



# **Arabkir Police Department Performance: Public Opinion Poll**

**PROGRAM REPORT  
(January 2004)**



**Yerevan 2004**

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## BACKGROUND INFORMATION AND METHODOLOGY

On July 29, 2003, a Memorandum of Understanding (MoU) was signed between the Police of the Republic of Armenia and the Organization for Security and Cooperation in Europe (OSCE) to launch an OSCE Police Assistance Program in Armenia. The MoU sets out a program for conducting a series of detailed needs assessments to identify objectives and activities in the areas of Community Policing and Training of Non-Commissioned Officers.

While the first phase of the needs assessment consists of strengthening of the emergency response capacity, the second phase includes numerous activities including a public opinion poll. Since the Arabkir Police Department has been selected for the introduction of a new community-policing model based on partnership with the residents of the District and their active involvement in crime prevention, the goal of the poll was to identify overall strategy for how the relationship between the Police and local community, as well as organizational change, could be facilitated in promoting community policing in the District.

The public opinion poll was implemented by the Center for Regional Development/Transparency International Armenia as a project entitled “Needs Assessment and Formulation of an OSCE Police Assistance Program – Part 2”. The poll was prepared and conducted during November 15 – December 31, 2003, whereas the findings were analyzed and summarized in January 2004. The poll was aimed at providing a snapshot of the Arabkir District residents’ current opinion about the performance of officers from the Arabkir Police Department as well as record the concerns about the crime situation in the neighborhood and its impact on the quality of life.

The project was carried out by a team consisting of the Coordinator/Analyst, the Survey Specialist, 10 Enumerators, the Data Entry Specialist and the Accountant. After receiving the questionnaire from the OSCE Yerevan Office, the Survey Specialist conducted its pre-test with 10 randomly selected households in the Nor Nork District of Yerevan. The Project Coordinator/Analyst, along with the Survey Specialist, trained Enumerators on how to conduct interviews and fill in questionnaires. Then each Enumerator carried out the pre-testing of 3 households in various Districts.

The territory of the Arabkir District was divided by the Survey Specialist to 10 zones (based on the official map of the District) to be respectively covered by 10 Enumerators (see *Table A*).

**Table A. Sampling Points**

Name of Street	# of Interviews	Name of Street	# of Interviews	Name of Street	# of Interviews
Komitas	121	37 <sup>th</sup>	6	Tigranyan	7
Orbeli	30	29 <sup>th</sup>	2	Ajgektsi	16
Yerzmkyan	26	Kalents	6	47 <sup>th</sup>	3
Hakobyan	7	19 <sup>th</sup>	6	53 <sup>th</sup>	2
Aygedzor	31	Sundukyan	14	38 <sup>th</sup>	1
Baghramyan	14	Kanaker HEC	7	Shakhsuvaryan	4
Vratsakan	24	Sepuhi	1	Avetisyan	21
Malkhasyan	2	Sevastopolyan	7	Gulakyan	10
Khochar	73	Griboyedov	21	17 <sup>th</sup>	5
Bakunts	10	25 <sup>th</sup>	3	39 <sup>th</sup>	8
Budaghyan	8	23 <sup>th</sup>	7	Babayan	11
Furmanov	1	21 <sup>th</sup>	3	Kovkasyan	18
Gyulbenkyan	44	Aghbyur Serob	6	Tavrizyan	9

Barbyusi	8	Zaryan	6	Manushyan	13
Emin	22	27 <sup>th</sup>	3	Qeru street	9
Shirvanzade	6	Hambartsumyan	16	49 <sup>th</sup>	4
Sevqareci Saqo	13	Sosei	8	Tolbukhin	1
Kievyan	27	32 <sup>th</sup>	1	51 <sup>th</sup>	1
Vagharshyan	26	Arabkir	2	45 <sup>th</sup>	2
Nikol Duman	13	Khachatryan	44	Arghutyan	3
Mamikonyants	36	Papazyan	57	From other District	1
33 <sup>th</sup>	6	35 <sup>th</sup>	6	43 <sup>th</sup>	5

Public poll was conducted through personal anonymous interviews with 934 residents of the Arabkir District (18 years old and above). The random sampling was used to interview households: the sample was proportionally distributed among all streets of the Arabkir District. On every street, every third private house on the right side of the street was selected for interviews. If nobody answered, the right side of the street was selected for the interviews. If nobody answered, then the next house was chosen. In the case of apartment buildings, the first right apartment on the first floor in every third entrance was chosen on the right side of the street. If nobody answered or there was no apartment on the first floor, then the interviewer moved to the next floor and went to the first right apartment. If there was no success on the following floors, then the interviewer went down to the first floor to knock the door, opposite to the first selected one. The interview was to be carried out with the person with the closest birthday. If the target person was absent or refused to answer the questions, then the person with the next closest birthday was to be interviewed. Interviews were conducted from 18:00pm to 21:00pm every day and from 13:00pm to 21:00pm in weekends.

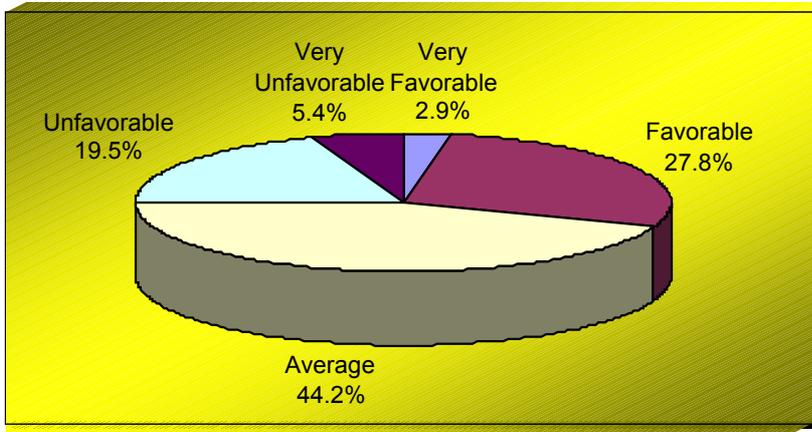
The whole staff (66 employees) of the Arabkir Police Department was interviewed by the Survey Specialist at their work place. A total sample of the poll was equal to 1,000 respondents. The theoretical margin of error for a sample of 934 is +/- 3.2 at a confidence level of 95 %. The main cluster (the Arabkir District population) is equal to 132,200 residents. The survey data were inputted by the Data Entry Specialist and processed in the SPSS format, and then analyzed by the Analyst/Coordinator.

Analysis of demographic data shows that the gender profile of respondents (54 % of females vs. 46 % of males) almost matches that of population of the Republic of Armenia (51.4% of females and 48.6% of males) as provided by the National Statistical Service (see <http://www.armstat.am>). 6.0 % of the interviewed residents belonged to the age group “16 –19”; 17.1% to “20-29”; 19.5% to “30-39”; 26.2 % to “40-49”; 16.8% to “50-59”; and 14.3 % to “60 and older” categories. 43% of respondents have children under age of 18. The mean number of respondents’ family members was 4.2. Among the interviewed persons, 21.5% were the government or state company employees; 20.3% - private company employees; 2.8% - business owner/managers; 10.6% - students; 7.9% - self employed; 14.1% - unemployed; 10.8% - pensioners; 10.5% - housewives; 0.7% - NGO representatives; and 0.6% - others.

89 % of the Arabkir Police Department staff were male and only 11 % were female, with 24% of “20-29” category, 17 % of “30-39”; 47 % of “40-49; and 12 % of “50-59” age group.

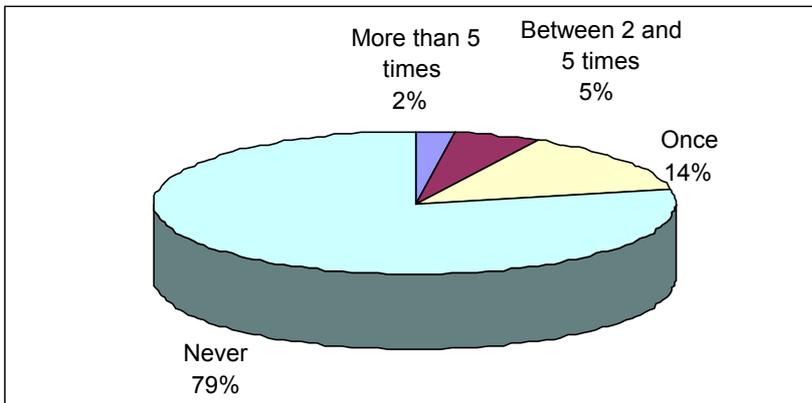
## RESIDENTS' SURVEY FINDINGS

**Figure 1. What is your overall opinion of the Arabkir Police Department, its employees, and its services?**



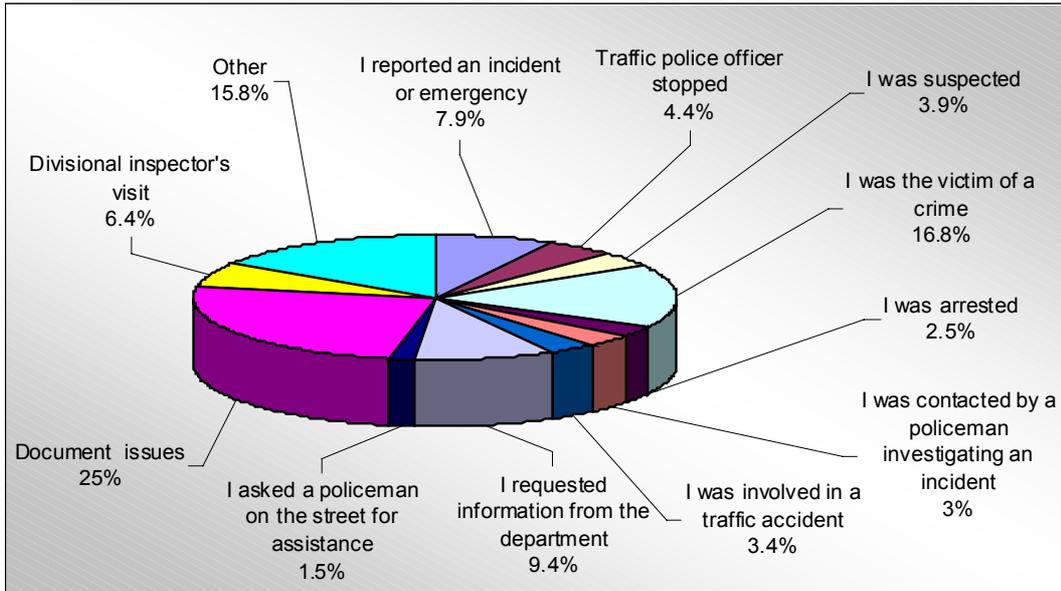
The overall opinion of 2.9% of respondents was very favorable; 27.8% – favorable; 44.2% – average; 19.6% - unfavorable; and 5.4% – very unfavorable.

**Figure 2. How many times have you had contact with someone from the Arabkir Police Department in the past two years?**



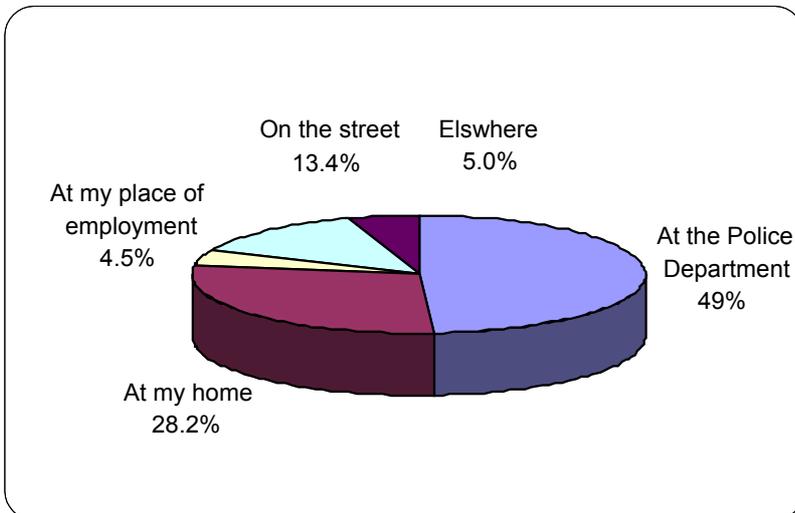
Only 21.6% of respondents (202 out of 934 persons) have contacted the Arabkir Police Department in the past two years: 2.5% of them have had contacts more than five times; 5.2% - between 2 and 5 times; 13.9% – once; and vast majority (78.4%) has never contacted the Police.

**Figure 3. What was the nature of your most recent contact with the Arabkir Police Department?**



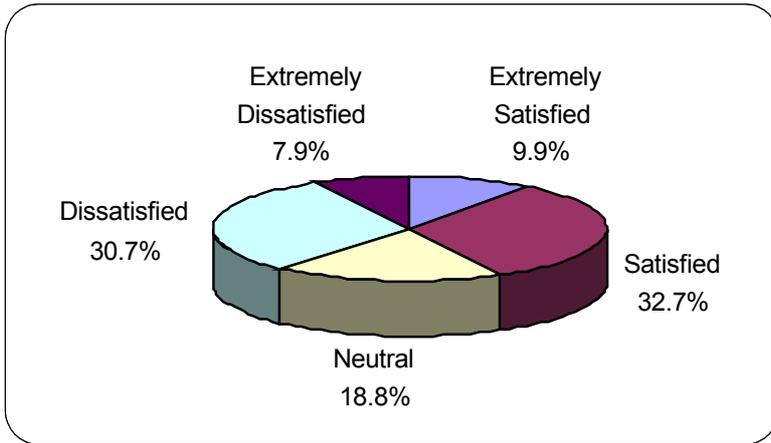
In 24.8% of cases the reasons for contacts were document issues; in 16.8% of cases respondents were the victims of crimes; in 9.4% cases they requested information; in 7.9% - reported an incident or emergency; in 6.4% - were visited by a divisional inspector; in 4.5% - were stopped by the traffic police officer; in 4% - were suspected; in 3.5% - were involved in a traffic accident; in 3.0% - were contacted by a policeman investigating an incident; in 2.5% - were arrested and in 15.8% cases the respondents stated other reasons for contacting the Arabkir Police Department.

**Figure 4. How or where was your most recent contact made?**



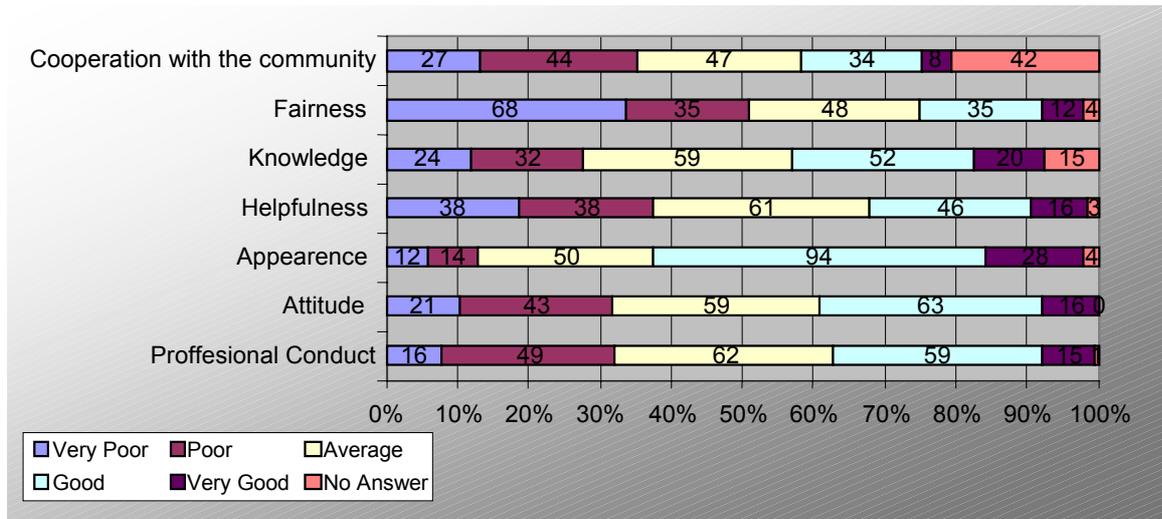
Most contacts were made at the Police Department (49.0%); at home (28.2%); on the street (13.4%); at the respondents' place of employment (4.5%); and elsewhere (5.0%).

**Figure 5. How would you rate your satisfaction with your most recent contacts?**



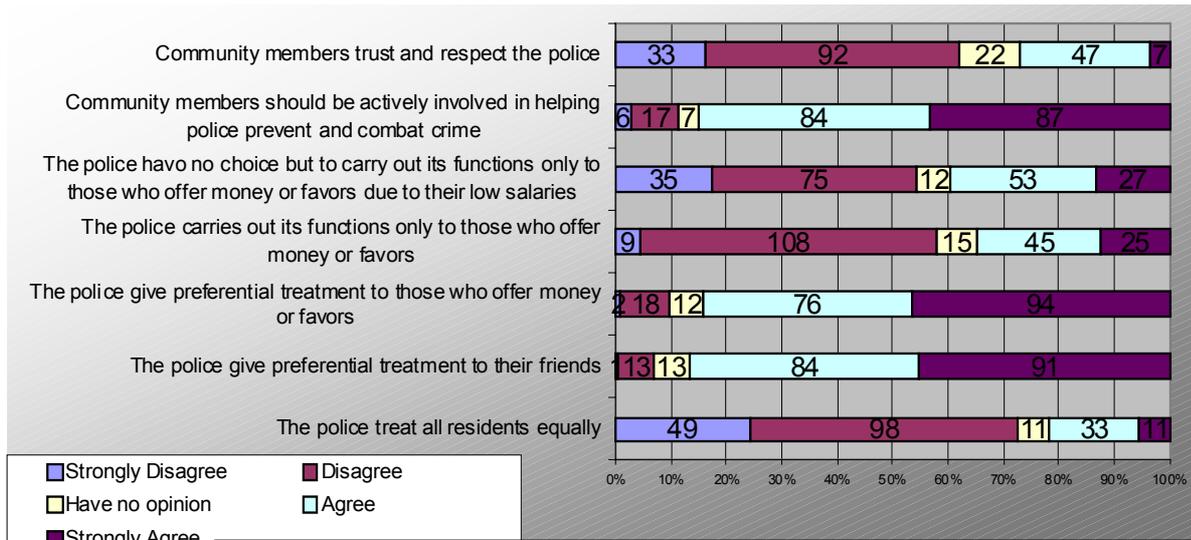
The satisfaction level of those respondents who have contacted the Arabkir Police Department was as follows: positive for 42.6% (9.9% - extremely satisfied and 32.7% - satisfied), negative for 38.6% (7.9% - extremely dissatisfied and 30.7% - dissatisfied) and neutral for 18.8%.

**Figure 6. Based on your most recent contact, how would you rate the Arabkir Police Department in the following areas?**



Most negatively (as very poor and poor) were rated the following areas: cooperation with the community (51% of respondents); helpfulness (38%) and fairness (35%) of the Arabkir Police Department.

**Figure 7. Indicate the extent to which you agree or disagree with the following statements:**



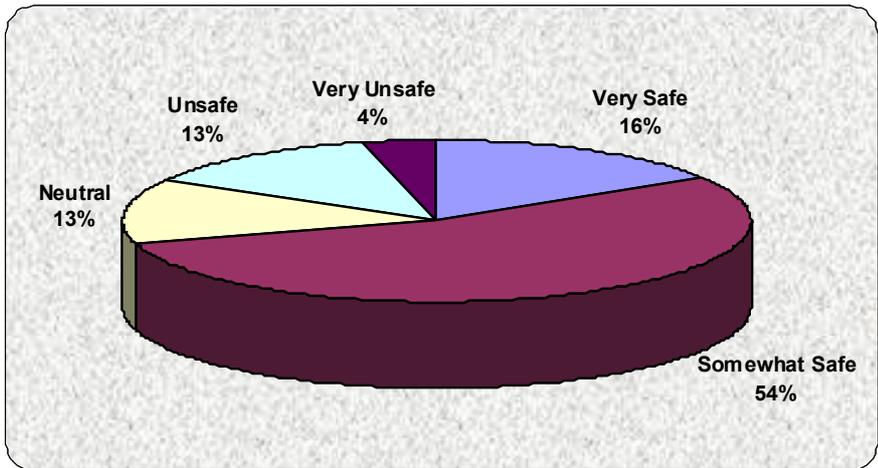
Most respondents do believe that:

- community members should be actively involved in helping the police prevent and combat crime (85 %);
- the police carries out its functions only to those who offer money or favor (58%);
- the police gives preferential treatment to those who offer money and favors (85 %);
- the police gives preferential treatment to their friends (87%).

Most respondents do not believe that:

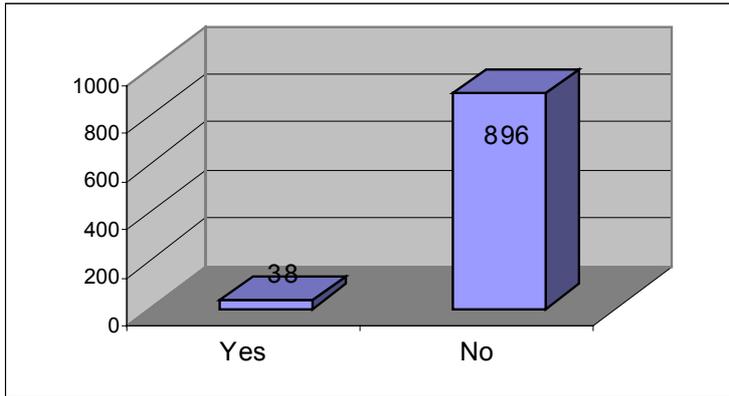
- the police has no choice but to carry out its functions only to those who offer money or favors (54 %);
- community members trust and respect the police (62%);
- the police treats all residents equally (72%).

**Figure 8. Overall, how safe do you feel in your neighborhood?**



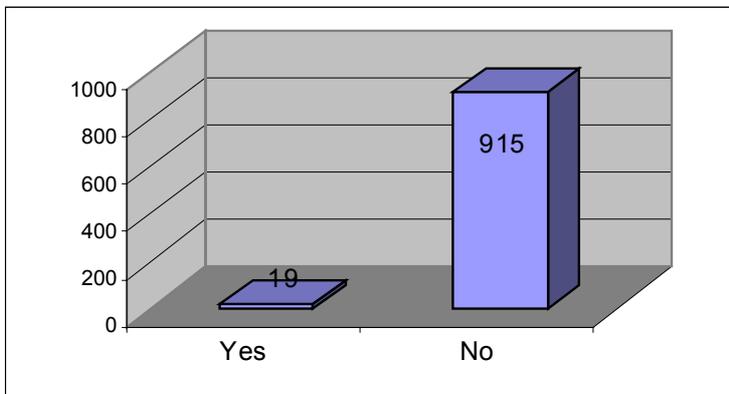
70.4% of the respondents answered that they feel very safe and somewhat safe in their neighborhood; 13 % were neutral; and 16.6 % said that they feel unsafe and very unsafe.

**Figure 9. Have you considered moving in the past year because of crime and safety considerations?**



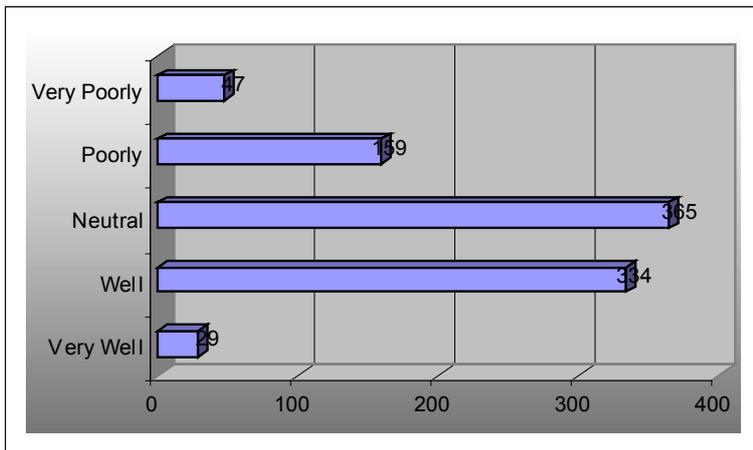
The 95.9% of the respondents have not considered moving because of crime and safety considerations.

**Figure 10. Have you limited or changed your activities in the past few years because of fear of crime?**



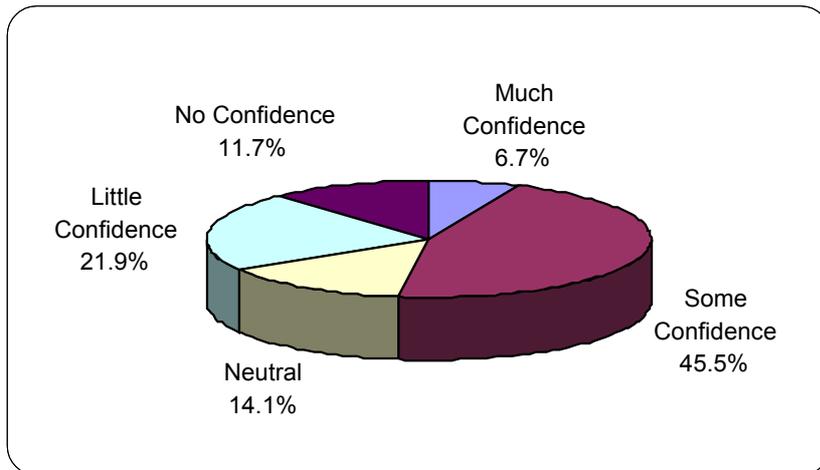
The 98% have not limited or changed their activities because of fear or crime in the past years.

**Figure 11. How well do you think the Arabkir Police Department provides protection in your neighborhood?**



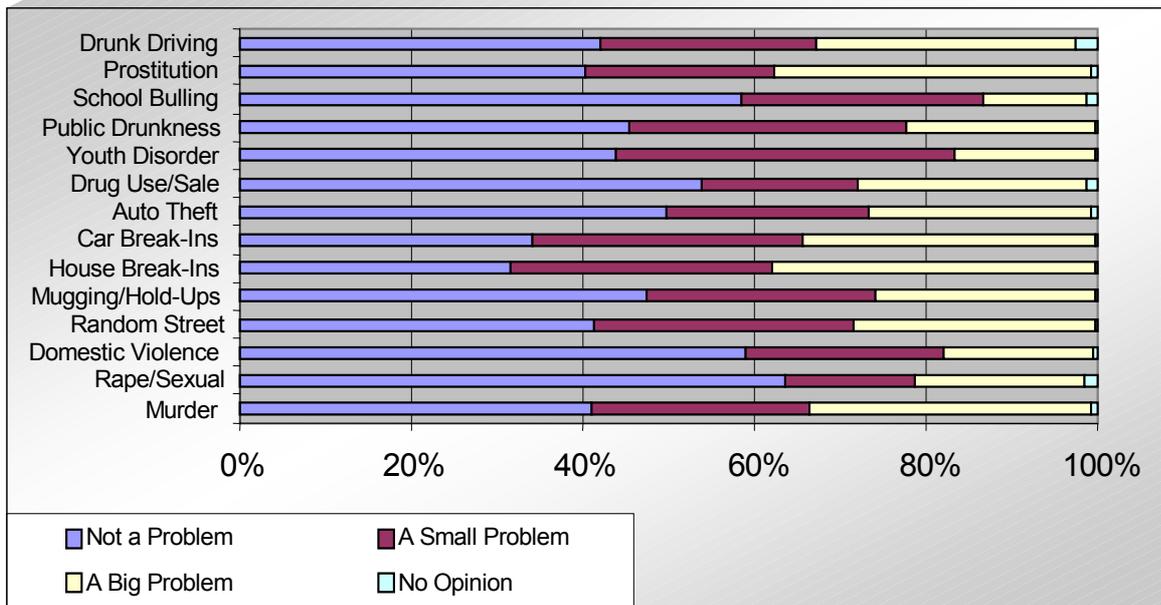
About 39% of respondents thought that the Arabkir Police Department provides protection in their neighborhood well, 39% were neutral to this question and about 22% gave a negative answer on this matter.

**Figure 12. How much confidence do you have in the ability of the Arabkir Police to prevent crime?**



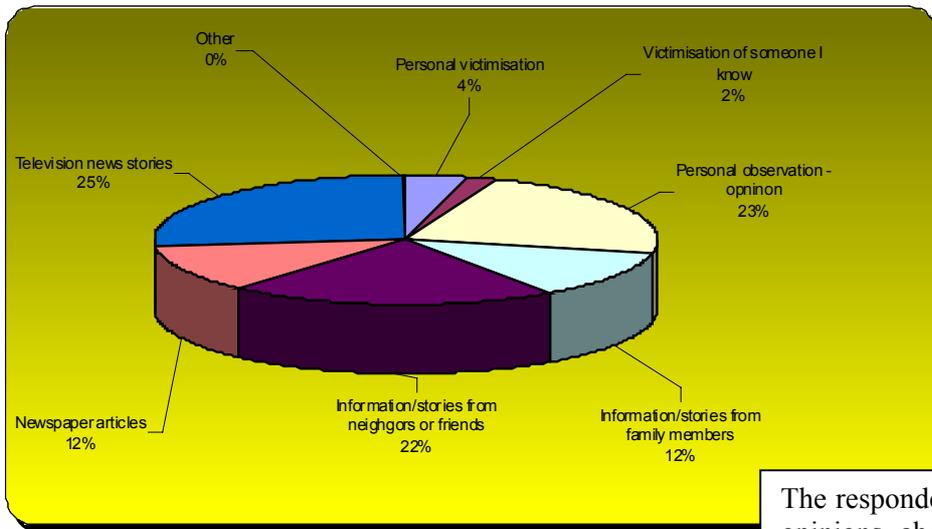
More than 50 % of respondents were confident (much confidence and some confidence) in the ability of the Arabkir Police to prevent crime, 14.1% were neutral, 21.9% had little confidence and 11.7% - no confidence at all.

**Figure 13. To what extent do you feel the following crimes have an impact on the quality of life in Arabkir District?**



In most respondents' opinion, prostitution (59%), house break-ins (68%) and car-break-ins (65%) have the greatest impact on the quality of life in Arabkir District.

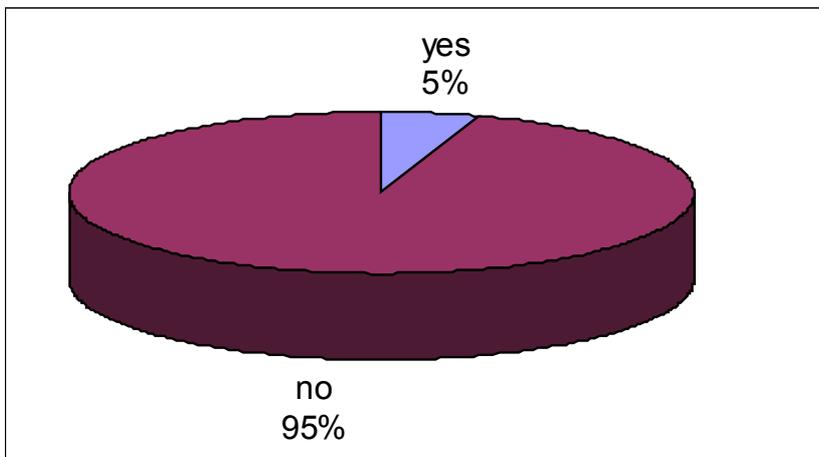
**Figure 14. On what bases have you formed your opinions about crime and safety problems in Arabkir District?**



**Multiple choice question: calculated for 2,145 answers.**

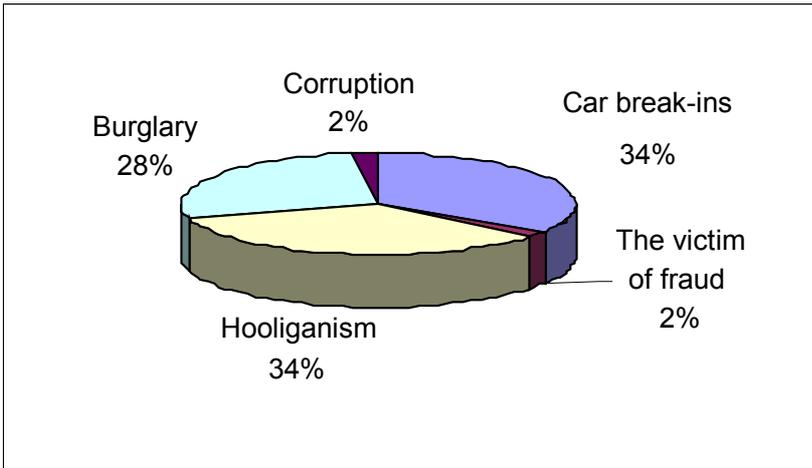
The respondents have formed their opinions about crime and safety problems in Arabkir district based on the following factors: TV news stories – 25 %; personal observation/ opinion 23 %; information/stories from neighbors- 22%.

**Figure 15. Have you been a victim of a crime that occurred in your area that you did not report to the police within the past two years?**



5% of respondents mentioned that they were victims of crimes that occurred in their area in the past two years, but did not report to the police.

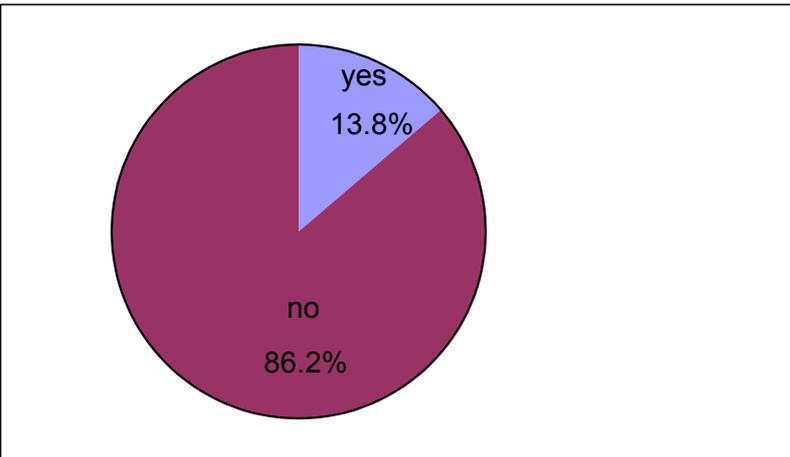
**Figure 15.1. If yes, then what type of crime was it?**



*Calculated for 47 answers.*

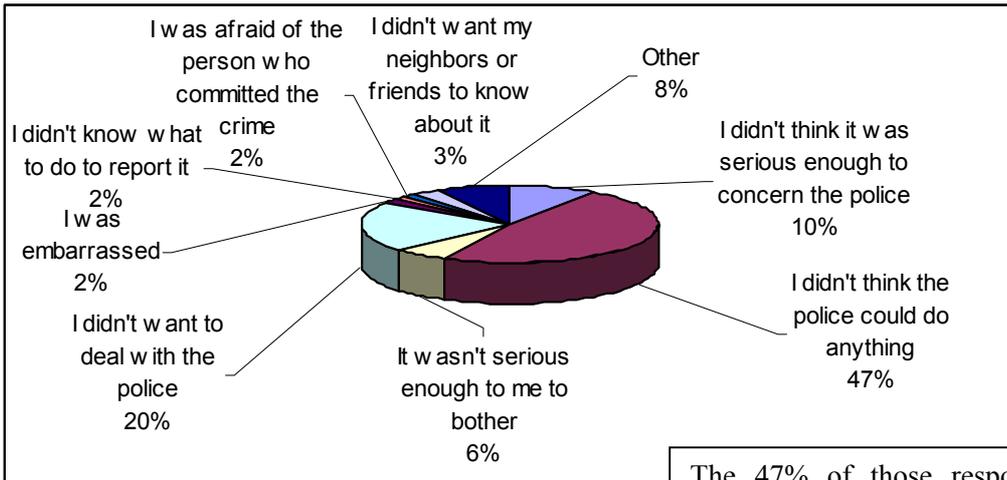
Most of 47 respondents have been victims of car break-ins (34%); hooliganism (34%); and burglary (28%).

**Figure 16. Do you know other victims of crime within the past two years who did not report it to the police?**



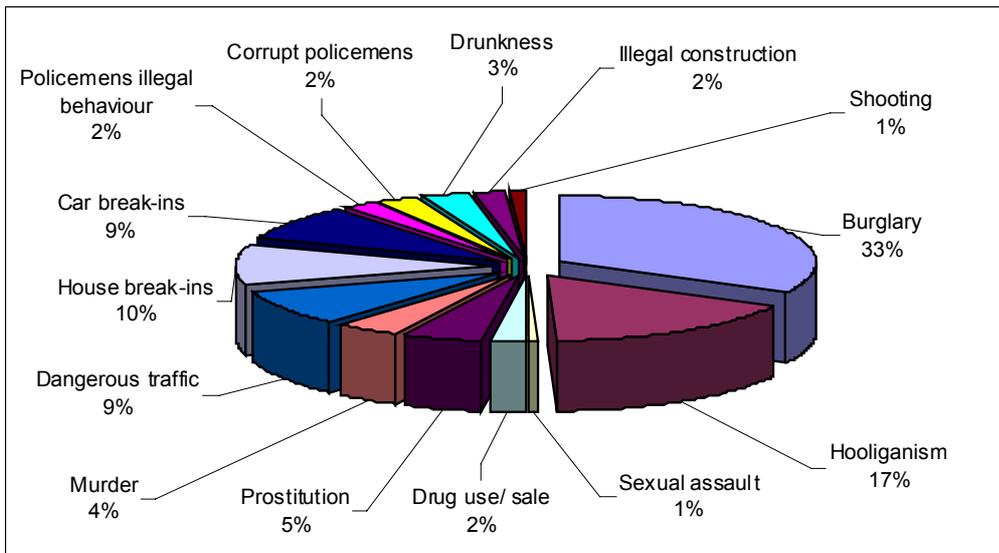
Only 13.8% of the overall number of respondents knew other victims of crime who did not report about it to the police.

**Figure 17. Why didn't you report the crime?**



The 47% of those respondents did not report because they did not think the police could do anything; 20 % did not want to deal with the police; 10 % did not think it was serious enough to concern the police etc.

**Figure 18. We would like to know about particular crime, disorder, and quality of life problems in Arabkir District that concern you:**



Among other crimes, disorder and quality of life problems, these are what concerned residents of Arabkir District the most: burglary (33% of respondents); hooliganism (17%) and house break-ins (10%).

**Table B. Detailed description of the crime, disorder and the quality of life problems in the Arabkir District**

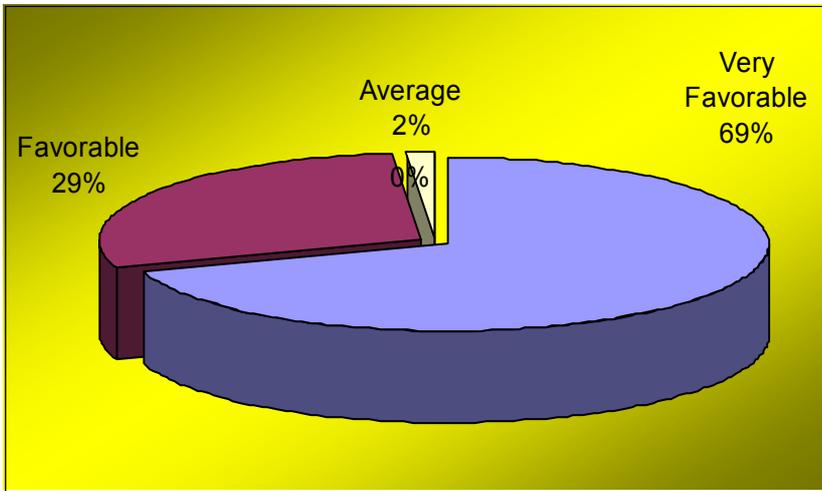
Type of Activity	Location	Days & Times
<b>Burglary- 188</b>	Kievyan str. - 4 Near bridge Lambada- 13 Yards- 11 Near building entrances- 55 Gardens- 6 Komitas market-18 Manless places-3 Everywhere- 3 Streets- 42	afternoon- 26 evening- 128 night- 11 all time- 6
<p><b>Reasons</b></p> <ul style="list-style-type: none"> <li>• darkness</li> <li>• uninhabited places</li> <li>• social problems</li> <li>• unemployment</li> <li>• general amnesty</li> <li>• insufficient performance of the police</li> <li>• the presence of homeless people</li> <li>• the poor became criminal</li> </ul> <p><b>Comments</b></p> <ul style="list-style-type: none"> <li>• the monitoring of the police should be increased</li> <li>• people are frightened</li> </ul>		
<b>Hooliganism- 97</b>	Yards- 9 Streets- 9 School- 4 Near bridge Lambada- 3 Near night clubs- 3 Komitas str.- 3 Aygetzor str. - 3 Orbelli str. -3 Other streets -3	afternoon- 8 evening - 34 night- 14 all time- 7
<p><b>Reasons</b></p> <ul style="list-style-type: none"> <li>• darkness</li> <li>• children use handmade explosives</li> <li>• unemployment</li> </ul> <p><b>Comments</b></p> <ul style="list-style-type: none"> <li>• there are concerns over children's future</li> <li>• people are frightened</li> <li>• police makes money by forcing small business to give bribes</li> </ul>		
<b>Sexual assault- 3</b>	Yards -1 Near bank of the Razdan river- 1	evening - 3
<p><b>Comments</b></p> <ul style="list-style-type: none"> <li>• nobody stops</li> </ul>		
<b>Drug use/sale- 13</b>	Streets- 6	
<p><b>Reasons</b></p> <ul style="list-style-type: none"> <li>• unemployment</li> <li>• arbitrariness</li> <li>• indifference</li> <li>• the police collaboration with criminal elements</li> </ul>		
<b>Prostitution- 29</b>	Kievyan str. - 13 Baghramyian str. - 5 Other streets -3	
<p><b>Reasons</b></p> <ul style="list-style-type: none"> <li>• the police promotes them</li> </ul> <p><b>Comments</b></p> <ul style="list-style-type: none"> <li>• it is not peculiar to our nation</li> <li>• it is self initiative</li> <li>• teenagers are involved</li> <li>• the phenomenon is decreased</li> <li>• negative impact on children</li> </ul>		

<b>Dangerous traffic- 50</b>	Griboyedov str.- 4 Kievyan str.- 7 Orbelli str.- 5 Aygetdzor str. 6 Other streets -3	afternoon- 2 evening - 21 all time- 12 every day- 7
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>drunk driving</i></li> <li>• <i>the police is helpless</i></li> <li>• <i>corruption increased</i></li> <li>• <i>illegality</i></li> <li>• <i>the police penalizes only helpless people</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>it is microbus drivers</i></li> <li>• <i>it is teenagers</i></li> <li>• <i>in is dangerous both for teenagers and adults</i></li> </ul>		
<b>House break-ins- 60</b>	Neighbor's apartment- 5 Orbelli str.- 3 Papazyan str.- 3 Other streets -3	afternoon- 11 evening - 3 night- 8
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>poverty</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>they did not report the crime because they have no confidence in the police</i></li> </ul>		
<b>Car break-ins/theft- 50</b>	Emin str.- 3 Yards- 13 Khachatryan str.- 5 Other streets -3	afternoon- 4 evening -31 night- 28 all time- 3
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>carelessness of police</i></li> <li>• <i>there is impunity</i></li> <li>• <i>people are frightened</i></li> <li>• <i>poverty</i></li> <li>• <i>cooperation with criminal elements</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>unsafety concerned property</i></li> <li>• <i>they reported the crime, but there is no results</i></li> </ul>		
<b>Illegal behavior of the police officers- 13</b>		
<b>Illegal behavior of state officials- 3</b>		
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>corruption</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>my wife was beaten in the presence of a policeman</i></li> <li>• <i>how can I ask them for help when the policemen break the law</i></li> <li>• <i>the police never protected innocent people</i></li> <li>• <i>the policeman beat an aged woman who was selling the greens</i></li> </ul>		
<b>Corruption in police- 14</b>		
<b>Corruption in all levels- 5</b>		
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>low salary of policemen</i></li> <li>• <i>poverty</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>the police serve rich criminals</i></li> <li>• <i>we should change a governance system</i></li> <li>• <i>traffic police officers terrorize the drivers</i></li> <li>• <i>policemen try to gain something not only from criminals but victims</i></li> <li>• <i>policemen take 500 drams for allowing the street sale</i></li> </ul>		
<b>Public drunkenness- 17</b>	Near Mergelyan market- 3 Other streets -3	evening - 5 all time- 3
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>unemployment</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>there is a concern about children</i></li> <li>• <i>I witness it myself</i></li> </ul>		
<b>Shooting – 6</b>	Building entrances- 2 Aygekci str.- 2 Near Mergelyan institute -1	afternoon- 2 evening - 3
<b>Reasons</b> <ul style="list-style-type: none"> <li>• <i>the poor became criminals</i></li> <li>• <i>the police collaborates with criminals</i></li> </ul> <b>Comments</b> <ul style="list-style-type: none"> <li>• <i>the police allows everything</i></li> <li>• <i>the police did not do anything</i></li> </ul>		

<b>Illegal construction – 12</b>	Khochar str.- 3 Other streets -3	evening - 7
<ul style="list-style-type: none"> <li><i>nobody pays attention, though there are many complaints</i></li> </ul>		
<b>Murder- 24</b>	Yerznkyan str. – 8 Near seed market - 3	afternoon -8 evenings - 4
<b>Comments</b> <ul style="list-style-type: none"> <li><i>do not know, just heard</i></li> </ul>		

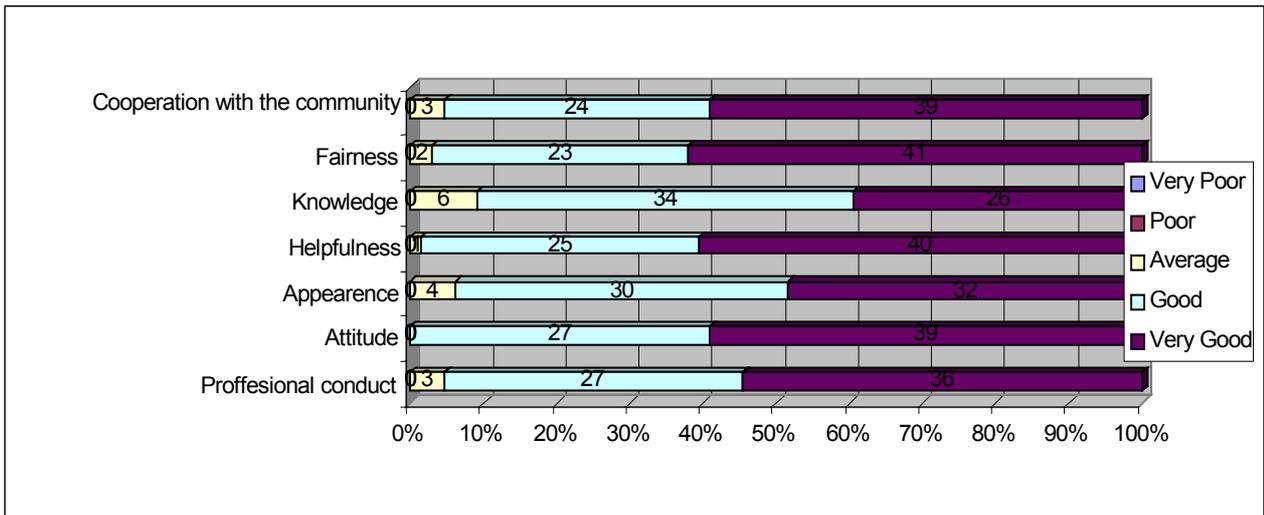
## POLICE SURVEY FINDINGS

**Figure 1. What is your overall opinion of the Arabkir Police Department, its employees, and its services?**



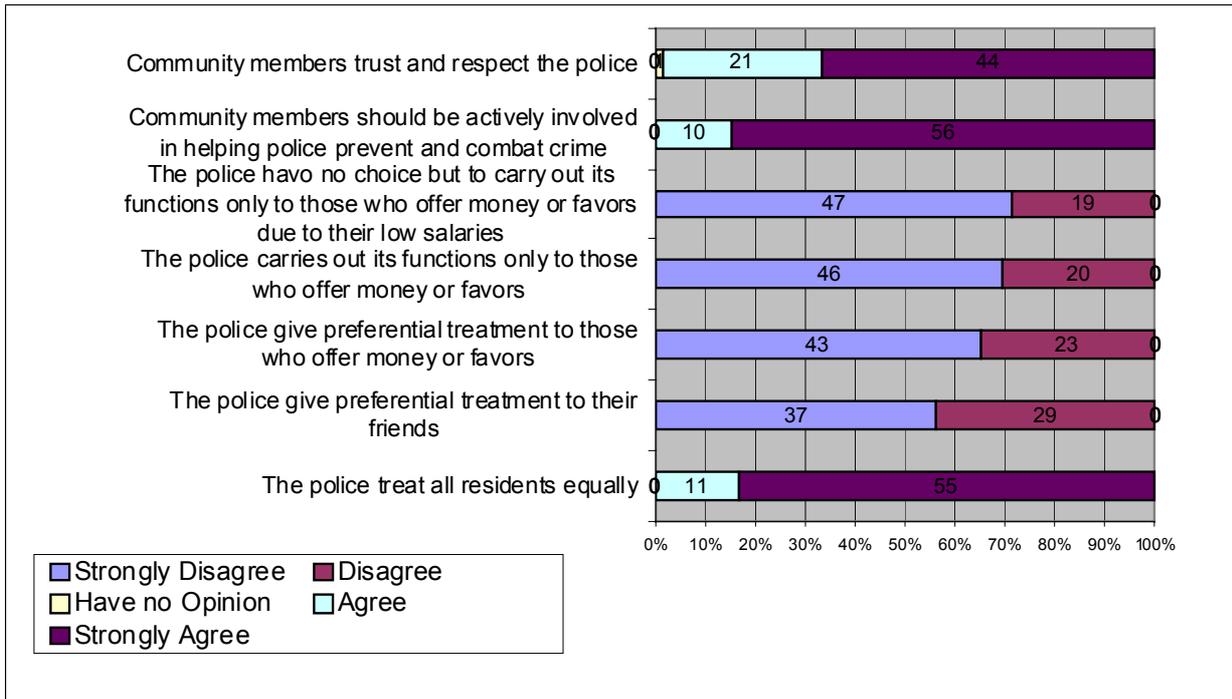
Almost everybody in the Arabkir Police Department (98% of interviewees) had a positive opinion about the Department, themselves and their services.

**Figure 2. How would you rate the Arabkir Police Department in the following areas?**



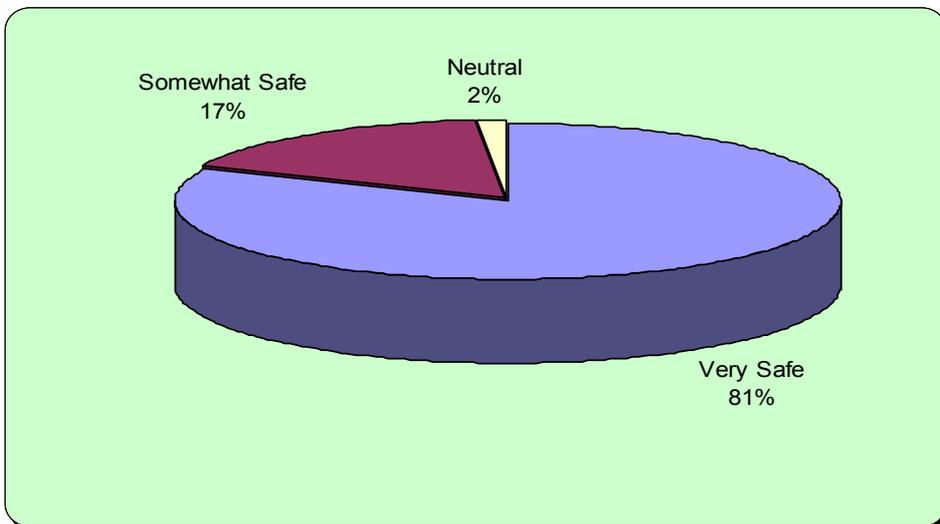
The Arabkir Police Department staff evaluated the Department and themselves as good and very good in all areas.

**Figure 3. Indicate the extent to which you agree or disagree with the following statements:**



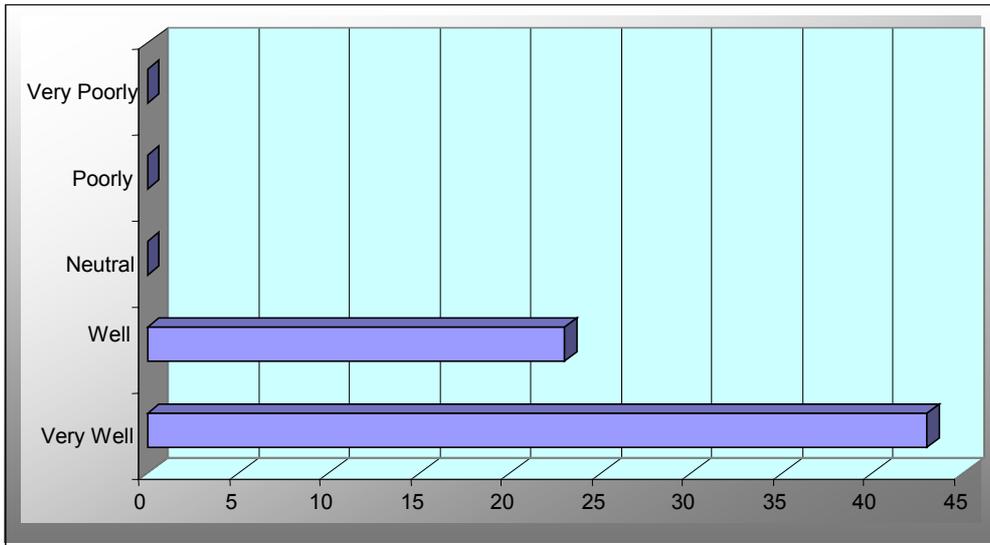
The Arabkir Police Department staff strongly agrees with all positive statements and strongly disagrees with all negative ones.

**Figure 4. Overall, how safe do you feel in your neighborhood?**



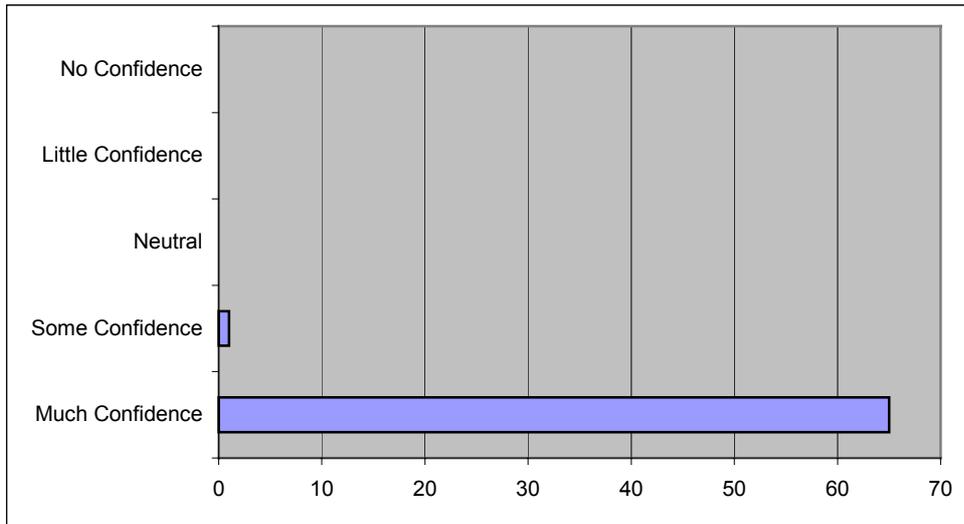
Almost the whole Arabkir Police Department staff (98%) pointed out that they feel safe in their neighborhoods.

**Figure 5. How well do you think the Arabkir Police Department provides protection in Arabkir District?**



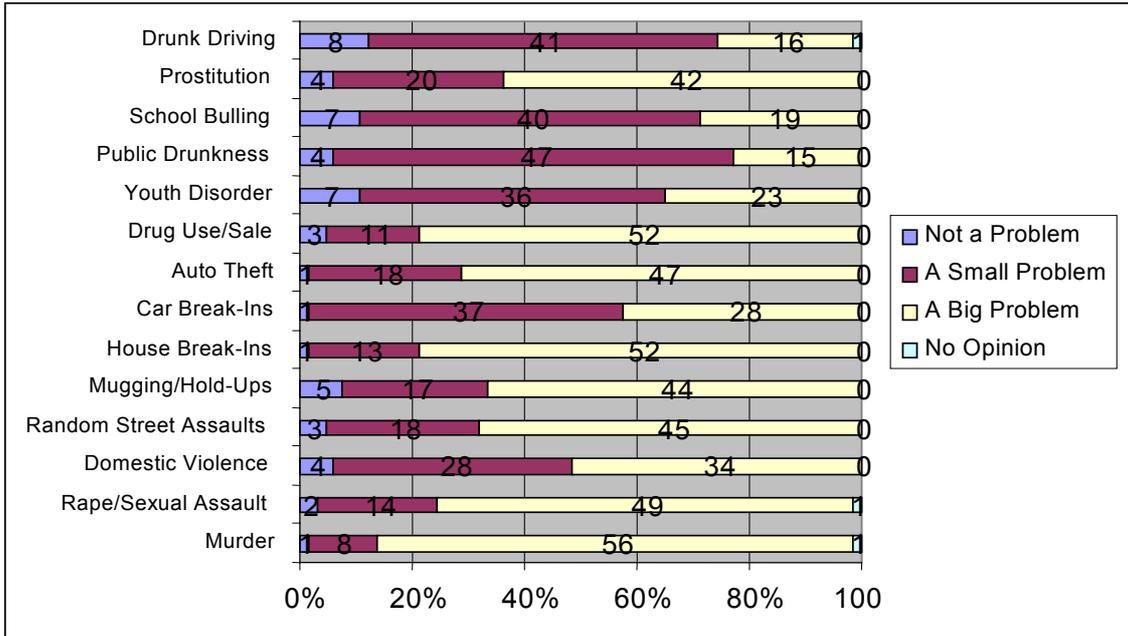
100% of the interviewed Arabkir Police Department staff members believed that they provide residents' protection well and very well.

**Figure 6. How much confidence do you have in the ability of the Arabkir Police to prevent crime?**



The Arabkir Police Department staff (100% of interviewees) is highly confident in its ability to prevent the crime.

**Figure 7. To what extent do you feel the following crimes have an impact on the quality of life in Arabkir District?**



The Arabkir Police Department staff pointed to the following crimes to have the greatest impact on the quality of life in the District:

- Murder - 85%
- Drug use - 73 %
- House break-ins - 73%

## SUMMARY AND ANALYSIS OF FINDINGS

The Arabkir Police Department Public Opinion Poll was designed to answer 18 questions that could be grouped as 3 categories: “Overall opinion and personal experience”, “Performance evaluation” and “Safety and crime problems”. Residents answered all the questions, while the Police Department staff was asked only 7 relevant ones. The analysis of the findings introduced below also follows this pattern.

### *Overall opinion and personal experience*

Only 30.7% of the interviewed residents of the Arabkir District had a positive (very favorable and favorable) opinion of the Police Department, its employees and services, while almost everybody (98% of interviewees) in the Department evaluated themselves positively (very favorable and favorable). 44.2% of residents provided with “average” opinion and 25.1% were negative in their answers. This is a common distribution pattern of answers for all “occupation” groups, except pensioners who gave about 40% of positive responses (see **Fig.1 in Attachment**). In general, pensioners are not considered as a socially active group in Armenia. Normally, they form their opinion based on external sources of information (TV, newspapers, rumors, etc.), which can be seen as a reason for such a discrepancy. The fact that among those respondents who have contacted the police in the past two years only 8% were pensioners proves a validity of the abovementioned argument (see **Fig.6 in Attachment**).

Neither other residents’ overall opinion of the Arabkir Police Department was based on a personal experience, since only 21.6% of respondents have contacted the Department in the past two years. Moreover, the respondents’ (most of which were government or state company and private company employees) had contacts with the Police Department mainly related to the records and references and other issues (not primarily related to the safety and crime problems) and only 16.8% of them happened to be victims of a crime. Those who were arrested (2.5%) were mostly unemployed (see **Fig.8 in Attachment**). As indicated in **Fig.5 in Attachment**, most frequent contacts have been made by male respondents of age “20-29” and “30-39”. The contacts have been mainly made at the Police Department (49.0 %) and at respondents’ home place (28.2 %).

It should be mentioned that the vast majority of respondents said that their opinion about crime and safety problems in the District was influenced by TV news (25%), information from neighbors and friends (22%), stories from family members (12%), newspaper articles (12%), etc. Merely 23% of the interviewed residents formed their opinion based on personal observations, which coincides with the abovementioned 21.6% of those who had contacts with the Police. The lack of personal experience and the limited nature of recent contacts could to a great extent explain why 44.2% of residents preferred a neutral “average” opinion when first asked about the Arabkir Police Department.

With regard to the recent contacts with the Arabkir Police Department, 42.6% of respondents were extremely satisfied or satisfied with them, 38.6% were extremely dissatisfied or dissatisfied, while 18.8% were neutral. Obviously, when asked about their personal experience with the Arabkir Police Department, residents gave more definite (both positive and negative) and less neutral answers than in the case of providing with the general opinion about the Department.

## ***Performance evaluation***

35% of those who had contacts with the Arabkir Police Department rated its cooperation with the community as poor, whereas 51% and 38% of respondents negatively evaluated its fairness and helpfulness. On average, 30% of residents were also concerned about poor professional conduct, bad attitude and the lack of knowledge, and only 13.8% were bothered by the police officers' appearance. In the meantime, the Arabkir Police Department staff evaluated the Department and themselves as good and very good in all areas.

According to the survey findings, about 62% of respondents do not believe that community members trust and respect the police. 73% of residents do not think that the police treats all residents equally, while 54% of them disagree that the police has no choice but to carry out its functions only to those who offer money or favors. The overwhelming majority of respondents agree with the following statements: “community members should be actively involved in helping the police prevent and combat crime” (85%); “the police carries out its functions only to those who offer money or favors” (58%); “the police gives preferential treatment to those who offer money and favors (85%) and to their friends (86%)”. Meanwhile, the Arabkir Police Department staff strongly agrees with all positive statements and strongly disagrees with all negative ones.

As compared to the results of the Police Department evaluation in various areas (based on the respondents' personal experience), the feedback related to the statements listed above was much more negative. Partially, this could be explained by the fact that it is easier for respondents to give answers to concrete questions or agree with and clearly formulated statements rather than to make their own evaluation. Secondly, the current situation with the poor provision of and the lack of accessibility to most public services makes the public quite sensitive to such statements. However, such a negative evaluation was not based on personal experience of respondents, but rather reflects their general perception of how the police (as a part of ineffective and close public sector) is currently functioning in Armenia.

## ***Safety and crime problems***

Only 27.2% of the Arabkir Police Department staff members (who feel safe in their neighborhoods in 98 % of cases) live in Arabkir District (see ***Fig.17 in Attachment***). Most of the surveyed residents of the District feel somewhat safe (54.7%) and very safe (15.7%) in their neighborhood, while 13% of respondents were neutral and 16.6 % said that they are unsafe. In all age categories, men feel safer than females (see ***Fig.12 in Attachment***). Only 4.1% of all the interviewees considered moving in the past year because of crime and safety considerations and only 2.0% of them limited or changed their activities in the past few years because of fear of crime. The fact that very few residents considered moving or change of activities because of crime and safety problems can be easily explained by financial and other difficulties that average citizens are currently facing in Armenia.

All this seems to be contradictory to the fact that, as noted above, the overwhelming majority of residents mentioned that the police carries out its functions only to those who offer money or favors and gives preferential treatment to those who offer money and favors, as well as to their friends. Only 39% of residents thought that the police protects their neighborhood well, whereas 39% of respondents were neutral and 22% gave a negative answer. As it has been mentioned earlier, 62% of the interviewed residents of the Arabkir District did not think that community members trust and respect the police. Also, among the main reasons for not reporting the crime were “I did not think the police could do anything” (47 %) and “I did not want to deal with the police” (20 %). However,

100% of the interviewed Arabkir Police Department staff members believed that they provide residents' protection well and very well.

Such a contradiction can be determined by various reasons. For instance, residents might not associate safety of their neighborhood with the proper functioning of the police service. One of cultural (societal) peculiarities of Armenian nation is that they have very close relationships with the neighbors and normally know everybody in the surrounding area. Any stranger appeared in the yard or building entrance is seen by residents as a suspect. People are used to spend hours (mostly in the evening time) in their yards or on balconies reviewing the neighborhood, which, to some extent, make them feel safe. This is mainly true for those who have not contacted the police to make a judgment based on a personal experience.

As to those respondents who might have relied on personal experience and observations, merely 34.1% of them contacted the Arabkir Police Department concerning issues somehow related to safety and crime problems. Therefore, only 68 out of 202 respondents might have sufficient information regarding prevention and protection functions of the police. In other words, controversial answers are most probably caused by the lack of information and the absence of a clear understanding about the duties of the District Police. To identify true reasons that influenced respondents' opinion on this matter, residents' focus groups should be formed.

The whole Police Department staff reported to have a high level of confidence in its own prevention ability. Nevertheless, only 52% of the surveyed residents pointed out that they also have confidence in ability of the Arabkir Police to prevent crime, whereas 34% has no confidence or little confidence. Interestingly, citizens generally believe that being able to protect them from crime the police does not perform its functions properly.

In residents' opinion, the following crimes have the greatest impact on the quality of life in the District: house break-ins (68%), car break-ins (65%) and prostitution (59%). Though the majority of respondents form their opinion about crime and safety problems based on external sources of information (see above), they might have witnessed the mentioned crimes in their neighborhood. On the other hand, residents do not normally report the crimes they are directly or indirectly involved. For example, barely 5 % of the interviewees confessed that they were victims of the crime and did not report to authorities, and 13 % of the surveyed residents said that they know other victims of crime who did not report either. Mostly, respondents were victims of car break-ins (34%), hooliganism (34%) and burglary (28%). Similar question was asked about residents' concern about particular crime, disorder and quality of life problem in their neighborhood, the answers to which were distributed as follows: burglary (33%), hooliganism (17%), house break-ins (10%), etc.

Finally, it should be noted that the Arabkir Police Department staff identified murder (85%), drug use/sale (73%) and house break-ins (73%) as the most critical crimes having an impact on the quality of life in Arabkir District. If house break-ins were mentioned as critical for the District safety by both residents and the Police Department staff, then the discrepancy of other choices can be explained by the fact that though there are no statistical data available about crimes in Arabkir District, but the police staff may make a judgment relying on information about a real criminal situation in the neighborhood. Or, it can select those crimes realizing what would be their possible impact on the quality of life in the District.

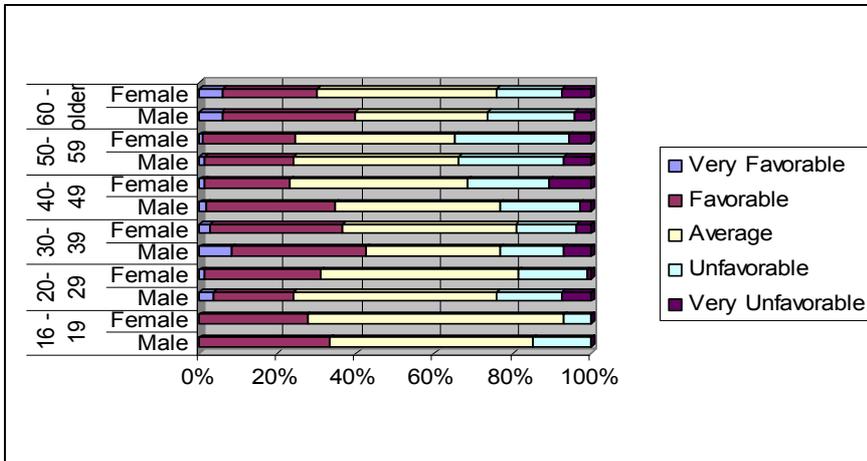
Nonetheless, finding house break-ins to be a dangerous problem for the District was the only case when residents and the police shared the same opinion. In all other cases, it is evident that the police has extremely different viewpoint as compared to that of residents. This must be seen as a big problem in introducing a new community-policing model in Arabkir District, since the police does

not seem to be able to make an objective self-evaluation, to admit that there are some problems with its performance and residents' satisfaction from its services, to consider residents' opinion through having regular contacts with people, etc. Only through making the Police Department more accessible, transparent and accountable to residents of the District it would be possible to involve community in crime prevention work of the police. This can be achieved by promoting institutional changes and strengthening local capacity in the police, as well as increasing public awareness on crime and safety issues.

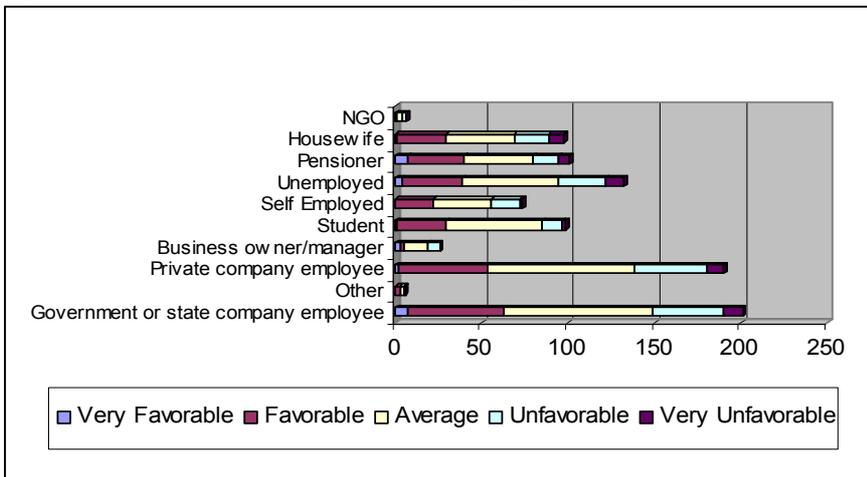
## ATTACHMENTS

**What is your overall opinion of the Arabkir Police Department, its employees, and its services?** (Calculated for 934 cases)

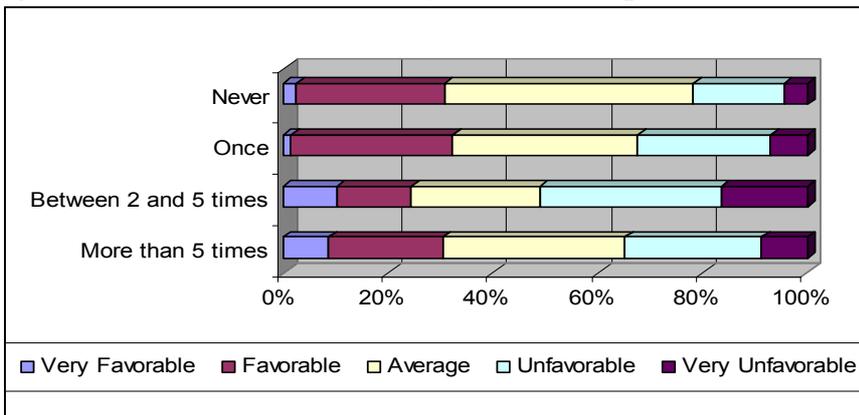
**Figure 1. Distribution of answers by gender and age.**



**Figure 2. Distribution of answers by occupation.**

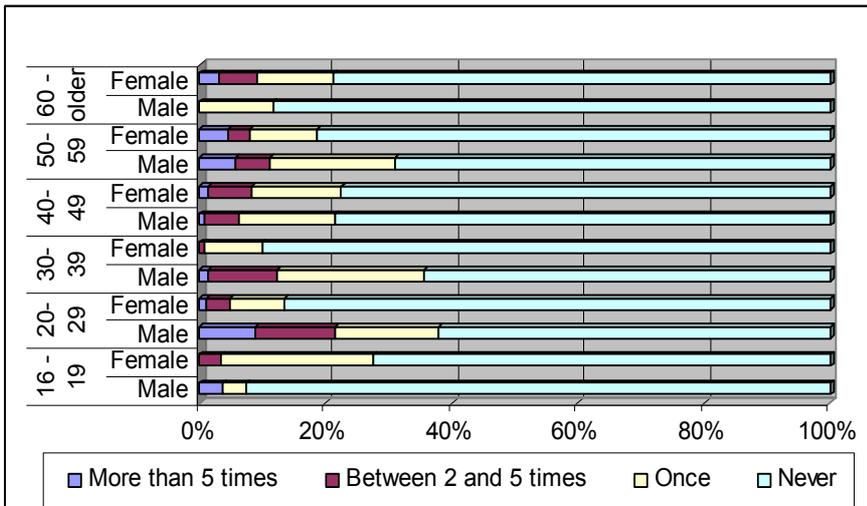


**Figure 3. Distribution of answers by residents and police contacts frequency.**

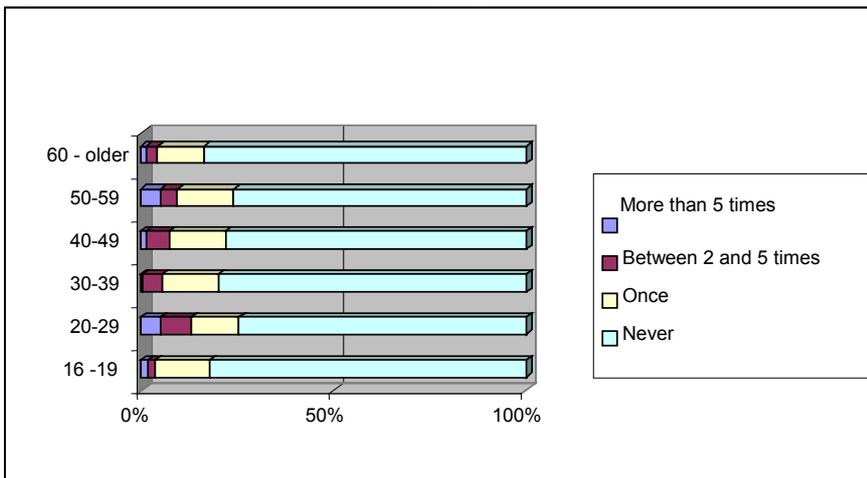


**How many times have you had contact with someone from the Arabkir Police Department in the past two years?** (Calculated for 934 cases)

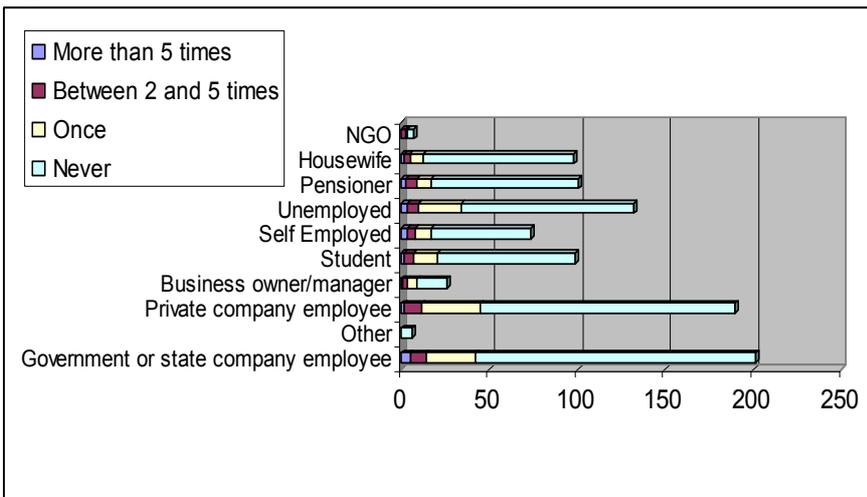
**Figure 4. Distribution of answers by gender and age.**



**Figure 5. Distribution of answers by age.**

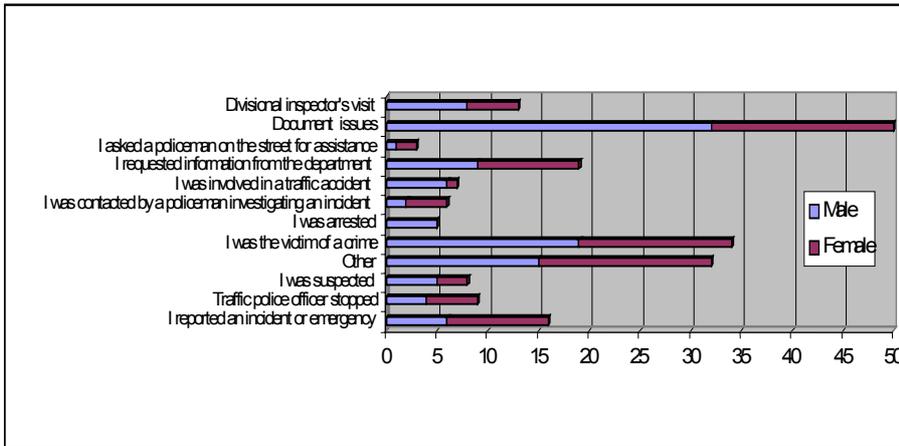


**Figure 6. Distribution of answers by occupation.**

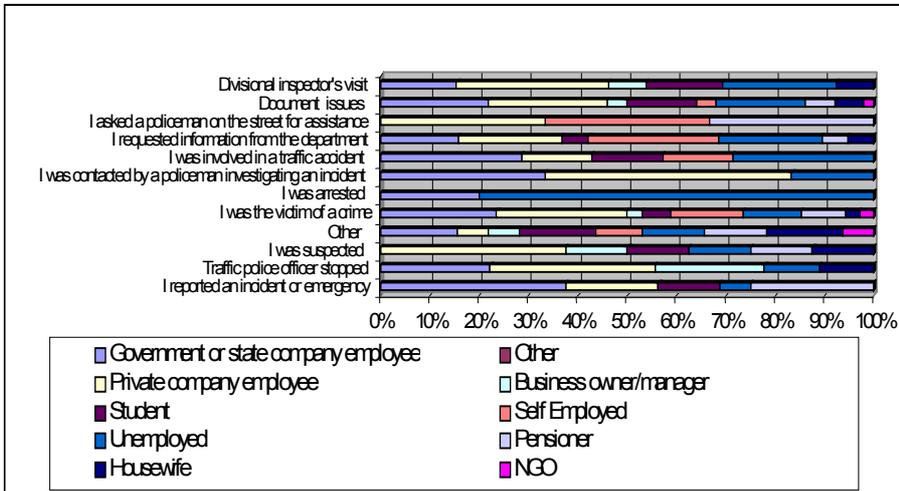


**What was the nature of your most recent contact with the Arabkir Police Department?** (Calculated for 202 cases)

**Figure 7. Distribution of answers by gender.**

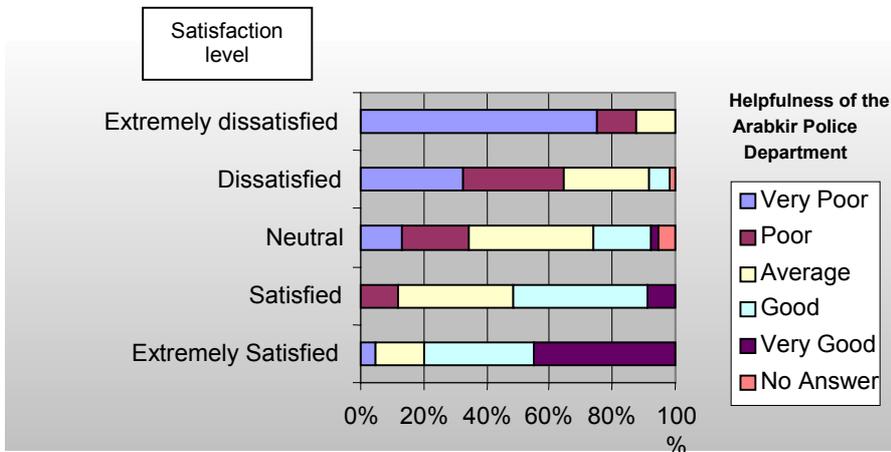


**Figure 8. Distribution of answers by occupation.**

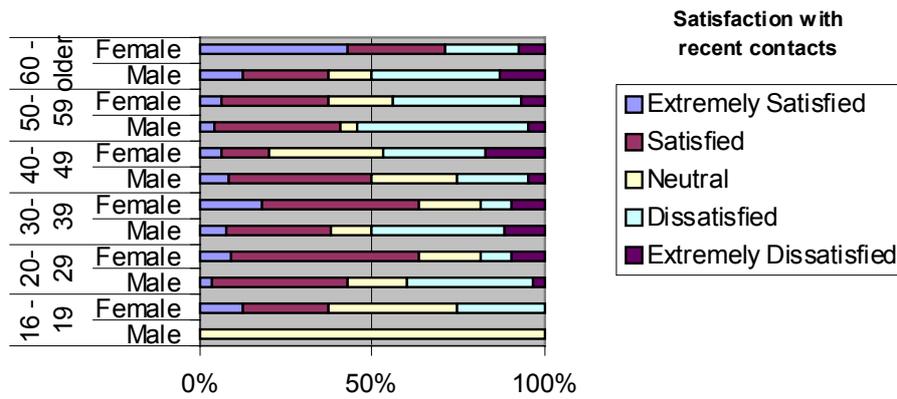


**How would you rate your satisfaction with your most recent contacts?** (Calculated for 202 cases)

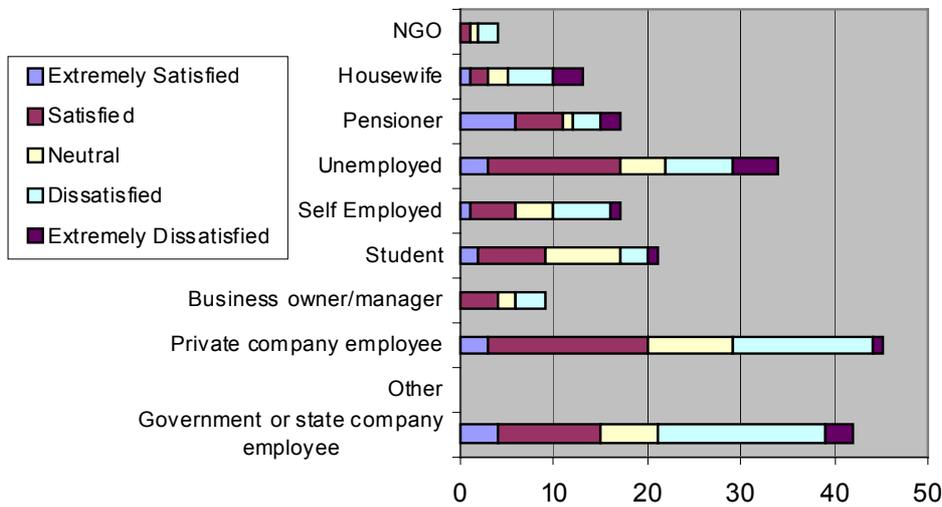
**Figure 9. The satisfaction level in comparison with evaluation of helpfulness of Arabkir Police Department.**



**Figure 10. Distribution of answers by gender and age.**

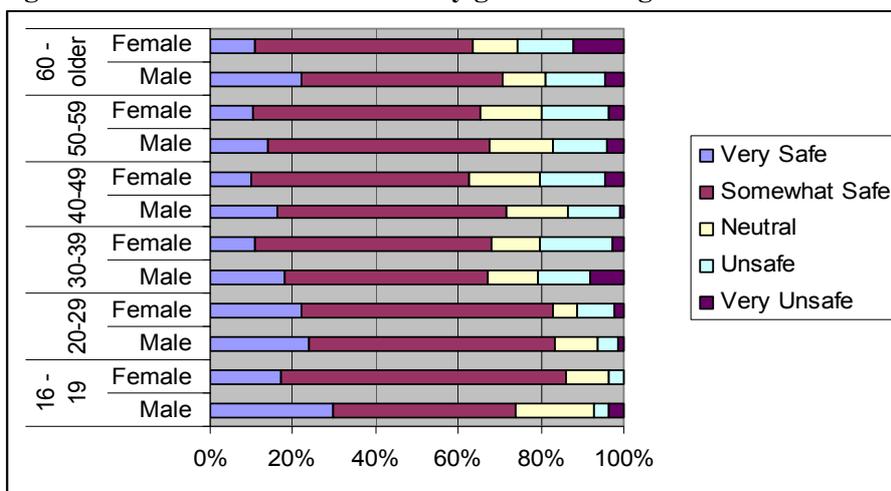


**Figure 11. Distribution of answers by occupation.**



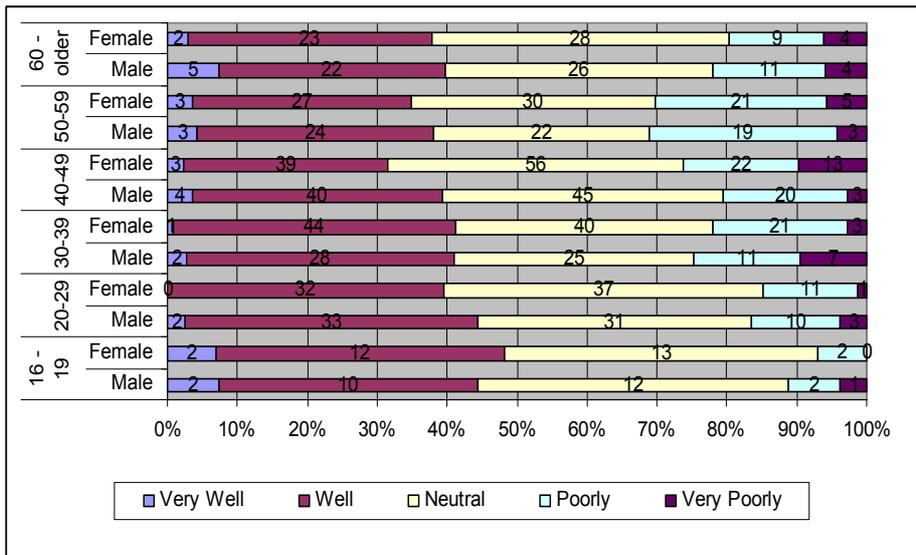
**Overall, how safe do you feel in your neighborhood?** (Calculated for 934 cases)

**Figure 12. Distribution of answers by gender and age.**

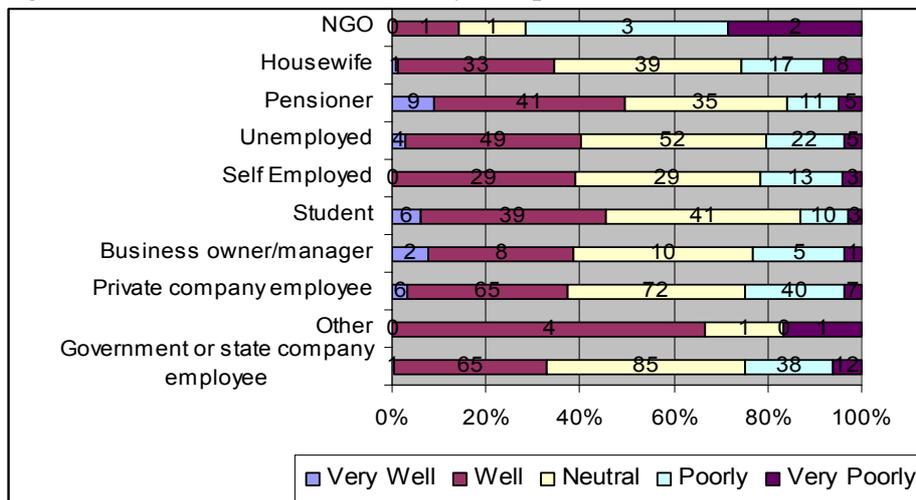


**How well do you think the Arabkir Police Department provides protection in your neighborhood?** (Calculated for 934 cases)

**Figure 13. Distribution of answers by gender and age.**

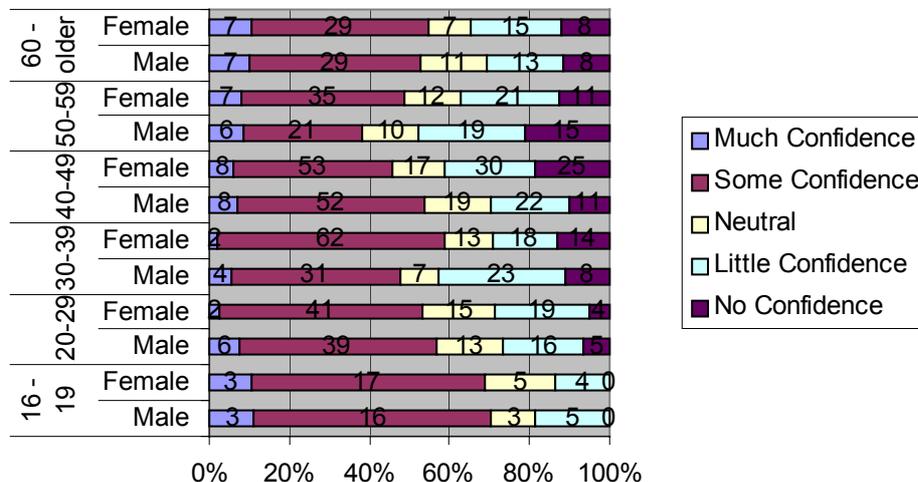


**Figure 14. Distribution of answers by occupation.**

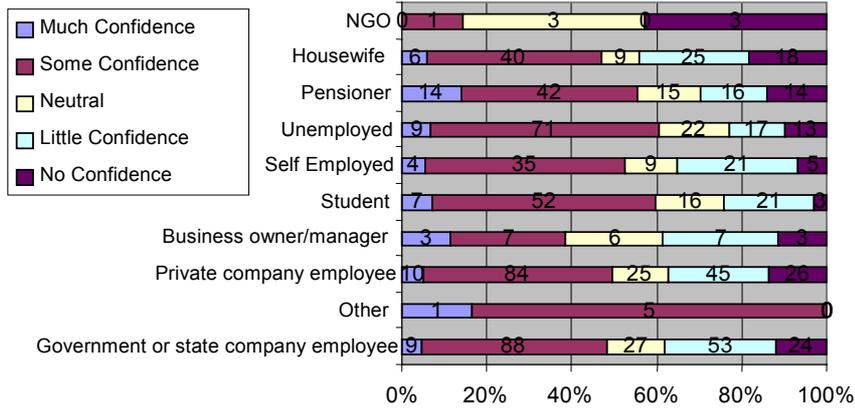


**How much confidence do you have in the ability of the Arabkir Police to prevent crime?** (Calculated for 934 cases)

**Figure 15. Distribution of answers by gender and age.**



**Figure 16. Distribution of answers by occupation.**



**Figure 17. Place of residence (communities) of the Arabkir Police Department staff**

