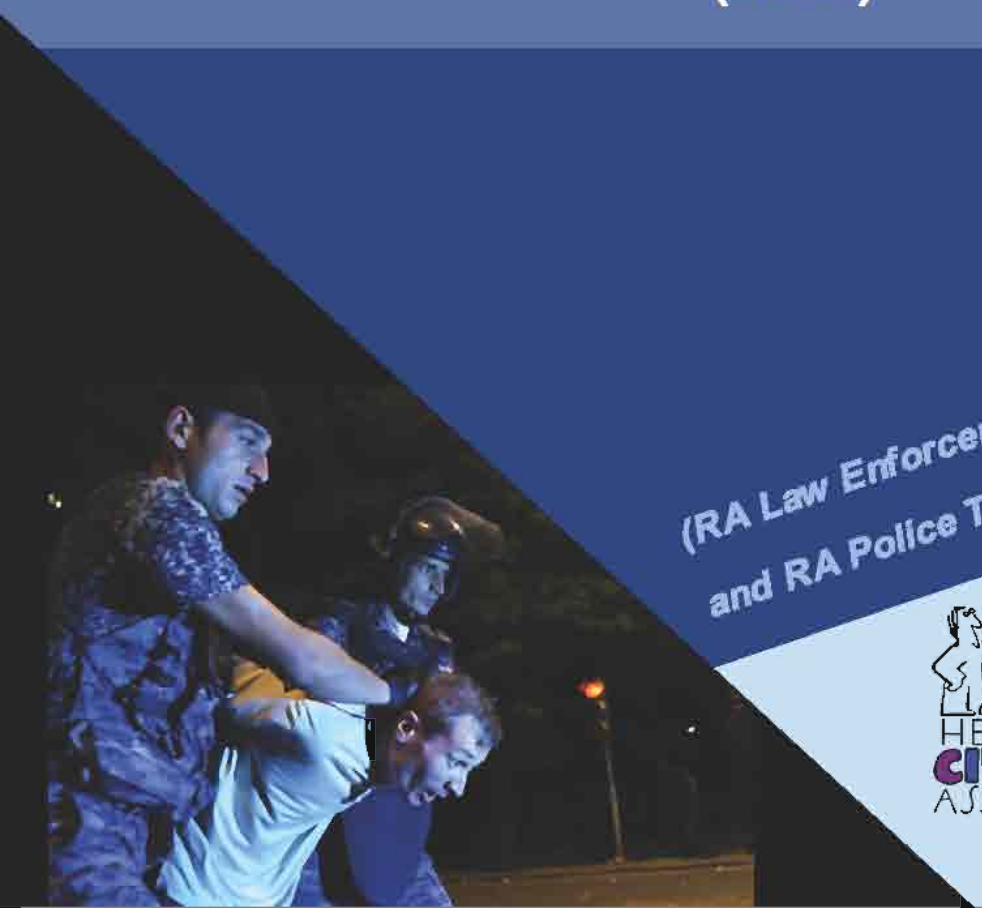
HELSINKI CITIZENS' ASSEMBLY-VANADZOR

INDICES CHARACTERIZING ACTIONS OF LAW ENFORCEMENT AGENCIES IN THE REPUBLIC OF ARMENIA (2016)



(RA Law Enforcement Arbitrariness Index and RA Police Trust Index)

HELSINKI CITIZENS ASSEMBLY

NORWEGIAN HELSINKI COMMITTEE

HELSINKI CITIZENS' ASSEMBLY-VANADZOR

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(2016)
(RA Law Enforcement Arbitrariness Index
and RA Police Trust Index)

Armenia 2017

This report was prepared within the project 'Raising Effectiveness of Protection of Citizens' Rights in Relations with the Police' implemented by HCA Vanadzor with the financial support of the Norwegian Helsinki Committee.

The quantitative research and analysis were conducted with the involvement of 'Advanced Public Research Group' (APR Group) NGO.

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INTRODUCTION

The report summarizes the results of the repeated sociological surveys conducted by Helsinki Citizens' Assembly-Vanadzor (hereinafter referred to as HCA Vanadzor) in August 2016 in all the marzes (regions) of RA and in Yerevan city.

The primary ***aim*** of the survey is to calculate the indices characterizing the actions of law enforcement agencies, particularly the RA law enforcement (police, courts of law, and prosecutor's office) arbitrariness index and the RA Police trust index.

To calculate the said indices, a methodology and a survey tool were developed based on the methodology and tools of a similar survey conducted jointly by the Russian-based 'Public Verdict' Foundation (Rus. Фонд "Общественный вердикт") and 'Levadacenter' (Rus. АНО "Левада-Центр") research NGO. Such methodology and tools were localized and improved by testing under the 'Law Enforcement Arbitrariness Index in Northern Regions of the Republic of Armenia' pilot project in April-May 2013; then in 2015, they were applied in all the RA marzes (regions) and in Yerevan city.

This report presents methodology of collecting information, including description of the survey sample, index calculation methodology, including calculation formulas, as well as the survey results. A special reference was made to the law enforcement arbitrariness index, police trust index, as well as to the attitude towards law enforcement agencies and the degree of the public concern. The results are presented in comparison with the results of a similar survey carried out in 2015.

SURVEY METHODOLOGY

Aim of Survey

The survey aims to calculate the arbitrariness index of the RA law enforcement agencies (police, courts of law and prosecutor's office) /hereinafter referred to as arbi-trariness index/ and the RA Police trust index (hereinafter referred to as police trust index).

Survey Objectives

The survey pursues the objectives below:

1. identify the level of trust among the RA population in the law enforcement agencies;
2. identify the degree of manifestation of unlawful and arbitrary actions against the citizens in RA;
3. identify the degree of willingness of the RA population to cooperate with the police;
4. identify how often the RA authorities use the law enforcement agencies against their political opposition (opponents);
5. calculate the civil disobedience index;
6. identify how protected the population is from the arbitrariness of the law enforcement agencies;
7. calculate the personal disobedience index;
8. identify the efficiency of the other law enforcement agencies (courts of law, prosecutor's office) in their capacity of a protection mechanism against police arbitrary actions, according to the respondents;
9. carry out a comparative analysis by years of the indices above.

INFORMATION COLLECTION METHOD

The information was collected by means of quantitative interview method which enabled to obtain opinions on the issue of all the social groups by their residential areas. The representative sample makes it possible to attribute the obtained information to the overall population of various residential areas, establish the prevalence and distribution of opinions and identify regular patterns. Personal interviews were held by face-to-face talks between the interviewer and each respondent.

A standardized questionnaire consisting of closed and semi-closed questions was used as a survey tool. In 2016, the questionnaire used in 2015 was used through CAPI techniques.[1]

The survey results were analyzed by SPSS statistical software. The conducted survey was a repeated/trend survey.[2]

Survey Sample

The survey was conducted in August of 2015 and 2016; in both cases the surveys were conducted in August among the residents aged 18 and above in all the RA marzes (regions) and Yerevan city. According to the preliminary data on 'Current voting results of the May 6, 2012 RA National Assembly elections by proportional representation voting system' published on May 7, 2012 by the Central Electoral Commission, there are 2524794 voters within such age groups. Thus, the mainstream target group of the survey counted 2524794 people, with sampled group constituting 1200 persons in case of ±2, 8% survey data accuracy and 95% confidence interval.

The survey samples were set through a similar methodology. In both cases, a multistage (stratified) random purposeful sampling was set. At the initial stages of sample building, the sampling units (marzes/regions, residential areas) were identified purposefully, followed by a random sampling. The random sampling was based on the 'coordinated step' principle.

The sample building process covered the stages below:

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[1] Interviewers applying computer-assisted personal interviewing enter the information obtained during the face-to-face interview with the respondent into the electronic questionnaire in computer /iPad. The software makes it possible to ensure a high-level control over the interviews.

[2] Trend surveys are conducted for the same mainstream group in a particular time interval by a relatively identical methodology. Trend surveys aim to reveal the trends in the social changes, in this case in social mood.

1. Marzes (regions) Sampling

The survey covers 10 RA marzes and Yerevan city. The representativeness of survey results in terms of those marzes was completely ensured.

2. Residential Area/ Survey Point Sampling

To ensure the representation of both rural and urban population in the sampling, first of all, the percent proportion of rural and urban population in each marz was estimated. Accordingly, the share of interviews to be held in towns and villages of each marz was determined. To estimate the number of towns and villages to be included in the sampling, the number determined for each town or village was divided by the optimal number calculated for each town or village. The optimal average number of interviews in each village was considered 6; moreover, this number did not exceed 7. The optimal average number of interviews for each town was considered 11; moreover the number did not exceed 25. When estimating the number of interviews to be held in each town or village, the proportion of the population in the given community was also taken into account.

Communities in each marz were sampled based on their distance from the marz (region) center. Thus, 3 types of survey points were identified:

1. marz (region) center;
2. (region) communities located between marz centers and remote communities;
3. remote communities in the suburbs of marzes

3. Household Sampling

At the 3rd stage of sample building, the 3rd dimension was identified, i.e. households were sampled. At each survey point, the households were sampled through the 'coordinated step' principle.

4. Respondent Sampling

At the 4th stage, respondents among household members aged 18 and above were sampled randomly. To ensure random sampling in 2015, the principle of household members' 'most recent birthday' was applied. In each household, only 1 person was interviewed. And to ensure random sampling in 2016, the Kish grid embedded in CAPI software was used.[3]

[3] Kish grid is used in surveys based on the random sampling principle and sets an algorithm for selecting for interview one of the household (HH) members. The procedure is designed so that each HH member has equal chances to be selected for the interview. The

In both cases, the number of interviewed respondents was 1200.

Socio-Demographic Profile of Respondents

In 2015, 26.3% of the survey respondents were men and 73.7% were women and in 2016, 33.8% were men and 66.3% were women.

Table 1 below covers age distribution of the respondents.

Table 1
Respondents' distribution by age

Age group	Year of survey	
	2015	2016
18 -25	11.1%	14.8%
26 -35	19.6%	20.4%
36 – 45	14.4%	16.5%
45 – 60	29.1%	26.3%
61 and above	25.8%	21.9%
Total	100.0%	100.0%

Table 2 covers the respondents' distribution by their educational level.

Table 2
Respondents' distribution by their educational level

	Year of survey	
	2015	2016
Primary	0.5%	0.4%
Incomplete secondary (8-year)	7.0%	6.0%
Secondary (10-12-year)	34.3%	37.1%
Secondary vocational	27.7%	22.3%
Incomplete higher	3.3%	4.1%
Higher	26.5%	29.7%
Postgraduate (academic degree)	0.7%	0.4%
I refuse to answer	0.1%	0.0%
Total	100.0%	100.0%

Table **3** covers the respondents' distribution by the average monthly family income.

grid was named after its developer Leslie Kish.

Table 3 Respondents' distribution by the average monthly family income		
Income in AMD	**Year of survey**	
	2015	**2016**
Up to 35000 AMD	10.30%	14.40%
35001-65000 AMD	25.90%	25.70%
65001-150000 AMD	41.00%	39.50%
150001-350000 AMD	17.3%%	16.40%
Above 350001 AMD	3.80%	4.00%
I'm uncertain about the answer	0.30%	0%
I refuse to answer	1.50%	0%
Total	**100.00%**	**100.00%**

The respondents characterized their socio-economic status by answering the question below: "Please, specify one of the following statements that best describes your economic status". The answers are provided in Table **4.**

Table 4 Respondents' distribution by their socio-economic status		
Economic status	**Year of survey**	
	2015	**2016**
Not enough money to buy food.	27.8%	23.0%
Enough money only to buy food.	35.1%	37.2%
Enough money only to buy food and clothes.	24.1%	24.0%
Enough money only to buy food, clothes and other items.	12.6%	15.8%
I refuse to answer.	0.4%	0%
Total	100.0%	100.0%

Table **5** covers the answers to the question "Which social stratum do you associate yourself with?"

Table 5 Respondents' distribution by their social stratum		
Social stratum[1]	**Year of survey**	
	2015	**2016**
Upper-class	3.3%	1.9%
Upper middle class	11.6%	12.1%
Intermediate middle class	56.1%	53.7%

Lower middle class	12.7%	15.7%
Below the middle class	10.8%	11.0%
Disadvantaged	4.7%	5.7%
I'm uncertain about the answer	0.3%	0%
I refuse to answer	0.6%	0%
Total	100.0%	100.0%

Table 6 covers respondents' distribution by their residential area type.

Table 6
Respondents' distribution by their residential area type

Residential area	Year of survey	
	2015	2016
Urban	72.0%	72.0%
Rural	28.0%	28.0%
Total	100.0%	100.0%

Table 7 covers the gender distribution of the respondents by their residential area type.

Table 7
Cross-sectional analysis, according to respondents' gender and residential area type

		Residential area				Total
	2015		2016			
	Urban	Rural	Urban	Rural		
Respondent's gender	Male	69.3%	30.7%	74.1%	25.9%	100.0%
	Female	73.0%	27.0%	70.7%	29.3%	100.0%
Total		72.0%	28.0%	72.0%	28.0%	100.0%

As follows from the data in Tables 1-7, during the surveys in 2015 and 2016 the respondents' proportions by the main descriptors remained almost unchanged.

Index Estimation Methodology

Methodology of Estimating the Law Enforcement Arbitrariness Index

Index Definition

The law enforcement arbitrariness index is a generalized index of the trends in the moods of the public at large and reflects the sense of insecurity among the public in terms of the arbitrary actions, i.e. actions not prescribed by law, of the police, prosecutor's office and judicial bodies.

The arbitrariness index estimation relies on the 3 components below:

'Civil Concern Index'

This index is estimated through the arithmetic means of generalized indices of answers to the following 3 key questions. The questions are as follows: "How much do you trust law enforcement agencies (police, courts of law and prosecutor's office /the entire system/ (altogether)?"; "In your opinion, how serious is the concern of unlawful and arbitrary actions by the law enforcement agencies for Armenia?"; and 'In your opinion, how often do the RA authorities use the law enforcement agencies to suppress the opposition (their own political opponents)?"

'Personal Concern Index'

This index is estimated through the arithmetic means of generalized index of answers to the following questions: "Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?" and "How protected do you feel personally against arbitrary actions of law enforcement agencies?'

'Personal Security Index'

This index is estimated through the arithmetic means of the generalized index of answers to the following questions: "If you ever suffer any arbitrary action by the police, do you think other law enforcement agencies (courts of law and/or prosecutor's office) will protect you?" and "Do you think the rights violated by the police can be legally restored in Armenia?"

Methodology of Estimating Police Trust Index

Index Definition

The police trust index is the generalized index of the trends in the moods among the

public at large and reflects attitude and trust in the police, satisfaction with their work and the degree of willingness to cooperate with the police.

The questions used to estimate this index value aim to identify the public attitudes towards the police, public positions and assessments of its actions and willingness to cooperate.

The police trust index estimation relies on the 3 components below:

'Police Actions Assessment'

This index is estimated through the arithmetic means of generalized indices of answers to the following questions: "How satisfied are you with the actions of the police in your residential area/community?"; "Do you think the police of your residential area/community can protect you/your family from criminals?"

'Attitude to the Police'

This index is estimated through the arithmetic means of generalized indices of answers to the following questions: "How much do you trust the police of your residential area/community?"; "How do you treat your residential area/community police officers?"

'Willingness to Cooperate with the Police'

This index is estimated through the arithmetic means of generalized indices of the answers to key questions: "Do you think citizens should help the police?" and "Some people who witness crimes call the police; Would you call the police if you witnessed beating, robbery, theft and other similar crimes?"

Index Calculation Formulas

The indices are calculated by the formula below:

Index = a+0.5*b-0.5*c-d

where:

'Index' stands for the coefficient calculated through answers to each question;
'a' stands for the percentage distribution of the most 'positive' answers;
'b' stands for the percentage distribution of 'positive' answers;
'c' stands for the percentage distribution of 'negative' answers; and

'd' stands for the percentage distribution of the most 'negative' answers.

And the index resulting from the answers to the question "How do you treat your residential area/community police officers?" was calculated by the formula below:

Formula: *Index* = a+b +0.5*c-0.5*d-e-f

where:

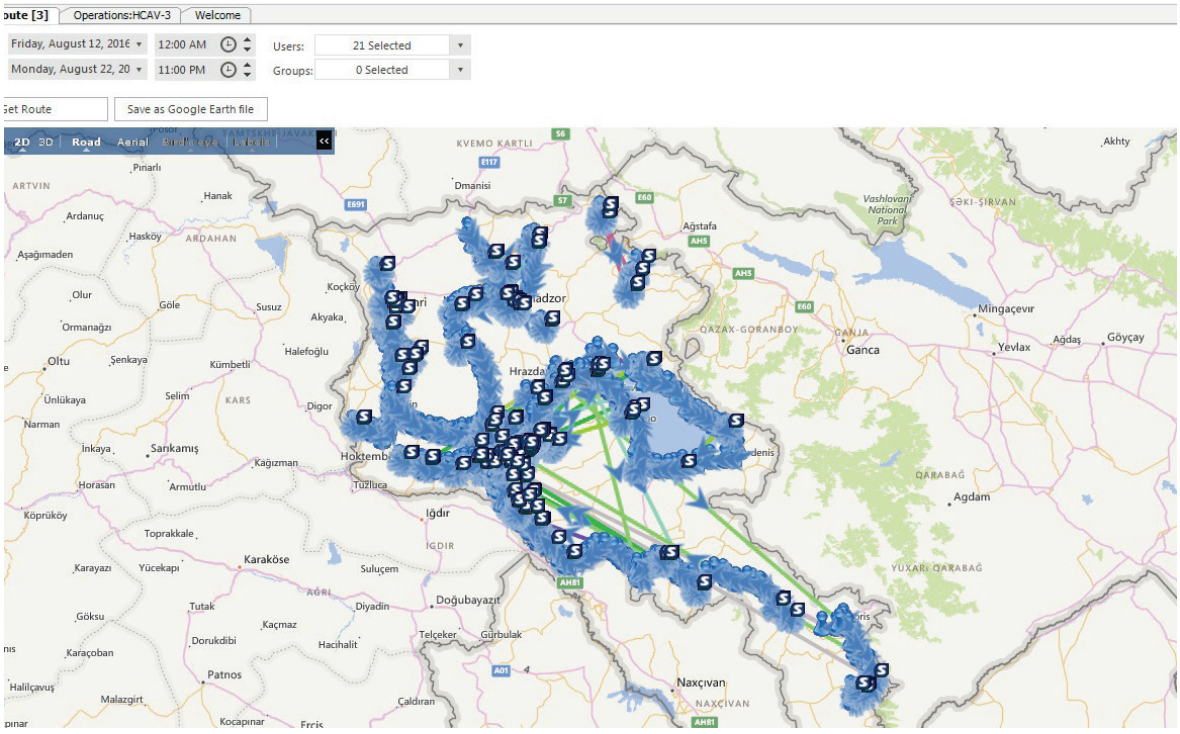
Index' stands for the coefficient calculated through answers to each question;
'a' and 'b' stand for the percentage distribution of the most 'positive' answers;
'c' stands for the percentage distribution of 'positive' answers;
'd' stands for the percentage distribution of 'negative' answers; and
'e' and 'f' stand for the percentage distribution of the most 'negative' answers.[4]

In respect to each question, the index is calculated as its generalized value in the form of share difference between 'negative' and 'positive' answers. Furthermore, the most 'negative' or the most 'positive' answers are valued as '1' and partly 'negative' or 'positive' answers as 0.5.

The index is calculated as the arithmetic means of several indices generalized values (of 2 or 3 partial indices for each component). Thus both the generalized arbitrariness/ trust indices and their components range in the interval of '-100' to '+100'. **Moreover, if any of the indices is above '0', it means that 'positive' feedback prevails which shows that the described problem does not persist and if it is below '0', the 'negative' feedback prevails which points to the presence of the described problem.**

[4] Answers to this question by coding: 'a' stands for "I respect"; 'b' - "I trust"; 'c' – 'I like'; 'd'- "I dislike"; 'd'-"I fear/beware", 'f'-"I get angry/irritated".

2016 Survey Geography



SUMMARY

A. 'Law Enforcement (police, courts, prosecutor's office) Arbitrariness Index'

The 'Law Enforcement Arbitrariness Index characterizes the degree of arbitrariness of the law enforcement agencies in their relations with citizens, i.e. the level of illegal actions by the law enforcement agencies leading to human rights violations.

The arbitrariness index calculation relies on the 3 components below:

'Civil Concern Index' (CCI) is estimated through the arithmetic means of generalized indices of answers to the questions below: "Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?" and "How protected do you feel personally against arbitrary actions of law enforcement agencies?" It characterizes the groups that suffered from the police illegal actions and the public concern level.

'Personal Security Index' is estimated through the arithmetic means of the generalized index of answers to the questions below: "Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?" and "How protected do you feel personally against arbitrary actions of law enforcement agencies?" This index characterizes the level of respondents' personal concern.

'Personal Concern Index' is estimated through the arithmetic means of generalized index of answers to the questions below: "Do you consider it possible that you or your family may suffer arbitrary actions by law enforcement agencies?" and "How protected do you feel personally against arbitrary actions of law enforcement agencies?" It characterizes the efficiency of legal protection in case of police illegal actions.

Note that the indices under this survey range in the interval of '-100' to '+100'. If any of the indices is above '0', it means that 'positive' feedback on the issues in question prevails in the public and if it is below '0', the 'negative' feedback prevails.

According to the results of the survey of 2016, the 'law enforcement arbitrari-ness index' in RA is '6' which decreased by '7' as compared to the index of 2015 (in 2015, it was '1').

Also, negative changes took place in all the 3 components laying the basis of the index calculation. Thus, in 2016 the 'civil concern index' decreased by '8' as compared to that in 2015 (in 2016 it was '-30' and in 2015 it was '-22'). The 'personal security index', another component of the 'law enforcement arbitrariness index' decreased in 2016 by

'12' as compared to 2015 (in 2016 it was '-7' and in 2015 – '5'): And in 2016 the 'personal concern index' (another component of the 'law enforcement arbitrariness index') decreased by '3' as compared to 2015 (in 2016 it was '17' and in 2015 – '20').

The data above show that as compared to 2015, in 2016 the level of perception by citizens in RA of the law enforcement actions as illegal actions increased.

Also, as compared to 2015, in 2016, the public trust in law enforcement agen-cies (police, courts of law and prosecutor's office) decreased (in 2016: '-3' and in 2015: '11').

Both in 2016 and in 2015 citizens considered the arbitrary and illegal actions of the law enforcement agencies as a very serious problem of great concern which made over the half of the most negative assessment (in 2016: '58' and in 2015: '-56'). Thus, there is no positive change in the public perceptions of the police actions.

At the same time, as compared to 2015, according to the assessment of the respondents in 2016, the degree to which the RA authorities use the law enforcement agencies to suppress their political opponents has increased (in 2016: '-27' and in 2015: '-21'). Note that the indices characterizing these practices still show big negative values.

The 'law enforcement arbitrariness index' differs by marzes (regions), types of residential areas (urban and rural), age groups, educational level, gender and socio-economic status.

The observation of the 'law enforcement arbitrariness index' by marzes in 2016 showed that it is most negative in Yerevan city ('-20'), Shirak and Aragatsotn marzes ('-7') and in Lori marz ('-6'). It is most positive in Vayots Dzor ('19'), Tavush ('17') and Gegharkunik ('10') marzes. In 2016, the 'law enforcement arbitrariness index' in the other marzes was positive but as compared to the results of 2015 it decreased (by '6' in Vaytos Dzor marz and by '9' in Gegharkunik marz. As compared to 2015, in 2016 the indices[5] mostly reduced in Lori, Armavir and Ararat marzes (the decreased indices range between '-12' and '-32').

Thus, the obtained data suggest that the police actions are considered more il-legal by the residents of Yerevan city, and Aragatsont, Shirak and Lori marzes. In 2 years, the perceptions of the residents of the said marzes mostly show increased negative treatment and assessment; according to the respondents, the level of trust to the police decreased, and the degree of using those agencies as a political persecution mechanism increased; the arbitrariness of the police increased and the distrust in the mechanisms of protection from the law enforcement arbitrari-ness got deeper.

The 'law enforcement arbitrariness index' considerably differs by the types of residential areas.

[5] 'Law enforcement arbitrariness index', 'Civil concern index', 'Personal security index', 'Personal concern index'.

As compared to the survey results of 2015, in 2016, the level of illegal actions by the police rose as perceived by the population of both urban and rural communities. It mostly rose[6] by perception of urban population by '8' and reached '-12' (in 2015 it was '-4'), but a similar trend is notices among rural population as well; the index decreased by '5' and reached '8' (in 2015 it was '-4').

The 'civil concern index' is negative in all the types of residential areas. And the 'personal concern index' is positive in all the types of residential areas. Yet, negative and most negative indices are shown among the population of urban areas. This is most likely due to the fact that in urban areas, people most often face law enforcement agencies and are more actively involved in socio-economic and political processes as compared to people in rural areas.

Thus, according to the respondents, the urban population feels more vulnera-ble and insecure as compared to rural population.

Also, it should be noted that the values of the 'law enforcement arbitrariness index' obviously differ among males and females.

In 2016, male respondents assessed the 'law enforcement arbitrariness index' most negatively ('-11'[7]) unlike female respondents ('-4'[8]). Similar trends are shown in case of component indices. As compared to the survey results of 2015, obviously, in 2016 the indices decreased more rapidly among the male respondents (index decrease ranges between '-6' and '-13').

When considering the indices by gender, we consider it important to take into account the hypothesis that males most often deal with law enforcement agencies than females and therefore, the answers and judgments of the male respondents are more based on their personal experience or observations.

Thus, consideration of the respondents' positions on the 'law enforcement arbitrariness index' by their gender shows that men feel themselves more vulnerable than women to the arbitrary actions of the law enforcement agencies.

The perceptions and positions on the 'law enforcement arbitrariness index' are also influenced by the age factor. Thus, based on the results of the survey of 2016, we can state that the persons feeling most vulnerable to the arbitrary actions of the law enforcement agencies are aged 36-45 and 45-60 (36-45 age group: '-10'' in 2016 and '13' in 2015, 45-60 age group: '-9' in 2016 and '0' in 2015) and the persons feeling most secure are aged only 26-35 (in 2016: '1', in 2015: '3'). It should be noted that in 2016, the 'law enforcement arbitrariness index' figure among the representatives of 26-35 age group also decreased by '2' as compared to the same figure of the previous year. As compared to 2015, the 'law enforcement arbitrariness index' among

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[6] 'Increase in negative indices and/or decrease in positive indices.

[7] '-2' in 2015.

[8] '2' in 2015.

all the age groups decreased in 2016.

Consideration of the 'law enforcement arbitrariness index' by the respondents' educational level shows the pattern below: the higher the educational level of the respondents, the higher their negative perception of the arbitrary and illegal actions of the law enforcement agencies.

Thus, in 2016, the negative values of the 'law enforcement arbitrariness index' were obtained from respondents with post-graduate (academic degree), higher education, incomplete higher education and secondary vocational education ('-27', '-10', '-19', '-19' and '-10', respectively). The results of the survey of 2015 show the same picture.

The social situation of the respondents also influences the value of the calculated index. The survey of 2016 shows that the actions of the law enforcement agencies are considered most arbitrary and illegal among the groups considering them-selves socially disadvantaged. Thus, in 2016, the 'law enforcement arbitrariness index' value was mostly negative among the respondents in the worst economic situation who had no enough money to buy food and who had enough money only to buy food with '-12' in both groups, and it was positive among the respondents in somehow normal economic situation whose money was enough to buy food, clothes and other items with the arbitrariness index '6'.

The 'law enforcement arbitrariness index' is also influenced by the size of the average monthly family income. In 2016, the 'law enforcement arbitrariness index' by the average monthly family income had negative index values (the values range between '-3' and '-7') in all the groups.

The social status affiliation of the respondents also influences the values of the 'law enforcement arbitrariness index' and its components indices.

The 2016 survey data suggest that the lower the social status of respondents, the higher the likelihood that they may suffer from the arbitrary and illegal ac-tions of the law enforcement agencies.

Thus, the index is positive only among the respondents affiliating themselves with the upper class ('6') and upper middle class ('5'). And the most negative index value was provided by the respondents of the disadvantaged class ('-23'). As compared to the results of 2015, the 'law enforcement arbitrariness index' mostly decreased among the subgroups below: disadvantaged (decreased by '16'), lower middle class (decreased by '12'), intermediate middle class (decreased by '9') and below the middle class (decreased by '8'). In contrast, the index value became positive or increased in the subgroups of upper class (increased by '27') and upper middle class (increased by 3).

The above shows that as compared to 2015, in 2016, the arbitrariness of the law enforcement agencies became an issue of serious concern for the Armenian population. As compared to 2015, in 2016 the degree of public perception of the actions of the law enforcement agencies as illegal has increased.

This problem is most acute among the population of Yerevan city and Aragat-sotn, Shirak and Lori marzes.

According to the 2016 survey results, the male representatives aged 36-60 with post-graduate education considering themselves socially disadvantaged and re-siding in urban communities are most vulnerable to the arbitrariness of the law enforcement agencies.

B. 'Police Trust Index'

The ***police trust index*** is the generalized index of the trends in the moods among the public at large characterizing the attitude and trust in the police, satisfaction with their work and the degree of willingness to cooperate with the police.

The police trust index[9] is also calculated based on the 3 components below:

The '**police actions assessment index'** is estimated through the arithmetic means of generalized indices of answers to the following questions: "How satisfied are you with the actions of the police in your residential area/community?"; "Do you think the police of your residential area/community can protect you/your family from criminals?" This index characterizes the degree to which the citizens are content with the police activities and the efficiency of fulfillment of one of its functions.

The **'attitude to the police index'** is estimated through the arithmetic means of generalized indices of answers to the following questions: "How much do you trust your residential area/community police?"; "How do you treat your residential area/community police officers?" This index presents the citizens' trust and treatment to police officers.

The **'willingness to cooperate with the police index'** is estimated through the arithmetic means of generalized indices of the answers to key questions: "Do you think citizens should help the police?" and "Some people who witness crimes call the police; Would you call the police if you witnessed beating, robbery, theft and other similar crimes?" This index characterizes the degree of citizens' willingness to help police officers.

The 2016 survey results suggest that the 'police trust index' in RA was '33' which decreased by '9' as compared to 2015 (in 2015, it was '42').

As compared to 2015, the components of the 'police trust index' decreased in 2016.

[9] Note that the indices under this survey range in the interval of '-100' to '+100'. If any of the indices is above '0', it means that 'positive' feedback on the issues in question prevails in the public and if it is below '0', the 'negative' feedback prevails.

Thus, as compared to 2015, the 'police trust index' decreased by '5' in 2016 (in 2015, it was '36' and in 2016 – '31'). The 'willingness to cooperate with the police index' decreased by '1'; in 2015, it was '42' and in 2016 – '41'. The most decreased values were identified in the 'attitude to the police index' components. Unlike 2015 when the index value was '49', in 2016 it decreased by '22' and was '27'.

The above results suggest that as compared to 2015, the trust of the RA popu-lation in the police decreased and the negative treatment increased in 2016.

The 'police trust index' was also considered by marzes (regions), types residential areas, gender, age, educational level and socio-economic situation.

Consideration of the 'police trust index' by marzes obviously shows that according to the 2016 survey results, this index is the lowest in Yerevan city ('22'). It is the highest in Tavush ('57') and Vayots Dzor ('52') marzes. As compared to 2015, in 2016 the 'police trust index' mostly decreased in Lori, Ararat, Gegharkunik and Shirak marzes (in those marzes, the index decrease ranged between '-10' and '-18'). In 2016, the 'police trust index' was also the lowest in Yerevan city ('21'), followed by Lori marz ('28'), Shirak, Ararat and Aragatsotn marzes ('32') and was the most positive in Vayots Dzor ('55') and Tavush ('50') marzes. In 2016, the 'attitude to the police index' was also the lowest in Yerevan city ('10'), followed by Shirak marz ('23') and Kotayk marz ('27') and the most positive in Vayots Dzor ('67'). In 2016, the 'willingness to cooperate with the police index' had positive values in all the marzes, It was relatively low in Shirak ('28'), Lori ('32') and Kotayk marzes ('32') and higher in Gegharkunik marz ('52').

Thus, the survey results suggest that while the police trust index is within the positive value interval, the lowest values were identified in Yerevan city, followed by Shirak and Lori marzes. The trust indices decreased in Lori, Ararat, Gegharkunik and Shirak marzes and in Yerevan city.

The police trust index among the population of those marzes and Yerevan city in 2 years comes to show that according to the respondents, the police is unable to fulfill its duties properly.

When comparing the decrease of this index with the decrease of the 'law enforcement arbitrariness index', one can conclude that the respondents consider that the practices of using law enforcement agencies for political persecution and arbitrariness by the police increased and the trust in the available mechanisms of protection from the arbitrary actions of the law enforcement agencies decreased sharply.

Nevertheless, despite the drawbacks of the police system, the public still tends to cooperate with the police. This conclusion is based on the fact that the 'willingness to cooperate with the police index' decreased at the least extent among the other compo-

nents of the 'police trust index'.

The consideration of the 'police trust index' of 2016 by residential area types suggests that it has a positive value in all types of residential areas ('25' in urban areas and '46' in rural areas). As compared to the results of 2015, the index values decreased in almost all types of residential areas from '4' to '19'.

The values of almost all the indices in urban areas are lower than in rural ar-eas. It is likely caused by both the sub-cultural features of rural areas and the lack of experiences of dealing with the police.

In 2016, the 'police trust index' was assessed '25' by male respondents and '35' by female ones. The comparison by gender of the 'police trust index' values resulting from the 2015 and 2016 surveys shows that the indices decreased among the respondents of the both genders. However, the sharpest decrease can be noticed among the male respondents (decreased by '12').

Note that while all the indices have positive values among the respondents of the both genders, those values are higher among the female respondents as com-pared to the male ones. The most distinct difference was identified in the 'willingness to cooperate with the police index'; the index values differ by '20' points; among the female respondents, the value was '43' and among the male ones – '23'.

In 2016, the 'police trust index' was positive among all the age groups. However, the comparative analysis of 2015 and 2016 shows that in 2016, the 'police trust index' mostly decreased (by '15') in the 36-45 age group. In this age group, it is the lowest ('24'). Note that in this age group all the other indices are also the lowest.

In 2016, the 'police trust index' was the highest ('33') among the age groups of 18-25 and 26-35. As compared to 2015, in 2016 all the values of this index decreased but they mostly decreased in the 18-25 age group (by '14'). In 2016, the 'attitude to the police index' decreased in all the groups but it decreased most sharply in the groups of 36-45 (by '22') and 18-25 (by '19').

The higher the educational level, the lower the 'police trust index' values (2016) which also resembles the trends in the changes in the 'Law enforcement arbitrari-ness index'.

In 2016, the 'police actions assessment index' also tended to decrease along with the increase of educational level. Thus, it is '59' among the group of respondents with in-complete secondary (8-year) education and '15' – among the group of respondents with higher education. The compared analysis of this index shows that the index values in 4

of the 7 groups decreased in 2016. It decreased most sharply in the groups of people with 'primary' (by '17') and 'higher' (by '11') education.

The 'willingness to cooperate with the police index' has the highest values among persons with post-graduate ('70') and 'primary' ('53') education and the lowest ones ('32') – among the persons with secondary (10-12-year) education. The comparison with the 2015 survey results shows that in 2016 this index values decreased in 3 of 7 groups. They decreased most sharply (by '11') among the persons with higher education and increased most sharply among the persons with post-graduate (by '37') and primary (by '22') education.

The 'police trust index' in 2016 also has positive values in all groups of respondents by social status.

In 2016, along with improving economic situation, an increase in the 'police trust index' was noticed. Thus, it as '30' among the group of the persons who described their socio-economic situation by answering that "they had enough money to buy food" and it was '35' among the group of the persons who answered that "they had enough money to buy food, clothes and other items". The comparison of the results of 2015 and 2016 shows that the 'police trust index' decreased in all the groups by the economic situation. It mostly decreased (by '11') in the group of people with 'enough money only to buy food'. Overall, the index values decreased from '7' to '11'.

In 2016, the 'police trust index' was the highest ('38') among the group of people with 'enough money to buy food, clothes and other items' and the lowest ('28') – among the group of people with "money enough only to buy food". In 2016, the 'willingness to cooperate with the police index' was the highest ('42') among the group of people with 'money enough to buy food and clothes'.

The 2016 survey results show certain dependence between the average monthly family income and the 'police trust index'. It is the highest ('33') among the group of people with an average monthly family income of 35001-65000 and the lowest ('27') among the group of people with an average monthly family income of over 350001.

In 2016, the 'police actions assessment index' is the highest ('33') among the group of people with an income of up to 35000 AMD and the lowest ('25') – among the group of people with an income of over 350001 AMD. In 2016, the 'attitude to the police index' also had a similar trend of change: it was the highest ('32') in the group of people with an income of over 350001 AMD and the lowest ('20') – among the group of people with an income of up to 35000 AMD. In 2016, the 'willingness to cooperate with the police index' was the highest ('39') among the persons with an average monthly income of 35001-65000 AMD and the lowest ('31') – among the people with an income of up to 35000 AMD.

The analysis of the 'police trust index' of 2016 by the respondent's affiliation to a social strata shows that it had positive values among respondents from all the social strata. As compared with the 2015 survey results, the 'police trust index' values in 2016 also showed trends of decrease.

The above suggests that the police fulfill their duties selectively and perform their duties in a better faith in terms of more well-off social groups and in bad faith in terms of the disadvantaged groups.

Thus, while summing up the 'law enforcement arbitrariness' and 'police trust' indices, we can state that while the 'attitude to the police index' has positive value, the 2 years (2015 and 2016) show a decrease in that positive value. As compared to 2015, in 2016, the law enforcement agencies were more often used as a means for purposes of political persecution, the rates of police arbitrary and illegal actions rose. On the other hand, the lack of effective mechanisms of protection from the arbitrary law enforcement actions persists among the urgent problems. In their service, the police show partiality and still carry on showing a selective approach to some groups of RA citizens. These problems must be first of all solved by the police and the political authorities if they indeed strive to raise the level of the public trust in the police.

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