

THE CITIZENS' OPINION OF THE POLICE FORCE

**The Results of a Public Opinion Survey
Conducted in Kosovo**

September, 2016



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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 at Kosovo was conducted in April 2016 by IPSOS Strategic Marketing, on a representative sample of 1,000 adult persons, citizens of Kosovo. 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), 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 "Civil Society Facility" under the Instrument for Pre-Accession Assistance (IPA). The content of this report is the sole responsibility of the Kosovar Centre for Security Policy (KCSS) and the views expressed in this document are not necessarily those of the European Union.

SUMMARY

This research shows that the Kosovo Police, education institutions, media, civil society organisations, municipal authorities and health care institutions are listed as trusted institutions by about 50 percent of the respondents. On the other hand, judicial institutions, the Anti-Corruption Agency, the Assembly of Kosovo are listed as the least trusted institutions. The low level of trust of the respondents shows that these institutions are struggling to maintain their image and facing a rather challenging period in their work as reflected in the survey results.

Kosovo Police appears to belong among the most trusted institutions in spite of the fact that the end of 2015 and the beginning of 2016 were marked as the most challenging periods for this institution. The positive perception can be attributed to the leading role that the Kosovo Police has taken in the fight against violent extremism. Closeness and daily contact with the citizens and even being considered as the first address to report issues and concern related to their safety – has been one of the factors leading to the increase of overall trust towards this institution. However, there is still a lot of scepticism among the respondents, especially bearing in mind the survey results in regard to the fight of police corruption and political influence over the police.

Similarly to the overall good perception towards the police, the survey results show that there is positive perception towards police officers (both men and women). This perception has strong ties to the uniform and the nature of the work; seemingly the uniform is also associated with safety, protection and discipline.

Regarding the hiring in the police, this process was accompanied by many debates. Nevertheless, the results show that a majority of respondents believe that the hiring process is fair, whereas nepotism, pulling strings, and political influence are believed to play a large part of the hiring process.

In spite of the fact that more than half of the respondents listed the police as an institution that serves the citizens of Kosovo, the respondents also seem to think that they are highly influenced by politics. Moreover, the qualitative research shows that the respondents think that the politicians in Kosovo exercise extensive influence over this institution.

Although the police is listed as the institution that serves the citizens' interest the most by more than 50 percent of the respondents, a large group of them believe that politicians exercise influence over the Kosovo police and that the police serves the interests of the Government and small elites.

The results show that the perception of the level of corruption in public institutions is very high and widespread in all institutions. Corruption within the police is a great concern of the citizens, mostly referring to the traffic police, border police, and the Minister's associates as the most corrupted units.

More than half of the respondents stated that the Government should fight corruption within the police force, followed by the Anti-Corruption Agency, the internal control mechanisms, while they listed non-governmental organisations as not capable of fighting corruption.

TRUST IN INSTITUTIONS

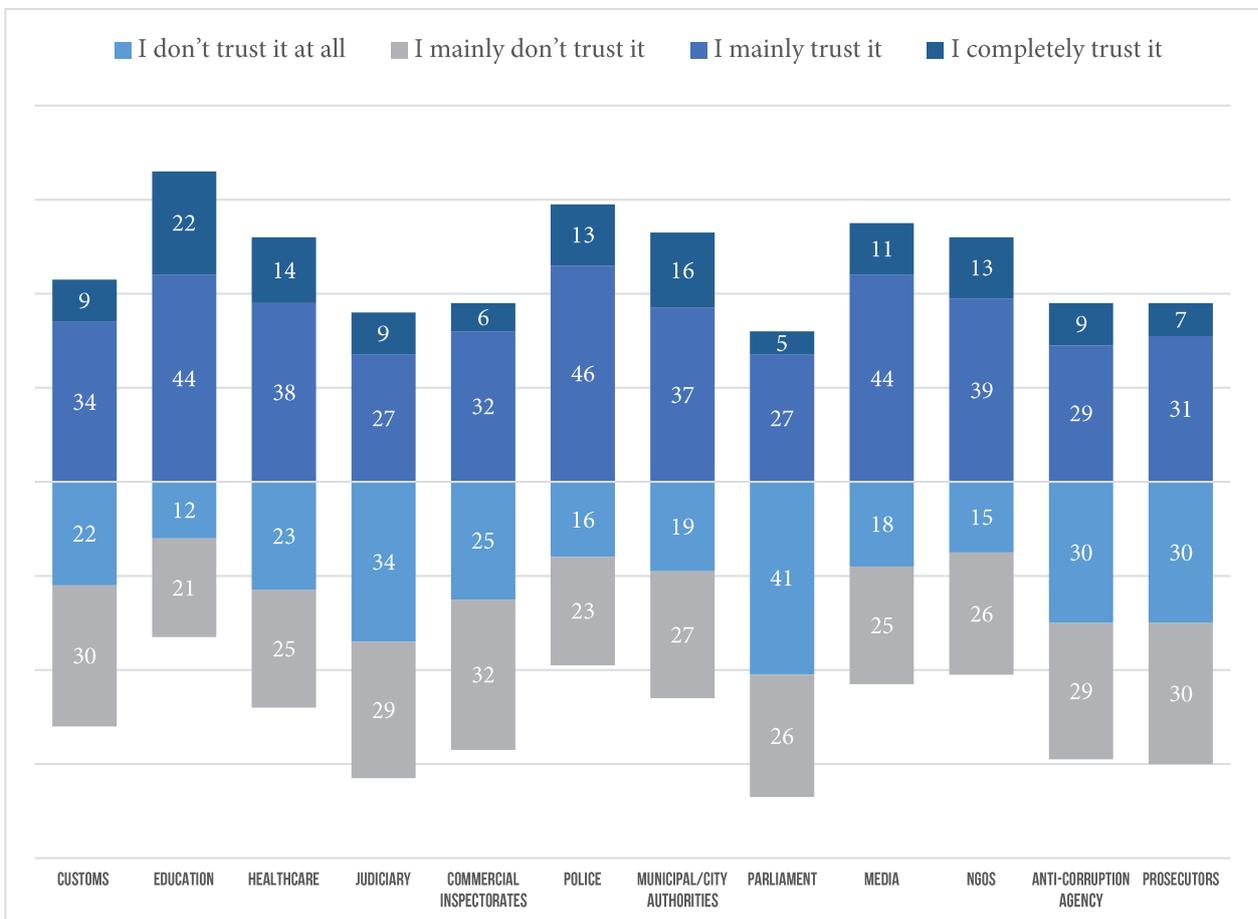
The questionnaire was purposely designed to first measure the overall trust of respondents towards Kosovo's institutions, and then focus on the police integrity and its capacities to fight corruption. Survey results show that the respondents shared predominantly diverse opinions depending on the mandate, work and role of the listed institutions.

The highest trust in education institutions

When asked about the key institutions in Kosovo, about 50 percent of the respondents listed education institutions, the Kosovo Police (KP), media, non-governmental institutions (NGOs), municipal authorities and health care institutions as those they trusted.

CHART 1: TRUST IN KOSOVO INSTITUTIONS

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



On the other hand, judicial institutions, the Anti-Corruption Agency (ACA) and the Assembly of Kosovo were listed as the least trusted institutions. The low level of trust (30 percent) of the respondents shows that these institutions are struggling to maintain their image and facing a rather challenging period of their work, as reflected in the survey results.

The results show that the education system is considered as the leading institution on the list, perceived as trusted by 66 percent of the respondents. The latest reform of the education system and the decisions taken by the Ministry of Education in relation to the private universities in Kosovo have been used as arguments for the positive attitude, while investments in facilities and schools in Kosovo have been considered an added value.

The second institution listed as one of the most trusted is the KP - by 59 percent (showing an increase of 3 percent in the positive perception in comparison to the results from 2015). The continuous work that the KP has been performing in preventing and fighting violent extremism in Kosovo, and the activities that this institution has been undertaking aiming to improve public safety in Kosovo, have been marked as positive by the respondents.

Another 38 percent of the respondents do not trust the KP believing that much work and effort is needed to have a more efficient police service, especially in the fight against corruption. Taking a closer look at the results, it is notable that the respondents have the perception that the KP and law enforcement institutions give an immense importance to fighting violent extremism, while issues such as the fight against corruption have received little to no attention at all.

It is worth noting that the NGOs (53 percent) and media (55 percent) are listed among the trusted institutions. The role that the media has played during the political impasse in Kosovo as well as the reports on numerous issues concerning the general public in Kosovo was listed as a positive argument by the citizens. Similarly, the public appears to have raised the awareness on the role of the NGOs in promoting good governance, democracy and policy making process. As such, the proactive role of the NGOs has been translated into a better perception by the respondents.

Municipal authorities (53 percent) have been listed among the most trusted institutions due to their presence at the local level with numerous projects that seem more tangible and realistic for the citizens. While perception of the customs (43 percent) is balanced with a slight movement towards the positive side, this is mainly due to the increase of revenues in the state budget collected by the customs.

On the other hand, the institution least trusted by the Kosovo citizens is the ACA (38%). This perception has been shaped by the inability of this Agency to address cases of corruption or its weak mandate.

The results show that there is a very low level of trust towards judiciary (36%) and the state prosecutor's office (38%). This reflects the current weak justice system in Kosovo, highly influenced by the politics. Lack of trust towards the judiciary and prosecution was largely attributed to the lack of effectiveness in delivering success stories mainly related to the fight against corruption. Similarly, the Assembly of Kosovo is the least trusted institution (31%). Evidently this is linked to the political deadlock, as the

fact that Kosovo did not have a fully-functioning Parliament has been listed by the respondents as one of the key arguments.

Solid trust in the Kosovo Police

The end of 2015 and the beginning of 2016 was marked as the most challenging period for the KP, alongside the leading role that the KP has taken in the fight against violent extremism in Kosovo. The protests – relatively violent – during the political deadlock put the KP performance in the focus of attention.

The results of this survey show that in spite of the challenges and the overuse of force in some cases during the protests, the perceptions towards the KP are solid, even with a slight increase during 2016 in comparison to the results of 2015. The 2016, survey results show that about 59 percent of the respondents share positive perceptions towards the KP, in comparison to 56 percent in 2015, showing a slight 3 percent increase.

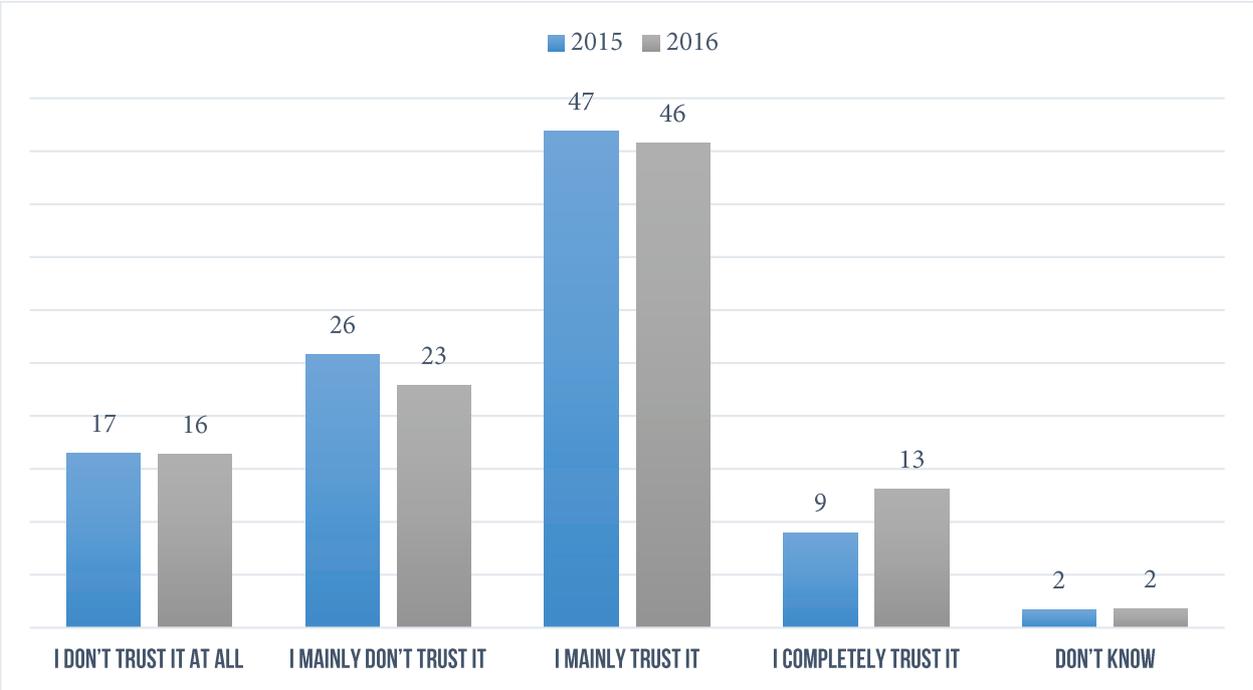
The effectiveness and laudable work in the fight against violent extremism is the key factor behind the positive attitude towards the KP, and the leading role of this institution in this regard has been applauded by the citizens. In addition, the KP has been considered as the key institution for maintaining order and public safety in Kosovo, especially during the protests in Prishtina.

“Victimization” of the KP during the protests – in cases when the situation was escalated by the protesters and many police officers were injured – changed the views of the citizens towards the KP officers. In addition, when trying to explain the positive attitude towards the KP, according to this survey results, the fact that the KP is in everyday contact with the citizens – it is even being considered as the first address to report issues and concern related to their safety – has been one of the factors leading to the increase of overall trust in this institution. The presence of KP officers, especially those of the traffic safety division, can also be listed as one of the factors contributing to the overall increase of trust in the KP. On the other hand, the fact that the KP represents a widely multi-ethnic and diverse environment has made this institution highly trusted by other minority groups living in Kosovo.

Conversely, around 39 percent of the respondents share a rather negative perception towards the KP. The qualitative analysis shows that the main argument behind this perception is the lack of tangible results and success stories in the fight against corruption, organised crime and trafficking. In some cases, the respondents had personal complaints related to police interventions in cases of emergencies. Others, however, argue that scandals within the KP, such as theft in the KP evidence room, represented key factors that shaped their opinion towards police.

CHART 2: TRUST IN THE KOSOVO POLICE (2015 AND 2016 COMPARED)

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



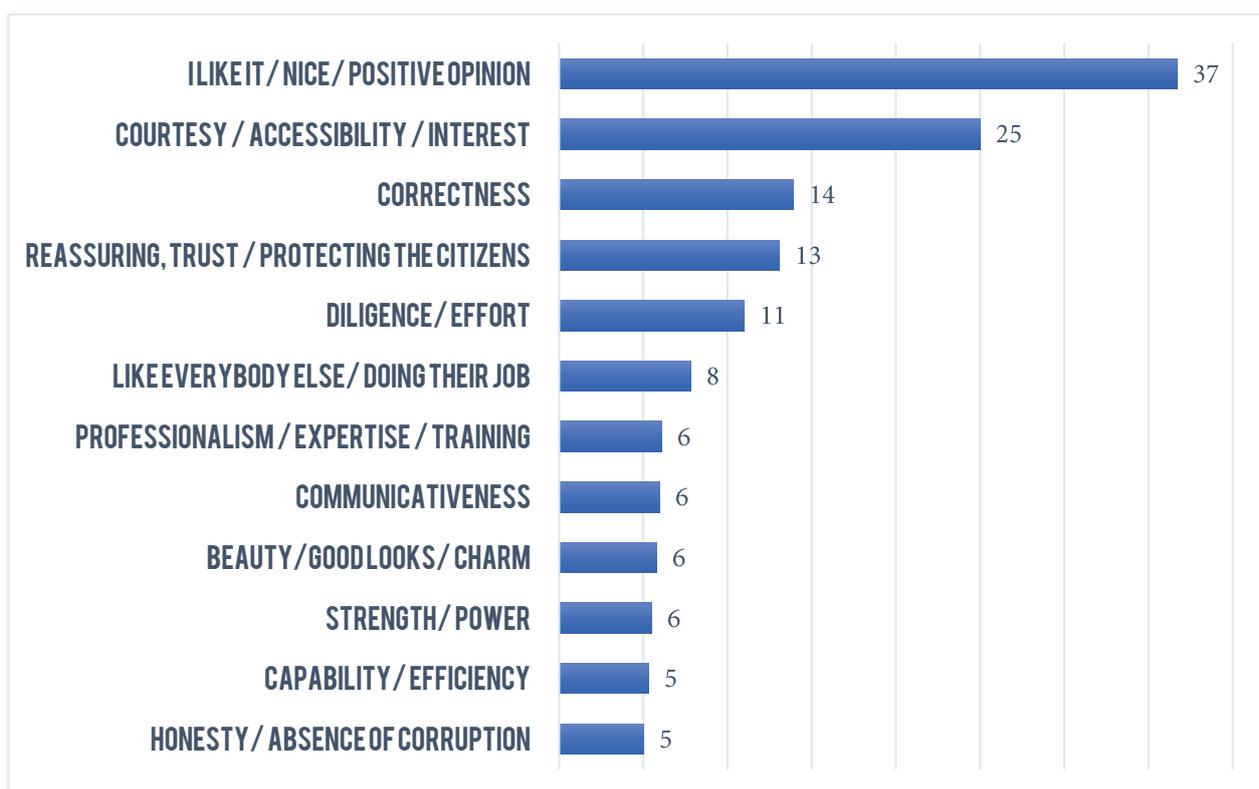
PERCEPTION OF THE POLICE

Positive perception towards policemen and policewomen

In line with their perceptions of the KP, the respondents seem to share very positive opinions towards police officers and this perception is based on the frequent daily interaction of the citizens with KP officers. The survey results show that the positive perception has strong ties to the uniform and the nature of the work. Seemingly, the uniform is associated with safety, protection and discipline.

CHART 3: FIRST ASSOCIATIONS OF THE KOSOVO CITIZENS ABOUT THE MALE POLICE OFFICERS

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



A police officer is most commonly perceived as a positive and nice person by 37 percent of the respondents, followed by those who believe that a police officer represents courtesy/accessibility (25 percent) and correctness (14 percent).

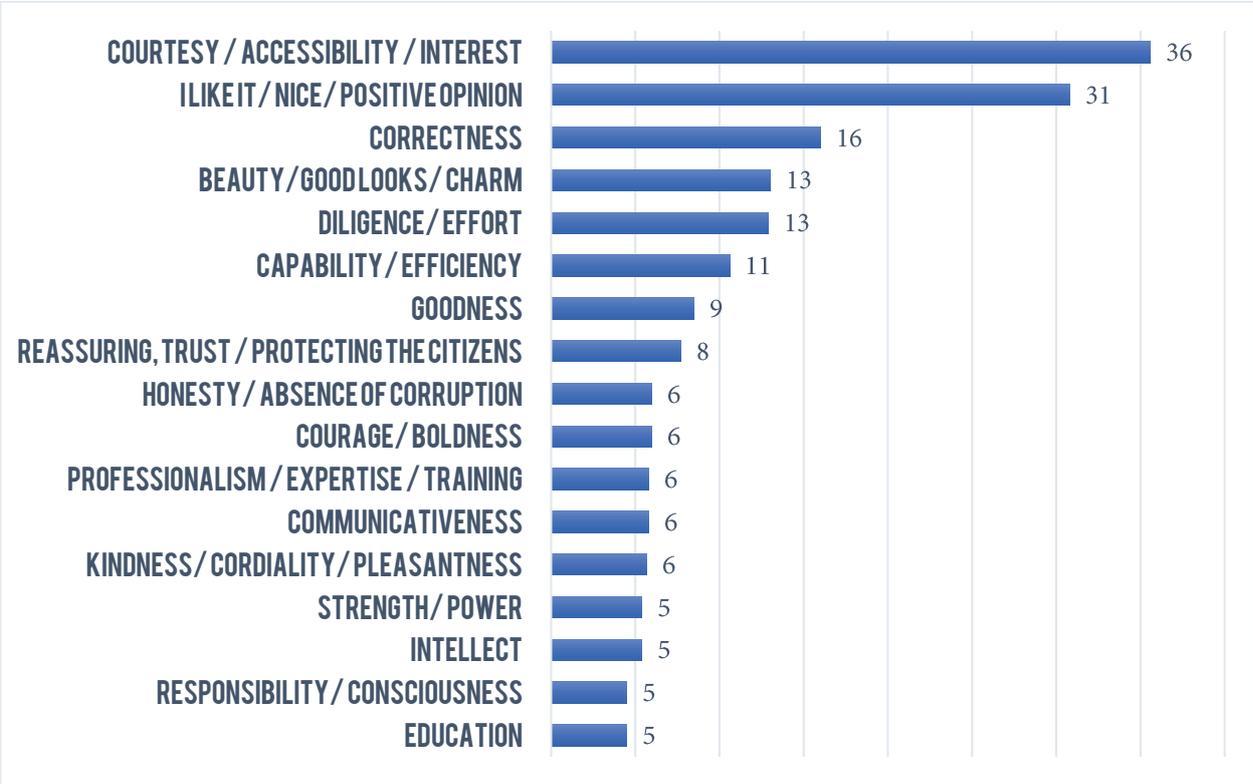
In the eyes of another 13 percent of citizens a police officer is strongly associated with protection, professionalism, communicativeness and power - each by 6 percent of the population. On the other hand, only 4 percent of the respondents expressed that a typical police officer is educated and respon-

sible, while only 1 percent link the image of a police officer with calmness, stability and tolerance. This statistic can be explained by the use of force – in some cases excessive – expressed during the protests in Prishtina.

Similarly to the perceptions towards male police officers within the KP, the opinion towards female police officers is rather positive. In spite of having the same job positions, responsibilities and uniform, unlike their male colleagues female police officers are seen from a softer perspective by the respondents. It is important to note that the respondents seem to understand the presence and role of women in the KP, which is generally known to be a male-dominated institution.

CHART 4: FIRST ASSOCIATIONS OF THE KOSOVO CITIZENS ABOUT THE FEMALE POLICE OFFICERS

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 at Kosovo.



When asked to describe a police officer, the one in direct contact with the citizens, 36 percent of the respondents listed courtesy/accessibility. Another 31 percent expressed openness towards female police officers by declaring that they like the idea of having women represented in the KP. Women police officers are considered ‘correct’ by 16 percent of the respondents, while 13 percent have perceived women in uniform as beautiful, charming, good looking and diligent – a perception that is not present when it comes to their male counterparts. This trend is also present in other countries of the region, reflecting the fact that female police officers are most likely to be judged by their looks, leaving aside their other professional characteristics. Also, unlike their male counterparts, they are perceived as less susceptible to corruption (5 percent). In this regard, female police officers tend to be perceived as ef-

ficient by 11 percent, kind by 9 percent and trustworthy by 8 percent. Courage and boldness are listed as key elements of a women police officer by 6 percent of the population.

Nepotism still exists in the process of employment within the police

The hiring and recruitment process in the KP has been the cause of many debates and much criticism, and some even perceive it as a rather unfair process of employment. The KP has been considered by many young Kosovars as one of the most attractive places of work, as such, each employment process or call for application triggers a lot of attention. Additionally, the KP has been applauded for its diversity, be it ethnic or gender. Nonetheless, there is still a lot to be done to increase equal representation of women and members of all the minority groups living in Kosovo, with special focus on the Roma, Ashkali and Egyptian as the least represented minority within the KP.

Highly informed about the hiring process within the KP (some have even experienced these procedures), when asked about the means of employment within the KP, the respondents stated that the process was fairly equitable, but that it was also still influenced by politics, nepotism and in some cases even by acts of bribery. The respondents were allowed to select more than one answer to this question in order to provide deeper insights both on the negative and positive perceptions.

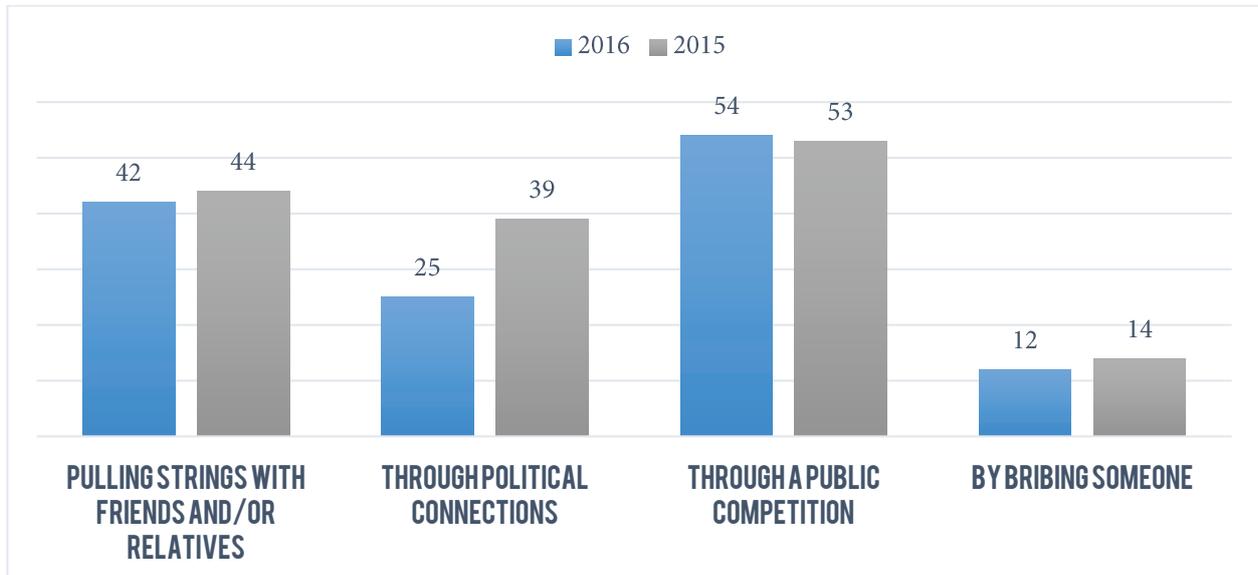
As a result, more than 50 percent of the respondents (54 percent), believe that the recruiting and hiring process within the KP is mostly done through public competition. The results have increased by 1 percent since last year (2015). This increase can be attributed to the open calls for recruitment within the police during the past months. Having been published online, both the call for applications and the list of selected candidates has created an overall perception that the process is transparent and fair.

Quite a large number of the respondents, all of 42 percent, believe that hiring is done by pulling strings through friends and relatives. In general, as regards the hiring process in the public sector, the survey results show that there is a shared perception that nepotism is present in all public sectors in Kosovo, not just in the KP.

Similarly, 25 percent of the respondents believe that the hiring process within the KP is done through political connections, thus claiming that the KP is influenced by politics. Although, this option has shown a 14 percent decrease in comparison to the results of 2015, there is still much concern among the citizens regarding the level of political influence in the KP. Also, the results show that respondents believe that the hiring process is done through acts of bribery and corruption, a perception also present concerning most of the public institutions in Kosovo.

CHART 5: MEANS OF SELECTION OF THE CANDIDATES FOR POLICE FORCE (2015 AND 2016 COMPARED)

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



The police serves citizens the most

Among all security and public institutions, the KP has proven to be the closest institution to all Kosovo citizens. Being in direct daily contact with police officers in traffic, by way of its patrols, and being considered as one of the first institutions to be addressed by the citizens in cases of incidents and problems, the KP has been perceived positively by the public. As such, when asked whether the KP serves the citizens, the Government or the political parties, the majority believe that the KP serves Kosovo citizens the most.

Consequently, more than half of the respondents (56 percent) believe that the KP acts as a service to the citizens. This option has shown a slight decrease (1 percent) in comparison with the results of 2015. The role of the KP aimed at increasing public safety, especially during the protests, has led to this slight increase in trust that the KP acts as a service to the citizens.

On the other hand, 23 percent of the respondents believe that the KP is a tool to protect the interests of the Government of Kosovo, a result that has shown an increase of 1 percent as compared to the results of 2015, mainly attributed to the intervention of the KP on the premises of one of the biggest opposition parties in Kosovo. The KP has been criticized by human rights activists and international human rights organisations for its excessive use of force. This has been perceived negatively by the citizens, impacting the results and causing the perception that the KP serves the Government.

A slightly lower number of the respondents believe that the KP serves a particular group of people. More precisely, 15 percent of the respondents declared that the KP serves to protect the interests of political parties, whereas only 5 percent believe that the KP serves the interests of senior police officers.

CHART 6: THE POSITION UNDER WHICH THE POLICE OPERATE THE MOST (2015 AND 2016 COMPARED)

Q: In which of the following capacities does the police force at Kosovo 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?

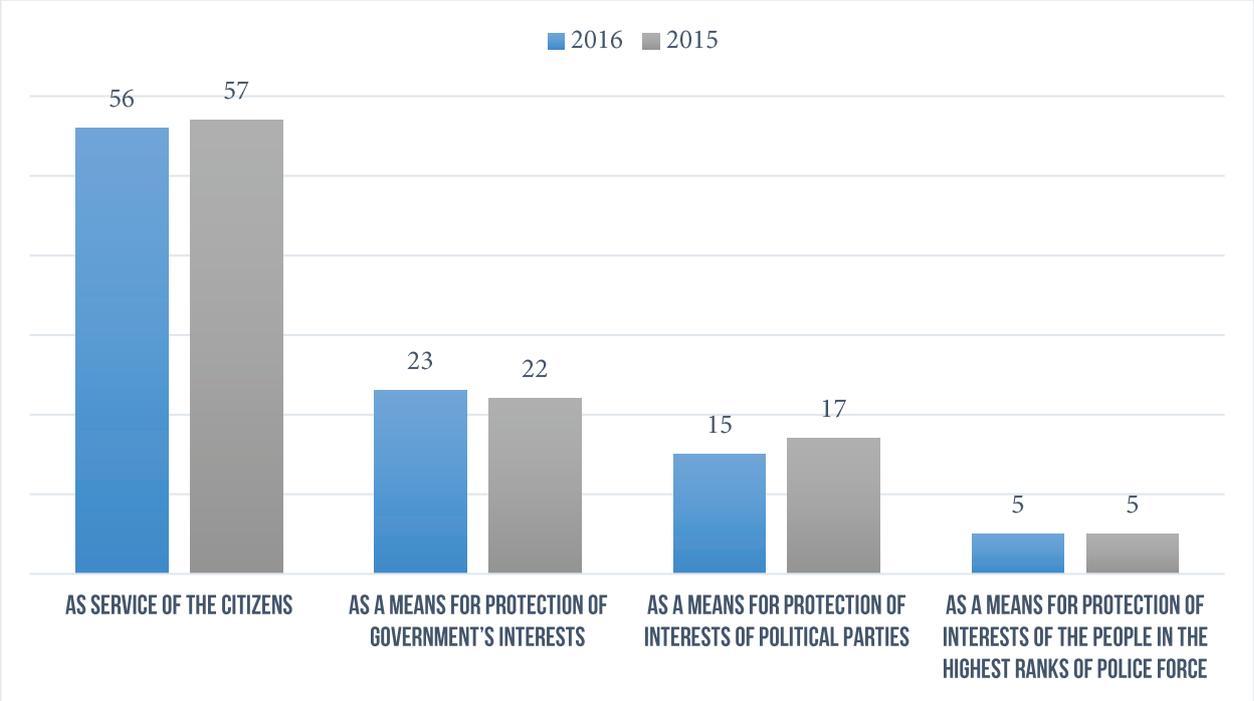
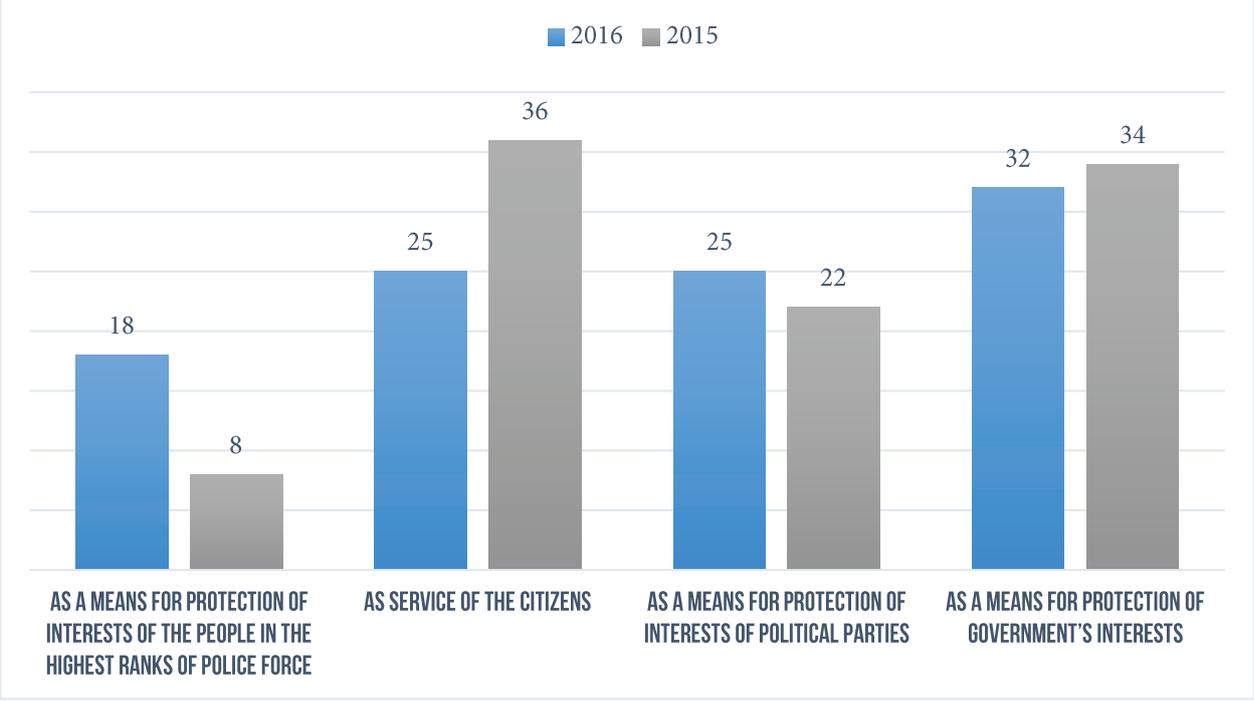


CHART 7: THE POSITION UNDER WHICH THE POLICE OPERATE THE LEAST (2015 AND 2016 COMPARED)

Q: In which of the following capacities does the police force at Kosovo 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?



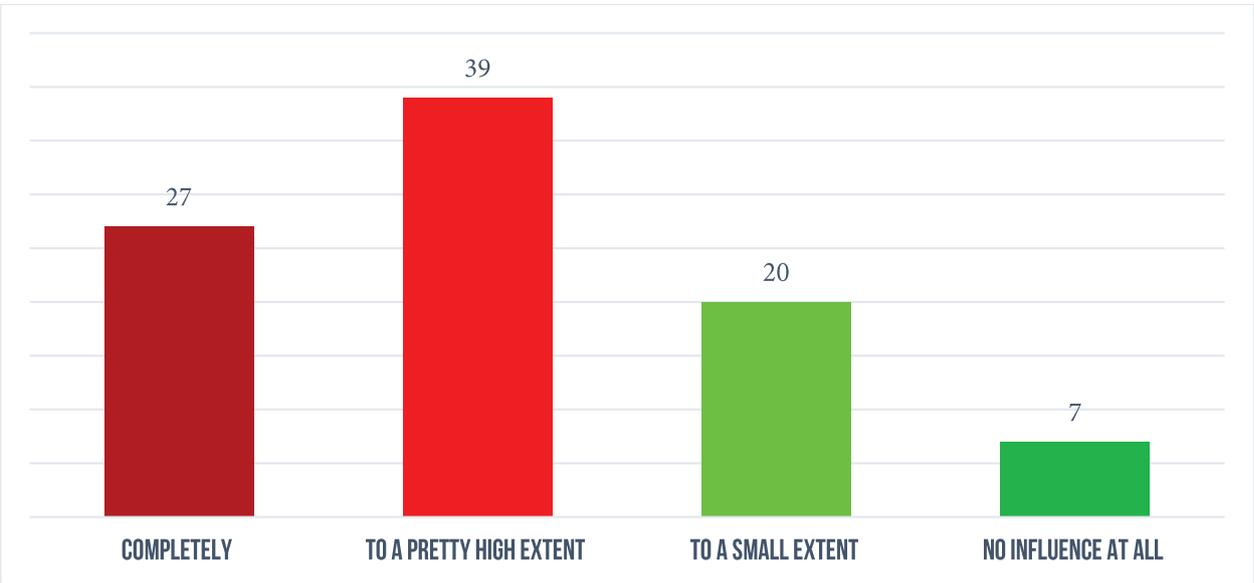
Kosovo Police is highly influenced by politics

In spite of being listed by more than half of the respondents as an institution that serves the citizens of Kosovo, they also seem to think that the KP is highly influenced by politics. Moreover, the qualitative research shows that respondents believe that the politicians in Kosovo exercise extended influence over this institution. This has been considered risky by the respondents, as the police independence in decision-making should ensure institutional autonomy and avoid external interference, including political influence on its work.

The results of this survey show that almost 90 percent of the respondents believe that politicians exercise influence over the operational work of the KP to a greater or lesser extent. When asked whether the politics interfere in the work of the KP, and to qualify the extent to which this influence is exercised, the results show that the citizens are concerned about the political influence over the KP. Approximately 29 percent of them said that the work of the KP is highly influenced by politics, followed by 42 percent who believe that the KP is influenced to a pretty high extend. A smaller group of 21 percent believes that the influence is moderate, or existing but to a small extent. This attitude can be attributed mostly to the police intervention during the opposition protests in November 2015 and February 2016, on the premises of the biggest opposition party in Kosovo. Only 8 percent of the respondents believe that the KP operates independently.

CHART 8: POLITICAL INFLUENCE OVER THE POLICE

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



PERCEPTION OF CORRUPTION

In addition to collecting and analysing the overall trust and confidence in Kosovo institutions, the objective of the survey was to also measure the perception of the level of corruption in all state institutions, with special focus on the KP. This section analyses only the perceptions towards the prevalence of corruption in Kosovo's institutions, and it does not necessarily represent cases when respondents actually experienced or directly witnessed corruption.

The Assembly of Kosovo is the most corrupt institution

According to the results derived from this survey, it is clear that there is a wide perception that Kosovo's institutions are highly corrupt. A closer analysis of the results, more specifically the comparison between trust in institutions (see: Chart 1) vis-à-vis the perception of the level of corruption (see: Chart 9) shows that the respondents trust the institutions in spite of the fact that they consider them corrupt. Seemingly, the respondents based their answers on the evaluation of the performance of each institution regardless of its level of corruption.

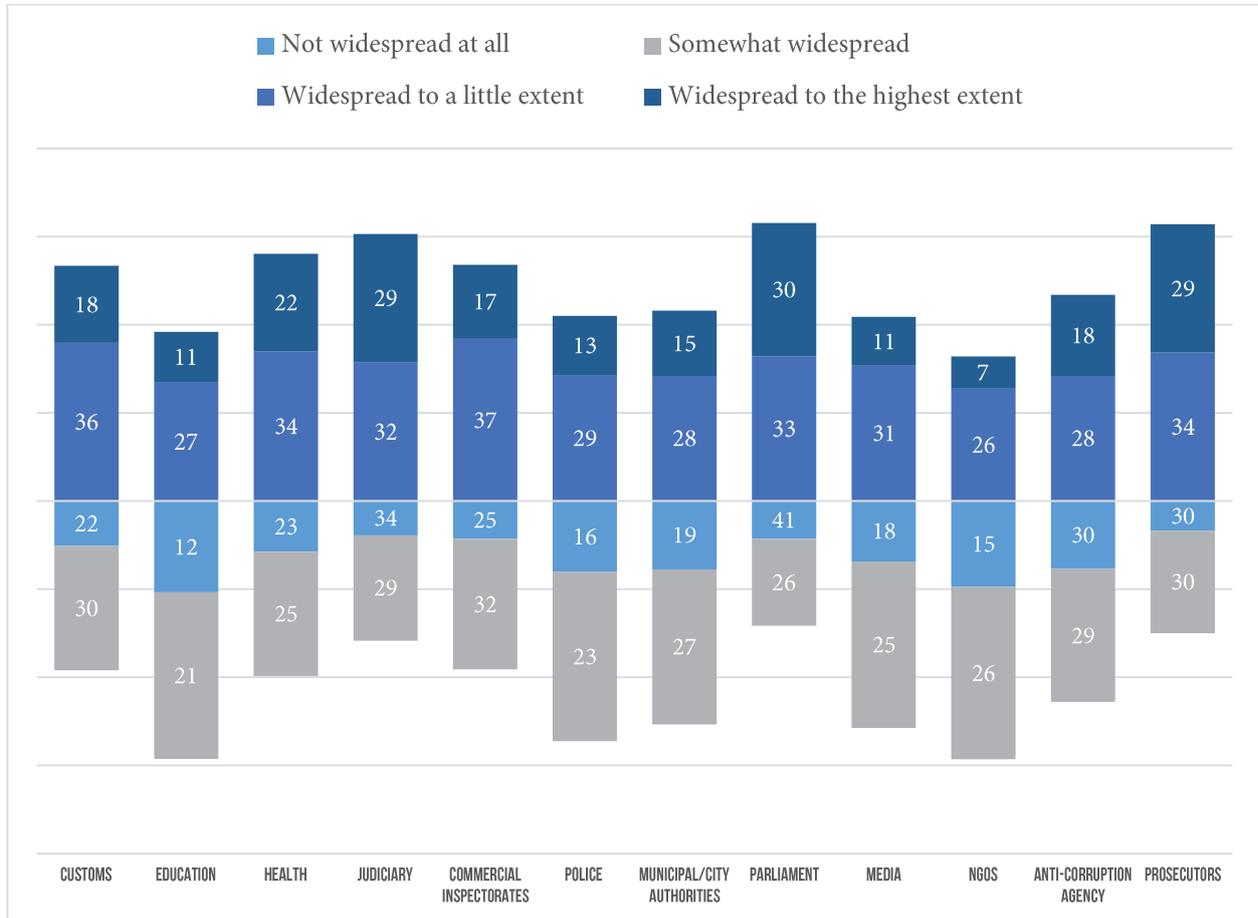
When asked to qualify the level of corruption in each institution, the respondents listed the Assembly of Kosovo as the most corrupt institution (63 percent). This opinion might have been caused by the Parliament's inability to overcome the political crisis in the past months, starting with the inability to form the Government and compounded by other issues, which could have been translated into negative perceptions towards this institution in general. On the other hand, the potential link between the political parties present in the Parliament and the financing of political parties was listed as the key factor increasing the perception of corruption within the Assembly.

The respondents also believe that corruption is highly present within the state prosecution (63 percent), followed by the judiciary (61 percent). Inefficiency of the justice system precedes all the other reasons for such opinion- its inability to fight corruption in general thus reflects the integrity of the institution. Corruption scandals involving EULEX officials have also contributed highly to the shaping of this opinion.

The results of the survey show that other institutions are also thought to be corrupt: the health care system by 56 percent of the citizens, market inspectorate by 54 percent, and customs by 53. While the high level of corruption within the health care system has been explained by corruption scandals involving public and private practices, the customs are considered as key the authority that generates money for the budget of Kosovo, reflecting the fear of potential smuggling or illegal movement of goods.

CHART 9: LEVEL OF CORRUPTION IN KOSOVO INSTITUTIONS

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.

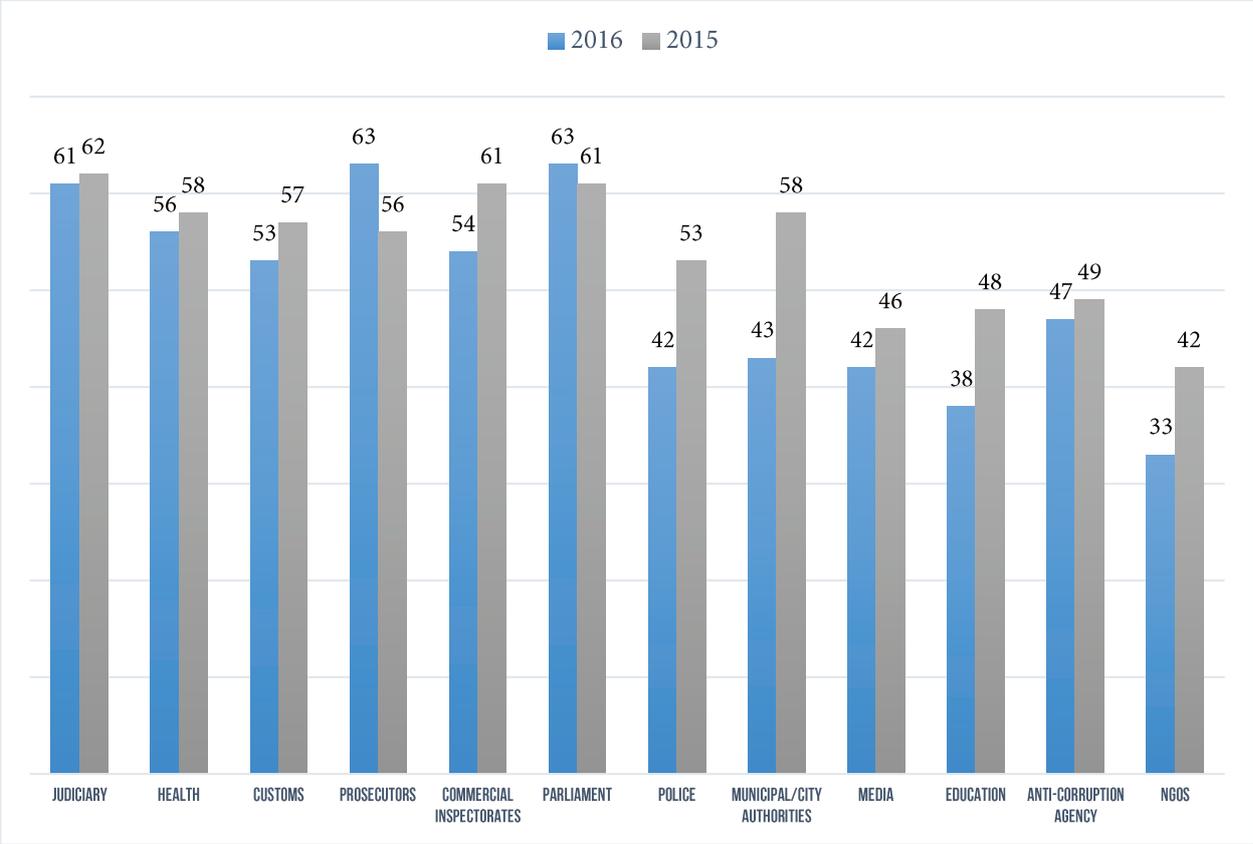


On the other hand, institutions such as the KP, the ACA, municipal authorities and media have been considered slightly less corrupt by the respondents. 42 percent of the citizens perceive ACA as a corrupt institution, clearly highlighting its inability to react in potential corruption cases during the process of asset declaration and prevention of the conflict of interest. While, the KP was considered corrupt by 42 percent of the people, it is worth noting that in the case of police the public referred only to small cases of bribery, those that occur mostly in traffic, without mentioning procurement activities or larger scale potentiality for corruption. Municipal authorities, on the other hand, were listed as corrupt by 43 percent of the respondents, who mostly referred to the public administration, while the the media were listed by 42 percent of the respondents, which shows hesitation when it comes to trusting the media in Kosovo.

The least corrupt institutions listed by the respondents are education institutions (38 percent), mostly due to the fact that corruption cases within the educations system were not present in the media, while the reform of the university has occupied the attention of the public the most. According to the respondents, the least corrupt institutions are NGOs. They are perceived as project based entities lacking the capacity to be highly corrupt.

CHART 10: PREVALENCE OF CORRUPTION IN THE KOSOVO INSTITUTIONS (2015 AND 2016 COMPARED)

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.



Traffic police is the most corrupt

Apart from measuring the overall perception and general belief concerning the prevalence of corruption in the KP, respondents were asked to express their views in relation to specific units and sections within this institution. The aim of the in-depth analysis of perception of corruption is to understand which units within the KP and the Ministry of Internal Affairs (MoIA) – including the administrative units – are perceived as more corrupt and what the reasons are for the provided opinions.

The results of the survey show that there is a tendency to perceive all units as corrupt, but it is also noteworthy that the higher the level of contact is, the higher the perception of corruption towards that unit.

Among all the units listed in the survey, 50 percent of the citizens perceive traffic police as the most corrupt unit within the KP. As stated in the previous section on corruption within the institutions, there is a tendency to refer to the cases of bribery mostly occurring in traffic. Evidently, the traffic police is the closest to the citizens and are in direct contact with them on a daily basis. Small briberies

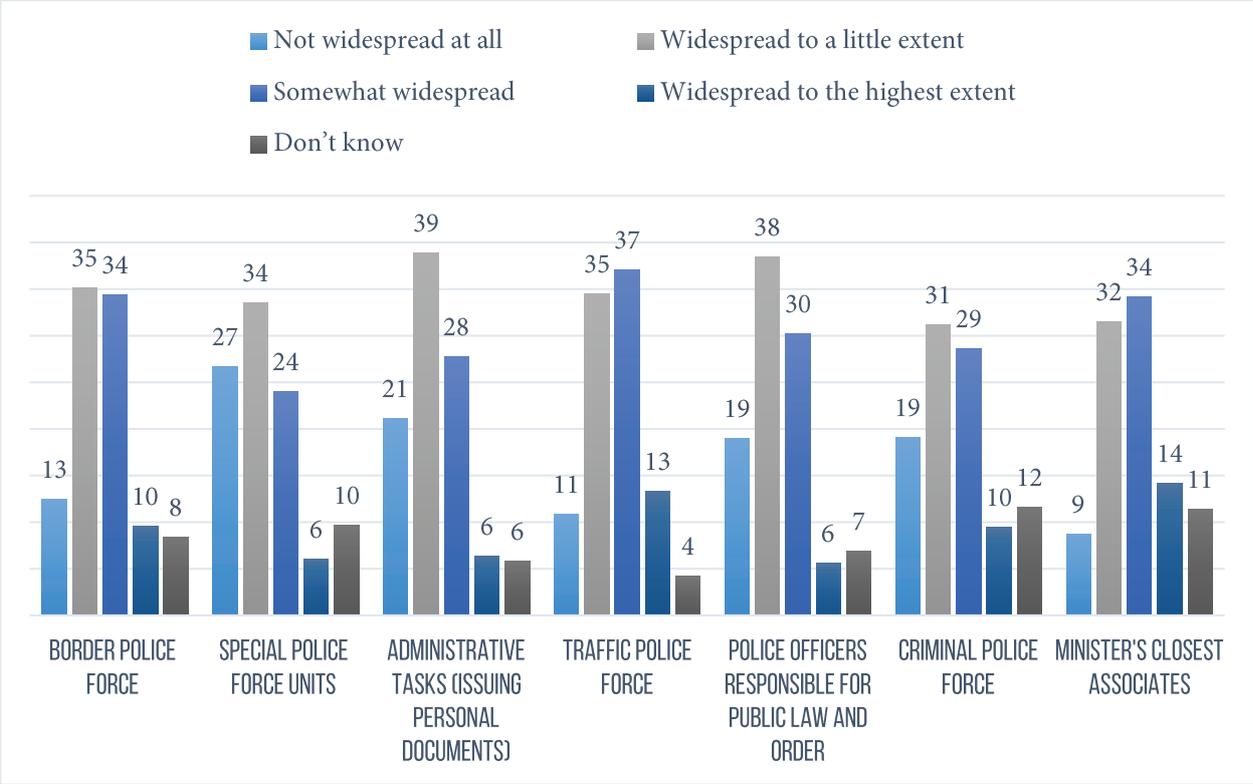
in exchange for not receiving a traffic ticket have caused this opinion towards this unit, and the KP in general.

The second most corrupt unit within the KP, according to 48 percent of the respondents, are the Minister’s closest associates. This perception has probably been caused by the connection that the respondents have made between corruption and the Ministry, mainly as a result of the overall perception of high corruption within the Government. Border police has been listed as the third most corrupted unit. The level of contact with the border police, similar to that with the traffic unit, has resulted in higher perception of corruption. In addition, the qualitative analysis shows that incidents of small bribes at the border are one of the key factors in shaping this opinion.

Other specific units such as the criminal police (38 percent), Public Law and Order Police Officer (36 percent), administrative tasks (36 percent) and special police force (30 percent) are considered the least corrupt units, mainly due to the citizens’ low level of interaction or contact with members of such units on a daily basis, which makes them lack information in this regard.

CHART 11: PERCEPTION OF CORRUPTION WITHIN DIFFERENT POLICE FORCE UNITS

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

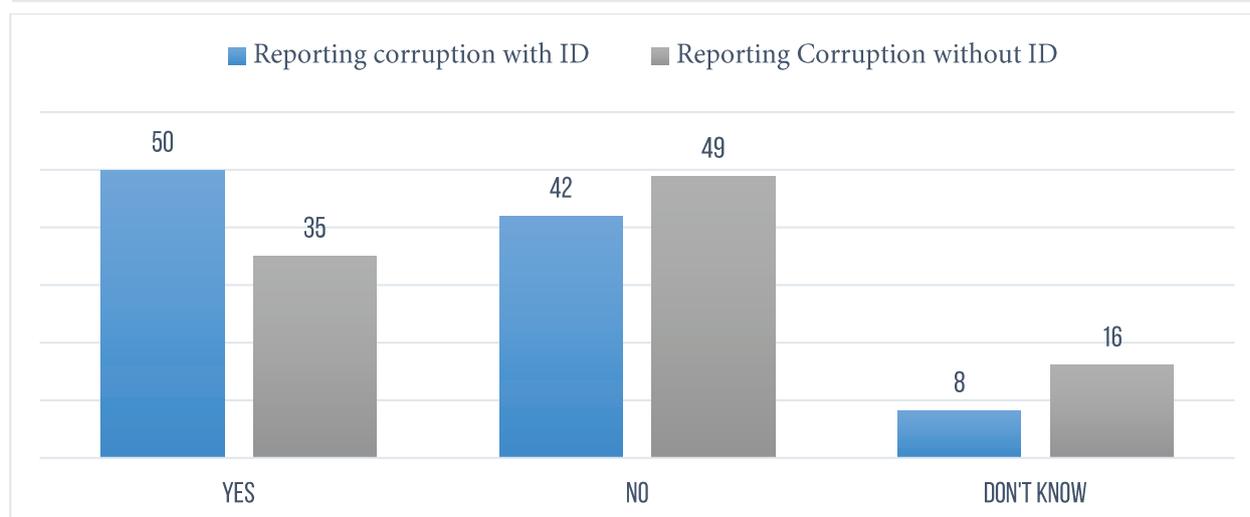
Local police station is the most reliable address for reporting corruption

The respondents were asked whether they feel confident and willing to cooperate in or report any cases involving a police officer asking for bribery. Two different situations have been listed, aiming to analyse whether they would feel confident to report them, and if there were concerns related to the protection of personal data and privacy. When asked whether they would report a case of bribery or a case of police officer asking for bribery – it is interesting that if asked to reveal their identity about 50 percent of the respondents declared that they would, in comparison to 35 percent who would not feel confident enough to do this.

On the other hand, when asked whether they would report cases of bribes if required to reveal their identity, around 42 percent declared that they would, in comparison to approximately 50 percent who said that they would not. The results show that in terms of personal data protection, many Kosovars feel confident and trust the KP, without being concerned about the misuse of their identification details.

CHART 12: REPORTING CASES OF CORRUPTION

Q1: 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.)? Q2: Would you report a case of corruption in the police force if you were not required to reveal your personal data?

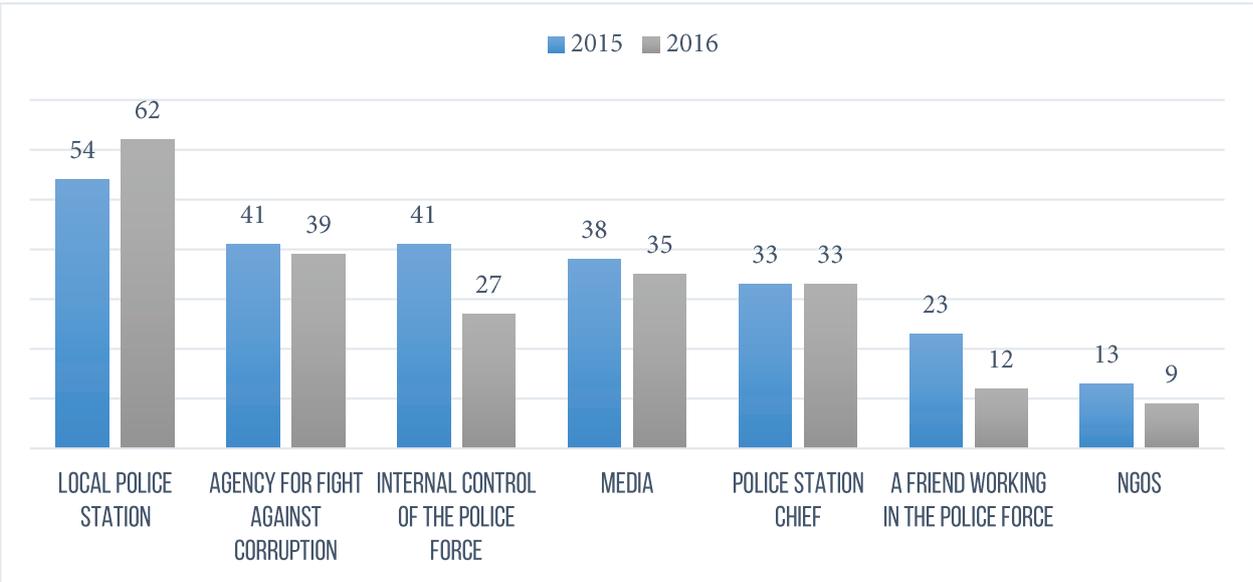


In addition, the respondents were asked who would be the first instance to whom they would report cases of corruption within and outside the KP. Aiming to understand which unit is considered as the best place to address such concerns, the results show that the local police station was listed as the most reliable address for reporting corruption by 62 percent of the citizens. This is mainly because police stations are close to the citizens of Kosovo.

The ACA has been listed as the second most trusted institution by 39%, mainly due to its role in providing recommendations and proceeding in such cases. On the other hand, options such as media (35 percent), chief of police station (33 percent), internal police control (27 percent) and a friend who works in the police (12 percent) have been listed as options by a slightly lower number of respondents. Surprisingly enough, the biggest watchdogs when it comes to such cases, such as NGOs, have been listed by only 8 percent of the respondents, showing their clear lack of will to cooperate with the NGOs - perhaps because they find that NGOs have been rather weak in the fight against corruption.

CHART 13: FIRST INSTITUTION TO REPORT CASES OF CORRUPTION (2015 AND 2016 COMPARED)

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



For fighting corruption it’s necessary to focus on corrupt police managers

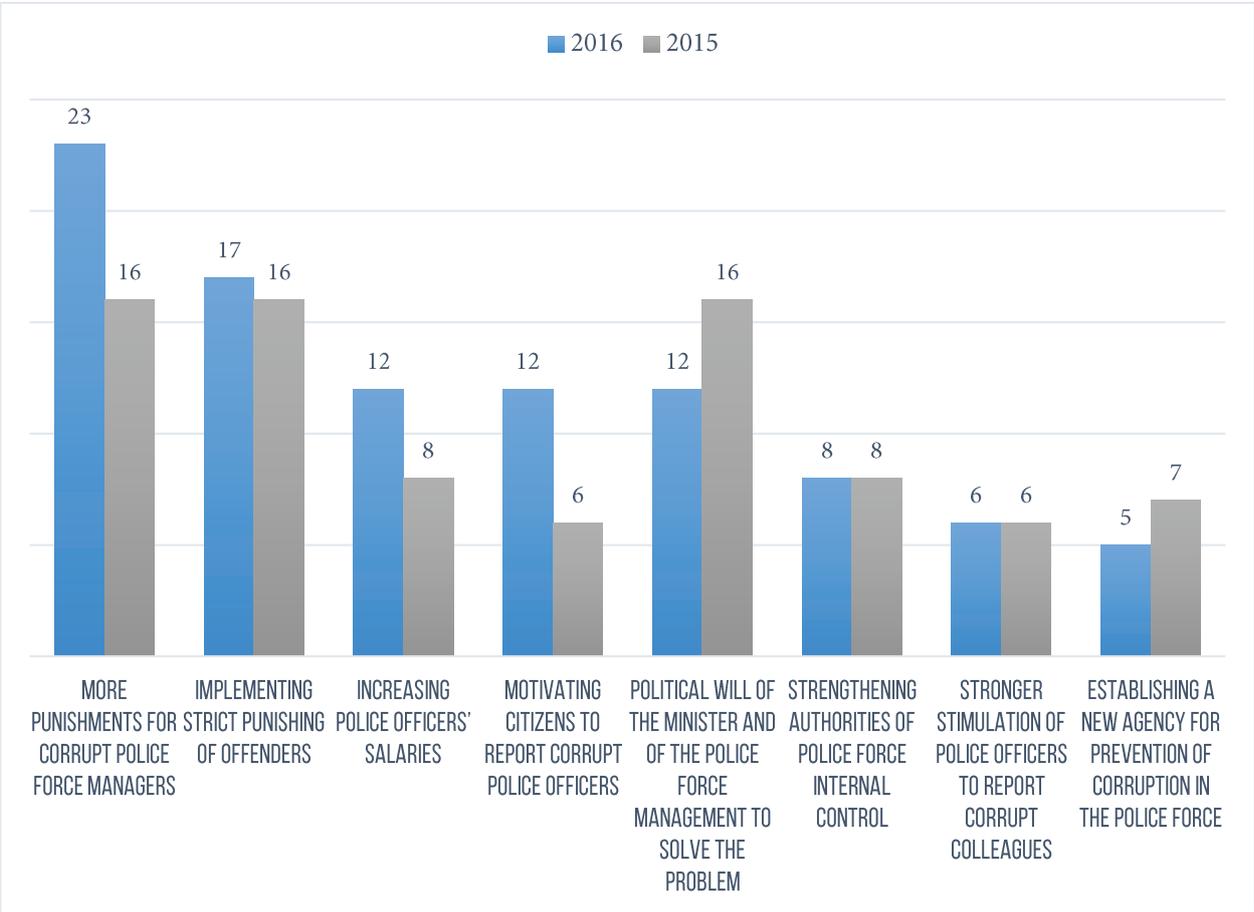
Alongside the perception of corruption and reporting corruption, the survey was designed to extract information on the best ways to prevent corruption within the KP. A vast majority of the citizens believe that additional improvement of internal mechanisms would strengthen police integrity. Thus, about 23 percent of the citizens believe that introduction of more severe sanctions for corrupt police officials would be the best way to prevent corruption, followed by 17 percent of those who believe that strict punishment of offenders would be a good prevention mechanism.

Taking into consideration these two options, it is evident that the respondents would like to see a stricter penal policy within the KP for those who are corrupt. On the other hand, increase of salaries, motivation within the institution, and political will are listed each by 12 percent of the respondents as a successful mechanism to prevent corruption.

On the other hand, 8 percent of the respondents believe that strengthening the internal control mechanisms within the KP would prevent corruption, whereas 6 percent believe that members of the KP should have an incentive to report cases of corruption within the force. Only 5 percent believe that another corruption prevention mechanism should be introduced, perhaps because there already are certain existing mechanisms that are not so efficient, and that need to increase the capacities.

CHART 14: MEANS TO PREVENT CORRUPTION IN THE POLICE (2015 AND 2016 COMPARED)

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



The Government should fight corruption

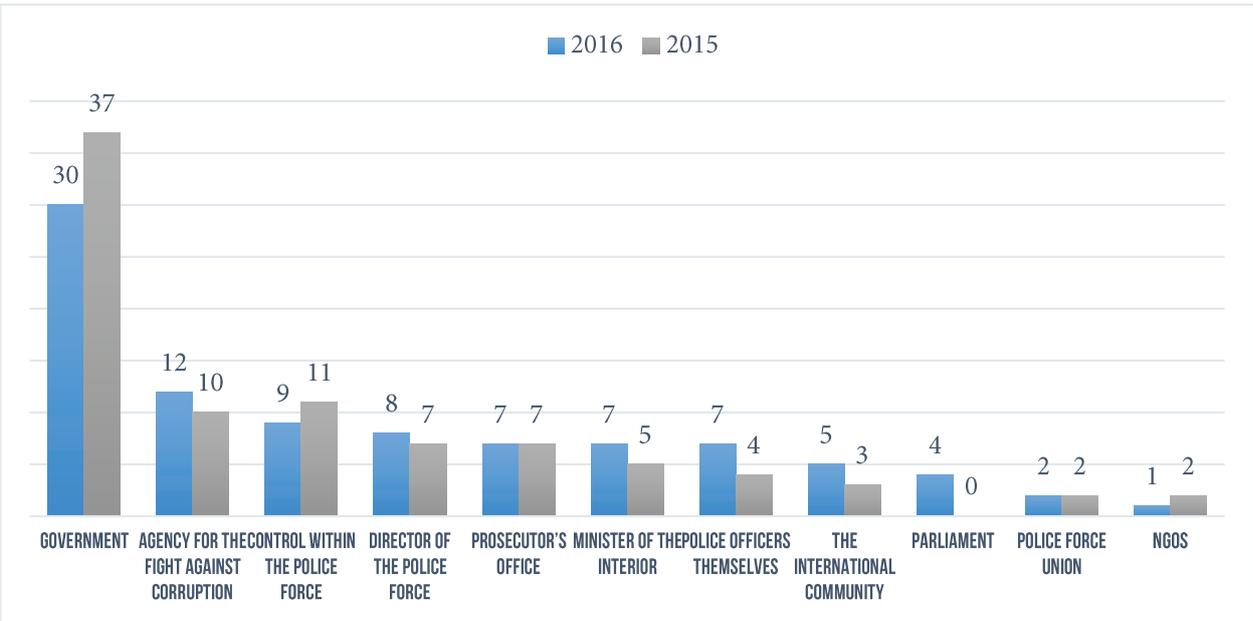
When asked to list the institutions which should fight corruption in the police, citizens showed a lack of information concerning the key institutions responsible to fighting corruption. It is interesting that, when asked about them, only 7 percent believed that the state prosecutors' office is responsible for fighting corruption. This reflects the lack of trust in the justice system in Kosovo.

Respondents listed the Government of Kosovo as the institution that should be the leader in the fight against corruption within the KP. The results show that the leading institution to fight corruption in the police is the Government of Kosovo; more precisely, 30 percent of the respondents believe that the Government has a leading role in comparison to other institutions.

12 percent of the citizens believe that the ACA is the second most important institution in the fight against corruption and that it should play a more proactive role, whereas 9 percent listed internal police control and 8 percent listed the Director of the KP as factors in the fight against corruption. On the other hand, prosecution, police officers themselves, and the MoIA were listed by only 7 percent of the respondents. It is worth noting that only 2 percent believe that the Parliament is capable of fighting corruption. As a fully functioning Parliament is lacking, citizens do not completely trust this institution.

CHART 15: INSTITUTIONS WHICH SHOULD FIGHT CORRUPTION IN THE POLICE (2015 AND 2016 COMPARED)

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.



THE ROLE OF CIVIL SOCIETY

The NGOs should be more proactive in fighting corruption

In spite of the fact that most of the respondents do not see the role of NGOs as relevant, unlike in other countries, the survey was designed to measure the exact opinion on the role of NGOs in fighting police corruption in Kosovo.

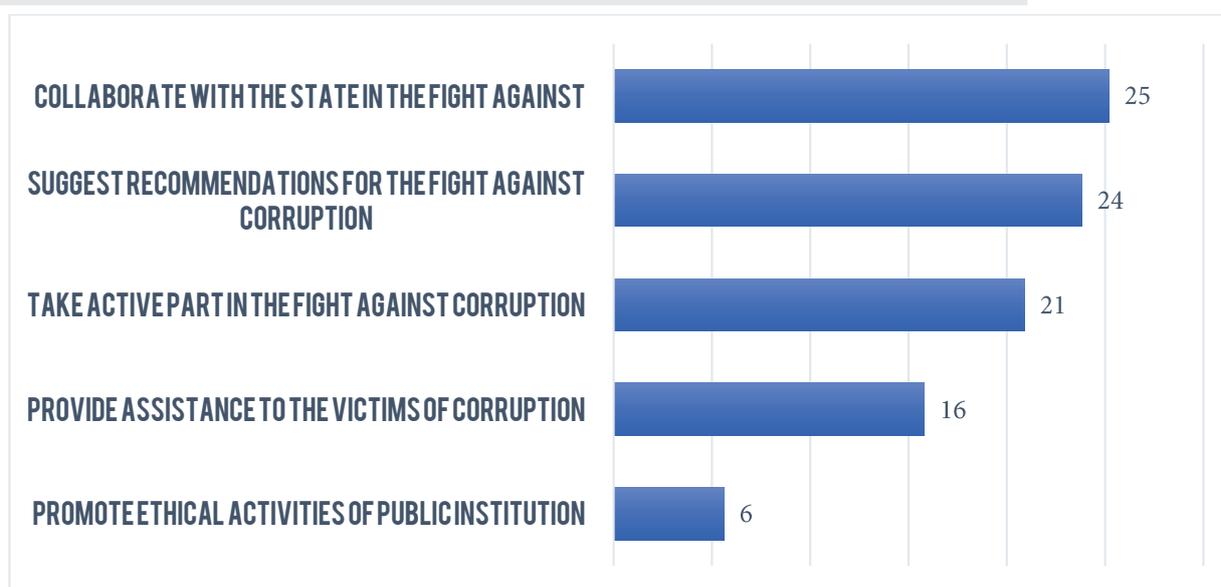
The results show that respondents would like to see a civil society that is more proactive and involved in the fight against corruption. They would like it to be the watchdog, but also collaborators and experts in this regard.

Statistically speaking, when asked about the role of NGOs in the fight against corruption, 26 percent of the respondents would like to have the NGOs cooperating side-by-side with the state institutions in the fight against corruption.

Another 21 percent of the respondents declared that they want active and laudable NGOs in the fight against corruption, while 24 percent stated that they want NGOs to provide expertise and tangible recommendations in the fight against corruption. On the other hand, 16 percent want to see NGOs as assistants to the victims of corruption, whereas 6 percent would like to see them working to raise the awareness mechanism in this regard.

CHART 16: THE ROLE OF NGOS IN FIGHTING 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

LOCATION	Kosovo
DATA COLLECTION METHOD	Face-to-face, in the respondents' homes
SAMPLING FRAME	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
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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