

**SUMMARY UPON RESULTS OF THE SOCIOLOGICAL RESEARCH  
PUBLIC OPINION OF RESIDENTS OF OSH CITY  
AND POLICE OFFICERS OF THE OSH CITY POLICE DEPARTMENT-  
2008**

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NOTE: This is a short version summary of the Public Opinion Poll. For the complete version of this document please refer to OSCE Police Reform Program office.

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OSCE Police Assistance / Reform Programme for the Kyrgyz Republic jointly implemented by the OSCE and Ministry of Interior of the Kyrgyz Republic (MoI KR) since 2003 is realizing a project on community policing.

In the frameworks of the project implementation in Osh, the first public opinion poll among city residents and the Osh Police Department aiming to identify priority issues of community safety was conducted in October 2006.

Public opinion poll of 2008 is a trend analysis and oriented at identifying dynamics of the public opinion among the residents and Police Department officers on problems of community safety in the city. The public opinion poll was conducted in December 2008.

### ***1. Research methodology***

A survey was conducted among Osh residents and the Osh Police Department officers in each lot of research. To provide comparability of data, both surveys were conducted in accordance of a single methodology and research methods, i. e on the basis of a unified form of a standardised interview.

Interviewing was conducted anonymously in the frameworks of a questionnaire in Russian, Kyrgyz or Uzbek languages depending of the residence address of the respondent (following respondents' wishes). Interviewing of the Osh PD officers was conducted at their workplaces in Russian language.

Questionnaire to study public opinion of Osh residents comprised 71 questionnaires and a research lot for the Osh PD police officers comprised 58 questionnaires.

According to the Terms of Reference, the volume of sampling remained the same as it was in 2006. The volume of respondents remained thus making 625 respondents. This sampling allows providing representativeness of results with the accuracy (+ - 4%) and reliability level of 0, 95.

Selection of respondents among city respondents was also followed.

125 respondents were interviewed in the territory of each existing five police sub-stations of Osh. This allows receiving information on the Osh PD in general and also to compare each of the sub-stations in separate and get a picture of dynamics of public opinion (on issues included into questionnaires) for 2006-2008.

This allowed collecting information on public opinion in Osh about the Osh PD in general and about its territorial sub-units in particular.

As it was in 2006, individual interviews have been conducted in each sub-unit of the Osh PD.

In 2008, 145 Osh PD officers were interviewed. 50 officers out of the overall sample were selected in the main office (headquarters) of the Osh PD. 95 officers have been interviewed in police sub-stations of Osh. 49 people, who were in the last group of respondents, were neighbourhood police officers and 46 respondents were from various police services in the sub-station.

To guarantee anonymity of the questionnaire answers, interview results for the Osh PD officers are given in division to sub-categories of "Sub-station and Headquarters of the Osh PD".

Processing of the research results were done with the help of the special software called Statistical Package for Social Sciences for statistical and econometric modeling SPSS.

### ***2. Public opinion poll results among residents of Osh about the work of the City Police Department in 2008***

Public survey was conducted using anonymous questionnaires. Process of this survey aimed to disclose questions concerning evaluation of the police work by the residents of Osh and to research factors impacting positively and negatively the police efficiency. In the course of the public survey, activities of the Osh PD were evaluated in the following way:

**53,3% of the interviewed or more than half of the respondents basically provided a positive evaluation to Osh police. 19,2% of the survey participants provided a negative evaluation about the Osh police. A quarter of respondents were satisfied with the PD work, while 2,6% of respondents found this question difficult to answer.**

There are no serious differences identified in distribution of respondents' answers depending on their educational level. However, it is noteworthy that a group of respondents, which chose an evaluation "bad" has a prevailing answer by Osh residents with incomplete higher or higher education. The share of their answers made 22,4 and 38,8%% accordingly. 40% of respondents, who evaluated the PD work as "very bad" have vocational education.

This demonstrates that people with higher level of education tend to rationally evaluate the police work as the group with most of criticism.

Respondents of Kyrgyz and Russian nationalities had more criticism in evaluating police department work compared to Uzbeks. Positive feedbacks overwhelm among respondents of Uzbek nationality.

According to opinion of the majority of the Southern capital's population, in particular,

- Corruption,
- Low salary,
- Shortcomings in recruitment,
- Non-professionalism and incompetence determine a low level of law enforcement's authority

These are the main reasons of shortcomings in the work of the City Police Department.

The respondents also marked poor technical and logistical base, low moral level of employees and prevalence of kinship in the City Police Department. Though, in most of the cases, after giving clarifying questions, it becomes clear that the respondents often come to such conclusions like corruption of the police based on the information obtained from their friends, relatives and mass media, and on their own practice.

Neighbourhood police officers work on all directions of police activities and are connectors of police (law, power) with population. Therefore, the society's attitude towards police is generally based on the work of the neighbourhood police officers.

**The survey has showed that one third of the respondents (33,4%) only know their neighbourhood police officers.**

Generalizing opinion of the interviewed residents, the neighbourhood police officer's responsibilities are:

- Questioning suspicious persons,
- Crime prevention,
- Working with juveniles,
- Detecting drug users, offenders,
- Providing order in a given territory,
- Not only assist in crime detection, but also prevent the crimes.

Further the respondents are offered to recall how many times have they faced or dealt with the employees of the City Police Department during the last two years. 27,8% of the respondents had met with employees of the City Police Department several times.

4,8% from the number of this group's respondents had met them more than 5 times, 8,3% of the respondents – from two to five times and 14,7% of those had met them only one time.

The following question was addressed to those, who had meetings with the employees of the City Police Department and served for determination of more significant reasons of the respondents' approaching the police. More than half of the respondents (53,6%), who approached police, have been in contact with the City Police Department employees in order to solve their passport related issues.

The number of those, who contacted the police regarding this or that case made 43,4% from the overall number of the interviewed respondents on this issue. From them:

- 20,2% made applications about the incidents;
- 9,5% of respondents became victims of crimes;
- 13,7% asked assistance of an employee of the City Police Department (CPD) on the street

Also, it has been made a request for information to the CPD, 13,7% of the respondents, who answered the question and 11,3% of the respondents had difficulty to point the reason of their contact with police.

Most of the people (66,1%), who contacted police, had meetings with employees of the City Police Department directly in its premises, and 17,0% of the respondents on the streets.

Answers to the following question of the questionnaire were to characterise the opinion of the respondents about the quality of the police reaction to their applications.

**Only 44,2% of the respondents, who contacted the police, received quality help and evaluated work of the employees of the CPD as “excellent” and “good”. Then such versions of answers follow as: “satisfactory” – 22,7%, “very unsatisfactory” – 15,7% and “unsatisfactory” – 14,5%.**

According to our opinion, there should be high requirements towards the police professionalism taking into consideration conditions of a bad criminal situation in the region. 46,3% of respondents evaluated the PD work along this criterion as “good” and “excellent” and 34,2% of respondents is quite satisfied with the professionalism of the police officers.

Nevertheless, according to opinion of 17,9 % of respondents, this level is so low that they would not trust the police to solve their problems related to law and order. More than two thirds of men respondents provided a “very bad” evaluation on this criterion for the PD officers. They also expressed their utmost dissatisfaction with the professional level of the local police. The share of such answers in this category of answers made 61,3%.

This data causes some confusion. It is likely that respondents' opinion about professional training of the police is little bit exaggerated. The reason to think in this way is that majority of respondents consider corruption as the major shortcoming of the police. But at the same time, they do not take into consideration that concepts of “corruption” and “professionalism” are not compatible.

The next part of questionnaire allowed identifying opinion of city residents about the level of corruption in the Police Department. Analysing the answers of respondents in this part of questionnaire, **it is possible to state the fact that corruption is one of the major challenge to public trust to law-enforcement bodies.** In other words, public is cautious of police, which is indifferent to interests and needs of citizens if they do not represent a source of income for a police officer.

Due to this, more than half of the respondents (51,7%) do not agree and 5% absolutely disagree with the statement that “**police treats all residents equally**”. However, it is necessary to note there is quite strong confidence to the PD officers among more than third of the interviewed residents in Osh. 34,9%) of respondents agree with this statement and 5,4% is absolutely agree with the statement out of the total number of the interviewed.

52,8% of respondents agreed with the point that **“Police officers give preferential treatment only to their friends”** and 11,2% of respondents are confident about it or absolutely agrees. A bit less than third of respondents (29,1%) had a contrary point of view.

More than half of respondents (62,5%) agreed with the statement **“police treats well only those, who offer money or other favours”**. Less than third of respondents (28,2%) does not agree with this statement and gave negative answers. 9,3% of respondents found this question difficult to answer.

**Distribution of respondents’ answers along the sub-stations of the Osh PD looks as following:**

- 56,7% of respondents do not agree with the opinion that “police treats all residents equally”
- 64% of respondents agreed with the point “Police officers give preferential treatment only to their friends”.
- Each sixth interviewed resident of Osh considers that “police treats well only those, who offer money or other favors”.
- More than half of respondents do not hesitate about the statement that police serves only those, who offer money or other favors”.
- 55,2% of respondents considers “police has no choice other than to serve those, who offer money or other favors due to the low salary”

**Overwhelming majority, almost all respondents are unanimous in opinion that “public should be actively involved in crime prevention work and help police to fight crime”.** The share of such answers made 91,2% out of the total number of respondents. Opinion of majority of respondents on that they are supposed to help law-enforcement bodies is linked in majority of cases with the public interest in public security. According to the interviewed, police cannot protect public from criminal world with no help from citizens and therefore many of them think they are obliged to do their best to help police in this field.

Creating efficient mechanisms of public cooperation with law-enforcement bodies is the only possible method to resist crime. Such integration of efforts requires mutual cooperation and agreement. First of all, such efforts should be wanted and initiated from both sides. And this could be possible only on condition of considerable changes in psychology and perception of both citizens and police officers.

Respondents divided in opinions about the level of trust and respect to police. 5,6% and 30,9% of respondents absolutely disagree and do not agree accordingly with the statement “public trusts and respects the police”. 49,0% and 9,6% of respondents tend to consider that public trusts and absolutely agree with the statement.

The following block of questions was devoted to the problem of providing public security in the city.

To the question **“To what extent do you feel yourself safe in your district, where you live?”** the answer were distributed as follows: 47, 5% from the total number of interviewed residents feel themselves “fully safe” in the district of their residence. 22, 1% and 22, 2% consider their district safe “to some extent” and “average” respectively. 7, 2% and 1, 0% of the respondents named their places of residence “unsafe” and “very dangerous” respectively. As it is seen, the majority of respondents feel themselves more or less safe in the city.

People’s confidence about their personal security depends not only on the situation of crime, but also on the PD officers’ capacity to protect citizens and to provide a safe living in the area of residence. Thus, 43, 8% of respondents consider that PD officers are satisfactorily coping with this task and 40, 9% of the interviewed Osh residents highly evaluated police capacity to provide community safety in the respondents’ areas of residence.

Interviewed respondents have a certain level of hesitations in police capacity to prevent crime. Only 7, 2% out of the number of respondents are fully confident that police can cope with crime prevention.

28, 3% expressed certain confidence and 39, 6% out of the total number of respondents kept to average answer and 24, 4% are little confident about crime prevention capacity of the police.

5, 8% of respondents out of the total number of interviewed admitted they became crime victims during the last two years. Respondents of Uzbek nationality happened to be less among the crime victims.

14,6% knows people, who became crime victims and who did not report about the crime to police.

**Those, who became crime victims, experienced the following:**

- Burglary /theft from flat - 38,9%
- Robbery - 8,3%
- Physical injuries – 13,9%
- Fraud – 11,1%
- Insult – 5,6
- Hooliganism - 8,3%
- Traffic accidents – 5,6%
- Rape – 2,8%
- Corruption - 2,8%

66,7% of respondents reported about crime to the Police Department out of the number of respondents-crime victims. The rest preferred not to address the police:

<b>Reason</b>	<b>% %</b>
➤ I thought that police cannot do anything	50,0
➤ Other reasons	33,3
➤ I thought the crime was not serious enough	25,0
➤ I did not consider the crime serious enough to bother about	8,3
➤ I was afraid of a person, who committed the crime	8,3

**As it is demonstrated in the above-given data, the major reason why citizens did not address the police is mistrust of people in police capacity to efficiently react for people's need.**

City residents make a major influence on issues of public order and community safety. 62,9% of respondents answered in this way .The police (42,2% of respondents) takes the second popular place. Local self-governance bodies (7,7% of respondents) and social services (6,6% out of the total number of respondents) play a significant role in maintaining public order according to Osh residents. 6,2% of respondents noted that every resident of the city makes certain impact on public order. And 5,1% considered that street lighting plays a considerable role in issues of public order.

Respondents indicated unemployment (80,3%),high level of alcohol consumption and drugs addiction (48,5% and 19,4% accordingly), lack of presence of police (24,5%) and high number of disadvantaged families (17,6%) as major factors, impacting public opinion about safety in area of residence.

**37,4% of respondents found difficult to answer the question on “What activities, conducted by police in your area of residence you heard about/you know/you saw?” as they never encountered police or did not see the police in their area of residence.** The rest of respondents referred to the following activities:

- Crime investigation – 7,7% out of the total number of the interviewed
- Foot patrolling – 34,7%
- Patrolling in the car – 19,7%
- Activities for children – 15,8%
- Traffic police patrolling – 14,9%
- Presence of the neighbourhood police – 14,7%
- Presence of police during working days – 5,3%
- Work with administrative violations – 4,6%
- Preventive activities of the police for the community – 4,6%

**According to public survey results, minimum salary of the police officers should be in average 8000 – 9000 KGS.**

42,1% of the interviewed Osh residents consider that police officers should be paid less than average, i.e, less than 8000 KGS. 45,9% of respondents thinks police salary should be more than 8000 KGS. And each tenth respondent considers an amount between 8000-9000 KGS as an acceptable amount, i.e an average amount of payment. Residents hope that an increase of a salary will impact decrease of corruption level in the PD, will strengthen the responsibility of police in proving community safety and will allow to render timely and quality police service.

**Based on the conducted public survey among residents of Osh, the following conclusions are made:**

- Quite a low percentage of those, who could not or avoided answering the questions almost in each point of the questionnaire demonstrates that the level of public interest to police is quite high, i.e, the public is interested very much in activities of the PD;
- More than half of the Osh residents had a positive evaluation about the PD work. Only 19,2% of the interviewed respondents is not satisfied with the PD work.
- The major reasons for shortcomings in the PD work were identified as corruption, low salary and shortcomings in professional staff recruitment. Problems of police reforms and lack of transparency in police are not considered by the population at all and they do not get sufficient attention.
- 27,8% of respondent addressed the police several times on various issues. It is very difficult to give well-defined evaluation for these indicators whether it is a lot or little. On the one hand, the fact that almost third of interviewed people had contacted police may reveal problems of high level of crime risks in town. Consequently, it demonstrates a poor work of the police as one of the law-enforcement structures. But on the other hand, an option of high level of public trust to police in solving their problems seems possible. A bit less than a half (44,2%) out of the number of those, who addressed to the PD evaluated positively the work of officers, who they encountered.
- A third of respondents out of the number of those, who addressed the PD did not get any positive feedback and were left unsatisfied with the work of officers, who they met. Many respondents referred to a cold attitude of police officers in their comments. To be fair, it is necessary to take into consideration the fact that an ordinary citizen does not experience bad situations very often and police officers have to face grieves or bad situations of other people on a constant basis. With some time, police officers develop

some kind of immunity to grieving, which is perceived by people as hard-heartedness and indifference to problems of people.

- However, on the other hand, another fact demonstrated what is the level of public trust to police, when a third of the interviewed answered they did not address police being a victim of crime. The major reason why the half of them did not visit police stations was lack of confidence in police capacity to help them. If factually, half of the victims did not use their rights for protection, then it reveals the crisis of public trust to police.
- It is necessary to note that third of the interviewed citizens do know their neighbourhood police officer and where to address in case of necessity. 78,9% of respondents evaluates positively the work of neighbourhood police on providing public order in their areas of responsibility. Neighbourhood police officers have to contact residents and solve their problems more often compared to other police services. Therefore, taking into account a big percentage of those, who are not satisfied with the police work, it would be logical to assume that evaluation of the neighbourhood police work is negative. However, the public survey revealed that respondents approached evaluation process objectively basing their opinion only on real results of work done by the neighbourhood police.
- Feeling of security and community safety seem to depend on public itself despite it may sound paradoxical. Information is a very important moment in police work. And citizens play a significant role in providing information. According to majority of respondents, public should actively participate in crime prevention activities and help police to fight crime.

### **3. Results of the opinion poll among police officers of the Osh Police Department**

As it was given in the previous opinion poll, initially respondents were suggested to provide a general evaluation of the work of their departments. Majority of the interviewed evaluated it as satisfactory (82,8%), 12,4% respondents provided a positive evaluation and only 4,1% of the interviewed respondents were of a contrary point of view and evaluated the work of the Police Department as bad.

Majority of the officers working at the PD headquarters of the city (84%) evaluate the work of their department as satisfactory and 10% referred to the work as positive.

Current situation of the city – social-economic, religious (uppermost, activities of Hizb-Ut-Tahrir), criminal and existing logistical base of the Police Department, salary earned by police officers, other subjective and objective reasons, all these issues in overall define evaluation of the police work according to respondents. Therefore, they provided a positive evaluation about police work in general.

Taking into consideration a domination of positive evaluation of the Osh PD work, interviewed officers noted the following reasons of shortcomings in the work of the PD:

#### **Rating of the major reasons of shortcoming in the Osh PD work**

In % out of the overall number of answers

<b>Reasons</b>	<b>Headquarters</b>	<b>Sub-station</b>	<b>Total</b>
1. 1. Low salary	88,9	98,8	95,3
2. 2. Poor logistical support and technical assistance	40	59,8	52,8
3. 3. Lack of social-legal protection mechanisms for the police officers	37,8	34,1	35,4
4. 4. Weak / lack of material motivation	<b>8,9</b>	<b>30,5</b>	22,8
5. 5. Too many duties and responsibilities	20	24,4	22,8
6. 6. Shortcomings in staff recruitment	20	20,7	20,5



7. Corruption	<b>31,1</b>	<b>12,2</b>	18,5
8. Inconsistency of the statutory-legal documents, regulating police activities	17,8	12,2	14,2
9. Low morals	<b>20,0</b>	<b>3,7</b>	9,4
10. No correlation between career development and level of education, professional qualifications	13,3	4,9	7,9
11. Lack of police reforms	13,3	4,9	7,9
12. Weak/ lack of interdependence between career development and results at work	4,4	7,3	6,3

**According to respondents, the major problem, hampering more efficient implementation of police work at the Osh PD is a low salary. This point was raised almost by all respondents.**

More than half of the interviewed officers noted bad logistical support. Another important factor complicating efficient service in the police noted by each third respondent is a lack of social and legal protection to police officers. Each fifth respondent raised an issue of weak motivation or lack of material motivation to work. 22,8% of respondents noted about significance of the factor “too many duties and responsibilities”.

Shortcomings in professional staff recruitment (20,5% of the interviewed) and existence of corruption (18,9%) remain serious problems in the police system. The officers working in headquarters mostly noted corruption in their answers. The share of such answers made 31,1% out of the number of the interviewed in the Osh PD.

Such a little share of respondents out of the total number of the interviewed in the Police Department, which indicated to “corruption networks in the police system” does not say that corruption may not exist in the Osh PD. On the contrary, taking into account a huge level of corruption covering the whole country, it shows that many of its developments are trivially accepted and treated as a natural phenomenon in everyday life. Unfortunately, this opinion is rooted deeply in the law-enforcement bodies, which are called to fight corruption.

**Problems of the staff and existence of corruption networks in the police system are conditioned by a comparatively low salary for police officers. This issue does not allow police to “compete” with other systems such as state and public sector. For example, security agencies pay better salaries for capable and educated officers.**

Returning to the evaluation of the respondents in the PD on personal qualities of their fellow officers according to the criteria of professionalism, 56,6% and 11,7% of police officers evaluated the work of their colleagues as “good” and as “very good” accordingly. 26,9% of the interviewed evaluated this point as satisfactory. More than half of these respondents (56,4%) were the Osh PD police officers. And only 3,4% of respondents consider the work of the PD as unsatisfactory. Majority of respondents in this group were from the City Police Department. Share of such answers made 80%.

In general, “good” and “excellent” evaluations were provided for the points on attitude of the police and willingness to help. In each of these criteria, the following answers dominate: “good” and “satisfactory”. They make 70-85% out of the overall number of answers in each of the points in average.

Only 19,3% of respondents in evaluation of the police officers’ appearance expressed their dissatisfaction. 33,1% of respondents chose an answer “good”, which were satisfied with the appearance of their colleagues. And 8,3% respondents think that the answer is “excellent” for this question.

Answers of respondents about the work of the Police Department on honesty and impartiality were quite expected in the way they turned out. More than half of the interviewed officers evaluated positively the above qualities of their colleagues in general (“very good” and “good”) – 45% of respondents out of the total number of the interviewed.

44,1% of respondents are satisfied with the honesty of their colleagues. And only 8,3% of the interviewed assume that these qualities should be evaluated as “bad” and “very bad”.

In the result, only 1 officer out of 10 interviewed officers at the Police Department think that their colleagues do not possess such qualities as honesty and impartiality. Knowing about practices of our social life and the data received during the survey in Osh leads to assumptions that this small part of respondents among the PD officers are sincere in their evaluations.

In conclusion of this part of the questionnaire, respondents were suggested to evaluate the PD work on the criteria of cooperating with the public. More than half of the interviewed officers (57,9%) evaluated their colleagues’ work on this criterion as “good” and 9,7% of respondents evaluated as “excellent”. Majority of such answers were given by the City Police Department officers. The share of such answers made 29,8% and 42,9% accordingly. And only 4,2% of respondents were sceptical about existence of such cooperation and provided negative evaluations.

Aspirations of citizens to cooperate with law-enforcement bodies, i.e. their aspirations for secure life do not create a problem by itself. However, deliberate participation of the public in community safety is closely linked to overcoming of the principal momentum – mistrust of public to law-enforcement bodies in general.

The next part of the questionnaire consists of questions concerning corruption of the Police Department officers.

**24,1% and 8,3% of respondents accordingly agreed and absolutely agreed with the statement that “Police has no choice other than to serve those, who gives officer money or other favours” due to the low salary of the police officers.** However, the majority of the PD officers keep to the contrary point of view. 53,1% and 11,0% of respondents accordingly “did not agree” or “absolutely disagreed” with this statement. 3,4% of respondents found this question difficult to answer or just simply avoided answering the question.

Besides, absolute majority of respondents assume and agree with the statement that the public should be involved in crime prevention work and help police to fight crime. Interviewed PD officers consider that on condition of such interaction it is possible to achieve considerable results in preventing evident crimes. Only 6 respondents out of the total number of the interviewed do not agree with such a statement and keep to the principle: “each should do its own business”.

Almost all respondents, 96,6% claim they have sufficient educational level and professional training in order to do a quality work. Such distribution of answers is again contradictory to the answers provided to another question: “What is the major obstacle to your professional development?” Reasons named by respondents and referring to the question on educational level looks as following:

- Lack of some kind of motivation was named by more than a half of respondents (51% out of the total number of respondents), i.e, motivation to self-education is quite low among the PD officers;
- 15,2% of respondents referred to a little work experience;
- 11,7% of the interviewed officers referred to lack of free time to professional development
- 6,2% of officers referred to a low salary
- 2,1% was concerned about mismatch of their educational qualification to their jobs

Interviewed officers are not unanimous about another point about “**police serves to government rather than to people (public)**”, which is of a serious consideration. 32,4% of respondents agreed with this statement and 59,3% keep to the contrary point of view. 8,3% of respondents found it difficult to provide any answer. No considerable difference in the distribution of the answers between various sub-units of the PD has been identified.

Nevertheless, police officers of the Osh city PD consider their profession as noble and honourable. Overwhelming majority (89,7%) of respondents agreed with this statement and are quite proud of their profession. And on the contrary, 77,9% of respondents did not agree with the point that “police work is linked to some extent to power, and to possibility of additional income/benefits”.

***Types of crimes, offences and problems impacting negatively to the quality of life in town and causing major concerns***

In %% out of the total number of the interviewed

1. Robbery	54,5
2. Hooliganism	45,5
3. Theft	27,6
4. Domestic violence, scandals and alcoholism	13,1
5. Traffic accidents/ breaching traffic regulations	12,4
6. Prostitution	11,7
7. Assaults/ Fights	9,7
8. Drugs addiction, selling drugs	9,0
9. Fraud	2,8
10. Theft of car	2,8
11. Murders	2,1
12. Rape/Attempt to rape	1,4
13. Youth crimes/offences	0,7

21,4% of respondents in the PD answered to the following question affirmatively: “Do you happen to know people, who became victims of crime for the last 2 years and did not report to police?”. According to the interviewed people, the major reason of such behaviour of victims is mistrust of the victims in police capacity to find the criminals. Besides, according to the interviewed, people are afraid of too much bureaucracy in the police as well as victimization by criminals as the town is quite small and people tend to know each other well.

The PD officers themselves were victims of crimes in 30 cases. And 15 of them were officers working in the sub-stations and the city headquarters. Only 8 officers reported about incidents to the PD and the rest did not report.

The number of those, who did not report was 6 respondents from sub-stations and 2 officers from the headquarters.

**Based on the conducted survey among the PD officers, the following conclusions could be made:**

- Osh city PD officers tend to provide a satisfactory or high evaluation, i.e overestimate efficiency of their police department. Only 4,1 % of respondents admitted that the PD work was unsatisfactory.
- Respondents feel a constant anxiety for him/her or for the relatives not because of a thought they may suffer from criminals, but in general from unknown and uncertain future and uncertain future of relatives and incapacity to provide decent life. Therefore,

the major worrying and one of the significant shortcomings of police work is a low salary and lack of material motivation according to majority of respondents.

- Lack of social and legal protection was outlined as one of the serious shortcomings in the police system
- In general, the PD officers conclude their points about the shortcomings in the police with lack of logistical support, lack of transport and communication facilities. Such reasons as non-professionalism, low moral, weak partnership relations with the public are considered as problems of a secondary importance.
- Respondents referred to low salary, maladministration and bureaucracy explaining current negative phenomena at their departments (corruption, clientele relationship, quick rotation of staff and huge number of duties and responsibilities). Respondents named increase of salary and creating decent standards of life to those, who provide public order as one of the priority tasks and objectives. They also referred to improving logistical and material basis of the Police Department and sub-stations in particular.
- Thus, attempts to “make police system healthier” and “treat” the police from negative phenomena cannot de-root negative things in the system and improve the situation taking into consideration low financial provisions and lack of social protection. In addition, there is a weak logistical support, which also cannot improve the situation and increase police efficiency to a proper level.
- High intensity at work is explained by a lack of material resources, necessary to fulfill outlined objectives. Almost all officers, who took part in the questionnaire, raised the issue of a lack of and unsatisfactory condition of material and technical basis in the territorial police sub-units.

#### ***4. Comparative analysis of results of the interviews conducted among the Osh PD officers in 2006-2008***

The date of the sociological opinion poll allowed to clarify not only opinion of respondents for priority issues in the Osh PD, but also allowed to follow up changes in the evaluation parameters of the PD sub-units. It was also possible to analyze dynamics of changes in the attitude of respondents to more actual problems in the police work and the ways of problem solving.

Comparative analysis of results allows stating the fact that during the researched period (2006-2008), there were inconsiderable deviations in answers to positive and to negative sides. This demonstrates that there is a certain level of instability in the public life, economic, social and other spheres of life of southern regions, which coincide with the current criteria of public life of population. It is natural that it impacts the situation in the PD and personal perceptions of the subject matters by the police officers.

Analysis of the received data reveals that police work in the PD has undergone considerable changes during 2006-2008. 35,6 % of the interviewed officers in 2006 noted that the work in the PD was satisfactory in general, and in 2008 the share of such answers increased to 47,2%. The percentage of those, who consider the work of the PD as “good” and “very good” considerably decreased. The share of such answers made 59,3% in 2006 and 3,7% out of the total number of the interviewed officers, while this year the share of such answers made only 11,0% and 1,4% accordingly. The share of those, who are not content with the work of the PD have slightly increased from 1,5% to 3,4%. Despite a general positive evaluation of the police work, a negative dynamics is still observed this year in comparison with 2006.

***What are the reasons of shortcomings in your work?***

In %% out of the number of the interviewed respondents

<b><i>Reasons of shortcomings in your work</i></b>	<b><i>2008</i></b>	<b><i>2006</i></b>	<b><i>%%</i></b>
• Low salary	95,3	86,0	+ 9,3
• Poor logistical support and technical assistance	52,8	74,0	- 21,2
• Doing non-relevant to police duties and responsibilities	3,9	12,0	- 8,1
• Corruption	18,9	42,0	- 23,1
• Too many duties and responsibilities	22,8	18,0	+ 4,8
• Wide spread kinship, relative and other kinds of relationships	4,7	20,0	- 15,3
• Shortcomings in staff recruitment	20,5	30,0	- 10,5
• Lack of social-legal protection mechanisms for the police officers	35,4	40,0	- 4,6
• Lack of cooperation and partnership with public	2,4	2,0	+ 0,4
• Weak / lack of material motivation	22,8	12,0	+ 10,8
• Weak / lack of material motivation	2,4	6,0	- 3,6

Due to the price increase for the main food products, communal utilities payment and inflation growth, all the issues related to material and financial well being will remain a priority matter for the police officers.

There is an increase, through very slight in the percentage of respondents considering a low salary as the major shortcoming in the police work. If in 2006, the share of such respondents was 86%, then in 2008 almost all officers, who took part in the interview (95,3%) thought in this way. Besides, the number of answers about weak or lack of material motivation in the police work has increased twice. However, the number of those, who consider a low moral in the police as one of the shortcomings decreased almost for three times.

**Positive dynamics in answers are observed along the following factors:**

- The number of those, who pointed at “fulfilling of non-relevant to police duties and responsibilities” at the PD decreased for three times. At the same time, the number of respondents, who noted about too much workload of the PD contingent, has slightly increased, but still there is an increase. The share of such answers increased from 18 % (in 2006) to 22, 8% in 2008.
- The number of respondents, who indicated to the shortcomings in professional staff recruitment has decreased to 10,5%;
- Less number of respondents was worried about legal protection of the police. The share of such answers decreased from 40,0% to 35,4%.

A dynamics of answers concerning corruption and widespread kinship relationship in the police causes a bit of confusion. If in 2006, the number of officers, who named these two reasons as the major shortcomings of the police was 42 and 20%%, then in current year, the share of such answers were 18,9 and 4,7%%. With the obvious increase of a positive dynamics, there is a lot of hesitation about sincerity of such answers and about the real situation in the Osh PD. It may be assumed that many developments of such negative phenomena became an ordinary thing and thus does not cause any frustration among the police officers.

As in 2006, the PD officers do not draw a proper attention to partnership relations with the public. Therefore the dynamics of such answers almost did not change and still remain at a quite low level.

***What is a major obstacle to your professional development according to your opinion?***

In %% out of the number of interviewed respondents

<b>Reasons</b>	<b>2006</b>	<b>2008</b>
• Low salary	17,8	6,2
• Lack of trainings and seminars	27,4	1,4
• Lack of professional training	9,6	0,7
• Lack of time for further professional development/education	16,3	11,7
• Existence of clientele relationships in the police system	9,6	2,8
• Age	5,9	2,8
• Work experience	17,0	15,2
• Lack of willingness	40,0	51,0

The following crimes and offences impact on the quality of life in Osh. As the major problems were named:

<b>Major problems</b>	<b>2006</b>	<b>2008</b>
• Murders	83,0	51,7
• Sexual assault/sexual harassment	55,6	30,3
• Domestic violence, disputes	44,4	56,6
• Street robberies with no use of arms	80,0	62,8
• Street robberies using weapons/arms	51,1	48,3
• Thefts in apartments	67,4	49,0
• Breaking in cars, theft from cars	34,8	37,9
• Selling drugs	No data	No data
• Crimes committed by youth	69,6	51,0
• Use of alcohol in public places	49,6	51,7
• Prostitution	68,9	54, 5
• Drunk driving	51,9	33,1
• Garbage/Littering	66,7	61,4

***5. Dynamics of public survey among Osh residents about the PD work in 2006-2008***

Situation and dynamics of the public opinion of Osh population about crime issues and police work was first studied in 2006. In 2008, there was a second phase of such research, which allowed conducting a comparative analysis of answers of respondents to questionnaire points.

Social-demographic characteristics of respondents did not considerably change during this period.

There were no acute changes in social and psychological approach of Osh residents during the comparative period, though there were slight deviations to positive as well as to negative sides during the two years.

Comparing respondents' answers it is possible to note a vector of increase of satisfactory evaluation of the Osh PD among the population of the southern capital during the second survey. At the same time, it is difficult to state to what extent this evaluation would be stable.

Number of respondents evaluating the PD work positively increased from 46,3% in 2006 to 53,3% in 2008. In other words, more than half of the interviewed expressed positive opinion about efficiency of the PD.

However, all this happened at the background of increase in the share of respondents, who are not satisfied with the PD work (though number is inconsiderable). If in 2006, a number of those, who were unsatisfied with the police work was 15,7%, then it grew to 19,2 %, i.e., every fifth interviewed gave a negative evaluation.

Rating of reasons negatively impacting the PD work and consequently impacting a police image in general remain almost unchanged in the course of this time.

There are no tendencies of confidence to neighbourhood police officers in the practices of meetings with the neighbourhood police. Frequency of addressing police grew only to 5% compared to 2006. The obtained data does not allow making conclusions about decrease in level of crime in general. Here, we talk about a low level of contacting of police by the population and with the neighbourhood police in particular. This is revealed in the data presented above.

21,8% of respondents had a positive evaluation about the work of the neighbourhood police, when the percentage of positive evaluation made 26,4% in 2008. In general, a quarter of residents, who encountered the work of the neighbourhood police were satisfied with their work.

A range of problems residents addressed the PD is quite wide, starting from crime reports on accidents, offences to receiving some kind of information. However, during the two years, residents had to address police in order to get their passports issues solved and to get residence permit.

More than half of respondents or 60,2% in 2006 and 56,7% in 2008 did not agree with the statement **“police treats everybody equally”**.

About half of respondents upon the results of both surveys agreed with the statement that **“police gives preferential treatment only to their friends”**. However, there is some increase in answers of those, who keep to contrary point of view. If in 2006, the share of those, who disagree” or “absolutely disagree” with this statement in total made 20,3%, then in 2008 it increased for 8,8% and made 29,1 %.

38,4% in 2008 and 40,9% of respondents in 2006 agreed with the statement **“police officers serve only those, who offer money or other favours”**. Summing up the answers, more than half of respondents in total consider police system as “venal” following only their own mercantile interests. In other words, public developed a stable negative perception of police officers, who accept bribes and follow their own personal interests.

It is necessary to note that almost all residents of the southern capital understand the necessity of cooperation with the police and necessity of active involvement in crime prevention. 91,2% of respondents considers public participation necessary in crime prevention activities. Compared to 2006, a percentage of those, who agree with this statement increased for 4,6%.

More than half of respondents interviewed during the first and the second surveys agreed with the statement **“Public trusts and respects the police”**.

Summing up, it is possible to conclude that police officer is certainly a very necessary profession for the society. But looking at the police officers, many people do hesitate whether this is that rare officer, who kept his honesty and dignity or it is a “criminal in uniform”.

Unfortunately, according to answers of the southern capital for majority of people, the second definition of the police officers (criminal in uniform) is seen as more applicable to current police.

**The following conclusions could be made on the basis of the comparative analysis of survey results of 2006 and 2008:**

- No considerable changes in evaluation of the Osh PD work were observed. There are some tendencies of improvement in 2008 along some points, however, in majority cases there are no changes observed in respondents' opinion. In other words, the Police Department did not take any serious measures to get rid of problems found during public survey of 2006. Timely police call responding measures, timely reaction for criticism and rational suggestions expressed by the citizens promotes not only correcting mistakes and avoiding undesired consequences, but also promotes law enforcement, service discipline, improving police image, strengthening trust towards police and police responsibility.
- Residents of the southern capital tend to provide positive evaluation regarding the PD work. However, according to our opinion, it is linked to peculiarities of the southern mentality rather than with actual efforts of the PD to improve police efficiency.
- Respondents' opinion about shortcomings in the PD work did not change during the researched period and they indicate to low salary, corruption in the police, lack of professionalism and incompetence, low moral in police as shortcomings.
- Majority of citizens do not hurry to address the police becoming victims of crime due to their hesitations about police capacity to detect crime. It is explained by their unwillingness to deal with the police on various reasons and in cases of small damages or loss. Many prefer to address police only in exceptional cases, i.e., in cases of serious crimes. This fact reveals about high level of latent crimes during the last two years.
- Lack of communication strategies between the PD and residents of the town, considerably impacts evaluation of the police work in the field of community safety. This conclusion is made due to stable percentage of those, who found difficult to remember activities conducted by the Police Department. Thus, during the two years a percentage of such responses did not change.
- Public opinion about changes in levels of crime, public trust and satisfaction with the police work is mostly formed basing on unofficial (personal observations, conversations with friends and relatives) and official (mass media) sources of information. In fewer cases, public opinion is formed through direct contacts with law enforcement officers. Correlation of information sources is approximately proportional. Therefore, it is necessary to admit that a human factor is impacting opinion forming among respondents.
- Following the major principles of public opinion forming is a necessary condition to promote efficient work and to promote a positive image about police work. Results of the public surveys reveal that positive nature of public opinion could be achieved only through:
  - Strengthening of law and order, considerate attitude to citizens and promoting efficient protection mechanisms for civic rights and interests;
  - Promoting social partnership and cooperation in public relations strategy, which should become a priority for the police;
  - Comprehensive use of all available forces, means and opportunities in problem solving and implementing objectives expected from police through involvement of a wide circle of public organizations, mass media and public;
  - Conducting a single information policy by the police based on objectivity, operational response, regularity and transparency for public. Providing information about police work to public.