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POLICE AND POLICING IN THE REPUBLIC OF MOLDOVA INNER AND OUTER PERCEPTION

ANALYTICAL REPORT

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Acronyms

MIA	Ministry of Internal Affairs
GPI	General Police Inspectorate
BPD	Border Police Department
PI	Police Inspectorate
CTD	Carabineers Troops Department
NII	National Investigation Inspectorate
NPI	National Patrolling Inspectorate
CPESS	Civil Protection and Emergency Situation Service
PAA	Public Administration Authorities
LPAA	Local Public Administration Authorities
CPAA	Central Public Administration Authorities
MoD	Ministry of Defence
MFAEI	Ministry of Foreign Affairs and European Integration
MAFI	Ministry of Agriculture and Food Industry
MC	Ministry of Culture
MRDC	Ministry of Regional Development and Constructions
MEc	Ministry of Economy
MEd	Ministry of Education
MJ	Ministry of Justice
MF	Ministry of Finances
MITC	Ministry of Informational Technologies and Communications
MYS	Ministry of Youth and Sport
MTRI	Ministry of Transportation and Road Infrastructure
ME	Ministry of Environment
MLSPF	Ministry of Labour, Social Protection and Family
MH	Ministry of Health
GPO	General Prosecutor Office
ISS	Information and Security Service
CS	Customs Service
NAC	National Anticorruption Centre

INTRODUCTION

The Ministry of Internal Affairs and its subdivisions currently undergo an important and difficult transition process towards European standards of service delivery, professionalization, responsibility and transparency.

Following a series of structural and functional changes implemented by the Ministry of Internal Affairs in 2013-2014, the Government of the Republic of Moldova acknowledged the necessity to continue with the efforts in this area and set up the following primary objective for 2016-2018: *„...accomplishment of activities aimed at ensuring an increased level of trust in the Police by the society, continuation of the integrated structural and functional reform process of the Ministry of Internal Affairs in order to improve the organizational capacities and to enhance the quality level of the services provided to the community, as well as ensuring the observance of the fundamental human rights and freedoms”¹.*

The public, as the main beneficiary of reforms, must play a crucial role in monitoring, evaluation and adjustment of reforms; the involvement of the public, the recognition and acknowledgement of the results by the public, as well as the public's perception are crucial elements for achieving success.

One of the most important and effective tool in this context are tailored public opinion surveys conceived, designed and adapted to measure, investigate and analyze public opinion and allow the Government to make strategic decisions regarding the content, implementation, impact and eventual adjustment of reforms. For the first time in the Republic of Moldova two such surveys, focused on the Ministry of Internal Affairs' reforms have been conducted in 2013 by the Institute for Public Policies.

The actual Report presents the analysis of surveys carried out between 1 October and 10 December 2015 and offers a new tool for qualitative analysis and decision-making process in this area. The surveys measured the level of satisfaction with services provided by police subdivisions, public expectancies regarding public order, fighting crimes and crimes prevention, as well as police reform achievements and challenges.

The final goal of this report is to provide accurate base-line evidence which would assist relevant stakeholders to make important strategic decisions concerning the transformation of police into a modern public service by assessing the effectiveness of implemented policies, the impact of implemented reforms, the efficiency of policing services, and the respect and protection of human rights.

¹ The Activity Program of the Government of the Republic of Moldova 2016-2018
http://gov.md/sites/default/files/document/attachments/program_guvern_20_01_2016.pdf

METHODOLOGY

The goal of this research is to provide an accurate base-line evidence which would assist relevant stakeholders in the reform process of the Ministry of Internal Affairs to make important strategic decisions concerning the transformation of police into a modern public service by assessing the effectiveness of implemented policies, the impact of police reforms, the efficiency of policing services, and the respect and protection of human rights.

The research main objective is to offer trustworthy and comprehensive information which will allow assessment of the following issues:

- the general level of public confidence in the Ministry of Internal Affairs and its departments,
- citizens' expectations in the field of security, safety, crime prevention and investigation,
- service satisfaction of the Ministry of Internal Affairs subdivisions and personnel,
- the effectiveness of the MIA', police and policing reforms, its successes and/or bottlenecks,
- changes, evolutions and trends in comparison with the researches conducted in 2013

The research included the following specific areas:

- General public perception regarding police;
- Overall satisfaction with police services;
- Crime situation, general rates of crime and victimisation;
- Crime reporting;
- Public - police contacts;
- Public perception regarding the appropriateness of police behaviour during those contacts;
- Estimates of police ethics, integrity and professionalism;
- Public perception regarding different police services and departments (criminal police, patrolling police, border police, district police, carabineers, firemen-rescuers);
- Perceived and preferred role definitions for police;
- Willingness and importance of cooperation between police and the public;
- Methods for improving public - police cooperation.

Data collection included qualitative and quantitative methods. The quantitative component included three opinion surveys within the following target-groups:

1. General population;
2. Personnel of the Ministry of Internal Affairs and its departments;
3. Citizens who crossed the state border (exit-poll survey model)

The nation-wide public opinion survey of 1109 respondents was carried out in Romanian and Russian by the Moldovan public polling company CBS-AXA. A five-stage (region, locality, street, household, and heads of household) random sampling technique was used to ensure that the sample reflects the geographic, demographic and socio-economic composition of Moldova. The public survey asked respondents 50 questions in order to gather evidence in the research areas listed above.

The public opinion survey was complemented by police internal survey of 555 police officers serving in the MIA Central Apparatus and in the following subdivisions (departments): Border Police Department, Police Inspectorates, Carabineers Troops Department, National Investigation Inspectorate, National Patrolling Inspectorate and Civil Protection and Emergency Situation Service. A three-stage (police division, sub-division, and employee) sampling technique was used to ensure the sample reflects the full range of police division and management levels. The police survey, which comprised 23 questions, allowed the researchers to contrast police officers' beliefs about the service they deliver with the public's experience of interaction with the police, as well as to investigate issues of job satisfaction, working conditions and professional integrity.

The exit poll at the state border crossing points covered 7 categories of respondents and was carried out at 7 types of places for interview. The sample: 306 respondents.

Respondents	Place of interview
TIR drivers	Internal customs offices
International lines bus drivers	Bus stations
Individual vehicles' drivers/passengers	Gas stations at the border checkpoints
International lines passengers	Bus stations
Railroad passengers	Railway stations
Airline passengers	Airport
Border zone residents	Border zone localities

The quantitative component included 4 focus groups discussions (2 with general public, 1 with district police officers, and 1 with recently retired police officers) and 17 individual interviews (5 with MIA officers, 7 with MIA sub-officers and civilian personnel, 3 with local public administration representatives, and 2 with business operators).

The research methodology was developed by the Institute for Public Policies.

GENERAL FINDINGS

PART I. PUBLIC SURVEY RESULTS

1. PUBLIC PERCEPTION OF POLICE

- 1.1 According to the level of confidence, the Police, with a level of confidence of 30%, ranked on the fifth place in the „ranking” of the 13 institutions included in the survey, which is lower than the Church (73.1%), Mass-media (42.3%), Mayoralty (42.6%) and Army (37.7%), but higher than Non-governmental organisations (27.8%), Banks (19.8%), Political Parties (11.3%), Justice (8.4%), Parliament (7.6%) and President (7.1%).
- 1.2 As compared to the results of surveys carried out in May and December 2013, the level of confidence for Police decreased from **33.5%** in May 2013, **42.4%** in December 2013, to **30.0%** in November 2015.
- 1.3 The comparative data analysis of surveys carried out in December 2013 and November 2015 reveals a decrease (sometimes substantial) in citizens’ confidence for all state institutions: Banks (-18.1%), Mass-media (-17.3%), Police (-7.7%), President (-11.6%), Government (-11.2%), Justice (-10.7%), Parliament (-8.3%), Church (-8.0%), Mayoralty (-6.1%), Political parties (-3.6%), Army (-5.3%), etc.
- 1.4 Similar to the case regarding the level of confidence for state institutions, the comparative data analysis for the surveys carried out in May 2013, December 2013 and November 2015 reveals a downturn of citizens’ satisfaction with the activity of the majority of central public administration institutions.
- 1.5 Regarding the level of satisfaction with the activity of central public administration institutions the Ministry of Internal Affairs is ranked on the ninth place in the list of 20 central public administration institutions, with 22.0% of respondents satisfied with the activity of the MIA (23.7% in May 2013 and 31.3% in December 2013).
- 1.6 The level of public satisfaction with Police activity at the community level is substantially higher (**47.2%**) than the level of confidence for Police institution at the national level (30%) and the level of satisfaction with the activity of the Ministry of Internal Affairs (**22.0%**) as an institution of the central public administration. However, at the community level it is lower than the level of satisfaction with services provided by Schools (67.8%), Family Doctors’ Centres (59.5%) and Mayoralties (59.25%).
- 1.7 The level of satisfaction with Police activity at the community level has registered a less significant decrease (from **50.0%** in December 2013, to **47.2%** in November 2015) than the decrease of the level of satisfaction with the activity of the Ministry of Internal Affairs as an institution of central public administration (from **31.3%** in December 2013, to **22.0%** in November 2015) and the level of confidence for Police as a state institution (from **42.4%** in December 2013 to **30.0%** in November 2015).
- 1.8 In terms of the level of confidence for different MIA subdivisions, the **Firemen/Rescuers** enjoy the highest level of confidence - 74.7% of respondents answered that they have very much confidence

or some confidence for this subdivision (82.5% in December 2013), followed by the **District Police** with 48.6% (53.5% in December 2015), **Border Police** with 43.9% (44.6% in December 2015), **Carabineers** – 43.2% (44.7% in December 2015), **Patrolling Police** - 42.5% (45.0% in December 2013), **Police Commissariat** – 39.7% (46.6% in December 2015) and **Criminal Police** – 38.0% (44.9% in December 2013).

1.9 As compared to the results of the survey carried out in December 2013, the level of confidence for all MIA' subdivisions decreased by 1%-8%. However, the decrease of the level of confidence for Carabineers (-1.5%), Border Police (-0.7%), and Patrolling Police (-2.5%) fits the survey error margins and can be ignored from the statistical point of view.

1.10 **The majority of the State's main institutions are perceived as corrupt or very corrupt.** The Parliament is perceived as such by 86.1% of respondents, the Government by 86.6%, the Justice by 83.1%, the Political Parties by 76.7%, and the President - by 79.8%. The least corrupt institution in the State is considered to be the Church, with more than 63% of respondents who believe that the Church is less corrupt or not corrupt at all. As compared to the survey results from December 2013, the **perception of the corruption level has increased** in relation to all the state institutions. The most important differences over time were registered in relation to the Banks (+26.2%) and President (+22.9%), and the less significant differences were registered in relation to the Mayoralty (+6.9%), Army (+5.1%) and Church (+5.3%).

1.11 As compared to the survey results from December 2013, the perception of the **corruption level** of the **Police** increased by 10.9%, from 63.6% to 73.5% of respondents who believe that the Police are corrupt or very corrupt.

1.12 The Police ranked at the 9th place among 13 state institutions included in the questionnaire and registered a higher level of corruption than the Church (23%), NGOs (34%), Trade Unions (36%), Army (38%), Mass-media (42%), Mayoralty (46%) and Banks (67%), but a lower level of corruption than the Political Parties (77%), President (80%), Justice (83%), Parliament (86%) and Government (87%).

1.13 **Border Police, Patrolling Police, Criminal Police, and District Police** registered a similar level of perception of corruption with 59.5%, 59.5%, 59.4% and 55.9% of respondents who consider that these subdivisions are corrupt or very corrupt. The least corrupted MIA' subdivisions are Firemen/Rescuers, followed by the Carabineers and District Police with 17%, 30% and, respectively, 44.2 of respondents who consider that these subdivisions are corrupt or very corrupt.

1.14 Similar to the case regarding trust and satisfaction, the public perception regarding police subdivisions' corruption is substantially lower than the public perception regarding corruption of the Police as state institution.

2. CRIME AND VICTIMIZATION

2.1 86 respondents (7.7%) out of 1109 participants to the public opinion survey have been victims of 124 crimes (from the specific list of crimes included in the questionnaire) during the previous 12 months, providing an overall **victimization rate of 77 per 1,000 inhabitants per year**, and an overall

crime rate of 110 crimes/law offences (from the specific list of crimes included in the survey) per **1000 inhabitants per year**.

- 2.2 An improvement of the crime situation was registered in the survey conducted in November 2015, as compared to the results of the survey conducted in December 2013. Hence, **the rate of victimization decreased from 102 victims per 1000 inhabitants in 2013 to 77 victims per 1000 inhabitants in 2015**, and the **crime rate decreased from 166 crimes** (from the categories included in the survey) **per 1000 inhabitants in 2013 to 110 crimes per 1000 inhabitants in 2015**.
- 2.3 The survey results suggest that the most frequent categories of offences/crimes are the violations of trading rules or cheating in trade (27.8%), and robberies (19.3%). Serious body injuries (15.9%), thefts from households (12.5%), thefts from vehicles (9.9%) and thefts of agriculture products or cattle (9.4%) follow next. The crimes/offences related to the trafficking in human beings, trafficking and use of drugs, banditry and extortion of money by public officials seem to be less frequent.
- 2.4 86 respondents out of 1109 participants to the public opinion survey claimed that they have been victims in the last 12 months. 64 victims (74.4%) stated that they reported to the police about 93 crimes out of 124 crimes in total. This would suggest that only about 75% of offences are likely to be reported and that the Police may be unaware about an important part of crimes/offences in the communities they serve.
- 2.5 The level of crime reporting is different for different categories of crimes/offences. The highest level of reporting was related to serious body injuries, burglaries from households, thefts of vehicles and misappropriations. The cases of blackmail/racket, theft of agricultural products or cattle, and cheating in trade were less frequently reported.

3. SECURITY AND SAFETY

- 3.1 The population has the highest feeling of safety at home during the day - 85.5% and the lowest feeling of safety – in a public place during the night - 47.1%. Nevertheless, 14.1% of respondents do not feel safe even at home during the day, and 49.6% of respondents do not feel safe during the day in a public place. As compared to the survey results from December 2013, the perception of safety slightly decreased.
- 3.2 In public perception the level of crime at the country level is higher than the level of crime at the level of rayon (municipality), and substantially higher than the level of crime in the locality (district). Similar trend was registered in comparative estimation of the level of crime at the national, rayon (municipal), and local (sector) level in the surveys conducted in 2013.
- 3.3 Similar to the surveys conducted in 2013 the population was less certain to express its opinion regarding the crime level in rayon/municipality (11.5% of DNK/NR answers) and level of crime in their locality (14.3% of DNK/NR answers) as compared to expressing opinion regarding the level of crime at the national level. The differences in estimating the level of crime might be induced by several factors, among which the most important would be the quality of information about crime situation at different levels and the role of different means /sources (local/central) of information.

- 3.4 An important part of respondents 43.9% (49.5% in December 2013) are *very worried* or *quite worried* about the crime situation in their locality. At the same time, it was observed that the level of concern about the crime situation in the locality decreased as compared to the results of the survey carried out in December 2013.
- 3.5 The percentage of urban respondents who are *quite worried* or *very worried* about the level of crime in their locality is higher (49.6%) than the percentage of rural respondents (39.2%). When comparing the data with the results from December 2013, it may be noted that the worry level of urban respondents decreased (from 59.4% to 49.6%), while the worry level of rural respondents remained at the same level (39.2% in 2015 as compared to 40.8% in 2013).
- 3.6 The percentage of those who are *quite worried* or *very worried* about the level of crime is higher among Russian speakers (49.6%) than among Romanian speakers (39.2%). As compared to the survey results from December 2013 the level of concern among Russian speakers decreased by 12.2% (from 61.8% to 49.6%), and the level of concerns among Romanian speakers decreased by 5.6% (from 44.8% to 39.2%).
- 3.7 The survey results reveal that the drunkards represent the group with the highest level of concern for the population. Hence, 51.4% of respondents consider that this phenomenon represents a problem for their district *to a large extent* or *to a very large extent*.
- 3.8 Regarding certain offences that represent a problem for the locality the highest level of populations' concern was registered in relation to the traffic rules violations (1), drunk driving (2), verbal abuse (3), big number of alcohol addicts (4) and robberies from households (5).

4. PERCEPTION REGARDING PUBLIC-POLICE CONTACTS

- 4.1 351 respondents (31.7%) out of 1109 participants to the public opinion survey had contacts with the Police during the previous year. Accordingly, the average number of contacts with Police was 317 per 1000 respondents per year. 266 respondents (24%) have contacted police on their own initiative and 194 respondents (17.5%) were contacted by police.
- 4.2 As compared to December 2013, the average frequency of public-police contacts during 12 months preceding the survey increased from **231** to **317** per 1000 respondents.
- 4.3 The frequency of contacts between police and public are higher for the Border Police (16.3% of respondents had such contacts at least once in the past 12 months) and District Police (13.3%), while it the lowest for Fire and Rescue Service (2.3%).
- 4.4 The most important reason for the public to contact the police was reporting a crime to which the victim was the respondent, someone in his family or other persons. At the same time, a very small number of respondents contacted the police for getting advice or inquiries, which would suggest that the police are not considered to be an important source of information to the public.
- 4.5 The level of dissatisfaction with responses provided by the personnel of some police subdivisions is quite important. Thus, 38.7% of those who had contacts with the Police Inspectorate personnel

over the last 12 months remained dissatisfied with the answers provided during the last contact. A similar proportion of respondents remained dissatisfied with the answers provided by Patrolling Police (38.0%) and District Police (35.7%) personnel during the last contact.

- 4.6 The most important dissatisfactions regarding contacts with the Police were related to perceptions that the Police were not interested, did too little and did not treat the respondent well.
- 4.7 5.5% of respondents declared that the Police DID NOT respond to the call/request for help. Respectively, 44 respondents (16.5%) out of 266 who contacted police on their own initiative over the last year have not received the help of the police, despite of their request.
- 4.8 Only 1.0% (1.4% in 2013) of respondents declared that the *police used force, although it was not necessary*. The small number (11 answers out of 1109 respondents) of respondents who have made such accusations might suggest that this phenomenon is rather not widespread.
- 4.9 The highest level of trust, respect and sympathy was expressed for the rescuers/fire-fighters and a lower level of trust, respect and sympathy was registered in relation to Patrolling Police officers and Criminal Police officers.
- 4.10 The survey revealed negative attitudes in relation to each police subdivision. The highest level of antipathy was registered in relation to the Patrolling Police officers (17.8%), followed by Criminal Police officers (16.5%), District Police officers (14.6%) and Border Police (14.2%).
- 4.11 The most important negative behaviours mentioned by public respondents have been *claiming for money/goods* and *charging with offences that have not been committed*. For each of these types of negative behaviour the highest frequency was registered in relation to the Patrolling Police.
- 4.12 As compared to the results of survey carried out in December 2013 the public perception about District Police has not changed significantly, while the perception about Patrolling Police worsened.
- 4.13 Public perception regarding Border Police is slightly better than the perception regarding the Customs Service personnel. Thus, 92.4% of those who have crossed the State border claimed that Border Guards have fulfilled their duties properly and in a professional manner, as compared to 81.7% of respondents who declared the same thing in relation to the Customs Service personnel.

5. PUBLIC PERCEPTION ABOUT POLICE ACTIVITY AND EFFICIENCY OF POLICE SERVICES

- 5.1 Public perception regarding police and police behavioural practices during public - police contacts is quite negative and worrying – almost half of respondents (47.3%) *did not agree or totally disagreed* with the statement that „Police strive to respond to people’s needs and explain its actions and decisions“. More than a half of respondents (56.4%) *did not agree or totally disagreed* with the statement that „Police are treating all people with respect“ and 59.4% of respondents *did not agree or totally disagreed* with the statement that „Police are treating all people equally without difference based on ethnicity, religion, social status, etc.“

- 5.2 The percentage of positive answers regarding police professionalism was higher than the percentage of negative answers. Hence, 51.0% of respondents agreed or partially agreed with the statement that „police are present where and when necessary” and 49.8% of respondents agreed or partially agreed with the statement that „police know how to fight crime, to help victims and society in general”.
- 5.3 The analysis of the answers to the questions regarding professional ethics revealed an opposite situation. In this case the percentage of positive answers was substantially lower than the percentage of negative answers. Hence, 58.3% of respondents did not agree or totally disagreed with the statement that „police actions are always legal”, 53.8% of respondents did not agree or totally disagreed with the statement that „policemen give priority to the interest of the service, versus personal interest” and 54.0% of respondents did not agree or totally disagreed with the statement that „policemen are dedicated to the state and citizens”.
- 5.4 Only 34.0% of respondents considered that, if a police officer would have to resolve a very important case for persons with high level state/political positions, it is likely or very likely that the he/she will act in compliance with the legislation, while 53.5% considered such actions as unlikely or not likely at all, 69.3% of respondents considered that it is likely or very likely that the police officer will resolve such cases in accordance with the demands/indications received from political persons, 69.6% of respondents considered that it is likely or very likely that the police officer will resolve such cases in favour of the one who gave bribe, and 73.0% of respondents considered that it is likely or very likely that the policeman will resolve such cases according to the orders of his/her chief/supervisor.
- 5.5 Only a very small part of respondents think that police subdivisions will not come to the place of an emergency, accident or crime. In the same, when asked to estimate the response time to emergency calls, the respondents estimated that the Fire-fighters will have a much shorter response time, than other police subdivisions, and the longest response time to an emergency call among police subdivisions has the District Police.
- 5.6 According to the public, the most important problems faced by the police are related to ethics, morale, education, motivation and behaviour. Thus, the most important deficiencies of the police would be the followings: corruption – 45.3%, low salaries – 27.1%, low level of professionalism – 23.5%, unwillingness to protect people – 15.4%, low educational level of police personnel -15.1%, etc. Only 7.2% of respondents considered that the police faced no problems.
- 5.7 As compared to the results of December 2013’ survey the actual survey registered a decrease of negative perceptions related to some problems (insufficient technical equipment – from 19.5% to 8.9%, low professional level – from 30.2% to 23.5%, bad relationship with the public – from 16.3% to 10.8%, lack of personnel – from 13.8% to 8.8%). At the same time the last survey registered an increase (from 10.0% to 15.4%) of public perception related to police’ “unwillingness to protect people”, as one of the major problems with the police.

6. PUBLIC TOLERANCE FOR OFFENCES

- 6.1 A rather worrying level of public tolerance for crimes/offences was registered in the public opinion survey, expressed by acceptance of non-reporting of offences by victims, acceptance of non-reporting of offences by witnesses, acceptance of violation of road traffic rules, and offering of bribe on one's own initiative.
- 6.2 When comparing the current survey results with those of the survey from December 2013, it may be noted that the tolerance level for violation of road traffic rules did not register positive changes, and for "light" drink driving the percentage of respondents considering this offence less serious or not serious at all has even increased from 5.8% in 2013 to 10.5% in 2015.
- 6.3 A significant number of respondents stated that they have offered bribe on their own initiative and not because they were imposed to do so. This situation was registered in case of 66.3% of informal payments to the District Policemen, 75.7% - to Firemen and Rescue Service, 55.1% - to Patrolling police, 51.7% - to Border Police, 30.3% - to Police Inspectorates.

7. POLICE REFORM. AWARENESS AND EXPECTATIONS

- 7.1 38.4% of respondents stated that they have heard about the reform of the Ministry and 56.9% - that they did not. As compared to the results of the survey conducted in December 2013, the share of respondents who have heard about the reform decreased considerably (from 50.7% in December 2013 to 38.4% in November 2015).
- 7.2 26% of respondents stated that they have registered '*very positive changes*' or '*some positive changes*' in the police activity, and 16.2% of respondents stated that they have observed some negative or very negative changes. Almost half of respondents (49.1%) stated that they did not register any changes, and other 8.8% of respondents opted for "DNK/NR".
- 7.3 The most important positive changes regarding police activity have been related to improvements of police technical equipment. Hence 51.1% of respondents considered that this aspect of police activity improved, 31.8% stated no changes and only 7.5% considered that this aspect worsened.
- 7.4 The improvements related to time of arrival to emergency call and police professionalism /competence are on the second and third places of positive developments. Hence, 29.2% of respondents considered that the time of arrival in case of emergency call decreased, as compared to 11.9% of respondents who considered that the time of arrival increased. 28.5% of respondents considered that police professionalism and competence improved, as compared to 9.8% of respondents who considered that police professionalism and competence decreased.
- 7.5 A reverse situation is noted for "Corruption among police employees", where the perception of some positive changes (17.0%) is much lower than the perception regarding some negative changes (26.0%).
- 7.6 The respondents who had contacts with Police and those who have been victims of a crime/ offence over the last 12 months had a better perception about changes in Police activity.

7.7 68.1% of respondents consider that the traffic control devices have a big or very big impact on the decrease in number of road accidents' victims, 70.3% - the drop in number of road accidents, and 77.2% - the increase of drivers' responsibility.

8. PUBLIC - POLICE COOPERATION

8.1 Only 7.6% of the respondents stated that they offered or probably offered support to the police in the past 12 months. A slightly higher percentage of respondents (8.3%) stated that they offered or probably offered support to Police earlier in the past.

8.2 Witnessing is the most frequent form of support offered by the public to the police. More than a half of the respondents who offered support to the police mentioned that this was the main method of providing assistance to the police in the past 12 months (64.5%).

8.3 Both, the public respondents and police respondents, agree with the methods that would enhance public-police collaboration. Both groups of respondents have similar opinion regarding the importance of a better public-police dialogue and consultations, as well as joint efforts in ensuring public order and security.

- A significant discrepancy was noticed regarding the measures for ensuring a higher level of police accountability to the public about their activities and results obtained (the public ranked this issue on the 5th place among priorities; the Police – on the 9th place).

PART II. INTERNAL SURVEY RESULTS

1. CRIME SITUATION

1.1 According to the internal survey respondents the following specific groups represent a problem for the particular communities where the police officers are operating 'to a large extent' and 'to a very large extent': the drunk persons (66,7% of respondents), drug users (47,5% of respondents), persons released from prisons (39,5% of respondents), drug sellers (39,2%), gangs of youths (36,6%) and beggars/tramps (27,2%)

1.2 The specific crimes/offences that, according to the perception of the police officers, represent the biggest problems for the communities are the following: traffic rules' violations (57,3% of respondents), drunk drivers (51,8%), burglaries from households (40,5%), involvement of minors in illegal activities (39,8%), unauthorised dumps (38,0%), and minors' access to drugs (35,2%).

1.3 In the perception of police officers, the level of crime is lower in the communities they serve, it is higher at the level of rayon/municipality, and it is much higher at the country level.

1.4 Almost 70% of respondents declared that they are "worried" or "very worried" about the level of crimes in their rayon/communities, while 28,5% have not expressed any particular concerns.

1.5 In the perception of police respondents, the more frequent crimes are robberies, domestic violence, cheating in trade, thefts from vehicles, burglaries, use and trafficking of drugs.

- 1.6 In the perception of the majority of the police respondents (64%), the citizens report “often” and “very often” to police when they become victims of crimes/offences.
- 1.7 In the perception of police respondents the main reasons why the victims of crimes do not report the crimes to police are the fear of reprisal by offenders (this was the opinion of 46% of respondents), the assumption that the guilty person had compensated for the losses incurred (41,5% of respondents), the assumption that people are afraid of bureaucratic delays and don’t want to waste their time (39,6% of respondents), the assumption that the damage was insignificant and not worth reporting (37,5%), and the lack of trust for police (34,9% of respondents).
- 1.8 According to the internal survey respondents the following groups “to a very large extent” or “to a large extent” represent a problem for the community: drunk persons (for 67,7% of respondents), drugs users (for 47,5% of respondents), persons released from prisons (for 39,5% of respondents), drugs sellers (39,2%), gangs of youths(36,6%), tramps/beggars (27,2%).

2. PUBLIC SATISFACTION WITH POLICE SERVICES; COOPERATION BETWEEN PUBLIC AND POLICE

- 2.1 An average of 43.3% of police respondents believes that citizens are satisfied or very satisfied with the police activity.
- 2.2 Despite the fact that 70% of respondents claimed that they need the help of citizens in their activity, only 29.3% of police officers consider that the citizens help police often or very often, 46,1% of them believe that the citizens help police “sometimes”, and 24% believes that the citizens help police “rarely” or “never”.
- 2.3 Police - public cooperation exists in different areas, but it is below the level of importance attributed by police officers. Hence,:
- ✓ 65.3% of police respondents consider as quite important or very important that Police inform citizens about committed crimes, while only 53.5% of them consider that this happens quite often or very often;
 - ✓ 67.9% of police respondents consider as quite important or very important that the inhabitants/residents inform the Police about committed crimes/offences, while only 44.7% of them consider that this happens quite often or very often
 - ✓ 66.8% of respondents believe that it is quite important or very important that the inhabitants/residents inform the police about crimes/offences about to be committed, while 7.8% of them consider that this happens quite often or very often
 - ✓ 66.9% of police respondents consider that it is quite important or very important that the residents inform police about suspicious behaviour or wanted persons, while only 15.4% of them consider that this happens quite often or very often
 - ✓ 60.2% of respondents consider as important or very important that citizens participate to voluntary patrols for maintaining public order, while only 50.3% of them consider that this happens quite often or very often
 - ✓ 64.9% of respondents consider as important or very important that Police organize meetings with citizens on problems identification and joint problems’ solving, while only 44.7% of them consider that this happens quite often or very often.

2.4 The most important factors that undermine police cooperation with the public are the following:

- ✓ lack of a public information policy and education starting from schools (47.0% of respondents);
- ✓ negative attitude of population toward those who want to help the police (46.8%);
- ✓ lack of trust from some groups of population (42.0%);
- ✓ lack of specific programs for improving public-police relations (33.6%);
- ✓ low police' skills in creating relationship of trust with local population (18.9%).

2.5 The most important potential solutions for improving police-public cooperation are the following:

- ✓ enhanced dialog/consultation/information (from 28% to 48.1% of respondents);
- ✓ increased efficiency of police activities (from 25% to 45% of respondents);
- ✓ improved public reporting, increased transparency and accountability (13.7%), and enhanced public access to police (9.4%).

3. JOB SATISFACTION, TASKS AND CHALLENGES

3.1 38.4% of police respondents consider that police have sufficient tools and independence to solve security problems of the community, while almost 60% of respondents consider that they have insufficient tools and liberty;

3.2 The majority of police respondents (65.5%) agree with the statement that police should be involved in solving all problems within the community they serve, including even those that are not connected with crime investigation.

3.3 Public involvement is considered highly important by all police respondents:

- ✓ Public assistance to police can be as important as law enforcement actions carried out by police (91.8% of respondents);
- ✓ Crime prevention is a joint responsibility of the police and the community (94.%);
- ✓ Without public help most of crimes would not be solved (79.5%);
- ✓ The public should be involved in defining priorities of policing (more than 2/3 of respondents).

3.4. Almost 80% of police respondents consider that the public does not understand the problems faced by the Police, and 41.5% of police respondents consider that there are sufficient reasons for Police not to trust the public.

3.5. According to the opinion of police respondents the activities can be arranged by priority level as follows:

- ✓ To apprehend the offenders (76.1% of respondents);
- ✓ To control the road traffic and to enforce observance of road traffic rules (75.6% of respondents);
- ✓ To investigate crimes (73% of respondents);
- ✓ To look for missing persons (72.5% of respondents);
- ✓ To deal with violations of public order (71.4% of respondents);
- ✓ To look for the stolen assets/property (69.1% of respondents)
- ✓ To investigate about the suspicious persons (69.1% of respondents);
- ✓ To assist /help the victims of crimes (68.8% of respondents);
- ✓ To collect information about crimes / offenders (68.4% of respondents);

- ✓ To deal with domestic conflicts and violence (68.0% of respondents);
- ✓ To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism) (67.9% of respondents);
- ✓ To inform the public about security and crime prevention (67.8% of respondents)
- ✓ To patrol the community (67.3% of respondents);
- ✓ To advise citizens on households /property security (60.1% of respondents);
- ✓ To verify the licenses / businesses operators (59.8% of respondents);
- ✓ To impose fines (58.8% of respondents);
- ✓ To advise business on crime prevention (57.5% of respondents);
- ✓ To provide consultation regarding the individual safety (56.1% of respondents);

4. OPINION OF POLICE OFFICERS ABOUT POLICE REFORM

- 4.1 Almost 80% of respondents consider that police reform produced changes (minor, some, or substantial); while 17% of respondents claimed that the reform did not produce any changes.
- 4.2 More than 74% of respondents consider that the police reform produced substantial or some changes in the activity of policemen: on the other hand, almost 21% of respondents declared that the reform had no impact at all on the activity of the police officers.
- 4.3 More than 58% of respondents considered that their activity improved (to some extent or a lot), 27.6% claimed that situation remained unchanged, and almost 13% even considered that situation worsened.
- 4.4 According to the estimations made by the survey respondents, the best evolution over the last 5 years was registered in the area of *'time of responding to emergencies'*; hence, 70.2% of respondents consider that over the last 5 years the situation has significantly improved, 22% consider that the situation in this area is in stagnation, and 6.6% consider that situation has worsened.
- 4.5 Changes in professionalism and competence are ranked on the next place, according to perception of survey respondent; 67.2% of respondents estimated significant improvements in this area, while 28.1% consider that the situation in this particular area has stagnated, and 7.8% of them consider that the situation has worsened.
- 4.6 The police attitude toward people follows next (57% - substantial improvement, 36.3% - stagnation, 5.7% - worsening), technical equipment/vehicles (55.4% - substantial improvement, 28.4% - stagnation, 13.9% - worsening), etc.

5. WORKING CONDITIONS AND PROBLEMS FACED BY THE POLICE

- 5.1. According to police respondents the most important problems with the police are the following:
- ✓ Low pay (81.1% of respondents),
 - ✓ Poor technical equipment (53.6% of respondents),
 - ✓ Deficit of personnel (48.7% of respondents),
 - ✓ Corruption (36.3% of respondents),
 - ✓ Low professional level (26.4% of respondents),

- ✓ Bureaucratic delays (23.6% of respondents)
- ✓ Lack of transparency (22.4% of respondents)

5.2 According to police respondents the most important negative factors influencing the police activity are the following:

- ✓ Lack or inadequate equipment or materiel (mentioned by 54% of respondents);
- ✓ Deficit of personnel (mentioned by 51.3% of respondents);
- ✓ Increasing number of unnecessary formalities and requirements for writing a large number of documents (mentioned by 47.6% of respondents);
- ✓ Big number or complexity of demands coming from different authorities (mentioned by 37.3% of respondents).

5.3 Less than 10% respondents mentioned the following behaviours/practices as being very common or quite common:

- ✓ Accepting gifts / favours for professional duties / tasks carried out;
- ✓ Use of official resources and information for personal interest;
- ✓ Accepting gifts / favours before carrying out professional duties / tasks;
- ✓ Forwarding some requests/files to colleagues/chiefs for illegal purposes.

5.4 15.1% of respondents believe that speeding up the case / request examination if there is a promise of rewards is a very common or quite a common practice, and 43.7% of respondents believe that giving priority to chiefs / colleagues from other public institutions given the importance of their position or influence is a very common or quite a common practice.

5.5 In the opinion of Police respondents, the MIA institutions are: a) highly militarised (the orders prevail over the laws) and b) excessively controlled by politicians and other interests (the interests of high level officials and politicians prevail over the laws). Hence:

- ✓ 51.3% of respondents consider that the police officer will probably or very likely act in accordance with orders from chiefs / superiors and rather not in compliance with the legislation, if it is necessary to solve a very important case for persons with high level positions in the state;
- ✓ 41% of respondents believe that the police officer probably or very likely will rather act in compliance with the demands from political persons;
- ✓ 29.5% of respondents believe that the police officer will probably or very likely resolve the case in favour of the ones who give bribes;
- ✓ However, almost 76% of respondents declared that the police officer will probably or very likely act in compliance with the legislation.

PART I. PUBLIC PERCEPTIONS REGARDING POLICE AND POLICING

CHAPTER 1. GENERAL PUBLIC PERCEPTION OF POLICE

1.1. General level of confidence for Police

The level of confidence for state institutions is one of the primary indicators characterizing the general situation in the country. This indicator provides a general overview about citizens' perceptions regarding the comparative quality of state institutions.

How much confidence do you have in ...?	Very much confidence	Some confidence	Little confidence	No confidence	don't know/nr
Church	37.8%	35.3%	11.9%	11.7%	3.3%
Media (TV radio press.)	4.0%	38.3%	30.5%	24.1%	3.2%
Mayoralty	9.4%	33.2%	28.1%	25.2%	4.2%
Army	5.6%	32.1%	22.3%	29.2%	10.8%
Police	1.9%	28.1%	29.9%	36.8%	3.4%
Non-governmental organizations	2.3%	25.5%	24.5%	27.1%	20.6%
Trade unions	1.7%	19.9%	28.1%	32.5%	17.8%
Banks	1.1%	18.7%	29.7%	45.1%	5.3%
Political parties	1.1%	10.2%	27.9%	57.6%	3.2%
Justice	0.8%	7.6%	25.0%	62.8%	3.9%
Government	0.7%	7.5%	23.5%	67.2%	1.2%
Parliament	0.5%	7.1%	23.0%	68.0%	1.4%
The President of the	0.5%	6.6%	22.1%	69.3%	1.6%

Table 1. Level of confidence for institutions

Out of the 13 institutions included in the list, the Church enjoys the highest level of **confidence** (73.1%), followed by Mass-media (42.3%), Mayoralty (42.6%) and Army (37.7%). The answers to this question ranked **Police on the fifth place (30.0%)** and the level of confidence registered for Police is higher than the level of confidence for Non-governmental Organizations (27.8%), Trade-unions (21.6%), Banks (19.8%), Political parties (11.3%), Justice (8.4%), Government (8.2%), Parliament (7.6%) and the President (7.1%)

The rather big number of "Do not know / non-response" answers for some institutions resulted in a slightly different structure of ranking according to negative perceptions. Hence, **according to the level of mistrust, the Police ranked on the seventh place (66.7%)**. Higher level of mistrust was registered for the President (91.4%), Parliament (91.0%), Government (90.7%), Political parties (85.5%), Justice (87.8%) and Banks (74.8 percent), while a smaller level of mistrust was registered for Trade-unions (60.6%), Mass-media (54.6%), Mayoralty (53.3%), Army (51.5%), NGOs (51.6%) and Church (23.6%).

There are apparent discrepancies regarding the level of confidence for Police between different geographic, demographic and socio-economic groups. For example, citizens with incomplete secondary education or with no education registered a smaller level of confidence for Police (26.6%), as compared with citizens with higher education (35.2%). Moreover, a smaller level of confidence was registered among the persons aged 30-44 years old (24.5%) and 45-64 years old (26.9%), as compared to those aged 18-29 years old (35.1%) and 65+ years old (33.7%).

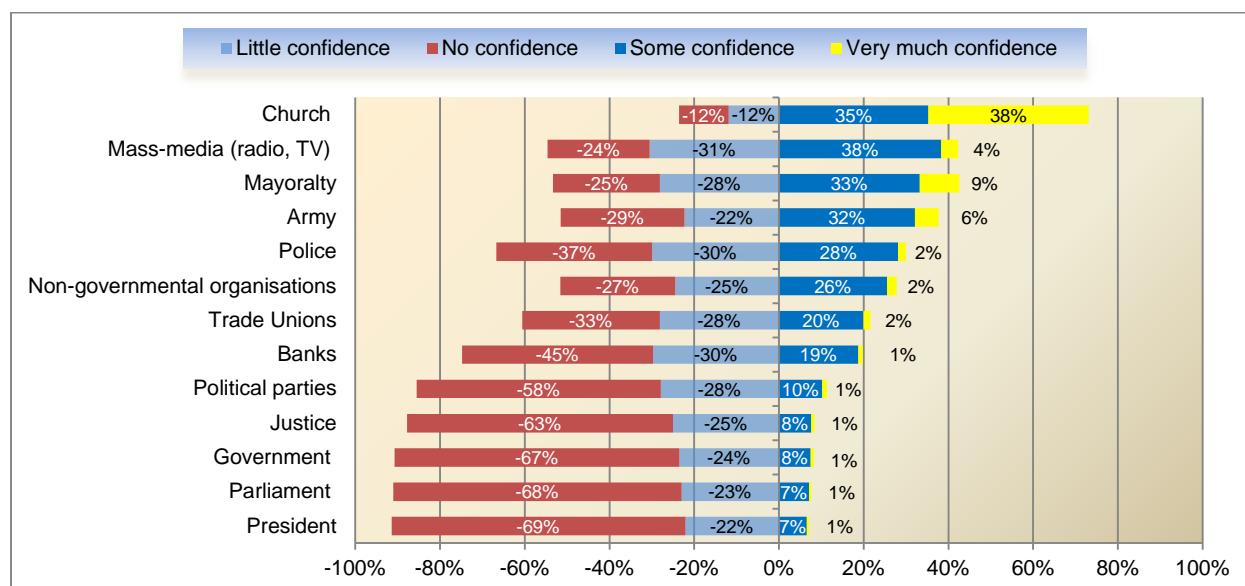


Chart 1.1 Level of confidence for institutions

Developments over time

As compared to the surveys carried out in May and December 2013, the level of confidence for Police decreased from **33.5%** in May 2013, **42.4%** in December 2013, to **30.0%** in November 2015, respectively the level of mistrust increased from 63.0% in May 2013 and 55.0% in December 2013, to 66.7% in November 2015.

According to the level of confidence, the Police maintained the fifth place (attained in December 2013) in the „ranking“ of the 13 institutions included in the survey.

The comparative data analysis of surveys carried out in December 2013 and November 2015 reveals a decrease (sometimes substantial) in citizens' confidence for all the state institutions: Banks (-18.1%), Mass-media (-17.3%), Police (-7.7%), President (-11.6%), Government (-11.2%), Justice (-10.7%), Parliament (-8.3%), Church (-8.0%), Mayoralty (-6.1%), Political parties (-3.6%), Army (-5.3%), etc.

Chart 1.2 provide the evolution over time of the level of confidence for three important state institutions – Government, Justice, and Police – from March 2002 till April 2015, based on the results of the Public Opinion Barometer². As it may be noted, the level of confidence for the Government and Justice has dropped, while the level of confidence for Police has registered less fluctuating values, and since May 2011 Police has registered a higher level of confidence as compared to the other two institutions.

² <http://ipp.md/lib.php?l=ro&idc=156>

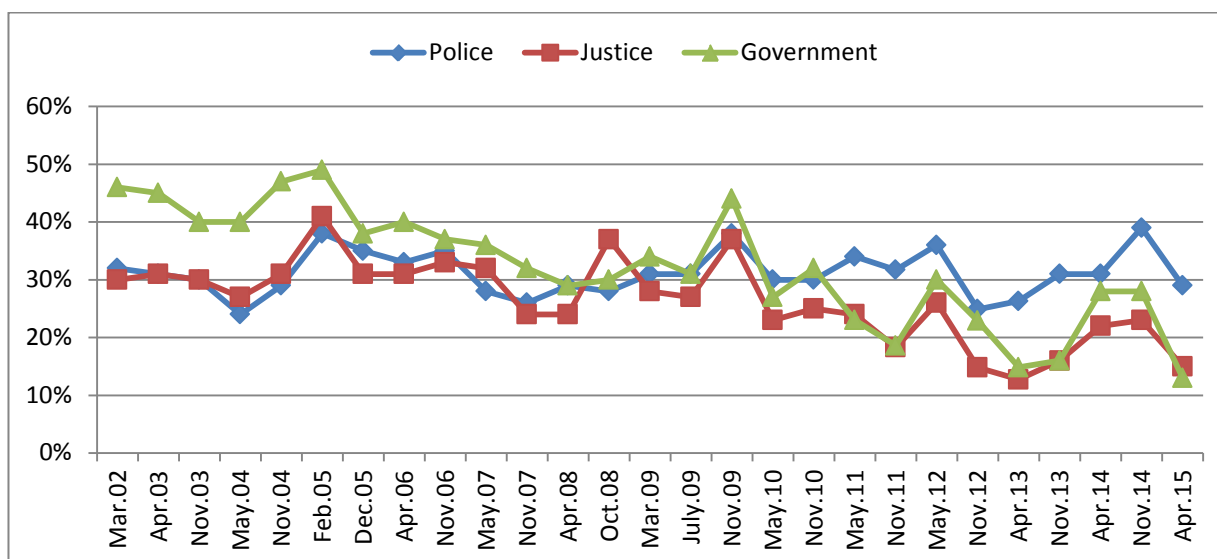


Chart 1.2 Evolution of the level of confidence for Government, Police, Justice, 2002-2015. (source: POB, www.ipp.md)

1.2. Comparative level of satisfaction with the Ministry of Internal Affairs' activity

The respondents were asked to assess the level of satisfaction with the activity of the central public administration institutions, choosing from the following options: *Not satisfied at all / Not very satisfied / Satisfied / Very satisfied*, as well as the options *Do not know, Non-response*.

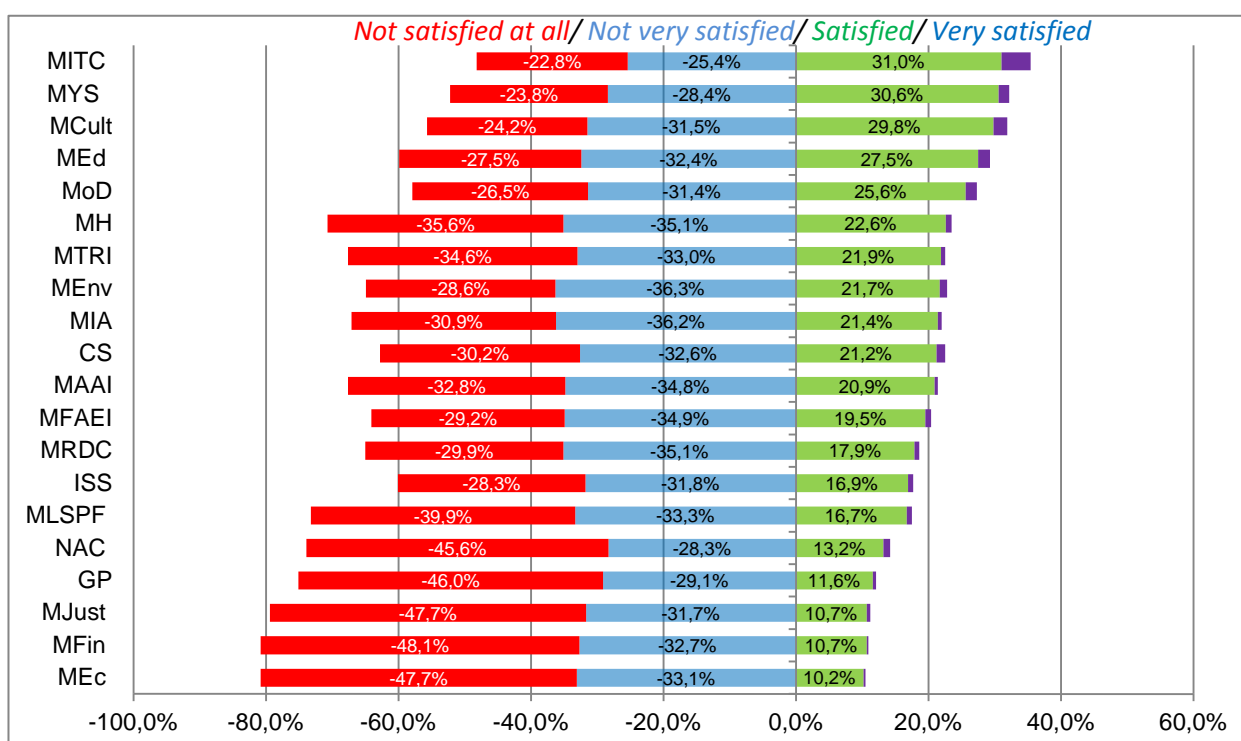


Chart 1.3 Level of satisfaction with the services provided by the central administration institutions (How satisfied are you with the activity of the following institutions...?)

In general, the level of satisfaction with the activity of the central public administration institutions is very low and, respectively, the level of dissatisfaction is alarmingly high. For example, only 10.5% of respondents are satisfied with the activity of the Ministry of Economy, 10.9% with the activity of the Ministry of Finance, 11.2% with the activity of the Ministry of Justice, 12.1% with the activity of the

General Prosecutor Office and 14.2% with the activity of the National Anticorruption Centre. These institutions registered the lowest level in the survey.

At the same time, 35.5% of respondents were satisfied with the activity of the Ministry of Informational Technology and Communications, 32.6% of respondents with the activity of the Ministry of Youth and Sports, 31.9% - Ministry of Culture and 29.3% of respondents were satisfied with the activity of the Ministry of Education.

In the list compiled of 20 central public administration institutions, the Ministry of Interior was ranked on the ninth place, in the first half of institutions arranged according to the level of citizens' satisfaction, with 22.0% of respondents satisfied with the activity of the Ministry of Interior.

Developments over time

Similar to the case of the question Q1 regarding the level of confidence for state institutions, the comparative data analysis for the surveys from May 2013, December 2013 and November 2015 reveals a downturn (sometimes substantial) for the citizens' satisfaction with the activity of the majority of central public administration institutions.

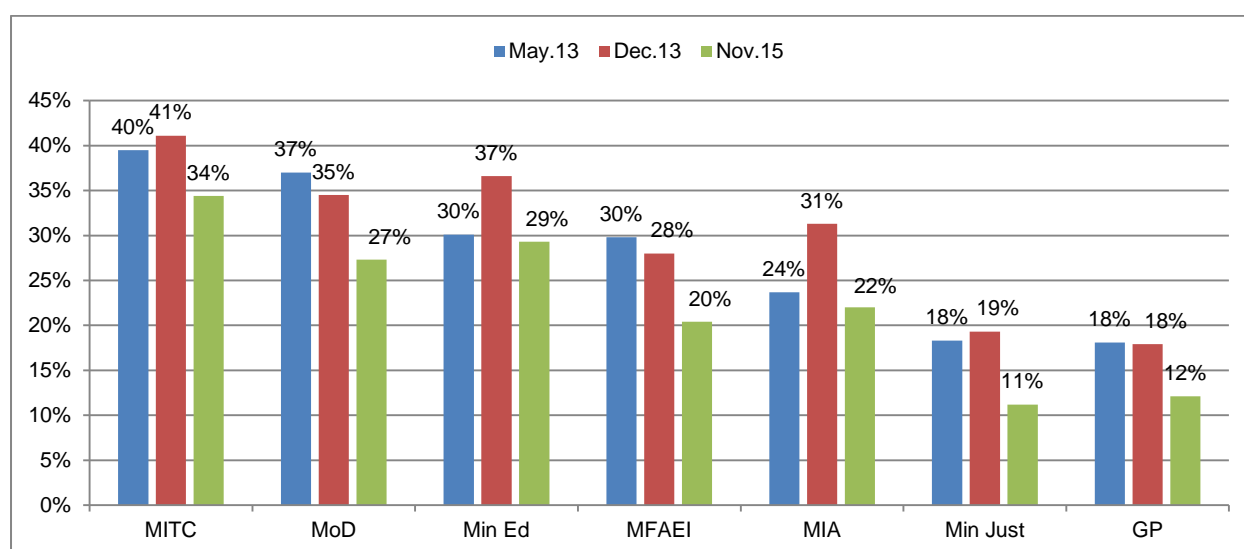


Chart 1.4 Evolution of the level of satisfaction with the activity of central public administration institutions.

The structure of institutions' ranking has not suffered significant changes, with some minor exceptions. All three surveys registered a higher level of satisfaction for the Ministry of Informational Technology and Communications, Ministry of Youth and Sports, Ministry of Culture and Ministry of Education.

All three surveys registered the smallest level of satisfaction among the population in relation to the Ministry of Economy, Ministry of Finance, Ministry of Justice, General Prosecutor's Office and National Anticorruption Centre.

Important evolutions were registered in relation to the level of satisfaction with the activity of two institutions. Hence, the Ministry of Transportation and Roads Infrastructure registered a positive evolution in the conventional ranking of the central public administration institutions and advanced from the 20th place registered in the ranking from May 2013 to the 10th place in December 2013 and

next to the 7th place in the survey carried out in November 2015. At the same time, the Ministry of Foreign Affairs and European Integration registered a negative evolution and went down from the 6th place registered in the ranking from May 2013 to the 9th place in December 2013 and next to the 12th place in November 2015.

As compared to the surveys carried out in May and December 2013, the level of satisfaction with the activity of the Ministry of Internal Affairs decreased from **23.7%** in May 2013, **31.3%** in December 2013, to **22.0%** in November 2015, respectively, the level of dissatisfaction increased from **63.1%** in May 2013 and **58.2%** in December 2013 to **67.1%** in November 2015.

According to the level of satisfaction with the performed activity, the Ministry of Internal Affairs maintained its place in the first half of the „ranking” of 20 central public administration institutions included in the survey.

There are no significant discrepancies in answers provided to this question between different geographic, demographic and socio-economic groups. Similarly to the previous surveys, male respondents registered a relatively higher level of satisfaction with the activity of the MIA (24.8%) and fewer provided “does not know/non-response” answers (6.4%) as compared to female respondents (19.7% and, respectively, 14.7%).

1.3. Comparative level of satisfaction with the Police activity at the community level

The assessment of the satisfaction level for Police activity at the community level was carried out in comparison with other three institutions providing public services at the same level: School, Mayoralty and Family Doctors’ Centre.

Hence, at the community level 67.8% of respondents are satisfied with the services provided by the School (73% in May 2013, 69.2% in December 2013); followed by the Family Doctors’ Centre, with 59.5% of respondents satisfied with its services (61% in May 2013 and 65.8% in December 2013); and about 59.2% of respondents are satisfied with the activity of the Mayoralty (as compared to 58.5% in May 2013 and 52% in December 2013). It should be mentioned that, as compared to the survey carried out in December 2013, the Mayoralty is the only institution which registered an increase of the level of confidence.

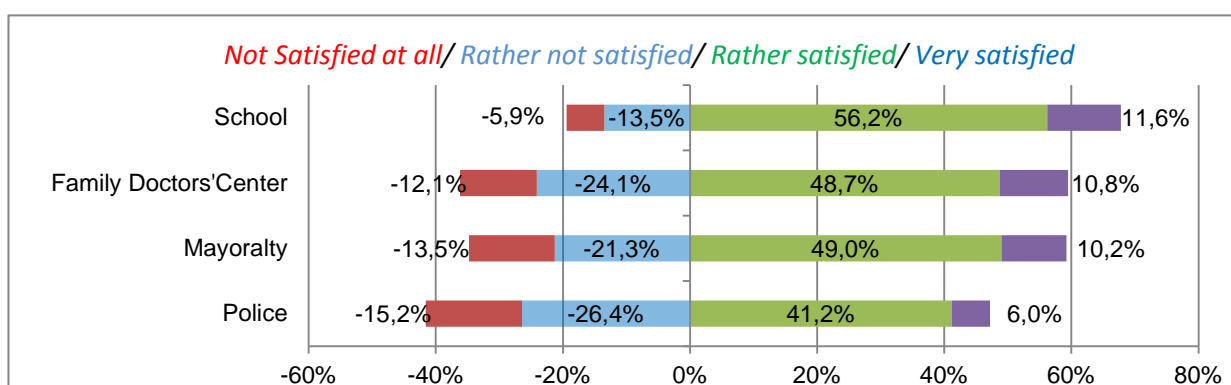


Chart 1.5 Level of satisfaction with services provided by local institutions (How satisfied are you with the activity of the following...?)

The Police activity still satisfy less population at the community level, although the level of public satisfaction with the local Police activity has registered previously a relative increase in the survey carried out in December 2013. Thus, 47.2% of respondents mentioned that they are satisfied with Police activity (46.2% in May 2013 and 50.0% in December 2013), and respectively 41.6% of respondents mentioned their dissatisfaction (46.1% in May 2013 and 43.0% in December 2013).

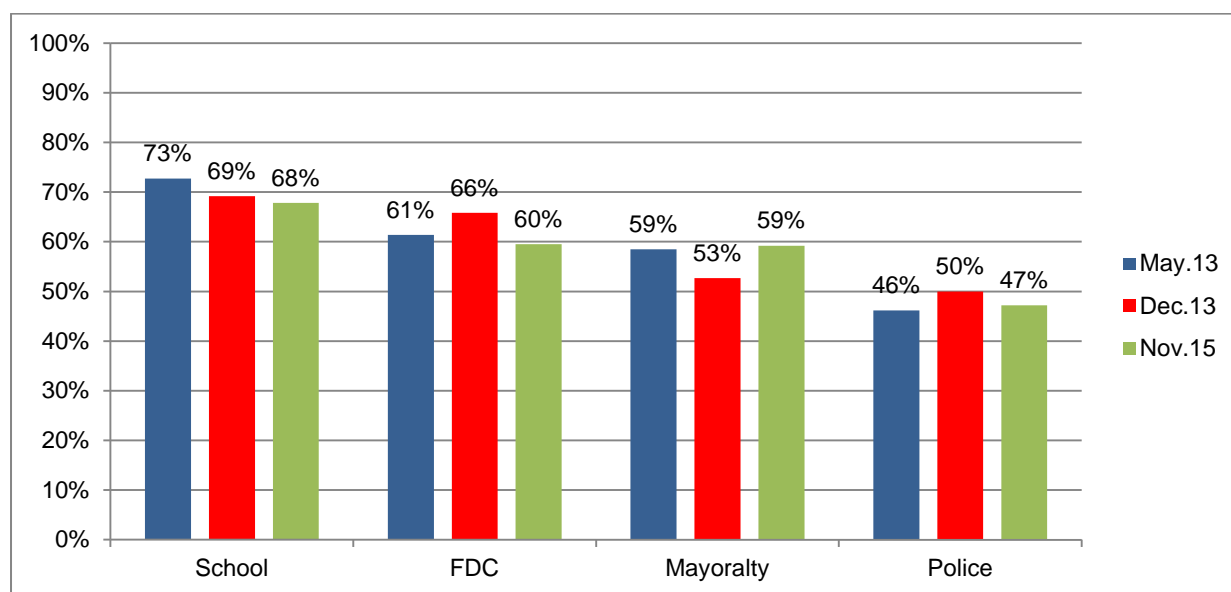


Chart 1.6 Evolution of the level of satisfaction with the services of the community institutions

When comparing with the answers provided for the previous question regarding the level of satisfaction with the activity of the Ministry of Internal Affairs (**22.0%**), it should be mentioned that the level of satisfaction with the activity of Police at the community level is much higher (**47.2%**), and the level of dissatisfaction is smaller. This interesting phenomenon, comparable with the perception of confidence for institutions (Q1), was registered in the previous surveys from 2013 as well.

Another finding is that the level of satisfaction with Police activity at the community level has registered a less significant decrease (from **50.0%** in December 2013, to **47.2%** in November 2015) than the decrease of the level of satisfaction with the activity of the Ministry of Internal Affairs as an institution of central public administration (from **31.3%** in December 2013, to **22.0%** in November 2015) and the level of confidence for Police as a state institution (from **42.4%** in December 2013 to **30.0%** in November 2015).

There are some social-economic, geographic and demographic differences related to the level of satisfaction with the Police activity at the community level (see table 1.2):

- from gender perspective, 44.4% of male respondents are dissatisfied with the Police activity as compared to 39.3% of dissatisfied female respondents;
- from age perspective, the least satisfied age groups with the Police activity are the age group of 18 - 29 years old (48.8%) and the age group of 30-44 years old (45.3%);
- from language of communication perspective, 39.2% of Russian speakers are satisfied with the Police activity and 51.3% are dissatisfied, as compared to 49.4% of Romanian speakers who are satisfied and 38.9% who are dissatisfied;

- from urban/rural perspective, 53.2% of rural respondents are satisfied with Police activity and 35.4% of them are dissatisfied, while in the urban area the situation is opposite – only 40.1% of urban respondents are satisfied and 48.9% are dissatisfied with the Police activity.

		Satisfied Dec.2013	Satisfied Nov.2015	Dissatisfied Dec.2013	Dissatisfied Nov.2015	DNK/NR Dec.2013	DNK/NR Nov.2015
Total		50.0%	47,2%	43.0%	41,6%	7,0%	11,2%
Sex	Male	49.1%	45,2%	45.7%	44,4%	5,2%	10,4%
	Female	50.7%	48,8%	40.9%	39,3%	8,4%	11,9%
Age	18-29 years old	50.0%	40,9%	45.4%	48,8%	4,6%	10,3%
	30-44 years old	50.0%	45,3%	45.4%	45,5%	4,7%	9,1%
	45-64 years old	49.3%	50,6%	40.9%	36,5%	9,8%	12,8%
	65 +	51.5%	52,3%	39.7%	34,8%	8,8%	12,8%
Education	Secondary incomplete or no educ.	60.1%	49,5%	33.4%	41,3%	6,5%	9,2%
	Secondary	48.9%	45,0%	44.5%	41,0%	6,6%	14,0%
	Secondary vocational	48.8%	43,6%	42.4%	41,2%	8,8%	15,3%
	Higher educ., incl. college	44.3%	49,8%	48.7%	42,6%	6,0%	7,6%
Language of communication	Romanian/Moldovan	52.2%	49,4%	40.6%	38,9%	7,2%	11,7%
	Russian	44.2%	39,2%	49.3%	51,3%	6,4%	9,6%
Social-economic level	Low	54.9%	50,5%	36.6%	35,8%	8,4%	13,6%
	Medium	49.9%	47,4%	42.8%	41,5%	7,6%	11,1%
	High	45.4%	44,5%	49.6%	46,0%	4,9%	9,6%
Area	Urban	42.1%	40,1%	50.7%	48,9%	7,2%	10,9%
	Rural	57.0%	53,2%	36.2%	35,4%	6,7%	11,5%

Table 1.2 Perception of the level of satisfaction with Police activity at the community level, depending on social-economic, geographic and demographic factors.

Developments over time

The most important differences, as compared to the survey carried out in December 2013, are the followings:

- the percentage of satisfied respondents considerably decreased among 18-29 years old respondents: from 50.0% in December 2013 to 40.9% in November 2015;
- the percentage of satisfied respondents considerably decreased among respondents with incomplete secondary education or no education: from 60.1% in December 2013 to 49.5% in November 2015;
- the percentage of dissatisfied respondents increased to a larger extent among respondents with incomplete secondary education or no education: from 33.4% in December 2013 to 41.3% in November 2015;
- the number of answers “do not know/non-response” has increased, sometimes registering twofold increase, for all social-economic, geographic and demographic categories.

1.4. Level of confidence for Police subdivisions

The respondents were asked to assess the level of confidence for the following Police subdivisions: District Police, Criminal Police, Patrolling Police, Border Police, Carabineers, Police Commissariats and Firemen/Rescuers.

The survey results reveal that the **Firemen/Rescuers** enjoy the highest level of confidence - 74.7% of respondents answered that they have very much confidence or some confidence for this subdivision (82.5% in December 2013), followed by the **District Police** with 48.6% (53.5% in December 2015), **Border**

Police with 43.9% (44.6% in December 2015), **Carabineers** – 43.2% (44.7% in December 2015), **Patrolling Police** - 42.5% (45.0% in December 2013), **Police Commissariat** – 39.7% (46.6% in December 2015) and **Criminal Police** – 38.0% (44.9% in December 2013).

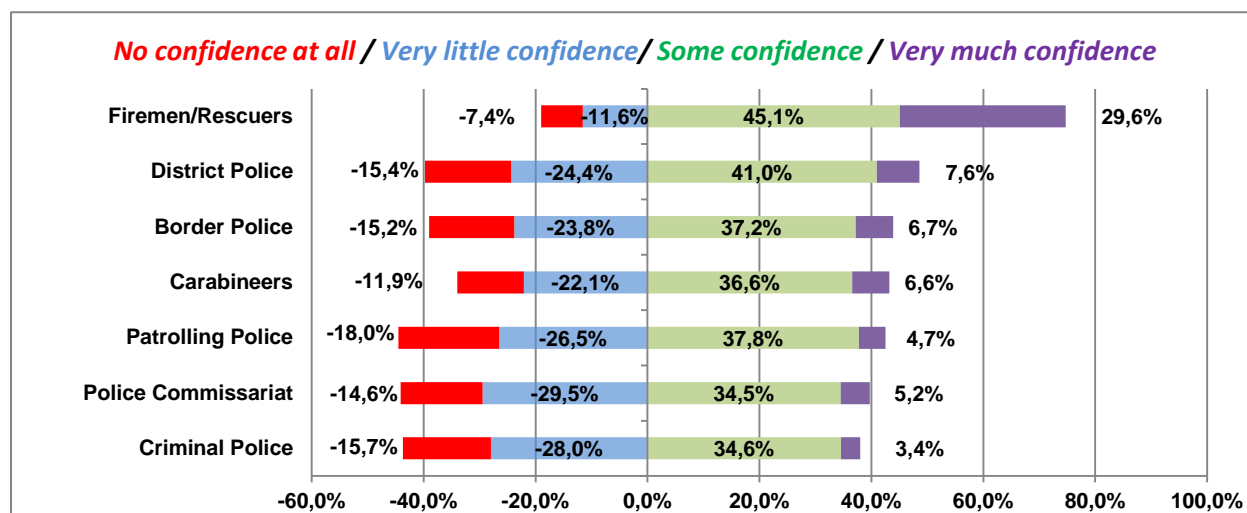


Chart 1.7 Level of confidence for Police subdivisions (how much confidence do you have in ...?)

The analysis reveals an interesting sociological phenomenon, which was also registered in the surveys carried out in 2013: **the level of confidence for police subdivisions is significantly higher than the level of confidence for the Police in general assessed by respondents along other state institutions.** This phenomenon may be explained by the fact that the citizen eventually knows better the activity of police subdivisions and can be more confident in assessment, either through an effect of “negative synergy”, when the Police is assessed along other institutions. It should be mentioned that many respondents preferred the option ‘**Do not know**’ or refused to respond to this specific question.

This option was selected by 22.7% (23.6% in 2013) of respondents for the Carabineers, 13.0% (15.4% in 2013) for the Patrolling Police, 17.1% (19.0%) for the Border Police, 18.2% (16.5%) for the Criminal Police, and 16.2% (14.6%) for the Police Commissariat. These results reveal that a significant part of respondents are not familiarized with the activity of these subdivisions. The rate of "don't know" and "no response" answers is substantially smaller for the District Police – 11.7% (6.1% in 2013) and Firemen/Rescuers - 6.2% (5.8% in 2013), hence indicating to a better public knowledge about the activity of these subdivisions.

The level of confidence for police subdivisions has not registered significant statistical differences between different geographic, demographic and socio-economic groups, excepting the followings:

- **District Police** registered a higher level of confidence among the Romanian speakers (49.8%) as compared to Russian speakers (44.3%), as well as a higher level of confidence in the rural area (52.6%) as compared to urban area (43.9%).
- **Firemen/rescuers** have a slightly higher level of confidence in urban areas (77.9%) than in rural areas (72.1%).
- **Criminal police** is less known by respondents aged 65+ (27% of DNK/NR answers) than by those aged 18-29 years old (14.1% of DNK/NR answers) and by respondents with low socioeconomic level (24.5% of DNK/NR answers) than by those with high socioeconomic level (10.6%).
- **Patrolling Police** is less known by respondents with low socioeconomic level (19.3% of DNK/NR answers) than by those with high socio-economic level (5.4%).

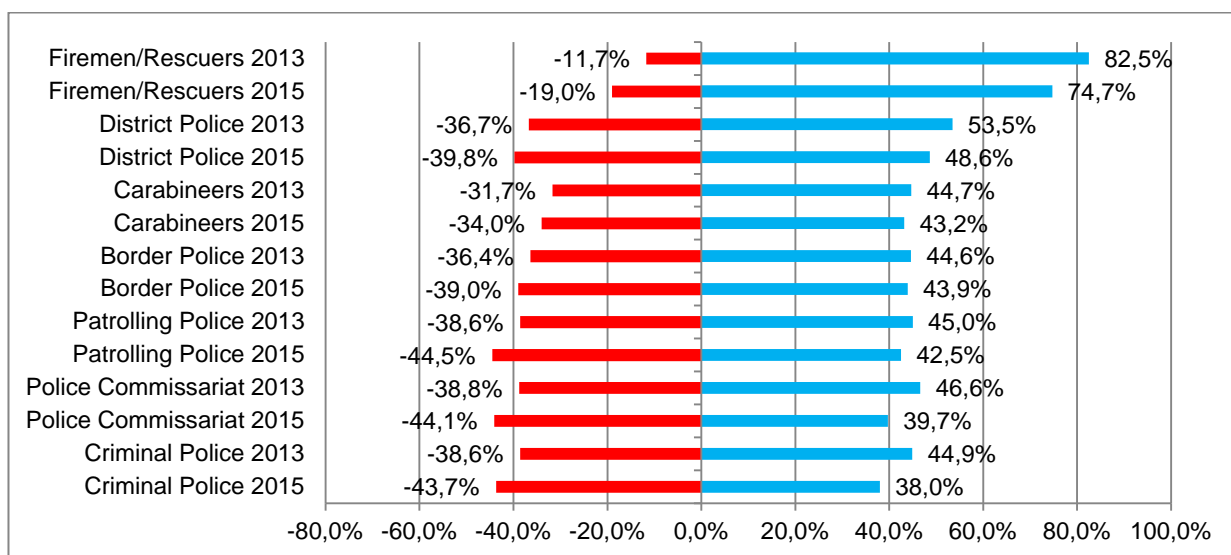


Chart 1.8 Evolution of the level of confidence and mistrust for police subdivisions
(December 2013- November 2015)

As compared to the survey results from December 2013, the level of confidence for all MIA' subdivisions decreased, while the level of mistrust increased. At the same time, the differences over time registered for the level of confidence for Carabineers (-1.5%), Border Police (-0.7%), Patrolling Police (-2.5%) fit the survey error margin and from statistical point of view may be ignored.

1.5. Perception of corruption

Perception of corruption in State institutions correlates with the level of confidence for the respective institutions. Hence, **the Church** is considered to be the least corrupted institution. More than 63.9% of respondents consider that the Church is not so corrupt or not at all corrupt and less than 22.7% believe that this institution is corrupt or very corrupt (Chart 1.9). In this rating of institutions follows the Army, the Mayoralty and the Mass media. **The Police** is situated in the second half of this rating, and has a better perception than the President, Political parties, Government, Justice and Parliament.

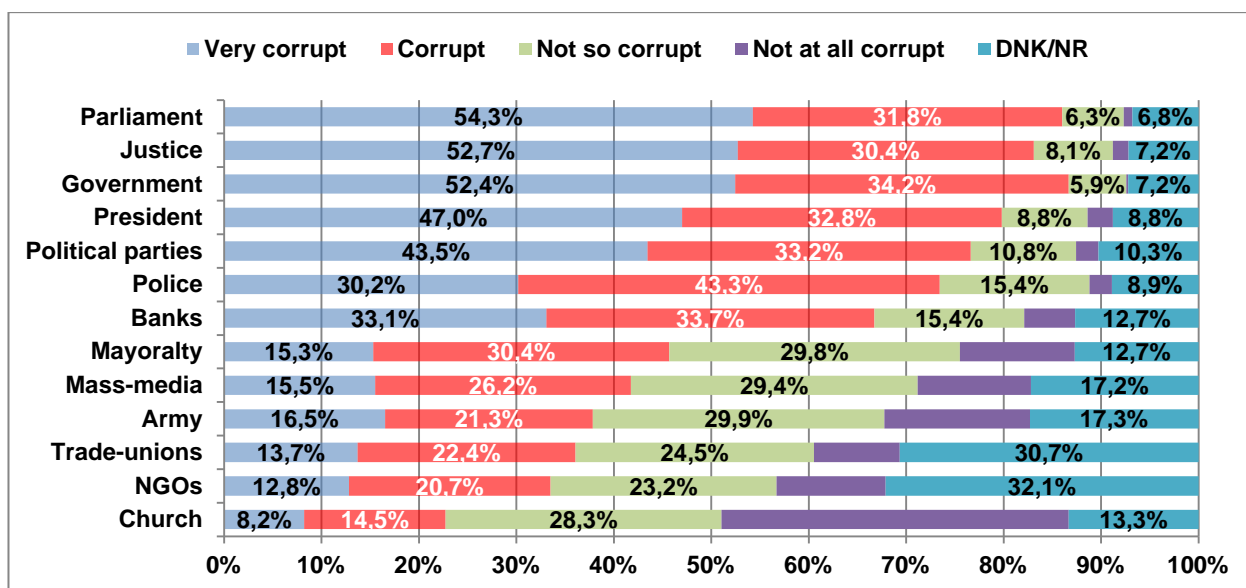


Chart 1.9 Level of corruption in the main State' institutions

Developments over time

As compared to the survey results from December 2013, the perception about the corruption level has increased in relation to all the state institutions. The most important differences over time were registered in relation to Banks (+26.2%) and President (+22.9%), and the less significant differences were registered in relation to Mayoralty (+6.9%), Army (+5.1%) and Church (+5.3%).

As compared to the survey results from December 2013, the perception of corruption level of the **Police** increased by 10.9%, from 63.6% to 73.5% of respondents who believe that the Police are corrupt or very corrupt.

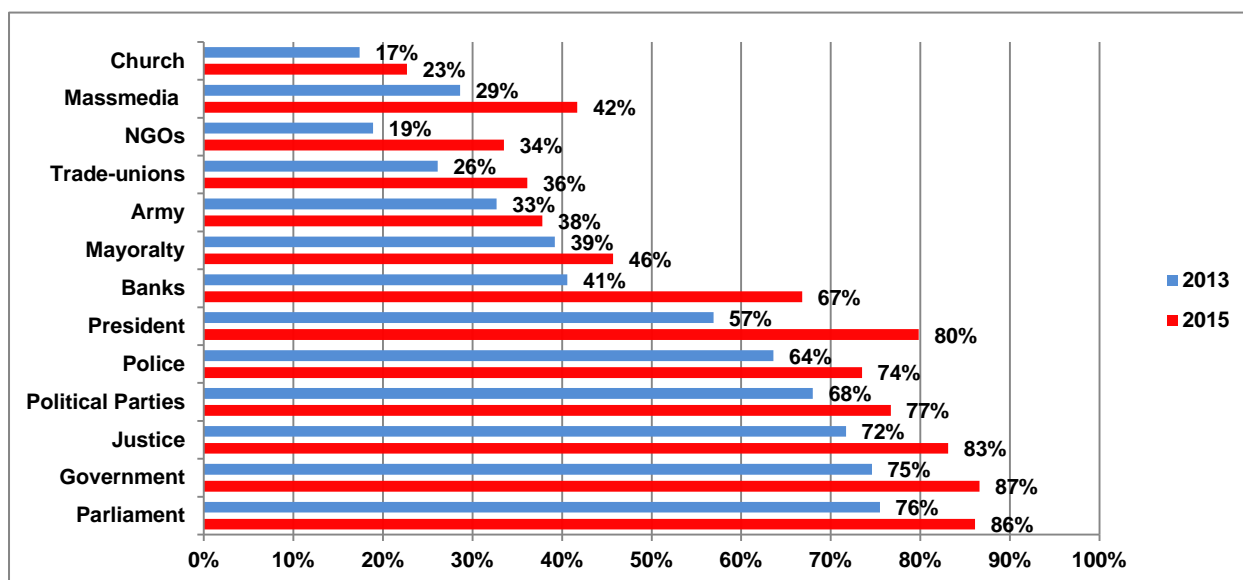


Chart 1.10 Evolution of answers to the question "How corrupted are the following institutions in our country, in your opinion...?" (The answers "Corrupt" and "very corrupt" in December as compared to November 2015)

At the community level the least corrupted institutions are the School and Family Doctors' Centers. 64.8% of the survey respondents consider that the School is not very or not at all corrupt (70.7% in December 2013), and only 19.3% considers that this institution is corrupt or very corrupt (23.9% in December 2013).

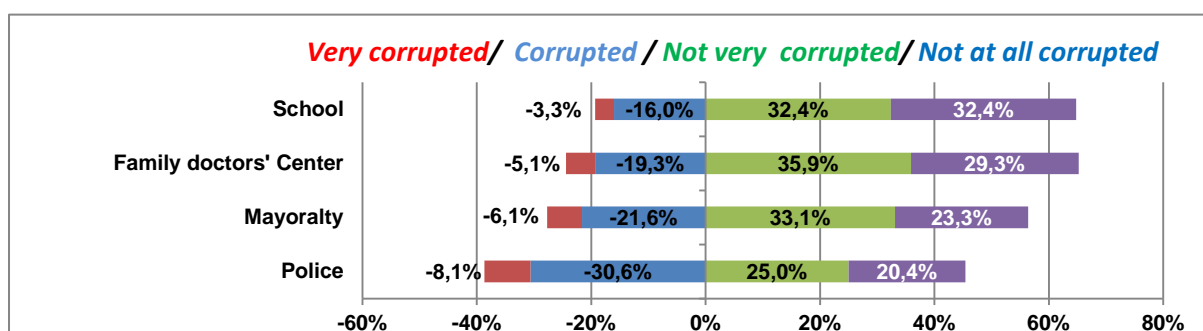


Chart 1.11 Level of corruption of the local institutions. (How corrupted in your opinion are the following local institutions...?)

A comparable perception was registered in relation to the Family Doctors' Centres, 65.2% of respondents perceive this institution as not very corrupted or no corrupted at all (68% in December 2013), and about 24% consider that this institution it corrupted or very corrupted (28% in December 2013).

More than 56% of respondents consider that the Mayoralty is not corrupt (58% in December 2013), while 28% perceive it as a corrupted institution (36% in 2013). In the perception of corruption the **Police** has a lower level, with only 45.4% of respondents who perceive the Police as not very corrupted or not at all corrupted institution (50% in 2013) and 38.7% of respondents who consider the Police as corrupted or very corrupted institution (42% in 2013). The answers to this question reveal strong correlations between the level of satisfaction with the activity of institutions at the local level, and the level of corruption of these institutions.

Substantial discrepancies were registered in the **perception of corruption for Police at the community level** between different geographic, demographic and socio-economic groups.

- For example, 25.7% (27%) of respondents from rural area believes that the Police are corrupt or very corrupt, while in the urban area 54% (60%) of respondents perceive the police as corrupt or very corrupt. Accordingly, 30% (33%) of respondents from urban area believe that the Police are not very or not at all corrupt, while in the rural area this percentage is 58.5% (65.5%). *(In the brackets – the data of the survey from December 2013).*
- These discrepancies are also important from the language of communication perspective: hence 36.9% (37.5%) of Romanian speakers consider that the Police is corrupt or very corrupt, and 47.2% (54.4%) – that the Police is not so corrupt or not at all corrupt; while the segment of Russian speakers registers a reverse situation, 45.1% (55%) of this part of respondents believe that the Police is corrupt or very corrupt and 38.9% (39.5%) considers that the Police is not so corrupt or not at all corrupt. *(In the brackets – the data of the survey from December 2013).*
- The opinion that Police is corrupt was expressed to a greater extent by 18-29 years old respondents (50.2%), than by those from other age groups (39%, 32.6% and 32.2% for the age groups 30-44, 45-64 and 65+ years old). At the same time, a more negative perception was expressed by the respondents with higher education and high social-economic level, than the respondents from other categories of age and education levels.

The respondents were invited to express their opinions about the level of corruption of the following **subdivisions** of the Ministry of Internal Affairs: Criminal Police, Patrolling Police, Carabineers, District Police, Police Commissariat (Inspectorate), Firemen/Rescuers, Border Police. At the request of the Ministry of Internal Affairs, the question regarding the level of corruption of the Customs Service was included into survey, in order to avoid a possible transfer of image from the Customs Service to the Border Police.

In the perception of survey respondents the least corrupted subdivision are Firemen/Rescuers. More than 69% of respondents consider that the Firemen/Rescuers are not very or not at all corrupt, and only about 17% of respondents consider that this subdivision is corrupt. Next follow the Carabineers (with 45% of respondents who consider that this subdivision is not very or not at all corrupt and 30% who believe that it is corrupt or very corrupt) and the District Police (with 37.4% of respondents who consider that this subdivision is not very or not at all corrupt and 44.2% who believe that it is corrupt or very corrupt).

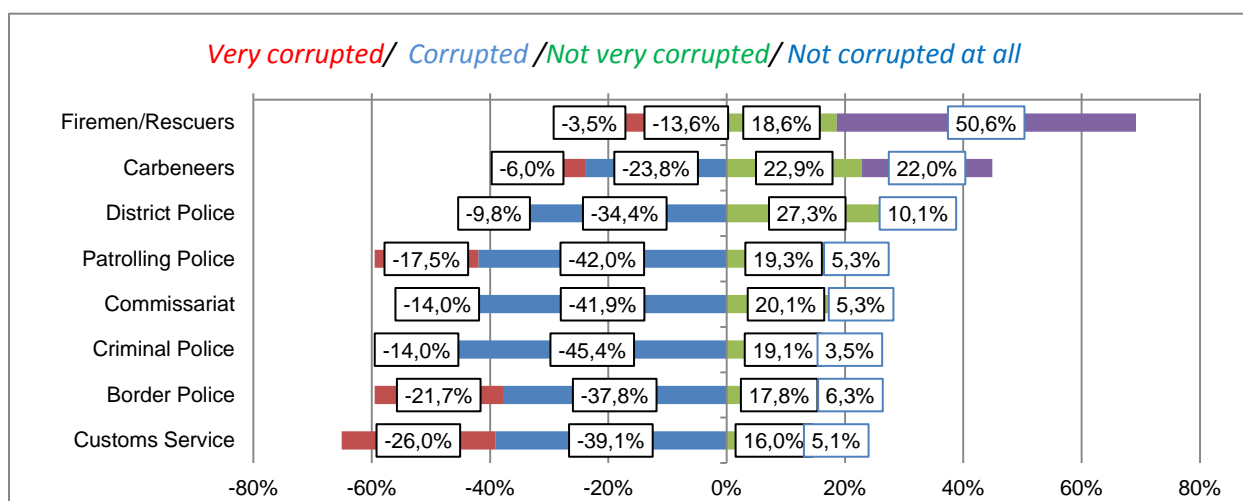


Chart 1.12 Perception of the level of corruption for the Ministry of Internal Affairs subdivisions. (How corrupted are the following MIA' subdivisions, in your opinion?. DNK/NR answers not included)

Border Police, Patrolling Police, Criminal Police, and District Police registered a similar level of perception of corruption with 59.5%, 59.5%, 59.4% and 55.9% of respondents who consider that these subdivisions are corrupt or very corrupt. Only one respondent out of four considers that these subdivisions are not very or not at all corrupt and the percentage of these answers is 22.6% for the Criminal Police, 24.1% for the Border Police, 24.6% for the Patrolling Police and 25.4% for the Police Commissariat.

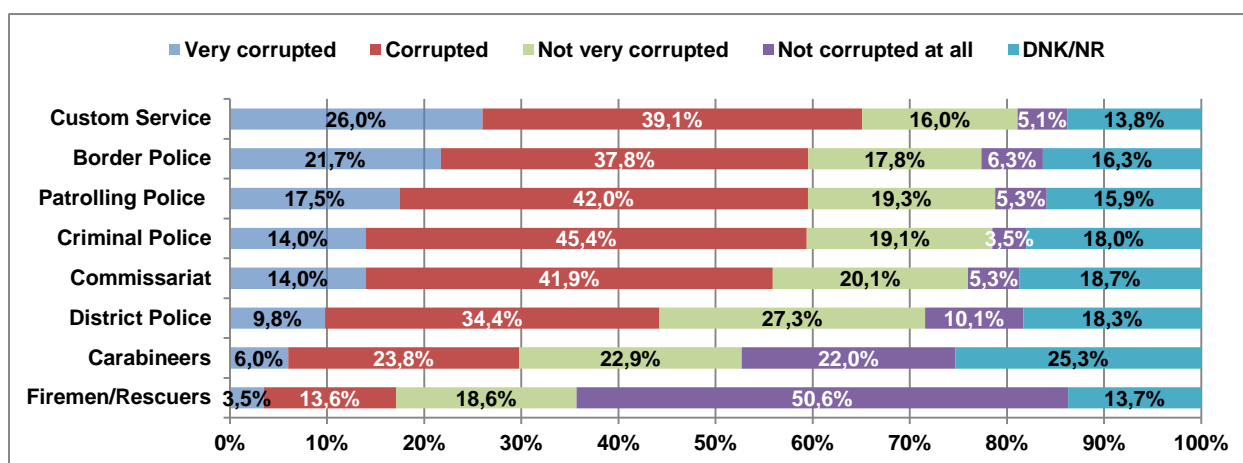


Chart 1.13 Perception of the level of corruption for the Ministry of Internal Affairs' subdivisions (including 'do not know/no answer' responses).

As compared to all MIA' subdivisions, the Customs Service registered a higher perception of corruption with 65.1% percent of respondents who believe that the Customs Service is corrupt or very corrupt, and 21.1% of respondents who consider that this subdivision is not very corrupt or not corrupt at all.

The differences in perception of corruption level registered for police subdivisions between different geographic, demographic and socio-economic groups are the followings:

- Gender perspective. The female respondents have a more positive perception than the male respondents regarding the corruption level of the Criminal Police, Patrolling Police, District Police, Police Commissariat, Customs Service and Border Police.

- Age perspective. The respondents aged 18-29 years old have a more negative perception than the respondents of other age groups regarding the corruption level of the Criminal Police, Patrolling Police, and District Police.
- Social-economic level perspective. The respondents with high social-economic level have a more negative perception than the respondents with medium or low socio-economic levels regarding the corruption level of the Patrolling Police, Border Police, and Customs Service.
- Urban/rural perspective. The urban respondents have a more negative perception than the rural respondents regarding the corruption level of the Patrolling Police and Carabineers. The situation is opposite in relation to the District Police and Firemen/Rescuers. Hence, respondents from urban area have a more positive perception regarding the corruption level of these subdivisions than the rural respondents.
- Level of education perspective. The respondents with incomplete secondary education or with no education have a more negative perception regarding the corruption level of the District Police and Carabineers than the respondents from other educational groups.
- Language of communication perspective. There are no substantial differences in answers provided for this question among Russian speakers and Romanian speakers.

Developments over time

The Border Police was perceived as the most corrupted subdivision in the survey from May 2013 and the survey from December 2013. During the analysis of the survey results the idea about a possible transfer of image from the Customs Service to the Border Police was discussed and into the answer options of the 2015 survey was included additionally the option “Customs Service - check the goods at the border crossing”. At the same time the option “Border Police” was supplemented with the explanation “verify the ID documents at the border crossing”.

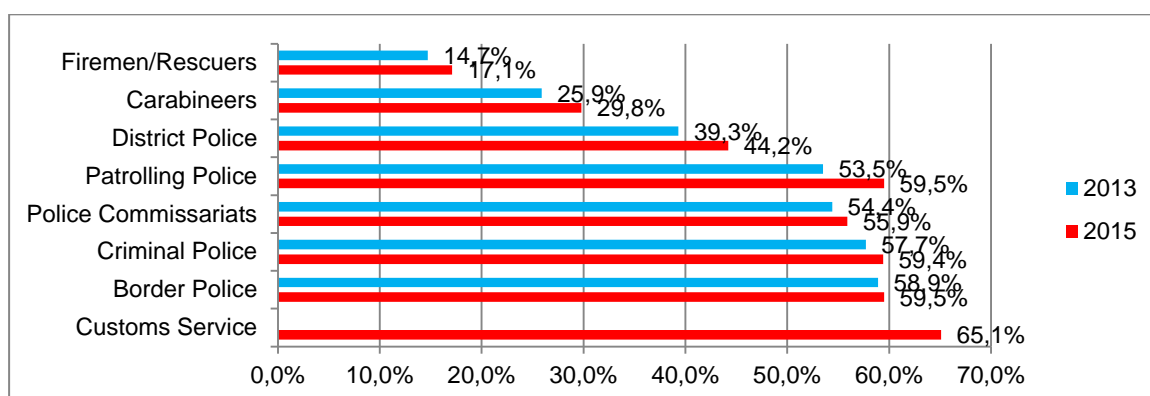


Chart 1.13. Evolution of the perception regarding the corruption level of the Ministry of Internal Affairs' subdivisions.

It should be noted that, as compared to the survey results from December 2013, the negative opinions registered a small increase in relation to all MIA subdivisions excepting for the Border Police which registered the same level of corruption as for 2013.

1.6. Prestige of police-related professions

The respondents perceive the professions of Customs Officer and Border Police Officer as the most prestigious ones. For example, 71.5% of respondents consider that the profession of Customs Officer is prestigious or very prestigious and 70.3% (79% in Dec.2013) of respondents consider that the profession of Border Police Officer is prestigious or very prestigious.

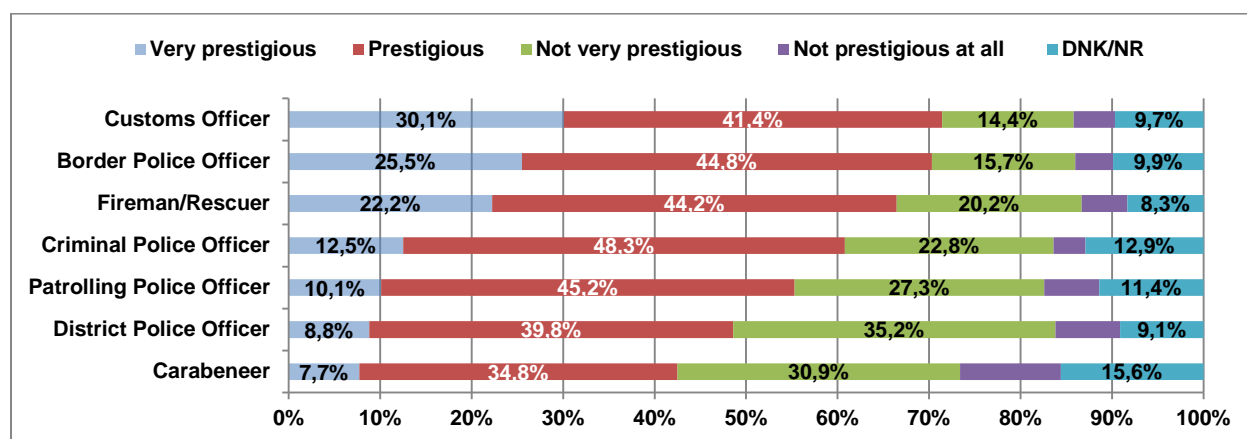


Chart 1.14 How prestigious are the following police-related professions, in your opinion?

In this hierarchy of prestige follows the profession of Fireman/Rescuer with 66.6% of "prestige" (77% in Dec. 2103), Criminal Police Officer (60.5% in Nov. 2015, 78% in Dec. 2013), Patrolling Police Officer (55.3% in Nov. 2015, 63% in Dec. 2013), District Police Officer (48.6% in Nov.2015, 57% in Dec. 2013) and Carabineer (42.5% in Nov. 2015, 49% in Dec.2013). It should be noted that the perception of the level of prestige of the police-related professions registered a decrease by 10% in average.

1.7. Findings

- The comparative data analysis of surveys carried out in December 2013 and November 2015 reveals a decrease (sometimes substantial) in citizens' confidence for all state institutions: Banks (-18.1%), Mass-media (-17.3%), Police (-7.7%), President (-11.6%), Government (-11.2%), Justice (-10.7%), Parliament (-8.3%), Church (-8.0%), Mayoralty (-6.1%), Political parties (-3.6%), Army (-5.3%), etc
- According to the level of confidence, the Police, with a level of confidence of 30%, ranked on the fifth place in the „ranking“ of the 13 institutions included in the survey, which is lower than the Church (73.1%), Mass-media (42.3%), Mayoralty (42.6%) and Army (37.7%), but higher than Non-governmental organisations (27.8%), Banks (19.8%), Political Parties (11.3%), Justice (8.4%), Parliament (7.6%) and President (7.1%).
- Similar to the case regarding the level of confidence for state institutions, the comparative data analysis for the surveys carried out in May 2013, December 2013 and November 2015 reveals a downturn of citizens' satisfaction with the activity of the majority of central public administration institutions.
- Regarding the level of satisfaction with the activity of central public administration institutions the Ministry of Internal Affairs is ranked on the ninth place in the list of 20 central public administration

institutions, with 22.0% of respondents satisfied with the activity of the MIA (24% in May 2013 and 31.3% in December 2013).

- e) The level of public satisfaction with Police activity at the community level is substantially higher **(47.2%)** than the level of confidence for Police institution at the national level (30%) and the level of satisfaction with the activity of the Ministry of Internal Affairs **(22.0%)** as an institution of the central public administration.
- f) The level of satisfaction with the Police activity at the community level has registered a less significant decrease (from **50.0%** in December 2013, to **47.2%** in November 2015) than the level of satisfaction with the activity of the Ministry of Interior as an institution of the central public administration (from **31.3%** in December 2013, to **22.0%** in November 2015) and the level of confidence for Police as a state institution (from **42.4%** in December 2013 to **30.0%** in November 2015).
- g) According to the level of confidence for different MIA subdivisions, the **Firemen/Rescuers** enjoy the highest level of confidence - 74.7% of respondents answered that they have very much confidence or some confidence for this subdivision (*82.5% in December 2013*), followed by the **District Police** with 48.6% (*53.5% in December 2015*), **Border Police** with 43.9% (*44.6% in December 2015*), **Carabineers** – 43.2% (*44.7% in December 2015*), **Patrolling Police** - 42.5% (*45.0% in December 2013*), **Police Commissariat** – 39.7% (*46.6% in December 2015*) and **Criminal Police** – 38.0% (*44.9% in December 2013*).
- h) The analysis reveals an interesting sociological phenomenon, which was also registered in the surveys carried out in 2013: **the level of confidence for police subdivisions is significantly higher than the level of confidence for the Police in general assessed by respondents along other state institutions**. This phenomenon may be explained by the fact that the citizen eventually knows better the activity of police subdivisions and can be more confident in assessment, either through an effect of “negative synergy”, when the Police is assessed along other institutions.
- i) As compared to the survey results from December 2013, the level of confidence for all MIA’ subdivisions decreased, while the level of mistrust increased. At the same time, the differences over time registered for the level of confidence for Carabineers (-1.5%), Border Police (-0.7%), Patrolling Police (-2.5%) fit the survey error margin and from statistical point of view may be ignored.
- j) **The majority of the State's main institutions are perceived as corrupt or very corrupt**. The Parliament is perceived as such by 86.1% of respondents, the Government by 86.6%, the Justice by 83.1%, the Political Parties by 76.7%, and the President - by 79.8%. The least corrupt institution in the State is considered to be the Church, with more than 63% of respondents who believe that the Church is less corrupt or not corrupt at all.
- k) As compared to the survey results from December 2013, the **perception of the corruption level has increased** in relation to all the state institutions. The most important differences over time were registered in relation to the Banks (+26.2%) and President (+22.9%), and the less significant differences were registered in relation to the Mayoralty (+6.9%), Army (+5.1%) and Church (+5.3%).

- l) As compared to the survey results from December 2013, the perception of the **corruption level** of the **Police** increased by 10.9%, from 63.6% to 73.5% of respondents who believe that the Police are corrupt or very corrupt.
- m) **Local institutions** are perceived as being less corrupt than institutions at the central level, however **the local Police** are perceived as more corrupted institution than other local institutions. Only 45.4% of respondents perceive the Police as not very corrupted or not at all corrupted institution (50% in 2013) and 38.7% of respondents consider the Police as corrupted or very corrupted institution (42% in 2013).
- n) **Border Police, Patrolling Police, Criminal Police, and District Police** registered a similar level of perception of corruption with 59.5%, 59.5%, 59.4% and 55.9% of respondents who consider that these subdivisions are corrupt or very corrupt. The least corrupted MIA' subdivisions are Firemen/Rescuers, followed by the Carabineers and District Police with 17%, 30% and, respectively, 44.2 of respondents who consider that these subdivisions are corrupt or very corrupt.
- o) As compared to all MIA' subdivisions, the Customs Service registered a higher perception of corruption level, with 65.1% percent of respondents who believe that the Customs Service is corrupt or very corrupt, and 21.1% of respondents who consider that this subdivision is not very corrupt or not at all corrupt.
- p) In the hierarchy of prestige of police-related professions the Border Police Officers with 70.3% of prestige are on the first place, followed by Firemen/Rescuers (66.6%), Criminal Police Officers (60.5%), Patrolling Police Officers (55.3%), District Police Officers (48.6%) and Carabineers (42.5%).

CHAPTER 2. CRIME AND VICTIMIZATION

The national survey of crime and victimization provides an important tool for analyzing crime, as well as means for "testing" the crime statistics collected by the police through the internal procedures of reporting and recording of crimes.

International experience has demonstrated that official crime statistics, based upon reported and recorded crime, are often inaccurate due to low or inconsistent public reporting and/or flawed police recording mechanisms. For example, the public might not report 'minor crimes', when they are not thought serious enough to involve the police, or they might not report crime in general, if the police are not widely trusted or deemed to be effective in fighting crime.

It may also be the case that specific geographic (e.g. rural or urban), demographic (e.g. age and gender) or socio-economic (e.g. education and income) groups may be less likely to report crime, due to various reasons. Conversely, police practice in recording reported crime might be flawed, due for example either to inadequate reporting mechanisms or internal institutional pressures which may promote the recording of some crimes over others, or the non-reporting/over-reporting of crimes in order to meet institutional targets.

The results of the public and police survey should provide a more realistic picture of crime and victimization, as well as an analysis aimed to identify training needs and forms of police activity which would respond in the most appropriate manner to these necessities.

2.1. Crime Rates

This section provides an indication regarding the overall level of crime and victimization at the national level.

In total, 86 respondents out of 1109 respondents to the public opinion survey have been victims of 124 crimes (from the specific list of crimes included in the questionnaire) during the previous 12 months. Hence, 7.7% of respondents have been victims of offences/crimes during the previous 12 months, providing an overall **victimization rate of 77 per 1,000 inhabitants per year³**. The number of 124 crimes per 1109 respondents provides an overall **crime rate of 110 crimes/law offences** (from the specific list of crimes included in the survey) **per 1000 inhabitants per year**.

An improvement of crime situation was registered in the survey conducted in November 2015, as compared to the results from survey conducted in December 2013. Hence, the percentage of respondents who declared that they have been victims of criminal offences/crimes over the past 12 months decreased from 10.2% in December 2013 to 7.7% in November 2015, representing a **decrease of the rate of victimization from 102 victims per 1000 inhabitants in 2013 to 77 victims per 1000 inhabitants in 2015**.

At the same time, the **crime rate decreased from 166 crimes** (out of categories included in survey) **per 1000 inhabitants in 2013 to 110 crimes per 1000 inhabitants in 2015**.

³ Responses to question Q48, 'Have you been the victim of any crime during the past 12 months?' (Base No.=1109)

Respondents who stated that they have been a victim of offences/crimes were also asked to identify the type of offence/crime. The chart 2.1 provides an overview of the situation of criminal offences/crimes per types.

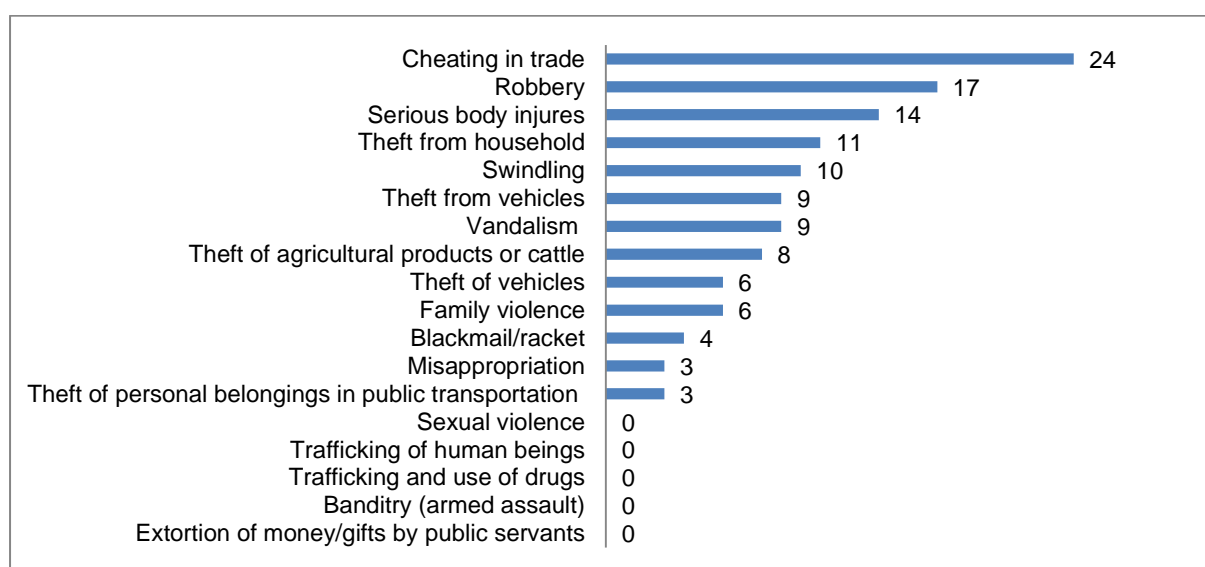


Chart 2.1 Crime situation by categories of crimes. (The total number of crimes/offences per 1109 respondents).

The survey results suggest that the most frequent categories of offences/crimes are the violations of trading rules or cheating in trade, and robberies. Next follow serious body injuries, thefts from households, swindling, thefts from vehicles and thefts of agriculture products or cattle. At the same time, crimes/offences related to the trafficking in human beings, trafficking and use of drugs, banditry and extortion of money by public officials seem to be less frequent.

The small number of offences/crimes that have been identified during the survey (*86 respondents out of 1109 participants to the public opinion survey claimed that over the last 12 months they have been victims of at least 120 crimes/offences from specific categories included in the questionnaire*) do not allow an exact assessment and an exhaustive analysis from the statistical point of view. Thus, the figures of this chapter present an approximate assessment of crime situation per different categories of crimes.

The results of the actual survey reveal a largely similar situation regarding the comparative weight of crimes/ offences as compared to the results of survey conducted in December 2013.

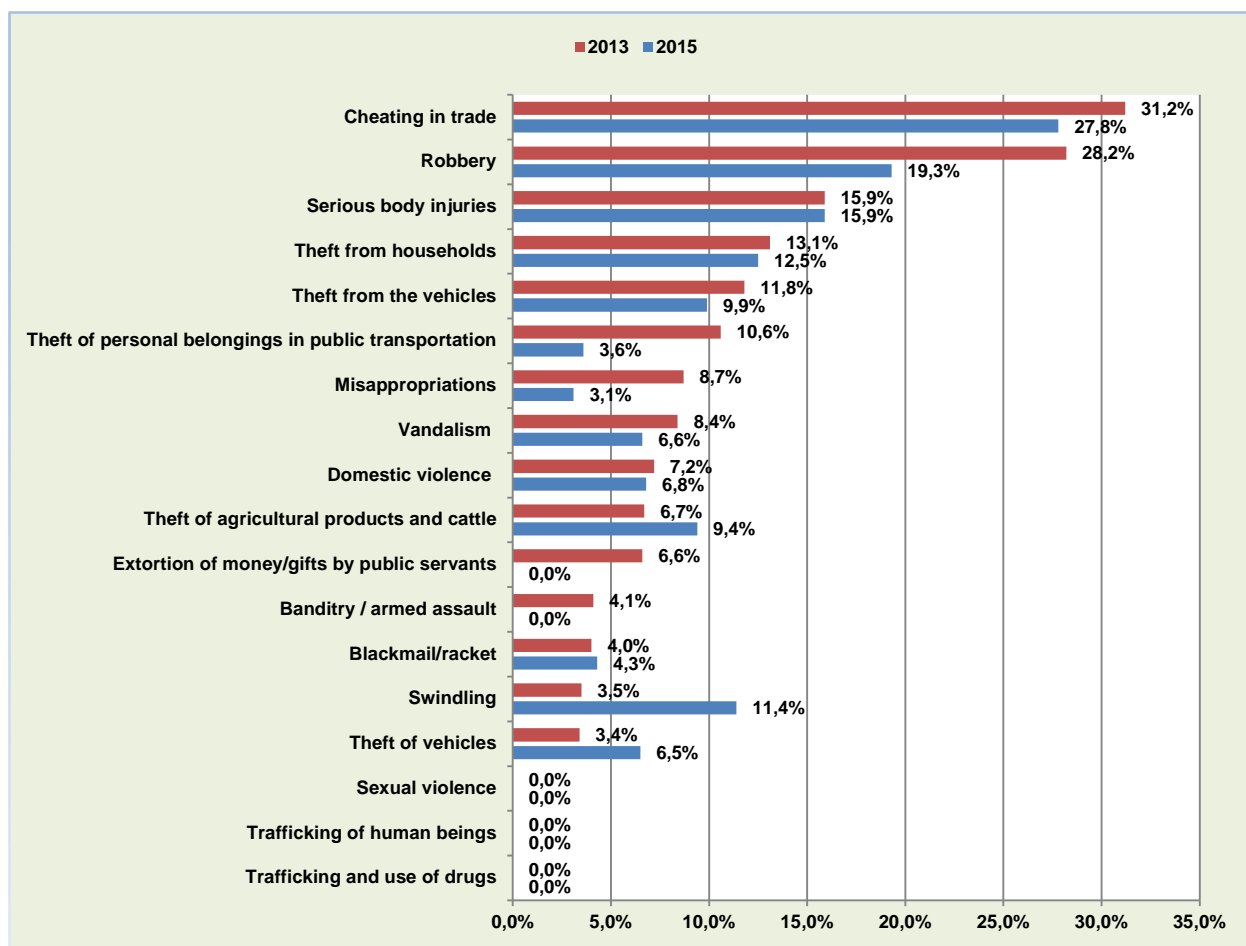


Chart 2.2 Crime situation developments per crimes categories. (Approximate weighting)

Thus, both surveys suggested that the most frequent categories of offences/crimes are the violations of trading rules or cheating in trade and robbery, followed by serious body injuries, thefts from households, swindling, thefts from vehicles and thefts of agriculture products or cattle. In both surveys the sexual violence, trafficking in human beings and trafficking and use of drugs had "0" responses out of 1212 respondents in 2013 and out of 1109 respondents in 2015, suggesting the idea that this types of crimes are not very frequent.

Exceptions:

- relative increase of crime rates was registered in the segment of swindling, theft of agricultural products and cattle and theft of vehicles.
- relative decrease of crime rates was registered in the segment of thefts of personal belongings in public transportation and big or very big misappropriation.

Geographic, demographic and social variances

Over the last 12 months, the share of victims has been higher among **female** respondents (9.4%) as compared to male respondents (5.8%), among respondents from the **age group of 18-29 years** old (12.0%) as compared to respondents from other age groups (7.2%, 8.2% and 3.3% for the age groups 30-44, 45-64 and 65+ respectively), among respondents with **higher education** (11.4%) as compared to other educational groups (4.7%, 5.1% and 7.9%) and **urban respondents** (10.8%) as compared to respondents from rural area (5.1%).

The percentage of male victims was relatively higher on the segment of robberies, serious body injuries and theft from vehicles. The percentage of female victims was higher on the segment of cheating in trade, theft of vehicles, and domestic violence. The percentage of urban victims was higher on the segment of robberies, theft of vehicles, theft from vehicles, and swindling.

The percentage of Russian-speaking victims was relatively higher on the segment of robberies, serious body injuries and theft of vehicles. The percentage of Romanian-speaking victims was relatively higher on the segment of theft of agricultural products and cattle, theft of personal belongings in public transportation.

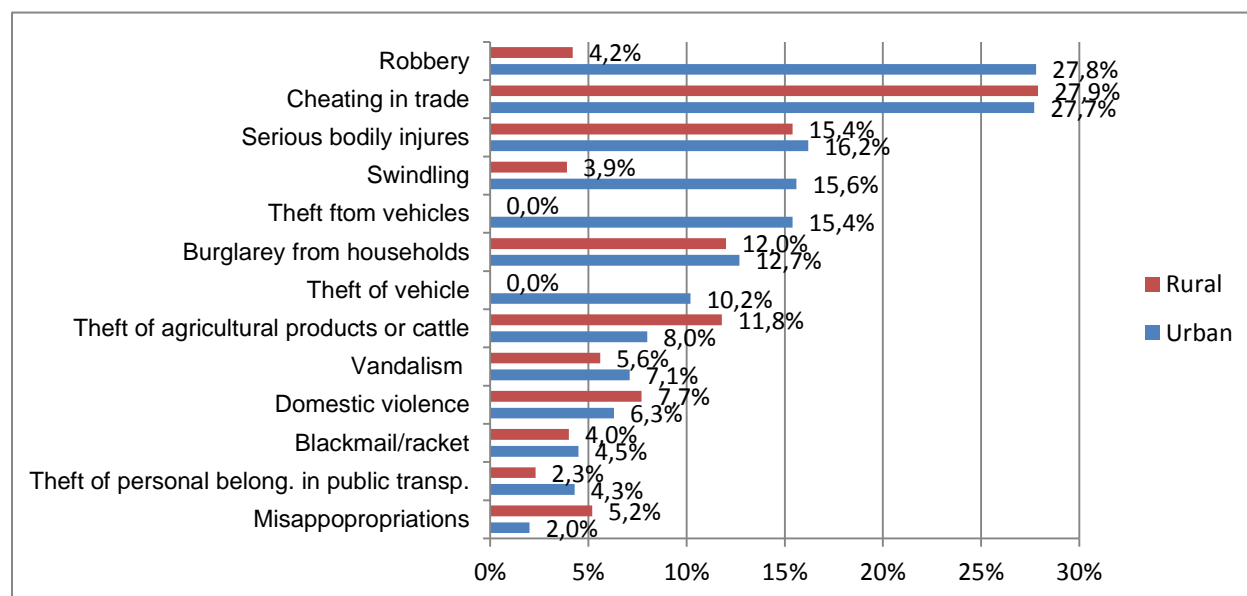


Chart 2.3 Crime situation in urban and rural area. 2015

2.2. Crime reporting

Respondents who stated that they had been a victim of crime in the past 12 months were also subsequently asked whether they reported that crime to the police. 86 respondents out of 1109 claimed to have been a victim in the preceding last 12 months, 74.4% of whom stated that they reported to the police about 93 crimes out of 124 crimes in total. 31 crimes were not reported. This means that only three out of four offences are likely to be reported and that the police may be unaware about an important part of crimes that occur in the communities they serve.

The level of crime reporting is different for different categories of crimes (see Chart 2.3). The analysis of answers indicates that the highest level of reporting (100%) is related to serious body injuries (14 cases, 14 reported), burglaries from households (11 cases, 11 reported), thefts of vehicles (6 cases, 6 reported) and misappropriations (3 cases, 3 reported).

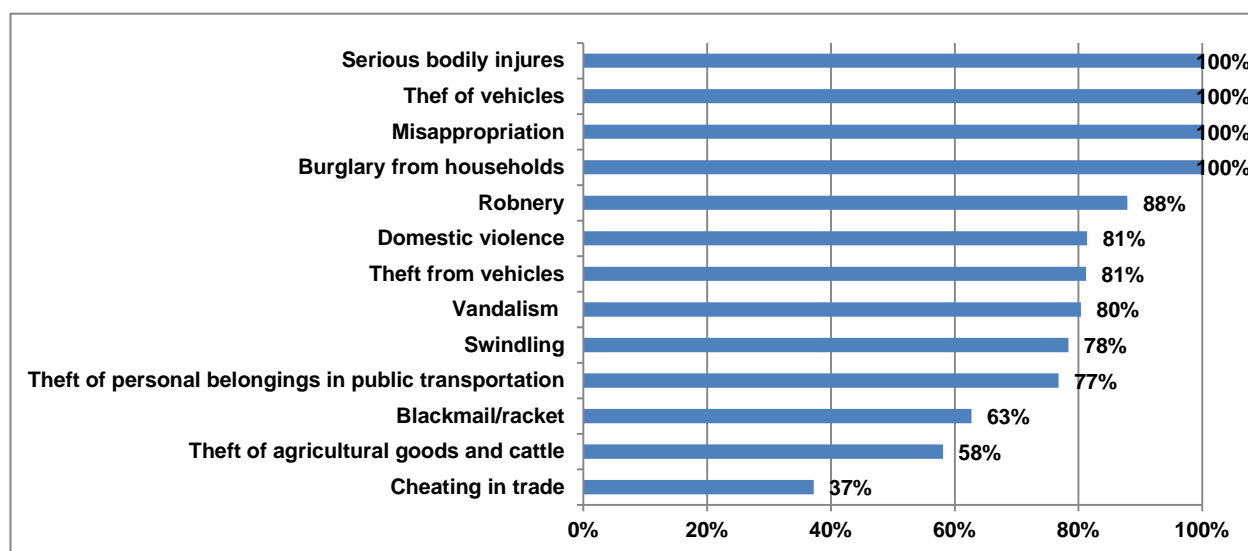


Chart 2.4. Crime reporting level. 2015

The level of crime reporting was lower for the following categories of crimes: robbery (87.9%), domestic violence (81.4%), theft from vehicles (81.2%), vandalism (80.4%), swindling (78.4%) and theft of personal belongings in public transportation (76.8%). The level of reporting was even lower for the cases of blackmail/racket (62.7%) and theft of agricultural products or cattle (58.1%). The lowest level of crime reporting (37.2%) was registered for the cases of cheating in trade and violation of marketing rules.

	2013				2015			
	Total respondents - 1212				Total respondents - 1109			
	Cases		Reported		Cases		Reported	
	nr	% (*)	nr	%	nr	%	nr	%
Robbery	35	2.9%	28	80%	17	1.5%	15	88.2%
Burglary from households	16	1.3%	11	68.7%	11	1.0%	11	100%
Misappropriation	11	0.9%	8	72.7%	3	0.2%	3	100%
Serious bodily injuries	20	1.6%	16	80%	14	1.2%	14	100%
Domestic violence	9	0.7%	8	88.8%	6	0.5%	5	83.3%
Trafficking in human beings								
Trafficking and use of drugs								
Banditry (armed assault)	5	0.4%	4	80%				
Sexual violence								
Vandalism	10	0.9%	10	100%	9	0.8%	6	66.6%
Theft (abduction) of vehicles	4	0.3%	4	100%	6	0.5%	6	100%
Theft from vehicles	15	1.2%	8	53.3%	9	0.8%	7	77.7%
Theft of agricultural products or cattle	8	0.7%	6	75%	8	0.7%	5	62.5%
Theft of personal belongings in public transportation	13	1.1%	5	38.5%	3	0.3%	2	66.6%
Swindling	4	0.4%	3	75%	10	0.9%	8	80%
Extortion of money/gifts from public servants	8	0.7%	3	37.5%				
Blackmail/racket	5	0.4%	3	60%	3	0.3%	2	66.6%
Cheating in trade, you have been sold something non-qualitative	38	3.1%	4	10.5%	24	2.2%	9	37.5%
Total	201		121		124		93	

Table 2.1 Comparative level of crime reporting. 2013 versus 2015.

The survey results suggest that the level of crime reporting by urban victims is comparable to the level of crime reporting by rural victims: 22 (71%) out of 31 rural victims and 42 (76%) out of 55 urban victims reported the crimes to the police.

During the focus group discussions about the reasons for non-reporting the crimes/offences it was revealed that the respondents tend to justify themselves about not reporting the offences by their distrust in police and doubts about its efficiency, by long and difficult bureaucratic procedures in place, as well as by their estimations regarding the value of the prejudice on the one hand and the time lost for solving the problem on the other hand.

- „It's easier to handle it on my own than to call the police." FG2.M3
- „They fear that nothing will be solved, that is why they do not address to the police."FG.1F2
- „I would rather call my parents first, then we would decide together what to do next." FG2. F4
- „It depends of what was stolen – if it is a cell phone, one may easily find it through the Internet by the password, but if it is an amount of 5000 Lei, then one should go to police so that they should handle the case seriously." FG1. M2
- „People would rather not go to police because it is very time consuming and if the offender is found one should attend the trials and this may last for half a year and it is a loss of one's personal time." FG1.M1

2.3. Findings

- 86 respondents (7.7%) out of 1109 respondents to the public opinion survey have been victims of 124 crimes (from the specific list of crimes included in the questionnaire) during the previous 12 months, providing an overall **victimization rate of 77 per 1,000 inhabitants per year**.
- The number of 124 crimes per 1109 respondents provides an overall **crime rate of 110 crimes/law offences** (from the specific list of crimes included in the survey) per **1000 inhabitants per year**.
- An improvement of crime situation was registered in the survey conducted in November 2015, as compared to the results from survey conducted in December 2013. Hence, the percentage of respondents who declared that they have been victims of criminal offences/crimes over the past 12 months decreased from 10.2% in December 2013 to 7.7% in November 2015, representing a **decrease of the rate of victimization from 102 victims per 1000 inhabitants in 2013 to 77 victims per 1000 inhabitants in 2015**.
- At the same time, the **crime rate decreased from 166 crimes** (from categories included in the survey) **per 1000 inhabitants in 2013 to 110 crimes per 1000 inhabitants in 2015**.
- The survey results suggest that the most frequent categories of offences/crimes are the violations of trading rules or cheating in trade (27.8%), and robberies (19.3%). Serious body injuries (15.9%), thefts from households (12.5%), thefts from vehicles (9.9%) and thefts of agriculture products or cattle (9.4%) follow next. The crimes/offences related to the trafficking in human beings, trafficking and use of drugs, banditry and extortion of money by public officials seem to be less frequent.
- Both surveys suggested that the most frequent categories of offences/crimes are the violations of trading rules or cheating in trade and robbery, followed by serious body injuries, thefts from households, swindling, thefts from vehicles and thefts of agriculture products or cattle. In both surveys sexual violence, trafficking in human beings and trafficking in and use of drugs had "0" responses out of 1212 respondents in 2013 and out of 1109 respondents in 2015, suggesting the idea that this type of crimes are not very frequent.

- 86 respondents out of 1109 claimed to have been a victim in the preceding last 12 months, 74.4% of whom stated that they reported to the police about 93 crimes out of 124 crimes in total. 31 crimes were not reported. This means that only three out of four offences are likely to be reported and that the police may be unaware about an important part of crimes that occur in the communities they serve.
- The level of crime reporting is different for different categories of crimes/offences. The highest level of reporting was related to serious body injuries, burglaries from households, thefts of vehicles and misappropriations. The cases of blackmail/racket, theft of agricultural products or cattle, and cheating in trade were less frequently reported
- The survey results suggest that the level of crime reporting by urban victims is comparable to the level of crime reporting by rural victims. Hence, 22 (71%) out of 31 rural victims and 42 (76%) out of 55 urban victims reported the crimes to the police.
- During the focus group discussions about the reasons for non-reporting the crimes/offences it was revealed that the respondents tend to justify themselves about not reporting the offences by their distrust in police and doubts about its efficiency, by long and difficult bureaucratic procedures in place, as well as by their estimations regarding the value of the prejudice on the one hand and the time lost for solving the problem on the other hand.

CHAPTER 3. SECURITY AND SAFETY

Assessment of population perceptions regarding security, safety and delinquency levels aims to identify and classify the major concerns for which the police should find solutions, in population's opinion. The survey provides evidences regarding the differences in perceptions mentioned by different groups of population when assessing the level of security and safety, as well as in relation to the same concerns or categories of offences. The analysis of these perceptions and the way they are set, as well as their comparison with the real situation are the necessary tools for assessing the police activity efficiency.

It is well known that in many cases the public perceptions regarding crimes and fear of crimes does not correspond to the real level of crimes. International experiences of police activity surveys has demonstrated that sometime while crime rates are decreasing, people perceive that crime is on the increase. This discrepancy may be due to a number of factors. For example, it may be the result of inaccurate media reporting of crime, or poor communication from the police as to the real level of criminality. However, discrepancies may also be based upon personal experience of crime, or reflect contact with groups or situations that are threatening and undermine personal security.

3.1. Feeling of safety

To assess the population's feeling of safety, the respondents of the public opinion poll were asked how safe they feel themselves at home, on the street or in a public place, during the day and during the night, being suggested the following answer options: *fully safe, rather safe, rather unsafe, not safe at all*.

The survey results reveal that population has the highest level of safety at home during the day - 85.5% (90.2% in December 2013), and the lowest level of safety – in a public place during the night - 47.1% (54.2% in December 2013).

Besides, 14.1% (9.3% in Dec.2013) of respondents do not feel safe even at home during the daytime, and 49.6% (43.2 in Dec. 2013) of respondents do not feel safe in a public place.

In general, the level of unsafety feeling in a public place is much higher than the level of unsafety at home and increase almost two times during the night for all locations. The answers for these questions are presented in the chart 3.1.

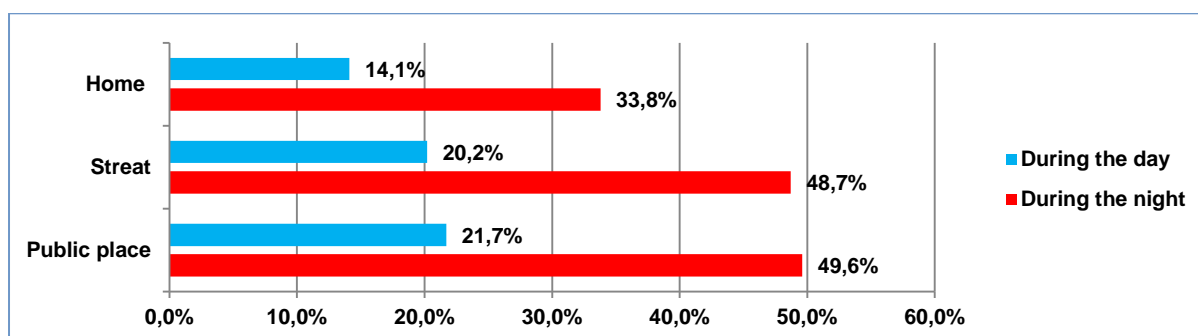


Chart 3.1 Feeling of unsafety during the day and night

Differences depending on social-demographic criteria

Urban-rural perspective:

- The feeling of safety at home among urban respondents is practically identical to the feeling of safety at home among rural respondents during the day time (86.7% urban, 84.6% rural) and during the night (67.5% urban, 65.3% rural)
- The feeling of safety on the street among rural respondents is higher than the feeling of safety of urban respondents, both during the day (81.3% rural, 76.5% urban), as well as during the night (52.8% rural, 44.6% urban).
- The feeling of safety in a public place among rural respondents is higher than the feeling of safety of urban respondents, both during the day (80.5% rural, 73.9% urban), as well as during the night (51.3% rural, 42.2% urban).

Language perspective. The Romanian speaking respondents registered a smaller level of safety feeling than the Russian speaking respondents at home, on the street and in a public place during day and during the night.

- at home during day - 83.6% (Romanian speakers) versus 93.0% (Russian speakers);
- at home during the night – 63.4% (Romanian speakers) versus 71.1% (Russian speakers);
- on the street during the day – 77.4% (Romanian speakers) versus 85.1% (Russian speakers);
- on the street during the night – 48.3% (Romanian speakers) versus 51.4% (Russian speakers);
- in a public place during the day – 76.5% (Romanian speakers) versus 80.5% (Russian speakers);
- in a public place during the night – 46.3% (Romanian speakers) versus 50% (Russian speakers).

As compared to the survey results from December 2013, the level of safety feeling registered a drop for all the categories of respondents.

3.2. Estimating the crime level

The respondents were asked to assess the level of crime in the locality (sector), rayon (municipality) and country, in general, using the following answer options – *very low*, *low*, *high*, and *very high*. The answers provided for these questions are presented in the chart 3.2.

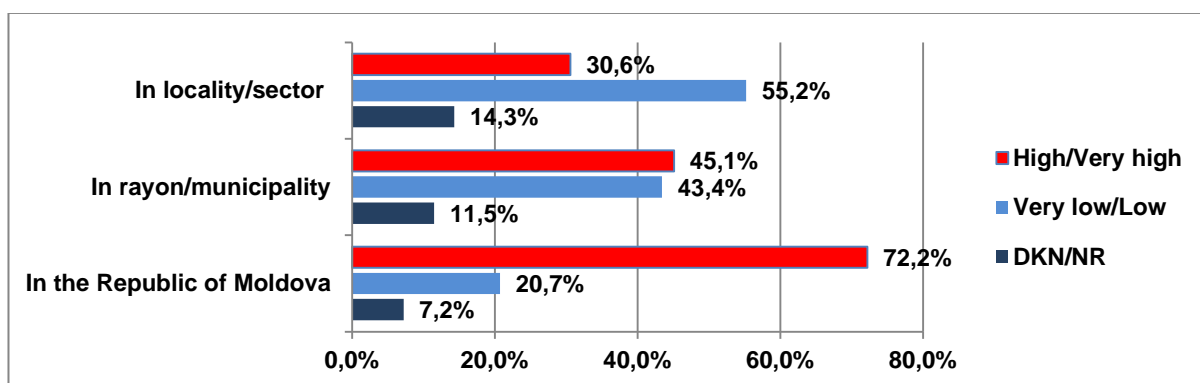


Chart 3.2 Estimations regarding the level of crime in the locality (sector), rayon (municipality), and country.
(Answers to question Q6 "How would you assess, in general, the level of crime in ...?")

According to public perception, the level of crime at the country level is higher than the level of crime at the level of rayon (municipality), and substantially higher than the level of crime in the locality (sector).

The differences in estimating the level of crime might be induced by several factors, among which the most important would be the quality of information about crime situation at different levels and the role of different means /sources (local/central) of information.

Similar trend was registered in comparative estimation of the level of crime at the national, rayon (municipal), and local (sector) level in the surveys conducted in 2013.

3.3. Concerns regarding the level of crime in the locality

For assessing the population concerns regarding the level of crime in their localities, the respondents of the public opinion survey were asked how worried they are about the level of crime in the locality they live in (Question Q7) and they had the following options for answer: *not worried*, *slightly worried*, *quite worried* and *very worried*.

		Not worried	Slightly worried	Quite worried	Very worried	DNK/NR
Total		13,5%	40,7%	35,0%	8,9%	1,8%
Gender	Male	15,4%	44,5%	28,5%	8,8%	2,8%
	Female	12,0%	37,5%	40,5%	9,0%	1,0%
Age	18-29 years old	15,3%	39,6%	37,3%	5,7%	2,1%
	30-44 years old	10,2%	47,0%	31,7%	9,7%	1,3%
	45-64 years old	12,4%	41,8%	35,1%	9,6%	1,1%
	65 +	16,5%	33,9%	36,1%	10,7%	2,9%
Education	Secondary incomplete. or no educ.	15,7%	37,6%	36,6%	8,5%	1,6%
	Secondary	14,9%	41,0%	36,3%	6,4%	1,3%
	Secondary vocational	12,3%	37,3%	35,8%	12,0%	2,6%
	Higher ed. incl. college	12,1%	44,7%	32,5%	8,8%	1,8%
Language of communication	Romanian /Moldovan	15,2%	42,3%	33,2%	8,0%	1,3%
	Russian	7,6%	34,8%	41,7%	12,1%	3,7%
Socio- economic level	Low level	17,7%	34,8%	36,9%	8,2%	2,4%
	Medium Level	14,4%	40,9%	35,6%	7,5%	1,6%
	High level	9,8%	44,8%	33,1%	10,7%	1,6%
Area	Urban	6,6%	41,0%	38,5%	11,1%	3,0%
	Rural	19,5%	40,5%	32,1%	7,1%	0,9%

Table 1 Worry about crime level in the locality (How worried are you about the level of crime in the locality/rayon?)

In total, 8.9% (13.9% in December 2013) of the public opinion poll respondents mentioned that they *are very worried* about the level of crime in their locality and 35.0% (35.6% in December 2013) of respondents declared that they are *quite worried*, as compared to 40.7% (33.3% in December 2013) of respondents who mentioned that they are *slightly worried* and 13.5% (14.9% in December 2013) of respondents who mentioned that they *are not worried*.

This means that an important part of respondents - 43.9% (49.5% in December 2013) - is *very worried* or *quite worried* about the crime situation in their locality. At the same time, it was noted that the level of concern with the crime situation in the locality decreased as compared to the results of the survey carried out in December 2013.

The survey revealed that the level of concern about the crime situation varies among the respondents from different social-economic, geographic and demographic groups (see table 3.1): The most important differences are the following:

Urban-rural variances. There is a higher number of urban respondents who are *quite worried* or *very worried* about the level of crime in their locality (49.6%) as compared to rural respondents (39.2%). When comparing the data with the results from December 2013, it may be noted that the worry level of urban respondents decreased (from 59.4% to 49.6%), while the worry level of rural respondents practically remained the same (39.2% in 2015 as compared to 40.8% in 2013).

Language variances. The percentage of those who are *quite worried* or *very worried* about the level of crime is higher among Russian speakers (49.6%) than Romanian speakers (39.2%). As compared to the survey results from December 2013 the level of concern of Russian speakers decreased by 12.2% (from 61.8% to 49.6%), and the level of concerns of Romanian speakers decreased by 5.6% (from 44.8% to 39.2%).

Gender variances. The percentage of female respondents who are *quite worried* or *very worried* about the level of crime in their locality is higher (49.5%) than the percentage of male respondents (37.3%). As compared to the survey results from December 2013 the level of concern of female respondents decreased by 4% (from 53.5% to 49.5%), and the level of male respondents decreased by 7.5% (from 44.8% to 37.3%).

3.4. Concerns regarding certain groups

People tend to associate threats of crime and disorder with some specific groups. Knowing which groups cause the greatest concern to local residents is helpful in selecting and designing crime prevention initiatives that better respond to people's concerns.

The respondents to the public opinion survey were asked to what extent they are worried about the following groups of people in their district: drunks, persons released from prison, tramps and beggars, drug users, drug sellers and youth gangs. The responses to this question are presented below in chart 3.3.

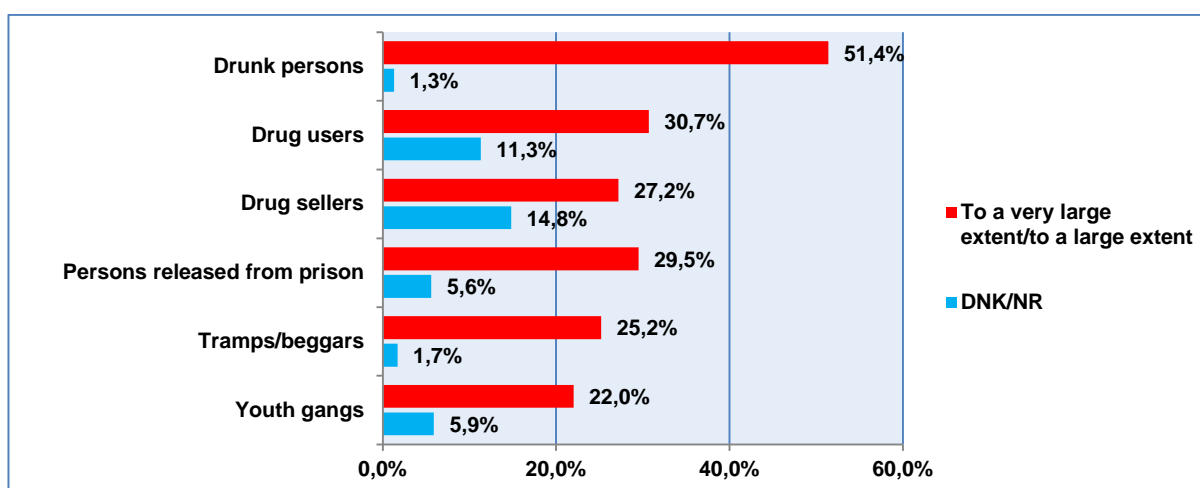


Chart 3.3 Level of concern about certain groups/phenomena
(Q8: To what extent the following phenomena represent currently a problem for your locality?)

The survey results reveal that the drunken persons represent the group with the highest level of concern for the population. Hence, 51.4% of respondents consider that this phenomenon represents to

a large extent or to a very large extent a problem for their district, followed by drug users (30.7%), persons released from prison (29.5%), drug sellers (27.2%), tramps/beggars (25.2%) and youth groups (22.0%).

The survey proved that the opinion regarding the mentioned groups/phenomena varies, in certain cases substantially, between respondents from different geographic, demographic and socio-economic groups.

For example, the drunk persons are considered to be a problem for their locality by 57.0% of female respondents, as compared to 44.5% of male respondents; by 58.2% of Russian speakers as compared to 49.4% of Romanian speakers; by 55.0% of respondents with high level of living as compared to 48.2% of respondents with low level of living; by 60.7% of urban respondents as compared to 43.2% of rural respondents.

Drug users are considered to be a problem for their locality by 40.3% of respondents with higher level of education as compared to 22.4% of respondents with secondary incomplete or no education, by 44.6% of Russian speakers as compared to 26.8% of Romanian speakers, by 19.9% of respondents with low socio-economic level as compared to 43.2% of respondents with high socio-economic level, by 50.7% of urban respondents as compared to 13.8% of rural respondents.

To large extent similar concerns were registered in relation to drug sellers. They are considered to be a problem for their locality by 43.5% of respondents with higher level of education as compared to 19.6% of respondents with secondary incomplete or no education, by 38.8% of Russian speakers as compared to 24.0% of Romanian speakers, by 16.6% of respondents with low socio-economic level as compared to 37.4% of respondents with high socio-economic level, by 45.1% of urban respondents as compared to 12.0% of rural respondents.

Persons released from prisons are considered to be a problem for their locality by 35.4% of Russian speakers as compared to 27.9% of Romanian speakers, by 23.1% of respondents with low socio-economic level as compared to 34.7% of respondents with high socio-economic level, by 40.2% of urban respondents as compared to 20.4% of rural respondents.

Tramps/beggars are considered to be a problem from their locality by 39.0% of urban respondents as compared with 13.6% of rural respondents.

Youth gangs are considered to be a problem for their locality by 32.8% of urban respondents as compared by 12.9% of respondents of rural respondents.

An important indicator when measuring the level of population concern for some groups of people who represent a problem for their locality is the level of expressing an opinion about the respective problem. The survey data revealed that the problem of drunken persons is well known and that the public opinion in this respect is rather well set (only 1.3% of *DNK/NR answers*). A comparable situation is registered for formulation of opinion regarding the beggars/homeless people (1.7% of *DNK/NR answers*). On the other hand, 14.8% of respondents did not express an opinion regarding the drug sellers and 11.3% did not express an opinion about the drug users.

3.5. Concerns regarding certain offences

The public opinion poll has measured as well the population concerns regarding some offences, which were considered to be widely spread and which could influence the feeling of safety and the delinquency situation in the locality. The results of this measurement are presented in chart 3.4.

The survey results show that the highest level of population concern is registered in relation to the traffic rules violations, drunk driving, verbal abuse, the big number of alcohol dependents and robberies from households.

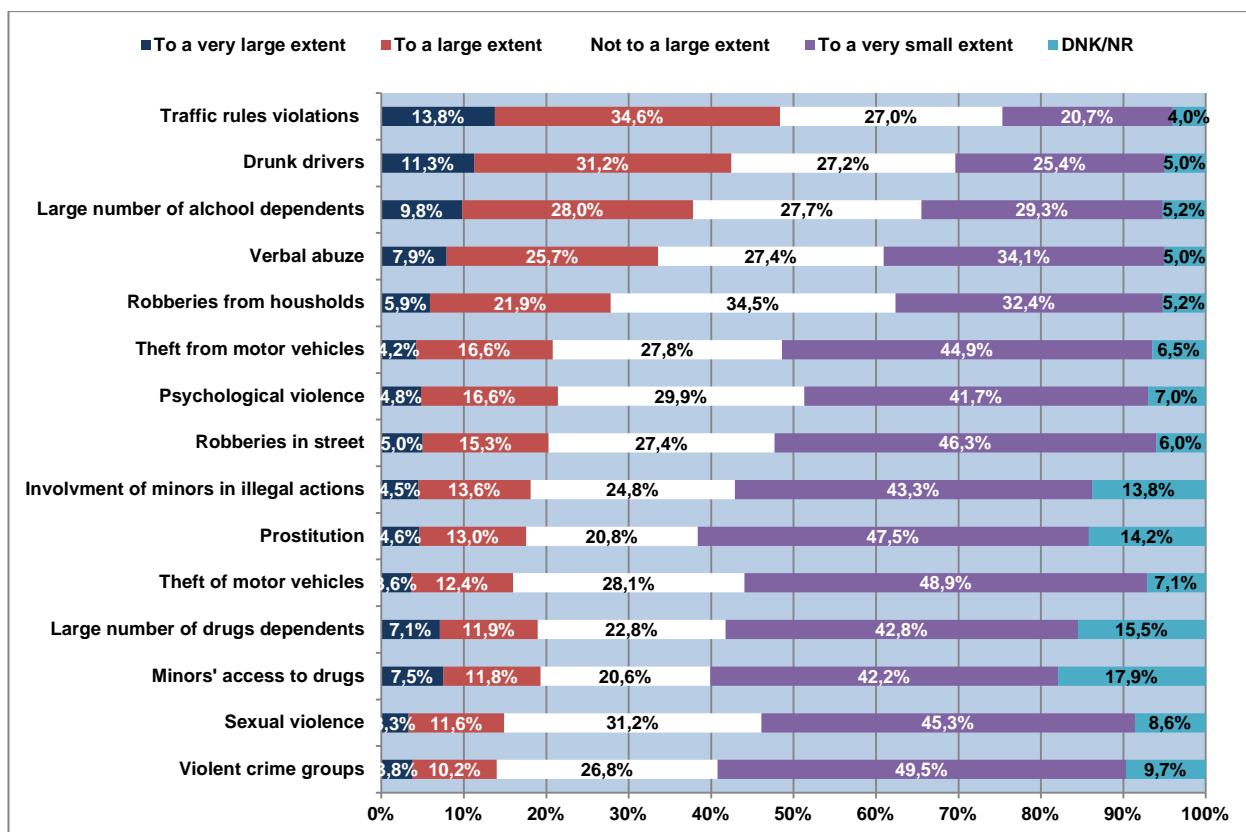


Chart3.4 Level of concern regarding certain offences (Q9: To what extent the following offences represent a problem for your locality?)

The survey data show that the concerns about the offences in the locality vary, sometimes substantially, among the respondents from different demographic groups. For instance:

- violation of road traffic rules is considered to be a problem for the locality *to a big extent* and *to a very big extent* by 62.3% of urban respondents, as compared to 53.4% of rural respondents.

- drink driving is considered to be a problem for the locality *to a big extent* and *to a very big extent* by 56.7% of urban respondents, as compared to 30.4% of rural respondents; by 51.2% respondents with higher education as compared to 34.0% respondents with incomplete secondary education or no education; by 47.8% of female respondents as compared to 36.1% of male respondents.

- verbal abuse is considered to be a problem *to a big extent* and *to a very big extent* by 47.7% urban respondents, as compared to 21.9% rural respondents; by 40.9% of respondents with high socio-economic level, as compared to 27.1% of respondents with low socio-economic level.

- large number of alcohol dependents is considered to be a problem *to a big extent* and *to a very big extent* by 50.3% of urban respondents, as compared to 27% of rural respondents;

- sexual violence is considered to be a problem *to a big extent* and *to a very big extent* by 32.1% of respondents with high socio-economic level, as compared to 9.3% of respondents with low socio-economic level, by 20.4% of respondents with higher education as compared to 9.9% of respondents with secondary incomplete or no education, by 23% of urban respondents as compared to 8.0% of rural respondents;

- psychological violence is considered to be a problem *to a big extent* and *to a very big extent* by 31.0% of respondents with high socio-economic level, as compared to 12.9% of respondents with low socio-economic level, by 20.6% of respondents with higher education as compared to 12.8% of respondents with secondary incomplete or no education, by 33.7% of urban respondents as compared to 10.9% of rural respondents;

- sexual violence is considered to be a problem *to a big extent* and *to a very big extent* by 32.1% of respondents with high socio-economic level as compared to 9.3% of respondents with low socio-economic level, by 20.4% of respondents with higher education as compared to 9.9% of respondents with secondary incomplete or no education, by 23% of urban respondents as compared to 8.0% of rural respondents;

- robberies from households are considered to be a problem *to a big extent* and *to a very big extent* by 34.0% of respondents with high socio-economic level as compared to 21.2% of respondents with low socio-economic level, by 39.1% of urban respondents as compared to 18.4% of rural respondents;

- thefts from vehicles are considered to be a problem *to a big extent* and *to a very big extent* by 36.1% of urban respondents as compared to 7.7% of rural respondents;

- thefts of vehicles are considered to be a problem *to a big extent* and *to a very big extent* by 27.0% of urban respondents as compared to 6.6% of rural respondents;

- large number of drug dependents are considered to be a problem *to a big extent* and *to a very big extent* by 34.3% of urban respondents as compared to 5.9% of rural respondents;

- minors' access to drugs is considered to be a problem *to a big extent* and *to a very big extent* by 32.9% of respondents with high socio-economic level as compared to 10.2% of respondents with low socio-economic level, by 26.3% of respondents with higher education as compared to 9.7% of respondents with secondary incomplete or no education, by 34.7% of urban respondents as compared to 6.3% of rural respondents;

- involvement of minors in illegal activities is considered to be a problem *to a big extent* and *to a very big extent* by 28.6% of respondents with high socio-economic level as compared to 9.5% of respondents

with low socio-economic level, by 26.8% of respondents with higher education as compared to 10.7% of respondents with secondary incomplete or no education, by 30.9% of urban respondents as compared to 7.4% of rural respondents;

- prostitution is considered to be a problem *to a big extent* and *to a very big extent* by 27.3% of respondents with high socio-economic level as compared to 10.2% of respondents with low socio-economic level, by 24.1% of respondents with higher education as compared to 10.0% of respondents with secondary incomplete or no education, by 30.7% of urban respondents as compared to 6.4% of rural respondents;

- robberies in street are considered to be a problem *to a big extent* and *to a very big extent* by 33.7% of urban respondents as compared to 9.0% of rural respondents.

Developments over time

Comparing the results of this survey with those obtained in the survey conducted in November 2013, a small drop is registered for the level of concern regarding the majority of crimes/offences.

The most important differences were registered for the categories of “drunk drivers” (-6.6%), “verbal abuse” (-5.3%) and “violation of road traffic rules” (-5.1%).

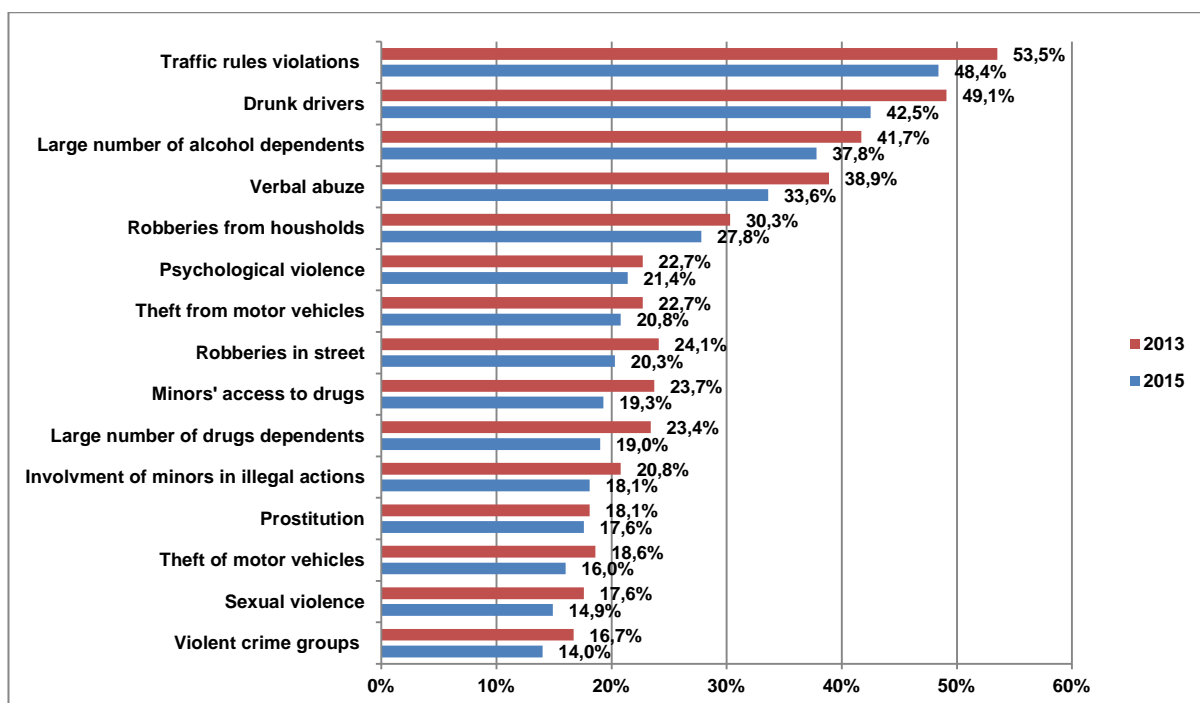


Chart3.5 Level of concern regarding certain offences (to a big extent and to a very big extent) in the surveys conducted in December 2013 and November 2015

3.6. Findings

- The population has the highest feeling of safety at home during the day - 85.5% (90.2% in December 2013), and the lowest feeling of safety – in a public place during the night - 47.1% (54.2% in December 2013). On other part, 14.1% (9.3% in Dec.2013) of respondents do not feel safe even at home during the daytime, and in a public place 49.6% (43.2 in Dec. 2013) of respondents do not feel

safe. As compared to the survey results from December 2013, the level of safety feeling registered a decrease.

- In public perception the level of crime at the country level, in general, is higher than the level of crime registered at the level of rayon (municipality), and substantially higher than the level of crime in the locality (district). Similar trend was registered in comparative estimation of level of crime at the national, rayon (municipal), and local (sector) level in the surveys conducted in 2013.
- Similar to the surveys conducted in 2013 the population was less certain to express its opinion regarding the crime level in rayon/municipality (11.5% of DNK/NR answers) and level of crime in their locality (14.3% of DNK/NR answers) than the level of crime at the national level. The differences emerged in the estimation of level of crime might be induced by a number of factors, among which the most important would be the level and the quality of information about the crime situation at different levels and the role of different sources (local/central) of information about the crime situation.
- An important part of respondents 43.9% (49.5% in December 2013) are *very worried* or *quite worried* about the crime situation in their locality. At the same time, it was observed that the level of concern about the crime situation in the locality decreased as compared to the results of the survey carried out in December 2013.
- The percentage of urban respondents who are *quite worried* or *very worried* about the level of crime in their locality is higher (49.6%) than the percentage of rural respondents (39.2%). When comparing the data with the results from December 2013, it may be noted that the worry level of urban respondents decreased (from 59.4% to 49.6%), while the worry level of rural respondents remained at the same level (39.2% in 2015 as compared to 40.8% in 2013).
- The percentage of those who are *quite worried* or *very worried* about the level of crime is higher among Russian speakers (49.6%) than Romanian speakers (39.2%). As compared to the survey results from December 2013 the level of concern of Russian speakers decreased by 12.2% (from 61.8% to 49.6%), and the level of concerns of Romanian speakers decreased by 5.6% (from 44.8% to 39.2%).
- The survey results reveal that the drunks represent the group with the highest level of concern for the population. Hence, 51.4% of respondents consider that this phenomenon represents *to a large extent* or *to a very large extent* a problem for their district.
- The survey results reveal that regarding certain offences that represent a problem for the locality the highest level of population concern is registered in relation to the traffic rules violations (1), drunk driving (2), verbal abuse (3), the big number of alcohol dependents (4) and robberies from households (5).

CHAPTER 4. PERCEPTIONS REGARDING PUBIC-POLICE CONTACTS

This chapter analyzes the level and nature of contacts between public and police, as well as public perception regarding police performance and quality of provided services. That's because the quantity, quality and effects of contacts between public and police determine public perceptions regarding police and influences the willingness citizens to become more involved in identifying and solving community safety problems in partnership with the police.

In order to assess the level and nature of contacts with the police, the public opinion survey respondents were asked to specify the frequency of contacts with the police subdivisions, the level and reasons for those contacts, to evaluate the police behaviour during contacts, as well as to provide their perceptions, attitudes and feelings for different police subdivisions.

4.1. Frequency and point of contact

Respondents to the public survey were asked if they had contacts in the past 12 months with any of the following subdivisions: Police Inspectorate (Commissariat), District Police, Patrolling Police, Border Police and Fire and Rescue Service. In order to obtain a more accurate picture related to the Border Police the option "Custom Service" has also been included as it was the case for some previous questions.

The total of 351 respondents (31.7%) out of 1109 participants to the public survey had contacts with the police over the last year. It means, the average frequency of public-police contacts over the last 12 months preceding the survey was **317** people per 1000 respondents. The structure of the contacts:

- 266 respondents (24%) had contacted the police on their own initiative
- 194 respondents (17.5%) had been contacted by the police (*responses to Q29 and Q25*)

*In 2013, the total of 280 respondents (23.1%) those interviewed in the context of the survey of public opinion, 280 respondents (23.1%) have had contacts with the police over the last year preceding the survey. It means the average frequency of public - police contacts had been **231** people per 1000 respondents.*

The structure of contacts per contacted subdivision is detailed below in Chart 4.1. The chart shows that the most frequent contacts between police and public are at the level of Border Police (16.3% of respondents have had such contacts at least once during the previous 12 months) and District Police (13.3%), followed by contacts with Patrolling Police (9.6%) and Police Inspectorate (8.7%). The lowest frequency of contacts was recorded in relation to the Fire-fighters and Rescue Service (2.3%).

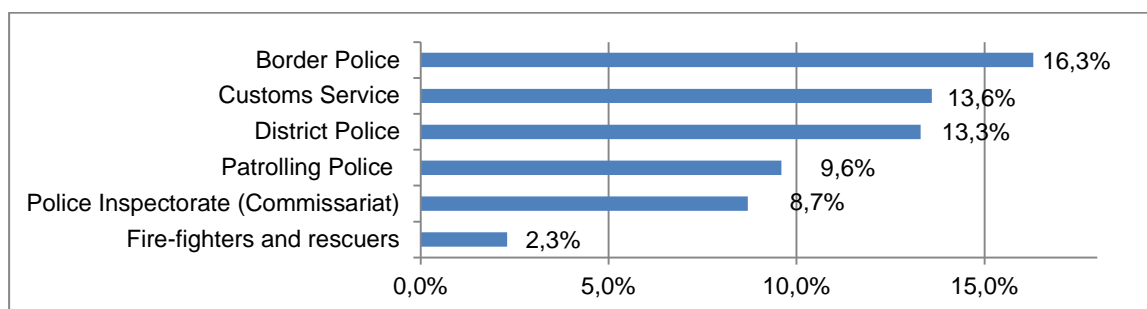


Chart 4.1 Frequency contacts with Police subdivisions
(Q. 29: have you had contacts over the last 12 months with ...?)

Demographic, geographic and socio-economic variances

The analysis of survey data revealed several differences in the frequency of public-police contacts based on geographic, demographic and socio-economic criteria. The most important of these variances are as follows:

- The frequency of public-police contacts in urban areas was higher than in rural areas for all police subdivisions: for Border Police - 23.6% in urban area versus 10.1% in rural area, for Police Inspectorates - 12.0% versus 6%, for District Police - 17.3% versus 10.1%, for Patrolling Police - 13.6% versus 6.2%, for Fire and Rescue Service - 4.6% vs. 0.3%.
- The respondents from the age group of 18-29 years old have had more contacts with the police than respondents from other age groups. The respondents from this particular age group have contacted more frequently the following police subdivisions: Border Police (26.1% vs. average frequency of 16.3%), Patrolling Police (14.0% as compared to the average frequency of 9.6%) and District Police (18.3% vs. average frequency of 13.3%).
- The respondents from the age group of 30-44 years old and 45-64 years old have had relatively proportionally distributed contacts with all police subdivisions, while respondents from the age group of 65+ years old have had very rare contacts with the police.
- The respondents with high social-economic level have had more contacts with all police subdivisions as compared to respondents with medium or low social-economic level: with Police Inspectorates - 12.7% as compared to 5.3% and 6.2%, with District Police - 14.7% versus 13% and 11.9%, with Patrolling Police - 16.2% as compared to 7.6% and 2.8%, with Border Police - 26.6% as compared to 14.1% and respectively 4.8%.
- Respondents with higher education have had more contacts with all police subdivisions as compared to respondents with lower level of education: with Police Inspectorates - 13.4% versus average of 5.4%, with District Police - 16.2% as compared to the average of 13.3%, with Patrolling Police - 16.4% as compared to the average of 9.6%, with Border Police - 24.9% as compared to the average of 16.3%.

Developments over time

Comparative analysis of data surveys carried out in December 2013 and November 2015 indicate the following:

- The frequency of contacts with police has increased substantially from 280 up to 351 contacts per 1000 respondents per year.
- The most significant increases of the frequency of contacts have been registered in relation to Border Police (from 7.2% of respondents who have had contacts with Border Police in 2013 up to 16.1% of respondents in 2015) and Patrolling Police (from 5% in 2013 up to 9.6% in 2015).
- The differences in the frequency of public-police contacts based on geographic, demographic and socio-economic problems were largely identical. Thus, the frequency of contacts in urban areas was higher than the frequency of contacts in rural areas, and the respondents from the age group of 18-29 years old, with higher social-economic level and those with higher

educational level have had more contacts with the police than respondents from other age groups, social-economic level and educational groups.

Over the past 12 months have you had to deal /contacts with at least one of the following..?				
	2013 (1212 respondents)		2015 (1109 respondents)	
	Nr	%	Nr	%
Police Inspectorate (Commissariat)	84	6.9%	97	8.7%
District Police (Officer)	156	12.9%	148	13.3%
Patrolling Police	60	5.0%	106	9.6%
Border Police	87	7.2%	181	16.3%
Customs Service	-	-	151	13.6%
The Fire-fighters and Rescue Service	21	1.7%	25	2.3%

Table 4.1 Frequency of contacts and the contact point in the polls in December 2013 and November 2015.

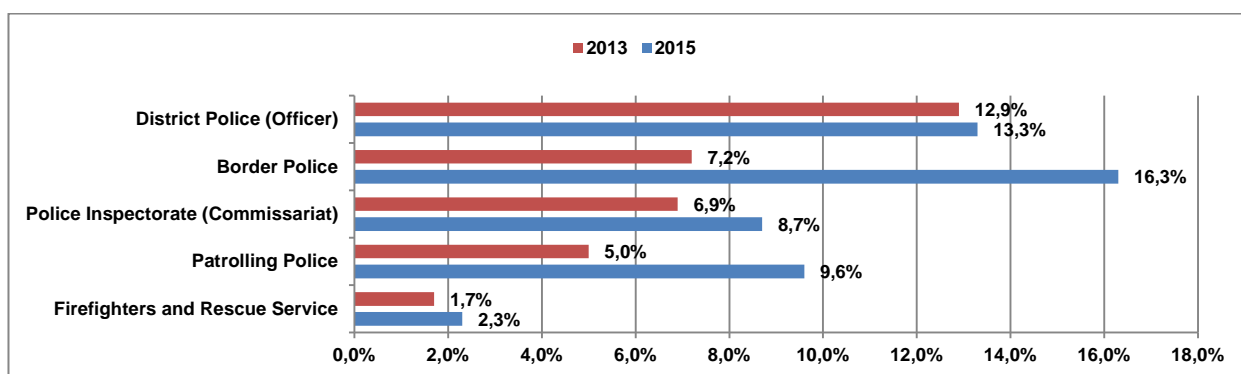


Chart 4.2 Evolution of contact frequency. Comparing the answers to the question "have you contacted in the last 12 months with ...?" registered in the survey carried out in December 2013 and November 2015.

4.2. Reasons for contacts

Respondents to the public survey, who have contacted the police over the last 12 months, were then asked to indicate the reason for their last contact from a list of 10 options. Responses to this question are presented below in Table 4.2.

	If Yes, what was the reason to contact / to be contacted last time?									
<i>Data in %</i>	To report a crime, or to report someone in which you or someone in your household was the victim	To report a crime, of which someone else was the victim	To report any kind of disturbance, nuisance or disorder	To report that you had lost something (including animals)	To report that you have found something (including animals)	To report any other type of problems or difficulties	To receive any sort of advice or information	Policeman has called, stopped, asked	For any other reasons	99. NS/NR
Police Inspectorate	31.1	12.8	8.4	1.6		9.0	6.8	23.3	2.3	3.1
District Police	29.0	10.4	19.5	6.3	1.2	7.7	4.4	14.1	5.2	2.2
Patrolling Police	3.7	10.1	5.3	3.7	2.7	3.4	4.7	66.5		
Border Police	1.8	4.7	5.8	1.4	0.4	1.9	12.1		71.9	
Customs Service	1.2	6.4	6.8	1.6	1.6	0.9	12.4		69.2	
The Fire and Rescue Service	4.3	17.1	29.6	5.7	6.3	25.7		9.1	2.0	

Table 4.2. Reasons for contacting the police subdivisions (responses to question Q.30).

These findings indicate that the most important reason for the public to contact police, over the past 12 months, was to report a crime that has been committed against the respondent or one of his/her relatives.

On the other hand, most of the police-initiated contacts were those with Patrolling Police (66.5% of contacts with Patrolling Police), followed by contacts with Police Inspectorate (23.3%) and District Police (14.1%).

The survey results indicate that the number of respondents who contacted the police for advice or information is quite small, which might suggest that the police are not considered as a source of information to the public. This reason was mentioned for 6.8% of contacts with Police Inspectorate, 4.4% of contacts with the District Police, 4.7% of contacts with Patrolling Police and 12.1% of contacts with Border Police.

4.3. Public satisfaction with the results of contacts

Public satisfaction with the results of contacts with the police during both public-initiated and police-initiated contacts is an important factor that creates public attitude towards the police, influences the public willingness to turn to the police for assistance and public willingness to cooperate with the police.

Respondents to the public survey were asked whether they were satisfied with the police response during the last contact and had the choice to respond by *Yes* or *No*.

	Q32. Were you satisfied with the police response on the last occasion?			
	Yes		Not	
	Nr	%	Nr	%
1. Police Inspectorate (Commissariat)	59	61.3%	38	38.7%
2. District Police/ Officer	95	64.3%	53	35.7%
3. Patrolling Police	66	62.0%	40	38.0%
4. Border Police	166	92.0%	15	8.0%
5. Customs Service (control of goods)	130	86.1%	21	13.9%
6. The Fire and Rescue Service	23	90.4%	2	9.6%

Table 4.3 Level of public satisfaction with police response (Q32)

The survey data indicate that the level of public dissatisfaction with responses provided by the personnel of some police subdivisions is quite important. Thus, 38.7% of those who had contacts with the Police Inspectorate personnel over the last 12 months remained dissatisfied with the answers provided during the last contact. A similar proportion of respondents remained dissatisfied with the answers provided by Patrolling Police (38.0%) and District Police (35.7%) personnel during the last contact.

On the other part, the level of public dissatisfaction with responses provided by Border Police and Rescue Service personnel was much smaller. Only 8.0% and, respectively, 9.6% of those who had contacts with these subdivisions over the last 12 months remained dissatisfied with provided answers.

Reasons for dissatisfaction with answers provided by police personnel

Respondents who were dissatisfied with answers provided by police personnel indicated the following reasons:

In relation to Police Commissariat /Inspectorates, the most significant dissatisfactions were due to perceptions that the Police were not interested (56.0%), Police did too little (43.0%) and Police took no action (24.8%).

In 2013, in relation to Police Commissariat /Inspectorates, the dissatisfactions were due to the perceptions that respondents were not treated well by Police (50.3%), Police did too little (45.6%), Police were not interested (40.9%), Police were very slow in response (37.4%), and took no action (28.9%).

In relation to the District Police, the dissatisfactions resulted from perceptions that the Police did too little (37.4%), showed no interest (35.9%), took no action (25.0%), did not catch the offender (24.7%), were slow in responding (22.1%), and the respondent was not treated well by Police (19.2%).

In 2013, in relation to the District Police, the dissatisfactions were due to the perceptions that Police did too little (48.4%), showed disinterest (31.2%), the respondent was not treated well (28.7%), Police took no action (28.6%), was slow in response (25.7%), did not catch the offender (21.6%), and did not inform about progress (16.5%).

In relation to the Patrolling Police, the dissatisfactions were related to the perceptions that the respondents were not treated well (54.0%), the Police did too little (27.9%) and were not interested (27.5%).

In 2013, in relation to the Patrolling Police, the dissatisfactions were related to perceptions that the respondents were not treated well (35.8%), the Police did too little (31.6%), were slow in response (23.7%), showed no interest (23.4%) and other reasons (20.4%).

The number of those dissatisfied with the answers provided by Border Police and Fire and Rescue Service was very small for an analysis of reasons.

The results from the public survey demonstrate that the most important dissatisfactions, in absolute values, regarding contacts between public and police are related to public perceptions that the police was not interested, did too little and did not treat well the respondent.

The quality of services provided by police subdivisions was also assessed through the analysis of answers to the question: *"On the last occasion that you contacted the police, did you feel that they answered your questions adequately?"* (Table 4.4)

On the last occasion that you contacted the police, did you feel that they answered your questions adequately?										
	Yes		Probably yes		Probably not		Not		Don't know	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
Police Inspectorate (Commissariat)	35	36.5%	23	23.8%	11	11.6%	21	21.4%	7	6.8%
District Police/ Officer	49	33.3%	37	24.7%	18	12.1%	31	20.9%	13	9.0%
Patrolling Police	36	33.9%	31	29.1%	12	11.3%	21	19.9%	6	5.7%
Border Police	92	50.8%	65	36.1%	14	7.6%	5	2.8%	5	2.8%
Customs Service (control of goods)	81	53.6%	41	27.0%	10	6.5%	15	10.2%	4	2.6%
The Fire and Rescue Service	9	34.3%	13	51.4%	4	14.3%				

Table 4.4 Answers to the question Q34: "On the last occasion that you contacted the police, did you feel that they answered your questions adequately?"

The survey data indicate that 33% of respondents considered as inadequate the answers provided by Police Inspectorates personnel, 33% the answers provided by District Police personnel, 31.2% - Patrolling Police personnel and 10.4% of respondents considered that the answers provided by Border Police personnel were inadequate.

4.4. Police behaviour during contacts with the public

Participants to the public opinion survey were asked to answer if during their contacts with the police over the last 12 months, it happened that the police have: a) *not responded to the request for help*; b) *violated the law*; c) *used unnecessary physical force*; d) *stopped, arrested without any reason*. (Q35)

The survey data shows that 5.5% of respondents considered that the Police DID NOT respond to the request for help. Respectively, 44 respondents (16.5%) out of 266 who contacted police on their own initiative (or out of 351 respondents who had contact with the police in general - 14.5%) over the last year have not received the help of the police, despite the fact that they requested it. (see Table 4.5.)

In the survey conducted in December 2013 4.5% of all respondents and 17.5% of respondents who contacted the police over the last 12 months declared that the Police *DID NOT respond to the request for help*. Respectively, 54 persons out of 1212 respondents have not received the help from police, though they requested.

The survey data indicate that 5.4% of respondents considered that the Police *violated the law* (the interpretation of '*violated the law*' was not specified by/for respondents) and 20.8% of respondents were not able to specify whether the police has exceeded their powers or not. 4.3% of respondents have accused police of stop/arrest, while 20.0% of respondents were not able to specify whether their detention was justified or not.

In 2013 4.3% of respondents said that the Police *had violated the law*, and 7.7% of those polled did not know to answer whether the police has exceeded their powers or not; 2.9% of respondents have accused police of unjustified detention, while 5.8% of all respondents did not know how to respond if their detention was justified or not.

In any contact with you during the last 12 months, have the police...	Yes	No	I don't know
..not responded to your request for help?	5.5%	74.5%	20.0%
..violated the law?	5.4%	73.8%	20.8%
..used unnecessary physical force against you or anyone in your household?	1.0%	79.1%	19.9%
..stopped, arrested without any reason?	4.3%	75.7%	20.0%

Table 4.5 Perceptions regarding police response (answers to question Q. 35)

Regarding to the use of physical force, only 1.0% (1.4% in 2013) of respondents declared that the *police used force, although it was not necessary*. The small number (11 answers out of 1109 respondents) of respondents who have made such accusations regarding police might suggest that this phenomenon is rather not widespread.

Developments over time. The answers to this question were not substantially different as compared to those from the survey carried out in December 2013.

Respondents who have contacted the police over the last year were asked to assess how they were treated by the police. As shown in Table 4.6, the positive perceptions '*with attention and sympathy*' or

'with some attention' prevails for all subdivisions, as compared to negative perceptions 'with indifference', 'with irritation' and 'with hostility'.

Thus, the positive perceptions for Police Inspectorates scored 52.6%, for District Police – 66.1%, for Patrolling Police - 62.9%, for Border Police – 79.2% and Fire-fighters and rescuers – 75.2%.

On the other part, more than 40% of the respondents rated negatively the behaviour of police personnel during the contacts with Police Inspectorates, more than 31% with the District Police, 37% with Patrolling Police, and 20.8% with Border Police.

	Q. 31 How did they treat you on the last occasion...?											
	With attention and sympathy		With some attention		With indifference		With irritation		With hostility		Don't know/NR	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1. Police Commissariat	16	16.9%	34	35.5%	31	31.9%	6	6.4%	2	2.5%	7	6.9%
2. District Police/ Officer	39	26.1%	62	42.0%	31	21.1%	8	5.5%	7	4.7%	1	, 7%
3. Patrolling Police	12	11.5%	55	51.4%	26	24.1%	9	8.4%	5	4.6%		
4. Border Police	61	33.5%	83	45.7%	22	12.3%	5	2.8%	10	5.7%		
5. Customs Service	44	29.2%	69	46.0%	22	14.7%	7	4.7%	8	5.3%		
6. The Fire and Rescue Service	4	16.9%	15	58.3%	5	19.4%	1	5.5%				

Table 4.6 Behaviour of police officers from different subdivisions (answers to question Q.31)

4.5. Public attitude during public-police contacts

In the previous chapters, it was found that the public has relatively little confidence in the most of police subdivisions. To explore the issue, respondents were asked to indicate which of the following feelings - *trust*, *respect*, *sympathy*, *antipathy*, *fear* or *annoyance* – they had during contacts with the police. (Q15)

Surprisingly, most of the respondents mentioned positive feelings such as *trust* or *respect* (see Chart 4.3). That's even the same respondents indicated in their answers to other questions that they don't really have confidence in the police.

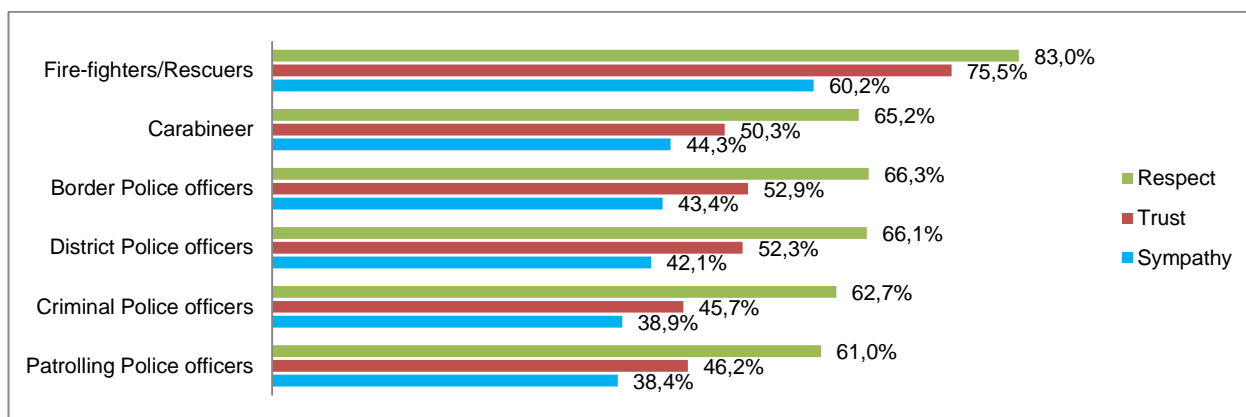


Chart 4.3 Positive feelings during contacts with police subdivisions. (Q15)

Chart 4.3 highlights that the highest level of trust, respect and sympathy was expressed for the Rescuers/fire-fighters and a lower level of trust, respect and sympathy was observed in relation to

Patrolling Police officers and Criminal Police officers. In relation to all subdivisions the level of sympathy is lower than the level of trust, and the level of trust is lower than the level of respect.

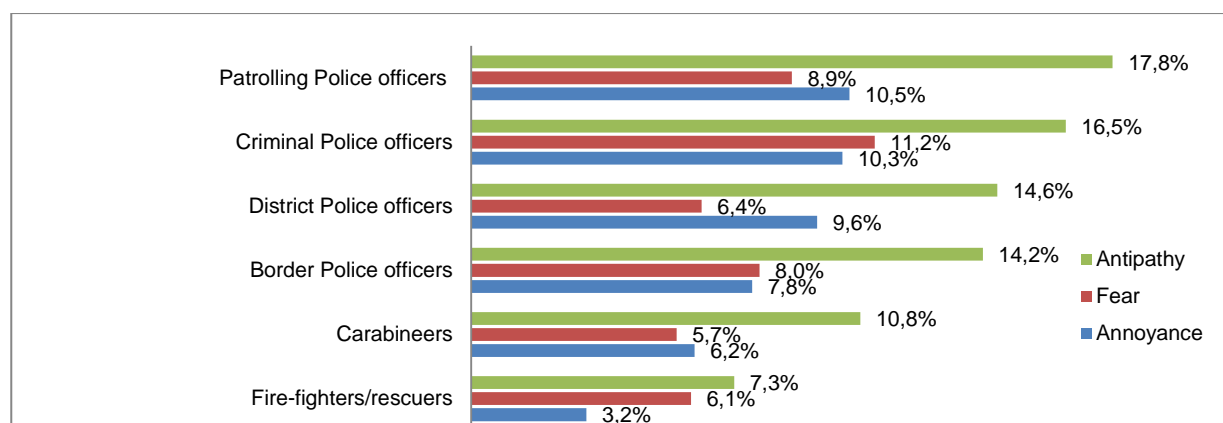


Chart 4.4 Negative feelings of respondents during contacts with police subdivisions (Q15)

None of the police subdivisions can enjoy the lack of negative attitudes, although such feelings are less significant or not significant at all for some subdivisions. The highest level of antipathy was observed in relation to Patrolling Police officers (17.8%), followed by Criminal Police officers (16.5%), District Police officers (14.6%) and Border Police officers (14.2%).

The feeling of fear is smaller than the feeling of antipathy and has a different structure depending on subdivisions. Thus, the highest level of antipathy was observed in relation to Criminal Police officers (11.2%), followed by Patrolling Police officers (8.9%) and Border Police officers (8.0%). The level of fear in relation to the District Police, the Carabineers and the Rescuers/fire-fighters was almost identical (6.4%, 5.7% and 6.1%)

The feeling of annoyance was higher in relation to Patrolling Police officers (10.5%), Criminal Police officers (10.3%), and District Police officers (9.6%) and was smaller in relation to the Border Police officers (7.8%), the Carabineers (6.2%) and Fire-fighters/Rescuers (3.2%).

From the geographical prospective, more respondents from rural areas have positive feelings for police as compared to respondents from urban areas. For example, 52.8% of respondents from rural areas said that a feeling of trust prevailed in contacts with the police, while only 47.2% of rural respondents shared the same opinion.

53.5% of respondents from rural areas had a feeling of sympathy for the police during contacts as compared to 45.5% of urban respondents. The ratios were reversed for negative feelings such as anger - 57.1% of urban respondents declared that they had a feeling of annoyance when they had to deal with the police, as compared to 42.9% of respondents in rural areas.

From educational prospective, respondents with higher education, professional and secondary education expressed more respect and sympathy for the police than respondents with secondary incomplete or no education. Thus, the police enjoy the sympathy of 20.5% of respondents with secondary incomplete or no education and 33.4% of respondents with higher education.

4.6. Public perception regarding specific police subdivisions

For a better understanding of public perception regarding different police subdivisions, the respondents were asked additional questions related to the quality of contacts with certain police subdivisions.

Public perception regarding District Police

Participants to the public opinion survey were asked to describe their experience of contacts with the District Police over the past two years. The results are presented in Table 4.6.

Did it happen to you to contact the district policeman over the last 2 years, notwithstanding how many times and who has approached first? %	2013		2015	
	Yes	Not	Yes	Not
	19,4	80,6	17.7	82.3
<i>IF YES...</i>				
2. Was the policeman polite?	79.6	20.4	81.7	18.3
3. Was the policeman aggressive with you?	14.6	85.4	15.0	85.0
4. Did the policeman accuse you for things you did not do?	9.4	90.6	16.2	83.8
5. Did the policeman reprimand, offend you?	13.3	86.7	11.4	88.6
6. Did the policeman beat you?	3.0	97.0	5.8	94.2
7. Did the policeman press you to assume the guilt for things you did not commit?	6.8	93.2	13.3	86.7
8. Did the policeman make you sign documents against your will?	5.1	94.9	9.7	90.3
9. Did the policeman set a fine unfairly?	5.7	94.3	12.9	87.1
10. Did the policeman ask for money, any goods or services so as not to conclude a report (minutes) against you or set a fine for you?	6.8	93.2	10.0	90.0

Table 4.6 Perceptions regarding behaviour of District Police officers (responses to question Q39)

The analysis of answers demonstrates that 17.7 percent of respondents (19.4% in 2013) have had contacts with the district policeman over the past two years, and for 18.3% of them the contacts have been a negative experience. Thus, 15.0% of respondents indicated that the district policemen have been aggressive with them, 11.4% claimed to have been offended by policemen, 16.2% declared that they have been accused for things that they have not committed, 13.3% said that policemen have made pressure on them to assume the guilt for things that they have not committed, 12.9% claimed to have been fined unfairly, 10.0% that the police officers have asked for money or goods so as not to amend them, and 5.8% stated that they had been beaten by police.

In addition, respondents were asked to indicate, whose interests do the district police officers defend, given four options for answers (see Chart 4.5).

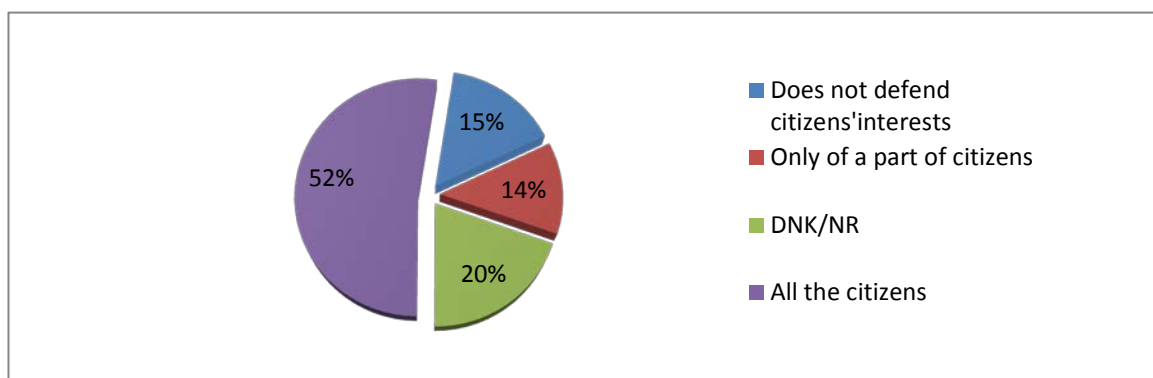


Chart 4.5 Whose interests do the district police officer defends (answers to the question Q.40)

Only about half of participants (52.4%) to the public opinion survey believes that the District Police Officers defend the interest of all citizens, 12.5% claimed that the District Police officer defends the interests of a part of citizens, 15.4% declared that the district policeman does not defend the interests of citizens, while 12.2% did not know how to answer or did not answer.

In 2013 51.6% of respondents declared that district policemen defend the interests of all citizens, 17.1% claimed that district policemen defend the interests of only a part of citizens, 12.9% of respondents shared the opinion that the district policeman does not defend the interests of citizens, and 18.4% did not know how to answer or did not answer this question.

Developments over time. As compared to the results of public opinion survey conducted in December 2013 the public perception regarding the district police officers has not registered substantial changes.

The participants in the group discussions generally showed a positive attitude about District Police officers, especially respondents from rural areas, also mentioning the difficulties and challenges they face in their activity.

- *"I know the one from my village. He is an honest man, he patrols through the village, shares his phone number and one may call him if anything happens, it is not a problem." FG1.M2*
- *"Four years ago I was working in the North of Moldova. I liked it. I was a stranger there and as soon as I moved into that house that I rented, the policeman dropped by the very next day. He introduced himself, we learned about each other – I worked as a primary health's worker in the village and he told me I should call him should anything happen and we would settle the issue." FG1.M4*
- *We have one district police officer for three villages and if something not very urgent happens the policeman does not come because it is in another area. He may arrive if there are injured or dead persons. The police would come in exceptional cases only, the minor cases are disregarded."FG2.F1*

Public perception regarding Patrolling Police

Aiming at a more detailed evaluation of the public perception on the Patrolling Police, the respondents were encouraged to speak about their contacts with the Patrolling Police over the last two years, being offered 10 answer options. Table 4.7 shows the options chosen by the respondents.

Did it happen to you in the last 2 years...	2013		2015	
	Yes	No	Yes	No
To be stopped by the Patrolling Police, regardless of how many times? (%)	16.0	84.0	18.0	82.0
IF YES...				
To be stopped without any reason?	65.3	34.7	68,1	31,9
Was the policeman polite to you?	61.1	38.9	71,3	28,7
Was the policeman aggressive to you?	18.4	81.6	15,6	84,4
Did the policeman charge you with any offences you had not committed?	23.1	76.9	31,4	68,6
Did the policeman argue with you or offend you?	9.8	90.2	13,1	86,9
Did the policeman put pressure on you for you to take the blame for any offences you had not committed?	11.6	88.4	13,8	86,2
Did the policeman apprehend you for more than five minutes without writing a protocol?	26.3	73.7	43,1	56,9
Did the policeman apprehend you for more than fifteen minutes without writing a protocol?	15.6	84.4	28,1	71,9
Did a policeman set a fine on you unfairly?	11.7	88.3	24,6	75,4
Did the policeman ask money or any goods/services from you in order not to write a protocol or not to set a fine on you instead?	18.7	81.3	35,9	64,1

Table 4.7 Public perception about Patrolling Police

According to the table, 18.0% of the respondents admitted having been apprehended by the patrolling police in the last two years. Although 71.3% of the respondents said the policemen were polite to them, still the share of those who had negative experience in such circumstances is alarmingly high. Thus, 68.1% claimed the patrol having stopped them with no reason, 31.4% (26.3% in 2013) claimed the policemen blamed them of having committed offences they did not commit, 35.9% (18.7% in 2013) claimed the policemen asked for money in order not to write a protocol or not to set a fine, 15.4% (18.4% in 2013) said the policemen were aggressive, 24.5% (11.7% in 2013) claimed the policeman set an unfair fine on them, 13.8% (11.6% in 2013) admitted having been pressed to take on the blame for thing they never committed.

Another concern is the number of respondents who claimed the police apprehended them for a longer period of time without drafting a protocol: 43.1% (26.3% in 2013) out of the respondents claimed having been apprehended for more than 5 minutes without a protocol being written, while 28.1% (15.6% in 2013) claimed having been thus apprehended for more than 15 minutes.

Developments over time. Comparing the results of this survey with the one performed in December 2013, the conclusion is that the public perception on the Patrolling Police has worsened.

Public Perception regarding Border Police

The level and nature of contacts between the public and the border police are analysed in this subchapter. Both, the Customs Service and the Border Police were included in the survey in order to avoid the risk of image transfer between them.

The respondents to the survey were asked whether they had ever crossed the state border of the Republic of Moldova. 423 respondents (38.1%), out of the total number of 1109 interviewees, crossed the state border of the Republic of Moldova in the last 2 years.

The survey data analysis, showed a series of differences in answering this question, depending on the geographic, demographic and socio-economic criteria. The most important are the following:

- The percentage of male respondents who crossed the state border (43.0%) is higher than the percentage of female respondents (33.9%);
- The percentage of age 18-29 respondents is higher than the percentage for other age categories, such as 30-44 years old (44.9%), 45-64 years old (36.9%) and 65+ years old (16.2%);
- The percentage of respondents with higher education (52.1%) is bigger than the percentage of those with secondary professional education (37.4%), secondary education (34.7%) and incomplete secondary or with no education (20.0%);
- The percentage of Russian-speaking respondents (45.7%), is higher than the percentage of the Romanian language speakers (35.9%);
- The percentage of urban respondents (47.6%) is higher than the percentage of rural respondents (29.9%);
- The percentage of respondents with high living standard (53.4%) exceeds the percentage of respondents with medium (35.3) and low (20.4%) living standards.

The respondents who provided an affirmative answer to this question were further asked to specify the experiences they went through while crossing the border (Q45).

The answers' analysis let us conclude that the public perception about Border Police is relatively better than the public perception about Customs Service personnel (chart 4.6). Thus, 92.4% of the respondents who crossed the state border admitted that Border Police officers accomplished their tasks in a correct and professional manner, while 81.7% had the same opinion about Customs Service' staff.

However, the negative experiences have not been missing from contacts with the representatives of both services. Thus, 11.5% of respondents who crossed the state border declared that Border Police officers claimed for money and 15.8% declared that the representatives of the Customs Service asked for money; 8.3% of respondents stated that the Border Police officers charged them with offences that they did not commit and 8.2% of respondents claimed that the Customs Service officers charged them with offences that they did not commit.

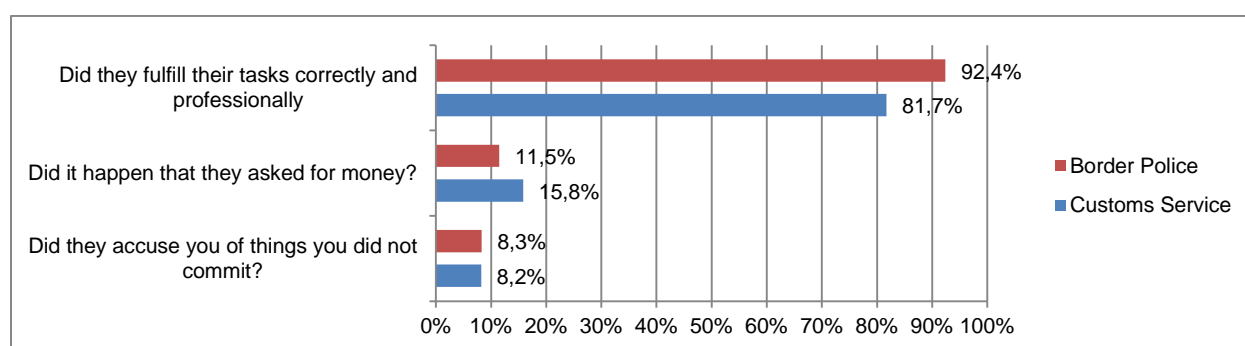


Chart 4.6 Experiences from crossing the border. Answers to Q45 Have you ever crossed the state border? If Yes ...)

Comparison

The survey results allow comparison of two negative behaviours (*claiming for money/goods and charging with offences that have not been committed*) for three subdivisions (Patrolling Police, Border Police and District Police). For each of these types of negative behaviour, the highest frequency was registered for Patrolling Police. (See chart 4.7)

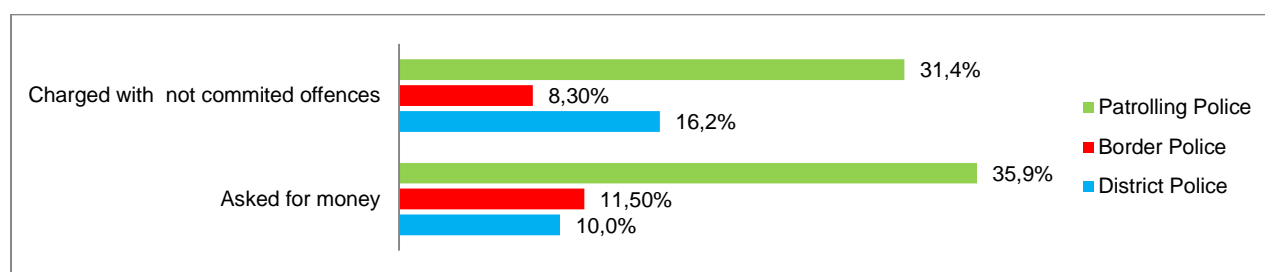


Chart 4.7 Frequency of negative behaviour for different subdivisions. Answers to the questions Q39, Q41, Q42

4.7. Findings

- 351 respondents (31.7%) out of 1109 participants to the public opinion survey had contacts with the Police during the previous year. Accordingly, the average number of contacts with Police was 317 per 1000 respondents per year. 266 respondents (24%) have contacted police on their own initiative and 194 respondents (17.5%) were contacted by police. As compared to December 2013, the average frequency of public-police contacts during 12 months preceding the survey increased from **231** to **317** per 1000 respondents.

- The frequency of contacts between police and public are higher for the Border Police (16.3% of respondents had such contacts at least once in the past 12 months) and District Police (13.3%), while it is the lowest for Fire and Rescue Service (2.3%).
- The most important reason for the public to contact the police was reporting a crime to which the victim was the respondent, someone in his family or other persons. At the same time, a very small number of respondents contacted the police for getting advice or inquiries, which would suggest that the police are not considered to be an important source of information to the public.
- The level of public dissatisfaction with responses provided by the personnel of some police subdivisions is quite important. Thus, 38.7% of those who had contacts with the Police Inspectorate personnel over the last 12 months remained dissatisfied with the answers provided during the last contact. A similar proportion of respondents remained dissatisfied with the answers provided by Patrolling Police (38.0%) and District Police (35.7%) personnel during the last contact.
- The most important deficiencies regarding contacts with police were related to perceptions that the police was not interested, did too little and did not treat the respondent well.
- 5.5% of respondents claimed that the police DID NOT respond to the request for help. Respectively, 44 respondents (16.5%) out of 266 who contacted police on their own initiative over the last year have not received the help of the police, despite of their request. However, only 1.0% (1.4% in 2013) of respondents declared that the police used force, although it was not necessary. The small number (11 answers out of 1109 respondents) of respondents who have made such accusations might suggest that this phenomenon is rather not widespread.
- The highest level of trust, respect and sympathy is expressed in relation to the rescuers, fire-fighters and a lower level of sympathy, respect and trust are observed in relation to guards from the police patrol and Criminal Police. In relation to all subdivisions of the level of sympathy is lower than the level of confidence, and the confidence level is lower than the level of respect.
- The survey revealed negative attitudes regarding each police subdivision. The highest level of antipathy was registered in relation to the Patrolling Police officers (17.8%), followed by Criminal Police officers (16.5%), District Police officers (14.6%) and Border Police (14.2%).
- The most important negative behaviours mentioned by public respondents have been *claiming for money/goods* and *charging with offences that have not been committed*. For each of these types of negative behaviour the highest frequency was registered in relation to the Patrolling Police.
- As compared to the results of survey carried out in December 2013 the public perception about District Police has not changed significantly, while the perception about Patrolling Police worsened.
- Public perception regarding Border Police is slightly better than the perception regarding the Customs Service personnel. Thus, 92.4% of those who have crossed the State border claimed that Border Guards have fulfilled their duties properly and in a professional manner, as compared to 81.7% of respondents who declared the same thing in relation to the Customs Service personnel.

CHAPTER 5. PUBLIC PERCEPTION ABOUT POLICE ACTIVITY AND EFFICIENCY OF POLICE SERVICES

While the previous chapters have investigated crime and victimisation, security and safety, fear of crime and the nature and extent of contacts between public and police, this Chapter focuses on public attitudes towards police and police service delivery.

Respondents to the public survey were asked their opinion regarding police professionalism and visibility, promptitude of interventions, police treatment of the public and capacity to respond to public needs. Finally, they were asked to describe what they consider to be the key problems with the police.

This analysis is an important tool for the identification of necessary changes, assessment of reform actions and development of communication strategies and actions necessary to improve public attitude.

5.1. Police treatment of the public and responsiveness to the community needs

Respondents to the public survey were asked to answer to what extent they agree with the following statements: „police are treating all people with respect”, „police are treating all people equally without difference based on ethnicity, religion, social status, etc.”, and „police strive to respond to people’s needs and explain its actions and decisions”. Respondents had the following options: *agree*, *partially agree*, *do not agree*, *totally disagree* and *DNK/NR*. The answers are presented in the fig. 5.1.

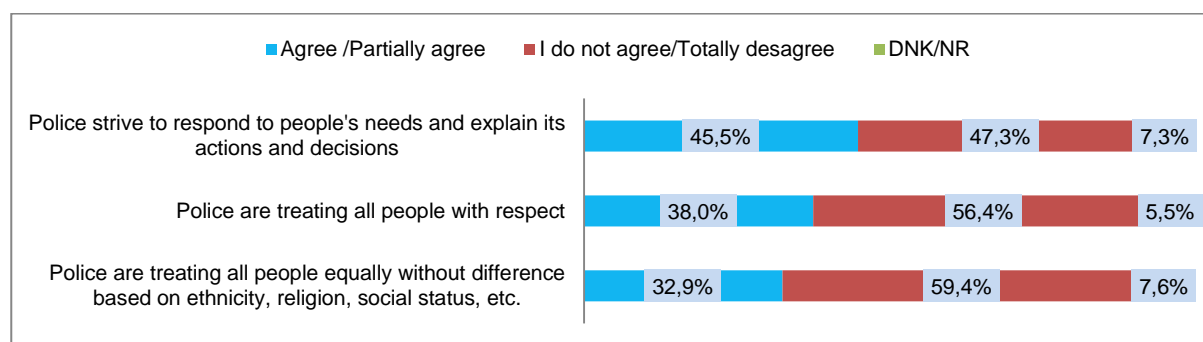


Fig. 5.1. Answers to the question Q11: To what extent do you agree with the following statements regarding police activity?

The survey results reveal that 45.5% (55.4% in December 2013) of respondents *agreed* or *partially agreed* with the statement that „Police strive to respond to people’s needs and explain its actions and decisions”, while 47.3% of respondents (38.0% in Dec. 2013) *did not agree* or *totally disagreed* with this statement.

The negative public perceptions regarding police treatment of the public were higher. More than a half of respondents (56.4%) *did not agree* or *totally disagreed* with the statement that „Police are treating all people with respect” and 59.4% of respondents *did not agree* or *totally disagreed* with the statement that „Police are treating all people equally without difference based on ethnicity, religion, social status, etc.”

5.2. Public perception regarding police professionalism and ethics

In order to assess the public perception regarding police professionalism and ethics the respondents to the public survey were asked to answer to what extent they agree with the following statements: „Police actions are always legal”, „Police are present where and when it is necessary”, „Police know how to fight crime, to help victims and society in general”, „Policemen give priority to the interest of the service versus personal interest” and „Police are dedicated to the state and citizens”. Respondents had the following options: *agree, partially agree, do not agree, totally disagree* and *DNK/NR*. The answers to these questions are presented in the fig. 5.2.

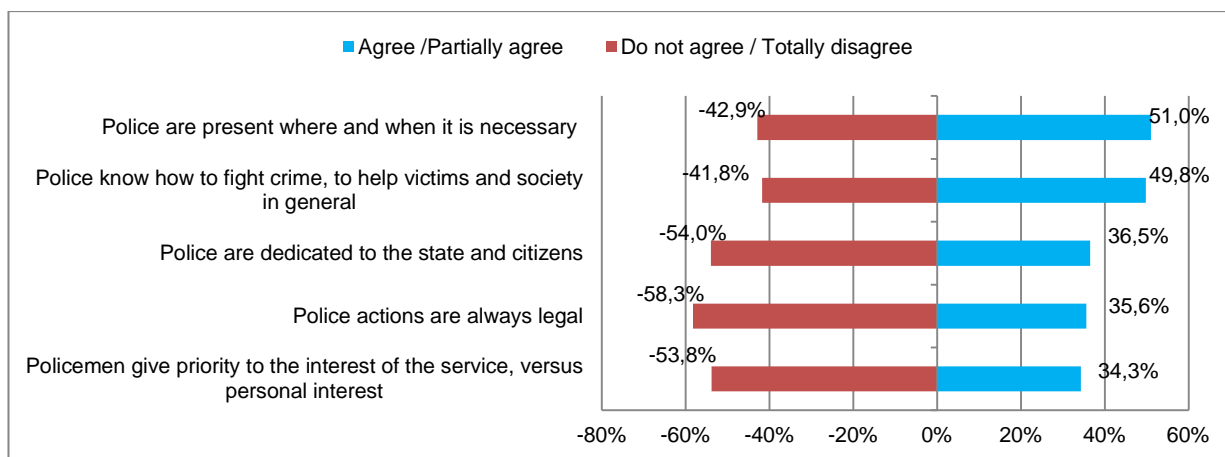


Chart 5.2 Answers to question Q11: To what extent do you agree with the following statements regarding police activity?

The survey results revealed that the percentage of positive answers regarding police professionalism was higher than the percentage of negative answers. Hence, 51.0% of respondents agreed or partially agreed with the statement that „police are present where and when it is necessary” and 49.8% of respondents agreed or partially agreed with the statement that „police know how to fight crime, to help victims and society in general”, as compared to 42.9% and respectively 41.8% of respondents who did not agree or totally disagreed with these statements.

The analysis of answers to these questions regarding professional ethics revealed an opposite situation. In this case the percentage of positive answers was substantially lower than the percentage of negative answers. Hence, 58.3% of respondents did not agree or totally disagreed with the statement that „police actions are always legal”, 53.8% of respondents did not agree or totally disagreed with the statement that „policemen give priority to the interest of the service, versus personal interest” and 54.0% of respondents did not agree or totally disagreed with the statement that „police are dedicated to the state and citizens”. Accordingly, the percentage of positive perceptions for these questions was 35.6%, 34.3% and respectively 36.5%.

Demographic, geographic and socio-economical variations

The survey results demonstrated that public opinions regarding police professionalism, visibility, ethics, promptitude of interventions, treatment of the public and capacity to respond to public needs vary substantially depending on demographic, geographic and socio-economic factors.

Negative perceptions were more important among respondents with higher level of education as compared to respondents with lower level of education, among respondents with higher level of income as compared to respondents with lower level of income and among urban respondents as compared to rural respondents.

Evolutions over time

Five questions related to public perceptions regarding police activity and efficiency were identical in both, the December 2013 survey, and the November 2015 survey. The comparative analysis of answers to these questions revealed that in December 2013 the positive perceptions regarding police attitude toward public and police professionalism were higher (chart 5.3) and negative perceptions were lower, as compared to the results of survey conducted in November 2015.

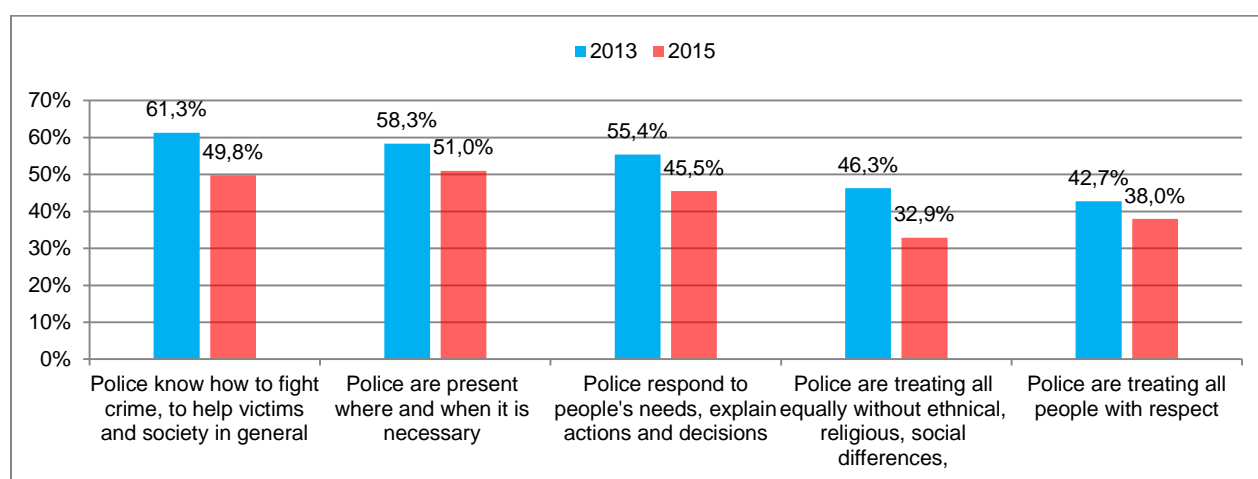


Chart 5.3 Evolution of answers „agree /partially agree” to the question Q11: ‘To what extent do you agree with the following statements regarding police activity?’

5.3. Public perception regarding police integrity versus orders from chiefs/superiors or interference from politics.

The actual survey included an additional question related to the public perception of integrity of the police officers. Respondents were asked to respond how in their opinion a police officer would act if he/she would have to resolve a very important case for persons with high level state positions.

	Very likely	Perhaps	Unlikely	Not likely at all	DNK/NR
Will resolve the case in compliance with legislation	6.1%	27.9%	35.5%	18.0%	12.4%
Will resolve the case in favour of the one who gave bribes	31.6%	38.0%	12.1%	5.4%	13.0%
Will resolve the case in accordance with orders of his/her chief	32.6%	40.4%	9.8%	4.7%	12.4%
Will resolve the case in accordance with demands of political persons	31.7%	37.6%	10.9%	4.8%	15.0%

Table 5.1 Answers to the question Q23: How in your opinion would act a policemen if he/she will have to solve a very important case for people with high level state positions? How likely would be that he/she..?

The analysis of answers to this question revealed that:

- only 34.0% of respondents considered that it is likely or very likely that the police officer will resolve the case in compliance with the legislation, while 53.5% considered such actions as unlikely or not likely at all;

- 69.3% of respondents considered that it is likely or very likely that the police officer will resolve such cases in accordance with the demands/indications received from political persons;
- 69.6% of respondents considered that it is likely or very likely that the police officer will resolve such cases in favour of the one who gave bribe;
- 73.0% of respondents considered that it is likely or very likely that the policeman will resolve such cases according to the orders of his/her chief/supervisor.

5.4. Average Police Response Time

In order to assess public perceptions regarding the average response time of different police subdivisions to the calls for intervention in emergency situations or crimes the public opinion survey respondents were asked to specify the time in which they think the police would arrive to the place (Table 5.2.)

	Will come	Will not come	Don't know/NR
1. Traffic Police to an accident	71.1%	1.1%	27.8%
2. Criminal Police to the place of a crime	59.2%	0, 7%	40.1%
3. Patrolling Police to the place of a call	59.9%	1.3%	38.8%
4. Fire-fighters to the place of a fire	76.9%	0.5%	22.6%
5. The District Policeman to the household	65.6%	4.0%	30.4%
6. Emergency Medical Team	88.1%	0.4%	11.5%

Table 5.2 Answers to question Q13. ('In your opinion, how long would it take forto come to the place of an emergency, accident, crime case?)

The survey results demonstrated that only a very small part of respondents think that police subdivisions will not come to the place of an emergency, accident or crime. In the same time it should be noted that the percentage of those who selected the option 'don't know/NR' was quite significant for all subdivisions and varied from 22.6% in relation to Fire-fighters to 40.1% in the case of estimating the response time of the Criminal Police and 38.8% in the case of estimating the response time of the Patrolling Police.

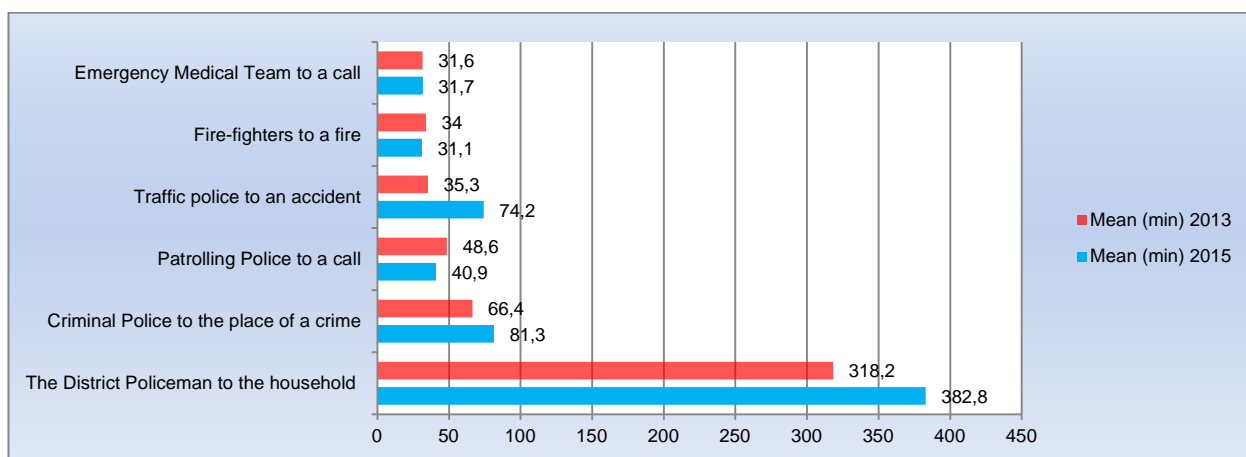


Chart 5.5 Public perceptions regarding police response time to an emergency call (estimated in minutes)

The public survey respondents estimated that the Fire-fighters will have a much shorter response time (31.1 minutes in average), than other police subdivisions, and the longest response time to an emergency call among police subdivisions had the District Police (382.8 minutes in average).

As compared to the survey carried out in December 2013 the estimated response time for Fire-fighters remained unchanged, the estimated response time for Patrolling Police decreased, while the estimated response time for Criminal Police to a crime call and for the District Police to a household increased.

5.5. The main problems with the Police

This section investigates public perceptions about the main problems with the police that undermine police service delivery and result in the poor levels of perceived responsiveness, satisfaction, trust and respect identified in the previous chapters. The respondents to the public opinion survey were asked to provide their opinion regarding major problems faced by the police. Respondents were given a list of options from which they could choose no more than three. Responses to this question are collated and ranked in Table 5.2.

According to the public, the police face many important problems in conducting their activities, and the most important of them are the followings: corruption – 45.3%; low salaries – 27.1%, low level of professionalism – 23.5%, unwillingness to protect people – 15.4%, low educational level of police personnel -15.1%, etc. It is evident that the problems related to police ethic, morale, education, motivation and behaviour are the most important causes of present deficiencies in public perceptions of the police. Only 7.2% of respondents considered that the police faced no problems.

Major problems faced by the police	2013	2015
Corruption	48.5%	45,3%
Low professional level	30.2%	23,5%
Low pay	29.8%	27,1%
Insufficient technical equipment	19.5%	8,9%
Rudeness, callousness	19.0%	13,9%
Low educational level o police personnel	17.7%	15,1%
Bad relationship with the public	16.3%	10,8%
Lack of personnel	13.8%	8,8%
Bureaucracy	12.2%	13,0%
Lack of transparency	12.1%	12,9%
Unwillingness to protect people	11.0%	15,4%
DNK/NR	10.0%	9.1%
Connections with the criminal world, mafia	8.3%	7,9%
Slovenly appearance of police personnel	3.5%	3,8%
No problems	3.2%	7,2%
Other	0.4%	1.1%

Chart 5.4 Major problems faced by the police (Answers to the question Q24)

In most of the cases the major problems of police identified by the public were related to the public expectations that were not met by the police. The public expects that police, as public institution, will offer high quality services, be uncorrupted, and police problems have been identified on the basis of such expectations.

As compared to the results of December 2013' survey the actual survey registered a decrease of negative perceptions related to some problems (insufficient technical equipment – from 19.5% to 8.9%, low professional level – from 30.2% to 23.5%, bad relationship with the public – from 16.3% to 10.8%, lack of personnel – from 13.8% to 8.8%). it should be noted that in the same time the last survey registered an increase (from 10.0% to 15.4%) of public perceptions related to police' "unwillingness to protect people", as one of the major problems with the police.

5.6. Findings

- Public perceptions regarding police and police practices during public-police contacts were quite negative and worrying – almost half of respondents (47.3%) *did not agree* or *totally disagreed* with the statement that „Police strive to respond to people’s needs and explain its actions and decisions”.
- More than a half of respondents (56.4%) *did not agree* or *totally disagreed* with the statement that „Police are treating all people with respect” and 59.4% of respondents *did not agree* or *totally disagreed* with the statement that „Police are treating all people equally without difference based on ethnicity, religion, social status, etc.”
- The percentage of positive answers regarding police professionalism was higher than the percentage of negative answers. Hence, 51.0% of respondents agreed or partially agreed with the statement that „police are present where and when necessary” and 49.8% of respondents agreed or partially agreed with the statement that „police know how to fight crime, to help victims and society in general”, as compared to 42.9% and respectively 41.8% of respondents who did not agree or totally disagreed with these statements.
- The analysis of the answers to the questions regarding professional ethics revealed an opposite situation. In this case the percentage of positive answers was substantially lower than the percentage of negative answers. Hence, 58.3% of respondents did not agree or totally disagreed with the statement that „police actions are always legal”, 53.8% of respondents did not agree or totally disagreed with the statement that „policemen give priority to the interest of the service, versus personal interest” and 54.0% of respondents did not agree or totally disagreed with the statement that „policemen are dedicated to the state and citizens”.
- It should be noted, that the comparative analysis of answers to these questions revealed that in December 2013 the positive perceptions regarding police attitude toward public and police professionalism were higher and negative perceptions were lower as compared to the results of survey conducted in November 2015.
- Only 34.0% of respondents considered that, if a police officer would have to resolve a very important case for persons with high level state/political positions, it is likely or very likely that the he/she will act in compliance with the legislation, while 53.5% considered such actions as unlikely or not likely at all, 69.3% of respondents considered that it is likely or very likely that the police officer will resolve such cases in accordance with the demands/indications received from political persons, 69.6% of respondents considered that it is likely or very likely that the police officer will resolve such cases in favour of the one who gave bribe, and 73.0% of respondents considered that it is likely or very likely that the policeman will resolve such cases according to the orders of his/her chief/supervisor.
- Only a very small part of respondents think that police subdivisions will not come to the place of an emergency, accident or crime. In the same, when asked to estimate the response time to emergency calls, the respondents estimated that the Fire-fighters will have a much shorter response time, than other police subdivisions, and the longest response time to an emergency call among police subdivisions has the District Police.

- According to the public, the most important problems faced by the police are related to ethics, morale, education, motivation and behaviour. Thus, the most important deficiencies of the police would be the followings: corruption – 45.3%, low salaries – 27.1%, low level of professionalism – 23.5%, unwillingness to protect people – 15.4%, low educational level of police personnel -15.1%, etc. Only 7.2% of respondents considered that the police faced no problems.
- As compared to the results of December 2013' survey the actual survey registered a decrease of negative perceptions related to some problems (insufficient technical equipment – from 19.5% to 8.9%, low professional level – from 30.2% to 23.5%, bad relationship with the public – from 16.3% to 10.8%, lack of personnel – from 13.8% to 8.8%).
- At the same time the last survey registered an increase (from 10.0% to 15.4%) of public perception related to police' "unwillingness to protect people", as one of the major problems with the police.

CHAPTER VI. PUBLIC TOLERANCE FOR OFFENCES

The analysis of public tolerance for offences represents a tool for assessing the public attitude regarding the rule of law and law enforcement and an element for conceptualizing the prevention/prophylaxis actions.

The public opinion poll covered a number of questions allowing assessing primarily the level of public tolerance for offences by analyzing the level/reasons for non-reporting of offences by victims, analyzing the level/reasons for non-reporting of offences by witnesses, perception of acceptability of violation of road traffic rules, and measuring the cases of offering a bribe from one's own initiative.

6.1. Non-reporting of offences by victims

First of all, important indices in this respect are provided by the answers offered to the questions, which measured the level of offence reporting to police and the reasons for non-reporting.

The survey revealed that out of the 86 respondents – victims of offences, 74.4% mentioned that they have reported to Police 93 offences out of the 124 offences that occurred. This means that 25% of offences were not reported to Police. When comparing the data with the results of the survey conducted in 2013, it may be noted that the share of unreported offences has decreased significantly from 39.6% in December 2013 to 25% in November 2015.

The level of offence reporting is different depending on the categories of offences. Hence, the lowest level of reporting is registered in the cases of trade rules violations/cheating in the trade (37.2%), followed by the cases of blackmail/racket (62.7%) and theft of agricultural products or cattle (58.1%), theft from transportation means (81.2%), vandalism (80.4%), swindling (78.4%), and theft of personal belongings in public transportation (76.8%).

The answers provided to the questions included in the public opinion poll reveal that respondents prefer to justify the cases of offence non-reporting by lack of trust for Police and its efficiency, as well as bureaucratic delays.

6.2. Perception regarding the acceptability of violations of some road traffic rules

The public opinion poll respondents were asked to assess how serious some offences/violations of road traffic rules are in their opinion.

An important part of population considers that the violations included in the questionnaire *are not serious* or *not serious at all* (see the Figure). Such an opinion was expressed by 31.3% (33.9% in December 2013) of respondents regarding parking in prohibited places; 24.7% (30.8% in December 2013) regarding not using the car seatbelts while driving; 28.6% regarding the exceeding the limit of allowed speed outside settlements by 20 km/hour; 15.4% regarding the exceeding the limit of allowed speed in settlements by 20 km/hour; 14.7% (13.0% in December 2013) regarding the transportation of a higher number of passengers than the authorized one, and 10.5% (5.8%) regarding the "light" drink driving.

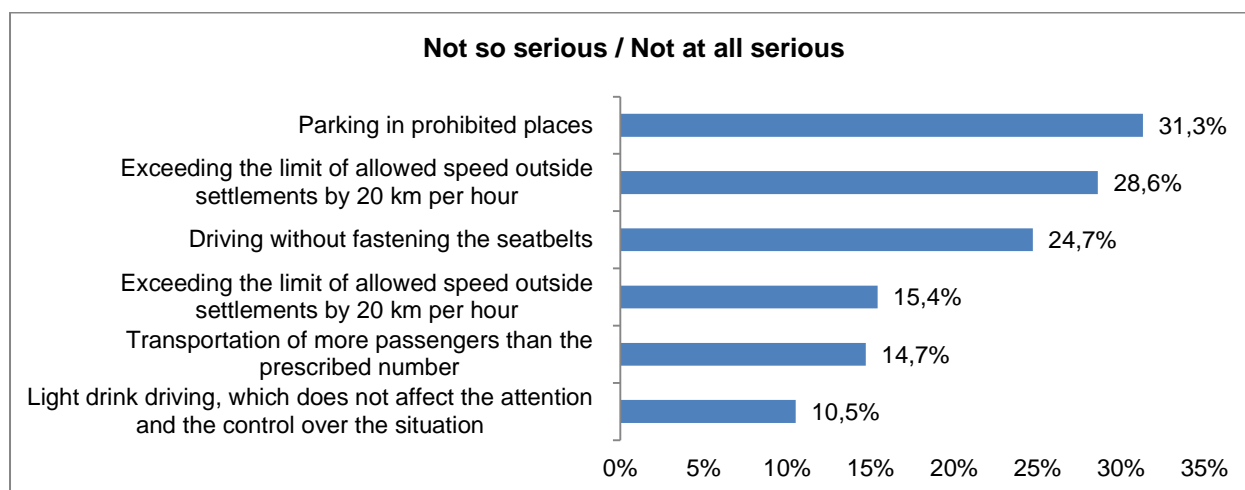


Chart 6.1 Tolerance for violation of road traffic rules.

When comparing the current survey results with the results of survey from December 2013, it may be noted that the level of tolerance did not suffer any positive changes, and in relation to “light” drink driving – the share of respondents considering that this violation is less serious or not serious at all has actually increased from 5.8% in 2013 to 10.5% in 2015.

By analyzing the survey results, it may be noted that all the answers to these questions register a higher tolerance level for male respondents as compared to female respondents. Hence:

- “exceeding the limit of allowed speed in settlements by 20 km/hour” was considered to be a less serious or not at all serious violation by 19.9% male respondents as compared to 11.6% female respondents;
- “exceeding the limit of allowed speed in outside settlements by 20 km/hour” was considered to be a less serious or not at all serious violation by 35.3% male respondents as compared to 23.0% female respondents;
- “light drink driving” was considered to be a less serious or not at all serious violation by 14.4% male respondents as compared to 7.2% female respondents;
- “parking in prohibited places” was considered to be a less serious or not at all serious violation by 36.7% male respondents as compared to 26.8% female respondents.

When analyzing the answers depending on the respondents’ age, it may be noted that the tolerance level in the answers to all these questions is higher among the age group 18-29 years old, as compared to other age groups.

Analyzing the answers provided to these questions by those who have a driving license and those who don’t, it may be noted that some difference exists in answers provided to three questions, revealing a higher level of tolerance among the respondents who have a driving license. Hence:

- “exceeding the limit of allowed speed outside settlements by 20 km/hour” was considered to be a less serious or not all serious violation by 36.1% respondents with driving license, as compared to 24.6% respondents without driving license;
- “driving without fastening the seatbelts” was considered to be a less serious or not at all serious violation by 31.2% respondents with driving license, as compared to 21.3% respondents without driving license;

- “light drink driving” was considered to be a less serious or not at all serious violation by 13.9% respondents with driving license, as compared to 8.6% respondents without driving license.

6.3. Offering bribe from one’s own initiative

The public opinion poll respondents were asked to mention for the cases when they paid a bribe during the contacts with the police, if they were made to give the bribe or if they did it on their own initiative. (see table 6.2.)

An important number of respondents offered bribe on their own initiative and not because they were imposed to do so. This was the situation in case of 55.1% of informal payments/bribe to Patrolling Police (60.4% in 2013), 30.3% to Police Inspectorates (53.7% in 2013), 51.7% to Border Police (37.4% in 2013), 66.3% to District Policemen (25.2% in 2013), and 75.7% to Firemen and Rescue Service.

	Q25. How many times in the past 12 months have you had contacts with the following ...?		26 Have you ever paid bribes during your contacts/when you had to deal with the following..?		Q. 27 If you have paid unofficially, you have done it:	
	`YES' answers		`YES' answers		`On your own initiative' answers	
	Nr	%	Nr	%	Nr	%
Firemen and Rescue Service	25	2.3%	10	40.7%	8	75.7%
Patrolling Police	106	9.6%	41	38.8%	23	55.1%
Police Commissariat (Inspectorate)	97	8.7%	19	19.7%	6	30.3%
Customs Service	151	13.6%	27	18.2%	9	34.6%
Border Police	181	16.3%	26	14.2%	13	51.7%
District Police / Policemen	148	13.3%	19	12.6%	12	66.3%

Table 6.2 Offering of bribe on one’s own initiative (Answer to question Q27)

6.4. Findings

- A rather worrying level of population tolerance for crimes/offences was established in the public opinion poll, manifested by acceptance of non-reporting of offences by victims, acceptance of non-reporting of offence by witnesses, acceptance of violation of road traffic rules, and offering of bribe on one’s own initiative.
- When comparing with the results of the survey from 2013, it may be noted that the share of non-reported offences registered a relative drop from 39.6% in December 2013 to 25% in November 2015.
- When comparing the current survey results with those of the survey from December 2013, it may be noted that the tolerance level for violation of road traffic rules did not suffer any positive changes, and for “light” drink driving – the share of respondents considering this offence less serious or not serious at all has increased from 5.8% in 2013 to 10.5% in 2015.
- An important number of respondents stated that they have offered bribe on their own initiative and not because they were made to do so. This situation was registered in case of 66.3% of informal payments to the District Policemen, 75.7% - Firemen and Rescue Service, 55.1% - Patrolling police, 51.7% - Border Police, 30.3% - Police Inspectorates.

CHAPTER VII. POLICE REFORM: AWARENESS AND EXPECTATIONS

This section of the survey aims to understand to what extent the respondents know about the transformations undertaken by the Ministry of Interior and how these transformations are being assessed. The analyses results from this section may be used for assessing the results of the reform, as well as for assessing the efficiency or redefinition of the communication polices.

To determine the way in which are perceived the transformations within the police system, the answers to the following questions were analyzed:

- From what you know, read, heard, do you think that things get better or worse in the police activity? (Q10)
- As compared to the situation from 5 years ago, do you and your family feel safer? (Q19)
- Did you notice in the last 2-3 years any positive or negative changes in the police activity? (Q21)
- To what extent the following aspects related to police activity improved or got worse in the last 5 years? (Q22)

7.1. Transformations in the police system

The answers provided to question Q10 regarding the general assessment of situation in the Police revealed that over 42% of respondents consider that Police activity has improved, 31.7% think that things got worse, and almost 26% of respondents did not know or did not wanted to provide answers to these questions (Fig. 7.1).

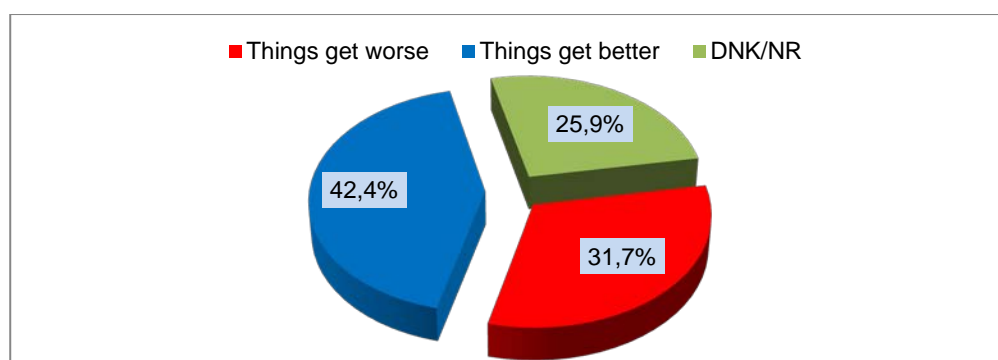


Chart 7.1 From what you know, read, heard, do you think that things get better or worse in the police activity?
(Answers to question Q10)

The survey conducted in December 2013 registered a comparable, but relatively better, share of answers. Hence, in December 2013 45.9% of respondents considered the police activity getting better (3.5% more than in 2015), and 28.1% of respondents considered the policy activity getting worse (3.6% less than in 2015).

Socio-economic, geographic and demographic variances:

- In the urban area the percentage of respondents who consider that things are getting better (36.6%) is almost equal to the percentage of respondents who consider that things are getting worse (35.2%). On another hand, in rural area the percentage of respondents who consider that

things are getting better (47.4%) is substantially bigger than the percentage of those who consider that things are worsening (28.8%).

- The percentage of Russian speakers who consider that things are getting better (38.2%) is equal to the percentage of those who consider that things are worsening (38.2%), and the percentage of Romanian speakers who consider that things are getting better (43.5%) is bigger than the percentage of those who consider that things are worsening (38.4%);
- From the age prospective, the less satisfied with changes in police activity in general are respondents from the age group of 65+ years old, 40.6% of them consider that the things are improving, while among the respondents of the age group 18-29 years old this opinion is shared by 48.6% of respondents. (See Table I)

		Things are worsening	Things are getting better	DNK/NR
Total		31,7%	42,4%	25,9%
Gender	Male	32,3%	43,8%	23,8%
	Female	31,2%	41,2%	27,6%
Age	18-29 years old	32,3%	48,6%	19,1%
	30-44 years old	33,5%	40,8%	25,7%
	45-64 years old	32,7%	39,4%	27,9%
	65 +	28,1%	40,6%	31,3%
Education	Secondary incomplete or no ed.	33,8%	39,2%	27,0%
	Secondary	29,1%	45,2%	25,7%
	Secondary vocational	35,1%	39,1%	25,8%
	Higher ed. Incl college	30,0%	44,7%	25,3%
Language of communication	Romanian/Moldovan	29,9%	43,5%	26,5%
	Russian	38,2%	38,4%	23,4%
Socio- economic level	Low level	32,5%	38,8%	28,8%
	Medium level	28,9%	43,0%	28,0%
	High level	33,6%	44,6%	21,8%
Area	Urban	35,2%	36,6%	28,3%
	Rural	28,8%	47,4%	23,8%

Table 7.1 Assessment of the general trend of developments in Police

7.2. Evolution of the feeling of safety

The survey respondents were asked if they and their families feel safer now as compared to 5 years ago (Q19).

About 16.5% of respondents stated that now they feel much more or to a certain extent safer, 52.4% stated that they feel as safe as 5 years ago, and 28.9% stated that they feel to a certain extent less or much less safer.

The analysis of answers in relation to different social-economic, geographic, and demographic factors suggest the following conclusions:

- The percentage of respondents who have stated that now they feel safer than 5 years ago is higher among people with higher education (23.9%) as compared to those with vocational education (13.6%), secondary education (13.5%), and secondary incomplete or no education (11.2%);

- The percentage of respondents who have stated that now they feel safer than 5 years ago is higher among Russian speakers (21.9%) than among Romanian speakers (15.0%) and among urban respondents (23.7%) as compared to rural respondents (10.9%).
- 61.5% of respondents from rural area declared that they feel as safe as 5 years ago, as compared to 41.7% of respondents from urban area.

7.3. Awareness level about the reform of the Ministry of Interior

The survey respondents were asked if they have heard or not about the on-going reform of the Ministry of Interior (Q20). About 38.4% of the total number of respondents stated that they have heard about the reform of the Ministry, 56.9% - that they did not hear, and 4.7% did not want or did not know how to answer this question.

As compared with the results of the survey conducted in December 2013, the share of respondents who have heard about the reform decreased considerably (from 50.7% in December 2013 to 38.4% in November 2015). Respectively, the share of respondents who have not heard about the reform has increased from 46.0% to 56.9%.

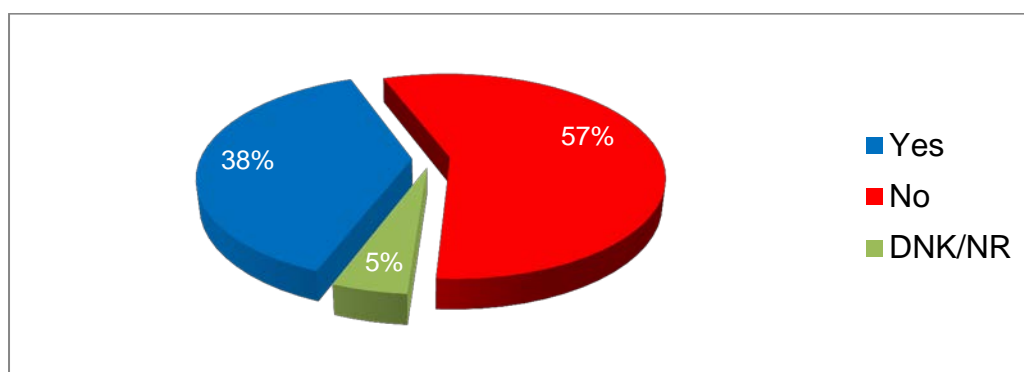


Chart 7.2 Have you heard about the reform of the Ministry of Interior? (Answers to question Q20)

Socio-economic, geographic and demographic variances:

- 46.6% (58.7% in 2013) of male respondents declared that they have heard about the MIA reforms, while only 31.5% (44.1% in 2013) of female respondents provided an affirmative answer to this question;
- 44.0% (50.4% in 2013) of respondents from the age group 18 - 29 years old, 37.7% (49.2% in 2013) of respondents from the age group 30-44 years old, 38.2% (54.6% in 2013) of respondents from the age group 45 - 64 years old and only 33.3% (44.7% in 2013) of respondents from the age group 65+ years old have heard about police reform;
- Only 28.8% (45.2% in 2013) of Russian speakers know about reform as compared to 41.1% (52.8% in 2013) of Romanian speakers;
- 31.6% (48.1% in 2013) of rural respondents have heard about police reform as compared to 46.4% (53.5% in 2013) of respondents from urban area;
- Only 25.5% of respondents with low socio-economic level have heard about police reform, as compared to 35.1% of respondents with medium socio-economic level and 50.7% of respondents with high socio-economic level.

		Yes	No	DNK/NR
Total		38,4%	56,9%	4,7%
Gender	Male	46,6%	48,8%	4,6%
	Female	31,5%	63,7%	4,7%
Age	18-29 years old	44,0%	49,2%	6,8%
	30-44 years old	37,7%	56,6%	5,6%
	45-64 years old	38,2%	60,1%	1,6%
	65 +	33,3%	62,2%	4,4%
Education	Secondary incomplete or no ed.	26,3%	70,2%	3,6%
	Secondary	26,9%	67,0%	6,1%
	Secondary vocational	40,6%	55,7%	3,7%
	Higher ed. Incl college	52,8%	42,3%	4,9%
Language of communication	Romanian/Moldovan	41,1%	54,7%	4,2%
	Russian	28,8%	64,7%	6,4%
Socio- economic level	Low level	25,5%	71,5%	3,0%
	Medium level	35,1%	58,8%	6,1%
	High level	50,7%	44,6%	4,6%
Area	Urban	46,4%	47,9%	5,7%
	Rural	31,6%	64,6%	3,7%

Table 7.2 Awareness level about reform of the Ministry of Internal Affairs

7.4 Assessment of changes in Police activity

The respondents were asked to say if they have noticed over the last 2-3 years any positive or negative changes in the Police activity.

Almost half of respondents (49.1%) stated that they did not notice any changes, and other 8.8% of respondents opted for “DNK/NR”. At the same time, very positive or somehow positive changes were noticed by 26% respondents, and negative or somehow negative changes were noticed by 16.2% respondents.

Would you please tell us if you have noticed over the last 2-3 years any positive or negative changes in the Police activity?					
Very positive changes	Some positive changes	No changes	Some negative changes	Very negative changes	DNK/NR
1,2%	24,8%	49,1%	12,0%	4,2%	8,8%

Table 7.3 Answers to Q21 (Would you please tell us if you have noticed over the last 2-3 years any positive or negative changes in the Police activity?)

The analysis of answers provided to this question reveals important specifics, depending on the fact if the respondent had or had not direct contacts with the Police or if the respondent was or was not victim of an offence/crime:

- Positive changes were observed by 33.2% respondents who had contacts with the police, as compared to 22.7% respondents who did not have contacts with the police. Respectively, the share of those who did not observe changes was higher among those who did not have contacts with the Police (52.9%) than of those who had contacts with the Police over the last 12 months (40.9%).
- Positive changes were observed by 32.6% of respondents who have been victims of an offence/crime over the last 12 months, as compared to 25.5% of respondents who have not

been victims. Respectively, the percentage of those who did not notice changes was higher among those who have not been victims of an offence/crime over the last 12 months (50.6%) and lower among those who have been victims (31.0%)

Thus, respondents who had contacts with police and respondents who have been victims of an offence/crime over the last 12 months had a relatively better perception of changes in the police activity.

7.5. Developments of some aspects related to the Police activity

The respondents were asked to assess to what extent some specific aspects related to the Police activity got better or worse over the last 5 years.

The most important positive changes regarding police activity have been related to improvements of police technical equipment. Hence 51.1% of respondents considered that this aspect of police activity improved, 31.8% stated no changes and only 7.5% considered that this aspect worsened.

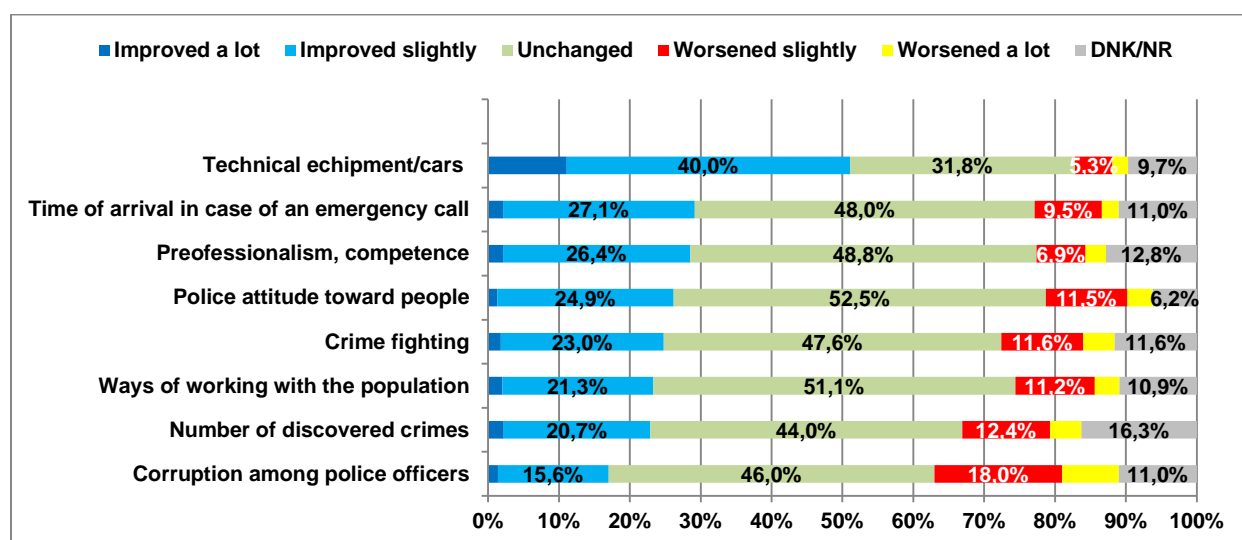


Chart 7.3 To what extent the following aspects of the Police activity have been improved or worsened over the last 5 years?

On the second and third places of positive developments were the improvements related to time of arrival to emergency call and police professionalism/competence:

- 29.2% of respondents considered that time of arrival in case of emergency call diminished, as compared to 11.9% of respondents who considered that time of arrival increased.
- 28.5% of respondents considered that police professionalism and competence improved, as compared to 9.8% of respondents who considered that police professionalism and competence decreased.

In absolute values, the perceptions regarding positive changes related to "Police attitude to people", "Crime fighting", "Ways of working with the population" and "Number of discovered crimes" are also relatively higher than the perception regarding some negative changes.

	Improved a lot	Improved slightly	Unchanged	Worsened slightly	Worsened a lot	DNK /NR
Technical equipment / cars	11.1%	40.0%	31.8%	5.3%	2.2%	9.7%
Time of arrival in case of emergency call	2.1%	27.1%	48.0%	9.5%	2.4%	11.0%
Professionalism, competence	2.1%	26.4%	48.8%	6.9%	2.9%	12.8%
Police attitude to people	1.3%	24.9%	52.5%	11.5%	3.6%	6.2%
Crime fighting	1.8%	23.0%	47.6%	11.6%	4.4%	11.6%
Ways of working with the population	2.0%	21.3%	51.1%	11.2%	3.5%	10.9%
Number of discovered crimes	2.2%	20.7%	44.0%	12.4%	4.4%	16.3%
Corruption among police officers	1.4%	15.6%	46.0%	18.0%	8.0%	11.0%

Table 7.4 To what extent the following aspects of the Police activity have been improved or worsened over the last 5 years? (Answers to Q22)

A reverse situation was observed for “Corruption among police employees”, where the perceptions of some positive changes (17.0%) are much lower than the perceptions regarding some negative changes (26.0%).

The differences in perceptions of respondents who have been victims of crimes/offences as compared to the respondents who were not victims of crimes/offences

The victims of offences/crimes were more positive when assessing some changes and less positive when assessing other changes occurred within the Police:

Victims’ less positive perceptions as compared to the perceptions of the respondents who have not been victims of some offences/crimes:

- 33.4% of respondents who have been victims considered that they and their families are less safer now as compared to five years ago, as against 28.6% respondents who were not victims;
- 24.1% of respondents who have been victims considered that police attitude toward people worsened, as compared to 14.3% of respondents who have not been victims;
- 17.6% of respondents who have been victims considered that time of arrival in case of an emergency call worsened, as compared to 11.3% of respondents who have not been victims;
- 32.3% of respondents who have been victims considered that corruption among police officers worsened, as compared to 25.4% of respondents who have not been victims.

Victims’ more positive perceptions as compared to the perceptions of the respondents who have not been victims of offences/crimes:

- 32.1% of respondents who have been victims considered that the number of discovered crimes improved, as compared to 22.2% of respondents who have not been victims;
- 62.5% of respondents who have been victims considered that technical equipment improved, as compared to 50.3% of respondents who have not been victims.

The differences in perceptions of respondents who had contacts with police as compared to those who did not have contacts with police over the last 12 months

The respondents who had contacts with police proved a more distinctive (less neutral) vision when assessing the changes. Respectively, the share of answers “just like 5 years ago”, “no change is noted”,

“unchanged” is smaller, sometimes substantially, among the respondents who had contacts with police, as compared to those who did not have contacts with police.

The contacts with police led to a higher share of positive opinion for a number of issues:

- 33.3% of those who had contacts with police over the last 12 months noted some positive changes, as compared to 22.7% of those who did not have contacts with police;
- 31.4% of those who had contacts with police over the last 12 months consider that police attitude improved, as compared to 23.8% of those who did not have contacts with police;
- 35.0% of those who had contacts with police over the last 12 months consider that the time of arrival in case of emergency call improved, as compared to 26.3% of those who did not have contacts with police;
- 27.2% of those who had contacts with police over the last 12 months consider that the number of discovered crimes increased, as compared to 20.9% of those who did not have contacts with police;
- 65.8% of those who had contacts with police over the last 12 months consider that the technical equipment improved, as compared to 44.2% of those who did not have contacts with police;
- 47% of those who had contacts with police over the last 12 months consider that police professionalism and competence improved, as compared to 24.7% of those who did not have contacts with police.

When comparing the answers of those who had contacts with police with the answers of those who did not have contacts with police, no substantial differences were noted in the perceptions regarding the eventual changes in the modalities of work with the population and the level of corruption among the police employees.

7.6 The effects of installing the road traffic control devices

To assess the effects of installing road traffic control devices (video cameras), the survey participants were asked to answer to what extent they think that these devices influence the drivers' responsibility, drop in number of road accidents, and decrease in number of road accidents' victims.

About 68.1% of respondents consider that the installation of traffic control devices influences to a big or very big extent the decrease in number of road accidents' victims, 70.3% - the drop in number of road accidents, and 77.2% - making drivers more responsible.

The respondents with driving license provided more pronounced answers to these questions as compared to those without driving license. Hence:

- 72.6% of respondents with driving license consider that the installation of the control devices influences to a big or very big extent the decrease in number of road accidents' victims, as compared to 65.6% respondents without driving license.
- 75.0% of respondents with driving license consider that the installation of the control devices influences to a big or very big extent the decrease in number of road accidents, as compared to 67.9% of respondents without driving license.

- 81.9% of respondents with driving license consider that the installation of the control devices influences to a big or very big extent on making drivers more responsible, as compared to 74.7% of respondents without driving license.

7.7. Police integrity versus orders from superiors or politics' interference

The current survey covered an additional question to assess the perception regarding the policemen's integrity level. The respondents were asked to answer how they think a policeman would react if he/she has to solve a very important case of high interest for some high-rank people in the state.

	Very likely	Likely	Not so likely	Not likely at all	DNK/NR
Would solve the case observing the law	6,1%	27,9%	35,5%	18,0%	12,4%
Would solve the case in favour of the person giving bribe	31,6%	38,0%	12,1%	5,4%	13,0%
Would solve the case according to his/her boss/superior's order	32,6%	40,4%	9,8%	4,7%	12,4%
Would solve the case according to the indications received from a person with political involvement	31,7%	37,6%	10,9%	4,8%	15,0%

The answers provided to this question lead to the following conclusions:

- only 34.0% of respondents consider that it is likely or very likely that the policeman would solve the case observing the law, and 53.5% consider such a way of action to be not so likely or not likely at all.
- 69.3% of respondents consider that it is likely or very likely that the policeman would solve the case according to indications received from persons with political implication
- 69.6% of respondents consider that it is likely or very likely that the policeman would solve the case in favour of the person giving bribe
- 73.0% of respondents consider that it is likely or very likely that the policeman would solve the case according to his chiefs' orders.

The results of group discussions regarding changes in police activity

The participants in the group discussions expressed the opinion that both positive and negative changes occurred in the last years. Among the positive changes the respondents mentioned the decrease of crime rate and of the number of accidents, positive changes in the attitude of the policemen, better endowment with equipment and techniques, as well as an increase in visibility.

- „It is true that the number of crimes decreased, it is no longer as it used to be in the past.” FG2.F4
- „The police became more polite and amiable.” FG1.F1
- „The equipment improved, they have better uniforms, vehicles, video cameras etc.” FG2.M3
- „They are not allowed to apply force unless there is a sound reason for that and they respect the human rights.” FG2.F2
- „While in the past the police could 'swat' them a little, they now have other laws and they would rather not infringe them.” FG1.F2
- „A lot of accidents used to happen in our area, almost every day there was an accident – now it is better, and there are street patrols every day. There used to happen up to 50 deadly accidents in half a year, but now the situation is better, nobody is driving recklessly any longer.” FG2.F3
- „They are very frequently seen patrolling and the drivers are more disciplined trying to respect the road traffic rules. The policemen do not any longer stay at fixed police posts as it used to be before.” FG1.M1

However, the participants in the group discussions expressed the opinion that the reform of the MIA and of its subdivisions was not visible and transparent enough, while the changes noticed within the police are not related to the results of the reform.

7.8. Findings

- The number of those who consider that Police activity improved (42%) is bigger than the number of those who consider that things got worse (31.7%). The survey conducted in December 2013 registered a comparable, but relatively better, proportion of answers.
- 16.5% of respondents stated that now they feel much more or to a certain degree safer, 52.4% stated that they feel as safe as 5 years ago, and 28.9% stated that they feel to a certain extent less or much less safer.
- 38.4% of respondents stated that they have heard about the reform of the Ministry and 56.9% - that they did not hear. As compared to the results of the survey conducted in December 2013, the share of respondents who have heard about the reform decreased considerably (from 50.7% in December 2013 to 38.4% in November 2015).
- 26% of respondents stated that they have observed very positive or some positive changes in the police activity, and 16.2% of respondents stated that they have observed some negative or very negative changes. Almost half of respondents (49.1%) stated that they did not notice any changes, and other 8.8% of respondents opted for "DNK/NR".
- The most important positive changes regarding police activity have been related to improvements of police technical equipment. Hence 51.1% of respondents considered that this aspect of police activity improved, 31.8% stated no changes and only 7.5% considered that this aspect worsened.
- The improvements related to time of arrival to emergency call and police professionalism/competence are on the second and third places of positive developments. Hence, 29.2% of respondents considered that the time of arrival in case of emergency call diminished, as compared to 11.9% of respondents who considered that the time of arrival increased. 28.5% of respondents considered that police professionalism and competence improved, as compared to 9.8% of respondents who considered that police professionalism and competence decreased.
- In absolute values, the perceptions regarding positive changes related to *"Police attitude to people"*, *"Crime fighting"*, *"Ways of working with the population"* and *"Number of discovered crimes"* are also relatively higher than the perceptions of negative changes.
- A reverse situation is noted for *"Corruption among police personnel"*, where the perception of some positive changes (17.0%) is much lower than the perception regarding some negative changes (26.0%).
- There are important differences in perceptions of respondents who had contacts with police or have been victims of crimes/offences, as compared to perception of those who did not have

contacts or have not been victims. Hence, the respondents who had contacts with police or have been victims of offences/crimes were more positive when assessing changes in Police.

- The respondents who had contacts with police proved a more distinctive (less neutral) vision when assessing the changes. Respectively, the share of answers “just like 5 years ago”, “no change is noted”, “unchanged” is smaller, sometimes substantially, among the respondents who had contacts with police, as compared to those who did not have contacts with police.
- 68.1% of respondents consider that the traffic control devices have a big or very big impact on the decrease in number of road accidents’ victims, 70.3% - the drop in number of road accidents, and 77.2% - making drivers more responsible.

CHAPTER 8. COOPERATION BETWEEN THE POLICE AND THE PUBLIC

The cooperation between the Police and the Public represents a fundamental part of the police activity, as well as a key element of the community-based policing concept which is also described as „partnership policing“. The core of the policing activity within this model represents a close partnership between the police and the public, as well as the partnership between the police and other state agencies and relevant beneficiaries. This chapter examines the nature of police-society cooperation at the current moment, the factors that undermine or impede cooperation, the willingness of the police and society to foster the cooperation, as well as the ways for promoting such a partnership in the future.

8.1. Offering help/assistance to police

The respondents within the public opinion survey were asked whether they had provided any support to police within the previous 12 months or earlier. The following answer options were available for the respondents: “yes”, “probably yes”, “I do not know”, “probably no” and “no” (Chart 8.1.). This question is also important because it allows comparing between the past and the more recent experiences.

Only 7.6% of the respondents admitted having provided or having probably provided support to the police in the last 12 months. An insignificantly higher percentage of respondents (8.3%) admitted having provided or having probably provided assistance to the police prior to this time period.

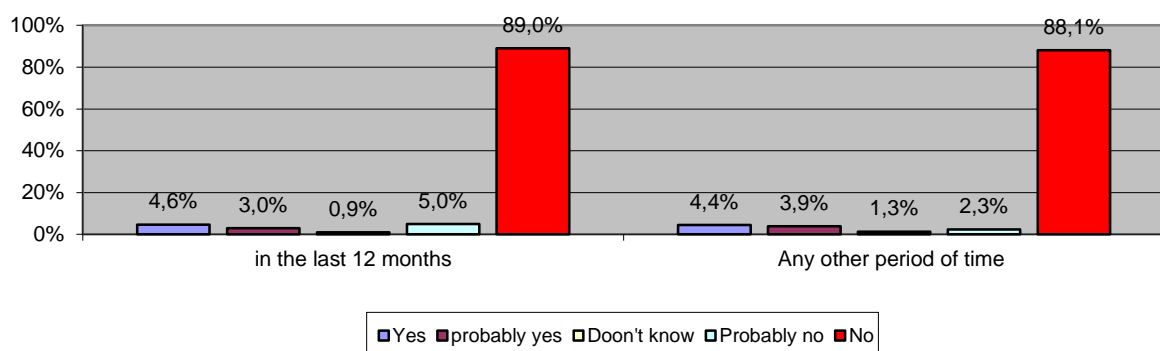


Chart 8.1 Have you provided any kind of support to police in the last 12 months or earlier?

The small number of respondents who admitted having offered assistance to police does not make it possible to formulate statistically relevant findings on the answers provided by different demographic and socio-economic groups. It may however be observed from the survey data that the majority of positive answers were provided by the respondents with higher education background and higher living standards, compared to the respondents from other demographic and socio-economic categories.

The respondents from the internal survey within the police were also requested to provide an estimate on the frequency of citizens' providing assistance to police staff in fulfilling their tasks; there were the following answer options provided: “very frequently”, „rather frequently”, „from time to time”, „rather rarely”, „never” (Fig.8-2). 29.3% of the respondents to the internal poll within the police stated that the public provides assistance to police rather frequently, 46.1% admitted that such kind of help is offered from time to time. These statements show an obvious inconsistency between the police perception on the assistance provided by the citizens and the reality.

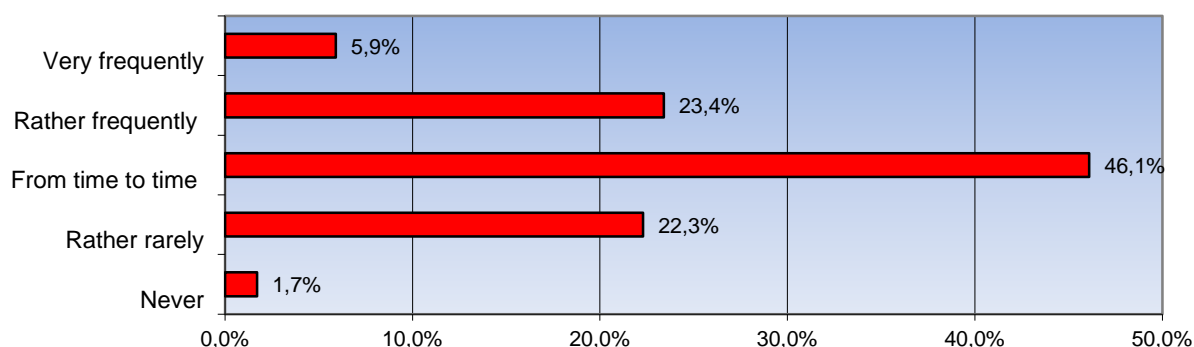


Chart 8.2 Police staff perception on the assistance provided by the public⁴

The respondents to the public perception survey who claimed to have provided support to the police in the past were further requested to specify the type of assistance they offered from a list of six options (Table 8.1)

Involvement	In the last 12 months	Earlier in the past
	Percentage (the respondents may choose more than one option)	
I gave evidence / acted as a witness in police	64,5%	65,7%
I cooperated with the police regarding other issues	50,8%	51,3%
I reported (complained about) an offence (crime)	34,0%	33,2%
I provided information about a wanted offender or about somebody who committed a crime	22,7%	23,4%
I alerted the police about a crime planned	15,6%	17,1%
I participated in voluntary patrolling	10,2%	19,9%

Table 8.1 Different types of support offered to the police by citizens (answers to the question Q37)

Giving evidence is the most frequent way in which the citizens provide support to the police. More than one half of the respondents who provided support to the police indicated this as the main form of assisting the police in the past 12 months (64.5%). In the previous period, the same method was mentioned by approximately the same number of respondents (65.7%).

The most significant discrepancy between the assistance offered in the past 12 months and the assistance offered earlier in the past is noticed in the answers referring to the participation in voluntary patrols. Although 19.9% of the respondents declared that they participated in voluntary patrols earlier in the past, this proportion has decreased to 10.2% in the past 12 months' period.

8.2. Ways for enhancing cooperation

Taking into consideration the fact that both the public and the police acknowledge the importance of a tighter cooperation, as well as the general availability of the public to provide further support, both the respondents from the public and those from the police were also asked to share their opinion on the best method of enhancing the collaboration between the police and the public. The respondents were allowed to choose up to three options from the list (Table 8.2.).

⁴ Answers to the question A9 from the questionnaire for the police: How frequently do the citizens help the police in fulfilling their tasks?

The table shows that there is generally an agreement between the respondents from both sides regarding the methods of fostering the cooperation between the police and the public. Both groups emphasize the importance of a better dialogue and consultations between the police and the public and consider that improvement of this aspect is required (the public placed this element at the 3rd place; the police – on the 1st place); securing the public order through cooperation with the citizens was also emphasized as an important element (the public placed this element at the 4th place; the police – on the 2nd place).

How can the relationships between the police and the public be improved, in your opinion? (choose up to three answer options)				
	Population		Police	
	%	place	%	place
Through a more frequent and visible patrolling in the locality	29.2%	1	25.4%	7
Through a stricter promotion by the police of the respect towards the law	26.9%	2	26.2%	5
Through a better dialogue/ consultations between the police and the population from the locality	25.1%	3	48.1%	1
Through activities for securing the public order in cooperation with the citizens	23.5%	4	45.0%	2
Through an increased accountability towards the population of the community regarding the actions taken and the results obtained	21.4%	5	13.7%	9
Through consultations with the public regarding the most important actions to be taken	20.8%	6	28.9%	3
Through simpler access to the police (to the police sectors, through the telephone etc.)	20.2%	7	9.4%	10
Through more efficient actions of the police in the area of preventing and combating criminality	19.0%	8	26.0%	6
Through better communication through the mass-media	17.7%	9	21.5%	8
Through a more thorough information to the public about crimes and the ways of preventing them	11.5%	10	28.5%	4
I do not know / No answer	9.1%		0.7%	
Other	2.8%		0.7%	

Table 8.2 Ways of enhancing the cooperation between the police and the public

Answers to Q38 from the population survey and A13 from the police survey

Similarly, both the respondents from the public and from the police expressed a comparable opinion that easier access to police and better communication through the mass-media are situated on a lower level in the list of priorities (the public ranked these actions on place 7 and 9; the police – on place 10 and 8).

There are considerably different opinions regarding the other types of actions. Thus, according to the citizens the enhancement of the relationships between the police and the public may first of all be achieved through more frequent and more visible patrolling of the locality (1st place) and through a stricter promotion of the respect of the law by the police (2nd place), while according to the police respondents these activities stay on the 7th and 5th place in the list of options.

An important discrepancy is noticed regarding the activities of ensuring a higher level of accountability towards the population of the locality on the actions taken and the results obtained (the public situated this element on the 5th place 5; the police – on the 9th place).

8.3. Findings

- Only 7.6% of the respondents stated that they offered or probably offered support to the police in the past 12 months. A slightly higher percentage of the respondents (8.3%) stated they offered or probably offered support to the police earlier in the past.

- 29.3% of the respondents from the internal survey stated that the public provides support to the police frequently or very frequently, 46.1% consider that this support is provided from time to time. These statements show an obvious discrepancy between the police perception about the support provided to them by the citizens and the reality.
- Witnessing is the most frequent form of support offered by the public to the police. More than a half of the respondents who offered support to the police mentioned that this was the main method of providing assistance to the police in the past 12 months (64.5%).
- The most significant discrepancy between the assistance provided within the last 12 months or earlier in the past was identified in participation to voluntary patrolling.
- Both, the public respondents and police respondents, agree with the methods that would enhance public-police collaboration. Both groups of respondents have similar opinion regarding the importance of a better public-police dialogue and consultations, as well as joint efforts in ensuring public order and security.
- A significant discrepancy was noticed regarding the measures for ensuring a higher level of police accountability to the public about their activities and results obtained (the public placed this aspect on the 5th place; the police – on the 9th place).

PART II. INTERNAL SURVEY RESULTS

CHAPTER 1. CRIME SITUATION

1.1. Level of crime in the locality, city /rayon, country

Respondents to the internal survey were asked to assess the level of crime in their locality, city/rayon and country in general. They had the following options for answers: very low, low, high and very high.

It is interesting to note that the respondents estimate the level of crime as being higher in other parts than in the communities/localities they serve/live. Hence, 37% of respondents consider that the level of crime in their locality is high or very high, while 47% of them consider that the level of crime in rayon/cities is high or very high and 75% think that the level of crime in the country in general is high or very high (chart 1.1).

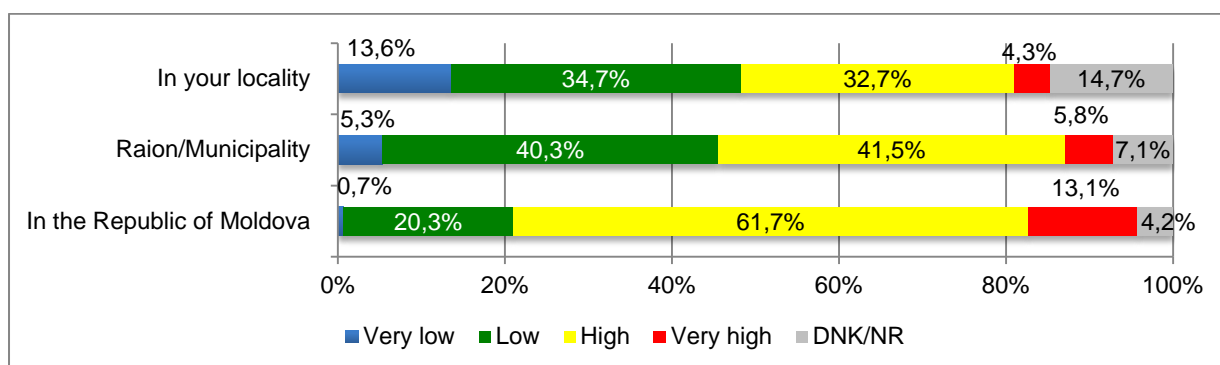


Chart.1.1 Generally, how would you estimate the level of crime in ...?

The analysis of answers provided by different MIA' subdivisions demonstrates a certain variety but the general tendency is almost identical – respondents think that the level of crime in country in general is high, it is lower at the level of rayon/cities and it is even lower at the community level. Generally, the variances are not significant among respondents from different sub-divisions, excepting answers provided by the personnel of the National Investigation Inspectorate, who estimate the level of crime as being higher, as compared to their colleagues from other subdivisions.

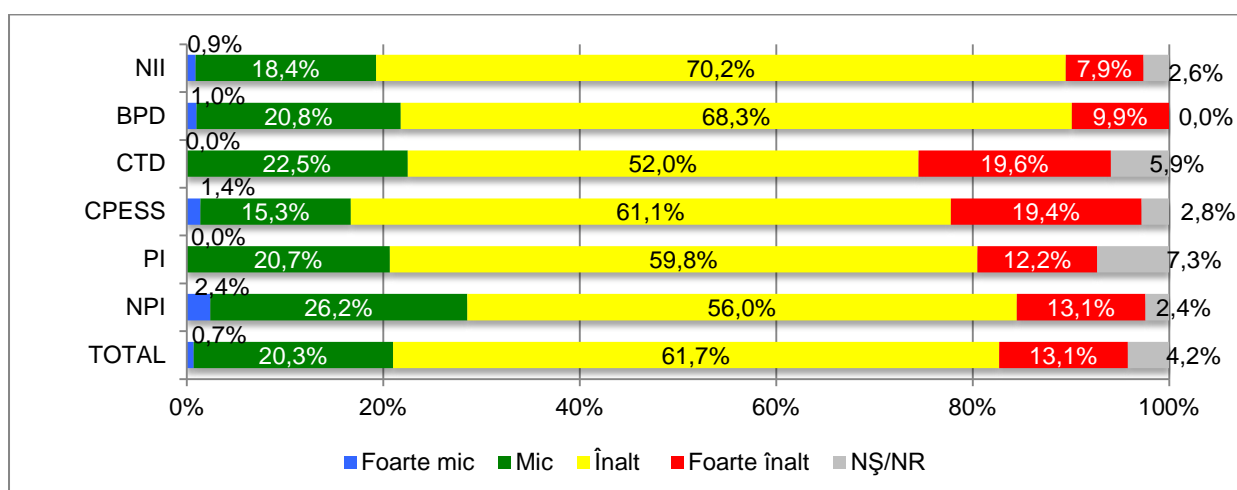


Chart 1.2. The level of crime in the Republic of Moldova.

The percentage of respondents that estimated the level of crime in the country as being high or very high, varies from 69% (NPI), to 78% (NII) and 80,5% (CPESS), the average score being 75%.

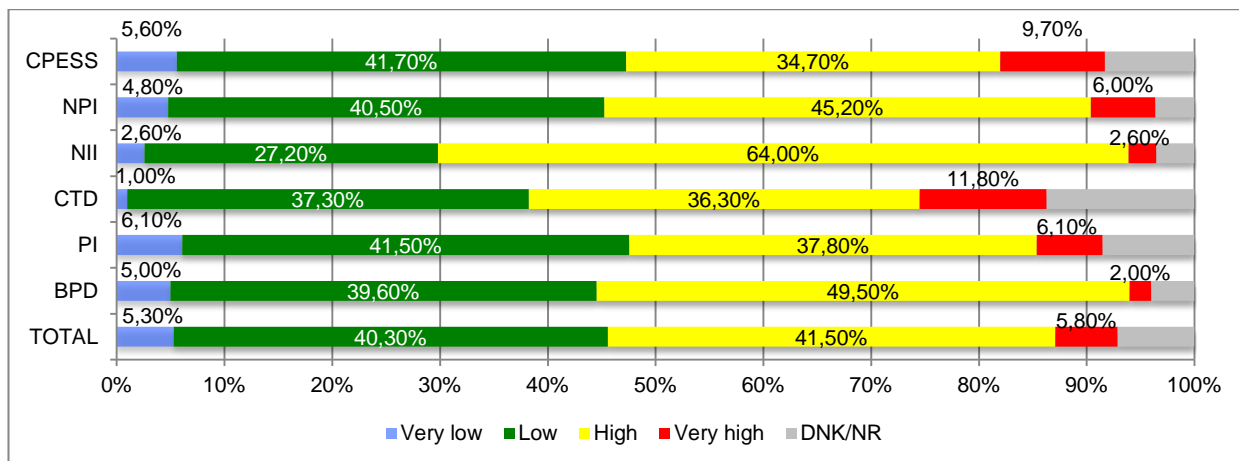


Chart 1.3 Generally, how would you estimate the crime level in your rayon/municipality?

Regarding the level of crime in their rayon/municipality, the estimations of respondents who consider that the level of crime is high or very high vary from 45% (CPESS) to 67% (NII), the average score being 47%, while the percentage of respondents who think that the level of crime is low or very low varies from 30% (NII) to almost 48% (PI), the average score being 46%.

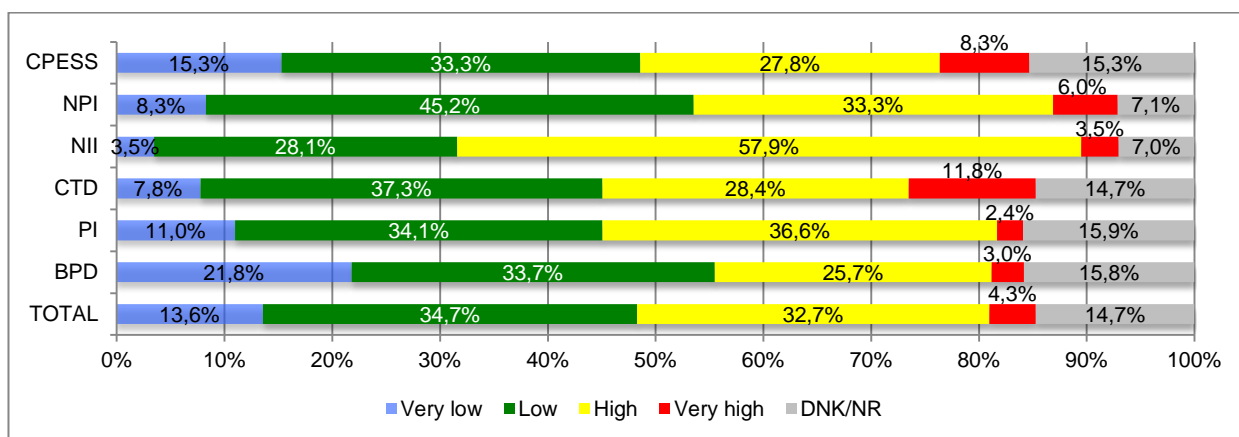


Chart.1.4. Generally, how would you estimate the level of crime in your locality (community)?

The percentage of respondents who consider that the level of crime at the community level is high or very high, varies from 29% (BPD) to 61% (NII), the average score being 37%, while the percentage of the respondents who consider that the level of crime is low or very low, varies from 32% (NII) to 54% (NPI) and 55.5% (BPD), the average score being 48%.

The same question was included in the questionnaire for the general public survey. Similar trend was registered as compared to the results of the internal survey conducted among police personnel. The citizens inclined to think that the level of crime in their community is low, while the level of crime in rayon/municipality is high and the level of crime at the country level is very high (chart 1.5). In the same time a similar estimation of the crime level by police and population was registered, the differences being within the limits of the sampling errors.

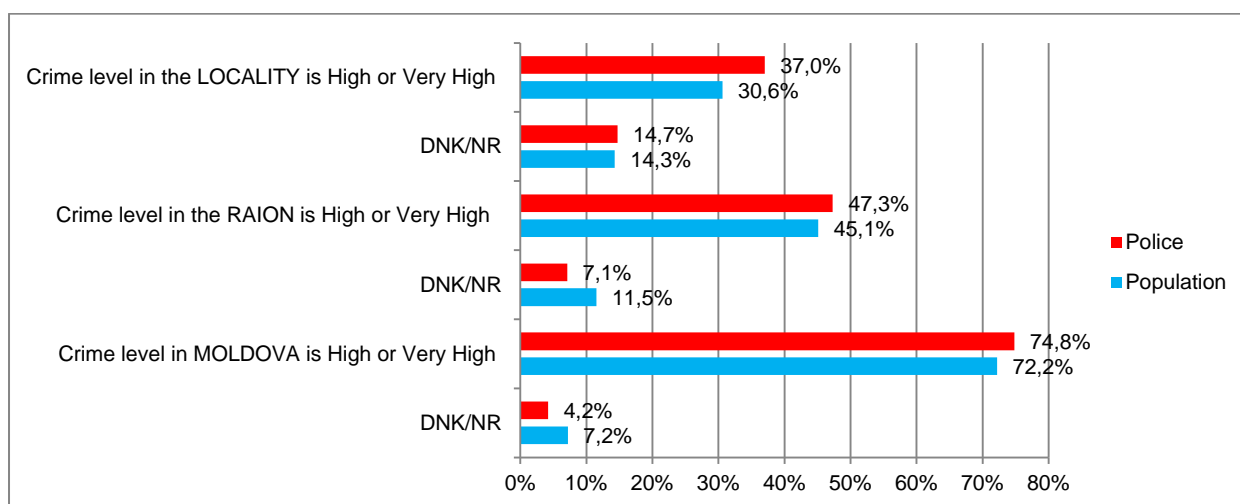


Chart.1.5. Perceptions on crime level: comparing the results of the public opinion survey and internal opinion survey.

1.2. Worry about the level of crime.

The respondents were asked to express their worry about the level of crime in their rayon/ community. The answers are presented in chart 1.6. Almost 70% of respondents declared that they are worried or very worried about the level of crime in their rayon/community, while 28,5% have not declared as being worried, choosing the options “not worried at all” or “slightly worried”.

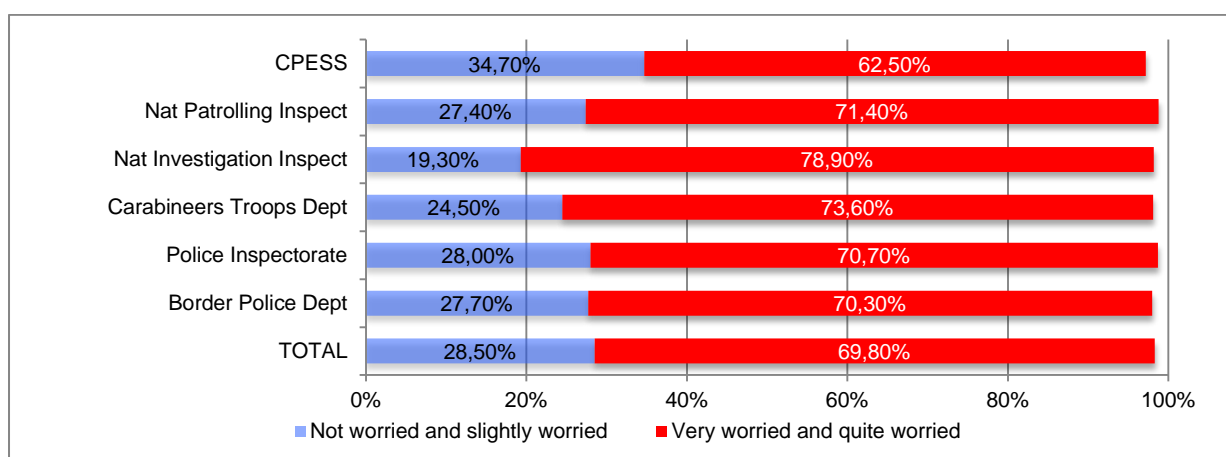


Chart.1.6. How worried are you regarding the level of crime in your locality/rayon)?

Public opinion survey had the same question included. Comparative analysis of answers provided to both surveys is presented in the chart 1.6. As it might be probably expected, the police officers are more worried about the level of crime in their locality/rayon, although both category of respondents (police officers and citizens) had almost the same perception regarding the crime level. Hence, 43,9% of public opinion respondents were quite worried or very worried about the level of crime (chart 1.7), as compared to 69,8% of respondents to the internal survey.

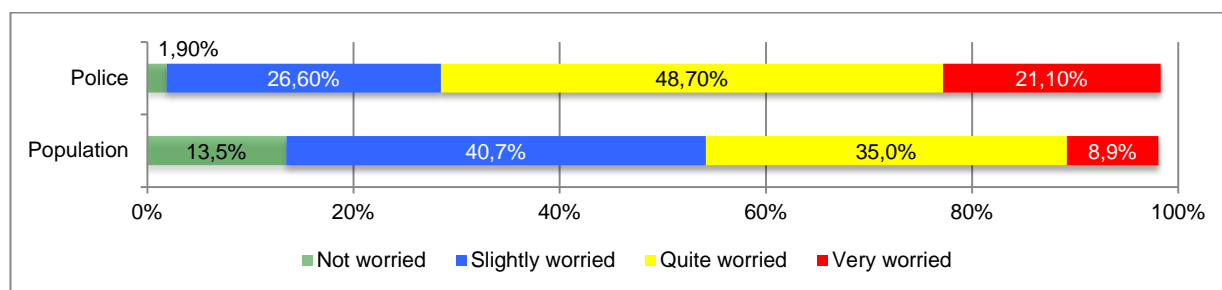


Chart.1.7. Worry about crime: public perception versus police perception.

1.3. Crime frequency

Police officers were asked to express their opinion regarding the frequency of different crime committed in the community/ rayon. Answers to these questions are presented in the table below⁵ and are arranged according to the descending frequency of crimes (the sum of “very often” and “quite often” answers).

	Committed crimes	Never	Rarely	Sometime	Quite often	Very often
1	Burglary	1.9%	9.7%	34.1%	38.8%	14.2%
2	Domestic violence	3.8%	19.7%	29.7%	36.2%	8.0%
3	Cheating in trade	8.4%	33.2%	23.4%	20.1%	13.6%
4	Theft from vehicles	7.4%	31.4%	34.2%	19.0%	7.1%
5	Robbery	4.3%	27.7%	42.0%	20.7%	4.1%
6	Trafficking and use of drugs	11.9%	34.7%	27.6%	17.9%	5.3%
7	Theft of agricultural goods or cattle	7.1%	31.0%	37.8%	18.0%	4.7%
8	Swindling	12.3%	36.7%	28.0%	15.7%	5.0%
9	Damage to vehicles	8.2%	39.3%	31.7%	14.8%	4.6%
10	Extortion of money/gifts by public servants	27.4%	34.5%	18.6%	12.6%	5.0%
11	Theft from a dacha	17.3%	33.8%	31.9%	13.0%	2.5%
12	Serious bodily injures	6.0%	35.4%	42.1%	11.5%	3.2%
13	Misappropriation	7.7%	43.0%	35.5%	9.4%	2.7%
14	Sexual violence	14.0%	45.2%	28.2%	9.1%	1.5%
15	Vandalism	34.6%	41.6%	14.5%	6.7%	1.2%
16	Blackmail / racket	37.5%	34.1%	18.1%	4.9%	2.8%
17	Theft of vehicles	11.5%	49.2%	30.4%	6.5%	1.1%
18	Trafficking in human beings	26.8%	46.2%	19.2%	5.4%	0.9%
19	Banditry (armed assault)	46.7%	41.3%	9.0%	1.1%	0.0%

Table 1.1. Police estimations regarding crime frequency in their community/rayon.

According to police officers the more frequent crimes are burglaries, with 53% of respondents considering that these types of crimes are committed quite often or very often. Domestic violence is on the second place (44%), followed by cheating in trade (34%), thefts from vehicles (26%), and robberies (25%).

The district police officers that participated in the focus group discussions claimed that the level of burglaries, thefts and hooliganism increased during the last 2 years. In their opinion there are many reasons explaining these tendencies: low socio-economic level of population, quality of population remaining in rural area, abuse of alcohol and drugs, children remaining without parents' supervision, absolute lack of crime prevention' actions.

⁵ Answers to the question A3: How often do you think the following crimes/offences are committed in your locality / sector?
Proposed options: Never, Rarely, Sometime, Quit often, Very often, Don't know/NR.

'...The frequency of crimes in the community has increased. The fact is that a transition occurred from contravention to criminal response model. In the past the offender has been feeling immediately the punishment, but now the log processing of case make him feeling unpunished.....also because of our national traditions the wives hardly agree to have a protection prescript..' (Head of rural post/station, 10 years of experience)

'...There are many socially vulnerable persons in our district, the majority of young and middle age people left the village for living abroad, the remaining people have quite specific characteristics...' (district police officer, rural area, 4 years of experience)

The public opinion survey revealed a different frequency of crimes. It should be noted that in the public opinion survey the crime rates have been calculated based on information provided by respondents who had been victims of crimes and it is obvious that the sample was too small from statistical point of view and offers a very approximate structure of crime frequencies.

1	Cheating in trade
2	Robbery
3	Serious bodily injures
4	Burglary/Theft from households
5	Swindling
6	Theft from vehicles
7	Vandalism
8	Theft of agricultural products / goods or cattle
9	Theft of vehicles
10	Domestic violence
11	Blackmail / racket
12	Misappropriations
13	Theft of personal belongings in public transportation

Table 1.2 Crime frequency ordered according to the results of public survey

1.4. Crime reporting by victims

In the perception of the majority of police officers the citizens report to police only when they become victims of crimes. Hence, 64% of respondents believe that crime victims report to police “very often” or “quite often”. The difference in answers provided by respondents from different departments is quite significant, estimations varying from 44,4% in the case of CPSS respondents and up to 85,1% in the case of NII respondents.

25,9% of police respondents think that victims report quite rarely, and 6,7 % believe that they report very rarely on crimes. This would mean that police in fact accept that they have limited knowledge about an important part of crimes that occur in the community they serve.

The respondents to the public survey that have been victims of crimes reported to police about 75% of incidents, this rate broadly corresponds with the results of the internal police.

The perception of the police personnel regarding main reasons why the victims of crimes do not report to police is presented in the table 1.3.

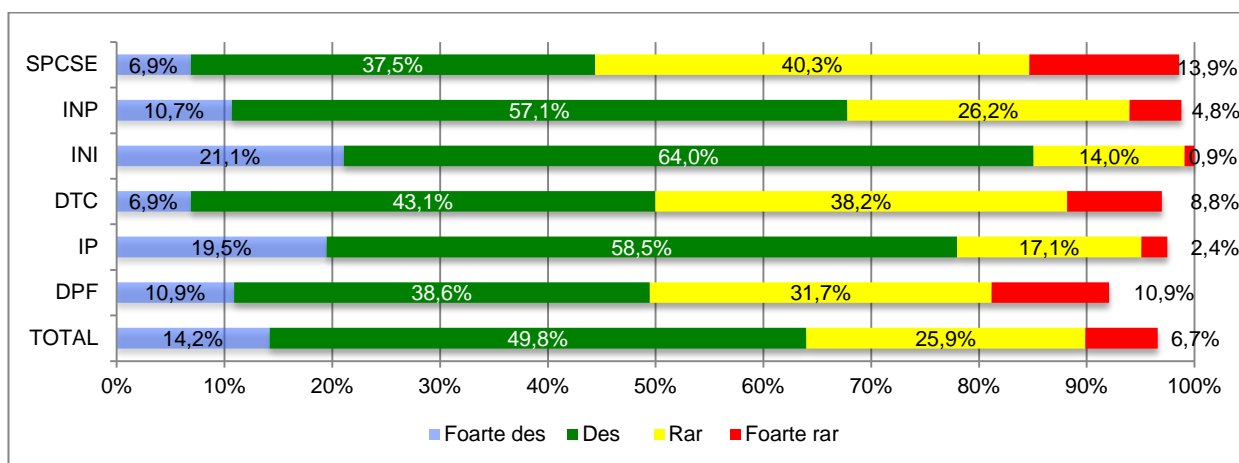


Chart.1.8. In your opinion, how often do the victims of crimes/offences report to police?

In the perception of the police personnel the main reasons why the victims of crimes do not report about crimes to police are as follows:

- the fear of reprisal by offenders (this opinion has been selected by 46% of respondents, and the variances among subdivisions have been significant – from 32.5% for NII respondents, up to 60.4% for BPD respondents),
- the assumption that “the guilty person had compensated for the losses incurred by the victim” (41,5% of respondents),
- the assumption that people are afraid of bureaucratic delays and don’t want to waste their time (39,6% of respondents),
- the assumption that the damage was insignificant and not worth reporting (37,5%),
- lack of trust for police (34,9% of respondents in general, with significant variances among departments – from 18,3% for PI respondents, up to 53,9% for CTD respondents and 54,2% for CPSS respondents). See table 1.3.

	TOTAL	BPD	IP	CTD	NII	NPI	CPSS
Fear of reprisal by offenders	46.0%	60.4%	34.1%	55.9%	32.5%	56.0%	52.8%
The guilty person (criminal) has compensated for the losses incurred by victims	41.5%	40.6%	48.8%	26.5%	37.7%	33.3%	31.9%
The people are concerned about bureaucratic delays and are unwilling to waste their time in vain	39.6%	39.6%	36.6%	39.2%	44.7%	41.7%	45.8%
Insignificant damage, that are worthless of being reported	37.5%	26.7%	48.8%	27.5%	43.9%	28.6%	27.8%
The citizens do not trust police	34.9%	50.5%	18.3%	53.9%	36.8%	29.8%	54.2%
Private/ personal / family matter	32.2%	26.7%	39.0%	20.6%	23.7%	26.2%	29.2%
The victim settled the issue by him/herself	30.4%	33.7%	30.5%	29.4%	25.4%	25.0%	29.2%
The citizens/victims consider it is useless to report since police would not be able to do anything	28.0%	38.6%	14.6%	40.2%	28.1%	27.4%	45.8%
The victim believes it was, to some extent, her/his fault about what happened	22.6%	9.9%	36.6%	15.7%	18.4%	20.2%	6.9%
Advise of close people (friends, family)	21.2%	22.8%	25.6%	11.8%	17.5%	16.7%	12.5%
Embarrassing / too much trouble / no conditions for claiming	18.8%	17.8%	19.5%	16.7%	13.2%	20.2%	19.4%
Attempt at offence was unsuccessful	16.2%	18.8%	15.9%	19.6%	15.8%	16.7%	12.5%
Victims announce other authorities	14.9%	10.9%	19.5%	9.8%	15.8%	20.2%	6.9%
The citizens/victims consider it is useless to report since police would not be willing to intervene	11.1%	14.9%	3.7%	27.5%	6.1%	6.0%	25.0%

Table 1.3 Police perception about reasons for not reporting crimes

1.5. Level of concerns about specific groups

The level of concerns about specific groups that might be associated with some types of crimes, with crime rate, as well as with citizens' perception of safety, to a large extent influences the police behaviour and actions. The analysis of such groups is essential for a better planning and actions aiming to decrease the impact of such groups on the crime level. According to the internal survey respondents, the drunken persons to a large extent and to a very large extent represent a problem for the particular communities where the police officers are operating. This option was selected by 66,7% of respondents. The next group are the drug users (47,5% of respondents), persons released from prisons (39,5% of respondents), drug sellers (39,2%), gangs of youths (36,6%) and beggars/tramps (27,2%) (Chart 1.9).

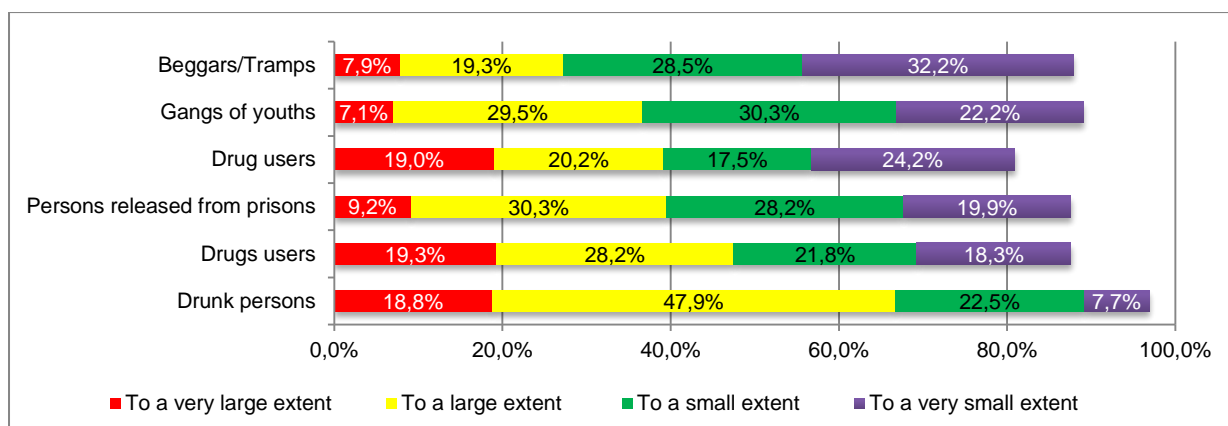


Chart.1.9 Groups that represent a problem for the community or sector where the police officer is operating.

The same question was included in the public survey and the comparative analysis of answers is presented in the chart 1.10 (the sum of responses „to a large extent” and “to a very large extent”). Hence, the same groups cause the greatest concerns to local residents as well as to police officers, with the only exception – the local residents are more worried about beggars/tramps, as compared to police, while the police officers are more worried about the gangs of youths, as compared to public opinion respondents.

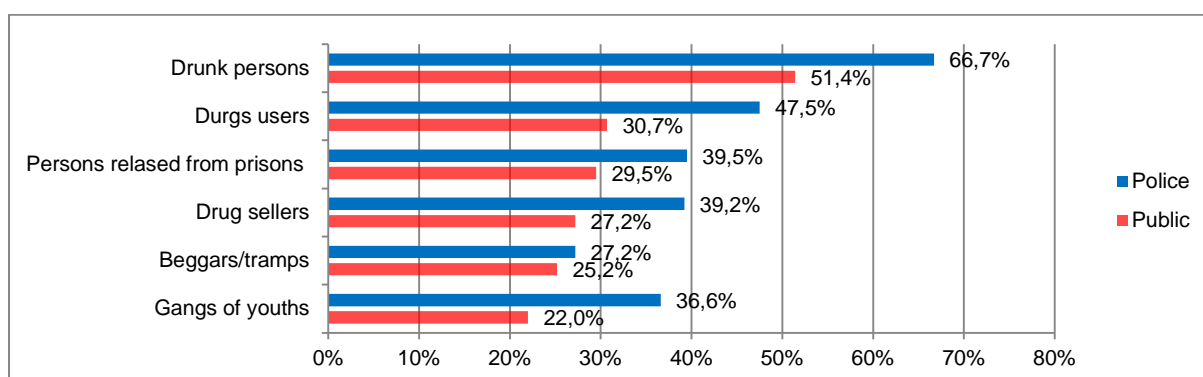


Chart.1.10. Level of concerns about certain groups: police opinion versus public opinion

1.6. Level of concerns about specific crimes

The next table present the crimes that according to the perception of the police officers represent the biggest problems for the communities they serve. Respondents were asked to answer the question to what extent the following crimes/offences constitute a problem for their community. The respondents

had the following options: “to a very large extent”, “to a large extent”, “to a small extent”, “to a very small extent” and DNK/NR.

The table presents the sum of frequencies for “to a very large extent” and “to a large extent” answers. Hence, in the opinion of police officers the groups of crimes/offences that represent the biggest problems for the communities they serve are constituted by traffic rules violations (57,3% of respondents), large number of alcohol dependants (52,6%) and drunk drivers (51,8%).

The next group represents the offences/crimes that have been mentioned by 30%-40% of respondents and includes the burglaries from households (40,5%), involvement of minors in illegal activities (39,8%), unauthorised dumps (38,0%), minors’ access to drugs (35,2%), thefts from vehicles (33,4%), large number of drugs dependants (32,6%), robberies in street (32,4%), and verbal abuse(30,3%). The other crimes/offences have been mentioned by less than 25% of respondents.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Traffic rules violations	57.3%	67.3%	50.0%	60.7%	57.1%	58.4%	61.2%
Large number of alcohol dependants	52.6%	55.5%	53.6%	61.7%	56.1%	56.0%	40.3%
Drunk drivers	51.8%	63.4%	47.5%	56.9%	51.8%	47.6%	47.3%
Burglaries from households	40.5%	33.6%	41.4%	50.9%	55.3%	44.1%	40.3%
Involvement of minors in illegal actions	39.8%	36.6%	41.4%	47.1%	57.0%	41.6%	33.3%
Unauthorised dumps	38.0%	47.5%	29.3%	63.7%	31.6%	39.3%	41.7%
Access of minors to drugs	35.2%	35.7%	29.3%	57.9%	49.1%	38.1%	40.3%
Thefts from vehicles	33.4%	33.6%	30.5%	49.1%	46.5%	46.5%	27.8%
Large number of drugs dependants	32.6%	36.6%	28.0%	48.0%	47.4%	32.2%	31.9%
Robberies in street	32.4%	31.7%	28.1%	54.9%	46.5%	41.6%	31.9%
Verbal abuse	30.3%	42.6%	23.2%	45.1%	35.1%	40.4%	22.3%
Unauthorised constructions	25.4%	26.8%	14.7%	46.0%	24.5%	28.6%	45.8%
Thefts from vehicles	23.0%	19.8%	18.3%	46.1%	40.3%	34.5%	25.0%
Sexual violence	22.6%	22.8%	21.9%	35.3%	28.1%	13.1%	23.6%
Violent crime groups	22.0%	22.7%	18.3%	33.3%	22.8%	21.5%	27.8%
Psychological violence	19.0%	27.7%	14.7%	24.5%	22.8%	17.9%	16.7%
Prostitution	17.4%	26.8%	9.8%	31.3%	19.3%	22.6%	18.1%

Table 1.4. Crimes/offences that represent a problem for the community or territory served by police officer.

This phenomenon was analysed in the public survey as well by asking respondents the same question. The types of crimes/offences that raised the biggest concerns (according to the sum of answers “to a very large extent” and “to a large extent”) are presented in the next chart.

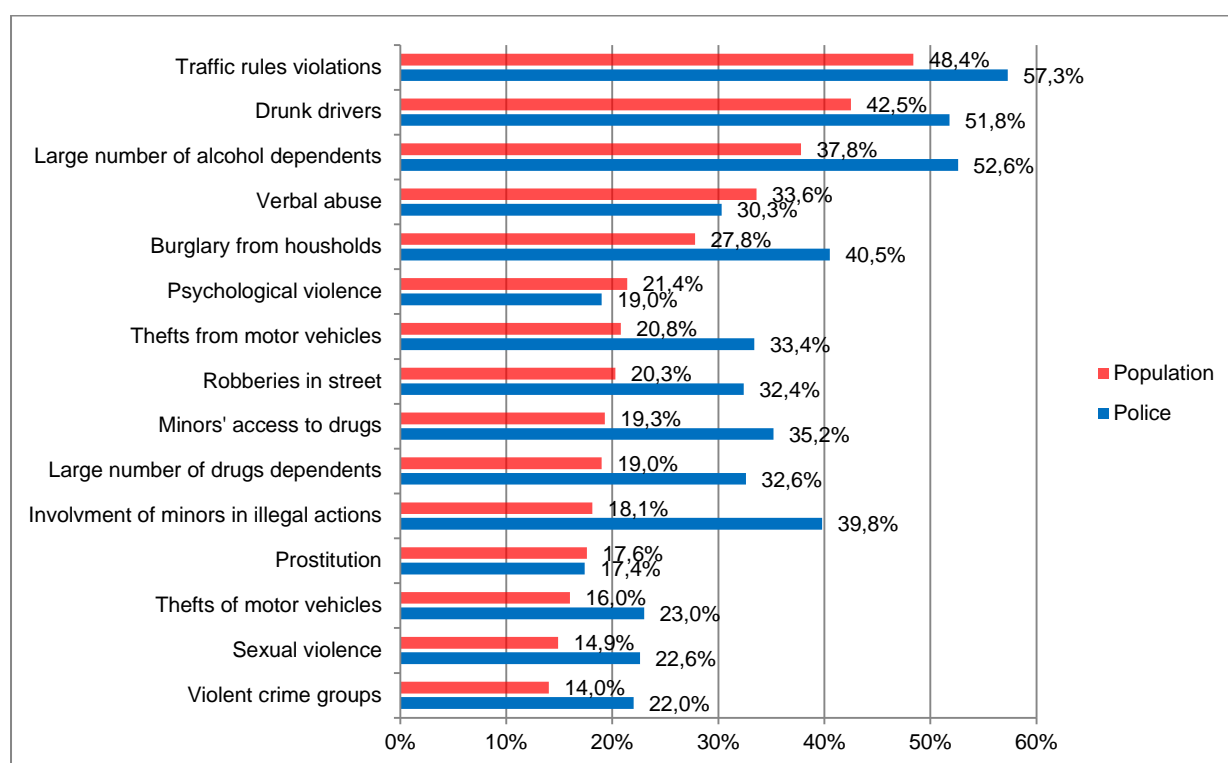


Chart.1.11. Level of public and police concerns regarding certain offences

It can be noticed that in general the level of police concerns is much higher than the level of public concerns. It is also evident that police give priority to some categories of crimes that raise fewer concerns among public respondents. For example, police is more concerns by the involvement of minors in illegal actions, access of minors to drugs and the large number of drug dependants (chart 1.11), since police are more likely to target these groups as part of their crime reduction work.

1.7. Findings

- In the perception of police officers, the level of crime is lower in the communities they serve, it is higher at the level of rayon/municipality, and it is much higher at the country level.
- Almost 70% of respondents declared that they are “worried” or “very worried” about the level of crimes in their rayon/communities, while 28,5% have not expressed any particular concerns.
- In the perception of police, the more frequent crimes are robberies, domestic violence, cheating in trade, thefts from vehicles , burglaries, use and trafficking of drugs.
- In the perception of the majority of the police respondents (64%) the citizens “often” and “very often” report to the police when they become victims of crimes/offences.
- In the perception of police respondents the main reasons why the victims of crimes do not report the crimes to police are *the fear of reprisal by offenders* (this was the opinion of 46% of respondents, and the variances among subdivisions have been significant – from 32.5% for NII respondents, up to 60.4% for BPD respondents), the assumption that the guilty person had compensated for the losses incurred (41,5% of respondents), the assumption that people are afraid of bureaucratic delays and don’t want to waste their time (39,6% of respondents), the assumption

that the damage was insignificant and not worth reporting (37,5%), and the lack of trust for police (34,9% of respondents).

- According to the internal survey respondents the following groups “to a very large extent” or “to a large extent” represent a problem for the community: drunk persons (for 67,7% of respondents), drugs users (for 47,5% of respondents), persons released from prisons (for 39,5% of respondents), drugs sellers (39,2%), gangs of youths(36,6%), tramps/beggars (27,2%).
- Next, there are the following types of crimes/offences that “to a large” or “to a very large extent” constitute a problem for the community: traffic rules violations (for 57,3% of respondents), large number of alcohol dependants (52,6%) and the drunk drivers (51,8%), burglaries from households (40,5%), involvement of minors in illegal activities (39,8%), unauthorised dumps (38,0%), the access of minors to drugs (35,2%).

CHAPTER 2. PUBLIC SATISFACTION WITH POLICE SERVICES. COOPERATION BETWEEN PUBLIC AND POLICE

2.1 Public satisfaction with the police services

One of the main indicators of the successful police activity is the level of public satisfaction with police services. This chapter analyses the opinion of police officers regarding this indicator. The police officers were asked to assess the level of public satisfaction with police services by responding to the question *“to what extent public is satisfied with police activity”*?

An average of 48,3% of respondents believe that citizens are “satisfied” or “very satisfied” with the police activity (chart 2.1). This figure varies significantly depending on division where the police officers work. Thus, the most optimistic seems to be the Police Inspectorate’ personnel, 62% of them consider that citizens are “satisfied” or “very satisfied” with police activity. On the opposite side are the CPSS personnel (33,4%) and BPD personnel (35,7%).

The percentage of those who didn’t know how to estimate the level of public satisfaction with police services is high; this percentage varies from 20,6% (CTD) to 38,1% (for NPI personnel).

It is important to note that the estimations of the police officers are not significantly different from those of citizens. Thus, 47,2% of respondents to the public opinion survey declared that they are “satisfied” or “very satisfied” with the police activity.

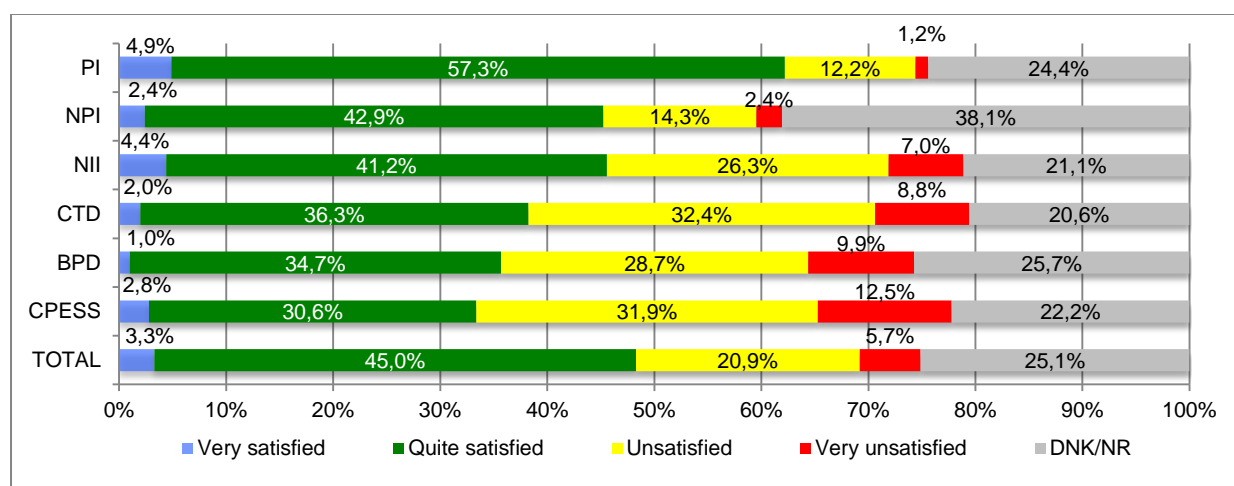


Chart. 2.1. Level of public satisfaction with the police activity: perception of police officers

2.2 Public cooperation with police

The involvement of citizens in solving community problems is a precondition for the sustainability of solutions. No doubts, it is also valid for solving specific problems targeted by police.

The participants to the internal survey were asked to express their opinion about this aspect of the community life. They were asked: *Q A9. How often citizens help police to fulfil their duties*. The answers to this question are presented in the chart 2.2. The survey indicates that 29,3% of police officers

consider that citizens help police “often” or “very often”, 46,1% of them believe that citizens help police “sometimes”, and 24% believes that citizens assist police “rarely” or “never”.

The answers provided by the personnel of different departments varies significantly as compared to the average; almost 36% of the NPI’s respondents, 37% of CTD’s respondents and almost 32% of NII’s respondents believe that citizens help police “rarely” or “never”.

The participants to the focus group with district police officers have mentioned the importance of cooperation with local authorities and its dependence to both parts, police officer as well as local actors.

„... A good police officer will find a common language with the mayor, we are not subordinated to the mayor and do not have to do as he says, we collaborate. Even in the late evening just take him with you when responding to an emergency call, everybody knows him, you may also ask the social assistant or family doctors if necessary, when we are altogether the conflicts can be solved much easier.” (District Police officer, urban area, 8 years of experience).

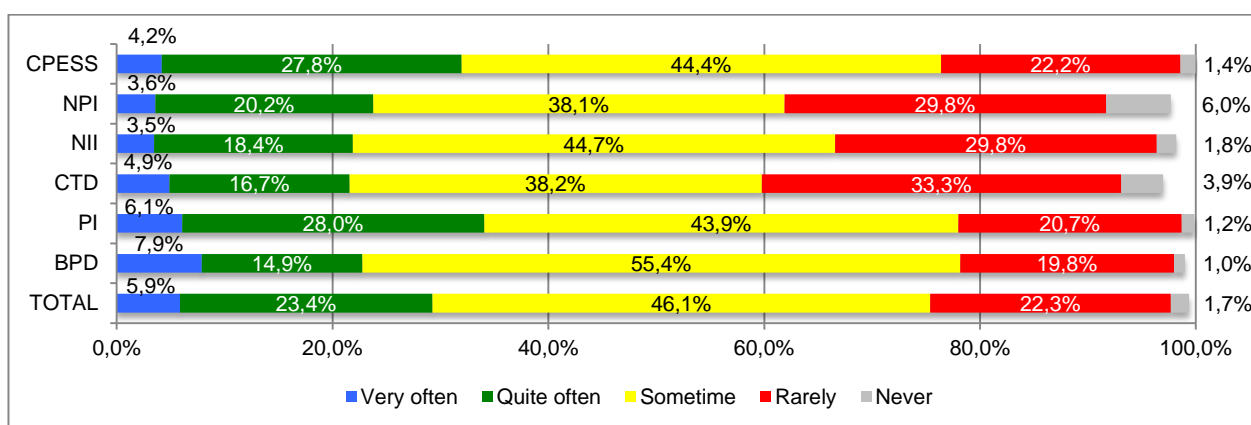


Chart.2.2. Involvement of citizens in police activities.

From the other side, the police officers need the support of population in fulfilling of their duties; hence, more than 70% of respondents to the internal survey supported the idea that they need help of citizens in their activity “very often” or “quite often” (chart 2.3), while 78% of the PI’ respondents declared that they need the help of citizens.

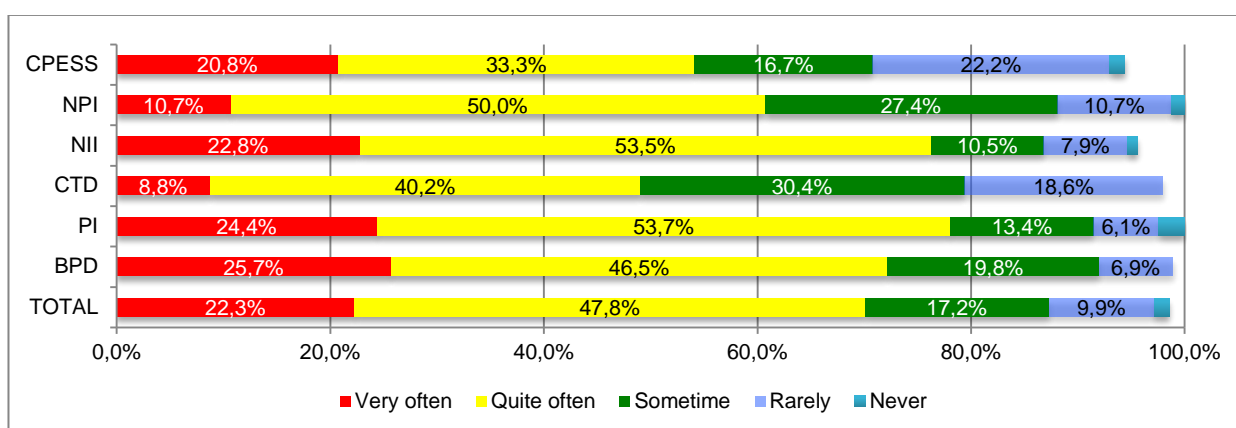


Chart 2.3. Assessing the Police need for citizens’ assistance

2.3 Public-police cooperation in different area

Police respondents were asked to estimate how often occurs different events related to the public-police cooperation (table 2.1)

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Police inform the inhabitants about committed crimes / offences	Never	5,9%	9,9%	2,4%	4,9%	,9%	6,0%	11,1%
	Rarely	18,3%	30,7%	3,7%	28,4%	14,9%	19,0%	37,5%
	Sometime	20,6%	30,7%	15,9%	29,4%	18,4%	11,9%	20,8%
	Quite often	44,1%	24,8%	64,6%	30,4%	44,7%	47,6%	18,1%
	Very often	9,4%	3,0%	12,2%	4,9%	17,5%	11,9%	9,7%
	DNK/NR	1,7%	1,0%	1,2%	2,0%	3,5%	3,6%	2,8%
Inhabitants inform police about committed crimes/offences	Never	2,1%	2,0%		2,0%	1,8%	4,8%	6,9%
	Rarely	14,5%	19,8%	9,8%	21,6%	17,5%	17,9%	15,3%
	Sometime	36,9%	38,6%	40,2%	29,4%	24,6%	35,7%	30,6%
	Quite often	36,6%	30,7%	40,2%	39,2%	39,5%	32,1%	36,1%
	Very often	8,1%	6,9%	8,5%	6,9%	13,2%	7,1%	8,3%
	DNK/NR	1,8%	2,0%	1,2%	1,0%	3,5%	2,4%	2,8%
Inhabitants inform police about crimes to be committed	Never	17,5%	15,8%	19,5%	11,8%	12,3%	19,0%	16,7%
	Rarely	50,5%	44,6%	56,1%	52,9%	54,4%	46,4%	44,4%
	Sometime	21,8%	23,8%	19,5%	13,7%	21,9%	29,8%	23,6%
	Quite often	6,4%	10,9%	3,7%	14,7%	5,3%	2,4%	6,9%
	Very often	1,4%	3,0%		2,9%	2,6%		2,8%
	DNK/NR	2,4%	2,0%	1,2%	3,9%	3,5%	2,4%	5,6%
Inhabitants inform police about suspicious behaviour or wanted persons	Never	3,2%	3,0%	2,4%	6,9%	7,0%	11,9%	
	Rarely	51,9%	48,5%	52,4%	40,2%	56,1%	47,6%	59,7%
	Sometime	28,2%	30,7%	29,3%	29,4%	21,9%	34,5%	19,4%
	Quite often	11,8%	10,9%	13,4%	15,7%	7,9%	3,6%	12,5%
	Very often	3,6%	5,9%	2,4%	4,9%	3,5%	1,2%	4,2%
	DNK/NR	1,3%	1,0%		2,9%	3,5%	1,2%	4,2%
Citizens participate to voluntary patrols and detachments for maintaining public order.	Never	46,3%	47,5%	41,5%	57,8%	55,3%	52,4%	50,0%
	Rarely	28,5%	34,7%	28,0%	26,5%	30,7%	31,0%	19,4%
	Sometime	15,8%	10,9%	22,0%	4,9%	9,6%	6,0%	15,3%
	Quite often	7,1%	4,0%	8,5%	6,9%		3,6%	11,1%
	Very often	0,9%	1,0%		2,0%	,9%	3,6%	1,4%
	DNK/NR	1,4%	2,0%		2,0%	3,5%	3,6%	2,8%
Police organize meetings with citizens on problems identification and joint problems' solving	Never	13,2%	19,8%	3,7%	20,6%	1,8%	8,3%	31,9%
	Rarely	20,6%	39,6%	2,4%	34,3%	19,3%	21,4%	38,9%
	Sometime	19,7%	22,8%	17,1%	27,5%	28,1%	23,8%	16,7%
	Quite often	33,5%	13,9%	56,1%	13,7%	34,2%	34,5%	5,6%
	Very often	11,7%	2,0%	20,7%	2,0%	13,2%	10,7%	4,2%
	DNK/NR	1,2%	2,0%		2,0%	3,5%	1,2%	2,8%

Table 2.1 Area of Public-Police cooperation

How often do police inform the residents about the committed crimes/offences? More than 54% of police respondents declared that this happen “very often” and “quite often”, more than 21% believe that this happen sometime, and 24% believe that this happen rarely or never. The difference of perceptions among MoIA departments is substantial: almost 77% of PI’ respondents, more than 62% of NII’ respondents and almost 60% of NPI’ respondents stated that police inform the inhabitants about committed crimes/offences “very often” or “quite often”.

What do police believe about the mutual behaviour, i.e. how often inhabitants inform police about committed crimes/offences? The answers of police officers are more optimistic as it could be supposed. Hence, 44,7% of police respondents believe that inhabitants inform police about committed

crimes/offences “very often” or “quite often”, 36,9% believe that inhabitants inform police about committed crimes/offences “sometimes” and 16% responded with “never”.

How often Inhabitants inform police about crimes/offences to be committed? 68,0% of respondents to the internal survey considered that citizens „never” or „rarely” inform police about crimes/offences to be committed. 21,8% consider that citizens inform the police “sometimes”, and only 7,8% considers that citizens inform police about such cases “very often” or “quite often”.

How often inhabitants inform police about suspicious behaviour or wanted persons? Only 15.4% of respondents answered that inhabitants inform the police about suspicious behaviour or wanted persons “very often” or “quite often”, 28,2% answered that this happen “sometimes” and 55,1% of police respondents answered that such cases happen “rarely” or “never”.

How often the citizens participate to voluntary patrols and detachments for maintaining public order? Only 8.0% of police respondents consider that the citizens quite often or often participate to voluntary patrols and detachments for maintaining of public order, 15.8% of them consider that such participation happens sometime, and 74.8% consider that citizens “rarely” or “never” participate to voluntary patrols and detachments for maintaining of public order.

How often police organize meetings with citizens on problems identification and joint problems’ solving? 45.2% of participants to the internal survey consider that police organise meetings with citizens on problems identification and joint problems’ solving “very often” or “quite often”, 19.7% consider that such actions are organised “sometimes”, and 33.8% consider that such actions are organised “rarely” or “never”.

2.4 Importance of public-police cooperation in different area

The participants to the internal survey were asked to express their opinion about the importance of public-police cooperation in the area mentioned in the previous question. The respondents had the following options: ‘not important at all’, ‘not very important’, ‘quite important’, ‘very important’, and ‘don’t know/no response’. The survey results are presented in the table 2.2.

The majority of participants to the internal survey considered that the cooperation with the public/residents in these specific areas is quite important or very important, the percentage of such answers was higher than 60% for every specific area.

For example, 65.3% of police officers consider as quite important or very important that Police inform citizens about committed crimes, and only 5.1% consider that this is not important or not important at all. The percentage of those who did not know if such cooperation is important or not, or refused to provide an answer to this question is quite high - almost 30%.

67.9% of police officers that participated to the internal survey considered as quite important or very important that the inhabitants/residents inform the police about committed crimes/offences, only 1.9% consider that this is not important or not important at all, while 30.1% of respondents have not been able to assess the importance of such actions or have not provided an answer to this question.

Almost 67% of respondents believe that is quite important or very important that the inhabitants/residents inform the police about crimes/offences to be committed, only 2.5% believe that this is not important or not important at all, and 30.5% of respondents have not been able to assess the importance of such actions or have not provided an answer to this question.

		TOTAL	BPD	PI	CTD	NII	NPI	CPSS
1. Police inform citizens about committed crimes	Not important at all	,0%			1,0%			
	Not very important	5,1%	6,9%	6,1%	3,9%	7,9%	3,6%	
	Quite important	31,6%	34,7%	30,5%	26,5%	38,6%	25,0%	33,3%
	Very important	33,7%	31,7%	35,4%	23,5%	26,3%	32,1%	37,5%
	DNK/NR	29,5%	26,7%	28,0%	45,1%	27,2%	39,3%	29,2%
2. Inhabitants inform police about committed crimes/offences	Not important at all	,0%				,9%		
	Not very important	1,9%	2,0%	2,4%	2,0%	1,8%	2,4%	
	Quite important	16,5%	16,8%	15,9%	9,8%	13,2%	13,1%	22,2%
	Very important	51,4%	53,5%	53,7%	41,2%	56,1%	41,7%	48,6%
	DNK/NR	30,1%	27,7%	28,0%	47,1%	28,1%	42,9%	29,2%
3. Inhabitants inform police about crimes to be committed	Not important at all	,6%		1,2%		,9%		
	Not very important	2,1%	1,0%	1,2%	4,9%		2,4%	5,6%
	Quite important	14,0%	16,8%	11,0%	12,7%	14,9%	8,3%	20,8%
	Very important	52,8%	53,5%	58,5%	36,3%	57,0%	46,4%	43,1%
	DNK/NR	30,5%	28,7%	28,0%	46,1%	27,2%	42,9%	30,6%
4. Inhabitants inform police about suspicious behaviour or wanted persons	Not important at all	,1%			1,0%		1,2%	
	Not very important	2,4%	3,0%	1,2%	1,0%	2,6%	1,2%	5,6%
	Quite important	15,0%	7,9%	17,1%	10,8%	13,2%	13,1%	22,2%
	Very important	51,9%	60,4%	53,7%	40,2%	57,9%	41,7%	41,7%
	DNK/NR	30,5%	28,7%	28,0%	47,1%	26,3%	42,9%	30,6%
5 Citizens participation to voluntary patrols and detachments for maintaining public order.	Not important at all	3,1%	3,0%	3,7%	2,9%	2,6%	1,2%	2,8%
	Not very important	6,1%	9,9%	2,4%	5,9%	5,3%	6,0%	11,1%
	Quite important	29,0%	39,6%	26,8%	22,5%	33,3%	16,7%	26,4%
	Very important	31,2%	19,8%	39,0%	20,6%	31,6%	32,1%	29,2%
	DNK/NR	30,5%	27,7%	28,0%	48,0%	27,2%	44,0%	30,6%
6. Police organize meetings with citizens on problems identification and joint problems' solving	Not important at all	1,9%	3,0%	2,4%			1,2%	
	Not very important	3,2%	4,0%	1,2%	2,0%	1,8%	2,4%	8,3%
	Quite important	22,6%	29,7%	19,5%	20,6%	30,7%	16,7%	22,2%
	Very important	42,3%	38,6%	48,8%	29,4%	40,4%	38,1%	36,1%
	DNK/NR	30,0%	24,8%	28,0%	48,0%	27,2%	41,7%	33,3%

Table 2.2 Importance of public-police cooperation (answers to question A11.2 How important is..?)

The number of respondents that consider as important or very important that citizens participate to voluntary patrols and detachment for maintaining public order is a little bit lower (60.2%), 9.2% of respondents consider that such actions are not very important or not important at all, while 30.5% have not been able to assess the importance of such actions or have not provided an answer to this question.

Finally, more than 65% of respondents consider that it is quite important or very important that police organize meetings with citizens on problem identification and joint problem solving, 30.0% of respondents have not been able or refused to provide an answer to this question, while 5.1% considered that this dimension of public-police cooperation is not quite important or not important at all.

The following table present the comparison between the cooperation events frequencies and importance of events according to the opinion of police survey respondents. It should be noted that

there is a significant difference between these perceptions suggesting the existence of an important potential for enhancing the cooperation.

Area of cooperation	How often does it happen			How important is
	Rarely or never	Sometime	Quite often or very often	Quite important or very important
Police inform the inhabitants about committed crimes / offences	24.2%	20.6%	53.5%	65.3%
Inhabitants inform police about committed crimes/offences	16.6%	36.9%	44.7%	67.9%
Inhabitants inform police about crimes to be committed	68.0%	21.8%	7.8%	66.8%
Inhabitants inform police about suspicious behaviour or wanted persons	55.1%	28.2%	15.4%	66.9%
Citizens participate to voluntary patrols and detachments for maintaining public order	24.2%	20.6%	53.5%	60.2%
Police organize meetings with citizens on problems identification and joint problems' solving	16.6%	36.9%	44.7%	64.9%

Table 2.3. Cooperation events frequencies and importance of events in different area.

2.5 Impediments for cooperation

The next question of the survey aimed at identification of impediments for police-public cooperation that prevents its improvement and extension according to the opinion of police respondents. The police personnel was asked to answer the question A13 *“What are the factors preventing cooperation between the population and the police?”*. The answers to this question are summarised in the table 2.4 according to the decreasing level of frequencies.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Lack of public information policy and education starting from schools	47.0%	42.6%	46.3%	56.9%	50.9%	57.1%	47.2%
Negative attitude of population toward those who want to help the police	46.8%	41.6%	50.0%	31.4%	43.9%	57.1%	45.8%
Lack of trust from some groups of population	42.0%	43.6%	41.5%	55.9%	42.1%	41.7%	37.5%
Lack of financial incentives for citizens	35.9%	43.6%	43.9%	16.7%	33.3%	27.4%	12.5%
Lack of specific programs for improving public-police relations	33.6%	44.6%	29.3%	37.3%	28.1%	28.6%	31.9%
Low police' skills in creating relationship of trust with local population	18.9%	22.8%	7.3%	27.5%	4.4%	3.6%	52.8%
Public does not think that cooperation is necessary	16.0%	13.9%	19.5%	16.7%	21.1%	21.4%	5.6%
Lack of time for interaction with the public	16.0%	10.9%	17.1%	13.7%	20.2%	20.2%	18.1%
Low police' skills in involving public in solving community problems	11.4%	16.8%	6.1%	13.7%	7.9%	6.0%	20.8%
Cooperation between public and police is not considered to be a priority by police leadership	3.7%	3.0%	4.9%	6.9%	7.0%	3.6%	
DNK/NR	0.6%		1.2%		0.9%		

Table 2.4 Factors preventing police cooperation with the public

Lack of a public information policy and education policy starting from schools has been the more frequently mentioned factor (47.0%); the frequency variance among different MIA departments is quite important, from 42.6% of BPD respondents to 57.1% of NPI respondents.

According to the opinion of internal survey respondents, the next factor is negative attitude of population toward those who want to help the police, this opinion was mentioned by 46.8% of respondents.

On the third place there is the lack of trust from some group of population, this factor was mentioned by 42.0% of respondents.

Next follows:

- Lack of financial incentives for citizens (35.9%);
- Lack of specific programs for improving public-police relations (33.6%);
- Low police' skills in creating relationship of trust with local population (18.9%);
- Public does not think that cooperation is necessary (16.0%);
- Lack of time for interaction with the public (16.0%);
- Low police' skills in involving public in solving community problems (11.4%);
- Cooperation between public and police is not considered to be a priority by police leadership (3.7%).

2.6 Solutions for improving cooperation

The participants to the internal survey were asked to express their opinion about potential solutions for improving cooperation between police and citizens (*question a 14. In your opinion how the relationship between the police and the public could be improved?*). The answers to this question are presented in the Table 2.5 being arranged according to the descending value of frequencies.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
By enhancing the dialogue/consultation with the community residents (e.g., public meetings)	48.1%	40.6%	57.3%	38.2%	35.1%	46.4%	40.3%
By acting in cooperation with citizens for ensuring public order	45.0%	34.7%	56.1%	34.3%	36.8%	47.6%	33.3%
By consulting the opinion of residents about the most important necessary actions	28.9%	39.6%	28.0%	27.5%	34.2%	19.0%	19.4%
By informing the public about crimes and crimes prevention in a more comprehensive manner	28.5%	27.7%	26.8%	35.3%	33.3%	33.3%	29.2%
By more rigorous law enforcement activities carried out by police	26.2%	27.7%	19.5%	40.2%	39.5%	36.9%	30.6%
By increasing the efficiency of police actions related to crime prevention and fight against crimes	26.0%	45.5%	17.1%	23.5%	21.9%	19.0%	26.4%
By increasing the frequency and visibility of community patrolling actions	25.4%	20.8%	23.2%	32.4%	17.5%	32.1%	34.7%
By improving communication with the public through mass media	21.5%	10.9%	22.0%	14.7%	23.7%	29.8%	33.3%
By increasing accountability to the community about police activities and obtained results	13.7%	18.8%	11.0%	13.7%	7.9%	7.1%	18.1%
By enhancing public access to police (at police stations, by telephone, etc.)	9.4%	13.9%	7.3%	12.7%	9.6%	4.8%	9.7%

Table 2.5 Solutions for improving public-police relationship

According to survey results the most important potential solutions are related to communication, consultation, information and dialog:

- by enhancing the dialogue/consultation with the community residents (48.1%);
- by consulting the opinion of residents about the most important necessary actions (28.9%);

- by informing the public about crimes and crimes prevention in a more comprehensive manner (28.5%);
- by improving communication with the public through mass media (21.5%).

The second group of potential solutions is associated with the efficiency of police actions:

- by acting in cooperation with citizens for ensuring public order (45.0%);
- by more rigorous law enforcement activities carried out by police (26.2%);
- by increasing the efficiency of police actions related to crime prevention and fight against crimes (26.0%);
- by increasing the frequency and visibility of community patrolling actions (25.4%).

Finally, two possible solutions are related to transparency and accountability: by increasing accountability to the community about police activities and obtained results (13.7%), and by enhancing public access to police – to police stations, by telephone, etc. - 9.4%.

2.7 Findings

- An average of 43.3% of police respondents believes that citizens are satisfied or very satisfied with the police activity.
- Despite the fact that 70% of respondents claimed that they need the help of citizens in their activity, only 29.3% of police officers consider that the citizens help police often or very often, 46,1% of them believe that the citizens help police “sometimes”, and 24% believes that the citizens help police “rarely” or “never”.
- Police-public cooperation exists in different area, but it is below the level of importance attributed by police officers. Hence:
 - 65.3% of police respondents consider as quite important or very important that Police inform citizens about committed crimes, while only 53.5% of them consider that this happens quite often or very often;
 - 67.9% of police respondents consider as quite important or very important that the inhabitants/residents inform the police about committed crimes/offences, while only 44.7% of them consider that this happens quite often or very often
 - 66.8% of respondents believe that it is quite important or very important that the inhabitants/residents inform the police about crimes/offences to be committed, while 7.8% of them consider that this happens quite often or very often
 - 66.9% of police respondents consider that it is quite important or very important that the residents inform police about suspicious behaviour or wanted persons, while only 15.4% of them consider that this happens quite often or very often
 - 60.2% of respondents consider as important or very important that citizens participate to voluntary patrols and detachment for maintaining public order, while only 50.3% of them consider that this happens quite often or very often
 - 64.9% of respondents consider as important or very important that Police organize meetings with citizens on problems identification and joint problems’ solving, while only 44.7% of them consider that this happens quite often or very often.

The most important factors that determine the low level of cooperation with citizens are the following:

- lack of a public information policy and education starting from schools (47.0% of respondents);

- negative attitude of population toward those who want to help the police (46.8%);
- lack of trust from some groups of population (42.0%);
- lack of specific programs for improving public-police relations (33.6%);
- low police' skills in creating relationship of trust with local population (18.9%).

The most important potential solutions for improving police-public cooperation are the following:

- enhanced dialog/consultation/information (from 28% to 48.1% of respondents);
- increased efficiency of police activities (from 25% to 45% of respondents);
- improved public reporting, increased transparency and accountability (13.7%), and enhanced public access to police (9.4%).

CHAPTER 3. JOB SATISFACTION, TASKS AND CHALLENGES

3.1. Job satisfaction

The respondents were asked to share their opinion regarding their satisfaction level versus the activity in police service, remuneration and the external factors that influence their activity. This set of questions allows drawing certain conclusions about the working conditions of policemen that influence the quality of policing. The respondents were offered a set of statements and were asked to say to what extent they agree to them.

The total list of statements may be conventionally grouped in three sets – the first set of statements aims at identifying the satisfaction level versus the activity as policemen, the second set deals with the relationships with certain external factors, while the third set of statements aims at identifying the opinions and perceptions of the policemen about the interaction with the public.

The survey results concerning the first group of statements are presented in the table 3.1 and have been arranged according to the increasing level of acceptance by police respondents (the sum of frequencies for 'totally agree' and 'agree' answers).

The absolute majority of respondents (97.5%) declared that they like to serve the people and the community and the variances of answers provided by different police departments were not significant. The respondents also claimed that they like to work in police, 86.7% of them agreed or totally agreed with this statement and only 11% did not agree. The variances of answers to this question were slightly more important, from 87.2% for CTD to 95.1% for PI. A distinct situation was registered in relation to the CPESS personnel – only 50% of participants agreed or totally agreed with this statement, 41.7% did not agree, while 8.3% did not know how to respond or did not want to respond to this question.

The majority of respondents consider that Police is a state institution for which is worth working, 86.2% of them agreed or totally agreed with this statement, nevertheless 11.3% of respondents did not support this statement.

Hence, the respondents have a very favourable attitude toward serving in police structures. Nevertheless the number of those who are satisfied with their activities in police is substantially lower. Hence, only 56.5% of respondents shared the opinion that working in police is a job that brings satisfaction, and 54.2% of respondents would not think of choosing another job. In the same time a significant part of police respondents declared that they are not satisfied with the activity in police (40.9% of respondents) and as consequence would consider looking for another job (43.0%).

The level of job satisfaction, as well as the intention of keeping his job depends to a multitude of factors, a part of such factors and their importance were revealed in this survey. For example, 72.8% of respondents agreed with the sentence that provided training is appropriate and at a high level, while almost every fifth respondent did not agree with this statement, by this indicating to the area that have some challenges for increasing the attractiveness of the police service. Especially, the most unsatisfied personnel with this aspect were those from CTD (45.1%), and CPESS (31.9%). The attitude of police managers toward their subordinates was considered adequate by 70.7% of respondents, while 28.3% of

respondents did not agree with this statement; the level of dissatisfaction was higher among CTD personnel (41.2%) and BPD personnel (34.7%).

Probably, the most important factor determining the dissatisfaction of the police personnel is the level of remuneration for their job. Hence, only one out of five respondents (20.9%) agreed with the statement that the remuneration for police work corresponds to responsibilities and only 17.7% of respondents agreed with the statement that the remuneration is sufficient.

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
I like serving the people / society	Totally agree	48,9%	41,6%	51,2%	37,3%	46,5%	48,8%	56,9%
	Agree	48,6%	56,4%	46,3%	55,9%	49,1%	50,0%	40,3%
	Disagree	1,0%		1,2%	3,9%	,9%		1,4%
	Definitely disagree	,3%			1,0%			1,4%
	DNK/NR	1,3%	2,0%	1,2%	2,0%	3,5%	1,2%	
I like working in Police	Totally agree	37,3%	36,6%	46,3%	23,5%	37,7%	45,2%	13,9%
	Agree	49,4%	56,4%	48,8%	63,7%	53,5%	48,8%	36,1%
	Disagree	8,0%	6,9%	3,7%	8,8%	5,3%	3,6%	23,6%
	Definitely disagree	3,0%			1,0%	,9%		18,1%
	DNK/NR	2,3%		1,2%	2,9%	2,6%	2,4%	8,3%
Police is a good state institution to work for	Totally agree	43,9%	39,6%	53,7%	34,3%	28,1%	41,7%	30,6%
	Agree	42,3%	53,5%	30,5%	48,0%	50,0%	44,0%	54,2%
	Disagree	9,9%	5,0%	11,0%	14,7%	14,9%	11,9%	11,1%
	Definitely disagree	1,4%	1,0%	2,4%	1,0%	1,8%		
	DNK/NR	2,4%	1,0%	2,4%	2,0%	5,3%	2,4%	4,2%
Police managers treat subordinates well	Totally agree	16,3%	7,9%	23,2%	4,9%	13,2%	21,4%	11,1%
	Agree	54,4%	55,4%	54,9%	52,0%	53,5%	51,2%	54,2%
	Disagree	25,9%	34,7%	18,3%	35,3%	28,9%	23,8%	31,9%
	Definitely disagree	2,4%		3,7%	5,9%	1,8%	2,4%	1,4%
	DNK/NR	1,0%	2,0%		2,0%	2,6%	1,2%	1,4%
Serving in police is a satisfying job	Totally agree	12,5%	8,9%	13,4%	8,8%	17,5%	21,4%	11,1%
	Agree	44,0%	49,5%	48,8%	49,0%	38,6%	39,3%	25,0%
	Disagree	35,7%	37,6%	30,5%	35,3%	36,8%	38,1%	45,8%
	Definitely disagree	5,2%	1,0%	4,9%	3,9%	2,6%		15,3%
	DNK/NR	2,6%	3,0%	2,4%	2,9%	4,4%	1,2%	2,8%
I would not consider taking a different job	Totally agree	14,4%	8,9%	17,1%	3,9%	7,9%	14,3%	19,4%
	Agree	39,8%	42,6%	43,9%	39,2%	38,6%	36,9%	26,4%
	Disagree	37,5%	40,6%	34,1%	44,1%	43,0%	41,7%	37,5%
	Definitely disagree	5,5%	4,0%	3,7%	8,8%	5,3%	4,8%	12,5%
	DNK/NR	2,7%	4,0%	1,2%	3,9%	5,3%	2,4%	4,2%
The remuneration for police work is sufficient	Totally agree	2,8%	5,0%	1,2%	2,0%	2,6%	3,6%	4,2%
	Agree	14,9%	19,8%	11,0%	19,6%	5,3%	8,3%	22,2%
	Disagree	45,6%	47,5%	48,8%	39,2%	43,0%	40,5%	38,9%
	Definitely disagree	34,9%	24,8%	39,0%	36,3%	47,4%	45,2%	30,6%
	DNK/NR	1,8%	3,0%		2,9%	1,8%	2,4%	4,2%
The remuneration for police work correspond to responsibilities	Totally agree	4,1%		6,1%	2,0%	4,4%	3,6%	5,6%
	Agree	16,8%	24,8%	13,4%	16,7%	5,3%	14,3%	18,1%
	Disagree	47,0%	53,5%	47,6%	49,0%	45,6%	40,5%	38,9%
	Definitely disagree	31,0%	20,8%	32,9%	30,4%	43,0%	39,3%	34,7%
	DNK/NR	1,0%	1,0%		2,0%	1,8%	2,4%	2,8%
Provided training is appropriate and of a high standard	Totally agree	19,3%	18,8%	22,0%	9,8%	18,4%	14,3%	18,1%
	Agree	53,5%	63,4%	52,4%	43,1%	54,4%	54,8%	44,4%
	Disagree	22,8%	15,8%	20,7%	41,2%	21,1%	27,4%	31,9%
	Definitely disagree	1,4%		2,4%	3,9%	1,8%	1,2%	
	DNK/NR	2,9%	2,0%	2,4%	2,0%	4,4%	2,4%	5,6%

Table 3.1 Level of job satisfaction

Two other factors determining the job conditions for police officers service are external: public influence (chart 3.1) and political influence (chart 3.2). Hence, 54.4% of respondents consider that the

public has a too big influence on police activity; the variances among different departments are significant, from 41.6% for BPD, to 61% for NPI personnel.

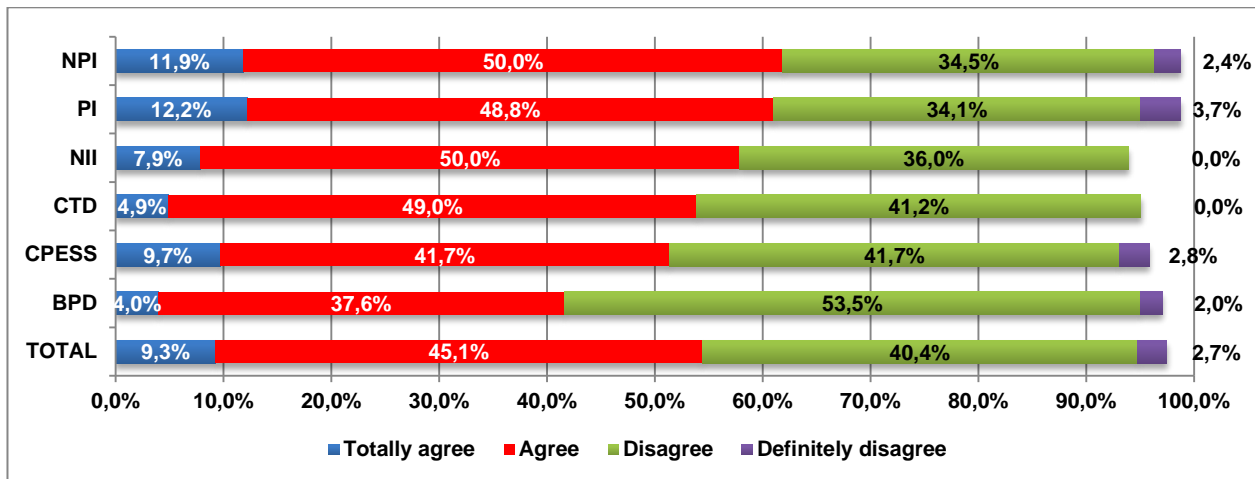


Chart 3.3 Answers to the statement 'The public has too much influence on police activity'.

Even more radical was the opinion of police respondents regarding the political influence (influence of politicians) on their activity (chart 3.3). Thus, almost 69% of respondents declared that politicians have a too big influence on police activity, while only 27.9% of them did not agree with this statement. The variances among MIA departments were quite significant, from 58.5% for PI to 80.6% for CPESS respondents agreed with the statement that politicians have a too big influence on police activity, while 38% of PI respondents and 17% of CPESS respondents did not agree with this statement.

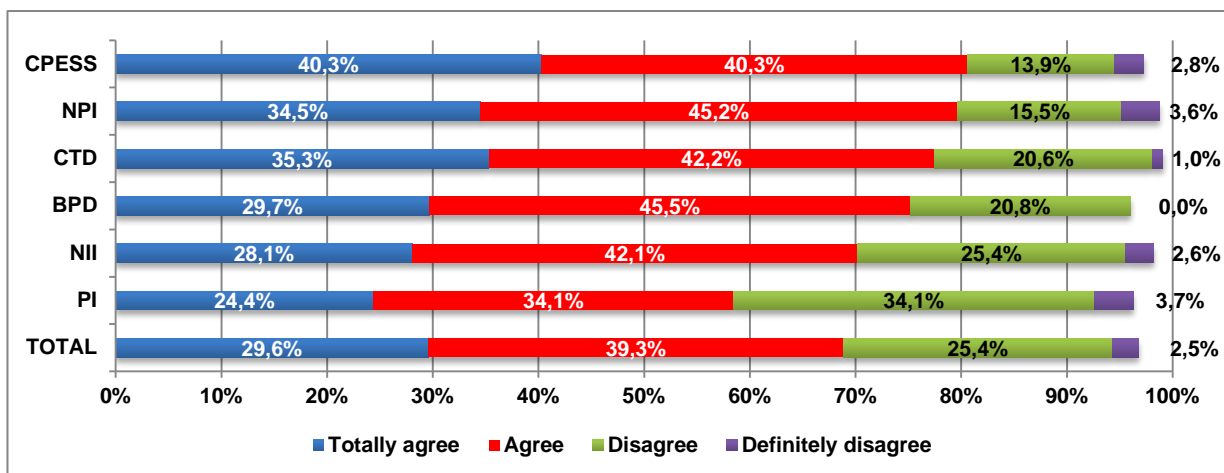


Chart 3.2 Politicians have too much influence on police activities

3.2. Police tasks and community involvement

The efficiency of police activities at the community level is largely dependent to the level of understanding of roles in ensuring the quality of police services by each actor. The next group of survey questions had the goal to identify the opinions and perceptions of the police personnel regarding police role in community and providing adequate security to citizens.

For the beginning the respondents were asked to assess if the local/community police have sufficient liberty and tools for ensuring security of the community (question A.16.12. chart 3.4). The answers to this question revealed the fact that almost 60% of respondents consider that they have insufficient

tools and liberty, while only 38.4% of them consider that police have sufficient tools and liberty to solve all security related problems of the community. The answers to this question vary significantly among MIA departments, the highest level of dissatisfaction being registered among CTC personnel (71.6%) and NII personnel (70.2%).

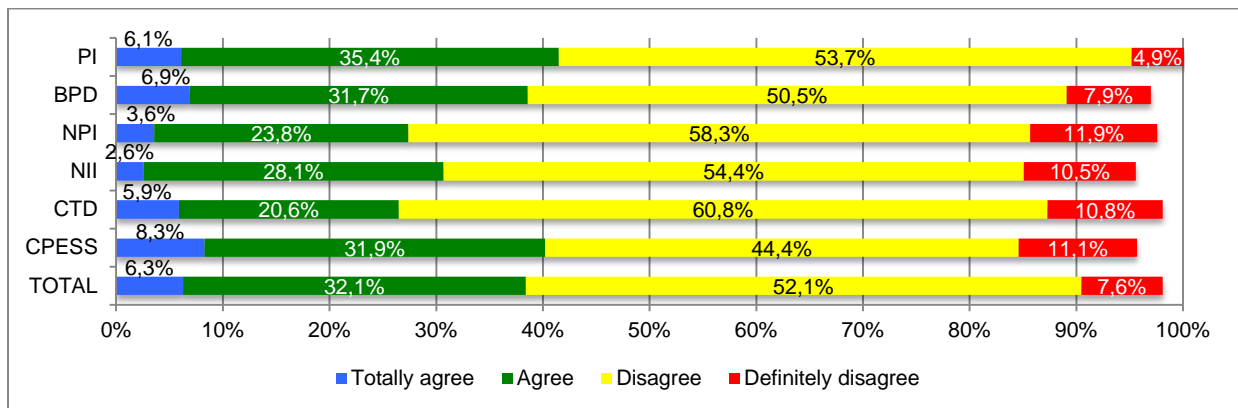


Chart 3.4 The local /community police has sufficient liberty and tools to solve all security problems in the community

The purpose of the next question was to elucidate the opinions of police officers regarding resources allocated for solving community problems. The respondents were asked to provide their answers to the question A15 'In your opinion how much time and efforts do the police allocate for solving community problems?' The answers to this question are presented in the chart 3.4. The absolute majority of respondents (86.5%) believe that that police allocate some time and efforts or a lot of time and efforts to community problems, though almost 12% of them consider that allocated time and efforts are insufficient. The results vary significantly among MIA subdivisions (chart 3.4).

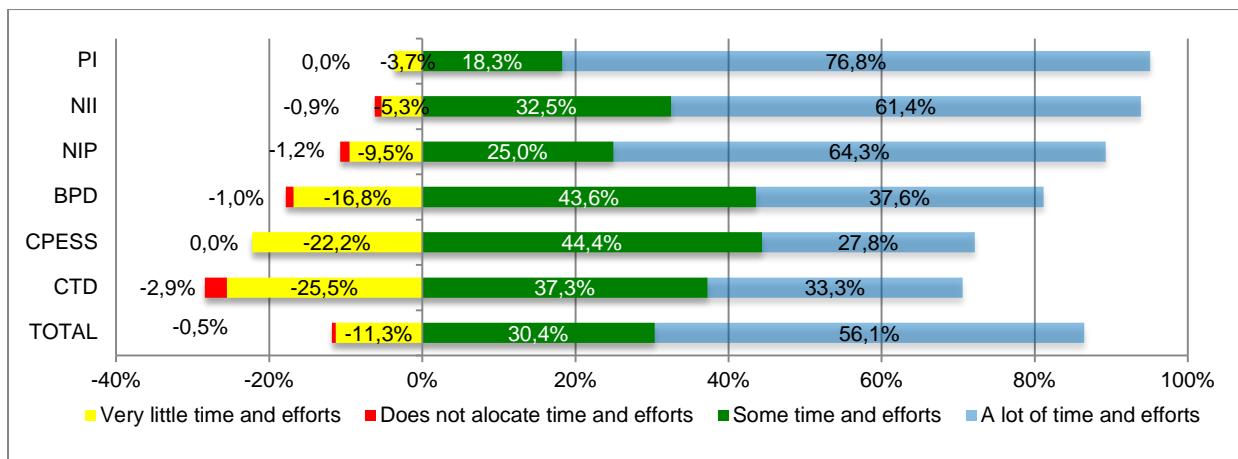


Chart 3.4 Resources allocated for solving community problems

Police image, as well as its efficiency, is highly dependent on the level of police readiness for involvement in solving other community problems than those directly related to police functions. The majority of police respondents (65.5%) agreed with the statement that police should be involved in solving all problems in the community they serve, even those that are not connected with crimes. However, almost every one out of three police respondents did not agree with this statement. The variances among different departments are significant in this case, the positive answers varies from 50.9% for NII personnel to 75.2% for BPD personnel (see table 3.2 Police tasks and community involvement according to police personnel perception).

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Police should aim to deal with all problems in the area they police, even non-crime issues.	Totally agree	17,9%	19,8%	17,1%	10,8%	13,2%	14,3%	22,2%
	Agree	48,6%	55,4%	46,3%	61,8%	37,7%	46,4%	44,4%
	Disagree	28,3%	19,8%	32,9%	19,6%	43,9%	33,3%	25,0%
	Definitely disagree	2,5%	2,0%	2,4%	2,9%	2,6%	1,2%	4,2%
	DNK/NR	2,6%	3,0%	1,2%	4,9%	2,6%	4,8%	4,2%
Public assistance to police can be as important as law enforcement actions	Totally agree	26,0%	27,7%	23,2%	24,5%	21,1%	33,3%	29,2%
	Agree	65,8%	65,3%	68,3%	63,7%	69,3%	59,5%	62,5%
	Disagree	5,5%	5,0%	6,1%	7,8%	3,5%	3,6%	5,6%
	Definitely disagree	,3%			1,0%			1,4%
	DNK/NR	2,4%	2,0%	2,4%	2,9%	6,1%	3,6%	1,4%
Preventing crime is the joint responsibility of the police and the community	Totally agree	42,3%	46,5%	41,5%	33,3%	40,4%	44,0%	40,3%
	Agree	51,7%	48,5%	51,2%	60,8%	53,5%	52,4%	54,2%
	Disagree	4,5%	3,0%	6,1%	3,9%	2,6%	1,2%	4,2%
	Definitely disagree	,1%			1,0%	,9%		
	DNK/NR	1,6%	2,0%	1,2%	1,0%	2,6%	2,4%	1,4%
Without public help most of crimes would not be solved	Totally agree	23,5%	20,8%	25,6%	23,5%	19,3%	23,8%	22,2%
	Agree	56,0%	62,4%	52,4%	56,9%	55,3%	51,2%	58,3%
	Disagree	17,1%	11,9%	19,5%	17,6%	21,1%	21,4%	15,3%
	Definitely disagree	,9%		1,2%		2,6%		1,4%
	DNK/NR	2,6%	5,0%	1,2%	2,0%	1,8%	3,6%	2,8%
The public should be involved in defining policing priorities	Totally agree	13,3%	10,9%	14,6%	12,7%	12,3%	11,9%	13,9%
	Agree	53,9%	42,6%	56,1%	68,6%	66,7%	64,3%	52,8%
	Disagree	28,0%	43,6%	23,2%	16,7%	16,7%	20,2%	27,8%
	Definitely disagree	1,7%		2,4%		,9%	1,2%	2,8%
	DNK/NR	3,2%	3,0%	3,7%	2,0%	3,5%	2,4%	2,8%
The public does not understand the problems faced by the police	Totally agree	20,9%	8,9%	26,8%	19,6%	29,8%	35,7%	13,9%
	Agree	58,8%	63,4%	57,3%	56,9%	55,3%	51,2%	61,1%
	Disagree	16,6%	21,8%	13,4%	21,6%	12,3%	9,5%	20,8%
	Definitely disagree	1,4%	2,0%	1,2%		,9%	1,2%	1,4%
	DNK/NR	2,3%	4,0%	1,2%	2,0%	1,8%	2,4%	2,8%
There are sufficient reasons for the police not to trust the public	Totally agree	7,0%	3,0%	8,5%	5,9%	11,4%	11,9%	5,6%
	Agree	34,5%	38,6%	30,5%	52,0%	36,0%	48,8%	27,8%
	Disagree	52,0%	51,5%	56,1%	35,3%	46,5%	34,5%	55,6%
	Definitely disagree	3,7%	3,0%	3,7%	2,9%	4,4%	2,4%	5,6%
	DNK/NR	2,8%	4,0%	1,2%	3,9%	1,8%	2,4%	5,6%

Table 3.2 Police tasks and community involvement according to police personnel perception

The importance of the next aspect of police-public cooperation, specifically public assistance to police, seems to be appreciated almost unanimously by respondents. The absolute majority of respondents (91.8%) agreed with the statement that public assistance to police can be as important as law enforcement actions carried out by police (table 3.2). In this case the variances of answers among different subdivisions are within sampling statistical errors.

The absolute majority of police respondents agreed with the following statements establishing joint police and community responsibilities:

- „Crime prevention is a joint responsibility of the police and the community” - 94.%
- „Without public help most of crimes would not be solved” - 79.5%.

However, the survey highlighted some reluctance regarding an eventual improvement of public-police relationship. Hence, on the one hand, two third of respondents agreed that the public should be involved in strategic planning of the police activity (agree with the statement “*The public should be involved in defining the priority of policing*”), on the other hand, almost 80% of respondents consider that the public does not understand the problems faced by the police, 41.5% of police respondents consider that *there are sufficient reasons for police not to trust the public*, but in the same time 55.7% of respondents did not agree with this statement.

3.3. Policing priorities

The police respondents were invited to assess the priority level for several police tasks (answers to the question A17 *Please rank the tasks listed below according to the priority level that must be attributed to them by the police in your view; use the 1-5 scale, where 1 means the lowest level of priority and 5 – the highest*). The answers to this question are presented in ascending order of priorities cumulating 4th and 5th (highest) level of priority.

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. To apprehend the offenders	1-low	2,4%	4,0%	1,2%	2,9%	2,6%	3,6%	2,8%
	2	5,6%	6,9%	4,9%	6,9%	3,5%	6,0%	5,6%
	3	13,0%	8,9%	12,2%	22,5%	6,1%	14,3%	19,4%
	4	17,1%	25,7%	11,0%	18,6%	16,7%	28,6%	15,3%
	5-High	59,0%	51,5%	67,1%	45,1%	67,5%	44,0%	56,9%
	DNK/NR	2,9%	3,0%	3,7%	3,9%	3,5%	3,6%	
2. To control the road traffic and to enforce observance of road traffic rules	1-low	3,2%	3,0%	3,7%	4,9%	1,8%	4,8%	1,4%
	2	5,8%	6,9%	3,7%	8,8%	2,6%	9,5%	8,3%
	3	11,3%	12,9%	8,5%	22,5%	13,2%	6,0%	15,3%
	4	27,7%	32,7%	28,0%	22,5%	24,6%	35,7%	18,1%
	5-High	47,9%	41,6%	51,2%	34,3%	52,6%	40,5%	54,2%
	DNK/NR	4,1%	3,0%	4,9%	6,9%	5,3%	3,6%	2,8%

Table 3.3 Police tasks. The first group of priorities

The first group of priorities is presented in the table 3.3 'Police tasks. The first group of priorities'. More than 75% of respondents attributed 4 or 5 the following two activities:

- To apprehend the law offenders (76.1% of respondents consider that this activity should have high priority, and the results varies from 63.7% for CTD to 84.2% for NII respondents;
- To control the road traffic and enforce the observance of road traffic rules (75.6% of respondents marked with 4 or 5 this activity); the variances of answers for this question were less significant among different subdivisions, only CTD respondents were more sceptical with 56.8% of respondents marking with 4 and 5 this activity.

The next group of priorities includes the activities cumulating 70% to 75% of 'votes' that have been attributed to the 4th or 5th priority level (*table 3.4 Police tasks. The second group of priorities*):

- To investigate crimes (73% of respondents consider that this activity should be given the highest priority level); results vary from 62.7% for CTD and 63.1% for NPI personnel, to 82.4% for NII personnel;
- To look for missing persons (72.5% of respondents attributed the 4th and 5th priority degree to this activity); in this case the variances are significant: the 4th and 5th degree to this activity was attributed by 56.8% of CTD respondents, 64.3% of NPI respondents and 78.1% of NII respondents;
- To deal with violations of public order (71.4% of respondents consider this activity should be given the highest priority level); the answers vary from 59.8% (CTD) to 76.8% (PI).

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
3. To investigate crimes	1-low	2,9%	5,9%	2,4%	1,0%	1,8%	3,6%	
	2	4,8%	1,0%	4,9%	10,8%	3,5%	8,3%	6,9%
	3	16,0%	17,8%	12,2%	21,6%	7,0%	20,2%	22,2%
	4	23,1%	30,7%	19,5%	23,5%	18,4%	23,8%	22,2%
	5-High	49,9%	43,6%	56,1%	39,2%	64,0%	39,3%	47,2%
	DNK/NR	3,3%	1,0%	4,9%	3,9%	5,3%	4,8%	1,4%
4. To look for missing persons	1-low	2,7%	3,0%	2,4%	2,9%	1,8%	6,0%	1,4%
	2	6,6%	5,9%	2,4%	17,6%	2,6%	11,9%	13,9%
	3	14,4%	17,8%	14,6%	13,7%	12,3%	13,1%	9,7%
	4	24,3%	32,7%	22,0%	25,5%	30,7%	25,0%	16,7%
	5-High	48,2%	38,6%	53,7%	34,3%	47,4%	39,3%	55,6%
	DNK/NR	3,9%	2,0%	4,9%	5,9%	5,3%	4,8%	2,8%
5. To deal with violations of public order	1-low	2,2%	4,0%	1,2%	4,9%	,9%	3,6%	1,4%
	2	7,1%	9,9%	4,9%	9,8%	2,6%	6,0%	9,7%
	3	14,8%	17,8%	11,0%	18,6%	14,9%	15,5%	19,4%
	4	33,0%	42,6%	31,7%	30,4%	30,7%	33,3%	23,6%
	5-High	38,4%	22,8%	45,1%	29,4%	44,7%	38,1%	44,4%
	DNK/NR	4,4%	3,0%	6,1%	6,9%	6,1%	3,6%	1,4%

Table 3.4 Police tasks. The second group of priorities

The third group of priorities according to the opinion of police respondents includes the activities cumulating from 65% to 70% of 'votes' that have been attributed to the 4th or 5th priority level. This group is bigger and includes the following activities arranged by ascending order of priorities (*table 3.5 Police tasks. The third group of priorities*):

- To look for stolen property (69% of respondents consider that this activity should be given high priority level); results vary from 57.9% for CTD and 64.3% for NPI personnel, to 74.5% for NII personnel;
- To investigate about the suspicious persons (69.1% of respondents attributed the 4th and 5th degree of priority to this activity); the variances among subdivisions are significant for this activity, from 53.0% for CTD personnel to 79.8% for NII personnel;
- To provide assistance to the victims of crimes (68.8% of respondents considered that this activity should be given high priority level);
- To collect information about crimes/offenders (68.4% of respondents considered that this activity should be given high priority level);
- To deal with domestic violence and conflicts (68.0% of respondents considered that this activity should be given high priority level);
- To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism) (67.9% of respondents considered that this activity should be given high priority level);
- To inform the public about security and crime prevention (67.8% of respondents considered that this activity should be given high priority level);
- To patrol the community 67.3% of respondents considered that this activity should be given high priority level);

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
6. To look for the stolen assets/property	1-low	3.5%	6.9%	1.2%	10.8%	2.6%	1.2%	4.2%
	2	6.9%	4.0%	4.9%	12.7%	3.5%	8.3%	15.3%
	3	14.4%	22.8%	11.0%	12.7%	14.0%	22.6%	8.3%
	4	26.6%	33.7%	24.4%	30.4%	28.9%	29.8%	19.4%
	5-High	42.5%	30.7%	48.8%	27.5%	45.6%	34.5%	50.0%
	DNK/NR	6.0%	2.0%	9.8%	5.9%	5.3%	3.6%	2.8%
7. To investigate about the suspicious persons	1-low	2.3%	4.0%	1.2%	2.9%	0.9%	2.4%	2.8%
	2	6.7%	5.0%	6.1%	10.8%	4.4%	7.1%	9.7%
	3	17.4%	23.8%	12.2%	28.4%	8.8%	23.8%	18.1%
	4	28.0%	30.7%	26.8%	25.5%	26.3%	29.8%	27.8%
	5-High	41.1%	33.7%	47.6%	27.5%	53.5%	33.3%	38.9%
	DNK/NR	4.6%	3.0%	6.1%	4.9%	6.1%	3.6%	2.8%
8. To assist /help the victims of crimes	1-low	4.4%	5.0%	4.9%	3.9%	2.6%	4.8%	2.8%
	2	7.5%	5.9%	6.1%	12.7%	0.9%	9.5%	12.5%
	3	14.4%	21.8%	8.5%	22.5%	12.3%	14.3%	18.1%
	4	29.4%	40.6%	25.6%	24.5%	41.2%	35.7%	19.4%
	5-High	39.4%	23.8%	48.8%	32.4%	36.8%	31.0%	43.1%
	DNK/NR	4.8%	3.0%	6.1%	3.9%	6.1%	4.8%	4.2%
9. To collect information about crimes / offenders	1-low	3.3%	5.0%	2.4%	4.9%	2.6%	7.1%	1.4%
	2	4.7%	2.0%	3.7%	12.7%	3.5%	7.1%	8.3%
	3	19.5%	23.8%	15.9%	25.5%	7.0%	26.2%	20.8%
	4	19.7%	26.7%	19.5%	11.8%	22.8%	23.8%	9.7%
	5-High	48.7%	40.6%	53.7%	39.2%	58.8%	28.6%	56.9%
	DNK/NR	4.1%	2.0%	4.9%	5.9%	5.3%	7.1%	2.8%
10. To deal with domestic conflicts and violence	1-low	2.1%	1.0%	1.2%	7.8%	3.5%	2.4%	4.2%
	2	6.9%	10.9%	2.4%	10.8%	1.8%	6.0%	13.9%
	3	18.3%	28.7%	11.0%	24.5%	17.5%	28.6%	16.7%
	4	28.2%	35.6%	25.6%	26.5%	27.2%	28.6%	25.0%
	5-High	39.8%	22.8%	52.4%	24.5%	43.9%	31.0%	37.5%
	DNK/NR	4.7%	1.0%	7.3%	5.9%	6.1%	3.6%	2.8%
11. To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism)	1-low	4.8%	2.0%	7.3%	2.0%	1.8%	6.0%	2.8%
	2	5.5%	5.0%	3.7%	10.8%	0.9%	10.7%	8.3%
	3	19.0%	17.8%	18.3%	25.5%	12.3%	25.0%	19.4%
	4	21.5%	27.7%	20.7%	22.5%	26.3%	20.2%	13.9%
	5-High	46.4%	42.6%	47.6%	36.3%	55.3%	34.5%	55.6%
	DNK/NR	2.8%	5.0%	2.4%	2.9%	3.5%	3.6%	
12. To inform the public about security and crime prevention	1-low	2.2%	3.0%	1.2%	4.9%	2.6%	2.4%	2.8%
	2	8.5%	4.0%	9.8%	15.7%	1.8%	6.0%	12.5%
	3	17.1%	25.7%	12.2%	22.5%	16.7%	28.6%	11.1%
	4	29.9%	31.7%	30.5%	21.6%	36.8%	33.3%	25.0%
	5-High	37.9%	31.7%	41.5%	31.4%	37.7%	26.2%	44.4%
	DNK/NR	4.4%	4.0%	4.9%	3.9%	4.4%	3.6%	4.2%
13. To patrol the community	1-low	3.0%	4.0%	3.7%	2.0%	0.9%	1.2%	1.4%
	2	7.4%	5.0%	2.4%	15.7%	8.8%	13.1%	19.4%
	3	17.9%	27.7%	15.9%	23.5%	11.4%	13.1%	11.1%
	4	31.8%	43.6%	25.6%	27.5%	39.5%	29.8%	31.9%
	5-High	35.5%	16.8%	46.3%	27.5%	29.8%	39.3%	34.7%
	DNK/NR	4.4%	3.0%	6.1%	3.9%	9.6%	3.6%	1.4%

Table 3.5 Police tasks. The third group of priorities

The next group of priorities according to the opinion of police respondents includes the activities cumulating from 55% to 65% of 'votes' that have been attributed to the 4th or 5th priority level. This group is also numerous and includes the following activities arranged by ascending order of priorities (table 3.6 Police tasks. The fourth group of priorities):

- To advise citizens on households /property security (60.1% of respondents considered that this activity should be given high priority level);
- To verify the licenses / businesses operators (59.8% of respondents considered that this activity should be given high priority level);
- To impose fines (58.8% of respondents considered that this activity should be given high priority level);
- To advise business on crime prevention (57.5% of respondents considered that this activity should be given high priority level);
- To provide consultation regarding the individual safety (56.1% of respondents considered that this activity should be given high priority level);

		TOTAL	BPD	PI	CTD	NII	NPI	CPSS
14. To advise citizens on households /property security	1-low	5.3%	9.9%	2.4%	9.8%	3.5%	2.4%	6.9%
	2	8.1%	10.9%	3.7%	19.6%	5.3%	10.7%	12.5%
	3	20.7%	32.7%	15.9%	22.5%	21.1%	15.5%	18.1%
	4	26.8%	26.7%	25.6%	23.5%	34.2%	45.2%	20.8%
	5-High	33.3%	16.8%	45.1%	19.6%	30.7%	19.0%	36.1%
	DNK/NR	5.8%	3.0%	7.3%	4.9%	5.3%	7.1%	5.6%
15. To verify the licenses / businesses operators	1-low	4.8%	5.9%	3.7%	6.9%	4.4%	2.4%	6.9%
	2	10.1%	14.9%	6.1%	15.7%	11.4%	9.5%	12.5%
	3	20.0%	20.8%	19.5%	20.6%	23.7%	20.2%	19.4%
	4	31.5%	30.7%	39.0%	23.5%	26.3%	34.5%	13.9%
	5-High	28.3%	24.8%	24.4%	27.5%	26.3%	29.8%	44.4%
	DNK/NR	5.2%	3.0%	7.3%	5.9%	7.9%	3.6%	2.8%
16. To impose fines	1-low	4.2%	2.0%	4.9%	5.9%	0.9%	2.4%	6.9%
	2	9.1%	11.9%	6.1%	10.8%	7.9%	7.1%	13.9%
	3	23.6%	20.8%	28.0%	25.5%	22.8%	17.9%	18.1%
	4	30.7%	39.6%	26.8%	25.5%	36.8%	35.7%	26.4%
	5-High	28.1%	24.8%	28.0%	26.5%	25.4%	33.3%	31.9%
	DNK/NR	4.1%	1.0%	6.1%	5.9%	6.1%	3.6%	2.8%
17. To advise business on crime prevention	1-low	4.1%	5.9%	2.4%	4.9%	2.6%	2.4%	6.9%
	2	11.0%	13.9%	7.3%	15.7%	10.5%	15.5%	13.9%
	3	22.2%	36.6%	14.6%	30.4%	28.1%	22.6%	18.1%
	4	28.7%	28.7%	31.7%	24.5%	26.3%	31.0%	20.8%
	5-High	28.8%	11.9%	36.6%	18.6%	26.3%	25.0%	37.5%
	DNK/NR	5.2%	3.0%	7.3%	5.9%	6.1%	3.6%	2.8%
18. To provide consultation regarding the individual safety	1-low	2.4%	3.0%	1.2%	5.9%	0.9%	2.4%	4.2%
	2	12.5%	12.9%	12.2%	12.7%	4.4%	10.7%	15.3%
	3	23.9%	40.6%	14.6%	27.5%	33.3%	29.8%	19.4%
	4	30.8%	23.8%	39.0%	30.4%	29.8%	29.8%	19.4%
	5-High	25.3%	14.9%	26.8%	16.7%	26.3%	21.4%	40.3%
	DNK/NR	5.1%	5.0%	6.1%	6.9%	5.3%	6.0%	1.4%

Table 3.6 Police tasks. The fourth group of priorities

The last activity from the questionnaire (dealing with abandoned vehicle) has been considered as less important and only 48.2% of respondents considered that activity should be given high priority. (Table 3.7 Police tasks. The last group of priorities).

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
19. To deal with abandoned vehicles	1-low	4.9%	5.9%	3.7%	6.9%	2.6%	4.8%	6.9%
	2	14.3%	19.8%	11.0%	17.6%	10.5%	16.7%	13.9%
	3	25.9%	36.6%	18.3%	31.4%	28.9%	31.0%	26.4%
	4	24.3%	23.8%	29.3%	22.5%	37.7%	26.2%	8.3%
	5-High	23.9%	10.9%	28.0%	15.7%	13.2%	17.9%	38.9%
	DNK/NR	6.7%	3.0%	9.8%	5.9%	7.0%	3.6%	5.6%

Table 3.7 Police tasks. The last group of priorities

The table 3.8 presents the average level of priority attributed by police respondents to different activities.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. To apprehend the offenders	4.16	4.048	4.271	3.841	4.322	3.929	4.179
2. To control the road traffic and to enforce observance of road traffic rules	3.99	3.943	4.046	3.515	4.08	3.871	4.073
3. To investigate crimes	4.024	4.021	4.073	3.774	4.234	3.725	4.052
4. To look for missing persons	3.973	3.92	4.075	3.527	4.037	3.656	4.031
5. To deal with violations of public order	3.848	3.616	3.963	3.489	3.971	3.858	3.954
6. To look for stolen assets/property	3.794	3.716	3.856	3.334	3.952	3.773	3.873
7. To investigate about the suspicious persons	3.854	3.767	3.952	3.492	4.088	3.737	3.822
8. To assist/help the victims of crimes	3.772	3.636	3.89	3.568	3.901	3.645	3.752
9. To collect information about crimes / offenders	3.935	3.902	4.04	3.5	4.158	3.381	4.037
10. Dealing with domestic conflicts and violence	3.826	3.653	4.034	3.314	3.879	3.696	3.696
11. To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism)	3.908	3.892	3.904	3.716	4.222	3.557	4.112
12. To inform the public about security and crime prevention	3.796	3.734	3.869	3.472	3.92	3.644	3.831
13. To patrol the community	3.762	3.555	3.901	3.514	3.597	3.824	3.746
14. To advise citizens about households / property security	3.573	3.206	3.854	3.085	3.677	3.461	3.499
15. To verify the licenses / businesses operators	3.525	3.449	3.524	3.316	3.35	3.69	3.677
16. To impose fines	3.565	3.706	3.483	3.385	3.593	3.796	3.541
17. To advise business on crime prevention	3.515	3.178	3.706	3.185	3.446	3.502	3.597
18. To provide consultation regarding the individual safety	3.488	3.203	3.594	3.189	3.603	3.394	3.721
19. to deal with abandoned vehicles	3.279	3.05	3.378	3.048	3.271	3.255	3.416

Table 3.8 The average level of priority

3.4. Findings

- 38.4% of police respondents consider that police have sufficient tools and liberty to solve all security problems of the community, while almost 60% of respondents consider that they have insufficient tools and liberty;
- The majority of police respondents (65.5%) consider that police should be involved in solving all problems within the community they serve, including even those that are not connected with crime investigation.
- Public involvement is considered of high importance by all police respondents:
 - ✓ public assistance to police can be as important as law enforcement actions carried out by police (91.8% of respondents);
 - ✓ Crime prevention is a joint responsibility of the police and the community (94.%);
 - ✓ Without public help most of crimes would not be solved (79.5%);
 - ✓ The public should be involved in defining the priority of policing (more than 2/3 of respondents);
- On the other hand, almost 80% of respondents consider that the public does not understand the problems faced by the police, and 41.5% of police respondents consider that there are sufficient reasons for police not to trust the public;
- According to the opinion of police respondents the activities can be arranged by priority level as follows:
 - ✓ To apprehend the offenders (76.1% of respondents);
 - ✓ To control the road traffic and to enforce observance of road traffic rules (75.6% of respondents);
 - ✓ To investigate crimes (73% of respondents);
 - ✓ To look for missing persons (72.5% of respondents);
 - ✓ To deal with violations of public order (71.4% of respondents);
 - ✓ To look for the stolen assets/property (69.1% of respondents)
 - ✓ To investigate about the suspicious persons (69.1% of respondents);
 - ✓ To assist /help the victims of crimes (68.8% of respondents);
 - ✓ To collect information about crimes / offenders (68.4% of respondents);
 - ✓ To deal with domestic conflicts and violence (68.0% of respondents);
 - ✓ To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism) (67.9% of respondents);
 - ✓ To inform the public about security and crime prevention (67.8% of respondents)
 - ✓ To patrol the community (67.3% of respondents);
 - ✓ To advise citizens on households /property security (60.1% of respondents);
 - ✓ To verify the licenses / businesses operators (59.8% of respondents);
 - ✓ To impose fines (58.8% of respondents);
 - ✓ To advise business on crime prevention (57.5% of respondents);
 - ✓ To provide consultation regarding the individual safety (56.1% of respondents);

CHAPTER 4. OPINION OF POLICE OFFICERS REGARDING POLICE REFORM

MIA, Police and policing reform processes have a long and controversial history (at least in the short history of the Republic of Moldova). This aspect is widely reflected in the answers provided by participants to the internal survey involving representatives of the Ministry of Internal Affairs and its subdivisions.

The participants were asked to share their opinions by answering the question A.18 'Do you think there are any changes as result of the MIA reform?'. They had the following options: 'Yes, *substantial changes*', 'Yes, *some changes*', 'Yes, *minor changes*', 'No changes at all' and 'DNK/NR'. The answers provided to this question are presented in the chart 4.1.

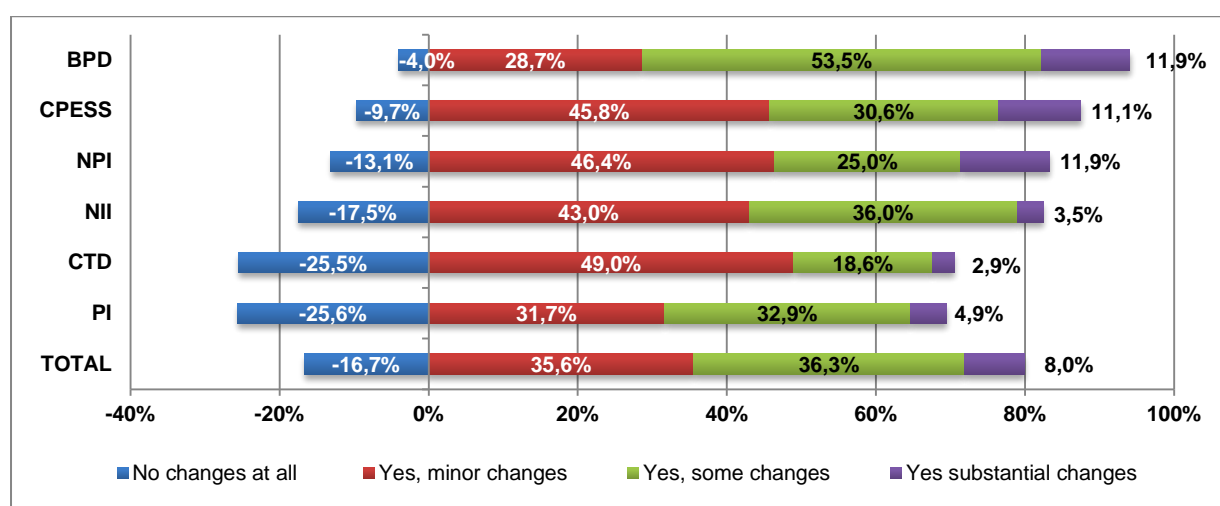


Chart 4.1 Perception about changes resulting from MIA reform implementation processes

Almost 80% of participants consider that there are minor, some, or substantial changes resulting from MIA reform implementation processes; while 17% of respondents claimed that the reform did not bring any changes.

The opinions varied significantly among the personnel of different subdivisions. For example, the BPD personnel seems to be more optimistic regarding the impact of reform, 94.1% of them consider that the reform do have results and determine changes, while only 4% of them consider that reforms does not determine any changes at all. On the other hand, the respondents from Carabineers Troops Department and those from Police Inspectorate are less optimistic about reform efficiency, only about 70% of respondents from these departments consider that there are changes resulting from reforms implementation, while almost 26% of respondents (more than a quarter) consider that there are no any changes related to police reform.

An important issue should be mentioned regarding the analysis of these data: the respondents are quite sceptical about the reforms outcomes; 35.6% of respondents in general consider that reform produced minor changes and this indicator is significant for all MIA subdivisions (from 28.7% for BPD to 49% for CTD respondents).

Survey respondents were also asked to assess the outcome of MIA reforms on the activity of police officers. They were invited to assess if there are any changes in their personal activity as result of the MIA reform (Q.A19). The options for answering this question were identical to those for previous question: 'Yes, substantial changes', 'Yes, some changes', 'Yes, minor changes', 'No changes at all' and 'DNK/NR'. The results are presented in the chart 4.2.

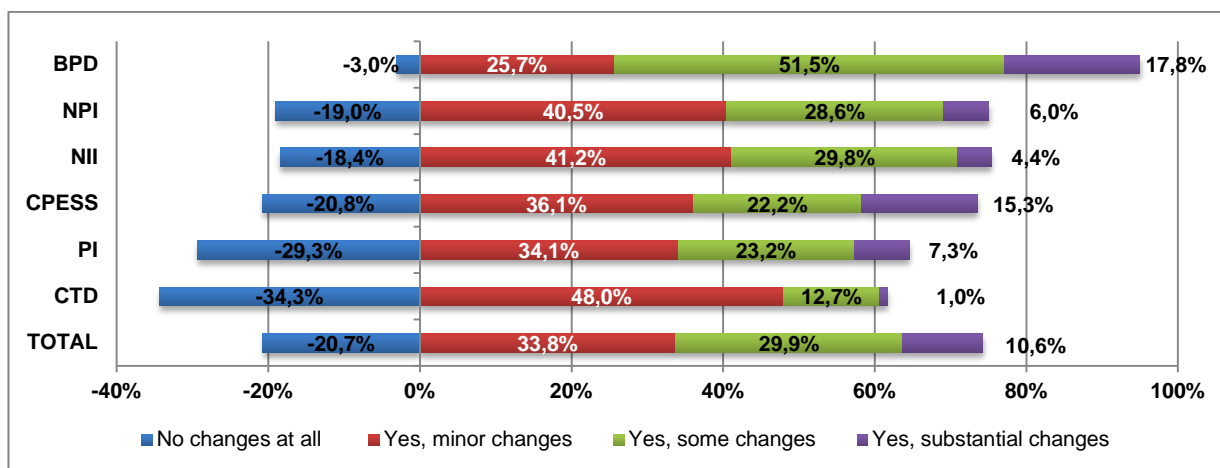


Chart 4.2 The impact of reforms on police activity

More than 74% of respondents consider that the police reform produced substantial or some changes in the activity of policemen: on the other hand, almost 21% of respondents declare that the reform had no impact at all on the activity of the police officers. Just like in case of the answers to previous questions the estimations vary significantly among respondents of different police subdivisions: for example, the BPD personnel have been more optimistic regarding the reforms' outcomes, 95% of them consider that changes within MIA, as result of reform implementation, also determined changes in their own activity and only 3% of them consider that reforms does not produce any changes.

On the other hand, only 61.7% of CTD respondents and 64.6% of PI respondents mentioned that the reforms produced changes in the activity of policemen, while 34.5% and, respectively, 29.3% of them consider that no changes at all have been registered in their activity. The answers to this question are comparable with the answers to the previous question by largely sceptical perception regarding reforms outcomes and the impact on their personal activity; hence, one third (33.8%) of respondents considered that changes generated by police reform were minor, and this attitude was identical among all MIA departments (from 25.7% for BPD to 48% for CTD).

The respondents were invited to estimate which direction has changed their professional activity following MIA reforms (answers to the question A20. 'How has police reform changes your personal activity?' with available options 'Improved a lot', 'improved to some extent', 'unchanged', 'worsened to some extent', 'worsened a lot', 'DNK/NR'. The results are presented in the chart 4.3.

More than 58% of respondents consider that their activity improved (to some extent or a lot), 27.6% claim that situation remained unchanged, and almost 13% even consider that situation worsened.

The assessments vary significantly among different MIA subdivisions (table 4.1); for example, only 34.4% of CTD respondents think that their professional activities improved, while for BPD personnel this opinion was shared by 82.2% of respondents; almost a quarter of NII personnel (23.7%) claimed that

professional activities worsened, while the share of those who consider that the situation remained unchanged vary from 4% for BPD personnel to 36.6% for PI and 48% for CTD personnel.

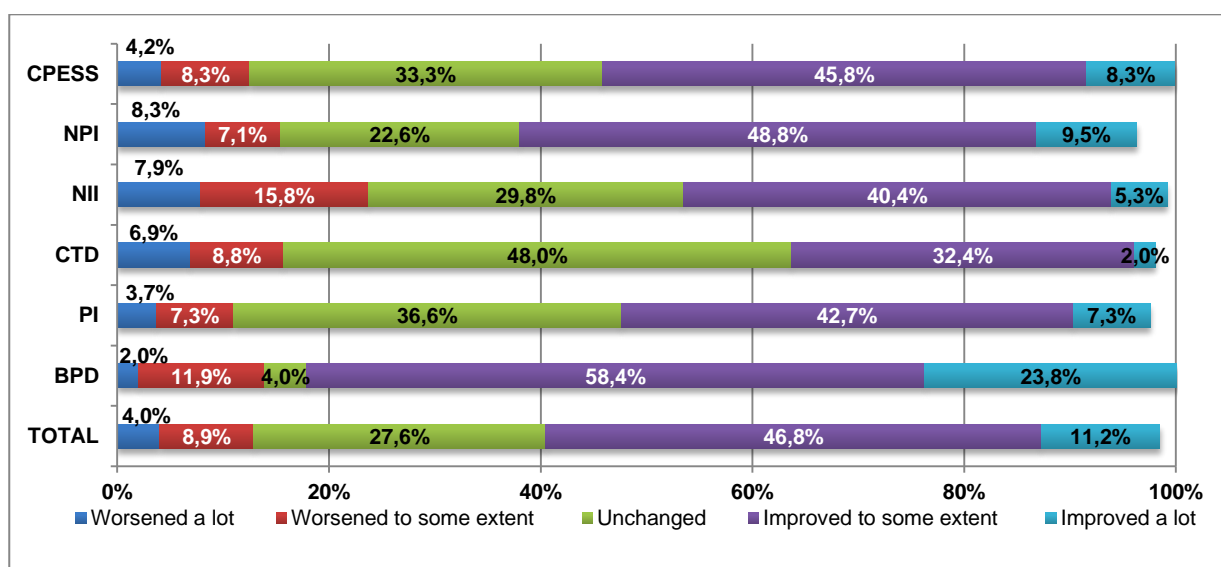


Chart 4.3. How has police reform changed professional activity of police personnel?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Worsened	12.9%	13.9%	11.0%	15.7%	23.7%	15.4%	12.5%
Unchanged	27.6%	4.0%	36.6%	48.0%	29.8%	22.6%	33.3%
Improved	58.0%	82.2%	50.0%	34.4%	45.7%	58.3%	54.1%

Table 4.1 How has police reform changed the professional activity of police personnel?

For a more precise assessment of changes in professional activity of the police personnel in different area the respondents were invited to assess the changes according to a scale from 1 to 10⁶. The results are presented in the table 4.2 and have been arranged in descending order of cumulative frequencies for answers 7-10 for each area. The frequencies 7-10 would be considered as answers claiming significant improvements for the specific area, 5-6 as a stagnation and 1-4 as worsening of the situation⁷.

According to estimations made by the survey respondents, the best evolution over the last 5 years was registered in the area of *'time of responding to emergencies'*; hence, 70.2% of respondents consider that over the last 5 years the situation has significantly improved, 22% consider that the situation in this area is in stagnation, and 6.6% consider that situation has worsened.

On the next place, according to perceptions of survey respondents, there is professionalism and competence; 67.2% of respondents estimated the evolutions in this area as being significant ones, while 28.1% considered that the situation in this particular area has stagnated, and 7.8% of them consider that the situation has worsened. Next follows the police attitude toward people (57% - substantial improvement, 36.3% - stagnation, 5.7% - worsening), technical equipment/vehicles (55.4% - substantial improvement, 28.4% - stagnation, 13.9% - worsening), etc.

⁶ The respondents were invited to answer the question A21. Please specify, using a scale from 1 to 10 (where 1 means that situation worsened a lot, 5 - unchanged, and 10 – situation improved a lot), to what extent have the following aspects of police activity changed over the last 5 years?

⁷ Interpretations might vary, these interpretations belong to authors and are subjective.

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Time of responding to emergencies	1	0.9%	0.0%	0.0%	1.0%	0.9%	2.4%	4.2%
	2	0.4%	0.0%	0.0%	7.8%	0.9%	0.0%	0.0%
	3	3.1%	5.0%	1.2%	3.9%	0.9%	0.0%	6.9%
	4	2.2%	3.0%	0.0%	7.8%	3.5%	1.2%	5.6%
	5	13.1%	9.9%	11.0%	25.5%	14.9%	7.1%	22.2%
	6	8.8%	9.9%	7.3%	9.8%	7.9%	6.0%	12.5%
	7	11.9%	17.8%	7.3%	9.8%	12.3%	14.3%	15.3%
	8	16.8%	22.8%	17.1%	12.7%	21.9%	15.5%	8.3%
	9	22.2%	20.8%	25.6%	9.8%	17.5%	28.6%	16.7%
	10	19.3%	9.9%	29.3%	9.8%	18.4%	20.2%	8.3%
	DNK/NR	1.3%	1.0%	1.2%	2.0%	0.9%	4.8%	

Professionalism, competence	1	1.7%	0.0%	2.4%	5.9%	1.8%	1.2%	1.4%
	2	0.6%		1.2%	1.0%	0.9%		
	3	2.0%		2.4%	5.9%	2.6%	1.2%	2.8%
	4	3.5%	1.0%	4.9%	9.8%	1.8%	2.4%	2.8%
	5	14.9%	6.9%	11.0%	22.5%	21.1%	15.5%	33.3%
	6	13.2%	13.9%	11.0%	15.7%	11.4%	13.1%	18.1%
	7	15.1%	18.8%	13.4%	12.7%	19.3%	15.5%	13.9%
	8	20.2%	22.8%	23.2%	10.8%	26.3%	16.7%	11.1%
	9	19.2%	27.7%	19.5%	9.8%	7.9%	21.4%	9.7%
	10	8.2%	6.9%	9.8%	2.9%	6.1%	9.5%	6.9%
	DNK/NR	1.4%	2.0%	1.2%	2.9%	0.9%	3.6%	

Police attitude toward people	1	1.2%	2.0%	0.0%	2.9%	0.9%	4.8%	1.4%
	2	0.6%	0.0%	0.0%	2.0%	0.9%	6.0%	0.0%
	3	2.6%	1.0%	3.7%	3.9%	0.0%	1.2%	2.8%
	4	1.3%	0.0%	0.0%	8.8%	3.5%	4.8%	2.8%
	5	24.0%	32.7%	12.2%	30.4%	28.9%	19.0%	43.1%
	6	12.3%	14.9%	11.0%	18.6%	9.6%	6.0%	13.9%
	7	13.9%	17.8%	12.2%	14.7%	14.9%	8.3%	15.3%
	8	15.5%	14.9%	18.3%	3.9%	14.0%	15.5%	12.5%
	9	9.9%	6.9%	14.6%	5.9%	11.4%	6.0%	4.2%
	10	17.7%	9.9%	26.8%	6.9%	14.9%	25.0%	4.2%
	DNK/NR	0.9%	0.0%	1.2%	2.0%	0.9%	3.6%	0.0%

Technical equipment	1	4.3%		7.3%	6.9%	5.3%	7.1%	
	2	4.5%		6.1%	8.8%	2.6%	10.7%	2.8%
	3	2.8%		2.4%	6.9%	3.5%	4.8%	5.6%
	4	3.3%	1.0%	3.7%	4.9%	6.1%	10.7%	1.4%
	5	16.3%	6.9%	20.7%	20.6%	27.2%	17.9%	13.9%
	6	12.1%	5.9%	14.6%	9.8%	15.8%	13.1%	13.9%
	7	10.1%	8.9%	7.3%	14.7%	9.6%	10.7%	18.1%
	8	12.6%	18.8%	9.8%	15.7%	13.2%	8.3%	12.5%
	9	16.3%	26.7%	15.9%	7.8%	7.9%	3.6%	12.5%
	10	16.4%	30.7%	11.0%	1.0%	7.9%	9.5%	19.4%
	DNK/NR	1.2%	1.0%	1.2%	2.9%	0.9%	3.6%	

Preventing and solving crimes	1	1.4%		1.2%	4.9%	0.9%	2.4%	2.8%
	2	1.0%	1.0%		5.9%	0.9%		2.8%
	3	2.0%		2.4%	4.9%	1.8%		4.2%
	4	5.8%	9.9%	2.4%	7.8%	8.8%	7.1%	6.9%
	5	18.9%	15.8%	13.4%	25.5%	15.8%	15.5%	38.9%
	6	14.0%	17.8%	12.2%	14.7%	14.0%	9.5%	15.3%

	7	16.6%	21.8%	15.9%	9.8%	14.0%	21.4%	11.1%
	8	17.8%	16.8%	20.7%	15.7%	22.8%	20.2%	9.7%
	9	12.2%	8.9%	17.1%	3.9%	14.0%	11.9%	5.6%
	10	8.3%	5.9%	12.2%	2.9%	6.1%	8.3%	2.8%
	DNK/NR	2.0%	2.0%	2.4%	3.9%	0.9%	3.6%	

Police work with the public	1	1.1%	1.0%	1.2%	2.9%	0.9%	2.4%	
	2	1.5%		1.2%	2.0%	1.8%	1.2%	4.2%
	3	2.6%	1.0%	1.2%	9.8%	0.9%	2.4%	6.9%
	4	5.3%	10.9%	2.4%	7.8%	5.3%	2.4%	5.6%
	5	21.9%	23.8%	15.9%	31.4%	21.1%	19.0%	34.7%
	6	13.9%	17.8%	12.2%	10.8%	17.5%	11.9%	13.9%
	7	12.1%	16.8%	7.3%	13.7%	17.5%	21.4%	12.5%
	8	16.9%	12.9%	20.7%	9.8%	14.9%	19.0%	13.9%
	9	15.2%	10.9%	24.4%	5.9%	9.6%	6.0%	4.2%
	10	7.7%	4.0%	12.2%	2.0%	8.8%	9.5%	1.4%
	DNK/NR	1.8%	1.0%	1.2%	3.9%	1.8%	4.8%	2.8%

Rate of discovered crimes	1	1.5%		2.4%	2.9%	1.8%	2.4%	
	2	1.0%	1.0%		4.9%	1.8%		2.8%
	3	3.9%	4.0%	3.7%	2.0%	1.8%	1.2%	6.9%
	4	3.9%	6.9%		8.8%	4.4%	4.8%	8.3%
	5	25.4%	21.8%	23.2%	20.6%	19.3%	17.9%	43.1%
	6	13.7%	17.8%	11.0%	22.5%	15.8%	10.7%	13.9%
	7	12.3%	18.8%	8.5%	19.6%	16.7%	19.0%	6.9%
	8	18.9%	19.8%	20.7%	9.8%	17.5%	25.0%	12.5%
	9	13.9%	5.0%	24.4%	3.9%	14.0%	9.5%	2.8%
	10	4.1%	4.0%	4.9%	2.9%	5.3%	6.0%	1.4%
	DNK/NR	1.4%	1.0%	1.2%	2.0%	1.8%	3.6%	1.4%

Corruption among police personnel	1	6.9%	2.0%	9.8%	8.8%	1.8%	6.0%	6.9%
	2	4.4%	4.0%	2.4%	4.9%	2.6%	6.0%	9.7%
	3	4.8%	4.0%	2.4%	5.9%	5.3%	9.5%	9.7%
	4	6.0%	8.9%	3.7%	5.9%	2.6%	7.1%	8.3%
	5	22.5%	28.7%	13.4%	24.5%	29.8%	20.2%	37.5%
	6	7.2%	11.9%	6.1%	9.8%	9.6%	6.0%	2.8%
	7	9.1%	10.9%	9.8%	12.7%	13.2%	3.6%	5.6%
	8	9.7%	6.9%	9.8%	10.8%	10.5%	14.3%	11.1%
	9	13.3%	10.9%	19.5%	8.8%	8.8%	6.0%	5.6%
	10	12.7%	7.9%	19.5%	4.9%	8.8%	15.5%	2.8%
	DNK/NR	3.4%	4.0%	3.7%	2.9%	7.0%	6.0%	

Public attitude toward police	1	5.9%	4.0%	6.1%	12.7%	7.9%	11.9%	2.8%
	2	4.5%	3.0%	4.9%	6.9%	1.8%	7.1%	4.2%
	3	5.3%	3.0%	2.4%	10.8%	6.1%	13.1%	11.1%
	4	6.6%	12.9%	3.7%	9.8%	6.1%	8.3%	4.2%
	5	34.4%	32.7%	31.7%	37.3%	41.2%	23.8%	47.2%
	6	12.3%	15.8%	11.0%	8.8%	12.3%	8.3%	13.9%
	7	12.8%	9.9%	19.5%	4.9%	7.0%	8.3%	4.2%
	8	11.0%	12.9%	13.4%	2.0%	3.5%	8.3%	6.9%
	9	3.4%	3.0%	3.7%	2.9%	7.9%	2.4%	2.8%
	10	2.5%	3.0%	2.4%	1.0%	3.5%	4.8%	1.4%
	DNK/NR	1.3%		1.2%	2.9%	2.6%	3.6%	1.4%

Table 4.2 Assessment of changes in different area

Table 4.3 presents the average scores offered by respondents to each area according to the scale from 1 (the situation has worsened a lot) to 10 (the situation has improved a lot) and calculated using the frequencies presented in the table 4.2. The areas have been listed according to the descending value of the average score. The table shows that the average scores for different MIA subdivisions vary significantly.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Time of responding to emergencies	7.5	7.3	8.1	6.0	7.4	7.6	6.4
2. Professionalism, competence	7.0	7.5	7.1	5.6	6.7	7.0	6.4
3. Police attitude toward people	7.0	6.6	7.7	5.7	6.9	6.6	6.1
4. Technical equipment	6.7	8.3	6.2	5.4	6.0	5.2	7.1
5. Preventing and solving crimes	6.6	6.5	7.1	5.4	6.7	6.7	5.7
6. Police work with the public	6.6	6.3	7.3	5.4	6.6	6.4	5.6
7. Rate of discovered crimes	6.4	6.3	6.9	5.7	6.6	6.6	5.5
8. Corruption among police personnel	6.0	5.8	6.6	5.4	5.8	5.6	5.0
9. Public attitude toward police	5.4	5.6	5.6	4.2	5.2	4.6	5.0

Table 4.3 The average score for each area

Findings

- Almost 80% of respondents consider that police reform produced changes (minor, some, or substantial); while 17% of respondents claimed that the reform did not produce any changes.
- More than 74% of respondents consider that the police reform produced substantial or some changes in the activity of policemen, on the other hand, almost 21% of respondents declared that the reform had no impact at all on the activity of the police officers.
- More than 58% of respondents considered that their activity improved (to some extent or a lot), 27.6% claimed that situation remained unchanged, and almost 13% even considered that situation worsened.
- According to the estimations made by the survey respondents, the best evolution over the last 5 years was registered in the area of 'time of responding to emergencies'; hence, 70.2% of respondents consider that over the last 5 years the situation has significantly improved, 22% consider that the situation in this area is in stagnation, and 6.6% consider that situation has worsened.
- Changes in professionalism and competence are ranked on the next place, according to perceptions of survey respondents; 67.2% of respondents estimated significant improvements in this area, while 28.1% consider that the situation in this particular area has stagnated, and 7.8% of them consider that the situation has worsened.
- The police attitude toward people follows next (57% - substantial improvement, 36.3% - stagnation, 5.7% - worsening), as well as technical equipment/vehicles (55.4% - substantial improvement, 28.4% - stagnation, 13.9% - worsening), etc.

CHAPTER 5. WORKING CONDITIONS AND PROBLEMS FACED BY POLICE

5.1. Problems with the Police

This section investigates police perceptions of the main problems with the police that undermine police service delivery and result in the poor levels of perceived responsiveness, job satisfaction, trust and respect identified above.

The participants to the internal survey were asked to indicate the main problems faced by the police the question ‘What are, in your opinion, the major problems faced by the police?’ The survey results are presented in the chart 5.1.

The low level of salaries is the most important problem for the whole police system, this opinion was shared by 81.1% of respondents. Another group of problems includes poor / insufficient technical equipment (53.6% of respondents), lack of officers (48.7% of respondents), and corruption (36.3% of respondents). Low professional level was mentioned by 26.4% of respondents; bureaucratic delays (23.6%) and lack of transparency (22.4%) are next police problems mentioned by more than 20% of survey respondents.

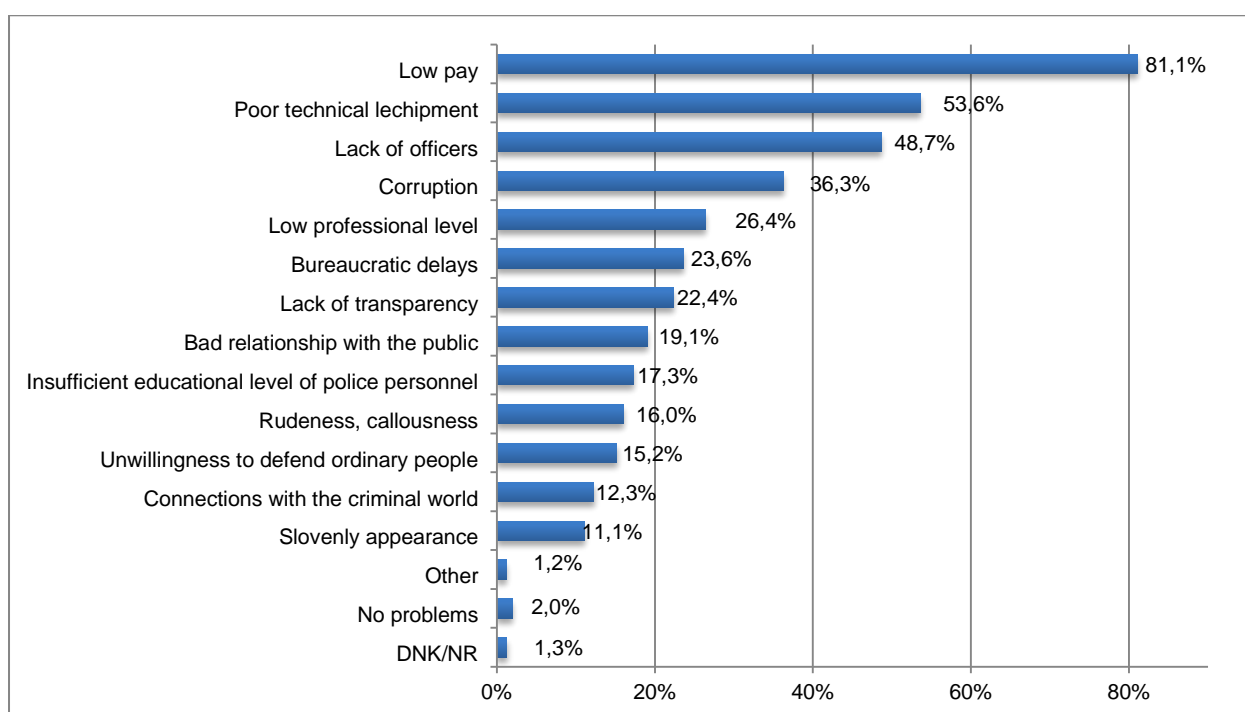


Chart 5.1 Major problems faced by the police

The table 5.1 presents the structure of survey answers provided by respondents from different MIA subdivisions. The survey indicates to substantial differences in perception of the major police problems by personnel of different departments. It was mentioned above that the low salary level was considered a major problem by all MIA personnel, but it was mentioned as such by 68.1% of CPESS personnel and 68.3% of BPD personnel, while the same opinion was shared by 90.4% of NII, 90.2% of PI and 88.1% of NPI' personnel.

Technical equipment seems not to be a significant problem for BPD and CPESS personnel, as it was mentioned by 20.8% of BPD and respectively 40.3% of CPESS respondents. More important problem for BPD seems to be lack of personnel, it was mentioned by 60.4% of respondents, as compared to the average of 48.7% for all MIA subdivisions, and corruption that was mentioned by 50.5% of BPD respondents, as compared to the average of 36.6% for all survey respondents.

Corruption represent a major problem for CTD personnel (54.9% as compared to the average of 36.3% for all MIA departments), on the other hand, corruption is not considered to be a problem by National Patrolling Inspectorate personnel – only 13.1% of NPI respondents considered corruption as being a major problem faced by the police.

Connections with criminal world / criminals were mentioned as a major problem faced by the police by an average of 12.3% of respondents, while it was mentioned as such by 23.8% of BPD respondents. Probably, the BPD personnel has more frequent experience in dealing with such problems than their colleagues from other departments, this problem was mentioned by only 4.8% of NPI and 5.3% of NII personnel.

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Low pay	81,1%	68,3%	90,2%	86,3%	90,4%	88,1%	68,1%
2. Poor technical equipment	53,6%	20,8%	69,5%	68,6%	68,4%	76,2%	40,3%
3. Lack of personnel	48,7%	60,4%	46,3%	40,2%	47,4%	52,4%	38,9%
4. Corruption	36,3%	50,5%	29,3%	54,9%	23,7%	13,1%	43,1%
5. Low professional level	26,4%	32,7%	20,7%	40,2%	21,9%	25,0%	30,6%
6. Bureaucratic delays	23,6%	30,7%	19,5%	19,6%	34,2%	26,2%	22,2%
7. Lack of transparency	22,4%	25,7%	23,2%	10,8%	17,5%	14,3%	23,6%
8. Bad relationship with the public	19,1%	18,8%	14,6%	30,4%	26,3%	23,8%	25,0%
9. Insufficient educational level of police personnel	17,3%	15,8%	15,9%	21,6%	9,6%	8,3%	27,8%
10. Rudeness, callousness	16,0%	17,8%	13,4%	21,6%	10,5%	14,3%	20,8%
11. Unwillingness to defend ordinary people	15,2%	20,8%	8,5%	12,7%	7,0%	6,0%	31,9%
12. Connections with criminal world	12,3%	23,8%	7,3%	13,7%	5,3%	4,8%	13,9%
13. Slovenly appearance	11,1%	8,9%	11,0%	11,8%	10,5%	15,5%	12,5%
14. Other	1,2%		2,4%	2,0%	0,9%	1,2%	
15. No problems	2,0%	1,0%	2,4%	2,0%	4,4%	2,4%	1,4%
16. DNK/NR	1,3%	1,0%	1,2%	1,0%		6,0%	

Table 5.1 Major problems faced by the police

In order to understand the role of different negative factors impeding the activity of policemen the respondents were asked to assess how often does it happen that they cannot carry out their tasks correctly or fully due to several factors listed in questionnaire. They had the following options for responding: very often, quite often, not very often, never, and DNK/NR. The survey results (answers to question A23. *'How often does it happen that you cannot carry out your tasks correctly or fully due to..?'*) are presented in the table 2.5 and collated following the decreasing order of frequencies of answers *'Very often'* and *'Quite often'*, what would describe decreasing level of importance of different factors in the opinion of police respondents.

The most important factors mentioned by police officers were the following:

1. Lack or inadequate equipment or materiel (mentioned by 54% of respondents);
2. Lack of personnel (mentioned by 51.3% of respondents);
3. Increasing number of unnecessary formalities and requirements for writing a large number of documents (mentioned by 47.6% of respondents);

4. Big number or complexity of demands coming from different authorities (mentioned by 37.3% of respondents).

The answers provided by respondents from different departments varied significantly. For example, the lack or inadequate equipment or materiel was mentioned as an important factor by 37.6% of BPD' respondents, as compared to 71.6% of CTD' respondents and 69.1% of NPI' respondents.

		TOTAL	BPD	IP	CTD	NII	NPI	CPESS
1. Lack or inadequate equipment or materiel	Very often	16.60%	6.90%	15.90%	25.50%	24.60%	31.00%	22.20%
	Quite often	37.90%	30.70%	41.50%	46.10%	37.70%	38.10%	36.10%
	Not very often	29.40%	42.60%	25.60%	15.70%	24.60%	23.80%	27.80%
	Never	11.00%	14.90%	11.00%	5.90%	9.60%	2.40%	11.10%
	DNK/NR	5.10%	5.00%	6.10%	6.90%	3.50%	4.80%	2.80%
2. Lack of personnel	Very often	18.80%	22.80%	15.90%	36.30%	9.60%	19.00%	18.10%
	Quite often	32.50%	43.60%	24.40%	27.50%	32.50%	38.10%	37.50%
	Not very often	30.50%	26.70%	35.40%	27.50%	39.50%	29.80%	22.20%
	Never	16.20%	5.90%	22.00%	6.90%	14.00%	8.30%	22.20%
	DNK/NR	1.90%	1.00%	2.40%	2.00%	4.40%	4.80%	
3. Increasing number of unnecessary formalities and requirements for writing a large number of documents	Very often	17.00%	9.90%	17.10%	19.60%	14.90%	17.90%	26.40%
	Quite often	30.60%	29.70%	30.50%	32.40%	45.60%	32.10%	27.80%
	Not very often	31.90%	38.60%	29.30%	33.30%	27.20%	36.90%	27.80%
	Never	18.00%	19.80%	20.70%	11.80%	9.60%	7.10%	16.70%
	DNK/NR	2.50%	2.00%	2.40%	2.90%	2.60%	6.00%	1.40%
4. Big number or complexity of demands coming from different authorities	Very often	9.20%	5.90%	13.40%	8.80%	11.40%	8.30%	2.80%
	Quite often	28.10%	30.70%	24.40%	33.30%	36.80%	38.10%	26.40%
	Not very often	42.30%	41.60%	42.70%	42.20%	38.60%	39.30%	44.40%
	Never	17.50%	18.80%	17.10%	10.80%	11.40%	9.50%	23.60%
	DNK/NR	2.90%	3.00%	2.40%	4.90%	1.80%	4.80%	2.80%
5. Inadequate regulations regarding missions, attributions, orders	Very often	4.80%	3.00%	6.10%	6.90%	7.90%	7.10%	1.40%
	Quite often	17.80%	20.80%	17.10%	25.50%	14.90%	20.20%	12.50%
	Not very often	42.10%	50.50%	34.10%	44.10%	57.90%	40.50%	48.60%
	Never	32.50%	24.80%	39.00%	20.60%	17.50%	25.00%	36.10%
	DNK/NR	2.80%	1.00%	3.70%	2.90%	1.80%	7.10%	1.40%
6. Inadequate requirements from superiors that are excessive or exceeding your possibilities	Very often	3.40%	2.00%	2.40%	8.80%	6.10%	4.80%	5.60%
	Quite often	16.10%	12.90%	15.90%	29.40%	13.20%	22.60%	15.30%
	Not very often	36.80%	43.60%	30.50%	40.20%	42.10%	34.50%	43.10%
	Never	41.00%	40.60%	47.60%	18.60%	36.00%	33.30%	34.70%
	DNK/NR	2.70%	1.00%	3.70%	2.90%	2.60%	4.80%	1.40%
7. Problems of cooperation at the unity/subdivision level	Very often	3.20%	3.00%	2.40%	9.80%	3.50%	4.80%	2.80%
	Quite often	15.90%	22.80%	9.80%	22.50%	22.80%	27.40%	13.90%
	Not very often	46.50%	53.50%	43.90%	48.00%	50.00%	47.60%	41.70%
	Never	33.10%	19.80%	42.70%	15.70%	21.10%	15.50%	41.70%
	DNK/NR	1.40%	1.00%	1.20%	3.90%	2.60%	4.80%	
8. You have not been adequately trained for some types of tasks	Very often	1.50%	1.00%	1.20%	2.90%	1.80%	3.60%	1.40%
	Quite often	12.50%	20.80%	7.30%	21.60%	4.40%	11.90%	13.90%
	Not very often	40.40%	38.60%	41.50%	36.30%	48.20%	45.20%	37.50%
	Never	43.40%	37.60%	48.80%	35.30%	43.00%	33.30%	44.40%
	DNK/NR	2.20%	2.00%	1.20%	3.90%	2.60%	6.00%	2.80%

Table 5.2 Negative factors creating impediments to the activity of police officers

5.2. Police behaviour in specific cases

Respondents to the police survey were asked to estimate the frequency of some inappropriate and close to corruption behaviours/practices among colleagues and were given the response options 'very common', 'quite common', 'not very common', 'not common' and 'DNK/NR'.

The survey results (*the answers to the question A22 'In your opinion, how common are the following behaviours/practices among the personnel of your department?'*) are presented in the table 5.3 and have been ranked according to the increasing frequency of estimations 'very common' and 'quite common'.

		TOTAL	BPD	IP	CTD	NII	NPI	CPESS
Accepting gifts / favours for carried out professional duties / tasks	Very common	1.4%	1.0%	1.2%	7.8%	0.9%		1.4%
	Quite common	6.3%	8.9%	2.4%	16.7%	10.5%	6.0%	9.7%
	Not very common	23.1%	27.7%	19.5%	26.5%	19.3%	22.6%	26.4%
	Not common	60.6%	58.4%	64.6%	44.1%	51.8%	59.5%	59.7%
	DNK/NR	8.5%	4.0%	12.2%	4.9%	17.5%	11.9%	2.8%
Use of official resources and information for personal interest	Very common	1.5%	1.0%	1.2%	4.9%	0.9%		2.8%
	Quite common	6.7%	10.9%	3.7%	16.7%	8.8%	9.5%	4.2%
	Not very common	19.1%	22.8%	13.4%	31.4%	16.7%	22.6%	25.0%
	Not common	64.8%	61.4%	70.7%	41.2%	57.0%	54.8%	66.7%
	DNK/NR	7.9%	4.0%	11.0%	5.9%	16.7%	13.1%	1.4%
Accepting gifts / favours before carrying out professional duties / tasks	Very common	2.6%		3.7%	6.9%		2.4%	2.8%
	Quite common	6.7%	9.9%	3.7%	24.5%	7.9%	6.0%	5.6%
	Not very common	24.2%	28.7%	18.3%	23.5%	25.4%	27.4%	31.9%
	Not common	59.1%	58.4%	63.4%	40.2%	56.1%	53.6%	56.9%
	DNK/NR	7.4%	3.0%	11.0%	4.9%	10.5%	10.7%	2.8%
Forwarding some requests/files to colleagues/chiefs for illegal purposes	Very common	3.3%	1.0%	4.9%	6.9%	2.6%	3.6%	1.4%
	Quite common	6.2%	7.9%	2.4%	12.7%	10.5%	6.0%	11.1%
	Not very common	18.1%	28.7%	9.8%	28.4%	19.3%	23.8%	19.4%
	Not common	64.3%	59.4%	70.7%	46.1%	50.0%	53.6%	66.7%
	DNK/NR	8.2%	3.0%	12.2%	5.9%	17.5%	13.1%	1.4%
Not following the established procedures/rules or accepting exceptions with the purpose of obtaining benefits for relatives or colleagues	Very common	2.7%	1.0%	2.4%	9.8%	1.8%		5.6%
	Quite common	8.8%	17.8%	3.7%	22.5%	10.5%	8.3%	5.6%
	Not very common	29.5%	33.7%	23.2%	35.3%	27.2%	34.5%	37.5%
	Not common	52.7%	44.6%	62.2%	27.5%	44.7%	46.4%	50.0%
	DNK/NR	6.3%	3.0%	8.5%	4.9%	15.8%	10.7%	1.4%
Speeding up the case/request examination if there is a promise of rewards	Very common	3.3%	2.0%	4.9%	8.8%	0.9%	3.6%	
	Quite common	11.8%	14.9%	8.5%	24.5%	12.3%	11.9%	12.5%
	Not very common	30.5%	43.6%	23.2%	32.4%	31.6%	36.9%	27.8%
	Not common	47.4%	36.6%	53.7%	29.4%	41.2%	38.1%	56.9%
	DNK/NR	6.9%	3.0%	9.8%	4.9%	14.0%	9.5%	2.8%
Giving priority to chiefs / colleagues from other public institutions, given the importance of their position or influence	Very common	12.4%	3.0%	17.1%	20.6%	7.9%	6.0%	15.3%
	Quite common	31.3%	43.6%	20.7%	28.4%	25.4%	36.9%	41.7%
	Not very common	28.5%	32.7%	25.6%	30.4%	34.2%	29.8%	27.8%
	Not common	24.6%	19.8%	32.9%	16.7%	23.7%	19.0%	13.9%
	DNK/NR	3.2%	1.0%	3.7%	3.9%	8.8%	8.3%	1.4%

Table 5.3 How common are inappropriate behaviours among the personnel of different police departments

Respondents to the police survey estimated that '*accepting gifts / favours for carried out professional duties / tasks*' are the less common behaviours/practices. 7.7% of respondents consider that such behaviours/practices are very common or quite common, while 83.7% consider that such

behaviours/practices are not common or not very common. However, 24.5% of CTD respondents consider that such behaviours/practices are very common or quite common.

Next follows the *'use of official resources and information for personal interest'*. 8.2% of respondents consider that such behaviours/practices are very common or quite common, while 84% consider that such behaviours/practices are not common or not very common. Like in the previous case the CTD' respondents have a different opinion, almost 22% of them consider that these behaviours/practices are very common or quite common.

On the opposite side there are practices of *'Giving priority to chiefs / colleagues from other public institutions, on the basis of their position or influence'*. 43.7% of respondents consider that such behaviours/practices are very common or quite common, while 51% of respondents consider that such behaviours/practices are not very common or not common. In this case the CTD' respondents also have a different opinion, 49% of them consider that such behaviours/practices are very common or quite common, while only 37% of them consider that such behaviours/practices are not very common or not common.

The next question is important for understanding the police officers reasoning for carrying out their duties in special cases. Respondents to the police survey were asked to answer the question A23 *'How in your opinion would act a policeman at the present time, if he will have to solve a very important case for people with high level state positions? How likely would be that he/she ..'* They were provided with the following response options: *'very likely'*, *'probably'*, *'unlikely'*, *'not likely at all'*, and *'DNK/NR'* for each scenario. The answers are presented in the table 5.4 and have been ranked according to the increasing frequency of estimations *'very likely'* and *'probably'*.

		TOTAL	BPD	IP	CTD	NII	NPI	CPESS
1. Will resolve the case in compliance with legislation	Very likely	32.4%	29.7%	40.2%	19.6%	36.0%	28.6%	19.4%
	Probably	43.5%	48.5%	43.9%	41.2%	40.4%	47.6%	34.7%
	Unlikely	13.7%	13.9%	6.1%	20.6%	5.3%	11.9%	34.7%
	Not likely at all	4.3%	3.0%	3.7%	9.8%	6.1%	2.4%	6.9%
	DNK/NR	6.1%	5.0%	6.1%	8.8%	12.3%	9.5%	4.2%
2. Will resolve the case in accordance with orders of his/her chief /supervisor	Very likely	21.0%	30.7%	15.9%	32.4%	17.5%	13.1%	22.2%
	Probably	30.3%	35.6%	23.2%	40.2%	28.1%	32.1%	38.9%
	Unlikely	25.0%	21.8%	29.3%	12.7%	23.7%	23.8%	22.2%
	Not likely at all	15.2%	7.9%	23.2%	3.9%	15.8%	15.5%	6.9%
	DNK/NR	8.5%	4.0%	8.5%	10.8%	14.9%	15.5%	9.7%
3. Will resolve the case in accordance with demands from political persons	Very likely	18.4%	24.8%	11.0%	36.3%	16.7%	8.3%	29.2%
	Probably	22.6%	22.8%	20.7%	25.5%	21.1%	27.4%	25.0%
	Unlikely	19.3%	17.8%	20.7%	16.7%	26.3%	16.7%	18.1%
	Not likely at all	26.0%	25.7%	32.9%	7.8%	16.7%	29.8%	12.5%
	DNK/NR	13.7%	8.9%	14.6%	13.7%	19.3%	17.9%	15.3%
4. Will resolve the case in favour of the ones who gave bribes	Very likely	7.2%	9.9%	2.4%	22.5%	8.8%	8.3%	11.1%
	Probably	22.3%	29.7%	12.2%	36.3%	12.3%	21.4%	37.5%
	Unlikely	23.4%	18.8%	28.0%	19.6%	29.8%	25.0%	16.7%
	Not likely at all	33.2%	31.7%	41.5%	9.8%	28.9%	28.6%	22.2%
	DNK/NR	13.9%	9.9%	15.9%	11.8%	20.2%	16.7%	12.5%

Table 5.4 Estimations regarding different behaviours in cases with political interests

Almost 76% of respondents consider that the police officer probably or very likely will act in compliance with legislation, however 18% consider this scenario unlikely or not likely at all. The differences among departments are significant: 54% of CPESS respondents and 61% of CTD respondents consider that the police officer probably or very likely will act in compliance with legislation, while 42% of CPESS respondents and more than 30% of CTD respondents consider this scenario unlikely or not likely at all.

The scenario 'Police officer will resolve the case in accordance with orders of his chief / supervisor' have different perceptions. 51.3% of respondents believe that this kind of behaviour is likely to be followed, while 40.2% of respondents do not share this opinion.

Such answers suggest that in police opinion the MIA institutions are: a) highly militarised (the orders prevail over the laws) and b) excessively controlled by politicians and other interests (the interests of high level officials and politicians prevail over the laws).

Findings

According to police respondents the most important problems with the police are the following:

- ✓ Low pay (81.1% of respondents),
- ✓ Poor technical equipment (53.6% of respondents),
- ✓ Lack of personnel (48.7% of respondents),
- ✓ Corruption (36.3% of respondents),
- ✓ Low professional level (26.4% of respondents),
- ✓ Bureaucratic delays (23.6% of respondents)
- ✓ Lack of transparency (22.4% of respondents)

According to police respondents the most important negative factors influencing the police activity are the following:

- ✓ Lack or inadequate equipment or materiel (mentioned by 54% of respondents);
- ✓ Lack of personnel (mentioned by 51.3% of respondents);
- ✓ Increasing number of unnecessary formalities and requirements for writing a large number of documents (mentioned by 47.6% of respondents);
- ✓ Big number or complexity of demands coming from different authorities (mentioned by 37.3% of respondents).

Less than 10% respondents mentioned the following behaviours/practices as being very common or quite common:

- ✓ Accepting gifts / favours for carried out professional duties / tasks
- ✓ Use of official resources and information for personal interest
- ✓ Accepting gifts / favours before carrying out professional duties / tasks
- ✓ Forwarding some requests/files to colleagues/chiefs for illegal purposes

However, 15.1% of respondents believe that speeding up the case / request examination if there is a promise of rewards is very common or quite common practice, and 43.7% of respondents believe that giving priority to chiefs / colleagues from other public institutions given the importance of their position or influence is very common or quite common practice.

In the opinion of police respondents the MIA institutions are: a) highly militarised (the orders prevail over the laws) and b) excessively controlled by politicians and other interests (the interests of high level officials and politicians prevail over the laws). Hence:

- ✓ 51.3% of respondents consider that the police officer will probably or very likely act in accordance with orders from chiefs / superiors and rather not in compliance with the legislation, if he will have to solve a very important case for persons with high level positions in the state;
- ✓ 41% of respondents believe that the police officer probably or very likely will rather act in compliance with the demands from political persons;
- ✓ 29.5% of respondents believe that the police officer will probably or very likely resolve the case in favour of the ones who give bribes
- ✓ However, almost 76% of respondents declared that the police officer will probably or very likely act in compliance with the legislation.

PUBLIC QUESTIONNAIRE FREQUENCIES 2015

1. GENERAL ISSUES

Q. 1 How satisfied are you in general with the way you are living? <i>One response</i>	Very satisfied	1.5%	Not very satisfied	29.8%
	Quite satisfied	17.0%	Not at all satisfied	26.0%
	Neither satisfied, nor dissatisfied	25.3%	I do not know/No answer	5%

Q.2. How much confidence do you have in...? <i>(One answer per row)</i>	Very much confidence	Some confidence	I don't really have confidence	No confidence at all	Don't know/NR
1. Government	0,7%	7.5%	23.5%	67.2%	1.2%
2. Parliament	0,5%	7.1%	23.0%	68.0%	1.4%
3. President	0,5%	6.6%	22.1%	69.3%	1.6%
4. Justice	0.8%	7.6%	25.0%	62.8%	3.9%
5. Army	5.6%	32.1%	22.3%	29.2%	10.8%
6. Church	37.8%	35.3%	11.9%	11.7%	3.3%
7. Local governance	9.4%	33.2%	28.1%	25.2%	4.2%
8. Political parties	1.1%	10.2%	27.9%	57.6%	3.2%
9. Banks	1.1%	18.7%	29.7%	45.1%	5.3%
10. Police	1.9%	28.1%	29.9%	36.8%	3.4%
11. Mass-media (press, radio, television)	4.0%	38.3%	30.5%	24.1%	3.2%
12. Non-governmental organizations	2.3%	25.5%	24.5%	27.1%	20.6%
13. Trade unions	1.7%	19.9%	28.1%	32.5%	17.8%

Q. 3 How satisfied are you with the activity of the following institutions...? <i>(One answer per row)</i>	Very satisfied	Satisfied	Not very satisfied	Not satisfied at all	Don't know/NR
1. Ministry of Foreign Affairs and European integration	0,9%	19.5%	34.9%	29.2%	15.5%
2. Ministry of Internal Affairs	0.6%	21.4%	36.2%	30.9%	10.9%
3. Ministry of Agriculture and Food Industry	0.5%	20.9%	34.8%	32.8%	11.0%
4. Ministry of Defense	1.7%	25.6%	31.4%	26.5%	14.8%
5. Ministry of Culture	2.1%	29.8%	31.5%	24.2%	12.3%
6. Ministry of Regional Development and Construction	0,7%	17.9%	35.1%	29.9%	16.3%
7. Ministry of Economy	0.3%	10.2%	33.1%	47.7%	8.8%
8. Ministry of Education	1.8%	27.5%	32.4%	27.5%	10.8%
9. Ministry of Finance	0.2%	10.7%	32.7%	48.1%	8.4%
10. Ministry of Justice	0.5%	10.7%	31.7%	47.7%	9.4%
11. Ministry of Environment	1.1%	21.7%	36.3%	28.6%	12.4%
12. Ministry of Labor, Social Protection and Family	0.8%	16.7%	33.3%	39.9%	9.3%
13. Ministry of Health	0.9%	22.6%	35.1%	35.6%	5.8%
14. Ministry of Informational Technologies and Communications	4.4%	31.0%	25.4%	22.8%	16.4%
15. Ministry of Youth and Sport	1.6%	30.6%	28.4%	23.8%	15.6%
16. Ministry of Transports and Road Infrastructure	0.6%	21.9%	33.0%	34.6%	9.9%
17. Prosecutor-General	0.5%	11.6%	29.1%	46.0%	12.8%
18. Customs Service	1.3%	21.2%	32.6%	30.2%	14.8%
19. National Anticorruption Centre	1.0%	13.2%	28.3%	45.6%	12.0%
20. Information and Security Service	0.8%	16.9%	31.8%	28.3%	22.2%

Q. 4 How satisfied are you with the activity of the following local institutions?	Very satisfied	Rather satisfied	Rather not satisfied	Not satisfied at all	Don't know/NR
1. City Hall (Local governance)	10.2%	49.0%	21.3%	13.5%	6.0%
2. School	11.6%	56.2%	13.5%	5.9%	12.8%
3. Centre of family doctors	10.8%	48.7%	24.1%	12.1%	4.3%
4. Police	6.0%	41.2%	26.4%	15.2%	11.2%

2. SECURITY AND SAFETY

Q. 5 How safe do you feel in the following places...? (One answer per row)		Safe	Rather safe	Rather not safe	Not safe at all	Don't know/NR
1. Day time	a. At home	46.9%	38.6%	11.3%	2.8%	0.4%
	b. Walking on the streets in your locality.	38.2%	40.9%	16.6%	3.6%	0,7%
	c. In a public place (market, park, ..)	35.0%	42.4%	17.0%	4.7%	0,9%
2. At night	a. At home	30.9%	34.3%	23.7%	10.1%	1.0%
	b. Walking on the streets in your locality.	20.9%	28.1%	34.3%	14.4%	2.2%
	c. In a public place (market, park,...)	19.2%	27.9%	32.1%	17.5%	3.3%

Q. 6 In general, how would you estimate the level of crime in...? (One answer per row)	Very low	Low	High	Very high	Don't know/NR
a. In the Republic of Moldova	1.3%	19.4%	54.8%	17.4%	7.2%
b. In your District/Municipality.	4.3%	39.1%	39.5%	5.6%	11.5%
c. In your locality (for Chisinau and Balti -in Your sector.)	15.1%	40.1%	26.4%	4.2%	14.3%

Q. 7 How worried do you feel about the level of crime in your locality (sector)?	Not worried	13.5%
	Slightly worried	40.7%
	Quite worried	35.0%
	Very worried	8.9%
	Don't know/NR	1.8%

Q. 8 To what extent the following groups constitute a problem for your locality at the moment?	To a very large extent	To a large extent	Not to a large extent	To a very small extent	Don't know/NR
1. Drunk Persons	12.2%	39.2%	29.6%	17.8%	1.3%
2. Persons released from prison	6.6%	22.9%	29.3%	35.6%	5.6%
3. Tramps, beggars	4.6%	20.6%	33.5%	39.6%	1.7%
4. People using drugs	11.3%	19.4%	20.7%	37.3%	11.3%
5. People selling drugs	11.5%	15.7%	19.8%	38.2%	14.8%
6. Gangs of Youths	4.2%	17.8%	29.4%	42.7%	5.9%

Q. 9 To what extent the following offences (crimes) constitute a problem for your locality? (One answer per row)	To a very large extent	To a large extent	Not to a large extent	To a very small extent	Don't know/NR
1. Sexual Violence	3.3%	11.6%	31.2%	45.3%	8.6%
2. Psychological Violence	4.8%	16.6%	29.9%	41.7%	7.0%
3. Verbal abuse	7.9%	25.7%	27.4%	34.1%	5.0%
4. Robberies from houses / apartments	5.9%	21.9%	34.5%	32.4%	5.2%
5. Theft from a motor vehicles	4.2%	16.6%	27.8%	44.9%	6.5%
6. Theft of motor vehicles	3.6%	12.4%	28.1%	48.9%	7.1%
7. Robberies in street	5.0%	15.3%	27.4%	46.3%	6.0%
8. Violent crime groups	3.8%	10.2%	26.8%	49.5%	9.7%
9. The large number of drug dependents	7.1%	11.9%	22.8%	42.8%	15.5%
10. The large number of alcohol dependents	9.8%	28.0%	27.7%	29.3%	5.2%

Q. 9 To what extent the following offences (crimes) constitute a problem for your locality? (One answer per row)	To a very large extent	To a large extent	Not to a large extent	To a very small extent	Don't know/NR
11. Minors' access to drugs	7.5%	11.8%	20.6%	42.2%	17.9%
12. Involvement of minors in illegal actions	4.5%	13.6%	24.8%	43.3%	13.8%
13. Prostitution	4.6%	13.0%	20.8%	47.5%	14.2%
14. Drunk drivers	11.3%	31.2%	27.2%	25.4%	5.0%
15. Traffic violations	13.8%	34.6%	27.0%	20.7%	4.0%

3. RATING THE POLICE PERFORMANCE

Q. 10 From what you know, read, or heard do you think the police activity is improving or worsening?	Activity is worsening	31.7%
	Activity is improving	42.4%
	Don't know/NR	25.9%

Q. 11 To what extent do you agree with the following statements regarding the police activity? (One answer per row)	Agree	Partially agree	I do not agree	I totally disagree	Don't know/NR
1. Police actions are always legal	4.7%	30.9%	44.7%	13.6%	6.2%
2. Police are present where and when it is necessary	9.4%	41.6%	32.1%	10.8%	6.2%
3. Police strive to respond to people's needs and explain its actions and decisions	8.1%	37.4%	37.3%	10.0%	7.3%
4. Police know how to fight crime, to help victims and society in general	11.3%	38.5%	31.8%	10.0%	8.3%
5. Police are treating all people with respect	8.0%	30.0%	44.4%	12.0%	5.5%
6. The policemen give priority to the interest of the service, versus personal interest	6.6%	27.7%	41.1%	12.7%	11.9%
7. The policemen are dedicated to the state and citizens	6.2%	30.3%	41.0%	13.0%	9.6%
8. Police are treating all people equally without difference based on ethnicity, religion, social status, etc.	6.5%	26.4%	44.7%	14.7%	7.6%

Q. 12 How much confidence do you have in ...? (One answer per row)	Very much confidence	Some confidence	Very little confidence	No confidence at all	Don't know	NR
1. District Police	7.6%	41.0%	24.4%	15.4%	8.9%	2.8%
2. Criminal Police	3.4%	34.6%	28.0%	15.7%	13.5%	4.7%
3. Patrolling Police	4.7%	37.8%	26.5%	18.0%	9.5%	3.5%
4. Border Police	6.7%	37.2%	23.8%	15.2%	11.4%	5.7%
5. Carabineers	6.6%	36.6%	22.1%	11.9%	15.2%	7.5%
6. Police Commissariat (Inspectorate)	5.2%	34.5%	29.5%	14.6%	10.3%	5.9%
7. Firemen/rescuers	29.6%	45.1%	11.6%	7.4%	4.8%	1.4%

Q. 13 In your opinion, how long would it take for to come to the place of an emergency, accident, crime case? MINUTES	They will come	Will not come at all	Don't know/NR	Mean	Median	Std. Deviation
1. Traffic police to an accident	71.1%	1.1%	27.8%	74.2	30.0	332.4
2. Criminal Police to the place of a crime	59.2%	0, 7%	40.1%	81.3	30.0	345.7
3. Patrolling Police to the place of a call	59.9%	1.3%	38.8%	40.9	30.0	151.4
4. Fire-fighters to the place of a fire	76.9%	0.5%	22.6%	31.1	20.0	78.7
5. The District Policeman to the household	65.6%	4.0%	30.4%	382.8	30.0	1011.6
6. Emergency Medical Team	88.1%	0.4%	11.5%	31.7	20.0	93.5

4. PRESTIGE

Q. 14 How prestigious, in your opinion, are the following specialties?	Very prestigious	Prestigious	Not very prestigious	No prestigious at all	Don't know/NR
1. Policeman of the Criminal Police	12.5%	48.3%	22.8%	3.5%	12.9%
2. Policeman of the Patrolling Police	10.1%	45.2%	27.3%	6.0%	11.4%
3. District Policeman	8.8%	39.8%	35.2%	7.1%	9.1%
4. Fire-fighter/Rescuer	22.2%	44.2%	20.2%	5.0%	8.3%
5. Carabineer	7.7%	34.8%	30.9%	11.0%	15.6%
6. Customs officer (control of goods at the border)	30.1%	41.4%	14.4%	4.5%	9.7%
7. Border Policeman (control of identity documents at the border)	25.5%	44.8%	15.7%	4.1%	9.9%

Q. 15 When you encounter/you are dealing with ..., can you say that you have a sense of ...?	1) Trust			2) Respect			3) Sympathy		
	Yes	Not	Don't know	Yes	Not	Don't know	Yes	Not	Don't know
1. Policeman of the Criminal Police	45.7%	48.2%	6.1%	62.7%	32.7%	4.6%	38.9%	54.9%	6.2%
2. Policeman of the Patrolling Police	46.2%	48.4%	5.4%	61.0%	34.7%	4.3%	38.4%	55.7%	5.9%
3. District Policeman	52.3%	42.5%	5.1%	66.1%	30.1%	3.8%	42.1%	52.2%	5.8%
4. Fire-fighter/Rescuer	75.5%	21.3%	3.2%	83.0%	14.6%	2.4%	60.2%	35.8%	4.0%
5. Carabineer	50.3%	41.6%	8.1%	65.2%	28.6%	6.3%	44.3%	49.2%	6.4%
6. Border Policeman	52.9%	41.1%	6.0%	66.3%	29.1%	4.6%	43.4%	50.6%	6.1%

Q15 When you encounter/you are dealing with ..., can you say that you have a sense of ...?	4) Antipathy			5) Fear			6) Annoyance		
	Yes	Not	Don't know	Yes	Not	Don't know	Yes	Not	Don't know
1. Policeman of the Criminal Police	16.5%	78.9%	4.6%	11.2%	86.8%	2.0%	10.3%	87.2%	2.5%
2. Policeman of the Patrolling Police	17.8%	78.5%	3.7%	8.9%	88.9%	2.1%	10.5%	87.4%	2.1%
3. District Policeman	14.6%	81.4%	4.0%	6.4%	91.6%	2.0%	9.6%	88.1%	2.3%
4. Fire-fighter/rescuer	7.3%	88.9%	3.9%	6.1%	92.5%	1.4%	3.2%	95.1%	1.7%
5. Carabineer	10.8%	84.5%	4.7%	5.7%	91.5%	2.7%	6.2%	90.8%	3.0%
6. Border Policeman	14.2%	81.3%	4.5%	8.0%	89.4%	2.6%	7.8%	89.1%	3.0%

5. CORRUPTION

Q. 16 How corrupted in your opinion are the following institutions in our country ...?	Very corrupted	Corrupted	Not very corrupted	Not at all corrupted	Don't know/NR
1. Government	52.4%	34.2%	5.9%	0.2%	7.2%
2. Parliament	54.3%	31.8%	6.3%	0.9%	6.8%
3. President	47.0%	32.8%	8.8%	2.6%	8.8%
4. Justice	52.7%	30.4%	8.1%	1.6%	7.2%
5. Army	16.5%	21.3%	29.9%	14.9%	17.3%
6. Church	8.2%	14.5%	28.3%	35.6%	13.3%
7. Local governance	15.3%	30.4%	29.8%	11.8%	12.7%
8. Political parties	43.5%	33.2%	10.8%	2.3%	10.3%
9. Banks	33.1%	33.7%	15.4%	5.2%	12.7%
10. Police	30.2%	43.3%	15.4%	2.3%	8.9%
11. Media (press, radio, television)	15.5%	26.2%	29.4%	11.6%	17.2%
12. Non-governmental organizations	12.8%	20.7%	23.2%	11.2%	32.1%
13. Trade unions	13.7%	22.4%	24.5%	8.8%	30.7%

Q. 17 How corrupted in your opinion are the following local institutions?	Very corrupted	Corrupted	Not very corrupted	Not at all corrupted	Don't know/NR
1. Mayoralty (local governance)	6.1%	21.6%	33.1%	23.3%	15.8%
2. School	3.3%	16.0%	32.4%	32.4%	15.9%
3. Centre of family doctors	5.1%	19.3%	35.9%	29.3%	10.4%
4. Police	8.1%	30.6%	25.0%	20.4%	15.9%

Q. 18 How corrupted in your opinion are the following subdivisions of the MIA and Ministry of Finance?	Very corrupted	Corrupted	Not very corrupted	Not at all corrupted	Don't know/NR
1. Criminal Police	14.0%	45.4%	19.1%	3.5%	18.0%
2. Patrolling Police	17.5%	42.0%	19.3%	5.3%	15.9%
3. District Police	9.8%	34.4%	27.3%	10.1%	18.3%
4. Carabineers	6.0%	23.8%	22.9%	22.0%	25.3%
5. Police Commissariat (Inspectorate)	14.0%	41.9%	20.1%	5.3%	18.7%
6. Firemen/rescuers	3.5%	13.6%	18.6%	50.6%	13.7%
7. Customs Service	26.0%	39.1%	16.0%	5.1%	13.8%
8. Border Police	21.7%	37.8%	17.8%	6.3%	16.3%

6. REFORM

Q. 19 If compared with how it was five years ago, do you and your family feel more safe?					
1. Much more safely	2. To some extent more safely	3. The same as it was 5 years ago	4. To some extent less safely	5. Much less safely	9. Don't know/NR
1.5%	15.0%	52.4%	19.3%	9.6%	2.1%

Q. 20 Have you heard about the Ministry of Internal Affairs' reform?		
1. Yes	2. No	3. DK/NR
38.4%	56.9%	4.7%

Q. 21 Please tell if you've noticed, over the last 2-3 years, some positive or negative changes in police activity?					
1. Very positive changes	2. To some extent positive changes	3. There are no changes	4. To some extent negative changes	5. Very negative changes	9. Don't know/NR
1.2%	24.8%	49.1%	12.0%	4.2%	8.8%

Q. 22 To what extent the following aspects of the police activity have been improved or worsened over the last 5 years?	Worsened a lot	Worsened slightly	Unchanged	Improved slightly	Improved a lot	Don't know/NR
1. Police attitude toward people	3.6%	11.5%	52.5%	24.9%	1.3%	6.2%
2. Time of arrival in case of an emergency call	2.4%	9.5%	48.0%	27.1%	2.1%	11.0%
3. Crime fighting	4.4%	11.6%	47.6%	23.0%	1.8%	11.6%
4. The number of discovered crimes	4.4%	12.4%	44.0%	20.7%	2.2%	16.3%
5. Ways of working with the population	3.5%	11.2%	51.1%	21.3%	2.0%	10.9%
6. Corruption among police officers	8.0%	18.0%	46.0%	15.6%	1.4%	11.0%
7. Technical equipment/cars	2.2%	5.3%	31.8%	40.0%	11.1%	9.7%
8. Professionalism, competence	2.9%	6.9%	48.8%	26.4%	2.1%	12.8%

Q. 23 How in your opinion would act a policeman at the present time, if he will have to solve a very important case for people with high level state positions? How likely would be that he/she ...

<i>A response per row</i>	Very likely	Perhaps	Unlikely	Not likely at all	Don't know/NR
1. Will resolve the case in compliance with the legislation	6.1%	27.9%	35.5%	18.0%	12.4%
2. Will resolve the case in favor of the one who gave bribes	31.6%	38.0%	12.1%	5.4%	13.0%
3. Will resolve the case in accordance with the orders of his/her head/supervisor	32.6%	40.4%	9.8%	4.7%	12.4%
4. Will resolve the case in accordance with the demands of political persons	31.7%	37.6%	10.9%	4.8%	15.0%

Q. 24 What are, in your opinion, the major problems faced by the police? (Please choose a maximum of 3 responses)

7.2%	No problems	10.8%	Bad relationship with the public
8.8%	Lack of personnel	13.9%	Rudeness, callousness
8.9%	Insufficient technical equipment	27.1%	Low pay
23.5%	Low professional level	15.1%	Insufficient educational level of police personnel
12.9%	Lack of transparency	13.0%	More bureaucracy than work
45.3%	Corruption	15.4%	Unwillingness to protect people
3.8%	Slovenly appearance	7.9%	Connections with the criminal world, mafia
1.1%	Other (Please specify)		
9.1%	NS/NO		

7. CONTACTS WITH THE POLICE

	Q. 25 How many times in the past 12 months have you had contacts with the following ...?											
	1. On your own initiative				2. On Police initiative				In total			
	Have not contacted	Have contacted	Media	Median	Have not contacted	Have contacted	Media	Median	Have not contacted	Have contacted	Media	Median
1. Police Inspectorate (Commissariat)	92.2%	7.8%	2.0	1	96.2%	3.8%	2.0	2	91.3%	8.7%	2.7	2
2. District Police/ Officer	88.7%	11.3%	1.7	1	94.1%	5.9%	1.7	1	86.7%	13.3%	2.2	1
3. Patrolling Police	95.3%	4.7%	2.8	2	91.6%	8.4%	2.9	2	90.4%	9.6%	4.0	3
4. Border Police	87.9%	12.1%	2.7	2	91.6%	8.4%	2.2	2	83.7%	16.3%	3.1	2
5. Customs Service (control of goods)	91.9%	8.1%	2.6	2	90.2%	9.8%	2.8	2	86.4%	13.6%	3.5	3
6. The Fire and Rescue Service	97.9%	2.1%	1.5	1	97.8%	2.2%	1.8	2	97.7%	2.3%	3.1	3

	Q.26 Have you ever paid bribes during your contacts/when you had to deal with the following..?				Q. 27 If you have paid unofficially, you have done it:			
	Yes		No		On your own initiative		You have been imposed	
	Nr	%	Nr	%	Nr	%	Nr	%
1. Police Inspectorate (Commissariat)	19	19.7%	78	80.3%	6	30.3%	13	69.7%
2. District Police/ Officer	19	12.6%	129	87.4%	12	66.3%	6	33.7%
3. Patrolling Police	41	38.8%	65	61.2%	23	55.1%	19	44.9%
4. Border Police	26	14.2%	155	85.8%	13	51.7%	12	48.3%
5. Customs Service (control of goods)	27	18.2%	123	81.8%	9	34.6%	18	65.4%
6. The Fire and Rescue Service	10	40.7%	15	59.3%	8	75.7%	2	24.3%

	Q. 28 What did you pay the bribe for?											
	Not to be fined		For the policeman not to start a case		For the policeman to solve a problem in my favor		To expedite the issuance of certain documents		Because the policeman has asked for, but I did not violate anything		Other, please specify	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1. Police Inspectorate (Commissariat)	3	15.2%	5	26.3%	9	46.0%			2	12.4%		
2. District Police/ Officer	2	11.8%	6	34.7%	3	18.3%	3	14.0%	4	21.2%		
3. Patrolling Police	17	40.6%	7	17.0%	8	18.9%	1	2.7%	6	15.0%	2	5.8%
4. Border Police	4	14.2%	10	39.2%	2	8.2%	1	5.4%	8	33.0%		
5. Customs Service (control of goods)	6	23.7%	11	40.5%	1	4.0%	1	4.3%	8	27.5%		
6. The Fire and Rescue Service			3	25.1%	5	49.7%	1	13.5%	1	11.6%		

Q. 29 Over the past 12 months have you had to deal / contacts with at least one of the following..?				
		Yes		No
		Nr	%	Nr %
1. Police Inspectorate (Commissariat)		97	8.7%	1012 91.3%
2. District Police/ Officer		148	13.3%	961 86.7%
3. Patrolling Police		106	9.6%	1003 90.4%
4. Border Police		181	16.3%	929 83.7%
5. Customs Service (control of goods)		151	13.6%	959 86.4%
6. The Fire and Rescue Service		25	2.3%	1084 97.7%

Q. 30 If Yes, what was the reason to contact / to be contacted last time?																				
	To report a crime, of which you or someone in your household was the victim		To report a crime, of which someone else was the victim		To report any kind of disturbance, nuisance or disorder		To report that you had lost something (including animals)		To report that you have found something (including animals)		To report any other type of problems or difficulties		To receive any sort of advice or information		Policeman has called, stopped, asked		For any other reasons		Don't know/ NR	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%		
1. Police Inspectorate (Commissariat)	30	31.1%	12	12.8%	8	8.4%	2	1.6%			9	9.0%	7	6.8%	23	23.3%	3	2.3%	3	3.1%
2. District Police/ Officer	43	29.0%	15	10.4%	29	19.5%	9	6.3%	2	1.2%	11	7.7%	6	4.4%	21	14.1%	7	5.2%	3	2.2%
3. Patrolling Police	4	3.7%	11	10.1%	6	5.3%	4	3.7%	3	2.7%	4	3.4%	5	4.7%	71	66.5%				
4. Border Police	3	1.8%	8	4.7%	11	5.8%	3	1.4%	1	4%	4	1.9%	22	12.1%			130	71.9%		
5. Customs Service (control of goods)	2	1.2%	10	6.4%	10	6.8%	2	1.6%	2	1.6%	1	9%	19	12.4%			104	69.2%		
6. The Fire and Rescue Service	1	4.3%	4	17.1%	7	29.6%	1	5.7%	2	6.3%	6	25.7%			2	9.1%	1	2.0%		

Q. 31 How did they treat you on the last occasion...?														Q. 32 Were you satisfied with the police response on the last occasion?			
	With attention and sympathy		With some attention		With indifference		With irritation		With hostility		Don't know/ NR		Yes		No		
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	
1. Police Inspectorate (Commissariat)	16	16.9%	34	35.5%	31	31.9%	6	6.4%	2	2.5%	7	6.9%	59	61.3%	38	38.7%	
2. District Police/ Officer	39	26.1%	62	42.0%	31	21.1%	8	5.5%	7	4.7%	1	7%	95	64.3%	53	35.7%	
3. Patrolling Police	12	11.5%	55	51.4%	26	24.1%	9	8.4%	5	4.6%			66	62.0%	40	38.0%	
4. Border Police	61	33.5%	83	45.7%	22	12.3%	5	2.8%	10	5.7%			166	92.0%	15	8.0%	
5. Customs Service (control of goods)	44	29.2%	69	46.0%	22	14.7%	7	4.7%	8	5.3%			130	86.1%	21	13.9%	
6. The Fire and Rescue Service	4	16.9%	15	58.3%	5	19.4%	1	5.5%					23	90.4%	2	9.6%	

Q. 33 If you have not been satisfied with the response, please indicate the most important 3 reasons:																				
	Police were very slow in response		Not treated well by the police		Police did too little		Police were not interested		Police did not catch the offender		Not informed about progress		Stolen property was not recovered		Police took no action		Other (please specify)		Don't know/NR	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1. Police Inspectorate (Commissariat)	7	18.4%	5	14.5%	16	43.0%	21	56.0%	4	11.8%	1	3.8%	3	7.2%	9	24.8%	1	3.8%	2	5.9%
2. District Police/ Officer	12	22.1%	10	19.2%	20	37.4%	19	35.9%	13	24.7%	6	10.7%	4	8.4%	13	25.0%	3	4.8%	1	2.1%
3. Patrolling Police	5	13.1%	22	54.0%	11	27.9%	11	27.5%	1	1.3%	3	7.9%	2	4.0%	4	11.1%	6	15.7%	2	5.8%
4. Border Police	4	27.5%	5	34.3%	3	19.8%			1	9.9%	1	8.2%	1	6.6%	4	25.0%			1	9.5%
5. Customs Service (control of goods)	2	8.8%	12	56.0%	1	6.1%	2	7.6%	1	5.3%			2	10.7%	4	17.3%	1	5.7%	1	4.6%
6. The Fire and Rescue Service							1	45.9%			1	54.1%								

Q. 34 On the last occasion that you contacted the police, did you feel that they answered your questions adequately?										
	Yes		Probably yes		Probably not		Not		Don't know	
	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1. Police Inspectorate (Commissariat)	35	36.5%	23	23.8%	11	11.6%	21	21.4%	7	6.8%
2. District Police/ Officer	49	33.3%	37	24.7%	18	12.1%	31	20.9%	13	9.0%
3. Patrolling Police	36	33.9%	31	29.1%	12	11.3%	21	19.9%	6	5.7%
4. Border Police	92	50.8%	65	36.1%	14	7.6%	5	2.8%	5	2.8%
5. Customs Service (control of goods)	81	53.6%	41	27.0%	10	6.5%	15	10.2%	4	2.6%
6. The Fire and Rescue Service	9	34.3%	13	51.4%	4	14.3%				

Q. 35 In any contact with you during the last 12 months, have the police			
	Yes		I do not know
	Nr	%	
a) not responded to your request for help;		5.5%	20.0%
b) violated the law;		5.4%	20.8%
c) used unnecessary physical force against you or anyone in your household?		1.0%	19.9%
d) stopped, arrested without any reason		4.3%	20.0%

Q. 36 Have you helped the police at all during the last 12 months or at any time in your life prior to that?

<i>Period</i>	Yes	Probably yes	Probably no	No	Don't know
1. During the last 12 months?	4.6%	3.0%	2.5%	89.0 %	0, 9%
2. At some time prior to that?	4.4%	3.9%	2.3%	88.1%	1.3%

Q. 37 If Yes, what did you do? <i>The implication</i>	a) During the last 12 months				b) another time in the past			
	Yes		Not		Yes		Not	
	Nr	%	Nr	%	Nr	%	Nr	%
1. Testified / was a witness	54	64.5%	30	35.5%	61	65.7%	32	34.3%
2. Took part in a voluntary patrol	9	10.2%	75	89.8%	18	19.9%	74	80.1%
3. Warned the police of a crime about to be committed	13	15.6%	71	84.4%	16	17.1%	76	82.9%
4. Reported a crime (law offence)	28	34.0%	55	66.0%	31	33.2%	62	66.8%
5. Informed about a wanted criminal or somebody that had committed an crime (law offence)	19	22.7%	65	77.3%	22	23.4%	71	76.6%
6. Cooperated on other matters with the police issues	43	50.8%	41	49.2%	47	51.3%	45	48.7%

Q. 38 In your opinion how the relationship between the police and public could be improved? (up to 3 responses)	
By greater dialogue/consultation with the community residents (e.g., public meetings)	25.1%
By acting in cooperation with citizens for ensuring public order	23.5%
By better communication with the public through mass media	17.7%
By consulting the opinion of residents about the most important actions to be taken	20.8%
By more frequent and visible patrols in the local community	29.2%
By more strict enforcement of the law by the police	26.9%
By increased accountability to the community about its actions and obtained results	21.4%
By increased police accessibility to the public (at police stations, by telephone, etc.)	20.2%
By the police improving their performance in terms of preventing reducing crime	19.0%
By informing the public about crimes and crimes prevention in a more comprehensive manner	11.5%
To respect the law/ to do justice	2.0%
Other (Please specify)	2.8%
DON'T KNOW/NR	9.1%

Let's talk now about your experience of contact with various police subdivisions.

Q. 39 Let's start with the district policeman.	Yes	Not
1. Did it happen to you to contact the district policeman over the last 2 years, regardless of how many times and who has approached first?	17.7%	82.3%
IF YES...		
2. Was the policeman polite?	81.7%	18.3%
3. Was the policeman aggressive to you?	15.0%	85.0%
4. Did the policeman charge you with any offences you had not committed?	16.2%	83.8%
5. Did the policeman argue with you or offend you?	11.4%	88.6%
6. Did the policeman use force or beat you?	5.8%	94.2%
7. Did the policeman put pressure on you for you to take the blame for offences you had not committed?	13.3%	86.7%
8. Did the policeman make you sign documents against your will?	9.7%	90.3%
9. Did the policeman set a fine on you unfairly?	12.9%	87.1%
10. Did the policeman ask money or any goods/ from you in order not to conclude a report against you or not to set a fine on you instead?	10.0%	90.0%

Q. 40 In respect to your district policeman, do you think that he/she defends the interests of ...	All the citizens from his/her district	52.4%
	Only of a part of citizens, and namely	12.5%
	Does not defend citizens' interests	15.4%
	DNK/NR	19.7%

Q. 41 Did it happen to you over the last two years ...	Yes	Not
1. To be stopped by the Patrolling Police, irrespective of the number of times?	18.0%	82.0%
<i>IF YES ...</i>		
2. Were you stopped without any reason?	68.1%	31.9%
3. Was the policemen polite?	71.3%	28.7%
4. Was the policeman aggressive to you?	15.6%	84.4%
5. Did the policeman charge you with any offences you had not committed?	31.4%	68.6%
6. Did the policeman argue with you or offend you?	13.1%	86.9%
7. Did the policeman put pressure on you for you to take the blame for offences you had not committed?	13.8%	86.2%
8. Did the policeman apprehend you for more than five minutes without concluding a report?	43.1%	56.9%
9. Did the policeman hold you for more than 15 minutes to conclude a report?	28.1%	71.9%
10. Did the policeman set a fine on you unfairly?	24.6%	75.4%
11. Did the policeman ask money or any goods/ from you in order not to conclude a report against you or not to set a fine on you instead?	35.9%	64.1%

Q. 42 Do you have a driver license?	Yes	34.8%
	No	65.2%

Q. 43 How frequently do you drive ...	Regularly	56.9%
	Sometimes	29.3%
	Not at all	13.9%

Q. 44 To what extent do you think that the recently installed road traffic control devices (video cameras) influence the following:	A lot	To a big extent	To small extent	Not at all	DON'T KNOW/NR
1. Raise accountability of drivers	31.1%	46.1%	12.8%	2.6%	7.3%
2. Reduce the number of road accidents	27.8%	42.5%	17.7%	3.4%	8.5%
3. Reduce the number of road accidents' victims	27.4%	40.7%	19.6%	3.1%	9.0%

Q. 45 Over the last two years ...	Yes	Not
1. Did you cross the state border of the Republic of Moldova ...	38.1%	61.9%
<i>IF YES ...</i>		
2. Did the Border Police fulfill its tasks correctly and professionally?	92.4%	7.6%
3. Did the Customs Service personnel fulfill its tasks correctly and professionally?	81.7%	18.3%
4. Did it happen to you for the Border Police to accuse you of things you did not commit?	8.3%	91.7%
5. Did it happen to you for the Customs Service personnel to accuse you of things you did not commit?	8.2%	91.8%
6. Did it happen to you for the Border Police to ask for money?	11.5%	88.5%
7. Did it happen to you for the Customs Service personnel to ask for money?	15.8%	84.2%

Q. 46 Over the last two years ...	Yes	Not
1. Did you visit/cross the rayons on the left side of the Nistru River...	17.2%	82.8%
<i>IF YES ...</i>		
2. Did you feel safe?	76.5%	23.5%
3. Have you been aggressed by the law enforcement bodies' employees from the respective region?	16.1%	83.9%
4. Did it happen for the law enforcement bodies' employees from the respective region to accuse you of things you did not commit?	9.8%	90.2%
5. Did it happen for the law enforcement bodies' employees from the respective region to offend you?	12.6%	87.4%
6. To push you to acknowledge your guilt for things that you do not you have committed?	10.1%	89.9%
7. Did they make you sign documents against your will?	9.6%	90.4%
8. Did they prohibit you to cross the region (they got you out of the train, bus etc.) unfairly?	10.2%	89.8%
9. Did it happen to you for the law enforcement bodies' employees from the respective region to ask for money?	15.8%	84.2%

8. ACCEPTABILITY OF VIOLATIONS

Q. 47 How serious are following violations in your opinion,?	Very serious	Rather serious	Not so serious	Not at all serious	DNK/NR
1. Exceeding the limit of allowed speed in settlements by 20 km per hour	38.1%	44.4%	13.8%	1.6%	2.1%
2. Exceeding the limit of allowed speed outside settlements by 20 km per hour	26.7%	40.8%	24.5%	4.1%	3.9%
3. Light drink driving, which does not affect the attention and the control over the situation	51.5%	36.5%	9.6%	, 9%	1.5%
4. Driving without fastening the seatbelts	30.9%	42.4%	22.4%	2.3%	1.9%
5. Parking in prohibited places	23.9%	41.7%	27.5%	3.8%	3.1%
6. Transportation of more passengers than the prescribed number	39.6%	44.2%	13.4%	1.3%	1.4%

9. VICTIMIZATION

Q. 48 Have you been the victim of a crime/offence over the last 12 months?	Yes	7.7%
	No	92.3%

If yes, the victim of which of the following offences have you been over the last 12 months? Can you please tell us if you have reported this to the police?

5.1. The Victim			5.2. You Claimed to the police?				The 5.3 If YES, how satisfied you were with police actions?							
Yes	Not		Yes		Not		Very satisfied		Satisfied		Dissatisfied		Not at all satisfied	
			Nr	%	Nr	%	Nr	%	Nr	%	Nr	%	Nr	%
1. Robbery	19.3%	80.7%	15	87.9%	2	12.1%			3	18.9%	9	62.9%	3	18.3%
2. Burglary from households	12.5%	87.5%	11	100.0%			1	12.0%	3	25.3%	2	21.5%	4	41.3%
3. Misappropriation	3.1%	96.9%	3	100.0%			1	40.6%			2	59.4%		
4. Serious bodily injuries	15.9%	84.1%	14	100.0%			2	15.8%	6	42.4%	2	11.7%	4	30.1%
5. Domestic violence	6.8%	93.2%	5	81.4%	1	18.6%	1	25.0%	1	25.0%			2	50.1%
6. Trafficking in human beings		100.0%												
7. Trafficking and use of drugs		100.0%												
8. Banditry (armed assault)		100.0%												
9. Sexual violence	3.0%	97.0%	1	50.0%	1	50.0%			1	100.0%				
10. Vandalism	6.6%	93.4%	5	80.4%	1	19.6%	1	27.2%	2	35.3%	1	26.3%	1	11.2%
11. Theft (abduction) of vehicles	6.5%	93.5%	6	100.0%			1	19.8%	3	59.0%	1	21.3%		
12. Theft from vehicles	9.9%	90.1%	7	81.2%	2	18.8%			4	61.4%			3	38.6%
13. Theft of agricultural products or cattle	9.4%	90.6%	5	58.1%	3	41.9%			3	72.6%			1	27.4%
14. Theft of personal belongings in public transportation	3.6%	96.4%	2	76.8%	1	23.2%			1	45.6%	1	54.4%		
15. Swindling	11.4%	88.6%	8	78.4%	2	21.6%	1	15.5%	3	35.3%	2	32.5%	1	16.7%
16. Extortion of money/gifts by public servants		100.0%												
17. Blackmail/racket	4.3%	95.7%	2	62.7%	1	37.3%			2	68.8%			1	31.2%
18. Cheating in trade, you have been sold something non-qualitative	27.8%	72.2%	9	37.2%	15	62.8%	1	14.4%	4	45.1%	2	28.1%	1	12.5%

5.4 If NO, why?

	I have reported to other authorities	I am afraid of repressions from offender	The offence attempt was unsuccessful	Insignificant injuries / damages, which were not worth reporting	I do not trust the police	I think it was not worth reporting, as police would not have been to do anything	I think it was not worth reporting, as police would not have got involved	I have clarified everything by myself and the guilty person (offender) has compensated all the losses	To some extent, it was my fault as well (for the offence to occur)	I am annoyed with bureaucratic delays and do not wish to waste my time	I have solved the problem all by myself	DNK/NR
	Nr	Nr	Nr	Nr	Nr	Nr	Nr	Nr	Nr	Nr	Nr	Nr
1. Robbery					1		1					
5. Domestic violence								1				
9. Sexual violence	1											
10. Vandalism			1									
12. Theft from vehicles									2			
13. Theft of agricultural products or cattle				1			1				1	
14. Theft of personal belongings in public transportation	1											
15. Swindling						1				1		
17. Blackmail/racket											1	
18. Cheating in trade, you have been sold something non-qualitative		1					1	2		4	3	5

[illegible]

Annex 2

POLICE SURVEY FREQUENCIES 2015

A1 In general, how would you estimate the level of crime in. ..?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
In the Republic of Moldova	Very low	,7%	1,0%			,9%	2,4%	1,4%
	Low	20,3%	20,8%	20,7%	22,5%	18,4%	26,2%	15,3%
	High	61,7%	68,3%	59,8%	52,0%	70,2%	56,0%	61,1%
	Very high	13,1%	9,9%	12,2%	19,6%	7,9%	13,1%	19,4%
	DNK/NR	4,2%		7,3%	5,9%	2,6%	2,4%	2,8%
In your District / Municipality	Very Low	5,3%	5,0%	6,1%	1,0%	2,6%	4,8%	5,6%
	Low	40,3%	39,6%	41,5%	37,3%	27,2%	40,5%	41,7%
	High	41,5%	49,5%	37,8%	36,3%	64,0%	45,2%	34,7%
	Very High	5,8%	2,0%	6,1%	11,8%	2,6%	6,0%	9,7%
	DNK/NR	7,1%	4,0%	8,5%	13,7%	3,5%	3,6%	8,3%
In your locality	Very Low	13,6%	21,8%	11,0%	7,8%	3,5%	8,3%	15,3%
	Low	34,7%	33,7%	34,1%	37,3%	28,1%	45,2%	33,3%
	High	32,7%	25,7%	36,6%	28,4%	57,9%	33,3%	27,8%
	Very High	4,3%	3,0%	2,4%	11,8%	3,5%	6,0%	8,3%
	DNK/NR	14,7%	15,8%	15,9%	14,7%	7,0%	7,1%	15,3%

A2 How worried do you feel about the level of crime in your locality (sector)?

	TOTAL	Border Police Dept.	Police Inspectorate	Carabineers Troops Dept.	National Investigation Inspectorate	National Patrolling Inspectorate	CPESS
Not worried	1,9%	2,0%	1,2%	2,9%	3,5%	6,0%	1,4%
Slightly worried	26,6%	25,7%	26,8%	21,6%	15,8%	21,4%	33,3%
Quite worried	48,7%	52,5%	46,3%	47,1%	60,5%	46,4%	48,6%
Very worried	21,1%	17,8%	24,4%	26,5%	18,4%	25,0%	13,9%
DNK/NR	1,7%	2,0%	1,2%	2,0%	1,8%	1,2%	2,8%

A3 How often do you think the following crimes/offences are committed in your locality (sector)?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Robbery	Never	4,3%	5,9%	4,9%		1,8%	2,4%	2,8%
	Rarely	27,7%	16,8%	39,0%	12,7%	21,9%	25,0%	19,4%
	Sometime	42,0%	48,5%	39,0%	40,2%	36,8%	42,9%	41,7%
	Quite often	20,7%	25,7%	12,2%	30,4%	35,1%	27,4%	27,8%
	Very often	4,1%	2,0%	3,7%	15,7%	2,6%	1,2%	6,9%
	DNK/NR	1,2%	1,0%	1,2%	1,0%	1,8%	1,2%	1,4%
2. Burglary	Never	1,9%	5,0%					4,2%
	Rarely	9,7%	12,9%	6,1%	7,8%	3,5%	7,1%	18,1%
	Sometime	34,1%	38,6%	31,7%	34,3%	14,9%	34,5%	37,5%
	Quite often	38,8%	31,7%	42,7%	44,1%	51,8%	46,4%	30,6%
	Very often	14,2%	9,9%	18,3%	12,7%	27,2%	8,3%	9,7%
	DNK/NR	1,4%	2,0%	1,2%	1,0%	2,6%	3,6%	
3. Misappropriation	Never	7,7%	15,8%	4,9%	3,9%	2,6%	4,8%	6,9%
	Rarely	43,0%	50,5%	37,8%	43,1%	16,7%	40,5%	52,8%
	Sometime	35,5%	23,8%	45,1%	21,6%	51,8%	45,2%	22,2%
	Quite often	9,4%	7,9%	7,3%	21,6%	24,6%	6,0%	12,5%
	Very often	2,7%	2,0%	2,4%	6,9%	2,6%	1,2%	4,2%
	DNK/NR	1,7%		2,4%	2,9%	1,8%	2,4%	1,4%
4. Serious bodily injures	Never	6,0%	11,9%	2,4%	2,0%	2,6%	4,8%	9,7%
	Rarely	35,4%	34,7%	39,0%	27,5%	28,1%	34,5%	30,6%
	Sometime	42,1%	31,7%	46,3%	40,2%	43,9%	41,7%	45,8%
	Quite often	11,5%	13,9%	8,5%	27,5%	20,2%	11,9%	9,7%
	Very often	3,2%	5,0%	3,7%	2,0%	1,8%	3,6%	
	DNK/NR	1,8%	3,0%		1,0%	3,5%	3,6%	4,2%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
5. Domestic violence	Never	3,8%	9,9%		5,9%	3,5%	2,4%	5,6%
	Rarely	19,7%	30,7%	11,0%	20,6%	18,4%	13,1%	30,6%
	Sometime	29,7%	23,8%	28,0%	36,3%	28,1%	38,1%	37,5%
	Quite often	36,2%	28,7%	47,6%	28,4%	37,7%	27,4%	22,2%
	Very often	8,0%	5,9%	9,8%	6,9%	11,4%	14,3%	2,8%
	DNK/NR	2,6%	1,0%	3,7%	2,0%	,9%	4,8%	1,4%
6. Trafficking in human being	Never	26,8%	30,7%	24,4%	27,5%	16,7%	21,4%	31,9%
	Rarely	46,2%	40,6%	53,7%	41,2%	39,5%	47,6%	36,1%
	Sometime	19,2%	22,8%	15,9%	19,6%	27,2%	14,3%	23,6%
	Quite often	5,4%	5,0%	3,7%	9,8%	10,5%	14,3%	4,2%
	Very often	,9%		1,2%		,9%	1,2%	1,4%
	DNK/NR	1,6%	1,0%	1,2%	2,0%	5,3%	1,2%	2,8%
7. Trafficking and use of drugs	Never	11,9%	14,9%	9,8%	8,8%	2,6%	8,3%	18,1%
	Rarely	34,7%	29,7%	43,9%	17,6%	14,9%	23,8%	30,6%
	Sometime	27,6%	31,7%	25,6%	25,5%	31,6%	32,1%	25,0%
	Quite often	17,9%	15,8%	14,6%	30,4%	31,6%	29,8%	18,1%
	Very often	5,3%	5,0%	4,9%	13,7%	17,5%	3,6%	2,8%
	DNK/NR	2,6%	3,0%	1,2%	3,9%	1,8%	2,4%	5,6%
8. Banditry (armed assault)	Never	46,7%	52,5%	52,4%	32,4%	30,7%	31,0%	37,5%
	Rarely	41,3%	36,6%	40,2%	43,1%	46,5%	54,8%	43,1%
	Sometime	9,0%	9,9%	4,9%	15,7%	14,9%	10,7%	15,3%
	Quite often	1,1%		1,2%	3,9%	5,3%		1,4%
	Very often	,0%				,9%		
	DNK/NR	1,8%	1,0%	1,2%	4,9%	1,8%	3,6%	2,8%
9. Sexual violence	Never	14,0%	19,8%	11,0%	15,7%	9,6%	2,4%	19,4%
	Rarely	45,2%	45,5%	46,3%	28,4%	27,2%	54,8%	45,8%
	Sometime	28,2%	25,7%	28,0%	31,4%	48,2%	35,7%	23,6%
	Quite often	9,1%	6,9%	11,0%	18,6%	10,5%	3,6%	6,9%
	Very often	1,5%	1,0%	2,4%	3,9%	,9%		
	DNK/NR	1,9%	1,0%	1,2%	2,0%	3,5%	3,6%	4,2%
10. Vandalism	Never	34,6%	29,7%	47,6%	14,7%	23,7%	29,8%	16,7%
	Rarely	41,6%	33,7%	43,9%	42,2%	37,7%	48,8%	44,4%
	Sometime	14,5%	19,8%	7,3%	23,5%	26,3%	15,5%	20,8%
	Quite often	6,7%	11,9%	1,2%	14,7%	7,9%	2,4%	13,9%
	Very often	1,2%	3,0%		2,0%	1,8%	1,2%	1,4%
	DNK/NR	1,3%	2,0%		2,9%	2,6%	2,4%	2,8%
11. Theft (abduction) of vehicles	Never	11,5%	16,8%	11,0%	11,8%	5,3%	1,2%	11,1%
	Rarely	49,2%	41,6%	58,5%	25,5%	27,2%	40,5%	50,0%
	Sometime	30,4%	32,7%	25,6%	33,3%	53,5%	39,3%	30,6%
	Quite often	6,5%	6,9%	4,9%	21,6%	8,8%	13,1%	2,8%
	Very often	1,1%	1,0%		5,9%	4,4%	2,4%	1,4%
	DNK/NR	1,3%	1,0%		2,0%	,9%	3,6%	4,2%
12. Theft from vehicles	Never	7,4%	10,9%	7,3%	2,9%	,9%	3,6%	6,9%
	Rarely	31,4%	31,7%	32,9%	26,5%	16,7%	15,5%	38,9%
	Sometime	34,2%	32,7%	35,4%	23,5%	36,0%	33,3%	36,1%
	Quite often	19,0%	20,8%	15,9%	29,4%	31,6%	34,5%	12,5%
	Very often	7,1%	3,0%	8,5%	16,7%	12,3%	9,5%	4,2%
	DNK/NR	,9%	1,0%		1,0%	2,6%	3,6%	1,4%
13. Damage to vehicles	Never	8,2%	12,9%	6,1%	8,8%	4,4%	3,6%	9,7%
	Rarely	39,3%	24,8%	51,2%	33,3%	29,8%	35,7%	33,3%
	Sometime	31,7%	38,6%	24,4%	24,5%	40,4%	40,5%	37,5%
	Quite often	14,8%	17,8%	12,2%	22,5%	18,4%	13,1%	15,3%
	Very often	4,6%	5,0%	4,9%	8,8%	4,4%	3,6%	2,8%
	DNK/NR	1,5%	1,0%	1,2%	2,0%	2,6%	3,6%	1,4%
14. Theft of agricultural goods or cattle	Never	7,1%	11,9%	2,4%	12,7%	10,5%	8,3%	9,7%
	Rarely	31,0%	26,7%	32,9%	30,4%	20,2%	35,7%	31,9%
	Sometime	37,8%	35,6%	43,9%	31,4%	31,6%	33,3%	29,2%
	Quite often	18,0%	17,8%	15,9%	16,7%	25,4%	16,7%	23,6%
	Very often	4,7%	6,9%	3,7%	6,9%	7,9%	2,4%	4,2%
	DNK/NR	1,5%	1,0%	1,2%	2,0%	4,4%	3,6%	1,4%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
15. Theft from dacha	Never	17,3%	24,8%	17,1%	11,8%	7,9%	7,1%	15,3%
	Rarely	33,8%	34,7%	30,5%	33,3%	24,6%	35,7%	43,1%
	Sometime	31,9%	24,8%	34,1%	25,5%	42,1%	40,5%	31,9%
	Quite often	13,0%	12,9%	14,6%	19,6%	16,7%	10,7%	6,9%
	Very often	2,5%	1,0%	3,7%	6,9%	6,1%	1,2%	
	DNK/NR	1,5%	2,0%		2,9%	2,6%	4,8%	2,8%
16. Swindling	Never	12,3%	13,9%	14,6%	8,8%	2,6%	6,0%	9,7%
	Rarely	36,7%	31,7%	46,3%	25,5%	26,3%	32,1%	25,0%
	Sometime	28,0%	23,8%	28,0%	34,3%	34,2%	34,5%	27,8%
	Quite often	15,7%	19,8%	8,5%	19,6%	26,3%	21,4%	23,6%
	Very often	5,0%	6,9%	2,4%	8,8%	8,8%	2,4%	8,3%
	DNK/NR	2,3%	4,0%		2,9%	1,8%	3,6%	5,6%
17. Extortion of money/ gifts by public servants	Never	27,4%	27,7%	35,4%	11,8%	15,8%	20,2%	15,3%
	Rarely	34,5%	20,8%	43,9%	24,5%	34,2%	25,0%	36,1%
	Sometime	18,6%	20,8%	12,2%	22,5%	27,2%	35,7%	22,2%
	Quite often	12,6%	22,8%	4,9%	17,6%	14,9%	13,1%	16,7%
	Very often	5,0%	5,9%	2,4%	19,6%	5,3%	3,6%	6,9%
	DNK/NR	1,9%	2,0%	1,2%	3,9%	2,6%	2,4%	2,8%
18. Blackmail / racket	Never	37,5%	33,7%	47,6%	17,6%	19,3%	31,0%	27,8%
	Rarely	34,1%	22,8%	36,6%	30,4%	42,1%	36,9%	41,7%
	Sometime	18,1%	29,7%	9,8%	22,5%	25,4%	19,0%	20,8%
	Quite often	4,9%	9,9%		22,5%	7,0%	8,3%	4,2%
	Very often	2,8%	2,0%	3,7%	2,9%		1,2%	2,8%
	DNK/NR	2,7%	2,0%	2,4%	3,9%	6,1%	3,6%	2,8%
19. Cheating in trade	Never	8,4%	7,9%	11,0%	2,9%	5,3%	8,3%	4,2%
	Rarely	33,2%	13,9%	51,2%	20,6%	24,6%	20,2%	23,6%
	Sometime	23,4%	26,7%	22,0%	19,6%	29,8%	23,8%	22,2%
	Quite often	20,1%	25,7%	9,8%	30,4%	21,9%	33,3%	30,6%
	Very often	13,6%	24,8%	4,9%	25,5%	17,5%	11,9%	18,1%
	DNK/NR	1,3%	1,0%	1,2%	1,0%	,9%	2,4%	1,4%

A4 In your opinion, how often do the victims of crimes/offences report to police?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Very often	14,2%	10,9%	19,5%	6,9%	21,1%	10,7%	6,9%
Often	49,8%	38,6%	58,5%	43,1%	64,0%	57,1%	37,5%
Sometime	25,9%	31,7%	17,1%	38,2%	14,0%	26,2%	40,3%
Rarely	6,7%	10,9%	2,4%	8,8%	,9%	4,8%	13,9%
DNK/NR	3,4%	7,9%	2,4%	2,9%		1,2%	1,4%

A5 In your opinion, why victims of crimes/offences not report those crimes to the police?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Victims report to other authorities	14,9%	10,9%	19,5%	9,8%	15,8%	20,2%	6,9%
2. Fear of reprisal by offenders	46,0%	60,4%	34,1%	55,9%	32,5%	56,0%	52,8%
3. Attempt at offence was unsuccessful	16,2%	18,8%	15,9%	19,6%	15,8%	16,7%	12,5%
4. Insignificant damage, not worth reporting	37,5%	26,7%	48,8%	27,5%	43,9%	28,6%	27,8%
5. They do not trust police	34,9%	50,5%	18,3%	53,9%	36,8%	29,8%	54,2%
6. The residents think: it is useless to report/ there is no point reporting because police could have done nothing	28,0%	38,6%	14,6%	40,2%	28,1%	27,4%	45,8%
7. The residents think: it is useless to report/ there is no point reporting because police would not be bothered/ would not have been interested	11,1%	14,9%	3,7%	27,5%	6,1%	6,0%	25,0%
8. Embarrassing / too much trouble / no conditions for claiming	18,8%	17,8%	19,5%	16,7%	13,2%	20,2%	19,4%
9. The guilty person (criminal) has compensated for the losses incurred	41,5%	40,6%	48,8%	26,5%	37,7%	33,3%	31,9%
10. Private/ personal / family matter	32,2%	26,7%	39,0%	20,6%	23,7%	26,2%	29,2%
11. The victim feels that it was, to some extent, her / his fault that this happened	22,6%	9,9%	36,6%	15,7%	18,4%	20,2%	6,9%
12. Advise of close people (friends, family)	21,2%	22,8%	25,6%	11,8%	17,5%	16,7%	12,5%
13. People are afraid of bureaucratic delays and do not want to waste their time	39,6%	39,6%	36,6%	39,2%	44,7%	41,7%	45,8%
14. The victim dealt with matter him/herself	30,4%	33,7%	30,5%	29,4%	25,4%	25,0%	29,2%
15. DNK/NR	1,0%	1,0%	1,2%		1,8%	2,4%	

A6 To what extent do the following groups constitute a problem for your locality at the moment?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Drunk persons	To a very large extent	18,8%	14,9%	22,0%	17,6%	20,2%	20,2%	15,3%
	To a large extent	47,9%	47,5%	53,7%	45,1%	46,5%	46,4%	34,7%
	To a small extent	22,5%	26,7%	20,7%	18,6%	21,9%	16,7%	25,0%
	To a very small extent	7,7%	8,9%	2,4%	8,8%	7,9%	14,3%	16,7%
	DNK/NR	3,1%	2,0%	1,2%	9,8%	3,5%	2,4%	8,3%
2. Persons released from prisons	To a very large extent	9,2%	6,9%	12,2%	7,8%	9,6%	3,6%	6,9%
	To a large extent	30,3%	18,8%	37,8%	26,5%	48,2%	31,0%	23,6%
	To a small extent	28,2%	28,7%	26,8%	33,3%	25,4%	33,3%	27,8%
	To a very small extent	19,9%	34,7%	11,0%	16,7%	11,4%	21,4%	25,0%
	DNK/NR	12,4%	10,9%	12,2%	15,7%	5,3%	10,7%	16,7%
3. Tramps, beggars	To a very large extent	7,9%	10,9%	6,1%	12,7%	4,4%	7,1%	8,3%
	To a large extent	19,3%	11,9%	20,7%	24,5%	22,8%	35,7%	16,7%
	To a small extent	28,5%	26,7%	28,0%	23,5%	42,1%	23,8%	33,3%
	To a very small extent	32,2%	41,6%	31,7%	24,5%	21,1%	25,0%	27,8%
	DNK/NR	12,0%	8,9%	13,4%	14,7%	9,6%	8,3%	13,9%
4. Drugs users	To a very large extent	19,3%	16,8%	19,5%	23,5%	27,2%	10,7%	23,6%
	To a large extent	28,2%	23,8%	30,5%	30,4%	30,7%	41,7%	20,8%
	To a small extent	21,8%	27,7%	20,7%	13,7%	23,7%	25,0%	16,7%
	To a very small extent	18,3%	17,8%	19,5%	12,7%	7,9%	17,9%	19,4%
	DNK/NR	12,4%	13,9%	9,8%	19,6%	10,5%	4,8%	19,4%
5. Drugs sellers	To a very large extent	19,0%	16,8%	20,7%	17,6%	21,1%	8,3%	22,2%
	To a large extent	20,2%	19,8%	18,3%	34,3%	27,2%	31,0%	15,3%
	To a small extent	17,5%	21,8%	15,9%	15,7%	28,9%	26,2%	9,7%
	To a very small extent	24,2%	22,8%	26,8%	11,8%	12,3%	21,4%	26,4%
	DNK/NR	19,2%	18,8%	18,3%	20,6%	10,5%	13,1%	26,4%
6. Gangs of Youths	To a very large extent	7,1%	10,9%	4,9%	10,8%	9,6%	10,7%	4,2%
	To a large extent	29,5%	20,8%	35,4%	35,3%	27,2%	38,1%	20,8%
	To a small extent	30,3%	34,7%	26,8%	26,5%	41,2%	31,0%	31,9%
	To a very small extent	22,2%	22,8%	23,2%	10,8%	13,2%	14,3%	27,8%
	DNK/NR	10,9%	10,9%	9,8%	16,7%	8,8%	6,0%	15,3%

A7 To what extent do the following offences (crimes) constitute a problem for your locality?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Sexual violence	To a very large extent	4,9%	7,9%	2,4%	10,8%	,9%	3,6%	6,9%
	To a large extent	17,7%	14,9%	19,5%	24,5%	27,2%	9,5%	16,7%
	To a small extent	32,2%	37,6%	31,7%	24,5%	29,8%	45,2%	22,2%
	To a very small extent	33,8%	27,7%	37,8%	25,5%	31,6%	36,9%	33,3%
	DNK/NR	11,4%	11,9%	8,5%	14,7%	10,5%	4,8%	20,8%
2. Psychological violence	To a very large extent	5,0%	7,9%	4,9%	4,9%		1,2%	4,2%
	To a large extent	14,0%	19,8%	9,8%	19,6%	22,8%	16,7%	12,5%
	To a small extent	38,6%	34,7%	42,7%	39,2%	36,0%	45,2%	30,6%
	To a very small extent	29,7%	26,7%	30,5%	20,6%	27,2%	27,4%	36,1%
	DNK/NR	12,6%	10,9%	12,2%	15,7%	14,0%	9,5%	16,7%
3. Verbal abuse	To a very large extent	8,1%	14,9%	4,9%	13,7%	7,0%	8,3%	5,6%
	To a large extent	22,2%	27,7%	18,3%	31,4%	28,1%	32,1%	16,7%
	To a small extent	32,4%	36,6%	31,7%	30,4%	26,3%	22,6%	34,7%
	To a very small extent	26,3%	13,9%	34,1%	10,8%	24,6%	28,6%	26,4%
	DNK/NR	11,0%	6,9%	11,0%	13,7%	14,0%	8,3%	16,7%
4. Robberies from households	To a very large extent	7,9%	5,9%	7,3%	17,6%	14,9%	4,8%	9,7%
	To a large extent	32,6%	27,7%	34,1%	33,3%	40,4%	39,3%	30,6%
	To a small extent	34,2%	39,6%	32,9%	30,4%	28,9%	34,5%	31,9%
	To a very small extent	17,4%	16,8%	18,3%	11,8%	12,3%	17,9%	18,1%
	DNK/NR	7,9%	9,9%	7,3%	6,9%	3,5%	3,6%	9,7%
5. Thefts from vehicles	To a very large extent	6,1%	5,9%	4,9%	16,7%	14,0%	4,8%	5,6%
	To a large extent	27,3%	27,7%	25,6%	32,4%	32,5%	41,7%	22,2%
	To a small extent	36,0%	36,6%	36,6%	30,4%	30,7%	29,8%	38,9%
	To a very small extent	23,1%	22,8%	25,6%	13,7%	17,5%	16,7%	23,6%
	DNK/NR	7,5%	6,9%	7,3%	6,9%	5,3%	7,1%	9,7%
6. Thefts of vehicles	To a very large extent	5,9%	3,0%	6,1%	14,7%	11,4%	7,1%	5,6%
	To a large extent	17,1%	16,8%	12,2%	31,4%	28,9%	27,4%	19,4%
	To a small extent	40,2%	47,5%	40,2%	27,5%	32,5%	45,2%	31,9%
	To a very small extent	27,9%	21,8%	34,1%	16,7%	19,3%	15,5%	30,6%
	DNK/NR	8,9%	10,9%	7,3%	9,8%	7,9%	4,8%	12,5%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
7. Robberies in street	To a very large extent	7,4%	8,9%	4,9%	16,7%	13,2%	7,1%	8,3%
	To a large extent	25,0%	22,8%	23,2%	38,2%	33,3%	34,5%	23,6%
	To a small extent	36,5%	28,7%	43,9%	24,5%	34,2%	44,0%	27,8%
	To a very small extent	23,7%	28,7%	24,4%	10,8%	13,2%	10,7%	26,4%
	DNK/NR	7,4%	10,9%	3,7%	9,8%	6,1%	3,6%	13,9%
8. Violent crime groups	To a very large extent	6,0%	5,9%	6,1%	12,7%	4,4%	6,0%	4,2%
	To a large extent	16,0%	16,8%	12,2%	20,6%	18,4%	15,5%	23,6%
	To a small extent	29,8%	28,7%	30,5%	32,4%	40,4%	33,3%	25,0%
	To a very small extent	30,5%	29,7%	34,1%	19,6%	22,8%	33,3%	25,0%
	DNK/NR	17,7%	18,8%	17,1%	14,7%	14,0%	11,9%	22,2%
9. Large number of drug dependents	To a very large extent	7,5%	5,9%	7,3%	17,6%	12,3%	3,6%	8,3%
	To a large extent	25,1%	30,7%	20,7%	30,4%	35,1%	28,6%	23,6%
	To a small extent	30,7%	21,8%	37,8%	26,5%	28,9%	29,8%	26,4%
	To a very small extent	23,3%	25,7%	23,2%	13,7%	16,7%	27,4%	22,2%
	DNK/NR	13,4%	15,8%	11,0%	11,8%	7,0%	10,7%	19,4%
10. Large number of alcohol dependents	To a very large extent	13,2%	12,9%	13,4%	17,6%	10,5%	15,5%	11,1%
	To a large extent	39,4%	42,6%	40,2%	44,1%	45,6%	40,5%	29,2%
	To a small extent	26,9%	25,7%	25,6%	20,6%	21,9%	25,0%	36,1%
	To a very small extent	13,0%	14,9%	12,2%	6,9%	11,4%	14,3%	13,9%
	DNK/NR	7,5%	4,0%	8,5%	10,8%	10,5%	4,8%	9,7%
11. Access of minors to drugs	To a very large extent	11,6%	10,9%	9,8%	21,6%	14,0%	7,1%	16,7%
	To a large extent	23,6%	24,8%	19,5%	36,3%	35,1%	31,0%	23,6%
	To a small extent	26,9%	26,7%	29,3%	17,6%	21,1%	26,2%	25,0%
	To a very small extent	23,5%	24,8%	28,0%	12,7%	18,4%	25,0%	12,5%
	DNK/NR	14,4%	12,9%	13,4%	11,8%	11,4%	10,7%	22,2%
12. Involvement of minors in illegal actions	To a very large extent	8,8%	8,9%	8,5%	11,8%	7,9%	9,5%	8,3%
	To a large extent	31,0%	27,7%	32,9%	35,3%	49,1%	32,1%	25,0%
	To a small extent	27,6%	22,8%	28,0%	29,4%	24,6%	34,5%	30,6%
	To a very small extent	20,7%	25,7%	20,7%	10,8%	10,5%	17,9%	19,4%
	DNK/NR	11,9%	14,9%	9,8%	12,7%	7,9%	6,0%	16,7%
13. Prostitution	To a very large extent	6,1%	11,9%	3,7%	8,8%	4,4%	2,4%	5,6%
	To a large extent	11,3%	14,9%	6,1%	22,5%	14,9%	20,2%	12,5%
	To a small extent	27,7%	29,7%	22,0%	31,4%	44,7%	39,3%	30,6%
	To a very small extent	36,3%	27,7%	48,8%	20,6%	26,3%	27,4%	25,0%
	DNK/NR	18,6%	15,8%	19,5%	16,7%	9,6%	10,7%	26,4%
14. Drunk drivers	To a very large extent	16,0%	19,8%	14,6%	15,7%	15,8%	10,7%	16,7%
	To a large extent	35,8%	43,6%	32,9%	41,2%	36,0%	36,9%	30,6%
	To a small extent	25,8%	19,8%	28,0%	27,5%	24,6%	29,8%	26,4%
	To a very small extent	15,9%	11,9%	18,3%	3,9%	14,9%	17,9%	18,1%
	DNK/NR	6,4%	5,0%	6,1%	11,8%	8,8%	4,8%	8,3%
15. Traffic rules violations	To a very large extent	14,7%	17,8%	11,0%	17,6%	13,2%	17,9%	18,1%
	To a large extent	42,6%	49,5%	39,0%	43,1%	43,9%	40,5%	43,1%
	To a small extent	22,1%	18,8%	25,6%	23,5%	22,8%	28,6%	13,9%
	To a very small extent	14,2%	12,9%	15,9%	7,8%	13,2%	7,1%	16,7%
	DNK/NR	6,4%	1,0%	8,5%	7,8%	7,0%	6,0%	8,3%
16. Unauthorised constructions	To a very large extent	6,9%	5,0%	4,9%	17,6%	6,1%	3,6%	13,9%
	To a large extent	18,5%	21,8%	9,8%	28,4%	18,4%	25,0%	31,9%
	To a small extent	31,1%	34,7%	30,5%	25,5%	35,1%	38,1%	25,0%
	To a very small extent	27,6%	21,8%	37,8%	14,7%	29,8%	22,6%	13,9%
	DNK/NR	15,9%	16,8%	17,1%	13,7%	10,5%	10,7%	15,3%
17. Unauthorised dumps	To a very large extent	11,0%	15,8%	6,1%	23,5%	12,3%	4,8%	16,7%
	To a large extent	27,0%	31,7%	23,2%	40,2%	19,3%	34,5%	25,0%
	To a small extent	29,7%	29,7%	29,3%	15,7%	33,3%	31,0%	33,3%
	To a very small extent	21,1%	17,8%	26,8%	10,8%	28,1%	19,0%	12,5%
	DNK/NR	11,2%	5,0%	14,6%	9,8%	7,0%	10,7%	12,5%

A8 In your opinion, how satisfied are the citizens with police activity?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Very satisfied	3,3%	1,0%	4,9%	2,0%	4,4%	2,4%	2,8%
Quite satisfied	45,0%	34,7%	57,3%	36,3%	41,2%	42,9%	30,6%
Unsatisfied	20,9%	28,7%	12,2%	32,4%	26,3%	14,3%	31,9%
Very unsatisfied	5,7%	9,9%	1,2%	8,8%	7,0%	2,4%	12,5%
DNK/NR	25,1%	25,7%	24,4%	20,6%	21,1%	38,1%	22,2%

A9 How often do the citizens help the police?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Very often	5,9%	7,9%	6,1%	4,9%	3,5%	3,6%	4,2%
Quite often	23,4%	14,9%	28,0%	16,7%	18,4%	20,2%	27,8%
Sometime	46,1%	55,4%	43,9%	38,2%	44,7%	38,1%	44,4%
Rarely	22,3%	19,8%	20,7%	33,3%	29,8%	29,8%	22,2%
Never	1,7%	1,0%	1,2%	3,9%	1,8%	6,0%	1,4%
DNK/NR	,6%	1,0%		2,9%	1,8%	2,4%	

A10 How often do you personally need citizens' help in your activity?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Very often	22,3%	25,7%	24,4%	8,8%	22,8%	10,7%	20,8%
Quite often	47,8%	46,5%	53,7%	40,2%	53,5%	50,0%	33,3%
Sometime	17,2%	19,8%	13,4%	30,4%	10,5%	27,4%	16,7%
Rarely	9,9%	6,9%	6,1%	18,6%	7,9%	10,7%	22,2%
Never	1,4%		2,4%		,9%	1,2%	1,4%
DNK/NR	1,4%	1,0%		2,0%	4,4%		5,6%

A11 How often does it happen?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Police inform the inhabitants about committed crimes / offences	Never	5,9%	9,9%	2,4%	4,9%	,9%	6,0%	11,1%
	Rarely	18,3%	30,7%	3,7%	28,4%	14,9%	19,0%	37,5%
	Sometime	20,6%	30,7%	15,9%	29,4%	18,4%	11,9%	20,8%
	Quite often	44,1%	24,8%	64,6%	30,4%	44,7%	47,6%	18,1%
	Very often	9,4%	3,0%	12,2%	4,9%	17,5%	11,9%	9,7%
	DNK/NR	1,7%	1,0%	1,2%	2,0%	3,5%	3,6%	2,8%
2. Inhabitants inform police about committed crimes/offences	Never	2,1%	2,0%		2,0%	1,8%	4,8%	6,9%
	Rarely	14,5%	19,8%	9,8%	21,6%	17,5%	17,9%	15,3%
	Sometime	36,9%	38,6%	40,2%	29,4%	24,6%	35,7%	30,6%
	Quite often	36,6%	30,7%	40,2%	39,2%	39,5%	32,1%	36,1%
	Very often	8,1%	6,9%	8,5%	6,9%	13,2%	7,1%	8,3%
	DNK/NR	1,8%	2,0%	1,2%	1,0%	3,5%	2,4%	2,8%
3. Inhabitants inform police about crimes to be committed	Never	17,5%	15,8%	19,5%	11,8%	12,3%	19,0%	16,7%
	Rarely	50,5%	44,6%	56,1%	52,9%	54,4%	46,4%	44,4%
	Sometime	21,8%	23,8%	19,5%	13,7%	21,9%	29,8%	23,6%
	Quite often	6,4%	10,9%	3,7%	14,7%	5,3%	2,4%	6,9%
	Very often	1,4%	3,0%		2,9%	2,6%		2,8%
	DNK/NR	2,4%	2,0%	1,2%	3,9%	3,5%	2,4%	5,6%
4. Inhabitants inform police about suspicious behaviour or wanted persons	Never	3,2%	3,0%	2,4%	6,9%	7,0%	11,9%	
	Rarely	51,9%	48,5%	52,4%	40,2%	56,1%	47,6%	59,7%
	Sometime	28,2%	30,7%	29,3%	29,4%	21,9%	34,5%	19,4%
	Quite often	11,8%	10,9%	13,4%	15,7%	7,9%	3,6%	12,5%
	Very often	3,6%	5,9%	2,4%	4,9%	3,5%	1,2%	4,2%
	DNK/NR	1,3%	1,0%		2,9%	3,5%	1,2%	4,2%
5. Citizens participate to voluntary patrols and detachments for maintaining public order.	Never	46,3%	47,5%	41,5%	57,8%	55,3%	52,4%	50,0%
	Rarely	28,5%	34,7%	28,0%	26,5%	30,7%	31,0%	19,4%
	Sometime	15,8%	10,9%	22,0%	4,9%	9,6%	6,0%	15,3%
	Quite often	7,1%	4,0%	8,5%	6,9%		3,6%	11,1%
	Very often	,9%	1,0%		2,0%	,9%	3,6%	1,4%
	DNK/NR	1,4%	2,0%		2,0%	3,5%	3,6%	2,8%
6. Police organize meetings with citizens on problems identification and joint problems' solving	Never	13,2%	19,8%	3,7%	20,6%	1,8%	8,3%	31,9%
	Rarely	20,6%	39,6%	2,4%	34,3%	19,3%	21,4%	38,9%
	Sometime	19,7%	22,8%	17,1%	27,5%	28,1%	23,8%	16,7%
	Quite often	33,5%	13,9%	56,1%	13,7%	34,2%	34,5%	5,6%
	Very often	11,7%	2,0%	20,7%	2,0%	13,2%	10,7%	4,2%
	DNK/NR	1,2%	2,0%		2,0%	3,5%	1,2%	2,8%

A12 In your opinion, how important is that..?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Police inform citizens about committed crimes	Not important at all	,0%			1,0%			
	Not very important	5,1%	6,9%	6,1%	3,9%	7,9%	3,6%	
	Quite important	31,6%	34,7%	30,5%	26,5%	38,6%	25,0%	33,3%
	Very important	33,7%	31,7%	35,4%	23,5%	26,3%	32,1%	37,5%
	DNK/NR	29,5%	26,7%	28,0%	45,1%	27,2%	39,3%	29,2%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
2. Inhabitants inform police about committed crimes/offences	Not important at all	,0%				,9%		
	Not very important	1,9%	2,0%	2,4%	2,0%	1,8%	2,4%	
	Quite important	16,5%	16,8%	15,9%	9,8%	13,2%	13,1%	22,2%
	Very important	51,4%	53,5%	53,7%	41,2%	56,1%	41,7%	48,6%
	DNK/NR	30,1%	27,7%	28,0%	47,1%	28,1%	42,9%	29,2%
3. Inhabitants inform police about crimes to be committed	Not important at all	,6%		1,2%		,9%		
	Not very important	2,1%	1,0%	1,2%	4,9%		2,4%	5,6%
	Quite important	14,0%	16,8%	11,0%	12,7%	14,9%	8,3%	20,8%
	Very important	52,8%	53,5%	58,5%	36,3%	57,0%	46,4%	43,1%
	DNK/NR	30,5%	28,7%	28,0%	46,1%	27,2%	42,9%	30,6%
4. Inhabitants inform police about suspicious behaviour or wanted persons	Not important at all	,1%			1,0%		1,2%	
	Not very important	2,4%	3,0%	1,2%	1,0%	2,6%	1,2%	5,6%
	Quite important	15,0%	7,9%	17,1%	10,8%	13,2%	13,1%	22,2%
	Very important	51,9%	60,4%	53,7%	40,2%	57,9%	41,7%	41,7%
	DNK/NR	30,5%	28,7%	28,0%	47,1%	26,3%	42,9%	30,6%
5 Citizens participate to voluntary patrols and detachments for maintaining public order.	Not important at all	3,1%	3,0%	3,7%	2,9%	2,6%	1,2%	2,8%
	Not very important	6,1%	9,9%	2,4%	5,9%	5,3%	6,0%	11,1%
	Quite important	29,0%	39,6%	26,8%	22,5%	33,3%	16,7%	26,4%
	Very important	31,2%	19,8%	39,0%	20,6%	31,6%	32,1%	29,2%
	DNK/NR	30,5%	27,7%	28,0%	48,0%	27,2%	44,0%	30,6%
6. Police organize meetings with citizens on problems identification and joint problems' solving	Not important at all	1,9%	3,0%	2,4%			1,2%	
	Not very important	3,2%	4,0%	1,2%	2,0%	1,8%	2,4%	8,3%
	Quite important	22,6%	29,7%	19,5%	20,6%	30,7%	16,7%	22,2%
	Very important	42,3%	38,6%	48,8%	29,4%	40,4%	38,1%	36,1%
	DNK/NR	30,0%	24,8%	28,0%	48,0%	27,2%	41,7%	33,3%

A13 What are the factors preventing cooperation between the population and the police?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Lack of trust from some groups of population	42,0%	43,6%	41,5%	55,9%	42,1%	41,7%	37,5%
2. Public does not think that cooperation is necessary	16,0%	13,9%	19,5%	16,7%	21,1%	21,4%	5,6%
3. Lack of public information policy and education starting from school	47,0%	42,6%	46,3%	56,9%	50,9%	57,1%	47,2%
4. Low police' skills in creating relationship of trust with local population	18,9%	22,8%	7,3%	27,5%	4,4%	3,6%	52,8%
5. Low police' skills in involving public in solving community problems	11,4%	16,8%	6,1%	13,7%	7,9%	6,0%	20,8%
6. Negative attitude of population toward those who want to help the police	46,8%	41,6%	50,0%	31,4%	43,9%	57,1%	45,8%
7. Lack of specific programs for improving public-police relations	33,6%	44,6%	29,3%	37,3%	28,1%	28,6%	31,9%
8. Cooperation between public and police is not considered to be a priority by police leadership	3,7%	3,0%	4,9%	6,9%	7,0%	3,6%	
9. Lack of time for interaction with the public	16,0%	10,9%	17,1%	13,7%	20,2%	20,2%	18,1%
10. Lack of financial incentives for citizens	35,9%	43,6%	43,9%	16,7%	33,3%	27,4%	12,5%
11. DNK/NR	,6%		1,2%		,9%		

A14 In your opinion how the relationship between the police and the public could be improved?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. By enhancing the dialogue/consultation with the community residents (e.g., public meetings)	48,1%	40,6%	57,3%	38,2%	35,1%	46,4%	40,3%
2. By acting in cooperation with citizens for ensuring public order	45,0%	34,7%	56,1%	34,3%	36,8%	47,6%	33,3%
3. By consulting the opinion of residents about the most important necessary actions	21,5%	10,9%	22,0%	14,7%	23,7%	29,8%	33,3%
4. By informing the public about crimes and crimes prevention in a more comprehensive manner	28,9%	39,6%	28,0%	27,5%	34,2%	19,0%	19,4%

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
5. By more rigorous law enforcement activities carried out by police	25,4%	20,8%	23,2%	32,4%	17,5%	32,1%	34,7%
6. By increasing the efficiency of police actions related to crime prevention and fight against crimes	26,2%	27,7%	19,5%	40,2%	39,5%	36,9%	30,6%
7. By increasing the frequency and visibility of community patrolling actions	13,7%	18,8%	11,0%	13,7%	7,9%	7,1%	18,1%
8. By improving communication with the public through mass media	9,4%	13,9%	7,3%	12,7%	9,6%	4,8%	9,7%
9. By increasing accountability to the community about police activities and obtained results	26,0%	45,5%	17,1%	23,5%	21,9%	19,0%	26,4%
10. By enhancing public access to police (at police stations, by telephone, etc.)	28,5%	27,7%	26,8%	35,3%	33,3%	33,3%	29,2%
11. Others	,7%		1,2%	2,0%		1,2%	
12. DNK/NR	,7%		1,2%	1,0%	,9%	1,2%	

A15 In your opinion how much time and efforts do the police allocate for solving community problems?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
A lot of time and efforts	56,1%	37,6%	76,8%	33,3%	61,4%	64,3%	27,8%
Some time and efforts	30,4%	43,6%	18,3%	37,3%	32,5%	25,0%	44,4%
Very little time and efforts	11,3%	16,8%	3,7%	25,5%	5,3%	9,5%	22,2%
Does not allocate time and efforts at all	,5%	1,0%		2,9%	,9%	1,2%	
DNK/NR	1,7%	1,0%	1,2%	1,0%			5,6%

A16 To what extent do you agree with the following statements?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Police is a state structure for which it is worth working	Totally agree	43,9%	39,6%	53,7%	34,3%	28,1%	41,7%	30,6%
	Agree	42,3%	53,5%	30,5%	48,0%	50,0%	44,0%	54,2%
	Disagree	9,9%	5,0%	11,0%	14,7%	14,9%	11,9%	11,1%
	Definitely disagree	1,4%	1,0%	2,4%	1,0%	1,8%		
	DNK/NR	2,4%	1,0%	2,4%	2,0%	5,3%	2,4%	4,2%
2. I like to work in Police	Totally agree	37,3%	36,6%	46,3%	23,5%	37,7%	45,2%	13,9%
	Agree	49,4%	56,4%	48,8%	63,7%	53,5%	48,8%	36,1%
	Disagree	8,0%	6,9%	3,7%	8,8%	5,3%	3,6%	23,6%
	Definitely disagree	3,0%			1,0%	,9%		18,1%
	DNK/NR	2,3%		1,2%	2,9%	2,6%	2,4%	8,3%
3. I like to serve the people / society	Totally agree	48,9%	41,6%	51,2%	37,3%	46,5%	48,8%	56,9%
	Agree	48,6%	56,4%	46,3%	55,9%	49,1%	50,0%	40,3%
	Disagree	1,0%		1,2%	3,9%	,9%		1,4%
	Definitely disagree	,3%			1,0%			1,4%
	DNK/NR	1,3%	2,0%	1,2%	2,0%	3,5%	1,2%	
4. Provided training is appropriate and at a high level	Totally agree	19,3%	18,8%	22,0%	9,8%	18,4%	14,3%	18,1%
	Agree	53,5%	63,4%	52,4%	43,1%	54,4%	54,8%	44,4%
	Disagree	22,8%	15,8%	20,7%	41,2%	21,1%	27,4%	31,9%
	Definitely disagree	1,4%		2,4%	3,9%	1,8%	1,2%	
	DNK/NR	2,9%	2,0%	2,4%	2,0%	4,4%	2,4%	5,6%
5. Working in police is a job that brings satisfaction	Totally agree	12,5%	8,9%	13,4%	8,8%	17,5%	21,4%	11,1%
	Agree	44,0%	49,5%	48,8%	49,0%	38,6%	39,3%	25,0%
	Disagree	35,7%	37,6%	30,5%	35,3%	36,8%	38,1%	45,8%
	Definitely disagree	5,2%	1,0%	4,9%	3,9%	2,6%		15,3%
	DNK/NR	2,6%	3,0%	2,4%	2,9%	4,4%	1,2%	2,8%
6. The remuneration for working in police is sufficient	Totally agree	2,8%	5,0%	1,2%	2,0%	2,6%	3,6%	4,2%
	Agree	14,9%	19,8%	11,0%	19,6%	5,3%	8,3%	22,2%
	Disagree	45,6%	47,5%	48,8%	39,2%	43,0%	40,5%	38,9%
	Definitely disagree	34,9%	24,8%	39,0%	36,3%	47,4%	45,2%	30,6%
	DNK/NR	1,8%	3,0%		2,9%	1,8%	2,4%	4,2%
7. The remuneration for working in police corresponds to responsibilities	Totally agree	4,1%		6,1%	2,0%	4,4%	3,6%	5,6%
	Agree	16,8%	24,8%	13,4%	16,7%	5,3%	14,3%	18,1%
	Disagree	47,0%	53,5%	47,6%	49,0%	45,6%	40,5%	38,9%
	Definitely disagree	31,0%	20,8%	32,9%	30,4%	43,0%	39,3%	34,7%
	DNK/NR	1,0%	1,0%		2,0%	1,8%	2,4%	2,8%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
8. I would not think of choosing another job	Totally agree	14,4%	8,9%	17,1%	3,9%	7,9%	14,3%	19,4%
	Agree	39,8%	42,6%	43,9%	39,2%	38,6%	36,9%	26,4%
	Disagree	37,5%	40,6%	34,1%	44,1%	43,0%	41,7%	37,5%
	Definitely disagree	5,5%	4,0%	3,7%	8,8%	5,3%	4,8%	12,5%
	DNK/NR	2,7%	4,0%	1,2%	3,9%	5,3%	2,4%	4,2%
9. The superiors in police behave correctly with their subordinates	Totally agree	16,3%	7,9%	23,2%	4,9%	13,2%	21,4%	11,1%
	Agree	54,4%	55,4%	54,9%	52,0%	53,5%	51,2%	54,2%
	Disagree	25,9%	34,7%	18,3%	35,3%	28,9%	23,8%	31,9%
	Definitely disagree	2,4%		3,7%	5,9%	1,8%	2,4%	1,4%
	DNK/NR	1,0%	2,0%		2,0%	2,6%	1,2%	1,4%
10. The Public has a too big influence in the police activity	Totally agree	9,3%	4,0%	12,2%	4,9%	7,9%	11,9%	9,7%
	Agree	45,1%	37,6%	48,8%	49,0%	50,0%	50,0%	41,7%
	Disagree	40,4%	53,5%	34,1%	41,2%	36,0%	34,5%	41,7%
	Definitely disagree	2,7%	2,0%	3,7%			2,4%	2,8%
	DNK/NR	2,4%	3,0%	1,2%	4,9%	6,1%	1,2%	4,2%
11. The Politicians have a too big influence in the police activities	Totally agree	29,6%	29,7%	24,4%	35,3%	28,1%	34,5%	40,3%
	Agree	39,3%	45,5%	34,1%	42,2%	42,1%	45,2%	40,3%
	Disagree	25,4%	20,8%	34,1%	20,6%	25,4%	15,5%	13,9%
	Definitely disagree	2,5%		3,7%	1,0%	2,6%	3,6%	2,8%
	DNK/NR	3,2%	4,0%	3,7%	1,0%	1,8%	1,2%	2,8%
12. The local /community police has enough liberty and tools to solve all the security related problems within the community	Totally agree	6,3%	6,9%	6,1%	5,9%	2,6%	3,6%	8,3%
	Agree	32,1%	31,7%	35,4%	20,6%	28,1%	23,8%	31,9%
	Disagree	52,1%	50,5%	53,7%	60,8%	54,4%	58,3%	44,4%
	Definitely disagree	7,6%	7,9%	4,9%	10,8%	10,5%	11,9%	11,1%
	DNK/NR	1,8%	3,0%		2,0%	4,4%	2,4%	4,2%
13. Police should get involved in all the problems in the area they police, even non-crime related.	Totally agree	17,9%	19,8%	17,1%	10,8%	13,2%	14,3%	22,2%
	Agree	48,6%	55,4%	46,3%	61,8%	37,7%	46,4%	44,4%
	Disagree	28,3%	19,8%	32,9%	19,6%	43,9%	33,3%	25,0%
	Definitely disagree	2,5%	2,0%	2,4%	2,9%	2,6%	1,2%	4,2%
	DNK/NR	2,6%	3,0%	1,2%	4,9%	2,6%	4,8%	4,2%
14. Support provided by the public may be as important as law enforcement	Totally agree	26,0%	27,7%	23,2%	24,5%	21,1%	33,3%	29,2%
	Agree	65,8%	65,3%	68,3%	63,7%	69,3%	59,5%	62,5%
	Disagree	5,5%	5,0%	6,1%	7,8%	3,5%	3,6%	5,6%
	Definitely disagree	,3%			1,0%			1,4%
	DNK/NR	2,4%	2,0%	2,4%	2,9%	6,1%	3,6%	1,4%
15. Combating crimes is a collective responsibility of both police and the community	Totally agree	42,3%	46,5%	41,5%	33,3%	40,4%	44,0%	40,3%
	Agree	51,7%	48,5%	51,2%	60,8%	53,5%	52,4%	54,2%
	Disagree	4,5%	3,0%	6,1%	3,9%	2,6%	1,2%	4,2%
	Definitely disagree	,1%			1,0%	,9%		
	DNK/NR	1,6%	2,0%	1,2%	1,0%	2,6%	2,4%	1,4%
16. The majority of offences / crimes would not be possible to be solved without public support	Totally agree	23,5%	20,8%	25,6%	23,5%	19,3%	23,8%	22,2%
	Agree	56,0%	62,4%	52,4%	56,9%	55,3%	51,2%	58,3%
	Disagree	17,1%	11,9%	19,5%	17,6%	21,1%	21,4%	15,3%
	Definitely disagree	,9%		1,2%		2,6%		1,4%
	DNK/NR	2,6%	5,0%	1,2%	2,0%	1,8%	3,6%	2,8%
17. The public should be involved in defining police and policing priorities	Totally agree	13,3%	10,9%	14,6%	12,7%	12,3%	11,9%	13,9%
	Agree	53,9%	42,6%	56,1%	68,6%	66,7%	64,3%	52,8%
	Disagree	28,0%	43,6%	23,2%	16,7%	16,7%	20,2%	27,8%
	Definitely disagree	1,7%		2,4%		,9%	1,2%	2,8%
	DNK/NR	3,2%	3,0%	3,7%	2,0%	3,5%	2,4%	2,8%
18. The public has no understand of the problems faced by the police	Totally agree	20,9%	8,9%	26,8%	19,6%	29,8%	35,7%	13,9%
	Agree	58,8%	63,4%	57,3%	56,9%	55,3%	51,2%	61,1%
	Disagree	16,6%	21,8%	13,4%	21,6%	12,3%	9,5%	20,8%
	Definitely disagree	1,4%	2,0%	1,2%		,9%	1,2%	1,4%
	DNK/NR	2,3%	4,0%	1,2%	2,0%	1,8%	2,4%	2,8%
19. There are sufficient reasons for the police not to trust the public	Totally agree	7,0%	3,0%	8,5%	5,9%	11,4%	11,9%	5,6%
	Agree	34,5%	38,6%	30,5%	52,0%	36,0%	48,8%	27,8%
	Disagree	52,0%	51,5%	56,1%	35,3%	46,5%	34,5%	55,6%
	Definitely disagree	3,7%	3,0%	3,7%	2,9%	4,4%	2,4%	5,6%
	DNK/NR	2,8%	4,0%	1,2%	3,9%	1,8%	2,4%	5,6%

A17 Please rank the tasks listed below according to the priority level that must be attributed to them by the police in your view; use the 1-5 scale, where 1 means the lowest level of priority and 5 – the highest.

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. To collect information about crimes / offenders	1-low	3,3%	5,0%	2,4%	4,9%	2,6%	7,1%	1,4%
	2	4,7%	2,0%	3,7%	12,7%	3,5%	7,1%	8,3%
	3	19,5%	23,8%	15,9%	25,5%	7,0%	26,2%	20,8%
	4	19,7%	26,7%	19,5%	11,8%	22,8%	23,8%	9,7%
	5-High	48,7%	40,6%	53,7%	39,2%	58,8%	28,6%	56,9%
	DNK/NR	4,1%	2,0%	4,9%	5,9%	5,3%	7,1%	2,8%
2. To detect and combat vices and antisocial behaviour (drug addiction / prostitution / alcoholism)	1-low	4,8%	2,0%	7,3%	2,0%	1,8%	6,0%	2,8%
	2	5,5%	5,0%	3,7%	10,8%	,9%	10,7%	8,3%
	3	19,0%	17,8%	18,3%	25,5%	12,3%	25,0%	19,4%
	4	21,5%	27,7%	20,7%	22,5%	26,3%	20,2%	13,9%
	5-High	46,4%	42,6%	47,6%	36,3%	55,3%	34,5%	55,6%
	DNK/NR	2,8%	5,0%	2,4%	2,9%	3,5%	3,6%	
3. To investigate crimes	1-low	2,9%	5,9%	2,4%	1,0%	1,8%	3,6%	
	2	4,8%	1,0%	4,9%	10,8%	3,5%	8,3%	6,9%
	3	16,0%	17,8%	12,2%	21,6%	7,0%	20,2%	22,2%
	4	23,1%	30,7%	19,5%	23,5%	18,4%	23,8%	22,2%
	5-High	49,9%	43,6%	56,1%	39,2%	64,0%	39,3%	47,2%
	DNK/NR	3,3%	1,0%	4,9%	3,9%	5,3%	4,8%	1,4%
4. To apprehend the law offenders	1-low	2,4%	4,0%	1,2%	2,9%	2,6%	3,6%	2,8%
	2	5,6%	6,9%	4,9%	6,9%	3,5%	6,0%	5,6%
	3	13,0%	8,9%	12,2%	22,5%	6,1%	14,3%	19,4%
	4	17,1%	25,7%	11,0%	18,6%	16,7%	28,6%	15,3%
	5-High	59,0%	51,5%	67,1%	45,1%	67,5%	44,0%	56,9%
	DNK/NR	2,9%	3,0%	3,7%	3,9%	3,5%	3,6%	
5. To assist the victims of crimes	1-low	4,4%	5,0%	4,9%	3,9%	2,6%	4,8%	2,8%
	2	7,5%	5,9%	6,1%	12,7%	,9%	9,5%	12,5%
	3	14,4%	21,8%	8,5%	22,5%	12,3%	14,3%	18,1%
	4	29,4%	40,6%	25,6%	24,5%	41,2%	35,7%	19,4%
	5-High	39,4%	23,8%	48,8%	32,4%	36,8%	31,0%	43,1%
	DNK/NR	4,8%	3,0%	6,1%	3,9%	6,1%	4,8%	4,2%
6. To control the road traffic and to enforce observance of road traffic rules	1-low	3,2%	3,0%	3,7%	4,9%	1,8%	4,8%	1,4%
	2	5,8%	6,9%	3,7%	8,8%	2,6%	9,5%	8,3%
	3	11,3%	12,9%	8,5%	22,5%	13,2%	6,0%	15,3%
	4	27,7%	32,7%	28,0%	22,5%	24,6%	35,7%	18,1%
	5-High	47,9%	41,6%	51,2%	34,3%	52,6%	40,5%	54,2%
	DNK/NR	4,1%	3,0%	4,9%	6,9%	5,3%	3,6%	2,8%
7. To inform the public about security and about crime prevention	1-low	2,2%	3,0%	1,2%	4,9%	2,6%	2,4%	2,8%
	2	8,5%	4,0%	9,8%	15,7%	1,8%	6,0%	12,5%
	3	17,1%	25,7%	12,2%	22,5%	16,7%	28,6%	11,1%
	4	29,9%	31,7%	30,5%	21,6%	36,8%	33,3%	25,0%
	5-High	37,9%	31,7%	41,5%	31,4%	37,7%	26,2%	44,4%
	DNK/NR	4,4%	4,0%	4,9%	3,9%	4,4%	3,6%	4,2%
8. To investigate about suspicious persons	1-low	2,3%	4,0%	1,2%	2,9%	,9%	2,4%	2,8%
	2	6,7%	5,0%	6,1%	10,8%	4,4%	7,1%	9,7%
	3	17,4%	23,8%	12,2%	28,4%	8,8%	23,8%	18,1%
	4	28,0%	30,7%	26,8%	25,5%	26,3%	29,8%	27,8%
	5-High	41,1%	33,7%	47,6%	27,5%	53,5%	33,3%	38,9%
	DNK/NR	4,6%	3,0%	6,1%	4,9%	6,1%	3,6%	2,8%
9. To deal with violations of public order	1-low	2,2%	4,0%	1,2%	4,9%	,9%	3,6%	1,4%
	2	7,1%	9,9%	4,9%	9,8%	2,6%	6,0%	9,7%
	3	14,8%	17,8%	11,0%	18,6%	14,9%	15,5%	19,4%
	4	33,0%	42,6%	31,7%	30,4%	30,7%	33,3%	23,6%
	5-High	38,4%	22,8%	45,1%	29,4%	44,7%	38,1%	44,4%
	DNK/NR	4,4%	3,0%	6,1%	6,9%	6,1%	3,6%	1,4%
10. To look for missing persons	1-low	2,7%	3,0%	2,4%	2,9%	1,8%	6,0%	1,4%
	2	6,6%	5,9%	2,4%	17,6%	2,6%	11,9%	13,9%
	3	14,4%	17,8%	14,6%	13,7%	12,3%	13,1%	9,7%
	4	24,3%	32,7%	22,0%	25,5%	30,7%	25,0%	16,7%
	5-High	48,2%	38,6%	53,7%	34,3%	47,4%	39,3%	55,6%
	DNK/NR	3,9%	2,0%	4,9%	5,9%	5,3%	4,8%	2,8%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
11. To patrol the community	1-low	3,0%	4,0%	3,7%	2,0%	,9%	1,2%	1,4%
	2	7,4%	5,0%	2,4%	15,7%	8,8%	13,1%	19,4%
	3	17,9%	27,7%	15,9%	23,5%	11,4%	13,1%	11,1%
	4	31,8%	43,6%	25,6%	27,5%	39,5%	29,8%	31,9%
	5-High	35,5%	16,8%	46,3%	27,5%	29,8%	39,3%	34,7%
	DNK/NR	4,4%	3,0%	6,1%	3,9%	9,6%	3,6%	1,4%
12. To look for stolen property	1-low	3,5%	6,9%	1,2%	10,8%	2,6%	1,2%	4,2%
	2	6,9%	4,0%	4,9%	12,7%	3,5%	8,3%	15,3%
	3	14,4%	22,8%	11,0%	12,7%	14,0%	22,6%	8,3%
	4	26,6%	33,7%	24,4%	30,4%	28,9%	29,8%	19,4%
	5-High	42,5%	30,7%	48,8%	27,5%	45,6%	34,5%	50,0%
	DNK/NR	6,0%	2,0%	9,8%	5,9%	5,3%	3,6%	2,8%
13. To deal with domestic conflicts and violence	1-low	2,1%	1,0%	1,2%	7,8%	3,5%	2,4%	4,2%
	2	6,9%	10,9%	2,4%	10,8%	1,8%	6,0%	13,9%
	3	18,3%	28,7%	11,0%	24,5%	17,5%	28,6%	16,7%
	4	28,2%	35,6%	25,6%	26,5%	27,2%	28,6%	25,0%
	5-High	39,8%	22,8%	52,4%	24,5%	43,9%	31,0%	37,5%
	DNK/NR	4,7%	1,0%	7,3%	5,9%	6,1%	3,6%	2,8%
14. To provide consultation regarding the individual safety	1-low	2,4%	3,0%	1,2%	5,9%	,9%	2,4%	4,2%
	2	12,5%	12,9%	12,2%	12,7%	4,4%	10,7%	15,3%
	3	23,9%	40,6%	14,6%	27,5%	33,3%	29,8%	19,4%
	4	30,8%	23,8%	39,0%	30,4%	29,8%	29,8%	19,4%
	5-High	25,3%	14,9%	26,8%	16,7%	26,3%	21,4%	40,3%
	DNK/NR	5,1%	5,0%	6,1%	6,9%	5,3%	6,0%	1,4%
15. To deal with abandoned vehicles	1-low	4,9%	5,9%	3,7%	6,9%	2,6%	4,8%	6,9%
	2	14,3%	19,8%	11,0%	17,6%	10,5%	16,7%	13,9%
	3	25,9%	36,6%	18,3%	31,4%	28,9%	31,0%	26,4%
	4	24,3%	23,8%	29,3%	22,5%	37,7%	26,2%	8,3%
	5-High	23,9%	10,9%	28,0%	15,7%	13,2%	17,9%	38,9%
	DNK/NR	6,7%	3,0%	9,8%	5,9%	7,0%	3,6%	5,6%
16. To advise businesses on crime prevention	1-low	4,1%	5,9%	2,4%	4,9%	2,6%	2,4%	6,9%
	2	11,0%	13,9%	7,3%	15,7%	10,5%	15,5%	13,9%
	3	22,2%	36,6%	14,6%	30,4%	28,1%	22,6%	18,1%
	4	28,7%	28,7%	31,7%	24,5%	26,3%	31,0%	20,8%
	5-High	28,8%	11,9%	36,6%	18,6%	26,3%	25,0%	37,5%
	DNK/NR	5,2%	3,0%	7,3%	5,9%	6,1%	3,6%	2,8%
17. To provide consultation regarding security of households / property	1-low	5,3%	9,9%	2,4%	9,8%	3,5%	2,4%	6,9%
	2	8,1%	10,9%	3,7%	19,6%	5,3%	10,7%	12,5%
	3	20,7%	32,7%	15,9%	22,5%	21,1%	15,5%	18,1%
	4	26,8%	26,7%	25,6%	23,5%	34,2%	45,2%	20,8%
	5-High	33,3%	16,8%	45,1%	19,6%	30,7%	19,0%	36,1%
	DNK/NR	5,8%	3,0%	7,3%	4,9%	5,3%	7,1%	5,6%
18. To impose fines	1-low	4,2%	2,0%	4,9%	5,9%	,9%	2,4%	6,9%
	2	9,1%	11,9%	6,1%	10,8%	7,9%	7,1%	13,9%
	3	23,6%	20,8%	28,0%	25,5%	22,8%	17,9%	18,1%
	4	30,7%	39,6%	26,8%	25,5%	36,8%	35,7%	26,4%
	5-High	28,1%	24,8%	28,0%	26,5%	25,4%	33,3%	31,9%
	DNK/NR	4,1%	1,0%	6,1%	5,9%	6,1%	3,6%	2,8%
19. To verify the licenses/the business operators	1-low	4,8%	5,9%	3,7%	6,9%	4,4%	2,4%	6,9%
	2	10,1%	14,9%	6,1%	15,7%	11,4%	9,5%	12,5%
	3	20,0%	20,8%	19,5%	20,6%	23,7%	20,2%	19,4%
	4	31,5%	30,7%	39,0%	23,5%	26,3%	34,5%	13,9%
	5-High	28,3%	24,8%	24,4%	27,5%	26,3%	29,8%	44,4%
	DNK/NR	5,2%	3,0%	7,3%	5,9%	7,9%	3,6%	2,8%

A18 Do you think there are any changes as result of the MIA reform?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Yes, substantial changes	8,0%	11,9%	4,9%	2,9%	3,5%	11,9%	11,1%
Yes, some changes	36,3%	53,5%	32,9%	18,6%	36,0%	25,0%	30,6%
Yes, minor changes	35,6%	28,7%	31,7%	49,0%	43,0%	46,4%	45,8%
No changes at all	16,7%	4,0%	25,6%	25,5%	17,5%	13,1%	9,7%
DNK/NR	3,5%	2,0%	4,9%	3,9%		3,6%	2,8%

A19 If there any changes in your personal activity as result of the MIA reform?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Yes, substantial changes	10,6%	17,8%	7,3%	1,0%	4,4%	6,0%	15,3%
Yes, some changes	29,9%	51,5%	23,2%	12,7%	29,8%	28,6%	22,2%
Yes, minor changes	33,8%	25,7%	34,1%	48,0%	41,2%	40,5%	36,1%
No changes at all	20,7%	3,0%	29,3%	34,3%	18,4%	19,0%	20,8%
DNK/NR	4,9%	2,0%	6,1%	3,9%	6,1%	6,0%	5,6%

A20 How has police reform changed your activity?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Improved a lot	11,2%	23,8%	7,3%	2,0%	5,3%	9,5%	8,3%
Improved to some extent	46,8%	58,4%	42,7%	32,4%	40,4%	48,8%	45,8%
Unchanged	27,6%	4,0%	36,6%	48,0%	29,8%	22,6%	33,3%
Worsened to some extent	8,9%	11,9%	7,3%	8,8%	15,8%	7,1%	8,3%
Worsened a lot	4,0%	2,0%	3,7%	6,9%	7,9%	8,3%	4,2%
DNK/NR	1,5%		2,4%	2,0%	,9%	3,6%	

A21 Please specify, using a scale from 1 to 10 (where 1 means that situation worsened a lot, 5- unchanged, and 10 – situation improved a lot), to what extent have the following aspects of police activity changed over the last 5 years?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
Police attitude toward people	1. Worsened a lot	1,2%	2,0%		2,9%	,9%	4,8%	1,4%
	2	,6%			2,0%	,9%	6,0%	
	3	2,6%	1,0%	3,7%	3,9%		1,2%	2,8%
	4	1,3%			8,8%	3,5%	4,8%	2,8%
	Unchanged	24,0%	32,7%	12,2%	30,4%	28,9%	19,0%	43,1%
	6	12,3%	14,9%	11,0%	18,6%	9,6%	6,0%	13,9%
	7	13,9%	17,8%	12,2%	14,7%	14,9%	8,3%	15,3%
	8	15,5%	14,9%	18,3%	3,9%	14,0%	15,5%	12,5%
	9	9,9%	6,9%	14,6%	5,9%	11,4%	6,0%	4,2%
	Improved a lot	17,7%	9,9%	26,8%	6,9%	14,9%	25,0%	4,2%
Public attitude toward police	DNK/NR	,9%		1,2%	2,0%	,9%	3,6%	
	Worsened a lot	5,9%	4,0%	6,1%	12,7%	7,9%	11,9%	2,8%
	2	4,5%	3,0%	4,9%	6,9%	1,8%	7,1%	4,2%
	3	5,3%	3,0%	2,4%	10,8%	6,1%	13,1%	11,1%
	4	6,6%	12,9%	3,7%	9,8%	6,1%	8,3%	4,2%
	Unchanged	34,4%	32,7%	31,7%	37,3%	41,2%	23,8%	47,2%
	6	12,3%	15,8%	11,0%	8,8%	12,3%	8,3%	13,9%
	7	12,8%	9,9%	19,5%	4,9%	7,0%	8,3%	4,2%
	8	11,0%	12,9%	13,4%	2,0%	3,5%	8,3%	6,9%
	9	3,4%	3,0%	3,7%	2,9%	7,9%	2,4%	2,8%
Time of responding to emergencies	Improved a lot	2,5%	3,0%	2,4%	1,0%	3,5%	4,8%	1,4%
	DNK/NR	1,3%		1,2%	2,9%	2,6%	3,6%	1,4%
	Worsened a lot	,9%			1,0%	,9%	2,4%	4,2%
	2	,4%			7,8%	,9%		
	3	3,1%	5,0%	1,2%	3,9%	,9%		6,9%
	4	2,2%	3,0%		7,8%	3,5%	1,2%	5,6%
	Unchanged	13,1%	9,9%	11,0%	25,5%	14,9%	7,1%	22,2%
	6	8,8%	9,9%	7,3%	9,8%	7,9%	6,0%	12,5%
	7	11,9%	17,8%	7,3%	9,8%	12,3%	14,3%	15,3%
	8	16,8%	22,8%	17,1%	12,7%	21,9%	15,5%	8,3%
Combating crimes	9	22,2%	20,8%	25,6%	9,8%	17,5%	28,6%	16,7%
	Improved a lot	19,3%	9,9%	29,3%	9,8%	18,4%	20,2%	8,3%
	DNK/NR	1,3%	1,0%	1,2%	2,0%	,9%	4,8%	
	Worsened a lot	1,4%		1,2%	4,9%	,9%	2,4%	2,8%
	2	1,0%	1,0%		5,9%	,9%		2,8%
	3	2,0%		2,4%	4,9%	1,8%		4,2%
	4	5,8%	9,9%	2,4%	7,8%	8,8%	7,1%	6,9%
	Unchanged	18,9%	15,8%	13,4%	25,5%	15,8%	15,5%	38,9%
	6	14,0%	17,8%	12,2%	14,7%	14,0%	9,5%	15,3%
	7	16,6%	21,8%	15,9%	9,8%	14,0%	21,4%	11,1%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
	8	17,8%	16,8%	20,7%	15,7%	22,8%	20,2%	9,7%
	9	12,2%	8,9%	17,1%	3,9%	14,0%	11,9%	5,6%
	Improved a lot	8,3%	5,9%	12,2%	2,9%	6,1%	8,3%	2,8%
	DNK/NR	2,0%	2,0%	2,4%	3,9%	,9%	3,6%	
Rate of discovered crimes	Worsened a lot	1,5%		2,4%	2,9%	1,8%	2,4%	
	2	1,0%	1,0%		4,9%	1,8%		2,8%
	3	3,9%	4,0%	3,7%	2,0%	1,8%	1,2%	6,9%
	4	3,9%	6,9%		8,8%	4,4%	4,8%	8,3%
	Unchanged	25,4%	21,8%	23,2%	20,6%	19,3%	17,9%	43,1%
	6	13,7%	17,8%	11,0%	22,5%	15,8%	10,7%	13,9%
	7	12,3%	18,8%	8,5%	19,6%	16,7%	19,0%	6,9%
	8	18,9%	19,8%	20,7%	9,8%	17,5%	25,0%	12,5%
	9	13,9%	5,0%	24,4%	3,9%	14,0%	9,5%	2,8%
	Improved a lot	4,1%	4,0%	4,9%	2,9%	5,3%	6,0%	1,4%
Police work with the public	DNK/NR	1,4%	1,0%	1,2%	2,0%	1,8%	3,6%	1,4%
	Worsened a lot	1,1%	1,0%	1,2%	2,9%	,9%	2,4%	
	2	1,5%		1,2%	2,0%	1,8%	1,2%	4,2%
	3	2,6%	1,0%	1,2%	9,8%	,9%	2,4%	6,9%
	4	5,3%	10,9%	2,4%	7,8%	5,3%	2,4%	5,6%
	Unchanged	21,9%	23,8%	15,9%	31,4%	21,1%	19,0%	34,7%
	6	13,9%	17,8%	12,2%	10,8%	17,5%	11,9%	13,9%
	7	12,1%	16,8%	7,3%	13,7%	17,5%	21,4%	12,5%
	8	16,9%	12,9%	20,7%	9,8%	14,9%	19,0%	13,9%
	9	15,2%	10,9%	24,4%	5,9%	9,6%	6,0%	4,2%
Corruption among police personnel	Improved a lot	7,7%	4,0%	12,2%	2,0%	8,8%	9,5%	1,4%
	DNK/NR	1,8%	1,0%	1,2%	3,9%	1,8%	4,8%	2,8%
	Worsened a lot	6,9%	2,0%	9,8%	8,8%	1,8%	6,0%	6,9%
	2	4,4%	4,0%	2,4%	4,9%	2,6%	6,0%	9,7%
	3	4,8%	4,0%	2,4%	5,9%	5,3%	9,5%	9,7%
	4	6,0%	8,9%	3,7%	5,9%	2,6%	7,1%	8,3%
	Unchanged	22,5%	28,7%	13,4%	24,5%	29,8%	20,2%	37,5%
	6	7,2%	11,9%	6,1%	9,8%	9,6%	6,0%	2,8%
	7	9,1%	10,9%	9,8%	12,7%	13,2%	3,6%	5,6%
	8	9,7%	6,9%	9,8%	10,8%	10,5%	14,3%	11,1%
Technical equipment	9	13,3%	10,9%	19,5%	8,8%	8,8%	6,0%	5,6%
	Improved a lot	12,7%	7,9%	19,5%	4,9%	8,8%	15,5%	2,8%
	DNK/NR	3,4%	4,0%	3,7%	2,9%	7,0%	6,0%	
	Worsened a lot	4,3%		7,3%	6,9%	5,3%	7,1%	
	2	4,5%		6,1%	8,8%	2,6%	10,7%	2,8%
	3	2,8%		2,4%	6,9%	3,5%	4,8%	5,6%
	4	3,3%	1,0%	3,7%	4,9%	6,1%	10,7%	1,4%
	Unchanged	16,3%	6,9%	20,7%	20,6%	27,2%	17,9%	13,9%
	6	12,1%	5,9%	14,6%	9,8%	15,8%	13,1%	13,9%
	7	10,1%	8,9%	7,3%	14,7%	9,6%	10,7%	18,1%
Professionalism, competence	8	12,6%	18,8%	9,8%	15,7%	13,2%	8,3%	12,5%
	9	16,3%	26,7%	15,9%	7,8%	7,9%	3,6%	12,5%
	Improved a lot	16,4%	30,7%	11,0%	1,0%	7,9%	9,5%	19,4%
	DNK/NR	1,2%	1,0%	1,2%	2,9%	,9%	3,6%	
	Worsened a lot	1,7%		2,4%	5,9%	1,8%	1,2%	1,4%
	2	,6%		1,2%	1,0%	,9%		
	3	2,0%		2,4%	5,9%	2,6%	1,2%	2,8%
	4	3,5%	1,0%	4,9%	9,8%	1,8%	2,4%	2,8%
	Unchanged	14,9%	6,9%	11,0%	22,5%	21,1%	15,5%	33,3%
	6	13,2%	13,9%	11,0%	15,7%	11,4%	13,1%	18,1%
	7	15,1%	18,8%	13,4%	12,7%	19,3%	15,5%	13,9%
	8	20,2%	22,8%	23,2%	10,8%	26,3%	16,7%	11,1%
	9	19,2%	27,7%	19,5%	9,8%	7,9%	21,4%	9,7%
	Improved a lot	8,2%	6,9%	9,8%	2,9%	6,1%	9,5%	6,9%
	DNK/NR	1,4%	2,0%	1,2%	2,9%	,9%	3,6%	

A23 What are, in your opinion, the major problems faced by the police?

	TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. No problems	2,0%	1,0%	2,4%	2,0%	4,4%	2,4%	1,4%
2. Lack of personnel	48,7%	60,4%	46,3%	40,2%	47,4%	52,4%	38,9%
3. Poor technical equipment	53,6%	20,8%	69,5%	68,6%	68,4%	76,2%	40,3%
4. Low professional level	26,4%	32,7%	20,7%	40,2%	21,9%	25,0%	30,6%
5. Lack of transparency	22,4%	25,7%	23,2%	10,8%	17,5%	14,3%	23,6%
6. Corruption	36,3%	50,5%	29,3%	54,9%	23,7%	13,1%	43,1%
7. Slovenly appearance	11,1%	8,9%	11,0%	11,8%	10,5%	15,5%	12,5%
8. Bad relationship with the public	19,1%	18,8%	14,6%	30,4%	26,3%	23,8%	25,0%
9. Rudeness, callousness	16,0%	17,8%	13,4%	21,6%	10,5%	14,3%	20,8%
10. Low pay	81,1%	68,3%	90,2%	86,3%	90,4%	88,1%	68,1%
11. Insufficient educational level of police personnel	17,3%	15,8%	15,9%	21,6%	9,6%	8,3%	27,8%
12. Bureaucratic delays	23,6%	30,7%	19,5%	19,6%	34,2%	26,2%	22,2%
13. Unwillingness to defend ordinary people	15,2%	20,8%	8,5%	12,7%	7,0%	6,0%	31,9%
14. Connections with criminal world	12,3%	23,8%	7,3%	13,7%	5,3%	4,8%	13,9%
15. Other	1,2%		2,4%	2,0%	0,9%	1,2%	
99. DNK/NR	1,3%	1,0%	1,2%	1,0%		6,0%	

A24 How often does it happen that you cannot carry out your tasks correctly or fully due to ...

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Inadequate regulations regarding missions, attributions, orders	Very often	4,8%	3,0%	6,1%	6,9%	7,9%	7,1%	1,4%
	Quite often	17,8%	20,8%	17,1%	25,5%	14,9%	20,2%	12,5%
	Not very often	42,1%	50,5%	34,1%	44,1%	57,9%	40,5%	48,6%
	Never	32,5%	24,8%	39,0%	20,6%	17,5%	25,0%	36,1%
	DNK/NR	2,8%	1,0%	3,7%	2,9%	1,8%	7,1%	1,4%
2. Inadequate requirements from superiors that are excessive or exceeding your possibilities	Very often	3,4%	2,0%	2,4%	8,8%	6,1%	4,8%	5,6%
	Quite often	16,1%	12,9%	15,9%	29,4%	13,2%	22,6%	15,3%
	Not very often	36,8%	43,6%	30,5%	40,2%	42,1%	34,5%	43,1%
	Never	41,0%	40,6%	47,6%	18,6%	36,0%	33,3%	34,7%
	DNK/NR	2,7%	1,0%	3,7%	2,9%	2,6%	4,8%	1,4%
3. Lack of personnel	Very often	18,8%	22,8%	15,9%	36,3%	9,6%	19,0%	18,1%
	Quite often	32,5%	43,6%	24,4%	27,5%	32,5%	38,1%	37,5%
	Not very often	30,5%	26,7%	35,4%	27,5%	39,5%	29,8%	22,2%
	Never	16,2%	5,9%	22,0%	6,9%	14,0%	8,3%	22,2%
	DNK/NR	1,9%	1,0%	2,4%	2,0%	4,4%	4,8%	
4. Lack or inadequate equipment or materiel	Very often	16,6%	6,9%	15,9%	25,5%	24,6%	31,0%	22,2%
	Quite often	37,9%	30,7%	41,5%	46,1%	37,7%	38,1%	36,1%
	Not very often	29,4%	42,6%	25,6%	15,7%	24,6%	23,8%	27,8%
	Never	11,0%	14,9%	11,0%	5,9%	9,6%	2,4%	11,1%
	DNK/NR	5,1%	5,0%	6,1%	6,9%	3,5%	4,8%	2,8%
5. Big number or complexity of demands coming from different authorities	Very often	9,2%	5,9%	13,4%	8,8%	11,4%	8,3%	2,8%
	Quite often	28,1%	30,7%	24,4%	33,3%	36,8%	38,1%	26,4%
	Not very often	42,3%	41,6%	42,7%	42,2%	38,6%	39,3%	44,4%
	Never	17,5%	18,8%	17,1%	10,8%	11,4%	9,5%	23,6%
	DNK/NR	2,9%	3,0%	2,4%	4,9%	1,8%	4,8%	2,8%
6. Increasing number of unnecessary formalities and requirements for writing a large number of documents	Very often	17,0%	9,9%	17,1%	19,6%	14,9%	17,9%	26,4%
	Quite often	30,6%	29,7%	30,5%	32,4%	45,6%	32,1%	27,8%
	Not very often	31,9%	38,6%	29,3%	33,3%	27,2%	36,9%	27,8%
	Never	18,0%	19,8%	20,7%	11,8%	9,6%	7,1%	16,7%
	DNK/NR	2,5%	2,0%	2,4%	2,9%	2,6%	6,0%	1,4%

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
7. You have not been adequately trained for some types of tasks	Very often	1,5%	1,0%	1,2%	2,9%	1,8%	3,6%	1,4%
	Quite often	12,5%	20,8%	7,3%	21,6%	4,4%	11,9%	13,9%
	Not very often	40,4%	38,6%	41,5%	36,3%	48,2%	45,2%	37,5%
	Never	43,4%	37,6%	48,8%	35,3%	43,0%	33,3%	44,4%
	DNK/NR	2,2%	2,0%	1,2%	3,9%	2,6%	6,0%	2,8%
8. Problems of cooperation at the unity/subdivision level	Very often	3,2%	3,0%	2,4%	9,8%	3,5%	4,8%	2,8%
	Quite often	15,9%	22,8%	9,8%	22,5%	22,8%	27,4%	13,9%
	Not very often	46,5%	53,5%	43,9%	48,0%	50,0%	47,6%	41,7%
	Never	33,1%	19,8%	42,7%	15,7%	21,1%	15,5%	41,7%
	DNK/NR	1,4%	1,0%	1,2%	3,9%	2,6%	4,8%	

A25 In your opinion, how common are the following behaviours/practices among the personnel of your department?

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Giving priority to chiefs / colleagues from other public institutions, on the basis of their position or influence	Very common	12,4%	3,0%	17,1%	20,6%	7,9%	6,0%	15,3%
	Quite common	31,3%	43,6%	20,7%	28,4%	25,4%	36,9%	41,7%
	Not very common	28,5%	32,7%	25,6%	30,4%	34,2%	29,8%	27,8%
	Very little	24,6%	19,8%	32,9%	16,7%	23,7%	19,0%	13,9%
	DNK/NR	3,2%	1,0%	3,7%	3,9%	8,8%	8,3%	1,4%
2. Accepting gifts or favours before carrying out professional duties / tasks	Very common	2,6%		3,7%	6,9%		2,4%	2,8%
	Quite common	6,7%	9,9%	3,7%	24,5%	7,9%	6,0%	5,6%
	Not very common	24,2%	28,7%	18,3%	23,5%	25,4%	27,4%	31,9%
	Very little	59,1%	58,4%	63,4%	40,2%	56,1%	53,6%	56,9%
	DNK/NR	7,4%	3,0%	11,0%	4,9%	10,5%	10,7%	2,8%
3. Speeding up the case/ request examination if there is a promise of rewards	Very common	3,3%	2,0%	4,9%	8,8%	,9%	3,6%	
	Quite common	11,8%	14,9%	8,5%	24,5%	12,3%	11,9%	12,5%
	Not very common	30,5%	43,6%	23,2%	32,4%	31,6%	36,9%	27,8%
	Very little	47,4%	36,6%	53,7%	29,4%	41,2%	38,1%	56,9%
	DNK/NR	6,9%	3,0%	9,8%	4,9%	14,0%	9,5%	2,8%
4. Not following the established procedures / rules or accepting exceptions with the purpose of obtaining benefits for relatives or colleagues	Very common	2,7%	1,0%	2,4%	9,8%	1,8%		5,6%
	Quite common	8,8%	17,8%	3,7%	22,5%	10,5%	8,3%	5,6%
	Not very common	29,5%	33,7%	23,2%	35,3%	27,2%	34,5%	37,5%
	Very little	52,7%	44,6%	62,2%	27,5%	44,7%	46,4%	50,0%
	DNK/NR	6,3%	3,0%	8,5%	4,9%	15,8%	10,7%	1,4%
5. Accepting gifts or favours after carrying out professional duties / tasks	Very common	1,4%	1,0%	1,2%	7,8%	,9%		1,4%
	Quite common	6,3%	8,9%	2,4%	16,7%	10,5%	6,0%	9,7%
	Not very common	23,1%	27,7%	19,5%	26,5%	19,3%	22,6%	26,4%
	Very little	60,6%	58,4%	64,6%	44,1%	51,8%	59,5%	59,7%
	DNK/NR	8,5%	4,0%	12,2%	4,9%	17,5%	11,9%	2,8%
6. Forwarding some requests/ files to colleagues/chiefs for illegal purposes	Very common	3,3%	1,0%	4,9%	6,9%	2,6%	3,6%	1,4%
	Quite common	6,2%	7,9%	2,4%	12,7%	10,5%	6,0%	11,1%
	Not very common	18,1%	28,7%	9,8%	28,4%	19,3%	23,8%	19,4%
	Very little	64,3%	59,4%	70,7%	46,1%	50,0%	53,6%	66,7%
	DNK/NR	8,2%	3,0%	12,2%	5,9%	17,5%	13,1%	1,4%
6. Use of official resources and information for personal interest	Very common	1,5%	1,0%	1,2%	4,9%	,9%		2,8%
	Quite common	6,7%	10,9%	3,7%	16,7%	8,8%	9,5%	4,2%
	Not very common	19,1%	22,8%	13,4%	31,4%	16,7%	22,6%	25,0%
	Very little	64,8%	61,4%	70,7%	41,2%	57,0%	54,8%	66,7%
	DNK/NR	7,9%	4,0%	11,0%	5,9%	16,7%	13,1%	1,4%

A26 How in your opinion would act a policeman at the present time, if he will have to solve a very important case for people with high level state positions? How likely would be that he/she ..

		TOTAL	BPD	PI	CTD	NII	NPI	CPESS
1. Will resolve the case in compliance with the legislation	Very likely	32,4%	29,7%	40,2%	19,6%	36,0%	28,6%	19,4%
	Probably	43,5%	48,5%	43,9%	41,2%	40,4%	47,6%	34,7%
	Unlikely	13,7%	13,9%	6,1%	20,6%	5,3%	11,9%	34,7%
	Not likely at all	4,3%	3,0%	3,7%	9,8%	6,1%	2,4%	6,9%
	DNK/NR	6,1%	5,0%	6,1%	8,8%	12,3%	9,5%	4,2%
2. Will resolve the case in favour of the one who gave bribes	Very likely	7,2%	9,9%	2,4%	22,5%	8,8%	8,3%	11,1%
	Probably	22,3%	29,7%	12,2%	36,3%	12,3%	21,4%	37,5%
	Unlikely	23,4%	18,8%	28,0%	19,6%	29,8%	25,0%	16,7%
	Not likely at all	33,2%	31,7%	41,5%	9,8%	28,9%	28,6%	22,2%
	DNK/NR	13,9%	9,9%	15,9%	11,8%	20,2%	16,7%	12,5%
3. Will resolve the case in accordance with the orders of his/her chief /supervisor	Very likely	21,0%	30,7%	15,9%	32,4%	17,5%	13,1%	22,2%
	Probably	30,3%	35,6%	23,2%	40,2%	28,1%	32,1%	38,9%
	Unlikely	25,0%	21,8%	29,3%	12,7%	23,7%	23,8%	22,2%
	Not likely at all	15,2%	7,9%	23,2%	3,9%	15,8%	15,5%	6,9%
	DNK/NR	8,5%	4,0%	8,5%	10,8%	14,9%	15,5%	9,7%
4. Will resolve the case in accordance with the demands from political persons	Very likely	18,4%	24,8%	11,0%	36,3%	16,7%	8,3%	29,2%
	Probably	22,6%	22,8%	20,7%	25,5%	21,1%	27,4%	25,0%
	Unlikely	19,3%	17,8%	20,7%	16,7%	26,3%	16,7%	18,1%
	Not likely at all	26,0%	25,7%	32,9%	7,8%	16,7%	29,8%	12,5%
	DNK/NR	13,7%	8,9%	14,6%	13,7%	19,3%	17,9%	15,3%

