

# THE CITIZENS' OPINION OF THE POLICE FORCE

**The Comparative Analysis of Public Opinion  
Surveys Conducted in Albania, Bosnia and  
Herzegovina, Montenegro, Kosovo, Macedonia  
and Serbia**

**September, 2016**



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### **PUBLISHER**

Belgrade Centre for Security Policy  
Address: Đure Jakšiča 6/5, Belgrade  
Tel: +381 11 3287 226  
E-mail: [office@bezbednost.org](mailto:office@bezbednost.org)  
[www.bezbednost.org](http://www.bezbednost.org)  
[www.pointpulse.net](http://www.pointpulse.net)

### **AUTOR**

Sofija Mandić

### **EDITOR**

Saša Đorđević

### **TRANSLATION**

Alisa Koljenšić Radić

### **DESIGN AND LAYOUT**

DTP Studio

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# TABLE OF CONTENTS

<b>LIST OF CHARTS AND TABLES .....</b>	<b>4</b>
<b>ABOUT THE SURVEY .....</b>	<b>6</b>
<b>SUMMARY .....</b>	<b>7</b>
<b>TRUST IN INSTITUTIONS.....</b>	<b>8</b>
Citizens have the highest level of trust in the educational system.....	8
Citizens of Montenegro trust the police the most .....	10
<b>PERCEPTION OF THE POLICE .....</b>	<b>12</b>
Policewomen are polite and good looking .....	12
Police employment through friends and relatives .....	13
Belief that police operates as a service to citizens has increased .....	15
Most citizens believe that politicians influence the work of the police.....	17
<b>PERCEPTION OF CORRUPTION .....</b>	<b>19</b>
The judiciary is most corrupt .....	19
Every other citizen in the region believes that the police is corrupt .....	20
Border and traffic police officers are most corrupt .....	21
Citizens of Macedonia are most willing to report corruption .....	23
<b>FIGHT AGAINST CORRUPTION .....</b>	<b>23</b>
Strict sanctions required to reduce corruption .....	26
Civil society should participate in the fight against corruption .....	29
<b>THE METHODOLOGY FRAMEWORK .....</b>	<b>31</b>

# LIST OF CHARTS AND TABLES

Chart 1: Institutions in which the citizens of the Western Balkan countries have the highest confidence .....	7
Chart 2: Institutions in which citizens of the Western Balkans have no confidence.....	8
Chart 3: Citizens' trust in the police in the region.....	10
Chart 4: Average image of a policewoman of the citizens' of the Western Balkans .....	11
Chart 5: Average image of a policeman of the citizens' of the Western Balkans .....	12
Chart 6: What citizens of the Western Balkans think of the method of employment in the police.... 13	
Chart 7: What citizens of the Western Balkans think of the method of employment in the police (individually) .....	14
Chart 8: In whose interest the police operate the most (first answer).....	15
Chart 9: In whose interest the police operate the most (multiple answers) .....	15
Chart 10: In whose interest the police operate the most (individually).....	16
Chart 11: Influence of politics on the operative work of the police .....	17
Chart 12: Influence of politics on the operative work of the police (individually) .....	17
Chart 13: Relationship between the perception of trust in the police and perception of corruption in the police.....	19
Chart 14: Most corrupt parts of the police (3+4).....	20
Chart 15: Least corrupt parts of the police (1+2) .....	21
Chart 16: Willingness to report corruption if required to provide personal data .....	22
Chart 17: Willingness to report corruption if required to provide personal data (individually) ...	23
Chart 18: Willingness to anonymously report corruption .....	23
Chart 19: Reporting corruption in the police (individually).....	24
Chart 20: The most common choice for reporting police corruption.....	24

Chart 21: The most common choice for reporting police corruption (individually) .....	25
Chart 22: Measures most needed to reduce corruption in the Western Balkans .....	26
Chart 23: Measures most needed to reduce corruption in the Western Balkans (individually) ....	27
Chart 24: Those believed by the citizens of the Western Balkans to be responsible for the fight against corruption in the police .....	28
Chart 25: The role of civil society in the fight against corruption .....	29
Table 1: The most significant changes in the confidence in institutions in 2015 and 2016.....	9
Table 2: Prevalence of corruption in institutions in the Western Balkans .....	18

# ABOUT THE SURVEY

The second 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 was conducted in April 2016 by IPSOS Strategic Marketing, on a representative sample of 6,000 adult persons, male and female citizens of Albania, Bosnia and Herzegovina, Montenegro, Kosovo, Macedonia and Serbia. A questionnaire was used as a research instrument. In Albania, Bosnia and Herzegovina, Montenegro, Kosovo and Serbia interviews were conducted using the "face to face" technique, which involves direct contact with respondents, while computer-assisted telephone survey was used in Macedonia.

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), 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.

The project is supported by the European Union through the programme Fostering Civil Society under the Instrument for Pre-Accession Assistance (IPA). The content of this report is the sole responsibility of the Belgrade Centre for Security Policy (BCSP) and the views expressed in this document are not necessarily those of the European Union.

# SUMMARY

Citizens of the Western Balkans have a high level of trust and confidence in the education system, the health system and the police. However, even in the case of institutions they trust most – such as the police, trusted on average by 58% of the population – many believe that they cannot be relied on. Representative bodies (the Parliament), the judiciary, the prosecutors' offices and the media are trusted the least. In comparison with the survey conducted in 2015, trust in most key institutions has increased.

The respondents see the average policewoman first as polite and good looking, and only then as a professional ready to perform her job. Male members of the police force are associated primarily with their professional engagement – protection of citizens, someone who is strong and trustworthy – and to some extent with behaviour and method of communication, whereas assessments concerning their physical appearance are completely absent.

Citizens of the Western Balkans believe that the dominant mode of employment in the police is through friends and relatives, political affiliation, or by giving bribes. Many of them also believe that police officers operate mainly to protect the interests of the government, political parties and police officials, and only then those of the citizens. Similarly, they believe that politicians have a strong influence on the operational decision-making in the police.

Although more than half the citizens have confidence in the police, this institution is simultaneously also considered deeply corrupt. This suggests that corruption is perceived as something that is acceptable and normal. Awareness of corruption in the police thus persists together with a sense of trust, without these two perceptions excluding each other. Border and traffic police are believed to be the most corrupt, together with the close (political) associates of ministers of interior affairs. Special police units are viewed as least vulnerable to corruption.

Citizens are divided in their opinions as to whether they would or would not report corruption, and those who would do it would first contact the local police station or its chief. Citizens believe that repressive measures would be most effective for preventing corruption. They also believe that the Government, the Minister of Interior Affairs and the internal police control should be the first to address this problem.

Respondents recognise civil society as actors in the fight against corruption, but mostly as direct actors and associates of the state in this task. Only then do they recognise their contribution through research, documentation and protection of victims of corruption.

# TRUST IN INSTITUTIONS

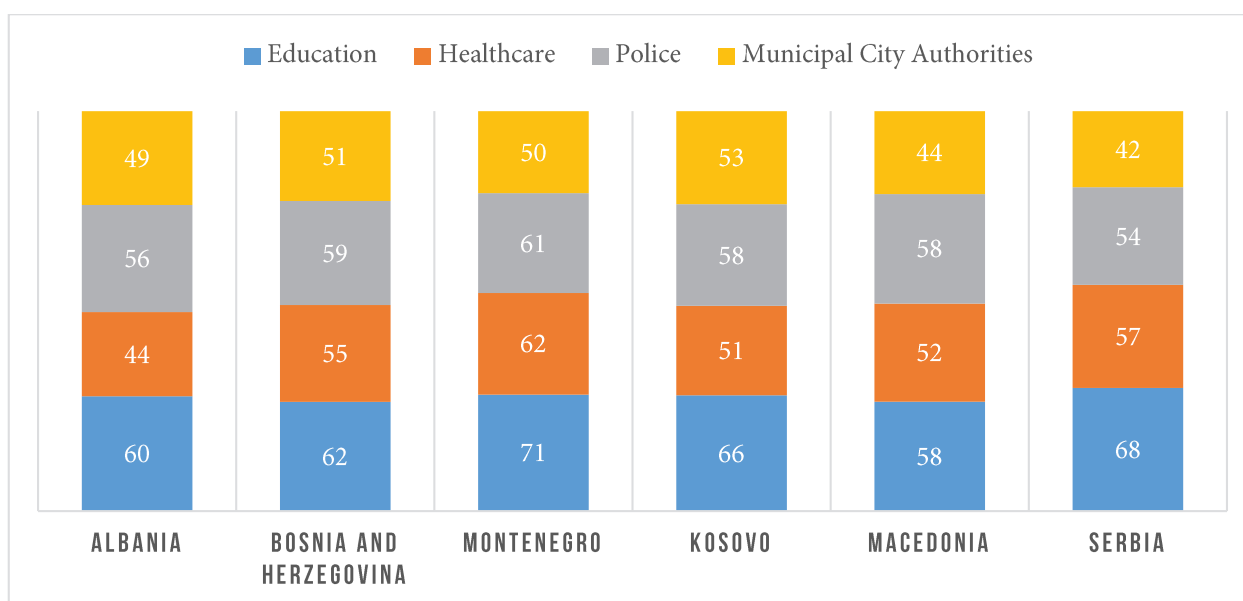
## Citizens have the highest level of trust in the educational system

The beginning of the survey served to discover the level of citizens' trust in the institutions they most frequently encounter and most often need in their everyday lives. These are the education and health system institutions, the judiciary, the local authorities, the police and the customs. In addition, there are also institutions that citizens contact less often or indirectly – such as the representative bodies (the Parliament), the media, NGOs, mechanisms for combating corruption, the prosecutors' offices and the market inspectorates. All of them, together, form the foundation of a system that is required to keep the citizens informed, provide them with specific services, or protect them when the need arises.

Citizens of the Western Balkans all provide almost completely the same answers when it comes to trust in institutions (Chart 1). They list education, health, police and local government as most reliable. Without exception, they list education as the institution they trust the most, and the level of confidence is the highest in Montenegro (71%) and Serbia (68%).

### CHART 1: INSTITUTIONS IN WHICH THE CITIZENS OF THE WESTERN BALKAN COUNTRIES HAVE THE HIGHEST CONFIDENCE

Q: How much do you trust the following institutions? 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.



However, it is necessary to take into account the fact that institutions of the health system, the police and the local government, although cited as most trusted, still continue to cause distrust in a signifi-

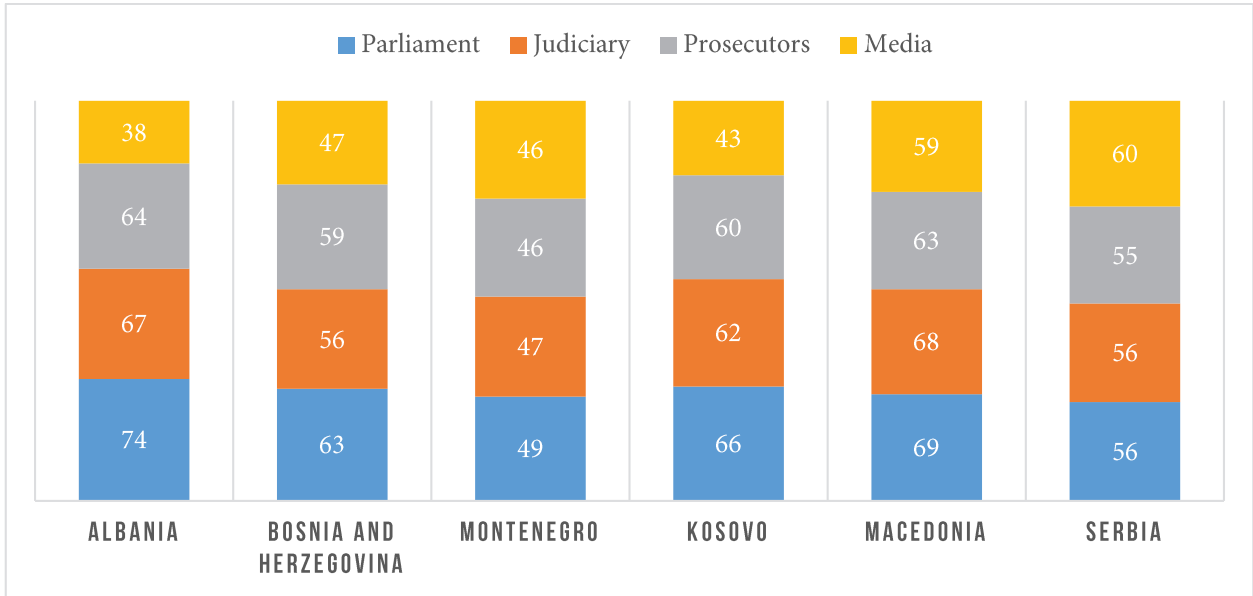


cant number of citizens. A good example is the police, trusted on average by 58% of the citizens in the region. However, over 40% of the population still does not share this opinion, which leaves little room for complacency.

There is also a high degree of agreement when it comes to ranking the institutions in which the citizens have the least confidence. There is a lack of trust towards political institutions, i.e. those that are supposed to operate independently and/or autonomously. Thus, a high degree of distrust was expressed regarding the Parliament, the judiciary, the prosecutors’ offices and the media (Chart 2).

**CHART 2: INSTITUTIONS IN WHICH CITIZENS OF THE WESTERN BALKANS HAVE NO CONFIDENCE**

Q: How much do you trust the following institutions? 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.



These are, simultaneously, the institutions believed by every third citizen to be deeply corrupt. The complexity of this result is further compounded by the fact that these institutions should be the ones that are primarily engaged in the prevention and fight against corruption. This applies particularly to the judiciary and prosecution, as well as the media, as they play an important role in disclosing cases of corruption. In relation to these institutions Montenegro stands out. There - although high – distrust is considerably lower than in other countries - under 50% for all the listed institutions.

As regards the biggest changes in comparison to 2015, institutions made the most significant progress in the eyes of the citizens of Kosovo, Bosnia and Serbia, while minor changes in confidence have been recorded in Montenegro (Table 1). Albania and Macedonia were not included in the study in 2015.

**TABLE 1: THE MOST SIGNIFICANT CHANGES IN THE CONFIDENCE IN INSTITUTIONS IN 2015 AND 2016**

Q: How much do you trust the following institutions? 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.

	YEAR	SERBIA	MONTENEGRO	BOSNIA AND HERZEGOVINA	KOSOVO
EDUCATION	2015	60	72	56	56
	2016	68	72	62	66
POLICE	2015	52	58	54	56
	2016	54	62	60	66
HEALTH	2015	45	55	46	47
	2016	57	63	55	51
MEDIA	2015	31	50	48	41
	2016	38	51	50	55
MUNICIPAL/CITY ADMINISTRATION	2015	39	52	46	35
	2016	43	51	51	53
CIVIL SOCIETY	2015	31	55	49	38
	2016	37	47	53	53
CUSTOMS	2015	36	50	37	32
	2016	40	46&	40	43
PROSECUTORS' OFFICES	2015	36	45	30	26
	2016	42	59	36	38
ANTI-CORRUPTION AGENCY	2015	42	40	40	28
	2016	43	44	38	38
JUDICIARY	2015	33	44	32	27
	2016	41	48	39	36
MARKET INSPECTORATES	2015	28	42	28	26
	2016	36	45	36	38
PARLIAMENT	2015	34	46	27	22
	2016	40	46	32	31

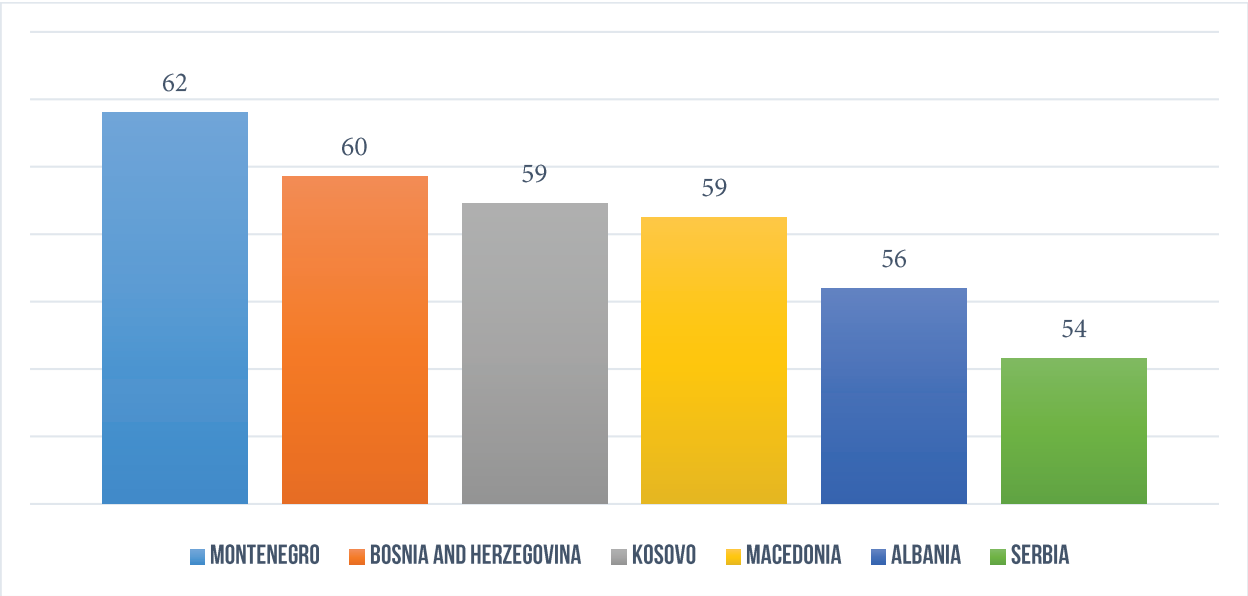
## Citizens of Montenegro trust the police the most

As regards trust in the police in the Western Balkans, it placed second - with 58%, just behind the education system. They are followed by the health system, the media, the local authorities, non-governmental organisations and the customs – which are all trusted by more than 40% of the population.

Taken individually, the respondents' replies are astoundingly similar. Citizens of Montenegro (62%) and BiH (60%) trust the police slightly more. Citizens of Serbia and Albania (54 and 56%) have the lowest level of confidence in the police in the region, while the confidence of respondents in Kosovo and Macedonia is about average - 59%. (Chart 3).

**CHART 3: CITIZENS' TRUST IN THE POLICE IN THE REGION**

Q: How much do you trust the following institutions? 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 THE POLICE

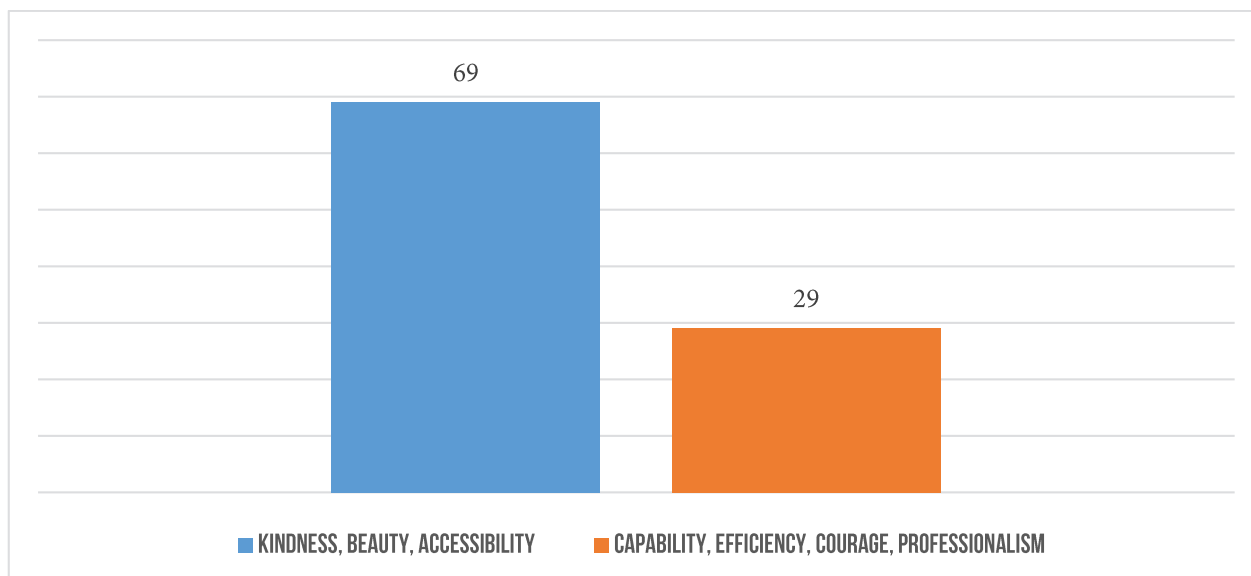
## Policewomen are polite and good looking

The survey shows that more than half of the citizens of the Western Balkans have confidence in the police as an institution. This opinion was supplemented by the descriptions of the average policeman and policewoman. As the question was open-ended, subjects provided highly varying answers. However, some of them were given much more frequently than others.

Describing a female police officer in direct contact with citizens, respondents on average (ten most numerous responses) said that she was polite/pleasant/warm (17%); beautiful/good looking/charming (16%); that she evokes positive associations (11%); that she is willing to help and is cultured (10%). Policewomen are perceived as capable/efficient at work (10%), courageous (9%) and professional (9%). If we look at the average responses, we can see that professional work of women in the police and their job-related readiness is not in the forefront, and that it is, instead, their physical appearance and behaviour (Chart 4).

### CHART 4: AVERAGE IMAGE OF A POLICEWOMAN OF THE CITIZENS' OF THE WESTERN BALKANS

Q: 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 Serbia.



The descriptions mainly coincide with the traditional and stereotypical view of women in the public service - that they are polite, friendly and pleasant looking. The good side of this perception is the citizens' obviously good picture of policewomen (as the terms they mentioned in relation to them were undoubtedly positive); however, public attention should be drawn to the professional readiness

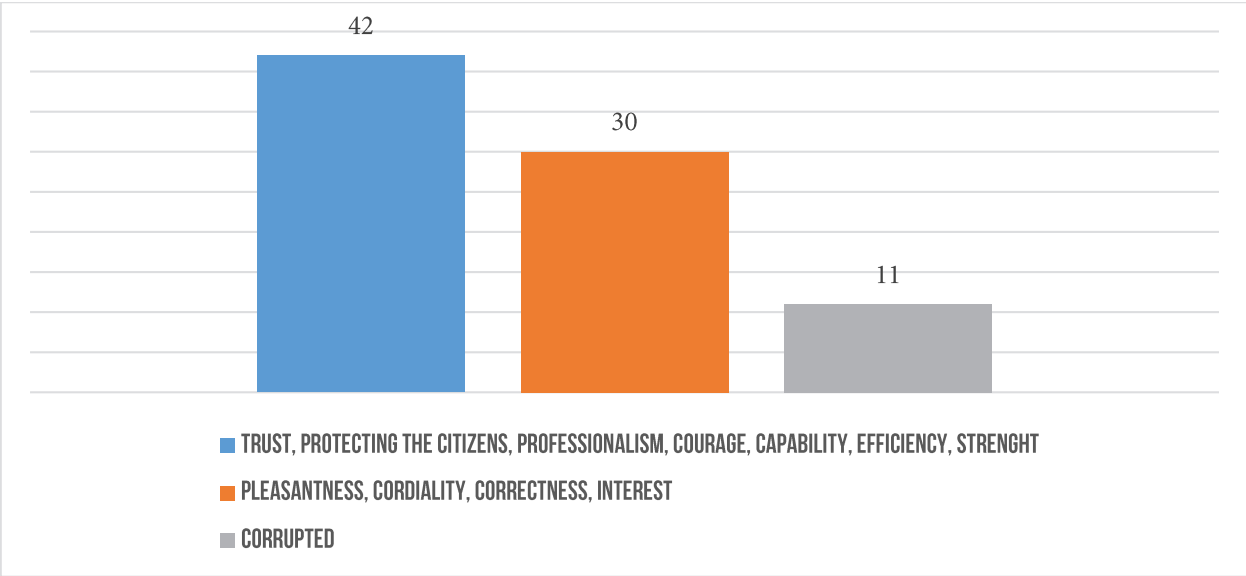
and the skills of women who work in the police force. Another good finding is that people associated negative terms such as corruption, lack of professionalism and aggressiveness with policewomen only in a negligible number of responses.

The situation is completely different when it comes to the average male police officer. In top ten most frequent responses, policemen were perceived primarily in relation to their work, without any association to their physical appearance (Chart 5).

Descriptions concerning their mode of behavior appear in a significantly smaller number of responses than in the case of women officers. Also, there is a big difference between the perception of corruption of policemen and policewomen - in all the countries, on average, 11% of the population believes that policemen are corrupt. In the case of women officers, this answer appears in less than 1% of the cases, while in the case of men it represents the most frequent individual association.

**CHART 5: AVERAGE IMAGE OF A POLICEMAN OF THE CITIZENS' OF THE WESTERN BALKANS**

Q: And when you think about a typical police officer, 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.

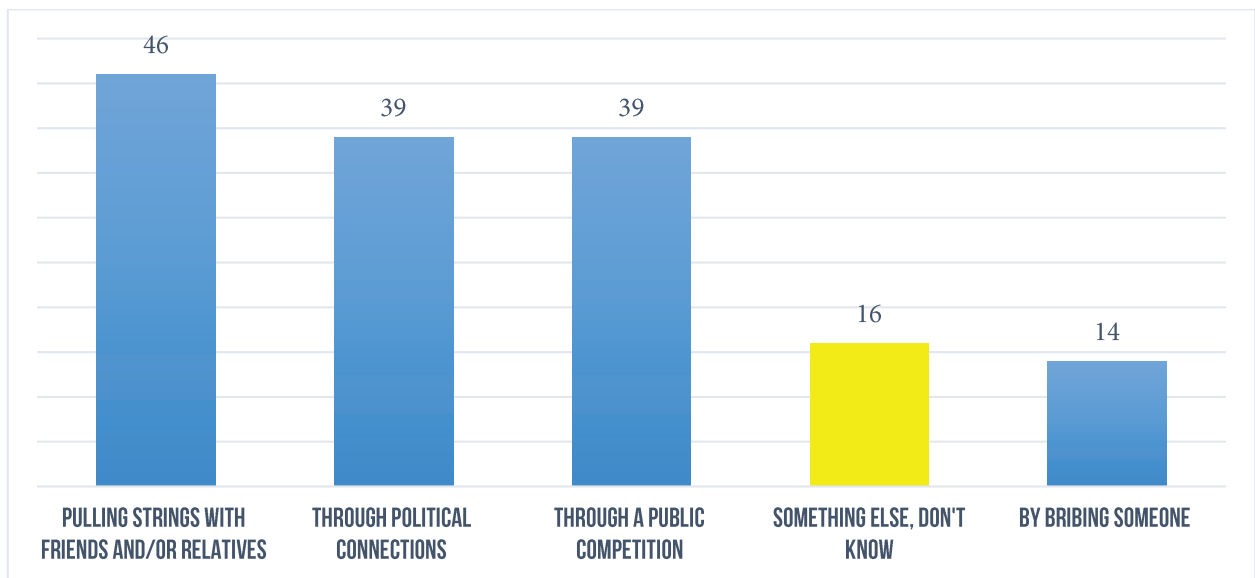


**Police employment through friends and relatives**

As regards employment in the police, respondents on average agree in their assessment that it is possible only with the help of friends or family ties (41%), political connections (39%) and by using bribery (14%). On average, two out of five (39%) believes that employment in the police force is possible through an open competition (Chart 6). Also, about 15% of the citizens stated another way of gaining employment, while a significant 11% answered that they do not know the answer to this question.

## CHART 6: WHAT CITIZENS OF THE WESTERN BALKANS THINK OF THE METHOD OF EMPLOYMENT IN THE POLICE

Q: In your opinion how are the candidates for police force selected and employed?



If we review the opinions of employment in the region individually, we can see that the situation is significantly different only in Kosovo and Albania - where more than half of the citizens believe that it is possible to gain employment in the police through an open competition.

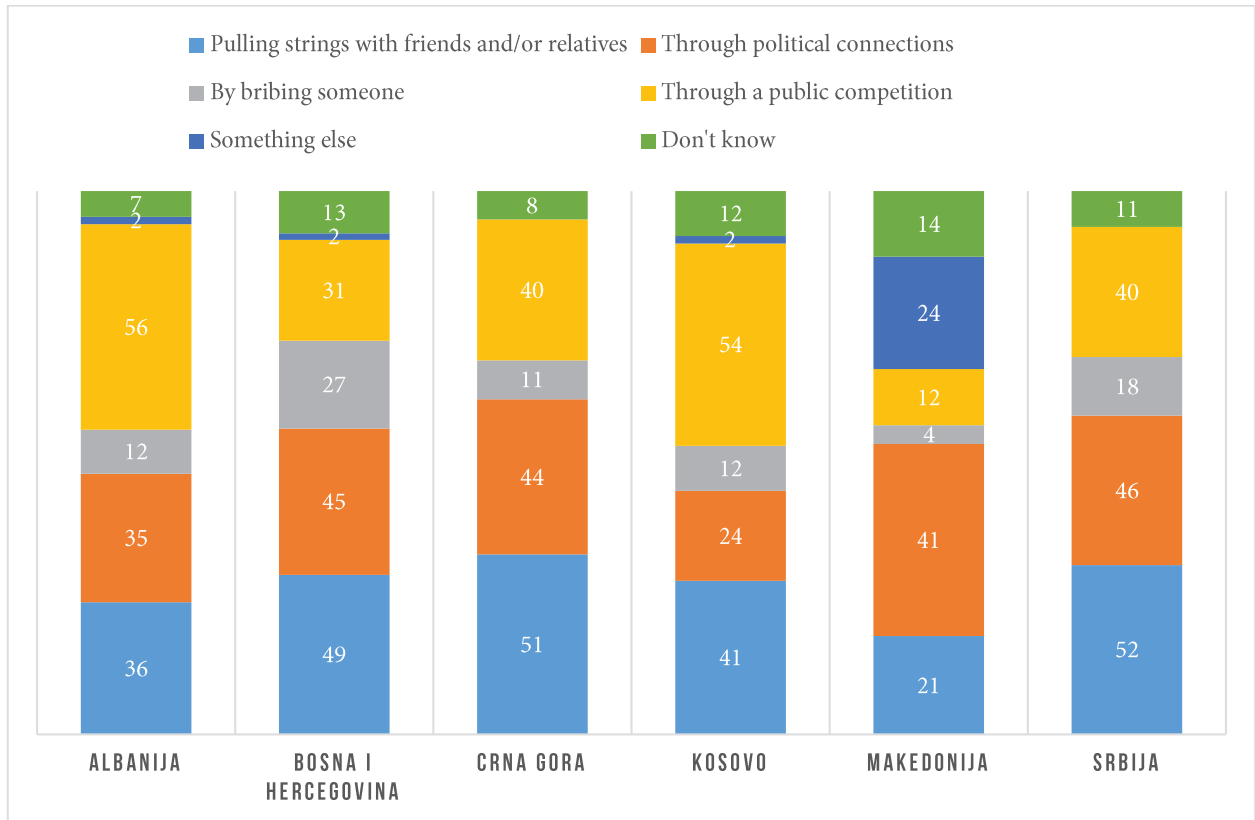
It is quite alarming that, although more than half of the respondents in the region trust the police, the respondents from Montenegro, Serbia, Macedonia and Bosnia and Herzegovina believe that police employment is not based on professional qualities of the candidates and that it is, instead, obtained mainly through illegal channels (Figure 7).

However, as respondents were allowed to provide more than one answer to this question, even in Kosovo and Albania, where more than half the respondents believed in employment by way of public competitions, they simultaneously also provided some other answers that implied that employment could be gained through personal connections.

We thus come to the conclusion that most respondents in fact believe that, in order to gain employment in the police, one should apply to a public competition, but should also have a personal connection or offer to pay a bribe.

**CHART 7: WHAT CITIZENS OF THE WESTERN BALKANS THINK OF THE METHOD OF EMPLOYMENT IN THE POLICE (INDIVIDUALLY)**

Q: In your opinion how are the candidates for police force selected and employed?



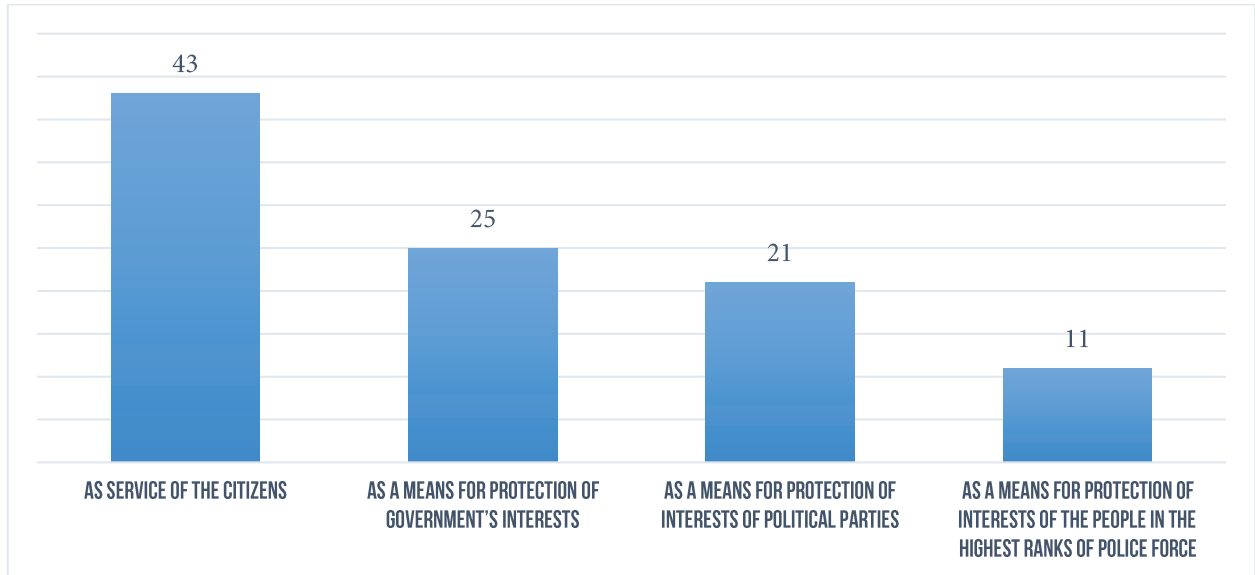
**Belief that police operates as a service to citizens has increased**

Citizens of the Western Balkans believe that the police serve the interests of citizens (43%), followed by the interests of the Government (25%), the political parties (21%) and officials in the police itself (11%) (Chart 8).

Although the individual response stating that the police work in the interest of the citizens is listed first, if we look at the bigger picture we will see that the majority of the population believes that the police actually serve other mutually related stakeholders - the Government, the parties that make up the Government, and individuals in the police itself. If we put all these answers together, it becomes clear that the majority believes that citizens are at the forefront when it comes to police work (Chart 8 and Chart 9).

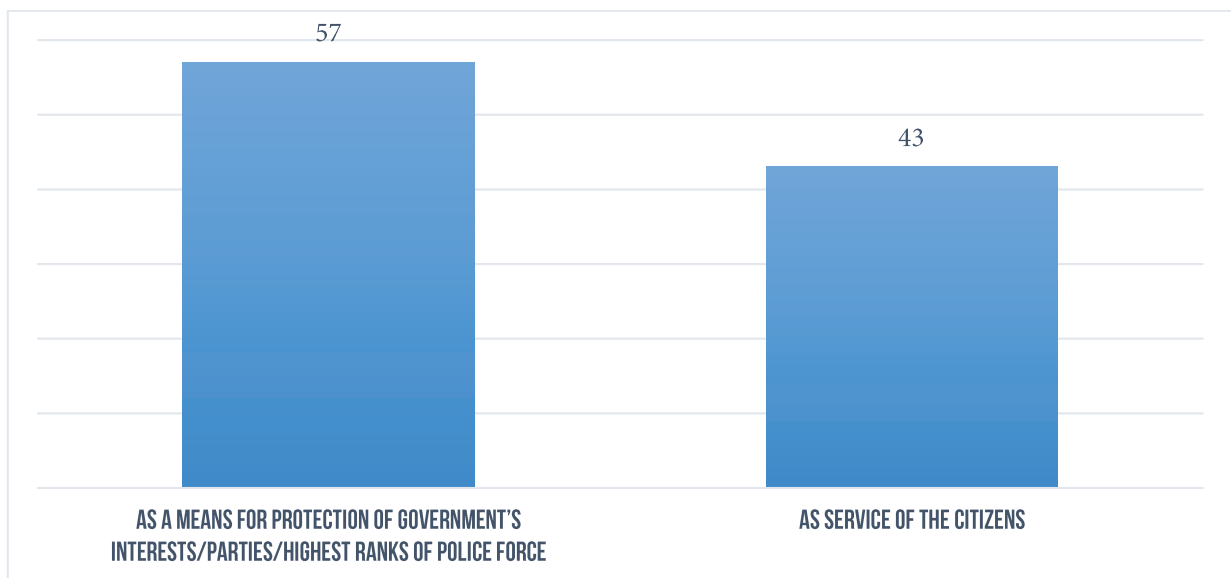
### CHART 8: IN WHOSE INTEREST THE POLICE OPERATE THE MOST (FIRST ANSWER)

Q: In which of the following capacities does the police force operate the most and in which capacities does it operate the least – as service of the citizens, as a means for protection of Government’s interests or as a means for protection of interests of political parties?



### CHART 9: IN WHOSE INTEREST THE POLICE OPERATE THE MOST (MULTIPLE ANSWERS)

Q: In which of the following capacities does the police force operate the most and in which capacities does it operate the least – as service of the citizens, as a means for protection of Government’s interests or as a means for protection of interests of political parties?

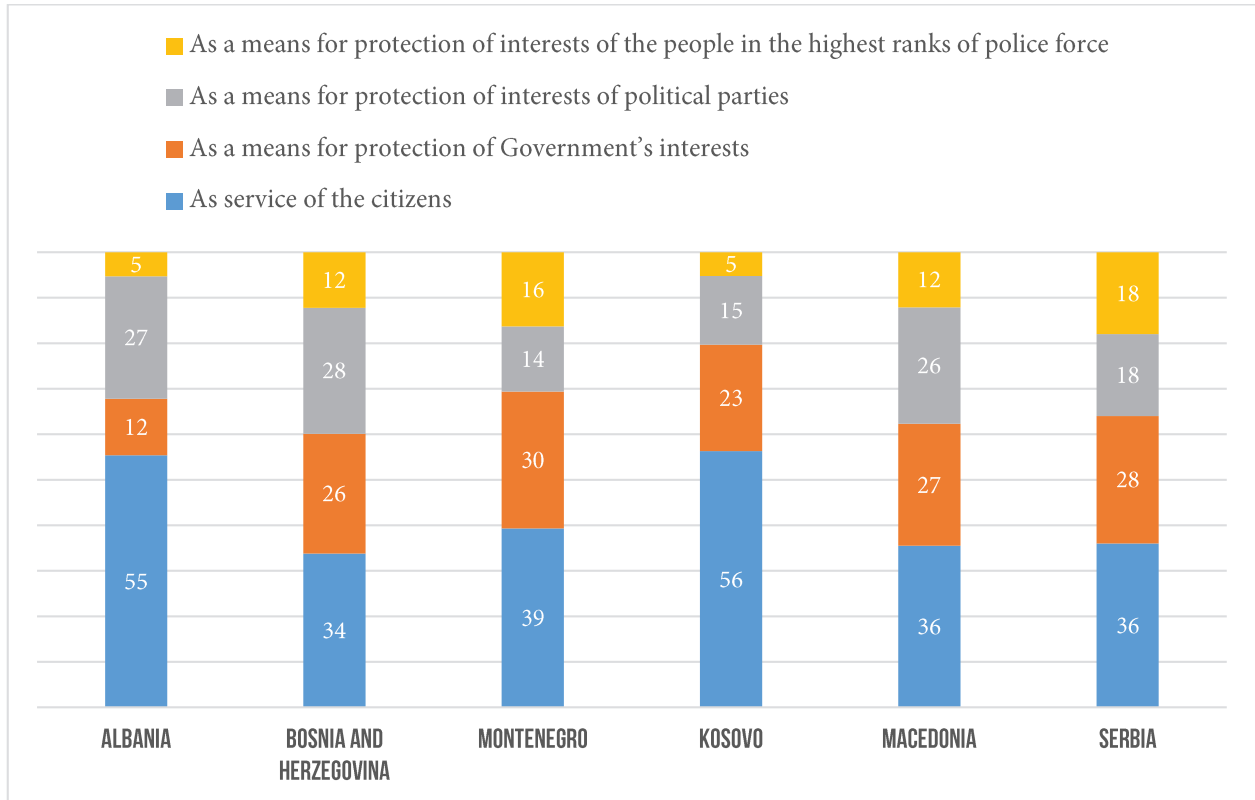


If we compare the answers individually, we see serious differences only in Albania and Kosovo, where 55% and 56% of the citizens believe that the police primarily serve them (Chart 10). The results of the 2016 survey show that belief that the police work in the service of citizens has increased by about 10% in all the surveyed areas.



### CHART 10: IN WHOSE INTEREST THE POLICE OPERATE THE MOST (INDIVIDUALLY)

Q: In which of the following capacities does the police force operate the most and in which capacities does it operate the least – as service of the citizens, as a means for protection of Government’s interests or as a means for protection of interests of political parties?



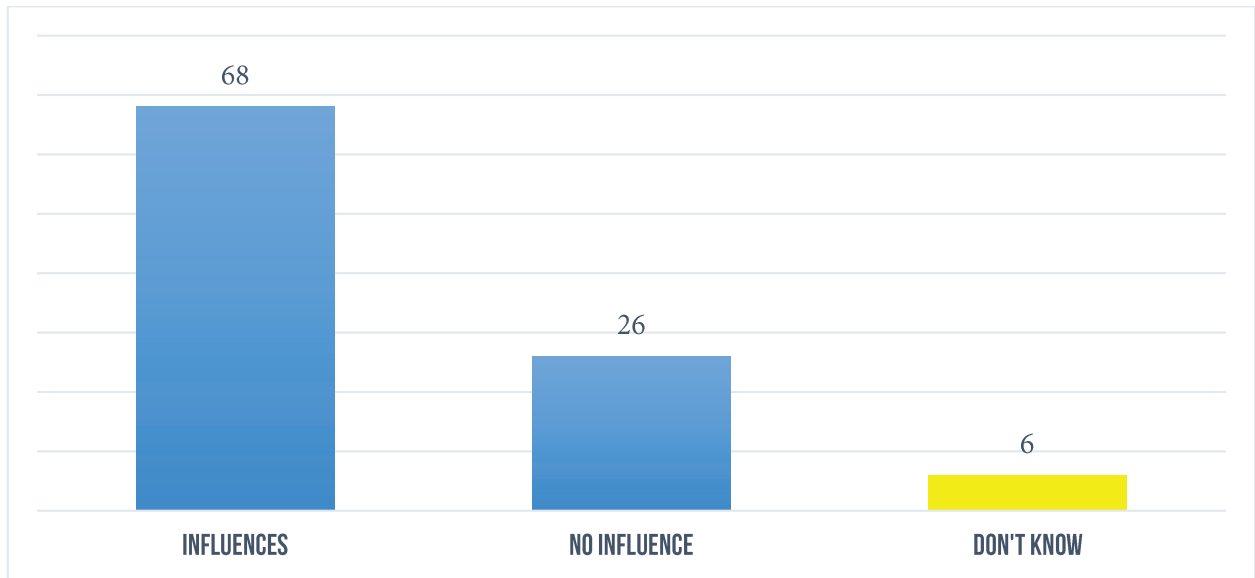
## Most citizens believe that politicians influence the work of the police

When asked whether they think that politicians influence the operational (daily) work of the police, respondents from all six countries replied the same way. As many as 68% believe that such influence does exist, while less than a third (26%) believe that it does not (Chart 11). This information is worrying as it is the duty of the police to act in accordance with the law and the principles of professional conduct of the police in their daily work - all with the objective of protecting the citizens.

However, the respondents’ perception is not surprising if we cross-reference it with data on how employment in the police force is thought to be gained and in whose interest the police operate. By comparing these data, we get a clear picture of an institution that is deeply politicised and which protects the security of citizens and works to their benefit as an exception, not the rule.

### CHART 11: INFLUENCE OF POLITICS ON THE OPERATIVE WORK OF THE POLICE

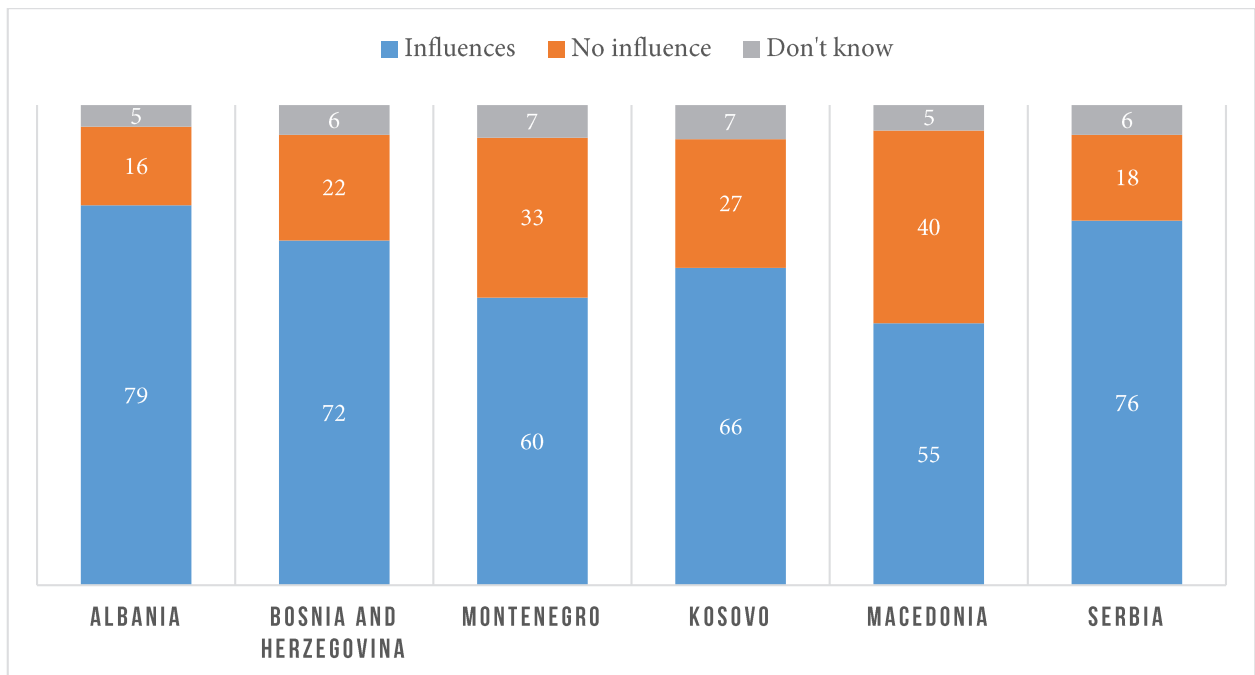
Q: In your opinion, to what extent do politicians have influence on operating work of police force?



If we review the results individually, more than half the respondents also believe that the influence of politics on the operational police decisions is high. This opinion is especially pronounced in Albania (79%), Serbia (76%) and Bosnia (72%) (Chart 12).

### CHART 12: INFLUENCE OF POLITICS ON THE OPERATIVE WORK OF THE POLICE (INDIVIDUALLY)

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



# PERCEPTION OF CORRUPTION

## The judiciary is most corrupt

In the opinion of the citizens of the Western Balkans the judiciary, health care, customs, the prosecutors' offices, the police, market inspectorates, local governments and the Parliament are the most corrupt, and more than 40% of the respondents believe that they indeed are. The remaining four institutions - the media, non-governmental organisations, state authorities in charge of fighting corruption and educational institutions - are corrupt in the opinion of a somewhat smaller number of respondents (more than 30%). We thus have a picture of communities whose institutions, in the eyes of their citizens, are deeply corrupt. These are simultaneously the most important institutions, as the citizens' quality of life, their security, and - most importantly - their basic existence depends on their proper functioning. The only difference in the perception of corruption in the six surveyed communities concerns the degree of corruption (Table 2).

**TABLE 2: PREVALENCE OF CORRUPTION IN INSTITUTIONS IN THE WESTERN BALKANS**

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 little extent, 3 means that it is somewhat widespread, and 4 means that it is widespread to the highest extent.

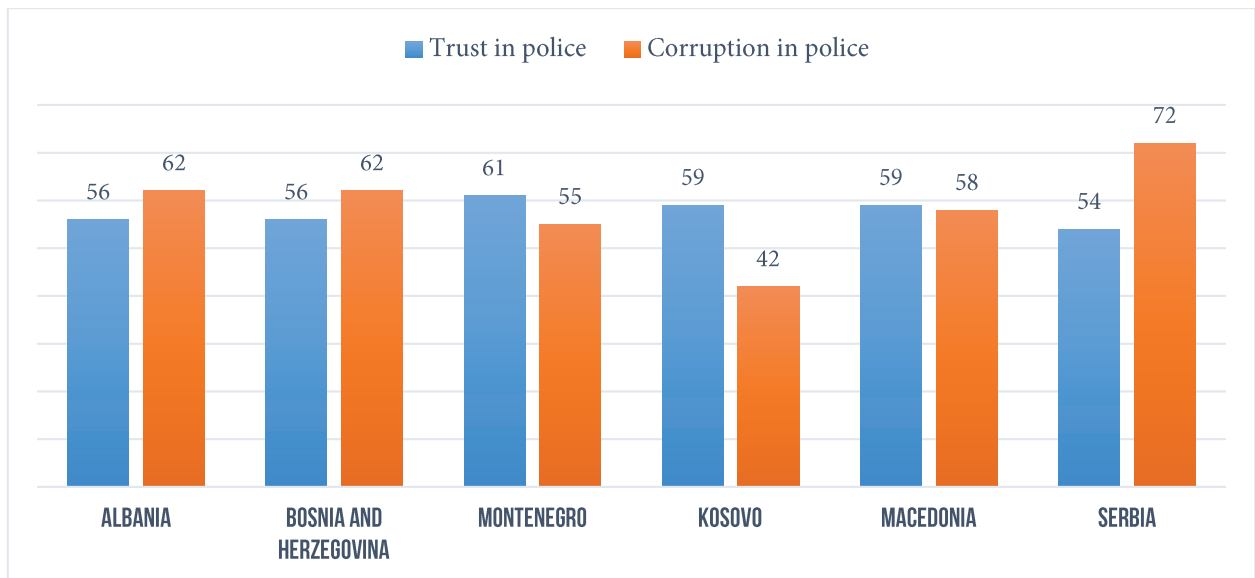
	AVERAGE	SERBIA	MONTENE-GRO	BIH	MACEDONIA	ALBANIA	KOSOVO
JUDICIARY	66	72	52	65	67	79	61
HEALTH CARE	64	77	57	61	58	73	56
CUSTOMS	63	73	57	62	61	71	53
PROSECUTORS' OFFICES	62	66	45	63	62	76	63
MARKET INSPECTORATES	61	69	55	63	62	62	54
PARLIAMENT	59	55	40	64	58	75	63
POLICE	59	72	55	62	58	62	42
MUNICIPAL/CITY ADMINISTRATION	54	65	44	61	54	55	43

<b>MEDIA</b>	49	61	40	49	58	44	42
<b>EDUCATION</b>	48	55	41	50	52	52	38
<b>ANTI-CORRUPTION AGENCY</b>	47	49	35	46	55	51	47
<b>CIVIL SOCIETY</b>	39	49	33	37	47	38	33

## Every other citizen in the region believes that the police is corrupt

The relationship between the perception of widespread corruption and the trust in institutions is quite interesting. More than half (58%) of the citizens in the Western Balkans have confidence in the police as an institution, while simultaneously every other citizen believes that the police is corrupt. (Chart 13).

**CHART 13: RELATIONSHIP BETWEEN THE PERCEPTION OF TRUST IN THE POLICE AND PERCEPTION OF CORRUPTION IN THE POLICE**



This phenomenon can be explained by the fact that corruption is deeply rooted in all the societies in which the survey was conducted; confidence in the most important institutions and awareness of their corruption thus survive simultaneously, without excluding each other.

It is quite possible that respondents base their trust on the fact that they, themselves, also have influence on corrupt institutions such as contacts within the system or enough money to ensure the provision of certain services.

It is also possible that a number of respondents do not see corruption as a negative occurrence - which happens to be an assumption on which this analysis is based. This is confirmed by data on police corruption from the last year's survey, where an average of 68% of respondents in the Western Balkans said that corruption is a normal occurrence in the society and that it is present everywhere.

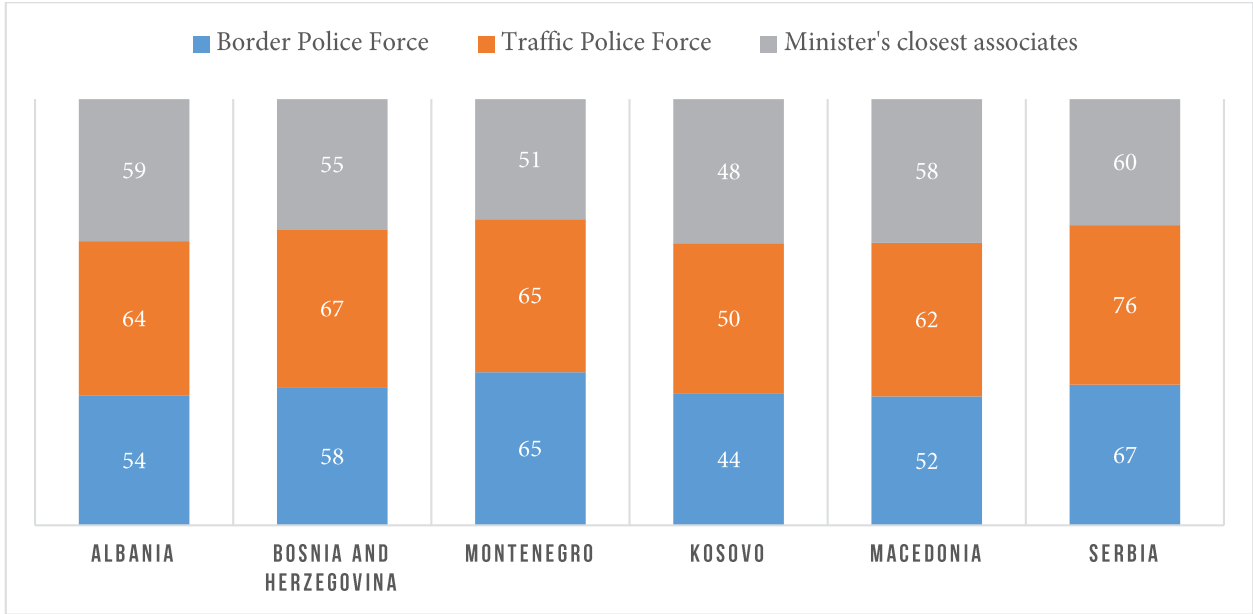
So, if corruption is not a negative phenomenon, then the data on simultaneous awareness of corruption and trust in the police is not surprising. Still, potential reasons for such a result should be further explored.

## Border and traffic police officers are most corrupt

Citizens of the region agree that border police and traffic police are the most corrupt, together with close associates of the Minister (the decision-makers) (Chart 14). When we compare the individual results, the perception of corruption in these parts of the police - although still high - is the lowest in Kosovo and the highest in Serbia, especially concerning traffic police (76%).

**CHART 14: MOST CORRUPT PARTS OF THE POLICE (3+4)**

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.



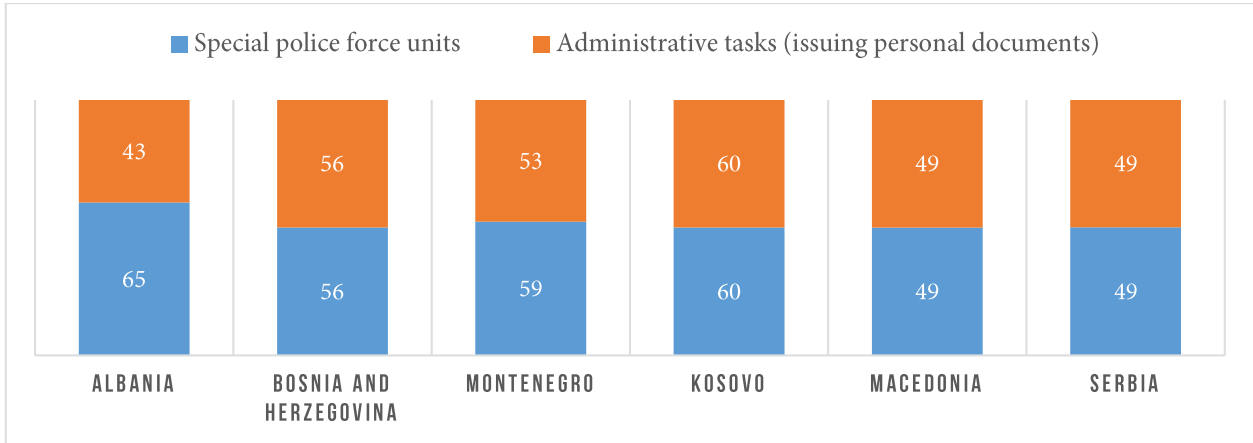
Obviously, there is an impression that the lowest level police officers – those most frequently encountered by the citizens – are simultaneously the most corrupt. At the same time, there is also the impression of corruption at the top, which leaves little room for hope that things will improve. Who can initiate change if a system is corrupt at the top and bottom level?

The respondents also agree that members of special units are least prone to corruption (Chart 15). This opinion may stem from the fact that members of these units possess specific skills and training, and that they are therefore viewed as highly professional units whose members could not have been employed through personal contacts or political connections (which happens to be the dominant position concerning employment in the police). Also, regular citizens usually do not have any contact with these units.

Such perception in incorruptibility could be well used to free the police from the perception of corruption, by applying high training standards and employment criteria to other police units as well. Although the citizens express the highest level of confidence regarding the incorruptibility of these units, it still varies from country to country - the level of trust is by far the highest in Albania (65%) and lowest in Serbia and Macedonia (49%).

**CHART 15: LEAST CORRUPT PARTS OF THE POLICE (1+2)**

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.



When we compare these results with those from 2015, it is evident that the perception of corruption in specific parts of the police force has dropped significantly in Kosovo (with the exception of border police, where the result remained the same), and that the perception of corruption in the traffic police in Serbia has significantly increased (from 39 to 52%).

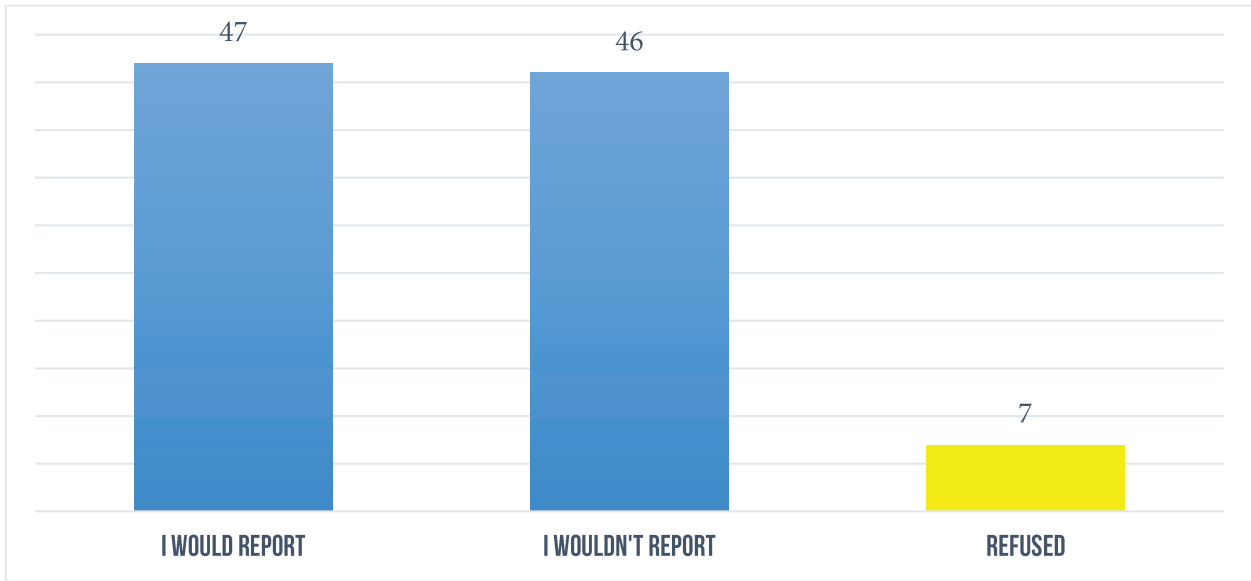
# FIGHT AGAINST CORRUPTION

## Citizens of Macedonia are most willing to report corruption

Citizens were divided in their responses to the question whether they would report cases of corruption in the police (for example, if they were asked to pay a bribe) if required to identify themselves (i.e. leave their personal data). Almost half the respondents (47%) would still report corruption, 46% would not, while 7% did not wish to comment on this issue (Chart 16).

**CHART 16: WILLINGNESS TO REPORT CORRUPTION IF REQUIRED TO PROVIDE PERSONAL DATA**

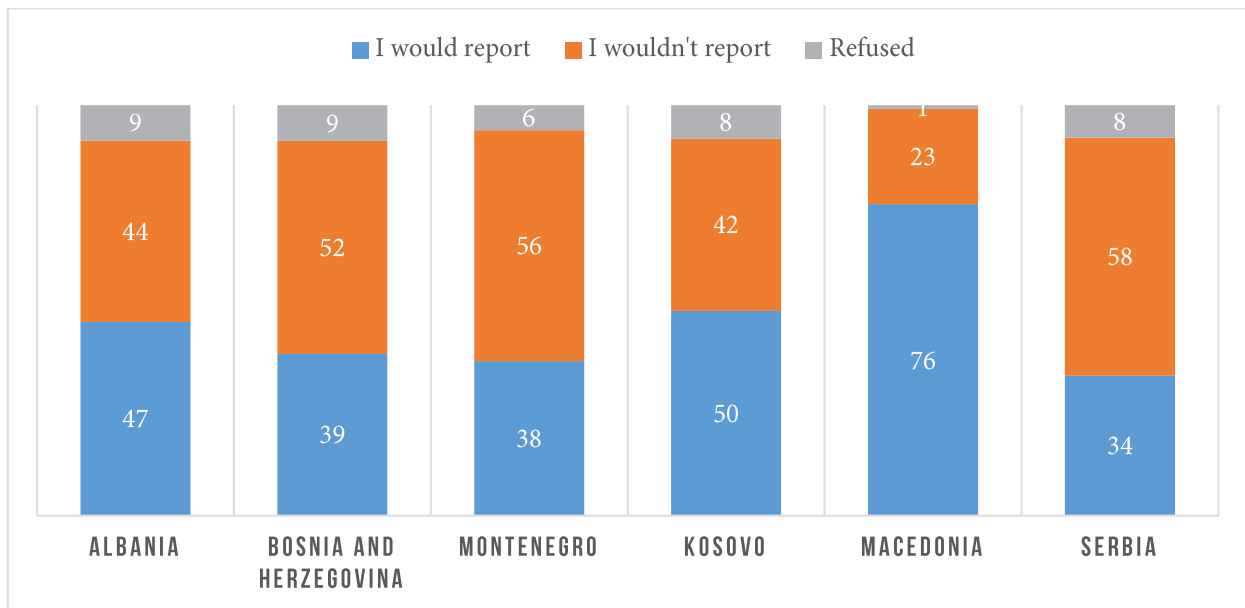
Q: Would you report a case of corruption in the police force (being asked for bribe), if you were required to reveal your personal data (personal identification number, address etc.)?



When the responses are compared, the most willing to report corruption are the citizens of Macedonia (76%) and the least willing are those of Serbia (34%) (Chart 17). At the same time, Macedonia had the lowest percentage of respondents who refused to answer this question (only 0.9%), while in other countries this numbers ranged from 6 to 8%.

**CHART 17: WILLINGNESS TO REPORT CORRUPTION IF REQUIRED TO PROVIDE PERSONAL DATA (INDIVIDUALLY)**

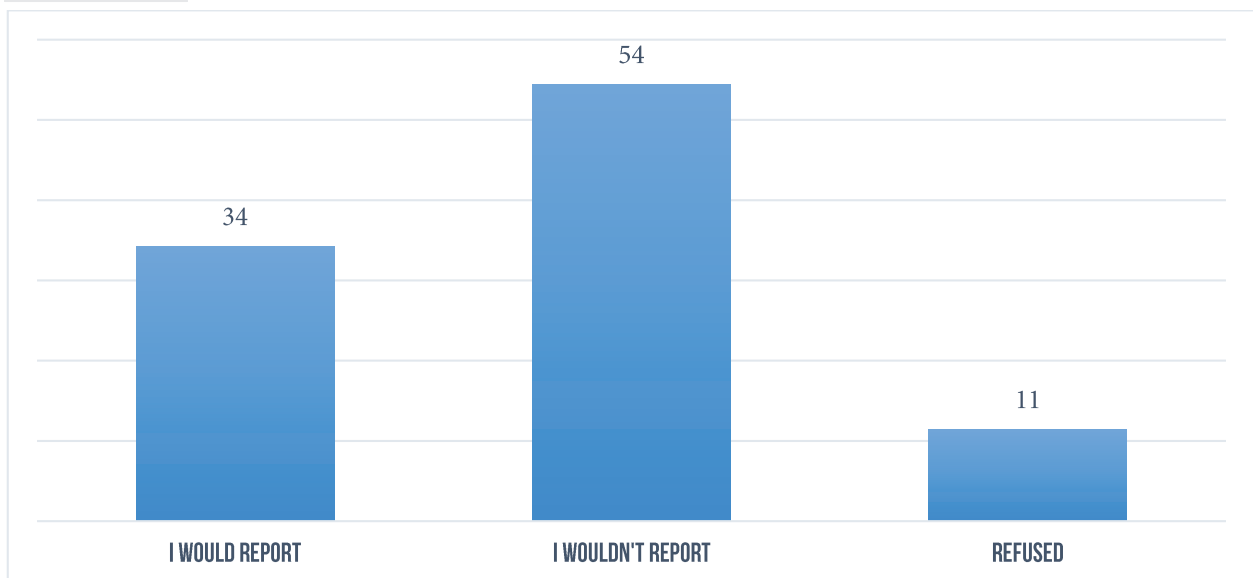
Q: Would you report a case of corruption in the police force (being asked for bribe), if you were required to reveal your personal data (personal identification number, address etc.)?



When it comes to anonymous reporting of corruption, it is interesting to note that, on average, fewer respondents would choose this way to report corruption than that which involves leaving personal information (Chart 18).

**CHART 18: WILLINGNESS TO ANONYMOUSLY REPORT CORRUPTION**

Q: Would you report a case of corruption in the police force if you were not required to reveal your personal data?



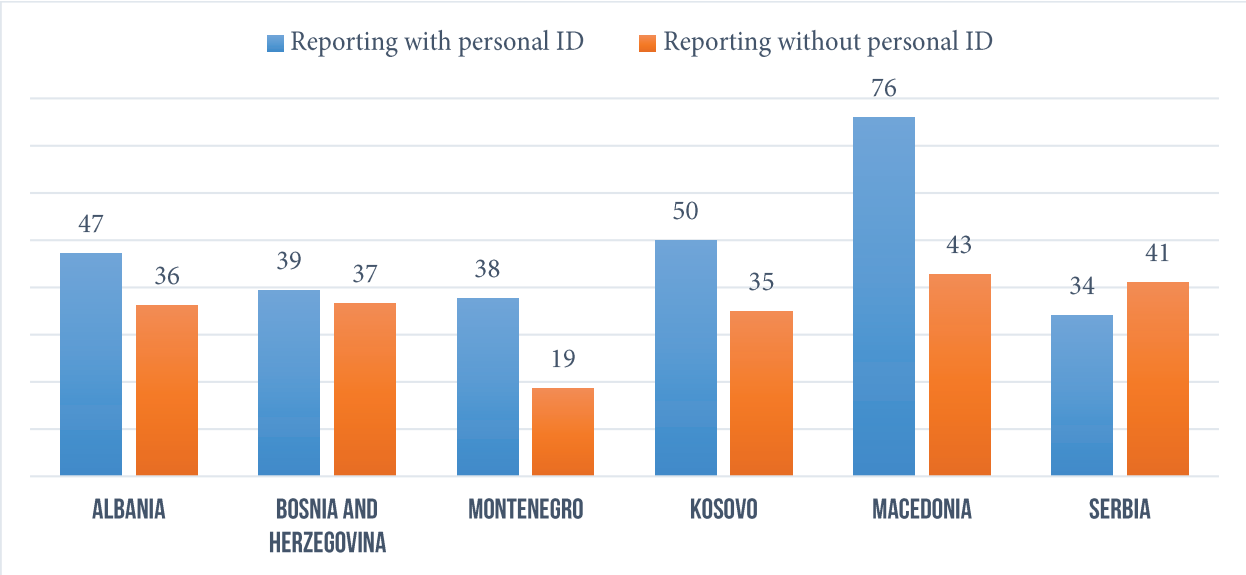
There have been no significant changes in the responses to this question in relation to the results obtained in 2015, except in the case of Montenegro where readiness to report corruption has declined



significantly both in the case of required identification (from 47 to 38%) and in the case of anonymous reporting (from 35 to 19%).

Looking at the responses individually, we can see that anonymous reporting would most demotivate the citizens of Montenegro (decrease from 37 to 19%) and Macedonia (decrease from 76 to 43%) (Chart 19).

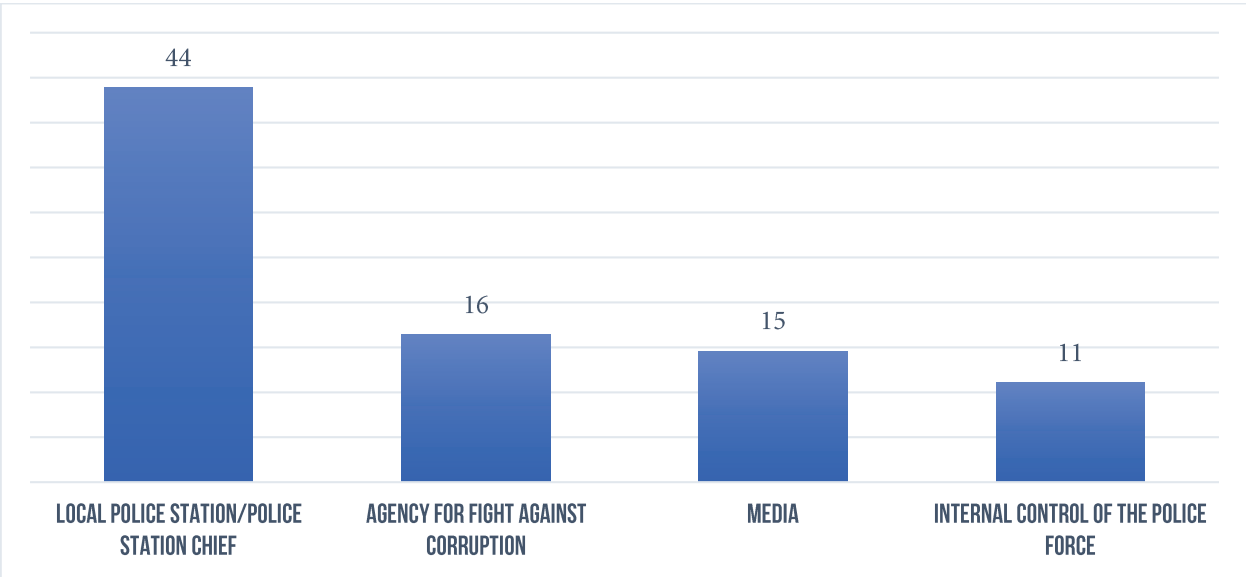
**CHART 19: REPORTING CORRUPTION IN THE POLICE (INDIVIDUALLY)**



Those who would report corruption would do so primarily in the nearest police station (31%) or to its chief (14%). The next trusted institution is the Anti-Corruption Agency (16%), followed by the media (15%) and the internal police control (11%) (Chart 20).

**CHART 20: THE MOST COMMON CHOICE FOR REPORTING POLICE CORRUPTION**

Q: Who would be the first in the list that you would report a case of corruption in the police force to? Who else?

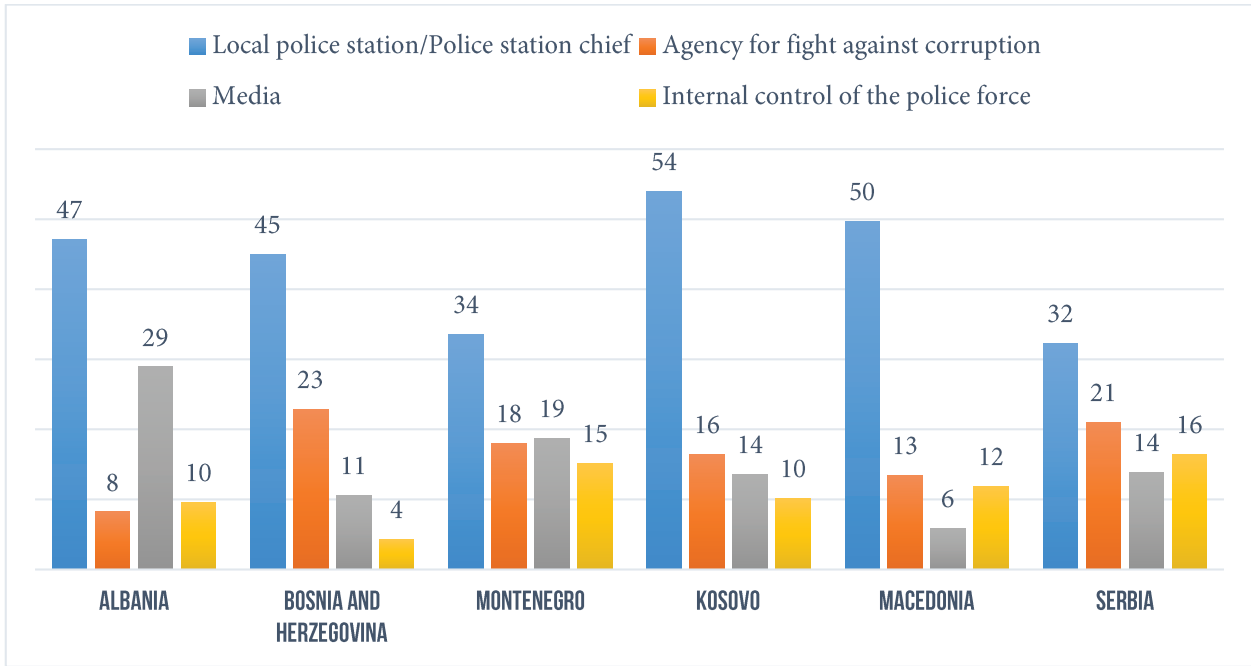


These results show that over 40% of the citizens would report corruption to the part of the police force they most frequently encounter and which is the closest to them. This may be a sign of a relationship of trust and may speak of the efficiency of the lowest levels of the police, but it may also mean that respondents are unaware of other mechanisms.

When we look at individual countries, the local police in Kosovo, the Albanian media, the Anti-Corruption Agencies in Serbia and Bosnia and Herzegovina, and the internal control in Montenegro are listed as institutions that could help prevent corruption (Chart 21).

**CHART 21: THE MOST COMMON CHOICE FOR REPORTING POLICE CORRUPTION (INDIVIDUALLY)**

Q: Who would be the first in the list that you would report a case of corruption in the police force to?  
Who else?

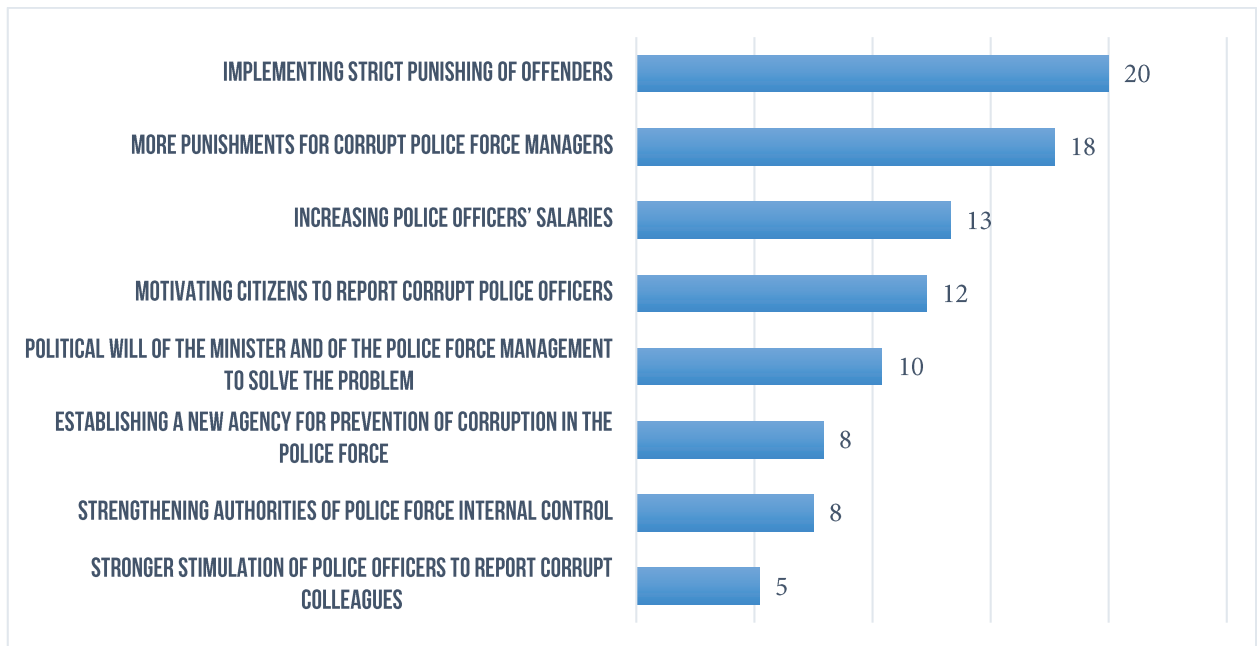


## Strict sanctions required to reduce corruption

When asked which measures would best prevent corruption in the police, respondents mostly agreed that this should be done through repressive measures - more stringent punishment of offenders (20%) and the sanctioning of corrupt police officials (18%). These were followed by non-repressive measures, such as increasing the salaries of police officers (13%), motivation of citizens to report corruption (12%) and the political will to solve the problem (10%). Establishing new bodies to combat corruption (8%) and strengthening the internal control of the police (8%) were found on the bottom of the list (Chart 22).

## CHART 22: MEASURES MOST NEEDED TO REDUCE CORRUPTION IN THE WESTERN BALKANS

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



Individual results are slightly different. Repressive solutions are perceived as more desirable in Serbia, Albania and Kosovo, while the role of the media, motivation for reporting corruption and increasing the salaries of officers are more important for the citizens of Montenegro, Bosnia and Macedonia (Chart 23).

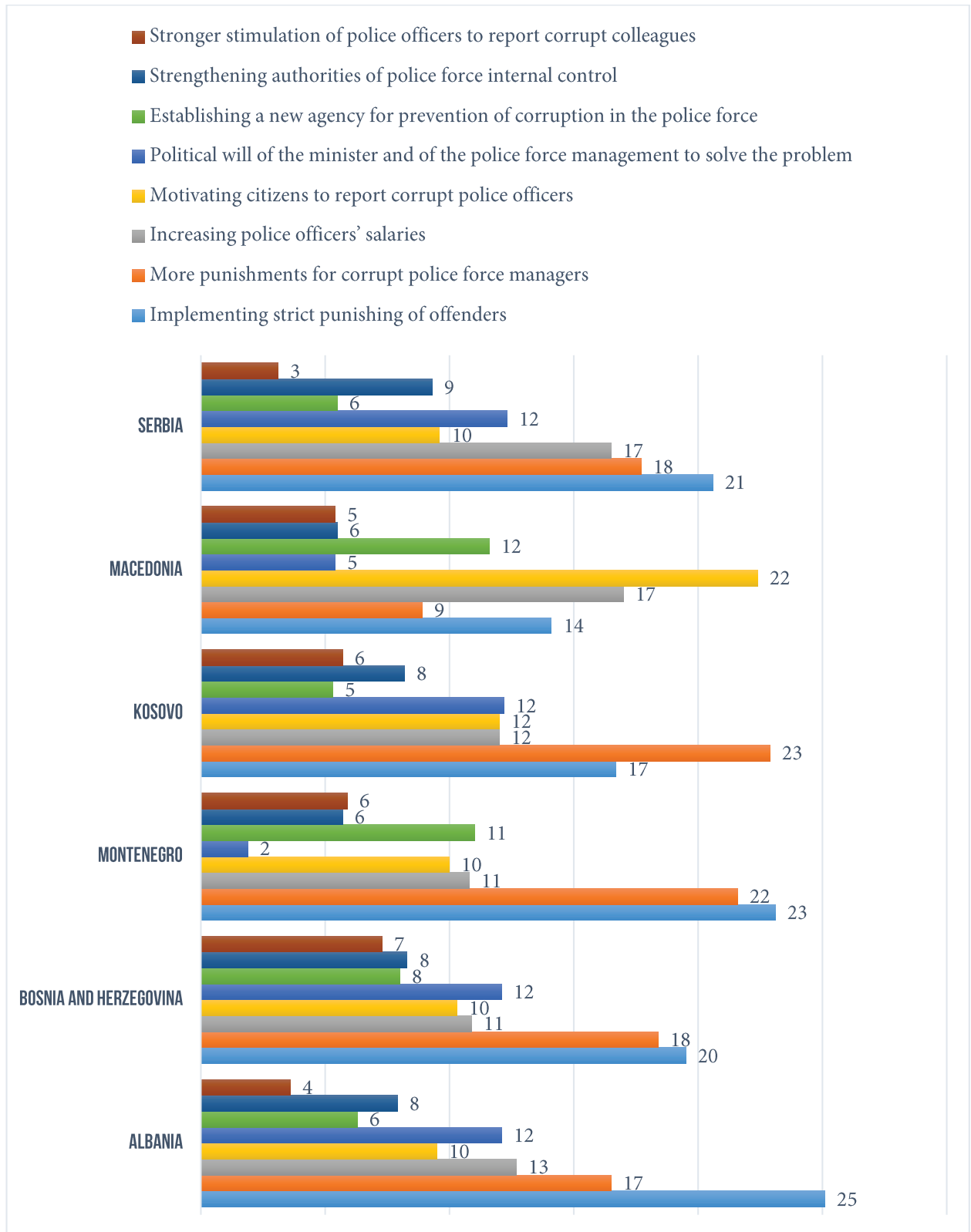
When it comes to preventing corruption, respondents primarily see their Government as responsible for fighting corruption (23%). It is followed by the the internal control (16%), the Minister of Interior Affairs (13%) and the Anti-Corruption Agency (10%).

These data show that citizens perceive corruption as a problem deeply tied to politics and the will to solve it (the Government and the Minister are listed first by as many as 36% of the respondents).

The role of professional bodies such as the prosecutor's offices in preventing corruption is identified by only 6.5% of the population (Chart 24). This can be linked to the lack of trust in this institution, which was expressed in answers to the survey's introductory questions.

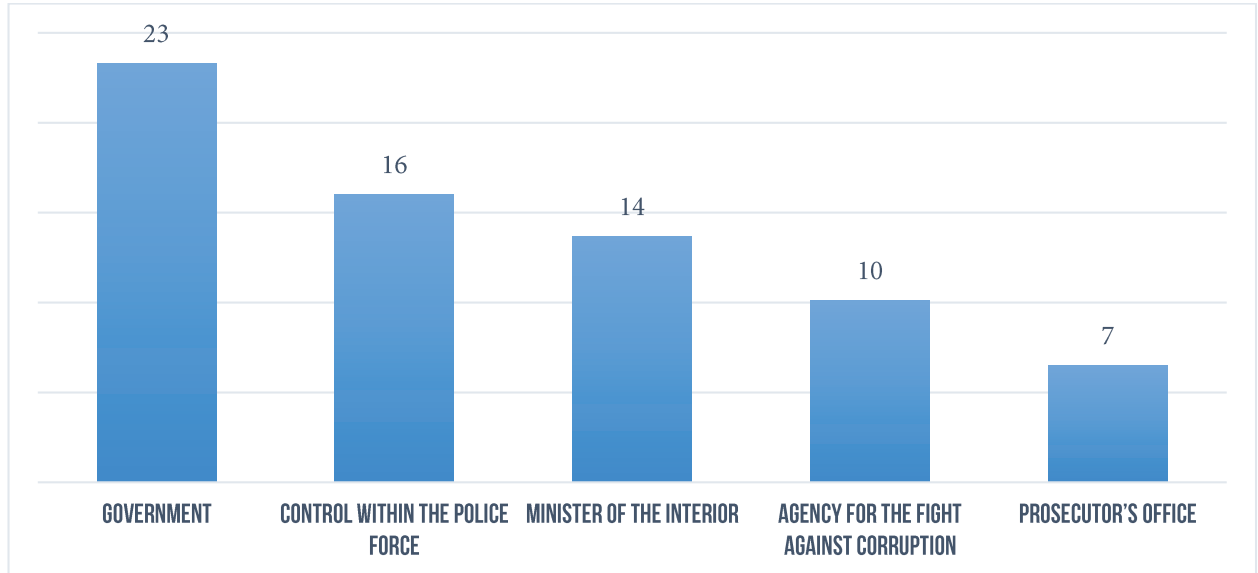
### CHART 23: MEASURES MOST NEEDED TO REDUCE CORRUPTION IN THE WESTERN BALKANS (INDIVIDUALLY)

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



## CHART 24: THOSE BELIEVED BY THE CITIZENS OF THE WESTERN BALKANS TO BE RESPONSIBLE FOR THE FIGHT AGAINST CORRUPTION IN THE POLICE

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



## Civil society should participate in the fight against corruption

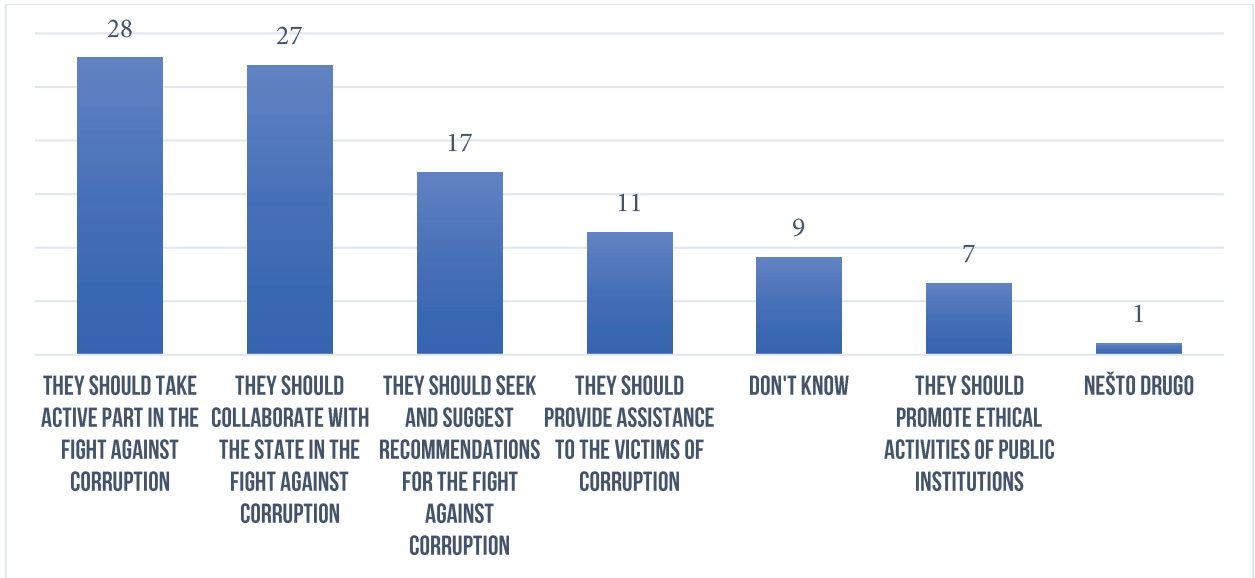
Respondents see the role of civil society in the fight against corruption in different ways. However, the most frequently provided answers indicate that citizens expect non-governmental organisations to become directly involved in the fight against corruption (28%), to cooperate with the state in the fight against corruption (27%), and - only then - to explore and propose recommendations for the fight against corruption (17%) and provide assistance to its victims (11%) (Chart 25).

These survey results suggest that citizens view non-governmental organisations as active participants in the prevention of and combating corruption, and in the elimination of its consequences. As the response that NGOs should directly engage in the fight happens to be the most frequent, there is the impression that there is also an expectation that NGOs should be the carriers of activities that happen to be the job of state institutions.

These results almost fully coincide with those from 2015, with a slightly higher support to the cooperation between the civil sector and the state given in Kosovo (25% versus last year's 16%) and in Bosnia and Herzegovina (25% versus last year's 15%).

### CHART 25: 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?



# THE METHODOLOGY FRAMEWORK

<b>LOCATION</b>	Albania
<b>DATA COLLECTION METHOD</b>	Face-to-face, in the respondents' homes
<b>SAMPLING FRAME</b>	Male and female citizens of Albania 18 years of age and over, who permanently resided in the territory of Albania at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%

<b>LOCATION</b>	Bosnia and Herzegovina
<b>DATA COLLECTION METHOD</b>	Face-to-face, in the respondents' homes
<b>SAMPLING FRAME</b>	Male and female citizens of Bosnia and Herzegovina 18 years of age and over, who permanently resided in the territory of Bosnia and Herzegovina at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%

<b>LOCATION</b>	Montenegro
<b>DATA COLLECTION METHOD</b>	Face-to-face, in the respondents' homes
<b>SAMPLING FRAME</b>	Male and female citizens of Montenegro 18 years of age and over, who permanently resided in the territory of Montenegro at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%

<b>LOCATION</b>	Kosovo
<b>DATA COLLECTION METHOD</b>	Face-to-face, in the respondents' homes

<b>SAMPLING FRAME</b>	Male and female citizens of Kosovo 18 years of age and over, who permanently resided in the territory of Kosovo at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%

<b>LOCATION</b>	Macedonia
<b>DATA COLLECTION METHOD</b>	Computer assisted telephone interviewing (CATI)
<b>SAMPLING FRAME</b>	Male and female citizens of Macedonia 18 years of age and over, who permanently resided in the territory of Macedonia at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%

<b>LOCATION</b>	Serbia
<b>DATA COLLECTION METHOD</b>	Face-to-face, in the respondents' homes
<b>SAMPLING FRAME</b>	Male and female citizens of Serbia 18 years of age and over, who permanently resided in the territory of Serbia at the time of the survey
<b>SIZE OF SAMPLE</b>	1,000
<b>TYPE OF SAMPLE</b>	Three-stage random representative stratified sample
<b>STRATIFICATION</b>	Performed by region, type of settlement, gender, age and level of education
<b>SAMPLING ERROR</b>	±3.31%



# POINTPULSE

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CIVIL SOCIETY NETWORK DEDICATED TO  
OVERSIGHT OF POLICE INTEGRITY.