

Strategic Plan of the Police of the Republic of Mozambique

Results of surveys on victimisation and police performance

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Preface

"In a spirit of responsibility and pluralism of opinion, have decided to organise society in such a way that the will of the citizens shall be the most important precept of our sovereignty." In the Preamble of the Constitution of the Republic of Mozambique from 1990.

The constitution of the Republic of Mozambique states that building a society based on social justice is one of the country's main objectives, where equality of the people and rule of law are the pillars for democracy.

To reach that objective means, among other things, reinforcement of the institutes that deal with safety, public administration and justice and the continuous adaptation to new needs by these institutes since they have the task to safeguard the citizens' fundamental rights and freedom.

Taking this objective in mind, the Government decided to develop a strategic plan for the Police of the Republic of Mozambique (PPRM) to have a programmatic instrument at hand to manage the development and reform of the Police of the Republic of Mozambique (PRM).

The present study, the first of its kind done in the Republic of Mozambique, was done in this context. The survey has three components; public opinion, public officials and police officers.

At the same time and with the same objective in mind, a study was carried out on the profile of the Mozambican criminal justice system. The conclusions of this study are the base of a set of recommendations that could solve a large deal of the problems that are raised by the surveys.

The main criterion for reaching the objectives of order and public safety is first of all measured by the satisfaction of the citizens. The results of the study that is presented in this publication is a model in which citizens, as the consumer of the states services, participate in identifying the needs and priorities for the security and public order sector. As such it is a fundamental instrument for the strategic planning and reform of the PRM.

There is also a global context to this study, the survey allows us to compare the results on order and public safety from Mozambique with other countries. This is an important aspect that increases the credibility of the study as a tool for developing a policy not only by countries, but also by international organisations and individuals.

We are proud that this study is done by institutes that uphold high scientific and technical standards and have international reputations as is the case with the United Nations Interregional Crime and Justice Research Institute (UNICRI) and the Population Studies Centre from Eduardo Mondlane's University (CEP).

UNICRI is the main institute that developed the International Crime Victim Survey, this is considered one of the largest projects of comparative criminology, launched in 1989 and conducted in more than 70 countries.

It was our wish that the study would have a sustainable base and therefore we identified CEP, a national institute specialised in conducting research and processing of empirical data using a variety of methods developed for the social sciences, specifically in the field of population and development.

We are very grateful that UNICRI accepted the invitation to contribute its international expertise and apply it to the specific situation of Mozambique. We also address our gratitude to CEP for the excellent technical quality of the surveys. We are sure that the results will serve as reference for formulating new policy, not only in the field of order and public safety in our country but also in the fields of justice and social development.

We also address our sincere gratitude to the Governments of the Kingdoms of Spain and the Netherlands, the Confederation of Switzerland, the Portuguese Republic and the United Nations Children's Fund (UNICEF) for the invaluable contribution made to these surveys.

We extend our gratitude to a group of partners who co-operated and assisted the PRM and to all who directly and indirectly contributed to the execution of the study and finalisation this publication.

The role that the United Nations Development Programme (UNDP) has taken in mobilising and co-ordinating technical and financial aid to the PRM deserves very special appreciation from us. In particular we thank Ms. Marylene Spezzati, the representative from UNDP in Mozambique for the efforts and commitments she has shown in implementing the program of reforms for the police.

We are sure that this first survey has been a unique opportunity for the staff and management of the Ministry of the Interior and the PRM. An internal and external evaluation of the of the performance of the police will lead to improvement of the daily activities.

We expect that the results that are published here will contribute to the importance that is given to the perception of crime and of the citizens' opinions and will serve as indicators of permanent vigilance for the efforts that the Ministry of the Interior and the PRM in particular undertakes to fulfil their commitments.

Therefore we assume that this study should be carried out on a regular basis as an instrument for evaluating institutional performance.

Maputo, April 2003.

Almerino da Cruz Marcos Manhenje,

Minister of the Interior and for Defence and
Security Matters in the Presidency of the Republic

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Institutional Arrangements

The surveys have been carried out within the framework of the Strategic Plan for the Police elaborated by the Ministry of the Interior of Mozambique, with the involvement of several institutions:

UNICRI United Nations Interregional Crime and Justice Research Institute	Methodology
CEP / UEM Centre for Population Studies, Eduardo Mondlane University	Fieldwork
UNDP United Nations Development Programme	Co-ordination
UNOPS United Nations Office for Project Services	Logistics

Methodology

Data collection: from 5 to 20 August 2002

Geographical coverage: Maputo (City), Sofala, Zambézia, Nampula

Sample:

2,851 (External survey – male/female, from age 16, rural and urban) M=58% F=42%

597 (Internal survey – face-to-face, Police)

597 (Internal survey – self-administered, Police)

480 (Internal survey – self-administered, Public Employees)

Objectives

Assessment of:

- Citizens' experience of crime
- Citizens' experience of access to justice, policing, crime prevention, safety and security
- Perception of causes of crime
- Women's experiences and perceptions of crime
- Experiences and perceptions of Police Officers (PRM) about crime, working environment and job satisfaction
- Experiences and perceptions of Public Employees about working environment and job satisfaction

Methodological Notes on the External Survey

The external survey carried out in Mozambique in 2002 is a victim survey within the framework of the International Crime Victim Survey (ICVS), a comprehensive international comparative project conducted by UNICRI in co-operation with the Ministry of Justice of the Netherlands, the Home Office of the UK, the Department of Justice of Canada and other partners.

Seventy-seven countries have participated or are currently considering participation since the project started in 1989. The survey deals with victimisation, that is the experience of crime as perceived by the population. Data collected refer to thirteen types of crime, plus corruption and cheating (consumer fraud). Most of the crimes experienced by the population are property-related conventional crimes that do not necessarily involve the use of violence.

Depending on the social settings, the incidents that citizens report to the interviewers may involve smaller or bigger monetary value. For example, in Mozambique it was observed that the average value of goods stolen from households was approximately 13 USD. It may be a small amount but it is a big loss for the poor. The stolen goods were very often chicken or food or other household goods (cutlery, etc.).

In the province of Zambezia many crimes were thefts of bicycles: the bicycle may be an indispensable working tool, its loss a tragedy and its replacement very expensive. For this reason the seriousness of crime is not always related to the involvement of violence.

On many occasions "crime" is a breach of the intimacy and privacy of the person, be that at home, in the car or walking in the street, by an offender who aims at stealing property either to use it or to sell it. The use of violence increases the trauma experienced by victims.

Comparative analysis is possible with data collected through the same methodology in 6 countries in the Southern African Development Community (SADC) region in 2000-01. The survey was carried out with representative samples of population in large cities and data are presented as percentages of the sample. The questionnaire used was the same.

General Information on the Criminal Justice System in Mozambique

Highlights of a study carried out in conjunction with the surveys, based on descriptive analysis of crime and criminal justice problems as well as the organisation and functioning of the law enforcement and criminal justice system:

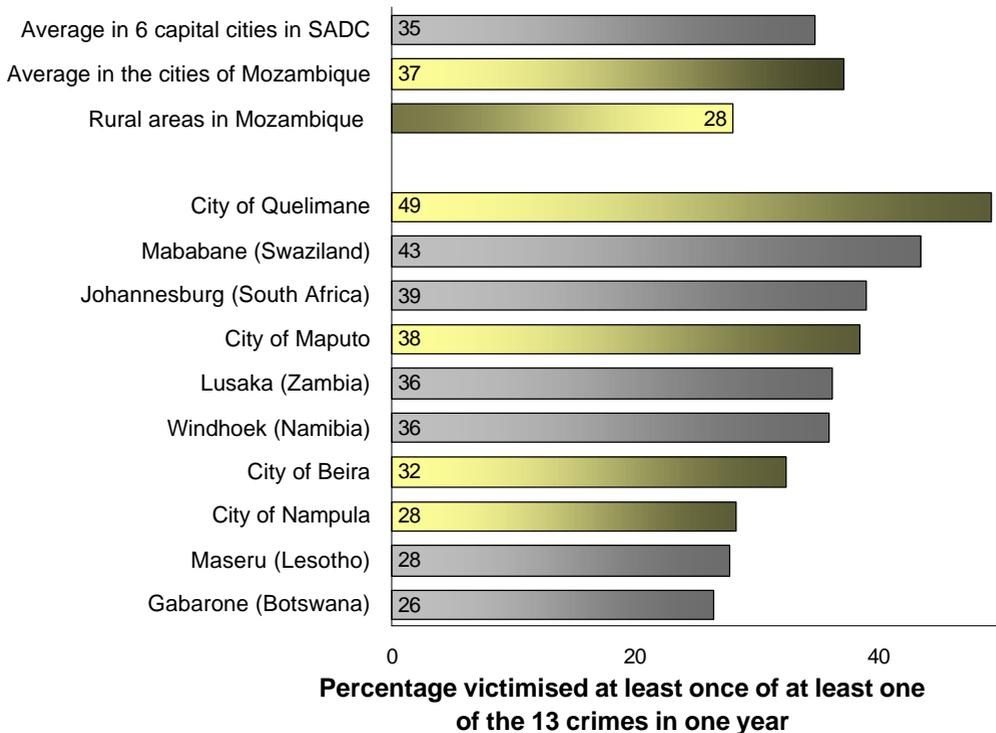
- The criminal justice system of Mozambique has no central database to allow for immediate and reliable statistics on the crime situation
- There is a lack of skilled staff with adequate professional training in the Police, Prosecution, Judiciary, Corrections, the Legal Assistance (INAJ) and among members of the bar
- In particular, the PRM does not provide for a full coverage of the country. The police stations are insufficient, understaffed, with scarce material and financial resources and, in most cases, low-educated personnel
- There is an insufficient number of prosecutors with respect to the needs of the country. A number of new prosecutors is envisaged on paper but do not work because of lack of human and technical resources
- A number of initiatives against corruption exist, but there are no resources for their implementation
- There is no national crime prevention strategy but scattered initiatives, often improvised and not always effective
- There are no specialised units against organised crime, money laundering and other serious crimes
- There is a clear lack of an effective co-ordination among the various criminal justice system components, which is apparent in many areas especially in crime control
- Criminal legislation is outdated, in particular as regards criminal procedure. In substantive law there is also need to include legislation on criminal behaviours which are currently being dealt with by international treaties and conventions, such as genocide, organised crime and hideous crime.

Results of the External Survey

Victimisation of 13 Crimes

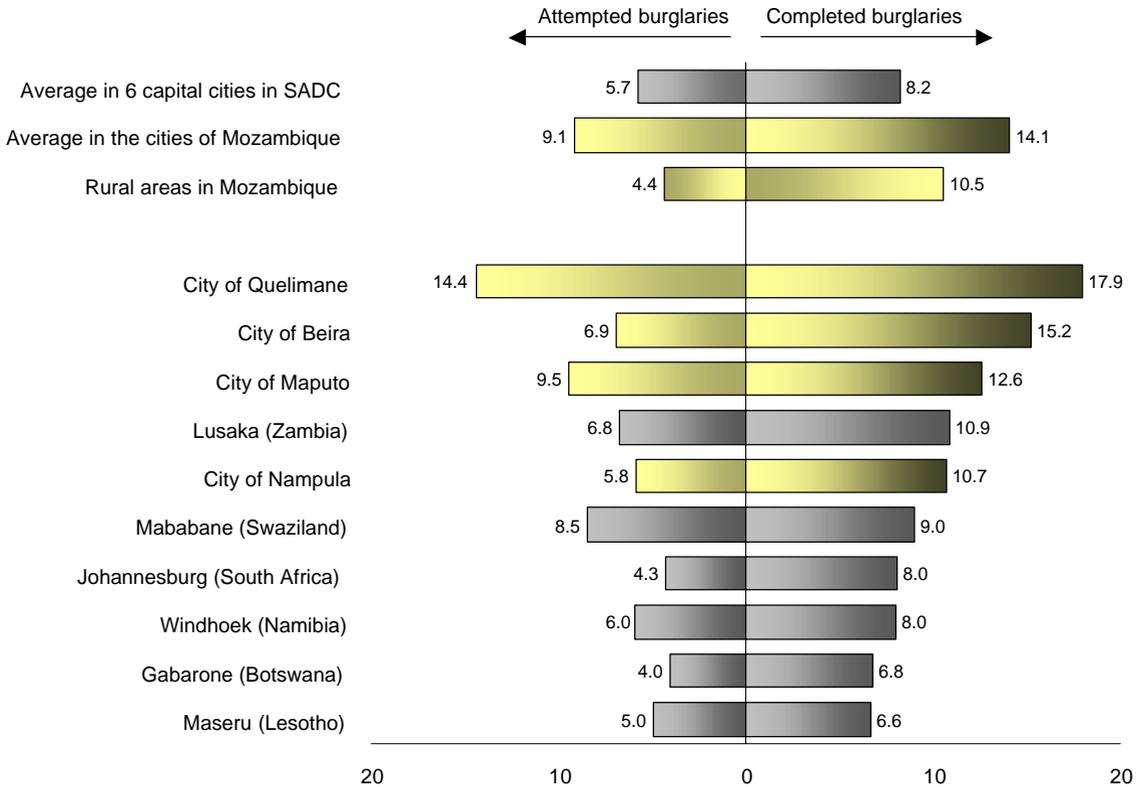
There are large differences between provinces and main cities in overall victimisation. Crime rates are generally related to the size of the city. Quelimane - although not the largest city in Mozambique - shows the highest crime rates. A possible explanation may be overcrowding and having suffered most from the civil war. In the rural areas, crime is almost 10 percent lower than in the main cities.

*Theft of car;
Car hijacking;
Theft from car;
Car vandalism;
Theft of motorcycle;
Theft of bicycle;
Theft of livestock;
Burglary;
Attempted burglary;
Robbery;
Theft of personal property;
Sexual offences (women);
Assault & threat*



Overall victimisation in the four cities is on the same level as in the capital cities of surrounding countries. Victim surveys were also done in 6 southern African capital cities in 2000. The methodology that was used allows for comparison. Although there are differences in the size of the cities and the developmental levels of the countries, the overall risk of victimisation in Mozambican cities is very similar to cities in the SADC region.

Completed and Attempted Burglary



Completed and attempted burglaries, percentage victimised at least once in one year

Burglaries and attempted burglaries are more frequent in Mozambican cities in comparison with the capitals of six neighbouring countries.

The average value of stolen goods is lower than 300,000 MZM (13 USD approximately). A possible reason for the high frequency of home burglaries may be the lack of appropriate crime prevention measures at the household level, such as door locks.

- Over the past five years, did anyone actually get into your house or flat without permission and steal or try to steal something? I am not including here thefts from garages, sheds or lock-ups.
- When did this happen? Was it this year, last year or before that?

Theft of Livestock

Forty percent of the households own life-stock, mainly chicken. This is 62 percent outside the main cities. On average, 15 percent of the owners had livestock stolen in the last year (about 21% in Quelimane and 12% in Maputo). Theft outside the cities was 14%. Since ownership rates outside the cities are higher, theft of life-stock outside the cities is higher as well

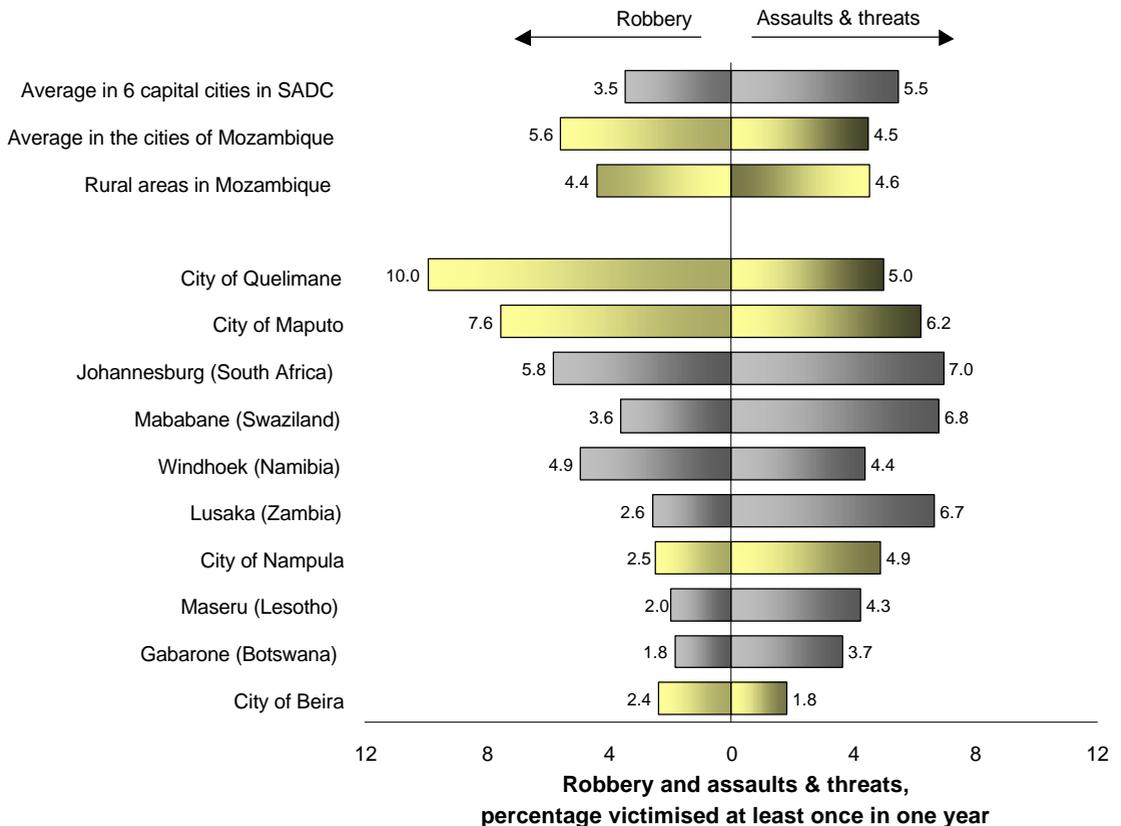
- Over the past five years have you or other members of your household had any of their livestock stolen?
- When did this happen? Was it this year, last year or before that?
- What livestock was stolen?

Violence

Patterns for violent crime may differ depending whether the crime was committed in order to steal property or not.

Rates for **assault/threat** are similar across the SADC region: Mozambique ranks below the average for the 6 SADC capital cities, with almost no differences between urban and rural areas. This type of crime is not generally related to stealing property from the victim. In Mozambique, 40% of these crimes involved the use of a weapon, slightly more frequently than the regional average (38%). Approximately 23% of the cases were reported to the police: although it may appear a very low rate, it is more frequently than the average for the SADC region (14%).

Robbery, that is theft with force, was instead very frequent in Mozambique, with very high rates in the cities of Quelimane and Maputo. 37% of robberies were committed by using a weapon, that is less frequently than the average in the SADC region (52%). Arms and especially firearms were more frequently used for committing crimes in Maputo than in the rest of the country.



While in the rural areas of Mozambique robberies and assaults show similar percentages, the first type of crime is higher in the cities, in particular in Quelimane where robberies were twice as much than assaults & threats. In five out of six of the capital cities in the SADC region the opposite was observed, i.e. assaults and threats outnumbered robberies. Considering that robbery is a property crime as well as a violent crime, could mean that preventive measures are an effective way of reducing crime.

- Over the past five years has anyone taken something from you, by using force, or threatening you? Or did anyone try to do so?
- When did this happen?

- Apart from the incidents just covered, have you over the past five years been personally attacked or threatened by someone in a way that really frightened 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?
- When did this happen?

Crimes Against Vehicles

CARS

The city of Maputo has a high number of vehicle owners (25%). As a result the theft of vehicles is higher in Maputo. This city is the only region in the country where vehicles were stolen through armed robberies. Criminal operative organisations exist and are known by the law. The stolen vehicles are sold in the neighbouring countries (Swaziland, South Africa) or dismantled with its parts being resold. No case of stolen vehicles was reported outside the major cities. The non-violent vehicle theft is higher in the city of Maputo.

The theft from vehicles is particularly high in the cities of Beira and Maputo. On average, the theft of vehicles is three times higher than in neighbouring countries.

There are, on a smaller scale, cases of vandalism of cars.

MOTORCYCLES AND MOPEDS

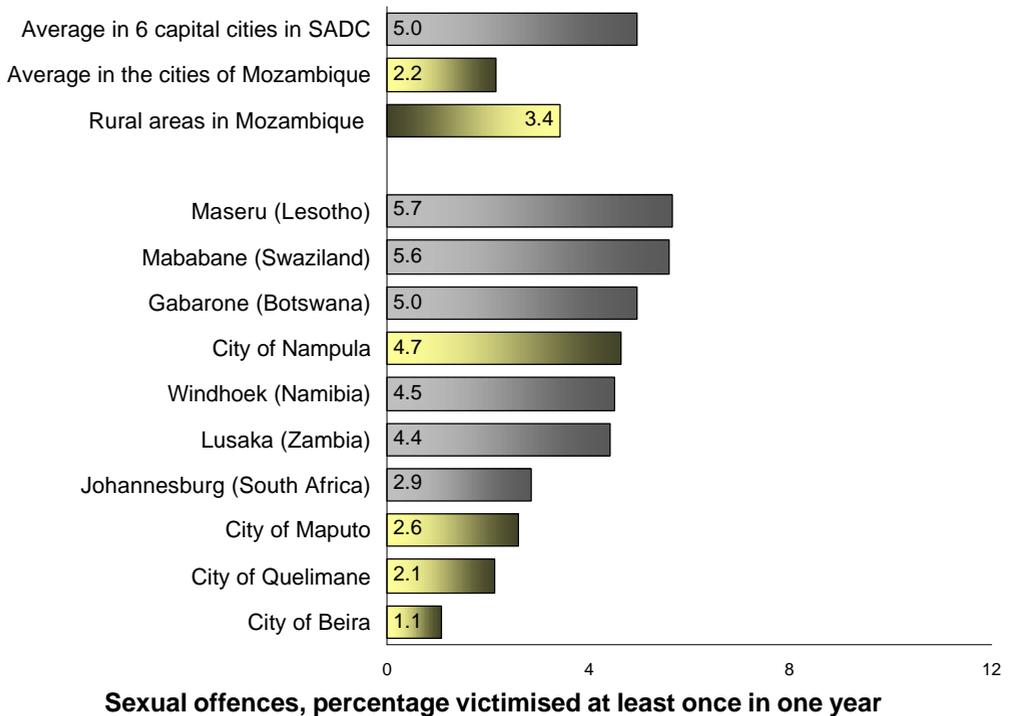
On average, 15% of the population own a motorcycle or moped, 4% of which was victim of theft.

BICYCLES

The city of Quelimane has the highest number of bicycle owners (75%); in this city one in each four owners was a victim of bicycle theft. The city of Maputo has 23% bicycle owners and less than 5% was a victim of theft.

Percentage of owners that have been victimised at least once in the last year	Theft of a car	Car hijacking	Theft from a car	Car vandalism
Nampula	1.5	-	9.1	1.5
Quelimane	2.6	-	5.1	-
Beira	1.2	-	13.6	-
Maputo	7.5	5.2	21.0	5.2
Average in the four cities of Mozambique	3.2	1.3	12.2	1.7
Rural area's	-	-	9.7	6.5
Average in the SADC region	1.5	1.1	4.5	1.8

Sexual Offences



Questions on sexual offences were asked to women only. Victimization of women was lower in Mozambique than in the neighbouring countries. Average levels of victimisation were the same in cities and rural areas, but the seriousness of the incident was higher in rural areas where the majority of cases involved rapes.

As is the case in most countries, the majority of victims knew the offender at least by sight. In many occasions the aggressor was the husband, former husband or boyfriend.

Sexual offences in Mozambique were reported to the police more frequently than the average in the region. Information on violence against women should be complemented by specific information collected through a dedicated survey.

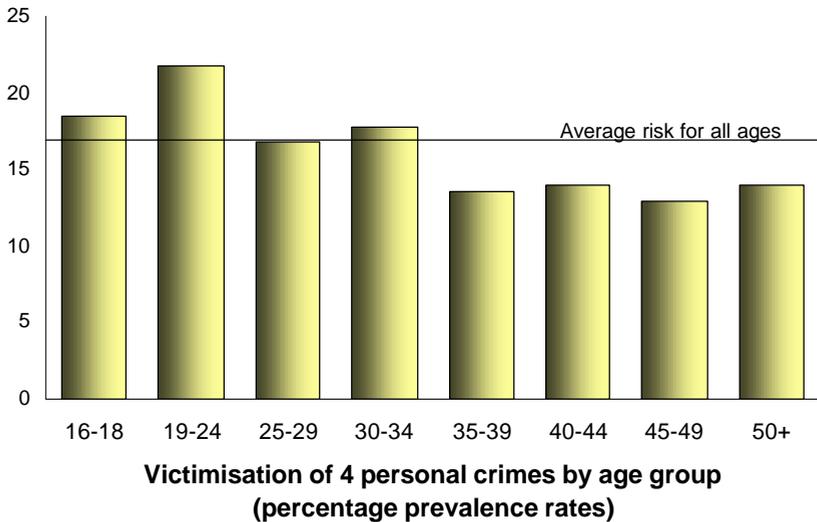
- First, a rather personal question. People sometimes grab, touch or assault others for sexual reasons in a really offensive way. This can happen either at home or elsewhere, for instance in a pub, the street, at school, on public transport, in cinemas, on the beach or at one's workplace. Over the past five years has anyone done this to you? Please take your time to think about it.
- When did this happen? Was it this year, last year or before that?

Age and Risk

The differences between the age groups are not very large, the group 19 through 24 seems to run the highest risks.

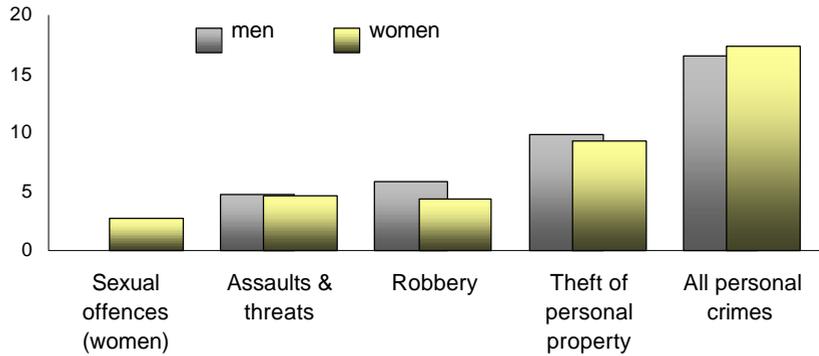
Remarkable is that the youngest group does not have a lower risk than the group aged 25 through 35.

Two major factors in victimisation are a risky lifestyle that brings one near potential offenders, and the attractiveness for the offender. Young people in general have a more risky lifestyle than the elderly, they go out more often, but on the other hand, the adults have more money and goods than the young and are therefore more attractive as a victim. Both effects seem to single each other out for the greater part. After age 35 there is a trend that risks are going down a bit.



Nine out of the 13 crimes from the external survey apply to the household at large. We take the four crimes into consideration here that involve the individual only, these are robbery, theft of personal property, sexual offences and assaults & threats.

Gender and Risk



**Differences in victimisation risks between man and women
(percentage prevalence rates for 4 personal crimes)**

It appears that men and women run very similar risks of becoming victims of crime. Women are less often a victim of theft with force (robbery), while the risk for simple theft is the same for men and women. Although the percentages of victims of assault/threat are the same for both groups, it should be noted that 2% of women also suffered sexual violence. We therefore observe a slightly higher percentage of women victims of personal crimes.

Victimisation of women includes cases of domestic violence, violence at work and at school. In comparison with male victims, women are more often assaulted by single offenders rather than groups and more frequently know their aggressor. Weapons, especially firearms, are less frequently used against women than men.

“Women are subject to criminal victimisation as men are; yet, for some crimes, women may run higher or lower risk, while for some others they are the conventionally exclusive potential and real victims. The latter category includes various types of sex-related incidents.

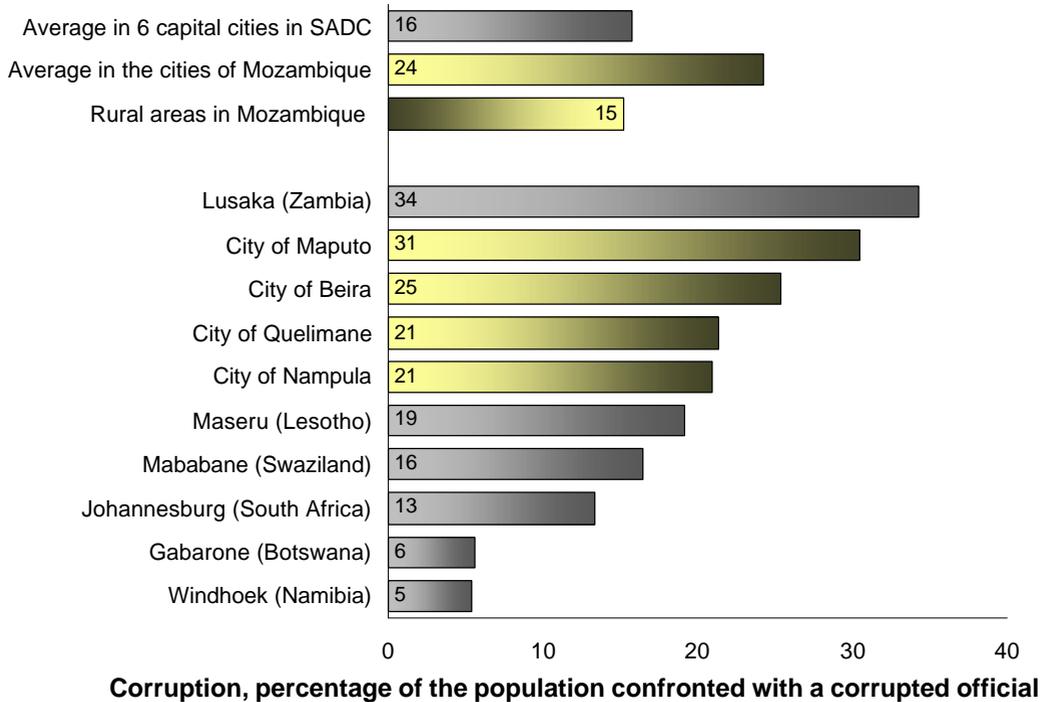
At the outset, it should be highlighted that, despite standard methodology, the ICVS revealed that the cultural messages in different contexts or in the wording of the questions might elicit different answers in different languages.

Therefore, the interpretation of the ICVS results on sexual offences needs to be looked at with special caution. In fact, for the issue more than in other parts of the survey, special attention should be paid to the terminology used and for example, the exact meaning of the words “incident”, “assault” and “crime” should be carefully weighted. It has been argued that the first question on sexual incidents might not be as clear as other questions referring to various victimisation experiences, since it does not evoke a unique type of crime, but quite a wide range of events.”

(Alvazzi del Frate, 1998, Victims of crime in the developing world. page 37)

Corruption

- In some areas there is a problem of corruption among government or public officials. During 2001, has any government official, for instance a customs officer, police officer, traffic officer, court official, pensions officer or building inspector in your own country, asked you or expected you to pay a bribe for his/her service?



Rates observed in the various SADC countries range between 5 and 35% approximately, without a well identified pattern. It is important to observe that these rates represent the direct experience of citizens with bribery. High rates may indicate high levels of corruption, but also indicate the readiness of respondents to share their experience. In other words, if many respondents are willing to talk about this phenomenon, they may also be ready to do something to combat it.

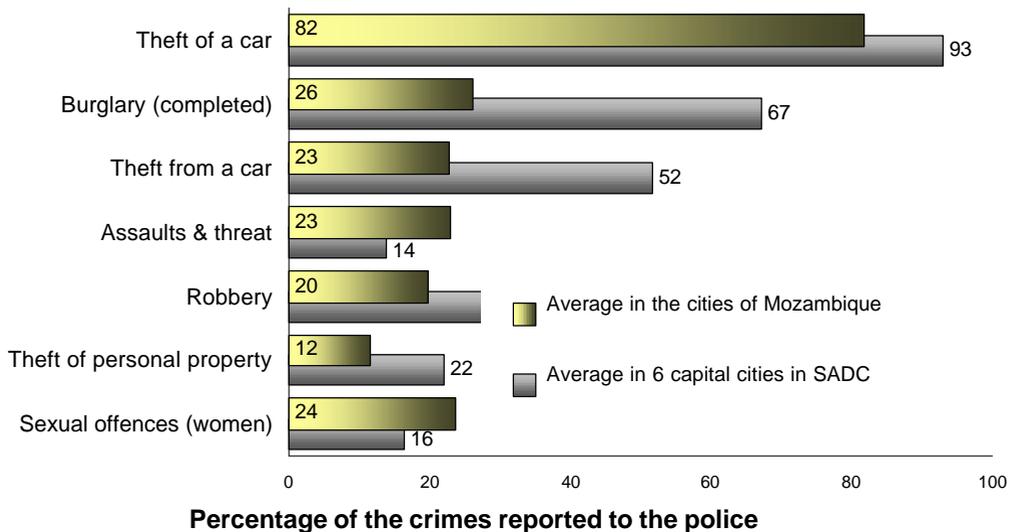
Corruption between 20 and 30%, approximately, were observed in the Mozambican cities, with Maputo being the most affected.

Also was asked who the corrupt official was. Police officers are mentioned the most frequent (25%). This is quite likely since civilians are more often in contact with police than with any other public official. Next most frequent mentioned are teachers and professors and medical personnel like doctors and nurses (21 and 17% respectively).

Reporting to the Police

With the exception of sexual offences and assaults/threats, all types of crime were reported to the police less frequently than in the neighbouring countries. Theft of a car is reported in 82% of the cases, the next often reported crime is burglary with only 26% reports (67 percent in the neighbouring countries). Also theft from a car and robbery are reported much less.

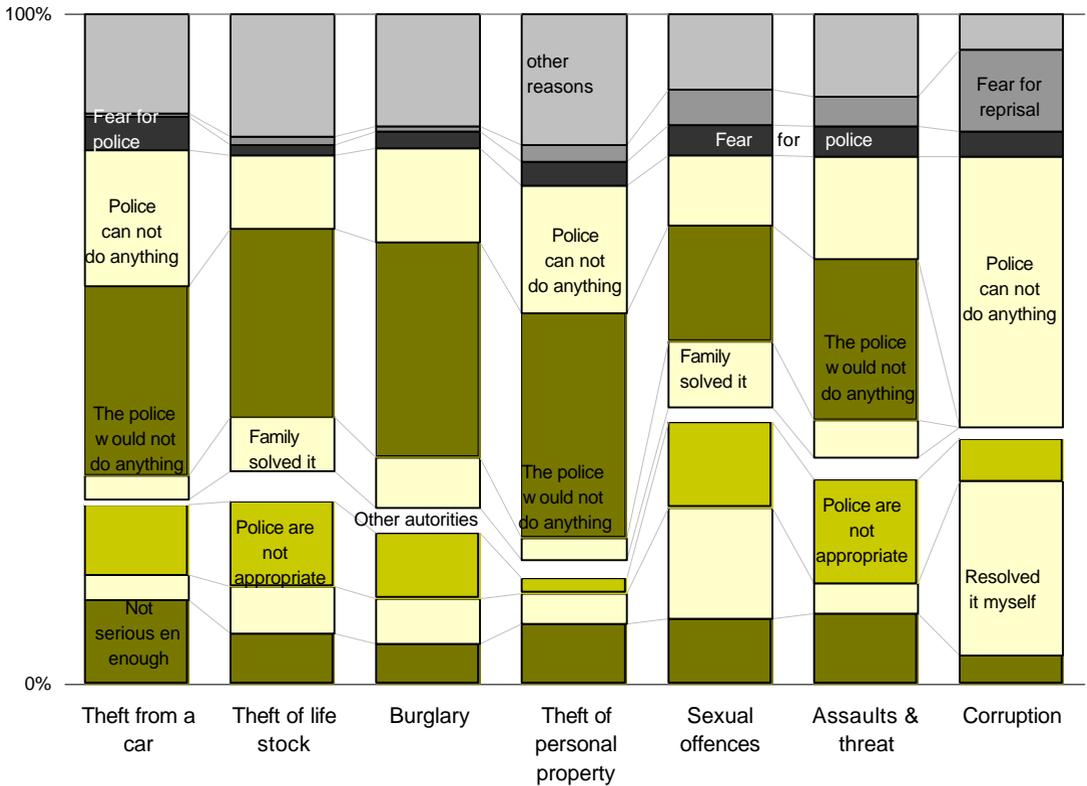
The “dark figure”, the crimes that have been committed but not reported to the police, is therefore very high. The fact that many crimes do not appear in official statistics may generate problems in crime prevention, with wrong allocation of resources and efforts that may be spent in initiatives which are not related to the real crime picture. The regular repetition of victim surveys may assist in monitoring the percentage of crimes reported to the police and improving police performance in this respect.



Most mentioned reasons to report to the police are to recover the stolen property and that the victim wants the offender to be caught and punished. Since there are no goods stolen in case of sexual offences and assaults and threats, the latter reason is the most important for these two crimes.

Low reporting rates could indicate that the victims believe that a report to the police will probably not result in recovery of the goods. Theft of personal property is probably the least serious of the thefts, and therefore recovery of goods is less important. This needs also to be viewed in relation to the reasons for not reporting to the police that are discussed on the next page.

Not Reporting to the Police



Reasons for not reporting to the police for 7 crimes

Respondents could provide more than one answer. While some provided only one response, others gave three or more. The percentages shown here are based on the total responses.

The reasons for not reporting crimes to the police vary from crime to crime. Citizens very often indicated that the police could do or would do nothing about what happened. This is an important indication of the lack of confidence in the police when crimes are reported.

It is possible to develop strategies aimed at improving police performance on this particular aspect, which would improve the image and promote a service-delivery approach.

Sexual offences stand out a bit. Most mentioned reasons were that the respondent solved the matter herself. That the police would not do anything is mentioned much less often than for the other crimes.

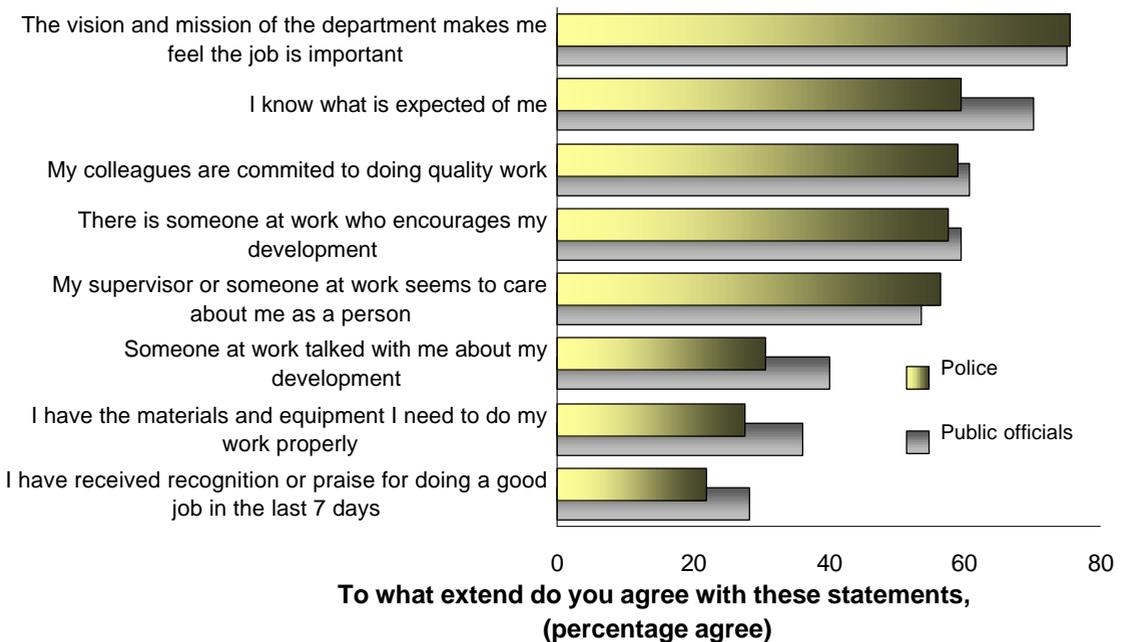
The police cannot do anything is the most mentioned reason for not reporting **corruption** incidents. This is to be expected since in many of the cases a police officer was the official who asked for the bribe. Next most often mentioned reason was “I solved it myself”, this probably means that the bribe was paid and the loss was taken.

Attitudes of the Police and Public Officials

Work Environment

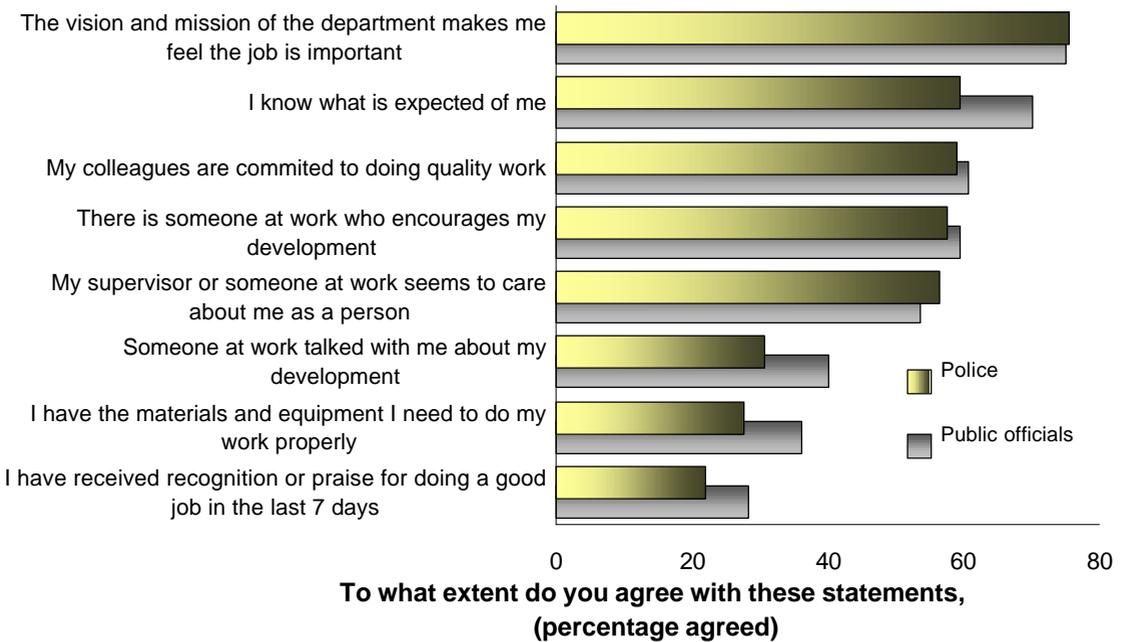
To both police officers and other public officials was asked whether they agreed or not with eight statements about the work environment. These eight items are about the amount of satisfaction with the work and the work environment.

The police and other public officials show the same pattern of responses, "The vision and mission of the department makes me feel the job is important", got the highest amount of agreement for both police officers and other public officials and "I have received recognition or praise for doing a good job in the last 7 days" had the lowest percentages agreement for both groups. The rank order for these eight items are identical. However, the public officials are in total more satisfied with the work environment. For two of the eight items, the police show slightly higher percentages than public officials. For six items the public officials have higher percentages of agreement than the police officers do. For four of the items, the difference is quite large.



Summarising: The police officers 1) know less about what is expected of them, 2) they have talked less with someone about personal development, 3) believe have less materials and equipment to do the work properly and 4) get less recognition or praise for doing a good job, compared to other public officials.

Rules and Regulations



Nine statements about rules and regulations were posed to both groups of respondents. All the statements were phrased in a positive way. The respondents were asked whether they agree with the statements. In general, the police officers are more positive about the rules and regulations. Only in one item; “Rules and regulations are not often changed”, the police agree less with than other public officials. There are two large differences with respect to how the rules and regulations work properly. Police officers agree most with the statement that the rules and regulations should be enforced, irrespective of to whom they apply, public officials however only put this at the 7th place.

Apart from these differences between the police and public officials, the strongest amount of agreement is with the statements “They are simple clear and easy to understand”, “There are not too many administrative steps” and “They are written down and well defined”.

The weakest part of the rules and regulations are that violations can easily be kept secret and that they are not always suitable and serve the institute not always well.

Based on these findings, transparency about the violations of the rules and regulations is the most recommended measure for improvement. Also some review of the rules and regulations are in order to decide whether they are suitable for the organisation.

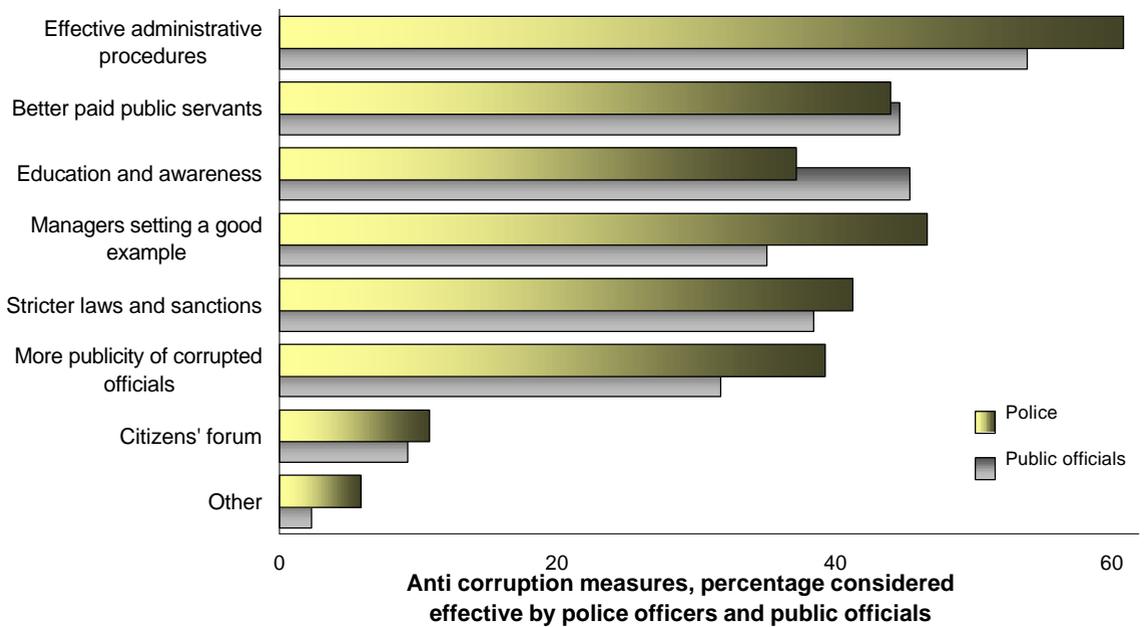
Anti-Corruption Strategies

The external victim survey measures a realistic amount of corruption at 'street level', that is: corruption that ordinary citizens have to deal with. The results show that police officers are most mentioned by the respondents as asking for a bribe. Very important is to find out what police officers and other public officials believe is the best way of fighting corruption.

It was asked to public officials and to police officers to point out the three most effective anti-corruption strategies within its department or institution.

Among the several measures, the two most selected by police officers were "More effective administrative and financial controls in the public institutions" and "Leaders setting a good example". Those categories were more frequently selected by police officers than by public officials. Another category more frequently selected by police officers was "Higher publicity to the corrupt officials".

It is striking that only about 10% of the police officers and other public officials feel that direct involvement of citizens through a citizens forum would be an effective way of reducing corruption. It might very well be that a forum from outside the organisation would be an effective way of dealing with this very problematic and sensitive issue.

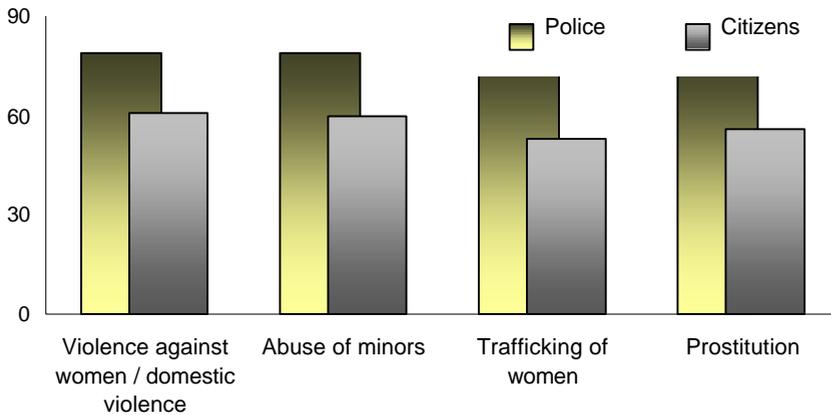


Comparing the Opinions of the Police and the Civilians

Female Police Officers

Only 7% of police officers are female. The question asked to citizens and to police officers was the following: Do you think a major involvement of female police officers could be useful to improve police action in specific types of crime? For example, do you agree that a woman is in a better position to handle problems such as:

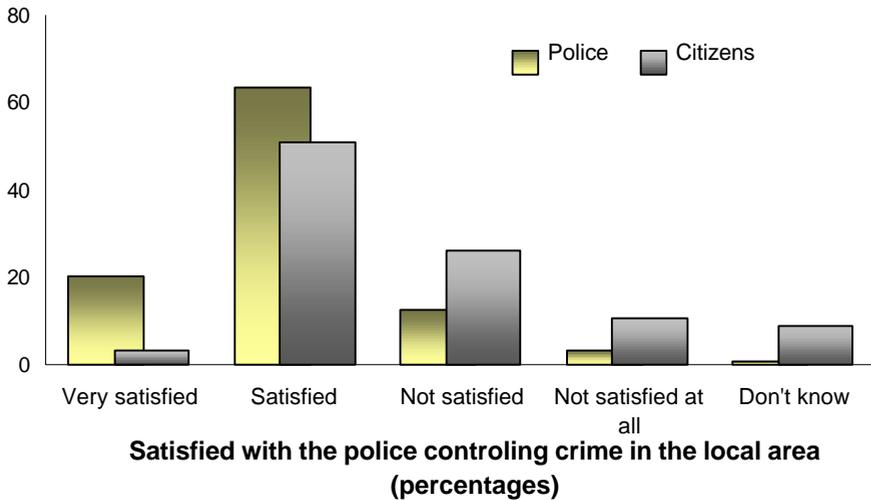
- Violence against women/domestic violence
- Child abuse, paedophilia
- Traffic of women and children
- Prostitution



More involvement of female police officers increases police performance, percentage agree for four specific types of crimes

Police officers showed themselves much in favour of a higher involvement of women in the police. They also stated that there is already a good (39%) or a very good (57%) relationship between male and female officers. Citizens also stated that a higher number of female police officers could improve police action particularly in crimes against women and children.

Satisfaction with the Police



Police officers have a slightly higher opinion of their performance than citizens do. About 15% of the police officers think that the civilians are not satisfied, while 26% of the civilians indicate that they are not satisfied.

Satisfaction with police performance was lower in the city of Maputo (43%). It is necessary to note, however, that the appreciation of the police in Mozambique is among the highest in the region: only citizens from Botswana and South Africa showed higher levels of satisfaction regarding police performance.

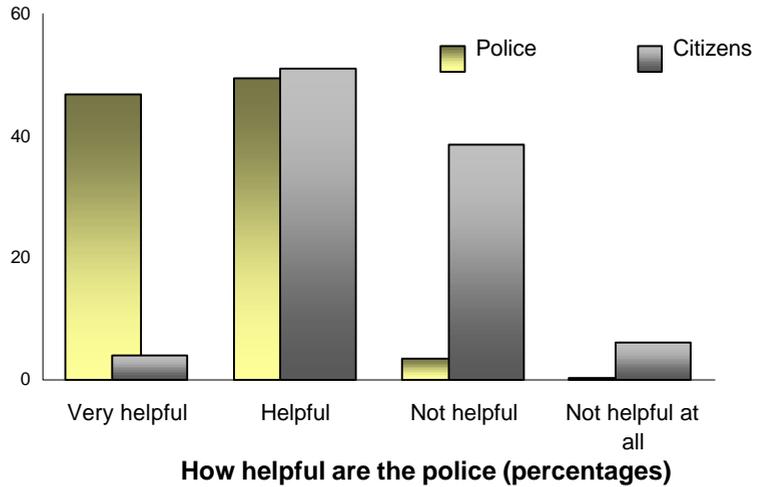
Question asked to the police officers: What is your perception of the police global capacity to prevent and control crime? Do you think they are doing a very good job, a pretty good job, a rather poor job or a very poor job.

Question asked to the citizens: Considering all factors, how do you evaluate police capacity in your area to control crime? Do you think they are doing a very good job, a pretty good job, a rather poor job or a very poor job.

Police Assistance

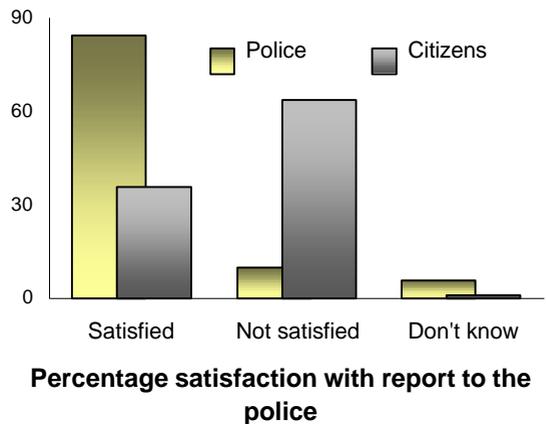
While 96% of the police officers are convinced that the police does everything in its power to help the citizens, only 55% of the citizens stated likewise. The police has a very positive opinion of its performance which doesn't always correspond to the public opinion.

Questions asked to the citizens and to the police officers: How far do you agree that the police do everything they can to help people and be of service? Do you fully agree, tend to agree, tend to disagree or totally disagree?



The graph shows that police officers believe that citizens were satisfied with the way they were received by the police, and, in the other hand, citizens stated that, in fact, they were dissatisfied. The difference is huge.

Question asked to the police officers: What is your opinion on the way the police deals with citizens that report crime? Do you think the way the police deals with the public is very good, pretty good, rather bad or very bad?



The question asked to the victims of six different types of crimes and reported to the police was: In general, were you satisfied with the way the police handled your situation? (Yes, no, don't know).

Both questions show that it is important that the police, and any other public office for that matter, gets regular feedback on how the population perceives the work that they do. The results presented here can mean that it is not clear to the police officers what the public expects from them. But the other way is also valid, that the public does not have a realistic idea of what the police can and cannot do.

Conclusions

External Survey

- Victimization rates in Mozambique were quite high but at similar levels as those observed in the SADC region through the same methodology
- Rates of reporting to the police for all types of crime are low and below the average for the SADC region
- While property crime is more frequent in cities, rates of violent crime were similar in urban and rural areas, thus suggesting that crime in large cities is opportunity-driven and could be prevented through better target protection (e.g. better protection of households)
- Although official availability of arms is very low, many crimes were committed by using firearms, especially in Maputo
- The majority of the victims were not satisfied with the police action
- The use of victim support agencies, either public or private, was very rare although its services admitted to be useful by victims
- The majority of the victims never recovered the stolen goods
- Most victims agreed that the incidents they reported in the survey were considered a crime, as for example, thefts (vehicles and accessories, motorcycles, bicycles, livestock), vandalism in vehicles, corruption, sexual offences, etc.
- In general, crimes that were committed by several offenders, in the own neighbourhood and crimes that involved the use of firearms were considered the most serious.

Internal Surveys

- There is a strong difference between the opinion of police officers about how they do their job and that of the opinion of the citizens
- Problem of crime is seen as being dynamic, with different perceptions in the distinct provinces
- The police officials, generally, considered the lack of employment as one of the most important causes of crime
- The corruption in public offices exist: police officials and public officials admit that very frequently the citizens offer a payment to obtain better rendered services. However, most officials are convinced that corruption produces negative aspects upon the service
- Better salaries and equipment are considered important factors to improve the work satisfaction and the police efficiency.

The opinion on the increase or decrease of crime in the last 5 years is rather divided, but with provincial differences: in Sofala the perception of the increase stands out, with the inverse happening in Nampula. The crimes considered more frequent were physical offences and burglaries, very distant from other types of crime. This tendency is the same for the four provinces. The preceding coincides with the opinion expressed on crimes that represented a higher threat. The principal cause of criminality, according to the police authorities, is unemployment. This perception is the same if analysed by province.

According to the police, combating juvenile delinquency goes through discipline at home and increase of employment. For the Sofala and Zambézia police, with the domestic discipline comes the necessity to increase vigilance.

According to the police respondents, the fear of reprisals and fear of the police, causes many citizens do not report crime. But in Zambézia, the motives for the non-reporting have mostly to do with victims solving the matter themselves or report to other authorities.

Concerning the police performance and satisfaction: there is a strong positive opinion about the work that the police do and to the opinion the citizens have from the police. But police officers have a higher opinion of its performance than citizens do. The same positive opinion noticed for the remaining aspects. Generally, the police officers manifested themselves satisfied with their work, but a considerable number considers the possibility of changing job, mainly for salary issues. This tendency is similar in the four provinces. Increasing salaries is also pointed as the major measure to improve the image of the police corporation.

However, to improve the image, according to the respondents, other measures are likewise indispensable, standing out the necessity of better police stations and uniforms.

Final Recommendations

- Establishment of a national strategy of crime prevention
- Establishment of a database for the police and for the criminal justice, to be developed according to international standards, which will include regular surveys on victimisation and efficiency control
- Improvement of police action concerning the reception of and the assistance to victims of crime, in order to raise the crime reporting rates to the police
- Human resources and technical updating at all police levels and in all the national territory
- Improvement of the balance between genders in the police force.