



REPORT OF THE COMMUNITY PERCEPTION SURVEY, 2013

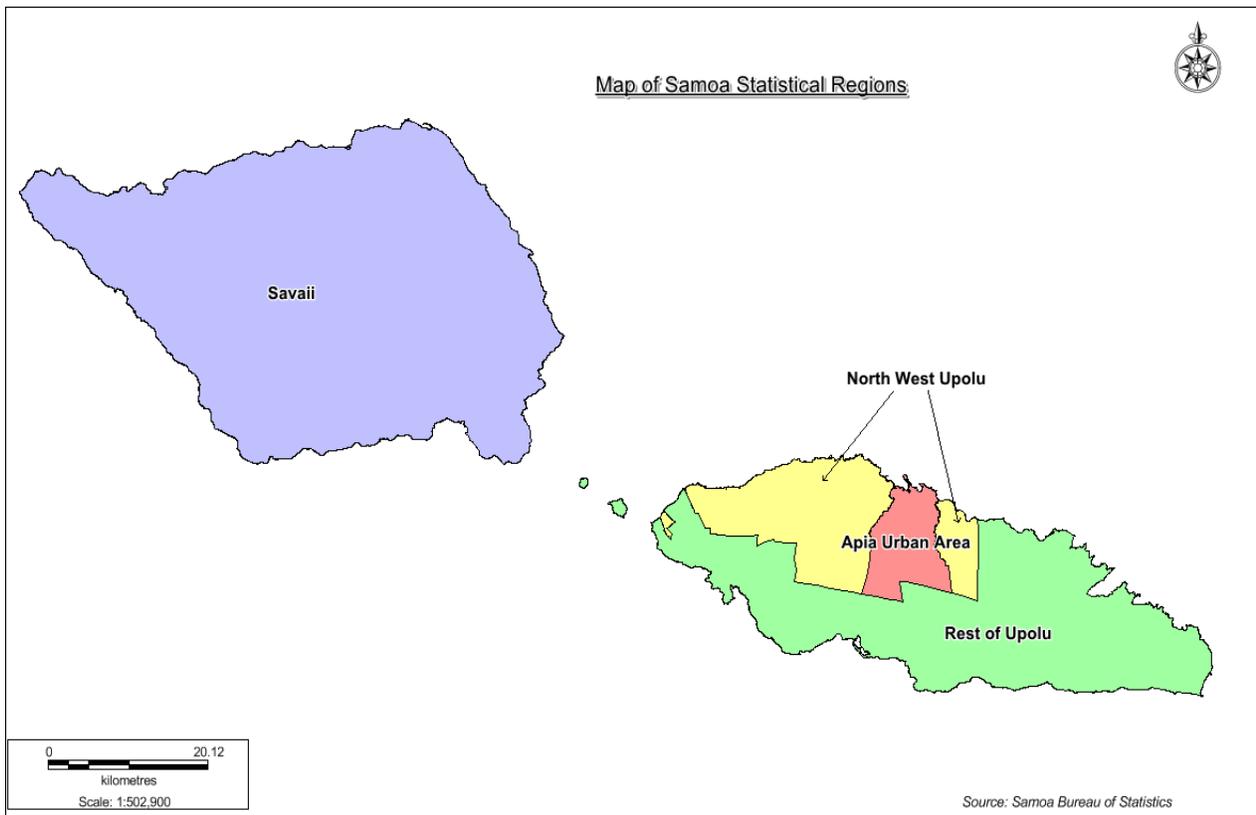


SAMOA BUREAU OF STATISTICS

"EVERYONE COUNTS"

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MAP OF SAMOA WITH STATISTICAL REGIONS



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CENSUS-SURVEYS DIVISION

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PREFACE

The Samoa Bureau of Statistics conducted the **Community Perception Survey 2013** in April 22nd 2013. It was a follow-up of the first survey which was conducted in 2010 by NUS Consult Ltd.

This is the analytical report which contains a number of statistical indicators which reflected the impact of policing programs and systems that have been put in place during the last three years (2010-2013) to improve and strengthen the overall policing services.

I would like to thank the **Commissioner of Police Afioga Lilomaiava Su'emalo Fou Taioalo** for extending the invitation to the Samoa Bureau of Statistics(SBS) to be in charge of the survey at all phases namely survey design, recruitment and training, data collection, data entry, analysis and report writing.

I would also like to acknowledge the **Samoa-Australia Police Partnership** program namely **Commander Andrew Warton** and his local team for the continuous support to the SBS team during the survey activities and most importantly the financial arrangements with the government of **Australia via AusAID** to fully fund the project.

Lastly, we are very grateful to the community especially the selected household members who have provided their invaluable time to respond to the survey questions. To the village of **Apia**, we fully acknowledge your support for the pilot test, despite short notice.

We hope that the survey results will provide useful indicators and qualitative feedback to keep on the good work by the Ministry of Police and Prisons.

Faamalo le galue,



Muagututia Sefuiva Reupena

GOVERNMENT STATISTICIAN

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SUMMARY OF FINDINGS CPS 2013

	Selected CPS 2013 variables	Value ¹
1	<i>Percentage(%) of population feeling safe in public places at daytime</i>	85
2	<i>Percentage(%) of population feeling safe in public places at night-time</i>	77
3	<i>Percentage(%) of population feeling safe at home at daytime</i>	95
4	<i>Percentage(%) of population feeling safe at home at night-time</i>	93
5	<i>Percentage(%) of population agreeing that crime increased last 2 years</i>	89
6	<i>Percentage(%) of population agreeing that crime increased last 5 years</i>	87
7	<i>Population satisfied (%) towards police management/resolving crime</i>	73
8	<i>Population satisfied (%) towards police response to assistance</i>	61
9	<i>Population satisfied (%) towards police control of crime</i>	66
10	<i>Population agreed (%) towards police partnership with community</i>	92
11	<i>Population agreed (%) police carry out duties well</i>	67
12	<i>Population agreed (%) they have good access to police</i>	70
13	<i>Population agreed (%) that police act honestly in their duties</i>	50
14	<i>Population agreed (%) that police respond appropriately to requests</i>	58
15	<i>Population satisfied (%) towards communication/engagement with public</i>	59
<i>Note¹ Sampling errors are provided in Appendix A</i>		

SUMMARY OF FINDINGS CPS 2010

	Selected CPS 2010 variables	Value ¹
1	<i>Percentage(%) of population feeling safe in public places at daytime</i>	74
2	<i>Percentage(%) of population feeling safe in public places at night-time</i>	49
3	<i>Percentage(%) of population feeling safe at home at daytime</i>	97
4	<i>Percentage(%) of population feeling safe at home at night-time</i>	94
5	<i>Percentage(%) of population agreeing that crime increased last 2 years</i>	83
6	<i>Percentage(%) of population agreeing that crime increased last 5 years</i>	80
7	<i>Population satisfied (%) towards police management/resolving crime</i>	60
8	<i>Population satisfied (%) towards police response to assistance</i>	64
9	<i>Population satisfied (%) towards police control of crime</i>	68
10	<i>Population agreed (%) towards police partnership with community</i>	96
11	<i>Population agreed (%) police carry out duties well</i>	37
12	<i>Population agreed (%) they have good access to police</i>	72
13	<i>Population agreed (%) that police act honestly in their duties</i>	53
14	<i>Population agreed (%) that police respond appropriately to requests</i>	42
15	<i>Population satisfied (%) towards communication/engagement with public</i>	71
Note¹ <i>Sampling errors have not been provided by NUS Consult Ltd, hence comparisons can only be indicative</i>		

1.1 Background

The **Ministry of Police and Prisons (MPP)** and **Samoa Bureau of Statistics (SBS)** signed a Memorandum of Understanding (MOU) on the 14th of March 2013 for SBS to carry out two statistical surveys to be completed by the end of June 2013 for MPP. The first survey is a '**Community Perception Survey**' which was conducted at the community level, and the second survey is the employees' attitude survey called the '**Internal Survey**'. The statistical surveys were scheduled to be carried out at the end of the MPP's Corporate Plan 2011 – 2013.

This report is the analysis of the '**Community Perception Survey (CPS), 2013**'.

1.2 Objectives of the survey

The CPS 2013 is a nationally representative sample survey designed to collect data that would help to evaluate policing programs over the previous three years (2011-2013), and, to provide feedback and views from the community or public on the delivery of policing services to all.

The survey was a follow-up of the 2010 CPS which was firstly conducted by *NUS Consult Ltd*. The data collection was conducted in the month of April and May 2013. The survey was fully funded by AusAID under the **Samoa-Australia Police Partnership** program. SBS worked closely with **Dr Ruilin Ren of ICF Macro** who provided technical inputs on the sampling design issues and who also produced sampling templates for all sampling analysis.

The 2013 CPS results are intended to provide updated information to evaluate existing policing programs and systems and to design new strategies for improving public safety, crime management, engagement with the community and all policing services.

The overall outcome of the 2013 CPS is to provide an enabling environment that would further facilitate quality policing services, and, for policing services to deliver the most effective and efficient services pertaining to public safety, crime management and control, and, general policing standards within the ministry.

1.2 Sample design and weights

In national statistical surveys, the region of Apia Urban Area (AUA) represented the urban population while the regions of North West Upolu (NWU), Rest of Upolu (ROU) and Savaii represented the rural population.

The target population was adults 18 years and older residing in the community. Hence all persons 18+ who were usual residents of the household were eligible in the survey. The sample for

the CPS 2013 was drawn from the master sample frame of the List of occupied households compiled in the most recent Population and Housing Census 2011. The sample size was based on a 95 percent confidence interval of ± 5 percent margin of error; assuming an 80 percent response rate; a design-effect of 1.5 to allow for clustering of the complex design; and; an average of 3 persons 18+ per household. The design also considered the features of a follow-up survey assuming that the policing services had improved by at least 10 percent since the baseline CPS 2010 results. After taking into account all those features, it resulted in the required sample size of 540 persons aged 18 years and older.

Therefore in order to achieve the sample size, a representative probability sample of households was selected in two stages The **first stage** involved the selection of **clusters** from the master sample frame using stratifying systematic sampling with probability proportional to size. A total of 45 primary sampling units or clusters were selected in which 10 clusters were selected from the urban areas and 35 clusters were selected from the rural areas. The design did not allow for replacement of clusters or households.

In the **second stage**, a total of 5 households were selected from each cluster using systematic equal probability selection for inclusion in the survey. Normally an updated household listing from selected clusters could have been done to select 5 households. However, due to the unexpected request of the MPP survey in February 2013, and the fact that the census 2011 was just completed in the previous two years, it was seen not necessary to conduct a fresh household listing which would have taken SBS another two months to carry out causing delay to the survey.

Given the complex sampling design used to control survey costs, sampling weights are routinely used in probability sampling to compensate for unequal probabilities of selection and adjustments for non-coverage of the population and non-response. The weights will ensure that the sample is representative of the national and regional population. The sampling weight for each household is the inverse of its overall selection probability with correction for non-response and the individual weight is the household weight with correction for individual non-response. Once those complex design features are compensated for, then weights can be used in the estimation of the population characteristics of interests and the sampling errors of the survey estimates. Unweighted numbers will be used to report response rates but all other survey estimates and precision will be based on weighted numbers.

Therefore, the final CPS 2013 weighted number of households arrived at 30,048 households of which 22 percent were urban households, and, 78 percent were rural households as shown in Table 1.

Table 1: Total weighted sample size by region

Region	Weighted	Weighted	Unweighted
Distribution	percentage	household	households
SAMOA	100	30,048	225
Apia Urban Area	22.4	6,738	50
North West upolu	33.4	10,038	75
Rest of Upolu	21.9	6,582	50
Savaii	22.3	6,691	50

1.3 Questionnaires

Based on the request by MPP, a structured English questionnaire which was used in the CPS 2010 was also implemented in the CPS 2013. However, SBS made some improvements in terms of instructions between questionnaire sections in order to make the interviewing flow properly from beginning to end. The questionnaire was also translated into the Samoan language to complement the English questionnaire so that the interpretation of questions by the field enumerators was consistent on the field. In addition, since probability sampling and complex design was used, a new cover page of the questionnaire was developed so that selected clusters and household identification were clearly made and that features to account for non-coverage of the households and non-response of eligible persons 18 years and older were also accounted for during the fieldwork.

The questionnaire therefore has five parts. Section A has 5 questions about the respondent details. Section B contains 7 questions intended to find out the community's views on safety and crime plus an open question for the respondents to express their own opinions about the topic. Section C contains 7 questions to find out the respondents personal awareness and experience (if any) of crime and crime management. An open question was also added for their own opinions. Section D contains 4 sub-sections (D1 to D4) which seek questions on the overall community perception of the MPP services whereby each sub-section also contained open-questions. D1 contains 3 questions about the assistance sought by the community at the MPP. D2 contains 2 questions about the control of crime. D3 contains 4 questions about police service in general and D4 contains 2 questions about the access to police information, education and communication. Section E is the last section which was again open to the respondents to make their own suggestions on how police can improve their job to assist the community.

1.4 Training, fieldwork and data processing

A total of eight enumerators were recruited to assist two senior staffs in the conduct of the CPS 2013 on the field. The training was conducted for three full-days before the pre-test. The questionnaire was first pre-tested among the census staffs before it was actually pre-tested in the village of Apia for one day.

The purpose of the field pre-test was to familiarise the hired enumerators on the identification of households from the enumeration maps and list of households; gain interviewing skills both in English and Samoan, gain experience in filling out the questionnaire during the face-to-face interviews, gain experience in coding after the interviews, as well as learning how to approach different types of respondents young and old, employed or not. Lessons learned were used to finalise the questionnaire contents and enumerators instructions before the actual data collection fieldwork.

The actual fieldwork started in April 18th to May 3rd. The call backs or repeated visits were made afterwards for another three weeks from May 6-24. The coding of closed-ended questions was done during the interviews but the coding for the open-questions in each section of the questionnaire was a bigger challenge which took two weeks for the full-time staffs to summarize

into major issues. After coding, the computer data program was created using **CSPRO 5 software** for data entry. After testing the program, the data entry was conducted in one week (May 27-31). The data editing, cleaning and weighting of the data took another two weeks (June 4-14) to complete, leaving only two weeks (June 17-30) to analyse and write the analysis report to meet the deadline.

1.5 Response rates

Table 2 shows that a total of **225 households** were selected for the sample of which 216 were found occupied at the time of the survey. Of the occupied households, only 209 were successfully interviewed resulting in a household response rate of **96.8 percent**. The other households were not available throughout the survey period despite repeated visits by the field teams.

Table 3 presents the Individual response rates by region and sex. The total eligible persons 18 years and older who were found in the interviewed households were **731**. Out of this total, only **645** were successfully interviewed yielding the Individual response rate of **88.2 percent**.

The response rates by sex shows 90 percent for females and 87 percent for males which is not surprising as males usually spent more time away from home than females. That situation was reflected more in the regions of North West Upolu and Rest of Upolu than in Savaii and Apia Urban Area. The high response rate in Savaii was due mainly to the field teams sleeping over in Savaii for one week. Therefore, the Savaii team had extra time after hours to make call-backs while the team in Upolu had to commute daily until 7pm for repeated visits, hence missed out on those who come home later.

Table 2: The Household response rates for CPS 2013

Household	Households selected	Households occupied	Households interviewed	Response rate (%)
Total	225	216	209	96.8
Apia Urban Area	50	46	44	95.7
North West Upolu	75	72	70	97.2
Rest of Upolu	50	50	47	94.0
Savaii	50	48	48	100

Table 3: Individual response rates for CPS 2013

Total persons 18+	Eligible	Interviewed	Response rate (%)
	731	645	88.2
Male 18+	Eligible	Interviewed	Response rate (%)
Total	381	330	86.6
Apia Urban Area	66	58	87.9
North West Upolu	128	104	81.3
Rest of Upolu	95	77	81.1
Savaii	92	91	98.9
Female 18+	Eligible	Interviewed	Response rate (%)
Total	350	315	90.0
Apia Urban Area	67	58	86.6
North West Upolu	116	101	87.1
Rest of Upolu	79	70	88.6
Savaii	88	86	97.7

This chapter provides a brief summary of the characteristics of the respondents who participated in the 2013 Community Perception Survey (CPS). The selected characteristics were age, sex, marital status, employment status and relationship to the head of household at the time of the survey. The distribution of the survey respondents will indicate how representative they are of the general population.

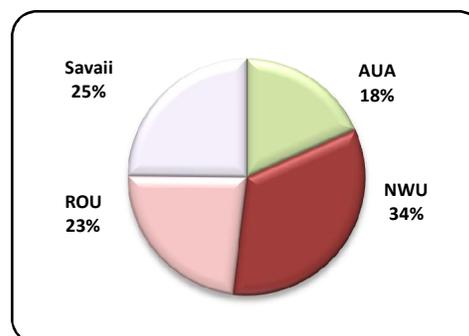
2.1 Place of residence

Table 4 and Figure 1 show the distribution of all the respondents by place of residence. Of the four major statistical regions in Samoa, the region of Apia Urban Area comprised the urban population while the other three regions constituted the rural population. The place of residence shows that about **eight in ten** survey respondents resided in the rural areas of Samoa.

Table 4: Total respondents by regions

Respondents distribution	Weighted	Weighted	Unweighted
by region	percentage	number	number
Total	100	97,554	645
Apia Urban Area (AUA)	18.4	17,938	116
North West Upolu(NWU)	33.5	32,648	205
Rest of Upolu(ROU)	23.3	22,745	147
Savaii	24.8	24,223	177

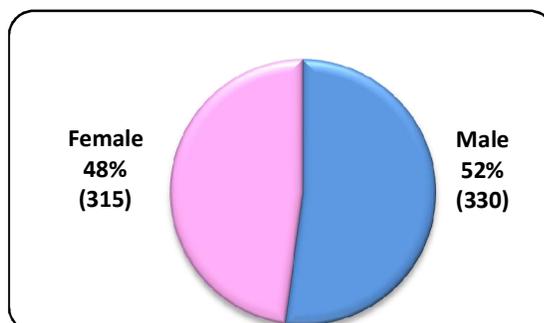
Figure 1: Respondents 18+ by regions



2.2 Sex

The sex composition reveals that a little over half of the respondents were males indicating a male-dominating population. The most recent Population and Housing census 2011 reported that the high sex ratio at birth and out-migration were some of the vital factors that contributed to the male-dominating population of Samoa as also reflected in the 2013 CPS.

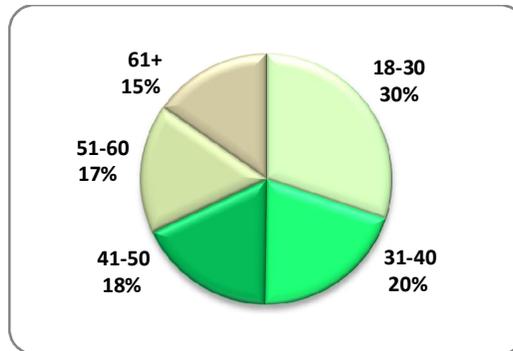
Figure 2: Respondents 18+ by sex



2.3 Age

The target population was all persons who have at least reached 18 years of age. The distribution of the CPS respondents by age indicated that half of the respondents aged between 18-40 years and the other half were above 40 years of age.

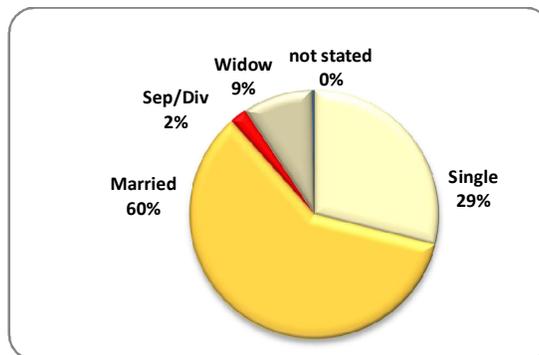
Figure 3: Respondents 18+ by major age-groups



2.4 Marital status

In terms of marital status, the CPS indicated that about seven in ten respondents had at least experienced married life in their lifetime; hence three in ten respondents were still living in single status at the time of the survey.

Figure 4: Respondents 18+ by marital status

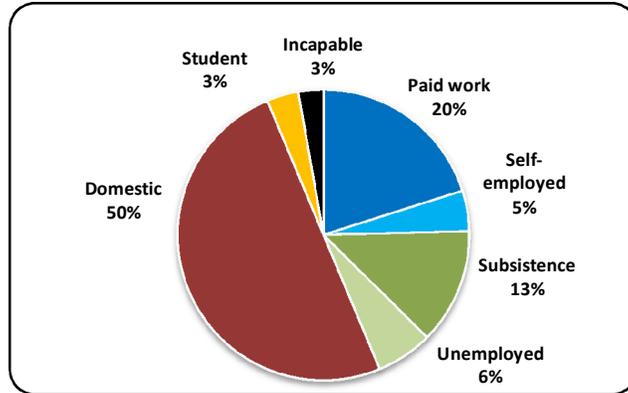


2.5 Employment status

About one-quarter of the CPS 2013 respondents were engaged in paid work and self-employment. One-eighth was engaged in subsistence work such as farming and fishing and about six percent of the total were unemployed or looking for paid work at the time of the survey. As shown,

half of the CPS respondents were engaged in domestic duties, while persons engaged in education and those not able to work due to sickness or disability shared three percent each of the total respondents.

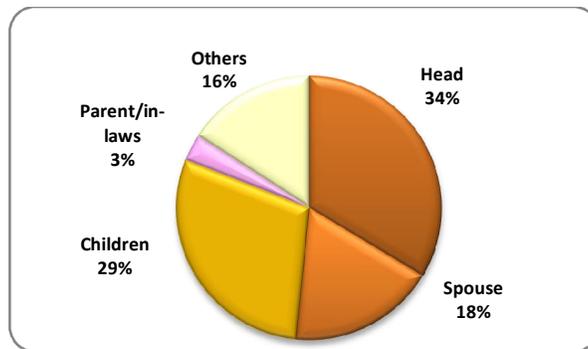
Figure 5: Respondents 18+ by employment status



2.6 Relationship to head of household

The family composition shows that about **eight in ten** respondents included the head, spouse and children of the head of household indicating the strong formation of a Samoan household composing of parents and own children living together. The rest included all other relatives and friends as another major feature of the Samoan household namely the 'extended family'.

Figure 6: Respondents 18+ by relationship to head of household



CHAPTER 3 COMMUNITY PERCEPTION OF SAFETY AND CRIME

The perception of the level of safety and crime in the community was measured by ranking the level of satisfaction of the respondents in relation to various aspects of safety and crime. In order to do that, the respondents were asked a number of crime and safety questions and then they were given the choice to rate their own responses based on the following rankings:

1. Strongly disagree/dissatisfied
2. Disagree/dissatisfied
3. Neither agree or disagree/satisfied or dissatisfied
4. Agree/satisfy
5. Strongly agree/satisfy

For ease of analysis in this report, rank one and two would generally be considered as Disagreement/Dissatisfied towards a given perception, rank three would remain the same while rank four and five would be taken as Agreement/Satisfy towards the perception in question.

3.1 Safety in public places at daytime

The safety in public places at both daytime and night-time is one of the major functions of the policing services. Public places in Samoa included national places such as public car parks, national hospitals, public transport, restaurants, markets, shopping malls, sports grounds, public roads, wharf, and, many other utilities.

When the respondents were given the perception that ‘public places were safe at daytime’ the responses as shown in Table 5 indicated that **85 percent** of the community totally agreed while 9 percent responded otherwise.

Table 5: Perception that ‘public place is safe at daytime’

Ranking Distribution	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Strongly disagree	3.2	3,043	20
Disagree	5.9	5,609	37
Neither agree nor disagree	6.2	5,849	39
Agree	24.8	23,548	154
Strongly agree	59.9	56,798	377

3.1.1 Safety in public places by place of residence

In terms of urban-rural residence, Table 6 again shows that **85 percent of the rural community** agreed that public places were safe at daytime while only **81 percent of the urban** residents shared that perception.

Table 6: Perception that public places were safe at daytime by place of residence

Ranking Distribution	Urban			Rural		
	Weighted %	Weighted number	Unweighted number	Weighted %	Weighted number	Unweighted number
Total	100	17,470	113	100	77,376	514
Strongly disagree	5.3	920	6	2.7	2,124	14
Disagree	4.4	769	5	6.3	4,840	32
Neither agree nor disagree	8.9	1,563	10	5.5	4,286	29
Agree	28.1	4,915	32	24.1	18,632	122
Strongly agree	53.3	9,304	60	61.4	47,494	317

3.2 Safety in public places at night-time

At night-time, it was interesting to find that only **78 percent** of the community agreed that public places were safe at night-time. The results in Table 7 indicated that the community felt safer in public places in broad daylight than in darkness.

Table 7: Perception that public places are safe at night

Ranking Distribution	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Strongly disagree	4.3	4,078	27
Disagree	10.2	9,712	64
Neither agree nor disagree	8.0	7,563	50
Agree	21.4	20,261	132
Strongly agree	56.1	53,234	354

3.2.1 Safety in public places at night by place of residence

The safety in public places by urban-rural residence as shown in Table 8 indicates that **69 percent of the urban** residents agreed that public places were safe at night-time compared to the higher **79 percent of the rural residents**. Such results were not surprising given the stronger protection by village councils in the rural communities of public properties like water drainages and health facilities compared to the more individual protection in the urban communities.

Table 8: Perception that public places are safe at night by place of residence

Ranking Distribution	Urban			Rural		
	Weighted %	Weighted number	Unweighted number	Weighted %	Weighted number	Unweighted number
Total	100	17,470		100	77,376	
Strongly disagree	4.4	769	5	4.3	3,309	22
Disagree	11.3	1,981	13	10.0	7,731	51
Neither agree nor disagree	15.0	2,625	17	6.4	4,938	33
Agree	25.8	4,505	29	20.4	15,755	103
Strongly agree	43.4	7,590	49	59.0	45,644	305

3.2 Safety at home at daytime

The survey also considered the community’s perception of safety at one’s own home during the day. Table 9 shows that **95 percent** of the community totally agreed that they felt safe at home during daytime which was much higher than the perception of safety in public places at the same time as noted above.

Table 9: Perception that ‘home is safe at daytime’

Ranking	Weighted	Weighted	Unweighted
Distribution	percentage	number	number
Total	100	94,847	627
Strongly disagree	1.1	1,053	7
Disagree	2.5	2,385	16
Neither agree nor disagree	1.9	1,769	12
Agree	14.0	13,232	86
Strongly agree	80.6	76,408	506

3.3 Safety at home at night-time

At night time, Table 10 shows that **93 percent** of the community agreed that they felt safe at home, which was much higher than the perception of safety in public places, at the same time.

Table 10: Perception that ‘home at night-time’

Ranking	Weighted	Weighted	Unweighted
Distribution	percentage	number	number
Total	100	94,847	627
Strongly disagree	1.3	1,190	8
Disagree	2.8	2,684	18
Neither agree nor disagree	3.0	2,867	19
Agree	13.1	12,396	81
Strongly agree	79.8	75,710	501

3.4 Increase in crime in the last two years

The awareness of the level of crime in the community generally helps residents to prepare appropriate actions to protect their properties and homes from getting affected. When the respondents were given the perception that crime has actually increased in the previous two years before the survey, about **88 percent** of the community totally agreed, as shown in Table 11.

Table 11: Perception that 'crime has increased in the previous two years

Ranking	Weighted	Weighted	Unweighted
Distribution	percentage	number	number
Total	100	94,847	627
Strongly disagree	0.6	601	4
Disagree	4.2	4,026	26
Neither agree nor disagree	6.5	6,201	41
Agree	11.8	11,207	74
Strongly agree	76.8	72,813	482

When the respondents were distributed by the main types of employment as shown in Table 12, a total of **90 percent** of the economically active population and **87 percent** of the inactive population totally agreed that the level of crime has increased in the last two years.

Table 12: Perception of the level of crime in the last two years by employment

Ranking	Economically active ¹			Not Economically Active ²		
	Weighted	Weighted	Unweighted	Weighted	Weighted	Unweighted
Distribution	%	number	number	%	number	number
Total	100	42,629	280	100	52,218	627
Strongly disagree	0.7	296	2	0.6	305	4
Disagree	2.2	942	6	5.9	3,083	26
Neither agree nor disagree	7.1	3,021	20	6.1	3,180	41
Agree	14.6	6,228	41	9.5	4,979	74
Strongly agree	75.4	32,143	211	77.9	40,670	482
<i>1: Economically active included paid job, self-employed, subsistence work and unemployed</i>						
<i>2: Not economically active included domestic duties, student and incapable persons</i>						

3.6 Increase in crime in the last five years

Table 13 shows the perception on the level of crime in the five years before the survey. The results again indicated that **87 percent** of community agreed that the level of crime has also increased over the last five years.

The increasing level of crime over the years could be due to the impact of technological changes on society, modernisation, changing life styles, limited economic opportunities, family breakdown and even poor governance and control of crime both at the village level and at the national level.

Table 13: Perception that 'crime has increased in the last five years'

Ranking	Weighted	Weighted	Unweighted
Distribution	percentage	number	number
Total	100	94,847	627
Strongly disagree	0.6	601	4
Disagree	4.7	4488	29
Neither agree nor disagree	7.2	6789	45
Agree	12.1	11494	76
Strongly agree	75.4	71474	473

3.7 Most common crimes

The survey questionnaire listed a total of ten most common crimes in Samoa. In order to find out the perception of the community about the most common crimes and the least common crimes out of the ten specified crimes, the respondents were asked to rank the ten crimes from number one to number ten. The number one represented the most common crimes while number ten represented the least common crimes in Samoa. Table 15 below shows the distribution of the community and the proportions of their rankings of the ten specified crimes in Samoa. The unspecified crimes were grouped in other crimes and number eleven in the rankings.

At the end of all rankings for ten specified crimes, the summary of results was compiled and the list of crimes from **the most common (1) to the least common (10)** is shown in Table 14. The ranking from one to ten shows that **Sexual crimes** was perceived as the number one or most common crimes in Samoa, followed by Murder, then Theft and Drug equally came third while Damage to property was considered as the least common crimes in the community.

Table 14: Summary of the most common crimes in Samoa

Ranking from 1 to 10	Name of the Crime
1	Sexual
2	Murder
3	Theft, and, Drug
4	Assault
5	Break-in
6	Drink-drive
7	Fraud
8	Traffic
9	Damage to property
10	Others

Table 15: Perception of the most common crimes in Samoa

RANK	Murder	Sexual	Assault	Theft	Fraud	Break-in	Drug	Drink-drive	Traffic	Damage to property	Others
1	15.3	32.9	4.2	12.3	2.8	1.5	11.4	4.3	.9	1.7	3.7
2	15.3	19.5	10.5	11.3	2.6	7.4	13.4	4.6	2.2	3.0	1.3
3	10.6	12.4	12.6	13.1	3.7	8.6	13.8	7.5	4.1	4.1	.5
4	7.8	7.3	12.9	11.1	9.2	11.4	12.1	10.1	2.7	6.0	.3
5	8.5	5.1	11.6	11.7	7.4	12.5	9.7	10.8	6.0	7.4	.3
6	7.4	4.3	11.2	9.0	13.4	12.2	7.3	9.3	9.6	7.3	
7	6.0	2.6	11.1	9.0	11.8	11.6	7.5	14.1	8.3	8.5	.5
8	4.9	2.2	5.9	7.8	13.9	12.1	6.8	13.3	15.2	8.5	.5
9	4.7	1.6	6.2	3.1	12.9	8.4	5.4	11.4	23.6	12.9	.7
10	7.2	2.6	4.5	2.5	12.8	4.6	3.2	5.1	16.9	29.6	1.9
11	3.4	.5	.3	.2	.5	.6	.5	.5	1.3	1.4	81.4
not stated	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.3	6.7	6.3
Total	100	100	100	100	100	100	100	100	100	100	100

3.8 Qualitative comments

The respondents also provided the following qualitative comments to express their own opinions about the topic in question and other issues they felt important.

1	Imprisonment terms for all these crimes stated should be increased however for worst crimes like murder and sexual crimes the imprisonment sentence should be life imprisonment
2	There should be a separate place in jail to isolate those who had committed any sexual crimes from other prisoners and rehabilitation programme and counselling services should be provided for these sex offenders so that they will repent and not re-offend.
3	The Ministry of Police should not grant any parole sentence to anyone who had committed murder, sexual crimes and other worst crimes and not allow them to go out of jail to visit their families on Sundays.
4	We have noticed that police officers are not performing their duties well.
5	Village mayors should work together with the Ministry of Police in the prevention of crimes so that our people's safety in public places and back in the community is secured.
6	There is also a need to strengthen relationship between parents and their children and also the strengthening of their spiritual beliefs so that parents would advise their children to stay away from trouble and follow our laws. This will minimize the number of our young people involved in social delinquency.
7	The government and also the Ministry of Police should come up with other alternatives to improve security/ safety of our people in the community especially in public places.
8	The Ministry of Police should do a registration of those who are convicted with any sexual crime and should allow the media to film their faces so that the public is aware to watch out for these people.
9	It is important for people to be aware of our laws, the crimes that are existing and increasing in our country, the penalties for these crimes, the impacts on the offender and also understanding the impacts on the victims so that people can protect themselves and prevent themselves from being involved in crime related activities.
10	The Liquor Control Board should review their policies to increase the standard age for youths to drink alcohol in Samoa

CHAPTER 4 PERSONAL AWARENESS/EXPERIENCE OF CRIME AND CRIME MANAGEMENT

One of the most important policing services is the professional management and resolving of crimes either on site or at the police station. In order to evaluate that important role, the survey investigated the respondents who were personally involved in a crime in the two years before the survey to share their experiences especially when police officers were involved in managing or resolving the crime.

4.1 Personal awareness of crime in past two years

Table 16 shows that out of all the survey respondents, only **39 percent** had been personally aware and participated in some crimes in the two years before the survey.

Table 16: Awareness of crime in the past two years

Personal awareness	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Yes	38.5	36,495	241
No	61.5	58,352	386

4.2 Nature of involvement

Table 17 shows the distribution of the participating respondents by the nature of their involvement in the crime. It shows that almost half (49 percent) of the participating respondents were **Observers** while 20 percent were involved as **Witnesses**, with only 9 and 4 percent as the Victims and Offender of the crime, respectively.

Table 17: Nature of involvement by respondents

Nature of involvement	Weighted percentage	Weighted number	Unweighted number
Total	100	36,495	241
Victim	9.4	3,442	22
Offender	3.8	1,404	9
Suspect	2.0	729	5
Relative	7.2	2,634	18
Witness	19.6	7,170	46
Observer	49.4	18,039	121
Others	8.4	3,075	20

4.3 Location where crime occurred

Table 18 shows the various places where crimes mostly occurred. The results revealed that about one-quarter (27 percent) of the crimes took place at **Home**, and close to a quarter of the crimes took place in other places and public streets. Other places included villages, sports grounds, school facilities, tourist sites, and, etc.

Table 18: Location where crime occurred

Crime scene	Weighted percentage	Weighted number	Unweighted number
Total	100	36,495	241
Home	26.9	9,800	65
Vehicle	10.3	3,759	24
Public street	22.0	8,047	53
Nightclub	2.8	1,029	7
Church facilities	1.7	616	4
Town market	7.4	2,692	18
Public building	5.8	2,106	14
Others	23.1	8,446	56

4.4 Management/resolving of crime

The management and resolving of crime in the community is not a function that is particular only for police to perform. There are several other bodies that could offer help in the resolving of crime like the family, village council, church, and, members of the public. Table 19 shows that out of the six groups that tried to manage and resolve the reported crimes, **82 percent** of the participating respondents identified the **Police** as the most popular group in managing and resolving the crime.

Table 19: Management/resolving of crime

Management of the crime	Weighted percentage	Weighted number	Unweighted number
Total	100	36,495	241
Family			
Yes	17.9	6,539	43
No	82.1	29,956	198
Village council			
Yes	19.0	6,933	46
No	81.0	29,562	195
Church			
Yes	1.6	581	4
No	98.4	35,914	237
Police			
Yes	81.8	29,841	197
No	18.2	6,654	44
NGO			
Yes	1.6	569	4
No	98.4	35,925	237
Others			
Yes	5.8	2,115	14
No	94.2	34,380	227

4.5 Reporting of crime to Police

When the respondents were asked if they have actually reported the crimes to the Police, about **eight in ten respondents** (83 percent) confirmed that the crime was reported to Police as shown in Table 20, while the rest was unreported. From experience, some of the unreported crimes were due to family reconciliations, village protocols, threats by offenders, and, mostly personal matters.

Table 20: Reporting of crime to police

Reporting crime to Police	Weighted percentage	Weighted number	Unweighted number
Total	100	36,495	241
Yes	82.9	30,258	200
No	8.4	3,073	20
Not sure	8.7	3,165	21

4.6 Investigation of crime by Police in the last two years

The performance of investigation of any crime by Police normally occurs after the crime has been reported to the Police. Table 21 shows that out of all the reported crimes, **97 percent** of the cases were actually investigated by Police. The failure to investigate all reported cases could be due to delays in the work of the investigation team or it could be due to mismanagement of reporting and investigations at the Police station.

Table 21: Investigation of crime by police

Investigation by Police	Weighted percentage	Weighted number	Unweighted number
Total	100	30,258	200
Yes	97.0	29,338	194
No	2.1	633	4
Not sure	.9	287	2

4.7 Level of satisfaction towards crime management

Of the investigated crimes by Police mentioned in 4a.6, Table 21 shows the distribution of the level of satisfaction of the respondents on how the police have managed and resolved the reported crimes. The results revealed that about **seven in ten respondents** (73 percent) were totally satisfied with the management of crimes by Police while the rest of respondents felt otherwise.

Table 22: Level of satisfaction towards crime management

Ranking	Weighted	Weighted	Unweighted
Distribution	percentage	number	number
Total	100	29,338	194
Strongly dissatisfied	8.3	2,434	16
Dissatisfied	8.6	2,510	16
Neither satisfied nor dissatisfied	9.8	2,890	20
Satisfied	35.4	10,378	68
Strongly satisfied	37.9	11,126	74

4.8 Qualitative comments

The respondents provided further qualitative comments in the open-question to express their own opinions about the question:

1	<i>Police officers should be honest with the performance of their duties specifically in the prevention of any crime without any sign of partiality or biasness.</i>
2	<i>The Ministry of Police should enforce the law by taking anyone who is causing trouble in public places to their office for questioning and give them a first warning if they are caught again they will be charged with disturbance of peace in public places.</i>
3	<i>The Ministry of Police needs to improve its services and conduct capacity building training for police officers on how they can better deliver their services and cater for the public's needs.</i>
4	<i>The Ministry of Police should have a small office in the market at Savalalo for them to monitor youths who are responsible for disturbance of peace in public places.</i>
5	<i>The Ministry of Police should conduct awareness programmes in the community so that community will be aware of their services and how they can support police duties and responsibilities.</i>
6	<i>Police officers should quickly attend to places where incidents or crimes are happening for them to solved the problem as soon as possible.</i>
7	<i>Family relationships and spiritual beliefs of family members should be strengthened to prevent crimes arising in the families and prevent youths from being involved in any crime related activities.</i>
8	<i>All Samoans should work together with the Ministry of Police to make their workload lighter.</i>
9	<i>Stop and eliminate domestic violence arising in the families.</i>

CHAPTER 5 OVERALL PERCEPTION OF POLICE AND PRISONS SERVICES

This chapter covers the overall perception of the community about the management of police assistance, control of crime and performance of duties and responsibilities.

5a.1 Number of assistance in 12 months before the survey

The Police and Prison services encountered requests for assistance from the public on a daily basis of which some were not necessarily related to police work. The question was asked to all survey respondents. Table 23 shows that out of all the survey respondents, about **one-fifth** of the total respondents (19 percent) have sought the assistance of the Police in the 12 months before the survey.

Table 23: Assistance in the last 12 months

Seeking assistance from Police	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Yes	18.5	17,575	116
No	81.5	77,272	511

5a.2 Level of satisfaction towards Police assistance

Table 24 shows the distribution of the level of satisfaction towards the delivery of Police assistance to the concerned respondents in the 12 months before the survey. The results indicated that only about **two-third** (61 percent) were satisfied with the response by the police. The other one-third was not satisfied at all.

Table 24: Level of satisfaction towards Police assistance

Satisfaction of police assistance	Weighted percentage	Weighted number	Unweighted number
Total	100	17,575	116
Strongly dissatisfied	18.1	3,173	21
Dissatisfied	12.1	2,121	14
Neither satisfied nor dissatisfied	8.5	1,488	10
Satisfied	26.1	4,578	30
Strongly satisfied	35.4	6,215	41

5a.3 Point of contact with Police

The respondents were also asked to identify their means of contact when seeking police assistance. Table 25 shows the distribution of respondents by four points of contact. The results indicated that more than **two-third** (67 percent) of the respondents used the **Telephone** to seek

police assistance while **one-quarter** actually used the **Police front desk**. In fact, the telephone is not only the fastest means of communication by distance but it is also a very useful tool that is easily accessible both in the urban and rural areas of Samoa.

Table 25: Point of contact with Police

Means of contact	Weighted percentage	Weighted number	Unweighted number
Total	100	17,575	116
Telephone	67.4	11,840	78
Police station front desk	25.1	4,408	29
Police attending scene	5.0	874	6
Others	2.6	453	3

5a.4 Qualitative comments

In order to find out the nature of assistance that the respondents sought from the police, the survey questionnaire provided an open-question for respondents to state any kind of assistance that they have sought from the police in the 12 months before the survey. For ease of analysis, the open answers were later grouped into **ten** most common assistances sought and each response was then coded accordingly. In Table 26, only respondents that said ‘yes’ to each assistance is reported.

Table 26 shows the ten most common types of assistance the respondents were seeking. The results revealed that out of the total, the ‘**Conflict in public places**’ as well as ‘**Family conflicts**’ shared the highest percentages (28 percent) of requests for police assistance, followed by **Drink driving and Stealing/Damage to properties** with more than 10 percent each.

Table 26: Most common types of assistance sought

Nature of the assistance sought	Weighted percentage	Weighted number	Unweighted number
Total	100	14,414	95
Drink-driving	13.0	1,878	12
Conflict in public places and community	28.5	4,109	27
Assault using dangerous weapons	2.2	311	2
Sexual crimes	6.5	931	6
Family conflicts	27.8	4,001	27
Stealing and damage to properties	12.4	1,783	12
Domestic violence	2.1	309	2
Suspects in a crime	6.3	904	6
Traffic licences	1.1	162	1
Smoking, selling and planting of mariuanas	3.2	457	3

5b.1 Level of satisfaction towards crime control

One of the mandated roles of the Police is the control and prevention of all crimes in Samoa. Efficient and effective control of crimes in any place really helps the residents to feel safe and confident to move freely in public places and in their own private residences without fear.

In order to measure the level of satisfaction towards police crime control, all the respondents were given the perception that 'police control crime satisfactorily' and then they were asked to rank their satisfaction accordingly. In response, only **two-third** (66 percent) of the respondents supported that notion, as shown in Table 27. It is interesting to note that the second largest proportion (20 percent) of respondents did not state their opinions while 14 percent totally disagree.

Table 27: Level of satisfaction towards crime control

Police crime control	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Strongly disagree	5.6	5,349	35
Disagree	8.4	7,954	53
Neither agree nor disagree	20.4	19,322	127
Agree	33.6	31,869	211
Strongly agree	32.0	30,353	201

5b.2 Working-in partnership with the community

The control of crime at the national level, community level, and at the household level, is obviously an enormous and complex exercise on the part of the Police force alone. Hence, when the respondents were given the perception that the 'public should work in partnership with police to prevent and control crime' about **nine in ten** respondents (92 percent) totally agreed, as shown in Table 28 while only 2 percent disagree. It is interesting to note that only 6 percent remained undecided in that perception.

Table 28: Working in partnership with the community

Public and Ploice work in patnership	Weighted percentage	Weighted number	Unweighted number
Total	100	94,847	627
Strongly disagree	0.8	789	5
Disagree	1.3	1,209	8
Neither agree nor disagree	6.1	5,771	38
Agree	12.8	12,120	80
Strongly agree	79.0	74,958	496

5b.3 Qualitative comments

The respondents provided further qualitative comments in the open-question to express their own opinions about the question:

1	<i>People in the community and the public at large should support and work together with the Ministry of Police to make it easier for them to carry out their duties in ensuring a safe and peaceful Samoa.</i>
2	<i>The police officers should follow their vows when they vow to protect the country, its people and carry out their duties with honesty without any biasness or discrimination.</i>
3	<i>We noticed that Police needs improvement with their service delivery and handling of their duties because police service and duties at the moment are not fully satisfied.</i>
4	<i>There have been great changes because police officers are honest with carrying out of their duties.</i>
5	<i>The number of police officers should be increased.</i>
6	<i>The Ministry of Police should conduct consultations with the community and also awareness programmes on the laws, crimes and penalties for public awareness.</i>
7	<i>There should be enough resources and equipments to ensure that police officers are well equiped during the performance of their duties when it comes to crimes for their safety.</i>

5c.1 Level of confidence towards police performance of duties

The Police officers like the employees in any other organization are expected to conform and uphold certain work ethics and values in the performance of their duties at all times. Any departure from such standards would reflect negatively on the image of the organization concerned. When the respondents were given the perception that ‘police carry out their duties well’, only about **two-third** of the respondents (66%) supported that perception. About **one-fifth** neither agrees nor disagrees while 15 percent did not agree at all.

Table 29: Level of confidence towards police performance of duties

Police carry out their duties well	Weighted percentage	Weighted number	Unweighted number
Total	100	94,244	623
Strongly disagree	5.0	4,752	31
Disagree	9.5	8,927	59
Neither agree nor disagree	18.7	17,651	117
Agree	33.9	31,903	211
Strongly agree	32.9	31,011	205

5c.2 Level of accessibility to police

Table 30 shows the level of satisfaction towards the perception that the ‘individuals had good access to the police should they needed their help’. About **70 percent** of the respondents supported that notion, 17 percent remained silent while 13 percent thought otherwise.

Table 30: Satisfaction towards accessibility

Respondents have good access to police if needed	Weighted percentage	Weighted number	Unweighted number
Total	100	86,494	569
Strongly disagree	4.3	3,736	24
Disagree	8.9	7,720	49
Neither agree nor disagree	17.1	14,798	96
Agree	29.0	25,046	167
Strongly agree	40.7	35,194	233

5c.3 Level of satisfaction towards honest performance of duties

Honesty is one of the most important attributes in the performance of duties that is expected of public servants like the police officers. Table 31 shows that when the community was given the perception that ‘they believe police act honestly in the performance of their duties’ only **half** of the respondents (50 percent) supported that view, one-third again remained silent while 18 percent did not agree at all.

Table 31: Satisfaction towards honesty at work

Police act honestly in the performance of their duties	Weighted percentage	Weighted number	Unweighted number
Total	100	86,494	569
Strongly disagree	6.2	5,532	36
Disagree	11.9	10,139	66
Neither agree nor disagree	31.6	27,268	179
Agree	25.7	22,096	146
Strongly agree	24.6	21,458	142

5c.4 Level of satisfaction towards police response for assistance

The respondents were also given the perception that ‘they believe the police respond appropriately to requests for police assistance’ to seek their level of agreement. Table 32 shows that about **two-third** (59 percent) of the respondents agreed, about one quarter again remained indifferent while 17 percent totally disagree.

Table 32: Satisfaction towards police response for assistance

Police respond appropriately to requests for assistance	Weighted percentage	Weighted number	Unweighted number
Total	100	86,494	569
Strongly disagree	6.0	5,429	35
Disagree	11.2	9,543	62
Neither agree nor disagree	23.6	20,597	135
Agree	32.0	27,394	181
Strongly agree	27.2	23,531	156

5c.5 Qualitative comments

The respondents again expressed their own opinions about the question as listed below:

1	<i>The police officers should follow their vows when they vow to protect the country, its people and carry out their duties with honesty without any biasness or dicrimination.</i>
2	<i>We noticed that Police needs improvement with their service delivery and handling of their duties because police service and duties at the moment are not fully satisfied.</i>
3	<i>The number of police officers should be increased to help out with their service delivery and also to improve their services.</i>
4	<i>Police officers should not misuse their uniform and position as police officers to disrespect the public while carrying out their duties.</i>
5	<i>Police officers salaries should be increased because they have a lot of duties and they worked day and night to ensure that everyone is safe and yet they have small salaries.</i>
6	<i>Police respond to emergencies is still good because they responded and attend to the public's call for assistance quickly .</i>
7	<i>There should be enough resources and equipments to ensure that police officers are well equiped during the performance of their duties when it comes to controlling conflicts/crimes for their own safety.</i>
8	<i>The Ministry of Police should look at reviewing the contract of executive positions in the Ministry to at least 6 months to avoid corruption and give a chance to other young and skillful police to take over to bring about new ideas to improve the Ministry's service.</i>
9	<i>The Ministry should put up billboards that states the contact numbers of different police post in the country for public awareness.</i>
10	<i>The Ministry should increase punishments for extreme crime cases.</i>

5d.1 Type of information available to public

Public awareness of police services and access to information, education, and, communication are all part of the police services that must be widely provided to the public in order to reduce and prevent all types of crimes, and, to improve safety in public places and at the community level.

Table 33 shows the distribution of different means of media outlets that the Police had used to increase public awareness. The results show that **Radio** programs had the highest proportion (63 percent) of individuals getting police information, followed closely by **Television** programs with 56 percent, while 14 percent were able to get information via **Awareness workshops** and 10 percent via the **Newspapers**. All other media outlets were not widely received.

Table 33: Access to information, education and communication

Access to information, education and communication	Weighted percentage	Weighted number	Unweighted number
Total	100	86,494	569
Radio program			
Yes	62.7	54,201	357
Television program			
Yes	56.4	48,782	320
Awareness workshop			
Yes	13.9	12,050	80
Newspaper			
Yes	9.8	8,445	56
Pamphlets			
Yes	.9	785	5
Brochures			
Yes	1.6	1,369	9
Posters			
Yes	3.2	2,749	18
Billboards			
Yes	4.0	3,420	22
Leaflets			
Yes	.5	449	3
Personal contact			
Yes	5.0	4,293	28

5d.2 Level of satisfaction towards communication and engagement with the community

The respondents were also asked about their satisfaction on how the police communicate and get engaged with the community regarding the performance of their duties and responsibilities. Table 34 shows that two-third (60 percent) of the respondents felt satisfied, one quarter again felt indifferent while 15 percent felt totally dissatisfied.

Table 34: Satisfaction towards community engagement and communication

Satisfaction of community communication and engagement	Weighted percentage	Weighted number	Unweighted number
Total	100	86,494	569
Strongly dissatisfied	4.6	3,977	26
Dissatisfied	10.2	8,860	58
Neither satisfied nor dissatisfied	25.7	22,224	145
Satisfied	30.8	26,603	176
Strongly satisfied	28.7	24,830	164

5d.3 Qualitative comments

The respondents further expressed their own opinions about the question as listed below:

1	<i>Police officers should be honest in carrying out of their duties.</i>
2	<i>Police should quickly respond to public's call for assistance.</i>
3	<i>Community awareness programmes should continue to be implemented not only in the community but also for schools around the country.</i>
4	<i>There should be more police working in the police force to carry out a lot of responsibilities to improve the Ministry of Police service.</i>
5	<i>The police themselves should be well aware of the laws before they enforce them while carrying out their duties.</i>
6	<i>It is not appropriate for Police officers to assault the offenders or prisoners because they also have the right as human beings not to be assaulted or to be mistreated by police.</i>
7	<i>Police communication with the public is good.</i>
8	<i>There should be billboards that states different crimes and their penalties for public awareness.</i>
9	<i>It will be good if the Ministry of Police continue their "Malu I Tuaoi" programme that was implemented at Vaitele fou last year to cover the whole community.</i>
10	<i>Police should perform their duties with respect so that the public also respect them</i>

The last chapter was open to the respondents to express any other comments that will help the Ministry of Police and Prisons to better assist the community as listed below:

1	<i>Police should be alert and be prepared all the time.</i>
2	<i>The Ministry should look at reviewing the police officers performance and also their capacity in handling the job and conduct a capacity building training to improve their skills so there is some improvement in the performance of their duties while on the field.</i>
3	<i>The public should be certain and convinced that the police are handling their job and duties well to make sure that they feel safe to travel in public places and in the community all the time.</i>
4	<i>Police officers should be honest with the performance of the duties without partiality or biasness.</i>
5	<i>There should be enough staff to handle the job and resources to equip them in the performance of their duties.</i>
6	<i>The community and the public at large should work together with the Ministry of Police in the prevention of crimes.</i>
7	<i>There should be an increase in the salary of police officers.</i>
8	<i>The Ministry of Police should also recognise the services and contributions of the Samoa Victim Support Group in supporting the victims of different crimes and other emergencies and also bringing about their cases to be investigated by Police</i>
9	<i>The Police should also do something about the increase of youths not attending schools back in the community because lack of education leads to unemployment and unemployment leads to the increase of social delinquency.</i>

CONCLUSION

The CPS 2013 sought to achieve the perception of the community of their safety in public places and residential areas as well as their perceptions on how well police officers manage and control crime, and, how well they perform their duties and responsibilities in the office and in the community.

The results revealed that the community highly feel safe in public places and even better in their own homes indicating Samoa as a safe place to live. The community also feels very supportive of the police work as they highly recommended the police to work more in partnership with the village mayors and the public to control and prevent crime at all levels. Some qualitative comments also emphasized the role of parents in the upbringing of their children to respect law and order from young age to help minimize crime in the families and in public places as they grow older. Such important community roles will greatly assist and support the police work.

Though the community noted the significance of the police work in the prevention and control of crime at all levels, the results revealed that the community still expected better performance values from the police officers in the exercise of their duties and responsibilities. Such values included honesty, appropriate and quick response when asked for assistance.

It is no doubt the CPS 2013 is a very useful strategy to monitor and evaluate the performance of the ministry in the delivery of their services to the public. All lessons learned should be used to improve and strengthen the on-going police services.

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APPENDIX A SAMPLING ERRORS

Variables	Proportion (%)	Standard Error	Unweighted number	Weighted number	Design effect	Relative error	Confidence limits	
	R	SE	N	NW	Deft	SE/R	R - 2SE	R + 2SE
<i>Percentage(%) of population feeling safe in public places at daytime</i>	0.85	0.01921	627	94847	1.33640	0.02267	0.80869	0.88552
<i>Percentage(%) of population feeling safe in public places at night-time</i>	0.77	0.01997	627	94847	1.19721	0.02577	0.73493	0.81481
<i>Percentage(%) of population feeling safe at home at daytime</i>	0.95	0.01003	627	94847	1.10276	0.01061	0.92504	0.96517
<i>Percentage(%) of population feeling safe at home at night-time</i>	0.93	0.00969	627	94847	0.94454	0.01043	0.90954	0.94831
<i>Percentage(%) of population agreeing that crime increased last 2 years</i>	0.89	0.01846	627	94847	1.45383	0.02084	0.84892	0.92277
<i>Percentage(%) of population agreeing that crime increased last 5 years</i>	0.87	0.01800	627	94847	1.36197	0.02058	0.83875	0.91077
<i>Population satisfied (%) towards police management/resolving crime</i>	0.73	0.04041	194	29338	1.27210	0.05512	0.65217	0.81379
<i>Population satisfied (%) towards police response to assistance</i>	0.61	0.04725	116	17575	1.04548	0.07694	0.51962	0.70863
<i>Population satisfied (%) towards police control of crime</i>	0.66	0.01971	627	94847	1.03919	0.03005	0.61659	0.69545
<i>Population agreed (%) towards police partnership with community</i>	0.92	0.01018	627	94847	0.92995	0.01109	0.89772	0.93846
<i>Population agreed (%) police carry out duties well</i>	0.67	0.01932	623	94244	1.02341	0.02893	0.62893	0.70619
<i>Population agreed (%) they have good access to police</i>	0.70	0.02178	569	86494	1.12975	0.03127	0.65291	0.74001
<i>Population agreed (%) that police act honestly in their duties</i>	0.50	0.01868	569	86494	0.89099	0.03709	0.46620	0.54091
<i>Population agreed (%) that police respond appropriately to requests</i>	0.58	0.02267	561	85321	1.08891	0.03887	0.53778	0.62844
<i>Population satisfied (%) towards communication/engagement with public</i>	0.59	0.01890	569	86494	0.91826	0.03178	0.55685	0.63245

Any survey will be affected by **sampling errors and non-sampling errors**. The latter is difficult to measure but can be greatly reduced by the application of high quality survey management, efficient field supervisions, skilful enumerators, good control of data coding and data processing, sufficient resources, etc.

Sampling errors are usually calculated using relevant sampling estimation formulae and computer programs. For the CPS 2013, the variance formula for complex design was used to calculate sampling errors. Dr Ren Ruilin of ICF Macro developed specific sampling error estimation templates in Excel for use by developing countries like Samoa where expensive computer programs like SAS could not be purchased. The Excel templates used the Taylor linearization method of variance estimation for survey estimates like means and proportions.

The design effect (DEFT) for each estimate was also calculated whereby a DEFT value of 1.0 indicates that the complex design used was just as efficient as the simple random sampling and a value more than 1 indicates an increase in sampling error due to the design and vice versa.

In addition, the confidence limits of 95 percent can also be estimated for each variable which provides the range of values for which the true value fall. For instance, in the first variable in the table - *the percentage (%) of satisfaction of the population feeling safe in public places at daytime, the rate is 85 percent, the sampling error is 2 percent, and, there is 95 percent confidence that the true rate will fall between 80.6 percent and 88.6 percent.*

APPENDIX B SURVEY PERSONNEL

Project Coordinator & Focal Point of the Samoa-Australia Police Partnership – Andrew Warton

Secretary for SAPP – Peleimoana Esera

Survey Manager of Samoa Bureau of Statistics – Malaefono Tauā

Fieldwork/Regional Supervisors (SBS)

Junior Ah Yen and Gafatasi Palesoo

Hired Enumerators

1. Normal CC Laung
2. Kolone Tofaeono
3. Manusina Pereira
4. Hamilton Savusa
5. Fofoga Maiava Sopo
6. Anzac Sera Setefano
7. Lisa Leuta Tonu'u
8. Lina Siaosi

Data Manager and Computer Programmer (SBS)

Junior Ah Yen

Coders and Data Entry (SBS)

Kaisarina Reupena

Siaumau Misela

Poinsettia Epati

Taiaopo Faumuina

Lewis Sinclair

Iosefa Lualua

Data analysis and Report writing

Malaefono Tauā

Project Financial Office

SBS - Corporate Division

MOF - AID Coordination Unit

APPENDIX C QUESTIONNAIRE

HOUSEHOLD IDENTIFICATION													
Region	<input type="checkbox"/>												
District	<input type="checkbox"/> <input type="checkbox"/>												
Village	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>												
EA	<input type="checkbox"/> <input type="checkbox"/>												
GPS	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>												
Household #	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>												
Head of Household Name: (write current head)	<input type="text"/>												
INFORMATION FOR OFFICE USE													
Survey Date: <input type="checkbox"/> (dd/mm/yyyy)	First date: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> (hh/mm)												
	End date: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> (hh/mm)												
Name of Supervisor:	<input type="text"/>												
Name of Enumerator:	<input type="text"/>												
Number and code of visits: Visit 1 <input type="checkbox"/> Visit 2 <input type="checkbox"/> Visit 3 <input type="checkbox"/>													
<table border="1"> <tr> <td>Visit codes:</td> <td>1 Completed</td> <td>2 Partially completed</td> <td>3 Call back or Postponed</td> </tr> <tr> <td></td> <td>4 Refused</td> <td>5 Household away > month</td> <td>6 Vacant(no residents)</td> </tr> <tr> <td></td> <td>7 Building destroyed (Cyclone Evans)</td> <td>8 Destroyed (other reasons)</td> <td></td> </tr> </table>		Visit codes:	1 Completed	2 Partially completed	3 Call back or Postponed		4 Refused	5 Household away > month	6 Vacant(no residents)		7 Building destroyed (Cyclone Evans)	8 Destroyed (other reasons)	
Visit codes:	1 Completed	2 Partially completed	3 Call back or Postponed										
	4 Refused	5 Household away > month	6 Vacant(no residents)										
	7 Building destroyed (Cyclone Evans)	8 Destroyed (other reasons)											
Name of Field Editor/Code:	<input type="text"/>												
Date: (start)	<input type="checkbox"/> (dd/mm/yyyy)												
Date: (end)	<input type="checkbox"/> (dd/mm/yyyy)												
Name of Data Operator:	<input type="text"/>												
Date: (start)	<input type="checkbox"/> (dd/mm/yyyy)												
Date: (end)	<input type="checkbox"/> (dd/mm/yyyy)												



**COMMUNITY PERCEPTION SURVEY 2013
SAFETY, CRIME AND POLICING
WITHIN SAMOA**

Code _____

Dear Participant,

This survey aims to identify your knowledge and perceptions of the Samoa Police and Prisons Service relating to safety, crime and your communication with the Police.

Your responses will help us to develop and recommend improvements to the Samoa Police and Prison Service.

Please complete the survey and return it to the contact person.

Completing the survey should take no longer than 20 minutes. Please tick answers that best describe your belief(s) and experience(s). Space is provided for any further comments.

The information you provide will be treated with strict confidence and will be used only for the purpose of this study.

You can provide your answers in either Samoan or English, whichever language you feel most comfortable using.

You do not have to give your telephone number, however it may be very useful to us if there is a need to clarify information you have provided in this survey.

--

Telephone Number *(Optional)*

Thank you for your participation.

List of Eligible Household Members (18+)
(from the youngest to the oldest)

Person Number	NAME	SEX	AGE	
		1 Male 2 Female	(age last birthday)	
0 1		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 2		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 3		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 4		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 5		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 6		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 7		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 8		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
0 9		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 0		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 1		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 2		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 3		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 4		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
1 5		<input type="checkbox"/>	<input type="text"/> <input type="text"/> <input type="text"/>	
Total Eligible household members (18+)		<input type="text"/> <input type="text"/>	Total Completed	<input type="text"/> <input type="text"/>
Total Eligible Male (18+)		<input type="text"/> <input type="text"/>	Total Males Completed	<input type="text"/> <input type="text"/>
Total Eligible Female (18+)		<input type="text"/> <input type="text"/>	Total Females Completed	<input type="text"/> <input type="text"/>

Section A: Respondent Details

This information is important and will be used to provide descriptive information in the report on this survey. It will not be used to identify the individual responses or any person who completes the survey.

Except where otherwise indicated, please place a tick in the appropriate box or boxes; fill in your responses in the line where further information is indicated.

1 Age (last birthday)

2 Sex

1 Male

2 Female

3 Marital Status

1 Single

3 Separated/Divorced

2 Married/De-facto

4 Widowed

5 Employment Status

1 Employee (paid work)

5 Domestic duties

2 Self-employed (business owners, sellers)

6 Student

3 Subsistence (agriculture, fishing)

7 Incapable (special needs, sick)

4 Unemployed (apply/wait for job)

6 Relationship to Head of household

1 Head

4 Parents (head/spouse)

2 Spouse

5 Other Relatives

3 Children

6 Friend/Visitor

Section B: Community Perception of Safety and Crime

Except where otherwise indicated, please circle the appropriate number for each of the question below to indicate your response and fill in your response on the lines when further information is indicated.

1 I feel safe in public places during the day

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

2 I feel safe in public places during the night

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

3 I feel safe at home during the day

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

4 I feel safe at home during the night

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

5 I believe crime has increased in the last 2 years

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

6 I believe crime has increased in the last 5 years

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

7 I believe the most common crime(s) are:

Please rank what you believe are the most important types o crime with - one (1) being the most commonly occurring crime and eleven (11) being the least commonly occurring.

- Murder/Manslaughter.....
- Sexual Crime.....
- Assault.....
- Theft/Stealing.....
- Fraud.....
- Break and enter.....
- Drug.....
- Drink Driving.....
- Serious Traffic Offence.....
- Damage to Property.....
- Other (specify).....

Please provide any further comments which you would like to make

1

2

3

4

Section C: Personal Awareness and/or Experiences of Crime and Crime Management

Except where otherwise indicated, please place a tick in the appropriate box or boxes and fill in your response on the lines when further information is indicated.

1 Are you personally aware of a crime that has occurred within the past 2 years?

1 Yes

2 No (if No, skip to Section D)

2 If Yes, what was the nature of your involvement?

1 Victim

5 witness

2 Offender

6 Observer

3 Suspect

7 Other (specify) _____

4 Relative

3 Where did that crime take place?

1 Home

5 Church facilities/compound

2 Vehicle

6 Town Market

3 Public Street

7 Public Building (Restaurant,shop, Government Office,workshop)

4 Nightclub

8 Other (specify) _____

4 Who managed/resolved that crime? (you may tick more than one of the following)

1 Family

4 Police

2 Village Council

5 Non Government Organisation

3 Church

6 Other (specify) _____

If the crime was managed/resolved by police, please answer the following questions, if not, go to Section D

5 Was the matter reported to the Police? (If Yes go to Q.6, if No or Dont know skip to Section D)

1 Yes

2 No

3 Don't Know

6 Was the matter investigated by police? *(If Yes go to Q.7, if No or Dont know skip to Section D)*

1 Yes

2 No

3 Don't Know

7 Were you satisfied with how the police managed/resolved the matter?

Strongly Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Strongly Satisfied
1	2	3	4	5

Please provide any further comments which you would like to make

1

2

3

4

Section D: Perception of the Samoa Police and Prisons Service

Except where otherwise indicated, please place a tick in the appropriate box or boxes or circle the appropriate number and fill in your response on the lines when further information is indicated.

D1 Assistance sought from the Police

1 Have you sought the assistance of the Police in the last 12 months?

1 Yes

2 No (if No, skip to D2)

2 If Yes, how satisfied were you with the assistance provided?

Strongly Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Strongly Satisfied
1	2	3	4	5

3 What was your point of contact with the police.

1 Telephone

2 Police Station Front Desk

3 Police attended scene

4 Other (please state)

4 What was the nature of that assistance?

1 _____

2 _____

3 _____

4 _____

D3 Police Generally

1 I have confidence that the police carry out their duties well

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

2 I believe I have good access to the police should I need them

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

3 I believe the police act honestly in the performance of their duties.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

4 I believe the police respond appropriately to requests for police assistance.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Please provide any further comments which you would like to make.

1

2

3

4

D4 Access to information, education and communication about the Police or policing issues

1 Have you received information about the Samoa Police and Prisons Service? If so in what form?

(you may tick more than one of the following)

- | | |
|--|--|
| 1 <input type="checkbox"/> Radio Program | 6 <input type="checkbox"/> Brochures |
| 2 <input type="checkbox"/> Television Program | 7 <input type="checkbox"/> Posters |
| 3 <input type="checkbox"/> Awareness Workshops | 8 <input type="checkbox"/> Billboards |
| 4 <input type="checkbox"/> Newspaper | 9 <input type="checkbox"/> Leaflets |
| 5 <input type="checkbox"/> Pamphlets | 10 <input type="checkbox"/> Personal contact with the police |

2 How satisfied are you with how the police communicate and engage with the community?

Strongly Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Strongly Satisfied
1	2	3	4	5

Please provide any further comments which you would like to make.

1 _____

2 _____

3 _____

4 _____

Section E: Conclusion

How can the Police do their job better to assist the community?

1

2

3

4

STATISTICS



our guiding star
to a better SAMOA