



For "ALPE" Foundation

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Public Perception of the Police Performance

Report

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Survey Indicators

Survey aim	Public attitudes to Patrol Police, Patrol Police attitudes to public, Identification of major problems hindering effective performance of Patrol Police
Survey area	Tbilisi, Kutaisi, Batumi, Telavi
Survey Method	Qualitative study Face to Face interview method
Field work duration	From 3 March To 14 March
Target respondents	1. General Population: 17-21 males, 30-50 males\emales 2. Patrol Policemen
Number of conducted interviews	General population n = 115 Patrol Policemen n = 50
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1 Technical Information

1.1 Methodology

Survey was conducted in four cities of Georgia: Tbilisi, Kutaisi, Batumi and Telavi.

Face to face interview, semi-structured interview method was applied for this survey.

The followings were surveyed:

1. 115 representatives of general population, 2 age categories were singled out:
 1. 17-21 _ only men were surveyed in this age category
 2. 30 - 50 _ equal number of man and woman were surveyed
2. 50 Patrol Policemen

Distribution of interviews among target groups:

	Patrol Policemen	Population	
		Young men of 18-21 age	Respondents of 30-50 age
Tbilisi	20	10	40
Kutaisi	10	5	20
BBBBBatumi	10	5	20
Telavi	10	5	20
	50	25	90
Totally	165		

Graphic materials, due to small-scale sample size, signifies only general tendency and can be contribution to qualitative materials.

1.2 Survey aims

The survey aimed:

- To identify public attitudes to Patrol Police;
- To identify problematic issues in Patrol Police.

The following survey units were identified for studying the above-mentioned issues:

1. With the representatives of Patrol Police
 1. Policemen opinions on how objectively citizens are employed in Patrol Police;
 2. Motivation for starting work in Patrol Police;

3. Major problems encountered by policemen at the first stage of working;
4. Degree of satisfaction of trainings\courses;
5. How well they are equipped;
6. Patrol Police performance related problems;
7. Intercommunications _ communications between policemen and Patrol Police officials;
8. Policemen attitudes to a TV program "Video Patrol" and its special reporting;
9. Support from media, non-governmental organization and society. What kind of support patrol police is looking for from the above- mentioned organizations;
10. Policemen attitudes to witness institute;
11. Policemen attitudes to project "10 best patrol policemen", evaluation criteria of the "best policemen";
12. Policemen attitudes to relevance of the salaries in terms of their executed job;

ii. With public:

13. How objectively citizens are employed in Patrol Police;
14. Public attitudes to Patrol Police;
15. Attitudes to witness institute;
16. The reasons for conflict situations among public and Patrol Police;
17. Public attitudes to TV program "Video Patrol" and its special reporting;
18. Public attitudes to project "10 best patrol policemen", selection criteria of the "best policemen";
19. Patrol Police performance related problems;
20. The difference among Patrol Police and its predecessor;
21. Public complaints on human rights violation by policemen.

Main Findings

Based on the polling of the population and patrol police employees, the following conclusions may be derived – in Georgia, in general, the population’s attitude towards the

establishment of patrol police is rather positive; population believes that it is “the only right decision of the government”. For respondents, patrol police is, as follows:

- New, non-corrupted, effective structure, as far as the performance of its functions and duties is concerned, unlike its predecessor;
- More mobilized and operative, acting in a civilized way and having better equipment;
- For the population, it is important that patrol does not refrain from arresting even high rank officials in a case of the law infringement. Its aim is the defence of public interests and not the obtaining of personal benefits. Cases of putting furtively of evidences to citizens are less frequent.
- Opinions on the impartial nature of the enrollment of employees in patrol police are almost identical, among population and patrol employees themselves:
 - Most respondents think that citizens are impartially enrolled in patrol police.
 - Although, some representatives of the population expressed the distrust to this issue; they listed the following causes:
 - Unsettled state of the employee selection system in patrol police;
 - Patronizing of friends and acquaintances or payment of certain amounts (from 1.200 to 3.000 USD), and as a result, in their opinion, «*worthy men*» remain unemployed, and personnel of patrol is staffed with non-professionals;
 - Population lists the following professional quality criteria of a policeman: higher education and appropriate physical training.

In conversations with patrol officers, the problems derived from general mentality of population were exposed, mainly, relations with public has been displayed in opposition from the side of suspected and existence of the institute of witness. At arrest opposition of suspected towards patrol, is quite natural, problems related to the existence of institute of witness are directly related with public, its law-abiding customs. Though from the named problems it is obvious, that the public has not yet realizes the superiority of law and it is not ready for the establishment of law enforcement structure – the patrol police.

- Population and patrol employees have similar attitude to the project “selection of the best patrol”:
 - Selection of the best patrol should not be done in accordance with a number of revealed and oppressed offences, because in various districts number of offences may vary. In such approach, evaluation of patrol will not be objective;
 - In criteria of evaluation of best patrol, respondents, in the first hand, draw attention to the personal virtues of employees of the patrol police and then on professional qualities.

List of problems named by employees of patrol police is versatile, a problem of incomplete technical equipment has been revealed, and in employees of patrol in regions – a problem of decrease of the promised salaries.

Principal part of the report

1. Public Opinion about Patrol Police Performace

2 How objectively citizens are enrolled in Patrol Police

As the survey manifested, respondents' attitudes to Patrol Police are as follows:

- The majority of the respondents have positive attitudes to establishing Patrol Police;
- Only few of the surveyed had negative attitudes to establishing Patrol Police.

2.1 Public opinions on citizens' enrolment in Patrol Police

Some of the respondents consider that citizens are employed entirely or partially unfairly in Patrol Police:

Such attitudes are caused by the following reasons:

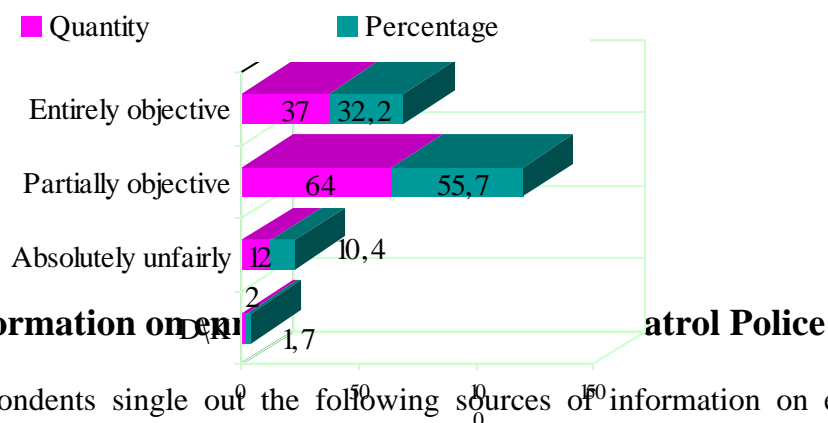
- To the respondents' mind, no system for selecting relevant personnel is established in Patrol Police.
- To their minds, citizens are employed through relatives, acquaintances or by paying a certain amount of money.
- To the respondents' minds, many of the patrol police officers have no relevant knowledge, some of them are psychologically unbalanced and etc. "Though many of the worthy ones, who meet with the Patrol Police needs and demands, have been ignored".
- Some of the respondents stated it was unfairness to have the proficient policemen dismissed.

Some of the respondents consider unreasonable former traffic policemen to have been employed in Patrol Police.

Respondents' opinions are identical in all the surveyed cities.

Respondents' attitudes to fairness of employing citizens were as follows:

- 113 of the surveyed respondents think that the citizens in Patrol Police are entirely **fairly** employed.
- **More than half** of the respondents consider that the citizens are employed **partially fairly**.
- Number of the respondents who think that citizens are employed **entirely unfairly** in Patrol Police makes up 1\10 of the surveyed.

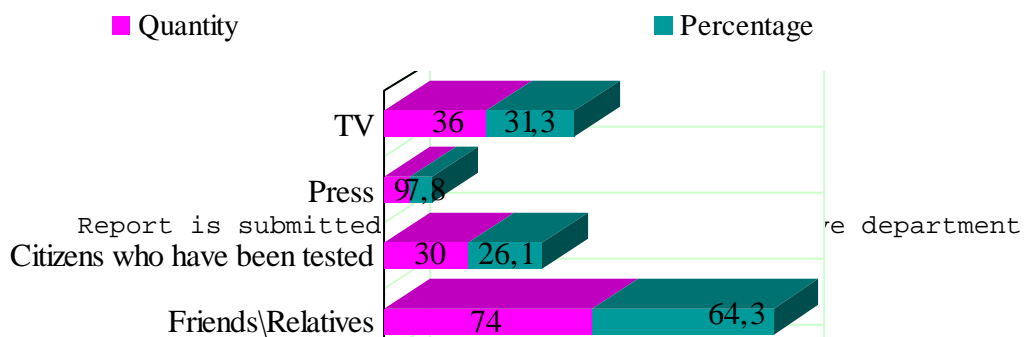


2.2 Sources of information on enrolment in Patrol Police

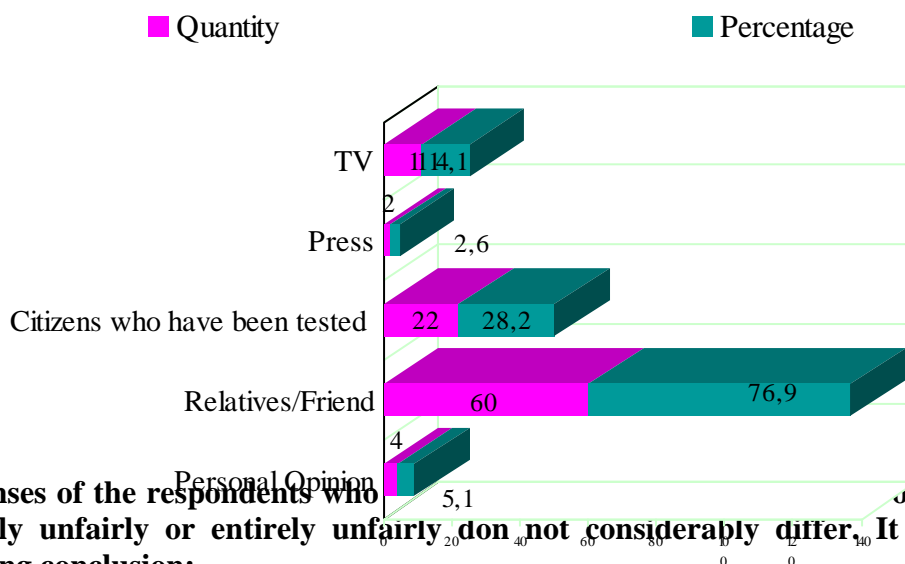
- The surveyed respondents single out the following sources of information on enrolment of employees in Patrol Police:
 - According to their answers, their sources of information are friends, acquaintances and relatives.
 - Some of the respondents state that their sources of information are the citizens (applicants) who had been tested in Patrol Police.
 - Considerable number of respondents indicates TV and press as their source of information in this regard.
 - Few of the respondents have opinions on this issue on the basis of their personal judgment.

The sources of information indicated by those ones who think that people are employed partially unfairly or entirely unfairly are to be taken into account.

Source of information of the respondents regarding people in Patrol Police are enrolled partially unfairly:



Source of information of the respondents regarding people in Patrol Police are employed entirely unfairly:



Responses of the respondents who believe that people in Patrol Police are enrolled partially unfairly or entirely unfairly do not considerably differ. It leads us to the following conclusion:

- There is a lack of information on how the employees are enrolled in Patrol Police. So the information is disseminated through relatives and friends though the objectivity of such source of information is obscure.

The following citizens are source of information for 1\3 of the surveyed:

- Disappointed citizens who failed tests in Patrol Police.
- Those ones who successfully completed tests and are employed in Patrol Police.

From the above mentioned we can conclude that the respondents' opinions on fairness of the citizens' enrolment in Patrol Police are less arguable.

3 Public attitudes to Patrol Police. Patrol to Public relations.

3.1 Criteria that should be met by Patrol Policemen

As the majority of the respondents indicated **higher education** and **relevant physical trainings** are essential criteria that the policemen should meet.

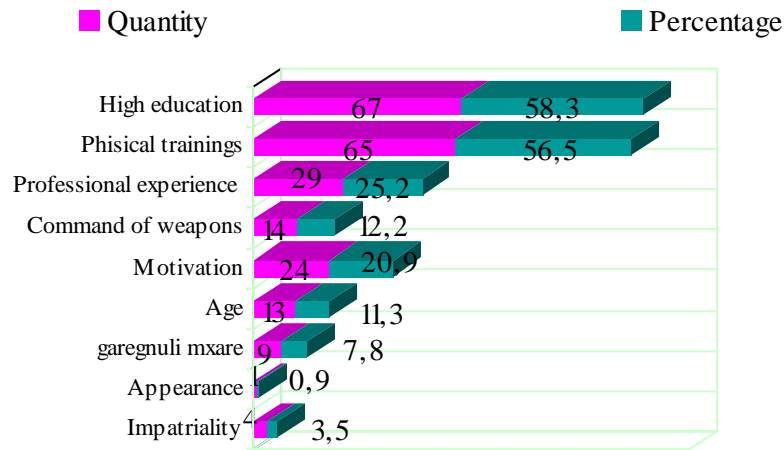
To their minds, these two criteria point to their professionalism and besides, those are their daily essentiality in terms of their job specificity. {

- *If patrol policeman fails to get hold of the criminal because of his poor physical training, there is no hope of such policeman.*
- *Juridical education is necessary during detaining a criminal. Sometimes the policemen are not aware if detainees have rights to carry arms or not.*

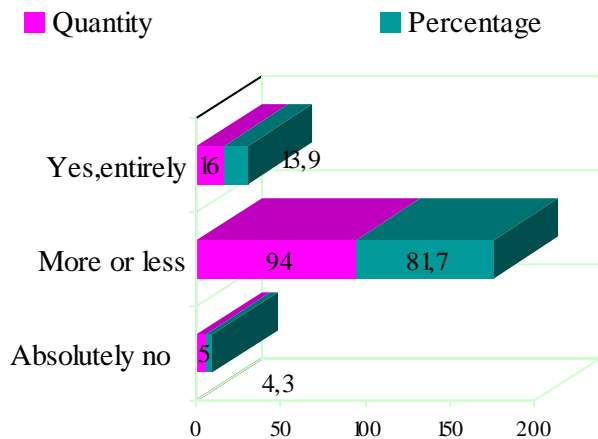
Some of the respondents indicated that it is important for the policemen to have some **professional experience. Motivation**, as well, will lead policemen to professional conduct.

The following criteria are of less importance:

- Advanced command of weapons;
- Age;
- Appearance;
- Impartiality;



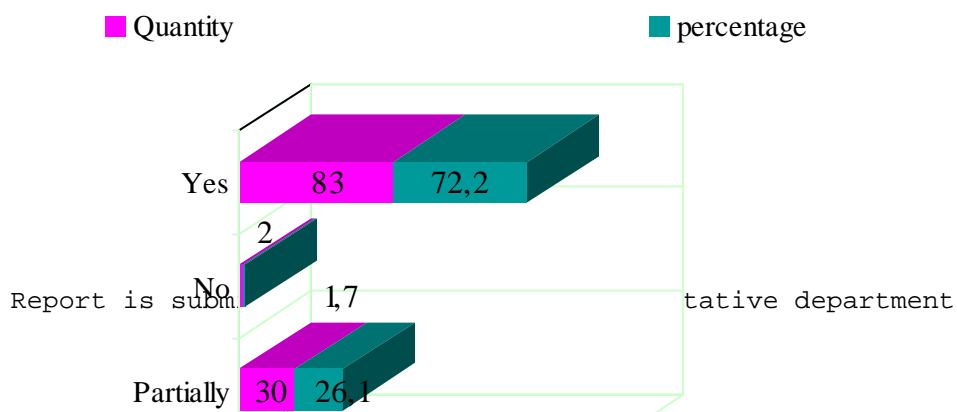
Majority of the respondents indicate that Patrol Policemen, more or less, meet with the above-mentioned criteria.



As for Patrol Police uniform, the respondents gave positive responses to the question **"Do you like uniform?"**

Uniforms are supposed to lead public to friendly attitudes towards Patrol Police. Uniforms are well-designed and they give orderly look to the policemen.

Do you like Patrol Police uniforms?



3.2 Evaluation of Patrol- to- Public relation

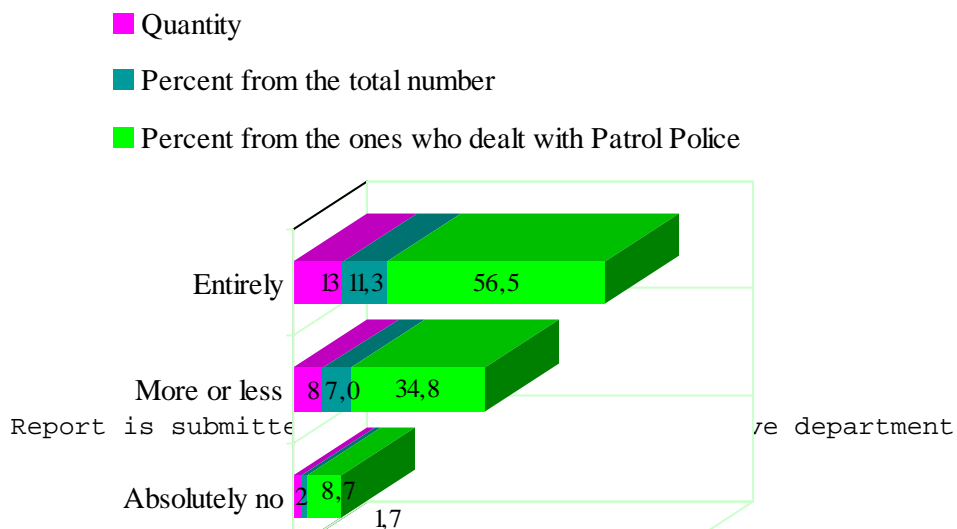
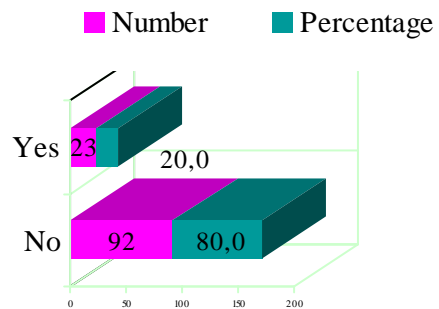
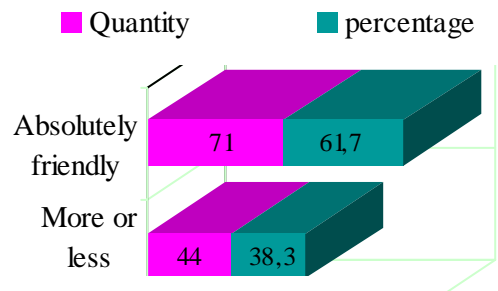
According to the survey results, public has **friendly attitudes** to Patrol Police.

Answers are important in regard with general evaluation of Patrol Policemen's communication with public. It can be concluded that public has positive attitudes to Patrol Policemen's conduct and behaviour.

Only few of the respondents have ever dealt with Patrol Policemen for some concrete reasons which were as follows:

- *I had a business meeting with Patrol Police on arms carry permission; I asked them which structure I should apply for obtaining such permission and their conduct was really friendly and attentive&*
- *I was twice stopped by Patrol Police for breaking traffic rules;*
- *For the purpose of helping a citizen (he was being beaten)I called for the Patrol Police&*
- *I asked them to accompany me home at late hours and they refused though they explained to me that they had no right to leave their "squire&*
- *Patrol Police appeared due to fight among young boys. They tried to clarify the situation, though nobody was detained as the incident had been exhausted&*

It is noteworthy that those ones, who have ever dealt with Patrol Police, are **gratified** with them.



4 Public attitudes to witness institute

4.1 Opinions about witness institute

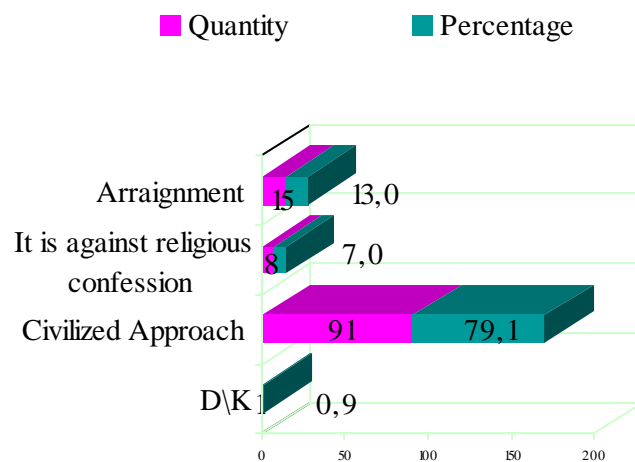
Few of the respondents state that crime denouncement and appearance as a witness **contradicts religious confession**. The majority of such respondents respond that **they have formed such opinion after having got acquainted with the religious literature**.

More than $\frac{2}{3}$ of the surveyed citizens state that crime denouncement and appearance as a witness is civilized step and each of the citizens' civic duty.

Partly it can be contributed by the fact that $\frac{1}{3}$ of the respondents have heard of the occasions when **suspected in some violent crime (rape, murder, robbery) has been set free due to non existence of the witnesses**. Such precedents are daunting for society.

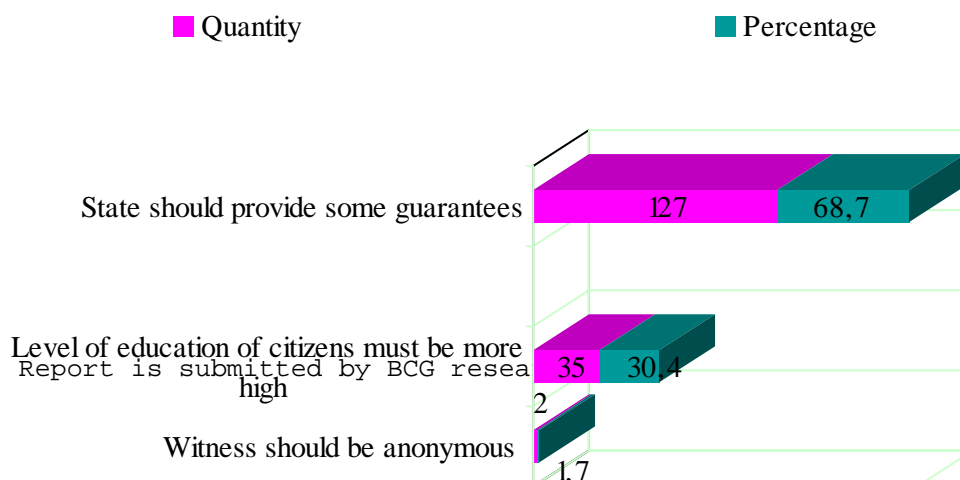
Respondents' opinions are distributed as follows:

Crime denouncement and appearance as a witness are:



4.2 Activities that should contribute to efficacious witness institute

Respondents' opinion on what should be done so that a citizen do not fear to submit himself/herself as a witness before a court.



According to the majority of the surveyed respondents, the state should provide guarantees so that a citizen do not feel unsafe while appearing as a witness. These guatantess signifies to witness inviolability as well as objectivity of Police, Public Prosecutor's and Court of law.

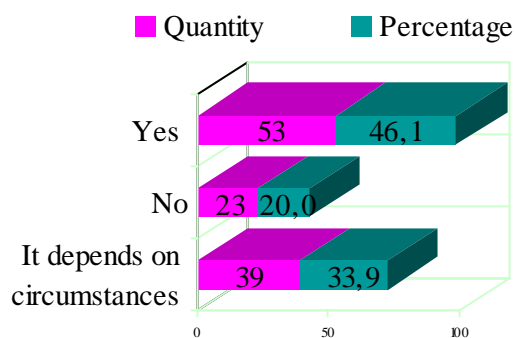
Lack of trust and safety are major impeding factors for establishing a witness institute.

- Appearing as a witness contradicts ideology. Society condemns such behaviour.
- There is no witness institute in Georgia as there is no guarantee of safety and anonymousness of a witness. They expect that the suspected would exert physiological influence or take revenge on them. The witnesses refrain from appearing as a witness as they do not want to risk their lives and avoid moral discomfort. "If a culprit is a dangerous criminal or a criminal authority, there is a great chance that they would not be punished that, on its part, exposes the witness to danger".
- Religious confession is considered to be one of the hampering factors for efficient performance of witness institute as "According to Orthodox confession, bearing witness to crime is a sin."

In spite of the fact that 1\3 of the respondents refrain from giving witness to a crime, generally speaking, they state that the performance of witness institute is essential.

	Number of the respondents
Witness institute will contribute court to ascertain the facts.	83
Police will manage without a witness	30
No problem in this regard	1
D\K	1

Would you bear witness for a Patrol Police in case of need?



4.3 Activities that would contribute to Patrol to Public relations

To the respondents' minds, the followings would contribute to right communications between Patrol Police and Public:

- Public should be informed on possible outcomes (81 respondents).
- Relevant information should be provided at school (52 respondents).
- Widespread agitations (43 respondents).

5 Public attitudes to "Video Patrol" and special reporting of "Video Patrol"

5.1 Public attitudes to "Video Patrol"

The majority of the respondents have positive attitudes to Patrol Police

Arguments for positive attitudes:

- This program objectively covers the information about Patrol Police. Public gets in –depth information about Patrol Police activities and feel more safe. Public hope that in need they will get operative service from Patrol Police.
- This program provides officious cooperation of media and Patrol Police;
- Patrol Police stand for fairness and the program makes people be participant in looking for justice together with Patrol Police;
- As this program covers various types of crimes, the public get familiar with possible dangers that may be exposed to them. It helps the population to get rid of analogous danger;
- Potential culprits see that Patrol Police operate.
- It increases trusts, respect and friendly attitudes to Patrol Police.

Weak point of the programme

The program is of the scandalous character. The respondents state that reporting should be carefully selected. "Dreadful facts and family conflicts have negative effects on viewers' psychics.

Comments provided by witnesses, Patrol Policemen and victim do not preserve anonymity. One comment would be enough.

Programme serves as a popularization of the Patrol Police and the reporting looks like a staged performance.

"Video Patrol" does not cover the crimes committed by officials and their relatives;

Frequent coverage of the crimes raises panic in public.

"The speech of Patrol Policemen gives an impression about their low intellect".

In some cases, the interference of Patrol Police aggravates family conflicts.

Conclusion

The majority of the respondents have positive attitudes to programme "Video Patrol".



The majority of the respondents have positive attitudes to "Video Patrol".

Public opinions to citizens' identification in "Video Patrol" are equally divided and no one-sided conclusion can be drawn.

Public opinions are different according to each of the city:

Tbilisi:

- The majority of the respondents oppose citizens' identification against their will.

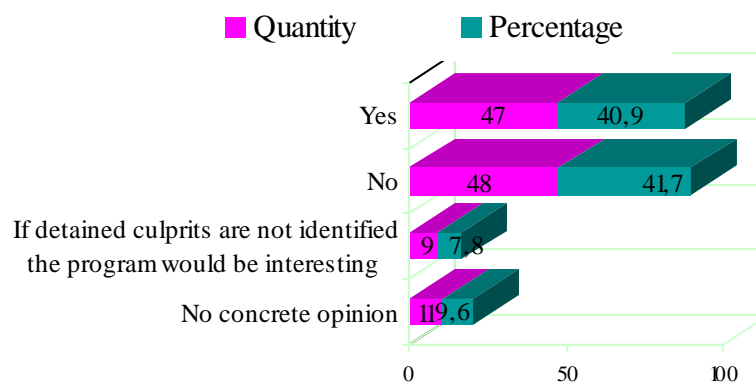
Kutaisi, Batumi:

- The majority of the respondents support citizens' identification against their will.

Telavi:

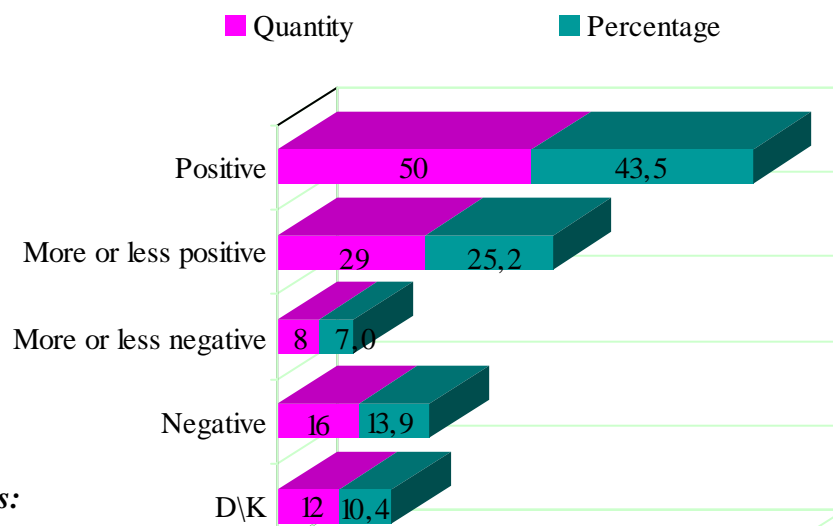
- Quantity of supporters and opponents is equal.

No concrete tendency was displayed because of such distribution. In case of Tbilisi the reason for it may be caused by the fact that Tbilisi is a large city and the viewers do not know the majority of the citizens shown in "Video Patrol" but Kutaisi is a large city as well though public attitudes to citizens identification in "Video Patrol" is different.



5.2 Public Attitudes to special reporting of "Video Patrol"

Special reporting is added to "Video Patrol" which releases the short biography about Patrol Policemen and their activities are evaluated. Most of the respondents' attitudes are positive to special reporting.



Strong points:

- This program contributed to friendly attitudes to Patrol Policemen. It increases the credibility of the Patrol Police.
- Patrol Police is popularized.

Weak points:

- Respondents are not interested in details of private lives of Patrol Policemen.
- There is a lack of reality in reporting. It gives viewers an impression of staged performance.
- Anonymity of the policemen should be preserved.
- Private lives of policemen should not be revealed- Influence may be exerted on Policemen.
- *"Too much popularization is irritating."*

To the respondents' mind the followings should be more focused on:

- Professionalism, intellectualism, physical trainings and strong body; how they spend their spare time. how they increase level of their professionalism;
- Personal and professional character of the policemen, their key achievements; to what extent they are satisfied with their jobs; whether they are emotionally satisfied or not.
- Details of Patrol Policemen's honest lives; it would increase their credibility;
- Extreme situations- How Patrol can risk their lives for defending citizens' rights;
- Religiosity of the Policemen;
- Tendency of crime decrease;
- Causes of crimes and recommendations to the population for appropriate action for the particular circumstance;

In spite of the fact that public has positive attitudes to "Video Patrol", the majority of the respondents consider that TV air should not be overloaded with programmes like "Video Patrol". They think that it will suffice if this programme is broadcast once a week.

6 Attitude of Police Officers and the Public towards Selection of Best Patrol

6.1. Attitude of the public towards best patrol selection criteria

Respondents believe that The Best Patrol should be chosen for both personal features and professional skills. Namely, the best patrol should necessarily be:

- *"Humane, philanthropic, kind";*
- *"Non-corrupted and conscientious";*
- *"Even-tempered";*
- *"Committed";*
- *"Principal and truthful";*
- *"Intellectual";*
- *"Reliable and trustworthy";*
- *"Unselfish";*
- *Possessing refined style of speaking;*
- *With higher education (command of foreign languages is an advantage);*

Besides personal features and skills, the patrol should be in good physical state. Namely, when evaluating the patrol the following physique is important:

- “Strong body and good physical training”;
- “Advanced command of weapons”;
- “Professional abilities, flair for operative investigation”;
- “Fast and effective decision making”;
- “Ability to act in an adequate way in critical situations”;
- “Ability to perform preventive measures”;
- “Quality of operations performed”;
- “Job record and experience”;
- “Knowledge of legislative base”.

Part of respondents believes that selection of the best patrol should not be based on a rate of disclosed and prevented crimes, because districts can vary in a number of crimes; so the selection process is not unbiased.

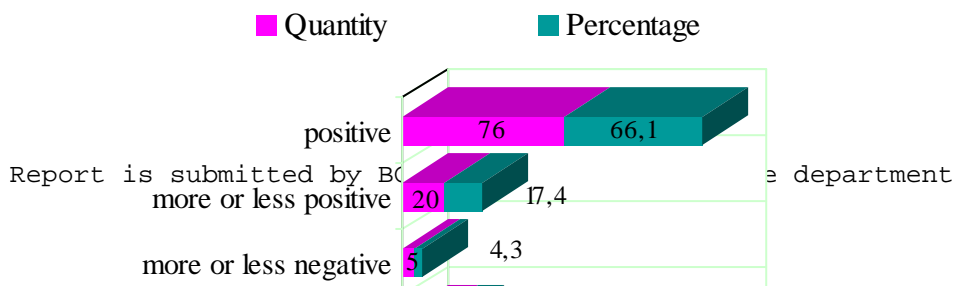
Attitude of Patrol Police Officers towards the Best Patrol Selection Criteria

In the opinions of police officers, the best patrol should be selected in accordance with the following criteria:

- Ethical manners;
- Aesthetical appearance;
- Personal virtues;
- Conscientious performance of duties;
- Physical skills;
- Intellectual skills;
- Courage;
- A Policeman by vocation;
- High rate of disclosed crimes in an entrusted district;
- Professionalism;
- Morality.

The criteria mentioned by the population and police officers are identical. It should be mentioned that both groups, first, focus on personal virtues of patrol police officers.

6.2. Attitude of Respondents towards Selection of Best Patrol Attitude of Respondents towards selection of 10 Best Patrols



Positive Argumentation:

Respondents positively assess the selection of best patrols, believing that the status of the best patrol is a strong motivation for better performance. This encouragement will support his/her personal and professional development, increase their responsibility and conscientious attitude towards their duties.

Besides, in their opinion, the selection of best patrol and awards given will be an additional incentive for other patrols to perform their duties better.

According to respondents, these encouragements have had a positive impact on patrol image and made this profession more prestigious, in the opinion of young generation.

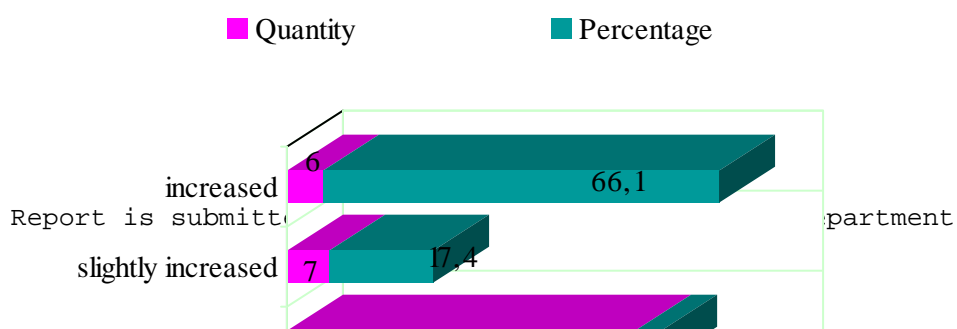
Negative Argumentation:

Another part of respondents thinks that there is no reason for a show-off of ordinary duties` performance. Additionally, there is a danger, that criminal elements can start real “hunting” for the best police officers, in order to frighten the others.

Some respondents also denounce the practice of best patrol selection, because the actions being evaluated are just a part of its routine performance, not an act of heroism; so, no special appreciation is needed.

Several respondents distrust the results of the selection process.

7. General Evaluation of Patrol Police Establishment, Problems of Police Seen by the People



7.1. Change of a number of infringements of the law after establishment of the patrol police

In the opinion of a half of polled population, after the establishment of patrol police the number of infringements of the law has been decreased. Although, they do not have any statistical data to prove their opinion.

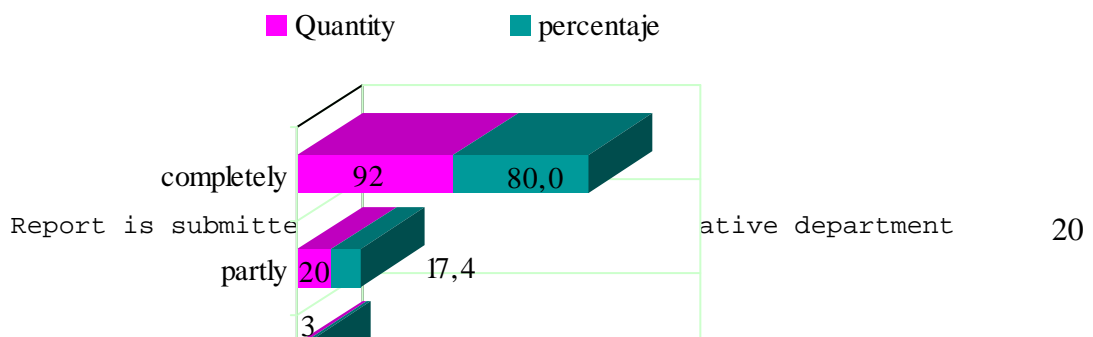
A lesser part of respondents thinks that the establishment of patrol police has not changed a thing.

Those who think that, after the establishment of patrol police a number of law infringements increased, explain own opinion, as follows:

The number of infringements of the law increased, because:

- *"There is neither network of intelligence service, nor information support to improve the effectiveness of patrol "*;
- *"The patrol officers are not professionals and not able to work"*;
- *"Based on difficult economical and social conditions in the country, the number of unemployed persons increased and, as a result, respectively, the number of infringements of law increased"*;
- *" The number of infringements of law increased not because the bad performance of patrol, but due to the increase of the unemployed, in general and of former policemen (a dramatic boost of prices and negligible incomes drives a part of the population to crime)"*;
- *"The patrol police has combined jobs and functions of various departments (traffic, investigative and operative departments), therefore, the quality of its operation decreased"*;

7.2. Attitude to the Establishment of Patrol Police



The majority of respondents positively evaluate the establishment of patrol police. Moreover, they think that the establishment of patrol police was the only right decision of the government, because that was the way, a completely new, non-corrupted, effective structure has been established to implement its functions and duties unlike its predecessor; patrol police is more mobilized and operative, it utilizes civilized methods and has better equipment. The trust in public towards police increased and the feeling of protect ability arose.

The respondents who think that the establishment of patrol police is partly right, believes that:

- Structure of police has been changed; it has been cleared from corrupted and self-willed employees, and staffed with young, energetic personnel with sport qualities. However, dismissal of old, experienced and honest police officers is unwarrantable and wrong.
- This step is not properly prepared, because high-ranked patrol bodies have not been touched by the reform yet, therefore, the patrol operation will not be very effective. The reform has to encompass the entire system.

The respondents who think that the establishment of the patrol police was a completely wrong decision deem the unification of three different departments in the patrol police unjustified and not ensuring the effectiveness of the patrol police operation.

7.3. Patrol Police Problems in the Opinion of the Population

Some respondents think that the envisaging of their demands and needs as well as the encouragement from the management ensures the effectiveness of the patrol police operation. In their opinion, the following is necessary:

- As regards for the state promotion and awarding of patrol, a monthly increase in salary, decrease of half of patrol officers' taxes, bonuses given in accordance with the implementation, awarding with vacation passes, application of novelties in operation methods.
- It is necessary to provide them with up-to-date devices and equipment ensuring physical and psychological training; increasing their professional qualities and skills.
- Effectiveness of the patrol operation in general is ensured by improved performance of other law-enforcement bodies, including the objective nature of court decisions, in order that their wrong activity not lessen the value of patrol operation; "*criminal investigation department and the patrol department are to be strengthened similarly and improved*". All departments of the Ministry of Internal Affairs have to report to each other.
- The decrease of patrol duty hours down to optimum by the instrument of function sharing among district inspectors, traffic police officers and foot patrol officers in patrol police. Extra duties should be taken off of patrol (likewise the assistance to ill and disabled persons, etc.). Medical examination of employees is to be carried out before each duty;
- Increase of trust of the public towards the patrol by its agitation and propaganda;

- Increase of a number of the patrol policemen;
- Establishment of objective system of staffing of personnel;
- State of roads and street lighting should be improved;
- Employment of old, experienced personnel with certain experience and secret liaisons in the criminal milieu.

8. Differences between Former Police and Patrol Police

8.1. Differences in the opinion of population

Respondents think that patrol police officers and former police officers fundamentally differ. In their opinion:

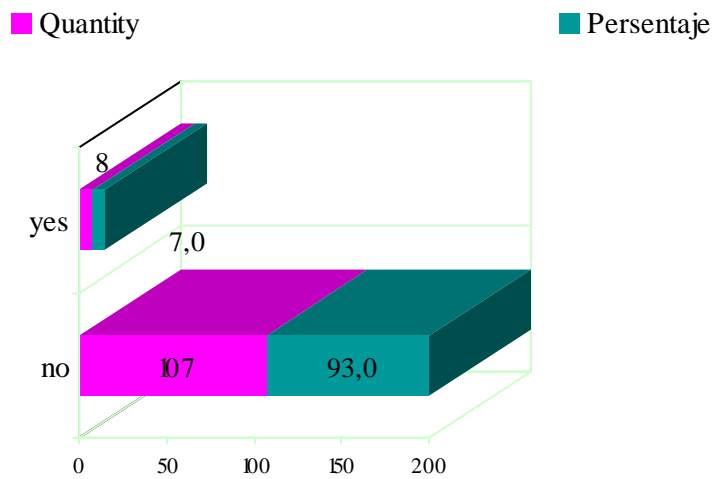
- Methods of the performance of patrol police officers are civilized. They differ from former police employees, as far as their knowledge and implementation of laws, higher discipline, professional skills and physical training are concerned; they are disciplined, honest, non-corrupted, mobilized, and equitable, they have well-disposed attitude towards the population, they are younger and more educated. The greater part of them is hired on a competition basis.
- The patrol does not refrain to arrest even high rank officials in the case they violate the law. They strive to defend public interests and not to receive personal benefits. The incidents of putting furtively of evidences to citizens became less frequent.
- The patrol police is a multifunctional body;
- Women are employed in patrol police; in some cases, this possibly interrupted the development of conflict situations;
- The public has higher confidence towards patrol police, because their performance is more equitable, energetic, at a higher professional level and with more responsibility; they do not take bribe.

On the other hand, respondents indicate some comparative differences not in favor of patrol police:

- Age limit has to be established; patrol police does not hire people younger than 22-25 years old. Today younger persons are employed in the police;
- Institute of squeak has been emerged;
- In opinion of separate respondents, the difference between the patrol police and former police is not significant. In their opinion, number of bribery cases decreased, but the rates of amounts increased.

9. FACTS OF INFRINGEMENT OF HUMAN RIGHTS BY THE PATROL

Do you know any specific incident of the infringement of human rights by the patrol?



The minority of respondents referred to the facts of infringement of human rights by the patrol. Among them, Tbilisi respondents constitute the half; also, these facts are of more serious character. The cases of the infringement of human rights in regions are mainly confined by demands to drivers to pay fine without an appropriate receipt.

The facts of infringement of human rights by the patrol in Tbilisi are much more diverse:

- Taking of bribes, which infringe rights of innocent person.
- Differentiating of citizens according to their status in cases of infringement of traffic regulations.
- Facts of violence and thrashing of suspected persons in the process of detention.

II. Patrol Police Opinion

10. Opinion of Patrol Police officer on enrolment of employees in Patrol Police

As the patrol police study identified the considerable number of employees of Patrol Police (about half of the surveyed) state that the citizens are enrolled partially fairly in Patrol Police.

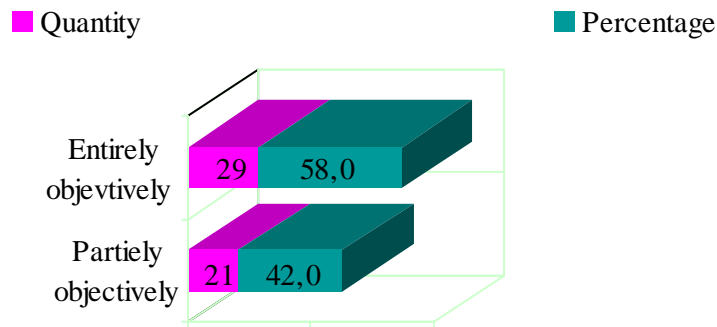
Policemen attitudes to partial objectivity in terms of employing citizens in Patrol Police are caused by several reasons: To their minds:

- Evaluation criteria of testing is obscure;
- The questions asked during testing are unreasonable and not thematic;
- Criteria of staff assignment is obscure;
- Some of the patrol policeman do not have driving license, they can not even drive;

These reasons were indicated by the majority of the surveyed patrol policemen in almost every city.

Dissatisfaction of the respondents to testing evaluation criteria and inappropriate questions asked during the testing can be regarded as their subjective judgment but to the respondents minds as one of the employee testing criteria is driving and driving license, fair nature of employee enrolment in Patrol Police is in doubt.

Fairness of enrolment of policemen in Patrol Police according to the surveyed patrol policemen



11. Major problems, essential trainings and courses

11.1. First phase problems

As the surveyed patrol policemen indicated the first phase problems of the working as a patrol policemen is related with getting accustomed to physical work or more specifically:

- Stay awake the whole night ;
- Get accustomed with hard physical labour;
- Lack of command of weapons;
- Fright in extreme situation;
- Get accustomed with a risky (dangerous) life;
- Strict working regime for police women;

Delay of job assignment of the selected employee was indicated.

Some start up stage problems was identified. Their problems basically concerned to communications with people. To the respondents' mind the starter policemen should gain some experience in dealing with problems in terms of communication with people. To the respondents' mind, their job specificity requires a certain characteristics and control for stable communicational guarantee or more specifically responsibility, friendliness, well-balanced character and etc. These characters are difficult to be controlled for the first phase taking into account their job specificity and some problems are aroused in this regard.

11.2. Essential training and courses for policemen

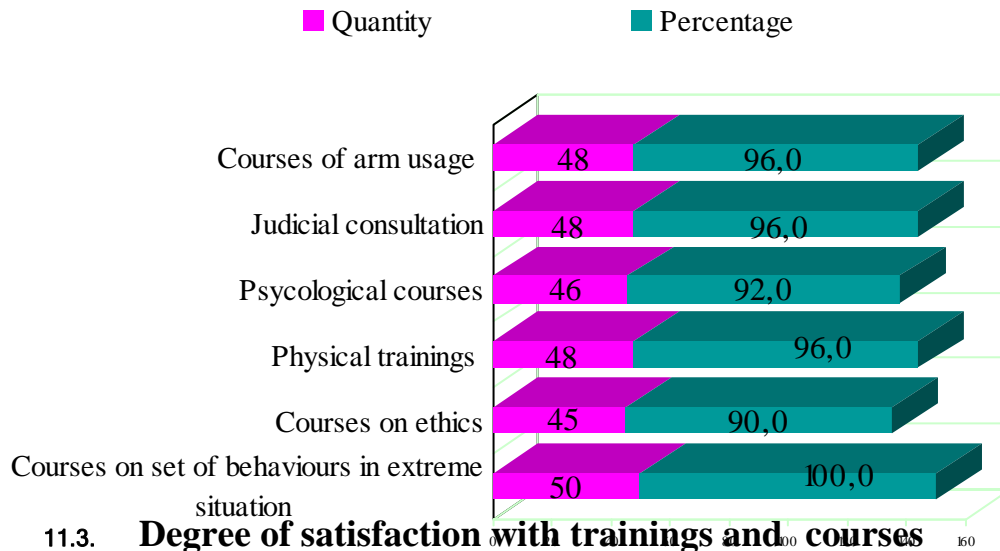
As the majority of the surveyed policemen stated some courses and trainings are essential at the first stage of working as a policemen. The respondents indicated the most essential trainings\courses that, from their experience, are compulsory for every policeman:

1. Courses on arm usage principles;
2. Juridical consultations;
3. Psychological courses;
4. Physical trainings;
5. Courses on ethics;
6. Courses on set of behaviours in extreme situation;

According to the surveyed policemen, the majority have done the above-mentioned trainings\courses. Only in **Tbilisi** and **Batumi** there were few of the policemen who did not received any courses\trainings.

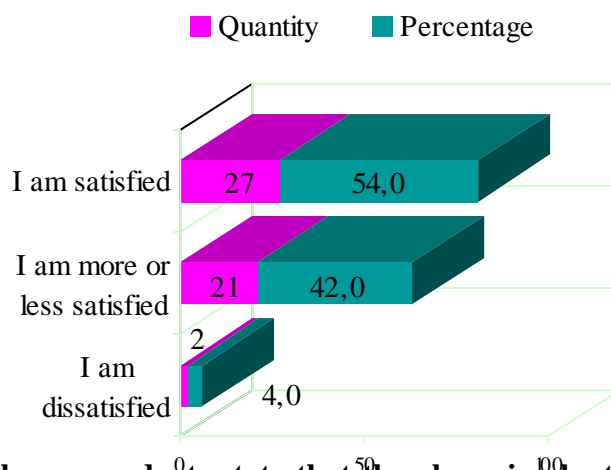
The respondents indicated that some of the policemen were receiving trainings\courses. Though, as the study identified, the majority of the policemen in **Kutaisi** and **Batumi** and the certain number of policemen in **Tbilisi** are not going on any kind of trainings\courses. The respondents are not familiar with the selection criteria for trainings\courses.

Respondents' attitudes to trainings\courses

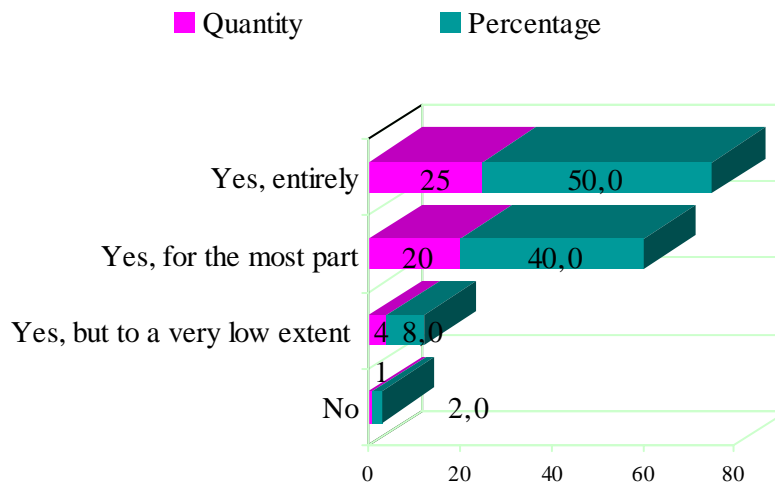


The majority of the patrol employee has positive attitudes to the trainings\courses. They indicate that the trainings\courses were of high level though they express some dissatisfaction with short-term of trainings\courses.

The indicators of respondents' satisfaction degree with trainings\courses

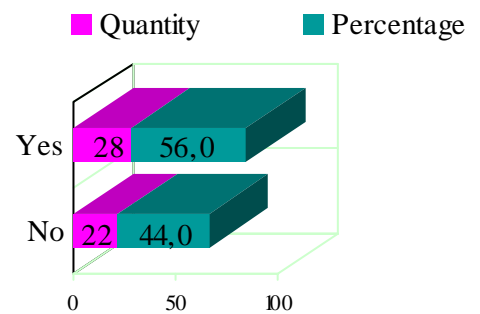


the majority of the respondents state that they have implanted the knowledge that they received by trainings into practice that on its part implies high level of trainings\courses'



11.4. Patrol Police equipment evaluation

As Patrol Policemen indicated, their equipments should be paid more attention. In spite of the fact that the respondents' opinions differ greatly about these issues and no tendency is singled out in terms of Patrol Police equipment, some reasons for dissatisfaction were identified. Almost the majority of the policemen indicated the necessity of bullet-proof vest.



Responses to the questions on Patrol Police equipments are identical in almost every city. No significant difference was established in any of the city.

11.5. Problems encountered by Patrol Police officers

Problems indicated by Patrol Policemen are technical as well as of personal character:

1. Technical problems

- Low quality equipment;
- Insufficient number of techniques and cars;
- Bullet –proof vest are not available;
- Uncomfortable and ill-equipped Patrol Police office.
- A break-down car must be repaired by Patrol Police that hinders them from quick reaction to occasions and is negatively reflected on their operations;
- Some policemen do not have weapons;
- They have only a pair of uniforms;
- Respondents indicated that they could not manage to have meals in the canteen during break as they are scattered over the whole city and there is only one canteen for Patrol Police where the food is "cheap and well-cooked".

As the respondents state, if the car is broken down by the crew, then the crew repairs it though the majority of the surveyed respondents are not aware how guilty are identified in this case. Besides, according to the policemen, in emergency situation, cars are often broken down due to damaged roads (this problem especially refers to regions).

Besides technical problems Patrol has problems in communication with society.

- If a suspected shows resistance;
- If relatives of a suspected shows resistance;
- False calls;
- They offer bribe after having broken the law;
- Officials are not law abiding;
- Mini bus drivers are not law abiding;
- Populations do not provide Patrol Police with concrete information
- Juveniles often insult Patrol Policemen; only police can not deal with them.
- Population are not familiar with the laws. It is difficult to assure them.

Resistance of the suspected are partially intelligible but other mentioned problems are due to citizens' lack of law abiding.

11.6. Problems with witness

Patrol Policemen could not detain suspected without a witness that contributes culprits to be set free due to non-existence of the witnesses. Witnesses are somehow attained at daytime but witnesses are practically unavailable at night.

Patrol Policemen consider that citizens feel unsafe and avoid appearing as a witness in fear of further complications.

To the policemen's minds, *"If the state trusts them and they assume the responsibility to keep public order, it should trust them in detaining suspected or some information for strengthening witness institution should be disseminated. The state should assume the responsibility to provide guarantees for witnesses"*.

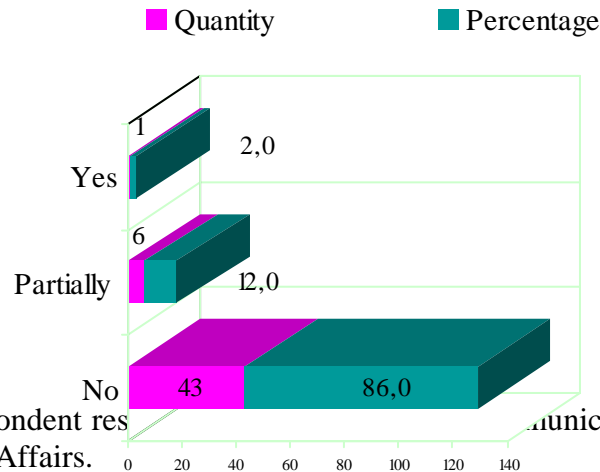
What concrete problems Patrol Police face in regard with witnesses:

- Citizens avoid appearing as a witnesses in fear of further complications;
- They refrain from appearing as a witness due to Georgian mentality;
- Witnesses are practically unavailable at night;
- It is very time consuming to find witness that, on its part, hinders Patrol Police from efficient performance;
- Witnesses frequently refuse to provide evidence for crime in the police department;
- Patrol Police can not charge a suspected without a witness.
- Two witnesses should attend while conducting a search, people do not want to appear as a witness.
- Public do not fully trust police.

12. Reasons for conflict situations

12.2. Cooperation rate of Patrol Police and different departments of Ministry of Internal Affairs

Patrol Police have a high cooperation rate with departments of Ministry of Internal Affairs. What problems do you face in this regard?



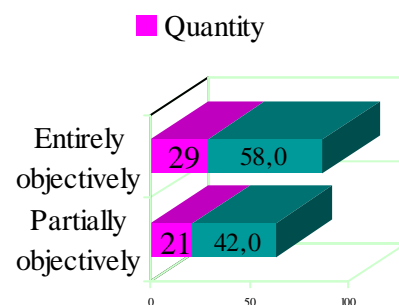
Majority of the respondent res communication related problems with Ministry of Internal Affairs.

The respondents, who responded that there are some problems, provided the following arguments:

- Patrol Police and departments of Internal Affairs are independent units with split up functions, communication related problems frequently arise; they do not work in a coordinated and efficient way. For example, Patrol Police is obliged to apply to the relevant structures in case of any insignificant law breaking and they ignore such "trifle" cases;
- There is an intense competition between Police departments and Patrol Police- Ministry of Internal Affairs often take over the services done by Patrol Police;
- There are such occasions when the sons or relatives of public officials are released by other police departments. In such cases Patrol Police efforts are in vain.
- Investigation bodies of Ministry of Internal Affairs try to arrogate to Patrol Police some other responsibilities.

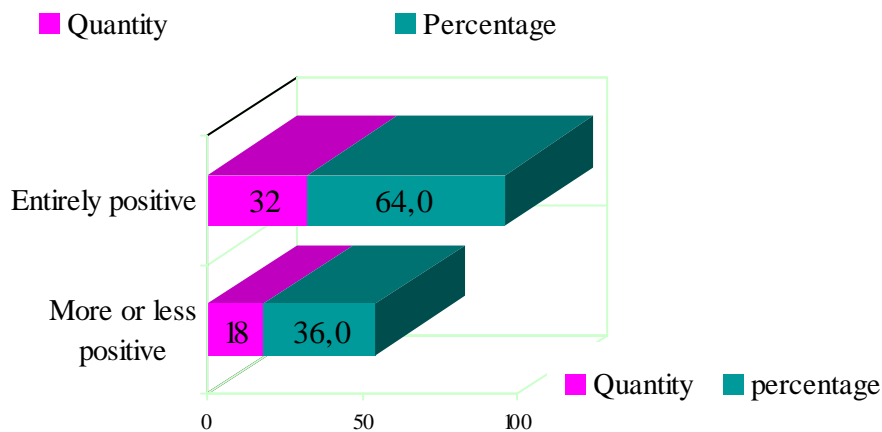
12.3. Evaluation of investigation bodies

Half of the surveyed Patrol Police employees consider that the investigation bodies perform investigations objectively.

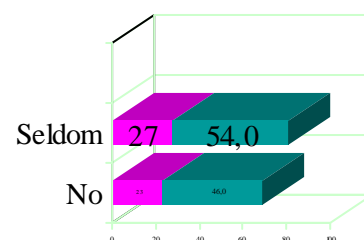


12.4. Evaluation of communication with society by Patrol Police. Conflict situations

Respondents' attitudes to Patrol Police



According to the surveyed Patrol Policemen public have positive attitudes to Patrol Police. No negative response has been identified. Patrol Policemen state that conflict situations seldom arise among public and Patrol Police:



Patrol Policemen indicate the following reasons for conflict situations:

- Respondents state that family conflicts are not business of Patrol Police;
- Drivers often offer bribes even in case the fine is a small amount of money. As one has to stand in a long line to regain a driving licence and correspondingly it exposes discomfort to them;
- Communications with drug abused and intoxicated citizens are problematic;
- Citizens often justify themselves when calling them for order;
- Citizens are not well aware of the functions of Patrol Police. Patrol Police is called for occasions not assigned to their duties.

13. Support forms and support related expectations from media, NGOs and society

13.1. Patrol Policemen opinions about media, NGOs and Society support

Do Patrol Police feel support from Patrol Police, NGOs and Society?



Concrete examples of support:

Media:

- Programs raises the credibility of the Patrol Police;
- Patrol Police performance are covered objectively by media;
- Patrol Police is not criticized groundlessly by media.

NGOs:

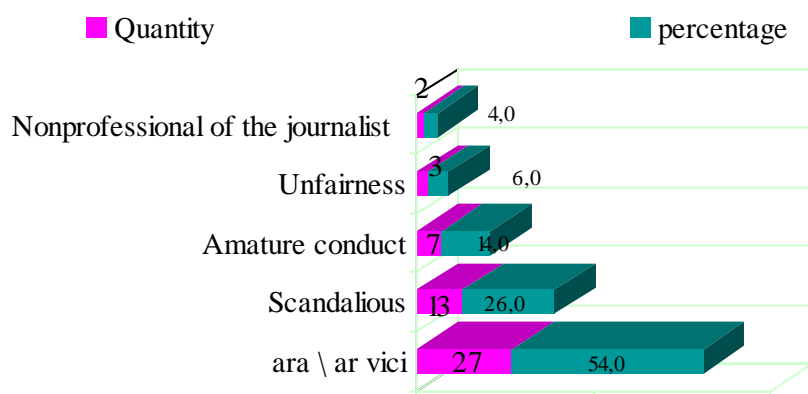
(Support was indicated only in **Batumi** and **Tbilisi**):

- In Batumi non governmental organizations helped Patrol Police to get a delayed salary (the respondents could not indicate these NGOs);
- Some of the Patrol Police employee stated moral support from NGOs, though they could not define it;
- Survey on Patrol Police problems were conducted;

Society:

- Patrol police is highly credible that makes their operations easy;
- Population collaborates with Patrol;
- Society is more law abiding than 1-2 years ago;
- It is more easy to persuade witnesses;
- For the most part, the society helps Patrol Police to root out the crime, to look after victim, on their initiative
- Support from society is a stimulus for Patrol Police.

What Patrol Police employees are irritated by media coverage of their operations?



Half of the respondents consider that media objectively covers the Police operations. Correspondingly collaboration is of positive character and will be strengthened by and by.

13.2. Types of supporting that must be provided by Media, NGOs and Society

Media:

- *Programs should be impartial*;
- *"Patrol Police should be popularized"*;
- *"Society and Patrol Police should be drawn together"*;
- *"Reporting on Patrol operations should be released"* ;
- *"It would be better if there would be local (Kutaisi, Batumi, Telavi) "Video Patrol". It would raise credibility of Patrol Police in regions"*;
- *"Patrol Police problems should be more focused on"*;
- *"Programmes should be operative"*;
- *"Programmes should not be scandalous"*;
- *"Special reporting should be released on complicated operations"*;
- *"Patrol-to-Society relations should be presented"* .

NGOs:

- *"Bring Society and Patrol together"* ;
- *"Support Patrol Police employee in case of unfair decision"*;
- *"Supporting to establish law abiding society"*;
- *"Supporting to establish witness Institute"* ;
- *"Do not patronage culprits"*;

Society:

- *"Patrol Police should be entirely trusted"*;
- *"Patrol Police should be called for timely"*;
- *"Patrol should be respected"*;
- *"Overcome stereotyped attitudes to witness institute, collaborate with Patrol Police"*
- *"Stop false calls"*;
- *"Be concrete and provide all crime details"*;
- *"Stop trying to look for a patronage"*;
- *"They should be more law-abiding"*.

The above-mentioned types of supporting should be interpreted as follows:

- Patrol Police assumes the responsibility to honestly execute their performance and media, NGOs and society should provide support in establishing law abiding society.

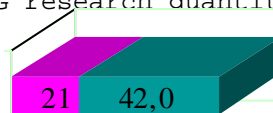
13.3. Results of Video Patrol Daily Media Coverage, Patrol-to-Journalists Relation

What role does the Video patrol daily media coverage play in the Police Patrol operations?

■ Quantity ■ Percentage

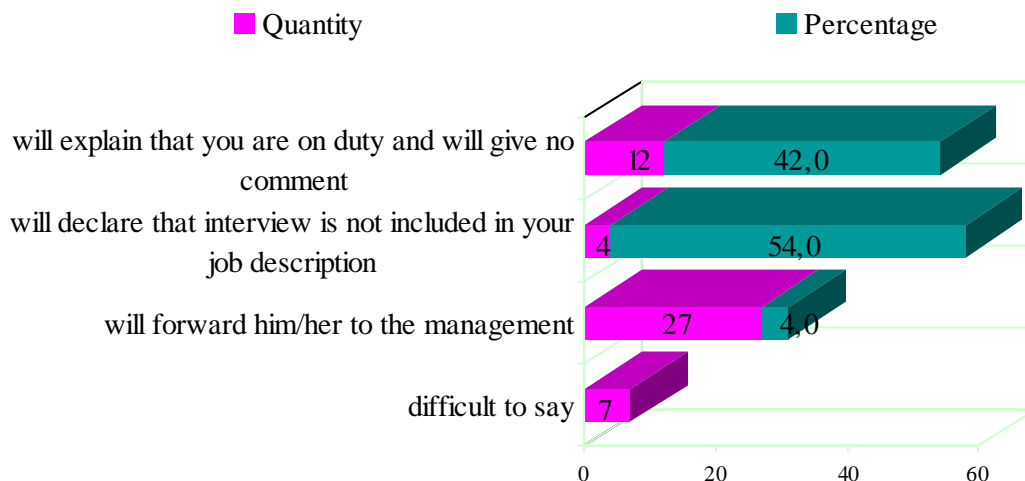
Report is submitted by BCG research quantitative department

positive, for it increases



Police patrol officers were given the following question: what would be their reaction if a journalist applies with a question or asks for a comment during their duty of service?

The answers were, as follows:



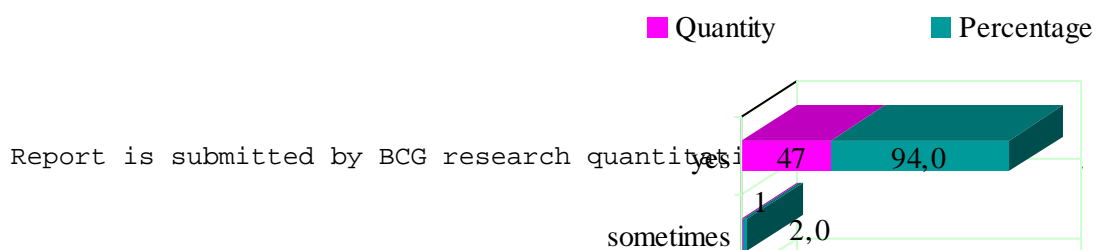
13.4. Problems due to TV Participation in Patrol Operations

No problems were mentioned in the **regions** (out of Tbilisi). Several minor problems were mentioned in **Tbilisi**.

- A guilty person get offended and insults the police officers;
- An officer avoids publicity in order to protect himself from vengeance;
- It gets more difficult to find witnesses;
- TV employees try to take part in the process, that hinders investigation;
- Citizens refuse to witness due to TV participation;
- Information about crime can get public thus helping criminal to hide.

14. Issues of Patrol Police Internal System and Internal Relations

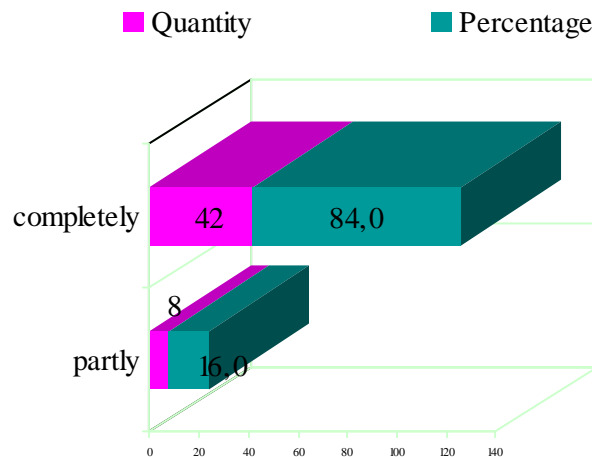
14.1. Ways to Solve Problems in Daily Performance of Police



47 out of 50 patrol police officers admit that they may resort to their management in case any problem arises as far as their operation is concerned.

The majority of them feel that the authorities appreciate their positions and support them in problem solution.

The majority of patrol officers are satisfied with their official relations, but it is rather difficult to evaluate whether these answers are really openhearted and sincere.



14.2. Additional Benefits for Better Performance of Operation

It should be mentioned that in Kutaisi, Batumi and Telavi we received only one type of answer: “no benefits, only promises”.

The situation is different in **Tbilisi**.

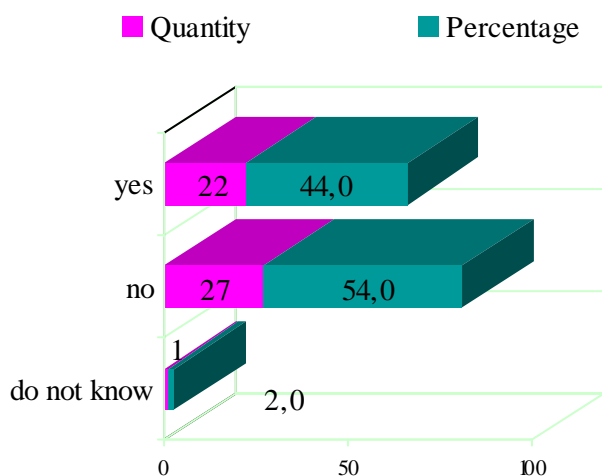
The respondents ranked a number of conditions that serve better performance, in their opinion:

- Constant support from the side of authorities in any critical situation;
- Official acknowledgments;
- Bonuses (money);
- Free airtime for mobile phones (Geocell, 20 GEL scratch cards);
- Discipline and order;
- Periodical trainings enhancing professional development;
- Repair of Vehicles (if failure of car is not officer’s fault);
- Dining-room, shower-bath, cloakroom, heating system (Tbilisi);
- Timely dispensation of salaries;
- Gymnasium;
- Comfortable uniform

We may assume, that there is huge difference in operation conditions of officers in Tbilisi and other places.

15. Privileges of Patrol Police and Problems to Hinder Effective Performance of their Duties. Motivation for operation in patrol police

15.1. Privileges in Operation



More than half of respondents' answers **that there is no system of privileges in the police**. In most cases, Tbilisi officers were positive as regards for the privileges.

The following privileges were mentioned:

- Compensatory leave in the case of personal need;
- 20 GEL scratch card of Geocell (for one member of the team).

There privileges were mentioned only in Tbilisi:

- Free public transportation;
- Free medical service in the polyclinic of the Ministry of Internal Affairs;
- Bonuses in money;
- Presents for holidays;
- Free of charge ambulance service;
- Waiver of income tax for the war veterans.

Here, we also see that the system of privileges exists only in the capital. The regions really lack this kind of support.

15.2. Problems that Hinder Effectiveness of Operation

The very first problem that was mentioned is wage cut of promised salaries.

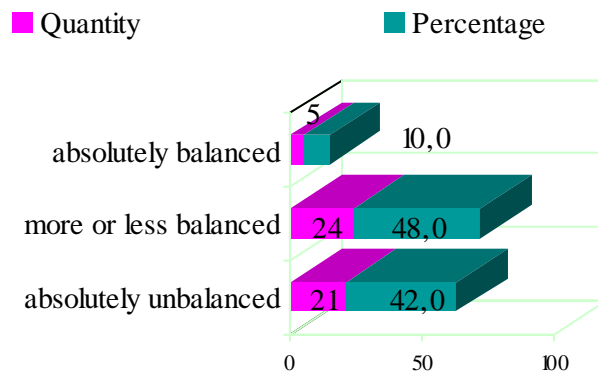
This issue is especially critical in the regions. Officers of the Patrol police feel themselves deceived, getting only 250 GEL instead of 400 GEL, promised by the President. This is not the case for officers in Tbilisi.

The list of problems mentioned includes:

- Insufficient technical equipment (absence of body armors and electroshock);
- Absence of comfortable lounges;

- Only dry rations available;
- Absence of foot patrol, thus increasing load on car patrol;
- Delays with weapons and bullets supplies;
- Lack of self-firers;
- Rest-time should be increased: 2-3 hours of rest should be given in twenty-four hours time;
- Absence of protection from false calls;
- Absence of promised showers;
- Deficiency in number of vehicles and employees;
- Deficiency in personnel;
- Low salary;
- Shift to 12-hours working scheme;
- Selection of trustworthy and professional staff;
- Rights and responsibilities of the patrol should increase;
- Creation of witness institute;
- Advanced training;
- Public support;
- Close relations with the MIA departments;
- Training in weapons;
- Barriers between various hierarchical levels should be removed, support from the authorities should be given;
- Creation of conditions for physical training;
- Training in legislation;
- Improvement of salary distribution mechanism;
- Vehicles should be equipped with computers;
- Improvement of mobile telephone service.

15.3. Balance between Operation Performed and Remuneration



A Half of the patrol officers feel that the job they perform is conformed to the remuneration they receive, more or less. In most cases, these are Tbilisi patrol police employees.

In the opinion of the majority, the job performed does not conform to the remuneration they receive.

Is there any system of incentives in the form of monetary bonuses, in the organization?

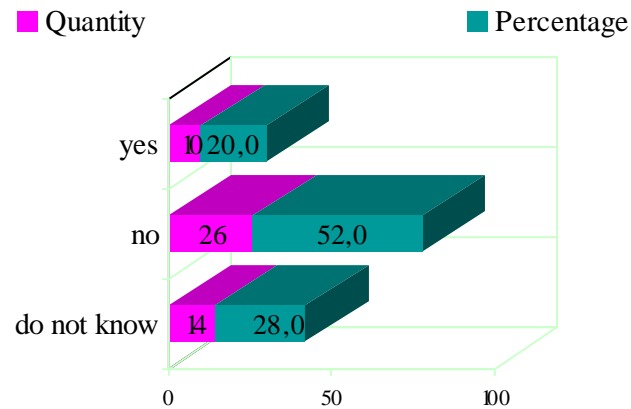
Tbilisi: all patrols admit that there are monetary bonuses in their organizations.

Telavi: all patrols report absence of such kind of incentives.

Kutaisi and Batumi: answers differ; some report the existence and some report the absence of the system. It is difficult to analyze the situation.

11.4 Motivation to Work in Patrol Police

The officers were asked whether they would change their job, in the case of better remuneration.



Only one fifth of them answers **that they would change their job in the case of better remuneration**, while about **one third of them cannot predict their reaction** – this is a category of officers that can potentially leave their job. The researchers felt that respondents were not sincere while answering to these questions.

Main motivation to work in the organization:

- High salary;
- Prestigious job;
- I want to establish order in the city / town;
- I want to help people – a policeman by vocation;
- This is a profession for strong men;
- I like to be a policeman;
- I am a lawyer, this is my duty;
- My knowledge and skills should benefit the society;
- I descend from policemen;
- This is a place, where abilities and values of a person are really appreciated.

16 Differences between Former Police and Patrol Police

16.1 Differences in the opinion of patrol

The opinions of patrol officers regarding the differences between the former police and the patrol seem almost identical with the population's opinions:

- The patrol is less corrupted;
- The patrol enjoys population's confidence,
- The patrol operation is more unbiased and effectively, disinterested in the implementation of its own duties;
- The patrol has better conditions, remuneration and technical equipment;
- The state renders more support and supervision to the patrol;
- Physical conditions of the patrol meet the standards;
- Comparatively younger persons are in the patrol; they have resources and conditions for professional growth and development;
- Generation changed and “thievish mentality” among policemen sunk into oblivion;
- Service in patrol became a prestigious profession.

The opinion has been expressed, however, that in the old police there were respectable and honest people, who became victims of vicious system.

17. Documents that Ensure Human Rights and Liberties

Respondents were asked to specify the documents, where human rights and liberties are stated. The number of documents listed was high that evidences the cognizance of patrol officers in the issues of the defense of human rights. Among the respondents, almost everybody specified the following:

- The Constitution of Georgia
- Law on Police

According to their explanations, these are significant documents to guide their everyday operation. The police officers listed the following documents, as well:

- The Civil Code;
- The Criminal Code;
- The Administrative Code;
- General Declaration of Human Rights;
- International by-laws of UN and OSCE;
- Savaneli’s book: Human Rights and Liberties;
- Law on Freedom of Speech;

The answers to questions about documentation were almost identical in all cities; no city shows any significant difference.

The majority of respondents in the population failed to name any kind of document. Several respondents have named the following documents:

- The Constitution of Georgia;
- General Declaration of Human Rights;
- The UN Convention;
- Presumption of innocence;
- Declaration of Children Right Protection;
- Declaration of Doctor-to-Patient Relationships;
- The rights and duties of doctor and patient.

A part of respondents also know that everybody has the right to hire a lawyer and to keep silence, until the arrival of a lawyer.