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**ORGANIZATION FOR SECURITY AND CO-OPERATION IN EUROPE
Office in Yerevan**

FINAL REPORT

PUBLIC OPINION POLL ON EVALUATION OF POLICE-PUBLIC PARTNERSHIP IN YEREVAN

Developed for the OSCE Office in Yerevan

This document covers the data obtained by the M-Info during the Public Opinion Poll on Evaluation of Police-Public Partnership in Yerevan and the data analysis. This document is intended for the use of the Organization for Security and Co-operation in Europe Office in Yerevan. The document does not contain subjective opinion or judgments of the M-Info concerning the survey, it only represents the data of the survey and interpretation of those data on the basis of the methods of formal analysis.

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TABLE OF CONTENT

PART 1: GENERAL FINDINGS	1
RESEARCH METHODOLOGY	1
Opinion Poll	1
GENERAL DESCRIPTION OF THE RESPONDENTS	3
Gender	3
Age	4
Educational Background	5
Employment	6
Connections with the Police (Status of Relevancy)	7
PART 2: OVERALL SURVEY DATA AND ANALYSIS ACROSS THE DISTRICTS OF YEREVAN	8
DATA ON INTERACTIONS WITH THE POLICE (overall and across the districts).....	8
DATA ON THE IMAGE PERCEPTION (overall and across districts).....	15
DATA ON THE PUBLIC RELATIONS (overall and across districts).....	25
PART 3: SURVEY DATA ACROSS THE GENDERS OF THE RESPONDENTS	35
DATA ON THE INTERACTIONS WITH POLICE (across the genders).....	35
DATA ON THE IMAGE PERCEPTION (across the genders).....	40
DATA ON THE PUBLIC RELATIONS (across the genders).....	45
PART 4: SURVEY DATA ACROSS THE RESPONDENTS' AGE GROUPS	50
DATA ON THE INTERACTIONS WITH THE POLICE (across the age groups)	50
DATA ON THE IMAGE PERCEPTION (across the age groups)	55
DATA ON THE PUBLIC RELATIONS (across the age groups).....	60
PART 5. SURVEY ANALYSIS ACROSS RESPONDENTS' RELEVANCY STATUS	65
DATA ON THE INTERACTIONS WITH POLICE (across relevancy status)	65
DATA ON THE IMAGE PERCEPTION (across the relevancy status).....	71
DATA ON THE PUBLIC RELATIONS (across relevancy status)	76
APPENDIX A : Survey Questionnaire Sample	81

PART 1: GENERAL FINDINGS

RESEARCH METHODOLOGY

Opinion Poll

Within the framework of the current assignment to the M-Info consultations were held with the Organization for Security and Co-operation in Europe (OSCE) Office in Yerevan regarding various aspects of the research methodology, survey, interviewing, data collection and entry, statistical analysis, analytical reports and data representation in tables, charts and diagrams.

Taking into account the overall objective of the research, the following methodological approaches were considered:

- ✓ Direct interviewing: the public opinion survey among the population in all districts of Yerevan, with the sample of 1282 interviewees;
- ✓ Certain desk research at both preparatory and data analysis stages, in order to better structure and manage the survey and later compare with other data available on the research subject.
- ✓ Study of the available reports, statistical resources (both official and independent), as well as data and information available in the ArmInfo News Agency database.

The M-Info applied direct face-to-face interviewing method among the sample of 1282 respondents. The main research instrument for the survey was a standardized questionnaire, which was jointly reviewed and approved by relevant counterparts of the OSCE Office in Yerevan and the Project Coordinator of the M-info. The specific objectives of the Public opinion survey were:

- ✓ Evaluate the Public opinion about the Police;
- ✓ Identify the perceived shortcomings in the Police-Public relationship;
- ✓ Identify the Public attitude towards the Police;
- ✓ Reveal the efficiency of the Police work in Yerevan;
- ✓ Determine the strong aspects of the Police activities that form its positive reputation;
- ✓ Determine the weak points of the Police activities that form its negative reputation;
- ✓ Define the priorities for the further improvement of the activities and reputation etc.

The survey covered all districts of Yerevan. As one of the goals of the survey was to differentiate and compare the results obtained in various districts of Yerevan, the representative sample sizes for all the districts were calculated separately, based on the formula that is common for such surveys:

$$n = \frac{Nv^2t^2}{(N-1)\Delta_x^2 + v^2t^2}$$

where

- v - is the variation factor of discovered main combination, %
- t - is the value of selected t standard/criterion.

Public Opinion Poll on the Police-Public Partnership in Yerevan

Δx - is the value of proportional error of discovered index of the main combination (the value of error divided by the average of the main combination), %.

The confidence interval was selected so that the error with 95% probability did not exceed the given limit, which is 10%. Both confidence interval and error margin were selected in consultation with the OSCE Office in Yerevan.

The table below illustrates planned and actual sizes of the sample by districts.

Table 1. Selection's distribution among Yerevan districts¹

<i>Group</i>	<i>Number of population est.</i>	<i>Sample Calculated (margin error 10%, 95% confidence level)</i>	<i>Final Sample under 90% response rate</i>	<i>Actual number of valid questionnaires</i>
Yerevan	1103.5 (1091.2)	1150	1282	
1 Ajapnyak	106.7	96	107	114
2 Arabkir	132.5	96	107	104
3 Avan	50.118	96	107	107
4 Chabakh	40.6	96	107	110
5 Erebouni	119.2	96	107	109
6 Kentron	130.8	96	107	105
7 Malatia-Sebastia	142.4	96	107	109
8 Nork Marash	11.97	95	106	108
9 Nor Nork	141.9	96	107	107
10 Nubarashen	9.2	95	106	97
11 Shengavit	140.4	96	107	110
12 Zeitun	77.7	96	107	102
Total		1150	1282	1282

In Yerevan, the selection of the sampling was based on the density of population of the residential communities. The survey was conducted on 4 primary and 3 secondary streets of each district.

Dedicated training was conducted for field coordinator and interviewers, when the surveyors' team (the fieldwork staff consisted of 1 field coordinator and 10 interviewers) was introduced to the major objectives, specific goals and quality requirements of the survey as well as the principles of sampling and interviewing.

The quality management and control of the survey were based on the following components:

- 1. Preparatory Training and Instructions:** Interviewers and the Field Coordinator were thoroughly instructed and trained in the interviewing process. The challenges and problems identified at the questionnaire pre-testing stage were taken into account.
- 2. Field Control:** The Project Manager and research associates would occasionally check the actual selection and the interview process.
- 3. Questionnaire Review:** Filled questionnaire were reviewed in the central office of the M-Info for errors and inaccuracies, whereupon follow-up discussions and corrective actions were held.
- 4. Random Check of the Interview Fact:** On a random basis, phone calls to respondents were made to check the fact of the conducted interview.

¹ Information source; www.armstat.am

GENERAL DESCRIPTION OF THE RESPONDENTS

During the survey, 1282 respondents were interviewed in total. In each district, on average 8.27% of the total sample number was interviewed.

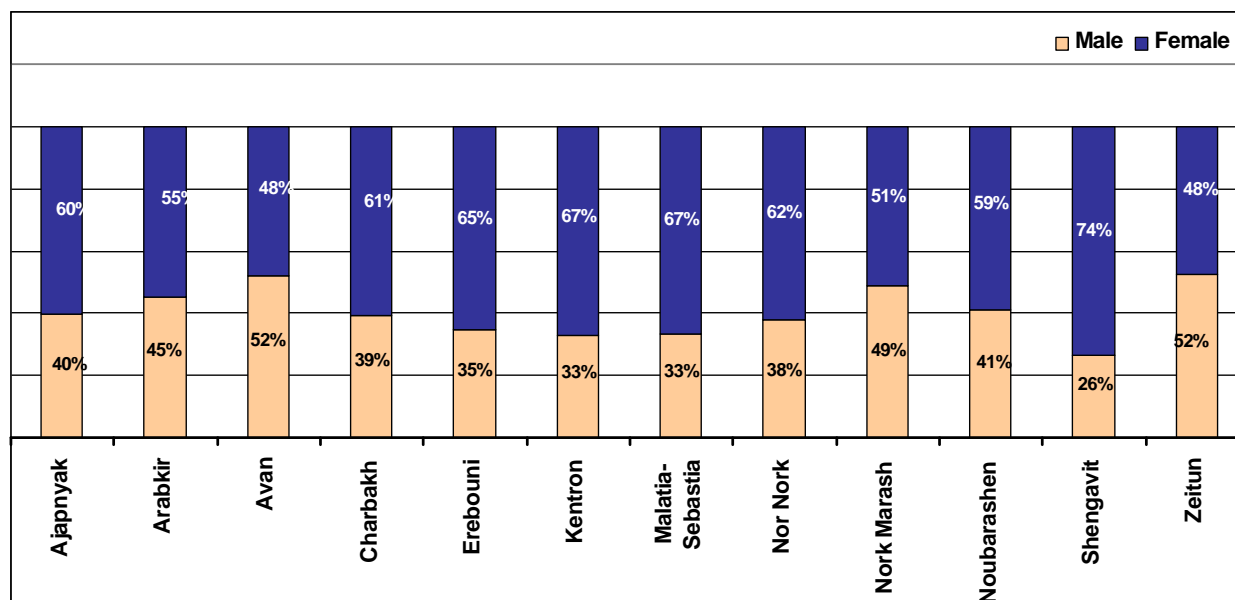
The data received were categorized by the following characteristics:

- gender
- age
- education
- profession/occupation
- relevancy (employed by Police/Government)

Gender

As a result of a random selection, 41% of the respondents in the surveyed sample were males and 59% - females. In general, gender proportion of the respondents across the districts was close to the average proportion. However, in Charbakh, Erebouni, Kentron, Malatia-Sebastia and Shengavit the number of the interviewed females significantly exceeded the number of the male respondents.

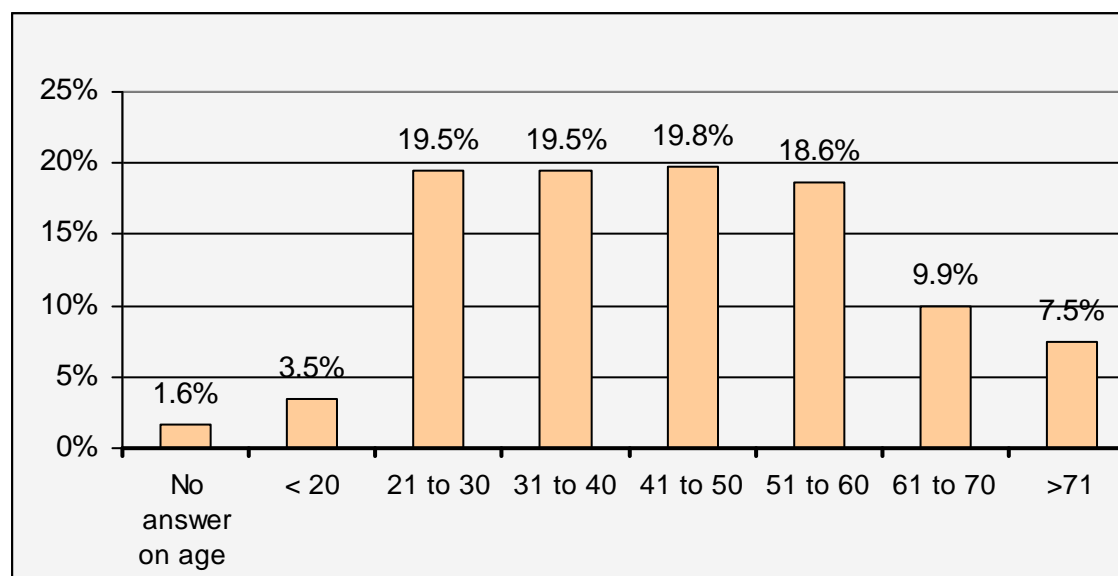
Chart 1: Respondents' distribution by gender across the districts of Yerevan.



Age

The average age of the respondents was 43-44, the youngest respondent was 18 years of age and the oldest - 86.

Chart 2: Respondents by age groups.



Age representation across the districts shows that the largest group of the respondents below 30 years was in Nor Nork, while the largest group of the respondents above 61 years was in Kentron.

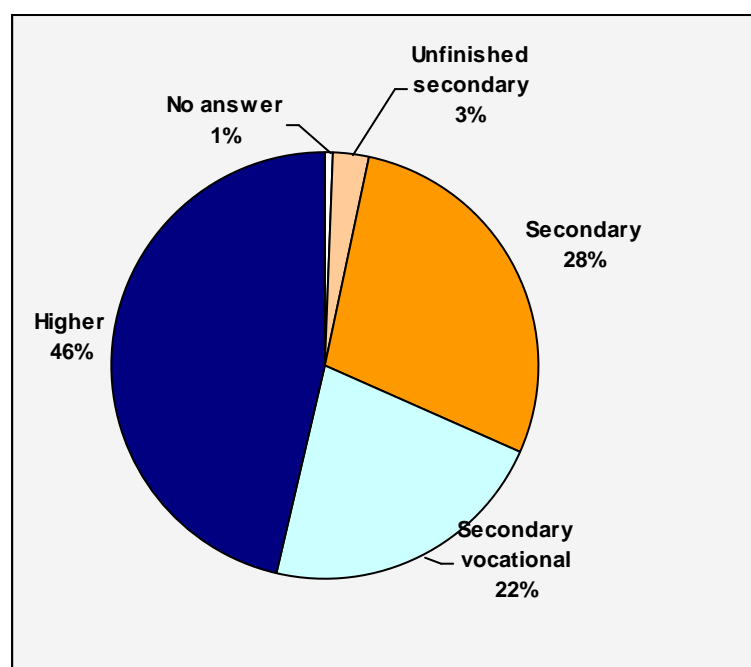
Table 2. Respondents' age groups across the districts.

District	Age group						
	< 20	21 to 30	31 to 40	41 to 50	51 to 60	61 to 70	>71
Ajapnyak	4.5%	20.7%	16.2%	26.1%	17.1%	9.0%	6.3%
Arabkir	4.4%	15.6%	15.6%	21.1%	20.0%	14.4%	8.9%
Avan	0.0%	18.3%	19.2%	18.3%	20.2%	14.4%	9.6%
Charbakh	3.7%	21.1%	18.3%	19.3%	24.8%	9.2%	3.7%
Erebouni	1.9%	18.5%	30.6%	23.1%	16.7%	2.8%	6.5%
Kentron	1.0%	20.6%	15.7%	14.7%	14.7%	<u>17.6%</u>	15.7%
Malatia-Sebastia	3.7%	12.8%	22.9%	23.9%	26.6%	5.5%	4.6%
Nor Nork	5.6%	<u>26.2%</u>	18.7%	15.0%	18.7%	10.3%	5.6%
Nork Marash	4.4%	16.7%	21.9%	22.8%	20.2%	9.6%	4.4%
Noubarashen	6.2%	23.7%	20.6%	15.5%	19.6%	7.2%	7.2%
Shengavit	4.6%	18.3%	12.8%	15.6%	19.3%	13.8%	15.6%
Zeitun	3.0%	26.3%	24.2%	25.3%	9.1%	8.1%	4.0%
TOTAL	45	250	249	253	239	127	96

Educational Background

The majority of the respondents had either higher (46%) or secondary (28%) education. The percentage of respondents having secondary vocational education was 22%.

Chart 3: Respondents' educational background.



The districts with the largest proportion of the respondents with higher education were Arabkir, Avan and Kentron, while districts with the largest proportion of the respondents with secondary education were Nork Marash and Noubarashen.

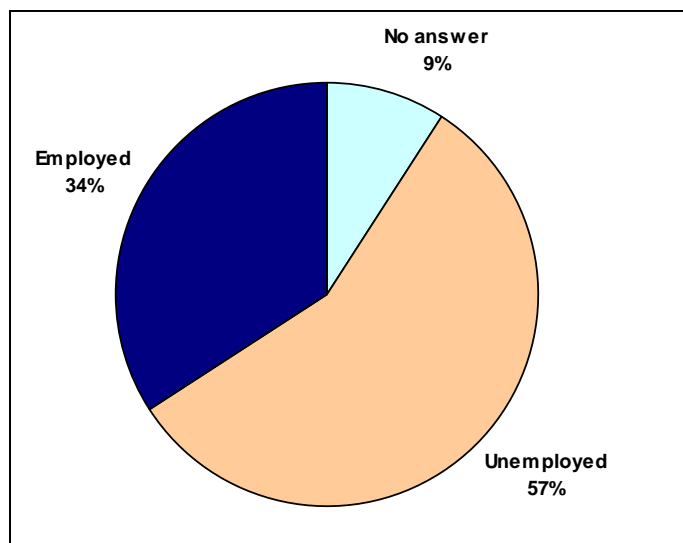
Table 3. Respondents' educational background across the districts.

Districts	Unfinished Secondary	Secondary	Secondary Vocational	Higher
Ajapnyak	2.7%	28.2%	23.6%	45.5%
Arabkir	2.1%	10.4%	19.8%	<u>67.7%</u>
Avan	1.0%	21.4%	14.6%	<u>63.1%</u>
Charbakh	2.7%	41.8%	20.9%	34.5%
Erebouni	1.8%	<u>50.5%</u>	16.5%	31.2%
Kentron	1.9%	14.6%	16.5%	<u>67.0%</u>
Malatia-Sebastia	0.9%	35.8%	21.1%	42.2%
Nor Nork	2.8%	23.4%	19.6%	54.2%
Nork Marash	<u>6.9%</u>	37.9%	22.4%	32.8%
Noubarashen	<u>8.2%</u>	<u>44.3%</u>	18.6%	28.9%
Shengavit	1.8%	27.3%	<u>26.4%</u>	44.5%
Zeitun	1.0%	2.9%	<u>42.2%</u>	53.9%

Employment

A large proportion of respondents (57%) stated that they were unemployed, while about 9% refused to provide definite answers to that question.

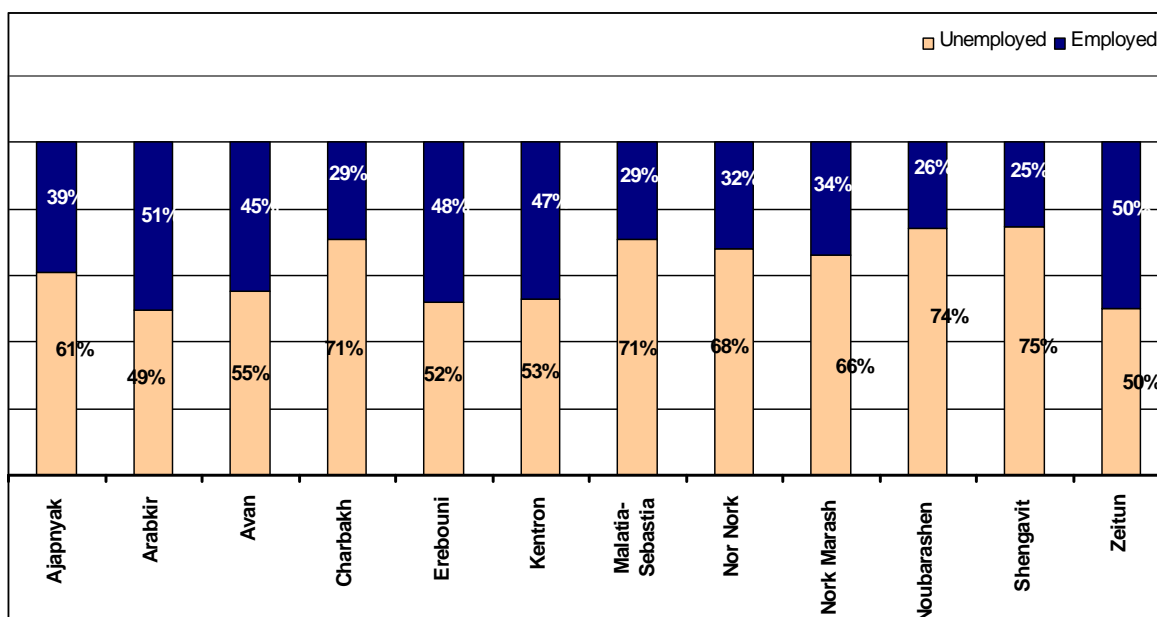
Chart 4: Respondents by the employment status.



As to the specific occupations, the professional diversity of the respondents was quite large. The most frequent professions were engineers (9.2%), teachers/professors/pedagogues (8.6%), economists (6.8%) and accountants (5.8%).

The largest portions of the unemployed respondents were in Shengavit (75%) and Noubarashen (74%), the smallest - in Arabkir (49%).

Chart 5: Respondents' employment status across the districts.

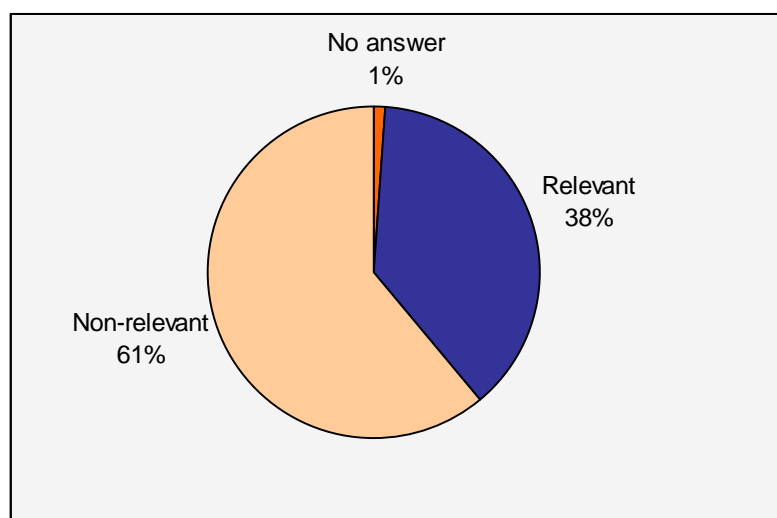


Connections with the Police (Status of Relevancy)

The surveyors tried to identify the respondents that could be positively biased toward the Police due to their personal connections. Three criteria were taken into account a) whether a respondent or his/her family member (close relative) worked in the Police; b) whether a respondent had two or more friends or relatives working in the Police c) whether a respondent was employed by the Police or the Government.

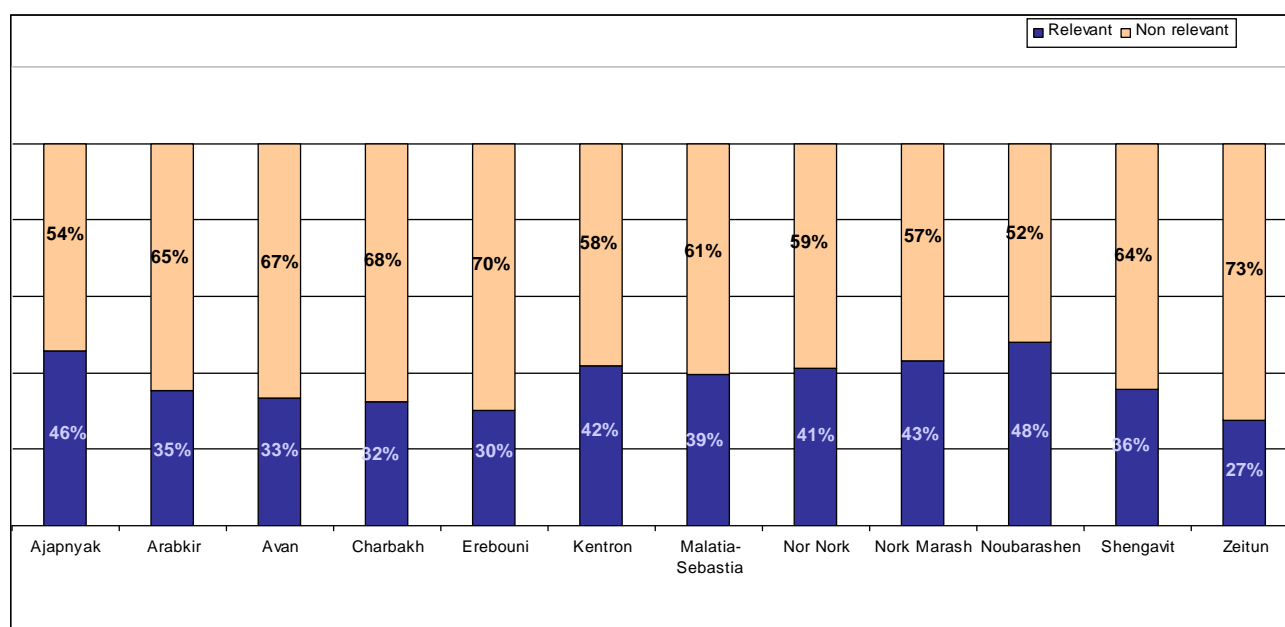
It was discovered that 38% of the respondents corresponded to one of these definitions. They were classified as respondents with some relevancy to the Police, or “relevant” respondents. The analysis of their responses and comparison with those of “non-relevant” respondents have shown that in fact the “relevant” respondents are comparatively more positively disposed towards the Police, with a few interesting exceptions (see Part 5 of the Report).

Chart 6: Relevancy of the respondents to the Police.



The share of the “relevant” respondents varied between 27% in Zeitun and 48% in Noubarashen.

Chart 7: Relevancy to the Police across the districts.

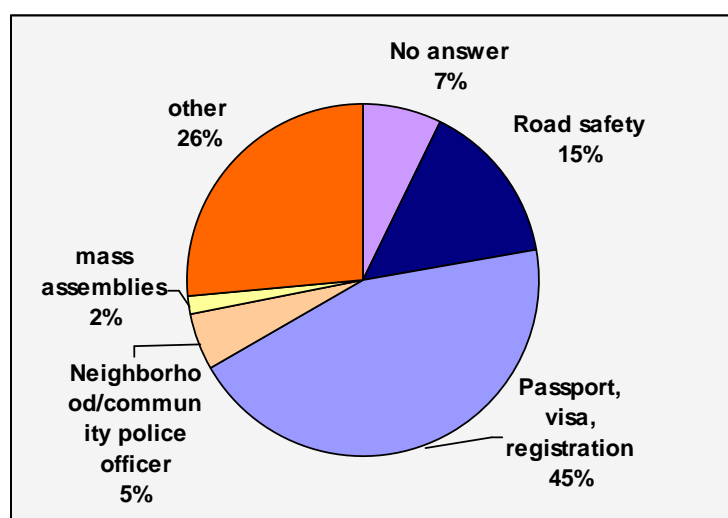


PART 2: OVERALL SURVEY DATA AND ANALYSIS ACROSS THE DISTRICTS OF YEREVAN

DATA ON INTERACTIONS WITH THE POLICE (overall and across the districts)

Over the past three years, 45% of the respondents have interacted with the Police on the “passport, visa and residence registration” issues, 15% - on the “road and vehicle safety”, 5% - on the “neighborhood-related” issues, 2% - on the “public assemblies” issues. It is noteworthy that 26% of the respondents answered that they had contacted the Police for other matters, among them there were 9 respondents who contacted the Police to apply for job.

Chart 8: On what occasions have you interacted with the Police during the last 3 years?



The highest percentage of the respondents' interactions for the “road safety and driving” issues is in Zeitun (30.4%), while the highest percentage of those for the “passport, registration and visa” services is in Arabkir (50.6%) and Shengavit (54.9%).

Table 4: On what occasions have you interacted with the Police during the last 3 years? (across the districts).

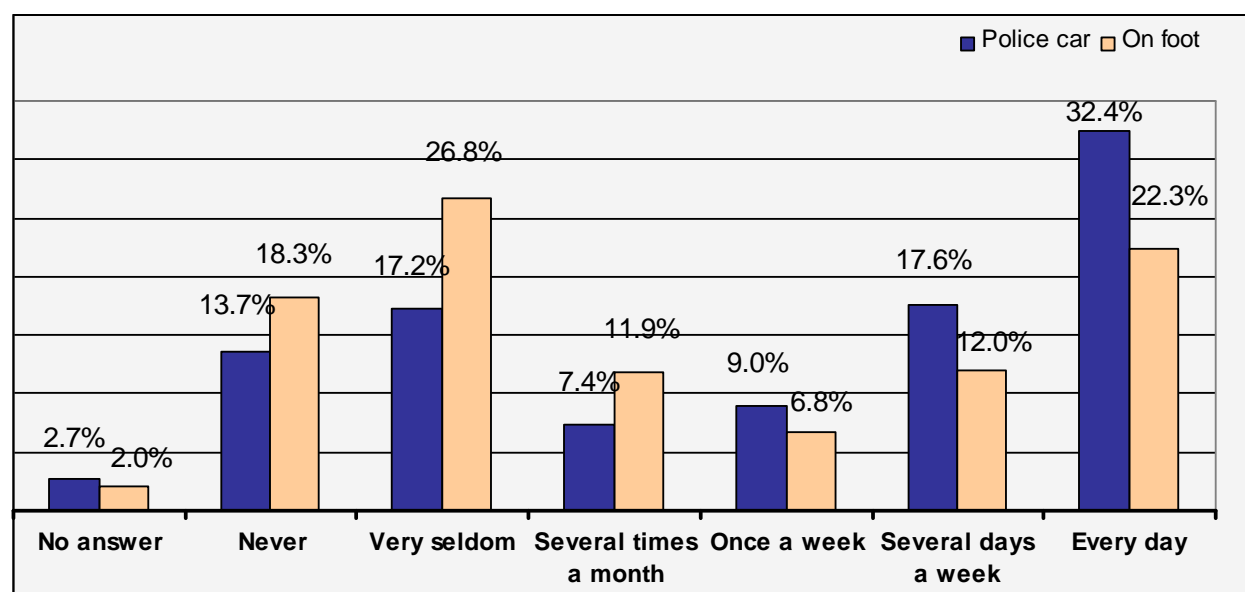
Districts	Road safety and vehicle driving	Passport, registration and visa	Neighborhood police officer	Public assemblies	Other
Ajapnyak	4.5%	47.3%	2.7%	<u>4.5%</u>	40.9%
Arabkir	14.8%	<u>50.6%</u>	4.9%	1.2%	28.4%
Avan	20.4%	14.6%	9.7%	1.0%	54.4%
Charbakh	8.3%	46.3%	0.9%	0.0%	44.4%
Erebouni	16.4%	48.3%	5.2%	0.0%	30.2%
Kentron	6.6%	49.1%	2.8%	<u>4.7%</u>	36.8%
Malatia-Sebastia	14.5%	42.7%	5.6%	1.6%	35.5%
Nor Nork	16.3%	44.7%	4.9%	2.4%	31.7%
Nork Marash	11.1%	35.9%	1.7%	0.0%	51.3%
Noubarashen	7.1%	29.6%	2.0%	0.0%	<u>61.2%</u>

Public Opinion Poll on the Police-Public Partnership in Yerevan

Shengavit	11.0%	<u>54.9%</u>	3.3%	2.2%	28.6%
Zeitun	<u>30.4%</u>	42.7%	<u>12.9%</u>	1.2%	12.9%

The “visibility” of the Police for the respondents is moderate, as 50% of them notice police patrol cars and 34.3% meets police foot patrol officers every day or several days a week, while it is “very seldom” or “never” that 45% meets foot patrol officers and 30.9% sees the police officers by cars. With respect to the “on-site” presence of the Police, it is obvious that car patrolling is more noticeable than foot patrolling.

Chart 9: How frequently do you see Police officers in your neighborhood?



50.5% of the respondents from Arabkir and 57.8% from Nork Marash meet police officers by car “very seldom” or “never”, whereas 82.4% respondents from Erebouni and 61.8% Nor Nork meet them every day or several days a week.

Table 5. How frequently do you see Police officers in your neighborhood (by car)?

	Never	Very seldom	Several times a month	Once a week	Several days a week	Every day
Ajapnyak	8.0%	29.2%	9.7%	3.5%	15.0%	34.5%
Arabkir	<u>29.2%</u>	<u>21.3%</u>	3.4%	1.1%	16.9%	28.1%
Avan	4.1%	17.5%	9.3%	9.3%	20.6%	39.2%
Charbakh	30.6%	14.8%	4.6%	5.6%	16.7%	27.8%
Erebouni	0.0%	12.0%	3.7%	1.9%	<u>22.2%</u>	<u>60.2%</u>
Kentron	11.4%	22.9%	2.9%	4.8%	6.7%	51.4%
Malatia-Sebastia	7.3%	11.9%	12.8%	12.8%	24.8%	30.3%
Nor Nork	15.7%	13.7%	2.9%	5.9%	<u>19.6%</u>	<u>42.2%</u>
Nork Marash	<u>31.9%</u>	<u>25.9%</u>	10.3%	10.3%	9.5%	12.1%
Noubarashen	12.6%	24.2%	12.6%	6.3%	22.1%	22.1%
Shengavit	16.8%	15.8%	5.0%	4.0%	12.9%	45.5%
Zeitun	1.0%	2.9%	13.7%	44.1%	32.4%	5.9%

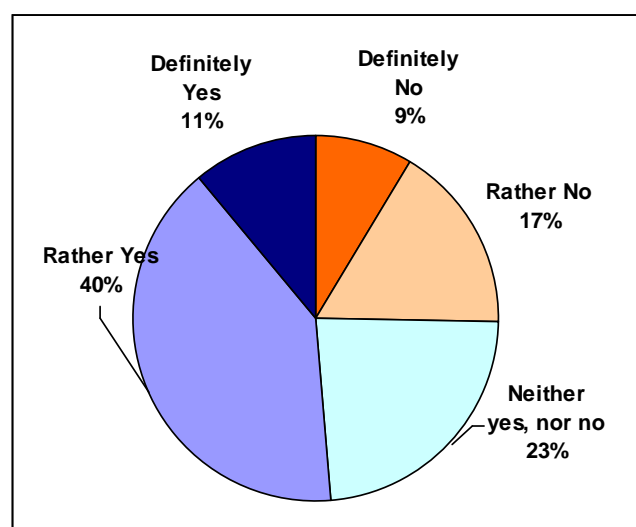
64.2% of the respondents from Charbakh and 61% from Zeitun see foot patrolling police officers “very seldom” or “never”, while 53.7% respondents from Shengavit and 60% from Nor Nork see them every day or several days per week.

Table 6. How frequently do you see Police officers in your neighborhood (on foot)?

	Never	Very seldom	Several times a month	Once a week	Several days a week	Every day
Nork Marash	33.6%	25.9%	15.5%	6.9%	8.6%	9.5%
Ajapnyak	10.5%	32.5%	13.2%	2.6%	13.2%	28.0%
Shengavit	13.0%	22.2%	7.4%	3.7%	<u>10.2%</u>	<u>43.5%</u>
Charbakh	<u>45.9%</u>	<u>18.3%</u>	14.7%	2.8%	7.3%	11.0%
Erebouni	8.3%	50.5%	18.3%	5.5%	8.3%	9.2%
Malatia-Sebastia	8.3%	24.8%	10.1%	12.8%	17.4%	26.6%
Nor Nork	14.3%	11.4%	6.7%	7.6%	<u>21.0%</u>	<u>39.0%</u>
Kentron	22.3%	26.2%	3.9%	2.9%	8.7%	35.9%
Avan	7.2%	18.6%	11.3%	15.5%	<u>22.7%</u>	<u>24.7%</u>
Zeitun	<u>22.0%</u>	<u>39.0%</u>	22.0%	12.0%	4.0%	1.0%
Noubarashen	13.7%	33.7%	17.9%	6.3%	13.7%	14.7%
Arabkir	23.6%	23.6%	3.4%	5.6%	13.5%	30.3%

To the question, “In your opinion, are the Police pro-active in their fight against the criminality?” 40% of respondents answered “rather yes”, 23.% “neither yes, nor no” and 17% answered “rather no”.

Chart 10: In your opinion, are the Police pro-active² in their fight against the criminality?.

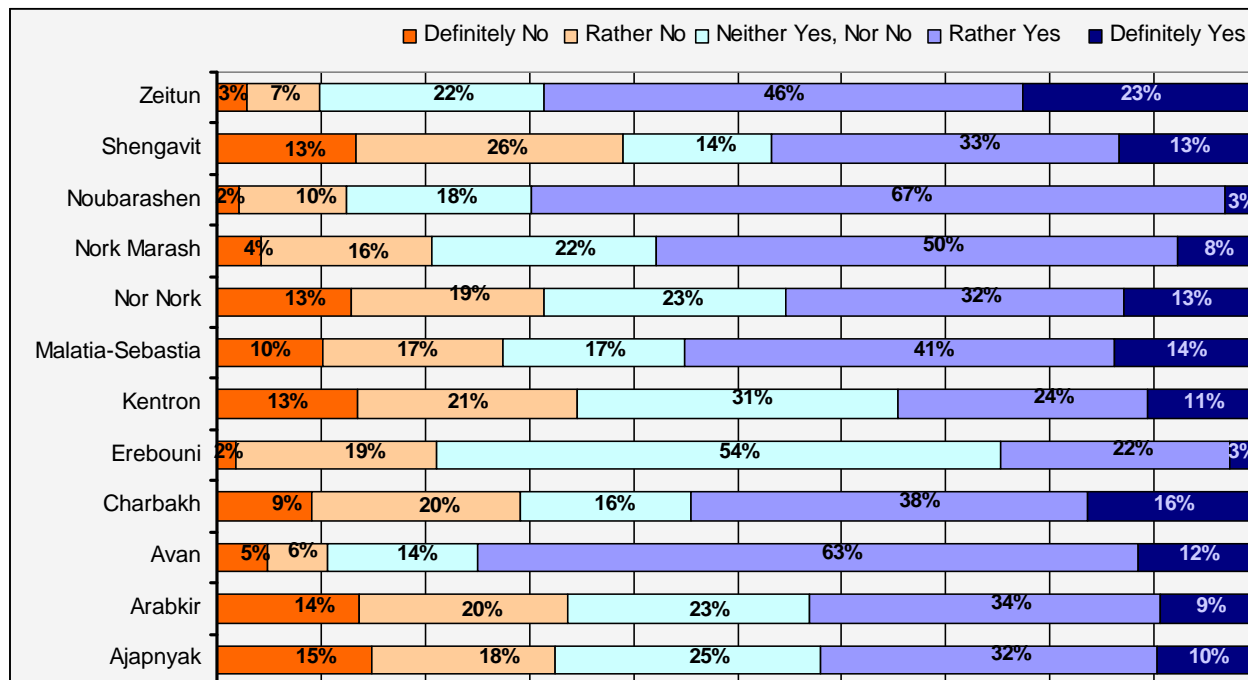


² Police “pro-activeness” was explained to the respondents as a set of preventative measures, activities and capabilities for preventing and averting the criminal activities, public disorders and other issues normally requiring Police involvement.

Public Opinion Poll on the Police-Public Partnership in Yerevan

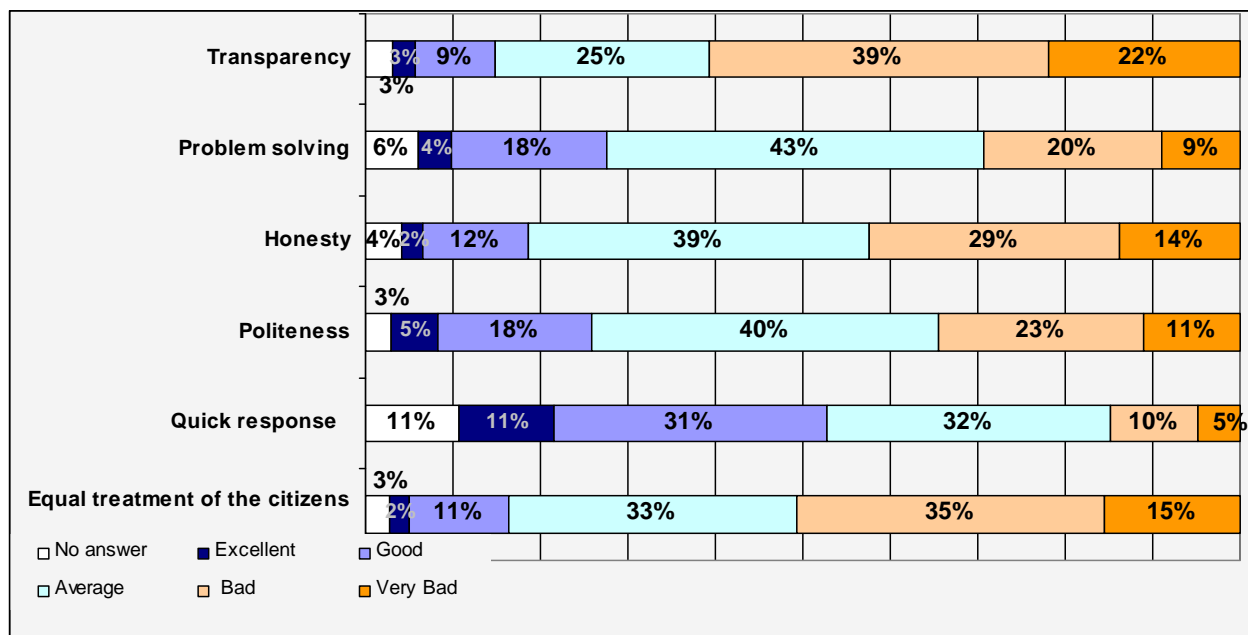
As to the assessment across the districts, the answers “definitely no” and “rather no” were mostly given by the respondents in Arabkir (34%), Kentron (34%) and Shengavit (39%), while “definitely yes” and “rather yes” - by the respondents in Avan (75%), Noubarashen (70%) and Zeitun (69%).

Chart 11: Police “pro-activeness” across the districts.



The respondents’ assessment of various qualitative features of the Police resulted in rating “quick response” as the highest among the other features, with 42% of the respondents assessing it as “good” or “excellent”, while the rating of the “transparency” was the lowest, with 61% of respondents assessing it as “very bad” or “bad”.

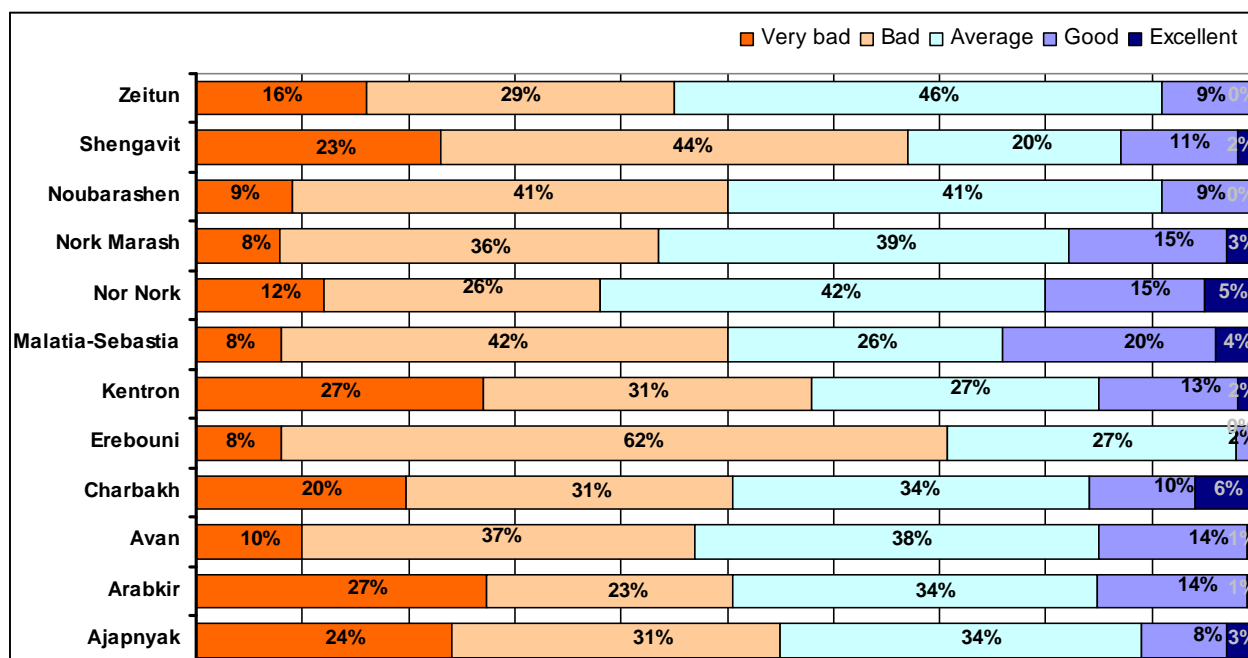
Chart 12: Assessment of the qualitative features of the Police.



Public Opinion Poll on the Police-Public Partnership in Yerevan

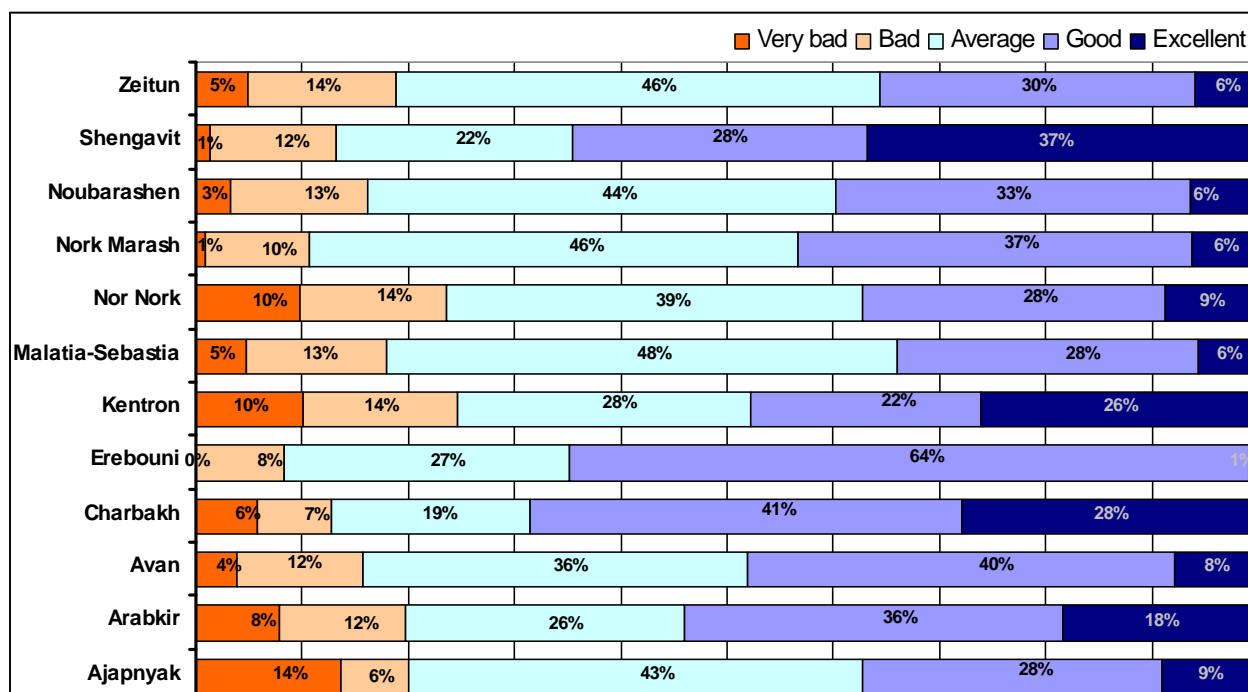
Equal treatment of the citizens by the Police was relatively better rated by the respondents in Malatia-Sebastia (24%) and in Nor Nork (20%). Whereas, the respondents in Shengavit (67%) and Kentron (58%) assessed this quality negatively.

Chart 13: Assessment of the “equal treatment of the citizens” feature of the Police³.



“Quick response” feature was qualified as “good” or “excellent” by the majority of the respondents in Charbakh (69%) and Shengavit (65%). The worst assessments of this feature were given in Kentron (24%) and Nor Nork (24%).

Chart 14: Assessment of the “quick response” feature of the Police⁴.

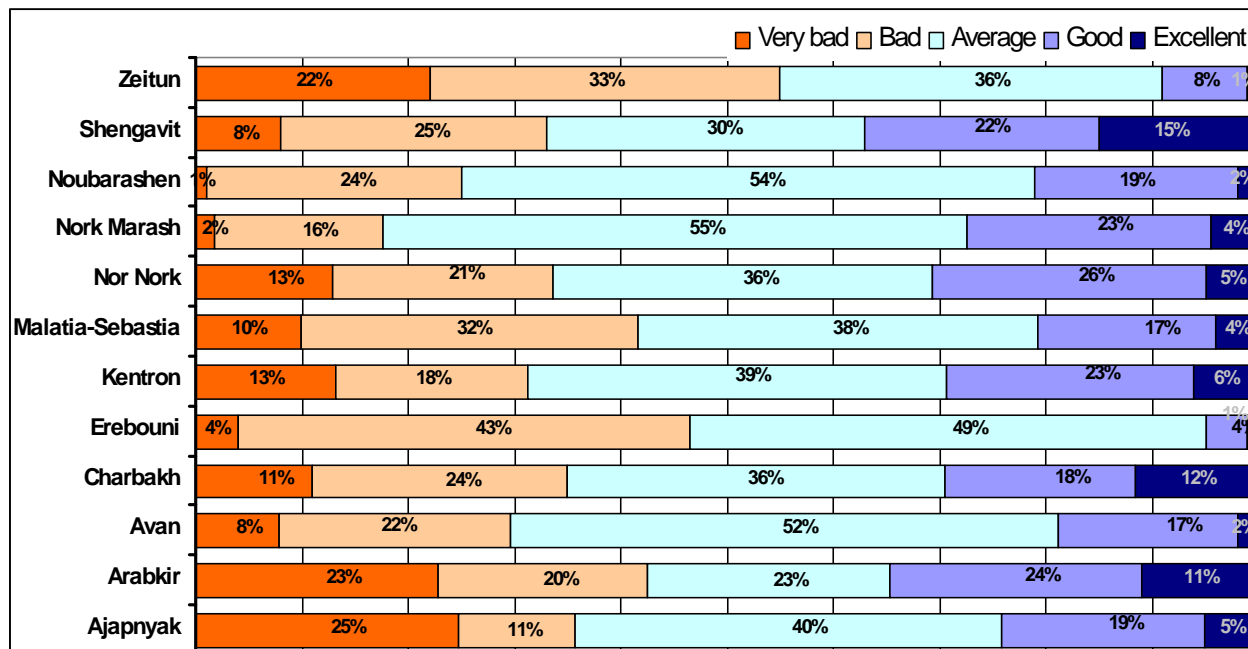


³ “Equal treatment of the citizens” was clarified to the respondents as neutral, unbiased and objective attitude and activities of the Police officers towards the Public or individuals involved in the incidents, disputes and conflicts taken to the Police attention.

⁴ “Quick response” was explained to the respondents as an ability to react and act timely and promptly when addressing the issues normally associated with the actions, activities and services of the Police.

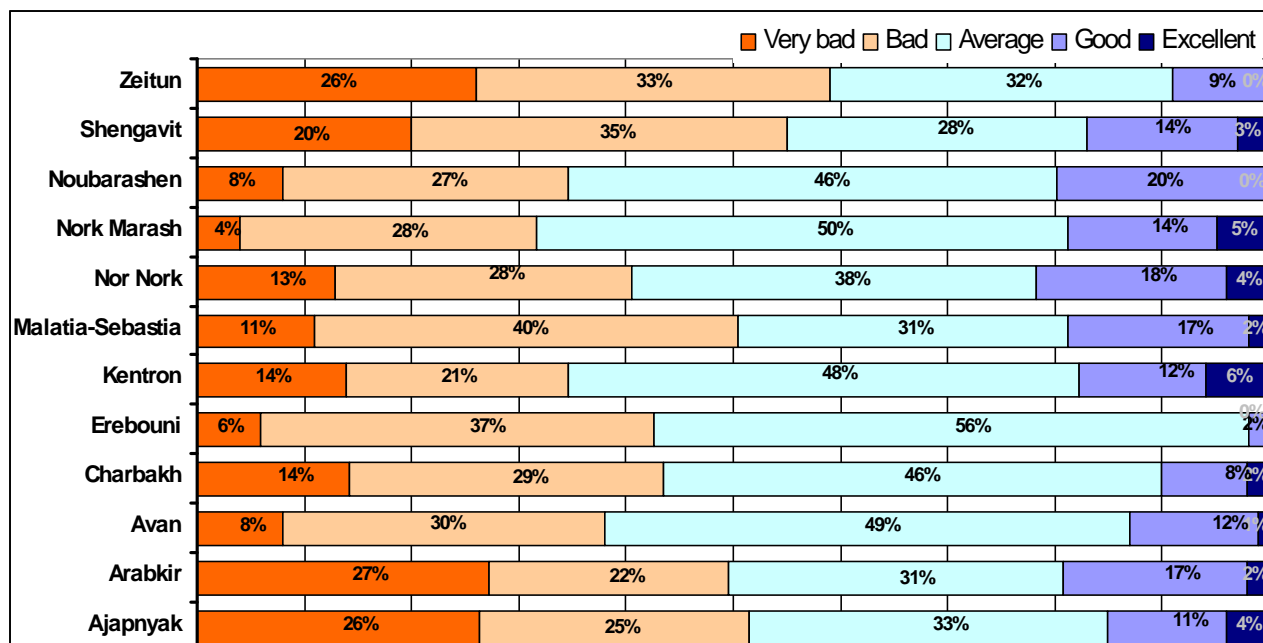
The “politeness” feature was assessed relatively higher in Arabkir (35%) and Shengavit (37%). However, it was quite negatively assessed in Zeitun (55%), Erebouni (47%) and Malatia-Sebastia (42%).

Chart 15: Assessment of the “politeness”⁵ feature of the Police.



The “honesty” feature was assessed mostly negatively, the worst scores being in Zeitun (59%) and Shengavit (55%).

Chart 16: Assessment of the “honesty”⁶ feature of the Police.



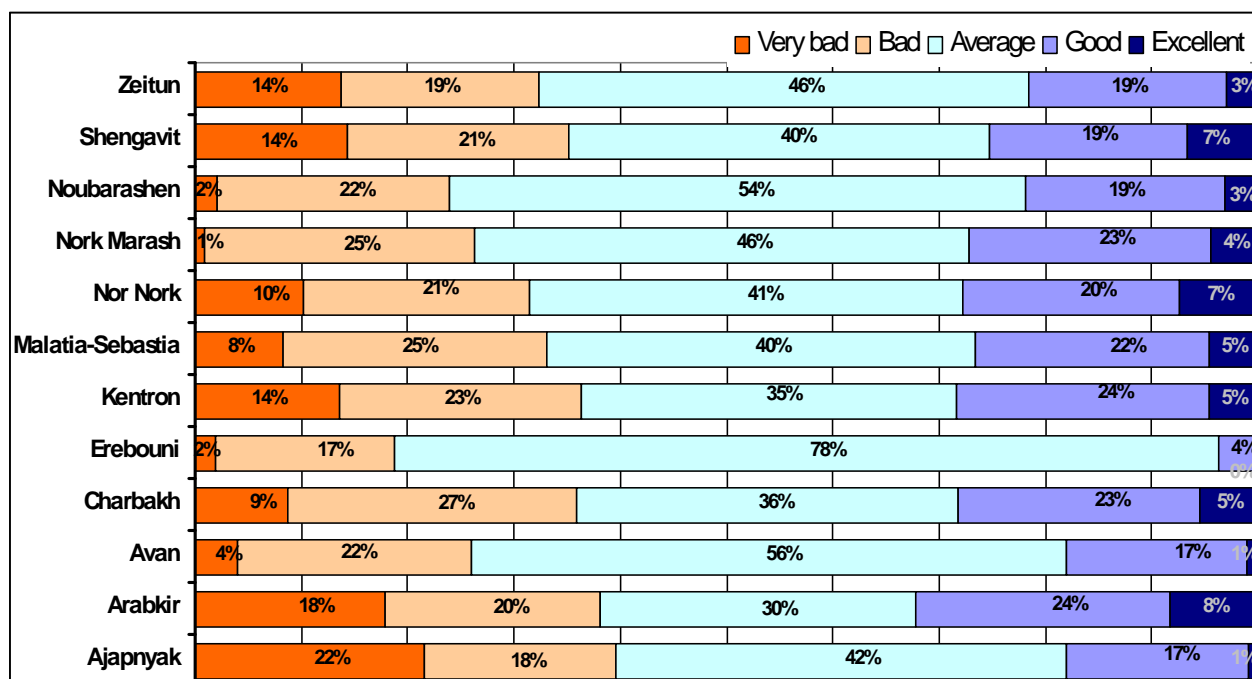
⁵ “Politeness” was clarified to the respondents as a civilized and considerate treatment of individuals and public by the Police during their interactions.

⁶ “Honesty” was clarified as truthfulness and integrity of Police officers in their interactions with individuals and public.

Public Opinion Poll on the Police-Public Partnership in Yerevan

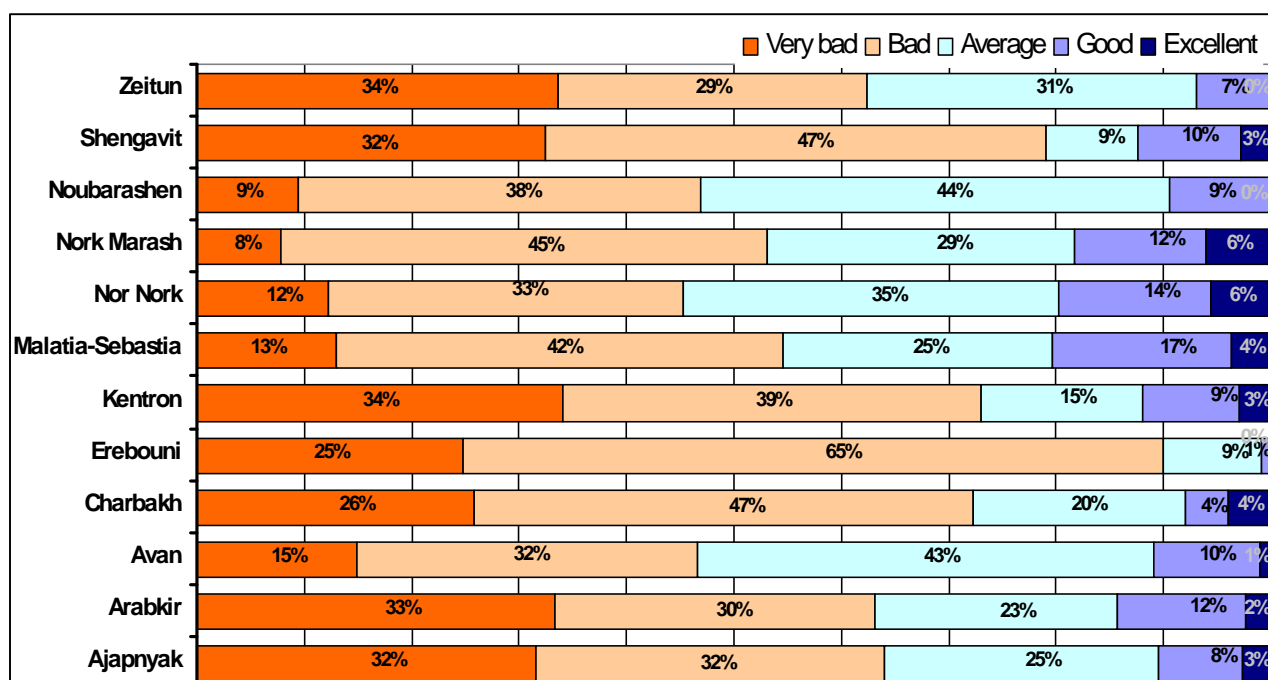
The respondents in Arabkir (32%) and Charbakh (28%) evaluated the “problem-solving” quality to be “excellent” and “good”, while 40% of the respondents in Ajapnyak and 38% in Arabkir assessed it negatively. It is noteworthy that Arabkir showed the lowest “average” score as well, i.e. the opinions of the respondents in this district were relatively more polarized.

Chart 17: Assessment the “problem-solving”⁷ feature of the Police.



The “transparency” of the Police was mostly assessed as quite low. In Erebouni (90%) and Shengavit (79%) the respondents assessed this feature negatively and only 21% of the respondents in Malatia-Sebastia and 20% in Nor Nork referred to that quality as being “good” or “excellent”.

Chart 18: Assessment of the “transparency”⁸ feature of the police.



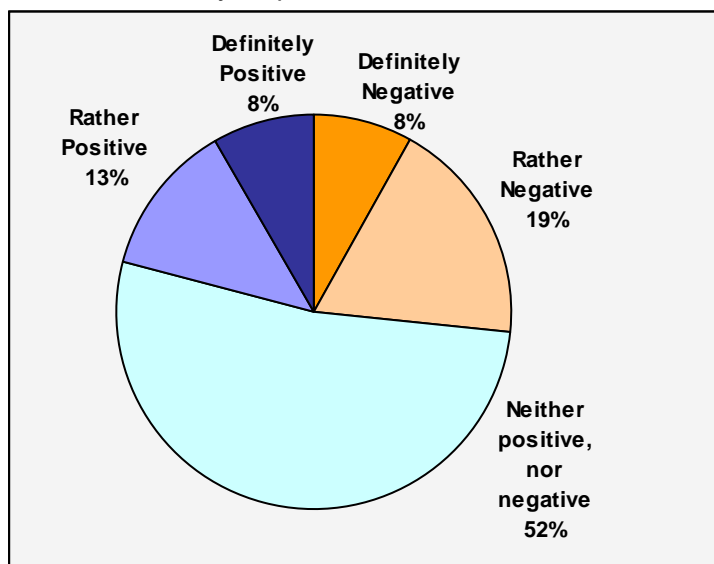
⁷ The “problem-solving” was described as an ability to address, settle and resolve the Police-related issues.

⁸ The “transparency” was referred as clearness, regular provision of explanations and openness regarding developments, attitudes, steps and judgments of the Police during their everyday work.

DATA ON THE IMAGE PERCEPTION (overall and across districts)

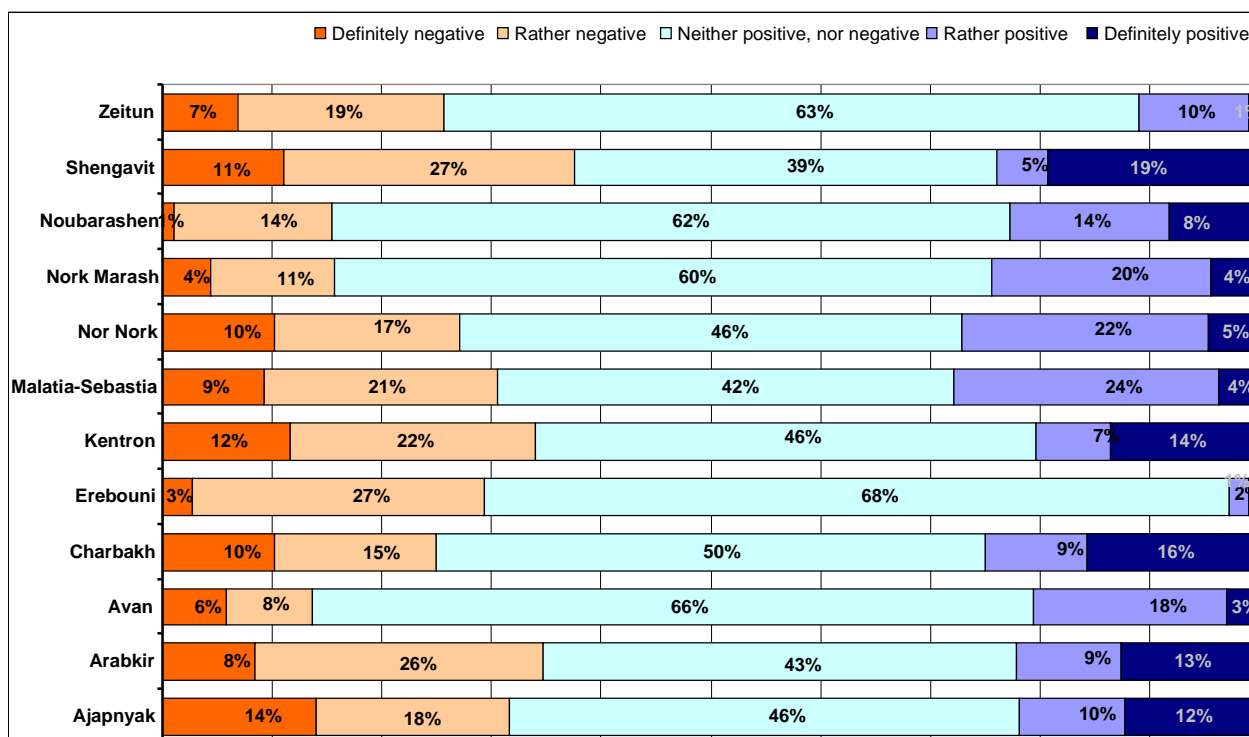
The majority of the respondents (52%) characterized their attitude towards the Police as “neither positive, nor negative”, 21% - as “positive”, and 27% - as “negative”.

Chart 19: What is your personal attitude towards the Police?



The respondents in Kentron (34%) and Shengavit (38%) had the most negative attitude towards the Police, while the respondents in Malatia-Sebastia (28%) and Nor Nork (27%) - the most positive.

Chart 20: What is your personal attitude towards the Police (across the districts)?

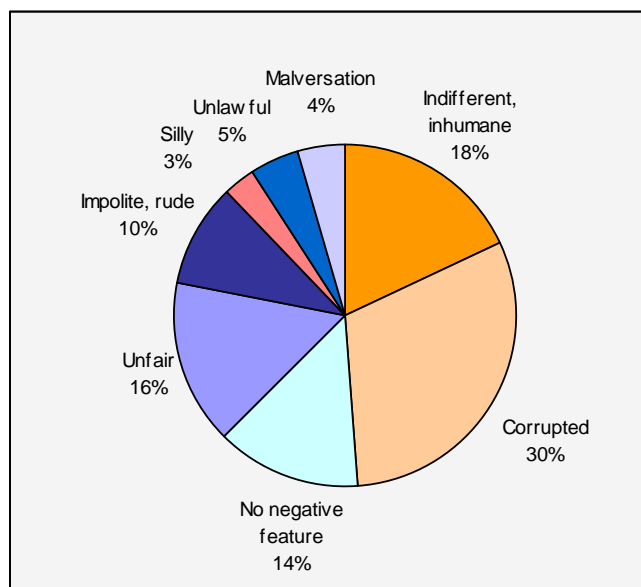
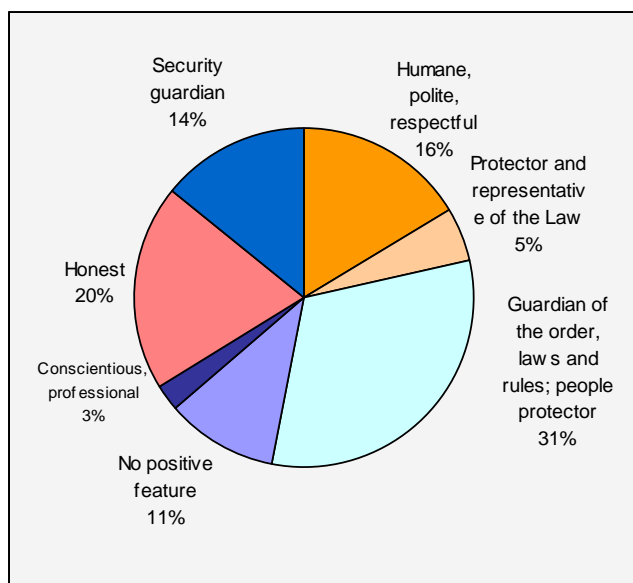


Public Opinion Poll on the Police-Public Partnership in Yerevan

Note: When being asked about the positive and negative features of the Police, the majority of the respondents (above 90%) expressed quite a negative attitude, stating: “there are no positive feature whatsoever”. Exception made the closely “relevant” respondents, i.e. mainly those that worked either in Police or other governmental agency. For the cases of such negative attitude, the interviewers were instructed to alter the question, to elicit from the respondents at least more informative results, i.e. indicate those positive features that they would expect to see in the Police. Thus, when speaking about positive features of the Police the respondents mentioned the qualities that they **wanted/expected to see**, whereas when speaking about the negative features, they mentioned the features that **they had actually observed**.

“Guardian of the order, laws and rules, people protector” was the most frequent (31%) positive feature of the Police (and of police officers) mentioned by the respondents. Other desirable features were “being honest” - 20%, “being humane, polite and respectful” - 16% etc.

Chart 21: Positive features of the Police (expected). **Chart 22:** Negative features of the Police (existing).

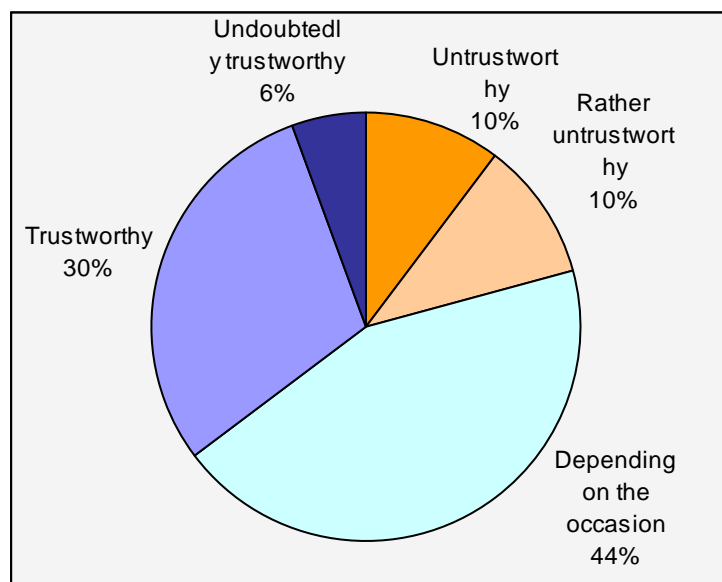


The features of the negative image of the Police mentioned by the respondents were “corrupt” (30%), “indifferent and inhumane” (18%), “unfair” (16%), “impolite” (10%) etc.

Public Opinion Poll on the Police-Public Partnership in Yerevan

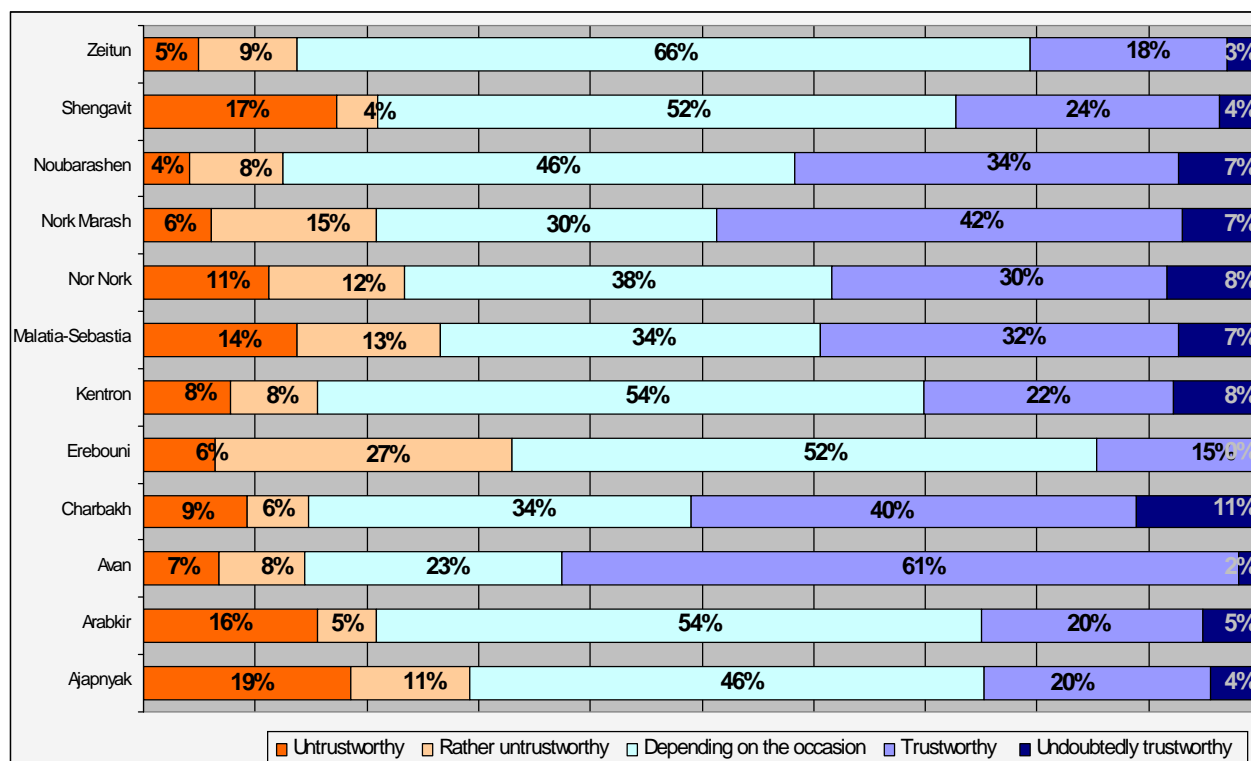
To the question about the degree of the respondents' personal trust in the Police, 44% of them answered that "it depends on the occasion", 30% answered that they "do trust", while 20% said that they "do not trust".

Chart 23: In your opinion, to what extent are the Police trustworthy?



The respondents that had the biggest trust in the Police were in Avan (63%), Charbakh (51%) and Nork Marash (49%), while the lowest level of trust was in Erebouni (33%) and Ajapnyak (30%).

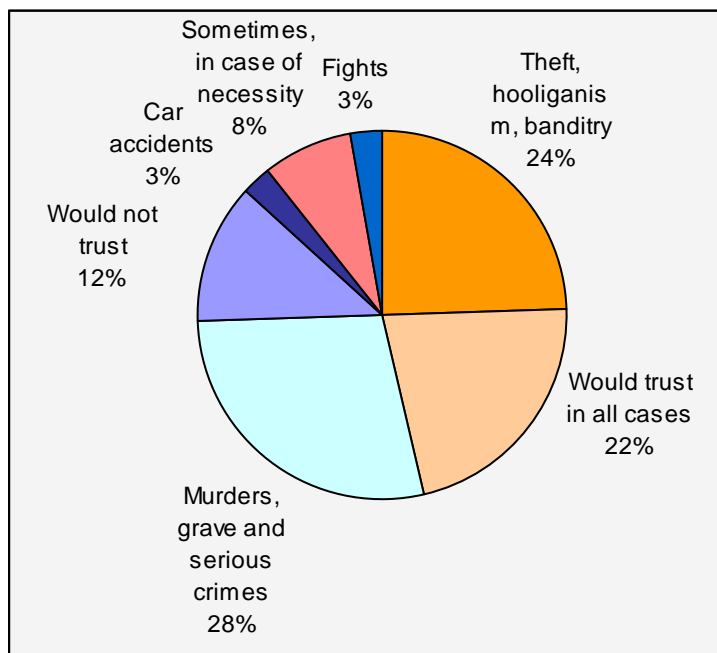
Chart 24: In your opinion, to what extent are the Police trustworthy (across the districts)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

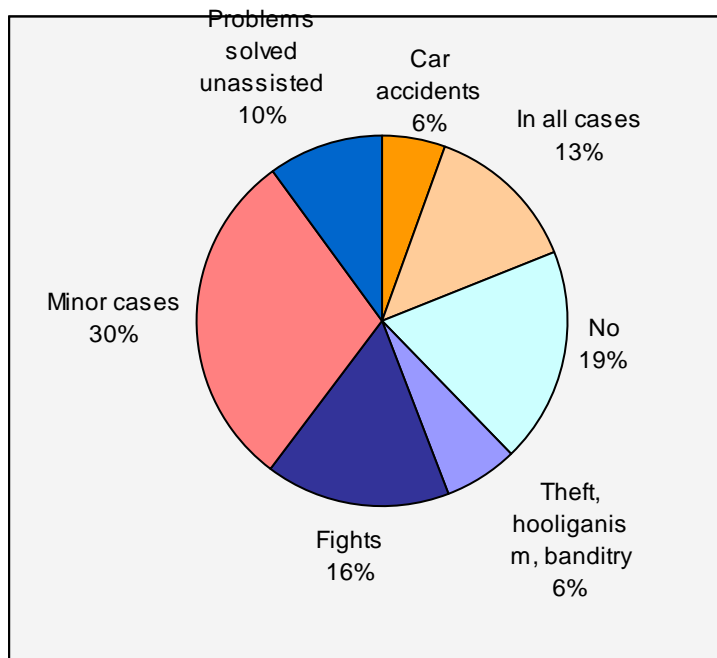
The 28% of the respondents mentioned that they would trust the Police in case of murders or grave crimes, 24% - in case of robbery, hooliganism or banditry and 22% - in all cases. However, 12% of the respondents asserted that they would not trust the Police under any circumstance.

Chart 25: Cases when you would trust the Police.



The respondents would not trust the Police in minor cases - 30%, fights and brawls - 16%, car accidents – 6%. Interestingly, 19% of the respondents could NOT indicate a case when the Police would not be trusted, while 13% of the respondents would not trust the Police in all cases.

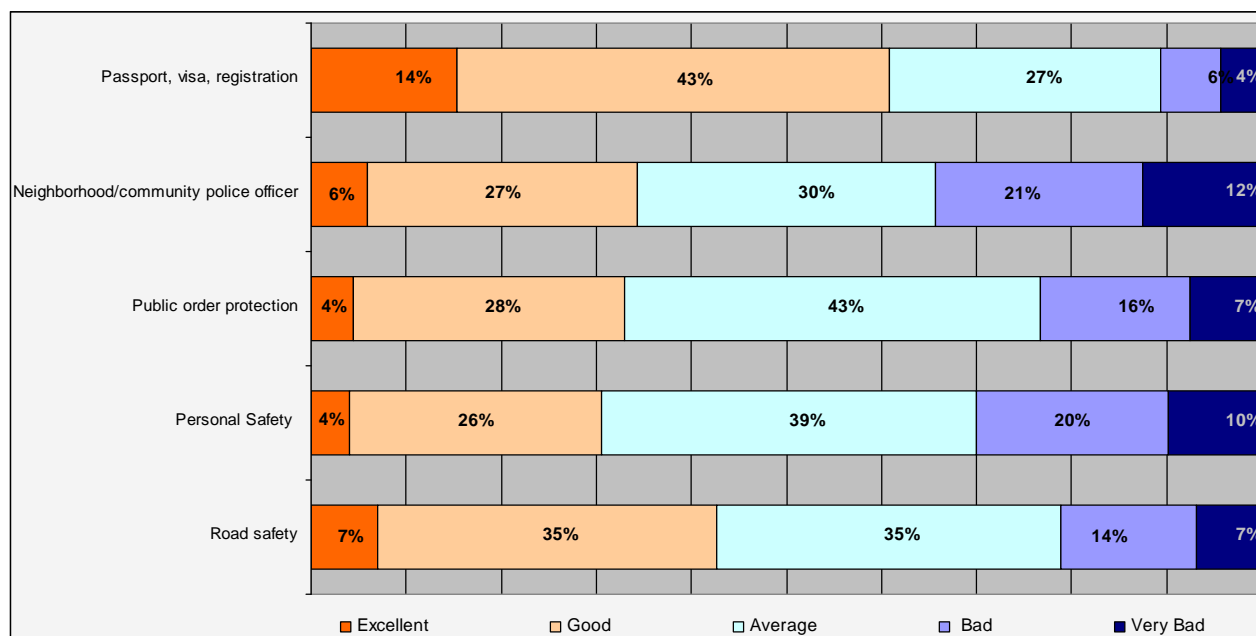
Chart 26: Cases when you would not trust the Police.



Public Opinion Poll on the Police-Public Partnership in Yerevan

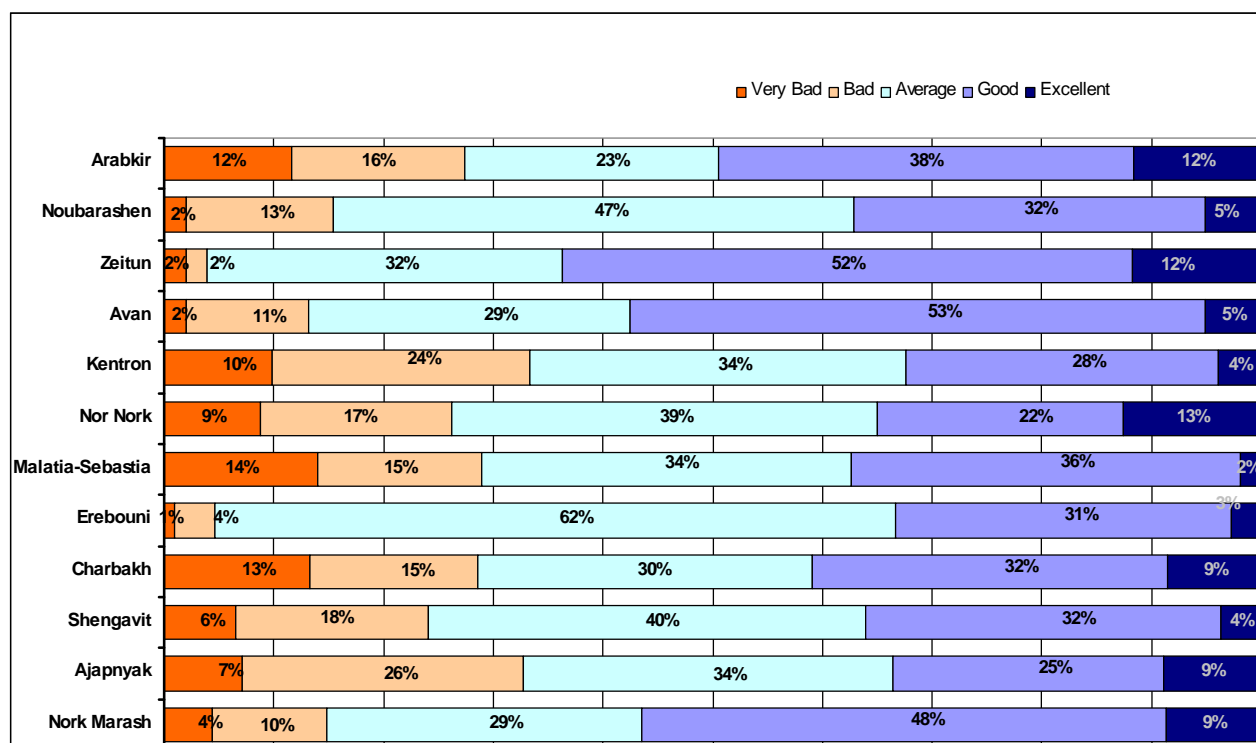
The performance average rate of various Police services was assessed and the highest mark (57%) was assigned to the “passport, visa, registration” service.

Chart 27: Assessment of the Police services.



The highest rate for “road safety” was in Zeitun (64%) and Avan (58%), the lowest - in Kentron (34%) and Ajapnyak (33%).

Chart 28: Assessment of the “road safety”⁹ service of the Police (across the districts).

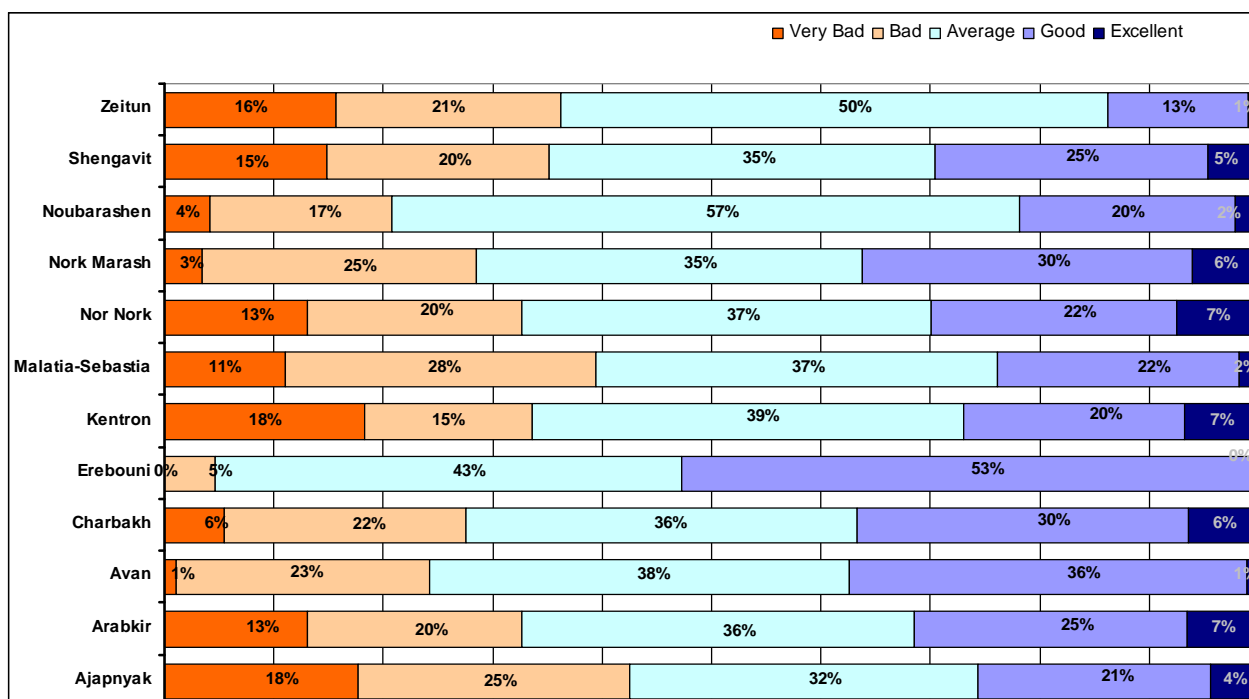


The “protection of personal safety” was highly rated in Erebouni (53%) and Avan (37%), while in Ajapnyak (43%) and Zeitun (37%) the survey participants marked it as “very bad” or “bad”.

⁹ The “road safety” was explained to the respondents as the complex of all the measures (from signage to operational activities) undertaken to ensure safety on the roads for both the pedestrians and drivers.

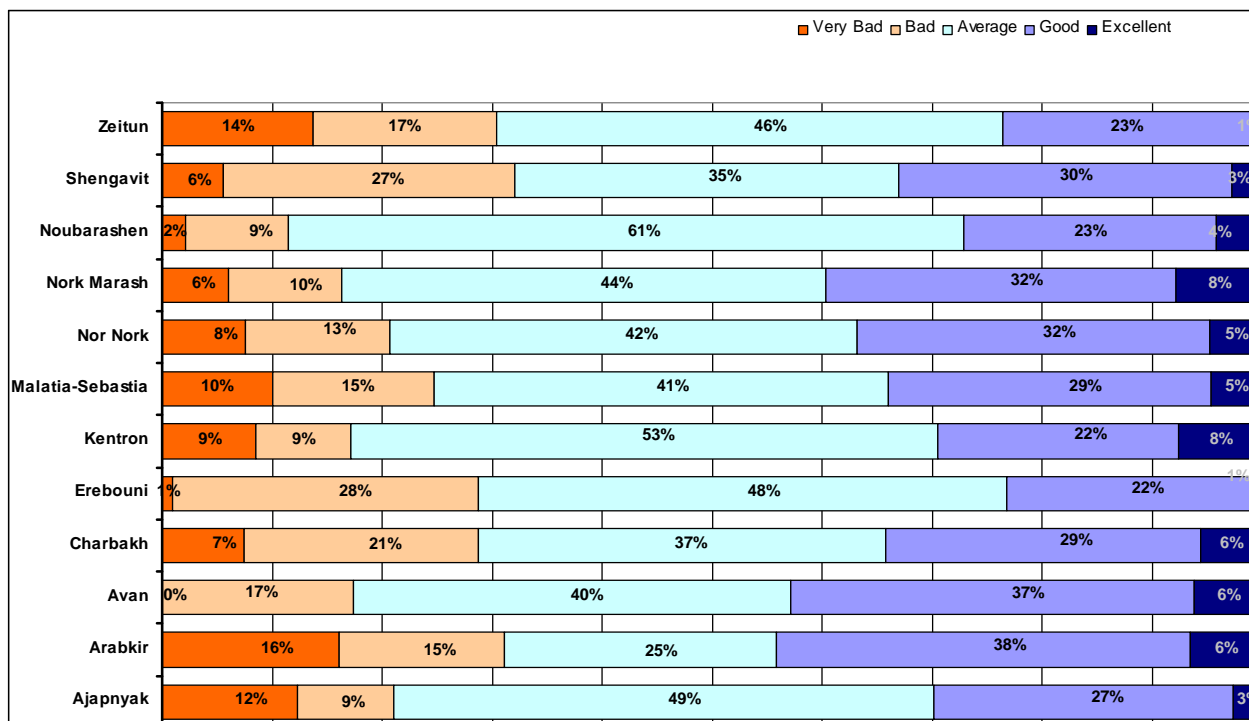
Public Opinion Poll on the Police-Public Partnership in Yerevan

Chart 29: Assessment of the “protection of personal safety”¹⁰ service of the Police (across the districts).



The respondents in Arabkir (44%) and Avan (43%) thought the “public order protection” was “good” and “excellent”. While 31% of the respondents in Zeitun and Arabkir thought the “public order protection” was “very bad” and “bad”.

Chart 30: Assessment of the “public order protection”¹¹ service of the Police (across the districts).



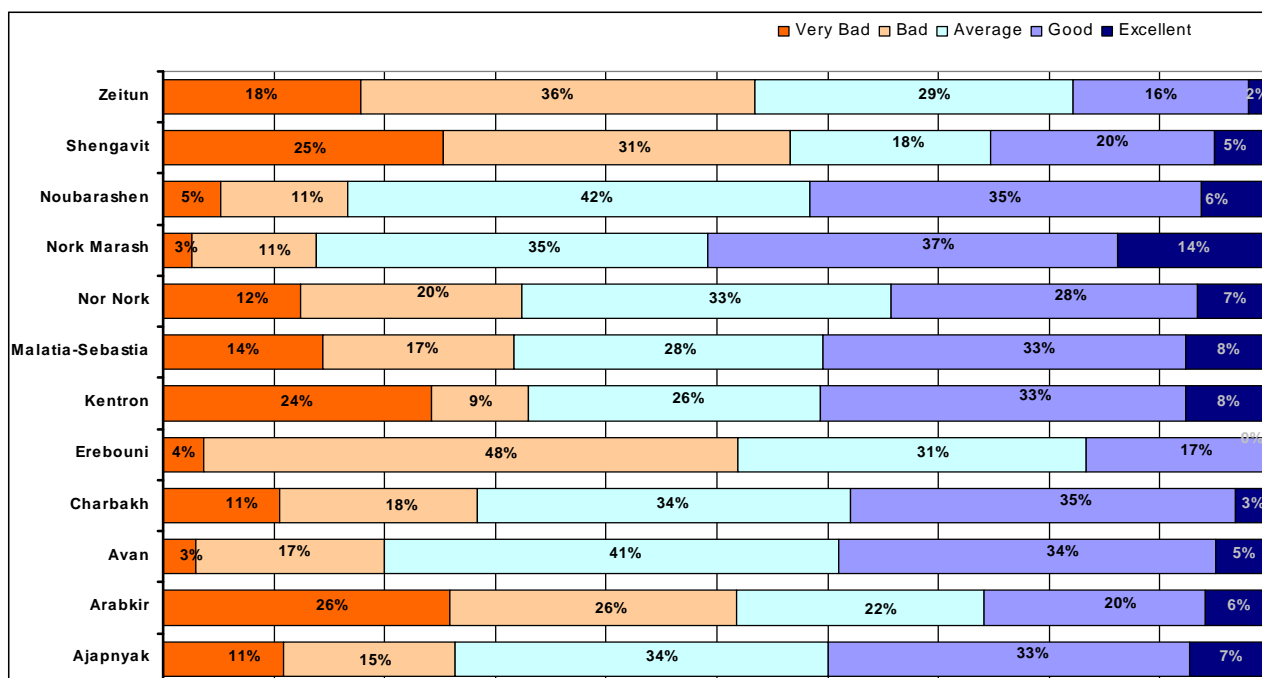
¹⁰ The “personal safety” was described as the security and protection provided by the Police against the attempts to endanger individual’s life, health, dignity and reputation.

¹¹The “public order protection” was described to the respondents as the complex of measures aimed to prevent, stop and indict criminal behavior that violates the shared norms, social values, customs etc.

Public Opinion Poll on the Police-Public Partnership in Yerevan

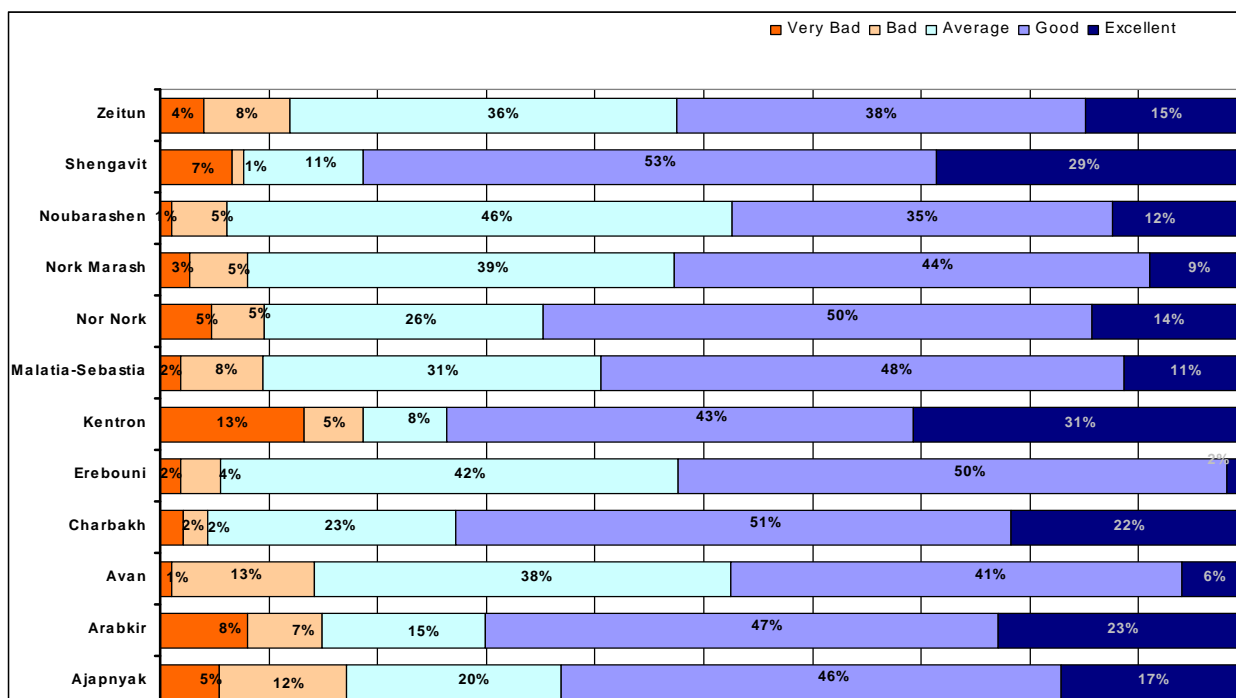
The “neighborhood/community control” was positively assessed in Nork Marash (51%), in Malatia-Sebastia (41%), while the respondents in Noubarashen (41%). Shengavit (56%), Zeiton (54%) and Arabkir (52%) were definitely not satisfied with this service.

Chart 31: Assessment of the “neighborhood control”¹² service of the Police (across the districts).



The majority of the respondents in Shengavit (82%) and Kentron (74%) were satisfied with the “passport, registration and visa services”, whereas the worst scores for that service were in Kentron (18%) and Ajapnyak (17%), but even there the negative assessment was relatively not too low.

Chart 32: Assessment of the “passport, registration and visa”¹³ service of the Police (across the districts).

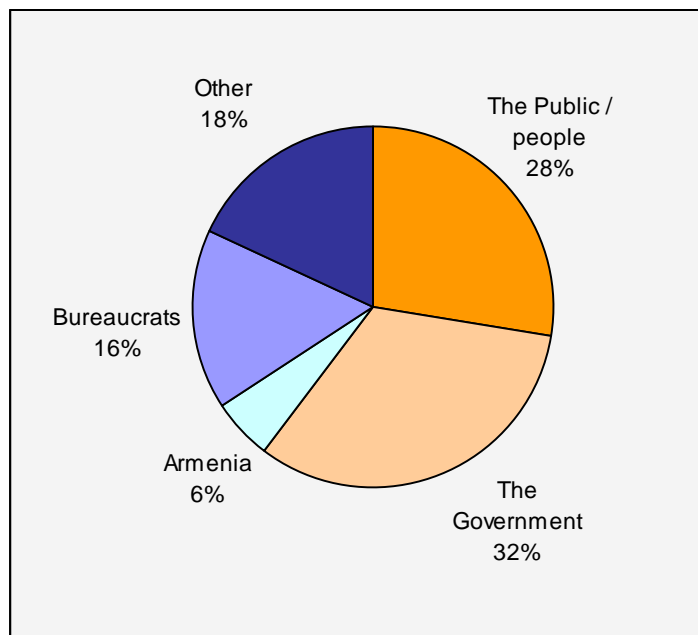


¹² The “neighbourhood/community control” was referred as the measures undertaken by the Police to control and prevent crimes against personal and communal property (theft, banditry, vandalism etc.) within the residential areas/neighbourhoods of the respondents.

¹³ The “passport, registration and visa services” of the Police were referred to all services related to passport issuance, replacement and prolongation; residence registration and visa formalities. .

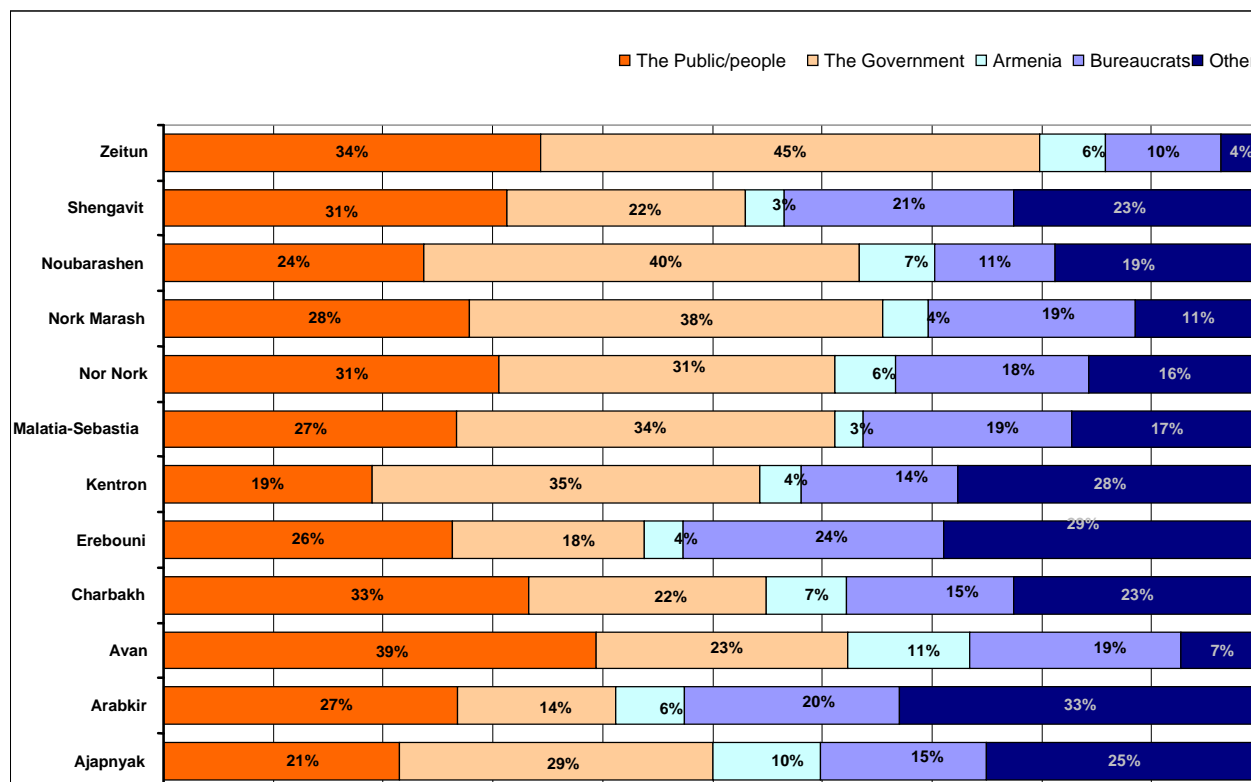
The perception of 32% of the respondents was that the Police served mostly “the Government”, while 16% thought that they served the “bureaucrats” and only 28% believed that the Police served the “people and public”.

Chart 33: In your opinion, whom do the Police actually serve?



39% of the respondents in Avan think that the Police serves the “Public”, in Zeitun a significant part of the respondents (45%) believes the Police serve the “Government”.

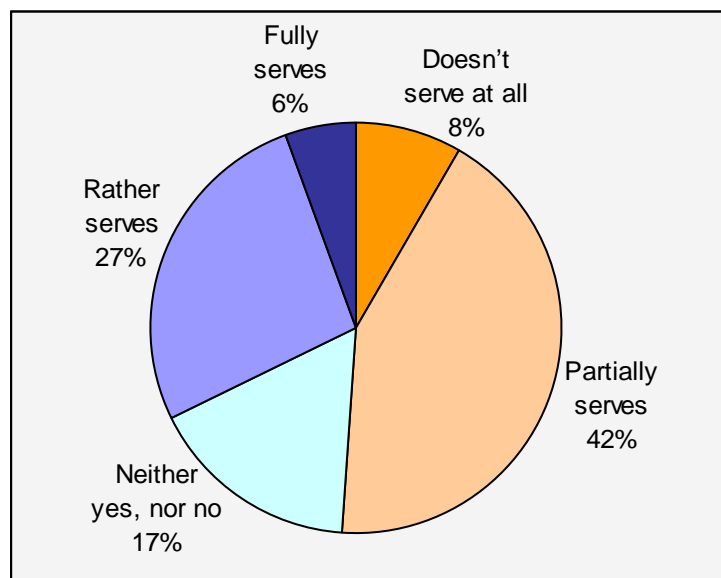
Chart 34: In your opinion, whom do the Police actually serve (across the districts)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

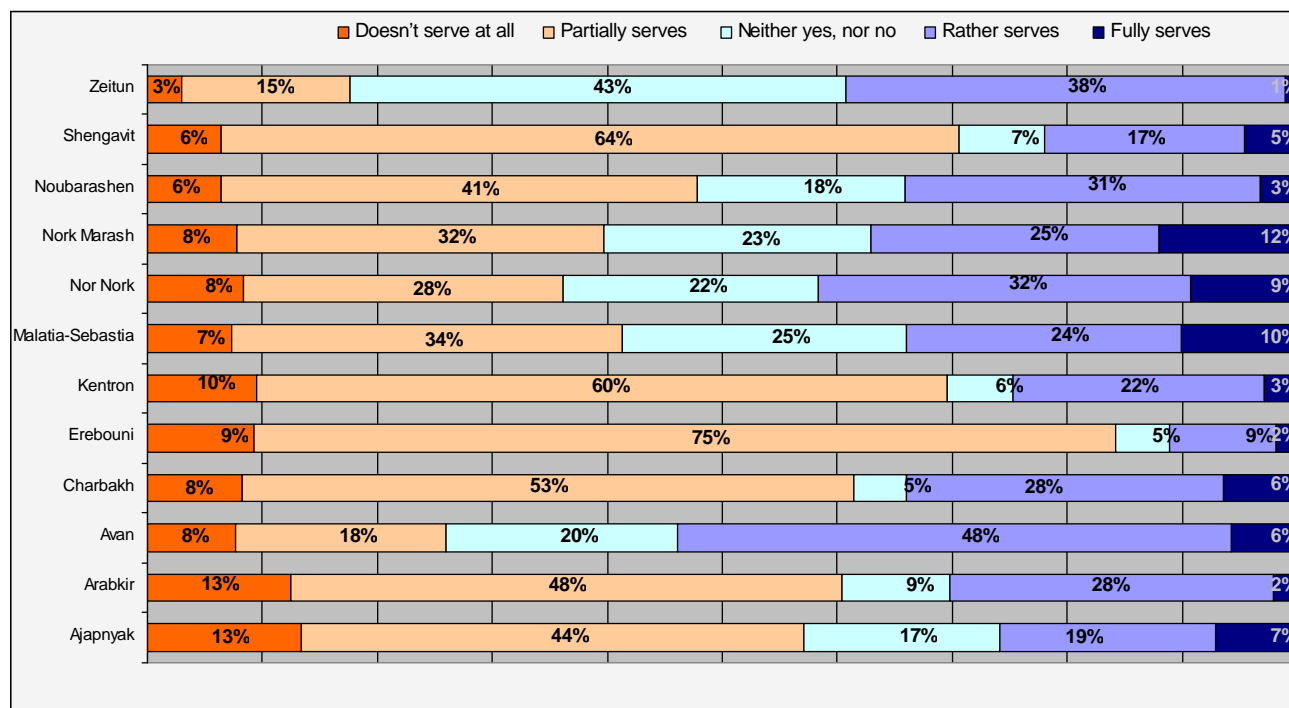
To the question related to the extent of the Police service to the Laws and the Public, 50% of respondents answered negatively and only 33% positively.

Chart 35: In your opinion, to what extent do the Police serve the Laws and the Public?



The respondents in Erebouni (84%) think that the Police do not serve “the Laws and the Public”, while in Avan 54% of the respondents adheres to the contrary opinion.

Chart 36: In your opinion, to what extent do the Police serve the Laws and the Public (across the districts)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

The respondents think that the main causes for the deficiencies and drawbacks of the Police are “corruption” (24%), “poor HR policy” (21%), “low salaries” (19%), “inadequate professional training” (15%).

Chart 37: In your opinion, what are the causes of the deficiencies and drawbacks in the Police?

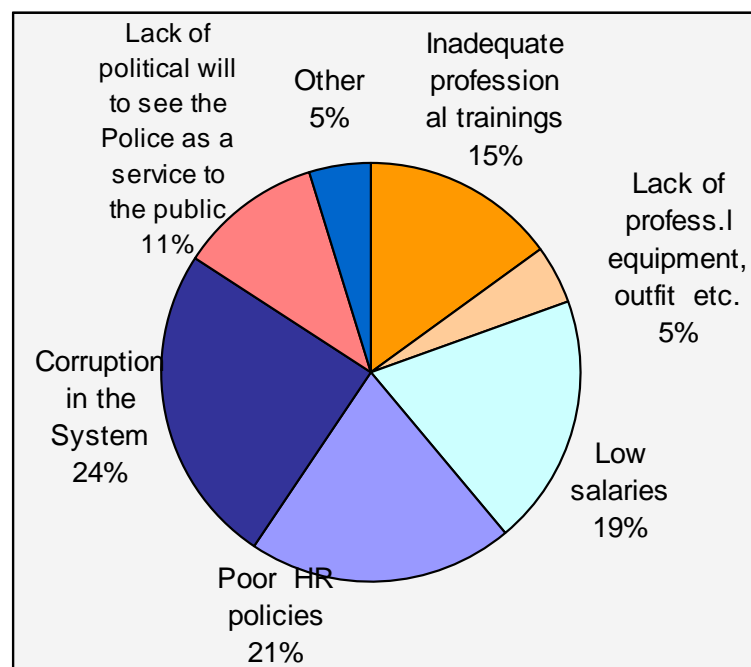


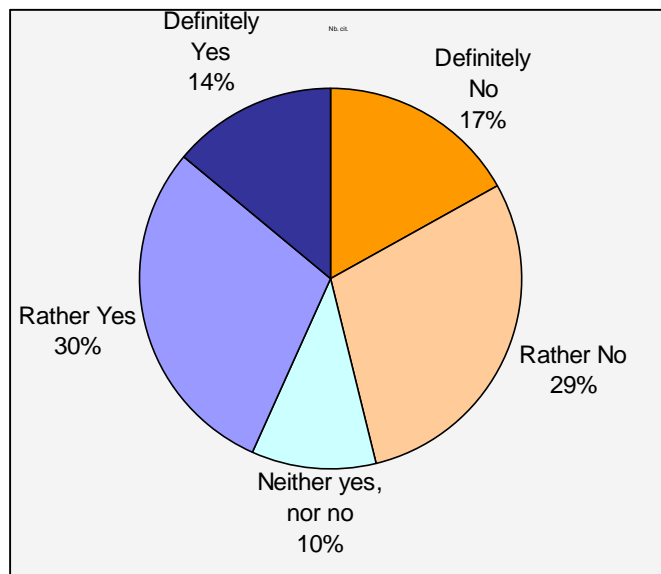
Table 7. In your opinion, what are the causes of the deficiencies and drawbacks in the Police? (across the districts).

	Inadequate professional training	Lack of professional equipment	Low salaries	Poor HR policy	Corruption in the system	Lack of the state attention	Other opinions
Ajapnyak	12%	4%	19%	17%	<u>27%</u>	13%	7%
Arabkir	11%	6%	22%	20%	22%	11%	7%
Avan	<u>26%</u>	<u>8%</u>	13%	20%	16%	15%	2%
Charbakh	17%	5%	19%	21%	22%	13%	3%
Erebouni	20%	0%	18%	<u>26%</u>	<u>33%</u>	2%	0%
Kentron	17%	4%	20%	21%	26%	8%	4%
Malatia-Sebastia	10%	5%	18%	22%	21%	15%	9%
Nor Nork	13%	5%	<u>24%</u>	19%	22%	7%	11%
Nork Marash	12%	<u>8%</u>	<u>25%</u>	16%	21%	13%	5%
Noubarashen	12%	6%	16%	14%	25%	<u>18%</u>	9%
Shengavit	20%	4%	19%	22%	24%	10%	2%
Zeitun	6%	3%	21%	22%	30%	16%	2%

DATA ON THE PUBLIC RELATIONS (overall and across districts)

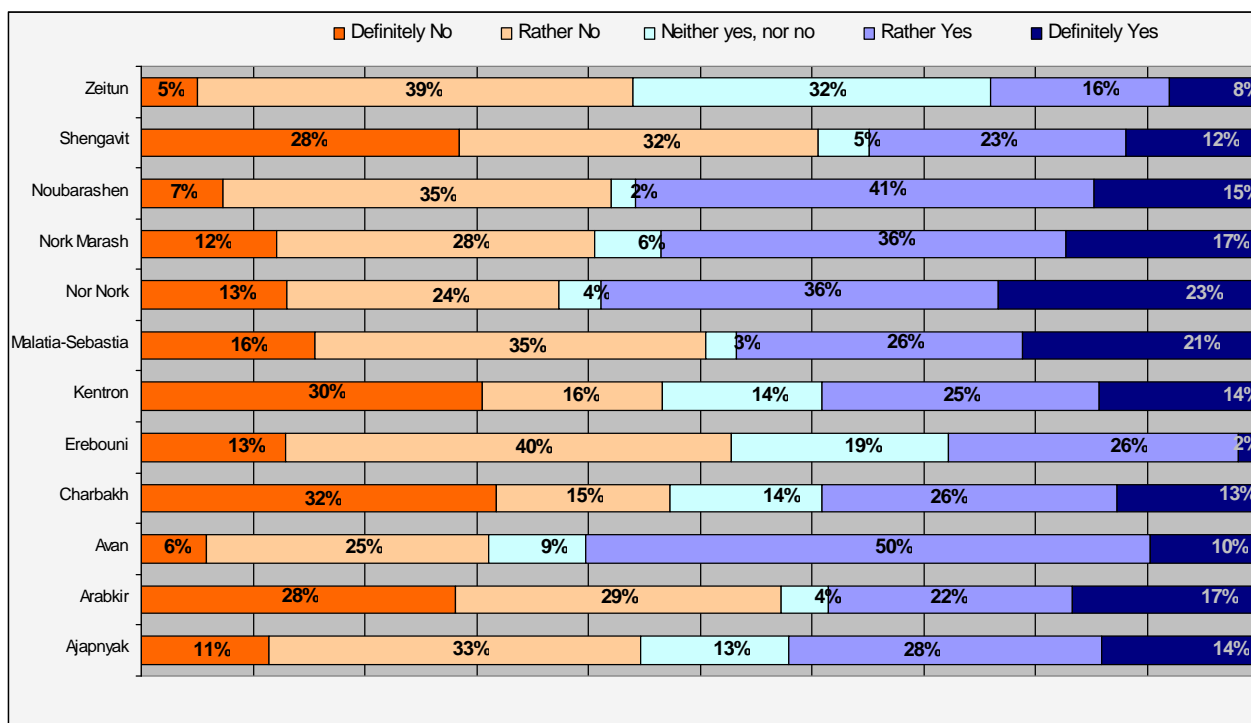
Opinion of the respondents regarding the role of the Public in determining the quality the Police work is almost equally distributed, specifically, 44% of respondents believe that the Public has a role, while 46% thinks that it does not.

Chart 38: In your opinion, does the Public currently play a role in the quality of the Police work?



As to the districts, 60% of the respondents from Shengavit and 57% from Arabkir think that the Public has no specific role, while 60% of the respondents from Avan and 59% from Nor Nork think that public has a role to play.

Chart 39: In your opinion, does the Public currently play a role in the quality of the Police work (across the districts)?



In addition, out of those who mentioned that the Public had no role so far, 25.6% thought that the Public could have some influence on the quality of the Police work by being “law-abiding” (28%), “active and demanding” (25%) and by “changing the mentality” (21%).

Chart 40: (for the respondents who stated that the Public had had no role so far): How can the Public play a role in the quality of the Police work?

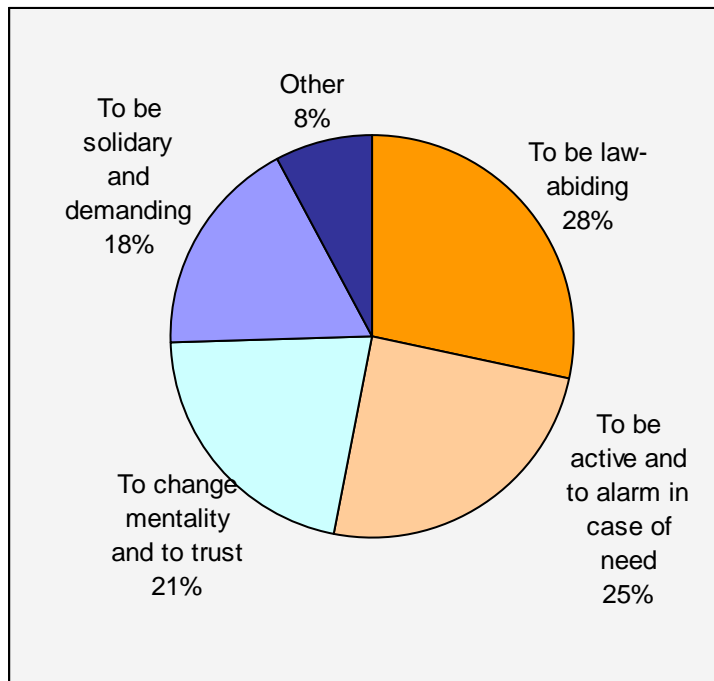
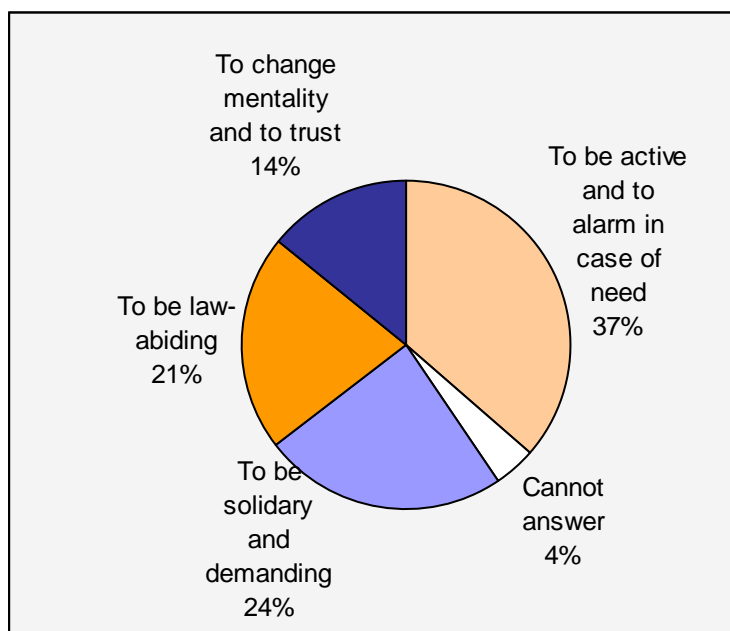


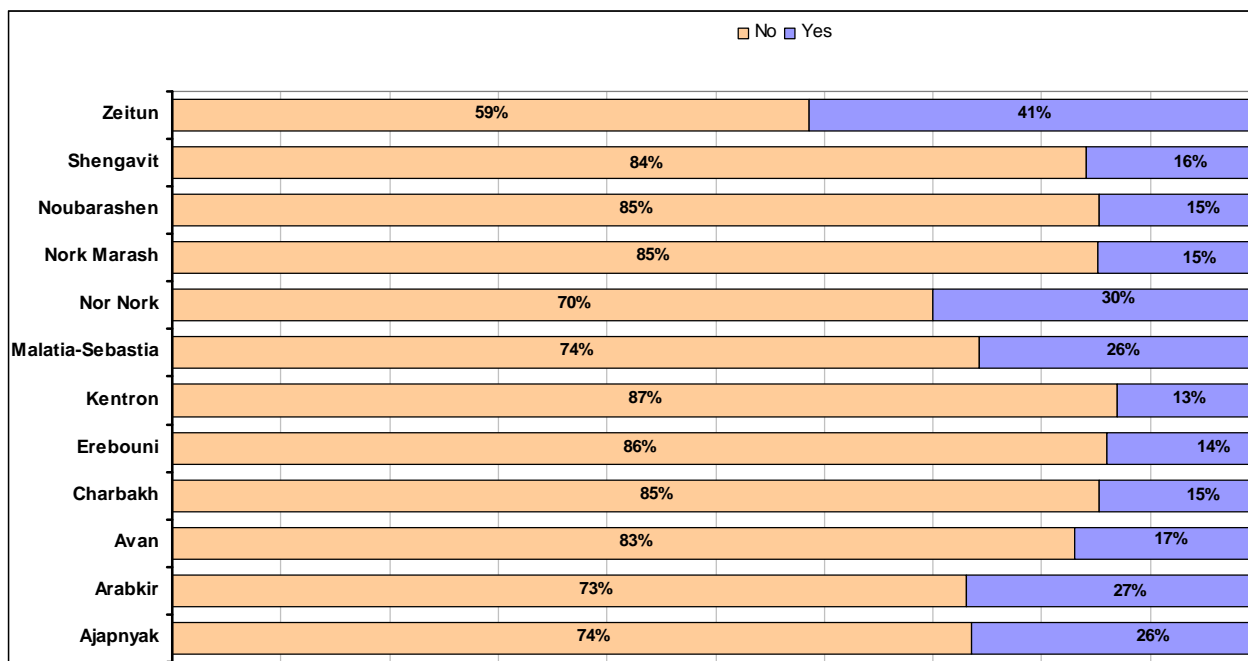
Chart 41: (for the respondents who stated that the Public has a role): How can the Public play a bigger role in the quality of the Police work



Public Opinion Poll on the Police-Public Partnership in Yerevan

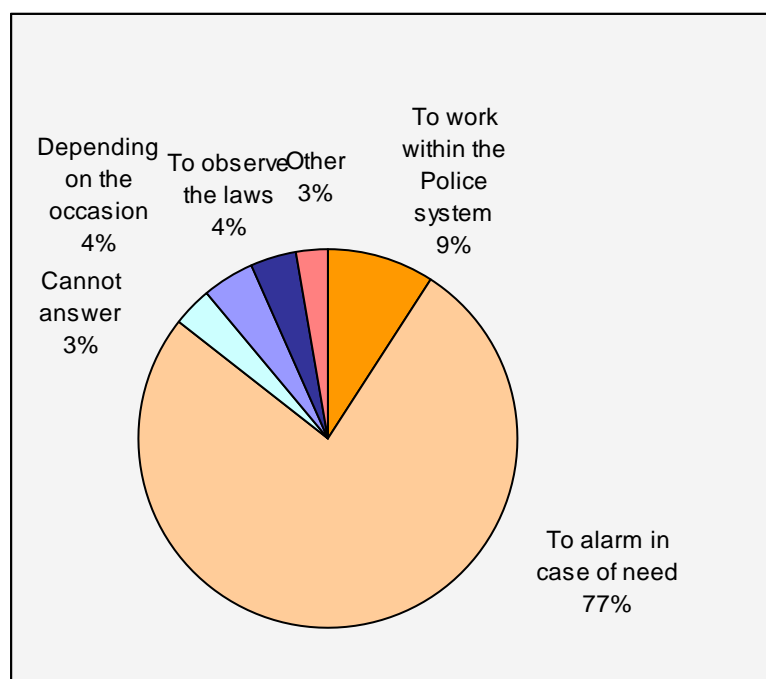
Most of the respondents (76%) is not willing to collaborate with the Police. The Chart below shows that the highest rate of the willingness to collaborate with the Police is in Zeitun (41%), and the lowest rate is in Kentron (13%).

Chart 42: *Would you personally be willing to collaborate with the Police?*



In the respondents' opinion, specific ways to collaborate with the Police are limited to "alarming the Police in case of need" (77%), "working within the Police system itself" (9%), and "observe the laws" (4%).

Chart 43: *How would you personally be willing to collaborate with the Police?*

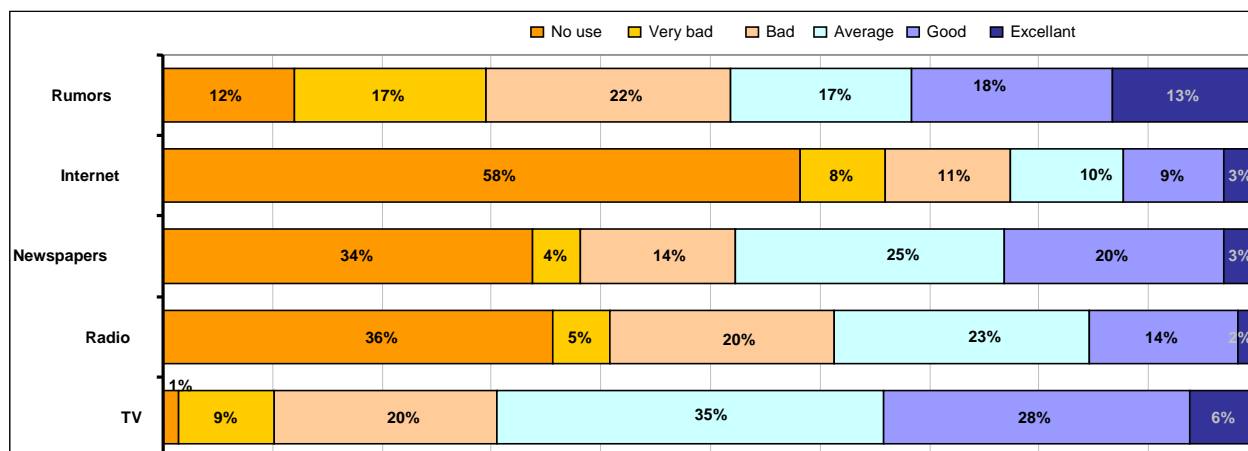


Public Opinion Poll on the Police-Public Partnership in Yerevan

One of the survey targets was to identify the media channels that are used for an effective communication between the Public and the Police (information flow). The survey questions were designed to determine the Public’s main source of information about Police-related matters.

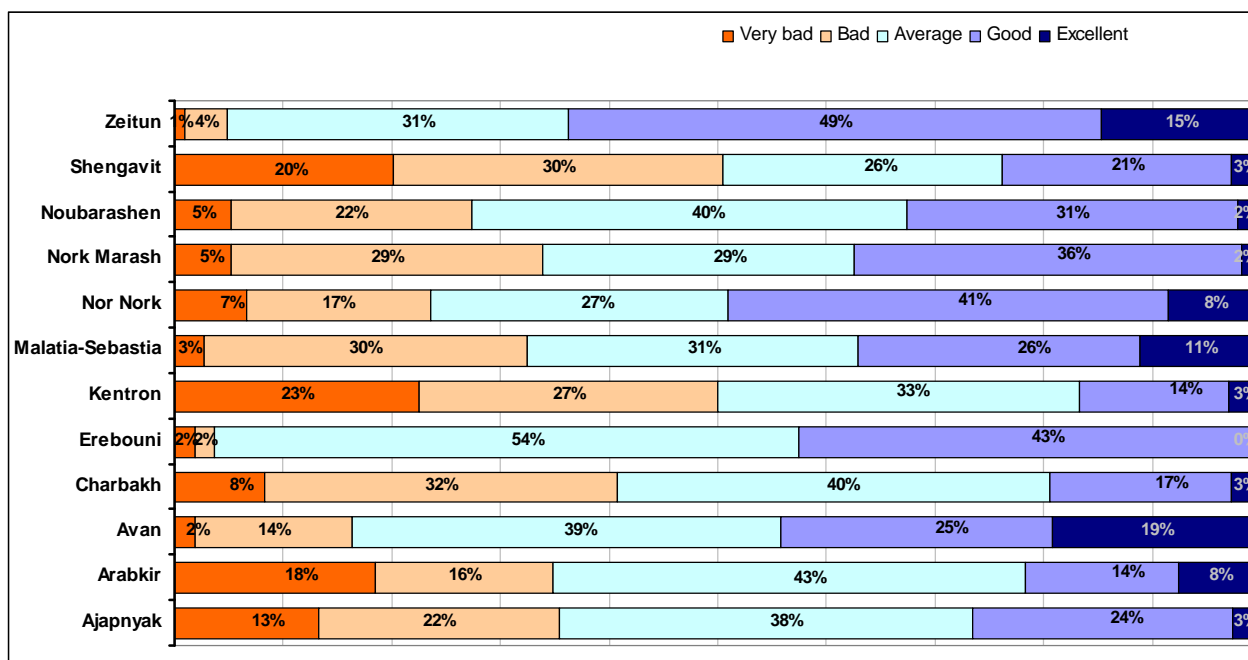
The collected data indicate that the most effective source of information are “TV” (34% of the respondents asses it as “good” or “excellent”) and “rumors” (31% of the respondents consider them as “excellent” or “good”). Only 16% of the respondents consider “radio” as a good information source and “the Internet” is positively perceived only by 12% of the respondents.

Chart 44: Assessment of the information sources that help the Public obtain information about the Police performance?



Distribution of the responses across the districts shows that the respondents who are most positively disposed toward the information provided on TV live in Zeitun (64%) and Nor Nork (49%) and the most negatively disposed ones - in Shengavit and Kentron (50%).

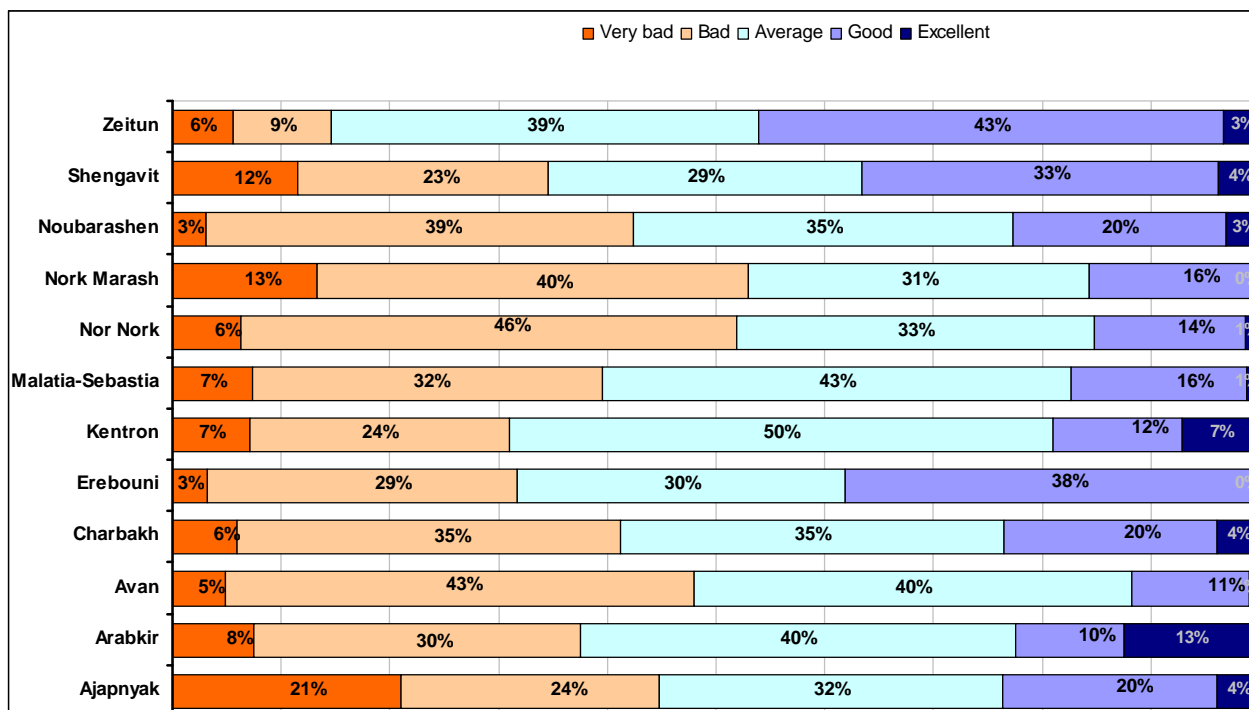
Chart 45: Assessment of the TV as a source of information (across the districts).



Public Opinion Poll on the Police-Public Partnership in Yerevan

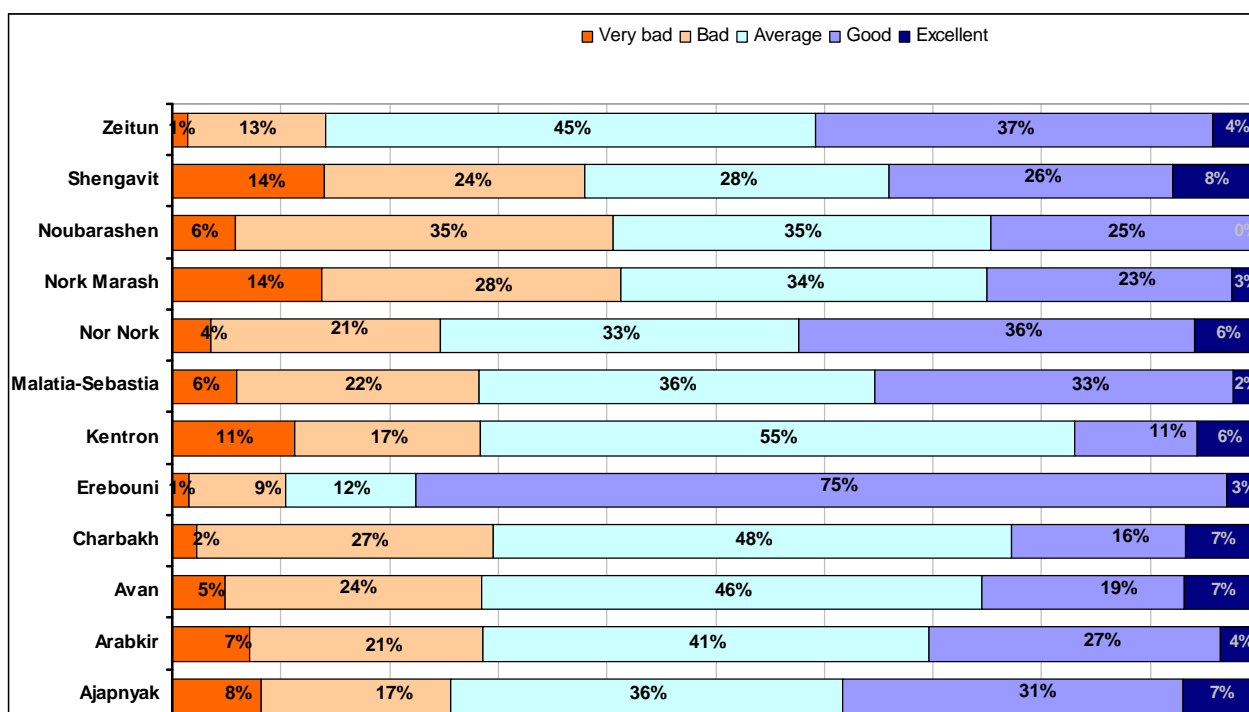
As to the assessment of the Radio across the districts, the most positive are the respondents in Zeitun (46%) and Erebouni (38%), while the worst rating is in Nork Marash (53%).

Chart 46: Assessment of the Radio as a source of information (across the districts).



The newspapers are assessed very positively by the respondents in Erebouni (78%), while the lowest positive rate is in Kentron (17%). The highest negative rates come from the respondents in Nork Marash (42%) and Noubarashen (41%).

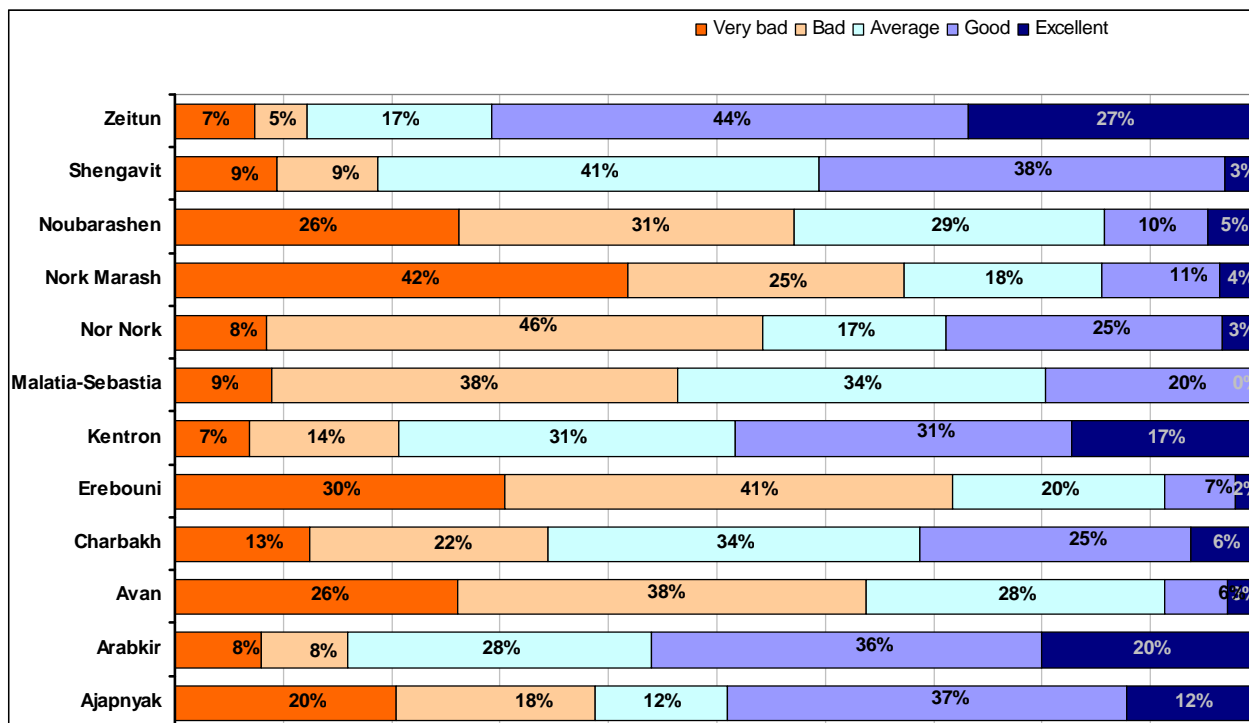
Chart 47: Assessment of newspapers as a source of information (across the districts).



Public Opinion Poll on the Police-Public Partnership in Yerevan

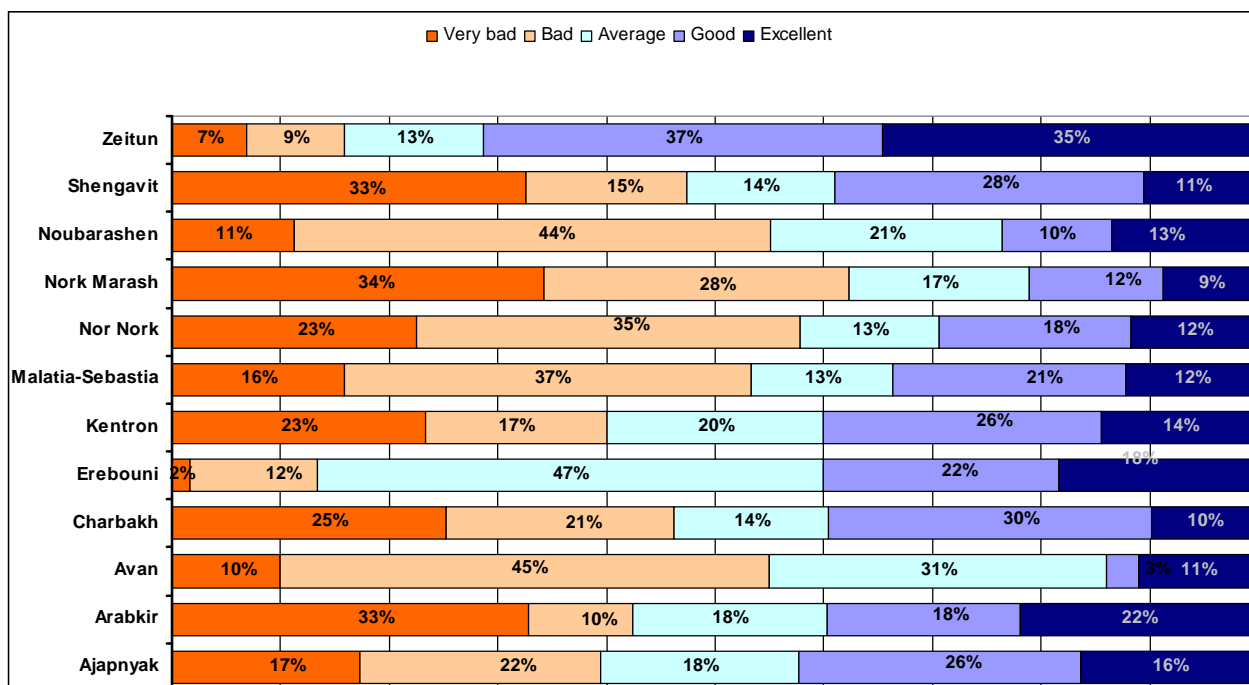
The Internet, as a source of information about the Police, is assessed most positively by the respondents in Zeitun (71%) and Arabkir (56%), while the most negatively - in Erebouni (71%) and Nork Marash (67%).

Chart 48: Assessment of the Internet as a source of information (across the districts).



The highest positive rating of rumors, as a source of information about the Police, is in Zeitun (72%), and the lowest positive and one of the highest negative ratings of rumors are in Avan (55%).

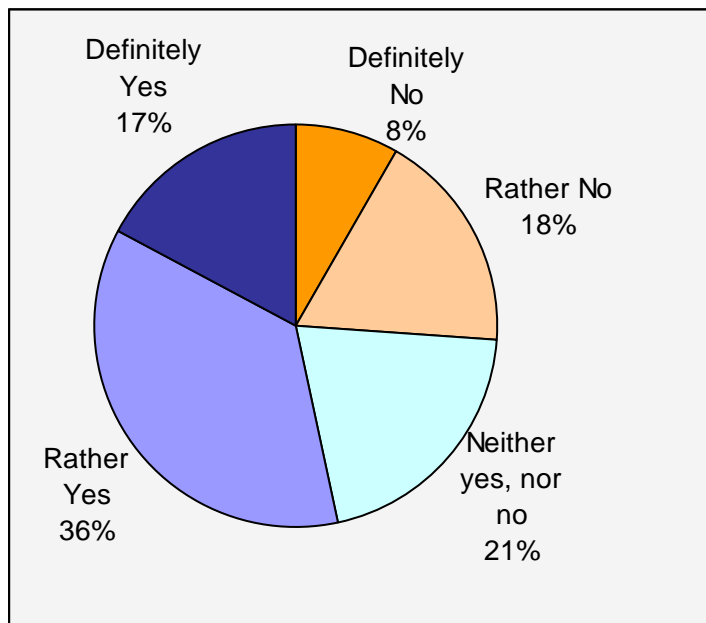
Chart 49: Assessment of rumors as a source of information (across the districts).



Public Opinion Poll on the Police-Public Partnership in Yerevan

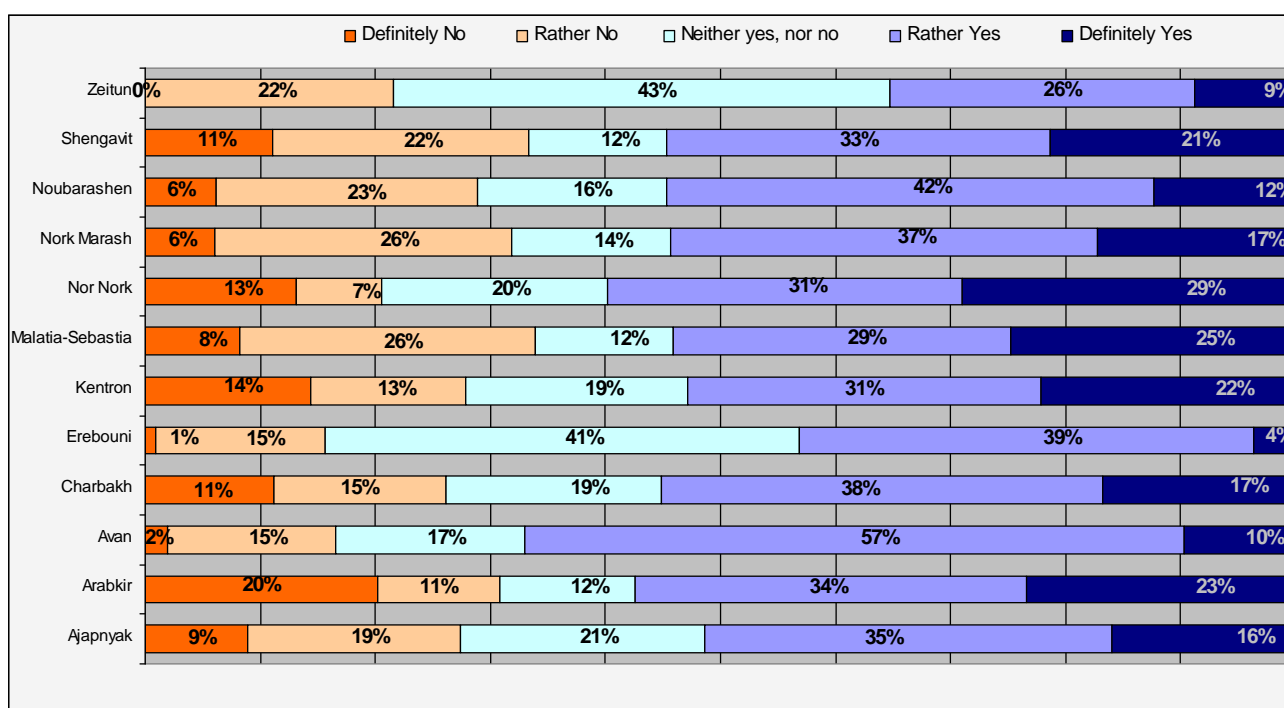
Only 26% of the respondents think that the mass media do not play a role in building Police-Public cooperation and about 21% of the respondents believe that the mass media can play a role “depending on the occasion”.

Chart 50: In your opinion, do the mass media currently play a role in building the Public-Police partnership?



Across the districts the highest number of positive responses is in Avan (67%) and Nor Nork (60%), while the lowest - in Malatia-Sebastia (34%).

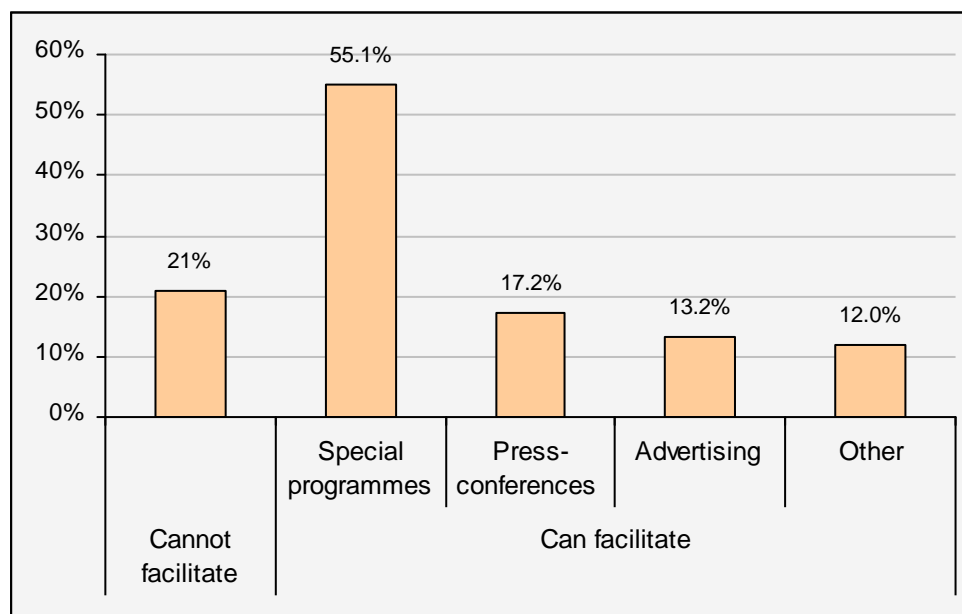
Chart 51: In your opinion, do the mass media currently play a role in building the Public-Police partnership (across the districts)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

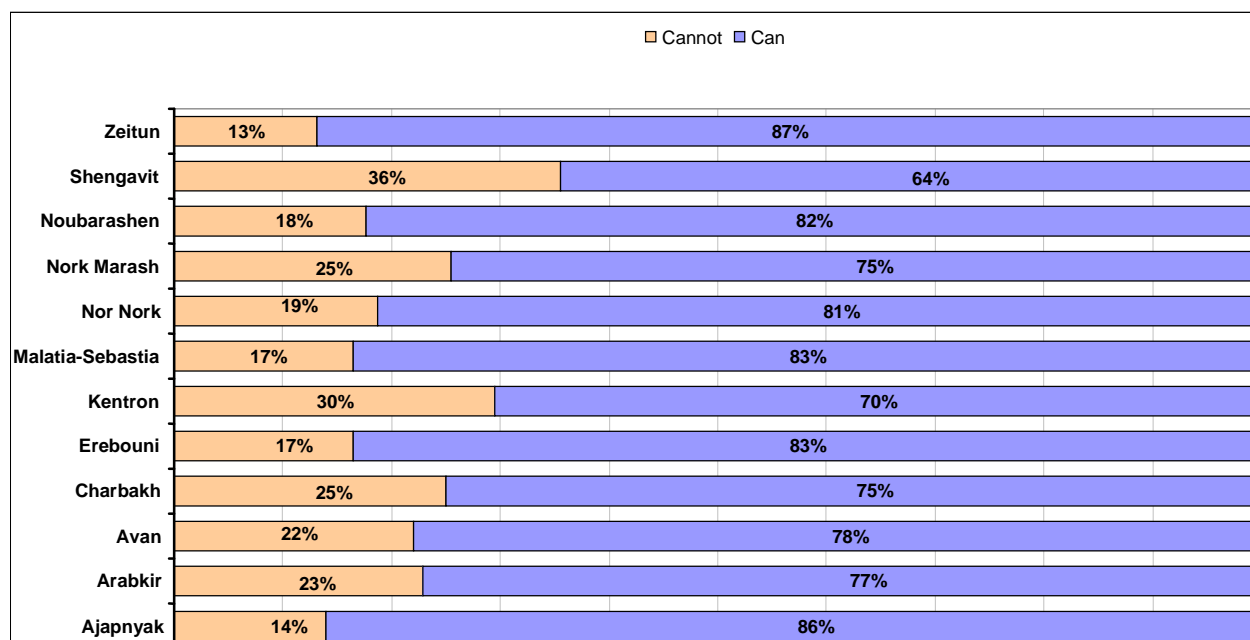
To the question **“In your opinion, how can the mass media facilitate the Public-Police partnership?”** 21% of the respondents answered that the mass media “cannot” do it, while 79% said that they could influence the cooperation through “special programmes” about the Police activities (55.1%), “press conferences” (17.2%), and “advertisements/posters” (13.2%).

Chart 52: How can the mass media facilitate the Public-Police partnership?



With respect to the question **“Can mass media facilitate collaboration between the Public and the Police?”**, the most pessimistic respondents are in Shengavit (36%) and Kentron (30%).

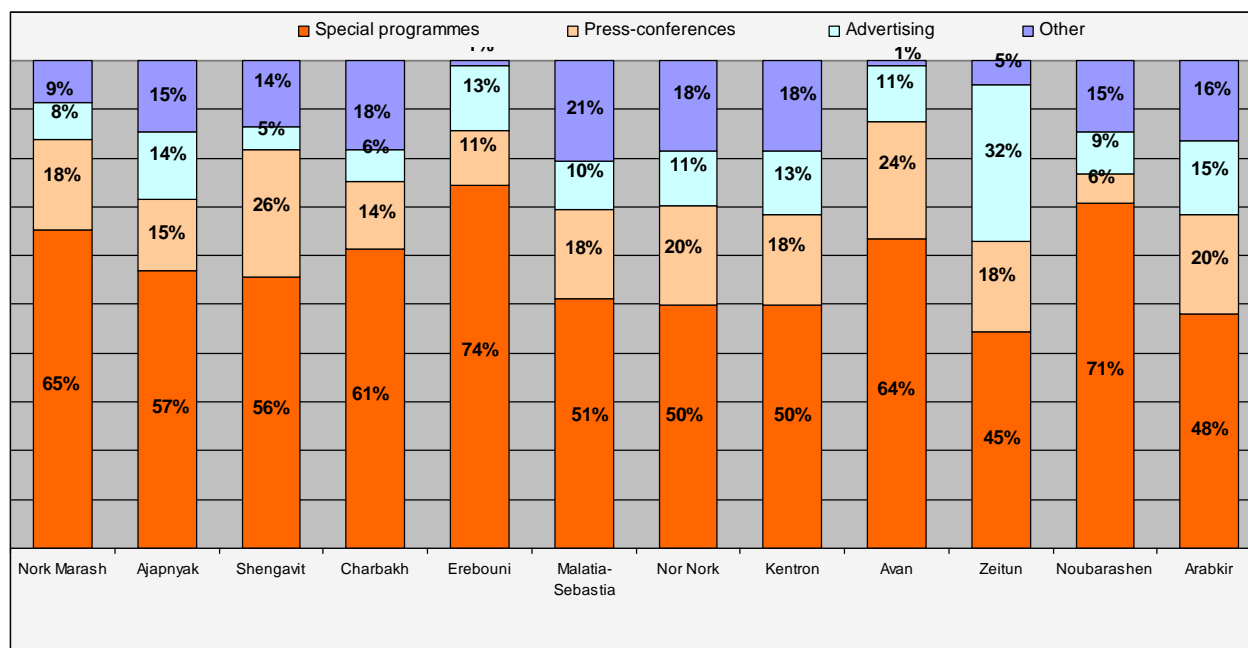
Chart 53: In your opinion, can the mass media facilitate the Public-Police partnership (across the districts)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

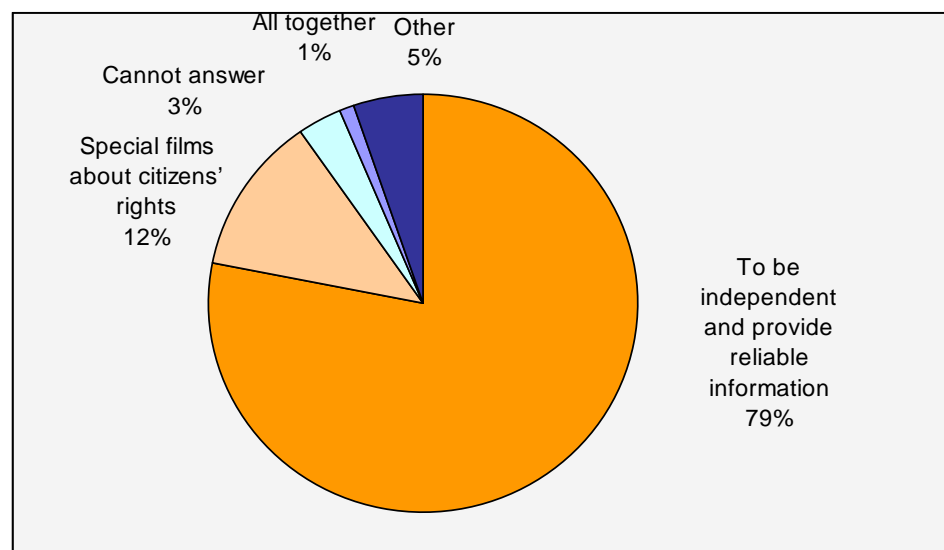
To the question “How can the mass media facilitate the Police-Public partnership”, the majority of the respondents selected the “special programmes” option. The highest score for “special programmes” was registered in Erebouni - 74%, 65% - in Nork Marash, 64% - in Avan, 71% - in Noubarashen. “Press conferences” and “advertisement” were less popular among the interviewees. The “press conference” option was preferred by 26% of the respondents in Shengavit and only 6% in Noubarashen. “Advertisement” was opted by 32% in Zeitun and by only 5% in Shengavit.

Chart 54: How can the mass media facilitate the Public-Police partnership (across the districts)?



Among “other options” the most recurrent (79%) was “mass media to be independent and to give reliable information”. About 12% of the “other options” were suggestions to produce and show special films about rights of citizens in order to facilitate the collaboration between the Public and the Police.

Chart 55: How can the mass media facilitate the Public-Police partnership? (other options proposed by respondents)



Only 70% of the respondents preferred to respond to the open question “*In your opinion, are there areas in the Police performance, which require urgent change to improve the Police reputation?*” Specifically,

- 24% responded that the overall Police system should be changed and the quality of the Police work should be improved;
- 16% of the respondents didn't have any definite answer to this question;
- 10% deemed that in order to improve their overall reputation the Police should provide impartial, honest and transparent service. In this category, a significant part of the respondents stressed that the Police should stop practices like planting drugs into person's pocket in order to arrest him/her.
- 10% of the respondents proposed that the Police should intensify the fight against corruption and be open about the existing situation.
- 9% of the respondents would like to see equality and impartiality in the Police system, where all citizens are regarded as equal before the law.
- 8% of the respondents stated that the road safety should be improved.

Table 8. *In your opinion, are there areas in the Police performance, which require urgent change to improve the Police reputation?*

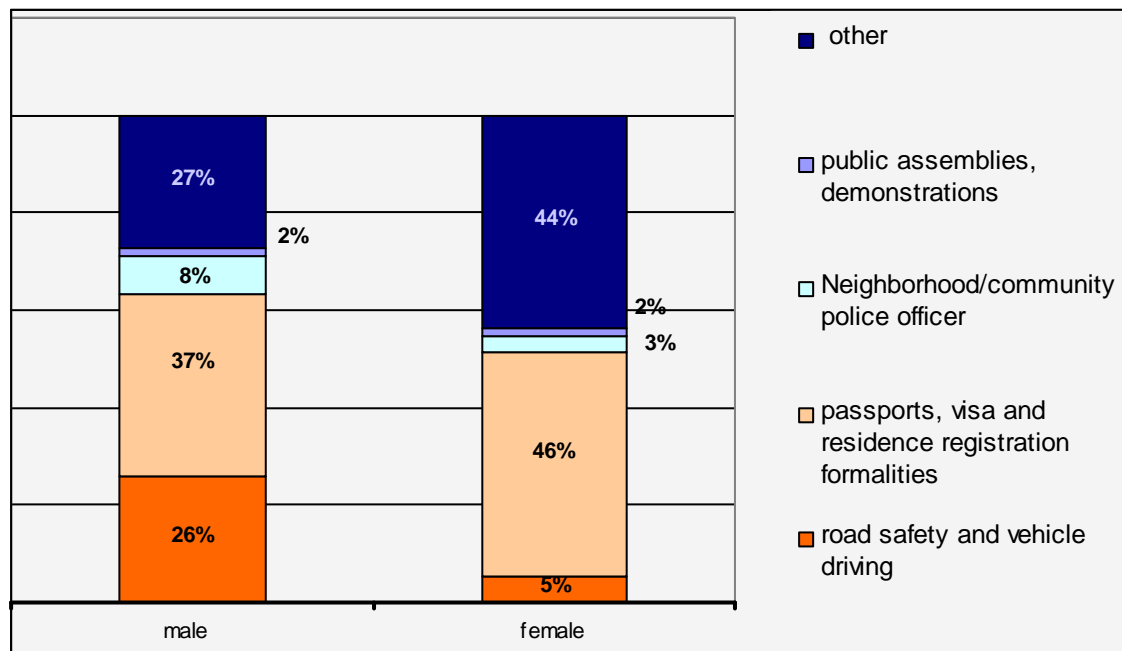
Propositions	Number of respondents	Number of respondents (%)
Changes of the entire system, quality improvement	218	24%
Not sure	146	16%
Provision of impartial, honest and transparent service	93	10%
Fight against corruption and proper crime detection	90	10%
Treat everybody equally before the law	77	9%
Improvement of the road safety	74	8%
Radical changes in the Police criminal department	40	4%
Intensification of the local control over neighborhoods/communities	34	4%
Improvement of the HR policy	33	4%
Fight against abuses of official positions	29	3%
Salary increase	18	2%
Changes in the judicial system	14	2%
Other	11	1%
Improvement of the Police educational system	10	1%
Intensification of the fight against trafficking and drugs	5	1%
Everything is fine	4	0.4%
Improvement of the passport and visa services	4	0.4%
Total	900	100%

PART 3: SURVEY DATA ACROSS THE GENDERS OF THE RESPONDENTS

DATA ON THE INTERACTIONS WITH POLICE (across the genders)

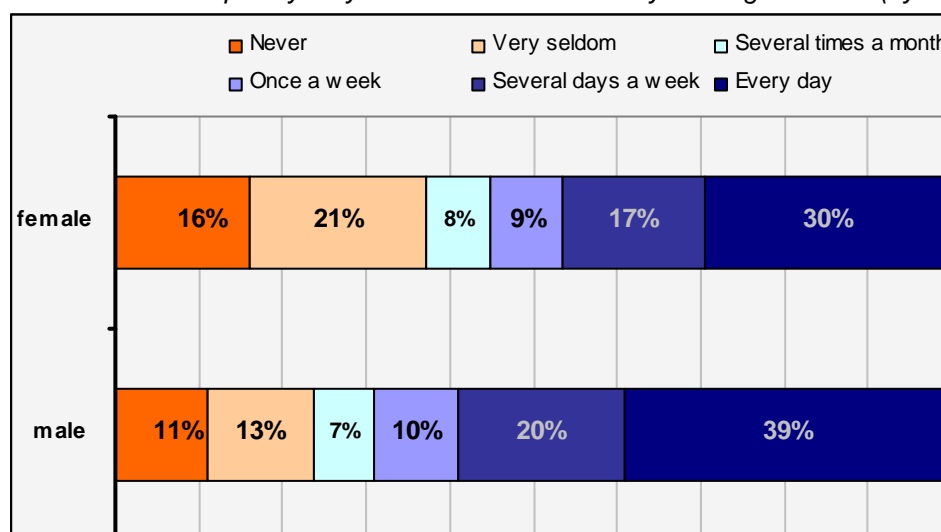
Interactions with the Police for the “passport, registration and visa” formalities had the highest frequency among both females and males, 46% and 37%, respectively.

Chart 56: On what occasions have you interacted with the Police during the last 3 years?



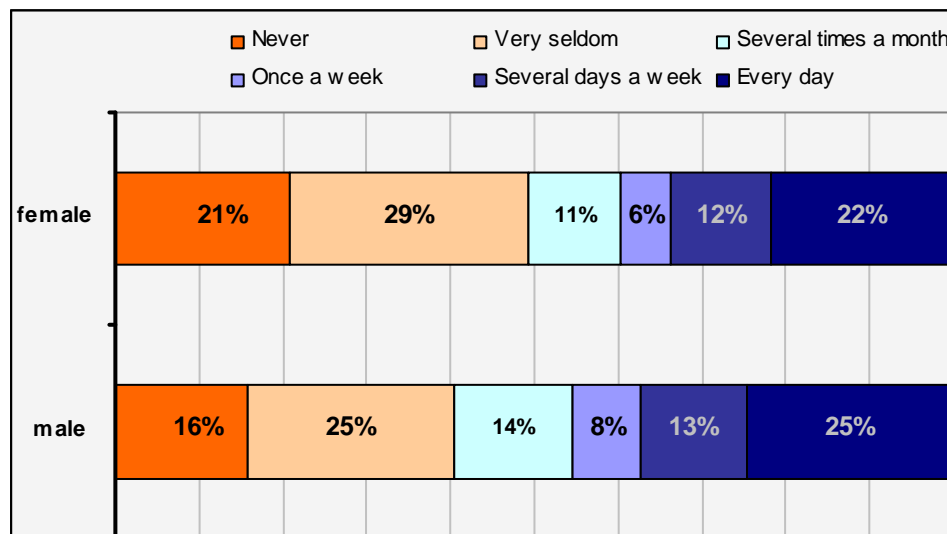
Male respondents appear to meet the Police by car more frequently than the female respondents. These data can be interpreted also by the fact the males respondents are more observant in this respect than the female respondents.

Chart 57: How frequently do you see Police officers in your neighborhood (by car)?



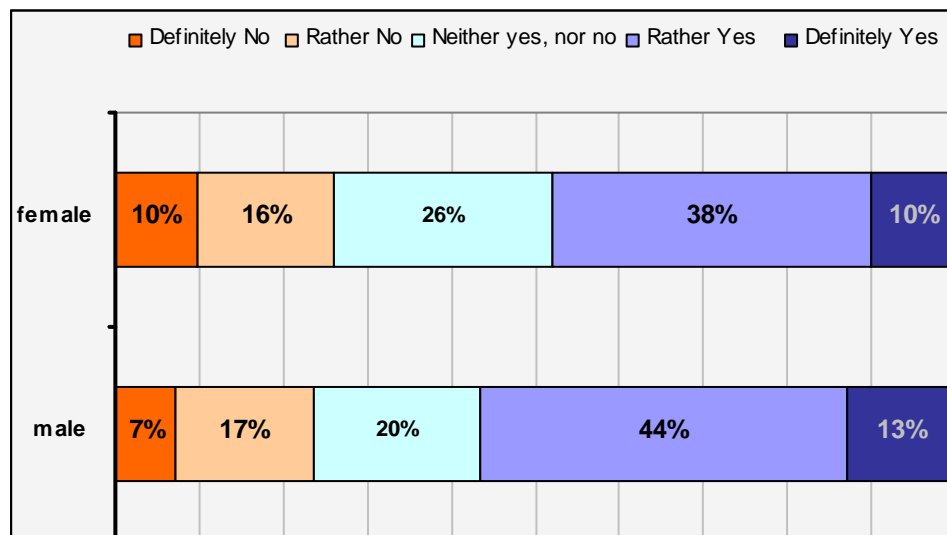
The picture is the same with the foot patrol police officers: the male respondents meet them more frequently than the female ones, or else the male respondents are more watchful than female ones.

Chart 58: How frequently do you see Police officers in your neighborhood (on foot)?



The male respondents tend to be more convinced that the Police are pro-active in their fight against the criminality: 57% males vs. 48% females.

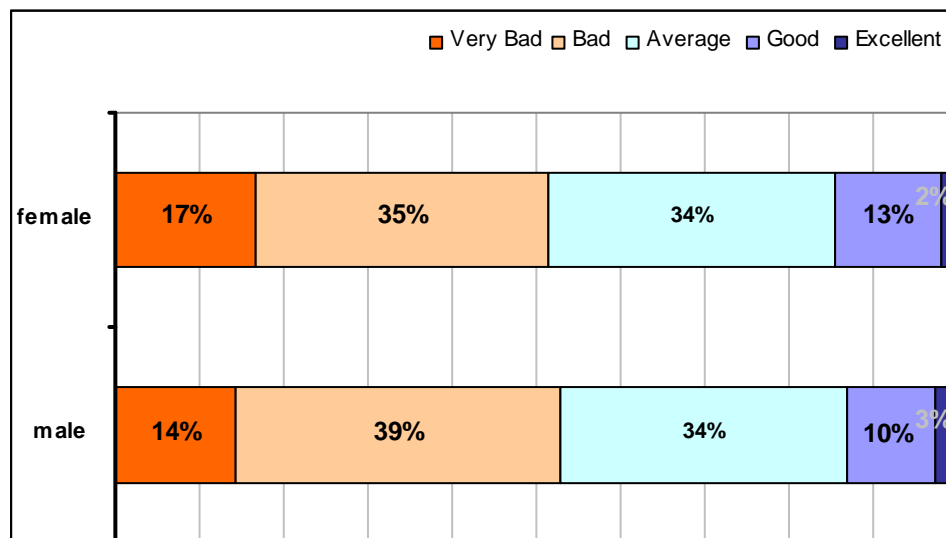
Chart 59: In your opinion, are the Police pro-active in their fight against the criminality?



In general, the assessment of various features of the Police by the female respondents is more positive than that of the male respondents.

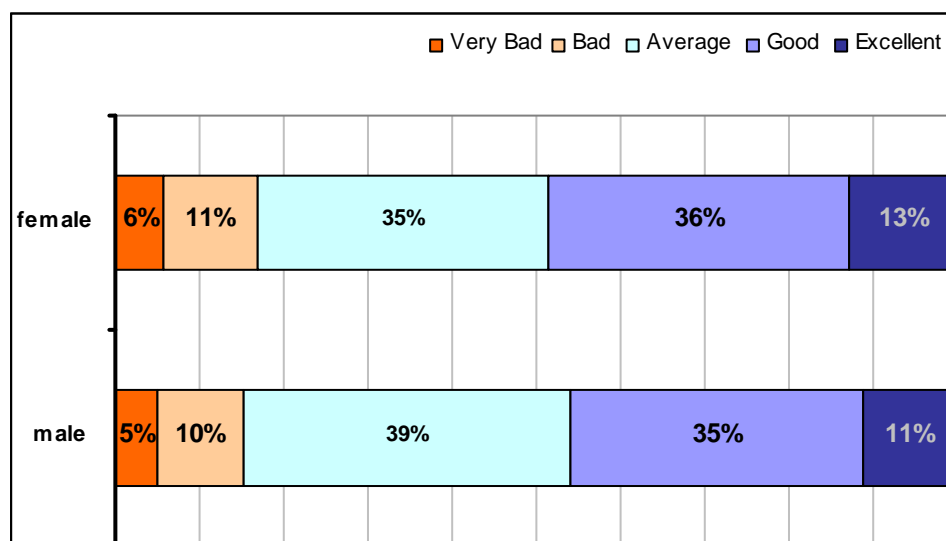
In assessing the “equal treatment of the citizens” only 15% of the female respondents and 13% of the male respondents provided a positive feedback.

Chart 60: Assessment of “equal treatment of the citizens” feature of the Police (across the genders).



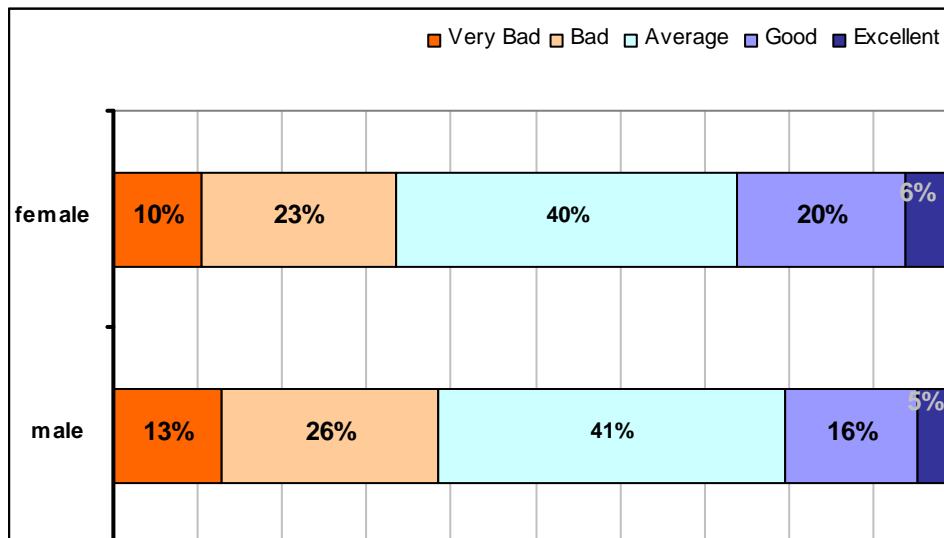
The assessment of the “quick response” does not significantly differ between the genders.

Chart 61: Assessment of the “quick response” feature of the Police (across the genders).



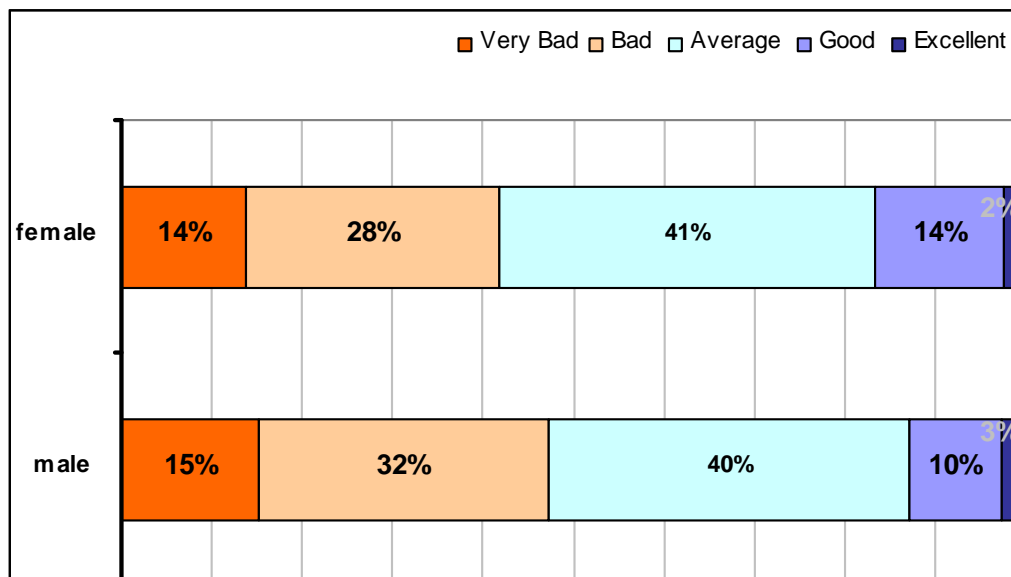
Both genders share their “average to bad” attitude to “politeness” of the Police, however female respondents are more positive on that quality.

Chart 62: Assessment of the “politeness” feature of the Police (across the genders).



Both genders share their “average to bad” attitude to the “honesty” of the Police, however female respondents are again more positive.

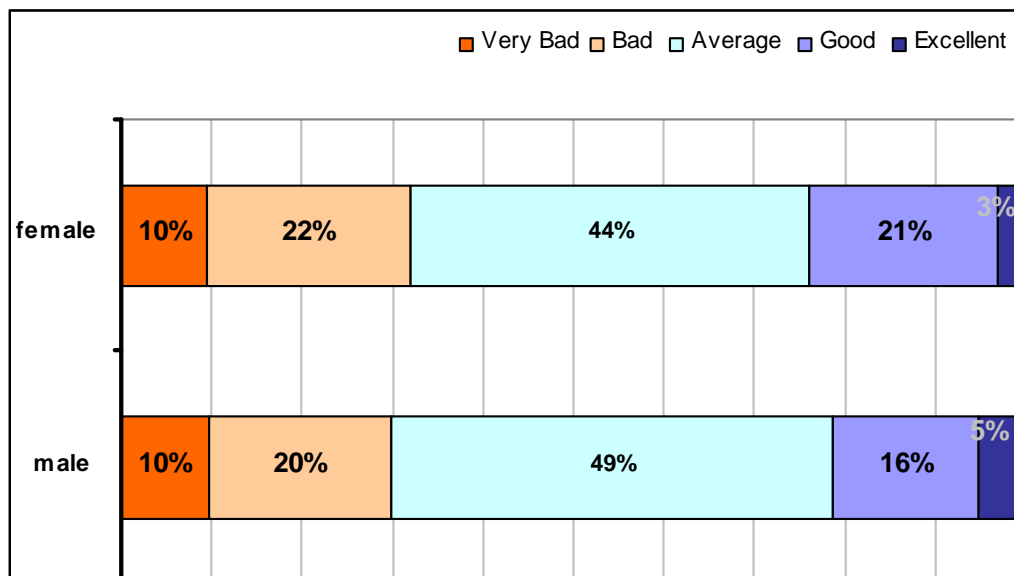
Chart 63: Assessment of the “honesty” feature of the Police (across the genders).



Public Opinion Poll on the Police-Public Partnership in Yerevan

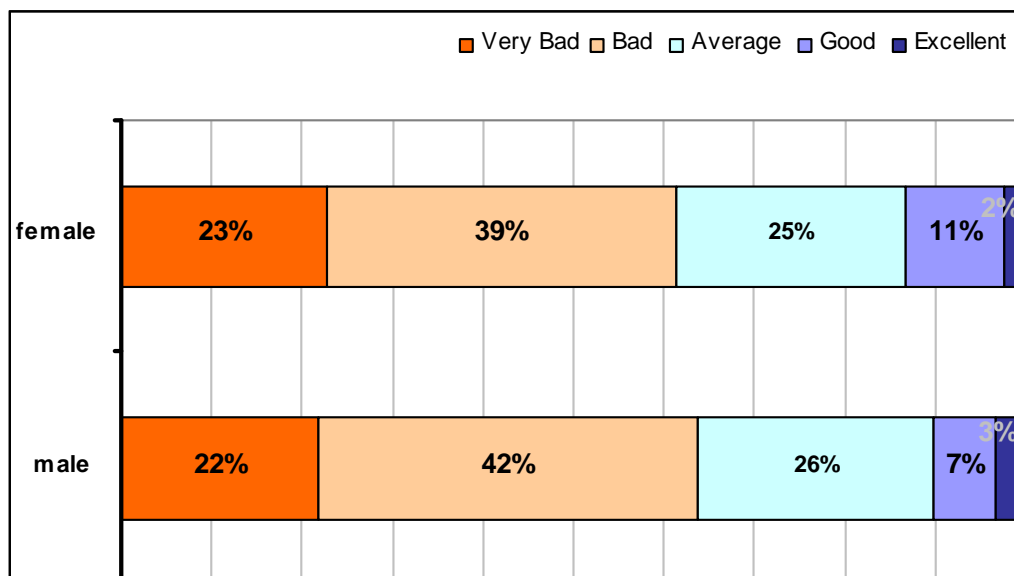
Again, attitude of male and female respondents towards “problem solving” effectiveness of the Police is almost the same but with higher scores on positive aspect from the female respondents.

Chart 64: Assessment of the “problem solving” feature of the Police (across the genders).



Police “transparency” is mostly valued quite negatively, but more negatively by the males than the females.

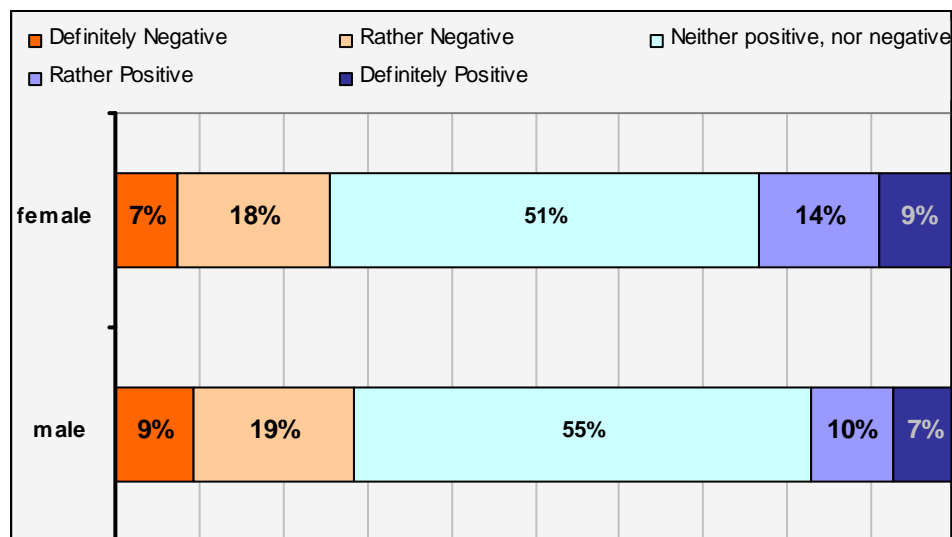
Chart 65: Assessment of the “transparency” feature of the Police (across the genders).



DATA ON THE IMAGE PERCEPTION (across the genders)

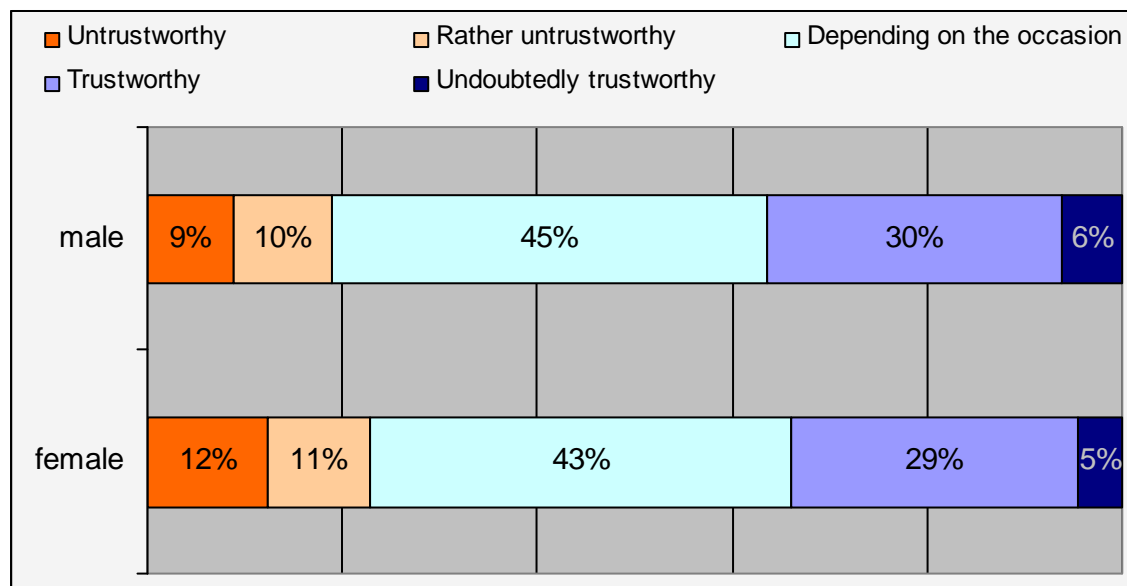
The attitude towards the Police among the female respondents appears to be more positive than male ones.

Chart 66: What is your personal attitude towards the Police?



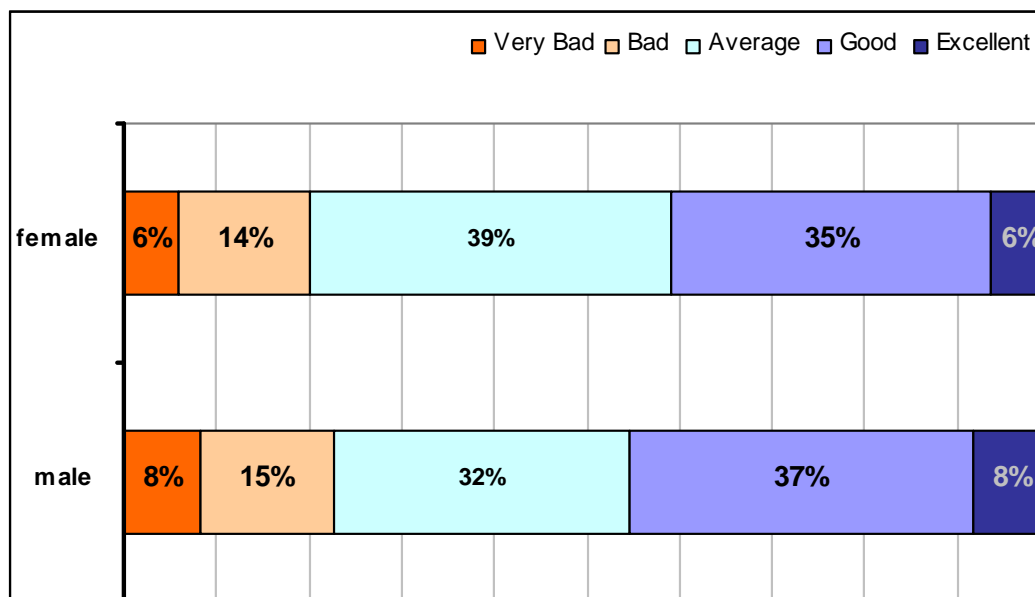
With respect to the trust in the Police, it appears that the female respondents are a little more positive than the male ones.

Chart 67: In your opinion, to what extent are the Police trustworthy?



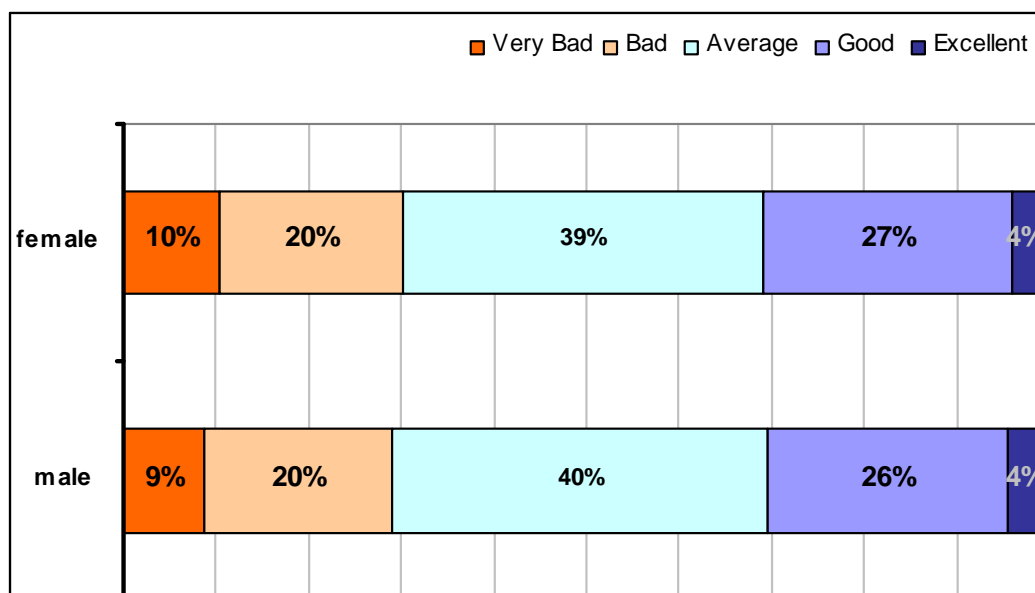
On the aspect of the “road safety” service, the male respondents’ opinions are more polarized than the females’.

Chart 68: Assessment of the “road safety” service of the Police (across the genders).



Between the female and male respondents, there is almost no notable difference on the “protection of personal safety” aspect.

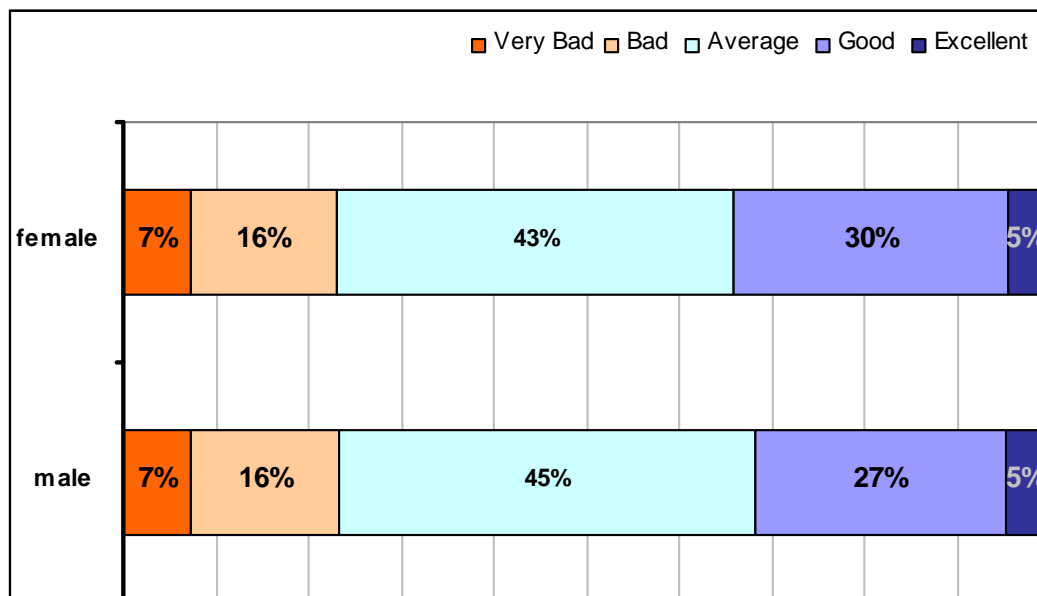
Chart 69: Assessment of the “protection of personal safety” service of the Police (across the genders).



Public Opinion Poll on the Police-Public Partnership in Yerevan

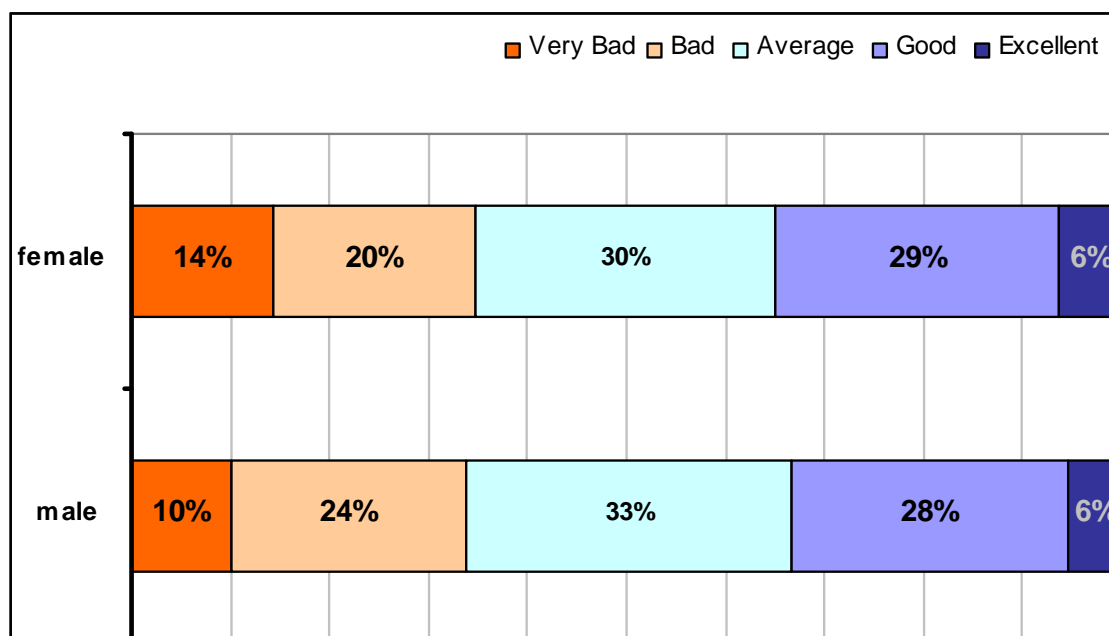
Between the female and male respondents, there is no significant difference in the attitude toward the “public order protection”, though males seem to be more conservative in their positive responses.

Chart 70: Assessment of the “public order protection” service of the Police (across the genders).



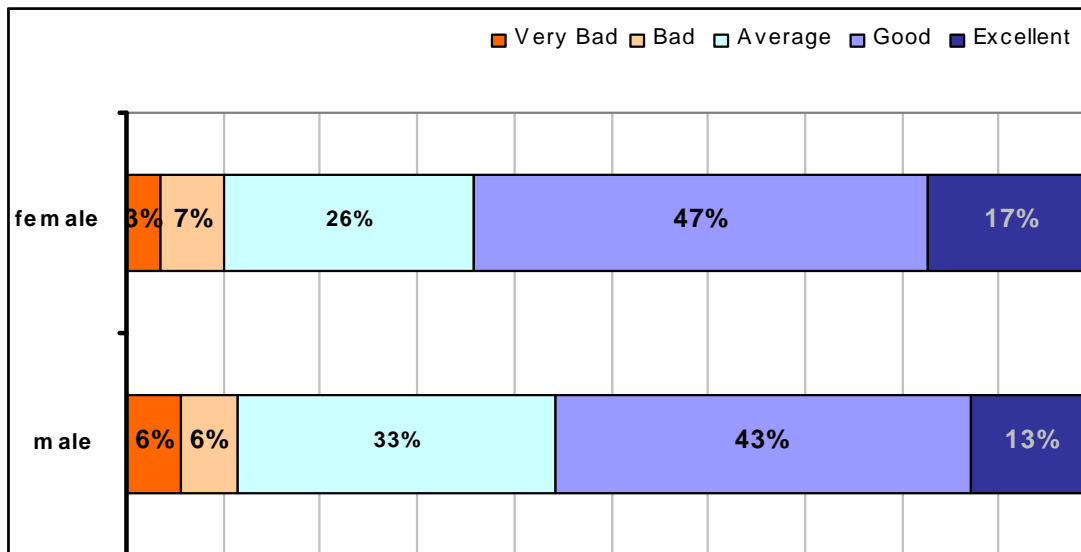
The female and male respondents showed almost no difference in their opinions on “neighborhood/community control”.

Chart 71: Assessment of the “neighborhood/community control” service of the Police (across the genders).



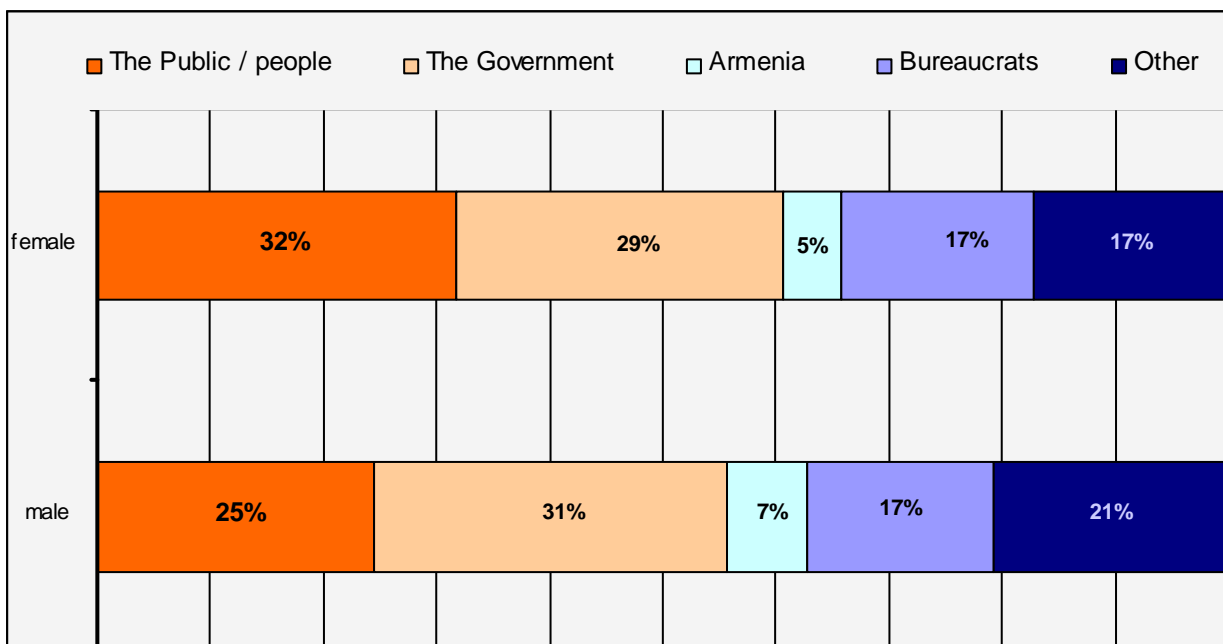
With respect to the “passport, registration and visa” service the female respondents are more positively disposed than male.

Chart 72: Assessment of the “passport, registration and visa” service of the Police (across the genders).



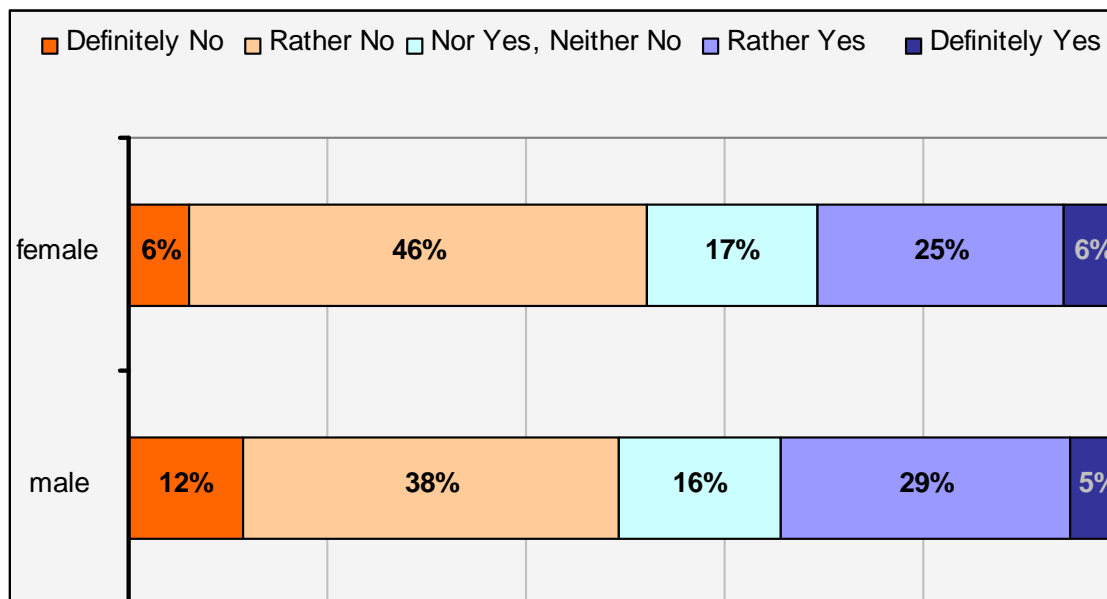
Male respondents tend to believe more that the Police serve “the Government”, while the attitude toward the other options is almost identical.

Chart 73: In your opinion, whom do the Police actually serve?



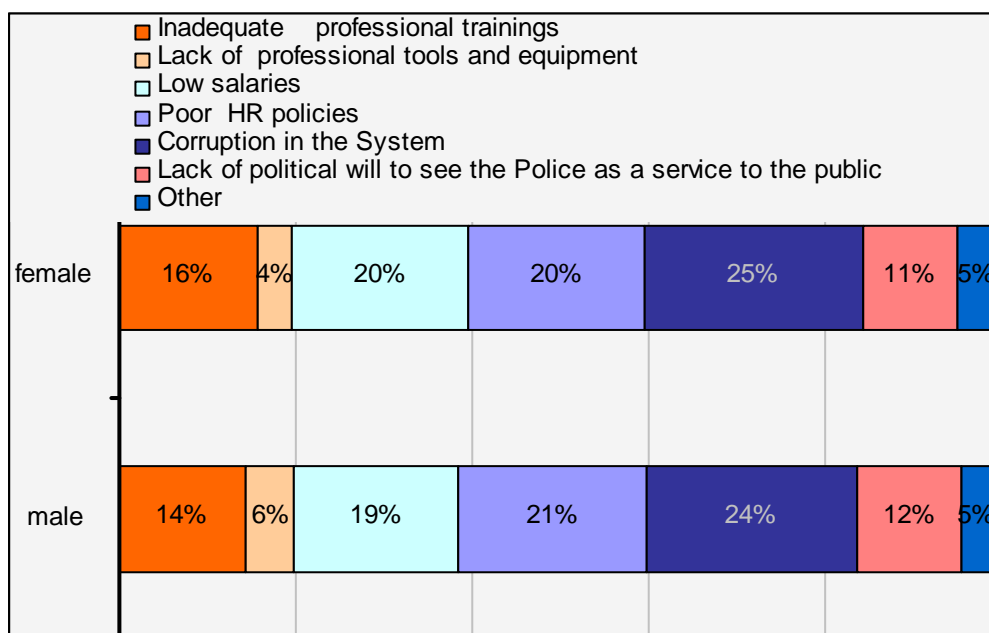
Female respondents are more skeptical in that the Police serve “the Laws and the Public”.

Chart 74: In your opinion, to what extent do the Police serve the Laws and the Public?



There is no significant difference in the opinion of male and female respondents regarding deficiencies and drawbacks in the Police.

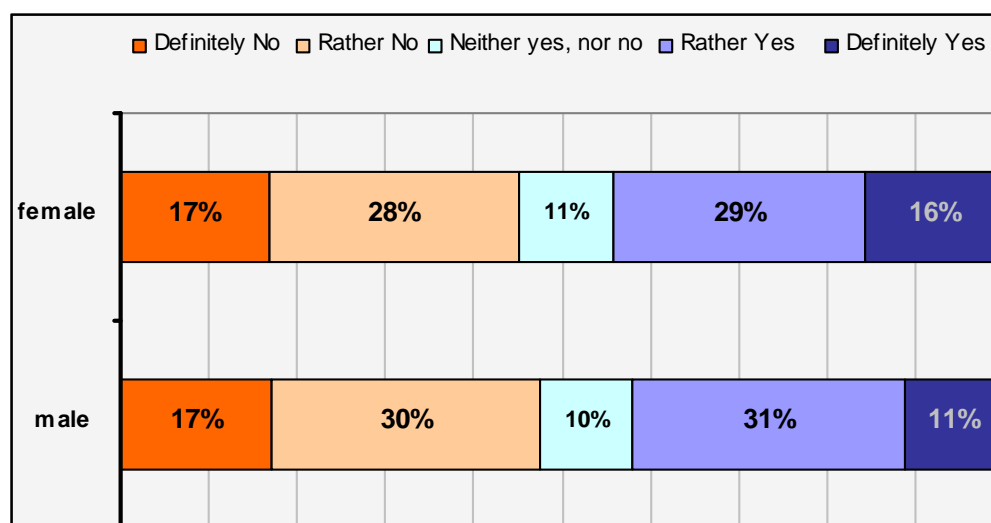
Chart 75: In your opinion, what are the causes of the deficiencies and drawbacks in the Police?



DATA ON THE PUBLIC RELATIONS (across the genders)

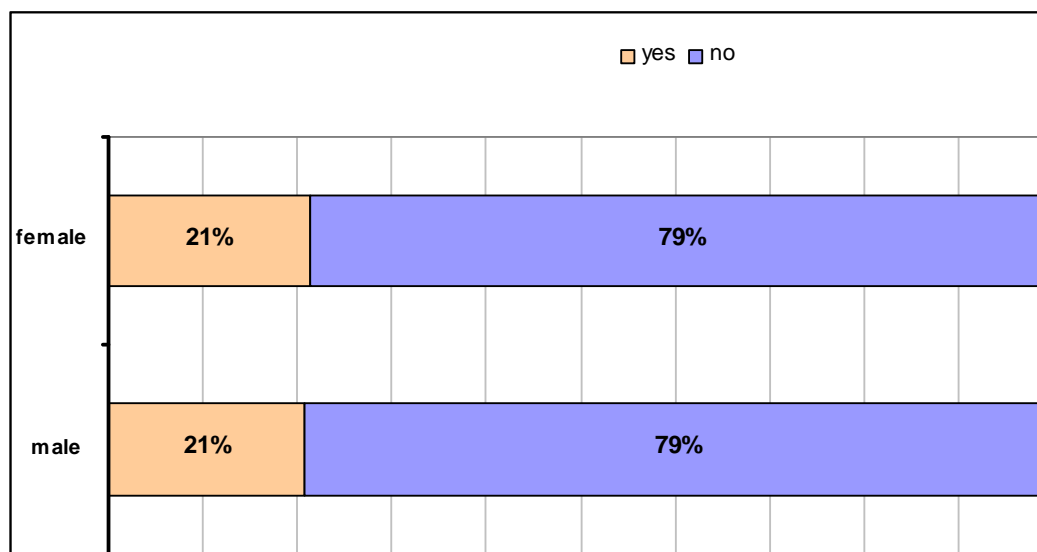
The male and female respondents similarly think that the Public has a role in determining the quality of the Police work, but males are somewhat more skeptical.

Chart 76: In your opinion, does the Public currently play a role in the quality of the Police work?



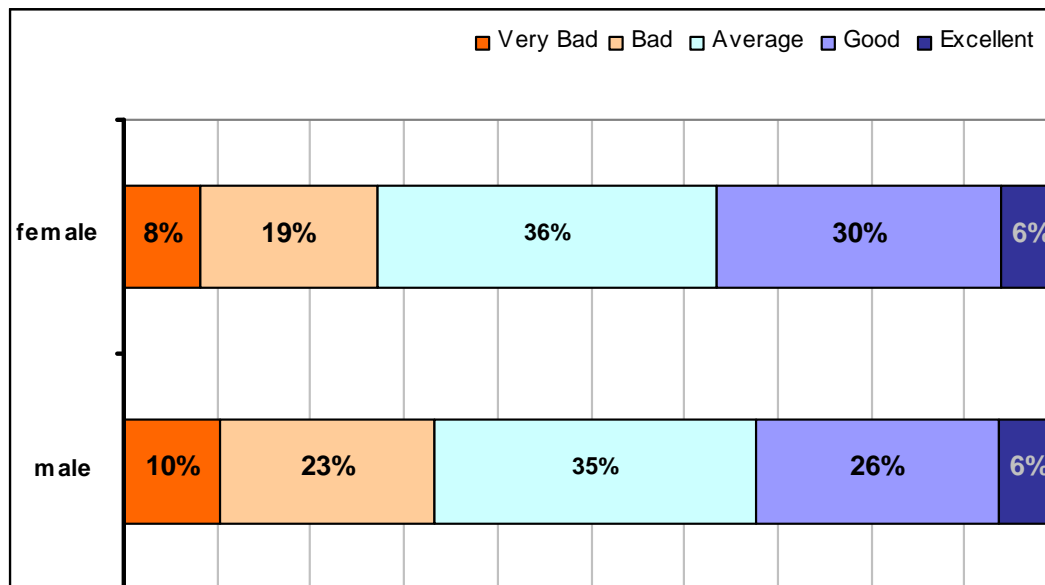
There is no difference between the male and female respondents on the issue of (not) collaboration with the Police.

Chart 77: Would you personally be willing to collaborate with the Police?



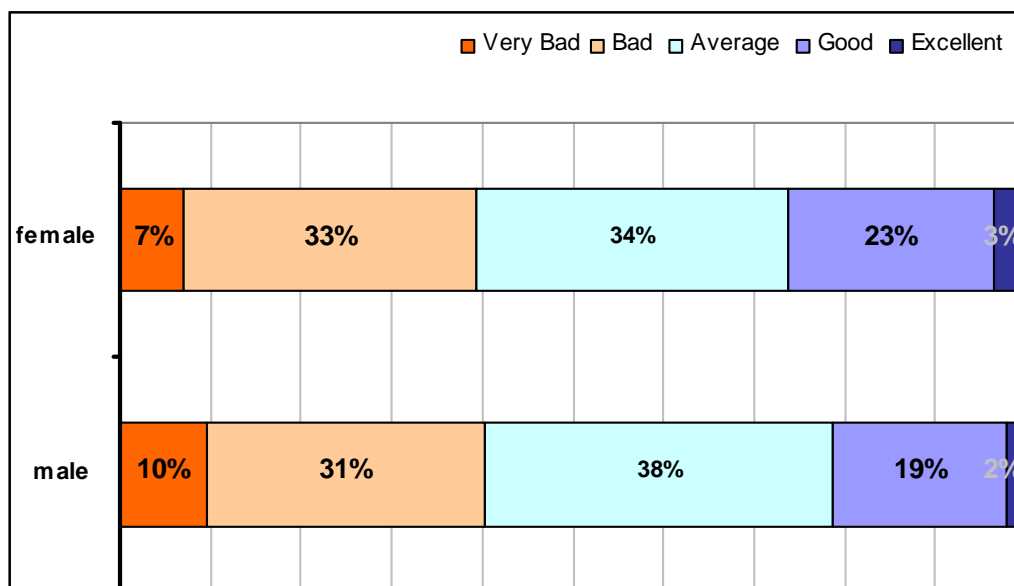
It appears that for the female respondents the TV is a better information source than for males.

Chart 78: Assessment of the TV as a source of information (across the genders).



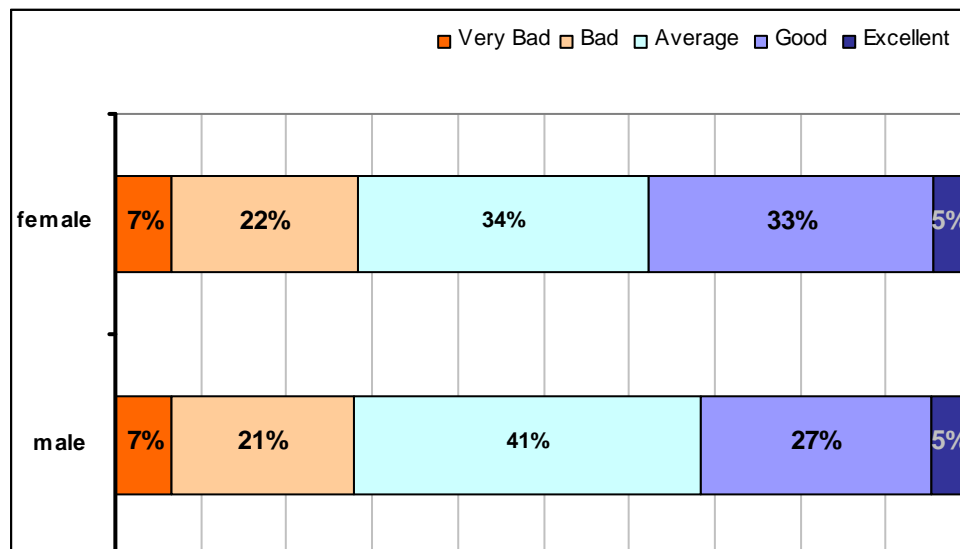
The female respondents are more positive also toward the Radio, considering it a good information source.

Chart 79: Assessment of the radio as a source of information (across the genders).



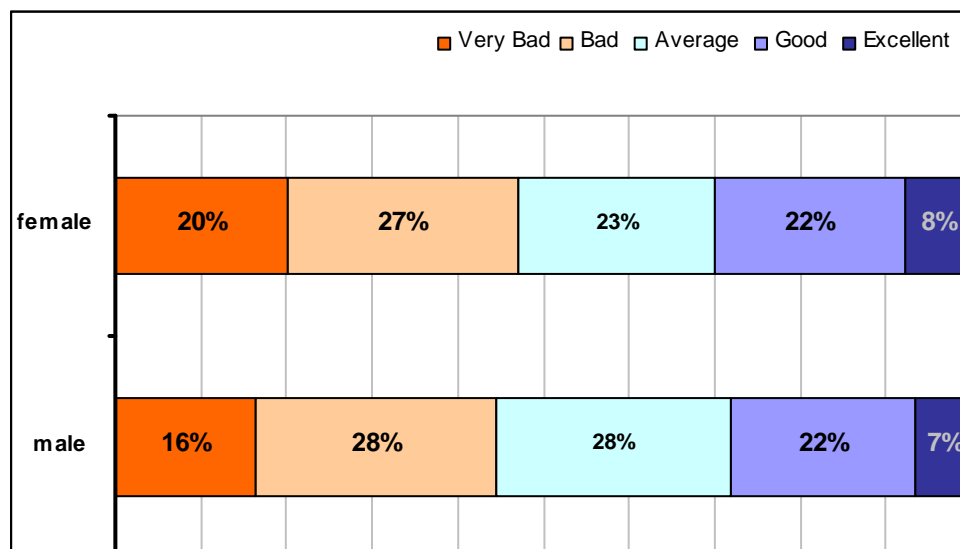
The newspapers as an information source are rated higher by the female respondents than male ones.

Chart 80: Assessment of newspapers as a source of information (across the genders).



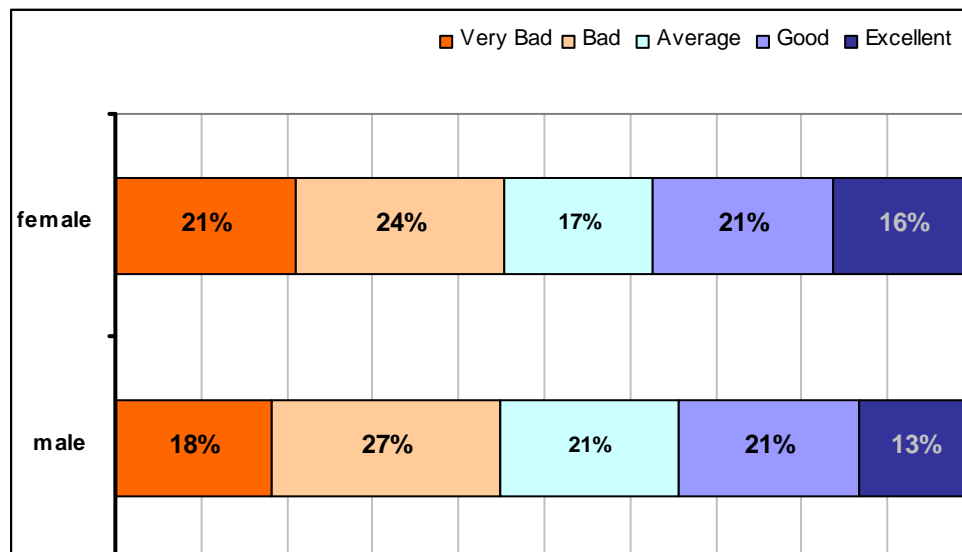
As to the Internet, with respect to positive evaluations there is no difference between the male and female respondents, while the negative evaluations by the females appears to be higher.

Chart 81: Assessment of the Internet as a source of information (across the genders).



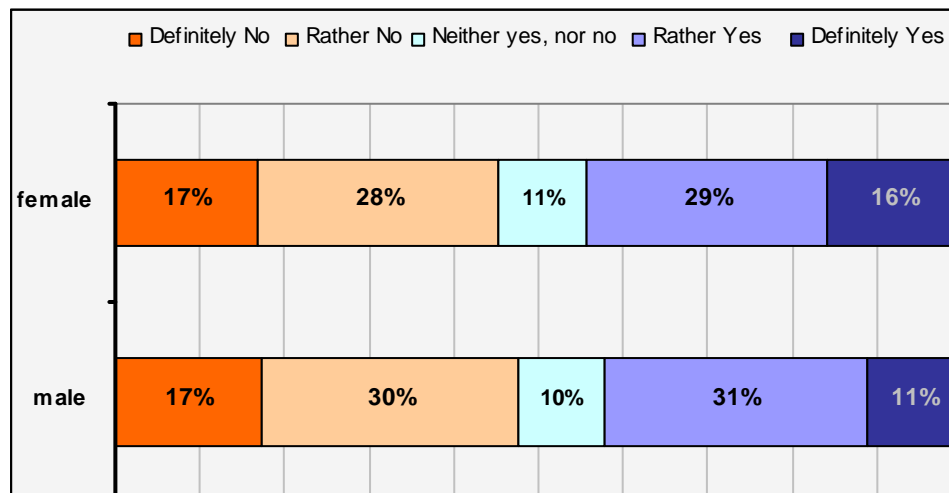
It has been identified that the overall attitude of the male and female respondents towards the rumors is the same, with some minor difference in the response degree.

Chart 82: Assessment of rumors as a source of information (across the genders).



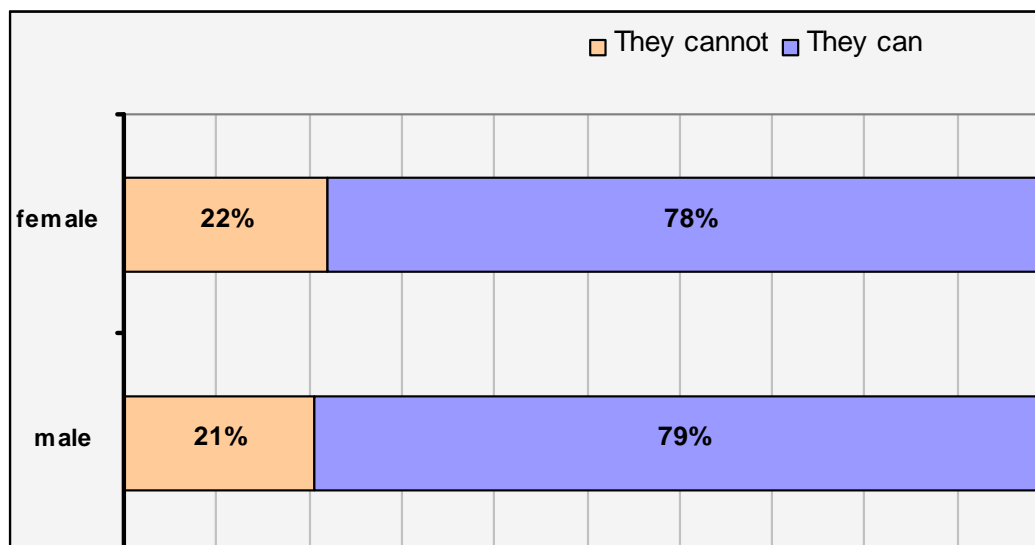
To the question on the role of the mass media in the Public-Police partnership building, the interviewed females seem to be more optimistic than males.

Chart 83: In your opinion, do the mass media currently play a role in building the Public-Police partnership?



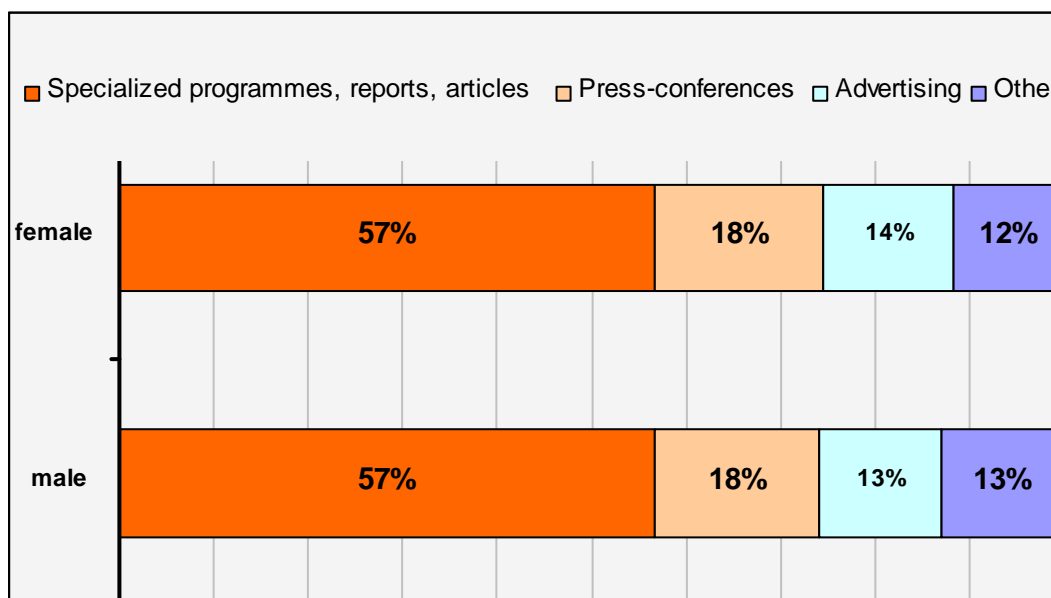
As to the facilitating role of the mass media, there has been no significant difference in the opinions of the male and female respondents.

Chart 84: In your opinion, can the mass media facilitate the Public-Police partnership?



No considerable difference has been noticed in the opinions of the male and female respondents on how the mass media can facilitate the Public-Police collaboration.

Chart 85: How can the mass media facilitate the collaboration between the Public and the Police?

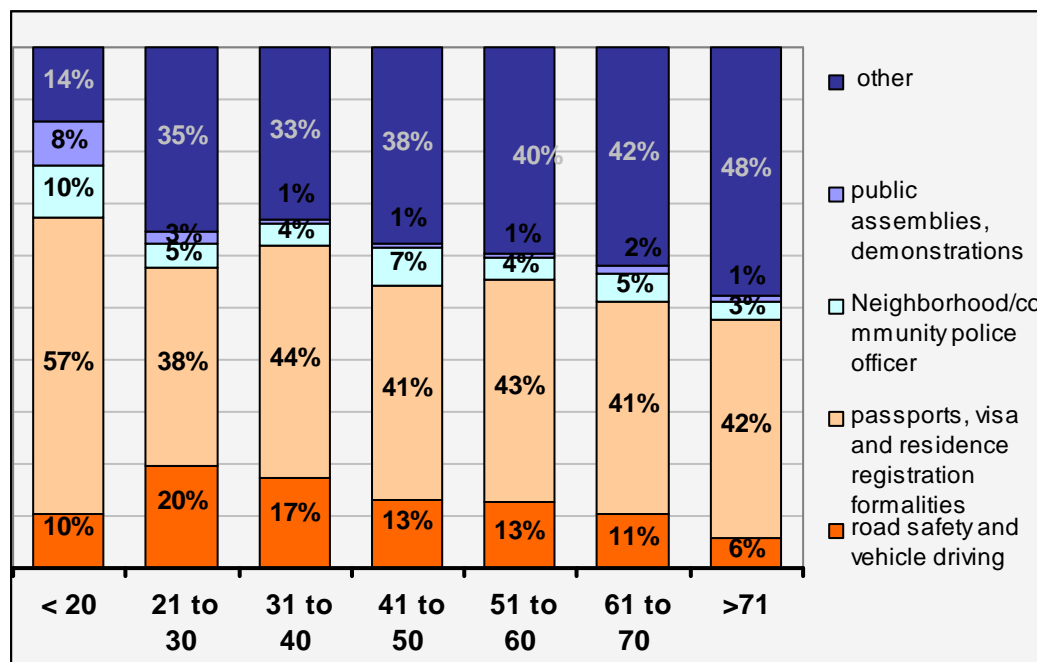


PART 4: SURVEY DATA ACROSS THE RESPONDENTS' AGE GROUPS

DATA ON THE INTERACTIONS WITH THE POLICE (across the age groups)

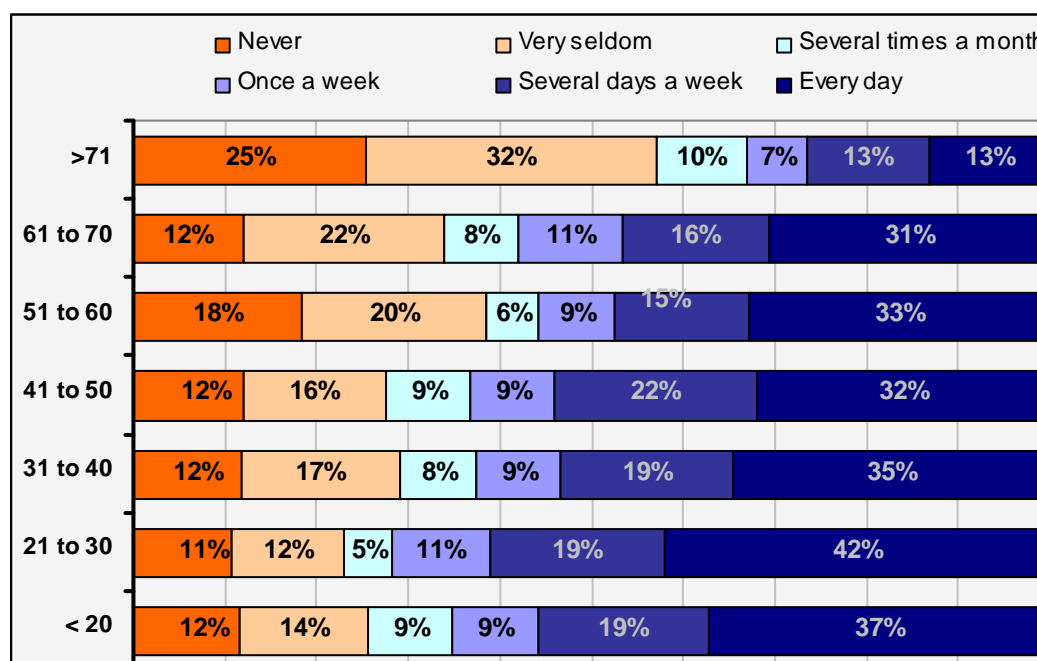
Interactions with the Police considerably differ across the age groups. See chart below for the details.

Chart 86: On what occasions have you interacted with the Police during the last 3 years?



The respondents of the age group of 21-30 most frequently see police officers on car patrols, or else they are the most observant.

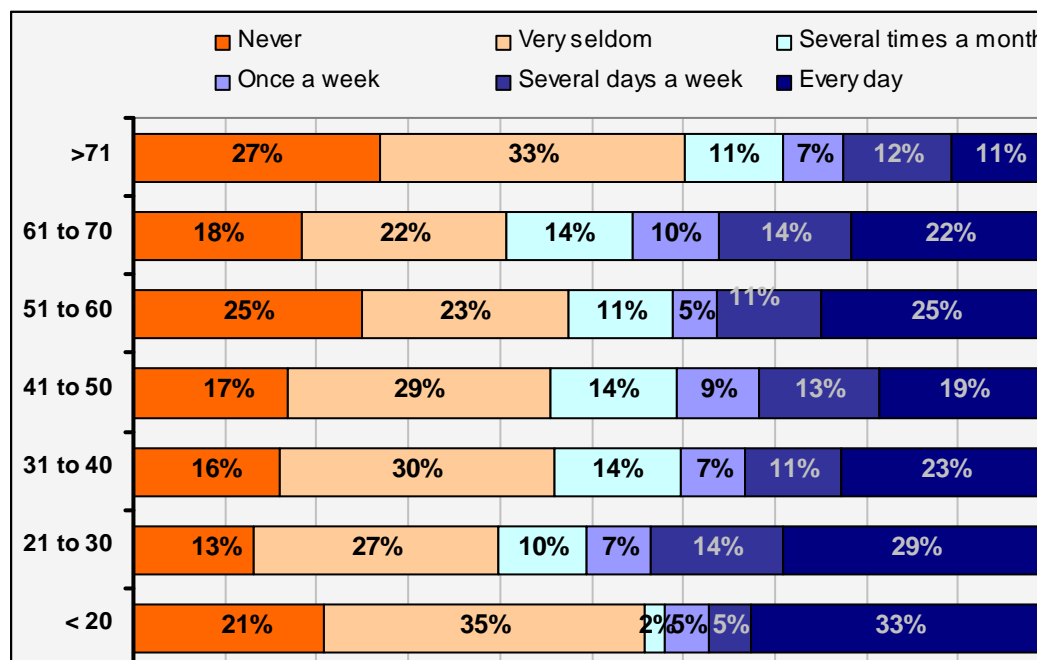
Chart 87: How frequently do you see Police officers in your neighborhood (by car)?



Public Opinion Poll on the Police-Public Partnership in Yerevan

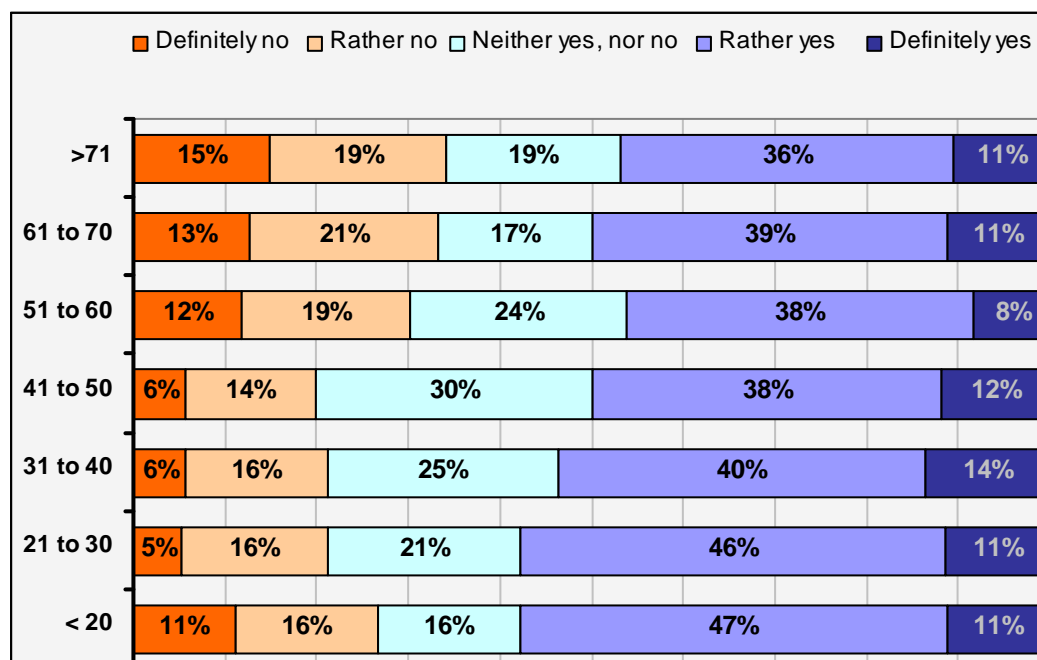
The same age group of 21-30 the most frequently meets Police officers also on foot patrol (or this group is the most attentive in this respect).

Chart 88: How frequently do you see Police officers in your neighborhood (on foot)?



The respondents of younger age groups are more inclined to think that the Police are preventive in the fight against crime.

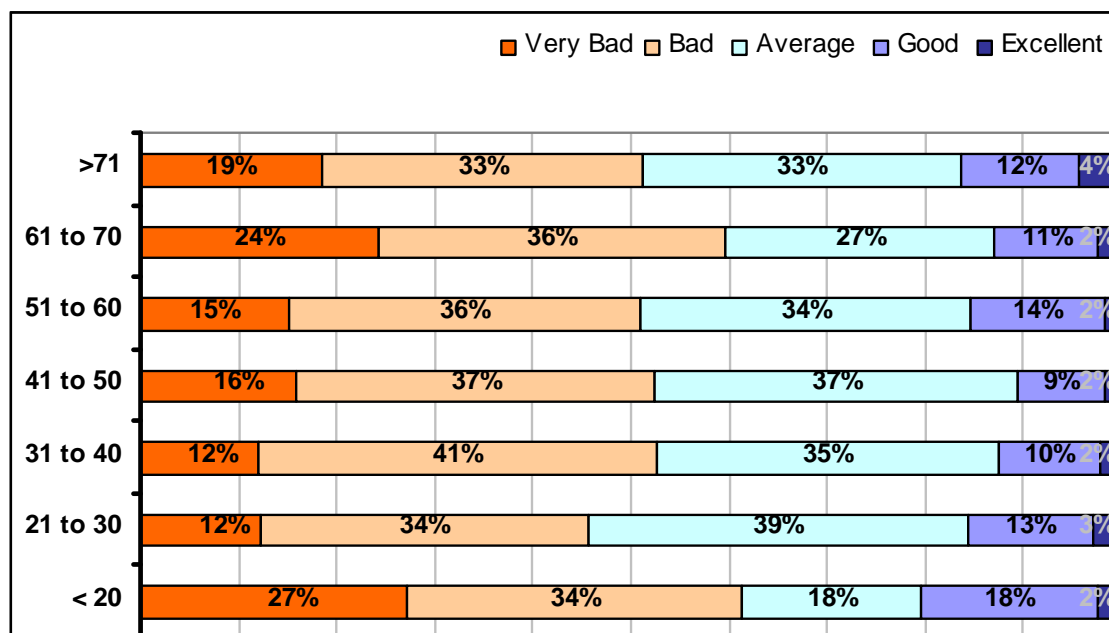
Chart 89: In your opinion, are the Police pro-active in their fight against the criminality? (across the age groups)



Public Opinion Poll on the Police-Public Partnership in Yerevan

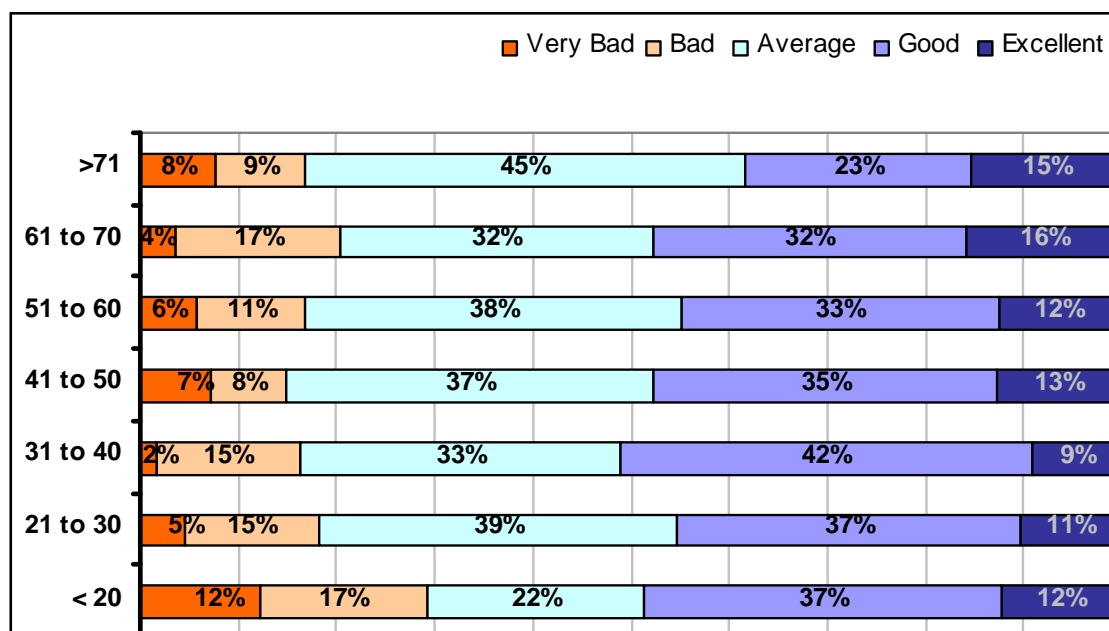
“Equal treatment of the citizens” is predominantly questioned by the respondents of all age groups. The most polarized scores are provided by the youngest group.

Chart 90: Assessment of the “equal treatment of the citizens” feature of the Police (across the age groups).



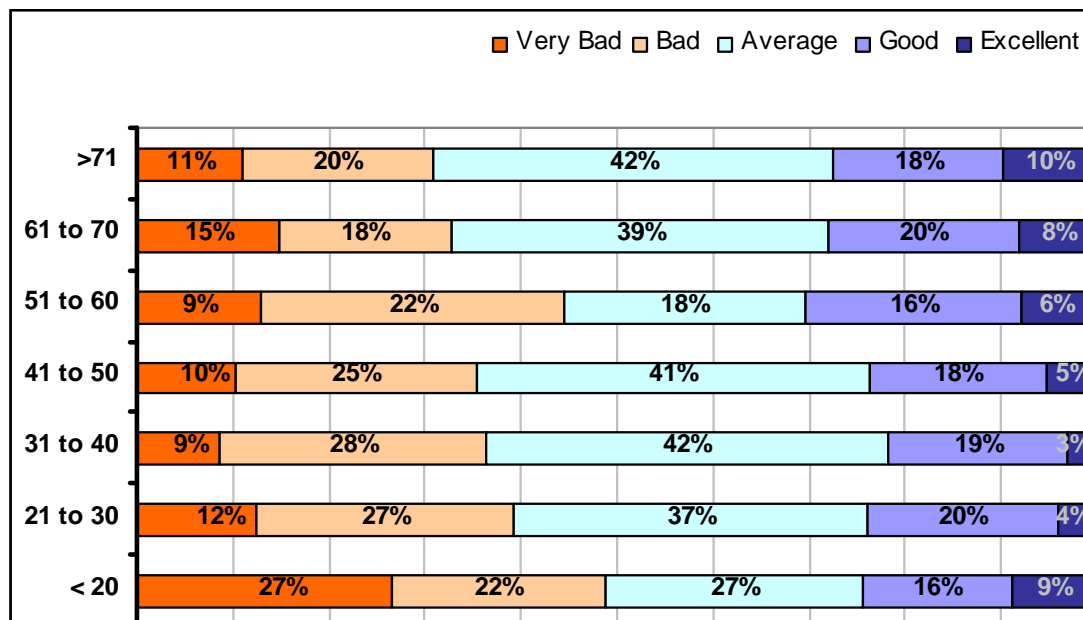
The “quick response” quality is positively assessed by the majority of the respondents, but the youngest age group gave the lowest grade.

Chart 91: Assessment of the “quick response” feature of the Police (across the age groups).



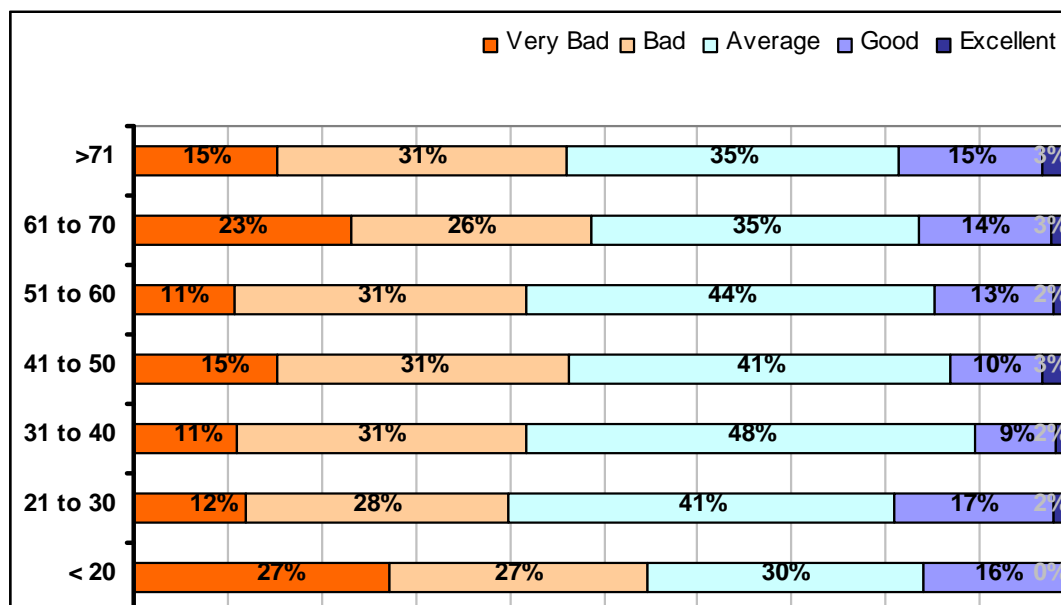
The Police’s “politeness” is the most negatively scored by the age groups of <20 and 51-60.

Chart 92: Assessment of the “politeness” feature of the Police (across the age groups).



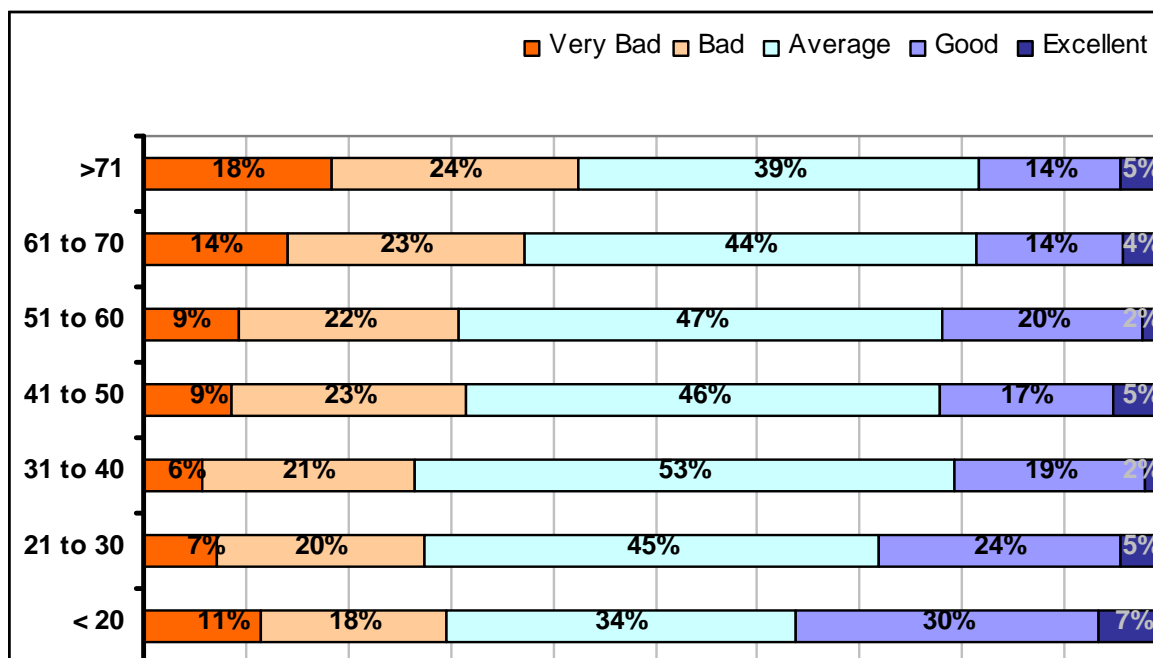
The Police’s “honesty” received the most negative scores from the age groups of <20 and 61-70.

Chart 93: Assessment of the “honesty” feature of the Police (across the age groups).



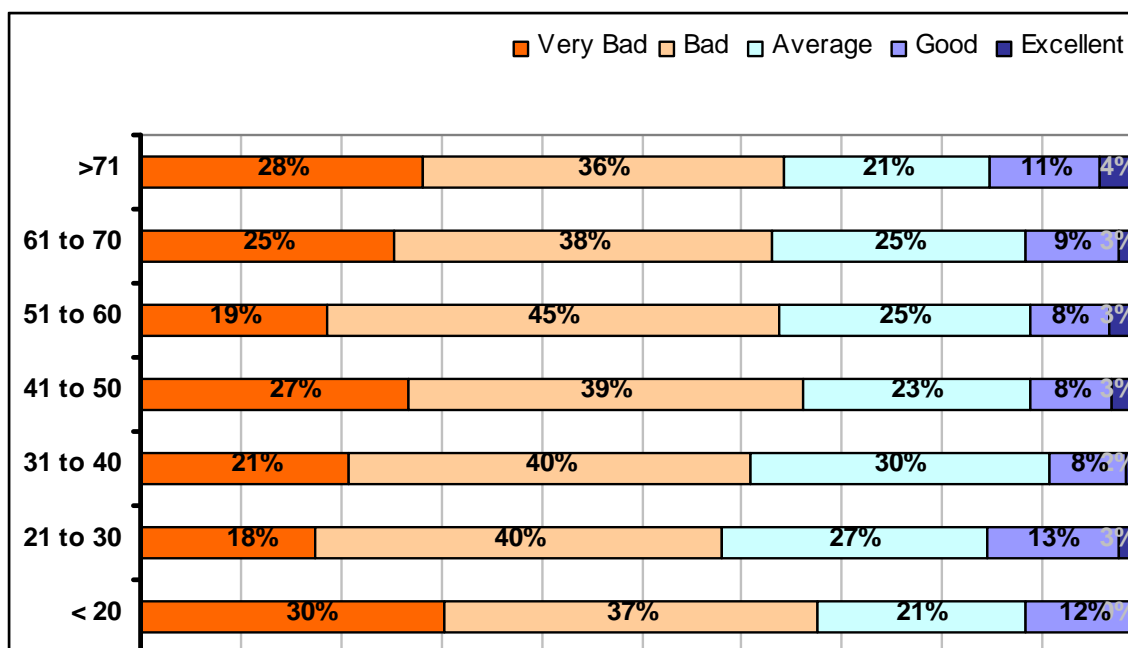
The “problem solving” capacity of the Police is the most positively evaluated within the age group of <20. The older the respondents the less favorite are their responses concerning this feature.

Chart 94: Assessment of the “problem solving” feature of the Police (across the age groups).



The Police “transparency” is regarded as “bad” or “very bad” by the respondents of all age groups.

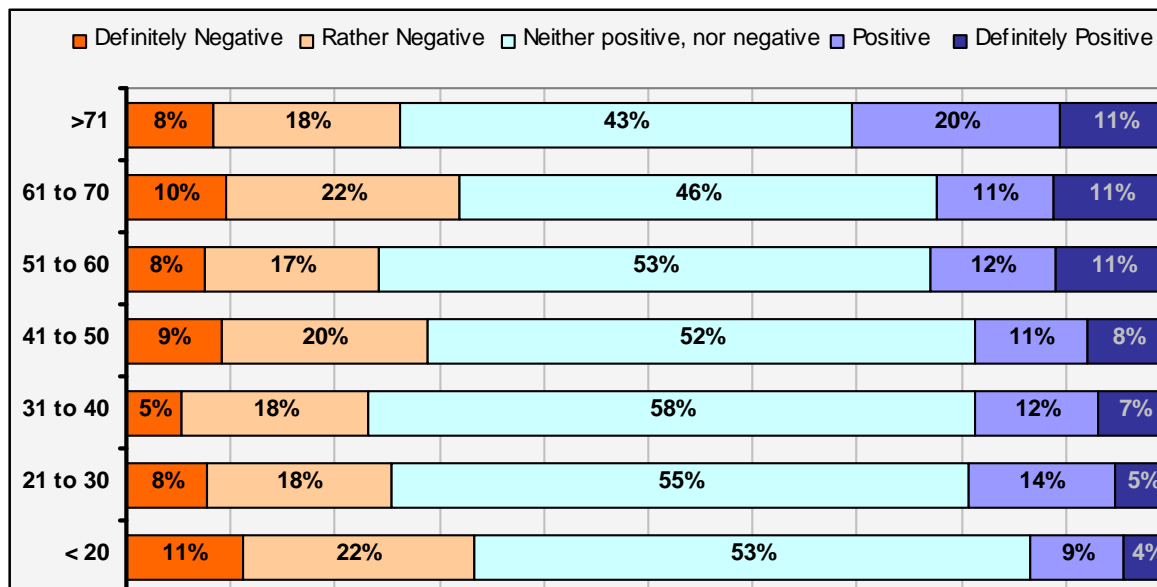
Chart 95: Assessment of the “transparency” feature of the Police. (across the age groups)



DATA ON THE IMAGE PERCEPTION (across the age groups)

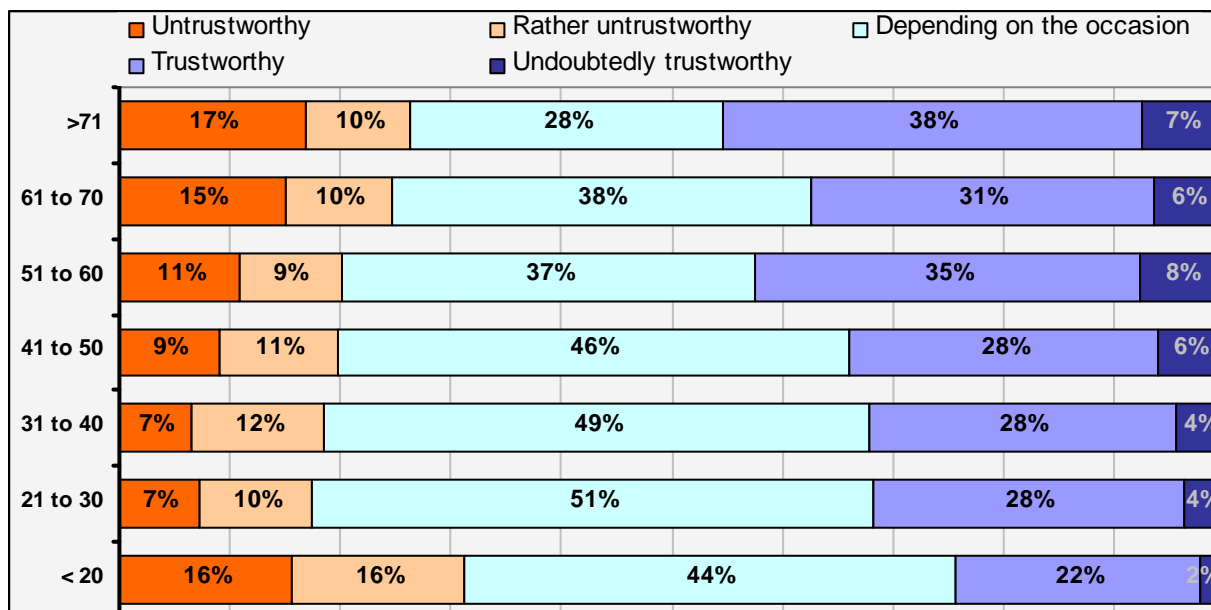
The personal attitude towards the Police is the most negative among the respondents of <21 group. While the age group of >71 has the most positive attitude.

Chart 96: What is your personal attitude towards the Police?



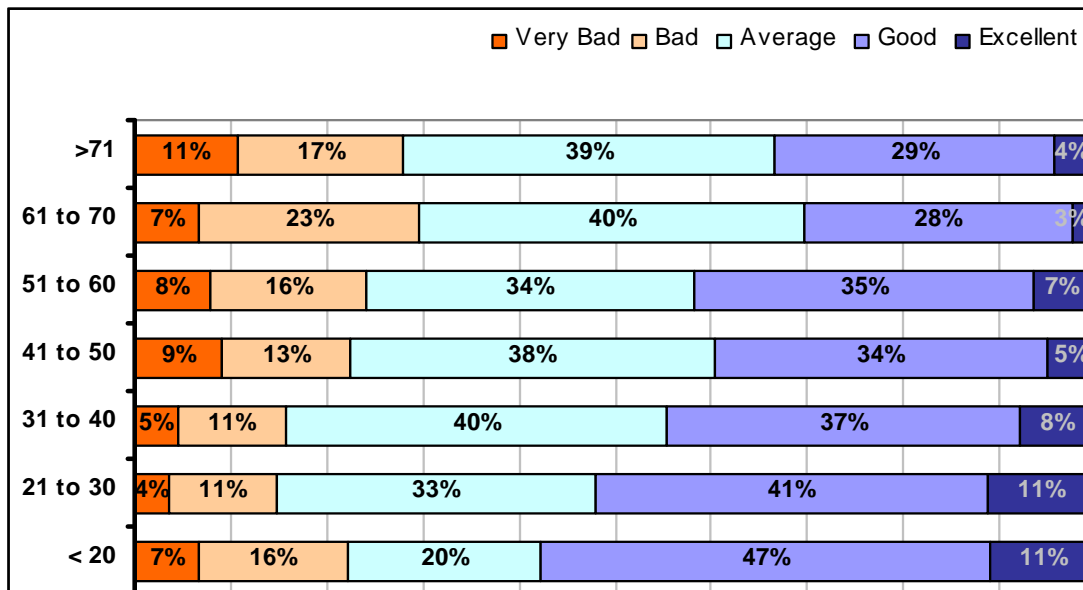
Interestingly, the higher the age of the respondents the more polarized are the opinions on the issue of trust, i.e. neutral answers grow less with the growing age of respondents.

Chart 97: In your opinion, to what extent are the Police trustworthy?



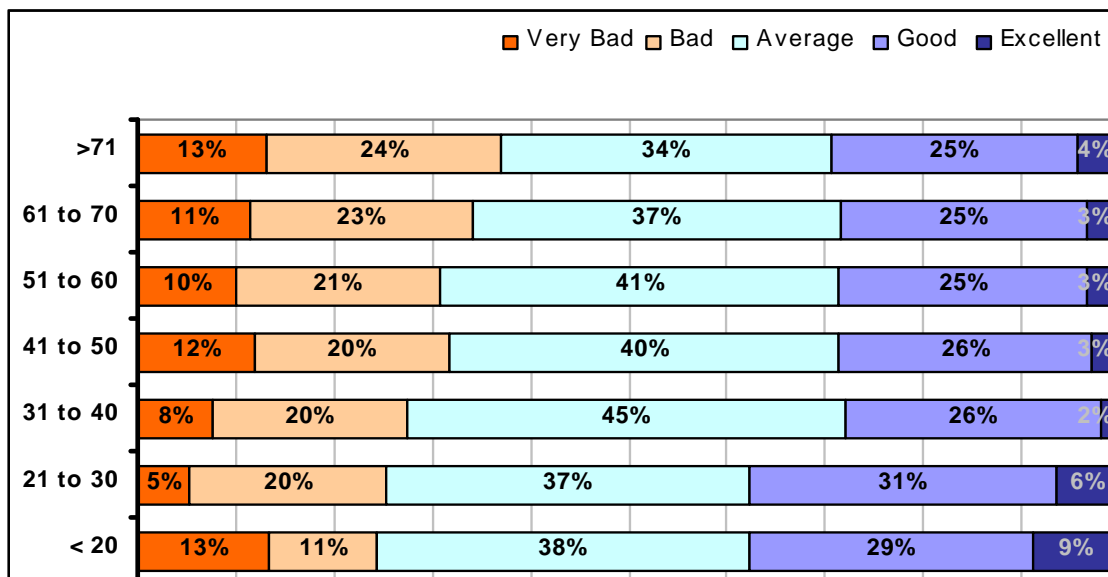
Younger age groups better grade Police’s “road safety” efforts than the older age groups.

Chart 98: Assessment of the “road safety” service of the Police (across the age group).



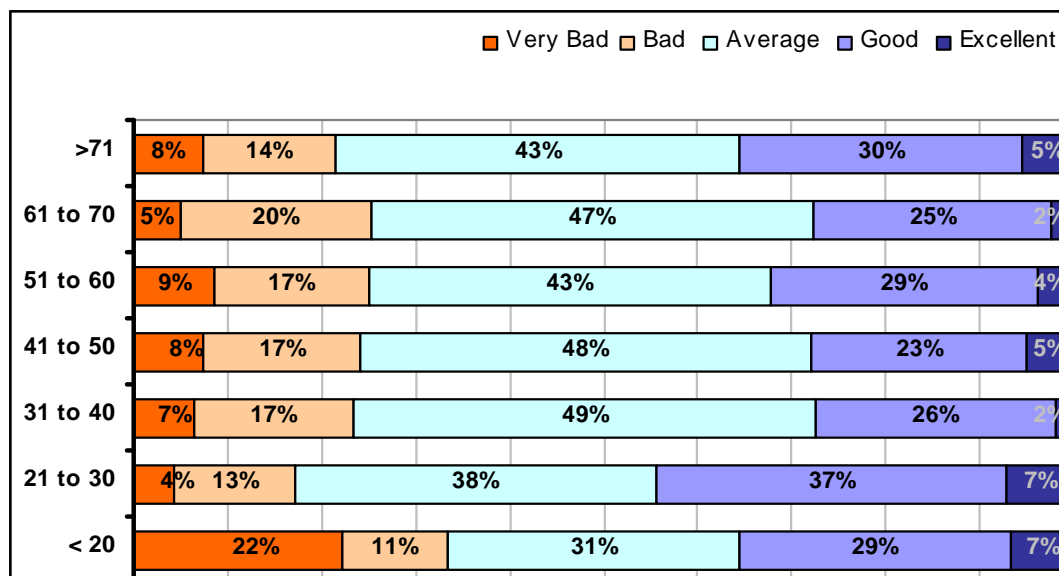
The Police service of “protection of personal safety” is better rated by the age groups of <20 and 21-30 in comparison to the older age groups.

Chart 99: Assessment of the “protection of personal safety” service of the Police (across the age groups).



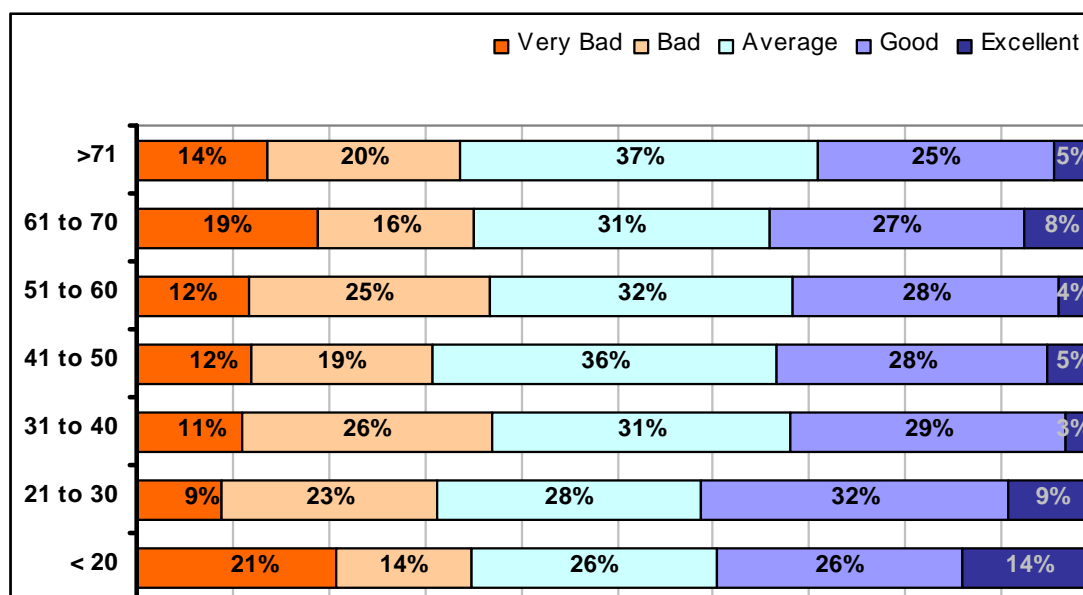
The highest negative assessment for the “public order protection” was provided by the youngest age group (33%), while the highest positive - by the age group of 21-30 (44%).

Chart 100: Assessment of the “public order protection” service of the Police (across the age groups).



The “neighborhood/community control” efforts of the Police are ordered higher by the younger age groups than the older ones.

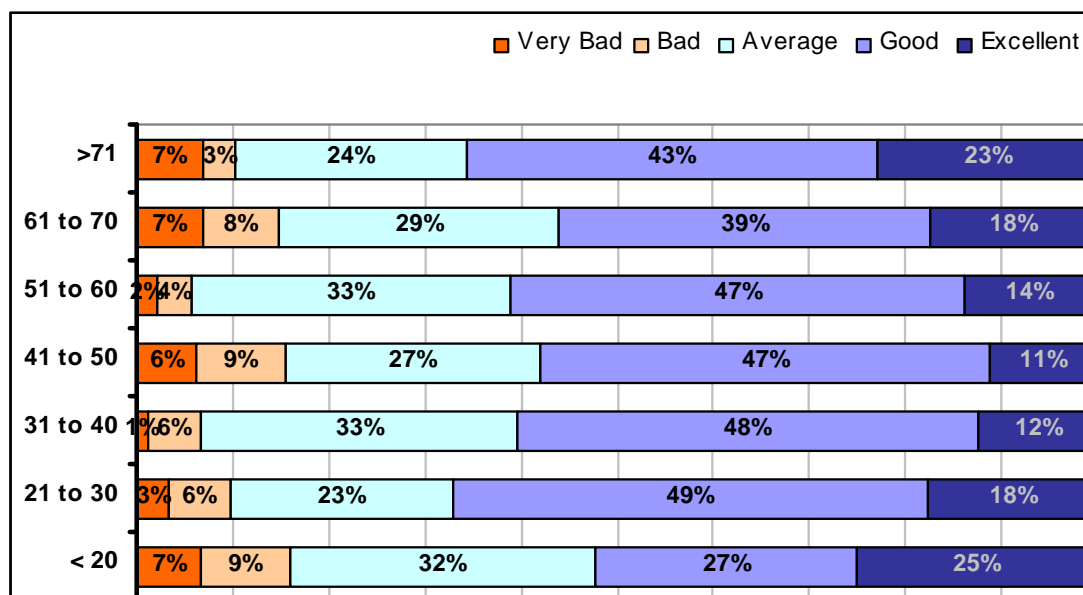
Chart 101: Assessment of the “neighborhood/community control” service of the Police (across the age groups).



Public Opinion Poll on the Police-Public Partnership in Yerevan

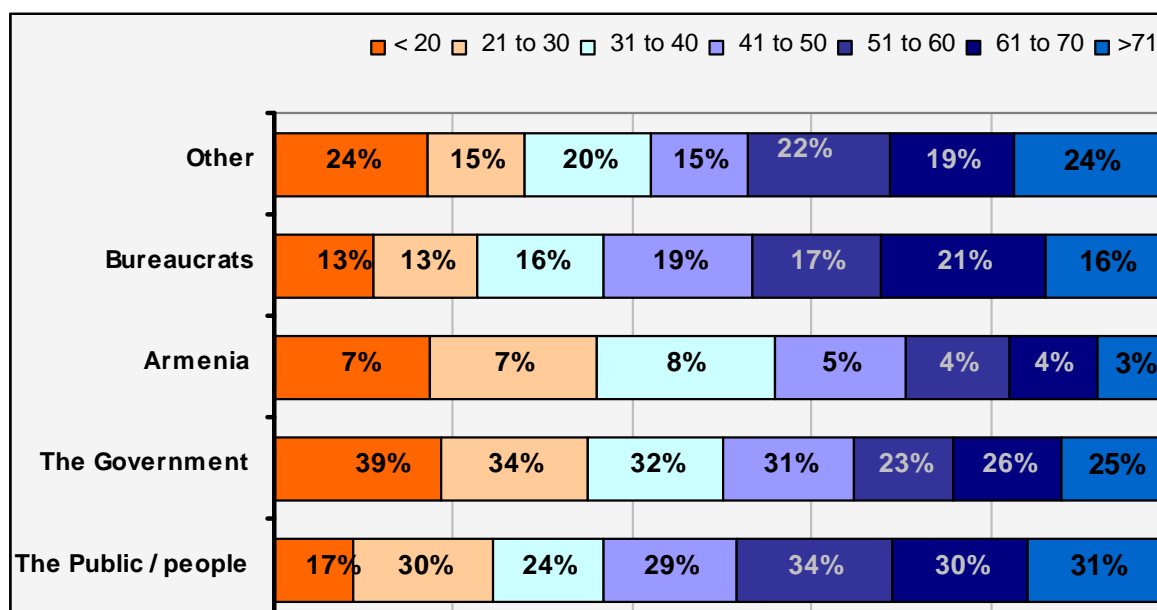
For the most part, the “passport, registration and visa” service is assessed positively. The largest negative feedback is received from the age groups of <21 and 41-50.

Chart 102: Assessment of the “passport, registration and visa services” service of the Police (across the age groups).



In the younger age groups the widespread opinion is that the Police serve “the Government”, while in the older age groups (>41), the prevailing opinion is that the Police serve the “Public/People”.

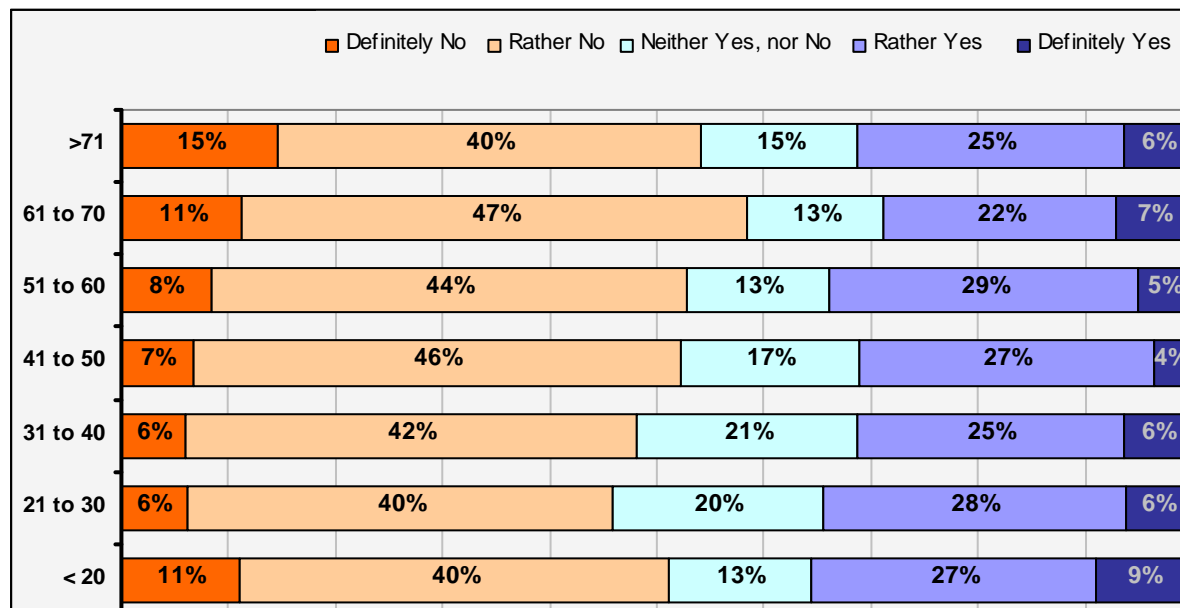
Chart 103: In your opinion, whom do the Police actually serve?



Public Opinion Poll on the Police-Public Partnership in Yerevan

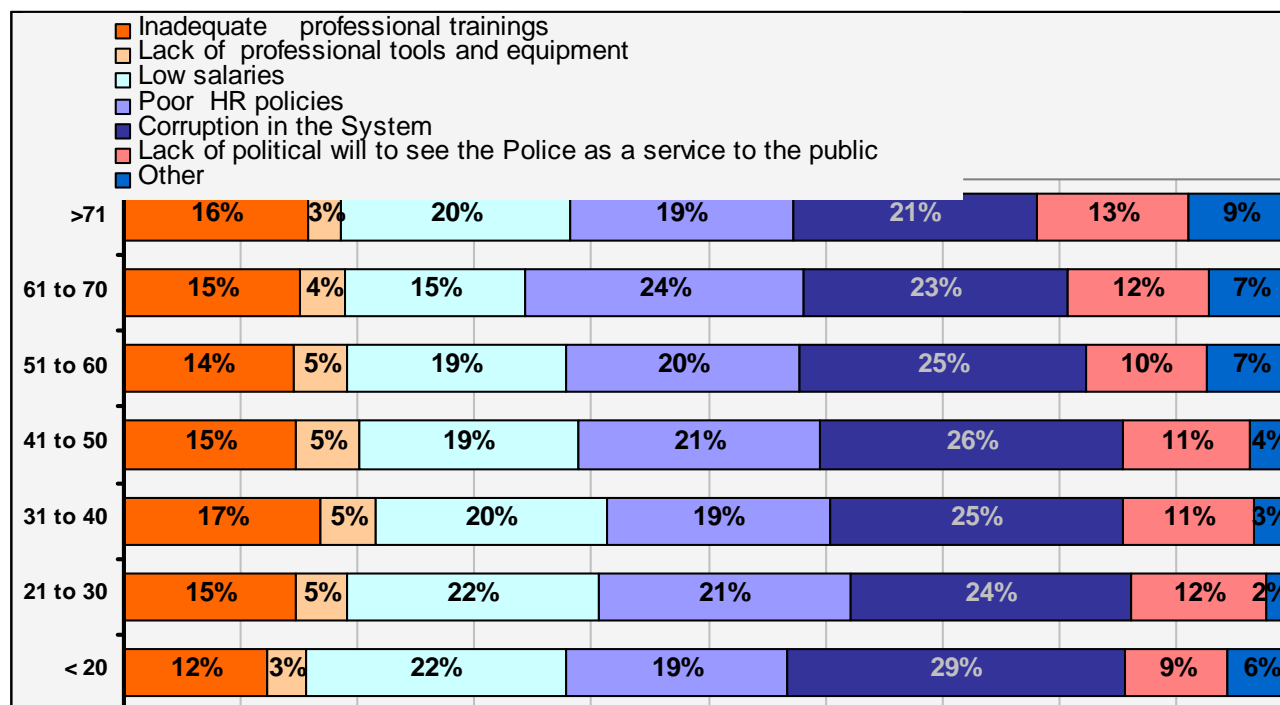
Most of the respondents are negative about the service of the Police to “the Laws and the Public”. Interestingly, for this particular question the share of the neutral responses is much lower.

Chart 104: In your opinion, to what extent do the Police serve the Laws and the Public?



Perceptions of the causes for deficiencies and drawbacks of the Police vary across the age groups, although not significantly.

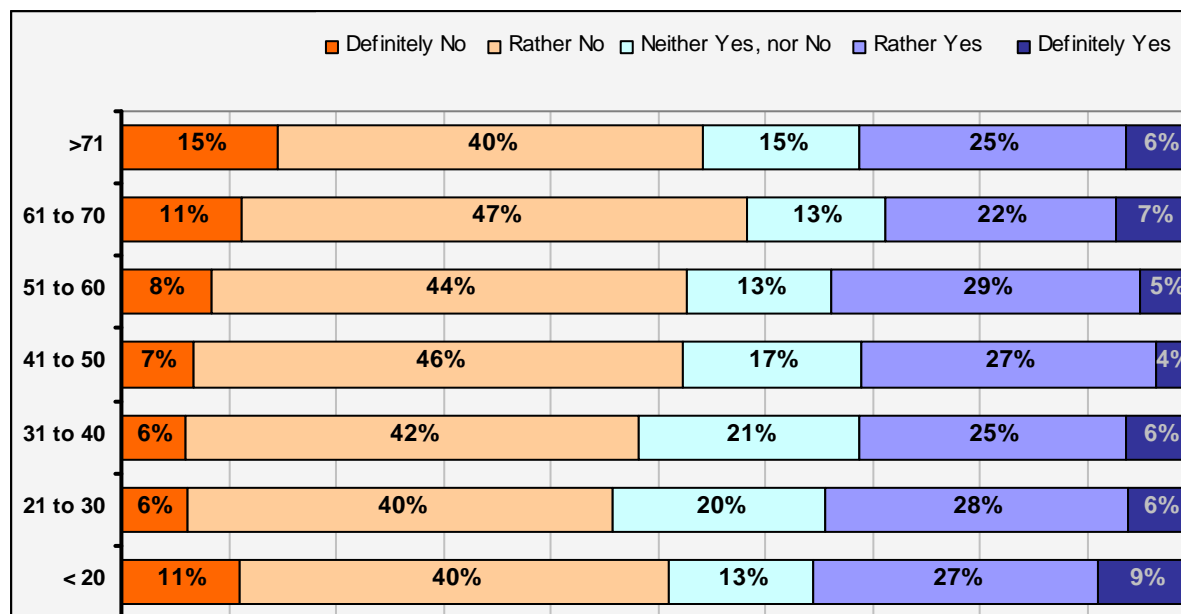
Chart 105: In your opinion, what are the causes of the deficiencies and drawbacks in the Police (across the age groups)?



DATA ON THE PUBLIC RELATIONS (across the age groups)

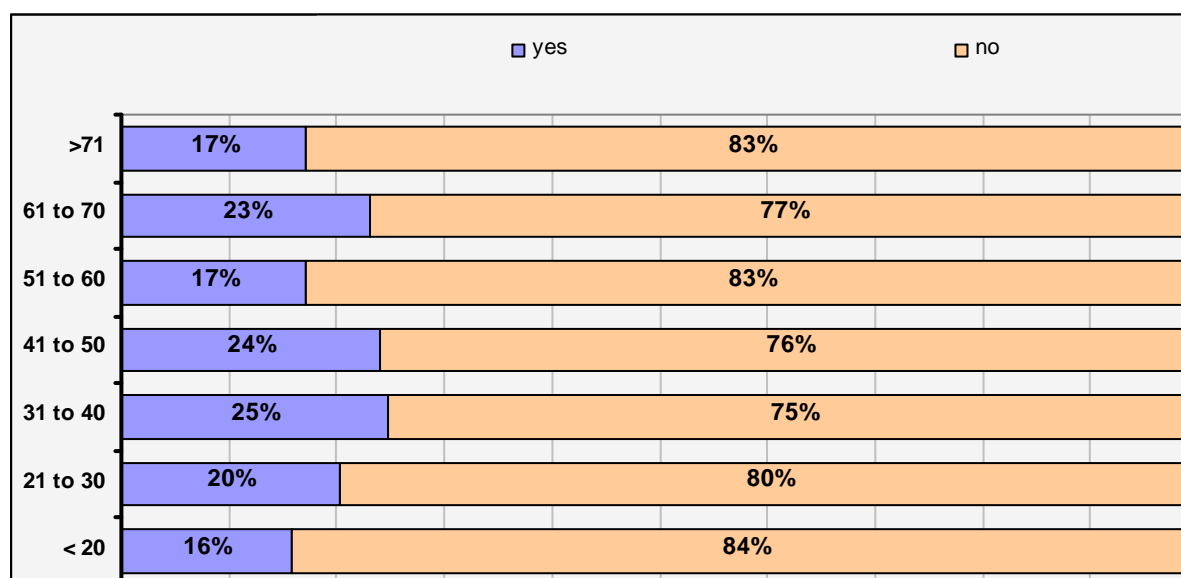
The most pessimistic opinion on the role of the Public has the age group of 61-70 (58%).

Chart 106: In your opinion, does the Public currently play a role in the quality of the Police work?



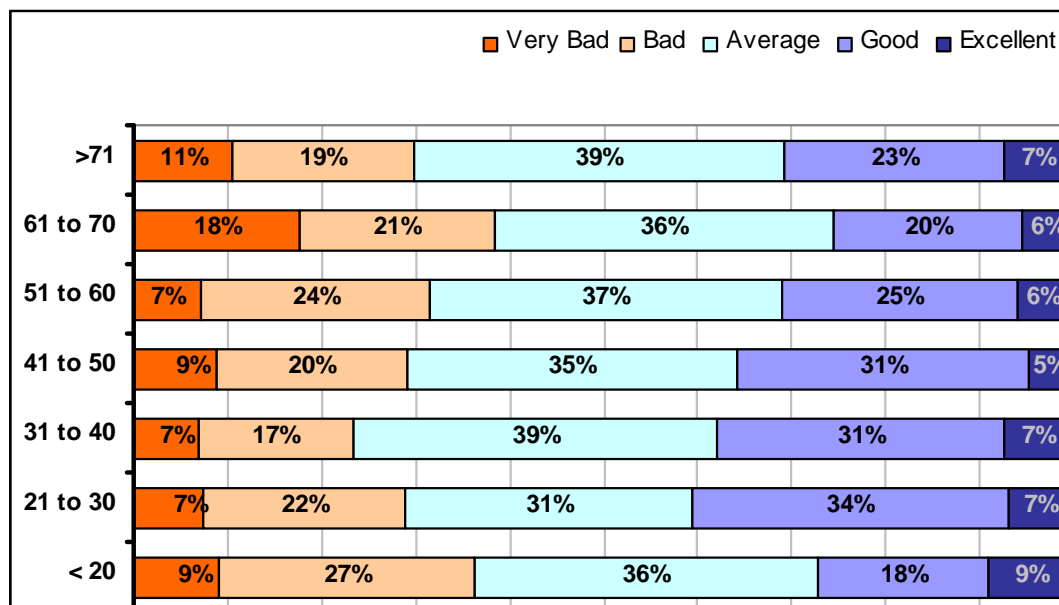
Relatively higher scores for the willingness to collaborate with the Police are given by the age groups of 31-40 and 41-50.

Chart 107: Would you personally be willing to collaborate with the Police?



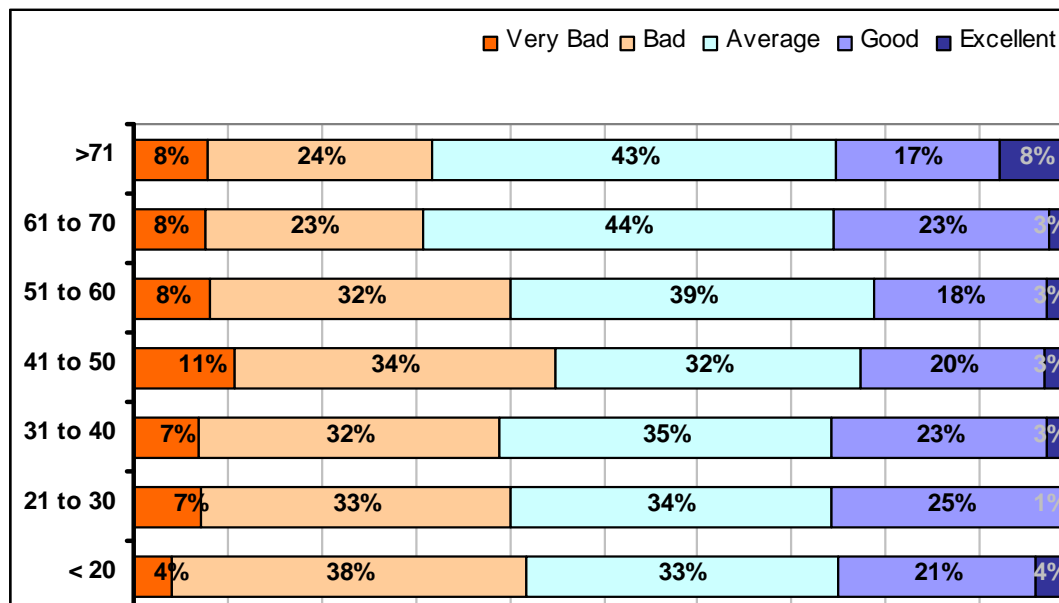
The highest score for the TV as a source of information is in the age group of 21-30.

Chart 108: Assessment of the TV as a source of information (across the age groups).



The lowest scores for the Radio are given by the age group of 41-50 (45%). The highest scores are given by the age groups of 31-40 and 61-70 (26%).

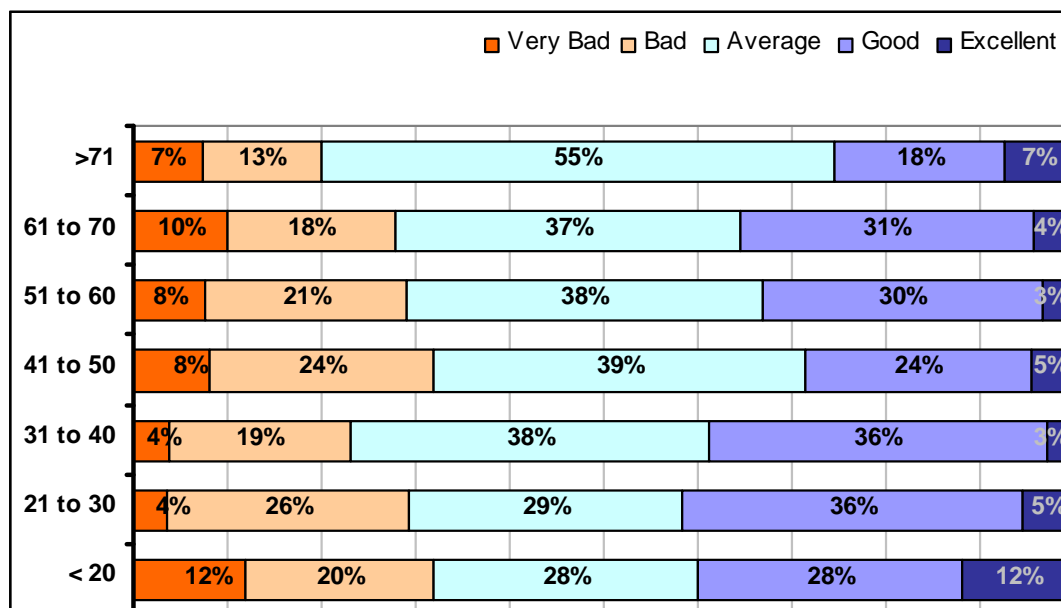
Chart 109: Assessment of the radio as a source of information (across the age groups).



Public Opinion Poll on the Police-Public Partnership in Yerevan

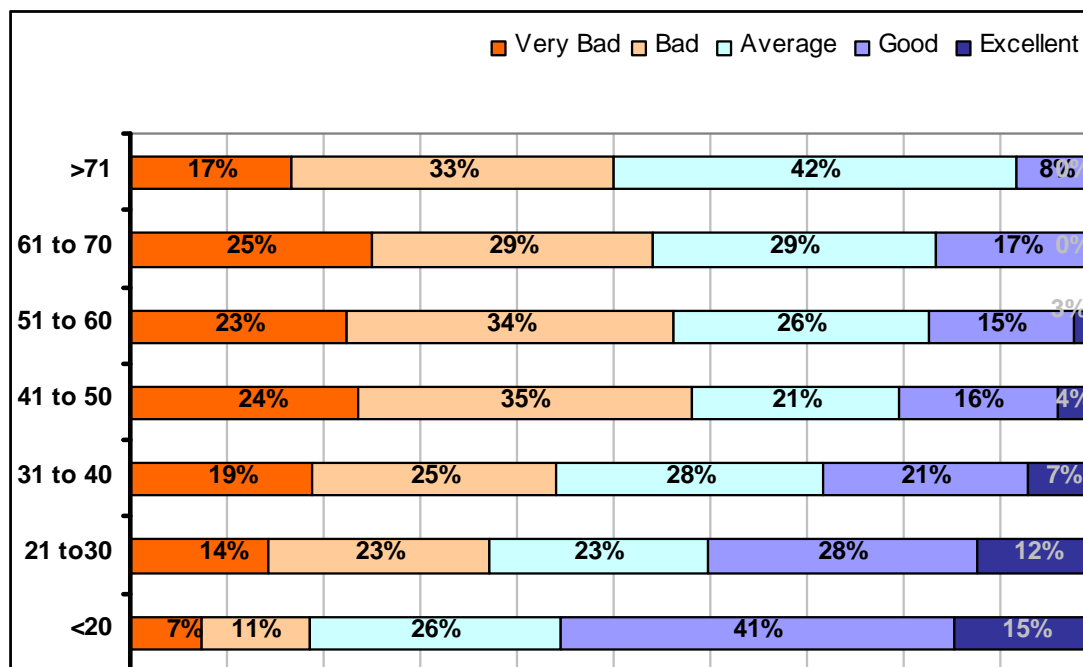
With respect to newspapers as a source of information the results are quite interesting a) the neutral assessments grow with the age of the respondents; b) surprisingly, 41% of the respondents of 21-30 of age deem newspapers as a good/excellent source of information about the Police.

Chart 110: Assessment of newspapers as a source of information (across the age groups).



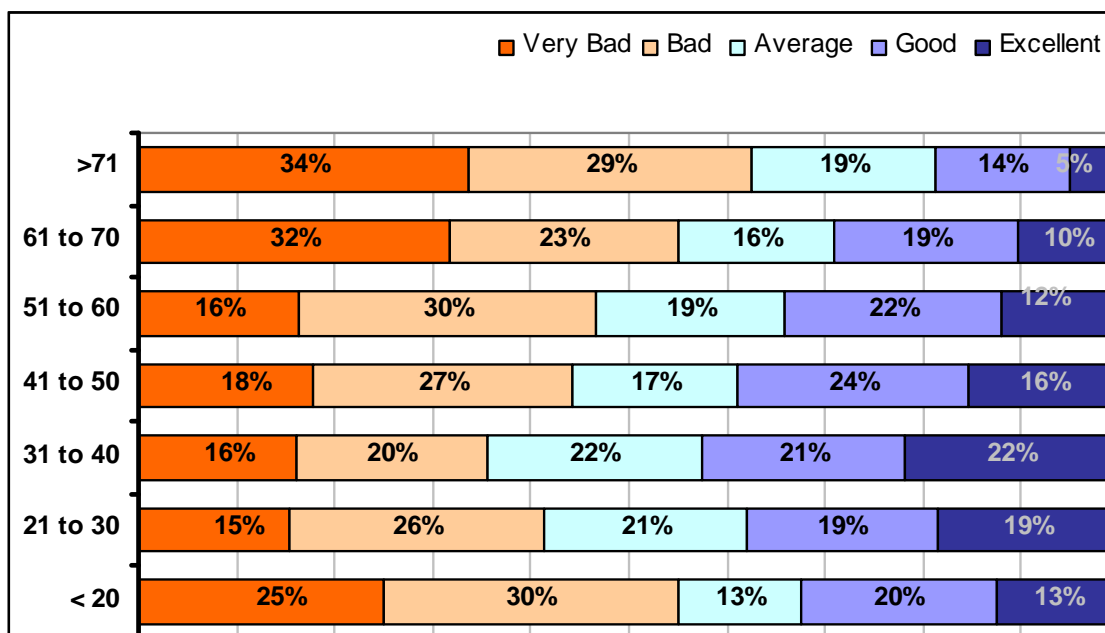
Assessment of the Internet differs essentially across the age groups. Expectedly enough, the highest positive scores were given by the youngest group and the lowest positive – by the older ones. The lowest scores are given by the respondents of 41-50.

Chart 111: Assessment of the Internet as a source of information (across the age groups).



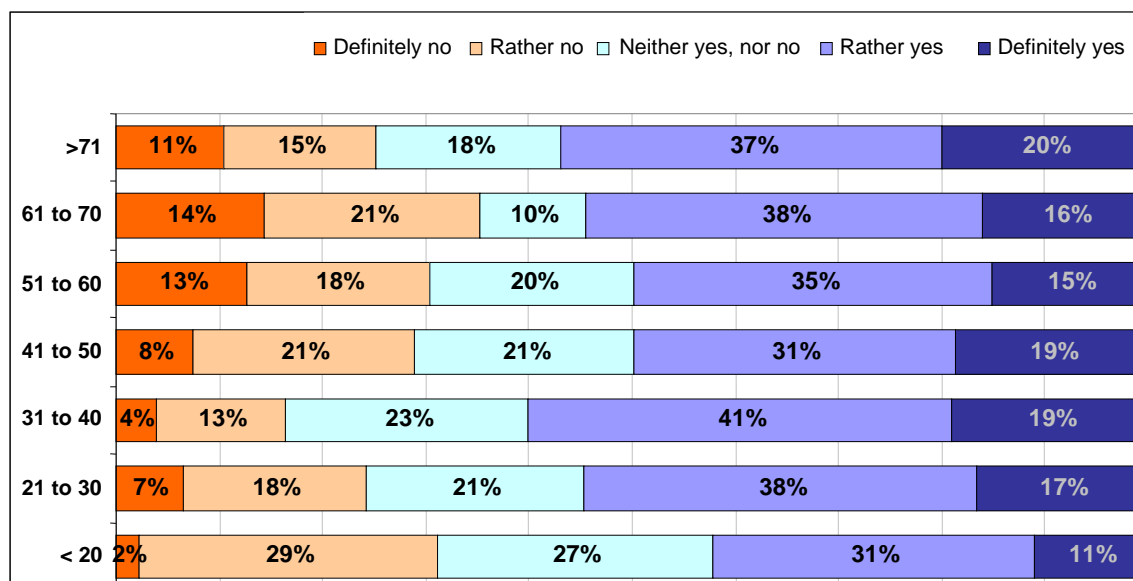
The rumors as a source of information are assessed quite interestingly - the highest score is among the age group of 31-40, but this trend decreases towards the older and younger groups.

Chart 112: Assessment of the rumors as a source of information (across the age groups).



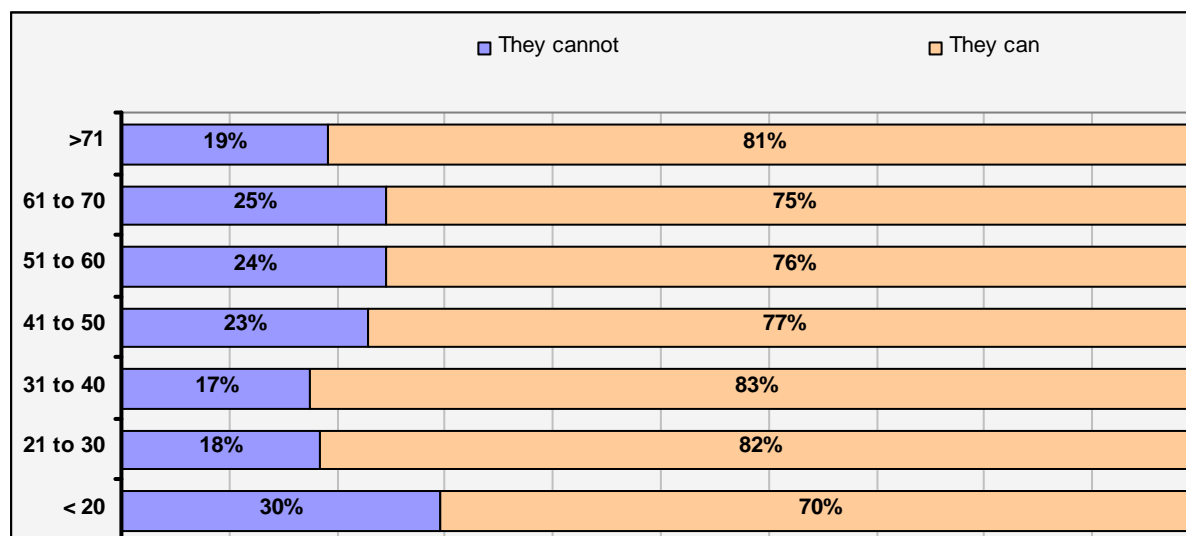
The respondents of the age group of 31-40 quite strongly believe that the mass media play a very important role in building Police-Public partnership.

Chart 113: In your opinion, do the mass media currently play a role in building the Public-Police partnership?



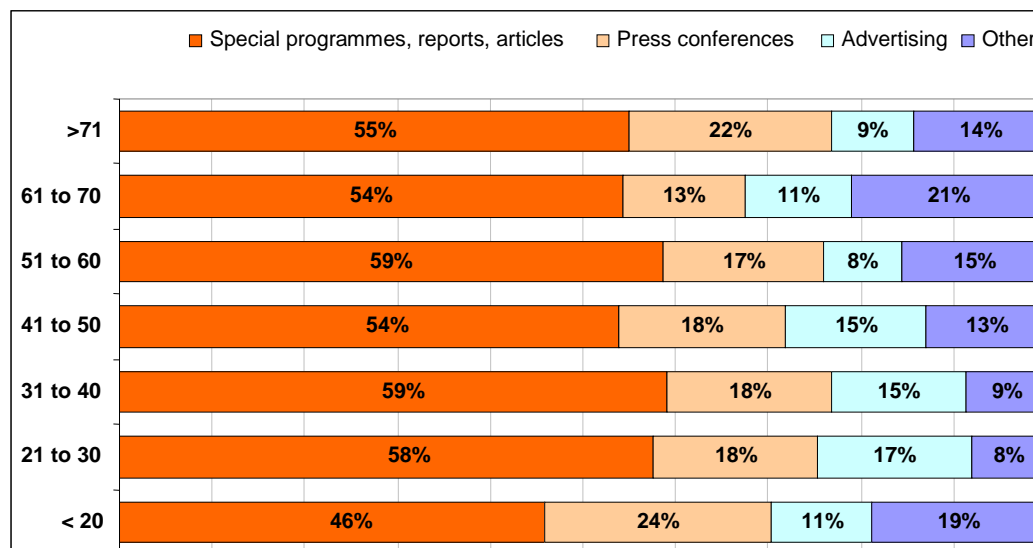
The most pessimistic opinion concerning the ability of the mass media to facilitate the collaboration between the Police and the Public is given by the youngest age group.

Chart 114: In your opinion, can the mass media facilitate the Public-Police partnership?



The majority of the age groups think that “special programmes, reports and articles” are the most effective tool for the mass media to facilitate the Public-Police collaboration.

Chart 115: In your opinion, how can the mass media facilitate the Public-Police partnership?



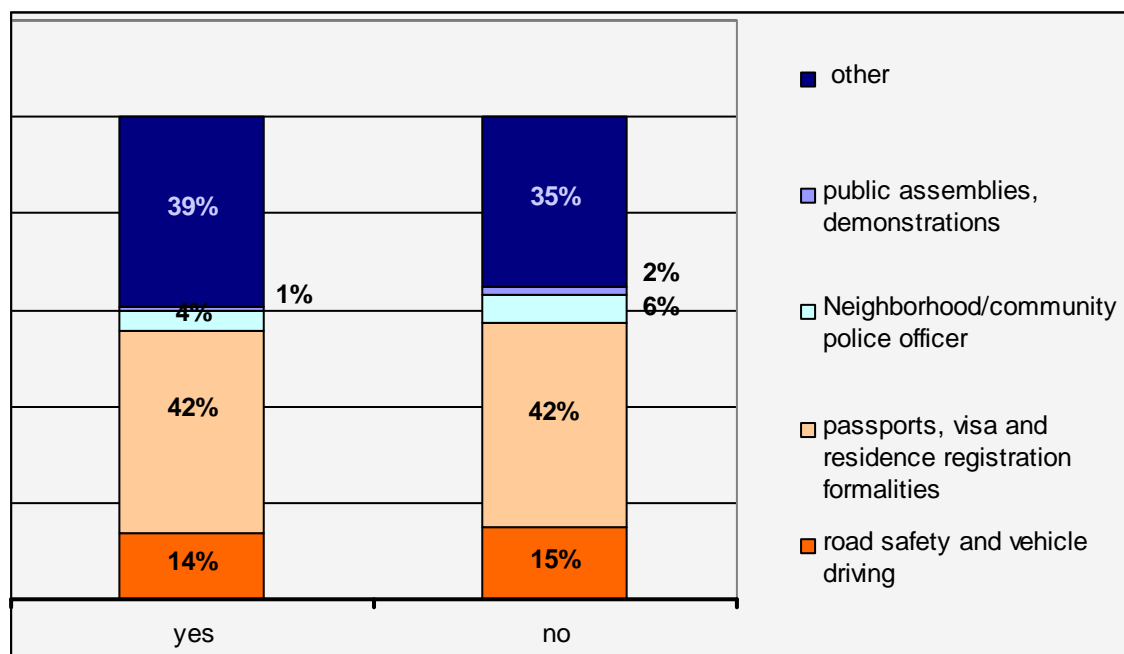
PART 5. SURVEY ANALYSIS ACROSS RESPONDENTS' RELEVANCY STATUS

In the charts below “yes” refers to the respondents who were identified as having relevancy to the Police, while “no” - to the respondents who did not indicate such a relevancy.

DATA ON THE INTERACTIONS WITH POLICE (across relevancy status)

The significant part of the respondents has dealt with the Police on the “passport, visa and residence registration” issues. In fact, very few of the “relevant” respondents have interacted with the Police on the occasion of “mass assemblies”.

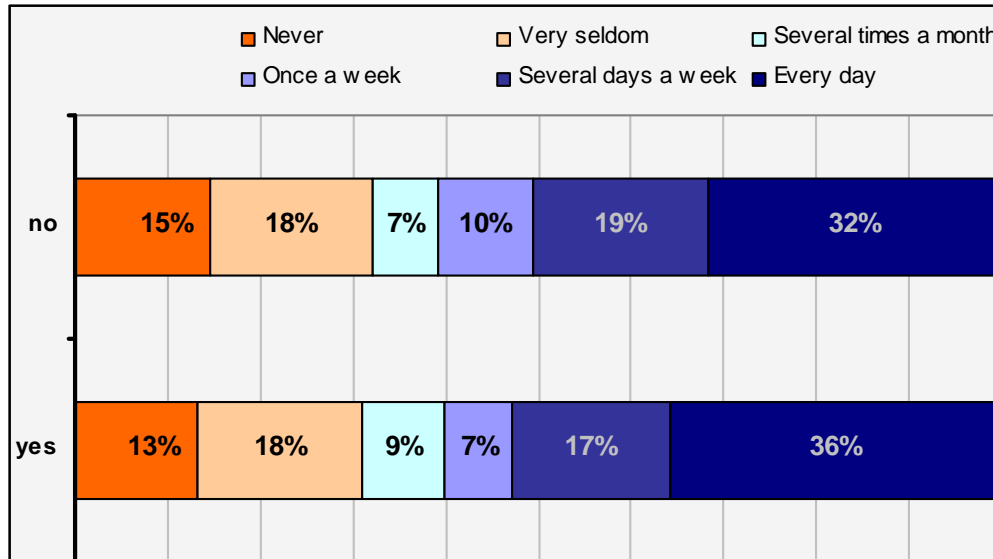
Chart 116: On what occasions have you interacted with the Police during the last 3 years?



Public Opinion Poll on the Police-Public Partnership in Yerevan

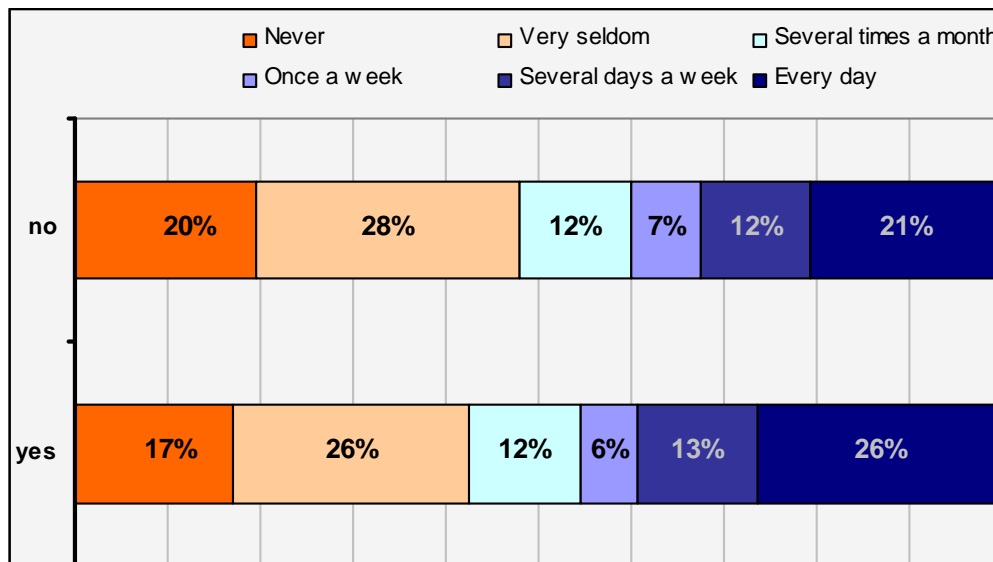
The “relevant” respondents appeared to be more observant with regard to the Police officers in the patrolling cars.

Chart 117: How frequently do you see Police officers (by car) in your neighborhood?



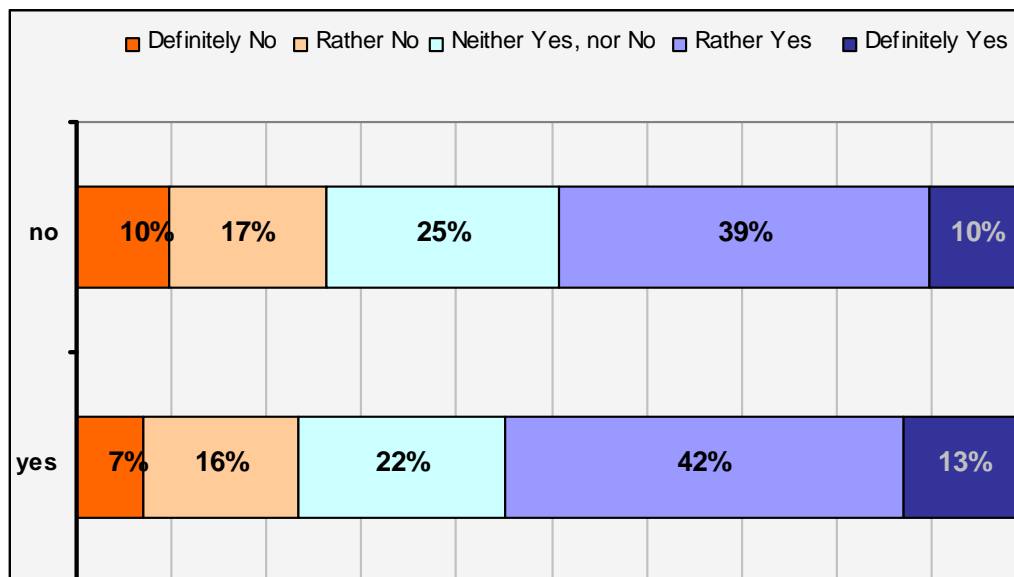
The “relevant” respondents are more observant with respect to the foot patrol officers as well.

Chart 118: How frequently do you see Police officers in your neighborhood (on foot)?



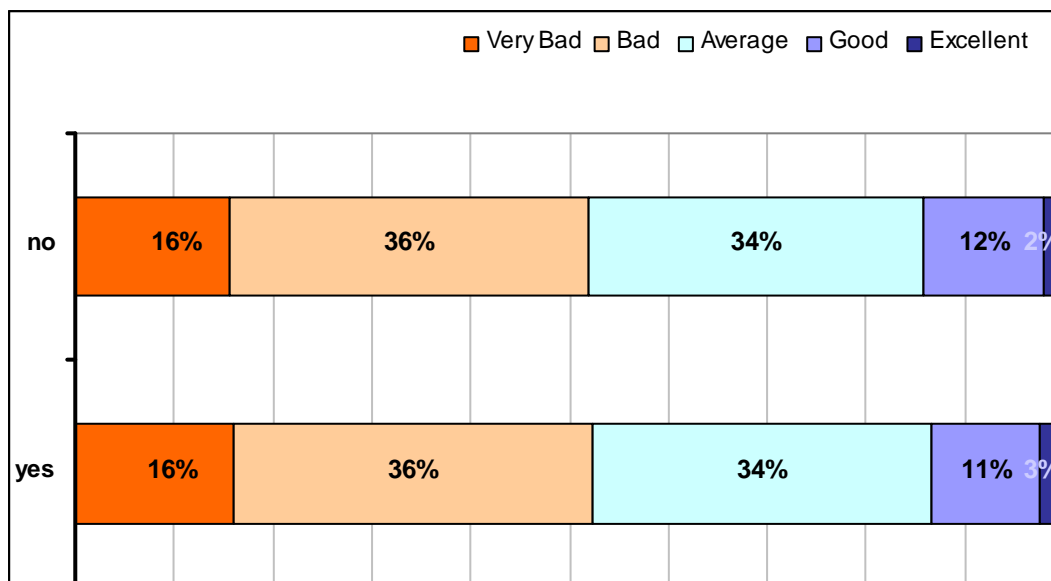
The “relevant” respondents are evidently more positively disposed regarding the “pro-activeness” of the Police.

Chart 119: In your opinion, are the Police pro-active in their fight against the criminality (across the relevancy status)?



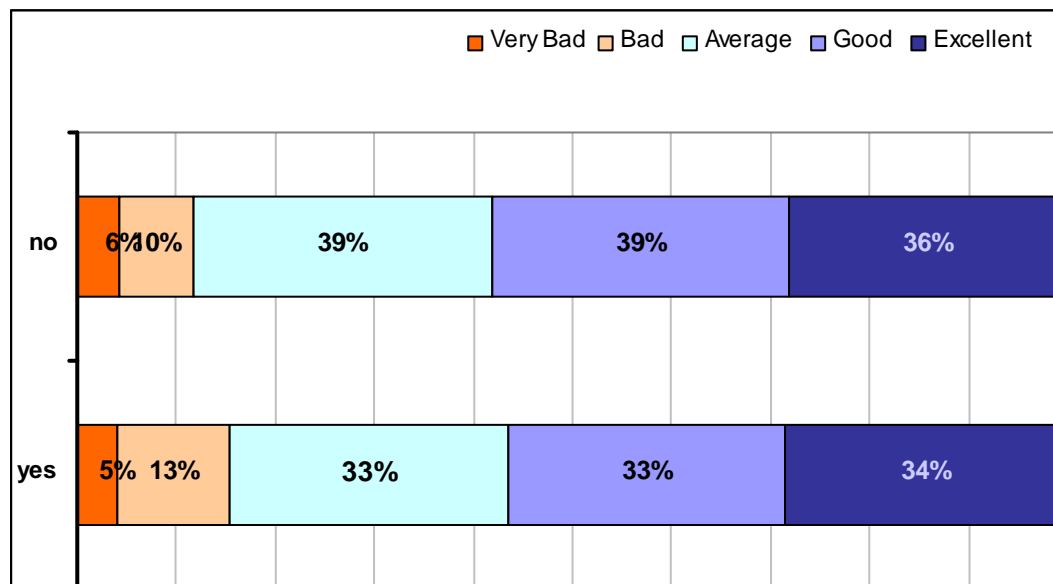
There is no significant difference in the opinions of the “relevant” and “non-relevant” respondents on the “equal treatment of the citizens” quality of the Police.

Chart 120: Assessment of the “equal treatment of the citizens” feature of the Police (across the relevancy status).



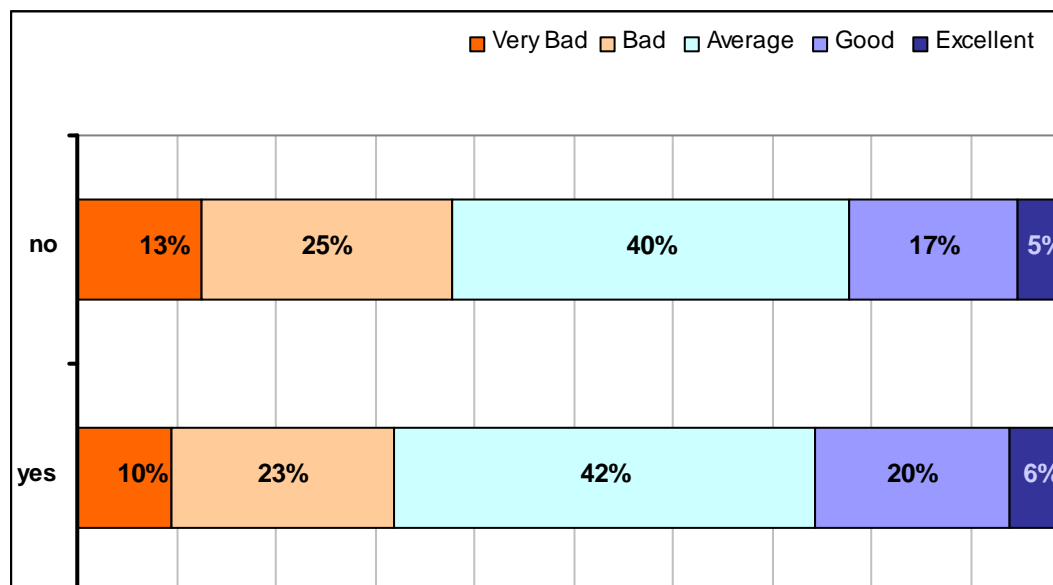
Interestingly, the “non-relevant” respondents are of slightly better opinion about the Police “quick response” than the “relevant” ones.

Chart 121: Assessment of the “quick response” feature of the Police (across the relevancy status).



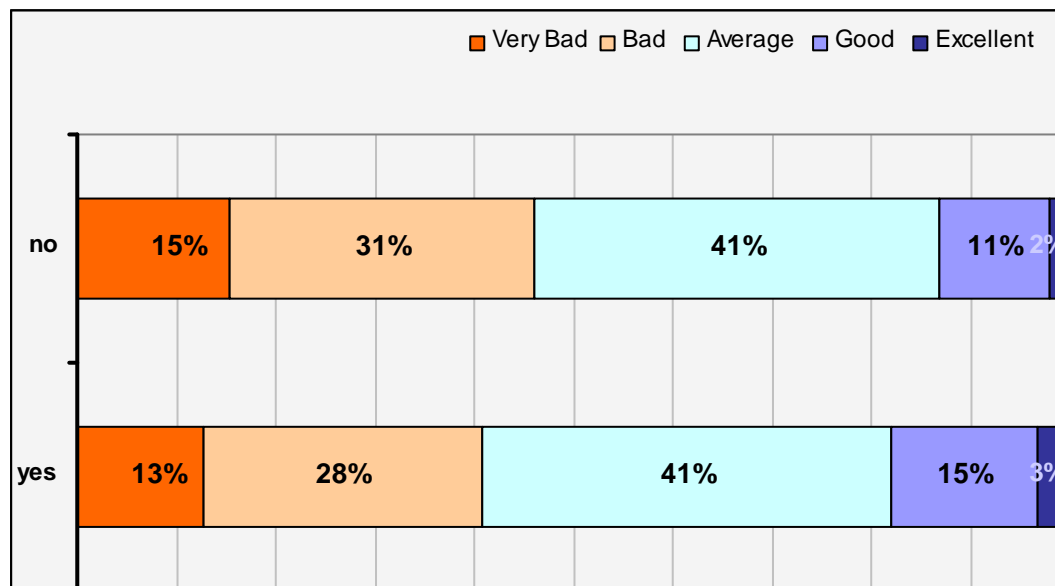
The “relevant” respondents are of a better opinion about the Police “politeness”.

Chart 122: Assessment of the “politeness” feature of the Police (across the relevancy status).



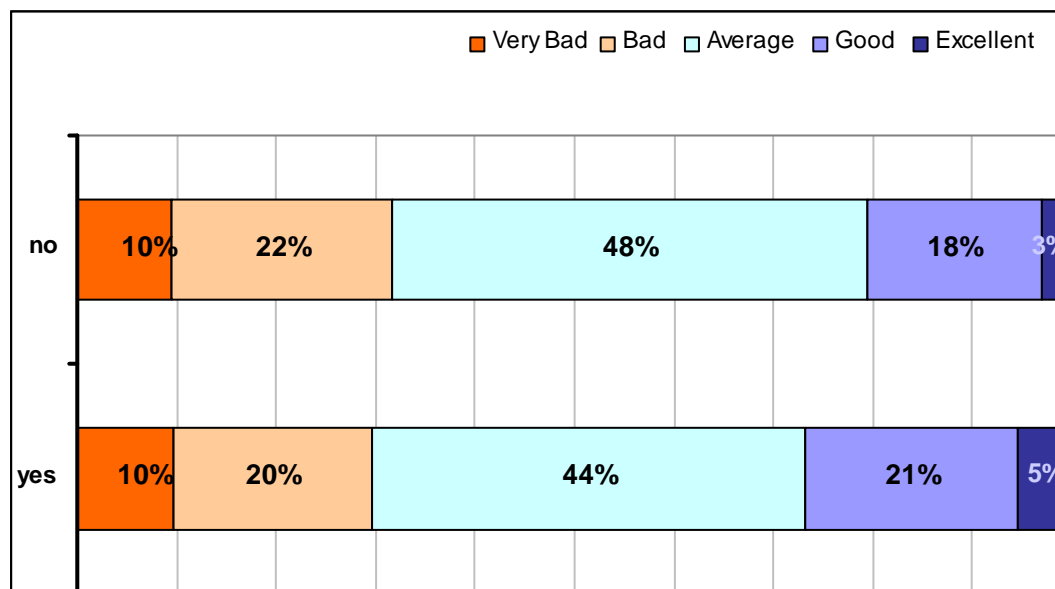
The “relevant” respondents are of a better opinion about the Police “honesty” as well.

Chart 123: Assessment of the “honesty” feature of the Police (across the relevancy status).



The relevant respondents are more positive regarding the Police’s “problem solving” effectiveness.

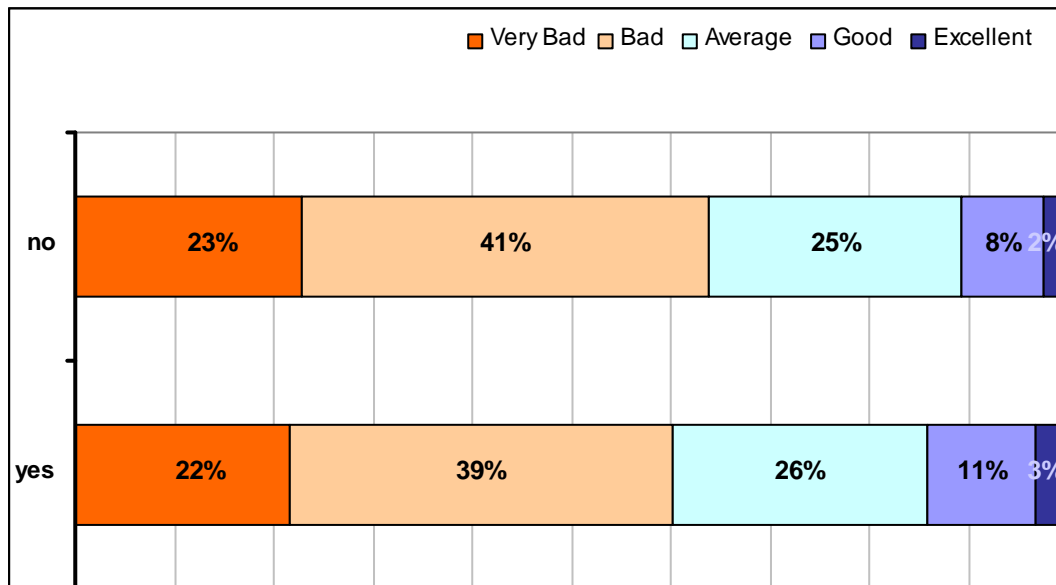
Chart 124: Assessment of the “problem solving” feature of the Police (across the relevancy status).



Public Opinion Poll on the Police-Public Partnership in Yerevan

Also, the “relevant” respondents are relatively more positive regarding the “transparency” of the Police.

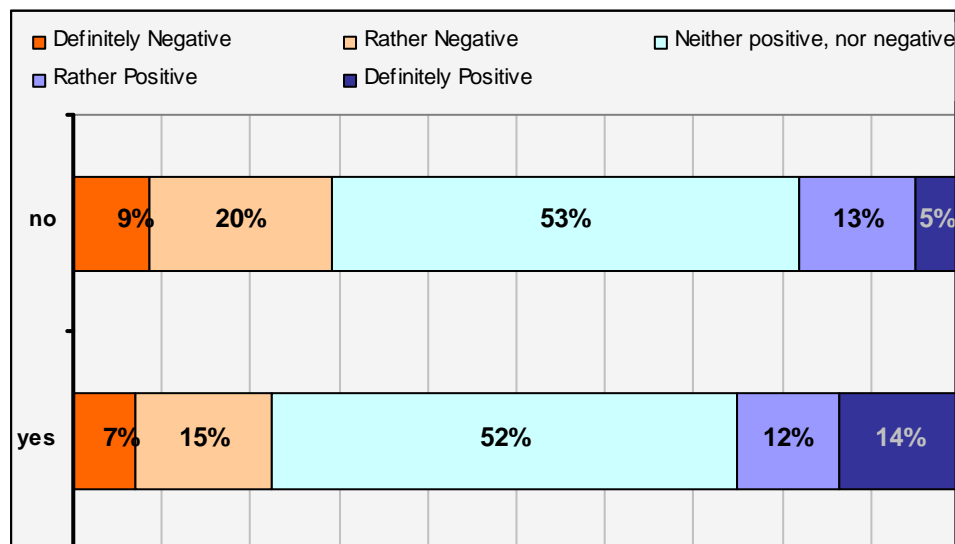
Chart 125: Assessment of the “transparency” feature of the Police (across the relevancy status).



DATA ON THE IMAGE PERCEPTION (across the relevancy status)

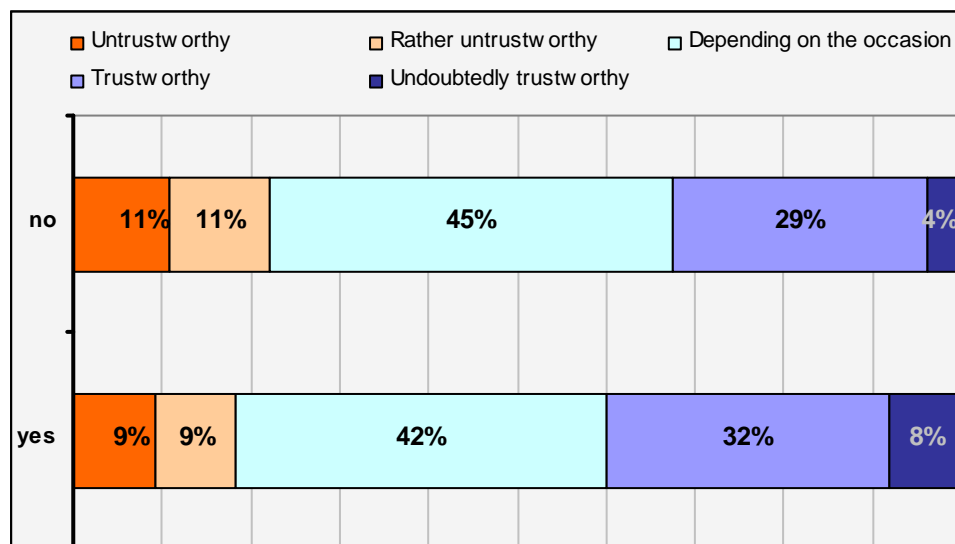
Not surprisingly, the “relevant” respondents have a better attitude towards the Police.

Chart 126: What is your personal attitude towards the Police?



The “relevant” respondents have a higher degree of trust in the Police.

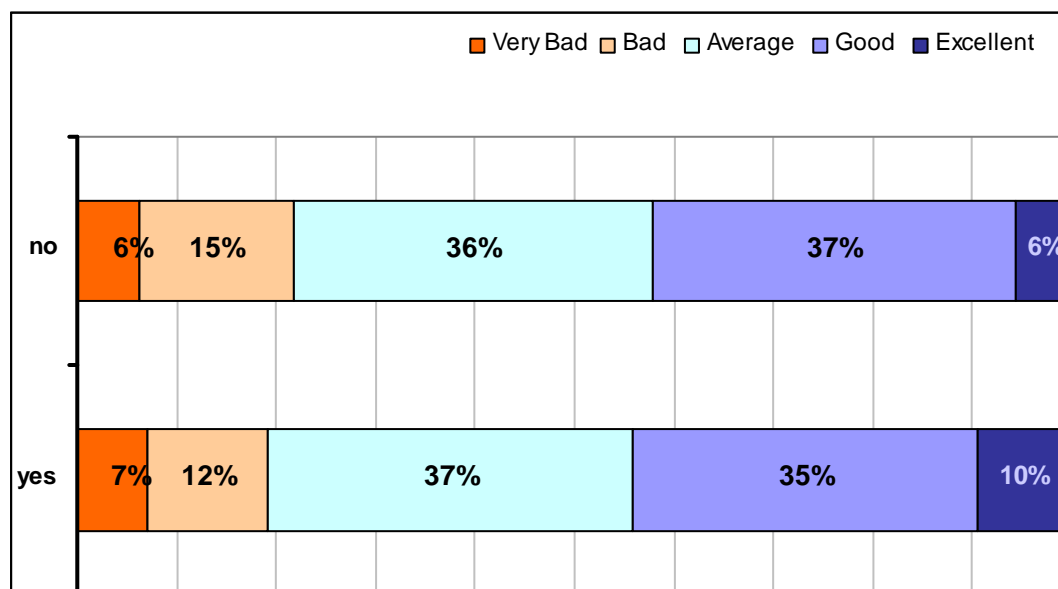
Chart 127: In your opinion, to what extent are the Police trustworthy?



Public Opinion Poll on the Police-Public Partnership in Yerevan

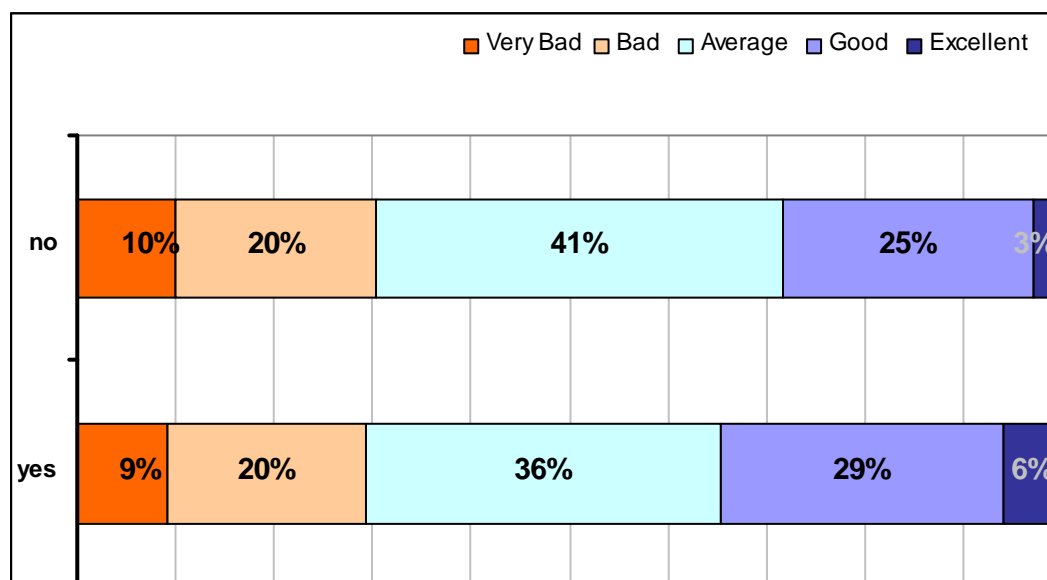
The “road safety” service is assessed higher by the “relevant” respondents than by “non-relevant” ones.

Chart 128: Assessment of the “road safety” service of the Police (across the relevancy status).



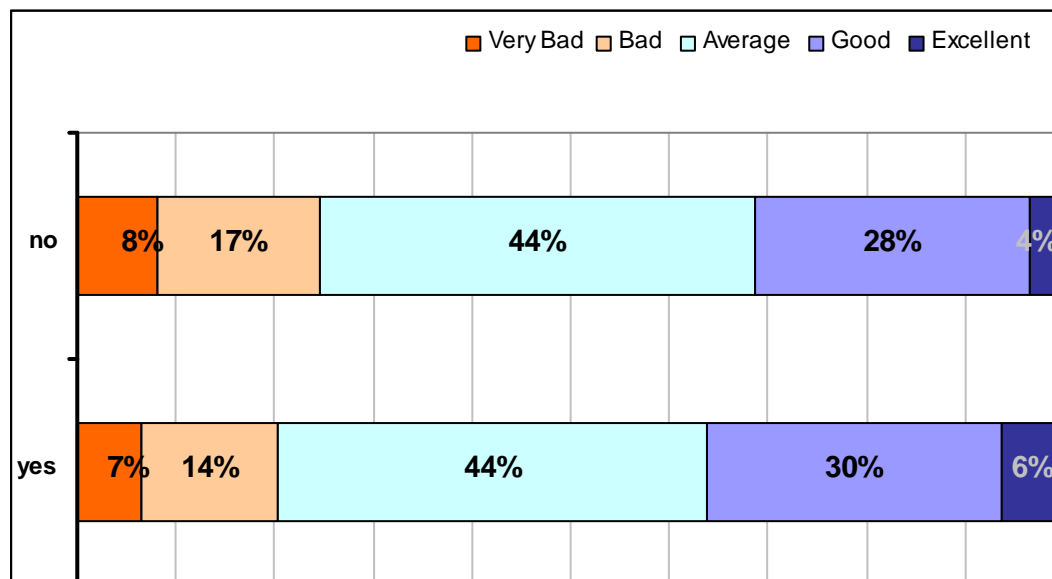
The “protection of personal safety” is assessed higher by the “relevant” respondents than by “non-relevant” ones.

Chart 129: Assessment of the “protection of personal safety” service of the Police (across the relevancy status).



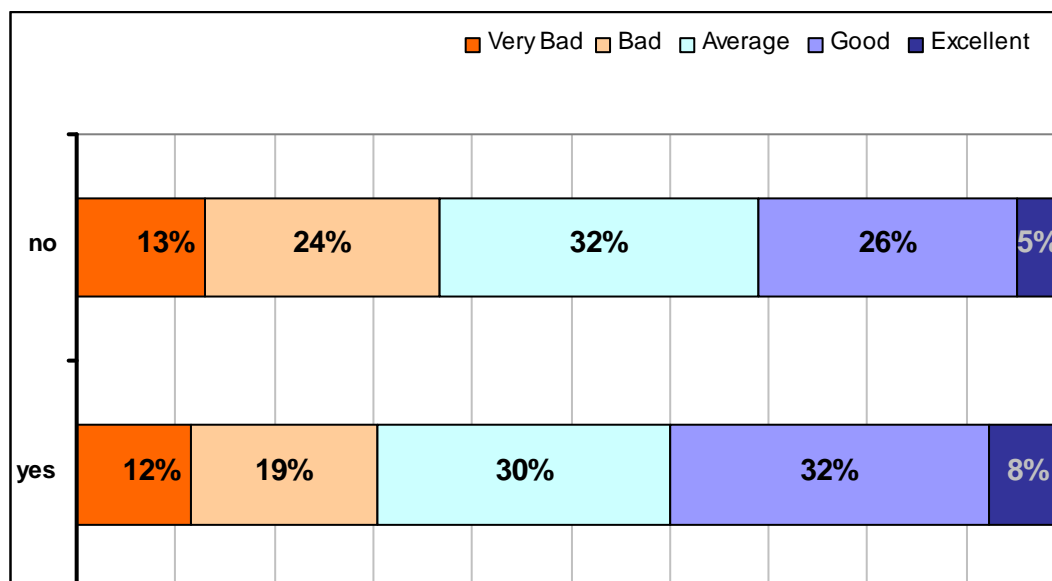
The “public order protections” is assessed higher by the “relevant” respondents than by the “non-relevant” ones.

Chart 130: Assessment of the “public order protection” service of the Police (across the relevancy status).



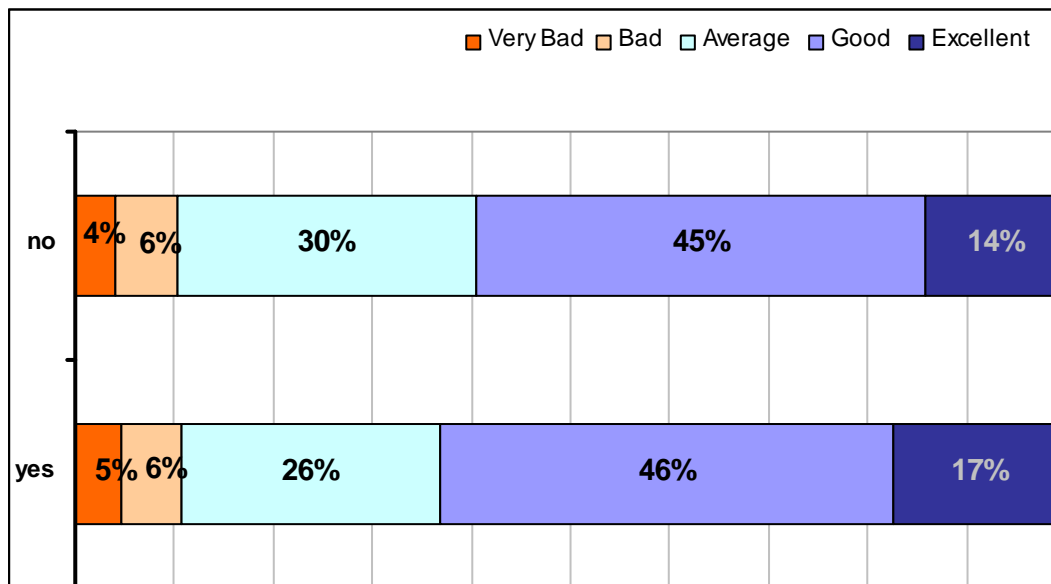
The service of “neighborhood control” is assessed considerably higher by the “relevant” respondents than by the “non-relevant” ones.

Chart 131: Assessment of the “neighborhood control” service of the Police (across the relevancy status).



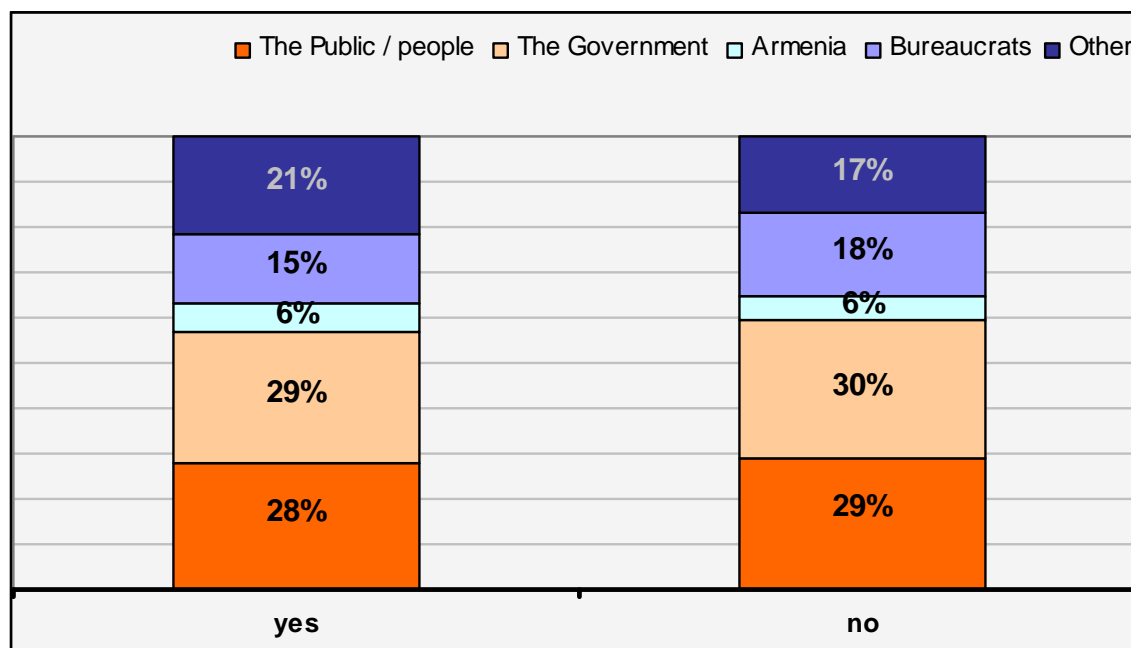
The “passport, registration and visa” services are assessed slightly higher by the “relevant” respondents than by the “non-relevant” ones.

Chart 132: Assessment of the “passport, registration and visa” service of the Police (across the relevancy status).



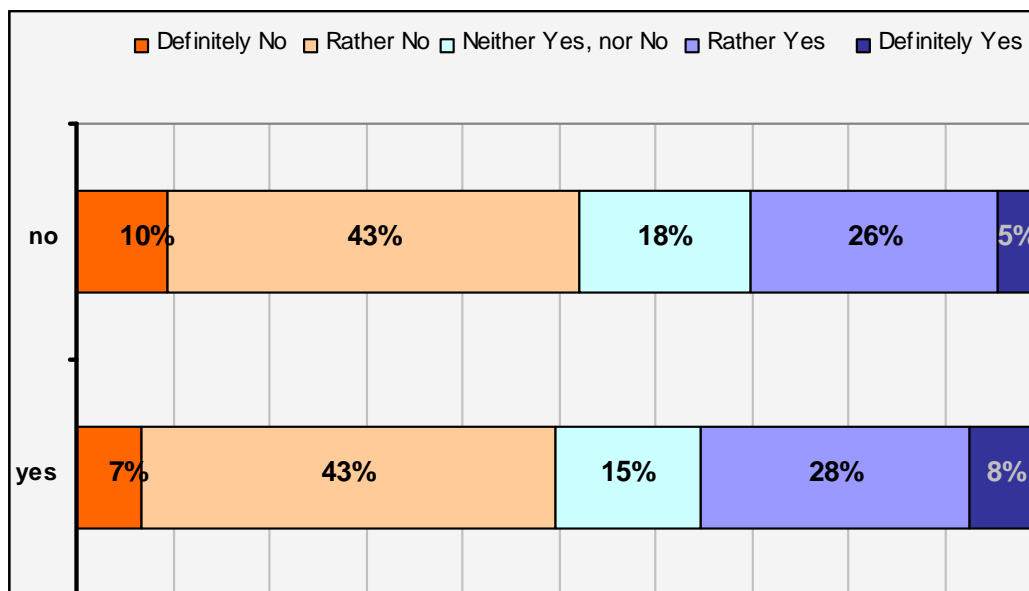
The survey respondents who have connections with the Police are less likely to state that the Police serves the bureaucrats.

Chart 133: In your opinion, whom do the Police actually serve?



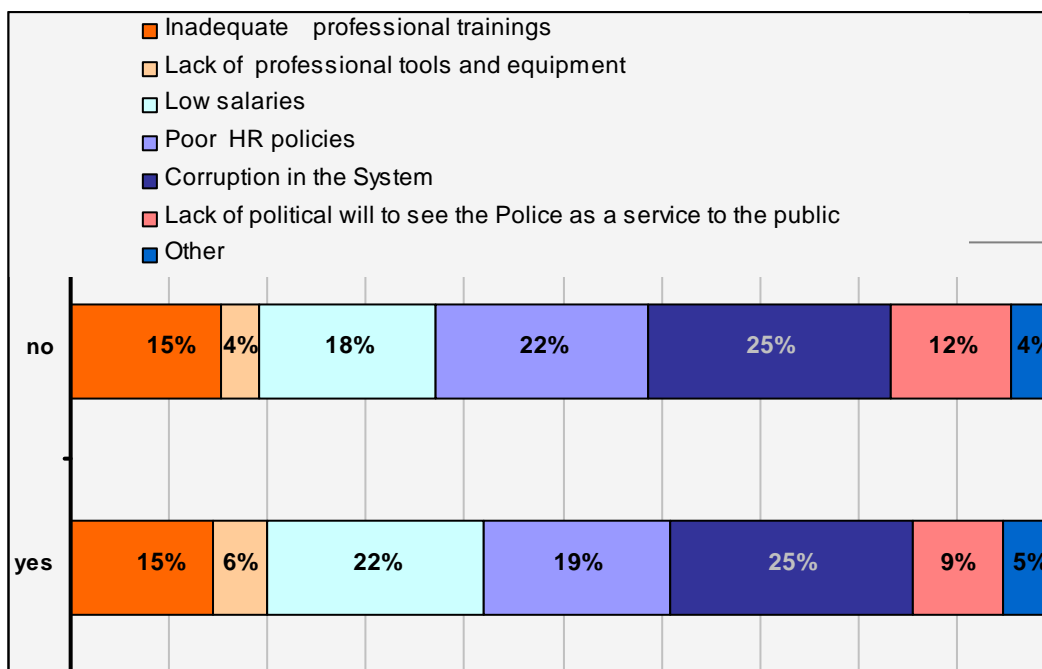
The extent of the service to the Laws and the Public is evaluated higher by the “relevant” respondents than by the “non-relevant” ones.

Chart 134: In your opinion, to what extent do the Police serve the Laws and the Public?



There are some differences between the “relevant” and “non-relevant” respondents in assessing the causes for deficiencies and drawbacks in the Police. The “relevant” respondents mentioned “low salaries” and “lack of the state attention” more often than the “non-relevant” ones.

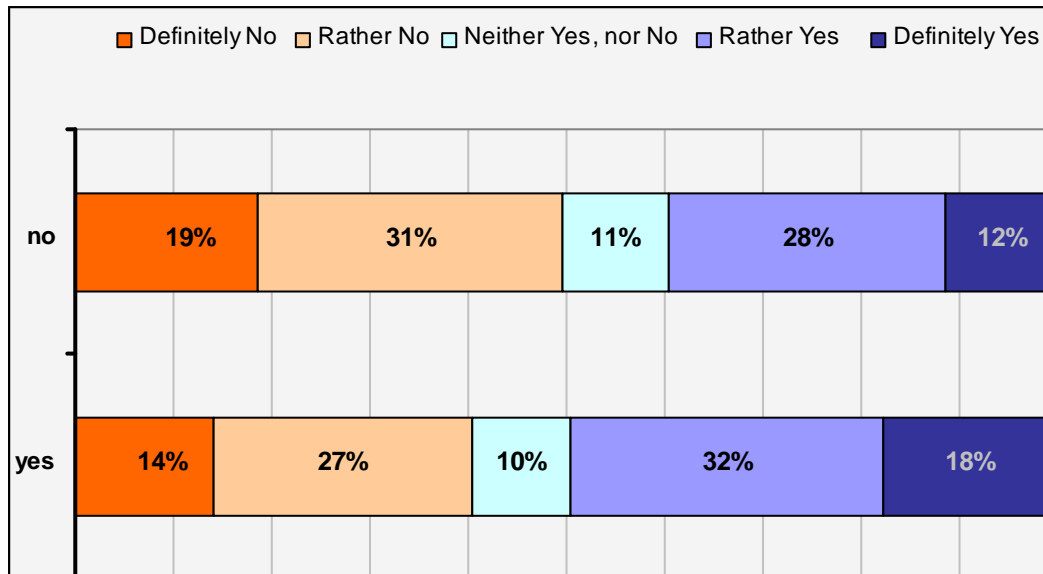
Chart 135: In your opinion, what are the causes of the deficiencies and drawbacks in the Police?



DATA ON THE PUBLIC RELATIONS (across relevancy status)

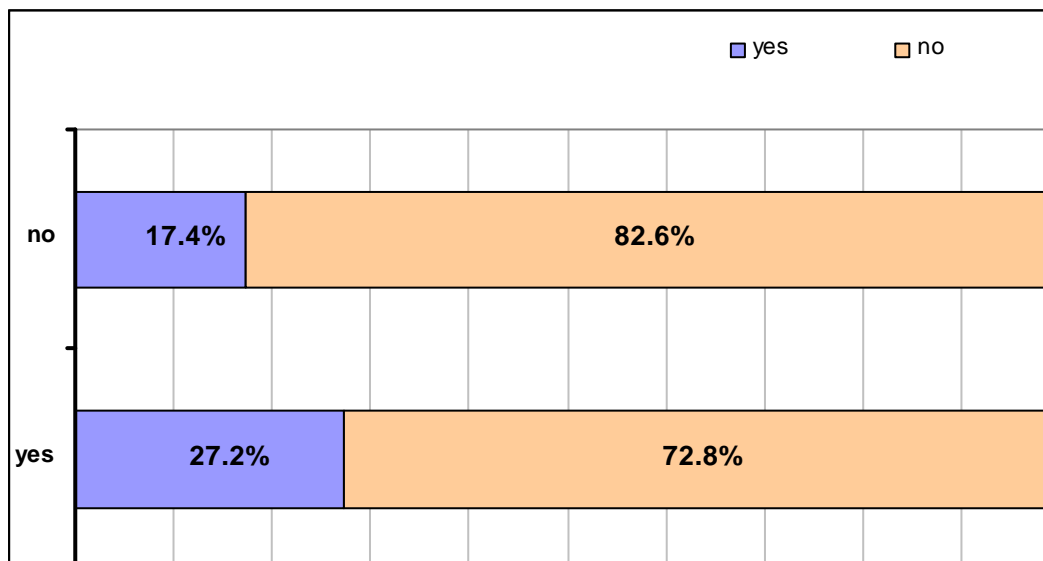
The “relevant” respondents attach higher importance to the Public’ role than the “non-relevant” ones.

Chart 136: *In your opinion, does the Public currently play a role in the quality of the Police work?*



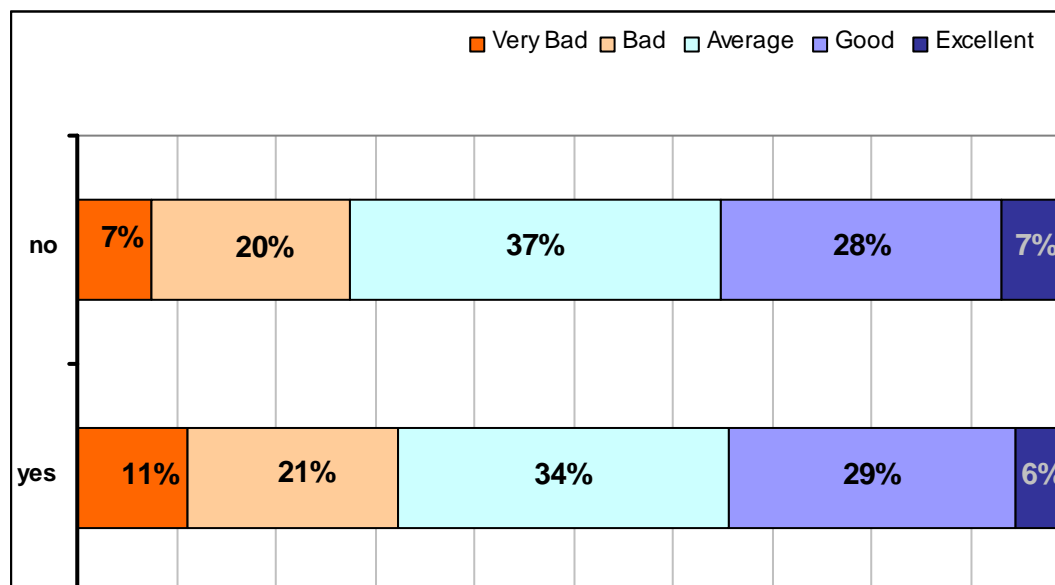
The “relevant” respondents are relatively more willing to collaborate with Police.

Chart 137: *Would you personally be willing to collaborate with the Police?*



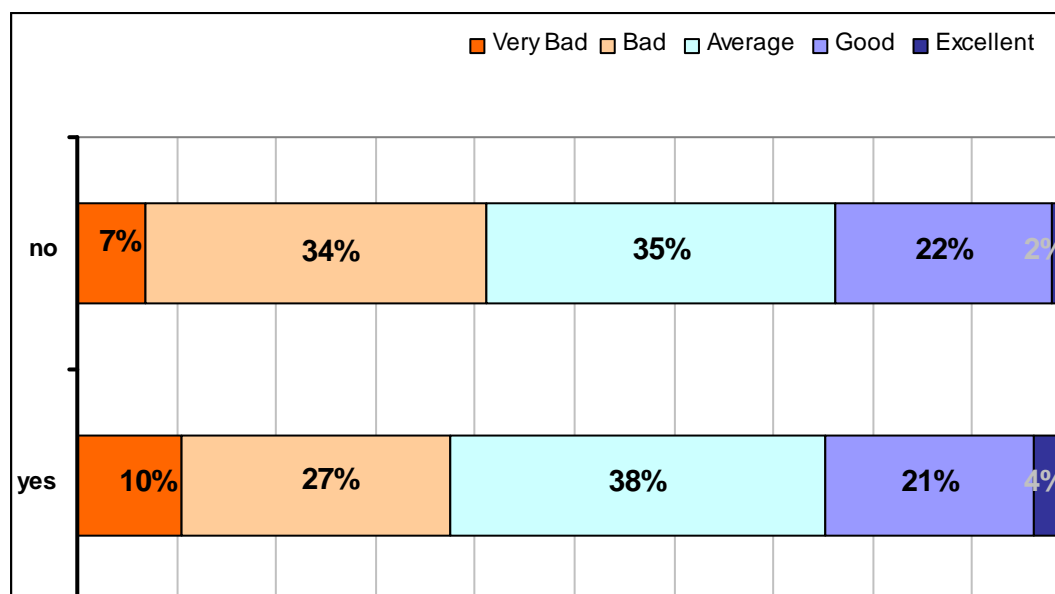
The “relevant” respondents appear to be more “polarized” in their assessments of the role of the TV.

Chart 138: Assessment of the TV as a source of information (across the relevancy status).



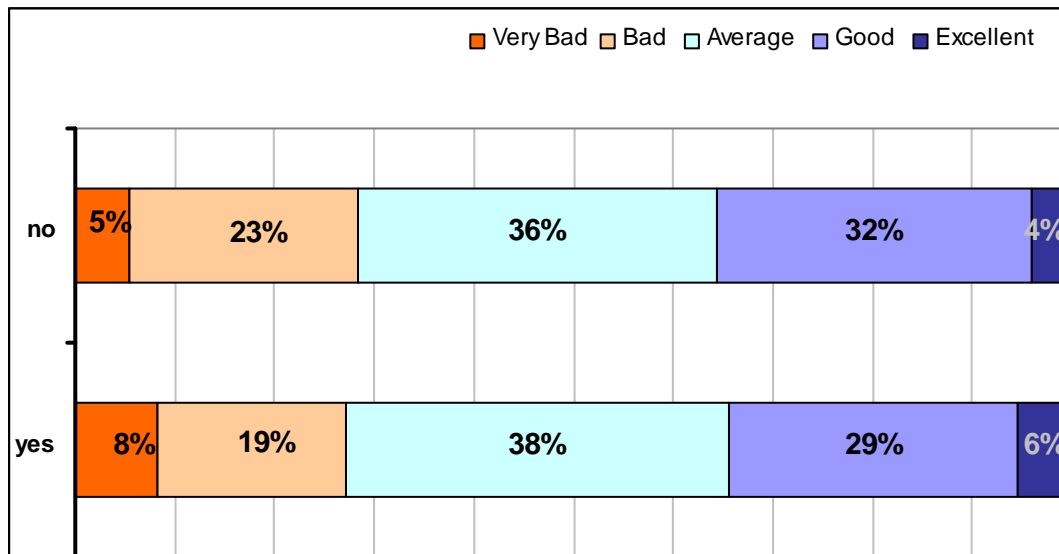
The “relevant” respondents are a little more positive in their assessment of the role of the Radio.

Chart 139: Assessment of the radio as a source of information (across the relevancy status).



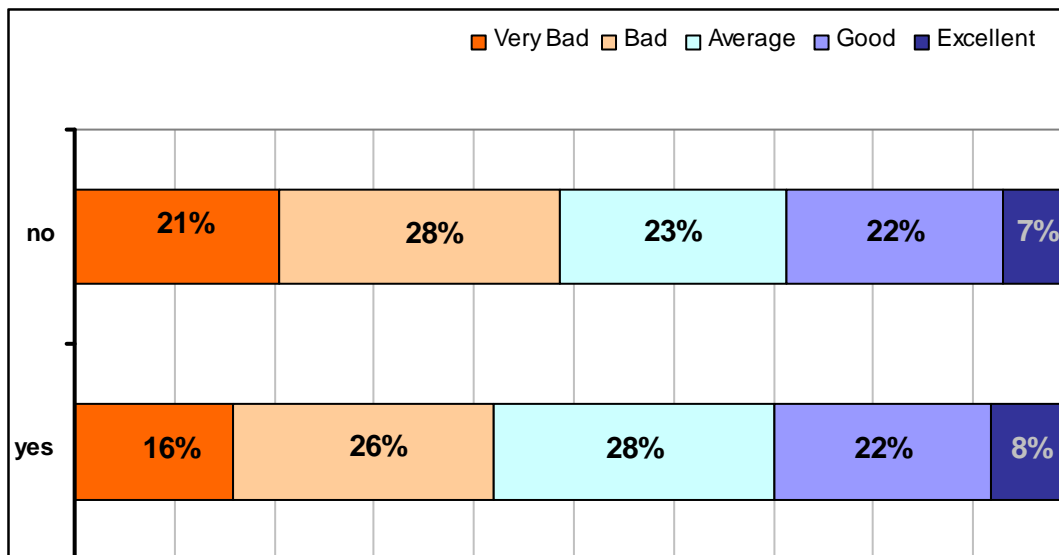
While assessing the role of newspapers, no considerable difference was revealed between the “relevant” and “non-relevant” respondents’ overall attitude.

Chart 140: Assessment of newspapers as a source of information (across the relevancy status).



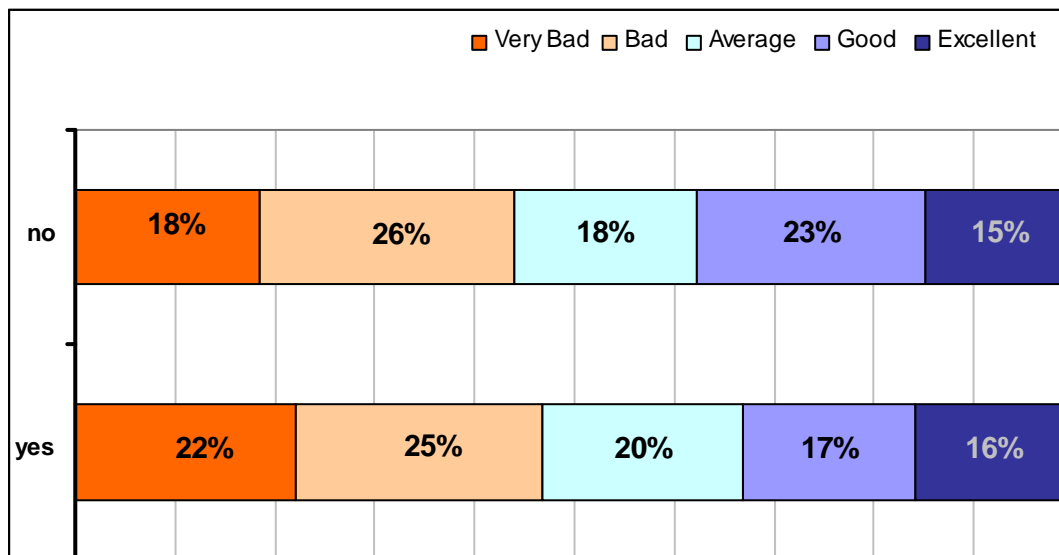
The “relevant” respondents appear to be slightly more positive in their assessment of the role of the Internet. The difference is not significant though.

Chart 141: Assessment of the Internet as a source of information (across the relevancy status).



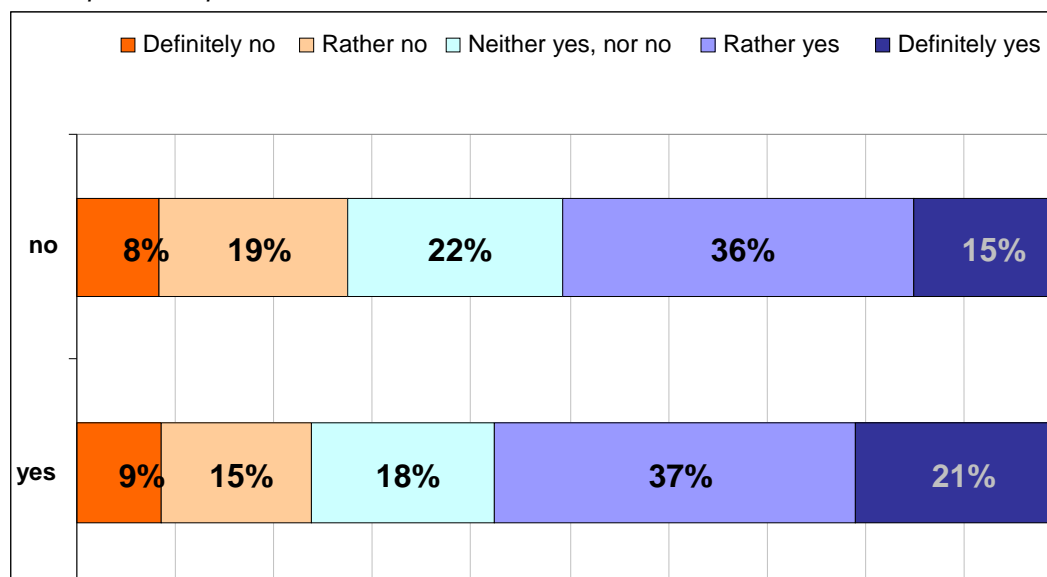
The “relevant” respondents are less inclined to consider “rumors” as a good source of information than the “non-relevant” ones.

Chart 142: Assessment of rumors as a source of information (across the relevancy status).



The “relevant” respondents attach more importance to the mass media role in the Police-Public relation than “non-relevant” ones.

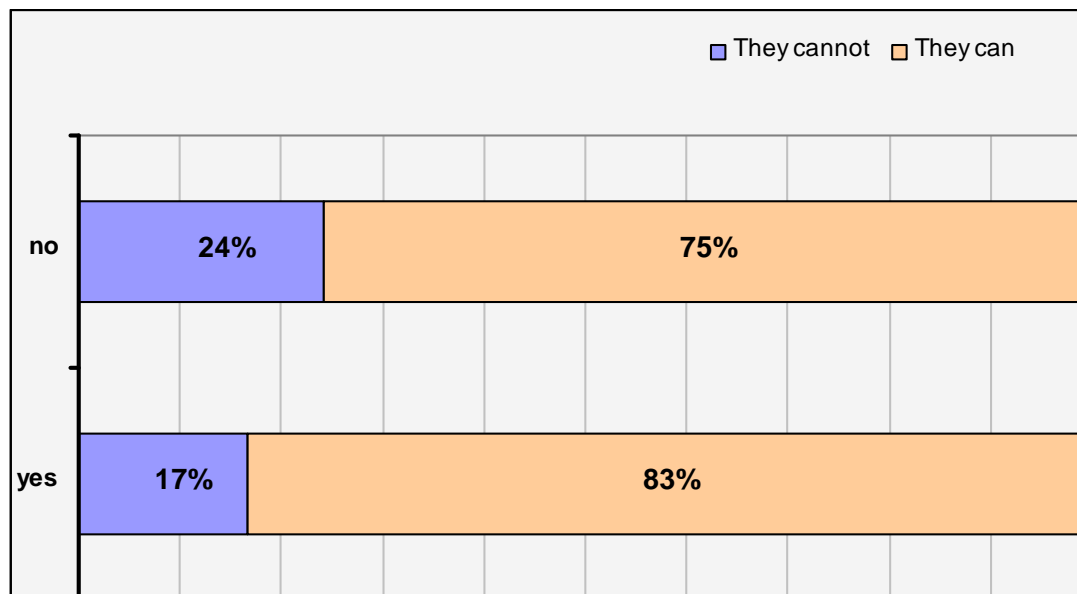
Chart 143: In your opinion, do the mass media currently play a role in building the Public-Police partnership?



Public Opinion Poll on the Police-Public Partnership in Yerevan

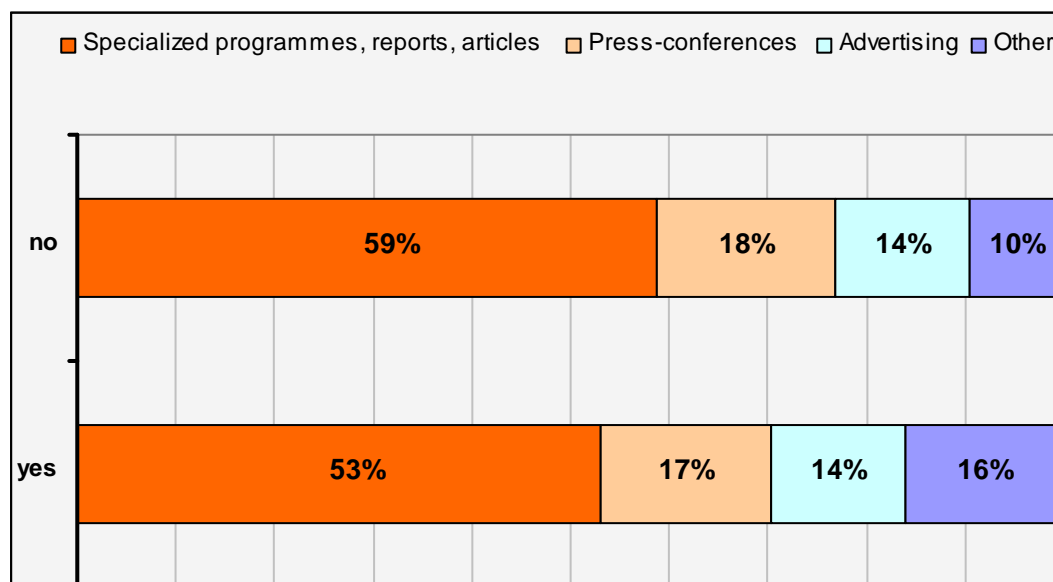
The “relevant” respondents more strongly believe that the mass media can facilitate the Public-Police cooperation.

Chart 144: In your opinion, can the mass media facilitate the Public-Police partnership?



As to the specific methods of facilitating that collaboration, the “relevant” respondents brought up the same set of measures, but with somewhat more focus on “other options” (see Part 2 for details).

Chart 145: In your opinion, can the mass media facilitate the Public-Police partnership?



APPENDIX A : Survey Questionnaire Sample

Questionnaire No _____

M-Info / OSCE Office in Yerevan / Police-Public Partnership in Yerevan

Interviewer Name _____

Interview Date __ / __ / 2009; Time: _____

Location _____

1. General Demographic Data of Interviewee/Respondent**1.1 Residence address:** Yerevan, district _____ street address _____ Other: _____ Phone (optional): _____**1.2 Gender** male female**1.3 Age****1.4 Educational Background**1 unfinished
secondary2 secondary3 secondary vocational4 higher**1.5 Occupation**1 Unemployed2 Employed

3 Profession _____

1.6 Relevancy / Bias Police Employee Governmental Agency Employee(see closing question on
relevancy)**EXPLAIN THE INTERVIEWEE THE SUBJECT AND THE PURPOSE OF THE SURVEY TO EXCLUDE IRRELEVANT REMARKS (optional)****2. Data on the Work****2.1 On what occasions have you interacted with the Police during the last 3 years?**

- Road safety and vehicle driving
 Passport, visa and residence registration formalities
 Neighborhood/community police officer
 Mass assemblies, demonstrations
 Other _____

2.2 How frequently do you see Police officers in your neighborhood?

		In a police car	On foot patrol
6	Every day		
5	Several days a week		
4	Once a week		
3	Several times a month		
2	Very seldom		
1	Never		

2.3 In your opinion, are the Police pro-active in their fight against the criminality?

5	Definitely yes
4	Rather yes
3	Neither yes, nor no
2	Rather no
1	Definitely no

2.4 Please assess on a 5-grade scale the following qualities of the Police.

	Qualities/Features	Excellent	Good	Average	Bad	Very Bad
1	Equal treatment of the citizens	5	4	3	2	1
2	Quick response	5	4	3	2	1
3	Politeness	5	4	3	2	1
4	Honesty	5	4	3	2	1
5	Problem solving	5	4	3	2	1
6	Transparent work	5	4	3	2	1

3. Data on the Image Perception**3.1 What is your personal attitude towards the Police?**

5	Definitely positive
4	Very positive
3	Rather positive
2	Rather negative
1	Definitely negative

3.2 What are the positive features in the concept/image of the Police?

3.3 What are the negative features in the concept/image of the Police?

3.4 In your opinion, to what extent can one trust the Police?

5	Undoubtedly trustworthy
4	Trustworthy
3	Depending on the occasion
2	Rather untrustworthy
1	Untrustworthy

3.5 Please state the instances/cases when you would trust the Police.

3.6 Please state the instances/cases when you would not trust the Police.

3.7 Please assess on a 5-grade scale the following services of the Police.

	Service	Excellent	Good	Average	Bad	Very Bad
1	Road safety	5	4	3	2	1
2	Protection of personal safety	5	4	3	2	1
3	Public order protection	5	4	3	2	1
4	Neighborhood/community control	5	4	3	2	1
5	Passport, registration and visa	5	4	3	2	1

3.8 In your opinion, whom do the Police actually serve? (Do not list the options)

5	The public/people
4	The Government
3	Armenia
2	Bureaucrats
1	Other _____

3.9 In your opinion, to what extent do the Police serve the Laws and the Public?

5	Fully serves
4	Rather serves
3	Neutral
2	Partially serves
1	Doesn't serve at all

3.10 In your opinion, what are the causes of the deficiencies and drawbacks in the Police? (indicate 3 most important factors)

1	Inadequate training of police officers
2	Lack of professional tools and equipment
3	Low salary
4	Poor HR policy
5	Corruption in the system
6	Lack of political will to see the Police as a service to the public

Other

4. Data on the Public Relations**4.1 In your opinion, does the Public play a role in the quality of the Police work?**

5	Definitely yes
4	Rather yes
3	Both yes and no
2	Rather no
1	Definitely No

IF NO 4.1.1 In your opinion, can the Public play a role in the quality of the Police work?

- 1 If YES, How? _____
- 2 NO

IF YES 4.1.2 In your opinion, can the Public play a bigger role in the quality of the Police work?1 If YES, How? _____2 NO**4.2 Would you personally be willing to collaborate with the Police?**1 If YES, How? _____2 NO, Why? _____**4.3 Please assess on a 5-grade scale the information sources that help you obtain information about the Police performance?**

	Media	Frequently	Occasionally	Rarely	Never
1	TV				
2	Radio				
3	Newspapers				
4	The Internet				
5	Word of mouth				

4.4 In your opinion, do the mass media play a role in building the Public-Police partnership?

5	Definitely yes
4	Rather yes
3	Both yes and no
2	Rather no
1	Definitely no

4.5 In your opinion, can the mass media facilitate the Public-Police partnership?

1	They cannot
2	They can in the following ways:
2.1	Special programmes, reports, articles
2.2	Press-conferences
2.3	Advertising/Posters
2.4	Other _____

5. In your opinion, are there areas in the Police performance, which require urgent change to improve the Police reputation. Please specify such areas and provide relevant details.

1.6.2 Relevancy. Do you have friends, relatives working in the Police? Yes, If Yes, How many _____ No**Thank you cooperation**