



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

FINAL REPORT

**PUBLIC OPINION POLL ON EVALUATION
OF POLICE-PUBLIC PARTNERSHIP
IN THE MARZES OF
THE REPUBLIC OF ARMENIA**

Developed for the OSCE Office in Yerevan

The document covers the findings of the Public Opinion Poll for Evaluation of Police-Public Partnership in the Marzes of the Republic of Armenia conducted by the Proactive Society Human Rights NGO on the commission of the OSCE office in Yerevan. The Report does not reflect viewpoints and subjective evaluations of the Proactive Society Human Rights NGO, it is based solely on the findings of the Public Opinion Poll and their interpretations.

Contents

| | |
|--|------------|
| METHODOLOGY | 2 |
| PUBLIC OPINION POLL | 2 |
| GENERAL DESCRIPTION OF THE RESPONDENTS | 3 |
| GENDER | 4 |
| AGE | 4 |
| EDUCATIONAL BACKGROUND | 5 |
| FAMILY STATUS | 6 |
| OCCUPATION | 7 |
| URBAN AND RURAL RESIDENTS | 8 |
| CONNECTIONS WITH THE POLICE | 8 |
| CONNECTIONS WITH THE POLICE | 9 |
| PART 2. DISTRIBUTION OF THE PUBLIC OPINION POLL FINDINGS ACROSS THE RA MARZES | 10 |
| DATA ON THE POLICE IMAGE PERCEPTION (OVERALL AND ACROSS THE MARZES) | 20 |
| DATA ON THE POLICE-PUBLIC RELATIONS (OVERALL AND ACROSS THE MARZES) | 35 |
| PART 3. DISTRIBUTION OF THE PUBLIC OPINION POLL FINDINGS ACROSS THE GENDERS | 50 |
| DATA ON THE INTERACTIONS WITH THE POLICE (ACROSS THE GENDERS) | 50 |
| DATA ON THE POLICE IMAGE PERCEPTION (ACROSS THE GENDERS) | 58 |
| DATA ON THE POLICE-PUBLIC RELATIONS (ACROSS THE GENDERS) | 65 |
| PART 4. DISTRIBUTION OF THE PUBLIC OPINION POLL FINDINGS ACROSS THE AGE GROUPS | 71 |
| DATA ON THE INTERACTIONS WITH THE POLICE (ACROSS THE AGE GROUPS) | 71 |
| DATA ON THE POLICE IMAGE PERCEPTION (ACROSS THE AGE GROUP) | 78 |
| DATA ON THE POLICE-PUBLIC RELATIONS (ACROSS THE AGE GROUPS) | 85 |
| PART 5. DISTRIBUTION OF THE PUBLIC OPINION POLL FINDINGS ACROSS THE RURAL AND URBAN COMMUNITIES | 91 |
| DATA ON THE INTERACTIONS WITH THE POLICE (ACROSS THE RURAL AND URBAN COMMUNITIES) | 91 |
| DATA ON THE POLICE IMAGE PERCEPTION (ACROSS THE URBAN AND RURAL RESIDENTS) | 97 |
| PART 6. DISTRIBUTION OF THE PUBLIC OPINION POLL FINDINGS ACCORDING TO THE CONNECTIONS WITH THE POLICE | 110 |
| DATA ON THE INTERACTIONS WITH THE POLICE (ACCORDING TO THE CONNECTIONS WITH THE POLICE) | 110 |
| DATA ON THE POLICE IMAGE PERCEPTION (ACCORDING TO THE CONNECTIONS WITH THE POLICE) | 117 |
| DATA ON THE POLICE-PUBLIC RELATIONS (ACCORDING TO THE CONNECTIONS WITH THE POLICE) | 124 |
| APPENDIX 1: QUESTIONNAIRE | 130 |

Part 1. General Provisions

Methodology

Public Opinion Poll

The methodology of the survey, namely, the pilot public opinion poll, the actual public opinion poll, identification and computer processing of the obtained data, analysis of findings, representation of the findings in charts and tables, was developed in close cooperation with the OSCE office in Yerevan.

As a result of the discussions, the following methodological approaches were considered:

- Direct opinion poll, conducted among 3800 residents of all RA marzes. As it was agreed the opinion poll covered residents of two towns and two villages of each marz.
- The survey methodology was meticulously elaborated to ensure the utmost effectiveness of both the survey and interpretation of the survey findings.
- Reports and studies of independent researchers relevant to the field were examined.

During the public opinion poll, the method of direct interviews was applied and a questionnaire developed earlier for a similar survey conducted in Yerevan was used. For the marz survey the questionnaire was somewhat modified, the key questions, however, were left intact to ensure compatibility between the findings of the Yerevan and marz surveys. 3800 marz residents of above 16 age groups were involved in the opinion poll.

The main objectives of the opinion poll were as follows:

- evaluate the public opinion about the Police;
- evaluate possible formats of Police-Public partnership;
- evaluate public attitude towards the Police;
- identify public perception of the efficiency of the Police work;
- identify the areas of policing that are positively perceived by the Public;
- identify the areas of policing that are negatively perceived by the Public;
- identify the role of the mass media in shaping the Police-Public partnership;
- define the possible changes that should urgently take place in the Police service.

All RA marzes were involved in the opinion poll. Considering the variations in the population density in marzes, the sizes of the survey samples were not equal. Distribution of the overall number of respondents across the marzes is presented in the table below:

Table 1. Distribution of the respondents in the RA marzes.

| | Marz | Population number | Forseen size of the opinion poll sample | Actual number of the respondents |
|---|-------------|-------------------|---|----------------------------------|
| 1 | Aragatsotn | 141 000 | 212 | 252 |
| 2 | Ararat | 277 900 | 417 | 436 |
| 3 | Armavir | 283 000 | 425 | 492 |
| 4 | Gegharkunik | 240 400 | 361 | 401 |
| 5 | Lori | 281 800 | 423 | 464 |
| 6 | Kotayk | 279 300 | 419 | 459 |
| 7 | Shirak | 281 100 | 422 | 451 |
| 8 | Syunik | 152 800 | 230 | 270 |
| 9 | Vayots Dzor | 55 700 | 84 | 204 |

| | | | | |
|----|--------|-----------|-------|-------|
| 10 | Tavush | 134 100 | 336 | 371 |
| | Total | 2 127 100 | 3 329 | 3 800 |

The survey covered two towns and two villages in each of the marzes, except for Vayots Dzor, Tavush and Ararat marzes, where three villages were polled, instead of two. Distribution of the respondents per towns and villages of marzes is as follows:

Table 2. Distribution of the respondents per towns and villages of the RA marzes.

| | Marz | Town | | | Village | | | |
|----|-------------|-------------|--------------|------|---------|--------------------|----------|-----|
| 1 | Aragatsotn | Aparan | Talin | 182 | Aragats | Saralanj | | 70 |
| 2 | Ararat | Artashat | Vedi | 330 | Goravan | Araksavan | Vosketap | 106 |
| 3 | Armavir | Ejmiadzin | Armavir | 430 | Parakar | Shenavan | | 62 |
| 4 | Gegharkunik | Martuni | Gavar | 300 | Yeranos | Nerkin Getashen | | 101 |
| 5 | Lori | Vanadzor | Alaverdi | 396 | Lejan | Urut | | 68 |
| 6 | Kotayk | Abovyan | Charentsavan | 380 | Kamaris | Bjni | | 79 |
| 7 | Shirak | Artik | Gyumri | 390 | Ashotsk | Akhuryan | | 61 |
| 8 | Syunik | Goris | Sisian | 200 | Brnakot | Akhlatyan | | 70 |
| 9 | Vayots Dzor | Vayk | Yeghegnadzor | 120 | Arin | Vernashen | Gladzor | 84 |
| 10 | Tavush | Noyemberyan | Ijevan | 280 | Teghut | Getahovit | Baghanis | 91 |
| | Total | | | 3008 | | | | 792 |

To ensure the reliability and validity of the opinion poll, trainings were held for the interviewers (6 staffers and 18 volunteers) to explain the objectives of the opinion poll, principles and methods of the polling and the significance of interview anonymity.

At the same time, to ensure a successful accomplishment of the survey the following activities were undertaken:

1. The interviewers were given preliminary instructions aimed to precisely clarify for them the implication of each of the questions they were to ask, as well as the order of filling the questionnaires in, the procedure of interviews. Prior to the actual opinion poll, a pilot opinion poll had been held, and the problems identified during the pilot phase were later taken into consideration.
2. During the opinion poll, the project manager would regularly visit the interview sites to check on the reliability of the interviewers' work.
3. Challenges specific for each of the marzes were identified and discussed at the NGO office to possibly avoid them in the later phases and to eliminate potential obstacles.

General Description of the Respondents

3800 persons were interviewed during the public opinion poll.

The identified data were classified in the following categories:

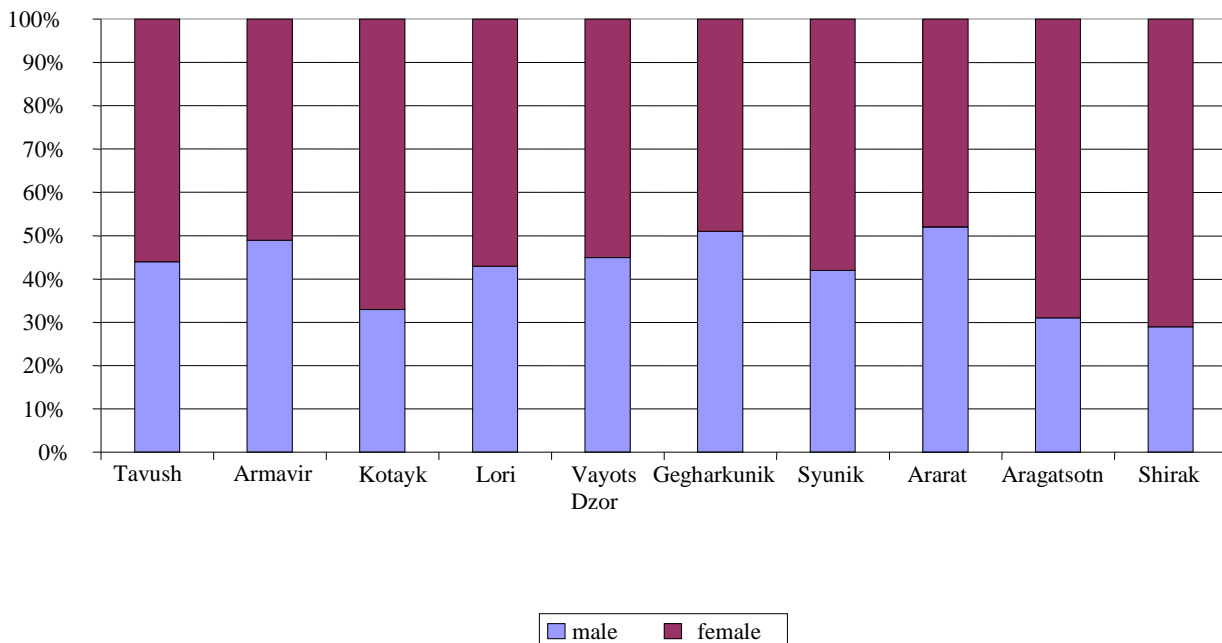
- gender
- age
- educational background
- family status
- occupation

- connections with the Police
- urban, rural resident

Gender

The analysis of the opinion poll outcomes showed that a random selection resulted in 42.4% of male and 57.6% female respondents. The overall male-female ratio across the marzes was almost identical, except for Kotayk, Aragatsotn and Shirak marzes, where interviewed females outnumbered males.

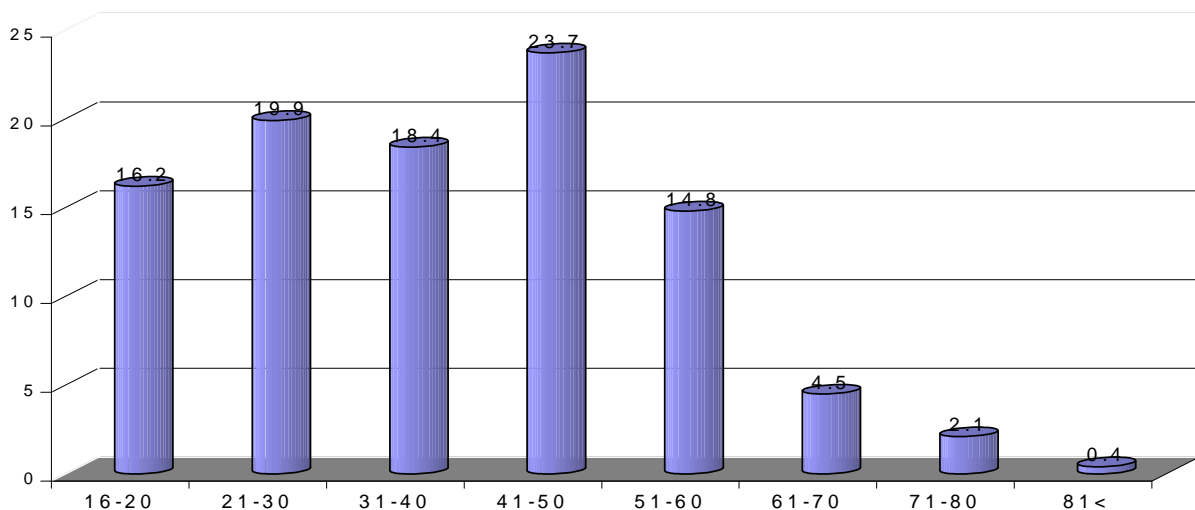
Chart 1. Gender distribution of the respondents across the marzes.



Age

The respondents' average age was 40: the youngest respondent was 16 years of age and the oldest – 87.

Chart 2. Distribution of the respondents by age.



The analysis of the respondents' age distribution showed that in most of the marzes the largest proportion of respondents in terms of age was the group of 41-50. A larger participation showed the respondents of under-20 age group in Armavir and those of 21-30 in Kotayk and Vayots Dzor.

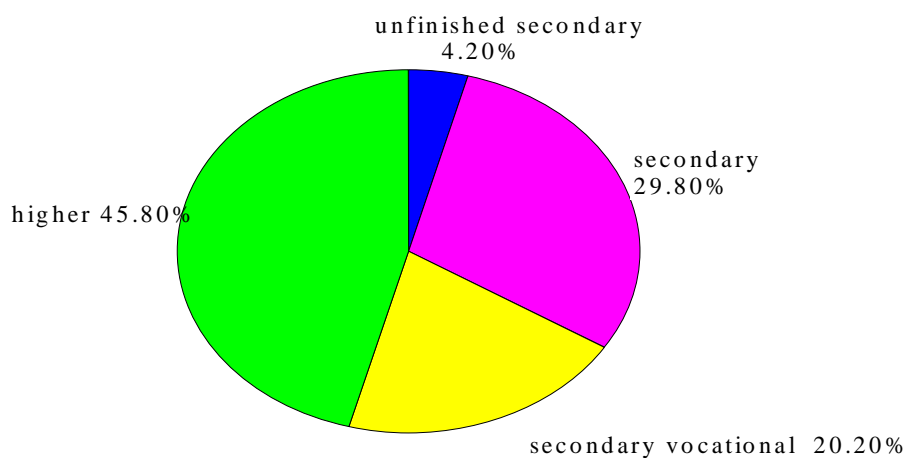
Table 3. Distribution of the respondents by age across the marzes.

| Marz | Age Group | | | | | | | |
|-------------|-----------|--------|-------|---------|---------|---------|-------|------|
| | < 20 | 21 -30 | 31-40 | 41 – 50 | 51 - 60 | 61 - 70 | 71-80 | 81< |
| Tavush | 15.6% | 17.4% | 20.2% | 25.7% | 11.9% | 4.6% | 3.7% | 0.9% |
| Armavir | 23.2% | 22.8% | 18.7% | 19.5% | 11.6% | 2.9% | 1.3% | 0% |
| Kotayk | 13.8% | 29.5% | 13.4% | 22.7% | 14.7% | 3.2% | 2.7% | 0% |
| Lori | 12.1% | 14.7% | 20.5% | 25.7% | 19.3% | 4.9% | 2.4% | 0.4% |
| Vayots Dzor | 8.9% | 26.8% | 12.2% | 23.6% | 13.9% | 8.9% | 4.9% | 0.8% |
| Gegharkunik | 13.7% | 13.0% | 17.8% | 26.7% | 17.1% | 9.6% | 1.4% | 0.7% |
| Syunik | 12.2% | 21.1% | 18.9% | 25.6% | 17.8% | 2.2% | 2.2% | 0% |
| Ararat | 11.9% | 23.4% | 20.2% | 27.1% | 13.4% | 2.5% | 1.5% | 0% |
| Aragatsotn | 15.8% | 15.1% | 23.0% | 23.8% | 14.3% | 5.6% | 2.4% | 0% |
| Shirak | 31.4% | 13.1% | 18.9% | 18.9% | 13.6% | 2.4% | 0.6% | 1.1% |

Educational Background

The analysis of the respondents' educational background showed that the majority of them (45.8%) had a higher education.

Chart 3. Distribution of the respondents by educational background.



In all the RA marzes the highest proportion of the respondents had higher education, except Gegharkunik, where the number of respondents with secondary education was significantly prevailing.

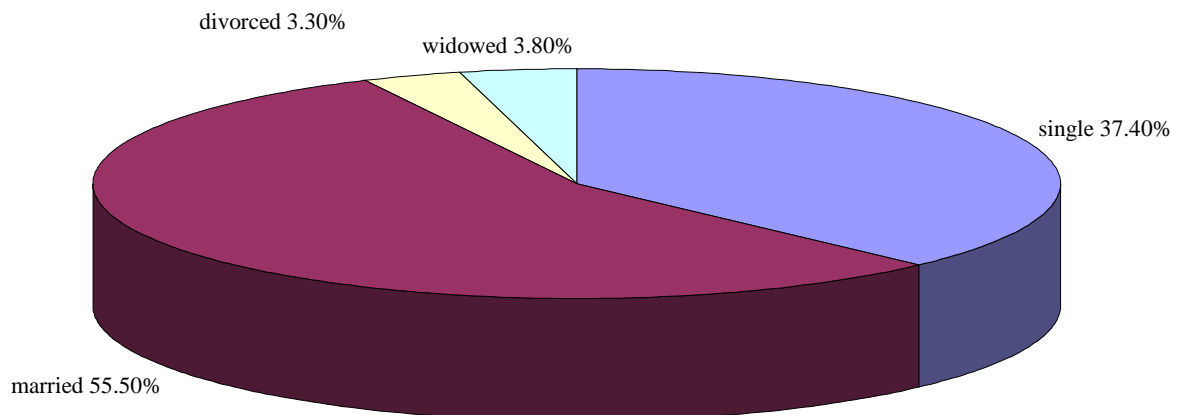
Table 4. Distribution of the respondents by educational background across the marzes.

| Marz | Unfinished secondary | Secondary | Secondary vocational | Higher |
|-------------|----------------------|-----------|----------------------|--------|
| Tavush | 5.5% | 31.2% | 22.9% | 40.4% |
| Armavir | 4.3% | 31.8% | 23.9% | 40% |
| Kotayk | 2.9% | 31.6% | 13.4% | 52.1% |
| Lori | 4.5% | 22.7% | 18.9% | 53.9% |
| Vayots Dzor | 3.9% | 29.2% | 30% | 36.9% |
| Gegharkunik | 10.1% | 47.8% | 13.2% | 28.9% |
| Syunik | 2.2% | 17.8% | 15.6% | 64.4% |
| Ararat | 5.9% | 35% | 17.7% | 41.4% |
| Aragatsotn | 0.8% | 30.9% | 26.2% | 42.1% |
| Shirak | 1.2% | 18.2% | 23.5% | 57.1% |

Family Status

The majority of the respondents were married, while the percentage of divorced and widowed respondents was very low.

Chart 4. Distribution of the respondents by family status.



In all the RA marzes, the ratio of married respondents significantly exceeded the other family status groups, with the only exception of Shirak and Armavir, where the difference was not that significant.

Table 5. The respondents' family status across the marzes.

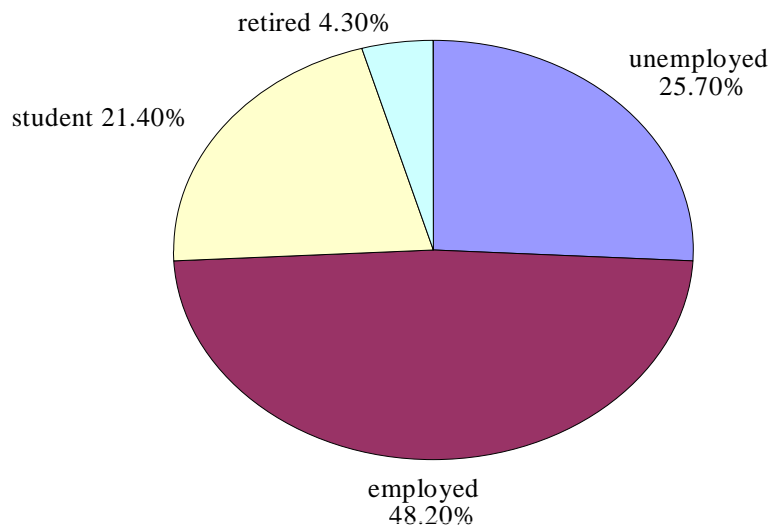
| Marz | Not Married | Married | Divorced | Widowed |
|-------------|-------------|---------|----------|---------|
| Tavush | 36.7% | 56.9% | 2.7% | 3.7% |
| Armavir | 44.1% | 46.0% | 5.9% | 4.0% |
| Kotayk | 38.0% | 55.3% | 4.3% | 2.4% |
| Lori | 33.6% | 59.5% | 2.8% | 4.1% |
| Vayots Dzor | 34.6% | 57.7% | 4.6% | 3.1% |
| Gegharkunik | 28.3% | 57.3% | 5.6% | 8.8% |

| | | | | |
|------------|-------|-------|------|------|
| Syunik | 32.2% | 63.3% | 1.1% | 3.4% |
| Ararat | 33.6% | 63.5% | 1.5% | 1.4% |
| Aragatsotn | 42.4% | 51.2% | 0.8% | 5.6% |
| Shirak | 48.2% | 48.8% | 1.2% | 1.8% |

Occupation

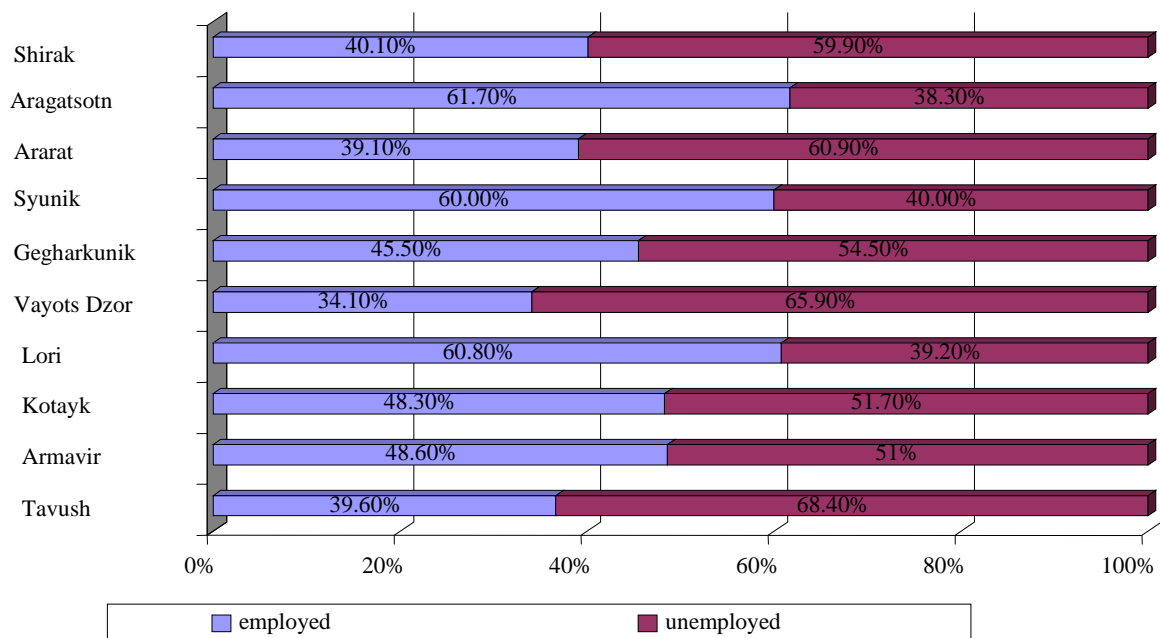
Only 48.2% of the respondents stated that they had occupation, the rest was either students without employment or people with the status of unemployment or retirement.

Chart 5. Respondents' distribution by occupation.



The proportional distribution of the respondents by occupation across the RA marzes is represented in the chart below.

Chart 6. Proportional distribution of the respondents by employment across the RA marzes.

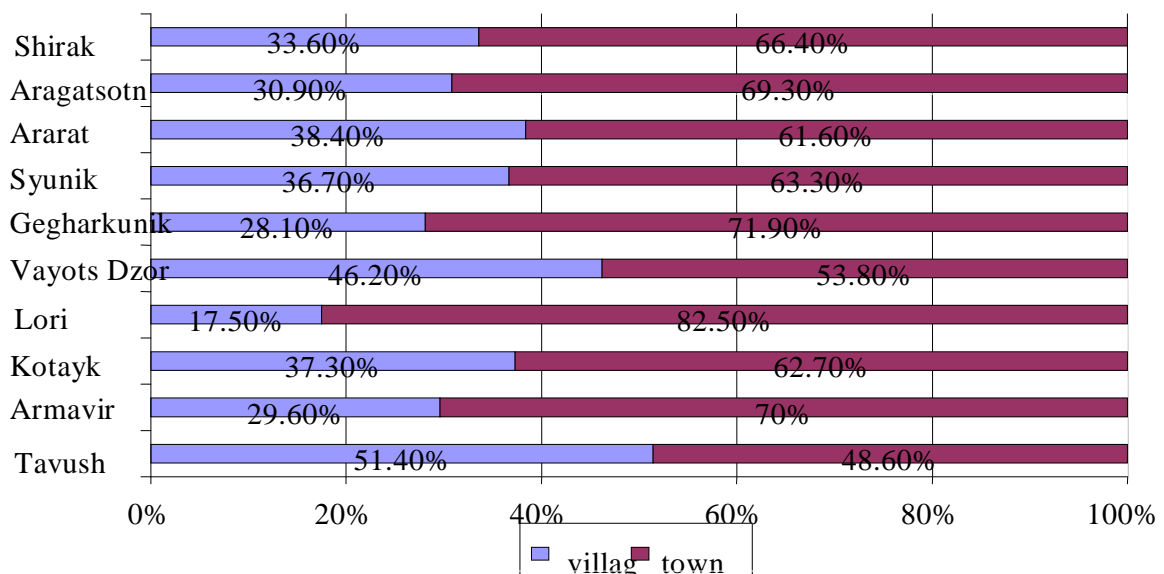


With respect to the respondents' professions, the most common were teachers (15%), economists/accountants (7.9%), lawyers (5.9%), physicians (2.7%), land farmers (2.4%) and drivers (2.3%):

Urban and Rural Residents

32.8% of the respondents resided in rural communities, while 67.3% were urban residents. This proportion across the marzes is reflected in the chart below.

Chart 7. The proportional distribution of the respondents by urban/rural place of residence (across the marzes).

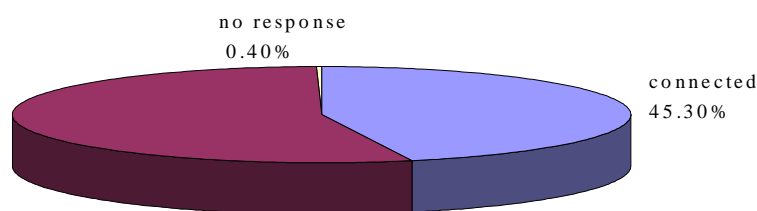


Connections with the Police

To evaluate the reliability and impartiality of the responses, the survey respondents were requested to answer whether they/their relatives/their close friends worked with the Police or any other state governance body. Those who responded positively were separated in a group of people connected with the Police.

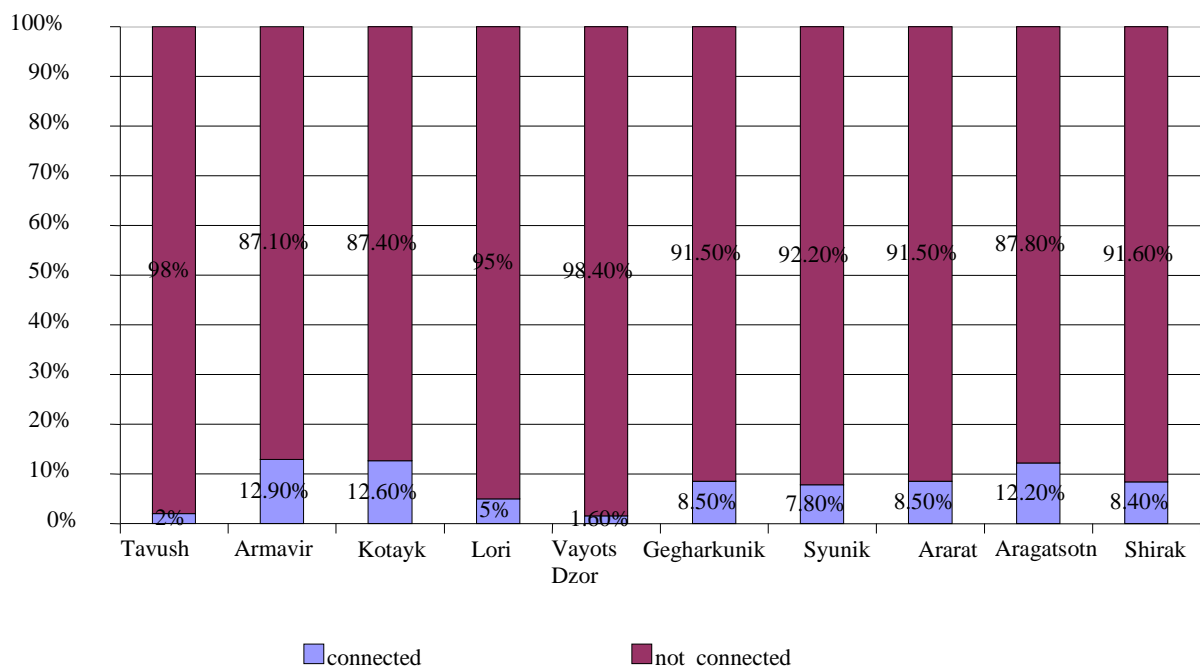
The analysis of the responses showed that only 1.6% of the respondents worked with the Police, 3% - in other law-enforcement agencies, 8.1% - in a state or local governance body. 45.3% of the respondents had relatives, friends and acquaintances working with the Police, 13.3% out of them were distant relatives, 10.9% - close relatives, 11.5% - distant friends, 4.8% - close friends, while 4.8% of the respondents had family member working with the Police. The responses given by the mentioned category of the respondents suggested that they are relatively better disposed towards the Police, as compared with those who had no kinship or friendship with police officers.

Chart 8. Respondents' connections with the Police.



The percentage of the respondents connected and not connected with the Police varied from marz to marz – the highest proportion of the connected respondents was in Armavir (12.9%), the lowest - in Vayots Dzor (1.6%).

Chart 9. Respondents' connection with the Police (across the marzes).



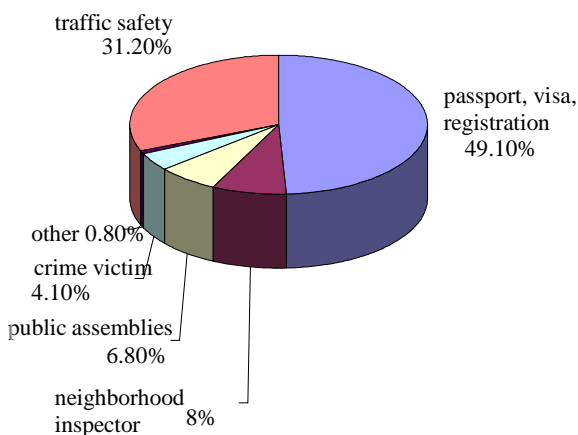
Part 2. Distribution of the Public Opinion Poll Findings Across the RA Marzes

Within the past three years, 49.1% of the respondents dealt with the Police over passport, visa, and registration matters, 31.2% - road safety, 6.8% - public assemblies and 8% - in connection with neighbourhood inspectors' visits. 0.8% interacted with the Police over the issues like work-related matters, internship, as attesting witnesses, crime witnesses or suspects. Interestingly, these data are somewhat different from those obtained during the Yerevan opinion poll, where, considering a better regulated police service, interactions with the Police for both the road safety (15%) and public assemblies (2%) issues were significantly lower than in the marzes.

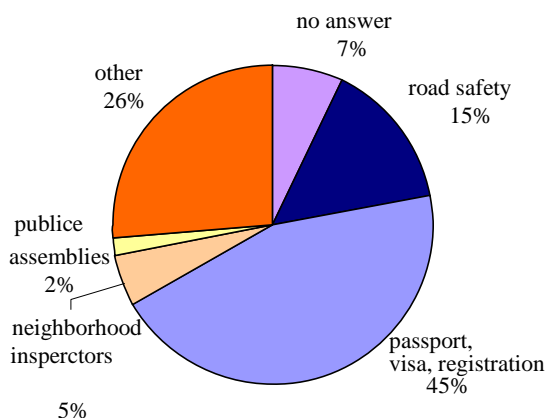
Relative proportion of instances of interactions with the Police in the RA marzes is depicted in the Chart below.

Chart 10. Interactions with the Police over the past three years.

RA marzes



Yerevan



The highest rates of interactions with the Police for road safety issues was recorded in the marzes of Tavush (50.5%) and Aragatsotn (50%), while the most frequent passport-related contacts had Lori residents (52.2%). Quite naturally, the highest number of interactions in connection with public assemblies had the residents of the marzes closest to Yerevan, i.e. Ararat (9.9%) and Armavir (5.4%). As for the visits of neighbourhood inspectors, as another form of interactions with the Police, it consistently had extremely low rates in all the marzes, due to the fact that, in contrast with other Police services, this one is relatively inert.

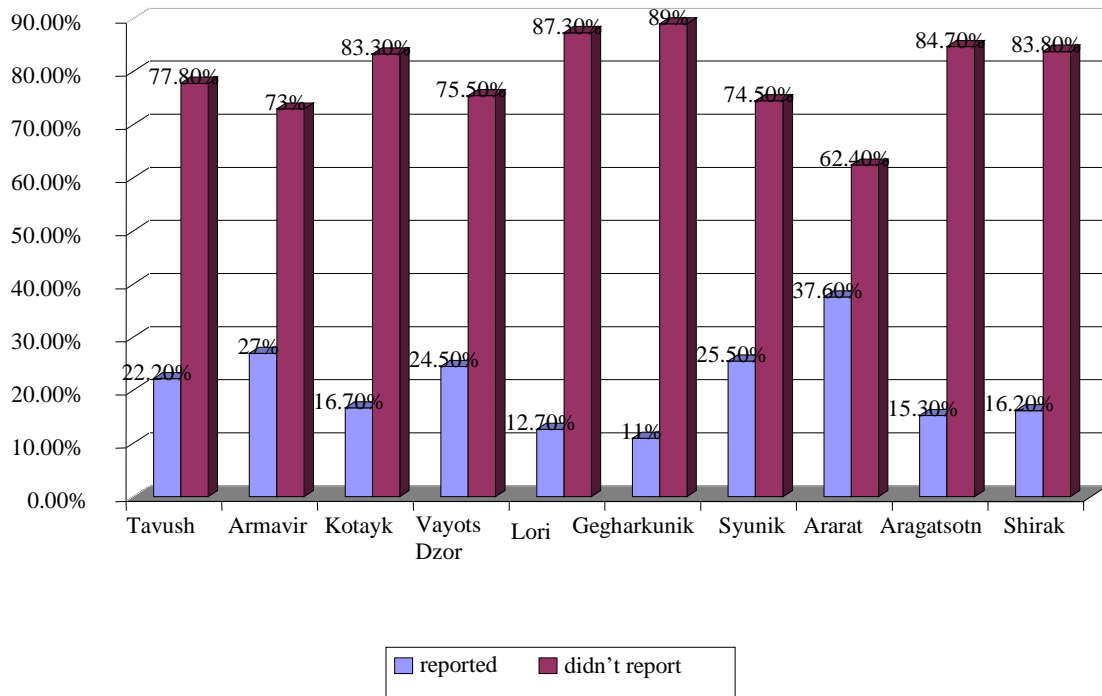
Table 6. Interactions with the police over the past three years across the marzes.

| Marz | Road safety | Passport, visa, registration | Neighbourhood inspector | Public assemblies | Other |
|-------------|-------------|------------------------------|-------------------------|-------------------|-------|
| Tavush | 50.5% | 36.7% | 7.3% | 2.7% | 2.8% |
| Armavir | 42.2% | 31.5% | 6.2% | 5.4% | 14.7% |
| Kotayk | 42.1% | 41.6% | 5.7% | 0.7% | 9.9% |
| Lori | 31.6% | 52.2% | 4.1% | 0.4% | 11.7% |
| Vayots Dzor | 44.6% | 40% | 4.6% | 1.5% | 3.5% |
| Gegharkunik | 48.8% | 43.1% | 3.7% | 3.1% | 1.3% |
| Syunik | 45.5% | 41.1% | 5.5% | 1.1% | 6.8% |
| Ararat | 35.6% | 23.6% | 7.4% | 9.9% | 23.5% |
| Aragatsotn | 50% | 34.1% | 3.9% | 2.4% | 9.6% |
| Shirak | 45.3% | 45.3% | 2.4% | 0% | 7% |

14.6% of the respondents in the RA marzes stated that during the preceding 10 years either they or a person close to them had been a crime victim. Whereas, only 21% of the victims reported the crime to the Police, and 57.2% out of them were not satisfied with the solution of the problem.

Across the marzes, the largest numbers of crime victims who didn't report to the Police were in Gegharkunik (89%) and Vayots Dzor (87.3%).

Chart 11. The rate of crime victims who reported the crimes to the Police (across the marzes).



The respondents who suffered a crime, but didn't report to the police justified their behaviour by the following reasons:

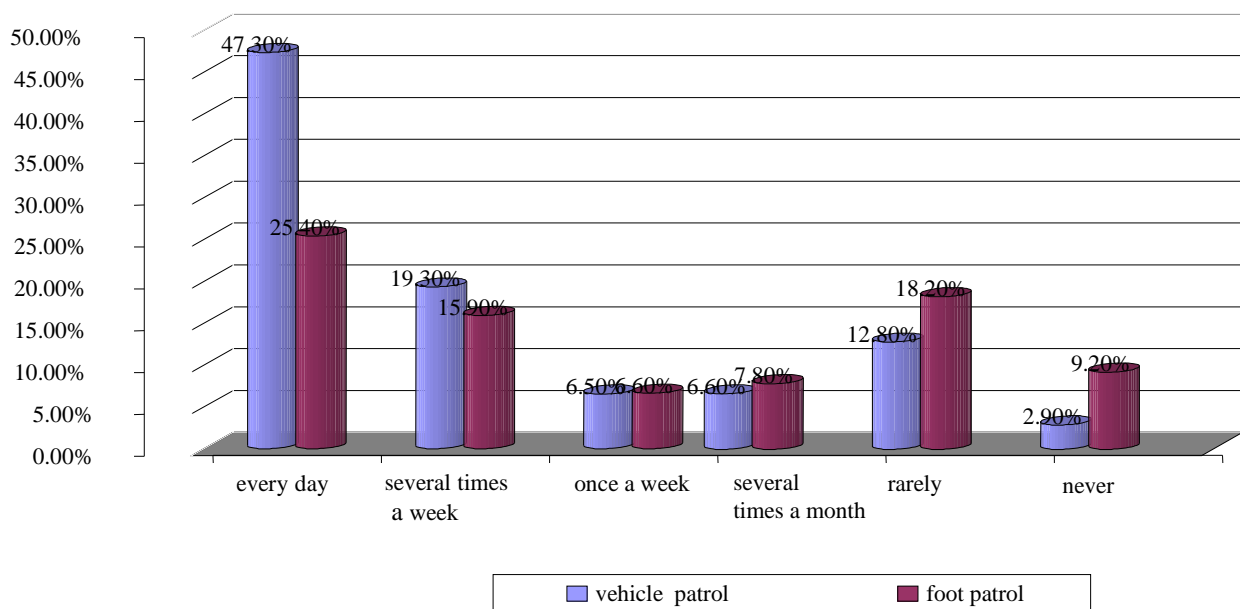
- I have negative recollections of my previous interactions with the Police – 17%
- The Police are unresponsive to problems – 32%

- Reporting would have been meaningless and useless, since the Police are criminals’ accomplice – 22%.
- Reporting would have been useless, since the Police don’t have sufficient material and technical resources to solve the problem – 28.5%
- I feared offender’s retaliation – 0.2%
- Other – 0.3%

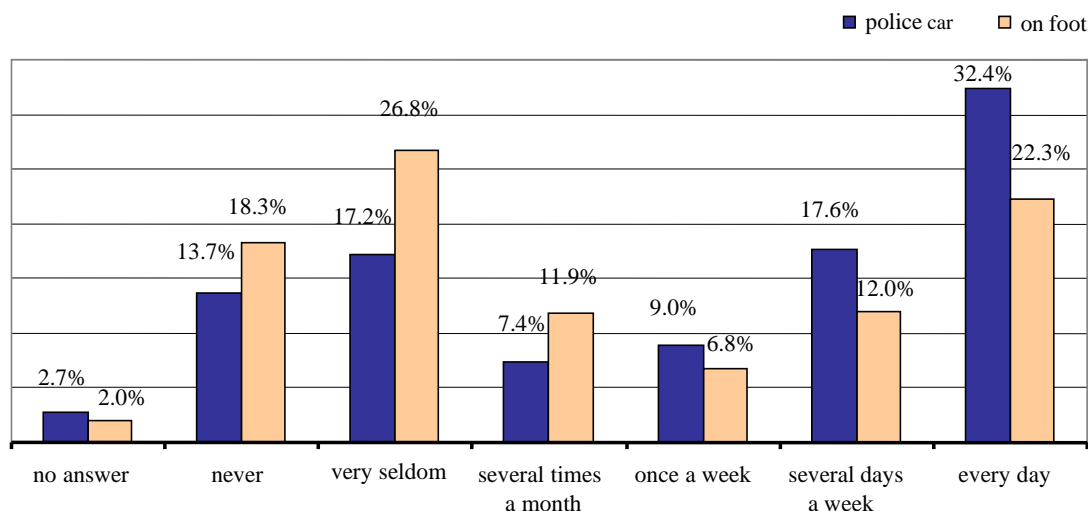
The RA marz residents involved in the opinion poll sample were asked to specify how often they saw in their neighbourhood police officers on vehicle or foot patrol. The evaluation of the survey results showed that 66.6% of the respondents saw vehicle patrol officers either every day or once a week, while only 41.3% met foot patrol officers. These data completely corroborate the findings of the Yerevan opinion poll, thus a conclusion can be drawn that police officers on vehicle patrol are more visible for people than foot patrol officers.

Chart 12. How often do you meet police officers in your neighbourhood?

RA marzes



Yerevan



Residents of Vayots Dzor (32.1%) and Aragatsotn (24.4%) meet vehicle patrol officers most rarely (“never” or “rarely”), while the majority of respondents from Shirak and Lori (64.2% and 56.8%, respectively) meet them almost daily. Such a distribution of the responses is quite understandable, considering that the towns of Gyumri and Vanadzor that are the second and the third largest in Armenia after Yerevan are located in Shirak and Lori.

The percentages of marz residents’ responses to the mentioned question is presented in the Table 7 below.

Table 7. How often do you meet in your neighbourhood police officers on vehicle patrol?

| Marz | Never | Seldom | Several times a month | Once a week | Several times a week | Every day |
|-------------|-------|--------|-----------------------|-------------|----------------------|-----------|
| Tavush | 3.7% | 17.6% | 3.7% | 5.6% | 21.3% | 48.1% |
| Armavir | 3.3% | 8.3% | 2.9% | 9.1% | 20.8% | 55.6% |
| Kotayk | 2.4% | 15.1% | 9.8% | 7.8% | 20.5% | 44.4% |
| Lori | 1.1% | 12.2% | 6.9% | 3.8% | 19.2% | 56.8% |
| Vayots Dzor | 6.3% | 25.8% | 10.1% | 2.3% | 18.8% | 36.7% |
| Gegharkunik | 3.5% | 13.9% | 9.8% | 11.1% | 15.9% | 45.8% |
| Syunik | 4.5% | 16.9% | 14.6% | 13.5% | 25.8% | 24.7% |
| Ararat | 2.1% | 10.8% | 3.6% | 9.6% | 19.5% | 54.4% |
| Aragatsotn | 6.1% | 18.3% | 7.8% | 6.1% | 25.2% | 36.5% |
| Shirak | 1.9% | 5.7% | 5% | 0.6% | 22.6% | 64.2% |

As for the foot patrol officers, they are spotted most frequently in Gegharkunik (52.7%) and Syunik (54.9%), the most infrequently – in Kotayk (27.9%).

Table 8. How often do you meet in your neighbourhood police officers on foot patrol?

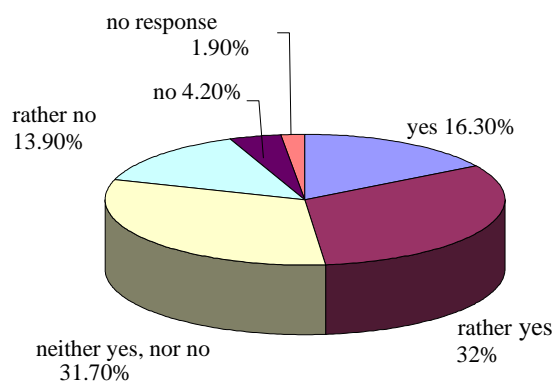
| Marz | Never | Rarely | Once a month | Once a week | Several times a week | Every day |
|---------|-------|--------|--------------|-------------|----------------------|-----------|
| Tavush | 10.6% | 29.8% | 7.1% | 7.4% | 24.5% | 20.2% |
| Armavir | 10.7% | 22.4% | 9.6% | 9.5% | 18.0% | 29.8% |

| | | | | | | |
|-------------|-------|-------|-------|-------|-------|-------|
| Kotayk | 7.6% | 20.3% | 12.8% | 13.4% | 23.3% | 22.6% |
| Lori | 8.8% | 20.6% | 10.6% | 9.2% | 15.5% | 35.3% |
| Vayots Dzor | 9.8% | 23.6% | 8.9% | 6.5% | 18.7% | 32.5% |
| Gegharkunik | 11.2% | 24.2% | 7.6% | 4.3% | 13.8% | 38.9% |
| Syunik | 14.6% | 23.2% | 4.9% | 2.4% | 25.6% | 29.3% |
| Ararat | 9.4% | 19.4% | 11.7% | 11.2% | 23% | 25.3% |
| Aragatsotn | 14% | 25.3% | 7.6% | 1.3% | 20.3% | 31.5% |
| Shirak | 21.5% | 16.5% | 4.9% | 3.4% | 14.9% | 38.8% |

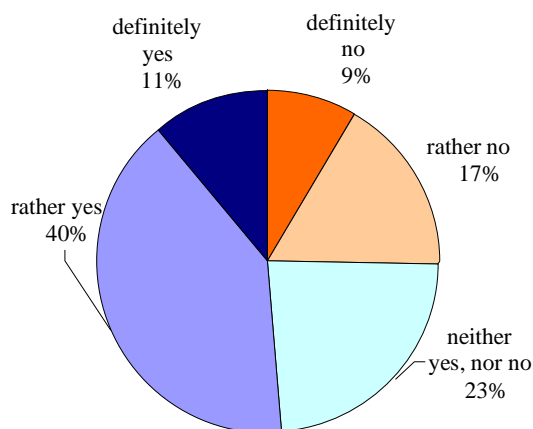
To the question on whether, in their opinion, the Police take proper crime prevention measures, 16.3% of the respondents gave definitely positive answer, while 4.2% - definitely negative. It is noteworthy that in the Yerevan survey that ratio was 11% and 9%, respectively. Such a distribution of responses highlights a pressing need to enhance crime prevention activities and duly address the factors conducive to criminal behaviour or having criminogenic effect.

Chart 13. Evaluation of crime prevention activities of the Police.

RA marzes

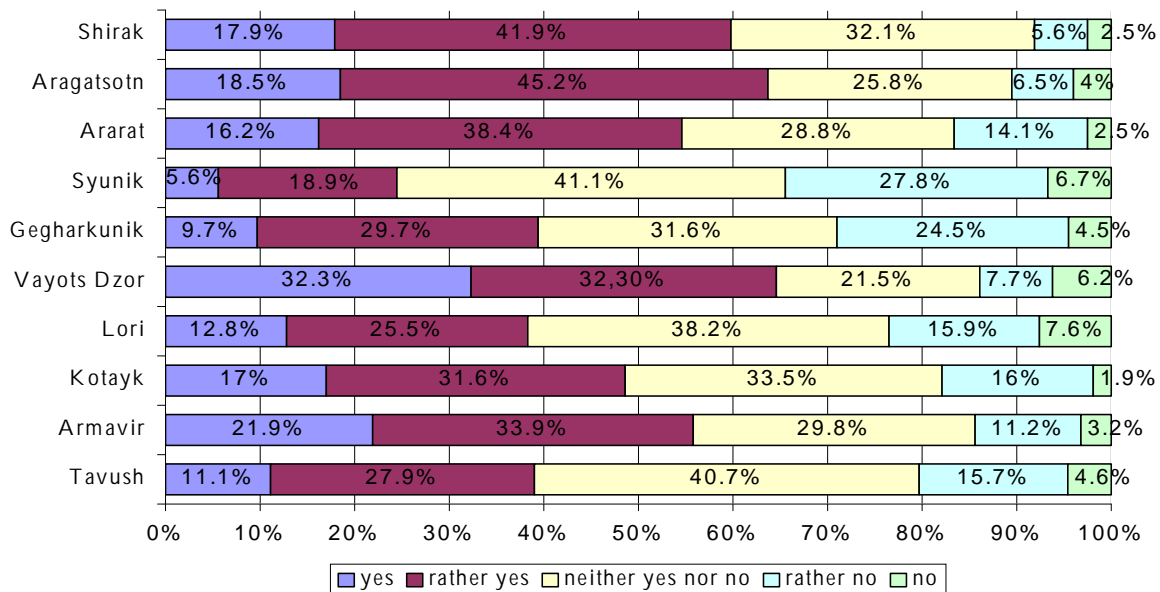


Yerevan



Syunik, Gegharkunik and Lori residents are the most discontent ones about the Police's crime prevention activities, while the respondents of Aragatsotn and Vayots Dzor expressed the most positive attitude.

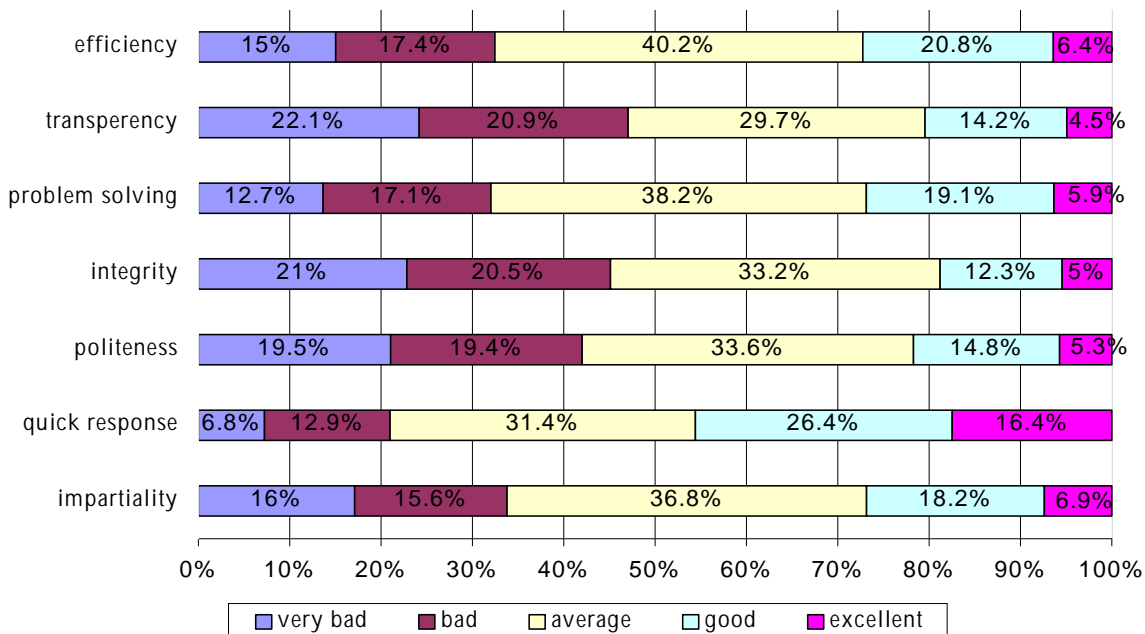
Chart 14. Evaluation of crime prevention activities of the Police (across the marzes).



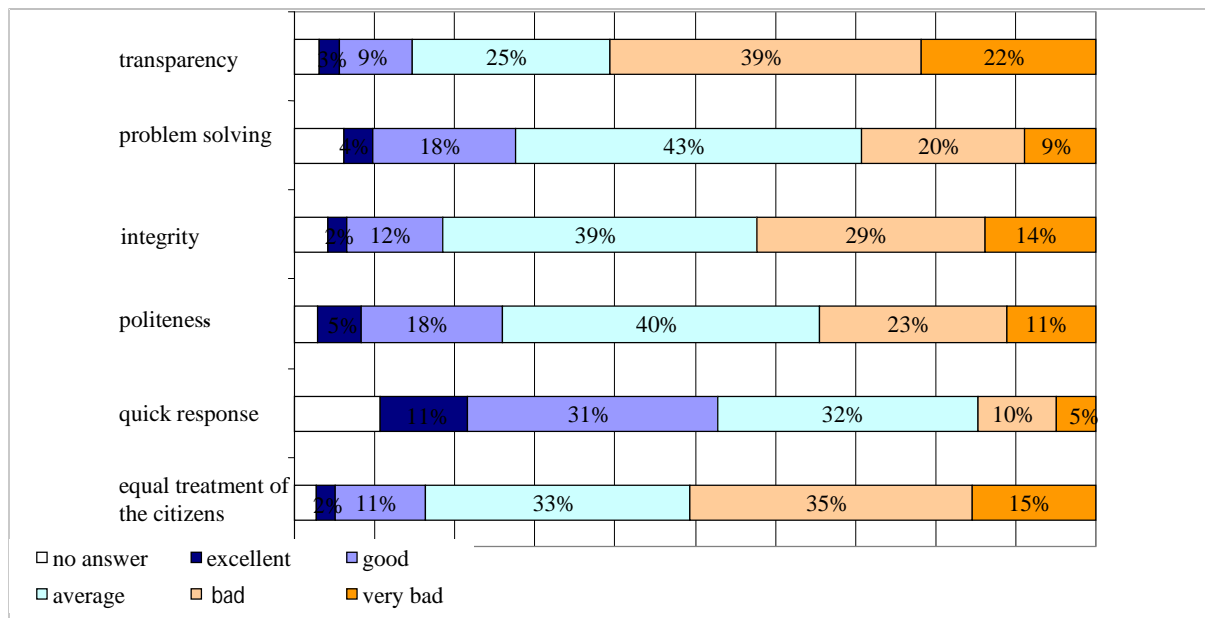
During both the Yerevan and marz surveys, the Police's "quick response" characteristic enjoyed the highest rating (42.8%), while "transparency" was evaluated as the worst one (43% of the respondents in the marzes and 61% in Yerevan evaluated the Police "transparency" as "very bad" or "bad").

Chart 15. Evaluation of the Police's characteristics.

RA marzes

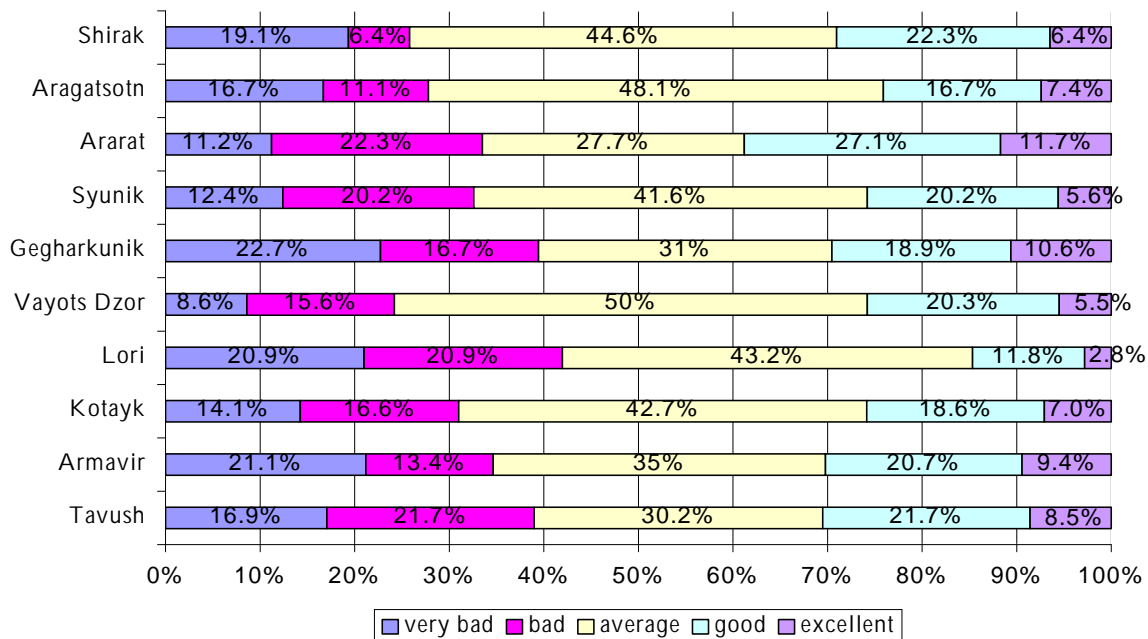


Yerevan



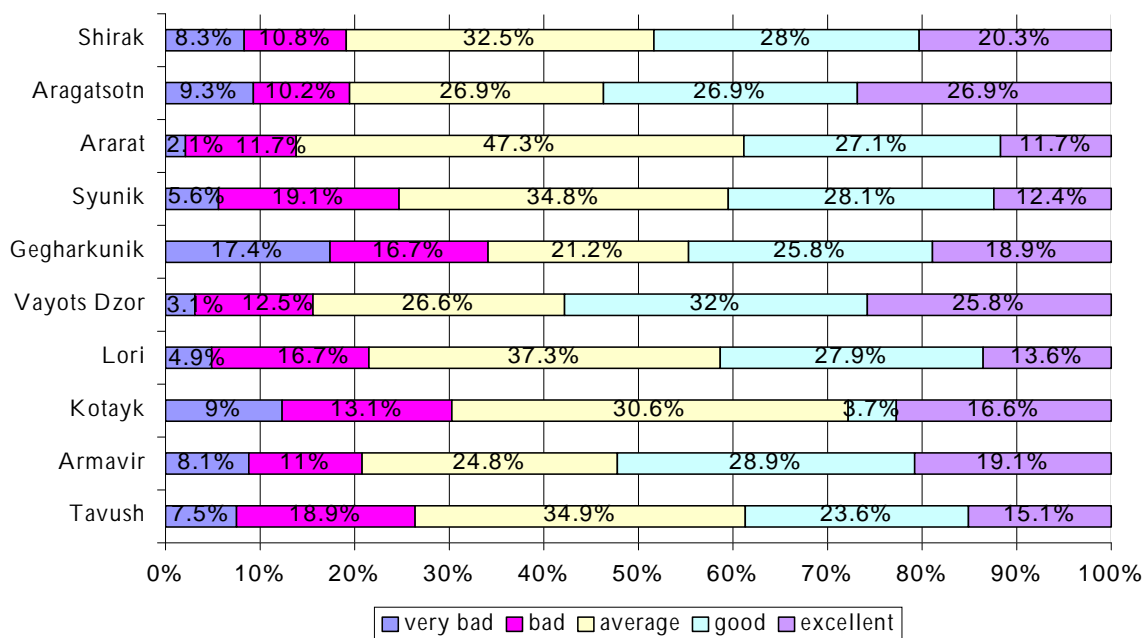
The Police's characteristic of "equal, impartial treatment" received the lowest rating from the residents of Lori (41.8%) and Gegharkunik (39.4%) involved in the opinion poll, and the highest – from the residents of Ararat marz.

Chart 16. Evaluation of the Police's impartiality (across the marzes).



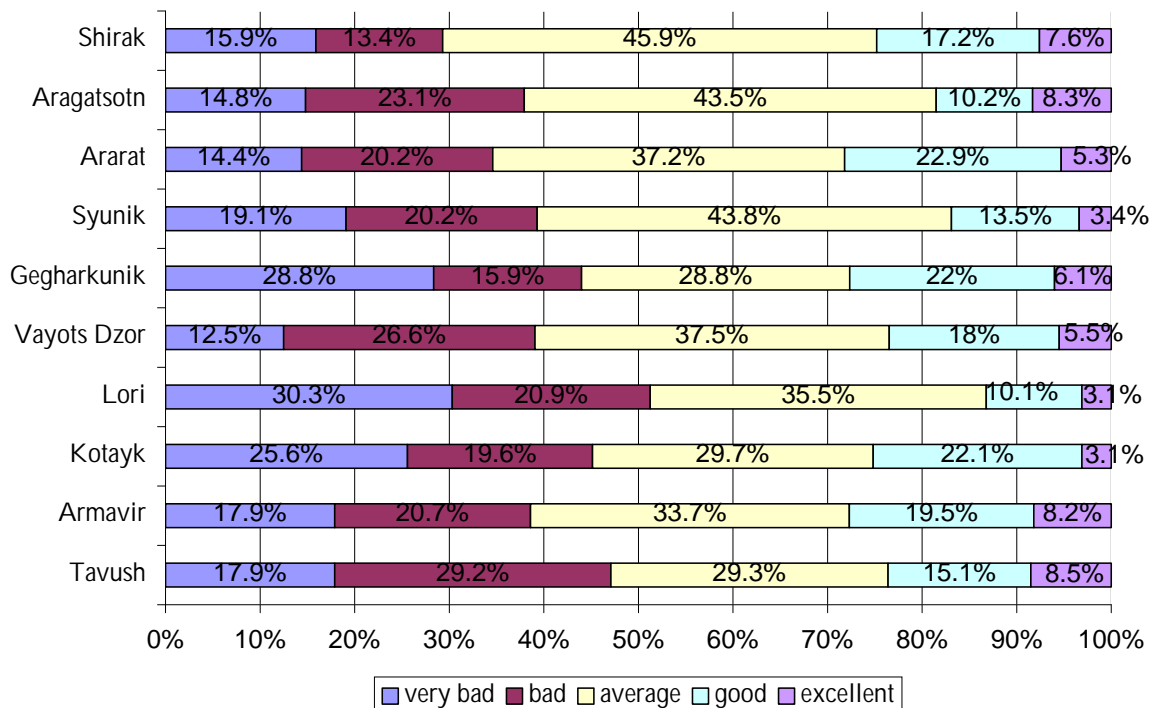
The "quick response" capacity of the Police was evaluated "excellent" or "good" by 57.8% of Vayots Dzor and 53.8% of Aragatsotn residents and "very bad" or "bad" by 34.1% of Gegharkunik residents.

Chart 17. Evaluation of the “quick response” characteristic of the Police (across the marzes).



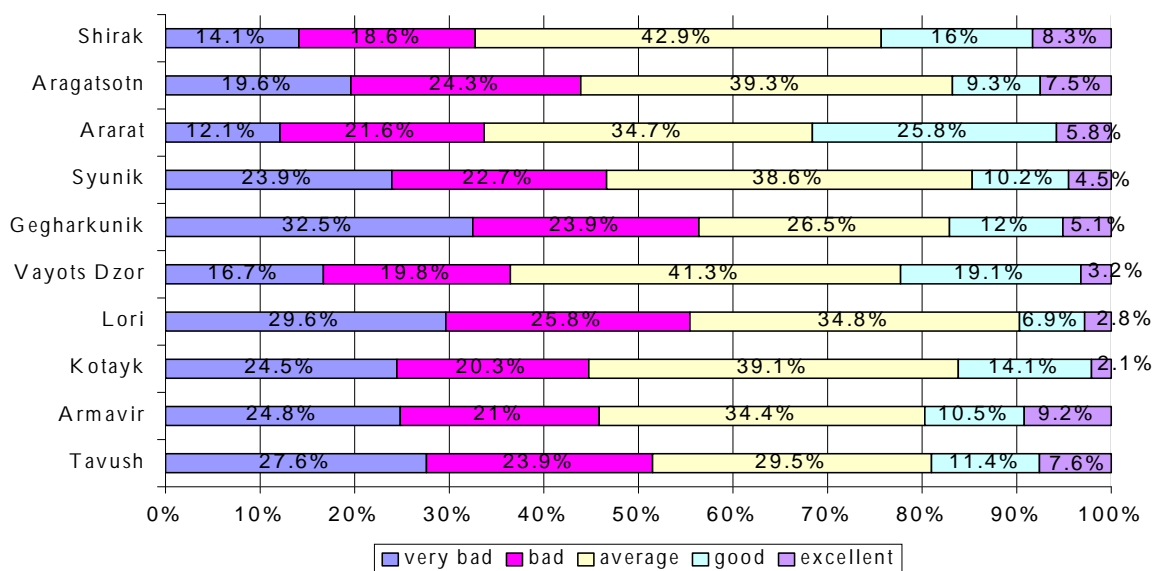
“Politeness” of the Police is among the most recurrently mentioned characteristics, and both in the Yerevan and marz surveys it received one of the lowest ratings – it was evaluated “very bad” or “bad” by 51.2% of Lori and 41.7% of Tavush residents.

Chart 18. Evaluation of the “politeness” characteristic of the Police across the marzes.



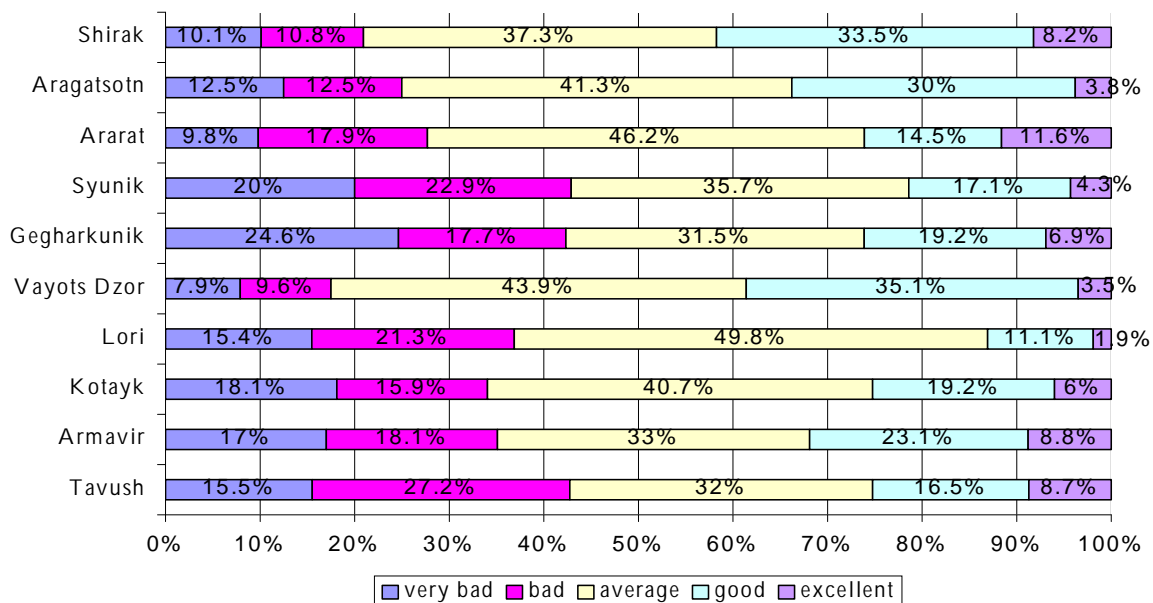
Just like “politeness”, “integrity” of police officers is one of the most frequent causes for discontent. Again, this quality received the worst assessment in Lori (55%) and Gegharkunik (56.4%).

Chart 19. Evaluation of the “integrity” characteristic of the Police across the marzes.



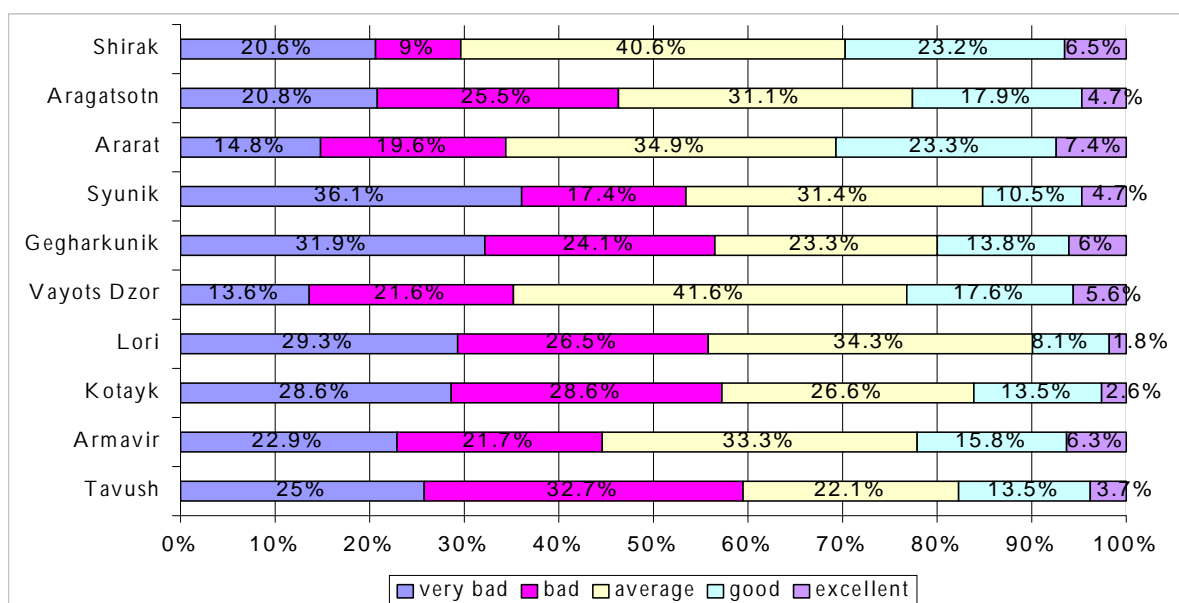
The highest opinion about Police work efficiency was expressed in Shirak (41.7%) and Vayots Dzor (38.6%), while the lowest – in Syunik (42.9%), Tavush (42.7%) and Gegharkunik (42.5%). It is worth mentioning that the data obtained in Gegharkunik marz showed an extreme polarization among the respondents’ evaluations of the Police’s characteristics of “politeness”, “integrity”, “quick response” and “work efficiency”, i.e. the middle-ground ratings had the lowest percentage.

Chart 20. Evaluation of the Police work efficiency (across the marzes).



Among the characteristics of Police the lowest rating had the “transparency” of their work, over 50% of the respondents in Tavush, Gegharkunik, Lori and Kotayk marzes evaluated it as either “very bad” or “bad”.

Chart 21. Evaluation of the Police “transparency” (across the marzes).



Also, the respondents were requested to evaluate on a 5-grade scale the characteristics of different Police services. The averaged responses are presented in Table 9:

Table 9. Evaluation of the Police characteristics across the services.

| Characteristic | Traffic Police | Neighbourhood Inspectors | Passport Department | Criminal Police | Patrol Service |
|-------------------------------|----------------|--------------------------|---------------------|-----------------|----------------|
| Impartiality towards citizens | 3.1 | 2.8 | 3.5 | 2.8 | 3 |
| Quick response | 3.6 | 2.9 | 3.4 | 3.2 | 3.2 |
| Politeness | 2.7 | 2.7 | 3.2 | 2.5 | 2.8 |
| Integrity | 2.6 | 2.7 | 3.1 | 2.5 | 2.7 |
| Problem solving | 3.1 | 2.8 | 3.4 | 2.9 | 2.9 |
| Work transparency | 2.6 | 2.5 | 3.1 | 2.5 | 2.7 |
| Work efficiency | 3.2 | 2.7 | 3.4 | 2.8 | 2.9 |

The results obviously suggest that, out of possible 5 grades, the Public evaluates the Police activities as low as 3. Whereas, from among the Police services relatively higher grades were given to the Passport Department, and 78 the lowest – to Neighbourhood Inspectors. What is more, in the RA marzes many of the respondents claimed that “Neighbourhood Inspector” was a non-existent concept for them, and very few could recall meeting a Neighbourhood Inspector in recent years.

It is noteworthy that, according to evaluation of separate characteristics (politeness, work efficiency, work transparency, integrity, and impartiality towards citizens), the leader is again the Passport Department, yielding to Traffic Police only in terms of “quick response”.

Data on the Police Image Perception (overall and across the marzes)

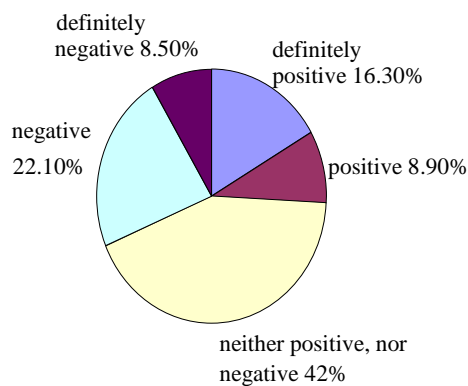
In order to understand the perception of the Police image among the respondents, they were suggested to answer questions specifically designed to reveal their personal attitude and level of trust in the Police, express their opinions about positive and negative facets of the Police, and give their own evaluation of different areas of policing.

The overwhelming majority of the respondents stated that their attitude towards the Police is “neither good, nor bad” (such was the estimation of 42% of the respondents in the marzes, while in Yerevan the rate was 52%). 30.6% of the interviewed marz residents had negative attitude towards the Police, while 25.2% of them were disposed positively (in Yerevan that figures stood at 27% and 21%, respectively).

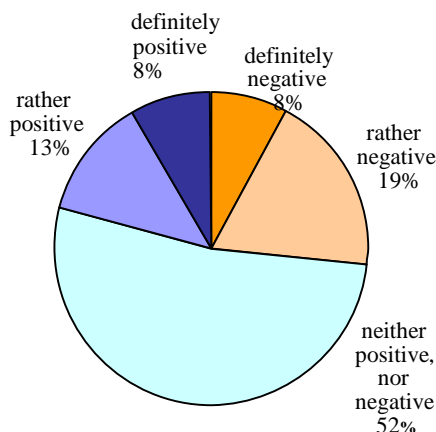
It is clear that both in marzes of Armenia and in Yerevan the attitude towards the Police is almost the same.

Chart 22. Respondents’ personal attitude towards the Police.

RA marzes

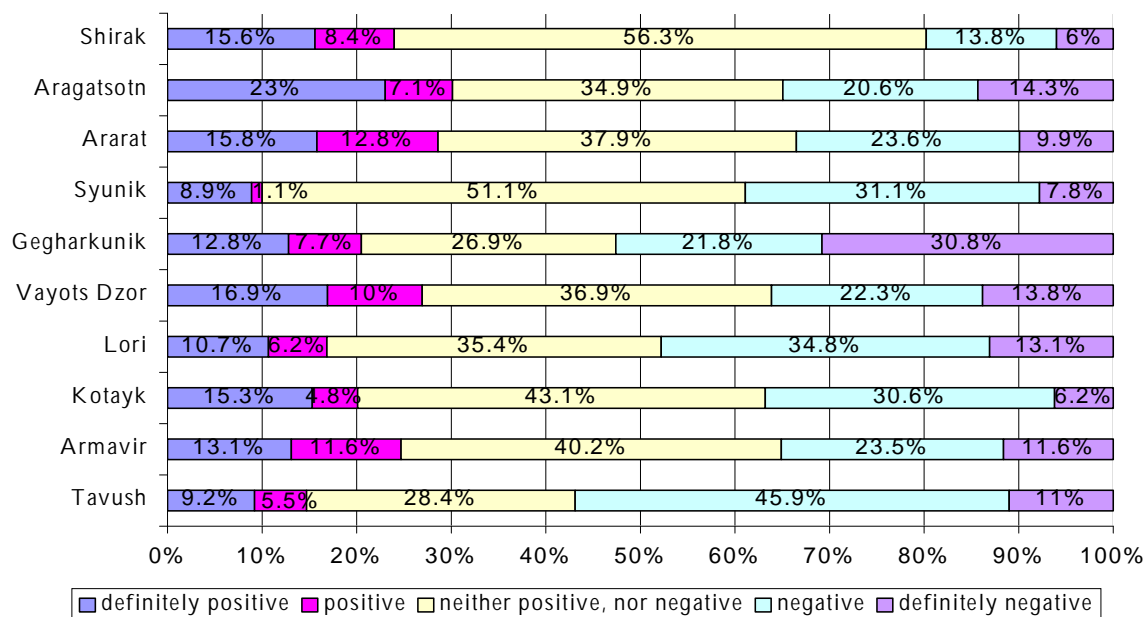


Yerevan



The most unfavourable attitude towards the Police was recorded in Tavush (56.9%), Gegharkunik (52.6%) and Lori (47.9%), while the favourably disposed population was in Aragatsotn (30.1%) and Vayots Dzor (26.9%).

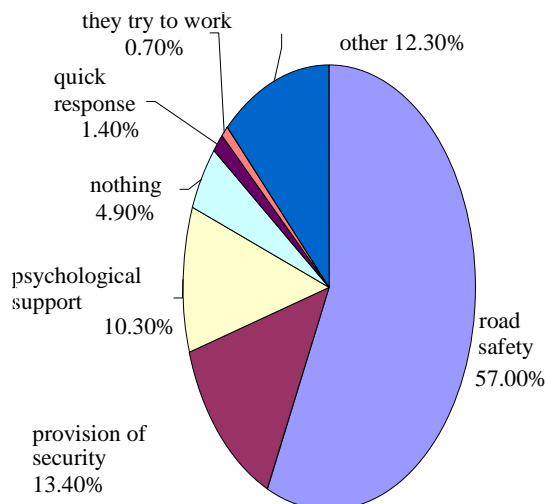
Chart 23. Respondents' personal attitude towards the Police (across the marzes).



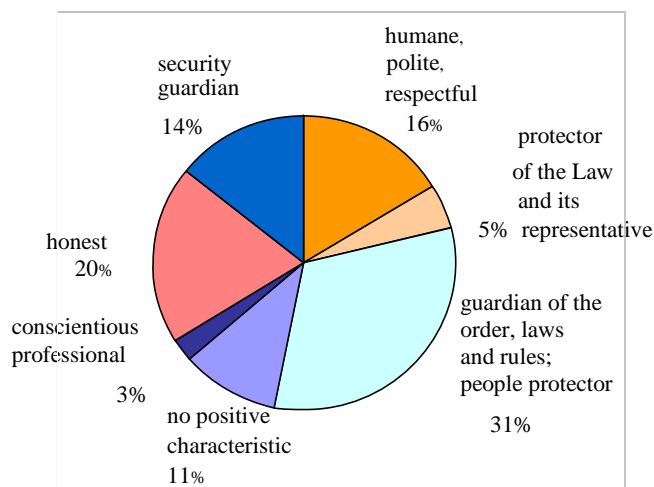
To the question “When characterizing the nowadays Police, what positive aspects would you single out?” 57.7% of the respondents in the marzes mentioned traffic regulation, while 4.9% maintained that the Police had no positive aspects whatsoever. In the Yerevan public opinion poll the emphasis was placed on the expected, rather than actual positive characteristics of the Police, therefore in this respect there is an essential discrepancy between the results of the two surveys. Particularly, as a positive characteristic of the Police, 13.4% of the respondents in the Armenian marzes pointed to the provided “protection”, whereas in the Yerevan survey that figure was up to 31%.

Chart 24. Positive characteristics of the Police.

RA Marzes



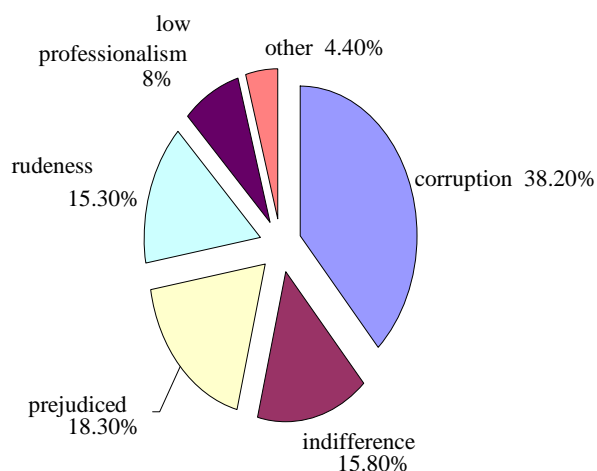
Yerevan (as expected by the Public)



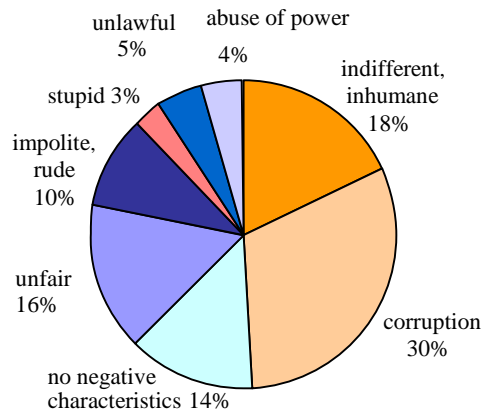
To the question “When characterizing the nowadays Police, what negative aspects would you single out?” both in Yerevan and in the marzes the primary response of over 30% of the interviewed was “corruption” (in the marzes such response was received from 38.2% of the respondents, in Yerevan – from 34%). 15.8% of the respondents in the marzes pointed out the “indifference” of the Police, and only three respondents (police officers’ family members) claimed that there was nothing negative about the Police (in Yerevan that ratio was 18% and 14%, respectively). “Rudeness” of the Police was mentioned as a negative aspect by 15.3% of the interviewed marz residents and 10% of Yerevan residents. It is evident that both in Yerevan and marzes the factors creating the negative image of the Police are virtually identical.

Chart 25. Negative characteristics of the Police.

RA marzes



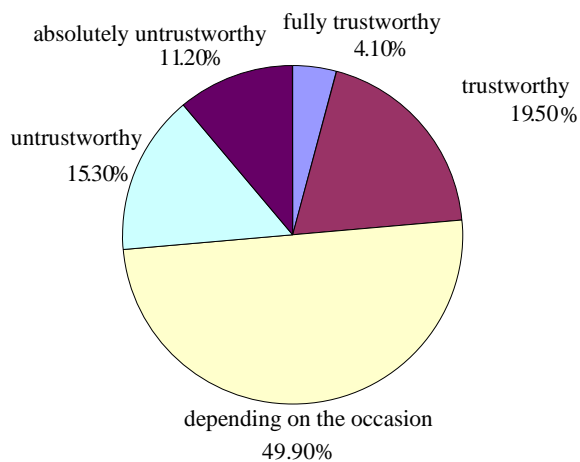
Yerevan



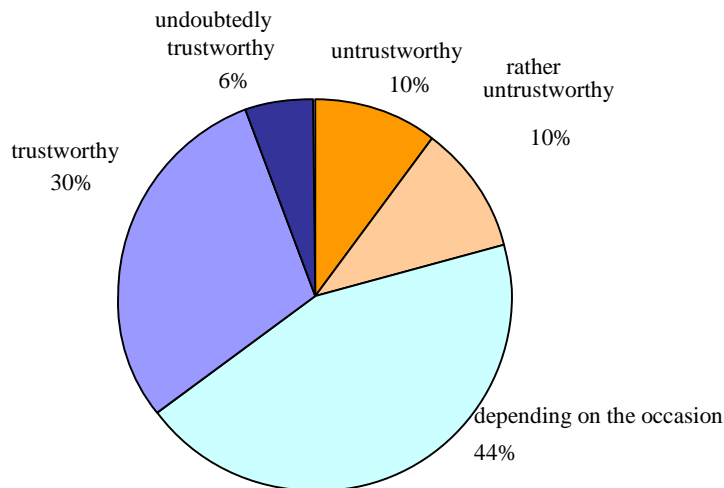
The question “In your opinion, are the Police trustworthy?” 23.3% of the marz respondents answered “trustworthy”, 26.2% – “not trustworthy”, 49.3% – “entirely depends on the circumstances”. These results are slightly different from those of the Yerevan survey, and showed that the level of trust in the Police is higher in Yerevan, as compared with the marzes.

Chart 26. The level of trust in the Police.

RA marzes

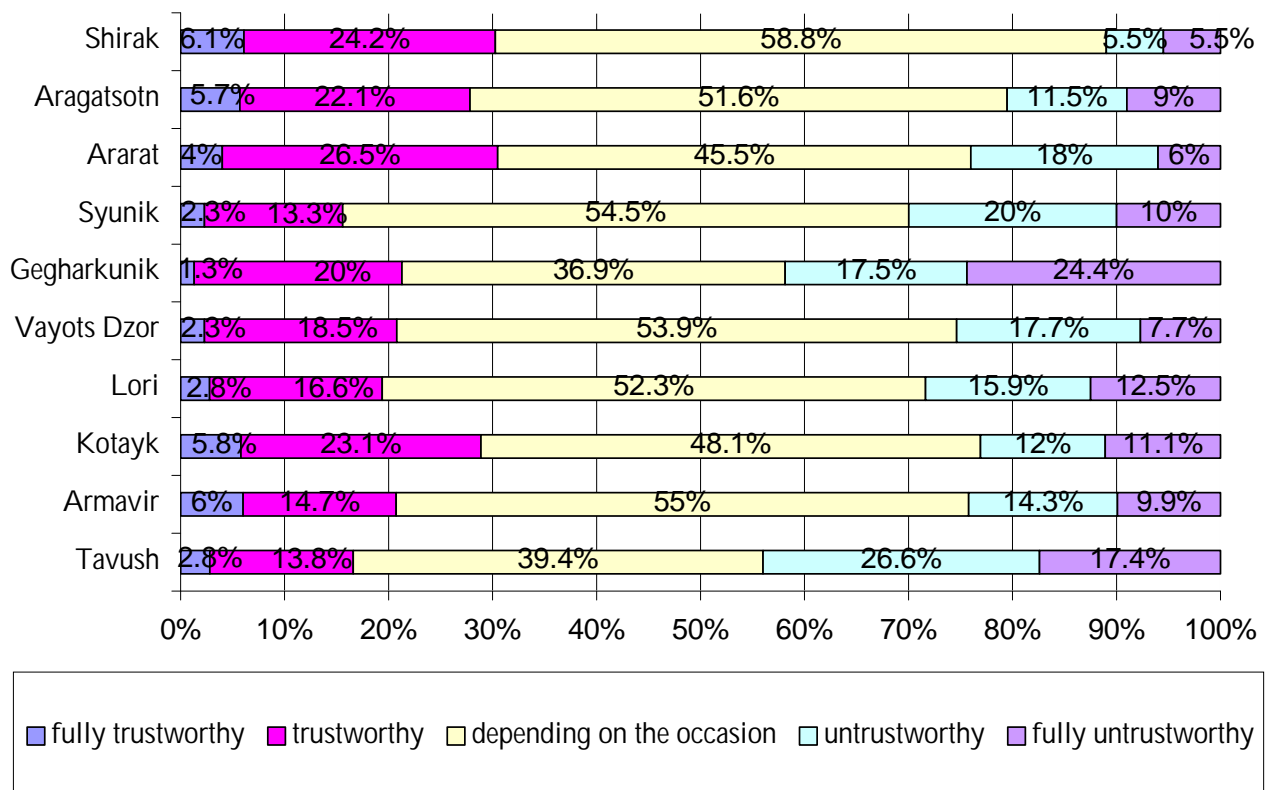


Yerevan



The lowest level of trust in the Police was recorded in the marzes of Ararat (30.5%), Shirak (30.3%) and Kotayk (28.9%), and highest - in Gegharkunik (43.9%) and Tavush (44%).

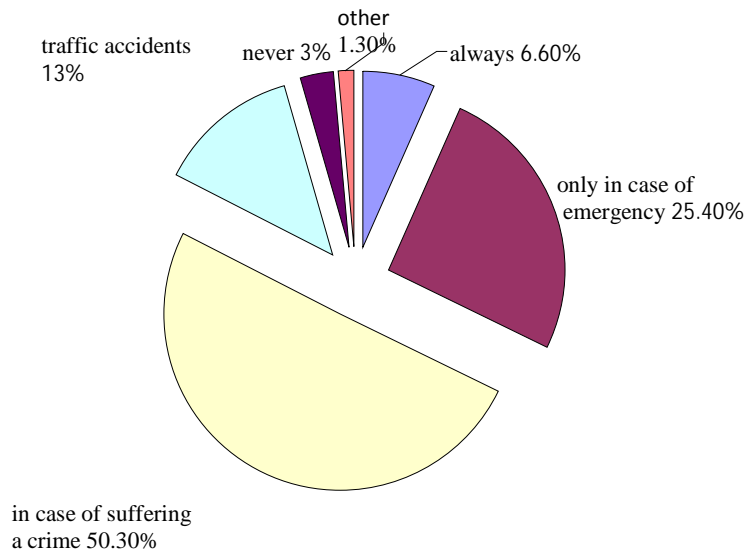
Chart 27. The level of trust in the Police (across the marzes).



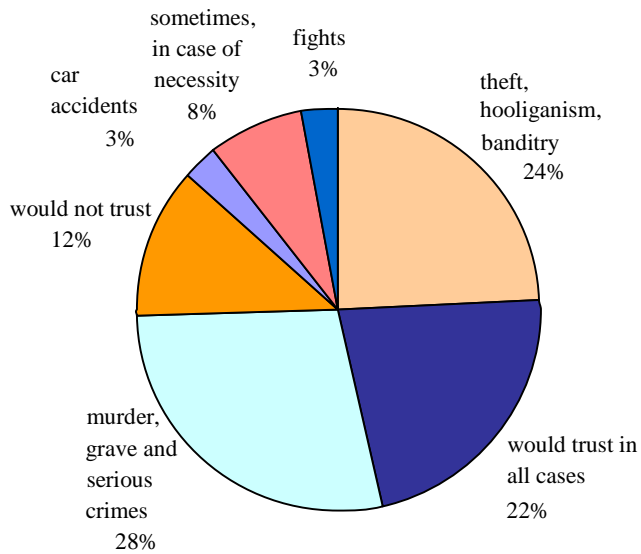
The opinion poll findings indicate that both in Yerevan and marzes around 50% of the population would trust the Police in case they fell victim to grave crimes. The comparative analysis of Yerevan and marz residents' responses indicates that, although in Yerevan a bigger proportion (22%) of population would trust the Police under any circumstances, in marzes, as compared with Yerevan, the number of those who refused to trust the Police altogether was less (in marzes this number stood at 3%, in the capital city – at 12%).

Chart 28. In what cases would you trust the Police?

RA marzes



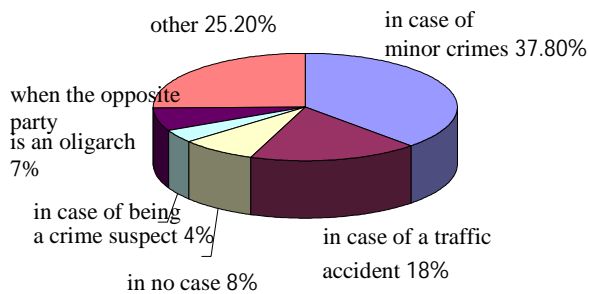
Yerevan



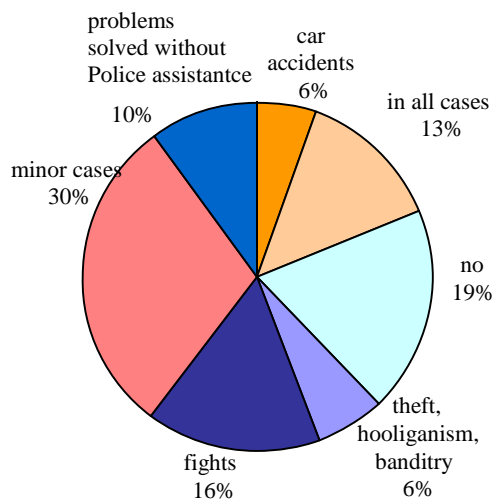
Around 30% of the polled residents both in Yerevan and marzes refused to trust the Police in case of minor offences. It is of note that in case of traffic-related issues people in Yerevan have more trust in the Police than in marzes.

Chart 29. In what cases you would not trust the Police?

RA marzes

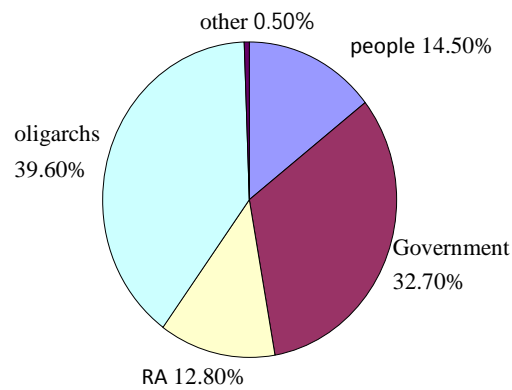


Yerevan



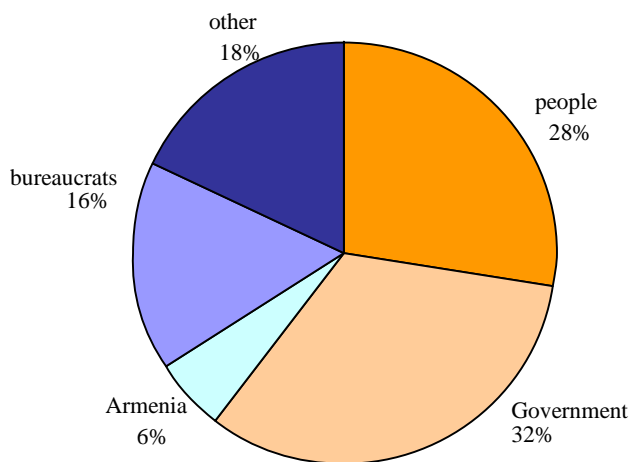
The most recurrent options among the situations when they would not trust the Police, the marz residents mentioned “minor crimes/offences” (37.2%), “traffic accidents” (18%) and “when the opposite party is an oligarch/state official” (7%). It is noteworthy that the last option strongly corroborates the subjective opinion expressed by quite a large number of respondents (39.6% in the marzes, 16% in Yerevan) that the Police, as a matter of fact, cater for the interests of oligarchs/functionaries. Specifically, when asked “In your opinion, whom do the Police actually serve?” only 27.3% of the respondents in marzes and 34% in Yerevan responded “People/RA”. It is interesting that in marzes a bigger proportion of the respondents think that the Police actually serve oligarchs/functionaries or the Government. The reason of that difference is definitely the fact that in Yerevan the option “other” was picked by quite a large part of the respondents.

Chart 30. Whom do the Police serve?



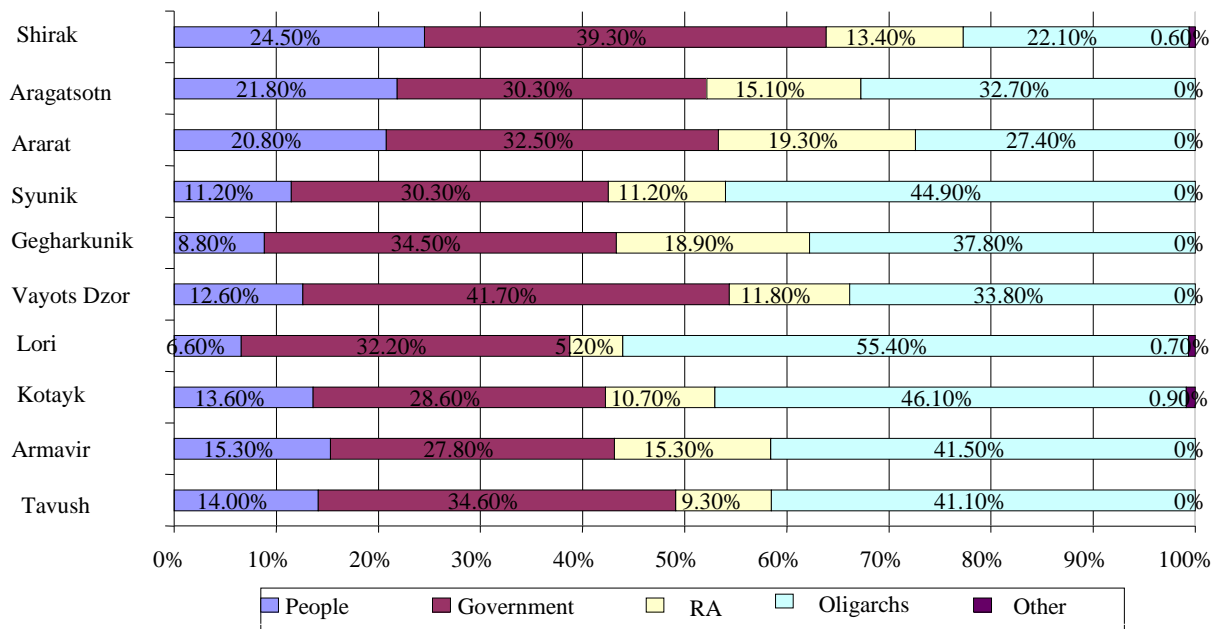
RA marzes

Yerevan



The distribution of the responses across the marzes indicates that in Shirak (24.5%) there are more people who believe that the Police serve people (24.5%), while in Lori (55.4%), Kotayk (46.1%), Syunik (44.9%) a bigger group of respondents think that the Police serve oligarchs/state officials.

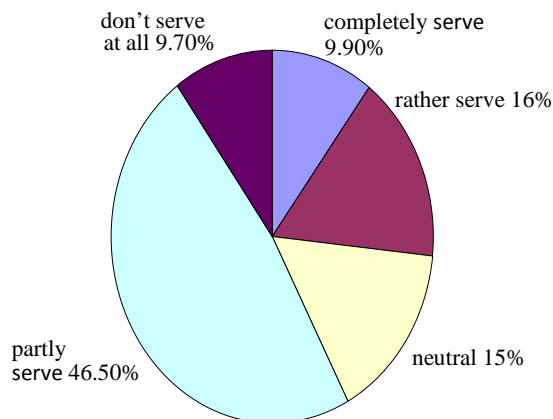
Chart 31. Whom do the Police serve (across the marzes)?



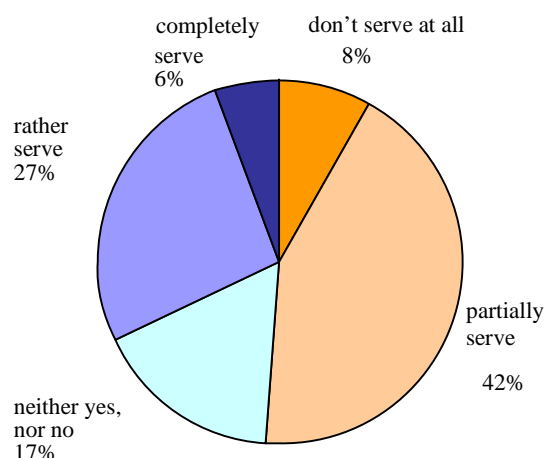
The question "Do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money?" 40% of the respondents answered positively. 15.6% disagreed with the statement, while 39% - agreed partially. Interestingly, in terms of the option that the Police serve "Laws and People" the two surveys' results almost coincided, i.e. there were 25.9% of positive respondents in the marzes and 33% Yerevan, and 56.2% and 50%, respectively, of negative respondents.

Chart 32. Responses to the choice "the Police serve "Laws/People".

RA marzes

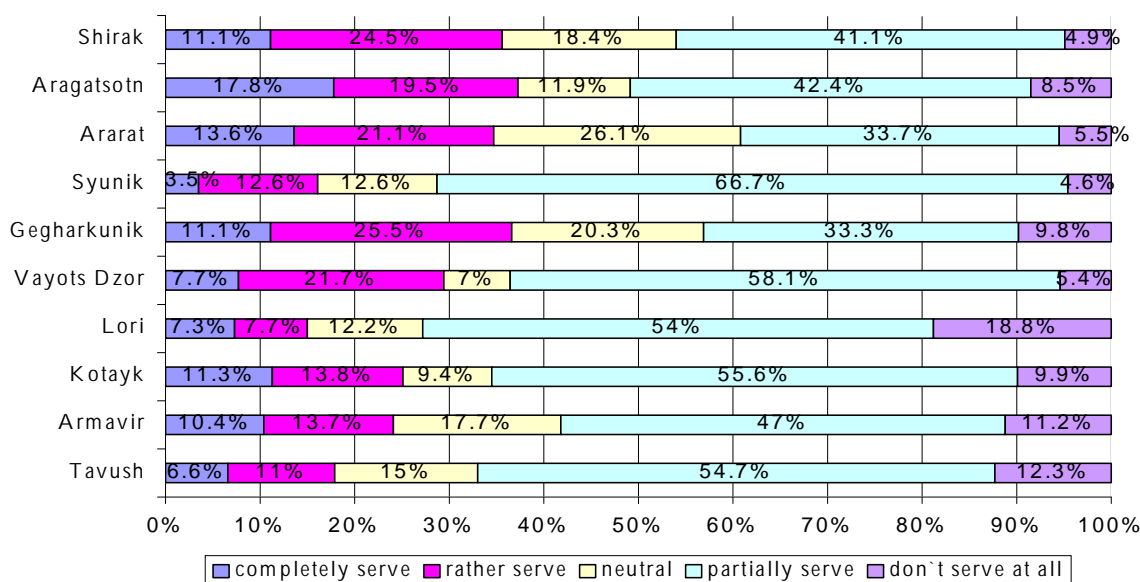


Yerevan



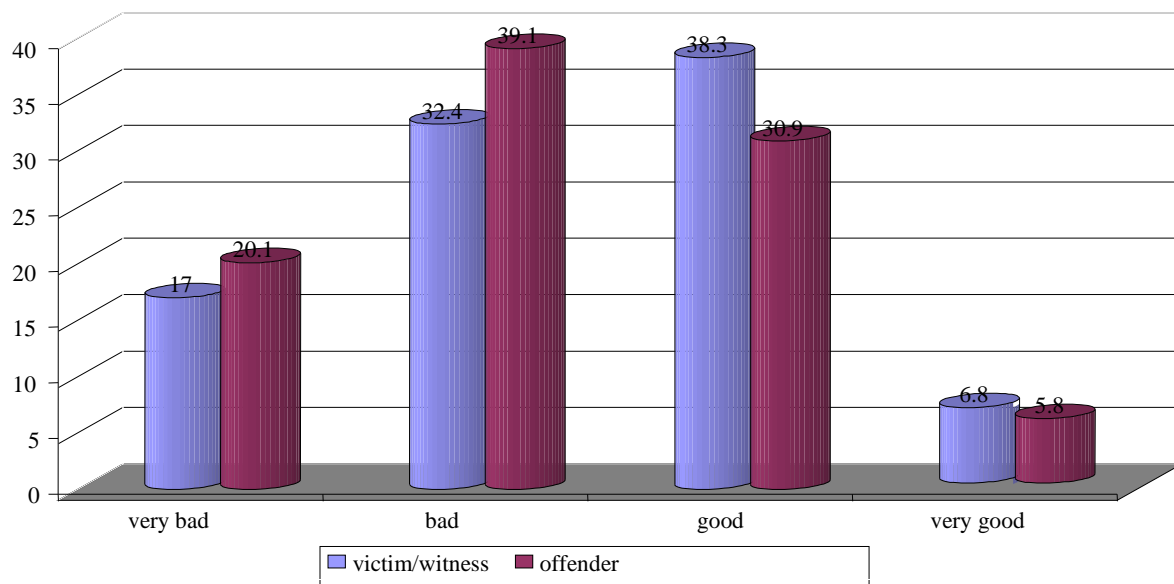
The analysis of the results obtained in the marzes revealed that the most favourable reaction to the idea that the Police are servant of "Laws/People" is in Aragatsotn marz (17.8%), while the most unfavourable opinion in this regard had the residents of Lori marz (18.8%).

Chart 33. To what extent do the Police serve the Laws and People (across the marzes).



Special attention was drawn also to the issue of treatment of victims/witnesses and offenders by the Police. The majority of the respondents is discontent about the way the Police treat both offenders and victims/witnesses. Moreover, 1.2% of the respondents maintained that they wouldn't apply to the law-enforcement bodies for fear that, instead of victims/witnesses, they would appear in the status of offenders.

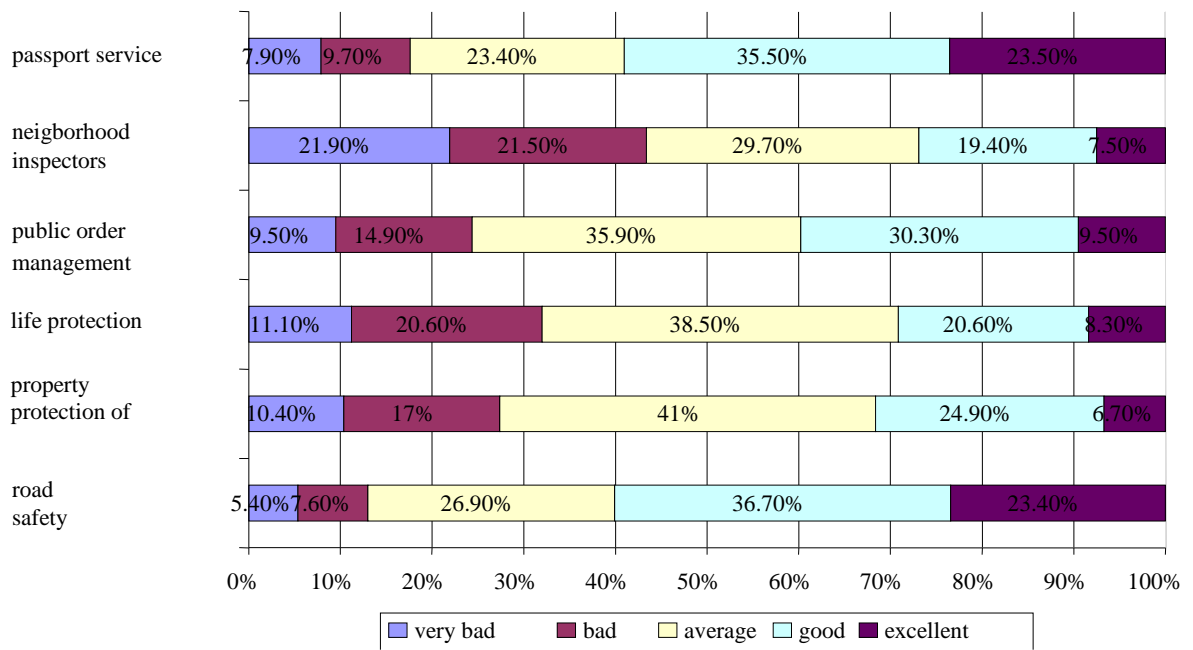
Chart 34. Treatment of victims/witnesses by the Police.



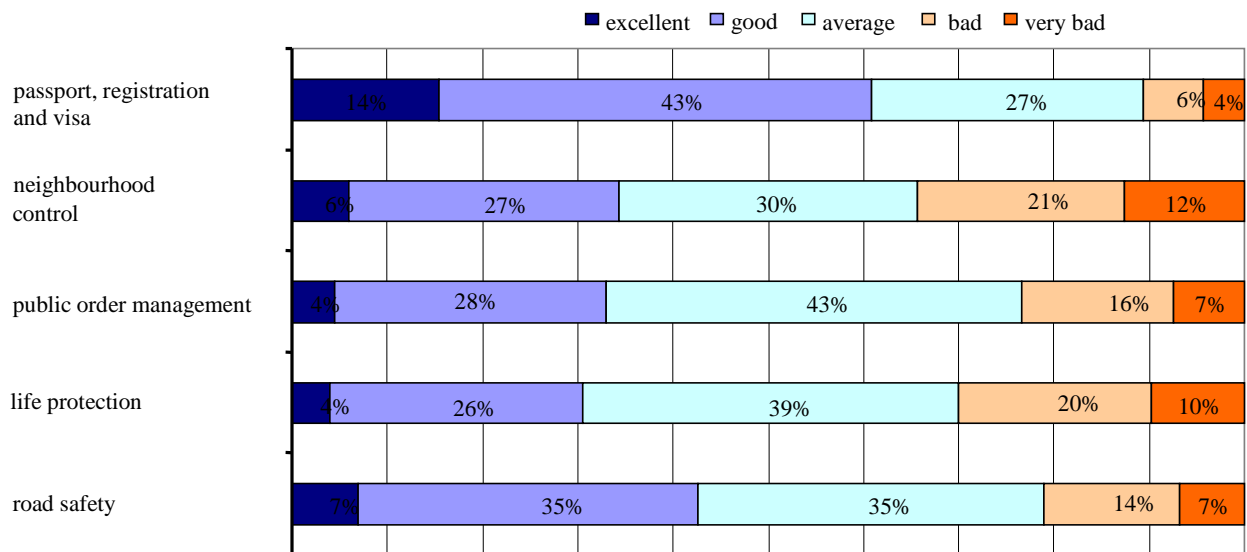
In the marzes as well as in Yerevan the respondents awarded the highest rating from among the Police services to the Passport Department and Traffic Police. The biggest dissatisfaction caused the service of Neighbourhood Inspectors (in marzes it was assessed as "very bad" or "bad" by 43.4% of the respondents, in Yerevan – by 33%).

Chart 35. Evaluation of the Police work (across the services).

RA marzes

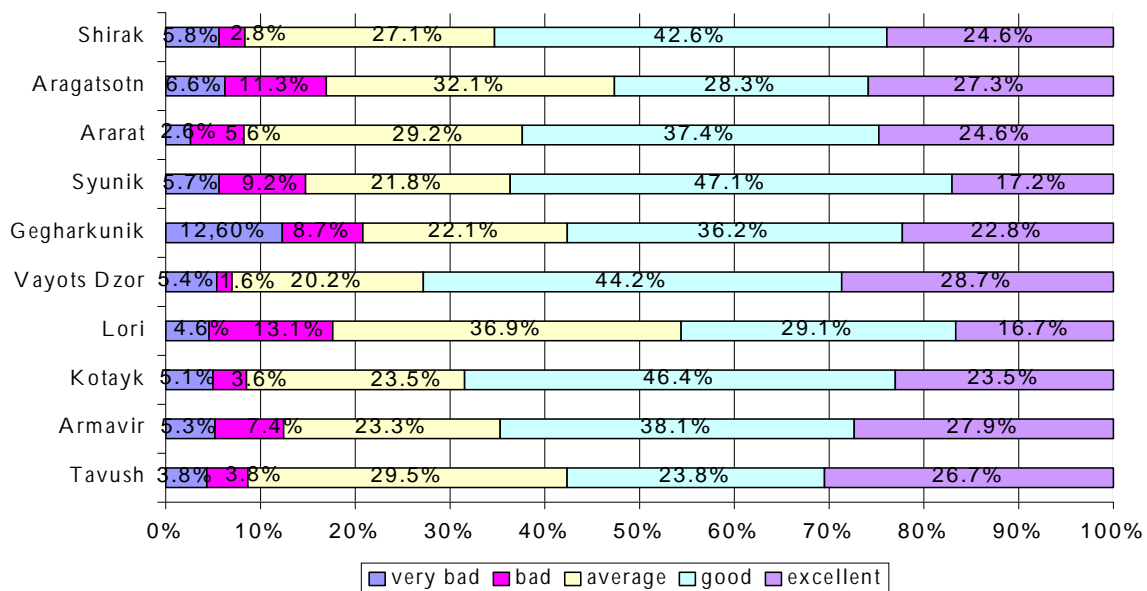


Yerevan



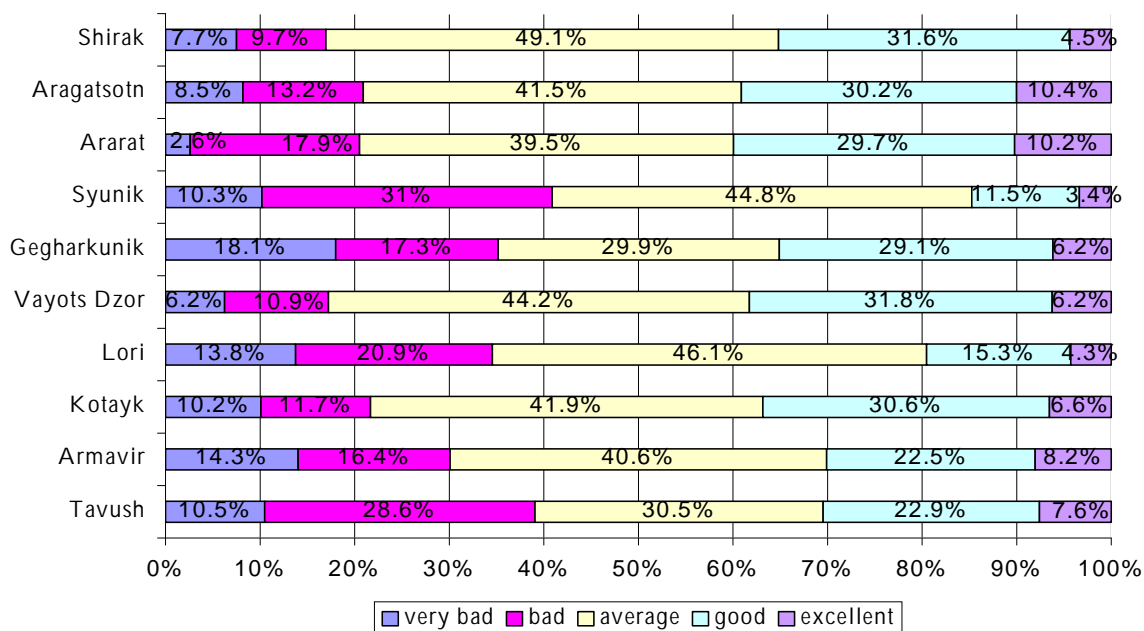
The highest positive evaluation of the Traffic Police was given by Vayots Dzor residents (72.9%), the lowest negative result was recorded in Gegharkunik (21.3%).

Chart 36. Evaluation of the Traffic Police (across the marzes).



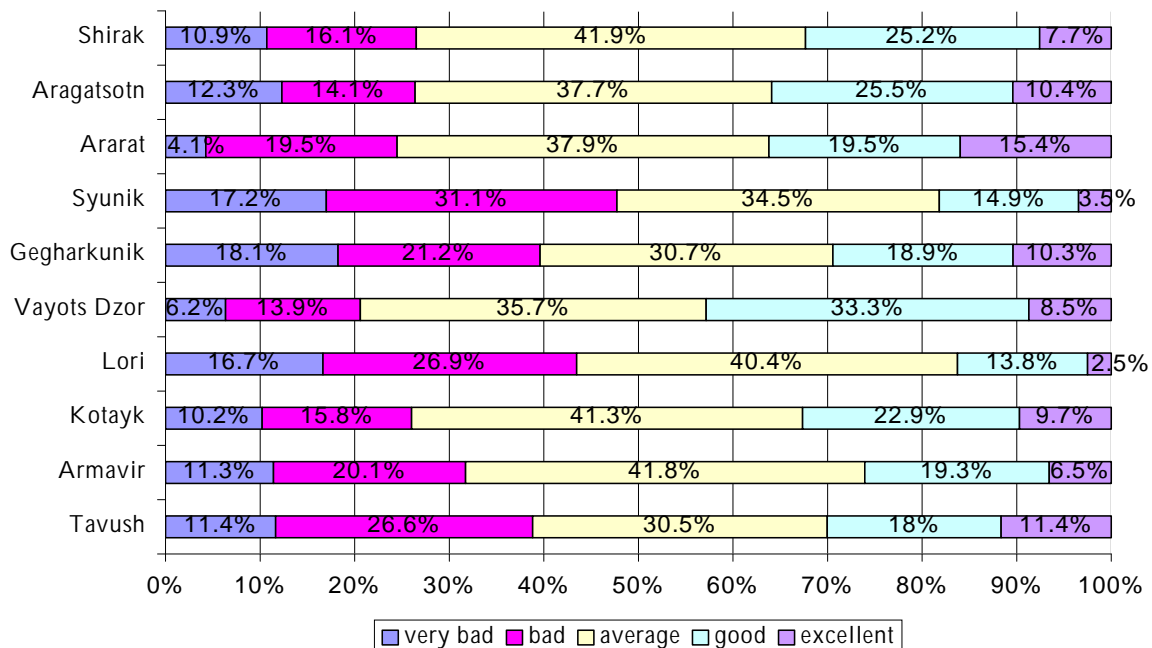
For the residents of Syunik (41.3%) and Tavush (39.1%) the Police service of property protection is the least satisfactory. This service of the Police received an extremely low level of “excellent” ratings.

Chart 37. Evaluation of the property protection service of the Police (across the marzes).



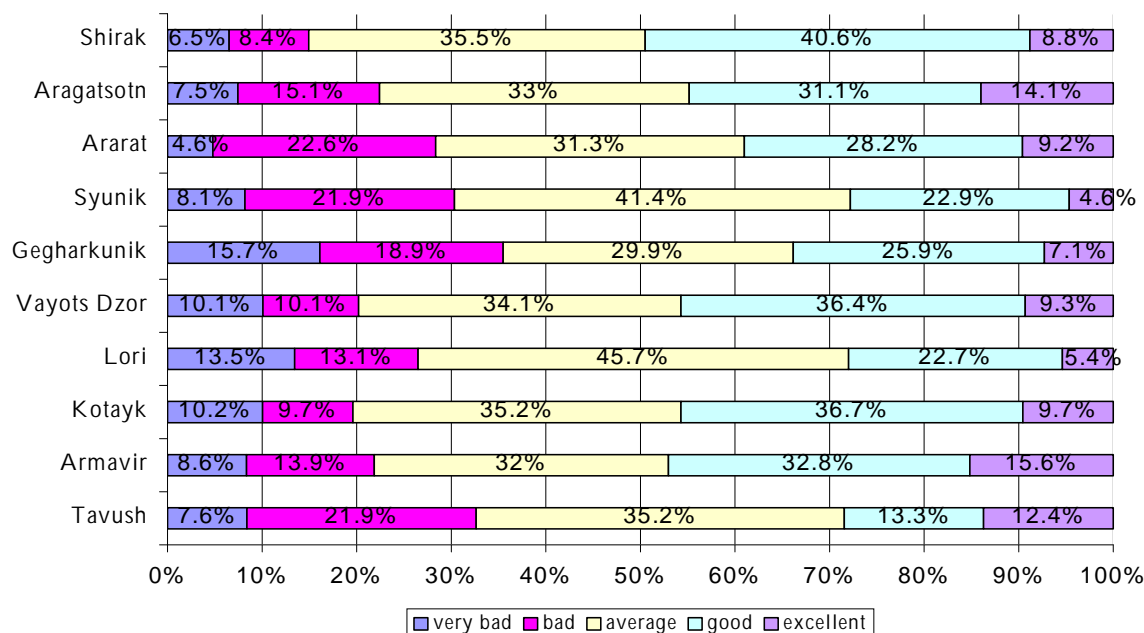
As for the life protection service of the Police, the lowest evaluation they gave in Syunik (48.3%), Lori (43.6%) and Gegharkunik (39.3%). A relatively better evaluation (41.8%) was given by the Vayots Dzor residents.

Chart 38. Evaluation of the life protection service of the Police (across the marzes).



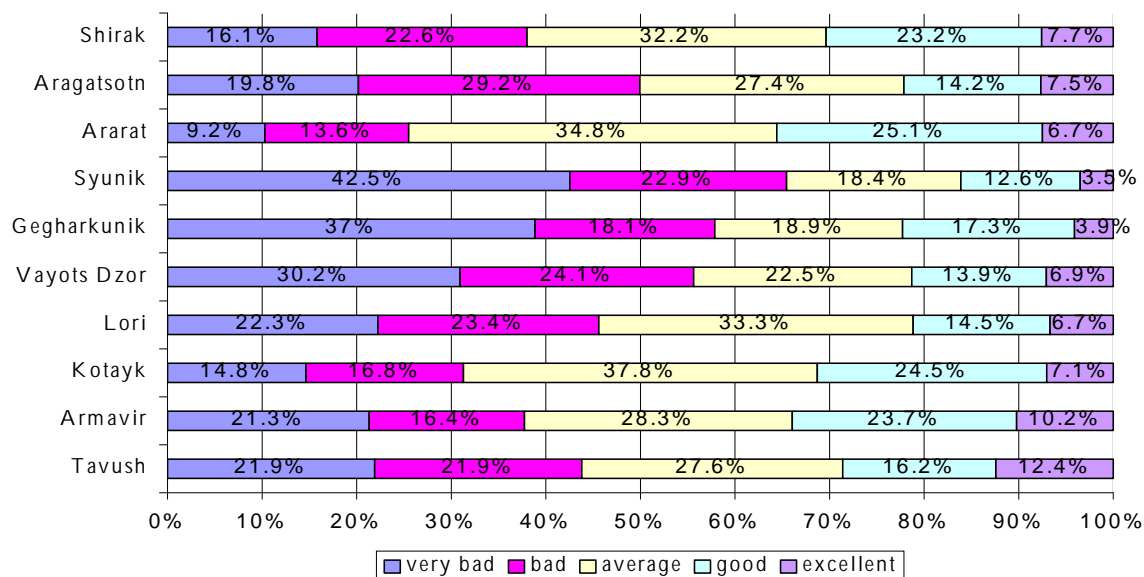
The outcomes of the marz survey show that Gegharkunik (34.6%) and Tavush (29.5%) residents' evaluation of the public order management service of the Police is below the acceptable level. The residents of Shirak (49.4%), Kotayk (46.4%) and Armavir (48.4%) are more optimistic in this respect.

Chart 39. Evaluation of the public order management service of the Police (across the marzes).



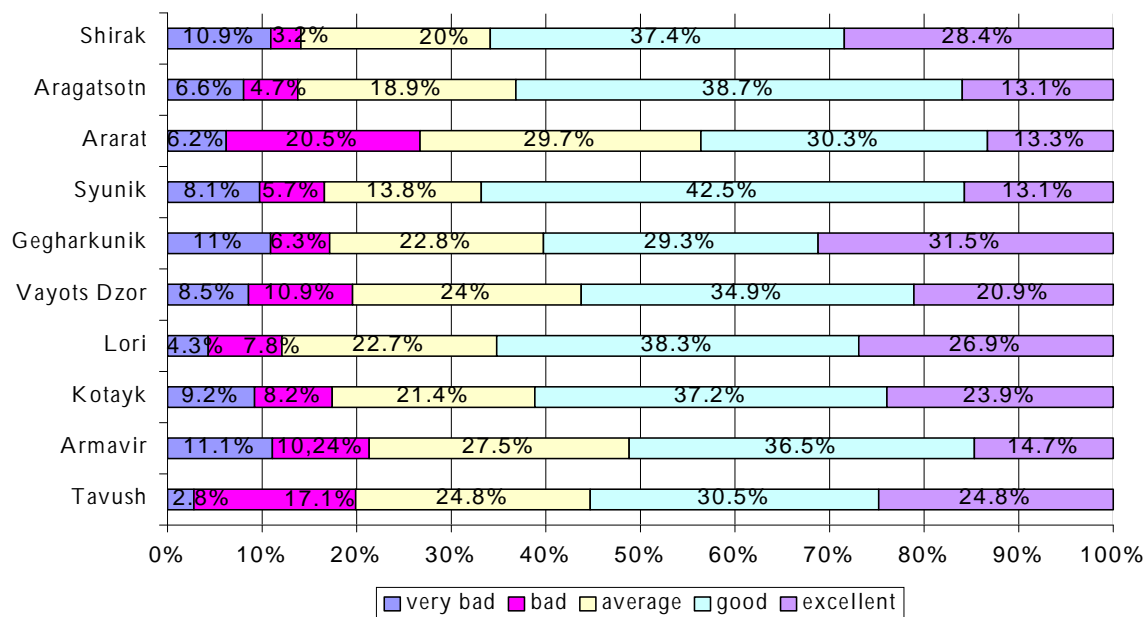
In the marzes, the rating of the Police Neighbourhood Inspectors' service is on an extremely low level, since this service is either non-existent there or very passive. 65.4% of Syunik respondents claim that in their marz that service does not exist altogether, and similar opinions hold the Gegharkunik (55.1%), Vayots Dzor (54.3%) and Lori (45.7%) residents.

Chart 40. Evaluation of the neighbourhood inspectors' service of the Police (across the marzes).



Population in all the marzes is satisfied with the quality of Passport Departments' services. The best reaction was recorded in Syunik (55.6%), while the most pessimistic evaluation was given by Ararat (26.7%) residents.

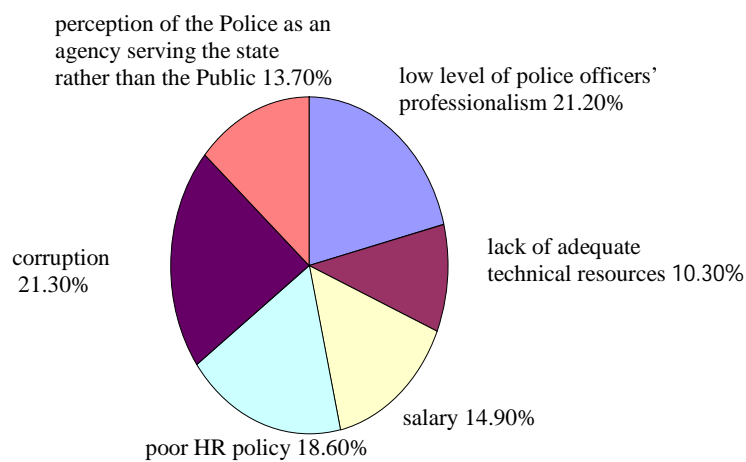
Chart 41. Evaluation of the Police passport departments' service (across the marzes).



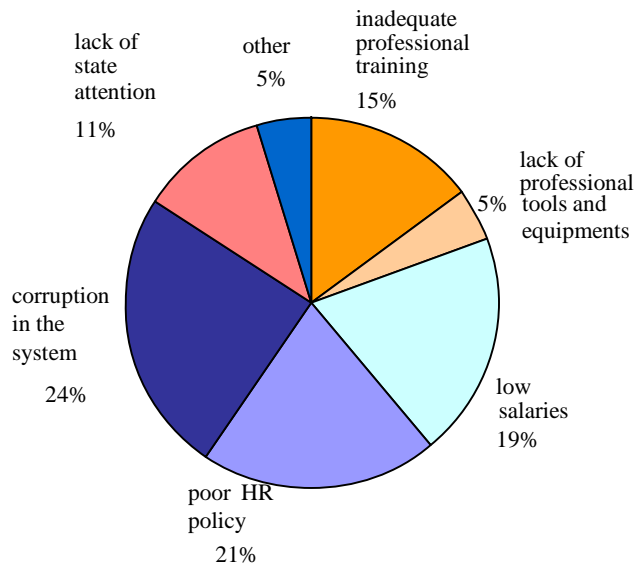
Corruption was the first thing that both the Yerevan and marz respondents mentioned when referring to the reasons behind the shortcomings of the Police work. Besides, virtually the same ratio of the Yerevan and marz residents pointed to a faulty HR policy of the Police and low level of professionalism of police officers (36% and 39.8%, respectively).

Chart 42. Reasons for Police work shortcomings.

RA marzes



Yerevan



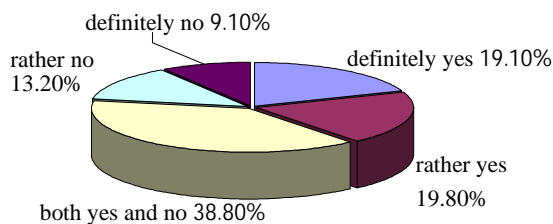
It is obvious that people could identify adequate reasons behind the shortcomings of the Police work, linking them not only to subjective, but also objective reasons, such as low salary (14.9%) and lack of technical resources (10.3%). Special attention deserves the fact that 39.8% of the respondents deem the faulty HR policy and low level of professionalism among most of the officers as primary reasons for shortcomings.

Data on the Police-Public Relations (overall and across the marzes)

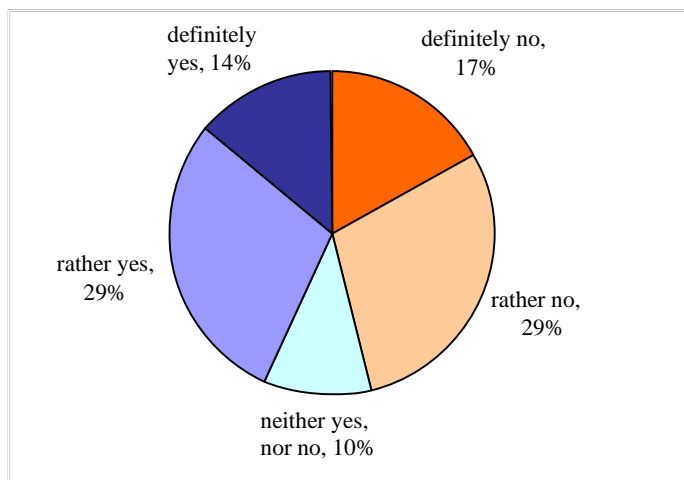
The distribution of the marz respondents' responses attests that people are not unanimous about the influence of the Public role in the quality of the Police work. Specifically, 38.9% of the respondents are certain that in this respect the Public has no influence whatsoever, 38.8% are still uncertain, while only 22.3% are positive that the Public can influence the Police work. This is probably one of the most significant aspects of variations between the positions of the respondents in the Armenian marzes and capital city. In Yerevan, the percentage of neutral responses was half as much (10%). 46% of the Yerevan respondents pointed that the Public cannot play any role in the Police activities, but 44% of the respondents were more optimistic in the respect.

Chart 43. The role of the Public in the Police activities.

RA marzes

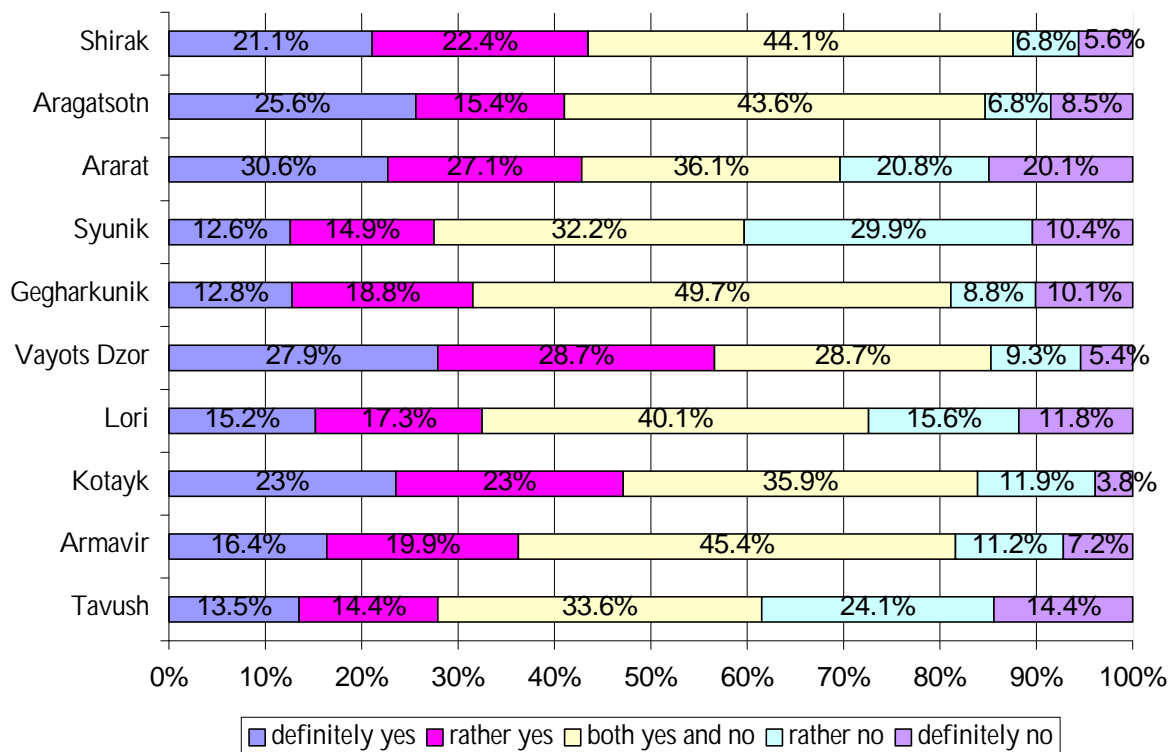


Yerevan



Over the mentioned issue there was a notable disparity among the marzes, namely, in Syunik (40.3%) and Tavush (38.5%) they attribute little significance to the role of the Public in determining the quality of the Police work, while in Kotayk (46%), Shirak (43.5%) and Vayots Dzor (56.6%) the opposite opinions outnumbered. Respondents in Armavir (45.4%) and Gegharkunik (49.7%) demonstrated the most neutral attitude, i.e. there was a high level of “both yes and no” choice.

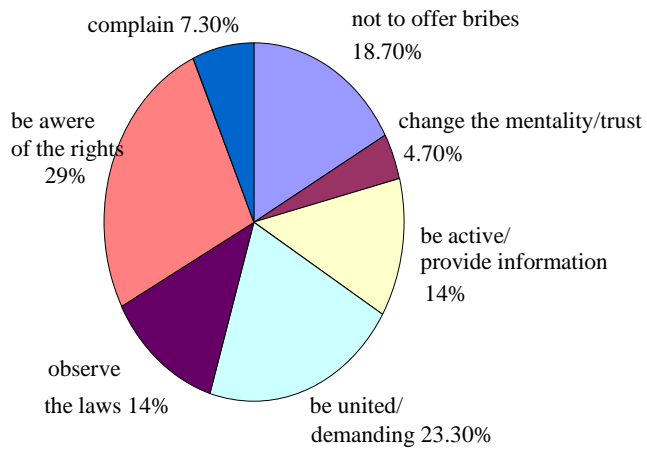
Chart 44. The role of the Public in the Police activities (across the marzes).



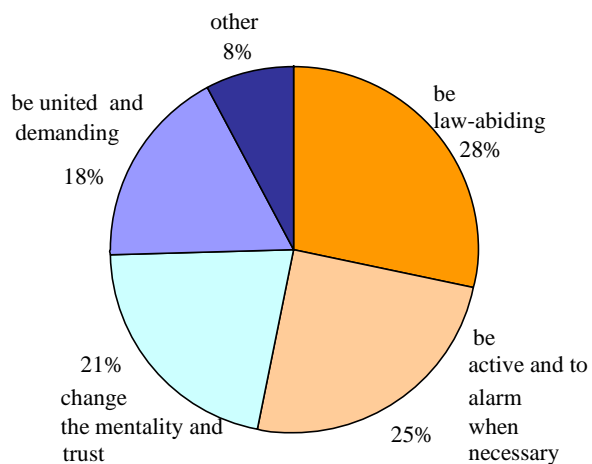
Comparison of the marz and Yerevan survey findings concerning the role of the Public shows that in both cases respondents prioritize the importance of being active, united and law-abiding. Interestingly, 21% of the Yerevan respondents highlighted the importance of changing the mindset, whereas in the marzes this factor was considered significant by as little as 4.7%, instead, they attached more importance to the awareness of the Public about their rights (29%).

Chart 45. How can the Public play a role in the Police activities.

RA marzes



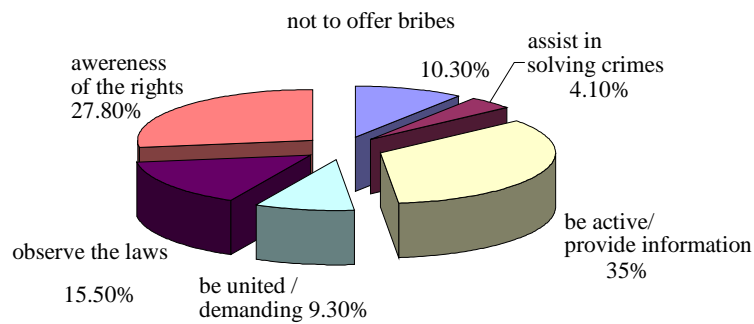
Yerevan



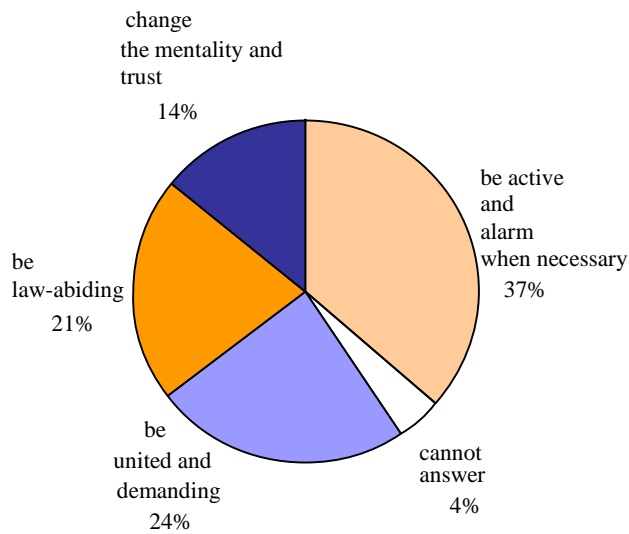
35.7% of the marz respondents think that, although the Public plays certain role in determining the quality of the Police activities, that role can be bigger still. As some 35% of the respondents in both the Yerevan and marz opinion polls believe, it will take place if the Public diligently provides the Police with reliable intelligence and proactively reports to the law-enforcement bodies about committed offences.

Chart 46. How can the Public play a bigger role in the Police activities?

RA marzes

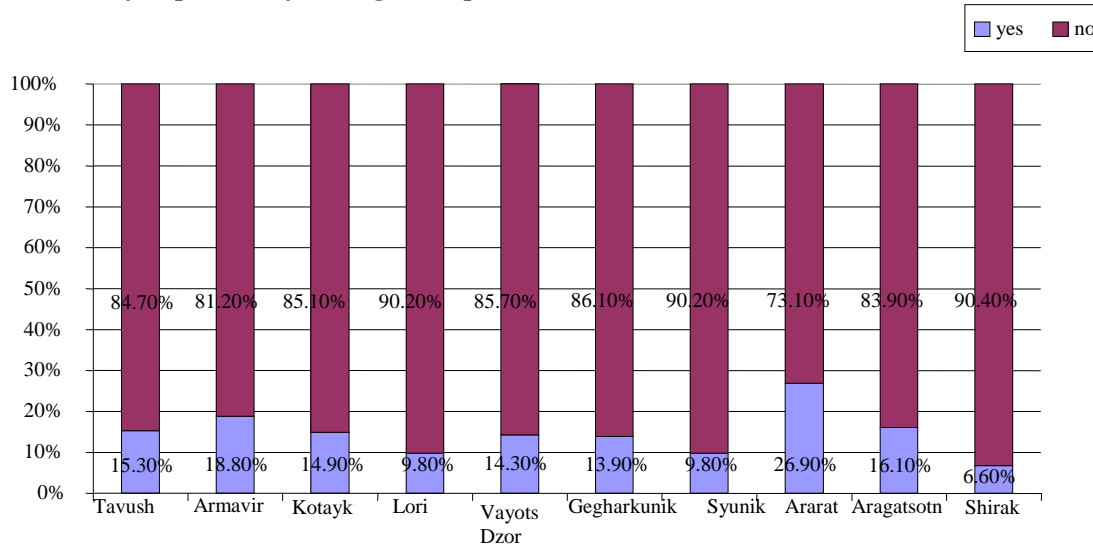


Yerevan



Although the respondents essentially understand the role of the Public in the Police work, 83.9% of marz and 76% of Yerevan representatives are not willing to cooperate with the Police. Specifically, the highest level of willingness was recorded in Ararat (26.9%), and the lowest – in Shirak (6.6%).

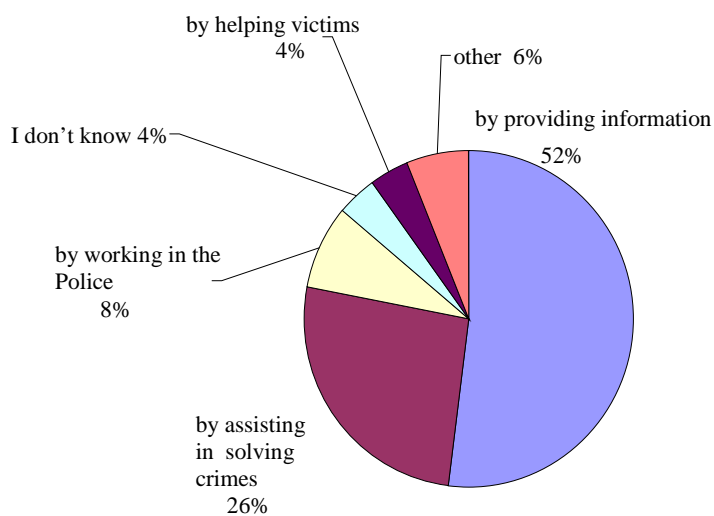
Chart 47. Are you personally willing to cooperate with the Police (across the marzes)?



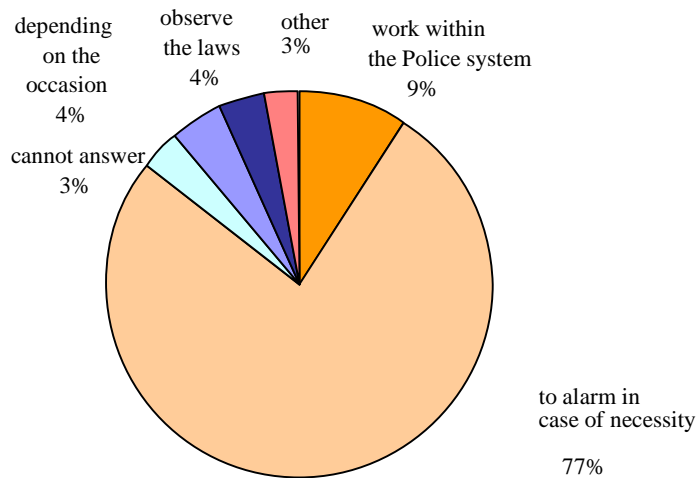
In terms of the methods of such cooperation, among both Yerevan and marz respondents willing to cooperate with the Police the standpoints are almost identical. According to 77% of Yerevan and 78% of marz residents, the cooperation can take place mainly when members of the Public provide intelligence and assist in identification of offenders. In marzes and Yerevan, 8% and 9% of the respondents, respectively, picked the option of cooperation through working in the Police system. Such a distribution of the responses highlights the urgent need for awareness raising about other possible forms of cooperation with the Police.

Chart 48. How would you personally be willing to cooperate with the Police?

RA marzes

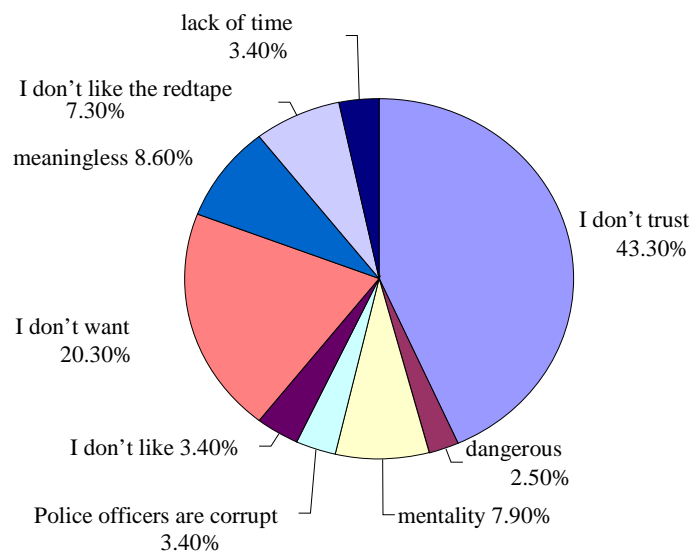


Yerevan



As a justification for their unwillingness to cooperate with the Police, 43.3% of the marz respondents mentioned the lack of trust in that institution.

Chart 49. What is the reason for the lack of cooperation with the Police?

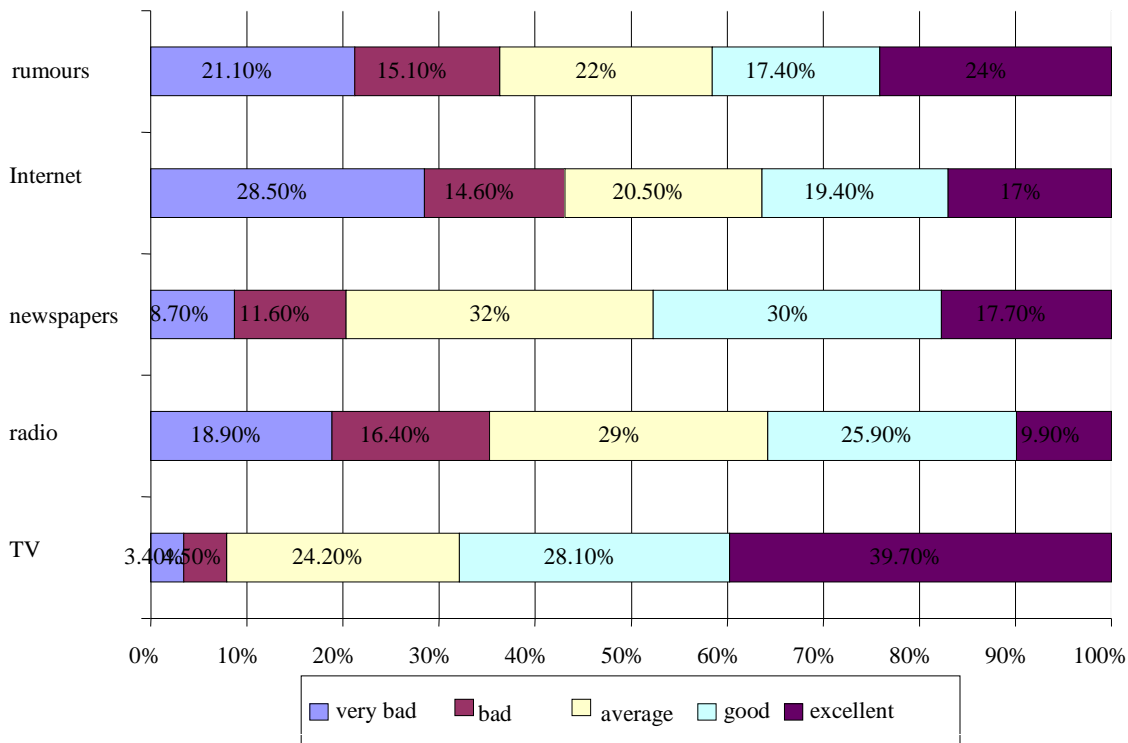


Within the framework of the public opinion poll there were a number of questions addressed to the marz residents that were designed to identify among the available information sources those that they commonly used. This would make it possible to enhance communication between the Police and Public.

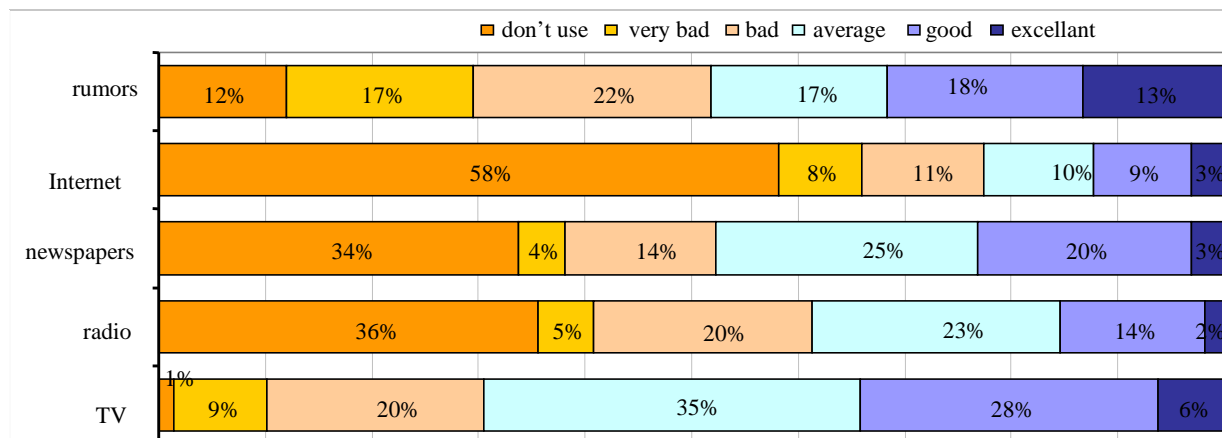
It was revealed that the most common information sources for the marz residents were TV, rumours, newspapers and, secondarily, the radio and the Internet. However, when referring to the quality of the obtained information, both Yerevan and marz residents, as the most reliable source, singled out TV and newspapers, and only thirdly – the information circulated through rumours. Radio and the Internet were picked as a good source of information by respectively 35.8% and 36.4% of the respondents in the marzes and 15% and 12% – in Yerevan.

Chart 50. Evaluation of the sources of information.

RA marzes

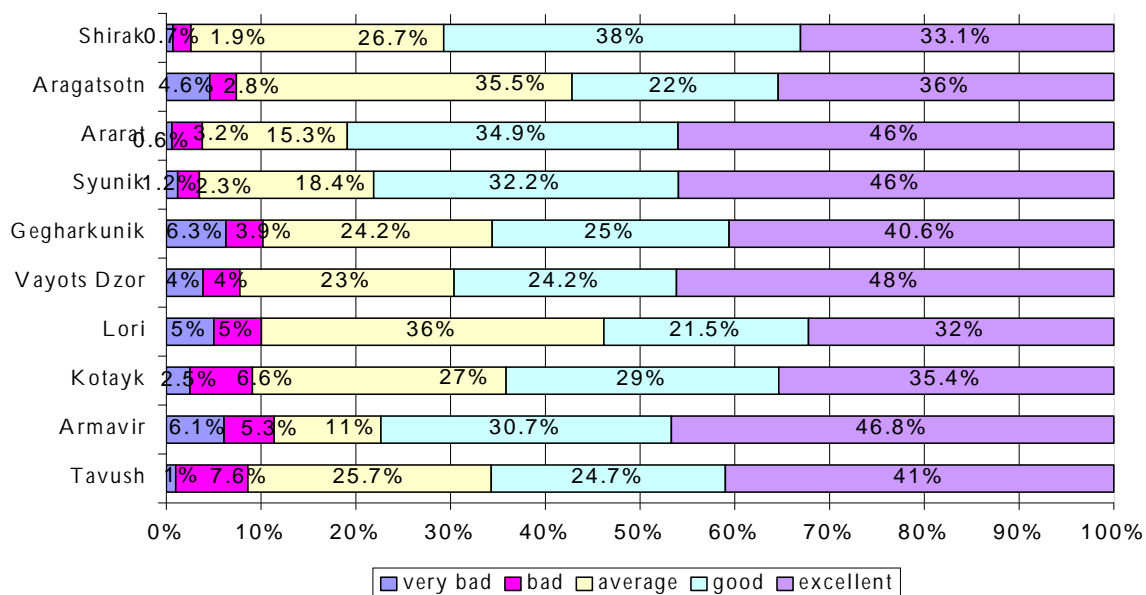


Yerevan



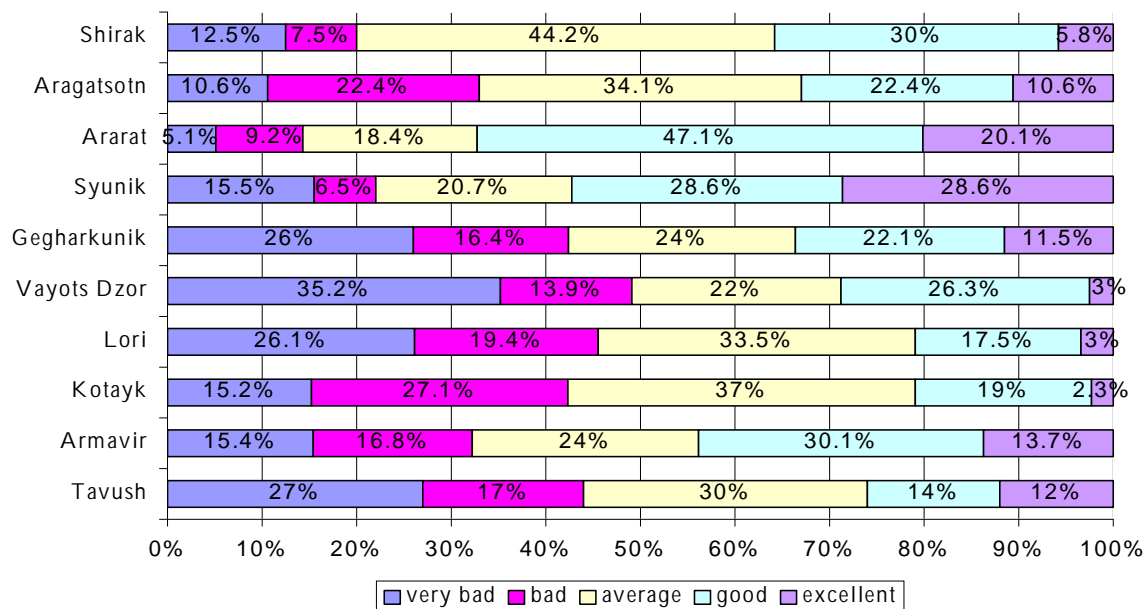
The highest rating of the TV as a source of police-related information was recorded in Ararat (80.9%) and Syunik (78.2%), while the least satisfied respondents were in Armavir (11.4%).

Chart 51. Evaluation of the TV as a source of information (across the marzes).



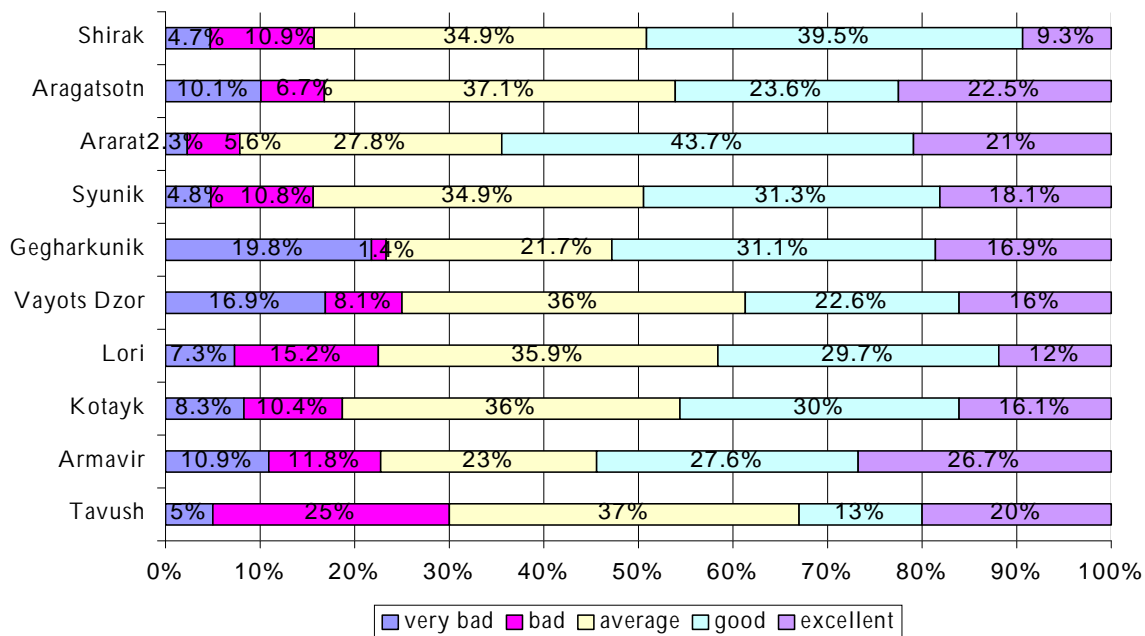
Information broadcast through the radio was appreciated the best by Ararat (67.2%) and Syunik (57.2%), and the least – by Vayots Dzor (49.1%) residents.

Chart 52. Evaluation of the radio as a source of information (across the marzes).



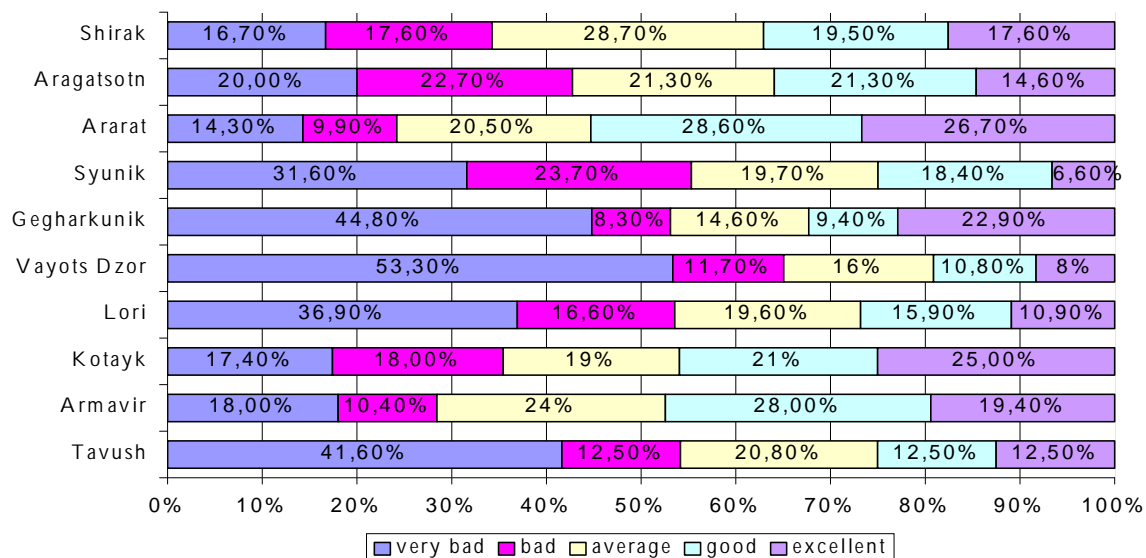
Information spread via newspapers was valued the highest in Ararat (54.7%) and Armavir (54.3%), while in Tavush (29%) the respondents were negatively disposed in this respect.

Chart 53. Evaluation of newspapers as a source of information (across the marzes).



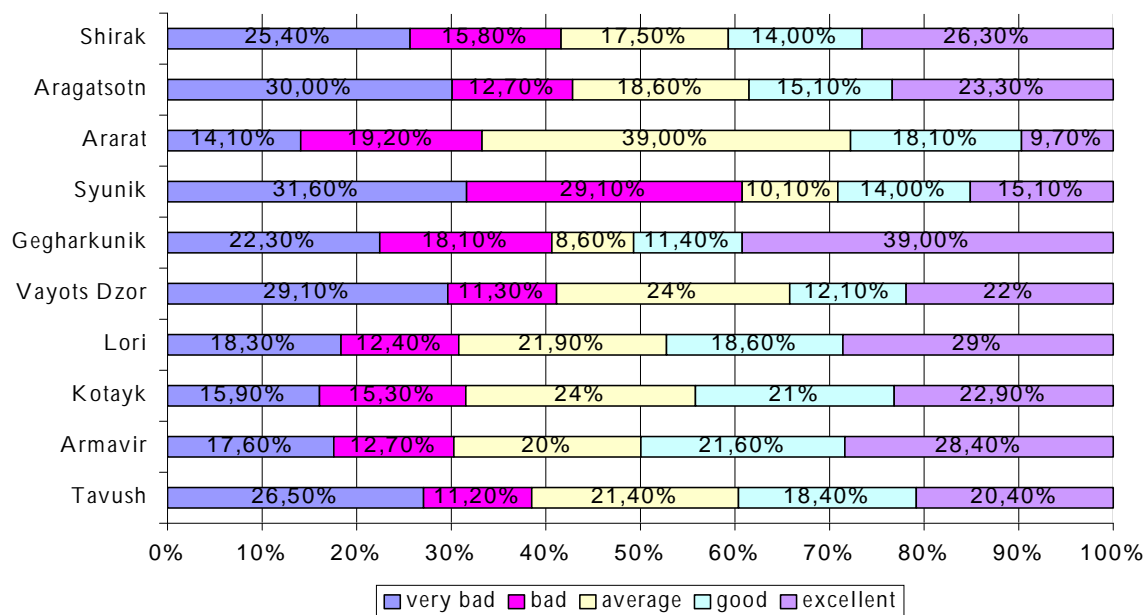
The police-related information received via the Internet was considered reliable mostly in Ararat (55.3%) and Armavir (47.4%), but in Vayots Dzor (65%) the attitude was distinctively negative.

Chart 54. Evaluation of the Internet as a source of information (across the marzes).



50% of Armavir and 50.4% of Gegharkunik residents included in the survey sample regarded rumours as a trustworthy source of information about the Police, in Syunik (60.7%), however, this source was the least valued.

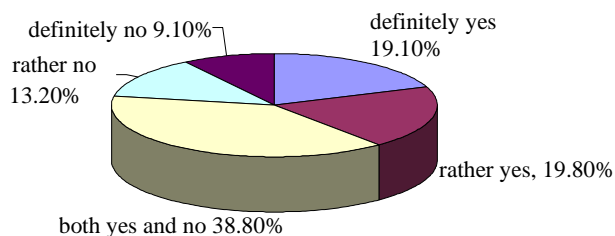
Chart 55. Evaluation of rumors as a source of information (across the marzes).



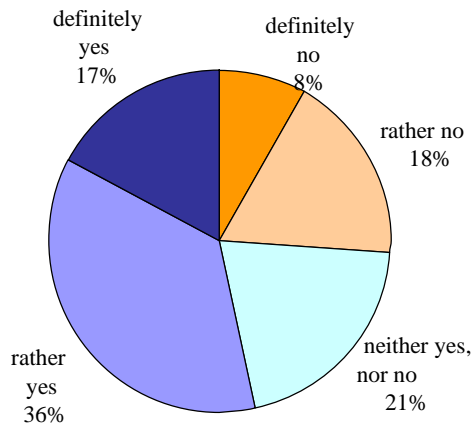
The role of the mass media in forming the Police-Public partnership is disregarded by only 18.6% of the marz respondents, while 46.9% of them think that the media are indispensable in that respect (in Yerevan that ratio was 26% and 53%, respectively).

Chart 56. In your opinion, do the media play a role in establishing the Police-Public partnership?

RA marzes

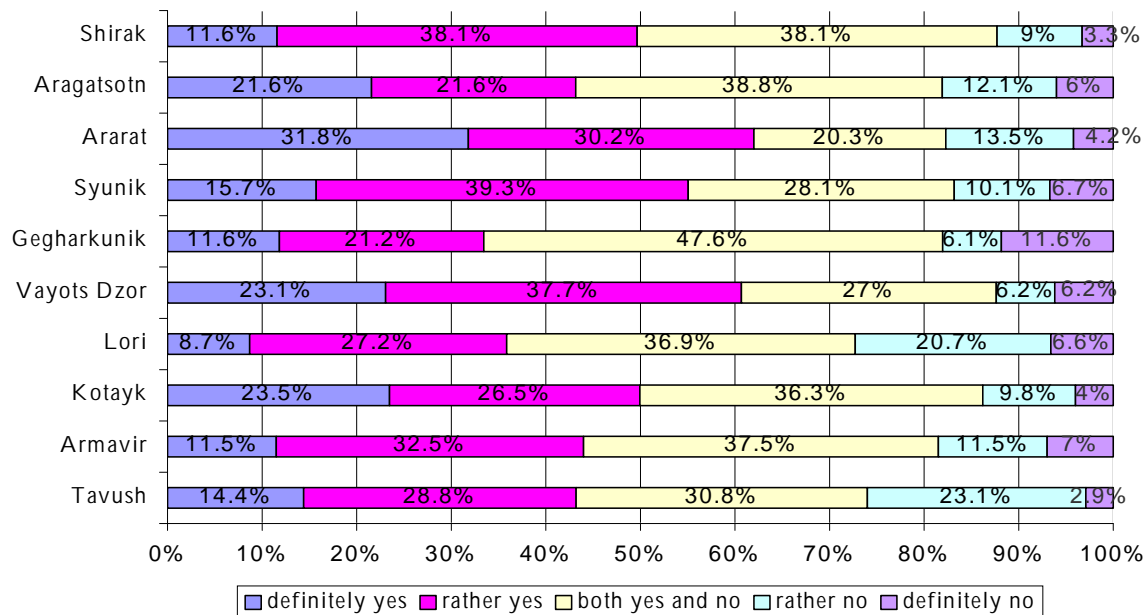


Yerevan



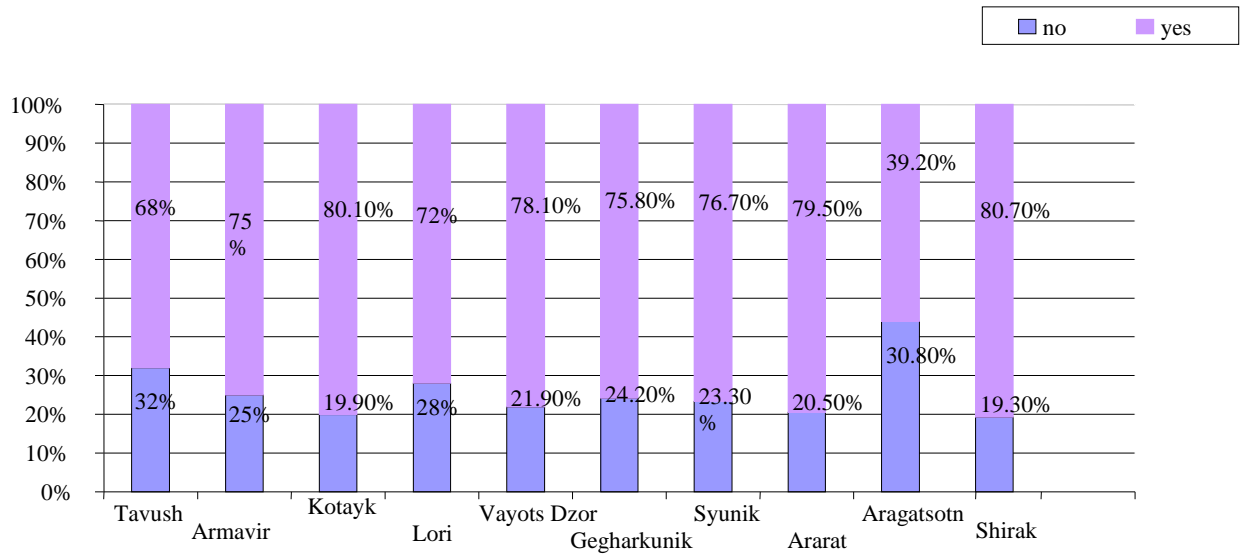
Ararat and Vayots Dzor residents are the most optimistic about the role of the mass media (61.9% of Ararat and 60.8% of Vayots Dzor residents responded “yes”), while the most pessimistic in this respect are Tavush and Lori respondents (26% of Tavush and 27.3% of Lori representatives responded “no”).

Chart 57. In your opinion, do the media play a role in establishing the Police-Public partnership (across the marzes)?



The question “In your opinion, can the media facilitate the establishment of the Public-Police partnership?” was answered positively by 75.2% of the respondents. Across the marzes the responses distributed as follows:

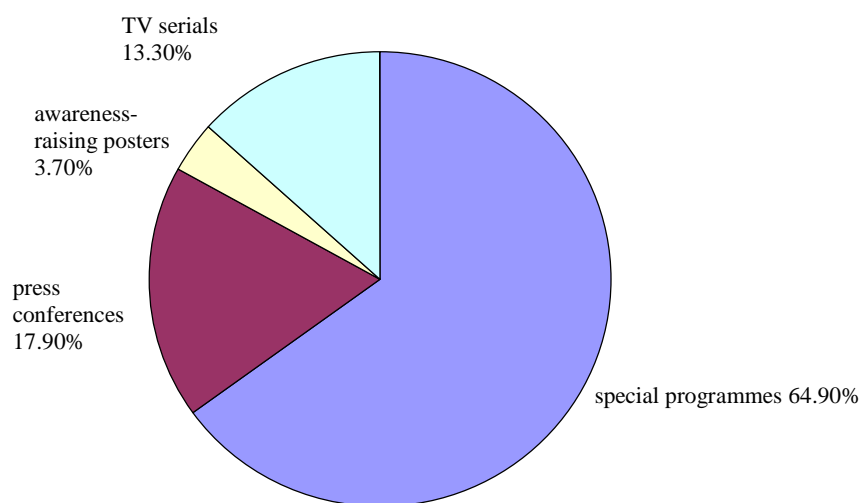
Chart 58. In your opinion, can the media facilitate the establishment of the Public-Police partnership (across the marzes)?



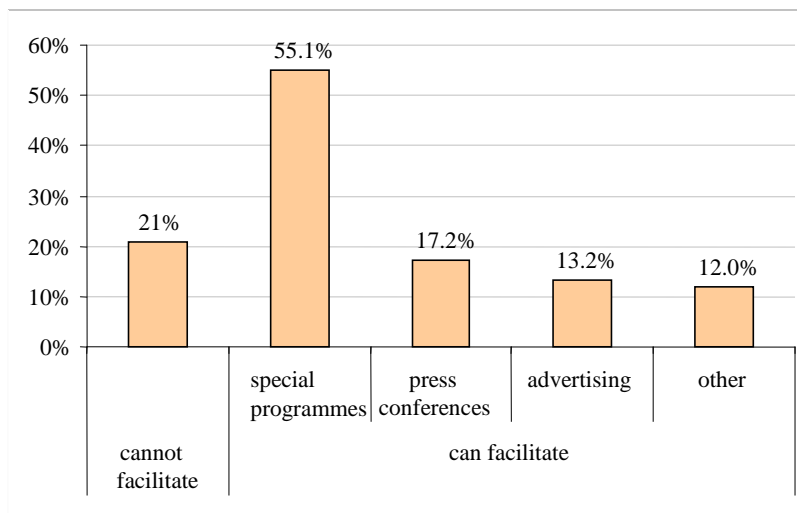
The majority of the respondents, specifically 64.9% of marz and 55.1% of Yerevan residents, assume that the media can contribute to the establishment of the Police-Public partnership through special programmes covering the Police activities and raising public awareness of legal issues. Both in Yerevan and in marzes, some 17% of the population is in favour of conducting relevant press conferences and public discussions. It is worth mentioning that 13.3% of the respondents in the RA marzes think it would be useful to portray a positive image of police officers in movies, especially in TV serials, as a genre that exerts influence on viewers' consciousness on a regular basis.

Chart 59. In your opinion, how can the media facilitate the establishment of the Public-Police partnership?

RA marzes



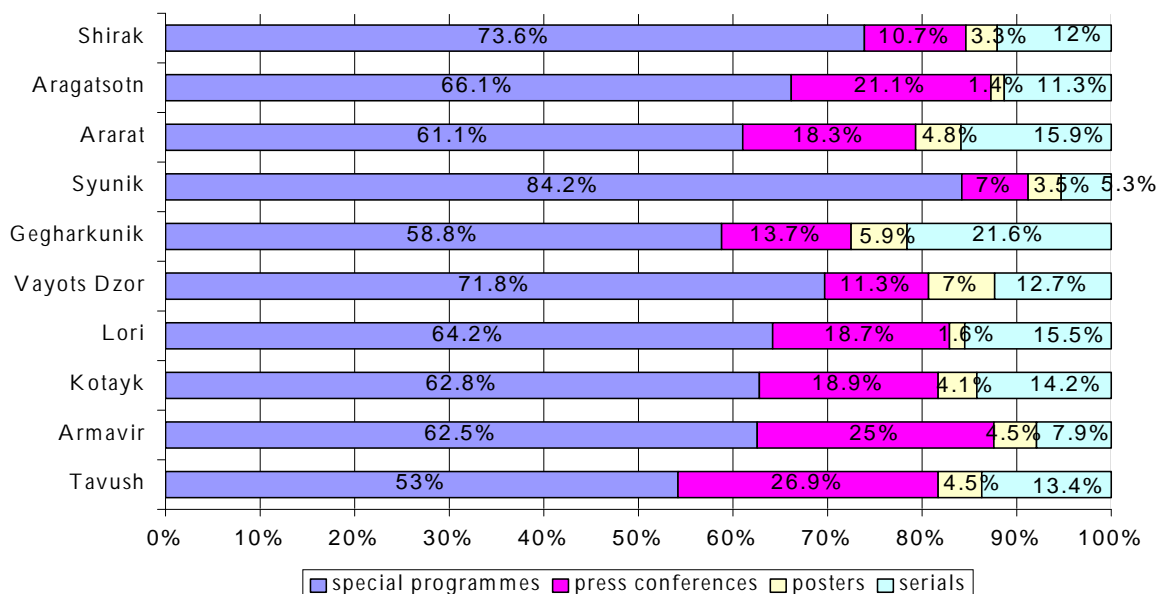
Yerevan



A comparative review of the above data clearly indicates that only 0.2% of marz, versus 12% of Yerevan respondents, chose the option “other” when addressing the question on the influence of the mass media on the establishment of Police-Public partnership. Moreover, in Yerevan the most frequent (79%) among the “other” options was provision of impartial information by the mass media. Whereas in the marzes, probably due to the scarcity of mass media outlets, as compared with Yerevan, very few respondents pointed out the need of “impartial information”. Thus, given the extremely low number of marz respondents who chose the “other” option, statistical summary and comparative analysis of that data would be unreliable.

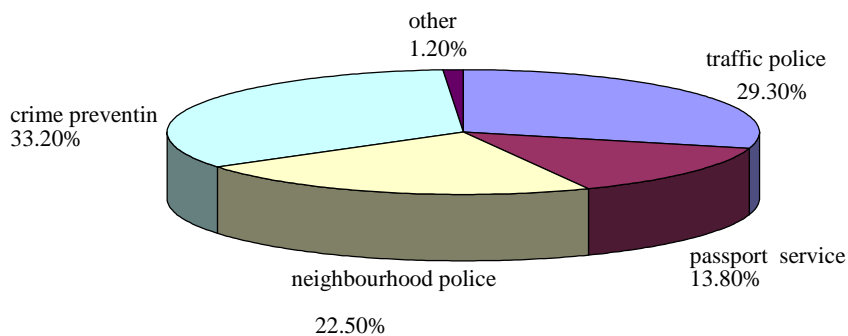
With respect to the selection of multiple-choice options concerning the media role in Police-Public partnership, the pattern is the same across the marzes. In all the marzes, people predominately picked the option of "special programmes" covering the Police activities and raising awareness of citizens' rights, but the leading marzes were Syunik (84.2%) and Aragatsotn (61.1%). The option of boosting the public confidence in the Police through creating police officers' positive image in TV serials has more supporters in Gegharkunik (21.6%), Kotayk (14.2%) and Tavush (13.4%). The importance of press conferences is appreciated more in Tavush and Armavir, by respectively 26.9% and 25% of the residents.

Chart 60. In your opinion, how can the media contribute to the establishment of the Public-Police partnership (across the marzes)?



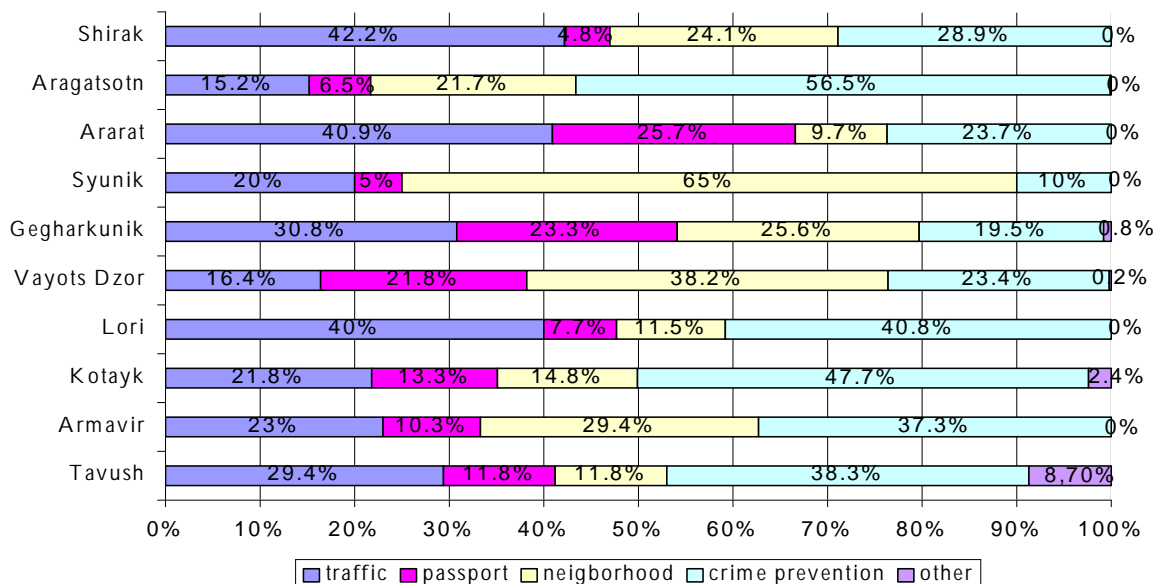
Another question asked to the respondents is whether in their opinion there are aspects of the Police activities that need urgent changes in order to improve the reputation of the Police. Among such aspects 29.3% of the marz and 8% of the Yerevan respondents indicated traffic police, and 33.2% of them mentioned crime prevention. It might seem strange, on the face of it, that people expect changes in the road safety while other outcomes of the opinion poll suggest that the same service is evaluated relatively higher than the others. But such expectations become understandable taking into account that, when assessing on a 5-grade scale a police service that people encounter most often, i.e. the traffic police, the transparency/integrity of their work was evaluated 2.6, politeness – 2.7, and impartiality – 3.1.

Chart 61. Areas of the Police service that require changes.



A revision of the marz residents' opinions demonstrates that in Kotayk (47.7%), Aragatsotn (56.5%) they highly prioritize improvement of the crime prevention aspect, in Shirak (42.2%) – improvement of the traffic police activities, whereas in Syunik (65%) and Vayots Dzor (38.2%) it is the neighborhood inspectors' service that is deemed a priority. Quite interesting are the data from Lori where the responses to this question distributed almost equally between traffic police (40%) and crime prevention (40.8%)

Chart 62. Areas of Police service that require changes (across the marzes).



Besides, the respondents were asked to specify what kind of changes in the Police service they expect. The responses showed that the biggest expectations are – equal protection of the law, impartial treatment of citizens and eradication of corruption.

Table 10. In your opinion, what changes in the Police work are necessary to increase the Police reputation?

| | (%) |
|---|-------|
| Change the entire system | 4.8% |
| Increase the level of Police professionalism | 3.5% |
| Upgrade technical resources | 3.6% |
| Impartial treatment | 18.5% |
| Change the atmosphere of indifference | 1.5% |
| Increase the work efficiency | 4.5% |
| Improve the attitude towards people | 2% |
| Changes in the personnel | 13.1% |
| Observation of the laws by police officers themselves | 4.5% |
| Politeness | 2.4% |
| Integrity | 4.4% |
| Eradication of corruption | 18.8% |
| Enhancement of the control | 12.6% |
| Legislative changes | 1.5% |
| Police officers' salary raise/elimination of dependency | 1.5% |
| Meetings with the Public | 0.6% |
| System of rotation of police work | 1.2% |
| Crime prevention activities | 1% |

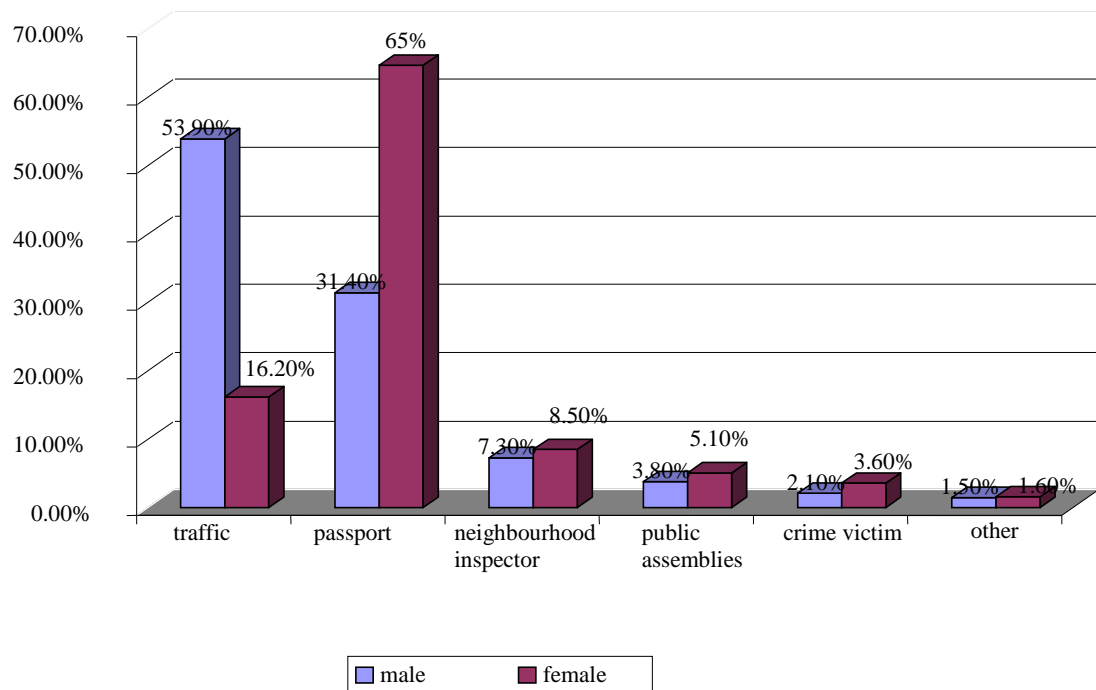
It is noteworthy that individual respondents would further elaborate on the changes that are required in the society. Those are changes targeting primarily elimination of corruption, impartial treatment of citizens and stricter control. The following measures were suggested as vehicles bringing about these changes: revisions in the Police personnel, Police officers' salary raise, introduction of a rotation system of police officers work, implementation of innovative technical devices in road safety field and modification of traffic signage, elimination of procrastinations in passport departments, introduction of passports without expiration date, reduction of documents required in passport departments. Special emphasis was placed on crime prevention, especially on eliminating criminogenic factors, conducting regular patrolling and keeping control over juveniles.

Part 3. Distribution of the Public Opinion Poll Findings Across the Genders

Data on the Interactions with the Police (across the genders)

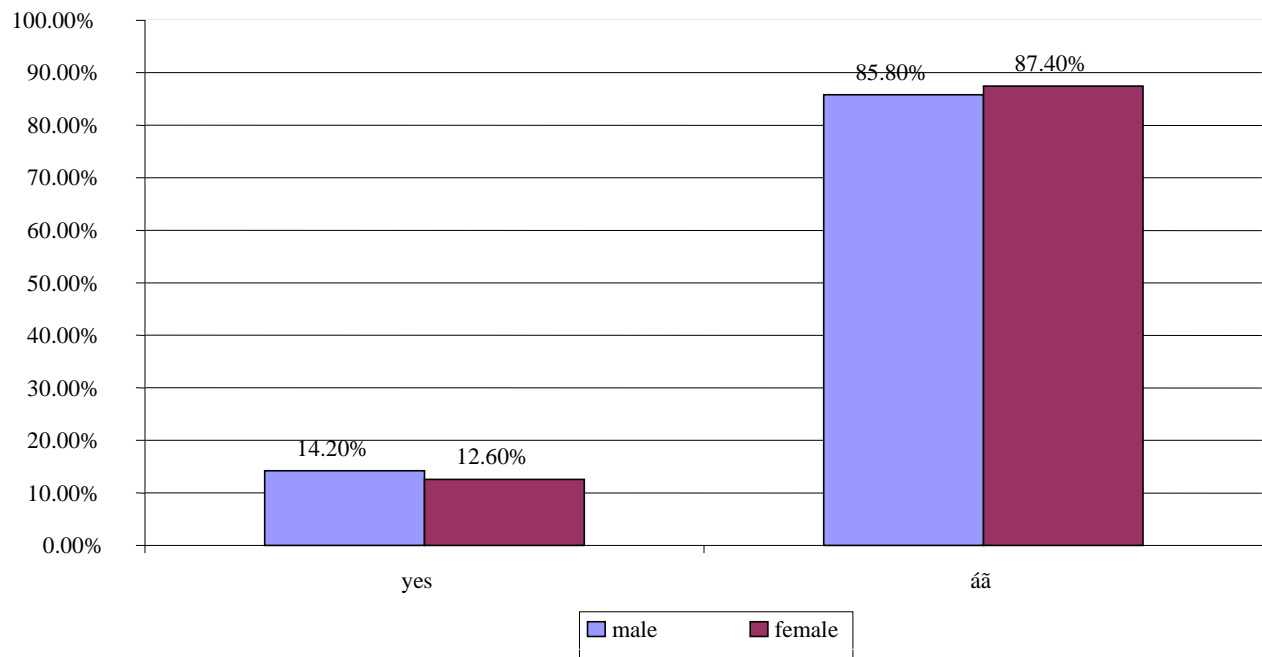
The results of the public opinion poll conducted in the RA marzes revealed that most of the interactions that male residents have with the Police are connected with the road safety (53.9%), while female residents – with passport-related issues (65%). Whereas, in Yerevan both males and females most of their dealings have with passport departments.

Chart 63. Interactions with the Police (across the genders).



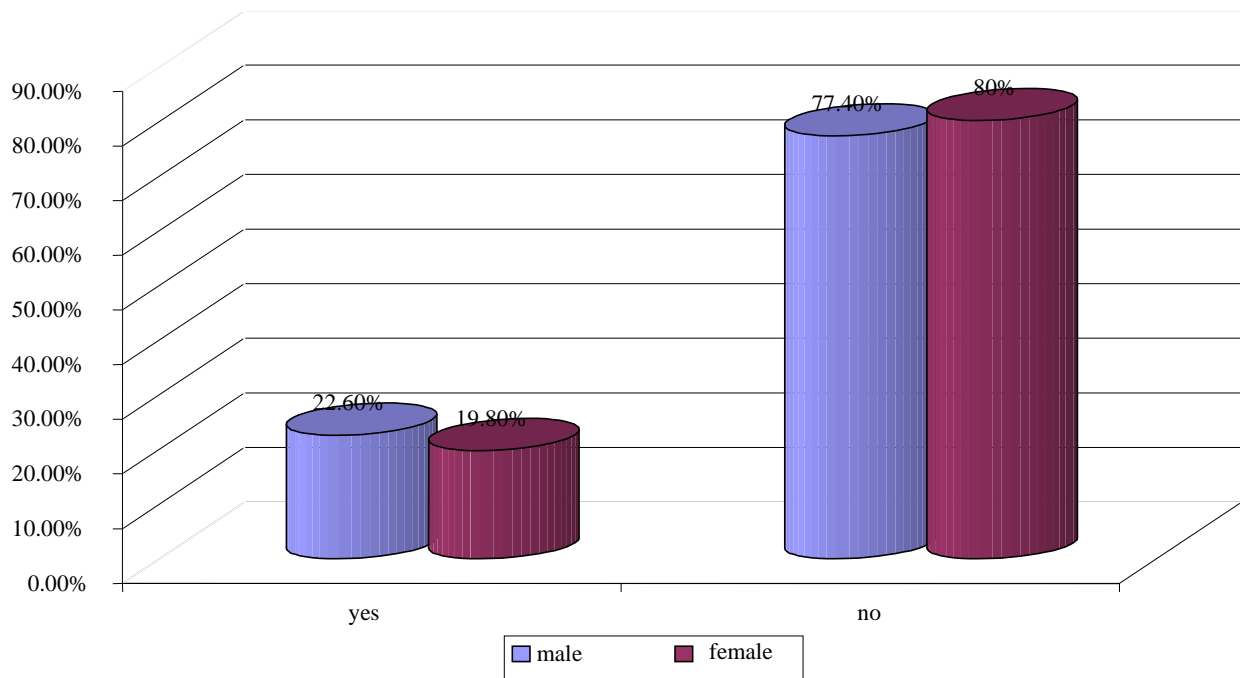
Proportions of males and females who fell victims to crimes are almost equal.

Chart 64. Frequency of becoming victims to crimes (across the genders).



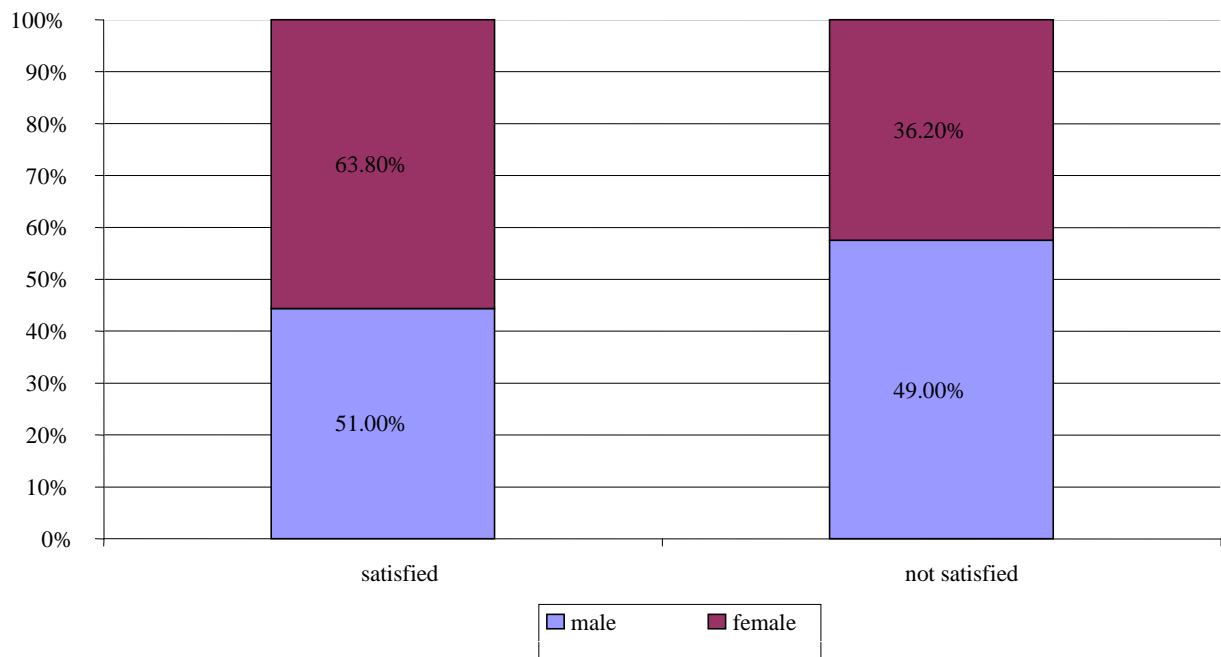
The question on whether they report to the Police when become crime victims both males and females answered predominantly “no”. The outcomes of the polling suggest that only 20% of the respondents reported to the Police about crime cases.

Chart 65. Reporting to the Police about suffering a crime (across the genders).



The percentage of males who, after reporting to the Police about crimes, were satisfied with the Police response is far less than that of females.

Chart 66. Persons who reported to the Police and were satisfied with there response (across the genders).



14% of the males and 16.3% of the females who fell victims to crimes but preferred not to report to the Police justified their behaviour by unpleasant recollections of their past interactions with the Police, 26.5% of males and 30.5% of females – by police officers’ indifference with respect to problem solving, while 20.6% and 34.6%, respectively – by the lack of material and technical resources of the Police to solve the problem. At the same time, according to a subjective opinion of 18.8% of males and 20.3% of females, it would have been meaningless to report, since the Police are accomplice of criminals. It is thus obvious that the main reason for males’ non-reporting is indifference of the Police, while for females the main reason for reluctance to apply to the Police is insufficient resources. To find out the level of visibility of the Police for citizens, the respondents were asked to specify how frequently they met in their neighbourhoods police officers on foot or vehicle patrol. The survey results revealed that males notice both foot and vehicle patrols more often than females. Such distribution of the responses was quite expected, since in the marzes the percentage of driver males, i.e. people dealing with road safety issues on the every day basis, is overwhelmingly larger than females.

Chart 67. Frequency of meeting police officers on vehicle patrol (across the genders).

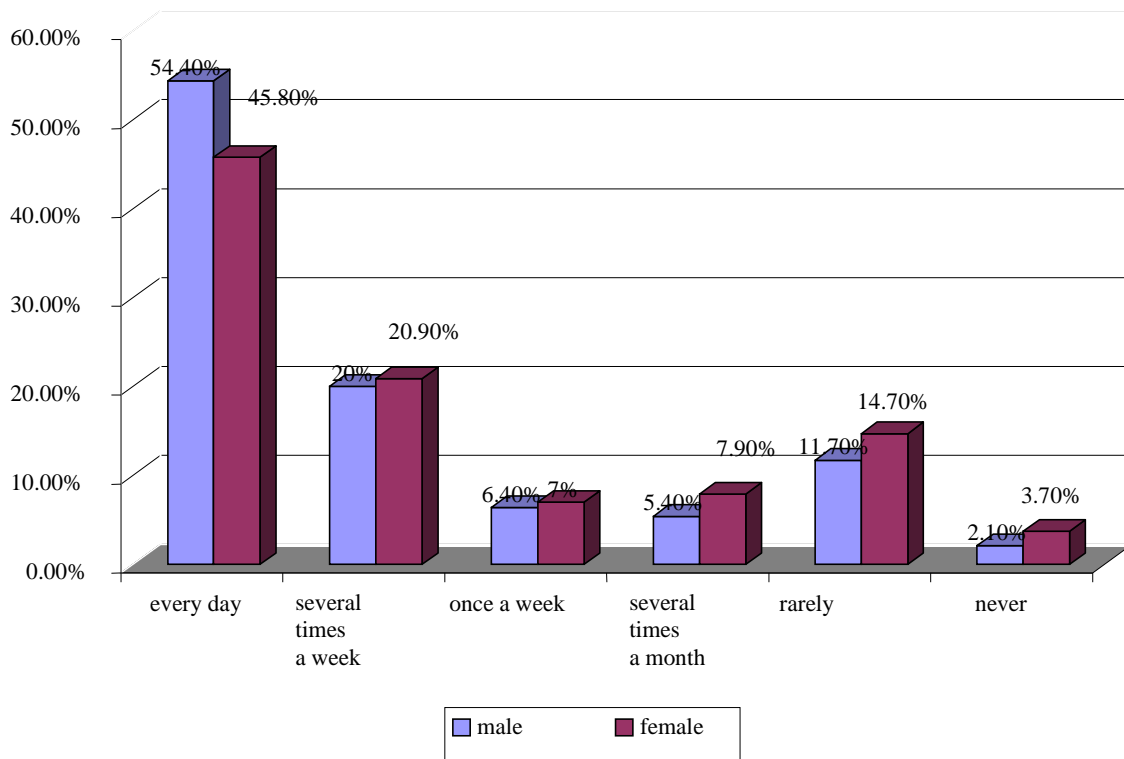
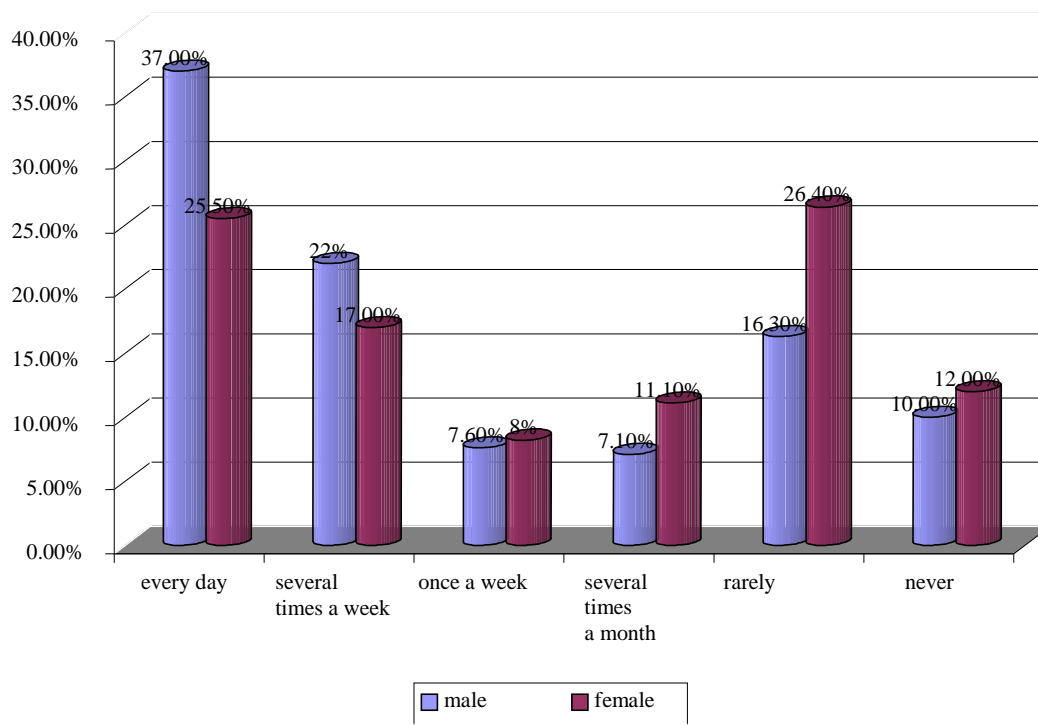
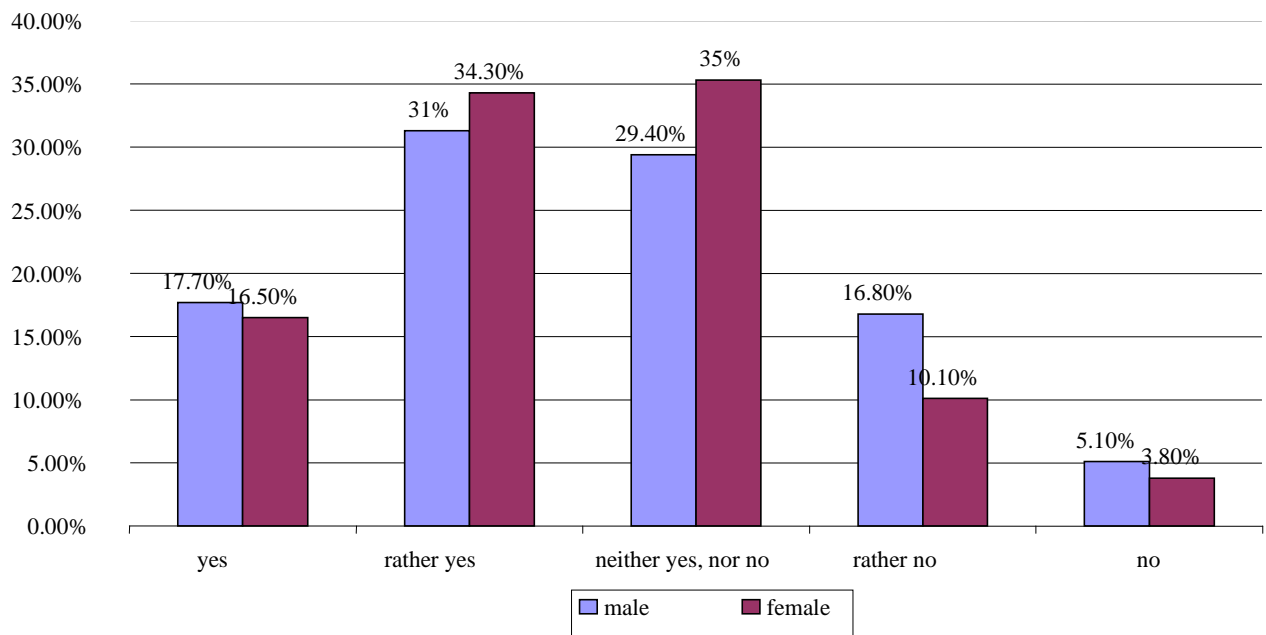


Chart 68. Frequency of meeting police officers on foot patrol (across the genders).



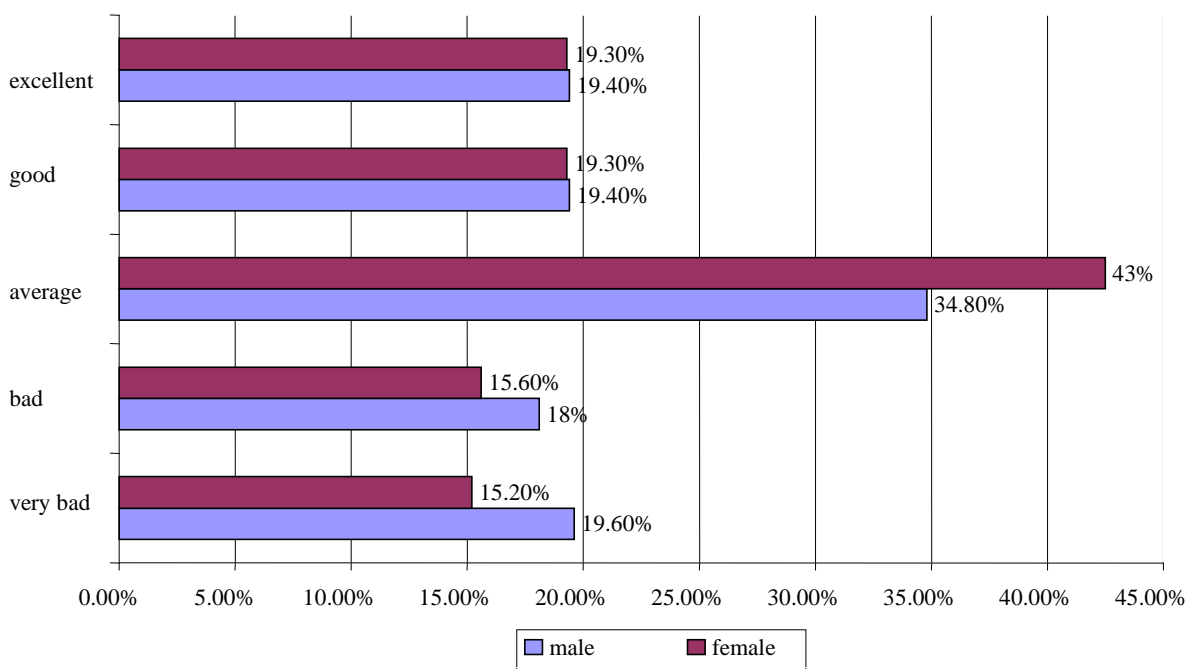
In the marzes of Armenia, the surveyed males are more critical of the Police performance in crime prevention than females. Specifically, 13.9% of the females claimed that the Police didn't take crime prevention measures at all, while among males that opinion held 21.9%.

Chart 69. Crime prevention activities (across the genders).



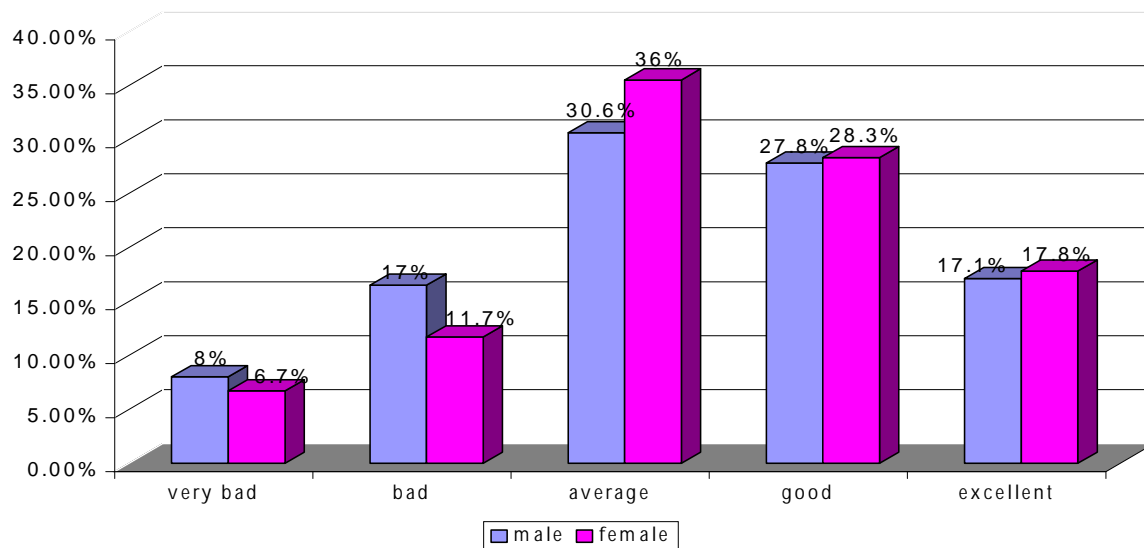
When evaluating specific characteristics of the Police, males were more negatively disposed than females. Namely, “equal and impartial treatment of citizens” by the Police was rated “bad” or “very bad” by 37.6% of male and 30.7% female respondents.

Chart 70. Evaluation of the Police impartiality (across the genders).



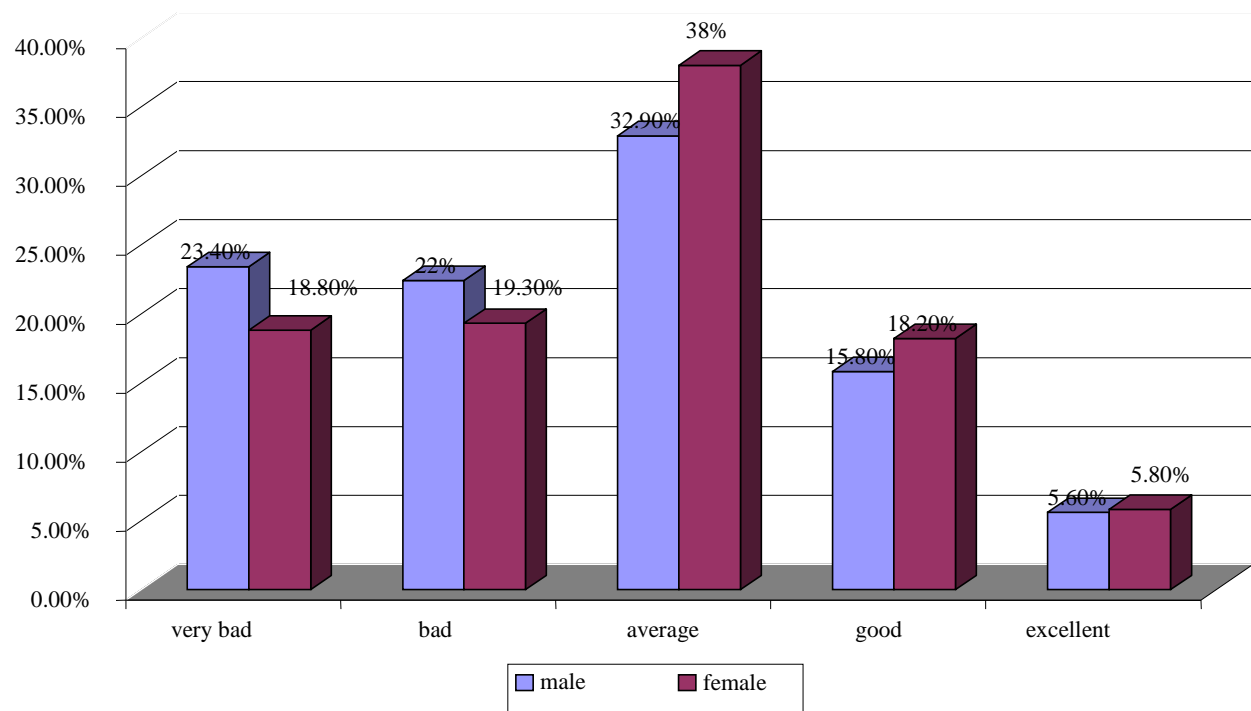
In the evaluations of the “quick response” capacity of the Police there was no real discrepancy between the positions of males and females, although in this respect males again appear to be more criticizing towards the Police.

Chart 71. Evaluation of the “quick response” characteristic of the Police (across the genders).



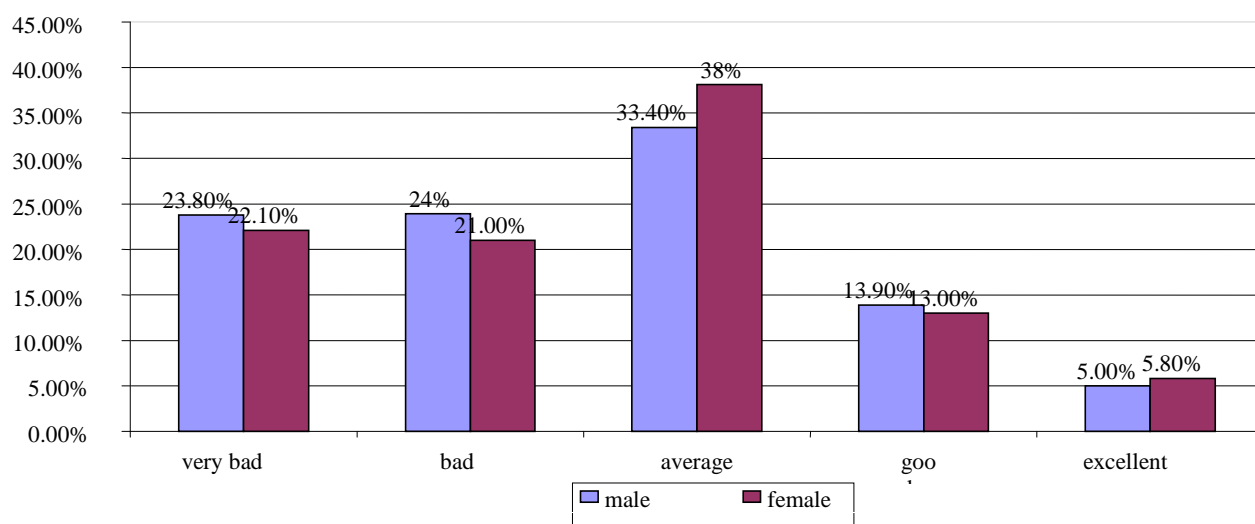
Politeness of the Police was positively evaluated by around 20% of both males and females, but males still seem to give lower evaluations than females.

Chart 72. Evaluation of the “politeness” characteristic of the Police (across the genders).



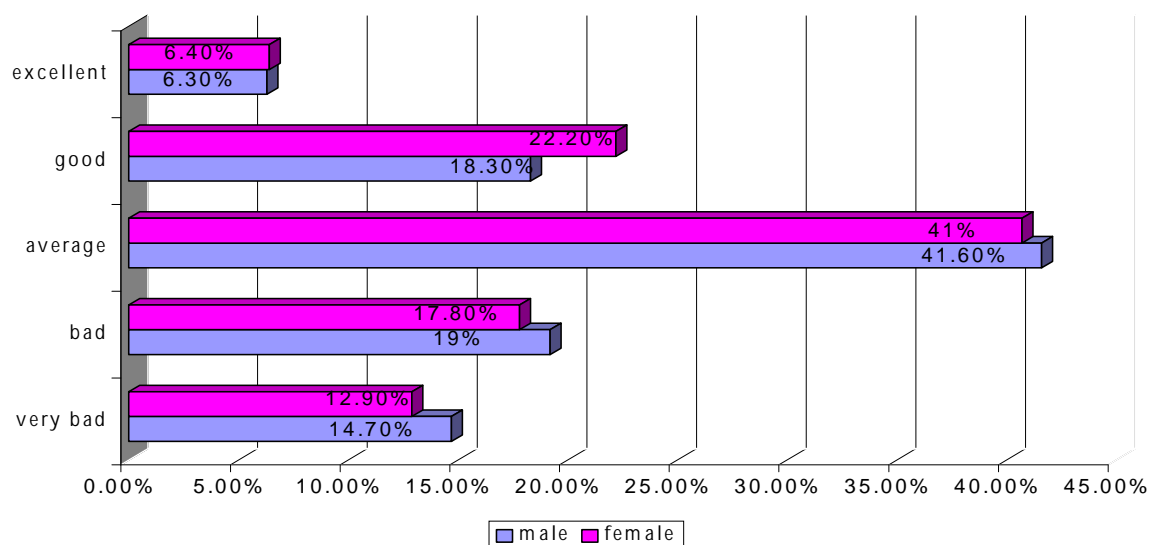
Integrity of the Police both genders evaluated almost equally – 43.1% of the respondent females and 47.8% of males picked either “bad” or “very bad” choices. Only 18.8% of females had favourable opinion about Police integrity.

Chart 73. Evaluation of Police integrity (across the genders).



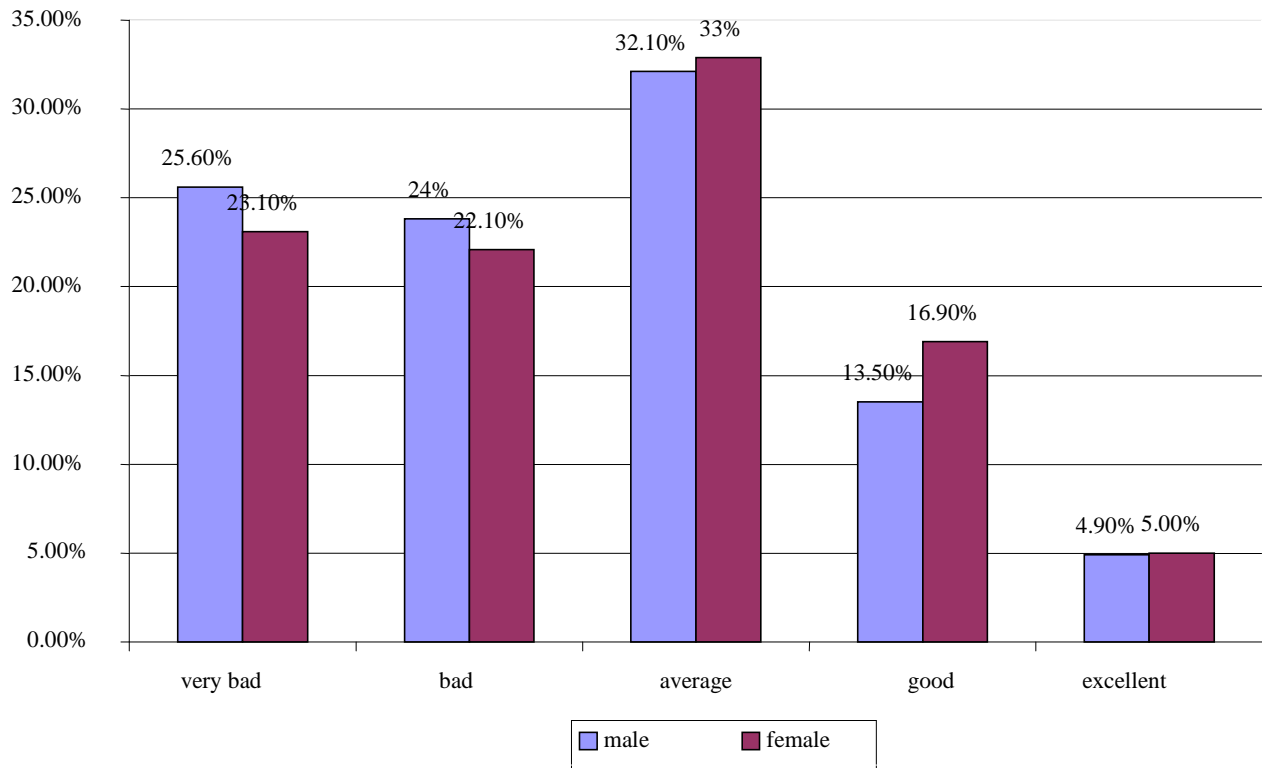
With respect of problem solving capacity of the Police the picture is the same, i.e. both genders had the same approach – 24.3% of males and 26.6% of females expressed a positive attitude.

Chart 74. Evaluation of the “problem solving” characteristic of the Police (across the genders).



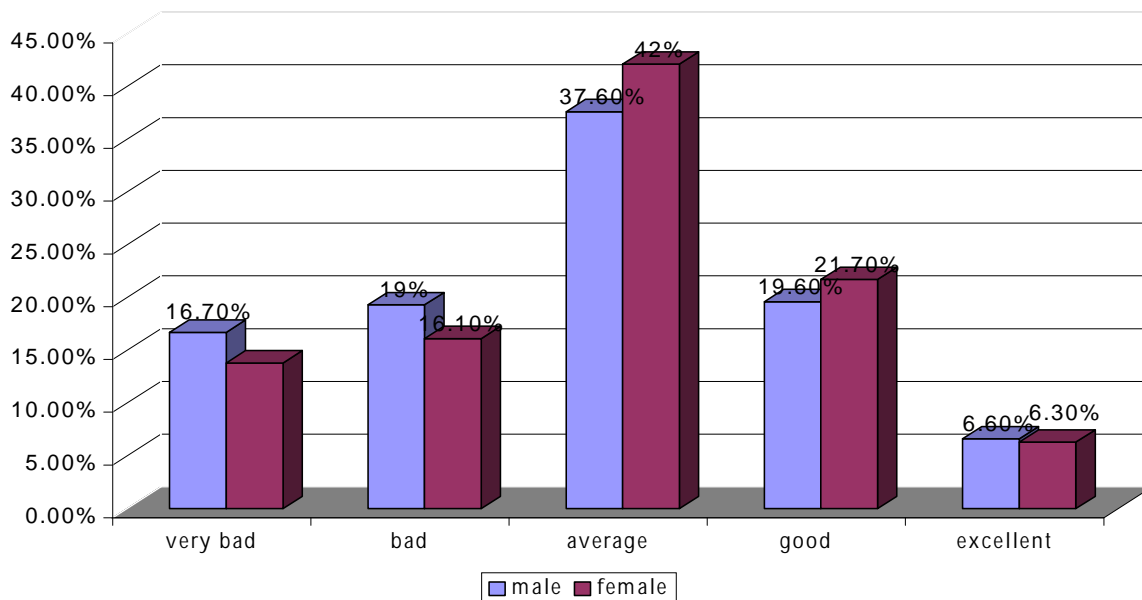
While evaluating the transparency of the Police work, 49.6% of the males and 45.2% of the females showed a very critical approach, but between the genders the difference was not very big.

Chart 75. The transparency of the Police work (across the genders).



Compared with females, a larger number of males rated the Police work efficiency as “bad” or “very bad”.

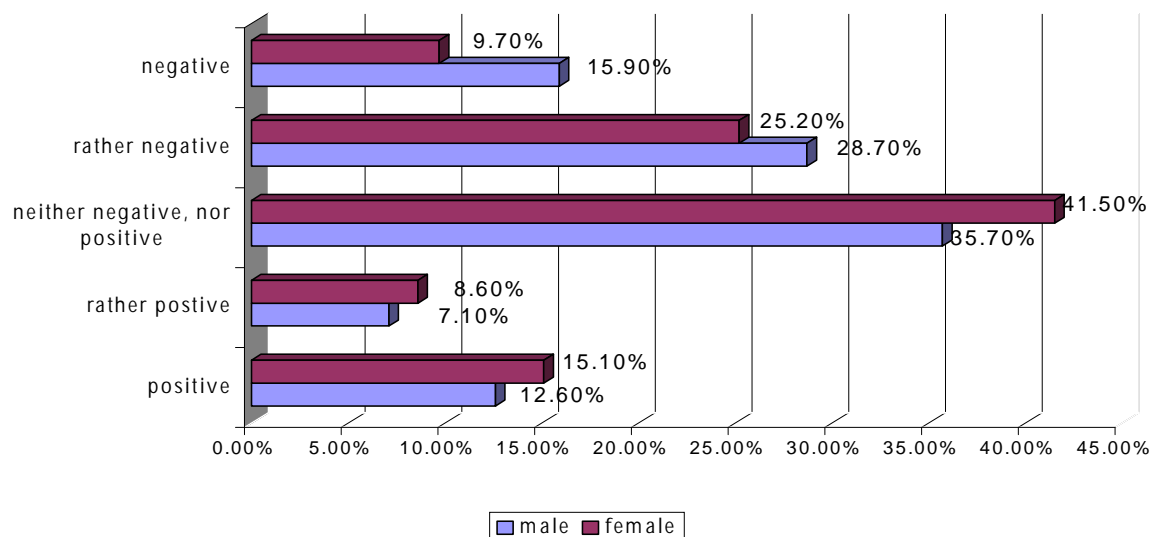
Chart 76. Evaluation of the Police work efficiency (across the genders).



Data on the Police Image Perception (across the genders)

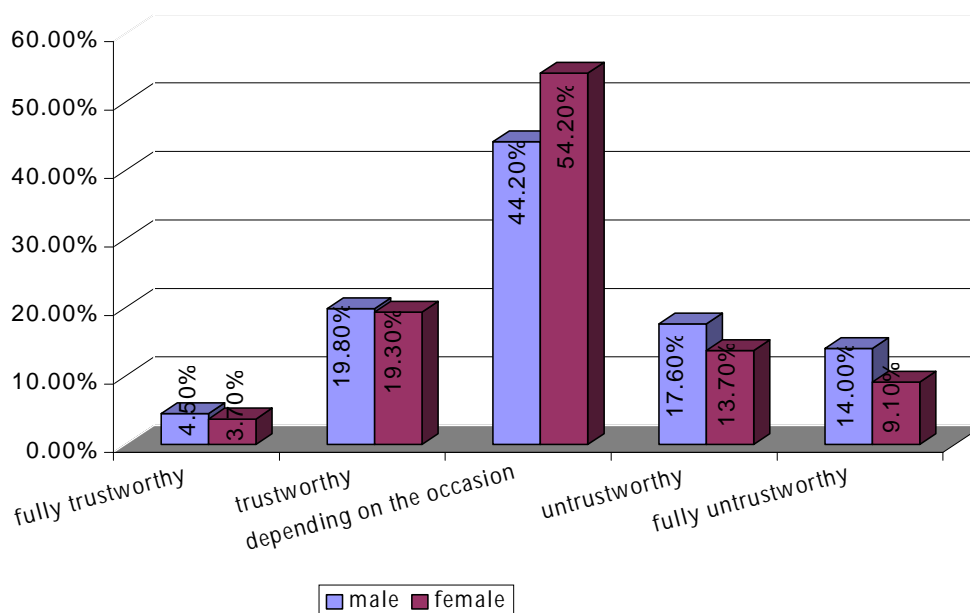
The results of the marz public opinion poll revealed that males are more negatively disposed towards the Police than females.

Chart 77. Personal attitude towards the Police (across the genders).



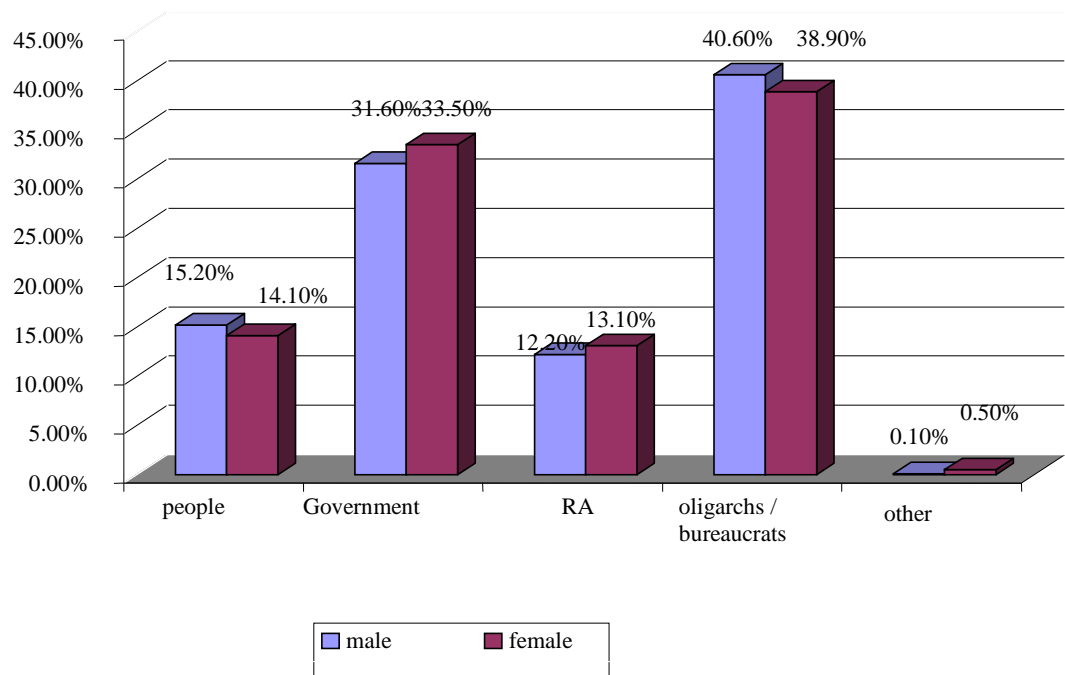
A bigger proportion of males (31.6%), as opposed to females, thinks that the Police are untrustworthy.

Chart 78. Evaluation of trust in the Police (across the genders).



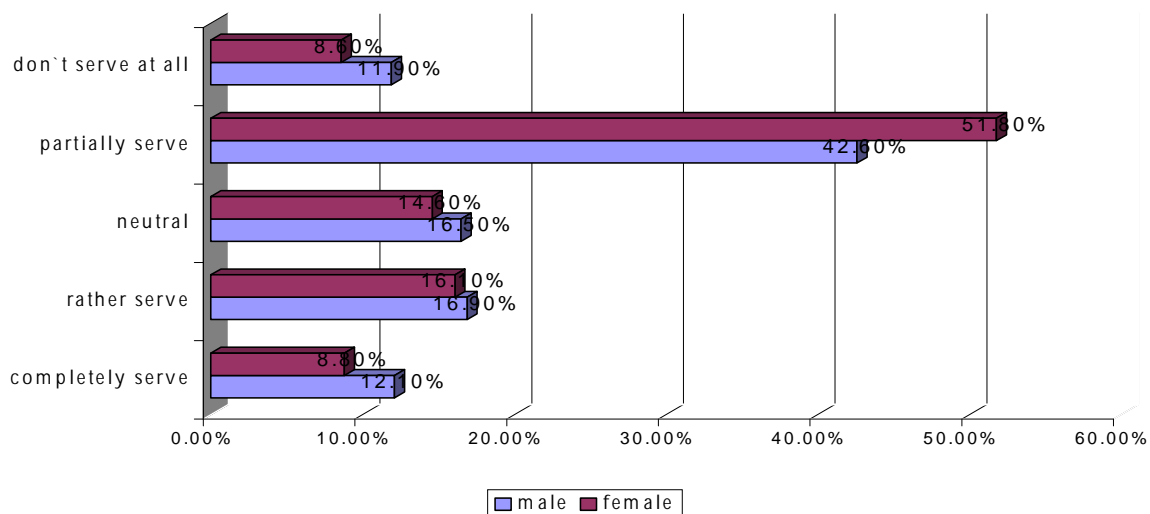
Referring to the question “In your opinion whom do the Police actually serve?”, the males’ and females’ responses distributed in almost equal proportions.

Chart 79. Whom do the Police actually serve? (across the genders)



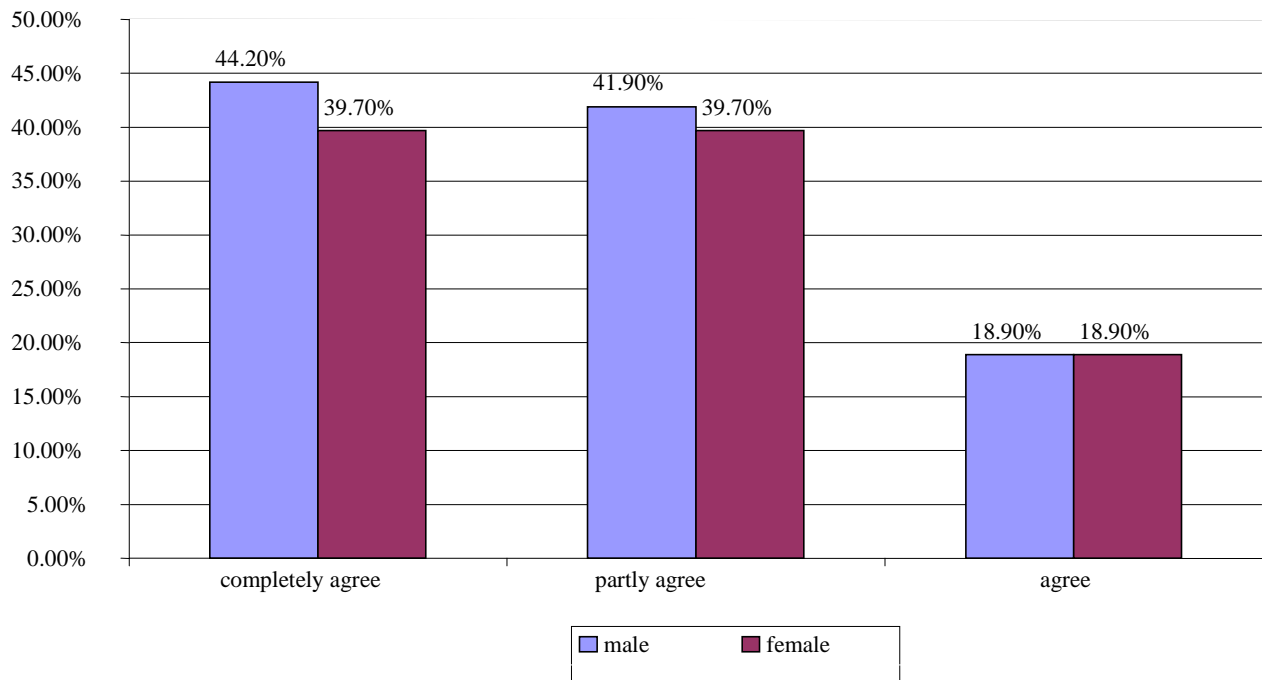
Interestingly, in Yerevan as well as in marzes of Armenia females are more disapproving of how the Police serve the laws and people. 60.4% of females have an opinion that the Police either do not serve the laws or serve partly, while from among the male respondents that option was picked by 54.5%.

Chart 80. To what extent do the Police serve the Laws and People (across the genders)



The question “To what extent do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money?” was again responded positively by the majority of males.

Chart 81. Probability for offenders to avoid punishment (across the genders).



The opinion poll outcomes show that among the respondents who assessed the treatment of victims/witnesses and offenders by the Police as “bad” or “very bad” the majority again was males.

Chart 82. Treatment of victims/witnesses (across the genders)

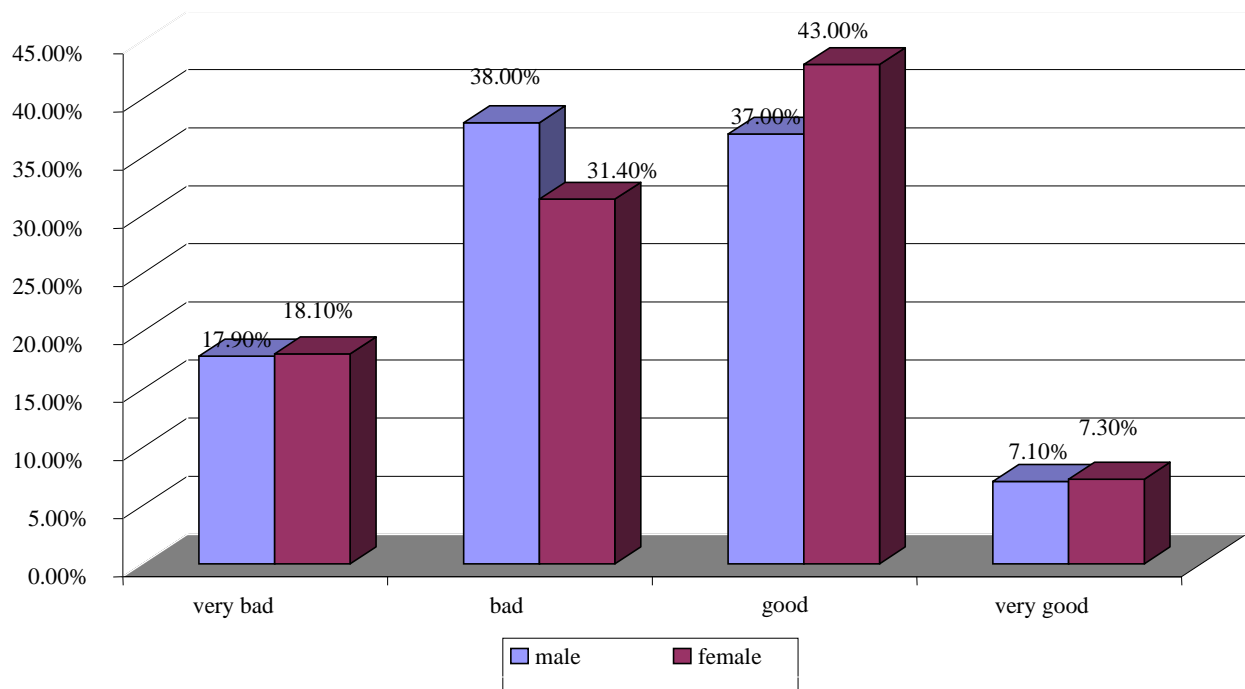
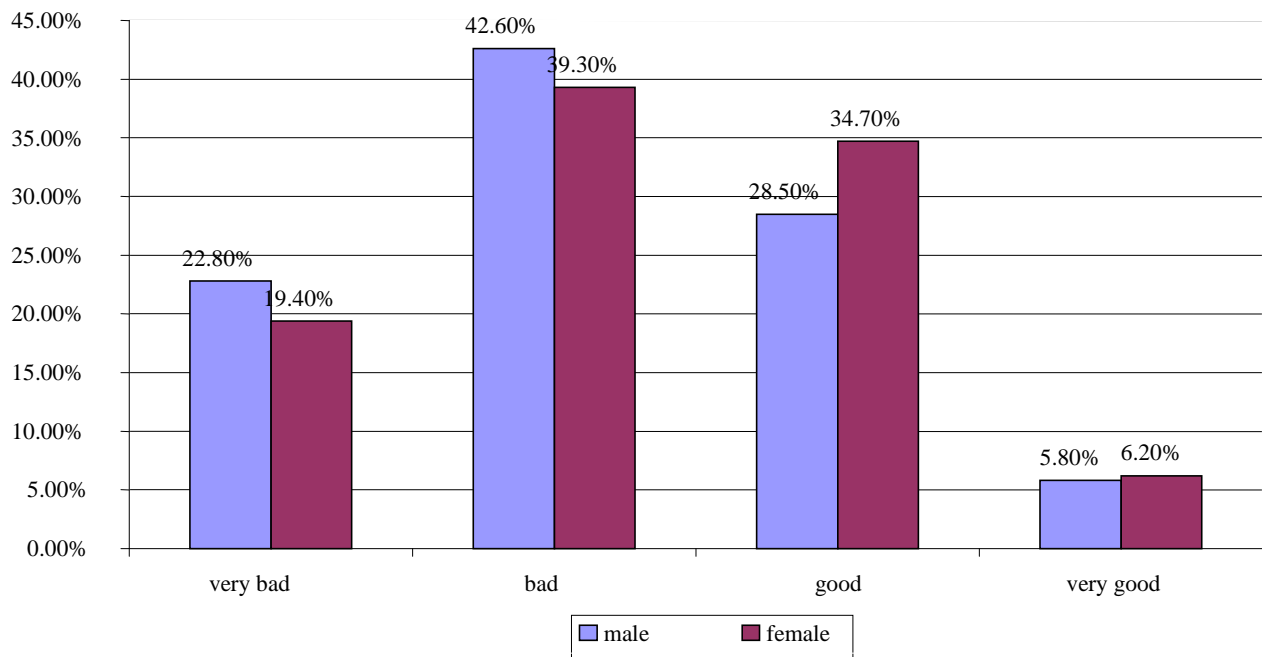
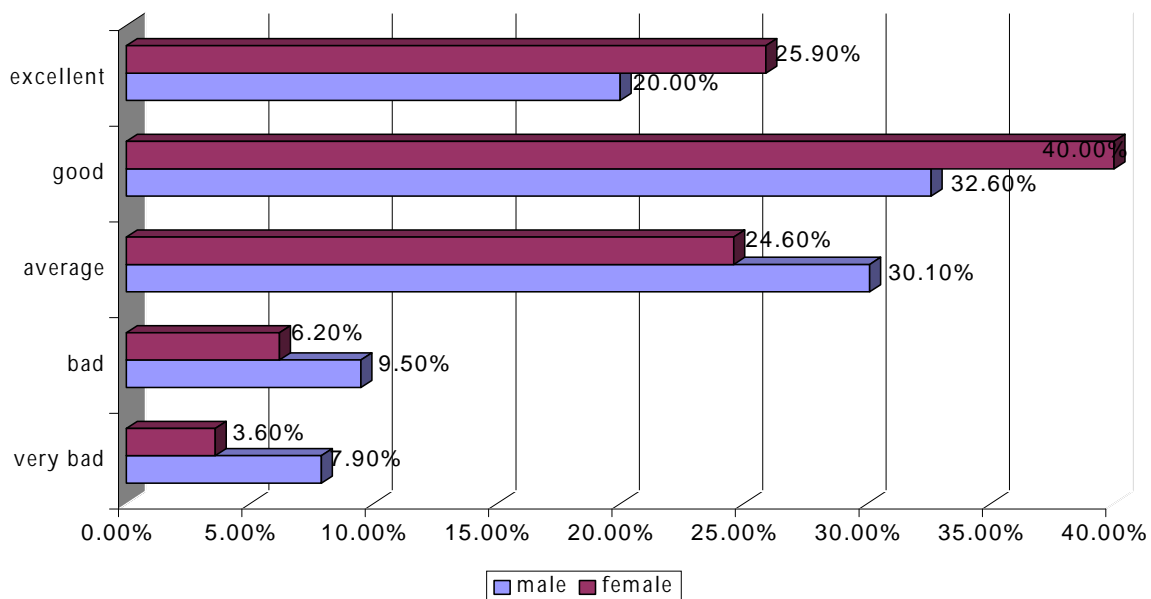


Chart 83. Treatment of offenders by the Police (across the genders)



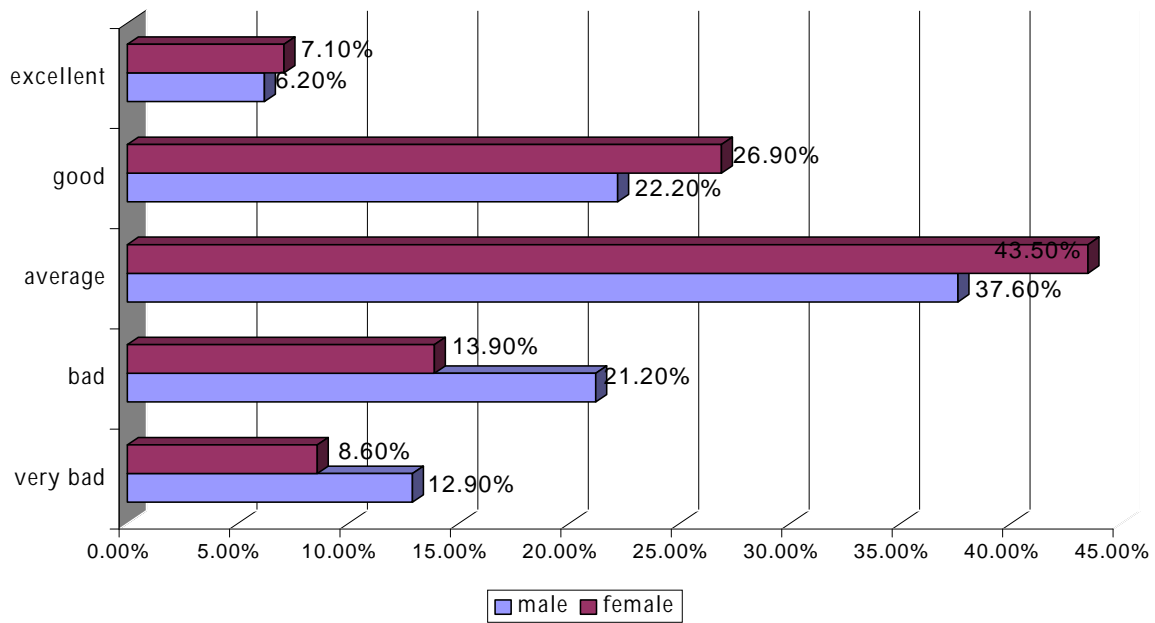
As it was expected, males' estimation of traffic police was lower than that of females.

Chart 84. Evaluation of traffic police (across the genders).



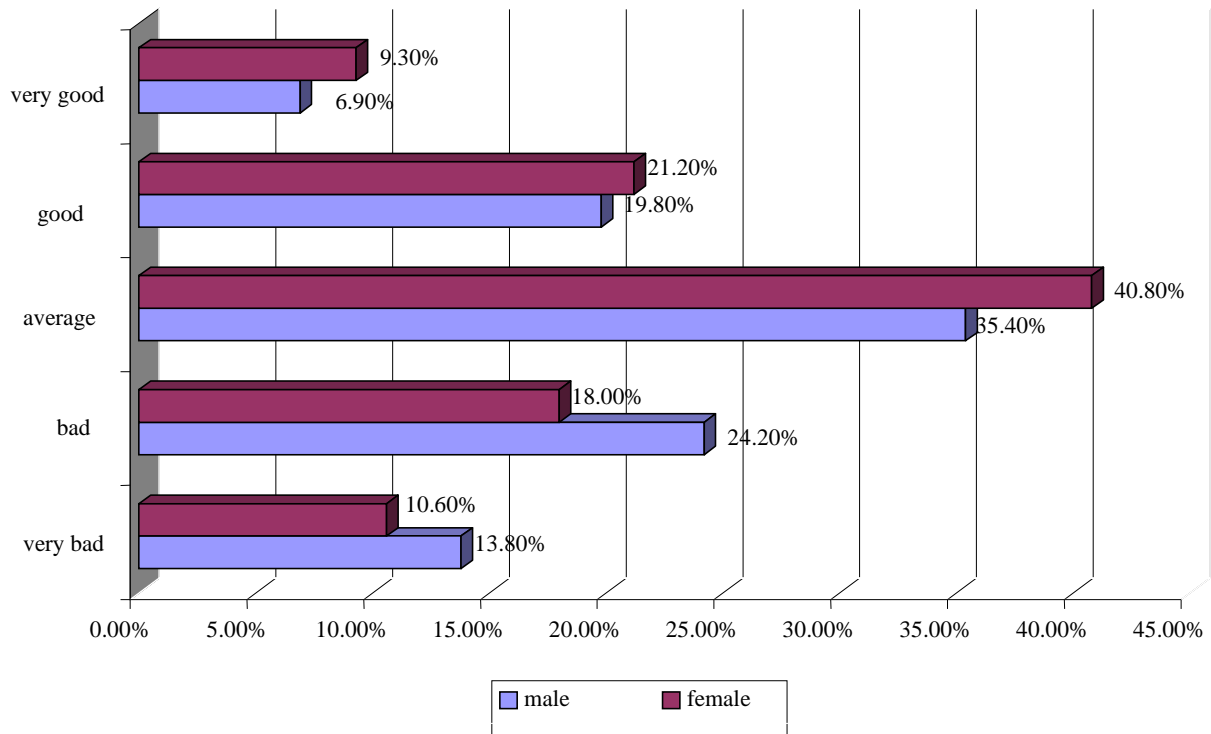
The same picture came up with respect to evaluations of the Police service of property protection.

Chart 85. Evaluation of the Police service of personal property protection (across the genders).



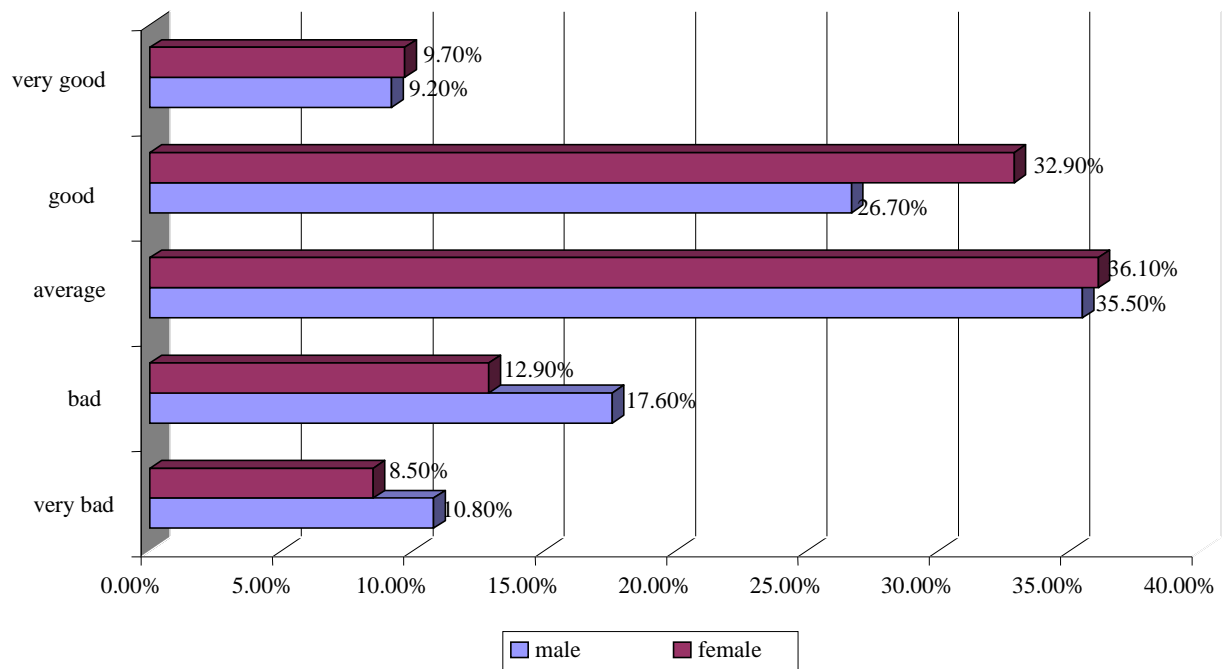
Life protection service of the Police was again negatively evaluated by males.

Chart 86. Evaluation of life protection service (across the genders).



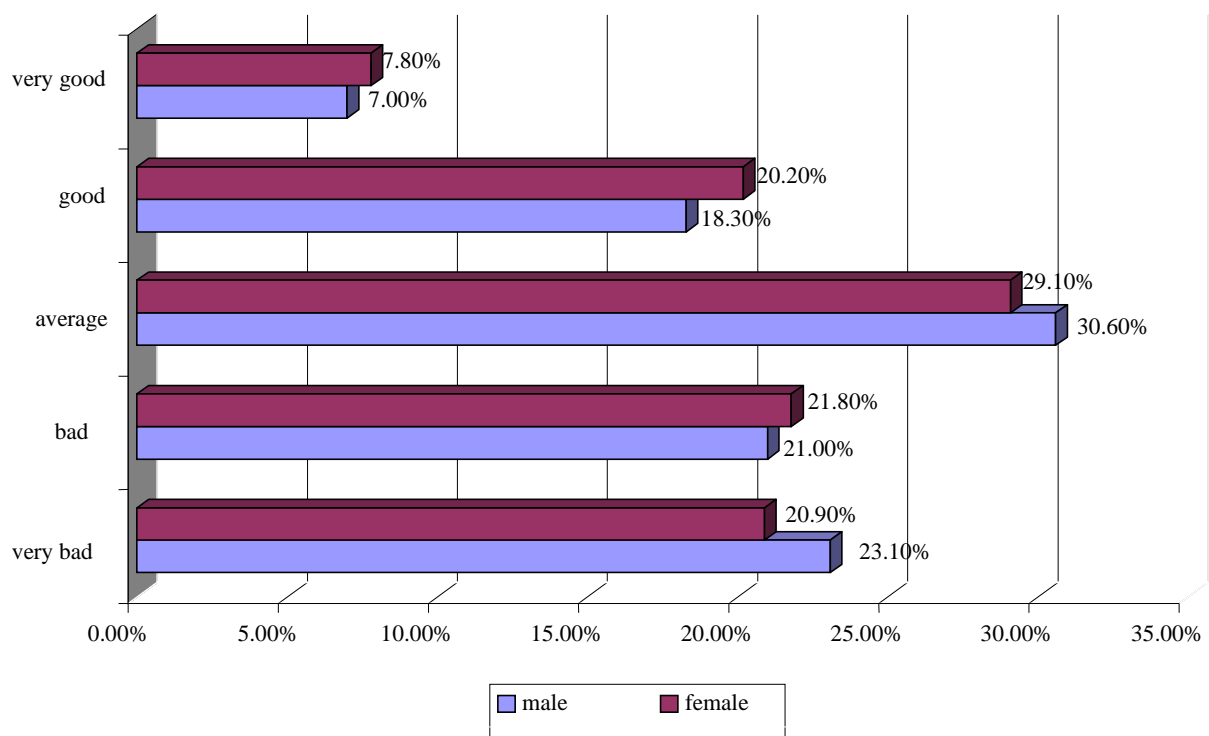
In terms of evaluation of public order management service males are again more pessimistic than females.

Chart 87. Evaluation of the Police service of public order management (across the genders).



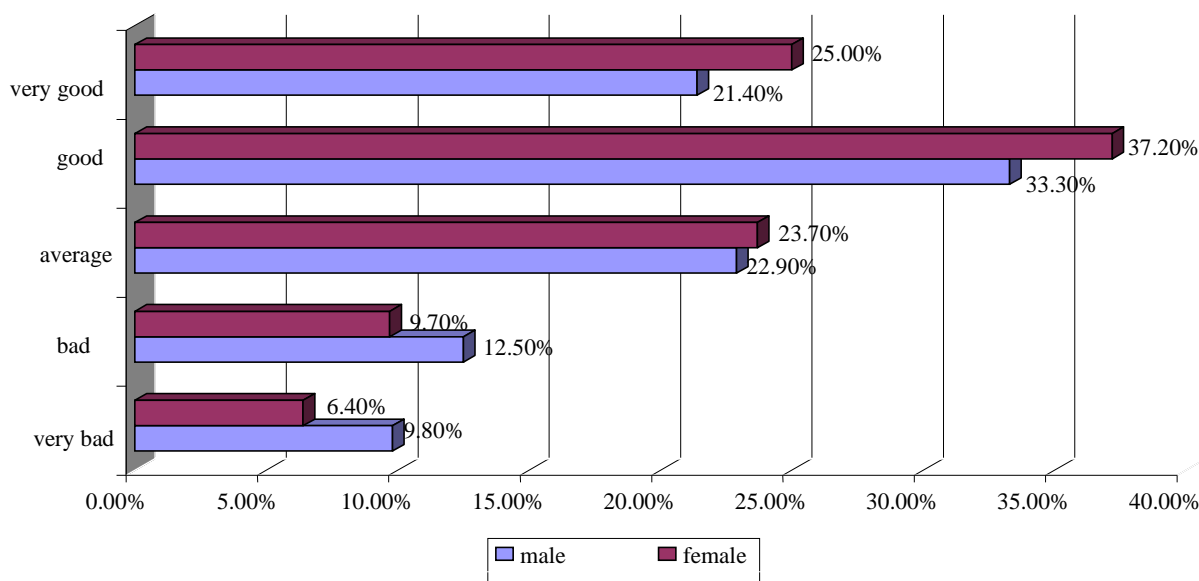
In the evaluations of neighbourhood inspectors' service of the Police there was no drastic difference between males and females. The mentioned service was evaluated "bad" or "very bad" by 44.1% of males and 42.7% of females.

Chart 88. Evaluation of the Police service of neighbourhood inspectors (across the genders).



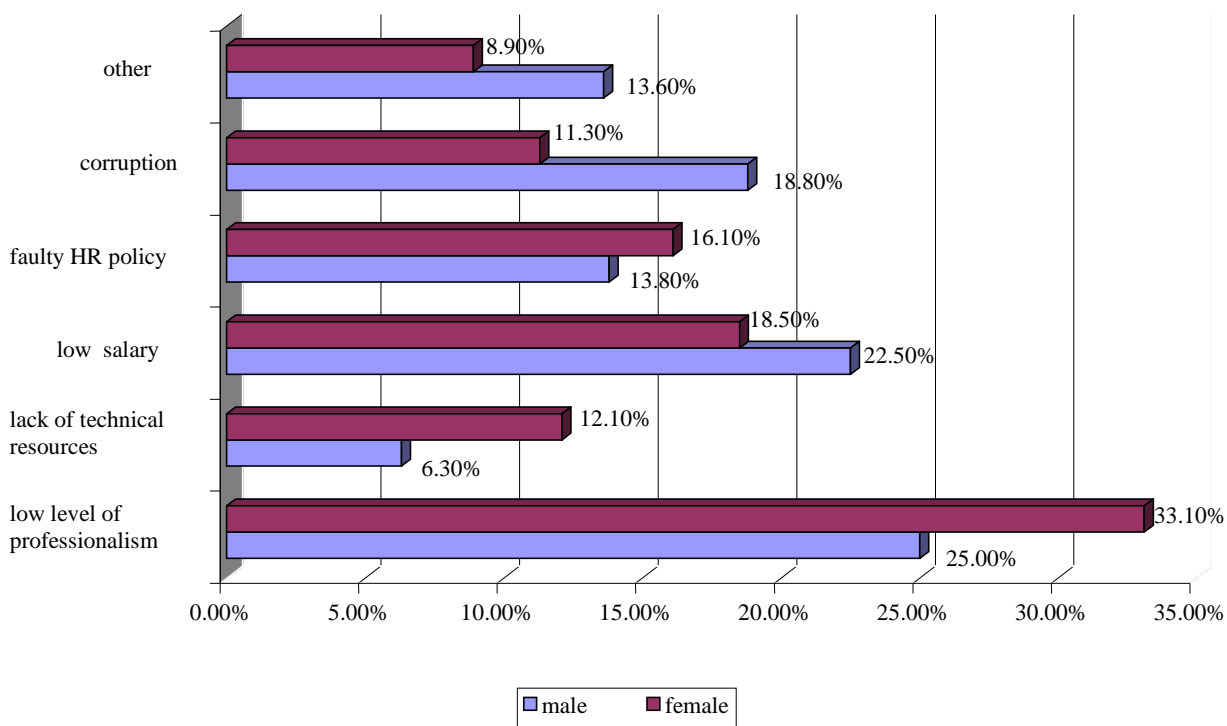
Passport, visa and registration service of the Police satisfy 51.7% of males and 62.2% of females. However, in terms of “bad” or “very bad” marks assigned to this service respondent males were again in majority.

Chart 89. Evaluation of passport, visa and registration service of the Police (across the genders).



Discussion of reasons for the Police’s shortcomings brought about certain disparity between the genders – females tend to think that the primary reason for such shortcomings is faulty HR policy, low level of police officers’ professionalism, lack of technical resources, while males’ opinion is that the reasons are low level of officers’ professionalism and, secondly, corruption and low salaries of officers.

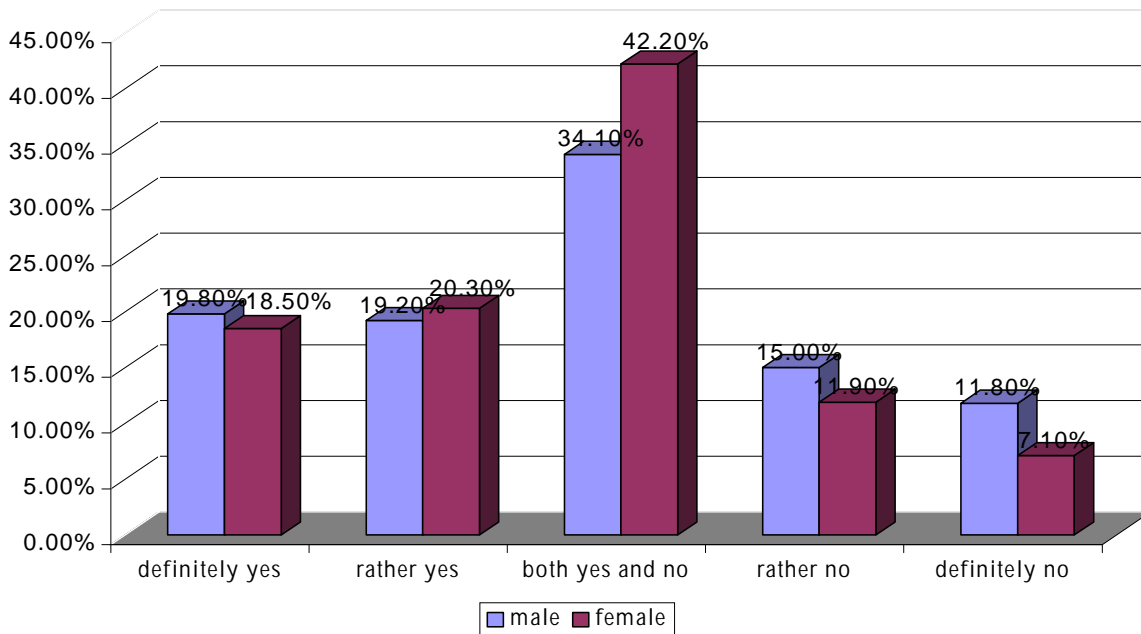
Chart 90. Reasons for shortcomings in the Police (across the genders).



Data on the Police-Public Relations (across the genders)

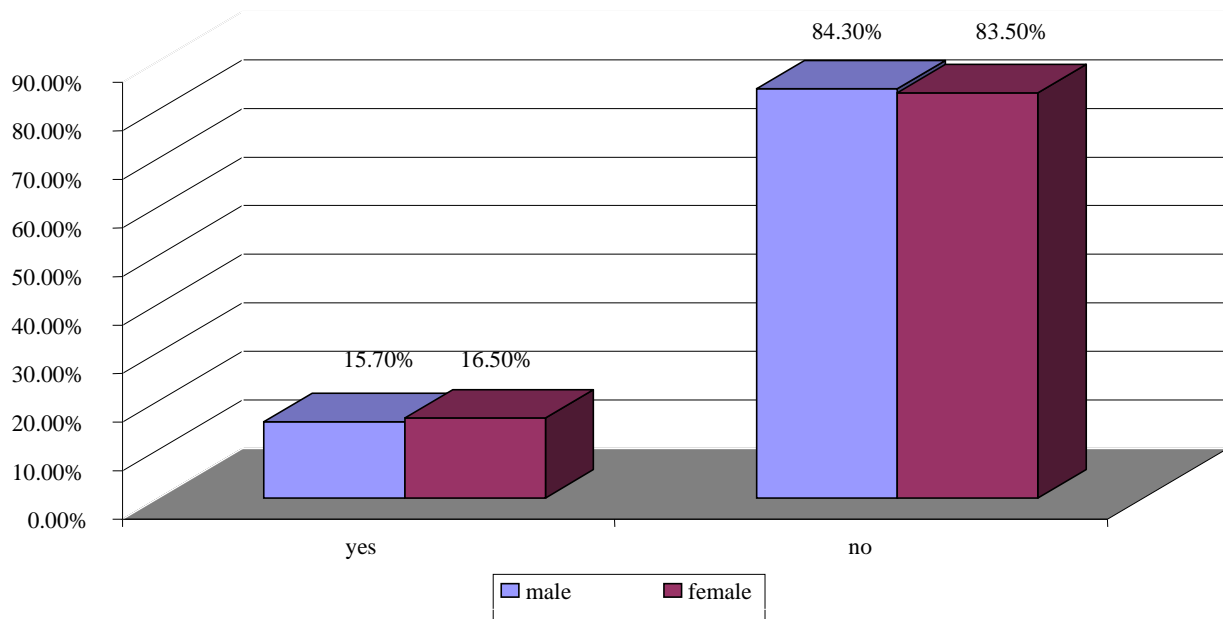
The outcomes of the marz survey show that most of the males think that the Public plays no role in determining the quality of the Police work, but the majority of females are still undecided.

Chart 91. In your opinion, does the Public play a role in the quality of the Police work?



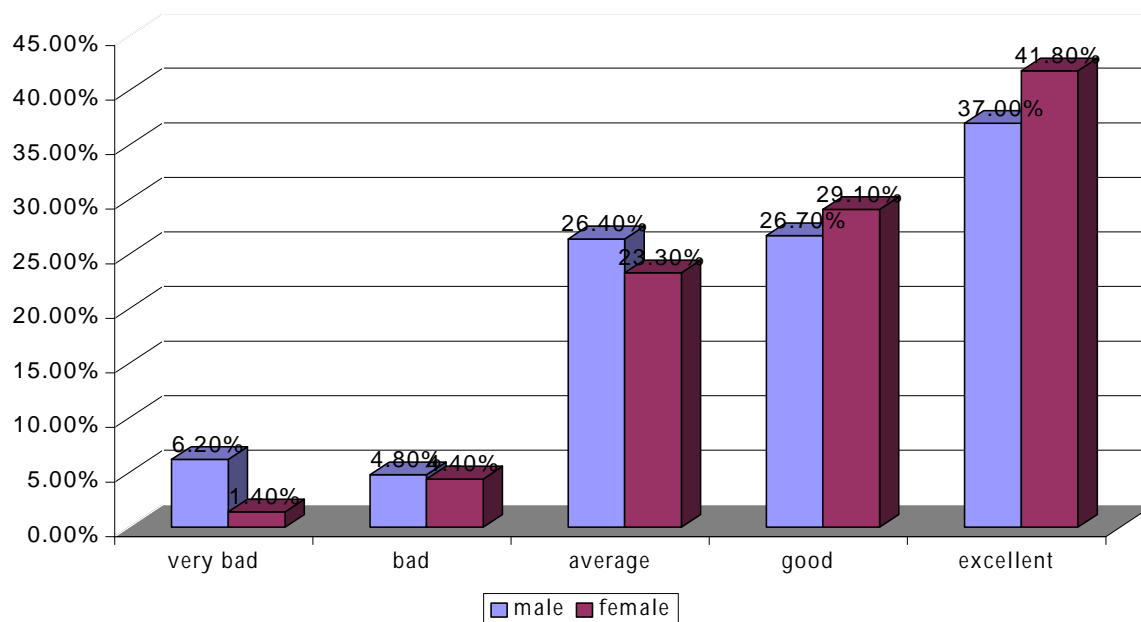
On the other hand, around 37% of both males and females are optimistic about the capacity of the Public to increase its role of influencing the quality of Police work. Nevertheless, when it comes to personal collaboration with the Police in the marzes as well as in Yerevan the same proportions of males and females refuse to do it.

Chart 92. Would you personally collaborate with the Police?



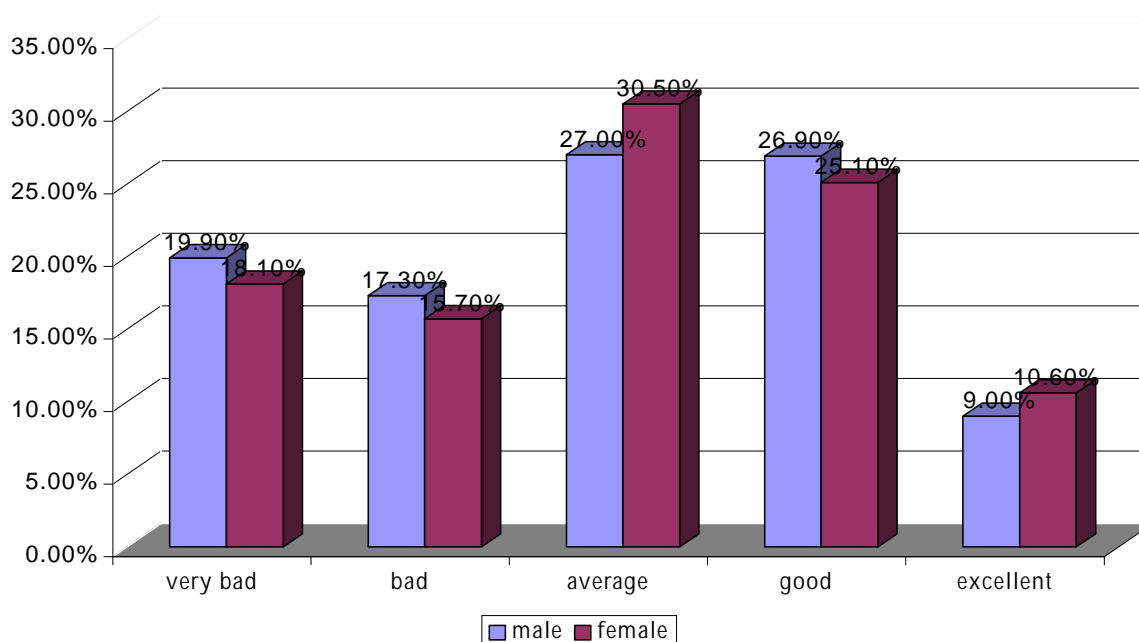
The survey findings demonstrate that females have a higher opinion than males about the quality of the information broadcast via TV.

Chart 93. Evaluation of the information spread via TV (across the genders).



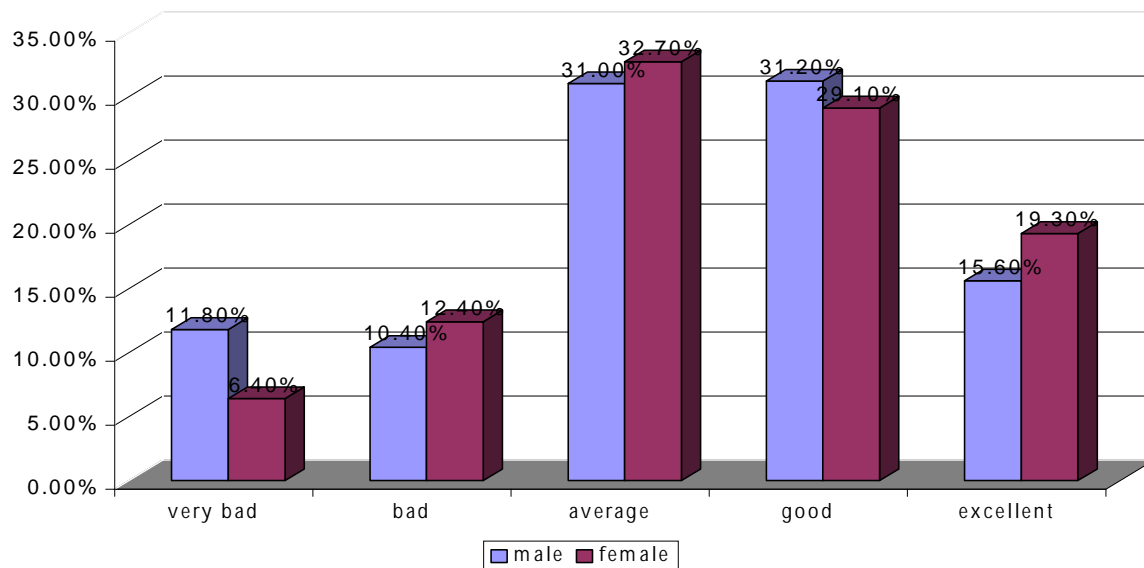
The same approach holds true for the information spread via radio.

Chart 94. Evaluation of the information spread via radio (across the genders).



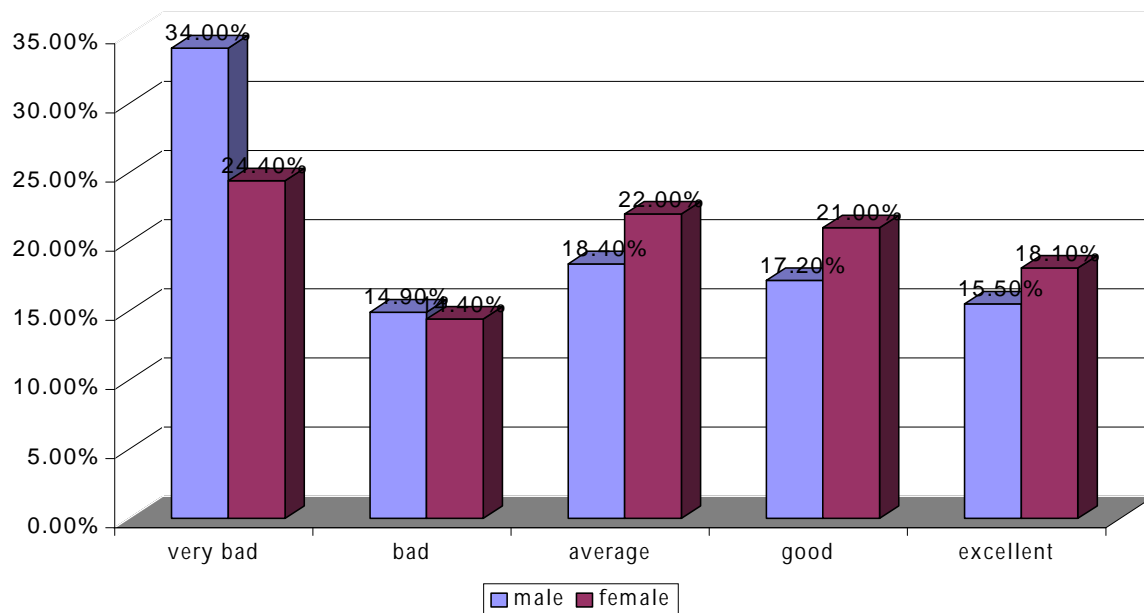
Interestingly, a bigger share of male, rather than female respondents (32.2%) evaluated the information circulated through newspapers as “bad” or “very bad”.

Chart 95. Evaluation of the information spread via newspapers (across the genders).



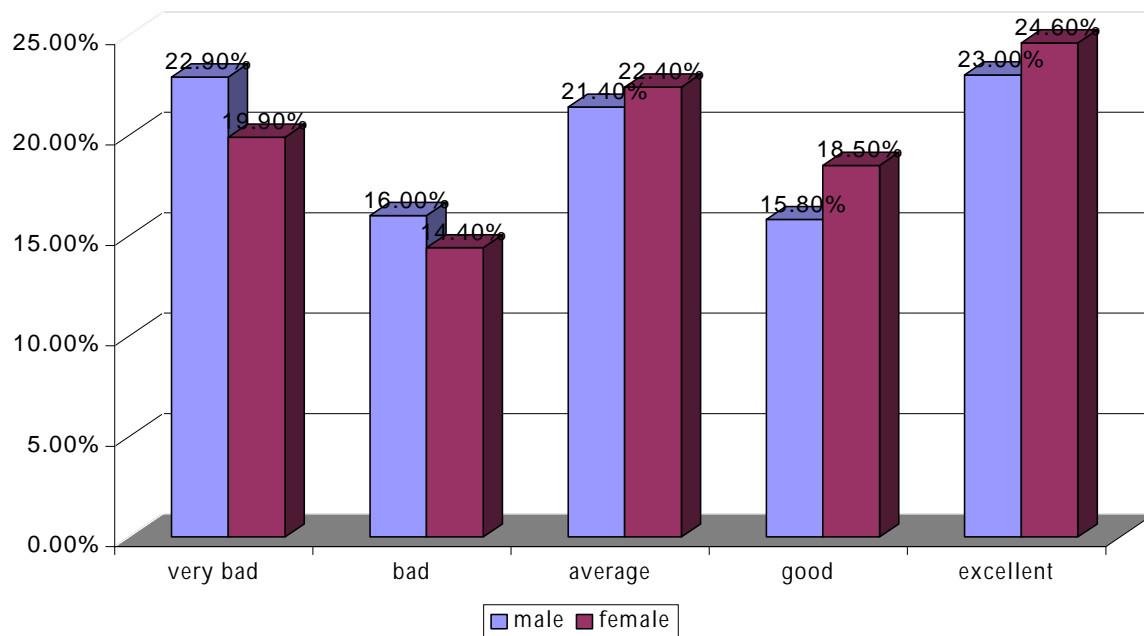
When rating the Internet as a source of information, the females were again more optimistic.

Chart 96. Evaluation of the information spread via the Internet (across the genders).



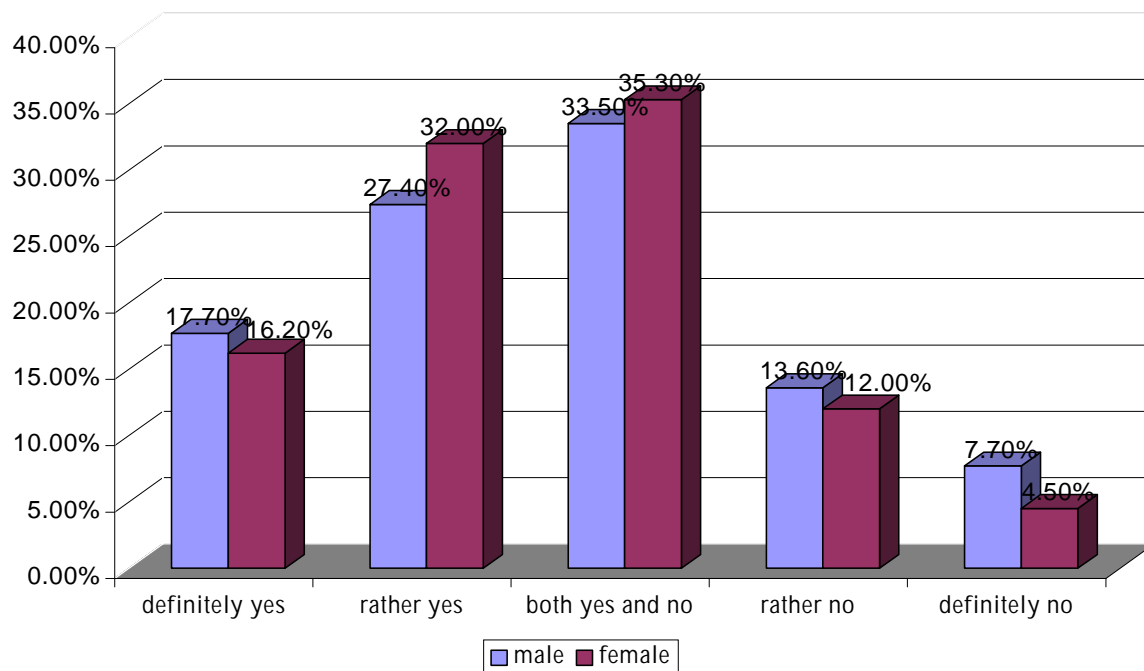
Both genders have nearly the same attitude towards the information they receive through rumours, but females value it somewhat higher.

Chart 97. Evaluation of information received via rumours (across the genders).



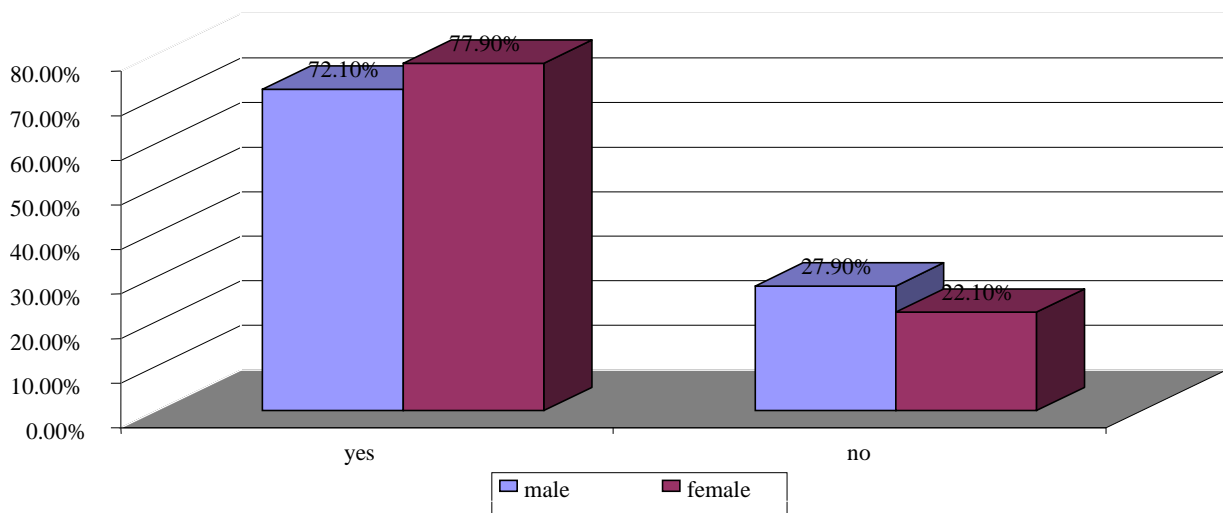
In reference to the issue of whether the media play a role in facilitating the Police-Public partnership, males demonstrated more negative attitude, but overall the distribution of responses was consistent.

Chart 98. Do the media play a role in building the Public-Police partnership (across the genders)?



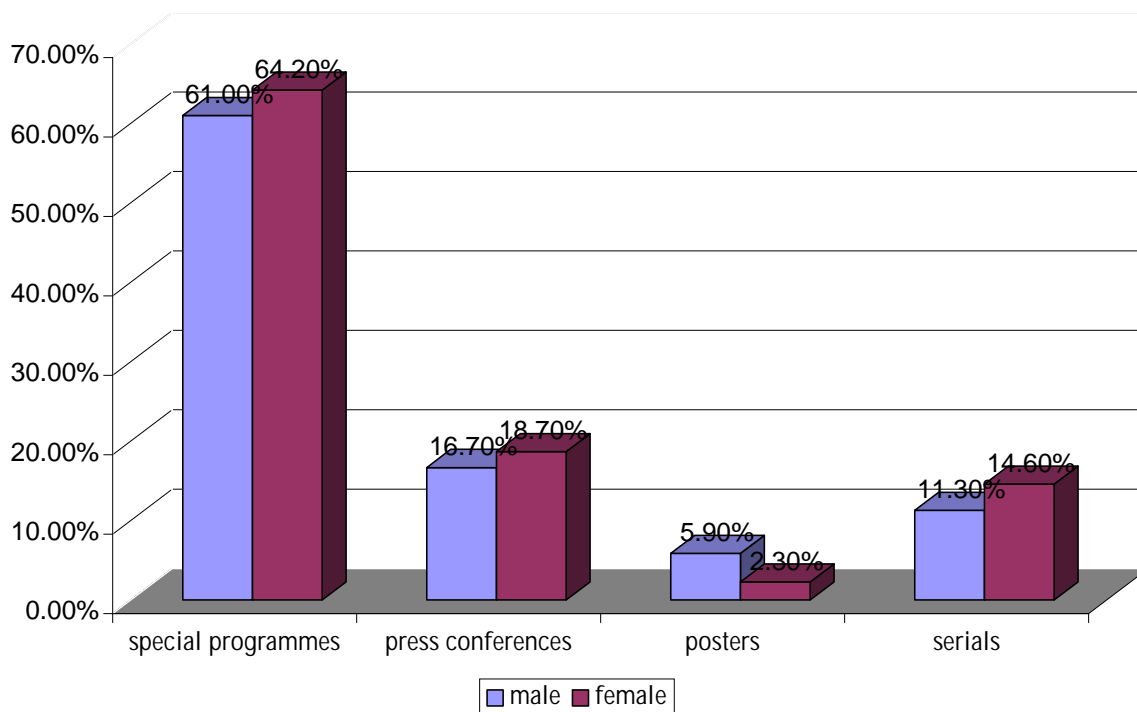
Another aspect where males had more pessimistic attitude was the media's role in facilitating Police-Public relations.

Chart 99. Can the media facilitate the Police-Public partnership (across the genders)?



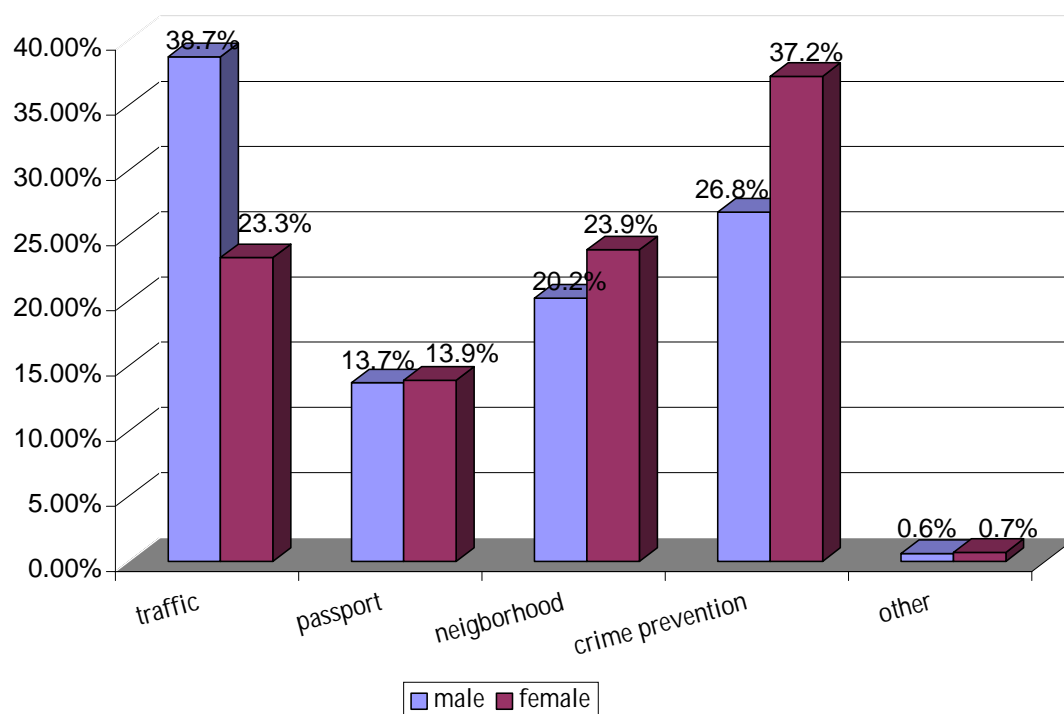
While estimating various options of the media's influence on the Police-Public relations, females' preference were predominantly films, press-conference, and special programmes.

Chart 100. How can the media facilitate the Police-Public partnership (across the genders)?



Responding the question on what were the areas of police work that require urgent changes, a bigger proportion of males versus females pointed the road safety, while the females singled out the crime prevention sphere.

Chart 101. Which areas of Police service require urgent changes (across the genders)?

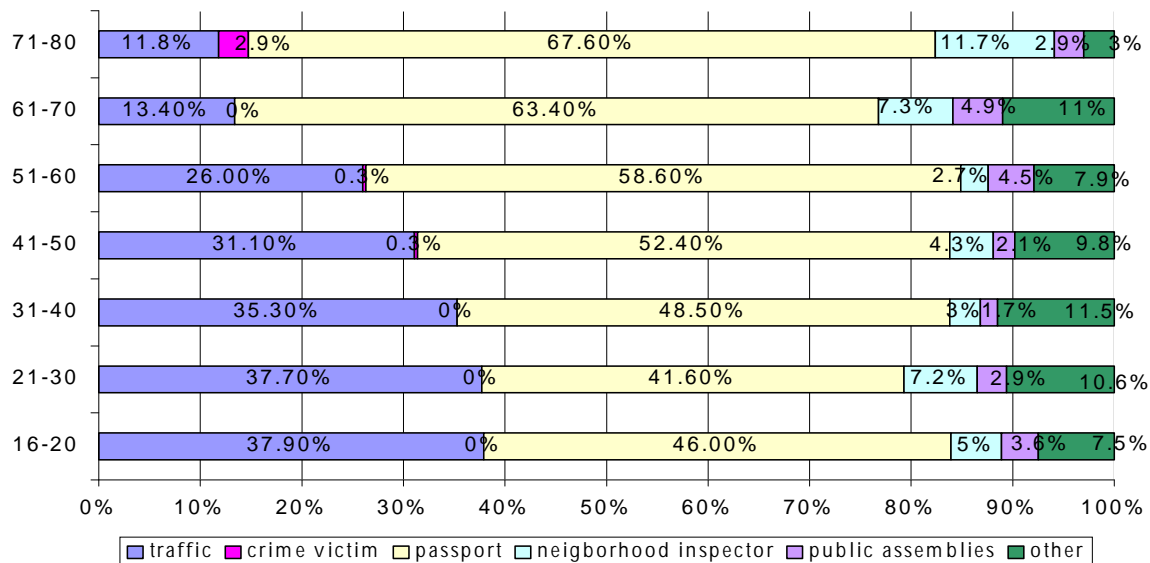


Part 4. Distribution of the Public Opinion Poll Findings Across the Age Groups

Data on the Interactions with the Police (across the age groups)

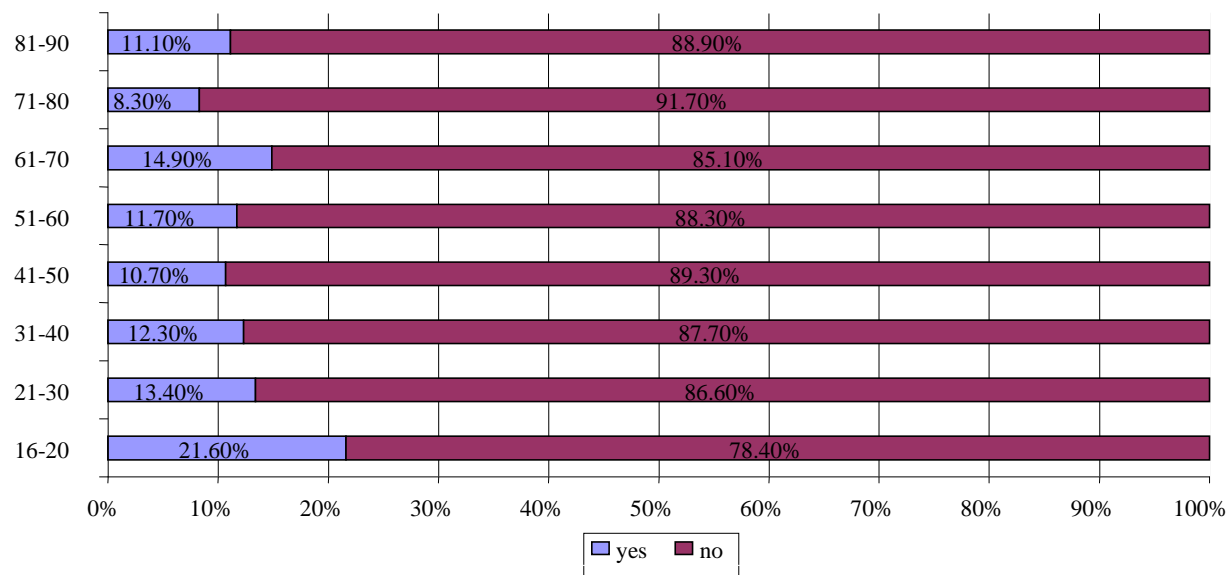
As the findings of the public opinion poll in the marzes of Armenia suggest, the interactions that the representatives of all age groups have had with the Police over the last three years were mainly connected with the passport service, except for the respondents of 16-40 age group, who have had more contacts with the traffic police.

Chart 102. Interactions with the Police (across the age groups)



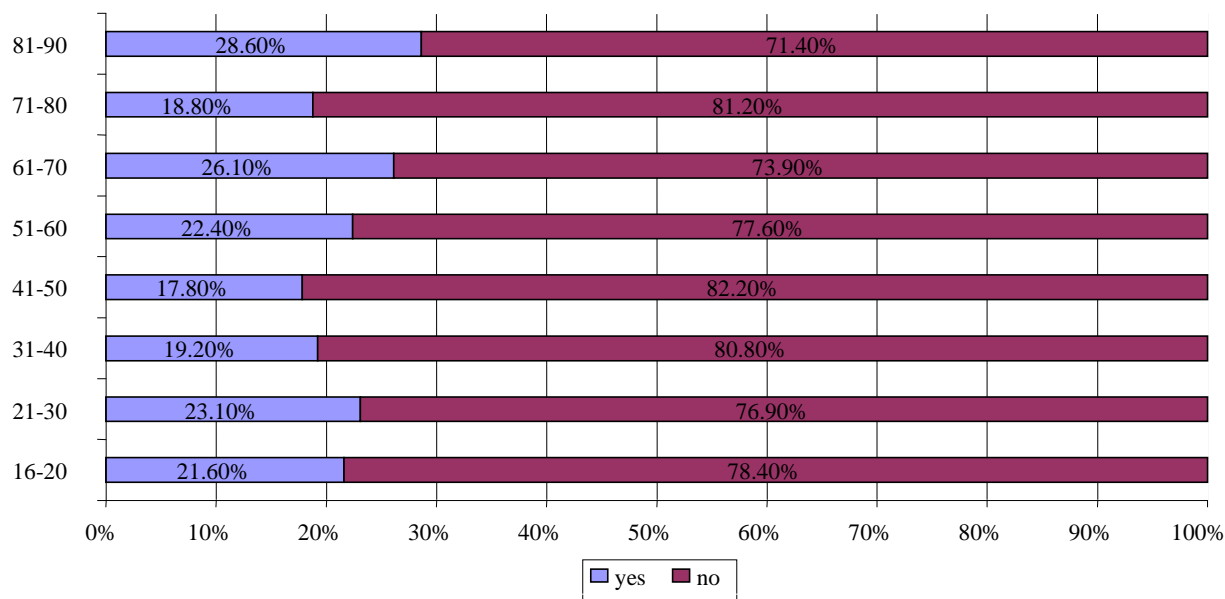
The youth more often become crime victims, since it is the most active part of the population that spends more time in public places and has a higher level of victimization from criminological point of view.

Chart 103. Have you or any of your relatives been a crime victim during the past 10 years? (across the age groups).



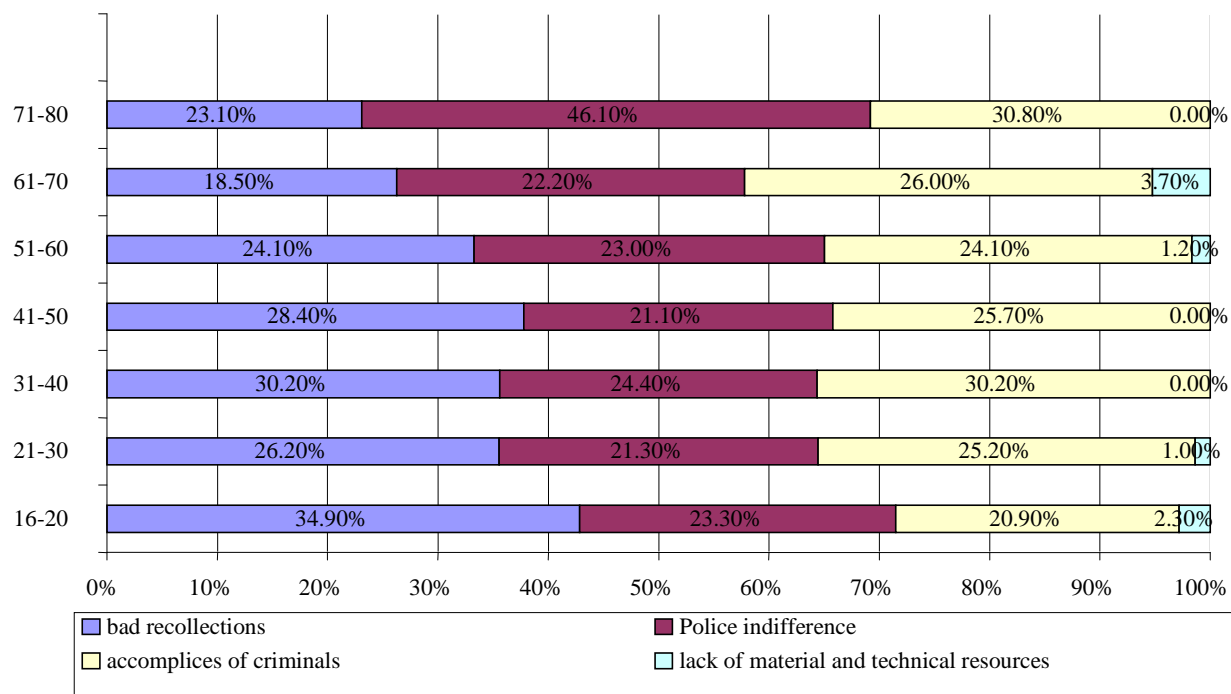
The younger residents are nevertheless the most reluctant in terms of reporting crimes to the law-enforcement agencies.

Chart 104. Reporting to the Police about suffering a crime (across the age groups).



The young respondents who had been crime victims, but hadn't report to the Police explained themselves by negative memories about their past contacts with the Police, while the biggest share of the older age groups – by claiming that the Police are indifferent and accomplice to criminals.

Chart 105. Reasons for not reporting to the Police about suffering a crime (across the age groups)



The interviewees were suggested to respond a question on how often they encounter in their neighbourhood patrol officers on vehicle and foot patrol. It appeared that the representatives of 31-40 age group most frequently notice patrol officers, both by vehicle and on foot.

Chart 106. Frequency of meeting police officers on vehicle patrol (across the age groups).

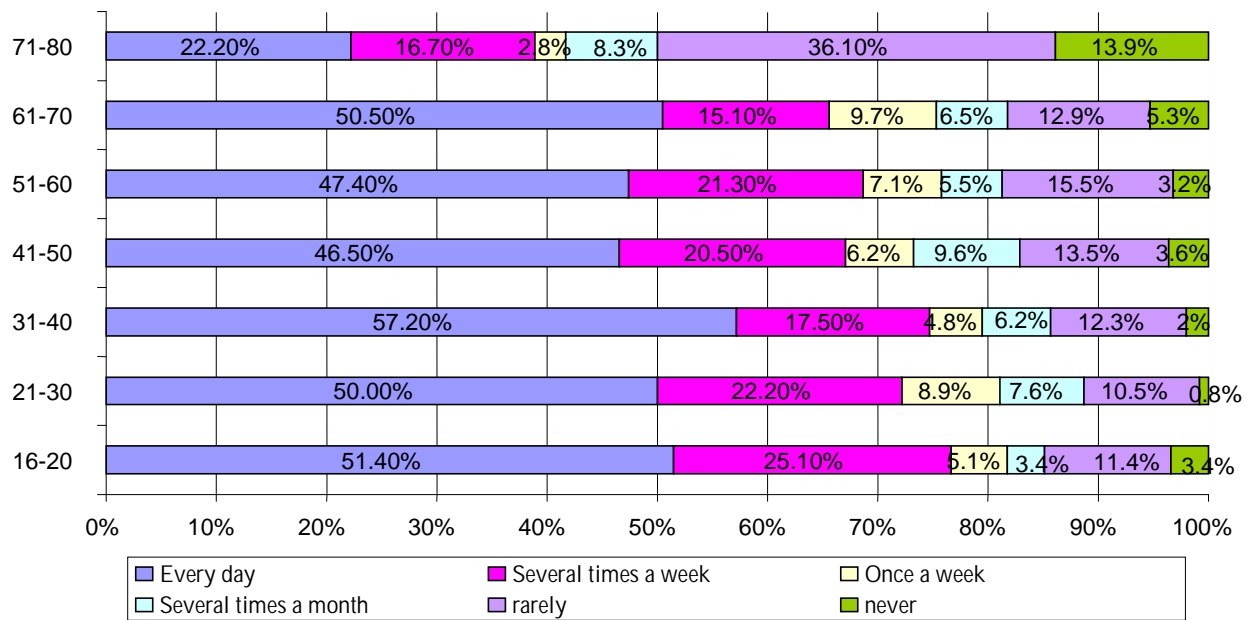
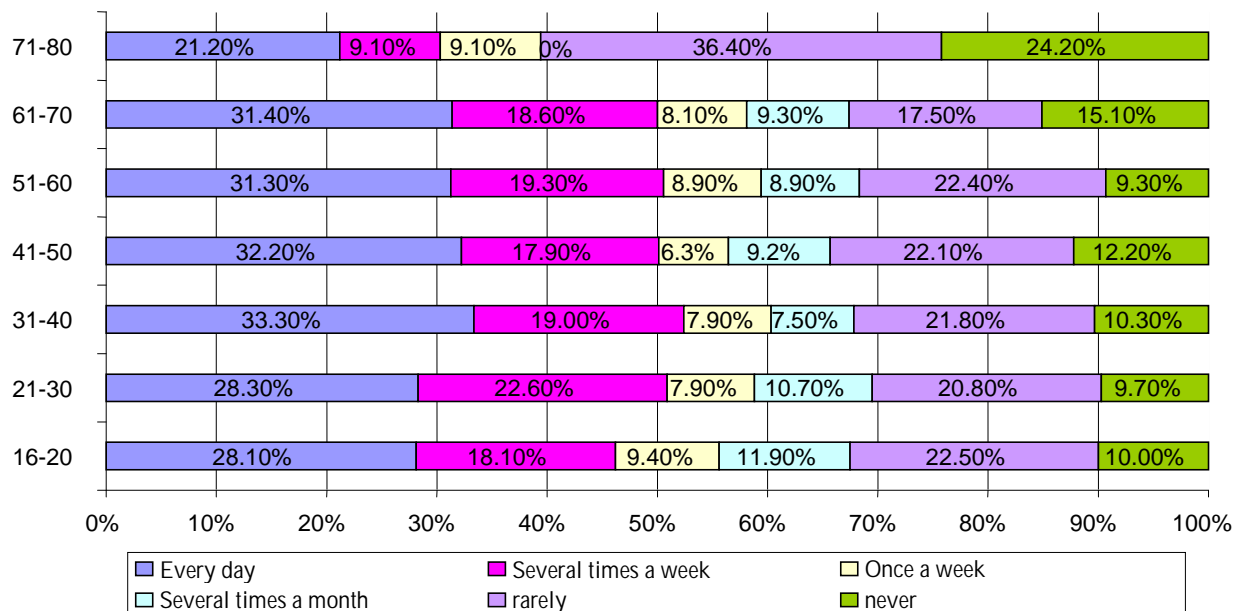
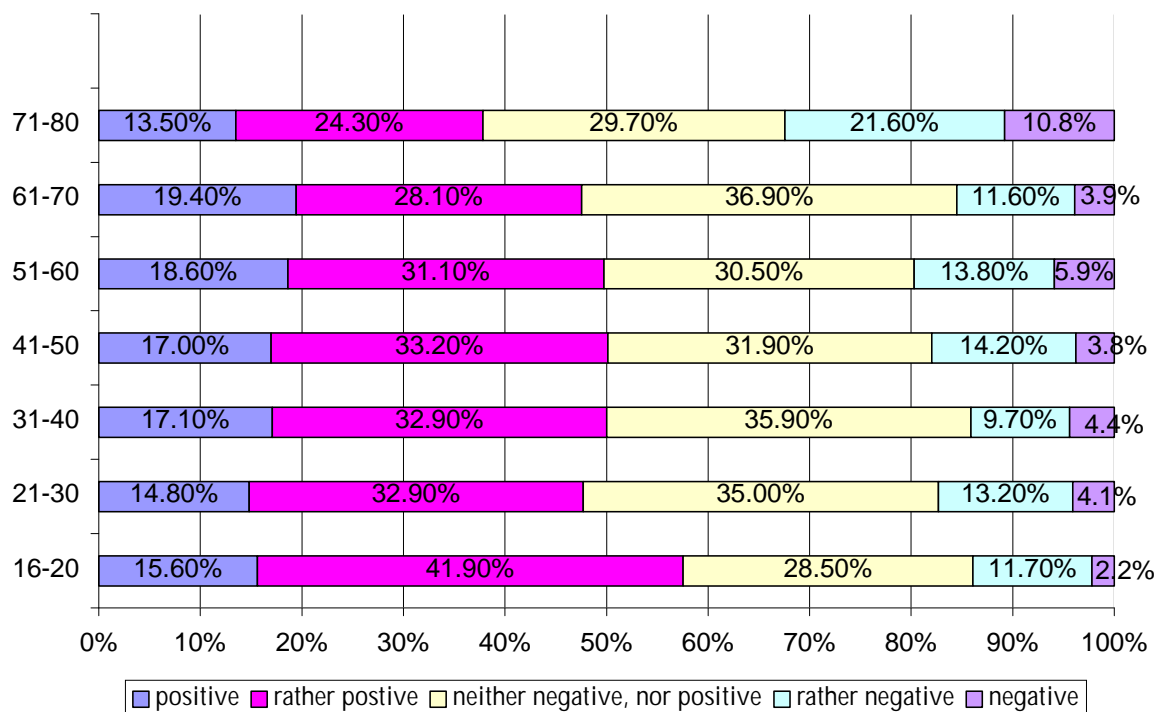


Chart 107. Frequency of meeting police officers on foot patrol (across the age groups).



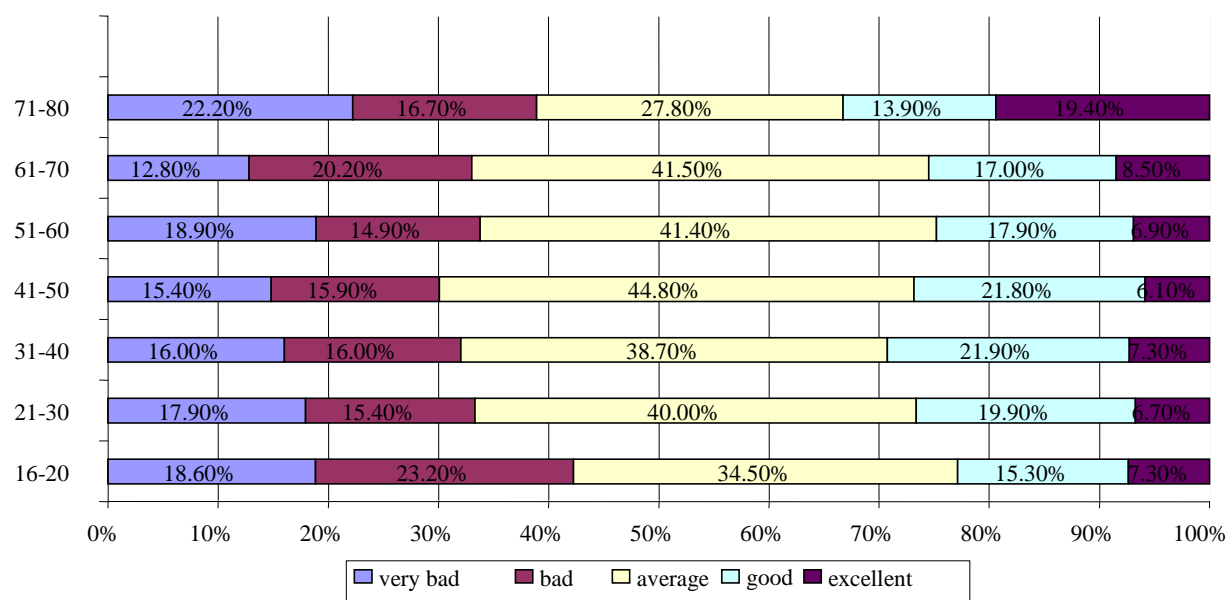
It is worth mentioning that the most criticizing about the Police activities of crime prevention are the representatives of the 71-80 age group.

Chart 108. Evaluation of the crime prevention activities of the Police (across the age groups).



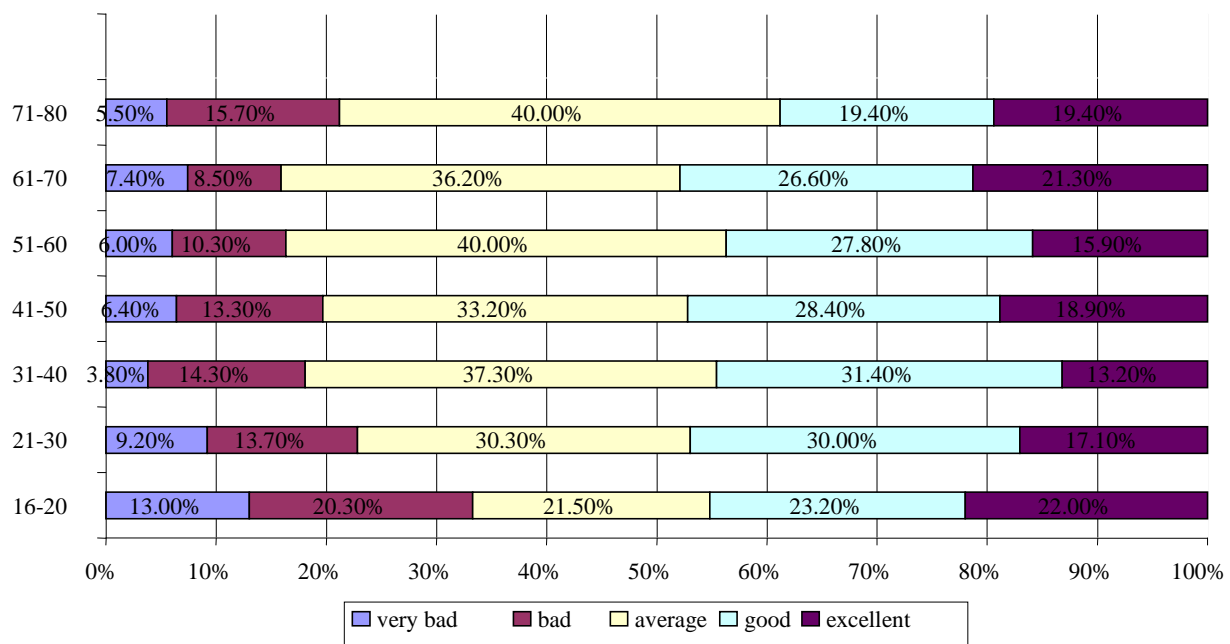
Referring to specific qualities of the Police, it should be noted that the 16-20 and 71-80 age groups representatives (41.8% and 38.9%, respectively) are the most discontent with the Police's characteristic of "equal treatment". There is, however, a high level of polarization in the responses, i.e. 33.3% of the same 71-80 age group representatives have a positive attitude towards the Police impartiality.

Chart 109. Evaluation of the Police's impartiality (across the age groups).



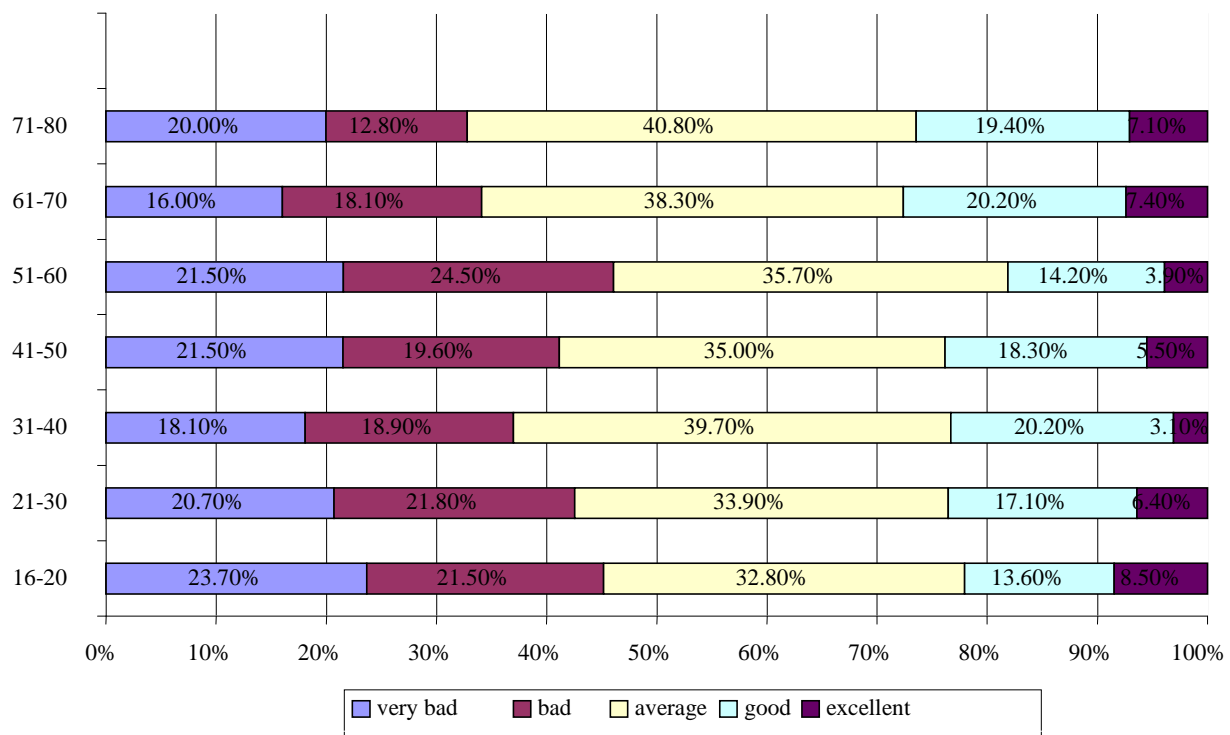
Respondents of the 16-20 age group appear to be the most skeptical about quick response capacity of the Police.

Chart 110. Evaluation of the Police's quick response (across the age groups).



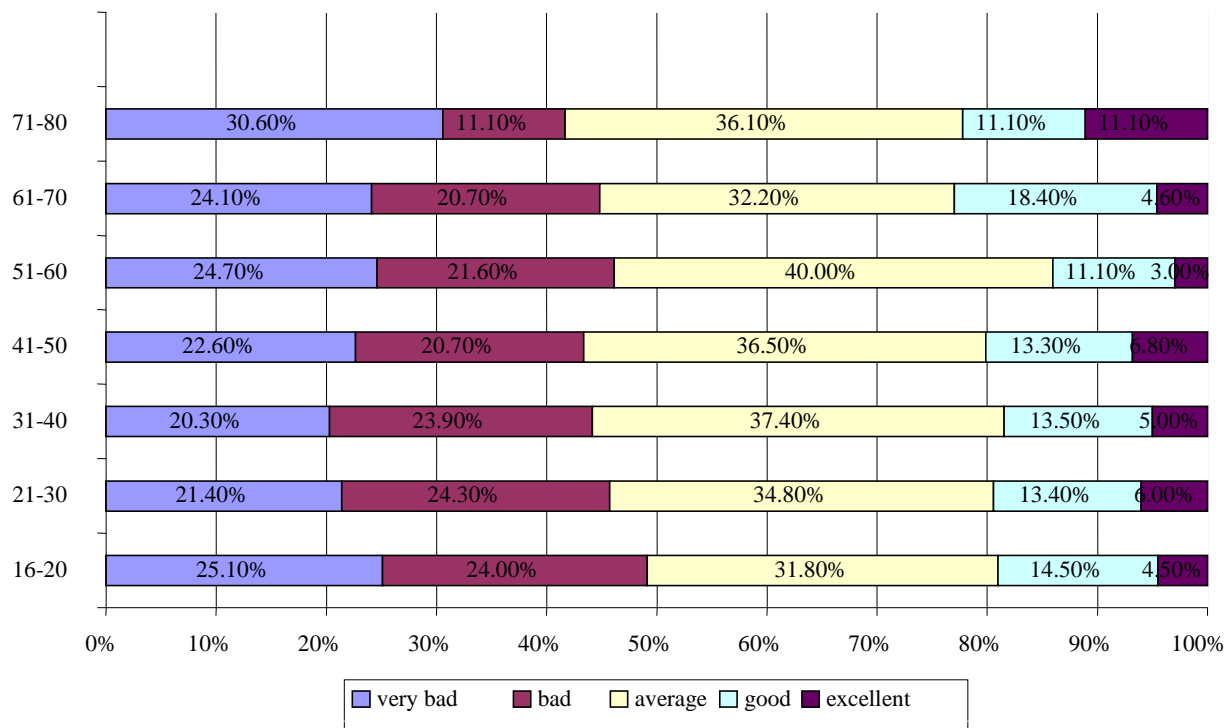
Politeness, as one of the Police characteristics, is a cause of discontent in all age groups, but most of all among respondents of 16-20 and 51-60.

Chart 111. Evaluation of the Police's politeness (across the age groups).



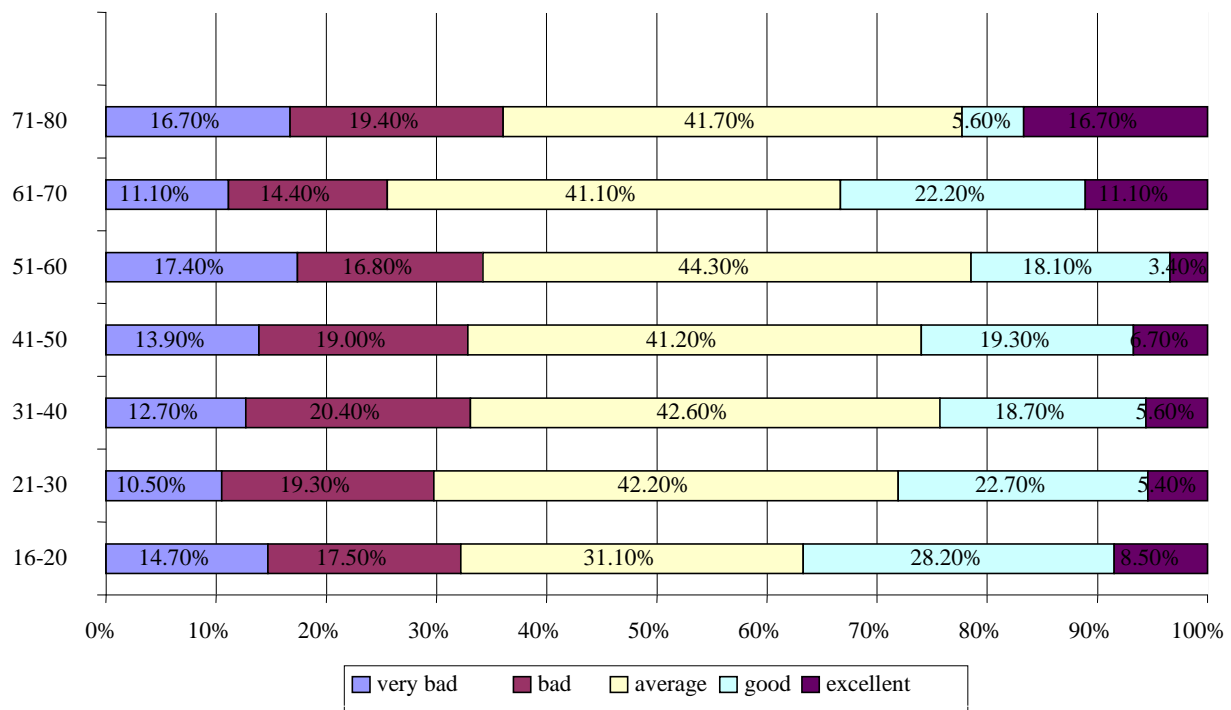
Police integrity received “bad” or “very bad” marks from around half of the respondents, especially the younger ones.

Chart 112. Evaluation of the Police's integrity (across the age groups).



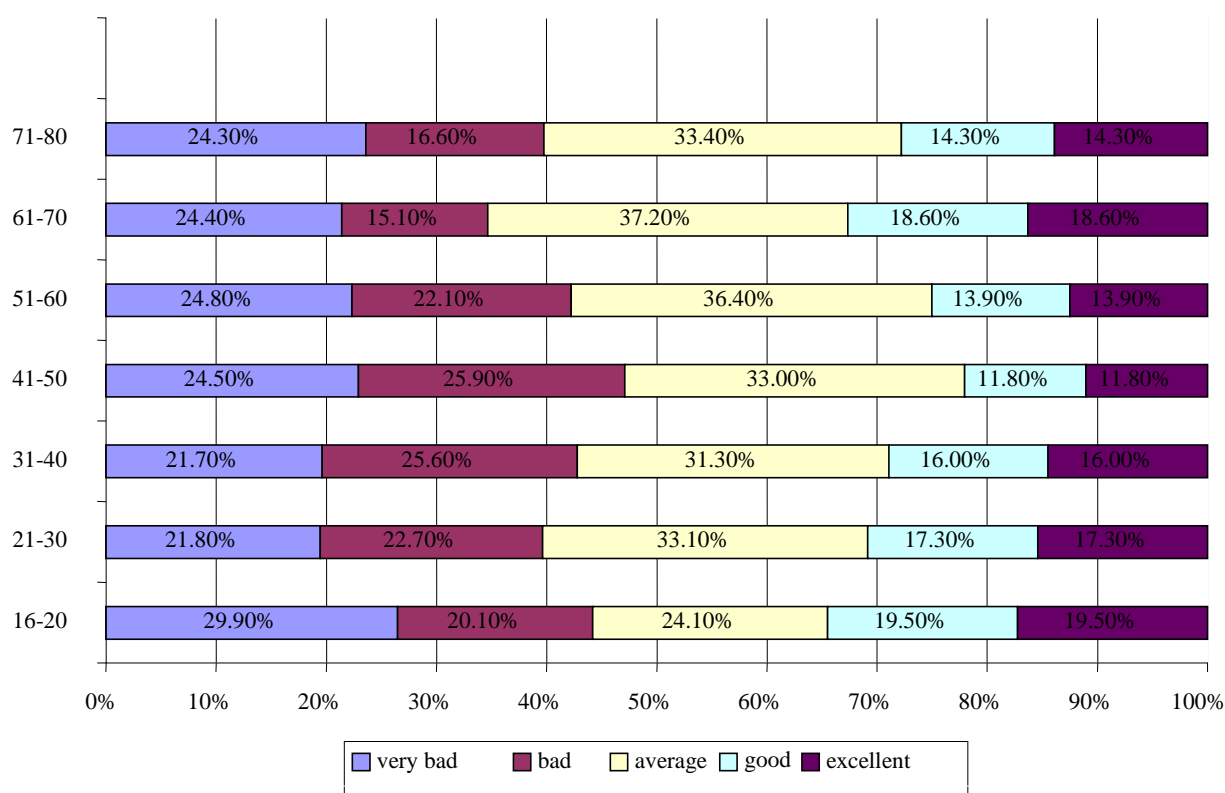
In the marzes, as well as in Yerevan, the problem-solving capacity of the Police received the highest grades from the representatives of the 16-20 age group.

Chart 113. Evaluation of the Police's problem-solving capacity (across the age groups).



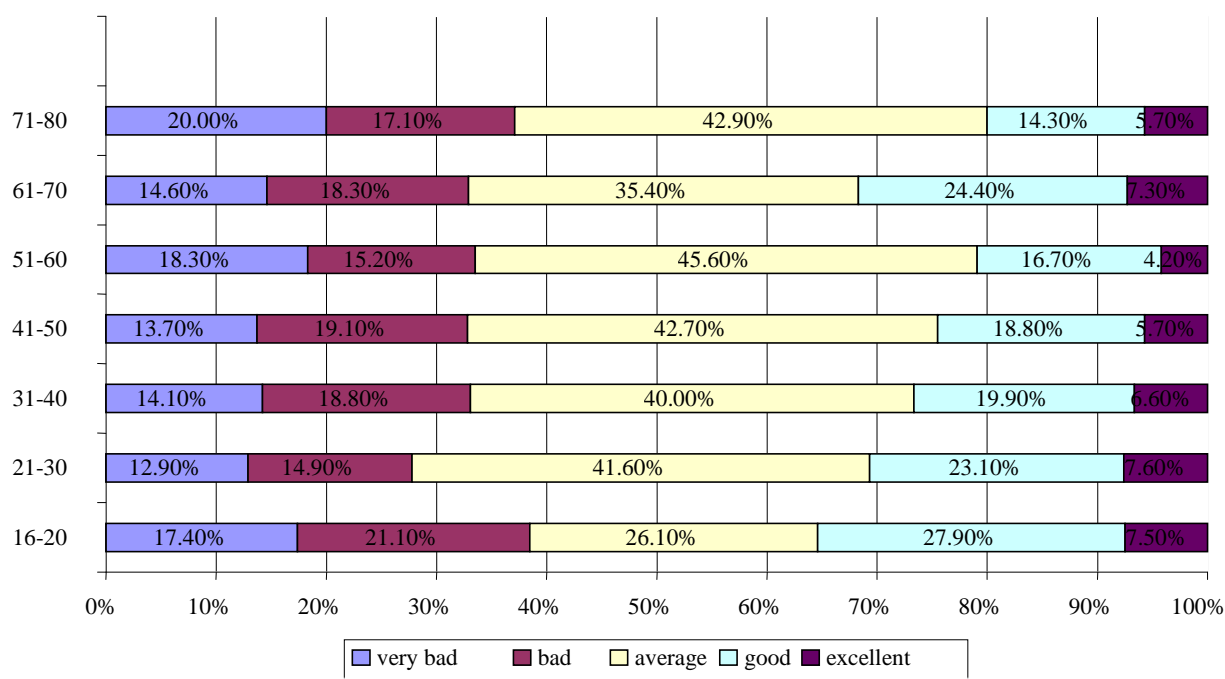
Transparency of the Police activities does not satisfy all age groups, especially the group of 41-50 (50.4%).

Chart 114. Evaluation of the transparency of the Police activities (across the age groups).



Efficiency of the Police activities was rated the highest by the respondents of 16-20. The same group of 16-20 is distinguished by the level of polarization, since those who are the most discontent with that aspect of the Police work are also from that group.

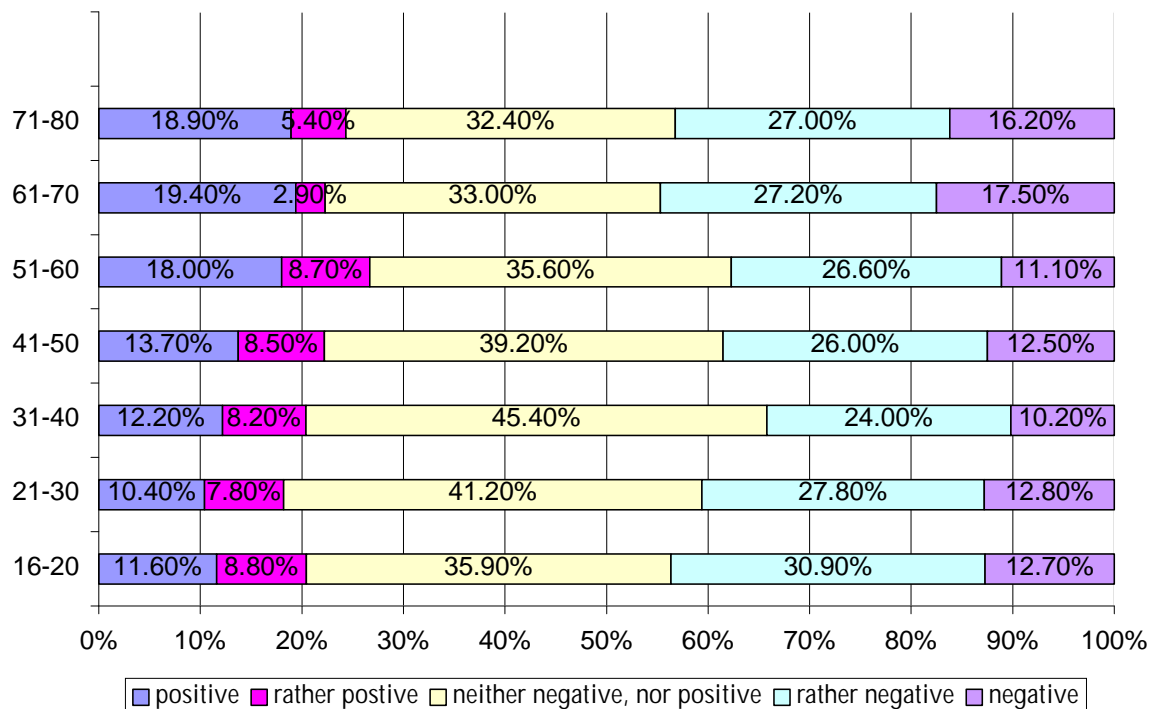
Chart 115. Evaluation of the efficiency of the Police work (across the age groups).



Data on the Police Image Perception (across the age group)

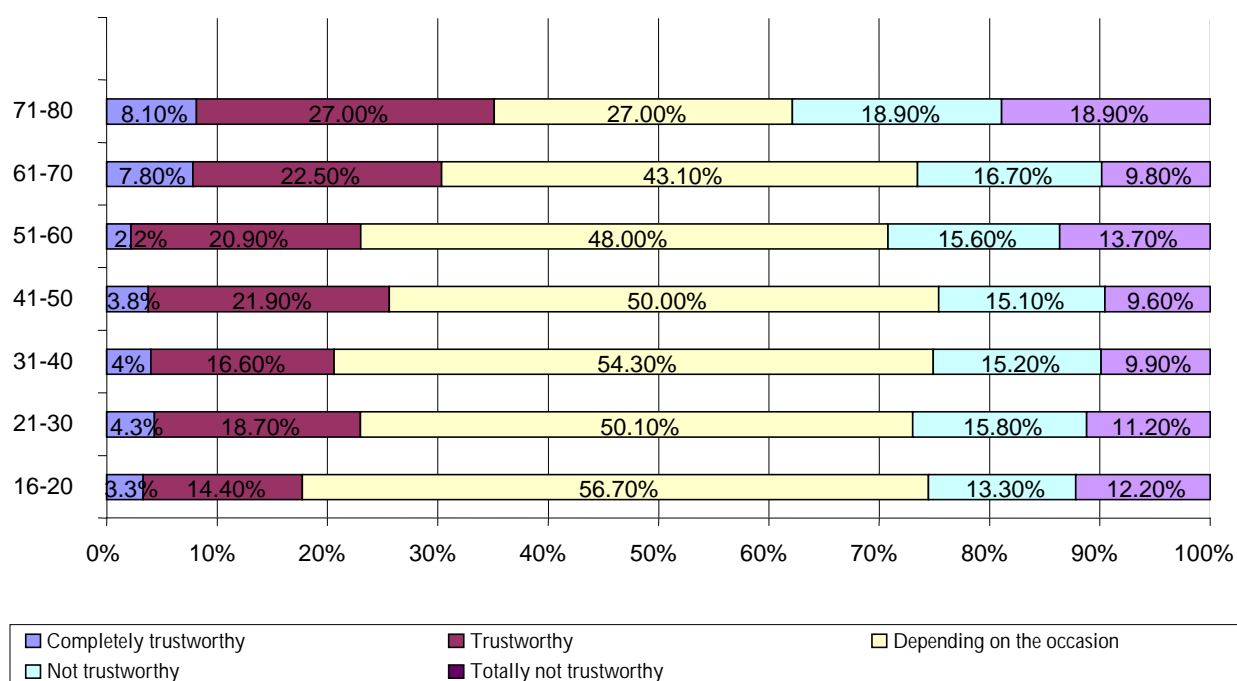
The representatives of the 16-20 and 61-70 age groups have the most negative personal attitude towards the Police.

Chart 116. Personal attitude towards the Police (across the age groups).



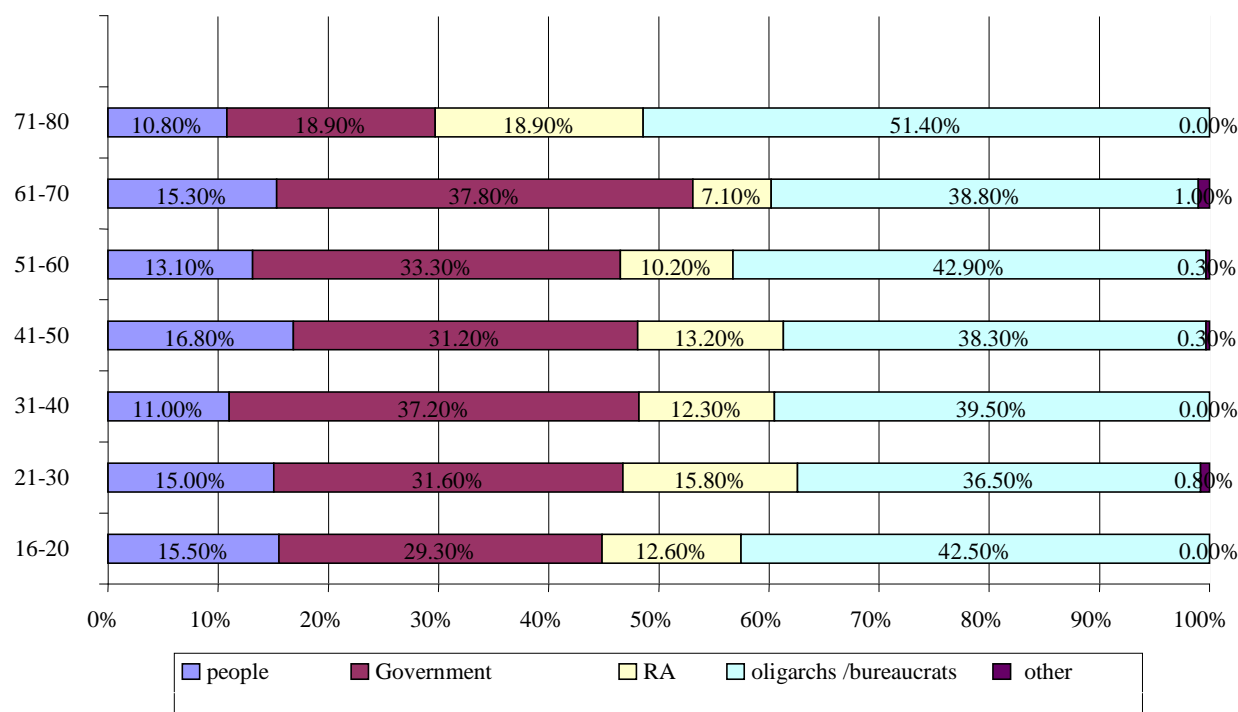
56.7% of the respondents of 16-20 years of age, and 54.3% of 31-40 think that the Police are trustworthy only in certain cases. The lowest grades were given by the younger residents, but the level of trust in the Police grows along with the age of the respondents.

Chart 117. Trust in the Police (across the age groups).



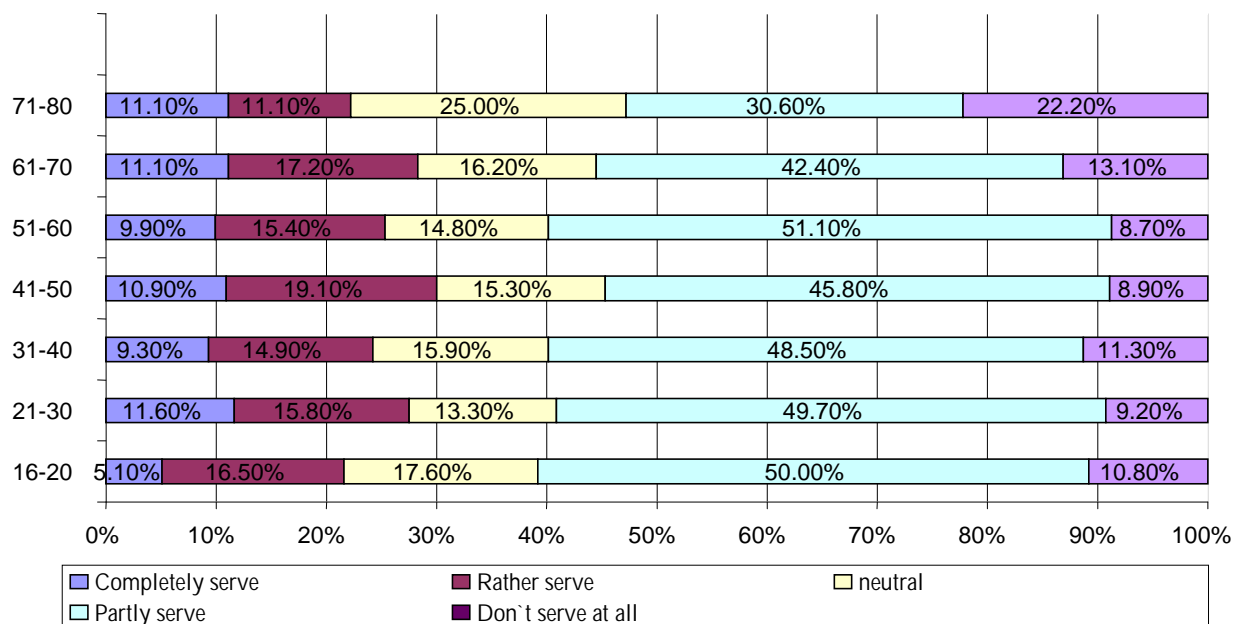
The majority of the respondents of all age groups believe that the Police serve mostly the oligarchs/bureaucrats or the Government.

Chart 118. Whom do the Police serve (across the age groups)?



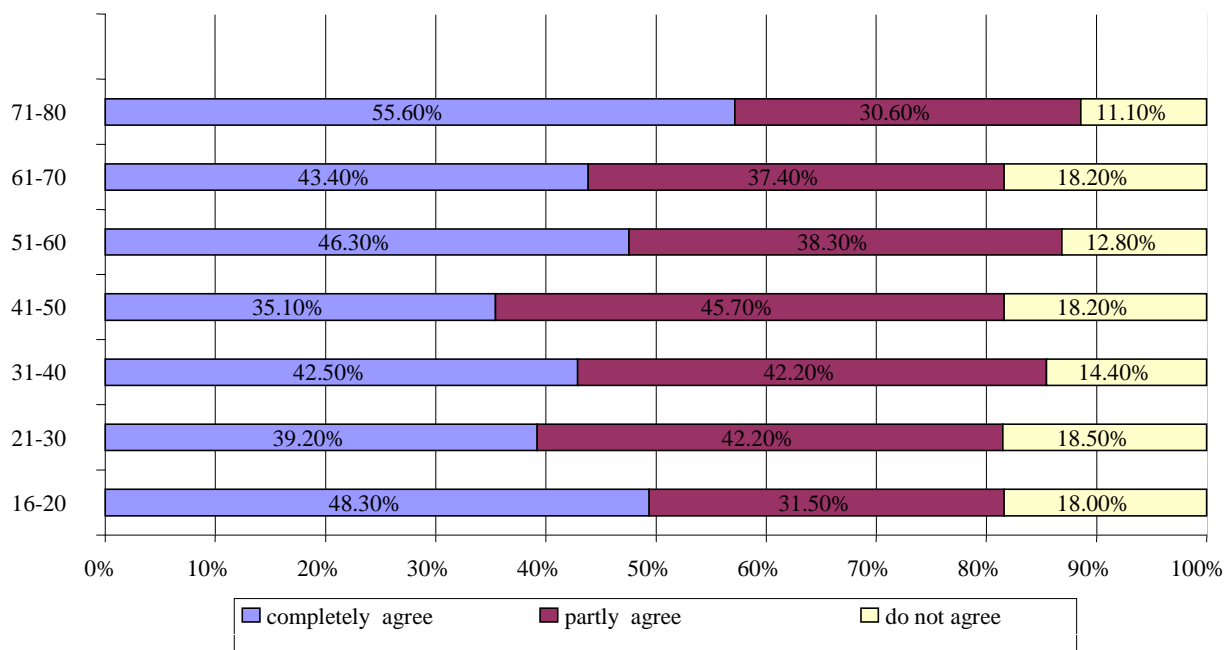
The responses to the question on whether the Police serve the Laws/People revealed that the most adversely disposed were the young respondents, especially of 16-20 age group, although 71-80 years old respondents for the most part think that the Police do not serve the Laws altogether.

Chart 119. To what extent do the Police serve the Laws/People (across the age groups)?



Representatives of all age groups believe that offenders can avoid punishment provided that they have money or influential connections. In this respect the distribution of respondents' evaluations does not diverge very much.

Chart 120. To what extent do you agree with the statement that offenders can avoid punishment if they have relevant connections or sufficient money (across the age groups)?



The respondents were asked about their personal opinion on how the Police treated victims/witness and offenders, and among the age groups the opinions didn't vary substantially.

Chart 121. Treatment of victims/witnesses by the Police (across the age groups).

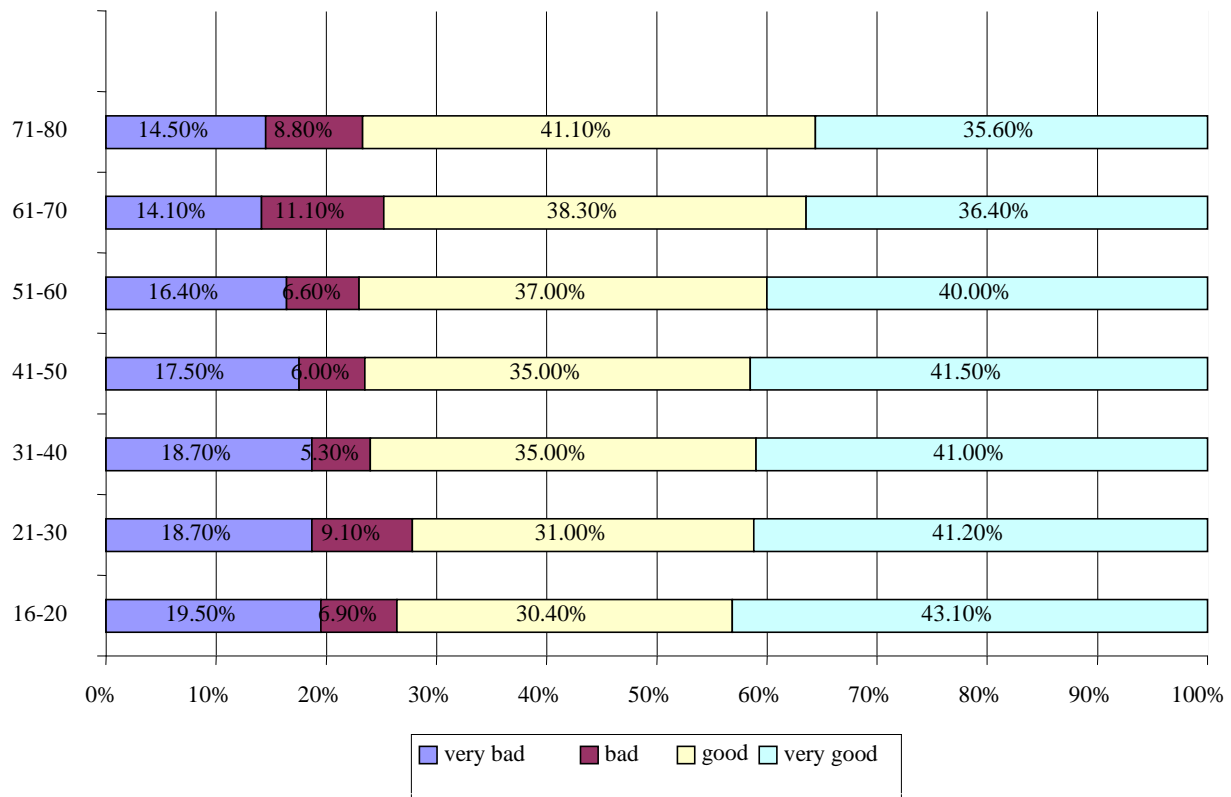
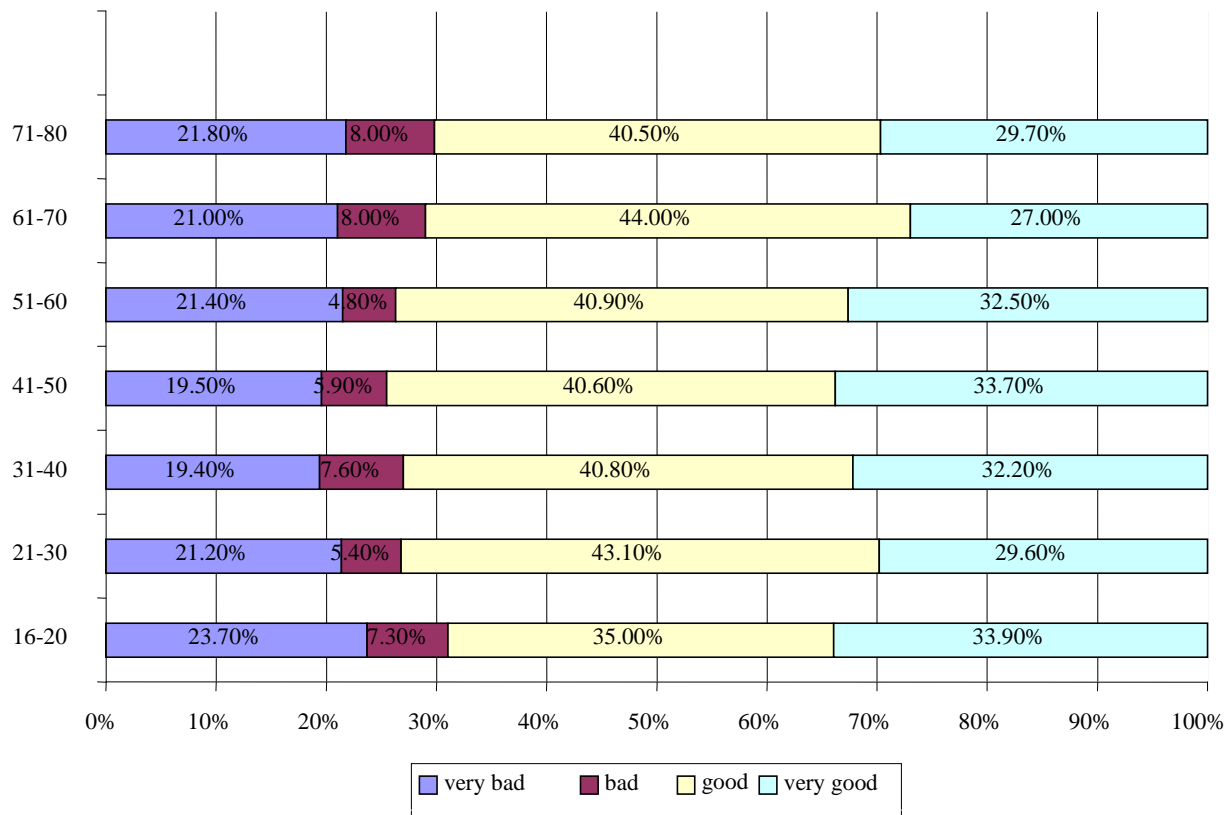
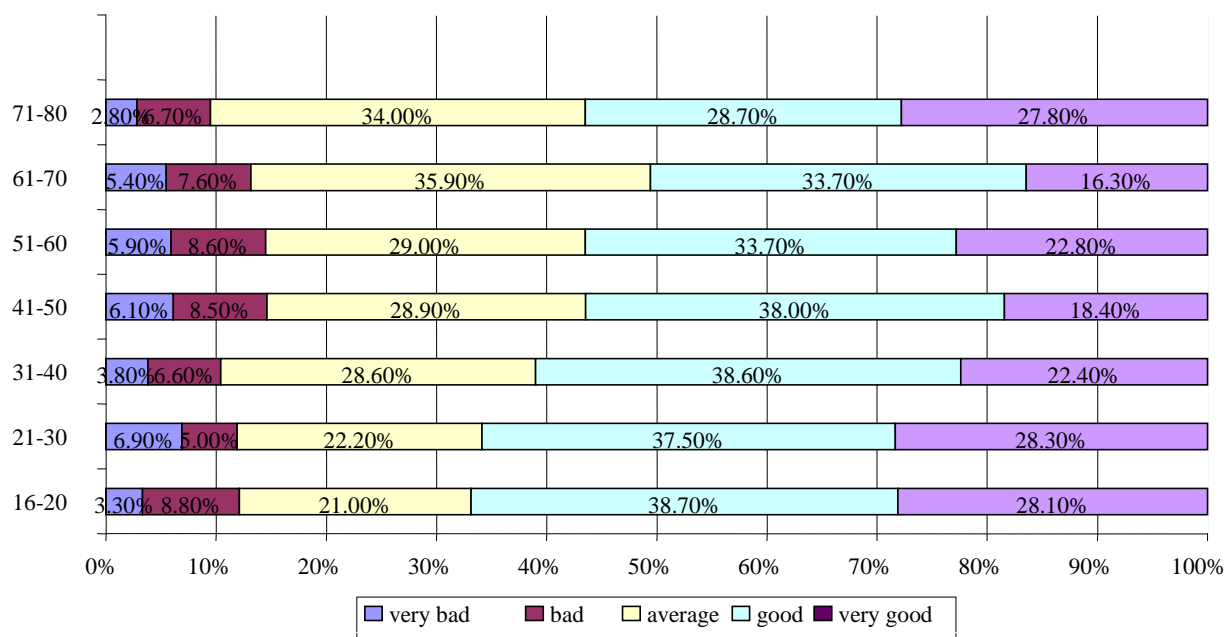


Chart 122. Treatment of offenders by the Police (across the age groups).



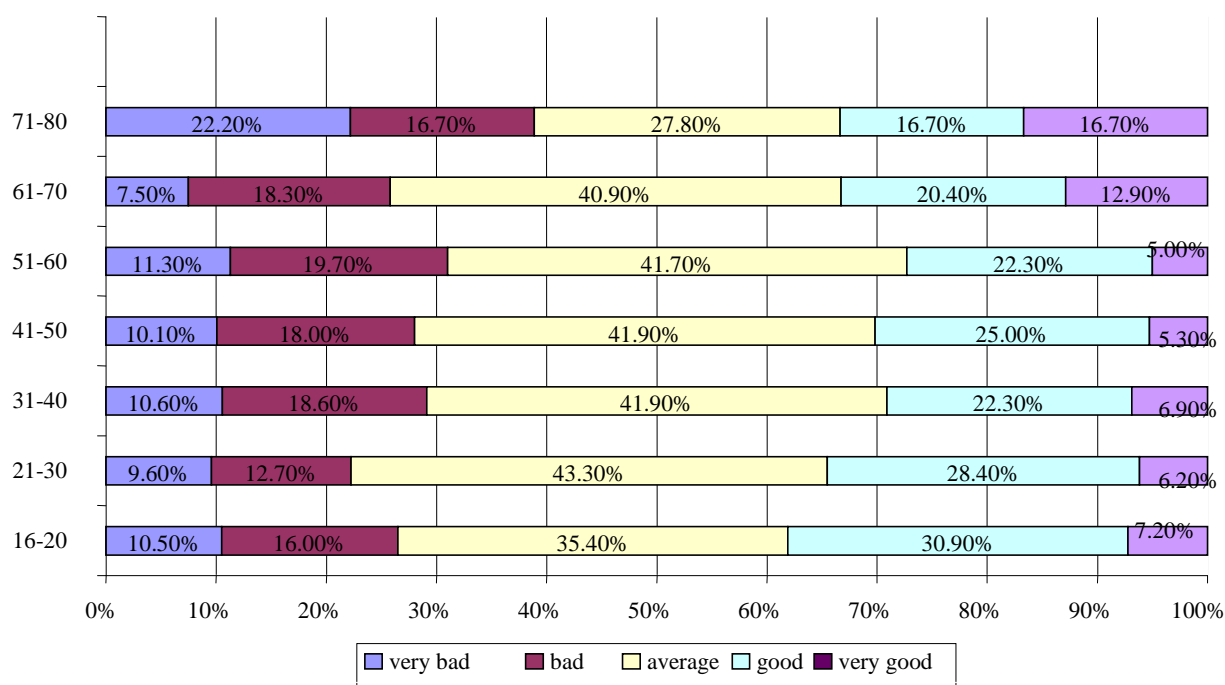
While evaluating separate services of the Police the following aspects were revealed – representatives of all ages were by and large satisfied with the Traffic Police performance, it especially refers to the age group of 16-30, but the unfavourable attitude increased together with the age of the respondents.

Chart 123. Evaluation of the Traffic Police (across the age groups).



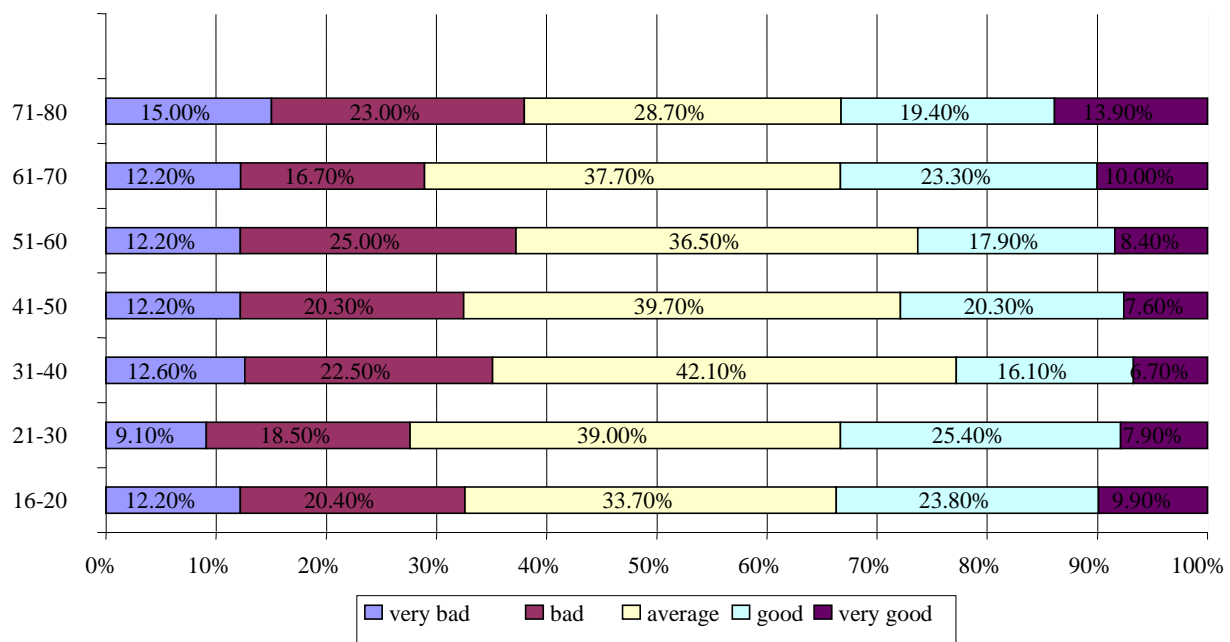
The Police service of property protection was estimated more negatively, and it was especially apparent among the older age groups.

Chart 124. Evaluation of the property protection service of the Police (across the age groups).



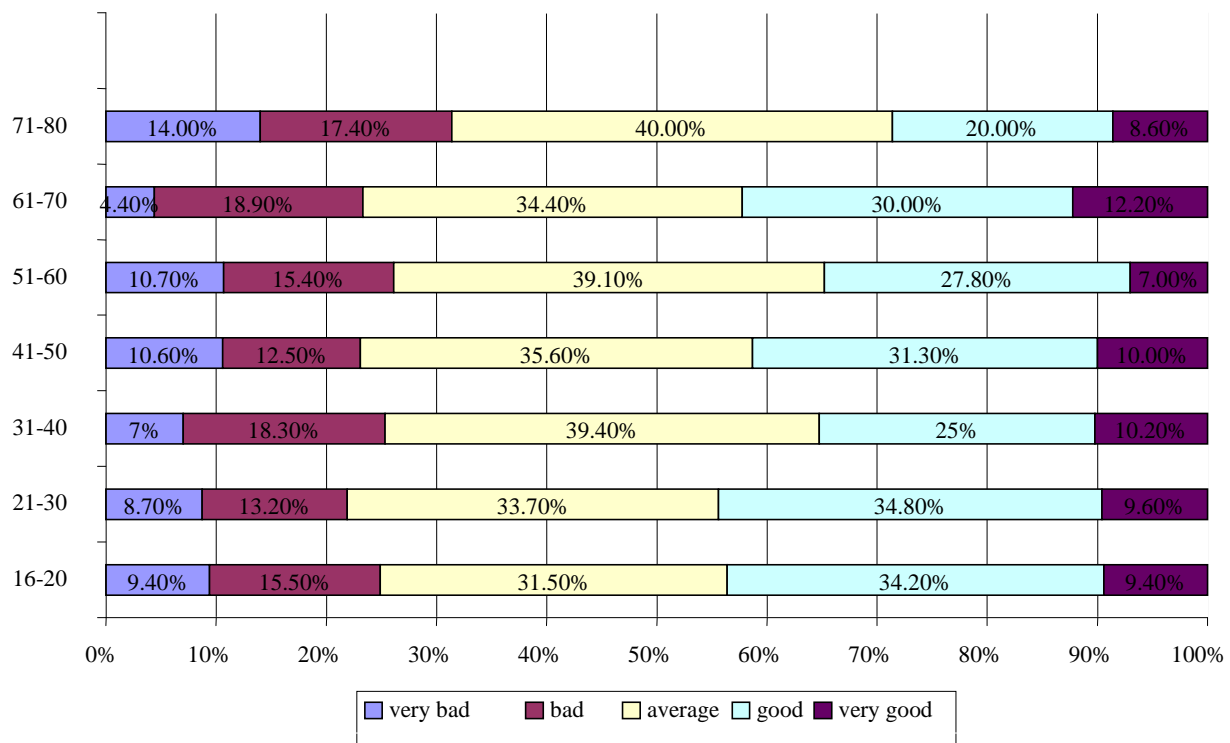
Life protection service of the Police received the same proportion of negative evaluations from the representatives of all age groups. The lowest positive grade to this characteristic of the Police was given by the representatives of 31-40 age group gave.

Chart 125. Evaluation of the life protection service of the Police (across the age groups).



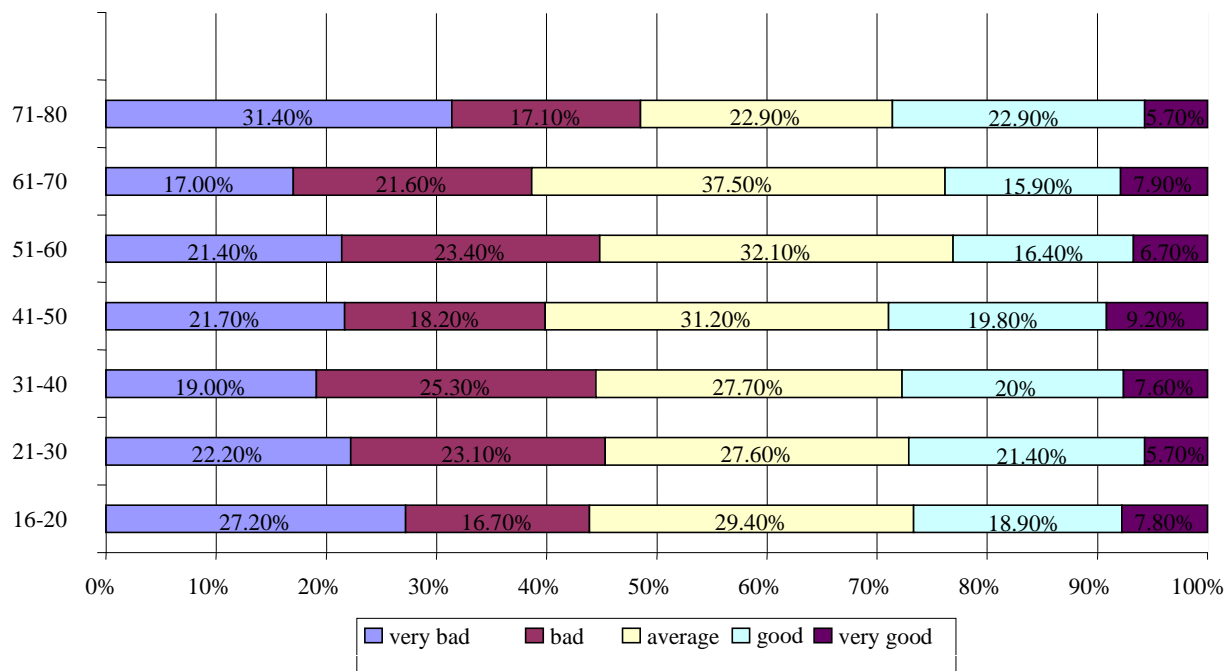
The opinions about public order management are distributed also evenly, even though the negativism towards this service of the Police grows alongside the age of the respondents.

Chart 126. Evaluation of the public order management of the Police (across the age groups).



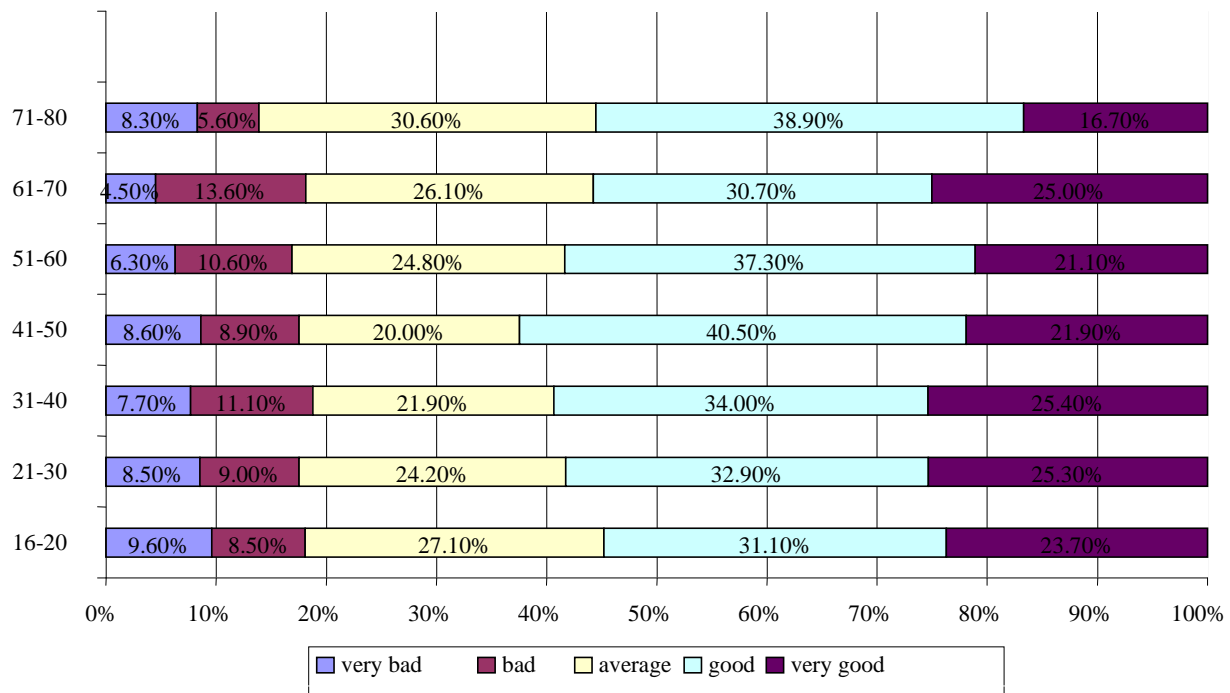
Evaluation of the Police neighbourhood inspectors' service distributed in almost equal proportions across the age groups.

Chart 127. Evaluation of the neighbourhood inspectors' service of the Police (across the age groups).



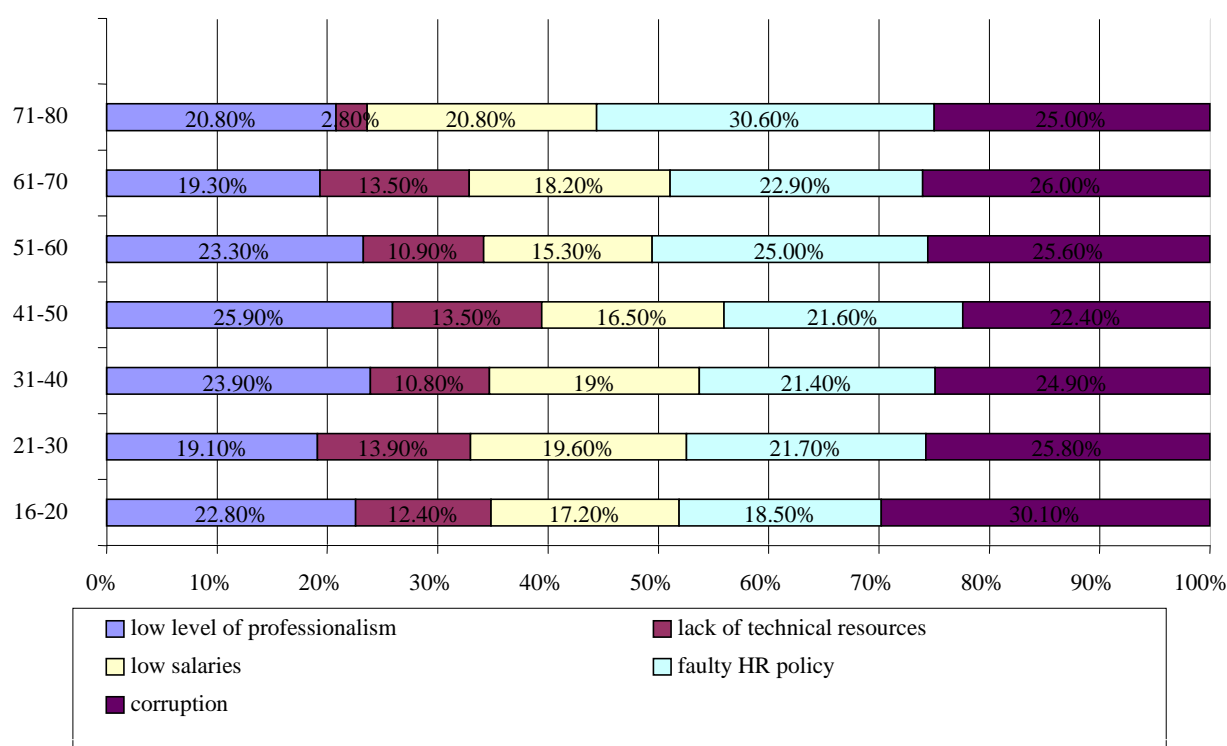
As for the passport service, the younger generation, as compared with the respondent of above 50, evaluated it relatively higher.

Chart 128. Evaluation of the passport service of the Police (across the age groups).



When referring to the reasons for shortcomings in the Police work, the responses again don't fluctuate a lot.

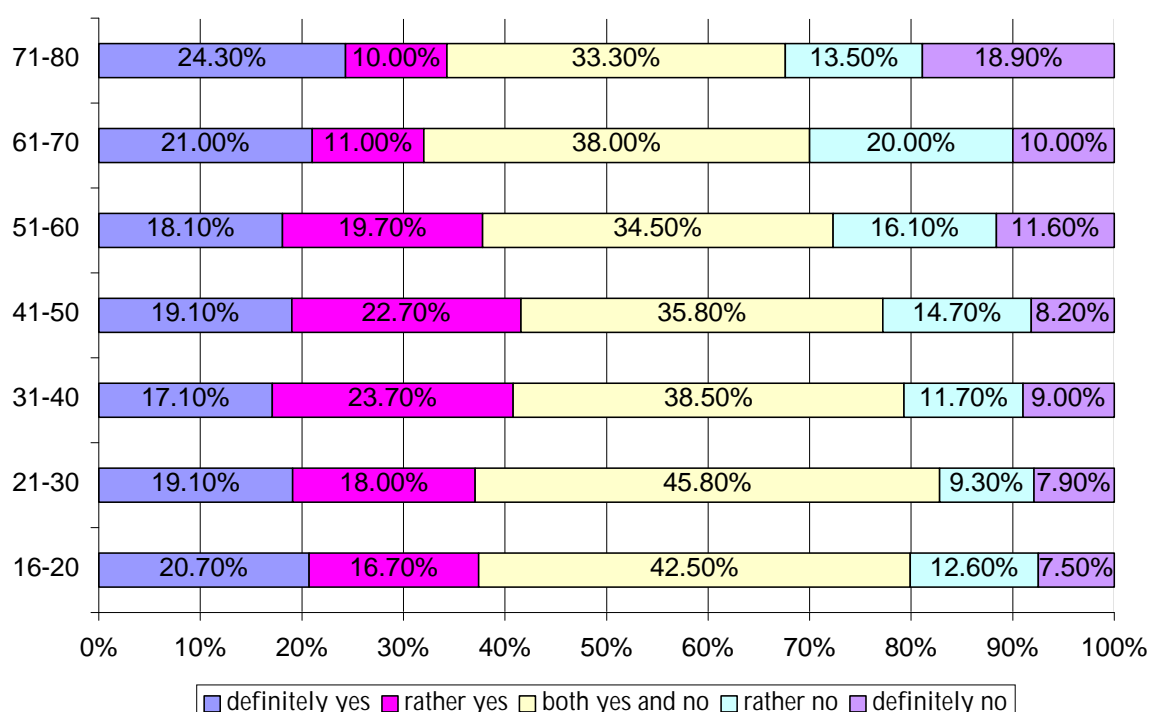
Chart 129. The reasons for the shortcomings of the Police work (across the age groups).



Data on the Police-Public Relations (across the age groups)

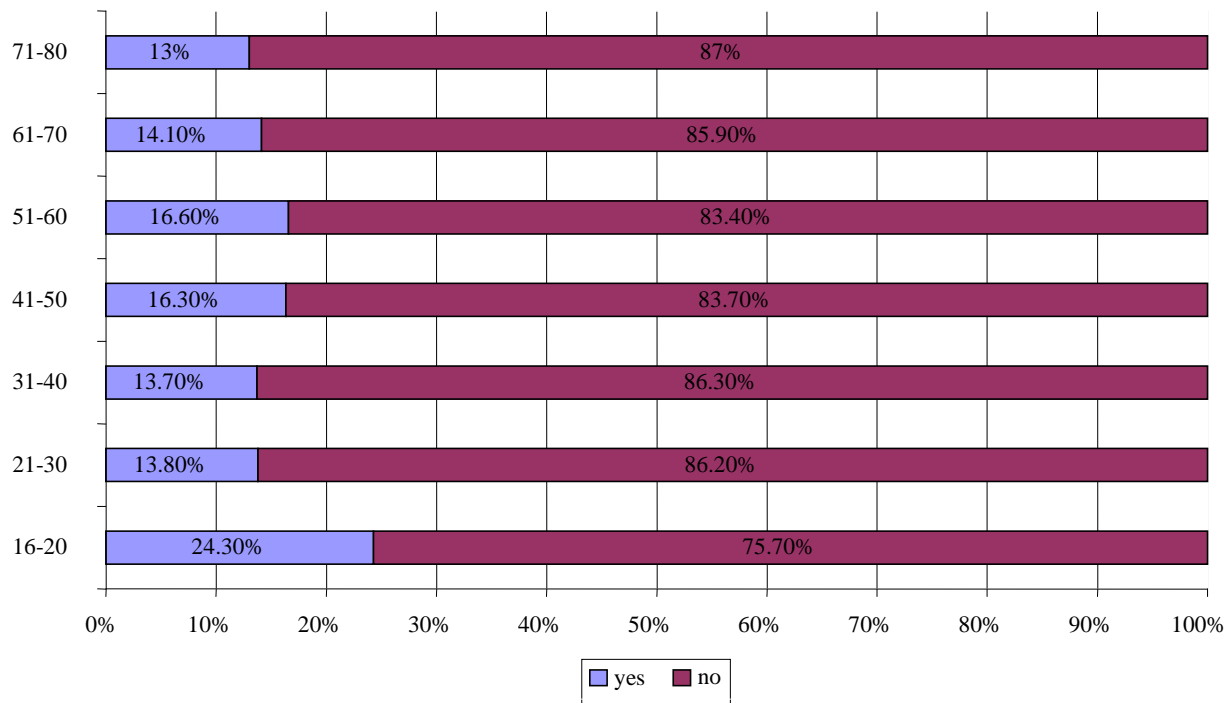
In terms of the role of the Public in determining the quality of the Police service, the most sceptical respondents were those of senior age groups of 61-70 and 71-80, 30% and 32.4%, respectively.

Chart 130. The role of the Public in the Police work (across the age groups).



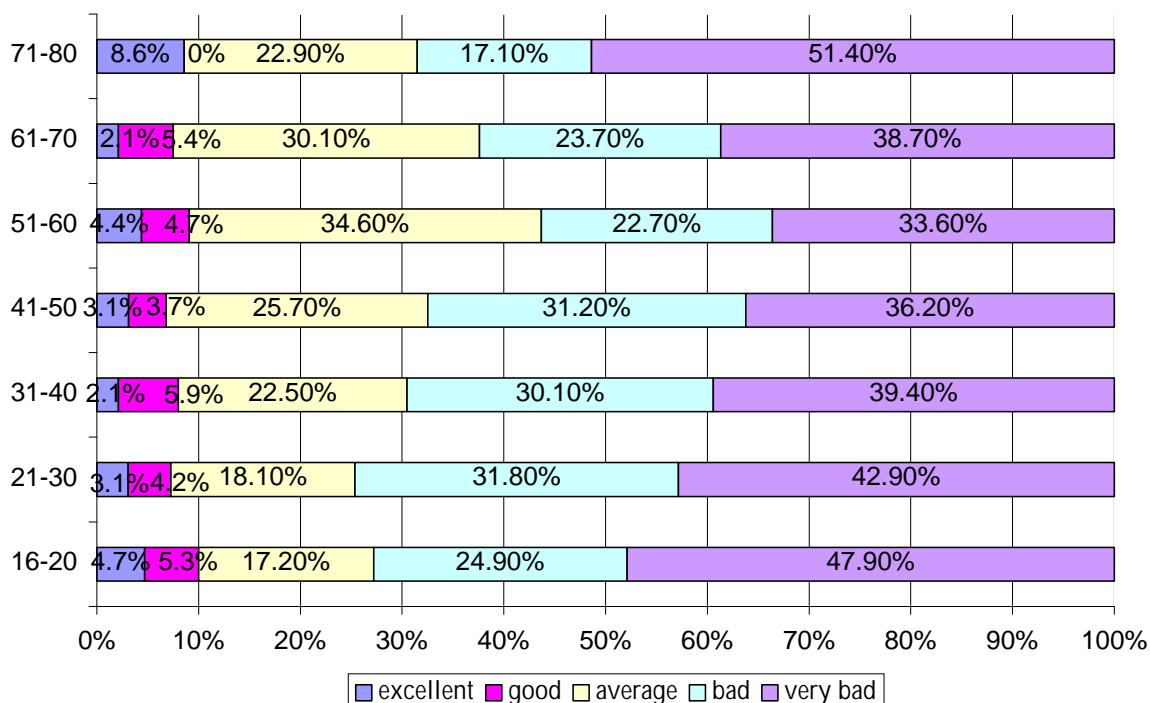
Interviewees of 16-20 age group are the most willing to collaborate with the Police, but out of the overall number of the respondents less than 1/4 is ready to do so.

Chart 131. Would you personally be willing to collaborate with the Police (across the age groups)?



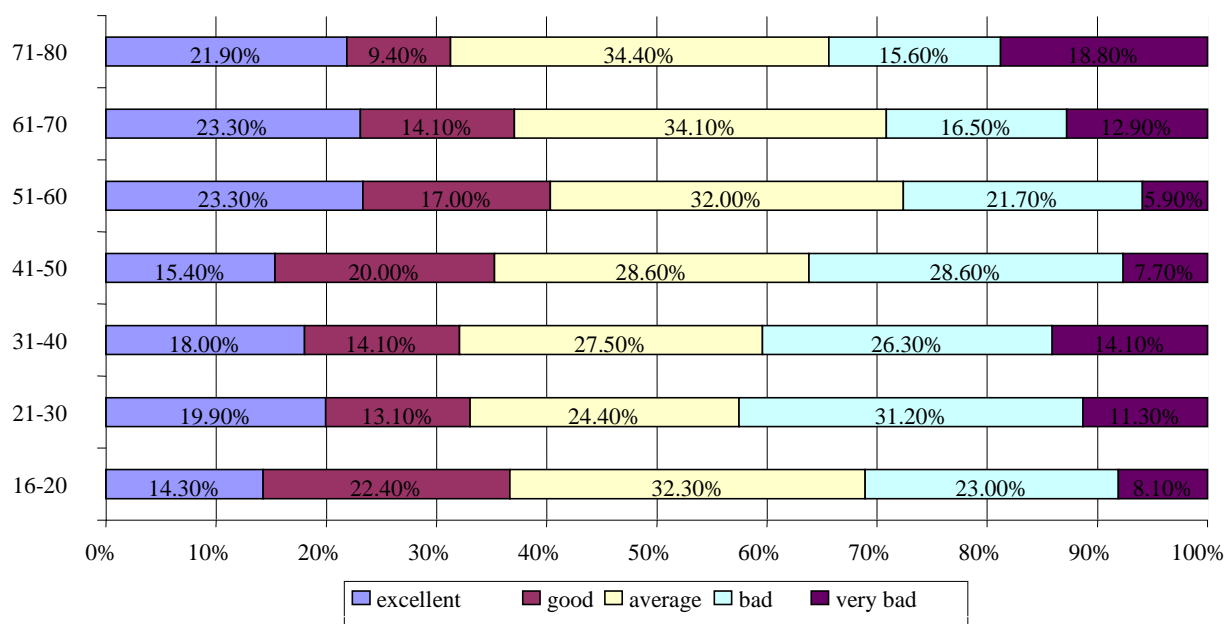
While evaluating the coverage of the Police work in different mass media sources, TV was given the lowest rating by the representatives of the 16-20 and 71-80 age groups.

Chart 132. Evaluation of the TV as a source of information (across the age groups).



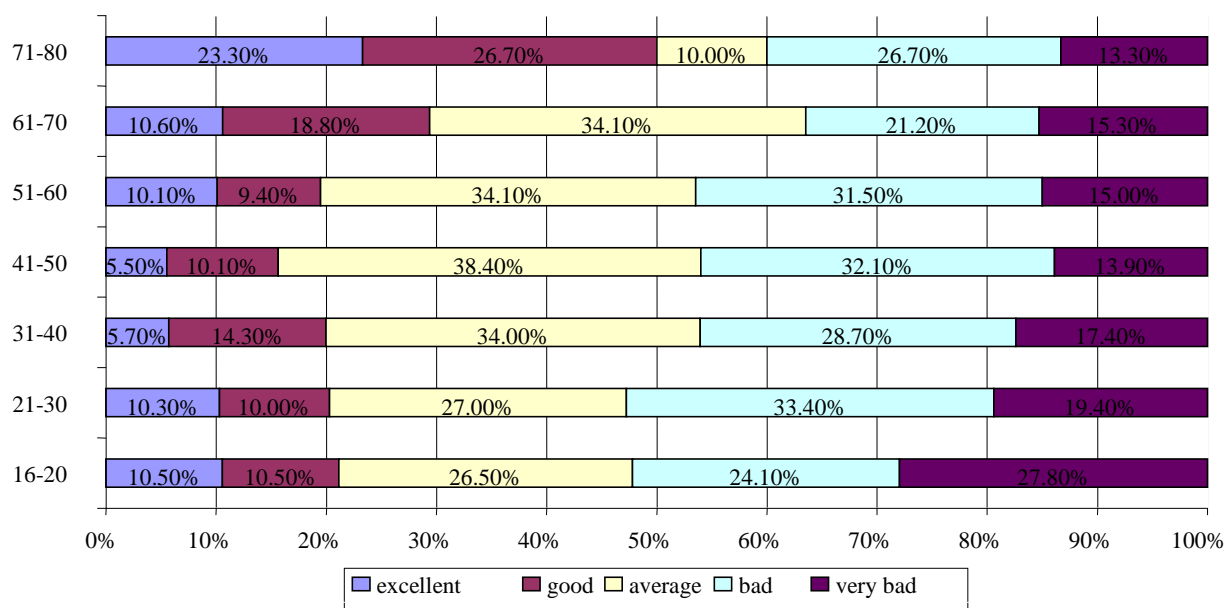
Significance of the radio, as an information source, is valued the least by the respondents of 21-30 years old and the most by those of 51-60.

Chart 133. Evaluation of the radio as a source of information (across the age groups).



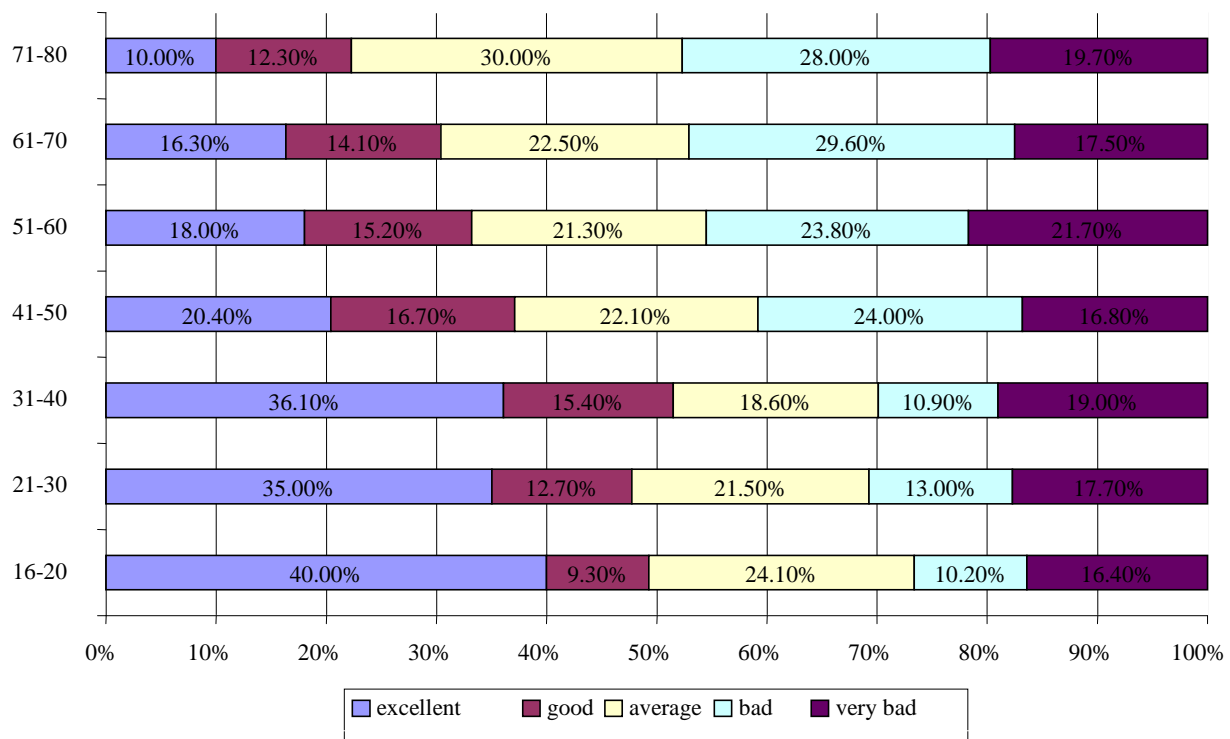
As it was expected, the preference for newspapers is higher among the older respondents (61 and above) and proportionally with the age it grows less.

Chart 134. Evaluation of newspapers as a source of information (across the age groups).



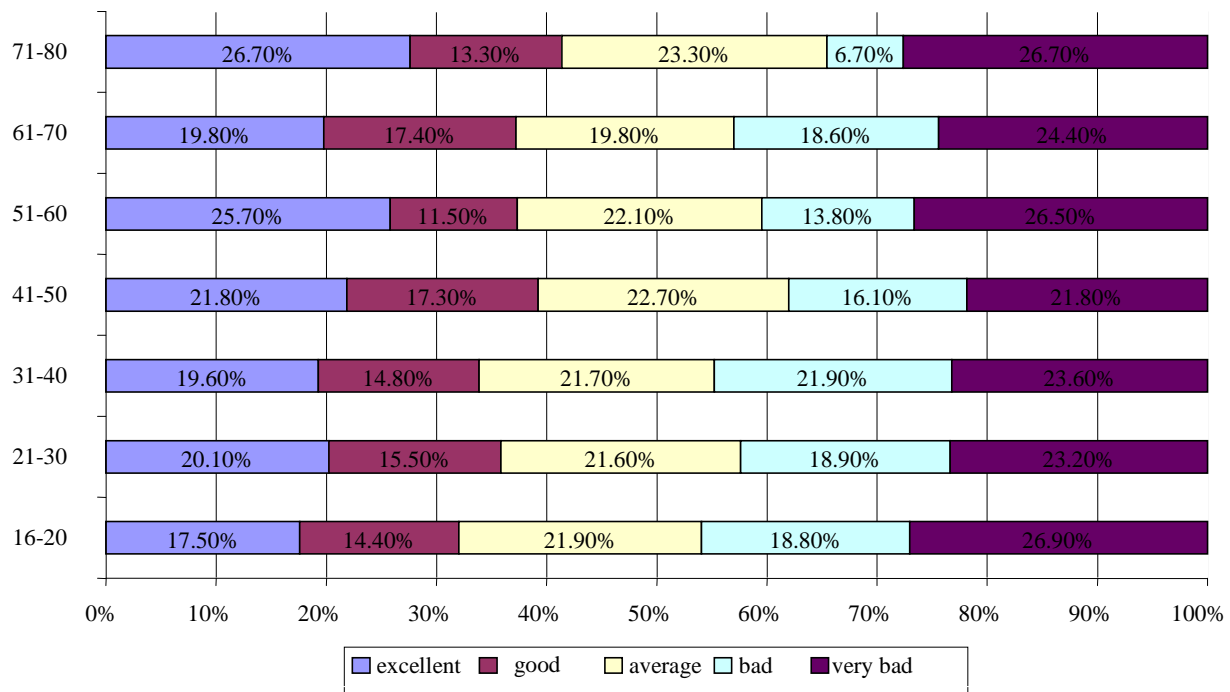
The Internet is considered a reliable source of information by the youth, especially of 16-20 and 31-40. Naturally, the older the respondents the more negative attitude towards the Internet they have.

Chart 135. Evaluation of the Internet as a source of information (across the age groups).



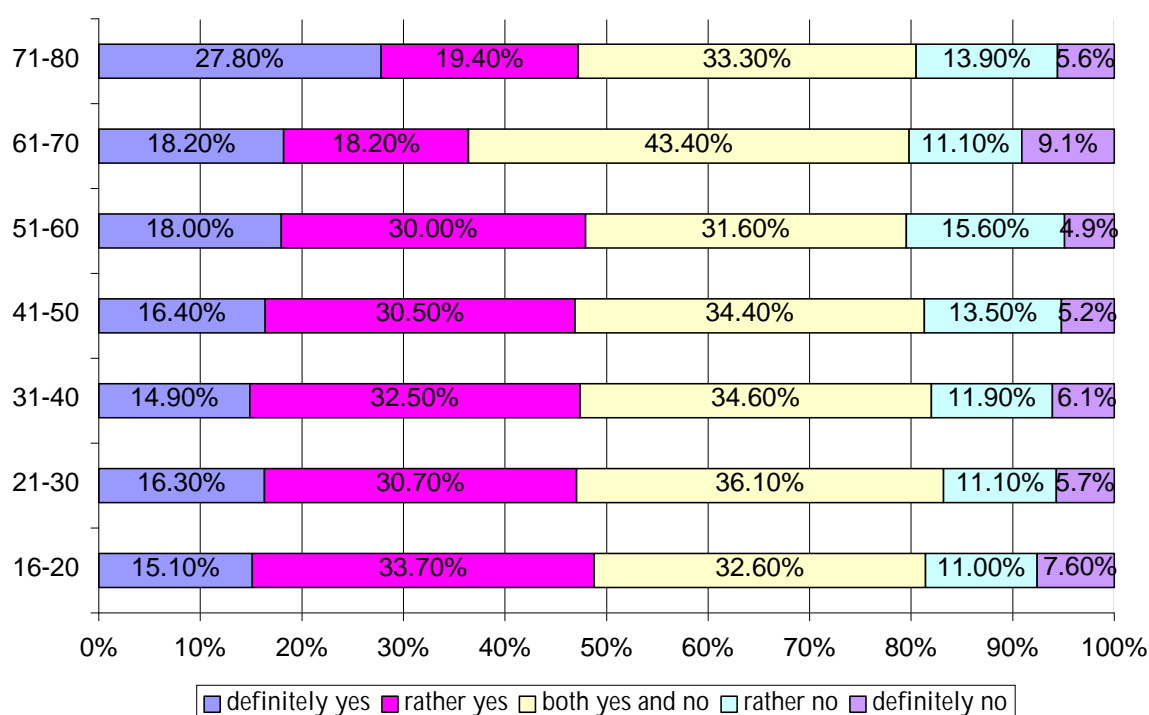
With respect to rumours, least of all they are favoured by the representatives of the 16-20 age group, while people of 71-80 prefer them the most.

Chart 136. Evaluation of rumours as a source of information (across the age groups).



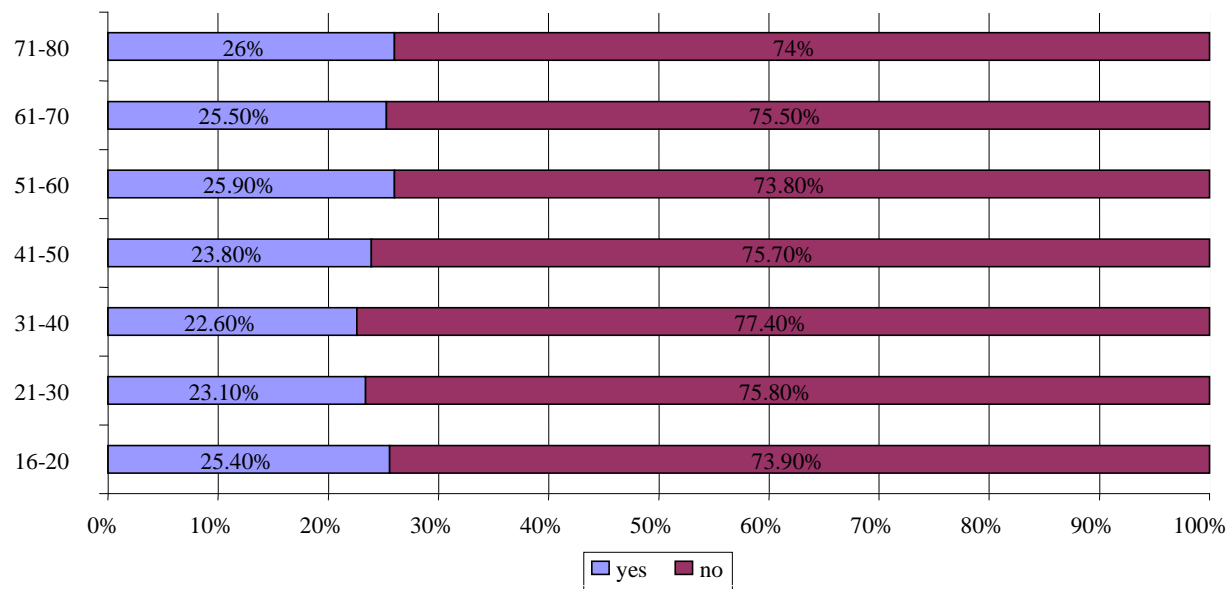
With reference to the role that the media play in the establishment of the Public-Police partnership, the responses distributed in almost the same proportions, but the respondents of 61-70 were relatively more skeptical.

Chart 137. The role of the media in the Police-Public partnership (across the age groups).



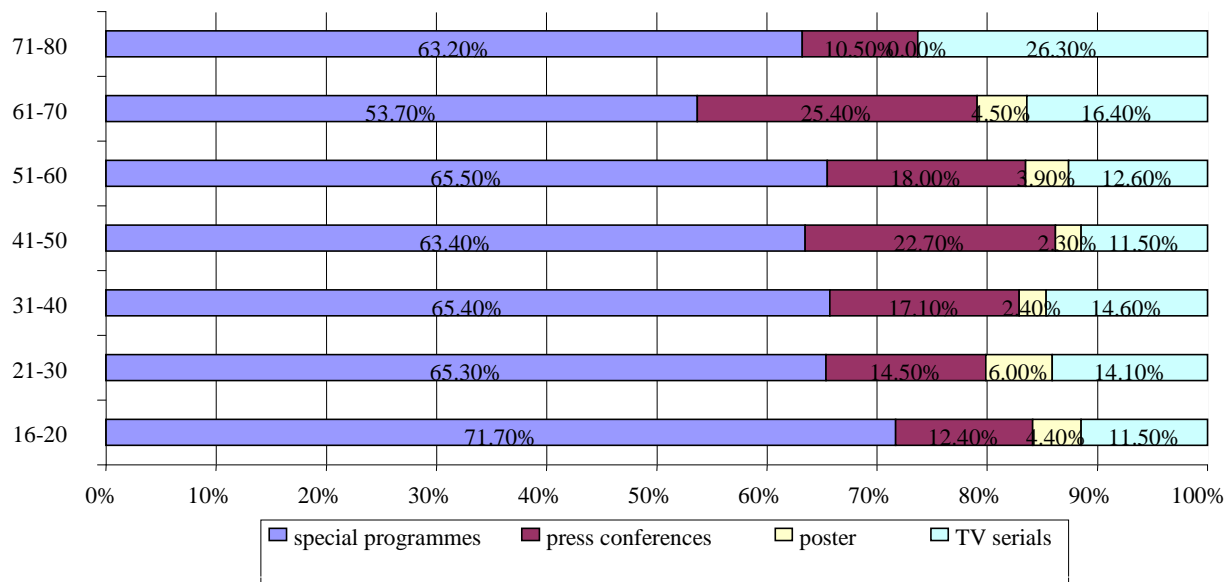
The question on whether the media can facilitate the Police-Public partnership, around 75% of all the interviewed answered negatively.

Chart 138. Can the media facilitate establishment of the Police-Public partnership (across the age groups)?



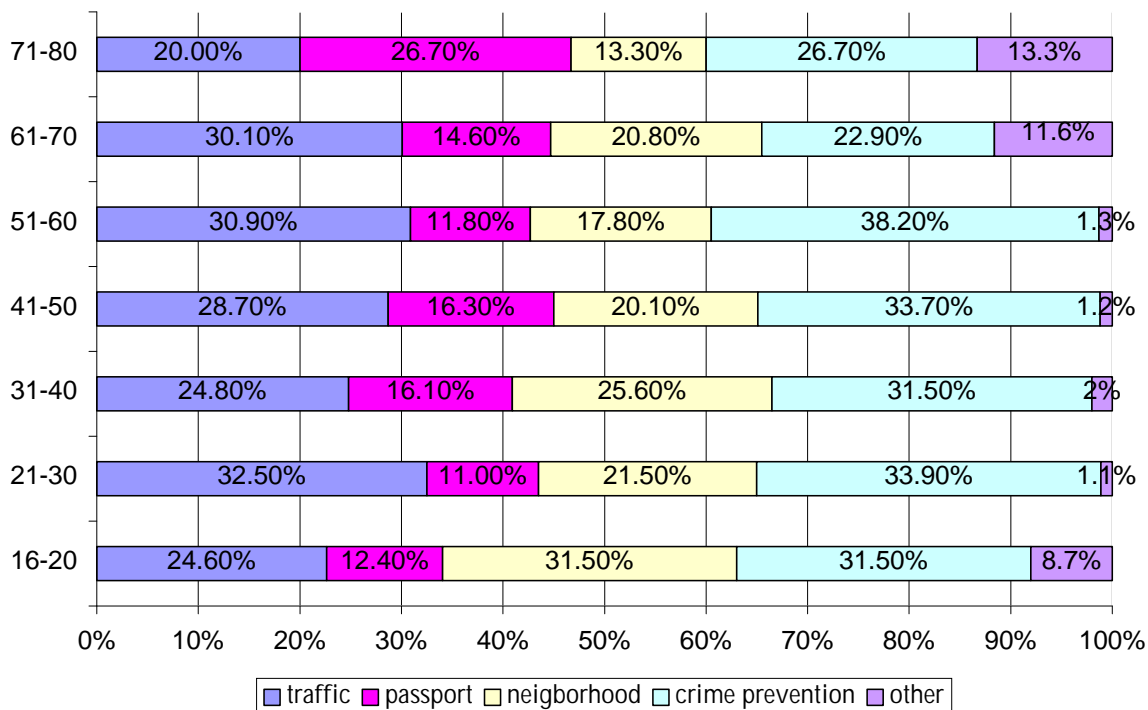
The younger age groups think that the media's role in establishment of the Police-Public partnership should be through covering the Police work, producing special programmes for raising awareness of human rights, while the respondents of above 61 prefer TV serials featuring positive image of police officers.

Chart 139. Methods of the media influence (across the age groups).



The respondents were asked as well to specify the areas of the Police which, in their opinion, need urgent improvements. The young ones put forward changes in the road safety, crime prevention, while representatives of the older groups, especially those above 71 years of age, would like to see changes in the passport system.

Chart 140. Areas of the Police service that require changes (across the age groups).

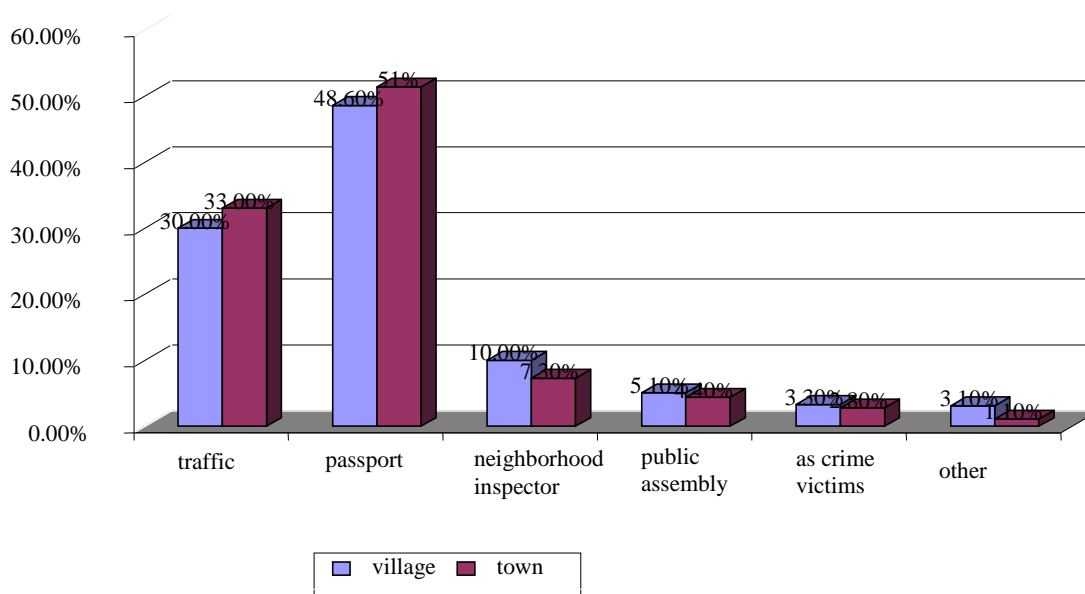


Part 5. Distribution of the Public Opinion Poll Findings Across the Rural and Urban Communities

Data on the Interactions with the Police (across the rural and urban communities)

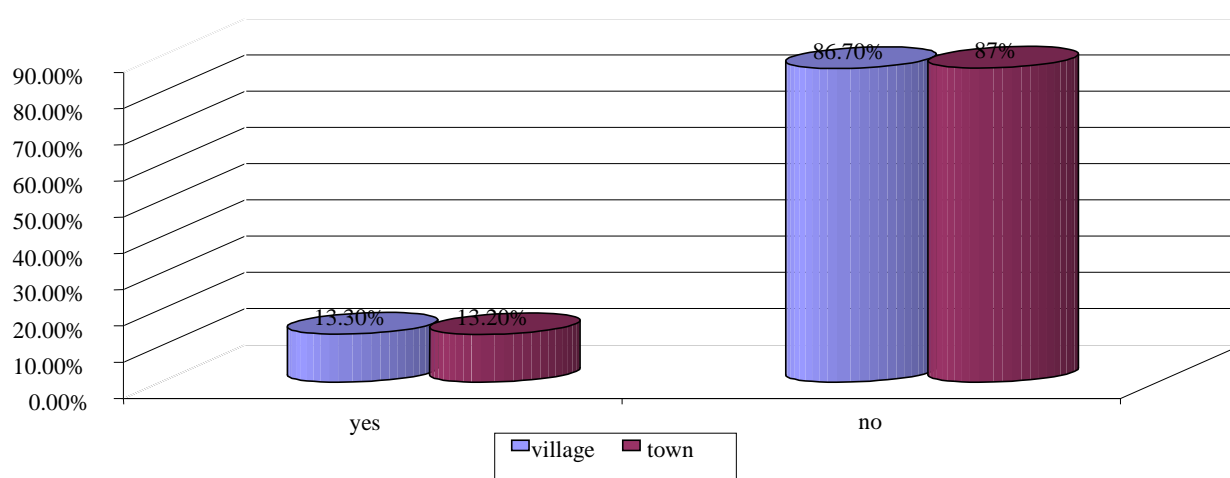
Results of the public opinion poll held in the marzes of the Republic of Armenia show that in the urban communities respondents' police-related interactions are predominantly with the Traffic Police and Passport Departments, while in the villages such interactions more often occur with neighbourhood inspectors, mostly due to the fact that in small social environments contacts between the residents are more recurring.

Chart 141. Interactions with the Police (across the urban and rural communities).



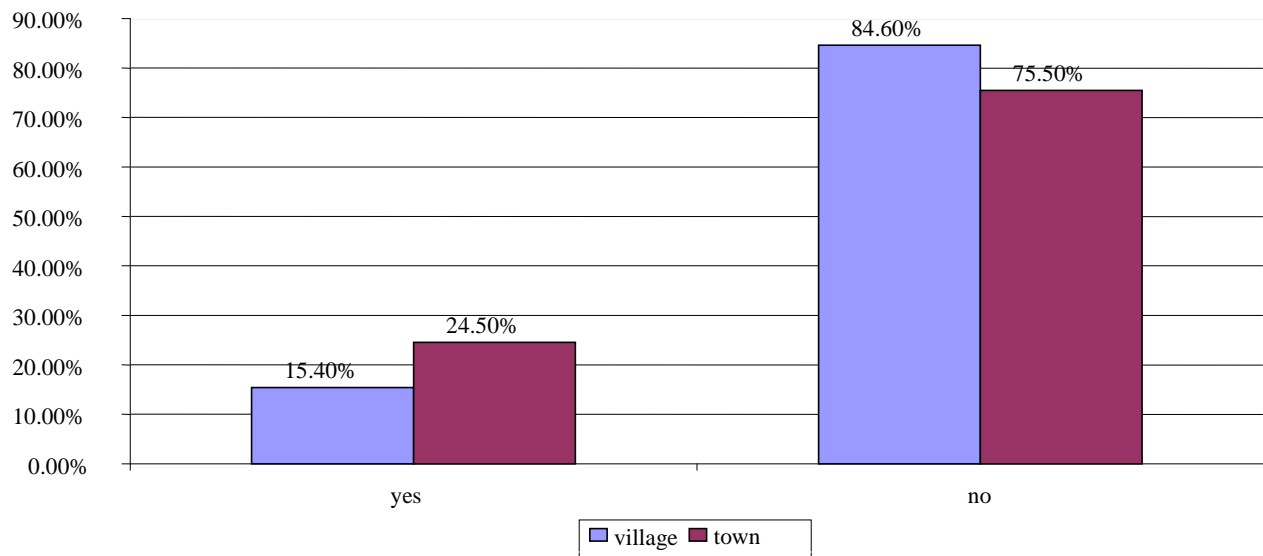
13% of both town and village residents stated that they had been crime victims.

Chart 142. Have you or any of your relatives been a crime victim during the past 10 years? (across the urban and rural communities).



With respect to reporting crimes to the Police, crime victims in rural communities are more reluctant to apply to the Police's assistance than in urban communities.

Chart 143. Reporting to the Police about suffering a crime (across the urban and rural communities).



The percentage of the crime victims who reported to the Police and was satisfied with their assistance is smaller in the villages (14%) than towns (17.3%).

Chart 144. People who applied to the Police and were satisfied with their work (across the urban and rural communities).



In both towns and villages the residents who were crime victims, but did not report to the Police, substantiated their reluctance first and foremost by the indifference of the Police with respect to solving problems (that was the opinion of 31.4% of the rural and 29.5% of the urban residents). Besides, it is noteworthy that a larger proportion of village residents justified their not reporting by alleging that the Police officers are accomplices of criminals (that was the attitude of 25.6% of village versus 20% of town residents).

The survey outcomes attest that, as it was expected, for the town residents the Police, especially on vehicle patrols, are more visible.

Chart 145. Frequency of meeting Police officers on vehicle patrol (across the urban and rural communities).

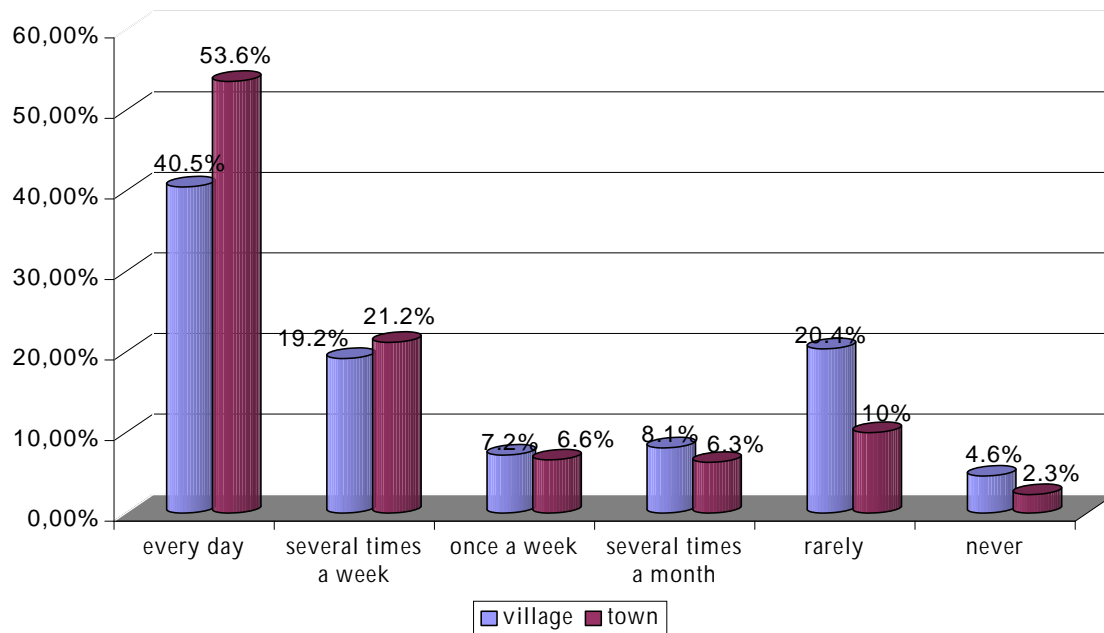
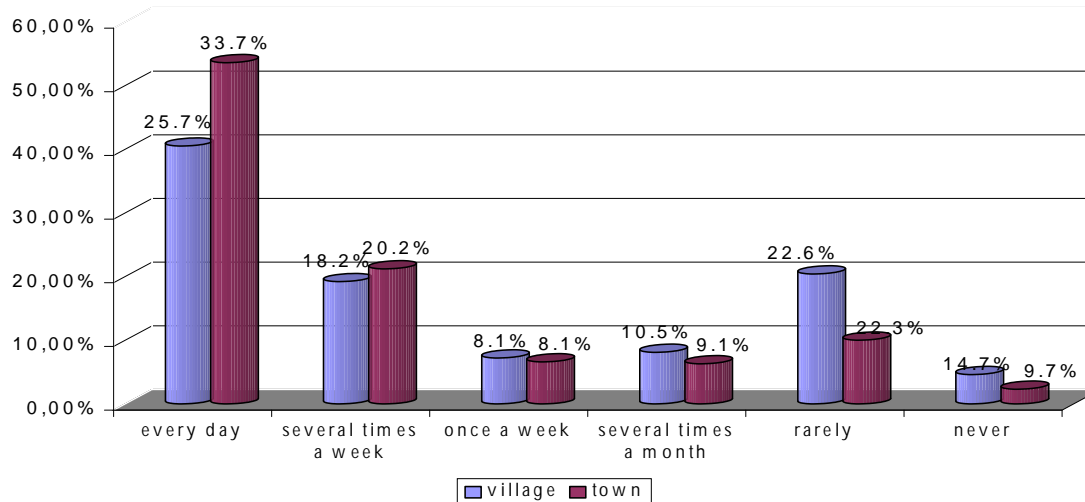
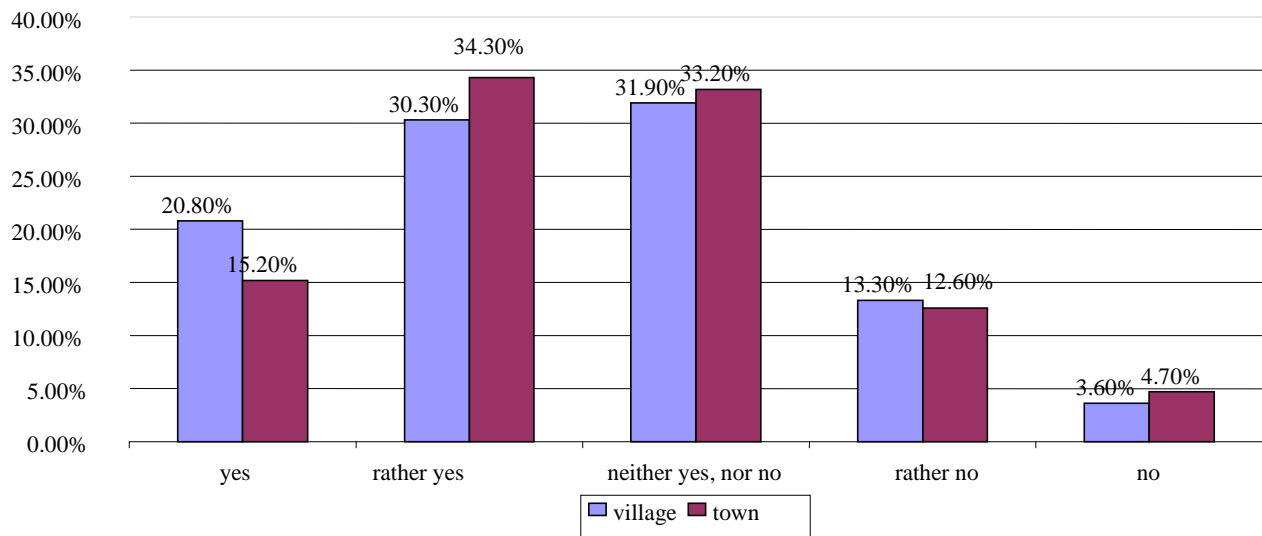


Chart 146. Frequency of meeting Police officers on foot patrol (across the urban and rural communities).



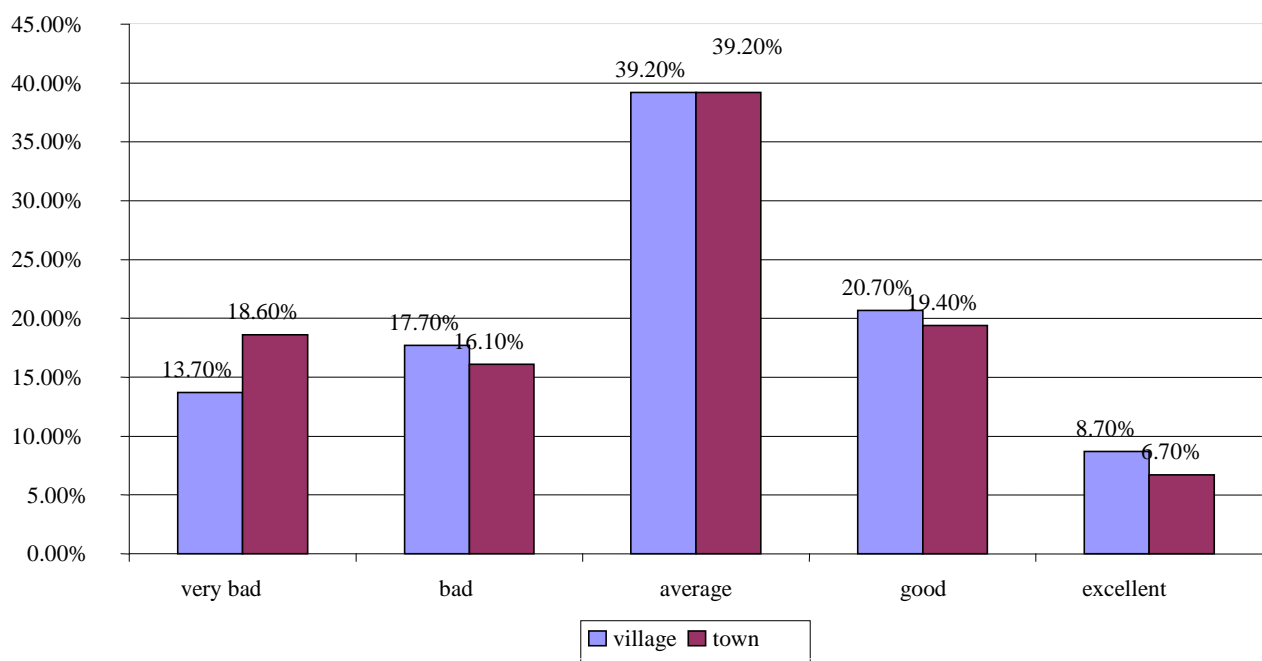
When evaluating the Police activities of crime prevention, the responses of the rural and urban residents distributed in almost equal proportions – respectively 51.1% and 49.5% of them have a positive opinion about this service of the Police.

Chart 147. Crime prevention activities of the Police (across the urban and rural communities).



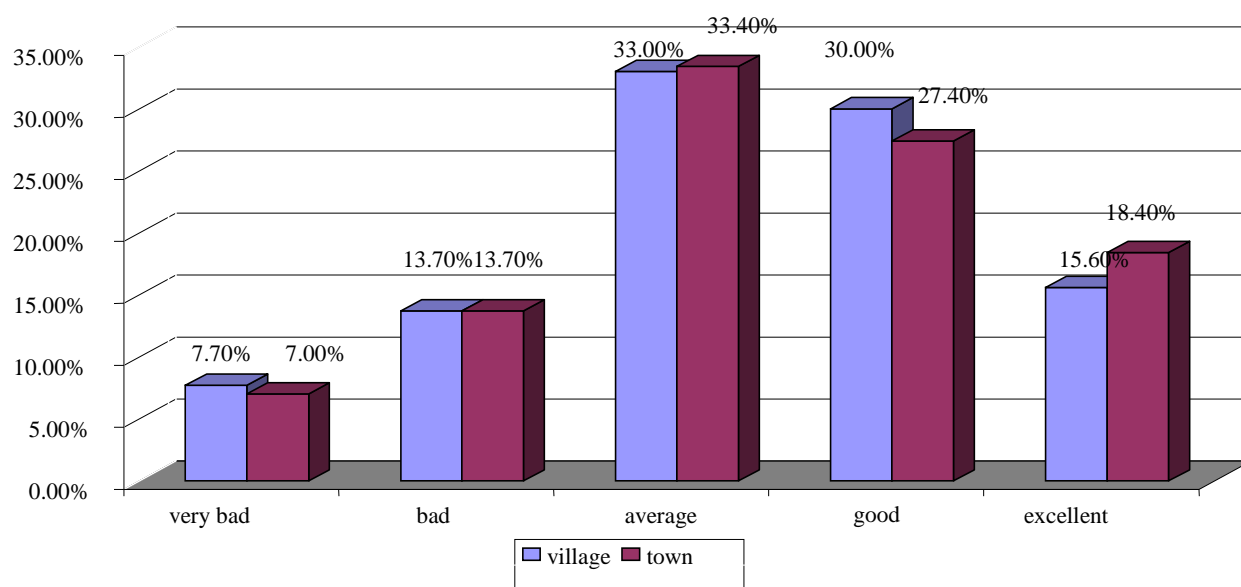
The urban residents expressed a more negative attitude than rural ones about separate characteristics of the Police. Namely, 34.7% of the urban respondents evaluated the “equal and impartial treatment of citizens” characteristic of the Police “bad” or “very bad” as opposed to 31.4% of their rural counterparts.

Chart 148. Evaluation of the Police’s impartiality (across the urban and rural communities).



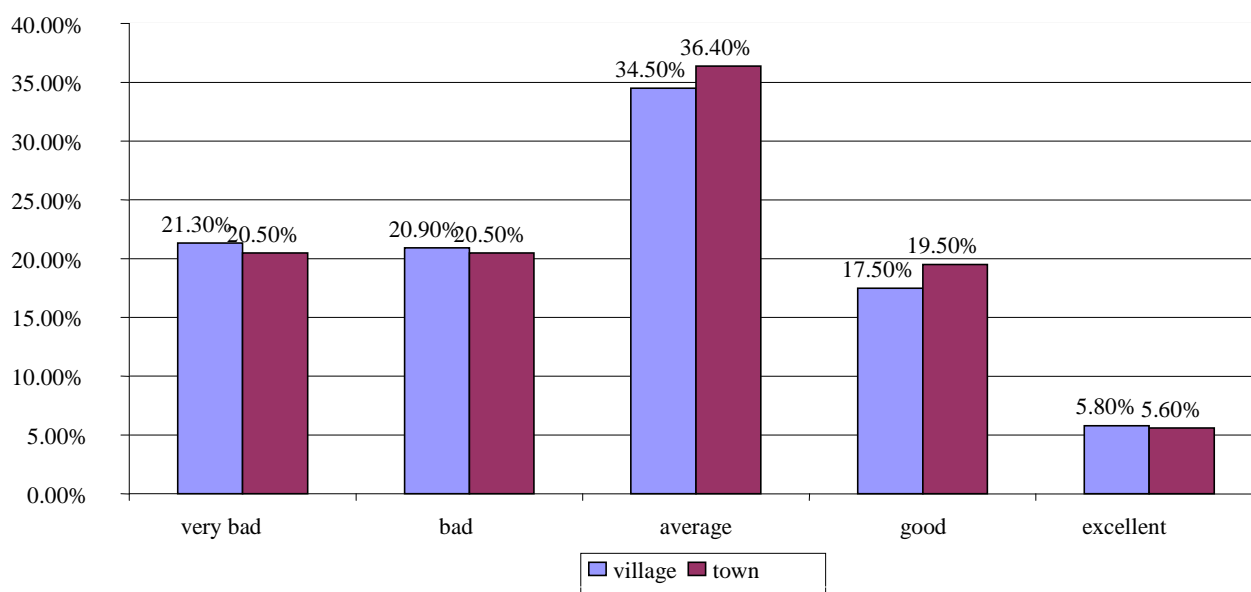
With respect to the “quick response” capacity of the Police, the rural residents are more criticizing, which is most likely due to the distance and isolation of some of the villages from nearby towns (where police station are located) and poor technical capacities of the Police.

Chart 149. Evaluation of the Police' quick response capacity (across the urban and rural communities).



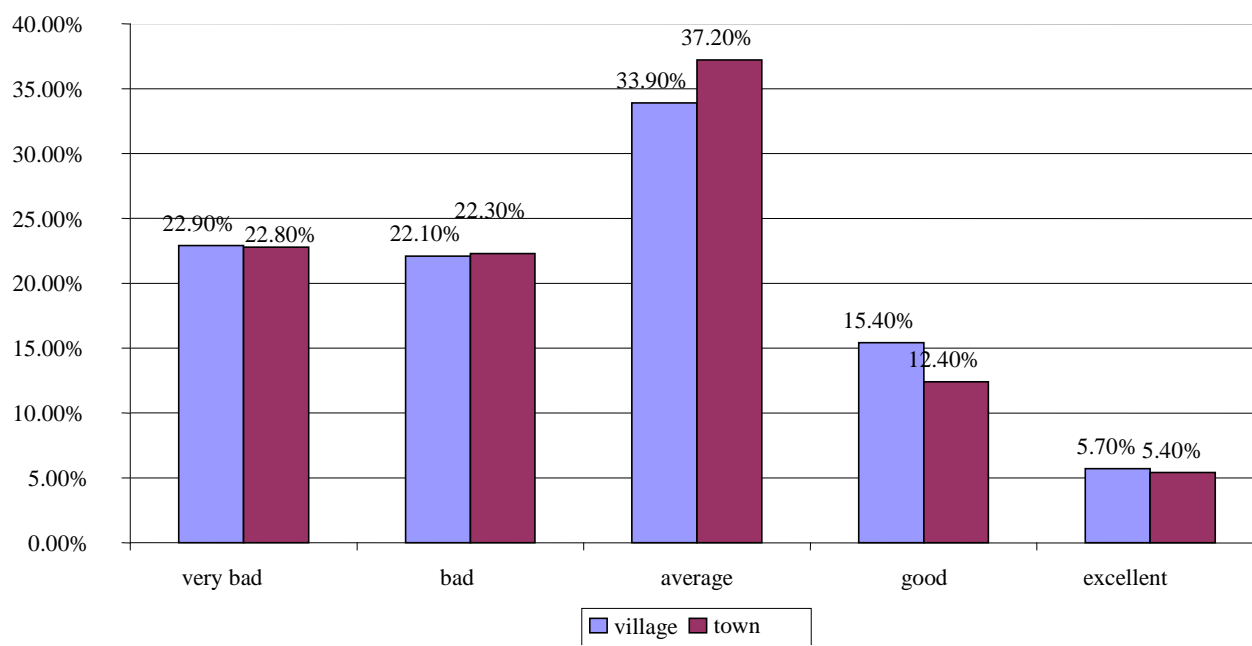
In terms of evaluations of the “politeness” of the Police, the positions of the towns and villages respondents do not differ substantially, although there is a discontent in this respect in both groups.

Chart 150. Evaluation of the politeness of the Police (across the urban and rural communities).



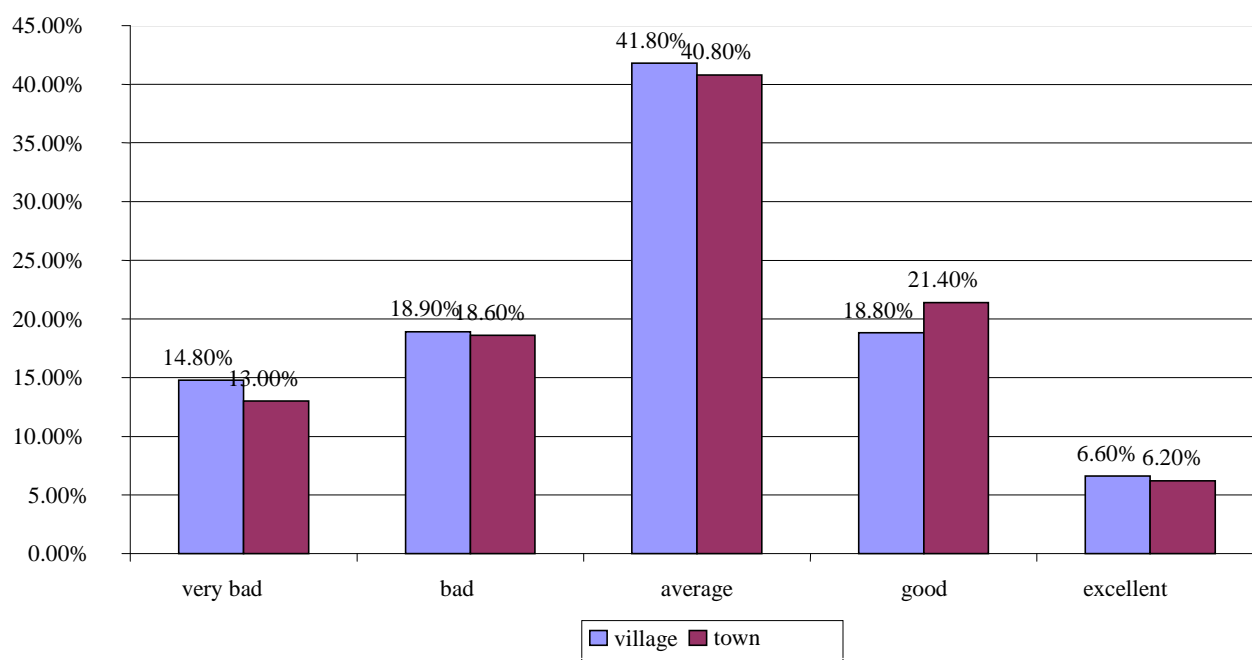
“Integrity” of the Police brought about more critical evaluations of the urban population – only as little as 17.8% regarded that feature positively, whereas 21.1% of their fellow countrymen in the villages evaluated it as “good” or “excellent”.

Chart 151. Evaluation of the Police' integrity (across the urban and rural communities).



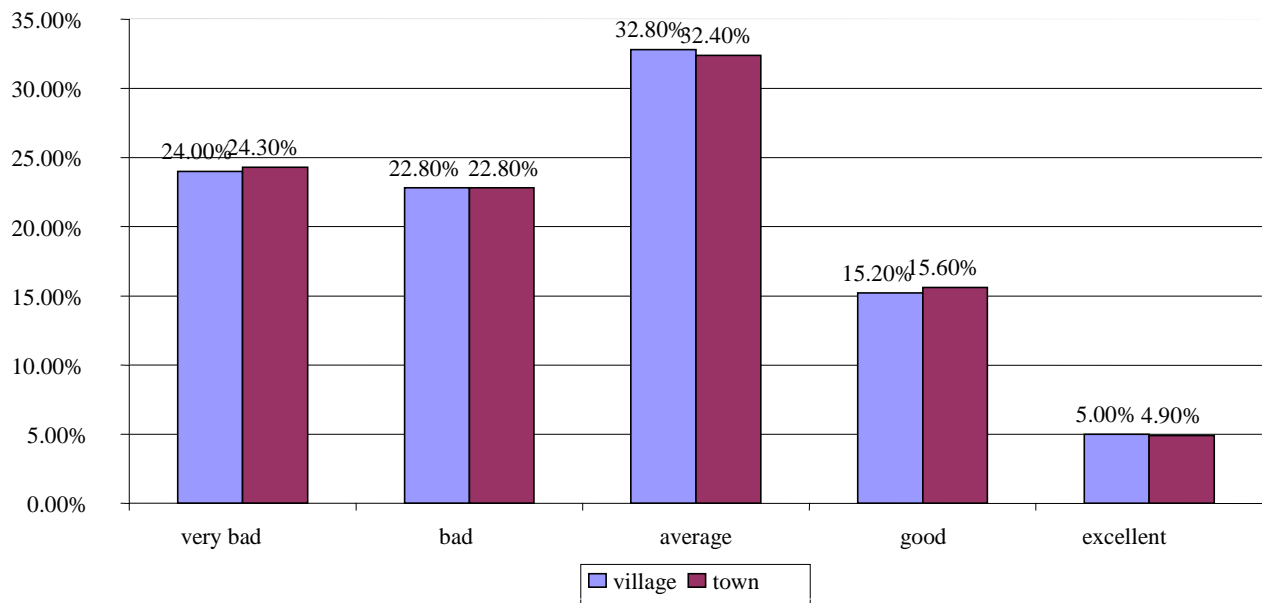
Evaluation of the problem-solving capacity of the Police did not give rise to essential discrepancies between the responses of the town and village respondents, that characteristic of the Police was regarded positively by 27.8% of urban and 25.4% of rural residents.

Chart 152. Evaluation of the problem-solving capacity of the Police (across the urban and rural communities).



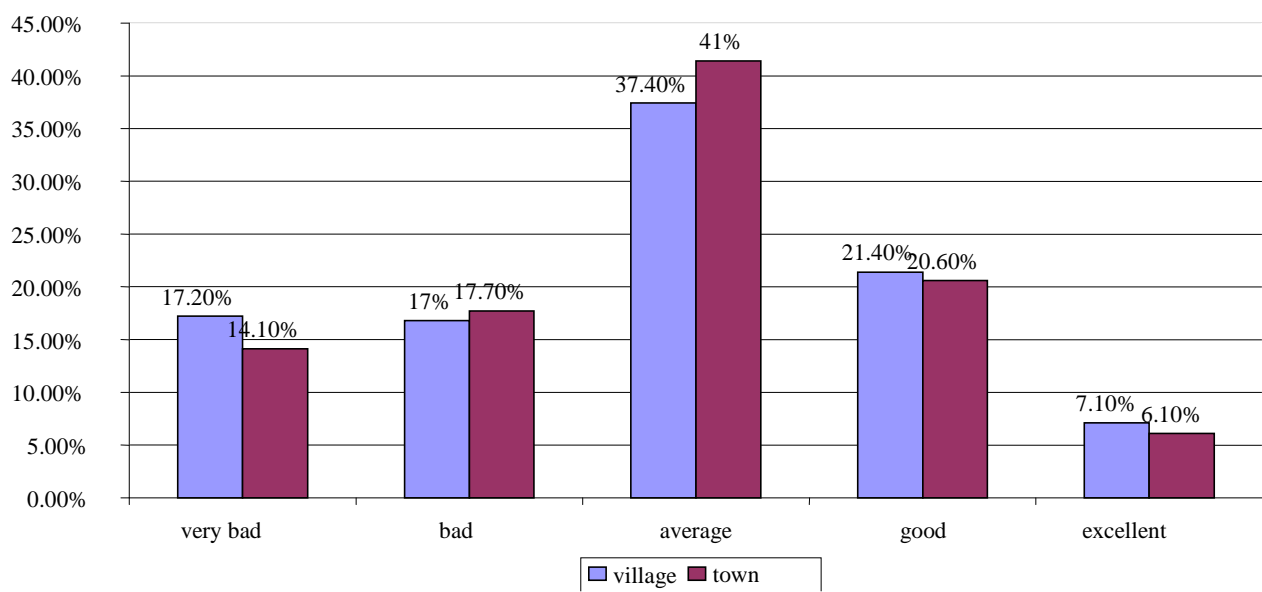
The picture is similar in terms of the transparency of the Police performance – in the urban as well as rural residential areas around 50% of the poll respondents evaluated it negatively.

Chart 153. Evaluation of the transparency of the Police work (across the urban and rural communities).



Efficiency of the Police work was estimated “bad” or “very bad” by a bigger share of the rural respondents (34.2%) in comparison with the urban ones. The rural residents’ responses, on the other hand, appeared to be more polarized, since a bigger share of them assigned the Police work efficiency “good” and “excellent” marks.

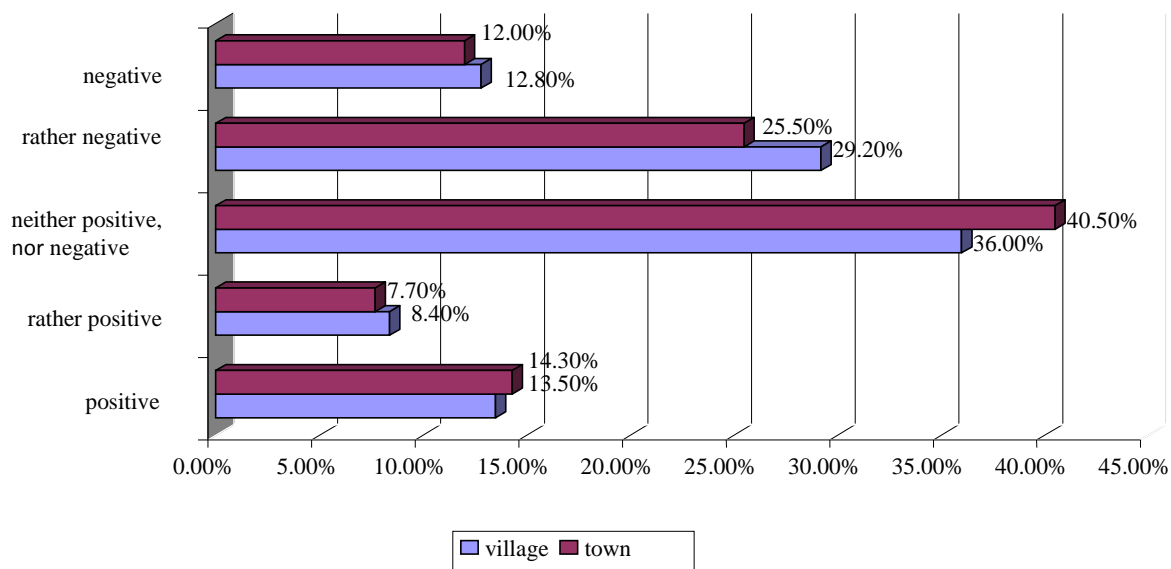
Chart 154. Evaluation of the Police work efficiency (across the urban and rural communities).



Data on the Police Image Perception (across the urban and rural residents)

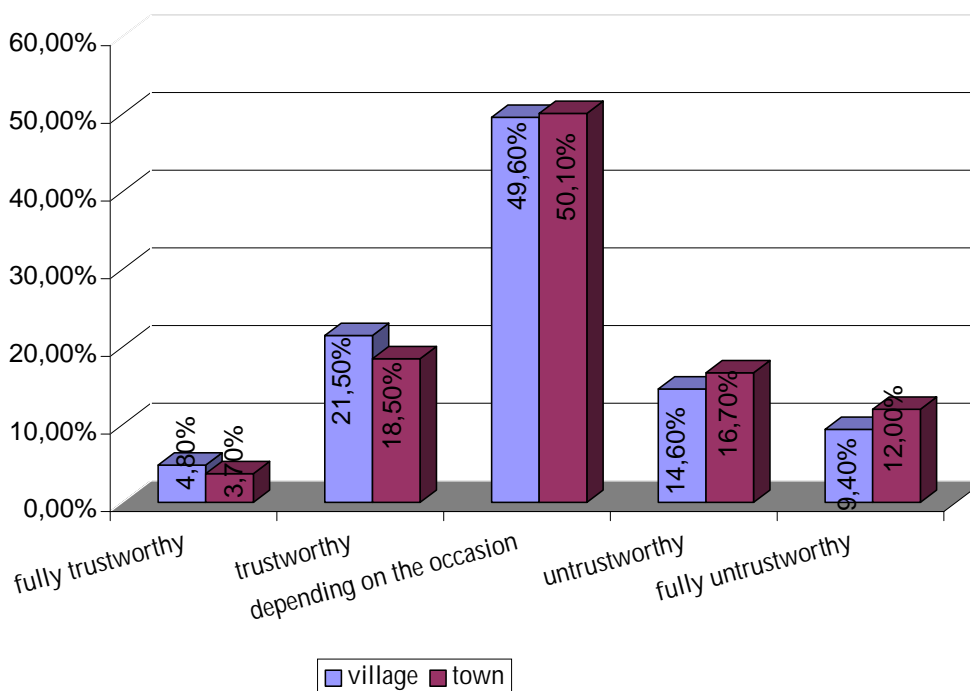
The outcomes of the public opinion poll taken in the marzes of Armenia demonstrate that in the villages and towns the predominant attitude towards the Police is negative, but in the villages that attitude appears to be deeper (a negative evaluation to the Police was given by 41.5% of the rural and 37.5% of the urban respondents).

Chart 155. Personal attitude towards the Police (across the urban and rural communities).



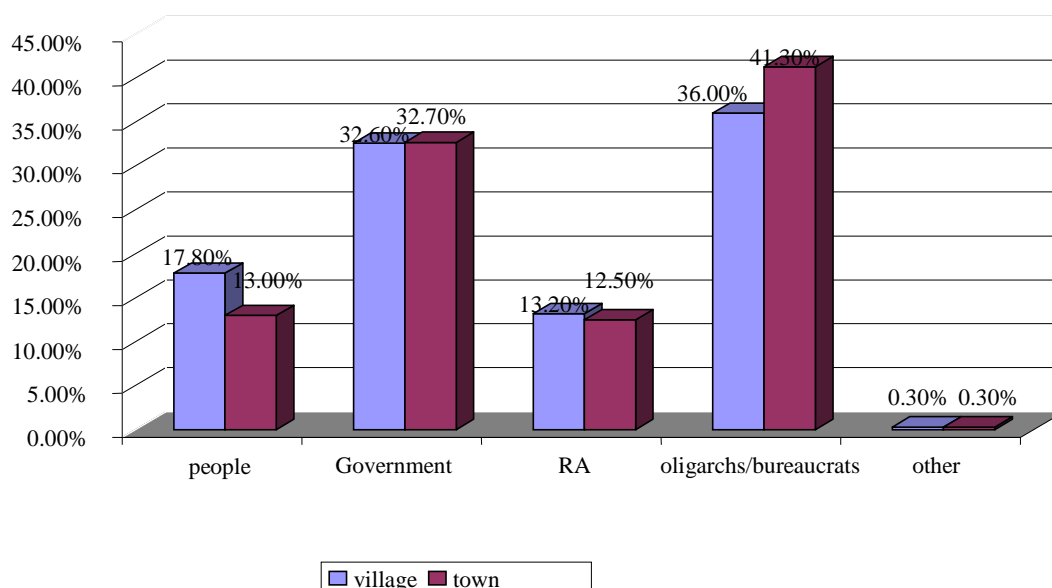
In the rural settlements a bigger ratio (25.3%) of the respondents believe that the Police are trustworthy, but in the towns the level of trust is lower.

Chart 156. Evaluation of the trust in the Police (across the urban and rural communities).



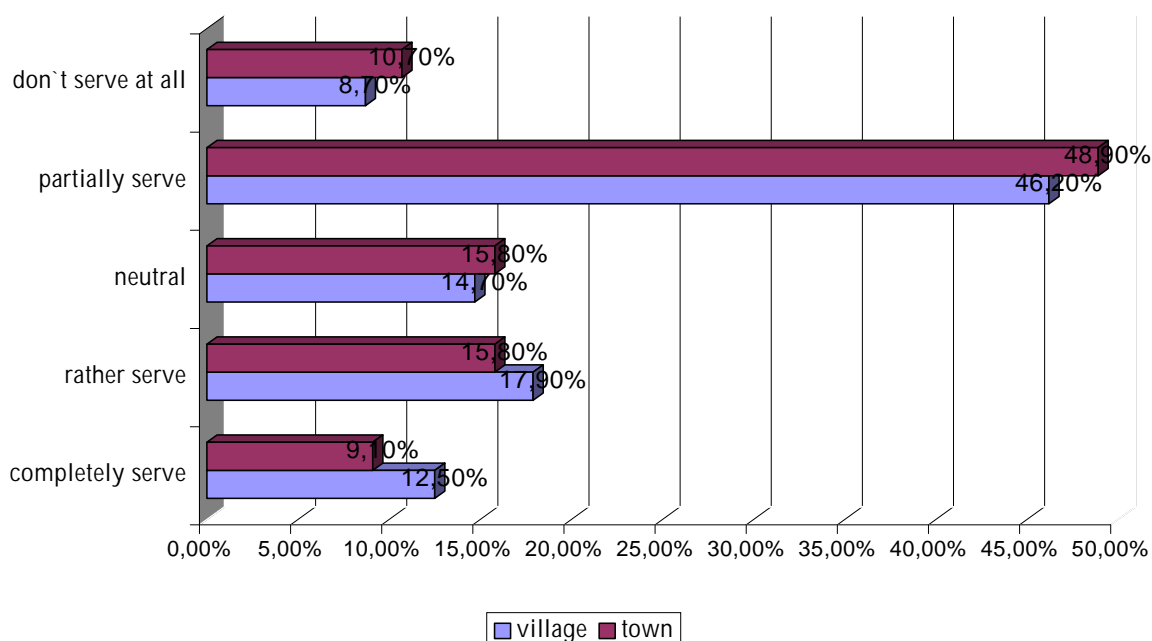
In reference to the question about whom, in the respondents' opinion, the Police actually serve, a bigger group of village residents answered "people" (17%), while in the towns a prevalent opinion was "oligarchs/bureaucrats".

Chart 157. Whom do the Police serve (across the urban and rural communities)?



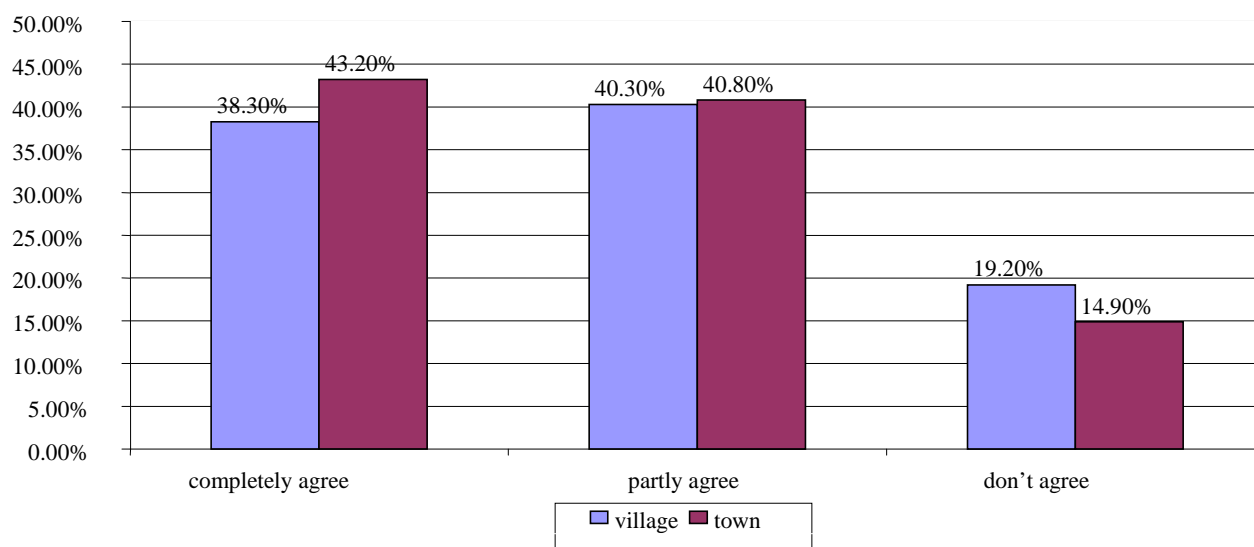
The obtained data come to prove that the town residents are more sceptical about the extent of the Police service to the Laws and People, 59.6% of them are of an opinion that the Police do not serve the Laws at all or serve partially, in the villages such opinion is held by 54.9% of the residents.

Chart 158. To what extent do the Police serve the Laws (across the urban and rural communities)?



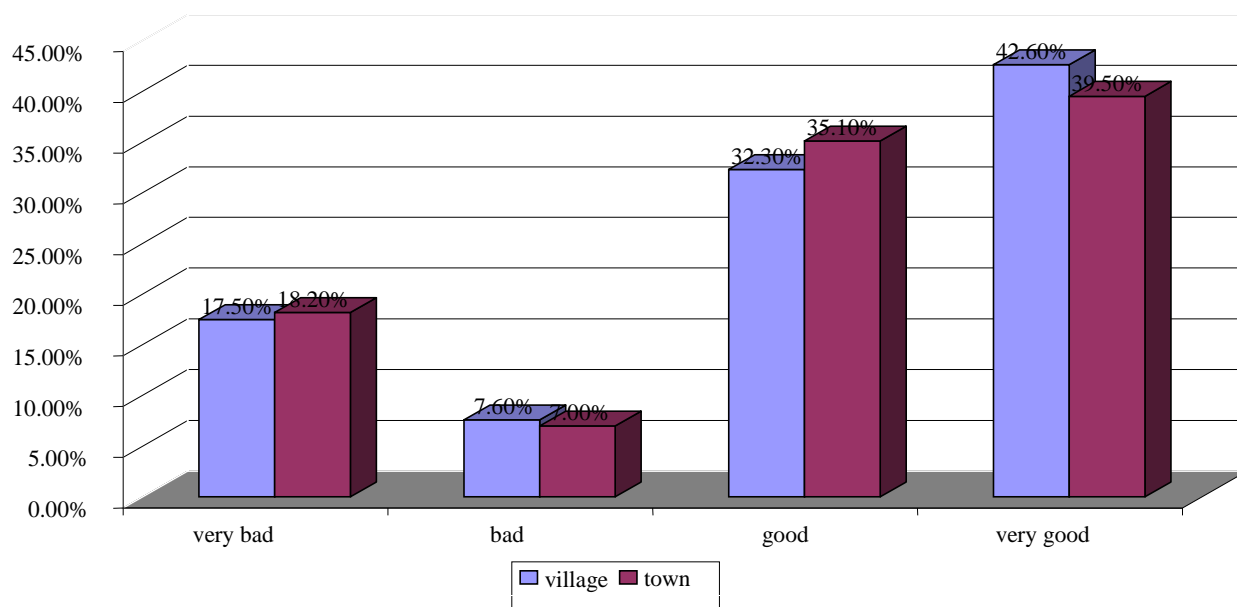
The overwhelming majority of the urban resident positively answered the question “To what extent do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money?”

Chart 159. Evaluation of the probability for offenders to avoid responsibility (across the urban and rural communities).



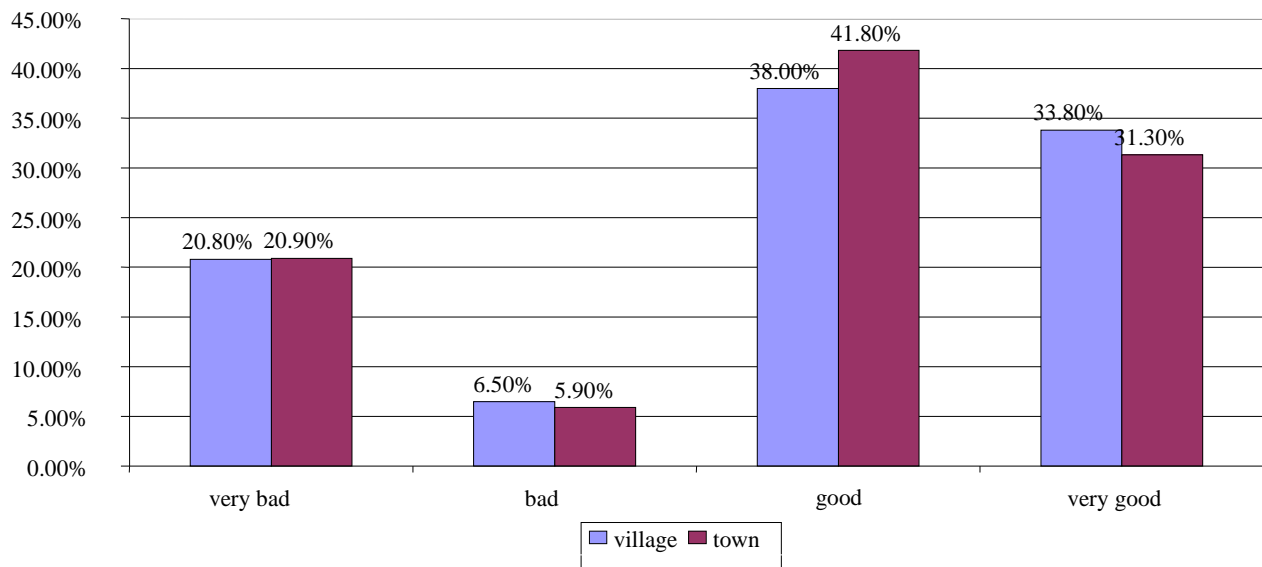
The results of the opinion poll suggest that the village and town residents have similar positions with respect to the way the Police treats victims/witnesses and offenders – 74.6% of the town respondents positively evaluate the treatment of offenders by the Police, in the villages that ratio is 74.9%.

Chart 160. Evaluation of the treatment of victims/witnesses by the Police (across the urban and rural communities).



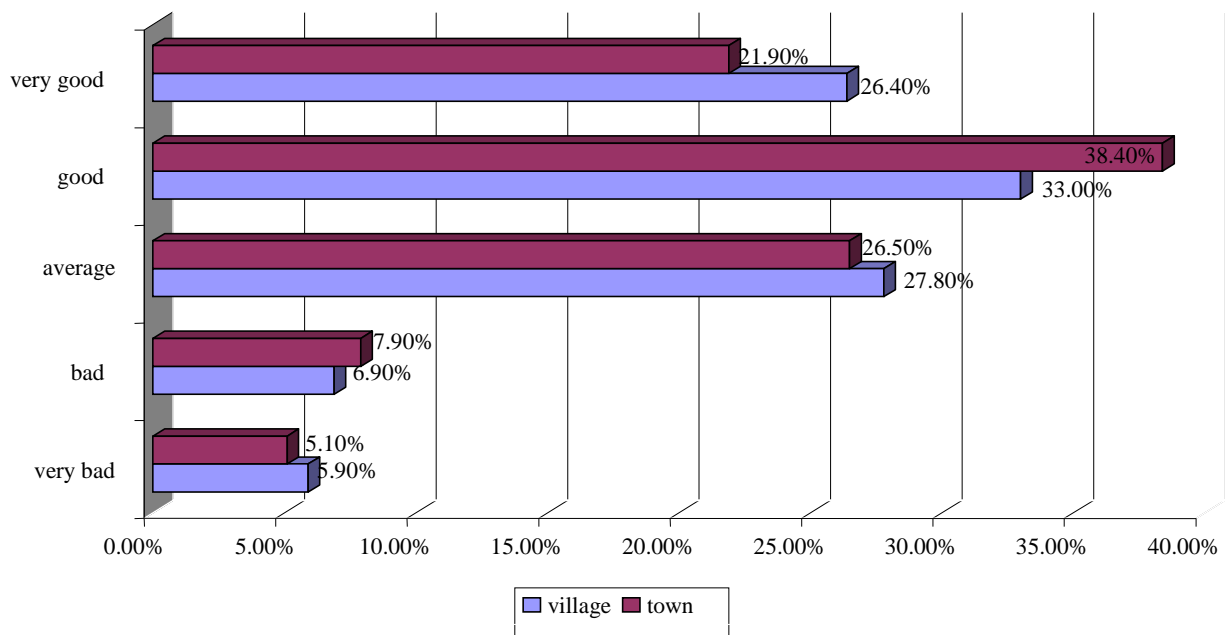
In the towns and villages respectively 73.1% of 71.8% of the respondents positively evaluated the treatment of offenders by the Police.

Chart 161. Evaluation of the treatment of offenders (across the urban and rural communities).



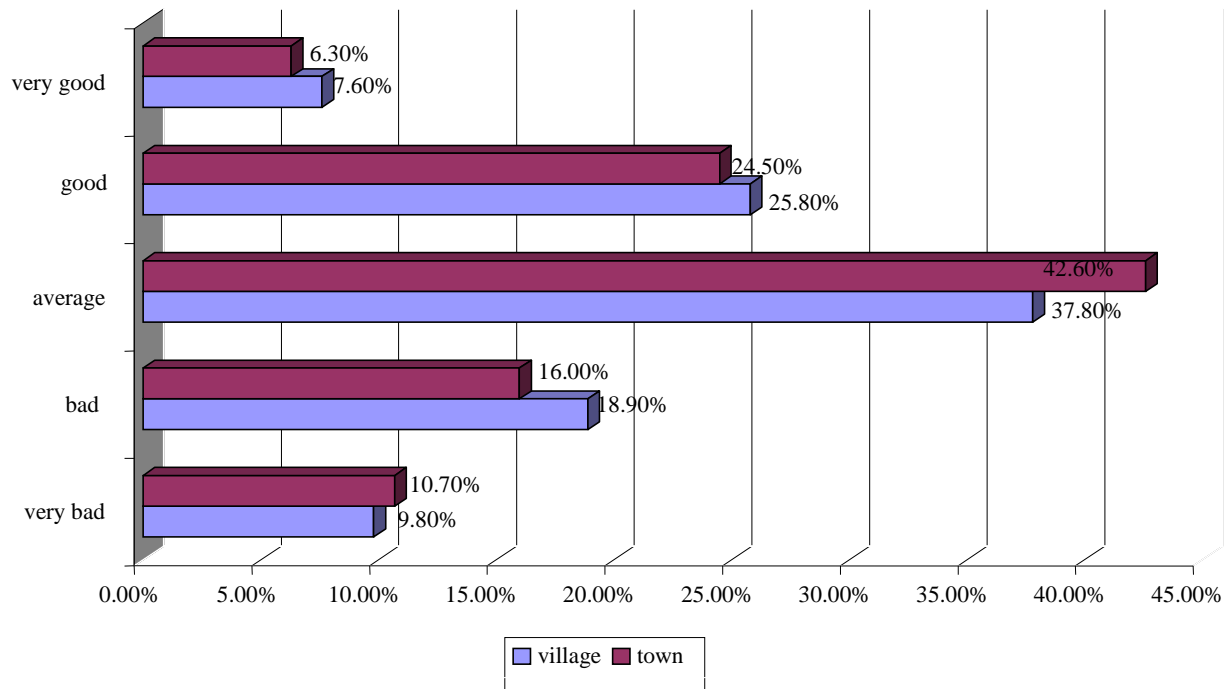
60.35% of the respondents in the towns and 56.4% in the villages regard the Traffic Police performance favourably. However, the same service is graded “bad” or “very bad” by 13% of town and 12.8% of village residents. These data are obviously quite consistent, although, in contrast to villages, the town residents have more frequent encounters with the Traffic Police, which accounts for that slight discrepancy between the rates.

Chart 162. Evaluation of the Traffic Police (across the urban and rural communities).



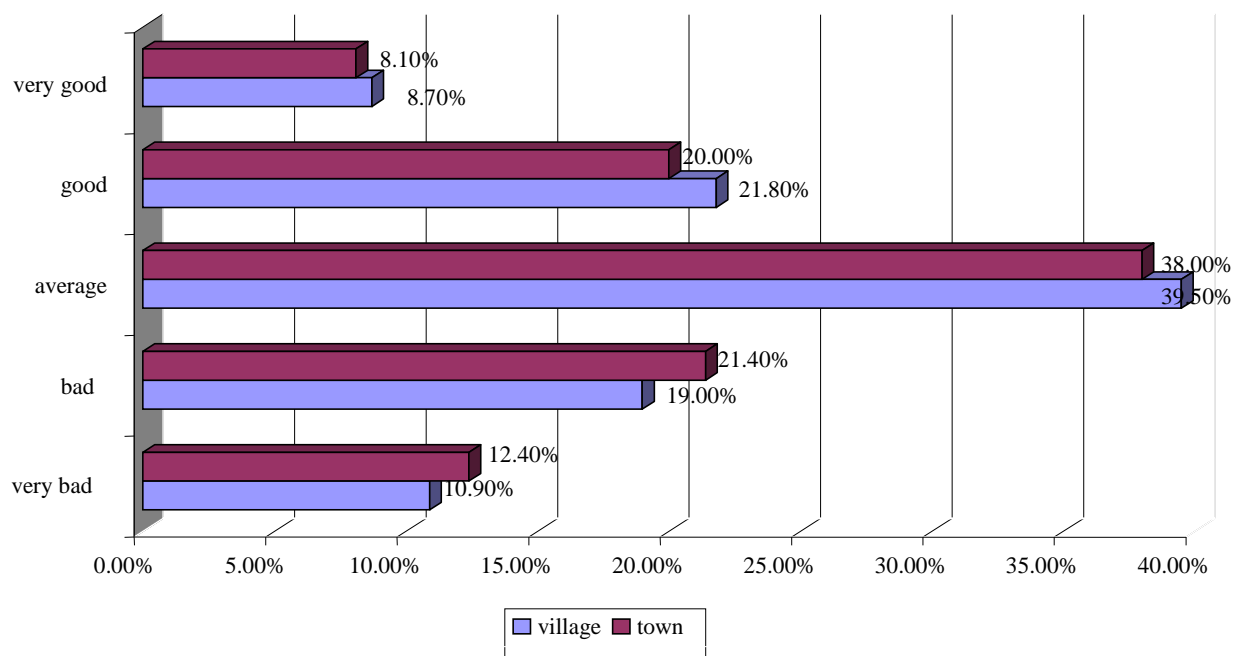
While evaluating the property protection service of the Police the rural respondents provided a bigger ratio of both positive and negative opinions.

Chart 163. Evaluation of the personal property protection service of the Police (across the urban and rural communities).



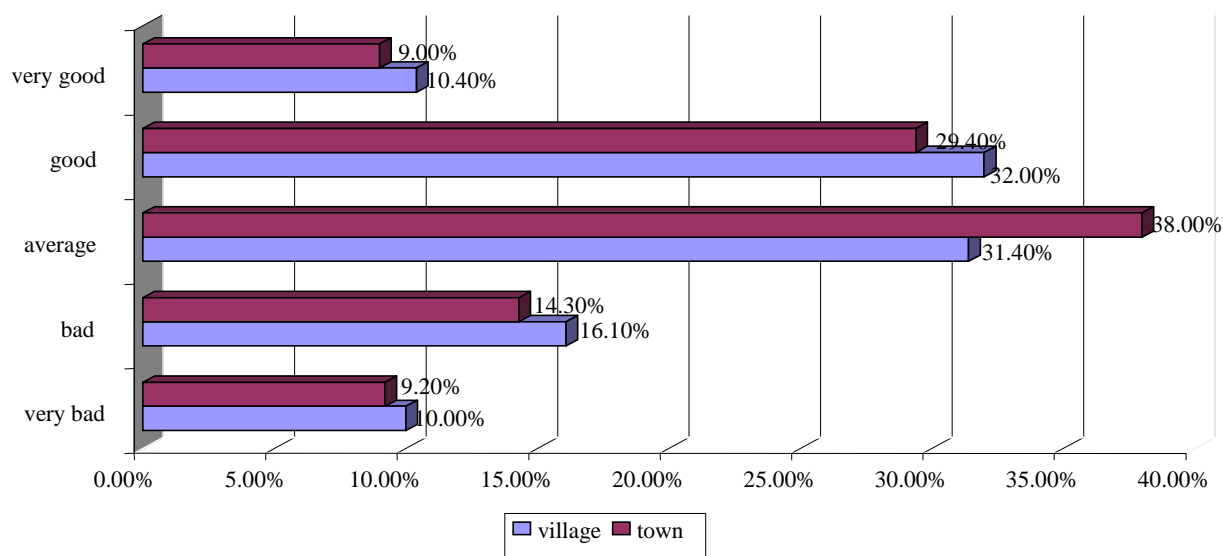
Whereas the respondents living in larger social groups, i.e. towns, are more pessimistically disposed towards the life protection service of the Police.

Chart 164. Evaluation of the life protection service of the Police (across the urban and rural communities).



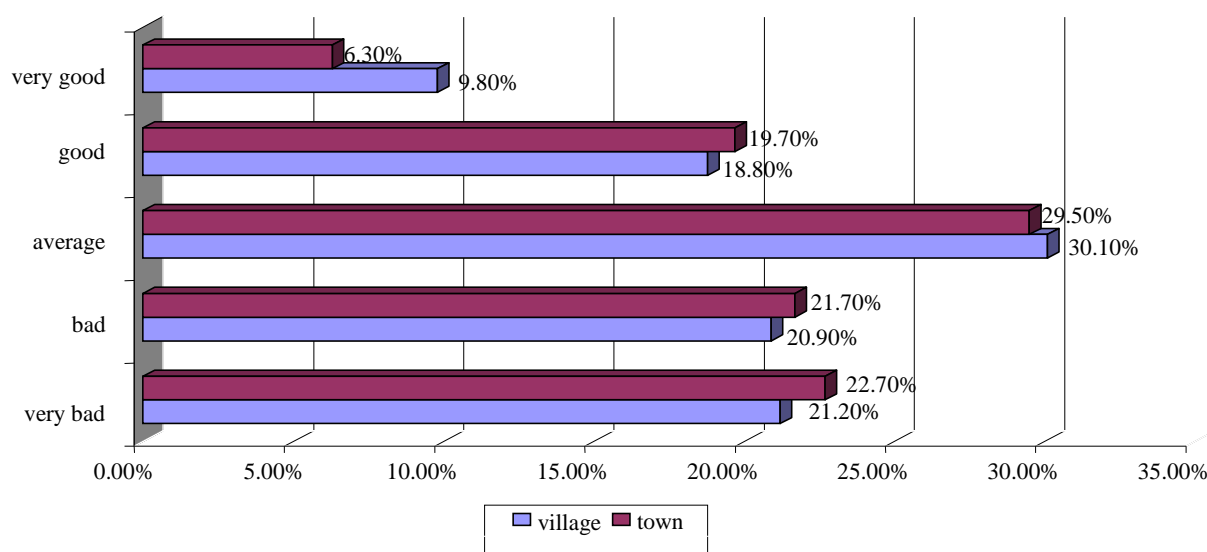
It is interesting to observe that with respect to the public protection service of the Police positive and negative responses of the village respondents were extremely polarized. The mentioned service was graded “bad” or “very bad” by 23.5% of the urban respondents and by 26.1% of the rural respondents. Thus the variation between urban and rural responses is not very big.

Chart 165. Evaluation of the public order management service of the Police (across the urban and rural communities).



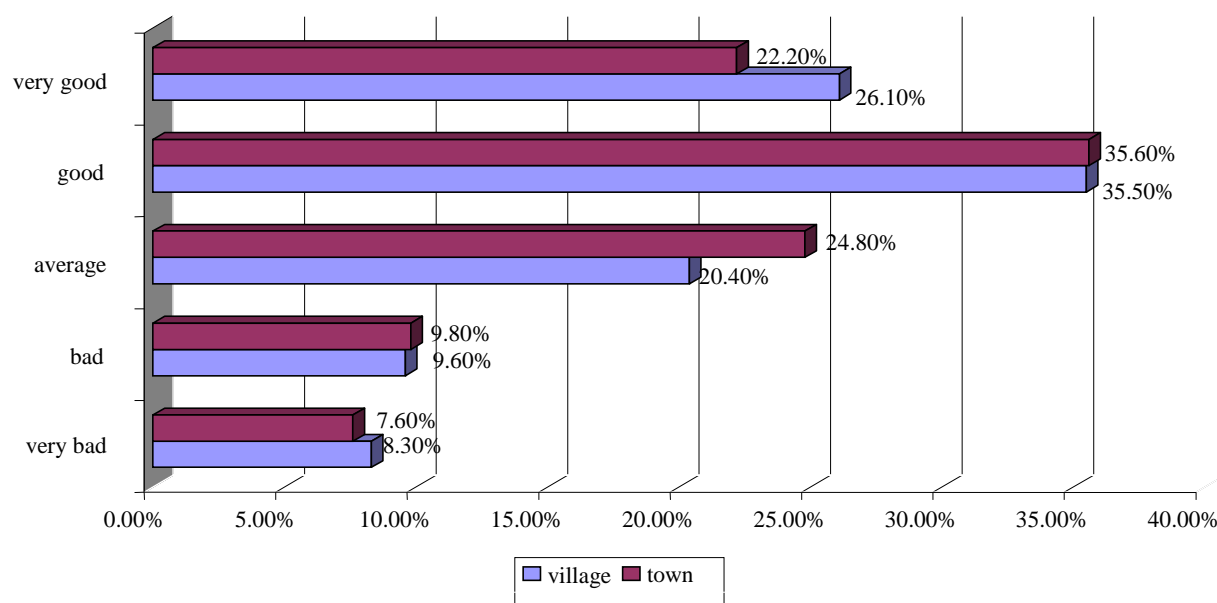
In the towns the respondents are more dissatisfied with the quality of neighbourhood inspectors' service.

Chart 166. Evaluation of the neighbourhood inspectors' service of the Police (across the urban and rural communities).



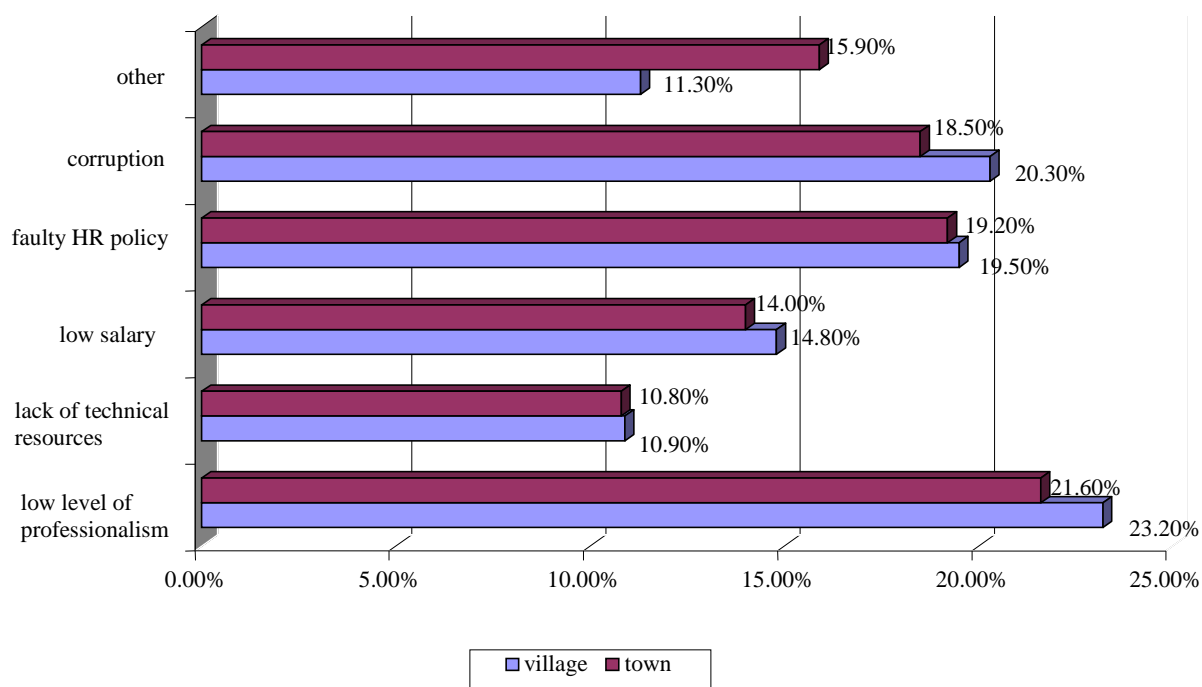
Residents in both rural and urban areas have the same attitude regarding the passport, visa and registration service of the Police – in villages and towns the proportions of the dissatisfied population are 17.9% and 17.4%, respectively.

Chart 167. Evaluation of the passport, visa and residence registration service of the Police (across the urban and rural communities).



While discussing the reasons behind the shortcomings of the Police, the responses of the urban and rural residents again distributed almost evenly. The village residents slightly (in around 2%) outnumber only with respect to the corruption and low professionalism of police officers.

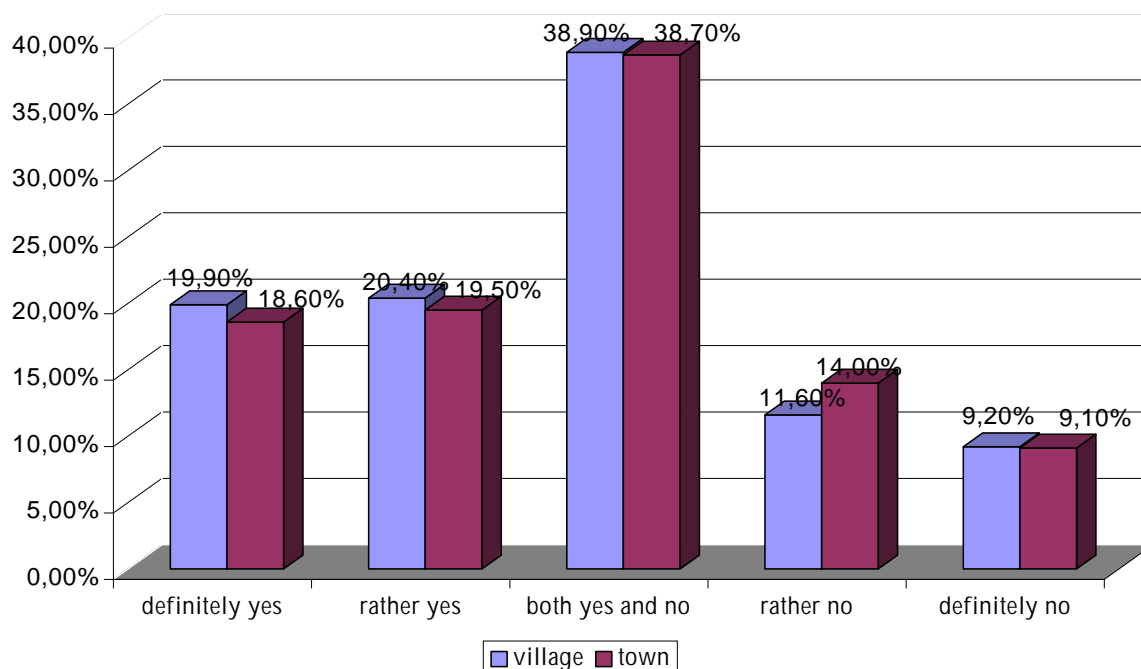
Chart 168. Reasons for shortcomings in the Police (across the urban and rural communities).



Data on the Police-Public Relations (across the urban and rural communities)

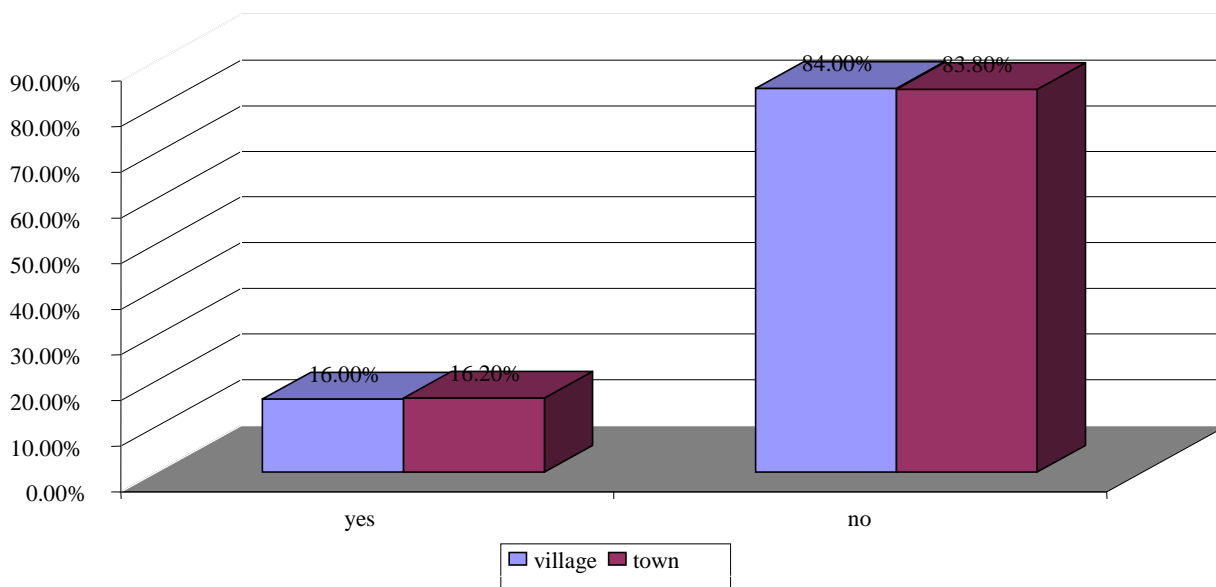
The results of the public opinion poll undertaken in the marzes of the Republic of Armenia demonstrate that a bigger portion of the urban residents, compared with the rural ones, is doubtful that the Public can affect the quality of the Police work.

Chart 169. *In your opinion, does the Public play a role in the quality of the Police work (across the urban and rural communities)?*



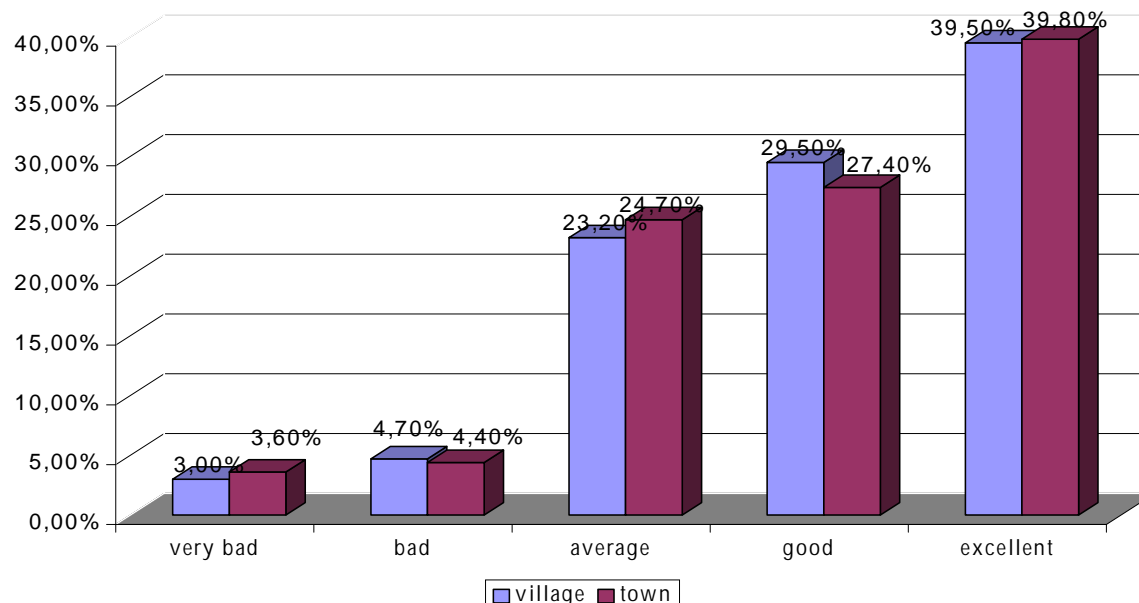
When discussing the personal collaboration with the Police, over 80% of the respondents in both towns and villages rejected such possibility.

Chart 170. *Would you personally collaborate with the Police (across the urban and rural communities)?*



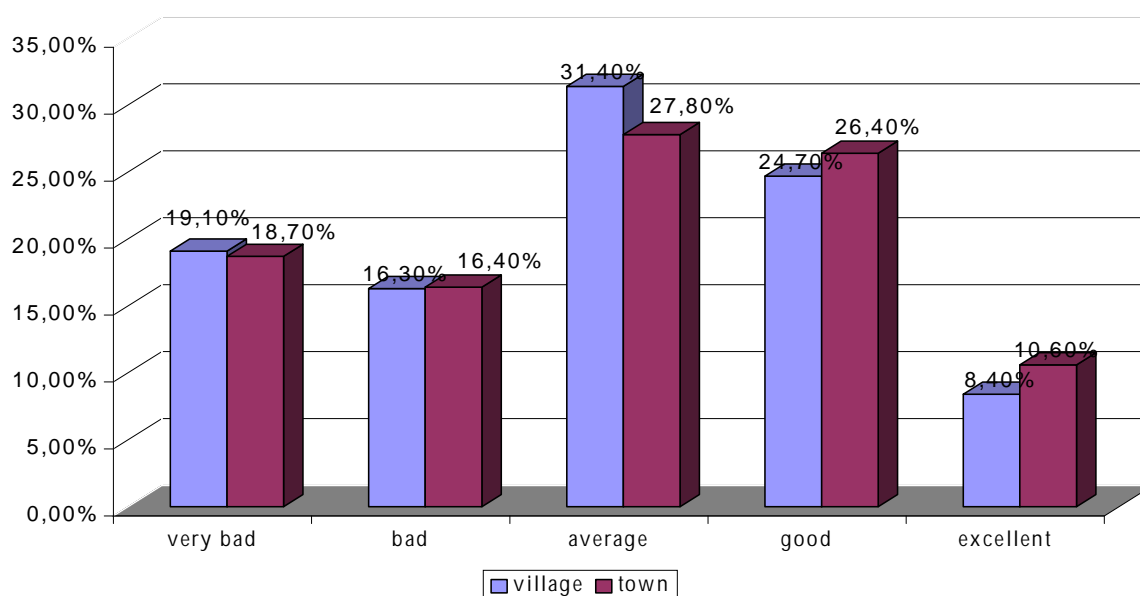
The opinion poll revealed that residents of villages value the information broadcast via TV higher than their urban fellows.

Chart 171. Evaluation of the information circulated via TV (across the urban and rural communities).



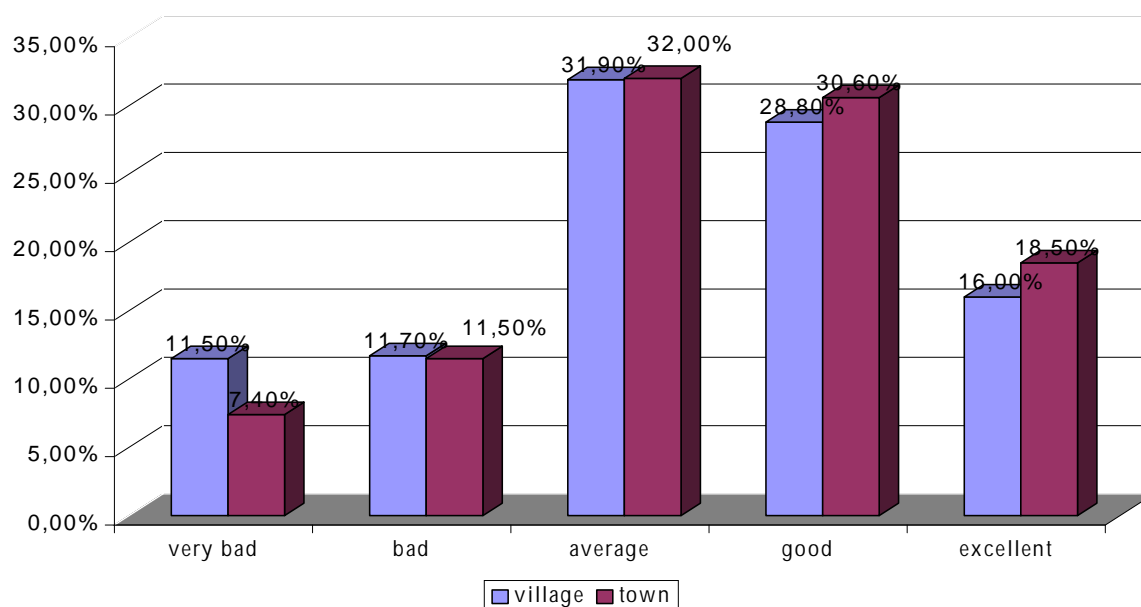
Interestingly, although radio is a widely used form of mass media in rural areas, residents there are more sceptical about the quality of the information they receive via it.

Chart 172. Evaluation of the information circulated via radio (across the urban and rural communities).



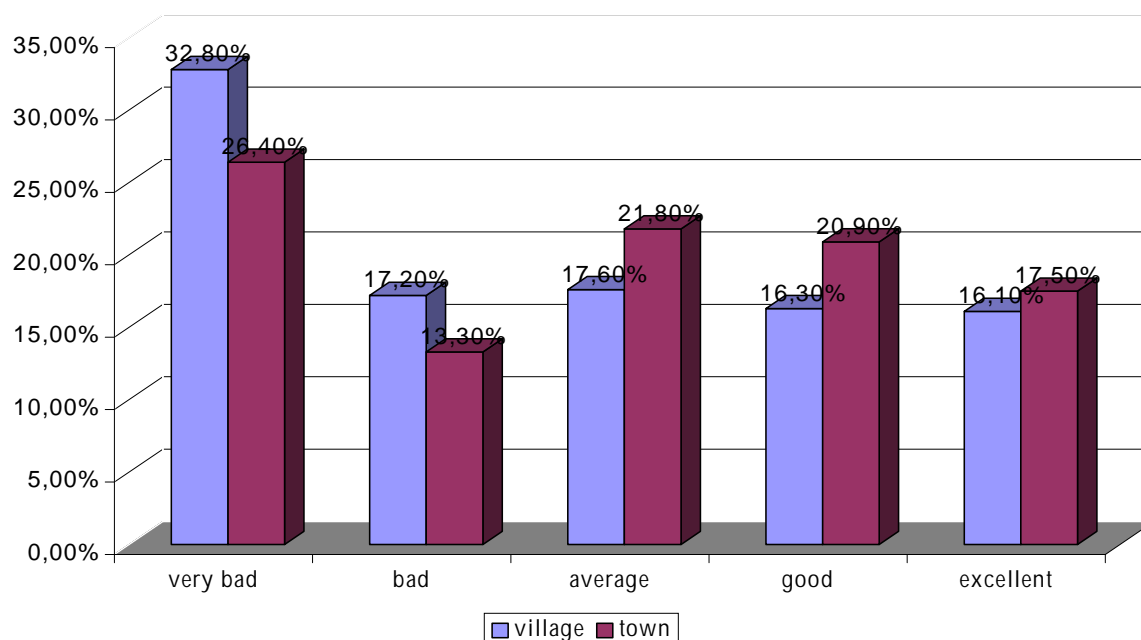
It is noteworthy that the newspaper information was rated “very bad” or “bad” by a bigger group of rural respondents (23.2%), compared with only 17.9% of the town respondents holding the same opinion.

Chart 173. Evaluation of the information circulated via newspapers (across the urban and rural communities).



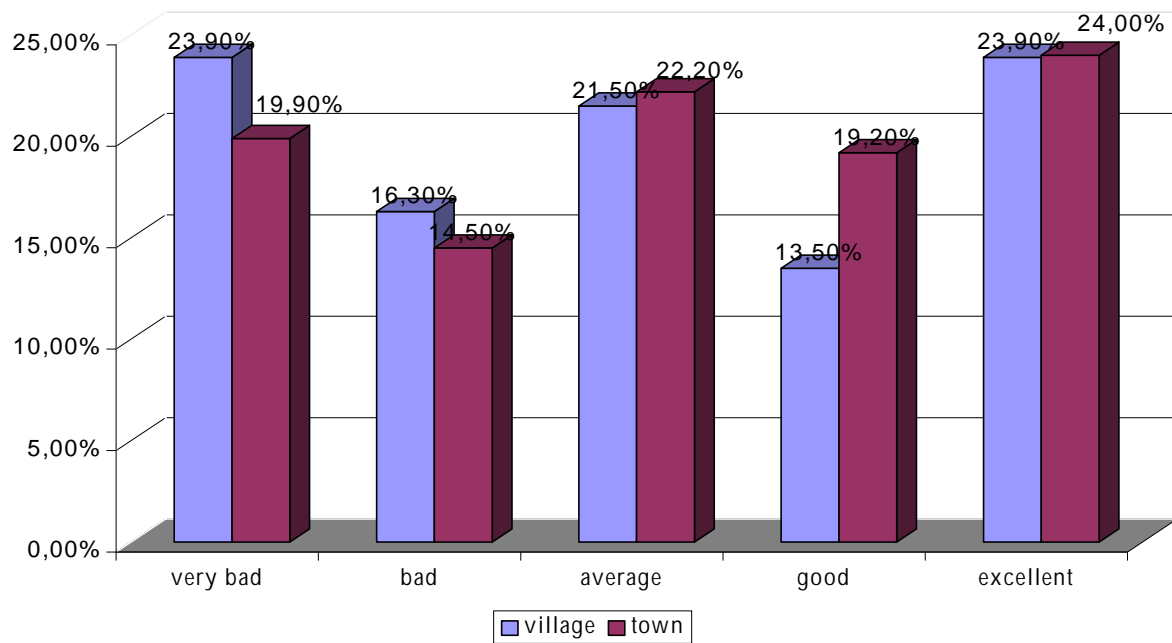
Considering that in rural settlements the Internet is not widely available, it is understandable that this source of information is not trusted by a larger proportion of village residents.

Chart 174. Evaluation of the information circulated via the Internet (across the urban and rural communities).



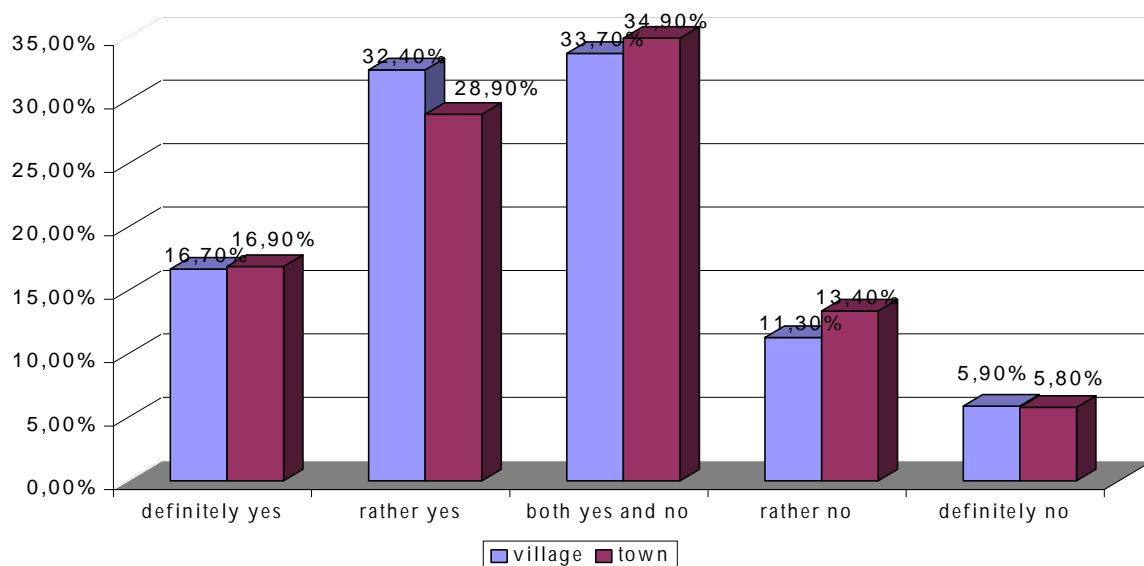
It was unexpected that people in villages do not favour the information spread via the word of mouth, while 43.2% of their town counterparts (versus 37.4% of the village respondents) regard that information as trustworthy.

Chart 175. Evaluation of the information circulated via rumours (across the urban and rural communities).



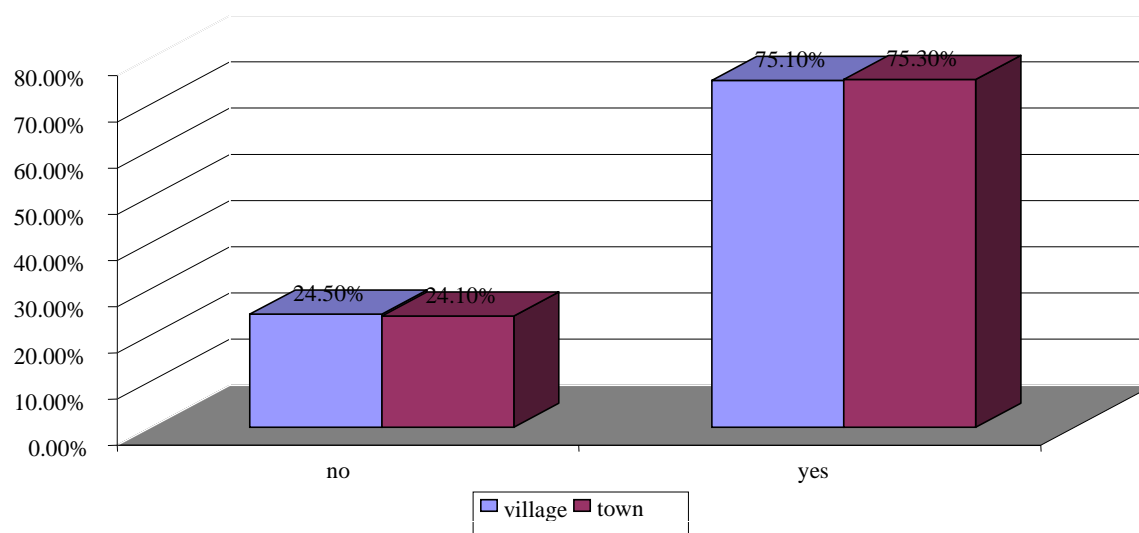
In response to the question whether the media have a role in establishing the Public-Police partnership, the urban residents expressed a negative approach, while 49.3% of the rural residents believe that the media's role is effective.

Chart 176. Do the media play a role in establishing the Public-Police partnership (across the urban and rural communities).



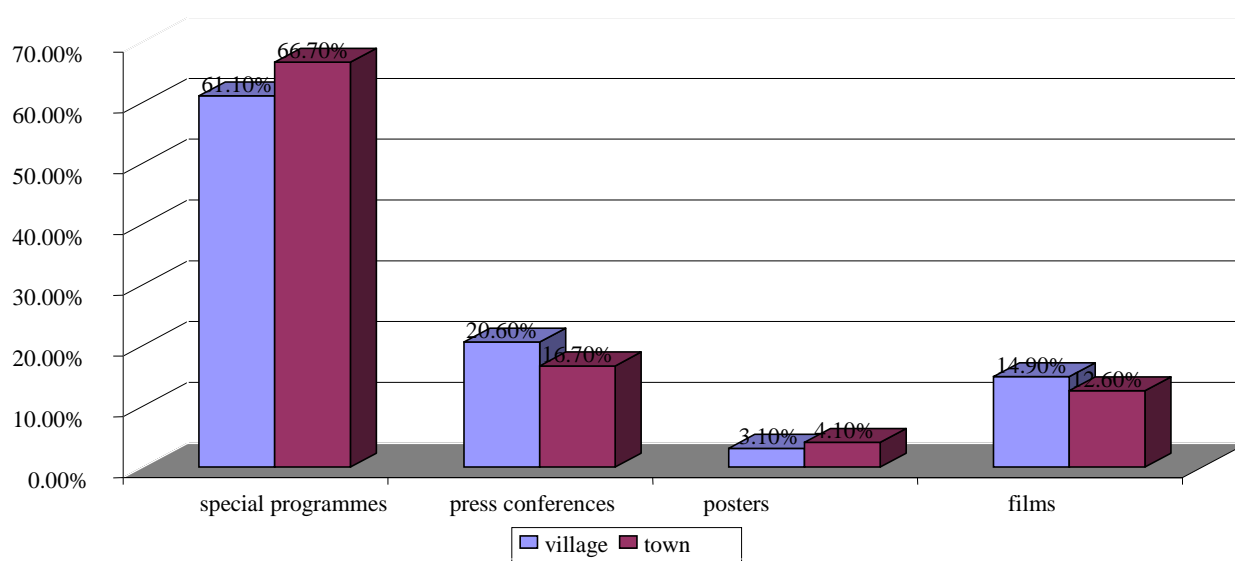
As for the capacity of the mass media to contribute to the establishment of the Public-Police partnership, the responses in both areas were almost identical – 24.5% of the respondents believe that the media are capable of it, while 75.5% are sceptical about it.

Chart 177. Can the media facilitate the establishment of the Public-Police partnership (across the urban and rural communities)?



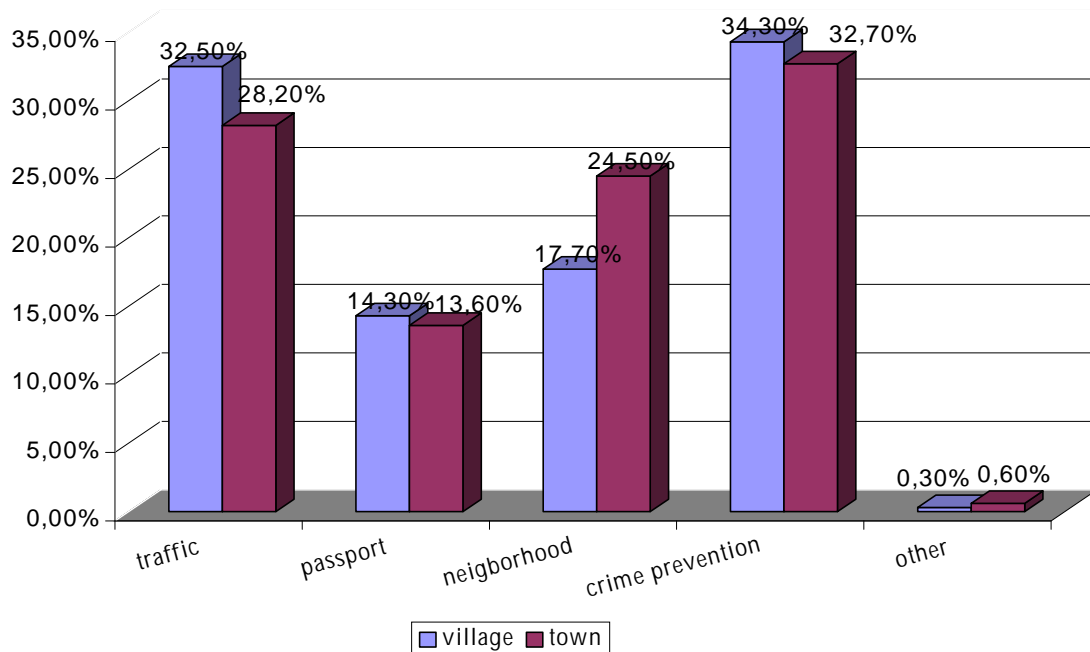
When assessing various methods for facilitation of the Public-Police partnership by the media, a bigger portion of the rural population gave preference to films and press-conferences.

Chart 178. How can the media facilitate the establishment of the Public-Police partnership (across the urban and rural communities)?



The responses to the question about which areas of the Police service require urgent changes distributed between the rural and urban areas in almost equal proportions. The need to modify the neighbourhood inspectors' service was pointed out by fewer village than town respondents. On the other hand, the need to change the crime prevention activities of the Police was more prioritized in rural areas.

Chart 179. Which areas of the Police service require urgent changes (across the urban and rural communities)?

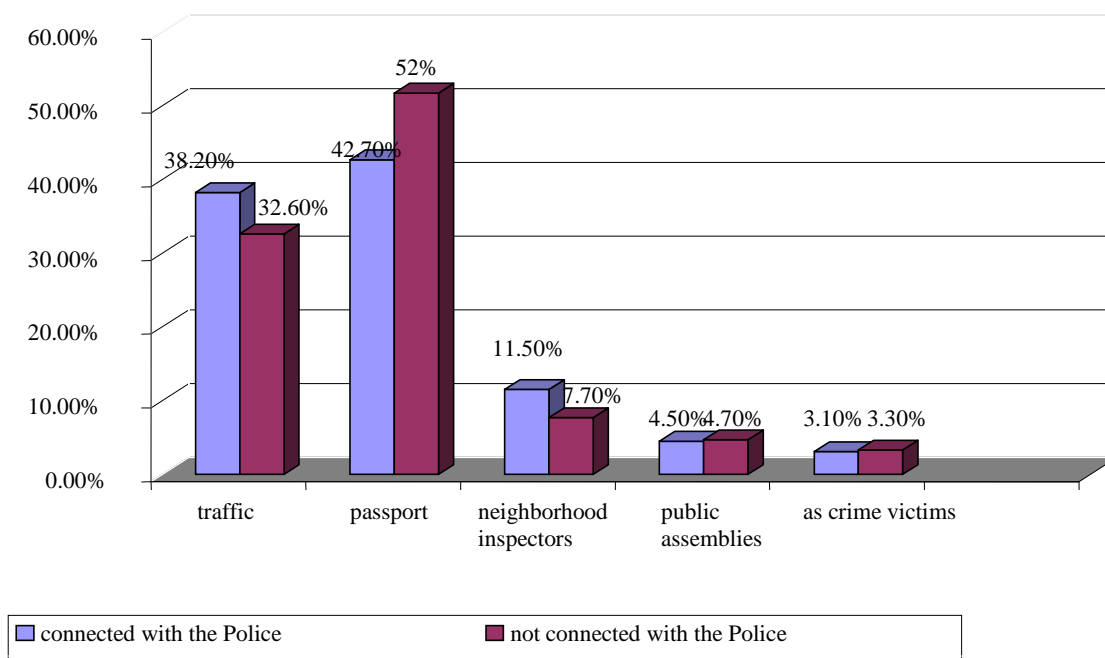


Part 6. Distribution of the Public Opinion Poll Findings According to the Connections with the Police

Data on the Interactions with the Police (according to the connections with the Police)

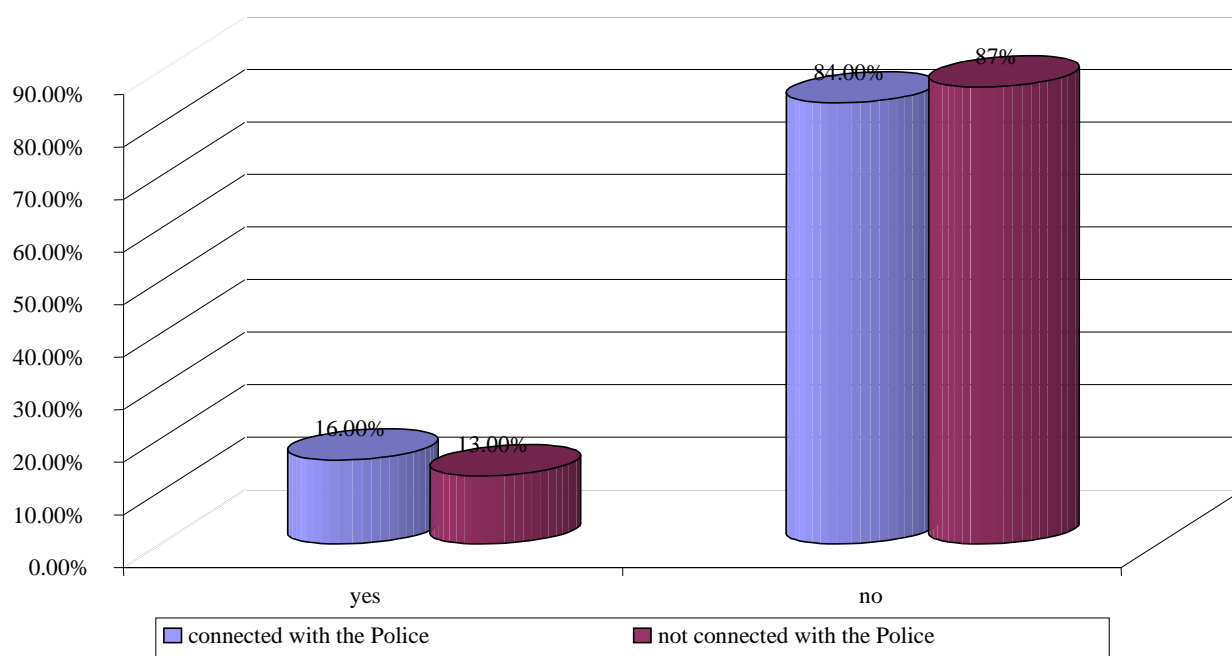
The outcomes of the public opinion poll taken in the marzes of the Republic of Armenia show that for the respondents having connections with the Police most of the police-related interactions are related to traffic, passport or neighbourhood inspectors' services.

Chart 180. On what occasions have you interacted with the Police during the last 3 years? (according to the connections with the Police).



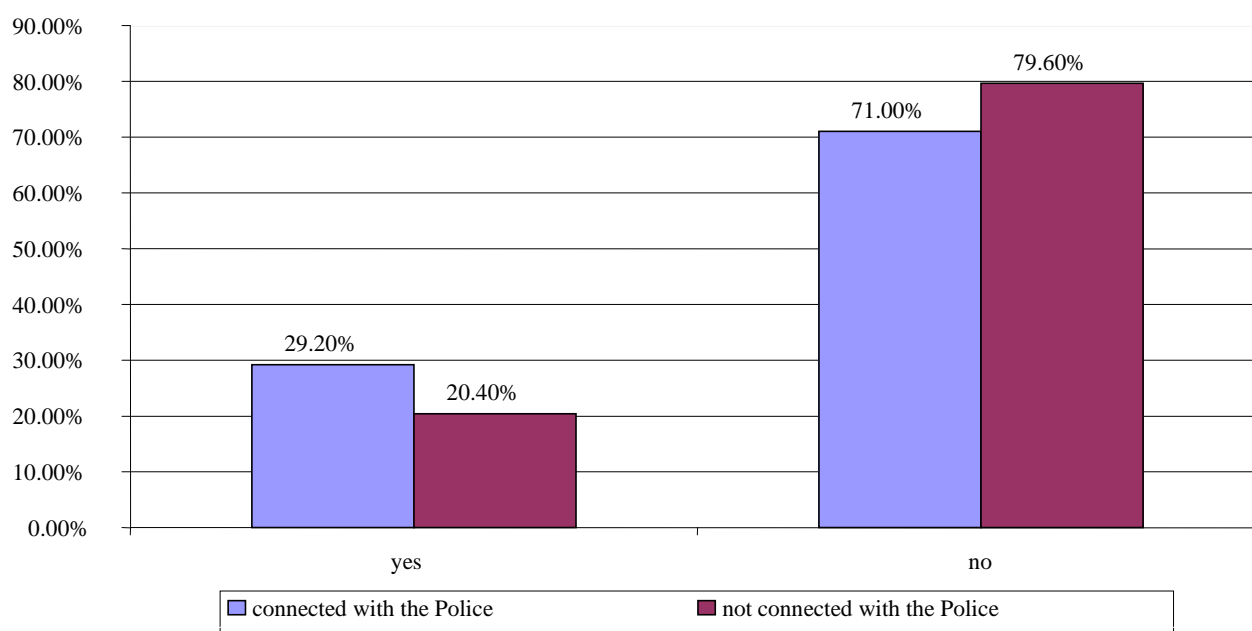
Among the representatives of the two groups the rate of becoming crime victims is virtually the same.

Chart 181. Have you or any of your relatives been a crime victim during the past 10 years?
(according to the connections with the Police).



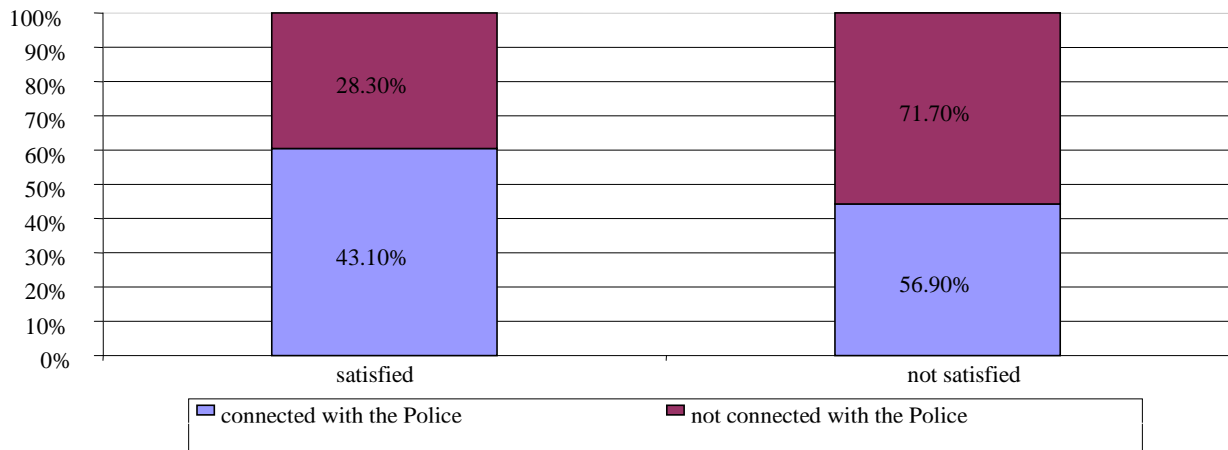
Quite naturally, the police-connected respondents, who have been crime victims are more willing to report the crimes to the Police.

Chart 182. Reporting to the Police about being a crime victim (according to the connections with the Police).



Besides, out of the police-connected respondents who reported the fact of suffering a crime to the Police, a bigger proportion (43.1%) was satisfied with the service rendered by the Police than out of the non-connected ones (29.3%).

Chart 183. Persons who reported to the Police and were satisfied with their service (according to the connections with the Police).



Those crime victims from among the respondents, who did not report the crimes, irrespective of the status of connection with the Police, justified their behaviour mostly by indifference of police officers with respect to problem solving (such was the response of 34% and 32% of the connected and non-connected respondents, respectively), as well as by inadequate material and technical capacities of the Police (26% and 28%, respectively).

As for the Police visibility for the Public, the police-connected respondents versus non-connected ones are more observant for police officers on vehicle or foot patrol in their neighbourhood.

Chart 184. Frequency of meeting police officers on vehicle patrol (according to the connections with the Police).

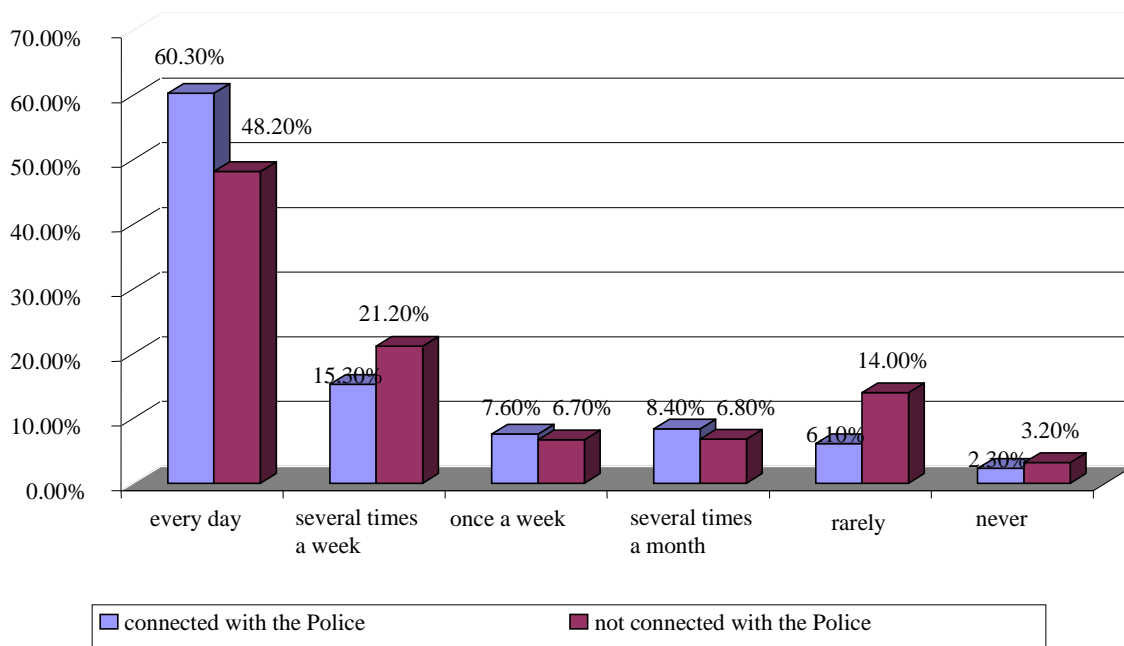
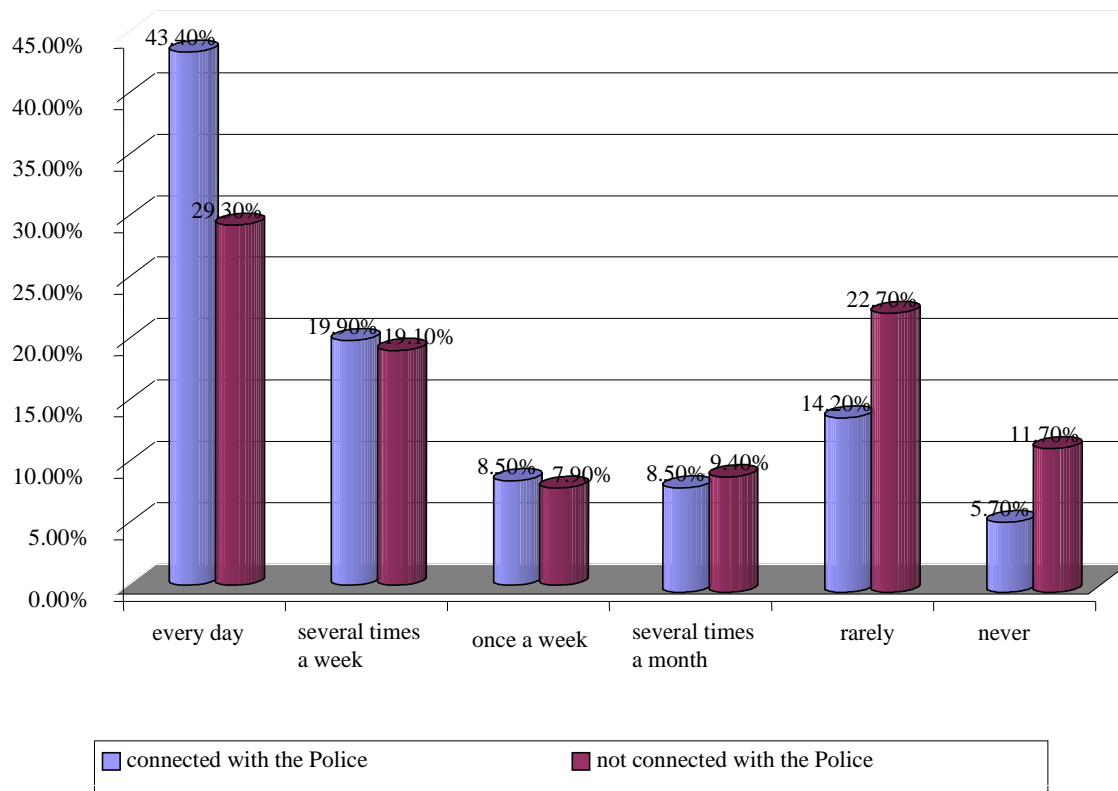
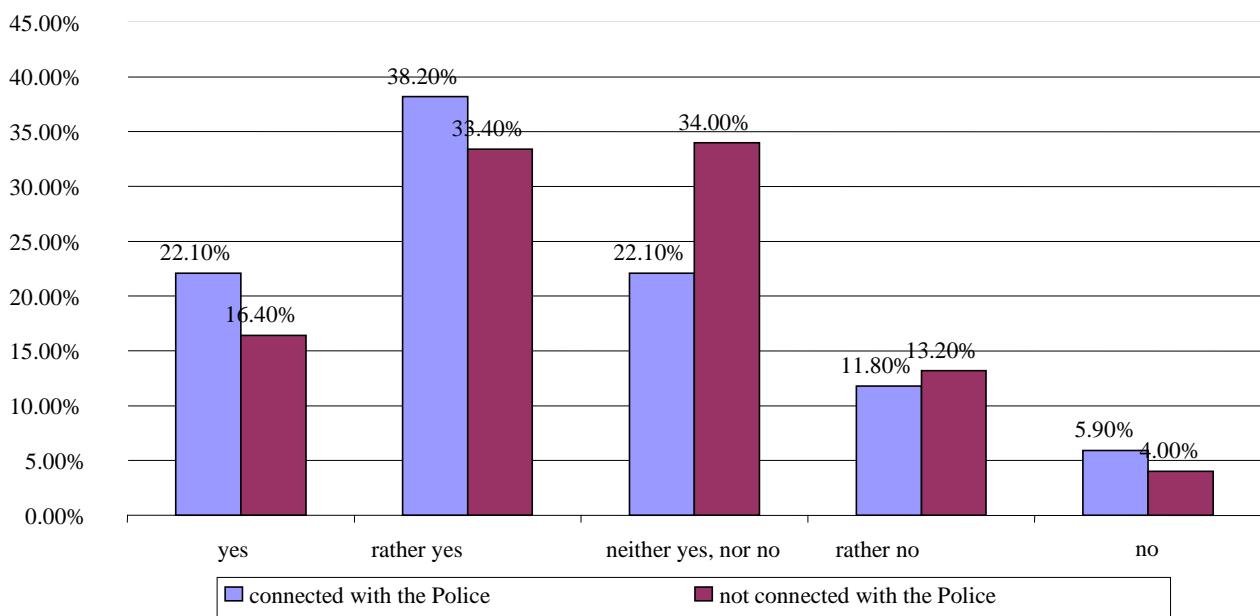


Chart 185. Frequency of meeting police officers on foot patrol (according to the connections with the Police).



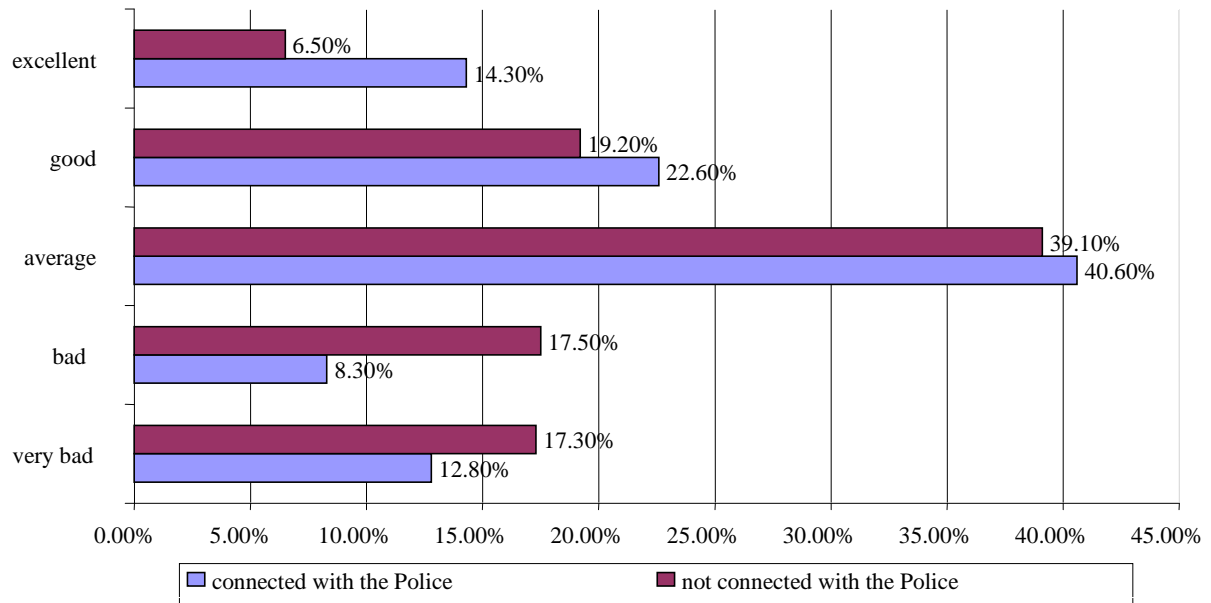
As it was expected, the respondents not connected with the Police have a more sceptical approach towards crime prevention activities of the Police than the police-connected ones. Specifically, 60.3% of the police-connected respondents believe that the Police do take crime prevention measures, while a similar opinion prevails among just 49.8% of the non-connected ones.

Chart 186. Evaluation of the crime prevention activities of the Police (according to the connections with the Police).



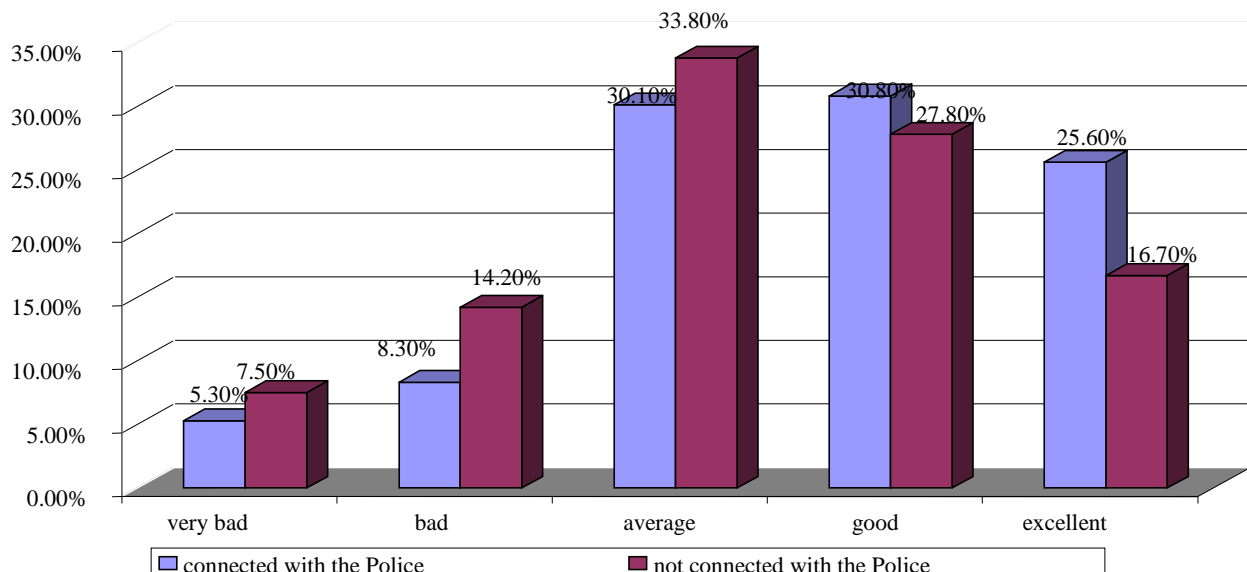
While evaluating individual characteristic features of the Police, the police-connected respondents again have a more positive attitude as compared with their non-connected counterparts. Specifically, only 21.1% of them assigned “bad” or “very bad” marks to the Police’s feature of “equal and impartial treatment of citizens” as opposed to 34.8% of the non-connected respondents.

Chart 187. Evaluation of the Police’s impartiality (according to the connections with the Police).



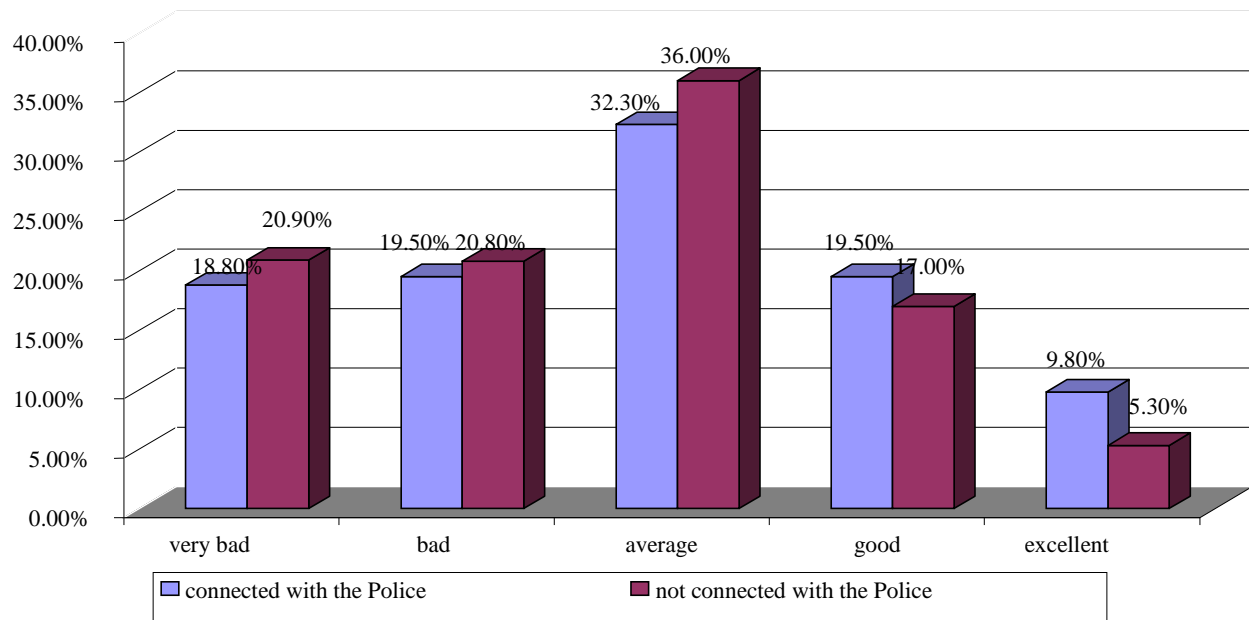
The same situations repeats with respect to the “quick response” capacity of the Police.

Chart 188. Evaluation of the quick response capacity of the Police (according to the connections with the Police).



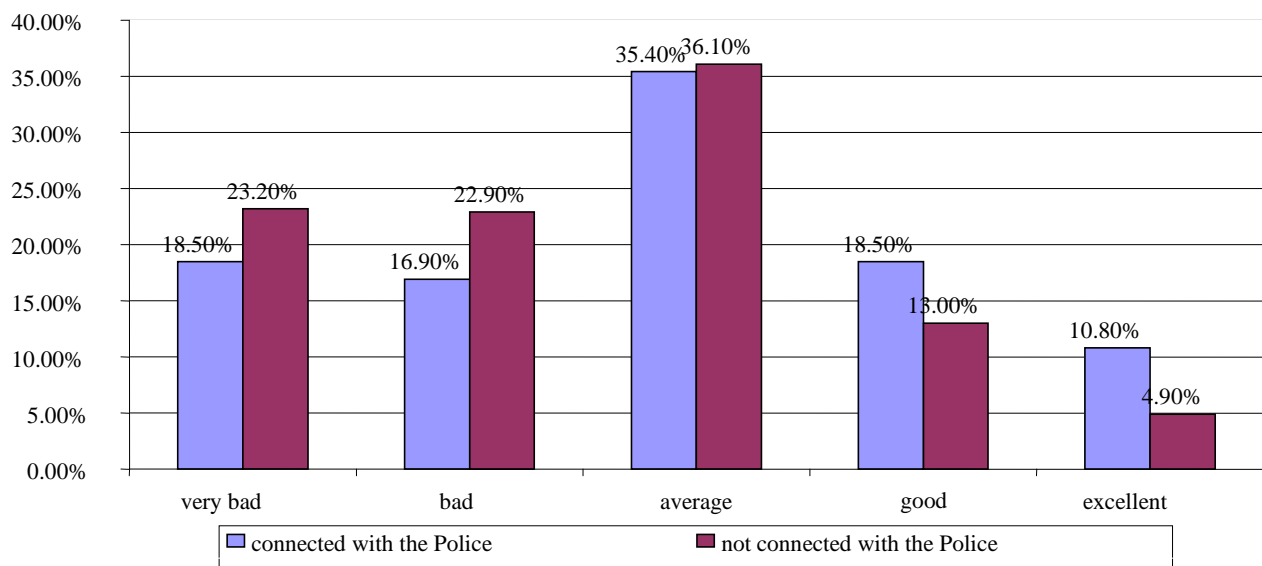
Evaluations of the “politeness” quality of the Police did not diverge considerably between the respondents who are connected and not connected with the Police. That feature was negatively assessed by 38.5% of the police-connected and 40% of non-connected respondents. Nevertheless, the representatives of the first group were more generous in assigning “good” and “excellent” marks.

Chart 189. Evaluation of the Police's politeness (according to the connections with the Police).



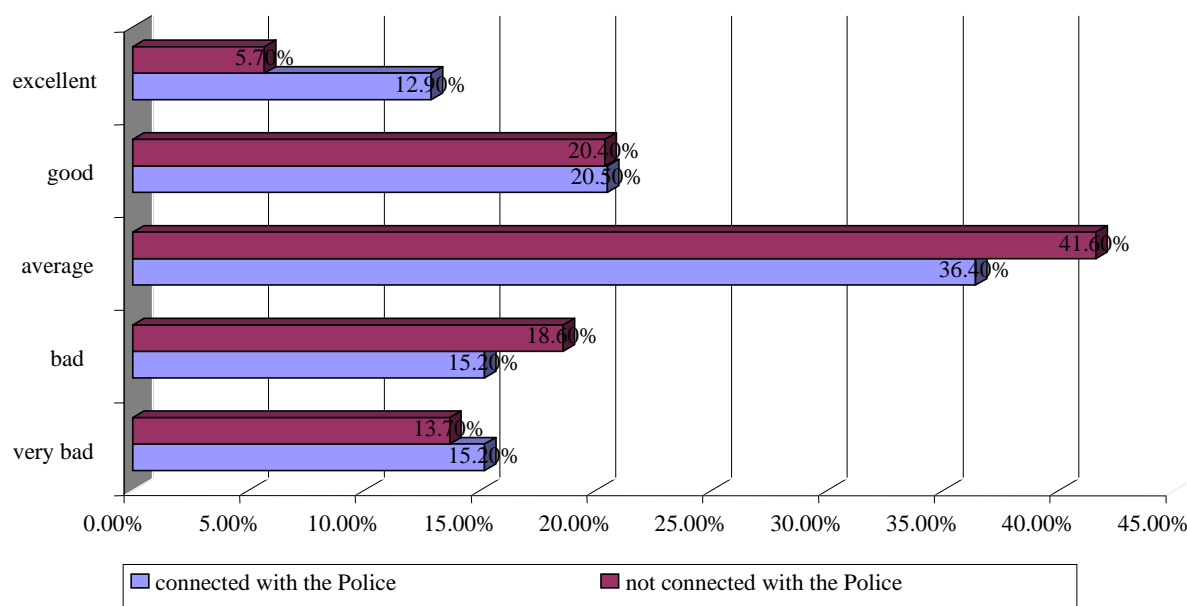
Whereas, in the evaluations of the integrity of the Police there was an essential deviation – “bad” or “very bad” ratings were given by 46.1% of the respondents not connected and just 35.4% of those connected with the Police.

Chart 190. Evaluation of the Police's integrity (according to the connections with the Police).



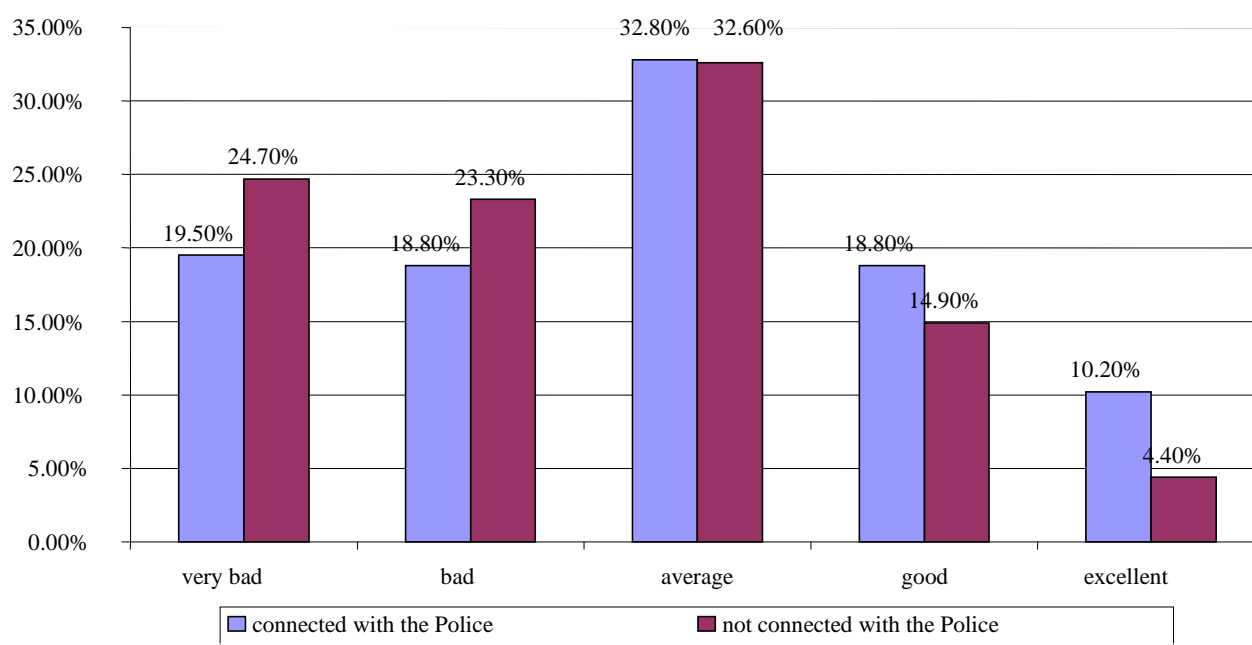
33.4% of the police-connected respondents graded the problem-solving capacity of the Police as “good” or “excellent”, while out of the non-connected ones only 25.5% held the same opinion.

Chart 191. Evaluation of the problem-solving capacity of the Police (according to the connections with the Police).



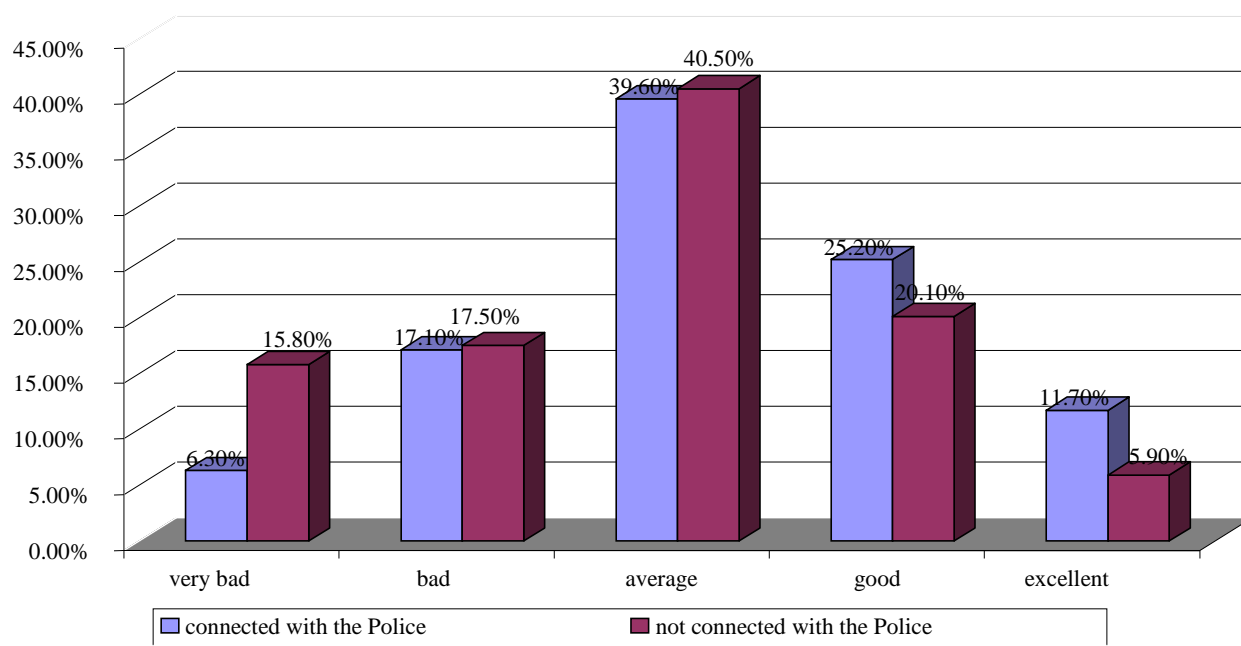
In the assessment of the transparency of the Police performance there is again a noticeable variation between the opinions of the respondents not connected and connected with the Police. The mentioned feature was negatively assessed by 48% of the respondents of the first group and 38.3% of the second group.

Chart 192. Evaluation of the transparency of the Police work (according to the connections with the Police).



The same pattern appeared also in the evaluations of the efficiency of the Police work, that feature was positively evaluated by 26% of the respondents not connected with the police as opposed to 36.9% of the connected ones. Besides, respectively 15% and 6.3% of the mentioned groups rated that feature as “very bad”.

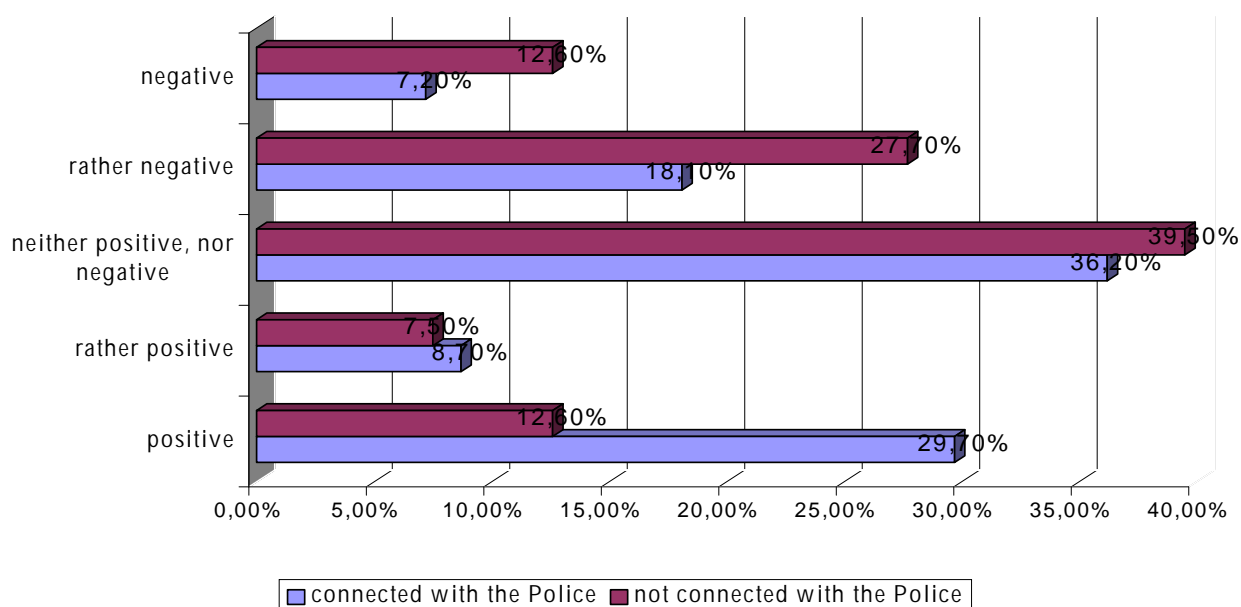
Chart 193. Evaluation of the Police work efficiency (according to the connections with the Police).



Data on the Police Image Perception (according to the connections with the Police)

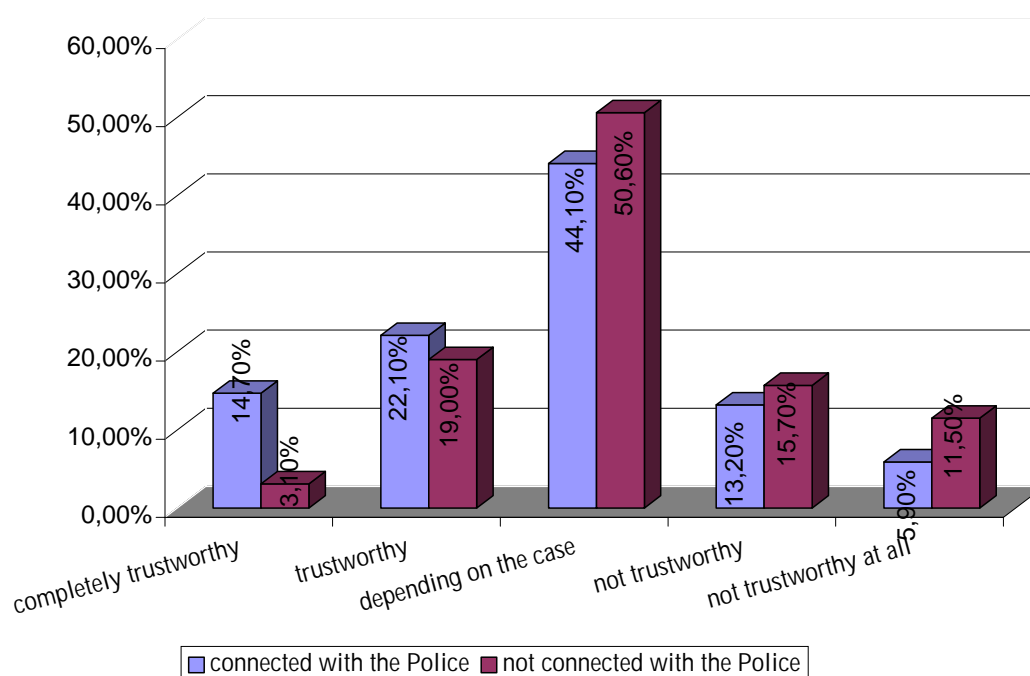
Quite naturally, a bigger share of the respondents connected with the Police have a positive attitude towards the Police, specifically, positive opinion was expressed by 38.4% of them versus 20.1% of the not connected respondent.

Chart 194. Personal attitude towards the Police (according to the connections with the Police).



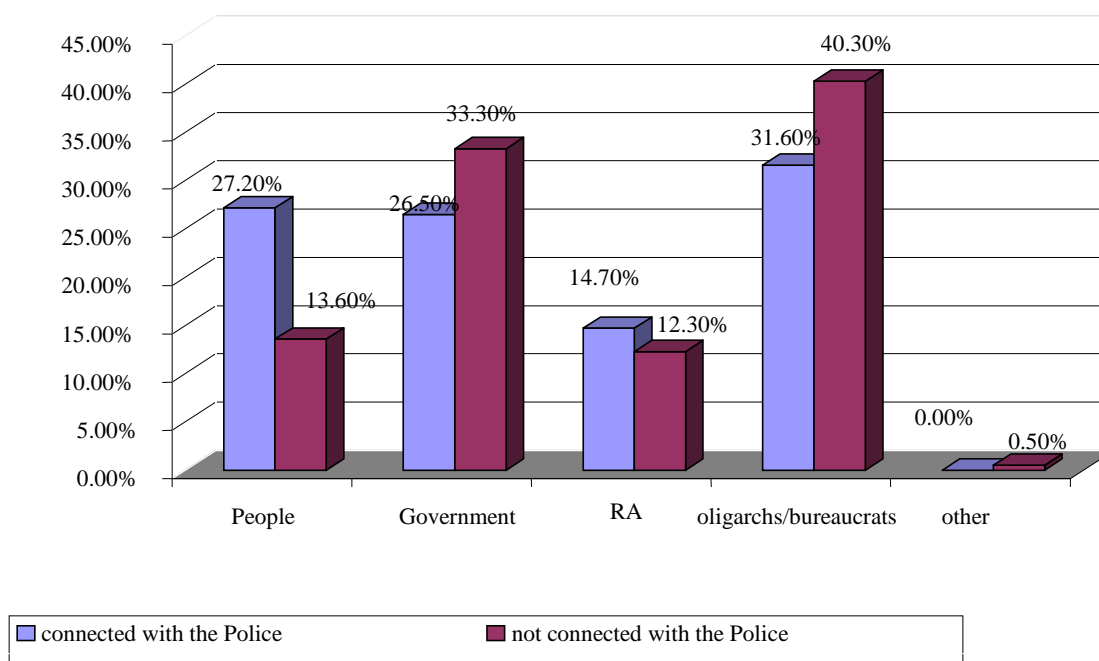
19.1% of the police-connected respondents consider the Police untrustworthy, while from among the not connected respondents the same approach have 27.2%.

Chart 195. Evaluation of the trust in the Police (according to the connections with the Police).



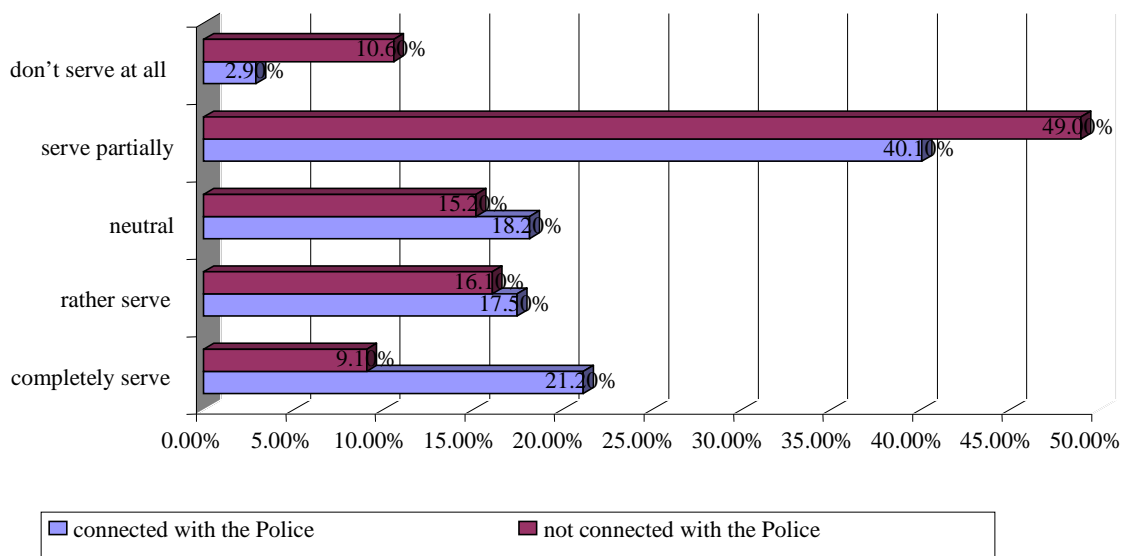
When asked about their opinion as to whom the Police actually serve, a bigger proportion of the police-connected respondents picked the options of “People” and “RA”, while the non-connected respondents mostly think that the Police serve “the Government” and “oligarchs/bureaucrats”.

Chart 196. Whom do the Police serve (according to the connections with the Police)?



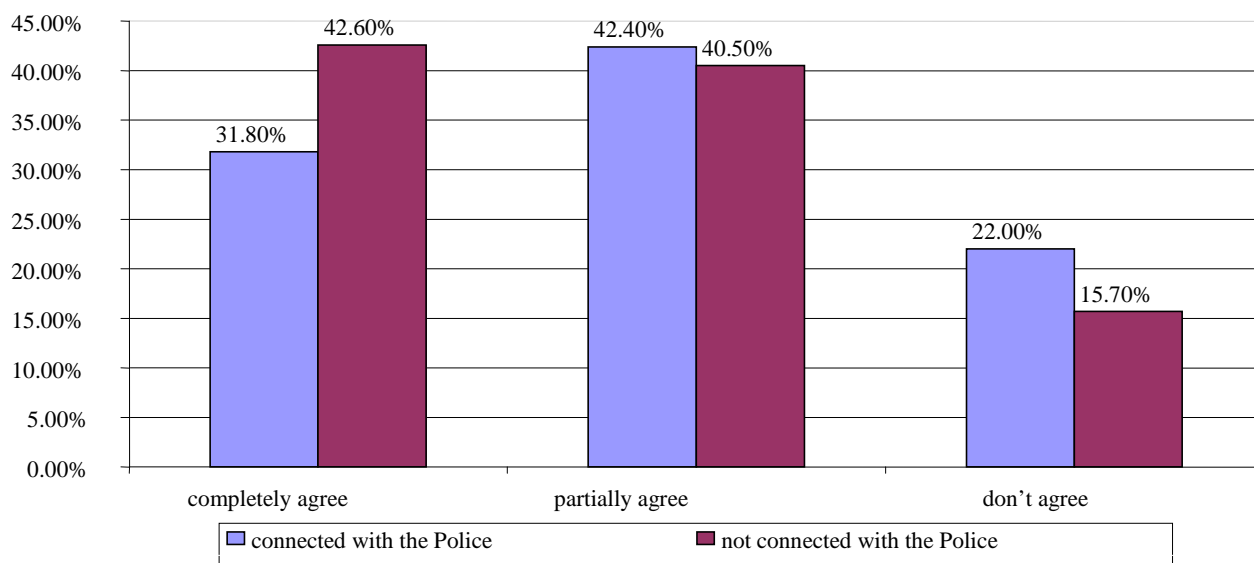
As it was anticipated, the police-connected interviewees highly value the Police’s service to the Laws and People – only 2.9% of them think that the Police completely fail to fulfil their mission, in contrast to 10.6% of the respondents without any connection with the Police.

Chart 197. To what extent do the Police serve the Laws and People (according to the connections with the Police)?



Among the respondents who positively answered the question “To what extent do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money?” the majority were again those who were not connected with the Police.

Chart 198. To what extent do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money? (according to the connections with the Police).



It is noteworthy that while evaluating the Police’s treatment of victims and offenders there was no significant divergence between the responses of connected and not connected interviewees: the treatment of victims was negatively evaluated by 23.7% and 25.2% and treatment of offenders – by 25.9% and 26.8% of them, respectively.

Chart 199. Treatment of victims/witnesses (according to the connections with the Police).

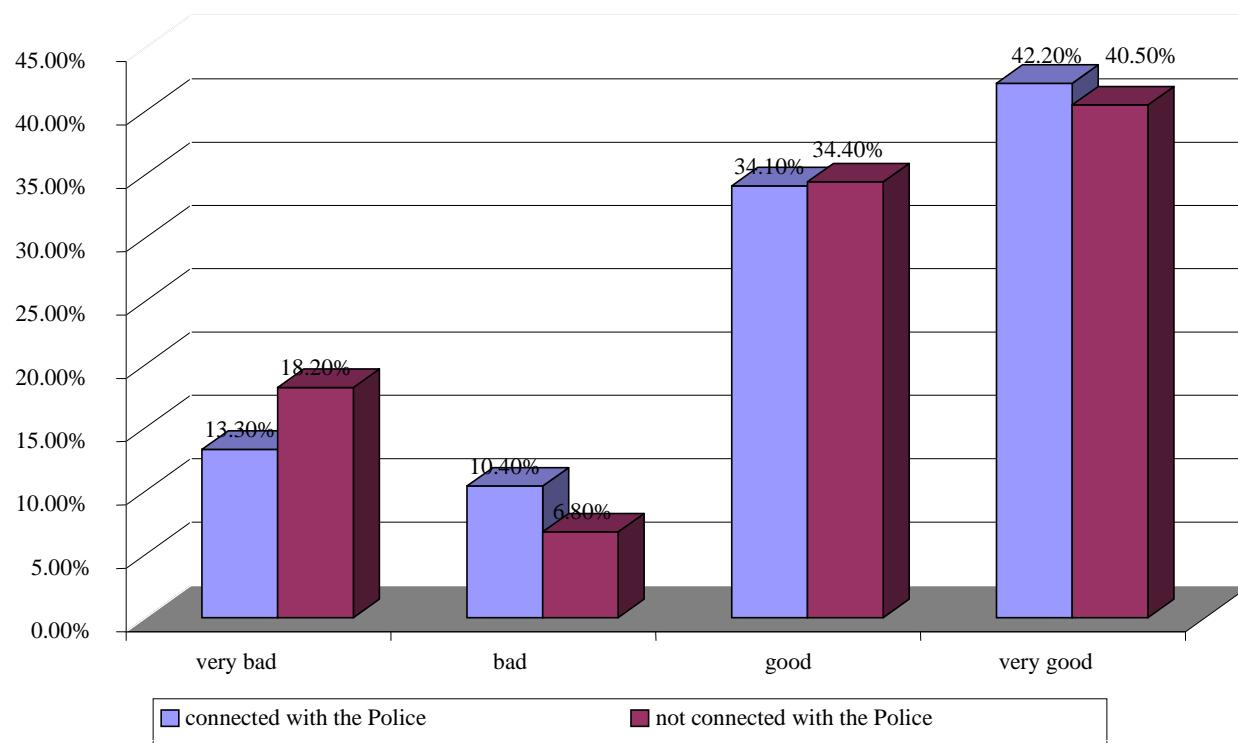
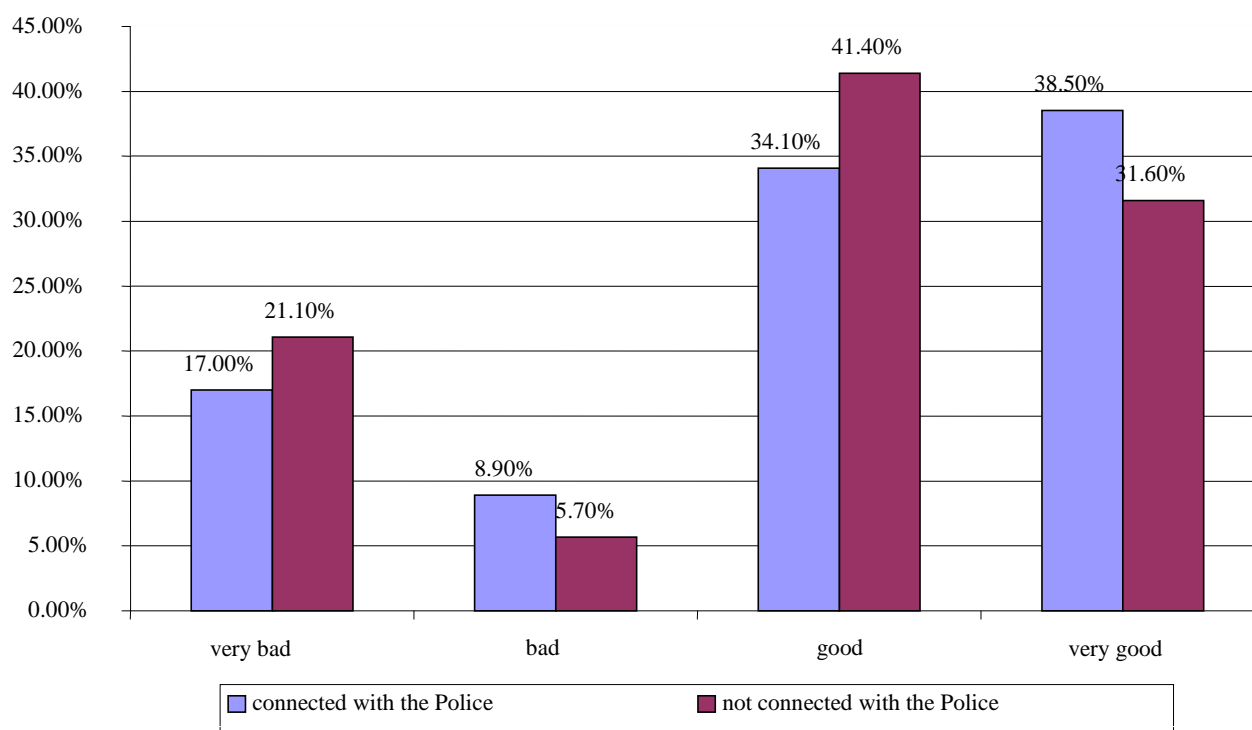
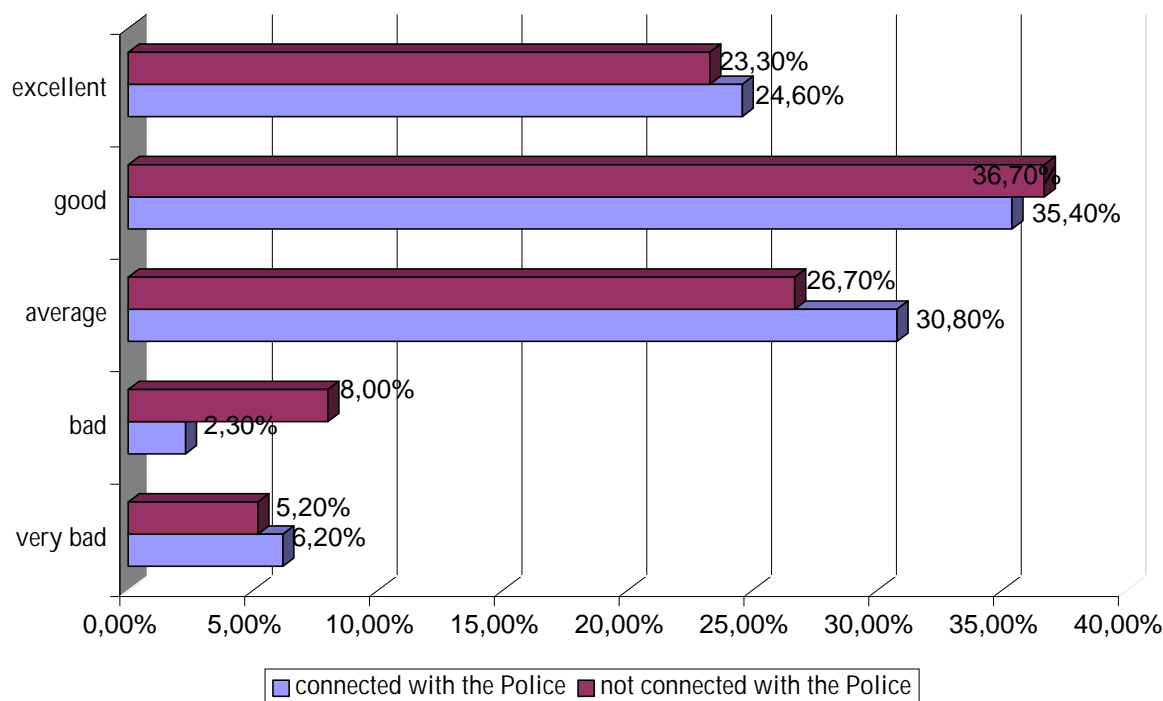


Chart 200. Treatment of offenders (according to the connections with the Police).



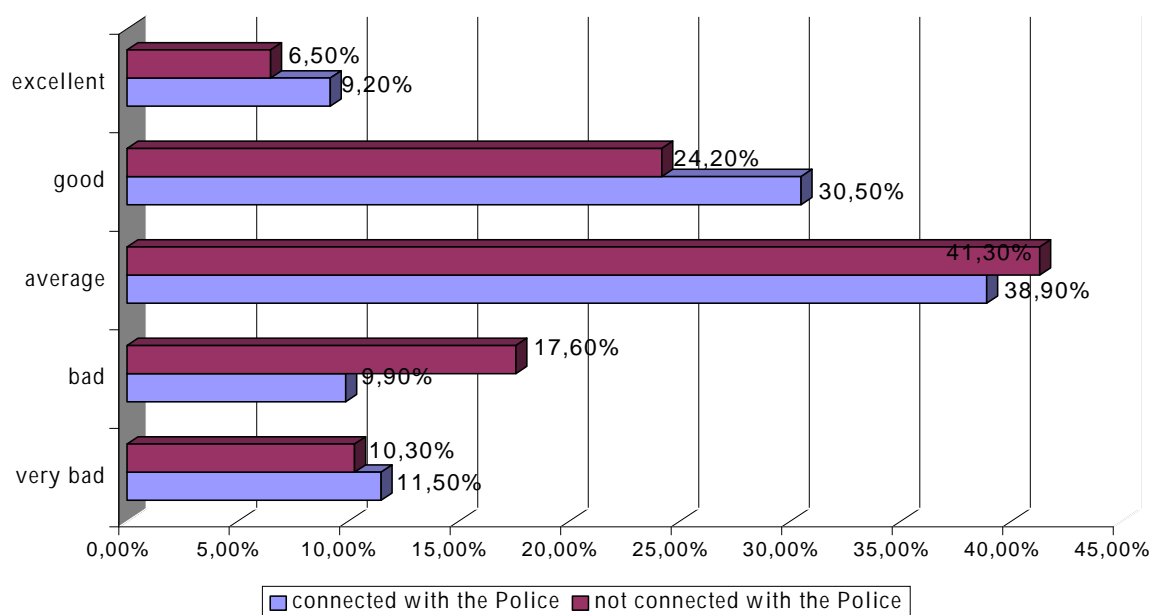
When assessing separate services of the Police, in the responses of the persons connected with the Police positive evaluations prevail. Specifically, the performance of the Traffic Police is negatively regarded by 8.5% of the connected respondents versus 13.2% of the non-connected ones.

Chart 201. Evaluation of the Traffic Police (according to the connections with the Police).



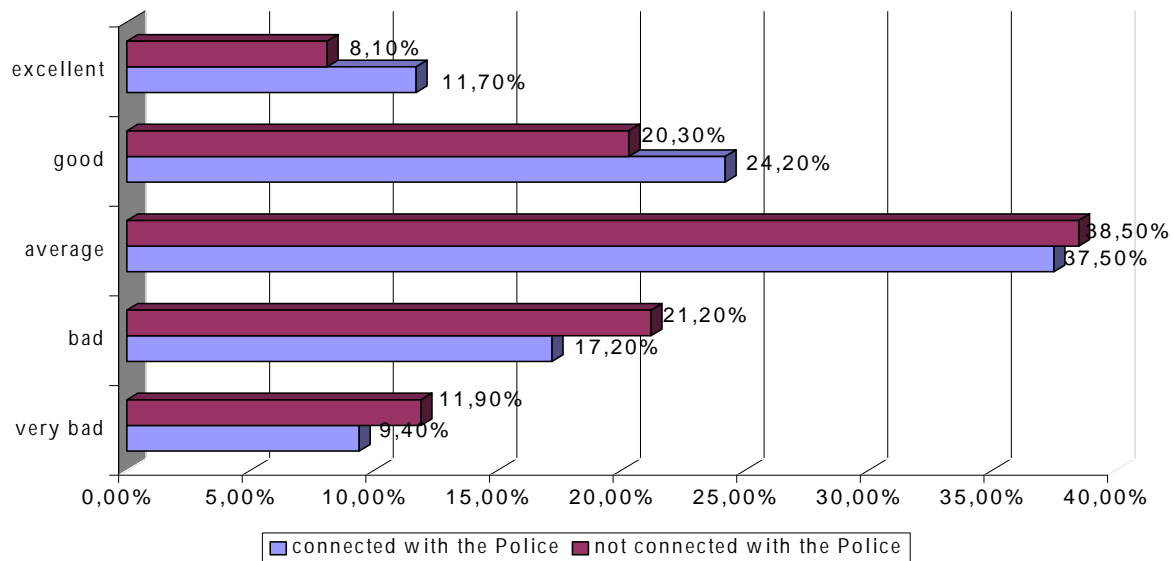
The pattern repeats with respect to the personal property protection service of the Police – positive evaluations were given by 30.7% of the not connected and 39.7% of the connected respondents.

Chart 202. Evaluation of the property protection service of the Police (according to the connections with the Police).



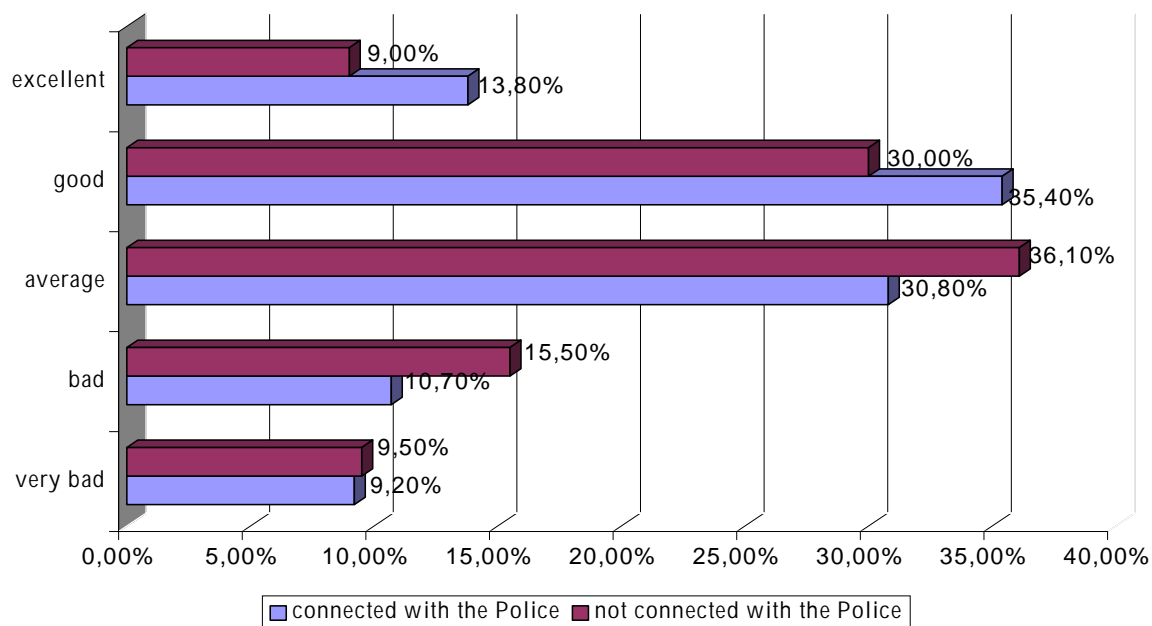
Citizens' life protection service of the Police was yet again viewed negatively by 30.6% of the non-connected and 26.6% of the connected respondents.

Chart 203. Evaluation of the life protection service of the Police (according to the connections with the Police).



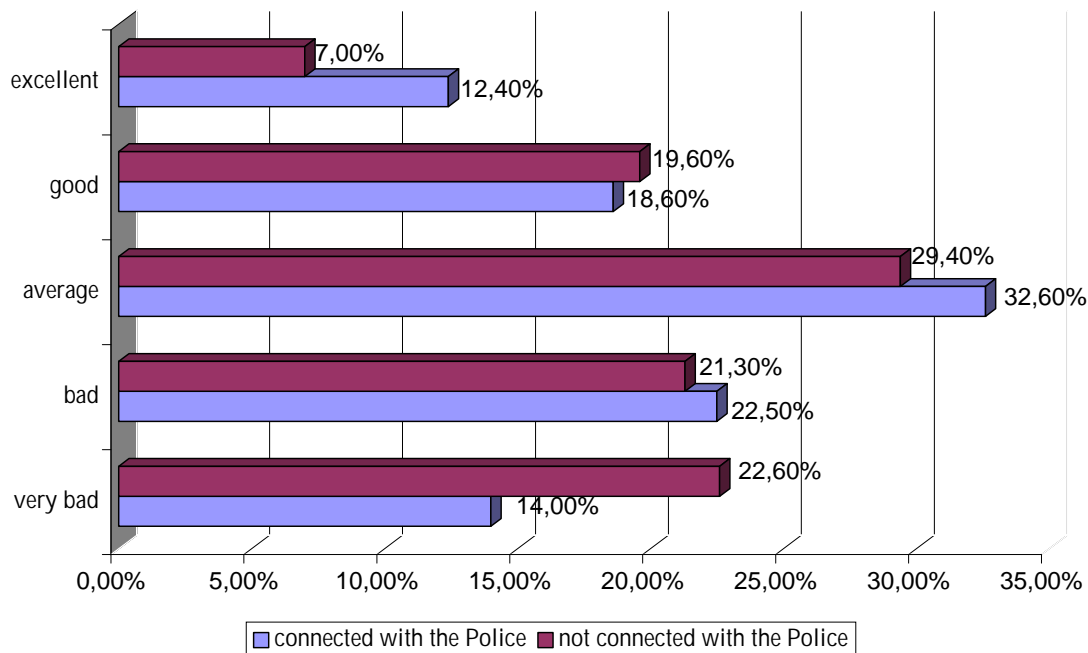
In terms of opinions about the public order management service of the Police the situation is the same.

Chart 204. Evaluation of the public order management service of the Police (according to the connections with the Police).



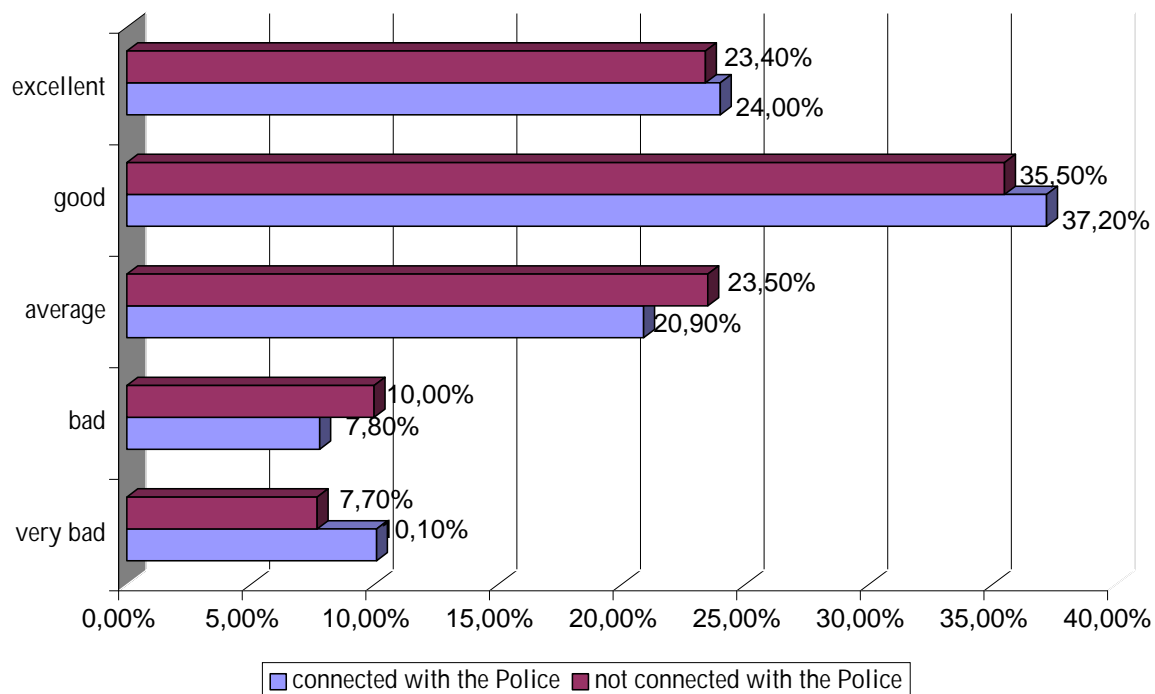
When expressing opinions about neighbourhood inspectors' service, the non-connected respondents were more criticizing, it should be mentioned, though, that, in terms of percentages, the approaches of the connected and non-connected respondents towards that service were not very disparate.

Chart 205. Evaluation of the neighbourhood inspectors' service of the Police (according to the connections with the Police).



Passport, visa and residence registration service is equally satisfactory for the respondents connected and not connected with the Police. In that respect the distribution of the responses is not really skewed.

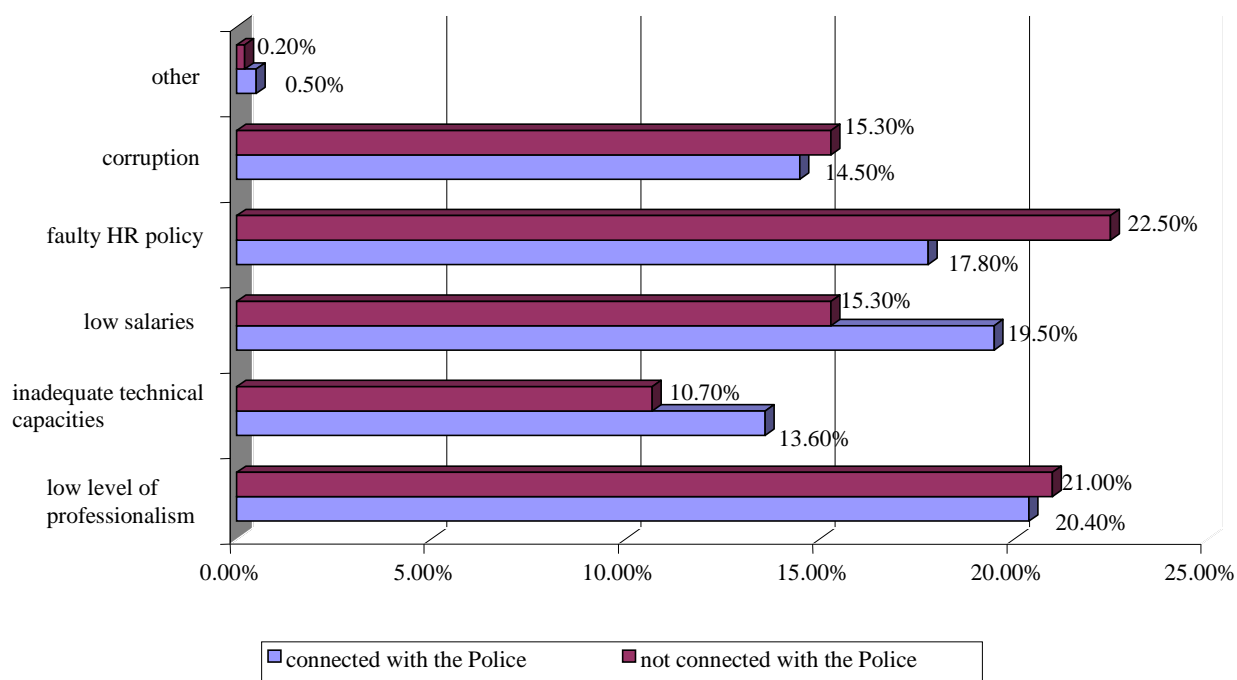
Chart 206. Evaluation of the passport, visa and residence registration service of the Police (according to the connections with the Police).



When it came to determining the reasons for the shortcomings in the Police there was an interesting distribution of the responses – a larger portion of the non-connected with the Police respondents substantiated those shortcomings

by corruption, faulty HR policy and inadequate professionalism of police officers, whereas the reasons singled out by the police-connected respondents were mostly low salary and poor technical capacities of the Police.

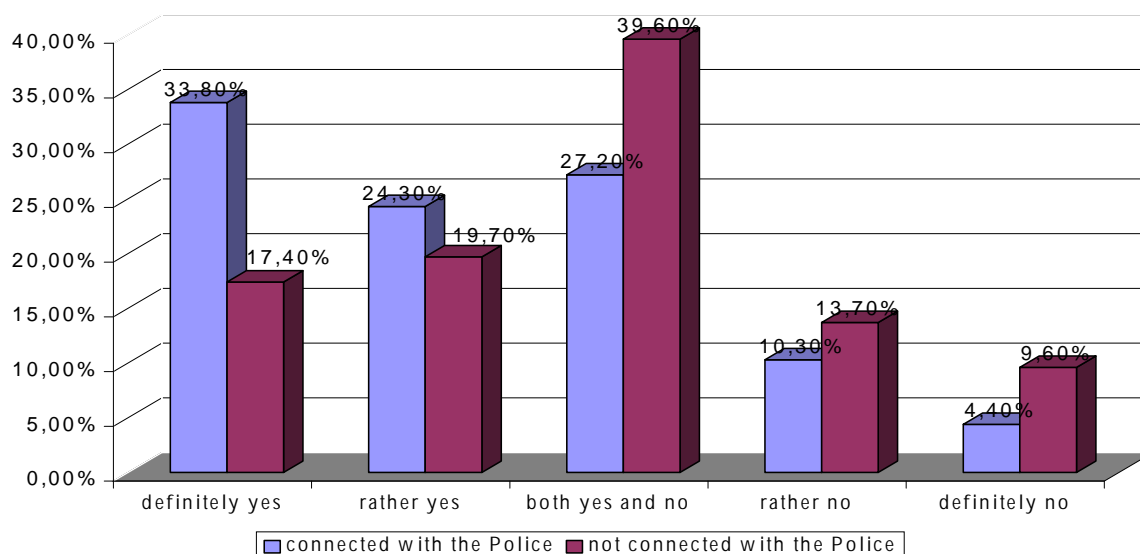
Chart 207. Reasons for the shortcomings of the Police (according to the connections with the Police).



Data on the Police-Public Relations (according to the connections with the Police)

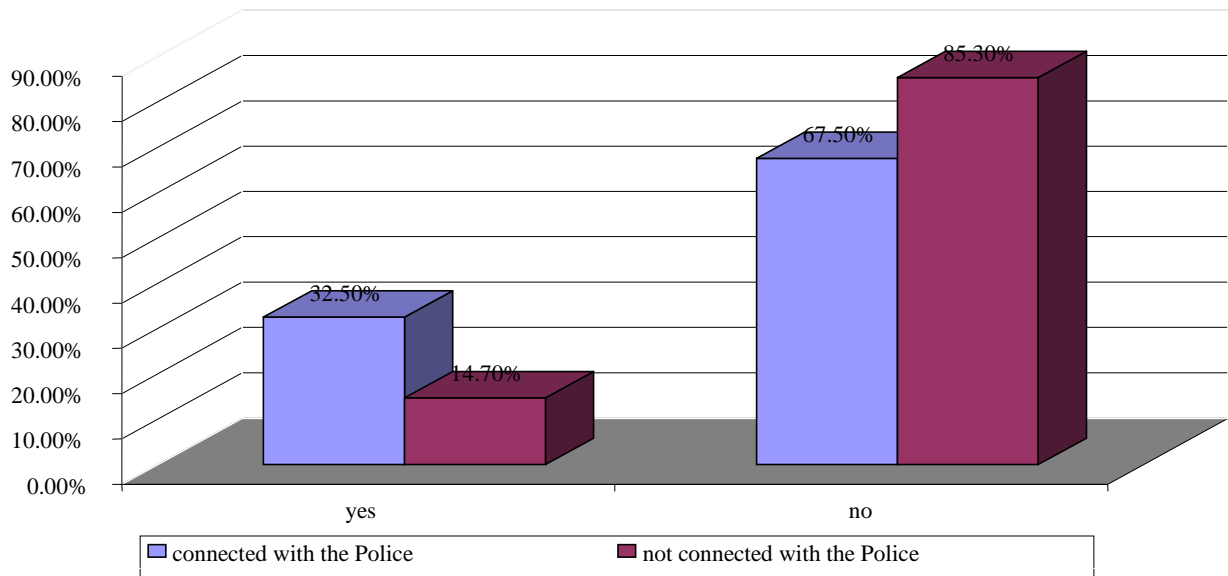
The findings of the public opinion poll conducted in the marzes of the Republic of Armenia demonstrate that a bigger proportion (23.3%) of the respondents who have no connections with the Police was doubtful about the role of the Public in determining the quality of the Police work.

Chart 208. In your opinion, does the Public play a role in the quality of the Police work (according to the connections with the Police)?



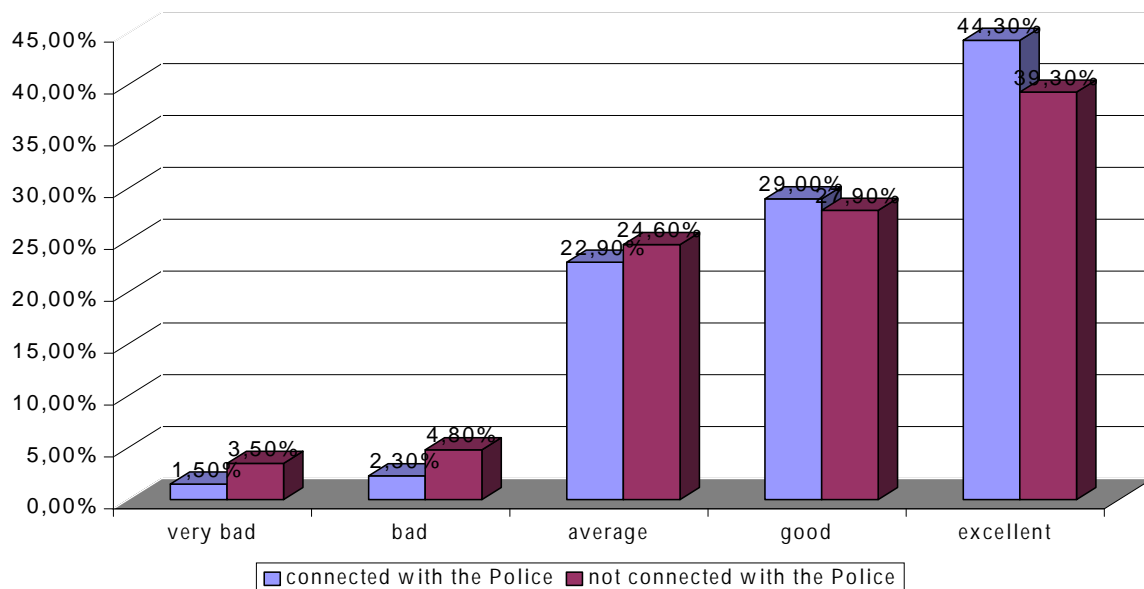
It is also completely understandable that a more numerous group of the police-connected interviewees expressed preparedness to collaborate with the Police.

Chart 209. Would you personally collaborate with the Police (according to the connections with the Police)?



The survey findings attest that the police-connected respondents have a higher opinion than the non-connected ones about the quality of the information broadcast by TV.

Chart 210. Evaluation of the information spread by TV (according to the connections with the Police).



The same attitude was revealed with respect to the information circulated via radio and newspapers.

Chart 211. Evaluation of the information spread by radio (according to the connections with the Police).

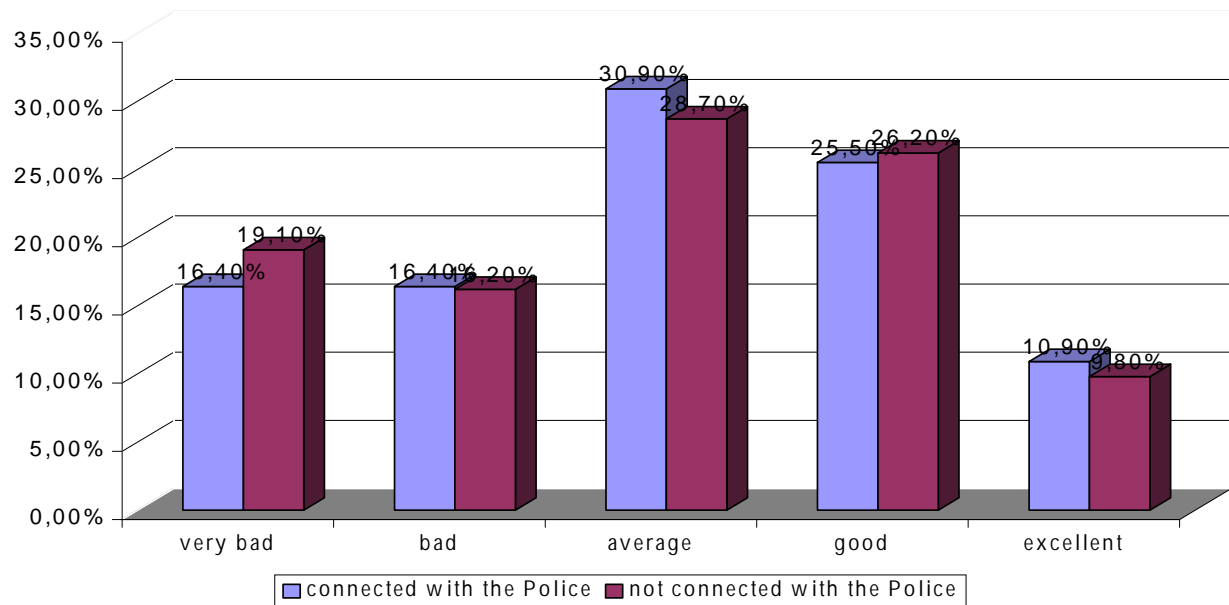
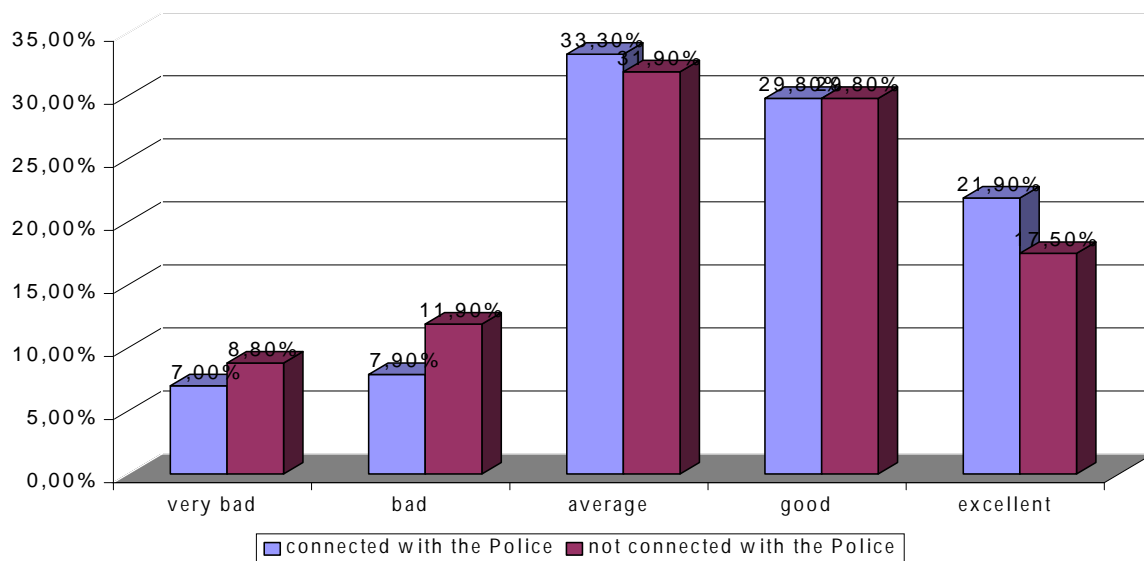
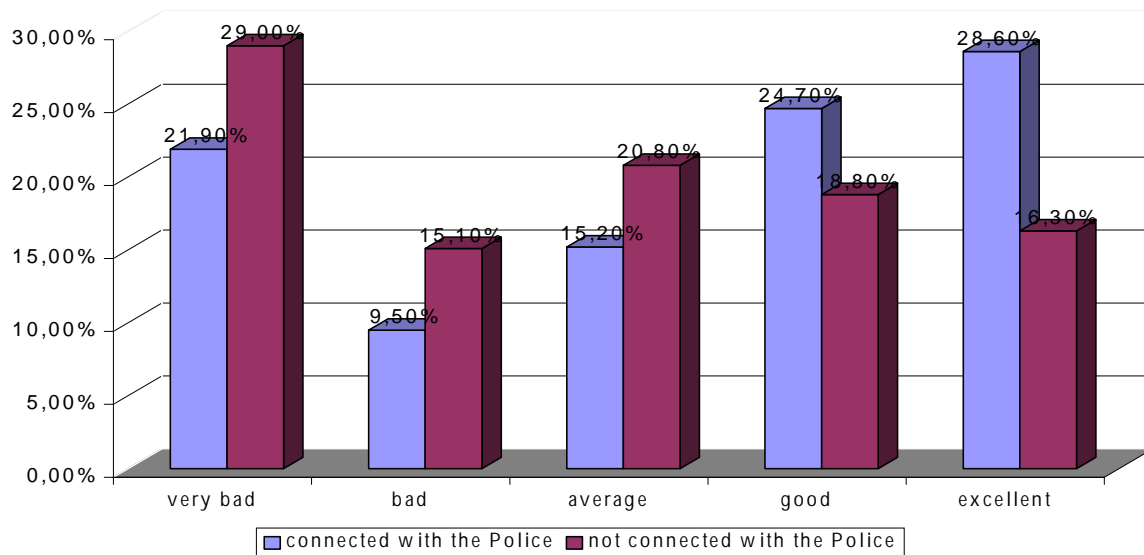


Chart 212. Evaluation of the information spread by newspapers (according to the connections with the Police).



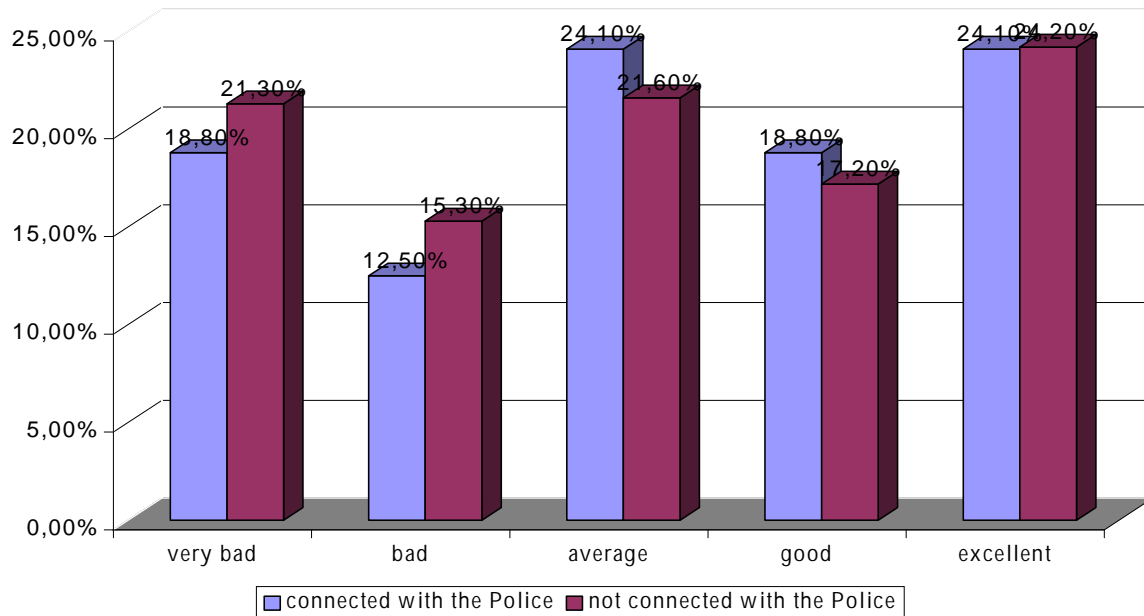
The same pattern referred to the information in the Internet, it is viewed negatively by 44.1% of the non-connected and 31.4% by the police-connected respondents.

Chart 213. Evaluation of the information spread via the Internet (according to the connections with the Police).



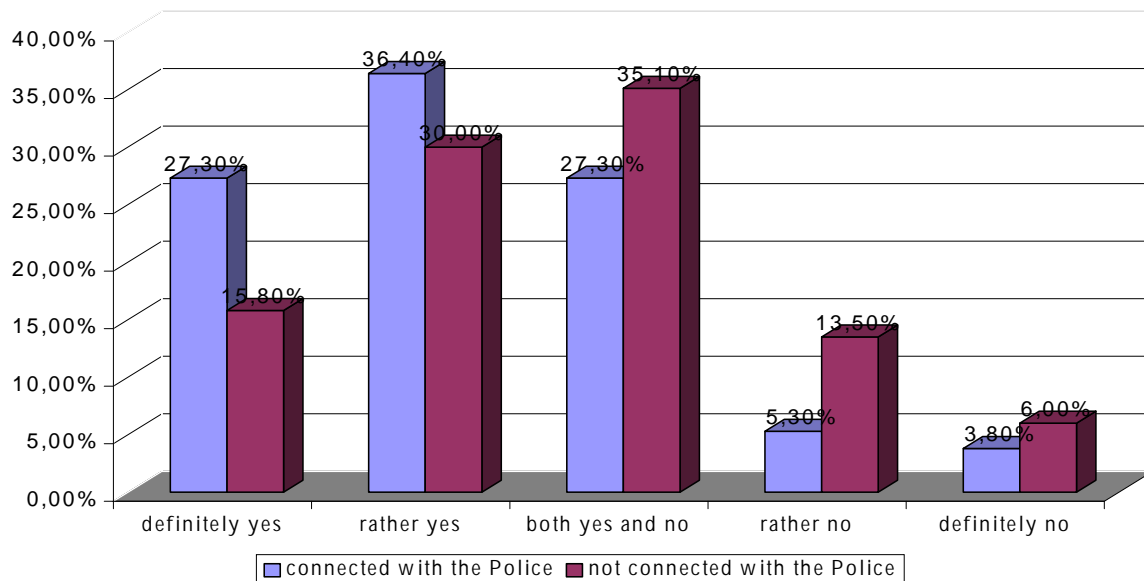
Interestingly, the information circulated via word of mouth was valued higher by the group of police-connected interviewees as opposed to the non-connected ones. The rumours are regarded negatively by 36.6% of the non-connected and 31.5% of the connected respondents.

Chart 214. Evaluation of the information spread via rumours (according to the connections with the Police).



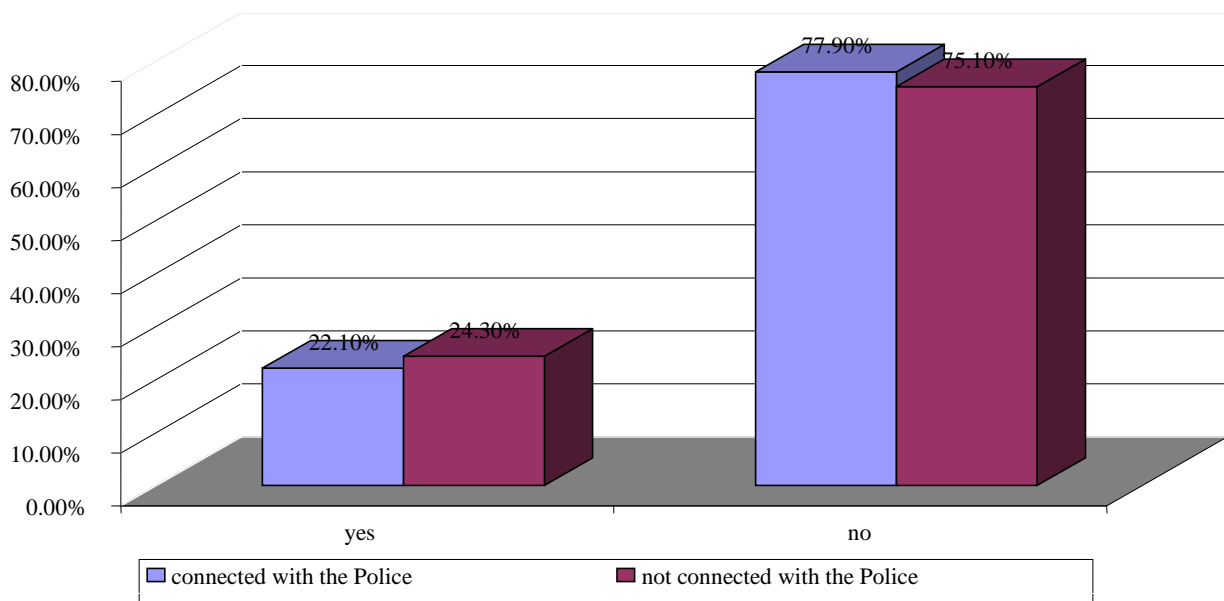
Referring to the question about the role of the media in the establishment of the Public-Police partnership, the police-connected respondents approached more optimistically – 63.7% of them had a favourable attitude in this regard.

Chart 215. Do the media play a role in the establishment of the Public-Police partnership (according to the connections with the Police).



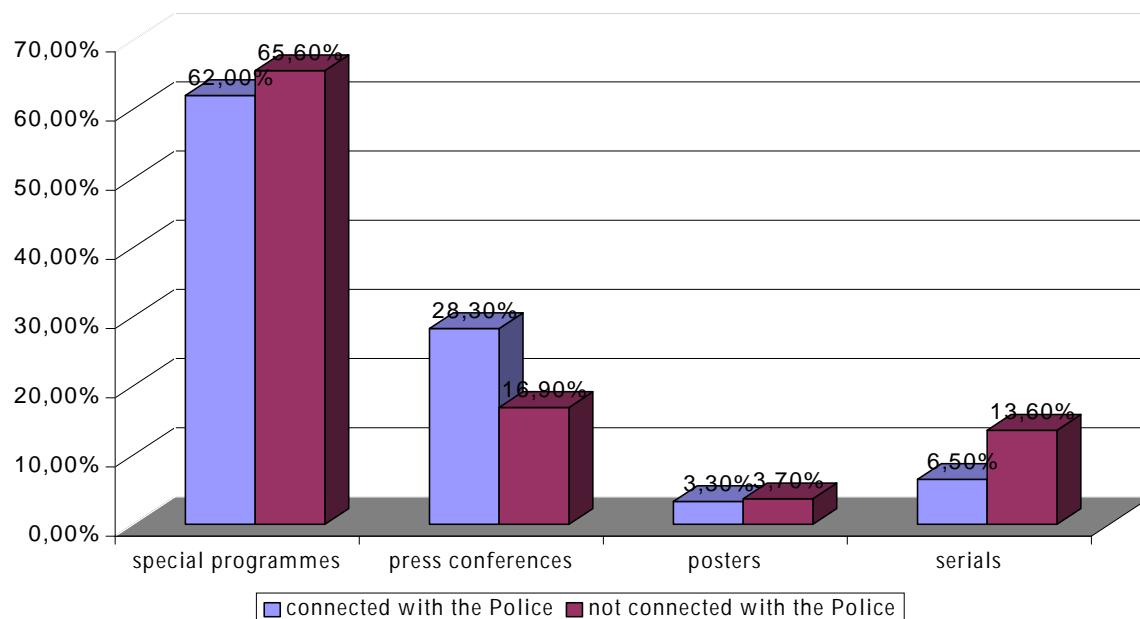
Representatives of the two groups have virtually the same attitude also towards the role of the media in facilitating the establishment of the Public-Police partnership.

Chart 216. Can the media facilitate establishment of the Public-Police partnership (according to the connections with the Police)?



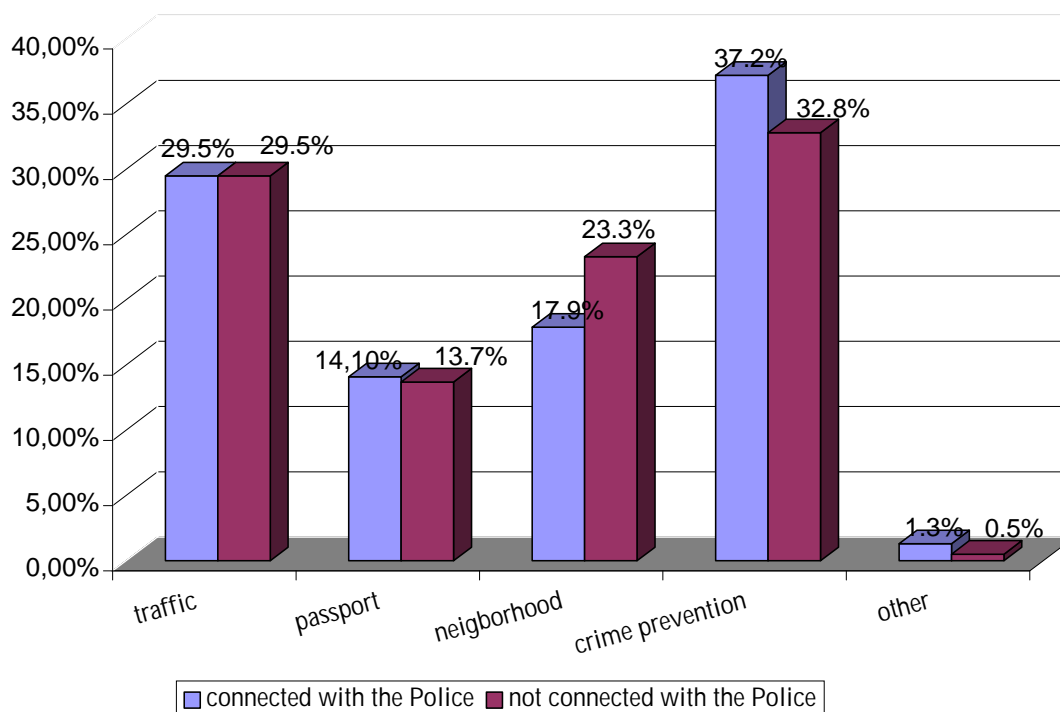
As for the methods for the mass media to facilitate the establishment of the Public-Police partnership, a more extensive share of the police-connected respondents gave preference to press-conferences, while the non-connected respondents singled out special programmes covering the Police work and films portraying a positive image of police officers.

Chart 217. What methods can be applied by the media to facilitate establishment of the Public-Police partnership (according to the connections with the Police)?



Responses to the question about the areas of the Police service that require urgent changes distributed almost evenly, except that a bigger proportion of the police-connected respondents urged changes in crime-prevention area, while the non-connected ones – in neighbourhood inspectors' service.

Chart 218. Areas of the Police service that require urgent changes (according to the connections with the Police)?



APPENDIX 1: Questionnaire

1. Social-Demographic Data of the Respondent

Your Gender

☐ male ☐ female

1.2. Your age-----

1.3. Place of your residence

☐ marz----- ☐ town----- ☐ village -----

1.4. Your education _____

☐ unfinished secondary ☐ secondary ☐ secondary vocational ☐ higher

1.5. Your family status

☐ not married ☐ married ☐ divorced ☐ widowed

1.6. Your occupation

☐ unemployed ☐ employed ☐ student ☐ other-----

1.7. Your profession-----

1.8. Do you have connections with the Police?

☐ Yes, I am a police officer ☐ Yes, I am a governmental employee
☐ Yes, I am an officer of another law-enforcement agency ☐ No, I don't

Do you have friends, relatives working with the Police?

☐ Yes If yes, how many -----
☐ No

1.10. If you have friends, relatives working in the Police, how close are they to you?

☐ Family member ☐ Close relative
☐ Distant relative ☐ Close friend
☐ Distant friend

2. Data on the Police activities

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
- ☐ Neighbourhood police officer's visit
- ☐ Public assemblies, demonstrations
- ☐ Crime victim
- ☐ Other-----

2.2. Have you or any of your relatives been a crime victim during the past 10 years?

- ☐ yes ☐ no

2.2.1. If yes, have you reported to the Police?

- ☐ yes ☐ no

2.2.2. If you reported to the Police, were you satisfied with their work?

- ☐ yes ☐ to some extent ☐ no

2.2.3. If you didn't report to the Police, what was the reason for that?

- ☐ I had unfavourable recollections of my past interactions with the Police.
- ☐ Police officers are too indifferent with respect to problem solving.
- ☐ It would have been meaningless and useless to report, since the Police are accomplice of criminals.
- ☐ It would have been useless to report, since the Police don't have sufficient material and technical resources to solve the problem.
- ☐ Other -----

2.3. To what extent do you agree with the statement that in our society offenders can avoid punishment if they have relevant connections or sufficient money?

- ☐ completely agree ☐ partly agree ☐ don't agree

2.4. How would you evaluate treatment of victims/witnesses by police officers?

- ☐ very bad, their rights are abused ☐ bad
☐ very good, the treatment is humane ☐ good

2.5. How would you evaluate attitude of police officers towards protection of offenders' rights?

- ☐ very bad, their rights are abused ☐ bad
☐ very good, the treatment is humane ☐ good

2.6. How frequently do you see Police officers in your neighborhood?

| | Every day | Several days a week | Once a week | Several times a month | Very seldom | Never |
|-------------------|-----------|---------------------|-------------|-----------------------|-------------|-------|
| On vehicle patrol | | | | | | |
| On foot patrol | | | | | | |

2.7. In your opinion, do the Police conduct crime prevention activities?

| | |
|--|----------------------------|
| | Definitely yes |
| | Rather yes |
| | Neither yes, nor no |
| | Rather no |
| | Definitely no |

2.8. Please assess on a 5-grade scale the following characteristics of the Police (assess each of the qualities).

| | Characteristics | Excellent | Good | Average | Bad | Very Bad |
|---|---|-----------|------|---------|-----|----------|
| 1 | Equal and impartial 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 | Integrity | 5 | 4 | 3 | 2 | 1 |
| 5 | Problem solving | 5 | 4 | 3 | 2 | 1 |
| 6 | Transparent work | 5 | 4 | 3 | 2 | 1 |
| 7 | Work efficiency | 5 | 4 | 3 | 2 | 1 |

2.9. 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 citizens' property | 5 | 4 | 3 | 2 | 1 |
| 3 | Citizens' life protection | 5 | 4 | 3 | 2 | 1 |
| 4 | Public order management | 5 | 4 | 3 | 2 | 1 |
| 5 | Neighborhood/community control | 5 | 4 | 3 | 2 | 1 |
| 6 | Passport, registration and visa | 5 | 4 | 3 | 2 | 1 |

2.10. Please assess on a 1 to 5-grade scale the following qualities of the Police services (mark each of the quality).

| | Characteristics | Traffic Police | Neighbourhood Inspectors | Passport Department | Criminal Police | Patrol Service |
|---|---|-----------------------|---------------------------------|----------------------------|------------------------|-----------------------|
| 1 | Equal and impartial treatment of the citizens | | | | | |
| 2 | Quick response | | | | | |
| 3 | Politeness | | | | | |
| 4 | Integrity | | | | | |
| 5 | Problem solving | | | | | |
| 6 | Transparent work | | | | | |
| 7 | Work efficiency | | | | | |

3. Data on the Police Image

3.1. What is your personal attitude towards the Police?

| | |
|--|--------------------------------|
| | |
| | Definitely positive |
| | Rather positive |
| | Neither positive, nor negative |
| | Rather negative |
| | Definitely negative |

3.2. In your opinion, to what extent are the Police trustworthy?

| | |
|--|---------------------------|
| | Undoubtedly trustworthy |
| | Trustworthy |
| | Depending on the occasion |
| | Rather untrustworthy |
| | Completely untrustworthy |

3.3. Please indicate the cases when you would trust the Police.

| | |
|--|-------------------------------|
| | In all cases |
| | Only in emergency situations |
| | In case of suffering a crime |
| | In case of a traffic accident |
| | Other ----- |

3.4. Please indicate the cases when you would not trust the Police.

| | |
|--|-------------------------------|
| | In case of suffering a crime |
| | In case of a traffic accident |
| | Other ----- |
| | Other ----- |

| | |
|--|-------------|
| | Other ----- |
|--|-------------|

3.5. When characterizing the nowadays Police, what positive aspects would you indicate?

| | |
|--|-----------------------------------|
| | Traffic regulations |
| | Effective assistance / protection |
| | Psychological help |
| | Other----- |
| | Other----- |
| | Other----- |

3.6. When characterizing the nowadays Police, what negative aspects would you indicate?

| | |
|--|---|
| | Police officers' corruption / mercenariness |
| | Police officers' indifference |
| | Police officers' partiality / unfairness |
| | Police officers' rudeness / impoliteness |
| | Other----- |
| | Other----- |
| | Other----- |

3.7. In your opinion, whom do the Police actually serve? (Mark only one options)

| | |
|--|-------------------------|
| | The public/people |
| | The Government |
| | Armenia |
| | Bureaucrats / Oligarchs |
| | Other----- |

3.8 In your opinion, to what extent do the Police serve the laws and people?

| | |
|--|--------------|
| | Fully serves |
|--|--------------|

| | |
|--|--------------------|
| | Rather serves |
| | Neutral |
| | Partially serves |
| | Don't serve at all |

3.9. In your opinion, what are the causes for the deficiencies in the Police? (indicate 3 most important factors)

| | |
|---|--|
| 1 | Inadequate training of police officers |
| 2 | Insufficiency of technical resources |
| 3 | Low salary of police officers |
| 4 | Poor HR policy |
| 5 | Corruption in the system |
| 6 | Perception of the Police by the State as an agency serving state interests, rather than people |
| 7 | Other ----- |
| 8 | Other ----- |
| 9 | Other ----- |

4. Data on Public-Police Relations

4.1. In your opinion, does the Public play a role in the quality of the Police work?

| | |
|--|-----------------|
| | Definitely yes |
| | Rather yes |
| | Both yes and no |
| | Rather no |
| | Definitely no |

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

1 ☐ If YES, How? _____

2 ☐ NO

IF YES 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 How often does each of these information sources help you obtain information about the Police activities?

| | Media | Frequently | Occasionally | Rarely | Never |
|---|--------------|------------|--------------|--------|-------|
| 1 | TV | | | | |
| 2 | Radio | | | | |
| 3 | Newspapers | | | | |
| 4 | The Internet | | | | |
| 5 | Rumours | | | | |

4.4. Please assess on a 5-grade scale to what extent each of these information sources help you obtain information about the Police performance.

| | | Excellent | Good | Average | Bad | Very Bad |
|---|--------------|-----------|------|---------|-----|----------|
| 1 | TV | 5 | 4 | 3 | 2 | 1 |
| 2 | Radio | 5 | 4 | 3 | 2 | 1 |
| 3 | Newspapers | 5 | 4 | 3 | 2 | 1 |
| 4 | The Internet | 5 | 4 | 3 | 2 | 1 |
| 5 | Rumours | 5 | 4 | 3 | 2 | 1 |

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

| | |
|--|-----------------|
| | Definitely yes |
| | Rather yes |
| | Both yes and no |
| | Rather no |

| | |
|--|---------------|
| | Definitely no |
|--|---------------|

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

| | |
|----------|--|
| 1 | They cannot |
| 2 | They can in the following ways: |
| | Through special TV programmes, articles, reports |
| | Through press-conferences |
| | Through posters |
| | Through portraying a positive image of police officers in movies |
| | Other ----- |

5. In your opinion, are there areas in the Police performance, which require urgent changes to improve the Police reputation? Please specify such areas and state what changes are, in your opinion, needed?

| | |
|--|-------------------------------|
| | Road safety----- |
| | Passport departments----- |
| | Neighbourhood inspectors----- |
| | Crime prevention ----- |
| | Other----- |
| | Other----- |

THANK YOU FOR COOPERATION