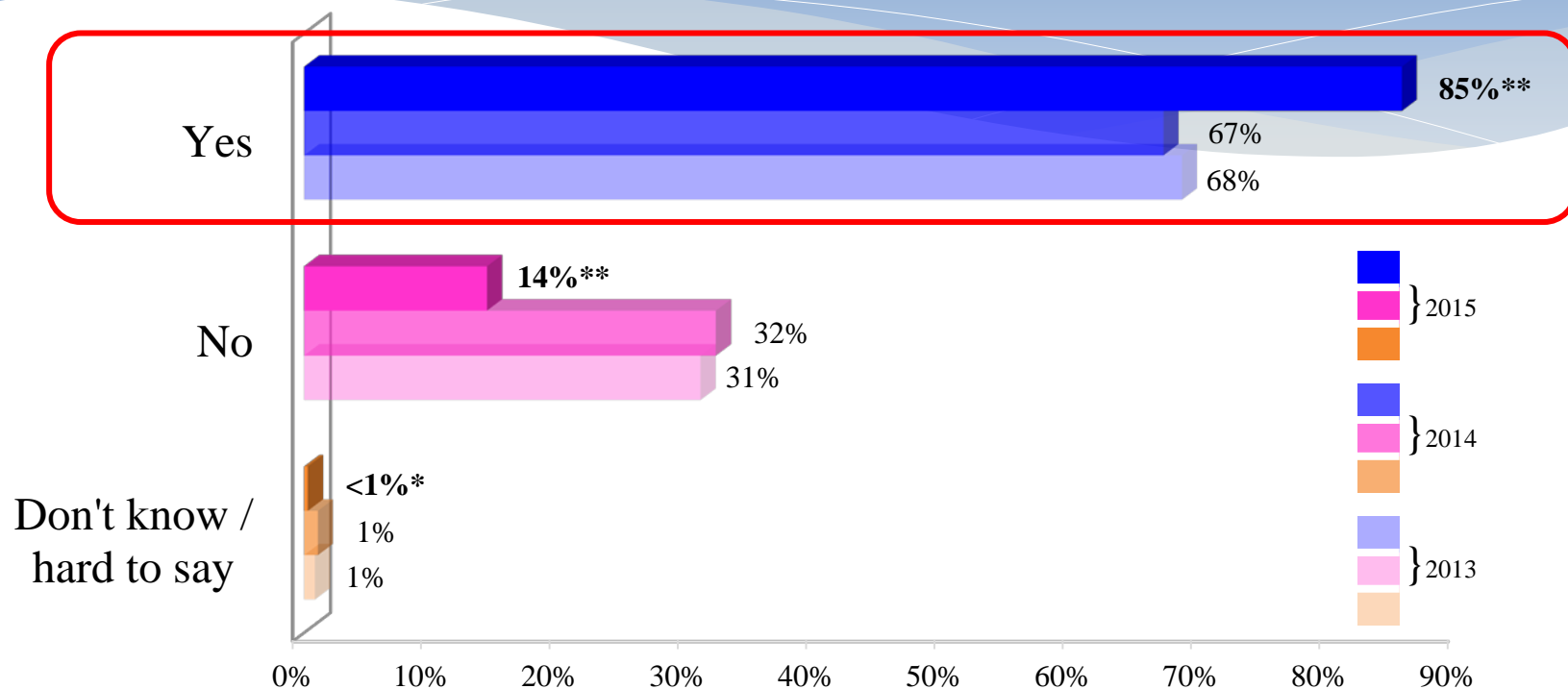
*\*\* denotes statistical significance at  $p < 0.01$  level*

*\* denotes statistical significance at  $p < 0.05$  level*



# **Awareness of IPCC**

# Over 80% have heard of IPCC



2015 Base = 1,014

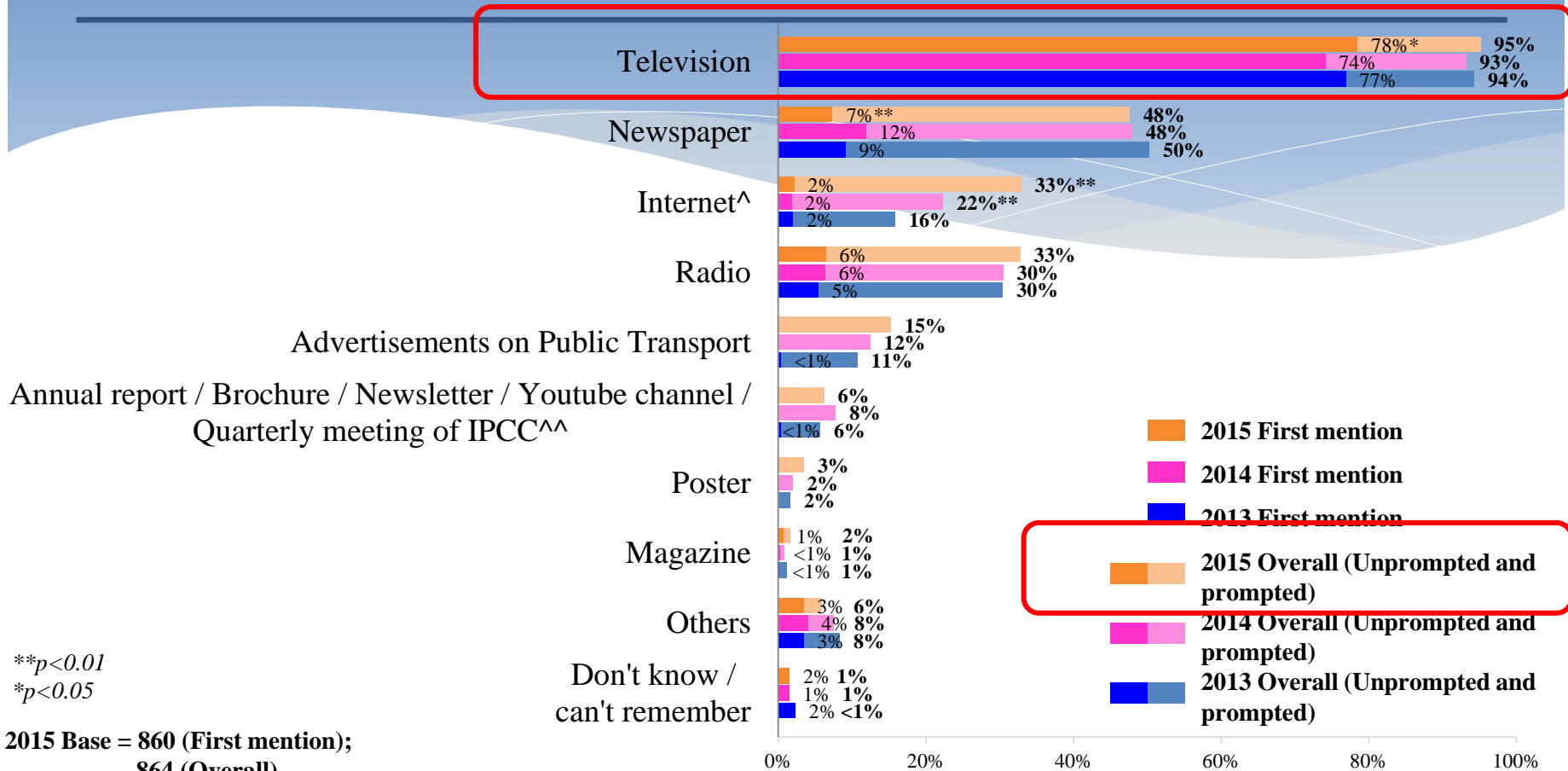
2014 Base = 1,039 \*\* $p < 0.01$

2013 Base = 1,009 \* $p < 0.05$

[Q1] Prior to this survey, have you heard of Independent Police Complaints Council, or IPCC?

喺呢個電話訪問前，請問你有冇聽過「獨立監察警方處理投訴委員會」，或者簡稱「監警會(IPCC)」呢一個機構呢？

# Majority have heard of IPCC via Television



\*\*p<0.01

\*p<0.05

2015 Base = 860 (First mention);  
864 (Overall)

2014 Base = 700

2013 Base = 698

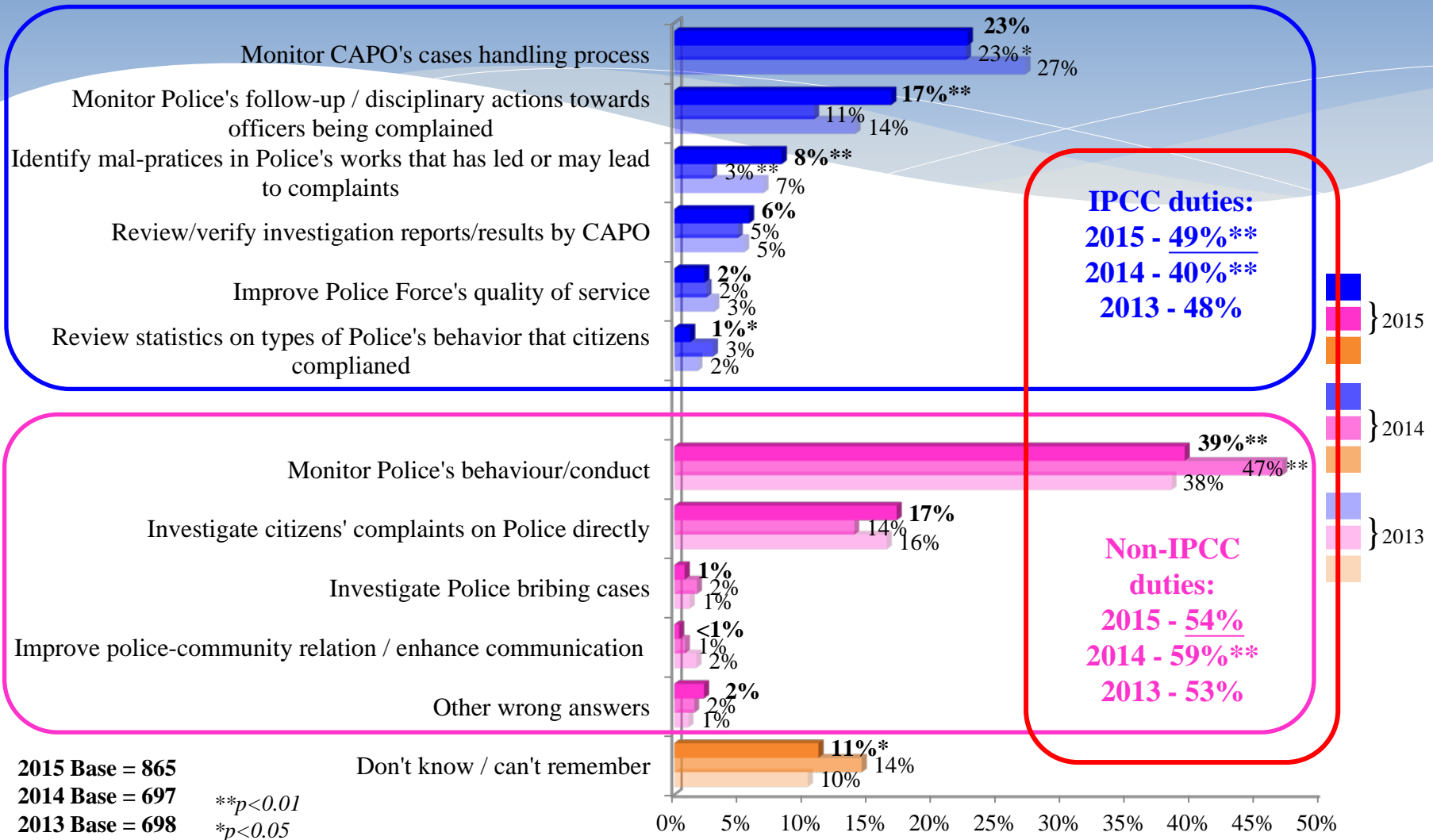
<sup>^</sup> Include IPCC website in 2015's survey. In previous surveys IPCC website was grouped under another category (see below).

<sup>^^</sup> The items were "Annual report / Brochure / Website / Newsletter / Quarterly meeting of IPCC" in 2013's survey and "Annual report / Brochure / Website / Newsletter / Youtube channel / Quarterly meeting of IPCC" in 2014's survey.

[Q2a] [Only ask those answered "yes" in Q1, base=867] From where have you heard of IPCC? Any other channels? (Do not read out answers, multiple choices allowed) 請問你係從乜野途徑聽過「監警會」呢？仲有呢？（不讀答案，可選多項）

[Q2b] [Only ask those answered "yes" in Q1, base=867] Have you ever heard of IPCC from the following channels then? (Read out those channels with \* which the respondents have not mentioned in Q2a, multiple answers allowed) 咁你有冇從下面既途徑聽過「監警會」呢？（請讀出"\*"號而被訪者在Q2a沒有提及的途徑，可選多項）

# Half could correctly mention at least one IPCC duty



[Q3] [Only ask those answered "yes" in Q1, base=867] To your knowledge, what are IPCC's duties? Any other duties? (Do not read out options, multiple answers allowed) 據你了解，「監警會」既主要工作係D乜呢？仲有呢？（不讀答案，可選多項）



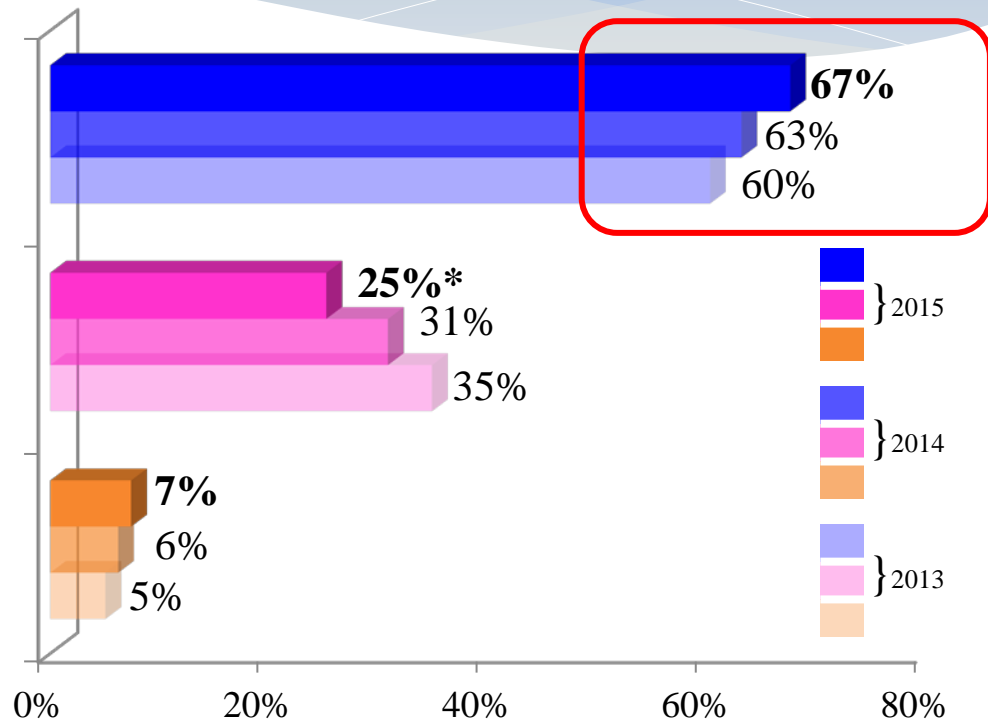
# Two-thirds are aware of IPCC's independent nature

**IPCC is...**

a totally independent organization,  
not under the Police

part of the Police

Don't know



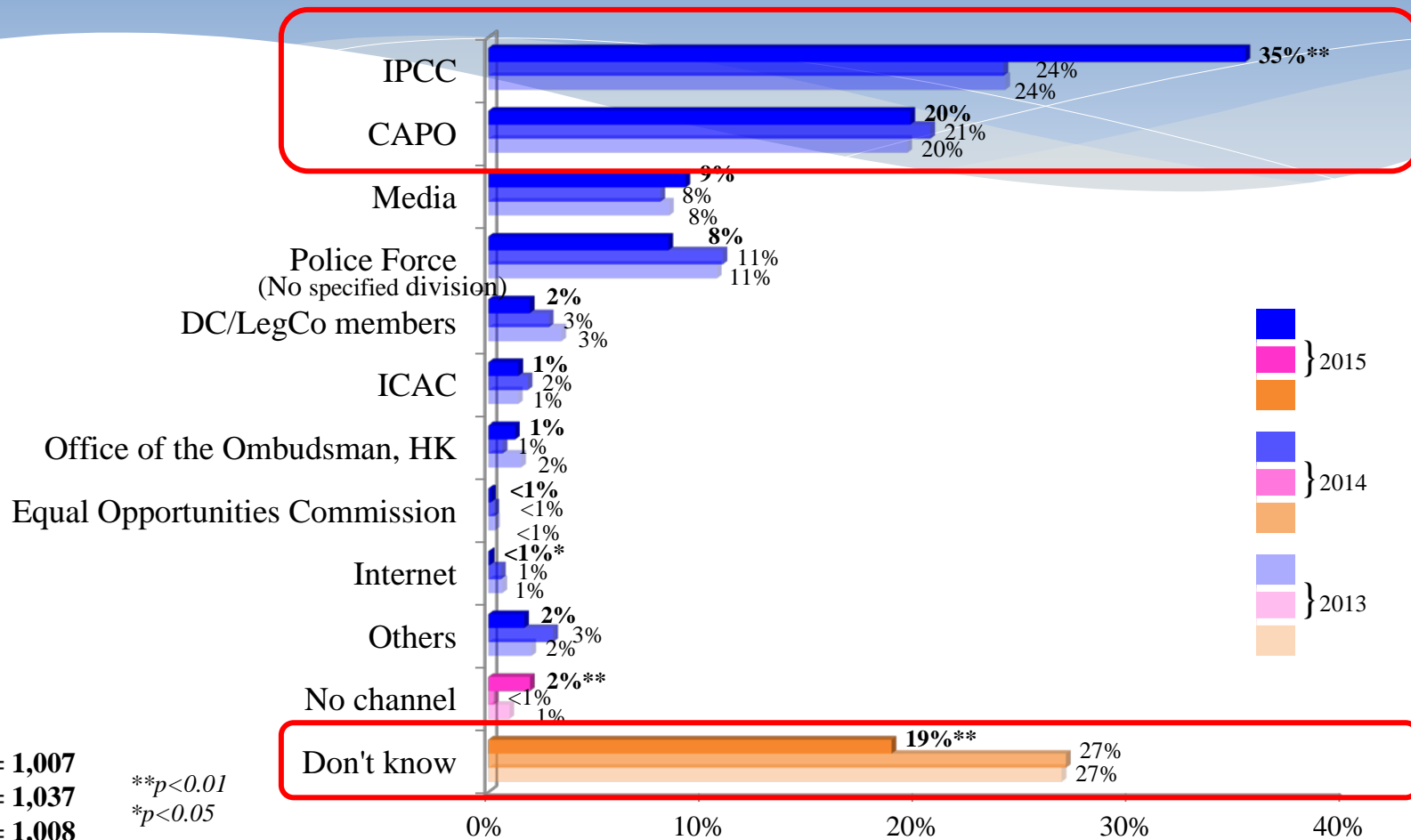
2015 Base = 865  
2014 Base = 700  
2013 Base = 698

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

[Q4] [Only ask those answered “yes” in Q1, base=867] Do you think IPCC is... ? (Read out first two options, order to be randomized by computer, ONE answer only)

你認為「監警會」係... ...完全獨立，唔隸屬於警隊既 / 屬於警隊既一部份？(讀出首兩項答案，次序由電腦隨機排列，只選一項)

# One-third believe IPCC is the most effective complaint channel against Police, followed at a distance by CAPO



2015 Base = 1,007  
 2014 Base = 1,037  
 2013 Base = 1,008

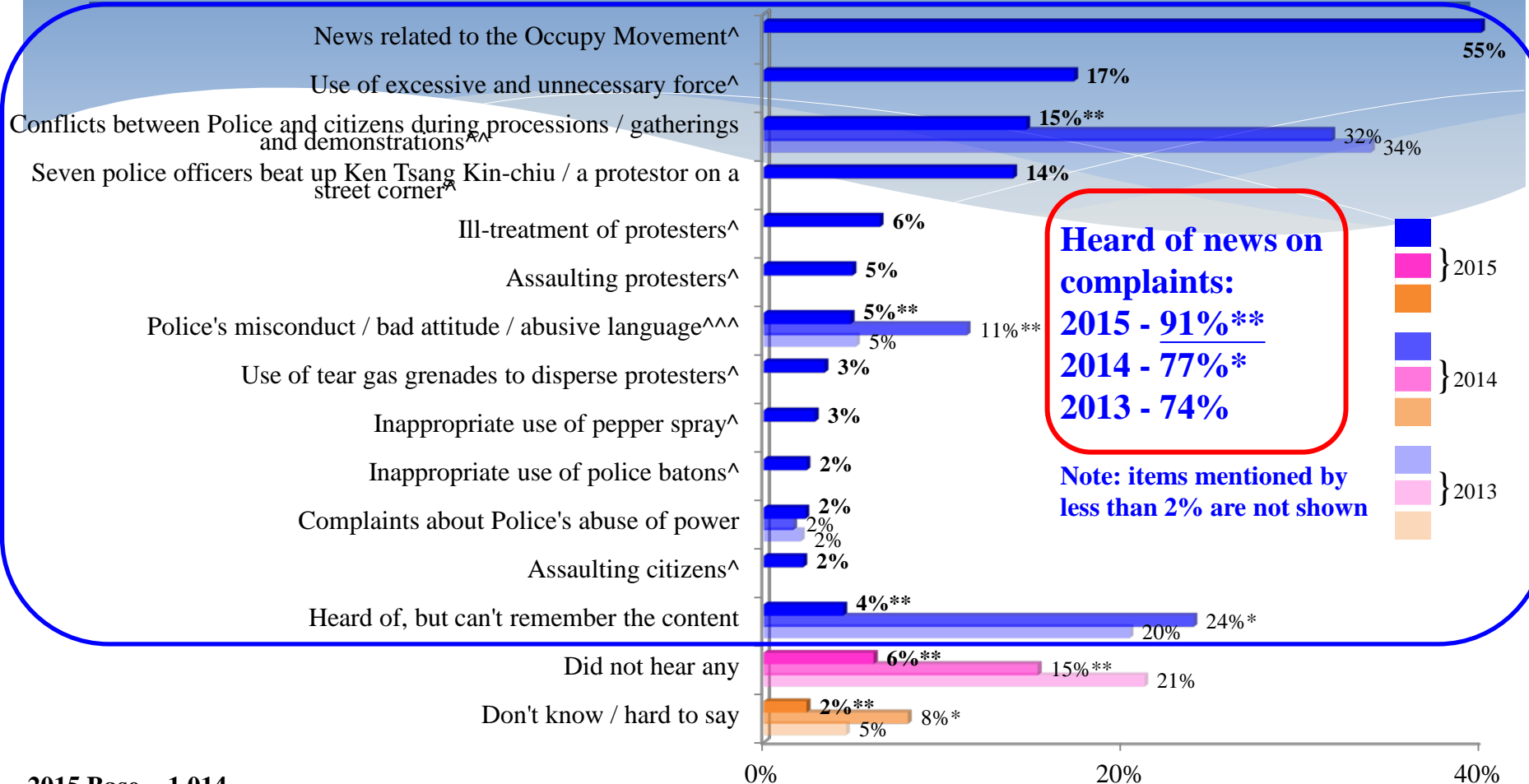
\*\* $p < 0.01$   
 \* $p < 0.05$

[Q5] What do you think is the most effective channel to make a complaint of Police?

(Do not read out options, ONE answer only)

你認為市民投訴警察最有效係經邊個渠道呢？（不讀答案，只選一項）

# News related to Occupy Movement received the most public attention



**Heard of news on complaints:**  
**2015 - 91%\*\***  
**2014 - 77%\***  
**2013 - 74%**

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

**2015 Base = 1,014**

**2014 Base = 1,035**

**2013 Base = 1,009**

\*\**p* < 0.01

\**p* < 0.05

<sup>^</sup> New items in 2015's survey.

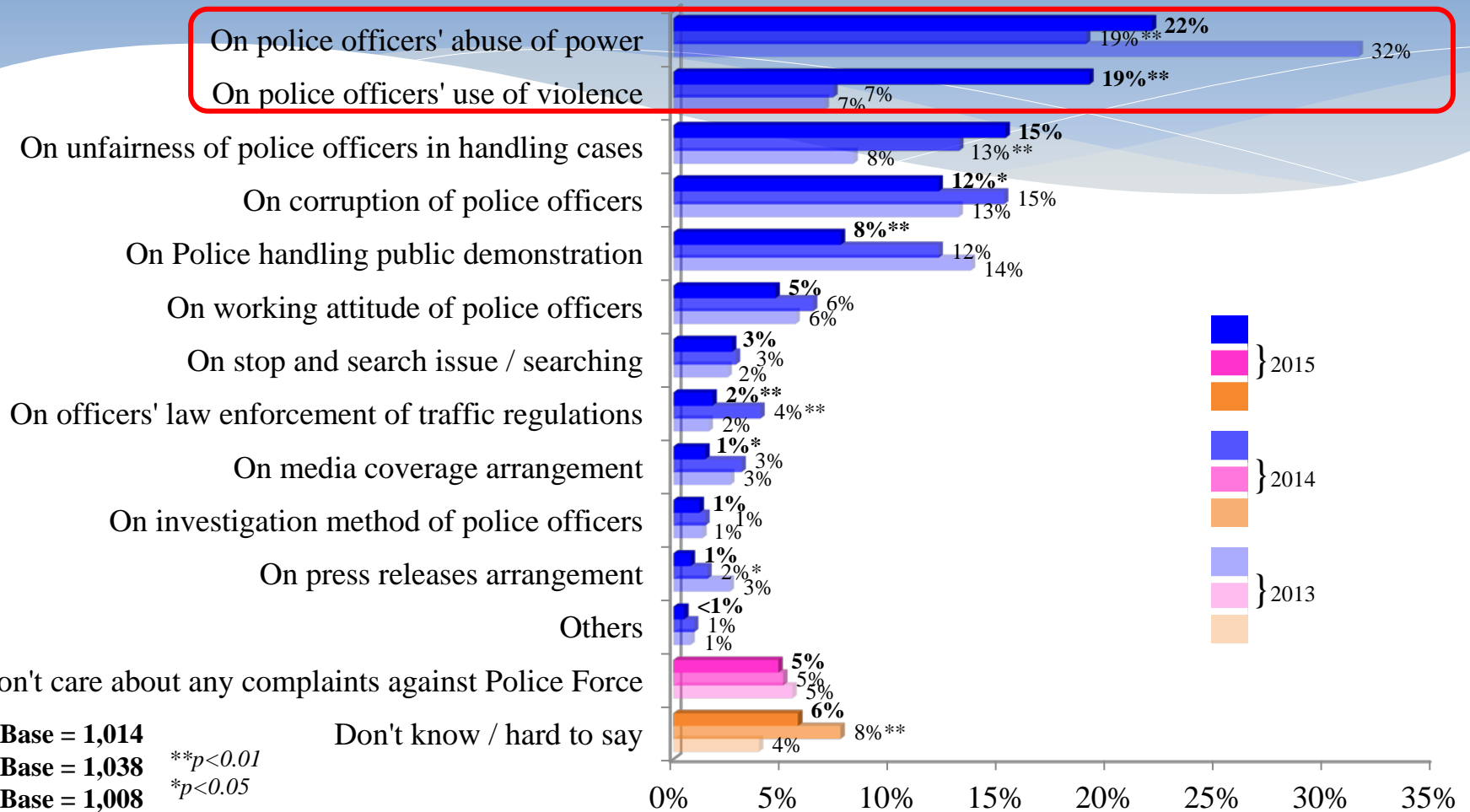
<sup>^^</sup> The wording of this item was "Protestors complained about Police's abuse of power" in 2013's survey.

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

[Q6] 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）

# One-fifth cared most on complaints against police officers' abuse of power and use of violence



2015 Base = 1,014

2014 Base = 1,038

2013 Base = 1,008

\*\* $p < 0.01$

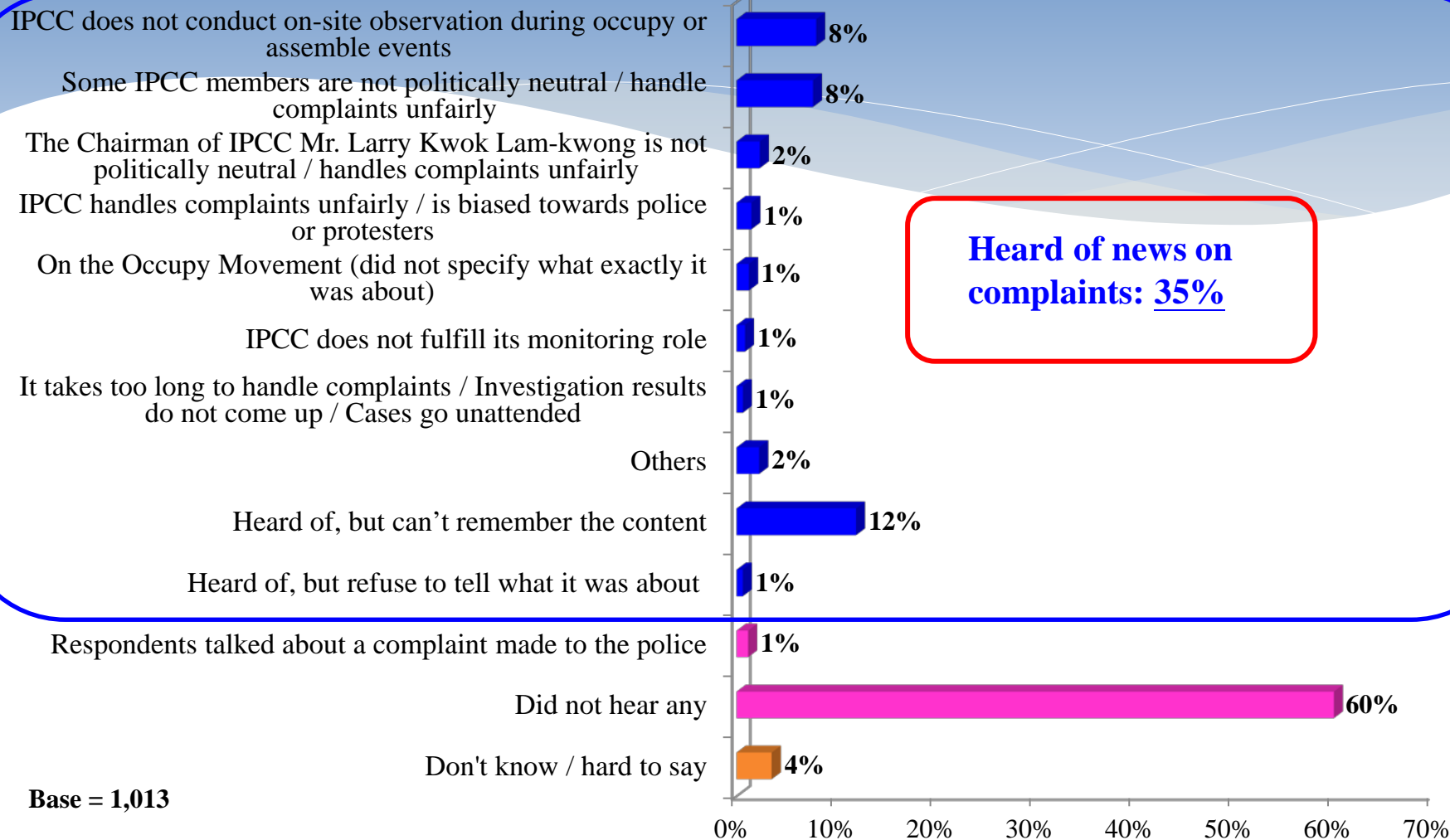
\* $p < 0.05$

Don't know / hard to say

[Q7] 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)

# Over one-third had heard of news on complaints against IPCC



[Q8] In the past year, did you hear any news on complaints made to IPCC? 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監警會既新聞？如有，可唔可以講俾我知係關於乜野？（不讀答案，可選多項）



# **Corporate Image of IPCC**

# Description of IPCC

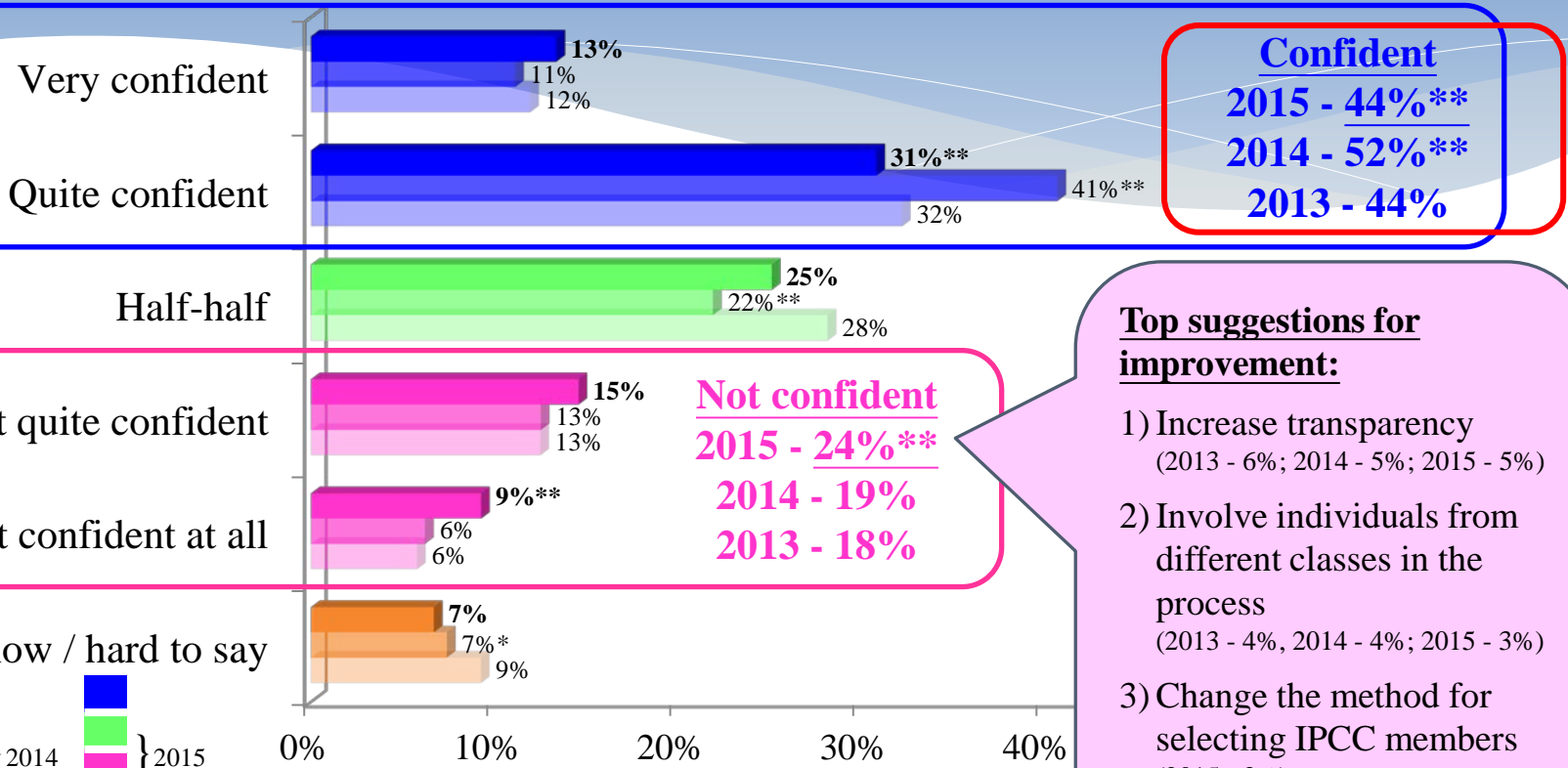
(read out to all respondents prior to a series of image profile questions)

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“IPCC is an independent organization from the Hong Kong Police Force, members to be appointed by the Chief Executive. It is an important part of the “two-tier” complaints system of the Hong Kong Police Force, specifying in monitoring and reviewing public complaints made to the police force via the CAPO. Although public complaints made to the police force are processed through the CAPO, results must be passed by the IPCC in order to make sure the investigation is impartial, objective and transparent.”

“「監警會」係一個完全獨立於香港警務處既機構，委員由行政長官委任，係香港投訴警察制度「兩層架構」既一個主要部份，專門負責監察同覆檢「投訴警察課」調查市民投訴警察個案既工作。雖然市民投訴警察都係由警方既投訴警察課調查，但調查結果必須要得到「監警會」既通過，確保調查係公平、公正同透徹既。”

# Four in nine are confident in the two-tier complaints system



**Confident**  
 2015 - 44%\*\*  
 2014 - 52%\*\*  
 2013 - 44%

**Not confident**  
 2015 - 24%\*\*  
 2014 - 19%  
 2013 - 18%

### Top suggestions for improvement:

- 1) Increase transparency (2013 - 6%; 2014 - 5%; 2015 - 5%)
- 2) Involve individuals from different classes in the process (2013 - 4%, 2014 - 4%; 2015 - 3%)
- 3) Change the method for selecting IPCC members (2015 - 3%)
- 4) IPCC should receive complaints and investigate (2015 - 3%)

Don't know / hard to say

■ } 2013   
 ■ } 2014   
 ■ } 2015  
■ } 2013   
 ■ } 2014   
 ■ } 2015  
■ } 2013   
 ■ } 2014   
 ■ } 2015  
■ } 2013   
 ■ } 2014   
 ■ } 2015

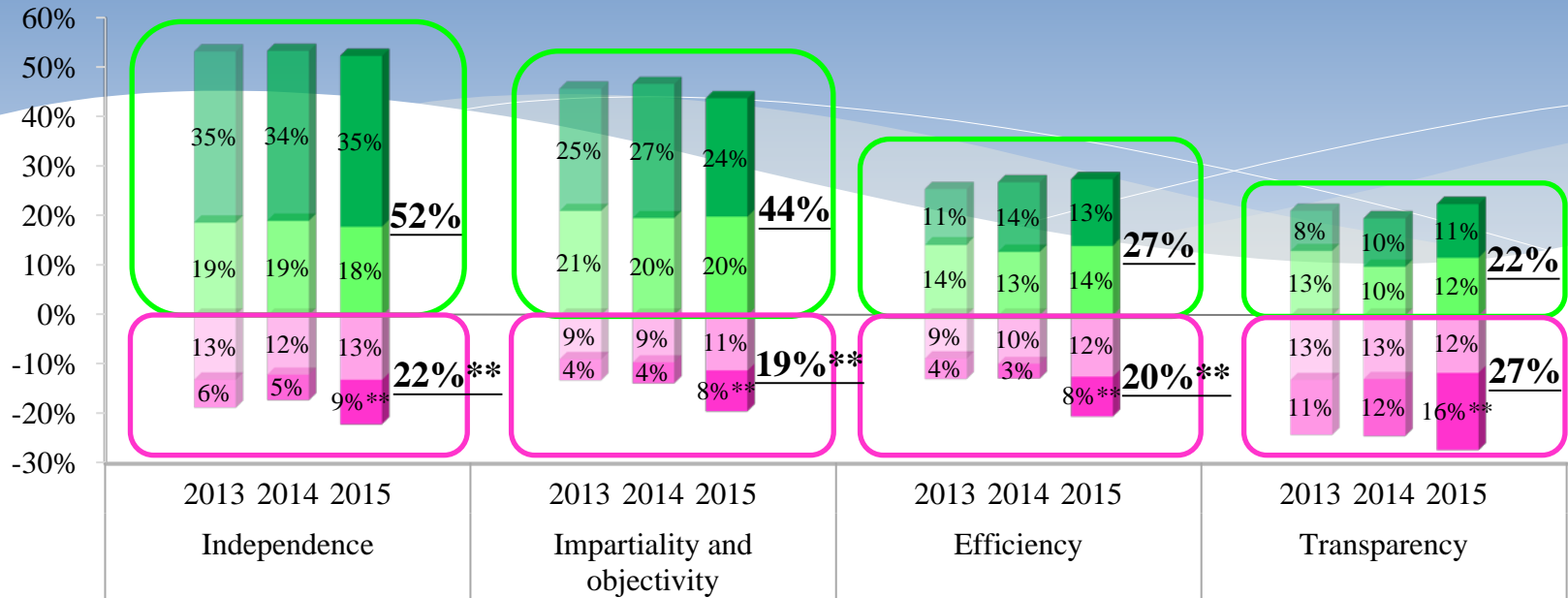
2015 Base = 1,012  
 2014 Base = 1,036  
 2013 Base = 1,009

	2013	2014	2015
<b>Mean score</b>	<b>3.4</b>	<b>3.4</b>	<b>3.3**</b>
Base	915	960	944

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



# Image profile of IPCC



	2013	2014	2015	2013	2014	2015	2013	2014	2015	2013	2014	2015
Mean Score	3.7	3.7	3.6*	3.6	3.6	3.4**	3.3	3.4	3.2**	2.9	2.9	2.9
Base	913	924	938	878	903	914	735	740	808	855	856	882

[Q9] 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？

[Q10] Do you think IPCC is able to monitor and review CAPO's investigation in an impartial and objective way?

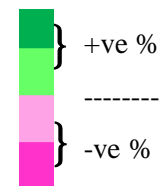
你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」既調查工作呢？

[Q11] 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？

[Q12] What do you think of IPCC's level of transparency in complaint monitor and review?

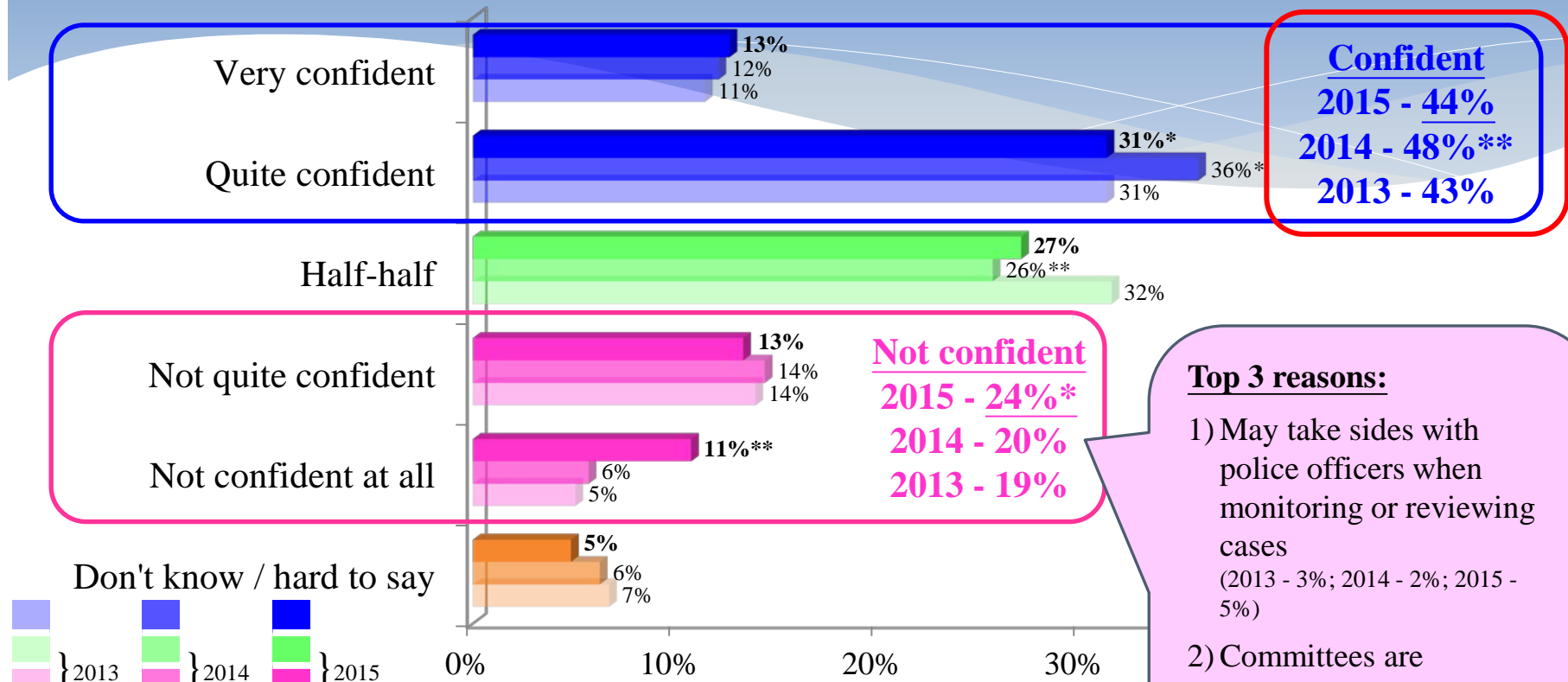
你覺得「監警會」既監察同覆檢投訴個案既透明度係點？



\*\* $p < 0.01$

\* $p < 0.05$

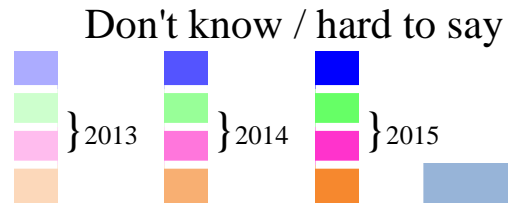
# Four in nine expressed confidence in IPCC



**Confident**  
 2015 - 44%  
 2014 - 48%\*\*  
 2013 - 43%

**Not confident**  
 2015 - 24%\*  
 2014 - 20%  
 2013 - 19%

- Top 3 reasons:**
- 1) May take sides with police officers when monitoring or reviewing cases  
 (2013 - 3%; 2014 - 2%; 2015 - 5%)
  - 2) Committees are appointed, not elected by citizens  
 (2013 - 2%; 2014 - 3%; 2015 - 5%)
  - 3) "It's like self-investigation"  
 (2013 - 5%; 2014 - 3%; 2015 - 5%)



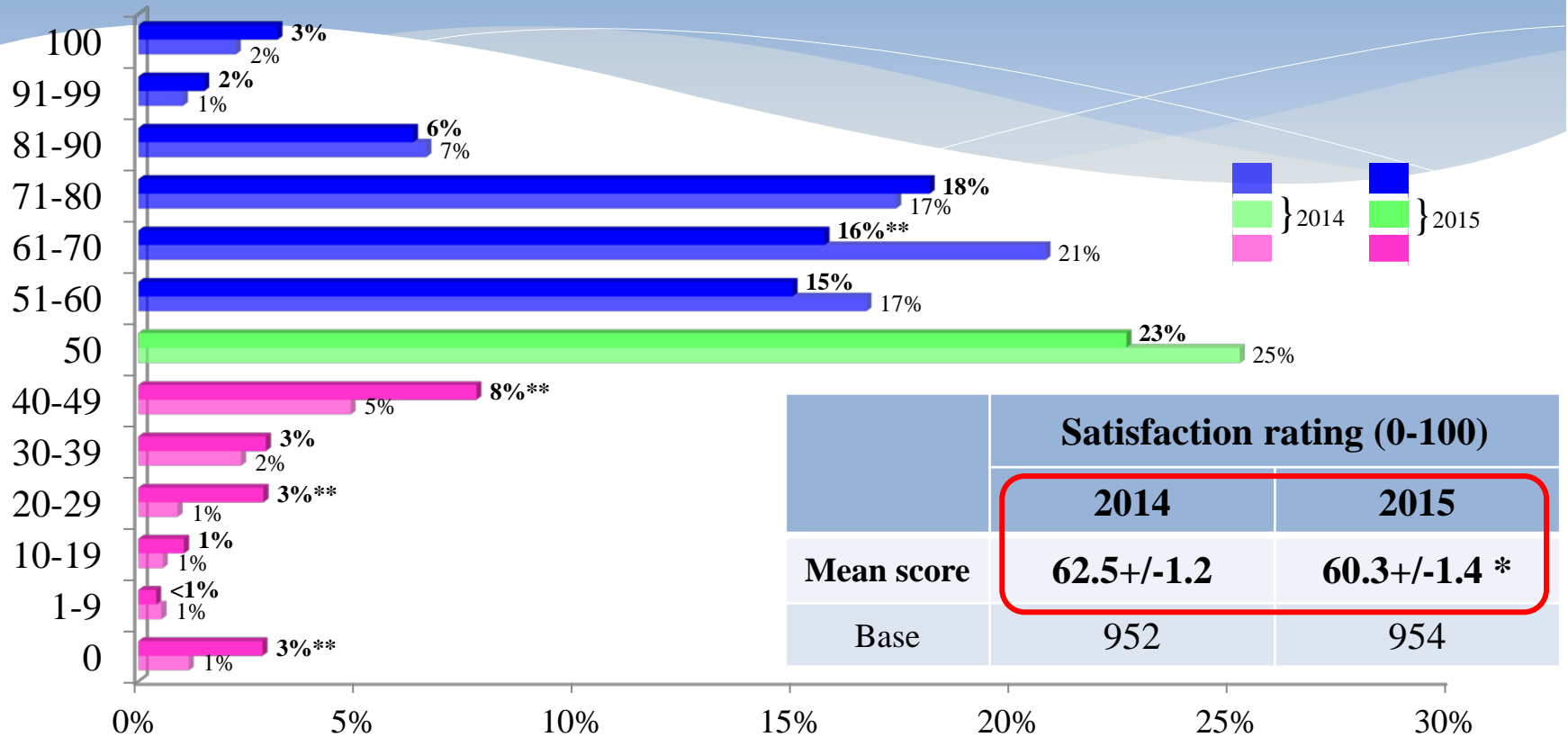
	2013	2014	2015
<b>Mean score</b>	<b>3.3</b>	<b>3.4</b>	<b>3.2**</b>
Base	941	974	965

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

2015 Base = 1,014  
 2014 Base = 1,039  
 2013 Base = 1,009

[Q13] Overall speaking, are you confident in IPCC? (Interviewer to probe intensity)  
 請問你對監警會有冇信心？(訪員追問程度)

# Latest satisfaction rating of IPCC is 60.3 marks



2015 Base = 954 (excluding respondents opted for “don’t know / hard to say”)

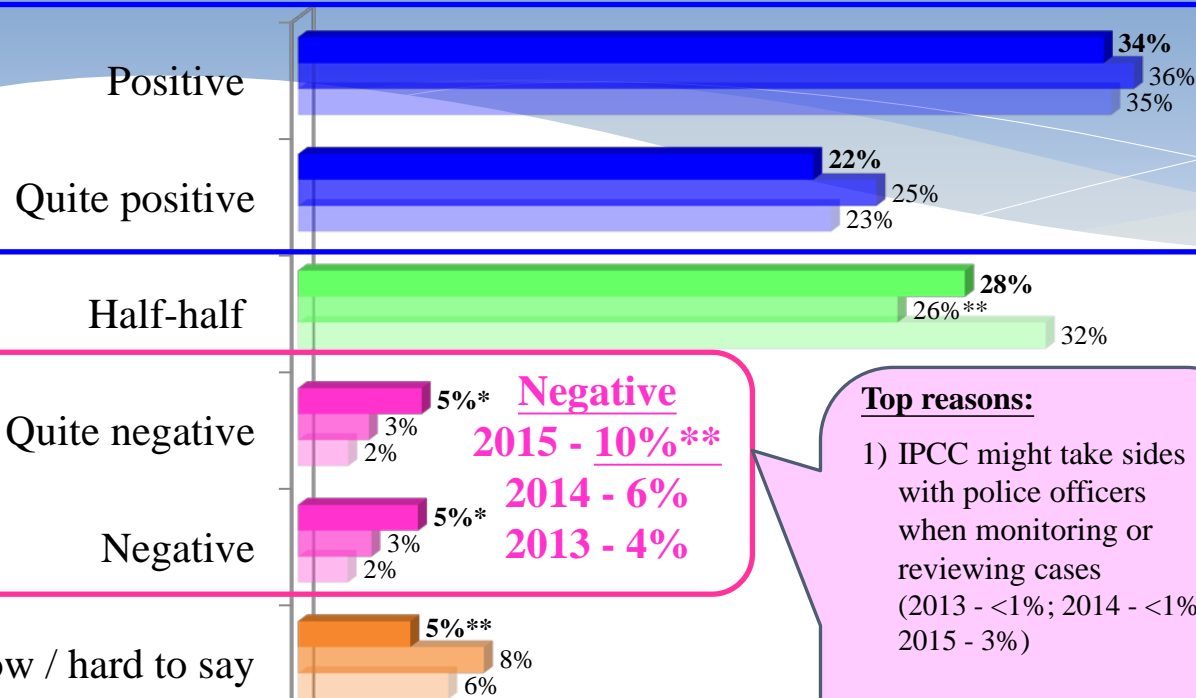
2014 Base = 952 (excluding respondents opted for “don’t know / hard to say”)

\* $p < 0.05$

[Q20] 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？

# Five in nine perceive IPCC's image positively



**Positive**  
 2015 - 56%  
 2014 - 60%\*  
 2013 - 57%

**Negative**  
 2015 - 10%\*\*  
 2014 - 6%  
 2013 - 4%

**Top reasons:**

- 1) IPCC might take sides with police officers when monitoring or reviewing cases (2013 - <1%; 2014 - <1%; 2015 - 3%)
- 2) Low transparency (2013 - 2%; 2014 - 2%; 2015 - 2%)
- 3) No trust in IPCC's independence (2013 - 2%; 2014 - 1%; 2015 - 2%)

**Top reasons:**

- 1) IPCC is fair enough (2013 - 10%; 2014 - 11%; 2015 - 12%)
- 2) IPCC is independent enough (2013 - 14%; 2014 - 12%; 2015 - 11%)
- 3) IPCC's structure gives people confidence (2013 - 10%; 2014 - 8%; 2015 - 7%)
- 4) IPCC members have sufficient and professional knowledge to monitor and review (2013 - 8%; 2014 - 8%; 2015 - 7%)

Don't know / hard to say

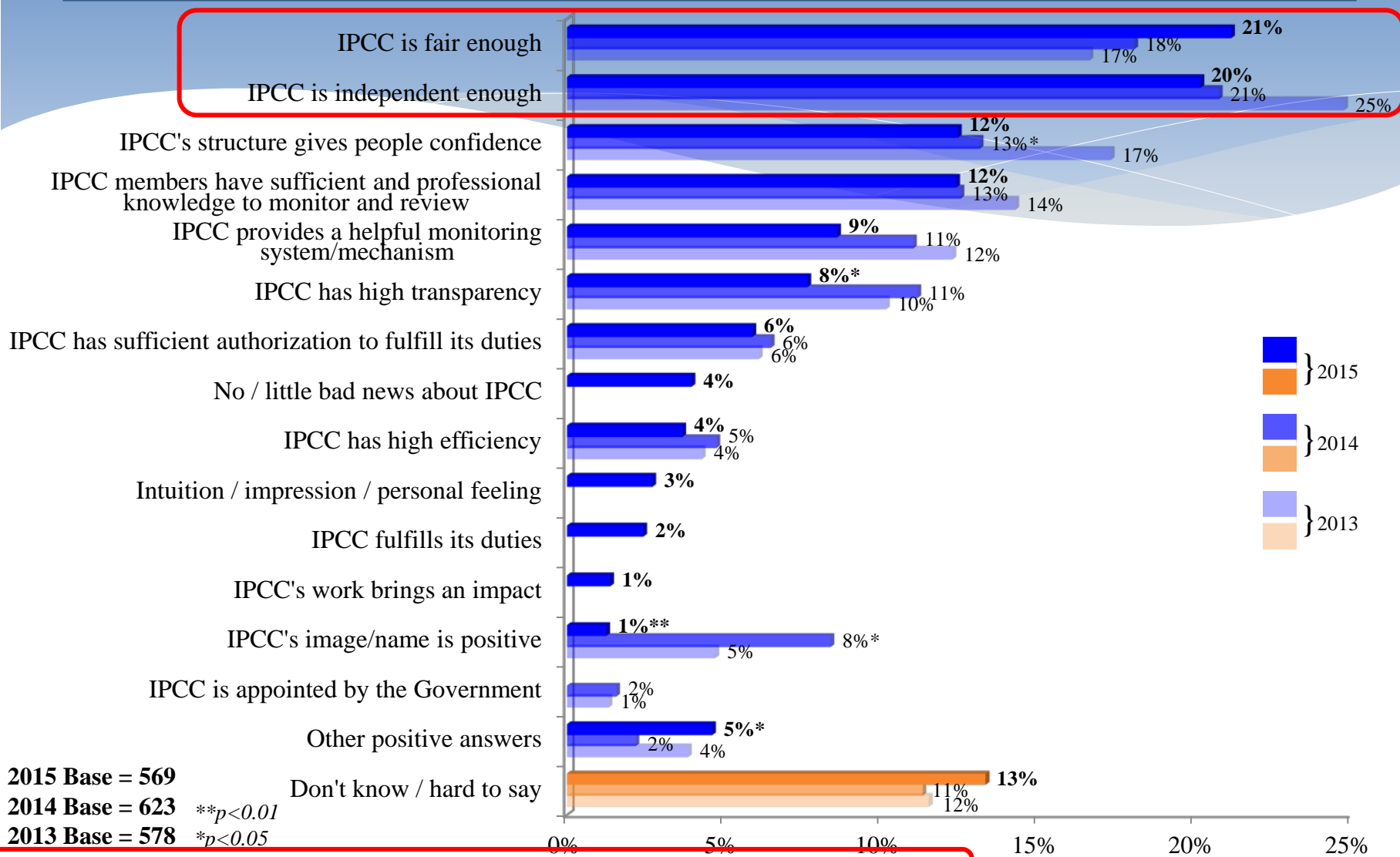
2015 Base = 1,013  
 2014 Base = 1,037  
 2013 Base = 1,007

	2013	2014	2015
<b>Mean score</b>	<b>3.9</b>	<b>3.9</b>	<b>3.8**</b>
Base	943	955	965

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

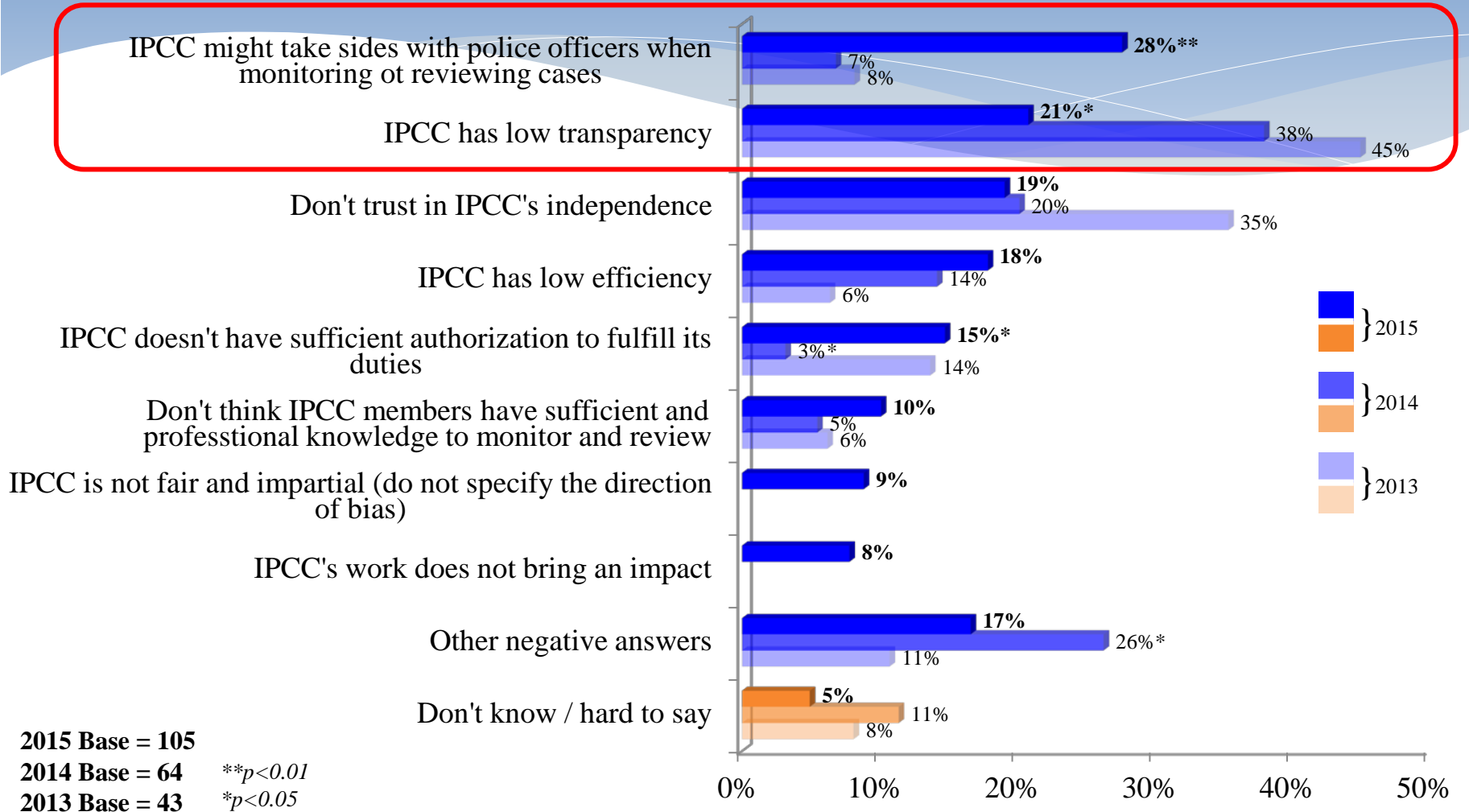
[Q17] Overall speaking, do you think IPCC's image is? (Read out options, ONE answer only)  
 整體黎講，你覺得「監警會」既形象係? (讀出答案，只選一項)

# Fairness and independence form the most important pillars of IPCC's positive image



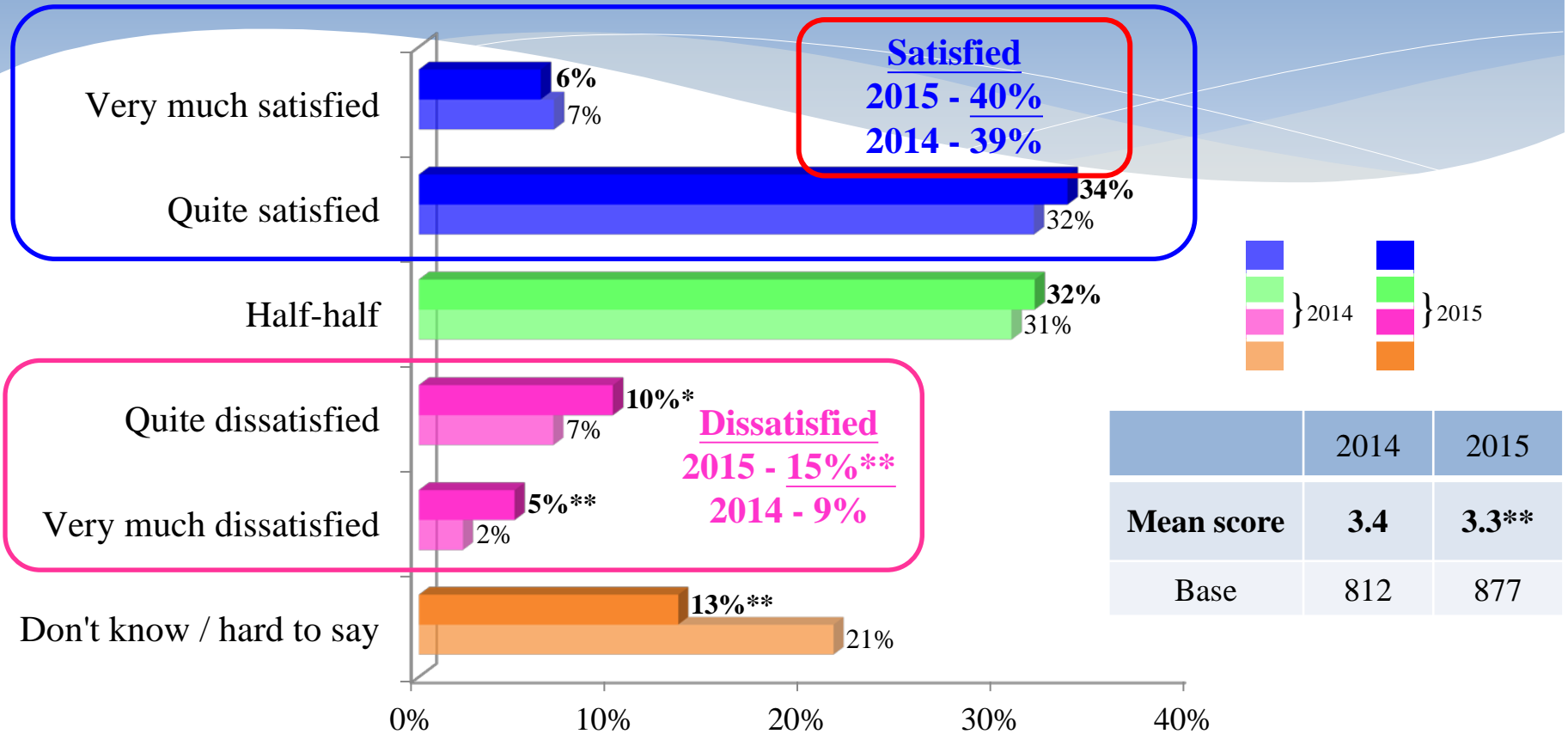
[Q18a] [Only ask respondents who have answered "Positive" and "Quite positive" in Q17] Why do you think it is "Positive" or "Quite positive"? Any more? (Do not read out options, multiple answers allowed) 點解你覺得[讀出Q17的答案]呢?仲有呢?(不讀答案,可選多項)

# IPCC's negative image is mainly associated with its perceived partiality, and low transparency



[Q18b] [Only ask respondents who have answered "Negative" and "Quite negative" in Q17] Why do you think it is "Negative" and "Quite negative"? Any more? (Do not read out options, multiple answers allowed) 點解你覺得[讀出O17的答案]呢?仲有呢?(不讀答案,可選多項)

# Two-fifths are satisfied with IPCC's performance

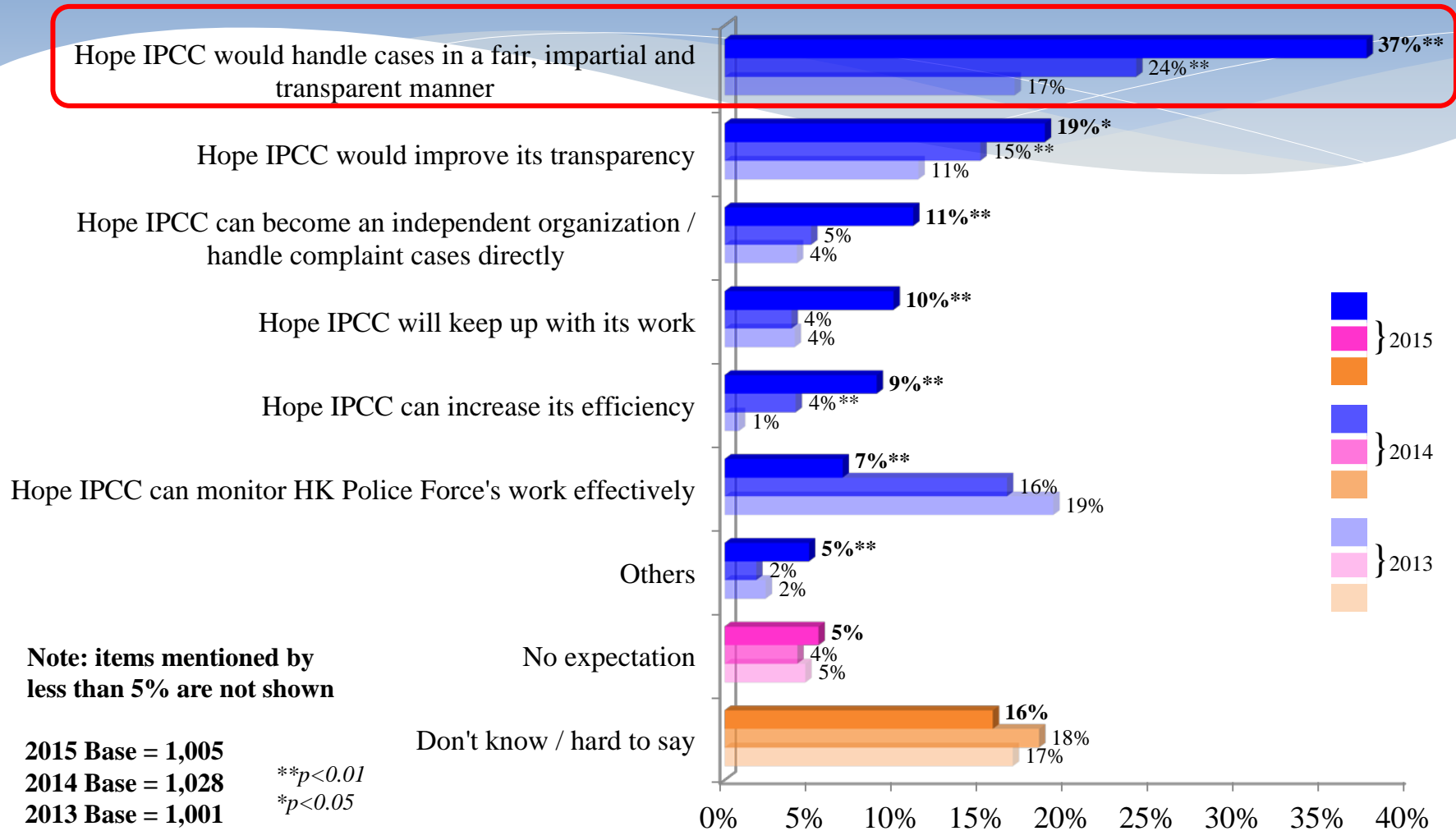


	2014	2015
<b>Mean score</b>	<b>3.4</b>	<b>3.3**</b>
Base	812	877

2015 Base = 1,012    \*\* $p < 0.01$   
 2014 Base = 1,033    \* $p < 0.05$

[Q19] 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)

# More than one-third express hope on IPCC's fair, impartial and transparent manner



[Q21] Lastly, what are your expectations on IPCC? Any more? (Do not read out options, multiple answers allowed)

最後，整體而言你對「監警會」有乜野期望？(不讀答案，可選多項)





# **Concluding Remarks**

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- Some significant changes have been observed in this year's IPCC annual survey, probably due to the occurrence of the Occupy Movement in between the last two surveys.
- First, the visibility of IPCC has increased as 85% of the respondents have heard of IPCC, up 18 percentage points compared to last year, but still more people make mistakes about IPCC's duties than those giving correct answers. Many people still think "monitoring Police's behavior/conduct" is one of IPCC's duties.
- Second, in terms of perceived performance, net satisfaction has dropped from 30 to 25 percentage points, while satisfaction rating drops from 62.5 to 60.3.
- Third, people's net confidence in IPCC and the two-tier police complaints system have both dropped to 20 percentage points, but many more people this year consider IPCC to be the most effective complaint channel against Police.

# Concluding Remarks

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- Fourth, on people's general perception of IPCC, net positive value has dropped to 46 percentage points, but since 56% consider IPCC's image to be positive, as compared to 10% negative, IPCC still enjoys a lot of public respect. The younger generation, however, has become significantly less positive.
- Fifth, image profile analysis shows that IPCC is consistently perceived as an independent, and impartial/objective organization, somewhat efficient, but not very transparent. However, news associated with the Occupy Movement has made some people worried about IPCC's impartiality when monitoring or reviewing complain cases.
- All in all, IPCC has become more well known to the public, probably due to its work related to the Occupy Movement. However, the polarizing political environment and the hardship faced by the Hong Kong Police Force has also posted new challenges to the IPCC, the remit of which is to monitor and review the police' handling of complain cases.

# End of Presentation

For the detailed report, please visit  
<http://hkupop.hku.hk>