



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

- Objective:
 - To investigate the public knowledge and perception of IPCC before and after its 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
- POP consulted IPCC when designing the questionnaire but POP enjoyed 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

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

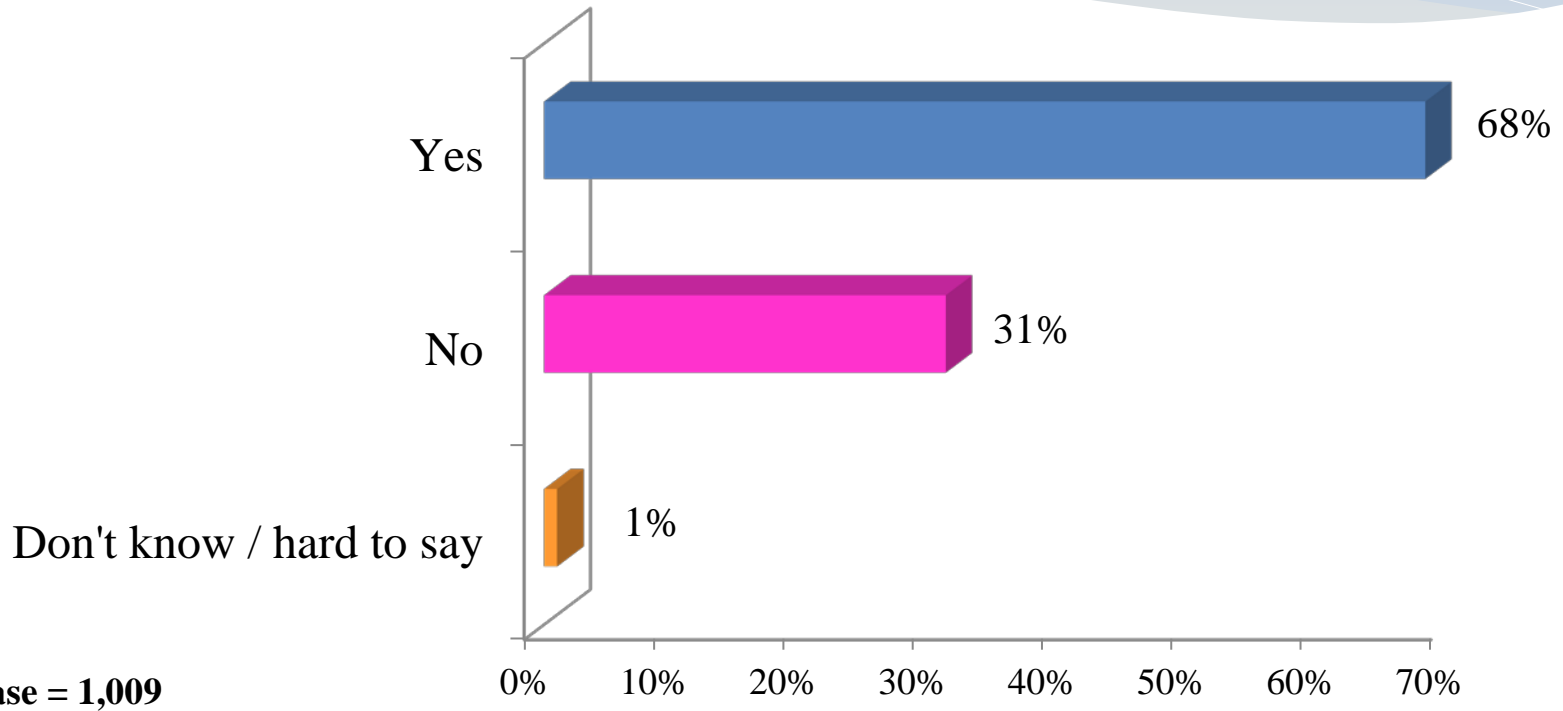
Response rate: 68.4%

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)



Awareness of IPCC

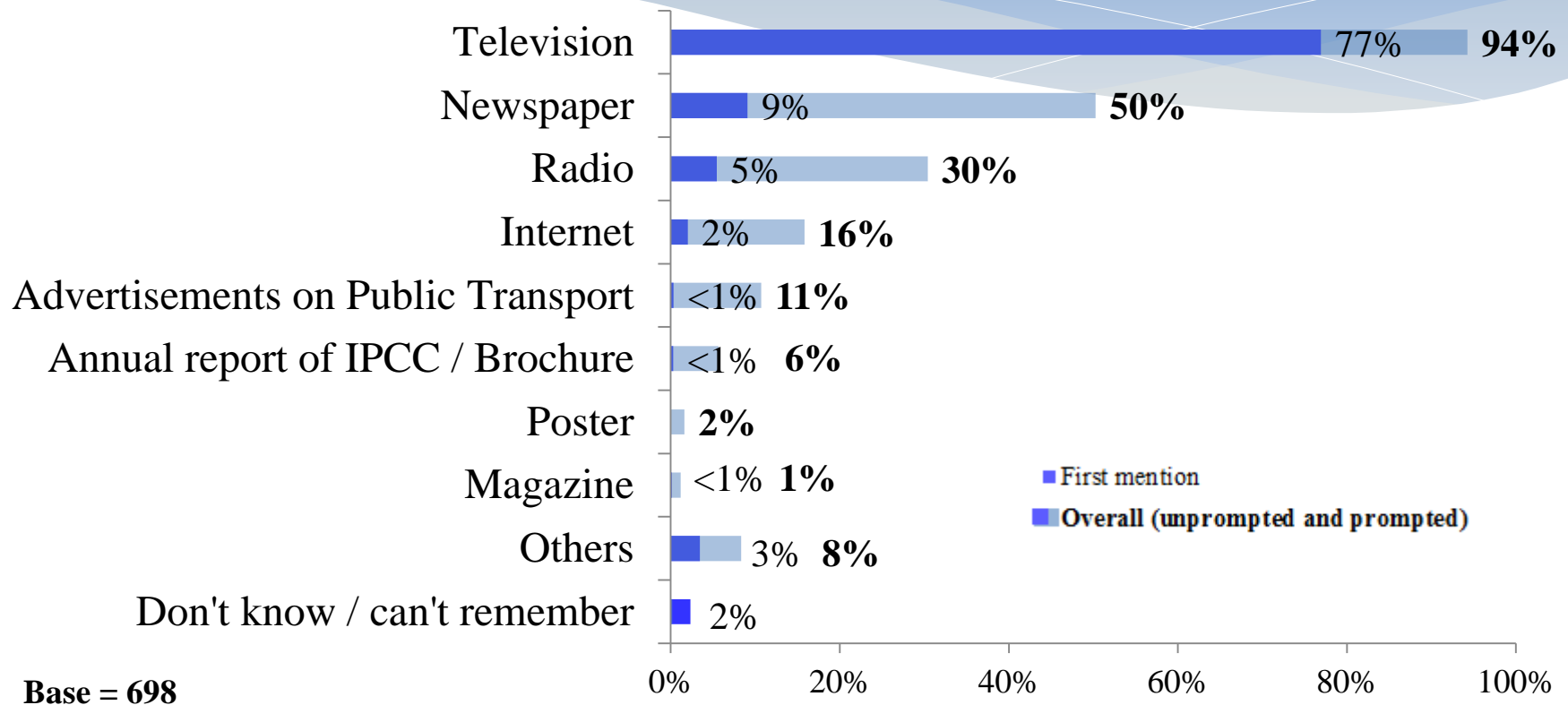
More than two-thirds have heard of IPCC



[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？

Majority have heard of IPCC via Television

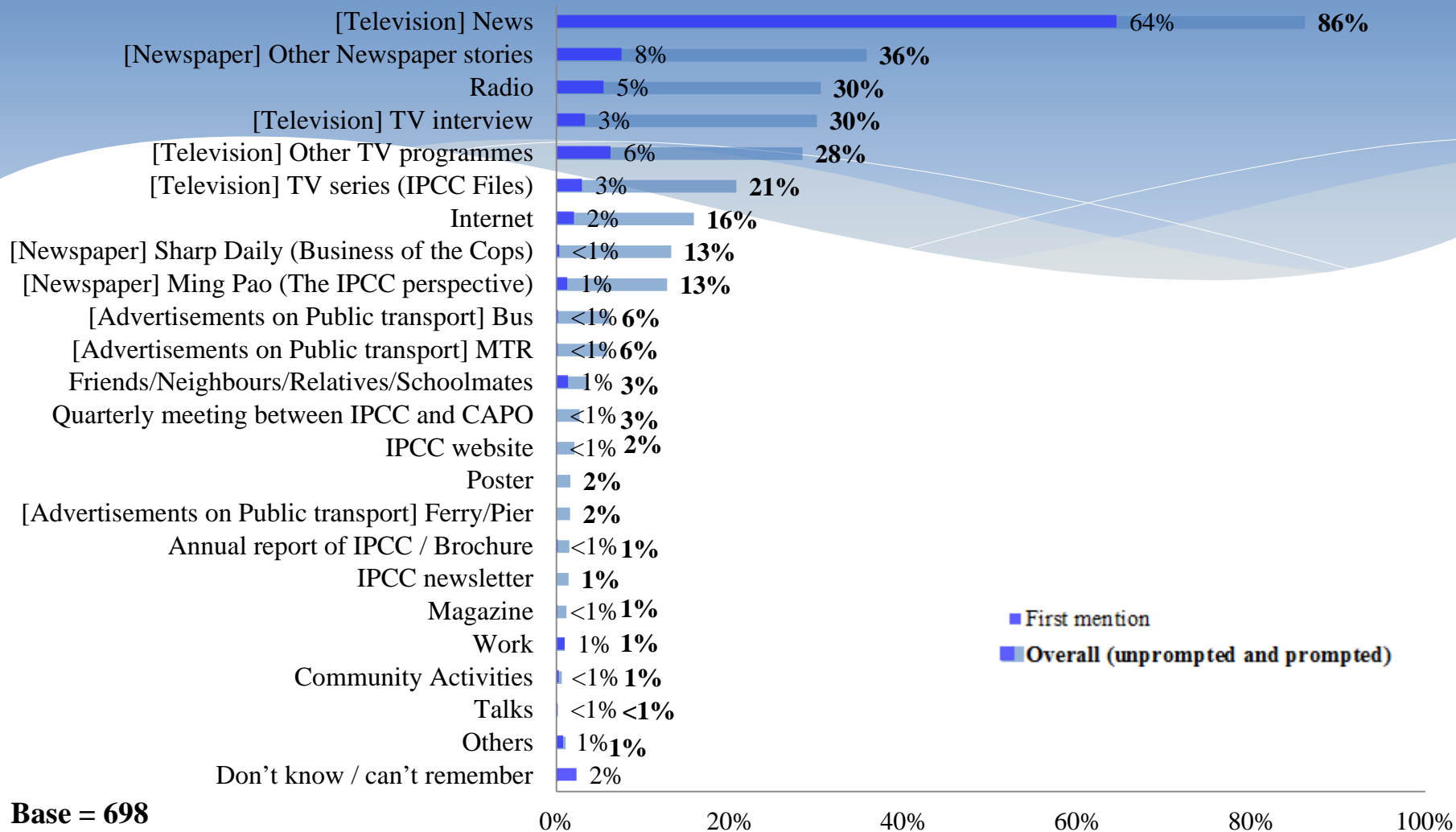


[Q2a] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] From where have you heard of IPCC? Any other channels? (Do not read out answers, multiple choices allowed) 請問你係從乜野途徑聽過「監警會」呢？仲有呢？（不讀答案，可選多項）

[Q2b] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] Have you ever heard of IPCC from the following channels then? 6

(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）

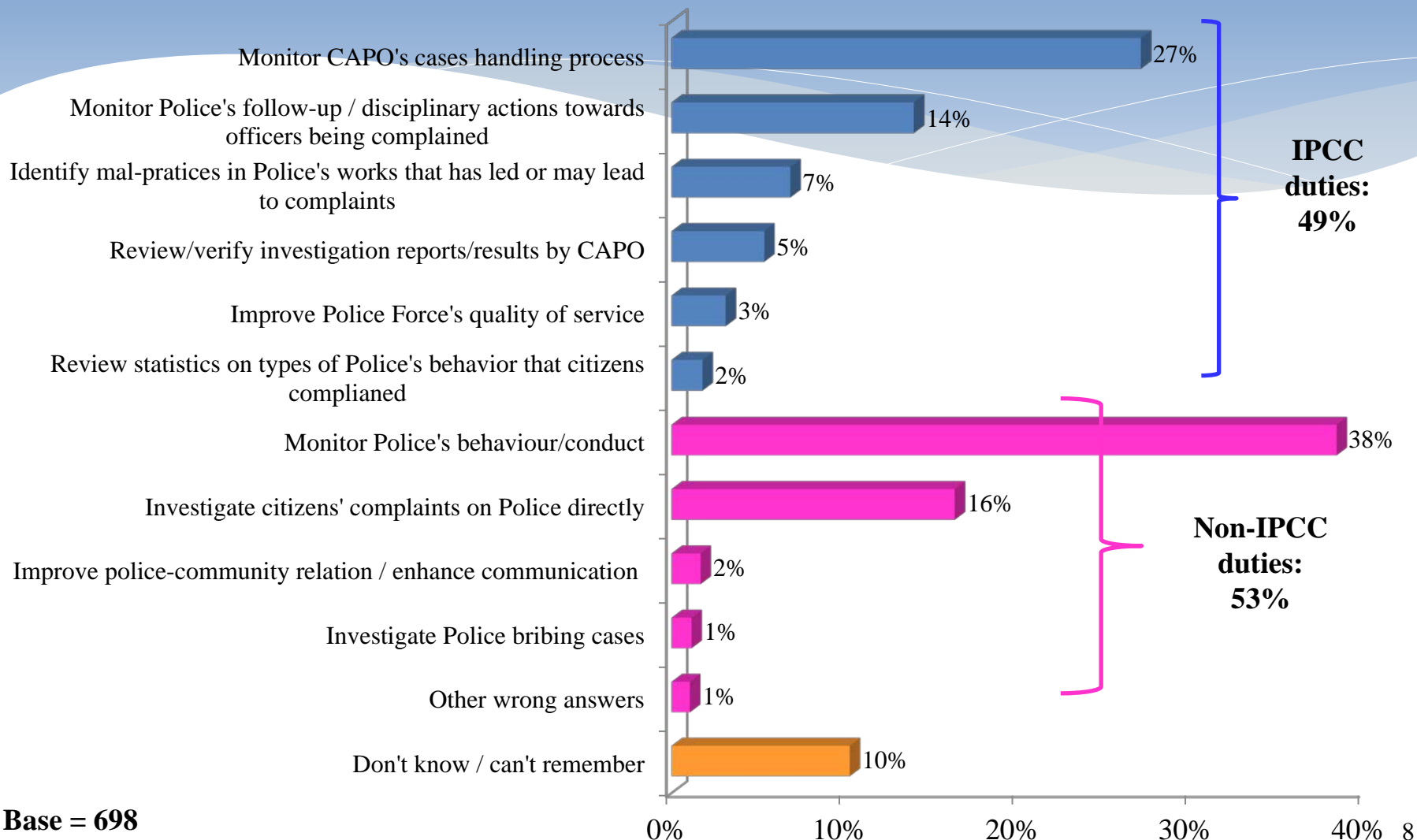
Most common source of information: Television News



[Q2a] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] 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” or “DK/HS” in Q1, base=698] Have you ever heard of IPCC from the following channels then? 7
 (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）

Nearly half could correctly mention at least one IPCC duties



Base = 698

[Q3] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] 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）

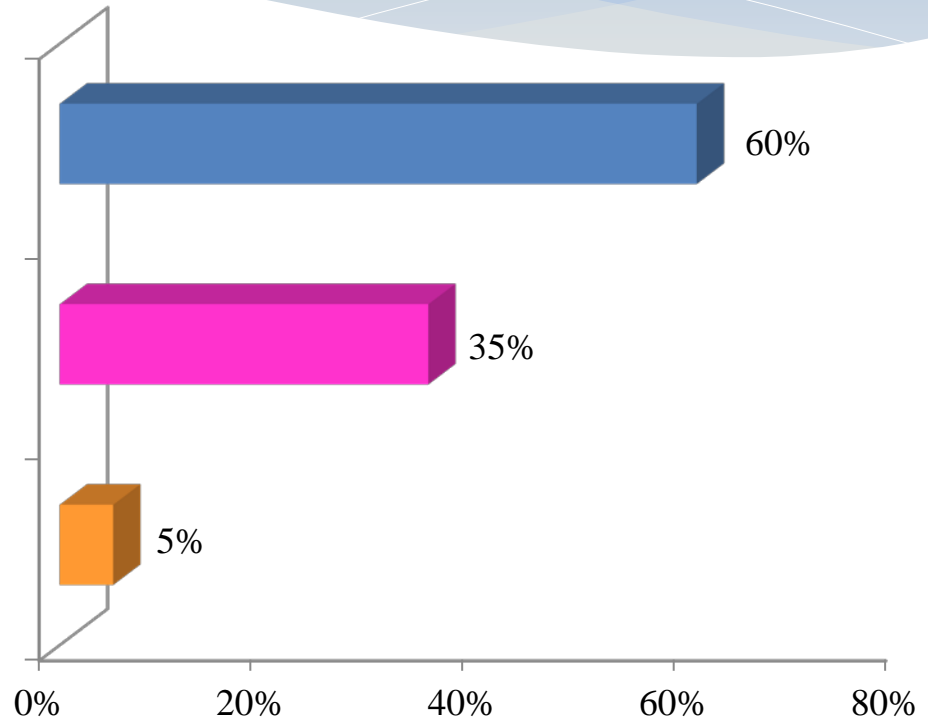
60% are aware of IPCC's independent nature

IPCC is...

a totally independent organization,
not under the Police

part of the Police

Don't know

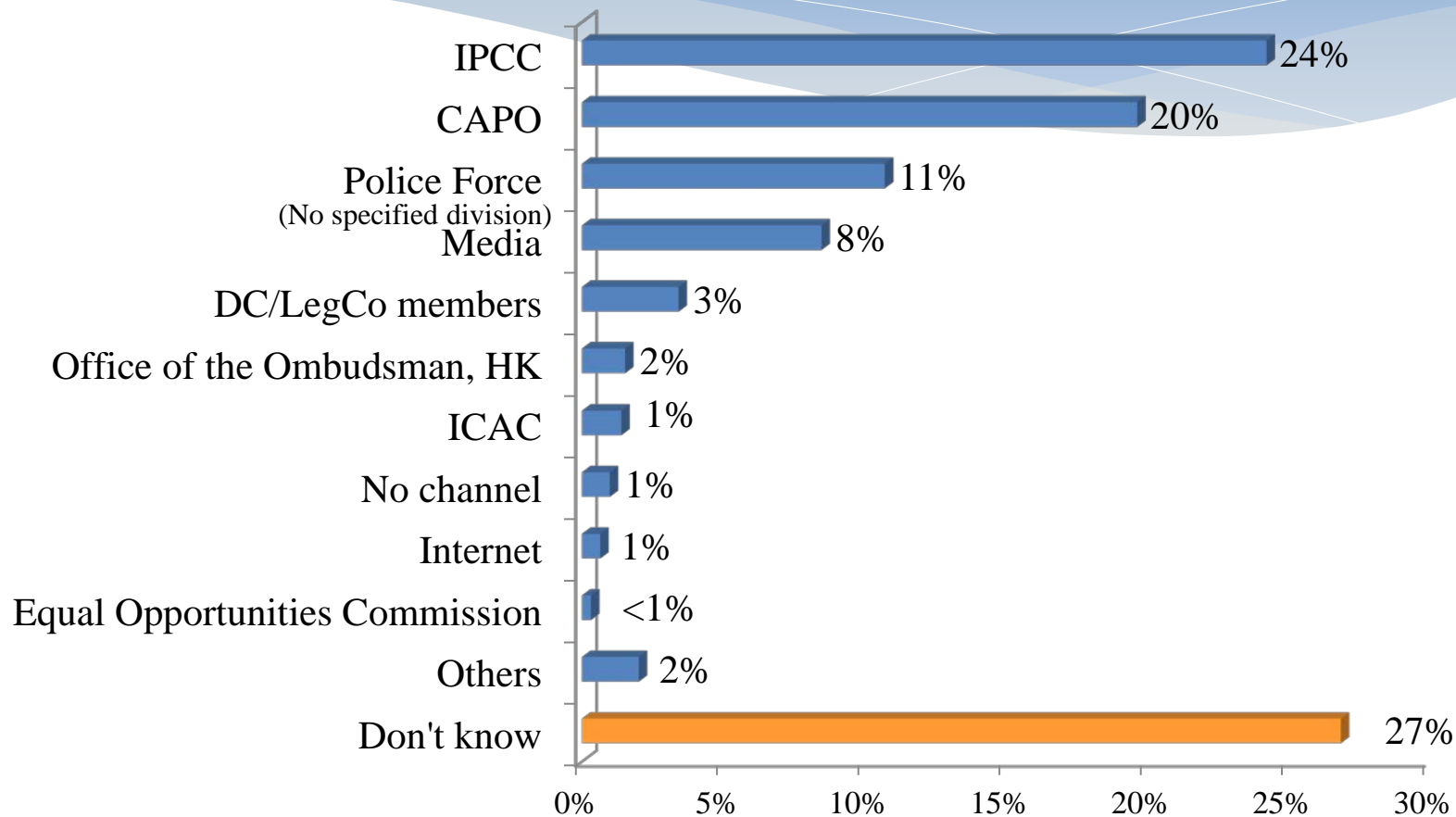


Base= 698

[Q4] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] 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)

A quarter believe IPCC is the most effective complaint channel against Police, followed by CAPO



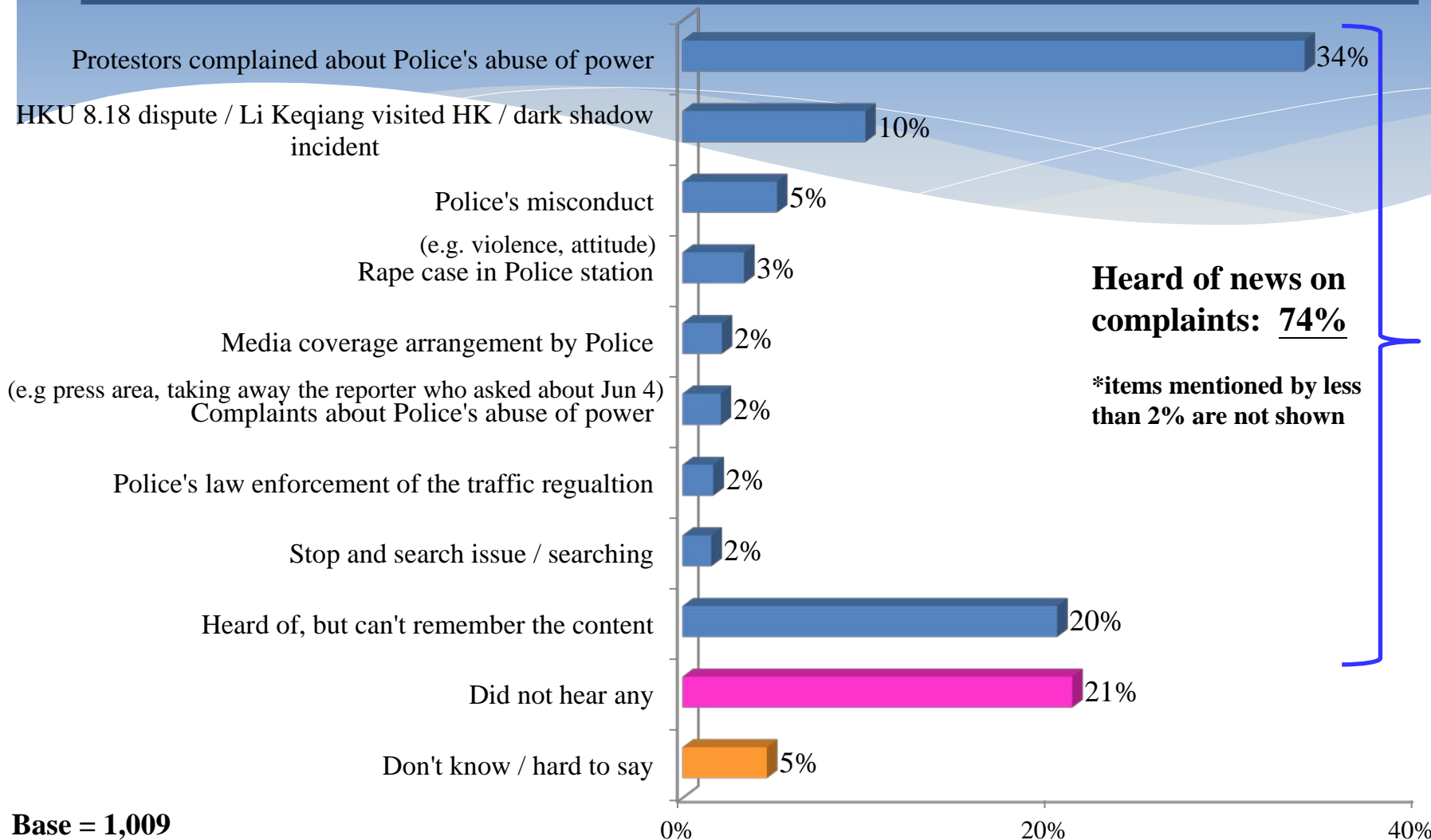
Base = 1,008

[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 on Police's abuse of power during protests received the most public attention

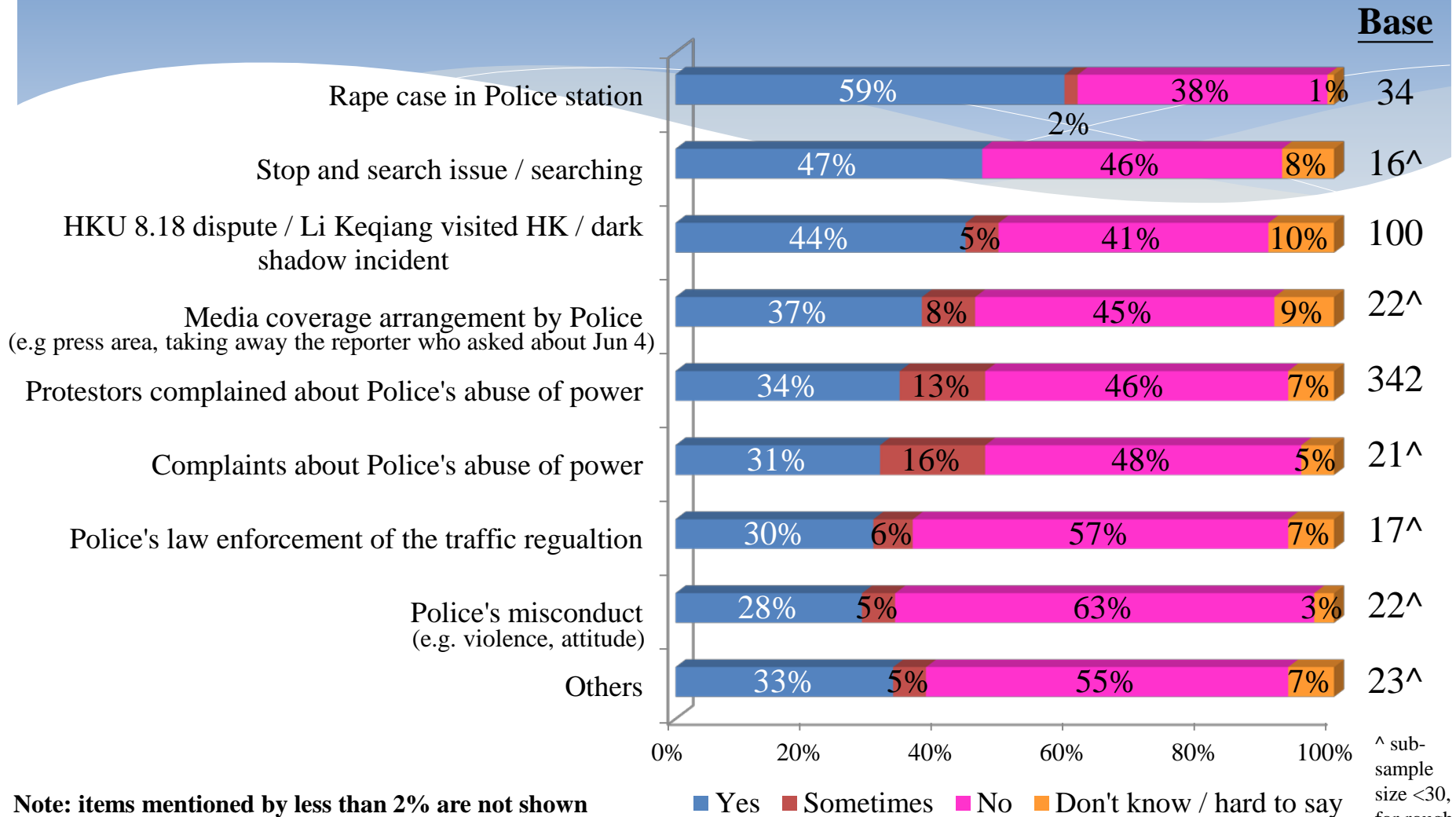


Base = 1,009

[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）

Respondents showed most interest in following complaints on rape case in police station



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

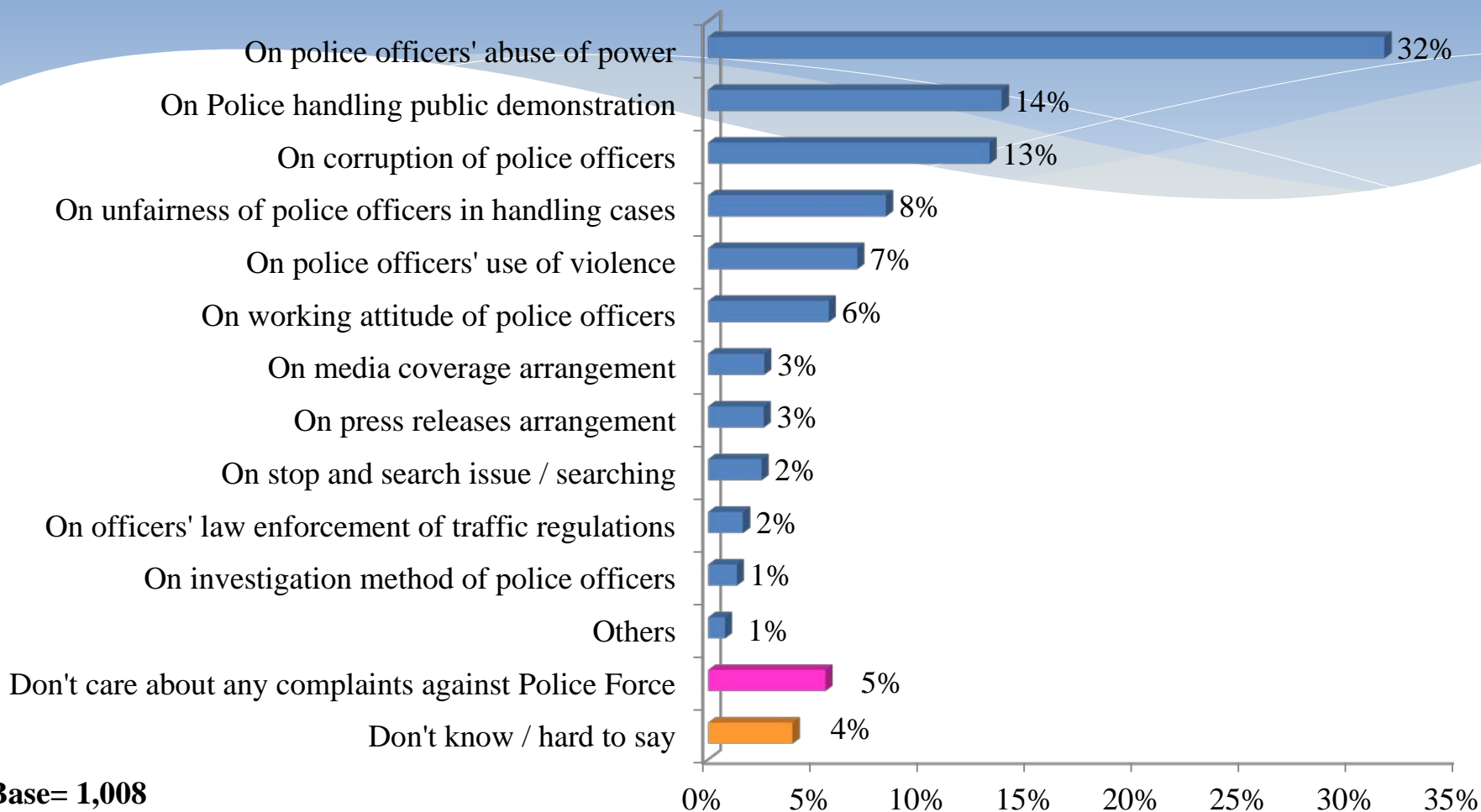
■ Yes ■ Sometimes ■ No ■ Don't know / hard to say

[^] sub-sample size <30, for rough reference only

[Q7] [Only ask respondents who answered "yes" in Q6] Were you aware of the results of these complaints? (Interviewer repeat the answer mentioned by the respondent in Q6, ONE answer only)

咁你有冇留意呢D投訴既最後調查結果? (訪員重複被訪者於Q6提及的答案, 每項只選一個答案)

One-third cared most on complaints against police officers' abuse of power



[Q8] 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)



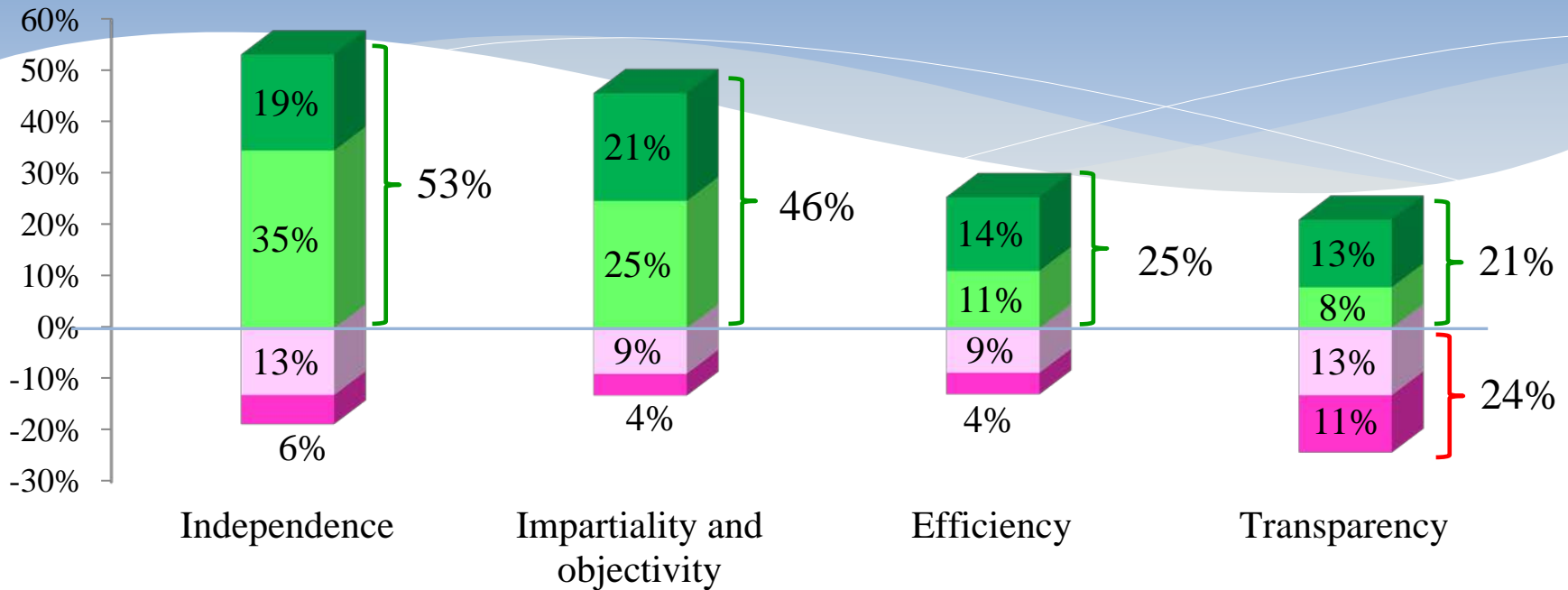
Corporate Image of IPCC

Description of IPCC

“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。”

Image profile of IPCC



Mean score	3.7	3.6	3.3	2.9
Base	913	878	735	855

[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？

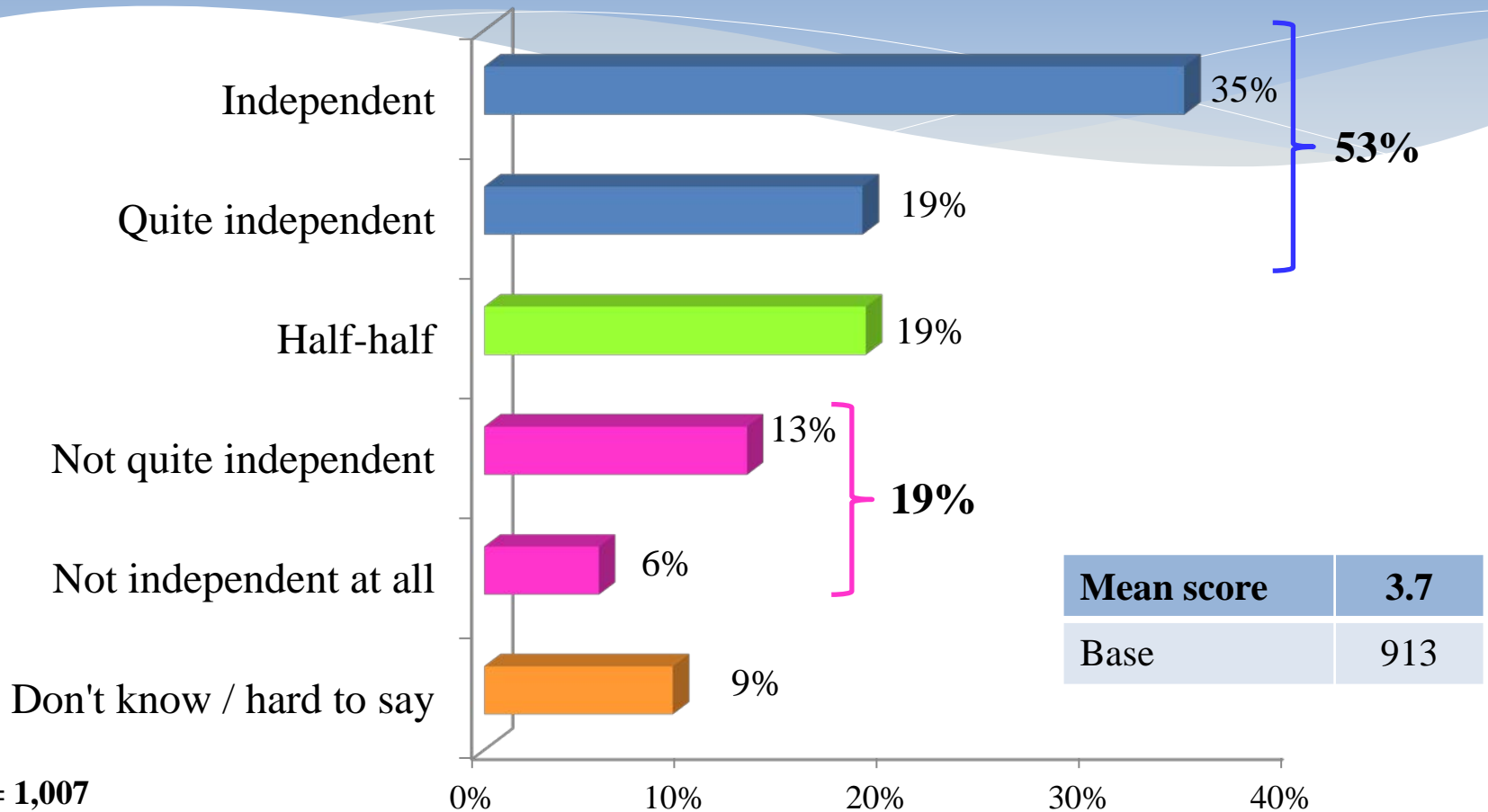
[Q11] Do you think IPCC's complaint monitor and review is efficient or not ?

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？

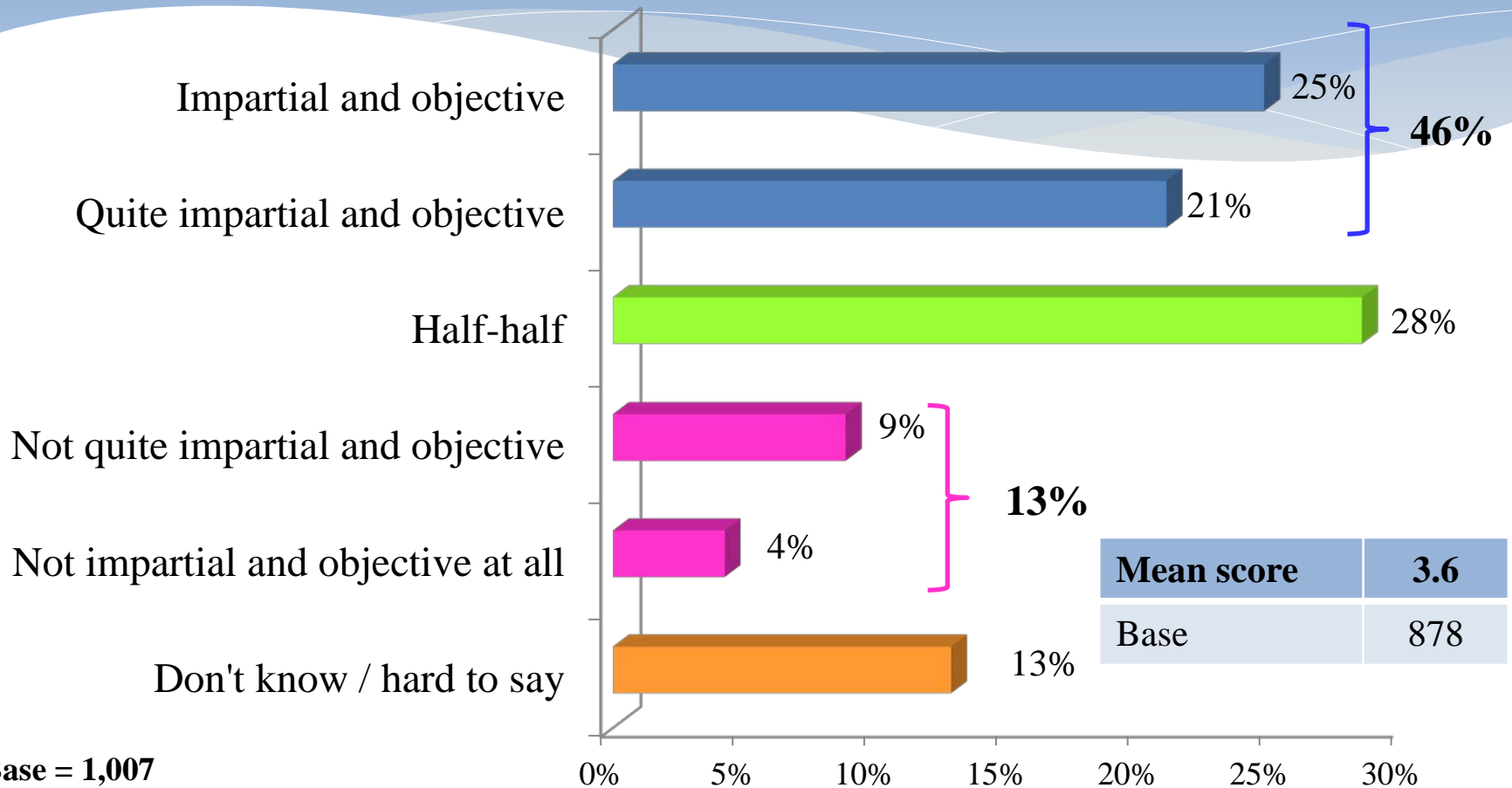
More than half regard IPCC as an independent organization



[Q9] Do you think IPCC is independent in monitoring and reviewing public complaints of the Police? (Read out options, ONE answer only)

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? (讀出答案, 只選一項)

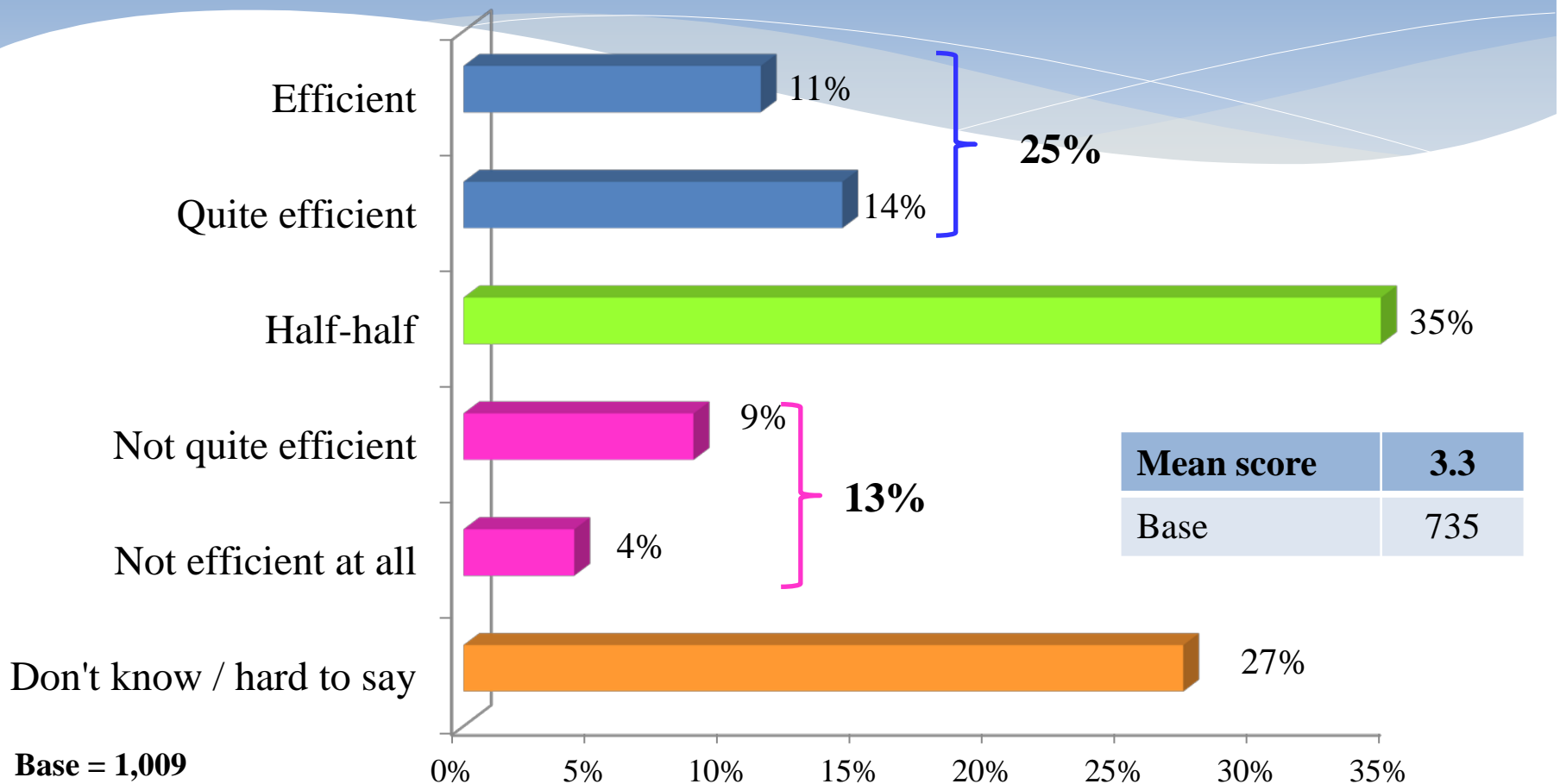
Nearly half believe IPCC is impartial and objective



[Q10] Do you think IPCC is able to monitor and review CAPO's investigation in an impartial and objective way?
(Read out options, ONE answer only)

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?(讀出答案, 只選一項)

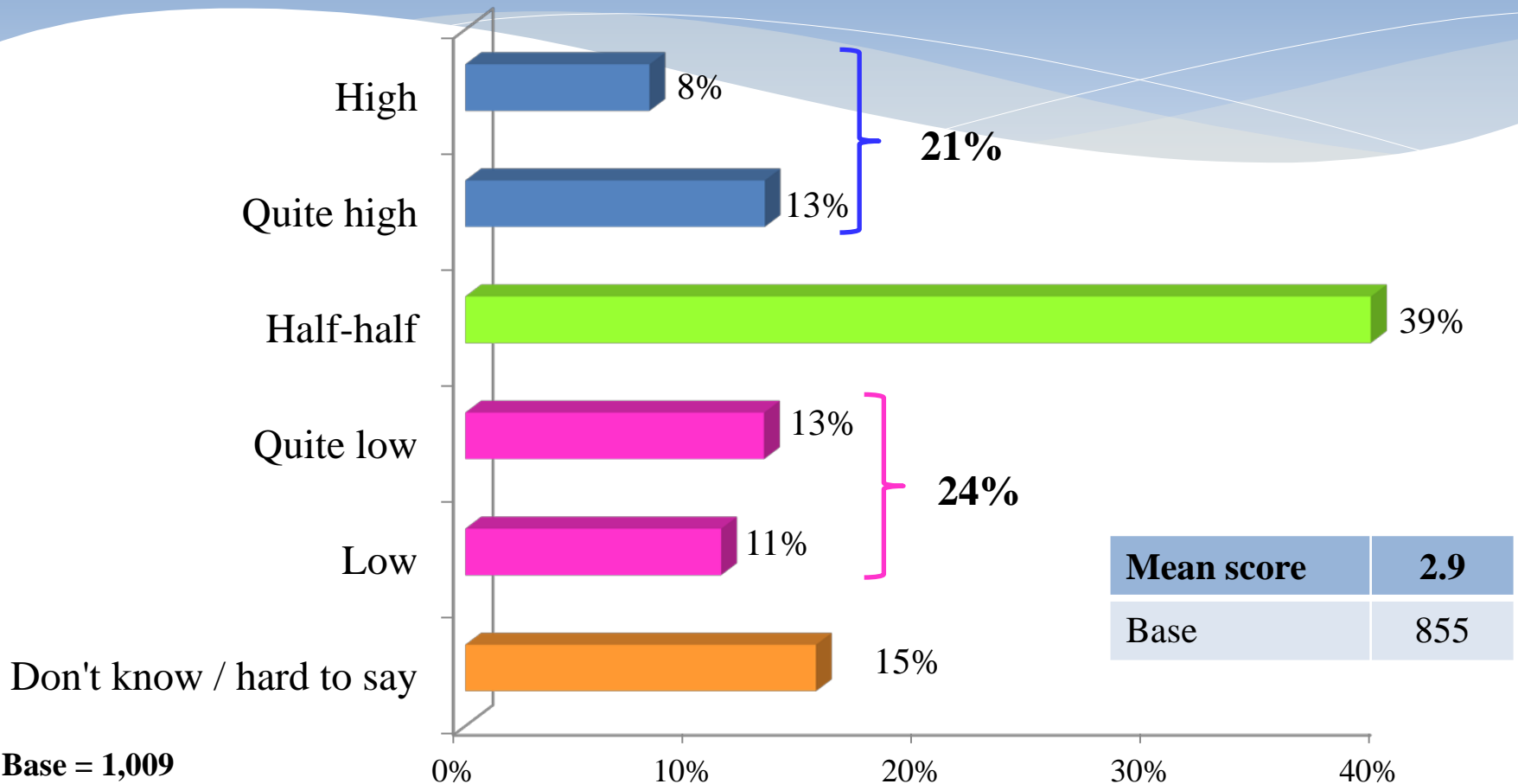
Only a quarter regard IPCC's complaint monitor and review as efficient



[Q11] Do you think IPCC's complaint monitor and review is efficient or not ? (Read out options, ONE answer only)

你覺得「監警會」監察同覆檢投訴個案既效率係點?(讀出答案，只選一項)

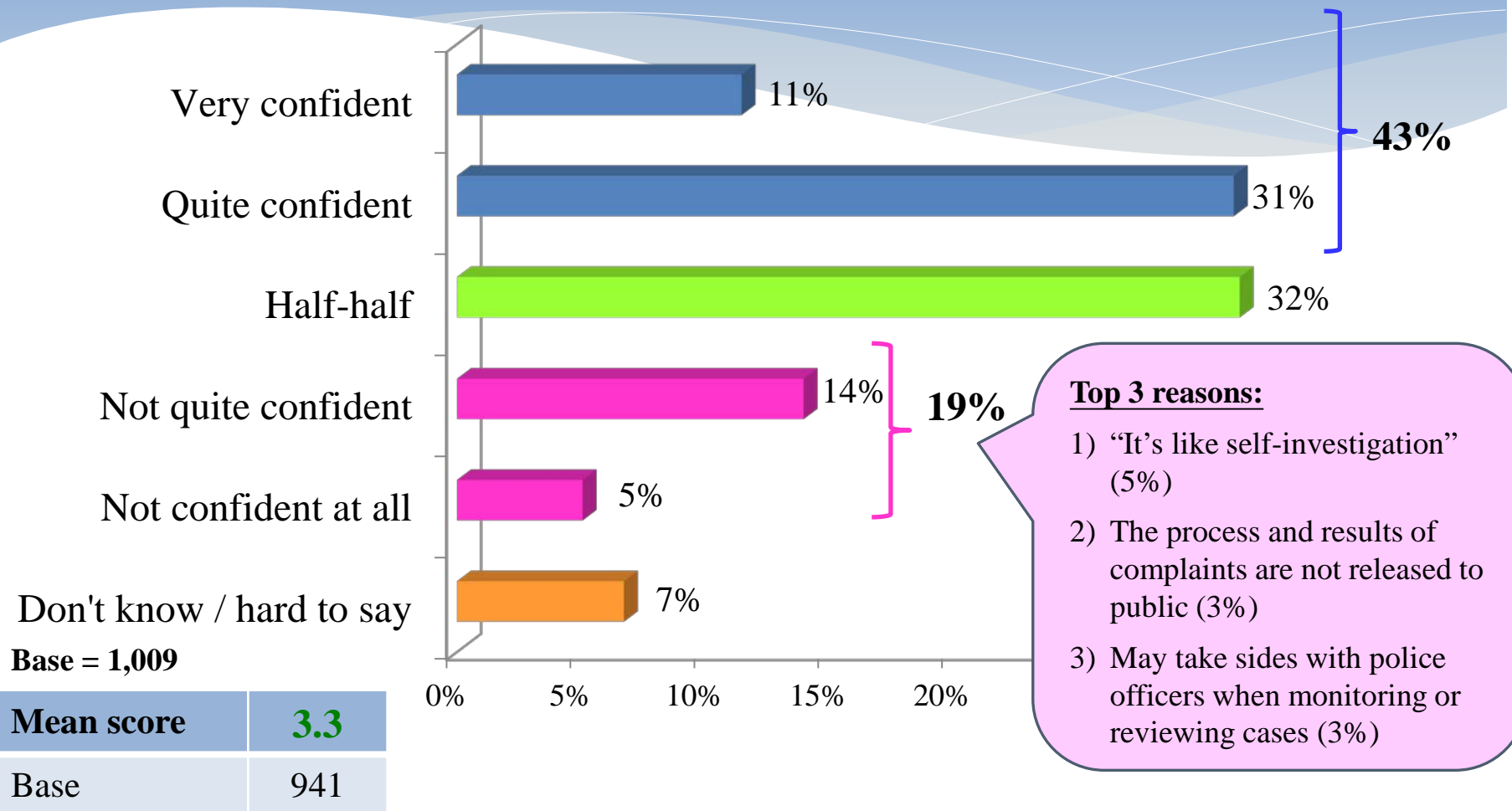
Only 1/5 think IPCC's work is of high transparency



[Q12] What do you think of IPCC's level of transparency in complaint monitor and review? (Read out options, ONE answer only)

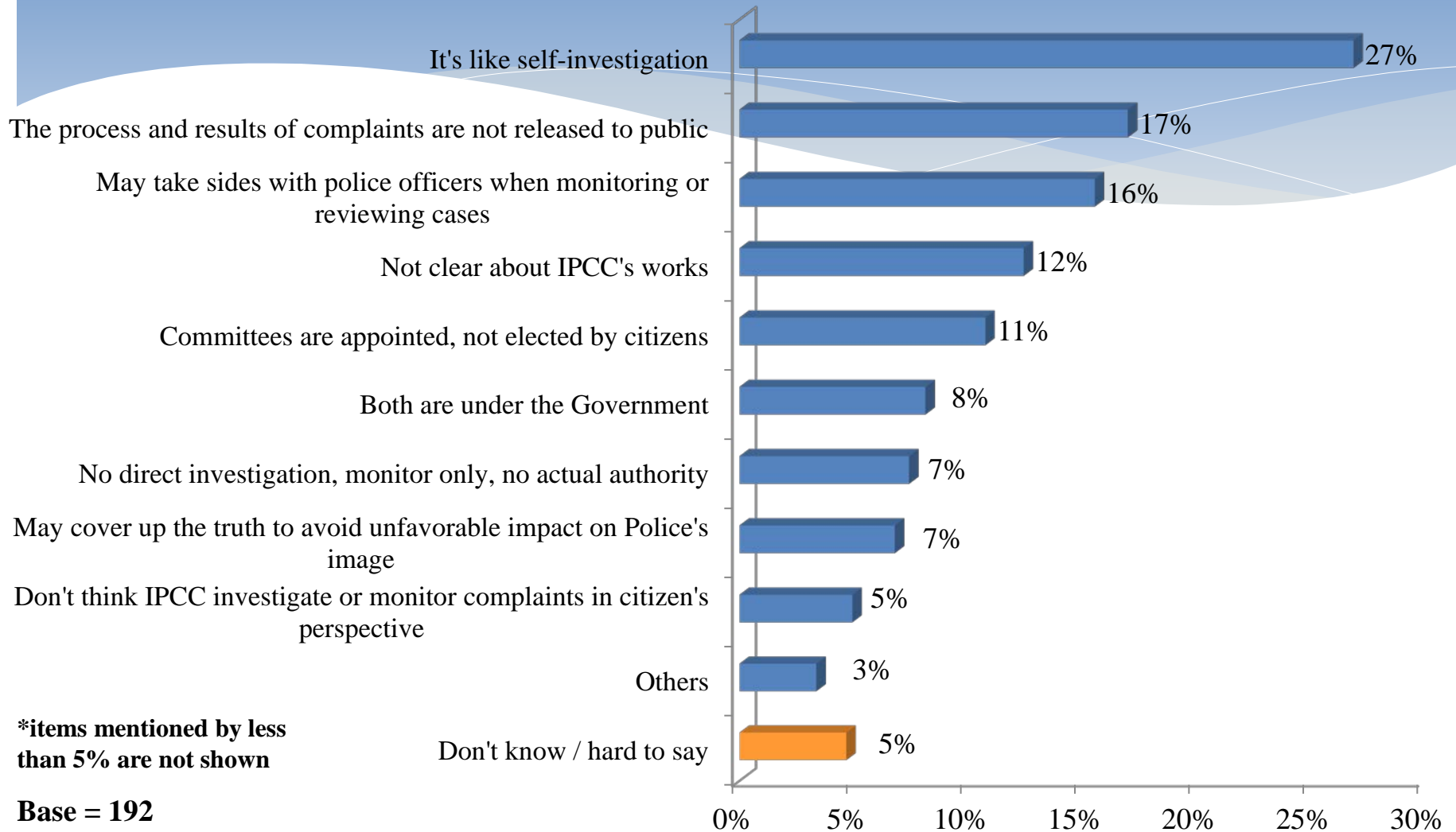
你覺得「監警會」既監察同覆檢投訴個案既透明度係點？(讀出答案，只選一項)

43% expressed confidence in IPCC



[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)

“It’s like self-investigation” is the top reason for no confidence in IPCC



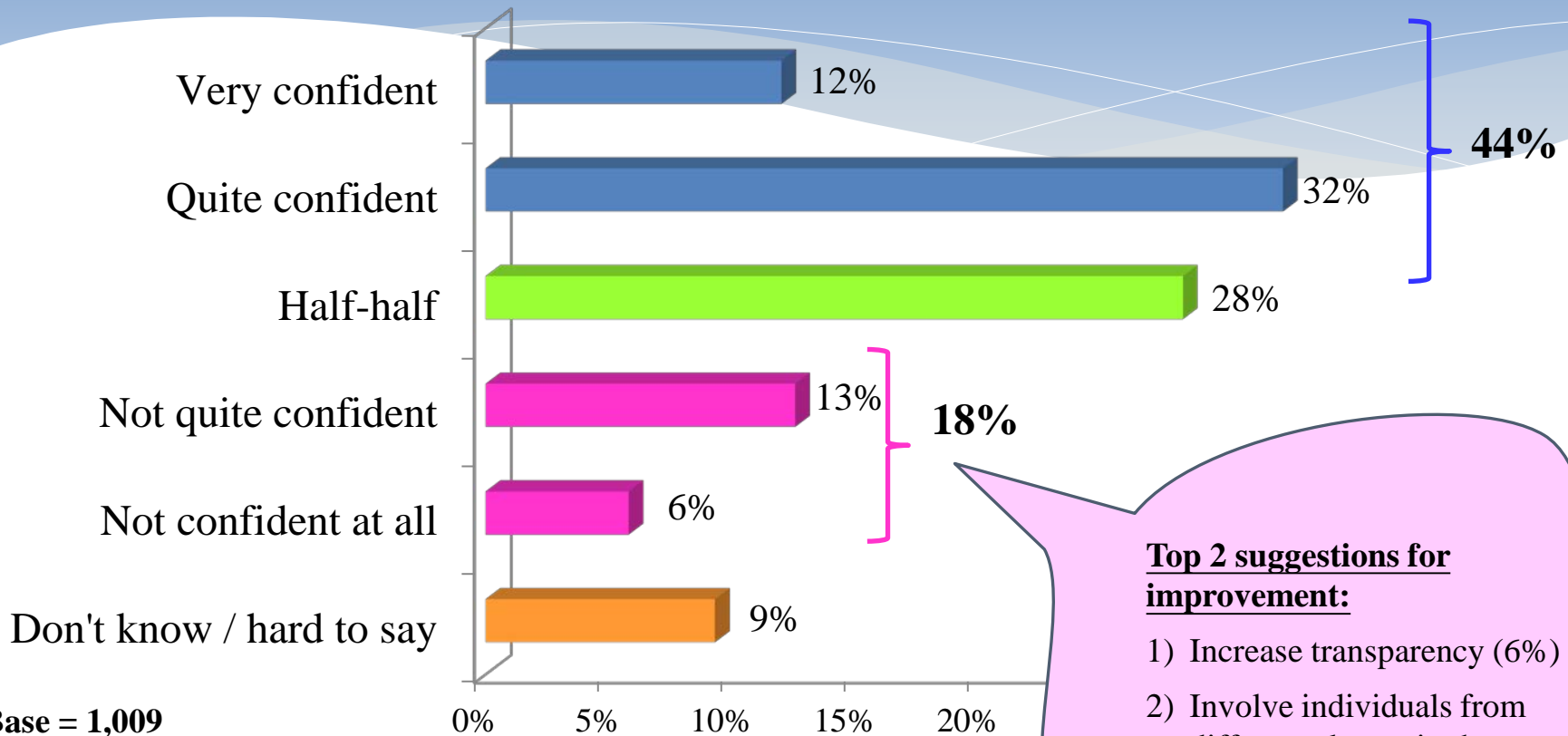
[Q14] [Only ask respondents who have answered “Not quite confident” and “Not confident at all” in Q 13] Why do you think it is “Not quite confident”/ “Not confident at all”? Any more? (Do not read out options, multiple answers allowed)

點解你對監警會有信心呢?仲有呢?(不讀答案，可選多項)



The “Two-Tier” Police Complaints System

Nearly 45% are confident in the two-tier complaints system



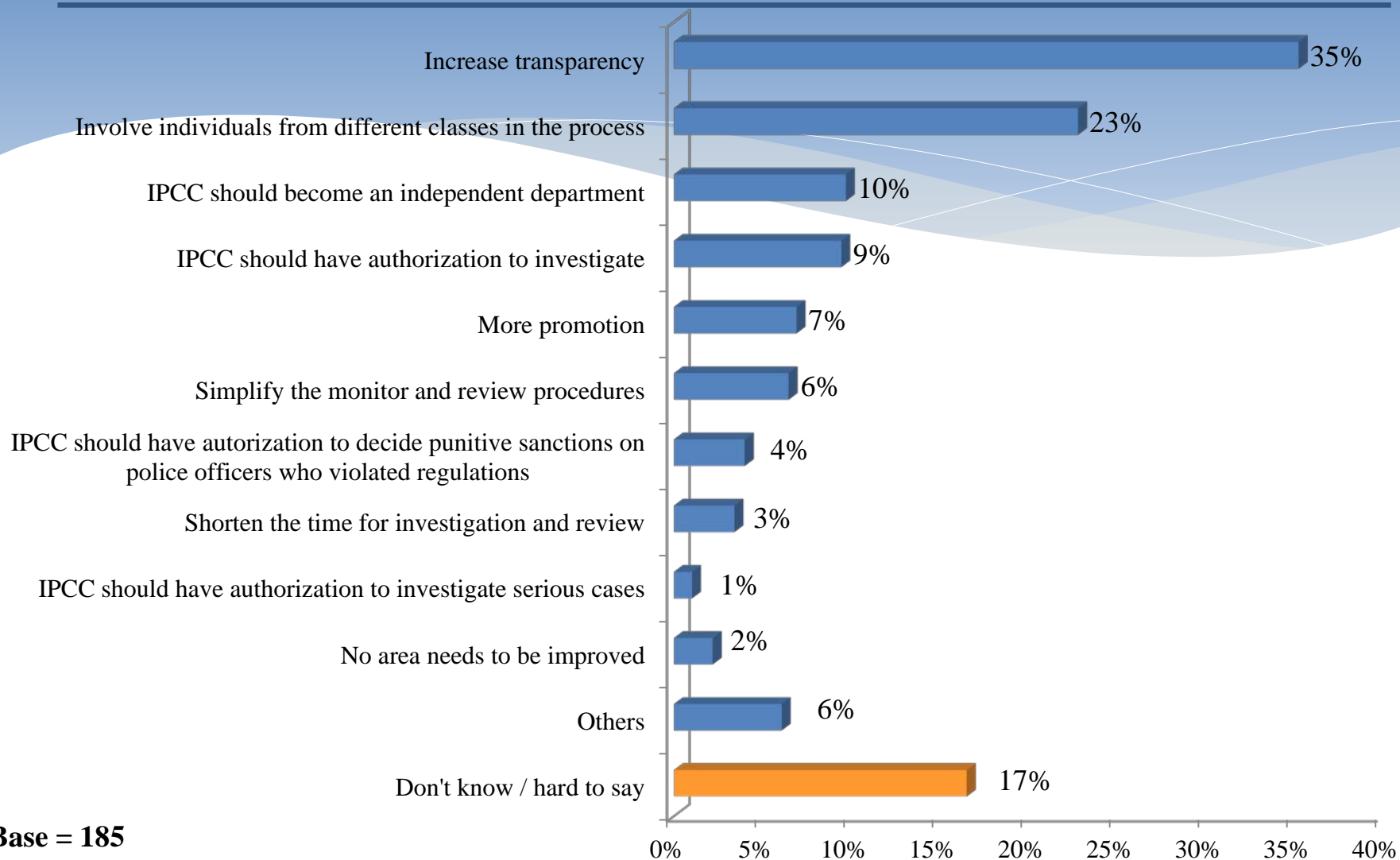
Base = 1,009

Mean score	3.4
Base	915

Top 2 suggestions for improvement:

- 1) Increase transparency (6%)
- 2) Involve individuals from different classes in the process (4%)

More than 1/3 of non-confident respondents suggest IPCC to increase transparency



Base = 185

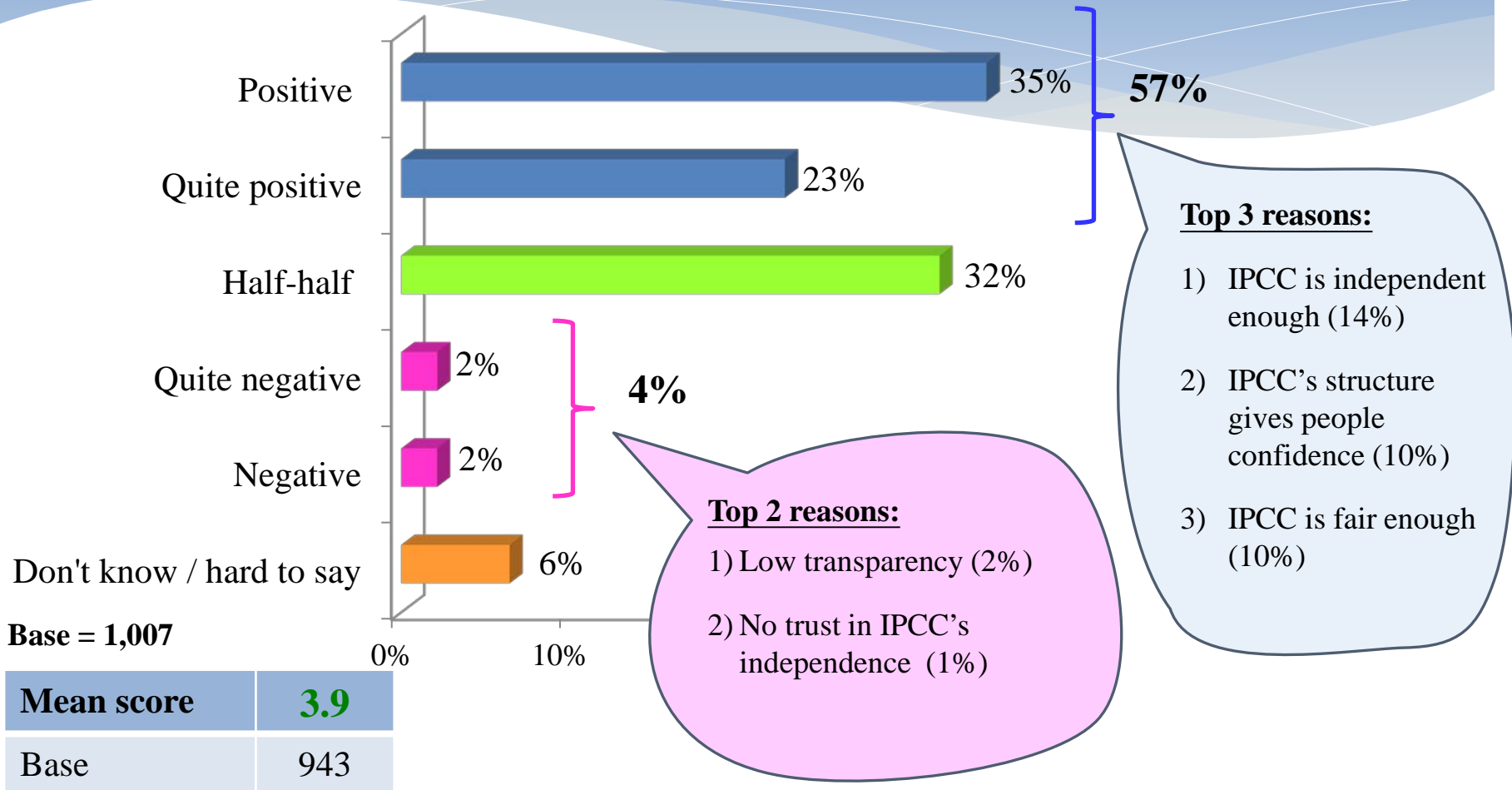
[Q16] [Only ask respondents who have answered “Not quite confident” and “Not confident at all” in Q15] How do you think IPCC could improve this two-tier complaints system? (Do not read out options, multiple answers allowed)

你認為監警會可以點樣改善呢個兩層架構既投訴制度？(不讀答案，可選多項)



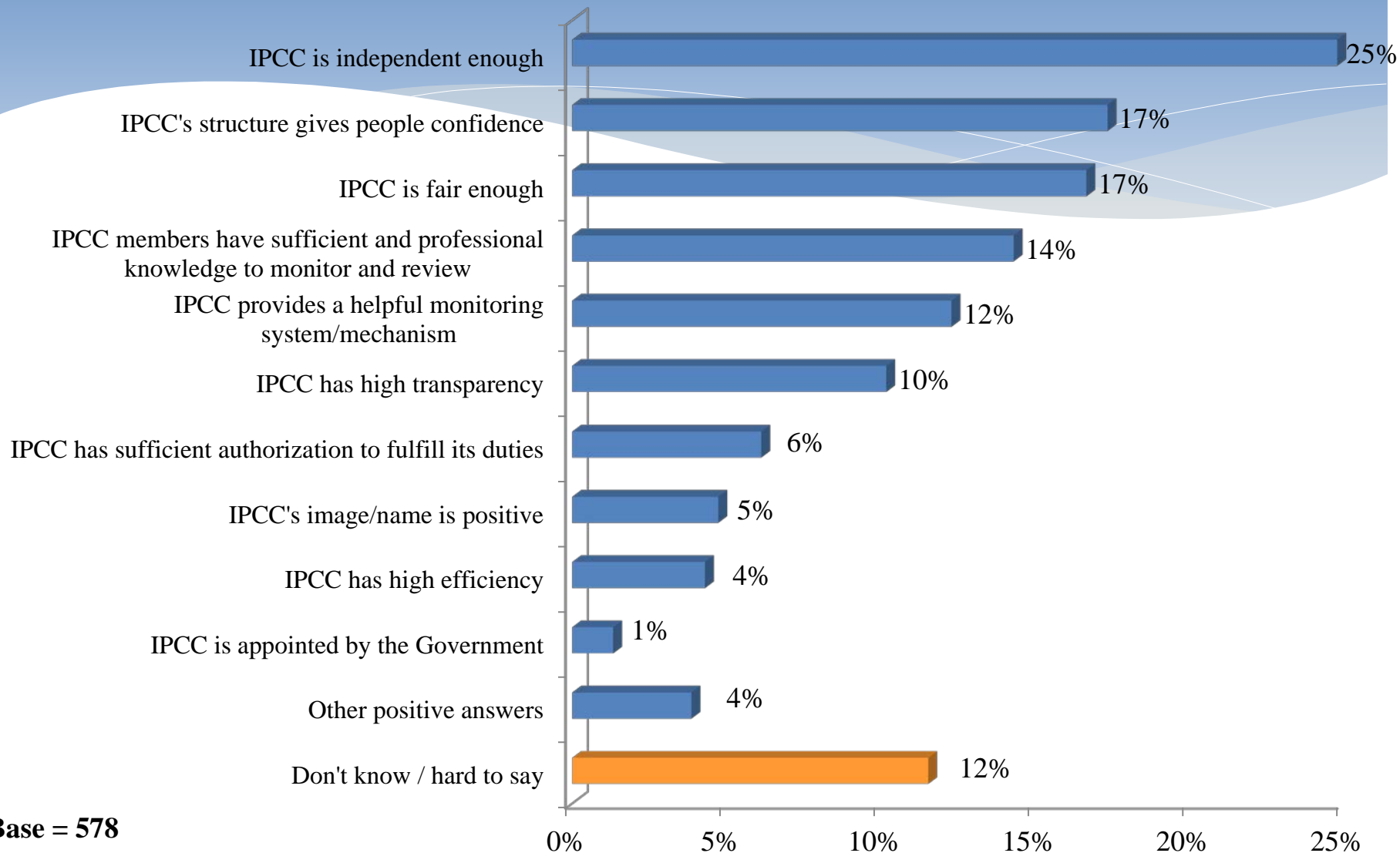
Overall Perception of IPCC

Majority perceive IPCC's image positively



[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)

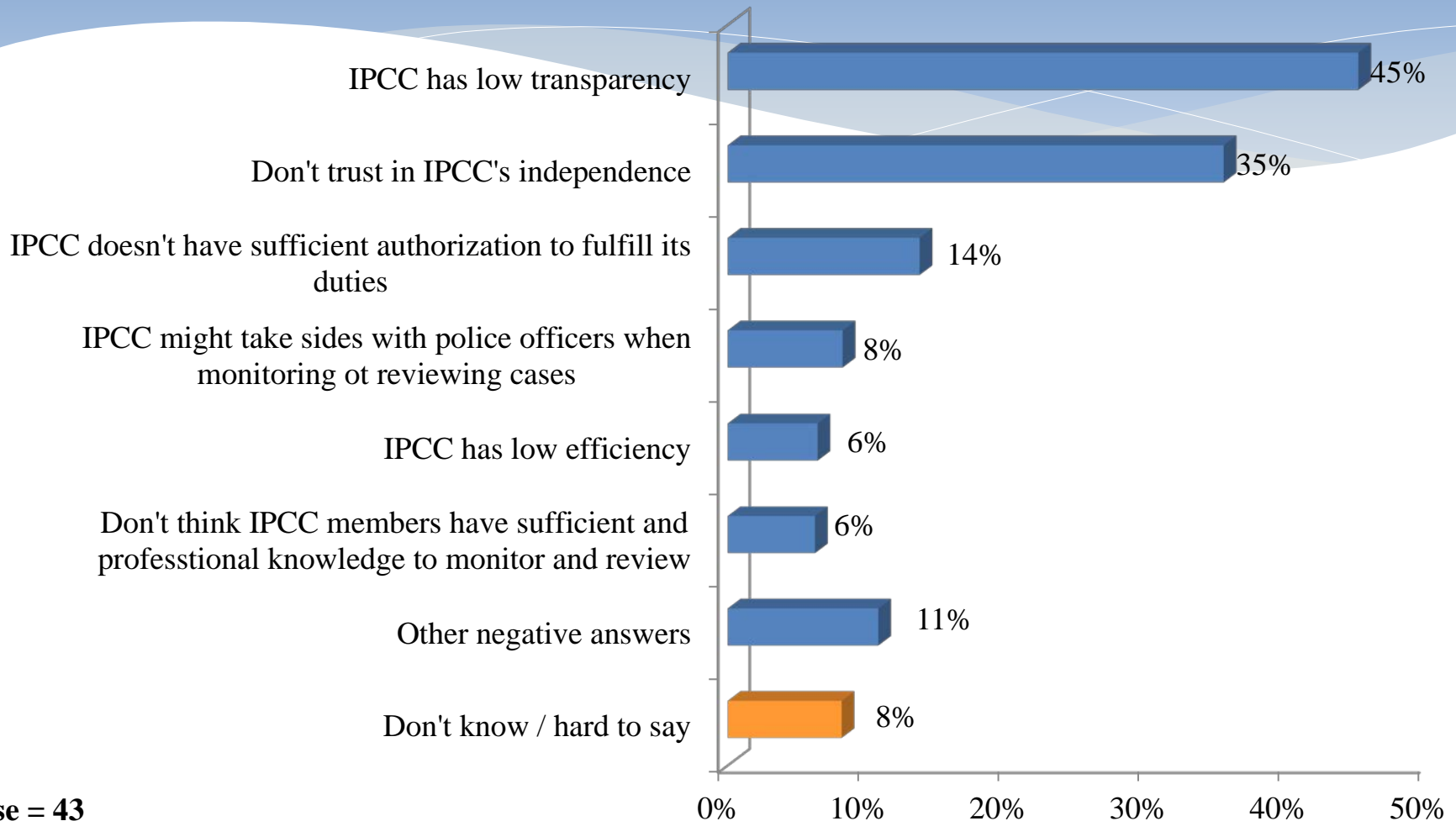
Independence, structure and fairness form the pillars of IPCC's positive image



Base = 578

[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)

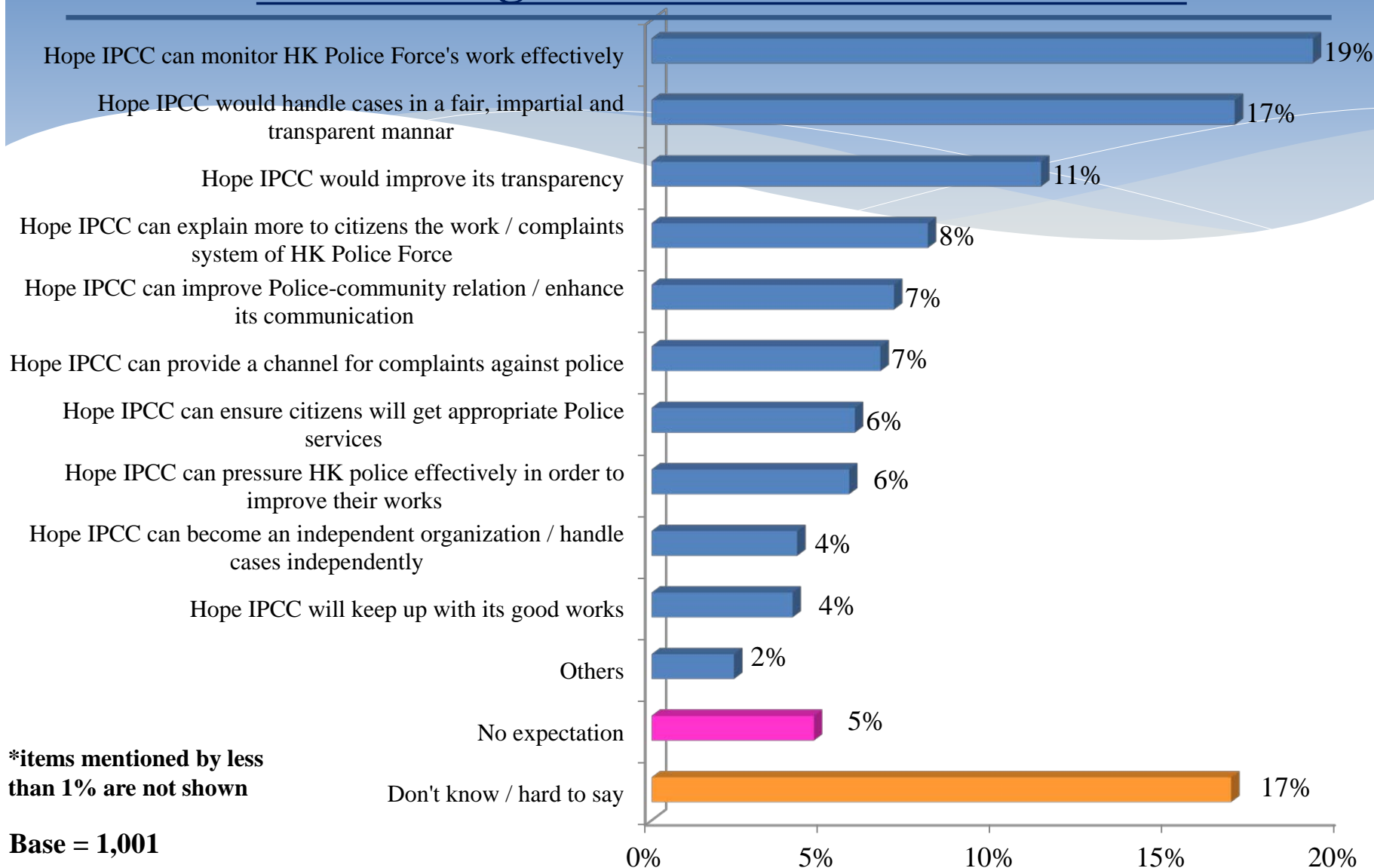
IPCC's negative image is mainly associated with its low transparency and no trust in its independence



Base = 43

[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Q17的答案]呢?仲有呢?(不讀答案,可選多項)

One-fifth express high hope on IPCC's effective monitoring of HK Police Force's work



*items mentioned by less than 1% are not shown

Base = 1,001

[Q19] 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

Concluding Remarks

- Almost 70% have heard of IPCC, close to half could name at least one IPCC duties correctly.
- “Monitoring CAPO’s cases handling process” is IPCC’s most visible function, but almost 40% mistakenly thought “monitoring Police’s behavior/conduct” is one of IPCC’s duties.
- 60% of those heard of IPCC are aware that it is a totally independent organization, but 35% think it is part of the Police Force.
- Overall, more than 40% are confident in IPCC, which has a positive image in terms of “independency”, “impartial and objective”, but less positive in “efficiency” and “transparency”.

Concluding Remarks

- Almost 45% are confident in the two-tier police complaints system. One-quarter believes IPCC is the most effective complaint channel against Police, one-fifth chooses CAPO.
- 60% who have heard of IPCC know it is independent from the Police Force, but 35% think it is part of it. (repeated observation)
- News on Police's abuse of power during protests received the most public attention, one-third cared most on complaints against police officers' abuse of power.
- The changing socio-political environment has posted new challenges to both the Police Force and IPCC.

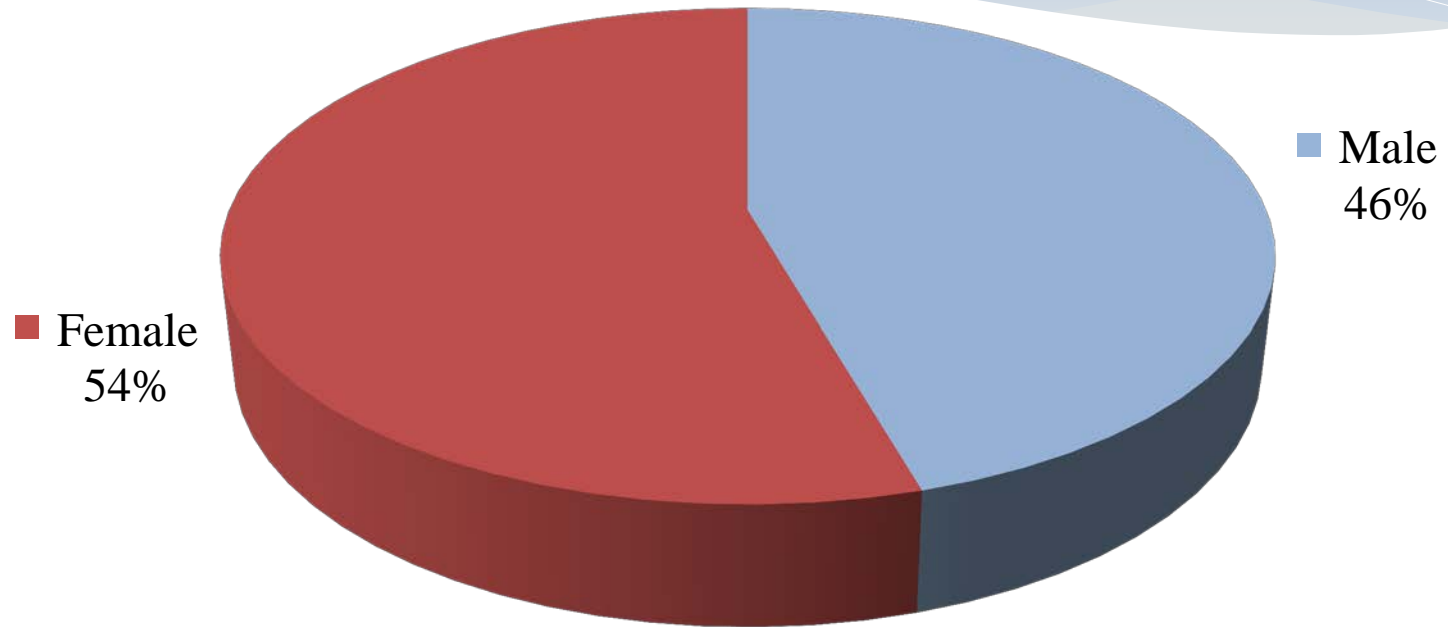


End of Presentation
Thank you!



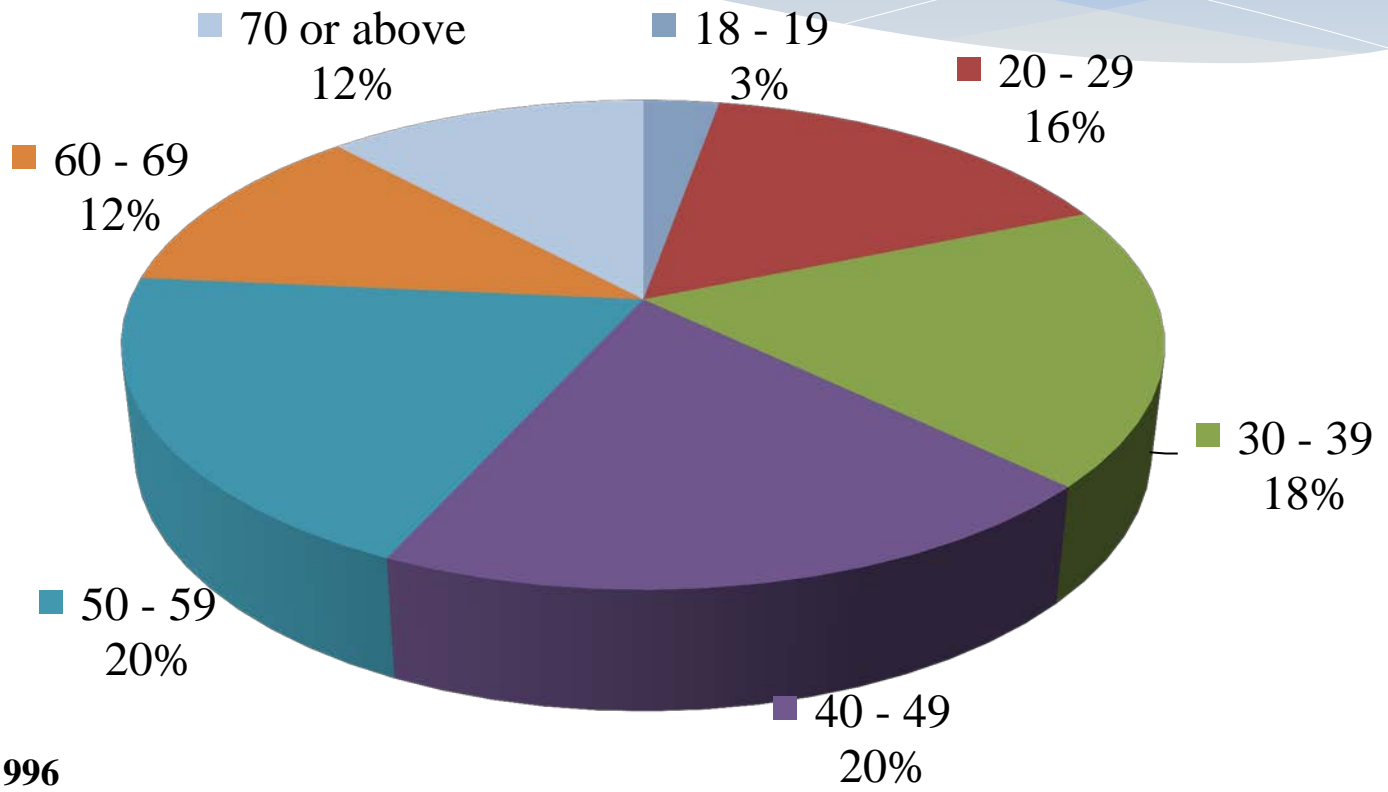
Appendix: Respondents Demographics

Gender

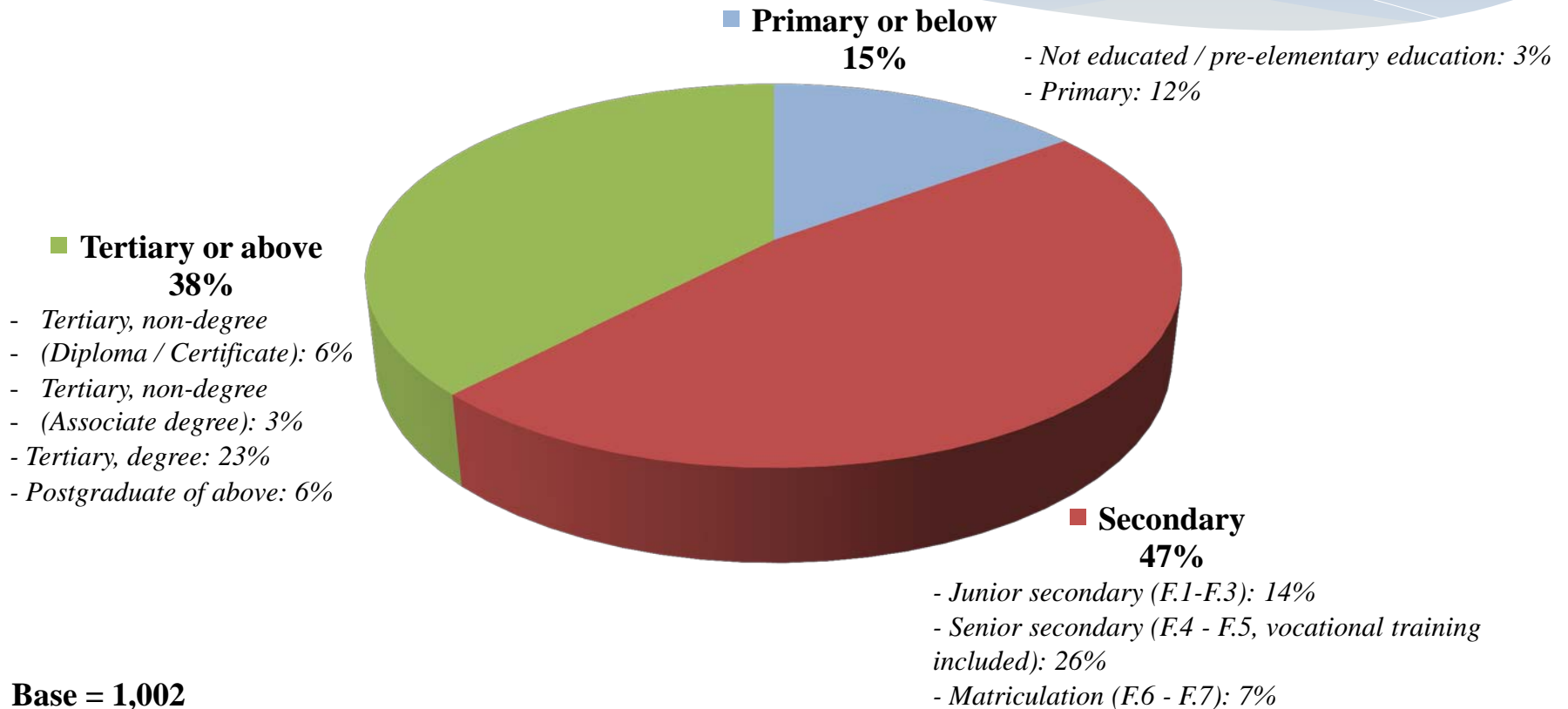


Base = 1,009

Age

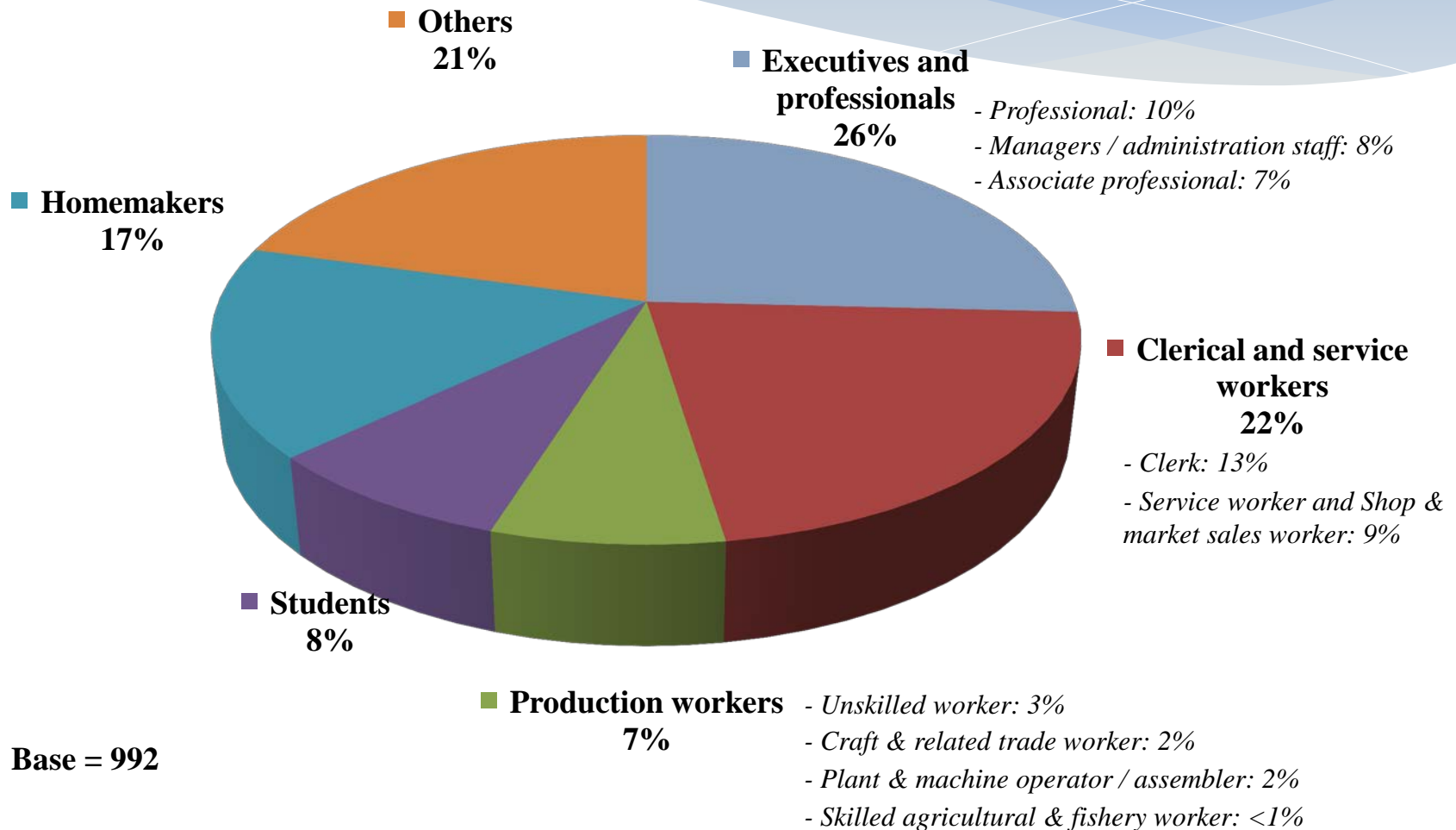


Education level

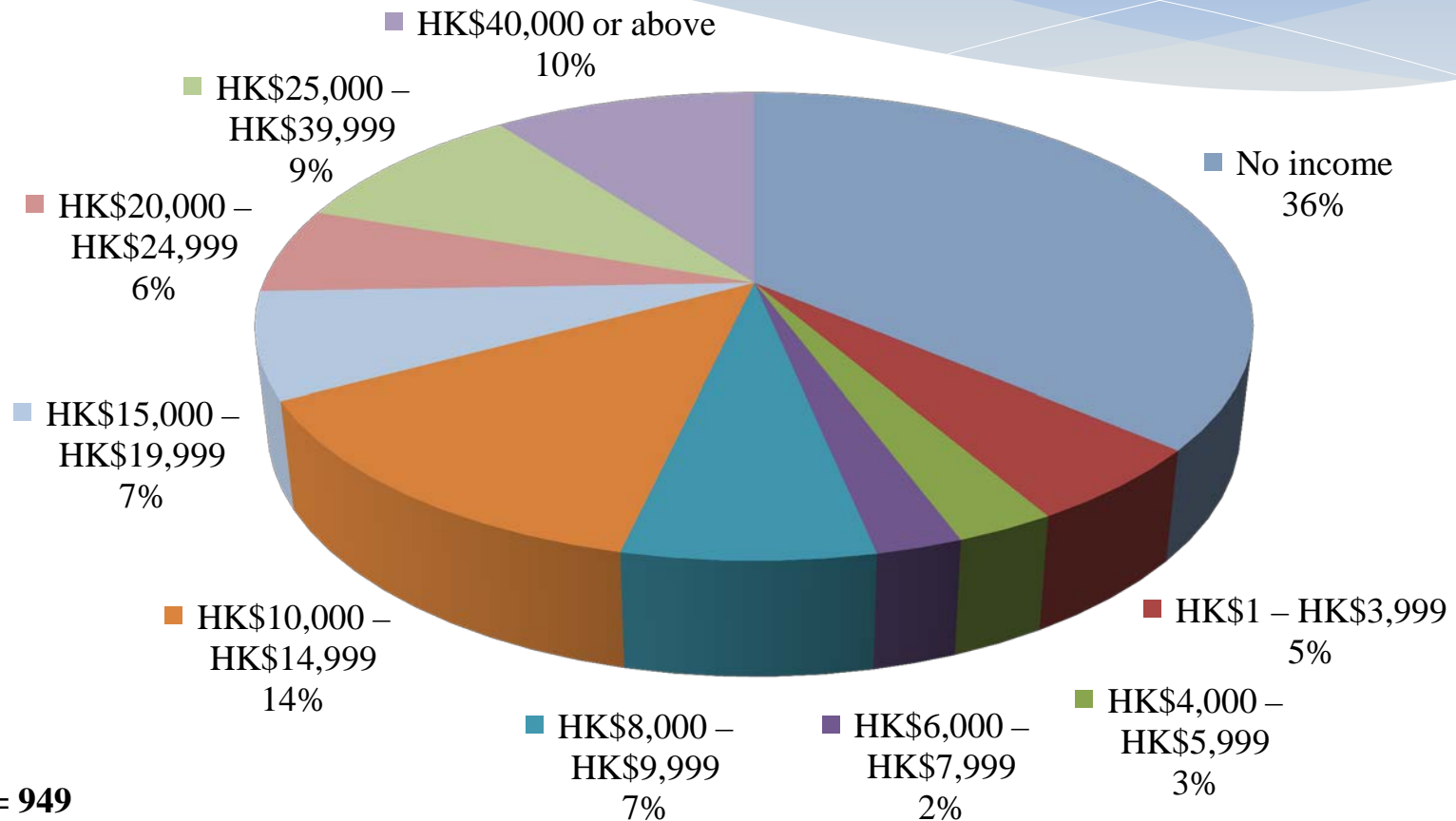


Base = 1,002

Occupation

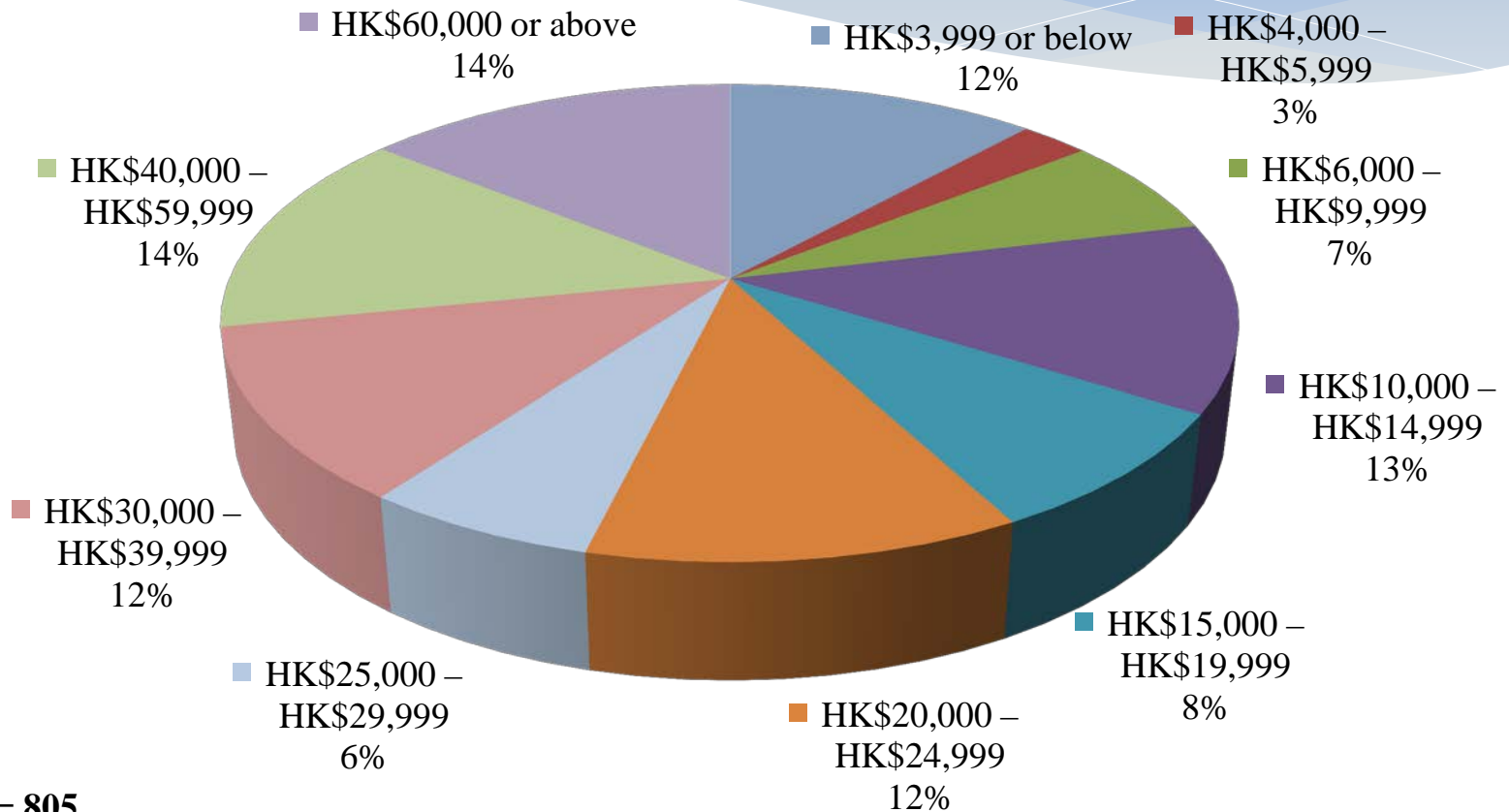


Monthly Personal Income



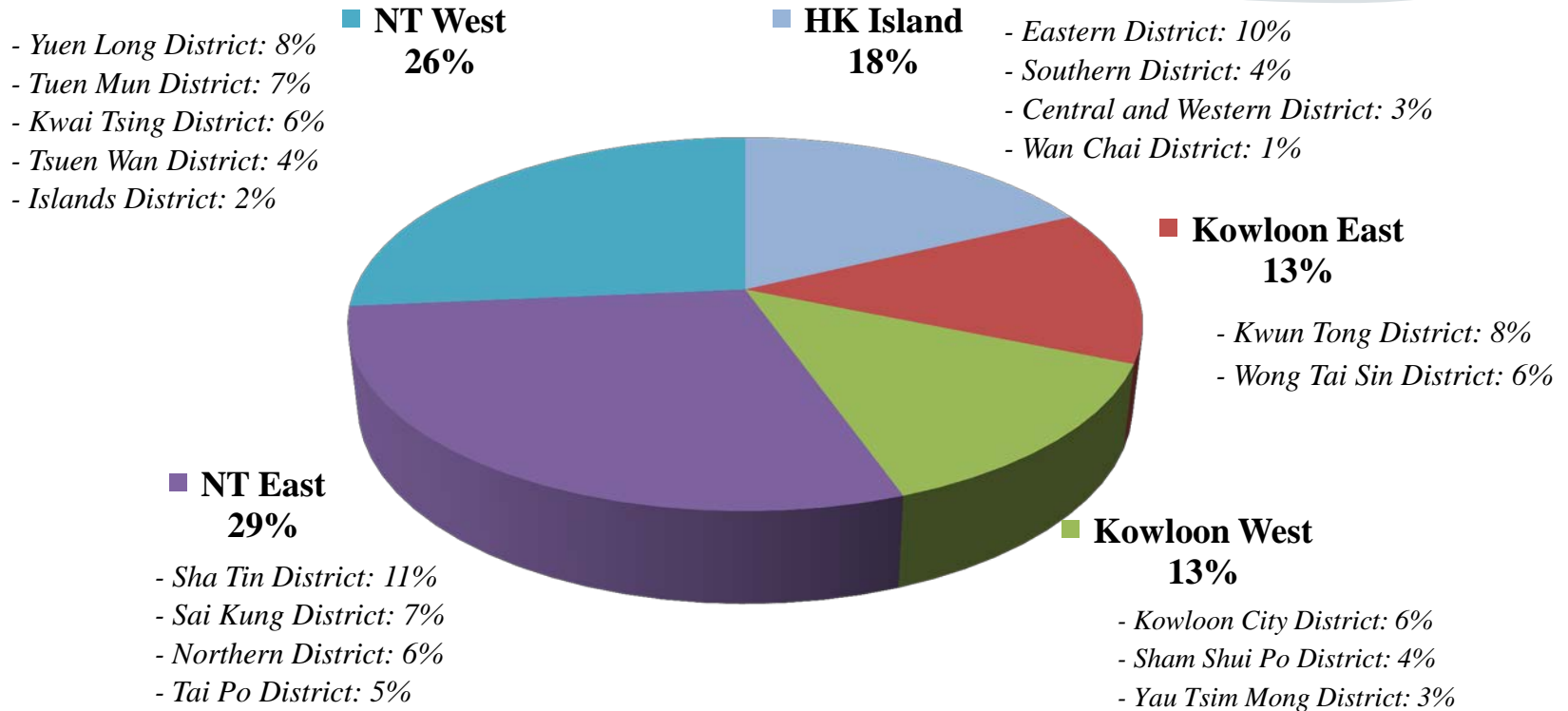
Base = 949

Monthly Household Income



Base = 805

Residential District



Base = 987