

**PUBLIC ATTITUDES TOWARDS
THE QUEENSLAND POLICE SERVICE**

**JUNE 1995 SURVEY:
SUMMARY OF FINDINGS**

July 1995

Research and Co-ordination Division

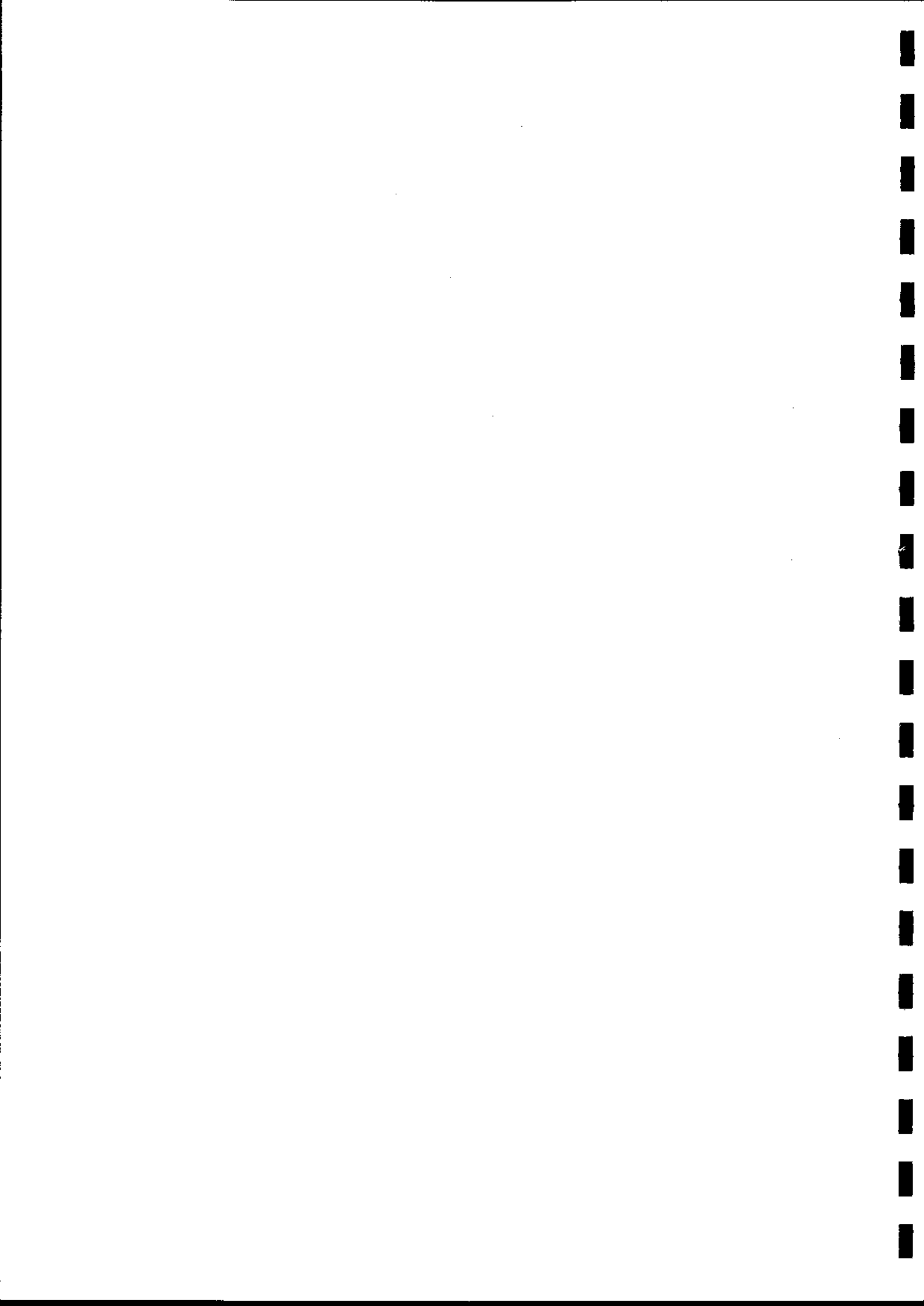
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INTRODUCTION

Beginning in 1991, the Criminal Justice Commission (CJC) has commissioned a series of surveys of Queensland residents about their attitudes towards the Queensland Police Service (QPS). To date, three surveys have been conducted, with the most recent being administered in June 1995. These surveys are designed to:

- Measure changes in public perceptions of the police. The Fitzgerald Inquiry and its aftermath had a significant impact on public confidence in the QPS; the surveys are one way of assessing whether this confidence has been restored.
- Assist the QPS in assessing how well it is meeting its corporate objectives, particularly in relation to making people feel safe and improving public satisfaction with the quality of service being provided.
- Help the QPS identify specific issues that it may need to address in the delivery of its services to the community.

This paper summarises the key findings of the most recent "Public Attitudes to the QPS" survey, compares the results with those of previous surveys and identifies the implications of the results for the QPS.

THE SURVEYS

The "Public Attitudes to the QPS" surveys have been conducted every two years over the last five years: July 1991, July 1993 and June 1995. The surveys have included questions relating to perceptions of crime in Queensland, the QPS, the complaints process and the CJC. A core set of identical questions has been asked in the surveys.

In each survey, around 900 adult residents throughout Queensland were interviewed.¹ The samples were selected in two stages. First, a quota sample of households was selected within defined geographical areas from telephone listings. One respondent per household contacted was then interviewed. A 50/50 male/female quota was placed on the selection of respondents. An examination of the personal characteristics of respondents shows that there were no substantial differences among 1991, 1993 and 1995 survey respondents that might explain any changes found in the surveys.

The surveys were telephone interviews conducted by REARK Research on behalf of the CJC.

PRESENTATION OF THE RESULTS

Sections of this summary compare survey responses over time, or between different categories. With these comparisons, there is always the possibility that the differences found between the groups are the result of chance factors. Statistical tests enable us to estimate the likelihood of such differences being the result of chance. Where appropriate, the tables and figures presented in this paper indicate which results are statistically significant at the 0.05 level, meaning that there is less than a five per cent likelihood that the difference between the figures were the result of chance factors.

Figures reported in the tables have been rounded to the nearest whole number.

1 There were 901 respondents in the 1991 survey.

KEY FINDINGS

Four major issues are discussed in this paper. These relate to public perceptions of the:

- QPS
- complaints process
- role of the CJC in investigating police misconduct
- level of crime.

PUBLIC PERCEPTIONS OF THE QUEENSLAND POLICE SERVICE

IMAGE OF THE QUEENSLAND POLICE SERVICE

Overall, the image of the QPS reported by respondents in the 1995 survey was positive. There also appears to have been some improvement in the public's perceptions of the police since 1991 and 1993 (see Table 1):

- Over the last five years, the surveys show a marked improvement in the public perception of the image of the QPS. Sixty-one per cent of respondents in the 1991 survey agreed that 'the police have a bad image in Queensland'. This had fallen to 29 per cent by 1995.
- Most respondents in the 1995 survey said that the behaviour of police officers over the last few years had either 'changed for the better' (49%) or 'stayed about the same' (45%). Only six per cent said that police behaviour had 'changed for the worse'.
- Around 88 per cent of respondents in the 1995 survey expressed the view that most members of the QPS 'generally behave well'. Very few respondents (1%) felt that most officers behaved badly.
- The great majority (88%) of respondents agreed that 'most police are honest'. The previous surveys demonstrated similarly high levels of agreement with this proposition.

In addition, respondents were generally supportive of the police. For instance, 91 per cent of respondents agreed that 'the police service is understaffed'; 63 per cent agreed that 'sometimes police need to break the rules to get the job done'; and 60 per cent agreed that 'the police don't have enough powers to be able to do the job properly'.

The surveys indicate that the police are still perceived as fairly isolated from the community:

- A substantial proportion of respondents (53%) agreed that 'the police consider you guilty until proven innocent'. Similar findings were obtained in the 1991 and 1993 surveys.
- The majority of respondents (63%) also agreed that 'you wonder what you've done wrong when a police officer approaches you'. There has not been any significant change in levels of agreement with this statement since 1991.

The surveys also appeared to show an increase in public acceptance that some police misconduct is inevitable: the proportion of respondents agreeing that 'there will always be some corruption in the police service' increased significantly from 84 per cent in 1991 to 93 per cent in 1995.

A final point to note about the respondents' perceptions of the police was that there was a significant increase in the proportion of respondents agreeing with the view that 'Aborigines tend to be let off by the police more than other groups'. In 1991, around 40 per cent agreed with this statement; by 1995, this had increased to 59 per cent.

TABLE 1 – RESPONDENTS' PERCEPTIONS OF THE QUEENSLAND POLICE SERVICE (1991, 1993, 1995)

	Percentage of respondents agreeing strongly or agreeing		
	1991 (n=901)	1993 (n=900)	1995 (n=900)
The police have a bad image in Queensland.	61	50*	29**
The public have little respect for the police.	56	45*	46
Most police are honest.	83	87	88
The Police Service is understaffed.	84	85	91**
The police don't have enough powers to be able to do the job properly.	++	++	60
You will always get some corruption in the Police Service.	84	86	93**
Sometimes police need to break the rules to get the job done.	++	++	63
The police consider you guilty until proven innocent.	47	47	53
You wonder what you have done wrong when a police officer approaches you.	65	66	63
Aborigines tend to be let off by the police more than other groups.	40	44	59**

Source: 1991 Attitudes to the QPS survey; 1993 Attitudes to the QPS survey; 1995 Attitudes to the QPS survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements'. The response scale ranged from 'agree strongly', 'agree', 'neither agree nor disagree', 'disagree', 'disagree strongly', to 'don't know'.
2. * represents a statistically significant change at the 0.05 level from 1991 to 1993.
** represents a statistically significant change at the 0.05 level from 1993 to 1995.
++ means that the statement was not in the 1991 and 1993 surveys.

SATISFACTION WITH SERVICE PROVIDED BY THE QUEENSLAND POLICE SERVICE

Respondents in the three surveys were asked to rate their overall level of satisfaction with the service provided by the police in their local community. Seventy-six per cent of respondents in the 1995 survey were satisfied with the level of service that had been provided by the QPS in the local community. There has been no change in the level of satisfaction with local police services since the 1991 survey.

Of the ten per cent of respondents in the 1995 survey who were dissatisfied, the major reasons cited were (see Figure 1):

- insufficient police coverage (mentioned by 60% of dissatisfied respondents, or 6% of the total sample)
- police had not been responsive in some way, such as failing to provide feedback (32%, or 3% of the total sample)
- the manner of the police was rude, arrogant, over-casual or unreasonable (14%, or 1% of the total sample).

Very few respondents reported that the police had acted illegally or used unnecessary force.

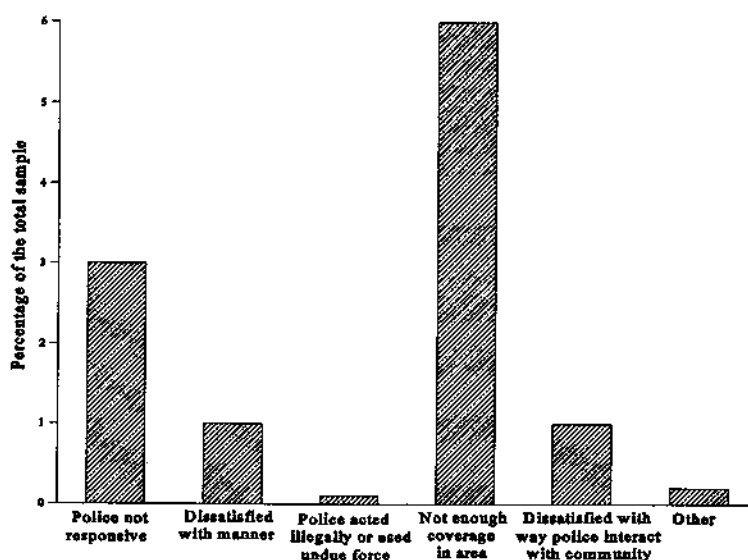


FIGURE 1 – REASONS FOR DISSATISFACTION WITH LOCAL POLICE SERVICE (1995)

Source: 1995 Attitudes to the QPS survey.

Notes:

1. Respondents were asked: 'Why are you dissatisfied?'. Multiple responses were provided by respondents.
2. "Police not responsive" includes comments such as slow to arrive, offenders no caught, incompetent, did nothing, and did not keep the person informed. "Dissatisfied with manner" includes the police behaved unreasonably or unfairly, used racist language or behaviour, or was rude, over-causal or arrogant. "Not enough coverage in area" refers to comments about the lack of police presence, lack of patrols at night and understaffing.
3. n=900.

Respondents in the 1995 survey were also asked more specifically about whether they had been annoyed or dissatisfied with the way the police handled a matter that *affected them or someone they knew*. Twelve per cent of respondents reported feeling dissatisfied *in the last 12 months*. Those under 35 years of age were more likely than other groups to have reported being dissatisfied. This probably reflects the fact that this group is more likely to have had contact with the police. There were no significant differences between male and female respondents.

Figure 2 shows the reasons for feeling dissatisfied given by respondents. The key findings are that:

- 57 per cent of the dissatisfied respondents (7% of all respondents) mentioned that they were dissatisfied with the manner of the police
- 43 per cent (5% of all respondents) mentioned that the police had not been responsive to the incident (by, for example, failing to provide feedback or appearing not to do anything about the incident).

Around ten per cent (1% of the total sample) indicated that the police had used undue force or behaved illegally in handling the incident.

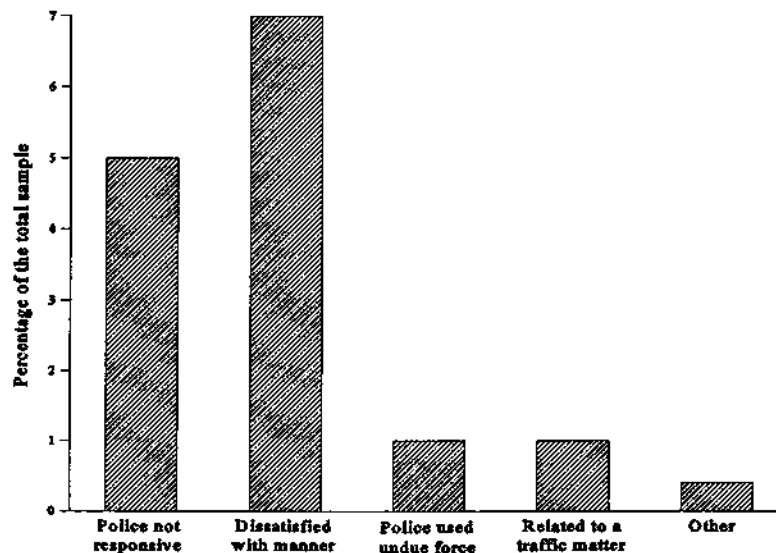


FIGURE 2 – REASONS FOR DISSATISFACTION (1995)

Source: 1995 Attitudes to the QPS survey.

Notes:

1. Respondents were asked: 'Thinking about that time, what was the reason you were annoyed or dissatisfied?' Multiple responses were provided by respondents.
2. Responses are shown only for respondents who indicated that they had been annoyed or dissatisfied in the last 12 months.
3. "Police not responsive" includes comments such as slow to arrive, offenders not caught, incompetent, did nothing, and did not keep the person informed. "Dissatisfied with manner" includes the police behaved unreasonable or unfairly, used racist language or behaviour, or was rude, over-casual or arrogant. "Other" includes one respondent who answered 'don't know'.
4. n=900.

PUBLIC PERCEPTIONS OF THE COMPLAINTS PROCESS

To gauge how the public viewed the complaints process, the 1995 survey asked respondents several questions about their contact with the complaints process. Two important indicators of public perceptions of the complaints process are: the reasons why complaints were not made when members of the public were dissatisfied with the behaviour of the police; and complainants' levels of satisfaction with the way in which their complaints were handled.

In the last 12 months, seven per cent of respondents reported that they felt like complaining about the way the police had handled an incident that affected them personally or someone they knew.² Of these respondents, under half (38%, or 3% of the total sample) said that they had actually made a complaint, or tried to make a complaint (see Figure 3).

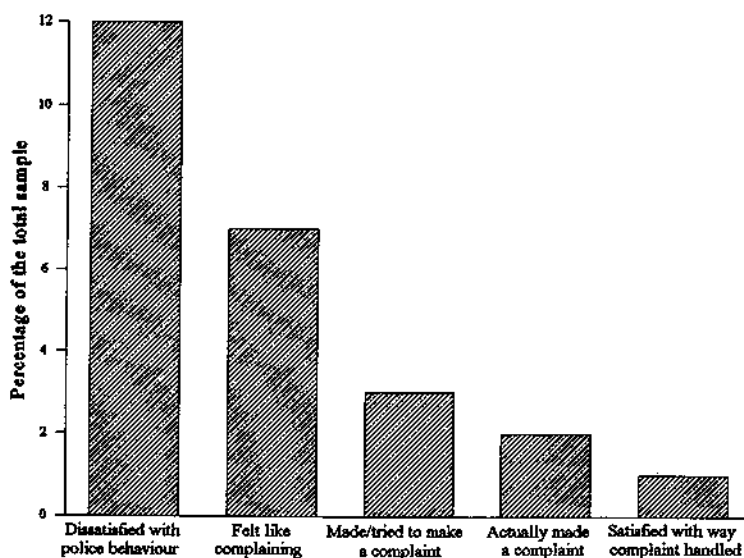


FIGURE 3 – ACTION TAKEN IN RESPONSE TO DISSATISFACTION (1995)

Source: 1995 Attitudes to the QPS survey.

Notes:

1. Respondents were asked: 'Have you ever been annoyed or dissatisfied about the way a Queensland police officer behaved, or about the way the Queensland police have handled a matter, which affected you or someone you know?'; 'When was the last time you felt this way?'; 'Did you feel like making an official complaint to someone about the way the police behaved on this occasion?'; 'Did you actually make, or try to make, an official complaint?'; 'Overall, how satisfied were you with the way your complaint was handled? Would you say you were very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied?'
2. Responses are shown only for respondents who indicated that they had been annoyed or dissatisfied in the last 12 months.
3. n=900.

2 All respondents who were annoyed or dissatisfied with the police were asked questions about the incident. However, this discussion focuses on respondents who were dissatisfied in the last 12 months, due to concerns about respondents' recall of incidents that occurred over 12 months ago.

REASONS FOR NOT MAKING A COMPLAINT

Dissatisfied respondents who had not complained were asked to specify their reasons for not doing so. There were two main reasons provided: the first was related to a perception that complaining about the incident would not make any difference; the second to the perceived trivial nature of the incident. The most frequent responses given by the respondents for not making a complaint were (see Table 2):³

- the belief that a complaint would 'not do any good' or they would 'not be believed' (42% of respondents who had not complained but had felt like it, or 4% of all respondents)
- the view that the incident was 'not serious enough' (19%, or 2% of all respondents)
- the view that making a complaint was 'too much trouble' (13%, or 1% of all respondents).

On these results, lack of knowledge about how to make a complaint was not a significant factor. Only seven per cent of the respondents who had not made a complaint mentioned that they 'did not know how to make a complaint'. Few respondents reported that they had not made a complaint because the police 'advised against it'.

TABLE 2 – REASONS FOR NOT COMPLAINING (1995)

	Percentage of dissatisfied respondents (n=83)	Percentage of total respondents (n=900)
Not do any good/Not be believed	42	4
Not serious enough	19	2
Too much trouble/apathy	13	1
Not directly involved	7	1
Did not know how to make a complaint	7	1
Didn't think of it	4	>1
Fear of repercussions	2	>1
Advised against it by police	2	>1
Other	14	1

Source: 1995 Attitudes to the QPS survey.

Notes:

1. Respondents were asked: 'What was the reason you didn't make an official complaint?' As multiple responses were given, the percentages do not add to 100%.
2. Responses are shown only for respondents who indicated that they had been annoyed or dissatisfied in the last 12 months.

³ The numbers of respondents who reported having made a complaint were too small for any meaningful analysis of differences between different groups (such as men and women).

General Willingness to Complain

All respondents were presented with four hypothetical scenarios involving the police and were asked what action they would take if they were involved in, or witnessed, such an incident (see Table 3). Two of the scenarios involved minor incidents such as rudeness; the other two related to more serious allegations of misconduct. For all four incidents, the majority of respondents reported that they would be likely to complain.

Those respondents who said they would be unlikely to complain gave similar reasons to those provided by respondents who had actually been dissatisfied but had not complained. For instance, when asked why they would not be likely to complain if a police officer had been rude while making a routine registration check, the main reasons given by the respondents were: 'not do any good/not be believed' (34% of the respondents who said that they were not likely to complain); 'not serious enough' (28%); and 'too much trouble' (14%).

For the more serious scenarios, there was a change in the reasons given for not complaining. For instance, in the scenario of seeing an officer apparently taking a bribe, the main reasons focused on 'none of my business', 'not do any good/not be believed', 'afraid of repercussions' and 'having to know for certain' (see Table 3).

Concern about negative repercussions was also reflected in responses to the statement that 'people who complain against police are likely to suffer for it'. Thirty-two per cent of respondents agreed with that statement.

Once again, relatively few respondents cited lack of knowledge about how to complain as a reason for not making a complaint.

TABLE 3 – RESPONSES TO TYPES OF POLICE BEHAVIOUR (1995)

Scenario	Percentage reporting very likely or likely to complain (n=900)	Major Reasons for not Complaining	
			Percentage of respondents not likely to complain
You call for the police but they are very slow to arrive. When they come they don't bother to explain why they were late.	53	Not serious enough	25
		Not do any good/not be believed	24
		Officer did nothing wrong	21
		Police are shortstaffed/overworked	9
		Too much trouble	8 (n=328)
You are stopped in you car for a routine registration check. The police officer who makes the check is quite rude to you.	66	Not do any good/not be believed	34
		Not serious enough	28
		Too much trouble	14
		Officer did nothing wrong	12
		Fear of repercussions	6 (n=258)
You see a police officer punch someone who he has just arrested.	54	None of my business	30
		Probably deserved it	18
		Depends if saw everything/need to know for certain	17
		Officer did nothing wrong	15
		Not do any good/not be believed	10
		Fear of repercussions	6 (n=275)
You see a police officer taking what seems to be a bribe from someone.	73	None of my business	36
		Not do any good/not be believed	24
		Fear of repercussions	21
		Have to know for certain	17 (n=186)

Source: 1995 Attitudes to the QPS survey.

Notes:

1. The first question asked was: 'How likely would you be to complain?' The response scale ranged from 'very likely' to 'very unlikely'. The second question was: 'Why wouldn't you complain?' Multiple responses were given.
2. Only reasons provided by more than five per cent of respondents are reported in the table.

SATISFACTION WITH THE COMPLAINTS PROCESS

Respondents in the 1995 survey who reported that they had made a complaint against the police were asked to rate their level of satisfaction with the way their complaint was handled. Although the number of respondents who made complaints was small, the results show that there was general dissatisfaction with the way complaints were handled (see Figure 3). Only 39 per cent of the respondents who had made a complaint said that they were very or fairly satisfied; the majority (56%) were dissatisfied. These findings are similar to those reported in earlier CJC research (see 1994, pp. 60-61).

PUBLIC PERCEPTIONS OF THE CRIMINAL JUSTICE COMMISSION'S ROLE

The overwhelming majority (86%) of respondents in the 1995 survey agreed that 'complaints against the police should be investigated by an independent body, not by the police themselves'.

Most respondents (88%) were aware that the CJC investigated police misconduct. Of these respondents, 59 per cent viewed the CJC as independent from the police while 22 per cent said that the CJC was not independent. The remaining respondents were unsure. In addition, 61 per cent of these respondents believed that the CJC had been successful in improving police conduct. Only 14 per cent considered that the CJC had not been successful in improving police conduct.

PUBLIC PERCEPTIONS OF CRIME LEVELS IN QUEENSLAND

To determine the public perception of crime levels in Queensland, respondents were asked to rate the perceived levels of crime in their neighbourhood, in their city/town and in Queensland as a whole. Respondents used a scale of one ('very low') to ten ('very high').

As with previous surveys, respondents in the 1995 survey perceived their neighbourhoods (with a score of 4.5) as safer than their city or town (6.4), or Queensland as a whole (6.7).

When compared to the average ratings in 1991 and 1993, there has been no substantial change in public perceptions of crime levels (see Figure 4). The only statistically significant change was in the average rating of crime levels in 1991 and 1993 for the respondents' neighbourhood.

The finding that the public's perceptions of crime levels has not changed over the last few years is also consistent with the respondents' ratings of their personal risk of being a crime victim (see Figure 4). There was a significant increase in the average score from 1991 (4.7) to 1993 (5.1), but no significant change between 1993 and 1995 (4.9). These findings are of interest given the attention which the issue of crime levels often receives in the media and in political debate.

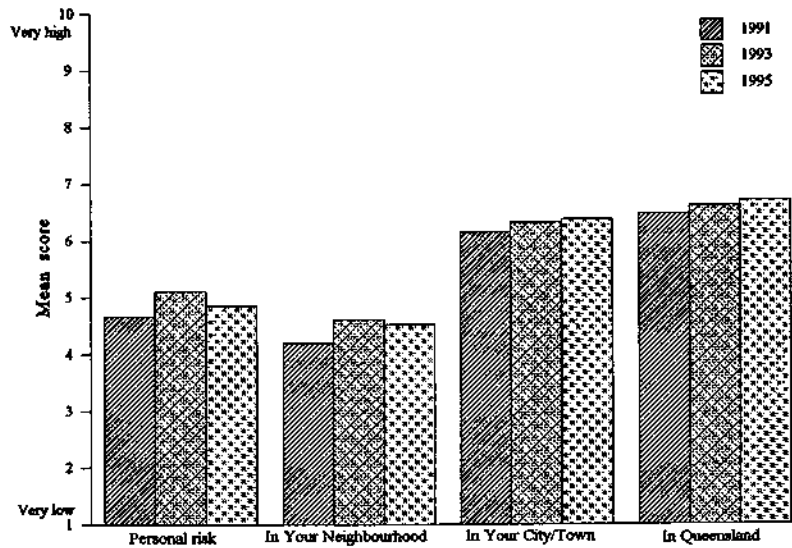


FIGURE 4 – RESPONDENTS’ PERCEPTIONS OF CRIME LEVELS

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: ‘On a scale of one to ten, where one is very low and ten is very high, how would you rate the risk of crime affecting you as an individual?’; ‘... how would you rate the current level of crime in your neighbourhood?’; ‘... how would you rate the current level of crime in your city/town (area)?’; ‘... how would you rate the current level of crime in Queensland (the state)?’
2. Respondents answering ‘don’t know’ were excluded from this figure.
3. There was no significant change in 1995 responses at the 0.05 level.

ISSUES TO BE ADDRESSED

Although the findings of the 1995 survey are generally positive, there are at least four issues arising from this research that the QPS and CJC should address. These involve:

- *Reducing public dissatisfaction with policing services.* The most common reasons for dissatisfaction with police related to the manner and responsiveness of the officers involved. Relatively simple strategies, such as explaining actions or providing feedback, can be used to improve the quality of service provided to the community. Implementation of these strategies could also significantly reduce the number of complaints made against police.
- *Improving levels of satisfaction with the complaints process.* The majority of respondents who had made a complaint were dissatisfied with the way in which their complaint was handled. Some strategies, most notably informal resolution, have already been introduced by the QPS and the CJC to improve levels of satisfaction among complainants. Other research undertaken by the CJC shows that complainants are more likely to be satisfied if they are kept informed about the progress of the investigation and of the reasons why particular decisions were taken (see CJC 1994).

- *Educating the community about minority groups and the police.* Since 1991, the proportion of respondents agreeing that 'Aborigines tend to be let off by the police more than other groups' has increased significantly. This finding indicates that there is a need for both the QPS and the CJC to provide more information to the community about the police and minority groups, particularly the Aboriginal and Torres Strait Islander communities.
- *Making the police less isolated from the community.* The 1995 survey shows that many respondents still view the police as "remote". For instance, the majority of respondents agreed that 'you wonder what you have done wrong when a police officer approaches you'. The CJC's evaluations of the Toowoomba Beat Policing Project and the Inala Community and Police Network show that it is possible to significantly improve perceptions of the police by implementing community policing strategies, such as beat policing (see CJC 1995a and 1995b).

SUMMARY OF FINDINGS

The results of the 1995 "Public Attitudes to the QPS" survey show that:

- Respondents' perceptions of the QPS are positive and, in many cases, have improved since 1991. Overall, the majority of respondents are supportive of the police.
- Many respondents still view the police as fairly isolated from the community.
- Most respondents are satisfied with the level of service provided by the QPS.
- The major reasons cited by respondents dissatisfied with the police related to: insufficient police coverage; lack of responsiveness by the police to the problem; and the manner of the officers involved.
- Under half of those respondents who had felt dissatisfied with a particular incident in the last 12 months actually made, or tried to make, a complaint.
- The most frequent reasons given by the dissatisfied respondents for not making a complaint were: it would not do any good; the incident was not serious enough; and making a complaint was too much trouble. Lack of knowledge about how to make a complaint did not appear to be a significant reason.
- The majority of respondents who had made an official complaint were dissatisfied with the way their complaint was handled.
- There was a high level of agreement that there should be independent investigation of complaints against the police.
- The majority of respondents saw the CJC as independent of the police and considered that the CJC had been successful in improving police conduct.
- Respondents generally viewed their neighbourhoods as safer than their city/town, and Queensland as a whole.
- Overall, there has been little change in respondents' perceptions of crime levels since 1993.

REFERENCES

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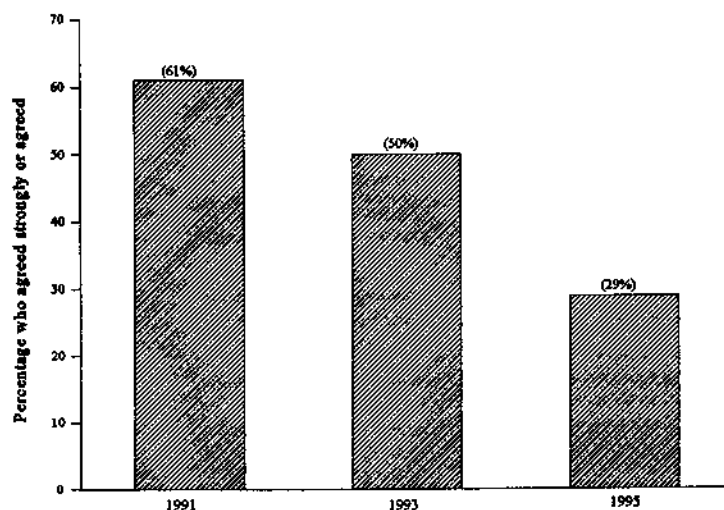


APPENDICES

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APPENDIX 1 COMPARISON OF THE 1991, 1993 AND 1995 SURVEY RESULTS

A group of questions about public perceptions of the QPS was asked in each survey. The results of these common questions are presented in this appendix.



**FIGURE A.1 – PERCENTAGE OF RESPONDENTS AGREEING THAT
THE POLICE HAVE A BAD IMAGE IN QUEENSLAND**

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. The police have a bad image in Queensland'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. The decreases from 1991 to 1993 and 1993 to 1995 were statistically significant at the 0.05 level.

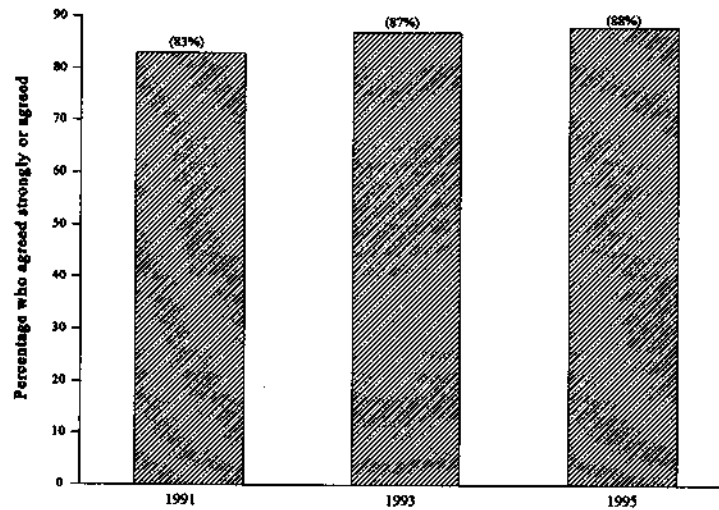


FIGURE A.2 – PERCENTAGE OF RESPONDENTS AGREEING THAT MOST POLICE ARE HONEST

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. Most police are honest'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. Not statistically significant at the 0.05 level.

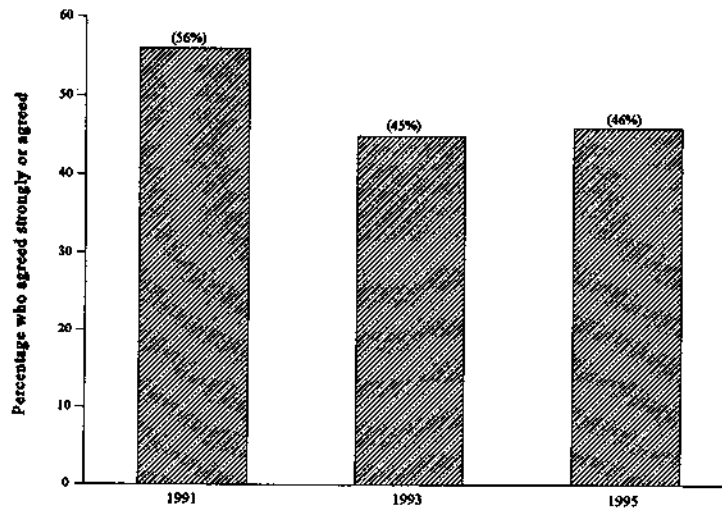


FIGURE A.3 – PERCENTAGE OF RESPONDENTS AGREEING THAT THE PUBLIC HAVE LITTLE RESPECT FOR THE POLICE

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. The public have little respect for the police'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. The decrease from 1991 to 1993 was statistically significant at the 0.05 level, but the responses in 1993 and 1995 do not differ significantly at the 0.05 level.

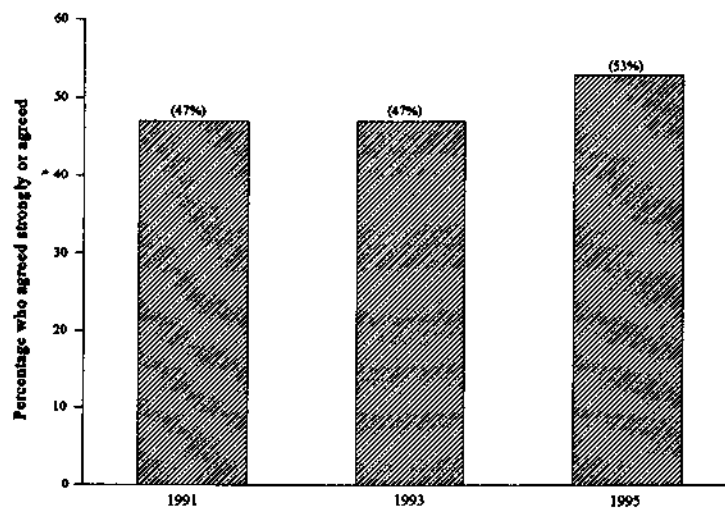


FIGURE A.4 – PERCENTAGE OF RESPONDENTS AGREEING THAT THE POLICE CONSIDER YOU GUILTY UNTIL PROVEN INNOCENT

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. The police consider you guilty until proven innocent'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. Not statistically significant at the 0.05 level.

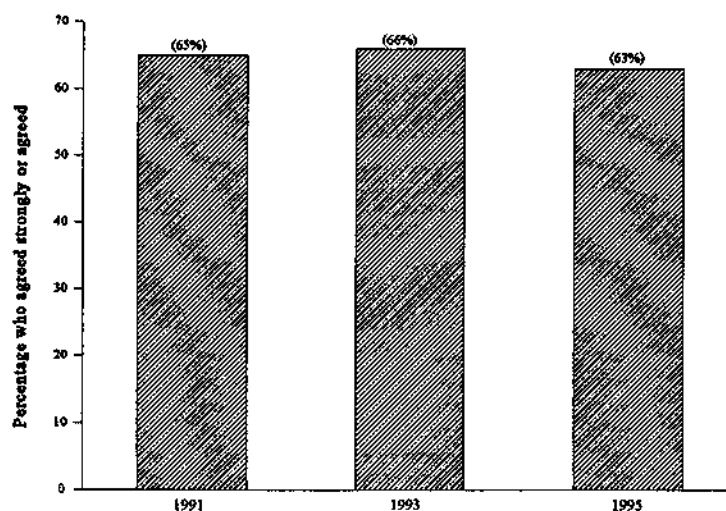


FIGURE A.5 – PERCENTAGE OF RESPONDENTS AGREEING THAT YOU WONDER WHAT YOU'VE DONE WRONG WHEN AN OFFICER APPROACHES YOU

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. You wonder what you've done wrong when a police officer approaches you'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. Not statistically significant at the 0.05 level.

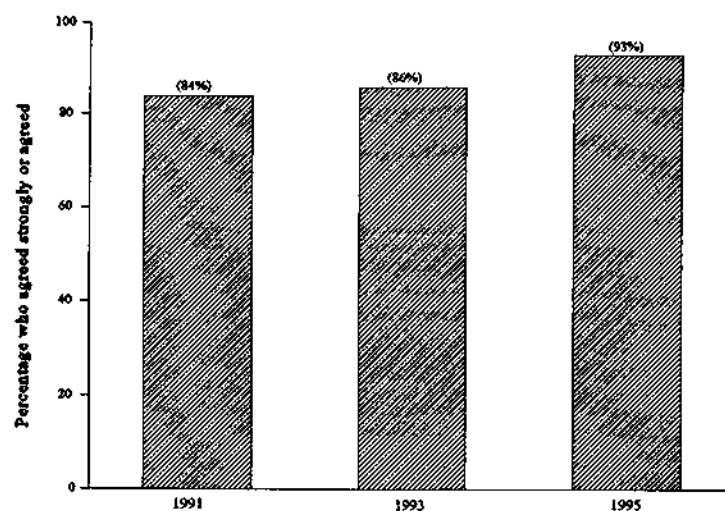


FIGURE A.6 – PERCENTAGE OF RESPONDENTS AGREEING THAT YOU WILL ALWAYS GET SOME CORRUPTION IN THE POLICE SERVICE

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. You will always get (some) corruption in the Police Service'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. The 1991 and 1993 responses were not significantly different at the 0.05 level, but the increase from 1993 to 1995 was statistically significant at the 0.05 level.

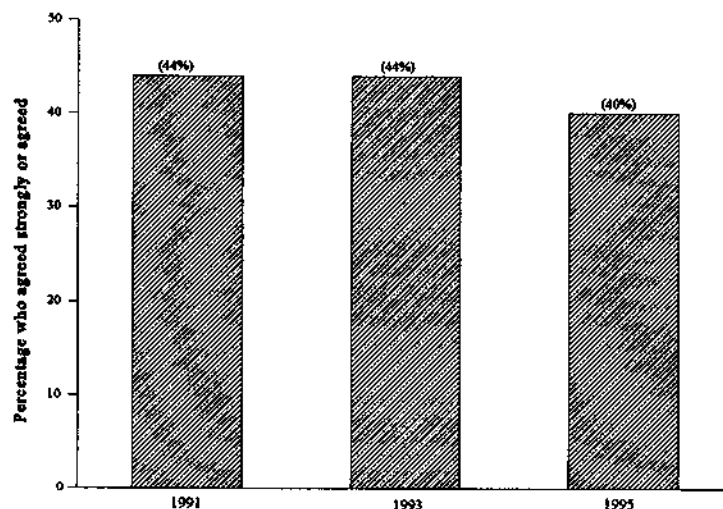


FIGURE A.7 – PERCENTAGE OF RESPONDENTS AGREEING THAT THE POLICE ARE TOO CONCERNED WITH REVENUE TO CATCH CRIMINALS

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. The police are too concerned with revenue raising to catch the big criminals'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. Not statistically significant at the 0.05 level.

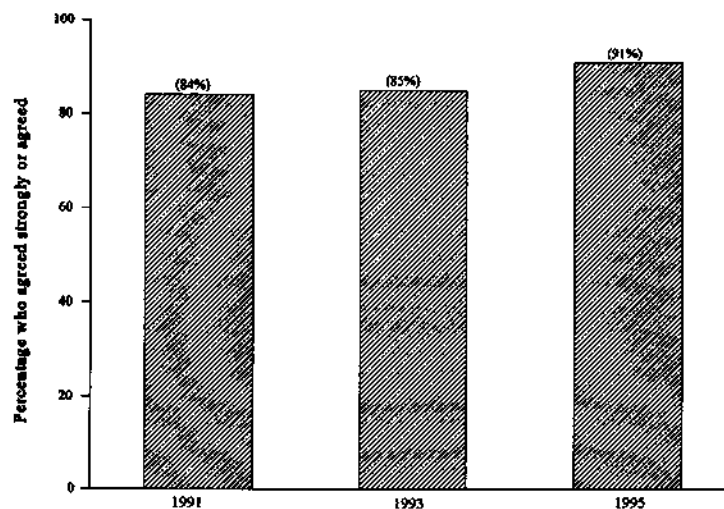


FIGURE A.8 – PERCENTAGE OF RESPONDENTS AGREEING THAT THE POLICE SERVICE IS UNDERSTAFFED

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. The police service is understaffed'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. The responses in 1991 and 1993 did not significantly differ at the 0.05 level, but the increase from 1993 to 1995 was significant at the 0.05 level.

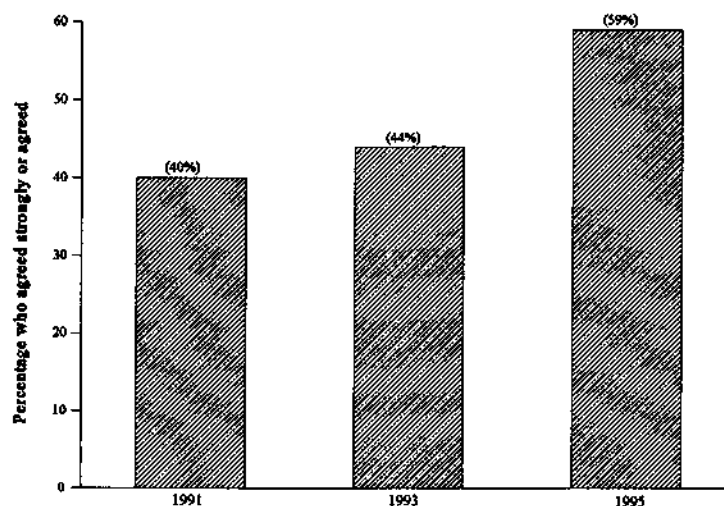


FIGURE A.9 – PERCENTAGE OF RESPONDENTS AGREEING THAT ABORIGINES TEND TO BE LET OFF BY THE POLICE MORE THAN OTHERS

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Could you tell me whether you agree or disagree with these statements. Aborigines tend to be let off by the police more than other groups'.
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. The responses in 1991 and 1993 did not significantly differ at the 0.05 level, but the increase from 1993 to 1995 was significant at the 0.05 level.

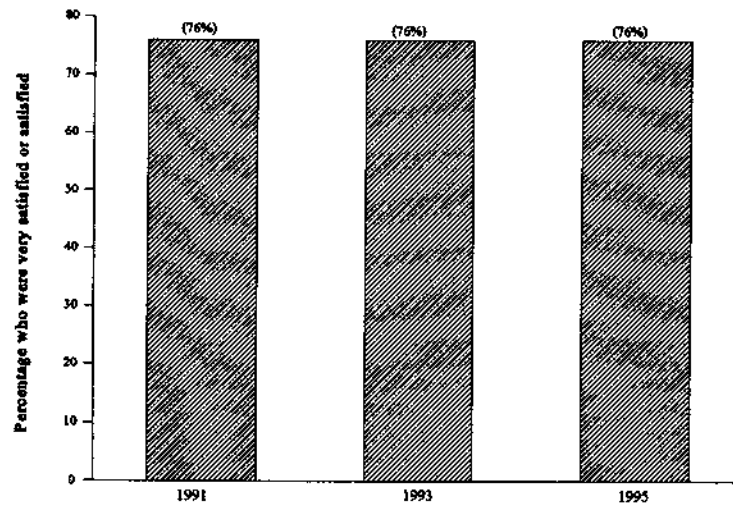


FIGURE A.10 – REPORTED LEVEL OF SATISFACTION WITH THE SERVICE PROVIDED BY THE POLICE

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'Overall, how satisfied are you with the level of service provided by the police in your local community? Would you say you were very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied?'
2. The total number of respondents were: 901 (1991); 900 (1993); 900 (1995).
3. Not statistically significant at the 0.05 level.

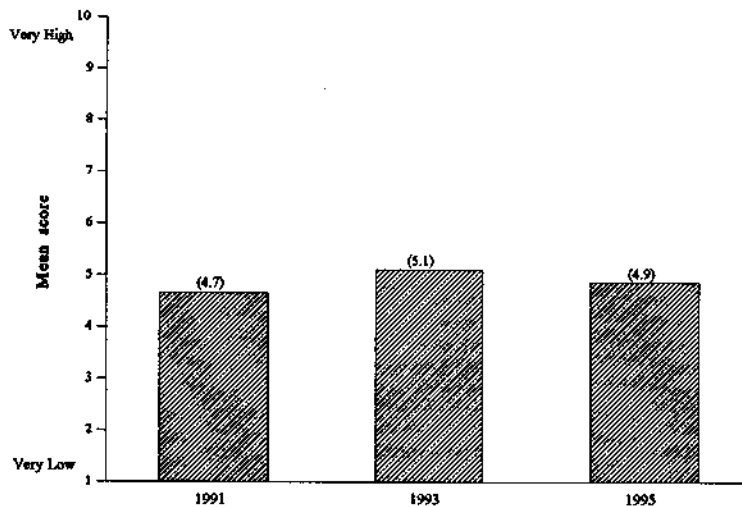


FIGURE A.11 – RESPONDENTS' PERCEPTIONS OF PERSONAL RISK OF CRIME

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'On a scale of one to ten, where one is very low and ten is very high, how would you rate the risk of crime affecting you as an individual?'
2. Respondents answering 'don't know' were excluded from this figure.
3. The increase from 1991 to 1993 was statistically significant at the 0.05 level, but the responses in 1993 and 1995 did not significantly differ at the 0.05 level.

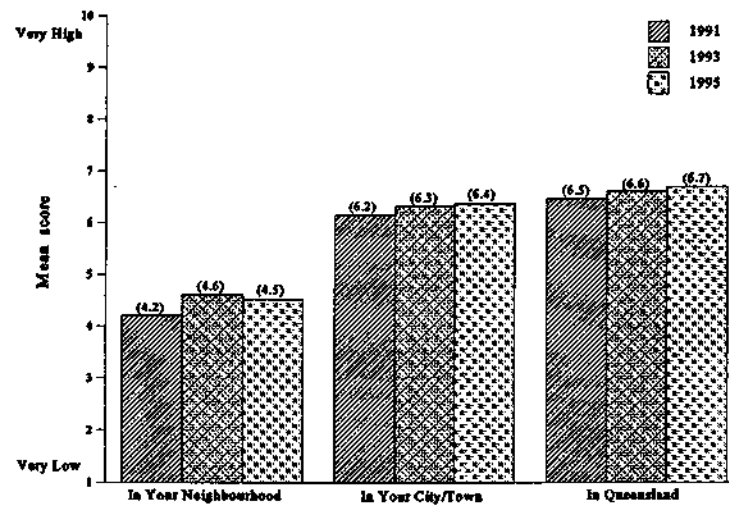


FIGURE A.12 – RESPONDENTS' PERCEPTIONS OF THE LEVEL OF CRIME

Source: 1991 Attitudes to the QPS Survey; 1993 Attitudes to the QPS Survey; 1995 Attitudes to the QPS Survey.

Notes:

1. Respondents were asked in each survey: 'On a scale of one to ten, where one is very low and ten is very high, how would you rate the current level of crime in your neighbourhood?'; '... how would you rate the current level of crime in your city/town (area)?'; '... how would you rate the current level of crime in Queensland (the state)?'
2. Respondents answering 'don't know' were excluded from this figure.
3. The only significant change at the 0.05 level was from 1991 to 1993 for 'in your neighbourhood'.

TABLE A.1 – PERSONAL CHARACTERISTICS OF RESPONDENTS
(1991, 1993, 1995)

	1991 (%)	1993 (%)	1995 (%)
<u>Sex</u>			
Male	49.9	50.0	50.1
Female	50.1	50.0	49.9
<u>Age Groups</u>			
18 to 24 years	10.5	8.4	9.7
25 to 34 years	22.0	22.8	20.2
35 to 44 years	26.1	25.8	24.3
45 to 54 years	16.0	19.4	18.9
55 years or over	25.3	23.4	26.8
Refused	---	---	0.1
<u>Employment Status</u>			
Employed	60.6	61.3	73.8 *
Unemployed	2.1	3.8	2.9
Pensioner/Retired	19.0	17.2	20.8
Full-time student	2.2	2.0	4.6 **
Home duties	15.5	14.9	11.6
Refused	0.6	0.8	0.3
<u>Household structure</u>			
Single	15.5	17.3	18.2
Young couple	7.4	8.2	7.2
Young family	11.7	12.7	18.8 **
Middle family	21.2	20.9	18.7
Mature family	21.8	19.8	18.7
Older couple	22.3	20.7	18.2
Refused	---	---	0.2
	(n=901)	(n=900)	(n=900)

Source: 1991 Attitudes to the QPS survey; 1993 Attitudes to the QPS survey; 1995 Attitudes to the QPS survey.

Notes: * indicates statistically significant difference at the 0.05 level between 1991 and 1995, and 1993 and 1995.
** indicates statistically significant difference at the 0.05 level between 1993 and 1995 only.

APPENDIX 2
PUBLIC ATTITUDES TOWARDS
THE QUEENSLAND POLICE SERVICE
QUESTIONNAIRE AND FREQUENCIES

PART A

A.1 Overall, how satisfied are you with the level of service provided by the police in your local community? Would you say you were.....

(n=900)

Read Out

Very satisfied (Go To A.3)	18.9%
Satisfied (Go To A3)	57.0%
Neither satisfied nor dissatisfied (Go To A3)	11.8%
Dissatisfied	8.3%
Very dissatisfied	2.0%

(Do Not Read)

Don't know/can't say (Go To A.3)	2.0%
--	------

A.2 Why are you dissatisfied?

(Do not prompt: Multiple Responses Accepted)

(n=93)

% of respondents mentioning

Police were not responsive (eg. slow to arrive/do not keep the person informed/did wrong thing) ...	32.3%
Use undue force or violence, or assaulted someone/behave illegally	1.1%
Dissatisfied with the manner of police (eg. behaved unreasonably/rude or over-causal/racist)	14.0%
Not enough police coverage in area	60.2%
Dissatisfied with way police interact with local community	6.5%
Other reason (Specify Other) _____	2.2%

ATTITUDES TOWARDS QPS: 1995 SURVEY

A.3 On a scale of one to ten, where one is very low and ten is very high, how would you rate the risk of crime affecting you as an individual?

	(n=900)										
	1 (Very low)	2	3	4	5	6	7	8	9	10 (Very high)	Don't know
	10.3%	10.8%	10.9%	8.4%	22.0%	8.8%	10.9%	10.3%	3.0%	3.3%	1.2%

A.4 On a scale of one to ten, where one is very low and ten is very high, how would you rate the current level of crime in...?

(Read Out)
(Prompt: I am interested in your general reaction)

	(n=900)										
	1 (Very low)	2	3	4	5	6	7	8	9	10 (Very high)	Don't know
a) Your neighbourhood	9.9%	13.8%	15.0%	11.9%	16.7%	8.9%	8.9%	8.3%	2.6%	2.8%	1.3%
b) Your city (town)	1.4%	2.8%	5.4%	6.2%	18.8%	12.6%	18.4%	19.3%	6.9%	6.4%	1.7%
c) Queensland	0.4%	0.3%	3.9%	4.7%	19.4%	14.0%	18.8%	17.1%	8.2%	8.4%	4.7%

PART B

B.1 Have you ever been annoyed or dissatisfied about the way a Queensland police officer behaved, or about the way the Queensland police have handled a matter, which affected you or someone you know?

	(n=900)
Yes	29.1%
No (Go To B.9)	70.9%

B.2 When was the last time you felt this way?

	(n=262)
(Read Out) Within the last year	41.6%
1 - 2 years	19.8%
3 - 4 years	11.8%
4 - 6 years	10.7%
More than 6 years	16.0%
(Do Not Read Out) Can't remember	0.0%

B.3 Thinking about that time, what was the reason you were annoyed or dissatisfied?

(Do Not Prompt. Multiple Responses Accepted) (Probe : "What else?")

	(n=262) % of respondents mentioning
Police were unresponsive (eg. slow to arrive/did not keep person informed)	43.9%
Used undue force or violence, or assaulted someone/behaved illegally	9.2%
Dissatisfied with the manner of the officers (eg. behaved unreasonably/rude/racist)	74.4%
Parking ticket/traffic infringement	3.8%
Tried to talk out of complaining	0.8%
Other reason (Specify Other) _____	6.1%

B.4 Did you feel like making an official complaint to someone about the way the police behaved on this occasion?

	(n=262)
Yes	49.6%
No	50.4%

B.5 Did you actually make, or try to make, an official complaint?

	(n=262)
Yes - made a complaint (Go To B.7)	14.5%
Tried to, but failed to make a complaint (Go To B.7)	3.0%
No	82.4%

B.6 What was the reason you didn't make an official complaint?
(Do Not Prompt) ("What other reasons")

	(n=216) % of respondents mentioning
It was not serious enough	18.1%
It would not do any good/Not be believed	42.1%
Did not know how to make complaint	6.0%
It would be too much trouble/apathy	16.2%
Not directly involved	5.1%
Fear of repercussions	3.7%
Didn't think of it	2.3%
Advised against it by police	2.3%
Some other reason (Specify Other) _____	15.3%

Go To B.10

ATTITUDES TOWARDS QPS: 1995 SURVEY

B.7 **Thinking about your most recent complaint, who did you make or attempt to make your complaint to?**
(Do Not Prompt)(Multiple Response)

(n=46)
% of respondents mentioning

Police	80.4%
Criminal Justice Commission (CJC)	4.3%
M.P/ Local member	8.7%
Media	0.0%
Other (Specify) _____	6.5%
Can't remember	2.2%

B.8 **Overall, how satisfied were you with the way your complaint was handled? Would you say you were?**

(n=46)

(Read Out)

Very satisfied	13.0%
Fairly satisfied	17.4%
Neither satisfied nor dissatisfied	8.7%
Fairly dissatisfied	15.2%
Very dissatisfied	45.6%
(Do not read out)	
Don't know	0.0%

Go To B.10

B.9	If you were to make a complaint how confident would you be that your complaint would be properly investigated? Would you be?	(n=638)
	(Read out)	
	Very confident	22.9%
	Fairly confident	56.3%
	Neither confident nor not confident	7.4%
	Not very confident	8.0%
	Not confident at all	3.1%
	(Do not read out)	
	Don't know	2.4%
B.10	Now thinking about how members of the Queensland Police Service behave. Would you say they behave?	(n=900)
	(Read Out)	
	Generally well	40.6%
	Most behave well, a minority behave badly	46.9%
	Roughly equal numbers good and bad	10.6%
	Most behave badly, a minority behave well	1.0%
	Generally behave badly	0.3%
	(Do Not Read Out)	
	Don't know	0.7%
B.11	Over the last few years do you think police behaviour in Queensland has ...	(n=900)
	(Read Out)	
	Changed for the worse	6.1%
	Stayed about the same	41.9%
	Changed for the better	46.1%
	(Do Not Read Out)	
	Don't know	5.9%

PART C

The next part of the survey presents four brief situations that you might see a police officer in. Please tell us how likely it is that you would make an official complaint about the police officer if this happened to you.

C.1 You call for the police but they are very slow to arrive. When they come they don't bother to explain why they were late.

A) How likely would you be to complain? (n=900)

(Read Out)

Very likely (Go to C2)	20.6%
Fairly likely (Go to C2)	32.4%
Neither likely nor unlikely (Go to C2)	6.8%
Fairly unlikely	26.1%
Very unlikely	10.3%
 (Do Not Read Out)	
Don't know/can't say (Go to C2)	3.8%

B) Why wouldn't you complain?
(Do Not Prompt. Multiple responses accepted) (n=328)

	% of respondents mentioning
The matter is not serious enough	25.3%
The officer did nothing wrong	21.0%
It would not do any good/Not be believed	24.1%
It would be too much trouble	8.2%
None of my business/leave it to someone else	1.8%
Afraid of repercussions/ harassment	1.8%
Would not know how to make complaint	0.6%
Depend on the circumstances	7.6%
Police are shortstaffed and overworked	8.8%
Would ask for explanation when police arrived	2.4%
I'm not the type to complain	2.4%
Usual police behaviour	0.3%
Other reason (Specify Other) _____	3.7%

C.2 You are stopped in your car for a routine registration check. The police officer who makes the check is quite rude to you.

A) How likely would you be to complain? (n=900)

Very likely (Go to C3)	36.2%
Fairly likely (Go to C3)	29.3%
Neither likely nor unlikely (Go to C3)	3.3%
Fairly unlikely	20.4%
Very unlikely	8.2%
Don't know/can't say (Go to C3)	2.4%

B) Why wouldn't you complain?
(Do Not Prompt. Multiple responses accepted) (n=258)

	% of respondents mentioning
The matter is not serious enough	27.9%
The officer did nothing wrong	11.6%
It would not do any good/Not be believed	33.7%
It would be too much trouble	13.6%
None of my business/leave it to someone else	1.9%
Afraid of repercussions/ harassment	6.2%
Would not know how to make complaint	2.3%
Depend on the circumstances	1.2%
Police are shortstaffed and overworked	0.8%
I'm not the type to complain	2.3%
Usual police behaviour	1.6%
Other reason (Specify Other) _____	8.5%

C.3 You see a police officer punch someone who he has just arrested.

A) How likely would you be to complain? (n=900)

Very likely (Go to C4)	29.2%
Fairly likely (Go to C4)	24.4%
Neither likely nor unlikely (Go to C4)	10.7%
Fairly unlikely	18.0%
Very unlikely	9.4%
Don't know/can't say (Go to C4)	8.2%

B) Why wouldn't you complain?
(Do Not Prompt. Multiple responses accepted.) (n=247)

	% of respondents mentioning
The matter is not serious enough	3.2%
The officer did nothing wrong	15.0%
It would not do any good/Not be believed	9.7%
I would not be believed	2.4%
It would be too much trouble	2.8%
None of my business/ leave it to someone else	30.4%
Afraid of repercussions/ harassment	5.7%
Would not know how to make complaint	2.0%
Depend on the circumstances	4.5%
Depend on whether I saw everything/Need to know for certain	17.4%
Probably deserved it	18.2%
Usual police behaviour	0.4%
Other reason (Specify Other) _____	2.0%

C.4 You see a police officer taking what seems to be a bribe from someone.

A) How likely would you be to complain? (n=900)

Very likely (Go to part D)	51.4%
Fairly likely (Go to part D)	22.0%
Neither likely nor unlikely	4.7%
Fairly unlikely	10.4%
Very unlikely	8.0%
Don't know/can't say (Go to part D)	3.4%

B) Why wouldn't you complain?
(Do Not Prompt. Multiple responses accepted.) (n=166)

	% of respondents mentioning
The matter is not serious enough	0.6%
The officer did nothing wrong	1.8%
It would not do any good/Not be believed	23.5%
It would be too much trouble	3.6%
None of my business/ leave it to someone else	35.5%
Afraid of repercussions/ harassment	21.1%
Would not know how to make complaint	1.8%
Depend on the circumstances	0.6%
I would have to know for certain	16.9%
I'm not the type to complain	0.6%
Usual police behaviour	1.2%
Other reason (Specify Other) _____	4.8%

PART D

A number of statements have been made about the Queensland Police Service. Could you tell me whether you agree or disagree with these statements?

(Probe: Is that strongly agree/ strongly disagree or just agree/ disagree?)

	(n=900)					
	Agree Strongly	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly	Don't know
D1 The police are too concerned with revenue raising to catch the big criminals	14.2%	26.2%	8.4%	35.0%	9.8%	6.3%
D2 The police have a bad image in QLD	7.8%	20.9%	6.1%	51.6%	11.7%	2.0%
D3 Most police are honest	31.7%	55.6%	4.7%	5.8%	1.3%	1.0%
D4 The police service is understaffed	62.9%	27.6%	2.3%	3.4%	0.4%	3.3%
D5 People who complain against police are likely to suffer for it	8.4%	23.4%	8.0%	41.2%	10.7%	8.2%
D6 The public have little respect for the police	12.6%	32.8%	8.4%	37.1%	7.3%	1.8%
D7 You will always get some corruption in the Police Service	30.9%	63.2%	1.1%	4.0%	0.7%	1.0%
D8 The police consider you to be guilty until proven innocent	16.1%	36.7%	8.1%	26.8%	5.8%	6.6%
D9 You wonder what you've done wrong when a police officer approaches you	21.7%	40.9%	3.1%	26.9%	5.9%	1.6%
D10 Most people who make complaints against police are just troublemakers	5.9%	17.6%	6.2%	55.6%	12.4%	2.3%
D11 Aborigines tend to be let off by the police more than other groups	29.6%	28.6%	3.9%	23.1%	7.7%	7.2%
D12 The police don't have enough powers to be able to do the job properly	27.4%	32.8%	4.8%	23.4%	8.2%	3.3%
D13 Complaints against police should be investigated by an independent body, not by the police themselves	52.3%	35.1%	4.8%	23.4%	8.2%	3.3%
D14 Sometimes police need to break the rules to get the job done	13.2%	49.9%	4.2%	21.6%	9.1%	2.0%

DEMOGRAPHICS

In closing, we would like to ask you some questions about yourself. This information helps us to see whether complaints come equally from all sections of the population. (If you have any objections, please do not feel under any obligation to answer these questions.)

Dem 1 Sex (Record Automatically)

	(n=900)
Male50.1%
Female49.9%

Dem 2 Into which age category do you fall?

	(n=900)
18 - 249.7%
25 - 3420.2%
35 - 4424.3%
45 - 5418.9%
55 - 6413.2%
65 or more13.6%
Refused0.1%

Dem 4 What is the structure of your household. Is it?

	(n=900)
Single people18.2%
Young couple7.2%
Young family18.8%
Middle family18.7%
Mature family18.7%
Later family18.2%
Refused0.2%

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Dem 5 What is your highest level of education?

	(n=900)
Primary school	10.4%
Some secondary school	32.1%
Completed Year 12	20.2%
Tech/trade	12.1%
Some tertiary	7.6%
Completed tertiary	17.2%
Refused	0.3%

Dem 6 What is your current employment status?

	(n=900)
Student	4.6%
Full-time employed	47.9%
Part-time employed	9.0%
Casual	3.0%
Unemployed	2.9%
Home duties	11.6%
Retired	8.9%
Pensioner	11.9%
Refused	0.3%

(Ask if employed)

Dem 7 And what is the occupation of the main income earner of the household?

INTERVIEWER Record occupation and code below _____

	(n=900)
Upper white	21.1%
Lower white	18.8%
Upper blue	20.7%
Lower blue	13.2%
Not employed/ retired/ pensioner/ student	26.2%