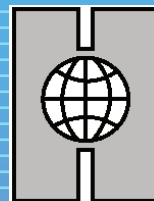


HELSINKI CITIZENS' ASSEMBLY  
VANADZOR OFFICE

**LAW ENFORCEMENT  
ARBITRARINESS INDEX  
IN NORTHERN REGIONS OF  
THE REPUBLIC OF ARMENIA**  
(April – May, 2013)



*DEN NORSKE HELSINGFORSKOMITÉ*  
THE NORWEGIAN HELSINKI COMMITTEE



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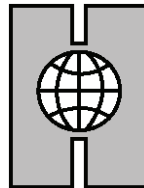
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NORWEGIAN MINISTRY  
OF FOREIGN AFFAIRS



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VANADZOR OFFICE

Vanadzor, 2013

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All the opinions expressed in the report belong to the authors and may differ from those of the funding organization.

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## CONTENTS

<b>INTRODUCTION .....</b>	<b>4</b>
<b>SURVEY METHODOLOGY.....</b>	<b>5</b>
<b>SURVEY METHOD.....</b>	<b>5</b>
<b>LEVEL OF TRUST IN LAW ENFORCEMENT AGENCIES.....</b>	<b>10</b>
<b>LEVEL OF PUBLIC CONCERN OVER ACTIVITIES OF LAW ENFORCEMENT AGENCIES.....</b>	<b>13</b>
<b>LEVEL OF PERSONAL CONCERN OVER ACTIVITIES OF LAW ENFORCEMENT AGENCIES .....</b>	<b>14</b>
<b>PERSONAL INSECURITY LEVEL.....</b>	<b>18</b>
<b>ARBITRARINESS INDEX OF LAW ENFORCEMENT AGENCIES (POLICE, COURTS OF LAW, PROSECUTOR'S OFFICE).....</b>	<b>20</b>
FREQUENCY OF DETENTION, SEARCH AND ARREST AND ATTITUDE-SHAPING SOURCES AMONG RESPONDENTS TOWARDS THE POLICE OF THE REPUBLIC OF ARMENIA.....	20
USE OF VIOLENCE, ILL-TREATMENT, TORTURE AND OTHER CRUEL AND DEGRADING TREATMENT BY THE POLICE OF THE REPUBLIC OF ARMENIA DURING ARREST, DETENTION, SEARCH AND INTERROGATION .....	21
<b>CONCLUSIONS.....</b>	<b>22</b>
<b>ANNEXES.....</b>	<b>25</b>
ANNEX A.....	25
<i>Law Enforcement Trust Index.....</i>	25
<i>Law Enforcement Trust Index Broken Down by Marzes (Regions) .....</i>	25
<i>Law Enforcement Trust Index Broken Down by Gender.....</i>	25
<i>Generalized index value of protection against arbitrary actions by law enforcement agencies.....</i>	26
<i>Indices used to estimate the Personal Insecurity Index.....</i>	28
ANNEX B.....	31
<i>Law Enforcement (Police, Courts of Law, Prosecutor's Office) Arbitrariness Index Survey         Questionnaire.....</i>	31

## INTRODUCTION

This report summarizes the results of the sociological survey conducted by the Helsinki Citizens' Assembly Vanadzor Office (hereinafter referred to as HCA Vanadzor Office) within the period of April-May, 2013 in Lori, Tavush and Shirak marzes (regions) of the Republic of Armenia.

The survey aimed to estimate the index value of arbitrariness (hereinafter referred to as arbitrariness index) by law enforcement agencies (police, courts of law, prosecutor's office).

The survey tool is based on the 'Law-Enforcement Arbitrariness Index' (Rus. "Индекс произвола правоохранительных органов") survey technique, jointly implemented by the Russian 'Obshestvenni Verdict' fund (Rus. Фонд "Общественный вердикт") and 'Levada-center' research non-governmental organization (Rus. АНО "Левада-Центр").

Since 2010, the HCA Vanadzor Office has conducted a comprehensive research into the state of human rights within the police-citizen relationship. The organization studied the effective legislation along with law enforcement. For the period of 2010-2013, the HCA Vanadzor Office has both issued a series of analytical reports and statements based on long-term monitoring, observation and research results, and developed relevant legislative and practical recommendations to improve the state of human rights within the police-citizen relationship. All the reports were submitted to the competent decision makers.

The HCA Vanadzor Office hereby states that despite a number of police system reform initiatives by the police within the past 3 years, no considerable progress can be traced yet.

## SURVEY METHODOLOGY

### Aim of Survey

The survey aims to measure the **arbitrariness index** of the **law enforcement agencies** (police, courts of law, prosecutor's office). To test the methodology (including the techniques) in use, a preliminary exploration survey was conducted.

The general survey comes up as a pilot study in Lori, Shirak and Tavush marzes and aims to include all the administrative districts of Armenia in the future.

### Survey Objectives

This survey pursues the objectives below:

1. Determine the extent to which the residents of the mentioned regions trust law enforcement agencies;
2. Determine the extent to which the residents of the mentioned regions prioritize the issue of unlawful and arbitrary actions by the Armenian law enforcement agencies;
3. Determine the frequency to which the Armenian authorities use the law enforcement agencies as a resistance factor against their own political opponents;
4. Estimate the public concern index value;
5. Determine the extent to which the residents of the mentioned regions feel protected from arbitrariness of law enforcement agencies;
6. Estimate the personal concern index value;
7. Determine the extent to which other law enforcement agencies (courts of law, prosecutor's office) act as a protective mechanism against arbitrary actions by the police, according to the respondents.

## SURVEY METHOD

The information was collected by means of quantitative interview method based on questionnaires<sup>1</sup> that made it possible to seek opinions on the issue in question among all the social groups in the regions under study. The representative sample enables the researchers to attribute the obtained information to the overall population of the regions in question as well as to determine the

<sup>1</sup> See Annex B.

prevalence and distribution of opinions and to trace regular patterns. Personal interviews were held by face-to-face conversations between the interviewer and each respondent.

The **survey tool** entailed a standardized questionnaire consisting of closed questions.<sup>2</sup>

The survey results were analyzed through **SPSS statistical software**.

## Survey Sample

The survey was conducted during the months of February and May, 2013 among the residents aged 18 and older in Lori, Tavush and Shirak marzes. According to the preliminary data on 'Current voting results of the May 6, 2012 RA National Assembly elections by proportional representation voting system' published on May 7, 2012 by the Central Election Commission, there are 564351 Armenian citizens within such age groups in the mentioned marzes. Thus, the mainstream target audience of the survey counted 564351 people, with sampled population constituting 731 persons in case of  $\pm 3,6\%$  survey data accuracy and 95% confidence interval.

This survey was conducted through a multi-stage (stratified) random purposeful sampling. The initial stages of sample building involved targeted identification of the sampling units (regions and residential areas), followed by a random sampling. The random sampling was based on the principle of 'coordinated action'.

The sample building process included the stages below:

### 1. Marzes (Region) Sampling

The survey covers 3 marzes of the Republic of Armenia, namely Lori, Tavush and Shirak, with representativeness of survey results in respect of these marzes absolutely ensured.

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<sup>2</sup> This survey tool is based on the 'Law-Enforcement Arbitrariness Index' (Rus. "Индекс произвола правоохранительных органов") survey techniques, jointly performed by the Russian 'Obshchestvenni Verdict' fund (Rus. Фонд "Общественный вердикт") and "Levada-center" research non-governmental organization (Rus. АНО "Левада-Центр").

## 2. Residential Area/Survey Point Sampling

In order to ensure the representation of both rural and urban population in the sampling, first of all, the percent proportion of rural and urban residents of each marz in question was estimated. These data made it possible to determine the number of interviews to be held in the towns and villages of each marz, respectively. To estimate the number of towns and villages to be included in the sampling, the number specified for each town or village was divided by the optimal number calculated for each town or village. The optimal average number of interviews in each village was considered 6 and, moreover, it did not surpass 7. The optimal average number of interviews for each town was considered 11 and, moreover, it did not surpass 25. In order to estimate the number of interviews to be held in each town or village, the population proportion of the community in question was also considered.

Communities in each marz were sampled considering their distance from the particular marz (region) center. Thus, 3 types of survey points were distinguished:

1. Marz (region) center;
2. Marz communities located between the marz center and the remote communities;
3. Remote communities in the suburbs of the region.

## 3. Household Sampling

The third stage of the sample building was marked by the identification of its third dimension, i.e. household sampling. At each survey point, the households were sampled through the principle of coordinated action.

## 4. Respondent Sampling

At the fourth stage, respondents among household members aged 18 and older were sampled randomly. To ensure random sampling, the principle of household members' 'most recent birthday' was applied. From each household, only one person was interviewed. The total number of survey respondents reached 731.



## Methodology Estimation for Law Enforcement Arbitrariness Index

### Overview

The arbitrariness index of law enforcement agencies involves the generalized trend index of public mass attitudes that reflects the public sentiments of vulnerability to arbitrary and unlawful actions of the police, prosecutor's office and judicial bodies.

The arbitrariness index was estimated through a random representative sampling survey among 731 respondents aged 18 and older in Lori, Shirak and Tavush marzes.

This survey results are representative only with regard to the marzes of Lori, Shirak and Tavush. The questions used for index estimation aim to reveal the public feedback on the law enforcement agencies.

The arbitrariness index estimation relies on 3 components below.

### Public Concern Index

This index is estimated through the arithmetic means of generalized indices of answers to the following 3 key questions, namely: 'How much do you trust law enforcement agencies (police, courts of law, prosecutor's office, (the entire law enforcement system (altogether)?', 'How serious do you consider the issue of unlawful and arbitrary actions by the law enforcement agencies for Armenia?' and 'In your opinion, how often do the Armenian authorities use the law enforcement agencies to suppress the opposition (their own political opponents)?'

### Personal Concern Index

This index is estimated through the arithmetic means of generalized index of answers to the following questions, namely: 'Do you consider it possible that you or your family may suffer arbitrary actions of law enforcement agencies?' and 'How protected do you feel personally against arbitrary actions of law enforcement agencies?'

## Personal security index

This index is estimated through the arithmetic means of the generalized index of answers to the following questions, namely: 'If you sometime suffer any arbitrary actions of the police, do you think other law enforcement agencies (courts of law and/or prosecutor's office) will protect you?' and 'Do you think rights violated by the police can be legally restored in Armenia?'

This survey also revealed the '**generalized index of trust in law enforcement agencies**' estimated through the arithmetic means of the generalized index of answers to the following questions, namely: 'How much do you trust the police?', 'How much do you trust the courts of law?' and 'How much do you trust the prosecutor's office?'<sup>3</sup>

The indices are estimated by the formula below:

$$\text{Index} = a + 0.5 * b - 0.5 * c - d$$

where

'Index' stands for the index value estimated through answers to each question;

'a' stands for the percentage distribution of the most 'positive' answers;

'b' stands for the percentage distribution of 'positive' answers;

'c' stands for the percentage distribution of 'negative' answers;

'd' stands for the percentage distribution of the most 'negative' answers.

In respect to each question, the index value is estimated as its generalized value in the form of portion difference between 'negative' and 'positive' answers. Moreover, the most 'negative' or the most 'positive' answers are valued as '1' and partially 'negative' or 'positive' answers as 0.5.

The arbitrariness index is estimated as the arithmetic means of several indices generalized values (2 or 3 indices for each component). Thus, both the generalized arbitrariness index and

<sup>3</sup> This index is not included among estimation units of law enforcement arbitrariness index.

its components range from '-100' to '+100'. Furthermore, if any index value is above '0', 'positive' feedback prevails in the society, while if it is below '0', the 'negative' one prevails, with regard to public security against arbitrary and illegal actions by the law enforcement agencies.

## LEVEL OF TRUST IN LAW ENFORCEMENT AGENCIES

**Table 1** below shows data on the level of trust in law enforcement agencies, namely police, courts of law and prosecutor's office.

<i>Level of trust in law enforcement agencies</i>			
	How much do you trust the police?	How much do you trust courts of law?	How much do you trust prosecutor's office?
I fully trust.	19.2%	12.2%	11.4%
I rather trust than not.	42.8%	41.0%	40.1%
I rather do not trust.	21.8%	26.1%	26.0%
I do not trust at all.	15.9%	18.7%	18.2%
I do not trust at all.	0.4%	1.9%	4.4%
<b><i>Generalized index value</i></b>	<b>14</b>	<b>1</b>	<b>0.2</b>

Thereafter, the indices of trust in the three law enforcement structures were used to estimate the generalized index, i.e. the 'Index of public trust in law enforcement agencies' estimated at 5.

In order to reveal the factors heavily influencing the respondents' level of trust in the structures above, a cross-sectional analysis was conducted through several variables below:

1. Respondents with any acquaintance detained by the police and/or searched or arrested over the past year;
2. Respondent's region (marz) of residence;
3. Respondent's gender.

While the above 'Generalized index of trust in law enforcement agencies' estimated at 5 mostly has a positive value, the cross-sectional analysis appears to render somewhat different results.

Hence, the negative attitude index prevails in answers of the respondents who mentioned an acquaintance detained by the police and/or searched or arrested over the past year.

In this case, the index of trust in the police, courts of law and the prosecutor's office makes '-21', '-25' and '-26.6', respectively.

The same indices built on the data obtained from respondents without any such acquaintances made 18, 4 and 3.5, respectively.

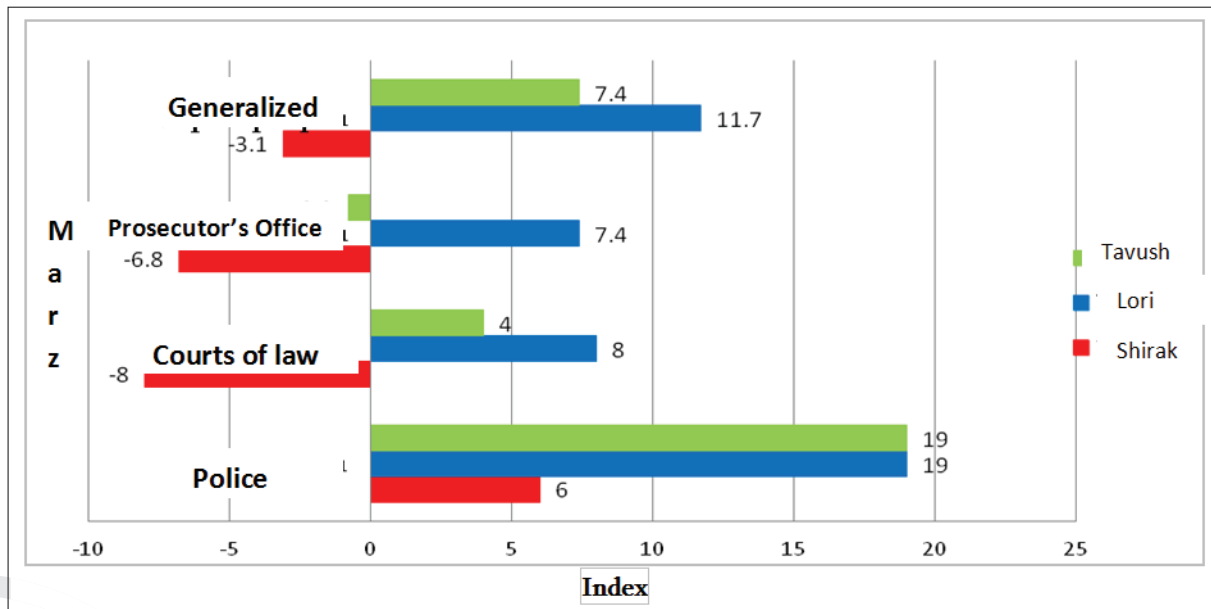
Then, the 'Generalized index of trust in law enforcement agencies' was estimated at '-24.3' among the respondents who mentioned an acquaintance detained by the police and/or searched or arrested over the past year.

Meanwhile, the same 'Generalized index of trust in law enforcement agencies' built on the data of respondents without any such acquaintances made 8.6.

Thus, respondents' negative or positive attitudes towards law enforcement agencies depend on the fact whether they have any acquaintances detained by the police and/or searched or arrested. Among respondents with such acquaintances, the negative attitudes prevail, while those without such acquaintances take more positive attitudes. Moreover, the absolute number of the negative attitude indicator is larger than that of the positive attitude.

Diagram 1 shows the attitude towards law enforcement agencies broken down by marzes (regions). Thus, negative attitudes prevail in Shirak marz, and positive ones – in Lori and Tavush marzes.

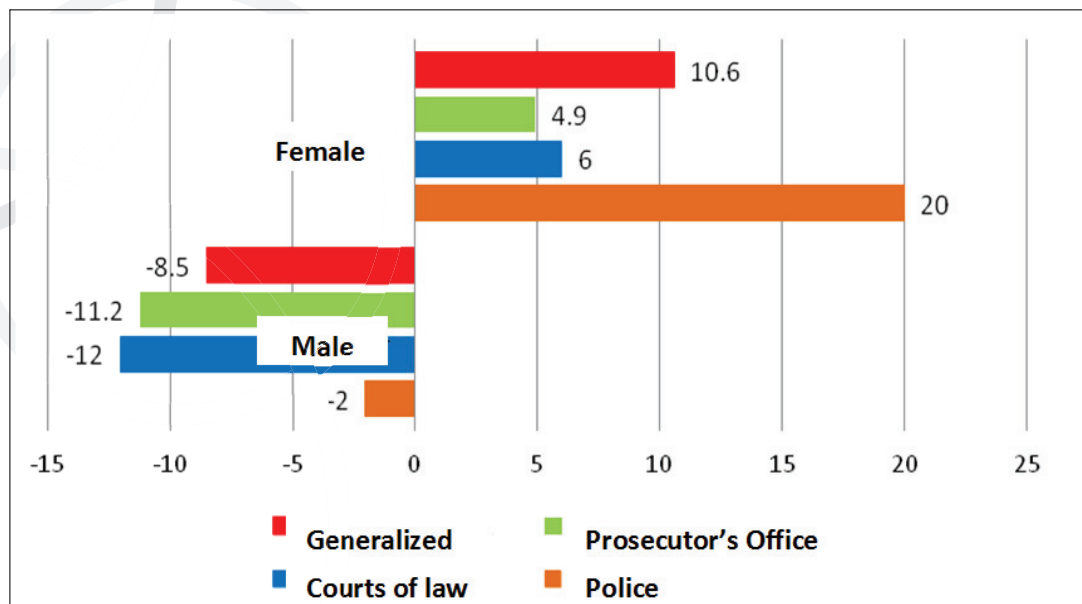
**Diagram 1.**  
**Index of trust in law enforcement agencies**  
**broken down by marzes**



This data makes it possible to assess the activities of the police structure in various marzes based on public opinion.

Negative attitudes towards law enforcement agencies are more common among men than women.

**Diagram 2. Index of trust in law enforcement agencies broken down by gender**



## LEVEL OF PUBLIC CONCERN OVER ACTIVITIES OF LAW ENFORCEMENT AGENCIES

The generalized index value of answers to the question 'How serious do you consider the issue of unlawful and arbitrary actions by the law enforcement agencies for Armenia?' was estimated at '-51.4' (see Table 5).

<b>Table 5.</b>	
<b>How serious do you consider the issue of unlawful and arbitrary actions by law enforcement agencies for Armenia?</b>	
A very serious issue	51.0%
Somewhat serious issue	27.5%
Not a very serious issue	14.6%
No such issue exists	6.0%
I am uncertain about the answer.	0.9%
<b>Total</b>	100%
<b>Generalized Index Value</b>	<b>'-51.4'</b>

Answers to the question 'How often do you think the Armenian authorities use the law enforcement agencies to suppress the opposition?' are revealed in Table 6 below:

<b>Table 6</b>	
<b>How often do you think the Armenian authorities use the law enforcement agencies to suppress the opposition?</b>	
Never	6.7%
Sometimes	31.9%
Often	30.8%
It is a common practice.	28.6%
I am uncertain about the answer.	2.1%
<b>Total</b>	<b>100%</b>
<b>Generalized Indicator Value</b>	<b>'-21.3'</b>

The analysis of these questions also estimated the 'Civil concern index' totaling '-22.7'.

## LEVEL OF PERSONAL CONCERN OVER ACTIVITIES OF LAW ENFORCEMENT AGENCIES

To determine the level of citizens' personal concern over the activities of law enforcement agencies, the respondents were asked some questions, such as: 'Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?' The distribution of answers is provided in Table 7 below:

<b>Table 7</b>	
<b>Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?</b>	
We currently suffer from such arbitrary actions.	3.8%
It seems very likely.	37.2%
It seems unlikely.	41.7%
It is impossible.	16.1%
I am uncertain about the answer.	1.1%
<b>Total</b>	100%
<b>Generalized Indicator Value</b>	<b>14.6</b>

The generalized value of this indicator was estimated at 14.6.

To trace the changes of this indicator under various factors, a cross-sectional analysis was conducted.

The survey showed that the respondents who had any acquaintances detained by the police and/or searched or arrested over the past year gave negative answers to this question. It follows that persons with any experience with the law enforcement agencies consider it more likely that they can suffer arbitrary actions of such agencies. In this case, the average index value was estimated at '-16'.

<b>Table 8</b>		
	Respondents <b>have some</b> acquaintances detained by the police and/or searched or arrested over the past year	Respondents <b>have no</b> acquaintances detained by the police and/or searched or arrested over the past year
<b>Average probability value of suffering arbitrary actions by law enforcement agencies</b>	'-16.0'	18.4

The average probability value of suffering arbitrary actions by law enforcement agencies was also estimated for various age groups. The survey data suggested that the negative attitudes were most common among the respondents aged 18-24; namely, the average value of answers to this question among the respondents in this age-group was estimated at '-0.7'.

<b>Table 9</b>				
<b>Respondents' age</b>	<b>18-24 years of age</b>	<b>25-39 years of age</b>	<b>40-54 years of age</b>	<b>55 and older</b>
<b>Average probability value of suffering arbitrary actions by law enforcement agencies</b>	'-0.7'	18.3	11.6	19.5

This index analysis also depended on the social strata with which the respondent in question associated himself/herself. The estimated average values are provided in Table 10 below:



<b>Social stratum</b>	Upper class	Upper- middle class	Intermediate- middle class	Lower- middle class	Lower class	Disadvantaged
<b>Average probability value of suffering arbitrary actions by law enforcement agencies</b>	30.6	«-1.5»	21.3	12.7	3.2	5.1

The next question to assess the level of personal concern over activities of the law enforcement agencies was framed as shown below: 'How protected do you feel personally against arbitrary actions by law enforcement agencies?'

The average index value of this question was estimated at '-0.5'.

This index was analyzed through answers to the question below 'Do you have any acquaintances detained by the police and/or searched or arrested over the past year?' broken down by residential area (marz), residence type, gender, age, economic status and social stratum of the respondents.

The estimated average and generalized values are provided in Table 11.

The values estimated through analyzing the average index of the question "How protected do you feel personally against arbitrary actions by law enforcement agencies?' within other parameters, as well as all the numerical values of the survey can be found in Table 12.1 of Annex A.

The table below contains only negative value indices.

<b>Table 13</b>	
Other Parameters	Average value of question: 'How protected do you feel personally against arbitrary actions by law enforcement agencies?'
Do you have any acquaintances detained by the police and/or searched or arrested over the past year?	'-13'
Urban population	'-1.8'
Male respondents	'-6'
Marz (Region)	
Shirak	'-5.6'
Tavush	'-1.9'
Age	
18-24	'-2.5'
40-54	'-0.8'
55 and older	'-8'
Social Strata	
Lower-middle class	'-5.2'
Lower class	'-11.7'
Disadvantaged	'-21.8'

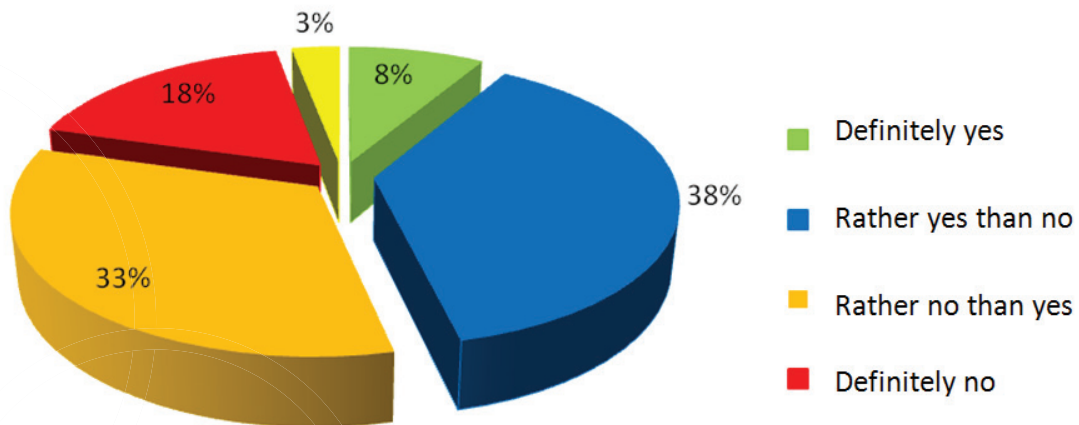
Answers to the questions above laid the base for the **'Private Concern Index'** estimated at **7**

## PERSONAL INSECURITY LEVEL

To assess the personal insecurity level, the respondents were asked 2 questions, including: 'If you sometime suffer any arbitrary action by the police, do you think other law enforcement agencies (courts of law and/or prosecutor's office) will protect you?'

The generalized index value of this question was estimated at '-6.6'.

**Diagram 3. If you sometime suffer any arbitrary action by the police, do you think other law enforcement agencies (courts of law and/or prosecutor's office) will protect you?**



While this generalized index value is negative, we find it necessary to provide hereby the instances of positive answers as well.

Thus, when observing this issue on the regional level, we revealed that positive answers were recorded in Lori marz, with average index totaling 4.8. As for age groups, positive answers were submitted by respondents aged 25-39, with the average index totaling 7.2.

As for the social strata with which the respondents associated themselves, the analysis showed that positive results were submitted by respondents from the following strata: upper-middle class (the average index was estimated at 5.1) and intermediate-middle class (the average index was estimated at 0.9).

To determine the personal insecurity level, the respondents were also asked this question: **'Do you think rights violated by the police can be legally restored in Armenia?'**

<b>Average Index of Personal Insecurity Level</b>	
<b>Do you think rights violated by the police can be legally restored in Armenia?</b>	
Definitely yes	9.7%
Rather yes than no	35.4%
Rather no than yes	31.9%
Definitely no	20.7%
I am uncertain about the answer	2.3%
<b>Total</b>	<b>100%</b>
<b>Average index</b>	<b>'-9.2'</b>

The cross-sectional analysis within other parameters revealed that the logic behind answers to this question and the previous one proved quite similar. Thus, positive answers were submitted by the respondents of Lori marz (the average index totaled 3.9) who associated themselves with the upper-middle class (the average index totaled 8).

Answers to the 2 questions above laid the base for the 'Personal Insecurity Index' estimated at '-7.9'.

## ARBITRARINESS INDEX OF LAW ENFORCEMENT AGENCIES (POLICE, COURTS OF LAW, PROSECUTOR'S OFFICE)

As detailed above, this survey resulted in a number of indexes:

- 'Civil concern index' estimated at '-22.7';
- 'Personal concern index', estimated at 7;
- 'Personal insecurity index' estimated at '-7.9'.

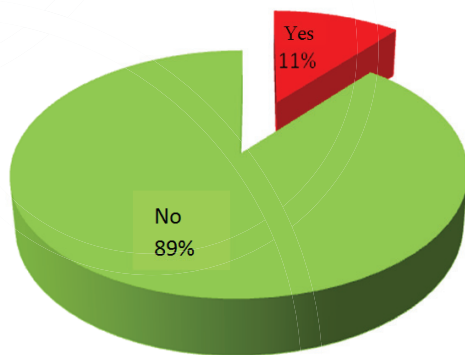
These 3 indices estimated within this survey laid the base for one more index, namely the 'Generalized index value of law enforcement arbitrariness' estimated at '-7.9'.

Since this index has a negative value, it is mostly based on negative answers.

Table 15, Annex A shows all the indices used to estimate the 'Personal insecurity index' within all the accepted parameters.

### Frequency of Detention, Search and Arrest and Sources of Attitude-Shaping among Respondents towards the Police of the Republic of Armenia

**Diagram 4. Do you have any acquaintances detained and/or searched or arrested by the police over the past year?**



The survey respondents also answered the question whether they had any acquaintances detained by the police and/or searched or arrested over the past year. The number of respondents who answered 'yes' totaled 11.1%, and that of respondents who answered 'no' - 8.9%.

The respondents who answered 'Yes', were also asked the following question: 'In your opinion, how often

are these people subjected to such actions?’<sup>4</sup> The number of respondents who answered ‘Rarely/sometimes’ totaled 59.3%, the number of those who answered ‘Often’ totaled 30.9% and of those who answered ‘Very often’ - 8.6%. Also, 1.2% of the respondents were uncertain about the answer to this question.

### **Use of Violence, Ill-treatment, Torture, and Other Cruel and Degrading Treatment by the Police of the Republic of Armenia during Arrest, Detention, Search and Interrogation**

The survey also covered the following question: ‘Do you think the people suffer violence, ill-treatment, torture, and other cruel and degrading treatment while being arrested, detained by the police, searched or interrogated?’<sup>5</sup>

The respondents who answered ‘yes’ or were not sure about the answer, were also asked the following question: ‘In your opinion, how often does the police use such methods (violence, ill-treatment, torture, and other cruel and degrading treatment) during search, detention, arrest or interrogation?’<sup>6</sup> The respondents who answered ‘Rarely/sometimes’ constituted 35.5%, those who answered ‘Often’ - 34.6%, and those who answered ‘Very often’ - 10.3% of the total number of respondents. Also, 18.8% of the respondents were uncertain about the answer to this question, while 0.9% declined to answer it.

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<sup>4</sup> N=81

<sup>5</sup> It should be noted that during each interview, the interviewers explained to the respondents the notions of violence, ill-treatment, torture and other cruel and degrading treatment.

<sup>6</sup> N=437

## CONCLUSIONS

The generalized **arbitrariness index** of law enforcement agencies (police, courts of law, prosecutor's office) estimated within this survey totaled '-7.9'; this comes to prove the use of illegal methods by law enforcement agencies against the citizens.

The generalized index above was estimated by combining 3 sub-indices with their respective data, namely: 'Public concern index' totaling '-22.7', 'Personal concern index' totaling '-7.0' and 'Personal insecurity index' totaling '-7.9'.

The respondents considered the arbitrary and illegal actions by the law enforcement agencies as a very serious problem, and the relevant index totaled '-51.4' amounting to the half of the theoretical index ('-100'). At the same time, the respondents believed that the Armenian authorities use the law enforcement agencies to suppress their own political opponents ('-21.3'). If compared with the assessment of possible arbitrary actions by law enforcement against the respondents or their families, the index of their security against such arbitrary actions differs dramatically ('-0.5').

Furthermore, the law enforcement arbitrariness index differs by marzes, residential areas (urban and rural), age groups, education, gender and social status.

1. The law enforcement arbitrariness index proves considerably different among 2 groups of respondents. Thus, respondents who have any acquaintances detained by the police, arrested or searched over the past year show a more negative arbitrariness index ('-29.3'), compared to those who have no such acquaintances ('-5.2').

That is to say, the persons who somehow suffered or witnessed any illegal actions by the law enforcement agencies are more aware of their activities and find them quite arbitrary. Moreover, it is quite noteworthy that such respondents gave strongly negative feedback on all the 3 sub-indices ('public concern index' totaling '-45.9', 'personal concern index' totaling '-14.5' and 'personal insecurity index' totaling '-27.5'), compared to the feedback of the other group of respondents ('public concern index' totaling '-19.9', 'personal concern index' totaling '9.7' and 'personal insecurity index' totaling '-5.5').

2. As for the marzes, the arbitrariness index is most negative in Shirak ('-13.6'), as compared to that in Tavush ('-9.6') and Lori ('-1.6').

The sub-indices estimated in the marzes above also differ significantly. Particularly, while the public concern index is negative in all the above marzes (Shirak marz: '-26.9', Tavush marz: '-24.2', Lori marz: '-18.1'), the personal insecurity index is negative only in Shirak and Tavush marzes ('-18.0' and '-12.6', respectively) and is positive in Lori marz ('- 3.9').

The above data leads to the conclusion that most illegal actions are taken by the law enforcement agencies in Shirak marz; this should become an issue of serious concern and discussion for the Police of the Republic of Armenia.

3. The perceptions of the arbitrariness index among urban and rural population also revealed substantial differences.

Hence, while the perception of urban population is reflected in a strongly negative index ('-8.9') of the arbitrariness, that of rural population seems mostly neutral ('-0.3').

As for sub-indices, the data suggest that the personal insecurity index is much higher among rural population (22.8) than among urban population (5.1); this lays the base for the difference between the final indices. The values of the other 2 sub-indices do not differ considerably by residential areas and prove to be strongly negative.

4. The law enforcement arbitrariness index reveals a marked difference between assessments by female and male respondents.

Thus, male respondents evaluated the arbitrariness of law enforcement agencies more negatively (arbitrariness index totaled '-16.4') than female respondents (arbitrariness index totaled '-4.3').

5. The arbitrariness index value is strongly negative in all the age groups (18-24: '-13.8', 40-54: '-7.4', 55 and older: '-15.2'), except the respondents aged 25-39 whose evaluation mostly tends to be neutral (i.e. 2.4).

6. A remarkable regularity pattern was observed in the feedback of respondents as per their educational level. Thus, most respondents with primary education evaluated the arbitrariness index positively, i.e. 11.7, while those with incomplete secondary, secondary, vocational or incomplete higher education gave a negative feedback (the indices totaled '-0.2', '-3.6', '-7.6' and '-3.4', respectively) rather close to neutral evaluation, and those with higher education gave a strongly negative feedback ('-15.5').



When comparing the feedbacks of respondents as per their gender, age and education level, it follows that strongly negative feedback on arbitrariness of the law enforcement agencies is provided by men with higher education within the age group of 18-24 and above 55.

7. As per the social status of respondents, the arbitrariness index showed the following values: the most negative arbitrariness index value (i.e. '-13.4') was estimated among respondents who only had enough money to buy food, while a more positive index value (i.e. '7.7') was estimated among those who had enough money to buy both food and clothes, and other goods.

Below you can find data on arbitrariness index value as per social strata.

As per the average household monthly income, the most negative index values were demonstrated by respondents with monthly household income below 35.000 AMD ('-10.4') and those with monthly household income ranging between 150.000 and 350.000 AMD ('-10.8').

The arbitrariness index value is also affected significantly by the social stratum with which respondents associate themselves.

Thus, respondents from the poorest strata gave the most negative feedback to the law enforcement arbitrariness index value estimated at '-31', those from the low social class - '-15.4' and those from the lower middle class - '-10.6'.

The compared results of the data on respondents' social and economic status and the law enforcement arbitrariness index value clearly show that the disadvantaged are most vulnerable to arbitrary actions by law enforcement agencies.

Given the high-level corruption in Armenia, especially within law enforcement activities, we can assume that the strongly negative law enforcement arbitrariness index values among upper-class and high-income respondents show that they are the main target group subject to corruption.

## ANNEXES

## Annex A

<b>Table 2</b>		
<b>Law enforcement trust index</b>		
	<b>Do you have any acquaintances detained by the police and/or searched or arrested over the past year?</b>	
<b>Law enforcement agency</b>	<b>Answers</b>	
	<b>Yes</b>	<b>No</b>
Police	'-21'	18
Courts of law	'-25'	4
Prosecutor's office	'-26.6'	3.5
Generalized	'-24.3'	8.6

<b>Table 3</b>			
<b>Law enforcement trust index broken down by marzes (regions)</b>			
<b>Law enforcement agency</b>	<b>Marz</b>		
	<b>Shirak</b>	<b>Lori</b>	<b>Tavush</b>
Police	6	19	19
Courts of law	'-8'	8	4
Prosecutor's office	'-6.8'	7.4	'-0.8'
Generalized	'-3.1'	11.7	7.4

<b>Table 4</b>		
<b>Law enforcement trust index broken down by gender</b>		
<b>Law enforcement agency</b>	<b>Respondent's gender</b>	
	<b>Male</b>	<b>Female</b>
Police	'-2'	20
Courts of law	'-12'	6
Prosecutor's office	'-11.2'	4.9
Generalized	'-8.5'	10.6

Table 11

### Generalized index value of protection against arbitrary actions by law enforcement agencies

How protected do you feel personally against arbitrary actions of law enforcement agencies?

Generalized index value

Total		'-0.5'
Do you have any acquaintances detained by the police and/or searched or arrested over the past year?	Yes	'-13.0'
	No	1.1
Marz	Lori	4.9
	Shirak	'-5.6'
	Tavush	'-1.9'
Residence	Town	'-1.8'
	Village	8.7
Gender	Male	'-6.0'
	Female	1.8
Age	18-24 age group	'-2.5'
	25-39 age group	9.0
	40-54 age group	'-0.8'
	55 and older	'-8.0'
Economic status	Not enough money to buy food	'-6.0'
	Enough money only to buy food	'-3.2'
	Enough money to buy food and clothes	8.3
	Enough money to buy food, clothes and other goods	15.9
	Declined to answer	'-16.7'
Social stratum	Upper class	2.8
	Upper-middle class	13.8
	Intermediate-middle class	2.9
	Lower-middle class	«-5.2»
	Lower class	«-11.7»
	Disadvantaged	«-21.8»
	Uncertain about the answer	50.0
Declined to answer	10.0	

Table 12. 1

<b>How protected do you feel personally against arbitrary actions by law enforcement agencies?</b>	
I feel fully protected.	7.8%
I feel protected.	43.1%
I am rather unprotected.	36.5%
I am absolutely unprotected.	11.6%
I am uncertain about the answer.	1.0%
<b>Total</b>	<b>100%</b>
<b>Generalized index value</b>	<b>'-0.5'</b>



Age	18-24 age group	0	-68.1	-41.2	-36.4	-0.7	-2.5	-1.6	-3.8	-3.2	-3.5	-13.8
	25-39 age group	21	-44.8	-11.6	-11.7	18.3	9.0	13.6	7.2	3.2	5.2	2.4
	40-54 age group	0	-46.8	-18.1	-21.6	11.6	-0.8	5.4	-5.8	-6.0	-5.9	-7.4
	55 and older	-4	-55.8	-26.1	-28.7	19.5	-8.0	5.7	-20.5	-25.0	-22.7	-15.2
Education Level	Primary	17	-22.2	-5.6	-3.7	72.2	33.4	52.8	-27.8	0.0	-13.9	11.7
	Incomplete secondary (8 years)	12	-44.0	-10.6	-14.1	36.4	4.6	20.5	-15.1	-16.7	-15.9	-3.2
	Secondary (10-12 years)	11	-41.5	-18.1	-16.3	17.9	3.7	10.8	-1.3	-9.7	-5.5	-3.6
	Vocational (trade school)	4	-51.8	-16.7	-21.4	13.8	-2.1	5.9	-7.6	-7.1	-7.3	-7.6
	Incomplete higher education	10	-56.4	-23.1	-23.1	12.8	10.3	11.6	-2.6	5.2	1.3	-3.4
	Higher education	-5	-64.8	-31.1	-33.7	5.8	-8.6	-1.4	-11.0	-12.1	-11.5	-15.5
Economic status	Not enough money to buy food	-1	-49.2	-19.3	-23.2	13.2	-6.0	3.6	-18.5	-22.9	-20.7	-13.4
	Enough money only to buy food	8	-51.4	-23.6	-22.2	16.3	-3.2	6.6	-2.9	-8.2	-5.5	-7.0
	Enough money to buy food and clothes	1	-57.2	-27.6	-28.0	8.6	8.3	8.5	-0.4	3.2	1.4	-6.0
	Enough money to buy both food and clothes, and other goods	19	-48.5	-2.4	-10.6	25.4	15.9	20.7	9.5	16.7	13.1	7.7
	Declined to answer	-50	-66.7	-100.0	-72.2	-16.7	-16.7	-16.7	-0.1	-33.4	-16.7	-35.2

<b>Average household monthly income</b>	Up to 35000 AMD	2	-49.3	-24.7	-24.2	13.5	-3.1	5.2	-8.2	-16.4	-12.3	-10.4	
	35000-65000 AMD	9	-51.5	-18.4	-20.3	18.0	-4.9	6.6	-12.5	-12.3	-12.4	-8.7	
	65000-150000 AMD	4	-51.9	-15.4	-21.3	13.3	3.8	8.5	1.4	0.3	0.8	-4.0	
	150000-350000 AMD	1	-56.2	-38.9	-31.3	3.1	2.1	2.6	-10.3	3.0	-3.6	-10.8	
	Above 350000 AMD	0	-42.8	7.2	-11.9	35.8	35.7	35.7	-14.3	-42.8	-28.6	-1.6	
	Uncertain about the answer	50	-41.6	-33.3	-8.3	33.3	41.6	37.5	41.6	8.4	25.0	18.0	
	Declined to answer	-36	-85.7	-92.9	-71.4	14.3	0.1	7.2	-14.3	-35.8	-25.0	-29.8	
	Upper class	0	-80.6	-19.5	-33.4	30.6	2.8	16.7	-11.1	-11.1	-11.1	-11.1	-9.3
	Upper-middle class	7	-47.9	-23.3	-21.3	-1.5	13.8	6.2	5.1	10.9	8.0	8.0	-2.4
	Intermediate middle class	12	-54.0	-19.4	-20.4	21.3	2.9	12.1	0.9	-5.5	-2.3	-2.3	-3.6
Lower-middle class	-2	-51.3	-23.1	-25.6	12.7	-5.2	3.8	-11.1	-9.2	-10.1	-10.1	-10.6	
Lower class	-3	-37.8	-25.0	-22.0	3.2	-11.7	-4.3	-17.6	-22.3	-19.9	-19.9	-15.4	
Disadvantaged	-24	-51.3	-20.6	-32.1	5.1	-21.8	-8.4	-53.9	-51.3	-52.6	-52.6	-31.0	
Uncertain about the answer	-50	100.0	100.0	50.0	100.0	50.0	75.0	-100.0	-100.0	-100.0	-100.0	8.3	
Declined to answer	-30	-90.0	-70.0	-63.3	-10.0	10.0	0.0	-10.0	40.0	15.0	15.0	-16.1	
<b>Social stratum</b>	Up to 35000 AMD	2	-49.3	-24.7	-24.2	13.5	-3.1	5.2	-8.2	-16.4	-12.3	-10.4	
	35000-65000 AMD	9	-51.5	-18.4	-20.3	18.0	-4.9	6.6	-12.5	-12.3	-12.4	-8.7	
	65000-150000 AMD	4	-51.9	-15.4	-21.3	13.3	3.8	8.5	1.4	0.3	0.8	-4.0	
	150000-350000 AMD	1	-56.2	-38.9	-31.3	3.1	2.1	2.6	-10.3	3.0	-3.6	-10.8	
	Above 350000 AMD	0	-42.8	7.2	-11.9	35.8	35.7	35.7	-14.3	-42.8	-28.6	-1.6	
	Uncertain about the answer	50	-41.6	-33.3	-8.3	33.3	41.6	37.5	41.6	8.4	25.0	18.0	
	Declined to answer	-36	-85.7	-92.9	-71.4	14.3	0.1	7.2	-14.3	-35.8	-25.0	-29.8	
	Upper class	0	-80.6	-19.5	-33.4	30.6	2.8	16.7	-11.1	-11.1	-11.1	-11.1	-9.3
	Upper-middle class	7	-47.9	-23.3	-21.3	-1.5	13.8	6.2	5.1	10.9	8.0	8.0	-2.4
	Intermediate middle class	12	-54.0	-19.4	-20.4	21.3	2.9	12.1	0.9	-5.5	-2.3	-2.3	-3.6
Lower-middle class	-2	-51.3	-23.1	-25.6	12.7	-5.2	3.8	-11.1	-9.2	-10.1	-10.1	-10.6	
Lower class	-3	-37.8	-25.0	-22.0	3.2	-11.7	-4.3	-17.6	-22.3	-19.9	-19.9	-15.4	
Disadvantaged	-24	-51.3	-20.6	-32.1	5.1	-21.8	-8.4	-53.9	-51.3	-52.6	-52.6	-31.0	
Uncertain about the answer	-50	100.0	100.0	50.0	100.0	50.0	75.0	-100.0	-100.0	-100.0	-100.0	8.3	
Declined to answer	-30	-90.0	-70.0	-63.3	-10.0	10.0	0.0	-10.0	40.0	15.0	15.0	-16.1	

**Annex B**

**Law Enforcement (Police, Courts of Law, Prosecutor's Office)  
Arbitrariness Index  
Survey Questionnaire**

**QUESTIONNAIRE** \_\_\_\_\_

Hello, I am \_\_\_\_\_ from the *Helsinki Citizens' Assembly Vanadzor Office* non-governmental organization.

Currently, we conduct a public opinion survey. While your participation is voluntary, we highly appreciate your opinion, since your truthful answers will heavily contribute to the reliability of the survey results. Your answers will not be published separately, but rather analyzed in combination with all the other answers.

Thanks for your time and participation!

**Interviewer Instruction**

Do not read out the options '98. I am uncertain about the answer' and '99. I decline to answer' in any question.



**1. How much do you trust law enforcement agencies (police, courts of law, prosecutor's office)?**

	<b>1.1 Police</b>	<b>1.2 Courts of law</b>	<b>1.3 Prosecutor's office</b>	<b>1.4 Altogether</b>
1. I fully trust	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
2. I rather trust than not	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
3. I rather do not trust (I fear/beware)	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
4. I do not trust at all (I fear/beware)	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<i>98. I am uncertain about the answer</i>	<b>98</b>	<b>98</b>	<b>98</b>	<b>98</b>

**2. How serious do you consider the issue of unlawful and arbitrary actions by the law enforcement agencies for Armenia?**

1. A very serious issue;
2. Somehow serious issue;
3. Not a very serious issue;
4. No such issue exists;
- 98. I am uncertain about the answer.*

**3. In your opinion, how often do the Armenian authorities use the law enforcement agencies to suppress their own political opponents?**

1. Never;
2. Sometimes;
3. Often;

4. This is a common practice;
98. *I am uncertain about the answer.*

**4. Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?**

1. We currently suffer from such actions;
  2. It seems very likely;
  3. It seems unlikely;
  4. It is impossible;
98. *I am uncertain about the answer.*

**5. How protected do you feel personally against arbitrary actions by law enforcement agencies?**

1. I feel fully protected;
  2. I feel protected;
  3. I am rather unprotected;
  4. I am absolutely unprotected;
98. *I am uncertain about the answer.*

**6. If you sometime suffer any arbitrary actions by the police, do you think other law enforcement agencies (courts of law, prosecutor's office) will protect you?**

1. Definitely yes;
  2. Rather yes than no;
  3. Rather no than yes;
  4. Definitely no;
98. *I am uncertain about the answer.*

**7. Do you think rights violated by the police can be legally restored in Armenia?**

1. Definitely *yes*;
  2. Rather *yes* than *no*;
  3. Rather *no* than *yes*;
  4. Definitely *no*;
98. *I am uncertain about the answer.*

**7.1 Do you have any acquaintances detained by the police and/or searched or arrested over the past 3 months?**

1. Yes;
  2. No (pass to Question 7.3);
98. *I am uncertain about the answer;*  
99. *I decline to answer.*

**7.2 In your opinion, how often are these people subjected to such actions?**

1. Rarely/sometimes;
  2. Often;
  3. Very often;
98. *I am uncertain about the answer;*  
99. *I decline to answer.*

**7.3 Do you think the police use violence, ill-treatment, torture, and other cruel and degrading treatment during search, detention, arrest or interrogation?**

1. Yes;
  2. No;
98. *I am uncertain about the answer;*  
99. *I decline to answer.*

**7.4 In your opinion, how often do the police use violence, ill-treatment, torture, and other cruel and degrading treatment during search, detention, arrest or interrogation?**

1. Never;
  2. Rarely/sometimes;
  3. Often;
  4. Very often;
98. *I am uncertain about the answer;*
99. *I decline to answer.*

**Socio-demographic data**

**8. Respondent's gender**

1. Male
2. Female

**9. Respondent's age**

1. 18-24 age group;
2. 25-39 age group;
3. 40-54 age group;
4. 55 and older.

**10. Respondent's education level**

1. No primary education;
2. Primary;
3. Incomplete secondary (8 years);
4. Secondary (10-12 years);
5. Vocational (trade school);
6. Incomplete higher;
7. Higher;
8. Post-graduate (academic degree).

**11. Please, specify one of the following statements that best describes your economic status:**

1. Not enough money to buy food;
2. Enough money only to buy food;
3. Enough money to buy food and clothes;
4. Enough money to buy food, clothes and other goods.

**12. Please, specify the monthly income of your family:**

1. up to 35000 AMD;
2. 35000-65000 AMD;
3. 65000-150000 AMD;
4. Above 150000.

**13. Please, specify the social strata with which you associate yourself:**

1. Upper class;
2. Upper-middle class;
3. Intermediate-middle class;
4. Lower-middle class;
5. Lower class.