



Public Opinion Programme
The University of Hong Kong



Independent Police Complaints Council

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Public Opinion Survey 2018

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27 July 2018

Background

- This is the sixth annual telephone survey conducted by HKUPOP since 2013, supplemented by a focus group study.
- Major methodological changes include the inclusion of cellphone samples (about 1/5), introduction of attribute-importance measurements, and re-wording of some survey questions.
- Objectives:
 - To measure public awareness, perceptions, understanding of the IPCC and its functions;
 - To measure the level of satisfactions/confidence in the IPCC and two-tier police complaint system;
 - To identify the channels through which the public learn about the IPCC;
 - 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 19 to 28, 2018
Target population:	Hong Kong residents aged 18 or above who speak Cantonese
Survey method:	Telephone survey conducted by telephone interviewers
Sample size:	1,002 successful cases (including 797 landline and <u>205 cellphone samples</u>)
Effective response rate:	58.3%
Standard error:	Less than 1.6% (i.e., the maximum <u>sampling error</u> of all percentages should be <u>no more than +/-3.2</u> percentage points at 95% confidence level)

Survey 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*

Description of IPCC

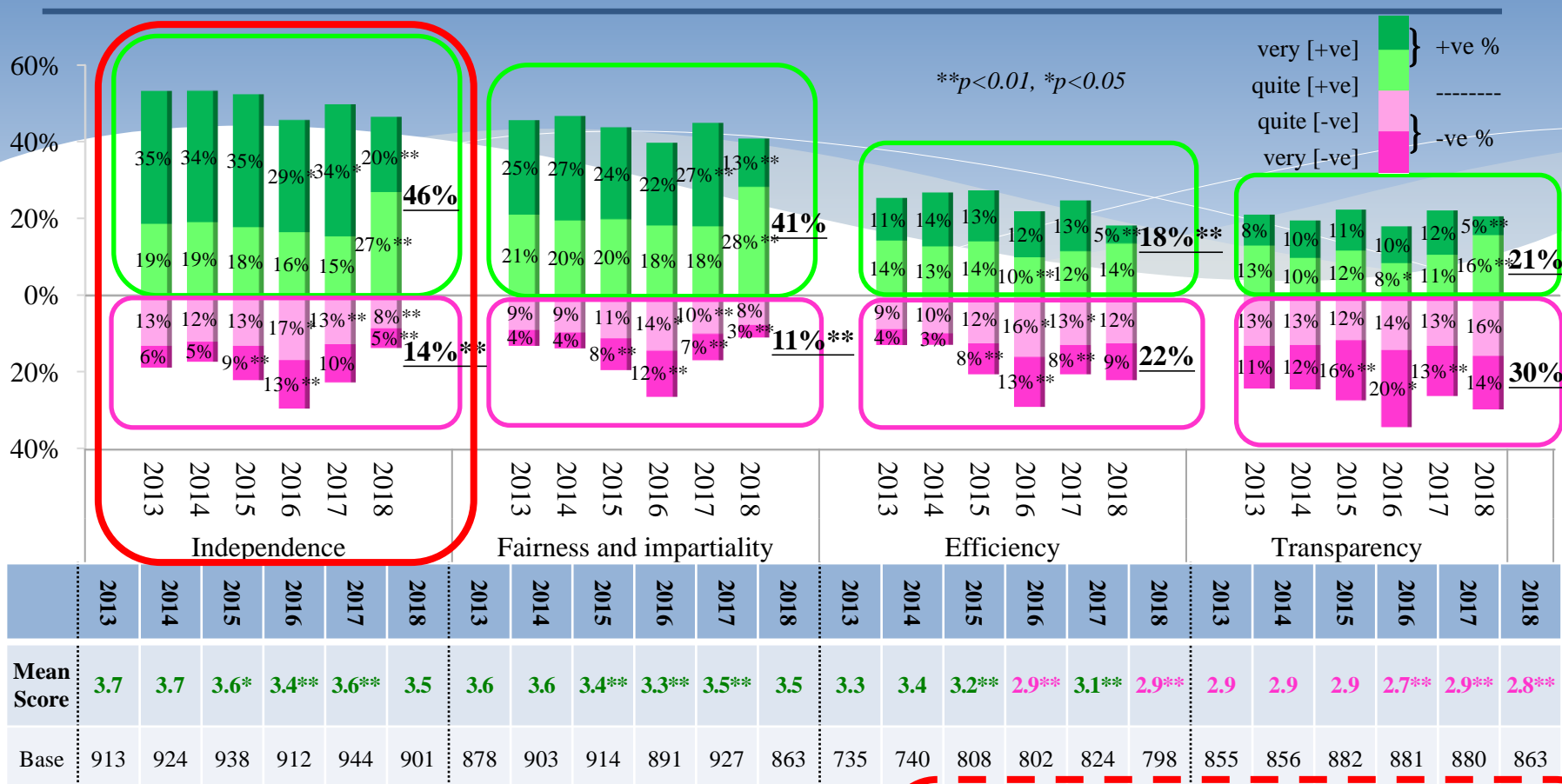
(read out to all respondents prior to a series of image profile questions)

“The IPCC is an independent statutory body. Its members are professionals from a wide spectrum of sectors and are appointed by the Chief Executive. Under the two-tier police complaints system in Hong Kong, the main function of the IPCC is to observe, monitor and review investigation reports submitted by CAPO about complaints made by the public against the police force. Although the complaints are first received and investigated by CAPO, the investigation results must be reviewed by the IPCC using the evidence-based approach to ensure that the investigation is fair and impartial to both the complainant and the complainee.”

「監警會係一個獨立嘅法定機構，委員會成員係來自各行各業嘅專業人士，由行政長官委任。喺香港兩層架構投訴警察制度下，監警會嘅主要職能係負責觀察、監察同覆檢「投訴警察課」呈交有關市民投訴警察個案嘅調查報告。雖然市民投訴警察都係先由投訴警察課接收及調查，但調查結果必須要得到監警會以證據為依歸嘅原則審閱，確保調查對投訴人及被投訴人都係公平、公正。」

Image Profile of IPCC

Modified questions with modified answers



[Q11] How independent do you think IPCC is when reviewing complaints?

你覺得監警會審閱投訴個案時嘅獨立性係點呢？

[Q12] How fair and impartial do you think IPCC is when reviewing complaints?

你覺得監警會審閱投訴個案時嘅公平公正性係點呢？

[Q13] How efficient do you think IPCC is when handling complaints?

你覺得監警會處理投訴個案時嘅效率係點呢？

[Q14] How transparent do you think IPCC is when handling complaints?

你覺得監警會處理投訴個案嘅透明度係點呢？

Question wording in 2013-2017 surveys:

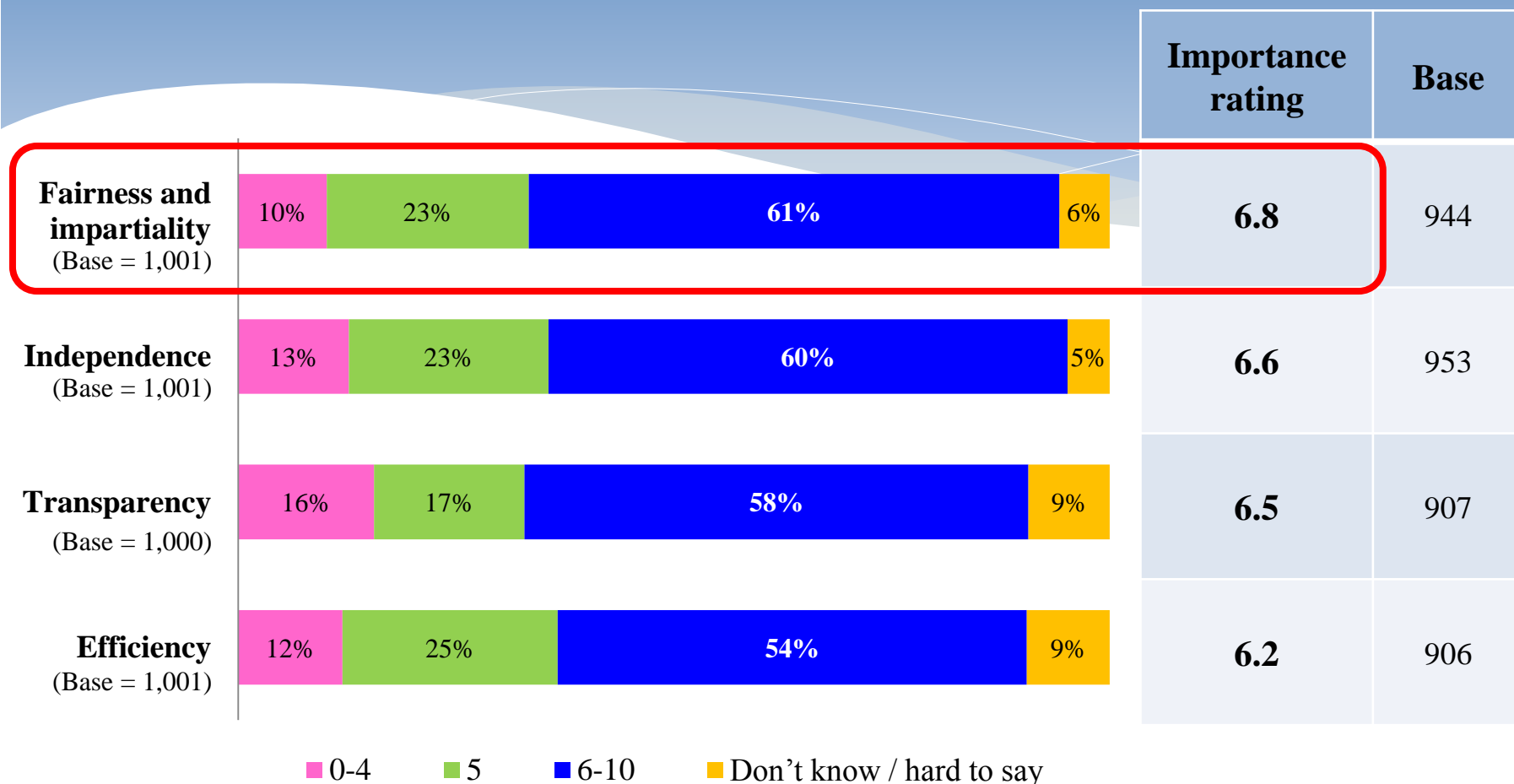
[Q11] Do you think IPCC is independent in monitoring and reviewing public complaints of the Police? 你覺得「監警會」能唔能夠以一個獨立嘅身份去監察同覆檢市民投訴警察嘅個案？

[Q12] 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？

[Q13] 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呢？

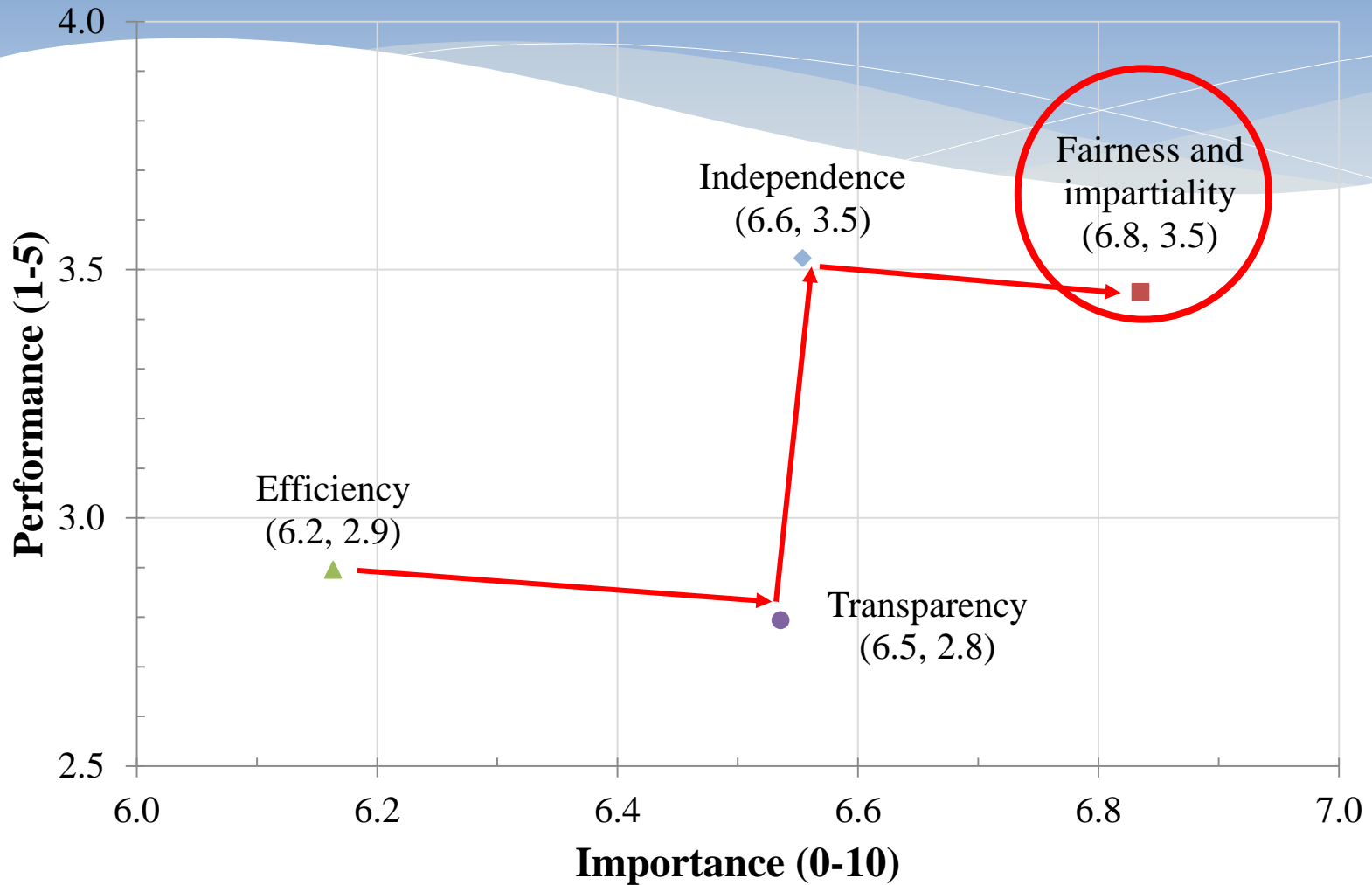
[Q14] What do you think of IPCC's level of transparency in complaint monitor and review? 你覺得「監警會」嘅監察同覆檢投訴個案嘅透明度係點呢？

Importance Ratings of Image Attributes



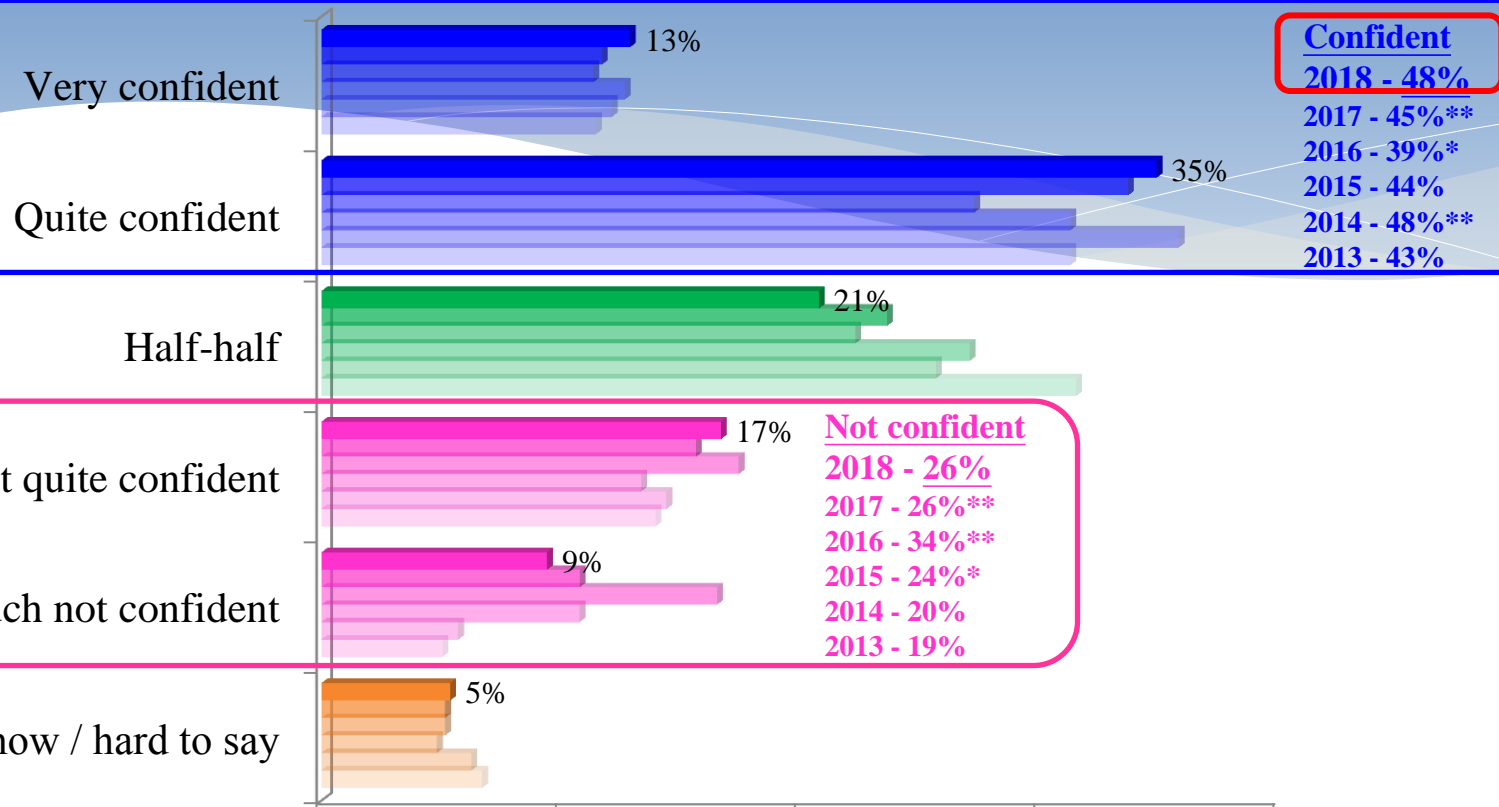
[Q16-Q19] We would like you to express on a scale of 0 to 10 how much the following aspects affect your perception of IPCC, with 0 meaning no effect at all, 10 meaning very much, 5 meaning half-half. How much does IPCC's affect your perception of it? 跟住想你用0至10分表達一下以下各個方面有幾影響你對監警會嘅觀感，0分代表完全冇影響、10分代表影響非常大、5分代表一半半。監警會嘅.....有幾影響你對佢嘅觀感？

Performance versus Importance



**The chart is plotted using values beyond 1 decimal place.*

Nearly half expressed confidence in IPCC



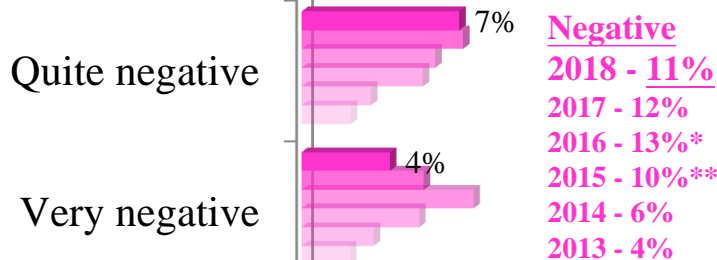
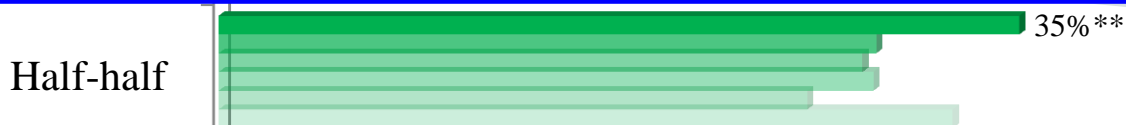
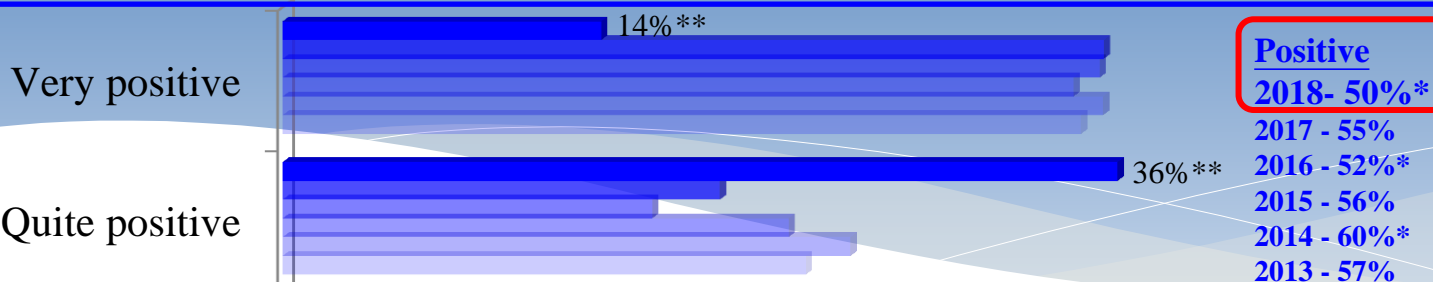
■ 2018 Base = 1,002
■ 2017 Base = 1,010
■ 2016 Base = 1,002
■ 2015 Base = 1,014
■ 2014 Base = 1,039
■ 2013 Base = 1,009

	2013	2014	2015	2016	2017	2018
Mean score	3.3	3.4	3.2**	3.0**	3.2**	3.3
Base	941	974	965	950	964	948

**p<0.01, *p<0.05

[Q15] Overall speaking, are you confident in IPCC? (Probe for intensity)
 整體嚟講，你對監管會有冇信心？(追問程度)

Half perceived IPCC's image positively



Don't know / hard to say

Note:
 Wordings of the two more extreme options were without the word "very" before 2018 survey.

2018 Base = 998
 2017 Base = 1,010
 2016 Base = 1,002
 2015 Base = 1,013
 2014 Base = 1,037
 2013 Base = 1,007

0% 10% 20% 30% 40%

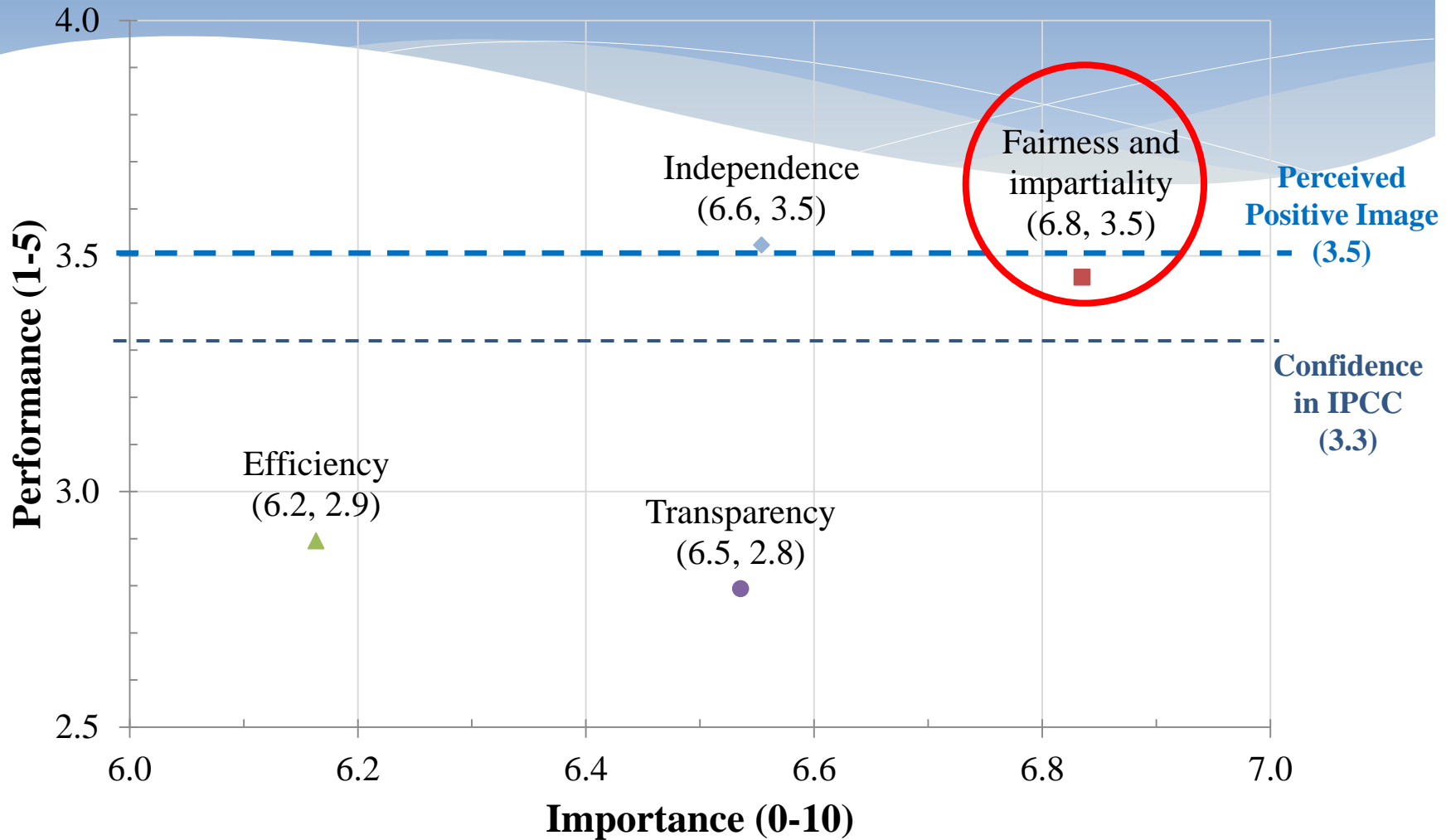
	2013	2014	2015	2016	2017	2018
Mean score	3.9	3.9	3.8**	3.7	3.8	3.5**
Base	943	955	965	930	966	954

**p<0.01, *p<0.05

[Q20] Overall speaking, do you think IPCC's image is? (Read out first five options, one answer only)

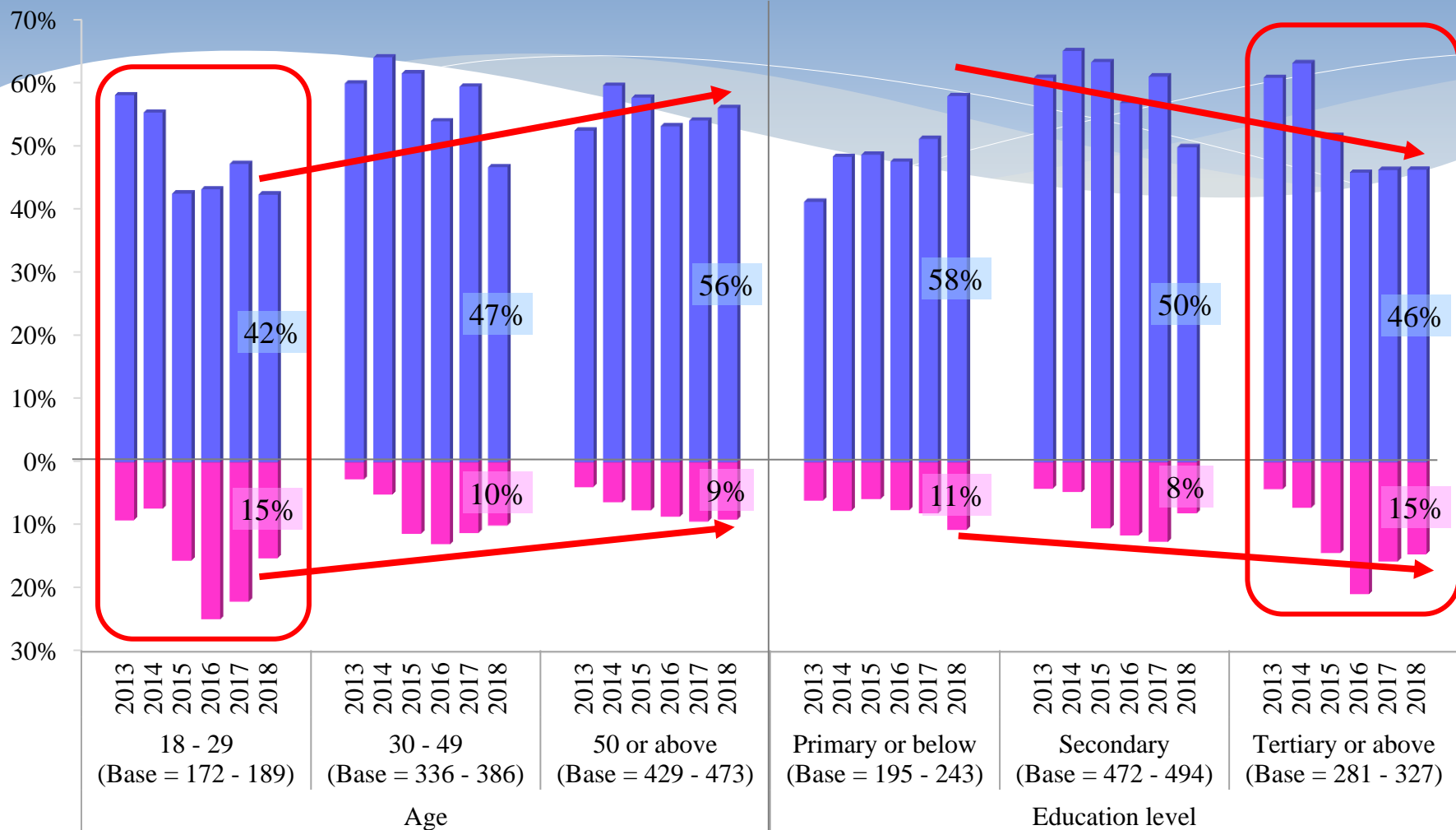
整體嚟講，你覺得「監警會」嘅形象係？(讀出首五項答案，只答一項)

Overview of all Indicators



**The chart is plotted using values beyond 1 decimal place.*

Younger respondents and those with tertiary education perceived IPCC's image less positively

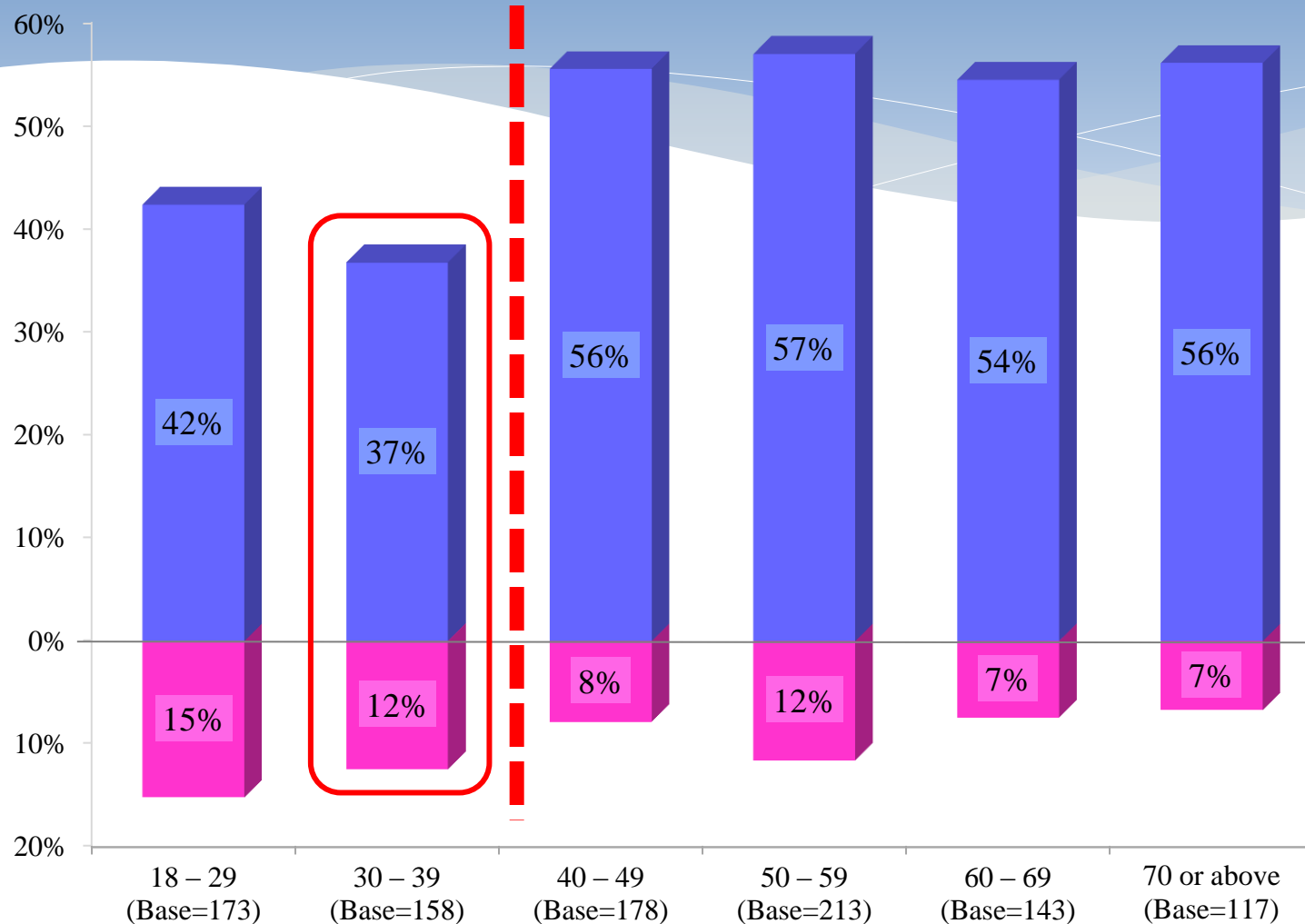


[Q20] Overall speaking, do you think IPCC's image is? (Read out first five options, one answer only)

整體嚟講，你覺得「監警會」嘅形象係？(讀出首五項答案，只答一項)

Positive %
Negative %

Finding the Age Divide

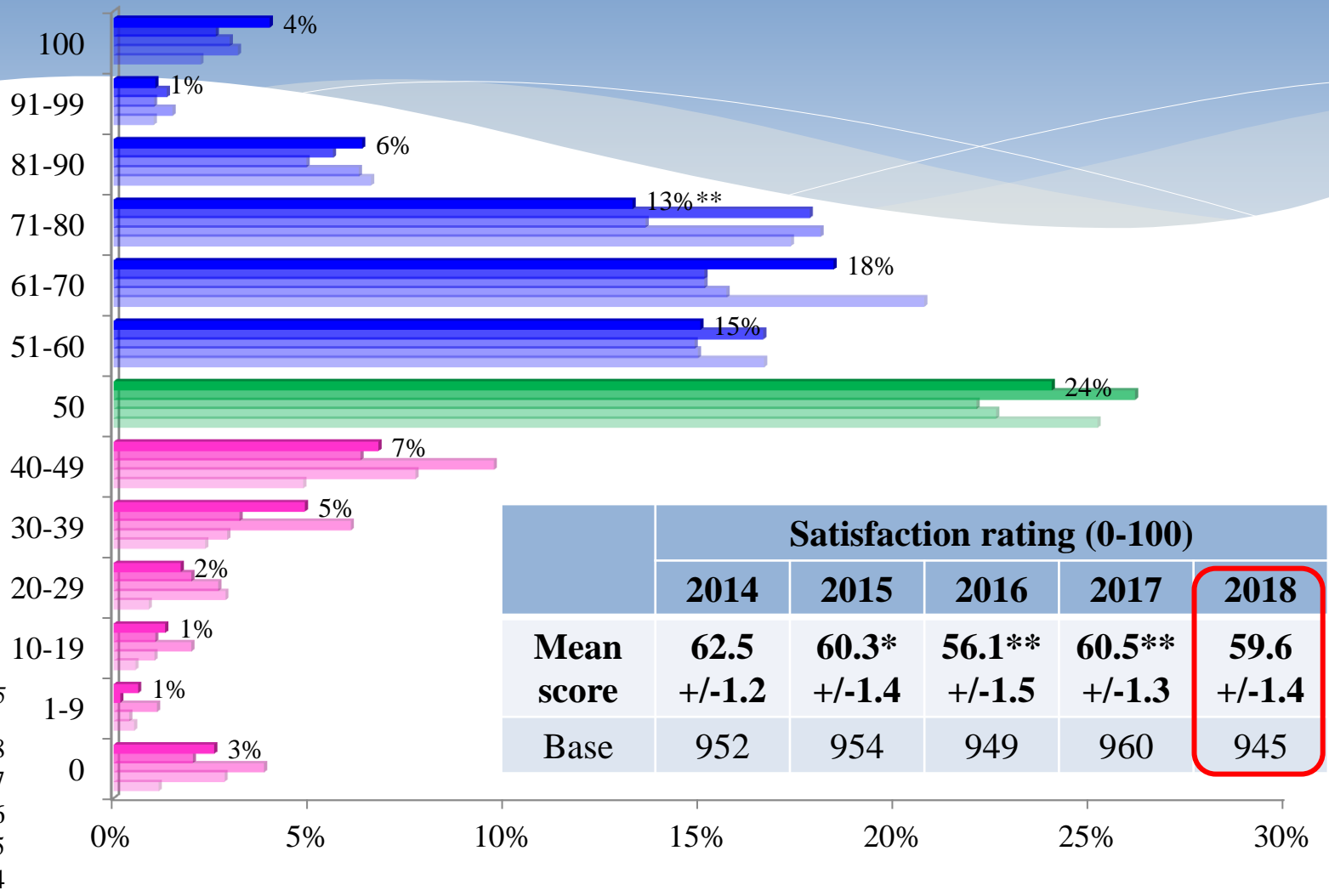


[Q20] Overall speaking, do you think IPCC's image is? (Read out first five options, one answer only)

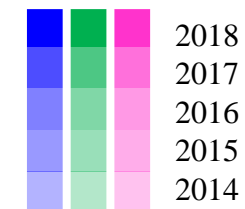
整體嚟講，你覺得「監警會」嘅形象係？(讀出首五項答案，只答一項)

Positive %
Negative %

IPCC Satisfaction Rating = 59.6 marks

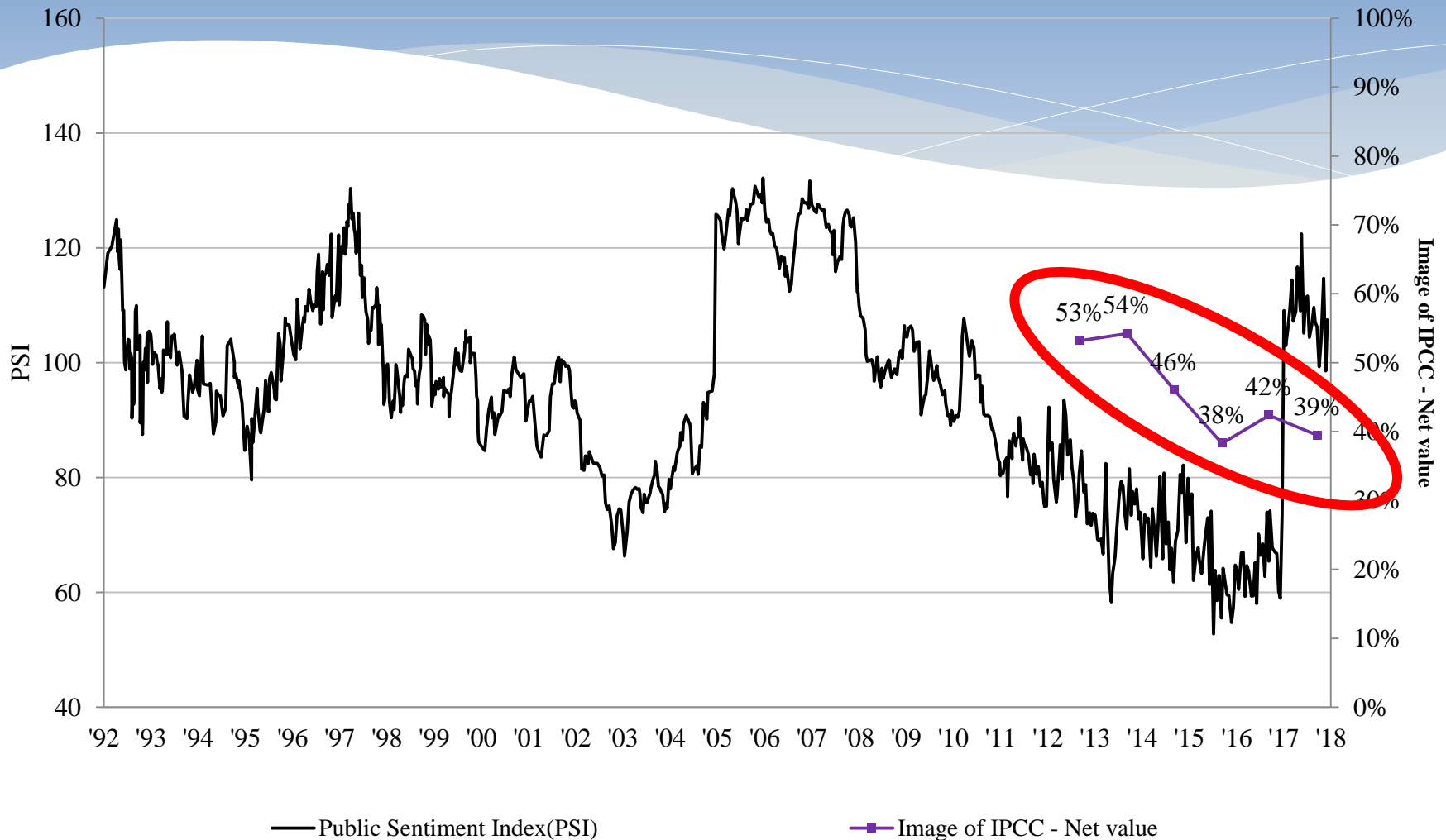


** $p < 0.01$, * $p < 0.05$



[Q21] 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？

IPCC's popularity figures compared with Public Sentiment Index (1992-2018)



Concluding Remarks

Concluding Remarks

- Compared to one year ago, the three key indicators of IPCC popularity have fluctuated within narrow ranges. Two key indicators, namely, satisfaction rating and net image appraisal have slightly dropped, while one key indicator, namely, net confidence level has slight increased.
- On specific terms, satisfaction rating has decreased slightly from 60.5 to 59.6, while 50% perceived IPCC positively and 11% perceived it negatively giving a net value of 39 percentage points, as compared to 42 last time. Meanwhile, people's net confidence in IPCC has increased slightly from 19 percentage points to 22.
- Awareness of IPCC has continued to drop gradually since 2015, now standing at 75%, probably because of the less antagonistic political and social environment.

Concluding Remarks

- The general public does not seem to understand IPCC and the two-tier police complaints system very well. Many survey respondents had misconceptions of IPCC in one way or another.
- Image profile analysis shows that IPCC is perceived as quite independent, fair and impartial when reviewing complaints, but not very efficient and transparent when handling them. When the perceived importance of these attribute are measured, fair and impartiality stands out to be the most important attribute, followed by independence, then transparency, while efficiency comes last. This is a new discovery using the enhanced survey design. This is echoed by many respondents' suggestion that IPCC should handle cases in a fair and impartial manner.
- Many respondents also wanted to learn more about the progress and results of complaints, preferably through television programmes.

Concluding Remarks

- Over the past 6 years, independence has consistently scored the highest rating, followed by fairness and impartiality, then efficiency, and transparency. This year's survey shows that IPCC can put more effort on improving "fairness and impartiality" in order to better match the expectation of the general public. The best case scenario is to get the highest score on the attribute which the public cares the most, at a certain point in time.
- Among demographic sub-groups, the youngest and the most educated respondents still rated IPCC's image less positively than other groups.
- From 2013 to 2017, people's satisfaction with the performance of the SAR government and society's current conditions appeared to be effective predictors of people's perception of IPCC, but for 2018, IPCC's image has remained stable in spite of significant improvements in those areas. More research is needed to answer this question.

End of Presentation

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<http://hkupop.hku.hk>