

**POPULATION STUDIES CENTER (CEP)
EDUARDO MONDLANE UNIVERSITY (UEM)**

**SURVEYS ON POLICE PERFORMANCE
2002**

REPORT

October 2002

SURVEYS ON POLICE PERFORMANCE-2002

SURVEYS CONDUCTED IN THE CITY OF MAPUTO AND THE PROVINCES OF MAPUTO, SOFALA, ZAMBÉZIA AND NAMPULA, FROM 5TH TO 20TH OF AUGUST 2002 BY POPULATION STUDIES CENTER (CEP) FROM EDUARDO MONDLANE UNIVERSITY (UEM)

SURVEYS ORDERED BY MINT/PRM IN COOPERATION WITH UNICRI AND UNDP

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1. INTRODUCTION

In the framework of development of the strategic plan of the Police of the Republic of Mozambique (PRM), four surveys were conducted by Population Studies Center (CEP) from 5th to 20th August 2002 with the collaboration of United Nations Interregional Crime and Justice Research Institute. Surveys were the following: i) Survey on Public Opinion about Crime Situation, Police Internal Survey (Self-administered), Police Internal Survey (Face to Face), Public Officers Internal Survey (Self-administered). Surveys were conducted simultaneously in the city of Maputo and the provinces of Maputo, Sofala, Zambézia and Nampula, covering a heterogeneous sample of interviews to people of both sexes, 16 or more years old, in rural and urban areas.

Objectives

In the preparation of the strategic plan of the PRM, was agreed the need to collect base information to develop activities to improve contribution of PRM in justice promotion, security and citizen welfare. Surveys conducted by CEP are in this context, collecting information regarding citizenship perception on crime, availability of justice services, treatment of citizens and crime victims in the judiciary system, confidence on judiciary system and operation related to criminal justice. Specifically, surveys evaluated the following:

- Citizen experience on crime;
- Citizen perception on access to justice, policing, crime prevention and security;
- Perception on crime causes;
- Experiences and perception of women on crime;
- Experiences and perceptions of police officers (PRM) on crime and atmosphere and work conditions;
- Experiences and perceptions of public officers on atmosphere and work conditions.

Methodology

Sample

To achieve the objectives referred to above a sample was designed for each survey in collaboration with UNICRI. Samples defined interviews universe in the selected locations, distributed by sex, age and residence area (urban and rural).

Survey on Public Opinion about Crime Situation

Urban areas

To obtain a complete picture about crime in urban areas, the sample should include the highest possible number cities' administrative units (bairros), in order to detect different opinion trends.

So, it was decided to distribute the sample in the different bairros of the selected cities, covering:

- in Maputo, five urban districts;
- in Beira, five administrative posts;
- in Quelimane, five bairros;
- in Nampula, six administrative posts.

Survey distribution by bairro was done weighing the resident population, according to data from II General Census of Population and Housing of 1997 (Annex I).

Sample Distribution (Cities)

City	Number of interviews		
	Scheduled	Valid	Difference
Maputo	1000	1000	0
Beira	550	560	10
Quelimane	200	201	1
Nampula	450	453	3
Total	2200	2214	14

Rural areas

To distribute the sample in the rural areas, terms of reference indicating sample size and provinces to be covered were taken into account. Also, it was tried to select locations with at least one police unit assigned. To achieve a wider coverage, villages and small cities from the inland were selected.

Given these conditions, localities were randomly selected. Sex distribution respected the need of balance between men and women, taking as a reference the II General Census of Population and Housing of 1997 (Annex I).

Sample Distribution (Rural areas)

Province	Number of interviews		
	Scheduled	Valid	Difference
Maputo	125	0	-125
Sofala	175	164	-11
Zambézia	325	323	-2
Nampula	175	173	-2
Total	800	660	-140

Police Internal Survey (Face to face and Self-administered)

The internal survey was specifically designed for its use in Police Stations and Posts previously selected. It consisted of two parts, one for the face-to-face survey and the other for the self-administered survey. This means that each selected officer was subjected to two questionnaires.

In each Police Station or Post, interviewed selection was randomly done using a nominal list of the policemen and policewomen. To cover the whole police corporation, it was needed to distribute the interviews in three groups according to the police hierarchy, this guards and corporals, sergeants and officers. Given the lack of information on PRM force, proportional distribution was applied following the 8-3 formula, meaning to interview 8 (eight) guards and corporals and 3 (three) sergeants and officers in each Police Station or Post. In the city of Maputo, data on Police Station force were previously available, so distribution changed according to this in each selected location.

Sample Distribution

Province/City	Guards/Corporals	Sergeants	Officers ¹	Total
City of Maputo	91	26	12	129
City of Matola	18	9	4	31
Sofala	110	40	-	150
Zambézia	94	31	-	125
Nampula	91	24	-	115
TOTAL	404	130	16	550

Interviewed Selection Criteria

Taking into account the distribution presented in table above, CEP interviewer, after being introduced to the responsible of the Police Station or Post, asked for a list of PRM members assigned to that unit. List should indicate officers, sergeants, corporals and guards. For each of those categories, the interviewer numbered the existing members. After that members to be interviewed were defined randomly to complete the required number.

While carrying out the internal survey, two CEP interviewers were always accompanied by a PRM member designated by the Provincial Command and a Spanish Guardia Civil.

Public Officers Internal Survey (Self-administered)

Internal Survey on Public Officers covered different public institutions, including municipal services, located in the cities of Maputo, Beira, Quelimane and Nampula. A wide coverage was sought, prioritizing sectors related to municipal services, education and health. Three categories of people to be interviewed were defined:

- High rank technicians and officers;
- Mid rank technicians and officers;
- Other not specialized workers.

Interviewed distribution in these 3 categories followed a ratio of 1-3-1, meaning to interview in each sector 1 (one) high rank technician or officer, 3

¹ In Sofala, Zambézia and Nampula, sergeants and officers are in the same group.

(three) mid rank technicians or officers and 1 (one) not specialized worker. Using this ratio, interviewed selection was made randomly from the nominal list supplied by the different services.

Sample Distribution

Cities	Municipal Services	Education	Health	Other	Total
Maputo	40	50	45	140	275
Beira	15	20	15	25	75
Quelimane	15	20	15	25	75
Nampula	15	20	15	25	75
Total	85	110	90	215	500

Limitations

While implementing the surveys, working teams faced some difficulties. Concerning survey administration, most problems were related to the accessibility of certain areas. Many selected areas were at long distances or had a very difficult access due to impassable roads, as was the case of Chinamacondo, in Dondo district, province of Sofala. So, some areas were replaced with others with easier access.

Another obstacle was associated to the criteria for house counting established by the sampling methodology to select the houses to conduct the survey. Compliance of these criteria was hampered because many houses were far from each other, mainly in rural areas.

On the other side, it was verified that many surveys were incomplete due to missed pages. This caused cancellation of some questionnaires during data processing. As a consequence, initially planned sample size was reduced, even this did not affect information statistical significance.

Police survey also presented problems to reach planned sample size. In some districts, planned sample was not fulfilled, as number of police members was lower than necessary. Regarding the police self-administered survey, it should be noted that implementation was problematic due to the low academic level of some police members, particularly in Zambézia and Nampula provinces. Difficulties were related to content understanding and questionnaire filling out. Some PRM agents did not collaborate. For example, in Nampula 18 selected agents did not return the self-administered questionnaire and did not respond the face-to-face survey, making necessary

their replacement. On the other side, in the city of Maputo, most of Police Station commanders showed some reluctance to accept the rules for agent selection.

Regarding public officers survey, it was noticed that some institutions did not lend enough collaboration, as in the cases of Education in Nampula and the Town Council in Beira. This survey was more difficult in Maputo, where authorization from area responsible took a long time. Even more, many interviewed did not accept to participate, so planned number of interviews was not reached in Tourism, Trade, and Public Works departments and the Maputo Town Council.

Work teams

The four surveys were conducted by CEP, who created a core team responsible for the coordination of the whole exercise, including production of questionnaires in collaboration with UNICRI, UNDP and MINT/PRM, training of fieldwork teams, supervision of survey implementation, data processing and analysis, report preparation and result publication, in partnership with UNICRI, UNDP and MINT/PRM.

Fieldwork was carried out by provincial teams led by a coordinator and composed of 15 (fifteen) interviewers; 10 (ten) for the external survey, 2 (two) for police surveys and 3 (three) for public officers survey. Spanish Guardia Civil and PRM members collaborate in survey administration. Their contribution was important to facilitate contact with Police Stations and Posts and local authorities.