



香港大學民意研究計劃

Public Opinion Programme, The University of Hong Kong

Quantitative Results of Latest Police-related Surveys

Symposium on Policing Challenges in the 21st Century

Panel 3 – Public Trust

21 June 2013

Dr Robert CHUNG

Public Opinion Programme

The University of Hong Kong

Outline of Presentation

1. Historical evolvement of police –related surveys

2. Highlight of latest findings

- **POP Tracking Survey on HKPF**
- **HKPF Public Opinion Survey**
- **HKPF Staff Opinion Survey**
- **HKPF Customer Satisfaction Survey**
- **IPCC Public Opinion Survey**

3. Challenges ahead

Historical Evolvement of Force 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 | | | ✓✓ (focus survey on CIS) | | ✓✓ |

✓ Conducted by HKU POP and HKU PKKI

✓✓ Conducted solely by HKU POP

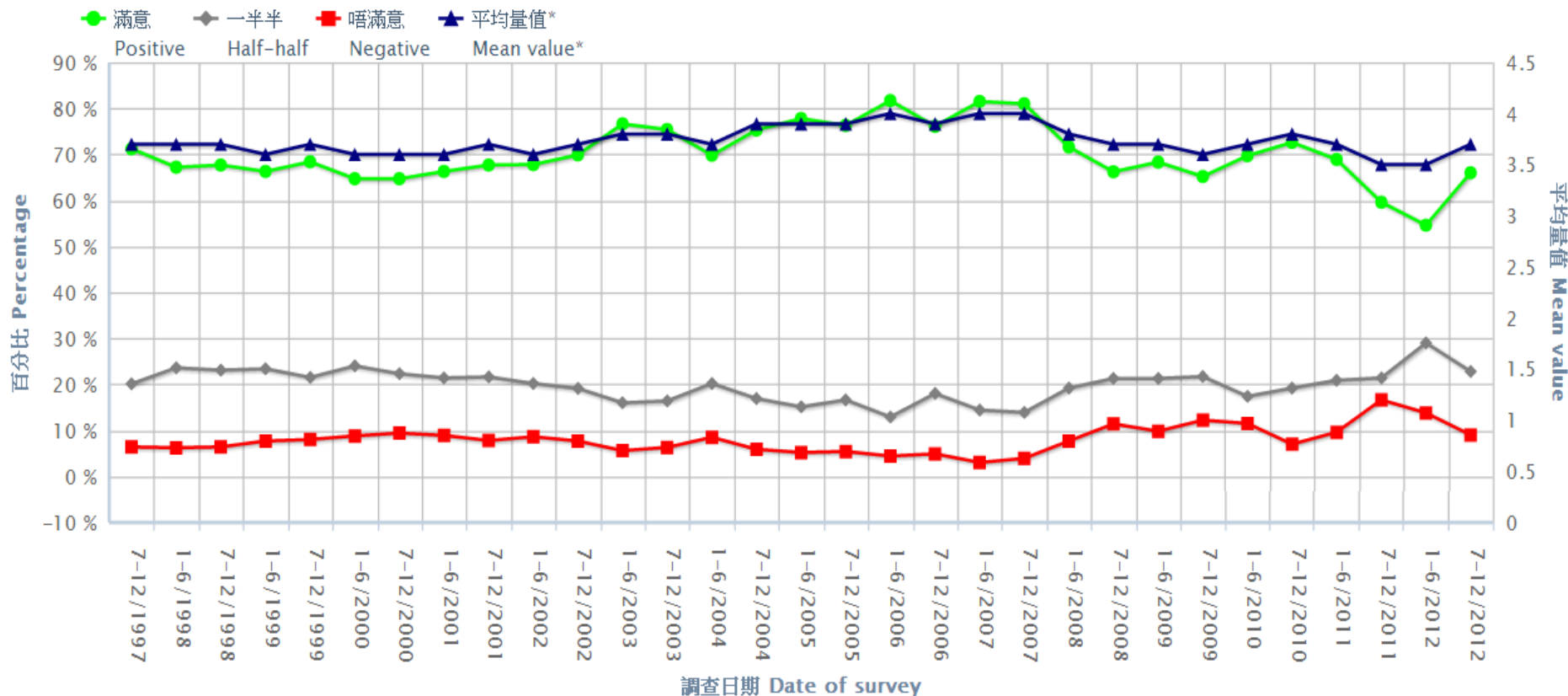
A Brief History of HKPF Surveys

- 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 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 and 2010, 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.

POP TRACKING POLL ON HKPF PERFORMANCE

市民對香港警務處表現的滿意程度(半年結)

People's Satisfaction with the Performance of the Hong Kong Police Force (half-yearly average) (7-12/1997 - 7-12/2012)



*平均量值是把所有答案按照正面程度，以1分最低5分最高量化成為1、2、3、4、5分，再求取樣本平均數值。

*The mean value is calculated by quantifying all individual responses into 1, 2, 3, 4, 5 marks according to their degree of positive level, where 1 is the lowest and 5 the highest, and then calculate the sample mean.

#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 Force?". After that, they are changed to "Are you satisfied with the performance of the Hong Kong Police Force?".

SCMP today – A3

SOCIETY

Trust in government declines to 2003 level

Joshua But

joshua.but@scmp.com

All indicators of public trust and confidence in the Hong Kong and central governments have plunged to the level of 2003 – when more than 500,000 Hong Kong people took to the streets – or below, according to a poll that has been running since before the handover.

The survey found the proportion of Hong Kong people who distrust the central government has reached a record high of 45 per cent, while 37 per cent said they distrusted the Hong Kong government – a figure comparable to that of December 2003.

Academics say restoring mutual trust between the government and its people should now be at the top of the official agenda to defuse a “worrying” situation and avoid a deepening crisis.

More than 1,000 people were interviewed by the University of Hong Kong’s Public Opinion Programme between June 10 and 13 on their trust and confidence in the government and in Hong Kong’s future.

About 32 per cent said they trusted the government, a drop of 12 percentage points from the same survey in March, while those who distrusted it rose from 26 per cent to 37 per cent. Only one in four said they trusted the Beijing government, in contrast to 45 per cent who said the opposite.

For the first time since the handover, people who were confident in “one country, two systems” failed to outnumber those who had no confidence.

Both sides stood at 47 per cent in the latest poll. The last time no confidence equalled or surpassed confidence was August 1996, when 35 per cent felt confi-

dent and 39 per cent did not. Pollster Robert Chung Ting-yiu said the figures presented “a worrying situation”.

The director of the public governance programme at Lingnan

University, Dr Li Pang-kwong, said it was apparent that the governance under Chief Executive Leung Chun-ying was plagued by a lack of trust.

“The lack of trust has put the

government in an unfavourable position, as the public will always cast doubt on its policies, which will take time to show their effects,” Li said. “It has now become an urgent issue to restore trust, or his governance could be dragged deeper into crisis.”

But Li said the July 1 rally this year was unlikely to match the size of that in 2003.

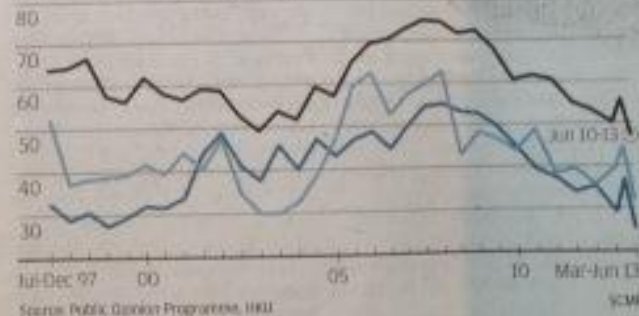
Leung said last night “one country, two systems” has been well implemented. “If anyone thinks there are any problems with its implementation, we should step up publicity on the Basic Law,” he said.

A political scientist at Chinese University, Ma Ngok, said recent scandals involving top officials, such as former chief graft-buster Timothy Tong Hin-ming and former executive councillor Barry Cheung Chun-yuen, had further weakened public trust in the government.

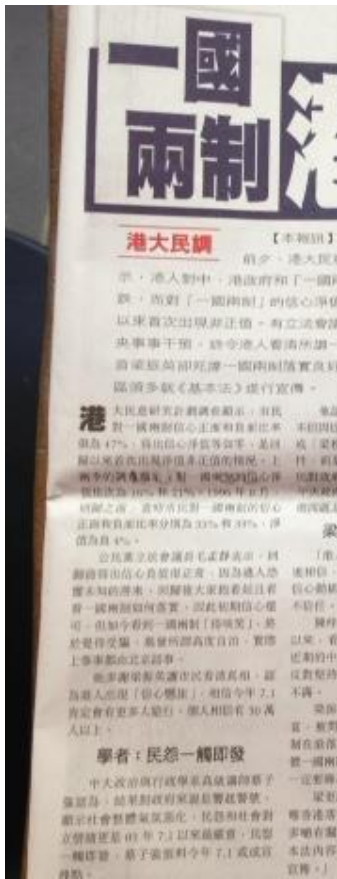
Losing faith

Government confidence survey (%)

— Trust in the HKSAR government — Trust in the central government
— Confidence in “one country, two systems”



Chinese Newspapers Today



2013, 9月 25 星期三 國際 港島訊 吳靄儀攝

港大：一國兩制信心淨值零

李鵬飛料

【本報訊】前少、港大民研，港人對中央、港政府和一國兩制，對對一國兩制的信心淨值，以東首次出現淨值。有立法會議員表示，港人對中央、港政府和一國兩制的信心淨值，以東首次出現淨值。有立法會議員表示，港人對中央、港政府和一國兩制的信心淨值，以東首次出現淨值。

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A4 信報 www.hkei.com B2

港人對一國兩制「零信心」

學者指響危機警號 特首稱落實非常好

中大政治與行政學系高級講師李鵬飛表示，對調查結果見怪不怪，因為中央對港千日來，優勢是明顯的。他指出，早前接獲傳出劉慧卿的向外交界和議員明家亮公佈的數目，令市民質疑本港一直奉行的核心價值已受到破壞，打擊他們對中央和特區政府的信心。但他認為，事件會引發更多市民在七一上街，仍要視乎未來數天有沒有其他事件刺激。

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HKPF PUBLIC OPINION SURVEY (2011)

Contact Information

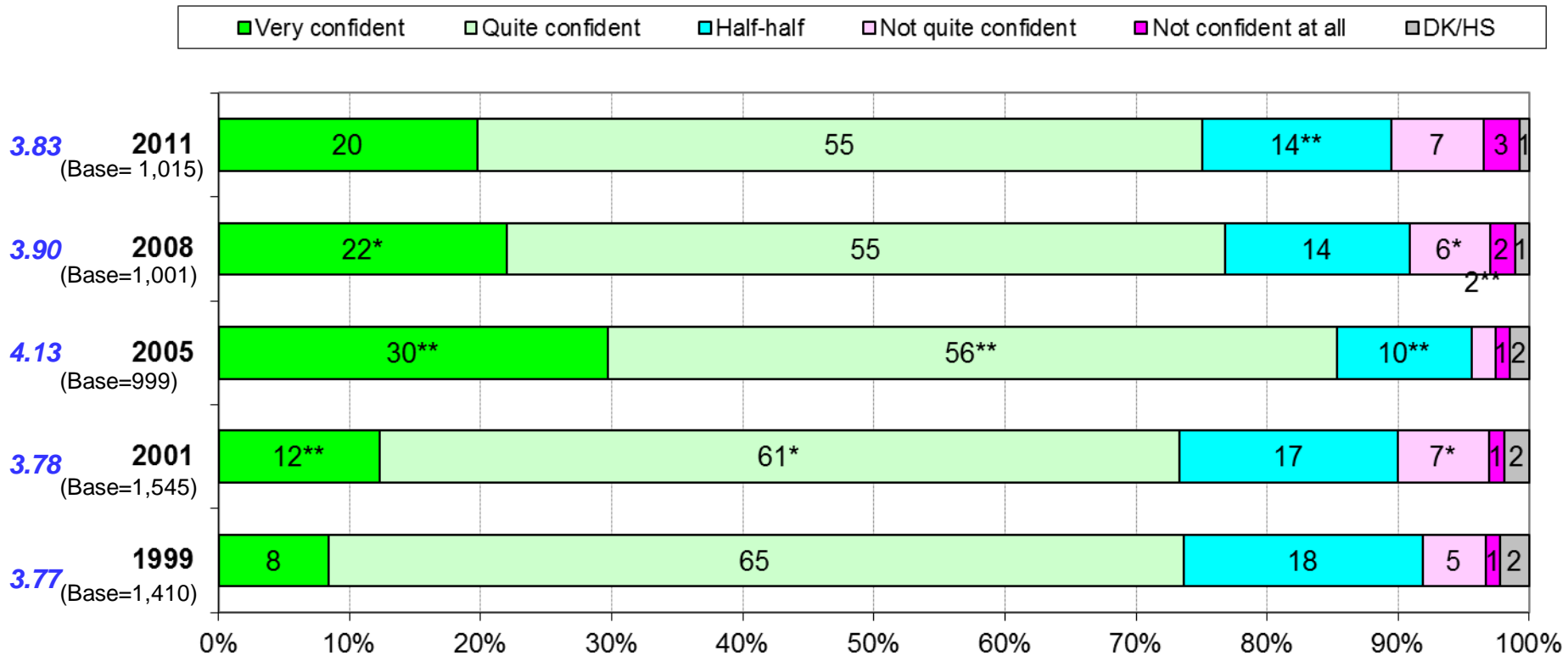
| | |
|---------------------------|---|
| Date of survey | 21 - 29 November 2011 |
| Target population | Cantonese-speaking population of age 18 or above |
| Survey method | Telephone survey with interviewers |
| Sampling method | Telephone numbers were selected randomly from telephone directories and mixed with additional numbers generated by the computer. |
| Weighting method | The data reported have been adjusted according to the provisional figures obtained from the Census and Statistics Department regarding the population gender-age distribution of the Hong Kong in mid-2011. |
| Sample size | 1,015 successful cases |
| Response rate | 67.7% |
| Std sampling error | Less than 1.6%, i.e. +/-3.1% at 95% confidence level |

*Note: The 5 repeated questions included in POS 2011 were adapted from POS 2008 and POS 2005 with minor changes. They were carried in one of POP's **regular tracking surveys**. The POS of 1999 and 2001 were **full-scale surveys** using longer questionnaires. Direct comparison is therefore not recommended.*

Confidence in HKPF (N = 1,015)

[Q1] 75% of respondents had confidence in HKPF.

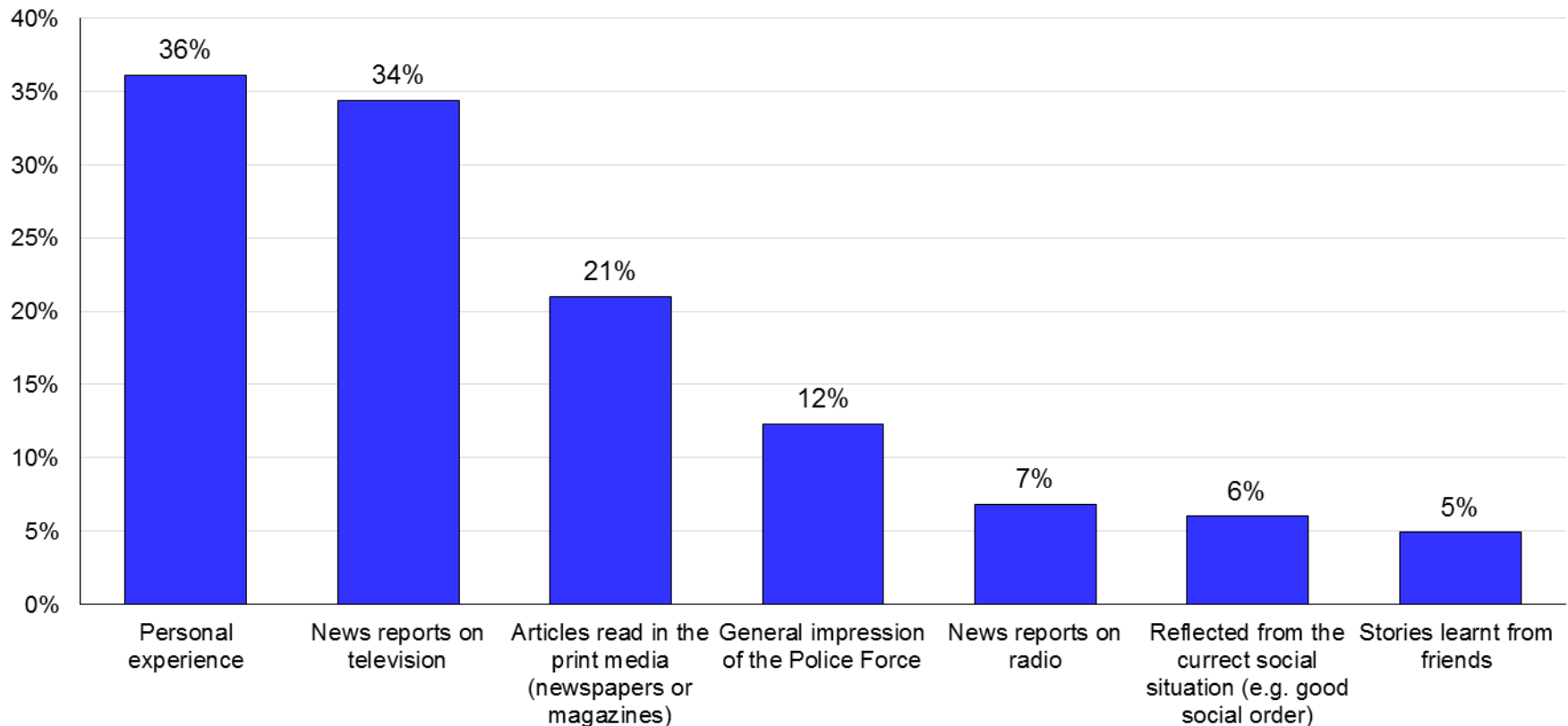
Mean
Score



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

Confidence in HKPF (N = 1,005)

[Q2] The confidence level towards the force was mainly shaped by the respondents' personal experience as well as news reports on TV.

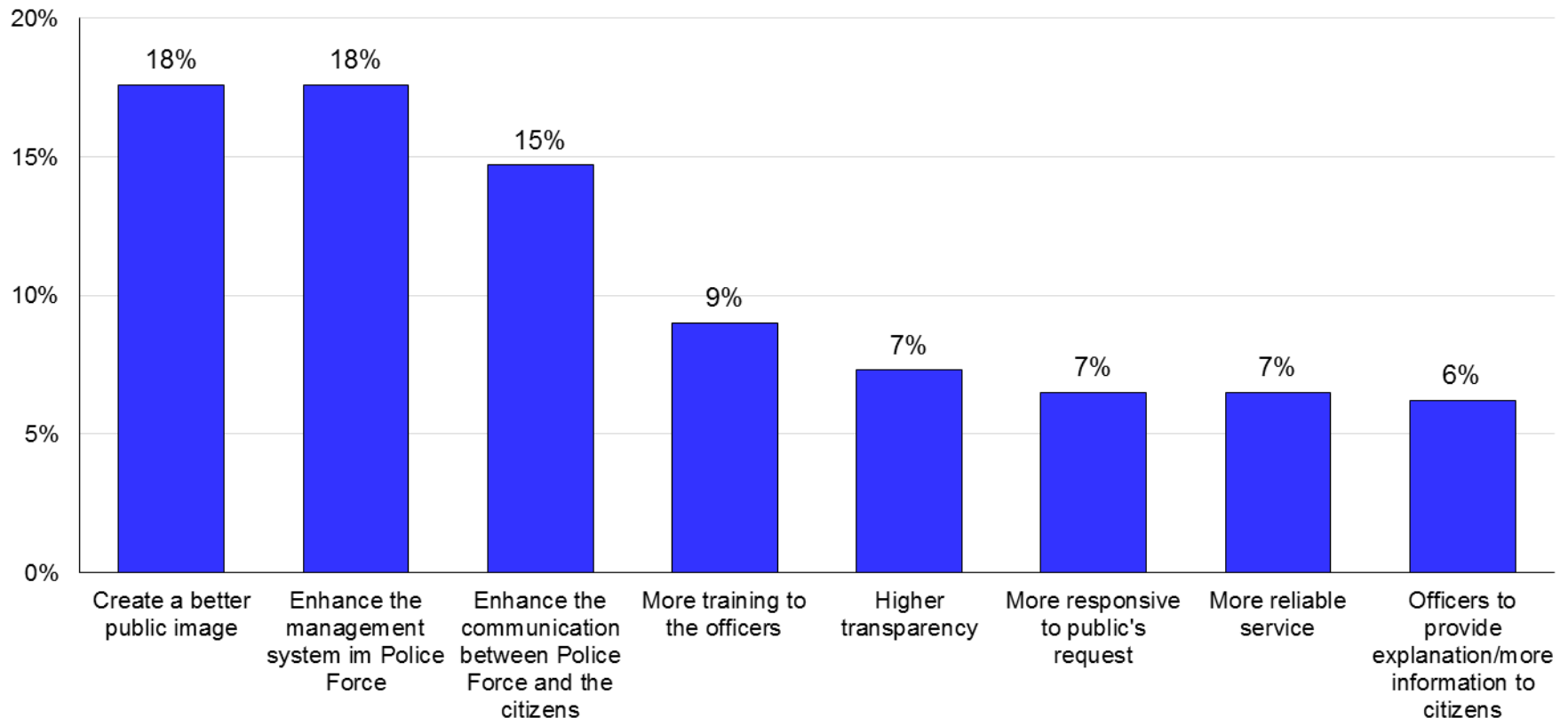


Remark: 1) This question was newly added in POS 2011.

2) Attributes attaining less than 5% were not listed here.

Confidence in HKPF (N = 240)

[Q3] Confidence in the force can be boosted by creating a better public image and enhancing the management system in Police Force, as cited by 18% for each.



Remark: 1) This question was newly added in POS 2011.

2) Attributes attaining less than 5% were not listed here.

Overall Performance of HKPF (N = 1,005)

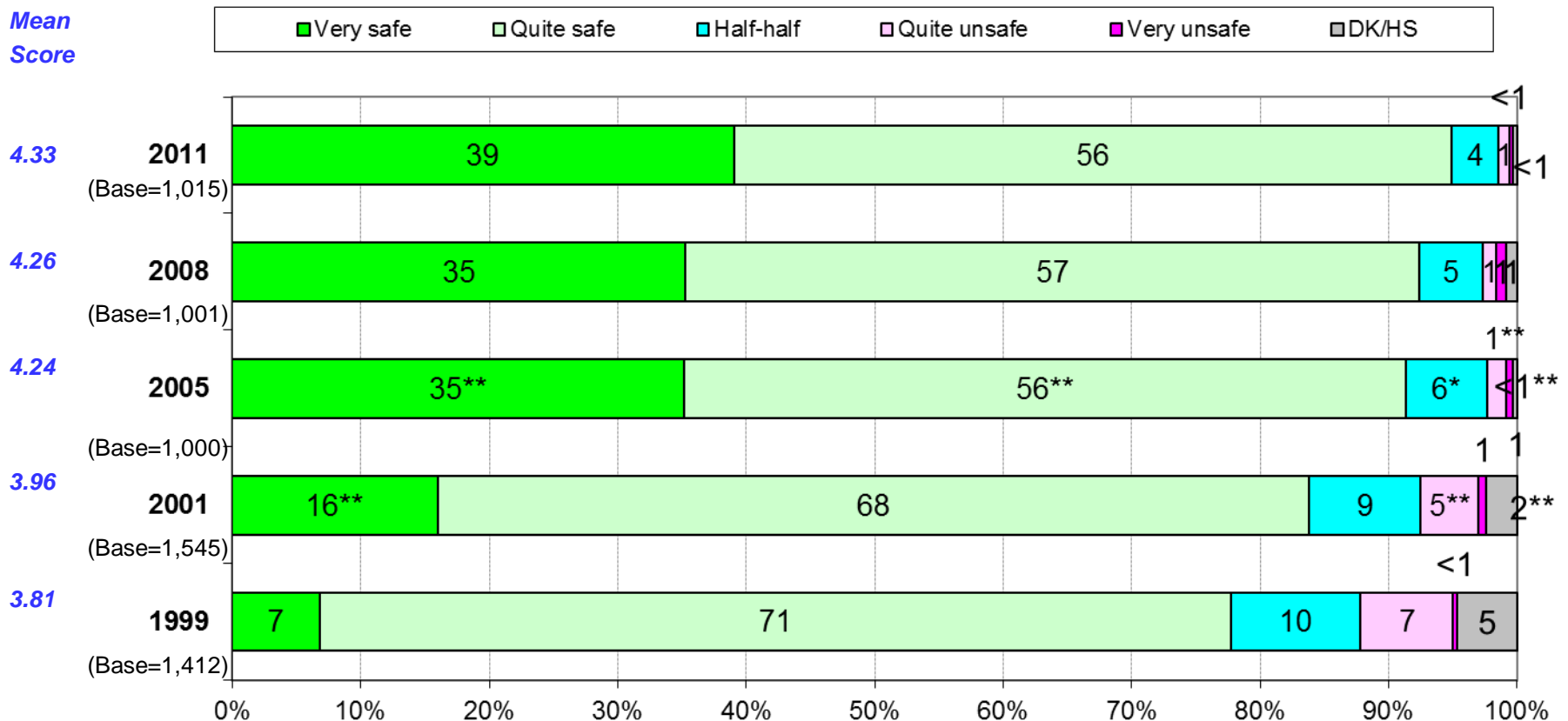
[Q4] HKPF obtained 71.1 marks in terms of its **overall performance** which is a significant drop from 2008 and a further decline from the record high registered in 2005.

| | 1999 | 2001 | 2005 | 2008 | 2011 |
|-------------------------------|--------------|--------------|---------------|---------------|---------------|
| Mean | 69.8 | 70.4 | 74.9** | 71.1** | 68.2** |
| 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 |
| Number of valid raters | 1,366 | 1,493 | 987 | 995 | 1,005 |

Perceived Safety at Daytime (N = 1,015)

[Q5] 95% felt Hong Kong **safe at daytime**. This aspect has been on a rise over the past decade or so.

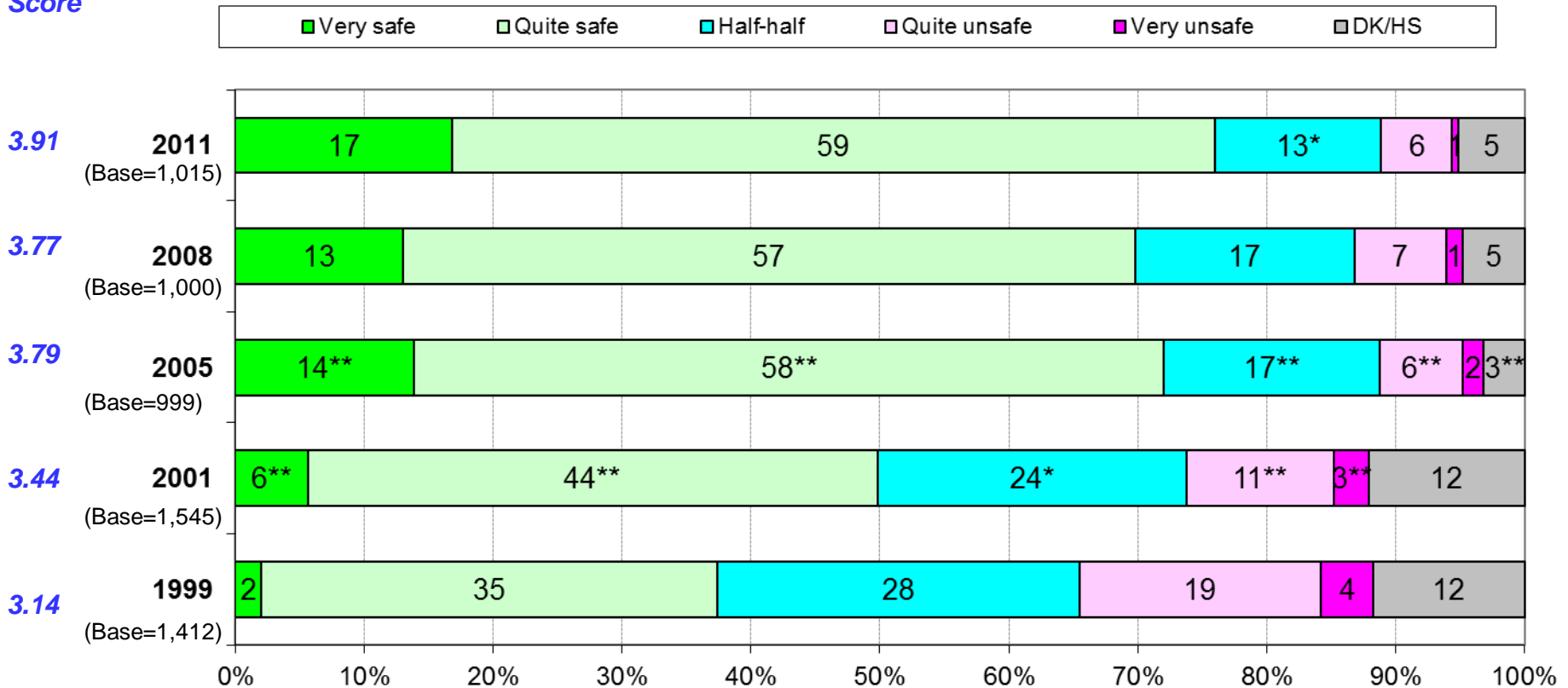
Mean Score



Perceived Safety at Nighttime (N = 1,015)

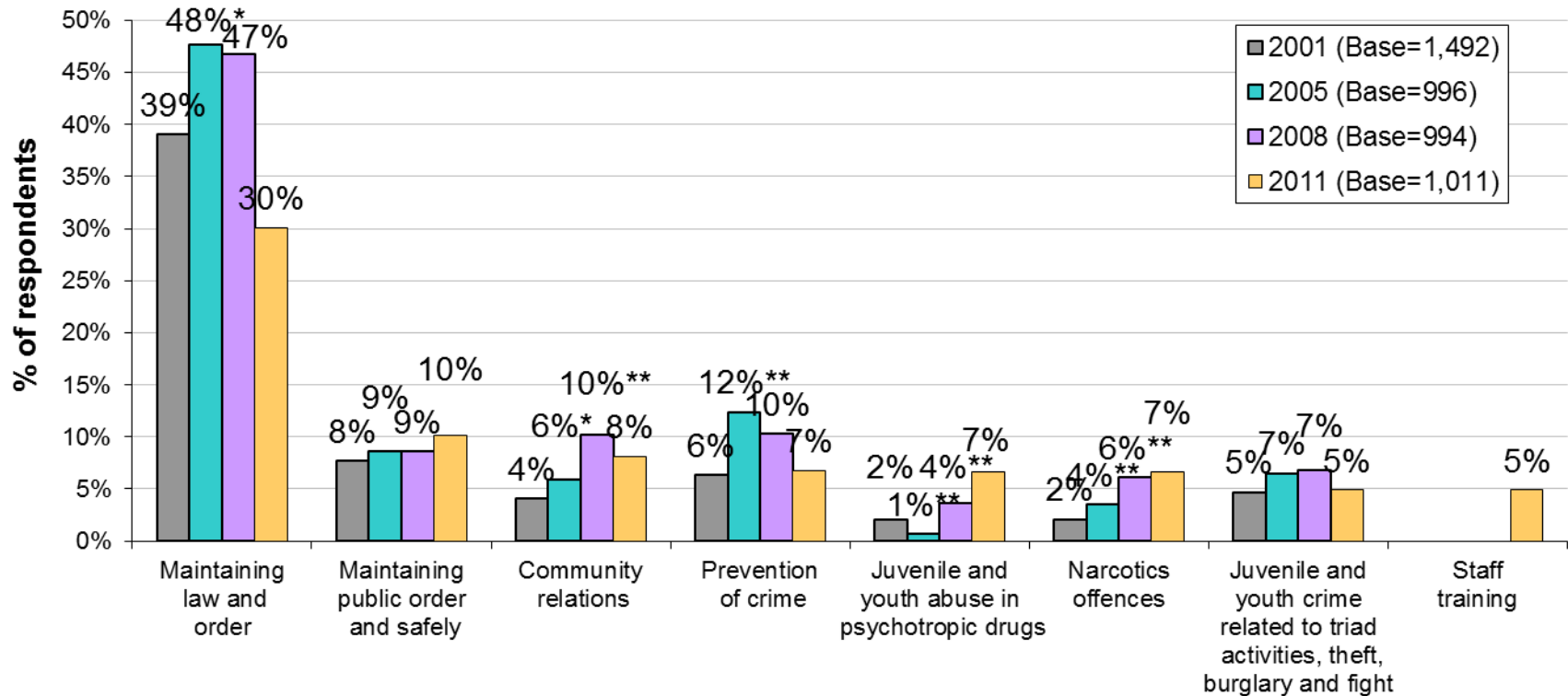
[Q8] 76% felt Hong Kong safe at nighttime. Improved survey by survey since 1999.

Mean Score



Areas of Work HKPF Should Invest Resources in (N = 1,011)

[Q11] “Maintaining law and order” obviously stood out as the most important work of the force perceived by the public.



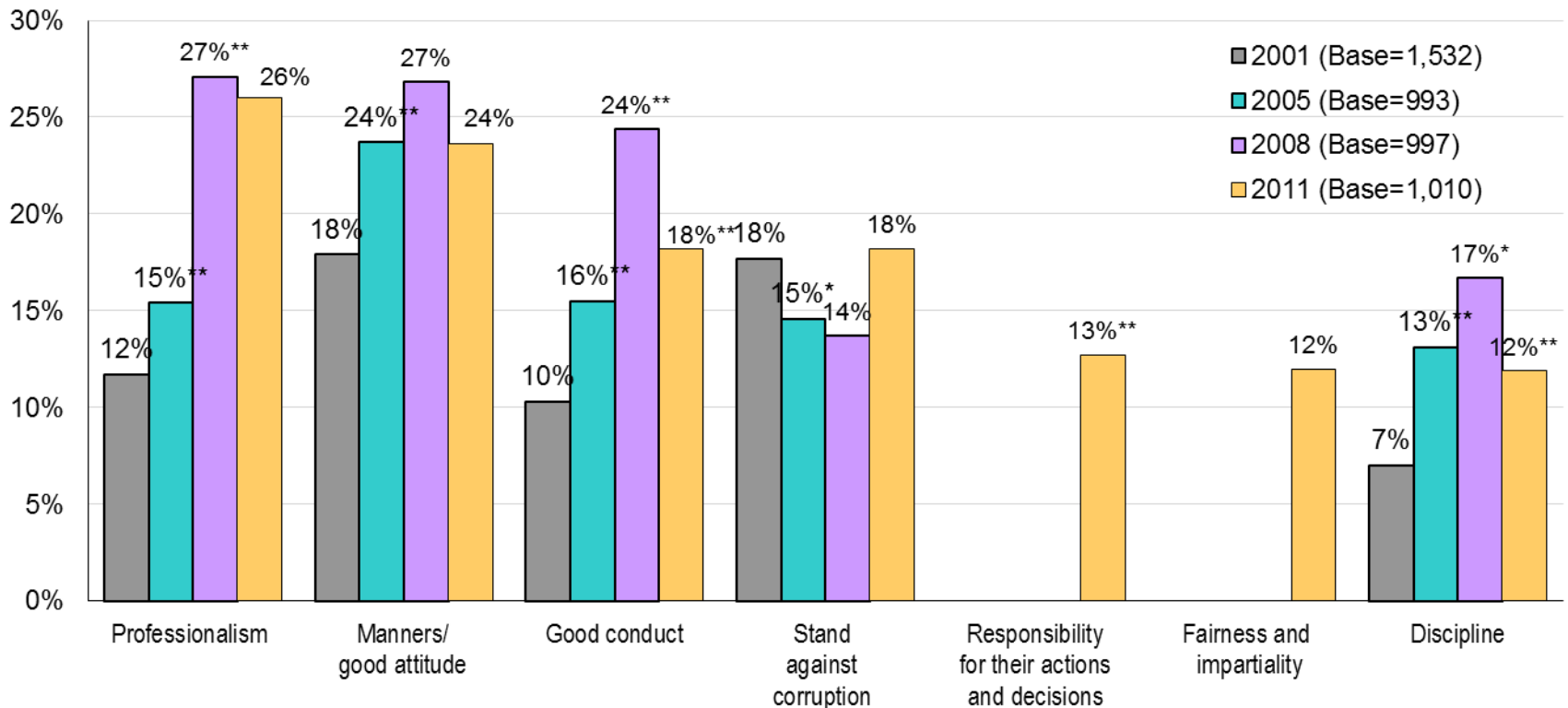
Remark (1): The list of police service areas was different in 1999, comparison is thus unavailable.

(2): Attributes attaining less than 5% in POS2011 were not listed here.

Most Important Quality for the Police

(N = 997)

[Q12] When asked what were the most important areas regarding the behaviour and quality of the police, “professionalism” and “manners / good attitude” topped the list.



Remark (1): This question was not asked in 1999.

(2): Attributes attaining less than 5% in POS 2011 were not listed here.

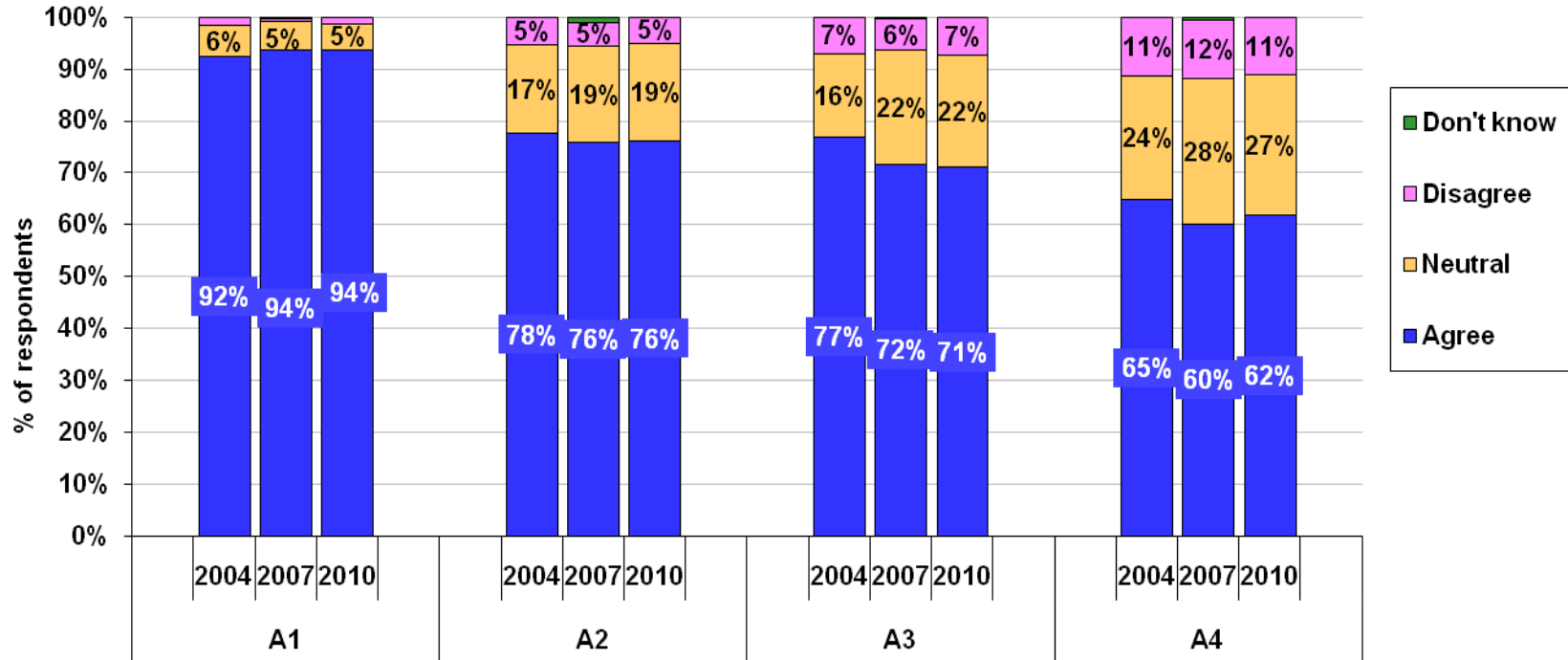
STAFF OPINION SURVEY (2010)

Contact Information

| | |
|----------------------------|--|
| Date of survey | 28 December 2010 - 28 January 2011 |
| Target population | All in-service members of the Force, including <u>regular, civilian and auxiliary staff of all ranks</u> , but excluding the Commissioner rank. |
| Survey method | Self-administered <u>online</u> questionnaire survey, supplemented by telephone interviews upon request. |
| Sampling method | All staff members of the Superintendent Cadre (or equivalent) were invited to participate in the survey. Another 5,000 staff members were <u>randomly sampled</u> according to their UINs. |
| Sample size | 3,685 successful cases (3,656 returned by online submission, 29 returned by telephone interviews) |
| Response rate | 67.4% |
| Standard error of % | Less than 0.8% based on the full sample, or <u>+/- 1.6 percentage points</u> at 95% confidence level |
| Weighting method | The data reported have been adjusted according to the rank and employment status distributions of the entire Force. |
| Responsibilities | POP assumes full responsibility of the entire research design, after taking input from representatives of the Force over the years. |

... throughout the study we strictly observed all confidentiality requirements strictly and no individual's comments would be matched with his/her identity.

General Perception of the Force



[A1] I believe in the Force's vision: "That Hong Kong remains one of the safest and most stable societies in the world".

[A2] I am willing to put in extra effort to help the Force achieve its vision.

[A3] I am proud to tell others that I work for the Force.

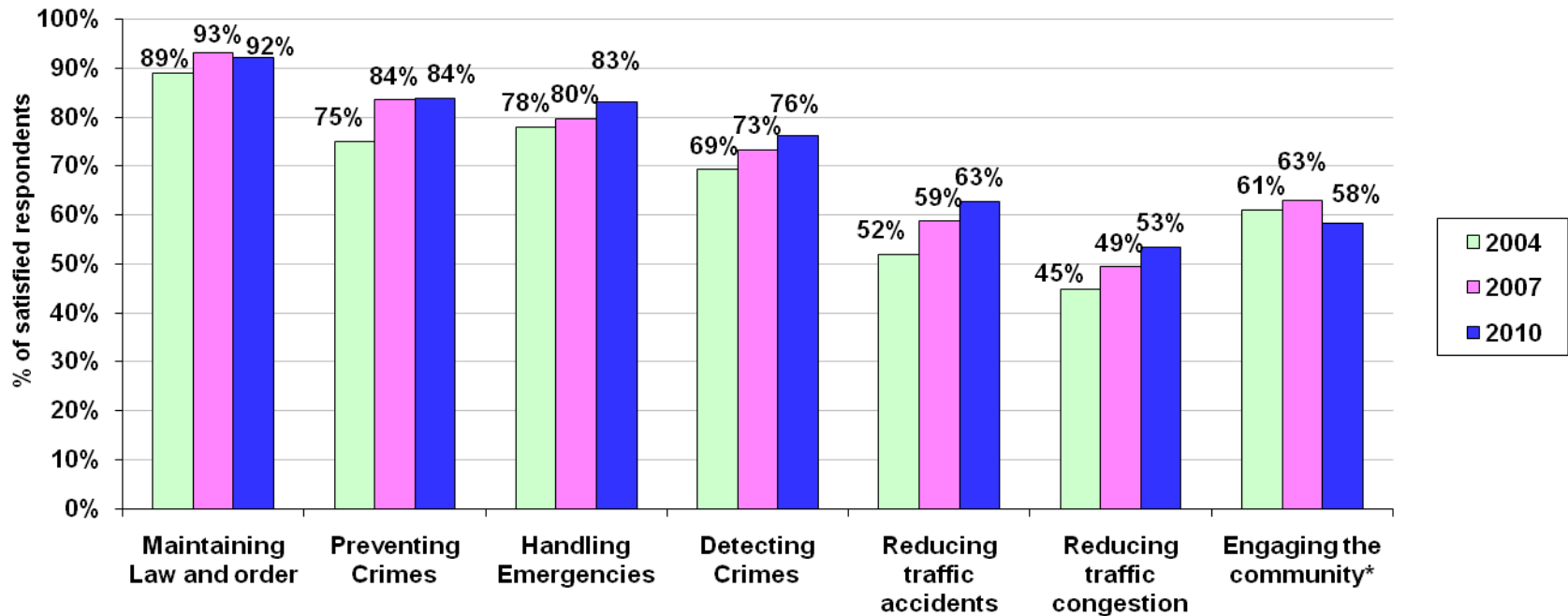
[A4] I feel a sense of belonging to the Force.

...**94%** believed in the Force's vision and **76%** were willing to put in an extra effort to help the Force to achieve this, **71%** felt proud and **62%** felt a sense of belonging to the Force.

Policing: General

Perception of the Force's performance according to key policing functions ...

C4, C5, C6, C9, C12, C13 & C14: In my opinion, the Force performs well in "...". (strongly agree / agree / neutral / disagree / strongly disagree / don't know)



* The wordings in 2004's & 2007's surveys were "building partnership with the community".

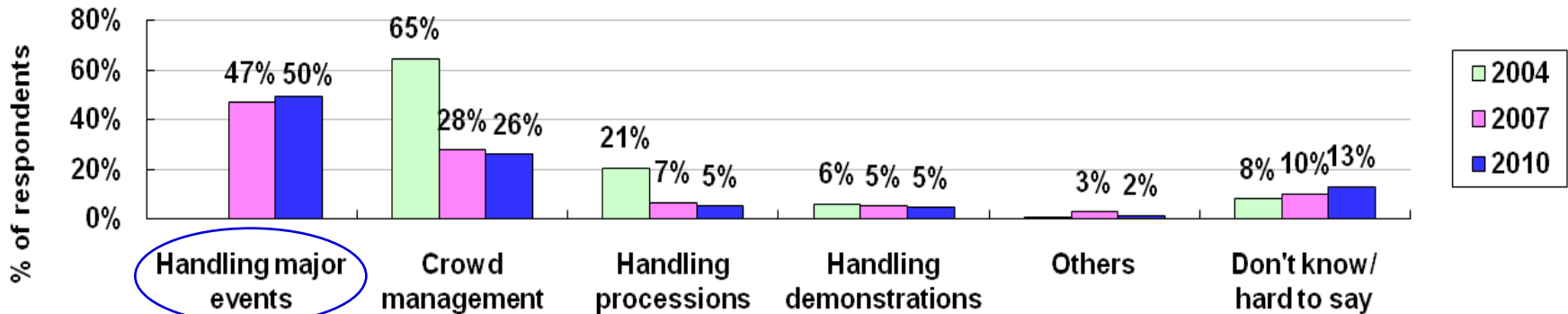
... Consistent with the previous surveys, respondents considered the Force performed best in **maintaining law and order**.

Policing: Maintaining Law and Order

As for respondents' evaluations on the Force's performance in maintaining law and order ...

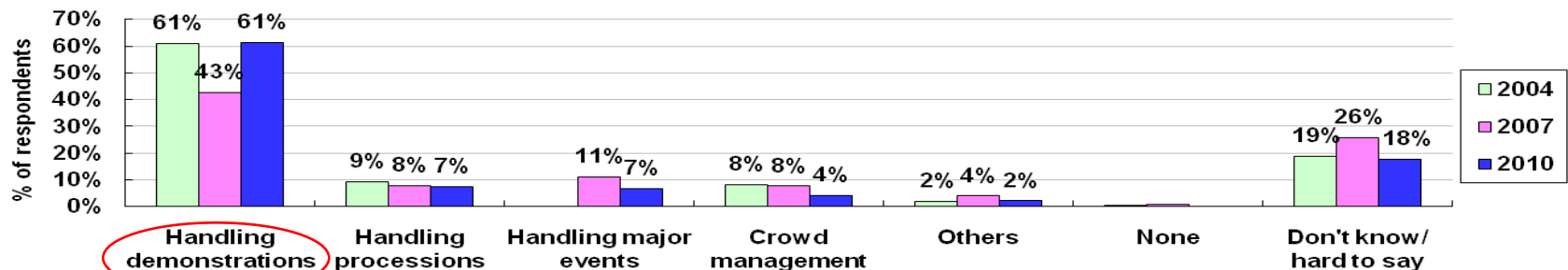
The best performance area...

C2 In your opinion, which aspect shown below does the Force perform the best? (single response only)



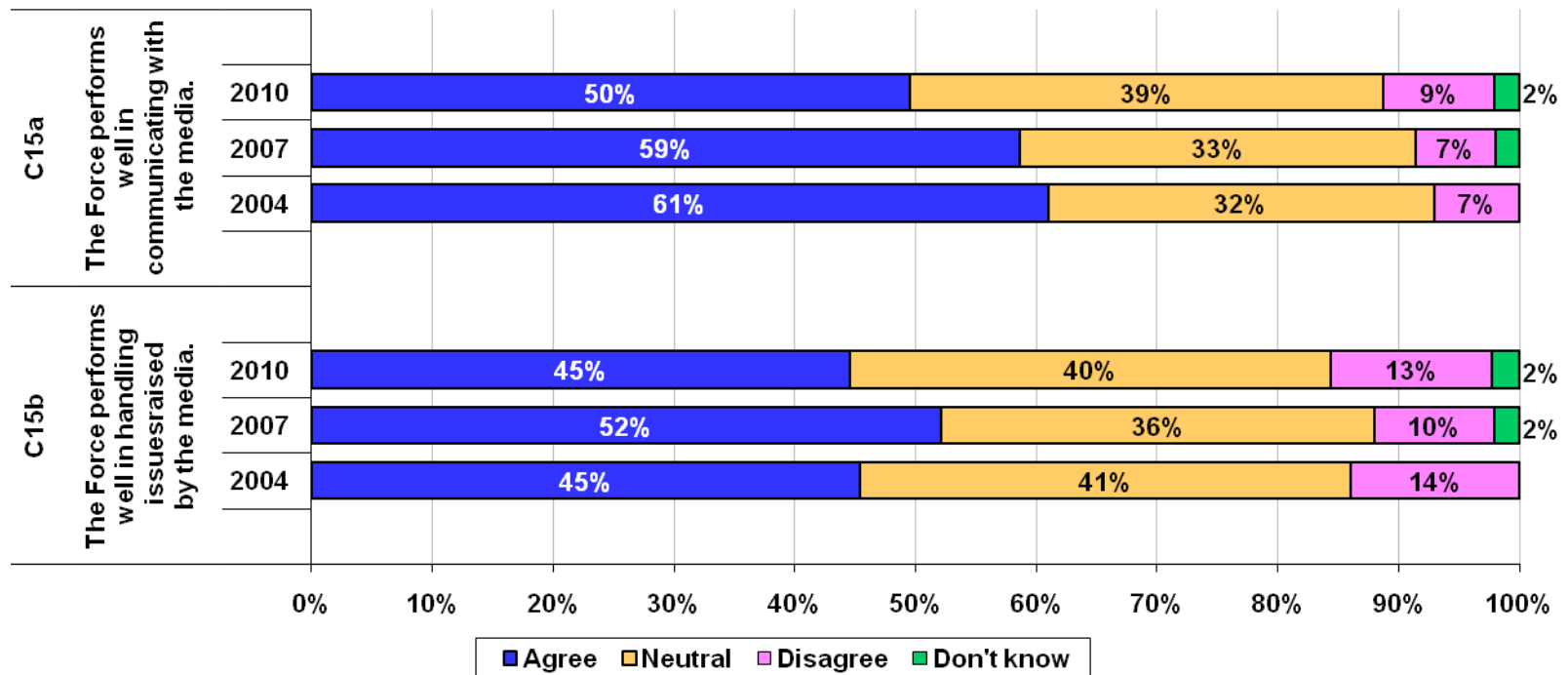
Area for improvement...

C3 In your opinion, which aspect shown below does the Force need to improve most? (single response only)



Policing: Community Partnership – Media Relations

Regarding the Force's performance in building media relationships ...



...**50%** agreed the Force has done a good job in **communicating** with the media and **45%** agreed the Force has performed well in **handling issues** initiated by the media.

CUSTOMER SATISFACTION SURVEY (2011)

Contact Information

| | |
|--------------------------------|---|
| Date of survey | 8 December - 18 December 2011 |
| Target population | People who had reported to the HKPF between August and October 2011 |
| Survey method | Telephone survey with real interviewers |
| Sampling method | Telephone numbers were randomly drawn from the database of the HKPF which contained cases reported between August and October 2011, except violent crimes, traffic accidents with person injured and complaints against police. |
| Sample size | 1,006 successful cases |
| Effective Response rate | 82.6% |
| Std sampling error | Less than 1.6%, i.e. +/-3.2% at 95% confidence level |

Summary of Key Findings

- **81%** were **satisfied** with the overall performance of the police force, same as that registered in CSS 2008.
- **Satisfaction rate** of the five channels:

| | 2008 | 2011 |
|---|------|-----------------|
| Dialing 999 | 85% | 85% (--) |
| Going to Report Room | 79% | 83% (↑) |
| Contacting Police Officers at the Scene | 82% | 83% (↑) |
| Phoning Police Stations | 77% | 77% (--) |
| Visiting Criminal Investigation Office | 71% | 52% (↓) |

IPCC PUBLIC OPINION SURVEY 2013

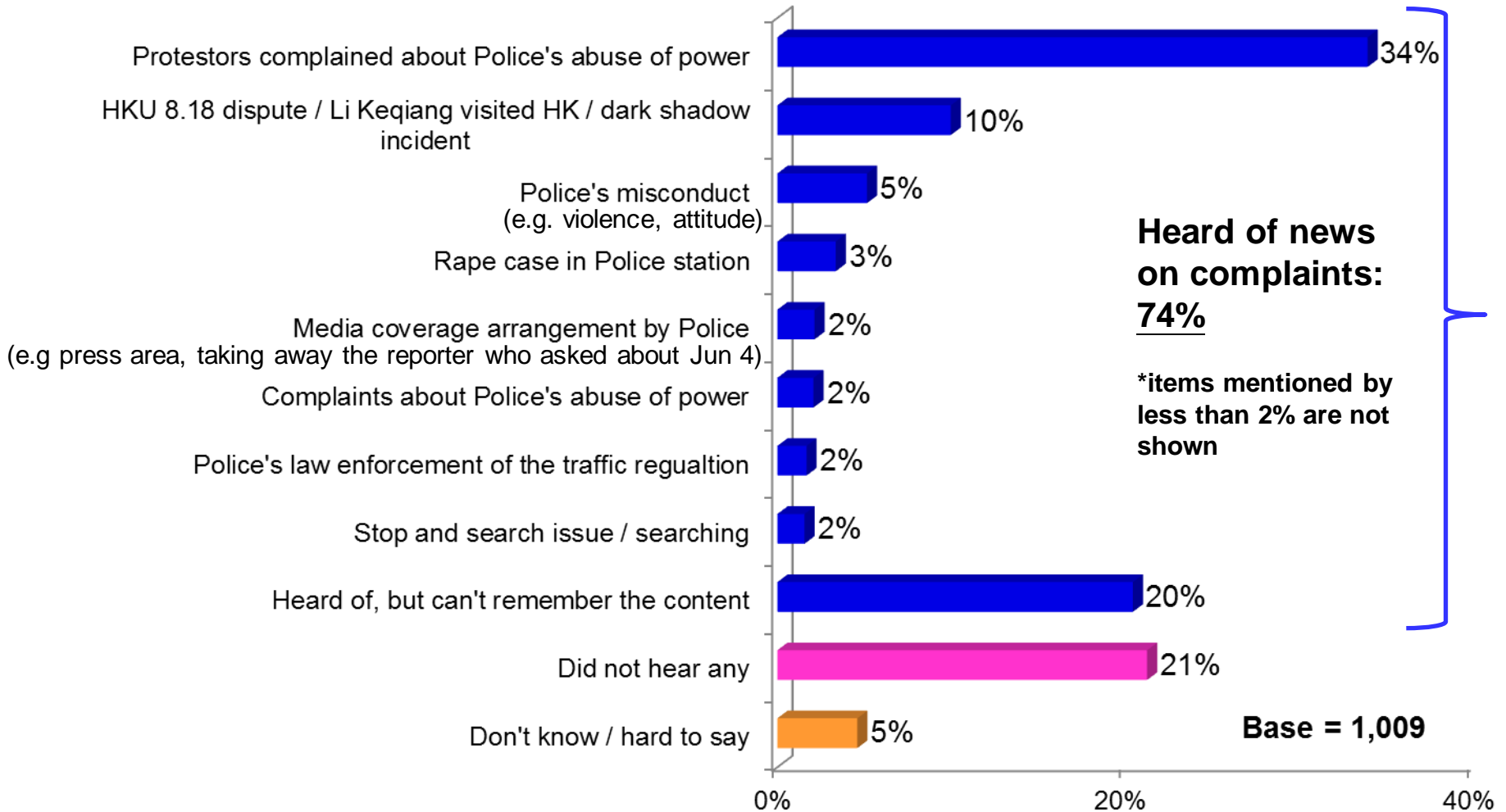
(IPCC = Independent Police Complaint Council)

Contact Information

| | |
|---------------------------|---|
| Date of survey: | March 5 to 12, 2013 |
| Target population: | Hong Kong residents aged 18 or above who speak Cantonese |
| Survey method: | Telephone survey conducted by telephone interviewers |
| Sample size: | 1,009 |
| Response rate: | 68.4% |
| 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) |

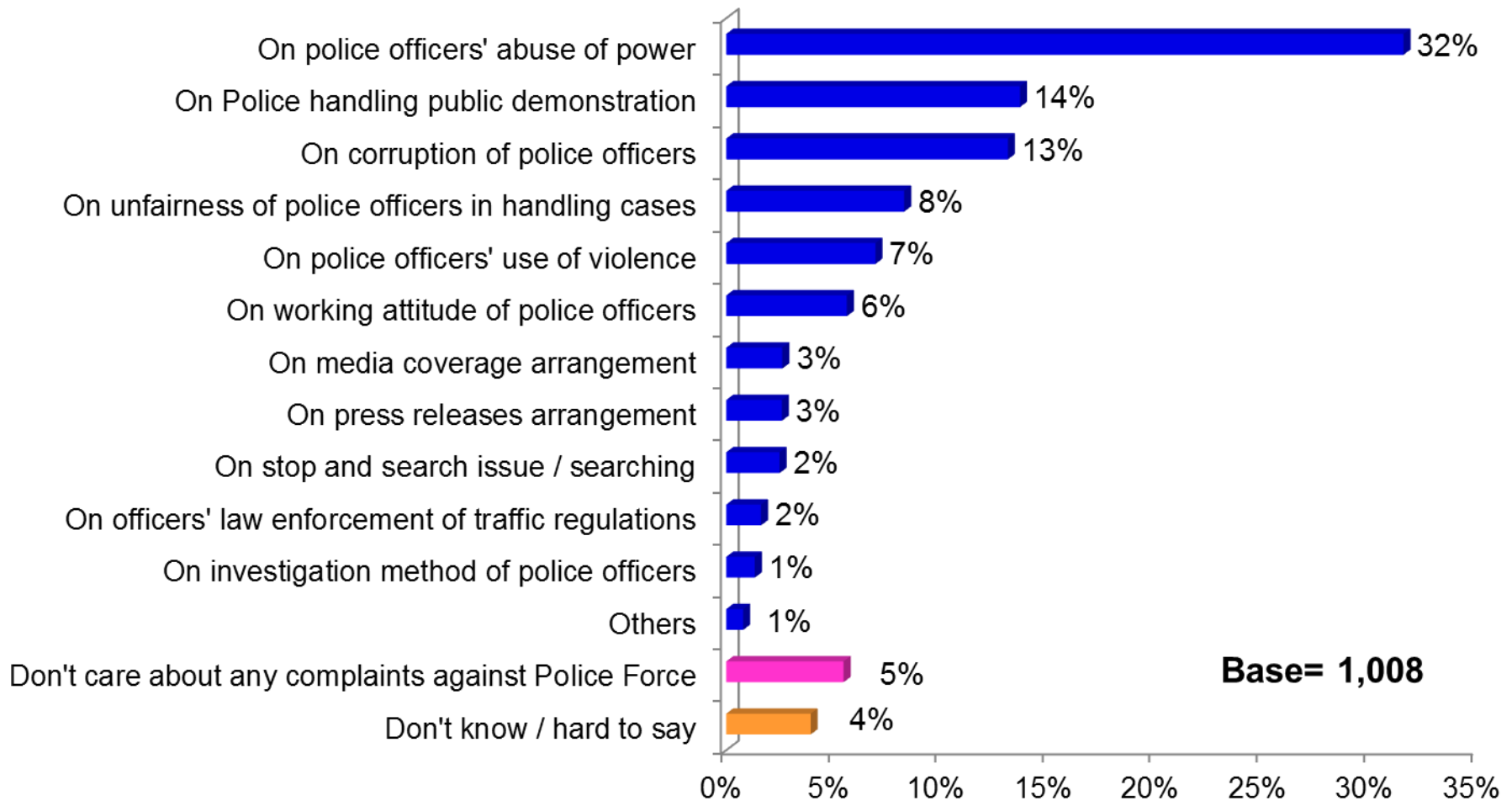
Changing Environment Changing Expectations

Public Attention to Actual Complaints



[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) 30

Concerns for Complaints in General



[Q8] Which one of the following types of complaints of the Police Force would you care about most? (Read out options, 31 ONE answer only)

CHALLENGES AHEAD

New Challenges...

- **New Challenges in the New Era**
 - **Proliferation of the new media**
 - **Emergence of cyber space criminology**
 - **Formation of a new (political) ecology**
 - **Evolvement of new expectations**
- **Therefore, new methods and paradigms of opinion research are desparately needed**

New Research Cycles?

| | Staff Opinion Survey (SOS) | Customer Satisfaction Survey (CSS) | Public Opinion Survey (POS) |
|---|--|--|--|
| Current situation | | | |
| | One SOS every 3 years | One CSS every 3 years | One mini-POS every 3 years |
| | One mini-SOS in 2006 | One focus survey on CIS in 2012 | HKUPOP Tracking Surveys – quarterly since 2003, half-yearly since 2012 |
| For better engagement | | | |
| | Online survey platform already implemented in 2004 | One CSS every 3 years should be maintained | Deliberative forums should be introduced |
| | Online engagement platforms can be set up (using online and mobile applications) | Online feedback platforms can be set up (using online and mobile applications) | |
| To increase sensitivity and responsiveness | | | |
| | At least one mini-SOS or feature survey per year | Onsite surveys, focus surveys, and focus groups should be introduced | Regular tracking and ad hoc surveys should be introduced |

SCMP today – A1

NEWS A3, BACK PAGE A14 SPORT BACK PAGE

South China Morning Post

南華早報 PUBLISHED SINCE 1903 / VOLUME LXIX / NO 109 Friday, June 21, 2013 / See live updates at www.scmp.com / HK39

DIGEST

Two men who raped schoolgirls jailed

A school principal and a government official who raped six schoolgirls last month were handed jail terms of 10 and 10½ years in Hainan (海南) yesterday after a high-profile trial. A Beijing lawyer feared the court rushed the verdict to maintain social stability, saying: "It didn't look like the court investigated all of the facts thoroughly." • CHINA A5

Beijing dismisses US trafficking report

China rejected a US report that criticised Beijing for failing to make greater efforts to combat human trafficking. A Foreign Ministry spokesman said the US side should take an objective view of China's efforts "and stop making judgments of China". The US accuses China and Russia of falling to meet minimum standards in fighting human trafficking, ranking them on a par with North Korea and Syria. • CHINA A4

Life term for killer of tourist on Lamna

A man who killed his ex-wife's best friend on Lamna Island two years ago was sentenced to life in prison.

FOOTBALL

Seven hurt as Beckham mania hits Shanghai

Panic breaks out at Tongji University during the stampede to see David Beckham, overwhelming police and security guards. PHOTO: AFP

A teacher, who was among the staff who organised the activity, told the South China Morning Post that most of the victims were not badly hurt, though some injuries were deemed serious.

There were about 100 police and security guards at the stadium, but the teacher said they had not expected a huge crowd of visitors to come.

Beckham, who is in China on a tour, lost to Thailand in a friendly.

SURVEILLANCE

QUANTUM LEAP TO BEAT THE CYBERSPIES

Revelation that secret communications system was used at the party congress last autumn shows high level of security concern in Beijing

Stephen Chen
linglin.chen@scmp.com

Beijing was so worried about cyberspies during last autumn's party congress that it turned to a secret, state-of-the-art telecommunications network to handle sensitive information.

Use of the next-generation quantum encryption technology at the once-in-a-decade leadership transition was revealed in a passing remark reported last

ing large-scale quantum works. China came into the game, but it is now the in a major national project.

And Beijing plans to the world's first quantum communications satellite in top mainland researcher Suoqi Chen's laboratory in Sichuan.

In quantum, the two particles are made from the same source, so when photons become entangled, they are an encrypted key that used to send the m



Photo source: Mr David HODSON



服務香港

Photo source: Mr David HODSON



Photo source: Mr David HODSON

Thank you very much!
Comments welcome!