Public trust in the police: challenge for police work?

Rita Haverkamp

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Prof. Mike Hough, University of London, Institute for Criminal Policy Research, London, United Kingdom

Dr. Mai Sato, University of London, Institute for Criminal Policy Research, London, United Kingdom
Overview

1. FIDUCIA project
2. Why measure trust in the police?
3. European Social Survey – How is trust measured?
4. Importance and usefulness of measuring trust in the police
Why measure trust/satisfaction?

• When there is trust in, and satisfaction with, the police...
  – People think of the police as *legitimate authority*,
  – which you ought to obey

• When there is *no* trust in, and satisfaction with, the police...
  – People think of the police that *lacks legitimate authority*
  – *Not* worthy of obeying
Advantages of a legitimate police

- Cooperation
- Compliance
- Less police-citizen conflict

Policing style:
- Willing consent
- Respect cooperation
- Cheaper

Disadvantages

- Lack of cooperation
- Lack of compliance
- More police-citizen conflict

Policing style:
- Coerced consent
- Often by force
- More expensive
What makes people view the police as ‘legitimate’?

• Citizen participation – being ’heard’
• Fair and respectful treatment
• Shared moral values
• Effectiveness
ESS Round 5
‘Trust in Justice’ - Police

- 27 countries
- +Japan
- +Chile
- +US
- +South Africa
How often do police treat people in country with respect?

![Bar chart showing the frequency with which police treat people with respect across different countries.](chart.png)
Duty to obey: do what police say, even when don't understand or agree.

0 – no need to obey, 1 – duty to obey
How often the police take bribery
0 – always, 1 - never

Norway
Sweden
Germany
United Kingdom
Estonia
Spain
Israel
Cyprus
Portugal
Hungary
Czech
Bulgaria
Ukraine

0
0,2
0,4
0,6
0,8
1
When victims report crimes, do you think the police treat rich people worse, poor people worse, or are rich and poor treated equally?

Percentage who said 'rich and poor treated equally'

United Kingdom: 60%
Germany: 60%
Netherlands: 80%
Police have the same sense of right and wrong as me
0: disagree, 1: agree
Measuring trust in the police

• Citizen participation – being ’heard’ – the survey process itself
• Display of commitment to build a police force based on cooperation and respect
• Measure performance of the police based on trust and satisfaction
Thank you very much for your attention

PD Dr. Rita Haverkamp
Senior researcher
Max Planck Institute for Foreign and International Criminal Law
Günterstalstr. 73
79100 Freiburg i.Br.
phone: +49 (761) 7081-279
fax: +49 (761) 7081-294
r.haverkamp@mpicc.de