

A SURVEY OF COMMUNITY-POLICE PERCEPTIONS IN TIMOR-LESTE 2015





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in Timor-Leste 2015**

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Report Publishing: The Asia Foundation

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ACKNOWLEDGEMENTS

The authors would like to express sincere appreciation to those who have generously provided their time to participate in this research. We are also thankful for the close relationship with the Políisia Nasionál Timor-Leste (National Police of Timor-Leste, PNTL) at both the national and municipality levels for their cooperation and assistance.

Thanks are also due to Sarah Dewhurst, Tamara Failor, and Xian Warner for their comments on earlier versions of this report, to the Timor-Leste Research and Advocacy Network for their data collection, Carmenesa Soares for managing the data collection process, Debbie Chia for technical assistance during the data coding and collection period, and Nancy Hopkins for the final review and edit. All errors and omissions, however, are the responsibility of the authors.

The Asia Foundation also expresses appreciation to the donors who supported this research. The study was co-financed by the United States Agency for International Development, the New Zealand Aid Programme, the Australian Government through the Australian Federal Police Timor-Leste Police Development Program, and UK Aid from the Government of the United Kingdom.

The views expressed in this report are those of the authors and do not necessarily represent those of The Asia Foundation or the funders.

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LIST OF TERMS AND ACRONYMS

<i>aldeia</i>	Sub-village
CL	Community leader
CPC	Community Police Council
CPD-RDTL	Conselho Popular pela Defesa da República Democrática de Timor-Leste (Popular Council for the Defense of the Democratic Republic of Timor-Leste)
CPP	Community-Police Perceptions
DSC	District Steering Committee
GP	General public
HAKOHAK	Polísia ho Komunidade (Embrace Communities and the Police)
IDP	Internally displaced peoples
IPV	Intimate partner violence
KRM	Konsellu Revolusaun Maubere (Maubere Revolutionary Council)
LADV	Law Against Domestic Violence
<i>Lia-na'in</i>	Customary leader (“owner of the words”)
MAGs	Martial arts and ritual arts groups
MoE	Margin of error

NGO	Nongovernmental organization
n	Sample size
OPS	Ofisial Polisia <i>Suku</i> (<i>Suku</i> Police Officer)
PNTL	Polisia Nasionál Timor-Leste (National Police of Timor-Leste)
<i>suku</i>	Village
<i>suku</i> council	There are 442 <i>suku</i> in Timor-Leste, each governed by an elected body called the <i>suku</i> council, which includes a <i>suku</i> chief, all <i>aldeia</i> chiefs, and women, youth, and veteran representatives.
the Foundation	The Asia Foundation
TLCPP	Timor-Leste Community Policing Programme
TLPDP	Timor-Leste Police Development Programme
TRAIN	Timor-Leste Research and Advocacy Network
UN	United Nations
UNMIT	United Nations Integrated Mission in Timor-Leste
UNPOL	United Nations Police
USAID	United States Agency for International Development
VIP	Visibility, Involvement, Professionalism

PREFACE

The *Survey of Community-Police Perceptions in Timor-Leste 2015* is the third of its kind conducted by The Asia Foundation (the Foundation). This survey, currently the longest-running, annual, nationwide, security-specific survey conducted in Timor-Leste, provides key insights into the views of communities, the police, and local leaders on safety and security matters.

The 2015 survey, conducted between May and July 2015, comes at a critical juncture. It was conducted on the heels of Timor-Leste's largest political transition since 2006 (and arguably the most notable since the 2008 assassination attempts on the Prime Minister and President), immediately after three pivotal political events in very short succession. First came the unexpected and conceivably unconstitutional firing of all foreign judges in the country in October 2013, a decision widely acknowledged to have been a mistake by senior government officials today. The second pivotal shift in the political landscape occurred when Xanana Gusmão ceded his position as Prime Minister to a member of the opposition, Dr. Rui Maria de Araújo. In addition to key shifts in government positions to align with the secession, this decision had a far-reaching impact on the security sector. New ministries were created overnight, including a Ministry of Interior headed by the former Commander General of the Polísia Nasionál Timor-Leste (National Police of Timor-Leste, the PNTL). Other positions disappeared, such as the Secretary of State for Security. The third and final major event that occurred prior to the survey was the killing, under a questionably expensive joint military-police operation, one of the most outspoken critics of the Gusmão government, Mauk Moruk, who was the leader of an anti-government movement that had committed a number of alleged violent crimes over the past year.

The *Survey of Community-Police Perceptions in Timor-Leste* has been tracking sentiments on safety and security since the time when Timor-Leste was still a nation administered by United Nations forces, who were preoccupied with matters of peace building. Today, Timor-Leste is entirely different. With no more United Nations Police (UNPOL), the Timorese security apparatus has had to step up to act on its own. State building, in contrast to peace building, requires a level of legitimacy and consistency that may have come as a surprise to the national security forces. Nevertheless, the 2015 survey indicates some good news for the police. The majority of respondents remain optimistic about the security situation as compared to 2013, indicating either a similar sentiment, or slightly improved, with a reduction in feelings of insecurity, and an increase in the use of the PNTL as the first point of contact following a criminal incident.

One particular area of remaining concern is a lack of gender sensitivity on the part of the police. While not a problem unique to the PNTL, it is concerning, given that the police often are the first responders to incidents of violence against women. Another notable concern is the apparent high rates of experience of crimes, which is on par with the 2013 survey.

Today's police find themselves occupied with matters not only of policing, but also political challenges such as budgeting, corruption, and in-fighting around legal frameworks surrounding decentralization. Additionally, the looming national election slated for 2017 is already proving to be a pivotal factor in much of the decision-making around government priorities, alliances between leaders, and allocation of resources. As a result of poorly framed political platforms, government programs intended for very specific causes like poverty reduction are being used as political pawns to make election promises pertaining to, for example, *Suku* Police Officers (OPS) and other popular initiatives.

Moving forward, the Foundation will continue to track the sentiments of these key stakeholders, and to provide data and analysis for use by the government, civil society, policymakers, researchers, donors, and other stakeholders. This information can also be read in tandem with other surveys and research conducted by the Foundation and other entities, including the *Health and Life Experiences Baseline Study* conducted by our *Nabilan* Program: Ending Violence Against Women. By cross-referencing these pivotal pieces of research, we can enable a critical level of scrutiny and verification of both data sets.

As always, the Foundation is grateful to our donors who support the value and importance of a strong evidence base, in particular to the United States Agency for International Development (USAID), New Zealand Aid Programme, UK Aid, and the Australian Federal Police. Without their support and trust this product would not be possible. Beyond donors, however, we are particularly grateful to all those who have so graciously contributed their time, ideas, and support, including our counterparts in the PNTL and other government agencies, as well as other police programs including the New Zealand Police Timor-Leste Community Policing Programme (TLCPP) and the Australian Federal Police Timor-Leste Police Development Programme (TLPDP).

We trust that this survey will continue to inform our collective understanding of the evolution and realities of the security sector in Timor-Leste, circa 2015.

With great respect and thanks.

Susan Marx
Country Representative
Dili, November 2015





OFISIAL POLÍZIA SUKU
HMUTUK ITA PREVEE
NO KOMBATE KRIME

1

INTRODUCTION

In 2008, the Foundation conducted the first nationwide survey of community-police perceptions (CPP) in Timor-Leste. The aim of the survey was to gather first-hand opinions from a large sample of the Timorese general public, community leaders,¹ and members of the PNTL on a variety of local security and police-related issues. A follow-on survey was conducted in 2013 that aimed to track changes in opinion as well as to establish baselines for the period just after the last UNPOL staff left the country in December 2012. The 2015 survey continues gathering longitudinal data to help track changes in opinion and police practice. However, it also has the objective of supporting the PNTL in the monitoring and evaluation of their 2014-2018 Strategic Plan. As such, the survey has shifted focus from identifying openings for police development support to providing direct evidence to support implementation and decision-making by the police.

In 2009, the Foundation and the PNTL formed a partnership, funded by USAID, to undertake a pilot project in the municipalities of Dili and Baucau to establish effective models of community policing practice. The 18-month pilot highlighted the importance of creating mutual engagement between citizens and the police in order for both parties to understand each other's role in maintaining security. In 2011, the project was expanded into a four-year program aimed at applying the lessons learned from the pilot and implemented jointly with the PNTL, with support from both USAID and the New Zealand Aid Programme.

As of November 2015, the Foundation's HAKOHAK Polisia ho Komunitade (Embrace Communities and the Police) program is assisting the PNTL in 11 municipalities through the establishment of 123 Community Police Councils (CPCs) and 11 District Steering Committees (DSCs). The program provides training to the community council members and OPS on setting safety and security agendas and improving security through targeted activities. The program aims to reduce public resentment, apathy, and opposition to police in target communities and to increase the capacity of the police to take a proactive role in village security. The regular surveying of opinions of citizens, community leaders, and the police has provided invaluable information to the HAKOHAK program as well as decision makers in the police and other government agencies.

The 2015, 2013, and 2008, the CPP surveys used standard questionnaires to facilitate comparability, combining questions specific to Timor-Leste with tried-and-tested questions that have been used in other Foundation surveys, both in Timor-Leste and in other countries.

1 The survey defines community leaders as local *suku* (village) and *aldeia* (sub-village) elected leaders, as well as *lia-na'in* (customary leaders). *Lia-na'in* ("owner of the words") are customary authority figures responsible for interpreting customary law and resolving local disputes.

The CPP surveys include questions from well-known surveys like the *East and South Asia Barometers* by The University of Niigata Prefecture and the *Bangladesh Community-Oriented Policing Perceptions Survey*, as well as other Foundation surveys on law and justice in Bangladesh, Cambodia, Indonesia, Mongolia, the Philippines, Nepal, and Sri Lanka. Each time the CPP survey is conducted, some questions are added to cover new areas of interest, and other less significant or less salient questions are removed, such as those pertaining to internally displaced peoples (IDPs) in the 2013 CPP survey.

This survey marks the second time it has been scaled up to reach more people. The 2008 survey was a national sample, the 2013 survey over-sampled in six additional municipalities, and the 2015 survey over sampled in all 13 municipalities, providing representative data for all municipalities across the three target groups (i.e., the general public, community leaders, and the PNTL). The survey generates empirical data that can be used by policymakers, the police, social science researchers, and donor organizations to respond to perceived challenges and to improve the effectiveness of the country's security sector. However, it is not an attempt to conduct an institutional analysis of the police and its regulating bodies. By informing researchers and decision-makers, the Foundation intends to establish baselines and measure change in community-police relations over time, and to provide a basis for evaluating activities designed to strengthen community-police cooperation.

This survey report² is organized in sections that pertain to the thematic groupings of the survey instrument and are meant to correspond to the current environment in which the police are working and implementing policy. Section 2 explores respondents' overall perceptions of the security situation in Timor-Leste, as well as the main security challenges facing communities. Section 3 describes the main justice-seeking behaviors the public engages in and the types of services that are accessed for specific types of crimes or disputes. Section 4 explores the performance of the police in terms of their own articulated five-year strategy of visibility, involvement, and professionalism (VIP). Section 5 explores the strengths and weaknesses of both the police and the public to engage in community oriented policing. Section 6 explores citizens' trust in the police and the type of policing they expect. The conclusion highlights the major lessons emerging from the report and offers corresponding advice to policymakers, and also identifies gaps in information that still need to be explored. Finally, the appendices provide the full methodology, demographics, and the survey instruments.

2 All percentages provided in this report are rounded to the nearest whole number.

1.1 SURVEY CONTEXT

Since the first survey was implemented in 2008, Timor-Leste has experienced significant events that have affected both the security environment and the course of national development. The 2006 crisis saw a complete breakdown of the military and police, which resulted in 150,000 people being displaced from their homes. In the wake of this crisis, a new round of police reforms started with the arrival of the United Nations Integrated Mission in Timor-Leste (UNMIT), which included in its official mandate the restoration and maintenance of public security until the PNTL was deemed reconstituted. The United Nations established a recertification process to screen PNTL officers and, in May 2009, started a municipality-by-municipality handover of executive policing responsibility, which ended with the withdrawal of UNMIT on December 31, 2012.

During the handover period, the PNTL continued to operate with minimal resources compared with their UNPOL counterparts, a situation that only worsened with the ending of the mission and, along with it, access to a functioning radio system, computers, GIS mapping, and up-to-date incident reporting. In 2009, the Government of Timor-Leste undertook a complete legislative revision of the PNTL Organic Law. The PNTL Organic Decree-Law No. 9/2009 was passed by the government on February 18, 2009, repealing the previous Decree-Law No. 8/2004. The 2009 Decree-Law enshrines the concept of community policing as both the strategy and approach of the PNTL, and decentralizes implementation authority to municipality commanders. However, the law left a number of ambiguities, including a standard definition for community policing.

One of the most significant changes affecting local administration of justice in Timor-Leste has been the enactment of the Law Against Domestic Violence (LADV) in 2010. The LADV changed the status of domestic violence from a semi-public crime to a public crime. Effectively, this change puts the responsibility squarely on the state to pursue criminal proceedings in cases of violence committed in a family setting, rather than relying on the victims' complaints. Significant effort has been put into educating the public and the PNTL on the new law. The LADV is significant for the PNTL, who consistently rate domestic violence as their largest security concern in their local areas. However, the implementation of the LADV has significant resource implications for the PNTL, who are now required by law to process domestic violence cases through the formal justice system, rather than refer them back to local justice mechanisms.

In 2013, the PNTL began development of five-year strategy that focused on community policing and the overarching principles of VIP. Alongside the VIP strategy, the PNTL initiated a new project to place one police officer in each of the 442 villages in the country. The OPS program still has a number of policy decisions to be made, such as whether to base officers in each *suku* (village) or merely have them visit regularly, and is in need of a dedicated, predictable budget allocation. However, the effort to move more police officers into the *suku* is notable and complements the new Timor-Leste Community Policing Model that was approved by the PNTL in January 2015 and which defines the philosophy, strategy, structures, and operations needed to implement community policing across the country.

The political environment has also changed substantially. In 2015, the long serving Prime Minister, Xanana Gusmão, resigned from office and a unity government was created with the opposition member Rui Maria de Araújo becoming the new Prime Minister. At the same time, the Secretary of State for Security was transformed into the Ministry of the Interior, and the PNTL General Commander, Longuinhos Monteiro, was selected as the new Minister. Two PNTL officers were promoted into the positions of General Commander (Julio Hornai) and Second General Commander (Faustino da Costa), marking the first time since before the 2006 crisis that the top PNTL positions are occupied by police officers rather than civilians.

In 2013, the Government of Timor-Leste faced a legitimacy challenge when Paulino Gama (known by his *nom de guerre*, Mauk Moruk) returned to Timor-Leste from self-imposed exile in Holland and began to openly contest the legitimacy of the government through his group the Konsellu Revolusaun Maubere (Maubere Revolutionary Council, KRM), a paramilitary group based in an isolated area of Laga, Baucau. The ex-guerilla commander led a failed coup attempt against Gusmão in 1984 and represents long-term tensions between resistance legacies and a modern government in Timor-Leste. In March 2014, the government passed Parliamentary Resolution No. 4/2014, which authorized the PNTL to disband all “illegal organizations” existing in its territories. After spending some time under preventative detention in Dili, Mauk Moruk and KRM began a slow escalation of clashes with the police. Two serious incidents stand out, one in Laga Administrative Post on January 15, 2015, and another in the Bagaia Administrative Post on March 8, 2015, the latter of which involved the KRM assaulting a police compound using explosives and guns, injuring four security personnel. After the March incident, the government passed Parliamentary Resolution No. 11/2015 that condemned the acts of KRM as disturbing public order, and under Law No. 2/2010 ordered a joint military-police operation called “Hanita” to capture Mauk Moruk and his members. After months spent searching for and trying to negotiate a surrender of KRM’s leaders, on August 8, 2015, military personnel fatally shot Mauk Moruk and two other KRM members in Venilale Administrative Post, Baucau Municipality.

Another less dramatic shift in the context has been the government's slow move towards decentralization. While this effort has stalled over the years, there is currently a "pre-deconcentration" plan, and there has been a nominal change with "districts" now becoming "municipalities."³ Beyond this name change, no significant administrative functions have changed that affect security services.

In light of these key political and policy changes, the emergence of "illegal groups" contesting the government through alleged criminal acts, and the new PNTL-initiated five-year strategy that aims to bring the PNTL back to communities, this survey provides an evidence base for the continuing evolution of the formal and community-based security sector as well as a barometer for how safe people currently feel.

Within a historic legacy of mistrust of uniformed personnel in Timor-Leste, the PNTL as an institution has faced significant internal and operational challenges. While these challenges continue to hamper the effectiveness of the entire organization and its ability to provide proactive security services in a consistent manner, progress has been made. These include the first strategic plan developed by the PNTL, a defining of the term community policing, and a commitment to place one police officer in each *suku* and develop community police councils across a third of the country. Ongoing challenges include inadequate investigative skills, low human and physical resources, unclear leadership structures, and a lack of job descriptions. However, these all have to some extent been softened by time, training, and organizational restructuring. The purpose of this survey is to track key indicators of change identified in the 2008 and 2013, surveys and by the PNTL themselves in order to help policymakers and security actors provide targeted support that results in improved effectiveness of the security sector in Timor-Leste.

3 For the remainder of the report the term "municipality" will be used, even when talking about the past when the term "districts" was in common usage. The only difference will be when referring to the PNTL District Commanders, who still carry this title since the PNTL Organic Law has not yet been updated.

1.2 RESEARCH OBJECTIVES

In this context, the Foundation conducted the third nationwide survey of community-police perceptions. The 2015 survey has four key objectives:

1. To track progress in community and police perceptions of policing and security on key indicators from both the 2008 and 2013 research pieces;
2. To evaluate the effectiveness of community policing support being provided to the PNTL by the Foundation, New Zealand Police, and the Australian Federal Police;
3. To gauge perceptions of security sector performance and the overall security environment in Timor-Leste; and
4. To gather information that will inform approaches to community policing support being provided both to community members and police in the coming years.

The survey is not an attempt to conduct an institutional analysis of the police and its regulating bodies, but rather to generate empirical data to establish baselines and measure change in community-police relations over time, and to provide a basis for designing and evaluating activities aimed at increasing security and stability through strengthening community-police cooperation.

1.3 METHODS

The 2015 CPP survey was conducted over 57 days, from May 6 to July 1, 2015. The survey interviewed a random, representative sample of 5,395 men and women aged 17 years and above from all 13 municipalities of Timor-Leste. The Foundation designed and coded the surveys onto Samsung Galaxy tablets, and the survey was conducted through face-to-face interviews. The Timor-Leste Research and Advocacy Network (TRAIN) deployed the enumerators, and external consultants undertook the data analysis and visualization.

The survey targeted three distinct population groups (the general public, community leaders, and the PNTL) through three different survey instruments. The survey questionnaire was divided into various thematic areas that include:

- Demographic information;
- Respondents' perceptions of the security situation in Timor-Leste, and the main security challenges facing communities;
- Justice-seeking behaviors and the types of services accessed for specific types of crime or disputes;
- Perceptions of PNTL performance, visibility, involvement, and professionalism; and
- Perceptions of community-police cooperation, awareness of community policing, and levels of trust in police.

Questions relating to intimate partner violence (IPV)⁴ were conducted using a separate survey developed by the Foundation's *Nabilan* Program: Ending Violence Against Women. These questions were handled separately this year for reasons of sensitivity and privacy, and to ensure that enumerators received sufficient training about gender and gender-based violence issues. Through this method an additional 1,426 women from the general population were interviewed from five municipalities in Timor-Leste (Bobonaro, Dili, Ermera, Manufahi, and Viqueque). Using a Proportional Probability to Size sampling methodology, the sample size used was nationally representative of women in Timor-Leste.

4 IPV is physical or sexual violence by a partner such as a spouse or a boyfriend. IPV is one part of domestic violence in Timor-Leste that includes economic, emotional, physical, and sexual violence by anyone in the household on another member. The terms and how they differ is discussed in more depth in Section 2.

1.4 SUMMARY OF KEY FINDINGS

In 2015, the Timorese people continue to be optimistic about the security situation in their country, with most stating that it has either stayed the same or improved over the past year. These expressions of confidence are notable coming two and half years after the departure of the UN's peacekeeping mission and the PNTL taking on full policing responsibility. However, despite such positive views, reported rates of crime remain at similar levels to 2008 and 2013. In addition, the use of a specialized survey on IPV shows that almost half of all women in Timor-Leste experienced some form of physical or sexual violence by an intimate partner during the past year.

Despite the high rates of crime reported, feelings of insecurity have decreased compared with 2008 and 2013 figures. Around half of the public say they feel somewhat or very concerned about their safety in their localities. While these figures are still high, they are lower than at any time since the Foundation first started asking this question in 2001.

The survey also explored levels of concern over physical and family safety, safety of possessions, and potential for tensions to escalate into communal violence. Among these issues, general public respondents have the greatest concern for their own personal and family safety, and lower levels of concern for the safety of their possessions or tensions in their community that could lead to group conflict.

Access to security information has continued to increase compared to previous years. Television continues to be the primary source of security information for citizens,⁵ but has seen a significant fall in usage by the police. The role of *suku* chiefs as a source of information for the general public has increased, while in turn, the police are providing more security information to *suku* chiefs.

5 Throughout this report, "citizen" is used to refer to non-PNTL community members in survey responses and descriptions of community interactions, particularly those between police and members of the communities in which they work. The two citizen (i.e., non-PNTL) survey respondent groups are also referred to separately where relevant and important (i.e., "the general public" and "community leaders").

After becoming a victim of crime, victims are more likely today than they were in 2013 to seek PNTL assistance first, and were referred on to the police by community leaders and members at a higher rate. Victims who sought police assistance report a continued high level of professionalism by the PNTL in the handling of their case. However, women report being treated with little respect at a higher rate than men.

Continuing the pattern shown in 2013, the majority of victims who sought police assistance were eventually referred back to community leaders for resolution, and only a small fraction of cases were carried forward through the formal justice system. Satisfaction with the outcome of seeking assistance from the PNTL continues to be high. Despite most crimes and disputes being resolved at the community level, the PNTL continue to play an important role and were directly involved in three out of five of successful community resolutions. Citizens report that the police mainly create a safe environment, and add confidence to community decisions. The public also reports high levels of overall satisfaction with resolutions handled at the community level.

Drawing on the PNTL Community Policing Model's VIP pillars as performance indicators, perceptions of overall PNTL performance today compared to one year ago have seen a marginal increase since the same question was asked in 2013. In terms of *visibility*, almost half of all respondents (the PNTL, general public, and community leaders) say the level of PNTL presence at the local level is about right. In measuring progress against the *involvement* pillar, the survey found that almost all survey respondents across the three target groups report that citizens and police are working together to address security problems at the local level. Similarly, nearly all community leaders and general public respondents report *professionalism* among the PNTL, with the widespread view that the role of police in their community is to serve and respect the rights and interests of all citizens.

While perceptions of police corruption among PNTL respondents sharply declined from 2013 to 2015, a number of perceived challenges to improved PNTL performance still exist. While the majority of police officers say they operate in a gender-inclusive manner, far fewer community leaders and general public respondents agree.

The capacity of the PNTL as well as the public to engage in community policing has increased in terms of both understanding and established structures. A majority of all groups report that present relations between the PNTL and citizens are good, a trend that has continued since 2008. A majority of citizens report that they are working together with the police to address security problems in their community, and knowledge of the term “community policing” has increased among both the public and (even more so) among community leaders.

The PNTL identify community leaders, more than any other group, as their main partner in maintaining security and accessing the community. At the same time, the public continues to say the PNTL strategy of deploying OPS at the village level makes them feel safer. Three out of four citizens say CPCs are present in their area, and that CPCs provide them with a way to work together with the police to prevent crimes. The majority of respondents who have a CPC in their area indicate they are successful in both preventing crimes and preventing escalation of incidents.

The attribution of community security responsibilities to community leaders over PNTL officers by the general public may be related to differences in the level of awareness of community policing between general public and community leader respondents. While only half of general public respondents have heard of the term “community policing,” more than four out of five community leaders have heard of it.

Despite increased commitment by the police to engage in community policing, the data suggests the PNTL could make a more targeted effort to disseminate community policing information and ensure that the public is aware of the police’s role at the local level, such as through their established structures of CPCs and OPS.

Citizen trust in the police remains high, and both community leaders and general public respondents are confident in the PNTL’s capacity to prevent crimes, but have less confidence in their capacity to prevent crimes from escalating. A third of citizens do not trust that the PNTL will not abuse their position of power to serve their own interests. Furthermore, almost one in five citizens do not trust that the PNTL will not physically abuse them.





2

SECURITY SITUATION

A majority of respondents say the overall security situation in Timor-Leste has improved over the past year. However, reported improvements this year are less dramatic than those recorded in 2013, suggesting a plateau in progress. There are some differences of opinion between municipalities, especially in Baucau, where the PNTL consider “illegal groups”⁶ to be a prominent security issue. Nationwide, domestic violence and land disputes continue to be the highest reported security threats. In contrast, martial arts groups (MAGs) and other illegal groups do not seem to generate much concern for the general public, even in areas where they are reportedly more active. Reported rates of theft and assault in 2015 are higher than 2013. Overall, 22% of respondents from the general public report that they or a family member experienced a crime in the past year. Importantly, this rate does not take into account cases of IPV or domestic violence. As noted above, questions about IPV were pursued this year through a separate, specialized survey conducted by the Foundation through its *Nabilan* program.⁷ Looking specifically at the prevalence rate of physical and sexual IPV obtained through the *Nabilan Health and Life Experiences Baseline Study* (referred to from this point forward as the *Nabilan Baseline Study*), 47% of women surveyed report experiencing some form of sexual and/or physical violence from a male partner in the past 12 months, a number that is substantially higher than all other crimes combined for men and women respondents.⁸

6 This term is used to describe both martial and ritual arts groups (MAGs) and veterans’ groups that have been deemed illegal through Resolutions of the Council of Ministers and the National Parliament. In Baucau it refers mainly to two specific veteran groups: *Konsellu Revolusaun Maubere (KRM)* and *Conselho Popular Demokratiku – Republika Demokratiku de Timor-Leste (CPD-RDTL)*. However, Baucau is also home to a number of banned martial arts groups that continue to defy the parliamentary ban, namely *Persaudaraan Setia Hati Terate (PSHT)*, *Ikatan Kera Sakti (IKS)*, and *Kmanek Oan Rai Klaran (KORKA)*. A more detailed discussion on illegal groups is considered in Section 2.5.

7 In 2015, to capture important data about the incidence of domestic violence in this CPP survey, the Foundation choose to draw on findings from a separate survey being conducted by the Foundation’s *Nabilan Program: Ending Violence Against Women*, the *Health and Life Experiences Baseline Study*. This study examines the prevalence rates of intimate partner violence on a nationally representative level. While results from the study cannot be compared directly to the CPP survey data due to differences in methodology, they are generalizable and represent the reliable statistical sample of women in Timor-Leste. The *Nabilan Baseline Study* thus forms part of the overall reporting for this survey.

8 The survey used the following operational definition of physical and/or sexual intimate partner violence: Physical violence means the woman had been: slapped, or had something thrown at her; pushed or shoved; hit with a fist or something else that could hurt; kicked, dragged or beaten up; choked or burnt; threatened with or had a weapon used against her. Sexual violence means that the woman had been forced to have sexual intercourse; had sexual intercourse because she was afraid of what her partner might do; or had been forced to do something sexual she found degrading or humiliating.

Despite a steady, high reported rate of experience of crime⁹ (22%, which is the same as 2013, despite the fact that the 2015 CPP survey did not ask respondents about their experience with domestic violence) and almost half of respondents reporting having at least one dispute with a member of their community, the general public reports decreased feelings of insecurity this year, marking the third consecutive decline recorded through this survey in each year of implementation. Community leaders also report substantially reduced feelings of insecurity.

The survey also explored levels of concern over physical and family safety, safety of possessions, and potential for tensions escalating into communal violence. Among these issues, general public respondents have the greatest concern for their own personal and family safety, and lower levels of concern for the safety of their possessions or tensions in their community that could lead to group conflict.

Access to security information has continued to increase compared to previous years. Television continues to be the primary source of security information for the general public and community leaders, but has seen a significant fall in usage by the police. The role of *suku* chiefs as a source of information for the general public has increased, while in turn, the police are providing more security information to *suku* chiefs.

9 The “rate of crimes experienced” measures whether or not the respondent claims to have experienced a specific type of crime at least once in the past year. No conclusions about the frequency of experience of any particular type of crime can be drawn from the crime rate.

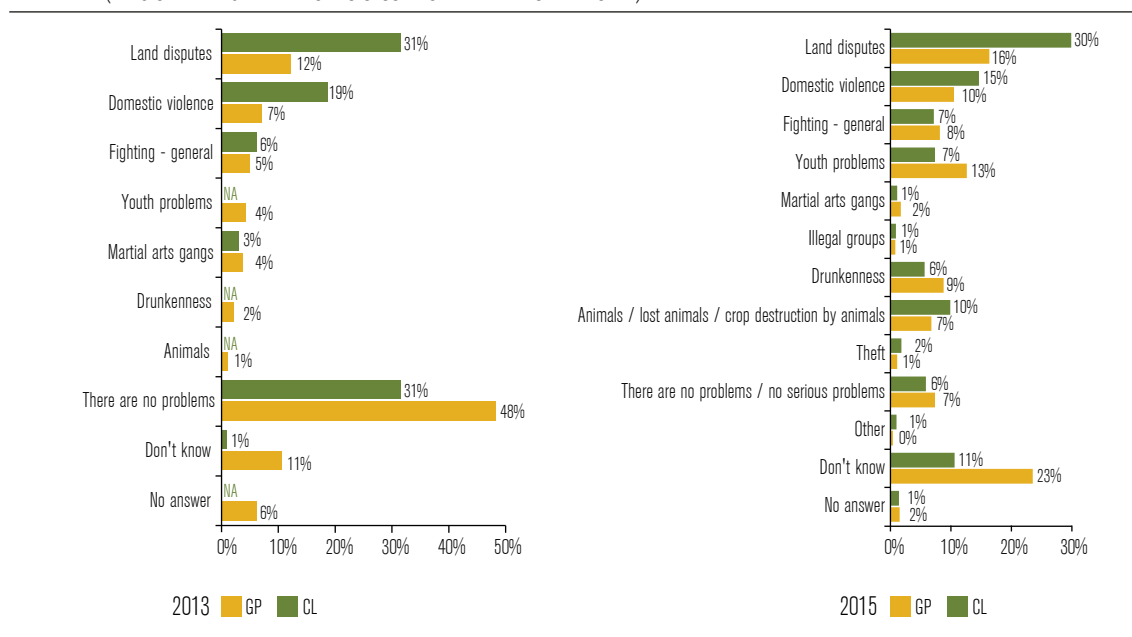
2.1 SECURITY CONCERNS AND CRIME

General public (GP) and community leader (CL) respondents continue to identify land issues and domestic violence as main security problems in their areas (Figure 2.1). However, both groups report increased concerns since 2013 about youth problems (GP=13%; CL=7%) and drunkenness (GP=9%; CL=6%). The general public and community leaders also report concern about crop destruction by animals (GP=7%; CL=10%). Concern about fighting (in general) is the same in 2015 as in 2013 (GP=8%; CL=7%).

In a departure from previous survey questionnaires, this year respondents were not given the option to say there are “no problems” in their area, which is presumed to be the reason for an increase from 11% to 23% in members of the general public responding “don’t know” to this question between 2013 and 2015. These figures can be compared to the 48% of the general public and 31% of community leaders who said “no problems” in response to this question in 2013.

Concern among the general public over land disputes as the most serious security problem increased from 12% in 2013 to 16% in 2015, while decreasing slightly among community leaders (31% in 2013 compared to 30% in 2015). General public respondents report a slight increase in concern about domestic violence (7% in 2013 compared to 10% in 2015), while community leaders cite domestic violence at a lower frequency in 2015 (15%) than in 2013 (19%).

Figure 2.1 WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS SECURITY PROBLEM FACING YOUR LOCALITY TODAY?
(2013 & 2015 - GENERAL PUBLIC & COMMUNITY LEADERS - NATIONAL)



2013 CL: n = 467 | MoE + / - 4.5%
GP: n = 1912 | MoE + / - 2.2%

2015 CL: n = 976 | MoE + / - 3.1%
GP: n = 3520 | MoE + / - 1.6%

While most municipalities agree on the top three security issues (land grabbing, youth issues, and domestic violence), specific municipalities prioritized each one differently. Land grabbing is reported as the most serious security issue by the general public in Ainaro (51%), Aileu (39%), Lautém (31%), and Ermera (29%). Across all municipalities, youth issues are reported highest in Dili (35%) and Viqueque (19%). Domestic violence is reported as the most serious security issue in Liquiçá (32%), Oecussi (25%), Covalima (19%), and Viqueque (19%).

The perceived threat of MAGs and other illegal groups within the general public has continued to decline. While in 2008 over one-fifth (22%) of these respondents cited MAGs as the most serious security threat in their area, this figure declined to 4% in 2013, and in 2015 only 2% cite MAGs and 1% cite illegal groups. Section 2.5 explores this issue in more detail.

The survey data reveals that 13% of the general public say they or a family member experienced at least one crime in the past year, and 7% report experiencing two or more crimes. After accounting for the multiple crimes across family members, this is equivalent to a rate of crime experienced by the general public of 22% this year. In previous years respondents were asked about a wider range of crimes, thus the crime rate in 2015 is most likely higher and cannot be compared to previous years of this survey. Specifically, three types of crime were omitted from this question in 2015. As previously noted, questions about the incidence of rape and domestic violence were excluded from the CPP survey this year, and in addition, kidnapping was excluded because it registered essentially zero percent in the previous survey, and was thus not deemed to be a useful category. The incidence of rape and IPV were covered by the *Nabilan* Baseline Study¹⁰ and are thus included here for comparison.

10 The *Nabilan* Baseline Study produced data on the prevalence and consequences of different forms of violence against women. For the survey of women, the gold-standard World Health Organization (WHO)'s *Multi-Country Study on Women's Health and Domestic Violence Against Women* methodology was used for its reliability and international ethical and safety standards. The *Nabilan* Baseline Study focused on women's experiences of physical, sexual, emotional, and economic violence by a male intimate partner (usually a current or former husband), as well as sexual violence by someone other than an intimate partner. The survey of men used the United Nation's *Multi-Country Study on Men and Violence* methodology with a smaller sample of men in two municipalities to explore men's perpetration of partner and non-partner violence to inform violence prevention programming. The surveys adhered to the WHO/PATH ethical and safety guidelines on researching violence against women and the Sexual Violence Research Initiative (SVRI) guidelines for research on men's perpetration of violence.

There were some changes in the rates of specific crimes experienced by the public between 2008, 2013, and 2015, with land grabbing being reported with slightly lower frequency over time, and IPV as the most frequently reported crime (by women) in 2015 in the *Nabilan* Baseline Study (Figure 2.2). However, with most changes occurring within the margin of error, it appears that while the incidence of most crimes has remained relatively consistent, the incidence of theft of personal property is increasing. No significant differences were reported between men and women in terms of the crimes they reportedly experienced (excluding IPV, since only women were surveyed about that particular crime).

Figure 2.2 **CRIMES EXPERIENCED**¹¹
(2008, 2013 & 2015 - GENERAL PUBLIC - NATIONAL)

	2008	2013	2015
Land grabbing	11%	10%	7%
Domestic / intimate partner violence (2015)	7%	9%	47%
Physical attack resulting in the injury	7%	6%	7%
Theft of personal property	6%	3%	9%
Physical attack resulting in the death	2%	2%	4%
Rape	2%	3%	27%
Extortion	1%	1%	3%
Kidnapping	1%	0%	Not asked
2008 GP: n=410, MoE=4.8% 2013 GP: n=1891, MoE=2.2% 2015 GP: n=3520, MoE=1.6%			

Questions regarding sexual and physical violence against women by their intimate partners were asked in the *Nabilan* Baseline Study looking at prevalence in Timor-Leste. In that survey, 47% of women report experiencing some form of physical or sexual violence from a male partner in the past year. In addition, 27% of women report experience of rape - this includes rape by a partner as well as a non-partner, so it should be noted that the 47% figure for IPV has some overlap with the 27% figure for rape. Variation from the 2013 survey results of 9% of

¹¹ The 2008 and 2013 CPP surveys asked about domestic violence and the 2015 survey did not. The 2015 data in this table is from the *Nabilan* Baseline Study and represents women's experience of intimate partner violence. Similarly, questions on rape were removed from the 2015 CPP study and included in the *Nabilan* Baseline Study. The data on rape in this table represents women's experiences of rape by a partner or non-partner man.

general public men and women who reported experiencing domestic violence, and the 3% who reported experiencing rape is likely due in part to the expanded questions used in the *Nabilan* Baseline Study that describe forms of IPV and rape in detail. These questions asked about specific acts rather than relying on the respondent's interpretation of the concept of domestic violence or rape, and thus the 2015 rates can be considered closer to reality than that of the previous survey.

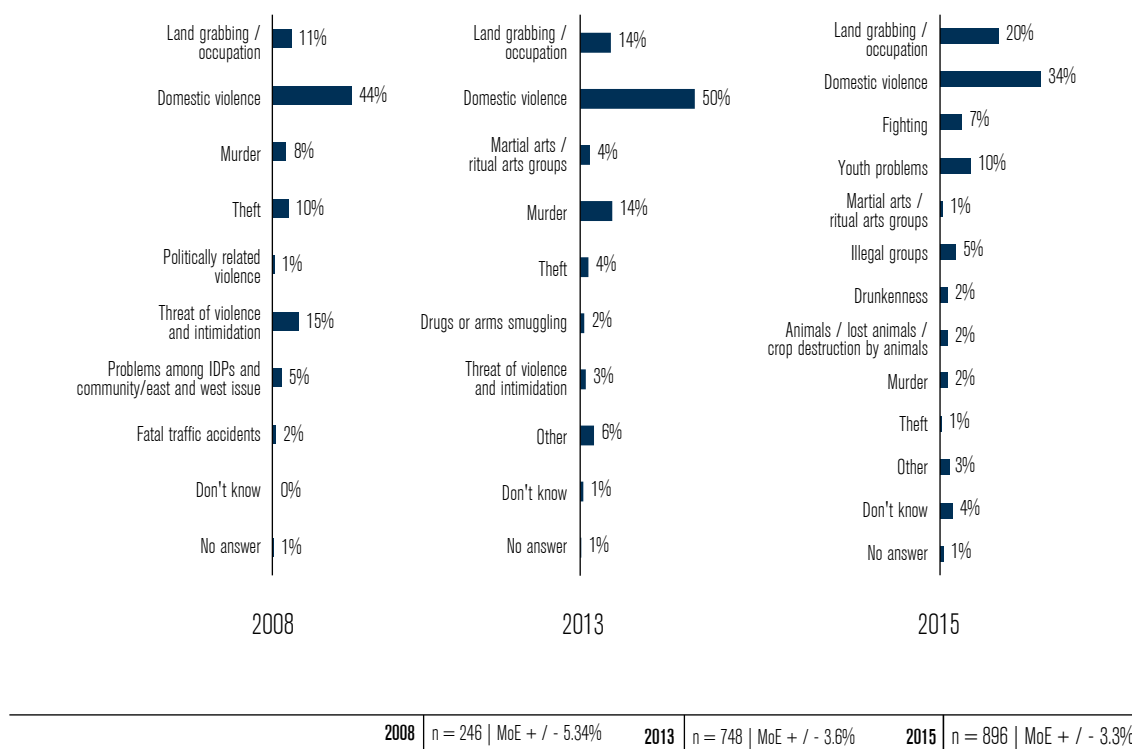
There are significant differences between crimes experienced in different municipalities (Figure 2.3), with Manatuto (16%), Aileu (12%), Lautém (11%), and Viqueque (10%) reporting the highest levels of land grabbing (Table 3.2). While most municipalities reported high levels of theft, Liquiçá (20%), Aileu (13%), Covalima (12%), Lautém (11%), Viqueque (11%), and Dili (10%) rank amongst the highest. Manatuto (15%), Liquiçá (14%), and Aileu (12%) report high rates of assault (physical attack resulting in injury).

Figure 2.3 **HAVE YOU / FAMILY EXPERIENCED ANY CRIMES IN THE LAST YEAR?**
(2015 - GENERAL PUBLIC - NATIONAL)

	Theft of personal property	Bribes, extortion or unlawful taxation	Physical attack resulting in injury	Physical attack resulting in death	Unlawful occupation of personal land	n =	MoE
National	9%	3%	7%	4%	7%	3520	+/- 1.6%
Aileu	13%	5%	12%	2%	12%	272	+/- 5.9%
Ainaro	5%	2%	6%	2%	8%	271	+/- 5.9%
Baucau	6%	1%	2%	0%	1%	272	+/- 5.9%
Bobonaro	8%	3%	4%	5%	5%	272	+/- 5.9%
Covalima	12%	2%	7%	4%	5%	272	+/- 5.9%
Dili	10%	5%	8%	9%	7%	268	+/- 5.9%
Ermera	6%	3%	8%	5%	9%	271	+/- 5.9%
Lautem	11%	2%	6%	5%	11%	272	+/- 5.9%
Liquica	20%	4%	14%	4%	9%	272	+/- 5.9%
Manatuto	8%	1%	15%	4%	16%	268	+/- 5.9%
Manufahi	7%	0%	4%	1%	7%	270	+/- 5.9%
Oecussi	6%	1%	7%	2%	3%	268	+/- 5.9%
Viqueque	11%	3%	4%	1%	10%	272	+/- 5.9%

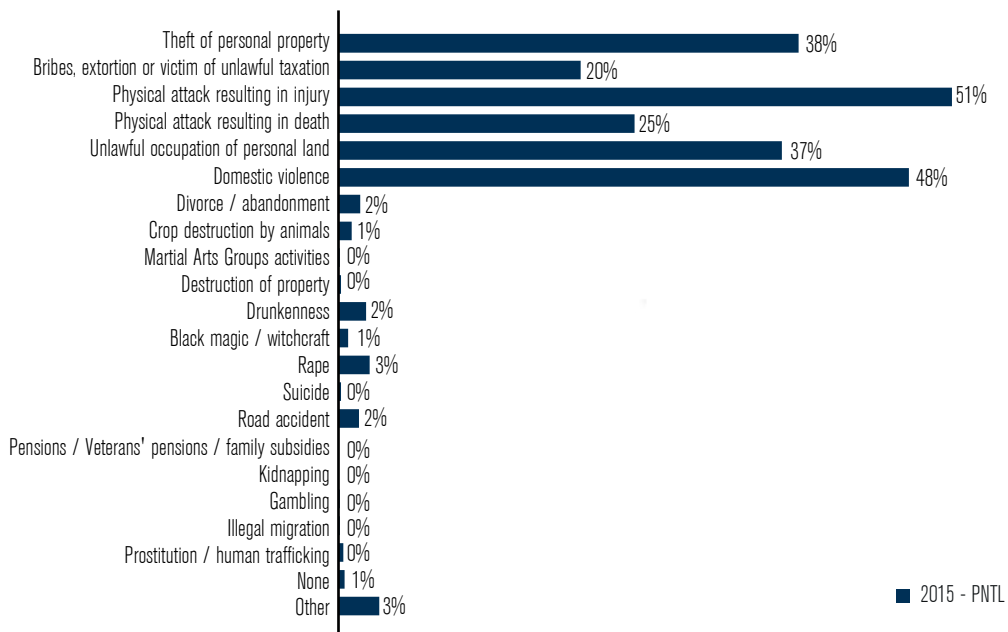
The survey also asked the police what they consider to be the most serious security problem facing the areas in which they work (Figure 2.4). Domestic violence (34%) remains the top security problem cited by police respondents. However, this figure is significantly lower than 2013, when 50% of police cited domestic violence as the most serious problem in their locality. Police concern about land issues increased from 14% in 2013 to 20% in 2015. In 2015, 7% of police mention assault (referred to as “fighting” in their responses) as a top concern (it was not reported as an issue at all in 2013), while murder as a top concern has fallen from 14% in 2013 to 2% in 2015. Similar to the general public, the police also report youth problems (10%) as one of their main security concerns. The police in Aileu, Ainaro, Ermera, and Lautém report the highest rate of concern about land grabbing, while police concern about domestic violence is highest in Oecussi (71%) and Manatuto (46%). General public respondents report a higher level of concern about drunkenness (9%) than the police (2%), showing that the public may have a different (and perhaps broader) perception of security issues, possibly due to the immediacy of the impact of drunkenness on communities, or perhaps recognition by police officers that drunkenness is not a crime by itself.

Figure 2.4 WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS SECURITY PROBLEM FACING YOUR LOCALITY TODAY?
(2008, 2013 & 2015 - PNTL - NATIONAL)



The PNTL were also asked if they attended to certain types of crime over the past year. As shown in Figure 2.5, the PNTL most frequently report attending to physical attacks resulting in injury¹² (51%), which confirms the general public’s own personal experiences of assault. Domestic violence is the second highest type of crime the PNTL reportedly attended to (48%). However, this figure could be higher in reality, given that many assaults are, in fact, miscategorised and should be reported as domestic violence.

Figure 2.5 **ATTENDED ANY OF THE FOLLOWING CRIMES IN THE LAST YEAR?**
(2015 - PNTL - NATIONAL)



2015 | n = 896 | MoE + / - 3.3%

12 In this report, “assault” and “physical attack resulting in injury” are used interchangeably, as are “physical attack resulting in death” and “murder.”

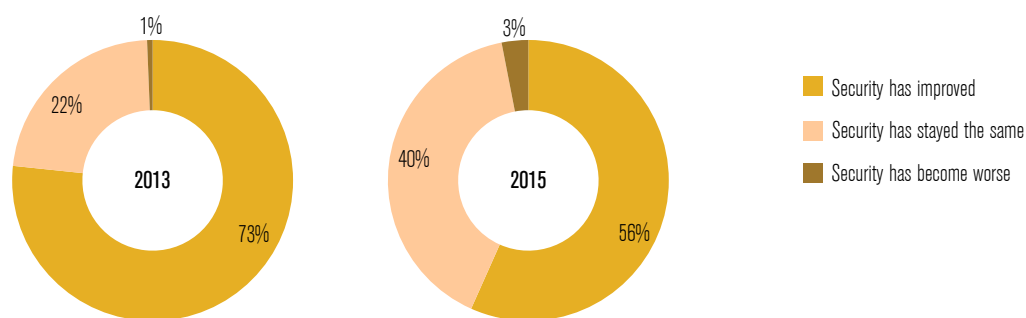
2.2 PERCEPTIONS OF INSECURITY

Despite a high reported crime rate and the fact that almost half of respondents report having at least one dispute with a member of their community, 2015 saw an increase in the proportion of the public that says they feel safer, marking the third consecutive increase since 2008. Community leaders also report substantially increased feelings of safety.

Overall, only 3% of general public respondents say that the security situation has become worse in the past year (Figure 2.6), with a high proportion of such responses coming from Baucau (8%). This is not surprising in the context of the joint military and police security operations in eastern Baucau to arrest Mauk Moruk during the data collection period, and the high levels of insecurity caused by both his followers and the subsequent security operations over the past year.

Most general public respondents (56%) say security had improved in the areas where they live, while 40% say the situation has stayed the same. This reflects that perceived security improvements reported in 2013 (when 73% responded that the security situation had improved and 22% responded that it stayed the same) have either been maintained or increased. In 2013, 91% of police respondents reported security improvements and 8% said the security situation was the same, while in 2015, 70% report security improvements and 27% say that the security situation has not changed.

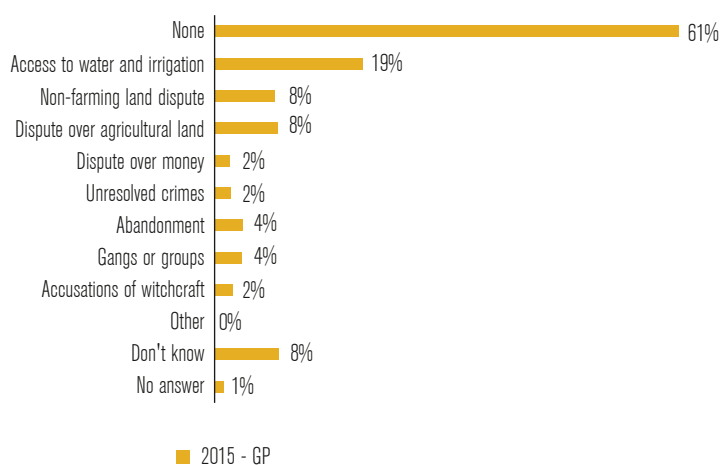
Figure 2.6 HOW WOULD YOU DESCRIBE THE SECURITY SITUATION IN YOUR LOCALITY COMPARED TO THE PREVIOUS YEAR? (2013 & 2015 - GENERAL PUBLIC - NATIONAL)



2013 | n = 1895 | MoE + / - 2.2% 2015 | n = 3520 | MoE + / - 1.6%

The survey also asked respondents to evaluate their relationships with people living in their communities, but slightly reframed the question this year. In 2008 and 2013, respondents were asked to evaluate their overall relationships with people living in their communities. In both years, the vast majority of general public respondents (95%) claimed to have good relationships. In 2015 the survey asked respondents to indicate whether they have any ongoing disputes with anyone living in their community, and the types of disputes they are experiencing. While 61% indicate they have no disputes, 39% point to a number of ongoing disputes with their neighbors (Figure 2.7). This represents a high number of unresolved disputes, especially related to farming, livelihoods, and access to resources, which have the potential to lead to conflicts and crimes at the village level. Access to water stands out as a potentially high driver of conflict, with 19% of disputes relating to water and irrigation access.

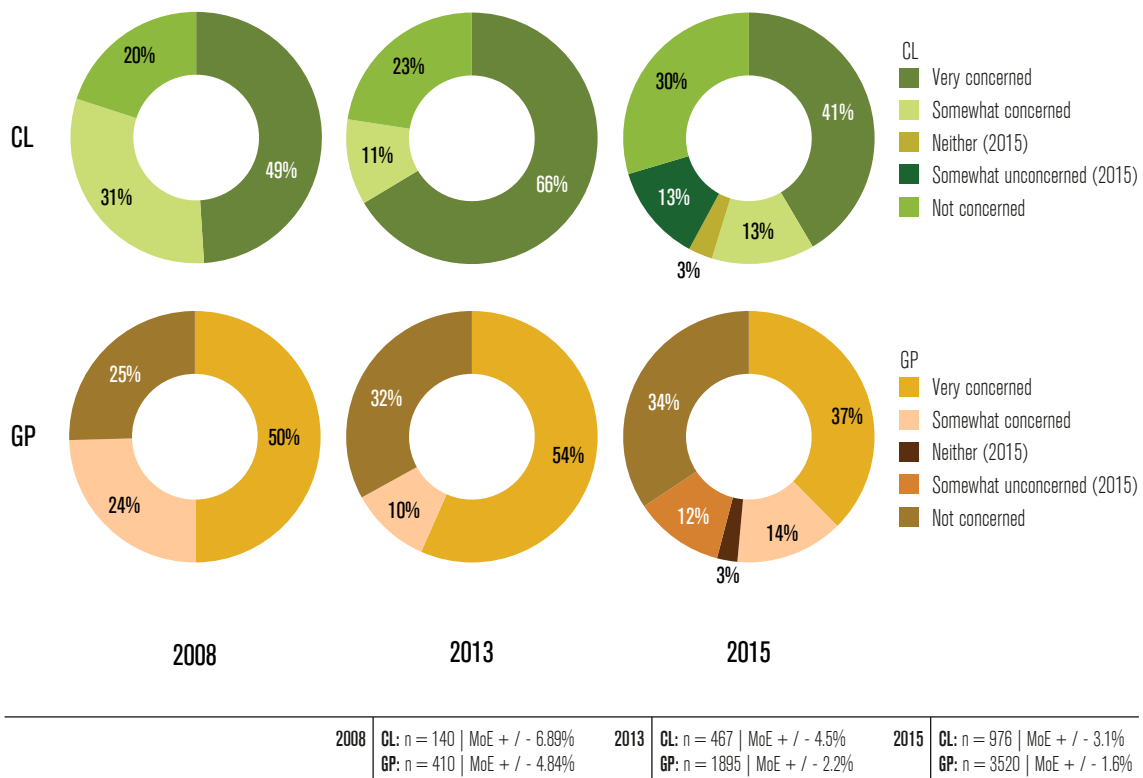
Figure 2.7 DO YOU HAVE ANY OF THE FOLLOWING ONGOING DISPUTES WITH ANYONE LIVING IN YOUR COMMUNITY / NEIGHBORHOOD?
(2015 - GENERAL PUBLIC - NATIONAL)



2015 | n = 3520 | MoE + / - 1.6%

In 2015 the survey again asked the general public and community leaders how concerned they are about their safety in their localities. Overall, perceptions of insecurity in both respondent groups have decreased over time, with the largest decline found in the proportion of respondents who say they are very concerned about safety (CL=66% in 2013 compared to 41% in 2015; GP=54% in 2013 compared to 37% in 2015). As Figure 2.8 indicates, concern about personal safety is decreasing. In 2015, 51% of general public respondents say they are concerned (either very or somewhat) about their personal safety, compared to 64% in 2013. Likewise, concern for personal safety among community leaders has decreased from a very high rate of 77% in 2013 to 54% in 2015. While concerns about insecurity still reportedly affect half of the general population, there is a decreasing trend since 2008 when feelings of insecurity peaked (Figure 2.9).

Figure 2.8 HOW CONCERNED ARE YOU ABOUT YOUR SAFETY IN YOUR LOCALITY?
(2008, 2013 & 2015 - COMMUNITY LEADERS, GENERAL PUBLIC - NATIONAL)



HOW CONCERNED ARE YOU ABOUT **YOUR SAFETY**?

Respondents who said **somewhat or very concerned**

(General public - National)

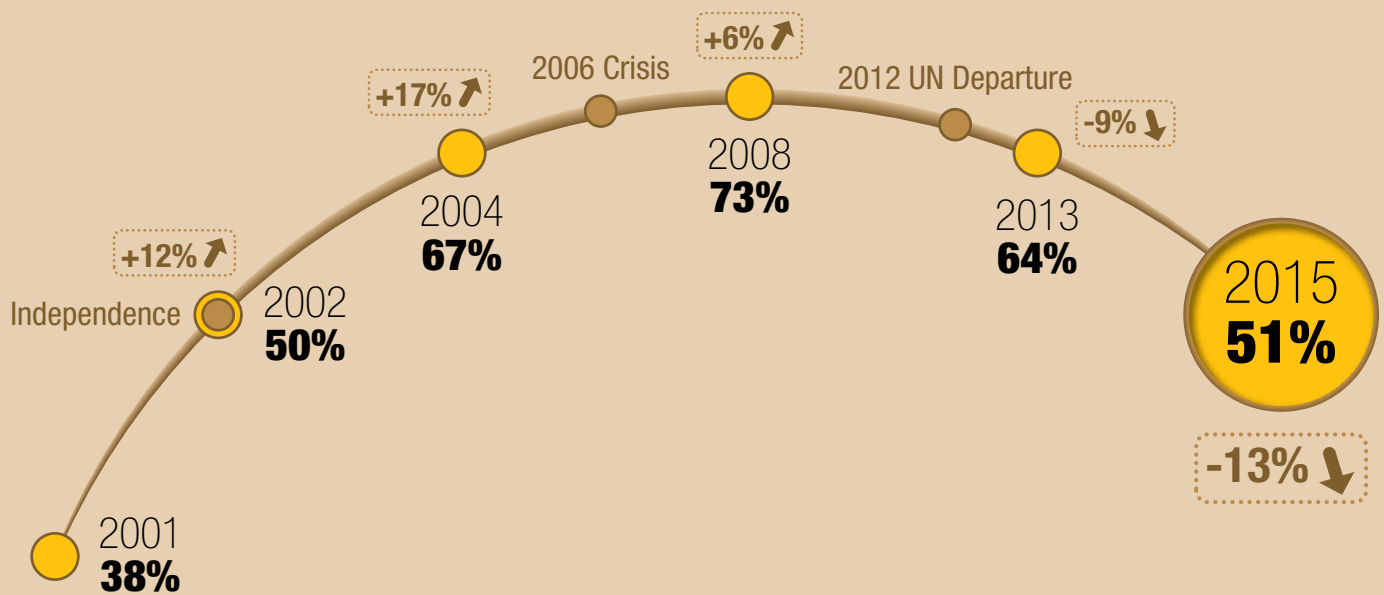


Figure 2.9¹³

Reasons for the reduction in concern about personal safety could be due to the increased ability of state structures to address community-level disputes through their continued decentralization of policing services through the OPS and CPCs. Based on the 2015 survey data presented in Section 3, there is an apparent trend toward reporting more conflicts to the police combined with increased attention by the police to resolve local level disputes at the community level.

To test the validity on the results on feelings of insecurity, the survey also asked the public, "How safe do you feel in your community?" The results confirm a decreasing rate of perceptions of insecurity. Seventy percent of general public and community leader respondents report feeling very or somewhat safe (compared, for example, to the 51% of the general public who say they are somewhat or very concerned about their safety). The true number is likely somewhere in between, but both point to growing feelings of safety by community members. Municipal-level data matches the national trends, and there are no major differences between the views of men and women.

¹³ These additional statistics were taken from previous Foundation publications that asked the same questions regarding concern about one's safety: "2001 Elections Survey" (Dili: The Asia Foundation, 2001); "2002 Elections Survey" (Dili: The Asia Foundation, 2002); "2004 Law and Justice Survey" (Dili: The Asia Foundation, 2004)

To gain a more nuanced understanding of the types of security issues people are worried about, the 2015 survey pursued a new line of questioning. Respondents were asked about the extent to which they agree or disagree with statements about worries related to physical safety, possessions, family safety, and tensions in their community that could lead to conflict. General public respondents are most likely to agree (either strongly or somewhat) that they are worried about their own personal and family safety (71% and 75%, respectively) and less likely to agree that they are worried about the safety of their possessions (36%) or tensions in their community leading to conflict (36%) (Figure 2.10). However, in Aileu, 68% of respondents agree they are worried about community tensions leading to conflict, along with 53% of respondents in Dili. Respondents in Aileu (87%), Ainaro (89%), and Manufahi (91%) indicate very high levels of worry of their family’s safety. Aileu (63%) and Dili (54%) registered the greatest worry about possessions being destroyed or stolen. No significant differences were recorded between men and women respondents.

Figure 2.10 **DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT SAFETY?**
(2015 - GENERAL PUBLIC - NATIONAL)

	Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly
I am worried about my physical safety in the area in which I live.	48%	22%	2%	7%	19%
I am worried about my possessions being stolen or damaged in the area in which I live.	27%	9%	1%	6%	55%
I am worried about my family's safety in the area in which I live.	57%	18%	1%	5%	17%
I am worried about tensions in my community leading to conflict.	25%	11%	2%	7%	54%

2015 | GP: n = 3520 | MoE +/- 1.6%

2.3 LAND DISPUTES

Thirteen years after independence, vital land legislation regulating land ownership in Timor-Leste has still not been passed. Each subsequent year without clarity on land ownership and possession adds increasing complexity to addressing competing claims over land that stretch back decades, and even hundreds of years. The seventh version of a trio of land laws meant to regulate land ownership is currently with the Council of Ministers. Land legislation in Timor-Leste must attempt a difficult balancing act of resolving long running land disputes, ensuring access to land and housing for all citizens, protecting customary land owners, and ensuring land for increasingly active state-driven development projects. All of this must be done in a highly politicized environment, with legislation that will create winners and losers and could potentially lead to increased violent conflict over access to land and property.

As noted in Section 2.1 above, land disputes have consistently been recorded in each CPP survey as one of the main security problems facing local areas, and many people report having experienced land-related crimes. In addition, this survey indicates that the majority of disputes neighbors have with each other are related to access to water, agricultural land, and non-farming land. To gain a more in-depth understanding of the types of land disputes occurring in Timor-Leste, the survey asked a new line of questions specifically targeting landowners. Eighty-six percent of general public respondents and 93% of community leaders say they own land. Among those owning land, 12% of general public and 16% of community leader respondents report having an ongoing land dispute.

As shown in Figure 2.11, general public respondents with land disputes most frequently report that it is because someone is occupying their land (53%), they have been accused of occupying someone else's land (21%), there is a dispute over the use of farm land (14%), or there is a dispute over land boundaries (11%). Many land owners report having more than one ongoing dispute. Community leaders have similar levels of land occupation disputes, but report higher levels of farming disputes (29%), family inheritance issues (12%), land boundary disputes (19%), and seizure of land by the government (9%). The different nature of disputes experienced by community leaders could be due to their higher social status and thus ownership of more and larger areas of land. It is interesting to note that while community leaders are often called on to help solve land disputes in their communities, they have a slightly higher incidence of personal land disputes than the average land-owning citizen.

Figure 2.11 **WHAT TYPE OF LAND DISPUTES?**
(2015 - GENERAL PUBLIC & COMMUNITY LEADERS - NATIONAL)

	GENERAL PUBLIC	COMMUNITY LEADERS
Somebody is occupying respondent's land	53%	54%
Somebody has accused respondent of occupying land	21%	20%
Dispute over use of farming land	14%	29%
Dispute over use of land for animal rearing and grazing	2%	7%
Dispute over government seizure of land	1%	9%
Dispute over family inheritance of land	7%	12%
Dispute over land borders	11%	19%
Dispute over other issue	9%	3%
Don't know	10%	2%
No answer	1%	1%

2015 | GP: n = 373 | MoE +/- 5% | CL: n = 150 | MoE +/- 7.9%

2.4 DOMESTIC VIOLENCE

According to the 2010 LADV, domestic violence is a form of violence that happens between family members or intimate partners.¹⁴ The different forms of domestic violence include physical violence, sexual violence, emotional violence, and economic violence.¹⁵ As discussed in Section 2.1, this report uses specialized data from the Foundation's 2015 nationwide *Nabilan Health and Life Experiences Baseline Study*. The data from that survey provided in this report is focused on intimate partner violence (IPV), both physical and sexual, and thus does not capture violence from other family members, nor does it capture emotional or economic violence. The *Nabilan* Baseline Study surveyed women on their experience of IPV and interviewed men about their perpetration of violence. It also interviewed both men and women on their experience of childhood abuse; the findings highlight that men are also subjected to violence in the home, and some men experience IPV. Therefore, the actual incidence of domestic violence in Timor-Leste can thus be considered to be higher than the IPV rates shown below.

Domestic violence is the most prevalent and widespread crime in Timor-Leste, as shown by PNTL responses to this survey, general public responses, and the data from the *Nabilan* Baseline Study. PNTL respondents report domestic violence as their biggest security concern (34%), and domestic violence was the second highest (48%) crime reportedly attended to by the PNTL in the past year (with physical assault being the highest, at 51%).

According to the *Nabilan* Baseline Study, among women aged 15-49 who have ever had an intimate partner, 35% have experienced some form of physical violence by an intimate partner in the past 12 months, while 31% have experienced some form of sexual violence in the past 12 months.¹⁶ When combined, this means that the sexual and/or physical violence rate is 47% of women in the past 12 months. The national lifetime prevalence of IPV among ever-partnered women in that age bracket is 58%.

14 2010 Law Against Domestic Violence, Article 2(1) and Article 3.

15 Ibid, Article 2.

16 Physical and sexual violence responses are combined. After accounting for the overlap in individuals experiencing both sexual and physical violence, the overall IPV prevalence rate for the past 12 months is 47% of women nationally.

Despite domestic violence being the most widespread crime, and now a public crime that the police are legally required to pursue, such cases are frequently neither recorded nor sent to the formal justice system, whether handled at the community level or reported to the police. The *Nabilan* Baseline Study sought to both understand the types of abuse victims suffer through IPV, and capture a range of IPV acts that victims may not consider to be domestic violence (and thus might not report).

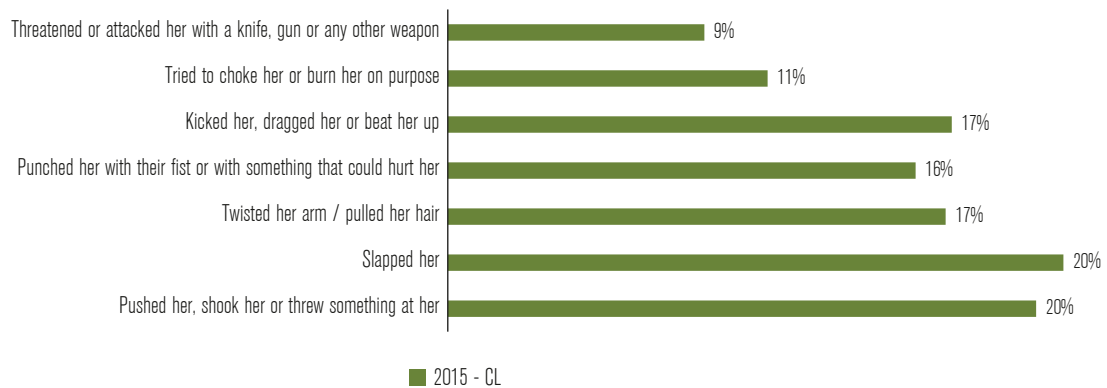
The Foundation surveys presented community leaders (through the CPP survey) and women from the general public (through the *Nabilan* Baseline Study) with an expanded range of types of physical and sexual abuse when asking about domestic violence. The *Nabilan* Baseline Study found that the level of violence against women by their intimate partners, both sexual and physical, is quite high and widespread (Figure 2.12).

Figure 2.12 **IN THE PAST 12 MONTHS HAVE YOU EXPERIENCED:**
(2015 - WOMEN GENERAL PUBLIC - NATIONAL)

PHYSICAL VIOLENCE		SEXUAL VIOLENCE	
Male partner pushed/shoved female partner	33%	Male partner physically forced sex on female partner	31%
Male partner slapped female partner	35%	Women had sexual intercourse when she did not want to because she was afraid of what her partner might do	34%
Male partner hit female partner with fist	24%	Male partner forced female partner to do something else sexual she did not want to do	24%
Male partner kicked, dragged, beat female partner	30%		
Male partner choked or burnt on purpose	13%		
Male partner threatened/used weapon against female partner	12%		
Total Intimate Partner Physical Violence	36%	Total Intimate Partner Sexual Violence	31%
Total Physical and Sexual violence		47%	
2015 GP: n = 1425 MoE +/- 9.9% CL: n = 345 MoE +/- 5.2%			

The 2013 CPP survey indicated that in cases of domestic violence, rather than going to the police, most women sought a community-based solution. Thus most domestic violence cases are not registered by the police. To help confirm the data on the prevalence of IPV, the CPP survey asked community leaders about their experience in assisting with domestic violence cases. Nearly a third (31%) of community leaders say a member of the community sought their assistance in a case of domestic violence against a woman by a family member in the past year. As shown in Figure 2.13, the quantity of domestic violence cases community leaders respond to is high and the cases are quite varied in substance, despite the fact that most community leaders do not have formal, in-depth training on how to deal with domestic violence cases in a sensitive manner, in a way that is fully in line with the provisions of the LADV. The survey found that even with this severe level of violence, only 21% of community leaders immediately reported such incidents to the police as their first reaction. In addition, the *Nabilan* Baseline Study found that 87% of women did not seek any help from their community or the police after the last time they experienced IPV, thus domestic violence is a highly under-reported crime.

Figure 2.13 IN THE PAST YEAR HAS A MEMBER OF YOUR COMMUNITY SOUGHT YOUR HELP BECAUSE ANY OF THE FOLLOWING ACTIONS WERE DONE TO A WOMAN BY A FAMILY MEMBER? (2015 - COMMUNITY LEADERS - NATIONAL)



2015 | CL: n = 976 | MoE + / - 3.1%

2.5 ILLEGAL GROUPS

Over the past two years, the term “illegal groups” has come to represent a new category related to both MAGs and revolutionary groups (a legacy of the resistance era) that directly challenge the government through criminal actions. The Council of Ministers passed a resolution in December 2011 banning all MAG activities for 12 months to help reduce clashes between the groups. Despite reduced MAG activity in 2013,¹⁷ the government took a hard stance following the murder of a MAG group member in Indonesia by banning three MAGs.¹⁸ The government resolution also banned gambling and PNTL involvement in MAG activities.

A separate Parliamentary Resolution¹⁹ passed in 2014 declared two veteran-led groups, Conselho Popular pela Defesa da República Democrática de Timor-Leste (Popular Council for the Defense of the Democratic Republic of Timor-Leste, CPD-RDTL) and Konsellu Revolusaun Maubere (Maubere Revolutionary Council, KRM), illegal on the grounds of contesting the legitimacy and peace of the Timorese state. Efforts by government security services in 2014 focused on securing the renouncement of CPD-RDTL by its affiliate members. In 2015, the government launched a large-scale joint military and police operation called “Hanita,” through Decree of the President No. 41/2015, to arrest the leader of KRM, Paulino Gama, (alias Mauk Moruk), and his followers in the Baucau area after a series of attacks on police officers and an alleged attack on the President of the National Parliament during a visit to the group’s home area.

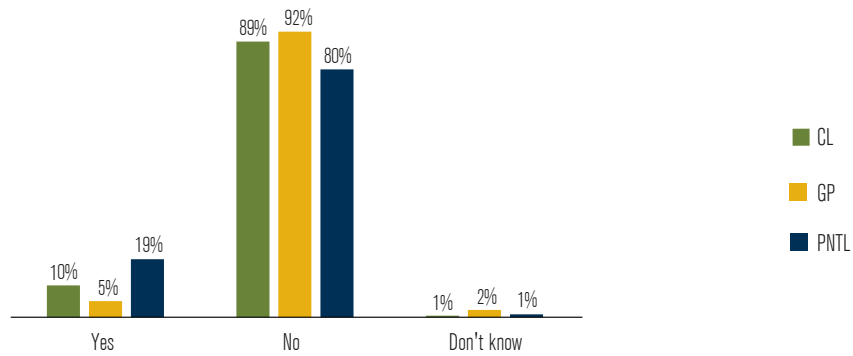
Given the intense focus on both MAGs and illegal groups by the government, the 2015 survey asked community leaders, the general public, and the police about the activities of MAGs and illegal groups in their areas. Due to a change in the phrasing of the question to accommodate the concept of illegal groups, the 2015 survey results for this question cannot be reliably compared to 2008 and 2013 data. In 2015, all respondents report low rates of activity of illegal groups in their communities (Figure 2.14).

17 NGO Belun, “Dynamics of martial arts related conflict and violence in Timor-Leste.” June 2014. <http://belun.tl/en/research-report-dynamics-of-martial-arts-related-conflict-and-violence-in-timor-leste/>

18 The three groups permanently banned were: Persaudaraan Setia Hati Terate (PSHT), Ikatan Kera Sakti (IKS), and Kmanek Oan Rai Klaran (KORKA).

19 Parliamentary Resolution No. 15/2014, released on March 3, 2014 (www.parlamento.tl), stipulates that the groups Konsellu Revolusaun Maubere (KRM), CPD-RDTL and ‘others’ are in contravention of the following laws and their existence is therefore illegal: Constitution of the Democratic Republic of Timor-Leste, Article 43 (sub-article 3) and Article 146; Penal Code: Article 188, 194, 195 and 202; Decree Law No. 7/2004.

Figure 2.14 ARE ILLEGAL GROUPS ACTIVE IN YOUR LOCALITY?
(2015 - COMMUNITY LEADERS, GENERAL PUBLIC & PNTL - NATIONAL)



2015 | CL: n = 976 | MoE + / - 3.1% | GP: n = 3520 | MoE + / - 1.6% | PNTL: n = 896 | MoE + / - 3.3%

A majority of general public respondents say illegal groups are not active in their locality (92%), a figure similar to community leaders (89%), and slightly higher than the police (80%). Not surprisingly, there are some significant differences between municipalities (Figure 2.15). Among all municipalities, Baucau registered the highest reported level of illegal group activity (PNTL=62%; CL=23%; GP=10%). Aileu, Manufahi, and Viqueque show significant differences in opinion among the three respondent groups.

ARE ILLEGAL GROUPS ACTIVE IN YOUR LOCALITY? Respondents who said **yes**

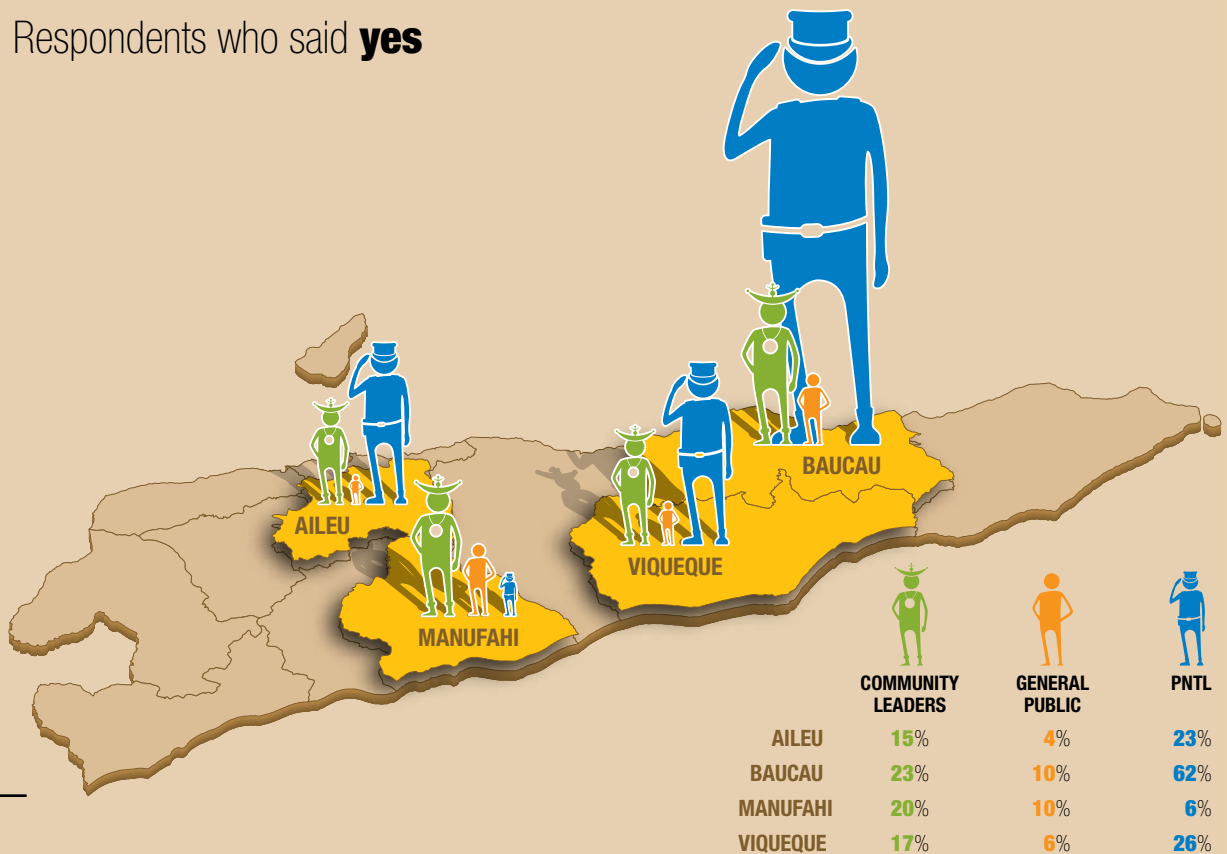
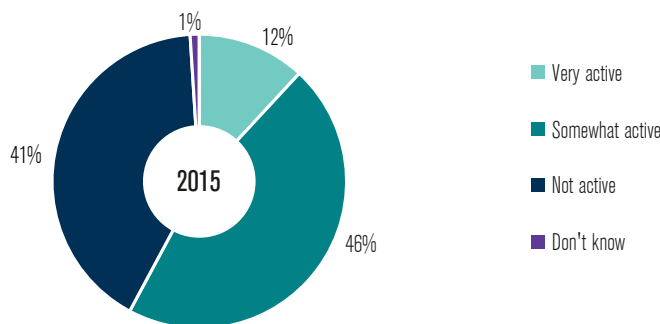


Figure 2.15

As discussed in Section 2.1, none of the respondent groups rank MAGs or illegal groups as the highest risk to security in their area. Nationally, a high percentage of police respondents say these groups are not active (41%) or only somewhat active (46%) in their locality (Figure 2.16). Despite 62% of police respondents reporting that illegal groups are active in Baucau, when asked to rank how active they are, 56% say not active, 38% say somewhat active, and only 5% say very active. General public respondents agree, with an even higher percentage (74%) saying that illegal groups are not active in Baucau. Community leaders respond in a similar fashion, with 79% saying illegal groups are not active. The perception that illegal groups are not negatively affecting people’s lives raises the question of how significant of a security threat the groups actually are. However, the PNTL and the government are putting intensive financial, legislative, and human resources into enforcement measures to control these groups.

Figure 2.16 HOW ACTIVE ARE ILLEGAL GROUPS IN YOUR LOCALITY?
(2015 - PNTL - NATIONAL)



2015 | PNTL: n = 177 | MoE +/- 7.3%

In areas where the PNTL report illegal group activities, they were then asked the names of the groups operating in their area. CPD-RDTL is reportedly the most active group, followed by KRM, PSHT, and Kera Sakti (Figure 2.17). A sizeable number of police respondents couldn’t name a group (13%).

Figure 2.17 WHAT ARE THE NAMES OF THE GROUPS OPERATING IN YOUR AREA?
(2015 - PNTL - NATIONAL)

CPD-RDTL	Maubere Revolution Council (KRM)	PSHT	Kera Sakti	KORKA	7-7	Bua Malus	Colimau 2000	Kung-Fu Master	Padjajaran	Sagrada Familia	Black Magic Groups	Other	Don't know	No answer
55%	34%	26%	24%	13%	2%	13%	1%	0%	0%	2%	1%	2%	13%	2%

2015 | PNTL: n = 177 | MoE +/- 7.3%

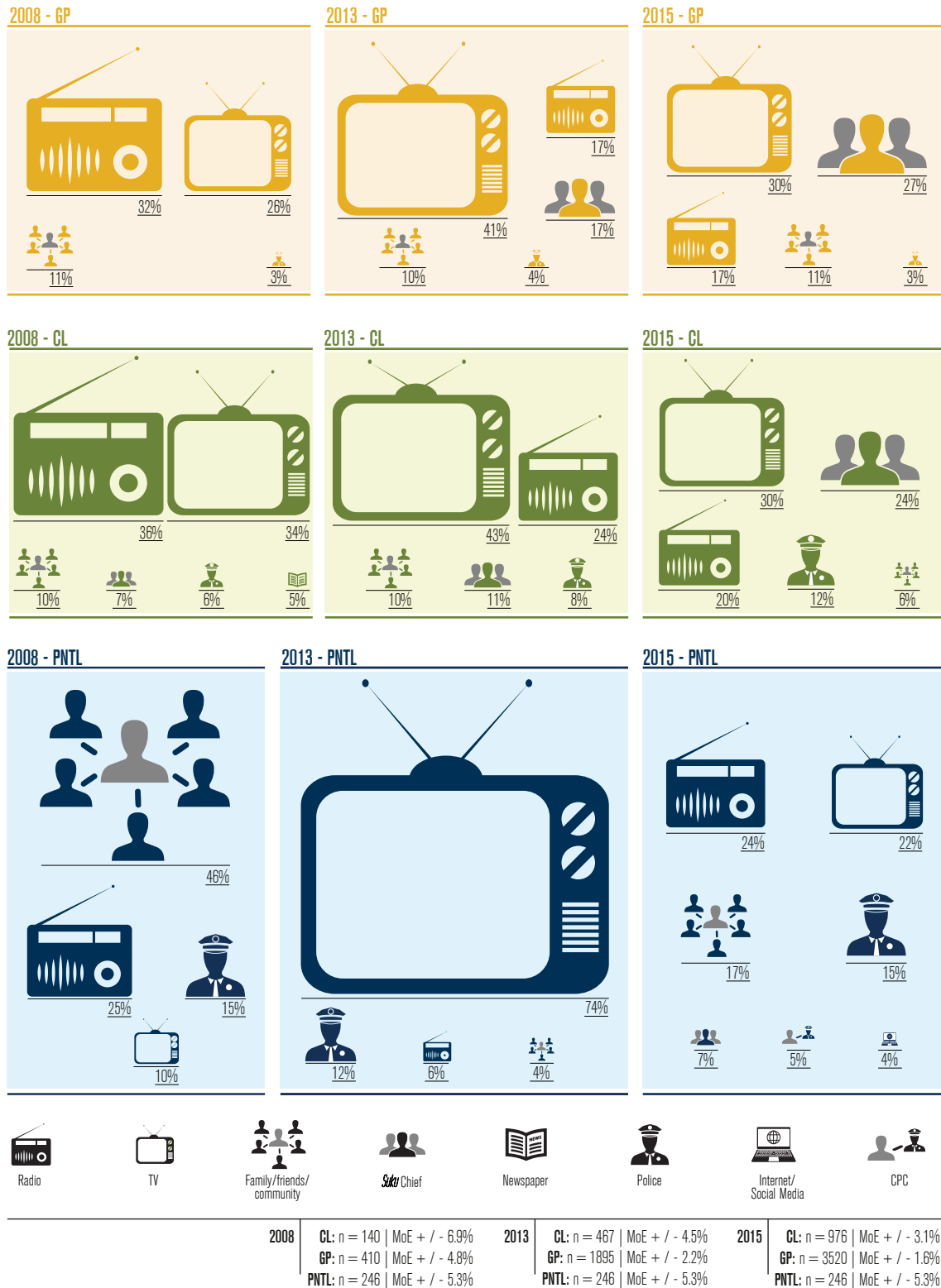
2.6 ACCESS TO SECURITY INFORMATION

In exploring the perceptions of the security situation in Timor-Leste, it is important to understand where security-related information comes from, how it is consumed, and at what rate. Historically, rumors and inaccurate information have a tendency to spread quickly and contribute to heightened feelings of insecurity in communities. Such information and speculation can even promote unfounded retaliation for unverified incidents, leading to greater group conflict. National consumption of security information continues to increase in Timor-Leste, and 92% of the public have regular access to security information in 2015, up from 88% in 2013 and 82% in 2008. As shown in Figure 2.18, television continues to be the primary source of security information for the general public and community leaders (GP=30%; CL=30%) but has seen a significant drop in usage by the police (73% in 2013; 22% in 2015), coming in just behind radio (24%), which is the most popular source of information for the PNTL. Newspapers continue to be largely irrelevant across all target groups compared to other sources of information. However, the use of *suku* chiefs as a primary source of security information has increased among the general public (27%) and the police (7%).

The PNTL are more likely to rely on friends and family (17%) than other police officers (15%) for their security information. Interestingly, CPCs are becoming a new primary source of information for both the PNTL (5%) and community leaders (3%). Social media and the internet are also becoming a source for the PNTL (4%) especially in Ainaro (17%). The survey shows that police officers rely heavily on outside sources for security information and may not be able, or willing, to transform the information into shareable intelligence for other officers.

Nationally and at the municipal level, there are no substantial differences between men and women in terms of their sources for security information. Compared to 2013, when a high proportion of women in Baucau (21%) and Bobonaro (21%) reported receiving no security information, in 2015 the figure decreased to 8% in Baucau and 9% in Bobonaro. In Dili, no women report lacking access to security information, and general public respondents in Dili continue to report consuming security information from television at the highest rate (66%) compared to the rest of the country (19%).

Figure 2.18 WHAT IS YOUR PRIMARY SOURCE OF INFORMATION ABOUT THE SECURITY SITUATION IN YOUR LOCALITY?
(2008, 2013, 2015 - GENERAL PUBLIC, COMMUNITY LEADERS, PNTL - NATIONAL)









3

JUSTICE-SEEKING BEHAVIOR

The reported crime rate continues to remain high and at a similar level to that of 2008 and 2013. As noted in Section 2.1, 22% of general public respondents say they or a family member experienced a crime over the past year. Domestic violence remains a key challenge for many communities, and while the land dispute rate is down slightly, land disputes are still one of the main problems communities face. After becoming a victim of crime, compared to 2013, victims are more likely to seek PNTL assistance first and were referred on to the police by community leaders and members at a higher rate, which will help reduce underreporting of crimes. Victims who sought police assistance report a continued high level of professionalism by the PNTL in the handling of their case. While reports of police physically and verbally abusing victims remain low, there has been an increase in the number of women who report being treated with minimal respect by the police.

Continuing the pattern shown in 2013, the majority of victims who sought police assistance were eventually referred back to community leaders for resolution, and only a small fraction of cases were carried forward through the formal justice system. Similarly, satisfaction with the outcome of seeking assistance from the PNTL continues to be high. Despite most crimes and disputes being resolved at the community level, the PNTL continue to play an important role and were directly involved in 63% of successful community resolutions, mainly by creating a safe environment and adding confidence to community decisions. The majority of general public respondents say they would (hypothetically) prefer to approach community leaders first after becoming a victim of a crime. However, the 2015 data shows that in reality, more people access the PNTL as their first response than said they would.

To help understand the dynamics of justice-seeking behavior in Timor-Leste, this survey seeks to gauge the prevalence of different types of crime and to identify the actions people take when they are victims of crime. The Foundation's experience working with lawyers, community leaders, victims, and the PNTL is that a majority of victims have difficulty differentiating between civil and criminal legal problems. This ambiguity is partly due to a low level of legal awareness in Timor-Leste, both among the general population and within the PNTL itself. This lack of awareness can often lead justice seekers to determine their course of action based on their perception of the case as being either "small" or "big," rather than civil or criminal.

Examples of "small" cases include instances of domestic violence that do not draw blood,²⁰ petty theft, and minor land disputes (e.g., boundary disputes, cases where an animal destroys land). Examples of "big" problems include domestic violence where blood is involved or lasting injuries are sustained, large-scale theft, land grabbing, and murder. In many cases, "small" problems are those in

which the *suku* chief or other community leaders are able to exert some influence over the outcome or recourse taken by complainants, because communities believe the incidents relate to communal interests and that “small” problems are best resolved within the village. On the other hand, “big” problems are often either associated with conflicts between outside groups (e.g., with other villages or across municipal borders) or considered beyond the capacities of community leaders to mediate (e.g., murder or large-scale violence).

In the 2008 CPP survey, it was noted that justice seekers had various actual first responses to crime, including accessing *suku* chiefs, involving community members, negotiating directly with the offending parties, retaliating, and seeking assistance from the PNTL. While the data showed the possibility—and presumably the use—of multiple approaches, the survey results pointed to a larger question: Is there inefficiency within the justice sector in the interface between customary responses and PNTL responses? In other words, where do victims go first when they experience specific types of crime? Are they referred on to other actors, and who resolves the majority of which types of cases?

The 2013 survey attempted to answer this question by following the path of first response to final resolution and identifying which actors were present at the final resolution. The results showed that the PNTL are involved in resolutions at the village level to a significant degree, and that most crimes reported to the PNTL result in community mediations with the PNTL present. Contrary to initial assumptions, the predominant resolution mechanisms are not based on efficiency but on inclusiveness in the process. Analysis indicated that a restorative, rather than punitive, justice mechanism is predominately in use, where a wide range of actors are needed to agree on and accept the process and the resolution.

The 2015 survey attempted to investigate these dynamics and track personal experiences of crime through the justice seeking process, with the aim of assisting the justice sector in providing—and justice seekers in accessing—fairer and more efficient resolutions. However, a more in-depth analysis is needed to understand what happens at community resolutions, satisfaction rates with the process, and the role played by the PNTL.

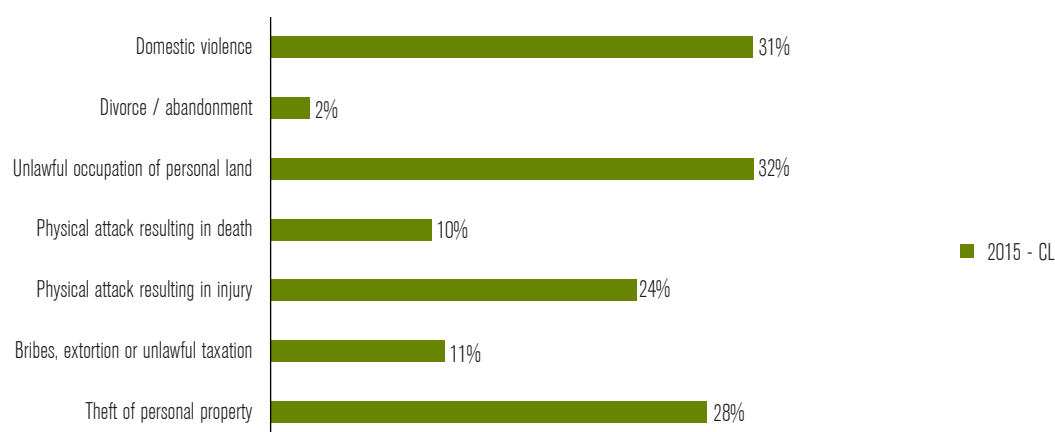
20 The issue of “small” and “big” (*ki'ik* and *bo'ot* in Tetum) domestic violence cases is a contentious one in Timor-Leste. This survey does not take a position on this issue, other than to note that it is a topic and appears to be a determining factor in whether victims seek the assistance of the police. Despite the Law Against Domestic Violence stating that domestic violence is a public crime, focus group discussions held by the Foundation's HAKOHAK community policing program showed that many *suku* chiefs continue to mediate cases of domestic violence. Victims themselves state they would rather handle “small” cases in the *suku* and only approach the police if the violent behavior does not change.

3.1 THE ROLE OF COMMUNITY LEADERS IN CRIMES AND DISPUTES

In the 2013 survey, community leaders were asked to report on the level of crimes they experienced in the same way as the general public. Community leaders reported experiencing crime in their households at a rate that was almost double that of the general public (CL=40%, GP=22%). The high rate is most likely due to community leaders' position as regular receivers of reports on specific crimes, and thus they may have greater exposure to, and understanding of what constitutes a crime. In 2015, this line of questioning was changed to capture community leaders' unique position as both dispute mediators and as the first point of contact for many victims of crimes.

The 2015 survey found that community leaders assisted mainly with land disputes (32%), domestic violence (31%), and theft (28%) over the past year (Figure 3.1). Interestingly, well over 80% of community leaders in Oecussi report dealing with each of these types of issues, and in the case of land disputes, 100% of community leaders in Oecussi report having dealt with that type of case over the past year, despite only 3% of general public respondents in Oecussi reporting being victims of land grabbing in the past year.

Figure 3.1 **IN THE PAST YEAR HAS A MEMBER OF YOUR COMMUNITY SOUGHT YOUR HELP BECAUSE OF ANY OF THE FOLLOWING CRIMES?**
(2015 - COMMUNITY LEADERS - NATIONAL)



2015 | n = 976 | MoE + / - 3.1%

Community leaders' first reactions when approached by a community member about these crimes varied according to the type of incident (Figure 3.2), with referral to the PNTL happening more often with certain cases of violence (e.g., assault and murder) but not with domestic violence. Although CPCs are present in just 28% of *suku*, they are a significant resource for community leaders when dealing with crimes. While community leaders are seeking police assistance with many types of cases, it is clear they are handling a large proportion of disputes and crimes themselves. The survey was not designed to assess the reason for community leaders' preference for using community mechanisms over other mechanisms. However, the survey indicates that one reason that people who experienced crime did not seek help from the PNTL is that the PNTL are too far away; community leaders may have the same perception.

Figure 3.2 WHAT WAS YOUR FIRST REACTION TO THE CRIME?
(2015 - COMMUNITY LEADERS - NATIONAL)

Type of Crime	Call for CPC mediation	<i>Suku / aldeia</i> chief mediation	Pursued settlement through elder / adat	Referred to PNTL	Other	n=	MofE
Theft	13%	47%	21%	11%	6%	287	+/- 5.7%
Extortion	19%	44%	15%	17%	1%	132	+/- 8.5%
Assault	16%	38%	6%	38%	3%	255	+/- 6.1%
Murder	11%	18%	2%	67%	1%	125	+/- 8.7%
Land dispute	12%	58%	18%	7%	3%	316	+/- 5.5%
Domestic Violence	11%	52%	12%	21%	2%	294	+/- 5.7%

3.2 PATHWAYS TO ASSISTANCE

The 2015 survey again asked respondents who reported that they or a family member had experienced a crime over the past year to specify the steps they took to address it, from the initial reporting of the incident through to resolution. In 2013, the general public reported that 75% of crimes they reported to the PNTL were eventually sent back to communities for resolution, and 73% of all crimes were resolved successfully at the community level. Given that the majority of victims access justice at community level in some form, the 2015 survey asked additional lines of questioning to explore the types of resolutions that occurred and satisfaction rates when accessing both PNTL and community justice mechanisms.

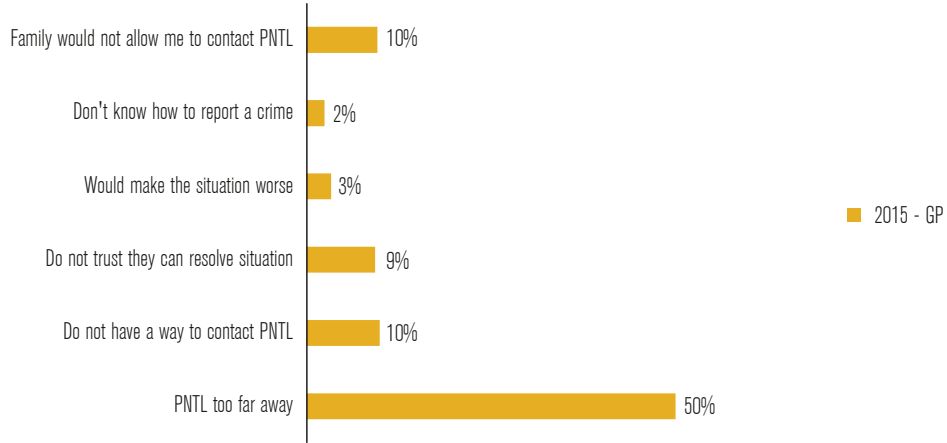
As in 2013, respondents who indicated they or a family member had experienced a crime in the past year were asked for their first reaction. In 2015, the general public increasingly sought the assistance of the PNTL as their first reaction to a crime (GP=39% in 2013; GP=56% in 2015). This is a significant shift, and may indicate a growing trust in the police to respond in a professional manner. Meanwhile, the proportion of victims of crime who sought assistance from *suku* or *aldeia* chiefs remained the same (37% in both 2013 and 2015).

When victims of crime were asked why they did not contact the PNTL first, half say the PNTL were too far away (50%), and 10% say they had no way to contact the police (Figure 3.3). Only 9% say they did not trust that the PNTL could help resolve the situation, and 3% say they thought contacting the PNTL would make the situation worse. A significant number of respondents (10%) report that their families would not allow them to contact the police. There were no significant differences in the number of men and women who say their family members prevented them from calling the police.

Women who experienced crime over the past year accessed the police in the first instance at a slightly lower rate (54%) than male victims of crime (59%). Women and men are equally likely to have sought assistance from *suku* or *aldeia* chiefs. Women also sought community members' assistance first at a higher rate than men (10% of women compared to 4% of men) and are more likely to negotiate directly with their perpetrator (7% of women compared to 4%).

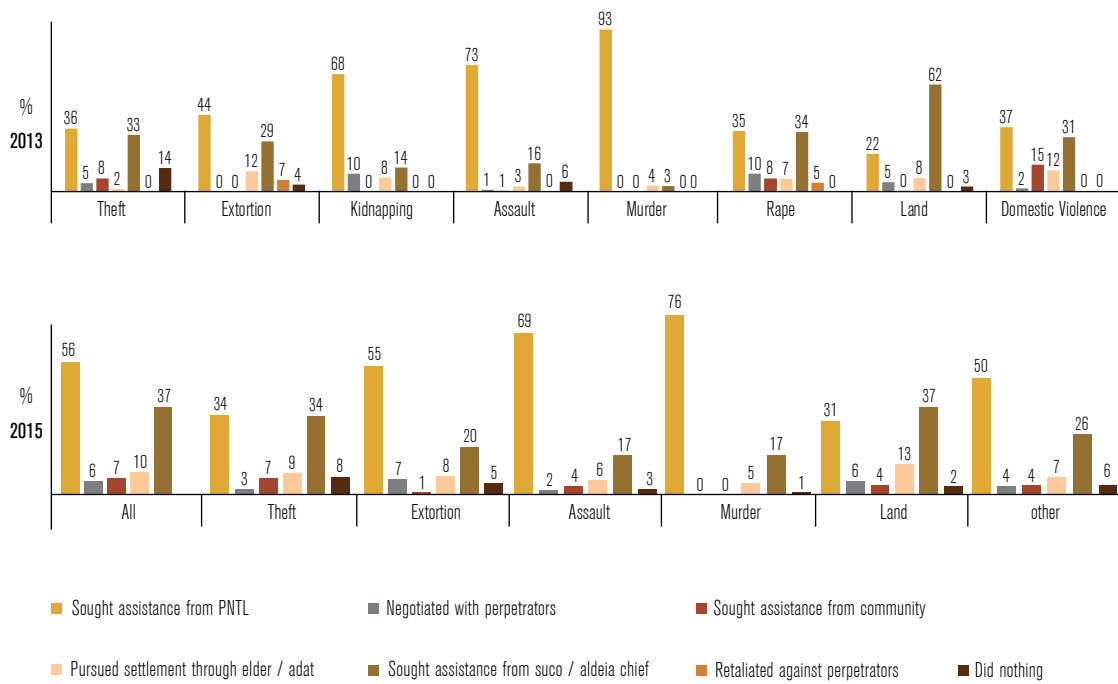
Crime victims' first reaction to the crime tends to differ according to the type of crime (Figure 3.4). In 2013, the general public overwhelmingly chose the PNTL for cases involving assault, murder, and extortion, while choosing community leaders first in cases of land grabbing. In 2015, respondents continued to approach the PNTL first for assault, murder, and extortion. *Suku* and *aldeia* chiefs were less frequently approached to resolve crimes related to land grabbing in 2015 than in 2013, and the police and community leaders were approached at an equal rate in cases of theft.

Figure 3.3 PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST
(2015 - GENERAL PUBLIC - NATIONAL)



2015 | n = 466 | MoE + / - 4.5%

Figure 3.4 YOUR FIRST REACTION TO A CRIME
(2013 & 2015 - GENERAL PUBLIC - NATIONAL)



2013 | n = 1895 | MoE + / - 2.2

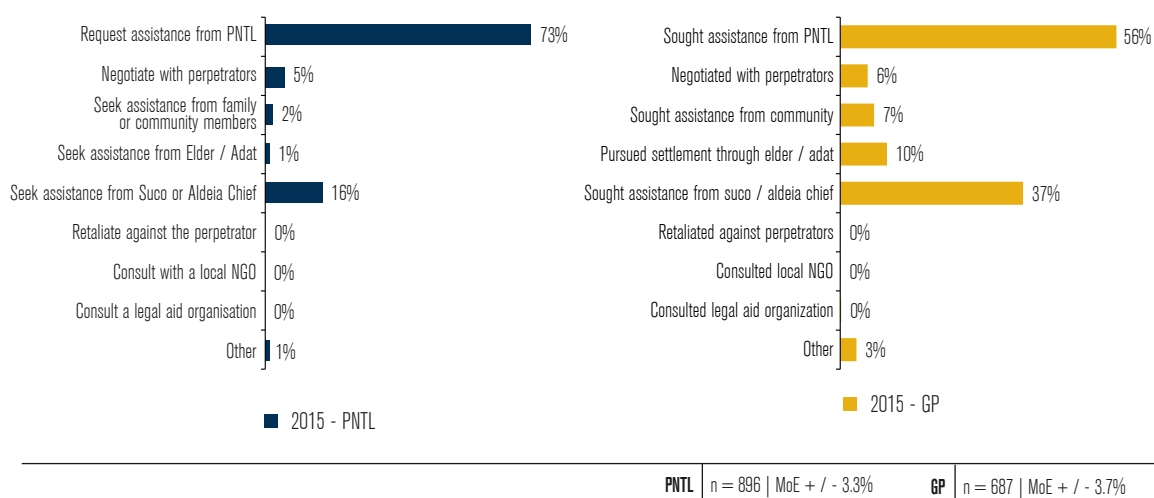
2015 | n = 3520 | MoE + / - 1.6

The *Nabilan* Baseline Study revealed that among the 47% of women who say they experienced IPV in the last year, the vast majority (84%) chose to not to seek any help as their first reaction. Only 3% sought assistance from the PNTL as their first choice; the same proportion sought help from the *suku* or *aldeia* chief first. These low figures stand in contrast to the general public’s justice-seeking behavior for other types of crimes.

The 2013 survey indicated a significant disconnect between what the PNTL thought people would do after experiencing a crime and what the general public actually reported doing. In 2015, this disconnect is beginning to narrow, as citizens’ actual first reactions to crimes moved closer to the PNTL’s reported expectations. In 2013, 88% of police said that the public would contact the police first after experiencing a crime, while 39% of the general public said that they did so when faced with a real crime (a gap of 49%). In 2015, this gap has narrowed to 17%, possibly due to both more people accessing the police first, and the PNTL having more realistic expectations and a better understanding about how people seek justice at the local level (Figure 3.5). Likewise the gap in PNTL perceptions and citizens’ reality in terms of seeking help from *suku* or *aldeia* chiefs also narrowed, mainly due to increasing PNTL expectations that people would turn to these actors first (an increase from 7% in 2013 to 16% in 2015), perhaps reflecting a growing acknowledgment by the PNTL of the important role that community leaders play in resolving crime.

Figure 3.5 **FIRST ACTION CITIZEN WOULD TAKE IN ATTEMPTING TO RESOLVE A CRIME?**
(2015 - PNTL - NATIONAL)

YOUR FIRST REACTION TO A CRIME
(2015 - GENERAL PUBLIC - NATIONAL)



The PNTL agree with the general public on reasons why citizens might not approach the PNTL first, with 30% saying the PNTL are too far away and 12% saying citizens don't have a way to contact the police. One continuing misperception by the police is that people do not know how to report a crime (19%), while the general public reports this as a factor only 2% of the time. Regardless of the reason, there is still a large proportion of the general public who do not report crimes to the PNTL in the first instance (44%). However, compared to the 2013 rate of 61%, reporting to the PNTL has improved dramatically.

The survey also asked general public respondents a series of hypothetical questions about what their first reaction would be to different crimes. The purpose of these questions is to help identify what is a preferred reaction to a crime, versus what people have to do when a crime happens, based on accessibility and other constraints. In 2013, contacting *suku* and *aldeia* chiefs was the general public's hypothetically preferred first action for most crimes, and when faced with actual crimes, people turned to these community leaders at an even higher rate than they said they would. In 2015, the PNTL are still not people's hypothetical first choice for resolving crimes, but contacting the PNTL is increasingly becoming the actual first action people take when faced with a crime (Figure 3.6).

The difference between the actions citizens say they would take in a hypothetical situation versus the action they take in reality could be explained in any year by any number of factors that this survey was not designed to answer. However, given the increased presence of police officers through the PNTL's strategy to place one officer in each *suku*, one possible explanation is that the general public is not aware of the increased presence by the PNTL until they experience a crime, but when they do, they find the PNTL more accessible than in the past. If those seeking PNTL support are satisfied with the result of their cases, this could influence overall hypothetical responses, because people are likely to identify the security providers who are seen as producing the best result as a default response.

Figure 3.6 HYPOTHETICAL VS ACTUAL FIRST RESPONSES TO CRIMES
(2015 - GENERAL PUBLIC - NATIONAL)

What would you do? (GP 2015)			What did you do? (GP 2015)	
PNTL	<i>Suku / Aldeia</i> Chief		PNTL	<i>Suku / Aldeia</i> Chief
13%	58%	Land	31%	37%
25%	36%	Domestic violence	3%	3%
17%	53%	Theft	34%	34%
46%	38%	Extortion	55%	20%

2015 | GP: n=3520, MoE=1.6%

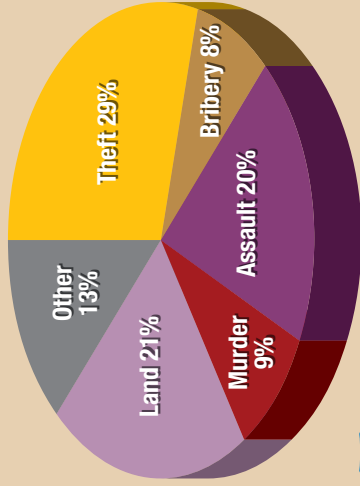
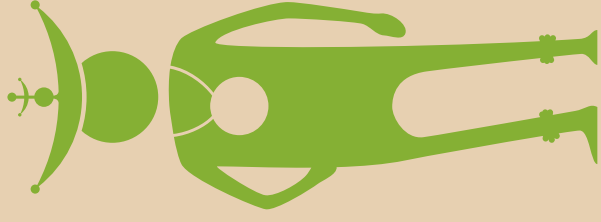
Another explanation for the increased number of people seeking PNTL assistance first could be the increased use of community mediation by the PNTL that was noted in the 2013 CPP survey. The data from the 2013 survey clearly showed that most resolutions took place at the community level, but the PNTL were only involved if the general public first approached the police. Increased reporting to the police could be a way for citizens to ensure that the police are present at community resolutions to lend greater legitimacy to the decisions or just to help create a secure environment for mediations to take place.

Just as in 2013, two courses of action were taken by victims and their families seeking resolution to crimes and disputes in 2015: either they approached the police, or they sought assistance at their community level through a variety of actors, including the *suku* council, elders, family, and/or other community members.

As Figure 3.7 shows, even if the police are not sought at first, the majority of victims of crime (74%) end up reporting their case to the police. However, as was the case in 2013, the PNTL's main action after a victim contacts them or is referred to them is to take the case back to the community level for resolution (69%). The police end up being one stop along the justice-seeking path, and 76% of all victims end up back at the community level to resolve their problem. Even so, the PNTL ultimately participate in 63% of all successful resolutions at the community level.

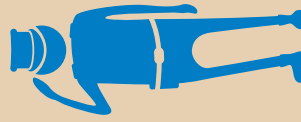
GENERAL PUBLIC JUSTICE SEEKING PATHWAYS AND RESOLUTION RATES

Crimes reported n=1,139



22% experienced a crime

FIRST REACTION



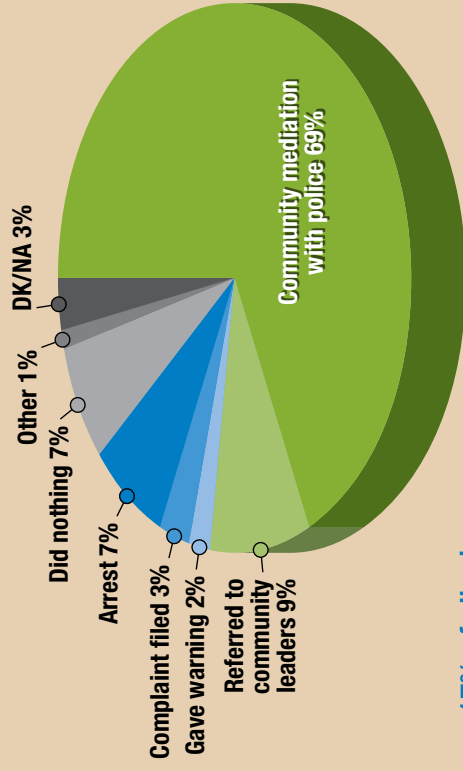
42% PNTL

74% of crimes seen by PNTL

55% COMMUNITY

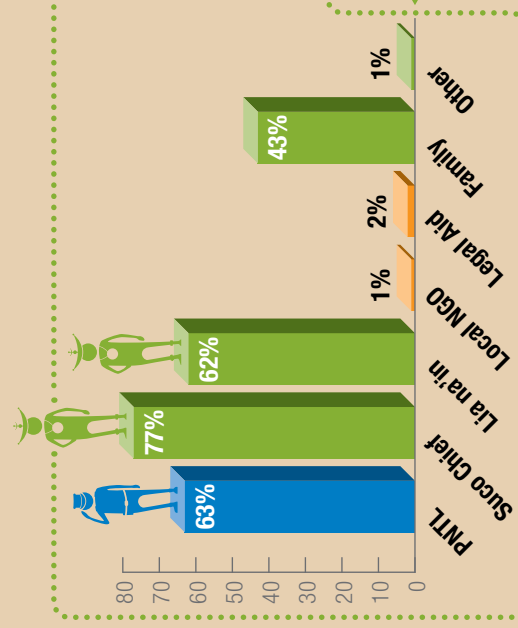
34% were referred to the community

WHAT DID THE PNTL DO?



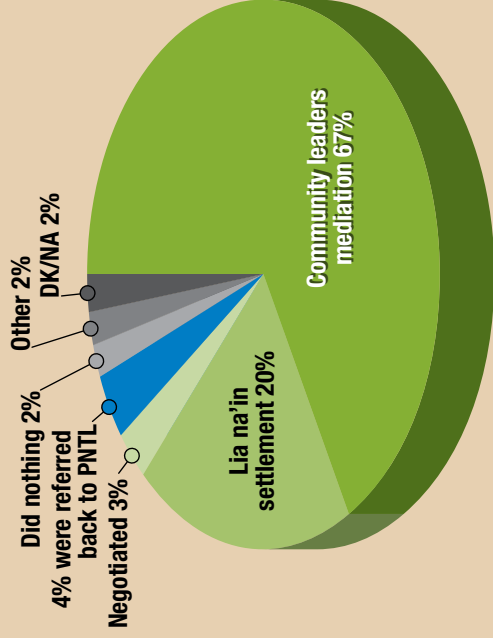
17% of all crimes dealt with by PNTL

77% were referred back to the community



68% crimes were resolved with the involvement of...

WHAT HAPPENED IN THE COMMUNITY?



76% of all crimes dealt with by community

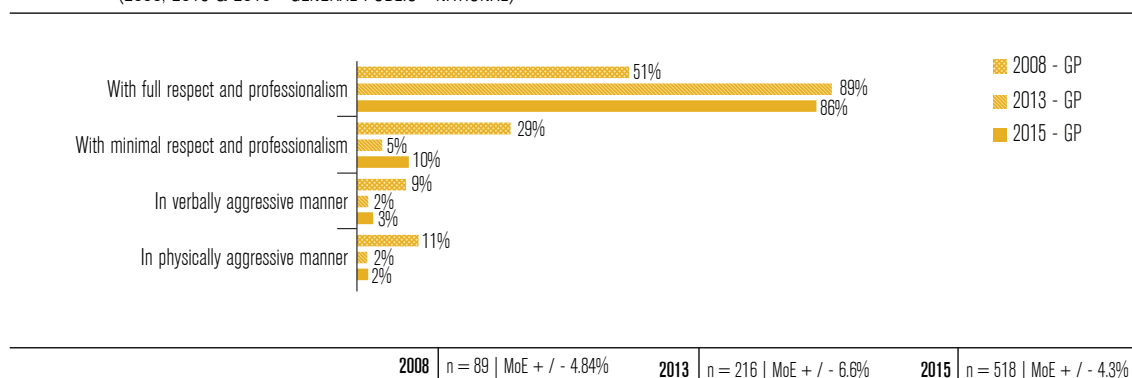
Figure 3.7

3.3 EXPERIENCE WITH PNTL ASSISTANCE

Overall, 74% of the general public who were victims of a crime over the past year sought help from the PNTL, either as a first action or through a subsequent referral. This represents a large proportion of victims who experienced police assistance, up from 54% in 2013.

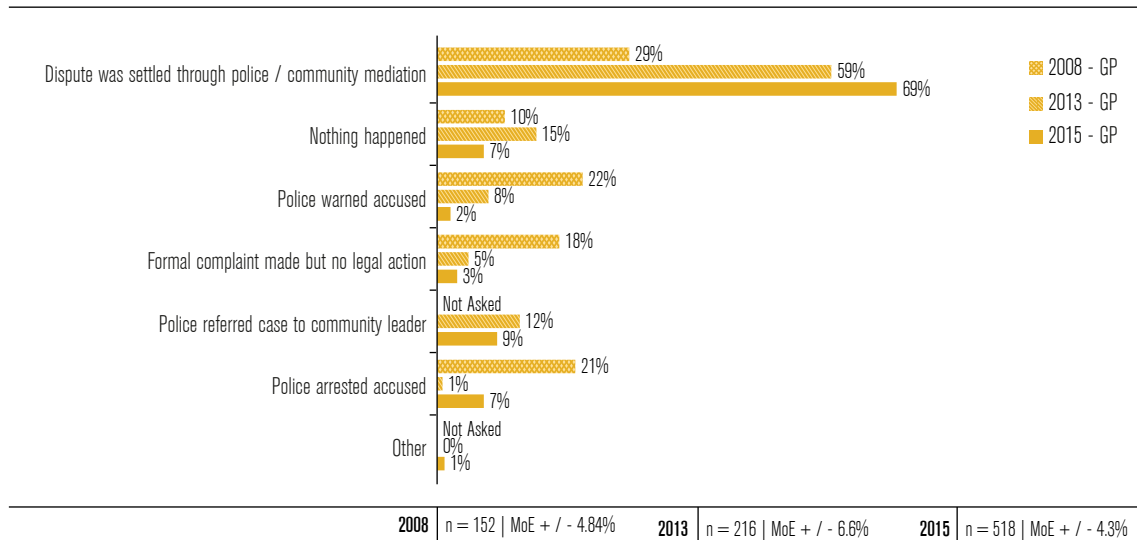
According to general public respondents who report receiving assistance from the police, the police have maintained an overall high level of professionalism. The survey asked general public respondents to describe the manner in which they were treated by the PNTL when they sought assistance. As shown in Figure 3.8, the vast majority (86%) report being treated with full respect (roughly the same level as 2013). Reports of being treated with minimal respect increased to 10%, but reports of verbal and physical abuse remain low. However, women report being treated with minimal respect (15%) at a significantly higher rate than men (6%). While it is encouraging that the improved PNTL professional standards reported in the previous survey have been maintained, there is clearly still more work to be done to ensure that women are treated with the same level of respect accorded to men.

Figure 3.8 MANNER IN WHICH THE PNTL TREATED YOU / FAMILY MEMBERS WHEN YOU SOUGHT THEIR HELP RESOLVING A CRIME. (2008, 2013 & 2015 - GENERAL PUBLIC - NATIONAL)



General public respondents who sought PNTL assistance or who were referred to the PNTL after first contacting someone else in the community were asked what action the PNTL took. There has been a steady increase in the PNTL’s use of community and police mediation²¹ at the local level (2008=28%; 2013=58%; 2015=74%) (Figure 3.9). The survey question was asked in a way that presumed that the PNTL were involved in these mediations together with community leaders or other actors. This finding is confirmed by general public respondents’ indication that the PNTL was present at 63% of all resolved cases, including at the community level. The survey also asked the police how they respond to cases, and they confirmed their use of community mediation at the same rate (74%) as that reported by victims.

Figure 3.9 WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE?
(2008, 2013 AND 2015 - GENERAL PUBLIC - NATIONAL)



21 While the survey questions specifically used the term “community mediation,” in many cases the term “mediation” is not understood by community members in a strictly legal sense. Interviews with community members indicate its meaning is understood to be closer to “community dispute resolution,” which may take a number of customary forms.

Seven percent of respondents reported that nothing happened after reporting their case to the police, which is an improvement from 15% in 2013. Reported arrests also increased from only 1% in 2013 to 9% in 2015. Likewise, the PNTL reportedly increased the filing of formal complaints from 3% in 2013 to 6% in 2015. The PNTL also continued to refer people back to community leaders 9% of the time, which is similar to 2013. There were no statistical differences between the actions reportedly taken by the PNTL when dealing with male and female respondents.

When the PNTL themselves were asked how they handled crimes, they are less likely to say they did nothing (1%) and more likely to say they made an arrest (35%) or took other action (20%) (Figure 3.10). This latter category typically involves further processing by the investigations unit of the PNTL, the public prosecutor, or the courts.

Figure 3.10 **WHAT PNTL DID AFTER YOU SOUGHT THEIR ASSISTANCE: ALL MENTIONS** (2015 - GENERAL PUBLIC - NATIONAL) **WHAT DID YOU DO: ALL MENTIONS** (2015 - PNTL - NATIONAL)

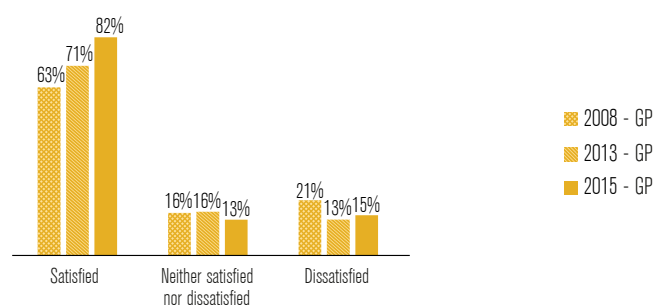
	GENERAL PUBLIC	PNTL
Dispute was settled through police / community mediation	69%	75%
Nothing happened	7%	1%
Police warned accused	2%	5%
Formal complaint made but no legal action	3%	6%
Police referred case to community leader	9%	15%
Police arrested accused	7%	35%
Other	1%	20%

2015 | GP: n = 518 | MoE +/- 4.3% | PNTL: n = 688 | MoE +/- 3.7%

Since 2008, the data has shown a sustained shift away from formal justice measures and a greater reliance on community mechanisms to resolve crimes and disputes, even though the use of the PNTL by citizens as the first stop for resolving crimes has increased. However, the survey shows some increased use of arrests and filing of complaints to balance out the police’s participation in alternative dispute resolution mechanisms.

When respondents were asked how satisfied they were with the outcome of requesting assistance from the police, 82% of general public respondents indicate they were satisfied with the outcome, an increase from 71% in 2013 (Figure 3.11). The proportion of respondents who were dissatisfied with the outcome has remained the same (15%). More men are dissatisfied with their outcomes (18%) than women (11%).

Figure 3.11 **SATISFACTION WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL.**
(2008, 2013 & 2015 - GENERAL PUBLIC - NATIONAL)



2008 n = 54 MoE + / - 4.84%	2013 n = 194 MoE + / - 7%	2015 n = 518 MoE + / - 4.3%
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3.4 EXPERIENCE WITH COMMUNITY MECHANISMS

As noted in the previous section, 74% of general public respondents who reported experiencing a crime ended up seeking PNTL assistance. However, the vast majority of crimes (76%) eventually reached the community level for resolution, whether because they went straight to community resolution in the first instance (without involving the police) or because they were taken by the police back to the community for local resolution. With such a high proportion of justice being decided and delivered at the community level, it is worth examining how such resolutions are taking place and who is involved. While this survey was not designed to address capacity and resourcing of such assistance, further consideration of how much attention, support, and training is provided (or not provided) for such a large segment of the justice system would be useful.

The 2013 and 2015 CPP surveys, the academic literature, and the Foundation's *2013 Law and Justice Survey* all confirm the substantial, ongoing use of local justice processes in Timor-Leste, despite the gains made in the formal justice sector.²² Reasons cited for this trend include the accessibility and familiarity of local systems, and the idea that local justice practices are rooted in the culture and traditions of particular communities.²³ The Tetum term for customary justice in Timor-Leste is *lisan*,²⁴ but is also often referred to by the Indonesian term *adat*.²⁵ These mechanisms are often characterized by non-state, community-level systems led by various chiefs and community elders.

22 See Tanja Hohe and Rod Nixon, *Reconciling Justice: "Traditional" Law and State Judiciary in East Timor* (United States Institute of Peace, 2003); David Mearns, *Looking Both Ways: Models for Justice in East Timor* (Darlinghurst, NSW: Australian Legal Resources International, 2002); Ami Sei Vitima Beibeik, *Looking to the needs of domestic violence victims* (Dili: The Asia Foundation, 2012); and Susan Marx, *Law and Justice in Timor-Leste: A Survey of Citizen Awareness and Attitudes Regarding Law and Justice 2013* (Dili: The Asia Foundation, 2013).

23 United Nations Integrated Mission in Timor-Leste (UNMIT), *Justice Sector in Timor-Leste: A Roadmap*. (Dili: United Nations, 2012).

24 *Lisan* incorporates local law and prohibitions, social norms and morality, art, rituals, and systems of community leadership and governance. Babo Soares, Dionisio da Costa. 2004. 'Nahe Biti: The philosophy and process of grassroots reconciliation (and justice) in East Timor', *The Asia Pacific Journal of Anthropology* 5(1): 15-33.

25 Annika Kovar, "Approaches to Domestic Violence Against Women in Timor-Leste," *Human Rights Education in Asia Pacific* 3 (Osaka: Asia-Pacific Human Rights Information Center, 2012).

However, as this survey shows, the state (in the form of the PNTL) is now systematically present in these types of local justice processes. This approach was institutionalized by the PNTL in January 2015 with the formal adoption of a PNTL Timor-Leste Community Policing policy, although parts of the model have been piloted for a number of years.

Recognizing the importance of hybrid justice mechanisms (i.e., formal and customary) in Timor-Leste, the survey introduced new lines of questioning to examine experience with community mechanisms, both from the justice seeker’s perspective as well as from community leaders’ perspective, as a key justice provider.

Community leader respondents were asked if they had assisted with any cases of crimes in the past one year. All categories of community leaders—*suku* chiefs, *aldeia* chiefs and *lia-na'in*—report experience dealing with a variety of crimes. As shown in Figure 3.12, and confirming the crimes reportedly experienced by the general public, community leaders of all three types dealt mainly with domestic violence, land disputes, theft, and assault.

Figure 3.12 **ASSISTED WITH ANY CRIMES IN THE LAST YEAR?**
(2015 - CL national disaggregated by CL type)

	Theft of personal property	Bribes, extortion or victim of unlawful taxation	Physical attack resulting in injury	Physical attack resulting in death	Unlawful occupation of personal land	Domestic violence	Divorce / abandonment	Drunkenness	Black magic / witchcraft	n =	MoE
CL National	28%	11%	24%	10%	32%	31%	2%	1%	1%	976	+/- 3.1%
Suco Chief	29%	15%	32%	14%	34%	32%	4%	2%	0%	276	+/- 5.9%
Lia-na'in	26%	11%	22%	11%	32%	26%	4%	1%	2%	260	+/- 6%
<i>Aldeia</i> Chief	28%	10%	23%	10%	32%	31%	2%	1%	1%	440	+/- 4.6%

Community leader respondents who assisted with a crime were then asked to report their first reaction. Respondents indicate that they conducted mediation (67%), referred it on to the *lia-na'in* for more traditional resolution (22%), referred it on to the PNTL (30%), or sought a combination of the two through a community police council mediation (22%) (Figure 3.13).

Figure 3.13 WHAT WAS YOUR FIRST REACTION TO THE CRIME?
(2015 - COMMUNITY LEADERS - NATIONAL)

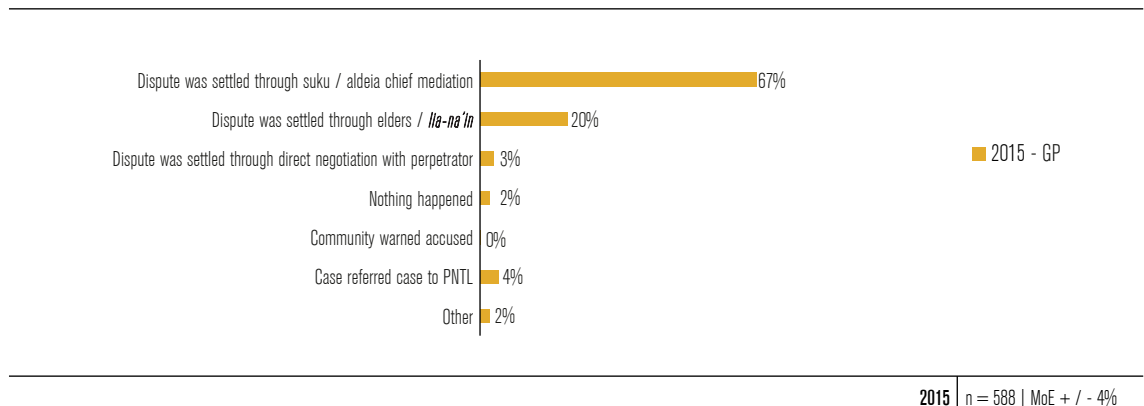
Call for CPC mediation	<i>Suku / aldeia</i> chief mediation	Pursued settlement through elder / adat	Did nothing	Warning to perpetrator	Referred to PNTL	Consulted local NGO	Consulted legal aid organization	Other
22%	67%	22%	2%	1%	30%	0%	0%	7%
2015 CL: n = 605 MoE +/- 4%								

Overall, 31% of community leaders report having assisted with cases of domestic violence. As previously noted, domestic violence is a public crime, and community leaders are under legal obligation to report these crimes to the PNTL. However, when asked what their first reaction was in such cases, only 21% of community leaders say they referred cases of domestic violence on to the police. Over half (52%) tried to settle the matter through *suku* or *aldeia* chief mediation, 12% pursued resolution through *adat*, and 11% called for Community Police Council mediation. *Suku* chiefs were more likely to refer cases on to the police (34%) compared to *lia-na'in* (20%) and *aldeia* chiefs (18%). Overall, the rate at which community leaders reported cases of domestic violence to the police (21%) is significantly lower than the rate at which they reported assault cases to the police (38%).

Despite not frequently contacting the police as their first reaction for all crimes, community leaders often involve police at some point in the process. When asked who was involved in the final resolution of the case, community leaders report the police being present 62% of the time for all crimes. However, for domestic violence cases they were reportedly present only 46% of time. This is mostly likely the result of lower reporting rates to the police for domestic violence cases, as noted above.

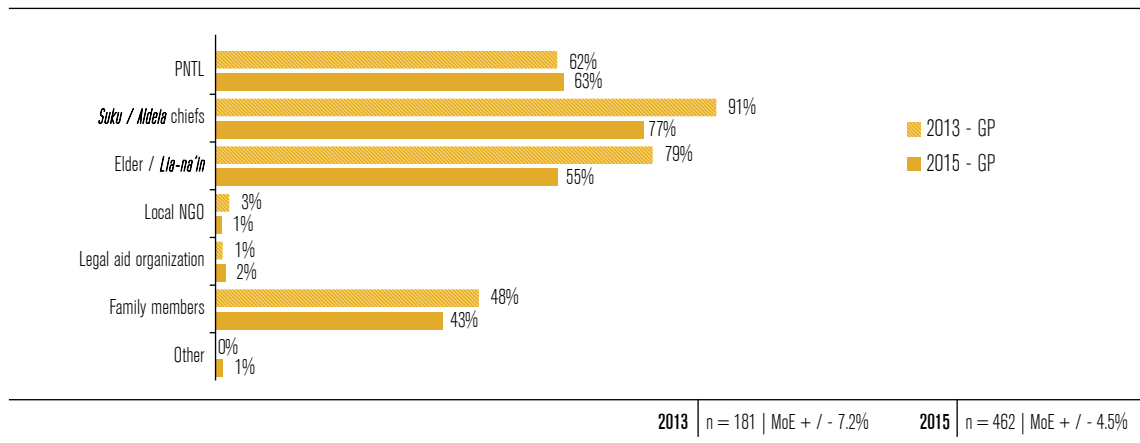
General public respondents were also asked how their case was handled at the community level. Confirming the responses from community leaders, the majority of cases were reportedly settled through *suku* or *aldeia* chief mediation (67%), followed by the use of elders/*lia-na'in* (20%) (Figure 3.14). Only a small portion (4%) of cases were referred back to the PNTL.

Figure 3.14 HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL?
(2015 - GENERAL PUBLIC - NATIONAL)



General public respondents were then asked if their crime was resolved. Of the 22% of respondents who report experiencing at least one crime over the past year, 73% say that their crime was successfully resolved. As noted above, only a fraction of cases are resolved through formal justice mechanisms. Of those cases resolved at the community level, a successful resolution rate of 79% is reported. Knowing that resolution rarely takes place with just one party, general public respondents were asked who was directly involved in the final resolution at the community level. *Suku* and *aldeia* chiefs were most frequently present (77% of cases), followed by the PNTL (63% of cases), elders (55% of cases), and family members (43% of cases) (Figure 3.15).

Figure 3.15 WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME.
(2013 & 2015 - GENERAL PUBLIC - NATIONAL)



In 2015, community leaders and general public respondents were asked a new question about the role played by the PNTL during these community-level resolutions. Most community leaders say the PNTL's main role was ensuring a safe environment (62%) (Figure 3.16). Nearly one-third (30%) of the general public says the PNTL was directly involved in the negotiations, which is higher than the proportion of community leaders who say the same (25%). The general public (13%) is more likely than community leaders (7%) to say police were involved in making the final decision. However, it is clear that one of the most important roles of the police, according to both the general public and community leaders, is to create a safe environment (GP=25%; CL=62%) and give confidence that a community resolution will be final (GP=26%; CL=28%).

Figure 3.16 MAIN ROLE OF PNTL DURING RESOLUTION: ALL MENTIONS
(2015 - GENERAL PUBLIC & COMMUNITY LEADERS - NATIONAL)

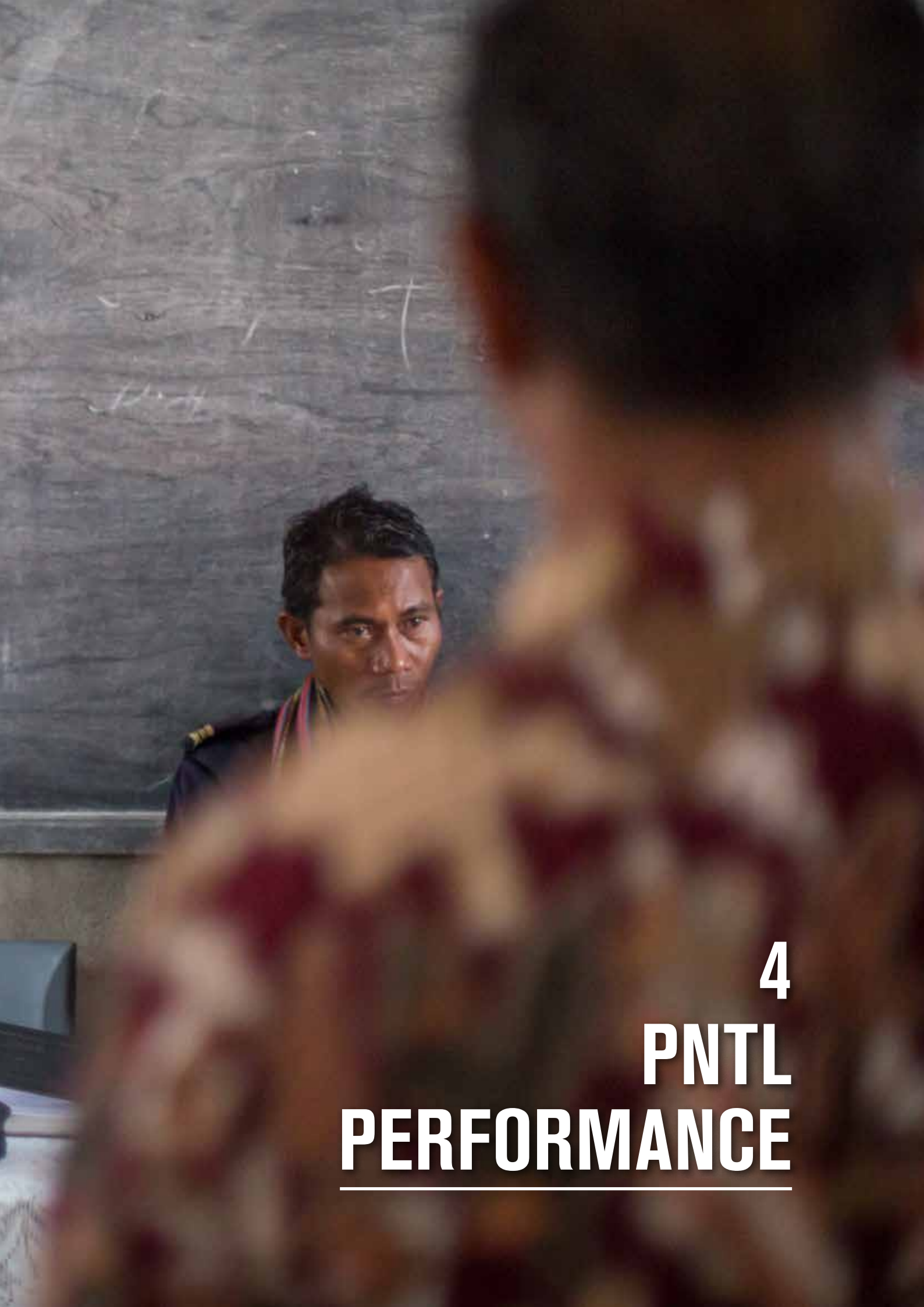
	GENERAL PUBLIC	COMMUNITY LEADERS
Ensured safe environment during community resolution	25%	62%
Directly involved in negotiation	30%	25%
Made final decision	13%	7%
Give confidence to community resolution	26%	28%
Did nothing	4%	1%
Other	0%	1%

2015 | GP: n = 96 | MoE +/- 9.9% | CL: n = 345 | MoE +/- 5.2%

The vast majority of general public respondents who sought community assistance in resolving a crime, or were referred to the community level by the police, said they were treated with full respect during the community resolution process (85%). Very few people reported instances of verbal abuse (3%) or physical abuse (1%). Satisfaction rates for the way the disputes were handled at the community level are high and similar to the satisfaction rates with PNTL-handled cases, with 83% reporting being satisfied with community resolution, 9% neutral on the issue, and 11% dissatisfied. There is no significant difference between how men and women report being treated during the community resolution process.

It is clear that the PNTL are growing in relevance for citizens and are increasingly being accessed as a primary resource for resolving crimes. However, the increase in relevance is due in part to the ability of the PNTL to engage effectively at the community level, which is supported by the high approval ratings among those accessing the police. Many questions remain about what satisfaction actually means and how the formal and customary security and justice sectors each accommodate the roles, responsibilities, and influence of the other. One significant risk in the current system is the ability to protect victims who come forward. When people who sought assistance and found resolution through the community were asked if they experienced any retribution, 24% said yes. Women, in particular, experienced retribution at a higher rate than men (28% of women compared to 20% of men). Victims need a safe and secure environment to come forward, but as more resolutions are taking place at the community level, more needs to be done by the formal system to ensure the safety, wellbeing, fairness, and standardization of justice outcomes for victims if the government (in the form of the PNTL) is going to be involved as a matter of policy.





4

**PNTL
PERFORMANCE**

In 2014, the PNTL's Community Policing Unit led the development of a Community-Policing Model for Timor-Leste that served as the foundation for the institution's 2014-2018 Strategic Plan. With a target to "maintain security, public order and peace," the Plan states that the PNTL will "achieve this by:

- i. Implementing the three pillars for PNTL Community Policing: Visibility, Involvement (Engagement), and Professionalism (VIP);
- ii. Integrating community policing concepts into all PNTL training curriculum; and
- iii. Improving the operations of police by strengthening community-policing oriented approaches towards protection of citizens in general, and in particular, those more vulnerable such as children, youth, the elderly, and victims of abuse.²⁶

Drawing on the PNTL Community Policing Model's VIP pillars as performance indicators, the 2015 CPP survey developed questions designed to capture perceptions of PNTL visibility at the community level, PNTL involvement, and the level of professionalism exhibited by PNTL officers.

Perceptions of overall performance by the PNTL today, in comparison to one year ago, have marginally improved since the same question was asked in 2013. In terms of visibility, almost a half of all survey respondents (including the PNTL, general public, and community leaders) say the level of PNTL presence at the local level is about right. Among respondents who say the PNTL have too little presence, the majority identify permanently stationing police officers in the community as being the greatest need.

In measuring progress against the involvement pillar of the PNTL's Community Policing Model, the survey found that almost all survey respondents across three groups of respondents report that citizens and police are working together to address security problems at the local level. Similarly, nearly all community leaders and general public respondents report professionalism amongst the PNTL, with the most popular view that the role of police in their community is to serve and respect the rights and interests of all citizens.

26 PNTL, 2014-2018 Strategic Plan (Dili: 2013).

While perceptions of corruption within the police among PNTL respondents have sharply declined in 2015 from 2013, a number of challenges to improved PNTL performance still exist. While the majority of police officers say they operate in a gender-inclusive manner, far fewer community leaders and general public respondents have the same perception.

PNTL respondents identify a number of additional institutional challenges, including a lack of transportation, a lack of communications equipment, and inadequate training as impediments to improvements in PNTL performance.

4.1 TRENDS IN PNTL PERFORMANCE

Perceptions of overall performance by the PNTL today, in comparison to one year ago, have marginally improved from survey findings in 2013. While 76% of respondents in the 2013 survey described PNTL performance to be better compared to the previous year, in 2015, 79% of respondents say the same. However, the proportion of those who say PNTL performance is much better fell this year (2013=73%; 2015=50%), while the proportion who indicate PNTL performance is somewhat better rose (2013=4%; 2015=29%).

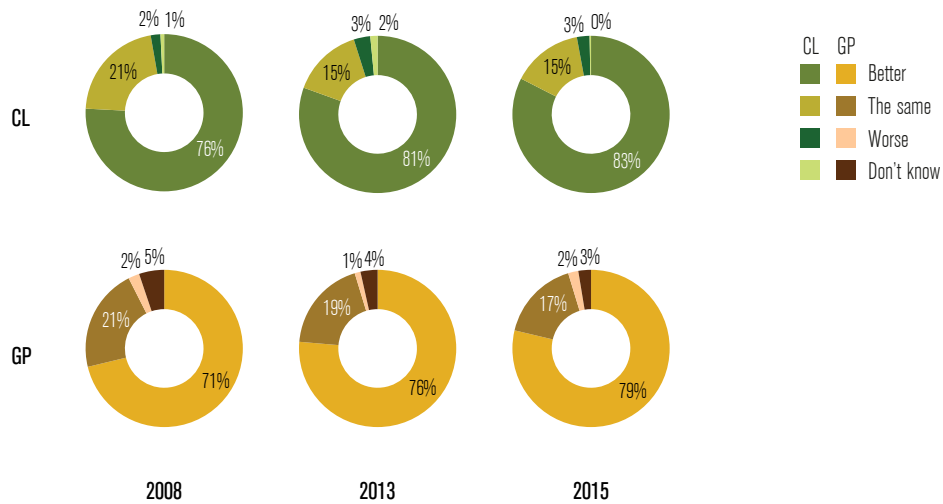
Such fluctuations of perceived improvements in PNTL performance were mirrored by community leaders, with the proportion of those stating PNTL performance is much better falling (2013=76%; 2015=54%) and the proportion indicating performance is somewhat better rising considerably (2013=4%; 2015=29%).

Encouragingly, 79% of general public respondents and 83% of community leaders say the PNTL's performance is better this year (either much, or somewhat), compared to 76% and 81%, respectively, who reported improvements in 2013 (Figure 4.1)²⁷.

The PNTL have a similarly positive perception of their own performance. A high proportion (84%) of police say they are doing a good job in maintaining security in the area in which they work. Interestingly, a greater proportion believe their performance to be good (48%) than very good (37%), indicating that they may recognize current areas for improvement in performance.

²⁷ Figure 4.1 illustrates perceptions of overall performance of the PNTL. Indicators have been grouped such that better is indicative of the summation of 'much better' and 'somewhat better'; and, worse is indicative of the summation of 'much worse' and 'somewhat worse'.

Figure 4.1 COMPARED TO ONE YEAR AGO, WOULD YOU SAY THAT THE OVERALL PERFORMANCE OF THE PNTL TODAY IS...? (2008, 2013 & 2015 - COMMUNITY LEADERS & GENERAL PUBLIC - NATIONAL)



2008	CL: n = 140 MoE + / - 6.98% GP: n = 410 MoE + / - 4.84%	2013	CL: n = 467 MoE + / - 4.5% GP: n = 1895 MoE + / - 2.2%	2015	CL: n = 976 MoE + / - 3.1% GP: n = 3520 MoE + / - 1.6%
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4.2 VISIBILITY

Both PNTL (48%) and general public respondents (48%) say the level of PNTL presence at the local level is about right, while a slightly greater proportion of community leaders say the same (54%).

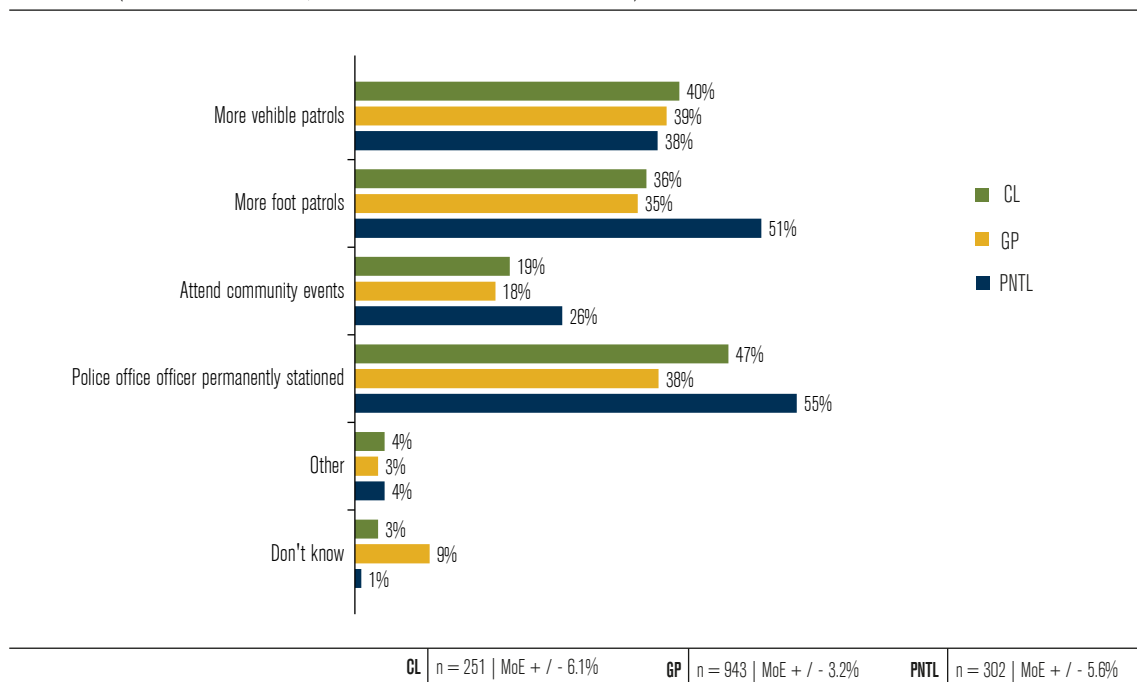
Among general public and community leader respondents who contacted the PNTL in the last year, the majority contacted the PNTL through an officer's personal cell number (GP=52%; C =72%), with far fewer contacting the PNTL through the emergency hotline (GP=34%; CL=19%). Only a very small proportion of respondents (GP=8%; CL=7%) made contact with a passing officer. When asked how long the PNTL took to respond to their request, the majority of respondents say officers took more than 30 minutes (GP=45%; CL=51%).

One in four community leaders (26%) and general public (26%) respondents say the police have too little presence in their community. This belief was reinforced by the one in three police officers (33%) who agree.

Respondents who indicated there is too little police presence were asked a follow-up question about what the PNTL should do to increase their presence. A high proportion of general public (38%), community leader (47%), and PNTL (55%) respondents say police officers should be permanently stationed in the community (Figure 4.2). This request for police officers to be permanently stationed in the community appears most frequently among general public respondents from Aileu (76%) and Dili (51%) municipalities.

While general public and community leader respondents frequently identify a need for more vehicular patrols (GP = 39%; CL = 40%), PNTL respondents are more likely to say that more foot patrols (51%) are needed to increase PNTL presence at the local level.

Figure 4.2 WHAT SHOULD THE PNTL DO TO INCREASE THEIR PRESENCE IN YOUR COMMUNITY?
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



4.3 INVOLVEMENT

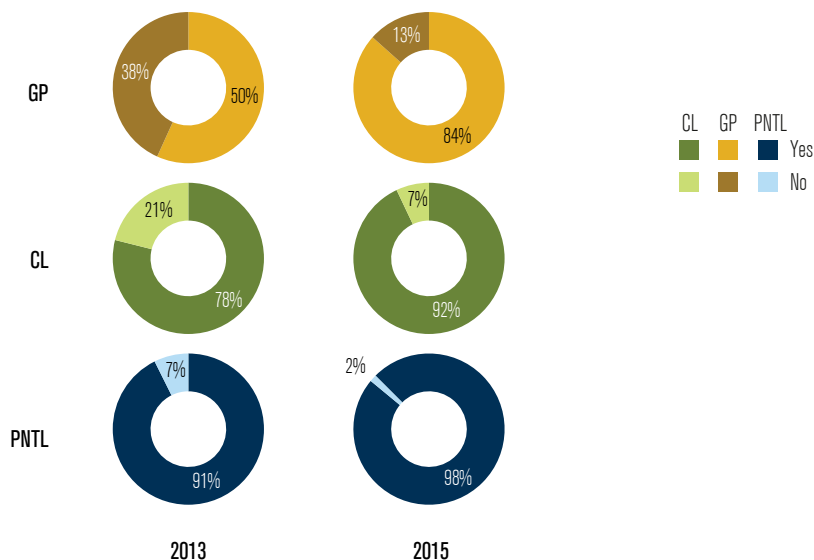
A significant and similar proportion of general public and community leader respondents report that the PNTL have sufficient involvement in their community, with 41% and 39%, respectively, saying PNTL involvement is about right.

Interestingly, a greater proportion of respondents say that the PNTL have too much involvement (GP=39%; CL=43%) at the community level than that the PNTL have too little involvement (GP=16%; CL=18%).

A large majority of respondents report that citizens and police are working together to address security problems at the local level: 92% of community leaders, and 84% of the general public (Figure 4.3). An even greater number of PNTL officers (98%) say this is the case.

There has been a significant increase in perceptions of local-level citizen-police collaboration and cooperation in 2015 compared to 2013, particularly among the general public and community leaders.

Figure 4.3 ARE CITIZENS AND POLICE WORKING TOGETHER TO ADDRESS SECURITY PROBLEMS IN YOUR COMMUNITY? (2013 & 2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



Year	CL: n = 467 MoE + / - 4.5%	GP: n = 1895 MoE + / - 2.2%	PNTL: n = 748 MoE + / - 3.6%
2015	CL: n = 976 MoE + / - 3.1%	GP: n = 3520 MoE + / - 1.6%	PNTL: n = 896 MoE + / - 3.3%

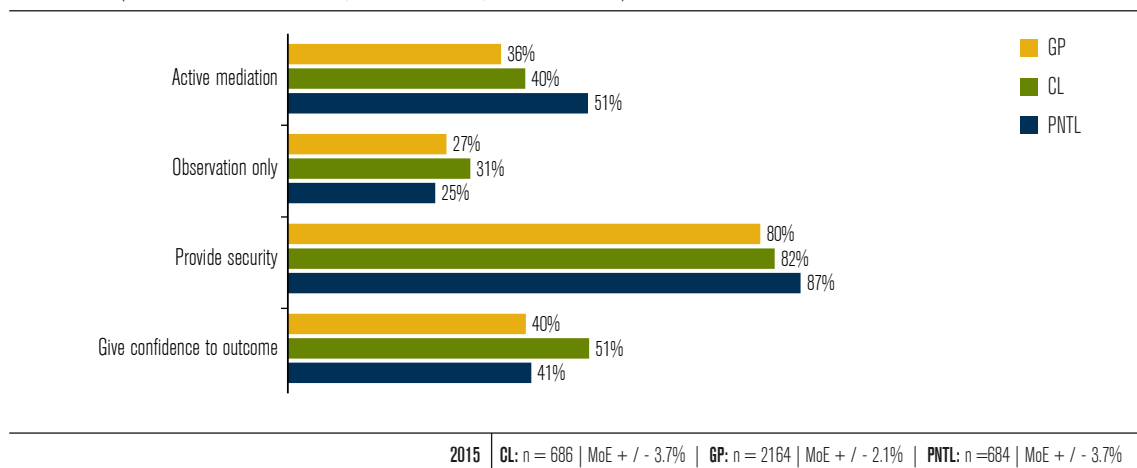
The general public and community leaders were also asked whether they had come into contact with a police officer in the past year. Among respondents who had contact with the PNTL, approximately one in three (GP=36%; CL=30%) indicate it was while they attended an awareness program organized by the police. This was most evident among respondents from Dili (GP=51%; CL=50%). Nationally, a majority of respondents say they came into contact with police when reporting a crime (GP=72%; CL=75%).

Despite overwhelmingly positive indications that citizens and police are working together to address security problems at the local level and are engaging with each other through awareness programs, when respondents were asked more generally whether police play a role in the resolution of disputes by local community leaders, around a third of respondents (GP=35%; CL=32%) say they do not, while only 20% of PNTL respondents say the same. There has been a decrease since 2013 in perceptions that police do not play a role in local dispute resolution (GP=42%;CL=41% said no in 2013), suggesting that while perceptions are still high that police do not play a role, over time this perception is reducing.

Among respondents who indicate that police do play a role in the resolution of disputes by local community leaders such as *lia-na'in* and *suku* chiefs (GP=61%; CL=66%; PNTL=78%), the most commonly-mentioned specific role played by PNTL officers in that process is to provide security (GP=80%; CL=82%; PNTL=87%) (Figure 4.4).

Only 36% of general public respondents, 40% of community leaders, and 51% of PNTL officers indicate that the role played by police officers during the resolution of disputes by local community leaders involves active mediation. Another main role reportedly played by the PNTL is to give confidence to the outcome of the process.

Figure 4.4 WHAT ROLE DO THEY PLAY IN THE RESOLUTION OF DISPUTES BY LOCAL COMMUNITY LEADERS SUCH AS LIA-NA'IN OR SUKU CHIEFS? (2015 - COMMUNITY LEADERS, GENERAL PUBLIC, PNTL - NATIONAL)



4.4 PROFESSIONALISM

In 2015, nearly all community leaders and general public respondents report that the role of police in their community is to serve and respect the rights and interests of all citizens (GP=96%; CL=99%). Such findings indicate a marginal improvement in citizen understanding of the role of police since 2013, when 91% of general public and 94% of community leaders stated the same.

There are differing perceptions on whether the PNTL are gender inclusive when they perform their duties²⁸ (Figure 4.5). While almost three in four police officers (73%) believe they operate in a gender-inclusive manner, fewer than half of community leaders (46%) and only one in three general public respondents (33%) believe the PNTL are gender inclusive and sensitive to the needs of women. Such disparity between the PNTL's perceptions of gender inclusivity and the perceptions of the general public and community leaders is widespread throughout all thirteen municipalities of Timor-Leste. While perceptions in Dili reflect the national averages (PNTL=74%; GP=34%; CL=45%), the greatest disparities in perception are in the municipalities of Bobonaro and Oecussi. In Bobonaro, 64% of PNTL officers say they are gender inclusive and gender sensitive of the needs of women when reporting issues to the police, compared to only 10% of general public respondents. In Oecussi, 99% of PNTL officers report being gender inclusive and gender sensitive, compared to 14% of community leader and 22% of general public respondents who say the same about the PNTL.

²⁸ Here, the survey question specified that inclusive means police are/are not sensitive to the special needs of women when women report issues to the police, or in in their treatment of women generally in the community (for example, in cases where women report domestic violence, sexual violence/harassment, or treatment of women more generally).

DO YOU THINK THE PNTL ARE SENSITIVE TO **GENDER ISSUES?**

Respondents who said **yes**

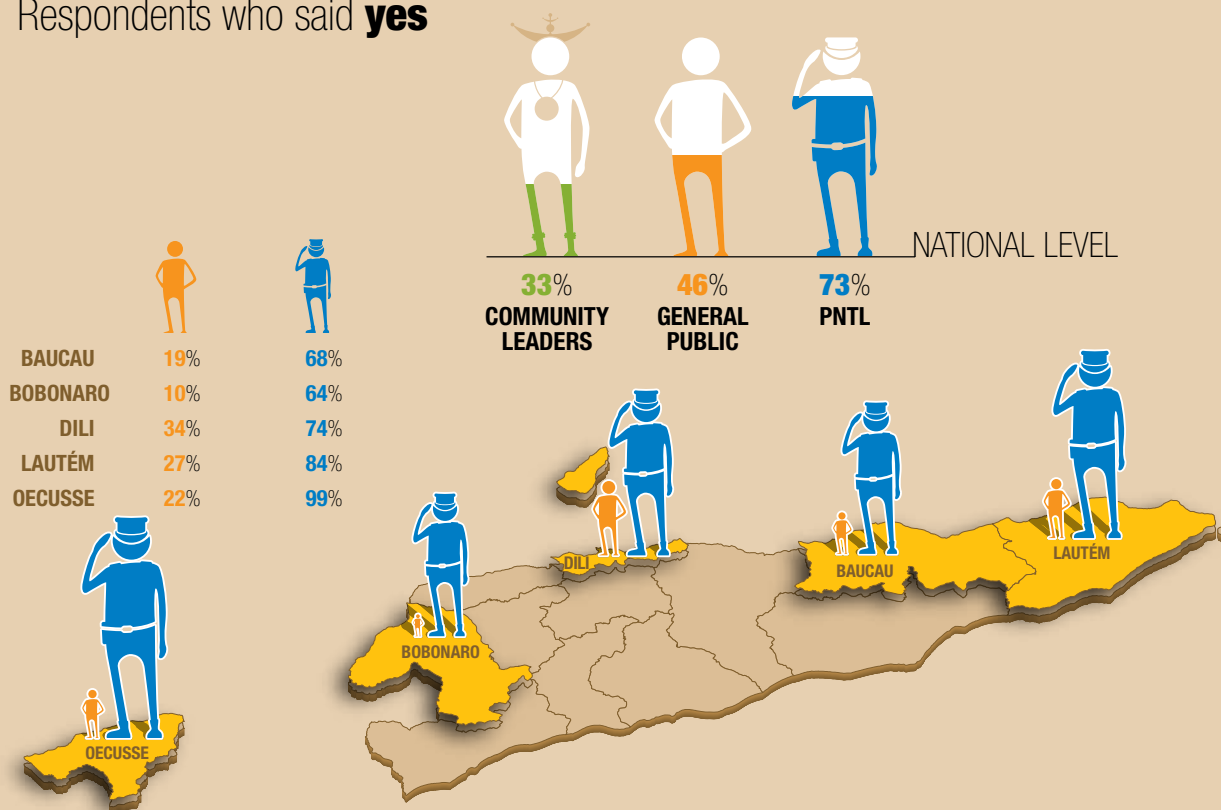


Figure 4.5

When respondents were asked to describe the “manner in which the PNTL treated you / family members when you sought their help resolving a crime,” 86% of general public respondents state that they were treated with full respect and professionalism. However, respondents who sought PNTL assistance when resolving crimes relating to bribes, extortion, or unlawful taxation are less satisfied with their treatment by police. In this instance, only 71% report being treated with full respect and professionalism and a further 6% report being treated in a physically aggressive manner (compared to an overall figure of 2% for all types of crimes).

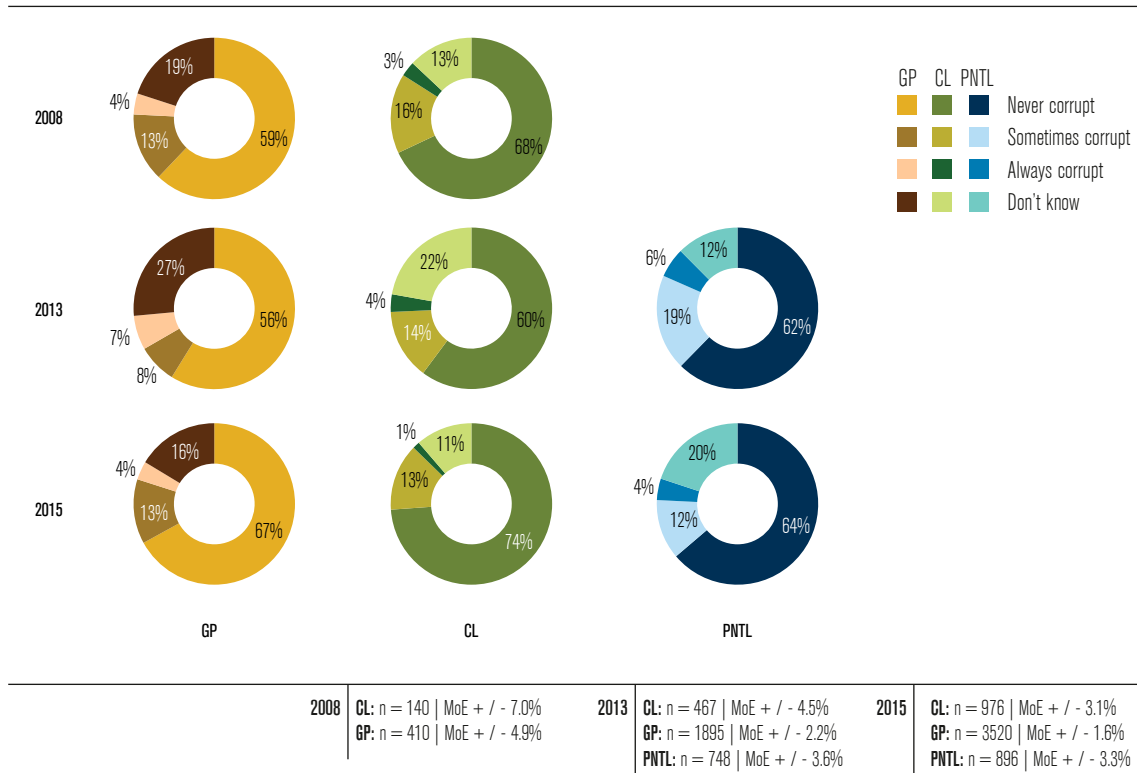
In the 2013 CPP survey, 25% of PNTL respondents said that police officers are either sometimes or always corrupt,²⁹ while only 15% of general public respondents and 18% of community leaders said the same (Figure 4.6). In 2015, perceptions amongst general public and community leader respondents have remained relatively the same (GP=17%; CL=14%), while the percentage of PNTL respondents who say police officers are sometimes or always corrupt has declined sharply to 16%.

29 The survey instrument defines corruption as “the misuse of position in power for personal interests, acting dishonestly, taking bribes, breaching public trust and/or participating in, and protecting organized crime.”

Despite the significant reduction in perceptions of police corruption from within the PNTL nationwide, more than one in four officers (27%) from the nation's capital, Dili, still say that the police are either sometimes or always corrupt. This is a marginal reduction from observations from the 2013 survey, where 31% of PNTL officers from Dili perceived the police to be corrupt.

The most common type of corrupt behavior, mentioned by up to three out of four of all survey respondents, involved police misusing their position for personal interests (GP=67%; CL=76%; PNTL=75%). Within the PNTL, such findings are a reduction from the 2013 survey, where 85% of PNTL respondents said the police engage in such behavior.

Figure 4.6 IN TERMS OF CORRUPTION, DO YOU BELIEVE SOME MEMBERS OF PNTL ARE...? (2008, 2013 & 2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)

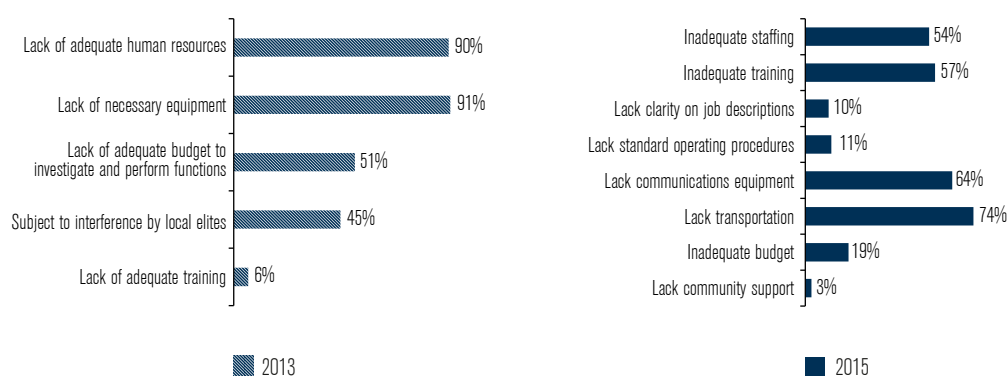


4.5 CONSTRAINTS TO IMPROVEMENTS IN PNTL PERFORMANCE

Job satisfaction within the PNTL remains very high in 2015, with 94% of police feeling happy or very happy with their current job (comparable to the 2013 figure of 97%).

While members of the PNTL express high levels of satisfaction with their current job, there are still institutional challenges impeding their performance at the local level. When PNTL respondents were asked to identify the three most serious challenges they face in their locality, they point to a lack of transportation (74%), a lack of communications equipment (64%), and inadequate training (57%) (Figure 4.7). General public and community leader respondents were asked the same question. Both respondent groups frequently mention a lack of transportation (GP=31%; CL=38%) and inadequate staffing (GP=27%; CL=29%) as primary challenges facing the PNTL in their area.

Figure 4.7 WHAT DO YOU CONSIDER TO BE THE THREE MOST SERIOUS CHALLENGES FACING THE PNTL IN THIS LOCALITY TODAY? (2013 & 2015 - PNTL - NATIONAL)



2013 | n = 748 | MoE +/- 3.6% 2015 | n = 896 | MoE +/- 3.3%

PNTL responses to this question in 2015 show a significant shift from 2013, when they identified their three most serious challenges as a lack of necessary equipment (91%), a lack of adequate human resources (90%), and a lack of adequate budget (51%). Interestingly, in 2013, 45% of PNTL respondents indicated that interference by local elites was a major challenge to the PNTL, while in 2015 only 1% of respondents say the same. Interference by local elites was also mentioned very infrequently in 2015 by both general public and community leader respondents (GP=0%; CL=1%). Such findings may be due to the institutionalization of community policing in 2014, and the subsequent joint community-police security activities with local elites, thus shifting PNTL perceptions on the role of local elites from one of interference towards one of collaboration.

In light of the relatively high number of PNTL who mentioned human resource challenges in 2013, the 2015 survey instrument asked PNTL respondents about the level of adequacy of a range of PNTL resources. Those resources viewed as most inadequate³⁰ are communications equipment (66%); cars, motorcycles, and trucks (63%); investigative equipment (52%); and fuel for vehicles (50%).

³⁰ This figure includes respondents who say each resource is either “inadequate” or “barely adequate.”



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5

**COMMUNITY
POLICING
CAPACITY**

A large proportion of community leader, general public, and PNTL respondents perceive present relations between the PNTL and citizens to be good. There is a continued trend from 2008 to 2015 that shows that police and citizens are increasingly working together to address security problems in their community. Despite this trend, a greater proportion of community leaders than general public respondents say this is the case, suggesting that local elites may be playing a role in facilitating community access to the PNTL, and are thus perceiving greater citizen-PNTL engagement than the general public. This hypothesis is supported by the fact that almost all PNTL officers say community leaders should play a role in assisting the PNTL to maintain security at the community level.

The 2015 survey findings suggest that community policing is being applied in a manner that engages community leaders more so than it does religious associations, NGOs, political parties, and other members of the community. Furthermore, the survey data suggests that the PNTL identify community leaders as being the state's access point into the community, with general public respondents also identifying community leaders as playing a key role in security provision. The PNTL's reason for recognizing the apparently pivotal role of community leaders may be due to the community's tendency to first refer incidents to community leaders rather than to the PNTL, even if there were a police officer located in the *suku* in which the respondent resided. In spite of increased PNTL proximity and local presence, the findings point to the fact that community leaders continue to carry an important role in community security.

This attribution of community security responsibilities to community leaders over PNTL officers is likely due to choice, tradition and a history of presence at the local level.

This preference by the general public to seek assistance from community leaders over PNTL officers may also be compounded by the mixed understanding of community policing principles at the local level. While only half of general public respondents have heard of the term "community policing," more than four out of five community leaders say the same.

Despite an expansion in the number of community police councils across Timor-Leste, the perceived role of CPCs remains varied among the three respondent groups.

The survey finds that the PNTL need to be more targeted in the dissemination of community policing information to the general public, and equally engaged with community leaders and the general public alike to ensure that both parties are aware of the police's role at the local level, be it through CPCs, OPS, or other modalities.

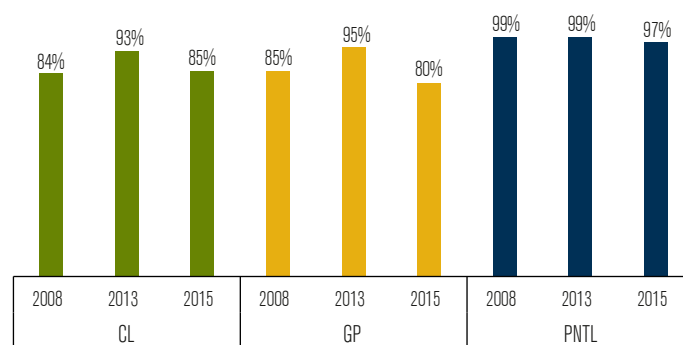
Through the PNTL's current model of engagement, community leaders are observed as being more empowered than the PNTL in the justice-seeking process. This observation needs to be continually monitored, especially as the PNTL continues its rollout of both CPCs and OPS at the local level.

5.1 COMMUNITY-POLICE RELATIONS

A large proportion of community leader, general public, and PNTL respondents perceive present relations between the PNTL and citizens to be good³¹ (GP=80%; CL=85%; PNTL= 97%). Among general public respondents, the relationship between the PNTL and citizens was most positively regarded in Lautém (94%) and viewed least positively in Dili (71%) and Baucau (71%). In both Dili and Baucau the view of community leaders differ from those of the general public. Citizen-police relations are positively regarded by 82% of community leaders in Dili compared with 71% of general public respondents feeling the same. Similarly 85% of community leaders in Baucau perceive present relations between the PNTL and citizens to be good, while 71% of general public respondents feel the same. Overall, the perception of citizen-police relations being more positively regarded by community leaders than by general public respondents suggests that community-police activities in both Dili and Baucau may be centered around the role that local elites (such as *suku* chiefs and *lia-na'in*) play in facilitating community access to the PNTL. This results in more engagement between community leaders and the PNTL than between the general public and the PNTL.

Despite the widespread perception that relations between the PNTL and citizens are good, perceptions of good relations in 2015 are in fact lower than in 2013 across all respondent groups (2013: GP=95%, CL=93%; PNTL=99%), and for general public and community leader respondents are now closer to perceptions recorded in 2008 (Figure 5.1).

Figure 5.1 HOW WOULD YOU CHARACTERIZE PRESENT RELATIONS BETWEEN PNTL AND CITIZENS IN YOUR COMMUNITY? (2008, 2013 & 2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



(The graph illustrates respondents that characterized relations between PNTL and Citizens as being Good (2008 and 2013) and the summation of both Good and Very Good (in 2015))

Year	Group	n	MoE +/-
2008	CL	140	+/- 7.0%
	GP	410	+/- 4.8%
	PNTL	246	+/- 5.3%
2013	CL	467	+/- 4.5%
	GP	1895	+/- 2.2%
	PNTL	748	+/- 3.6%
2015	CL	976	+/- 3.1%
	GP	3520	+/- 1.6%
	PNTL	896	+/- 3.3%

Consistent with findings from 2008 and 2013, in 2015 more PNTL respondents (compared to other target groups surveyed) say that police and citizens are working together to address security problems in their community. While 98% of PNTL respondents say this is the case, 84% of general public respondents and 92% of community leader respondents say the same. Overall, these figures represent a significant improvement from 2013 findings (GP=50%; CL=78%; PNTL=91%) and are much closer to 2008 findings³² (GP=76%; CL=92%; PNTL=98%).

The highest level of agreement among general public respondents that police and citizens are working together to address security problems is found in Aileu (94%) and Liquiçá (94%), and it is lowest in Manatuto (60%). This finding was mirrored by community leader respondents (Aileu=100%; Liquiçá=99%; Manatuto=80%). While all PNTL officers in Aileu (100%) agree that police are working closely with citizens to address security problems there, the high proportion of PNTL who say they are doing so in Manatuto (92%) stands in contrast to the much lower proportion of community leaders and citizens in that municipality who say the same.³³

Respondents were then asked about specific examples of how police and communities work together. While in 2013 a third (33%) of PNTL respondents identified general reporting and information sharing between communities and police, in 2015 this accounted for only 14% of responses. Half (50%) of PNTL respondents in 2015 cite the example of community members reporting crimes or disputes to the police. This is reflected in general public and community leaders' views; they cite the reporting of crimes or disputes (GP=51%; CL=46%) more often than information sharing (GP=19%; CL=19%). Interestingly, just over a quarter of the general public and community leaders (GP = 26%; CL = 27%) report working together with police to address issues relating to land disputes and wandering animals.

31 In the 2013 survey, responses were organized along a three point scale, but in 2015 they were arranged along a five point scale. Thus in 2015, "good" includes a summation of "good" and "very good" responses, and "bad" combines the "bad" and "very bad" responses.

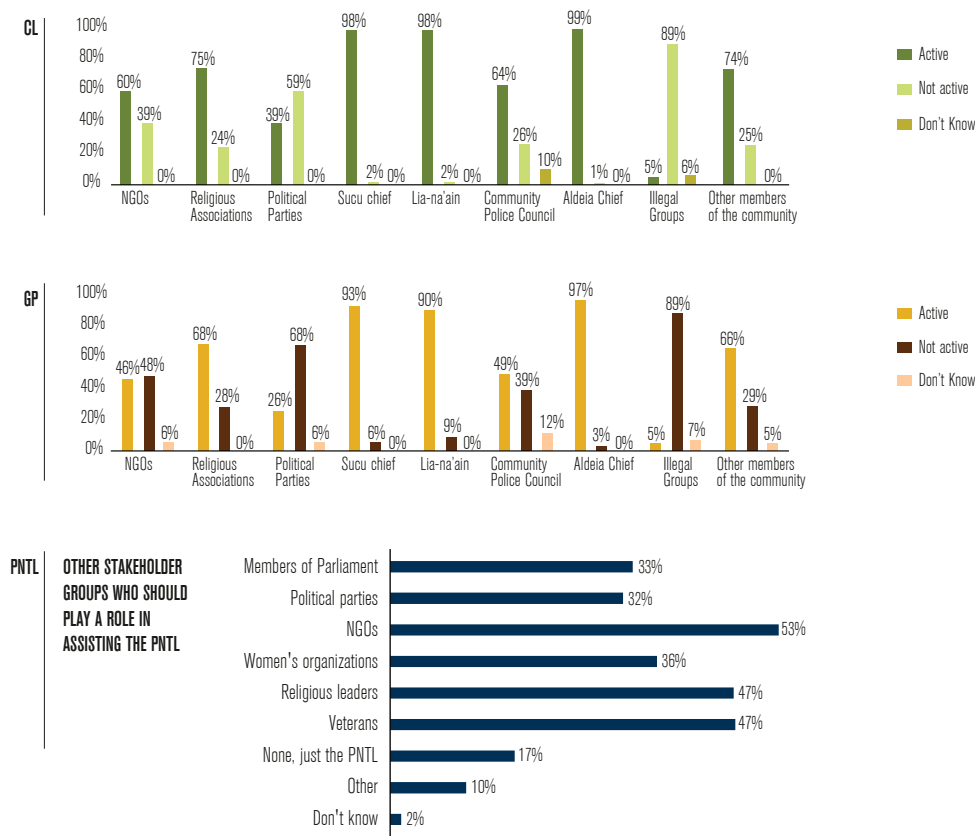
32 It is important to note that the 2008 survey question was phrased in a slightly different format, asking whether "it is possible for citizens and police to work together in addressing security problems." Thus the data is not fully comparable across survey years.

33 2015 PNTL data from Liquiçá is unavailable due to the District Commander's unwillingness to participate in the 2015 CPP survey. Further information regarding this is detailed in the Appendices (8.1: Methodology).

5.2 COMMUNITY SECURITY STAKEHOLDER GROUPS

Almost all PNTL officers interviewed (99%) agree that community leaders should play a role in assisting the PNTL to maintain security at the community level. In identifying other stakeholder groups involved in maintaining security at the community level, PNTL respondents also say that NGOs (53%), veterans (47%), and religious leaders (47%) should play a role (Figure 5.2). More than a third of PNTL respondents (36%) say women’s organizations should play a role. PNTL support for women’s organizations playing a role was highest in Oecussi (93%) and Viqueque (81%). The vast majority of PNTL respondents in Viqueque also say that veterans (99%) and religious leaders (94%) should play a role in assisting the police with maintaining community security.

Figure 5.2 “HOW ACTIVE ARE THE FOLLOWING GROUPS IN THE COMMUNITY IN ASSISTING THE POLICE IN FIGHTING CRIME” (2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



2015 | CL: n = 976 | MoE + / - 3.1%
 GP: n = 3520 | MoE + / - 1.6%
 PNTL: n = 896 | MoE + / - 3.3%

The general public and community leaders were asked a slightly different question, focused on assessing how active various local-level groups are in helping the police to fight crime. Responses mirror the PNTL's recognition of the important role community leaders should play. The vast majority of the general public and community leaders say that *suku* chiefs (GP=93%; CL=98%), *aldeia* chiefs (GP=97%; CL=99%), and *lia-na'in* (GP=90%; CL=98%) are assisting police to fight crime in their community (Figure 5.2).

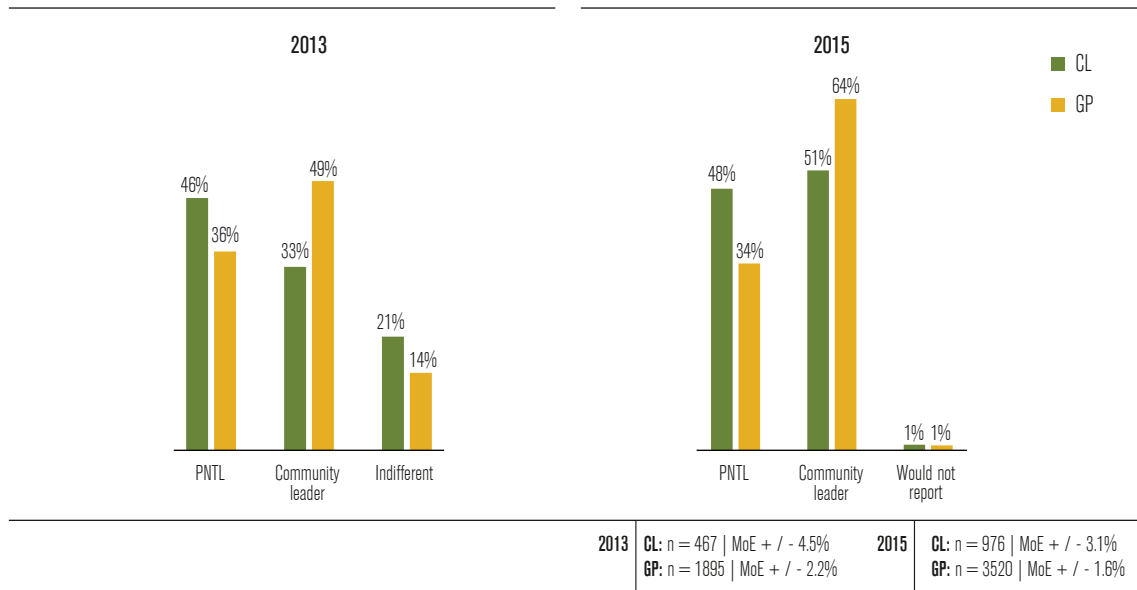
The findings suggest that community policing is being applied in a manner that engages community leaders more so than it does religious associations, NGOs, political parties, and other members of the community. The research findings show that the PNTL identify community leaders as being the state's access point into the community, with general public respondents and community leaders also identifying community leaders as playing a key role in security provision.

When general public respondents were asked whether they would refer incidents to a community leader or a PNTL officer first, nearly two-thirds (64%) say that they would first report incidents to a community leader while only around a third (34%) say they would report it to the PNTL (Figure 5.3). Community leaders are only slightly more likely to say they would refer incidents to community leaders (51%) than to the PNTL (48%). Interestingly, when general public and community leader respondents whom at present do not have an OPS in their *suku* were asked "If you had an OPS in your *suku*, would you report incidents to a community leader or to a PNTL officer first?" nearly the same proportion of general public (61%) and community leader (50%) respondents say that they would report incidents to a community leader first. Despite the increased proximity and local presence an OPS provides, the finding suggests that community leaders continue to carry an important role in community security.

The attribution of community security responsibilities to community leaders over PNTL officers by the general public is likely one of choice and perhaps tradition. Compounding this is the relatively low awareness of community policing principles amongst general public respondents, as illustrated in Section 5.3 below.

Figure 5.3 IF A PNTL STATION OR OFFICER WAS IN YOUR SUKU, WOULD YOU REPORT INCIDENTS TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? (2013 - GP & CL - NATIONAL)

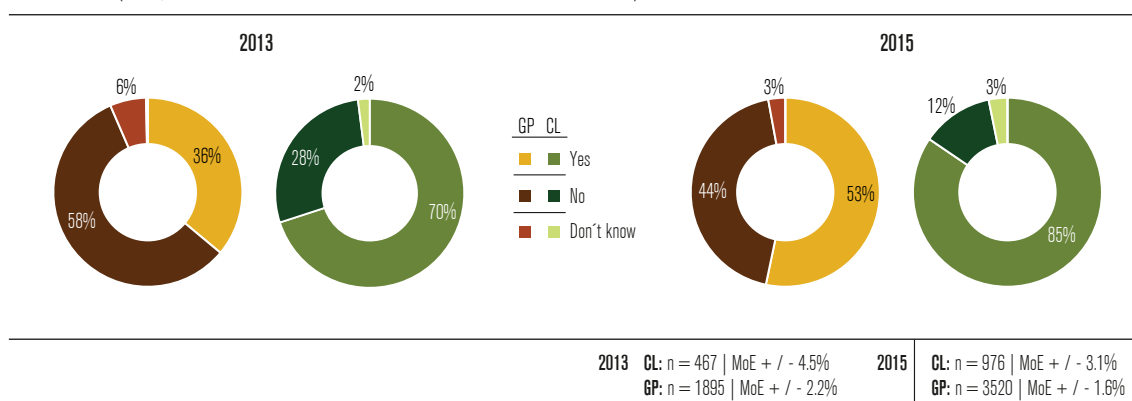
GENERALLY SPEAKING, WOULD YOU REPORT INCIDENTS TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? (2015 - GP & CL - NATIONAL)



5.3 KNOWLEDGE OF COMMUNITY POLICING PRINCIPLES

Figure 5.4 shows that knowledge of the term “community policing” has sharply increased since 2013 among general public respondents (2013=70%; 2015=53%), and community leaders alike (2013=36%; 2015=85%). Interestingly, general public respondents were more likely to say that their knowledge of community policing comes from community leaders (48%) than from PNTL officers (24%). Over three-quarters (79%) of PNTL respondents are familiar with the concept of community policing, with the highest level of familiarity reported by officers from Ermera (93%) and the lowest from officers from Covalima (54%). The percentage of PNTL officers from Dili who report knowledge of community policing is slightly below the national level average, with only 69% reporting knowledge of the concept. Nationally, 52% of PNTL respondents indicate that they have received special training in community policing. The proportion of PNTL officers who report having received training in community policing is highest in Ermera (84%), and lowest in Covalima (41%) and Viqueque (39%), indicating that familiarity with community policing concepts is related to having receiving special training in community policing.

Figure 5.4 HAVE YOU EVER HEARD THE TERM 'COMMUNITY POLICING'?
(2013, 2015 - GENERAL PUBLIC & COMMUNITY LEADERS - NATIONAL)



5.4 COMMUNITY POLICING MODALITIES

With knowledge of community policing on the rise, the survey also indicates an extensive reach of community policing activities in Timor-Leste. In 2015, more than three quarters of general public (82%) and community leader (77%) respondents say they have a CPC in their *suku*. Interestingly, as of November 2015, 123 CPCs have been established in Timor-Leste, indicating an actual reach of 28% nationally.

There exist disparities in the understanding of the role of CPCs at the local level. A large number of community leaders (64%) and general public respondents (50%) say the role of CPCs is to assist police to fight crime, whereas only 19% of PNTL respondents say the same. Such disparity may be due to differing perceptions of CPC effectiveness in the prevention of crimes, levels of collaboration between community leaders and the PNTL towards fighting crime or limited knowledge of the very existence of CPCs more generally.

Almost twice as many community leader respondents (67%) than general public respondents (36%) have heard the term “Community Police Council.” The greatest recognition of the term is in Ainaro (GP=87%; CL=99%), where every *suku* has a CPC, and the lowest level of recognition is in Oecussi (GP=4%; CL=12%), where no CPCs currently exist.

Among those general public and community leader respondents who report having a CPC in their *suku*, a large majority say their CPC is effective at preventing crimes and disputes (GP=86%; CL=88%), and also that CPCs are effective at preventing the escalation of crimes (GP=71%; CL=74%). A key outlier is Bobonaro, where only 36% of general public respondents say CPCs are effective at preventing the escalation of crimes, and nearly half (48%) say CPCs are very ineffective in this regard.

34 Community Police Councils allow communities and police to engage with one another through regular dialogues held at the village/*suku* level. These forums provide citizens with an opportunity to voice their concerns regarding community security and to take ownership of proposed joint-action interventions.

A similarly high proportion of community-level respondents who report having CPCs in their *suku* say CPCs are effective at maintaining security (GP=87%; CL=89%).

These findings suggest that for the most part, the PNTL are performing the right type of activities to improve and maintain community security through local-level CPCs. While Figure 5.2 suggests that this may be due to greater collaboration between community leaders and the PNTL towards fighting crime, another possible reason may be due to the physical presence and proximity of police officers at the local level.

When respondents were asked how long it takes to get to their nearest police station, more than half of general public (51%) and community leader respondents (58%) indicate that it takes them more than 30 minutes. In light of this, and to build better relationships between the PNTL and communities, one of the PNTL's activities under its Strategic Plan is the placement of one police officer in each of the country's 442 *suku*. When respondents were asked whether an OPS has been assigned to their *suku*, a greater proportion of community leader (73%) than general public respondents (59%) say yes. A high proportion of general public (91%) and community leader (90%) respondents who report having an OPS in their *suku* say they feel safer with the OPS there. Outlier municipalities are Bobonaro, where 20% of general public respondents say that they feel less safe with an OPS officer in their *suku*, and Manatuto, where 17% of community leader respondents say that they feel less safe with an OPS in their *suku*.





6
**TRUST AND
EXPECTATIONS**

While citizen relations with the PNTL are perceived to be good, community leaders and general public respondents perceive the PNTL's capacity to prevent crimes to be higher than their capacity to prevent crimes from escalating. Community confidence in the PNTL's commitment to maintaining security remains high, and only slightly below the 2013 level.

In light of the relatively high rate of positive perceptions towards both the commitment of the PNTL and confidence in the PNTL to uphold community security, the 2015 survey questionnaire sought to better understand the nuances of community-police relationships through a line of questioning that targeted trust in the police. While in 2013 trust was measured through two indicators, in 2015 it was expanded to five indicators. In 2015, almost all community leader and general public respondents trust the police, with a high majority trusting the police to carry out their job to benefit the public, give honest explanations for their actions to people they deal with, and help them if they seek their assistance.

Despite this, almost a third of general public and community leader respondents do not trust that the PNTL will not abuse their position of power to serve their own interests. Furthermore, almost one in five general public and community leader respondents do not trust that the PNTL will not physically abuse them.

Perceptions regarding the potential for police to misuse their position of power to serve their own interests may be related to perceptions about possible corruption within the PNTL. As in 2013, the 2015 survey had an explicit focus with all three respondent groups on perceptions of police corruption. In 2015, perceptions of corruption within the PNTL remained relatively the same for general public and community leader respondents when compared to 2013 findings.

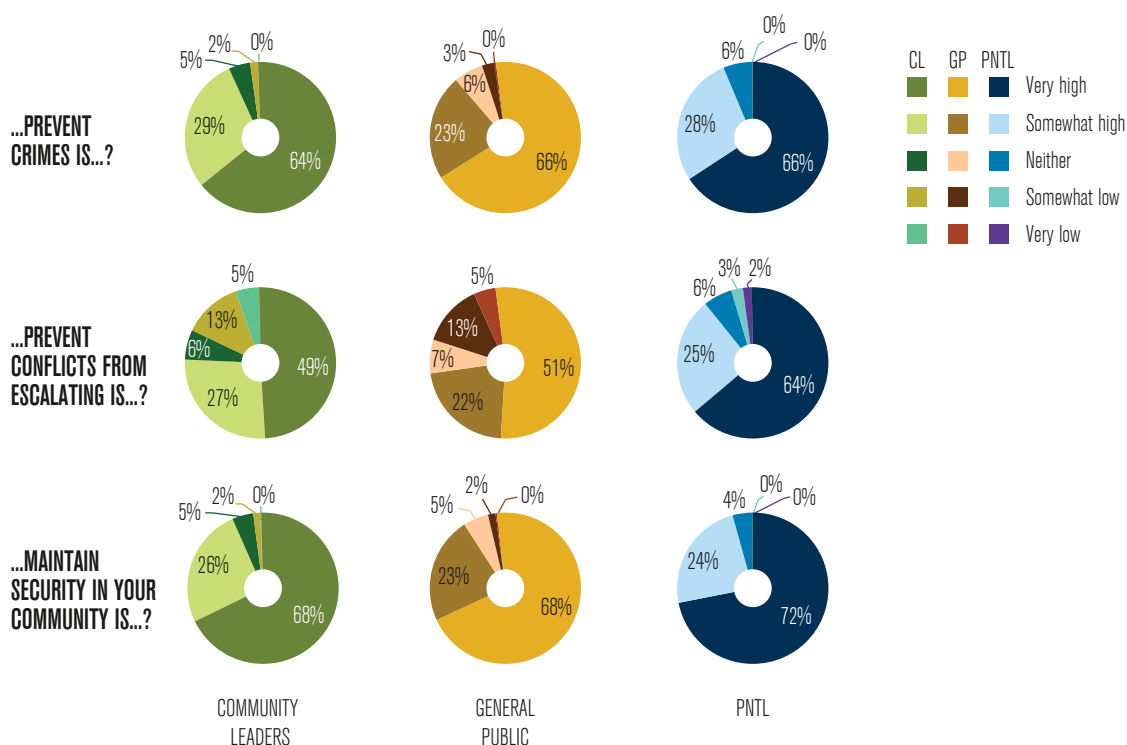
Interestingly, amongst PNTL respondents, perceptions of police corruption have almost halved from 2013 to 2015, and additionally the proportion of PNTL who say they do not know whether corruption exists within the police force has remains the same from 2013 to 2015.

This decrease in the perception of police corruption by PNTL respondents, together with a maintenance in the proportion of PNTL respondents saying that they don't know about the level of PNTL corruption, could be attributed to a number of reasons relating to the nature of corruption within the police force.

6.1 PRESENT RELATIONS BETWEEN CITIZENS AND THE PNTL

As noted in Section 5.1 above, a majority of community leaders, the general public, and PNTL officers say present relations between the PNTL and citizens are good (GP=80%; CL= 85%; PNTL=97%). One factor that may contribute to such perceptions is that the majority of community leader (93%) and general public (89%) respondents say the PNTL’s capacity to prevent crime is high (Figure 6.1). Similar observations were made in the 2013 survey, when 92% of community leaders and 91% of the general public said the same.

Figure 6.1 DO YOU BELIEVE THE PNTL'S CAPACITY TO...
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



2015
 CL: n = 976 | MoE + / - 3.1
 GP: n = 3520 | MoE + / - 1.6
 PNTL: n = 896 | MoE + / - 3.3

Despite these positive perceptions towards the relations between citizens and the PNTL, the proportion of respondents who have confidence in the PNTL's capacity to prevent conflicts from escalating is much lower (GP=73%; CL=76%), with positive perceptions being lowest in Bobonaro (GP= 45%; CL=53%) and Liquiçá (GP=48%; CL=49%).

When PNTL officers were asked to make assessments of their own performance, the majority of officers perceive their capacity in all three areas (i.e., citizen relations, preventing crime, preventing escalation of conflict) to be high.

Community confidence in the PNTL's commitment to maintaining security remains high and only slightly below 2013 levels. In 2013, 97% of the general public and 99% of community leader respondents indicated having a great deal or some confidence in the PNTL's commitment towards upholding peace and maintaining security in their community. In 2015, 94% of general public and 98% of community leader respondents say the same.³⁵

³⁵ In 2013 the survey questionnaire asked respondents "How much confidence do you have in the PNTL's commitment towards upholding peace and maintaining security in your community?", while in 2015 the questionnaire asked "How much confidence do you have in the PNTL's commitment to maintaining security in your community?"

6.2 TRUST IN THE PNTL

In light of the relatively high rate of positive perceptions of both the commitment of the PNTL and confidence in the PNTL to uphold community security, the 2015 survey questionnaire sought to better understand the nuances of community-police relationships through a line of questioning that targeted trust in the police.

In 2013, trust in the PNTL was measured through two indicators. The first related to the perceived types of corruption thought to exist within the police, and the second recorded the preferred type of assistance in the case of various types of crime. While such indicators suggest possible reasons for different levels of trust, they failed to explicitly define trust between state security providers and citizens. As such, in 2015 the survey questionnaire measured trust towards the police more broadly, while also investigating the nuances contained within this perception, by including five additional indicators towards trust.

In 2015, when asked whether they trust the police, 99% of general public and 100% of community leader respondents say yes. Both sets of respondents were then asked a series of questions to determine perceptions of trust in the following areas: purpose of job, potential abuse of power, honesty, assistance, and potential physical abuse (Figure 6.2).



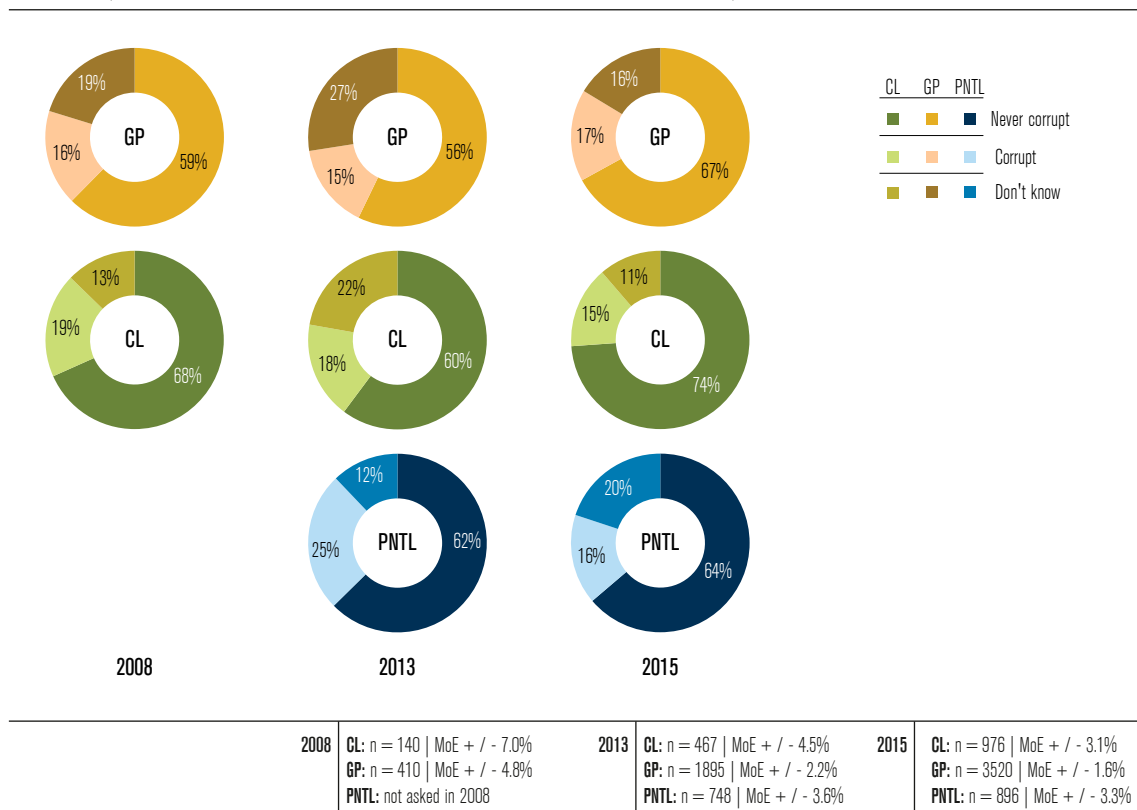
Figure 6.2

Almost all general public and community leader respondents trust the police to carry out their job to benefit the public (GP=97%; CL=99%), to give honest explanations for their actions to people they deal with (GP=91%; CL=96%), and to help them if they seek their assistance (GP=96%; CL=99%).

However, almost a third of general public (31%) and community leader (29%) respondents do not trust that the PNTL will not abuse their position of power to serve their own interests. Furthermore, almost one in five general public (19%) and community leader (17%) respondents do not trust that the PNTL will not physically abuse them.

Perceptions regarding the potential for police to misuse their position and power to serve their own interests may be related to perceptions about possible corruption within the PNTL. As stated in Section 4 of the report, perceptions of corruption within the PNTL remained relatively the same for general public (17%) and community leader respondents (15%), when compared to 2013 findings (GP=15%; CL=18%) (Figure 6.3). Interestingly, among PNTL respondents, perceptions of police corruption have declined from 25% in 2013 to 16% in 2015. The proportion of PNTL officers who say they do not know whether corruption exists within the police force has increased from 12% in 2013 to 20% in 2015.

Figure 6.3 IN TERMS OF CORRUPTION, WHICH OF THE FOLLOWING BEST DESCRIBES THE MEMBERS OF PNTL WHO SERVE YOUR COMMUNITY?
(2008, 2013 & 2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL - NATIONAL)



In 2015, a lower proportion of respondents (GP=16%; CL=11%) state that they don't know whether corruption occurs in the police force, compared to 2013 (GP=27%; CL=22%).

Despite a reduction in the perception of PNTL respondents that believe officers to be corrupt (2013=31%; 2015=16%), the proportion of PNTL respondents that continue to say that they don't know about the level of corruption within the PNTL may be due to many reasons. It may be indicative of a genuine lack of knowledge of corruption within the institution, a lack of understanding of the term 'corruption' itself, or a hesitation within the PNTL to express their views about corruption. More worryingly is that officers not knowing the level of corruption within the PNTL could also suggest that while more explicit and readily visible forms of corruption have decreased within the PNTL, it continues to occur but is harder to recognize than it was in 2013.

6.3 COMMUNITY EXPECTATIONS OF THE PNTL

While perceived levels of corruption in 2015 have reduced when compared to the findings from the 2013 survey, it remains to be understood what expectations community members have of PNTL officers at the local level. While much commentary has been written on reactive versus proactive policing models, very little has been asked of communities about what type of interactions they expect from the police.

The PNTL are trusted to uphold their primary duties (for example, providing an honest explanation for their actions, helping those in need, and acting in a manner that benefits the public). When broadly asked whether community members trust the police, almost all general public and community leader respondents trust the police to carry out their job to benefit the public.

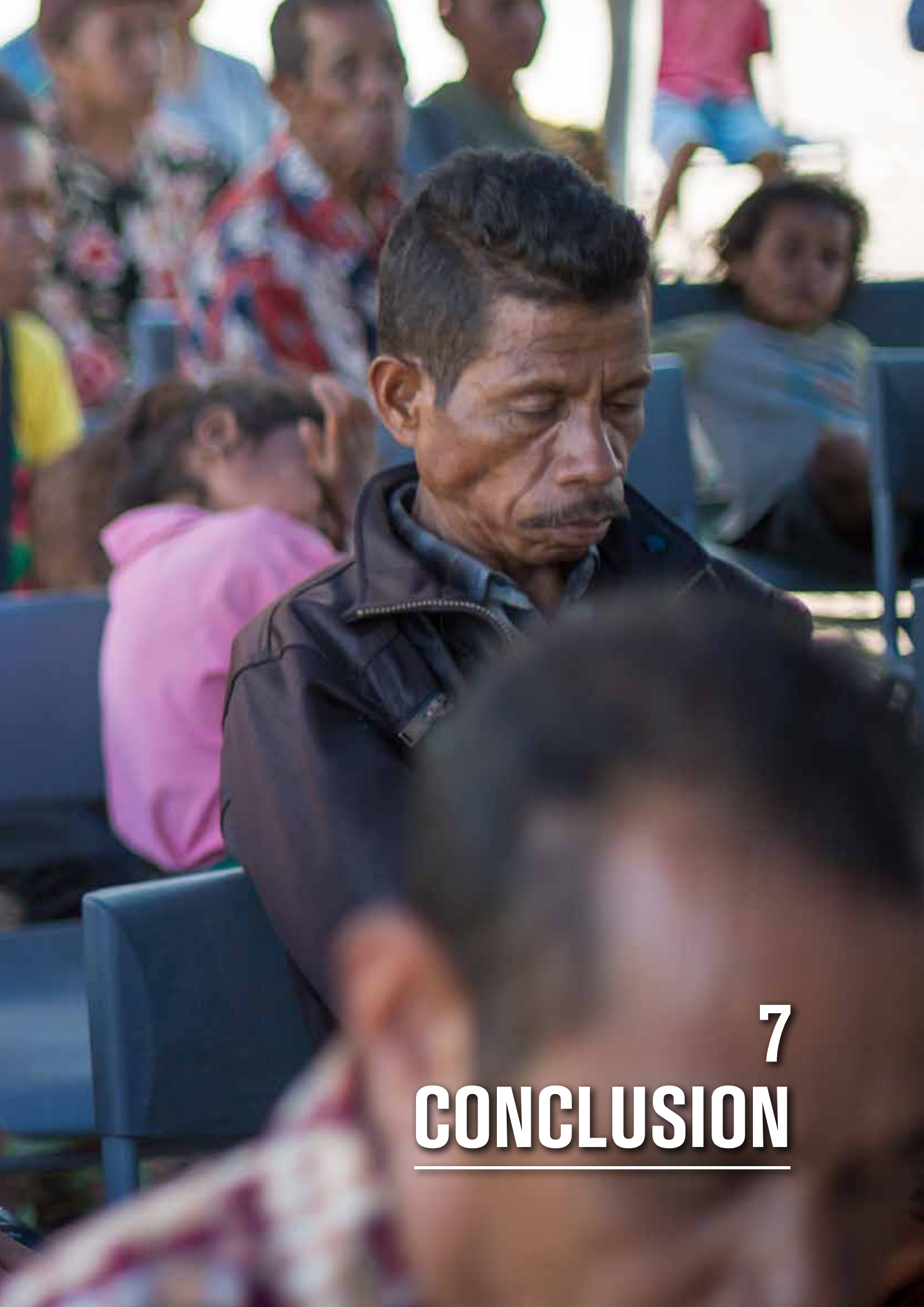
To understand the perception of “carrying out their job” further, the 2015 survey asked community leader and general public respondents whether the PNTL have the right to use strong physical force on suspects. Fewer than half of general public respondents (45%) and community leaders (38%) support this view. A similar proportion of respondents says that the PNTL has the right to use strong physical force on suspects in cases of specific crimes, such as theft of personal property (GP=46%; CL=39%); bribes, extortion, or unlawful taxation (GP=47%; CL = 42%); and domestic violence (GP=43%; CL=34%). The outliers, where more than half of respondents agree with the idea of the PNTL using strong physical force on suspects, are the cases of physical attack resulting in death (GP=54%; CL=51%) and rape (GP= 52%; CL=45%). This indicates that many people say the police are justified in using force, and thus complicates efforts to control abuse and promote the professional processing of suspects through the formal justice system.

Such findings are compounded by a proportion of community leaders and general public respondents who say that they do not trust PNTL officers to not abuse their position of power for their own interests (GP=31%; CL=29%), nor to not physically abuse people (GP=19%; CL=17%). This seems to indicate that there are parts of the public that expect the police to behave better, but do not trust that it will actually happen.

The research findings indicate that community members expect the PNTL to both prevent crime and maintain security. However, there is also an expectation by some community members that the PNTL use physical force towards suspects. While this seems to be accepted by some community members, such actions may contribute to the PNTL's perceived ability to prevent the escalation of conflict (GP = 73%; CL = 76%) when compared to the PNTL's perceived capacity to prevent crimes (GP = 89%; CL = 93%) and maintain security more generally (GP = 91%; CL = 93%). More research would be needed to determine if there is a direct correlation between the threat of force contributing to the perception of preventing and maintaining security, while the actual use of force contributes to the perception that it increases the escalation of conflicts.

The research suggests that a reduction in community expectations to use physical force on suspects may subsequently result in an increase in trust towards the police to not abuse their position of power to serve their own interests and not physically abuse community members. In doing so, such actions may also contribute to an increase in the PNTL's ability to prevent the escalation of further conflict at the local level.





7

CONCLUSION

Timor-Leste has seen sustained increases in perceptions of safety and security since 2008. While this is a positive trend, half of the population continues to be concerned about their safety. For the first time, the increased sense of confidence about safety and security runs parallel to both an articulated vision by the police for community engagement, as well as data that shows such engagement at the community level is actually taking place. Despite the move towards a more decentralized police service, there continues to be an imbalance between the high level of domestic violence and land and resource disputes being reported and the necessary resources—human, systems, and budgetary—to address these systemic problems across the country.

Individual police officers have adapted well to insufficient material and personnel resourcing by the PNTL at the village level by increasing their level of professionalism towards those who seek their services and utilizing village level customary mechanisms to prevent and reduce disputes. While in-depth indicators for each of the PNTL's VIP pillars are not available inside the police, the survey data shows that the PNTL's focus on visibility, involvement, and professionalism is making gains and that there is a correlation with the increased confidence people are expressing.

A main finding of the survey has been the local-level consolidation of the use of hybrid mechanisms, whereby the police work with customary authorities to resolve and prevent crimes and disputes. While people are increasingly accessing the police as a first step in their justice-seeking pathways, a majority of people end up having their issue resolved back at the community level through a process that involves both community leaders and the police. CPCs and the OPS seem to be not only facilitating greater interaction between the police and community members but also are perceived to reduce the incidence of crimes and the escalation of disputes. This model of interaction between formal and customary actors matches both the PNTL's current strategy and expectations by the community.

However, more research is needed to track how communities and the police are using these mechanisms, the extent to which the rights of victims and the accused are being protected, and what is and is not working. This analysis will be necessary to help systematize these critical local level processes and provide guidance to the police about limits and best practices.

The survey data does raise overall concerns about the type of policing the public expects. With almost half of the public saying the police have the right to use force against suspects, it is a challenge to simultaneously expect the police to behave professionally and in a restrained manner. Citizens need to understand the obligations of the police not to physically abuse suspects, and that this prohibition in the law is meant to protect the public as a whole.

The results also highlight the vulnerable nature of women in Timor-Leste, as the victims of IPV and rape, and in their ability to access the police in a safe and secure environment. The data shows that women are disproportionately victims of sexual and physical violence, and often do not seek any help after instances of IPV. When women do seek the help of the police, some report being treated with minimal respect and professionalism. More needs to be done to reach and protect victims of violence, and to provide a safe environment whereby women feel confident to request assistance from the police.

While the survey results reveal a range of structural weaknesses around formal security provision in Timor-Leste, on the whole the data shows that the results of police actions are having increasingly positive effects. The findings encourage serious thinking about the role of the police and customary actors in providing justice and security and mechanisms to protect the rights of victims and the accused. The data also provides clear evidence to help measure the impact of the PNTL's five-year 2014-2018 Strategic Plan. The initial findings from this year indicate the strategy is working. However, caution should be raised about expecting such positive results on a yearly basis. Currently high measures of trust may be based on the public's overall lack of personal experience with police, and since the police implemented a decentralized structure without a clear operating strategy and standard operating procedures, there is the potential for confusion among citizens about what they should expect from the police service.





8

APPENDICES

8.1 METHODOLOGY

8.1.1 SAMPLING METHODOLOGY

The *Survey of Community-Police Perceptions in Timor-Leste 2015* was conducted over 57 days, from May 6 to July 1, 2015. It surveyed a random, representative sample of 5,395 people aged 17 years and above, from all 13 municipalities of Timor-Leste. The survey was conducted through face-to-face interviews, and the Foundation designed and coded the surveys onto Samsung Galaxy tablets. TRAIN (Timor-Leste Research and Advocacy Network) deployed the enumerators, and a series of external consultants undertook the data analysis and visualization.

For the **general population**, disproportionate municipality interview quotas were set. At the first sampling stage, *suku* were randomly selected. At the second stage, *aldeias* were randomly selected. At the third stage, households were selected using a random systematic method from household lists drawn up by *aldeia* chiefs. One respondent per household was selected for interviewing using a Kish Grid, with a 50% male / female gender quota and age limits set at 17 and 95 years.

For **community leader** respondents, an assumption was made that each of the country's 442 *suku* would contain one *suku* chief and one *lia-na'in*, and that each *aldeia* would have one chief, for a total population of 3,100 community leaders. Community leaders were sampled from the same randomly selected *suku* selected for the general population survey, and there was a maximum of three *aldeia* chiefs per *suku*. Where *suku* were replaced, a replacement *suku* was found within the same municipality.

PNTL interviews were allocated to municipalities as a factor of the total number of PNTL officers nationally. Individual PNTL officers were selected for interview by simple random sampling (random start, fixed interval), off lists provided by District Commanders.

The distribution of the sample size by respondent group and municipality is illustrated in Figure 8.1 below:

Figure 8.1 DISTRIBUTION OF 2015 COMMUNITY POLICE PERCEPTION SURVEY SAMPLE SIZE, BY RESPONDENT GROUP AND MUNICIPALITY (2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL)

	GP	GL	PNTL
Municipality	n =		
Aileu	272	71	73
Ainaro	271	59	69
Baucau	272	108	101
Bobonaro	272	90	33
Covalima	272	72	86
Dili	268	67	102
Ermera	271	97	68
Lautém	272	78	43
Liquiçá	272	63	3
Manatuto	268	70	78
Manufahi	270	69	72
Oecussi	268	56	83
Viqueque	272	76	88
TOTAL	3 520	976	899

8.1.2 RESPONDENT REPLACEMENT

In 2015, for PNTL, community leader, and general public surveys, three callbacks were made before the selected respondent was replaced. General public replacements were made within households. The total number of general public replacements was 298. Reasons for replacement were:

- Illness: 32;
- Away (out of municipality): 189;
- Away (out of country): 8; and
- Refusal: 69.

There were only six community leader replacements in 2015. There were also a small number of interviews with community leaders that were not completed and not replaced (15). Reasons for community leader replacements and non-completion were:

- Illness: 1;
- Away: 7;
- No *lia-na'in* in *suku*: 2;
- Technical problem with data upload: 2;
- Survey period ended: 6; and
- Duration of interview too short: 3.

In 2015 there were no PNTL respondent replacements. There were, however, a number of interviews that were not completed and that were not replaced (256). Reasons for non-completion were:

- Refusal to participate in survey: 64
- District Commander of Liquiçá not permitting PNTL staff to participate: 69
- Away (engaged in the PNTL's Baucau operation): 123

Non-completions of PNTL interviews were distributed as follows:

- Bobonaro: 51;
- Dili: 64;
- Ermera: 21;
- Lautém: 51; and
- Liquiçá: 69.

Although the proportion of officers from the Liquiçá PNTL represent 8% of the total PNTL population, difficulties in collecting PNTL data in this municipality resulted in only three completed interviews. This was due to the Liquiçá PNTL District Commander's reluctance for his officers to participate in the Foundation's survey, despite approval of the survey questionnaire by the overarching PNTL Commander General. Due to the low number of interviews completed in Liquiçá a decision was taken to exclude Liquiçá from the population when calculating weights. The weighted sample therefore excludes Liquiçá altogether.

8.1.3 CPP SURVEY QUESTIONNAIRE

In 2013, both the general public and community leader questionnaires consisted of 30 questions. The PNTL questionnaire consisted of 55 questions. In 2015, the length of all questionnaires was expanded as follows:

- General public: 83 questions;
- Community leaders: 76 questions;
- PNTL: 70 questions.

Unlike in previous years, questions included in the “justice-seeking section” of the questionnaires were asked about each individual crime, and so could be asked multiple times depending on the number of types of crime experienced by the respondent in the past year. This also increased the length of the questionnaire.

Some of the main thematic areas covered by the 2015 questionnaires include:

- Demographic information;
- Respondents' perceptions of the security situation in Timor-Leste, and the main security challenges facing communities;
- Justice-seeking behaviors and the types of services accessed for specific types of crime or disputes;
- Perceptions of PNTL performance, visibility, involvement, and professionalism; and
- Perceptions of community-police cooperation, awareness of community policing, and levels of trust in police.

8.1.4 QUESTIONS ABOUT INTIMATE PARTNER VIOLENCE AND RAPE

It is important to note here that questions relating to intimate partner violence and rape were conducted using a separate survey, the *Health and Life Experiences Baseline Study* developed and implemented from August to September 2015 by the Foundation's *Nabilan* Program: Ending Violence Against Women. The reason for allocating these questions to the *Nabilan* Baseline Study was to ensure that enumerators received sufficient training about gender and violence issues, and because the methodology is designed to safely ask about violence. The enumerators received training in the following areas:

- Sensitization activities on gender, masculinity, and violence against women in families;
- Employment expectations, payment and working conditions, and mechanisms for quality control;
- The aim of the survey, the role of the interviewer, and how to conduct interviews;
- Elementary counseling principles and techniques;
- The importance of safety, privacy, and maintaining confidentiality;

- Procedures on how to respond to women reporting violence;
- Practice interviews, including identifying when it is safe to proceed with an interview, ways to handle interrupted interviews, and aggressive partners; and
- Sampling procedures, including repeated visits and re-sampling.

A multi-stage sampling scheme was used, with clusters being the primary sampling unit. The 2015 census enumeration areas were used as the clusters. Power calculations were used to determine the minimum sample required for each stratum. It was estimated that the survey would require a sample of approximately 1,500 women aged 15-49. To account for possible non-response, the sample was increased by approximately 20%. In total 1,426 completed interviews were conducted with women from five municipalities in Timor-Leste (Bobonaro, Dili, Ermera, Manufahi, and Viqueque). Using a Proportional Probability to Size sampling methodology, the sample size used was nationally representative of women in Timor-Leste. Overall, the response rate for women was 81% in these select municipalities. There was no replacement of respondents in the *Nabilan* Baseline Study.

8.1.5 CPP SURVEY DATA COLLECTION AND FIELD QUALITY CONTROL

In 2013 and 2015, all survey forms were coded electronically onto Samsung Galaxy tablets, with collected survey data uploaded to an open-source online cloud platform, Formhub. Wi-Fi connections at municipality-level Timor Telecom offices were used as access points to the cloud platform in rural areas. The Foundation's access to the cloud allowed for quality control to be conducted on a daily basis, whereby uploaded data could be monitored for discrepancies or potential instances of interviewer bias.

In 2015, there were 26 field supervisors (two for each municipality). Field supervisors were responsible for monitoring fieldwork, controlling the download of data, controlling upload of data to the online cloud, coordinating with local leaders and PNTL district commanders, and coordinating with the Foundation.

The identity of respondents selected for an interview was verified against their electoral card. The verification rate was 100%. Had a case of identity non-verification occurred, the household would have been replaced.

8.1.6 CPP SURVEY WEIGHTING

In 2015, general public data was weighted for sex and age group within municipality (Fig 8.2). This ensured that an unintentional underrepresentation of younger East-Timorese was adjusted, and that the deliberate over-sampling of nine municipalities and under-sampling of four municipalities (especially Dili) was corrected to avoid distorting national averages.

Figure 8.2 **WEIGHTED SAMPLE DISTRIBUTION**
(2015 - GENERAL PUBLIC)

MUNICIPALITY	Unweighted n	Unweighted n %	Weighted n	Weighted n %	2010 Census of Timor-Leste	
					2010 Population 17+ N	2010 Population 17+ N%
AILEU	272	7.7%	140	4.0%	22,984	4.0%
AINARO	271	7.7%	178	5.1%	29,160	5.1%
BAUCAU	272	7.7%	363	10.3%	59,390	10.3%
BOBONARO	272	7.7%	302	8.6%	49,477	8.6%
COVALIMA	272	7.7%	193	5.5%	31,566	5.5%
DILI	268	7.6%	871	24.8%	142,562	24.8%
ERMERA	271	7.7%	358	10.2%	58,493	10.2%
LAUTÉM	272	7.7%	180	5.1%	29,486	5.1%
LIQUIÇÁ	272	7.7%	208	5.9%	33,981	5.9%
MANATUTO	268	7.6%	139	4.0%	22,813	4.0%
MANUFAHI	270	7.7%	155	4.4%	25,314	4.4%
Oecussi	268	7.6%	208	5.9%	33,999	5.9%
VIQUEQUE	272	7.7%	224	6.4%	36,653	6.4%
TOTAL	3,520	100.0%	3,520	100%	575,878	100.0%

2015 community leader data was weighted for municipality and leadership group (Figure 8.3).

Figure 8.3 **WEIGHTED SAMPLE DISTRIBUTION**
(2015 - COMMUNITY LEADERS)

MUNICIPALITY	Unweighted n	Unweighted n %	Weighted n	Weighted n %	2010 Census of Timor-Leste	
					2010 Population 17+ N	2010 Population 17+ N%
AILEU	71	7.3%	62	6.4%	197	6.4%
AINARO	59	6.0%	54	5.6%	173	5.6%
BAUCAU	108	11.1%	126	12.9%	400	12.9%
BOBONARO	90	9.2%	93	9.5%	294	9.5%
COVALIMA	72	7.4%	64	6.5%	202	6.5%
DILI	67	6.9%	95	9.7%	302	9.7%
ERMERA	97	9.9%	120	12.3%	381	12.3%
LAUTÉM	78	8.0%	69	7.1%	219	7.1%
LIQUIÇÁ	63	6.5%	57	5.8%	180	5.8%
MANATUTO	70	7.2%	49	5.0%	156	5.0%
MANUFAHI	69	7.1%	61	6.3%	194	6.3%
Oecussi	56	5.7%	31	3.2%	98	3.2%
VIQUEQUE	76	7.8%	96	9.8%	304	9.8%
TOTAL	976	100.0%	976	100.0%	3,100	100.0%

PNTL data for 2015 was weighted for municipality only (as total population and gender information was unavailable) (Figure 8.4). Although Liquiçá represents 8% of the PNTL population, difficulties in collecting PNTL data in this municipality resulted in only three completed interviews. A decision was taken to exclude Liquiçá from the population when calculating weights. The weighted sample therefore excludes Liquiçá altogether.

Figure 8.4 **WEIGHTED SAMPLE DISTRIBUTION**
(2015 - PNTL)

MUNICIPALITY	Unweighted n	Unweighted n %	Weighted n	Weighted n %	PNTL records 2015	
					2015 PNTL Population N*	2015 PNTL Population N*
AILEU	73	8.1%	46	5.1%	88	5.1%
AINARO	69	7.7%	51	5.7%	99	5.7%
BAUCAU	101	11.2%	87	9.6%	167	9.6%
BOBONARO	33	3.7%	63	7.0%	121	7.0%
COVALIMA	86	9.6%	65	7.3%	126	7.3%
DILI	102	11.3%	230	25.6%	444	25.6%
ERMERA	68	7.6%	67	7.4%	129	7.4%
LAUTÉM	43	4.8%	51	5.6%	98	5.6%
LIQUIÇÁ	3	0.3%	0	0.0%	0	0.0%
MANATUTO	78	8.7%	53	5.9%	102	5.9%
MANUFAHI	72	8.0%	54	6.1%	105	6.1%
Oecussi	83	9.2%	63	7.0%	121	7.0%
VIQUEQUE	88	9.8%	70	7.8%	135	7.8%
TOTAL	899	100.0%	899	100.0%	1,735	100.0%

8.1.7 CPP SURVEY CONFIDENCE INTERVALS

The confidence interval, expressed as a margin of error, is a statistical measure of the precision of the data. The margin of error is necessary to know how precisely the sample estimates reflect the “true” population.

It is important to note that the confidence intervals reported here are based on an assumption that the sample was selected through simple random sampling. In fact, all except the PNTL sample involved multi-stage sampling, some have involved municipality oversamples, and maximum quotas have been set in some cases. The margin of error calculations shown here do not take into account design effects.

Furthermore, the margin of error is a statistic expressing the amount of random sampling error in a survey’s results, which is only one source of potential error. It does not take into account potential non-sampling error. Field procedures included a number of measures to control non-sampling error stemming from interpretation issues, interviewer error, response bias, and other problems, but these types of errors are unknown and non-measurable.

In general, the larger the sample, the narrower the margin of error. Estimates from questions asked of sub-samples will therefore be subject to larger margins of error. Cross-tabulation analysis within demographic sub-groups will also be subject to larger margins of error.

All of these considerations should be taken into account when reporting and interpreting the sample survey estimates.

Margins of error are shown in Figure 8.5 below for unweighted samples.³⁶

The margin of error can be defined for any confidence level, but in this case is 95%. This level is the probability that a margin of error around a reported percentage includes the “true” percentage. This is expressed as: “we can be 95% confident that x% is within +/-y% of the true population percentage.”

³⁶ In cases where the sample size n is not small compared to the population size N (i.e., when more than 5% of the population is sampled), a finite population correction factor is sometimes used in calculating the margin of error. This has not been done here but could potentially be calculated for PNTL and community leader samples.

Figure 8.5 MARGIN OF ERROR FOR NATIONAL AND MUNICIPALITY SAMPLES
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS & PNTL)

2015						
Municipality	GP		CL		PNTL	
	n =	M of E (+/-)	n =	M of E (+/-)	n =	M of E (+/-)
Aileu	272	5,9%	71	9,3%	73	4,7%
Ainaro	271	5,9%	59	10,3%	69	6,5%
Baucau	272	5,9%	108	8,0%	101	6,1%
Bobonaro	272	5,9%	90	8,6%	33	14,5%
Covalima	272	5,9%	72	9,2%	86	5,9%
Dili	268	5,9%	67	10,5%	102	8,5%
Ermera	271	5,9%	97	8,5%	68	8,1%
Lautém	272	5,9%	78	8,9%	43	11,2%
Liquiçá	272	5,9%	63	9,9%	0	-
Manatuto	268	5,9%	70	8,7%	78	5,4%
Manufahi	270	5,9%	69	9,4%	72	6,5%
Oecussi	268	5,9%	56	8,6%	83	6,0%
Viqueque	272	5,9%	76	9,7%	88	6,1%
NATIONAL	3 520	1,6%	976	2,6%	896	2,3%

* Finite population correction factor applied.

8.2 DEMOGRAPHICS

Figure 8.6 **GENDER DISTRIBUTION OF SURVEY RESPONDENTS**
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS AND PNTL - NATIONAL)

Gender	Male	Female	n =	MoE
General Public	51%	49%	3520	+/- 1.6%
Community Leaders	98%	2%	976	+/- 3.1%
PNTL	79%	21%	896	+/- 3.3%

Figure 8.7 **AGE DISTRIBUTION OF SURVEY RESPONDENTS**
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS AND PNTL - NATIONAL)

Age	17-30	31-40	41-50	51+	n=	MoE
General Public	44%	19%	14%	23%	3510	+/- 1.6%
Community Leaders	3%	16%	40%	42%	972	+/- 3.1%
PNTL	6%	51%	36%	7%	896	+/- 3.3%

Figure 8.8 **EDUCATION DISTRIBUTION OF SURVEY RESPONDENTS**
(2015 - GENERAL PUBLIC, COMMUNITY LEADERS AND PNTL - NATIONAL)

Education	No schooling	Informal education	Completed primary school	Completed pre-secondary	Completed secondary school	Diploma	Completed university	Graduate school	Other	Don't know	No answer
General Public	35%	1%	22%	11%	21%	2%	7%	0%	1%	0%	0%
Community Leaders	20%	2%	34%	19%	17%	1%	3%	0%	3%	0%	0%
PNTL	0%	0%	3%	6%	66%	6%	16%	1%	3%	0%	0%

2015 | GP: n = 3520 | MoE +/- 1.6% | CL: n = 976 | MoE +/- 3.1% | PNTL: n = 896 | MoE +/- 3.3%

Figure 8.9 **DISAGGREGATED ROLE OF COMMUNITY LEADER RESPONDENTS**
(2015 - COMMUNITY LEADERS - NATIONAL)

Role	<i>Suku</i> Chief	<i>Aldeia</i> Chief	Traditional Leader	n=	MofE
Community Leaders	14%	72%	14%	976	+/- 3.1%

8.3 SURVEY QUESTIONS

COMMUNITY-POLICE RELATIONS IN TIMOR-LESTE COMMUNITY LEADER PERCEPTION SURVEY

PLEASE ENTER YOUR INTERVIEWER ID NUMBER:

PLEASE ENTER THE QUESTIONNAIRE NUMBER:

SECTION A: RESPONDENT DEMOGRAPHICS

SEX (DO NOT ASK THE RESPONDENT THEIR GENDER, RECORD BY OBSERVATION)

- Male
- Female

WHAT IS THE RESPONDENT'S ROLE?

- Suku* Chief
- Aldeia* Chief
- Traditional Leader

1. WHAT IS YOUR AGE? (DO NOT READ OUT OPTIONS)

INSERT INTEGER FROM 17 TO 97
IF DON'T KNOW AGE, INSERT CODE 98
IF AGE REFUSED, INSERT CODE 99

2. WHAT IS YOUR MARITAL STATUS? [S] [PROMPT]

- Single
- In a relationship, but not married
- Married
- Separated or Divorced
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

3. WHAT IS YOUR RELIGION? [S] (DO NOT READ OUT OPTIONS)

- Catholic
- Protestant
- Muslim
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

4. WHERE DO YOU LIVE CURRENTLY?

Sub-District:

Suco:

5. WHAT IS YOUR LEVEL OF EDUCATION? [S] [PROMPT]

- No schooling
- Informal education
- Attended primary school
- Completed primary school
- Attended pre-secondary
- Completed pre-secondary
- Attended secondary school
- Completed secondary school
- Diploma
- Attended University
- Completed University
- Graduate School
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

6. WHAT HAS BEEN YOUR MAIN ACTIVITY IN THE LAST WEEK? [S] (DO NOT READ OUT OPTIONS)

- Working
- Looking for work
- Attending school
- Housekeeping
- Retired
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

7. WHAT IS YOUR TOTAL MONTHLY HOUSEHOLD INCOME? [S] (DO NOT READ OUT OPTIONS)

- \$0
- \$1-\$10
- \$11-\$25
- \$26 - \$50
- \$51 - \$100
- \$101 - \$150
- \$151 - \$200
- \$201 - \$300
- \$301 - \$400
- More than \$400
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION B: SECURITY SITUATION

8. DO YOU OWN ANY LAND? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q8a]
[If "no", "DK" or "NA", go to Q9]

8A. DO YOU HAVE ANY ONGOING LAND DISPUTES? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q8b]
[If "no", "DK" or "NA", go to Q9]

8B. WHAT TYPE OF LAND DISPUTE(S)? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] (PROMPT)

- Somebody is occupying your land
- Somebody has accused you of occupying their land
- Dispute over use of farming land
- Dispute over use of land for animal grazing
- Dispute with government over government seizure of land
- Dispute with family members over inheritance of land
- Dispute over the borders of your land
- Other (specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

9. WHAT IS YOUR PRIMARY SOURCE OF INFORMATION ABOUT THE SECURITY SITUATION IN YOUR LOCALITY? [S] [PROMPT]

- Radio
- Television
- Newspapers
- Family/friends/community
- Suco Chief
- Police
- Internet/social media
- Community Police Council (CPC)
- None (do not get information about security in locality)
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

10. HOW WOULD YOU DESCRIBE THE SECURITY SITUATION IN YOUR LOCALITY COMPARED TO THE PREVIOUS YEAR? [S] [PROMPT]

- Security has improved
- Security has stayed the same
- Security has become worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Negatively phrased safety question]

11. HOW CONCERNED ARE YOU ABOUT YOUR SAFETY IN YOUR LOCALITY? [S] [PROMPT]

- Very Concerned
- Somewhat Concerned
- Neither concerned nor unconcerned
- Somewhat unconcerned
- Not Concerned
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Positively phrased safety question]

12. HOW SAFE DO YOU FEEL IN THE LOCALITY WHERE YOU LIVE NOW? [S] [PROMPT]

- Very unsafe
- Somewhat unsafe
- Neither safe nor unsafe
- Somewhat safe
- Very safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SAFETY TRIANGULATION SECTION

13. HOW MUCH DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS? [S] [PROMPT]

		Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly	Don't know (Do not read)	Respondent chose not to answer (Do not read)
A	I am worried about my physical safety in the area in which I live							
B	I am worried about my possessions (house, land, animals, belongings etc) being stolen or damaged in the area in which I live							
C	I am worried about my family's safety in the area in which I live							
D	I am worried tensions in my community leading to conflict							

END SAFETY TRIANGULATION

14. WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS SECURITY PROBLEM FACING YOUR LOCALITY TODAY? [S] (DO NOT READ OUT)

- Land grabbing/land occupation
- Domestic Violence
- Fighting
- Youth problems (vandalism, fighting, drinking, noisiness)
- Martial arts groups or ritual arts groups
- Illegal Groups (CPD-RDTL, Maubere Revolution Council (KRM) etc)
- PNLT Violence
- Military (F-FDTL Violence)
- Drunkenness
- Animals/lost animals and crop destruction by animals
- Murder
- Theft
- Smuggling of arms
- Smuggling of drugs
- Drug addiction/illegal consumption of drug
- Politically related violence
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

15. DO YOU HAVE ANY OF THE FOLLOWING ONGOING DISPUTES WITH ANYONE LIVING IN YOUR COMMUNITY/NEIGHBORHOOD? [Interviewer: Respondent can select as many options as are relevant] [PROMPT]

- Access to water and irrigation
- Non farming land dispute
- Dispute over agricultural land
- Dispute over money
- Unresolved crimes (theft, assault etc)
- Abandonment (not supporting children or spouse)
- Gangs or groups
- Accusations of witchcraft
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

16. ILLEGAL GROUPS ARE ONES THAT HAVE BEEN BANNED BY THE GOVERNMENT OR WHOSE PRIMARY PURPOSE IS TO PROFITEER FROM ILLEGAL ACTIVITIES. ARE ILLEGAL GROUPS ACTIVE IN YOUR LOCALITY? [S] [DO NOT READ OUT OPTIONS]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes" go to Q16A]

[SKIP LOGIC: If "No", "DK" or "NA", go to Section C]

16A . HOW ACTIVE ARE ILLEGAL GROUPS IN YOUR LOCALITY? [S] [PROMPT]

- Very active
- Somewhat active
- Not active
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

16B. WHAT ARE THE NAMES OF THE GROUPS OPERATING IN YOUR AREA? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] (DO NOT READ OUT)

- CPD-RDTL
- Maubere Revolution Council (KRM)
- PSHT
- Kera Sakti
- KORKA
- 7-7
- Bua Malus
- Colimau 2000
- Kung-Fu Master
- Padjajaran
- Sagrada Familia
- Black Magic Groups
- Other (Specify)
- Don't Know
- Respondent chose not to answer (Do not read out)

SECTION C: JUSTICE SEEKING BEHAVIOUR

THE FOLLOWING QUESTIONS REFER TO THE DIFFERENT TYPES OF CRIME THAT MAY BE FOUND IN YOUR COMMUNITY.

17. IN YOUR OPINION, WHICH OF THE FOLLOWING INSTITUTIONS/INDIVIDUALS HAS PRIMARY RESPONSIBILITY FOR MAINTAINING SECURITY IN YOUR LOCALITY? [S] [PROMPT]

- Citizens
- Elders
- PNLT
- Community Leaders (suco chief, aldeia chief etc)
- Community Police Council (CPC)

- Military (F-FDTL)
- Martial Arts Groups
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

18. WHAT IS THE FIRST THING YOU WOULD DO IF YOUR COW WAS STOLEN? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individuals you think are responsible for stealing the cow
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals you think are responsible for stealing the cow
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

19. WHAT IS THE FIRST THING YOU WOULD DO IF A GANG OF MEN THREATENED TO HURT YOU OR YOUR FAMILY IF YOU FAILED TO PAY THEM A SPECIFIED SUM OF MONEY? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individuals you think are responsible for the threat
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals you think are responsible for the threat
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

20. WHAT IS THE FIRST THING YOU WOULD DO IF SOMEBODY OCCUPIED A PORTION OF YOUR LAND AND INSISTED THAT HE IS THE RIGHTFUL OWNER? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individual occupying your land
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals occupying your land
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

21. WHAT IS THE FIRST THING YOU WOULD DO IF A FEMALE RELATIVE/FRIEND WAS PHYSICALLY ASSAULTED BY HER HUSBAND? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the female relative's/friend's husband
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the female relative's/friend's husband
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[JUSTICE-SEEKING BEHAVIOR PATHWAYS]

22. HAS THE COMMUNITY IN WHICH YOU LIVE REQUESTED YOUR ASSISTANCE ON ANY OF THE FOLLOWING CRIMES OR DISPUTES IN THE LAST YEAR? [S] [PROMPT]

A. Theft of personal property	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
B. Bribes, extortion or victim of unlawful taxation	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
C. Physical attack resulting in injury	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
D. Physical attack resulting in death	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
E. Unlawful occupation of personal land	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
F. Other	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)

[SKIP LOGIC: If the respondent chose "No", "Don't Know" or "Respondent chose not to answer" for ALL of the options above, then go to Q22G]

[IF "YES" to Q22A, go to Q23A]

[IF "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22A, SKIP TO Q23B]

23A. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING THE THEFT OF PERSONAL PROPERTY IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24A. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE THEFT OF PERSONAL PROPERTY RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24A, ASK Q25A, Q26A AND Q27A; OTHERWISE, SKIP TO Q23B.

25A. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26, for all other options go to Q23B

Q26A. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27A. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Question Number	Question	Options			
22	Have you attended any of the following crimes in the last year?				
	A. Theft of personal property	Yes	No	Don't Know	Respondent chose not to answer
	B. Bribes, extortion or victim of unlawful taxation	Yes	No	Don't Know	Respondent chose not to answer
	C. Physical attack resulting in injury	Yes	No	Don't Know	Respondent chose not to answer
	D. Physical attack resulting in death	Yes	No	Don't Know	Respondent chose not to answer
	E. Unlawful occupation of personal land	Yes	No	Don't Know	Respondent chose not to answer
	F. Other	Yes	No	Don't Know	Respondent chose not to answer
REPEAT	REPEAT Q23 - 27 FOR EACH OF THE CRIMES IN Q22 THAT THE RESPONDENT SELECTS "YES" TO				
23	You said that your assistance was requested regarding the [INSERT CRIME EXPERIENCED IN Q22] in the last year. Thinking of the last time this happened, what was your first reaction? [S]				
	Called for a Community Police Council (CPC) mediation				
	<i>Suku/aldeia</i> chief mediation				
	Pursued a settlement through elected Elder/Adat				
	Did nothing				
	Gave a warning to the perpetrator				
	Referred the case to the PNTL				
	Consulted a local NGO				
	Consulted a legal aid organisation				
	Other (Specify) _____				
	Don't know (Do not read out)				
	Respondent chose not to answer (Do not read out)				
24	A resolution refers to whether a crime was settled or whether a solution was identified. Was the [INSERT CRIME EXPERIENCED IN Q22] resolved?				
	Yes				
	No				
	Don't know (Do not read out)				
	Respondent chose not to answer (Do not read out)				
GUIDE	SKIP LOGIC: IF SAID "YES" TO Q24, ASK Q25, Q26 AND Q27; OTHERWISE, SKIP TO Q23 (next crime)				
25	Who was directly involved in the final resolution of the crime?				
	PNTL				
	<i>Suku</i> Chief / <i>Aldeia</i> Chief				
	Elder/adat				
	Local NGO				
	Legal Aid Organization				

	Family members
	Other (Specify)
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
GUIDE	SKIP LOGIC: If selected "PNTL" go to Q26. For all other options, go to Q23 (next crime)
26	What was the main role of the PNTL during the resolution process? [S]
	Ensured a safe environment during a community-driven resolution
	Directly involved in mediation/negotiation
	Made final decision on how the case would be resolved
	Give confidence to community-driven resolution
	Did nothing
	Other (specify)
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
27	How satisfied were you with the PNTL's response?
	Satisfied
	Neither satisfied nor unsatisfied
	Dissatisfied
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)

BRIBES, EXTORTION OR VICTIM OF UNLAWFUL TAXATION

[If "YES" to Q22B, go to Q23B]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22B, SKIP TO Q23C]

23B. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING BRIBES, EXTORTION OR UNLAWFUL TAXATION IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24B. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE BRIBES, EXTORTION OR UNLAWFUL TAXATION RESOLVED? [S] [DO NOT READ OUT OPTIONS]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24B, ASK Q25B, Q26B AND Q27B; OTHERWISE, SKIP TO Q23C.

25B. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE ISSUE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26B. For all other options, go to Q23C,

Q26B. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q27B. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN INJURY

[If "YES" to Q22C, go to Q23C]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22C, SKIP TO Q23D]

23C. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING PHYSICAL ATTACK RESULTING IN INJURY IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL

- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24C. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ATTACK RESULTING IN INJURY RESOLVED? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24C, ASK Q25C, Q26C AND Q27C; OTHERWISE, SKIP TO Q23D.

25C. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26C. For all other options, go to Q23D,

Q26C. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27C. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN DEATH

[If "YES" to Q22D, go to Q23D]
[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22D, SKIP TO Q23E]

23D. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING PHYSICAL ATTACK RESULTING IN DEATH IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24D. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ATTACK RESULTING IN DEATH RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24D, ASK Q25D, Q26D AND Q27D; OTHERWISE, SKIP TO Q23E.

25D. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26D. For all other options, go to Q23E,

Q26D. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q27D. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

UNLAWFUL OCCUPATION OF PERSONAL LAND

[If "YES" to Q22E, go to Q23E]
[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22E, SKIP TO Q23F]

23E. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING UNLAWFUL OCCUPATION OF PERSONAL LAND IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24E. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE UNLAWFUL OCCUPATION OF PERSONAL LAND RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24E, ASK Q25E, Q26E AND Q27E; OTHERWISE, SKIP TO Q23F.

25E. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26E. For all other options, go to Q23F

Q26E. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27E. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

OTHER

[If "YES" to Q22F, go to Q23 and continue with Q23F]
[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22F, SKIP TO Q23G]

23. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING ANOTHER TYPE OF CRIME IN THE LAST YEAR. PLEASE SPECIFY THIS OTHER TYPE OF CRIME? -----

23F. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING ANOTHER TYPE OF CRIME IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24F. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THIS OTHER TYPE OF CRIME RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24F, ASK Q25F, Q26F AND Q27F; OTHERWISE, SKIP TO Q23G.

25F. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE ISSUE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26F. For all other options, go to Q23G

Q26F. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27F. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

DOMESTIC VIOLENCE

SKIP LOGIC: ASK ALL RESPONDENTS

Q22G. 22g. In the past year has a member of your community sought your help because any of the following actions were done to a woman by a family member:

Action	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Pushed her, shook her, or threw something at her?				
Slapped her?				
Twisted her arm or pulled her hair?				
Punched her with their fist or with something that could hurt her?				
Kick her, dragged her or beat her up?				
Tried to choke her or burn her on purpose?				
Threatened or attacked her with a knife, gun, or any other weapon?				

[If "YES" to ANY in Q22G, go to Q23G]
OTHERWISE, SKIP TO SECTION D]

23G. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING ONE OF THE AFOREMENTIONED INCIDENTS IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Called for a Community Police Council (CPC) mediation
- Suku/aldeia* chief mediation
- Pursued a settlement through elected Elder/Adat
- Did nothing
- Gave a warning to the perpetrator
- Referred the case to the PNTL
- Consulted a local NGO
- Consulted a legal aid organisation
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

24G. . A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE ISSUE RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: IF SAID "YES" TO Q24G, ASK Q25G, Q26G AND Q27G; OTHERWISE, SKIP TO SECTION D.

25G. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE ISSUE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief / *Aldeia* Chief
- Elder/adat
- Local NGO
- Legal Aid Organization
- Family members
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: If selected "PNTL" go to Q26G. For all other options, go to SECTION D

Q26G. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27G. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor unsatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION D: PNTL PERFORMANCE

SKIP LOGIC: ASK ALL RESPONDENTS

28. COMPARED TO THE SITUATION ONE YEAR AGO, WOULD YOU SAY THAT THE OVERALL PERFORMANCE OF THE PNTL TODAY IS... [S] [PROMPT]

- Much better
- Somewhat better
- The same
- Somewhat worse
- Much worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

VISIBILITY

29. DO POLICE HAVE ENOUGH PRESENCE IN YOUR COMMUNITY? (INTERVIEWER: PRESENCE MEANS THE VISIBILITY OF POLICE IN TERMS OF SERVICE OR FEELINGS OF SAFETY, E.G. PATROLS OR POLICE BEING AVAILABLE WHEN YOU NEED THEM) [S] [PROMPT]

- Too much
- About right
- Too little
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If respondent selected "too little" go to Q30]
[All other responses go to Q31]

30. WHAT SHOULD THE PNTL DO TO INCREASE THEIR VISIBILITY IN YOUR COMMUNITY? [MULTIPLE SELECT] [PROMPT]

- More vehicle patrols
- More foot patrols
- Attend community events
- Police officer permanently stationed in the community
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

INVOLVEMENT

31. DO POLICE HAVE ENOUGH INVOLVEMENT IN YOUR COMMUNITY, OR SHOULD THERE BE MORE? (INTERVIEWER: INVOLVEMENT MEANS MEETINGS, DISPUTE RESOLUTION, CONSULTATION, ACTIVITIES ETC.) [S] [PROMPT]

- Too much
- About right
- Too little
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32. IN YOUR COMMUNITY, DO THE POLICE PLAY ANY ROLE IN THE RESOLUTION OF DISPUTES BY LOCAL COMMUNITY LEADERS SUCH AS ADATS OR SUCO CHIEFS? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[IF YES] go to Q32a]
[If "no", "DK", or "NA", skip to Q33]

Q32A. WHAT ROLE DO THEY PLAY IN THE RESOLUTION OF DISPUTES? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [READ OUT]

- Active mediation
- Observation only
- Provide security
- Give confidence to community-driven outcome
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

33. ARE CITIZENS AND POLICE WORKING TOGETHER TO ADDRESS SECURITY PROBLEMS IN YOUR COMMUNITY? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent answers "Yes" go to Q33A]
[SKIP LOGIC: If the respondent answers "No", "Don't Know" or "Chose not to respond" go to Q34]

33A. CAN YOU PROVIDE TWO SPECIFIC EXAMPLES OF HOW CITIZENS AND POLICE HAVE BEEN WORKING TOGETHER? [DO NOT READ OUT] [M, MAXIMUM 2]

- Community reports crimes / disputes to police
- Community/police work together to resolve: fighting / youth violence / drunkenness / murder
- Community/police work together to resolve: land disputes / wandering animals
- Collaboration on community beautification / cleaning projects
- Police and community work together to identify / resolve problems (general)
- Police/community cooperation to prevent conflict / maintain peace & security (in general or for specific events, e.g. parties, funerals)
- Police "socialization" / education activities (education on role of police, crime reporting, crime prevention etc)
- Community/police work together to resolve: domestic violence / sexual violence
- Share information (general)
- Community identifies individuals for arrest to police
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PROFESSIONALISM

34. IN THE PAST YEAR, HAVE YOU CONTACTED THE POLICE FOR ASSISTANCE? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If respondent answers with "yes", go to Q34A and Q34B]
[SKIP LOGIC: If the respondent answers "no", "don't know" or "chose not to answer" go to Q35]

Q34A. IN THE PAST YEAR, WHAT HAVE BEEN THE MAIN REASONS FOR YOU TO HAVE CONTACT WITH THE PNTL? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- You attended an awareness program organized by the police
- Reported a crime to the police

- Questioned by the police in connection with an investigation
- Vehicle/security checks by the police
- Police broke up a political/protest rally/demonstration in which you or a member of your family participated
- Accused of being involved in some form of criminal activity
- Meeting police who are undertaking routine patrols
- As a part of a Community Police Council activity or meeting
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

34B. HOW DID YOU CONTACT THE PNTL? [M] [PROMPT]

- Called personal cell number
- Dialed 112
- Contacted through a community leader
- Visited the station
- Made contact with a passing officer
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

34C. HOW LONG DID THE PNTL TAKE TO RESPOND TO YOUR REQUEST? [S] (DO NOT READ OUT OPTIONS)

- Less than 10 minutes
- Between 10 and 20 minutes
- Between 20 and 30 minutes
- Between 30 minutes and 1 hour
- More than 1 hour
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

35. ARE THE PNTL INCLUSIVE OF GENDER SENSITIVE ISSUES WHEN PERFORMING THEIR DUTIES? (INTERVIEWER: INCLUSIVE MEANS POLICE ARE/ARE NOT SENSITIVE TO THE SPECIAL NEEDS OF FEMALES-WOMEN WHEN FEMALES REPORT ISSUES TO THE POLICE OR IN IN THEIR TREATMENT OF WOMEN GENERALLY IN THE COMMUNITY. FOR EXAMPLE WOMEN REPORTING DOMESTIC VIOLENCE, SEXUAL VIOLENCE/HARASSMENT OR TREATMENT OF WOMEN GENERALLY) [S] (PROMPT)

- Yes
- Sometimes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION E: PNTL COMMUNITY POLICING CAPACITY

36. HAVE YOU EVER HEARD THE TERM "COMMUNITY POLICING"? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If respondent answers "Yes", go to Q36A]
 [IF "No", "DK", or "NA", Skip to Q37]

36A. WHERE HAVE YOU HEARD THE TERM "COMMUNITY POLICING"? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- Radio
- TV
- Newspaper
- PNTL
- Friends
- Internet
- Religious Leader
- Community Leaders
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q37. HAVE YOU HEARD OF THE TERM "COMMUNITY POLICE COUNCIL (CPC)"? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES got to Q37A]

[IF "No", "DK", or "NA", Skip to Q38]

Q37A. DO YOU HAVE A COMMUNITY POLICE COUNCIL (CPC) IN YOUR SUCCO? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q37B, 37C and 37D]

[If NO, "DK", "NA", go to Q38]

Q37B. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT PREVENTING CRIMES AND DISPUTES? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q37C. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCIL'S (CPC) AT PREVENTING THE ESCALATION OF CRIME? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q37D. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCIL'S (CPC) AT MAINTAINING SECURITY? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q38. HOW WOULD YOU CHARACTERIZE PRESENT RELATIONS BETWEEN PNTL AND CITIZENS IN YOUR COMMUNITY? [S] [PROMPT]

- Good
- Neither good nor bad
- Bad
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q39. IN YOUR OPINION, HOW ACTIVE ARE THE FOLLOWING GROUPS IN THE COMMUNITY IN ASSISTING THE POLICE IN FIGHTING CRIME IN YOUR COMMUNITY? [S] [PROMPT]

NGOs	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Religious Associations	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Political Parties	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Suco Chief	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Elder/Adat	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Community Police Council (CPC)	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Aldeia Chief	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Illegal groups	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)
Other members of the community	Very active	Somewhat active	Not active	Don't know (do not read)	Respondent chose not to answer (do not read)

Q40. WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS CHALLENGE FACING THE PNTL IN THIS LOCALITY TODAY? [S] [PROMPT]

- Inadequate staffing levels
- Police lack adequate training
- Lack of clarity on job description
- Lack of standard operating procedures
- Lack of communications equipment
- Lack of transportation
- Lack of adequate budget to investigate cases and perform other functions
- Police are subject to political interference
- Police abuse their position for money or personal gain
- Police are subject to interference by local elites
- Police do not have the confidence and support of the communities that they serve
- Police lack incentive and morale
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q41. HOW LONG DOES IT TAKE YOU TO GET TO YOUR NEAREST POLICE STATION? [S] (DO NOT READ OUT OPTIONS)

- Less than 10 minutes
- Between 10 and 20 minutes
- Between 20 and 30 minutes
- More than 30 minutes
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q42. GENERALLY SPEAKING, WOULD YOU REPORT A CRIME TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? [S] [DO NOT READ OUT OPTIONS]

- PNTL
- Community Leader
- Would not report a crime to anyone (Do not read out)
- Don't know (Do not read out)
- Chose not to answer (Do not read out)

Q43. AN OFFICIAL POLICE SUKU (OPS) IS A PNTL OFFICER THAT IS ASSIGNED TO YOUR VILLAGE. HE OR SHE MAY LIVE IN YOUR VILLAGE OR MAY VISIT ON A REGULAR BASIS.

IS THERE AN OPS ASSIGNED TO YOUR SUKU? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If yes go to Q43A, then continue to Q43B]
 [If "NO", "DK" or "NA" go to Q43B and Q43C]

Q43A. DO YOU FEEL MORE OR LESS SAFE WITH AN OPS IN YOUR SUKU, OR DOES IT MAKE NO DIFFERENCE TO HOW SAFE YOU FEEL? [S] (DO NOT READ OUT OPTIONS)

- More safe
- Makes no difference to how safe I feel
- Less safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q43B. IF AN OPS WAS STATIONED CLOSER TO YOUR HOME, WOULD YOU FEEL MORE OR LESS SAFE, OR WOULD IT MAKE NO DIFFERENCE TO HOW SAFE YOU FEEL? [S] [DO NOT READ OUT OPTIONS]

- More safe
- Makes no difference to how safe I feel
- Less safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q43C. IF YOU HAD AN OPS IN YOUR SUKU, WOULD YOU REPORT A CRIME TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? [S] [DO NOT READ OUT OPTIONS]

- PNTL
- Community Leader
- Would not report a crime to anyone (Do not read out)
- Don't know (Do not read out)
- Chose not to answer (Do not read out)

Q44. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO PREVENT CRIMES IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q45. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO PREVENT CONFLICTS FROM ESCALATING IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q46. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO MAINTAIN SECURITY IN YOUR COMMUNITY IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION F: COMMUNITY EXPECTATIONS AND TRUST

Q47. HOW MUCH DO YOU AGREE OR DISAGREE THAT THE PNTL HAVE THE RIGHT TO USE STRONG PHYSICAL FORCE ON SUSPECTS? [S] [PROMPT]

- Agree strongly
- Agree somewhat
- Neither agree nor disagree
- Disagree somewhat
- Disagree strongly
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q48. DURING THE INVESTIGATION OF WHICH OF THE FOLLOWING CRIMES, DO YOU AGREE OR DISAGREE THAT THE PNTL HAVE THE RIGHT TO USE STRONG PHYSICAL FORCE ON SUSPECTS? [S] [PROMPT]

	Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly	Don't know (do not read)	Respondent chose not to answer (do not read)
Theft of personal property							
Bribes, extortion or unlawful taxation							
Physical attack resulting in the injury of your or a member of your family							
Physical attack resulting in the death of a family member							
Rape							
Unlawful occupation of personal land							
Domestic violence							
Other							

Q49. DO YOU TRUST THE POLICE? [S] [DO NOT READ OUT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q50. TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS? [S] [PROMPT]

	Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly	Don't know (do not read)	Respondent chose not to answer (do not read)
I trust the police to carry out their job to benefit the public							
I trust the PNTL will not abuse their position of power to serve their own interests							
I trust the police give honest explanations for their actions to people they deal with							
I trust the PNTL will help me if I seek their assistance							
I trust the PNTL will not physically abuse me							

Q51. HOW MUCH CONFIDENCE DO YOU HAVE IN THE PNTL'S COMMITMENT TO MAINTAINING SECURITY IN YOUR COMMUNITY? [S] [PROMPT]

- Great confidence
- Some confidence
- Indifferent
- Little confidence
- No confidence
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q52. POLICE CORRUPTION INVOLVES MISUSING POSITION OF POWER FOR PERSONAL INTERESTS, ACTING DISHONESTLY, TAKING BRIBES, BREACHING PUBLIC TRUST AND/OR PARTICIPATING IN, AND PROTECTING ORGANIZED CRIME. IN TERMS OF CORRUPTION, WHICH OF THE FOLLOWING RESPONSES BEST DESCRIBES THE MEMBERS OF PNTL WHO SERVE YOUR COMMUNITY? [S] [PROMPT]

- Never corrupt
- Sometimes corrupt
- Always corrupt
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent answers "Sometimes corrupt" or "Always corrupt" go to Q51A and Q51B]
 [SKIP LOGIC: If the respondent answers "Never corrupt", "Don't know" or "chose not to answer" go to Q53]

Q52A. IN TERMS OF POLICE CORRUPTION, WHAT DO YOU BELIEVE IS THE MOST COMMON TYPE OF BEHAVIOR ILLUSTRATED BY CORRUPT OFFICERS? [S] [PROMPT]

- Police misusing their position in power for personal interests
- Police acting dishonestly or breaching public trust
- Police participating in, and protecting organized crime
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q52B. FURTHER TO THE CHALLENGE OF CORRUPTION WITHIN THE PNTL, DO YOU BELIEVE THAT SOME OFFICERS, DESPITE BEING CORRUPT, ARE EXEMPT FROM PUNISHMENT? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q53. WHICH OF THE FOLLOWING STATEMENTS BEST DESCRIBES THE ROLE OF POLICE IN YOUR COMMUNITY? [S] [PROMPT]

- Police serve and respect the rights and interests of all citizens
- Police serve the interests of select groups
- Police serve the interests of political leaders
- Police serve their own interests only
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION I: QUALITY CONTROL

Q54. FOR QUALITY-CONTROL PURPOSES, WOULD IT BE POSSIBLE TO RECORD YOUR TELEPHONE NUMBER? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Respondent chose not to answer (Do not read out)

[If the respondent chooses "Yes", record number here: _____]

SECTION J: POST-INTERVIEW INFORMATION

THIS SECTION IS TO BE COMPLETED BY THE INTERVIEWER ONLY

PLEASE ENTER THE RESPONDENT'S NAME: _____

IS THE RESPONDENT THE ORIGINAL RESPONDENT, OR HAS THE RESPONDENT BEEN REPLACED?

- Original Respondent
- Replaced Respondent

PLEASE RECORD THE NAME OF THE ALDEIA WHERE THE SURVEY IS BEING CONDUCTED: _____

PLEASE ENTER ALDEIA ID NUMBER: _____

PLEASE ENTER YOUR INTERVIEWER ID NUMBER: _____

PLEASE ENTER THE QUESTIONNAIRE NUMBER: _____

COLLECT GPS COORDINATES _____

COMMUNITY-POLICE RELATIONS IN TIMOR-LESTE

GENERAL PUBLIC PERCEPTION SURVEY

PLEASE ENTER YOUR INTERVIEWER ID NUMBER: _____

PLEASE ENTER THE QUESTIONNAIRE NUMBER: _____

SECTION A: RESPONDENT DEMOGRAPHICS

SEX (DO NOT ASK THE RESPONDENT THEIR GENDER, RECORD BY OBSERVATION)

- Male
- Female

WHAT IS THE RESPONDENT'S ROLE?

- Suku Chief
- Aldeia Chief
- Traditional Leader

1. WHAT IS YOUR AGE? (DO NOT READ OUT OPTIONS)

INSERT INTEGER FROM 17 TO 97
IF DON'T KNOW AGE, INSERT CODE 98
IF AGE REFUSED, INSERT CODE 99

2. WHAT IS YOUR MARITAL STATUS? [S] [PROMPT]

- Single
- In a relationship, but not married
- Married
- Separated or Divorced
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

3. WHAT IS YOUR RELIGION? [S] (DO NOT READ OUT OPTIONS)

- Catholic
- Protestant
- Muslim
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

4. WHERE DO YOU LIVE CURRENTLY?

Sub-District: _____
Suco: _____

5. WHAT IS YOUR LEVEL OF EDUCATION? [S] [PROMPT]

- No schooling

- Informal education
- Attended primary school
- Completed primary school
- Attended pre-secondary
- Completed pre-secondary
- Attended secondary school
- Completed secondary school
- Diploma
- Attended University
- Completed University
- Graduate School
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

6. WHAT HAS BEEN YOUR MAIN ACTIVITY IN THE LAST WEEK? [S] (DO NOT READ OUT OPTIONS)

- Working
- Looking for work
- Attending school
- Housekeeping
- Retired
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

7. WHAT IS YOUR TOTAL MONTHLY HOUSEHOLD INCOME? [S] (DO NOT READ OUT OPTIONS)

- \$0
- \$1-\$10
- \$11-\$25
- \$26 - \$50
- \$51 - \$100
- \$101 - \$150
- \$151 - \$200
- \$201 - \$300
- \$301 - \$400
- More than \$400
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION B: SECURITY SITUATION

8. DO YOU OWN ANY LAND? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q8a]
 [If "no", "DK" or "NA", go to Q9]

8A. DO YOU HAVE ANY ONGOING LAND DISPUTES? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q8b]
 [If "no", "DK" or "NA", go to Q9]

8B. WHAT TYPE OF LAND DISPUTE(S)? [M] (READ OUT OPTIONS)

- Somebody is occupying your land
- Somebody has accused you of occupying their land
- Dispute over use of farming land
- Dispute over use of land for animal grazing
- Dispute with government over government seizure of land
- Dispute with family members over inheritance of land
- Dispute over the borders of your land
- Other (specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

9. WHAT IS YOUR PRIMARY SOURCE OF INFORMATION ABOUT THE SECURITY SITUATION IN YOUR LOCALITY? [S] [PROMPT]

- Radio
- Television
- Newspapers
- Family/friends/community
- Suco Chief
- Police
- Internet/social media
- Community Police Council (CPC)
- None (do not get information about security in locality)
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

10. HOW WOULD YOU DESCRIBE THE SECURITY SITUATION IN YOUR LOCALITY COMPARED TO THE PREVIOUS YEAR? [S] [PROMPT]

- Security has improved
- Security has stayed the same
- Security has become worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Negatively phrased safety question]

11. HOW CONCERNED ARE YOU ABOUT YOUR SAFETY IN YOUR LOCALITY? [S] [PROMPT]

- Very Concerned
- Somewhat Concerned
- Neither concerned nor unconcerned
- Somewhat unconcerned
- Not Concerned
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Positively phrased safety question]

12. HOW SAFE DO YOU FEEL IN THE LOCALITY WHERE YOU LIVE NOW? [S] [PROMPT]

- Very unsafe

- Somewhat unsafe
- Neither safe nor unsafe
- Somewhat safe
- Very safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

13. HOW MUCH DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS? [S] [PROMPT]

	Agree strongly	Agree somewhat	Neither agree nor disagree	Disagree somewhat	Disagree strongly	Don't know (Do not read)	Respondent chose not to answer (Do not read)
A I am worried about my physical safety in the area in which I live							
B I am worried about my possessions (house, land, animals, belongings etc) being stolen or damaged in the area in which I live							
C I am worried about my family's safety in the area in which I live							
D I am worried tensions in my community leading to conflict							

14. WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS SECURITY PROBLEM FACING YOUR LOCALITY TODAY? [S] (DO NOT READ OUT)

- Land grabbing/land occupation
- Domestic Violence
- Fighting
- Youth problems (vandalism, fighting, drinking, noisiness)
- Martial arts groups or ritual arts groups
- Illegal Groups (CPD-RDTL, Maubere Revolution Council (KRM) etc)
- PNTL Violence
- Military (F-FDTL Violence)
- Drunkenness
- Animals/lost animals and crop destruction by animals
- Murder
- Theft
- Smuggling of arms
- Smuggling of drugs
- Drug addiction/illegal consumption of drug
- Politically related violence
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

15. DO YOU HAVE ANY OF THE FOLLOWING ONGOING DISPUTES WITH ANYONE LIVING IN YOUR COMMUNITY/NEIGHBORHOOD?

[Interviewer: Respondent can select as many options as are relevant] [PROMPT]

- Access to water and irrigation
- Non farming land dispute
- Dispute over agricultural land
- Dispute over money
- Unresolved crimes (theft, assault etc)
- Abandonment (not supporting children or spouse)
- Gangs or groups
- Accusations of witchcraft
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

16. ILLEGAL GROUPS ARE ONES THAT HAVE BEEN BANNED BY THE GOVERNMENT OR WHOSE PRIMARY PURPOSE IS TO PROFITEER FROM ILLEGAL ACTIVITIES. ARE ILLEGAL GROUPS ACTIVE IN YOUR LOCALITY? [S] [DO NOT READ OUT OPTIONS]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes" go to Q16A]

[SKIP LOGIC: If "No", "DK" or "NA", go to Section C]

16A . HOW ACTIVE ARE ILLEGAL GROUPS IN YOUR LOCALITY? [S] [PROMPT]

- Very active
- Somewhat active
- Not active
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

16B. WHAT ARE THE NAMES OF THE GROUPS OPERATING IN YOUR AREA? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] (DO NOT READ OUT)

- CPD-RDTL
- Maubere Revolution Council (KRM)
- PSHT
- Kera Sakti
- KORKA
- 7-7
- Bua Malus
- Colimau 2000
- Kung-Fu Master
- Padjajaran
- Sagrada Familia
- Black Magic Groups
- Other (Specify)
- Don't Know
- Respondent chose not to answer (Do not read out)

SECTION C: JUSTICE SEEKING BEHAVIOUR

THE FOLLOWING QUESTIONS REFER TO THE DIFFERENT TYPES OF CRIME THAT MAY BE FOUND IN YOUR COMMUNITY.

17. IN YOUR OPINION, WHICH OF THE FOLLOWING INSTITUTIONS/INDIVIDUALS HAS PRIMARY RESPONSIBILITY FOR MAINTAINING SECURITY IN YOUR LOCALITY? [S] [PROMPT]

- Citizens
- Elders
- PNTL
- Community Leaders (suco chief, *aldeia* chief etc)
- Community Police Council (CPC)
- Military (F-FDTL)
- Martial Arts Groups
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

18. WHAT IS THE FIRST THING YOU WOULD DO IF YOUR COW WAS STOLEN? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individuals you think are responsible for stealing the cow
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals you think are responsible for stealing the cow
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

19. WHAT IS THE FIRST THING YOU WOULD DO IF A GANG OF MEN THREATENED TO HURT YOU OR YOUR FAMILY IF YOU FAILED TO PAY THEM A SPECIFIED SUM OF MONEY? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individuals you think are responsible for the threat
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals you think are responsible for the threat
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

20. WHAT IS THE FIRST THING YOU WOULD DO IF SOMEBODY OCCUPIED A PORTION OF YOUR LAND AND INSISTED THAT HE IS THE RIGHTFUL OWNER? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the individual occupying your land
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the individuals occupying your land
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

21. WHAT IS THE FIRST THING YOU WOULD DO IF A FEMALE RELATIVE/FRIEND WAS PHYSICALLY ASSAULTED BY HER HUSBAND? [S] [PROMPT]

- Request assistance from the PNTL
- Negotiate with the female relative's/friend's husband
- Seek assistance from family members or other community members
- Seek assistance of Elder/Adat
- Seek assistance of Suco or *Aldeia* Chief
- Retaliate against the female relative's/friend's husband
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[JUSTICE-SEEKING BEHAVIOR PATHWAYS]

22. HAS THE COMMUNITY IN WHICH YOU LIVE REQUESTED YOUR ASSISTANCE ON ANY OF THE FOLLOWING CRIMES OR DISPUTES IN THE LAST YEAR? [S] [PROMPT]

A. Theft of personal property	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
B. Bribes, extortion or victim of unlawful taxation	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
C. Physical attack resulting in injury	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
D. Physical attack resulting in death	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
E. Unlawful occupation of personal land	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
F. Other	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)

[SKIP LOGIC: If the respondent chose "No", "Don't Know" or "Respondent chose not to answer" for ALL of the options above, then go to Q22G]
 [If "YES" to Q22A, go to Q23A]
 [IF "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22A, SKIP TO Q23B]

23A. THE NEXT FEW QUESTIONS ARE ABOUT THEFT OF PERSONAL PROPERTY. GIVEN THAT YOU OR A MEMBER OF YOUR FAMILY EXPERIENCED A THEFT OF PERSONAL PROPERTY IN THE LAST YEAR, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you

- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or *Aldeia* Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]
 [SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24A]
 [SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32A]

24A. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL
- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me to contact the PNTL
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25A. FOLLOWING YOUR FIRST REACTION TO THE THEFT, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
PNTL	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Suco Chief	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Elder/Adat	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Local NGO	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Legal Aid Organisation	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)
Family members	Yes	No	Don't Know (do not read)	Respondent chose not to answer (do not read)

[IF SELECTED "YES" TO PNTL IN Q25A - GO TO BLOCK A]
 [IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B]
 [IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32A]

BLOCK A

26A. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE THEFT? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27A. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened
- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28A. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE THEFT? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27A, if respondent selected "Police referred the case to a community leader" go to BLOCK B]
 [In Q27A, if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]
 [In Q27A, if selected any other option - go to Q32A]

BLOCK B

29A. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE THEFT? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30A. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31A. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32A. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE THEFT OF PERSONAL PROPERTY RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33A]
 [SKIP LOGIC: If "No", "DK" or "NA", go to Q23B]

33A. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If "PNTL" go to Q34A and then Q35A for all other options go to Q36A]

Q34A. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] (PROMPT)

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35A. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] (PROMPT)

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36A. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THE THEFT? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Question Number	Question	Options
22	Have you or a member of your family experienced any of the following crimes or disputes in the last year?	
	A. Theft of personal property	Yes No Don't Know Respondent chose not to answer
	B. Bribes, extortion or victim of unlawful taxation	Yes No Don't Know Respondent chose not to answer
	C. Physical attack resulting in injury	Yes No Don't Know Respondent chose not to answer
	D. Physical attack resulting in death	Yes No Don't Know Respondent chose not to answer
	E. Unlawful occupation of personal land	Yes No Don't Know Respondent chose not to answer
	F. Other	Yes No Don't Know Respondent chose not to answer
REPEAT	REPEAT Q23 - 36 FOR EACH OF THE CRIMES IN Q22 THAT THE RESPONDENT SELECTS "YES" TO	
23	The next few questions are about "INSERT CRIME SELECTED IN Q21". Given that you or a member of your family experienced a theft of personal property in the last year, what was your first reaction?	
	Sought assistance from PNTL	
	Negotiated with the individual(s) who committed a crime against you	
	Sought the assistance of other community members	
	Pursued a settlement through elected Elder/Adat	
	Requested assistance of Suco or <i>Aldeia</i> Chief	
	Retaliated against the individual who threatened you or committed a crime against you	
	Consulted a local NGO	
	Consulted a legal aid organisation	
	Did nothing	
	Other	
	Don't know	
	Chose not to respond	
GUIDE	If selected "sought assistance from PNTL" go to BLOCK A If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to Q24 If the respondent selects response "Don't Know" or "Respondent chose not to answer" go to SECTION D	
24	What was your primary reason for not seeking assistance from the PNTL first? [S] (do not read out)	
	PNTL are too far away	
	I do not have a way to contact the PNTL	
	I do not trust they can resolve my situation	
	It will make the situation worse	
	I didn't know how to report a crime to the PNTL	
	My family would not allow me contact the PNTL	
	Other (Specify)	
	Don't know	
	Respondent chose not to answer	

25	Following your first reaction to the “INSERT CRIME FROM 22”, was the crime referred to any of the following people? [Interviewer: Respondent can select as many options as are relevant] [PROMPT]																														
	<table border="1"> <tr> <td>PNTL</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> <tr> <td><i>Suku</i> Chief / <i>Aldeia</i> Chief</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> <tr> <td>Elder/adat</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> <tr> <td>Local NGO</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> <tr> <td>Legal Aid Organization</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> <tr> <td>Family members</td> <td>Yes</td> <td>No</td> <td>Don't Know</td> <td>Respondent chose not to answer</td> </tr> </table>	PNTL	Yes	No	Don't Know	Respondent chose not to answer	<i>Suku</i> Chief / <i>Aldeia</i> Chief	Yes	No	Don't Know	Respondent chose not to answer	Elder/adat	Yes	No	Don't Know	Respondent chose not to answer	Local NGO	Yes	No	Don't Know	Respondent chose not to answer	Legal Aid Organization	Yes	No	Don't Know	Respondent chose not to answer	Family members	Yes	No	Don't Know	Respondent chose not to answer
PNTL	Yes	No	Don't Know	Respondent chose not to answer																											
<i>Suku</i> Chief / <i>Aldeia</i> Chief	Yes	No	Don't Know	Respondent chose not to answer																											
Elder/adat	Yes	No	Don't Know	Respondent chose not to answer																											
Local NGO	Yes	No	Don't Know	Respondent chose not to answer																											
Legal Aid Organization	Yes	No	Don't Know	Respondent chose not to answer																											
Family members	Yes	No	Don't Know	Respondent chose not to answer																											
GUIDE	[IF SELECTED "YES" TO PNTL IN Q23A - GO TO BLOCK A] [IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B] [IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32] [If none of the options are responded to with "Yes", go to BLOCK B]																														
Block A																															
26	How would you describe the manner in which the PNTL treated you or other members of your family when you sought their help in resolving the [INSERT CRIME EXPERIENCED FROM Q 21]? [S] [PROMPT]																														
	With full respect to you and your family and showing professional police conduct With minimal respect and professionalism In a verbally aggressive, abusive or intimidating manner In a physically aggressive, abusive or intimidating manner Other (Specify) _____ Don't know (Do not read out) Respondent chose not to answer (Do not read out) Respondent chose not to answer (Do not read out)																														
27	What did the PNTL do after you sought their assistance? [S] [PROMPT]																														
	The dispute was settled through police and community representative mediation Nothing happened Police gave a warning to accused party Formal complaint was filed but no further legal action occurred Police referred the case to a community leader Accused individual was arrested by the PNTL Other (Specify) _____ Don't know (Do not read out) Respondent chose not to answer (Do not read out)																														
28	How satisfied were you with the outcome of requesting assistance from PNTL for the theft? [S] [PROMPT]																														
	Satisfied Neither satisfied nor dissatisfied Dissatisfied Don't know (Do not read out) Respondent chose not to answer (Do not read out)																														
GUIDE	[In Q27, if respondent selected "Police referred the case to a community leader" go to BLOCK B] [In Q27, if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B] [In Q27, if selected any other option - go to Q32]																														
Block B																															
29	How would you describe the manner in which the community treated you or other members of your family when you sought their help in resolving the [INSERT CRIME FROM Q22]? [S] [PROMPT]																														
	With full respect With minimal respect In a verbally aggressive, abusive or intimidating manner In a physically aggressive, abusive or intimidating manner Other (Specify) _____ Don't know (Do not read out) Respondent chose not to answer (Do not read out)																														
30	How was your case handled at the community level? [S] [PROMPT]																														
	The dispute was settled through mediation facilitated by <i>suku</i> or <i>aldeia</i> chief The dispute was settled through adat or elders The dispute was settled through direct negotiation with the perpetrator Nothing happened Community gave a warning to accused party Member of the community referred the case to the PNTL Other (Specify) _____ Don't know (Do not read out) Respondent chose not to answer (Do not read out)																														

31	How satisfied were you with the outcome of requesting assistance from PNTL for the theft? [S] [PROMPT]
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
32	A resolution refers to whether a crime was settled or whether a solution was identified. Was the [INSERT CRIME FROM Q21] resolved? [S]
	Yes
	No
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
GUIDE	SKIP LOGIC: If "Yes", go to 33 [SKIP LOGIC: If "No", go to SECTION D]
33	Who was directly involved in the final resolution of the crime?[Interviewer: Respondent can select as many options as are relevant] [PROMPT]
	PNTL
	Suku Chief / Aldeia Chief
	Elder/adat
	Local NGO
	Legal Aid Organization
	Family members
	Other (specify) _____
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
GUIDE	[SKIP-LOGIC: If "PNTL" go to Q34 and Q35, for all other options go to Q36]
34	What was the main role of the PNTL during the resolution process? [S]
	Ensured a safe environment during a community-driven resolution
	Directly involved in mediation/negotiation
	Made final decision on how the case would be resolved
	Enforced community-driven resolution
	Did nothing
	Other (specify)
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
35	How satisfied were you with the PNTL's response
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
36	Did you experience any retribution following the resolution of the [INSERT CRIME FROM Q22]? [S] (Do not read out options)
	Yes
	No
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)

REPEAT Q22 - 36 FOR ALL CRIMES EXPERIENCED IN Q2

BRIBES, EXTORTION OR VICTIM OF UNLAWFUL TAXATION

[If "YES" to Q22B, go to Q23B]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22B, SKIP TO Q23C]

23B. THE NEXT FEW QUESTIONS ARE ABOUT BRIBES, EXTORTION OR BEING A VICTIM OF UNLAWFUL TAXATION. GIVEN THAT YOU OR A MEMBER OF YOUR FAMILY EXPERIENCED BRIBES, EXTORTION OR WERE A VICTIM OF UNLAWFUL TAXATION IN THE LAST YEAR, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you
- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or Aldeia Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]

[SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24B]

[SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32B]

24B. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL

- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me contact the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25B. FOLLOWING YOUR FIRST REACTION TO THE BRIBE, EXTORTION OR BEING A VICTIM OF UNLAWFUL TAXATION, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

PNTL	Yes	No	Don't Know	Respondent chose not to answer
Suku Chief / Aldeia Chief	Yes	No	Don't Know	Respondent chose not to answer
Elder/adat	Yes	No	Don't Know	Respondent chose not to answer
Local NGO	Yes	No	Don't Know	Respondent chose not to answer
Legal Aid Organization	Yes	No	Don't Know	Respondent chose not to answer
Family members	Yes	No	Don't Know	Respondent chose not to answer

[IF SELECTED "YES" TO PNTL IN Q25B - GO TO BLOCK A]

[IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B]

[IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32B]

BLOCK A

26B. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE BRIBES, EXTORTION OR UNLAWFUL TAXATION? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27B. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened
- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28B. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE BRIBE, EXTORTION OR UNLAWFUL TAXATION? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27AB if respondent selected "Police referred the case to a community leader" go to BLOCK B]

[In Q27B if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]

[In Q27B, if selected any other option - go to Q32B]

BLOCK B

29B. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE BRIBE, EXTORTION OR UNLAWFUL TAXATION? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30B. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31B. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32B. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE BRIBE, EXTORTION OR UNLAWFUL TAXATION RESOLVED? [S]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33B]

[SKIP LOGIC: If "No", "DK" or "NA", go to Q23C]

33B. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If selected "PNTL" in Q33B go to Q34B and then Q35B; for all other options go to Q36B]

Q34B. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35B. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36B. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THE BRIBE, EXTORTION OR UNLAWFUL TAXATION? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN INJURY

[IF "YES" to Q22C, go to Q23C]
[IF "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22C, SKIP TO Q23D]

23C. THE NEXT FEW QUESTIONS ARE ABOUT PHYSICAL ATTACK RESULTING IN INJURY. GIVEN THAT YOU OR A MEMBER OF YOUR FAMILY EXPERIENCED PHYSICAL ATTACK RESULTING IN INJURY IN THE LAST YEAR, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you
- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or *Aldeia* Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]
[SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24C]
[SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32C]

24C. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL
- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me contact the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25C. FOLLOWING YOUR FIRST REACTION TO THE PHYSICAL ATTACK RESULTING IN INJURY, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

PNTL	Yes	No	Don't Know	Respondent chose not to answer
<i>Suku</i> Chief / <i>Aldeia</i> Chief	Yes	No	Don't Know	Respondent chose not to answer
Elder/adat	Yes	No	Don't Know	Respondent chose not to answer
Local NGO	Yes	No	Don't Know	Respondent chose not to answer
Legal Aid Organization	Yes	No	Don't Know	Respondent chose not to answer
Family members	Yes	No	Don't Know	Respondent chose not to answer

[IF SELECTED "YES" TO PNTL IN Q25C - GO TO BLOCK A]
[IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B]
[IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32C]

BLOCK A

26C. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE PHYSICAL ATTACK RESULTING IN INJURY? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27C. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened

- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28C. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE PHYSICAL ATTACK RESULTING IN INJURY? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27C if respondent selected "Police referred the case to a community leader" go to BLOCK B]

[In Q27C if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]

[In Q27C, if selected any other option - go to Q32C]

BLOCK B

29C. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE PHYSICAL ATTACK RESULTING IN INJURY? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30C. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31C. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32C. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ATTACK RESULTING IN INJURY RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33C]

[SKIP LOGIC: If "No", "DK" or "NA" go to Q23D]

33C. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME?[INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If selected "PNTL" in Q33C go to Q34C and then Q35C; for all other options go to Q36C]

Q34C. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35C. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36C. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THE PHYSICAL ATTACK LEADING TO INJURY? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN DEATH

[If "YES" to Q22D, go to Q23D]
 [If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22D, SKIP TO Q23E]

23D. THE NEXT FEW QUESTIONS ARE ABOUT PHYSICAL ATTACK RESULTING IN DEATH. GIVEN THAT A MEMBER OF YOUR FAMILY EXPERIENCED PHYSICAL ATTACK RESULTING IN DEATH IN THE LAST YEAR, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you
- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or *Aldeia* Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]
 [SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24D]
 [SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32D]

24D. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL
- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me contact the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25D. FOLLOWING YOUR FIRST REACTION TO THE PHYSICAL ATTACK RESULTING IN DEATH, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

	Yes	No	Don't Know	Respondent chose not to answer
PNTL				
<i>Suku</i> Chief / <i>Aldeia</i> Chief				
Elder/adat				
Local NGO				
Legal Aid Organization				
Family members				

[IF SELECTED "YES" TO PNTL IN Q25D - GO TO BLOCK A]
 [IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B]
 [IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32D]

BLOCK A

26D. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE PHYSICAL ATTACK RESULTING IN DEATH? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27D. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened
- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28D. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE PHYSICAL ATTACK RESULTING IN DEATH? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27D if respondent selected "Police referred the case to a community leader" go to BLOCK B]
 [In Q27D if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]
 [In Q27D, if selected any other option - go to Q32D]

BLOCK B

29D. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE PHYSICAL ATTACK RESULTING IN DEATH? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30D. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL

- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31D. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32D. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ATTACK RESULTING IN DEATH RESOLVED? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33D]
 [SKIP LOGIC: If "No", "DK", "NA", go to Q23E]

33D. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If selected "PNTL" in Q33D go to Q34D and then Q35D; for all other options go to Q36D]

Q34D. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35D. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36D. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THE PHYSICAL ATTACK LEADING TO DEATH? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

LAND GRAB

[If "YES" to Q22E, go to Q23E]
 [If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22E, SKIP TO Q23F]

23E. THE NEXT FEW QUESTIONS ARE ABOUT UNLAWFUL OCCUPATION OF PERSONAL LAND. GIVEN THAT YOU OR A MEMBER OF YOUR FAMILY EXPERIENCED UNLAWFUL OCCUPATION OF PERSONAL LAND IN THE LAST YEAR, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you
- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or *Aldeia* Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]
 [SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24E]
 [SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32E]

24E. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL
- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me contact the PNTL
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25E. FOLLOWING YOUR FIRST REACTION TO THE UNLAWFUL OCCUPATION OF PERSONAL LAND, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

	Yes	No	Don't Know	Respondent chose not to answer
PNTL				
<i>Suku</i> Chief / <i>Aldeia</i> Chief				
Elder/adat				
Local NGO				
Legal Aid Organization				
Family members				

[IF SELECTED "YES" TO PNTL IN Q25E - GO TO BLOCK A]
 [IF SELECTED "YES" TO ANY OTHER OPTION - GO TO BLOCK B]
 [IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY - GO TO Q32E]

BLOCK A

26E. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE UNLAWFUL OCCUPATION OF PERSONAL LAND? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27E. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened
- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28E. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE UNLAWFUL OCCUPATION OF PERSONAL LAND? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27E if respondent selected "Police referred the case to a community leader" go to BLOCK B]

[In Q27E if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]

[In Q27E, if selected any other option - go to Q32E]

BLOCK B

29E. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THE UNLAWFUL OCCUPATION OF PERSONAL LAND? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30E. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31E. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32E. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE UNLAWFUL OCCUPATION OF PERSONAL LAND RESOLVED? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33E]

[SKIP LOGIC: If "No", "DK" or "NA" go to Q23F]

33E. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME?[INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If selected "PNTL" in Q33E go to Q34E and then Q35E; for all other options go to Q36E]

Q34E. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35E. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36E. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THE UNLAWFUL OCCUPATION OF PERSONAL LAND? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

OTHER

[If "YES" to Q22F, go to Q23]
 [If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q22F, SKIP TO SECTION D]

23. YOU SAID THAT YOUR ASSISTANCE WAS REQUESTED REGARDING ANOTHER TYPE OF CRIME IN THE LAST YEAR. PLEASE SPECIFY THIS OTHER TYPE OF CRIME? _____

23F. THE NEXT FEW QUESTIONS ARE ABOUT ANOTHER TYPE OF CRIME. GIVEN THAT YOU OR A MEMBER OF YOUR FAMILY EXPERIENCED THIS OTHER TYPE OF CRIME, WHAT WAS YOUR FIRST REACTION? [S] [PROMPT]

- Sought assistance from PNTL
- Negotiated with the individual(s) who committed a crime against you
- Sought the assistance of other community members
- Pursued a settlement through elected Elder/Adat
- Requested assistance of Suco or *Aldeia* Chief
- Retaliated against the individual who threatened you or committed a crime against you
- Consulted a local NGO
- Consulted a legal aid organisation
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC #1: If the respondent selects "Sought assistance from PNTL", go to BLOCK A]
 [SKIP LOGIC #2: If the respondent does NOT select "Don't Know" or "Respondent chose not to answer" go to 24F]
 [SKIP LOGIC #3: If the respondent selects "Don't Know" or "Respondent chose not to answer" go to Q32F]

24F. WHAT WAS YOUR PRIMARY REASON FOR NOT SEEKING ASSISTANCE FROM THE PNTL FIRST? [S] (DO NOT READ OUT)

- PNTL are too far away
- I do not have a way to contact the PNTL
- I do not trust they can resolve my situation
- It will make the situation worse
- I didn't know how to report a crime to the PNTL
- My family would not allow me contact the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

25F. FOLLOWING YOUR FIRST REACTION TO THIS OTHER TYPE OF CRIME, WAS THE CRIME REFERRED TO ANY OF THE FOLLOWING PEOPLE? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

	Yes	No	Don't Know	Respondent chose not to answer
PNTL	Yes	No	Don't Know	Respondent chose not to answer
<i>Suku</i> Chief / <i>Aldeia</i> Chief	Yes	No	Don't Know	Respondent chose not to answer
Elder/adat	Yes	No	Don't Know	Respondent chose not to answer
Local NGO	Yes	No	Don't Know	Respondent chose not to answer
Legal Aid Organization	Yes	No	Don't Know	Respondent chose not to answer
Family members	Yes	No	Don't Know	Respondent chose not to answer

IF SELECTED "YES" TO PNTL IN Q25F – GO TO BLOCK A]
 [IF SELECTED "YES" TO ANY OTHER OPTION – GO TO BLOCK B]
 [IF SELECTED "YES" TO LOCAL NGO AND/OR LEGAL AID ONLY – GO TO Q32F]

BLOCK A

26F. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE PNTL TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THIS OTHER TYPE OF CRIME? [S] [PROMPT]

- With full respect to you and your family and showing professional police conduct
- With minimal respect and professionalism
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

27F. WHAT DID THE PNTL DO AFTER YOU SOUGHT THEIR ASSISTANCE? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Nothing happened
- Police gave a warning to accused party
- Formal complaint was filed but no further legal action occurred
- Police referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28F. HOW SATISFIED WERE YOU WITH THE OUTCOME OF REQUESTING ASSISTANCE FROM PNTL FOR THE OTHER CRIME? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[In Q27F if respondent selected "Police referred the case to a community leader" go to BLOCK B]
 [In Q27F if respondent selected "The dispute was settled through police and community representative mediation" go to BLOCK B]

[In Q27F, if selected any other option – go to Q32F]

BLOCK B

29F. HOW WOULD YOU DESCRIBE THE MANNER IN WHICH THE COMMUNITY TREATED YOU OR OTHER MEMBERS OF YOUR FAMILY WHEN YOU SOUGHT THEIR HELP IN RESOLVING THIS OTHER TYPE OF CRIME? [S] [PROMPT]

- With full respect
- With minimal respect
- In a verbally aggressive, abusive or intimidating manner
- In a physically aggressive, abusive or intimidating manner
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30F. HOW WAS YOUR CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

31F. HOW SATISFIED WERE YOU WITH THE WAY YOUR CASE WAS HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32F. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THIS OTHER TYPE OF CRIME RESOLVED? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to 33F]

[SKIP LOGIC: If "No", "DK" or "NA" go to SECTION D]

33F. WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suco Chief
- Elder/Adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP-LOGIC: If selected "PNTL" in Q33F go to Q34F and then Q35F; for all other options go to Q36F]

Q34F. WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Give confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q35F. HOW SATISFIED WERE YOU WITH THE PNTL'S RESPONSE? [S] [PROMPT]

- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36F. DID YOU EXPERIENCE ANY RETRIBUTION FOLLOWING THE RESOLUTION OF THIS OTHER TYPE OF CRIME? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION D: PNTL PERFORMANCE

37. COMPARED TO THE SITUATION ONE YEAR AGO, WOULD YOU SAY THAT THE OVERALL PERFORMANCE OF THE PNTL TODAY IS... [S] [PROMPT]

- Much better
- Somewhat better
- The same
- Somewhat worse
- Much worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

VISIBILITY

38. DO POLICE HAVE ENOUGH PRESENCE IN YOUR COMMUNITY? (INTERVIEWER: PRESENCE MEANS THE VISIBILITY OF POLICE IN TERMS OF SERVICE OR FEELINGS OF SAFETY, E.G. PATROLS OR POLICE BEING AVAILABLE WHEN YOU NEED THEM) [S] [PROMPT]

- Too much
- About right
- Too little
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If respondent selected "too little" go to Q39]

[If "too much", "about right", "don't know" or "NA", go to Q40]

39. WHAT SHOULD THE PNTL DO TO INCREASE THEIR PRESENCE IN YOUR COMMUNITY? [PROMPT] [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT]

- More vehicle patrols
- More foot patrols
- Attend community events
- Police officer permanently stationed in the community
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

INVOLVEMENT

Q40. DO POLICE HAVE ENOUGH INVOLVEMENT IN YOUR COMMUNITY, OR SHOULD THERE BE MORE? (INTERVIEWER: INVOLVEMENT MEANS MEETINGS, DISPUTE RESOLUTION, CONSULTATION, ACTIVITIES ETC.) [S] [PROMPT]

- Too much
- About right
- Too little
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

41. IN YOUR COMMUNITY, DO THE POLICE PLAY ANY ROLE IN THE RESOLUTION OF DISPUTES BY LOCAL COMMUNITY LEADERS SUCH AS ADATS OR SUCO CHIEFS? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[IF YES go to Q41A]

[IF "NO", "DK", or "NA", go to Q42]

41A. WHAT ROLE DO THEY PLAY IN THE RESOLUTION OF DISPUTES? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [READ OUT]

- Active mediation
- Observation only
- Provide security
- Give confidence to outcome
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

42. ARE CITIZENS AND POLICE WORKING TOGETHER TO ADDRESS SECURITY PROBLEMS IN YOUR COMMUNITY? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent answers "Yes" go to Q43]

[SKIP LOGIC: If the respondent answers "No", "Don't Know" or "Chose not to respond" go to Q44]

43. CAN YOU PROVIDE TWO SPECIFIC EXAMPLES OF HOW CITIZENS AND POLICE HAVE BEEN WORKING TOGETHER? [DO NOT READ OUT OPTIONS] [M, MAXIMUM 2]

- Community reports crimes / disputes to police
- Community/police work together to resolve: fighting / youth violence / drunkenness / murder
- Community/police work together to resolve: land disputes / wandering animals
- Collaboration on community beautification / cleaning projects
- Police and community work together to identify / resolve problems (general)
- Police/community cooperation to prevent conflict / maintain peace & security (in general or for specific events, e.g. parties, funerals)
- Police "socialization" / education activities (education on role of police, crime reporting, crime prevention etc)
- Community/police work together to resolve: domestic violence / sexual violence
- Share information (general)
- Community identifies individuals for arrest to police
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PROFESSIONALISM

44. IN THE PAST YEAR, HAVE YOU CONTACTED THE POLICE FOR ASSISTANCE? [S] [DO NOT READ OUT OPTIONS]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If respondent answers with "yes", go to Q44A]

[SKIP LOGIC: If the respondent answers "no", "don't know" or "chose not to answer" go to Q45]

Q44A. IN THE PAST YEAR, WHAT HAVE BEEN THE MAIN REASONS FOR YOU TO HAVE CONTACT WITH THE PNTL? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- You attended an awareness program organized by the police
- Reported a crime to the police
- Questioned by the police in connection with an investigation
- Vehicle/security checks by the police
- Police broke up a political/protest rally/demonstration in which you or a member of your family participated
- Accused of being involved in some form of criminal activity
- Meeting police who are undertaking routine patrols
- As a part of a Community Police Council activity or meeting
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

44B. HOW DID YOU CONTACT THE PNTL? [M] [PROMPT]

- Called personal cell number
- Dialed 112
- Through a community leader
- Visited the station
- Made contact with a passing officer
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

44C. HOW LONG DID THE PNTL TAKE TO RESPOND TO YOUR REQUEST? [S] (DO NOT READ OUT OPTIONS)

- Less than 10 minutes
- Between 10 and 20 minutes
- Between 20 and 30 minutes
- Between 30 minutes and 1 hour
- More than 1 hour
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

45. ARE THE PNTL INCLUSIVE OF GENDER SENSITIVE ISSUES WHEN PERFORMING THEIR DUTIES? (INTERVIEWER: INCLUSIVE MEANS POLICE ARE/ARE NOT SENSITIVE TO THE SPECIAL NEEDS OF FEMALES-WOMEN WHEN FEMALES REPORT ISSUES TO THE POLICE OR IN IN THEIR TREATMENT OF WOMEN GENERALLY IN THE COMMUNITY. FOR EXAMPLE WOMEN REPORTING DOMESTIC VIOLENCE, SEXUAL VIOLENCE/HARASSMENT OR TREATMENT OF WOMEN GENERALLY) [S] (PROMPT)

- Yes
- Sometimes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION E: PNTL COMMUNITY POLICING CAPACITY

46. HAVE YOU EVER HEARD THE TERM "COMMUNITY POLICING"? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If respondent answers "Yes" to Q46, go to Q46A]
 [IF "NO", "DK" or "NA", go to Q47]

Q46A. WHERE HAVE YOU HEARD THE TERM "COMMUNITY POLICING"? [M] (PROMPT)

- Radio
- TV
- Newspaper
- PNTL
- Friends
- Internet
- Religious Leader
- Community Leaders
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q47. HAVE YOU EVER HEARD OF THE TERM "COMMUNITY POLICE COUNCIL (CPC)"? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q47A, if "NO", "DK" or "NA" go Q48]

Q47A. DO YOU HAVE A COMMUNITY POLICE COUNCIL (CPC) IN YOUR SUCO? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to Q47B, Q47C and Q47D]
 [If "NO", "DK" or "NA" go to Q48]

Q47B. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT PREVENTING CRIMES AND DISPUTES? [S] (PROMPT)

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q47C. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT PREVENTING THE ESCALATION OF CRIME? [S] (PROMPT)

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q47D. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT MAINTAINING SECURITY? [S] (PROMPT)

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

48. HOW WOULD YOU CHARACTERIZE PRESENT RELATIONS BETWEEN PNTL AND CITIZENS IN YOUR COMMUNITY? [S] (PROMPT)

- Good
- Neither good nor bad
- Bad
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

49. IN YOUR OPINION, HOW ACTIVE ARE THE FOLLOWING GROUPS IN THE COMMUNITY IN ASSISTING THE POLICE IN FIGHTING CRIME IN YOUR COMMUNITY? [S] (PROMPT)

	Very active	Somewhat active	Not active	Don't know (Do not read)	Respondent chose not to answer (Do not read)
NGOs					
Religious Associations					
Political Parties					
Suco Chief					
Elder/Adat					
Community Police Council (CPC)					
Aldeia Chief					
Illegal groups					
Other members of the community					

50. WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS CHALLENGE FACING THE PNTL IN THIS LOCALITY TODAY? [S] (PROMPT)

- Inadequate staffing levels =
- LackPolice l adequate training
- Lack of clarity on job description

- Lack of standard operating procedures
- Lack of communications equipment
- Lack of transportation
- Lack of adequate budget to investigate cases and perform other functions
- Police are subject to political interference
- Police abuse their position for money or personal gain
- Police are subject to interference by local elites
- Police do not have the confidence and support of the communities that they serve
- Police lack incentive and morale
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

51. HOW LONG DOES IT TAKE YOU TO GET TO YOUR NEAREST POLICE STATION? [S] (DO NOT READ OUT OPTIONS)

- Less than 10 minutes
- Between 10 and 20 minutes
- Between 20 and 30 minutes
- More than 30 minutes
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

52. GENERALLY SPEAKING, WOULD YOU REPORT A CRIME TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? [S] [DO NOT READ OUT OPTIONS]

- PNTL
- Community Leader
- Would not report a crime to anyone (Do not read out)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Subtext 52: An Official Police *Suku* (OPS) is a PNTL officer that is assigned to your village. He or she may live in your village or may visit on a regular basis.

53. IS THERE AN OPS ASSIGNED TO YOUR SUKU? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[If YES go to 53A, then continue to Q53B]
[If "NO", "DK" or "NA" go to 53B and Q53C]

53A. DO YOU FEEL MORE OR LESS SAFE WITH AN OPS IN YOUR SUKU, OR DOES IT MAKE NO DIFFERENCE TO HOW SAFE YOU FEEL? [S] (DO NOT READ OUT OPTIONS)

- More safe
- Makes no difference to how safe I feel
- Less safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

53B. IF YOU HAD AN OPS IN YOUR SUCO, WOULD YOU REPORT A CRIME TO A COMMUNITY LEADER OR TO A PNTL OFFICER FIRST? [S] (DO NOT READ OUT OPTIONS)

- PNTL
- Community Leader
- Would not report a crime to anyone (Do not read out)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Q53C should be asked to ALL respondents, irrespective of answer to 53A or 53B]

53C. IF AN OPS WAS STATIONED CLOSER TO YOUR HOME, WOULD YOU FEEL MORE OR LESS SAFE, OR WOULD IT MAKE NO DIFFERENCE TO HOW SAFE YOU FEEL? [S] [DO NOT READ OUT OPTIONS]

- More safe
- Makes no difference to how safe I feel
- Less safe
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

54. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO PREVENT CRIMES IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

55. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO PREVENT CONFLICTS FROM ESCALATING IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

56. IN YOUR OPINION, DO YOU BELIEVE THE PNTL'S CAPACITY TO MAINTAIN SECURITY IN YOUR COMMUNITY IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION F: COMMUNITY EXPECTATIONS AND TRUST

57. HOW MUCH DO YOU AGREE OR DISAGREE THAT THE PNTL HAVE THE RIGHT TO USE STRONG PHYSICAL FORCE ON SUSPECTS? [S] [PROMPT]

- Agree strongly
- Agree somewhat
- Neither agree nor disagree
- Disagree somewhat
- Disagree strongly
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q57A. DURING THE INVESTIGATION OF WHICH OF THE FOLLOWING CRIMES, DO YOU AGREE OR DISAGREE THAT THE PNTL HAVE THE RIGHT TO USE STRONG PHYSICAL FORCE ON SUSPECTS? [S] [PROMPT]

	Agree strongly	Agree somewhat	Neither agree not disagree	Disagree somewhat	Disagree strongly	Don't know (do not read)	Respondent chose not to answer (do not read)
Theft of personal property							
Bribes, extortion or unlawful taxation							
Physical attack resulting in the injury of your or a member of your family							
Physical attack resulting in the death of a family member							
Rape							
Unlawful occupation of personal land							
Domestic violence							
Other							

58. DO YOU TRUST THE POLICE? [S] [DO NOT READ OUT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

59. TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS? [S] [PROMPT]

	Agree strongly	Agree somewhat	Neither agree not disagree	Disagree somewhat	Disagree strongly	Don't know (do not read)	Respondent chose not to answer (do not read)
I trust the police to carry out their job to benefit the public							
I trust the PNTL will not abuse their position of power to serve their own interests							
I trust the police give honest explanations for their actions to people they deal with							
I trust the PNTL will help me if I seek their assistance							
I trust the PNTL will not physically abuse me							

60. HOW MUCH CONFIDENCE DO YOU HAVE IN THE PNTL'S COMMITMENT TO MAINTAINING SECURITY IN YOUR COMMUNITY? [S] [PROMPT]

- Great confidence
- Some confidence
- Indifferent
- Little confidence
- No confidence
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

61. POLICE CORRUPTION INVOLVES MISUSING POSITION OF POWER FOR PERSONAL INTERESTS, ACTING DISHONESTLY, TAKING BRIBES, BREACHING PUBLIC TRUST AND/OR PARTICIPATING IN, AND PROTECTING ORGANIZED CRIME. IN TERMS OF CORRUPTION, WHICH OF THE FOLLOWING RESPONSES BEST DESCRIBES THE MEMBERS OF PNTL WHO SERVE YOUR COMMUNITY? [S] [PROMPT]

- Never corrupt
- Sometimes corrupt
- Always corrupt
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent answers "Sometimes corrupt" or "Always corrupt" go to Q51A and Q51B]
 [SKIP LOGIC: If the respondent answers "Never corrupt", "Don't know" or "chose not to answer" go to Q53]

61A. IN TERMS OF POLICE CORRUPTION, WHAT DO YOU BELIEVE IS THE MOST COMMON TYPE OF BEHAVIOR ILLUSTRATED BY CORRUPT OFFICERS? [S] [PROMPT]

- Police misusing their position in power for personal interests
- Police acting dishonestly or breaching public trust
- Police participating in, and protecting organized crime
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

61B. FURTHER TO THE CHALLENGE OF CORRUPTION WITHIN THE PNTL, DO YOU BELIEVE THAT SOME OFFICERS, DESPITE BEING CORRUPT, ARE EXEMPT FROM PUNISHMENT? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

62. WHICH OF THE FOLLOWING STATEMENTS BEST DESCRIBES THE ROLE OF POLICE IN YOUR COMMUNITY? [S] [PROMPT]

- Police serve and respect the rights and interests of all citizens
- Police serve the interests of select groups
- Police serve the interests of political leaders
- Police serve their own interests only
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION I: QUALITY CONTROL

63. FOR QUALITY-CONTROL PURPOSES, WOULD IT BE POSSIBLE TO RECORD YOUR TELEPHONE NUMBER? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Respondent chose not to answer (Do not read out)

[If the respondent chooses "Yes", record number here: _____]

RECORD GPS COORDINATES (ON TABLET, OR ALDEIA IF CONNECTION IS UNAVAILABLE)

SECTION H: POST-INTERVIEW INFORMATION

THIS SECTION IS TO BE COMPLETED BY THE INTERVIEWER ONLY

PLEASE ENTER THE RESPONDENT'S NAME: _____

IS THE RESPONDENT THE ORIGINAL RESPONDENT, OR HAS THE RESPONDENT BEEN REPLACED?

- Original Respondent
- Replaced Respondent

PLEASE RECORD THE NAME OF THE ALDEIA WHERE THE SURVEY IS BEING CONDUCTED: _____

PLEASE ENTER ALDEIA ID NUMBER: _____

PLEASE ENTER YOUR INTERVIEWER ID NUMBER: _____

PLEASE ENTER THE QUESTIONNAIRE NUMBER: _____

COLLECT GPS COORDINATES _____

COMMUNITY-POLICE RELATIONS IN TIMOR-LESTE POLICE PERCEPTIONS SURVEY

SECTION A: RESPONDENT DEMOGRAPHICS

RECORD RESPONDENT'S GENDER (DO NOT ASK THE RESPONDENT THEIR GENDER, RECORD BY OBSERVATION)

- Male
- Female

1. WHAT IS YOUR AGE? (DO NOT READ OUT OPTIONS)

INSERT INTEGER FROM 17 TO 97
IF DON'T KNOW AGE, INSERT CODE 98
IF AGE REFUSED, INSERT CODE 99

2. WHAT IS YOUR MARITAL STATUS? [S] [PROMPT]

- Single
- In a relationship but not married
- Married
- Separated or Divorced
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

3. WHAT IS YOUR RELIGION? [S] (DO NOT READ OUT OPTIONS)

- Catholic
- Protestant
- Muslim
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

4. WHAT IS YOUR LEVEL OF EDUCATION? [S] (DO NOT READ OUT OPTIONS)

- No schooling
- Informal education
- Attended primary school
- Completed primary school
- Attended pre-secondary
- Completed pre-secondary
- Attended secondary school
- Completed secondary school
- Diploma
- Attended University
- Completed University
- Graduate School
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION B: PNTL BACKGROUND INFORMATION

5. WHAT STATION ARE YOU POSTED TO? (DO NOT READ OUT OPTIONS)

Sub-District _____
Suco: _____

6. HOW LONG (IN YEARS) HAVE YOU SERVED IN THE POLICE? [S]

INSERT INTEGER FROM 0 TO 97
IF LESS THAN 1 YEAR INSERT CODE ZERO
IF DON'T KNOW, INSERT CODE 98
IF REFUSED, INSERT CODE 99

7. WHAT IS YOUR CURRENT RANK? [S] [PROMPT]

- Commissioner
- Chief Superintendent
- Superintendent
- Assistant Superintendent
- Chief Inspector
- Inspector
- Assistant Inspector
- Chief Sergeant
- First Sergeant
- Sergeant
- Chief Agent
- Principal Agent
- Agent
- Other
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

8. HOW LONG (IN YEARS) HAVE YOU BEEN POSTED IN THIS LOCALITY? [S] [PROMPT]

INSERT INTEGER FROM 0 TO 97
IF LESS THAN 1 YEAR INSERT CODE ZERO
IF DON'T KNOW, INSERT CODE 98
IF REFUSED, INSERT CODE 99

9. ARE YOU AN OFFICIAL POLICE SUKU (OPS)? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

10. WHICH UNIT OR SECTION OF THE POLICE DO YOU BELONG TO? [S] (DO NOT READ OUT OPTIONS)

- UEP (Unide Especial Polisia)/ Special Police
- UFP (Unidade Patrullamentu Fronteira)/ Border Police
- UPM (Unidade Polisia Maritima)/ Maritime Police
- VPU (Vulnerable Persons Unit)
- DPCN (Departamento Polisia Komunitaria) / Community police department
- DAP (Deparmento Administrasaun e Planeamento) / Planning and Administration Department
- DFO (Departamento Finansas e Orsamento) / Finance and Budget Department
- Polisia Tranzito / Traffic police
- SIP (Servisu Informasaun Polisia) / Police Information Service
- SICKN (Servisu Invetigasaun Kriminal Natinoal) / National Criminal Investigation Service
- Sentro Formasaun / Training Center
- Other
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

11. WHAT AREA OF POLICING INTERESTS YOU MOST? [S] [PROMPT]

- UEP (Unide Especial Polisia)/ Special Police
- UFP (Unidade Patrullamentu Fronteira)/ Border Police
- UPM (Unidade Polisia Maritima)/ Maritime Police
- VPU (Vulnerable Persons Unit)
- DPCN (Departamento Polisia Komunitaria) / Community police department
- DAP (Deparmento Administrasaun e Planeamento) / Planning and Administration Department
- DFO (Departamento Finansas e Orsamento) / Finance and Budget Department
- Polisia Tranzito / Traffic police
- SIP (Servisu Informasaun Polisia) / Police Information Service
- SICKN (Servisu Invetigasaun Kriminal Natinoal) / National Criminal Investigation Service
- Sentro Formasaun / Training Center
- Other
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

12. DOES YOUR IMMEDIATE SUPERIOR SUPPORT YOUR PROMOTION IN RANKS WITHIN THE PNTL? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

13. HAVE YOU EVER RECEIVED FEEDBACK FROM YOUR IMMEDIATE SUPERIOR? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

14. HOW HAPPY ARE YOU WITH YOUR CURRENT JOB WITH THE POLICE? [S] [PROMPT]

- Very Happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION C: SECURITY SITUATION

15. WITH REGARDS TO THE DISTRICT'S SECURITY SITUATION, HOW MANY INCIDENTS DO YOU NORMALLY ATTEND PER MONTH?

[INTEGER RESPONSE] FROM 0 TO 997
IF DON'T KNOW, INSERT CODE 998
IF REFUSED, INSERT CODE 999

16. WHAT IS YOUR PRIMARY SOURCE OF INFORMATION ABOUT THE SECURITY SITUATION IN THE LOCALITY IN WHICH YOU WORK? [S] [PROMPT]

- Radio
- Television
- Newspapers
- Family/friends/community
- Suco Chief
- Police
- Internet/social media
- Community Police Council (CPC)
- None (do not get information about security in locality)
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

17. HOW WOULD YOU DESCRIBE THE SECURITY SITUATION IN THE LOCALITY IN WHICH YOU WORK COMPARED TO THE PREVIOUS YEAR? [S] [PROMPT]

- Security has improved
- Security has stayed the same
- Security has become worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

18. WHAT DO YOU CONSIDER TO BE THE MOST SERIOUS SECURITY PROBLEM FACING THE AREA IN WHICH YOU WORK TODAY? [S] [DO NOT READ OUT]

- Land grabbing/land occupation
- Domestic Violence
- Fighting
- Youth problems (vandalism, fighting, drinking, noisiness)
- Martial arts groups or ritual arts groups
- Illegal Groups (CPD-RDTL, Maubere Revolution Council (KRM) etc)
- PNTL violence
- Military (F-FDTL) violence

- Drunkenness
- Animals/lost animals and crop destruction by animals
- Murder
- Theft
- Smuggling of arms
- Smuggling of drugs
- Drug addiction/illegal consumption of drug
- Politically related violence
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

19. ILLEGAL GROUPS ARE ONES THAT HAVE BEEN BANNED BY THE GOVERNMENT OR WHOSE PRIMARY PURPOSE IS TO PROFITEER FROM ILLEGAL ACTIVITIES. ARE ILLEGAL GROUPS ACTIVE IN YOUR LOCALITY? [S] [PROMPT]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[IF YES, go to Q19A, Q19B and Q19C]
 [IF "No", "DK" or "NA", go to Q20]

19A. HOW ACTIVE ARE ILLEGAL GROUPS IN YOUR LOCALITY? [S] [PROMPT]

- Very active
- Somewhat active
- Not active
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

19B. WHAT ARE THE NAMES OF THE GROUPS OPERATING IN YOUR AREA? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] (DO NOT READ)

- CPD-RDTL
- Maubere Revolution Council (KRM)
- PSHT
- Kera Sakti
- KORKA
- 7-7
- Bua Malus
- Colimau 2000
- Kung-Fu Master
- Padjajaran
- Sagrada Familia
- Black Magic Groups
- Other (Specify)
- Don't Know
- Respondent chose not to answer (Do not read out)

19C. HOW MANY INCIDENTS HAVE YOU ATTENDED IN THE PAST 30 DAYS AS A POLICE OFFICER, INVOLVING THE ILLEGAL GROUP(S) YOU INDICATED?

INTEGER RESPONSE FROM 0 TO 997
 IF DON'T KNOW, INSERT CODE 998
 IF REFUSED, INSERT CODE 999

SECTION D: JUSTICE SEEKING BEHAVIOUR

20. IF A CITIZEN IN YOUR AREA OF WORK EXPERIENCES A CRIME, WHAT DO YOU THINK WOULD BE THE FIRST ACTION THAT THEY WOULD TAKE IN ATTEMPTING TO RESOLVE THE PROBLEM? [S] [PROMPT]

- Request assistance from PNTL
- Negotiate with the individual(s) who are responsible for the problem
- Seek assistance from family members or other community members
- Seek assistance from Elder/Adat
- Seek assistance from Suco or *Aldeia* Chief
- Retaliate against the individual who threatened or committed a crime against them
- Consult with a local NGO
- Consult a legal aid organisation
- Do nothing
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent answers anything except "request assistance from the PNTL" go to Q20A]
 [SKIP LOGIC: If respondent answers "request assistance from the PNTL", go to Q21]

20A. WHAT IS THE MAIN REASON THAT YOU THINK REPORTING TO PNTL WOULD NOT BE THEIR FIRST REACTION? [S] [PROMPT]

- The PNTL are too far away
- Community members do not have a way to contact the PNTL
- Community members do not trust the PNTL to resolve their situation
- Community members believe the PNTL will make the situation worse
- Community members do not know how to report a crime to the PNTL
- Families prohibit community members from contacting the PNTL
- Other (specify)
- Don't Know
- Respondent chose not to answer

JUSTICE-SEEKING BEHAVIOR PATHWAYS

21. IN THE PAST YEAR, HAVE YOU ATTENDED ANY OF THE FOLLOWING CRIMES? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

A. Theft of personal property	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
B. Bribes, extortion or victim of unlawful taxation	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
C. Physical attack resulting in injury	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
D. Physical attack resulting in death	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
E. Unlawful occupation of personal land	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
F. Other	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)

[SKIP LOGIC: If the respondent chose "No", "Don't Know" or "Respondent chose not to answer" for ALL of the options above, then go to Q21G]
 [If "YES" to Q21A, go to Q22A]

22A. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF THEFT OF PERSONAL PROPERTY IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO?[S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23A]. Otherwise, skip to Q24A.

Q23A) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24A. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE THEFT OF PERSONAL PROPERTY CASE RESOLVED? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25A]

[SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q22B]

Q25A) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26A, Otherwise go to Q22B].

Q26A) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Question Number	Question	Options			
21	Have you or a member of your family experienced any of the following crimes or disputes in the last year?				
	A. Theft of personal property	Yes	No	Don't Know	Respondent chose not to answer
	B. Bribes, extortion or victim of unlawful taxation	Yes	No	Don't Know	Respondent chose not to answer
	C. Physical attack resulting in injury	Yes	No	Don't Know	Respondent chose not to answer
	D. Physical attack resulting in death	Yes	No	Don't Know	Respondent chose not to answer
	E. Unlawful occupation of personal land	Yes	No	Don't Know	Respondent chose not to answer
	F. Other	Yes	No	Don't Know	Respondent chose not to answer
REPEAT	REPEAT Q22 - 26 FOR EACH OF THE CRIMES IN Q21 THAT THE RESPONDENT SELECTS "YES" TO				
22	You said that you attended to an incident of [INSERT CRIME EXPERIENCED IN Q21] in the last year. Thinking of the last time this happened, what did you do?				
	The dispute was settled through police and community representative mediation				
	Did nothing				
	Gave a warning to accused party				
	Filed a formal complaint but no further legal action occurred				
	Referred the case to a community leader				
	Accused individual was arrested by the PNTL				
	Other (Specify) _____				
	Don't know (Do not read out)				
	Respondent chose not to answer (Do not read out)				
GUIDE	Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23				

23	How was the case handled at the community-level?
	The dispute was settled through mediation facilitated by <i>suku</i> or <i>aldeia</i> chief
	The dispute was settled through adat or elders
	The dispute was settled through direct negotiation with the perpetrator
	Nothing happened
	Community gave a warning to accused party
	Member of the community referred the case to the PNTL
	Other (Specify) _____
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
24	A resolution refers to whether a crime was settled or whether a solution was identified. Was the [INSERT CRIME EXPERIENCED IN Q21] resolved?
	Yes
	No
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
GUIDE	[SKIP LOGIC: If "Yes", go to 25] [SKIP LOGIC: Otherwise, go to Q22 for next crime stated in Q21]
25	Who was directly involved in the final resolution of the crime?
	PNTL
	<i>Suku</i> Chief
	Elder/adat
	Local NGO
	Legal Aid organisation
	Family members
	Other (Specify) _____
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)
26	What was the main role of the PNTL during the resolution process?
	Ensured a safe environment during a community-driven resolution
	Directly involved in mediation/negotiation
	Made final decision on how the case would be resolved
	Gave confidence to community-driven resolution
	Did nothing
	Other (specify)
	Don't know (Do not read out)
	Respondent chose not to answer (Do not read out)

BRIBES, EXTORTION OR VICTIM OF UNLAWFUL TAXATION

[If "YES" to Q21B, go to Q22B]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q21B, SKIP TO Q22C]

22B. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF BRIBES, EXTORTION OR UNLAWFUL TAXATION IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO?? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23B] Otherwise, skip to Q24B.

Q23B) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24B. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE BRIBE, EXTORTION OR UNLAWFUL TAXATION CASE RESOLVED? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25B and Q26B]

[SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q22C]

Q25B) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members

- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26B, Otherwise go to Q22C].

Q26B) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN INJURY

[If "YES" to Q21C, go to Q22C]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q21C, SKIP TO Q22D]

22C. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF PHYSICAL ATTACK RESULTING IN INJURY IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23C. Otherwise, skip to Q24C.

Q23C) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24C. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ATTACK RESULTING IN INJURY CASE RESOLVED? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25C and Q26C]

[SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q22D]

Q25C) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26C, Otherwise go to Q22D].

Q26C) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PHYSICAL ATTACK RESULTING IN DEATH

[If "YES" to Q21D, go to Q22D]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q21D, SKIP TO Q22E]

22D. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF PHYSICAL ASSAULT RESULTING IN DEATH IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23D. Otherwise, skip to Q24D.

Q23D) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders

- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24D. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE PHYSICAL ASSAULT RESULTING IN DEATH CASE RESOLVED? [S] (DO NOT RESPOND)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25D and Q26D]

[SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q22E]

Q25D) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26D, Otherwise go to Q22E].

Q26D) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

UNLAWFUL OCCUPATION OF PERSONAL LAND

[If "YES" to Q21E, go to Q22E]

[If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q21E, SKIP TO Q22F]

22E. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF UNLAWFUL OCCUPATION OF PERSONAL LAND IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23E]. Otherwise, skip to Q24E.

Q23E) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24E. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE UNLAWFUL OCCUPATION OF PERSONAL LAND CASE RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25E and Q26E]

[SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q22F]

Q25E) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26E, Otherwise go to Q22F].

Q26E) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

OTHER

[If "YES" to Q21F, go to Q22F]
 [If "NO", "DON'T KNOW" OR "NO ANSWER" TO Q21F, SKIP TO Q21G]

22F. YOU SAID THAT YOU ATTENDED TO AN INCIDENT OF ANOTHER TYPE OF CRIME IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23F]. Otherwise, skip to Q24F.

Q23F) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24F. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE CASE RESOLVED? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q25F and Q26F]
 [SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q21G]

Q25F) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If selected "PNTL", go to Q26F, Otherwise go to Q21G].

Q26F) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

DOMESTIC VIOLENCE

21G. In the past year has someone sought your assistance as a PNTL officer because any of the following actions were done to a woman by a family member:

	Yes	No	Don't Know (Do not read)	Respondent chose not to answer (Do not read)
Pushed her, shook her, or threw something at her?				
Slapped her?				
Twisted her arm or pulled her hair?				
Punched her with their fist or with something that could hurt her?				
Kick her, dragged her or beat her up?				
Tried to choke her or burn her on purpose?				
Threatened or attacked her with a knife, gun, or any other weapon?				

[SKIP LOGIC: If YES to any of the above go to Q22G]
 [SKIP LOGIC: If NO, DK or NA to all go to Q26]

22G. GIVEN THAT YOU ATTENDED TO ONE OF THE AFOREMENTIONED INCIDENTS IN THE LAST YEAR. THINKING OF THE LAST TIME THIS HAPPENED, WHAT DID YOU DO? [S] [PROMPT]

- The dispute was settled through police and community representative mediation
- Did nothing
- Gave a warning to accused party
- Filed a formal complaint but no further legal action occurred
- Referred the case to a community leader
- Accused individual was arrested by the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[Skip Logic: If the respondent selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" go to Q23G]
 Otherwise go to Q24G]

Q23G) HOW WAS THE CASE HANDLED AT THE COMMUNITY LEVEL? [S] [PROMPT]

- The dispute was settled through mediation facilitated by *suku* or *aldeia* chief
- The dispute was settled through adat or elders
- The dispute was settled through direct negotiation with the perpetrator
- Nothing happened
- Community gave a warning to accused party
- Member of the community referred the case to the PNTL
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q24G. A RESOLUTION REFERS TO WHETHER A CRIME WAS SETTLED OR WHETHER A SOLUTION WAS IDENTIFIED. WAS THE CASE RESOLVED? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes" to Q24G and selected "The dispute was settled through police and community representative mediation" or "Referred the case to a community leader" in Q22g, go to Q25G]
 [SKIP LOGIC: If "No", "Don't know" or "Respondent chose not to answer", go to Q26]

Q25G) WHO WAS DIRECTLY INVOLVED IN THE FINAL RESOLUTION OF THE CRIME? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- PNTL
- Suku* Chief
- Elder/adat
- Local NGO
- Legal Aid organisation
- Family members
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "PNTL", go to Q26G, OTHERWISE, GO TO Q26H

Q26G) WHAT WAS THE MAIN ROLE OF THE PNTL DURING THE RESOLUTION PROCESS? [S] [PROMPT]

- Ensured a safe environment during a community-driven resolution
- Directly involved in mediation/negotiation
- Made final decision on how the case would be resolved
- Gave confidence to community-driven resolution
- Did nothing
- Other (specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: ASK ALL RESPONDENTS

26H. REGARDING THE FOLLOWING TYPES OF CRIME, WHO DO YOU BELIEVE IS MOST CAPABLE OF CREATING A PEACEFUL RESOLUTION? [S] [PROMPT]

	PNTL	Community Leader	Community Police Council (CPC)	Don't know (Do not read)	Chose not to answer (Do not read)
A. Theft of personal property					
B. Bribes, extortion or unlawful taxation					
C. Physical attack resulting in injury					
D. Physical attack resulting in death					
E. Rape					
F. Unlawful occupation of personal land					
G. Domestic violence					

SECTION E: PNTL PERFORMANCE

27. COMPARED TO THE SITUATION ONE YEAR AGO, WOULD YOU SAY THAT THE OVERALL PERFORMANCE OF THE PNTL TODAY IS... [S] [PROMPT]

- Much better
- Somewhat better
- The same
- Somewhat worse
- Much worse
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

28. HOW WOULD YOU RATE THE PERFORMANCE OF THE PNTL IN MAINTAINING SECURITY IN THE AREA IN WHICH YOU WORK? [S] [PROMPT]

- Very Good
- Good
- Neither good nor bad
- Bad
- Very Bad
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

VISIBILITY

29. FROM THE LIST BELOW, WHAT ARE THE TWO MOST COMMON TYPES OF CONTACT PNTL HAVE WITH CITIZENS? [M, MAXIMUM 2] [PROMPT]

- Interact with citizens in the course of awareness programs organized by the police
- Citizens report a crime to the police
- Citizens are questioned by the police in connection with an investigation
- Making security checks/vehicle checks by police
- Police break up a political/protest rally/ demonstration in which citizens participate
- Citizens are accused of being involved in some form of criminal activity
- Meeting citizens while undertaking routine patrols
- Work with citizens to identify and resolve crimes and security problems together
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

30. DO THE POLICE IN YOUR LOCALITY HAVE ENOUGH PRESENCE AT THE SUKU LEVEL? (INTERVIEWER: PRESENCE MEANS THE VISIBILITY OF POLICE IN TERMS OF SERVICE OR FEELINGS OF SAFETY, E.G. PATROLS OR POLICE BEING AVAILABLE WHEN YOU NEED THEM) [S] [PROMPT]

- Too much
- About right
- Too little
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SKIP LOGIC: [If respondent selected "too little", go to 30A. Otherwise, go to Q31]

30A. WHAT SHOULD THE PNTL DO TO INCREASE THEIR PRESENCE IN THE LOCALITY IN WHICH YOU WORK? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- More vehicle patrols
- More foot patrols
- Attend community events
- Police officer permanently stationed in your community
- Other (Specify)
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

INVOLVEMENT

31. HOW WOULD YOU CHARACTERIZE PRESENT RELATIONS BETWEEN MEMBERS OF THE PNTL AND CITIZENS IN THE LOCALITY WHERE YOU ARE CURRENTLY POSTED? [S] [PROMPT]

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

32. IN THE COMMUNITY IN WHICH YOU WORK, DO THE POLICE PLAY ANY ROLE IN THE RESOLUTION OF DISPUTES BY LOCAL COMMUNITY LEADERS SUCH AS ADATS OR SUCO CHIEFS? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes" go to Q32A]
[If "no", "DK" or "NA", go to Q33]

32A. WHAT ROLE(S) DO THE PNTL PLAY IN THE RESOLUTION OF DISPUTES? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [READ OUT]

- Active mediation
- Observation only
- Provide security
- Give confidence to community-driven resolution
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

33. ARE CITIZENS AND POLICE WORKING TOGETHER TO ADDRESS SECURITY PROBLEMS IN YOUR COMMUNITY? [S] (DO NOT READ OUT)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If respondent answers "Yes" go to Q33A]
[SKIP LOGIC: If respondent answers "No", "Don't know" or "Respondent chose not to answer" go to Q34]

33A. CAN YOU PROVIDE TWO SPECIFIC EXAMPLES OF HOW POLICE AND CITIZENS HAVE BEEN WORKING TOGETHER? [DO NOT READ OUT] [M, MAXIMUM 2]

- Community reports crimes / disputes to police
- Community/police work together to resolve: fighting / youth violence / drunkenness / murder
- Community/police work together to resolve: land disputes / wandering animals
- Collaboration on community beautification / cleaning projects
- Police and community work together to identify / resolve problems (general)
- Police/community cooperation to prevent conflict / maintain peace & security (in general or for specific events, e.g. parties, funerals)
- Police "socialization" / education activities (education on role of police, crime reporting, crime prevention etc)
- Community/police work together to resolve: domestic violence / sexual violence
- Share information (general)
- Community identifies individuals for arrest to police
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

PROFESSIONALISM

34. ON AVERAGE HOW LONG DOES IT TAKE THE PNTL TO RESPOND TO REQUESTS FOR ASSISTANCE FROM THE PUBLIC? [S] (DO NOT READ OUT OPTIONS)

- Less than 10 minutes
- Between 10 and 20 minutes
- Between 20 and 30 minutes
- Between 30 minutes and 1 hour
- More than 1 hour
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

35. ARE THE PNTL INCLUSIVE OF GENDER SENSITIVE ISSUES WHEN PERFORMING THEIR DUTIES? (INTERVIEWER: INCLUSIVE MEANS POLICE ARE/ARE NOT SENSITIVE TO THE SPECIAL NEEDS OF FEMALES-WOMEN WHEN FEMALES REPORT ISSUES TO THE POLICE OR IN IN THEIR TREATMENT OF WOMEN GENERALLY IN THE COMMUNITY. FOR EXAMPLE WOMEN REPORTING DOMESTIC VIOLENCE, SEXUAL VIOLENCE/HARASSMENT OR TREATMENT OF WOMEN GENERALLY) [S] [PROMPT]

- Yes
- Sometimes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION F: PNTL COMMUNITY POLICING CAPACITY

36. IN YOUR OPINION, DO YOU BELIEVE: [S] [PROMPT]

36A. THE PNTL'S CAPACITY TO PREVENT CRIMES IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36B. THE PNTL'S CAPACITY TO PREVENT CONFLICTS FROM ESCALATING IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

36C. THE PNTL'S CAPACITY TO MAINTAIN SECURITY IN YOUR COMMUNITY IS: [S] [PROMPT]

- Very high
- Somewhat high
- Neither high nor low
- Somewhat low
- Very low
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

37. HOW WOULD YOU DESCRIBE THE ADEQUACY OF THE FOLLOWING RESOURCES IN ASSISTING THE PNTL TO ENSURE SECURITY IN THE AREA IN WHICH YOU WORK? [S] [PROMPT]

Resource	More than adequate	Adequate	Neither adequate nor inadequate	Barely Adequate	Inadequate	Don't know (Do not read)	Chose not to answer (Do not read)
A. Staffing levels							
B. General office space							
C. Communications equipment							
D. Investigative equipment							
E. Cars, motorcycles and trucks							
F. Firearms or other weapons							
G. Fuel for vehicles							
H. Knowledge, training and learning							

38. WHAT DO YOU CONSIDER TO BE THE 3 MOST SERIOUS CHALLENGES FACING THE POLICE IN THE AREA IN WHICH YOU WORK, TODAY? [M, MAXIMUM 3] [PROMPT]

- Inadequate staffing levels (HR)
- Lack of adequate training (HR)
- Lack of clarity on job description (HR)
- Lack of standard operating procedures (HR)
- Lack of communications equipment (equipment)
- Lack of transportation (equipment)
- Lack of adequate budget to investigate cases and perform other functions
- Police are subject to political interference
- Police abuse their position for money or personal gain
- Police are subject to interference by local elites
- Police do not have the confidence and support of the communities that they serve
- Police lack incentive and morale
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

39. WHICH OF THE FOLLOWING GROUPS DO THE POLICE SEEK ASSISTANCE FROM TO REDUCE CRIME AND MAINTAIN SECURITY? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- Community Police Council
- NGOs
- Religious Associations
- Illegal groups
- Political Parties
- Suco Chiefs
- Aldeia Chiefs
- Elder/Adat
- General public
- Other (specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

40. IN REGARDS TO MAINTAINING SECURITY, HOW DO YOU REGARD THE AVERAGE CITIZEN IN THE AREA IN WHICH YOU WORK? [S] [PROMPT]

- As a partner in combating crime
- Someone to serve and protect
- With indifference
- Someone to be taken advantage of
- Someone to be viewed with suspicion
- A threat to the interests or security of the police
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

41. ARE YOU FAMILIAR WITH THE CONCEPT OF "COMMUNITY POLICING?" [S]

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: If "Yes", go to Q41A]

[SKIP LOGIC: If "no", "don't know" or "respondent chose not to answer" go to subtext 42, followed by Q42]

41A. CAN YOU BRIEFLY EXPLAIN YOUR UNDERSTANDING OF THE CONCEPT? [OPEN] -----

Subtext 42. Community policing is a philosophical and organizational model that involves the building of effective partnerships with communities, police taking a problem solving orientation to crime and insecurity, and/or police developing police structures and management procedures that allow for decentralized decision making and deep understanding of local communities and contexts amongst officers.

42. HAVE YOU RECEIVED ANY SPECIAL TRAINING IN COMMUNITY POLICING? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

43. ARE COMMUNITY POLICING PRINCIPLES PRESENTLY BEING APPLIED IN THE LOCALITY IN WHICH YOU SERVE? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: IF "Yes" go to Q43A]

[SKIP LOGIC: IF "No", "Don't know" or "respondent chose not to answer" go to Q44]

43A. CAN YOU DESCRIBE THE WAY IN WHICH THEY ARE PRESENTLY APPLIED? [OPEN] -----

44) HAVE YOU EVER HEARD OF A "COMMUNITY POLICE COUNCIL (CPC)"? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: IF YES GO TO 44A]

[SKIP LOGIC: IF "No", "Don't know" or "respondent chose not to answer" go to Q45]

44A) DO YOU HAVE A COMMUNITY POLICE COUNCIL (CPC) IN THE LOCALITY IN WHICH YOU WORK? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

[SKIP LOGIC: IF YES go to 44B, 44C and 44D]

[SKIP LOGIC: IF NO, go to Q45]

44B. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT PREVENTING CRIMES AND DISPUTES? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

44C. HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) EFFECTIVE AT PREVENTING THE ESCALATION OF CRIME? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

44D) HOW EFFECTIVE ARE COMMUNITY POLICE COUNCILS (CPC) AT MAINTAINING SECURITY? [S] [PROMPT]

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

45) DO YOU AGREE OR DISAGREE THAT COMMUNITY LEADERS SHOULD PLAY A ROLE IN ASSISTING THE PNTL MAINTAIN SECURITY AT THE COMMUNITY LEVEL? [S] (DO NOT READ OUT OPTIONS)

- Agree
- Disagree
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

46) WHAT OTHER "STAKEHOLDER" GROUPS DO YOU THINK SHOULD PLAY A ROLE IN ASSISTING THE PNTL MAINTAIN SECURITY AT THE COMMUNITY-LEVEL? [INTERVIEWER: RESPONDENT CAN SELECT AS MANY OPTIONS AS ARE RELEVANT] [PROMPT]

- Members of Parliament
- Political Parties
- NGOs
- Women's Organisations
- Religious Leaders
- Veterans
- None, just the PNTL
- Other (specify) -----
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

47. DO YOU THINK IT IS THE RESPONSIBILITY OF ALL MEMBERS OF THE PNTL TO CARRY OUT COMMUNITY ORIENTATED POLICING, OR IS IT ONLY THE RESPONSIBILITY OF THE PNTL'S COMMUNITY POLICING UNIT? [S] (DO NOT READ OUT OPTIONS)

- All members of the PNTL
- Only Community Policing Unit
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION G: COMMUNITY EXPECTATIONS AND TRUST

48. WHAT IN YOUR OPINION IS THE OVERALL PUBLIC PERCEPTION OF THE PNTL? [S] (DO NOT READ OUT OPTIONS)

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

49. CORRUPTION INVOLVES THE MISUSE OF POSITION IN POWER FOR PERSONAL INTERESTS, ACTING DISHONESTLY, TAKING BRIBES, BREACHING PUBLIC TRUST AND/OR PARTICIPATING IN, AND PROTECTING ORGANIZED CRIME.

IN TERMS OF CORRUPTION, DO YOU BELIEVE SOME MEMBERS OF THE PNTL ARE? [S] [PROMPT]

- Never corrupt
 - Sometimes corrupt
 - Always corrupt
 - Don't know (Do not read out)
 - Respondent chose not to answer (Do not read out)
- [SKIP LOGIC: If the respondent answers "Sometimes corrupt" or "Always corrupt" go to Q49A and Q49B]
[SKIP LOGIC: If the respondent answers "Never corrupt", "Don't know" or "chose not to answer" go to Q50]

49A. IN TERMS OF POLICE CORRUPTION, WHAT DO YOU BELIEVE IS THE MOST COMMON TYPE OF BEHAVIOR ILLUSTRATED BY CORRUPT OFFICERS? [S] [PROMPT]

- Police misusing their position in power for personal interests
- Police acting dishonestly or breaching public trust
- Police participating in, and protecting organized crime
- Other (Specify) _____
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

Q49B. FURTHER TO THE CHALLENGE OF CORRUPTION WITHIN THE PNTL, DO YOU BELIEVE THAT SOME OFFICERS, DESPITE BEING CORRUPT, ARE EXEMPT FROM PUNISHMENT? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Don't know (Do not read out)
- Respondent chose not to answer (Do not read out)

SECTION H: QUALITY CONTROL

Q50. FOR QUALITY-CONTROL PURPOSES, WOULD IT BE POSSIBLE TO RECORD YOUR TELEPHONE NUMBER? [S] (DO NOT READ OUT OPTIONS)

- Yes
- No
- Respondent chose not to answer (Do not read out)

[If the respondent chooses "Yes", record number here: _____]

SECTION I: POST-INTERVIEW INFORMATION

THIS SECTION IS TO BE COMPLETED BY THE INTERVIEWER

PLEASE ENTER THE RESPONDENT'S NAME: _____

IS THE RESPONDENT THE ORIGINAL RESPONDENT, OR HAS THE RESPONDENT BEEN REPLACED?

- Original Respondent
- Replaced Respondent

PLEASE RECORD THE NAME OF THE POLICE POST WHERE THE SURVEY IS BEING CONDUCTED:

PLEASE ENTER YOUR INTERVIEWER ID NUMBER: _____

PLEASE ENTER THE QUESTIONNAIRE NUMBER: _____

COLLECT GPS COORDINATES _____

