



Submission No 82

Inquiry into Australia's Relationship with Timor-Leste

Name: Crawford School of Public Policy, ANU – Answers to questions on notice

Joint Standing Committee on Foreign Affairs, Defence and Trade
Foreign Affairs Sub-Committee

> Security and local council performance

> You suggest on page 29 of your submission that the Timor-Leste police
> could be made accountable to their local community through surveying
> the citizenry to ascertain their level of satisfaction with police
> performance. Are you aware of such surveys happening in other
> countries? If yes, has this resulted in improved performance?

I've detailed three case studies (with cited documents attached) that provide an evidence base how citizen surveys assist in determining satisfaction levels with police performance, and have consequently made police more accountable to their local community.

Mongolia

In 2008, The Asia Foundation conducted a survey on Community Policing in Mongolia to examine and assess the relationship between the police and target communities, and to identify strengths and weaknesses in these relationships. Interviewing both police and members of the community, the survey found that 60% of citizens interviewed were unsatisfied with the way police resolved their problems. Furthermore, 28% indicated that while police made efforts, they were unable to resolve their problem. Despite this 76% of respondents believed that the police were either 'effective' or 'very effective' in preventing crime. By comparing the two results, citizen surveys indicate that while Mongolia's police force may be effective in preventing crime, they are much less effective in resolving crime, to the point of citizen satisfaction. Such surveys and perceptions hold police accountable to their community, while providing police with indicators which can be used to improve the police force. (Please see attached 2008 Community Police Survey Mongolia for source of cited information).

New Zealand

The New Zealand Police conduct an annual Citizens' Satisfaction Survey that determines Public Perceptions by asking members of the New Zealand general public if they have had contact with Police; their levels of trust and confidence in the Police; their perceptions of safety; and the role of Police in the community. Additionally, the survey determines Service Experience by asking people who have had contact with Police over the last six months about their levels of satisfaction with aspects of the service they received. Using an independent research company to conduct the survey, the 2012 Citizens' Satisfaction Survey interviewed 9706 people. 'Satisfaction' towards police was measured using six drivers, thematically addressing value for money, competence, trust, treatment, expectations and context, to produce overall satisfaction towards the country's police force. Through such an instrument, the survey has the ability to identify key thematic areas that require greater attention, in order to improve citizen satisfaction towards New Zealand's Police Force. As such, the survey not only revealed information to the police about how their service to the public could be improved, but also makes transparent police performance as it is perceived by the general public.

(For more information on the survey please see attached Executive Summary of 2012 Citizens'

Satisfaction Survey. For more information on the impact of the survey, please see attached 2012 Annual Report for New Zealand Police).

Timor-Leste

In 2008, The Asia Foundation conducted the first nationwide community-police perception survey in Timor-Leste. The aim of the survey was to gather first-hand opinions of Timorese citizens, community leaders and members of the PNTL on issues relating to local security and community-police relationship. Relating to satisfaction levels with police performance, in 2008 63% of national respondents were satisfied with the outcome of requesting assistance from the PNTL, while 21% were unsatisfied. When the same respondents were asked about the manner in which PNTL treated them or their families, 15% and 19% of respondents were treated in a 'verbally' or 'physically' abusive manner respectively.

Being the first of its kind, the 2008 Community-Police Perception survey provided indicators for Foundation activities with the PNTL as well as areas for improvement within the PNTL. Following from the survey findings HAKOHAK, The Asia Foundation's Community-Oriented Policing program, began implementing a series of activities that sought to improve relationships between communities and police, such that reported levels of unsatisfaction towards police performance could be resolved. In 2012 Community Police Councils (CPCs) were established in four districts of Timor-Leste to address local security issues, improve relationships between communities and police at the local level and ensuring that through direct communication, police were being held accountable to the communities that they served. HAKOHAK also provided additional support to the PNTL to conduct community outreach (through nation-wide weekly radio talk shows) and helped disseminate community police messages. Through these activities, as well as the PNTL's own responses to the citizen survey, community-police relationships have drastically improved. In 2013 The Asia Foundation conducted the second nationwide community-police perception survey in Timor-Leste. While in 2008 63% of national respondents were satisfied with the outcome of requesting assistance from the PNTL, in 2013 74% of national respondents were satisfied with the outcome of requesting assistance from the PNTL, while 10% were unsatisfied. Similarly, while in 2008 15% and 19% of respondents were treated in a 'verbally' or 'physically' abusive manner respectively, in 2013 only 3.7% and 1.4% of respondents were treated in a 'verbally' or 'physically' abusive manner respectively.

The Foundation's community police perception surveys in 2008 and 2013 form a strong evidence base showing that citizen surveys can be used to ensure that police are held accountable to communities, and serve as key indicators in measuring the impact that interventions are having towards improvements in community-police relationships.

(For further information please see 2008 Community Police Perception's in Timor Leste attached. 2013 Survey will be published and made available in late 2013).

> On page 29 of your submission you refer to the Asia Foundation's Suco
> Governance Performance Scale which provides a measure of village level
> governance in Timor-Leste. Would you provide more information? Has
> this improved village level governance?

In order to ascertain the level of improvement in local level governance, the Foundation uses Focus Group Dialogues (FGDs) to flesh out the results of data collected throughout the implementation of the SGPS. Following are a few key points learned during the FGDs which may be of use during a response to the question above:

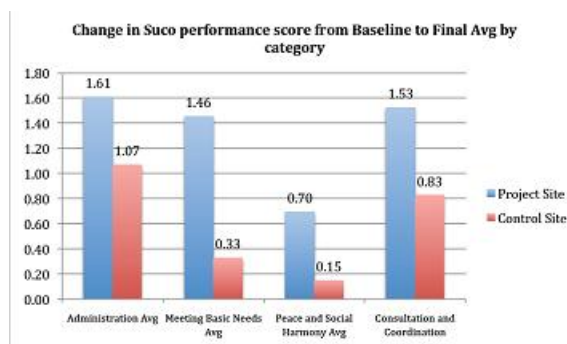
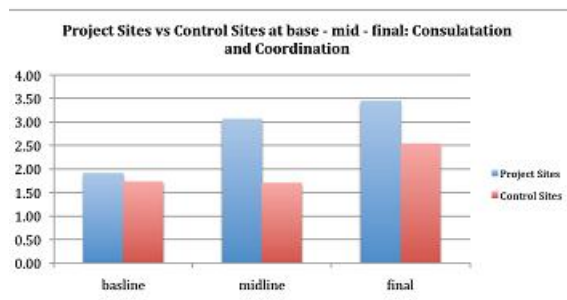
- The experiences of the SGPS assessment demonstrates that basic orientation of suco council roles, feedback and monitoring yields substantial impact in improving many performance areas and have been key to local governance functioning effectiveness.

- The Foundation concluded that participant suco councils have been endowed with improved comprehension of their responsibilities and through such development have demonstrated increased motivation and scope for better governance activities;
- The importance of inter-Suco cooperation to review and analyze results and responses, specifically, this theme This theme of Consultation and Coordination showed improvement in project sites over the course of the program with a particularly strong shift from baseline to midline. This reflects the impact of project orientation in the project sites and the beginning of the monthly inter-suco meetings before the midline FGD took place.

Some of the key improvements in performance are captured in the following set of data: Performance amongst administration themed indicators in project sites increased by 1.6 (103.6%). The theme that experienced the greatest challenges was Peace and Social Harmony with only a change of 37.2% (+0.7) in project sucos. This was markedly lower in control districts where over the time period of the project the score increased by only 0.15 or 8.0%.

This theme in particular contains the indicators of *Domestic Violence* and *Referring Cases to the Justice System* that scored poorly overall. The theme of meeting Basic Needs possessed the greatest gap between the scores and improvement of the control sucos (+25.5%) compared to project sucos (+118.6%).

Peace and Social Harmony performance scores significantly dropped from baseline to midline in control sites. Although it is difficult to account for this sharp drop precisely it is apparent that once orientation and review of performance score had taken place that scores improved significantly.



> Can you provide me with any evidence to respond with - happy to make
 > full reference to your feedback and sources cited.

Apologies for the delay in getting back to you – I have been travelling to the field with no limited access.