

**HELSINKI CITIZENS' ASSEMBLY
VANADZOR**

**INDICES CHARACTERIZING ACTIONS OF
LAW ENFORCEMENT AGENCIES IN THE
REPUBLIC OF ARMENIA**

(August 2015)

(Law Enforcement Arbitrariness Index and Index of Trust in Police of the
Republic of Armenia)

This report was prepared within the project "Raising Effectiveness of the Protection of Citizens' Rights in Relation to the Police". The project was implemented by the Helsinki Citizen's Assembly Vanadzor, supported by the Norwegian Helsinki Committee.

The quantitative research and analysis was conducted with the involvement of 'Advanced Public Research Group' NGO (APR Group).

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

Authors:

Ruben Sargsyan, sociologist, expert

Artur Sakunts, President of HCA Vanadzor

Ophelia Zalyan, Project Coordinator, HCA Vanadzor

Contents

INTRODUCTION	4
SURVEY METHODOLOGY	5
SURVEY METHOD.....	6
SURVEY SAMPLE	6
RESPONDENTS' SOCIO-DEMOGRAPHIC DATA.....	7
INDEX ESTIMATION METHODOLOGY.....	11
INDEX CALCULATION FORMULAS	13
ARBITRARINESS INDEX OF LAW ENFORCEMENT AGENCIES (POLICE, COURTS OF LAW, PROSECUTOR'S OFFICE)	14
INDEX OF TRUST IN POLICE	22
THE ATTITUDE TOWARDS LAW ENFORCEMENT AGENCIES.....	28
PUBLIC CONCERN LEVEL.....	33
CONCLUSIONS	38

INTRODUCTION

The report summarizes the results of the sociological survey conducted by Helsinki Citizens ' Assembly Vanadzor, (hereinafter referred to as HCA Vanadzor) in August 2015 in all marzes (regions) of Armenia and in Yerevan.

The survey aims to estimate the indices characterizing the actions of law enforcement agencies, particularly the RA law enforcement agencies (police, courts of law, and prosecutor's office) arbitrariness index and the index of trust in RA Police.

For the estimation of the aforementioned indices there have been developed a methodology and research tools, based on the survey technique of a similar research jointly implemented by the Russian 'Public Verdict' fund (Rus. Фонд "Общественный вердикт") and 'Levada-center' research non-governmental organization (Rus. АНО "Левада-Центр"), which have been adapted and after being tested in the frameworks of the pilot survey

“Law Enforcement Arbitrariness Index in Northern Regions of the Republic of Armenia” within the period of April-May 2013, were developed and applied in all regions of the Republic of Armenia and in Yerevan city.

This report presents information collection methodology, including a detailed description of the survey sample, index estimation methodology, estimation formulas, as well as the outcomes of the survey. A separate reference was made to the Law Enforcement Arbitrariness Index, to the Index of Trust in Police, as well as to the attitude towards law enforcement agencies and the Public Concern Level.

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) and the **index of trust in Police** (hereinafter referred to as Police Trust Index) **of the Republic of Armenia.**

Survey Objectives

The survey pursues the following objectives:

1. Determine the extent to which the population trusts the law enforcement agencies;
2. Determine how serious is the issue of unlawful and arbitrary actions by the law enforcement agencies for Armenia;
3. Determine how the population assesses the actions of law enforcement agencies and human rights organizations;
4. Reveal the involvement level of law enforcement agencies and human rights organizations with the population;
5. Estimate the degree of public concern about suffering from a number of crimes;
6. Determine the degree of people's willingness to cooperate with the police;
7. Determine the frequency to which Armenian authorities use law enforcement agencies as a resistance factor against their own political opponent;
8. Estimate the public concern index value;
9. Determine the extent to which the population feels protected from the arbitrariness of law enforcement agencies;
10. Estimate the personal concern index value;
11. Determine the extent to which other law enforcement agencies (courts, prosecutor's office) act as a protective mechanism against arbitrary actions by police, according to the respondents.

SURVEY METHOD

The information was collected by means of quantitative interview method based on questionnaires, which enabled to seek opinions on the issue in question among all the social groups in the regions under study.

The representative sample, made it possible to attribute the obtained information to the overall population of the regions in question, to determine the 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.

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

SURVEY SAMPLE

The survey was conducted in August, 2015 among the residents aged 18 and older in all regions of Armenia and in Yerevan. 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 2524794 Armenian citizens within such age groups in the mentioned marzes. Thus, the mainstream target audience of the survey counted 2524794 people, with sampled population constituting 1200 persons in case of ± 2 , 8% 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 (marzes/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 following stages:

1. Marzes (regions) Sampling

The survey covers 10 marzes of the Republic of Armenia and the Yerevan city. The representativeness of survey results in respect of these marzes is absolutely ensured.

2. Residential Area/ Survey Point Sampling

To ensure the representation of residents both in rural and urban areas in the sampling, first of all, the percent proportion of rural and urban residents of each marz was estimated. Accordingly, the number of interviews to be held in the towns and villages of each marz was determined. In order 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', moreover, it did not surpass '7'. The optimal average number of interviews for each town was considered '11', moreover the number 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 marz (region) center. Thus, 3 types of survey points were distinguished:

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

3. Household Sampling

In the third stage of the sample building the third dimension was identified, 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. In order to ensure random sampling, the principle of household members' 'most recent birthday' was applied.

The total number of survey respondents reached 1200.

Respondents' Socio-demographic Data

26.3% of the respondents were men, and 73.7% were women.

The age distribution of respondents is provided in *Table 1* below:

Table 1	
Respondents' Age Distribution	
Age Group	Percent
18 -25	11.1%
26 -35	19.6%
36 – 45	14.4%
45 – 60	29.1%
61 and older	25.8%
Total	100.0%

0, 5 % of the respondents have primary education, 7.0% have incomplete secondary education, 34.3% have secondary education (10-12 years), 27.7% have vocational (trade school) education, 3.3% are with incomplete higher education, 26.5% have higher education, and 0.7% of the respondents hold an academic degree (post graduate education).

Respondents' distribution by the average household monthly income is shown in *Table 2* below.

Table 2	
Respondents' distribution according to their average monthly household income	
Income expressed in AMD	Income expressed in percents
Up to 35000 AMD	10.3%
35001- 65000 AMD	25.9%
65001- 150000 AMD	41.0%
150001- 350000 AMD	17.3%%
350001-500000 AMD	2.8%
Above 500001 AMD	1.0%
I am uncertain about the answer	0.3%
I decline to answer	1.5%
Total	100.0%

To determine the respondents' socio-economic status, the respondents were asked the following question:

“Please specify one of the following statements that best describes your economic status”.

The answers are presented in *Table 3*.

Table 3	
Please specify one of the following statements that best describes your economic status	
Economic status	Percent
Not enough money to buy food	27.8%
Enough money only to buy food	35.1%
Enough money to buy food and clothes	24.1%
Enough money to buy food, clothes, and other goods	12.6%
I decline to answer	0.4%
Total	100.0%

The answers to the question ‘Which social stratum do you associate yourself with?’ are given in *Table 4* below.

Table 4	
Which social stratum do you associate yourself with?	
Social stratum¹	Percent
Upper class	3.3%
Upper- middle class	11.6%
Intermediate middle class	56.1%
Lower- middle class	12.7%
Lower class	10.8%
Disadvantaged	4.7%
I am uncertain about the answer	0.3%
I decline to answer	0.6%
Total	100.0%

Residential areas broken down by types are presented in *Table 5*.

Table 5	
Types of Residential Areas	
Residential area	Percent
Urban	72.0%
Rural	28.0%
Total	100.0%

A cross- sectional analysis, broken down by respondents' gender and residential area, is provided in *Table 6* below.

Table 6				
Cross-sectional analysis, according to respondents' gender and residence type				
		Residential area		Total
		Urban	Rural	
Respondent's gender	Male	69.3%	30.7%	100.0%
	Female	73.0%	27.0%	100.0%

¹ Social stratum affiliation in this survey is based on the respondent's subjective self-esteem.

Total	72.0%	28.0%	100.0%
-------	-------	-------	--------

Index Estimation Methodology

Arbitrariness and Confidence indices are estimated through a random representative sampling based on a survey held among 1200 respondents aged 18 and older in all regions of Armenia and in Yerevan.

This survey results are representative with regard to entire Armenia.

Methodology. Estimation for Law Enforcement Arbitrariness Index

Overview

The Arbitrariness index of law enforcement agencies involves a generalized trend index of public mass attitudes, reflecting the public sentiments of vulnerability to arbitrary, unlawful actions of the police, prosecutor’s office and judicial bodies.

The arbitrariness index estimation relies on three components given below:

Public Concern Index

This index is estimated through the arithmetic means of generalized indices of answers to the following three key questions. The questions are as follows: ‘How much do you trust law enforcement agencies (police, courts of law, and prosecutor’s office (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 authorities of the Republic of Armenia 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: “Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?” and “How protected do you feel personally against arbitrary actions of law enforcement agencies?”

Personal Insecurity Index

This index is estimated through the arithmetic means of the generalized index of answers to the following questions: “If you sometime suffer any arbitrary actions by 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?”

Methodology. Estimation for Index of Trust in Police

Overview

The Index value of **Trust in Police** involves the generalized trend index of public mass sentiments that reflects attitude and trust in police, satisfaction from work, level of willingness to work in police-citizen cooperation.

The questions applied to estimate this index value, tend to identify public position and assessment of attitude towards the police and its actions, and the willingness to cooperate.

Index of Trust in Police estimation relies on three components below:

Assessment of Police Actions

This index is estimated through the arithmetic means of generalized indices of answers to the following questions: “How satisfied do you feel with the actions of the police in your settlement/community?”; “Do you think the police of your settlement/community are able to protect you /your family from the criminals?”

Attitude towards Police

This index is estimated through the arithmetic means of generalized indices of answers to the following questions: “How much do you trust the police of your settlement/community?”; “How do you feel about your settlement/community police officers?”

Willingness to Cooperate with Police

This index is estimated through the arithmetic means of generalized indices of the answers to key questions:” Do you think citizens should assist the police?” and “ Some people as crime witnesses report to police; Would you report to the police if you witnessed assault, robbery, theft and other similar crimes?”

Index Calculation Formulas

The indices are estimated by the following formula:

$$Index = a + 0.5 * b - 0.5 * c - d$$

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

There is an exception concerning the estimated index value based on the answers of the question. “How do you feel about your settlement/community police officers?”

The latter was estimated as follows:

$$Formula: Index = a + b + 0.5 * c - 0.5 * d - e - f$$

where

‘*Index*’ stands for the index value estimated through answers to this question;

‘a’ and ‘b’ stand for the percentage distribution of most ‘positive’ answers

‘c’ stands for the percentage distribution of ‘positive’ answers

‘d’ stands for the percentage distribution of ‘negative’ answers

‘e’ and ‘f’ stand for the percentage distribution of most ‘negative’ answers²

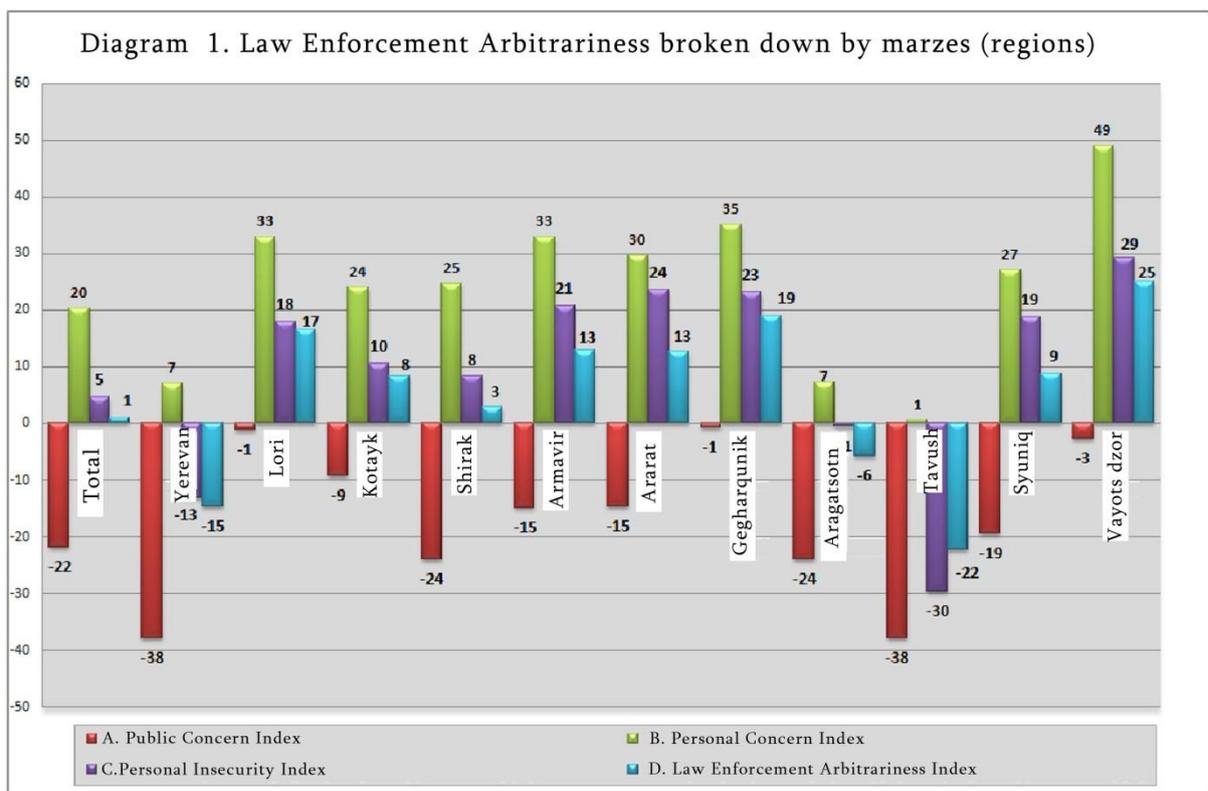
In respect to each question, the index is estimated as its generalized value in the form of portion difference between ‘negative’ and ‘positive’ answers. Furthermore, the most ‘negative’ or the most ‘positive’ answers are valued as ‘1’ and partially ‘negative’ or ‘positive’ answers as 0.5

The index is estimated as the arithmetic means of several indices generalized values (2 or 3 indices for each component). Thus both the generalized arbitrariness/trust index and its components range from ‘-100’ to ‘+100’. Moreover, if any index value is greater than ‘0’, it means that ‘positive’ feedback prevails in the society, while if it is below ‘0’ the ‘negative’ one prevails.

² Answers to this question by coding: ‘a’ stands for “I respect”, ‘b’ - “I trust”, ‘c’ - “I like”, ‘d’ - “I dislike”, ‘e’ - “I fear/beware”, ‘f’ - “I get angry/irritated”.

Arbitrariness Index of Law Enforcement Agencies (police, courts of law, prosecutor's office)

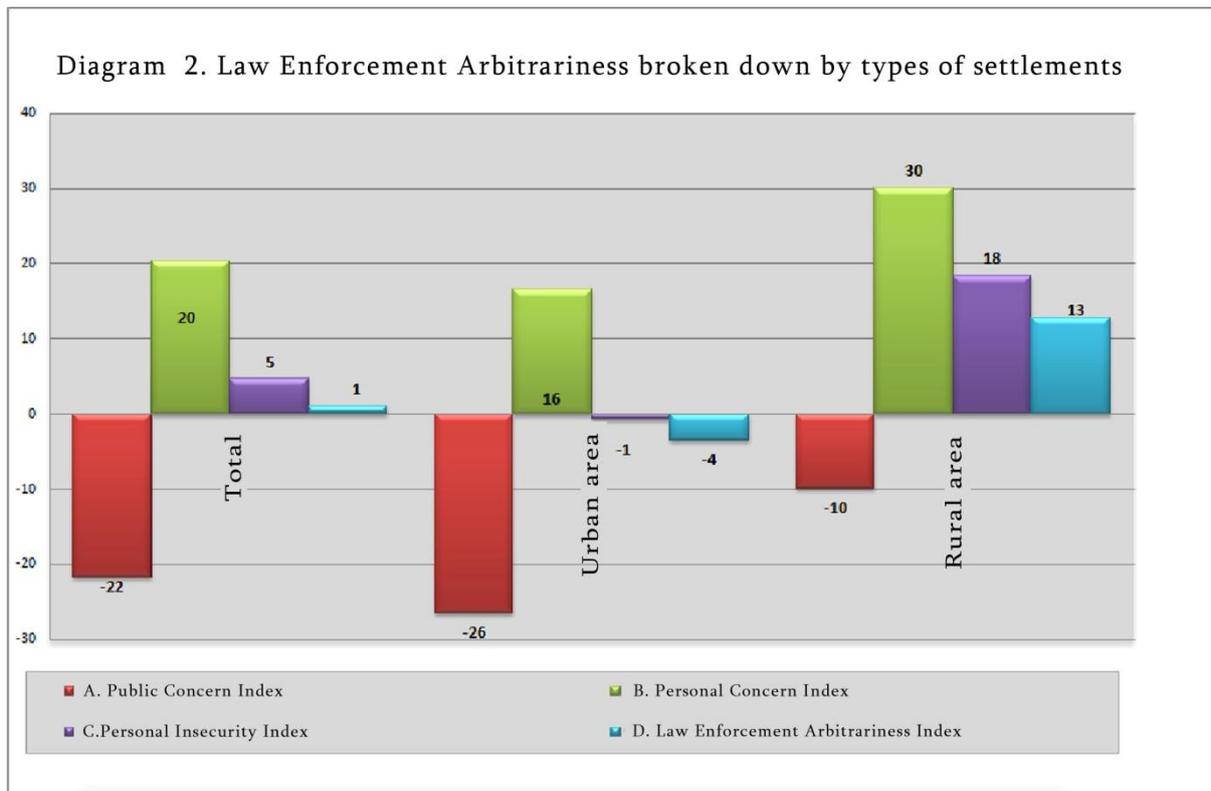
Based on the results of this survey the index value of arbitrariness of law enforcement agencies (police, courts of law, prosecutor's office) (hereinafter referred to as Arbitrariness Index of Law Enforcement Agencies) was estimated, which accounted to 1³. Despite the fact that the index is "1", i.e. higher than "0", and may be considered to be a positive value, it is close to "0", thus is considered to be a minimum positive value. The index is estimated according to the marzes (regions), types of settlements, gender, age and other socio-demographic data. As a result, some grounds for concern have emerged.



The observation of Law Enforcement Arbitrariness Index broken down by marzes (regions), shows that the lowest indices are in Tavush (-22) and Aragatsotn (-6) marzes and in Yerevan (-15) (See diagram 1). Among sub-indices the Public Concern Index is negative in all marzes and in Yerevan. The highest negative values are in Yerevan (-38) and in Tavush marz (-38), and the lowest negative values are in Lori and Gegharkunik marzes; which is "1" in both

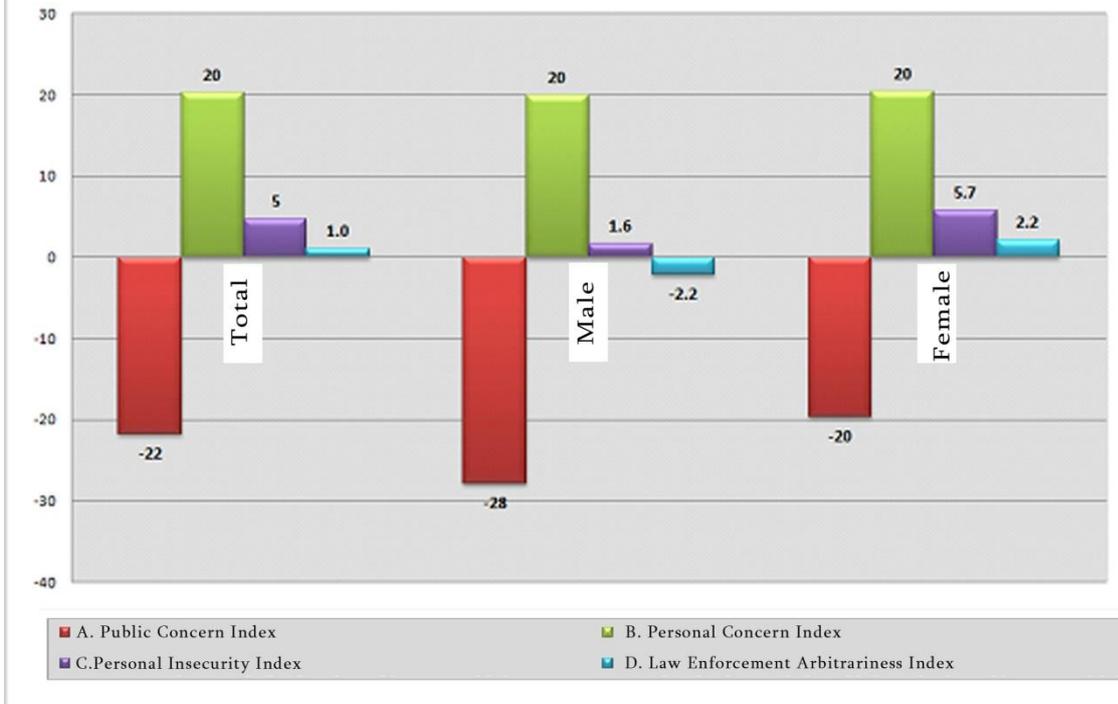
³ Note that within this survey the indices are positioned in the range from "-100" to "+100". If any index is greater than "0", it means that "positive" evaluations concerning investigated issues prevail in the society, and in the case of less than "0" negative evaluations prevail.

marzes. Referring to negative indicators it should be mentioned that the “Personal Insecurity Index” is negative only in Tavush marz (-30) and in Yerevan (-13). As of positive values, the Index value of Arbitrariness of Law Enforcement Agencies is the highest in Vayots Dzor (25), in Gegharkunik (19) and in Lori marzes (17). In all regions and in Yerevan city the Personal Concern Index has a mere positive value: it has the highest positive values in Vayots Dzor (49), Gegharkunik (35), Lori (33) and Armavir (33) marzes, and the lowest positive value in Tavoush marz (1).



The observation of Law Enforcement Arbitrariness Index broken down by types of settlements (See diagram 2), shows, that the index values are negative in urban areas (-4) and positive in rural areas (13). In this diagram the Public Concern Index is negative in all types of settlements (urban (-26) and rural (-10)). In urban areas another sub-index, namely the Personal Insecurity Index, is also negative (-1). The Personal Concern Index has positive values in all types of settlements, it accounted to 16 in urban areas and 30 in rural areas. Thus, it is evident that in urban areas the indices tend to be more negative than in rural areas. One of the possible reasons for this may be the fact that residents of urban areas more frequently correlate with law enforcement agencies and are more actively involved in socio-economic and political activities, than those in rural areas.

Diagram 3. Law Enforcement Arbitrariness broken down by Gender

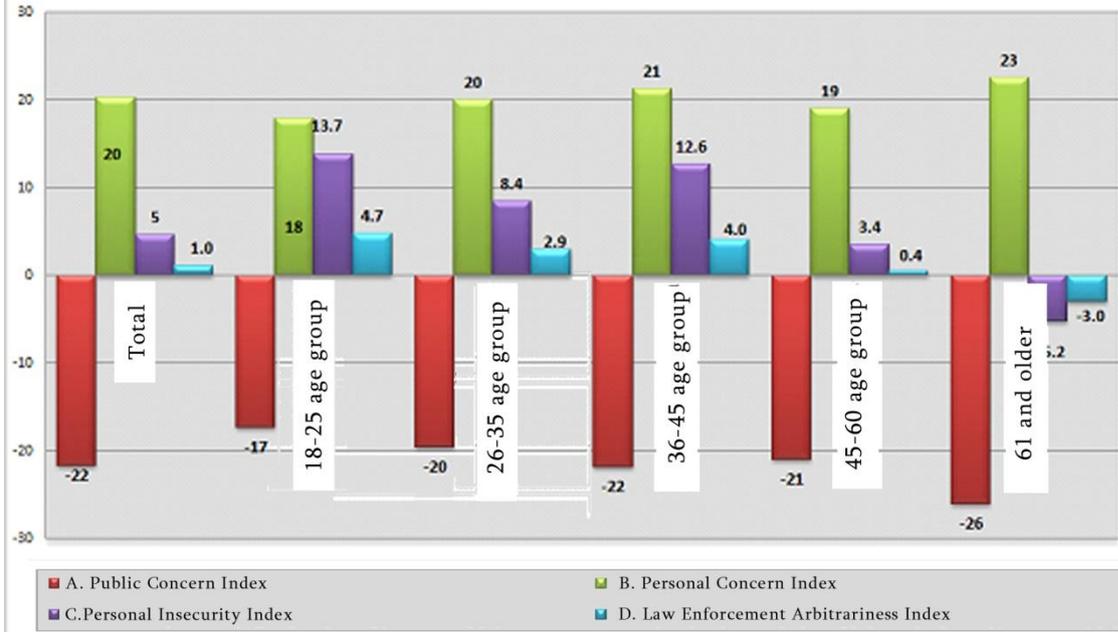


When observing the Law Enforcement Arbitrariness Index broken down by gender (*See diagram 3*), it becomes evident that negative answers predominate among male respondents. For example, male respondents evaluated the index value of law enforcement arbitrariness estimating at (-2.2) and the females estimating at (2.2). From the sub-indices only the Public Concern Index has a negative value both for both male and female respondents, (-20) and (-28), respectively. Among the respondents of both gender groups the Personal Concern Index (20 for both groups) and the Personal Insecurity Index are positive (males 1.6; females 5.7). When observing the indices broken down by gender⁴, it is important to consider the hypothesis that male respondents are more frequently related to law enforcement agencies than females. Therefore, the answers and judgments of male respondents are prevailing based on their own experience and observations.

Cross-analysis of the research results shows that first of all residence types, and then gender, has more influence on the evaluation of actions by law enforcement agencies. In both cases, this is due to the direct correlation with those agencies in one way or another.

⁴ 73,7% female and 26,3% male respondents participated in the survey

Diagram 4. Law Enforcement Arbitrariness broken down by age

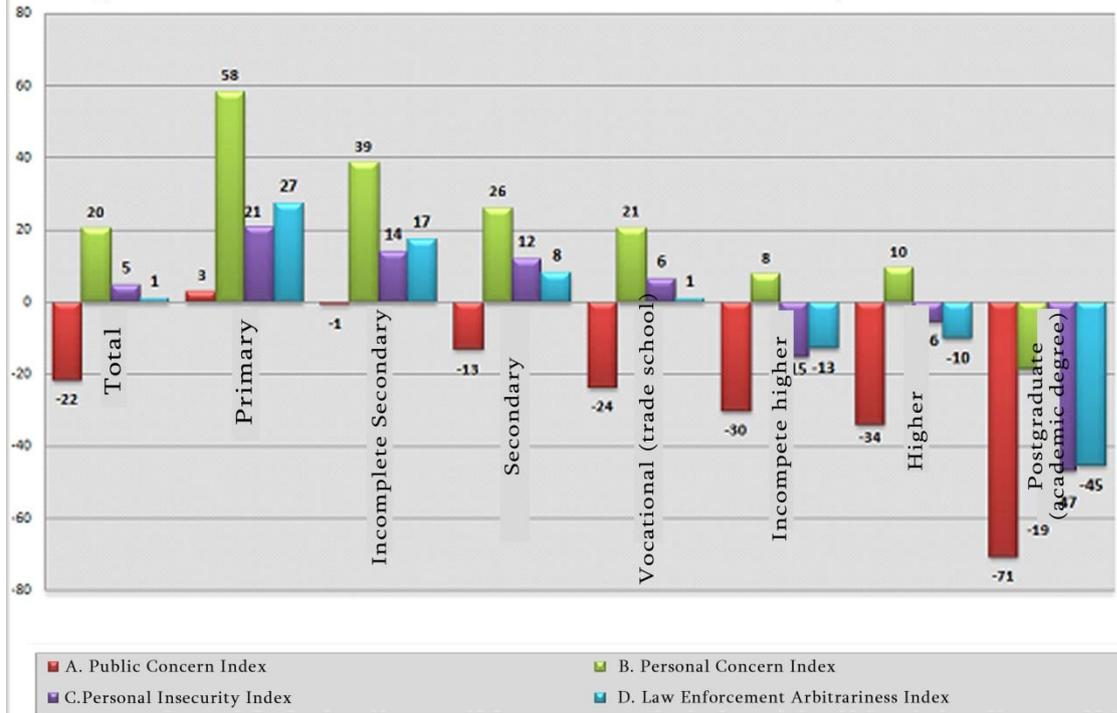


Age group factors also have an impact on the values of Law Enforcement Arbitrariness Index (See diagram 4). Thus, the index value is negative only in the age group ‘61 and older’ (-3). In this case the highest value is observed in ‘36-45’ age group, and the lowest (0, 4) in ‘45-60’ age group.

The Public Concern Index has solely negative indicators in all age groups. The highest negative value is in “61 and older” age group (-26), and the lowest negative (-17) is in ‘18-25’ age group.

The Personal Concern Index is positive in all age groups. It is the highest among the representatives of ‘61 and older’ age group (23), and the lowest among those of ‘18-25’ age group (18).

Diagram 5. Law Enforcement Arbitrariness broken down by education level

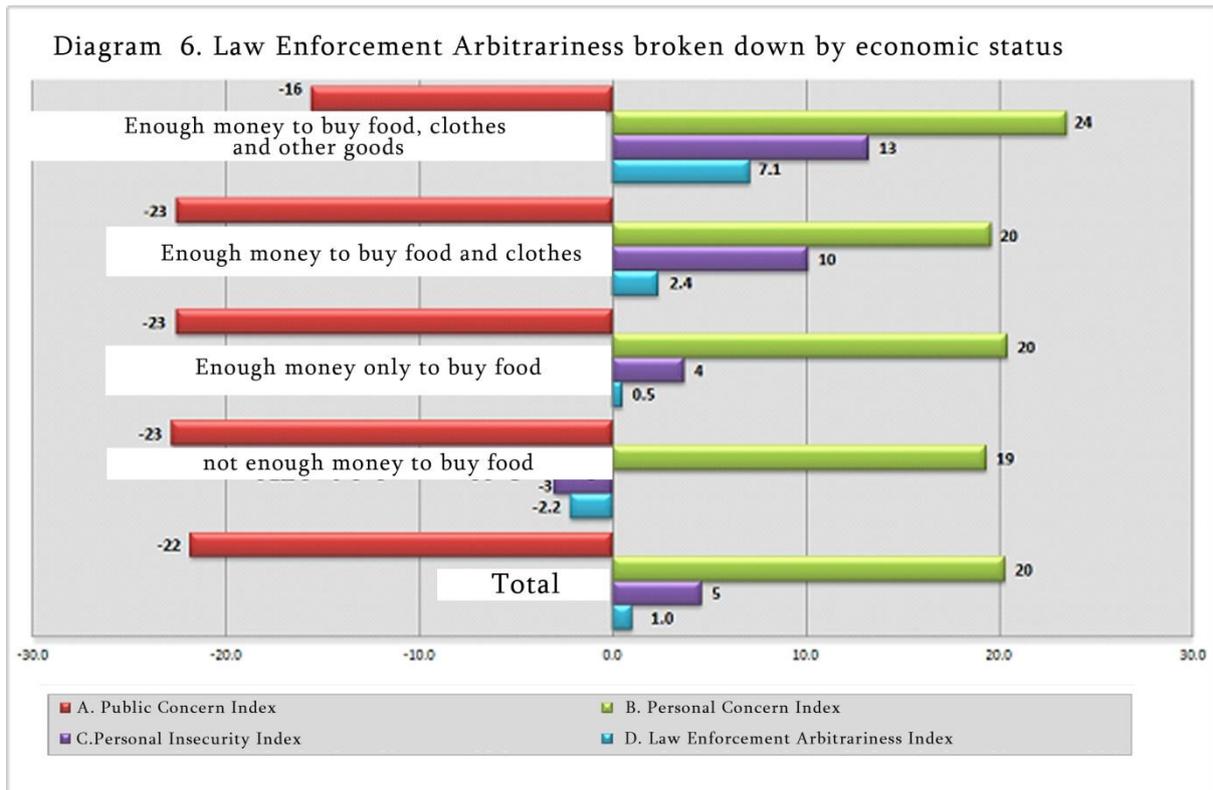


The Law Enforcement Arbitrariness Index broken down by respondents' educational level (See diagram 5) is interesting to observe. Thus, respondents with postgraduate education (academic degree) evaluated the arbitrariness index as (-45), respondents with higher education evaluated as (-10), respondents with incomplete higher education as (-13); respondents with 'vocational' education (trade school) evaluated positively, i.e. (1), respondents with secondary education evaluated as (8), with incomplete secondary education (17) and respondents with primary education evaluated (27).

The Public Concern Index is the lowest (-71) among post graduate degree holders, it is (-34) among respondents with higher and (-30) among the ones with incomplete higher education. The only positive value (3) is obtained based on the feedback of respondents with elementary education. Personal Insecurity Index is negatively the highest (-47) among post graduate degree holders; it is (-6) for those having higher and (-15) incomplete higher education. Positive feedback is observed among the respondents with 'vocational' (6); secondary (12); incomplete secondary (14) and primary (21) education level.

Only the respondents with post graduate degree gave negative feedback on Personal Concern Index (-19). This sub-index has a positive value in the rest of the educational groups. The highest positive value is in the group of respondents with primary education (about 58).

The results revealed in Diagram 5 prove that the arbitrariness index value is affected significantly by respondents' education level as well. Thus, the higher respondents' education level, the greater negative index values are.



When observing the Law Enforcement Arbitrariness Index according to the economic status of respondents (See diagram 6), it becomes evident, that this index has a negative value only among the respondents who described their economic status as ‘having not enough money to buy food’; which amounted to (-2.2). The lowest positive value of this index is displayed in the answers of those respondents who believe they have ‘enough money to buy only food’ (0.5), and the highest in the feedback of those who have enough money to buy food, clothes and other goods’ (7.1).

The Public Concern Index value is negative in all economic groups.

The Personal Concern Index has a negative value in all groups and is almost the same everywhere (20), except for the group mentioning that they have ‘enough money to buy food, clothes and other goods’; here the index value is (24).

The Personal Insecurity Index is negative (-3) only in the group responding ‘not enough money to buy food’.

Diagram 6 reveals the logical connection between the arbitrariness index, its sub-indices and the economic status of the respondents.

Negative or lowest positive feedback was provided by respondents mentioning that they have ‘not enough money to buy food’, i.e. the disadvantaged.

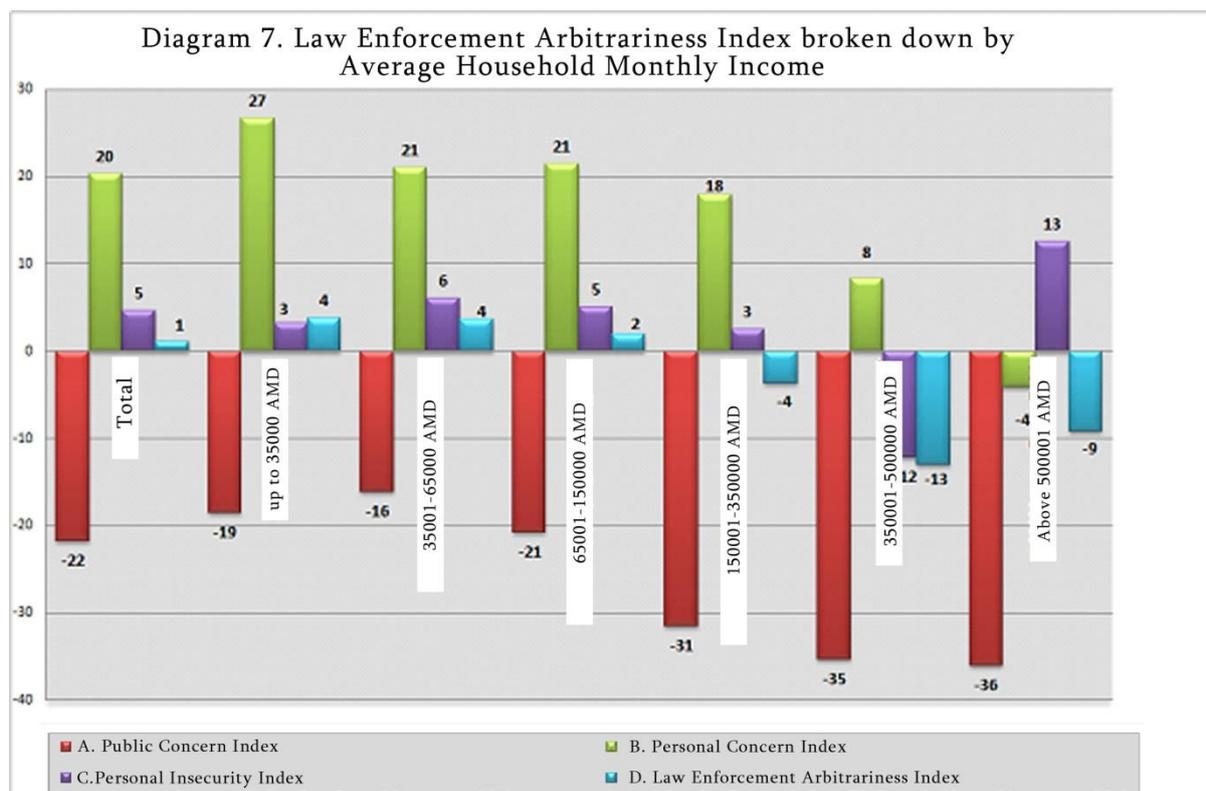
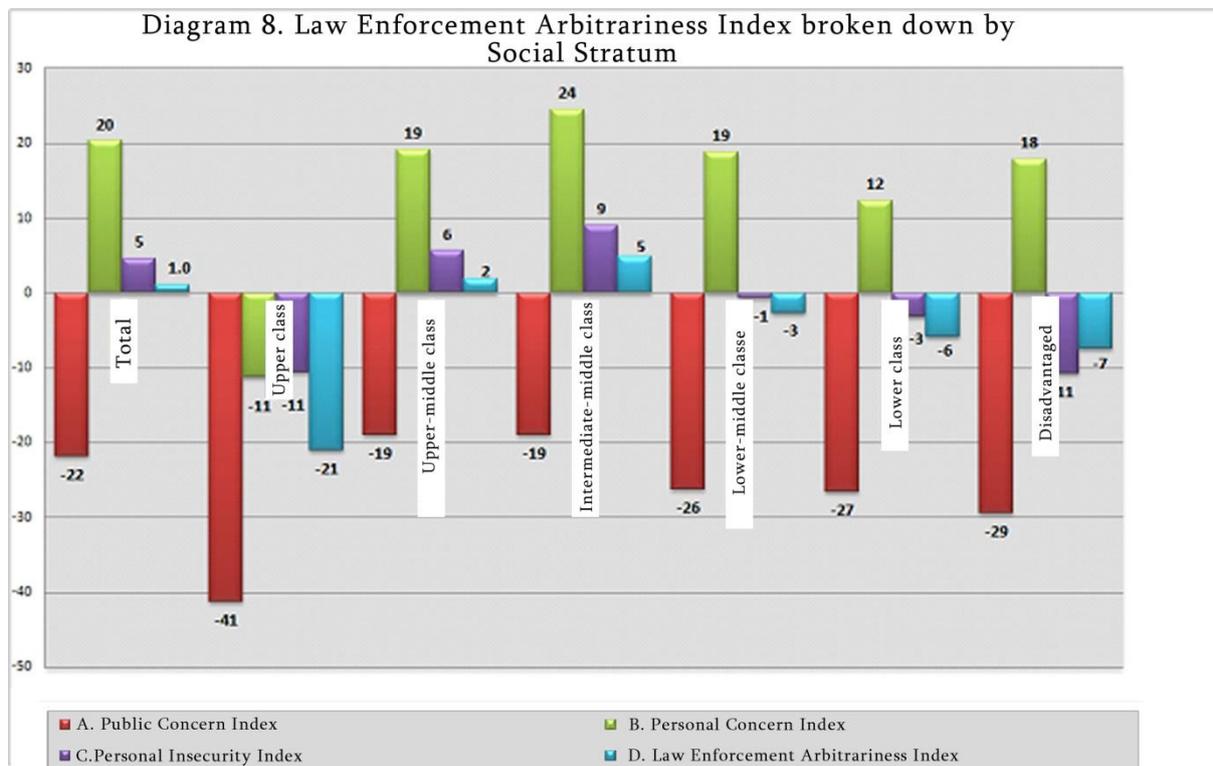


Diagram 7 presents the Law Enforcement Arbitrariness Index according to the average household monthly income: As we can see, this index is negative for the respondents whose average household monthly income is above 500,001 AMD (-9), 350,001-500,000 AMD (-13) and 150,001 t- 350,000 AMD (-4). Within the rest of the sub-groups the index value is positive.

In this case, the Public Concern Index also has a negative value in all sub-groups. Along with the increase of the average household monthly income, the Public Concern Index decreases. It is the lowest for the respondents with average household monthly income above 500,001 AMD (-36). The lowest negative value is for the respondents with 35,001-65,000 AMD monthly household income (-16). For the families, whose average income is above 500,001 AMD, the Personal Concern Index is the lowest (-4). It is the highest (app. 27) for the respondents with average household monthly income of up to 35,000 AMD.

It is worth noting that the respondents, whose average household monthly income ranges from 350,001-500,000 AMD, the Personal Confidence Index is the lowest (-12) and it is the highest in the families whose average household monthly income is above 500,001 AMD (-36).

The Law Enforcement Arbitrariness Index is the lowest for the respondents with 350,001-500,000 AMD monthly income (-13), It is also negative in the groups with average monthly income above 500,001 AMD (-9) and 150,001-350,000 AMD (-4). This indicator is positive (4) for the respondents indicating up to 35,000 AMD average household monthly income, as well as for those with 35,001-65,000 AMD monthly income. Representatives with 65,001-150,000 AMD average household monthly income also gave a positive feedback. Thus, the survey results show that there is a certain correlation between Law Enforcement Arbitrariness Index; its sub indices and the respondents' self-association with this or that socio-economic stratum. The higher the social strata⁵ of respondents, the lower the indices are.



According to the diagram the Law Enforcement Arbitrariness Index is the lowest for the representatives of the upper class (-21).

The Public Concern Index in sub-groups of all social strata has a negative value. It is the lowest for the upper class representatives (-41), and on the contrary, the highest (though with

⁵ Social stratum affiliation in this survey is based on the respondent's subjective self-esteem

a negative value) in the sub-groups of upper middle class (-19) and intermediate middle class (-19).

The Personal Confidence Index has a negative value in the sub-groups of upper class (-11), disadvantaged (-11), lower- middle class (-3) and lower class (-1). The values are positive in the sub-groups of intermediate middle class (9) and upper middle class (-6).

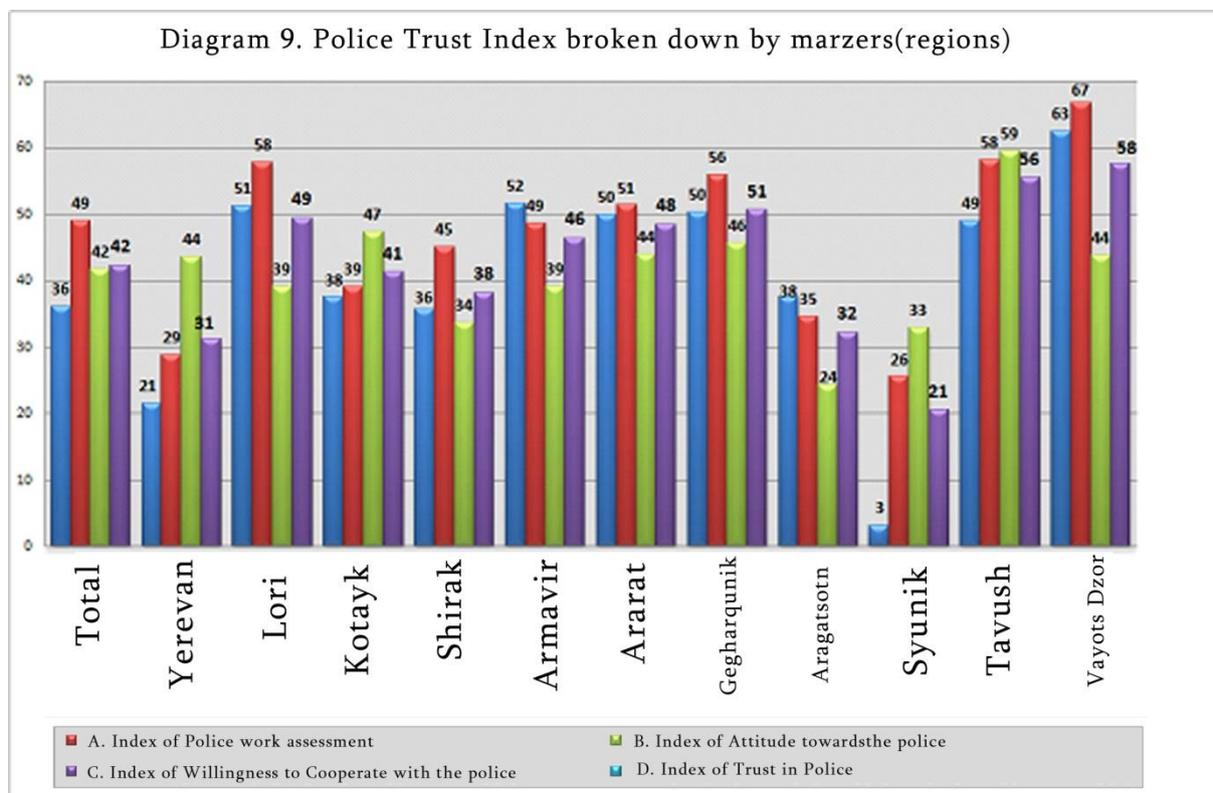
The Personal Concern Index value is negative only in the sub-group of upper class (-11). The highest positive value is in the sub-group of intermediate middle class (24).

Annex A demonstrates all the indices used to estimate the ‘Law Enforcement Arbitrariness Index’.

INDEX OF TRUST IN POLICE

The survey results made it possible to estimate the Index value of Trust in the Police, which amounted to 42. We shall observe this index and the underlying indices broken down by marzes, types of settlements, gender, age and other socio-demographic data.

The Index of Trust in Police broken down by marzes is shown in *Diagram 9* below:

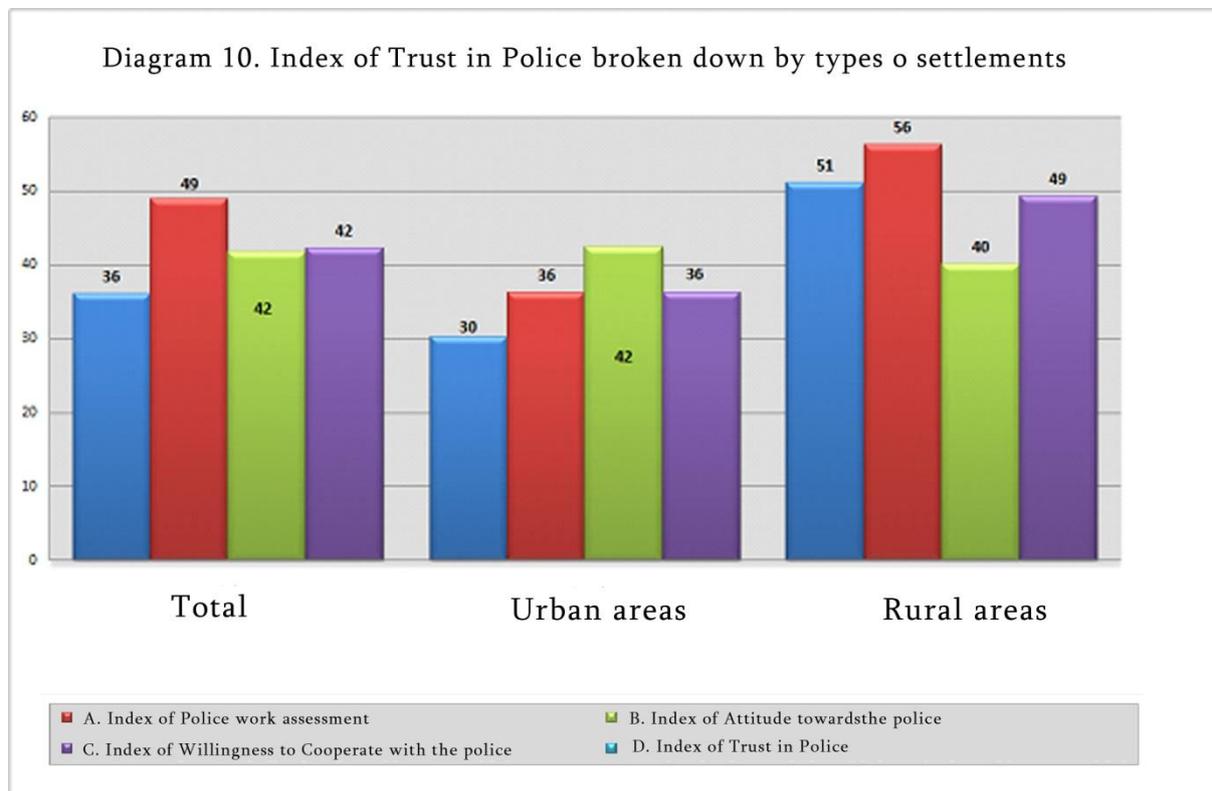


As it is shown above, all indices are ‘positive’. The lowest index value is in Syunik marz (21), and the highest is in Vayots dzor marz (58). In Yerevan city the value amounts to 31.

The lowest positive value for the Assessment Index of Police Actions is recorded in Syunik marz (3), and then in Yerevan city. This index is the highest again in Vayots dzor (63).

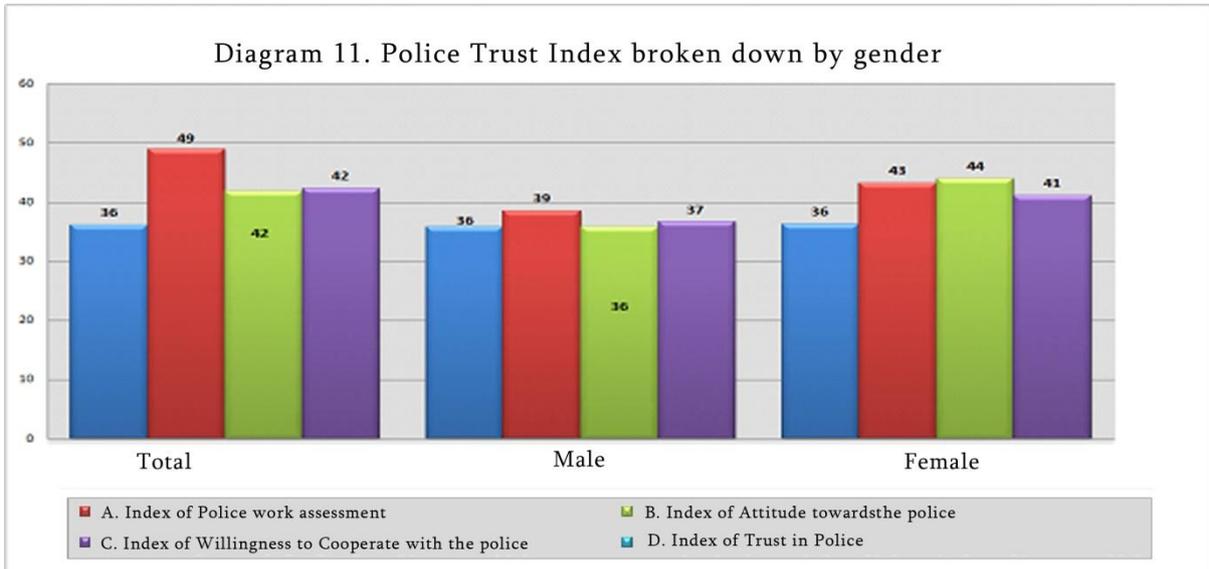
The Index value of Attitude towards the Police is the lowest again in Syunik marz (26) and in Yerevan city (29) and the highest positive value is in Vayots dzor marz (67).

The Index values of Willingness to cooperate with the Police are positive in all marzes. They are relatively low in Aragatsotn (24), Syunik (33) and Shirak (34) marzes. The greatest value is in Tavush marz (59).

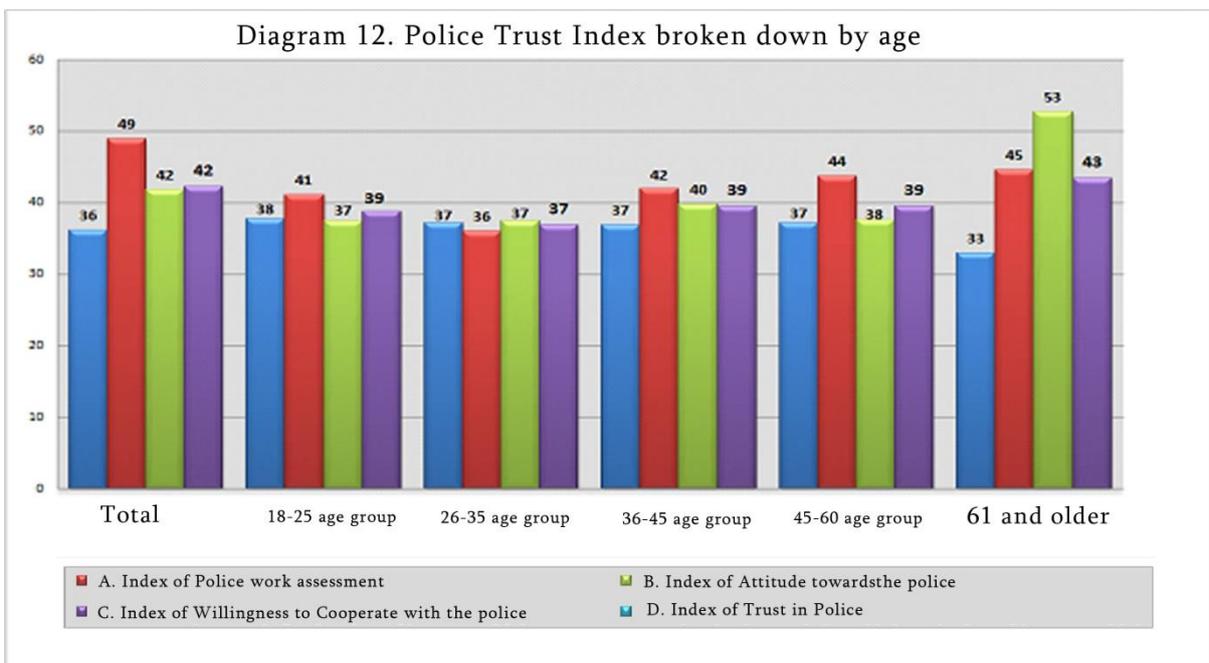


The analysis of Police Trust Index broken down by types of settlements reveals that the values are positive in all types of settlements (*See Diagram 10*). But they are lower in urban areas (36) than in rural ones(49).

The interesting fact is that all the index values are lower in urban areas than in rural areas except for the Index value of Willingness to cooperation with the Police, which is lower in rural areas (40) than in urban areas (42). Possible reasons for this might be some sub-cultural diversity, lack of experience and differences in necessity levels.



Index value of trust in the police broken down by gender is presented in Diagram 11. As it is shown, the Index of Trust in Police is evaluated 37 by male respondents, and 41 by female respondents. This is in the case when both male and female respondents gave similar feedback (36) on the Assessment Index of Police Work, and different values on the other two indices, namely; the Index of Attitude towards the Police and the Index of Willingness to cooperate with Police. Male respondents evaluated the first one 39, and the females evaluated 43. The second index was evaluated 39 by male respondents and 44 by female respondents.



Almost the same picture can be observed in Diagram 12, which touches upon the Index of Trust in Police broken down by age groups. The diagram reflects that the index has the highest value (43) within the age group '61 and older'. In this age group, in comparison with

the others, the Index of Willingness to cooperate with Police and the Index of Attitude towards Police are the highest, (53) and (45) respectively. In comparison with other age groups, the Assessment Index of Police Work, on the contrary, is the lowest (33).

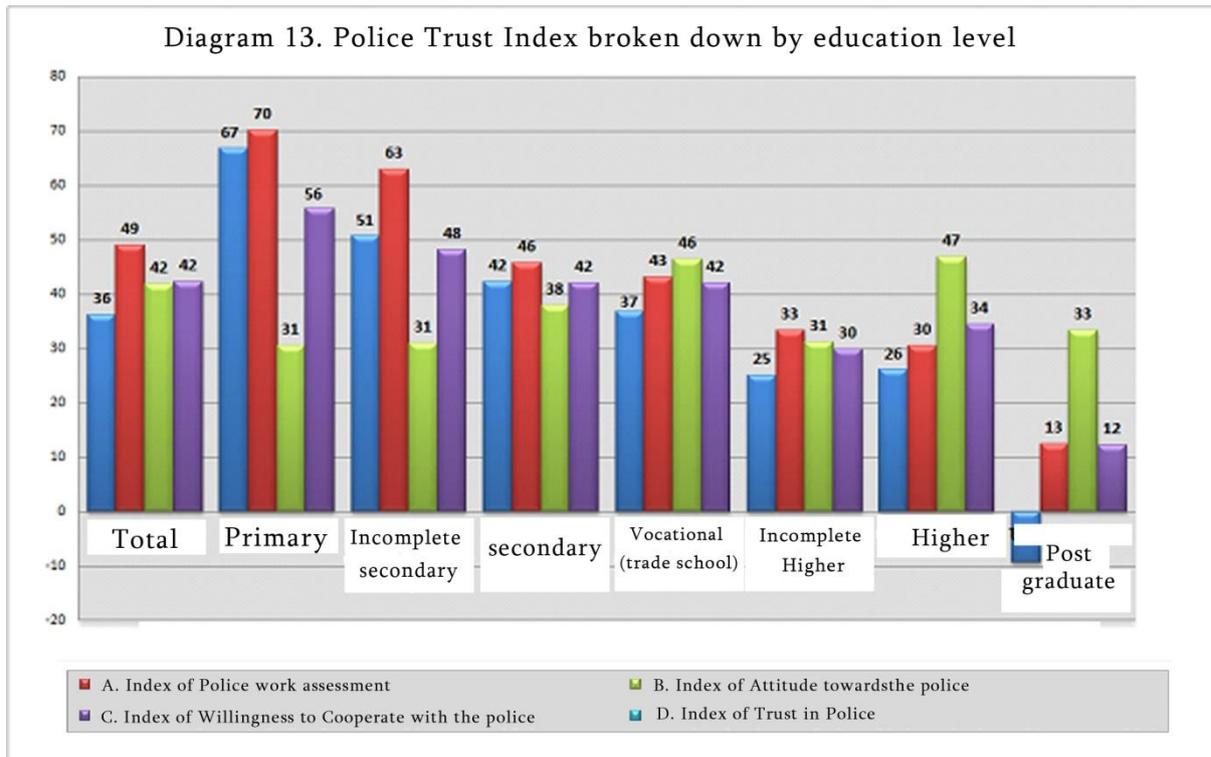
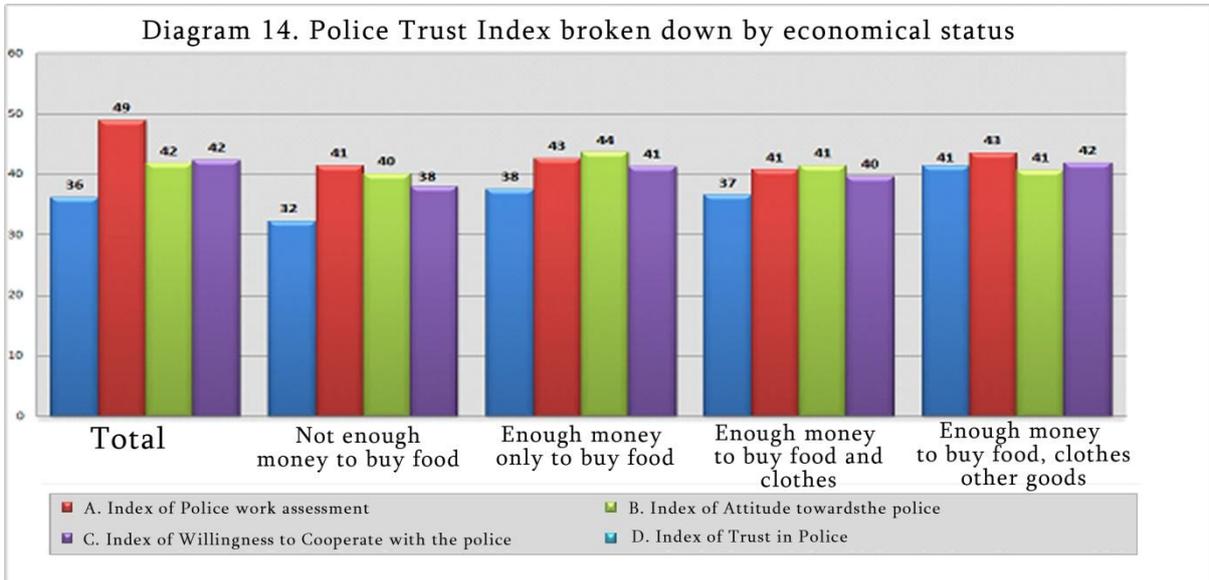


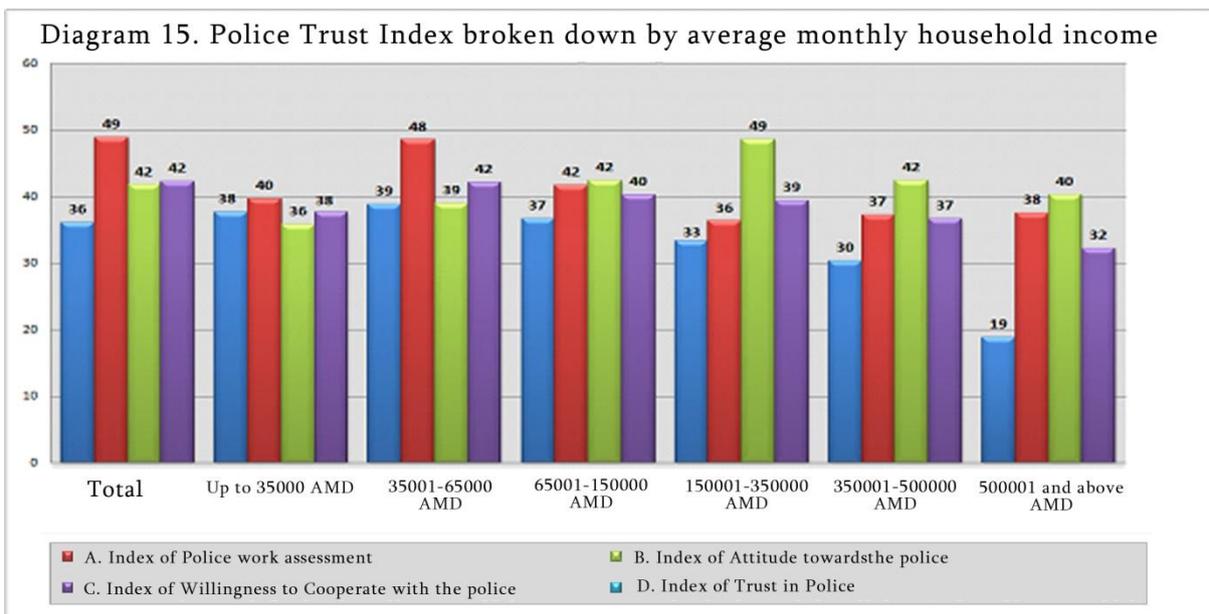
Diagram 13 reflects the Index of Trust in Police broken down by education level. According to the study the Index value of Trust in Police decreases in parallel with the growth of education level. Thus, it is the lowest within the group of post graduate respondents (12), and the highest in the group of respondents with primary education (56).

The Assessment Index of Police Actions also has a tendency to decrease in parallel with the growth of education level. It has a negative value (-9) only in the group of ‘post graduate’ respondents, whereas it is the highest among those with primary education level (67).

Index of Willingness to cooperate with Police has higher values among those who have ‘higher’ (47) and ‘vocational’ (46) education. It is the lowest among those who have ‘primary’ and ‘incomplete secondary’ education (31).



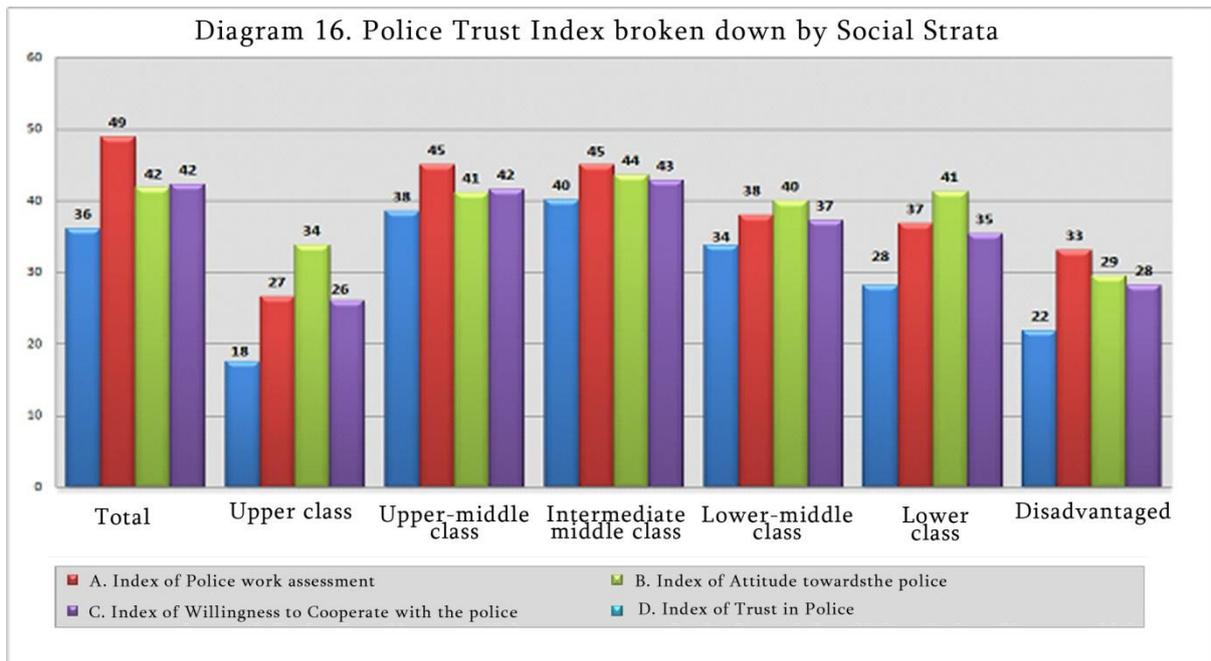
As for the Police Trust Index values according to respondents' economic status (See Diagram 14), the analysis showed that the values were positive and almost similar in all groups; for the exception of respondents mentioning they had 'Not enough money to buy food', where the value amounted to 38. In this group the Assessment Index of Police Actions is also the lowest (32).



The survey results show that the average household monthly income and the Police Confidence Index are somehow interdependent. As it is shown in Diagram 15, the index values tend to grow among those who have 'up to 35,000 AMD' monthly income; and decrease among the ones having '150,001-500,001 AMD' income. The Assessment Index value of Police Actions is the lowest in the group having above 500,001 AMD average

monthly income (19), it is the highest among the respondents who have the lowest monthly income; up to 35,000AMD (38).

The Index value of Attitude towards the Police is greater within the group of those who indicated '35,001-65,000AMD monthly income (48) and the lowest in the group having '150,001-350,000AMD' monthly income (36). The Index value of Willingness to cooperate with the Police is higher within respondents who indicated '150,001-350,000 AMD monthly income (49). The lowest index value is recorded by respondents having the lowest monthly income; up to 350, 000 AMD (36).



Here the Index value of Trust in Police is positive for the representatives of all social strata. It is the lowest in the groups referred to as 'upper class' (26) and 'disadvantaged' (28). The highest indicators were submitted by the respondents associating themselves with 'intermediate middle class' (43). The Police Actions Assessment Index has the lowest value among respondents who associate themselves with 'upper class' (18) and the 'disadvantaged' (22), and the highest value is among 'intermediate middle class' representatives (40).

The lowest values of Police Trust Index were submitted by respondents associating themselves with 'upper class' (27) and 'disadvantaged' (33), the indicators are the highest among 'intermediate middle class' (45) and 'upper middle class' representatives (45).

The Index of Willingness to cooperate with the Police is the lowest among ‘disadvantaged’ (29) and ‘upper class’ (34) representatives, and it is the highest among ‘intermediate middle class’ representatives (44).

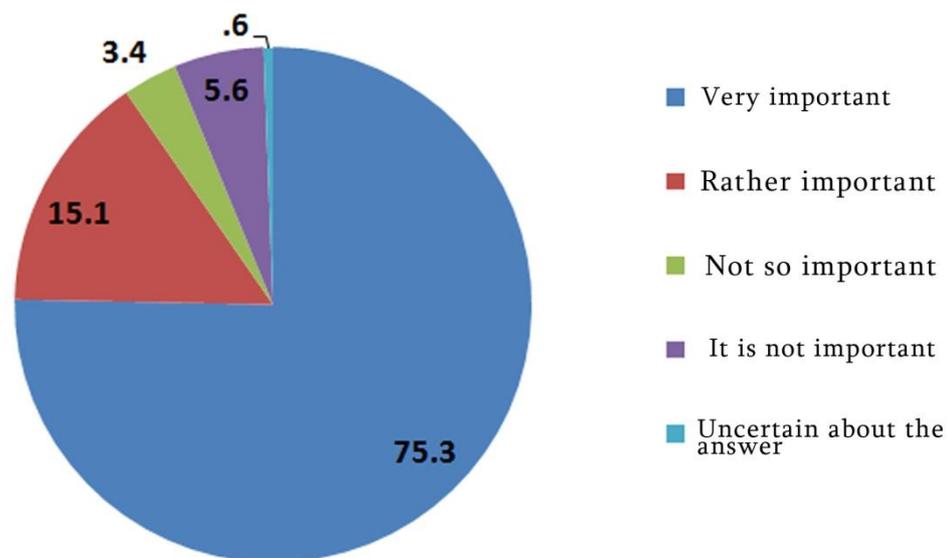
The aforementioned gives grounds to state that in two groups of two opposite poles (‘upper class’ and ‘disadvantaged’) the Index of Trust in Police and its sub- indices are the lowest compared to other social groups.

Annex B demonstrates all the indices used to estimate the ‘Police Trust Index.

The Attitude towards Law Enforcement Agencies

When asked ‘How important is the role of law enforcement agencies for Armenia?’ the majority of respondents (90.4%), considered it important and only 9% found the role not very important. (See the answers in Diagram 17).

Diagram 17. ‘In your opinion, how important is the role of law enforcement agencies for Armenia?’



We have tried to find out whether respondents are aware of the changes taking place in the police system of the Republic of Armenia. To the question: “Are you aware of the changes taking place in the RA Police system?”; 50.3% of respondents answered ‘Yes’, and 49.7% answered ‘No’.

The respondents assessed activities of a number of organizations, indicating whether they have had any relation with them. The answers are revealed in Table 7 below:

Table 7								
How can you assess the activities of each organization listed below over the past year? Have you had any relation with them?								
Organization	Very good	Good	Medium	Poor	Very poor	Uncertain about the answer	Bear relation	Bear no relation
Patrol service	10.3%	35.2%	37.7%	5.0%	3.1%	8.8%	3.9%	96.1%
Traffic police	7.7%	34.7%	34.1%	10.2%	8.1%	5.3%	18.0%	82.0%
Community Police Department	4.0%	26.8%	39.5%	8.2%	5.5%	16.0%	6.5%	93.5%
Police officer	4.5%	26.6%	34.4%	6.0%	4.0%	24.5%	4.8%	95.3%
District police	7.8%	35.9%	32.2%	7.1%	4.4%	12.7%	10.8%	89.3%
Courts of law	3.0%	25.0%	41.1%	10.8%	8.2%	12.0%	5.6%	94.4%
Prosecutor's office	2.7%	24.3%	41.4%	10.0%	8.1%	13.6%	2.3%	97.7%
Ombudsman	5.9%	31.6%	31.4%	7.8%	7.3%	16.0%	3.0%	97.0%
Public defender	3.3%	26.9%	32.6%	8.5%	4.3%	24.4%	1.5%	98.5%
Attorney	4.6%	37.8%	32.3%	4.7%	2.7%	18.0%	4.6%	95.4%
Human rights organizations	3.6%	26.7%	32.4%	4.1%	3.8%	29.4%	1.8%	98.3%
RA Ministry of Justice monitoring group	2.6%	18.6%	24.4%	4.6%	5.7%	44.2%	1.3%	98.8%

The respondents evaluated activities of each organization, and average values were estimated regardless of the respondents' involvement and non-involvement in the organization (See Table 8)

Table 8						
Evaluation of organizations over the past year						
Organization	Evaluation			Bear relation	Bear no relation	Average grade

		%	%		
Petrol service	Very good	36.2	9.3	Relation considered	Relation not considered
	Good	36.2	35.1		
	Medium	23.4	38.2		
	Poor	2.1	5.1		
	Very poor	2.1	3.1		
	Uncertain about the answer	0.0	9.1		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation	Bear no relation	Average grade	
		%	%		
Traffic police	Very good	14.8	6.1	Relation considered	Relation not considered
	Good	27.3	36.3		
	Medium	29.6	35.1		
	Poor	11.1	10.0		
	Very poor	16.7	6.2		
	Uncertain about the answer	.5	6.4		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation	Bear no relation	Average grade	
		%	%		
Community Police Department	Very good	14.1	3.3	Relation considered	Relation not considered
	Good	26.9	26.8		
	Medium	25.6	40.5		
	Poor	11.5	7.9		
	Very poor	20.5	4.5		
	Uncertain about the answer	1.3	17.0		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation	Bear no relation	Average grade	
		%	%		
Officer	Very good	21.1	3.7	Relation considered	Relation not considered
	Good	29.8	26.4		
	Medium	28.1	34.7		
	Poor	8.8	5.9		
	Very poor	10.5	3.7		
	Uncertain about the answer	1.8	25.6		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation	Bear no relation	Average grade	
		%	%		
District Police	Very good	24.8	5.7	Relation considered	Relation not considered
	Good	39.5	35.5		
	Medium	22.5	33.3		
	Poor	7.0	7.1		
	Very poor	6.2	4.2		
	Uncertain about the answer	0.0	14.2		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation	Bear no relation	Average grade	
		%	%	Relation considered	Relation not considered
Courts of Law	Very good	9.0	2.6		

	Good	19.4	25.3		
	Medium	34.3	41.5		
	Poor	9.0	10.9		
	Very poor	28.4	7.0		
	Uncertain about the answer	0.0	12.7		
	Total	100.0	100.0	2.35	1.96
Organization	Evaluation	Bear relation %	Bear no relation %	Average grade	
Prosecutor's Office	Very good	7.1	2.6	Relation considered	Relation not considered
	Good	14.3	24.5		
	Medium	25.0	41.8		
	Poor	14.3	9.9		
	Very poor	39.3	7.3		
	Uncertain about the answer	0.0	13.9		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation %	Bear no relation %	Average grade	
Ombudsman	Very good	25.0	5.3	Relation considered	Relation not considered
	Good	16.7	32.0		
	Medium	13.9	32.0		
	Poor	16.7	7.6		
	Very poor	27.8	6.6		
	Uncertain about the answer	0.0	16.5		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation %	Bear no relation %	Average grade	
Public defender	Very good	27.8	3.0	Relation considered	Relation not considered
	Good	5.6	27.2		
	Medium	22.2	32.7		
	Poor	22.2	8.3		
	Very poor	22.2	4.0		
	Uncertain about the answer	0.0	24.8		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation %	Bear no relation %	Average grade	
Lawyer/attorney	Very good	10.9	4.3	Relation considered	Relation not considered
	Good	32.7	38.1		
	Medium	32.7	32.2		
	Poor	9.1	4.5		
	Very poor	14.5	2.1		
	Uncertain about the answer	0.0	18.9		
	Total	100.0	100.0		
Organization	Evaluation	Bear relation %	Bear no relation %	Average grade	
Human Rights NGOs	Very good	9.5	3.5	Relation considered	Relation not considered
	Good	19.0	26.8		
	Medium	19.0	32.7		

	Poor	19.0	3.8				
	Very poor	33.3	3.3				
	Uncertain about the answer	0.0	29.9				
	Total	100.0	100.0	11.25	11.04		
Organization	Evaluation	Bear relation	Bear no relation	Average grade			
		%	%	Relation considered	Relation not considered		
RA MOH monitoring group	Very good	0.0	2.6				
	Good	40.0	18.3				
	Medium	20.0	24.5				
	Poor	13.3	4.5				
	Very poor	26.7	5.4				
	Uncertain about the answer	0.0	44.7				
	Total	100.0	100.0	4.00	3.92		

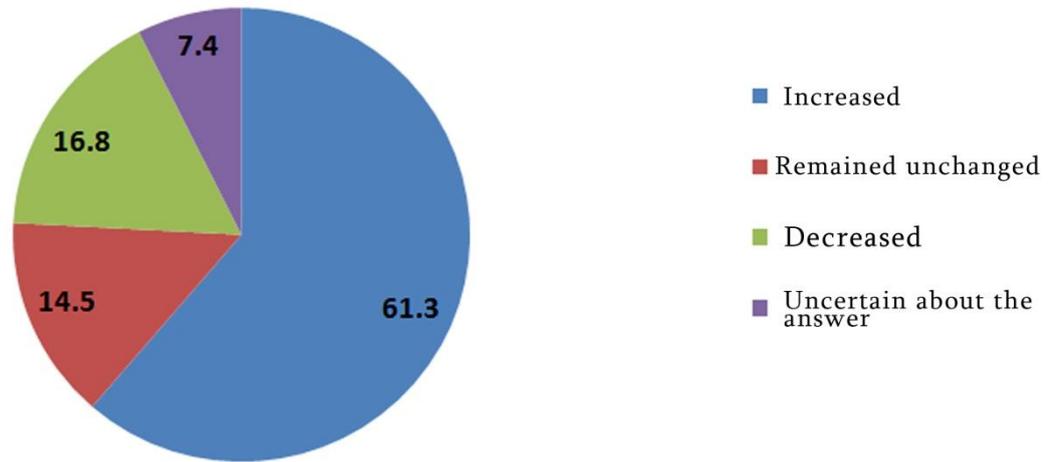
The answers to the question: “Have you undergone any of the following incidents in the police system over the past year?” are listed in *Table 9* below:

Have you undergone any of the following incidents in the police system over the past year?					
Incident characteristics	Have not undergone	Have undergone	Have witnessed	Have heard	Uncertain about the answer
Ill-treatment, tactlessness	70.3%	2.8%	3.9%	22.8%	0.2%
Abuse of position for personal gain	79.5%	1.7%	1.3%	17.3%	0.3%
Application/declaration denial	89.8%	2.0%	1.2%	6.9%	0.2%
Violence (beating, humiliation, psychological pressure)	84.3%	0.6%	1.2%	13.8%	0.3%
Corruption, patronage	77.1%	0.9%	1.1%	20.7%	0.3%
Facts and/or documents falsification	85.8%	0.6%	.5%	12.8%	0.3%

PUBLIC CONCERN LEVEL

In order to estimate Public Concern Level, a number of questions were asked, including a generalized question: ‘How has the number of crimes changed over the past year in Armenia?’ The answers are revealed in Diagram 18.

Diagram 18. ‘In your opinion, how has the number of crimes changed over the past year in Armenia?’



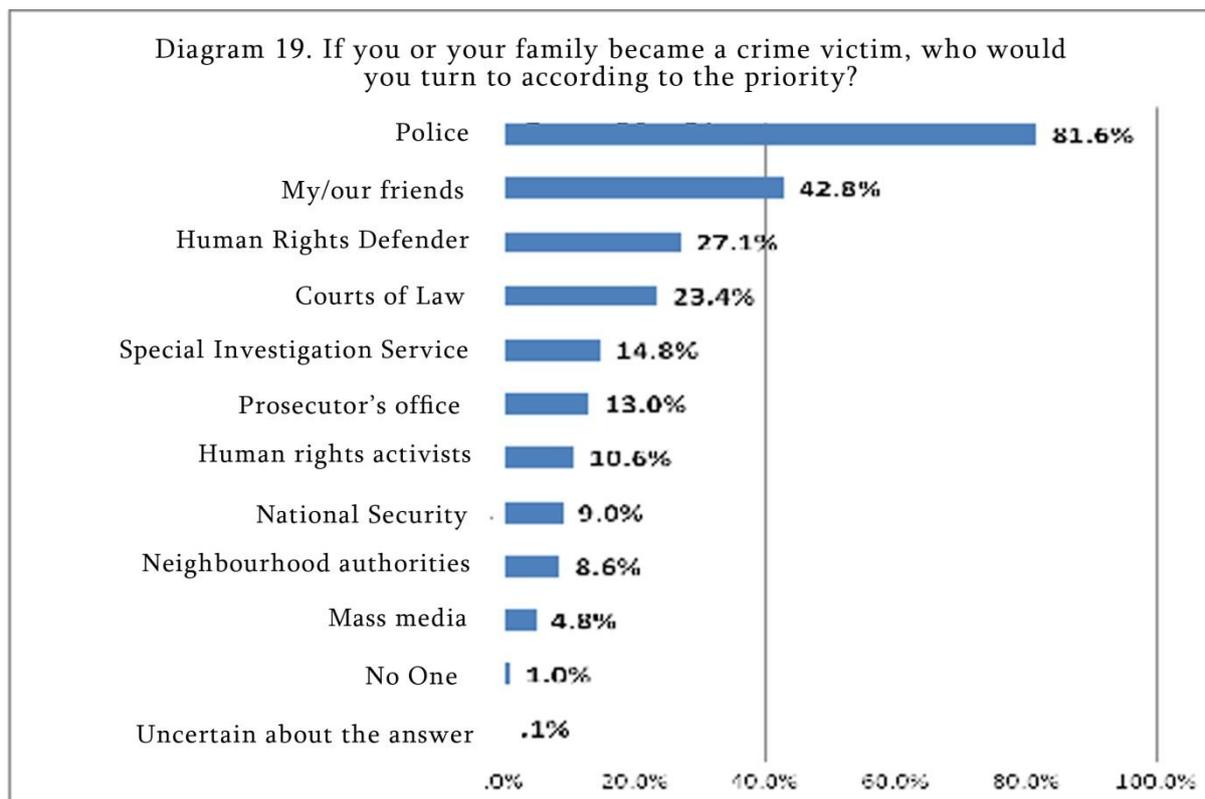
Subsequently, we have tried to identify the places where people feel safe and secure. It turned out to be that people consider churches the safest places, here the index value estimated at 88.30. The most insecure are crowded places during social and/or political mass events, the corresponding index value estimated at 15.51. The full picture is shown in Table 10 below:

How secure/safe do you feel in these places?							Table 10
Place name	Completely safe	Rather safe/secure	Rather insecure/un safe	Completely insecure/unsafe	Uncertain about the answer	N/A	Generalized Index Value
Churches / places of religious ceremonies	78.10%	15.00%	2.00%	0.30%	0.40%	4.20%	88.30

Educational institutions (schools, nursery schools, universities, etc.)	48.80%	25.10%	5.40%	1.00%	1.70%	18.00%	71.78
Street in the daytime	60.80%	28.50%	8.40%	1.60%	0.40%	0.30%	69.73
Place of work	25.80%	10.90%	3.20%	1.30%	0.10%	58.80%	69.07
Banks	51.30%	29.10%	8.20%	1.60%	1.30%	8.70%	66.74
Own House	62.90%	22.00%	11.40%	3.40%	0.20%	0.10%	64.95
Trade areas (shops, supermarkets, etc.)	49.70%	32.80%	14.30%	1.30%	0.50%	1.50%	58.89
Health facilities (hospital, clinic, etc.)	50.80%	32.00%	11.40%	4.20%	0.60%	1.10%	57.84
Own car	24.20%	13.10%	6.50%	1.80%	0.30%	54.20%	56.5
Restaurants, cafés and other entertainment venues	36.80%	30.00%	11.70%	1.90%	1.90%	17.80%	54.77
Crowded places during cultural events	33.00%	28.70%	13.80%	2.90%	2.50%	19.20%	47.93
Subway/metro	19.10%	21.00%	9.90%	1.80%	1.90%	46.30%	44.2
Street at night	34.50%	26.30%	23.80%	6.20%	1.80%	7.50%	32.63
Public transport	29.30%	32.40%	23.50%	4.80%	1.10%	8.90%	32.08
Crowded places during social and/or political mass events	16.70%	18.20%	15.30%	8.90%	3.40%	37.50%	15.51

In the course of index estimation the responses *'not applicable'* and *'uncertain about the answer'* have not been considered.

We have also arranged those individuals or organizations, according to the priority, which the respondents would turn to in case of becoming a crime victim. The answers⁶ are revealed in Diagram 19.



“Do you consider it possible that an ordinary citizen like you may become a victim of any of these crimes?” The answers to this question are presented in Table 11 below:

Table 11						
Probability of becoming a crime victim						
Crime	Highly likely	Likely	Hardly likely	Unlikely	Uncertain about the answer	Index
Traffic accidents	49.7%	35.4%	11.8%	2.8%	0.3%	-58.71
Deception	35.1%	40.0%	15.8%	8.8%	0.3%	-38.42

⁶ As far as it was given an opportunity to choose several options, the estimated overall value of answers is greater than 100%.

Pick pocketing/theft	33.5%	38.3%	19.6%	8.5%	0.1%	-34.38
Apartment robbery	27.1%	40.2%	23.3%	8.8%	0.6%	-26.67
Vehicle theft (including any vehicle parts , e.g. tires)	19.6%	35.5%	21.0%	19.9%	4.0%	-6.92
Corruption	24.1%	28.2%	21.5%	25.8%	0.4%	-1.58
Criminal assault	16.0%	34.5%	30.5%	17.9%	1.1%	-0.08
Extortion	11.8%	32.1%	27.2%	27.8%	1.3%	13.54
Murder or attempted murder	9.1%	23.7%	36.7%	29.4%	1.2%	26.83
Beating by other citizens	8.1%	19.0%	36.0%	35.7%	1.3%	36.08
Sexual harassment ("touch-up", etc.)	7.9%	17.4%	35.0%	38.4%	1.3%	39.29
Corporal punishment by the police or any other law enforcement agencies	6.1%	17.1%	35.0%	39.4%	2.4%	42.29
Kidnapping	5.3%	16.1%	37.7%	39.1%	1.8%	44.54
Family violence (beatings, etc. by any family member)	6.8%	13.2%	28.3%	51.3%	0.5%	51.96

The data analyzed within this survey laid the base for a generalized index value of suffering a crime, which accounted to 6.27.

Table 12 reveals the incidents respondents or their family have witnessed or suffered over the past year.

Table 12

Incidents the respondents or their family have witnessed or suffered over the past year.

Incident	Victim	Witness	no such experience	uncertain about the answer	declined to answer
Traffic accident	4.0%	25.0%	70.8%	0.2%	0.0%
Pick pocketing/theft	4.1%	4.5%	91.3%	0.0%	0.1%
Apartment robbery	4.4%	3.3%	92.3%	0.0%	0.0%
Vehicle theft (including any vehicle parts , e.g. tires)	2.0%	3.0%	95.0%	0.0%	0.0%
Deception	4.9%	6.8%	88.2%	0.2%	0.0%
Criminal assault	0.2%	1.3%	98.4%	0.1%	0.0%
Murder or attempted murder	0.7%	0.4%	98.8%	0.0%	0.1%
Sexual harassment ("touch-up", etc.)	0.3%	0.5%	99.2%	0.0%	0.0%
Beating by other citizens	0.5%	4.7%	94.8%	0.0%	0.0%
Corporal punishment by the police or any other law enforcement agencies	0.4%	3.0%	96.5%	0.1%	0.0%
Extortion	1.2%	1.2%	97.7%	0.0%	0.0%
Kidnapping	0.1%	0.4%	99.5%	0.0%	0.0%
Family violence (beating, etc. by any family member)	0.5%	2.6%	96.9%	0.0%	0.0%
Corruption	2.9%	4.5%	92.5%	0.0%	0.1%
Falsification of election results	2.3%	6.9%	90.4%	0.3%	0.1%
Crime concealing	0.9%	1.9%	96.9%	0.2%	0.1%

CONCLUSIONS

A. Arbitrariness Index of Law Enforcement Agencies (police, courts of law, and prosecutor's office)."

The generalized arbitrariness index value of law enforcement agencies (police, courts of law, prosecutor's office) estimated within this survey totaled to '1', which is the combination of 3 sub-indices, namely: 'Public Concern Index' totaling -21.8, 'Personal Concern Index' totaling 20.3 and 'Personal Insecurity Index' totaling 4.6. Despite the fact that the generalized index is positive (lowest positive index), it proves the existence of unlawful actions against citizens by law enforcement agencies.

The respondents believe that the unlawfulness and arbitrariness of law enforcement agencies is a very serious issue, thus the corresponding index totaled '-55, 8', amounting to the half of the theoretical index ('-100'). Furthermore, the respondents are convinced that RA authorities use law enforcement agencies to suppress their own political opponents (-21, 1). If compared with the assessment of possible arbitrary actions by law enforcement against the respondents or their families (18, 4), the index of their security against such arbitrary actions differs sharply (22, 1).

Moreover, the Arbitrariness Index of Law Enforcement agencies differs by marzes (regions), residential areas (urban and rural), age groups, education, gender and social status.

- As for the marzes, the arbitrariness index is more negative in Syunik ('-22, 3'), compared to that in Yerevan ('-14, 8') and Aragatsotn ('-5, 7'). The most positive index is in Vayots dzor marz ('25, 1').

There is a large difference between the estimated values of sub-indices of the marzes as well. Particularly, though the Public Concern Index is negative in all marzes, it is the lowest in Syunik. Similarly, although the Personal Insecurity Index is positive, again it is the lowest in Syunik. ('0.5').

Thus, according to the data obtained we may assume that Syunik and Aragatsotn marzes, as well as Yerevan city are more intensely subjected to unlawful actions against the citizens by law enforcement agencies.

The arbitrariness index value significantly differs as per residential areas. While the perception of urban population is reflected in a negative index of arbitrariness ('-3.6'), that of rural population is positive ('12.8')

The data on sub-indices suggest that the Personal Insecurity Index is much higher among rural population (18.3) than among urban population (-0.7), it lays the base for the difference between the final indices. This means that urban residents feel more insecure than those living in rural areas.

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

Male respondents evaluated the arbitrariness of law enforcement agencies negatively (arbitrariness index (-2.2), unlike the female respondents (arbitrariness index (2.2).

- The arbitrariness index value is strongly negative only in the age group '61 and older' (-3.0).
- Another regularity pattern was observed in the feedback of respondents as per their education level. Hence, the respondents with incomplete higher, higher and postgraduate (academic degree) education provided with negative feedbacks (-12.7, -10 and -45.5 respectively)

To sum up, we can say that strongly negative feedback on arbitrariness of law enforcement agencies is provided by men with higher education above 55.

- The social strata of respondents also had an impact on the arbitrariness index. The most negative arbitrariness index value (-2.2) was estimated among respondents who did not have enough money to buy food, while a positive value (7.1) was estimated among those who had enough money to buy food, clothes and other goods.
- As per the average household monthly income, the arbitrariness index showed the following values: the most negative arbitrariness index values were demonstrated by respondents with average household monthly income ranging between 350,001-500,000AMD. Moreover, the positive index value of arbitrariness tends to decrease along with the growth of household income.
- The Arbitrariness index value is also affected by the social stratum with which respondents associate themselves. Hence, the index value is positive only among the respondents who associate themselves with the upper middle class (1.9) and intermediate middle class (4.8). The respondents associating themselves with the upper class gave the most negative feedback (-21). Negative index value is also high among respondents from the poorest strata (-7.4), the value reduces respectively

among the respondents who associate themselves with the lower (-5.8) and lower middle class (-2.7).

Thus, we can assume that the arbitrariness by law enforcement agencies in Armenia is still a serious issue for the population.

B. Index of Trust in Police

The **index value of Trust in Police** estimated within the survey totaled **42**. It indicates that in this regard the overall trend is positive. There are certain differences among sub-indices. Namely; in Shirak and Aragatsotn marzes negative feedback was recorded concerning the question: “Would you give a statement to the police if you witnessed a traffic accident or any other crime? (-7) and (-4) respectively). It is also interesting that the sub-indices underlying this index; namely the Assessment Index of Police work (36), Index of Attitude towards the Police (49) and Index of Willingness to Cooperate with the Police (42) have positive values, the most positive is the index value of attitude towards the police.

C. Attitude towards Law Enforcement Agencies

The **attitude towards law enforcement agencies** was revealed through a number of questions. The overwhelming majority of respondents (90.4%) mentioned the importance of law enforcement agencies. When observing respondents' evaluation of activities carried out by a number of organizations, a rather positive trend was noticeable, this is characteristic to patrol service (21.33), lawyers/attorneys (18.31), traffic police (11.27), district police (11.25), human rights organization NGOs (11.25), etc.

D. Public concern level was estimated relying on the feedback of the question whether there had been any change in the number of crimes over the past year; here negative answers prevail, i.e. according to 61.3% of respondents the number has increased.

The safest and most secure places for the public are churches (with a coefficient of 88.30), educational institutions (71.78); streets in the daytime (69.73); places of work (69.07), etc.

The lowest coefficients of safety have crowded places during social and/or political events (15.51).

The incidents, respondents are most likely to become victims of, are traffic accidents (-58.71), deception (-38.42), pick pocketing/ theft (-34.38), home robbery (-26.67), car/ vehicle parts robbery (-6.9) etc. The least likely are the cases with domestic violence (51.96),

kidnapping (44.54), corporal punishment by police or other law enforcement agencies (42.29), sexual violence (39.29) and so on.

Thus, summarizing the outcomes of the survey, a set of common trends was brought out. Despite the fact that law enforcement action assessments were displayed by various indicators; the outlined basic segments are more prone to negative assessments. This basically refers to male respondents residing in urban areas. The respondents with incomplete higher, higher and post graduate educational level are more inclined to give negative feedback. In most cases they either associate themselves with the poorest stratum or the upper one. According to the survey results, in Syunik and Aragatsotn marzes, as well as in Yerevan city the feedback is more negative.

It is important to emphasize that the negative sentiments towards the actions of law enforcement agencies do not exclude the population's willingness to cooperate with the police and other law enforcement agencies. It should be mentioned that the negative attitude of population is majorly due to law enforcement agencies' involvement in political processes rather than to the discontent with their actions. Hence, according to 29.3% of respondents the authorities of the Republic of Armenia use law enforcement agencies to suppress the opposition (their own political opponents) and they find this *a common practice*. According to 25.7% of respondents authorities *often* use law enforcement agencies to suppress the opposition and 27.8% of respondents think they use *sometimes*. At the same time, the respondents feel more unprotected in crowded places during social and / or political events.

A conclusion stems from the aforementioned: one of the ways to achieve cooperation with law enforcement agencies and positive assessments of their actions is through reducing their role as a political problem solving structure.