

**FINAL SURVEY ON PERSONAL SECURITY AND
POLICE PERFORMANCE 2015**

QUESTIONNAIRE FOR POLICE OPINION SURVEY

Introduction and Informed Consent for Police Opinion Survey

Introduction:

(*Name of the firm*), a national research organisation in Bangladesh has been contracted by the UNDP, Bangladesh Police Reform Programme (PRP) to undertake a final follow-up survey on personal security and police performance for the UNDP/ Police Reform Programme (PRP) Phase II. The final follow-up survey will include a public opinion survey and police opinion survey. The aim of this survey is to measure and outline some of the key outcome/results and impact of the Police Reform Programme (Phase-II) and identify the rate of longitudinal progresses over time by comparing it with the established baseline data of 2011 and subsequent follow-up surveys in 2014 and 2015.

Purpose

The police opinion survey will provide relevant information on police perceptions on strategic direction and organisational reform of Bangladesh Police, human resource management and training, investigations operations and prosecutions, crime prevention and community policing, gender sensitive policing and use of ICT for information sharing and decision making. The research will also identify lessons learnt, best practices and recommendations to further strengthen police services in Bangladesh.

Our aim is to talk to Police officers/members across Bangladesh selected from a nationally representative random survey sample. Your name was part of this randomly selected survey sample. Your responses to this interview will be treated with confidence and will only be used for overall analysis of this survey. During the interview you reserve the right to refrain from responding to any question/s. Do you agree to take part in this interview?

Yes ☐

No ☐

Note to the interviewer: Please note if the respondent has agreed/ not agreed to take part in the interview.

Code for Ranks	
Inspector General of Police (IGP).....	01
Additional IGP.....	02
DIG.....	03
Additional DIG.....	04
Superintendent of Police (SP)	05
Additional Superintendent of Police	06
Senior ASP	07
Assistant SP	08
Inspector.....	09
Sub Inspector (SI).....	10
Assistant SI	11
Sergeant.....	12
Head Constable.....	13
Naik.....	14
Constable	15

Starting time of Interview: Hour Minute

Section 1: Identification :

IDENTIFICATION

IDENTIFICATION	
RANGE/METROPOLITAN	
DISTRICT.....	
UNIT/THANA.....	<input style="width: 20px; height: 20px;" type="text"/>
AREA: RURAL =1 URBAN =2	
IN CASE OF THANA, Is it PRP MODEL THANA..... YES = 1 NO = 2	<input style="width: 20px; height: 20px;" type="text"/>
LEVEL OF SAMPLE	<input style="width: 20px; height: 20px;" type="text"/>
THANA LEVEL =1 DISTRICT LEVEL =2 DIVISIONAL (RANGE) LEVEL =3 METROPOLITAN LEVEL =4 TRAINING INSTITUTES LEVEL =5 HEAD QUARTERS LEVEL=6	
RESPONDENT SAMPLE NUMBER	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
NAME OF RESPONDENT	
RANK OF RESPONDENT.....	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
POST OF RESPONDENT.....	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
DUTY STATION OF RESPONDENT	

INTERVIEWER VISITS				
	1	2	3	FINAL VISIT
DATE				DAY <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
				MONTH <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
				YEAR <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
INTERVIEWER'S NAME				INTER. CODE <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
RESULT*				RESULT* <input style="width: 20px; height: 20px;" type="text"/>
*RESULT CODES: 1 COMPLETED 2 INCOMPLETED				
SUPERVISOR		OFFICE EDITOR		KEYED BY
NAME	CODE <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	NAME		<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
DATE		DATE		

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
ID 1	How long have you worked in this area?	Years..... <input type="checkbox"/> <input type="checkbox"/> Months..... <input type="checkbox"/> <input type="checkbox"/>	
ID 2	Do you live in this area?	Yes1 No.....2	
ID 3	Respondent's religion?	Islam1 Hindu.....2 Buddhist.....3 Christian.....4 No religion.....5 Others (specify)7	
ID 4	Respondent's ethnicity?	Bengali.....1 Bihari origin.....2 Tribal.....3 Other (specify)9	
ID 5	Respondent's gender?	Male.....1 Female.....2	
ID 6	Respondent's age?	under 20 years.....1 20 – 29 years.....2 30 -39 years.....3 40 -49years.....4 50 -59 years.....5 Over 60 years.....6	
ID 7	Respondent's marital status?	Married.....1 Single.....2 Divorced.....3 Widow.....4 Separated.....5 Deserted.....6	
ID 8	Respondent's level of education attained?	Secondary School Certificate (SSC).....1 Higher Secondary Certificate(HSC).....2 Diploma.....3 Bachelors degree.....4 Masters degree.....5 Phd.....6 Others (specify).....7	
ID9	Service with Bangladesh Police	Years..... <input type="checkbox"/> <input type="checkbox"/> Months..... <input type="checkbox"/> <input type="checkbox"/>	
ID10	Service with any other service (i.e. Rapid Action Battalion –RAB, Bangladesh Army, Ansar <input type="checkbox"/> / VDP etc)	Yes.....1 No.....2	→Q1a
ID 11	Service with other service and duration of that service	a. The relevant service/s:..... b. Service period: Years..... <input type="checkbox"/> <input type="checkbox"/> Months..... <input type="checkbox"/> <input type="checkbox"/>	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Police Reform Programme			
Q1a	Are you aware of the on-going Bangladesh Police Reform Programme (PRP)?	Yes.....1 No.....2	→ Q2a
Q1b	If yes how did you get to know about this? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	

Crime prevention and community policing: improved trust and interaction between community and police resulting in improved access to justice, human rights and reduced fear of crime			
Q2a	What is your view on the following? ' Law and order situation in Bangladesh in past one year (Jan-Dec 2015)'	Improved1 Same as before.....2 Worse.....3 Don't know.....7	→ Q3
Q2b	Why? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	
Q3	In your view how would you rate improvement of police – community relations in your area during past one year (Jan-Dec 2015)?	Very improved1 Improved2 Not improved.....3 Not at all improved.....4 Don't know.....7	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q4	<p>In your view how could police -community relations be improved? (CODE ALL RESPONSES)</p> <p>Write the exact responses.....</p>	<p>By greater dialogue/consultation with the community (e.g. community meetings about local priorities/problems).....A</p> <p>If police service is more community focused (e.g. the community have a say in what the police do and deliver, community is involved, police work in partnership with community to solve problems, police are part of the community living and working with them)B</p> <p>By better communication with the community (e.g show an interest/respect and be polite).....C</p> <p>By increased cooperation with local communities (e.g community based policing, visiting schools, attending community/ village meetings, supporting/ assisting neighbourhood watch schemes).....D</p> <p>By more frequent and visible patrols in the local community.....E</p> <p>By more strict enforcement of the law by the police (e.g. more prosecutions, uphold the law, detections – more people are brought before the courts, criminal gangs broken up, lawlessness being tackled).....F</p> <p>By increased accountability to the public (e.g independent oversight)....G</p> <p>By the police improving their performance (e.g. in terms of preventing/reducing crime).....H</p> <p>By the police providing more information to the public (e.g. about crime and crime prevention).....I</p> <p>Other (specify).....X</p>	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q5	Are you aware of community policing forums?	Yes.....1 No.....2	→ Q7a
Q6	Do you think community policing forums have improved community safety?	Yes.....1 No.....2	→ Q7a
Q6a	If no why?	The forums are not effective.....A The communities are not interested...B The forum members are only community elite and not inclusive....C Forum members are not clear about their roles and responsibilities.....D Police are too busy with other duties and have very little time to focus on community policing forumsE Other (specify).....X	
Q7a	In your view do you think there are adequate Thana facilities for Female officers?	Yes.....1 No.....2 Don't know.....7	
Q7b	In your view do you think there are adequate Thana facilities for Visitors?	Yes.....1 No.....2 Don't know.....7	

Investigations, operations and prosecutions: Improved police operations, investigations and prosecutions to enhance fair and equitable justice

Q8	To what extent do you agree/ disagree with the following statement? 'Prosecutors, judges and legal aid providers handle cases professionally'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....7	
Q9	How would you rate your satisfaction on the following on a scale from 1 to 4 where 1 is 'highly satisfied' and 4 is 'very dissatisfied'?		
a.	Crime scene management	Highly satisfied.....1 Satisfied.....2 Dissatisfied.....3 Very dissatisfied.....4 Don't know.....7	
b.	Physical evidence collection	Highly satisfied.....1 Satisfied.....2 Dissatisfied.....3 Very dissatisfied.....4 Don't know.....7	
c.	Forensic examination procedures	Highly satisfied.....1 Satisfied.....2 Dissatisfied.....3 Very dissatisfied.....4 Don't know.....7	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q10	What is your view about police investigations?	Very fair1 Fair2 Unfair3 Very unfair.....4 Don't know.....7	
Q11	In your view to what extent intelligence information for investigations has improved in the past 24 months?	Very improved.....1 Improved.....2 Not improved.....3	

	Not at all improved.....4	
	Don't know.....7	

Information, communication and technology: Bangladesh Police is progressively making use of cost effective and sustainable ICT to provide better service to the community

Q12	To what extent do you agree/ disagree with the following statement? 'Police work such as investigations assisted by ICT'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....7	
Q13a	In your view has crime response and prevention improved with help of ICT?	Yes.....1 No.....2 Don't know.....7	→ Q14a
Q13b	How? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	
Q14a	Do you use ICT in your work for information sharing and decision making?	Yes.....1 No.....2	
Q14b	If yes, do you think you have adequate ICT skills?	Yes.....1 No.....2	
Q14c	If yes, do you think you have adequate ICT equipment in your workplace?	Yes.....1 No.....2	
Q14d	Interviewer: See the responses of Q14b and Q14c and identify the proper code.	At least one response is "NO".....1 Both responses are 'YES".....2	→ Q15

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q14e	Why you do not have adequate ICT skills and/or inadequate ICT equipment in your workplace?	Need ICT trainingA No access to computers, radio equipment or internet.....B Computers are available only for the use of senior officers.....C Only ICT facility available is officers personal mobile phones and limited access to telephone.....D Radio, telephone and computer equipment in the Thana are out of orderE No/ limited electricityF Due to frequent power cuts can't use available ICT facilities (i.e. computers, internet, radio equipment, telephones)G No police applications and /or system.....H My work does not require ICT.....I Other (specify).....X	

Human resources management and training capacity: Human Resource Management systems and structures strengthened and training capacity enhanced to produce more competent and professional police

Q15	What is your weekly duty roaster?	
Q16a	How many hours do you work per day?	8 – 9 hrs per day.....1 10 -12 hrs per day.....2 13 – 15 hrs per day.....3 16 -18 hrs per day.....4 Over 18 hrs per day.....5	
Q16b	How many days per week do you work?	5 days per week1 6 days per week..... 2 7 days per week.....3 Other (specify).....9	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q16c	How many annual leave for holiday you get per year?	Days <input type="text"/> <input type="text"/>	
Q17	What benefits do you receive in service in addition to your salary? (CODE ALL RESPONSES)	Additional payment for working extra hours.....A Monthly housing allowance.....B Monthly food rationsC Monthly travel allowance.....D Risk allowance for postings in difficult areas.....E Lieu leave for working extra hours.....F Official vehicle.....G Official residence.....H Death benefit.....I Injury on duty benefit.....J Medical benefit.....K Other (specify)X	
Q18	How would you rate your satisfaction regarding your salary and benefits?	Very satisfied1 Satisfied.....2 Not satisfied.....3 Not at all satisfied.....4	
Q19a	In your view does your salary and benefits match your duties and responsibilities?	Yes.....1 No.....2	
Q19b	How would you rate your satisfaction on the salary and benefits you receive with your duties and responsibilities on a scale from 1-4 where 1 is 'very fair' and 4 is 'very unfair'?	Very fair..... 1 fair2 Not fair 3 Very unfair..... 4	
Q20	What would you recommend to improve this area? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	
Q21	How satisfied are you with your workplace in terms of the conditions and environment?	Very satisfied1 Satisfied.....2 Not satisfied.....3 Not at all satisfied.....4	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q22a	Do you agree or disagree with the following statement? 'Police recruitment are based on merit'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....5	
Q22b	Do you agree or disagree with the following statement? 'Police promotions are based on merit'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....5	
Q23a	In your view do you think your postings and transfers are being done in a fair and unbiased manner?	Very fair1 Fair.....2 Not fair.....3 Very unfair.....4	→ Q24a
Q23b	If not fair or very unfair why? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ACCORDINGLY)	1..... 2..... 3.....	
Q24a	In your view do you think your contribution to the service is appreciated and recognised by the public?	Yes.....1 No.....2	
Q24b	In your view do you think your contribution to the service is appreciated and recognised by your supervisors?	Yes.....1 No.....2	
Q24c	Interviewer: See the responses of Q24a and Q24b and identify the proper code.	At least one response is "NO".....1 Both responses are 'YES".....2	→ Q25
Q24d	If no to any of the above why?	Public view police as ineffective.....A Public view police as dishonest.....B Public don't think well of the policeC Public is not aware of services provided by police to maintain law and orderD Supervisors are not interestedE There is no practice to recognise one's services by supervisorsF Promotions are not based on performance.....G Don't know.....H Other (specify).....X	

NO.	QUESTION AND FILTERS	CODING CATEGORIES	SKIP
Q25	Do what extent do you agree the following statement? 'Police officers are treated with respect by their supervisors'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4	
Q26	How confident are you discharging your roles and responsibilities?	Very confident.....1 Confident.....2 Not confident.....3 Not at all confident4	
Q27	In your view do you think police officers receive adequate training to discharge their duties and responsibilities?	Yes1 No.....2	
Q28	Have you received any form of training in the past 24 months?	Yes1 No.....2	→ Q30
Q29a	If yes, In your view how did the training help you to improve your performance as a police officer?	Very improved.....1 Improved.....2 Not improved.....3 Not at all improved.....4 Don't know.....5	

NO.	QUESTION AND FILTERS	CODING CATEGORIES
Q29b 1	<p>If yes, can you name the type/kind of training you received and rate it on a scale from 1 -4 where 1 is 'most effective' and 4 is 'least effective'?</p> <p>Interviewer: Record the given rating for training received in the box.</p> <p>(CODE ALL RESPONSES AND RATE THEM ON A SCALE OF 1=MOST EFFECTIVE, 2=EFFECTIVE, 3= LEAST EFFECTIVE 4= NOT EFFECTIVE)</p>	<div>Types of training</div> <div>Crime management and criminal Investigations.....A</div> <div>Criminal justice support (example: police role in court, victim assistance, victim protection).....B</div> <div>Community policing.....C</div> <div>Interviewing.....D</div> <div>Crowd control.....E</div> <div>Handling and use of weapons (example: firearms)F</div> <div>VIP protocol.....G</div> <div>Human rights.....H</div> <div>Counter terrorism.....I</div> <div>Public relations.....J</div> <div>Traffic services.....K</div> <div>Rapid response capacity and public safety management in times of emergencies (example: fire, natural disasters and diseases).....L</div> <div>Gender sensitisation.....M</div> <div>Information and communication's technology.....N</div> <div>Other (specify).....X</div>
Q29c	<p>Interviewer: Write the name of the courses that are rated 'not effective' or 'least effective' and write their code. Then ask for the training why that course were rated 'not effective' or 'least effective'?</p>	<p>Why that course were rated 'not effective' or 'least effective' using the following codes of Q29c?</p>
	<div>.....</div> <div>.....</div> <div>.....</div> <div>.....</div> <div>.....</div>	<div>.....</div> <div>.....</div> <div>.....</div> <div>.....</div> <div>.....</div>
	<p>Q 29c Code:</p> <p>Training was not relevant to my current duties and responsibilities.....A</p> <p>Soon after the training I was re- posted with duties and responsibilities not relevant to the training I receivedB</p> <p>Training was not practical so can't use it in day to day discharge of my duties.....C</p> <p>Training did not reflect the ground realities.....D</p> <p>Not sure how to use the training received when discharging duties.....E</p> <p>Other (specify).....X</p>	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q30	If you are to receive future training in your current role what would you identify as 3 priority training needs?	<p>1st 2nd 3rd</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p>Crime management and criminal Investigations.....A</p> <p>Criminal justice support (example: police role in court, victim assistance, victim protection).....B</p> <p>Community policing.....C</p> <p>Interviewing.....D</p> <p>Crowd control.....E</p> <p>Handling and use of weapons (example: firearms)F</p> <p>VIP protocol.....G</p> <p>Human rights.....H</p> <p>Counter terrorism.....I</p> <p>Public relations.....J</p> <p>Traffic services.....K</p> <p>Rapid response capacity and public Safety management in times of emergencies (example: fire, natural disasters and diseases).....L</p> <p>Gender sensitisation.....M</p> <p>Information and communication's technology.....N</p> <p>Other (specify).....X</p>	

<u>Strategic direction and organisation reform:</u> strategic direction and organisational reform supported by planning and budgeting, enhanced accountability and oversight and a modernised legislative framework			
Q31a	In your view can a police officer held accountable for his/her actions?	Yes1 No.....2 → Q32	
Q31b	Are you aware of the mechanisms/ procedures currently available to hold a police officer accountable for his/ her actions?	Yes1 No.....2 → Q32	
Q31c	Can you please name them? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	
Q32	Are you aware of any of your colleagues/ peers being subject to disciplinary measures/ procedures?	Yes1 No.....2	
Q33a	In your view do you think there is external interference and pressure on the Police?	Yes1 No.....2 → Q34	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q33b	If yes, from where do you think this external interference and pressure come from? (CODE ALL RESPONSES)	Local political leaders.....A Local government officials.....B Central government officials.....C National politicians.....D Business leaders.....E Mastaans/Thugs/ Criminal gangsF Local eliteG Other (specify).....X	
Q34	In your view do you agree/ disagree with the following statement? 'External interference and pressure obstruct/hinder discharging my duties and responsibilities'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....7	
Q35	How often do you refer to the Police regulation of Bengal?	Daily.....1 Once a week.....2 Once a month.....3 Rarely4 Don't know.....7 Other (specify).....9	

Promoting gender sensitive policing: Bangladesh Police promote the rights of women and children to be free of fear and through improved representation at all levels and the provision of equitable and sensitive services

Q36a	Do you agree/ disagree with the following statements? ' Women police officers are just as effective as male officers at Preventing crime'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree..... 4	Q36c
Q36b	If disagree with the statement 'Women police officers are just as effective as male officers at preventing crime' why? (CODE ALL RESPONSES)	They need more training on crime prevention.....A They need more field experience in crime prevention.....B Currently they are deployed for duties other than crime prevention duties.....C Other (specify).....X	
Q36c	Do you agree/ disagree with the following statements? ' Women police officers are just as effective as male officers at Investigating crime'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree..... 4	Q37a
Q36d	If disagree with the statement 'Women police officers are just as effective as male officers at investigating crime' why? (CODE ALL RESPONSES)	They need more training on investigating crimeA They need more field experience in crime investigations.....B Currently they are deployed for duties other than crime investigation duties...C Other (specify).....X	

NO.	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
Q37a	Do you agree/ disagree with the following statement? 'Having more women police officers is making the police stronger'	Fully agree.....1 Agree.....2 Disagree.....3 Fully disagree.....4 Don't know.....4	
Q37b	Are you aware of current procedures to take special care when dealing with vulnerable victims (i.e. women, children, disable persons) of crime?	Yes.....1 No.....2 → Q38a	
Q37c	If yes, what are they? (ASK RESPONDENT TO RANK RESPONSES ON A SCALE OF 1-3 MOST RELEVANT TO LEAST AND NOTE RESPONSES ON A SCALE OF 1-3)	1..... 2..... 3.....	
Q38a	Do you think there should be significant changes in current police behaviour and attitude towards women and girls victims?	Yes.....1 No.....2 → End	
Q38b	If yes, how do you think that the police behaviour and attitude can be improved? (CODE ALL RESPONSES)	Strict supervision of police officers and persons handing cases of women and girls victims.....A Extensive training must be given to officers and persons handling cases of women and girl victims.....B Provide incentives (i.e. better salaries and benefits) to encourage police officers to handle cases of women and girls victims humanelyC Through introducing rewards and punishment.....D Others (specify.....X	
	Finishing time of Interview:	Hour..... Minute.....	