

# Review

## The citizens' satisfaction with the police

### *Background and objectives:*

- The report is one of the initiatives put in place in order to improve the way the police meet the citizens.
- The aim of the report is to describe when citizens are most satisfied with their contact with the police.

### *Research design:*

- Statistics Denmark has collected the data used in this report. Data was collected from 14 June to 15 October 2017 as part of a larger survey about the sense of security. The respondents who take part in the survey have in been contact in different ways in the past 12 months.
- In order to ensure representativeness, Statistics Denmark created weights based on socio-economic measures.
- The report uses every contact a citizen has had with the police, which means that if a citizen has been in contact with the police more than once in the past 12 months s/he will appear in the data set more than once.

### *Findings:*

- The citizens are satisfied with their contact with the police in 68 per cent of the cases.
- The citizens were more satisfied with the easiness of contacting the police and the way they were treated by the police than with the information received from the police and what the police did in connection with the case.
- The satisfaction is highest among the citizens who contacted the police calling 112 or in the street or another public place, while the satisfaction is lowest among the citizens who contacted the police on the Internet.
- In the survey, it was possible to write a free text on one's satisfaction with the police. The results of these answers indicate that citizens ask for more information about their case and a better follow-up.
- Sometimes the citizens expect behaviour from the police that the police are not able to meet. It is not possible to give an explanation of the discrepancy between what the citizen expect from the police and what the police do in practice.

