<table>
<thead>
<tr>
<th>Title</th>
<th>Public Opinion in the Balance; 平衡民意</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author(s)</td>
<td>Chung, RTY</td>
</tr>
<tr>
<td>Citation</td>
<td>Symposium on Police Complains in Hong Kong: Where are we heading?, Hong Kong, 27 May 2014</td>
</tr>
<tr>
<td>Issued Date</td>
<td>2014</td>
</tr>
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<td>URL</td>
<td><a href="http://hdl.handle.net/10722/254195">http://hdl.handle.net/10722/254195</a></td>
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<tr>
<td>Rights</td>
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</table>
Symposium on
“Police Complains in Hong Kong: Where are we heading?”

Third Plenary Session:
“Balance between Police Powers and Civil Rights”

Public Opinion in the Balance

Dr Robert CHUNG
Director of Public Opinion Programme, HKU

27 May 2014
Outline of Presentation

- 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 21st Century
21 June 2013
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.


• 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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Staff Opinion Survey (SOS)</th>
<th>Management Survey</th>
<th>Customer Satisfaction Survey (CSS)</th>
<th>Public Opinion Survey (POS)</th>
<th>POP - TP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995</td>
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<tr>
<td>2005</td>
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<td>✓ ✓ (mini-POS)</td>
<td></td>
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<tr>
<td>2006</td>
<td>✓ ✓ (mini-SOS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2007</td>
<td>✓ ✓</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2008</td>
<td></td>
<td></td>
<td>✓ ✓</td>
<td>✓ ✓ (mini-POS)</td>
<td></td>
</tr>
<tr>
<td>2009</td>
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<td>2010</td>
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<tr>
<td>2011</td>
<td></td>
<td></td>
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<td>✓ ✓ (mini-POS)</td>
<td></td>
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<tr>
<td>2012</td>
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</tr>
<tr>
<td>2013</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

- ✓ Conducted by HKU POP and HKU PKKI
- ✓ ✓ Conducted or will be conducted solely by HKU POP
#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?".
Generally speaking, do you have confidence in the police service in Hong Kong?

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 Surveys (1999-2011): Confidence in HKPF

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

Mean Score

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
<th>Very confident</th>
<th>Quite confident</th>
<th>Half-half</th>
<th>Not quite confident</th>
<th>Not confident at all</th>
<th>DK/HS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>3.83</td>
<td>20</td>
<td>55</td>
<td>14**</td>
<td>7</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>2008</td>
<td>3.90</td>
<td>22*</td>
<td>55</td>
<td>14</td>
<td>6*</td>
<td>21</td>
<td>2**</td>
</tr>
<tr>
<td>2005</td>
<td>4.13</td>
<td>30**</td>
<td>56**</td>
<td>10**</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2001</td>
<td>3.78</td>
<td>12**</td>
<td>61*</td>
<td>17</td>
<td>7*</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>1999</td>
<td>3.77</td>
<td>8</td>
<td>65</td>
<td>18</td>
<td>5</td>
<td>12</td>
<td></td>
</tr>
</tbody>
</table>

(Base numbers are given in parentheses as follows: 2011 (Base= 1,015), 2008 (Base=1,001), 2005 (Base=999), 2001 (Base=1,545), 1999 (Base=1,410).)
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.

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

[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？

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

Mean Score

<table>
<thead>
<tr>
<th>Year</th>
<th>Very safe</th>
<th>Quite safe</th>
<th>Half-half</th>
<th>Quite unsafe</th>
<th>Very unsafe</th>
<th>DK/HS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>39</td>
<td>56</td>
<td>4</td>
<td>&lt;1</td>
<td>&lt;1</td>
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<tr>
<td>2008</td>
<td>35</td>
<td>57</td>
<td>5</td>
<td>&lt;1</td>
<td>&lt;1</td>
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<td>2005</td>
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<td>2001</td>
<td>16**</td>
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<tr>
<td>1999</td>
<td>7</td>
<td>71</td>
<td>10</td>
<td>7</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

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

**Mean Score**

- **2011** (Base=1,015): Very safe 17, Quite safe 59, Half-half 13*, Quite unsafe 6, Very unsafe 5
- **2008** (Base=1,000): Very safe 13, Quite safe 57, Half-half 17, Quite unsafe 7, Very unsafe 1, DK/HS 5
- **1999** (Base=1,412): Very safe 2, Quite safe 35, Half-half 28, Quite unsafe 19, Very unsafe 4, DK/HS 12

**Qn** How about nighttime?

啲係夜晚呢？
Public opinion on ..... police complaints
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
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)

[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)

- Satisfied: 39%
  - Very much satisfied: 7%
  - Quite satisfied: 32%
- Dissatisfied: 9%
  - Quite dissatisfied: 7%
  - Very much dissatisfied: 2%
- Half-half: 31%
- Don't know / hard to say: 21%

Base = 1,033

**[Qn]** Are you satisfied with the performance of IPCC? (Interviewer to probe intensity)

[粵文] 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 0 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)

**Top 2 reasons:**
1) Low transparency (2013 - 2%; 2014 - 2%)
2) No trust in IPCC’s independence (2013 - 1%; 2014 - 1%)

**Top 3 reasons:**
1) IPCC is independent enough (2013 - 14%; 2014 - 12%)
2) IPCC is fair enough (2013 - 10%; 2014 - 11%)
3) IPCC’s structure gives people confidence (2013 - 10%; 2014 - 8%)

<table>
<thead>
<tr>
<th>Reason</th>
<th>2013 Base = 1,007</th>
<th>2014 Base = 1,037</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mean score</strong></td>
<td><strong>3.9</strong></td>
<td><strong>3.9</strong></td>
</tr>
<tr>
<td>Base</td>
<td><strong>943</strong></td>
<td><strong>955</strong></td>
</tr>
</tbody>
</table>

**Overall Appraisal of IPCC:**

- **Positive:** 2014 - 60%* 2013 - 57%
- **Quite positive:** 25% 2014 - 23% 2013 - 22%
- **Half-half:** 32% 2014 - 32% 2013 - 33%
- **Quite negative:** 2014 - 3% 2013 - 2%
- **Negative:** 2014 - 2% 2013 - 4%

- **Don't know / hard to say:** 8% 2014 - 6% 2013 - 6%

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

[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
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)
[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 Attention to Police Complaint Cases

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

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

**p<0.01; *p<0.05

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

^The wording of this item was “Protestors complained about Police's abuse of power” in 2013’s survey.

^^The wording of this item was “Police's misconduct (e.g. violence, attitude)” in 2013’s survey.

# Net percentage for these two options plus “public gathering of Police supporters at Mong Kok pedestrian street” minus overlapping = 36%
IPCC Surveys (2013-2014): Public Concern for Police Complaints

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

Don't care about any complaints against Police Force

Don't know / hard to say

On police officers' abuse of power
On corruption of police officers
On unfairness of police officers in handling cases
On Police handling public demonstration
On police officers' use of violence
On working attitude of police officers
On officers' law enforcement of traffic regulations
On media coverage arrangement
On stop and search issue / searching
On press releases arrangement
On investigation method of police officers
On officers' use of violence
On Police handling public demonstration
On police officers' abuse of power

2014 Base = 1,038
2013 Base = 1,008

*p<0.05
**p<0.01

[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)
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)

- **Organizer (in thousands)**: Blue line
- **POP figures (in thousands)**: Green line
- **Govt figures (in thousands)**: Orange line

**Key**
- **年度 Year**: 2003 to 2013
- **總遊行人數 (千人) Total Headcount (in thousands)**

**Data Points**
- 2003: 466
- 2004: 530
- 2005: 194
- 2006: 22
- 2007: 36
- 2008: 32
- 2009: 18
- 2010: 31
- 2011: 23
- 2012: 63
- 2013: 97
Public Opinion in the Balance…..
A matter of sensitivity and empathy
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唔反對通知書…」

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 complain!”
What we need...

- HKPF: Credibility, Empathy, Legitimacy
- IPCC: Independence, Impartiality, Integrity
- POP: High degree of IQ
What we need...

Don’t just complain complain complain!
Let’s go EICI-LIQI

- IPCC: Independence
- POP: High degree of IQ
- HRI: Credibility, Empathy, Legitimacy, Impartiality, Integrity
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…

一獨立、二誠公
同理、認授加質素

監警會：獨立
警隊：公
港大民研
Thank you very much!
Comments welcome!