

Methodology

4. DATA

4.1 European Social Survey 2010 (ESS2010)

The European Social Survey is a biennial, multi-country survey covering over 30 nations. The first round was fielded in 2002/2003, the fourth in 2008/2009. This study will use data from the last (fifth) round in 2010/2011 (hereinafter “ESS2010”). In every round, a core module covers a certain topic. In the ESS2010, this module is about trust in justice. It refers to two important, interrelated, but conceptually distinct phenomena: trust and legitimacy (Jackson et al. 2011a). This module was created within the scope of the FP7 research project “fiducia – justice needs trust”, covering several work packages. It is embedded in work package 11 called “Trust and Attitudes to Justice at Home” (European Social Survey 2010c).

4.1.1 Sample

The original ESS2010 data consists of 27 countries. Russia and the Ukraine were excluded from further analyses. They not only have very low levels of trust in the police, they may also be seen as special cases. On the one hand, it is currently debatable whether the (future) identity of the Ukraine is characterized by influences of the West or the East. Russia, on the other hand, can be seen as the mother of Eastern Europe, due to its history and its geographical location. Hence, it needs to be studied separately. Furthermore, no clear patterns for Mediterranean countries (Spain, Portugal, Cyprus, Greece, and Israel) were found (Staubli 2014). Therefore, the sample used for the analyses in this book consists of only 20 countries (Table 1). In addition, at the macro level, a linear relationship was detected across countries between trust in the police, confidence in the work of police, and in their procedural fairness. They scatter around

two clusters marked by high and low trust in the police. Moreover, the two clusters can be differentiated between Eastern and Western European countries, with the exception of France and Estonia, which do not follow this pattern.

Table 1: Sample size used

Country	Before weighting		After weighting ¹	
	n	%	n	%
<i>Western Europe</i>				
Belgium	1,704	3,4	901	1,7
Denmark	1,793	3,5	453	0,9
Finland	1,728	3,4	446	0,9
France	2,422	4,8	5,272	10,1
Germany	1,576	3,1	7,080	13,6
Ireland	1,751	3,4	351	0,7
Netherlands	2,595	5,1	1,366	2,6
Norway	1,497	2,9	394	0,8
Sweden	1,083	2,1	779	1,5
Switzerland	1,506	3,0	660	1,3
United Kingdom	1,561	3,1	5,119	9,9
<i>Eastern Europe</i>				
Bulgaria	2,434	4,8	654	1,3
Croatia	1,829	3,6	375	0,7
Czech Republic	3,031	6,0	901	1,7
Estonia	1,885	3,7	114	0,2
Hungary	1,548	3,0	854	1,6
Lithuania	1,677	3,2	283	0,5
Poland	1,403	2,8	3,238	6,2
Slovakia	1,649	3,2	459	0,9
Slovenia	2,715	5,3	176	0,3
Total	50,782	100	51,970	100,0

Note: Source: ESS2010
¹ Population size weight; corrects for the fact that, despite the different sizes of their populations, most countries taking part in the ESS have very similar sample sizes

Cluster analyses have been performed to test whether the grouping found at the macro level can be confirmed statistically. The three dependent variables – trust in the police, confidence in police work, and trust in police’s procedural fairness – were defined as the pattern criteria. As these items have a categorical or a continuous scale, rather than doing hierarchical cluster analyses, a two-step cluster analysis is preferred. There are various measures to quantify whether the cluster solution is good. In a good cluster, the distances between the elements within the cluster are close to 1, while the clusters themselves differ from one another. One measure of

both cohesion and separation is the silhouette coefficient, ranging from -1 to +1. For every country included in the analysis, the coefficient shows the difference between the smallest average between cluster distance and the average within cluster distance, divided by the larger of the two distances. The silhouette measure for a cluster is just the average of the silhouette measures for the countries within the cluster (Norušis 2012: 394-404). Based on this measure, the bar of cluster quality shows that the quality of the two clusters is good (results not shown here). Furthermore, it can be seen that procedural fairness is the most important item, followed by trust in the police and confidence in the work of police (the darker the color, the greater the importance, Figure 3).

Figure 3: Description of clusters

Feature Importance		
<div> <div style="display: inline-block; width: 10px; height: 10px; background-color: black; margin-right: 2px;"></div> 1.00 <div style="display: inline-block; width: 10px; height: 10px; background-color: gray; margin-right: 2px;"></div> 0.95 <div style="display: inline-block; width: 10px; height: 10px; background-color: lightgray; margin-right: 2px;"></div> 0.90 <div style="display: inline-block; width: 10px; height: 10px; background-color: #d3d3d3; margin-right: 2px;"></div> 0.85 <div style="display: inline-block; width: 10px; height: 10px; background-color: #f0f0f0; margin-right: 2px;"></div> 0.80 <div style="display: inline-block; width: 10px; height: 10px; background-color: #e0e0e0; margin-right: 2px;"></div> 0.75 </div>		
Cluster	1	2
Label	Eastern Europe	Western Europe
Description	Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Lithuania, Poland, Slovakia, Slovenia, France, Netherlands	Belgium, Denmark, Finland, Germany, Ireland, Norway, Sweden, Switzerland, United Kingdom
Size	<div> <div style="display: inline-block; width: 40px; height: 15px; background-color: gray; margin-right: 5px;"></div> <div style="display: inline-block; width: 40px; height: 15px; background-color: white; margin-right: 5px;"></div> <div>55.0% (11)</div> </div>	<div> <div style="display: inline-block; width: 40px; height: 15px; background-color: gray; margin-right: 5px;"></div> <div style="display: inline-block; width: 40px; height: 15px; background-color: white; margin-right: 5px;"></div> <div>45.0% (9)</div> </div>
Features	Police is doing good/bad job in country (mean) 3.41	Police is doing good/bad job in country (mean) 3.79
	Procedural Fairness 2.62	Procedural Fairness 2.95
	Trust in police (mean) 5.10	Trust in police (mean) 6.90

The size of the Western European cluster is 9, meaning that it consists of nine countries: Denmark, Finland, Norway, Sweden, Switzerland, Belgium, Germany, the United Kingdom, and Ireland. The Eastern European cluster consists of eleven countries, including: Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Poland, Slovenia, Slovakia, and Lithuania.

Due to its lower confidence in police's procedural fairness, France is included in the Eastern European cluster. Moreover, the Netherlands rate the work of their police worse compared to the other Western European countries, which is why it is listed with the Eastern Europe as well. Despite these facts, as the focus of analyses is on Eastern and Western European countries, and as the trust in the police level is at the center of the analyses, both France and the Netherlands are combined in the Western European cluster¹.

4.1.2 Variables

The questions asked regarding trust in institutions covers trust in the country's parliament, legal system, police, politicians, political parties, the European Parliament, and the United Nations, were all measured on an eleven-point scale (see Table 4 further below). Confidence in police's effectiveness as well as trust in their procedural fairness were treated as two dependent variables. A five-point scale question was used to measure confidence in the work of police. Three questions measure procedural fairness on a four-point scale (Table 2). Response alternatives for all three procedural fairness questions are "not at all often, not very often, often, and very often". For the question about the explanation of decisions by the police, an additional answer category was given: "no one ever asks the police to explain their decisions and actions". However, this answer was not fielded in the Czech Republic or Norway and will therefore be treated as missing in the main analyses².

1 | In former analyses, France was excluded due to its outlying position. A comparison of results reveals that primary effects can be found in both clusters and that only the strength of effect sizes or numbers in correlations differs slightly.

2 | Descriptive statistics can be found in the Appendices.

Table 2: Dependent variables ESS2010

Variable	Question
Trust in the police	Using this card, please tell me on a score of 0-10 how much you personally trust each of the institutions I read out. 0 means you do not trust an institution at all, and 10 means you have complete trust.
Confidence in police work	Taking into account all the things the police are expected to do, would you say they are doing a good job or a bad job? A very good job, a good job, neither good nor bad job, a bad job, a very bad job.
Respectful treatment	Based on what you have heard or on your own experience how often would you say the police generally treat people in [country] with respect?
Procedural fairness	About how often would you say that the police make fair, impartial decisions in the cases they deal with?
Fair decisions	And when dealing with people in [country], how often would you say the police generally explain their decisions and actions when asked to do so?
Explanation of decisions	

Note: European Social Survey 2010b

Two items in the ESS data allow checking for the influence of personal experiences on trust in police. The first item asks whether someone has been approached, stopped, or contacted by police during the last two years preceding the survey. If someone had been in contact with the police, a five-point Likert-scale follow-up question took the level of satisfaction with the treatment received into account (one refers to very dissatisfied, five to very satisfied, Table 3).

Table 3: Independent variables ESS2010

Variable	Question
Police encounter	In the past 2 years, did the police in [country] approach you, stop you or make contact with you for any reason?
Satisfaction with treatment	How dissatisfied or satisfied were you with the way the police treated you the last time this happened?

Note: European Social Survey 2010b

The institutional perspective views trust in the police as only one form of a wider governmental trust. It argues that the police are linked to other institutions and their performance, rather than to the performance of police's own representatives. Hence, analyses often include a combined variable of institutional items. Nevertheless, studies show that there is indeed a difference between political trust and trust in institutions issuing orders (Rothstein/Stolle 2002; Reuband 2012). In the European Social Survey 2010, seven items of institutional trust allow checking for possible similarities (Table 4).

Table 4: Explanatory variables ESS2010: institutional trust

<i>Variable</i>	<i>Question</i>
Institutional trust	Using this card, please tell me on a score of 0-10 how much you personally trust each of the institutions I read out. 0 means you do not trust an institution at all, and 10 means you have complete trust. Firstly...
	... [country]'s parliament?
	... the legal system?
	... the police?
	... politicians?
	... political parties?
	... the European Parliament?
	... the United Nations?

Note: European Social Survey 2010b

Whether such a differentiation of people's trust in governmental institutions can be found for Western and Eastern Europe as well as whether there is a difference between the two clusters are analyzed in Chapter 7.4: The police as an arm of the government. For the preceding analyses at the macro level, I will calculate using the item trust in politics, which is based on trust in country's parliament, politicians, and political parties.

Not only is the use of institutional trust items discussed, but also the adequate application of social trust. The European Social Survey 2010 contains a social trust scale of three items on an eleven-point scale (Table 5).

Table 5: Explanatory variables ESS2010: social trust

<i>Variable</i>	<i>Question</i>
Generalized trust	Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?
Trust in others' fairness	Do you think that most people would try to take advantage of you if they got the chance, or would they try to be fair?
Trust in others' helpfulness	Would you say that most of the time people try to be helpful or that they are mostly looking out for themselves?

Note: European Social Survey 2010b

Elisabeth Neumann developed the first trust question measuring generalized trust in 1948. Since its implementation, the question has migrated from the American General Social Survey (GSS) to the World/European Values Survey (WVS/EVS) to the European Social Survey (ESS), just to name the most common. The responses are recorded either on a binary scale (GSS and WVS) or on an 11-point Likert scale (ESS) (Nannestad 2008). Despite its wide use, huge debates are ongoing about the adequate measurement of trust. The first argument is about the wording of the gen-

eralized trust question, as it does not clarify at whom trust is aimed, in which situations, or under which circumstances (Delhey/Newton/Welzel 2011). Furthermore, ambiguous, culturally specific perceptions of the context may blur results. Consequently, possible influences of actual behavior, such as anxiety nourished by negative media coverage, should also be considered (*ibid*; Bjørnskov 2007). Additionally, the question seeks clarification on whether one- or two-part relations are meant (Hardin 2002). Moreover, one has to be aware that general good feelings felt at the time may provoke an affirmative answer. Unfortunately this cannot be tested with the question on hand. It would have been possible when using the binary outcome variable of the General Social Survey (*cf.* Alesina/La Ferrara 2002). According to Yamagishi, Kikuchi, and Kosugi (1999), the two ends of the general trust question do not represent two opposites of a single meaning. The statement that most people can be trusted includes a few people someone may not trust. Moreover, studies of trust scales have shown that trust and need for prudence constitute two separate factors.

A second argument debates the comparability of the three questions. According to Uslaner (2002), it is not adequate to use all three questions in testing the generalized trust level. The standard trust question is not the same as the question about whether most people would be fair or take advantage of one another, and whether most people would be helpful or just look out for themselves. Even if the multiple indicators of the same concept improve statistical reliability, there are crucial problems. Uslaner (2002) shows that the three questions do not measure the same thing: Saying people might be helpful is not the same thing as saying that someone trust strangers, and fairness is too ambiguous. In order to say someone is fair, more information about their values is needed, while you don't need to say that someone shares your values, just to say that they might help you out. Moreover, according to panel studies, the three questions don't display the same time trend. Uslaner (2002) gave statistical evidence that fairness and helpfulness may be less stable over time than trust in people. Another point to consider is that trust matters more when reaching out to people who are different from oneself than is the case with helpfulness or fairness. Smith (1997) shows in his examinations that the questions are answered differently when combined with certain topics. Trusting responses, for example, decline when the question is preceded by questions on crime and victimization. He concluded that the items are prone to context effects. However, several studies also indicate validity of the ques-

tions. Ciriolo (2007), for example, examined the reliability of responses to the trust question by comparing the country's levels of trust found in the fourth wave of the European Values Survey (EVS), the World Value Survey (WVS), and in the first round of the European Social Survey (ESS). He reports a strong linear relationship between the measures of generalized trust in the three surveys. Furthermore, Uslaner (2002) shows that responses to the generalized trust question are stable over time.

Judging by the aforementioned studies, the questions appear adequate for measuring social trust. A third point of criticism can be added, however: the use of the items across countries. In their analyses, Reeskens and Hooghe (2008) found that the three items are metrically but not factorial invariant. They conclude that it is not possible to compare the country-specific means on the latent generalized concept, saying the items should not be compared across countries. They show very high social trust levels in the Scandinavian countries, lower levels in the Catholic countries of Western and Central Europe, and the lowest levels in Southern Europe. Therefore, it must be agreed that trust levels differ between regions. Different understandings may also be possible within a country. For Switzerland, however, Freitag and Bauer (2013) show that the meaning of generalized trust is the same for any of the French-, Italian- or German-speaking regions. One solution to Reeskens and Hooghe's criticism is to use country clusters. A factor analysis (principal component) reveals one factor for both Eastern and Western European countries. Additional factors do not have eigenvalues larger than one and are therefore inadequate (results not shown here). However, the model adequacy is only mediocre for both clusters. The combined social trust component explains only 67% of the variance in the Western European cluster, while a slightly higher percentage can be reached in the Eastern European cluster (69%). The individual items are significantly but only moderately strongly correlated in Western Europe, while in Eastern Europe generalized trust in particular is significantly highly related to general fairness (Table 6). Nevertheless, results from reliability analyses reveal that a combination of the three items into a scale of social trust is adequate for both Eastern and Western European countries. Results for Switzerland are similar to those in the Western European cluster, revealing one factor in a principal component analysis. Pearson's correlations are slightly smaller (Table 7), as is Cronbach's Alpha ($\alpha = .669$).

Table 6: Correlations between social trust items in Eastern and Western Europe

	Western Europe			Eastern Europe		
	Generalized trust	General fairness	General helpfulness	Generalized trust	General fairness	General helpfulness
Generalized trust	1,000	.446***	.406***	1,000	.563***	.497***
General fairness	.446***	1,000	.409***	.563***	1,000	.488***
General helpfulness	.406***	.409***	1,000	.497***	.488***	1,000

Note: Source: ESS2010

*Pearson's correlation coefficients; significance level: *** $p < 0.001$*

Table 7: Correlations between social trust items in Switzerland

	Generalized trust	General fairness	General helpfulness
Generalized trust	1,000	.454***	.387***
General fairness	.454***	1,000	.471***
General helpfulness	.387***	.471***	1,000

Note: Source: ESS2010

*Pearson's correlation coefficients; significance level: *** $p < 0.001$*

The space between the arguments for and against a combination of the items is slim. Results from reliability tests face criticism. As a compromise, a social trust index will only be used for macro level analyses. At the individual level, the items are included individually first, testing their influence on trust in the police. Later on, in final regression analyses, the combined item is used, as socio-demographic and other variables are included in order to control for a possible different understanding of the notion of “other people” (Künzler 2013).

In addition to the mentioned explanatory variables shown above, items found to be influential as outlined in Chapter 2.4.1.5: Individual influences: socio-demographic and other factors are used in order to control for socio-demographics and other attributes such as going out. A description can be found in the Appendix A.

4.1.2.1 Victims of crime

In order to obtain information on people's experience with crime, they were asked whether they had been a victim of a crime in the last five years: “Have you or a member of your household been the victim of a burglary or

assault in the last five years?” The question combines an offence against property with an offence against personal integrity.

Table 8: Comparison of victimization rates (burglary and assault) across countries, using different data sources

Country	ESS 2010	ICVS 2011 ¹	ESS 2008	ICVS old ¹ year	Difference ²	Diff. 03-07 Sourcebook
Belgium	21,7	-	24,1	19,1	2000	5,0
Bulgaria	15,8	-	15,2	14,8	2004	0,4
Croatia	4,6	-	6,1	12,8	2000	-6,7
Czech Republic	11,6	-	11,3	16,5	1996	-5,2
Denmark	24,0	23,9	22,9	18,5	2000	0,1
Estonia	22,6	-	25,2	23,2	2004	2,0
Finland	27,1	-	27,4	13,3	2000	14,1
France	21,6	-	24,9	14,6	2005	10,3
Germany	9,5	17,4	9,5	18,9	2005	-7,9
Hungary	14,2	-	12,4	-	-	-
Ireland	12,3	-	17,4	22,2	2005	-4,8
Lithuania	14,0	-	-	-	-	-
Netherlands	18,0	17,7	18,8	19,1	2000	0,3
Norway	18,6	-	20,2	15,4	2004	4,8
Poland	10,7	-	14,9	14,8	2004	0,1
Slovakia	11,9	-	9,3	15,3	1997	-6,0
Slovenia	9,2	-	11,4	11,4	2001	-8,2
Sweden	25,4	17,2	24,2	17,0	2000	8,2
Switzerland	16,2	17,1	15,2	16,2	2005	-0,9
United Kingdom	20,4	18,0	24,3	25,4	2000	2,4

Note: Percent of five-year prevalence rates, only countries included in Eastern and Western European cluster plus Switzerland displayed

¹*Added victimization rates of burglary and assault*

²*Either numbers from ESS2010 and ICVS2010 were compared, or the rates from ESS2008 with those of older ICVS's*

As such, the explanatory power is weakened. In order to ascertain validity, results were compared with the outcome of the summarized questions of burglary and assault in the International Crime Victim Survey (ICVS) (Table 8). As for the year 2010, only data for six countries was available, results from older Crime Surveys were added, as well as results from the ESS round 4 from 2008. In order to ascertain changes in frequencies over the years, results from the European Sourcebook of Crime Statistics (Aebi/Killias 2010) were also consulted.

The rates from ESS2010 and those from ICVS2011 are similar, with the exception of Germany, where ESS2010 rates are much lower than the ones from the Crime Survey (9.5% vs. 17.4%). Contrary to this, Sweden

has higher rates in the ESS2010 (25.4% vs. 17.2%). While comparing the ESS2010 rates with those from ICVS2005 – for which no newer data is available – divergences are found for Ireland. In the year 2005, the five-year prevalence rate for victims of burglary or assault was 22.2%. In the year 2011, the rate was only 12.3%. When going back even further, the rates differ in several countries. Due to such a large period, an interpretation is difficult.

It can be followed that the comparison of the ESS2010 data to those of the ICVS2011 brings to light differences for Germany (-7.9%) and Sweden (+8.2%). Furthermore, when comparing ESS2008 data with data from older Crime Surveys – those dating back in the 1990s were not taken into account – the country with a difference larger than ten per cent is Finland (+14.1%). Finally, no comparative data is available for Hungary.

Newer studies focusing on burglary show a clear declining trend for Finland since the year 2000 and in particular far lower rates compared to the other Nordic Countries, such as Denmark and Sweden, which have experienced sharp increases in burglary rates since 2005 (Sorensen 2011). This downward trend is also confirmed by the European Sourcebook of Crime Statistics (-15% in domestic burglary, Aebi/Killias 2010: 52). However, the rates for assault also need to be considered, as the value in the ESS includes both burglary and assault. The rates in the Sourcebook show increasing trends between 2003 and 2007 for Finland (+17%), Ireland (+22%), and Sweden (+25%)³ (ibid: 178).

When comparing frequencies of the European Social Survey 2010 with those of the International Crime Victims Survey, they are too high in some and a little bit too low in other countries. This may have an impact on the results. However, as per cluster, this was only the case for certain countries; the overall impact on trust in the police may not be affected.

4.2 Swiss Crime Survey 2011 (CS2011)

International Crime Victim Surveys (ICVS) have been taking place since 1989 (van Dijk/Mayhew/Killias 1990). In the years that followed – 1996, 2000, and 2005 – other ICVSs were conducted, in which Switzerland participated with larger samples. Therefore, each Swiss Crime Survey – with

3 | Rates for minor bodily injury are only displayed for a few countries. In Ireland, the rate increased +13% between 2003 and 2007.

the exception of 1998 – took place at the same time as and in coordination with the International Surveys. The situation was different in 2011, where Switzerland did their survey independently, based on the original ICVS questionnaire, and not on a pared down version used by other countries. Therefore, comparisons with earlier waves of the ICVS as well as with the 2010 EU survey should be made with caution. Nevertheless, the Swiss Crime Survey 2011 could ensure a continuation (no such survey had taken place since 2005). Moreover, the redesign of the national police crime statistics (KRISTA) in Switzerland in 2009 resulted in nearly impossible comparisons between preceding and subsequent years. Through the continuation of the surveys, the Swiss Crime Survey helps to fill this gap.

4.2.1 Sample

The sampling was based on resident registers, which every community in Switzerland is required to keep. Based on a method developed by the Institute of Sociology at the University of Bern (Jann 2007), for the national sample, out of 318 communes representing the total Swiss population, a random sample of 199 was selected. In addition to the originally planned national sample of 2,000 interviews, the cantons were offered the opportunity to participate with additional surveys at their own cost. Furthermore, in order to enable comparisons between cities, the three major cities: Zurich, Winterthur, and Wädenswil, performed additional surveys. Subsequently, the city of Schaffhausen and the city of Neuchâtel also decided to participate as a communal subsample. In the end, the full sample consisted of more than 15,000 interviews (Table 9).

Table 9: Samples from CS2011

Level	No. of interviews	Region
National	2,035	Switzerland as a whole
Cantonal	500 each	Aargau, Bern, Fribourg, Neuchâtel, Solothurn, St. Gall, Zurich
Communal	500 each	Cities of Zürich, Wädenswil, Winterthur, Schaffhausen, Neuenburg 17 communes in the Canton of Bern
Total	15,772	

Note: Certain communes at the communal and cantonal level were randomly selected at the national level as well. Therefore, the samples of such national communes were also used for the samples at the cantonal and/or the communal level, which explains the lower number of total interviews.

The analyses conducted for this book are primarily based on the full sample of 15,772 respondents, weighted by gender and age. However, the slight overrepresentation of certain cantons, communes, and cities will not be corrected for. As all regions of Switzerland, such as the French-, Italian- and German-speaking parts are included, as well as major cities and rural areas, no large effects are expected. In order to be able to compare results with earlier years, use of the national sample is required. Results are indicated as stemming from national sample when needed.

4.2.2 Variables

One question asking about institutional trust was included in the Swiss Crime Survey 2011 (Table 10). Several answers were possible (coded yes/no). The variable asking about trust in the police is treated as the dependent variable.

Table 10: Dependent variable CS2011

<i>Variable</i>	<i>Question</i>
Institutional trust	In which public institution do you trust?
	...the government (Bundesrat)
	...the parliament
	...the police
	...the court
	...none of them
	...don't know/no answer

In addition to the questions about trust, several items cover the evaluation of police work: police surveillance, help by the police, changes in the quality of police work, and police presence (Table 11). While the first two questions consider police work in a hometown, the others are about police work in general. The question about how well the police are controlling crime in the area is termed confidence in police work, analogous to the variable in the European Social Survey 2010.

Table 11: Independent variables CS2011

Variable	Question
Control of neighborhood crime (confidence in police work)	Altogether, how good do you think the police in your area are at controlling crime? Do you think they do a very good job, a good job, a bad job, or a very bad job? ¹
Help and assistance by the police	Do you think that the police in your community (your quarter) help people with their problems, listen to them, or do you think that they are only rarely there for the people?
Change in quality of police work	Have you perceived a change in the quality of police work during the last three years? If yes, how?
Police presence	Do you perceive the presence of police in public as sufficient or as insufficient?
Change in police presence	Have you perceived a change in police presence during the last three years?
Time until arrival	How long does it take until the police arrive after an emergency call on number 117? Do they arrive quickly or does it take too long?

Note: ¹ Even if the wording changed slightly in 2010, the question still measures the same property as the one in the older surveys: Considering everything, how good do you think the police in your area are at controlling crime? Do you think they do a very good job, a good job, a poor job, or a very poor job? (Insgesamt betrachtet: Wie gut überwacht Ihrer Meinung nach die Polizei die Kriminalität in Ihrer Wohngegend? Leistet die Polizei... sehr gute, ziemlich gute, ziemlich schlechte, sehr schlechte Arbeit).

Victims of crime were asked if they had reported the offence to the police (Table 12), and if yes, whether they were satisfied with the treatment they received (Table 13). The question differs slightly from the one in the European Social Survey 2010, as it asks about the treatment of the case rather than personal treatment. This question targeted the most recent incident within the last three years preceding the survey (2009-2011).

According to the results from prior research (cf. Chapter 2.4.1.5: Individual influences: socio-demographic and other factors), several control variables, such as gender, age, education, income, ethnicity, and religion, are considered, amongst others. Descriptive statistics for all mentioned variables can be found in Appendix B.

Table 12: Criminal victimization CS2011

<i>Variable</i>	<i>Question</i>
	Over the past five years, which is since 2006, have you or other members of your household ...? Please take your time to think about it.
Vehicle theft	...had any of their cars/vans/trucks stolen? Please take your time to think about it. ...had any of their mopeds/scooters/motorcycles /mofa's stolen? Please take your time to think about it.
Theft from a vehicle	...been the victim of a theft of a car radio, or something else which was left in your car, or theft of a part of the car, such as a car mirror or wheel?
Bicycle theft	...had any of their bicycles stolen
Theft	Apart from theft involving force there are many other types of theft of personal property, such as pickpocketing or theft of a purse, wallet, clothing, jewellery, sports equipment, This can happen at one's work, at school, in a pub, on public transport, on the beach, or in the street. Over the past five years, which is since 2006, have you personally (not anyone else in your household) been the victim of any of these thefts?
	Over the past five years, which is since 2006, ...
Burglary	...did anyone actually get into your home/residence without permission, and steal or try to steal something? Not included here are thefts from garages, sheds or lockups.
Attempted burglary	...do you have any evidence that someone tried to get into your home/residence unsuccessfully. For example, damage to locks, doors or windows or scratches around the lock?
Robbery	...has anyone stolen something from you personally (not from anyone else in your household) by using force or threatening you, or did anyone try to steal something from you personally by using force or threatening force.
Sexual offence	Now a rather personal question. People sometimes grab, touch or assault others for sexual reasons in a really offensive way. This can happen either at home, or elsewhere, for instance in a pub, the street, at school, on public transport, in cinemas, on the beach, or at one's workplace. Over the past five years, which is since 2006, has anyone done this to you personally (not anyone else in your household)?
Assault	Apart from the (sexual) incidents just covered, people sometimes attack or threaten you in a way that really frighten you, either at home or elsewhere, such as in a pub, in the street, at school, on public transport, on the beach, or at your workplace. Over the past five years, which is since 2005, has anyone done this to you personally (not anyone else in your household)?

Table 13: Crime victims' attitudes CS2011

<i>Variable</i>	<i>Question</i>
Reporting to the police	For this most recent incident, did you or anyone else report it to the police?
Satisfaction with treatment of case	On the whole, were you satisfied with the way the police dealt with the matter?
Information policy	Did the police keep you informed about follow up on your case and the decisions that were made? Should the police have done that?

