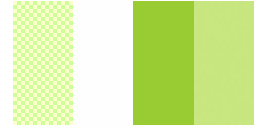


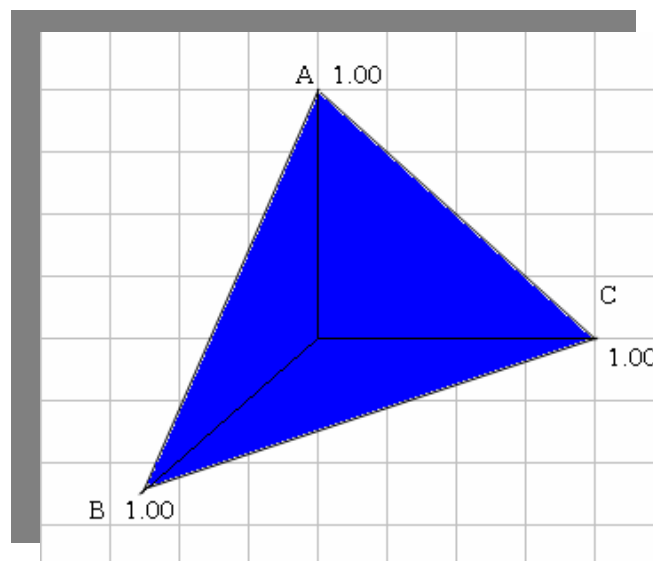


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Moving Away From an Economy Dependent on External Finance by
Enhancing Public Confidence and Building Local Resources in Cambodia

Public Confidence Survey, 2006



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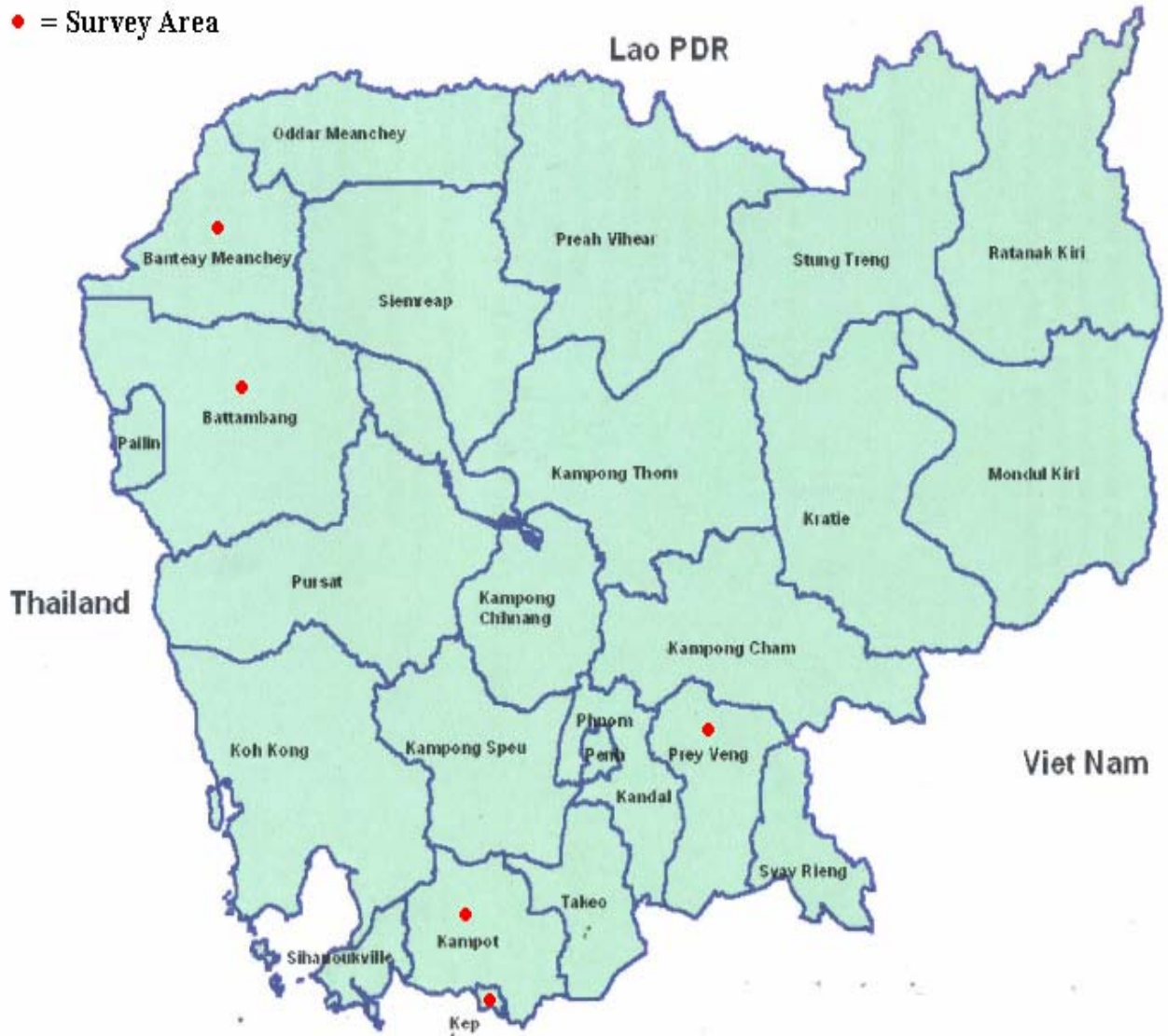
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Map of Cambodia

• = Survey Area



1. Introduction

Currently, Cambodia's economy is largely dependent on external sources of finance; a situation that could interrupt the country's development process. Over the past decade, more than 100% of the public budget deficit has been financed from *foreign aid*. *Foreign direct investment (FDI)* and *exports* are other important external financial sources which have propped the economy over the years. A large portion of FDI is concentrated in the export sector (primarily the garment sector, which operated based on the Multi-Fiber Arrangement).

Building local financial and human resources could be one way to strengthen the economy and reduce dependency on external resources. In particular, mobilizing local savings into financial institutions can create the financial foundation for sustainable development.

However, trust in local financial institutions is a necessary prerequisite. **Our hypothesis is that trust in financial institutions is linked with confidence in public institutions.** While there has been a strong and commendable momentum in recent years by the government with technical assistance from international organization (such as ADB¹ and the World Bank) to build up trust in financial institutions by putting in place a number of laws, regulations and specialized institutions, these efforts rely on the condition that people trust public institutions. In the given context of low confidence in public institutions, laws alone may not be effective in mobilizing resources on a large scale, unless there are actions to increase trust in the laws and law enforcers.

¹ For example, the Financial Sector Blueprint, 2001-2010 (ADB, 2001) and the Financial Sector Blueprint Update (ADB, 2007).

To build knowledge on these issues, CIDS conducted a public opinion survey in selected provinces. Findings from the survey will be used to identify the **determinants of public confidence** and to assess whether there is a **correlation between public confidence and savings mobilization**.

2. What is Public Confidence?

Public confidence is the "*trust of people in the capacity of their governments, regardless of political stripe, to manage their affairs efficiently, prudently and effectively—and to act in the public interest*". Trust is a feeling that is built over time through a series of positive outcomes.

There are a number of factors that influence the level of trust citizens have in their governments. Overall, these factors can be categorized into four headings:

- individual
- community
- media
- public services
- public institutions

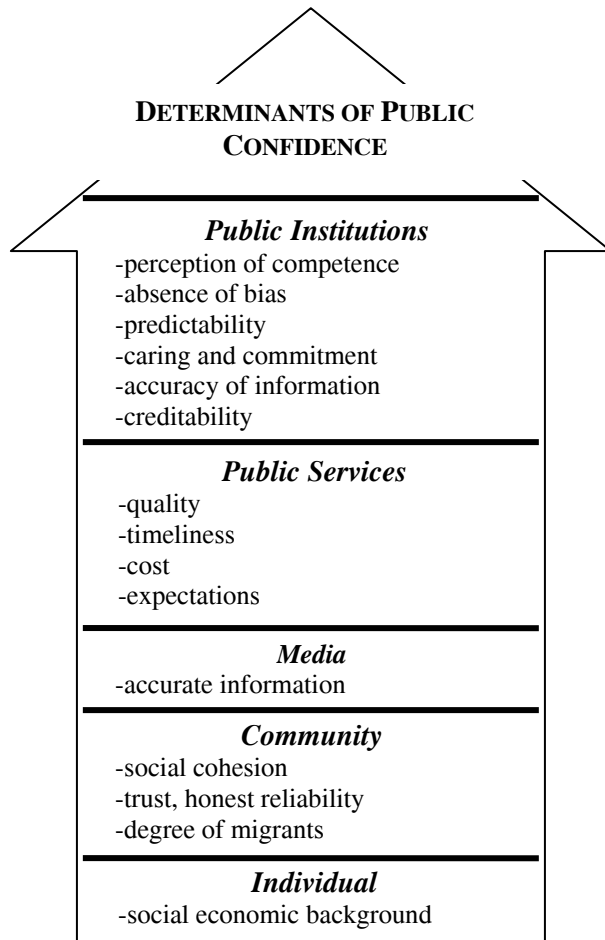
Individual

At the individual level, factors such as sex, age, education, and occupation can affect how the person views and evaluates the government. For instance, women and men may have different experiences with the education system; thus, their evaluation of public education may differ.

Community

The overall environment at the community level could have a significant weight on how individuals perceive their governments. **Social cohesion**, which is influenced by the level of honesty, reliability and trust among neighbors, plays an important role in shaping the trust of individuals in

institutions. The degree of migrants flowing in and out of the village could also impact social cohesion – a big flock of newcomers moving into the area could make locals worried about security in the community.



Media

The media (i.e. newspaper, radio, television), by feeding information to people, can play a critical role in molding the perception of individuals about their governments. Therefore, it is crucial that the media provides accurate, timely as well as reliable information.

Public Services

Public confidence is highly related to the quality, timeliness, and cost of public services. Public services that fail to meet the expectations of individuals, negatively effects public confidence.

Public Institutions

The quality, effectiveness and efficiency of public services are linked with the **organization of public institutions**. Factors that can influence how people rate public institutions are competence of public servants, absence of bias, predictability in judgment, accountability and transparency.

3. Measuring Public Confidence

In this study, five main tools were used to measure the current level of public confidence in Cambodia: 1) desk research on relevant literature, 2) a public opinion survey, 3) in-depth interviews, 4) focus group discussions and 5) a public confidence index.

As for the *Public Opinion Survey*, a structured questionnaire was used to interview citizens randomly without discrimination (e.g. age, sex, occupation, etc...). The survey was implemented in the provincial towns of five provinces – Battambang, Banteay Meanchey, Kampot, Prey Veng and Kep. Key criteria used to select the provinces included its geography, social environment, economic profile, and the level of public investment committed to the area. The area of concentration was within the provincial town because it is the center of public services and institutions.

In addition to quantitative data, CIDS also collected qualitative data through *in-depth interviews* and *focus group discussions* to understand the rationale behind the responses of interviewees.

Based on findings from the survey, a *Public Opinion Index*² was developed to quantify the current level of confidence in public institutions and services. The **Index is not a scorecard of the actual performance of**

² See Appendix 1 for more details on index.

government bodies (i.e. it does not account for all the reforms and improvements made by the government), but **is a device for measuring the perceptions of local people**. Therefore, the ratings of interviewees are highly influenced by their individual experiences and by what they see ("visible services"), rather than actual measures taken by the government.

There are three categories in the index, all of which relates to the body of government:

- performance of government
- public services
- public institutions

Each category consists of a list of indicators. Indicators are scored from the viewpoint of ordinary citizens based on the findings from the public opinion survey. The scores for the indicators are then averaged to create a composite score for the category. There are no weights assigned to the different indicators. The scores for all four categories are then added together and averaged to generate the overall public confidence score. The scoring scale ranges from 0 to 1.00.

Overall Score - Average of categories
 Category - Average of indicators
 Indicators – Survey findings

4. Profile of Interviewees

A total of 465 people were interviewed, all of which are located in the provincial towns. Seven out of ten interviewees were male. The majority of interviewees have lived in the area for at least 11 years, whereby most have lived there all their lives. Most interviewees are in their mid-30s, though in Prey Veng, interviewees were relatively younger than in other provinces (34 years old on average). Education levels are low in general, particularly in Banteay Meanchey and Kep, where most of the interviewees

have only a primary education. Those interviewed in Prey Veng had relatively higher education (33% with secondary education). For all provinces (except Prey Veng), the majority of interviewees are own account workers, while in Prey Veng, the largest portion (30%) are students.

5. Level of Public Confidence

In the best case scenario, the perfect score is 1 and means that citizens are highly confident in public institutions and services. For the five provinces surveyed, the overall level of confidence is 0.46, less than half of the perfect score.

Average Score among 5 Provinces Surveyed

Overall Level of Confidence	0.45
A/ Performance	0.49
B/ Public Services & Facilities	0.36
C/ Public Institutions	0.48

Performance

The purpose of this category is to rate the level of public satisfaction on government performances in broad objectives. Key indicators under this category include level of satisfaction on job creation, economic growth, poverty reduction as well as opinions on the way things are headed in the district and level of pride in the district.

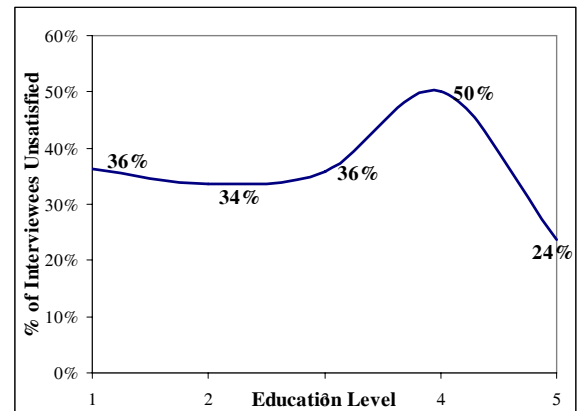
From the poll of 465 interviews, the category of performance received a score of 0.49 – less than half of the interviewees are satisfied with government performance (see Table 1).

Table 1: Poll on Performance Category (in % of 465 interviewees)

A/ Performance	0.49
Are you satisfied with poverty reduction efforts? Yes	0.37
Are you satisfied with job creation and economic growth? Yes	0.39
Do you think that the government presently has a positive impact on people's lives? Yes	0.44
Do you think that things in the <u>district</u> are generally headed in the right direction? Yes	0.50
What is your level of pride in your <u>district</u> ?*	0.59
Are you satisfied with the state of the economy in the <u>province</u> ? Yes	0.67

This score was brought down by the low ratings for the indicator *poverty reduction*. Only 37% of the interviewees are satisfied with government efforts in this area. Interviewees in Kampot and Battambang are the least satisfied (0.25 and 0.27, respectively), while those in Banteay Meanchey are the most satisfied (0.54). **Local people evaluate the government's performance in poverty reduction based on their own living standards.** For those in Kampot, the low ratings are based on their perception that there have been no significant changes in their living standards and that income appears to be unevenly distributed. On the other hand, those in Banteay Meanchey gave higher ratings because they feel that the increasing flow of local and international tourists in their province has created more economic opportunities for them.

There appears to be no significant relationship between the background of the interviewees and their ratings on poverty reduction. Figure 1 shows no conclusive correlation between education level and dissatisfaction levels.

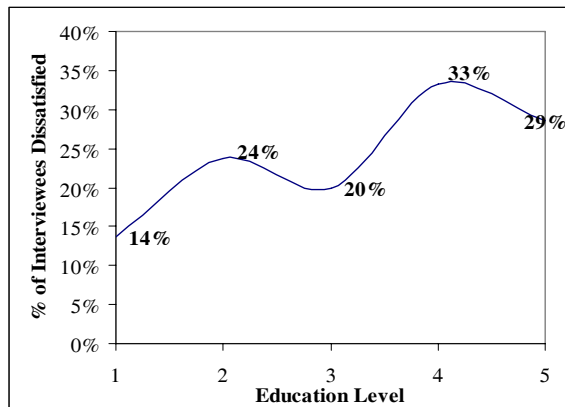
Figure 1: Poll on Poverty Reduction Efforts and Education Level**Legend**

- 1 illiterate or almost illiterate
- 2 primary school (grades 1-6)
- 3 secondary school (grades 7-12)
- 4 technical training diploma (1-3 years)
- 5 associates degree or higher

As for *job creation and economic growth*, four out of ten interviewees are satisfied with the government's performance in this area. Again, interviewees in Kampot are the least satisfied (20%), while those in Banteay Meanchey are the most satisfied (52%). The ratings by those in Banteay Meanchey may be associated with their perception that there are jobs available in neighboring provinces (such as Siem Reap) as well as across the border in Thailand.

The poll findings indicate that interviewees with higher education tend to be more dissatisfied with government performance in job creation and growth (shown in Figure 2). Evidently, interviewees in Kampot, who are the least satisfied with this issue, have the highest rate of people with secondary education (33%). This may be because people with more education have difficulties in finding jobs that match with their skills and educational backgrounds.

Figure 2: Poll on Job Creation and Growth and Education Level



Legend

- 1 illiterate or almost illiterate
- 2 primary school (grades 1-6)
- 3 secondary school (grades 7-12)
- 4 technical training diploma (1-3 years)
- 5 associates degree or higher

When asked for their opinion on whether they think *things in the district are heading the right direction* (which is also an indicator of government performance), most people were half and half (overall score of 0.50). Across provinces, Kep and Kampot had the fewest number of people who think that things are going in the right direction (43% and 46%, respectively). **For local people, their perception on how well things are going in the district is directed by their evaluation on how the government has responded to a handful of issues and services that they perceive to be urgent.** For instance, most interviewees in Kampot answered that they are unhappy with the direction of the district because they have not seen any changes in their demands for cheaper electricity and better quality roads.

Though local people are not too satisfied with government performance in areas such as poverty reduction and job creation, many stated that they have *pride in their district*, especially in Kep (score of 0.83).

Public Services

This category includes the satisfaction ratings of local people in several public services such as road construction, military defense, agricultural improvements, transportation provisions, environmental care, criminal justice, labor issues, educational services, utility provision, health care, dispute resolution and etc.

Overall, this category received the lowest score amongst the three categories (0.36). Among the different public services, respondents stated that they were least satisfied with *environmental services*, pointing out that litter and pollution is a major problem (see Table 2 for the ratings on public services). Low public awareness is part of the problem; local people contribute to the litter and pollution, but expect the government to do the cleaning.

Table 2: Poll on Satisfaction with Public Services (in % of interviewees satisfied)

Type of Service	%
Environmental issues (littering...)	0.12
Parks and open space	0.18
Criminal justice	0.23
Transportation provision (railroad...)	0.24
Dispute resolution	0.28
Timeliness of fire brigade	0.29
Combating crimes and illegal drugs	0.32
Labor and employment issues	0.36
Electricity	0.37
Responding to natural disasters	0.43
Military and national defense	0.46
Water system and supply	0.46
Road construction and improvement	0.48
Health care	0.48
Agriculture improvements	0.53
Educational services	0.54

Criminal justice is another public service that received low satisfaction ratings (only 23% of interviewees are satisfied). Interviewees in Kampot show to be the least satisfied, of which only 3% of the people surveyed there are satisfied. In the opinion of interviewees, they feel that the system for trialing criminals lack transparency and is arbitrary.

Further down the list is *combating crimes and illegal drugs* - 32% are satisfied with this service. Kep and Banteay Meanchey had the fewest number of interviewees rating this service as satisfactory (13% and 19%, respectively).

Forty-eight percent of the 465 interviewees are satisfied with government services in road construction and improvements. Among the five provinces, Kep and Kampot had the lowest rate of people satisfied (20% and 33% accordingly). Interviewees, especially in Kampot, complained that while roads are being constructed, the quality is poor, resulting in damaged roads within a few months.

Health care also received a satisfaction level of 48% of 465 interviewees. Again, interviewees in Kep are generally unsatisfied with health care services (only 17% are satisfied), while more than half of those interviewed in Banteay Meanchey (68%) are satisfied.

Education services have the highest satisfaction ratings – 54% of all interviewees are satisfied. With the exception of Kep, the majority of interviewees in the other four provinces feel that there have been improvements in education services.

Public Institutions

For this category, interviewees were asked to rank their level of confidence in a number of key public institutions such as courts,

education system, medical system, police and public authorities.

Overall, public institutions received a score of 0.48, half of the perfect score of 1.0. Of the different public institutions (provided in Table 3), interviewees are least confident in *courts* (0.17), particularly in Kep and Battambang provinces (0.07 and 0.09, respectively). According to qualitative interviews, lack of trust in courts is related to their perception of bias rulings and little commitment to due process (also evident in the low satisfaction in criminal justice, see Table 2).

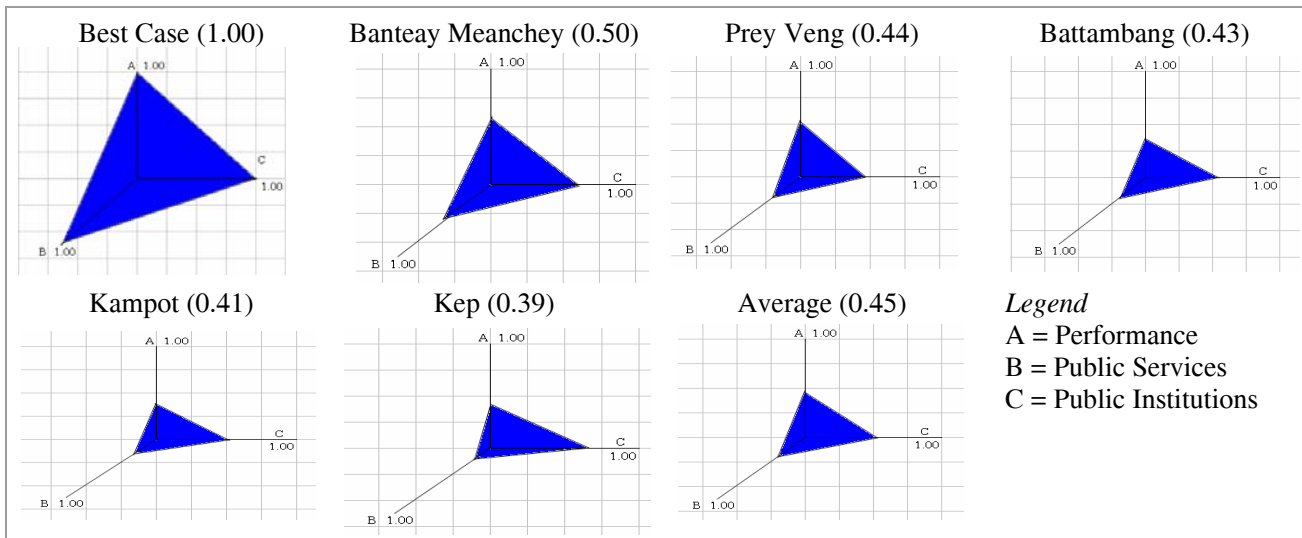
Police received a relatively low rating, only 36% of interviewees are confident in police. There is little variance in the ratings for the five provinces. In general, interviewees believe that police have sufficient capacity to enforce the law, but *lacks commitment*. This is also parallel to the low rating on crime prevention and illegal drug (see Table 2).

On the high end, the majority of interviewees in all five provinces feel that they can trust news on the radio and television. News, once broadcasted on the radio and television, are assumed by local people to be accurate and valid information.

Table 3: Poll on Confidence in Public Institutions (% of interviewees with high confidence)

Public Institution	%
Courts	0.17
Police	0.36
Public authorities (dept...)	0.41
Military	0.43
Newspaper	0.46
Medical system	0.53
Education system	0.63
Radio	0.65
Television news	0.72

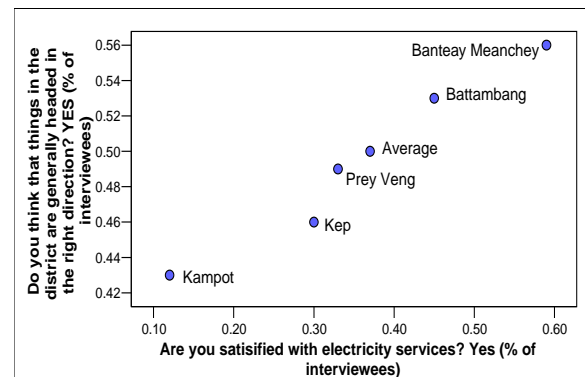
Figure 3: Map of Public Confidence Scores by Province



6. Correlation between Categories

Quantitative and qualitative survey findings suggest that **satisfaction or dissatisfaction with "basic needs" public services can have a contagious effect on the perception of government performance.** If local people are happy with public services that address their basic needs, they tend to be generous in their ratings for other public confidence categories. In the same way, if they are unhappy with these services, this negative impression underlines how they evaluate government in general. For instance, interviewees who are unsatisfied with electricity provisions (most people complained about the high cost), also stated that they do not think that things are going well in the district (see Figure 4).

Figure 4: Correlation between "Basic Needs" Public Service and Perception on Government Performance



However, findings suggest that **"non-basic needs" services do not have a contagious effect on other categories of public confidence.** As illustrated in Figure 5, provinces with high satisfaction with military and national defense did not necessarily have high confidence in the way things are headed in their district.

Figure 5: Correlation between Satisfaction with Public Service and Perception on Government Performance

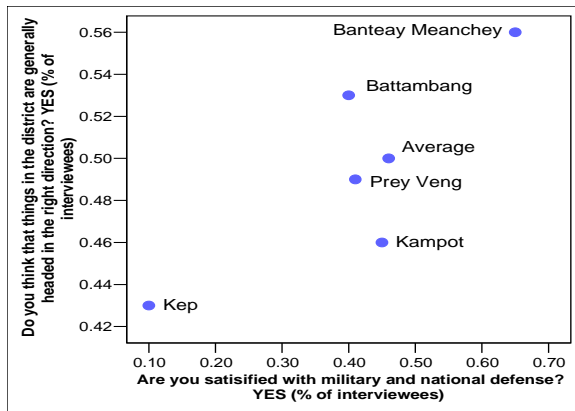


Table 4: Criteria for Evaluating Trust in Public Institutions

Criteria	%
Competence of public servants	55%
Quality of public services	51%
Transparency in decision making processes	50%
Timeliness of public services	50%
Mechanism to allow public to scrutinize decisions of authorities	47%
Responsiveness to public complaints	46%
Range of people involved with decision making	44%
Standards of conduct of public servants	42%

7. How could Public Confidence be increased?

Public Institutions

In order to understand how to effectively improve the organization and performance of public institutions in a way that increases public confidence, the survey asked interviewees "what criteria are important to you when evaluating your trust in public institutions". Among the 465 people polled, the majority stated that the top three criteria that affect their level of confidence in public institutions are: 1) competence of public servants 2) quality of service provisions and 3) transparency in the decision making process (see Table 4). Forty-seven percent of the interviewees also mentioned that access to scrutinize the decisions of authorities is an important criterion.

Public Services

During the survey, interviewees were asked to identify and rank issues which they feel should be urgently addressed by the government. Related to the type of public services, the results of the poll are provided in Table 5.

Table 5: Priority Public Services as Ranked by Interviewees (in % of 465 interviewees)

Services	%
Combat crime & illegal drugs	47%
Build and repair roads	37%
Improve education	28%
Improve health services	21%
Resolve land disputes	21%
Protect the environment	13%
Reduce traffic congestion	5%

Crime and illegal drugs was on the top of the priority list – 47% of 465 interviewees want to see a reduction in crime and illegal drugs in their district, particularly in Battambang where 62% of interviewees there identify this as the number one problem (see Table 7 for a provincial comparison). Interviewees in Prey Veng and Kampot felt the same way, 47% and 45% respectively.

Building and repairing roads was another public service voted as a priority by 37% of

interviewees. Forty-seven percent of interviewees in Kampot as well as in Kep complained about this issue.

Resolving land disputes was mentioned by 21% of the 465 interviewees as a public service that urgently needs to be improved. Banteay Meanchey had the highest frequency of interviewees raising this issue as a problem (33%). Fewer interviewees in Battambang, Kampot and Kep mentioned this as a problem. These ratings are likely associated with the fact all interviewees are located in the provincial town.

Performances

In relations to government performance, which are policy-oriented, interviewees raised the following issues (Table 6):

Table 6: Priority Government Performances as Ranked by Interviewees (in % of 465 interviewees)

<i>Performances</i>	<i>%</i>
Corruption	48%
Maintain prices	30%
Reduce taxes	29%
Attract new jobs and businesses	12%
Reduce migration	6%

Corruption was named the top problem by 48% of the interviewees. Those in Banteay Meanchey complained the most about this issue (58% of interviewees there), followed closely by Kep (47%), Battambang (45%), and Kampot (45%).

Maintaining prices was also identified as a major issue in the five provinces, of which Kep complained the most (67% of the interviewees in Kep raised this as a concern, see Table 7).

Table 7: Priority Public Services and Government Performances by Province (in % of interviewees)

PROVINCES	MAJOR ISSUES	%
Banteay Meanchey (0.52)	<ul style="list-style-type: none"> • curbing corruption • combating crime and illegal drugs • building and repairing roads 	58% 42% 34%
Battambang (0.46)	<ul style="list-style-type: none"> • combating crime and illegal drugs • curbing corruption • building and repairing roads 	62% 45% 32%
Prey Veng (0.46)	<ul style="list-style-type: none"> • combating crime and illegal drugs • curbing corruption • improving education 	47% 44% 44%
Kep (0.43)	<ul style="list-style-type: none"> • maintaining prices • curbing corruption • building and repairing roads 	67% 47% 47%
Kampot (0.42)	<ul style="list-style-type: none"> • building and repairing roads • curbing corruption • combating crime and illegal drugs 	47% 45% 45%

8. Implications and Recommendations for Action Projects

It is noteworthy to mention once more that users of this public confidence index should be cautious with interpreting the figures. This index should not be used as a tool for evaluating the "actual" performance of the government and provinces, but rather as an "opinion" poll of local people, which is generally restricted to their own experiences with public services/institutions and those that are "visible" and important to them.

The Index is composed of three categories: performance, public services and public institutions. Although the background of individuals (i.e. education) can have some weight, the level of public confidence is generally determined by individual experiences with public services and institutions.

Our findings indicate that "basic needs" public services, such as electricity, can have a contagious effect on the overall perception of government performance. However, "non-basic needs" services such as military and national defense generally do not have a severe impact on how local people view other categories of public confidence.

Among the three categories in the index, *public services* received the lowest score – 0.36, which is due to the extremely low satisfaction with services in:

- environmental issues (liter, pollution),
- criminal justice
- combating crime and illegal drugs
- dispute resolution

In specific relations to **building trust in financial institutions, focus may need to be on improving *dispute resolution* mechanisms.** The existence of an independent and impartial dispute resolution

mechanism is necessary for households to feel secured in depositing their money in financial institutions. Given that there is low confidence in the court system at present (as mentioned earlier), informal arbitration systems may be a good alternative. According to the poll, only two out of seven people are satisfied with public services in dispute resolution at this time.

Also, survey findings indicate that **"visibility" is an important factor for increasing public confidence.** Seven out of ten interviewees stated that they trust news on the television, compared to 65% for news on the radio (see Table 3). For local people, seeing is important for them to believe. This may suggest that **encouraging local people to participate in the town meetings as well as other events and decision-making processes can help increase their trust in public institutions.**

Public institution is in second place with a score of 0.48, meaning that 48% of the 465 people interviewed have confidence in public institutions. The public institutions with the lowest ratings are:

- courts
- police
- public authorities (dept...)

Interviewees revealed that their evaluation of public institution generally leans on 1) the competence of public servants, 2) quality of service provision and 3) transparency in the decision-making process. Addressing these three points could be the first steps towards increasing public confidence.

Government performance, the third category, received a score of 0.49. Although the majority of local people (67% of 465 interviewees) are satisfied with the state of their provincial economy, they are less satisfied with poverty reduction efforts and job creation (only 37% and 39% of the

people polled are satisfied, respectively). This may imply two situations:

- local people perceive that the economy is more dynamic than in the past, but the gains in economic growth is not widespread, and/or,
- economic growth in the provincial towns is mainly through people outside the region (i.e. traders from other provinces); so despite the more vibrant economy, few jobs are being created inside the region

One possible way to increase confidence in government performance is to target the problems that are viewed as priority by local people. From the survey, interviewees stated that the most urgent issues they would like to see resolved are:

- curbing corruption
- maintaining prices
- reducing tax

All three issues raised relates to fair distribution of economic growth and sustaining economic development.

The ratings for each category vary from province to province. In other words, some issues are urgent for some provinces but not relevant in another. Thus, effectively enhancing the level of public confidence may require provincial-specific strategies.

Digression: Correlation between Public Confidence and Trust in Financial Institutions

future will depend on how much confidence citizens have in their government.

According to quantitative and qualitative survey findings, 59% of 465 people interviewed stated that their trust in financial institutions is related to their confidence in public institutions. Some of the responses are as following:

- If the state has any problems, banks will run away too.
- The government provides licenses to bank, and is therefore responsible for monitoring and securing the actions of banks.
- Banks are governed by the state.
- Banks are state institutions that ensure people's financial security.
- I don't trust banks because the country is not stable and banks might cheat me.
- I have no confidence in banks because in the event of problems, I don't know who or how to get my money back.
- I don't trust banks because Cambodia is not yet well organized and have internal conflicts.
- No confidence in banks because I am afraid of losing money and don't believe that the state can help repay.
- I have no confidence in banks because I am afraid that the money holder will run away, and that the state will not be able to help.
- I trust banks because the country now has national security and proper laws.

These findings support our initial hypothesis that **trust in financial institutions is linked with confidence in public institutions**, as well as public services and government performance. Overall, these findings indicate that the prerequisite for individuals to trust financial institutions (and to put their money in such institutions) is confidence in public institutions. Thus, the strength and development of Cambodia's economy in the

Appendix 1: Public Confidence Index

Text	BTB	BMC	PVG	KEP	KMP	AVG
Overall Public Confidence Score	0.43	0.50	0.44	0.39	0.41	0.45
A/ Performance	0.44	0.55	0.52	0.46	0.45	0.49
Are you satisfied with the state of the economy in the <u>province</u> ? Yes	0.59	0.64	0.67	0.83	0.72	0.67
Please rate your level of pride in your <u>district</u> on a scale of 0 to 10, on which 0 means that you have no pride and 10 means you have a lot of pride. (Note: rate is divided by 100 to get a percentage)	0.56	0.53	0.63	0.75	0.61	0.59
Do you think that things in the <u>district</u> are generally headed in the right direction? Yes	0.53	0.56	0.49	0.43	0.46	0.50
Do you think government efforts have had a positive impact on people's lives? Yes	0.39	0.50	0.54	0.27	0.36	0.44
Are you satisfied with job creation and economic growth efforts?	0.33	0.52	0.41	0.20	0.34	0.39
Are you satisfied with poverty reduction efforts?	0.27	0.54	0.40	0.30	0.25	0.37
B/ Public Services	0.35	0.48	0.34	0.17	0.30	0.36
Are you satisfied with....						
Educational services	0.55	0.69	0.51	0.23	0.49	0.54
Agriculture improvements	0.55	0.65	0.49	0.47	0.43	0.53
Road construction and improvement	0.53	0.57	0.58	0.20	0.33	0.48
Health care	0.46	0.68	0.42	0.17	0.45	0.48
Military and national defense	0.40	0.65	0.41	0.10	0.45	0.46
Water system and supply	0.54	0.59	0.33	0.20	0.46	0.46
Responding to natural disasters	0.40	0.50	0.48	0.20	0.38	0.43
Electricity provision	0.45	0.59	0.33	0.30	0.12	0.37
Labor and employment issues	0.33	0.43	0.38	0.20	0.30	0.36
Crimes and illegal drugs	0.23	0.19	0.45	0.13	0.41	0.32
Fire brigade services	0.46	0.55	0.07	-	0.17	0.29
Dispute resolution	0.07	0.43	0.26	0.07	0.26	0.28
Transportation provision (railroad, ferries...)	0.25	0.33	0.23	0.17	0.16	0.24
Criminal justice	0.12	0.47	0.21	0.03	0.14	0.23

Parks and open space	0.19	0.25	0.17	0.03	0.16	0.18
Environmental issues (pollution, littering)	0.12	0.11	0.13	0.23	0.09	0.12
C/ Public Institutions	0.50	0.47	0.45	0.55	0.49	0.48
How much confidence do you have in...						
Television news	0.75	0.68	0.66	0.80	0.76	0.72
Radio	0.68	0.61	0.56	0.76	0.72	0.65
Education system	0.61	0.61	0.57	0.73	0.65	0.63
Medical system	0.58	0.55	0.45	0.66	0.49	0.53
Newspaper	0.55	0.44	0.36	0.55	0.45	0.46
Military	0.38	0.44	0.50	0.38	0.41	0.43
Public authorities (dept...)	0.46	0.41	0.38	0.48	0.38	0.41
Police	0.40	0.30	0.37	0.48	0.37	0.36
Courts	0.09	0.21	0.23	0.07	0.16	0.17