



**Kharkiv Institute for Social Researches  
Kharkiv Human Rights Protection Group**

# **ASSESSMENT OF POLICING IN KHARKIV AND KHARKIV REGION: CITIZENS' PERCEPTION**

**Results of a  
sociological  
survey**

**Kharkiv  
2016**

**TEAM OF AUTHORS:**

©D. KOBZIN, A. CHERNOUSOV, K. KORENEVA, S. SHCHERBAN, M. KOLOKOLOVA

THE AUTHORS WOULD LIKE TO THANK YEVHEN ZAKHAROV FOR HIS UNFAILING  
ALL-OUT SUPPORT IN CARRYING OUT THIS SURVEY.

©TRANSLATED BY MARIA HOLODYUK

© KHARKIV INSTITUTE FOR SOCIAL RESEARCHES, 2016.

# CONTENTS

---

<b>INTRODUCTION. METHODOLOGY</b>	<b>4</b>
<b>FINDINGS</b>	<b>6</b>
<b>CHAPTER 1. TRUST IN THE POLICE</b>	<b>8</b>
<b>CHAPTER 2. CONTACTS WITH THE POLICE AND PUBLIC SATISFACTION WITH THEIR WORK</b>	<b>12</b>
<b>CHAPTER 3. OFFENCE INCIDENCE AND FEELING OF SECURITY</b>	<b>27</b>
<b>CHAPTER 4. WILLINGNESS TO HELP THE POLICE</b>	<b>44</b>

# INTRODUCTION

---

This study is an independent assessment of the current policing situation in Kharkiv and Kharkiv Region and confidence in the police conducted by Kharkiv Institute for Social Researches supported by Kharkiv Human Rights Protection Group. Two years back, in 2014, one of the first steps implemented as a part of pilot interior reform effort was a social research to probe into the work of the police, the areas for its improvement and crime situation in Lviv Region. The results of the survey highlighted the challenges facing the bodies of the interior ministry allowing the decision-makers to rely on the opinion of ordinary citizens, the ultimate customers of the service provided by the law enforcers. In a year, after a number of steps had been taken to implement the reform, we resurveyed Lviv Region to study the dynamics of trust in the police and the feeling of security of people living in this region. Kharkiv Region was the second region surveyed. Such surveys should ultimately become not only an important source of information, but also a part of the system of ongoing evaluation to assist planning of further activities. Having this in mind, we will continue our research effort to study the effectiveness of policing in other regions.

# METHODOLOGY

---

The survey was aimed to address the **following tasks:**

- to study and to provide the public and the national police executives with a clear understanding of how residents of Kharkiv and Kharkiv Region perceive the police, what is the level of confidence in it;
- to study what are the key police success measures in the region;
- to continue on testing updates to the existing system for evaluation of crime rates and policing in order to make it more objective.

In order to achieve the tasks at hand, in February-March 2016 we surveyed a total of 3 600 respondents in each and every district of the City of Kharkiv and Kharkiv Region according to the sample specifically calculated for that purpose. The survey involved face-to-face interviews.



# SAMPLING POPULATION RATIONALE

---

The sampling population was 3600 residents of Kharkiv Region aged 16 and higher. The sample was stratified disproportionately by urban districts of the City of Kharkiv and districts of Kharkiv Region, with the weight factor used for correct proportions of population distribution by districts. The sample was proportionally stratified by type of populated places (city, town, village) in each district of Kharkiv Region and was built using a combination of two-stages - a convenience selection of starting points (addresses) for survey routes on the first stage and quota screening on the stage of selection of respondents within households. The first stage involved randomized selection of addresses (routes starting points) followed by selection of households using the principles of the route method (route sampling). Finally, in the second stage respondents were selected according to the quotas representing gender and age proportions of urban and rural population of Kharkiv Region. In general, the sample represents adult population (aged over 16) in each district. The statistical error over the whole data set did not exceed 2.5%.

# FINDINGS

- The level of confidence in the police in the city and the region is still fairly low, with less than half of the residents trusting the police. Opinions of people residing in Kharkiv and Kharkiv Region, who trust the police, and those, who do not, broke down almost evenly, with the figures being 44.0% and 44.6% respectively.
- The survey also found that the biggest number of respondents that have a strong trust in the police live in Dzerzhynskiy District of the City of Kharkiv (22.3%) and Blyzniuky District of Kharkiv Region (22.8%). At the same time, the study revealed a fairly large number of respondents with strong distrust in the police in some district - Balakliia (29.8 %), Vovchansk (23.0 %), Zolochiv (21.0 %), Izium (26.0 %), Krasnokutsk (22,0 %), Lozova (23.9 %), Nova Vodolaga (26,9 %), Pervomaiskiy (24.0 %), Sakhnovshchyna (26.5 %), Chuhuiv (21.6 %).
- The survey showed that the confidence of the population in police was highest in Kominternivskiy District of the City of Kharkiv, where the number of those, who trust the police, exceeded the number of those, who do not, by almost 60%, with three more districts of Kharkiv - Dzerzhynskiy, Leninskyy and Chervonozavodskyy - being among the leaders of trust and Ordzhonikidzevskyy, Zmiiv, Chuhuiv, Lozova and Balakliia districts among those with the lowest trust figures and the highest number of respondents, who expressed strong or some distrust in the police.
- The data showed that most of residents of Kharkiv and Kharkiv Region (79.3 %) had no contacts with police last year, with the most frequent reasons for contact with police quoted as follows: the respondent, his family or friends were victims of crime (5.6%); were stopped by police in the street or called as witness (3.7%); were visited by police at home (3.2 %); applied to the police for issuance of documents (2.8 %).
- When compared, data on Kharkiv and Kharkiv Region revealed no significant inconsistency. It should be noted, however, that most contacts with police occurred as a result of respondents, their family or friends becoming victims of a crime. Dwellers of cities across the region had more contacts with police due to this reason than respondents living in Kharkiv or towns and villages throughout the region. In addition, they were more frequently stopped for identity checks and bearing witness than residents of Kharkiv, the administrative center of Kharkiv Region.
- Over half of residents of Kharkiv and Kharkiv Region (54.8 %) were left satisfied with contacts with police in 2015. However, the number of those unsatisfied was also fairly big – 42.5 %, with the number of respondents unsatisfied with contacts with police being somewhat higher across the region than in the region's center. Besides, respondents aged 39-40 tended to give more of negative feedback.
- When evaluating the way police interacted with citizens, one may note some positive aspects. Respondents noted that police listened to them carefully and treated them with respect, as well as was quick to act and gave explanations of the actions they took regarding respondents.
- The results of the survey showed that respondents were not equally satisfied with the way different services within the police did their job. Comparing the ratings of different services, we can say that the number of respondents satisfied with policing provided by local dispatch centers, traffic police and patrol police in Kharkiv was twice the number of respondents dissatisfied with the work of these services. However, the

situation across the region (as opposed to the region's center) was quite different, with the number of the satisfied and unsatisfied being nearly equal. As far as local police officers were concerned, the share of those satisfied with how they were doing their job and those unsatisfied was the same both in the region and in the City of Kharkiv. The share of unsatisfied with the work of investigative bodies, criminal investigation and other crime detection units was twice as big as the number of satisfied respondents both in Kharkiv and in the region.

- The only service to satisfy three thirds of respondents surveyed across the population was the national police (63% of satisfied and 15% of unsatisfied respondents respectively). It should be noted, however, that the work of «cops» (a word often used to informally refer to the reformed police forces) was evaluated only by residents of Kharkiv since this newly introduced service was not yet available in other populated places throughout the region.
- In terms of types of offences, most of citizens were concerned about «alcohol offences» (76.9%), «speeding» (74.9%) and «drink driving» (74.5%). Residents of Kharkiv city and region were least concerned about «unlawful police violence» - only 26.3 % reported existence of this problem.
- The absolute majority of citizens felt safe reporting own apartment / house as the most secure place. This is where 87.5% of respondents felt safe or rather safe. Entrance of their apartment building / yard of their house was rated second safest places. Respondents felt most unsafe in other neighborhoods (36.5% of respondents felt rather or quite unsafe there) and had slightly less feeling of insecurity in public transport (22.5%).
- The research also evaluated how the feeling of security perceived by residents varied during the day. Thus, respondents felt most safe during the daytime (6:00 am to 5:00 pm) - 94.6% opted for this answer. In the afternoon (from 5.00 pm to 22.00 pm) the percentage of those feeling safe slightly dropped to 69.5 %, while in the nighttime it fell by 1.8 times to 38.5% as compared with the daytime readings. At the same time, in the night the percentage of those feeling quite or rather unsafe in their locality was highest - 49.7 % of respondents.
- When speaking of the overall safety level at their place of living, most of respondents (59.5 %) agreed that the situation had hardly seen any changes over the last year. 20.8 % of respondents noted that it became (much and a little) safer, while the number of citizens, who believed it grew (much and a little) less safe, was slightly less - 14.2 %.
- In terms of types of crime, citizens most feared falling a victim to any crime in general, with 70.9 % having much or some fear about it. In addition to that, the absolute majority of respondents had fears of becoming a victim of a traffic accident (70.6 %) and fraud (67.4 %).
- Citizens were most willing to help police in situations that call for reporting a committed crime (81.7 % positive responses) or a crime about to be committed (73.3 %). Respondents were least willing to make donations for police gear and outfit (10.5%) and to provide own vehicle in emergency (9.8 %). 51.3% of residents of Kharkiv and Kharkiv region expressed their readiness to be a part of ongoing police performance evaluation.

# CHAPTER 1.

## TRUST IN THE POLICE

It was the trust of the population that was introduced by the lawmakers as one of the key efficiency measures in the newly adopted policing law. Therefore, studying of the extent to which residents of Kharkiv and Kharkiv region trust police was increasingly important.

The survey highlighted a certain level of confidence resulting from evaluation of policing by the police in the region and citizen’s expatiations of the reform. At the same time it should be noted that, in general, it was still fairly low across the region, with less than half of citizens trusting the police.

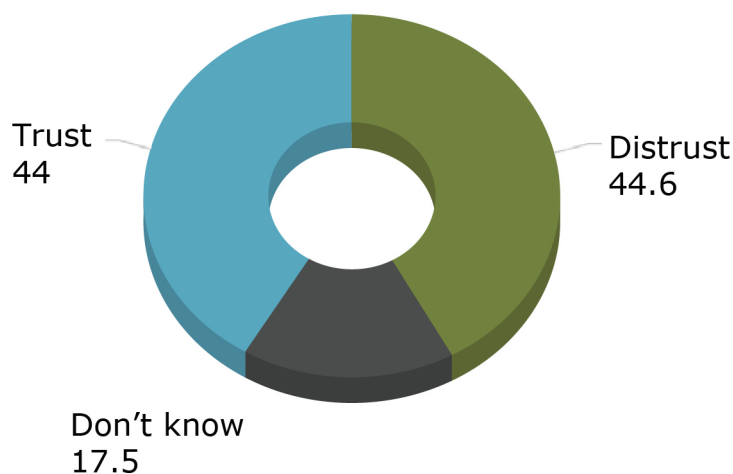
**Table 1.1**

**LEVEL OF POPULAR TRUST IN POLICE IN KHARKIV AND KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED)**

Level of trust	%
Strong distrust	15.0
Some distrust	29.6
Some trust	34.8
Strong trust	9.2
Don't know	17.5

In this way, opinions of people residing in Kharkiv and Kharkiv Region, who trust the police, and those, who do not, broke down almost evenly, with the figures being 44.0% and 44.6% respectively.

It is also worth noting that practically one in six persons surveyed did not know if they trust the police. This also can be viewed as a source of potential trust the police may rely on in the region.



**Fig. 1.1 Level of popular trust in police in Kharkiv and Kharkiv Region (as % of those, who responded)**

Table 1.2

LEVEL OF POPULAR TRUST IN POLICE BY DISTRICTS OF KHARKIV AND KHARKIV REGION (AS % OF THOSE, WHO RESPONDED)

No.	District	Don't know	Strong distrust	Some distrust	Some trust	Strong trust
1.	Dzerzhynskiyi	5.8	6.8	20.4	44.7	22.3
2.	Zhovtnevyi	15.2	12.1	33.3	27.3	12.1
3.	Kyivskiyi	16.0	10.0	26.0	44.0	4.0
4.	Kominternivskiyi	6.9	5.0	11.9	58.4	17.8
5.	Leninskyyi	19.4	6.1	19.4	46.9	8.2
6.	Moskovskyyi	15.5	10.7	28.2	35.0	10.7
7.	Ordzhonikidzevskiyi	5.0	19.8	39.6	32.7	3.0
8.	Frunzenskyyi	4.9	17.6	23.5	42.2	11.8
9.	Chervonozaovodskyyi	9.9	5.0	25.7	47.5	11.9
10.	Balakliia	36.5	29.8	14.4	14.4	4.8
11.	Barvinkove	2.0	14.9	19.8	49.5	13.9
12.	Blyzniuky	7.9	24.8	11.9	32.7	22.8
13.	Bogodukhiv	24.0	18.0	13.0	40.0	5.0
14.	Borova	2.0	17.0	38.0	41.0	2.0
15.	Valky	6.9	20.8	22.8	45.5	4.0
16.	Velykyi Burluk	14.3	14.3	24.5	43.9	3.1
17.	Vovchansk	8.0	23.0	32.0	32.0	5.0
18.	Zmiiv	10.9	14.9	41.6	27.7	5.0
19.	Dvorichna	39.0	11.0	21.0	28.0	1.0
20.	Dergachi	36.0	19.0	25.0	17.0	3.0
21.	Zachepylivka	44.0	15.0	20.0	20.0	1.0
22.	Zolochiv	24.0	21.0	15.0	34.0	6.0
23.	Izium	9.0	26.0	19.0	38.0	8.0
24.	Kegychivka	5.0	18.0	26.0	37.0	14.0
25.	Kolomak	38.4	7.1	19.2	34.3	1.0
26.	Krasnograd	39.0	15.0	19.0	26.0	1.0
27.	Krasnokutsk	0	22.0	30.0	32.0	16.0
28.	Kupiansk	32.0	11.3	28.9	26.8	1.0
29.	Lozova	51.4	23.9	12.8	8.3	3.7
30.	Nova Vodolaga	2.9	26.9	24.0	40.4	5.8
31.	Pervomaiskyyi	45.0	24.0	10.0	17.0	4.0
32.	Pechenigy	21.6	18.6	21.6	34.3	3.9
33.	Sakhnovshchyna	3.9	26.5	22.4	30.6	17.3
34.	Kharkiv	28.7	18.8	12.9	27.7	11.9
35.	Chuhuiv	12.7	21.6	34.3	28.4	2.9
36.	Shevchenkove	46.0	10.0	22.0	20.0	2.0

The survey marked a «zero level of trust» that can be used as the reference for further measurements of police performance during a year or another period. The survey also found that the biggest number of respondents that have a strong trust in the police live in Dzerzhynskiy District of the City of Kharkiv (22.3%) and Blyzniuky District of Kharkiv Region (22.8 %). At the same time, the study revealed a fairly large number of respondents with strong distrust in the police in Balakliia (29.8 %), Vovchansk (23.0 %), Zolochiv (21.0 %), Iziium (26.0 %), Krasnokutsk (22,0%), Lozova (23.9 %), Nova Vodolaga (26.9 %), Pervomaiskyi (24.0 %), Sakhnovshchyna (26.5 %), Chuhuiv (21.6 %).

**Table 1.3**

**RATING OF POLICE IN DIFFERENT DISTRICTS OF KHARKIV AND KHARKIV REGION BY MEASURE OF PEOPLE'S TRUST  
(AS % OF THOSE, WHO RESPONDED)**

Rating	District	Net trust
1	Kominternivskiy	59.3
2	Dzerzhynskiy	39.8
3	Leninskyy	29.6
4	Chervonozavodskiy	28.7
5	Barvinkove	28.7
6	Blyzniuky	18.8
7	Bogodukhiv	14.0
8	Frunzenskyi	12.9
9	Kyivskiy	12.0
10	Shevchenkove	10.0
11	Kolomak	9.0
12	Velykyi Burluk	8.2
13	Kharkiv	7.9
14	Kegychivka	7.0
15	Moskovskiy	6.8
16	Valky	5.9
17	Iziium	1.0
18	Zolochiv	0.4
19	Sakhnovshchyna	-1.0
20	Pechenigy	-2.0
21	Dvorichna	-3.0
22	Krasnokutsk	-4.0
23	Nova Vodolaga	-4.7
24	Zhovtnevyi	-5.8
25	Krasnograd	-7.0
26	Kupiansk	-12.4
27	Pervomaiskyi	-13.0
28	Borova	-12.0
29	Zachepylivka	-14.0
30	Dergachi	-14.0
31	Vovchansk	-18
32	Ordzhonikidzevskiy	-23.7
33	Zmiiv	-23.8
34	Chuhuiv	-24.6
35	Lozova	24.7
36	Balakliia	25.0

The survey showed that the confidence of the population in police was highest in Kominternivskyi District of the City of Kharkiv, where the number of those, who trust the police, exceeded the number of those, who do not, by almost 60%, with three more districts of Kharkiv - Dzerzhynskyi, Leninskyi and Chervonozavodskyi - being among the leaders of popular trust.

Different districts of the City of Kharkiv and Kharkiv Regions have different levels of trust, as the survey demonstrated (Table 1.3). Ordzhonikidzevskyi, Zmiiv, Chuhuiv, Lozova and Balakliia districts were among outsiders of trust with the highest number of respondents, who expressed strong or some distrust in the police.

# CHAPTER 2.

## CONTACTS WITH THE POLICE AND PUBLIC SATISFACTION WITH THEIR WORK

The survey studied how frequently residents of Kharkiv and Kharkiv Region had contacts with the police over the last 12 months and what were the causes of these contacts. This is an important indicator of the effectiveness of communication of the police with the community. The data showed that most of residents of Kharkiv and Kharkiv Region (79.3%) had no contacts with police last year, with the most frequent reasons for contact with police quoted as follows: the respondent, his family or friends were victims of crime (5.6 %); were stopped by police in the street or called as witness (3.7 %); were visited by police at home (3.2 %); applied to the police for issuance of documents (2.8 %) (Table 2.1).

When compared, data on Kharkiv and Kharkiv Region revealed no significant inconsistency. It should be noted, however, that most contacts with police occurred as a result of respondents, their family or friends becoming victims of a crime. Dwellers of cities across the region had more contacts with police due to this reason than respondents living in Kharkiv or towns and villages in the region. In addition, they were more frequently stopped for identity checks and bearing witness than residents of Kharkiv, the administrative center of Kharkiv Region.

**Table 2.1**

NUMBER OF RESPONDENTS, WHO HAD CONTACTS WITH POLICE IN 2015

Causes	% of those, who responded
You, your family or friends were victims of a crime	5.6
You, your family or friends were suspected of a crime	0.9
You needed to be issued some documents	2.8
You reported a traffic accident	0.5
Your reported a medical emergency situation	0.5
You were stopped by police in the street	3.7
Police came to your home	3.2
You made statement as witness	3.7
You were asked by police to go to local police precinct	0.9
You reported security system alarm	0.3
You reported a crime	1.7
You reported a suspicious-looking person	0.9
You complained of loud noise or music	0.7
You asked police for help or advice	1.7
Other causes	2.7
You had no contacts	79.3



Despite the fact that no explicit dependency between contacts with police and age of respondents was found, the survey data show that members of the age groups 16-19 and 60+ had less contacts with the law-enforcers than other age categories.

The causes of contact of different age groups were as follows: youth of 16-19 years of age had more contacts with police due to the need for documents issuance (which most probably involved issuance of the passport, the national ID document). Respondents aged from 20 to 29 had to come into contact with police as victims of crimes or as witnesses, while the reasons for those aged from 30 to 39 included identity checks and witness statements. Respondents of the age group 40-49 quite often contacted police as crime victims and for issuance of documents. Older respondents had contacts with police as crime victims or family of crime victims.

Over a half of residents of Kharkiv and Kharkiv Region (54.8%) were satisfied with contacts with police in 2015. However, the number of those unsatisfied was also fairly big – 42.5 %, with the number of respondents unsatisfied with communication with police being somewhat higher across the region as compared to the administrative center. Besides, respondents aged 39-40 tended to give more of negative feedback.

When evaluating the way police interacted with citizens, one may note some positive aspects. Thus, the number of citizens that reported being carefully listened to by law enforcers made 77.7% vs. 21.5% of respondents, who did not believe so, with most respondents so thinking fitting in the 16-29 age range. In addition, a large majority of respondents noted that police officers acted promptly and explained what they were doing and why (Table 2.3). Three fourths or 75.6% of the surveyed that had had the chance to communicate with police reported being treated with respect. Only 15.3% of respondents said police solicited money or gifts. The percentage of the surveyed, who reported unnecessary use of force towards them at the time of contact with police made 4.7%. In general, it should be noted that respondents aged 16-29 were more positive in their opinions regarding their contact with police than respondents within other age groups.

**Table 2.2**

**LEVEL OF SATISFACTION OF CITIZENS WITH CONTACTS WITH POLICE (AS % OF THOSE, WHO RESPONDED)**

	<b>Agree</b>	<b>Disagree</b>	<b>Don't know</b>
I remained fully satisfied	54.8	42.5	2.6
Police listened to me carefully	77.7	21.5	0.8
Police were quick to take action	60.9	35.1	4.0
Police explained to me what they were doing and why	64.0	34.1	1.8
Police treated me with respect	75.6	24.5	1.5
Police solicited money or gifts	15.3	75.0	9.6
Police applied force, when it was not needed	4.7%	83.2	12.1

In general, people living in the City of Kharkiv rated contacts with police somewhat higher than those living in Kharkiv Region, with Kharkiv dwellers being 5% more satisfied with these contacts (57.3%). Residents of the region's center more often than people in the region noted that they were carefully listened to (Table 2.3). 65.5 % of Kharkiv dwellers and 55.8% residents of the region quoted police acting promptly.

It is important that 78.7 % of city dwellers and 71.8 % of citizens residing across the region noted that police treated them with respect.

Instances of bribes and excessive force were more often in Kharkiv Region than in Kharkiv City.

**Table 2.3**

CONDUCT OF POLICE, WITH WHOM CITIZENS HAD CONTACTS OVER LAST 12 MONTHS IN THE CITY AND IN THE REGION  
(AS % OF THOSE, WHO RESPONDED)

	Kharkiv	Kharkiv Region
I remained fully satisfied	57.3	52.2
Police listened to me carefully	79.9	75.1
Police were quick to take action	65.5	55.8
Police explained to me what they were doing and why	65.9	62.0
Police treated me with respect	78.7	71.8
Police solicited or implied that I should give money or gifts	11	20.3
Police applied force, when it was not needed	4.1	9.5

The survey statistics showed that respondents were not equally satisfied with the way different services within the police did their job. Comparing the ratings of different services, we can say that the number of respondents satisfied with work of local dispatch centers, traffic police and patrol police in Kharkiv was twice the number of respondents dissatisfied with the work of these services. 2.4). However, the situation across the region (as opposed to the region's center) was quite different, with the number of the satisfied and unsatisfied being nearly equal. Besides, the number of respondents satisfied with the work of these three services was significantly lower in the region than in the city.

As far as local police officers were concerned, the share of those satisfied how they were doing their job and those unsatisfied was the same both in the region and in the City of Kharkiv.

The share of unsatisfied with the work of investigative bodies, criminal investigation and other crime detection units was twice as big as the number of satisfied respondents both in Kharkiv and in the region.

**Table 2.4**

SATISFACTION OF CITIZENS WITH WORK OF DIFFERENT POLICE SERVICES (AS % OF THOSE, WHO RESPONDED)

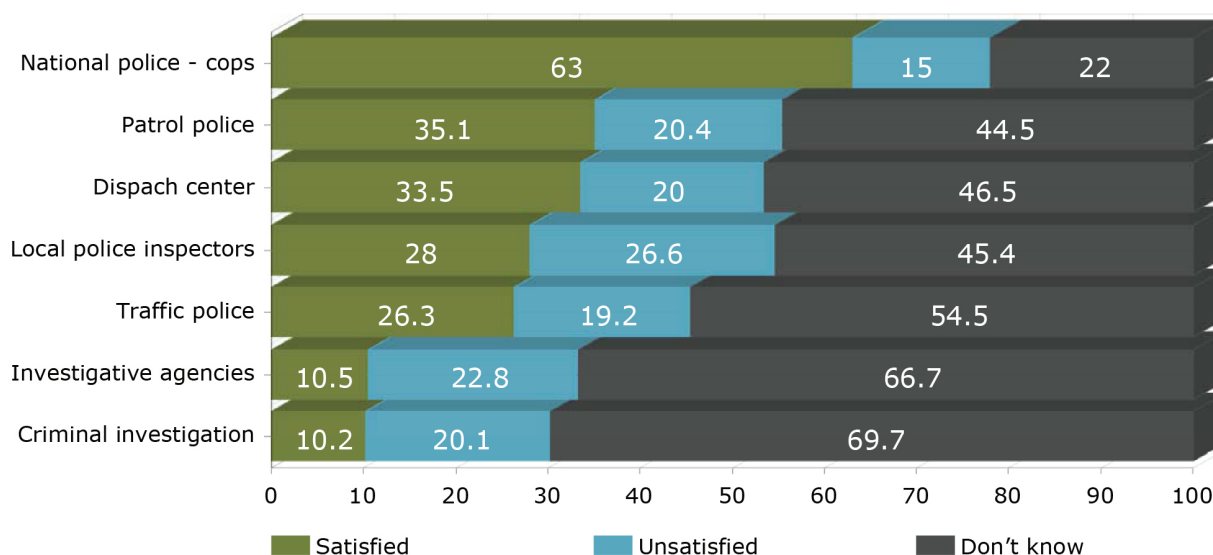
	Satisfied		Unsatisfied		Don't know	
	Kharkiv	Kharkiv Region	Kharkiv	Kharkiv Region	Kharkiv	Kharkiv Region
Local dispatch centers	39.6	26.6	20.2	20	40.2	53.4
Traffic police	34.6	17	19.7	18.7	45.7	64.3
Local police inspectors	27.3	28.7	29.8	23.1	42.9	48.2
Patrol police	48.9	19.5	20.9	20	30.2	60.5
Investigative agencies	11	10.2	23	22.4	66	67.4
Criminal investigation and other crime detection units	11.4	8.8	19.8	20.4	68.8	70.8

In general, when assessing the level of satisfaction of residents of Kharkiv and Kharkiv region, one can say that the number of respondents, who positively rated policing by law enforcement services, was higher than that of people not satisfied how these services did their job. This is also true for the patrol service, local dispatch centers and the traffic police.

As far as local police inspectors were concerned, the number of those unsatisfied with their work (28%) is about equal to the number of those satisfied (26.6%).

The number of people satisfied with the work of investigative agencies and criminal investigation was half the figure for the unsatisfied (10.5% vs. 22.8% and 10.2% vs. 20.1% respectively).

The only service to satisfy three thirds of respondents surveyed across the population was the national police (63% of satisfied and 15% of unsatisfied respondents respectively). It should be noted, however, that the work of «cops» was evaluated only by residents of Kharkiv since this newly introduced service was not yet available in other populated places throughout the region.



**Fig. 2.1 Satisfaction with policing by different services (as % of those, who responded)**

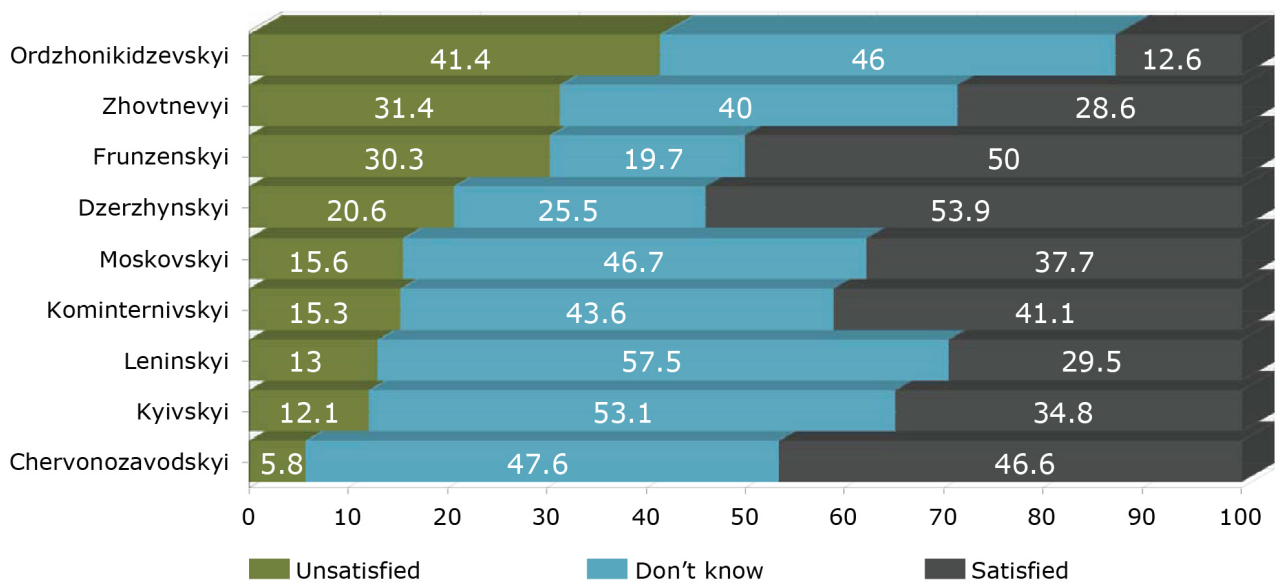
Below we will discuss the ratings of different law enforcement services given by residents of Kharkiv and Kharkiv Region in more detail.

## Local dispatch centers

The number of respondents satisfied with the work of local dispatch centers varied over the districts of Kharkiv City, with Ordzhonikidzevskiy District scoring the highest figure of people’s dissatisfaction of 41.4% and satisfaction being lowest among all the districts - 12.6%. The number of people unsatisfied with the work of the local dispatch center was lowest in Chervonozavodskiy District (5.8 %).

A large number of those dissatisfied with the way officers perform their duties at local dispatch centers was recorded in Zhovtnevyi and Frunzenskiy Districts (31.4% and 30.3% respectively), however, it should be noted that the number of citizens satisfied with the performance by local dispatch centers exceeded the number of those dissatisfied (40% and 50% respectively).

Citizens were most satisfied with policing provided by local dispatch centers in Dzerzhynskiy, Frunzenskiy and Chervonozavodskiy Districts (53.9%, 50% and 46.6% respectively).



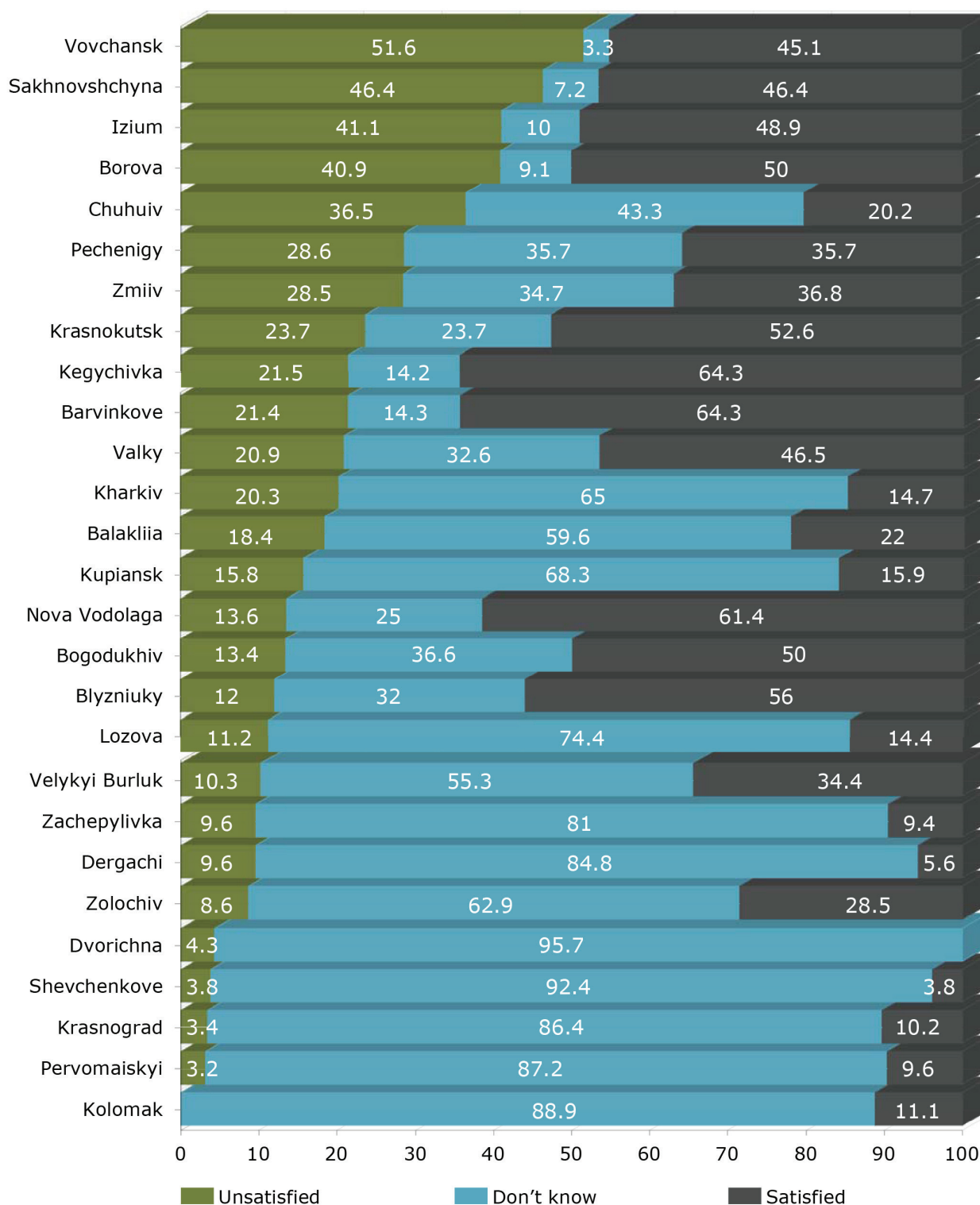
**Fig. 2.2. Level of satisfaction with work of local dispatch centers in different districts of the City of Kharkiv (as % of those, who responded)**

As for Kharkiv Region, the results of the survey also showed that the level of satisfaction with work of local dispatch centers varied significantly in different districts.

Vovchansk, Sakhnovshchyna, Iziyum, Borova districts of the region were the leaders of public dissatisfaction, with about half of respondents being unhappy with the work of local dispatch centers (51.6 %, 46.4 %, 41.1 % and 40.9 % respectively). But at the same time, the satisfaction readings were about the same as the dissatisfaction figures (45.1%, 46.4%, 48.9% and 50% respectively).

Citizens were least dissatisfied in Dvorichna, Shevchenkove, Krasnograd, Pervomaiskiy and Kolomak districts, however, this came not because residents of these districts were satisfied with policing provided by local dispatch centers, but rather as a result of them having no opinion on the matter (the share of «don't know» responses in each district ranged from 86.4% to 95.7%).

People were most happy with the work of local dispatch centers in Kegychivka and Barvinkove (64.3% each), Nova Vodolaga (61.4%), Blyzniuky (56%) and Krasnokutsk (52.6%) districts (Fig. 2.3).



**Fig. 2.3. Level of satisfaction with work of local dispatch centers in different districts of Kharkiv Region as % of those, who responded)**

## Traffic police

Vovchansk district was the leader of dissatisfaction with traffic police among the districts of Kharkiv Region (64.5% of respondents), while Iziium and Borova districts had almost equal numbers of those satisfied and dissatisfied with policing by traffic inspection: 45.6% of unsatisfied and 40% satisfied in Iziium District and 45.4% unsatisfied 45.5 % satisfied residents in Borova District.

People were most happy with how traffic police did their job were reported in Krasnokutsk (51.3%), Barvinkove (50 %) and Borova (45.5 %) districts.

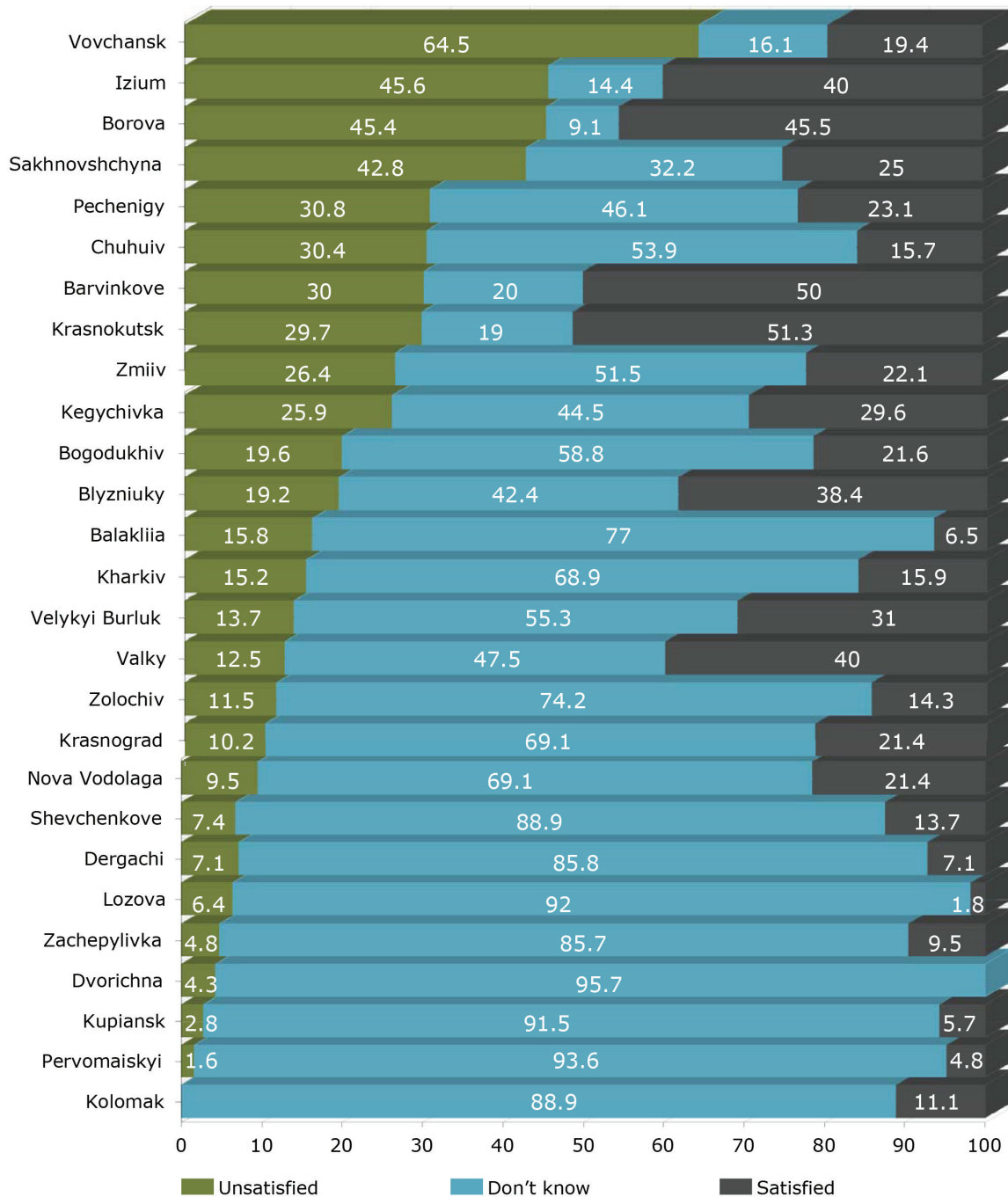
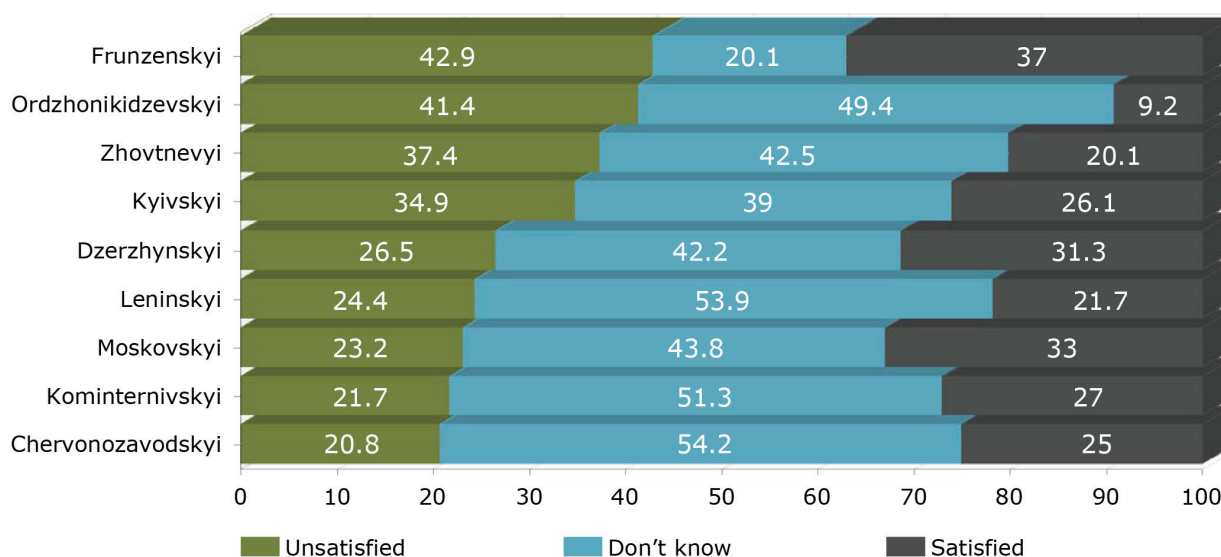


Fig. 2.4. Level of satisfaction with work of traffic police in different districts of Kharkiv Region (as % of those, who responded)



## Local police inspectors (beat officers)

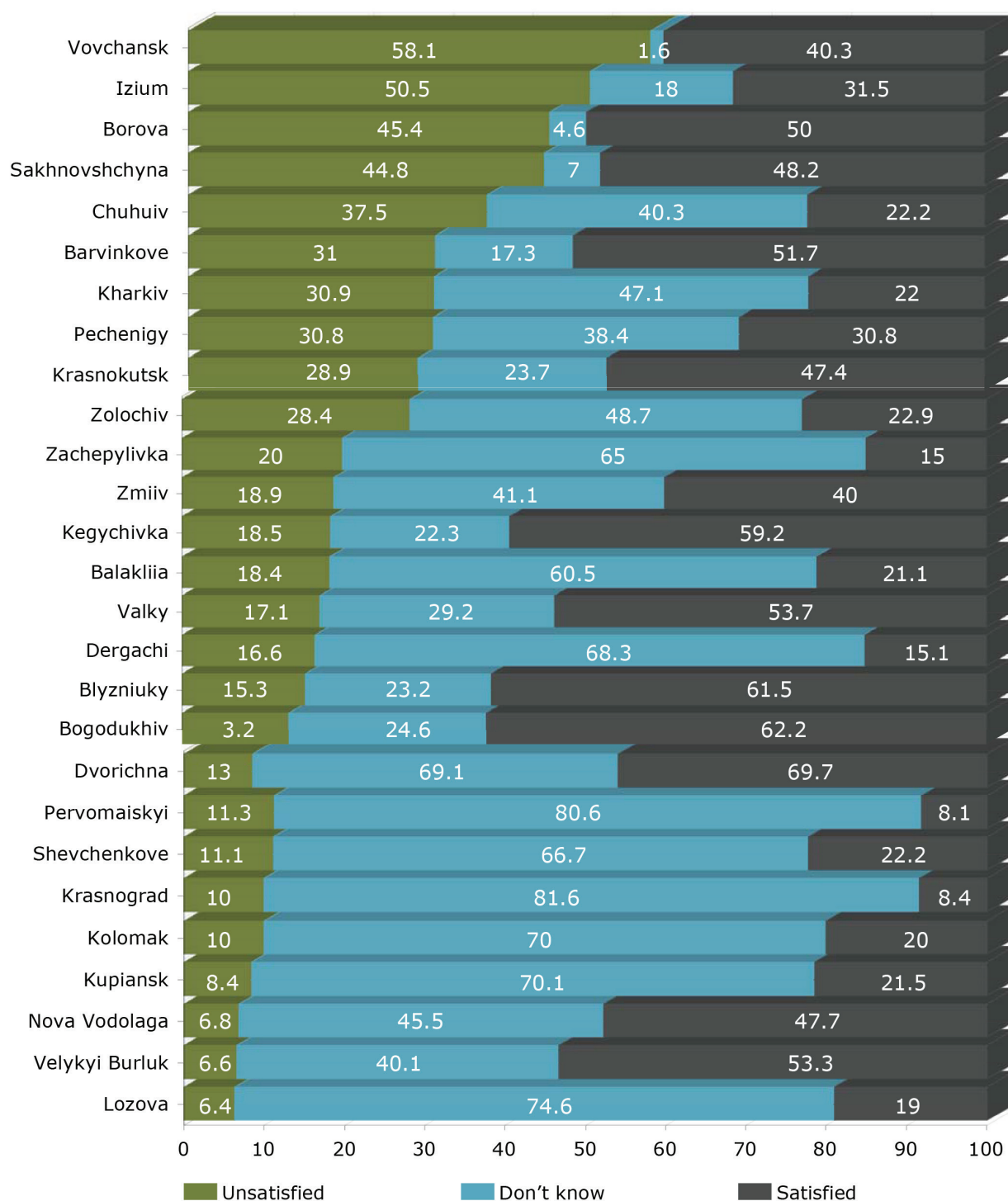
In general, the level of dissatisfaction with work of local police inspectors in different districts of the City of Kharkiv ranged from 20.9% to 42.9%, with the biggest number of residents unsatisfied with how local police inspectors perform their duties reported in Frunzenskyi, Ordzhonikidzevskyi, Zhovtnevyi and Kyivskyi districts (28.4, 29.3, 42.9, 29.0 and 15.2 % respectively). Interestingly enough, the share of satisfied residents was the largest in Frunzenskyi District, where it made 37%, while the number of those happy with local police inspectors in the neighboring Ordzhonikidzevskyi District was just 9.2%.



**Fig. 2.5. Level of satisfaction with work of local police inspectors in different districts of the City of Kharkiv (as % of those, who responded)**

The results of the survey across different districts of Kharkiv Region included the following. People were most dissatisfied with the work of local police inspectors in Vovchansk, Iziium, Borova and Sakhnovshchyna districts (58.1 %, 50.5 %, 45.4 % and 44.8 %, respectively). However, the number of those satisfied how local police inspectors attended to their duties was also fairly large (40.3 %, 31.5 %, 50 % and 48.2 % respectively).

The share of those satisfied with their local police inspectors (over a half of district residents polled) was the biggest in Bogodukhiv (62.2 %), Blyzniuky (61,5 %), Kegychivka (59.2 %), Valky (53,7 %), Velykyi Burluk (53.3 %) and Barvinkove (51.7 %) districts.



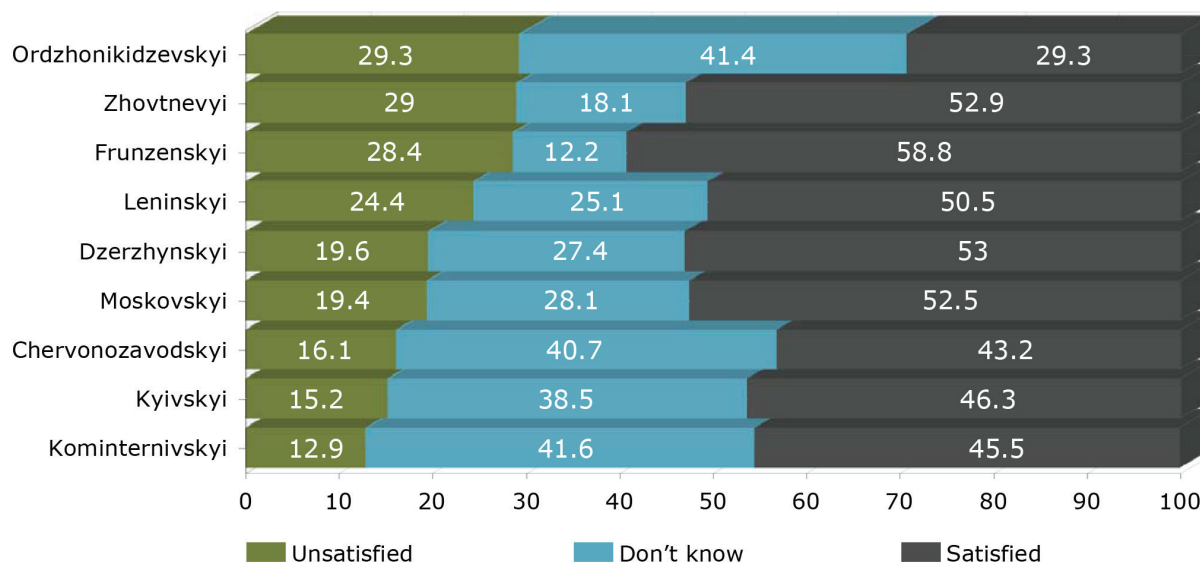
**Fig. 2.6. Level of satisfaction with work of local police inspectors in different districts of Kharkiv Region (as % of those, who responded)**



## Patrol police

As follows from Fig. 2.7 residents of different districts of the City of Kharkiv were happy with the way patrol police did their job, with the number of people satisfied with their policing exceeding that of unsatisfied citizens, except for Ordzhonikidzevskyi District, where satisfaction figures were on par with dissatisfaction measures: 29.3 % and 29.3 %.

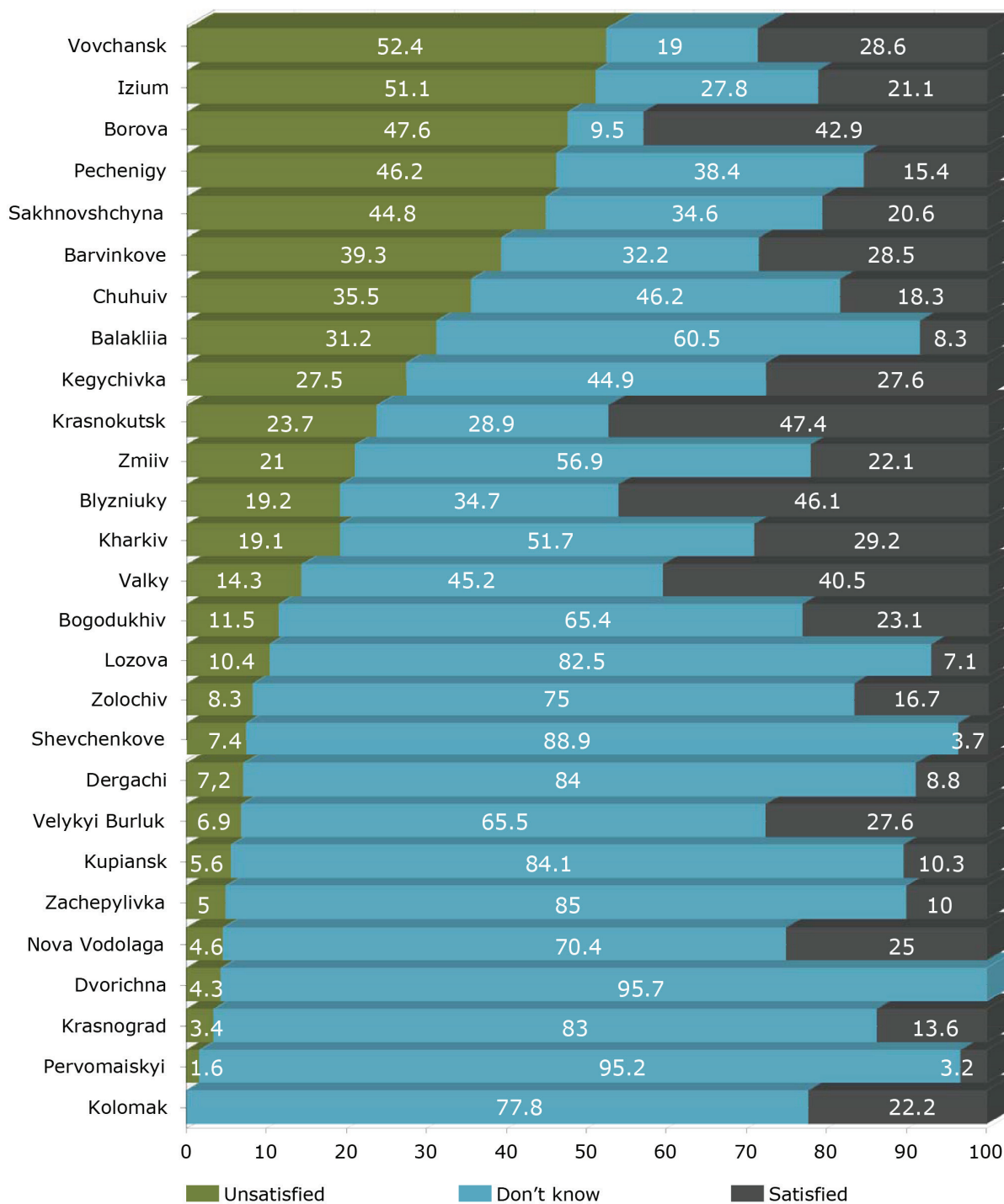
The least number of respondents dissatisfied with work of patrol police was recorded in Chervonozavodskyi (16.1 %), Kyivskyi (15.2 %) and Kominternivskyi (12.9 %) districts.



**Fig 2.7. Level of satisfaction with work of patrol police in different districts of the City of Kharkiv (as % of those, who responded)**

As regards the patrol police satisfaction/dissatisfaction readings across districts of Kharkiv Region, the survey showed that most of dissatisfied respondents, from one third to half of the surveyed, were found in the following districts: Vovchansk (52.4 %), Iziium (51.1 %), Pechenigy (46.2 %) and Sakhnovshchyna (44.8 %), with most respondents satisfied with work of patrol police living in Krasnokutsk (47.4 %), Blyzniuky (46.1 %) and Valky (40.5 %) districts.

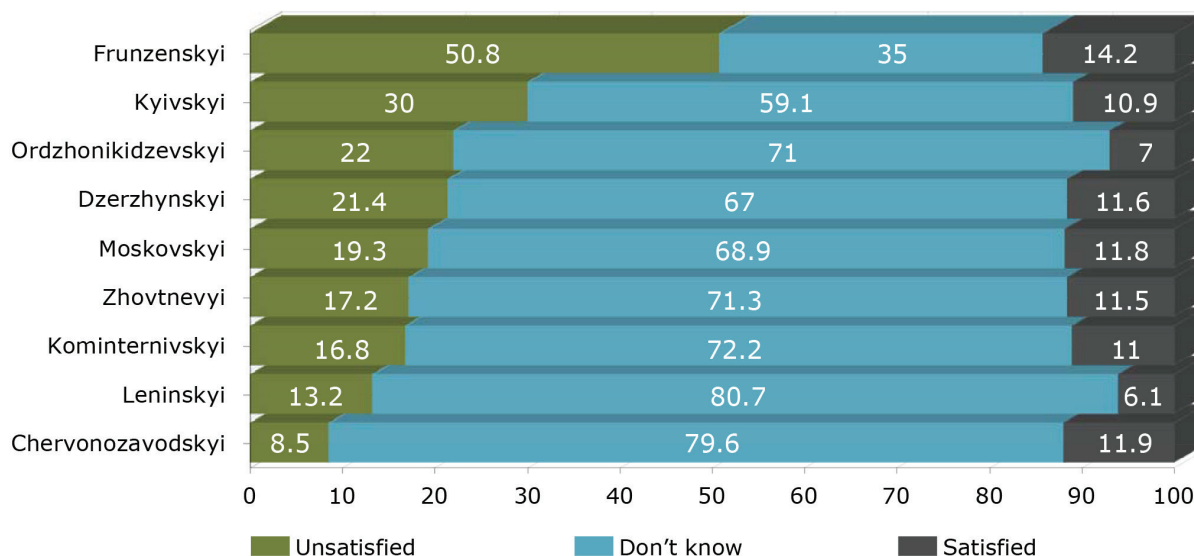
In Borova District the number of those, who were happy with policing provided by patrol police and those, who were not, was equally high (42.9 %).



**Fig. 2.8. Level of satisfaction with work of patrol police in different districts of Kharkiv Region (as % of those, who responded)**

## Investigative agencies

Results of the survey with regard to investigative agencies can be summarized as follows. Frunzenskyi District stood out among other districts of Kharkiv with half of surveyed residents (50.8%) reporting dissatisfaction with the work of investigation bodies. The number of surveyed residents of Kyivskyi district were dissatisfied with the way district detectives handled their job was fairly high, too (30 %). In most districts people were not very familiar with work of investigative agencies, therefore, the rate of «don't know» responses ranged from 67 % to 80.7 % (except for Kyivskyi (59.1 % ) and Frunzenskyi (35 %) districts).



**Fig. 2.9. Level of satisfaction with work of investigative agencies in different districts of the City of Kharkiv (as % of those, who responded)**

People were least satisfied with investigative agencies in Iziurm (61.1 %), Borova (60.8 %) and Vovchansk (59.1 %) districts of Kharkiv Region, while residents most satisfied were seen in Krasnokutsk and Valky districts (43.6 % and 35.7 %, respectively). When asked to rate performance of investigative agencies people were hesitant and unsure in most of the districts.

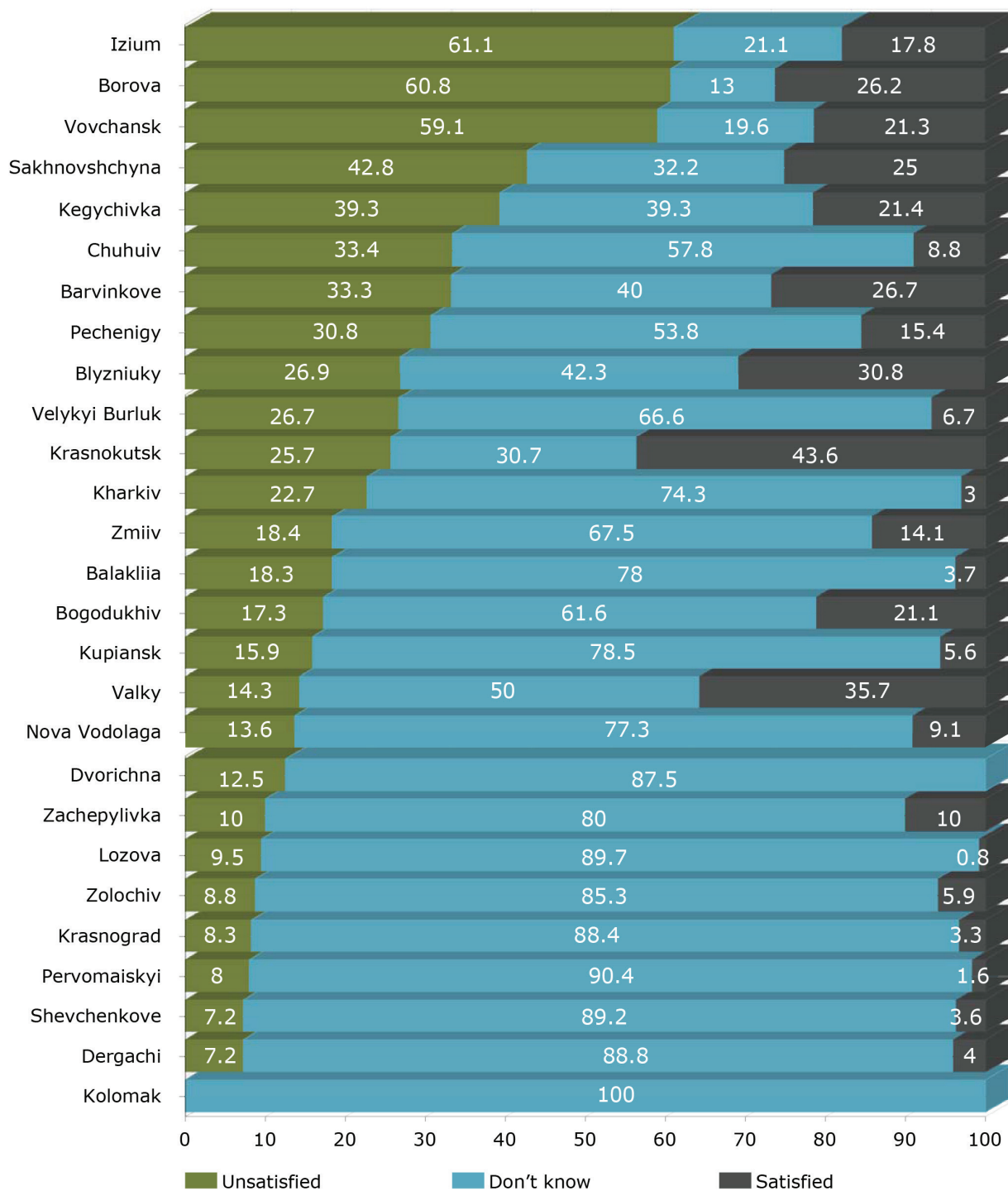
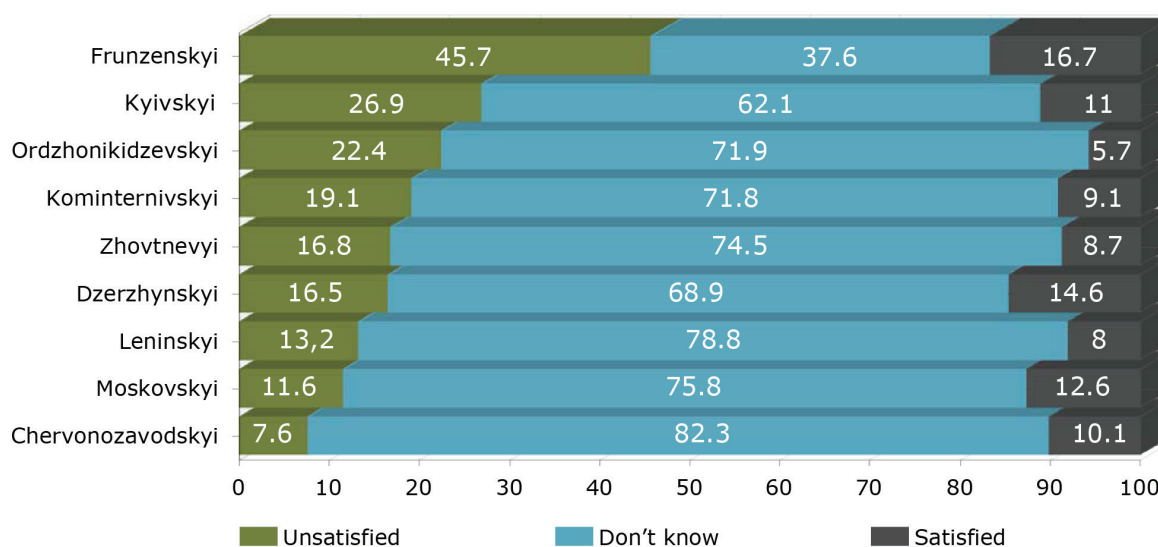


Fig 2.10. Level of satisfaction with work of investigative agencies in different districts of Kharkiv Region (as % of those, who responded)

## Criminal investigation and other crime detection units

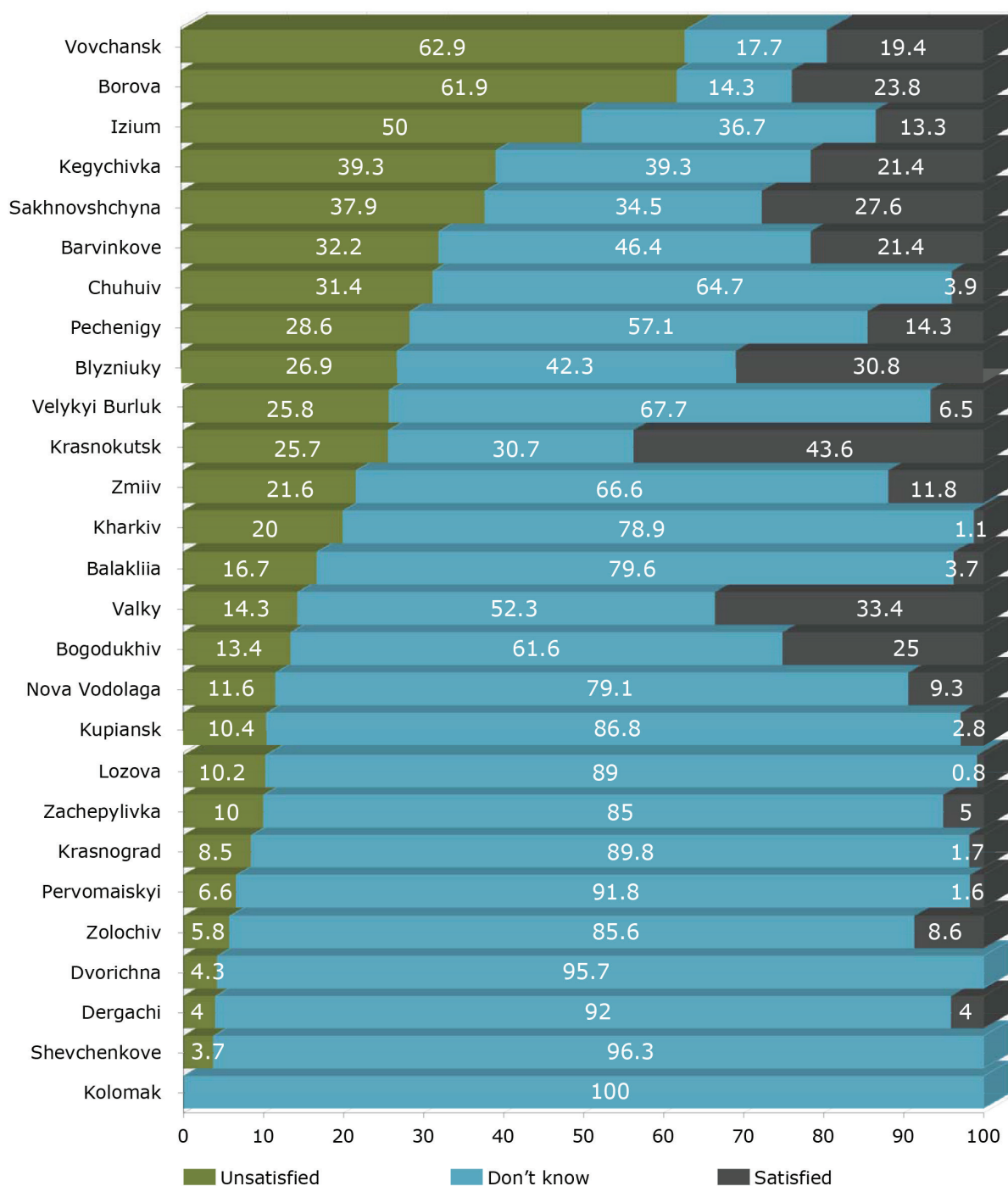
The biggest number of residents dissatisfied with work of criminal investigation and other crime detection units among all districts of Kharkiv was reported in Frunzenskyi District - 45.7 %, with the least dissatisfaction rate in Leninskyi (13.2 %), Moskovskyi (11.6 %) and Chervonozavodskyi districts (7.6 %). Note, however, that these were districts with the highest number of «don't know» responses (75.8 to 82.3 % of respondents).



**Fig 2.11. Level of satisfaction with work of criminal investigation and other crime detection units in different districts of the City of Kharkiv (as % of those, who responded)**

A half or even more residents of Vovchansk, Borova and Iziium districts of Kharkiv Region were dissatisfied with work of criminal investigation and other crime detection units (62.9 %, 61.9 % and 50 % respectively).

The biggest number of respondents, who considered the work of criminal investigation to be satisfactory was in Krasnokutsk (43.6 %), Valky (33.4 %) and Blyzniuky (30,8 %) districts.



**Fig. 2.12. Level of satisfaction with work of criminal investigation and other crime detection units in different districts of Kharkiv Region (as % of those, who responded)**

# CHAPTER 3.

## OFFENCE INCIDENCE AND FEELING OF SECURITY

Table 3.1

### OPINIONS OF CITIZENS REGARDING OFFENCE OCCURRENCE (AS % OF THOSE, WHO RESPONDED)

Offences	There is no problem	There is a problem
Drink driving	10.9	76.9
Speeding	11.5	74.9
Drink driving	10.1	74.5
Disorderly conduct	17.9	72.5
Home burglary	16.6	70.2
Nighttime noise violation	30.9	63.6
Pickpocketing	27.6	56.1
Theft from cars	24.2	50.3
Drug crimes	20.5	49
Robbery, assault	35.6	47.8
Violent crimes	36	45.5
Car theft	28	44.7
Police corruption	9	40.4
Unauthorized trade	11.2	36.3
Unlawful police violence	14.4	26.3

Questions meant to assess the crime situation were an important part of police performance evaluation since it is these questions that may offer an alternative measure to existing performance indicators to show incidence of certain types of offenses and to outline fears of becoming a crime victim (Table 3.1).

It is worth noting that residents of Kharkiv and Kharkiv Region were concerned, to a greater or lesser extent, about all offences included in the survey, with 76.9 % to 26.3 % of respondents noting that these problems do exist. Three thirds of citizens were concerned about «alcohol offences» (76.9%), «speeding» (74.9%) and «drink driving» (74.5%). Residents of Kharkiv city and region were least concerned about «unlawful police violence» - 26.3% reported there was a problem there.

Comparing responses by residents of Kharkiv and Kharkiv Region regarding the crime situation in their locality, it should be noted that both people living in the administrative center and those across the region were most worried about alcohol offences (Kharkiv - 82.6 % believed there was a problem there; the region - 70.5 %) and drink driving (Kharkiv - 79.2 %; the region - 69 %) (Table 3.2). At the same time, Kharkiv city dwellers were more concerned about pickpocketing (Kharkiv - 77.2 %; the region - 32.2 %); theft from cars (Kharkiv - 64.4 %; the region - 34.3 %); robbery and assault (Kharkiv - 63.9 %; the region - 29.8 %); drug crimes (Kharkiv - 63.4 %; the region - 32.6 %); violent crimes (Kharkiv - 62.7 %; the region - 25.9 %) and car thefts (Kharkiv - 60.1 %; the



## CHAPTER 3. OFFENCE INCIDENCE AND FEELING OF SECURITY

region - 27 %).

As for unlawful police violence, this problem was of little concern for both residents of the regional center and people in the region, with the former being almost twice as worried about this problem as the latter (Kharkiv - 33.5 %; the region - 18.3 %), though.

Table 3.2

COMPARISON OF OPINIONS OF RESIDENTS OF KHARKIV AND KHARKIV REGION REGARDING OFFENCE INCIDENCE (AS % OF THOSE, WHO RESPONDED THAT THERE WAS A PROBLEM)

Kharkiv	Offence	Kharkiv Region
83.8	Disorderly conduct	59.7
82.6	Alcohol offences	70.5
81.6	Speeding	67.2
79.2	Drink driving	69
78.4	Home burglary	60.8
77.3	Nighttime noise violation	48.3
77.2	Pickpocketing	32.2
64.4	Theft from cars	34.3
63.9	Robbery, assault	29.8
63.4	Drug crimes	32.6
62.7	Violent crimes	25.9
60.1	Car theft	27
46.2	Unauthorized trade	25.1
46	Police corruption	34.3
33.5	Unlawful police violence	18.3

The analysis of offence incidence as viewed by people living in different districts of Kharkiv and Kharkiv Region showed that the absolute majority of respondents in all locations were worried about the rates of crimes included in the survey (Table 3.4). Residents of Frunzenskyi and Chervonozavodskyi districts of Kharkiv, as well as of Kolomak and Borova districts of Kharkiv Region were among most concerned over incidence of alcohol offences. People living in these districts were also more than others worried about drink driving. In Kharkiv this problem worried more residents of Kyivskyi District. People living in this district of Kharkiv and residents of Zmiiv District of Kharkiv Region also expressed more concerns over pickpocketing.



**Table 3.3**

OFFENCE INCIDENCE AS VIEWED BY RESIDENTS OF DISTRICTS OF KHARKIV (AS % OF THOSE, WHO THINK THERE IS A PROBLEM)

	<b>Dzerzhynskiy</b>	<b>Zhovtnevyi</b>	<b>Kyivskiy</b>	<b>Kominternivskiy</b>	<b>Leninskiy</b>	<b>Moskovskiy</b>	<b>Ordzhonikidzevskiy</b>	<b>Frunzenskiy</b>	<b>Chervonozavodskiy</b>
Violent crimes	51	51	67	76.2	62.2	61.1	66.3	61.8	70.8
Drug crimes	45.6	44.8	80.6	61.4	80.6	62.1	71.2	69.6	62
Pickpocketing	63.1	67	89	88.2	82.8	78.7	72.3	77.8	83
Home burglary	76.7	72.6	84	82.1	84.8	72.7	76.2	81.4	84
Car theft	38.1	45.5	86	56	61.2	61.1	60.4	69.7	66
Theft from cars	46.1	70.7	92	49.5	68.4	59.8	64.4	78.4	60
Robbery, assault	61.8	68.1	63.6	60	74.7	61.2	57.7	65.3	77.8
Drink driving	68.9	76.1	92.9	70	85.7	81.5	75.3	80.3	87.9
Alcohol offences	70.9	85.5	87	79	87.8	82.5	84.1	89.2	88.7
Disorderly conduct	79.4	86.7	85	76.2	83.7	86.4	86.2	83.3	86.7
Daytime and nighttime noise violation	64.2	66.6	79	88.1	80.7	76.8	86	80.3	80
Speeding	73.5	77.8	93	75.3	88.8	82.6	79.2	82.4	88
Police corruption	26.4	36.8	36.4	46.5	36.4	48.6	63	70.6	57.6
Unlawful police violence	21.6	21.4	29	29.7	26.8	41.8	42.4	43.2	42

## CHAPTER 3. OFFENCE INCIDENCE AND FEELING OF SECURITY

Table 3.4

### OFFENCE INCIDENCE AS VIEWED BY RESIDENTS OF DISTRICTS OF KHARKIV REGION (AS % OF THOSE, WHO THINK THERE IS A PROBLEM)

	Balakiia	Barvinkove	Blyzniuky	Bogodukhiv	Borova	Valky	Velykyi Burluk	Vovchansk	Zmiiv	Dvorichna	Dergachi	Zachepylivka	Zolochiv
Violent crimes	14.4	29	9.9	45.1	5	23	15.3	81	49	5	21	8.1	15
Drug crimes	12.5	51.6	29.8	28.3	37.4	20.8	24.3	31	59.4	17	23	9	30.3
Pick-pocketing	19.2	30.3	14	36.3	26	35.6	21.4	35	68.4	4	21	4	21
Home burglary	42.3	46	56.5	77.7	47	79.2	58.1	75	81	40	52	65	67.6
Car theft	20.2	21	15.9	28.3	32.3	15.9	28.6	24	63	11	25	2	23.2
Theft from cars	26.9	17.4	7	38.7	10	23	29.6	24	49.5	15.1	57	5	27.3
Robbery, assault	17.3	36.6	23.8	37.7	14	23	21.7	80	38.4	21	22	29	23.3
Drink driving	54.8	77	58.4	78	90	59.4	76.2	78	82	79	76	68	80.6
Alcohol offences	50	71.5	55.5	84	95	67.3	80.6	74	90.8	90	69.7	85	87.9
Disorderly conduct	58.6	52	50	57	61	44.6	50.5	88	81.8	39	49.5	17	56
Daytime and nighttime noise violation	42.3	33.4	23.8	28	53.6	45	27.7	41.9	60	74.7	44	58	25
Speeding	54.8	57	41.6	74	92	56.9	77.8	93	82.7	55	66	38	64.7
Police corruption	26	38	27.7	27	58	56	35.7	71.8	63	10	21	29	39.3
Unlawful police violence	6.7	28.3	14.9	20	18.2	16.6	8.1	56.6	34.4	3	12	5	17.1

Table 3.4 Continued

	Izium	Kegychivka	Kolomak	Krasnograd	Krasnokutsk	Kupiansk	Lozova	Nova Vodolaga	Pervomaiskiyi	Pechenigy	Sakhnovshchyna	Kharkiv	Chuhuiv	Shevchenkove	Chuhuiv	Shevchenkove
Violent crimes	28	16	15	21.5	36	32.6	0.9	42.5	5	31.7	24.5	29.8	55	8.1	55	8.1
Drug crimes	49.5	30.3	14	19	26	28.3	36.7	28.1	28	40.2	23.5	35.6	57.4	7.1	57.4	7.1
Pick-pocketing	56	19	11	31	22	31.3	37.6	31.1	18	37.3	28.6	15.9	50.6	4	50.6	4
Home burglary	93	47	72	41	51	54	58.7	72.1	32	56.8	70.4	63.4	63.7	51.6	63.7	51.6
Car theft	41	24	29	33.3	16	33	27.3	15.5	10	23.5	17.3	26.8	39.7	15.3	39.7	15.3
Theft from cars	34	18	45	45	19	37.7	35.8	26.2	14	29.3	34.7	36.7	52	22.2	52	22.2
Robbery, assault	54	23	18	25	7	41	7.3	16.9	10	33	33.6	31.7	46	12.1	46	12.1
Drink driving	90	84	92	44	61	56	67.8	79.9	34	53	80.6	69.3	67.3	67.6	67.3	67.6
Alcohol offences	77	72	100	57	56	74.7	53.2	72	49	63.7	78.6	72	75.5	82.8	75.5	82.8
Disorderly conduct	90	58	74	52	32	49	61.5	54.8	46	58.7	49.9	65.4	65.3	42.4	65.3	42.4
Daytime and nighttime noise violation	52.5	47	30.3	66	38	19	27	48.7	31.7	33	44.1	32.6	61.4	63.4	61.4	63.4
Speeding	90	78	64	49	47	69	71.5	74	16	55.9	61.2	70.3	76.8	52.5	76.8	52.5
Police corruption	92.9	34	27	13	48	24	28.5	43.3	6	39.2	45.9	28.7	36.7	25.2	36.7	25.2
Unlawful police violence	50.5	7	12	7	24	17	2.7	28.9	2	28	31.6	15.9	17	5.1	17	5.1

The perception of safety by the population is an important measure of police performance. The highest number of respondents feeling unsafe in own apartment or house was registered in Dzerzhynskyi district of Kharkiv (21.6 % feeling quite or rather unsafe), as well as in Chuhuiv (19.6 %) and Kharkiv districts (18.8 %) of the region (Table 3.5; 3.6). Residents felt most unsafe in their entrance hall / yard in Ordzhonikidzevskyi District of the City of Kharkiv (28.7 % and 41.6 % respectively) and Chuhuiv (21.6 % and 28 %) and Lozova (21.1 % and 27.5 %) of the region, with the highest insecurity rate in own neighborhood reported in Dergachi District by 30 % of respondents.

Feeling of insecurity in other neighborhoods was the highest in residents of Zhovtnevyi District of the City of Kharkiv (51.1 %) and Dergachi (46.4 %) and Dvorichna (43.3 %) districts of the region. Unsafety in public transport was most feared by residents of Dzerzhynskyi District of Kharkiv (37.3 %) and Zolochiv District of the region (29 %). Staying in their car was considered most unsafe by residents of Kominternivskyi District of Kharkiv (30.7 %) and Iziium District of Kharkiv Region (34.3 %).

**Table 3.5**

PERCEPTION OF SAFETY BY RESIDENTS OF DIFFERENT DISTRICTS OF KHARKIV (AS % OF THOSE, WHO REPORTED FEELING QUITE OR RATHER UNSAFE)

	In own apartment (house)	In their entrance hall (yard)	In their neighborhood	In other neighborhoods	In public transport	In their car
Dzerzhynskyi	21.6	25.3	34	46.6	37.3	9.8
Zhovtnevyi	8.1	13.3	33.7	51.1	36.8	11.1
Kyivskyi	2	11	18	35	26.3	7
Kominternivskyi	16.8	23.8	38.6	47.5	32	30.7
Leninskyi	11.1	17.2	29.3	42.5	23.8	25
Moskovskyi	9.7	19.4	25.2	39.8	24.3	15.8
Ordzhonikidzevskyi	16.8	28.7	41.6	48	26	18.2
Frunzenskyi	10.8	22.5	35.3	48	32.3	4.8
Chervonozavodskyi	9.9	20.2	21.8	42.6	30.7	16.7

Table 3.6

PERCEPTION OF SAFETY BY RESIDENTS OF DIFFERENT DISTRICTS OF KHARKIV REGION  
(AS % OF THOSE, WHO REPORTED FEELING QUITE OR RATHER UNSAFE)

	In their apartment (house)	In their entrance hall (yard)	In their neighborhood	In other neighborhoods	In public transport	In their car
Balakliia	7.7	10.6	15.4	16.4	7.7	7.1
Barvinkove	9.1	9.1	10.1	20.4	14.1	5.3
Blyzniuky	8.9	11	16.9	17	14	20
Bogodukhiv	10	10	12	23	13	5
Borova	6	6.2	10.1	14.1	16	0
Valky	17.6	19.6	19.6	23.5	11.8	8.7
Velykyi Burluk	5.1	6.1	18.4	29.9	14.3	7.1
Vovchansk	12	13	23	32	25.2	28.2
Zmiiv	6.9	10	14.9	20	6.2	0
Dvorichna	9.1	10.1	19.2	43.5	22.2	9.1
Dergachi	7	14	30	46.4	23.5	10.5
Zachepylivka	15	16	29	39	17	13.4
Zolochiv	9	13	21	29	29	6.3
Izium	17	18	24	34.4	19.2	34.3
Kegychivka	7	10	10	17	12	10.7
Kolomak	6	6	10	37	17	20
Krasnograd	9	9	19.2	29	11	31.3
Krasnokutsk	3	3	7	12	7.1	0
Kupiansk	16	16	20	28.3	13	20.8
Lozova	14.6	21.1	27.5	26.6	7.3	20
Nova Vodolaga	17.3	17.3	18.2	23.2	8.7	4.9
Pervomaiskyi	8	12	15	11	6	33.3
Pechenigy	8.8	7.9	11.8	21.8	7.9	0
Sakhnovshchyna	4.1	6.1	12.2	16.5	9.2	3
Kharkiv	18.8	19.8	21.8	31.7	19.8	14.2
Chuhuiv	19.6	21.6	28	37	16.3	19.5
Shevchenkove	7	8	17	34	16	5.6

## CHAPTER 3. OFFENCE INCIDENCE AND FEELING OF SECURITY

Having analyzed the whole set of data for the region, it should be noted that an overwhelming majority of citizens felt safe. Respondents named their apartment / house the safest place (Table 3.7). This is where 87.5% of respondents felt safe or rather safe. Entrance of their apartment building / yard of their house was rated second safest places. Respondents felt most unsafe in other neighborhoods (36.5% of respondents felt rather or quite unsafe there) and had slightly less feeling of insecurity in public transport (22.5%).

**Table 3.7**

### PERCEPTION OF SAFETY IN DIFFERENT LOCATIONS (AS % OF THOSE, WHO RESPONDED)

No.		Quite safe	Rather safe	Rather unsafe	Quite unsafe	Don't know
1	In their apartment, house	39.5	48	10.5	1	1
2	In their entrance hall, backyard	31.8	49.3	15.7	2	1.2
3	In their neighborhood	21.5	49.9	23	2.7	2.9
4	In other districts	13.4	36	32.1	4.4	14.2
5	In public transport	16.1	51.5	21	1.5	9.9
6	In their car	27.2	48.9	12.5	1	10.3

It should be noted that safety was perceived by people in different locations both in Kharkiv and Kharkiv Region mostly in similar way, with own place named the safest, and feeling most unsafe in another neighborhood. At the same time, that another neighborhood makes 43.8 % of Kharkiv dwellers feel unsafe, while the figure across the region is significantly lower (28.2 %) (Table 3.8). Substantial difference was also seen in insecurity figures in public transport for residents of Kharkiv and Kharkiv region (Kharkiv – 29.4 %; the region – 14.9 %), with slightly less difference for own neighborhood (Kharkiv – 30.3 %; the region – 20.5 %); own entrance hall / yard (Kharkiv – 20.3 %, the region – 14.8 %).

**Table 3.8**

### PERCEPTION OF SAFETY BY RESIDENTS OF KHARKIV AND KHARKIV REGION IN DIFFERENT LOCATIONS (AS % OF THOSE, WHO RESPONDED)

Kharkiv		Location	Kharkiv Region	
Safe	Unsafe		Safe	Unsafe
88.8	10.7	Apartment	86.1	12.5
78.9	20.3	Entrance hall, yard	83.4	14.8
67.8	30.3	Own district	75.4	20.5
44.9	43.8	Another district	54.3	28.2
64.2	29.4	Public transport	71.3	14.9
77.4	13.1	Own car	74.5	14.1

The research also evaluated how the feeling of security perceived by residents varied during the day. 3.9). Thus, respondents felt most safe during the daytime (6:00 am to 5:00 pm) - 94.6% opted for this answer. In the afternoon (from 5.00 pm to 22.00 pm) the percentage of those feeling safe slightly dropped to 69.5 %, while in the nighttime (from 10.00 pm to 6.00 am) it fell by 1.8 times as compared with daytime readings to 38.5% of respondents. At the same time, in the night the percentage of those feeling quite or rather unsafe in their locality was highest - 49.7 % of respondents.

**Table 3.9**

**PERCEPTION OF SAFETY BY RESIDENTS IN THE AFTERNOON AND IN THE NIGHTTIME IN THEIR LOCALITY  
(AS % OF THOSE, WHO RESPONDED)**

	<b>Quite safe</b>	<b>Rather safe</b>	<b>Rather unsafe</b>	<b>Quite unsafe</b>	<b>Don't know</b>
In the daytime (6.00 am to 5.00 pm)	48.9	45.7	4.7	0.3	0.4
In the afternoon (5.00 pm to 10.00 pm)	25.4	44.1	25.6	1.7	3.2
In the nighttime (after 10.00 pm)	12.2	26.3	36.7	13	11.8

The survey found that people living in Kharkiv Region felt more safe than those in the City of Kharkiv, with 76.7 % of respondents in the region and 63 % of Kharkiv dwellers feeling safe in the afternoon (Table 3.10). After 10.00 pm the number of Kharkiv residents feeling unsafe almost doubled: 35% in the afternoon as compared to 61.9 % in the nighttime. The percentage of people across the region feeling that way was less, with just 35.9 % feeling insecure in the nighttime.

**Table 3.10**

**PERCEPTION OF SAFETY BY RESIDENTS OF KHARKIV AND KHARKIV REGION DURING DAY, AFTERNOON AND NIGHT HOURS  
(AS % OF THOSE, WHO RESPONDED)**

<b>Kharkiv</b>		<b>Time of day</b>	<b>Kharkiv Region</b>	
<b>Safe</b>	<b>Unsafe</b>		<b>Safe</b>	<b>Unsafe</b>
92.9	6.6	6.00 am – 5.00 pm	96.6	3.2
63	35	5.00 pm – 10.00 pm	76.7	18.6
29.1	61.9	After 10.00 pm	49	35.9

In the afternoon respondents felt most unsafe in Kominternivskiy District of Kharkiv (45.5 % felt quite or rather unsafe) and Chuhuiv District of Kharkiv Region (28.5 %) (Table 3.11; 3.12). In the nighttime most insecurity was felt by residents of Zhovtnevyi District of Kharkiv (71.7 %), Dergachi (47 %) and Izium (46 %) districts of Kharkiv Region.

**Table 3.11**

SHARE OF RESPONDENTS, WHO FEEL UNSAFE IN THE AFTERNOON AND IN THE NIGHTTIME BY DISTRICTS OF KHARKIV (AS % OF THOSE, WHO RESPONDED)

District	Share of respondents, who feel unsafe (as a total of "quite" and "rather unsafe" responses)	
	In the afternoon (5.00 pm – 10.00 pm)	In the nighttime (after 10.00 pm)
Dzerzhynskiy	42.6	61.4
Zhovtnevyi	31.3	71.7
Kyivskiy	19	56
Kominternivskiy	45.5	65.3
Leninskiy	29.3	65.7
Moskovskiy	30.1	59.2
Ordzhonikidzevskiy	43.5	57.4
Frunzenskiy	41.2	69.6
Chervonozavodskiy	34	59



**Table 3.12**

SHARE OF RESPONDENTS, WHO FEEL UNSAFE IN THE AFTERNOON AND IN THE NIGHTTIME IN KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED)

District	Share of respondents, who feel unsafe (as a total of "quite" and "rather unsafe" responses)	
	In the afternoon (5.00 pm – 10.00 pm)	In the nighttime (after 10.00 pm)
Balakliia	17.5	35
Barvinkove	10	32.7
Blyzniuky	10.9	24.8
Bogodukhiv	9	34
Borova	5	24
Valky	21	32
Velykyi Burluk	10.3	28.8
Vovchansk	13	42
Zmiiv	24.8	32
Dvorichna	21	27
Dergachi	17	47
Zachepylivka	20	42
Zolochiv	15	35
Izium	21	46
Kegychivka	14	34
Kolomak	9	37
Krasnograd	18	30
Krasnokutsk	6	13
Kupiansk	23	38
Lozova	12	31.2
Nova Vodolaga	12.5	20.2
Pervomaiskyi	23	25
Pechenyg	8	31
Sakhnovshchyna	13.3	26.5
Kharkiv	24.8	42.5
Chuhuiv	28.5	44.2
Shevchenkove	15	23

An important indicator for planning and evaluation of policing is how much residents of the region fear becoming a victim of particular types of crime. Thus, the survey showed that citizens fear falling a victim of any crime in general, with 70.9 % having much or some fear. In addition to that, the absolute majority of respondents have fears of becoming a victim of a traffic accident (70.6 %) and fraud (67.4 %) (Table 3.13). At the same time, over a half of respondents have no or little fear of becoming a victim of verbal abuse in a public place (52.1 %); car theft (43.3 %); street robbery or theft (42.9 %) and theft from the car (42.3 %).

**Table 3.13**

**FEARS OF BECOMING A VICTIM OF DIFFERENT TYPES OF CRIME (AS % OF THOSE, WHO RESPONDED)**

No.		Much fear	Some fear	Little fear	No fear	Don't know
1	Home burglary	11.3	47.8	29.5	8.1	3.3
		<b>59.1</b>		<b>37.5</b>		
2	Fraud	18.6	48.8	22.8	6.2	3.6
		<b>67.4</b>		29		
3	Street robbery or assault	11.1	42.7	32.8	10.1	3.3
		<b>53.8</b>		<b>42.9</b>		
4	Car theft	6.9	20.4	14.9	28.4	29.4
		<b>27.3</b>		<b>43.3</b>		
5	Theft from cars	7.3	21.1	13.8	28.4	29.3
		<b>28.4</b>		<b>42.3</b>		
6	Traffic accident	19.4	51.2	16.7	5.7	7
		<b>70.6</b>		<b>22.5</b>		
7	Physical violence by strangers	12.6	41.6	26.3	14.2	5.3
		<b>54.2</b>		<b>40.6</b>		
8	Verbal abuse in the street or public place	10.3	33	30.8	21.4	4.5
		<b>43.3</b>		<b>52.1</b>		
9	Fear of falling a victim to any crime in general	12.5	58.4	17.4	5.1	6.6
		<b>70.9</b>		<b>22.5</b>		

Comparison of responses regarding the above fears by residents of the regional administrative center and those across the region showed that people, who live in Kharkiv are more worried about the above types of crime than those living in other parts of the region, with the most difference seen for such situations as street robbery (Kharkiv - 65.7 % of those who have much or some fear; the region - 40.3 %), verbal insult (Kharkiv - 54 %; region - 31.2 %); theft from cars (Kharkiv - 32.8 %; the region - 23 %) and car theft (Kharkiv - 32.3 %; the region - 21.2 %), with car theft being the situation feared least both by residents of Kharkiv City and Kharkiv Region.

**Table 3.14**

**FEARS OF BECOMING A VICTIM OF DIFFERENT CRIMES AMONG RESIDENTS OF KHARKIV AND KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED THAT THEY HAVE MUCH OR SOME FEAR)**

<b>Kharkiv</b>	<b>Crimes</b>	<b>Kharkiv Region</b>
65	Home burglary	52.6
72.1	Fraud	61.9
65.7	Street robbery	40.3
32.3	Car theft	21.2
32.8	Theft from cars	23
77.7	Traffic accident	62.6
61.3	Violence	46
54	Verbal abuse	31.2
77.1	Fear of falling a victim to any crime	63.9

When analyzing the situation with the most common fears by districts, one should note that most worried about becoming a victim of any crime were residents of Dzerzhynskiy and Kyivskiy districts of Kharkiv and Bogodukhiv, Valky and Kupiansk districts of Kharkiv Region (Table 3.15; 3.16). Most fears of becoming a victim of a traffic accident were recorded in Kyivskiy District of Kharkiv and Bogodukhiv, Valky and Nova Vodolaga districts of Kharkiv Region. Residents of Dzerzhynskiy and Frunzenskiy districts of Kharkiv, as well as Lozova, Kharkiv and Bogodukhiv districts of Kharkiv Region feared fraud more than people in the rest of the districts.

**Table 3.15**

FEAR OF BECOMING A VICTIM OF DIFFERENT CRIMES AMONG RESIDENTS OF DISTRICTS OF KHARKIV  
(AS % OF THOSE, WHO RESPONDED THAT HAD MUCH OR SOME FEAR)

	Dzerzhynskiy	Zhovtnevyi	Kyivskiy	Kominternivskiy	Leninskiy	Moskovskiy	Ordzhonikidzevskiy	Frunzenskiy	Chervonozavodskiy
Home burglary	70.9	64.3	65	48.5	71.7	59	62	66.3	57.6
Fraud	79.6	61.7	84	58.4	61.6	75.8	65	79.4	60
Street robbery or theft	73.7	65.7	76	48.5	64.7	64.1	59	71.6	58.6
Car theft	35.9	27.3	36.8	13	28.2	45.9	26.2	42.1	16.4
Theft from car	34.5	31.3	36.8	15.3	29.3	45.9	27.4	42.1	17.3
Traffic accident	91	78.4	90.9	62	66.4	73.7	73.8	79.8	69.7
Physical violence by strangers	73.8	66.7	76	42.6	65.7	55.3	52	62.8	50.6
Verbal offence in the street or public place	69.9	51.6	59	42.6	49.5	42.7	53	65.7	48
Fear of falling a victim to any crime	87.4	75.7	86	50.5	83.8	74.8	81	83.3	67

**Table 3.16**

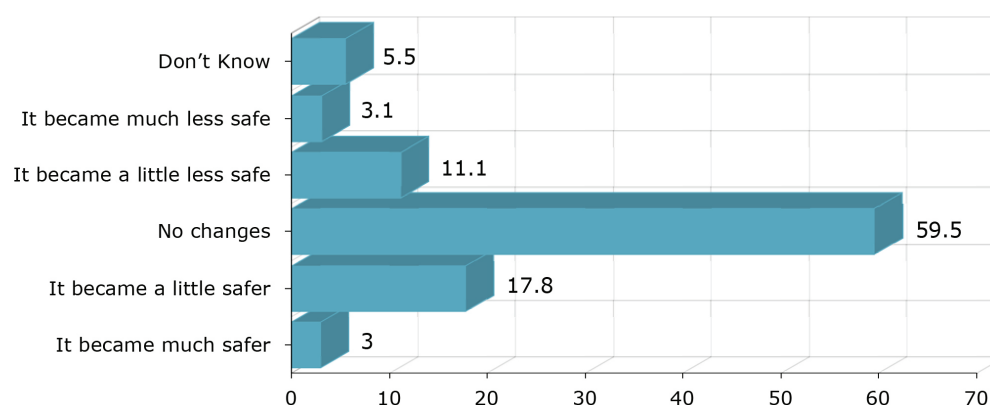
FEAR OF BECOMING A VICTIM OF DIFFERENT CRIMES AMONG RESIDENTS OF DISTRICTS OF KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED THAT HAD MUCH OR SOME FEAR)

	Balakiia	Barvinkove	Blyzniuky	Bogodukhiv	Borova	Valky	Velykiy Burluk	Vovchansk	Zmiiv	Dvorichna	Dergachi	Zachepylivka	Zolochiv
Home burglary	31.7	41.5	51.5	76	53	54	38.8	35	42.6	44	58	52	46
Fraud	63.4	51.5	53.4	73	59	71	51.1	55	64.3	44	55	36	40
Street robbery or assault	28.8	30.3	30.7	82.8	28	51.5	23.4	22	40.6	10	31	15	37
Car theft	7.1	15.3	13	40.6	10	16.7	22.7	11	17	7	24	7	9
Theft from car	14.3	13.5	12.2	37.5	9.1	19.1	21.8	10	18.3	8	28	7	9
Traffic accident	38.4	51	59	87	57	82.2	71.9	36	76	45.4	61	40	56
Physical violence by strangers	28.8	34	39.4	74	27	63.7	40.8	50	40.6	33	42	31	42
Verbal offence in the street or public place	1	58.4	49.5	70	31	27	34.7	20	40.6	15	31	13	39
Fear of falling a victim to any crime	40.4	50.5	54.4	79.8	54	86	57.7	59	75.3	51	68	52	60

## Continuation

	Izium	Kegychivka	Kolomak	Krasnograd	Krasnokutsk	Kupiansk	Lozova	Nova Vodolaga	Pervomaiskyi	Pechenigy	Sakhnovshchyna	Kharkiv	Chuhuiv	Shevchenkove
Home burglary	53	56.5	44	53	37	49	51.4	52.9	63	37.2	25.5	70.3	55.5	39
Fraud	58	65	33	70	65	52	74.3	57.7	71	55.9	71.4	73.2	62.4	31
Street robbery or assault	33	50.5	20	38	30	39	37.9	42.3	36.4	30.4	48.9	61.4	51	15
Car theft	10.2	12.1	12	24.7	7	27.8	41.4	24	13.2	12.6	14.3	31.6	39.3	8
Theft from car	7.1	12.1	15	25	6	27.8	58.6	23	13.2	12.7	18.4	35.8	41.8	8
Traffic accident	50	55.5	54	75	59	79	44	80.8	36	53.9	41.8	76.2	75.5	50
Physical violence by strangers	47	58	30	41	72	56	27.5	47.1	29	34.3	74.5	52.5	63.4	31
Verbal offence in the street or public place	9.1	46.4	21	34	5	38	1.8	60.6	32	33.3	4.1	43.6	53.9	17
Fear of falling a victim to any crime	70	60	47	52	61	79	48.6	73.1	39.2	60.2	75.2	75	51	51

When speaking of the overall safety level at their place of living, most of respondents (59.5 %) agreed that the situation had hardly seen any changes over the last year (Fig. 3.1). 20.8 % of respondents noted that it became (much and a little) safer, while the number of citizens, who believed it grew (much and a little) less safe, was slightly less - 14.2 %.



**Fig. 3.1 Evaluation of safety level by population in 2016 (as % of those, who responded)**

It is noteworthy that Kharkiv city dwellers and people living across Kharkiv Region give different opinions of their safety in their neighborhood. Thus, the number of residents of Kharkiv Region (19.8%) that noted that the situation in their neighborhood had got less safe over the last 12 months was twice the number of Kharkiv dwellers, who thought that way (9.3%). 3.17). In addition, residents of the region's center were time 3.5 more optimistic noting that it become safer over the year (31.6 %) than residents of Kharkiv Region (8.5%)

**Table 3.17**

EVALUATION OF CHANGES IN SECURITY OVER 12 MONTHS BY RESIDENTS OF KHARKIV AND KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED)

	<b>It became safer</b>	<b>No changes</b>	<b>It became less safe</b>
Kharkiv	31.6	55.3	9.3
Kharkiv Region	8.5	64.3	19.8

Among the districts that had grown safer in the last 12 months, one should note Chervonozavodskyi District of the City of Kharkiv (47.5 % responded that way) and Blyzniuky District of Kharkiv Region (Table 3.18; 3.19). Respondents believed that it got less safe in Leninskyi District of the City of Kharkiv (18.1 %) and Dergachi District (39 %) of Kharkiv Region. Most residents thinking that there were no changes in safety were reported in Moskovskyi District of the City of Kharkiv (68 %) and Sakhnovshchyna District of Kharkiv Region (90.8 %).

**Table 3.18**

EVALUATION OF CHANGES IN SECURITY OVER THE LAST 12 MONTHS BY RESIDENTS OF DIFFERENT DISTRICTS OF KHARKIV  
(AS % OF THOSE, WHO RESPONDED)

<b>District</b>	<b>It became safer</b>	<b>No changes</b>	<b>It became less safe</b>	<b>Don't know</b>
Dzerzhynskyi	39.8	46.6	7.8	5.8
Zhovtnevyi	33.7	48	15.3	3.1
Kyivskyi	25	67	6	2
Kominternivskyi	43.5	48.5	5	3
Leninskyi	31.3	44.4	18.1	6.1
Moskovskyi	25.2	68	4.9	1.9
Ordzhonikidzevskyi	14	67	15	4
Frunzenskyi	35.3	38.2	17.6	7.8
Chervonozavodskyi	47.5	46.5	5	1

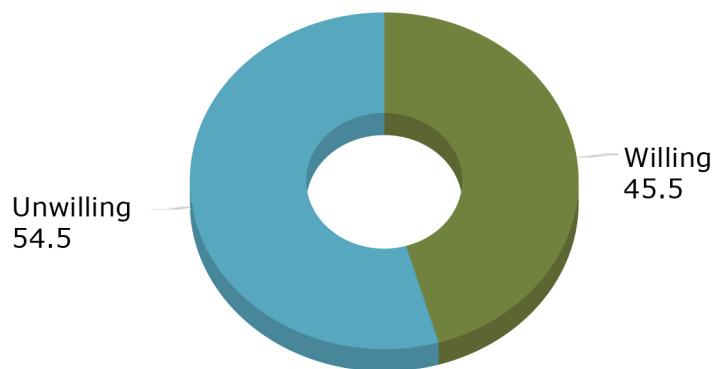
**Table 3.19**

**EVALUATION OF CHANGES IN SECURITY OVER 12 MONTHS BY RESIDENTS OF DIFFERENT DISTRICTS OF KHARKIV REGION  
(AS % OF THOSE, WHO RESPONDED)**

<b>District</b>	<b>It became safer</b>	<b>No changes</b>	<b>It became less safe</b>	<b>Don't know</b>
Balakliia	2.9	86.5	4.8	5.8
Barvinkove	16.8	72.3	9.9	1
Blyzniuky	33.7	53.5	9.9	3
Bogodukhiv	5	81	10	4
Borova	9	68	23	0
Valky	9.8	64.7	23.5	2
Velykyi Burluk	6.1	72.4	20.4	1
Vovchansk	18.2	72.7	9.1	0
Zmiiv	5	76.2	12.9	5.9
Dvorichna	5.1	37.4	36.4	21.2
Dergachi	6	40	39	15
Zachepylivka	6	23	37	14
Zolochiv	7	66	17	10
Izium	9	56	35	0
Kegychivka	20	66	9	5
Kolomak	7.1	43.4	23.2	26.3
Krasnograd	2	73	13	12
Krasnokutsk	4	73	19	4
Kupiansk	6	50	34	10
Lozova	6.4	79.8	11	2.8
Nova Vodolaga	10.6	71.2	15.4	2.9
Pervomaiskyi	3	74	11	12
Pechenigy	8.8	64.7	15.6	10.8
Sakhnovshchyna	3.1	90.8	5.1	1
Kharkiv	13	63	13	11
Chuhuiv	8.8	51	35.3	4.9
Shevchenkove	3.1	34.7	37.8	24.5

# CHAPTER 4. WILLINGNESS TO HELP THE POLICE

The police reform is aimed at building partner and mutually beneficial relations with the population in the first place. Potential readiness to assist police in their work including crime detection activities is a good measure of the progress in this area. This is about willingness to line up with police to deal with their prophylactic, crime detection, procurement and financial matters. The survey made an attempt to reveal attitudes of the population to such kind of cooperation.



Today, 45.5% of all respondents surveyed are ready to take part in the active phase of stopping a crime (Fig. 4.1).

**Fig. 4.1 Willingness to assist police to apprehend a criminal (as % of those, who responded)**

The highest percentage scored those willing to help police in situations that call for reporting a committed crime (81.7 % positive responses) or a crime about to be committed (73.3 %) (Table 4.1). Respondents were least willing to make donations for police gear and outfit (10.5%) and to provide own vehicle in emergency (9.8 %). 51.3% of residents of Kharkiv and Kharkiv region expressed their readiness to be a part of ongoing police performance evaluation.



Table 4.1

## WILLINGNESS OF RESPONDENTS TO HELP POLICE (AS % OF THOSE, WHO RESPONDED)

Situations, when respondents are ready to assist the police	
Reporting a committed crime	81.7
Reporting a crime about to be committed	73.3
Being a witness	69.1
Reporting about suspiciously-looking persons, the situation in the neighborhood	68.9
Assessing the police	51.3
Apprehending a criminal	45.5
Preventing crimes and offences seen	43.2
Gathering information for the police	23.7
Going on patrols together with police	15.1
Making donations for police gear and outfit	10.5
Providing own vehicle for police needs	9.8

The results of the survey show that Kharkiv residents were more inclined to help police than people living across the region (Fig. 4.2). This difference of attitudes may be accounted for by the fact that at the time of survey Kharkiv residents had already saw the newly introduced national police in action, while the reform and positive citizens' attitudes for cooperation with police associated with it were yet to come to other parts of the region.

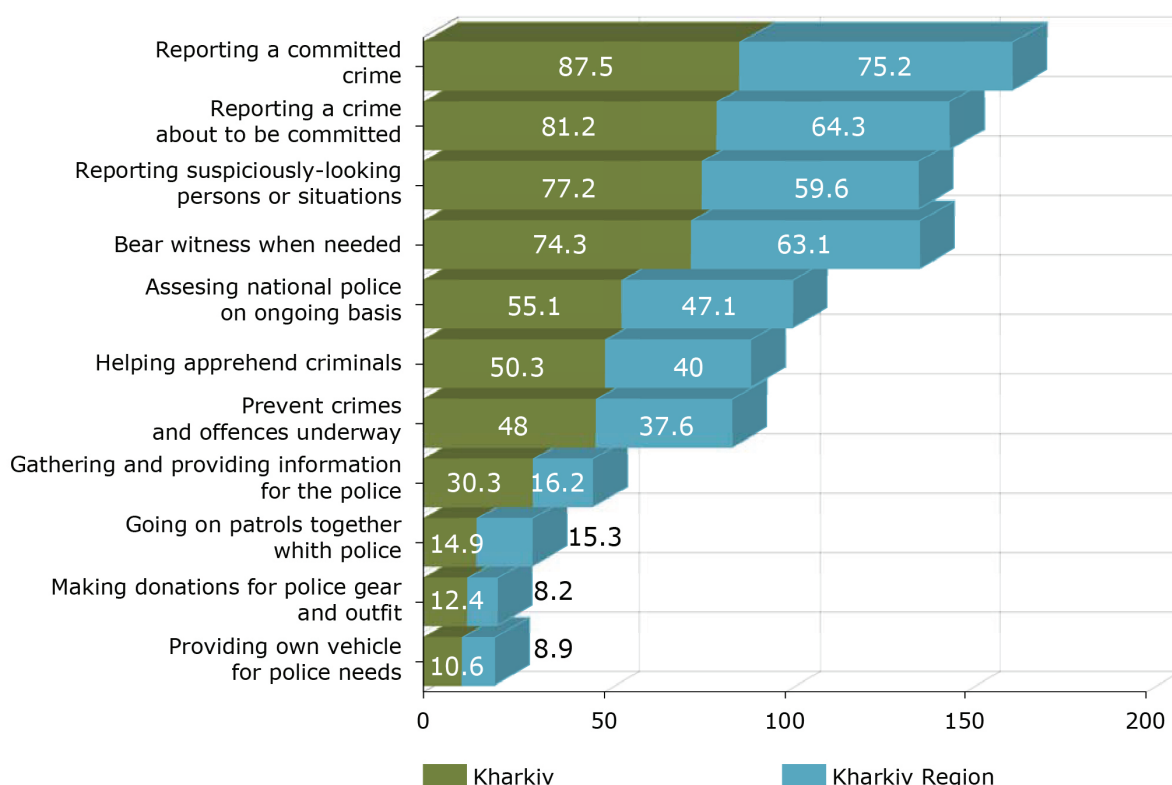


Fig. 4.2 Willingness of citizens to help police in different matters depending on the place of residence (City of Kharkiv and Kharkiv Region) (as % of those, who responded)

Analysis of the distribution of figures of readiness to assist the police in specific matters depending on districts of Kharkiv region showed that residents of different districts were not equally willing to assist the police. Residents of Dzerzhynskyi District of Kharkiv (67 %) and Bogodukhiv District of Kharkiv Region (81 %) were most willing to help in apprehending a criminal. The chances that citizens will aid the police in this way were smallest in Ordzhonikidzevskyi District of Kharkiv (26 %) and Lozova District of Kharkiv Region (5.6 %).

An overwhelming majority of residents in all districts of Kharkiv was ready to report committed crimes - 80.8 to 92.2% of respondents. As regards communities in the region, the least number of people ready to do that were recorded in Pervomaiskyi (41.4 %), Zachepylivka (46 %) and Vovchansk (47 %) districts.