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## Spotlight on Canadians: Results from the General Social Survey

# Public confidence in Canadian institutions

by Adam Cotter

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- . not available for any reference period
- .. not available for a specific reference period
- ... not applicable
- 0 true zero or a value rounded to zero
- 0<sup>s</sup> value rounded to 0 (zero) where there is a meaningful distinction between true zero and the value that was rounded
- P preliminary
- r revised
- X suppressed to meet the confidentiality requirements of the *Statistics Act*
- E use with caution
- F too unreliable to be published
- \* significantly different from reference category ( $p < 0.05$ )

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## Highlights

### Section 1: Confidence in institutions

- Based on the 2013 General Social Survey on Social Identity, three in four Canadians (76%) have either a great deal or some confidence in the police, making it the institution with the highest level of public confidence. Next highest were the school system (61%), banks (59%), and the justice system and courts (57%).
- Fewer than half of Canadians expressed confidence in the media (40%), Federal Parliament (38%), or major corporations (30%).
- Women and older Canadians generally had the highest levels of confidence in government and institutions, with a few notable exceptions. There was no gender difference in views on the media, while younger Canadians, those aged 15 to 24, had the greatest confidence in the Federal Parliament.
- Overall confidence in institutions was highest among visible minorities and immigrants, particularly among those who immigrated to Canada since 2000.
- Aboriginal people were less likely than non-Aboriginal people to have high levels of confidence in institutions, though they were equally as likely to say that they had a great deal or some confidence in banks and major corporations.
- Residents of Newfoundland and Labrador and New Brunswick tended to have above-average confidence in most institutions, while residents of Quebec and British Columbia tended to have below-average confidence in institutions.
- Confidence was generally highest in the census metropolitan area (CMA) of Toronto, and lowest in the Quebec CMAs of Montréal and Sherbrooke.

### Section 2: Perceptions of police performance

- According to results from the 2014 General Social Survey on Victimization, in addition to having a high level of confidence in police, the majority of Canadians believe police were doing a good job at being approachable and easy to talk to (73%), ensuring the safety of citizens (70%), promptly responding to calls (68%), treating people fairly (68%), enforcing the laws (65%), and providing information on crime prevention (62%).
- Canadians who reported having contact with police in the past 12 months for any reason rated police performance lower than those who had no contact with police.
- Experiences of victimization, either household or violent crime, were associated with lower ratings of police performance, with victims rating police performance lower than those who were not victimized in the previous 12 months.
- Those who reported the criminal incident to police were more likely to believe police were doing a good job, including at being approachable (64% compared to 54%) and treating people fairly (58% compared to 46%) compared to victims who did not report the incident to police.
- Perceptions of police performance were generally highest in Quebec and lowest in the western provinces. Among the CMAs, residents of Winnipeg and Vancouver were least favourable in their evaluations of local police, while residents of Ottawa rated police higher than the average for all other CMAs in each of the six categories.

# Public confidence in Canadian institutions

By Adam Cotter

Measuring Canadians' attitudes towards institutions can provide important insights into how members of the Canadian public view key public and private institutions, such as the justice system, schools, Federal Parliament, banking institutions, major corporations, and the media. In some ways, this information may be considered a measure of their performance, as the quality of the services provided and delivered to the public can suffer when the public lacks confidence (Jang, Lee & Gibbs 2015). In addition, having higher levels of confidence and satisfaction in public institutions has been found to foster a sense of belonging to the country and greater social cohesion (Roberts 2007; Letki 2006). More generally, public perceptions can influence the development of social policies and programs (Cao 2014).

Perceptions of institutions are often based on interrelated feelings of confidence and trust in institutions. While some research on perceptions of institutions uses the terms confidence and trust interchangeably, the two are related, but distinct concepts (Barbalet 2009; Luhmann 2000). In this sense, confidence is related to perceptions of the institution's ability to perform its duties, while trust is related to actions, interpersonal experiences and expectations, and perceptions of integrity (Cao 2014; Maslov 2014; Bean 2003). In this report, measures of confidence are questions that specifically ask about an individual's confidence (i.e., how much confidence do you have in the police?). Additionally, more detailed questions on contact with police, levels of reporting to police, and overall evaluation of police performance covering certain elements of their job are explored as measures of confidence.

Using data from the 2014 General Social Survey (GSS) on Victimization and the 2013 GSS on Social Identity (see Data Sources), this report explores issues of confidence and trust in the government and institutions. Overall levels of confidence, measures of perceived performance, levels of generalized trust, and trust in specific institutions are examined. The impact of geography, socio-demographic and neighbourhood characteristics on perceptions are also discussed.

## Section 1

### Canadians have higher confidence in police compared to other institutions

The GSS on Social Identity asked Canadians to indicate their levels of confidence in police, the justice system and courts, the school system, Federal Parliament, banks, major corporations, and the Canadian media, using a scale from 1 (no confidence at all) to 5 (a great deal of confidence).<sup>1</sup>

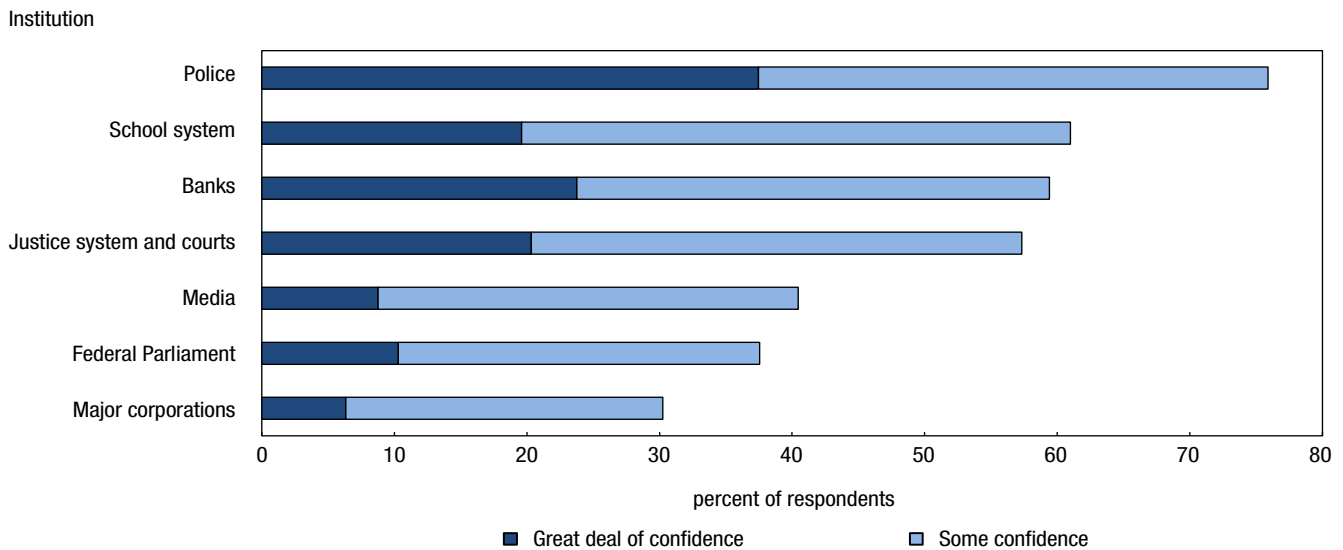
About three-quarters (76%) of Canadians aged 15 and over, or almost 22 million, indicated that they have a great deal or some confidence in police, a higher proportion than any other institution examined in this report (Chart 1, Table 1).<sup>2</sup> This finding is consistent with previous research on confidence in institutions (Grabb et al. 2009).

In 2013, roughly six in ten Canadians expressed a great deal or some confidence in the school system (61%), banks (59%), and the justice system and courts (57%). In comparison, less than half of Canadians had confidence in the media (40%), Federal Parliament (38%), and major corporations (30%).

1. These questions were left open to respondents. For example, the school system could include public or private schools, elementary, secondary, or post-secondary schools or any combination thereof.

2. Unless otherwise stated, all differences noted in-text are statistically significant.

**Chart 1**  
**Confidence in Canadian institutions, 2013**



**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

Almost four in ten (37%) Canadians indicated that they had a great deal of confidence in police, a higher proportion than for any other institution. While Canadians were equally likely to state they had a great deal of confidence or some confidence in police, the proportion of those with a great deal of confidence in other institutions was considerably lower than those stating they had some confidence.

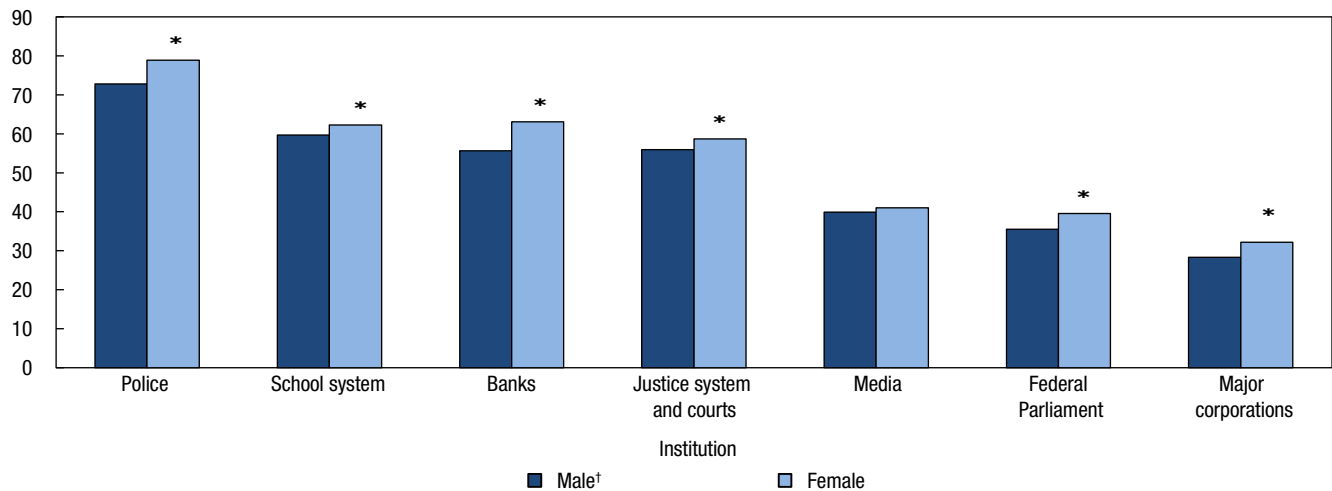
Although fewer Canadians had a great deal or some confidence in the media, Federal Parliament, and major corporations relative to other institutions, they did not rate them entirely unfavourably. For each of these institutions, about four in ten Canadians indicated that they were neither confident nor unconfident. Just under one in ten indicated that they had no confidence at all in major corporations (9%) or Federal Parliament (9%).

## Women have more confidence in institutions than men

Generally, women had slightly higher levels of confidence in institutions than men (Chart 2, Table 2). The only exception was the Canadian media, where there was no difference by sex. The largest differences in confidence in institutions were found for banks (63% of women compared to 56% of men) and police (79% of women compared to 73% of men).

**Chart 2**  
**Confidence in institutions, by sex, 2013**

percent of respondents with confidence



\* significantly different from reference category ( $p < 0.05$ )

† reference category

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

## Confidence in institutions generally increases with age

For the most part, older Canadians have the highest levels of confidence in institutions. Confidence is generally lowest among Canadians 25 to 34 years of age, before gradually increasing with age and peaking among those 75 years of age and older (Table 2).

The one exception to this trend was the Federal Parliament, where Canadians aged 15 to 24 were the most likely to state they had confidence (50% compared to 38% overall). Canadians between the ages of 15 to 24 also had higher than average levels of confidence in banks, the justice system and courts, and major corporations.

## Confidence in institutions lower among Aboriginal people

Overall, Aboriginal people were less likely than non-Aboriginal people to have high levels of confidence in institutions, though they were equally as likely to say that had a great deal or some confidence in banks and major corporations. The most pronounced difference was seen for the justice system and courts, as the proportion of Aboriginal people who stated they had confidence was 15 percentage points lower than for non-Aboriginal people (43% compared to 58%).

Previous research has shown that Aboriginal people are overrepresented in the Canadian correctional system (Perreault 2014; Perreault 2009) and are more likely than non-Aboriginal people to come into contact with the justice system either as victims or accused (Perreault 2011; Perreault 2015).

## Visible minorities and immigrants report higher confidence in institutions

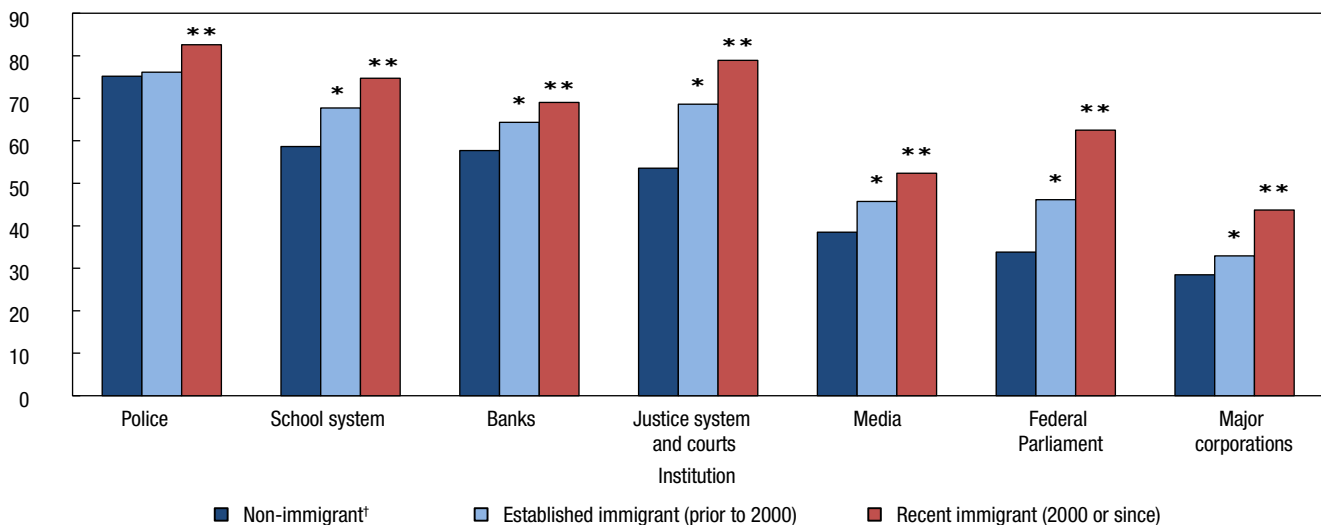
While confidence in police did not vary by visible minority status, high levels of confidence were more prevalent among visible minorities for every other institution. For example, 56% of visible minorities stated they had confidence in the Federal Parliament, over 1.5 times higher than the figure (34%) for non-visible minorities.

Similarly, immigrants were more likely to state that they had confidence in each of the institutions compared to non-immigrants, with the most pronounced difference in confidence in Federal Parliament (18 percentage points higher than non-immigrants). Confidence levels were also much higher for the justice system and courts compared to non-immigrants (72% versus 54%).

Furthermore, recent immigrants had higher levels of confidence than established immigrants or those individuals who were born in Canada (Chart 3). More than half of all recent immigrants expressed confidence in each institution, with the exception of major corporations (44%). Previous research suggests that past experiences with institutions can lead to higher levels of confidence among immigrants when they arrive in a new country, which then changes over time to more closely reflect the general levels of confidence of non-immigrants (Roder & Muhlau 2011; Roder & Muhlau 2010).

**Chart 3**  
**Confidence in institutions, by immigrant status, 2013**

percent of respondents with confidence



\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.05$ ) and established immigrants ( $p < 0.05$ )

† reference category

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

Similarly, those whose mother tongue is a language other than English or French have more confidence in all institutions compared to Canadians whose mother tongue is English, French, or both. When looking at these three characteristics in conjunction, visible minority immigrants with a non-official language as a mother tongue have much higher levels of confidence in institutions, compared to non-visible minorities born in Canada with English or French as their mother tongue. The largest differences were apparent in the levels of confidence in the justice system and courts and Federal Parliament (24 and 28 percentage points higher, respectively).

## Higher education and higher income associated with more confidence in police and justice system

Higher income is associated with higher levels of confidence for many institutions. In particular, Canadians with an annual household income of \$150,000 or more had more confidence in police and the justice system and courts than those who reported lower annual incomes (Table 2).

Higher levels of education were also associated with the highest levels of confidence in both police and the justice system and courts, with university educated Canadians having more confidence than those who had completed a post-secondary diploma or certificate, high school, or any level below high school.

Having a university degree was also associated with greater confidence in the school system, as two-thirds of university graduates reported having confidence, 8 percentage points higher than Canadians with a post-secondary certificate or high school diploma.

In contrast, Canadians whose highest level of educational attainment was below high school had the greatest level of confidence in banks (67%), Federal Parliament (45%), and major corporations (38%). However, this may also be related to age, as Canadians aged 15 to 24 had higher than average levels of confidence in each of these institutions. One-third (31%) of Canadians who indicated that their highest level of education completed was below the high school level were between the ages of 15 to 24.

### **Text box 1**

## **Canadians who are more trusting have more confidence in institutions**

The GSS on Social Identity also asks about trust in others, a concept closely related to confidence. However, as noted, the two concepts are distinct. Based on the 2013 GSS, Canadians who are generally more trusting of others are also more confident in institutions.

In particular, Canadians were asked how much they believed people in general, family, people in their neighbourhood, colleagues at work or school, people who speak another language, and strangers can be trusted. Without exception, Canadians who believe that members of these groups can be trusted have more confidence in institutions than those who believe these groups cannot be trusted (Table 3).

Similarly, Canadians who believe that a lost wallet containing \$200 was very likely to be returned if found by a neighbour, a police officer, or a stranger had higher levels of confidence in public institutions (Table 3). This finding held for each of the three scenarios, and for all seven institutions.

Notably, the proportion of Canadians who had confidence in police was 61 percentage points higher among those who believed it was very likely a lost wallet would be returned if found by a police officer compared to those who believed it was not at all likely (86% versus 25%). This suggests that Canadians who are more inclined to trust individual police officers are more likely to have confidence in the police as an institution.

## **Confidence in institutions varies by province**

In general, levels of confidence in institutions were above average in New Brunswick and Newfoundland and Labrador. More precisely, confidence was above the provincial average for six of the seven institutions in New Brunswick, with the exception of Federal Parliament (six percentage points lower) (Table 4). In Newfoundland and Labrador, while confidence in the justice system and courts and Federal Parliament was on par with the provincial average, confidence in the other institutions was at least five percentage points higher in this province.

In contrast, residents of Quebec and British Columbia tended to have less confidence in institutions than residents of the other provinces. Residents of Quebec had lower than average confidence in five of the seven institutions, while there was no difference in their level of confidence in media and Federal Parliament. In British Columbia, perceived confidence in four of the institutions was below the total of Canada's provinces, while similar proportions of residents had confidence in banks, media, and major corporations.

At the census metropolitan area (CMA) level, confidence was generally highest in Toronto (Table 5). Residents of Toronto reported the highest confidence in banks, the justice system and courts, and Federal Parliament, while confidence in major corporations was also above the CMA average.

Reflecting the provincial variations, overall confidence was lowest in the Quebec CMA of Montréal, where confidence levels were below the CMA average for five institutions. In particular, residents of Montréal had less confidence than average in police (71%), the school system (59%), banks (53%), the justice system and courts



(54%), and major corporations (26%). Residents of Sherbrooke, meanwhile, had lower levels of confidence in four institutions: banks (46%), the justice system and courts (47%), media (32%), and major corporations (20%<sup>3</sup>).

## Factors associated with general confidence

Regression models were developed to examine the relative importance of socio-demographic and economic characteristics associated with confidence in institutions. When controlling for other characteristics measured by the GSS, gender remained a predictive factor for five of the seven institutions (Table 6).

Similarly, the regression model also reflected the influence of age, with Canadians aged 75 and over generally having the highest probabilities of confidence in public institutions, all else being equal. The only exceptions were the justice system and courts, where Canadians aged 15 to 24 had a similar probability as older seniors, and Federal Parliament, where 15-to-24-year-olds had the highest probability of confidence.

Being a visible minority, immigrant and having a non-official language as a mother tongue remained closely related to higher confidence in institutions even when controlling for other factors. The sole exception was found with confidence in police, where, after controlling for socio-demographic and economic characteristics, visible minorities had a lower probability of confidence in police (0.71) compared to non-visible minorities (0.77).<sup>3</sup>

While the impacts of gender, age, marital status, education, income, visible minority status, immigrant status, and mother tongue remained predictors of confidence for some or all institutions, not all characteristics remained significant. Notably, once other demographic characteristics were held constant, Aboriginal identity was no longer a significant predictor of confidence in institutions, with the exception of the justice system and courts, where non-Aboriginal people had a slightly higher probability of confidence (0.57 compared to 0.52).

## Section 2

### Perceptions of police performance

Along with overall feelings of confidence, perceptions of institutions can also reflect what is believed to be the level of performance of particular tasks or duties. That is, does the public believe an institution is carrying out the tasks associated with its mandate? In 2014, the GSS on Victimization collected information on measures of performance for one institution – police. While limited to one institution, examining the perception of police performance provides important insight into the institution in which Canadians are most confident. Police are the most visible component of the criminal justice system (Roberts 2007), and perceptions of police performance can impact Canadians' perceptions of police legitimacy, willingness to report crime, and levels of cooperation with police (Sindall et al. 2012; Roberts 2010; Sunshine & Tyler 2003; Tyler & Blader 2003).

### Most Canadians believe police are doing a good job

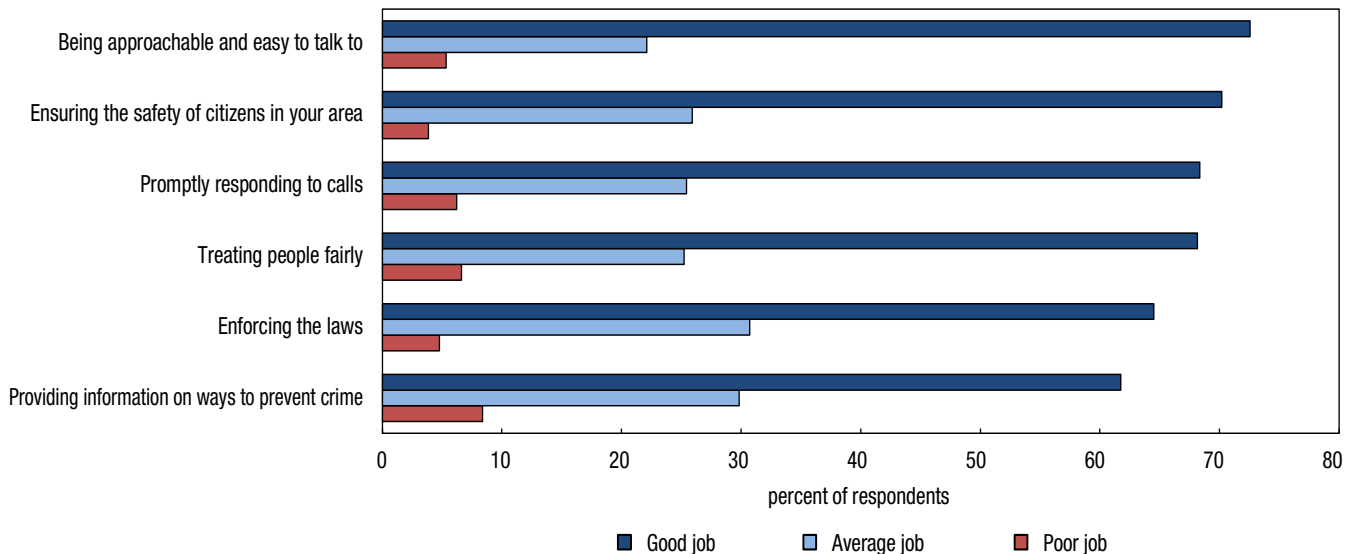
The GSS on Victimization asked Canadians to evaluate if their local police service is doing a good job, an average job, or a poor job based on six categories: being approachable and easy to talk to, ensuring the safety of citizens, promptly responding to calls, treating people fairly, enforcing the laws, and providing information on ways to prevent crime.

In 2014, the majority of Canadians believed that the police were doing a good job at each of the six specific measures (Chart 4). Of note, Canadians rated police highest at being approachable and easy to talk to, as nearly three-quarters (73%) of believed their local police were doing a good job in that area. About six in ten (62%) believed police are doing a good job providing information on crime prevention, the lowest proportion of any of the measures.

3. A predicted probability of 1 indicates that the chance of observing the phenomenon of interest is 100%.

**Chart 4**  
Perceptions of police performance, 2014

Measures of police performance



**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

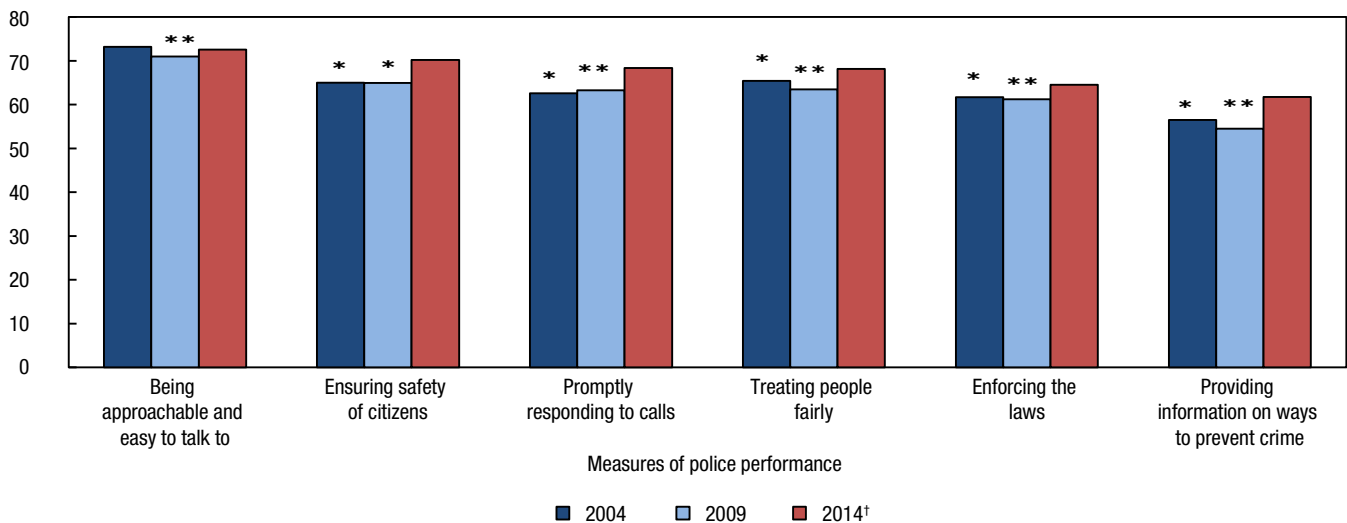
**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

### Perception of police performance has improved over the past decade

Canadian's perceptions of police have become more favourable over time, with more Canadians believing police are doing a good job compared to a decade ago (Chart 5). While a similar proportion of Canadians believed police were doing a good job at being approachable and easy to talk to compared to 2004, the proportion of Canadians stating police were doing a good job increased for each of the remaining five categories.

**Chart 5**  
Perceptions of police performance, 2004, 2009, and 2014

percent of respondents stating police are doing a good job



\* significantly different from reference category (p < 0.05)

\*\* significantly different from reference category (p < 0.05) and 2004 (p < 0.05)

† reference category

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2004, 2009, and 2014.

Over the past decade, the ranking of the six police performance indicators has remained fairly stable. In 2014, as in 2004, Canadians rated police most favourably at being approachable and easy to talk to, with more than seven in ten indicating that their local police were doing a good job.

### **Women more likely to perceive police as doing a good job**

Some of the same factors associated with greater confidence in public institutions were also associated with perceptions of police performance. For example, just as women were generally more confident in institutions than men, they also rated the police more favorably in nearly all categories (Table 7). The sole exception was ensuring safety of citizens, where men and women were equally likely to say their local police were doing a good job.

As with overall confidence in institutions, the belief that police are doing a good job generally increases with age, and the highest proportion who believe their local police are doing a good job is found among Canadians 75 years of age and older in all six categories.

### **Overall, visible minorities rate police performance lower than non-visible minorities**

Previous research has noted a distinction between questions relating to the operational aspects of policing, as compared to questions on interpersonal relationships between the police and the public (Spratt & Doob 2014). Operational aspects refer generally to the duties of police to enforce laws, maintain safety, and respond to crime, while the interpersonal measures are related to the informal social control and general value system upheld by police (Cao 2014; Jackson & Bradford 2010).

Of the questions primarily related to the ability of police to perform their duties, there was no clear pattern among visible minorities. For instance, visible minorities rated police higher than non-visible minorities on promptly responding to calls but lower at providing information on crime prevention (Table 7). In contrast, the elements of policing involving interpersonal relationships – being approachable and easy to talk to and treating people fairly – were rated lower by visible minorities than by non-visible minorities.

### **Aboriginal people rate police lower than non-Aboriginal people**

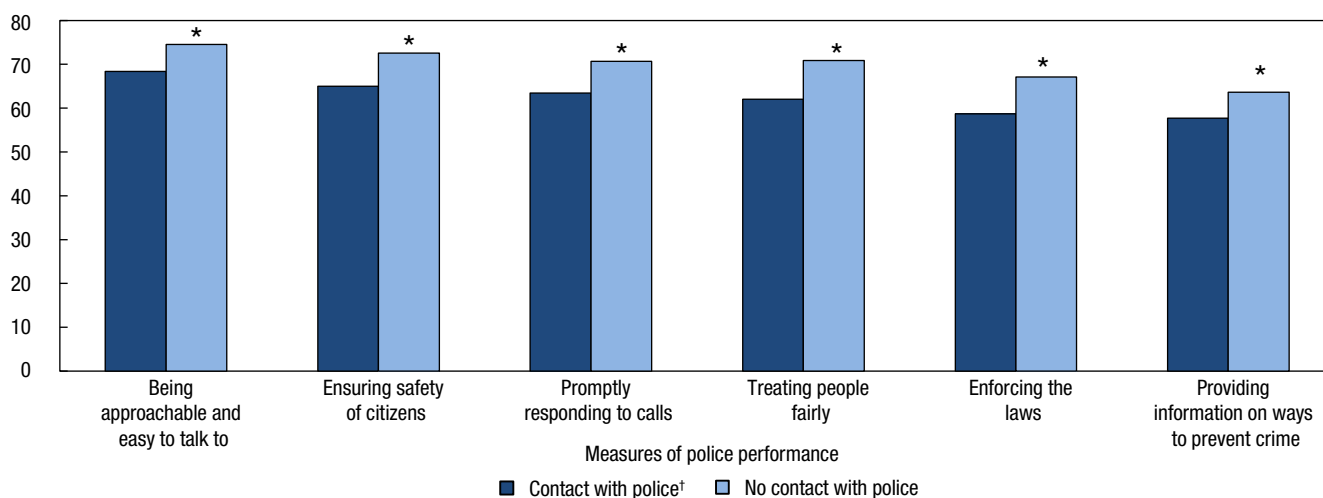
Aboriginal people rated police lower than non-Aboriginal people for each of the six police performance measures (Table 7). The largest differences between Aboriginal people and non-Aboriginal people were found in the perceptions of police's ability to promptly respond to calls (69% compared to 52%) and to enforce the laws (65% compared to 51%). While the extent of the difference was smaller, Aboriginal people were also less likely to believe their local police were doing a good job at the interpersonal measures compared to non-Aboriginal people.

### **Contact with police associated with lower rating of police performance**

Police, due to the nature of their work, are the most visible element of the criminal justice system, and as a result, the public is more likely to come into contact with police than other criminal justice professionals (Roberts 2007; Skogan 2006). In 2014, 31% of Canadians reported coming into contact with police in the 12 months prior to completing the survey. In contrast, about one in five (20%) reported ever having contact with Canadian criminal courts. Canadians who had contact with police in the past twelve months rated police less favourably in each of the six specific performance measures (Table 8, Chart 6).

**Chart 6**  
**Perception of police performance, by contact with police in the past 12 months, 2014**

percent of respondents stating police are doing a good job



\* significantly different from reference category ( $p < 0.05$ )

† reference category

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages. Types of contact with police are not mutually exclusive. Respondents were asked if they had contact with police in the previous 12 months: by attending a public information session, for a traffic violation, as a witness to crime, by being arrested, due to emotional, mental health, or alcohol or drug use problems, due to a family member's emotional, mental health, or alcohol or drug use problems, or for any other reason.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

Previous research has suggested that contact with police is often related to a negative perception of police (Bradford et al. 2009; Skogan 2006).<sup>4</sup> The 2014 GSS largely confirms these earlier findings. While overall, contact with police is related to more negative perceptions of police performance, some types of contact had more of an impact than others.<sup>5</sup>

Most notably and perhaps unsurprisingly, Canadians who had been arrested had more negative evaluations of police performance, especially when it came to the interpersonal measures of being approachable and easy to talk to (40% compared to 73% of Canadians who were not arrested) and treating people fairly (34% compared to 68%).

Along the same lines, Canadians who came into contact with police due to their own emotional, mental health, or alcohol or drug use problems were less likely than those who did not have contact with police for these reasons to believe their local police were doing a good job being approachable (51% compared to 73%) or treating people fairly (45% compared to 68%).

On the other hand, other forms of contact with police were either more neutral or favorable. For example, ratings of police did not differ between Canadians who attended a police public information session and those who did not, with the exception of a more positive perception of the police's ability to provide information on crime prevention (68% compared to 61%).

## Canadians who are satisfied with their personal safety from crime rate police higher

Levels of crime are influenced by a number of factors external to the police, and while law enforcement is a central component of the duty of police, it is just one of many tasks they perform on a daily basis (Boyce 2015; Hutchins 2015). There are many factors outside of police work which can impact the level of crime, such as neighbourhood characteristics (Livingston et al. 2014; Charron 2011; Savoie 2008), age demographics (Carrington 2001), or

4. For example, Skogan (2006) found that one bad experience with police had 4 to 14 times more of an impact on perception of performance than a positive interaction with police. In other words, one negative experience can outweigh several positive ones.

5. Types of contact with police are not mutually exclusive. Respondents were asked if they had contact with police in the previous 12 months: by attending a public information session, for a traffic violation, as a witness to crime, by being arrested, due to emotional, mental health, or alcohol or drug use problems, due to a family member's emotional, mental health, or alcohol or drug use problems, or for any other reason.

economic conditions (Andresen 2012; Phillips & Land 2012). That said, Canadians' perceptions and experiences of crime and criminal victimization have an impact on their perceptions of police performance.

Canadians who report a high level of satisfaction with their personal safety from crime rate police performance – in particular, operational measures – higher in all categories compared to those who are less satisfied (Table 8). More than three-quarters of those who were very satisfied believed police are doing a good job enforcing the laws (75%), promptly responding to calls (77%), and ensuring the safety of citizens (80%), well above the proportion of those who were very dissatisfied with their safety (28%, 35%, and 46%, respectively).

Along the same lines, there was an inverse relationship between the perception of neighbourhood crime compared to other neighbourhoods, and the perception of police performance. Canadians who believed crime in their neighbourhood was higher were more likely to give a lower rating of police performance, while the opposite was true for those who believed their neighbourhood had a lower crime rate. Similarly, people who believed crime in their neighbourhood stayed the same or decreased in the last five years were more likely to believe the police were doing a good job compared to those who believed neighbourhood crime had increased.

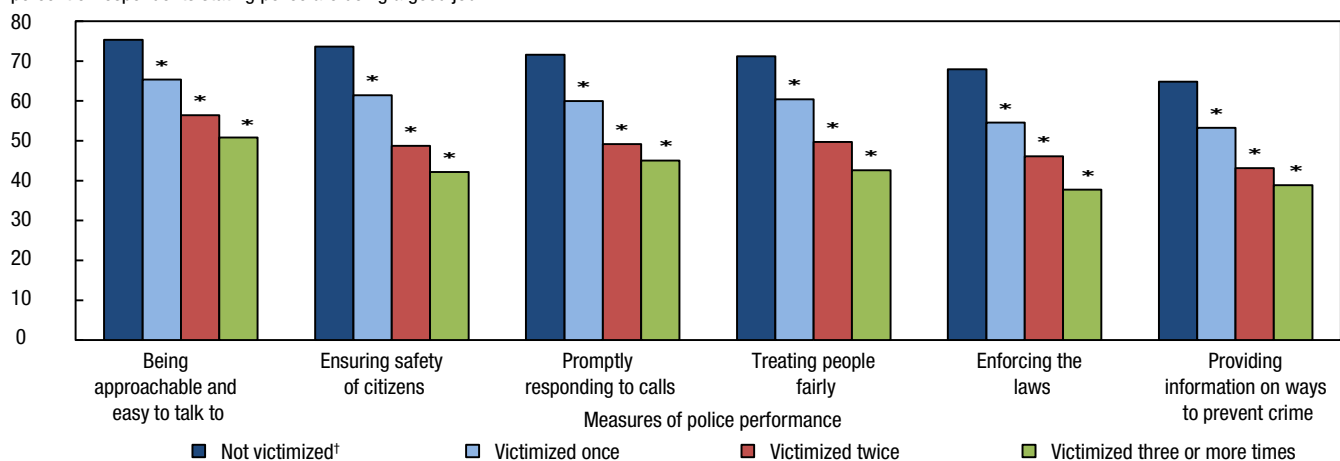
Also related to perceptions of neighbourhood crime, Canadians who perceived one or more indicators of disorder<sup>6</sup> to be a big problem in their neighbourhood had less favourable ratings of police performance. In particular, residents who perceived one or more big problems in their neighbourhood were less likely than those who did not perceive any problems to believe police were doing a good job at ensuring the safety of citizens (47% compared to 79%) and enforcing the laws (41% compared to 73%).

## Victims of crime rate all aspects of police performance lower than non-victims

While perceptions of personal safety and neighbourhood crime can influence perceptions of police, direct experience as a victim of crime also has an impact. Canadians who were victims of crime in the 12 months preceding the GSS on Victimization held less favourable views of their local police for each of the six measures. While victims did not necessarily come into contact with police as a result of their victimization, positive perception of police performance decreased steadily with subsequent victimizations (Chart 7, Table 8). This was the case for both self-reported violent and self-reported household victimization.

**Chart 7**  
**Perceptions of police performance, by self-reported victimization in the past 12 months, 2014**

percent of respondents stating police are doing a good job



\* significantly different from reference category ( $p < 0.05$ )

† reference category

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

6. Respondents are asked if the following are big problems, moderate problems, small problems, or not a problem at all in their neighbourhood: Noisy neighbours or loud parties, people hanging around on the streets, garbage or litter lying around, vandalism, graffiti, or other damage to property/vehicles, people being attacked because of their skin color, ethnicity, or religion, people using or dealing drugs, and people being drunk or rowdy in public places.

## Victims who reported incident to police rate police performance higher

Research suggests that confidence in police can be related to willingness to report criminal incidents, both as victims and as witnesses (Sindall et al. 2012). While victims of crime, as a whole, rated police performance lower than those who were not victims, victims who reported the incident to police had a more favourable evaluation of police performance than those who did not.

Victims who reported the incident to police were more likely to believe police were doing a good job at the interpersonal measures compared to those who did not report the incident. More specifically, victims of crime who reported the incident to police were more likely than those who did not report the incident to state that local police were doing a good job being approachable (64% versus 54%) and treating people fairly (58% compared to 46%).

Not only were victims who reported the incident more likely to favorably assess police on an interpersonal level, they were more likely to believe they were doing a good job enforcing the laws (50% compared to 43%) and providing information on crime prevention (51% compared to 44%).

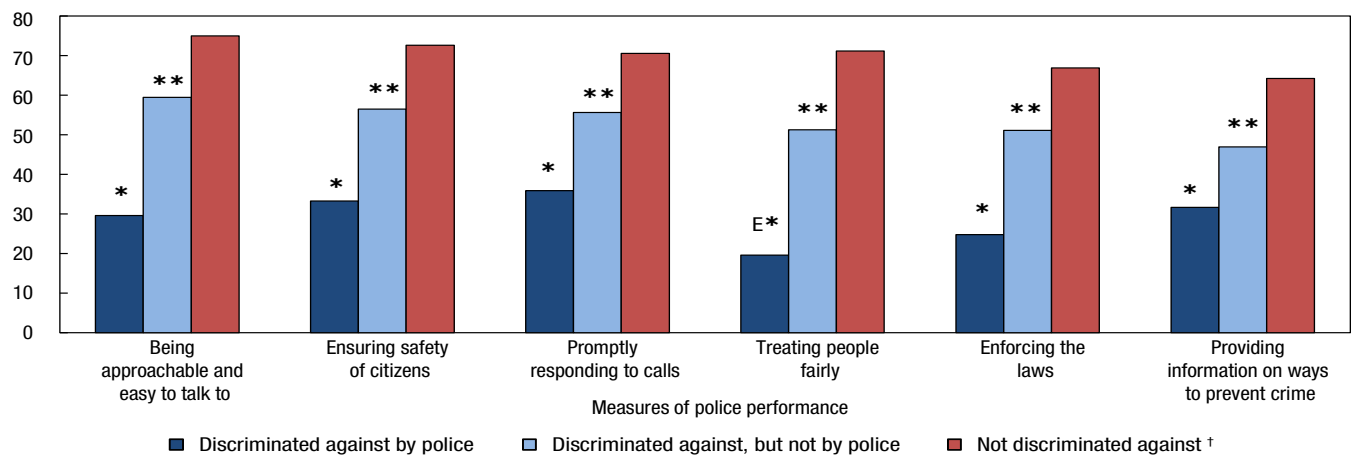
## Experiences of discrimination related to less favourable perceptions of police

In 2014, about 4 million Canadians, or 13% of those aged 15 and over, reported that they were victims of discrimination in the past five years. Of these, about 330,000 (8%) perceived that they were discriminated against by police.<sup>7</sup> It has been argued that experiences of discrimination by police may undermine both public confidence in police as a legitimate and effective institution, as well as lessen the more general trust in individual police officers (Cao 2014).

Canadians who believed that they were discriminated against by police rated police performance considerably lower than Canadians who perceived discrimination in other situations or Canadians who did not experience discrimination (Chart 8). In particular, perceptions of police performance on the interpersonal level were much less favourable among those who perceived discrimination by police. The proportion of Canadians who believed police were doing a good job treating people fairly was 51 percentage points lower for those who perceived discrimination by police compared to those who did not experience discrimination. Similarly, 30% of those who perceived police discrimination believed that police were doing a good job being approachable and easy to talk to, 45 percentage points lower than those who were not discriminated against in any situation.

**Chart 8**  
**Perceptions of police performance, by experiences of discrimination, 2014**

percent of respondents stating police are doing a good job



<sup>E</sup> use with caution

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.05$ ) and those who were discriminated against by police ( $p < 0.05$ )

† reference category

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

7. Respondents were asked to indicate all situations in which they experienced discrimination.



## Police performance generally rated lower in the West

Views on police performance vary across Canada. Generally, perceptions of police performance were lower in the West, while perceptions were more mixed in the remaining provinces. In particular, residents of the Prairie provinces and British Columbia were less likely to state their local police were doing a good job in five of the six measures of police performance. Only the perceptions of police's ability to be approachable and easy to talk to were similar to the provincial average. Previous research has shown that the overall prevalence and severity of police-reported crime and the rate of self-reported victimization are higher in the West (Boyce 2015; Perreault 2015).

Residents of all four Atlantic provinces more often believed that their local police were doing a good job at being approachable and easy to talk to. However, Canadians in Newfoundland and Labrador and Nova Scotia were less likely to state that police were doing a good job at the operational components of policing, notably ensuring the safety of citizens, promptly responding to calls, and enforcing the laws (Table 9).

While residents of Quebec were less likely to believe police were doing a good job being approachable and easy to talk to than the other provinces, they were more likely to state that their local police were doing a good job in each of the remaining five areas (Table 9).

## Residents of Ottawa rate all measures of police performance higher than average

Among the CMAs, residents of Ottawa were more likely to state their local police were doing a good job for each of the six categories, ranging from providing information on crime prevention (6 percentage points higher than the CMA average) to promptly responding to calls (11 percentage points higher) (Table 10).

Residents of Winnipeg and Vancouver were least favourable in their evaluations of local police (Table 10). In each of the six components of police performance, residents in Winnipeg were less likely to state local police were doing a good job, in particular at enforcing the laws and promptly responding to calls (12 and 19 percentage points below average, respectively). While the proportion of residents stating police were doing a good job was lower for five of six categories in Vancouver, the relative difference was smaller, with the largest differences noted for police's ability to enforce the laws and provide information on crime prevention (each 6 percentage points below average).

## Factors associated with perception of police performance

Additional regression models were constructed to identify the socio-demographic and economic characteristics that remained significant predictors of perceptions of police performance when other factors were held constant (Table 11).

Once other factors are controlled for, three factors remained significant for each of the six measures of police performance. Canadians 65 years and over and those who immigrated to Canada since 2000 were more likely to have positive perceptions. Those who were a victim of crime in the past 12 months were more likely to have negative perceptions. In particular, the largest differences in the probabilities between victims and non-victims were noted for perception of police ability to ensure the safety of citizens (0.60 compared to 0.74) and enforcing the laws (0.55 compared to 0.68).

Other factors, while not being significant for each measure, remained significant predictors for some measures of police performance. Sex, marital status, income, education, visible minority status, and contact with police each remained a significant predictor of perception of police performance for at least one measure. In some cases, the influence of certain variables had opposite effects depending on the measure. For instance, all else being equal, having a university degree was associated with a higher probability of believing police were doing a good job enforcing the laws, but a lower probability of believing police were doing a good job treating people fairly and providing information on crime prevention.

Unlike the regression model for public institutions in general, Aboriginal identity continued to be associated with perception of police performance after controlling for other factors. Non-Aboriginal people had higher probabilities of a positive perception of police's ability to be approachable and easy to talk to, promptly respond to calls, treat people fairly, and enforce the laws.

## Summary

The majority of Canadians aged 15 and over had a great deal or some confidence in police, the school system, banks, and the justice system and courts. In contrast, fewer than half of Canadians had confidence in the media, Federal Parliament, and major corporations.

Several demographic and socio-economic characteristics were associated with confidence in institutions. With the exception of media, women reported more confidence in government and institutions than men. While Canadians aged 15 to 24 were most likely to state they had confidence in Federal Parliament, a greater proportion of older Canadians had confidence in each of the other institutions. Generally, visible minorities and immigrants were more likely to have confidence in institutions.

The majority of Canadians believe the police are doing a good job at each of six specific performance measures. Overall, the proportion of Canadians believing their local police are doing a good job has increased since 2004.

Self-reported victimization is associated with lower ratings of police performance, with Canadians who reported being the victim of a crime in the past 12 months rating police lower than those who did not. In addition, the proportion of Canadians who stated police were doing a good job at each of the six measures decreased with each additional reported victimization.



## Data sources

This report is based on data from the 2013 and 2014 General Social Survey. The target population consisted of persons aged 15 and older living in Canada's 10 provinces, excluding people living full-time in institutions. The number of respondents was 27,695 in 2013 and 33,127 in 2014.

For more information on the data sources, please consult the following documents:

2014 GSS: <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=4504>

2013 GSS: <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SDDS=5024>

2009 GSS: <http://www23statcangccaimdbp2SVpl?Function=getSurvey&SurvId=51198&Instald=49195&SDDS=4504>

2004 GSS: <http://www23.statcan.gc.ca/imdb/p2SV.pl?Function=getSurvey&SurvId=1715&Instald=7705&SDDS=4504>

In this report, missing responses have been excluded from the denominator. For this reason, some results may differ slightly from those presented in other reports.

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**Table 1**  
**Confidence in institutions, 2013**

Institution	A great deal of confidence	Some confidence	Neutral	Not very much confidence	No confidence at all
	percent				
Police	37	38	18	4	2
School system	20	41	29	7	2
Banks	24	36	26	10	4
Justice system and courts	20	37	28	10	4
Media	9	32	39	15	6
Federal Parliament	10	27	37	16	9
Major corporations	6	24	41	20	9

Note: Responses of don't know/not stated are excluded from the calculation of percentages.

Source: Statistics Canada, General Social Survey on Social Identity, 2013.

**Table 2**  
**Confidence in institutions, by socio-demographic and economic characteristics, 2013**

Socio-demographic or economic characteristic	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
<b>Sex</b>							
Male <sup>†</sup>	73	60	56	56	40	35	28
Female	79 **	62**	63**	59**	41	40**	32**
<b>Age group (ref. Total)</b>							
15 to 24 years	73 **	61	67**	61**	34**	50**	34**
25 to 34 years	72 **	60	52**	54**	37**	35*	26**
35 to 44 years	78 **	62	54**	59	41	36*	29*
45 to 54 years	75	58 **	56**	56	40	33**	27**
55 to 64 years	76	59 *	58*	54**	42	33**	29
65 to 74 years	78 *	63	65**	57	44**	36	33**
75 years and older	85 **	70 **	78**	64**	54**	44**	43**
<b>Marital status</b>							
Married/common law <sup>†</sup>	78	62	58	58	41	36	30
Separated/divorced	73 **	56**	55*	50**	43	30**	27*
Single	71 **	60	60*	57	36**	42**	30
Widowed	83 **	68**	74**	59	51**	42**	38**
<b>Level of education</b>							
Less than high school	76 **	62**	67**	58**	45	45**	38**
High school diploma	75 **	58**	61	54**	39**	38	30
Post-secondary diploma or certificate	74 **	58**	55**	52**	38**	33**	28
University degree <sup>†</sup>	79	66	59	67	43	39	29
<b>Main activity in the last 12 months</b>							
Working at a paid job or business <sup>†</sup>	74	60	55	55	39	34	27
Looking for paid work	73	60	59	61	36	38	30
Going to school	75	63*	65**	64**	35**	51**	35**
Caring, Household work	80 **	64**	64**	63**	46**	46**	37**
Retired	80 **	65**	68**	59**	47**	38**	35**
Other	75	56	57	53	42	34	31

**Table 2 (concluded)**  
**Confidence in institutions, by socio-demographic and economic characteristics, 2013**

Socio-demographic or economic characteristic	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
<b>Household income</b>							
Less than \$20,000	71 **	59	62	55**	44	41	34
\$20,000 to \$39,999	75 **	60	61	57**	43	39	33
\$40,000 to \$59,999	74 **	59**	58**	53**	39	36	27**
\$60,000 to \$99,999	76 *	62	57**	56**	40	36	28**
\$100,000 to \$149,999	78	61	56**	58**	38	33**	27**
\$150,000 or more†	79	63	63	63	40	38	32
<b>Visible minority</b>							
Visible minority†	75	71	67	71	48	56	39
Non-visible minority	76	59**	58**	55**	39**	34**	29**
<b>Aboriginal identity</b>							
Aboriginal†	68	53	56	43	33	31	27
Non-Aboriginal	76**	61**	60	58**	41**	38**	30
<b>Immigrant status</b>							
Non-immigrant†	75	59	58	54	38	34	28
Longer-term immigrant (immigrated before 2000)	76	68**	64**	69**	46**	46**	33**
Recent immigrant (2000 or since)	83**	75**	69**	79**	52**	63**	44**
Immigrant, length of time in Canada unknown	79	64	67*	65**	45	50**	42**
<b>Mother tongue</b>							
English (only and with non-official language)†	76	59	60	55	38	34	29
French (only and with non-official language)	73**	58	53**	50**	40*	35	26**
Both English and French (and with non-official language)	74	49**	49**	55	33	32	23*
Non-official language only	79**	71**	67**	72**	50**	53**	39**
<b>Total - great deal or some confidence</b>	<b>76</b>	<b>61</b>	<b>59</b>	<b>57</b>	<b>40</b>	<b>38</b>	<b>30</b>

† reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

**Table 3**  
**Confidence in institutions, by trust in others and perceived likelihood a lost wallet would be returned, 2013**

	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
<b>Trust in others</b>							
<b>People in general</b>							
Most people can be trusted <sup>†</sup>	83	68	64	66	45	41	34
You cannot be too careful in dealing with people	68**	53**	54**	48**	35**	33**	25**
<b>Family</b>							
Can be trusted <sup>†</sup>	78	63	61	59	41	39	31
Neither trustworthy nor untrustworthy	49**	36**	42**	34**	24**	21**	16**
Cannot be trusted	37**	31**	36**	24**	25**	16**	16**
<b>People in my neighbourhood</b>							
Can be trusted <sup>†</sup>	83	68	66	65	47	42	36
Neither trustworthy nor untrustworthy	70**	53**	52**	50**	32**	32**	23**
Cannot be trusted	53**	43**	45**	37**	25**	28**	19**
<b>Colleagues at work or school</b>							
Can be trusted <sup>†</sup>	81	68	62	63	43	41	33
Neither trustworthy nor untrustworthy	65**	49**	49**	48**	29**	31**	21**
Cannot be trusted	49**	34**	37**	33**	22**	23**	14**
<b>People who speak another language</b>							
Can be trusted <sup>†</sup>	84	70	66	67	49	44	37
Neither trustworthy nor untrustworthy	71**	54**	54**	51**	34**	32**	24**
Cannot be trusted	60**	45**	49**	41**	27**	30**	21**
<b>Strangers</b>							
Can be trusted <sup>†</sup>	85	73	67	70	55	45	42
Neither trustworthy nor untrustworthy	80**	64**	61**	61**	43**	37**	32**
Cannot be trusted	71**	55**	56**	51**	35**	36**	26**
<b>A lost wallet containing \$200 would be returned by a neighbour</b>							
Very likely <sup>†</sup>	83	67	65	63	47	42	36
Somewhat likely	74**	59**	57**	56**	36**	36**	27**
Not at all likely	57**	48**	49**	43**	30**	28**	21**
<b>A lost wallet containing \$200 would be returned by a police officer</b>							
Very likely <sup>†</sup>	86	67	65	65	45	43	35
Somewhat likely	55**	47**	47**	41**	29**	25**	20**
Not at all likely	25**	37**	37**	22**	23**	15**	14**
<b>A lost wallet containing \$200 would be returned by a stranger</b>							
Very likely <sup>†</sup>	86	73	69	71	56	48	46
Somewhat likely	79**	63**	61**	61**	42**	38**	31**
Not at all likely	70**	56**	56**	50**	36**	35**	27**
<b>Total - great deal or some confidence</b>	<b>76</b>	<b>61</b>	<b>59</b>	<b>57</b>	<b>40</b>	<b>38</b>	<b>30</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

**Table 4**  
**Confidence in institutions, by province, 2013**

Province	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
Newfoundland and Labrador	83**	68**	64*	56	48**	35	38**
Prince Edward Island	75	65	58	58	42	26**	32
Nova Scotia	77	57*	62	57	42	28**	28
New Brunswick	79*	65*	63*	62**	48**	32**	34*
Quebec	73**	59*	54**	51**	42	38	27**
Ontario	77	62	61**	64**	40	40**	31
Manitoba	77	64	63*	51**	39	37	37**
Saskatchewan	79*	64	64**	58	41	34*	33
Alberta	78*	63*	62*	56	38**	40	32
British Columbia	74*	58**	58	51**	40	34**	29
<b>Total - Canada's provinces<sup>†</sup></b>	<b>76</b>	<b>61</b>	<b>59</b>	<b>57</b>	<b>40</b>	<b>38</b>	<b>30</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

**Table 5**  
**Confidence in institutions, by census metropolitan area, 2013**

Census metropolitan area	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
St. John's	81*	66	63	57	52**	33*	36
Halifax	78	55**	59	54**	38	27**	24**
Moncton	84**	62	64	66	46	33	36
Saint John	75	66	62	62	43	31*	31
Saguenay	76	62	52	49	41	29*	28 <sup>E</sup>
Québec	72*	58	50**	48**	40	36	28
Sherbrooke	80	62	46**	47**	32*	34	20** <sup>E</sup>
Trois-Rivières	71	52	51	41**	35	30*	22 <sup>E</sup>
Montréal	71**	59*	53**	54**	42	40	26**
Gatineau	76	60	63	64	47	41	32
Ottawa	81*	63	61	67**	40	36	27
Kingston	65	60	48	62	45	29 <sup>E</sup>	24 <sup>E</sup>
Peterborough	80	62	52	55	38	40	28 <sup>E</sup>
Oshawa	84*	64	59	61	33	34	32
Toronto	75	63	62**	68**	41	45**	33**
Hamilton	83**	65	61	65	42	40	38*
St. Catharines-Niagara	76	62	54	60	41	33	31
Kitchener-Cambridge-Waterloo	78	61	60	68*	36	34	23*
Brantford	78	57	47	60	37 <sup>E</sup>	31 <sup>E</sup>	19 <sup>E</sup>
Guelph	86*	64	65	69	46 <sup>E</sup>	38 <sup>E</sup>	36 <sup>E</sup>
London	80	63	64	61	34	37	32

**Table 5 (concluded)**  
**Confidence in institutions, by census metropolitan area, 2013**

Census metropolitan area	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	percent						
Windsor	77	57	60	59	43	37	27
Barrie	68	46*	54	48	34	39	26 <sup>E</sup>
Greater Sudbury	70	64	53	52	48	36	33 <sup>E</sup>
Thunder Bay	71	66	56	56	45 <sup>E</sup>	36 <sup>E</sup>	28 <sup>E</sup>
Winnipeg	78	65	63	52**	39	39	36**
Regina	76	65	65	60	47	35	35
Saskatoon	82**	69*	61	59	39	34	32
Calgary	81**	63	61	62	38	43	34*
Edmonton	76	66*	61	56	37	38	29
Kelowna	76	48*	53	44**	30*	28* <sup>E</sup>	23 <sup>E</sup>
Abbotsford-Mission	86*	70	68	62	37 <sup>E</sup>	40	30 <sup>E</sup>
Vancouver	73*	62	61	55**	43	38	32
Victoria	82*	58	53	54	36	29**	26
<b>Total - census metropolitan areas<sup>†</sup></b>	<b>76</b>	<b>62</b>	<b>59</b>	<b>60</b>	<b>40</b>	<b>39</b>	<b>30</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.

**Table 6**  
**Factors associated with confidence in institutions, logistic regressions, 2013**

Socio-demographic or economic characteristic	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	predicted probabilities <sup>1</sup>						
<b>Sex</b>							
Male <sup>†</sup>	0.74	0.60	0.56	0.56	0.40	0.35	0.28
Female	0.79**	0.62*	0.62**	0.58	0.40	0.38**	0.31**
<b>Age group</b>							
15 to 24 years <sup>†</sup>	0.76	0.63	0.67	0.63	0.32	0.49	0.31
25 to 34 years	0.72	0.60	0.50**	0.52**	0.36*	0.34**	0.24**
35 to 44 years	0.77	0.60	0.52**	0.56**	0.40**	0.34**	0.27
45 to 54 years	0.75	0.57**	0.56**	0.57**	0.41**	0.34**	0.27
55 to 64 years	0.76	0.60	0.58**	0.56**	0.43**	0.34**	0.30
65 to 74 years	0.79	0.64	0.67	0.58*	0.45**	0.37**	0.34
75 years and older	0.85**	0.74**	0.79**	0.65	0.56**	0.42**	0.45**
<b>Marital status</b>							
Married/common law <sup>†</sup>	0.78	0.62	0.59	0.59	0.40	0.38	0.30
Not married or in a common-law relationship	0.73**	0.60*	0.58	0.55**	0.41	0.35*	0.28
<b>Level of education</b>							
University degree <sup>†</sup>	0.79	0.65	0.59	0.66	0.41	0.38	0.28
Less than university degree	0.75**	0.59**	0.59	0.54**	0.40	0.36	0.30
<b>Main activity in the last 12 months</b>							
Working at a paid job or business <sup>†</sup>	0.76	0.60	0.58	0.56	0.40	0.35	0.28
Other	0.77	0.62	0.60	0.60**	0.41	0.39**	0.31*

**Table 6 (concluded)**  
**Factors associated with confidence in institutions, logistic regressions, 2013**

Socio-demographic or economic characteristic	Police	School system	Banks	Justice system and courts	Media	Federal Parliament	Major corporations
	predicted probabilities <sup>1</sup>						
<b>Household income</b>							
\$80,000 or more <sup>†</sup>	0.78	0.63	0.60	0.59	0.41	0.37	0.31
Less than \$80,000	0.74**	0.59**	0.57**	0.55**	0.40	0.37	0.28**
<b>Visible minority</b>							
Visible minority <sup>†</sup>	0.71	0.66	0.65	0.60	0.44	0.46	0.36
Non-visible minority	0.77**	0.60**	0.58**	0.57*	0.39**	0.35**	0.28**
<b>Aboriginal identity</b>							
Aboriginal <sup>†</sup>	0.72	0.58	0.59	0.52	0.37	0.35	0.27
Non-Aboriginal	0.76	0.61	0.59	0.57*	0.40	0.37	0.29
<b>Immigrant status</b>							
Non-immigrant <sup>†</sup>	0.75	0.60	0.58	0.55	0.40	0.35	0.29
Longer-term immigrant (immigrated before 2000)	0.76	0.64**	0.58	0.63**	0.40	0.41**	0.27
Recent immigrant (2000 or since)	0.83**	0.69**	0.64*	0.70**	0.47**	0.51**	0.37**
Immigrant, length of time in Canada unknown	0.79	0.64	0.62	0.62	0.37	0.38	0.37
<b>Mother tongue</b>							
Official language (along with non-official) <sup>†</sup>	0.75	0.60	0.58	0.56	0.39	0.35	0.28
Non-official language only	0.79**	0.66**	0.64**	0.65**	0.46**	0.43**	0.34**
<b>Province of residence</b>							
Newfoundland and Labrador	0.84**	0.73**	0.67**	0.62	0.51**	0.40	0.41**
Prince Edward Island	0.74	0.67	0.58	0.63	0.42	0.28**	0.34
Nova Scotia	0.78	0.59	0.63	0.60	0.44*	0.31**	0.29
New Brunswick	0.80	0.69**	0.63	0.65	0.49**	0.35	0.35**
Quebec	0.74**	0.61	0.54**	0.54**	0.43**	0.39*	0.27
Ontario <sup>†</sup>	0.77	0.61	0.60	0.62	0.39	0.37	0.29
Manitoba	0.78	0.65*	0.63	0.51**	0.40	0.37	0.36**
Saskatchewan	0.79	0.66*	0.64*	0.61	0.43	0.38	0.33
Alberta	0.78	0.63	0.61	0.57**	0.36	0.38	0.30
British Columbia	0.73**	0.57*	0.57	0.49**	0.38	0.32**	0.28
<b>Total</b>	<b>0.76</b>	<b>0.61</b>	<b>0.59</b>	<b>0.57</b>	<b>0.40</b>	<b>0.37</b>	<b>0.29</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

1. The predicted probabilities were calculated using the results of a logistic regression model. Predicted probabilities are calculated with all other factors kept constant at their average value for the given population.

**Note:** Includes those who stated they had a great deal of confidence or some confidence. Responses of don't know/not stated are excluded.

**Source:** Statistics Canada, General Social Survey on Social Identity, 2013.



**Table 7**  
**Belief local police are doing a good job, by socio-demographic and economic characteristics, 2014**

Socio-demographic or economic characteristic	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
<b>Sex</b>						
Male <sup>†</sup>	71	70	67	67	63	61
Female	74**	70	70**	69*	66**	63**
<b>Age group (ref. Total)</b>						
15 to 24 years	61**	68*	66	64**	58 **	53**
25 to 34 years	64**	65**	62**	59**	58 **	51**
35 to 44 years	74	68*	67*	69	64	60
45 to 54 years	75**	69	67	69	65	63
55 to 64 years	79**	72*	69	70*	68 **	68**
65 to 74 years	82**	77**	75**	75**	71 **	73**
75 years and older	86**	82**	83**	81**	76 **	77**
<b>Marital status</b>						
Married/common law <sup>†</sup>	76	71	69	71	66	64
Separated/divorced	73*	69	66*	64**	64	64
Single	63**	67**	65**	62**	60**	54**
Widowed	85**	81**	82**	79**	74**	75**
<b>Level of education</b>						
Less than high school	75	75**	72*	72**	67	67**
High school diploma	71	70	67*	67	62**	62**
Post-secondary diploma or certificate	73	69	67**	69	64*	63**
University degree <sup>†</sup>	72	70	70	67	67	58
<b>Main activity in the last 12 months</b>						
Working at a paid job or business <sup>†</sup>	71	68	66	67	63	60
Looking for paid work	64*	64	66	59*	61	55
Going to school	65**	71*	70**	67	61	53**
Caring, Household work	75*	69	66	69	63	62
Retired	82**	78**	76**	76**	72**	73**
Other	70	68	65	64	62	63
<b>Household income</b>						
Less than \$20,000	74	72	70*	68	65	65**
\$20,000 to \$39,999	78**	76**	73**	72**	69**	70**
\$40,000 to \$59,999	74*	72*	71**	68	65	65**
\$60,000 to \$99,999	74**	70	69*	70**	64	63**
\$100,000 to \$149,999	73	70	68	71**	65*	62*
\$150,000 or more <sup>†</sup>	71	69	67	66	63	59
<b>Visible minority</b>						
Visible minority <sup>†</sup>	70	70	71	66	65	58
Non-visible minority	73**	70	68**	69*	65	63**

**Table 7 (concluded)**  
**Belief local police are doing a good job, by socio-demographic and economic characteristics, 2014**

Socio-demographic or economic characteristic	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
<b>Aboriginal identity</b>						
Aboriginal <sup>†</sup>	64	60	52	57	51	55
Non-Aboriginal	73**	71**	69**	68**	65**	62**
<b>Immigrant status</b>						
Non-immigrant <sup>†</sup>	72	70	67	68	64	61
Longer-term immigrant (immigrated before 2000)	75**	72	73**	67	68**	63
Recent immigrant (2000 or since)	74	75**	78**	74**	71**	63
Immigrant, length of time in Canada unknown	79	78**	74	67	68	65
<b>Total - believe police are doing a good job</b>	<b>73</b>	<b>70</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>62</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

**Table 8**  
**Belief local police are doing a good job, by neighbourhood characteristics and selected individual experiences, 2014**

Individual experience or neighbourhood characteristic	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
<b>Victim of crime</b>						
Not a victim of crime in the past 12 months <sup>†</sup>	75	74	72	71	68	65
Victimized once	65**	61**	60**	60**	55**	53**
Victimized twice	56**	49**	49**	50**	46**	43**
Victimized three or more times	51**	42**	45**	43**	38**	39**
<b>Contact with police</b>						
Contact with police in past 12 months	68**	65**	63**	62**	59**	58**
No contact with police in past 12 months <sup>†</sup>	75	73	71	71	67	64
<b>Satisfaction with personal safety from crime</b>						
Very satisfied <sup>†</sup>	80	80	77	77	75	69
Satisfied	70**	68**	67**	66**	63**	61**
Neither satisfied nor dissatisfied	56**	44**	47**	48**	41**	42**
Dissatisfied	51**	34**	45**	42**	30**	36**
Very dissatisfied	49**	46**	35**	50**	28**	38**
<b>Neighbourhood crime compared to five years ago</b>						
Increased	63**	50**	53**	55**	47**	51**
Decreased	70**	71*	70	65**	66	62
About the same <sup>†</sup>	74	73	70	70	67	63

**Table 8 (concluded)**  
**Belief local police are doing a good job, by neighbourhood characteristics and selected individual experiences, 2014**

Individual experience or neighbourhood characteristic	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
<b>Neighbourhood crime compared to other neighbourhoods</b>						
Higher	55**	46**	51**	49**	44**	47**
Lower	75**	74**	71**	71**	68**	64**
About the same <sup>†</sup>	66	61	61	61	57	55
<b>Neighbourhood disorder<sup>†</sup></b>						
One or more big problems	56**	47**	49**	51**	41**	46**
One or more moderate problems	63**	59**	58**	58**	54**	54**
One or more small problems	72**	69**	66**	66**	63**	58**
No problems at all <sup>†</sup>	79	79	76	76	73	69
<b>Total - believe police are doing a good job</b>	<b>73</b>	<b>70</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>62</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

1. Respondents are asked if the following are big problems, moderate problems, small problems, or not a problem at all in their neighbourhood: Noisy neighbours or loud parties, people hanging around on the streets, garbage or litter lying around, vandalism, graffiti, or other damage to property/vehicles, people being attacked because of their skin color, ethnicity, or religion, people using or dealing drugs, and people being drunk or rowdy in public places.

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014

**Table 9**  
**Belief local police are doing a good job, by province, 2014**

Province	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
Newfoundland and Labrador	80**	67*	59**	70	56**	65*
Prince Edward Island	81**	72	73*	76**	65	65
Nova Scotia	75*	68*	65**	67	58**	60*
New Brunswick	76**	72	68	72**	66	63
Quebec	71*	76**	75**	75**	71**	66**
Ontario	73	70	70*	67**	65	61
Manitoba	71	64**	54**	63**	55**	57**
Saskatchewan	72	63**	55**	63**	55**	58**
Alberta	71	67**	64**	66**	61**	61
British Columbia	73	67**	65**	65**	61**	59**
<b>Total - Canada's provinces<sup>†</sup></b>	<b>73</b>	<b>70</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>62</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014

**Table 10**  
**Belief local police are doing a good job, by census metropolitan area, 2014**

Census metropolitan area	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	percent					
St. John's	76*	64**	53**	66	55**	64
Halifax	74*	68	68	65	59**	58
Moncton	78*	77*	73	75**	72*	65
Saint John	80**	74	69	74*	69	65
Saguenay	79	79*	75	85**	73	72*
Québec	73	82**	81**	80**	76**	71**
Sherbrooke	69	78	81**	77*	79**	75**
Trois-Rivières	76	82**	72	81**	79**	79**
Montréal	68**	74**	73**	69*	68*	60
Gatineau	65	70	66	65	65	56
Ottawa	81**	76**	80**	76**	74**	67*
Kingston	74	80*	68	73	68	75**
Peterborough	72	61	60	63	48**	63
Oshawa	78	77	73	71	70	63
Toronto	70*	68	70	64**	65	58**
Hamilton	77*	74	70	72	65	67*
St. Catharines-Niagara	70	61**	64	59*	55**	58
Kitchener-Cambridge-Waterloo	79**	76	71	70	71	67
Brantford	76	76	74	73	60	58
Guelph	71	77	88**	67	78*	58
London	78*	73	70	71	68	63
Windsor	73	73	75	65	69	67
Barrie	59	64	52*	60	54	61
Greater Sudbury	64	60	49**	55	59	55
Thunder Bay	67	51*	52*	56	55	57
Winnipeg	67*	60**	50**	59**	53**	56*
Regina	71	63*	55**	63	62	63
Saskatoon	69	64*	59**	57**	56**	55
Calgary	75*	76**	76**	72**	75**	64
Edmonton	70	63**	59**	62*	55**	62
Kelowna	69	64	63	61	59	59
Abbotsford-Mission	78	69	64	67	71	65
Vancouver	71	65**	65**	63**	59**	55**
Victoria	79**	76*	73	72	71*	64
<b>Total - census metropolitan areas†</b>	<b>72</b>	<b>70</b>	<b>69</b>	<b>67</b>	<b>65</b>	<b>61</b>

† reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

**Note:** Responses of don't know/not stated are excluded from the calculation of percentages.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014.

**Table 11**  
**Factors associated with perception of police performance, logistic regressions, 2014**

Factors	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	predicted probabilities <sup>1</sup>					
<b>Sex</b>						
Male <sup>†</sup>	0.72	0.71	0.69	0.69	0.65	0.62
Female	0.76**	0.72	0.71*	0.71	0.67**	0.65**
<b>Age group</b>						
15 to 24 years <sup>†</sup>	0.63	0.69	0.66	0.66	0.59	0.54
25 to 34 years	0.67	0.67	0.65	0.63	0.60	0.54
35 to 44 years	0.74**	0.71	0.68	0.71*	0.65**	0.61**
45 to 54 years	0.75**	0.70	0.68	0.70	0.66**	0.63**
55 to 64 years	0.78**	0.72	0.69	0.69	0.68**	0.68**
65 to 74 years	0.80**	0.76**	0.74**	0.75**	0.71**	0.73**
75 years and older	0.85**	0.81**	0.82**	0.81**	0.76**	0.76**
<b>Marital status</b>						
Married/common law <sup>†</sup>	0.75	0.71	0.70	0.71	0.66	0.64
Not married or in a common-law relationship	0.72**	0.71	0.69	0.67**	0.66	0.62
<b>Level of education</b>						
University degree <sup>†</sup>	0.73	0.72	0.71	0.68	0.67	0.60
Less than university degree	0.74	0.71	0.69	0.71**	0.65	0.65**
<b>Main activity in the last 12 months</b>						
Working at a paid job or business <sup>†</sup>	0.74	0.71	0.69	0.70	0.66	0.64
Other	0.75	0.72	0.70	0.70	0.66	0.63
<b>Household income</b>						
\$80,000 or more <sup>†</sup>	0.74	0.72	0.70	0.71	0.67	0.63
Less than \$80,000	0.74	0.71	0.69	0.69*	0.64**	0.64
<b>Visible minority</b>						
Visible minority <sup>†</sup>	0.71	0.68	0.71	0.66	0.66	0.59
Non-visible minority	0.75	0.72	0.69	0.71*	0.66	0.64*
<b>Aboriginal identity</b>						
Aboriginal <sup>†</sup>	0.67	0.67	0.60	0.62	0.57	0.59
Non-Aboriginal	0.74**	0.72	0.70**	0.70**	0.66**	0.63
<b>Immigrant status</b>						
Non-immigrant <sup>†</sup>	0.74	0.71	0.69	0.70	0.66	0.63
Longer-term immigrant (immigrated before 2000)	0.75	0.72	0.70	0.67	0.65	0.62
Recent immigrant (2000 or since)	0.78*	0.79**	0.81**	0.79**	0.73**	0.71**
Immigrant, length of time in Canada unknown	0.80	0.76	0.73	0.71	0.71	0.68
<b>Victim of crime</b>						
Not a victim of crime in the past 12 months <sup>†</sup>	0.76	0.74	0.72	0.72	0.68	0.65
Victim of crime in the past 12 months	0.67**	0.60**	0.61**	0.62**	0.55**	0.54**
<b>Contact with police</b>						
Contact with police in past 12 months <sup>†</sup>	0.72	0.69	0.67	0.67	0.63	0.62
No contact with police in past 12 months	0.75**	0.72**	0.71**	0.71**	0.67**	0.64

**Table 11 (concluded)**  
**Factors associated with perception of police performance, logistic regressions, 2014**

Factors	Being approachable and easy to talk to	Ensuring safety of citizens	Promptly responding to calls	Treating people fairly	Enforcing the laws	Providing information on ways to prevent crime
	predicted probabilities <sup>1</sup>					
<b>Province of residence</b>						
Newfoundland and Labrador	0.80**	0.69	0.61**	0.70	0.58**	0.64
Prince Edward Island	0.79*	0.72	0.73	0.76**	0.65	0.65
Nova Scotia	0.75	0.68	0.67*	0.68	0.59**	0.58**
New Brunswick	0.77	0.73	0.70	0.73**	0.67	0.63
Quebec	0.72*	0.76**	0.75**	0.76**	0.71**	0.66*
Ontario <sup>†</sup>	0.75	0.70	0.70	0.68	0.66	0.63
Manitoba	0.72	0.65**	0.54**	0.63*	0.57**	0.59*
Saskatchewan	0.76	0.67	0.58**	0.66	0.58**	0.59*
Alberta	0.74	0.70	0.67	0.69	0.65	0.64
British Columbia	0.75	0.69	0.68	0.67	0.62*	0.60
<b>Total - believe police are doing a good job</b>	<b>0.74</b>	<b>0.71</b>	<b>0.70</b>	<b>0.70</b>	<b>0.66</b>	<b>0.63</b>

<sup>†</sup> reference category

\* significantly different from reference category ( $p < 0.05$ )

\*\* significantly different from reference category ( $p < 0.01$ )

1. The predicted probabilities were calculated using the results of a logistic regression model. Predicted probabilities are calculated with all other factors kept constant at their average value for the given population.

**Note:** Responses of don't know/not stated are excluded.

**Source:** Statistics Canada, General Social Survey on Victimization, 2014