

Briefing: Public Perception Survey on Security and Justice Service Delivery in Iraq



In August-September 2020, UNDP conducted a survey on public perceptions of security and justice service delivery in Iraq. The survey is intended to inform the Government of Iraq's Security Sector Reform Programme and is a follow-up from a similar survey undertaken in 2019 to allow for comparison and assessment of changes on the ground.

The 2020 survey was undertaken against a background of the COVID-19 health pandemic, the resumption of popular protest movements in the central and southern governorates of Iraq, and an increase in Islamic State in the Levant attacks against civilian and military targets. Despite these challenges, the survey was administered to a random sample of 6,000 respondents that was representative of community members across six governorates (Anbar, Baghdad, Basra, Karbala, Ninewa and Salah al-Din).

The survey was structured around seven key questions, which sought to ascertain public perceptions of service delivery by security and justice providers over the last six months, and the impact of the COVID-19 pandemic, as well as popular protests, on security and justice service delivery.

Highlights

- Overall perceptions of the quality of Local Police services improved in 2020, compared to 2019.
- Most respondents accessed services from the Local Police over other security providers, such as the Federal Police, Iraqi Army, and Counter Terrorism Services.
- General perceptions of security service providers, and more specifically the Local Police, are more positive in liberated areas (Anbar, Ninewa and Salah al-Din) in comparison with other governorates, such as Baghdad.
- Overall perceptions of the quality of justice sector services improved in 2020. The majority of respondents viewed Local Police as a justice service provider.
- The majority of services sought from Local Police by respondents during COVID-19 related to non-criminal incidents.

¹ Of the 6,000 respondents in the 2020 survey, 72% (4,305) were male and 28% (1,695) were female. The 2019 survey was administered to 1,200 respondents (200 from each governorate) and covered the same six governorates. Of the 1,200 respondents, 50% (600) were male and 50% (600) were female.

² Data was collected between 16 August 2020 and 6 September 2020.

Key Findings

Security Service Providers



- Local Police were the most accessed security service provider.
- 64% of respondents sought services from Local Police in the past six months, with the highest percentage in Salah al-Din (82%), followed by Anbar (77%), Karbala (66%), Basra (59%), Ninewa (53%), Baghdad (49%).
- The overall experience of respondents with security service providers varied. Respondents reported high levels of satisfaction with the security services provided by Local Police.
- Local Police received the highest level of satisfaction (97% either satisfied or very satisfied) in Salah al-Din and Ninewa, followed by Anbar (93%), Basra (79%), Karbala (76%), Baghdad (72%).
- Most respondents reported that service delivery by security service institutions has improved over the past 6 months.
- The highest percentage of respondents (77%) reported that the Local Police has improved.

Impact of COVID-19 pandemic



- The majority of respondents (59%) did not seek services from the Local Police during the COVID-19 pandemic.
- Local Police services were most commonly sought for non-criminal incidents, with 50% of respondents seeking assistance for such incidents.
- The majority of respondents were satisfied with the services provided by Local Police during the COVID-19 pandemic.
- The highest rates of satisfaction were reported in Ninewa (98%), followed by Anbar (90%), Salah al-Din (84%), Basra (78%), Karbala (72%) and Baghdad (69%).
- The majority of respondents (72%) did not seek services from the courts/justice sector during the COVID-19 pandemic.
- Courts/justice services were most commonly sought for birth/marriage registration, with 44% of respondents seeking assistance for such matters.
- The majority of respondents were satisfied with the services provided by the courts/justice sector during the COVID-19 pandemic.

The highest rates of satisfaction were reported in Ninewa (95%) followed by Anbar (73%), Karbala (68%), Salah al-Din (65%), Baghdad (58%). In Basra, a majority (54%) of respondents were dissatisfied or very dissatisfied with the services received from the courts/justice sector.

Justice Service Providers



- Local Police and courts were the most accessed justice service providers.
- 49% of respondents sought justice services from Local Police in the past 6 months, with the highest percentage in Salah al-Din (65%), followed by Baghdad (52%), Anbar (47%), Karbala (46%), Basra (43%), Ninewa (43%).
- 30% of respondents sought justice services from the courts in the past 6 months, with the highest percentage in Ninewa (38%), followed by Karbala (35%), Baghdad (34%), Basra (31%), Anbar (27%), Salah al-Din (20%).
- The overall experience of respondents with justice service providers varied.
- Local Police received the highest level of satisfaction in Salah al-Din (97%), followed by Anbar (95%), Ninewa (95%), Basra (82%), Karbala (79%), Baghdad (73%).
- The courts received the highest level of satisfaction in Ninewa (94%), followed by Salah al-Din (83%), Anbar (72%), Karbala (70%), Basra (59%), Baghdad (41%).
- Responses varied in relation to whether justice service delivery has improved over the past 6 months.
- The highest percentage of respondents (65%) reported that the Ministry of Justice has improved.
- In 2020, a lower percentage of respondents reported improvement in the courts compared to 2019 (55% in 2019 to 52% in 2020), while a higher percentage of respondents reported improvement in the Supreme Judicial Council (39% in 2019 to 47% in 2020).

Impact of popular protests



- The majority of respondents (77%) reported that their locality was not affected by the recent wave of popular protests.
- According to respondents, Karbala (42%) and Baghdad (41%) were the most affected localities, while Ninewa was not affected.
- Most localities affected by popular protests reported a negative impact on Local Police service delivery.
- Respondents in Baghdad (58%), Karbala (51%), Salah al-Din (62%), Basra (76%) reported that Local Police service delivery was negatively affected (i.e. poor, somewhat poor, or very poor).
- Respondents in Anbar (62%) reported that the popular protests had no impact on Local Police service delivery.
- Most localities affected by popular protests reported a negative impact on courts/justice sector service delivery.
- Respondents in Anbar (71%), Karbala (57%), Salah al-Din (63%), Basra (85%) reported that courts/justice sector service delivery was negatively affected (i.e. poor, somewhat poor, or very poor).

Comparative data highlights between 2019 and 2020

The below tables present comparative data highlights from the findings of the 2019 and 2020 surveys and allow for easy comparison in changes in public perceptions between 2019 and 2020.

	2020	2019
% of respondents satisfied with their last experience of public services	Security Service Institutions (87%)	
	Local Police (87%)	
	Counter Terrorism Service (89%)	
	Iraqi Army (87%)	
	Federal Police Forces (86%)	
	Justice Service Institutions (73%)	
% of respondents that reported an improvement in the quality of services provided by Local Police	77% of respondents reported that the Local Police has improved over the past 6 months.	
	Local Police (88%)	
	Courts (70%)	
	Investigating Judge (72%)	
	Bar Association (71%)	
	Judicial Investigator (65%)	
	Security Service Institutions (88%)	
	Local Police (83%)	
	Counter Terrorism Service (98%)	
	Iraqi Army (90%)	
	Federal Police Forces (82%)	
	Justice Service Institutions (75%)	
	Local Police (85%)	
	Courts (76%)	
	Investigating Judge (70%)	
	Bar Association (76%)	
	Judicial Investigator (67%)	
	74% of respondents reported that the Local Police has improved over the past 6 months.	

	2020	2019	2020	2019
% respondents' feedback on the improved capacity/ efficiency/ service delivery of the target institutions in the security and justice sector	Have institutions improved over the past 6 months?		What was the level of improvement?	
	Security Service Institutions		Security Service Institutions	
	Cumulative average: 73%	Cumulative average: 74%	Cumulative average (high or moderate improvement): 38%	Cumulative average (high or moderate improvement): 31%
	Local Police (77%)	Local Police (74%)	The highest percentage of respondents reported:	The highest percentage of respondents reported:
	Iraqi Security Forces (ISF) (73%)	ISF (76%)	Local Police (39%)	Local Police (27%)
	Ministry of Defence (MoD) (72%)	MoD (73%)	MoI (37%)	MoI (30%)
	Ministry of Interior (MoI) (68%)	MoI (72%)	MoD (38%)	MoD (33%)
			ISF (38%)	ISF (33%)
	Justice Service Institutions		Justice Service Institutions	
	Cumulative average: 53%	Cumulative average: 51%	Cumulative average (high improvement or moderate improvement): 42 %	Cumulative average (high improvement or moderate improvement): 33%
Supreme Judicial Council (SJC) (47%)	SJC (39%)	The highest percentage of respondents reported:	The highest percentage of respondents reported:	
Courts (52%)	Courts (55%)	SJC (41%)	SJC (39%)	
Investigating Judge (52%)	Investigating Judge (43%)	Courts (46%)	Courts (28%)	
Judicial Investigator (49%)	Judicial Investigator (39%)	Judicial Investigator (46%)	Judicial Investigator (36%)	
Ministry of Justice (MoJ) (65%)	MoJ (75%)	Investigating Judge (44%)	Investigating Judge (33%)	
MoI (62%)	MoI (71%)	MoI (37%)	MoJ (32%)	
Bar Association (47%)	Bar Association (37%)	MoJ (38%)	MoI (31%)	
		Bar Association (43%)	Bar Association (33%)	