

THE CITIZENS' OPINION OF THE POLICE

**Results of the Public Opinion Survey
Conducted in Bosnia and Herzegovina**

September, 2017



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ABOUT THE SURVEY

The third round of the public opinion survey "The Citizens' Opinion of the Police Force" was conducted in Albania, Bosnia and Herzegovina, Montenegro, Kosovo, Macedonia and Serbia. The questionnaire based on which the public opinion survey was conducted was devised by the regional network POINTPULSE to provide answers concerning the citizens' opinion of the police. The questionnaire included six groups of questions:

1. The level of citizens' trust and confidence in institutions;
2. The perception of the police as an institution, but also of policemen and policewomen as individuals;
3. The perception of corruption in the society and the police force;
4. Opinions of citizens regarding the fight against corruption;
5. Opinions of citizens on the work of civil society organisations;
6. Demographics.

The field research in Bosnia and Herzegovina was conducted in June 2017 by IPSOS Strategic Marketing, on a representative sample of 1,000 adult persons, citizens of Bosnia and Herzegovina. A questionnaire was used as a research instrument and interviews were conducted using the "face to face" technique, which involves direct contact with respondents.

The report was published as part of the project titled "Western Balkans Pulse for Police Integrity and Trust", which aims to contribute to increasing the trust and confidence in the police by promoting its accountability and strengthening its integrity. For this reason, the following seven civil society organisations from the region came together to form the POINTPULSE network: Analytica from Skopje, Belgrade Centre for Security Policy (BCSP) and Balkan Investigative Reporting Network (BIRN) from Belgrade, Centre for Security Studies (CSS) from Sarajevo, Alternativa Institute (IA) from Podgorica, Institute for Democracy and Mediation (IDM) from Tirana, and the Kosovo Centre for Security Studies (KCSS) from Pristina.

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SUMMARY

The results of the third round of the public opinion polls reveal alarming data, expressed in a fall of trust and confidence of the citizens in the 12 institutions included in the survey conducted in Bosnia and Herzegovina in 2017 (by an average of 10%). The confidence of the citizens in the police of Bosnia and Herzegovina has experienced a significant decline in relation to the second round of research (conducted in 2016). In BiH, the percentage of those who trust the police first fell from the initial 54% in the first round of 2015, then rose to 60% (in 2016), only to fall again to 47% in the third round. The difference between the second and third rounds is a significant 13%.

The trend of using positive adjectives when describing policewomen who happen to be in direct contact with the citizens continued in the third round of research (2017). In the third round, the percentage of respondents who described policewomen as polite, cordial and pleasant rose to (24%), while the second most frequent response, describing them as pretty, good looking and charming, fell by 4%. As regards the best description of a male police officer, the percentage of respondents who in this round of research described policemen in BiH as polite, cultured and pleasant (13%) is almost identical to that from the previous round. Also, the same percentage of respondents described police officers as mostly serious, responsible and aware of the work that they do.

There is quite a difference between the description of male and female police officers. As opposed to policewomen, respondents describe policemen as less polite and less pleasant. Also unlike policewomen, policemen are perceived as dishonest, arrogant and aggressive. The largest statistical difference between male and female police officers was noted in the description relating to corruption. Thus, 12% of the respondents described policemen as persons who can be easily corrupt, while the percentage is considerably lower when it comes to policewomen (2%).

According to the citizens, one of the biggest problems in this area is the high level of influence of politicians on police work. Therefore, the largest percentage of the respondents believes that the police in BiH act the least as a service to the citizens - 61% (the first round - 67%, the second round - 51%, the third round - 66%), and that they mostly operate as a means of protecting the interests of political parties - 30% (the first round - 33%, the second round - 28%, the third round - 30%). The police are perceived as a means of protecting the interests of political parties, and not as a service to the citizens.

Citizens believe that corruption is widespread in the police force, but when we examine specific parts of it we can see that this opinion varies, and that it mainly applies to the traffic police, the border police, and the closest associates of the Minister of Interior. Stable findings show that half the citizens of Bosnia and Herzegovina believe that the selection of candidates and employment in the police are carried out in a dishonest manner, either through friends or family connections: 52% (the first round - 49%, the second round - 54%, and the third round - 53%). There is a small number of citizens who say that they would report a case of corruption in the police if an opportunity presented itself. Such a position best illustrates the public perception of police work, that is, the citizens' disappointment and lack of interest in it. The results obtained after the third round of research regarding the role of non-governmental organisations in the fight against corruption show growth in the percentage of respondents who see the role of non-governmental organisations in direct participation.

TRUST IN THE INSTITUTIONS

An Alarming Drop of Trust in the Institutions

The results of the third round of public opinion polls show an alarming fall in the trust and confidence of the respondents in the 12 institutions assessed in Bosnia and Herzegovina (by an average of 10%). Compared to the second round of research (conducted in 2016), when six institutions enjoyed a high level of trust (of more than half of those surveyed), in 2017 only the education system is trusted by a little more than half of the citizens (53%). However, when we compare the results to those obtained in 2016, we can see that in the third round of research even the trust in the educational institutions experienced a 9% reduction.

When the trust and confidence of surveyed citizens in the institutions is compared with those of 2016, institutions of the educational system and the police continue to enjoy the highest level of trust (53% and 47%, respectively). The largest drop was recorded in the third round of research concerning the non-governmental organisations (15%) and the police (13%). Immediately behind them are the municipal/city authorities (12%), the media, the health care system and the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption, which recorded a fall in confidence of 10%, while the Parliament is now in the fourth position (9%).

Bosnia and Herzegovina has developed political institutions which, despite all the objections regarding their legitimacy and efficiency, do function. The fact that the majority of the citizens have decided to state that they do not trust their institutions (BiH Parliament - 70%, the Prosecutor's Office - 65%, the judiciary - 64%) represents a protest, of sorts, against Bosnia and Herzegovina's standstill on the path to Europe, but also against corruption and nepotism that still exist in the society, and especially against the lack of economic well-being. Among the 12 surveyed institutions, most respondents trust only one (the education system - 53.2%), while other 11 institutions lack the trust and confidence of most of the respondents.

In all three previous rounds of research, citizens have shown the highest level of trust in the education system and the police, while the least trusted institutions were the Parliament, the commercial inspectorates, the prosecution, and the judiciary. In the third round of research, positive attitudes expressed toward the institutions were below the value of those from the first round (conducted in 2015), with the exception of the education system. Further surveys will show whether this is caused by the current circumstances connected with the delay in European progress, or if it is actually a lasting trend.

The low percentage of trust that was expressed regarding the institutions, especially the judiciary and the Prosecutor's Office (30%) as guarantors of the rule of law, and the decline in trust in the police in particular, represent direct indications of the relatively weak capacities of the state.

When it comes to trust in the police i.e. the security of citizens, the fact that almost half of the respondents do not trust the police (49.2%) is worrisome, as this number represents a 12% increase in the negative opinion noted in this round. However, it is not possible to determine the reasons for the respondents' distrust in the police, since the aim of the survey was not to establish the cause of distrust. It is therefore necessary to further investigate the reasons for such results.

The percentage of those who show no trust in the police grew in the 31 to 64 age group by a significant 12.5% (from 39.5% to 52%), while the police, as in the previous round, is trusted the most by those older than 65, although this percentage is not stable either, as it fell in this round to 51% (from 64%). The police is least trusted by the respondents who have not graduated from university and by those with a high school degree (50% and 42%, respectively). When it comes to the confidence of young people in the police, only 4% trust them completely, while almost one-fifth do not trust them at all (18.9%). This finding is particularly significant as it may indicate that the issues of security and confidence in the work of the police are defined and evaluated through the current performance of police officers on the ground and, consequently, their behaviour when in contact with the citizens.

As in the previous round, a clear but unstable difference in the percentage of trust expressed regarding the police was confirmed in June 2017 (in the third round), based on regional prevalence. The citizens of Canton 10 and the Posavina Canton showed the highest distrust in police work (77%). A low level of trust is also present in the citizens of the the Brčko District of Bosnia and Herzegovina (60%), the Tuzla Canton (57%), the Central Bosnia Canton (55%) and the eastern part of the entity of the Republic of Srpska (51%). Such a low level of confidence in the police is a disturbing and alarming sign to the police management that things must change for the better. The results of this round of research testify to the fact that things can also change in a positive direction: they serve as proof that there is growing confidence in the police among the citizens of the Bosnian-Podrinje Canton and the Zenica-Doboj Canton. Unlike the last round of research (conducted in 2016), when the citizens of the northern part of the entity of the Republic of Srpska dominated in the trust they showed the police (69.2%), this round was marked by a significant drop in their levels of trust - by one quarter (to 43.9%). In the third round, the eastern part of the entity of the Republic of Srpska showed a greater level of trust than the northern part. Citizens of the Zenica-Doboj Canton (61%) and the Bosnia-Podrinje Canton (60%) trusted the police in the third round of the survey, followed by the citizens of the West Herzegovina Canton, the Sarajevo Canton (53%) and the Herzegovina-Neretva Canton (51%). However, although the majority of the citizens of the above cantons do trust the police, a drop has been noted in the third round of the survey, with the exception of two cantons (the Central Bosnia Canton and the Bosnia-Podrinje Canton).

Although a large number of citizens trust the media and municipal/city administration authorities (40% and 38%, respectively), a negative trend was noted in this round. This percentage shows that in the second round of the survey the trend of trust in the two institutions grew, reaching an enviable 51%, while in the third round the number of those who trusted these institutions fell (40%) below the percentage shown in the first round (conducted in 2015) (47%). As in the first two rounds, in the third round of the survey the Parliament was the institution in which citizens had the least confidence (23%). In contrast to the second round of research, when the Prosecutor's Office was right behind

the Parliament, in this round it was replaced by the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption (28%) and the commercial inspectorate (28%), followed by the Prosecutor's Office and the courts (30%).

Chart 1: Confidence in institutions

Q: How much do you trust the following institutions in Bosnia and Herzegovina? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.

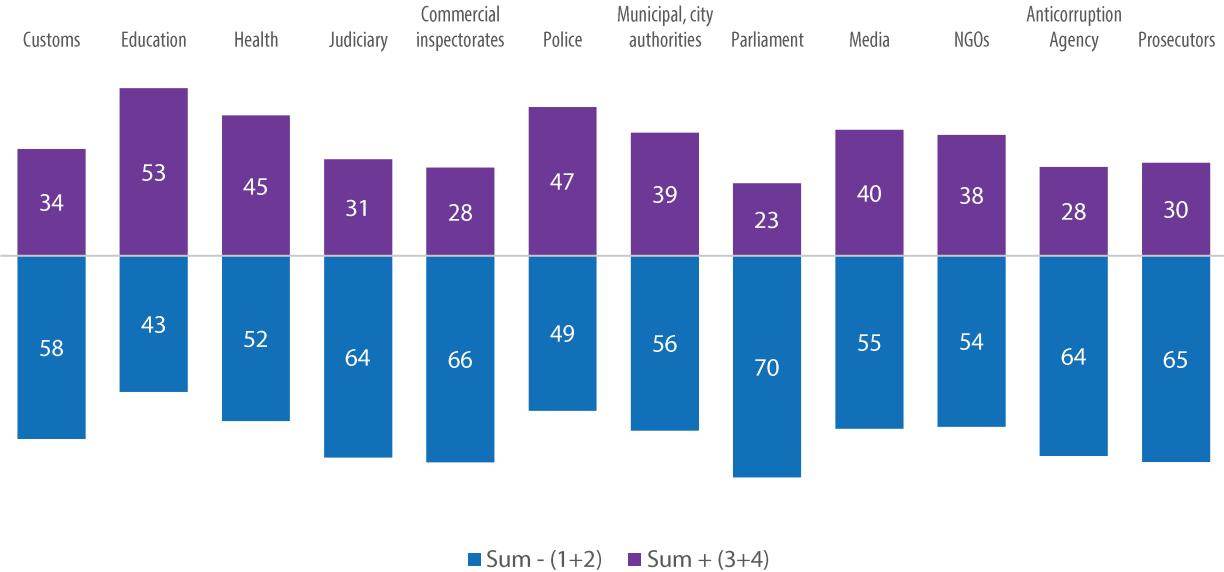
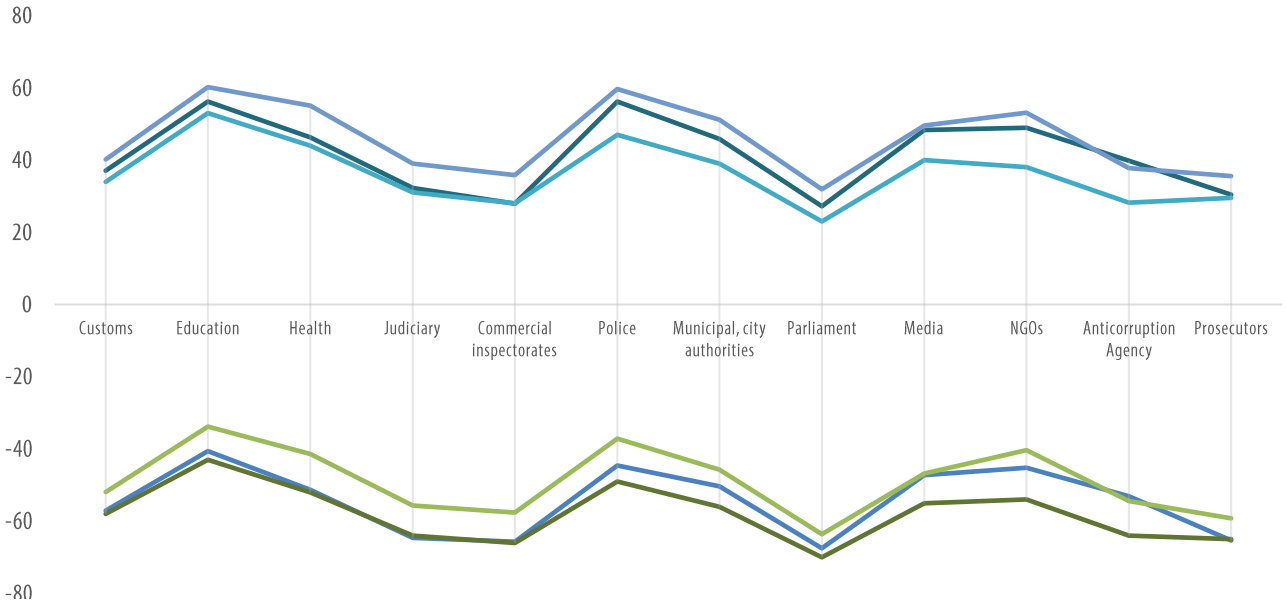


Chart 2: Confidence in institutions 2015, 2016 and 2017 - comparison

Q: How much do you trust the following institutions in Bosnia and Herzegovina? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.



Significant Drop in the Level of Trust in the Police

Generally speaking, public trust in the police is not satisfactory, as in Bosnia and Herzegovina it is currently at the lowest level in the last three years. Members of the police force should not be satisfied with the trust they currently enjoy among the citizens (respondents) of BiH. It is necessary for police management to use their energy to find and eliminate the factors that led to the fall in trust the police experienced in the third round of research which took place in June 2017.

The comparison between the percentage of trust in the second and third rounds shows that there has been a drop in confidence in the police in both BiH entities (in the Federation of BiH by 8% and in the Republic of Srpska by 20%). In the entity of the Republic of Srpska, the level of trust shown in the first round stood at enviable 65%, and the highest percentage of trust was recorded in the northern part of the entity. The findings of the second round of research (conducted in 2017) show that confidence in the police in the Republic of Srpska has dropped by a significant 20%. A negative trend was also recorded in the Federation of BiH, where a notable fall in the percentage of trust by 8% has been recorded (from 57% to 49%).

The Bosnia-Podrinje Canton is an area where citizens mostly do trust the police. None of the respondents living in this area declared that they did not trust the police at all, but none trust it completely either. Canton 10 is the area with the highest percentage of respondents who declared that they do not trust the police at all. On the other hand, the Brčko District of BiH is the area with the highest number of respondents who declared that they trusted the police completely (20%), followed by the Western-Herzegovina Canton and the Una-Sana Canton (16%).

In the third round of research (conducted in 2017), confidence in the police in Bosnia and Herzegovina experienced a significant decline compared to the second round (conducted in 2016). The percentage of those who do trust it has grown from the initial 54% in the first round (in 2015) to 60% (in 2016), only to fall in the third round to 47%. The difference between the second and third rounds is a significant 13%.

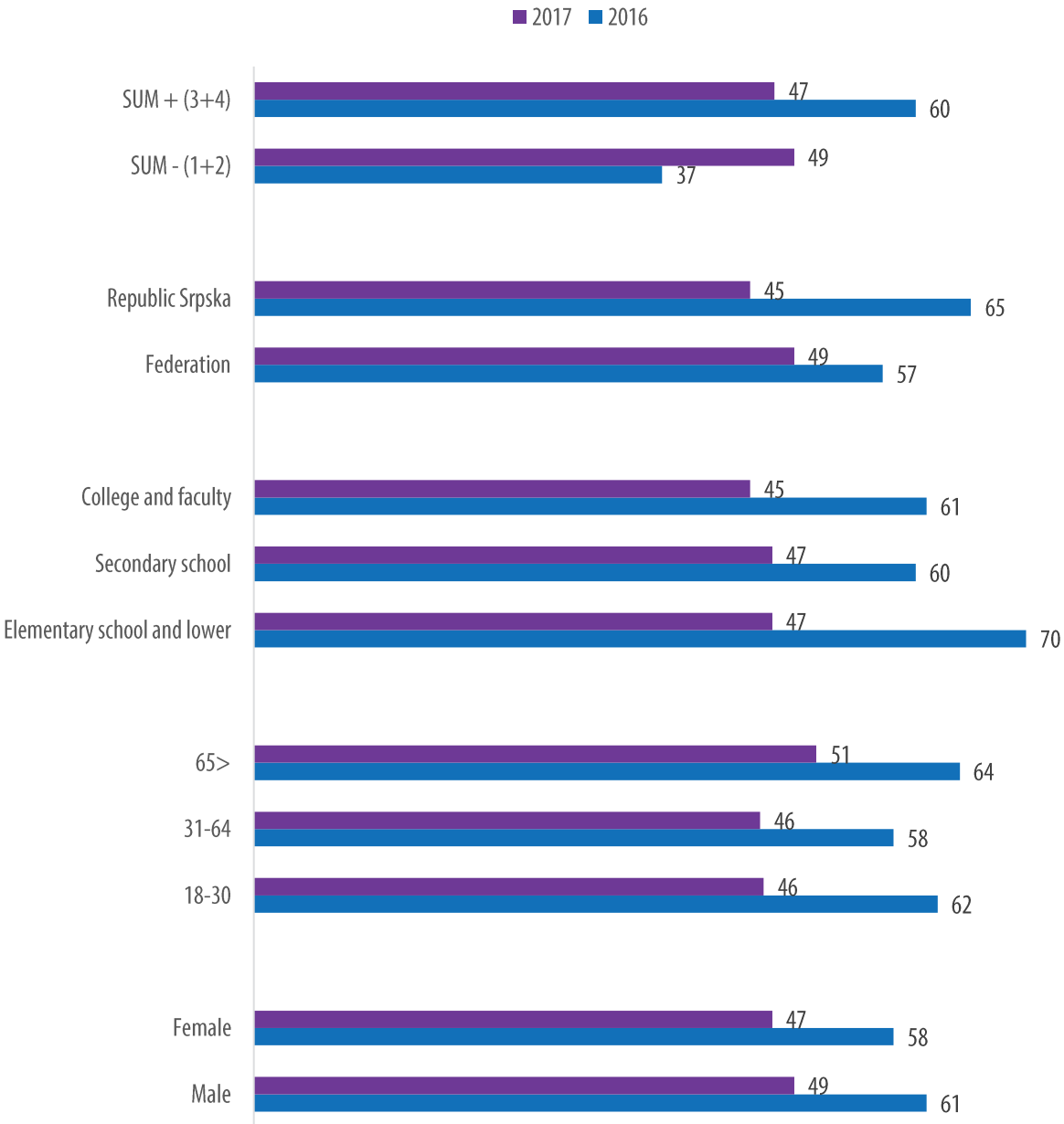
When it comes to trust in the police, the difference between the genders expectedly exists, but it is not drastic (2%). Of course, it is not unimportant that in this round of research - in relation to the second - the women trusted the police 11% less, while men trusted it 12% less.

Unlike the second round of research, when we had clear differences in the confidence expressed in relation to the police depending on the level of education of the respondents, this time there were no major differences based on education (primary school - 47%, secondary education - 47%, higher education - 45%). It is noticeable, however, that members of the eldest population trust the police the most (51%), just like in the second round, while the young and middle-aged respondents now have similar opinions.

Based on ethnicity, 51% of the Bosniak respondents in Bosnia and Herzegovina expressed the highest level trust in the police; they were followed by Croats 46%, and Serbs 45%. The least amount of trust in the police force was shown by the respondents from the category 'Other' - 59%, followed by Serbs - 51% and Croats - 48%.

Chart 3: Confidence in the police

Q: How much do you trust the following institutions in Bosnia and Herzegovina? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.



PERCEPTION OF POLICE

Policewomen are Polite and Policemen are More Prone to Corruption

A good police officer has a "hot heart, cold head and clean fingers". In practice, this means that police officers must be committed to work, brave, but also prudent and righteous. They have to be mentally stable, because in dangerous situations (e.g. while arresting robbers or hijackers, in case of a fire...) they must keep their self-control and good sense in order to be able to perform their tasks. They must be physically fit and have a clean bill of health. Success in the work of police officers depends on well developed communication skills. They require information, which they gather coming in contact with different people and in different situations. They must therefore be able to express themselves clearly, but also skillfully, in order to convince a person to help them by providing information. It is important for the police officers to be persistent and patient when collecting and processing data, and they should have a developed ability for deductive thinking. Police officers must be well acquainted with the laws and regulations, and work exclusively in accordance with them. Under no circumstances can they be people who violate the law.

How do citizens of Bosnia and Herzegovina perceive policemen and policewomen as they go on carrying out their daily duties that imply contact with citizens? Citizens of BiH perceive policemen and policewomen differently. Considering the fact that in the third round of the survey the answers to this question were open, and citizens could state any three attributes describing the police, the distribution of replies is quite uneven and diverse. There are adjectives that appear more frequently, and there are people who describe policemen and policewomen of BiH extensively.

In the second round of research (conducted in 2016), respondents described policewomen who come in direct contact with citizens using positive adjectives, such as polite, cordial and pleasant (23%), but also pretty, good looking and charming (19%). In addition to the fact that citizens describe our policewomen as polite, cordial, pretty and pleasant, they also see them as professional, experts in their line of work, and well trained (13%). A similar trend of positive adjectives remained also in the third round of research (conducted in 2017), when the percentage of respondents who described policewomen as polite, cordial and pleasant rose to 24%, while the second most frequent response concerning policewomen - pretty, good looking and charming fell by 4%. The answers describing policewomen as helpful, communicative and friendly fell to the third position (13%).

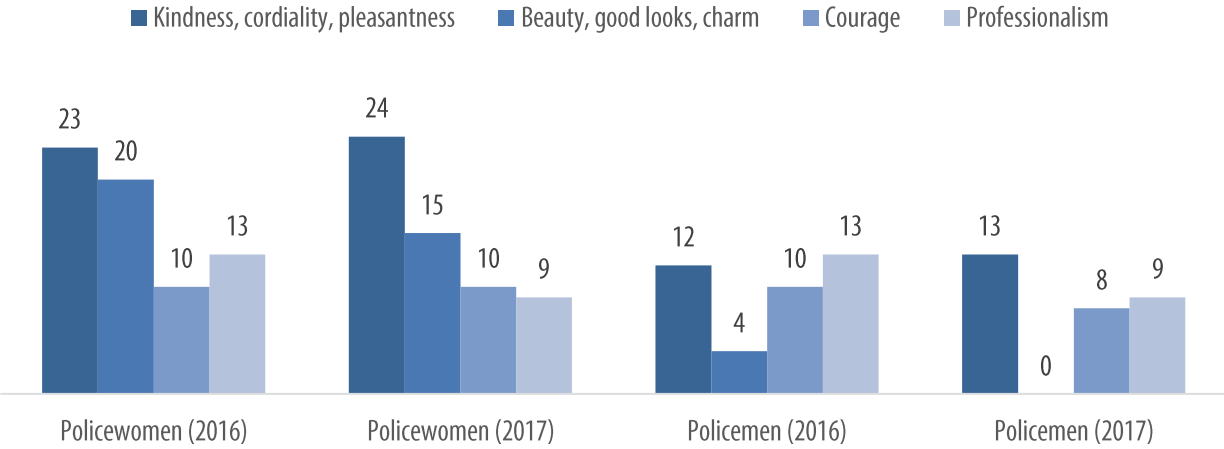
When it comes to the best description of a policeman, the percentage of respondents who describe a policeman in BiH as polite, cultured and pleasant is almost identical (13%) in this round of research to that from the previous one. The same percentage of respondents most often described police officers as serious, responsible and aware of the work that they do. The second position was taken by the descriptions of policemen as persons who are professional, experts in their line of work, and well trained (9%) and persons who protect citizens.

There is a difference between the description of male and female police officers. Thus, as opposed to the adjectives they use when describing female police officers, a significant 11% less use words such as polite and pleasant to describe male officers.

Respondents do not distinguish between policewomen and policemen when it comes to courage and determination. However, there is a statistical difference between female and male police officers when it comes to politeness, where 4% of the respondents think that policemen lack a culture and have bad manners, while there are no such descriptions of policewomen. Also, unlike policewomen, policemen are perceived as dishonest, arrogant and aggressive. The largest statistical difference between male and female police officers was noted in the description of corruptive behaviour. Thus, 12% of the respondents described policemen as persons who can be easily corrupt, while this percentage is considerably lower when citizens describe policewomen (2%).

Chart 4: Description of policewomen and policemen in direct contact with citizens

Q1: When you think of a female police officer, the one in direct contact with the citizens, how would you describe her? Please, state several characteristics (adjectives) that, in your opinion, best describe an average female police officer in Bosnia and Herzegovina. Q2: And when you think about a typical police officer in Bosnia and Herzegovina, police officer who is in direct contact with the citizens, how would you describe him? Please specify several attributes (adjectives, words) which, in your opinion, best describe the typical police officer in Bosnia and Herzegovina.



The Police Operate the Least as a Service to the Citizens

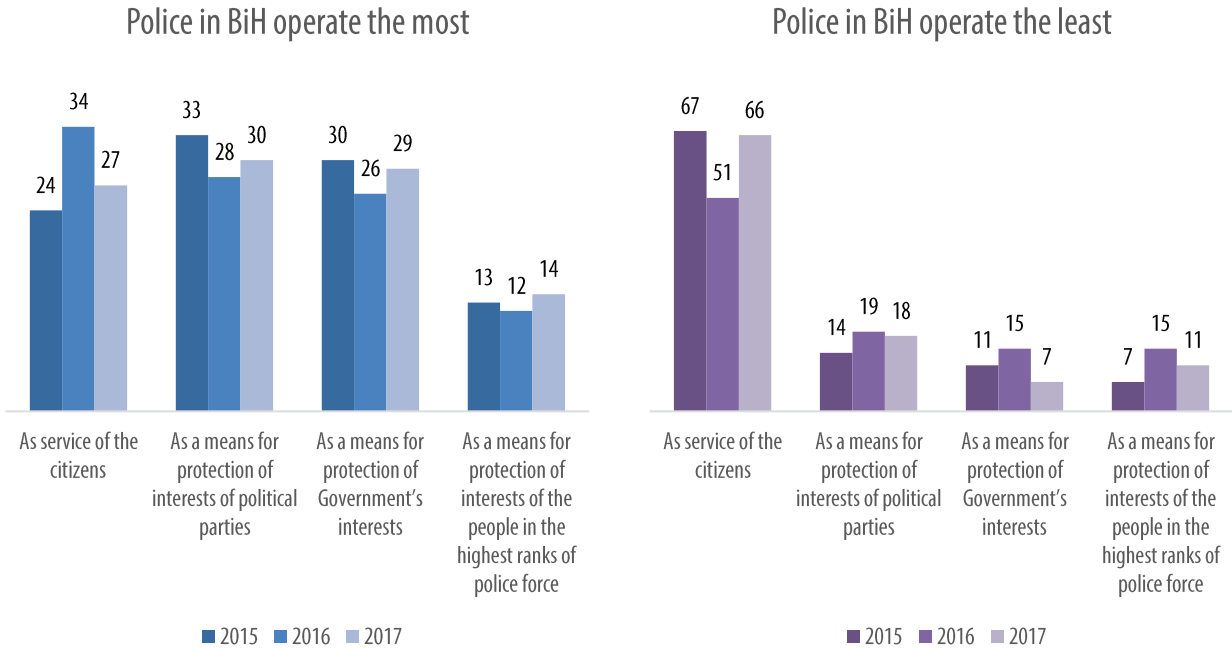
The police force is the most important instrument the state has at its disposal to protect the personal safety and other constitutionally guaranteed rights of citizens. The manner in which the police perform their duties reflects the attitude of the state towards its citizens, that is, whether they are considered equal partners or subordinated subjects. Are their problems and fears related to personal safety taken seriously or ignored? Are they considered users of a police service (clients) or are they viewed as a disturbance factor? Police work should be based on partnership between the police officers and the citizens, where partners act and work together to uncover and solve the problems within the community. The police should thus act as a force that serves the citizens.

Citizens of Bosnia and Herzegovina, however, are quite critical when it comes to the activities of the police as their service. The results of the survey show that the highest percentage of them supports the opinion that the police in BiH act as a citizens' service the least - 61% (the first round - 67%, the second round - 51%, and the third round - 66%), and that they mostly operate as a means of protecting the interests of political parties - 30% (the first round - 33%, the second round - 28%, and the third round - 30%). The view that the police in BiH act the most as a means of protecting the interests of the Government is supported by 29% of the respondents, which means that currently there are 3% more citizens with this view, compared to the second round (conducted in 2016). Unlike the second round, when 34% of the respondents believed the police to be most active as a citizens' service, the number of those who support such a view has dropped significantly in the third round (conducted in 2017). Consequently, in this round, 27% of them shared this opinion.

It is a matter of concern that in this category of responses we find a higher frequency of responses of those respondents who believe that the police in BiH act more as a means of protecting the interests of political parties (30%) than as a means of protecting those of the Government: 29% (the first round - 67%, the second round - 51%, the third round - 66%). Such a trend is noticeable in all three rounds of research and is quite irregular. The least-chosen answer is the one that the police act the most as a means of protecting the interests of the highest ranking police officials (14%).

Chart 5: The capacity in which the police operate in BiH

Q: In which of the following capacities does the police force in Bosnia and Herzegovina operate the most – as a service to the citizens, as a means to protect the interests of the interests of the Gpvernment or as a means to protect the interest of the ruling parties?



As in the second round, it is noteworthy that respondents were clearly divided into age groups regarding the capacity in which the police operate the most. The view that the police operate the most

as a service to the citizens was expressed by respondents over 65 years of age - more than one third of them. The younger respondents, those up to 30 years of age, believe that the police operates the most as a means of protecting the interests of political parties, and this percentage has increased by 4% in comparison with the second round (the second round - 31%, the third round - 35%). There was no age-related statistical difference in the percentages of respondents regarding the statement that the police mostly act as a means of protecting the Government (29%).

Significant differences between the younger and older respondents can be explained partly by the fact that young people are mostly unemployed, and employment is difficult to gain if one is not a member of the ruling political party. It is also quite possible that, while searching for a job, some of them were able to obtain sufficient evidence for their expressed opinions. The replies provided by the respondents from urban and rural areas are grouped in a similar way. Thus, almost the same number of them believes that the police mostly act as a service to the citizens; however, the percentages of those who believe that the police operate as a means of protecting the interests of the Government, political parties or the interests of the highest ranking police officials are also the same.

When the respondents' replies are analysed by region, there is a noticeable difference in their views as regards the capacity in which the police in BiH operate the most. Thus, respondents from the Bosnia-Podrinje Canton - half of them – are convinced that the police mostly operate as a service to the citizens. In the eastern part of the Republic of Srpska entity, the percentage of such responses is quite similar, but an 8% decline was recorded in the percentage of such responses in comparison with the second round of research. In the third place are the respondents from the Posavina Canton (41%), followed by those from the Sarajevo Canton (31%) and the Zenica-Doboj Canton (30%). When the third round is viewed in relation to the second, the largest drop in the percentage of such responses can be noted in the northern part of the Republic of Srpska - 26% (the second round - 54%, the third round - 28%). Respondents from the Herzegovina-Neretva Canton and Canton 10 were the most reluctant to say that the police mostly operate as a service to the citizens (9%).

Respondents from the West Herzegovina Canton were the most numerous in responding that the police operate the most as a means of protecting the interests of the Government (48%). They were followed by the citizens of the Sarajevo Canton (37%), those from the northern part of the Republic of Srpska entity (36%) and the respondents from the Herzegovina-Neretva Canton (30%).

The most frequent answer of the respondents from Canton 10 - 59% of them – is that the police operate mostly as a means of protecting the interests of political parties. This answer was selected by 50% of the respondents from the Posavina Canton, the Bosnia-Podrinje Canton and the Herzegovina-Neretva Canton. The third position is occupied by respondents from the Central Bosnia Canton (43%), the Una-Sana Canton (40%) and the Tuzla Canton (35%). Citizens of the Tuzla Canton are the most numerous in the opinion that the police operate the most as a means of protecting the interests of those in the top echelons of the police (21%). They are followed by the respondents from Canton 10 and those from the the Una-Sana Canton (18%).

Differences in the opinions of respondents based on ethnicity do exist, and are drastic in some of the replies. The highest percentage of those who believe that the police mostly act as a service to the citizens was recorded among the respondents of Serbian nationality (32%). The percentage of such responses is twice lower among the Bosniak respondents (16%), while among the Croats it is even lower (12%). Croats and Serbs are most numerous in responding that the police operate the most as a means of protecting the interests of the Government (31%). Bosniaks and Croats prevail when it comes to those who responded that the police operate mostly as a means of protecting the interests of political parties - one third - while almost one quarter of the Serbs chose this type of response. Overall, Bosniak and Croat respondents believe that the police operate the most as a means of protecting the interests of political parties, while the Serbs view them as acting mostly in the service of the citizens. It is certainly not negligible that 55% of the women expressed the opinion that the police mostly act as a citizens' service (compared to 44% of the men). The majority of the men felt that the police operate the most as a means for protecting the interests of political parties 51%, while this opinion was shared by 49% of the women.

There is a Growing Perception of Politicisation of the Police

Ensuring the existence of an environment where the police operate the most as a service to the citizens requires the development of a partnership that should be visible on a strategic (police leadership and officials of other institutions and services) as well as operational and tactical levels. Police employees and their partners in charge of solving problems on the ground should have the support of their superiors to implement joint projects. Therefore, all the participants in the social life must recognise the importance of such an approach, and, as a consequence, daily police work in the field will become easier.

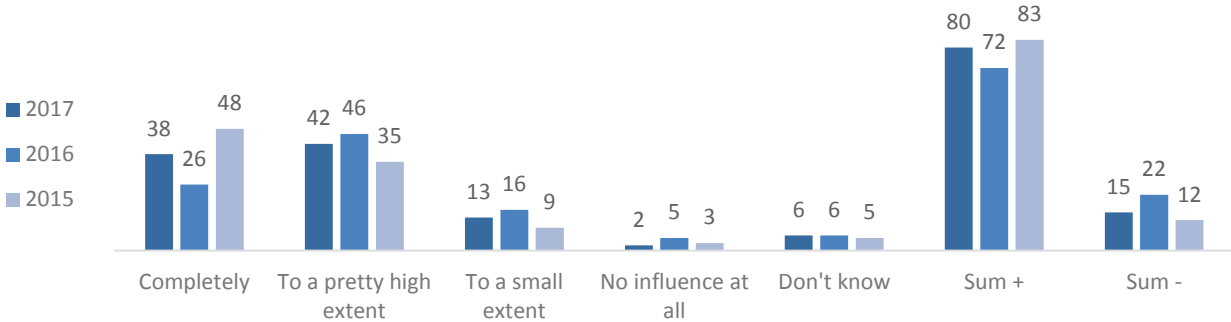
The fact that most of the respondents believe that the police in BiH operate the most as a means of protecting the interests of political parties and the least as a citizen's service provokes thought and warns about the problems that have caused these two tendencies. The percentage of respondents who point out that politicians influence police work is worrying. A significant increase in the number of respondents (12%) has been recorded in the reply that politicians have complete influence over the work of the police (the first round - 48%, the second round - round 26%, the third round - 38%). Although in this round the percentage of those who believe that politicians have considerable influence on the work of the police has decreased in this round, it is still high: 42%. On the other hand, the percentages of those who believe that politicians have no influence on police work (3%) and those who answered 'I do not know' (6%) have remained stable in all three rounds, without showing any trends. The percentage of respondents who believe that politicians have little influence on police work has fallen from 17% in the second round of research to 13%.

The percentage of those who believe that politicians exercise influence on the operational work of the police grows with the level of education, and the differences are especially expressed in the attitude 'I agree, to a fairly large extent' (citizens with elementary school 42%, with high school - 44%, with a university degree - 46%). Respondents aged 31-64 are most numerous in the view that politicians have complete influence over the operational work of the police (41%), while the young people are leading

with the opinion that this influence is quite extensive (48%). When it comes to gender relations, there are noticeable differences between men and women in the view that politicians have no influence on the operational work of the police. This opinion is supported by 65% of the women, while the percentage of men who feel the same is lower by almost one half, as only 34% of them share this view. Men are more numerous in the view that politicians have little influence on the work of the police.

Chart 6: Influence of politicians on the police

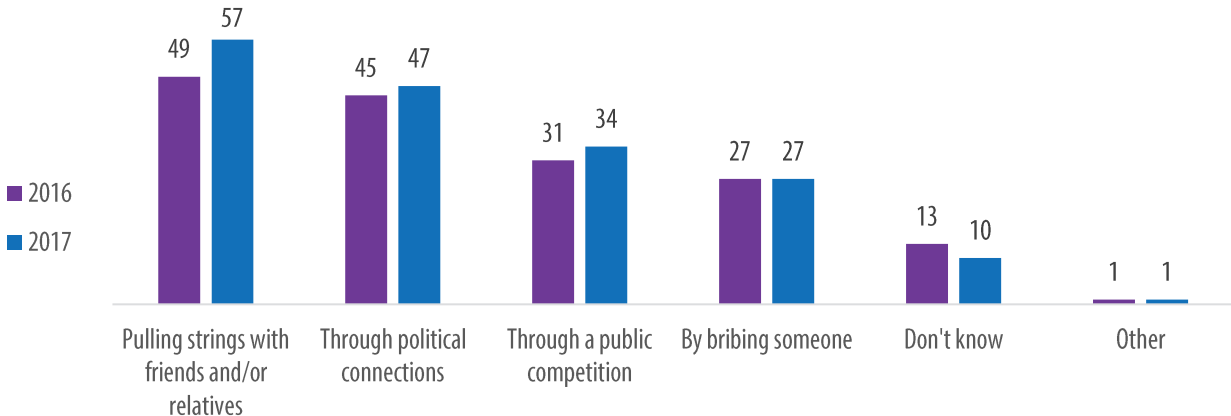
Q: In your opinion, to what extent do politicians have influence on operating work of police force?



Stable findings show that half the citizens of Bosnia and Herzegovina are convinced that the selection of candidates and employment in the police are carried out in a dishonest manner, either through friends or family connections - 52% (the first round - 49%, the second round - 54%, and the third round - 53%). The percentage of those surveyed who believe that employment in the police is gained through political ties has experienced a slight growth (of 3%) in the third round, but it is stable. Almost one third of the respondents (32%) believe that the process of employment in the police is carried in line with the law, through public competitions (the first round - 31%, the second round - 32%, the third round - 34%). The 5% rise in the number of respondents who believe that employment in the police is gained by offering someone a bribe is a cause for concern. The opinions concerning the method of selecting candidates and employing staff in the police show clear trends, recognised as stable and with a slight growth when it comes to methods that are immoral and not quite legal.

Chart 7: Employment in the police

Q: In your opinion, how are candidates selected and police officers employed?



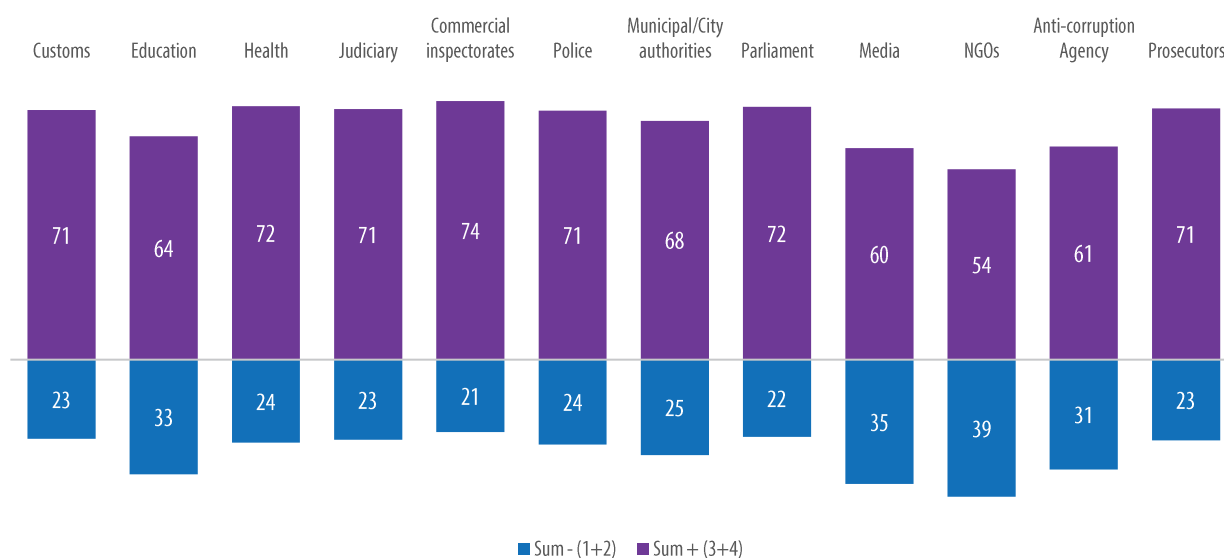
PERCEPTION OF CORRUPTION

Institutional Corruption is Ever More Present

Bosnia and Herzegovina has a wide scope of possibilities when it comes to the legal treatment of criminal offences of corruption, which are listed in four criminal codes. At the state level, there is the Criminal Code of Bosnia and Herzegovina; at the entity level - the Criminal Code of the Federation of Bosnia and Herzegovina and the Criminal Code of the Republika Srpska; while in the Brčko District there is the Criminal Code of the Brčko District of BiH.

Chart 8: Prevalence of corruption in the institutions of BiH

Q: How widespread is the corruption in the following institutions? Please answer using the scale from 1 to 4, where 1 means that it is not widespread at all, 2 means that widespread to a small extent, 3 means that it is somewhat widespread, and 4 means that it is widespread to the highest extent.



The results of the third round of research, conducted in June 2017, show a stable trend and growth in the percentage of respondents who are convinced that corruption is present in all twelve institutions assessed in Bosnia and Herzegovina - 60% (the first round - 55%, the second round - 57%, the third round - 67%). The largest number of citizens, all 74% of them, believes that inspections/inspectorates lead when it comes to corruption. Measured by the the presence of corruption, health care institutions and the Parliament are in the second position (72%). The third position is shared by four institutions that should actually serve as a barrier to corruptive behavior: the police, the judiciary, the Prosecutor's Office and the customs (71%). In the fourth place are the municipal/city authorities (68%), the education system (64%), the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption and t hmedia (60%) while the NGOs are placed last (54%). These results lead us to the conclusion that there is a need for urgent reform, which should contribute to a more efficient fight

against corruption. Under conditions such as these, it is obvious that Bosnia and Herzegovina is losing the fight against corruption in all the segments of social life.

The Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption received the highest increase in the perceived presence of corruption in the third round, in comparison with the first (22%); it is followed by the media and non-governmental organisations (16% each), and the police and education institutions (14% each).

In the first round, the percentage of respondents who believed that corruption is prevalent in the police was 57%; in the second round it had increased by 6%, and in the third round the increase became even more significant - 14%. In all three rounds of research, there has been a growth in the percentage of respondents who believed that corruption is prevalent in the police, and it has now reached 71%. Although in the third round the percentage of respondents who believe that corruption is present, but to a small extent, remained at the level of the second round (41%), the percentage of respondents (9%) who believe that corruption in the police is widespread to the highest level is worrying. Nearly one-third of the respondents believe this to be true. In the first two rounds, one third of those surveyed thought that corruption was not widespread in the police, while in the third round this number fell to one-quarter of the respondents. Positive responses regarding the prevalence of corruption most frequently involve commercial inspectors (74%), the health care system and the Parliament (72%).

Unlike the second round, when it was the youngest respondents (18-30 years of age) that saw corruption in the police as widespread, in the third round this attitude was most common among the respondents aged 31 to 64.

In the third round of research we have encountered a proper trend of growth of negative responses, in contrast to the second round when research percentages showed an uneven trend of negative responses growing with the respondents' level of education. The percentage of the citizens who believe that corruption is prevalent in the police does grow with their level of education. Thus, the largest number of respondents with a university degree believes that corruption in the police is present to the highest degree (36%), while this opinion is shared by 23% of those who never finished high school. Respondents with completed elementary education are most numerous in the opinion that corruption in the police is not widespread at all (15%). Much like in the second round of the survey, there are no significant statistical differences in the responses provided by men and women when it comes to the prevalence of corruption in the police.

Traffic Police and Border Police are Still Perceived as the Most Corrupt

The assessment of corruption in the police is based on the perception of the prevalence of corruption within the individual organisational units. The percentage of respondents who see corruption as widespread in all seven evaluated police units shows an increase in the percentage of corruption perceived in all the parts of the police force. In the third round, compared to the second, the highest increase in the perceived prevalence of corruption was recorded in the special police unit, where it went from

33% to 47%. This trend is followed by the administration/administrative affairs (employees charged with the issuance of personal documents) with 12%, and the criminal police and the closest associates of the Minister of the Interior with the recorded growth of 11%.

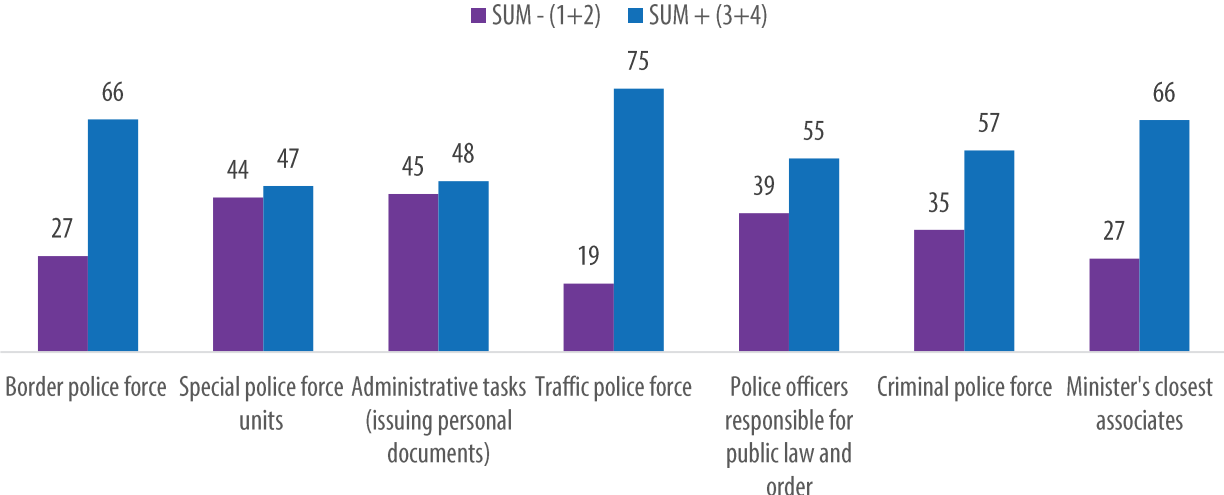
The growth in the numbers of respondents who perceived corruption in the police was recorded in all three rounds of research. This trend is most noticeable concerning the traffic police, which – in comparison with the first round – has experienced a growth rate of almost one third (the first round - 43%, the second round - 67%, the third round - 74%). Thus, in the third round of research the respondents perceived the traffic police as the most corrupt organisational unit of the police (74%), followed by the border police and the closest associates of the Minister of the Interior (66%).

It is interesting to note that in the second round of the survey the respondents perceived the closest associates of interior ministers as third-placed when it came to prevalence of corruption (55%), while in the third round they share the second position with the border police (66%). It is alarming that more than half the respondents believe that corruption is widespread in five of the evaluated parts of the police force (the traffic police, the border police, the closest associates of the Minister of the Interior, the criminal police and the police in charge of public order and peace). Special police units and those in charge of administrative affairs (the issuance of identity documents) are viewed this way by close to half of those who participated in the survey.

Respondents believe that special police is the unit with the highest level of integrity, immediately followed by the unit in charge of issuing personal documents. Thus, one quarter of the respondents believe that corruption in the special police is not widespread, while almost one third of them believe that it is but only to a small extent. Almost one third (31%) of the respondents believe the same about the administrative staff and the police officers in charge of public peace and order.

Chart 9: Prevalence of corruption within the police

Q: How widespread is corruption in the following police force units? Please use the scale from 1 to 4, where 1 stands for Not widespread at all, 2 Slightly widespread, 3 Somewhat widespread, and 4 Widespread to the highest level.



FIGHT AGAINST CORRUPTION

Citizens Are Not Willing to Report Corruption

As is it a prerequisite for a successful fight against corruption, it is extremely important that citizens be willing to report cases of corruption in the police. Stable findings show that one in two citizens of Bosnia and Herzegovina would not be willing to report a case of corruption regardless of whether they were asked to disclose their personal data or not (national personal ID number, address, etc.) - 50% (the first round - 50 %, the second round - 50%, the third round - 50%). The cause for such lack of willingness to report corruption has not been addressed in this survey, but we can assume that the main reason is the fear of possible consequences.

In the third round of research, the percentage of respondents who were willing to report cases of corruption in the police suffered a decline compared to the second round (6%). There is no significant statistical difference among the respondents who have said that they would report a case of corruption in the police regardless of whether they were asked to disclose their personal data or not. More than one third of them would be willing to report cases of police corruption. Analysing the positive attitude toward reporting corruption regardless of whether one was asked to reveal their personal data or not, a significant decline was noted the percentage of the respondents who said that they would be willing to report. In the first round (2015), the percentage of such respondents was the highest (43%); in the second round 38% of the respondents indicated their willingness to report corruption in the police, while in the third round almost a third of them stated that they would report it (32%). On the other hand, there has been an increase in the percentage of respondents who chose not to answer this question (7%).

The difference between the genders when it comes to reporting cases of police corruption with the disclosure of personal data is not significant. In the case of anonymous reporting, however – it is drastic: one third of the male respondents would report a case of corruption anonymously, as opposed to one-fourth of the female respondents. It is worth highlighting the differences in responses depending on the level of education and the manner of reporting corruption. Respondents with a primary school education are the most numerous among those who are willing to report corruption even if required to disclose their personal data, while the highest percentage of citizens with a secondary education would do so anonymously. The highest number of respondents who would not report corruption if they were required to disclose their personal data are in the group with the secondary school education, while the respondents without a primary education mostly say that they would not report corruption even if they could remain anonymous. Respondents living in the Federation of BiH are more willing to report corruption than respondents from the Republic of Srpska (43% and 21%, respectively).

When we analyse the percentages according to age and willingness to report corruption while disclosing personal data, we can say that there are no significant differences. Nearly one-third of the respon-

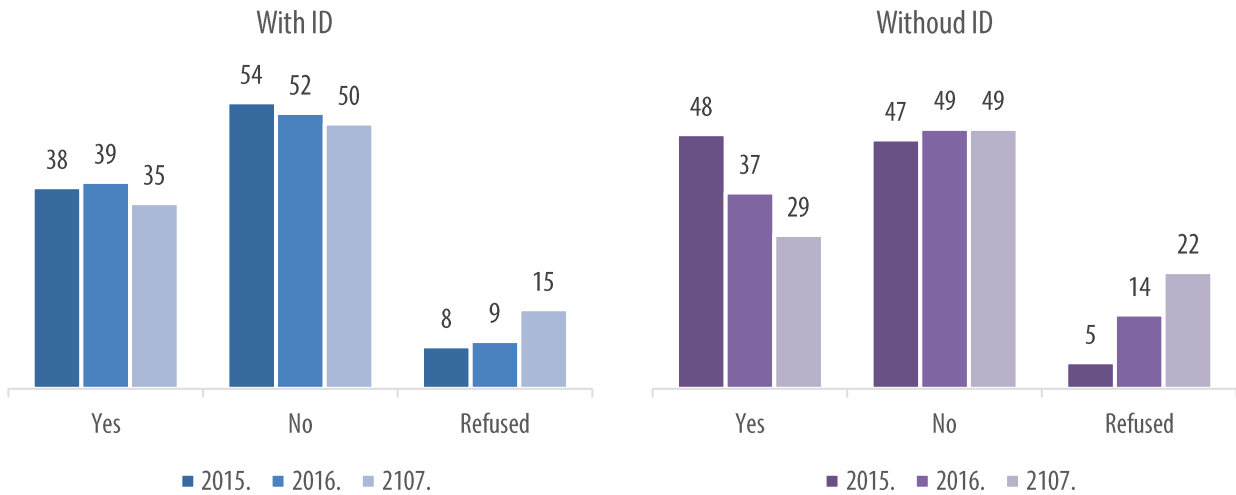
dents of all ages are willing to report corruption. However, by correlating the age of those willing to reporting it anonymously, one can easily notice the difference between the age groups. Thus, the oldest respondents are most interested in the anonymous reporting of corruption (65 years and older - 33%). They are followed by the youngest respondents (18 to 30 - 29%) and those from 31 to 65 (27%). Ambivalence of the respondents when it comes to reporting cases of corruption in the police (22%) best illustrates the public's picture of police work, that is, their disappointment and lack of interest in it.

Among the citizens who claim that they would be willing to report a case of police corruption there is a somewhat clear idea of where such a case should be reported. In the opinion of the citizens, a case of police corruption should be reported to the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption or someone in the police itself, yet very few citizens see the internal control of the police (more precisely, the Professional Standards Unit) as the authority to whom they would first report a case of corruption in the police. Also, non-governmental organisations, which lately have engaged in numerous anti-corruption activities, are not recognised by the public as a contact point for citizens seeking to report corruption.

Unlike the second round, when the majority of the citizens (one in four - 26%) said that the first place they would report police corruption to was the local police station, this is no longer the case. In the third round, citizens most often chose to report corruption to the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption (27%). Police station chief (22%) was selected as the second option, followed by the local police station as third (17%). The percentage of respondents who declared that they would first report a case of corruption in the police to the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption has continued to show a growth trend in the third round. Every fifth respondent would report a corruption case to a police station chief, while every tenth would do it through the media. In the collective sample, the number of those who would report a case of corruption in the police to the Professional Standards Unit or a non-governmental organisation is negligible (4%).

Chart 10: Reporting corruption

Q: To whom would you first report a case of corruption in the police force? Who else?



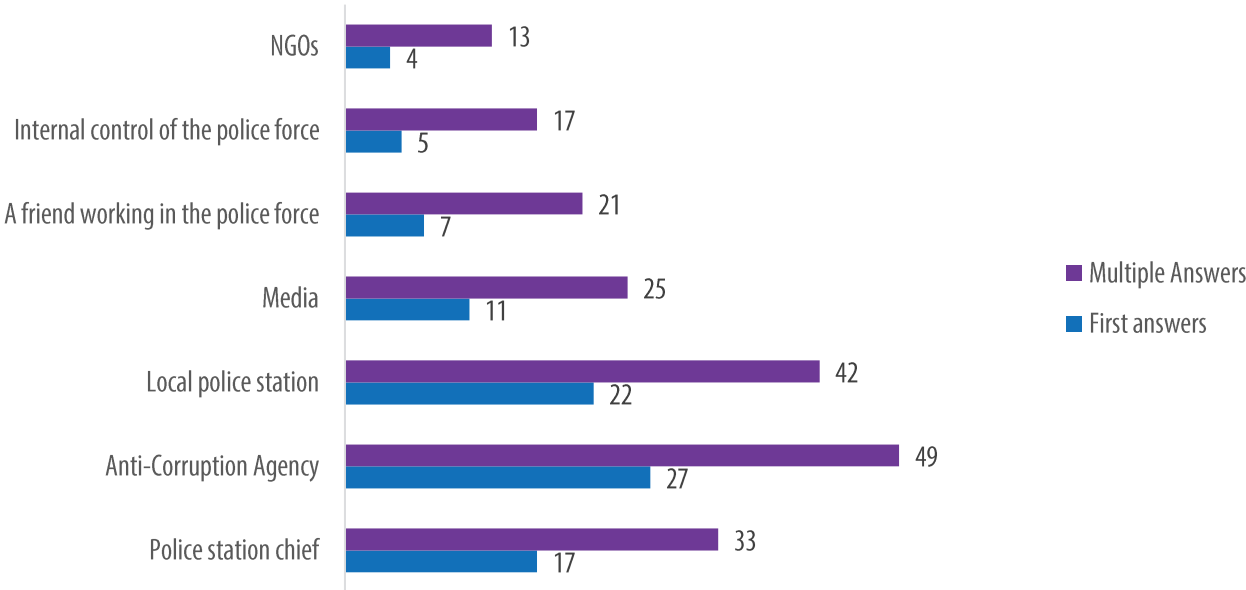
Stricter Sanctions for Corrupt Police Officials

In the selection of first-ranked measure perceived as most needed for preventing corruption in the police, there is a difference in the percentage of respondents in the first and second round of research, compared to the third. In the first and second rounds, citizens of BiH saw the change of penal policy as the most needed mechanism to prevent corruption, while in the third round they opted for more frequent sanctioning of corrupt police officials (20%), while as a second measure they stated the need to enforce strict punishment of perpetrators (17%). The percentage of those interested in more frequent sanctioning of corrupt police officials has risen in the third round by a significant 7% in comparison with the first round, while the percentage of those who saw the need to enforce strict punishment of perpetrators has returned to that shown in the first round (17%). The respondents believe that the third most important activity for preventing corruption in the police is the political will of the Minister and police managers to solve the problem (13%). This percentage of respondents has remained stable throughout all three rounds of research. In the second round, increasing the salaries of police officers placed fourth, while the fifth position was taken by the option that involved encouraging citizens to report corrupt police officers. The third round brought changes to these positions: increasing the salary of police officers fell to the fourth position, and encouraging citizens to report corruption is now in the third position.

Establishing new bodies to prevent corruption in the police and greater incentives for police officers to report corrupt colleagues are perceived by the respondents as the least needed activities when it comes to contributing to the prevention of corruption in the police. The percentage of these responses remained stable in all three rounds of research (the first round - 6%, the second round - 7%, the third round - 6%).

Chart 11: Most needed to prevent corruption in the police – in 2015, 2016 and 2017

Q: What do you consider most necessary for preventing corruption in the police force?



Internal Control as a Means to Stop Corruption in the Police

As regards the issue of which of the 11 listed institutions should fight corruption in the police, in the third round of the survey the highest number of respondents (almost one fifth, or 18%) answered that this was the task for the internal police control. This percentage is different when compared to the second and first rounds of research, when most respondents believed it was the job of the Government (22%). In the third round the percentage of such responses dropped by 6%, and the Government is now ranked second. The third position, that is, the answer that the Minister of Interior should be the one to lead the fight against corruption in the police, yielded a stable percentage of 11% in all three rounds of research. The Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption is fourth (10%).

Such ranking of institutions that should fight corruption in the police suggests that citizens believe that resolving the issue of corruption should first be defined through internal control mechanisms in the police itself and that internal control, together with the Minister of Interior, should be the initiator of the Government's anti-corruption activities. Basically, the public sees quite realistically which institutions should primarily fight corruption in the police, as inspections and internal controls represent the first barrier to corruptive activity. Also, denial of support for such activities by the Government or the Minister of the Interior limits the ability of the internal control to impose itself as one of the priority authorities, by fighting corruption in its own ranks.

We find interesting the fact that citizens do not see the Prosecutor's Office as the institution that should lead the fight against corruption in the police; instead, they perceive its importance as almost the same as that of non-governmental organisations. The number of respondents who believe that the fight against corruption in the police is the job of the international community is 3% higher, and it is higher than it was in the first round. Also in the third round, compared to the second, there were more respondents who thought that it was a job for non-governmental organisations, but their number has yet to reach the percentage recorded in the first round (5%).

Chart 12: Institutions that should fight corruption in the police – in 2015 and 2016

Q: Please take a look at the following list of institutions and tell me which institution should be the first to fight corruption in the police force.



Looking at all three rounds of research, when it comes to the institution which ought to lead the fight against corruption in the police, the highest growth trend was noted regarding the internal control of the police: a significant 15%, compared to the first round of research conducted in 2015 (the first round - 3%, the second round - 17%, and the third round - 18%). Consequently, this institution was the citizens' first choice among the authorities that should lead the fight against corruption in the police ranks. The percentage of respondents who believe that the Agency for the Prevention of Corruption and the Coordination of the Fight against Corruption is the institution that should play the leading role in the fight against corruption in the police is identical to that of respondents who are completely uninterested in this topic (10%).

Civil Society Should Participate in the Fight against Corruption

As mechanisms for combating corruption within the police, such as internal control, are somewhat inefficient or unknown according to the opinion of those who participated in the survey, it is important to analyse in greater detail the role the citizens would assign to non-governmental organisations.

As in the second round of research, most of those surveyed in the third round give a clear picture of the role of non-governmental organisations in the fight against corruption. More than half of them (52%) believe that NGOs should participate in the fight, either on their own or in cooperation with the state. The differences that turned up in the third round have to do with how non-governmental organisations should act in the fight against corruption. Thus, more than one-third of those surveyed (unlike in the second round - slightly more than one quarter) believe that NGOs should participate in the fight against corruption directly (34%). The results suggest growth of 7% in the replies of respondents who think this way, while on the other hand we have an identical fall in the percentage of respondents (7%) who believe that the role of non-governmental organisations in the fight against corruption is to cooperate with the state. However, the respondents - as in the previous, second round - remain divided over the actual role of non-governmental organisations in the fight against corruption.

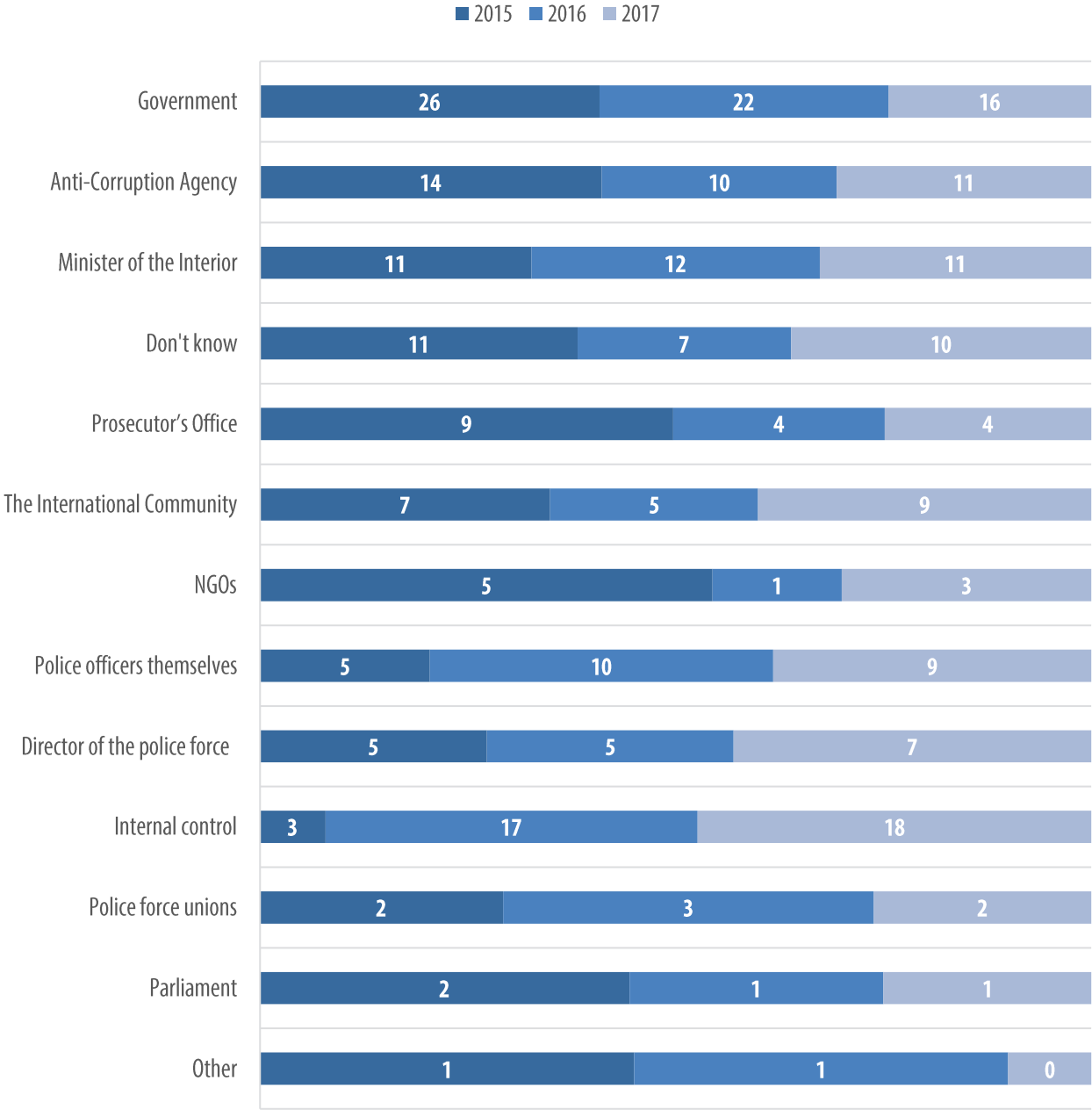
Thus, slightly more than one-third of the citizens (34%) believe that non-governmental organisations should directly participate in the fight against corruption, while almost twice as many are convinced that NGOs should do it in cooperation with the state (18%). The number of respondents who believe that the role of non-governmental organisations should be the promotion of the ethical work of institutions is the lowest (5%). The percentage of those undecided is not negligible, and it has remained where it stood after the second round of research (12%).

We find the results obtained in the third round of research concerning the role of non-governmental organisations in the fight against corruption quite interesting, as they indicate the growth of the percentage of respondents feel that NGOs should participate in the fight against corruption directly. The percentage of such responses in the first and second rounds was 25%, but a significant increase was noted in the third round: 34% (the first round - 25%, the second round - 26%, the third round - 34%). Also, statistical differences in all three rounds of research are also noticeable in the second-ranked opinion. In the second round, the frequency of responses that non-governmental organisation should

cooperate with the state was the highest (25%). In the third round we see a decline of such responses to 18%, which is 2% less in comparison with the first round of research (the first round - 20%, the second round - 25%, the third round - 18%). As regards the third-ranked response, there have been no significant statistical differences between the three rounds of research; the percentage of these responses is stable (17%).

Chart 13: The role of civil society in the fight against corruption

Q: People have different opinions on the role of NGOs in the fight against corruption. Bearing this in mind, what role do you think NGOs should have in the fight against corruption?



METHODOLOGY FRAMEWORK

Location	Bosnia and Herzegovina
Time	June 2017
Data collection method	Face-to-face, in the respondents' homes
Sampling frame	The citizens of Bosnia and Herzegovina who are 18 years of age and over, who permanently resided in the territory of Bosnia and Herzegovina at the time of the survey
Size of sample	1,000
Type of sample	Three-stage random representative stratified sample
Stratification	Performed by region, type of settlement, gender, age and level of education
Sampling error	$\pm 3.31\%$

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