



The University of Hong Kong
Public Opinion Programme



Independent Police Complaints Council

Independent Police Complaints Council Public Opinion Survey

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Background

- Fourth consecutive annual survey conducted by HKUPOP since 2013
- Objective:
 - To measure public awareness, perception, knowledge and expectation on IPCC;
 - To identify major channels of public knowledge about IPCC;
 - To identify the most visible police complaint cases;
 - To investigate main areas of public concern in police complaints;
 - To identify the direction of IPCC's publicity initiatives
- POP consulted IPCC when designing the questionnaire but POP retained full autonomy in every aspect of the study and takes full responsibility for all findings reported.
- This year's findings have already been presented to the IPCC Publicity and Survey Committee and the Council for discussion. They are open for public consumption after today's press conference.

Contact Information

Date of survey:	March 7 to 17, 2016
Target population:	Hong Kong residents aged 18 or above who speak Cantonese
Survey method:	Telephone survey conducted by telephone interviewers
Sample size:	1,002
Response rate:	67.1%
Standard error:	Less than 1.6% (i.e., the maximum sampling error of all percentages should be no more than +/-3.2 percentage points at 95% confidence level)

Findings

Statistical tests of “difference-of-proportions” and “difference-of-means” have been employed wherever applicable to check for significant changes from 2013 to 2014, from 2014 to 2015, and from 2015 to 2016.

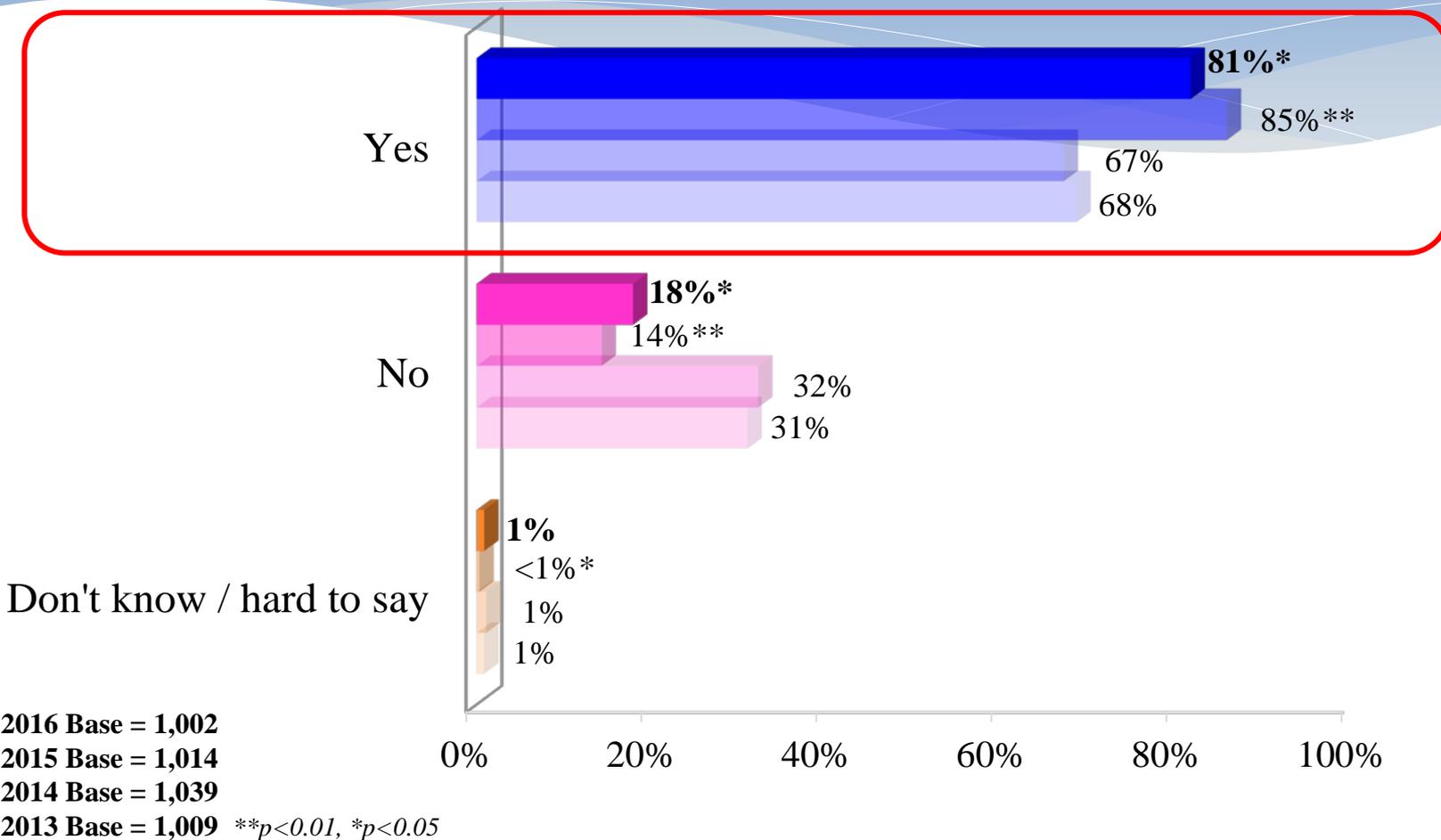
*** denotes statistical significance at $p < 0.01$ level*

** denotes statistical significance at $p < 0.05$ level*



Awareness of IPCC

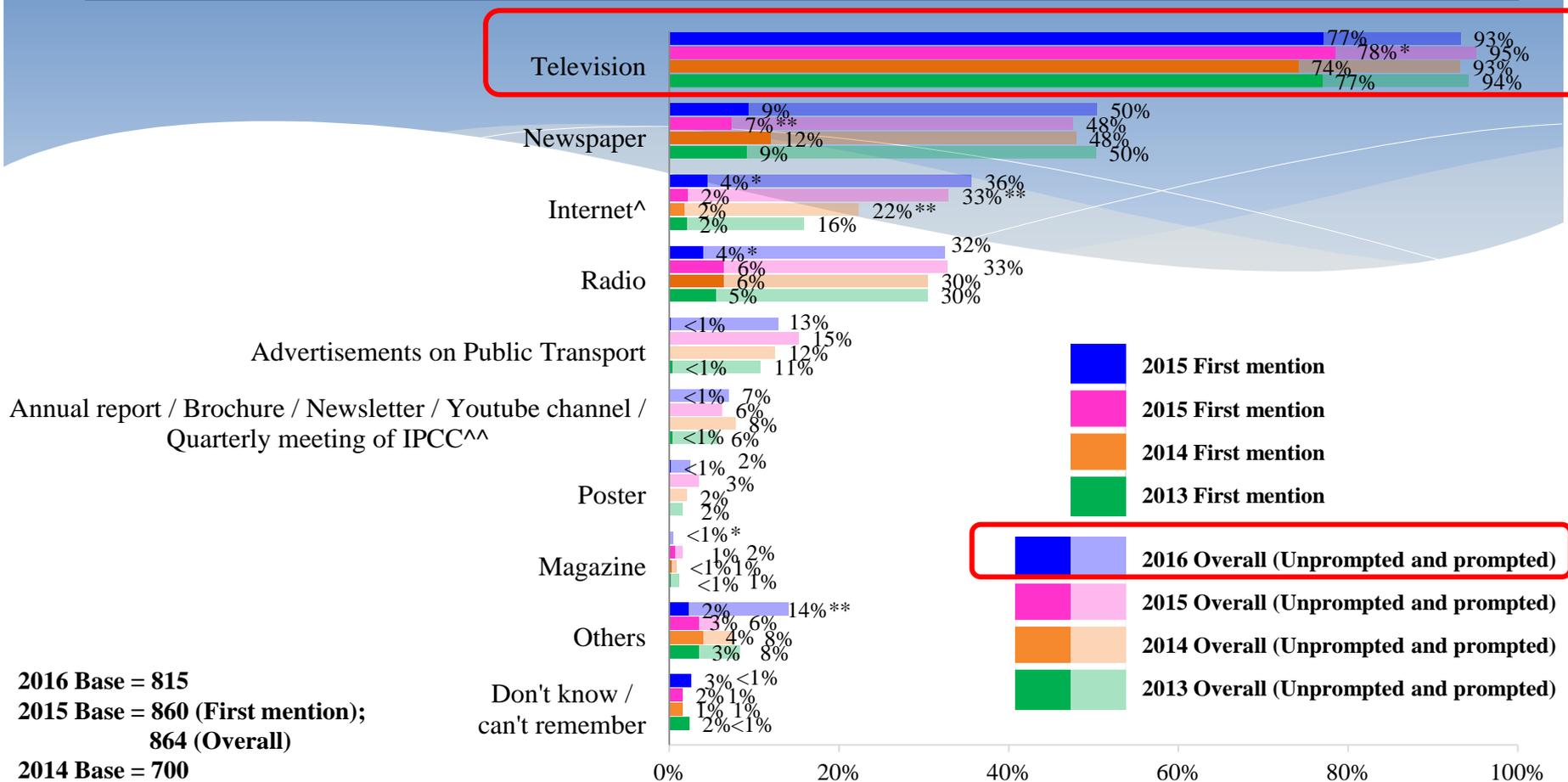
Over 80% have heard of IPCC



[Q1] Prior to this survey, have you heard of Independent Police Complaints Council, or IPCC?

喺呢個電話訪問前，請問你有冇聽過「獨立監察警方處理投訴委員會」，或者簡稱「監警會(IPCC)」呢一個機構呢？

Majority have heard of IPCC via Television



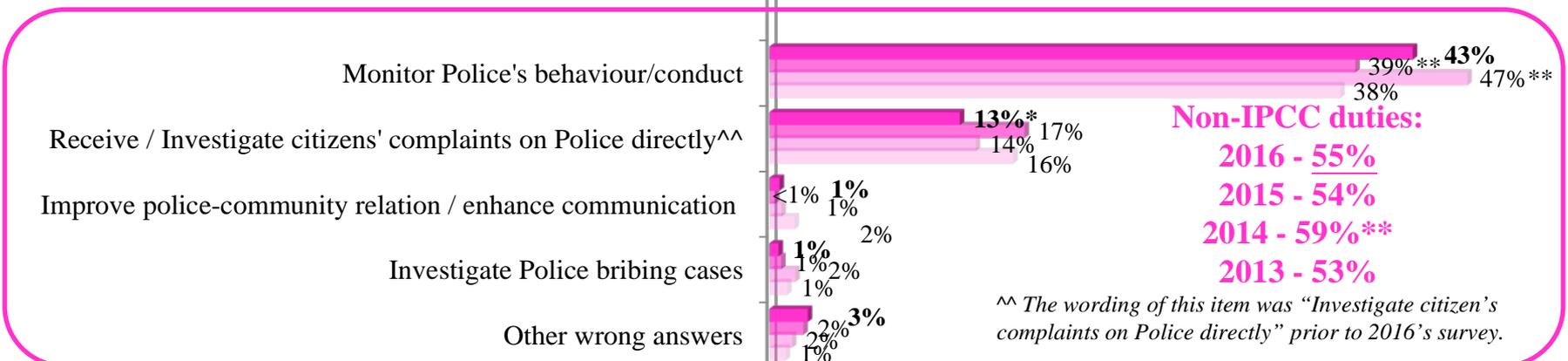
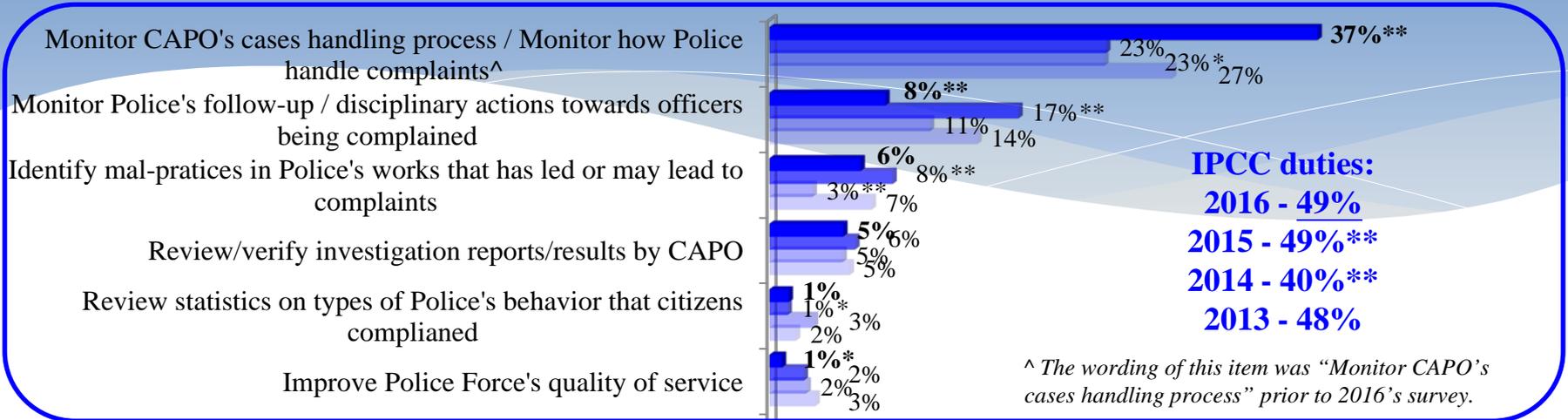
2016 Base = 815
 2015 Base = 860 (First mention);
 864 (Overall)
 2014 Base = 700
 2013 Base = 698
 **p<0.01, *p<0.05

^ Include IPCC website since 2015's survey. In previous surveys IPCC website was grouped under another category (see below).
 ^^ The items were "Annual report / Brochure / Website / Newsletter / Quarterly meeting of IPCC" in 2013's survey and "Annual report / Brochure / Website / Newsletter / Youtube channel / Quarterly meeting of IPCC" in 2014's survey.

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

[Q2b] [Only ask those answered "yes" in Q1] Have you ever heard of IPCC from the following channels then? (Read out those channels with * which the respondents have not mentioned in Q2a, multiple answers allowed) 咁你有冇從下面既途徑聽過「監警會」呢？(請讀出"*"號而被訪者在Q2a沒有提及的途徑，可選多項)

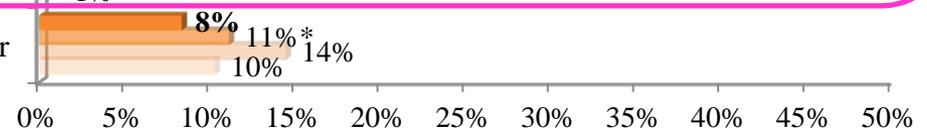
Half could correctly mention at least one IPCC duty, but more named incorrect duties



■ 2016 Base = 813
■ 2015 Base = 865
■ 2014 Base = 697
■ 2013 Base = 698

**p<0.01, *p<0.05

Don't know / can't remember



[Q3] [Only ask those answered "yes" in Q1] To your knowledge, what are IPCC's duties? Any other duties? (Do not read out options, multiple answers allowed) 據你了解，「監警會」既主要工作係啲乜呢？仲有呢？（不讀答案，可選多項）

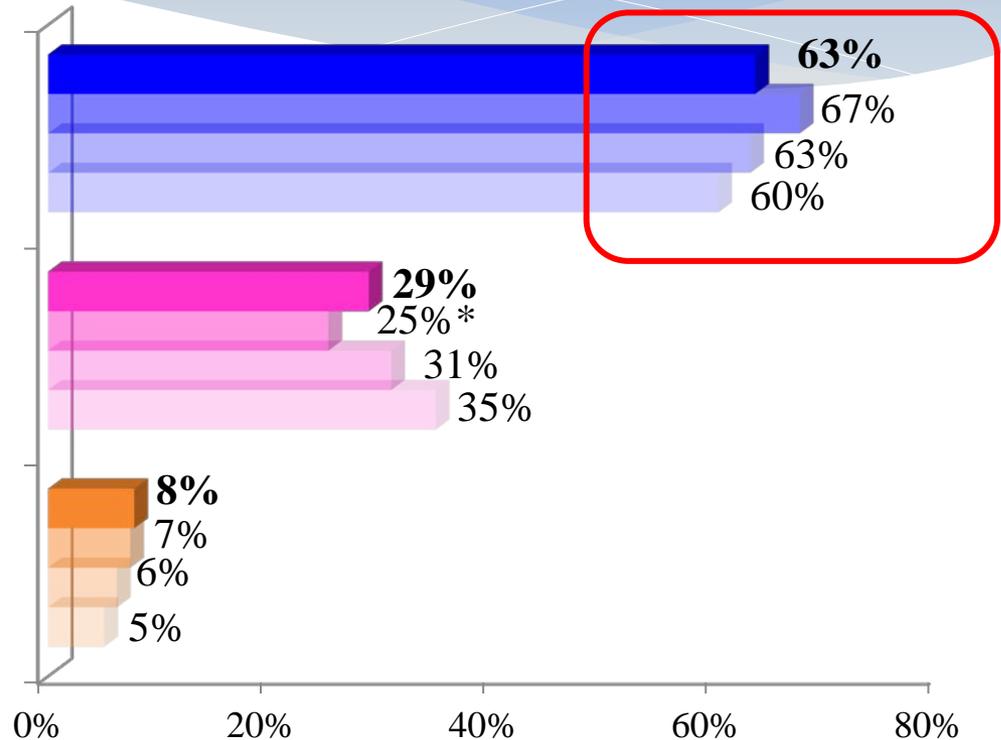
Less than two-thirds are aware of IPCC's independent nature

IPCC is...

a totally independent organization,
not under the Police

part of the Police

Don't know



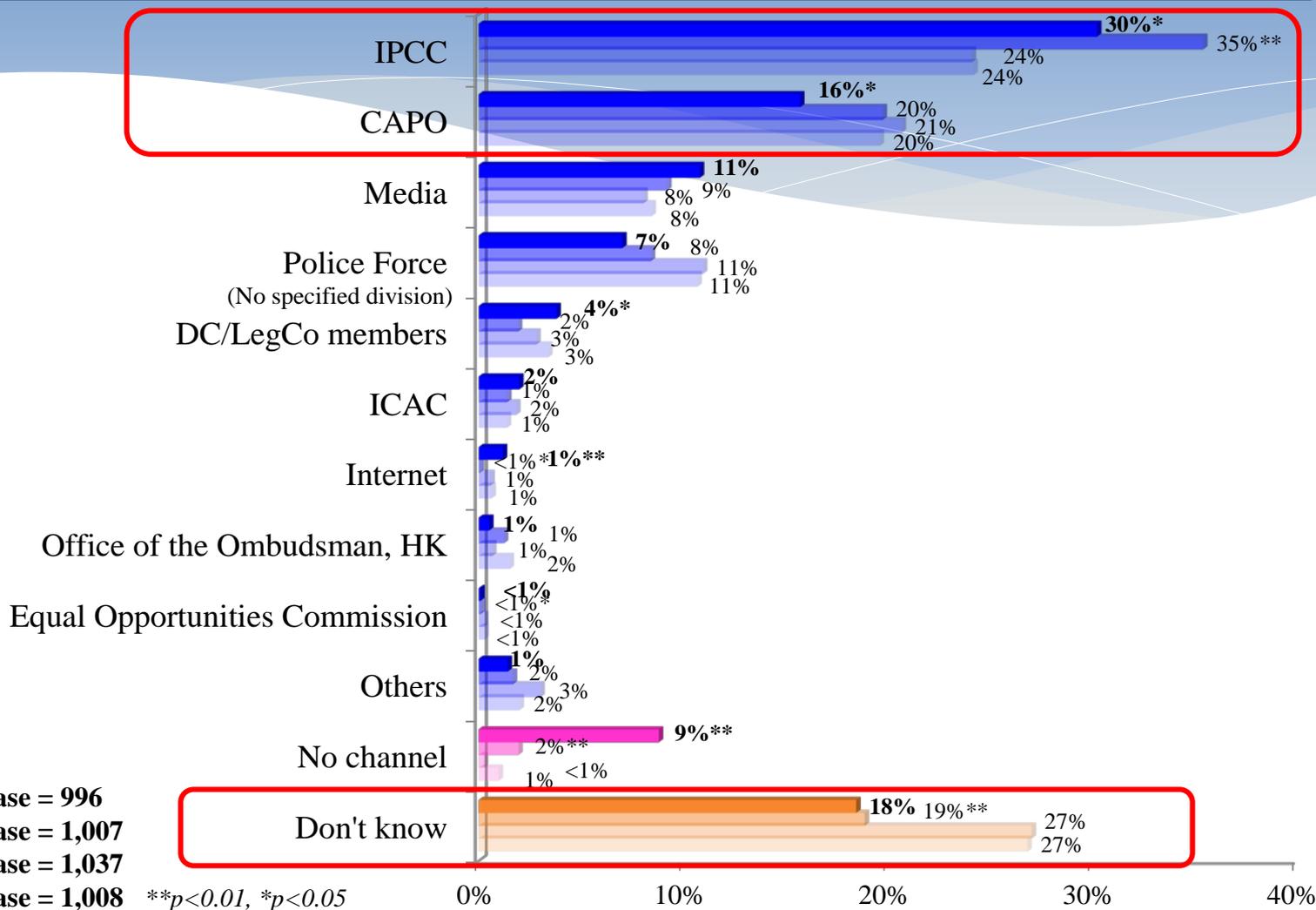
■ 2016 Base = 815
■ 2015 Base = 865
■ 2014 Base = 700
■ 2013 Base = 698

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

[Q4] [Only ask those answered “yes” in Q1] Do you think IPCC is... ? (Read out first two options, order to be randomized by computer, ONE answer only)

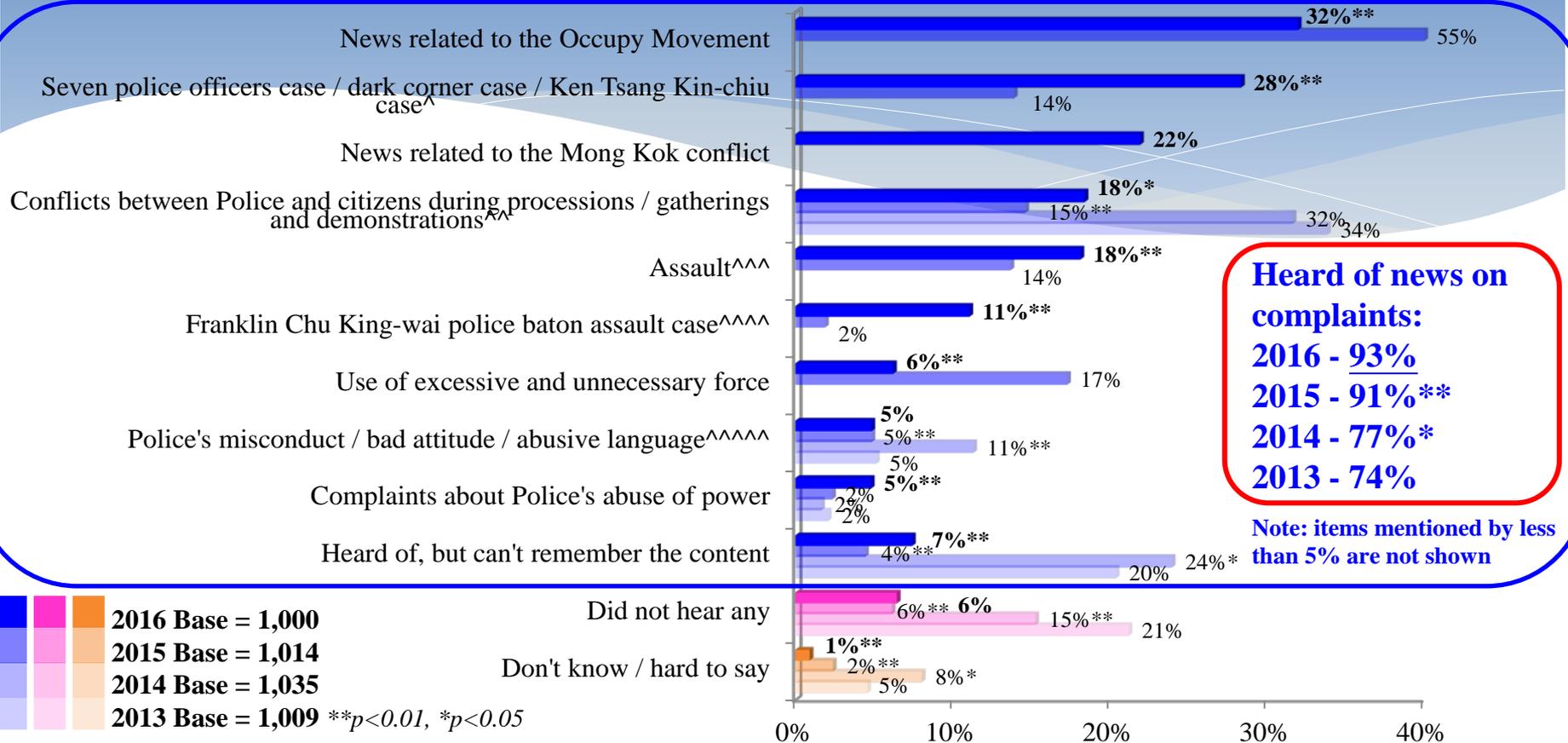
你認為「監警會」係... 完全獨立，唔隸屬於警隊既 / 屬於警隊既一部份？(讀出首兩項答案，次序由電腦隨機排列，只選一項)

30% believe IPCC is the most effective complaint channel against Police, followed at a distance by CAPO



[Q5] What do you think is the most effective channel to make a complaint of Police? (Do not read out options, ONE answer only)
 你認為市民投訴警察最有效係經邊個渠道呢？（不讀答案，只選一項）

News related to Occupy Movement continued to receive the most public attention



[^] The wording of this item was "Seven police officers beat up Ken Tsang Kin-chiu / a protestor on a street corner" in 2015's survey.

^{^^} The wording of this item was "Protestors complained about Police's abuse of power" in 2013's survey.

^{^^^} Combined from "Assaulting protesters", "Assaulting citizens", "Ill-treatment of protesters" and "Assaulting protesters inside police vehicles or other places" in 2015's survey.

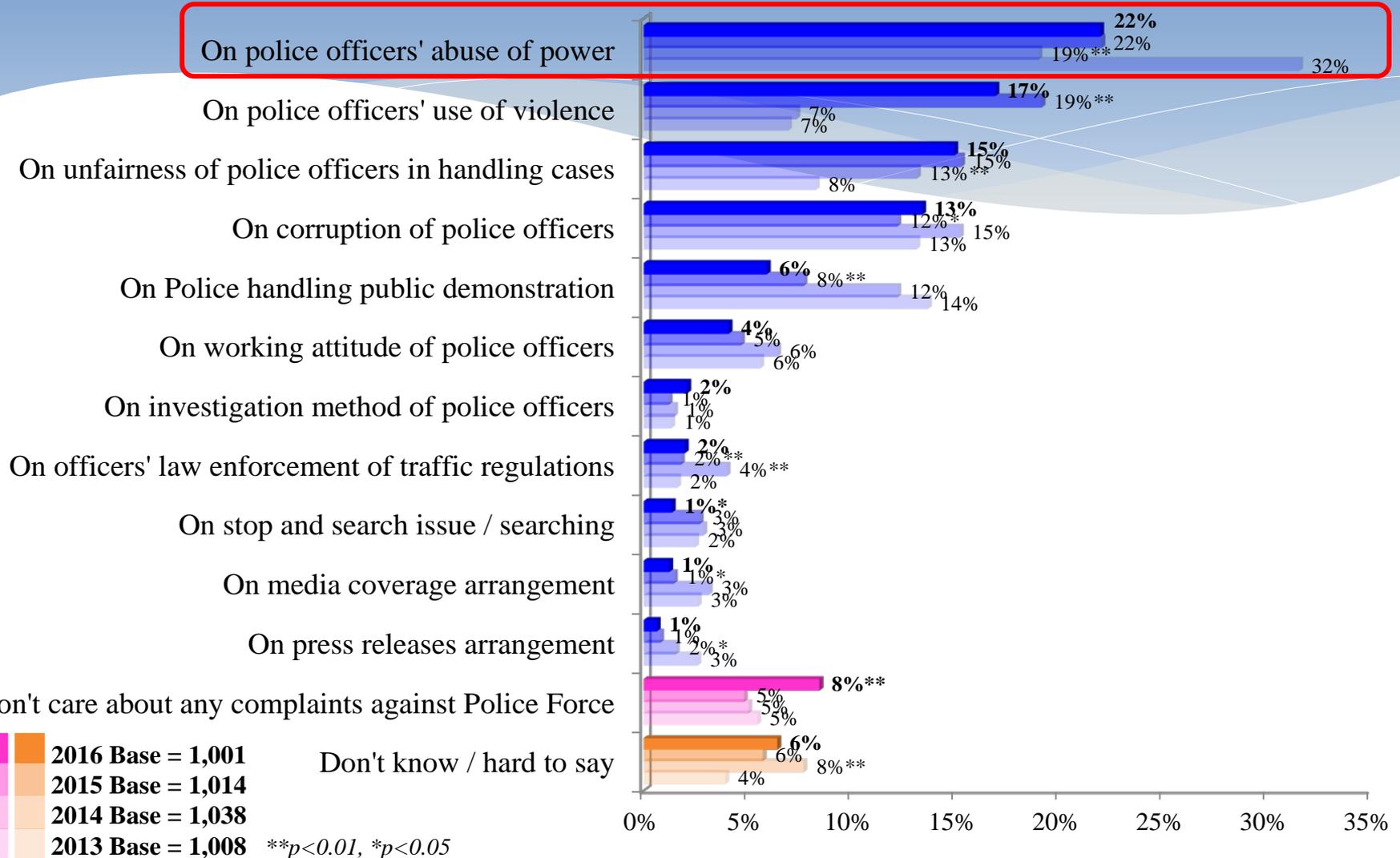
^{^^^^} The wording of this item was "Franklin Chu King-wai / an officer used his police baton to strike the neck of a protestor from behind" in 2015's survey.

^{^^^^^} The wording of this item was "Police's misconduct (e.g. violence, attitude)" in 2013's survey.

[Q6] In the past year, did you hear any news on complaints made to the Hong Kong Police Force? If yes, can you tell me what was it about? (Do not read out options, multiple answers allowed)

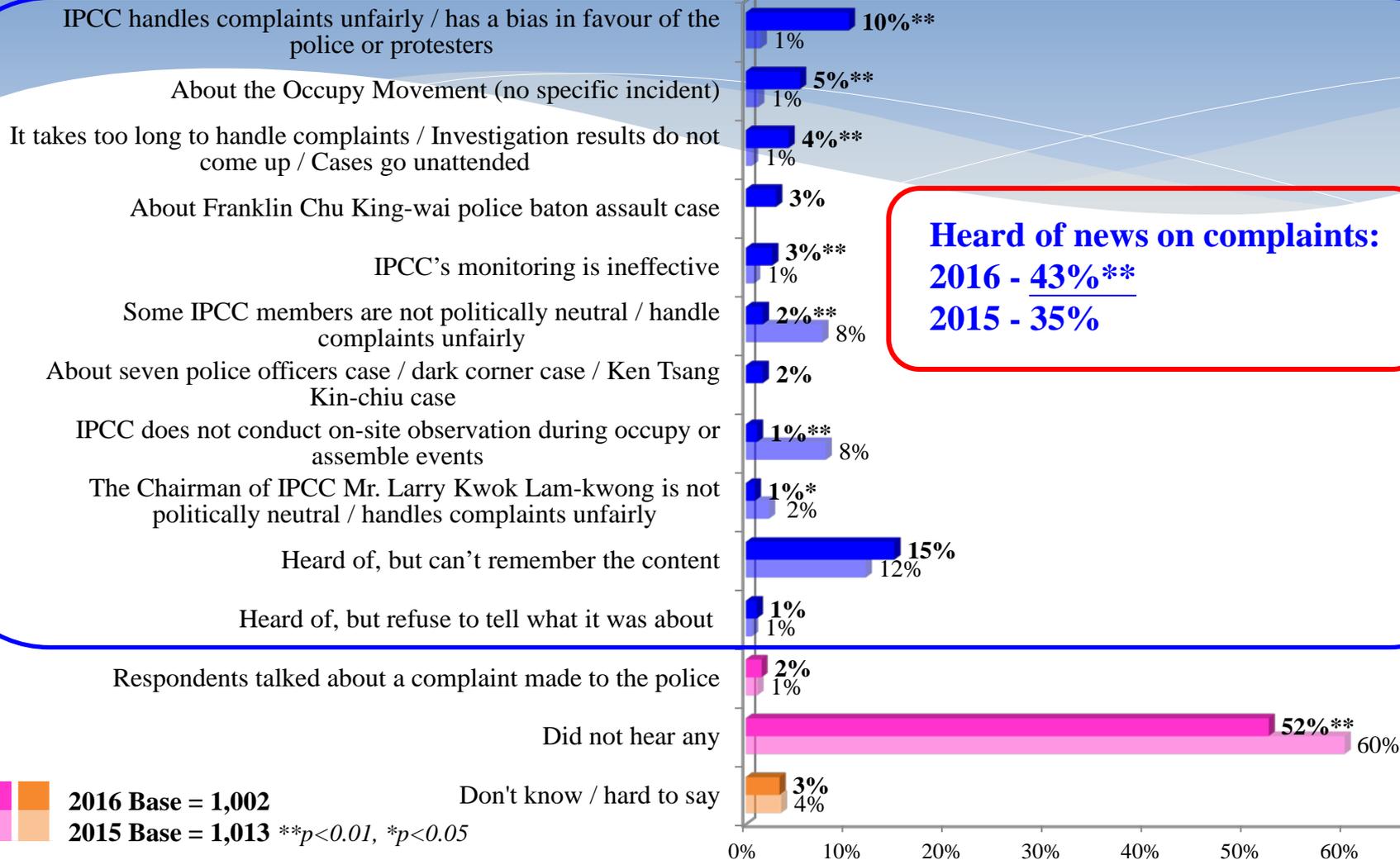
係過去一年，你有冇聽聞過有關投訴警務人員既新聞？如有，你可唔可以講俾我知係關於乜野？（不讀答案，可選多項）

Over one-fifth cared most on complaints against police officers' abuse of power



[Q7] Which one of the following types of complaints of the Police Force would you care about most? (Read out options, ONE answer only)
 就以下各類對警員既投訴黎講，你自己會最關注邊一類投訴？(讀出答案，只選一項)

Over 40% had heard of news on complaints against IPCC



[Q8] In the past year, did you hear any news on complaints made to IPCC? If yes, can you tell me what was it about? (Do not read out options, multiple answers allowed)

係過去一年，你有冇聽聞過有關投訴監警會既新聞？如有，可唔可以講俾我知係關於乜野？（不讀答案，可選多項）



Corporate Image of IPCC

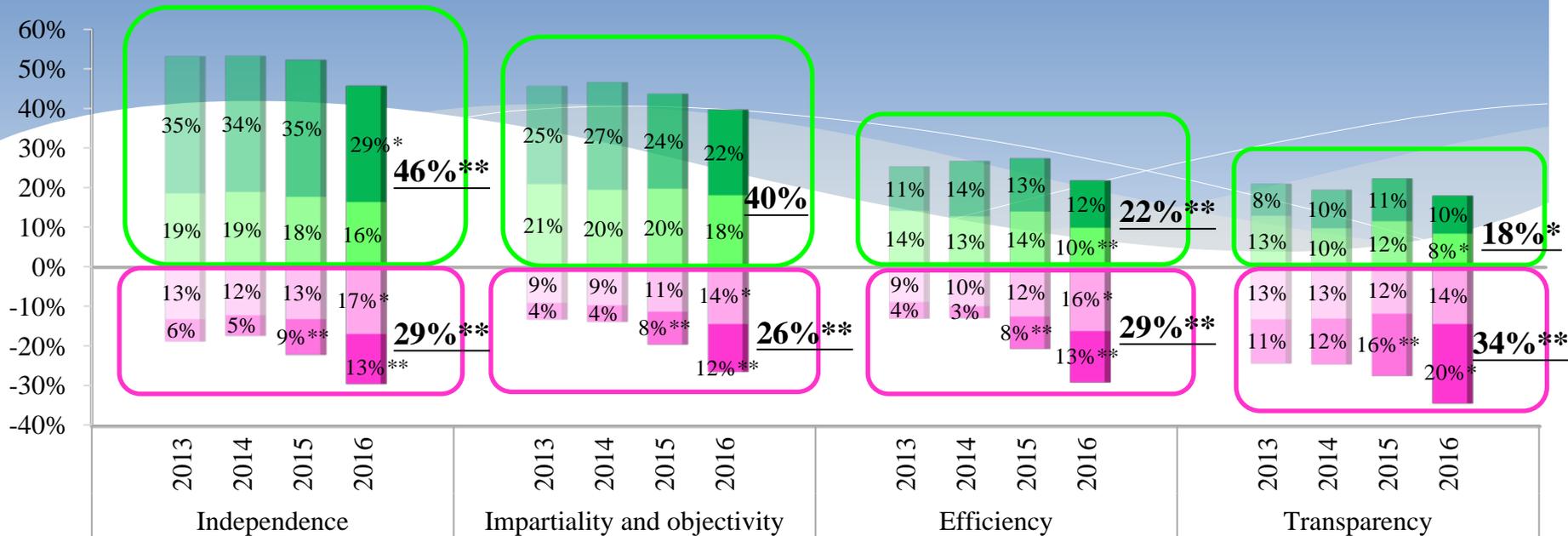
Description of IPCC

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

“The IPCC is an organisation independent from the Hong Kong Police Force and its Members are appointed by the Chief Executive. It is an important part of the two-tier police complaints system in Hong Kong, specialising in observing, monitoring and reviewing complaints made by the public against the police force via CAPO. Although the complaints are made through CAPO, the investigation results must be endorsed by the IPCC to ensure that the investigation is fair, impartial and transparent.”

“「監警會」係一個完全獨立於香港警務處既機構，委員由行政長官委任，係香港投訴警察制度「兩層架構」既一個主要部份，專門負責觀察、監察同覆檢「投訴警察課」調查市民投訴警察個案既工作。雖然市民投訴警察都係由警方既投訴警察課調查，但調查結果必須要得到「監警會」既通過，確保調查係公平、公正同透徹既。”

Image profile of IPCC



	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
Mean Score	3.7	3.7	3.6*	3.4**	3.6	3.6	3.4**	3.3**	3.3	3.4	3.2**	2.9**	2.9	2.9	2.9	2.7**
Base	913	924	938	912	878	903	914	891	735	740	808	802	855	856	882	881

[Q9] Do you think IPCC is independent in monitoring and reviewing public complaints of the Police?

你覺得「監警會」能唔能夠以一個獨立既身份去監察同覆檢市民投訴警察既個案？

[Q10] Do you think IPCC is able to monitor and review CAPO's investigation in an impartial and objective way?

你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」既調查工作呢？

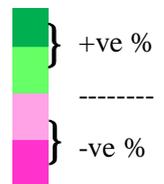
[Q11] Do you think IPCC's complaint monitor and review is efficient or not?

你覺得「監警會」監察同覆檢投訴個案既效率係點？

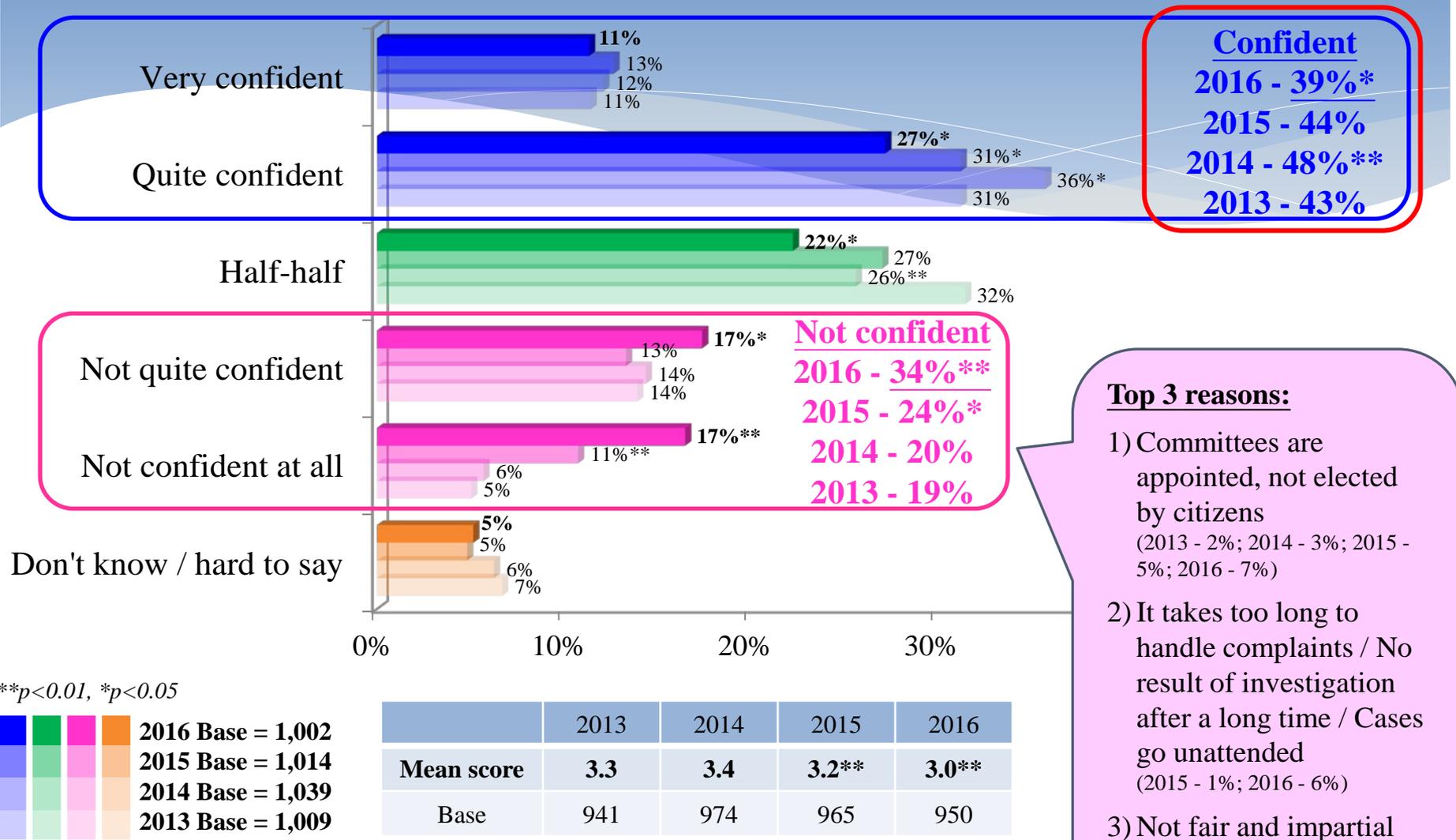
[Q12] What do you think of IPCC's level of transparency in complaint monitor and review?

你覺得「監警會」既監察同覆檢投訴個案既透明度係點？

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

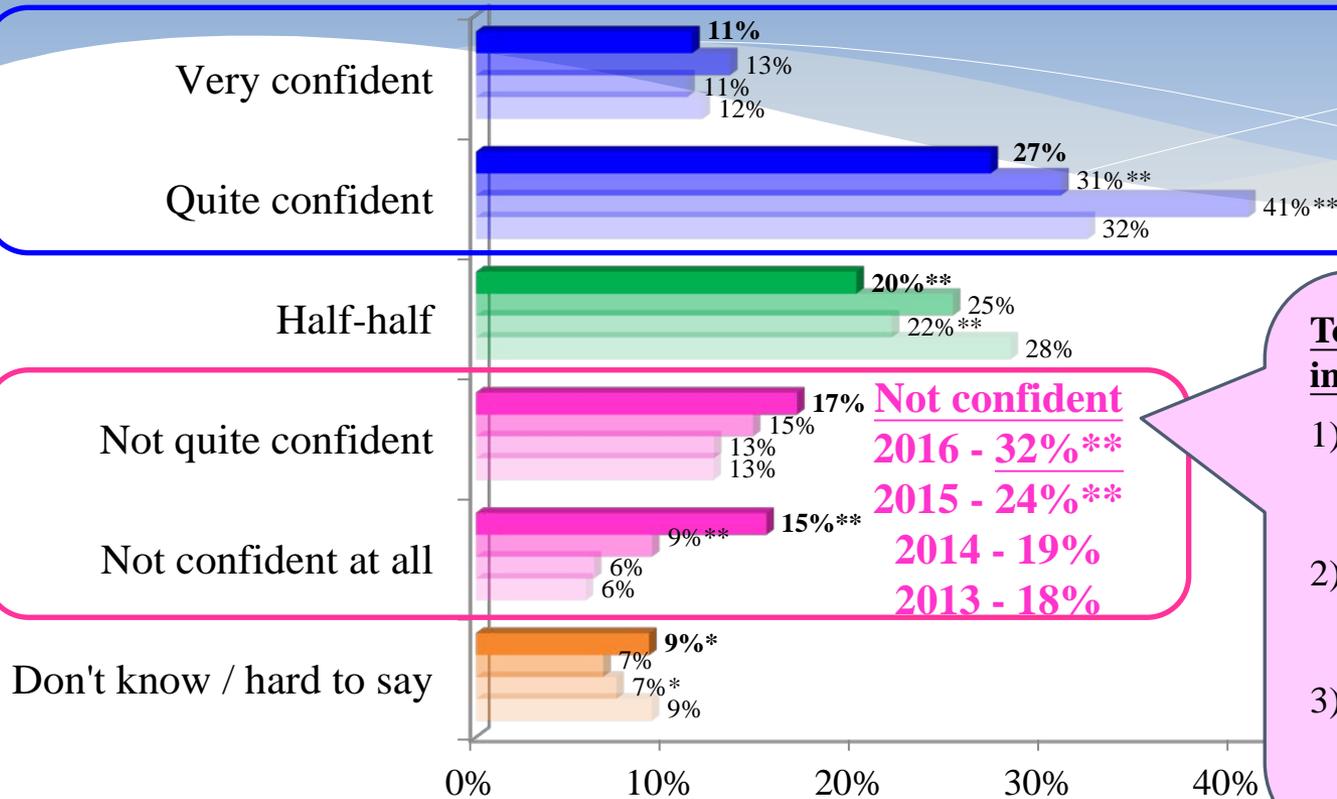


More than one-third expressed confidence in IPCC



[Q13] Overall speaking, are you confident in IPCC? (Interviewer to probe intensity)
 請問你對監警會有冇信心？(訪員追問程度)

Over one-third are confident in the two-tier complaints system



Confident
 2016 - 39%**
 2015 - 44%**
 2014 - 52%**
 2013 - 44%

Not confident
 2016 - 32%**
 2015 - 24%**
 2014 - 19%
 2013 - 18%

Top suggestions for improvement:

- 1) Change the method for selecting IPCC members (2015 - 3%; 2016 - 8%)
- 2) Increase transparency (2013 - 6%; 2014 - 5%; 2015 - 5%; 2016 - 7%)
- 3) Handle complaints fairly and impartially (2014 - 1%; 2015 - 1%; 2016 - 6%)

**p<0.01, *p<0.05

■ 2016 Base = 1,001
■ 2015 Base = 1,012
■ 2014 Base = 1,036
■ 2013 Base = 1,009

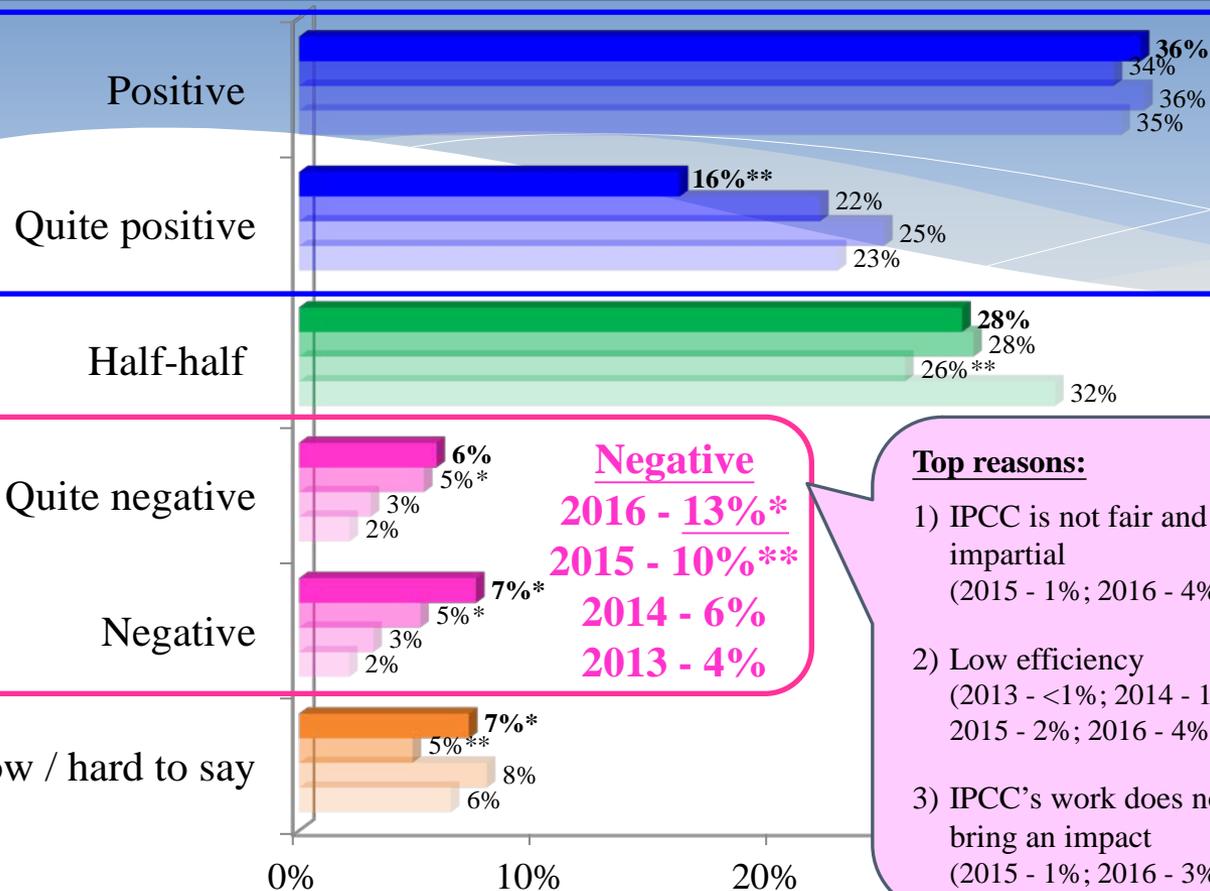
	2013	2014	2015	2016
Mean score	3.4	3.4	3.3**	3.0**
Base	915	960	944	910

[Q15] Are you confident in the existing two-tier system of complaints against the Police? (Interviewer to probe intensity)
 請問你對現時兩層架構既投訴警察制度有冇信心？(訪員追問程度)



Overall Perception of IPCC

Over half perceive IPCC's image positively



Positive
 2016 - 52%*
 2015 - 56%
 2014 - 60%*
 2013 - 57%

Negative
 2016 - 13%*
 2015 - 10%**
 2014 - 6%
 2013 - 4%

Top reasons:

- 1) IPCC is not fair and impartial (2015 - 1%; 2016 - 4%)
- 2) Low efficiency (2013 - <1%; 2014 - 1%; 2015 - 2%; 2016 - 4%)
- 3) IPCC's work does not bring an impact (2015 - 1%; 2016 - 3%)

Top reasons:

- 1) IPCC is fair enough (2013 - 10%; 2014 - 11%; 2015 - 12%; 2016 - 9%)
- 2) IPCC is independent enough (2013 - 14%; 2014 - 12%; 2015 - 11%; 2016 - 8%)
- 3) Intuition / Impression / Personal feeling (2015 - 2%; 2016 - 7%)

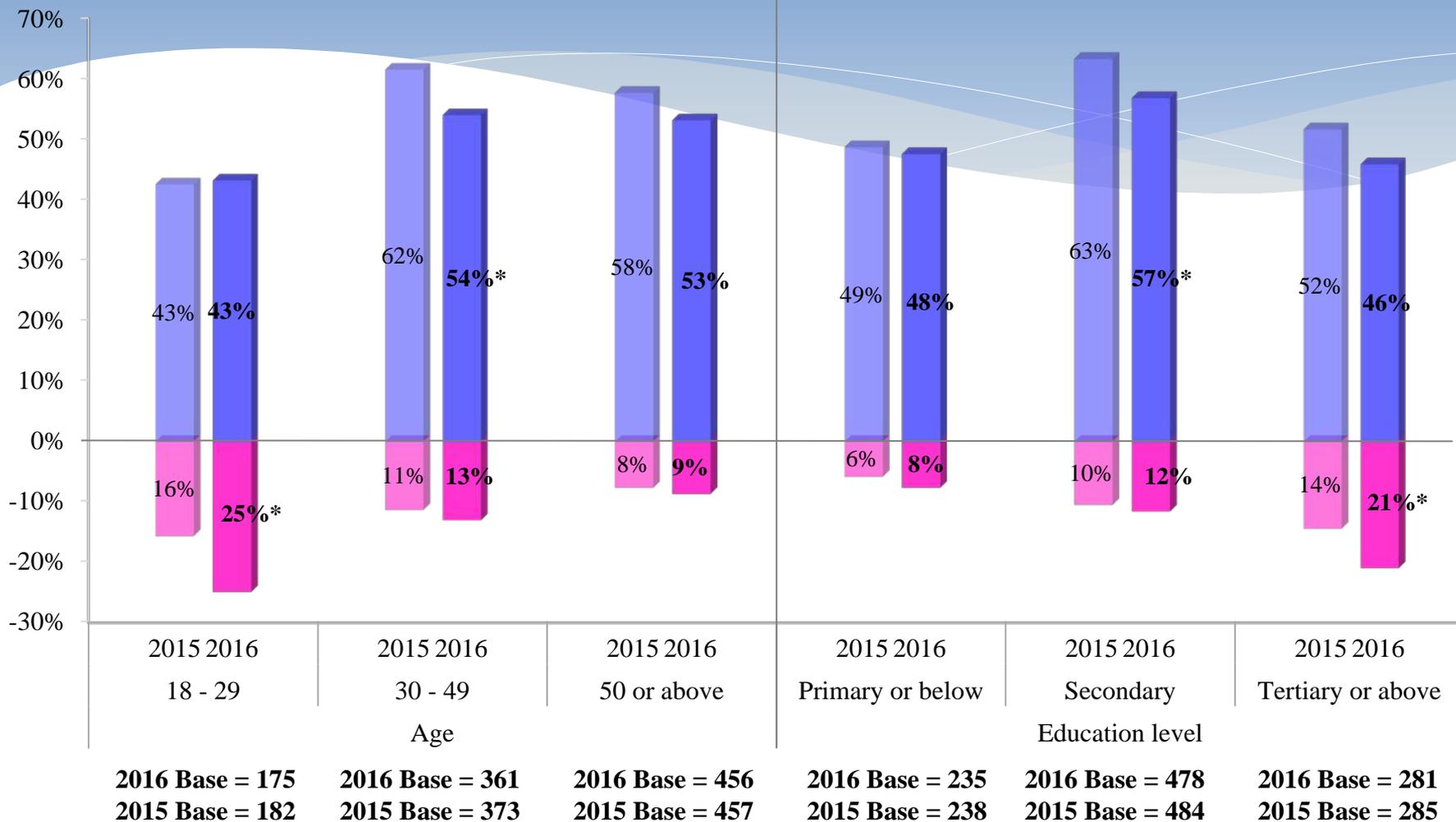
**p<0.01, *p<0.05

2016 Base = 1,002
 2015 Base = 1,013
 2014 Base = 1,037
 2013 Base = 1,007

	2013	2014	2015	2016
Mean score	3.9	3.9	3.8**	3.7
Base	943	955	965	930

[Q17] Overall speaking, do you think IPCC's image is? (Read out options, ONE answer only)
 整體黎講，你覺得「監警會」既形象係? (讀出答案，只選一項)

Significantly more younger respondents and those with tertiary education perceive IPCC's image negatively

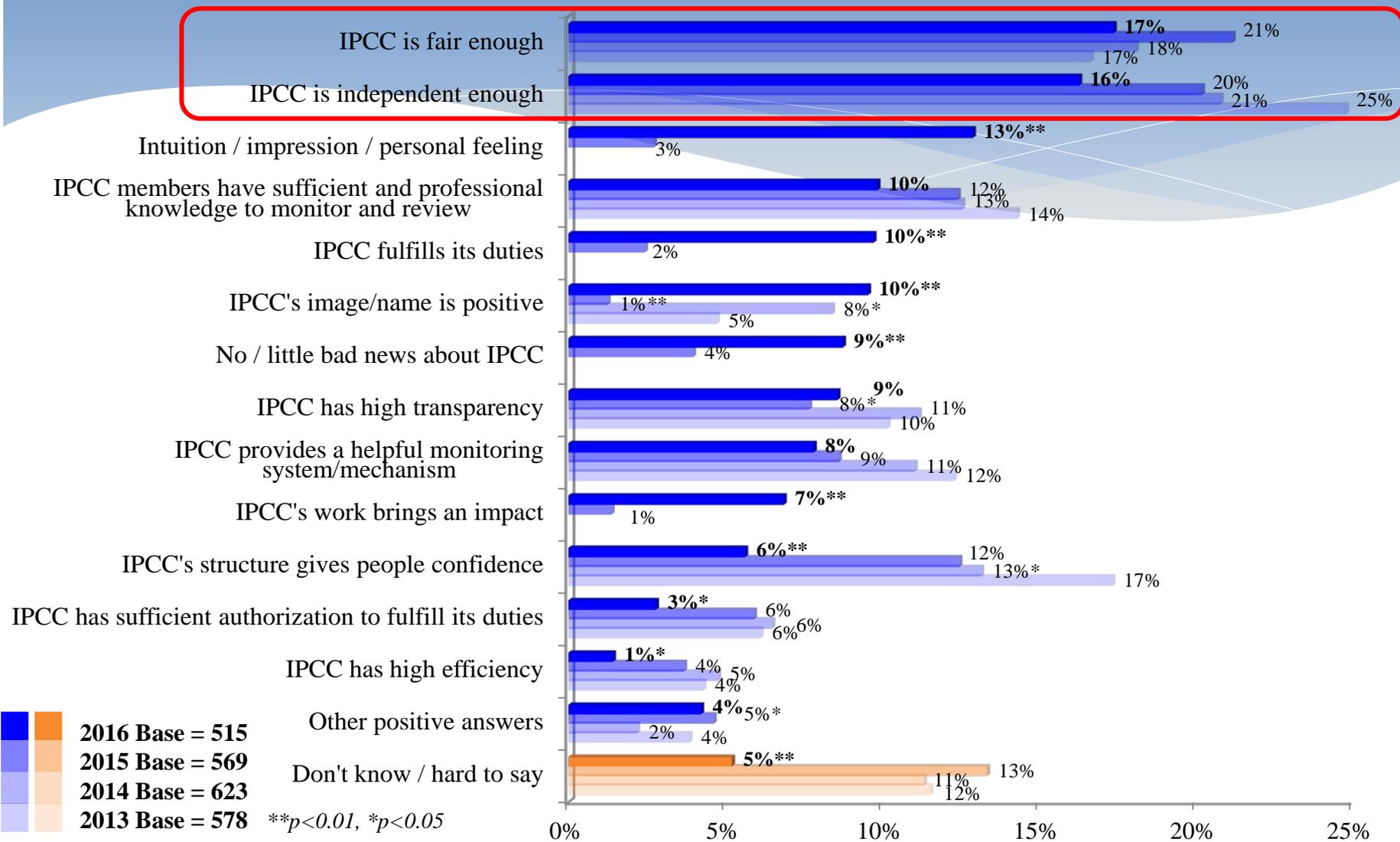


[Q17] Overall speaking, do you think IPCC's image is? (Read out options, ONE answer only)
 整體黎講，你覺得「監警會」既形象係? (讀出答案，只選一項)

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

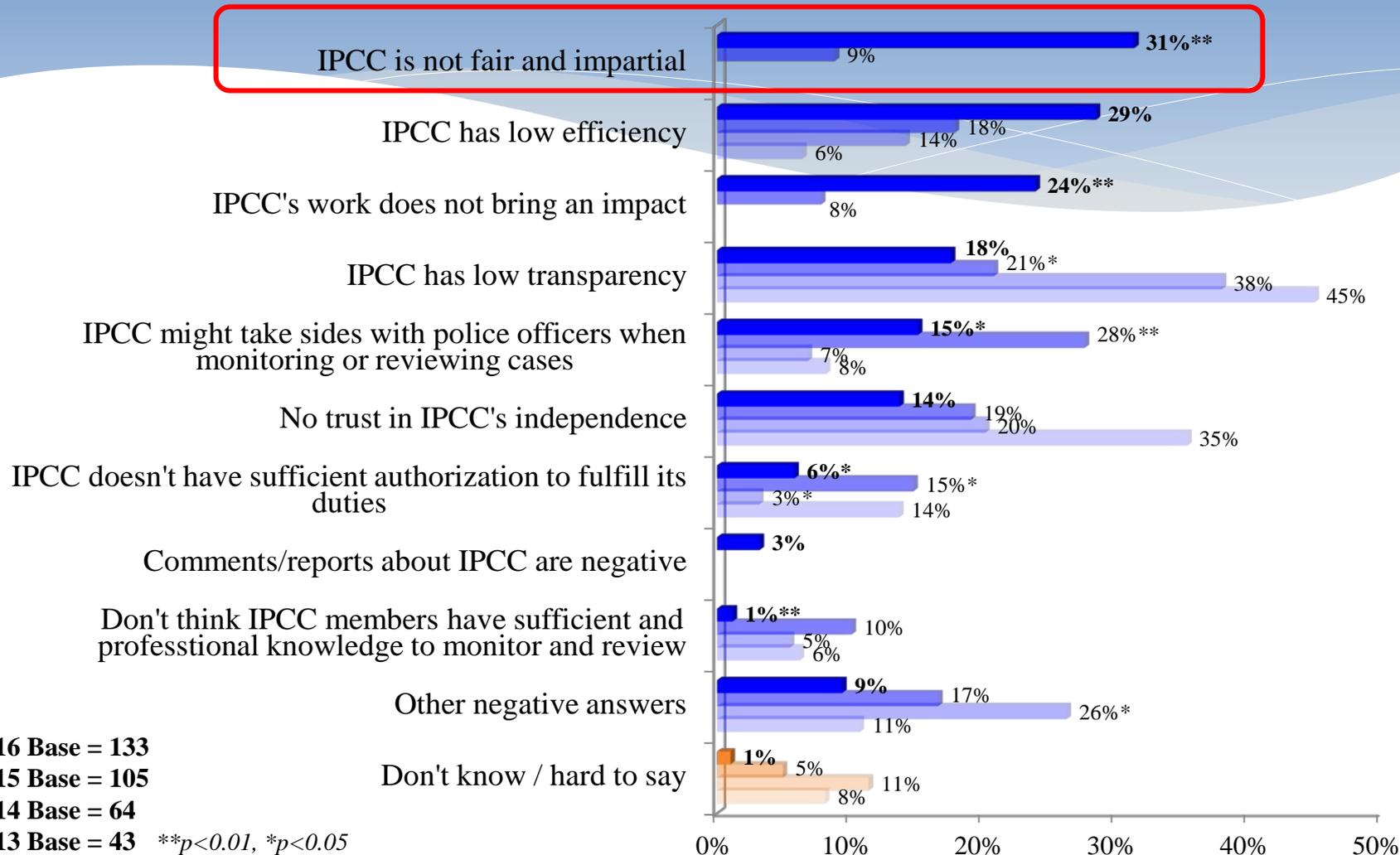
Positive %
 Negative %

Fairness and independence form the most important pillars of IPCC's positive image



[Q18a] [Only ask respondents who have answered "Positive" and "Quite positive" in Q17] Why do you think it is "Positive" or "Quite positive"? Any more? (Do not read out options, multiple answers allowed) 點解你覺得[讀出Q17的答案]呢?仲有呢?(不讀答案,可選多項)

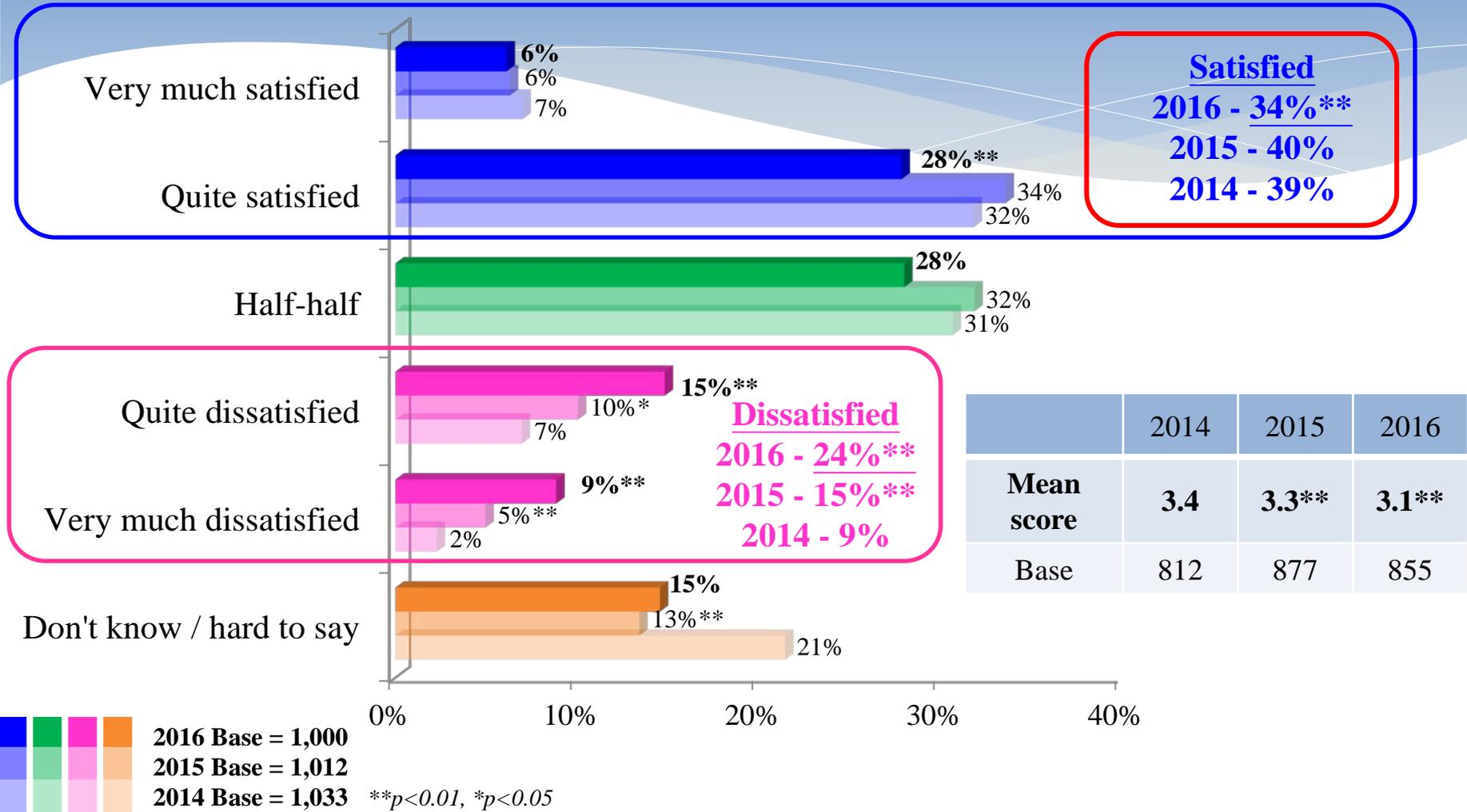
IPCC's negative image is mainly associated with its perceived unfairness and partiality



■ 2016 Base = 133
■ 2015 Base = 105
■ 2014 Base = 64
■ 2013 Base = 43
 ** $p < 0.01$, * $p < 0.05$

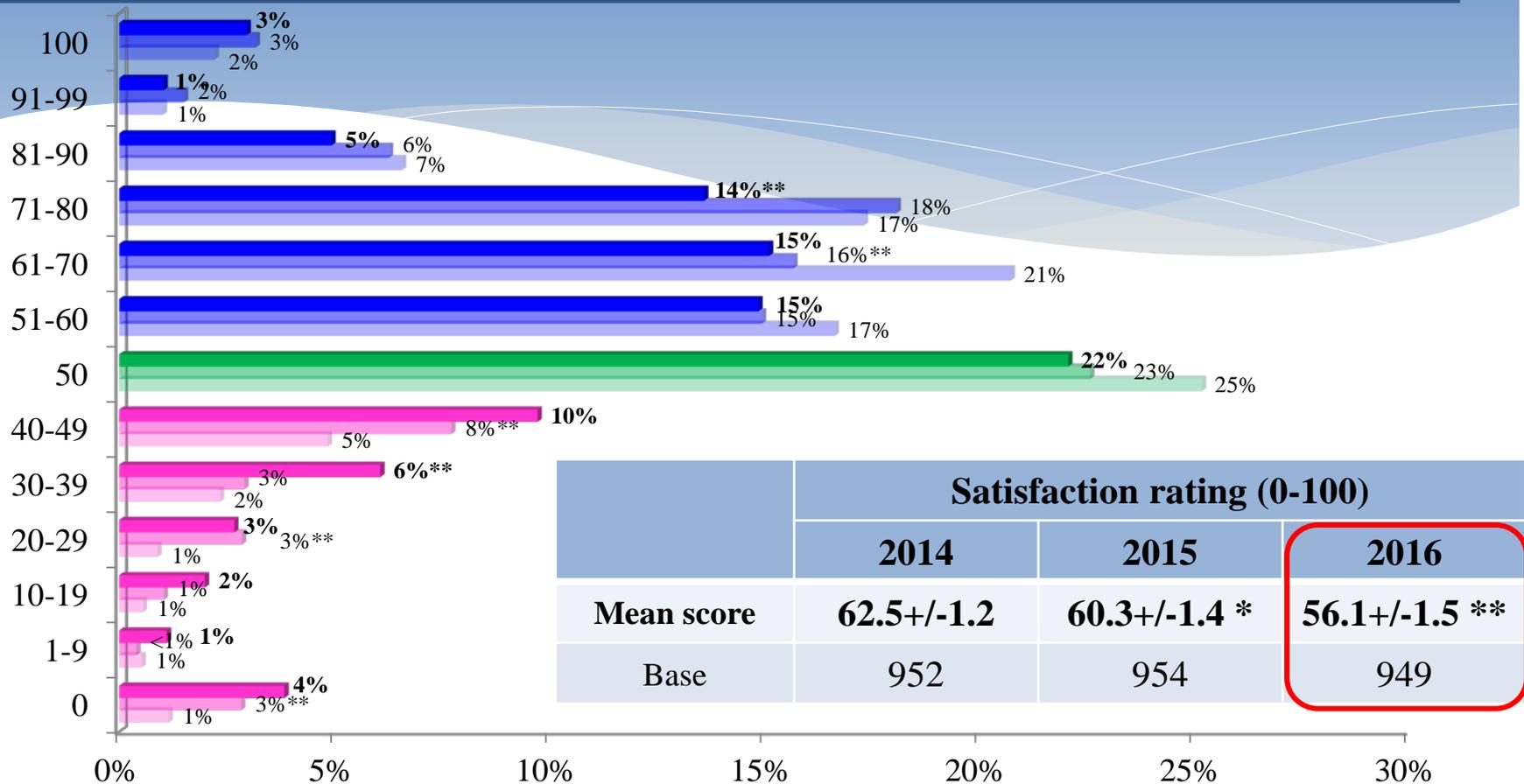
[Q18b] [Only ask respondents who have answered “Negative” and “Quite negative” in Q17] Why do you think it is “Negative” and “Quite negative”? Any more? (Do not read out options, multiple answers allowed) 點解你覺得[讀出Q17的答案]呢?仲有呢?(不讀答案,可選多項)

One-third are satisfied with IPCC's performance



[Q19] Are you satisfied with the performance of IPCC? (Interviewer to probe intensity)
 咁你對「監警會」既表現滿唔滿意? (訪員追問程度)

Latest satisfaction rating of IPCC is 56.1 marks



2016 Base = 949 (excluding respondents opted for “don’t know / hard to say”)

2015 Base = 954 (excluding respondents opted for “don’t know / hard to say”)

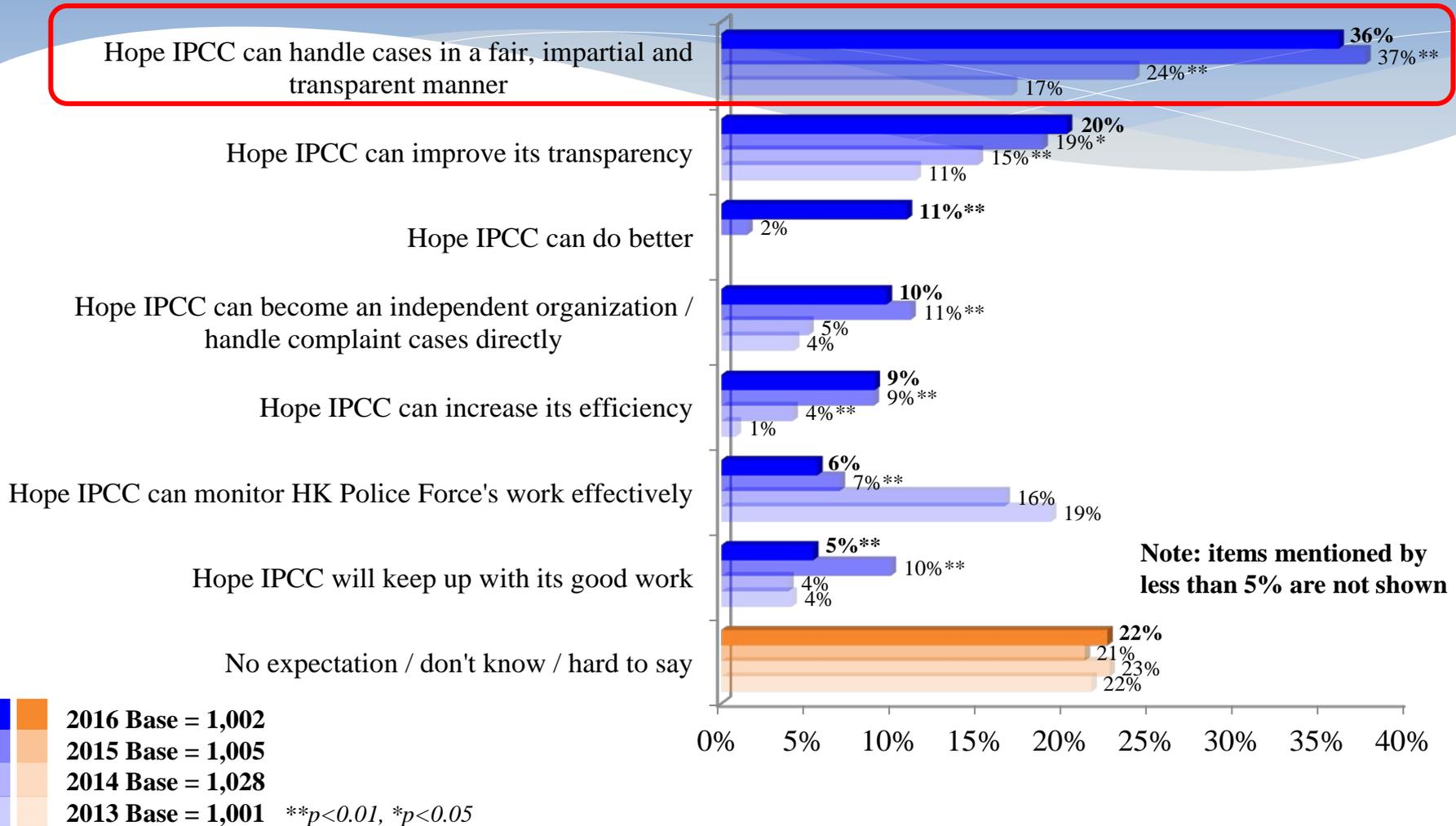
2014 Base = 952 (excluding respondents opted for “don’t know / hard to say”)

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

[Q20] Please use a scale of 0-100 to rate your level of satisfaction for IPCC, with 0 indicating very much dissatisfied, 100 indicating very much satisfied and 50 meaning half-half.

請你用0至100分評價你對「監警會」表現既滿意程度，0分代表非常唔滿意，100分代表非常滿意，50分代表一半半，你會俾幾多分佢呢？

More than one-third express hope on IPCC's fair, impartial and transparent manner



[Q21] Lastly, what are your expectations on IPCC? Any more? (Do not read out options, multiple answers allowed)

最後，整體而言你對「監警會」有乜野期望？(不讀答案，可選多項)



Concluding Remarks

Concluding Remarks

- The methodology of this annual survey conducted by HKUPOP is exactly the same as that of previous three surveys, all significant changes in public opinion are not due to methodological shifts.
- The continued polarization of the political environment over the year past, and people's changing attitudes towards the Hong Kong Police Force following the Occupy Movement should be the most important factors causing changes to IPCC's image profile over the year past.
- Overall, IPCC still maintains a fairly positive public image, as 81% of our survey respondents having heard of IPCC, 95% could give it a satisfaction score averaged at 56.1 marks, and 52% perceived IPCC positively, roughly translating to “quite positive” overall.

Concluding Remarks

- However, compared to one year ago, these positive feedbacks have dropped. In terms of perceived performance, net satisfaction has dropped from 25 to 10 percentage points, while satisfaction rating dropped from 60.3 to 56.1. People's net confidence in IPCC and the two-tier police complaints system have dropped from 20 percentage points to just 5 and 6, and people's net perception of IPCC has dropped from 46 to 38 percentage points, and the drop is especially significant among the youngest and most educated respondents.
- A four-pronged image profile analysis shows that IPCC is perceived as an independent and impartial/objective organization, but not that efficient nor transparent. A worrying trend is that significantly more people than before are rating these four aspects negatively.

Concluding Remarks

- Upon probing, two attributes seem to have affected IPCC's public image: independence and impartiality. On independence, 63% were aware that IPCC is entirely independent of the Police, 46% considered IPCC had acted independently in monitoring and reviewing public complaints of the Police. However, on impartiality, a lower percentage of 40% considered IPCC had done its work impartially and objectively. Looking ahead, 36% hoped that IPCC could handle cases in a fair, impartial and transparent manner.
- As society continues to become polarized, and attitudes towards the Hong Kong Police Force politicized, the monitoring and reviewing of public complaints against the Police will continue to pose big challenges to the IPCC in the years to come.

End of Presentation

For details, please visit
<http://hkupop.hku.hk>