



The University of Hong Kong  
Public Opinion Programme



Independent Police Complaints Council

*Independent Police Complaints Council*  
*Public Opinion Survey 2014*

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**Director of Public Opinion Programme, HKU**

**May 7, 2014**

# Research Background

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- The second consecutive annual survey conducted by HKUPOP
- Objective:
  - To measure public awareness, perception, knowledge and expectation on IPCC;
  - To identify the major channels the public learn about IPCC;
  - To identify the most visible police complaint cases;
  - To investigate the main areas of public concern in police complaints;
  - To identify the direction of IPCC's publicity initiatives
- POP consulted IPCC when designing the questionnaire but POP enjoyed full autonomy in every aspect of the study and takes full responsibility for all findings reported.
- All survey findings will be open for public consumption.

# Contact Information

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Date of survey:	March 3 to 14, 2014
Target population:	Hong Kong residents aged 18 or above who speak Cantonese
Survey method:	Telephone survey conducted by telephone interviewers
Sample size:	1,039
Response rate:	66.9%
Standard error:	Less than 1.6% (i.e., the maximum sampling error of all percentages should be no more than +/-3.1 percentage points at 95% confidence level)

# Survey Results

*Statistical tests of “difference-of-proportions” and “difference-of-means” have been employed whenever applicable, in order to check for significant differences between the 2013 and 2014 surveys.*

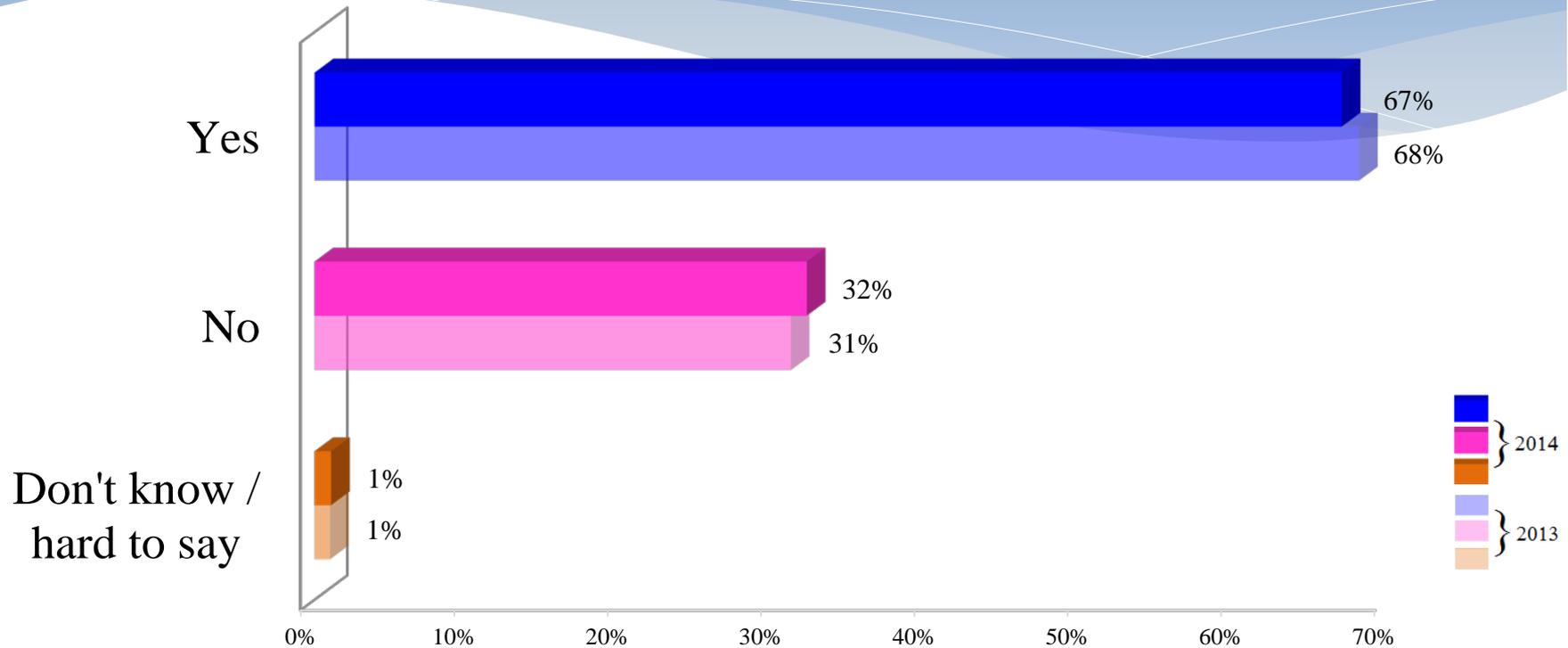
*\*\* denoted statistically significant at  $p < 0.01$  level*

*\* denoted statistical significance at  $p < 0.05$  level*



# **Awareness of IPCC**

# More than two-thirds have heard of IPCC



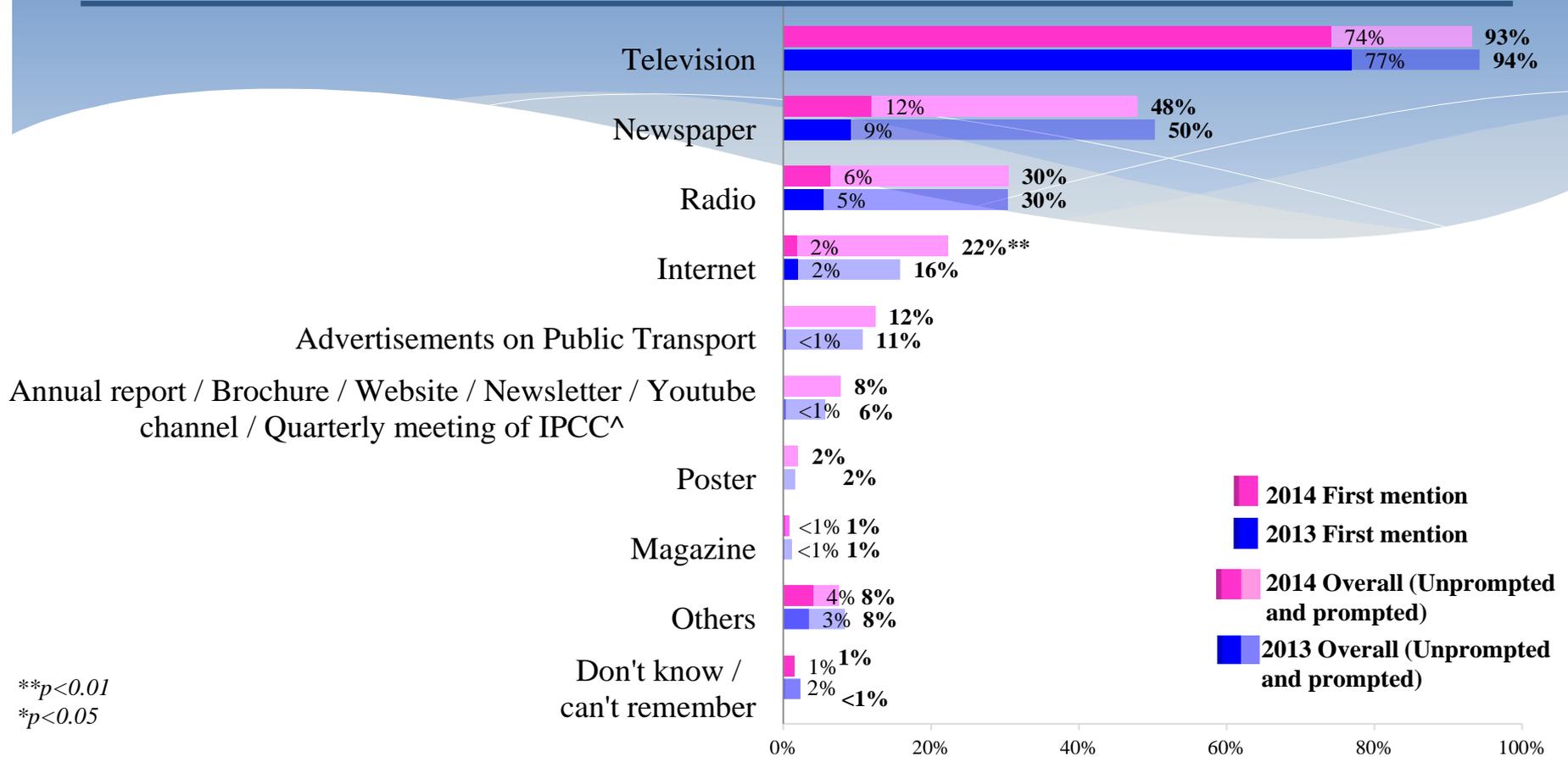
2014 Base = 1,039

2013 Base = 1,009

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

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

# Majority have heard of IPCC via Television



\*\* $p < 0.01$

\* $p < 0.05$

2014 Base = 700

2013 Base = 698

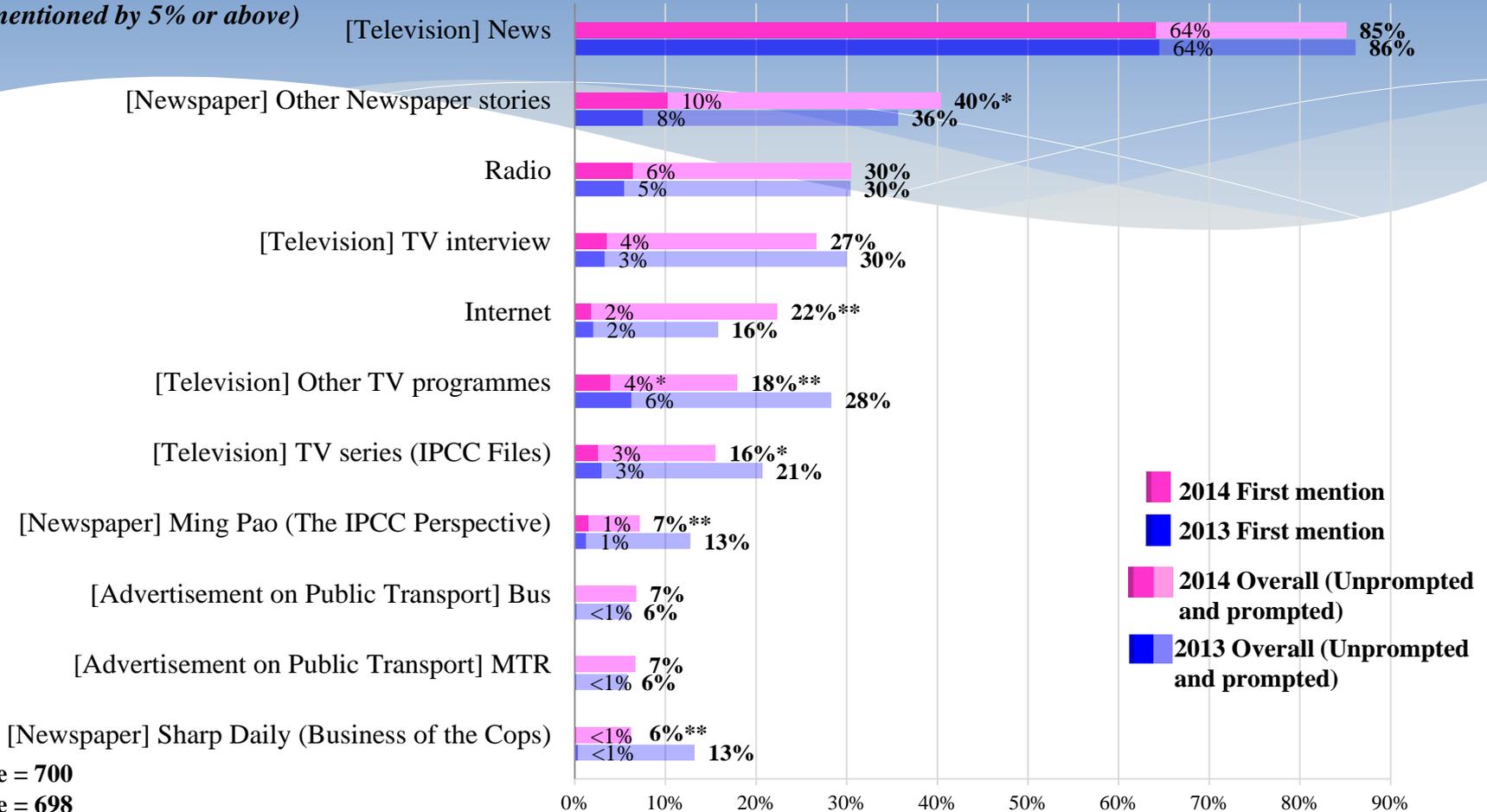
<sup>^</sup>The wording of this item was "Annual report / Brochure / Website / Newsletter / Quarterly meeting of IPCC" in 2013's survey.

[Q2a] [Only ask those answered "yes" or "DK/HS" in Q1, base=698] From where have you heard of IPCC? Any other channels? (Do not read out answers, multiple choices allowed) 請問你係從乜野途徑聽過「監警會」呢？仲有呢？（不讀答案，可選多項）

[Q2b] [Only ask those answered "yes" or "DK/HS" in Q1, base=698] Have you ever heard of IPCC from the following channels then? (Read out those channels with \* which the respondents have not mentioned in Q2a, multiple answers allowed) 咁你有冇從下面既途徑聽過「監警會」呢？（請讀出"\*"號而被訪者在Q2a沒有提及的途徑，可選多項）

# Most common source of information: Television News

(Items mentioned by 5% or above)



\*\* $p < 0.01$

\* $p < 0.05$

2014 Base = 700

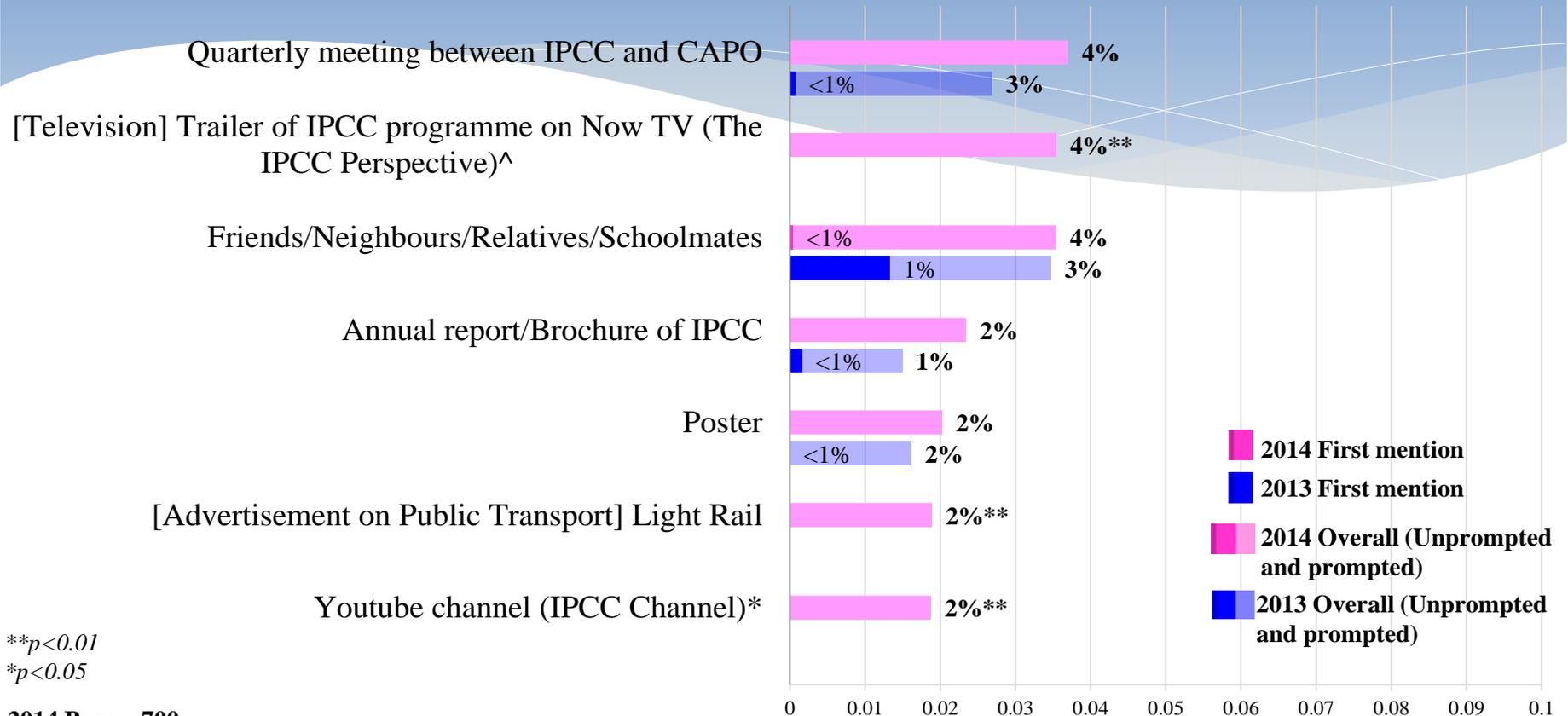
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# Most common source of information: Television News (Cont.)

(Items mentioned by less than 5%)



\*\* $p < 0.01$

\* $p < 0.05$

2014 Base = 700

2013 Base = 698

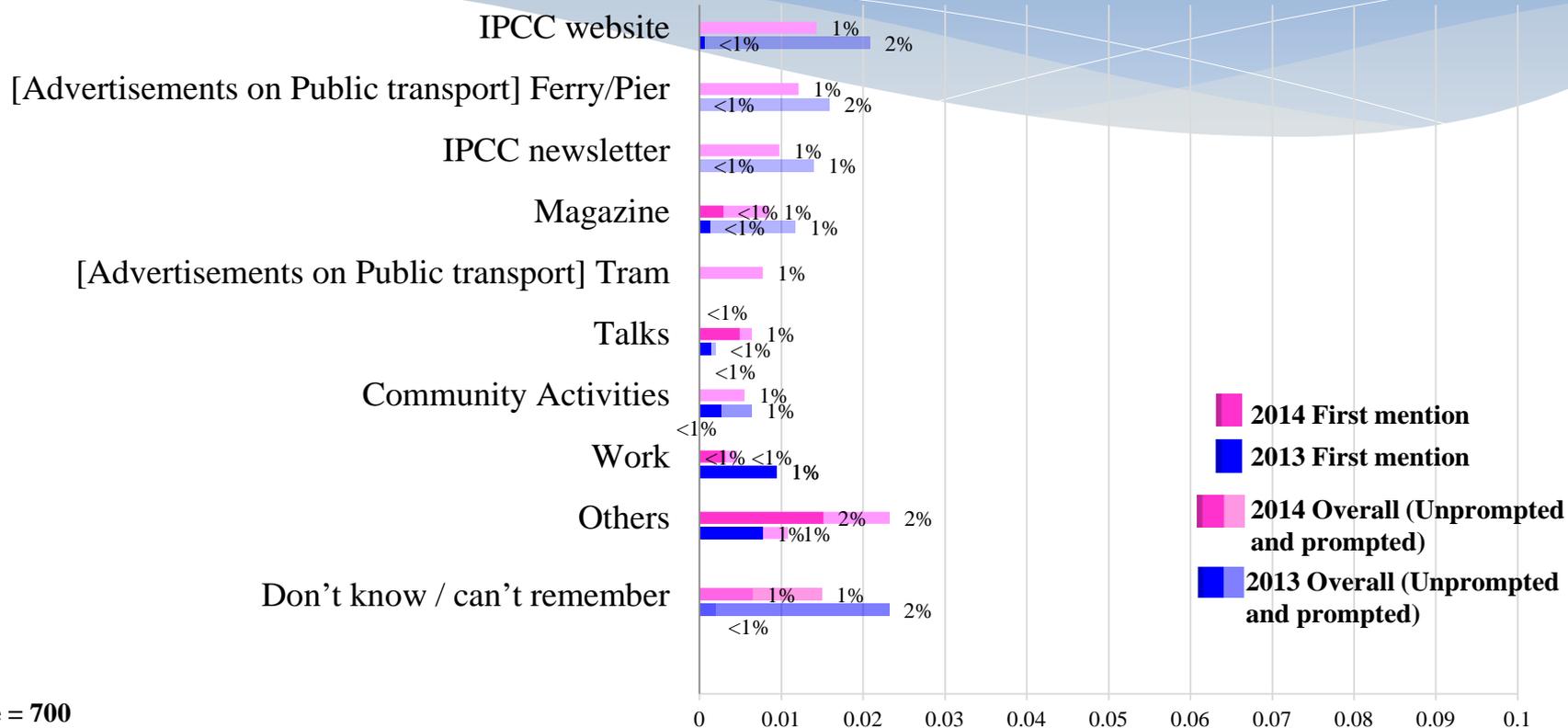
^New items added in 2014

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# Most common source of information: Television News (Cont.)

(Items mentioned by 1% or less)



\*\* $p < 0.01$

\* $p < 0.05$

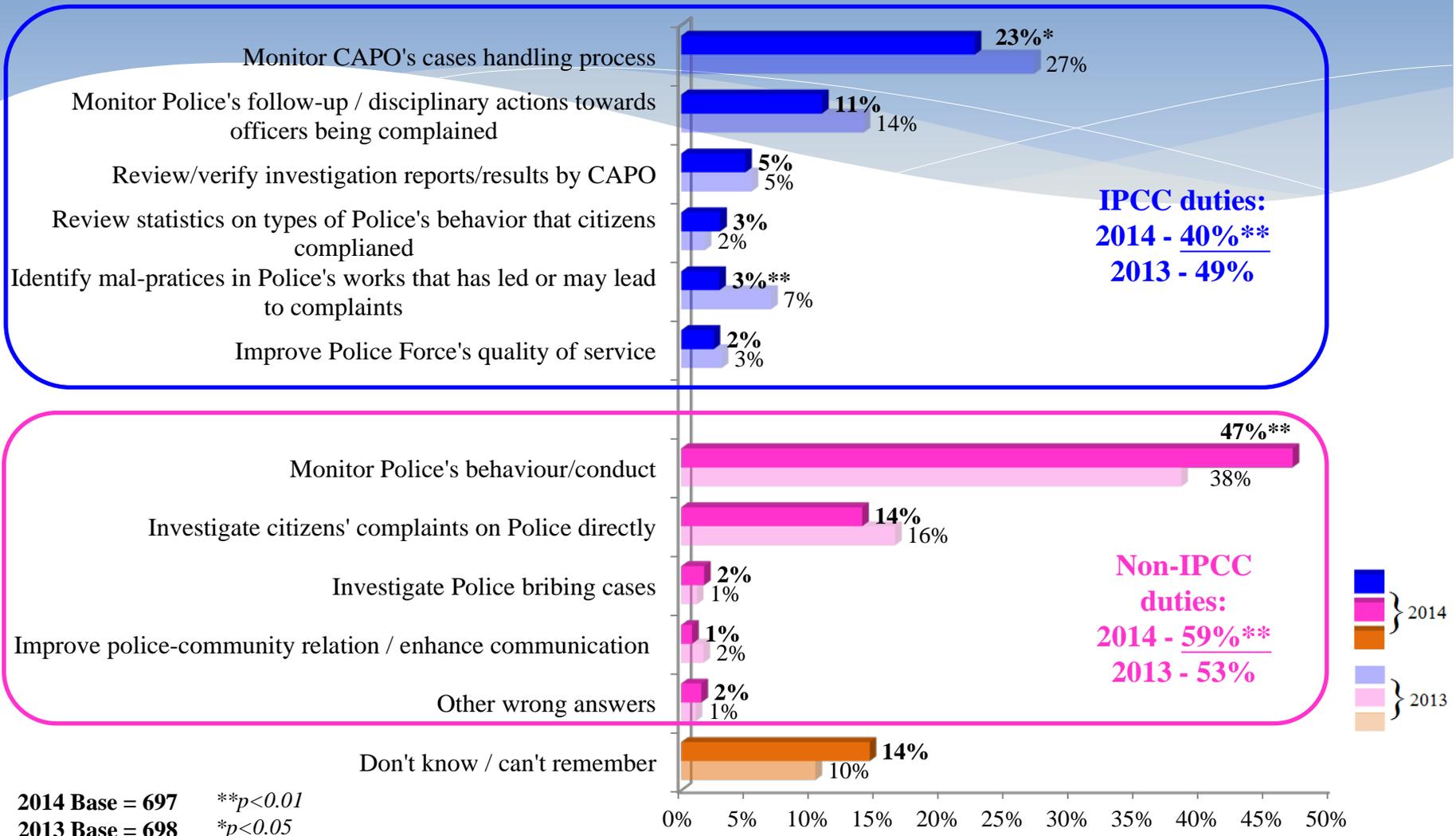
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# 40% could correctly mention at least one IPCC duties



[Q3] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] To your knowledge, what are IPCC’s duties? Any other duties? (Do not read out options, multiple answers allowed) 據你了解，「監警會」既主要工作係D乜呢？仲有呢？（不讀答案，可選多項）

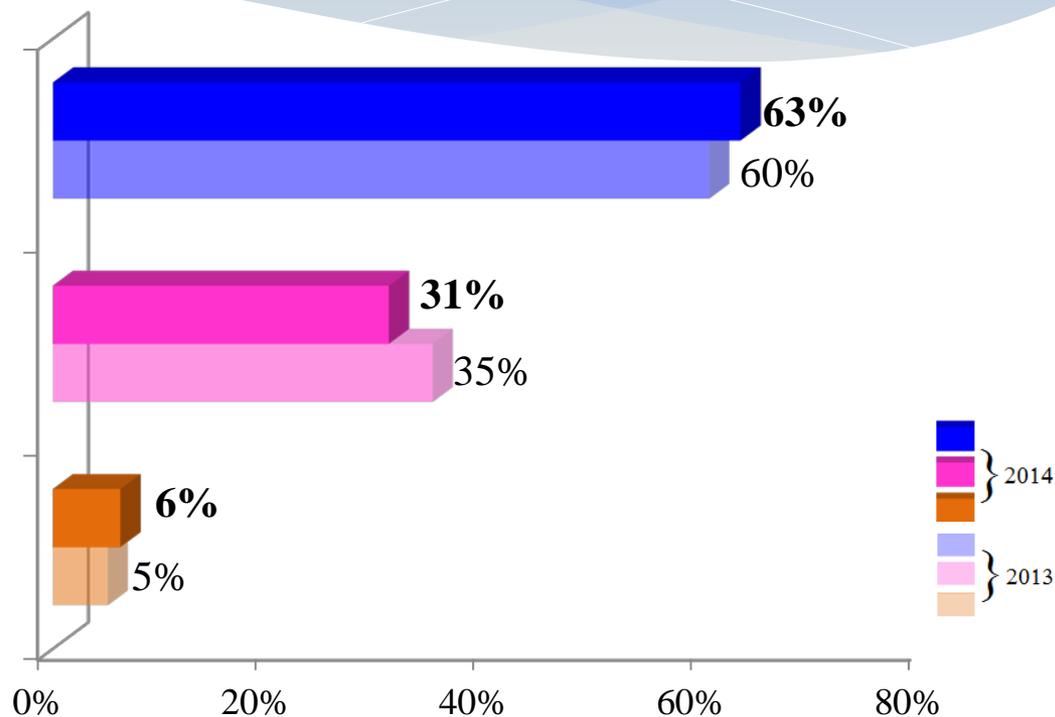
# 63% are aware of IPCC's independent nature

*IPCC is...*

a totally independent organization,  
not under the Police

part of the Police

Don't know



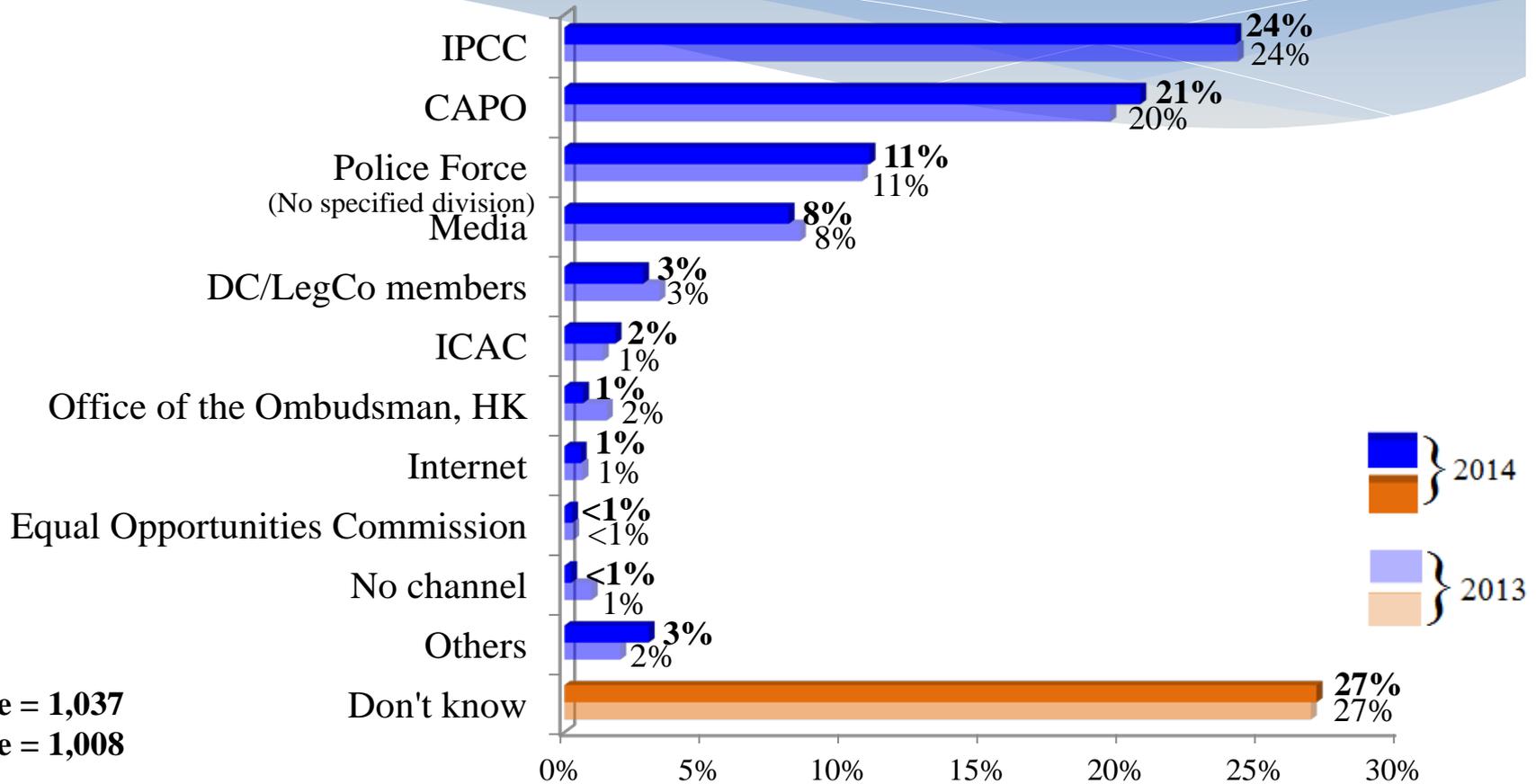
**2014 Base = 700**

**2013 Base = 698**

[Q4] [Only ask those answered “yes” or “DK/HS” in Q1, base=698] Do you think IPCC is... ? (Read out first two options, order to be randomized by computer, ONE answer only)

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

# A quarter believe IPCC is the most effective complaint channel against Police, followed by CAPO

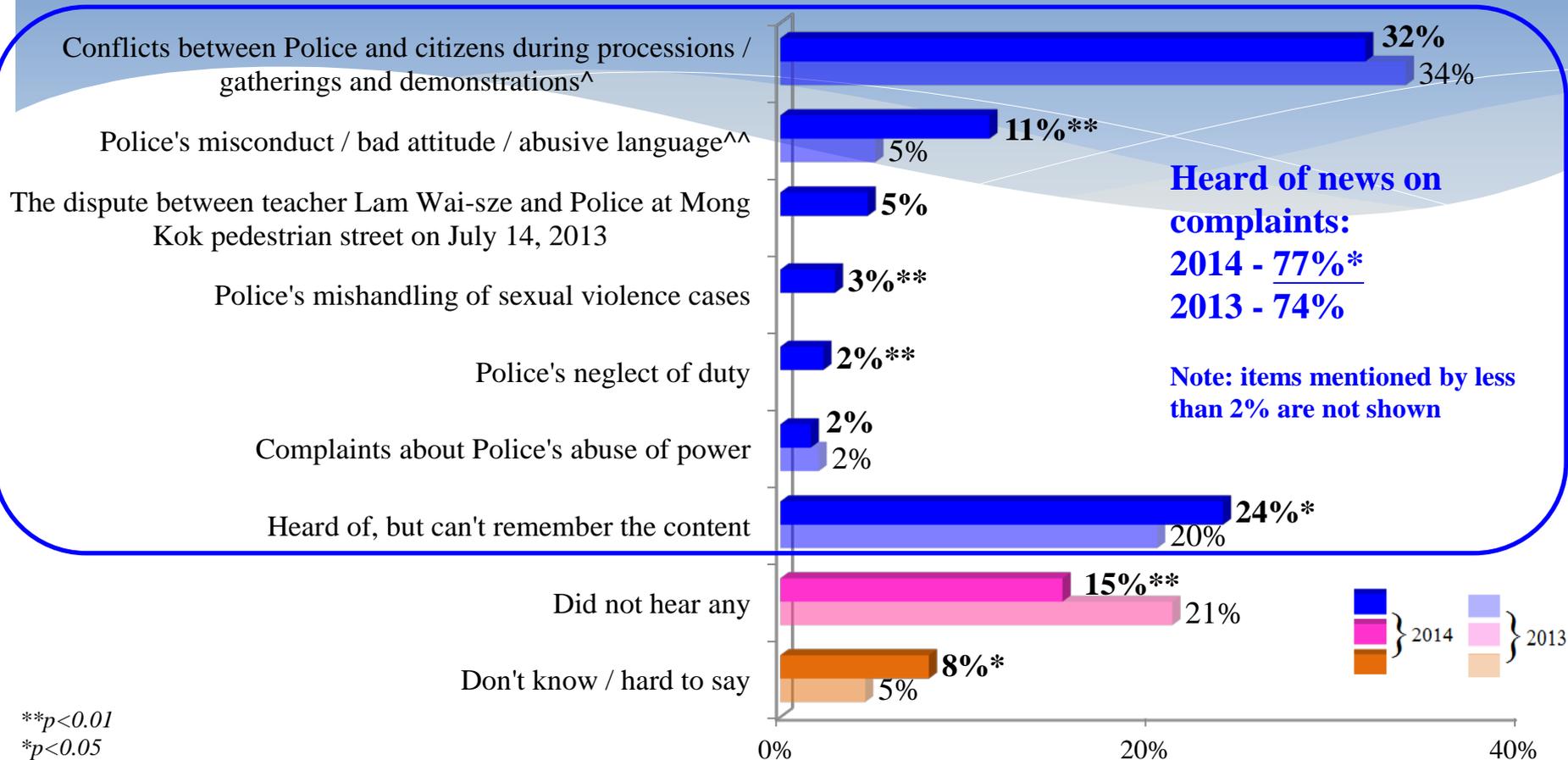


[Q5] What do you think is the most effective channel to make a complaint of Police?

(Do not read out options, ONE answer only)

你認為市民投訴警察最有效係經邊個渠道呢？（不讀答案，只選一項）

# News on conflicts between Police and citizens during protests received the most public attention



\*\* $p < 0.01$   
 \* $p < 0.05$

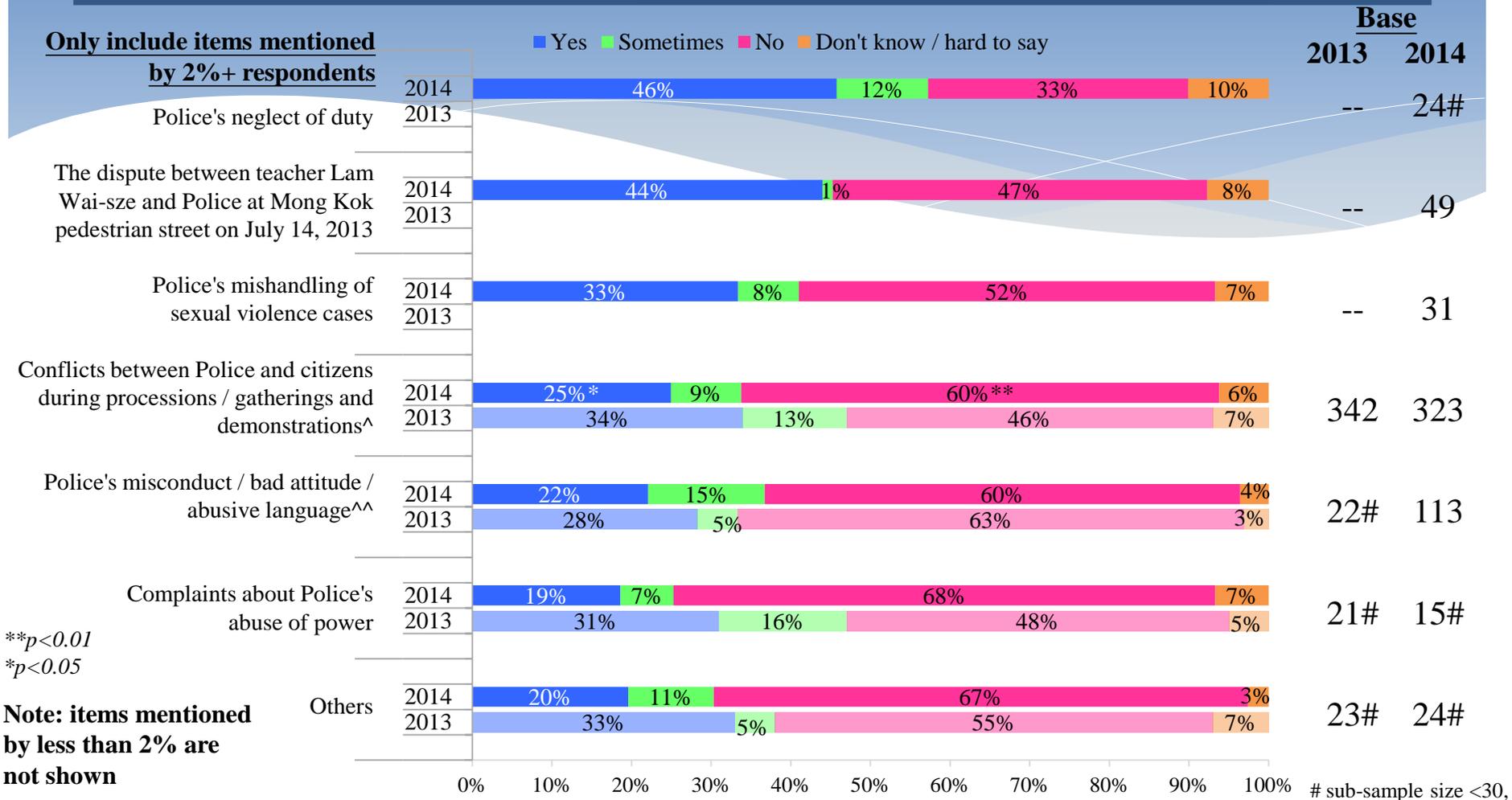
2014 Base = 1,035  
 2013 Base = 1,009

<sup>^</sup>The wording of this item was "Protestors complained about Police's abuse of power" in 2013's survey.  
<sup>^^</sup>The wording of this item was "Police's misconduct (e.g. violence, attitude)" in 2013's survey.

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

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

# Respondents showed most interest in following complaints on Police's neglect of duty



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

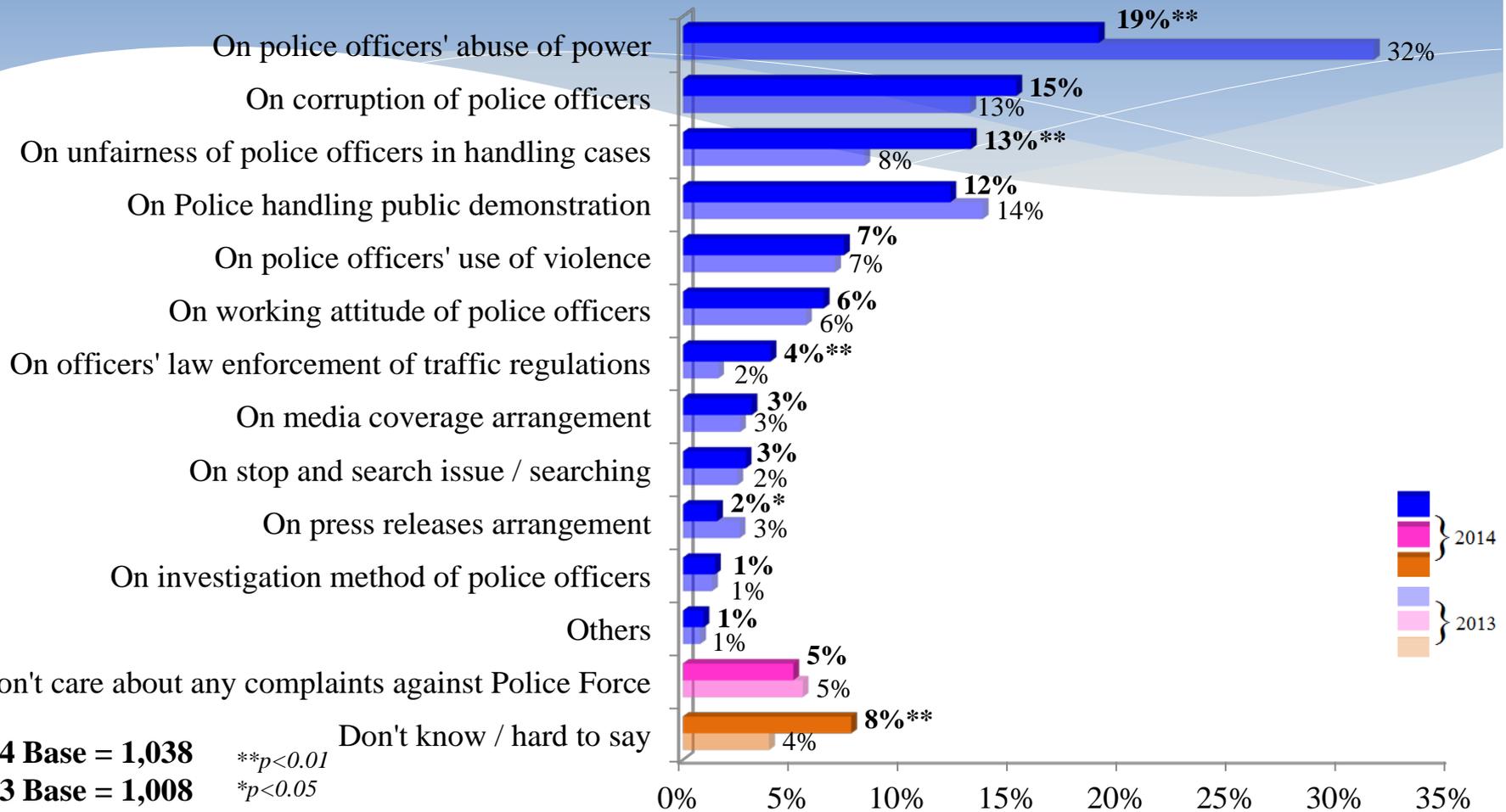
^^The wording of this item was "Police's misconduct (e.g. violence, attitude)" in 2013's survey.

[Q7] [Only ask respondents who answered "yes" in Q6] Were you aware of the results of these complaints? (Interviewer repeat the answer mentioned by the respondent in Q6, ONE answer only)

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咁你有冇留意呢D投訴既最後調查結果? (訪員重複被訪者於Q6提及的答案, 每項只選一個答案)

# One-fifth cared most on complaints against police officers' abuse of power



[Q8] Which one of the following types of complaints of the Police Force would you care about most? (Read out options, ONE answer only)

就以下各類對警員既投訴黎講，你自己會最關注邊一類投訴？(讀出答案，只選一項)



# **Corporate Image of IPCC**

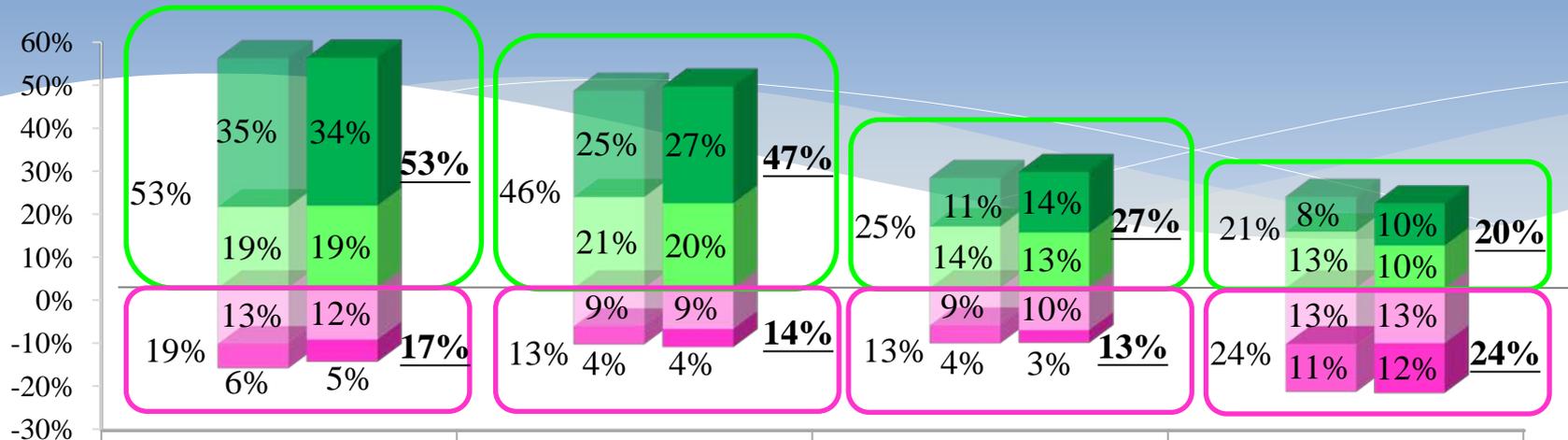
# Description of IPCC

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“IPCC is an independent organization from the Hong Kong Police Force, members to be appointed by the Chief Executive. It is an important part of the “two-tier” complaints system of the Hong Kong Police Force, specifying in monitoring and reviewing public complaints made to the police force via the CAPO. Although public complaints made to the police force are processed through the CAPO, results must be passed by the IPCC in order to make sure the investigation is impartial, objective and transparent.”

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

# Image profile of IPCC



	2013		2014		2013		2014	
	Independence		Impartiality and objectivity		Efficiency		Transparency	
	2013	2014	2013	2014	2013	2014	2013	2014
<b>Mean Score</b>	<b>3.7</b>	<b>3.7</b>	<b>3.6</b>	<b>3.6</b>	<b>3.3</b>	<b>3.4</b>	<b>2.9</b>	<b>2.9</b>
Base	913	924	878	903	735	740	855	856

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

你覺得「監警會」能唔能夠以一個獨立既身份去監察同覆檢市民投訴警察既個案?

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

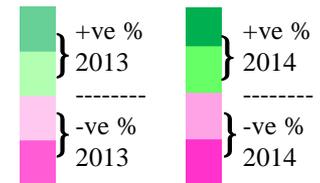
你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」既調查工作呢?

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

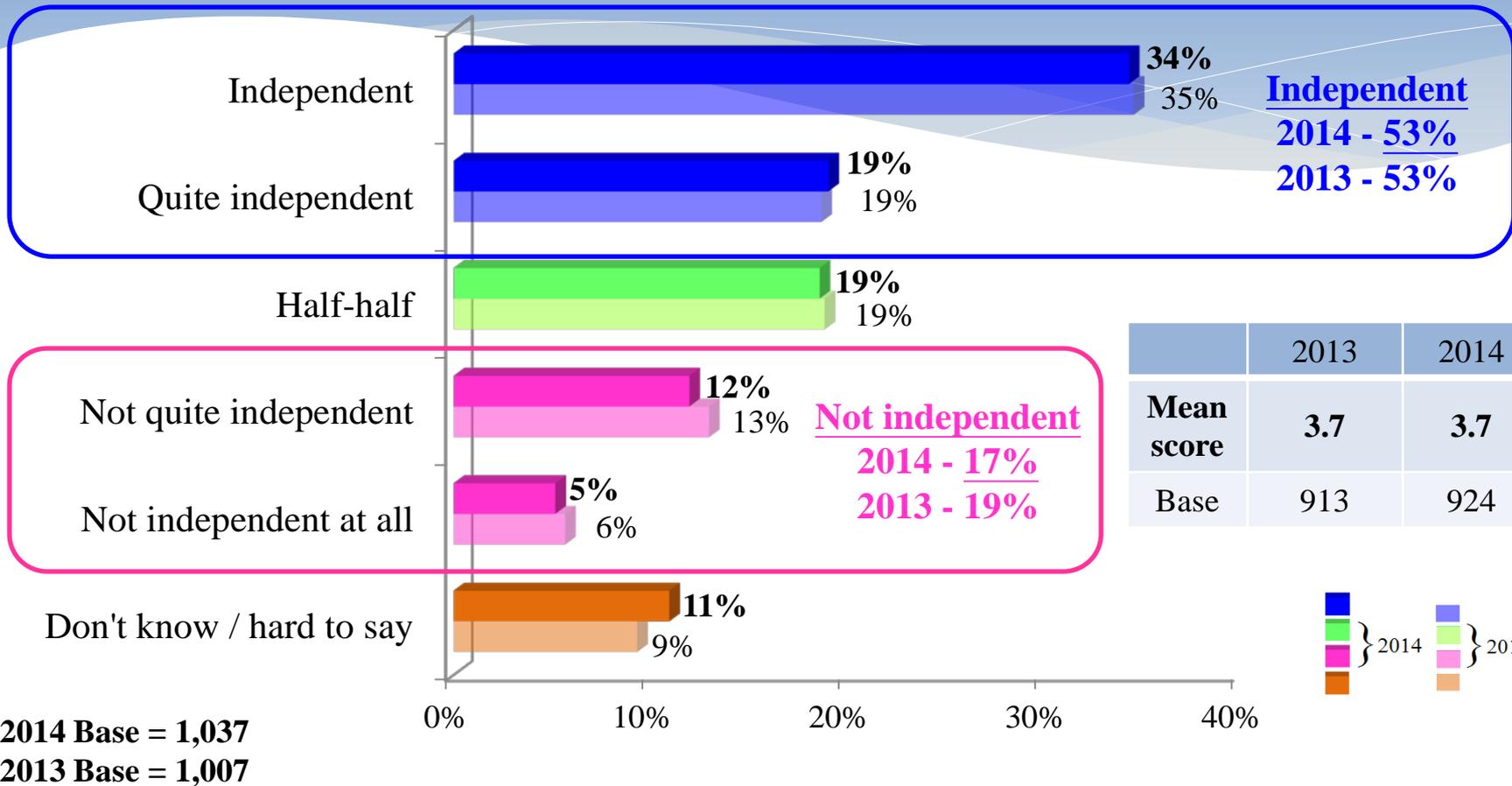
你覺得「監警會」監察同覆檢投訴個案既效率係點?

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

你覺得「監警會」既監察同覆檢投訴個案既透明度係點?



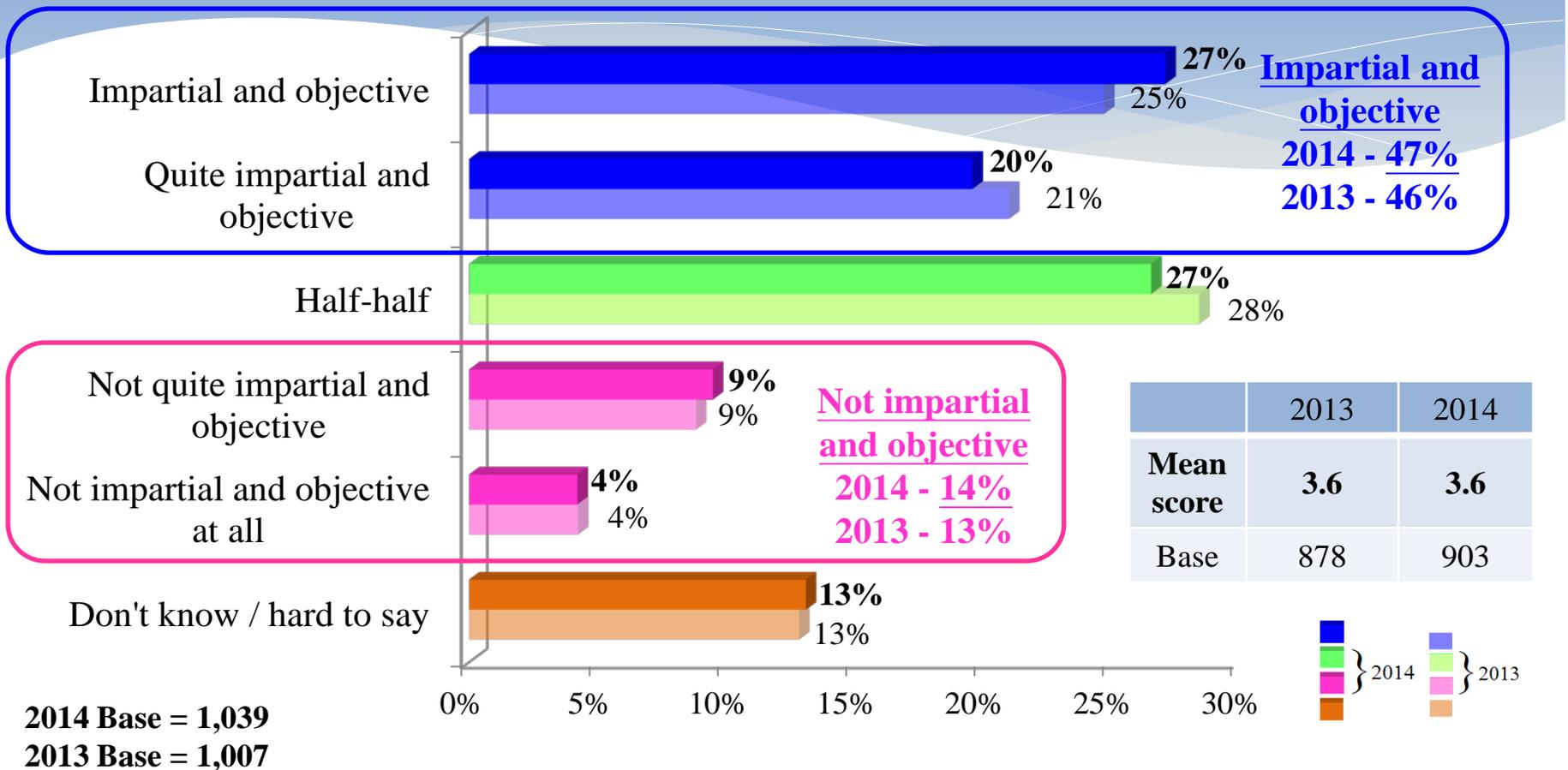
# More than half regard IPCC as an independent organization



[Q9] Do you think IPCC is independent in monitoring and reviewing public complaints of the Police? (Read out options, ONE answer only)

你覺得「監警會」能唔能夠以一個獨立既身份去監察同覆檢市民投訴警察既個案? (讀出答案，只選一項)

# Nearly half believe IPCC is impartial and objective

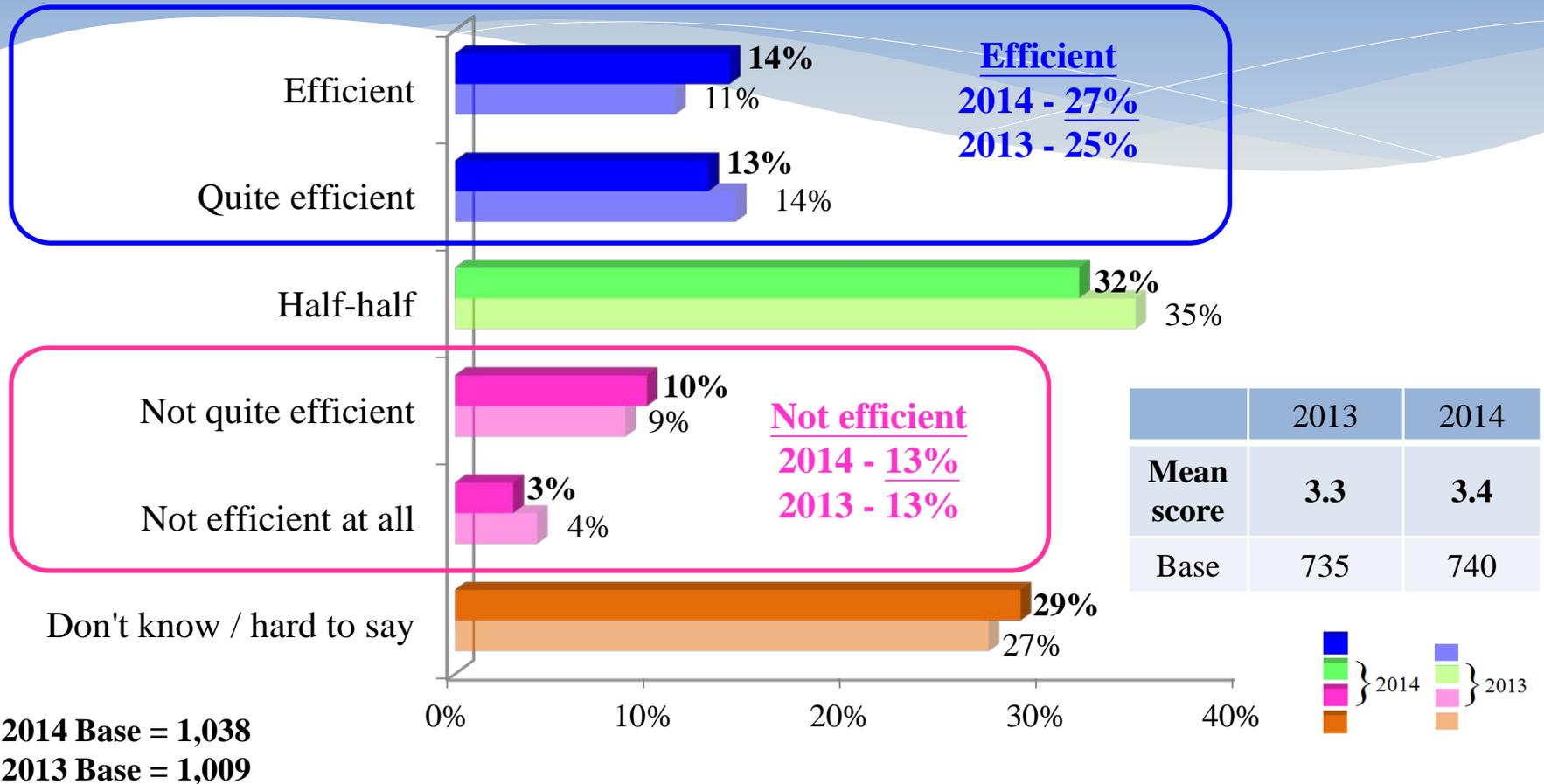


[Q10] Do you think IPCC is able to monitor and review CAPO's investigation in an impartial and objective way?

(Read out options, ONE answer only)

你覺得「監警會」能唔能夠公平公正咁監察同覆檢「投訴警察課」既調查工作呢?(讀出答案, 只選一項)

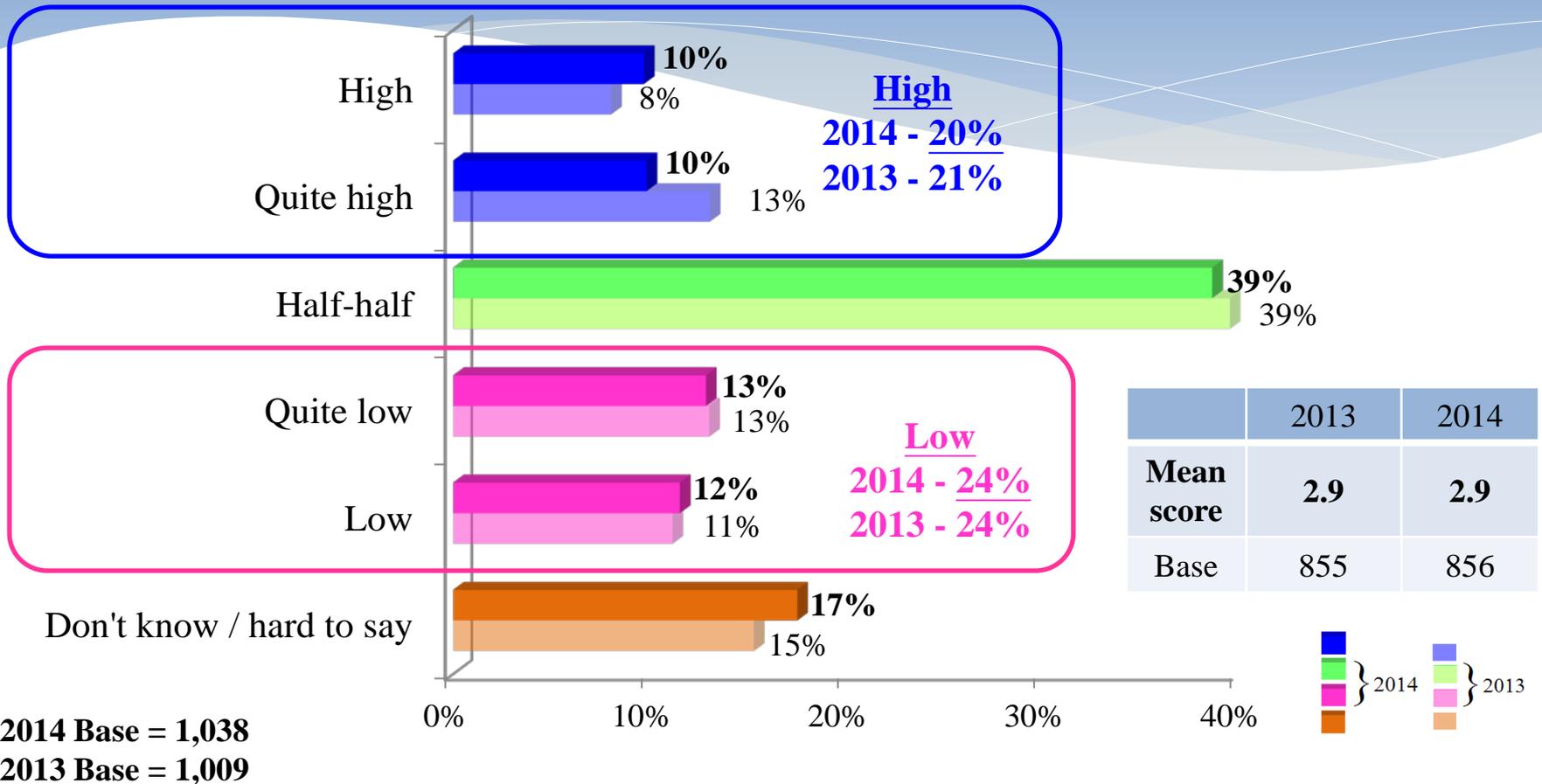
# More than a quarter regard IPCC's complaint monitor and review as efficient



[Q11] Do you think IPCC's complaint monitor and review is efficient or not ? (Read out options, ONE answer only)

你覺得「監警會」監察同覆檢投訴個案既效率係點?(讀出答案, 只選一項)

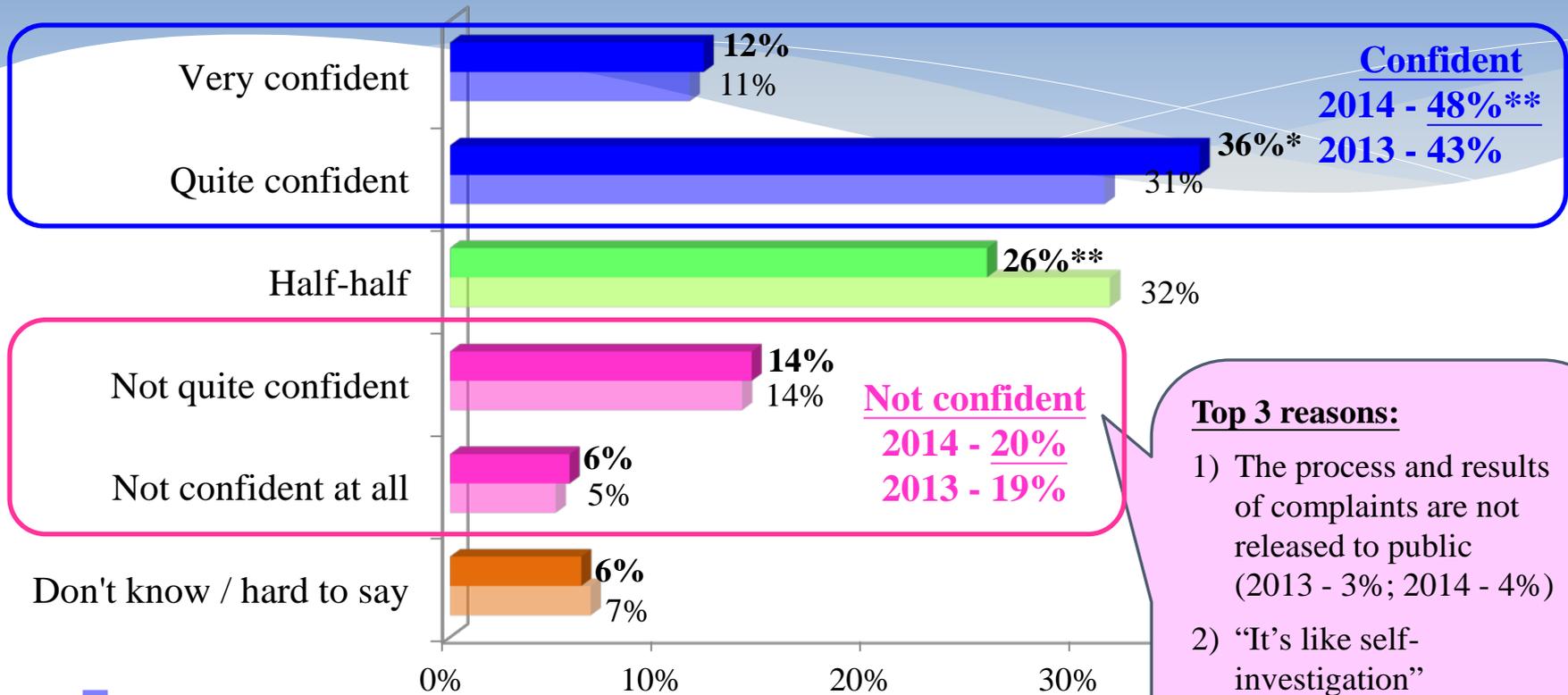
# Only one-fifth think IPCC's work is of high transparency



[Q12] What do you think of IPCC's level of transparency in complaint monitor and review? (Read out options, ONE answer only)

你覺得「監警會」既監察同覆檢投訴個案既透明度係點？(讀出答案，只選一項)

# About half expressed confidence in IPCC

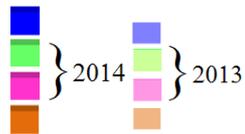


**Confident**  
 2014 - 48%\*\*  
 2013 - 43%

**Not confident**  
 2014 - 20%  
 2013 - 19%

### Top 3 reasons:

- 1) The process and results of complaints are not released to public (2013 - 3%; 2014 - 4%)
- 2) "It's like self-investigation" (2013 - 5%; 2014 - 3%)
- 3) Committees are appointed, not elected by citizens (2013 - 2%; 2014 - 3%)



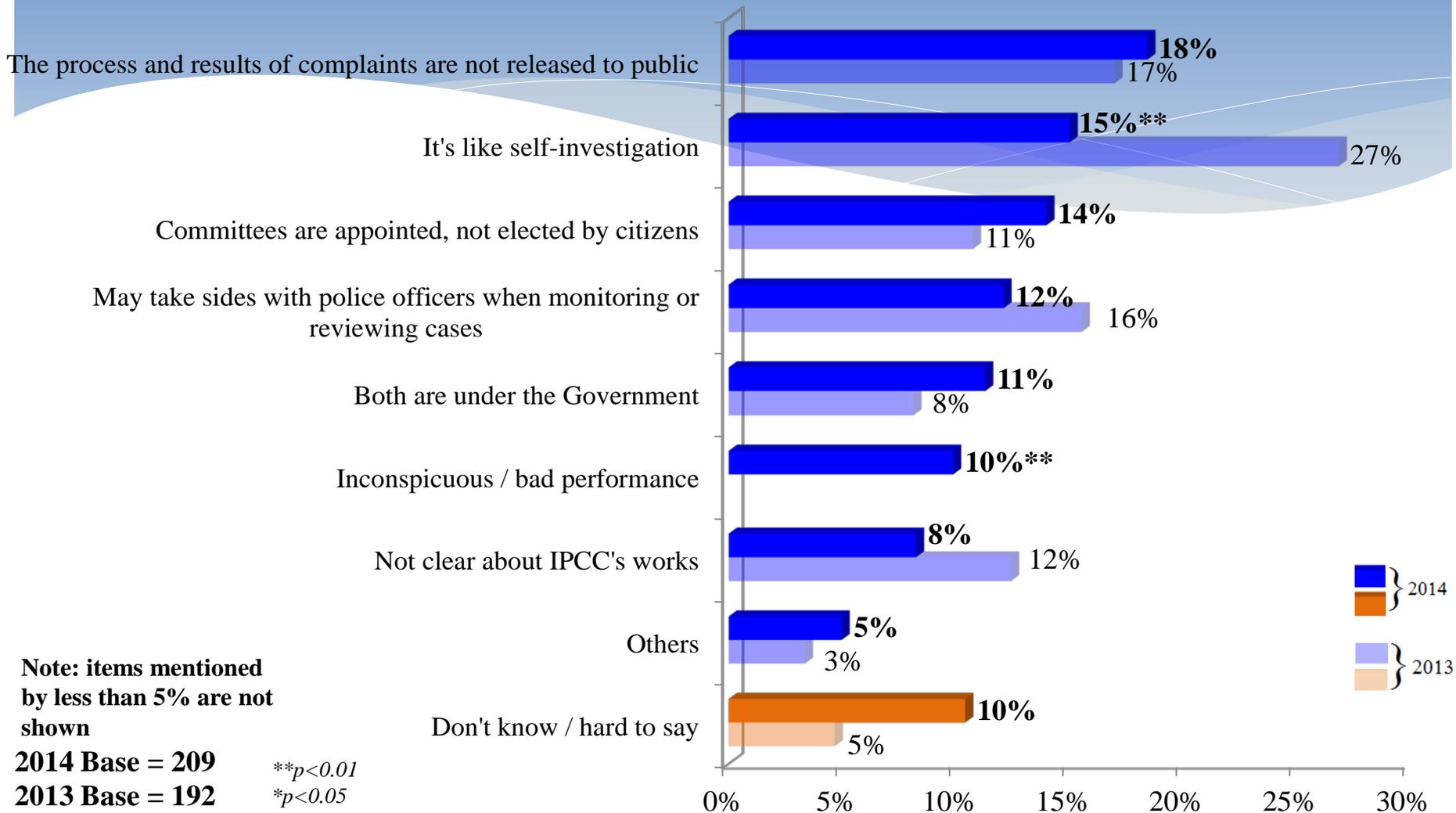
2014 Base = 1,039  
 2013 Base = 1,009

	2013	2014
<b>Mean score</b>	<b>3.3</b>	<b>3.4</b>
Base	941	974

\*\* $p < 0.01$   
 \* $p < 0.05$

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

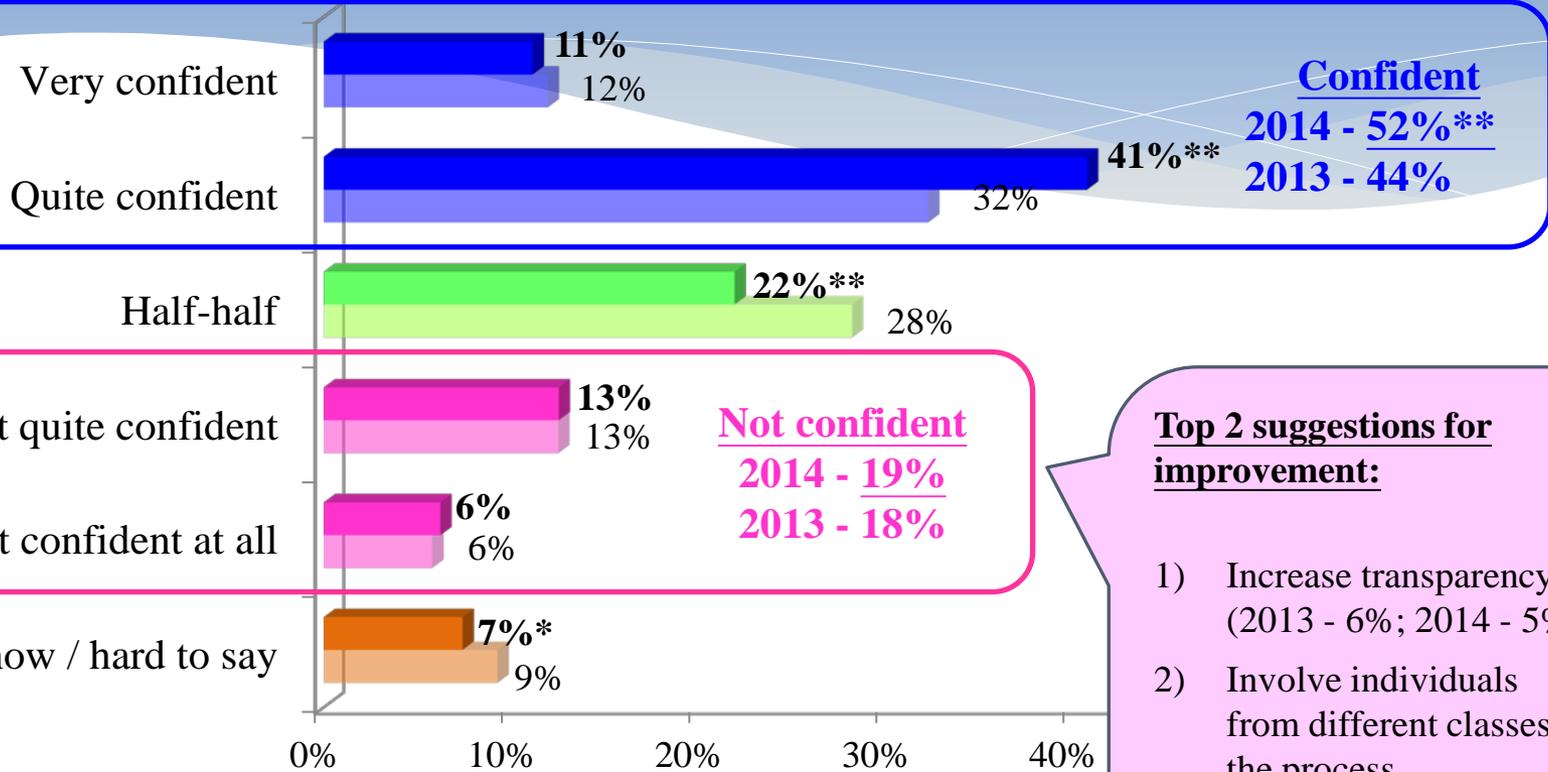
# “Process and results of complaints are not released to public” is the top reason for no confidence in IPCC



[Q14] [Only ask respondents who have answered “Not quite confident” and “Not confident at all” in Q13] Why do you think it is “Not quite confident”/ “Not confident at all”? Any more? (Do not read out options, multiple answers allowed)

點解你對監警會有信心呢?仲有呢? (不讀答案，可選多項)

# More than half are confident in the two-tier complaints system

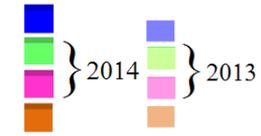


**Confident**  
**2014 - 52%\*\***  
**2013 - 44%**

**Not confident**  
**2014 - 19%**  
**2013 - 18%**

**Top 2 suggestions for improvement:**

- 1) Increase transparency (2013 - 6%; 2014 - 5%)
- 2) Involve individuals from different classes in the process (2013 - 4%, 2014 - 4%)



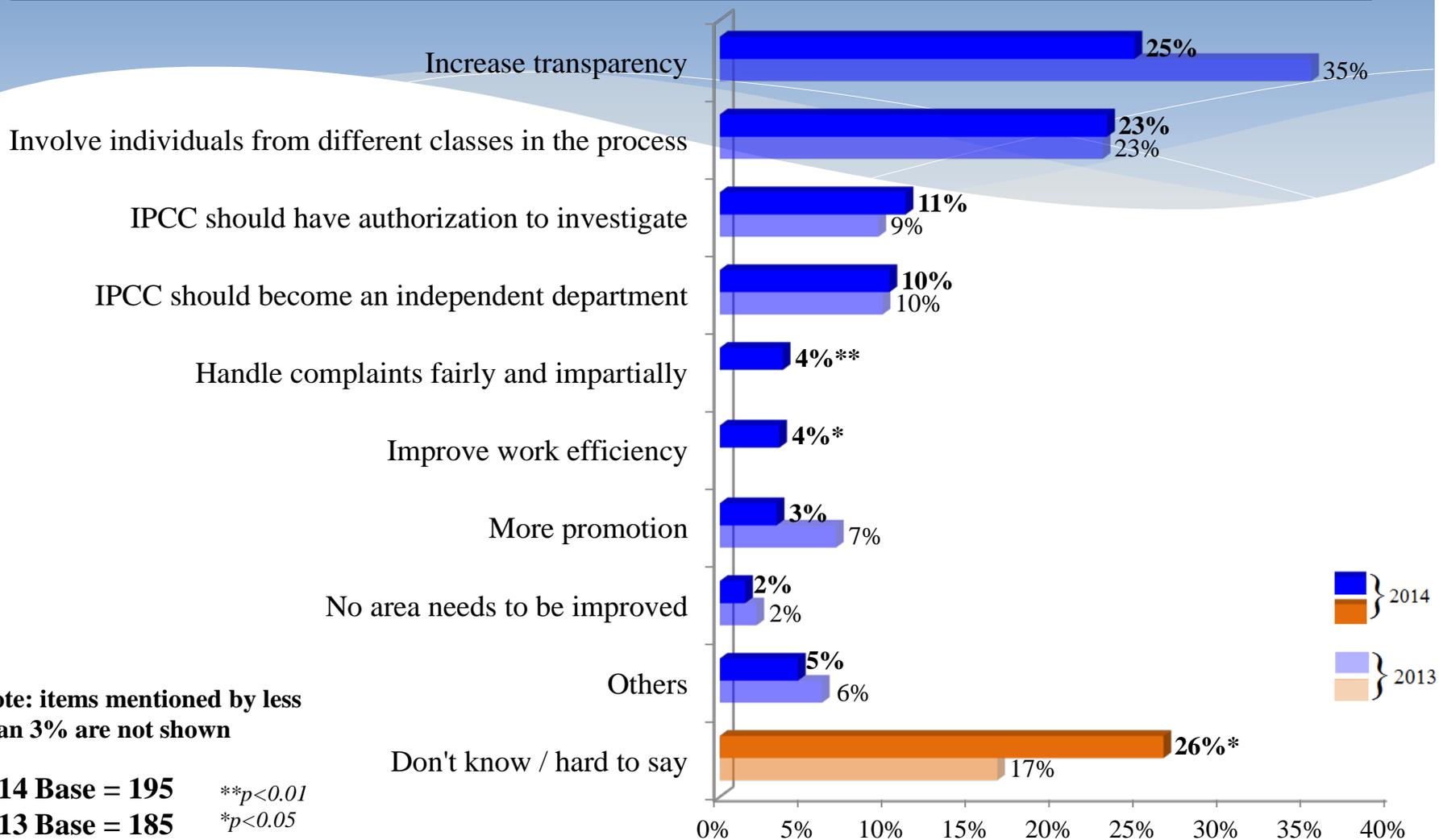
	2013	2014
<b>Mean score</b>	<b>3.4</b>	<b>3.4</b>
Base	915	960

\*\*p<0.01  
 \*p<0.05

2014 Base = 1,036  
 2013 Base = 1,009

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

# A quarter of non-confident respondents suggest IPCC to increase transparency and involve different individuals



Note: items mentioned by less than 3% are not shown

2014 Base = 195    \*\* $p < 0.01$

2013 Base = 185    \* $p < 0.05$

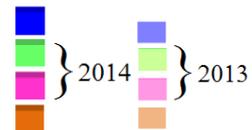
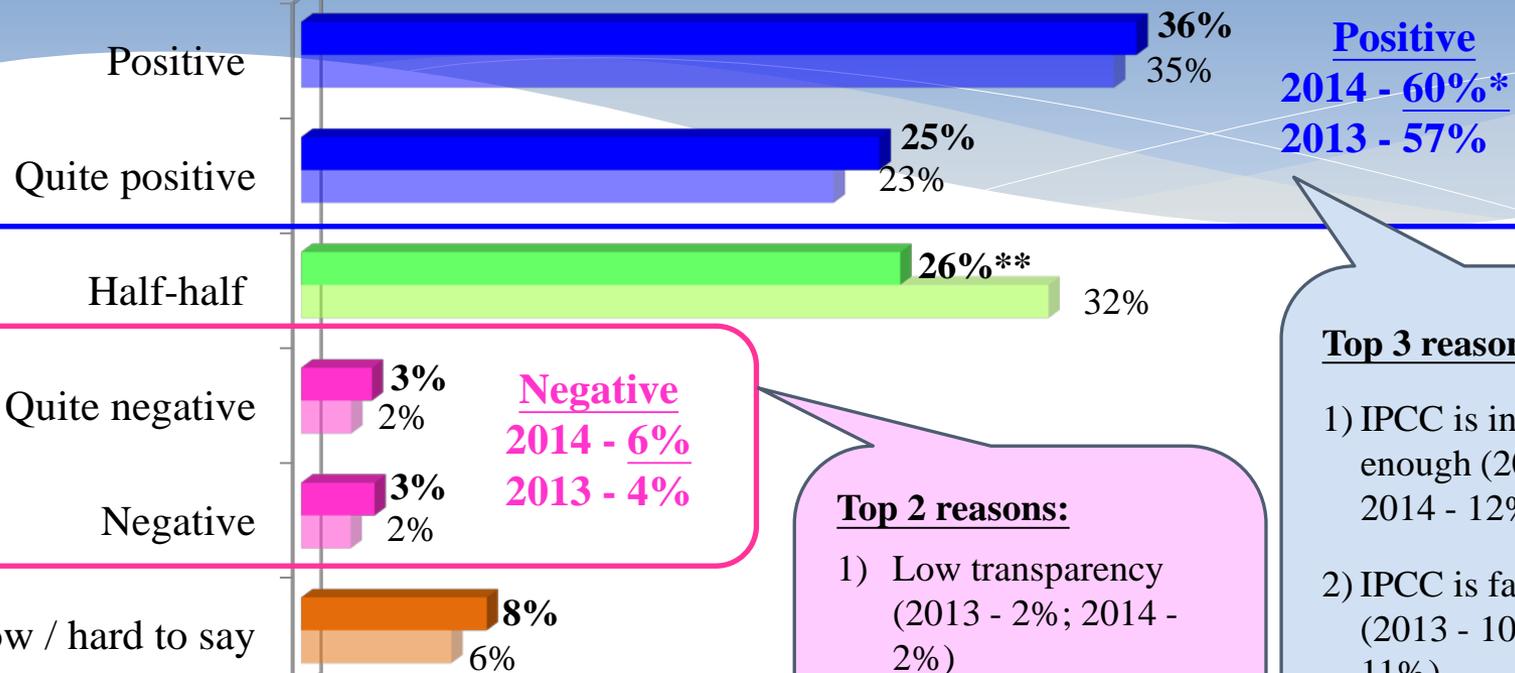
[Q16] [Only ask respondents who have answered “Not quite confident” and “Not confident at all” in Q15] How do you think IPCC could improve this two-tier complaints system? (Do not read out options, multiple answers allowed)

你認為監警會可以點樣改善呢個兩層架構既投訴制度？(不讀答案，可選多項)



# **Overall Perception of IPCC**

# Majority perceive IPCC's image positively



\*\* $p < 0.01$

\* $p < 0.05$

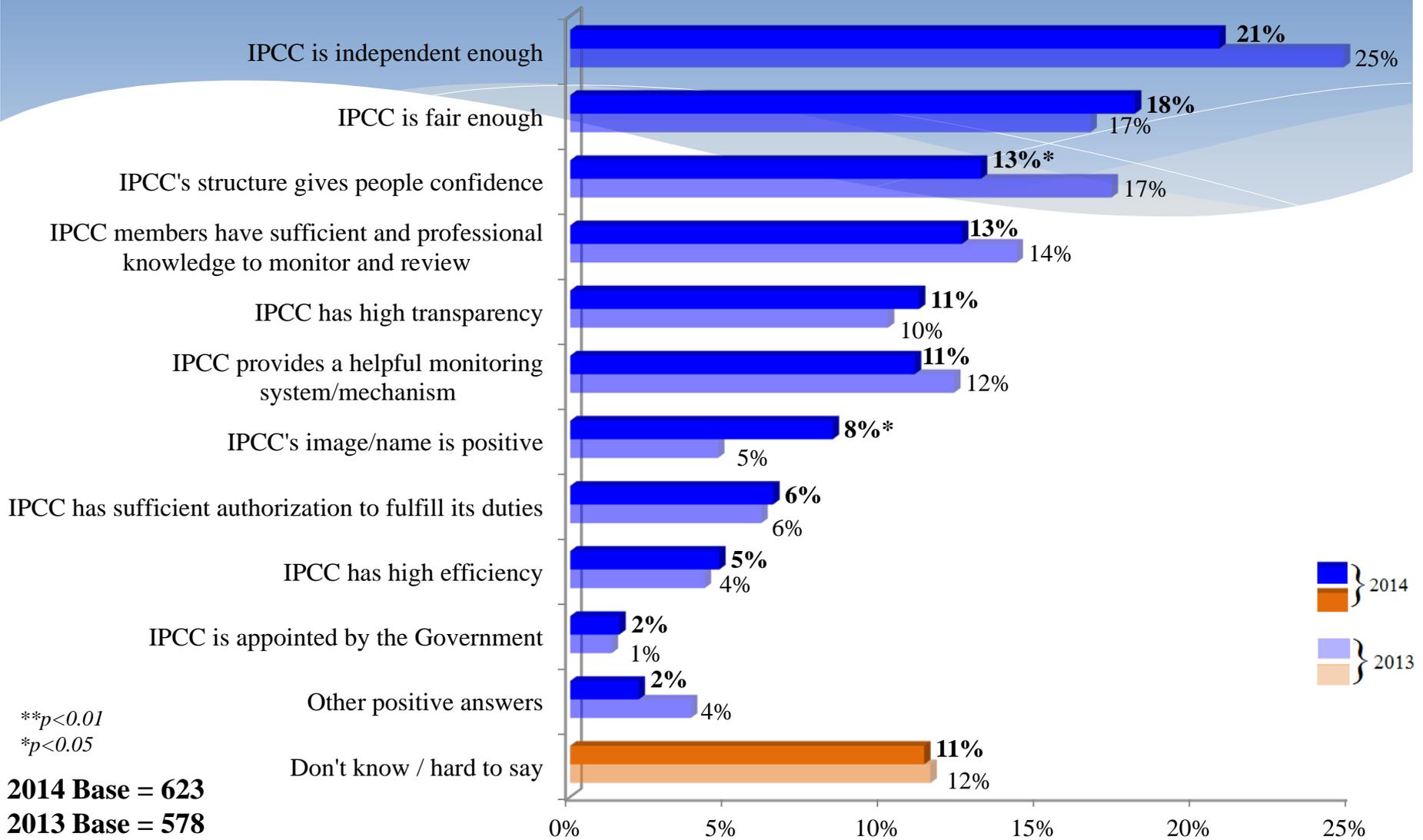
2014 Base = 1,037

2013 Base = 1,007

	2013	2014
<b>Mean score</b>	<b>3.9</b>	<b>3.9</b>
Base	943	955

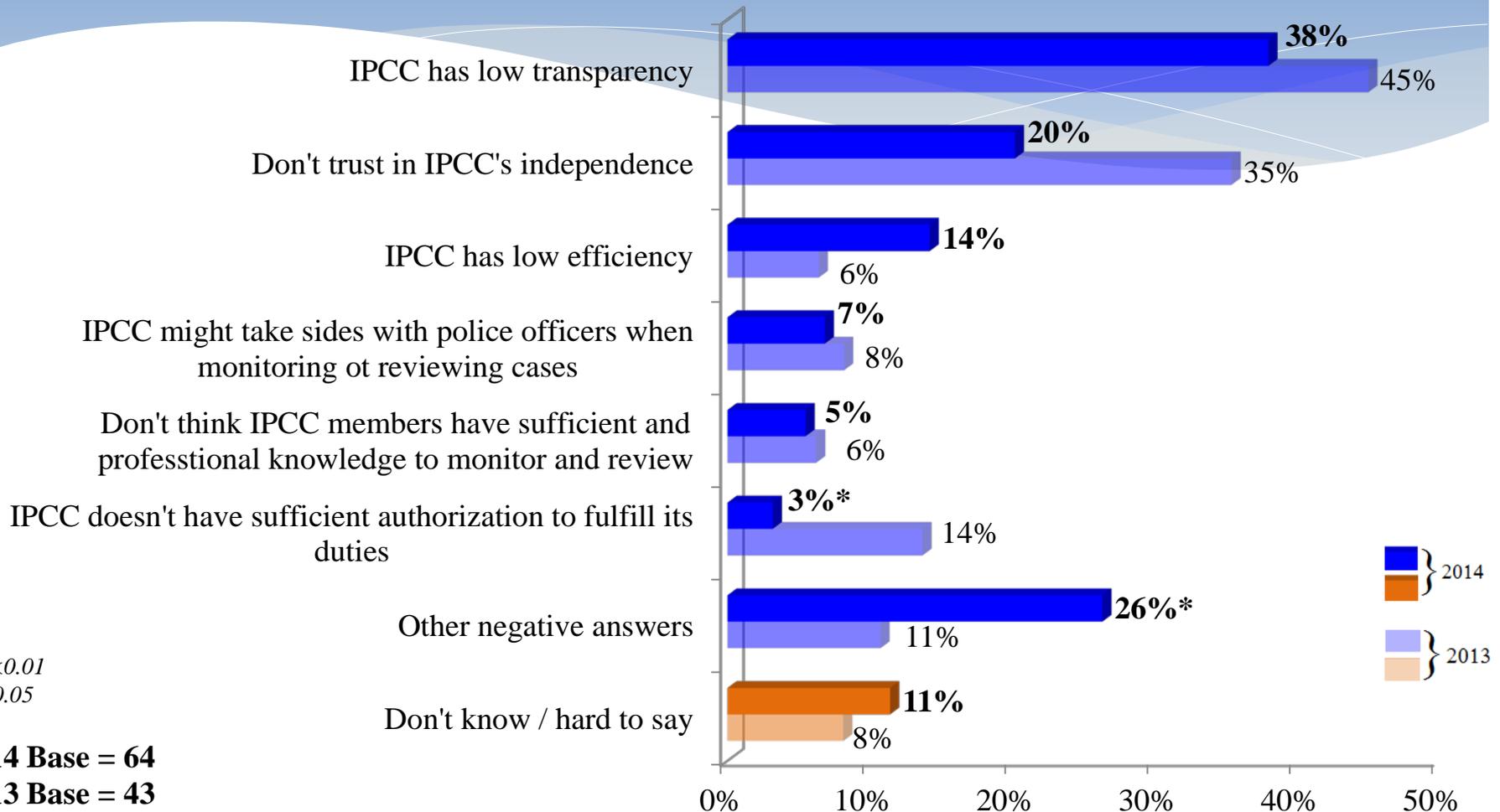
[Q17] Overall speaking, do you think IPCC's image is? (Read out options, ONE answer only)  
 整體黎講，你覺得「監警會」既形象係? (讀出答案，只選一項)

# Independence, fairness, structure and professionalism form the pillars of IPCC's positive image



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

# IPCC's negative image is mainly associated with its low transparency and no trust in its independence

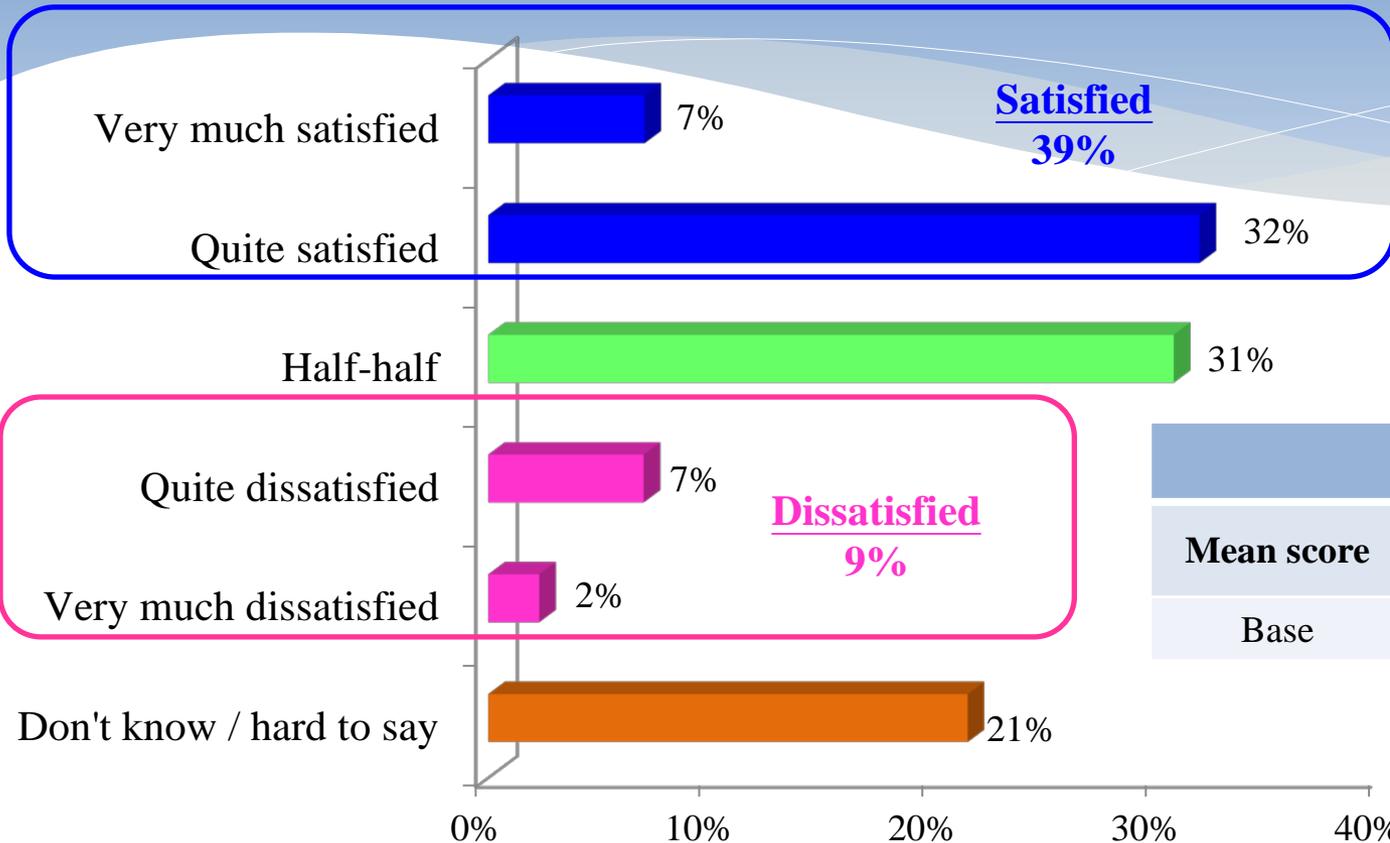


\*\* $p < 0.01$

\* $p < 0.05$

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

# Two-fifths are satisfied with IPCC's performance

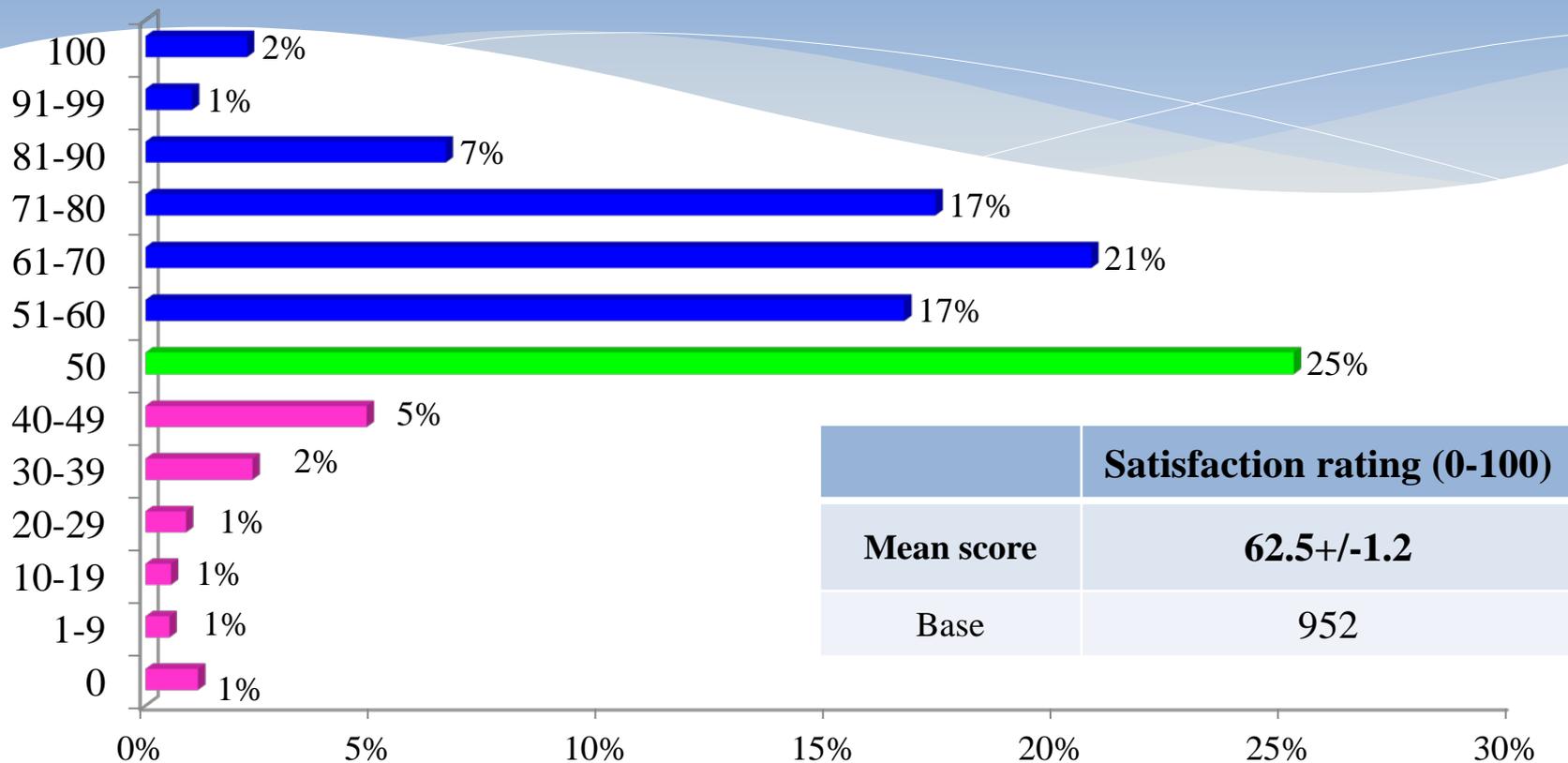


	Level of satisfaction
Mean score	3.4
Base	812

Base = 1,033

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

# Average satisfaction rating of IPCC is 62.5 marks

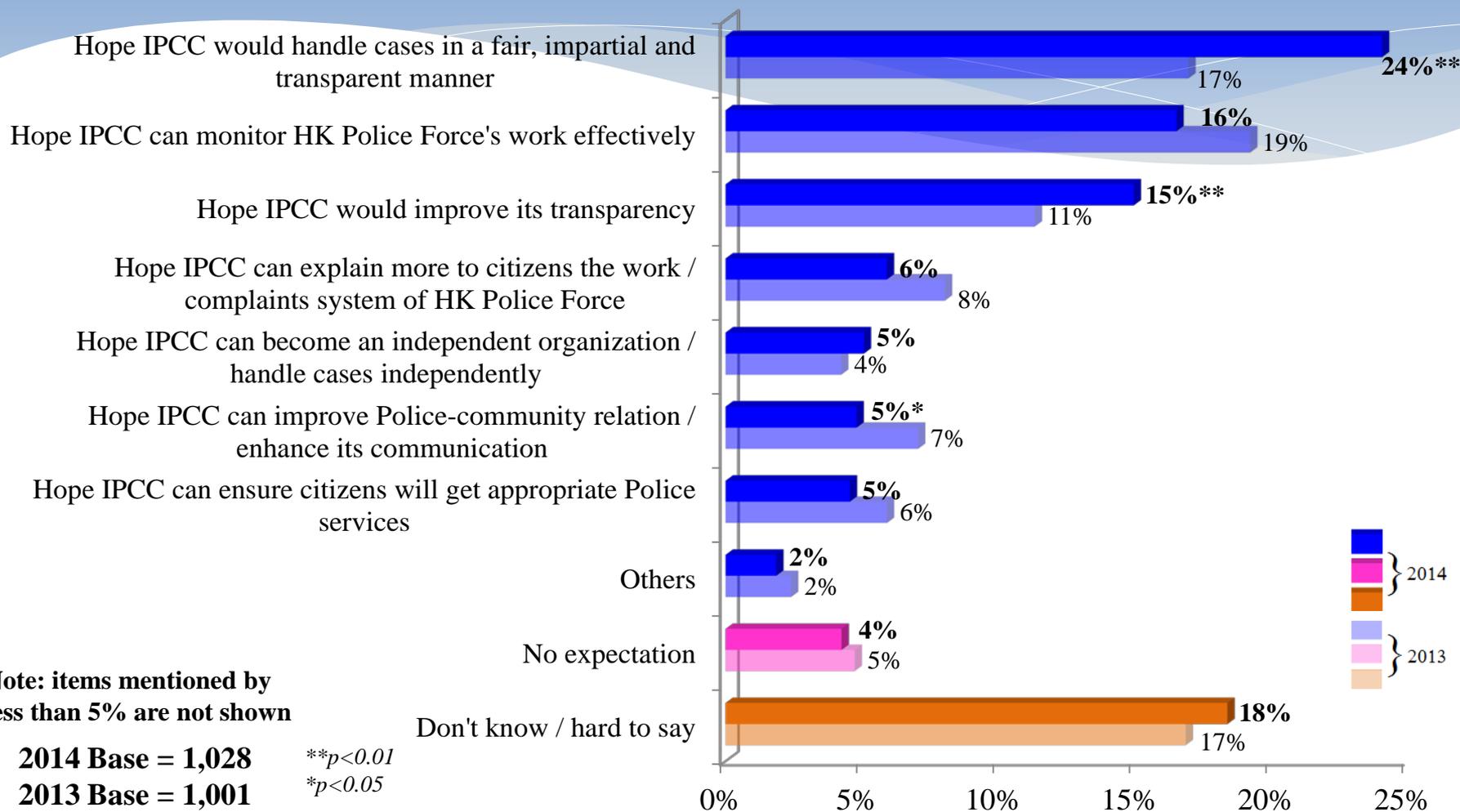


**Base = 952 (excluding respondents opted for “don’t know / hard to say”)**

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

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

# A quarter express hope on IPCC's fair, impartial and transparent manner



Note: items mentioned by less than 5% are not shown

2014 Base = 1,028    \*\* $p < 0.01$   
 2013 Base = 1,001    \* $p < 0.05$

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

最後，整體而言你對「監警會」有乜野期望？(不讀答案，可選多項)



# **Concluding Remarks**

# Concluding Remarks

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- Similar to the 2013 survey, almost 70% have heard of IPCC. However, only 40% could name at least one IPCC duties correctly, down 9 percentage points.
- Again, “monitoring CAPO’s cases handling process” is IPCC’s most visible function, but almost half mistakenly think “monitoring Police’s behavior/conduct” is one of IPCC’s duties.
- 63% of those heard of IPCC are aware that it is a totally independent organization, 31% think it is part of the Police Force. Both figures have remained stable over the year past.
- Overall, just like last year, almost half expresses confidence in IPCC, especially in terms of “independency”, “impartial and objective”, but less so in terms of “efficiency” and “transparency”.

# Concluding Remarks

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- Significantly more people are confident in the two-tier police complaints system this year. One-quarter believes IPCC is the most effective complaint channel against Police, another one-fifth chooses CAPO.
- While complaint against police officers' abuse of power has dropped significantly in terms of public attention, news on conflicts between Police and protestors continue to attract most public attention. The dispute between a teacher and Police officers at Mong Kok pedestrian street is one such example, marginally pushing up people's attention to these conflicts from 34% to 36%.
- The changing socio-political environment continues to post big challenges to both the Police Force and IPCC.



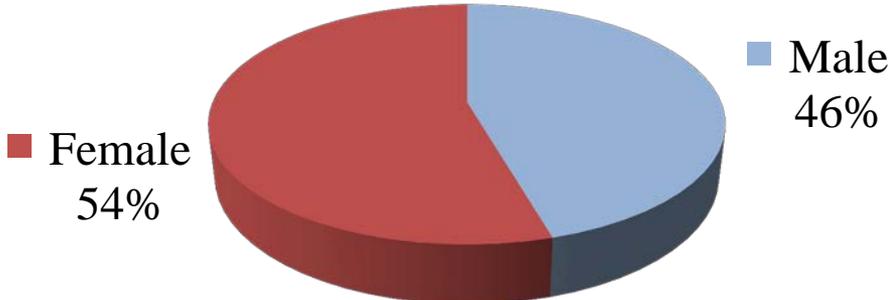
**End of Presentation**  
**Thank you!**



# **Appendix: Respondents Demographics**

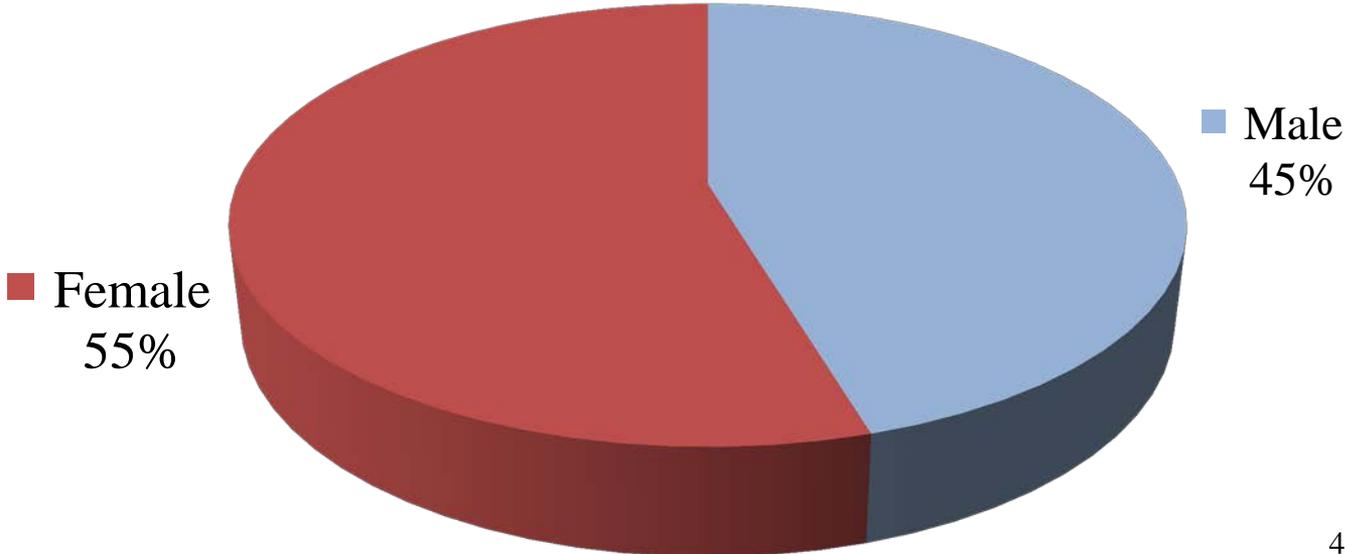
# Gender

**2013**



**Base = 1,009**

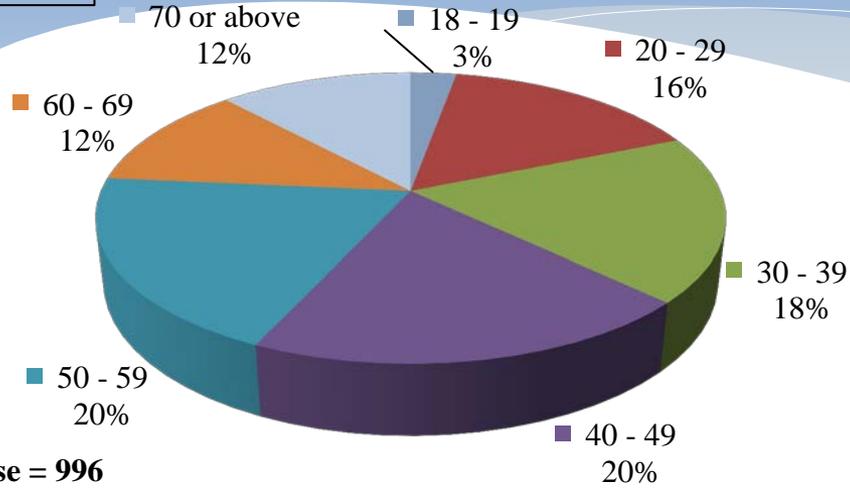
**2014**



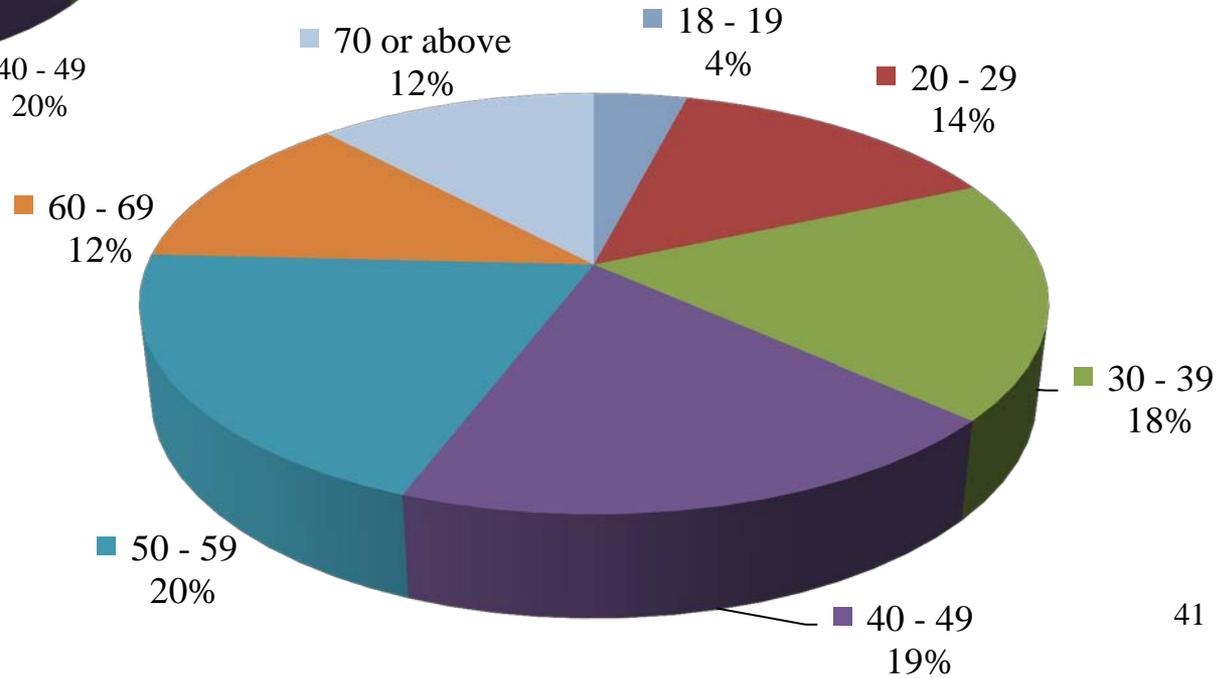
**Base = 1,039**

# Age

2013

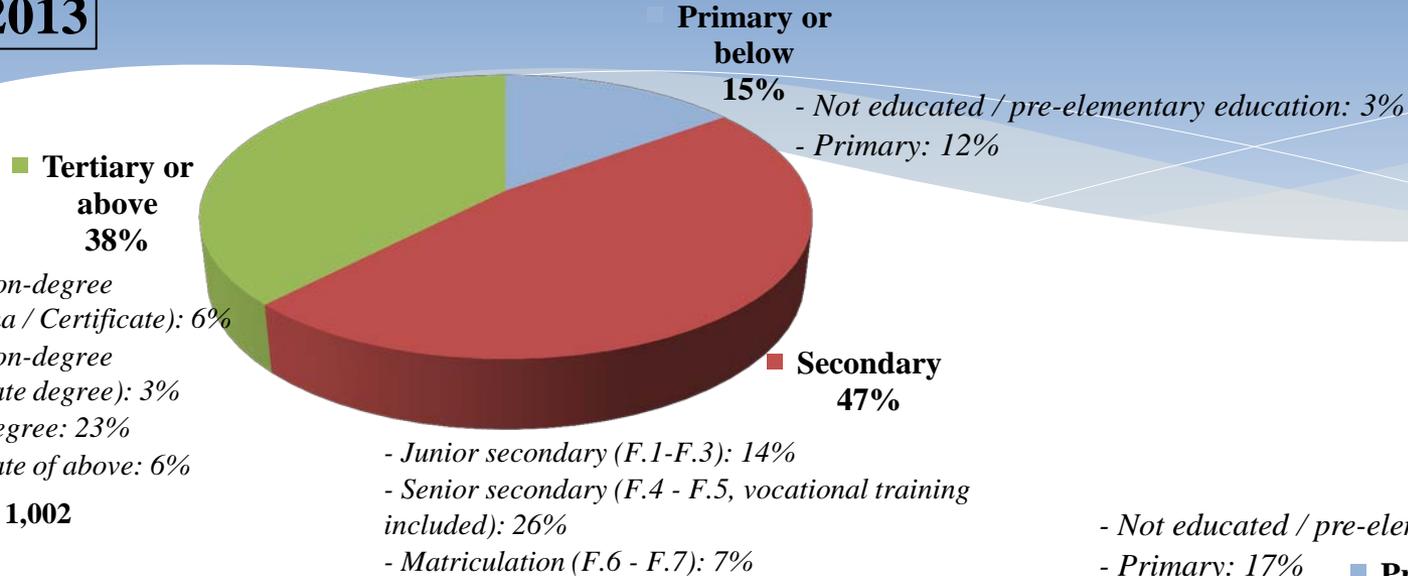


2014



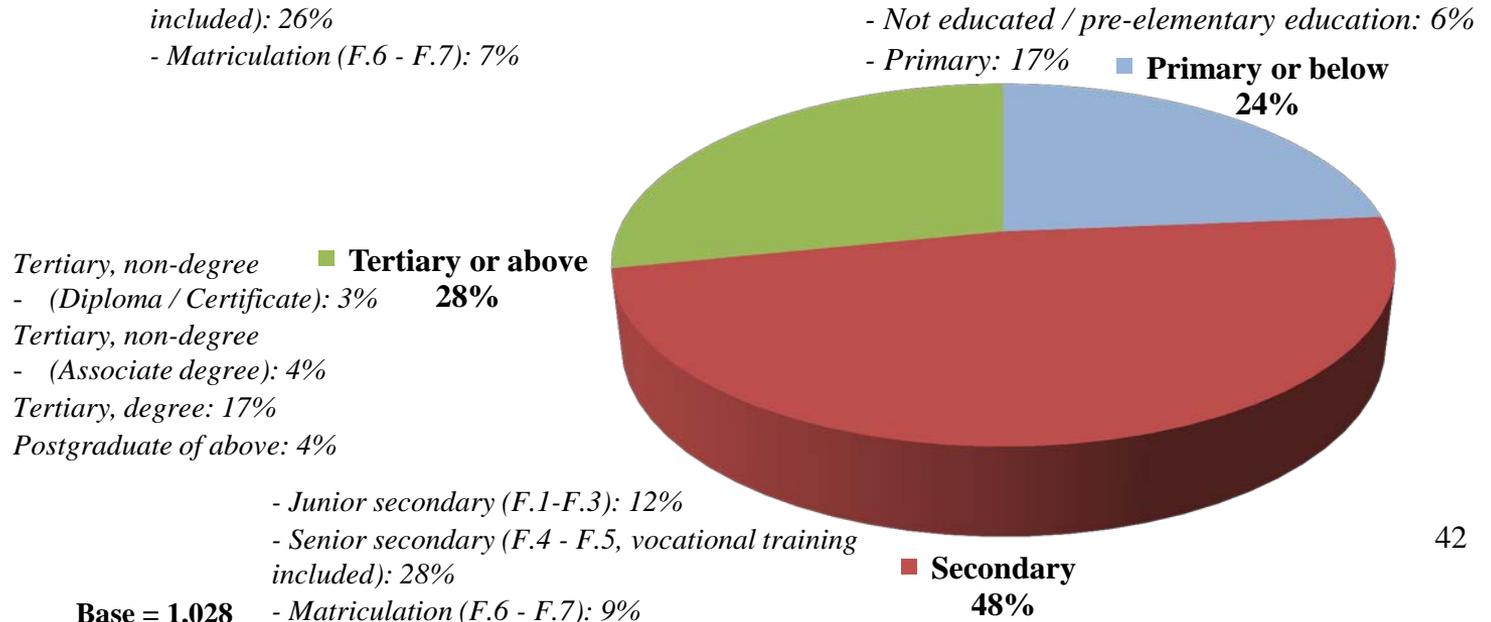
# Education level

**2013**



**Base = 1,002**

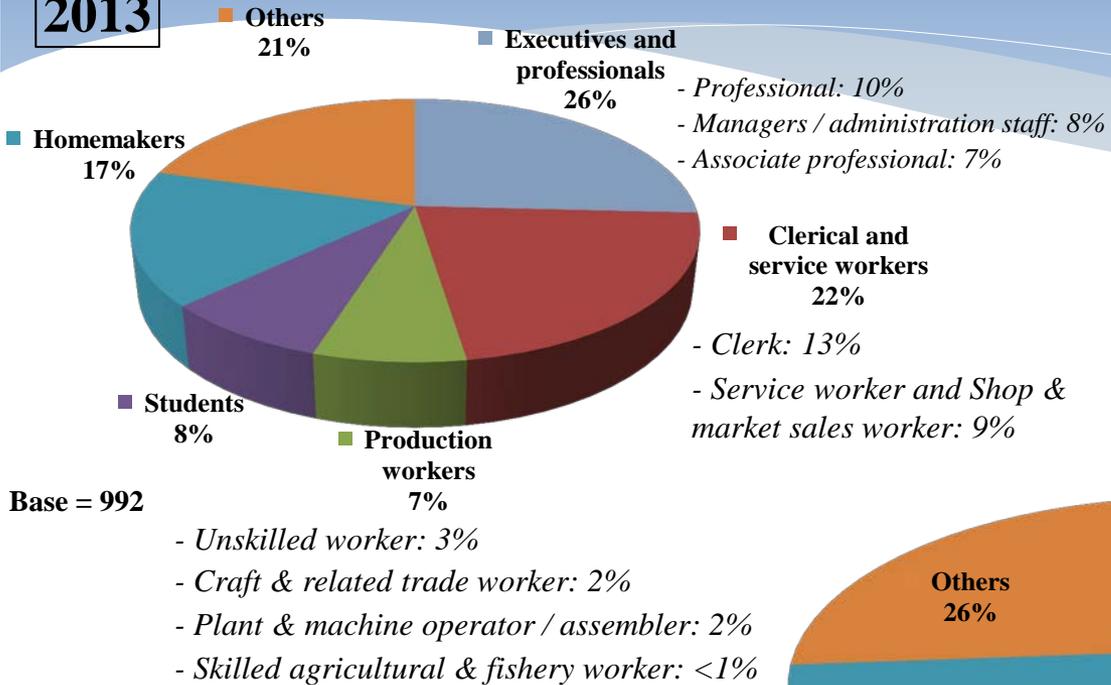
**2014**



**Base = 1,028**

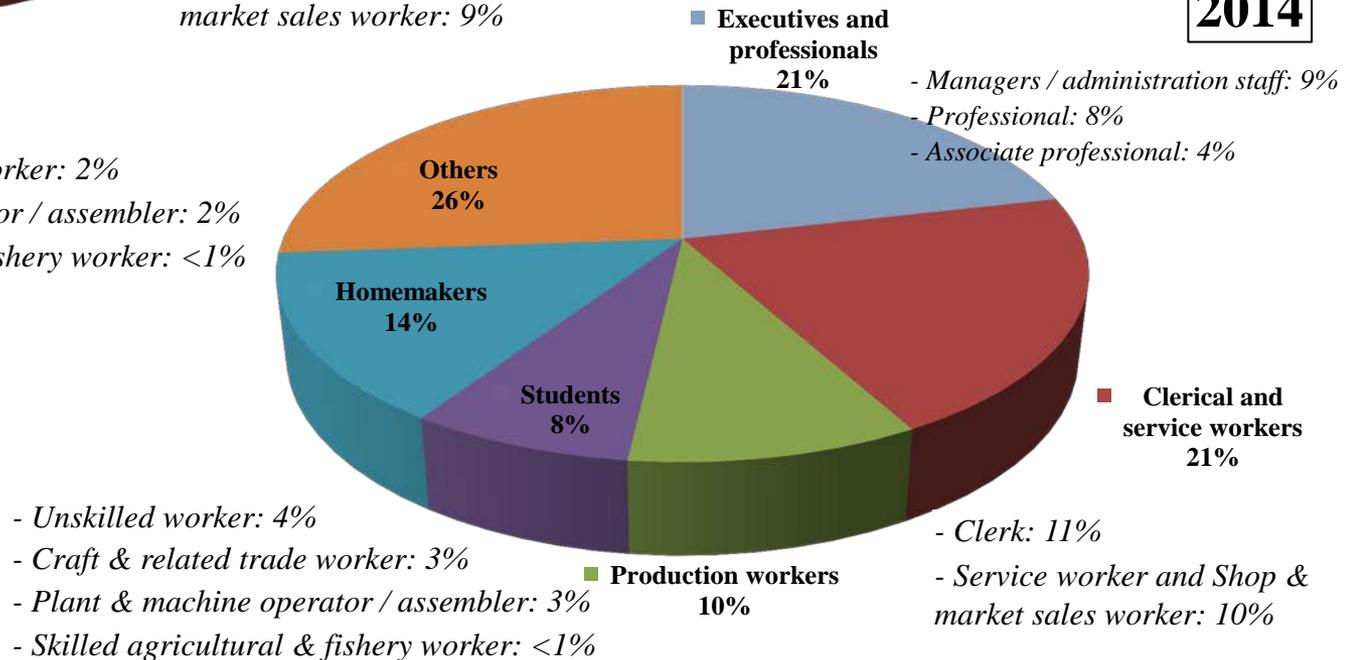
# Occupation

**2013**



Base = 992

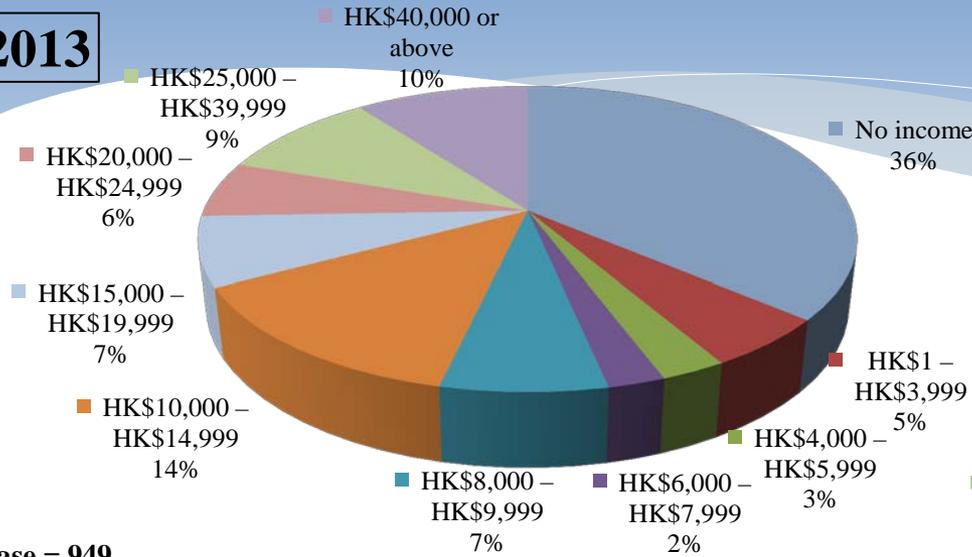
**2014**



Base = 1,027

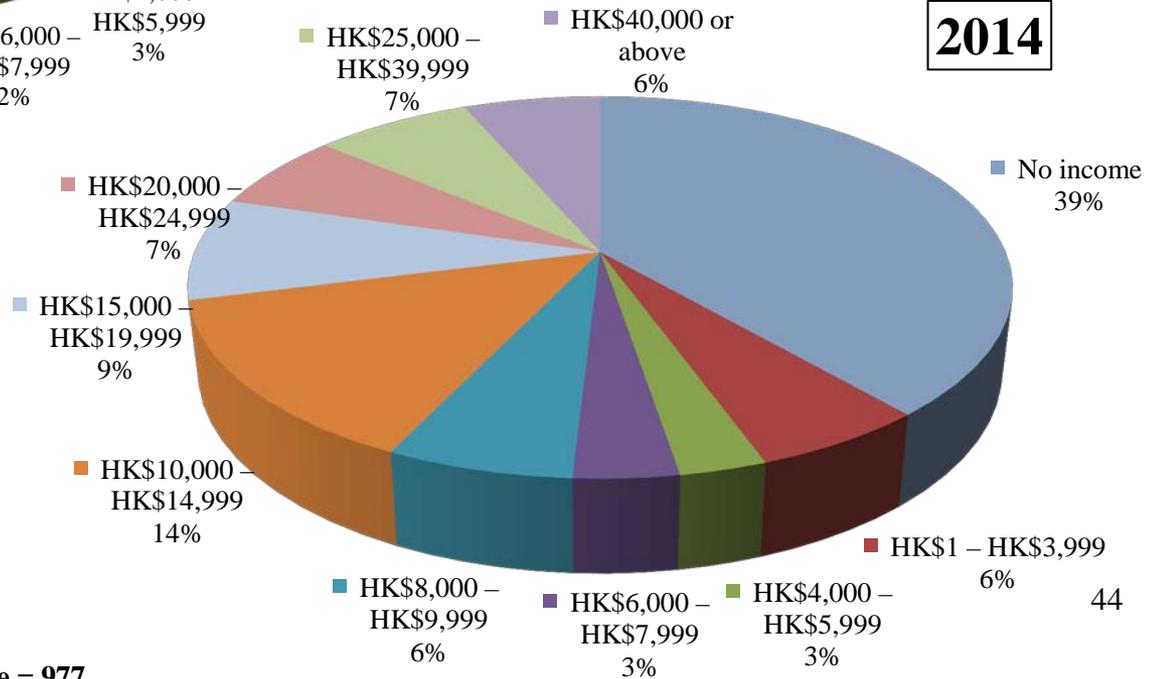
# Monthly Personal Income

**2013**



Base = 949

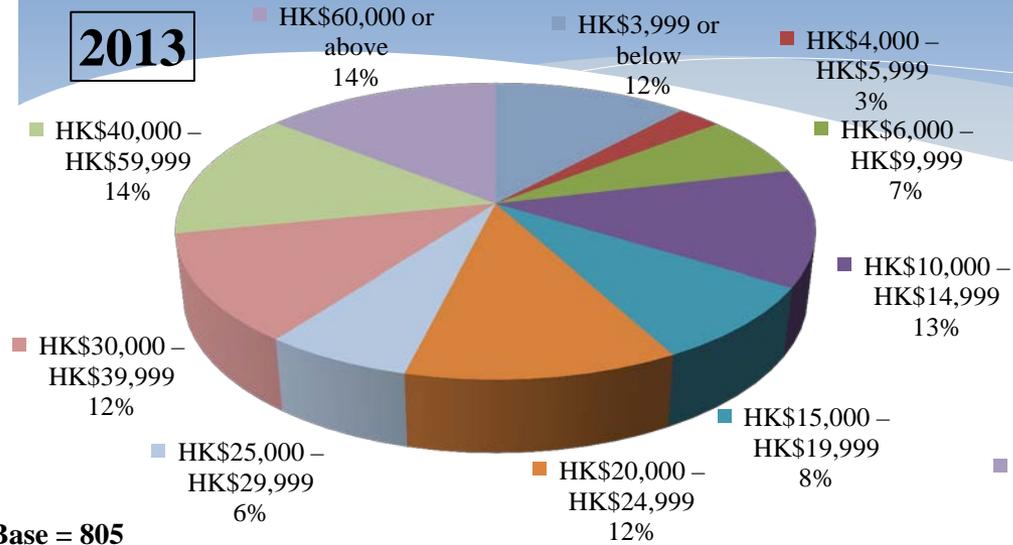
**2014**



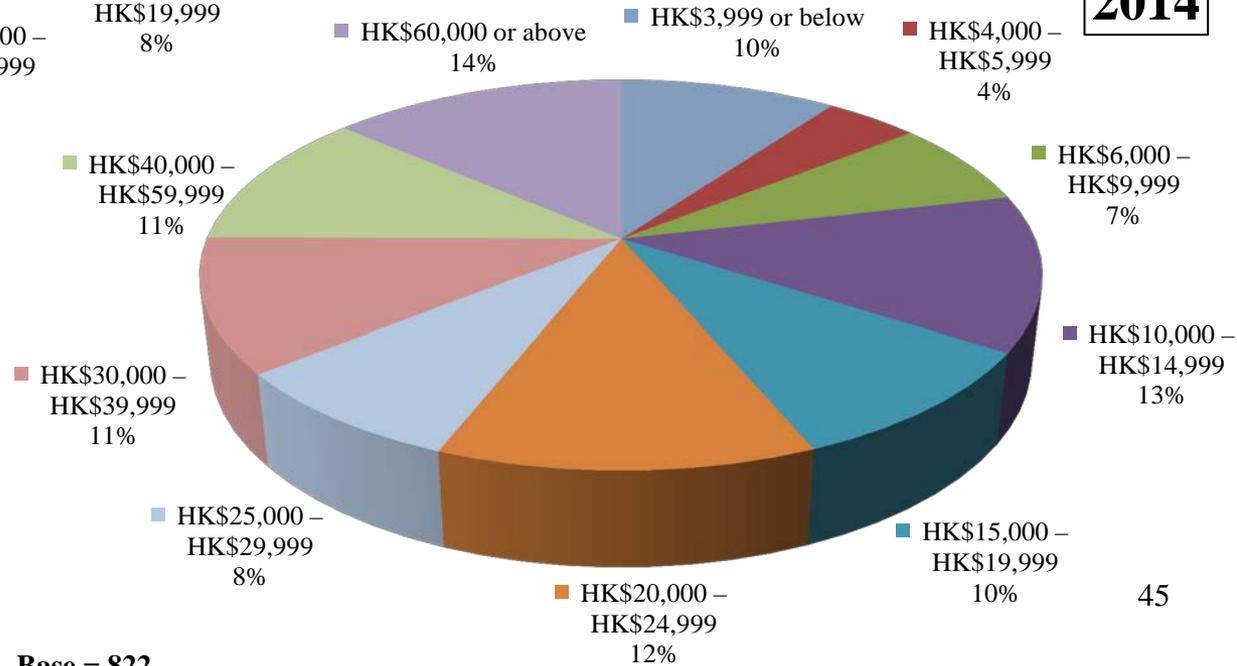
Base = 977

# Monthly Household Income

**2013**



**2014**



Base = 805

Base = 822

# Residential District

**2013**

■ **NT West**  
26%

■ **HK Island**  
18%

- Eastern District: 10%
- Southern District: 4%
- Central and Western District: 3%
- Wan Chai District: 1%

■ **Kowloon East**  
13%

- Kwun Tong District: 8%
- Wong Tai Sin District: 6%

■ **NT East**  
29%

■ **Kowloon West**  
13%

- Sha Tin District: 11%
- Sai Kung District: 7%
- Northern District: 6%
- Tai Po District: 5%

- Kowloon City District: 6%
- Sham Shui Po District: 4%
- Yau Tsim Mong District: 3%

**Base = 987**

**2014**

■ **HK Island**  
16%

- Eastern District: 8%
- Southern District: 5%
- Central and Western District: 2%
- Wan Chai District: 1%

■ **Kowloon East**  
17%

- Kwun Tong District: 11%
- Wong Tai Sin District: 5%

■ **NT West**  
31%

- Yuen Long District: 10%
- Kwai Tsing District: 8%
- Tuen Mun District: 7%
- Islands District: 3%
- Tsuen Wan District: 3%

■ **Kowloon West**  
13%

- Kowloon City District: 5%
- Sham Shui Po District: 5%
- Yau Tsim Mong District: 4%

- Sha Tin District: 10%
- Sai Kung District: 6%
- Northern District: 4%
- Tai Po District: 4%

■ **NT East**  
23%

**Base = 1,017**