



Public Opinion Programme
The University of Hong Kong



Independent Police Complaints Council

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Public Opinion Survey 2017

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Background

- Fifth consecutive annual telephone survey conducted by HKUPOP since 2013, supplemented by a focus group study for the first time
- Objectives:
 - 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 telephone survey questionnaire and the focus group discussion guide, 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 of Telephone Survey

Date of survey:	March 6 to 17, 2017
Target population:	Hong Kong residents aged 18 or above who speak Cantonese
Survey method:	Telephone survey conducted by telephone interviewers
Sample size:	1,010
Response rate:	70.7%
Standard error:	Less than 1.6% (i.e., the maximum sampling error of all percentages should be no more than <u>+/-3.1 percentage points</u> at 95% confidence level)

Qualitative Study

No. of focus groups: 2

Date and time : May 16 (Tue), 2017, 7:15pm – 9:30pm
May 18 (Thu), 2017, 7:15pm – 9:00pm

Venue: Focus Group Room, HKUPOP Office
Room 706, 7/F, The Jockey Club Tower, Centennial
Campus , The University of Hong Kong

Participants: 10 in each group, all are Cantonese-speaking Hong Kong
residents aged 18 or above recruited at the IPCC Public
Opinion Survey 2017

Moderators: Mr Stanley CHU (POP representative)
Ms Ka Yu WONG (IPCC representative)

Preliminary key observations of these focus groups have been incorporated
in the concluding remarks

Findings

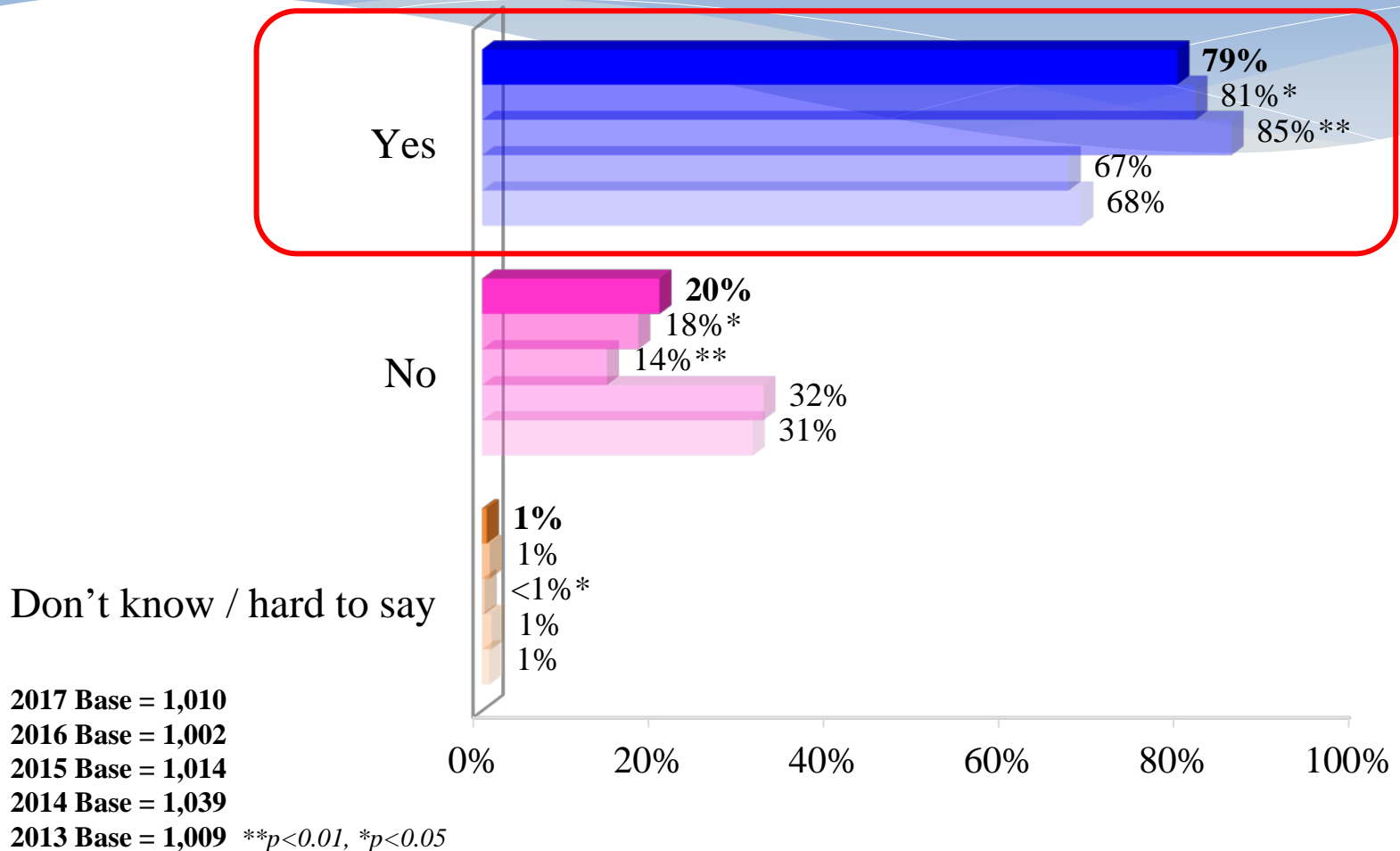
Statistical tests of “difference-of-proportions” and “difference-of-means” have been employed to check for significant changes between survey results in consecutive years.

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

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

Awareness of IPCC

Nearly 80% have heard of IPCC



[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？

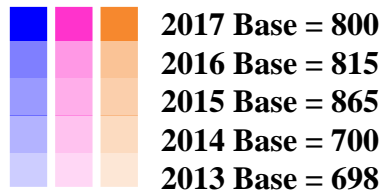
Two-thirds are aware of IPCC's independent nature

IPCC is...

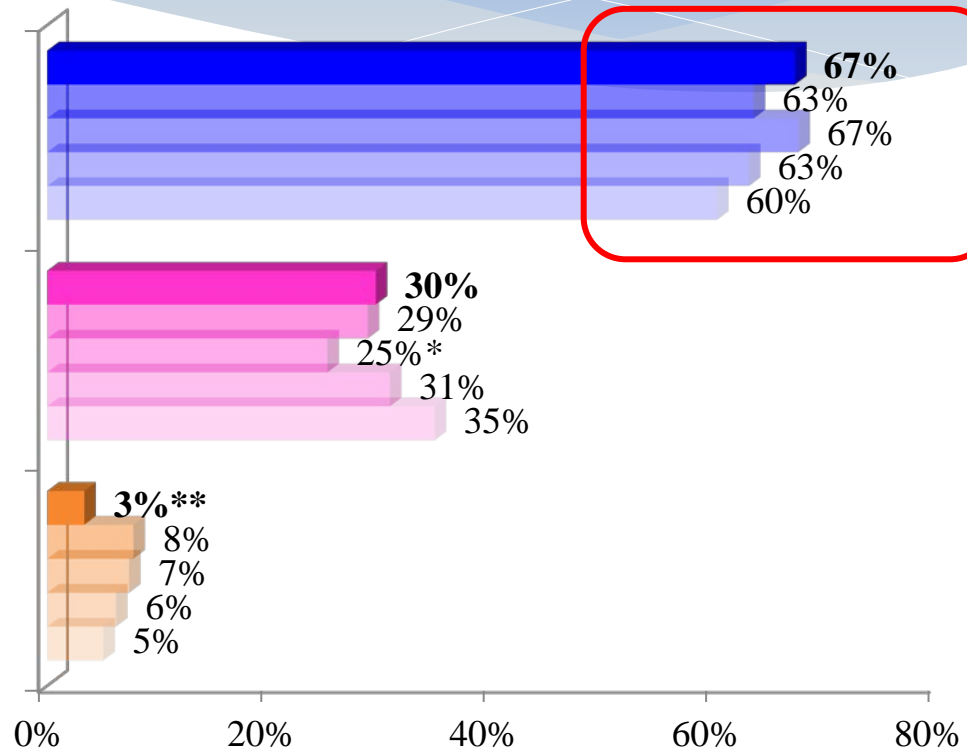
a totally independent organization,
not under the Police

part of the Police

Don't know

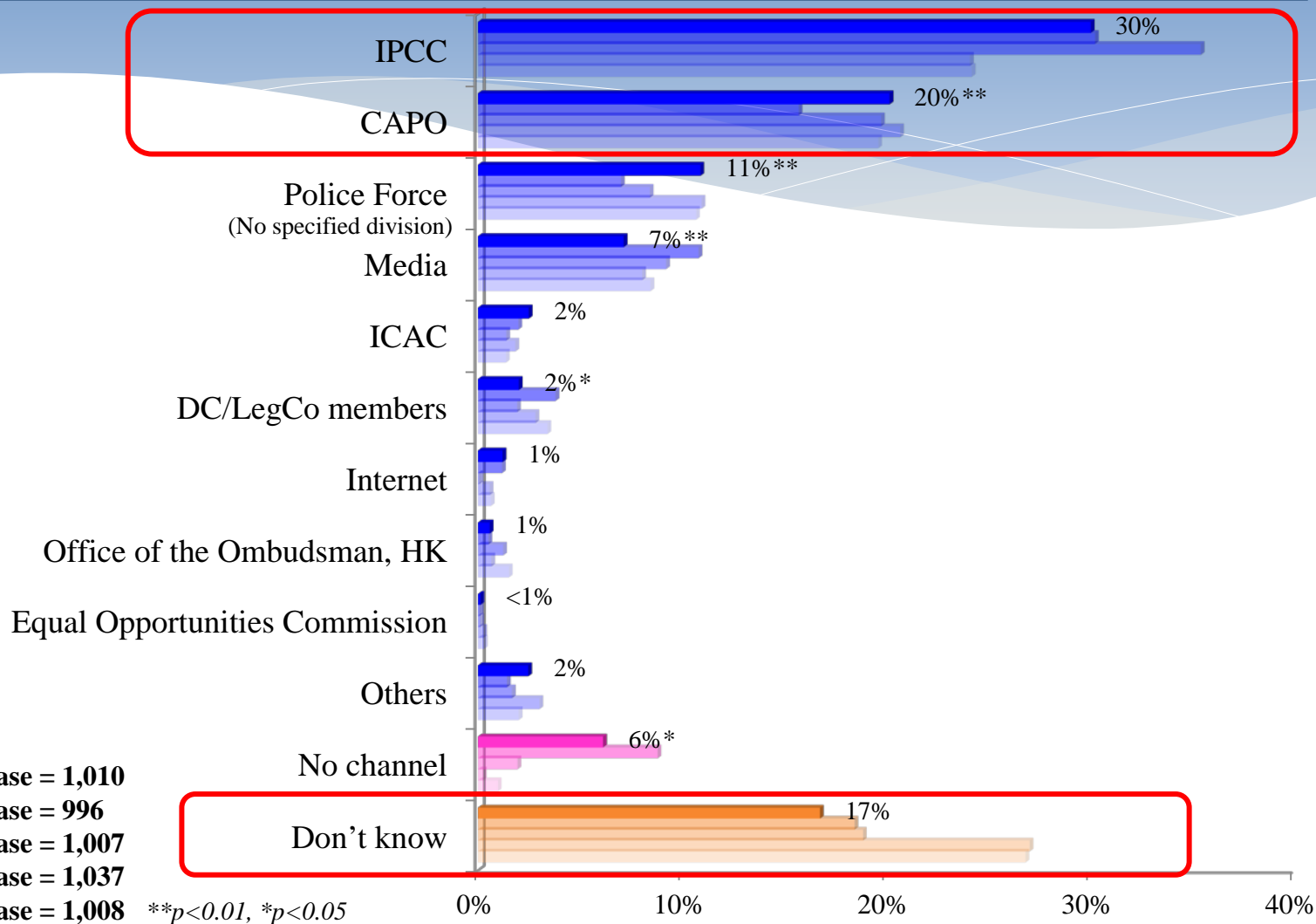


** $p < 0.01$, * $p < 0.05$



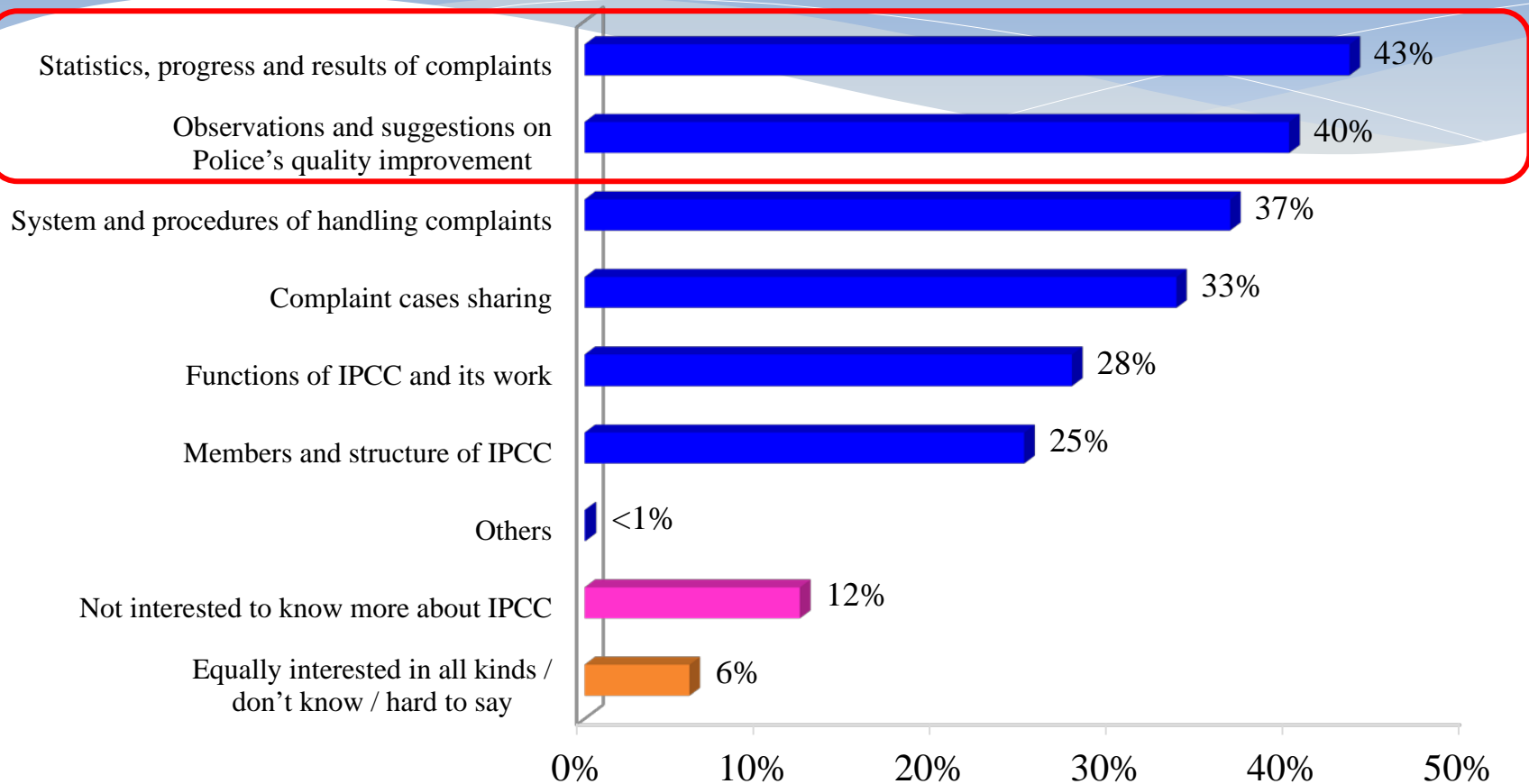
[Q5] [Only ask those answered "yes" in Q1] Do you think IPCC is... ? (Read out first two options, order to be randomized by computer, one answer only) 你認為「監警會」係.....完全獨立，唔隸屬於警隊嘅 / 屬於警隊嘅一部份？(讀出首兩項答案，次序由電腦隨機排列，只選一項)

30% believe IPCC is the most effective complaint channel against Police, followed at a distance by CAPO



[Q6] 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)

People are most interested in statistics, progress and results of complaints



Base = 1,010

[Q7] Which of the following IPCC-related information would you be interested to learn more? (Read out options, order to be randomized by computer, multiple answers allowed) 你對以下邊啲關於「監警會」嘅資訊比較有興趣呢？(讀出答案，次序由電腦隨機排列，可答多項)

Corporate Image of IPCC

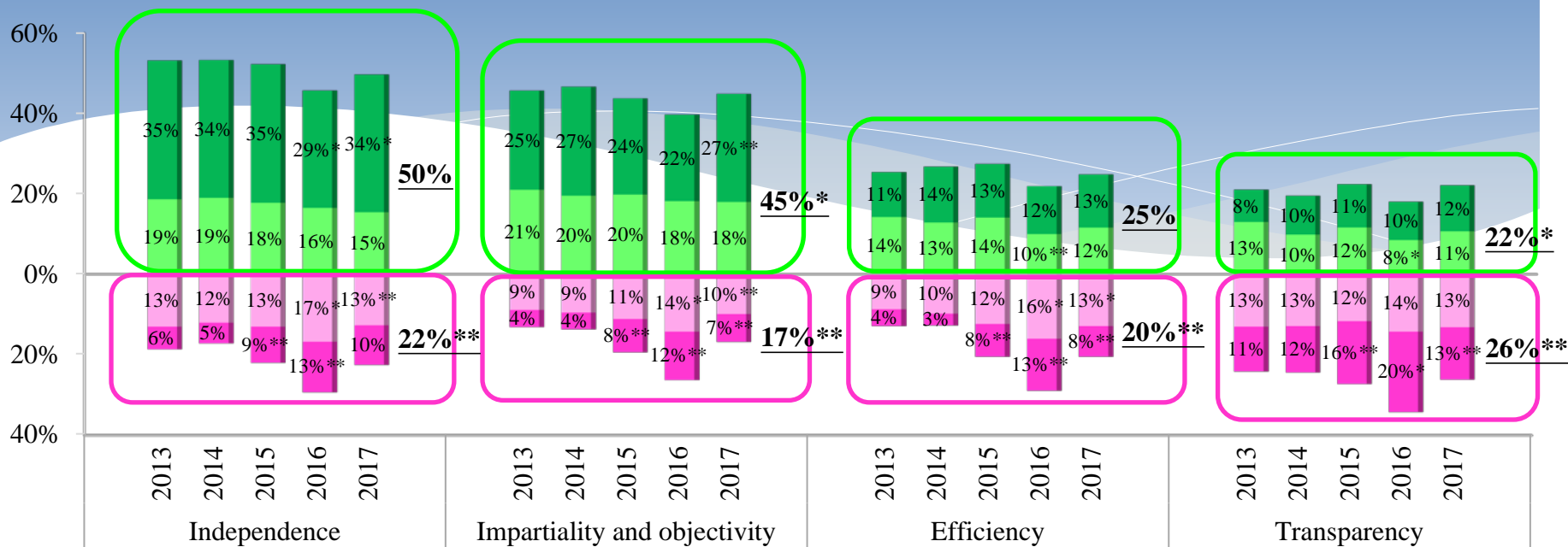
Description of IPCC

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

“The IPCC is an organisation independent from the Hong Kong Police Force and its Members are appointed by the Chief Executive. It is an important part of the two-tier police complaints system in Hong Kong, specialising in observing, monitoring and reviewing complaints made by the public against the police force via CAPO. Although the complaints are made through CAPO, the investigation results must be endorsed by the IPCC to ensure that the investigation is fair, impartial and transparent.”

“「監警會」係一個完全獨立於香港警務處嘅機構，委員由行政長官委任，係香港投訴警察制度「兩層架構」嘅一個主要部份，專門負責觀察、監察同覆檢「投訴警察課」調查市民投訴警察個案嘅工作。雖然市民投訴警察都係由警方嘅投訴警察課調查，但調查結果必須要得到「監警會」嘅通過，確保調查係公平、公正同透徹嘅。”

Image profile of IPCC



	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017	2013	2014	2015	2016	2017
Mean Score	3.7	3.7	3.6*	3.4**	3.6**	3.6	3.6	3.4**	3.3**	3.5**	3.3	3.4	3.2**	2.9**	3.1**	2.9	2.9	2.9	2.7**	2.9**
Base	913	924	938	912	944	878	903	914	891	927	735	740	808	802	824	855	856	882	881	880

[Q10] 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嘅身份去監察同覆檢市民投訴警察嘅個案？

[Q11] 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」嘅調查工作呢？

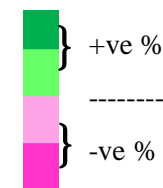
[Q12] Do you think IPCC's complaint monitor and review is efficient or not?

你覺得「監警會」監察同覆檢投訴個案嘅效率係點？

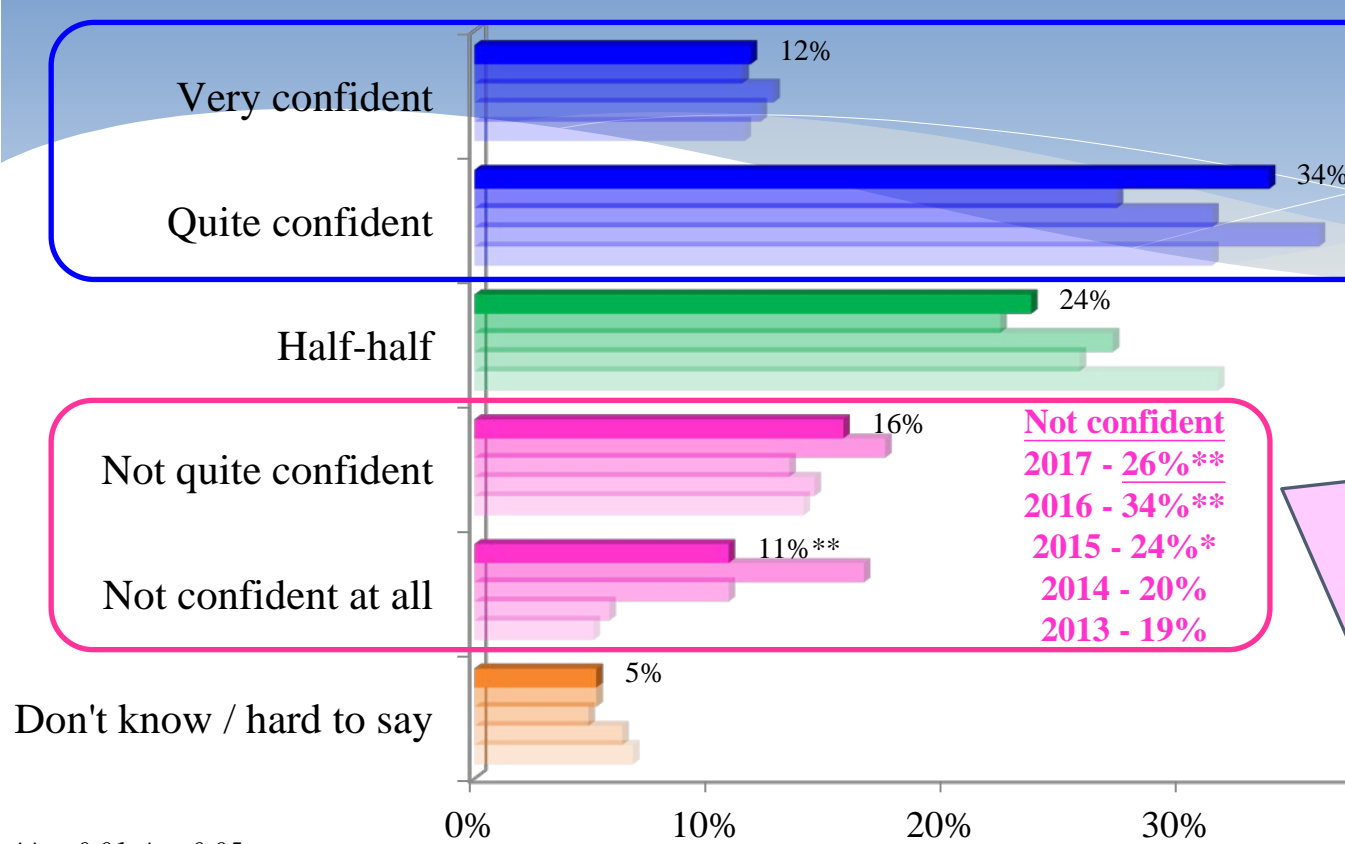
[Q13] What do you think of IPCC's level of transparency in complaint monitor and review?

你覺得「監警會」嘅監察同覆檢投訴個案嘅透明度係點？

**p<0.01, *p<0.05



More than two-fifths expressed confidence in IPCC



Confident
 2017 - 45%**
 2016 - 39%*
 2015 - 44%
 2014 - 48%**
 2013 - 43%

Not confident
 2017 - 26%**
 2016 - 34%**
 2015 - 24%*
 2014 - 20%
 2013 - 19%

- Top reasons:**
- 1) Committees are appointed, not elected by citizens (7%)
 - 2) Not fair and impartial (5%)
 - 3) It's like self-investigation (5%)
 - 4) May take sides with police officers when monitoring or reviewing cases (5%)

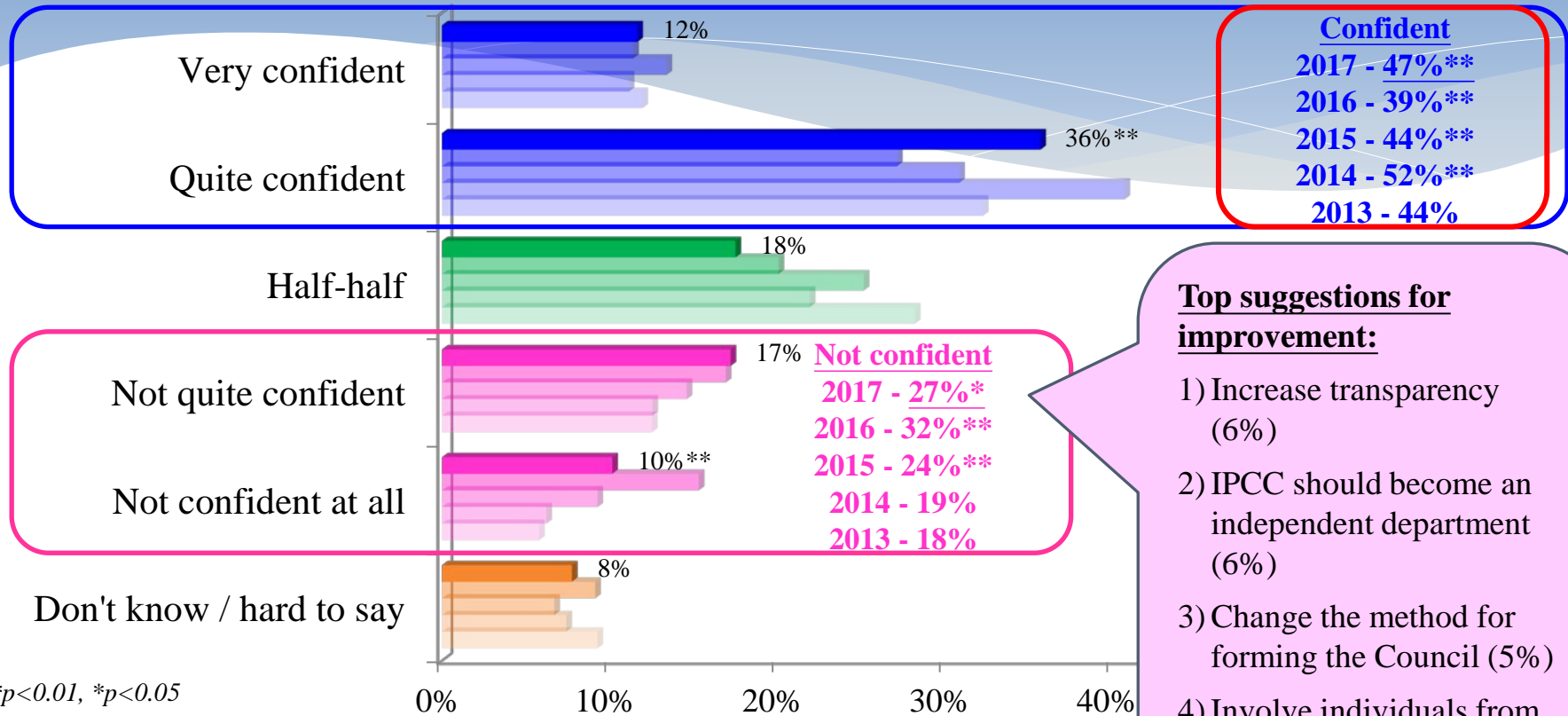
**p<0.01, *p<0.05

■ 2017 Base = 1,010
■ 2016 Base = 1,002
■ 2015 Base = 1,014
■ 2014 Base = 1,039
■ 2013 Base = 1,009

	2013	2014	2015	2016	2017
Mean score	3.3	3.4	3.2**	3.0**	3.2**
Base	941	974	965	950	964

[Q14] 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)

Nearly half are confident in the two-tier complaints system



Confident
 2017 - 47%**
 2016 - 39%**
 2015 - 44%**
 2014 - 52%**
 2013 - 44%

Not confident
 2017 - 27%*
 2016 - 32%**
 2015 - 24%**
 2014 - 19%
 2013 - 18%

- Top suggestions for improvement:**
- 1) Increase transparency (6%)
 - 2) IPCC should become an independent department (6%)
 - 3) Change the method for forming the Council (5%)
 - 4) Involve individuals from different classes in the process (5%)

**p<0.01, *p<0.05

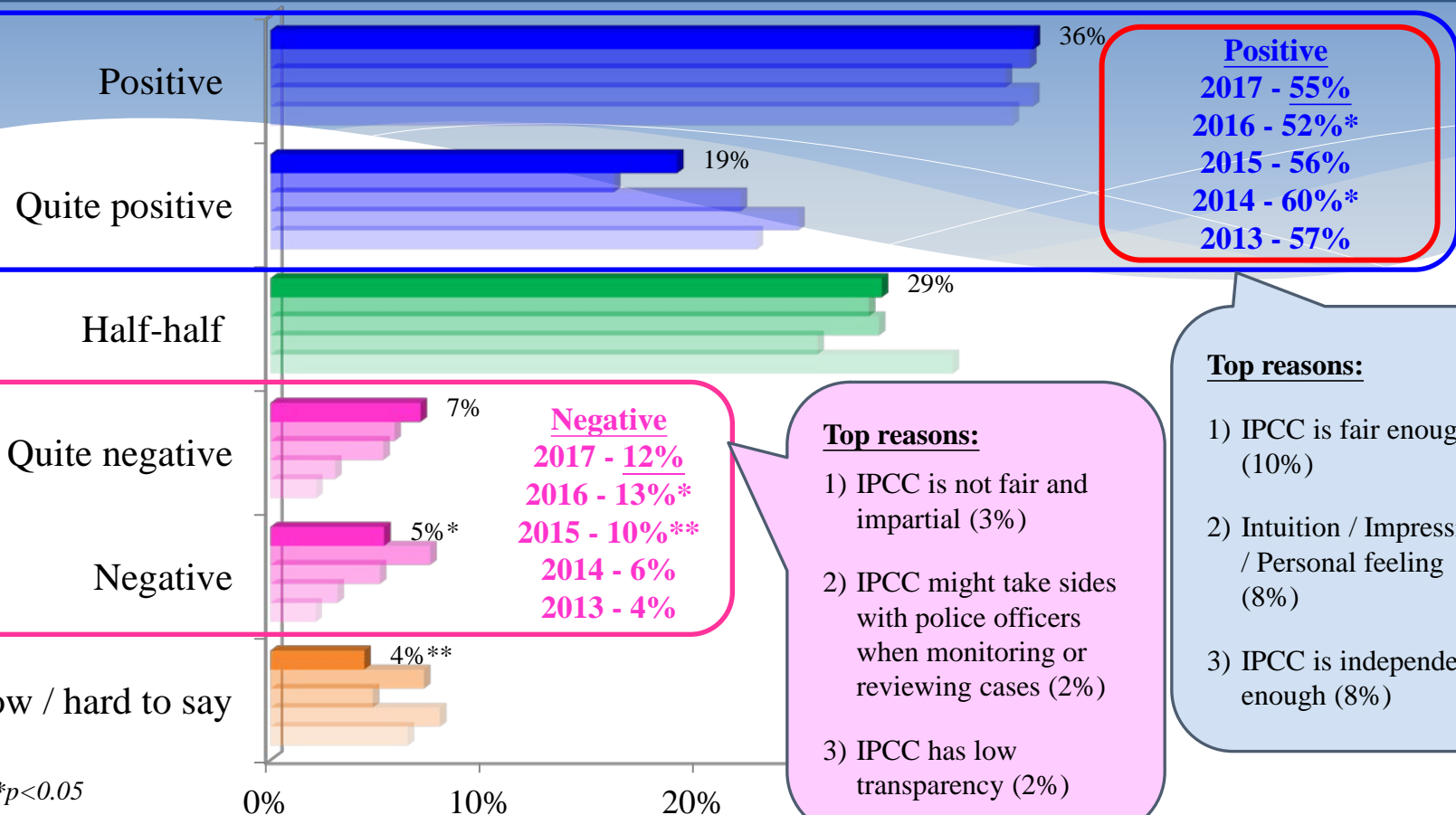
2017 Base = 1,009
 2016 Base = 1,001
 2015 Base = 1,012
 2014 Base = 1,036
 2013 Base = 1,009

	2013	2014	2015	2016	2017
Mean score	3.4	3.4	3.3**	3.0**	3.2**
Base	915	960	944	910	931

[Q16] Are you confident in the existing two-tier system of complaints against the Police? (Interviewer to probe intensity)
 請問你對現時兩層架構嘅投訴警察制度有冇信心？(訪員追問程度)

Overall Perception of IPCC

Over half perceive IPCC's image positively



**p<0.01, *p<0.05

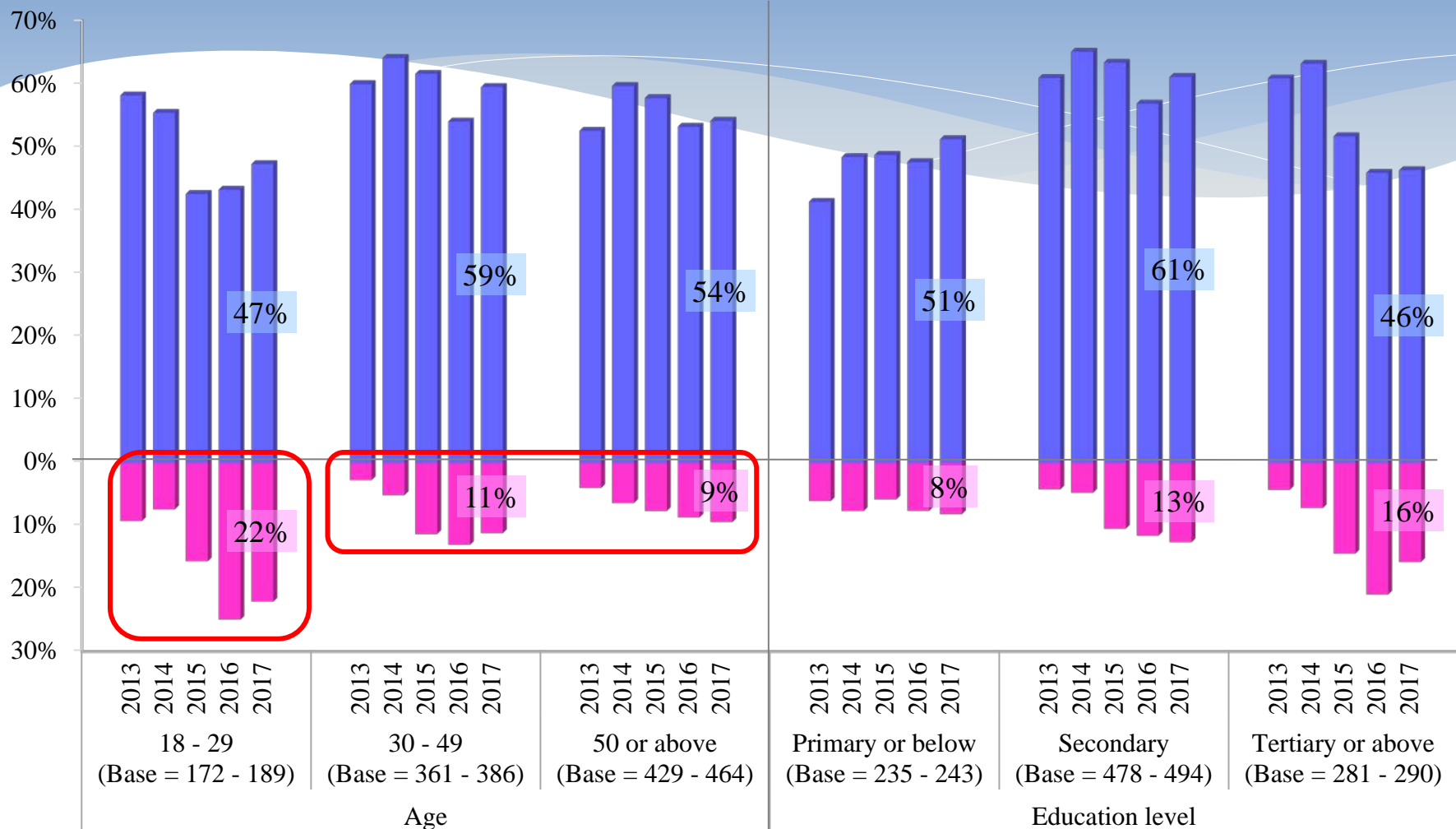
2017 Base = 1,010
 2016 Base = 1,002
 2015 Base = 1,013
 2014 Base = 1,037
 2013 Base = 1,007

	2013	2014	2015	2016	2017
Mean score	3.9	3.9	3.8**	3.7	3.8
Base	943	955	965	930	966

[Q18] Overall speaking, do you think IPCC's image is? (Read out options, one answer only)

整體嚟講，你覺得「監警會」嘅形象係？(讀出答案，只選一項)

More young respondents and more tertiary educated respondents perceive IPCC's image negatively

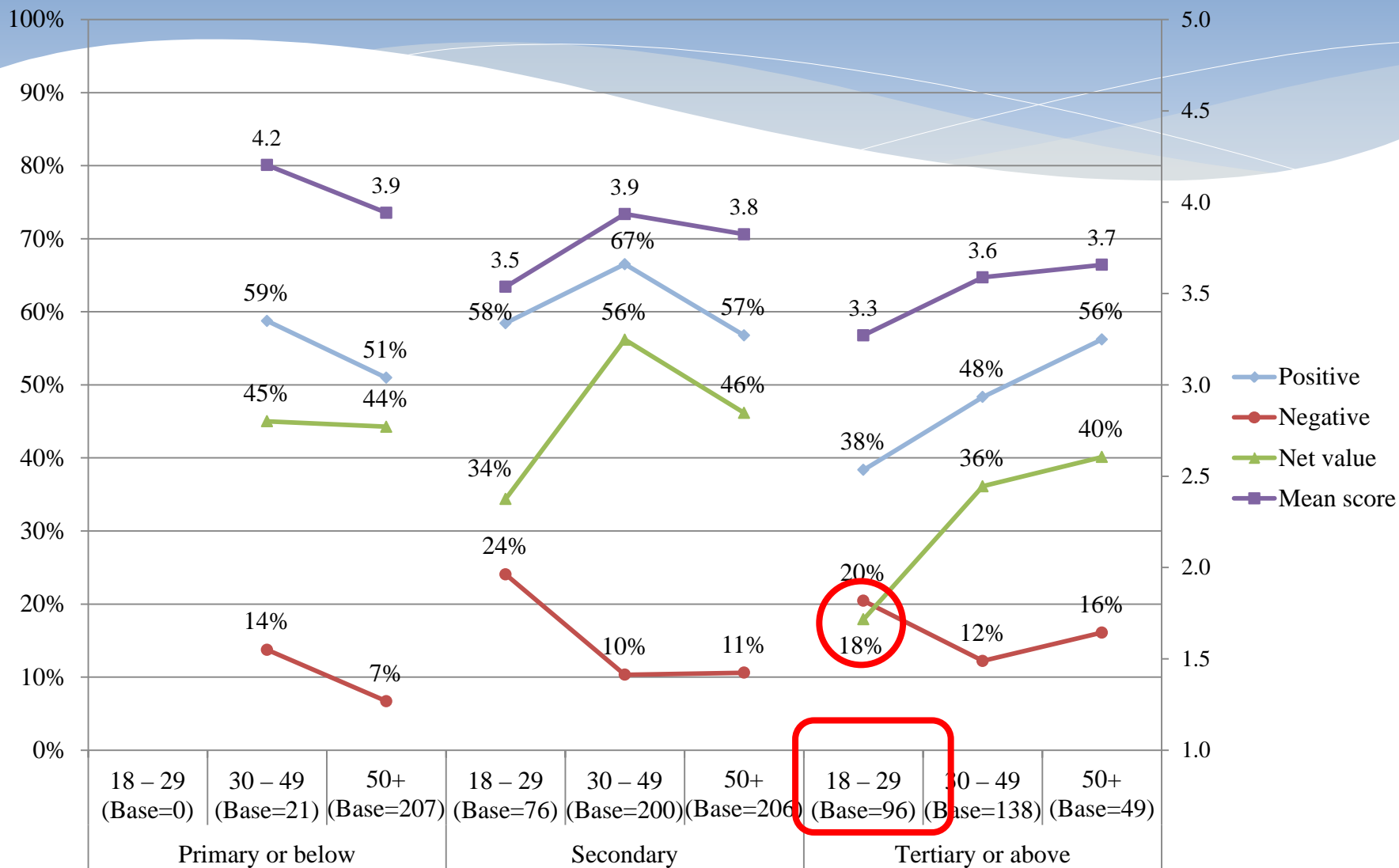


[Q18] Overall speaking, do you think IPCC's image is? (Read out options, one answer only)

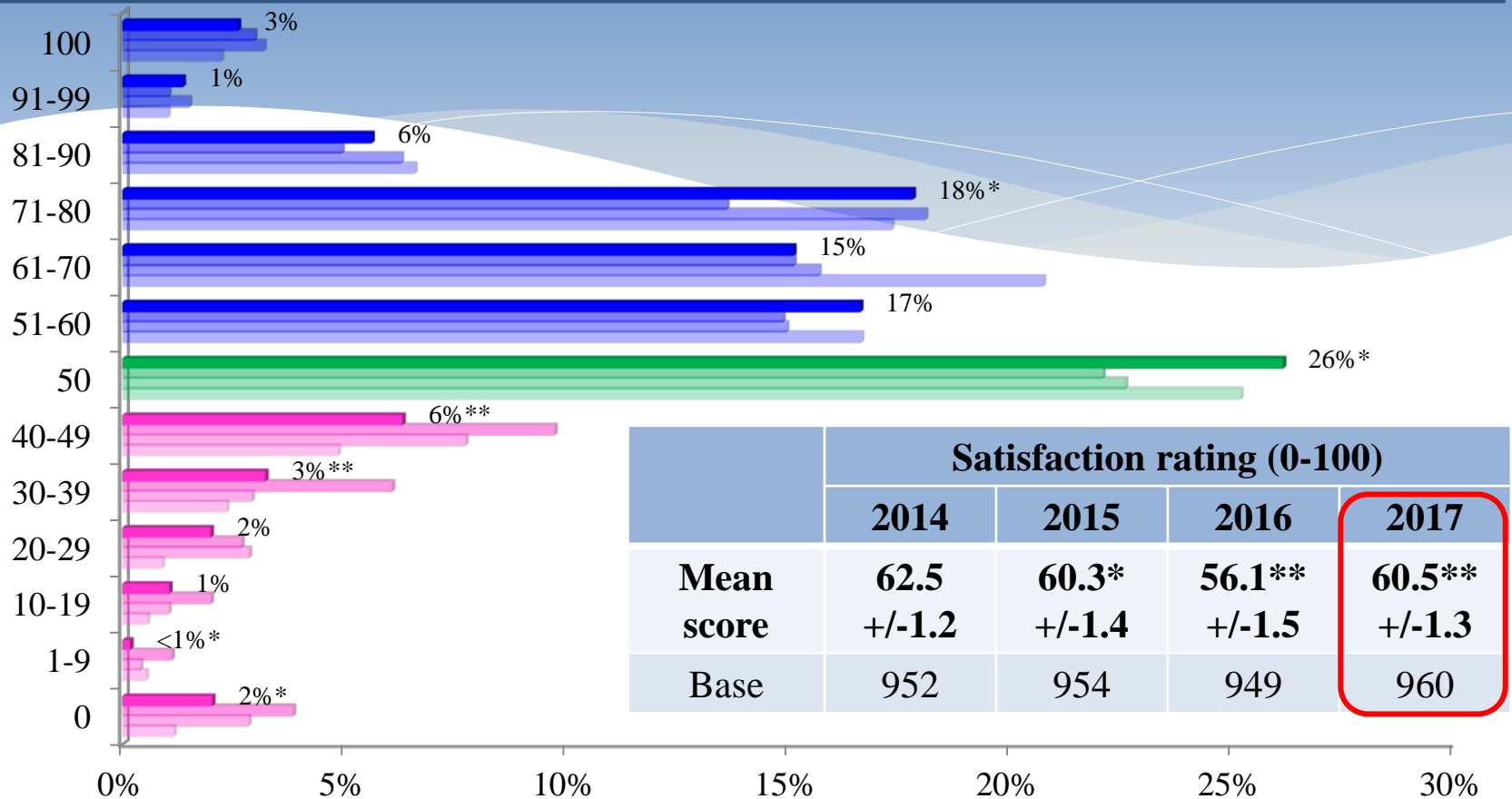
整體嚟講，你覺得「監警會」嘅形象係？(讀出答案，只選一項)

■ Positive %
■ Negative %

IPCC's image by age and education groups



Latest satisfaction rating of IPCC is 60.5 marks



■ 2017 Base = 960 (excluding respondents opted for “don’t know / hard to say”)
■ 2016 Base = 949 (excluding respondents opted for “don’t know / hard to say”)
■ 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<0.01, *p<0.05

[Q20] Please rate on a scale of 0-100 your satisfaction with IPCC’s performance. 0 stands for very dissatisfied, 100 stands for very satisfied, 50 stands for half-half. How would you rate it? 請你用0至100分評價你對「監警會」表現嘅滿意程度，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？

Concluding Remarks

Concluding Remarks

- The methodology of this annual survey conducted by HKUPOP is exactly the same as those of previous surveys, so significant changes in public opinion are not due to methodological shifts.
- Compared to one year ago, all image indicators of IPCC have improved, roughly back to the level registered two years ago. In terms of perceived performance, satisfaction rating has increased from 56.1 to 60.5. People's net confidence in IPCC and the two-tier police complaints system have also increased from just 5 and 6 percentage points to 19 and 20, while 55% perceived IPCC positively, only 12% perceived it negatively.
- Awareness of IPCC, however, has dropped slightly to 79%, probably because of the less antagonistic political and social environment.

Concluding Remarks

- Among demographic sub-groups, the youngest and the most educated respondents still rated IPCC's image more negatively than other groups. Relatively speaking, respondents aged 18-29 is the most "negative group" as 22% of them perceived IPCC negatively.
- A four-pronged image profile analysis shows that IPCC is perceived as quite independent, impartial/objective, somewhat efficient, but not very transparent in monitoring and reviewing complaint cases. Discussions in the focus groups echoed such findings. Appraisal of all attributes are significantly better than those of last year.
- However, the general public does not seem to understand IPCC and the two-tier police complaints system very well. Many survey respondents and most focus group participants had misconceptions of IPCC in one way or another.

Concluding Remarks

- Many focus group participants said that IPCC had not engaged the public proactively. Many pointed out that the Chinese abbreviation of IPCC (監警會), which literally means “*monitoring-the-police council*”, was misleading and created unrealistic expectations. They suggested IPCC to strengthen its publicity campaign in order to explain its works to the public, and how IPCC’s vetting procedures could ensure a fair handling of police complaints.
- On two important attributes which have affected IPCC’s public image - independence and impartiality - 67% were aware that IPCC is entirely independent of the Police, 50% considered IPCC had acted independently in monitoring and reviewing public complaints of the Police, and 45% considered IPCC had done its work impartially and objectively. Looking ahead, 35% hoped that IPCC could handle cases in a fair, impartial and transparent manner.

Concluding Remarks

- Many focus group participants considered IPCC's scope of authority too narrow for it to implement the necessary checks and balances, they doubted the necessity of having two tiers in the system, and some expressed concerns over the appointment of all IPCC members by the Chief Executive.
- The annual survey this year was conducted at a time when many public debates and protests on constitutional development have subsided. Emergence of a new Chief Executive was confirmed, and the socio-political environment has become less turbulent. Almost all social indicators were recovering from their record lows.
- Against this background, IPCC's corporate image has also improved. If IPCC can ride on this new wave of development, and works hard and fast to publicize its independence and impartiality, the year ahead could be a very challenging and rewarding one.

End of Presentation

For details, please visit

<http://hkupop.hku.hk>