



Law Enforcement related surveys in Hungary

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Measurement of Police work

Limitations to the traditional measurement:

- Security: collective, co-operative product;
- External impacts;
- Statistics oriented methods;

New ways in measurement (UK):

- a.) crime rates,
- b.) legitimacy, trust, public perception,
- c.) financial effectiveness

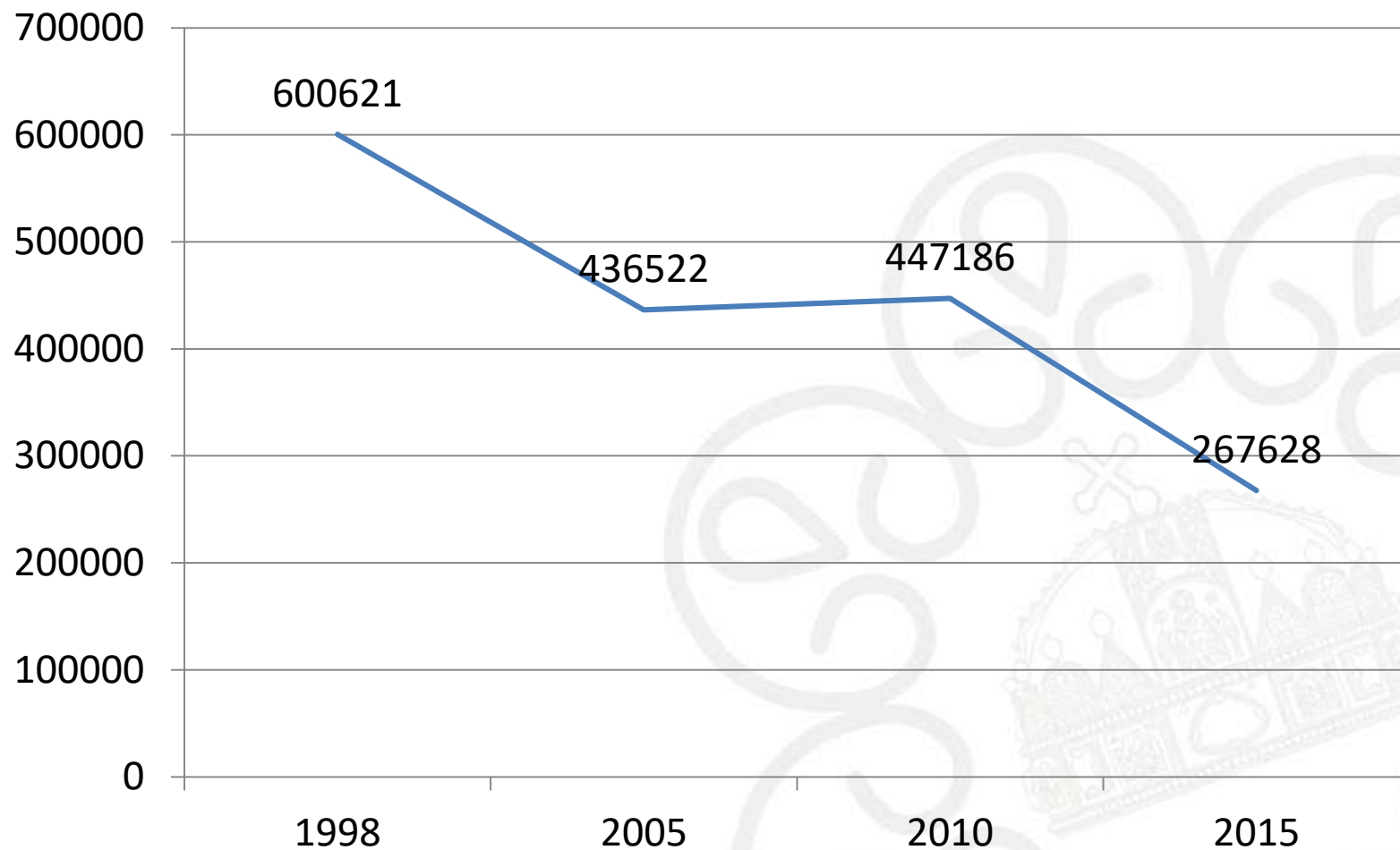
>>> real evaluation = quality of the service

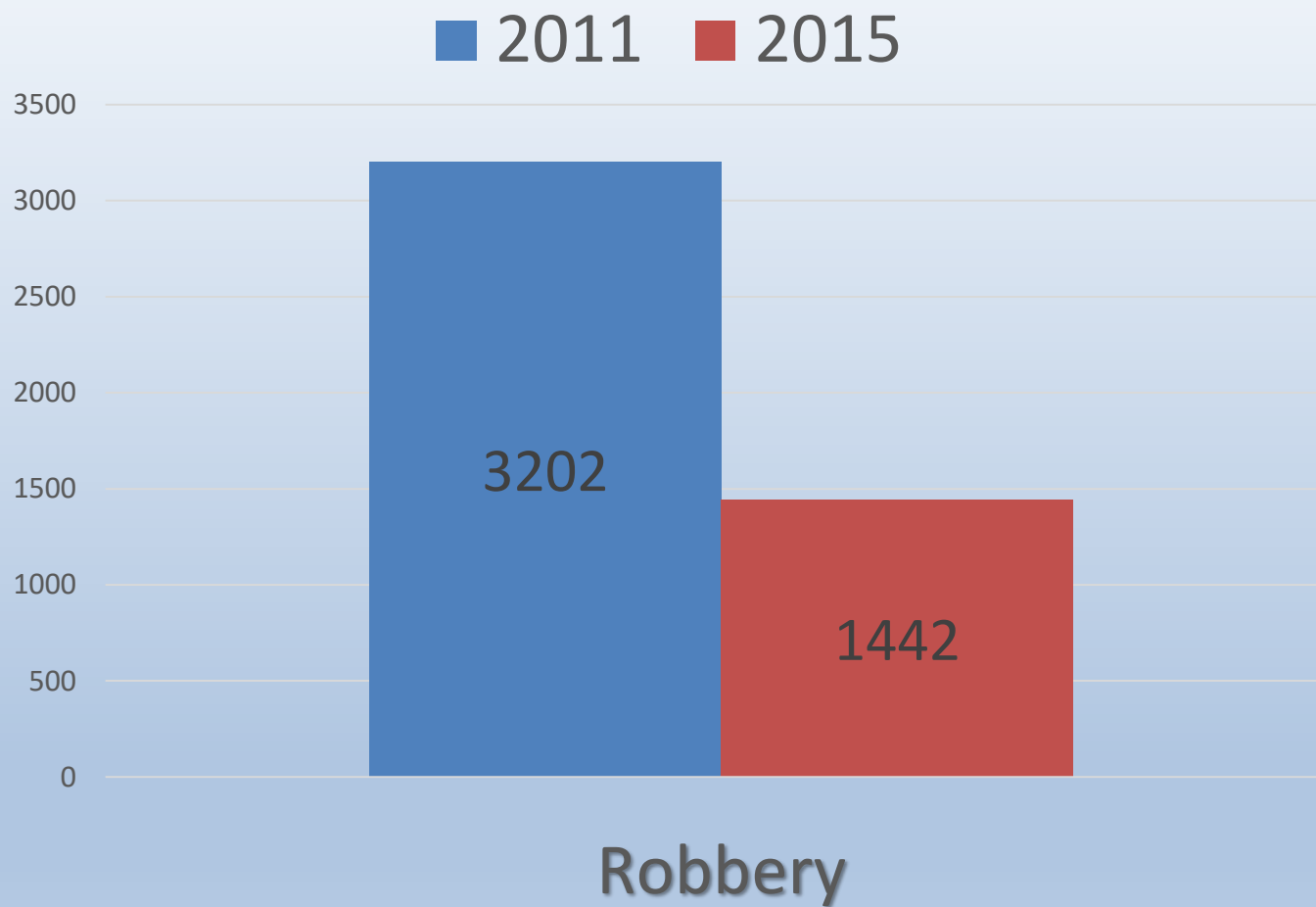
Past Surveys

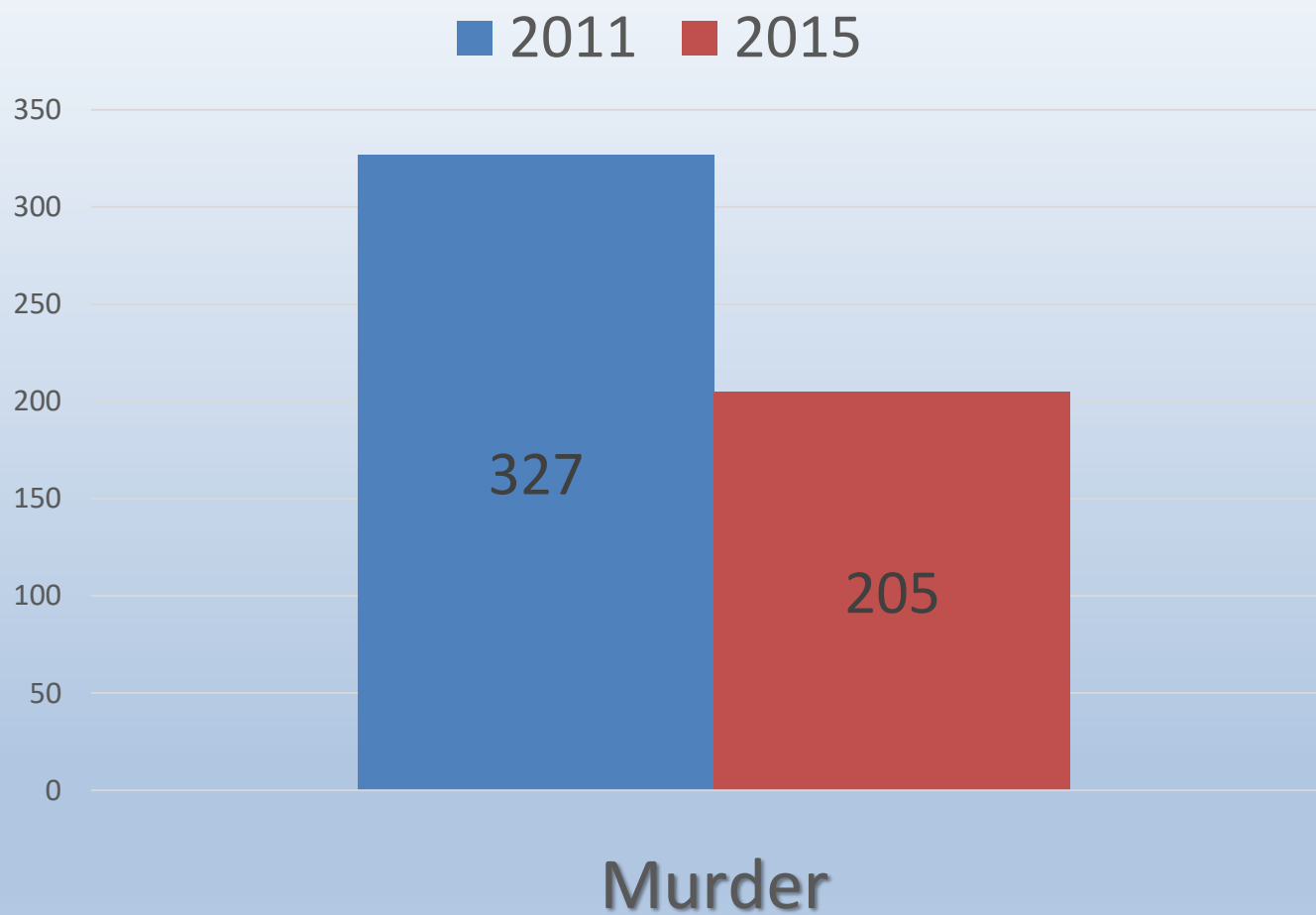


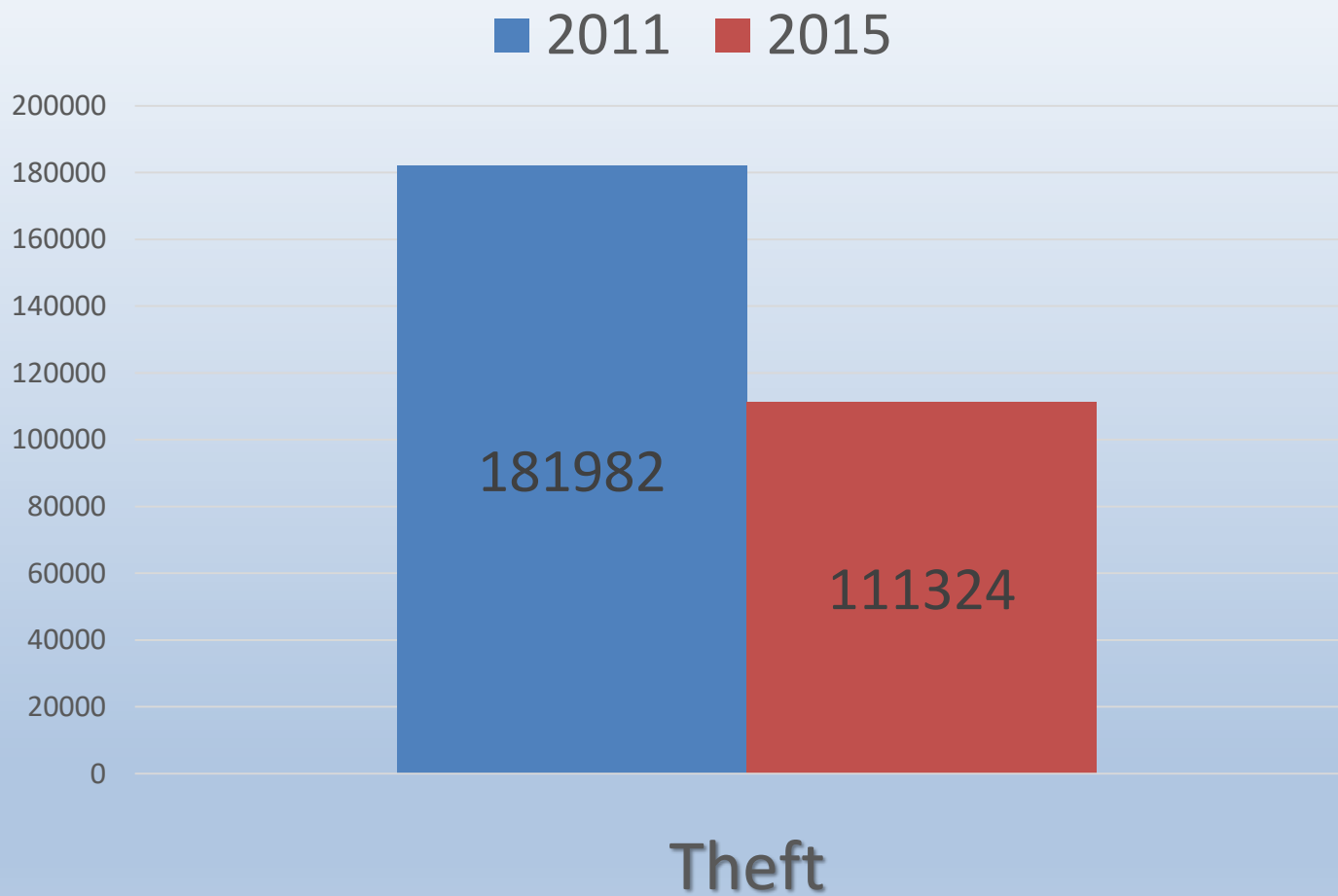
1. Hungarian Central Statistical Office Annual Report
2. InSec International Research Project (2001-2004)
3. Victims and opinion, OKRI (2002-2003)
4. Victimization research in the Crime Prevention Carousel Project (2003-2004)
5. International Survey on Crime and Justice for University Students, NUPS (2013)
6. Tárki, Values (2009, 2013)

Registered crimes/year in Hungary: 1998-2015









International Survey on Crime and Justice for University Students

- **„Have you ever been a victim of a crime?”**
(25%- answered “yes”)
- **58%** of the interviewees **have confidence/trust in the police** (47% agree, 11% strongly agree, 30% disagree, 12% strongly disagree.)
- **44%** of the respondents agree/strongly agree that **“I am proud of the police in my community”**

Conclusions of Previous Hungarian Victimisation Surveys

- Conflict between official crime statistics & results of victimisation surveys
- **All 4** responders had already been victims of crime
- Latency of Crime in Hungary: approximately **60-70 %** of the cases
- Reported crime is „only the tip of the iceberg”

Statement from the surveys

- Police don't spend enough time **listening to people**
- Police **don't treat citizens with respect**
- **Police don't treat people fairly**
- Police don't provide the **same quality of service to all citizens**
- Police **provide better services to wealthier citizens.**
- **police are not always able to provide the assistance the public needs from them.**
- **crime levels in their neighbourhood have changed for the better last year.**
- **"Most people in my community believe that the law punishes criminals to the extent they deserve."**

Tárki Values Survey 2009-2013



- Trust in police officers (0-100%, 2013): 50%
- Institutional trust in police:
 - 2009: 44%,
 - 2013: 53%
- Satisfaction with the police (on a five-degree scale):
 - 2009: 58%,
 - 2013: 66%

Improving tendency!

Good State Report 2015-2016

The Good State and Governance Report measuring the quality of governance and providing reliable feedback on the effects of state reform and public service development.

New approach! Not only crime statistics >>>
new aspects: citizens' opinion, public satisfaction

Six new **benchmark aspects for measuring!**

Six new benchmark aspects (Good State Report)

- I. The police work as a service;**
- II. Availability & visibility;**
- III. Reaction (time);**
- IV. Victims support;**
- V. Investigation in local cases;**
- VI. Maintain public safety and security.**

Conclusion



- 1) Current rate of victimisation is much higher in Hungary than indicated by the official statistics**
- 2) Registered crime is only the tip of the iceberg**
- 3) Social judgement of the police is ambivalent**
- 4) Current public surveys shows clearly improving tendency regarding the police**
- 5) Need for new approach in measuring methods**

**Thank you for your kind
attention!**



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