

# PUBLIC ATTITUDES RESEARCH JANUARY 2020

## METHODOLOGY

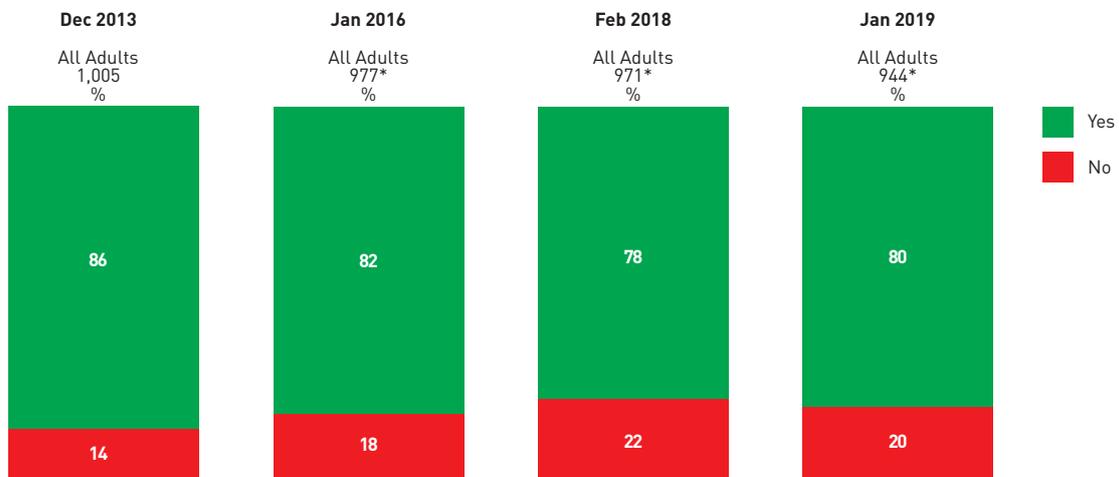
Fieldwork was conducted via the Behaviour & Attitudes national Face to Face Omnibus survey (Barometer) over the period 2 – 14 January, 2020. The previous 2018 survey was carried out also using the Face to Face Omnibus survey (Barometer) over the period 1 – 13 February 2018. And the earlier survey carried out in 2016 used the same method, Face to Face Omnibus over the period 15 – 25 January 2016. The earlier 2013 survey was carried out by way of a telephone Omnibus (TeleBarometer) over the period of 3 – 15 December 2013. Where relevant, comparisons are shown between four survey periods.

Interviewing was conducted across 63 separate sampling points per survey and all aspects of this Barometer survey are identical to using a bespoke ad hoc survey approach. Some 1,003 members of the public were interviewed. Within each sampling point, respondents were selected on the basis of quota controls relating to gender, age, social class within region and also factors such as Garda interaction.

## Key Findings

- Of those expressing an opinion, 72% indicate they would be willing to make a complaint if they had a bad experience with a Garda, back in line with 2016 levels.
- The primary reasons for perceiving the Garda Ombudsman as an important service relate to the need for regulatory standards to keep Gardaí accountable.
- There is a greater understanding of the term 'Garda Ombudsman' than there is of the term 'GSOC'

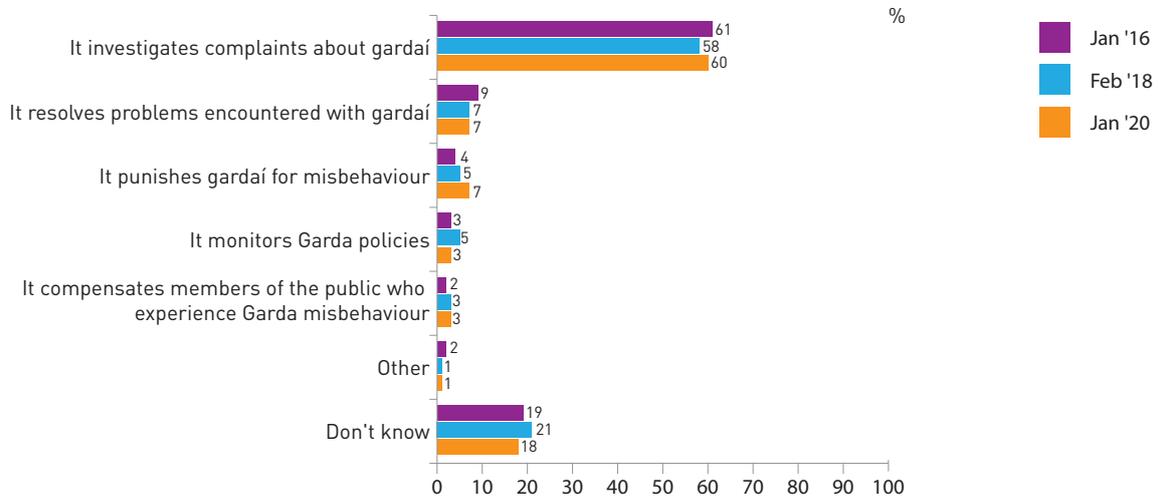
### Awareness of Garda Ombudsman Base: All Participants excluding Undecided



- Eight in ten of those expressing an opinion are aware of GSOC – on a par with previous years.

## Awareness of Garda Ombudsman Role – First Mention

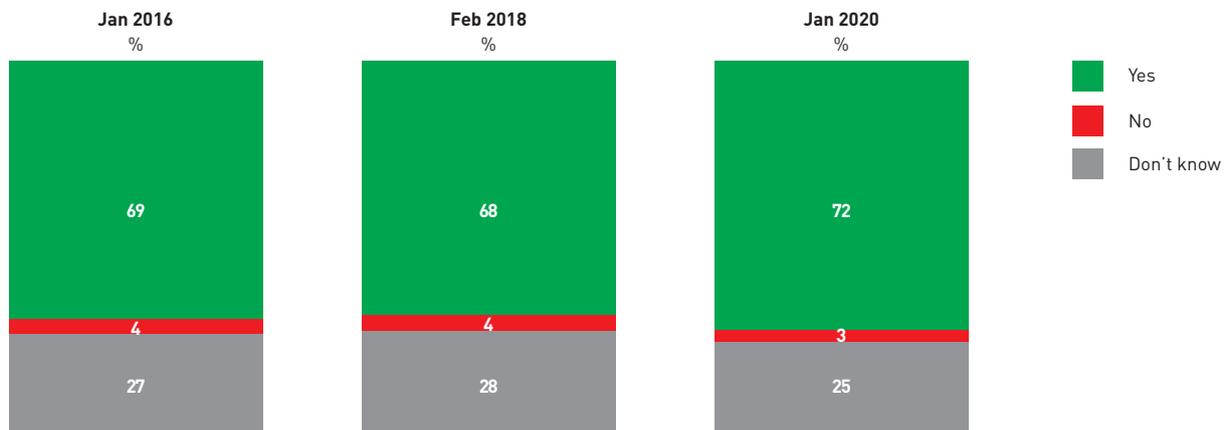
Base: All Participants – 1,003



- It is generally assumed that the role of the Garda Ombudsman is to investigate and resolve complaints about gardaí. (It should be noted that GSOC does not punish gardaí and does not compensate members of the public).

## Does the Garda Ombudsman Provide an Important Service?

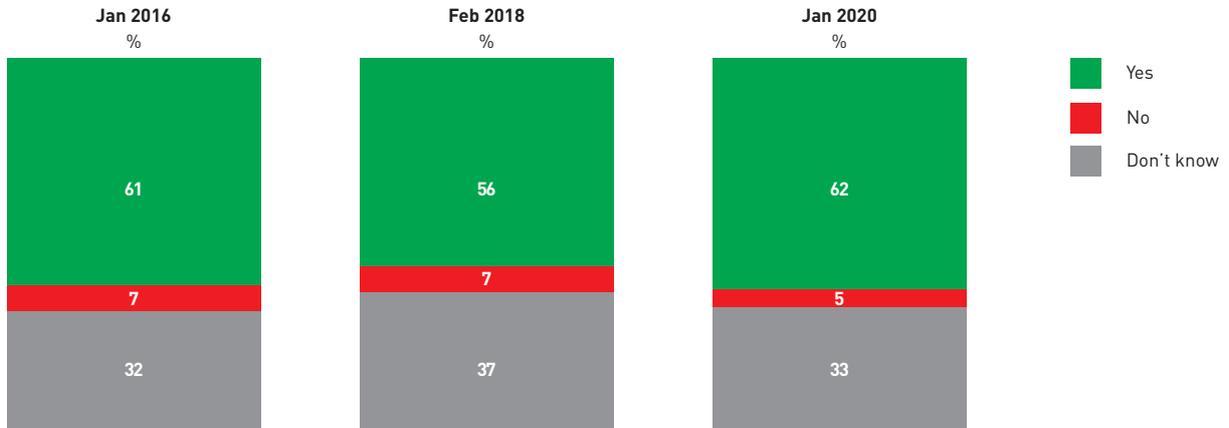
Base: All Participants – 1,003



- More than seven in ten respondents believe that the Garda Ombudsman provides an important service.

## Confidence in Fairness of Garda Ombudsman

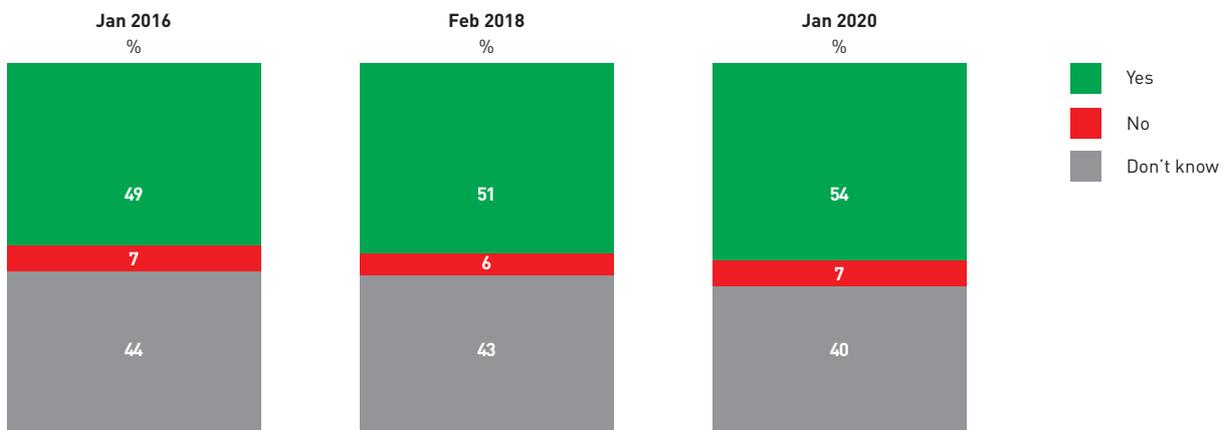
Base: All Participants – 1,003



- Two thirds believe that, if they had a problem, they would be treated fairly if they went to the Garda Ombudsman.

## Confidence in Garda Ombudsman Ability to Resolve Problems

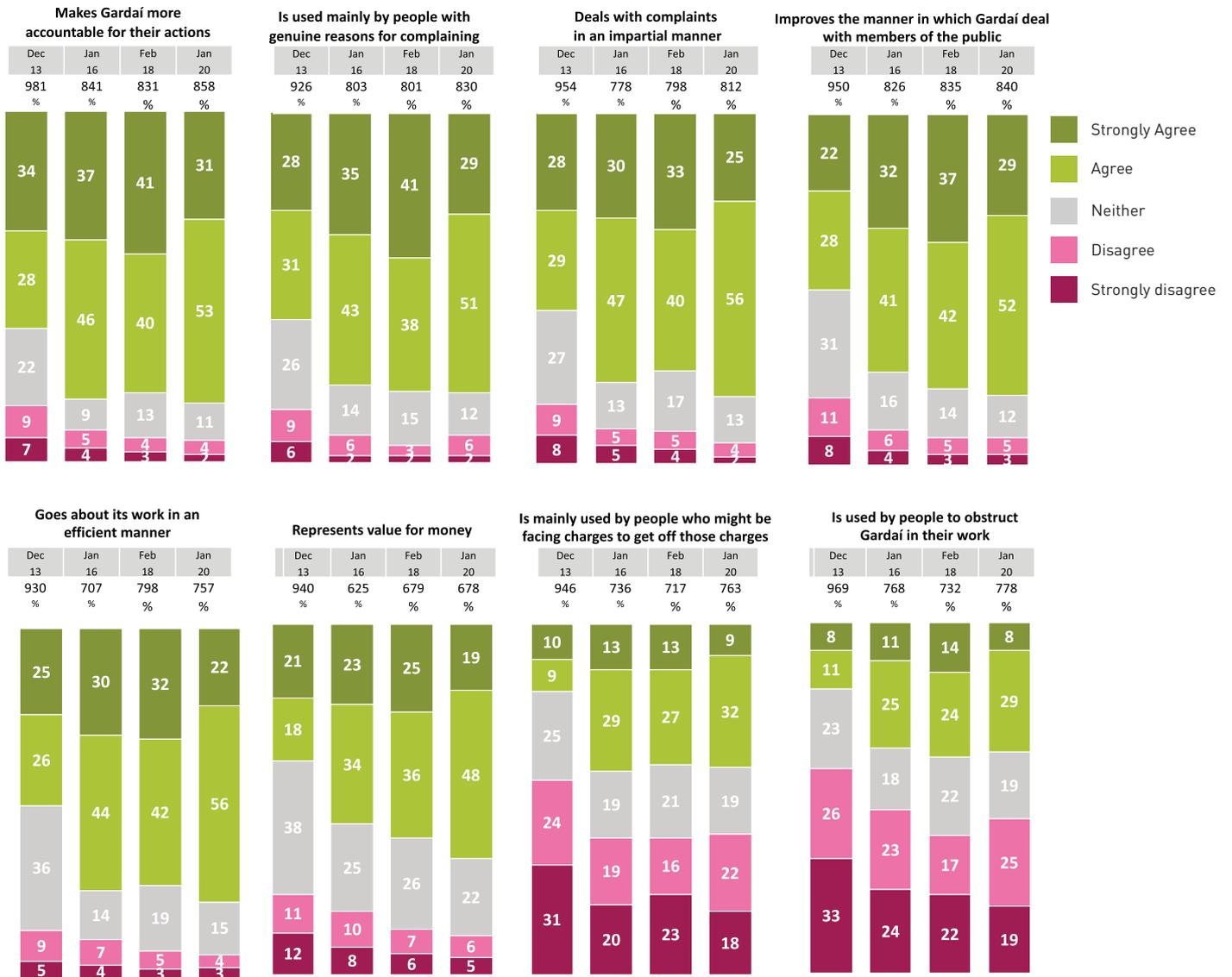
Base: All Participants – 1,003



- More than half of respondents are satisfied that if they had a problem the Garda Ombudsman would be able to resolve it. The vast bulk of remaining respondents do not know whether or not their problem can be resolved.

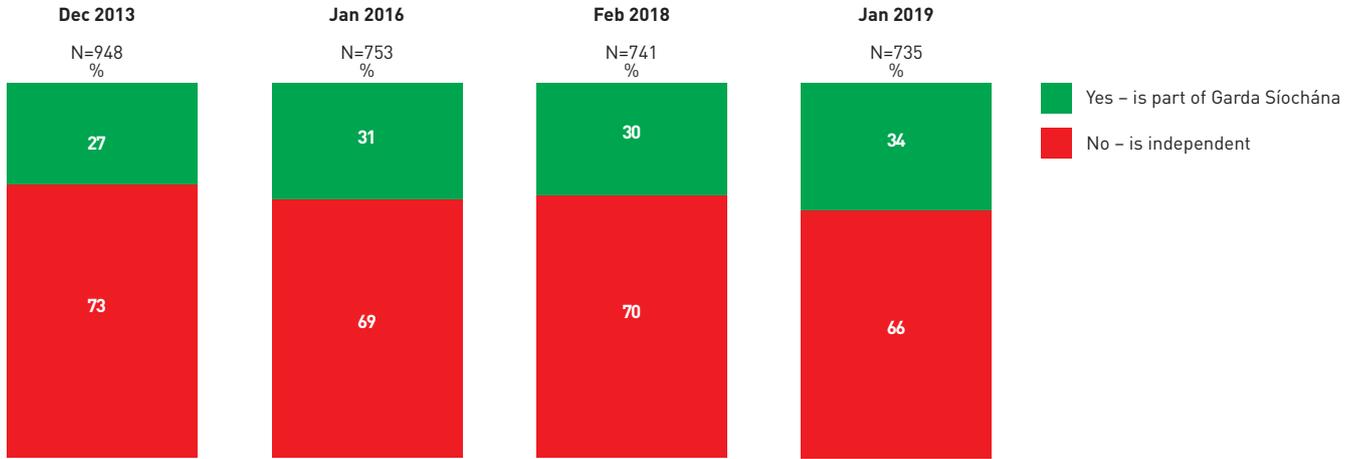
## Agreement with Statements Concerning Ombudsman – Excluding Don't Knows

Base: All Participants – excluding undecided



## Perception of Ombudsman as Part of Garda Síochána

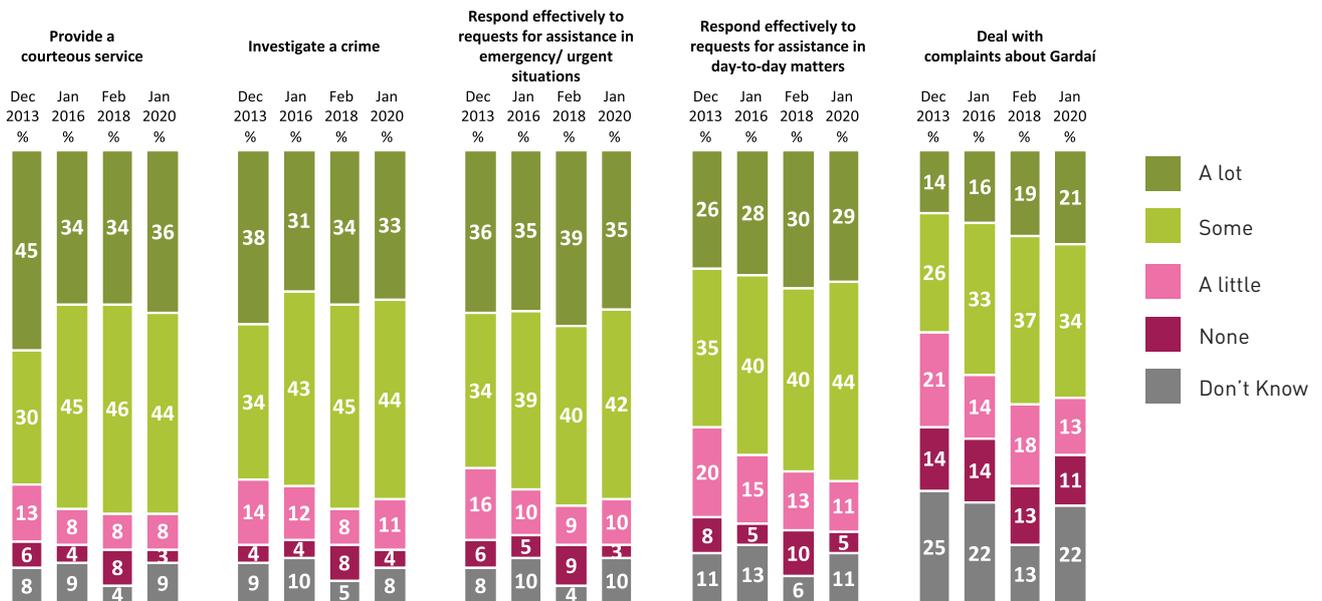
Base: All Participants excluding undecided



- More than a third of those expressing an opinion believe — wrongly — that the Garda Ombudsman is part of the Garda Síochána, with the balance aware that it is, in fact, independent. The Commission on the Future of Policing in Ireland (CoFPI) recommended that the new body that replaces the Garda Síochána Ombudsman Commission, should have a new name making it clear that it is not part of the Garda Síochána.

## Confidence in Aspects of Garda Síochána's Ability

Base: All Participants – 1,003



- The public expressed confidence in the Garda Síochána's ability to provide a courteous service, investigate crimes, and respond effectively to requests for help.

## Level of Garda Interaction in Last 12 Months

Base: All Participants – 1,003



## Satisfaction with Most Recent Garda Interaction

Base: All in Contact with Garda – 232



- Of the respondents who had a recent interaction with a garda, more than eight in ten were satisfied with their experience, while just one in ten were dissatisfied. This represents a significant increase since the previous survey in the number who were very satisfied or satisfied.