



*Ke malu ange 'a e Kakai*

*'o e Fonua*

**TONGA POLICE**



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# **2011 COMMUNITY PERCEPTIONS SURVEY**

**&**

# **POLICE STAFF SURVEY**

# **FINAL REPORT**

**Prepared for the Tonga Police**

**by**

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## **EXECUTIVE SUMMARY**

### **Research Focus**

The Tonga Police commissioned a second Community Perception Survey in 2011 as a follow up to the study in 2009, which was undertaken to gather baseline data on the public perceptions of the Police and to gauge community expectations and concerns regarding Tonga Police. In addition, Tonga Police also commissioned a Police Staff Survey to be undertaken alongside the 2011 Community Perception Survey. The major aim of these surveys was to:

- Gather reliable data to inform the evaluation component of the Tonga Police Monitoring and Evaluation process.

### **Methods**

A nation-wide quantitative survey was conducted by the University of the South Pacific's Tonga Campus and the Institute of Education. The 2011 Community Perception Survey included a randomly selected sample of 2433 participants, representing 5% of Tonga's population – Tongatapu (69%), Vava'u (16%), Ha'apai (6%), 'Eua (5%) and Ongo Niua (3%). The 2011 Police Staff Survey included a sample of 314, representing 85% of the Police staff population – PD1 (40%), PD2 (6%), PD3 (6%), PD4 (2%), PD5 (9%), PD 6 (3%), and PD 7 (33%).

### **Key Findings**

In comparison to the 2009 baseline Community Perceptions Survey, the 2011 Community Perceptions Survey show significant increase in the reporting of crime, public respect for the police, perceptions of improvement in police services since 16/11/2006, and belief that Tonga Police can cope well with a situation similar to 16/11/2006. There is also a slight increase in the people's trust of the police.

The survey results also revealed public perceptions in following areas have remained relatively unchanged between 2009 and 2011 – police response to reporting of crime, particularly their response time to complaints, level of satisfaction with police investigation of crime, assessment of police uniform, and level of satisfaction with the performance of the *polisi faka-kolo* (village security).

The main features of the results relevant to each of the three main strategic goals of the Tonga Police - community assurance, policing with confidence and organizational development, are presented below.

## Community Reassurance

- A slight increase of 7% in people's respect for the police from 21% in 2009 to 28% in 2011, and decrease of 5% in the proportion of people who would find the police helpful (from 57% in 2009 to 52% in 2011), and fear or despise the police (from 14% in 2009 to 9% in 2011).
- The public found it easy to access the police when needed, with 42% reporting 'very easy' and 42% 'reasonably easy', and most people would find the police approachable (very approachable (31%) and fairly approachable (50%).
- A significant increase by 21% in the reporting of crime, from 60% in 2009 to 81% in 2011. Despite the increase in the reporting of crime, the results also showed a 7% increase in public unwillingness to report a crime because they thought that the police would not do anything about it, from 29% in 2009 compared to 36% in 2011.
- There is public confidence that the crime rate had decreased, with 64% of people perceived crime to have decreased over the 12 months preceding the data collection.
- The police are highly involved in the local community with 80% getting involved in local disputes and are perceived by the majority (95%) to be dealing with these informal disputes well.
- The majority of people (88%) without *polisi fakakolo* (village security) agree that these should be set up in their communities. The overall positive assessment of the performance of the existing *polisi fakakolo* had remained unchanged between 2009 and 2011, with 39% highly satisfied and 40%, respectively.
- About 63% of the public had seen the police a lot more (23%) or more often (40%) compared to one year ago. There are variations with people in Ha'apai seeing the police more often (92%) compared to 57% in the 'Eua and the Ongo Niua and 58% in Vava'u.
- In general, the police were very confident in policing well (67%) and in their ability to handle major disorder such as that which happened in 16/11/2006 (65%). The public are also more confident in the police as seen by an increase of 23% in the percentage of people who thought that the police services had improved since 16/11/2006, from 53% in 2009 to 76% in 2011. If a similar situation would arise again, 82% of the people thought that the police would cope very well (42%) or well (40%).

## **Policing with Confidence**

- Despite the significant increase in the reporting of crime, and that most people (86%) thought that police were successful in solving crime, and that the performance of the police was satisfactory (32% highly satisfactory and 53% satisfactory), the results still raise concerns about the capacity of the police to investigate the crime. The responses of those who did not report a crime indicate an increase in those who thought that the police would not do anything about their complaints, from 29% in 2009 to 36% percent in 2011.
- The level of satisfaction with the police's investigation of victim's complaints has not changed between 2009 and 2011; the proportion of cases that the police did not respond to at all has increased slightly from 14% in 2009 to 17% in 2011; and the police's patterns of response time to complaints have not changed between 2009 and 2011. These results suggest areas for Tonga Police to improve on.
- The results of the police staff survey indicate that the biggest shortfall is with the supply of equipment. Only 14% of staff had been issued with handcuffs since entering the Tonga Police, 8% since 2009; and batons since entering the Tonga Police, and 6% since 2009.
- About half (52%) of the participants thought that the number of road accidents had decreased over the 12 months preceding the data collection. A total of 87% assessed the overall performance of the police regarding road safety as highly satisfactory (36%) or satisfactory (51%).

## **Organisational Development**

- About half (51%) the police staff had participated in two or more courses in the previous year. About the same number (53%) had very good knowledge of their position requirements.
- Although a very high percentage (88%) have knowledge of the correct procedure for reporting a grievance to Tonga Police, only 58% are more likely to report a grievance. Furthermore, only 30% are very confident that a reported grievance will be dealt with appropriately.
- The public perceptions of police uniforms have remained relatively the same between the 2009 and 2011 period. However, there are some variations between island groups. More than half of people of Vava'u (52%) and PD2 (55%) judged the police uniform to be very good whereas only 26% of those in 'Eua or Police District 6 made the same assessment. The participants in Vava'u and Police District 2 (Eastern) were also more likely to think that the police are very well equipped with their uniforms to do their job, whereas the people of 'Eua tended to think that the police were not well equipped for their jobs.

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# 1. INTRODUCTION

This report presents the findings from the 2011 Community Perception Survey of Tonga Police. This national community perception survey is the second national survey commissioned by Tonga Police to gather information from the public on their perceptions and experiences of the Tonga Police services. The report also presents the results of the first national staff police survey which was conducted alongside the community perception survey.

These community perceptions surveys underpin the evaluation aspects for the Tonga Police Monitoring and Evaluation Framework that was designed in 2009 after the first 2009 Community Perceptions Survey.

These surveys are made possible with generous funding support from the Australian Agency for International Development (AusAID) and New Zealand Agency for International Development (NZAid), through the Tonga Police Support Programme.

## **Purpose of this Report:**

This report aims to meet the following objectives:

- Identify comparative and reliable data on the community perceptions of the police character, assessment of police uniforms and stations, reporting of crime, and assessment of performance of village security
- Provide baseline data on community perceptions of the status of law and order, prevalence of crime, perceptions of police character, assessment of police stations, community policing, and standards of police services
- Present baseline data on police staff perceptions on their equipments and uniforms, staff training, knowledge of their position requirements and grievance procedures, and confidence in policing well and handling major public disorder.

## **Scope of the Report:**

The scope of this report is based on the Terms of Reference (Appendix 1) given to the research team by Tonga Police. Briefly, the team was given the following tasks:

1. To carry out a community perceptions survey of the Tonga Police.
2. To carry out the staff survey alongside the community perceptions survey.

**Duration of the Work:**

The main activities in the survey commenced on July 2011 with the data collection and concluded in November 2011 with the completion of the data analysis. However, due to various matters beyond our control the draft final report was not ready until May 2012.



## 2. METHODOLOGY

### Community Survey:

Data collection began and ended in each island group as indicated on the table below.

*Table 2.1: Dates of Data Collection, Number and Percentages of Participants*

<i>Province or Island Group</i>	<i>Beginning of Data Collection</i>	<i>End of Data Collection</i>	<i>No. of Participants (n =)</i>	<i>Percentage of Total Survey Participants (%)</i>
Tongatapu	30 July 2011	13 September 2011	1684	69.21
Ongo Niua	5 August 2011	15 August 2011	72	2.96
‘Eua	12 August 2011	7 September 2011	130	5.34
Vava‘u	13 August 2011	7 September 2011	395	16.24
Ha‘apai	16 August 2011	21 September 2011	152	6.25
		<b>Total</b>	<b>2433</b>	<b>100.00</b>

The questionnaire used for the Community Perception Survey is contained as Appendix 2 (English version) and Appendix 3 (Tongan Version).

### Police Staff Survey:

In parallel with the community survey, a survey of police staff was conducted. This survey included 10 items, which was developed by the Tonga Police. The English version is contained in Appendix 4, and the Tongan version as Appendix 5.

It was translated into Tongan and distributed to a 100% sample of police officers between August and September 2011. Three hundred and fourteen (314) valid questionnaires out of a possible 374 were returned. This represents an 84% response rate.

Table 2.2, below, presents the distribution of the police staff from the police districts.

**Table 2.2: Number and Percentages of the Police Participants**

<b><i>Police District</i></b>	<b><i>Number of Participants</i></b>	<b><i>Percentage of Total Survey Participants (%)</i></b>
<b>PD1</b>	127	40.45
<b>PD 2</b>	18	5.73
<b>PD 3</b>	18	5.73
<b>PD 4</b>	7	2.23
<b>PD 5</b>	28	8.92
<b>PD 6</b>	11	3.50
<b>PD 7</b>	105	33.44
<b>Total</b>	<b>314</b>	<b>100.00</b>

One week after data collection began, the first three questions were revised to include a specific timeframe (“since 2009” rather than “since entering”). Because the distribution of responses for these three questions differed from the first version to the second version, the answers could not be combined. They are, therefore, reported separately.

All data were coded and prepared for analysis using the Minitab statistical programme. The coding and data cleaning instructions are presented as Appendix 6.

### 3. COMMUNITY SURVEY RESULTS AND DISCUSSIONS

This section presents the findings from the community survey. The findings for the whole of Tonga are presented first, followed by findings from each of the provinces or island groups. The Tonga Police requested that the data also be presented by Police Districts. As shown in Table 3.1 below, Tongatapu consists of three Police Districts – PD1, PD2 and PD3, and PD 5 includes Vava‘u and the Ongo Niua. We decided to present the findings for the whole of Tongatapu first followed by the findings from PD1 to PD3. Because PD5 includes two provinces, Vava‘u and Ongo Niua, we decided to present findings for Vava‘u and Ongo Niua separately, as findings pertinent to the Ongo Niua may be lost if these are presented together with those for Vava‘u.

*Table 3.1 Provinces and Associated Police Districts and Stations*

<i>Province or Island Group</i>	<i>Police District (PD)</i>	<i>Associated Police Stations</i>
Tongatapu	PD 1	Nuku‘alofa, Kolomotu‘a, Kolotofo‘ou
	PD 2	Vaini, Mu‘a, Airport
	PD 3	Nukunuku, Houma, Kolovai
Ha‘apai	PD 4	Ha‘apai and Nomuka
Vava‘u & Ongo Niua	PD 5	Vava‘u, Niuatoputapu & Niuafu‘ou
‘Eua	PD 6	‘Eua

Comparisons of the findings with the results of the 2009 Community Perception Survey are made when data are available. A table comparing 2009 results with 2011 results is included as Appendix 7.

## TONGA

### *Participants’ Profile*

A total of 2,433 participants (53% females and 47% males) from Tonga participated in the 2011 Survey. Of those participants, 98% were Tongans and 2% non-Tongans. Twenty-four percent (24%) of the participants were between 15-29 years, 46% were between the ages of 30-49 and 30% were between 50-70 years. Sixty-three percent (63%) had lived in the area for more than 20 years, 17% between 11-20 years, 9% between 6-10 years, and 11% had lived in the area for 5 years or less. Seventy-two percent (72%) said there was a police station in their district whereas the other 28% said that there was not. Forty-three percent (43%) reported that they were self-

employed, 26% were employed by a government agency or a company, 24% were unemployed and 7% were still at school. Fifty-six percent (56%) had no high school qualification, 28% had a high school qualification and the remaining 16% had a diploma or a university degree. Forty percent (40%) belonged to the Free Wesleyan Church, 15% were Catholics, 14% Mormons, 10% Free Church of Tonga, and the remaining 21% belonged to other churches.

### ***Perceptions of Police Character***

The survey showed a slight increase in people's level of trust in the police, with 39% of participants reported fully trusting the police. Another 51% have some trust of the police, with the remaining 10% having no trust of the police. Hence a total of 90% of the participants either trust or fully trust the police. This is slightly higher than the 84% reported in 2009, representing a 6% increase in the level of trust.

Seventy-five percent (75%) of those surveyed thought that the police respect the people of Tonga, whereas 25% did not think that the police do. This result represents a minimal increase of 3% from the 72% in 2009.

More than half of the participants (52%) reported that when they meet a police officer this was a person that would be helpful, 28% said that this was a person that they respected, 11% were neutral and 9% feared or despised the police. In 2009, the survey showed 57%, 21%, 9% and 14%, respectively. Thus, the findings indicate that level of respect for the police had increased by 7%, and the percentage of people that fear or despise the police has decreased by 5%.

The participants' impression of the performance of police officers revealed that 32% thought it was highly satisfactory, 53% reported that it was satisfactory, 11% unsatisfactory and 4% highly unsatisfactory. Thirty-one percent (31%) reported that police were very approachable, 50% fairly approachable, 15% not very approachable, and 4% not approachable at all.

### ***Assessment of Police Uniforms and Stations***

Sixty-seven percent (67%) said that police appearance has improved compared to one year ago, 30% had remained unchanged and 3% thought that it had become worse. Forty-six percent (46%) thought that the police uniform was very good, 34% reported it was good, and the remaining 20% thought it was not good. While the percentage of those who thought that the uniform was very good is very similar to the 47% reported in 2009, it is evident that those who reported 'good' and 'not good' were slightly better than the 27% and 26% reported in 2009. When asked how well equipped police were to do their job, 41% reported that they were very well equipped, another 41% said they were well equipped, while the remaining 18% reported that they were not very well equipped or poorly equipped.

Fifty-seven percent (57%) rated the appearance of the police station in their district to have improved compared to a year ago, 38% said that it has not changed while the remaining 5% said it was worse. The figures improved slightly when asked about the general appearance of the police stations, with 65% reported improvement, 32% thought that it had remained unchanged and 3% thought that it got worse.

### ***Reporting of Crime and Services***

Forty-one percent (41%) reported that it would be very easy to make contact with the police if needed. Another 42% thought that it would be reasonably easy, while 13% thought that it would be difficult and 4% would find it very difficult.

Twenty-five percent (25%) have had a crime committed against them whereas the other 75% have not. This is slightly less than the 29% in the 2009 survey. Of those who have been victim of crimes, 81% reported this to the police while 19% did not. In 2009, only 60% of the victims of crime had laid a complaint to police. This represents a significant increase in the reporting of crime.

Forty-seven percent (47%) of those who reported the crime were highly satisfied with the police performance in relation to investigation of their complaint. This is very similar to the 46% shown in the 2009 survey. There was a significant decrease in those who experienced a crime rating the police performance as unsatisfactory. However, in 2011, about 36% said that the police performance was unsatisfactory compared to 47% in 2009. There is a slight increase in the proportion of those whom the police did not do anything about their complaint, 17% in 2011 compared to 14% in 2009.

When asked how professional police were when investigating their complaint, 24% responded they were very professional, 34% were quite professional, 27% were unprofessional and the remaining 15% were extremely unprofessional. This question was not asked in the 2009 survey, therefore, these 2011 statistics provide baseline data for the evaluation of police response to crime.

The survey showed very similar patterns of response to the police response time to their complaints. Forty-five percent (45%) reported that police responded within 24 hours compared to 46% in 2009, 18% reported between 2-6 days compared with 19% in 2009, 16% had a response within one month compared to 13% in 2009, and 21% did not have a response at all to their complaints compared to 23% in 2009. Thirty-one percent (31%) were very satisfied with the time it took the police to respond to their complaints. Another 27% were satisfied, 24% were unsatisfied and the remaining 21% were extremely unsatisfied.

Of those who did not report the crime to police, 40% did not think it was important enough to report the crime to police, compared with 35% in 2009. Another 36% did not think that the police would do anything, an increase compared to 29% in 2009, 18% did not have the time to lay a complaint, a decrease compared to 30% in 2009. The proportion of those who were afraid of the police remains unchanged at 6%.

### ***Community Policing***

Eighty percent (80%) of the survey participants said that their local police got involved with local village dispute process whereas 20% said that they did not get involved. More than half (52%) reported that police dealt with informal disputes very well, 43% thought they coped well, while the remaining 5% reported that they did not do it very well or very poorly.

Only 35% of the participants had village security in their community whereas 65% did not have village security (*polisi faka-kolo*). Forty percent (40%) of those who had village security were highly satisfied with the overall performance of their village security. Another 41% thought it was satisfactory, 14% said it was unsatisfactory and the remaining 5% reported that it was extremely unsatisfactory. This is very similar to the patterns of results (39% highly satisfactory; 36% satisfactory; 13% not satisfactory; and 8% highly unsatisfactory) reported in 2009.

Most (86%) of those who did not have village security said that village security should be established in their community, while the other 14% said that it should not.

### ***Status of Law and Order & Prevalence of Crime***

Twenty-three percent (23%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 40% reported more often, 27% reported less often or a lot less often, and the remaining 10% thought that there was no change.

Twenty-two percent (22%) believed crime had increased in the past twelve months compared to the five years ago, 64% thought that it had decreased, and 14% reported that it had remained the same. With regard to the number of road accidents, 52% thought that this had decreased compared to the previous year, 33% said that it was about the same, and 15% thought that it had increased.

### ***Standards of Police Services***

In general, the participants thought that the police were successful in solving crime (86%), with 31% saying that police were very successful and 55% saying that they were quite successful. Only 14% said that they were not very successful or very unsuccessful.

A total of 87% assessed the overall performance of the police regarding road safety as highly satisfactory (36%) or satisfactory (51%). Thirteen percent (13%) thought that these were not very satisfactory or very unsatisfactory.

Seventy-six percent (76%) said that the police services have improved since 16/11/06 whereas 24% said that it had not. This is a significant increase compared to the figures shown in 2009, which revealed 53% and 47%, respectively. Those who thought the police services had improved since 16/11/06 attributed this to the increased efficiency in the delivery of service (45%), the new police commander (35%), foreign aid (11%), retirement of old police officers allowing more room for younger officers (4%), ease in political tensions (3%) and other reasons (2%). In 2009, 65% of participants thought that improved police services were due to increased efficiency in delivery of service, and 14% attributed this to the new police commander, foreign aid (9%), retirement of senior police officers (5%), and other reasons (7%).

At the time of the data collection, the media had focused on the new commander (who later became commissioner) of police and the Government's decision not to renew his contract. This case was highly publicized in the media, and it is possible that this had affected the participants' responses. The increased percentage of people who attributed police improved services to the new police commander and the subsequent decrease in percentage that gave improved efficiency of services by Tonga police implies public approval of the leadership given by the police commander. This will be later reported to be more evident in Tongatapu and 'Eua.

Twenty-nine percent (29%) were very confident that a complaint against a police officer would be investigated fully, 44% were confident, 17% not very confident and 10% were not confident at all.

Twenty-two percent (22%) rated police *faitotonu* (honesty) as very satisfactory, 54% as satisfactory, 17% as not very satisfactory, and 7% as very unsatisfactory.

Twenty-nine percent (29%) thought that the police applied the law across the population very fairly, 50% said fairly, 16% not fairly, 5% very unfairly.

### ***Perceptions of Victims of Crime Versus Non-Victims of Crime***

The Tonga Police were also interested in whether there were any major differences between the views of those who have had a crime committed against them (victims of crime) and those who have not (non-victims of crime). In the major categories used for the participants' profile, the data showed no meaningful differences in the two groups in terms of police district, length of residence in a district, whether they had a police station in the district, gender, ethnicity, and employment type. The survey revealed that younger adults, people with lower education

qualifications, and those who belong to the Free Wesleyan Church were less likely to become victims of crime.

Victims of crime were less likely to fully trust the police and more likely to have no trust of the police. This is shown by 31% of victims of crime that reported fully trusting the police and 17% that had no trust of the police. These are compared with 41% and 8%, respectively, for non-victims of crime.

Victims of crime were less likely to think that the police respect the people (69% compared to 76% for non-victims of crime), police performance to be highly satisfactory (24% compared to 34%), police appearance improved compared to one year ago (60% compared to 69%), find the appearance of the police station improved compared to five years ago (49% compared to 59%), to say that police will respond very well to a situation similar to 16/11/2006 (36% compared to 45%)

They were somewhat less likely to find the police helpful (47% compared to 54%), very approachable (26% compared to 32%), to perceive the appearance of police stations in general to have improved (60% compared to 67%), to report that the increased efficiency of police service as the reason for improved police services since 16/11/2006 (37% compared to 47%).

No meaningful difference in their views of police uniform, whether police were well equipped with regard to their uniform, police involvement in local village disputes, whether village security should be established in their local communities, their views of road accidents, views of police performance since 16/11/2006.

They were more likely to find it difficult or very difficult to contact the police if needed (27% compared to 14%), to believe that the crime rate has increased compared to one year ago (26% compared to 21%), to say that the police were not very successful in solving crime (19% compared to 10%), to be not very confident or not at all confident that a complaint against a police officer would be investigated fully (38% compared to 24%), to think that police apply the law not very fairly or very unfairly across the population (31% compared to 17%), to find police's '*faitotonu*' to be very unsatisfactory or not very satisfactory (34% compared to 21%), and to say that police will respond not very well to a situation similar to 16/11/2006 (22% compared to 15%).



## TONGATAPU

A total of 1,684 participants (54% females and 46% males) from Tongatapu or Police Districts 1 to 3 took part in the survey. Of those participants, 99% were Tongans and 1% non-Tongans. Twenty-six percent (26%) of the participants were aged between 15-29 years, 45% were between the ages of 30-49 and 29% were between 50-70 years. Sixty-one percent (61%) had lived in the area for more than 20 years, 18% between 11-20 years, 10% between 6-10 years, and 11% had lived in the area for 5 years or less. Seventy-one (71%) said there was a police station in their district whereas the other 29% said that there was not. Thirty-seven percent (37%) reported that they were self-employed, 28% were employed by a government agency or a company, 27% were unemployed and 8% were still at school. Fifty-six percent (56%) had no high school qualification, 28% had a high school qualification and the remaining 16% had a diploma or a university degree. Forty percent (40%) belonged to the Free Wesleyan Church, 15% were Mormons, 14% Catholics, 11% Free Church of Tonga, and the remaining 20% belonged to other churches.

### *Perceptions of Police Character*

The survey showed an increase level of trust in the Police with 36% of participants reported fully trusting the police. Another 53% have some trust of the police, with the remaining 11% having no trust of the police. The relevant figures from the 2009 survey were 29%, 53% and 18%, respectively.

Seventy-two percent (72%) of those surveyed thought that the police respect the people of Tonga, whereas 28% did not think that the police do. This represents a significant change in people's perception when compared to the 59% and 49%, reported in 2009.

More than half of the participants (53%) reported that when they meet a police officer that this a person that will be helpful, 28% said that this is a person that they respect, 10% were neutral and 9% feared or despised the police. In 2009, the survey showed 56%, 18%, 10% and 15%, respectively. Overall, the survey shows that the level of respect for the police had increased, with fewer people who fear or despise the police.

The participants' impression of the performance of police officers revealed that 31% thought it was highly satisfactory, 53% reported that it was satisfactory, 11% unsatisfactory and 5% highly unsatisfactory. Twenty-eight percent (28%) reported that police was very approachable, 51% fairly approachable, 17% not very approachable, and 4% not at all approachable.

Sixty-nine percent (69%) said that police appearance has improved compared to one year ago, 27% had remained unchanged and 4% thought that it had gone worse.

### ***Assessment of Police Uniforms and Stations***

Forty-seven percent (47%) thought that the police uniform was very good, 34% reported it was good, and the remaining 19% thought it was not good. When asked how well equipped police were in terms of their uniform, to do their job, 41% reported that they were very well equipped, another 41% said they were well equipped, while the remaining 18% reported that they were not very well equipped or poorly equipped.

Sixty-three percent (63%) rated the appearance of the police station in their district to have improved compared to a year ago, 34% said that it has not changed while the remaining 3% said it was worse. The figures increased slightly when asked about the general appearance of the police stations in general, with 68% reported improvement, 30% thought that it had remained unchanged and 2% thought that it got worse.

### ***Reporting of Crime and Services***

Forty-one percent (41%) reported that it would be very easy to make contact with the police if needed. Another 42% thought that it would be reasonably easy, while 13% thought that it would be difficult and 4% would find it very difficult.

Twenty-five percent (25%) have had a crime committed against them whereas the other 75% have not had a crime against them. The 2009 survey showed 29% were victims of crime whereas 71% were not. Of those who have been victim of crimes, 81% reported this to the police while 19% did not. In 2009, only 60% of the victims of crime had laid a complaint to police. This represents a significant increase in the reporting of crime.

Forty-six percent (46%) of those who reported the crime were highly satisfied with the police's investigation of their complaint. This is identical with the 46% shown by the 2009 survey. A further 37% said that the police performance was unsatisfactory, compared to 45% in 2009. There is a slight increase in the proportion of complaints which the police did not do anything about, 17% in 2011 compared to 14% in 2009. When asked how professional police were when investigating their complaint, 25% were very professional, 32% were quite professional, 29% were unprofessional and the remaining 14% were extremely unprofessional. This question was not asked in the 2009 survey, therefore these 2011 statistics will act as baseline data for any future evaluation of police's professional response to crime.

The survey showed very similar patterns of response regarding the police response time to their complaints. Forty-five percent (45%) reported that police responded within 24 hours compared to 46% in 2009, 18% reported between 2-6 days compared with 19% in 2009, 16% had a response within one month compared to 12% in 2009, and 21% did not have a response at all to their complaints compared to 23% in 2009. Thirty percent (30%) were very satisfied with the

time it took the police to respond to their complaints. Another 26% were satisfied, 26% were unsatisfied and the remaining 18% were extremely unsatisfied.

Of those who did not report the crime to police, 35% did not think it was important enough to report the crime to police. Another 42% did not think that the police would do anything, 16% did not have the time to lay a complaint. The proportion of those who were afraid to report a crime to police remains unchanged at 6%.

### ***Community Policing***

Seventy-eight percent (78%) of the survey participants said that their local police got involved with local village dispute process whereas 22% said that they did not get involved. More than half (51%) said that police dealt with informal disputes very well, 44% thought they coped well, while the remaining 5% reported that they did not do it very well or very poorly.

Only 36% of the participants had village security in their community whereas 64% did not have village security (*polisi faka-kolo*). Forty-one percent (41%) of those who had village security rated the overall performance of their village security as highly satisfactory. Another 42% thought it was satisfactory, 13% said it was unsatisfactory and the remaining 4% reported that it was extremely unsatisfactory.

Those who did not have village security were asked whether village security should be established in their community, 87% said “yes” while 13% said “no”.

### ***Status of Law and Order & Prevalence of Crime***

Twenty-five percent (25%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 42% reported more often, 25% reported less often or a lot less often, 8% thought that there was no change.

Twenty-five percent (25%) believed crime had increased in the past twelve months compared to the five years ago, 62% thought that it had decreased, and 13% reported that it had remained the same. With regard to the number of road accidents, 49% thought that this had decreased compared to the previous year, 34% said that it was about the same, and 17% thought that it had increased.

### ***Standards of Police Services***

In general, the participants thought that the police were successful in solving crime, with 29% saying that police were very successful and 56% saying that they were quite successful. Only 15% said that they were not very successful or very unsuccessful.

A total of 89% assessed the overall performance of the police regarding road safety as highly satisfactory (37%) or satisfactory (52%). Eleven percent (11%) thought that these were not very satisfactory or very unsatisfactory.

Seventy-five percent (75%) said that the police services have improved since 16/11/06 whereas 25% said that it had not. This is a significant increase when compared to the figures shown in 2009, which revealed 53% and 47%, respectively. Those who thought the police services had improved since 16/11/06 attributed this to the increased efficiency in the delivery of service (39%), the new police commander (40%), foreign aid (12%), retirement of old police officers allowing more room for younger officers (4%), ease in political tensions (3%) and other reasons (2%). In 2009, 61% of participants thought that improved police services were due to increased efficiency in delivery of service, and 17% attributed this to the new police commander.

Forty-five percent (45%) said that Police would cope very well should a situation similar to 16/11 occur, another 42% said well, and the remaining 13% reported not very well.

Twenty-nine percent (29%) were very confident that a complaint against a police officer would be investigated fully, 46% were confident, 17% not very confident and 8% were not confident at all.

Twenty-three percent (23%) rated police *faitotonu* (honesty) as very satisfactory, 54% as satisfactory, 16% as not very satisfactory, and 7% as very unsatisfactory.

Twenty-nine percent (29%) thought that the police applied the law across the population very fairly, 51% said fairly, 15% not fairly, 5% very unfairly.

### **POLICE DISTRICTS 1, 2 AND 3**

A total of 851 from PD1, 666 from PD2 and 162 respondents from PD3 participated in the survey. Of those respondents, 99% were Tongans and 1% non-Tongans. More females 66% compared to 34% males from PD3 took part in the survey. This section presents findings where there exist observable differences between the three police districts.

#### ***Perceptions of Police Character***

The survey showed 35% of participants (PD1), 38% of participants in PD2 and PD3 reported fully trusting the police. Another 53% in all PDs have some trust of the police, with the remaining 11% in PD1, and 9% in PD2 and PD3 having no trust of the police.

The same results (77%) were shown in PD2 and PD3 compared to 67% in PD1 that thought the police respect the people of Tonga.

A higher percentage of people in PD2 (61%) reported that when they meet a police officer that this a person that will be helpful, 23% said that this is a person that they respect, 8% were neutral and 8% feared or despised the police. Very similar patterns of responses were shown in PD 1 and PD3. Forty-eight percent (48%) and 46% would find the police helpful, 31% and 33% would respect the police, 11% and 10% were neutral about the police, while 10% and 12% feared or despised the police.

There are no major differences in the participants' level of satisfaction with the performance of police officers. Some differences appear in the approachability of the police, with the results for PD3 revealing a lower proportion (21%) reported that police was very approachable compared to 28% for PD1 and PD2. A higher proportion of participants (60%) in PD1 found the police fairly approachable, compared to 49% and 52% in PD1 and PD2, respectively.

The participants' perception of police appearance is the same as those reported for the whole of Tongatapu.

### ***Assessment of Police Uniforms and Stations***

A more favorable assessment of police uniform is evident in the results for PD2, with (56%) reporting that the police uniform was very good (compared to 42% and 36% for PD1 and PD3), 28% reported it was good, and the remaining 17% thought it was not good. When asked how well equipped police were in terms of their uniform, to do their job, 49% reported that they were very well equipped (compared to 37% and 28% for PD1 and PD3), another 37% said they were well equipped (compared to 41% for PD1 and 52% for PD3), while the remaining 14% reported that they were not very well equipped or poorly equipped.

Sixty-two percent (62%) in PD1 rated the appearance of the police station in their district to have improved compared to a year ago, 34% said that it has not changed while the remaining 3% said it had gone worse. Similarly, 67% of PD2 participants thought that the police station in their district has improved. In contrast, a much lower percentage (48%) of PD3 respondents held this view, with half (50%) saying that the appearance of their police station has remained unchanged. These responses reflect the work that Tonga Police had done to build a new police station in Vaini (a town in PD2) and to improve the appearance of stations in Nuku'alofa. The figures for PD2 increased more when asked about the appearance of the police stations in general, with 75% of PD2 participants reported improvement, compared to 64% in PD1 and 60% in PD3.

### ***Reporting of Crime and Services***

Access to local police when needed is very similar throughout the three police districts.

A slightly higher proportion of PD3 participants (29%) had been victims of crime compared to PD1 (22%) and PD2 (27%). PD3 also showed a higher rate of reporting crime to police (87% compared to PD1 (77%) and PD2 (84%).

Sixty-six percent (66%) of those who reported the crime in PD3 were highly satisfied with the police's investigation of their complaint. This is much higher than the 43% reported in PD1 and PD2. Perception of police professionalism is very similar for all three police districts, with PD1 saying 24% of the police investigation of the crime was very professional whereas the figure (27%) for PD2 was the same as that for PD3.

More than half (53%) of PD3 participants reported that the police responded to their complaints within 24 hours compared to 47% in PD1 and 40% in PD2. Given the faster response time it is reasonable to expect a slightly higher level of satisfaction with length of time taken by police to respond. Thirty-seven percent (37%) of PD3 were very satisfied with the length of response time, 29% in PD1, and 31% in PD2.

### ***Community Policing***

More people in PD2 (86%) said that their local police got involved with local village dispute process, compared to 73% in PD1 and 75% in PD3. More than half of the participants in PD2 (54%) and PD3 (58%) said that police dealt with informal disputes very well, compared to 46% in PD1.

There was significant difference between the existence of village security (*polisi faka-kolo*) among the three police districts, with PD3 reporting a higher presence of *polisi faka-kolo* (59%) compared to PD1 (22%) and PD2 (48%). The level of satisfaction with the performance of the *polisi faka-kolo* is very similar, with 38% in PD1, 43% in PD2, and 40% in PD3 reported that they were highly satisfied with the village security's performance.

Those who did not have village security were asked whether village security should be established in their community. Variations in the results showed that 87% of PD1 participants would like to have *polisi faka-kolo* established in their community.

### ***Status of Law and Order & Prevalence of Crime***

The results on the visibility of the police in the local community and the people's impression of Police's performance regarding road safety, showed no major differences and are very similar to those reported for Tongatapu.

Again, very similar responses throughout the three police districts to the increase in the rate of crime, with 26% in PD1 thought it had increased, 23% in PD2 and 27% in PD3. Thus, there is a general perception that the crime had decreased over the preceding 12 months. Although to a much lesser extent, there is also a belief that the number of road accidents had been reduced.

### ***Standards of Police Services***

A higher proportion of PD2 participants (35%) thought that the police were very successful in solving crime, compared to 28% in PD3 and 25% in PD1. A further 52% in said that they were quite successful. This is a little lower than the 59% for PD1 and 57% for PD3.

A total of 91% of people in PD2 assessed the overall performance of the police regarding road safety as highly satisfactory (41%) or satisfactory (50%). Nine percent (9%) thought that these were not very satisfactory or very unsatisfactory. While PD2 reported the highest level of satisfaction with the overall performance of the police, the figures for PD1 (88%) and PD3 (90%) are almost the same.

Eighty-three percent (83%) of PD2 said that the police services have improved since 16/11/06 while 76% of PD3 and 69% of PD1 reported that police services have improved. Whereas a higher proportion of PD1 and PD2 participants attributed the main reason for this improvement of police services to the new police commander (41% and 42%, respectively), the main reason given by participants in PD3 was the increased efficiency in the delivery of service (47%). This was followed by the new police commander at 33%.

More than half of PD2 participants (51%) said that Police would cope very well should a situation similar to 16/11 occur. This is higher than the 42% reported in PD1 and 37% reported in PD3.

There exists no major difference in the people's confidence that a complaint against a police officer would be fully investigated, their satisfaction with the police *faitotonu*, and their views of the police application of the law fairly across the population.

## Summary

Taken together the the above results, we can conclude that people in PD2 were more likely to find the police more helpful; have a more favorable assessment of police uniform, and how well equipped they are in terms of their uniforms; see improvement in the appearance of their local police station and police stations in general; see higher involvement of their local police in local disputes; and say that the police cope well with the informal local disputes. They also perceive the police as very successful in solving crime, and that their services have improved since 16/11/06.

The results in PD3 show that respondents are more likely to become victims of crime, and tend to report crime more to police. They also express a higher level of satisfaction with the police response time; report a higher presence of *polisi faka-kolo* in their community; and more likely to attribute the improvement in police services since 16/11/06 to improved efficiency in police services.



## HA'APAI

A total of 152 people (50% females and 50% males) from Ha'apai or Police District 4 (PD4) took part in the survey. Of those participants, 96% were Tongans and 4% non-Tongans. Fourteen percent (14%) of the participants were aged between 15-29 years, 46% were between the ages of 30-49 and 40% were between 50-70 years. Sixty percent (60%) had lived in the area for more than 20 years, 13% between 11-20 years, 8% between 6-10 years, and 19% had lived in the area for 5 years or less. Sixty-five (65%) said there was a police station in their district whereas the other 35% said that there was not. Fifty-one percent (51%) reported that they were self-employed, 17% were employed by a government agency or a company, 23% were unemployed and 9% were still at school. Fifty-one percent (51%) had no high school qualification, 30% had a high school qualification and the remaining 19% had a diploma or a university degree. Thirty-eight percent (38%) belonged to the Free Wesleyan Church, 17% were Mormons, 13% Catholics, 11% Free Church of Tonga, and the remaining 21% belonged to other churches.

### *Perceptions of Police Character*

The survey showed the overall level of trust in the Police has remained the same at 95%, with 43% of participants reported fully trusting the police. Another 52% have some trust of the police, with the remaining 5% having no trust of the police. The relevant figures from 2009 survey were 48%, 46% and 5%, respectively.

Eighty-four percent (84%) of those surveyed thought that the police respect the people, whereas 16% did not think that the police do. This is higher than the 75% for the total population and it represents an increase of 10% from the 74% reported in 2009.

About half the participants (49%) reported that when they meet a police officer this person would be helpful, 30% said that this is a person that they respect, 12% were neutral and 9% feared or despised the police. In 2009, the survey showed 61%, 29%, 3% and 7%. The survey shows that those who found the police helpful and those who are neutral when meeting a police had decreased over the past two years.

About 36% thought police performance was highly satisfactory, 58% reported that it was satisfactory, and 6% unsatisfactory. Thirty-eight percent (38%) reported that police was very approachable, 54% fairly approachable, 8% not very approachable.

Sixty-one percent (61%) said that police appearance has improved compared to one year ago, 36% had remained unchanged and 3% thought that it had become worse.

### ***Assessment of Police Uniforms and Stations***

Forty-two percent (42%) thought that the police uniform was very good, 38% reported it was good, and the remaining 20% thought it was not good. When asked how well equipped police were for their jobs in terms of their uniform, 39% reported that they were very well equipped, another 50% said they were well equipped, while the remaining 11% reported that they were not very well equipped or poorly equipped.

Forty-six percent (46%) rated the appearance of the police station in their district to have improved compared to a year ago, 47% said that it has not changed while the remaining 7% said it was worse. The figures increased slightly when asked about the appearance of the police stations in general, with 57% reported improvement, 39% thought that it had remained unchanged and 4% thought that it got worse.

### ***Reporting of Crime and Services***

Next to the Ongo Niua, the Ha‘apai participants showed the second highest proportion (49%) who would find it very easy to make contact with the police if needed. Another 43% thought that it would be reasonably easy, while 6% thought that it would be difficult, and 2% would find it very difficult.

Ha‘apai has the second lowest percentage of participants who were victims of crime, with 18% reported having had a crime committed against them whereas the other 82% have not been victims of crime. Of those who have been victims of crime, 81% reported this to the police while 19% did not. These figures are the same for the whole of Tonga. In 2009, 28% of the victims of crime had laid a complaint to police. This represents a significant increase in the reporting of crime.

Fifty percent (50%) of those who reported the crime were highly satisfied with the police performance in relation to the investigation of their complaint. About 36% said that the police performance was unsatisfactory, 14% reported that the police did not do anything about it. These results are relatively similar to those found in the 2009 survey, which reported 56%, 31% and 13%, respectively. When asked how professional police were when investigating their complaint, 23% said they were very professional, 41% were quite professional, 27% were unprofessional and the remaining 9% were extremely unprofessional.

Forty-one percent (41%) reported that police responded within 24 hours, 23% reported between 2-4 days, 5% within one month, 4% more than a month, and 27% did not have a response at all to their complaints. Forty-one percent (41%) were very satisfied with the time it took the police to respond to their complaints. Another 32% were satisfied, 9% were unsatisfied and the remaining 18% were extremely unsatisfied.

Of those who did not report the crime to police, 80% did not think it was important enough to report the crime to police. The remaining 20% were afraid of the police.

### ***Community Policing***

Eighty-eight percent (88%) of participants said that their local police involved themselves with local village dispute process, whereas, 12% said that they did not. More than half (51%) said that police dealt with informal disputes very well, 47% thought they coped well, while the remaining 2% reported that they did not do it very well or very poorly.

Half of the participants (50%) had village security in their community whereas the other 50% did not have village security. Forty-three percent (43%) of those who had village security were highly satisfied with the overall performance of their village security. Another 28% thought it was satisfactory, 19% said it was unsatisfactory and the remaining 10% reported that it was extremely unsatisfactory. Ha'apai showed the highest proportion of people (29%) who found their village security's performance unsatisfactory or extremely unsatisfactory compared with 20% for the total sample surveyed.

Those who did not have village security were asked whether village security should be established in their community, 75% said "yes" while 25% said "no".

### ***Status of Law and Order & Prevalence of Crime***

Twenty-four percent (24%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 48% reported more often, 20% reported less often or a lot less often, and the remaining 8% thought that there was no change.

Twenty percent (20%) believed crime had increased in the past twelve months compared to the previous five years, 69% thought that it had decreased, and 11% reported that it had remained the same. With regard to the number of road accidents, 67% thought that this had decreased compared to the previous year, 26% said that it was about the same, and 7% thought that it had increased. Ha'apai provides the lowest proportion of people (7%) who thought that road accidents had increased. The result for the whole of Tonga showed 15%.

### ***Standards of Police Services***

In general, the participants thought that the police were successful in solving crime, with 38% saying that police were very successful and 56% saying that they were quite successful. Only 6% said that they were not very successful or very unsuccessful.

A total of 94% assessed the overall performance of the police regarding road safety as highly satisfactory (38%) or satisfactory (56%). Six percent (6%) thought that these were not very satisfactory or very unsatisfactory.

Seventy-eight percent (78%) said that the police services have improved since 16/11/06 whereas 22% said that it had not. This is a significant increase compared to results of the 2009 survey, which revealed 62% and 38%, respectively. Those who thought the police services had improved since 16/11/06 attributed this to the increased efficiency in the delivery of service (63%), the new police commander (17%), foreign aid (9%), retirement of old police officers allowing more room for younger officers (3%), ease in political tensions (5%) and other reasons (3%). In 2009, 84% of participants thought that improved police services were due to increased efficiency in delivery of service, 14% attributed this to the new police commander, foreign aid (5%), retirement of senior police officers (1%) and other reasons (5%). When asked how well the police would cope with a situation similar 16/11/06, 45% thought that the police will cope very well, 39% said that they would cope well, and 16% said not very well.

Thirty-two percent (32%) were very confident that a complaint against a police officer would be investigated fully, 46% were confident, 18% not very confident and 4% were not confident at all.

Twenty-six percent (26%) rated police *faitotonu* (honesty) as very satisfactory, 61% as satisfactory, 11% as not very satisfactory, and 2% as very unsatisfactory.

Thirty-four percent (34%) thought that the police applied the law across the population very fairly, 58% said fairly, 7% not fairly, 1% very unfairly.

## VAVA'U

A total of 395 people (50% females and 50% males) from Vava'u, participated in the survey. Ninety-five percent (95%) of participants were Tongans whereas the other 5% were non-Tongans. Fifteen percent (15%) of the participants were aged between 15-29 years, 46% were between the ages of 30-49 and 39% were between 50-70 years. Sixty-nine percent (69%) had lived in the area for more than 20 years, 14% between 11-20 years, 6% between 6-10 years, and 11% had lived in the area for 5 years or less. Seventy-three (73%) said there was a police station in their district whereas the other 27% said that there was not. Fifty-five percent (55%) reported that they were self-employed, 22% were employed by a government agency or a company, 20% were unemployed and 3% were still at school. Sixty-two percent (62%) had no high school qualification, 26% had a high school qualification and the remaining 12% had a diploma or a university degree. Forty-seven percent (47%) belonged to the Free Wesleyan Church, another 16% Mormons, 15% were Catholics, 6% belonged to the Free Church of Tonga, and the remaining 16% belonged to other churches.

### *Perceptions of Police Character*

The survey showed an increase level of trust in the Police with a significant 51% of participants reported fully trusting the police. Another 42% have some trust of the police, with the remaining 7% having no trust of the police. The relevant figures from the 2009 survey were 32%, 54% and 14%, respectively.

Eighty-seven percent (87%) of those surveyed thought that the police respect the people of Tonga, whereas 13% did not think that the police do. The 2009 survey result showed 65% and 35%, respectively.

Sixty percent of the participants (60%) reported that when they meet a police officer that this was a person that would be helpful, 25% said that this was a person that they respect, 8% were neutral and 7% feared or despised the police. In 2009, the survey showed 57%, 24%, 7% and 12%, respectively.

Vava'u showed the highest proportion of participants (40%) who found the police performance highly satisfactory, 50% reported that it was satisfactory, 8% unsatisfactory and 2% highly unsatisfactory. Moreover, forty-three percent (43%) reported that police was very approachable, 45% fairly approachable, 11% not very approachable, and 1% not approachable at all.

Sixty-seven percent (67%) said that police appearance has improved compared to one year ago, 32% said that it had remained unchanged and 1% thought that it had become worse.

### ***Assessment of Police Uniforms and Stations***

Fifty-two percent (52%) thought that the police uniform was very good, 33% reported it was good, and the remaining 15% thought it was not good. When asked how well equipped police were in terms of their uniform, to do their job, 51% reported that they were very well equipped, another 37% said they were well equipped, while the remaining 12% reported that they were not very well equipped or poorly equipped.

Forty-three percent (43%) rate the appearance of the police station in their district to have improved compared to a year ago, 52% said that it has not changed, while the remaining 4% said it was worse. The figures increased slightly when asked about the general appearance of the police stations in general, with 57% reported improvement, 39% thought that it had remained unchanged and 3% thought that it got worse.

### ***Reporting of Crime and Services***

Forty-five (45%) reported that it would be very easy to make contact with the police if needed. Another 42% thought that it would be reasonably easy, while 10% thought that it would be difficult and 3% would find it very difficult.

Twenty-six percent (26%) have had a crime committed against them whereas the other 74% have not had a crime committed against them. The proportion of the victims of crime is slightly lower than the 33% reported in 2009. Of those who had been victims of crime 84% reported the crime to the police, while 16% did not.

Fifty-nine percent (59%) of those who reported the crime were highly satisfied with the police performance in relation to the investigation of their complaint. This is higher than the 43% shown in the 2009 survey. About 30% said that the police performance was unsatisfactory, 11% reported that the police did not do anything about it. The figures for 2009 were 39% and 18%, respectively. When asked how professional police were when investigating their complaint, 27% were very professional, 44% were quite professional, 18% were unprofessional and the remaining 11% were extremely unprofessional.

Forty-six percent (46%) reported that police responded within 24 hours to their complaints, 20% reported between 2-6 days, 13% had a response within one month, 8% more than one month, and the remaining 14% did not have a response at all. Thirty-three percent (33%) were very satisfied with the time it took the police to respond to their complaints. Another 30% were satisfied, 27% were unsatisfied and the remaining 10% were extremely unsatisfied.

Of those who did not report the crime to police, 56% did not think it was important enough to report the crime to police. Another 22% did not think that the police would do anything, and the

remaining 22% did not have the time to lay a complaint. None of the participants in Vava'u were afraid of the police.

### ***Community Policing***

Eighty-three percent (83%) of the survey participants said that their local police got involved with local village dispute process whereas 17% said that they did not get involved. Fifty-eight percent (58%) reported that police dealt with informal disputes very well, 38% thought they coped well, while the remaining 4% reported that they did not do it very well or very poorly.

Forty-seven percent (47%) of the participants had village security in their community whereas 53% did not have village security (*polisi faka-kolo*). Thirty-six percent (36%) of those who had village security were highly satisfied with the overall performance of their village security. Another 40% thought it was satisfactory, 17% said it was unsatisfactory and the remaining 7% reported that it was extremely unsatisfactory.

Those who did not have village security were asked whether village security should be established in their community, 78% said “yes” while 22% said “no”.

### ***Status of Law and Order & Prevalence of Crime***

Eighteen percent (18%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 40% reported more often, 27% reported less often or a lot less often, and 15% thought that there was no change.

Eighteen percent (18%) believed crime had increased in the past twelve months compared to the five years, 65% thought that it had decreased, and 17% reported that it had remained the same. With regard to the number of road accidents, 61% thought that this had decreased compared to the previous year, 29% said that it was about the same, and 10% thought that it had increased.

### ***Standards of Police Services***

In general, the participants thought that the police were successful in solving crime, with 34% saying that police were very successful and 55% saying that they were quite successful. Only 11% said that they were not very successful or very unsuccessful.

A total of 86% assessed the overall performance of the police regarding road safety as highly satisfactory (40%) or satisfactory (46%). Fourteen percent (14%) thought that these were not very satisfactory or very unsatisfactory.

Eighty percent (80%) said that the police services have improved since 16/11/06 whereas 20% said that it had not. This is a significant increase compared to the figures shown in 2009, which revealed that 49% thought that police services have improved. Those who thought the police services had improved since 16/11/06 attributed this to the increased efficiency in the police delivery of service (59%), the new police commander (17%), foreign aid (11%), retirement of old police officers allowing more room for younger officers (5%), ease in political tensions (4%) and other reasons (4%). In 2009, 68% of participants thought that improved police services were due to increased efficiency in delivery of service, and 7% attributed this to the new police commander, foreign aid (12%), retirement of senior police officers (5%) and other reasons (8%). When asked how well the police would cope with a situation similar 16/11/06, 42% thought that the police will cope not very well, 38% said that they would cope well, and 20% said very well.

Thirty-three percent (33%) were very confident that a complaint against a police officer would be investigated fully, 38% were confident, 19% not very confident and 10% were not confident at all.

Twenty-two percent (22%) rated police *faitotonu* (honesty) as very satisfactory, 54% as satisfactory, 20% as not very satisfactory, and 4% as very unsatisfactory.

Thirty-two percent (32%) thought that the police applied the law across the population very fairly, 49% said fairly, 15% not fairly, 4% very unfairly.



## **ONGO NIUA**

A total of 72 people (49% females and 51% males) from Niuatoputapu and Niuafu'ou took part in the survey. Of those participants, 99% were Tongans and 1% non-Tongans. There were fewer younger participants compared to other PDs, with only 8% of the participants aged between 15-29, 49% were between the ages of 30-49 and 43% were between 50-70 years. Sixty-one percent (61%) had lived in the area for more than 20 years, 14% between 11-20 years, 4% between 6-10 years, and 21% had lived in the area for 5 years or less. Ninety-nine (99%) said there was a police station in their district whereas the remaining 1% said that there was not. Ongo Niuua reported the highest proportion of self-employed people, with 76% reported that they were self-employed, 21% were employed by a government agency or a company, and 3% were unemployed. Fifty-four percent (54%) had no high school qualification, 21% had a high school qualification and the remaining 25% had a diploma or a university degree. Thirty-eight percent (38%) belonged to the Free Wesleyan Church, 15% were Catholics, 7% were Mormons, 4% Free Church of Tonga, and the remaining 36% belonged to other churches.

### ***Perceptions of Police Character***

The survey showed an increase level of trust in the police with 36% of participants reported fully trusting the police. Another 56% have some trust of the police, with the remaining 8% having no trust of the police. The relevant figures from 2009 survey were 30%, 50% and 20%, respectively.

Eighty-nine percent (89%) of those surveyed thought that the police respect the people, whereas 11% did not think that the police do. This is much higher than the 75% for the total population and represents an increase of 25% from the 64% reported in 2009.

Half the participants (50%) reported that when they meet a police officer this person would be helpful, 14% said that this is a person that they respect, 24% were neutral and 12% feared or despised the police. In 2009, the survey showed 39%, 29%, 8% and 23%. While the level of respect for the police had increased by 11%, there is a similar decrease in the proportion of people who fear or despise the police. Ongo Niuua reported the highest proportion of people who are neutral towards the police.

About 33% thought police performance was highly satisfactory, 51% reported that it was satisfactory, while the remaining 16% unsatisfactory or highly unsatisfactory. Forty-four percent (44%) reported that police were very approachable, 46% fairly approachable, 7% not very approachable, and 3% not at all approachable.

Fifty-six percent (56%) said that police appearance has improved compared to one year ago, 39% had remained unchanged, and 5% thought that it had become worse.

### ***Assessment of Police Uniforms and Stations***

Forty-two percent (42%) thought that the police uniform was very good, 22% reported it was good, and the remaining 36% thought it was not good. When asked how well equipped police were for their jobs in terms of their uniform, 40% reported that they were very well equipped, another 39% said they were well equipped, while the remaining 21% reported that they were not very well equipped or poorly equipped.

A significantly low 13% of participants rated the appearance of the police station in their district to have improved compared to a year ago, 44% said that it has not changed while the remaining 43% said it was worse. The figures improved significantly when asked about the appearance of the police stations in general, with 52% reported improvement, 40% thought that it had remained unchanged and 8% thought that it got worse.

### ***Reporting of Crime and Services***

Ongo Niua participants showed the highest proportion (54%) who would find it very easy to make contact with the police if needed. Another 37% thought that it would be reasonably easy, while 6% thought that it would be difficult, and 3% would find it very difficult.

Ongo Niua has the lowest percentage of participants who had been victims of crime, with 12% reported having had a crime committed against them whereas the other 88% have not been victims of crime. This is slightly less than the 17% shown in the 2009 survey. Of those who have been victims of crime, 78% reported this to the police while 22% did not.

Twenty-nine percent (29%) of those who reported the crime were highly satisfied with the police performance in relation to the investigation of their complaint. About 57% said that the police performance was unsatisfactory, 14% reported that the police did not do anything about it. The results of the 2009 showed 50%, 25% and 25%, respectively. When asked how professional police were when investigating their complaint, 14% said they were very professional, 29% were quite professional, 29% were unprofessional and the remaining 28% were extremely unprofessional.

Twenty-nine percent (29%) reported that police responded within 24 hours, 29% reported between 2-4 days, 14% within one month, 14% more than a month, and 14% did not have a response at all to their complaints. Twenty-nine percent (29%) were very satisfied with the time it took the police to respond to their complaints. Another 43% were unsatisfied, and the remaining 28% were extremely unsatisfied.

Of those who did not report the crime to police, 50% did not think it was important enough to report the crime to police. Another 50% did not have the time to lay a complaint.

### ***Community Policing***

Ninety percent (90%) of participants said that their local police got involved with local village dispute process, whereas, 10% said that they did not. Fifty-six percent (56%) said that police dealt with informal disputes very well, 39% thought they coped well, while the remaining 5% reported that they did not do it very well.

All of the participants (100%) reported that they did not have village security. When these participants were asked whether village security should be established in their community, 87% said “yes” while 13% said “no”.

### ***Status of Law and Order & Prevalence of Crime***

Twenty-two percent (22%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 25% reported more often, 11% reported less often, 29% a lot less often, and the remaining 13% thought that there was no change.

A significant ninety-seven percent (97%) believed crime had decreased in the past twelve months compared to the previous five years, while the remaining 3% reported that it had remained the same. With regard to the number of road accidents, 50% thought that this had decreased compared to the previous year, 42% said that it was about the same, and 8% thought that it had increased. Ongo Niua provides the highest proportion of people (42%) who thought that road accidents had remained the same. The result for the whole of Tonga showed 33%.

### ***Standards of Police Services***

In general, the participants thought that the police were successful in solving crime, with 44% saying that police were very successful and 42% saying that they were quite successful, while the remaining 14% said that they were not very successful or very unsuccessful.

A total of 83% assessed the overall performance of the police regarding road safety as highly satisfactory (30%) or satisfactory (53%), while 17% thought that these were not very satisfactory or very unsatisfactory.

Seventy-one percent (71%) said that the police services have improved since 16/11/06 whereas 29% said that it had not. These are compared to 46% and 54% reported in 2009. Those who thought the police services had improved since 16/11/06 attributed this to the increased efficiency in the delivery of service (72%), the new police commander (8%), foreign aid (8%), ease in political tensions (8%) and other reasons (4%). In 2009, 78% of participants thought that improved police services were due to increased efficiency in delivery of service, and 13% attributed this to the new police commander. When asked how well the police would cope with a

situation similar 16/11/06, 39% thought that the police will cope very well, 31% said that they would cope well, and 30% said not very well.

Twenty-eight percent (28%) were very confident that a complaint against a police officer would be investigated fully, 42% were confident, 14% not very confident and 16% were not confident at all.

Eighteen percent (18%) rated police *faitotonu* (honesty) as very satisfactory, 61% as satisfactory, 17% as not very satisfactory, and 4% as very unsatisfactory.

Twenty-four percent (24%) thought that the police applied the law across the population very fairly, 54% said fairly, 18% not very fairly, and 4% very unfairly.

## **‘EUA**

A total of 130 people (48% females and 52% males) from ‘Eua or Police District 5 (PD5), participated in the survey. All participants (100%) were Tongans. Twenty-six percent (26%) of the participants aged between 15-29 years, 47% were between the ages of 30-49 and 27% aged between 50-70 years. Sixty-eight percent (68%) had lived in the area for more than 20 years, 19% between 11-20 years, 6% between 6-10 years, and 7% had lived in the area for 5 years or less. Eighty-six (86%) said there was a police station in their district whereas the other 14% said that there was not. Sixty percent (60%) reported that they were self-employed, 14% were employed by a government agency or a company, 18% were unemployed and 8% were still at school. Thirty-five percent (35%) had no high school qualification, 39% had a high school qualification and the remaining 26% had a diploma or a university degree. Twenty-two percent (22%) belonged to the Free Wesleyan Church, another 22% belonged to the Free Church of Tonga, 14% were Catholics, 11% Mormons, and the remaining 32% belonged to other churches.

### ***Perceptions of Police Character***

The survey showed about one quarter of people (24%) having no trust of the police. A similar proportion (25%) of participants reported fully trusting the police. The remaining 51% have some trust of the police. The relevant figures from 2009 survey were 12%, 27% and 61%, respectively. Unlike other provinces there is an increased level of distrust of the police in ‘Eua.

Fifty-five percent (55%) of those surveyed thought that the police respect the people, whereas 45% did not think that the police do. This is much lower than the 75% for the total population and it represents a decrease of 16% from the 71% in 2009.

About thirty percent (31%) of the participants reported that when they meet a police officer this person would be helpful, 37% said that this is a person that they respect. A significant 21% were neutral and the remaining 11% feared or despised the police. In 2009, the survey showed 57%, 26%, 6% and 11%, respectively. The results show that the level of respect for the police had decreased as well as the level of those who find the police helpful.

Only 15% of the people of ‘Eua thought police performance was highly satisfactory, 53% reported that it was satisfactory, 22% unsatisfactory, and 9% highly unsatisfactory. Fourteen percent (14%) reported that police were very approachable, 53% fairly approachable, 23% not very approachable, and 9% not at all approachable.

Forty-six percent (46%) said that police appearance has improved compared to one year ago, 48% had remained unchanged and 5% thought that it had become worse.

### ***Assessment of Police Uniforms and Stations***

Twenty-six percent (26%) thought that the police uniform was very good, 42% reported it was good, and the remaining 32% thought it was not good. When asked how well equipped police were for their jobs in terms of their uniform, 17% reported that they were very well equipped, another 41% said they were well equipped, while the remaining 42% reported that they were not very well equipped or poorly equipped.

Fifty-nine percent (59%) rated the appearance of the police station in their district to have improved compared to a year ago, 33% said that it has not changed while the remaining 8% said it was worse. The figures increased significantly when asked about the appearance of the police stations in general, with 82% reported improvement, while the remaining 18% thought that it had remained unchanged.

### ***Reporting of Crime and Services***

'Eua participants showed the lowest proportion (30%) that would find it very easy to make contact with the police if needed. This is compared with 42% for the whole of Tonga. Another 43% thought that it would be reasonably easy, while 22% (compared with 13% for the whole of Tonga) thought that it would be difficult, and 5% would find it very difficult.

'Eua has the highest percentage of participants who were victims of crime, with 32% reported having had a crime committed against them whereas the other 68% have not been victims of crime. This is similar to the 33% shown in the 2009 survey. Of those who have been victims of crime, 79% reported this to the police while 21% did not.

Twenty-nine percent (29%) of those who reported the crime were highly satisfied with the police performance in relation to the investigation of their complaint. About 38% said that the police performance was unsatisfactory, 33% reported that the police did not do anything about it. The corresponding figures from the 2009 survey are 50%, 39% and 11%, respectively. This shows an increase in the level of cases that police did not do anything about. When asked how professional police were when investigating their complaint, only 3% said they were very professional, 29% were quite professional, 35% were unprofessional and the remaining 32% were extremely unprofessional.

Forty-seven percent (47%) reported that police responded within 24 hours, 9% reported between 2-4 days, 6% between 5-6 days, and 38% did not have a response at all to their complaints. Twenty-four percent (24%) were very satisfied with the time it took the police to respond to their complaints. Another 29% were satisfied, 12% were unsatisfied and the remaining 35% were extremely unsatisfied.

Of those who did not report the crime to police, 36% did not think it was important enough to report the crime to police. Another 27% did not have the time to lay a complaint, and 18% did not think that the police would do anything.

### ***Community Policing***

Seventy-five percent (75%) of participants said that their local police involved themselves with local village dispute process, whereas, 25% said that they did not. Thirty-nine percent (39%) said that police dealt with informal disputes very well, 44% thought they coped well, while the remaining 17% reported that they did not do it very well or very poorly.

Ninety-five percent (95%) of the 'Eua participants reported that they did not have village security in their community whereas the other 5% had village security. Thirty-seven percent (37%) of those who had village security were highly satisfied with the overall performance of their village security. Another 50% thought it was satisfactory, 13% said it was unsatisfactory.

Those who did not have village security were asked whether village security should be established in their community, 90% said “yes” while 10% said “no”.

### ***Status of Law and Order & Prevalence of Crime***

Twenty-two percent (22%) of survey participants reported that they had seen the police a lot more often this year compared to one year ago. Another 25% reported more often, 13% reported less often, 31% a lot less often, and the remaining 9% thought that there was no change.

Twenty-one percent (21%) believed crime had increased in the past twelve months compared to the previous five years, 65% thought that it had decreased, and 14% reported that it had remained the same. With regard to the number of road accidents, 47% thought that this had decreased compared to the previous year, 31% said that it was about the same, and 22% thought that it had increased.

### ***Standards of Police Services***

Twenty-three percent (23%) thought that the police were successful in solving crime, another 48% thought they were quite successful. Twenty-seven (29%) said that they were not very successful or very unsuccessful. This is significantly higher than the 14% for the total survey participants.

A total of 62% assessed the overall performance of the police regarding road safety as highly satisfactory (16%) or satisfactory (46%). Twenty-nine percent (29%) thought that these were not

very satisfactory and the remaining 9% said that it was very unsatisfactory. This represents a significant higher level of dissatisfaction with the police services to road safety. The figures for the whole of Tonga were 10% and 3%, respectively.

Sixty-eight percent (68%) said that the police services have improved since 16/11/06 whereas 32% said that it had not. This is a significant increase compared to the figures shown in 2009, which revealed 49% and 51%, respectively. Those who thought the police services had improved since 16/11/06 attributed this to the new police commander (48%), the increased efficiency in the delivery of service (29%), foreign aid (10%), retirement of old police officers allowing more room for younger officers (6%), ease in political tensions (6%) and other reasons (1%). In 2009, 69% of participants thought that improved police services were due to increased efficiency in delivery of service, 5% attributed this to the new police commander, 8% to foreign aid, 3% to retirement of senior police officers, and 5% to other reasons. When asked how well the police would cope with a situation similar 16/11/06, 46% thought that the police will cope not very well, 33% said that they would cope well, and 21% said very well. Again, the results for 'Eua differs significantly with the rest of the country, with higher proportion (46%) saying that the police would not cope very well compared with 16% for the whole of Tonga.

Twenty-one percent (21%) were very confident that a complaint against a police officer would be investigated fully, 29% were confident, 15% not very confident and 35% were not confident at all.

Eight percent (8%) rated police *faitotonu* (honesty) as very satisfactory, 45% as satisfactory, 26% as not very satisfactory, and 20% as very unsatisfactory.

Sixteen percent (16%) thought that the police applied the law across the population very fairly, 39% said fairly, 32% not fairly, and 13% very unfairly.

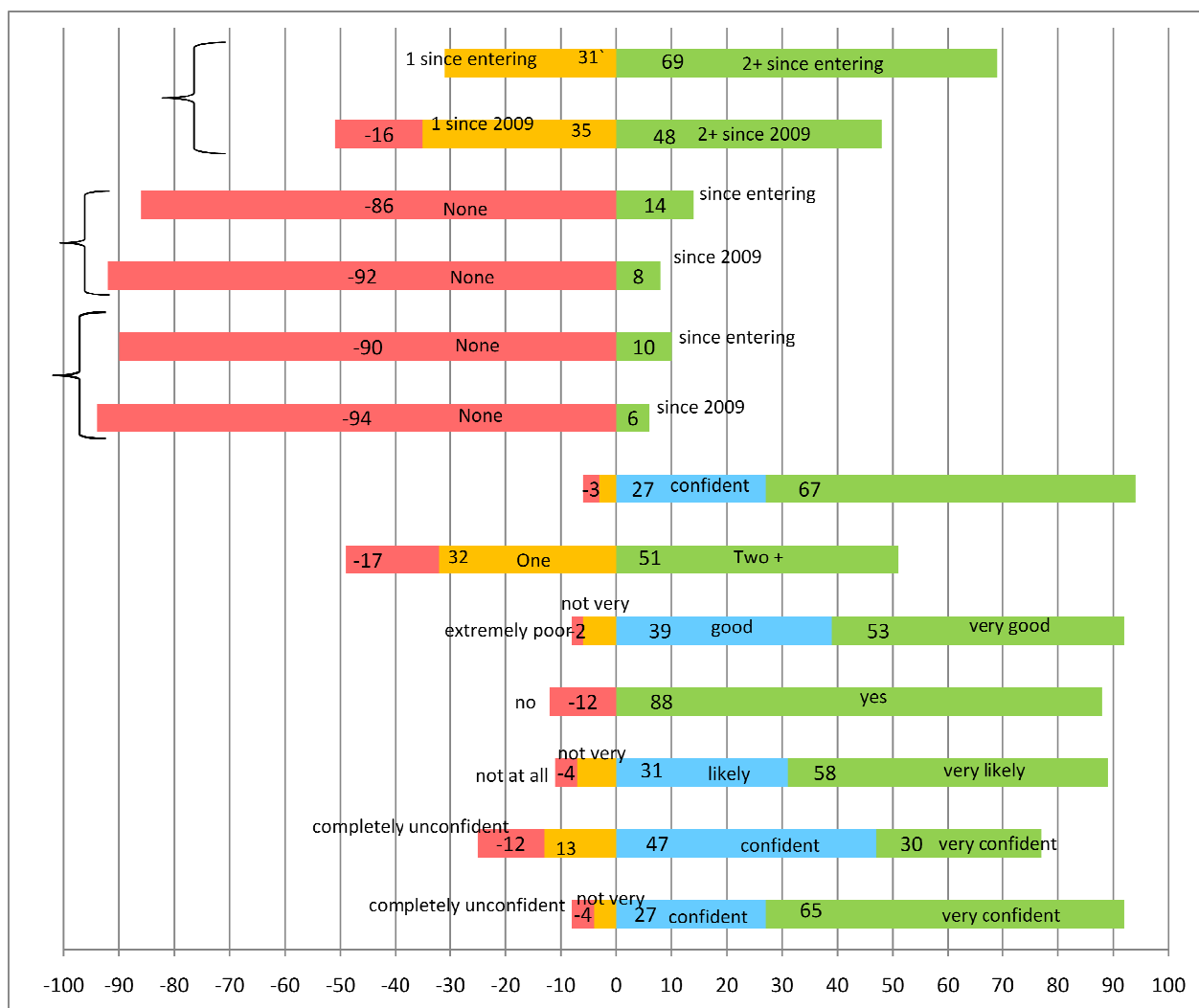


## 4. POLICE STAFF SURVEY RESULTS AND DISCUSSIONS

This section displays the results from the police staff survey. The overall results for each item are presented in Figure 1. In this Figure, the vertical line at zero separates positive responses to the right of the line, from negative responses to the left of the line.

We also show the overall results and results by police district in Tables 4.1 to 4.7. Because the number of respondents for some districts is quite small, the statistical tests are invalid. Nonetheless, we report qualitative differences when these are apparent.

**Figure 1: 2011 Police Officer Survey Results**  
n = 314



## Outfitting

The first three questions address the provision of police officers (uniforms, handcuffs, batons). Almost half (48%) of police officers report receiving two or more #3 uniforms since 2009 (69% since entering the department). Only 8% of police officers report receiving handcuffs since 2009 (14% since entering) and 6% report receiving a baton since 2009 (10% since entering).

Because of the very small numbers of responses for each police district, no comparisons can be fairly drawn among the districts for these three questions.

## Confidence in Policing Well

*Table 4.1 Distribution of confidence in policing well*

Level of Confidence	PD1 Central n=127	PD2 Eastern n=18	PD3 Western n=18	PD4 Ha'apai n=7	PD5 Vava'u & Ongo Niua n=28	PD6 'Eua n=11	PD7 Head- Quarter n=105	All n=314
Very confident	67	83	67	14	75	64	67	67
Confident	29	17	28	28	21	36	27	27
Not very confident	2	0	6	29	4	0	3	3
Completely unconfident	2	0	0	2	0	0	4	3
Total	100	100	100	100	100	100	100	100

Almost all (94%) of police staff feel confident about policing well (67% very confident; 27% confident). Only 3% report being not very confident and another 3% completely unconfident.

Comparing the responses by police districts, it appears that the officers in Ha'apai or PD4 have somewhat lower confidence in policing well.

## Staff Training

*Table 4.2 Distribution of number of courses attended by staff*

Number of Training courses	PD1	PD2	PD3	PD4	PD5	PD6	PD7	All
	n=127 %	n=18 %	n=18 %	n=7 %	n=28 %	n=11 %	n=105 %	n=314 %
2 or more	40	72	56	43	61	45	57	51
1	36	17	33	29	25	36	31	32
None	23	11	11	29	14	18	11	17
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Just over half (51%) of officers report having participated in two or more training courses in the last year; another third (32%) report having one course, and 17% had none. Comparing the results by police districts, it appears that more staff in Police District 2 (Eastern) has participated in two or more courses in the past year.

## Knowledge of position

*Table 4.3 Distribution of knowledge of position requirements*

Knowledge of position requirement	PD1	PD2	PD3	PD4	PD5	PD6	PD7	All
	n=127	n=18	n=18	n=7	n=28	n=11	n=105	n=314
	%	%	%	%	%	%	%	%
Very good	53	78	50	43	43	45	54	53
Good	39	17	44	43	54	45	36	39
Not very good	6	6	6	14	4	9	7	6
Extremely poor	2	0	0	0	0	0	3	2
<b>ALL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Almost all (92%) of police officers rate their knowledge of their position requirements as very good (53%) or good (39%). Six percent (6%) report that their knowledge of their position requirements is not very good and 2% report that their knowledge is extremely poor.

Police District 2 (Eastern) may have a somewhat higher knowledge of their position requirements.

## Grievance

*Table 4.4 Knowledge of correct procedure for reporting a grievance*

Yes/No	PD1 n=127 %	PD2 n=18 %	PD3 n=18 %	PD4 n=7 %	PD5 n=28 %	PD6 n=11 %	PD7 n=105 %	All n=314 %
Yes	89	94	89	86	93	100	84	88
No	11	6	11	14	7	0	16	12
<b>ALL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Most police staff (88%) say that they know the correct procedure for reporting a grievance, while 12% do not know the correct procedure. There are no noteworthy differences by police districts.

*Table 4.5 Likelihood of reporting a grievance*

Likelihood of reporting a grievance	PD1 n=127 %	PD2 n=18 %	PD3 n=18 %	PD4 n=7 %	PD5 n=28 %	PD6 n=11 %	PD7 n=105 %	All n=314 %
Very likely	54	67	61	57	44	40	66	58
Likely	35	22	22	43	41	40	27	31
Not very likely	8	6	6	0	11	10	7	7
Not likely at all	4	6	11	0	4	10	1	4
<b>ALL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Most (89%) also report that they would be likely to report a grievance (58% very likely; 31% likely). Seven percent are not very likely to report a grievance and 4% are not likely at all. There are no noteworthy differences by police district.

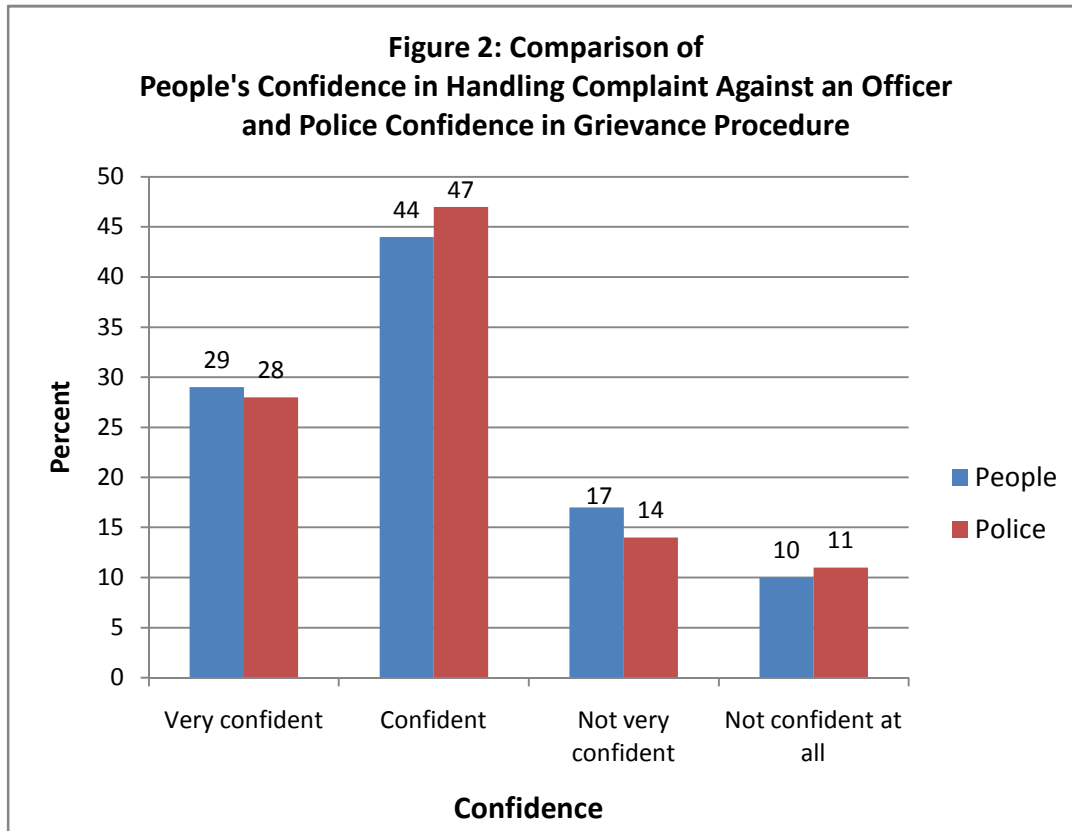
Somewhat fewer (75%) are confident that a reported grievance would be dealt with appropriately (30% very confident; 47% confident). One quarter (25%) of police officers lack such confidence (14% not very confident; 11% completely unconfident).

**Table 4.6 Confidence that a reported grievance would be dealt with appropriately**

	<b>PD1</b> <b>n=127</b> <b>%</b>	<b>PD2</b> <b>n=18</b> <b>%</b>	<b>PD3</b> <b>n=18</b> <b>%</b>	<b>PD4</b> <b>n=7</b> <b>%</b>	<b>PD5</b> <b>n=28</b> <b>%</b>	<b>PD6</b> <b>n=11</b> <b>%</b>	<b>PD7</b> <b>n=105</b> <b>%</b>	<b>All</b> <b>n=314</b> <b>%</b>
Very confident	25	39	33	29	41	20	26	28
confident	51	44	17	29	52	60	47	47
Not very confident	13	6	33	14	4	0	15	13
Completely unconfident	10	11	17	29	4	20	12	12
<b>ALL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Officers in Ha‘apai may be somewhat less confident that a reported grievance would be dealt with appropriately.

When compared to the community perceptions survey the results reveal very similar patterns of responses. Figure 2, below, present this comparison.



**Confidence in handling situations like 16/11/06**

Almost all (92%) of police officers are confident that police officers would respond well (65% very confident; 27% confident). Only 8% are not confident (4% not very confident; 4% completely unconfident).

Officers in Police District 2 (Eastern) may be somewhat more confident that they would respond well.

**Table 4.7 Police response to situation similar to 16/11/06**

Level of confidence	PD1	PD2	PD3	PD4	PD5	PD6	PD7	All
	n=127	n=18	n=18	n=7	n=28	n=11	n=105	n=314
	%	%	%	%	%	%	%	%
Very confident	69	83	61	57	59	70	60	65
Confident	24	17	22	14	41	30	29	27
Not very confident	2	0	11	14	0	0	6	4
Completely unconfident	4	0	6	14	0	0	6	4
<b>ALL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

## Summary

Looking at Figure 1, it is easy to see that the biggest shortfall among the measured factors is with the supply of equipment.

For the other factors that are assessed, only confidence in the grievance procedure stands out as a significant issue.



## 5. CONCLUSION AND RECOMMENDATIONS

The purpose of this report has been to provide Tonga Police with relevant information to inform its Monitoring and Evaluation process. There are three strategic goals set out in the Tonga Police Force Strategic Plan 2009 to 2013 to guide its redevelopment work; Community Reassurance (*Ma'uma'uluta*), Policing with Confidence (*Fatongia*), and Organisational Development (*Potungāue*). These three strategic goals are further redefined as strategic outcomes, and then divided into eleven strategic priorities in its Monitoring and Evaluation Framework 2009. As such, the conclusions are organized under each of the strategic priorities in such a way as to enable better translation of the results into a usable form for the evaluation. Specific details of the results relevant to each strategic priority are also presented in the Monitoring and Evaluation Framework Matrix as Appendix 8.

### Community Reassurance

#### Strategic Priority 1.1 Access to policing services

Overall there is a slight reduction of 5% in the proportion of people who would find the police helpful (from 57% in 2009 to 52% in 2011), and who fear or despise the police (from 14% in 2009 to 9% in 2011). On the other hand, there is slight increase of 7% in people's respect for the police from 21% in 2009 to 28% in 2011.

In general, the public finds it easy to access the police when needed, with 42% reporting 'very easy' and 42% 'reasonably easy'. Furthermore, most (81%) people would find the police approachable (very approachable (31%) and fairly approachable (50%).

The survey shows that, while the proportion of victims of crime has slightly decreased from 29% in 2009 to 25% in 2011, there is also significant increase (21%) in the reporting of crime, from 60% in 2009 to 81% in 2011. People are making time to report crime to police. This is supported by the decrease in the proportion of people who did not have the time to lay a complaint (18% in 2011 compared to 30% in 2009). Despite the increase in the reporting of crime, the results also show a 7% increase in public unwillingness to report a crime because they thought that the police would not do anything about it, from 29% in 2009 compared to 36% in 2011.

### **Strategic Priority 1.2 Policing in partnerships**

There is public confidence that the crime rate had decreased, with 64% of people perceived crime to have decreased over the 12 months preceding the data collection.

The police are highly involved in the local community with 80% getting involved in local disputes and were perceived by the majority (95%) to be dealing with these informal disputes well. A higher percentage of people in the Ongo Niua (90%) and Ha‘apai (88%) see the police getting involved in dealing with local disputes.

The majority of people (88%) without *polisi fakakolo* (village security) agree that these should be set up in their communities. The overall positive assessment of the performance of the existing *polisi fakakolo* has remained relatively unchanged between 2009 (39% ‘satisfactory’) and 2011(40%). These results would support the need for village security to be set up in the community, particularly those in the other islands.

### **Strategic Priority 1.3 Protection of country, land and people**

About 63% of the public have seen the police a lot more (23%) or more often (40%) compared to one year ago. Further analysis of the data reveals that people in Ha‘apai have seen the police more often (92%) compared to 57% in the ‘Eua and the Ongo Niua and 58% in Vava‘u.

In general, the police are very confident in policing well (67%) and in their ability to handle major disorder such as that which happened in 16/11/2006 (65%). The public is also more confident in the police as seen by an increase of 23% in the percentage of people who thought that the police services had improved since 16/11/2006, from 53% in 2009 to 76% in 2011. If a similar situation would arise again, 84% of the people think that the police would cope very well (42%) or well (40%).

Despite the perceived improvement in the police services since 16/11/2006, there is a significant change in the people’s attributions for this improvement. The reason for this improvement shifted from the improved efficiency in police service delivery reported in 2009 to the new police commander in 2011. While this change took place in Tongatapu and ‘Eua, it is important to note that the other islands of Ha‘apai, Vava‘u and Ongo Niua have maintained the improvement was due to more efficient delivery of service by the police.

## **Policing with Confidence**

### **Strategic Priority 2.2 Improved response to calls for service**

Despite the significant increase in the reporting of crime, the results still raise concerns about the capacity of the police to investigate the crime. The responses of those who did not report a crime indicate an increase in those who thought that the police would not do anything about their complaints, from 29% in 2009 to 36% percent in 2011. The level of satisfaction with the police's investigation of victim's complaints has not changed between 2009 and 2011. The proportion of cases that the police did not respond to at all has increased slightly from 14% in 2009 to 17% in 2011. In addition, the police's patterns of response time to complaints have not changed between 2009 and 2011. These results suggest areas for Tonga Police to improve on.

The results of the police staff survey indicate that the biggest shortfall is with the supply of equipment. Only 14% of staff had been issued with handcuffs since entering the Tonga Police, 8% since 2009; and batons since entering the Tonga Police, and 6% since 2009.

### **Strategic Priority 2.3 Effective investigations and resolution**

Most people (86%) thought that police were successful in solving crime, and that the performance of the police was satisfactory (32% highly satisfactory and 53% satisfactory).

### **Strategic Priority 2.4 Effective Road Policing**

About half (52%) of the participants thought that the number of road accidents had decreased over the 12 months preceding the data collection. A total of 87% assessed the overall performance of the police regarding road safety as highly satisfactory (36%) or satisfactory (51%).

## **Organisational Development**

### **Strategic Priority 3.1 Investing in our staff**

About half (51%) the police staff had participated in two or more courses in the previous year. About the same number (53%) had very good knowledge of their position requirements.

Although a very high percentage (88%) of the police have knowledge of the correct procedure for reporting a grievance to Tonga Police, only 58% are more likely to report a grievance. Furthermore, only 30% of the police staff are very confident that a reported grievance will be dealt with appropriately. Twenty-nine percent (29%) were very confident that a complaint

against a police officer would be investigated fully, 44% were confident, 17% not very confident and 10% were not confident at all.

The public perceptions of police uniforms have remained relatively the same between the 2009 and 2011 period. However, there are some variations between island groups. More than half of people of Vava'u (52%) and PD2 (55%) judge the police uniform to be very good whereas only 26% of those in 'Eua (PD6) make the same assessment. The participants in Vava'u and PD2 are also more likely to think that the police are very well equipped with their uniforms to do their job. On the other hand the people of 'Eua tend to think that the police are not well equipped for their jobs.

### **Strategic Priority 3.2 Emphasising integrity and impartiality**

The public trust of the police had increased by 6% between 2009 (84%) and 2011 (90%). Although the overall level of trust has improved, there were some variations between police districts with 'Eua or PD6 being quite different from the rest of the country. The people of Vava'u were more likely to fully trust the police (51%), find them helpful (60%), to be highly satisfied with police performance (40%). On the other hand, only one quarter (25%) of respondents in 'Eua said that they fully trust the police, find the police helpful (30%), and are fully satisfied with the police performance (15%).

There is only a minimal increase by 3% of people who thought that the police respect the people of Tonga, from 72% in 2009 to 75% in 2011. Twenty-two percent (22%) rated police *faitotonu* (honesty) as very satisfactory, 54% as satisfactory, 17% as not very satisfactory, and 7% as very unsatisfactory. Twenty-nine percent (29%) thought that the police applied the law across the population very fairly, 50% said fairly, 16% not fairly, 5% very unfairly.

### **Strategic Priority 3.3 Strengthening our infrastructure**

There is an overall perception that the appearance of local police stations and police stations in general have improved over the past year (the twelve months preceding the data collection in August 2011). However, this is more so in areas like PD 6 ('Eua), PD2 (Eastern) and PD1 (Nuku'alofa), where the Tonga Police had built new police stations and/or renovated some of the police stations. The people of Ongo Niua, Vava'u, Ha'apai and PD3 (Western) tend to see no change or that the appearance of the stations had become worse.

## **Recommendations:**

Based on the above conclusions the following recommendations are proposed for consideration by the Tonga Police.

### **1. Police Services and Standards**

While there is increased reporting of crime, the police responsiveness to the investigation of crime has not improved since 2009, it is therefore recommended that Tonga Police increase training on investigation skills, professionalism, and equip its police to improve its response time and services to victims of crime's complaints. More training and monitoring of the police are also needed to assist police to apply the law fairly and to improve the level of *faitotonu* among the police officers.

### **2. Public and Police Confidence in Investigation of a Complaints against police**

The police staff confidence in the police dealing with a grievance mirrored those of the public. The report recommends that police work to improve its procedures and dealing with a complaints against a police officer in order to raise both the public and the police confidence in its procedures.

### **3. Strengthening Infrastructure**

The public's perceptions of the police stations reflect the work that Tonga Police had undertaken in the various police districts. In order to further improve the public perceptions as well as the working environment for police officers, work on upgrading the stations in Vava'u, Ongo Niua, Ha'apai and PD 3 (western) must be undertaken.

### **4. Police Services in 'Eua**

The survey has shown that in 'Eua the public's negative perceptions of the police have not changed between 2009 and 2011, except for the appearance of their police stations and police stations in general. The report recommends that Tonga Police work to improve its services to the people of 'Eua.

### **5. Threshold of acceptable responses for the evaluation**

The report also recommends that in future surveys, the threshold of acceptable responses be limited to the highest category for each item, rather than combining the top two. This approach will better highlight any differences between items and help to emphasise where there is room for further improvement.

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Faka'apa'apa Atu

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