

THE CITIZENS' OPINION OF THE POLICE

**Results of the Public Opinion Survey
Conducted in Kosovo**

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 at Kosovo was conducted in July 2017 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) 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.

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

In 2017, the police was the most trusted institution in Kosovo. The trends have shown that the public trust in the Kosovo Police in 2017 has increased by 10 percent in comparison to the levels noted in 2015 and 2016, making it the institution the respondents experienced in the most positive light. It is worth mentioning that the survey was conducted soon after the early parliamentary elections in Kosovo, which could have impacted the results as regards the police to a certain extent.

Positive attitudes of the respondents towards the police have been demonstrated with respect to the perception of police officers, both male and female. The public perceives police officers mainly as kind, cultured, decent and trustful people who work in compliance with the country's laws and regulations.

However, the respondents have shared quite different views regarding the selection of candidates and the employment process within the police. Although the majority believes that an open and public competition precedes employment, they also see political connections, pulling strings and bribery as issues that seemingly still present major challenges to a fair and merit-based recruitment process.

Despite the results indicating that the majority of respondents believe that the Kosovo Police serves the citizens the most, there is still serious concern that the police also serves the interests of the Government and the political parties in Kosovo. Moreover, the risk of political influence on the police is believed to be quite high, given that a vast majority of the respondents feels that the Kosovo Police is politically influenced indeed, with particular emphasis on the operational work of the institution.

According to the respondents' perceptions, corruption in the Kosovo institutions is widely spread. Although the level of corruption in the Kosovo Police in 2017 is perceived as lower in comparison with earlier years, this however does not imply that the current state is satisfactory. In addition, relevant police units such as the traffic police, the border police and the closest associates of the Minister of Internal Affairs are viewed as corrupt by almost 50 percent of the citizens.

As the public in Kosovo expressed concerns regarding the corruption of relevant police units, respondents have shared their ideas on the prevention of police corruption. More precisely, the research showed that strict punishment of offenders and stricter sanctions for police managers involved in corruption might be necessary to fight police corruption in Kosovo.

As trends from 2015 to 2017 show, respondents have listed the Government first when asked about the bodies that should fight corruption within the Kosovo Police. The Government was followed by internal control bodies of the police and the Anti-Corruption Agency. It is surprising that only a small group of those surveyed (less than 5 percent) perceived the Prosecutor's Office as relevant in fighting police corruption. This is mainly attributed to the low level of public trust in the prosecution and judiciary in general. Non-governmental organisations are also not viewed as a significant contributor in this regard.

Since serious concerns have been expressed by the respondents who thought that the police is placed at risk by political influence over its operational work, it follows that the independence of the Kosovo Police should be ensured and freed from any influence. In this regard, provisions of the Law on Police should be fully implemented, and the operative police work should not be subject to any influence at all.

Internal policies of the Kosovo Police should be strengthened to guarantee that the recruitment of candidates for employment in the police is conducted solely based on merit. The Police Inspectorate of Kosovo should regularly inspect and oversee the recruitment cycles in the Police to eliminate negative phenomena (such as political connections, pulling of strings, or bribery) in hiring new personnel.

Police corruption in Kosovo is still a major concern. Therefore, internal control mechanisms of the Kosovo Police have to further enhance the activities to prevent and combat corruption within the institution itself. According to the responses provided by respondents in this survey, the police should apply strict sanctions when its personnel are implicated in the corruption cases, with the aim to reduce and fight police corruption.

TRUST IN INSTITUTIONS

Police is the Most Trusted Institution in Kosovo

In 2017, the Kosovo Police (KP) has been ranked the most trusted institution in Kosovo. Three thirds of the respondents (69 percent) trusted the KP this year, which created an increase of 10 percent in comparison with the year 2016 (59 percent). The KP is followed by the educational institutions; they enjoy a solid level of trust and confidence that was expressed by 66 percent of the surveyed citizens. In comparison with the previous year (2016), when 66 percent of the respondents trusted the educational institutions in Kosovo, a slight decrease, by one percent, was noted in 2017.

According to the survey data, the third and fourth places are occupied by municipalities and non-governmental organisations (NGOs) operating in Kosovo, and 58 percent of the respondents trust the work of these institutions. An increase of five percent was noted in this area when compared to 2016 (approximately 53 percent for both institutions). Additionally, the media (56 percent) and the health care sector (51 percent) enjoyed a positive perception among the respondents in both 2016 and 2017, while some 47 percent of the respondents trusted the customs authorities.

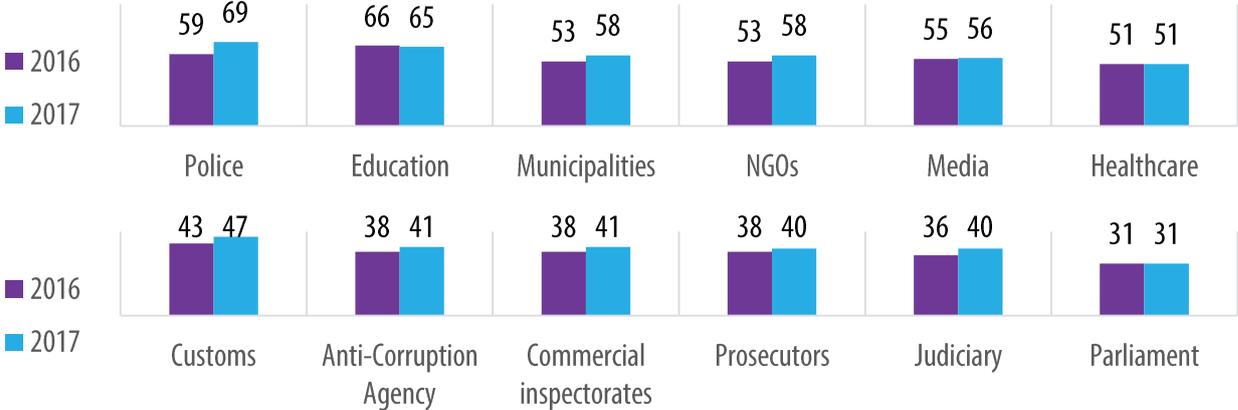
On the other hand, the Kosovo Assembly turned out to be the least trusted institution; more precisely, only 31 percent of the citizens have a positive perception of it. Similar to 2016, the level of trust has neither increased nor improved in 2017. On the contrary, in terms of statistical data, it has remained at the same level, where 31 percent of the respondents trusted the legislative branch in 2017, while 67 percent did not.

Although judicial institutions and anti-corruption bodies enjoy a higher level of trust than the Kosovo Assembly, there is concern that they are faced with enormous challenges given the fact that they are trusted by less than 45 percent of the citizens. In this regard, only 40 percent trust the judiciary and prosecutors. When compared to 2016, this represents a slight increase. Yet, the level of distrust shown regarding both institutions in 2017 is quite high - more precisely, 58 percent of the respondents have a negative perception concerning the Kosovo judiciary, while 56 percent distrust the work of the Prosecutor's Office.

The Anti-Corruption Agency of Kosovo (ACA) enjoyed the trust and confidence of 41 percent of the respondents in 2017, while approximately 56 percent had a negative opinion when it came to the work of this institution. However the public perception of ACA was rather negative in 2016, when only 38 percent of the respondents were satisfied with its work. The commercial inspectorates enjoy almost same level of trust (41 percent).

Chart 1: Trust in the Kosovo Institutions (2016 and 2017 - comparison)

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

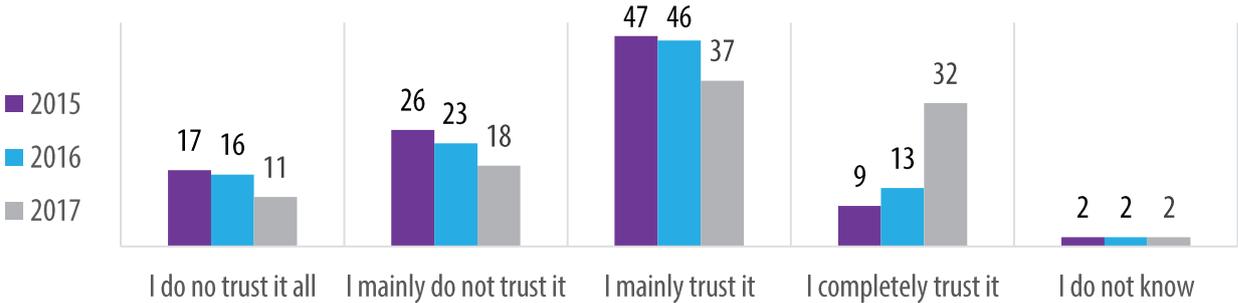


Public trust in the KP in 2017 is considered to have experienced a solid increase in comparison with the previous years (2015 and 2016). This is important to note because the Kosovo Police is required by law to, inter alia, protect lives and property and provide safety to all people, as well as maintain the public order and security in the country. Therefore, the citizens’ trust and confidence in this institution nominally demonstrates that the police exercise their powers in line with the legal and democratic principles. It should be mentioned, however, that the survey was conducted immediately after the early parliamentary elections, held in Kosovo in June 2017, which may have impacted the perception of the KP to a certain degree.

As the chart below indicates, while approximately 56 percent of the respondents trusted the KP in 2015, in 2016 this percentage increased to 59 percent. However, when compared with two previous years, the measurement of public perception of the police has shown that public trust has increased by 10 percent in 2017; more precisely, about 69 percent of the respondents who participated in this survey have said that they do trust the KP.

Chart 2: Trust in the Kosovo Police (2015, 2016 and 2017 - comparison)

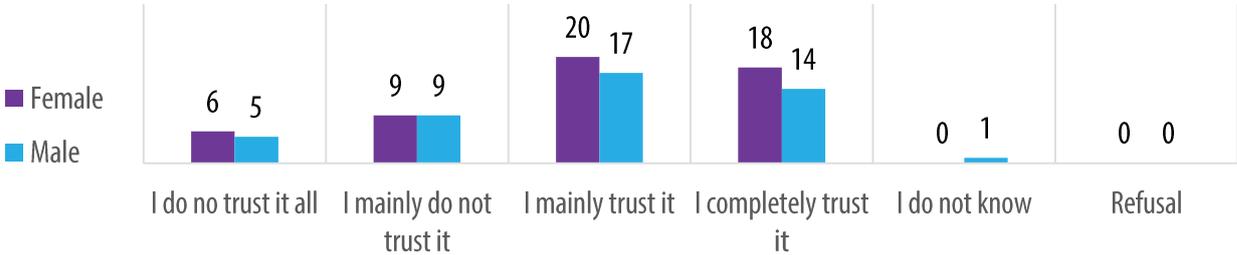
Q: How much do you trust the following institutions in Kosovo? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it, and 4 that you completely trust that institution.



When the survey data concerning the police are analysed based on gender perspective, it becomes quite obvious that in 2017 women in Kosovo trusted the KP more than did men. Accordingly, 38 percent of the women provided positive responses concerning the KP, compared with 31 percent of the men who trusted the police. However, distrust in the KP is lower among the men; more precisely, 14 percent do not trust it at all, while negative perceptions of the KP were shared by 15 percent of the women. On the other hand, one (1) percent or even fewer respondents (women and men) had no opinion or refused to provide an answer when asked about their trust and confidence in the KP.

Chart 3: Gender-Based Perception of the Kosovo Police (2017)

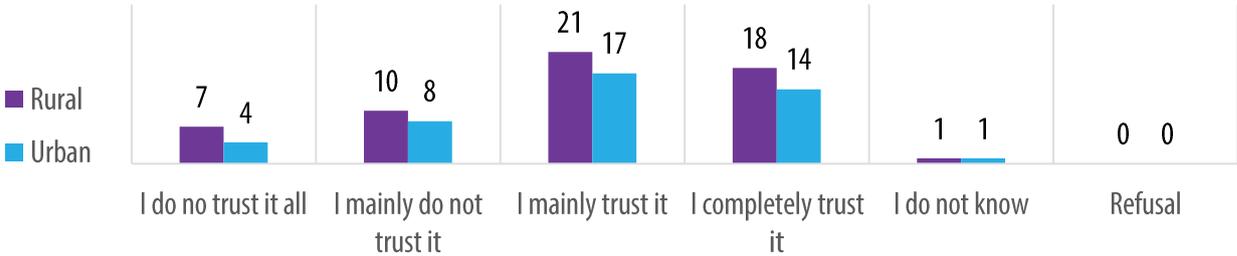
Q: How much do you trust the following institutions in Kosovo? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it, and 4 that you completely trust that institution.



As the following chart shows, almost similar results were obtained in terms of the perception of the KP in the rural and urban areas of Kosovo. Approximately 39 percent of the respondents from rural areas declared that they trusted the police, while positive views were shared by 31 percent of the respondents living in urban areas. At the same time, the percentage of respondents in the rural areas who do not trust the police was 17 percent, compared to 12 percent of those from urban areas who shared the same perception.

Chart 4: Urban and Rural Perceptions of the Kosovo Police (2017)

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

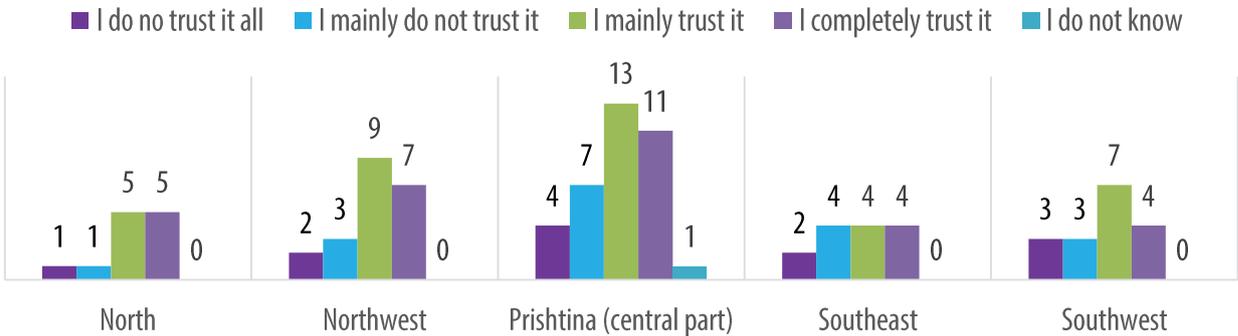


The deconstruction of the citizens’ perception according to the regional perspective provides detailed data regarding the public’s trust in the KP. Respondents from the region of Prishtina (the central part of Kosovo) turned out to have the highest level of trust and confidence in the police - 25 percent. They were followed by the citizens of the North-Western region, where 16 percent responded positively

with respect to the KP. A lower level of trust and confidence was noted in the South-West (11 percent), North (10 percent) and South-East (8 percent). However, the central part of Kosovo (the Prishtina region) is sceptical of the assumption that it is more distrustful of the KP compared to other regions. Nonetheless, approximately 11 percent of the respondents coming from the region of Prishtina do not trust the police, while in other regions, such as the South-East and the South-West (6 percent), North-West (5 percent) and North (2 percent), people tend to be less doubtful of the KP.

Chart 5: Regional Perspective in the Perception of the Kosovo Police (2017)

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



Based on the ethnic background of the respondents, the Albanian population in Kosovo prevails in the percentage that showed a positive attitude towards the KP. Approximately 63 percent of the Kosovo Albanians trust the police, while some 24 percent do not. Ethnic minorities, Kosovo Serbs in particular, are seemingly distrustful, with only two (2) percent of them showing trust in the KP.

Chart 6: Ethnic Perspective in the Perception of the Kosovo Police (2017)

Q: How much do you trust the following institutions in 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 Public Perception of Police Officers in Kosovo

Participants in the survey were asked about their perception of female and male police officers in Kosovo based on their direct contact with citizens. As regards female police officers within the KP, the opinion of the public in Kosovo is mainly positive.

Based on the citizens' replies, female police officers in Kosovo are viewed as kind, cultured and decent by 28 percent of the respondents. This result was followed by 24 percent of the respondents who believe that female police officers in the KP are friendly, helpful and communicative, 18 percent who consider them good, fine and interesting, 14 percent who described them as fair and acting in compliance with the laws and regulations. However, only 11 percent of respondents think that female police officers are educated, some 7 percent have stated that they believe that they are honest and not corrupt, while only 6 percent described them as hard-working.

Chart 7: Average Female Police Officer in Kosovo (2017)

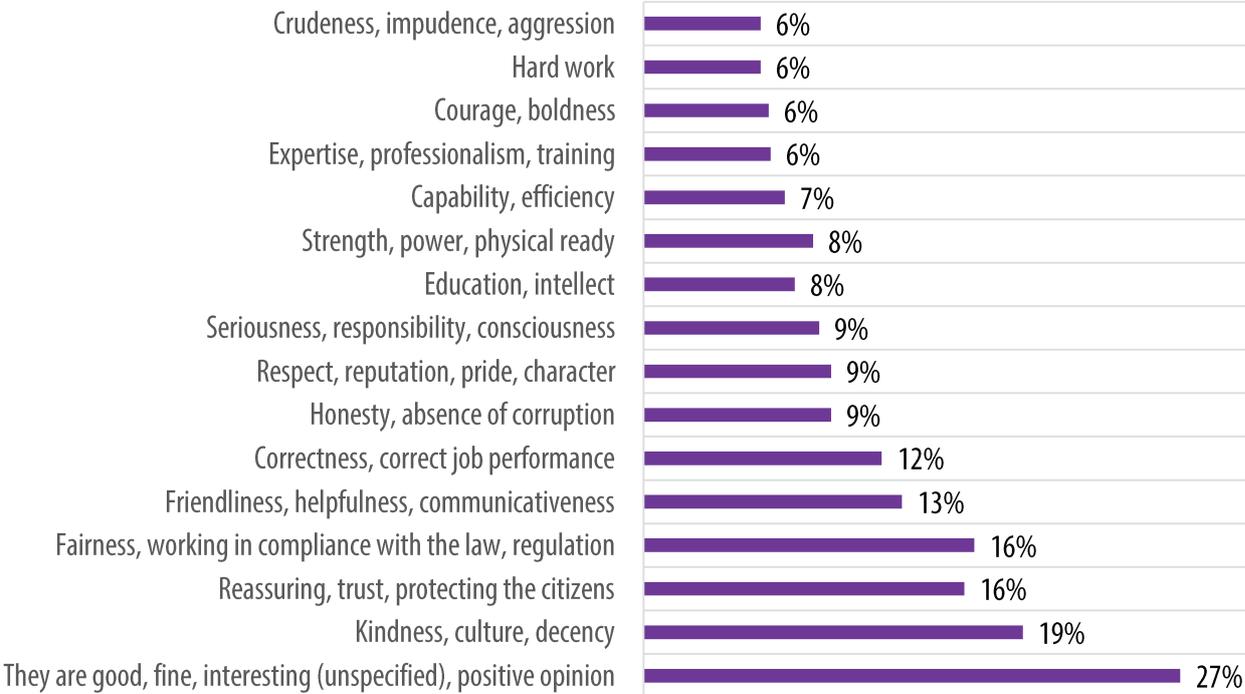
Q: When you think of a female police officer, the one in direct contact with the citizens, how would you describe her? Please, state several characteristics (adjectives) that, in your opinion, best describe an average female police officer in Kosovo.



On the other hand, the respondents’ perception with respect to a typical male police officer in Kosovo slightly differs – yet not by much. Twenty seven percent of the respondents describe male police officers in Kosovo mainly as good, fine and interesting, and their opinion of them is generally positive. This group is followed by 19 percent of the respondents who perceive male police officers as kind, cultured and decent, while about 16 percent responded that they are engaged to protect the citizens of Kosovo and are working in compliance with the laws and regulations. Respondents tend to provide more positive thoughts regarding male police officers, but only 9 percent of them described them as honest and not corrupt, and 8 percent as educated. Finally, 6 percent of those questioned responded that they see male police officers as crude.

Chart 8: Average Male Police Officer in Kosovo (2017)

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



Employment in the Police is Influenced by Politics and Nepotism

When asked about the selection and recruitment process within the KP, respondents offered quite an array of different responses. Given that this process is considered one of the most important aspects of police integrity, respondents were given the opportunity to provide more than one answer to the question. As a result of the fact that recruitment in the police is open to the public, the majority of Kosovo respondents from 2015 to 2017 have listed in the first place a public competition in relation to recruitment. Approximately 63 percent of the citizens shared the same view, which, in comparison with 2016 (54 percent) and 2015 (53 percent) was marked by an increase of almost 10 percent.

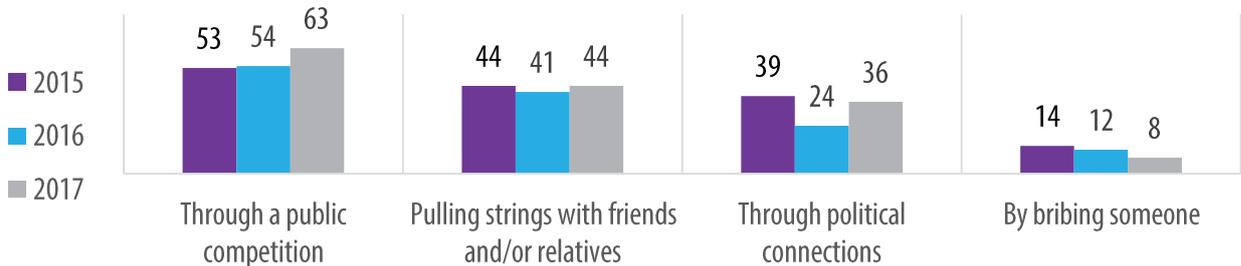
However, in the eyes of those surveyed the procedure of the selection of the candidates for employment within the KP is not viewed in a thoroughly positive light. All of 44 percent of them believe that employment is gained by pulling strings with friends and/or relatives, thus admitting the existence of certain aspects of unfair process concerning the recruitment in the KP. The citizens expressed the same opinion in the previous years, in 2015 (44 percent) and 2016 (41 percent).

It is important to note that political connections are still viewed as a potential risk when it comes to gaining employment in the police. Trends in the last three years (2015-2017) show that the year 2015 was marked by the highest percentage (39 percent in total) of citizens who declared that candidates for police work were employed through political connections. This percentage was reduced to 24 in 2016; in 2017, however, it increased to 36 percent. It can therefore be assumed that the recruitment process the police is influenced by politics.

Bribery is also believed to have a negative impact on this process, although bribery for the purpose of gaining employment in the police has decreased from 2015 to 2017, as shown by the survey results from the last three years.

Chart 9: Method of Selecting Candidates for Employment in the Kosovo Police (multiple responses – 2015, 2016 and 2017, comparison)

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



The Kosovo Police Serves the Citizens' Interests the Most

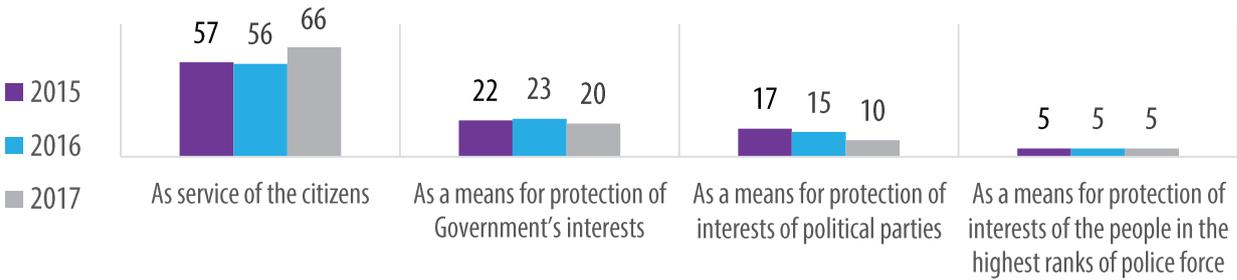
A positive perception of the KP was also noted when respondents were asked in whose interest the police operates the most. In this regard, around two-thirds of the respondents in 2017 (or 66 percent) believed that the KP serve the citizens the most, which shows an increase of almost 10 percent when results are compared to those from 2016 (54 percent) and 2015 (53 percent).

However, the rest of the citizens have shared the opinion that members of the KP work in the interest of certain external parties, which might cause harm to the integrity of the police in Kosovo. Consequently, nearly 20 percent of those surveyed believe that the KP acts to protect the interests of the Kosovo Government. Although this number represents a slight decrease in comparison with the percentage obtained in 2015 (22 percent) and 2016 (23 percent), there are still concerns that certain components within the KP might work for the Government's interests.

Despite the fact that in 2017 the results showed that 10 percent of the respondents believed that the KP protects the interests of the political parties in Kosovo, there is still a notable decrease in comparison to the previous years, as indicated by survey data below. Similar to previous years, approximately 5 percent of the citizens stated that the KP protects the interests of those in the highest echelons in the police. Based on the obtained responses, it can be generally concluded that the KP is improving when it comes to serving the citizens and the public of Kosovo.

Chart 10: Capacity in Which the Kosovo Police Operates the Most (2015, 2016 and 2017 - comparison)

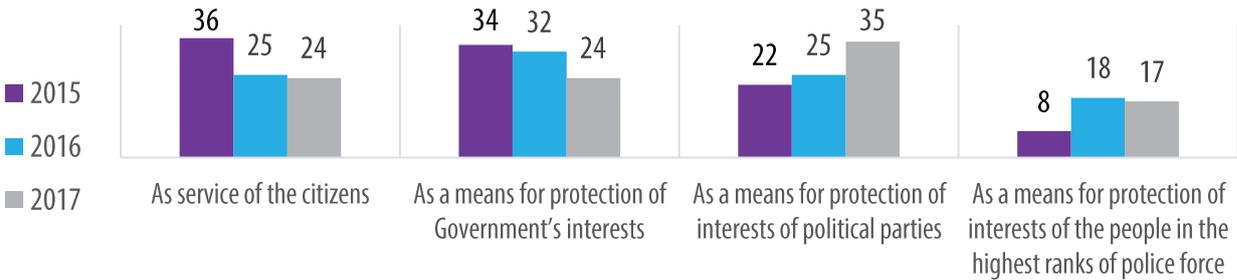
Q: In which of the following capacities does the police force in Kosovo operate the most?



When respondents were asked in whose interest the KP operates the least, they ranked the interests of political parties first (35 percent), while the interests of the Government and those of the citizens shared the same percentage (24 percent). Finally, approximately 17 percent responded that the KP operates the least to protect the interests of the highest ranking police officers.

Chart 11: Capacity in Which the Kosovo Police Operates the Least (2015, 2016 and 2017 - comparison)

Q: In which of the following capacities does the police force in Kosovo operate the least?



High Level of Politicians' Influence on the Kosovo Police

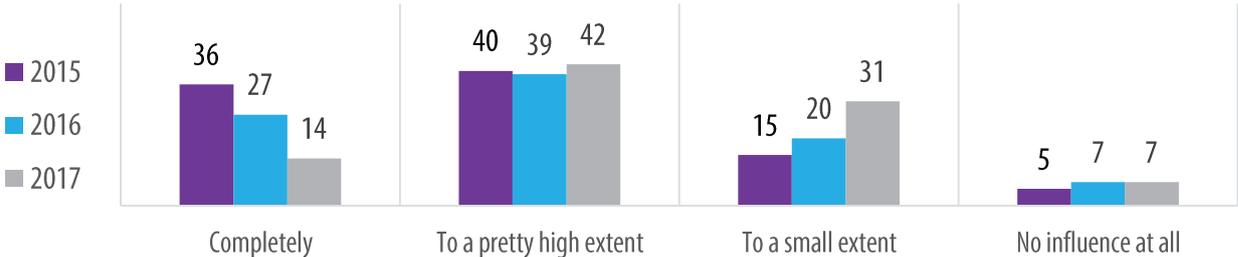
Even though the KP enjoys a high degree of trust and confidence among the respondents, and the majority of them have said that they believe it operates mostly as a service to the citizens, the risk of political influence in the police is still considered relatively high. Accordingly, a vast majority of the respondents in 2017 believed that the KP is indeed under political influence, with particular emphasis placed on the operative work of the institution which normally should be separated from political decisions.

Furthermore, about 87 percent of the respondents believed that, in 2017, the KP was exposed to political influence to some extent. Approximately 14 percent were convinced that the operating work of the police was completely influenced by politicians, while some 42 percent shared the opinion that the extent of political influence was quite high. About 31 percent of the respondents felt that the politicians' influence on the police did exist, but to a lesser extent. On the other hand, this quantitative study has pointed out that only 7 percent of those surveyed believed that there was no political influence whatsoever on the police in 2017.

As the following chart evidences, the most negative results were recorded in 2015, when approximately 91 percent of the total number of the respondents believed that politicians exerted influence over the police decision-making process when it came to operative work. In 2016, the percentage decreased by five percent (to 86 percent in total); however, in 2017 it increased by one (1) percent in comparison with the survey data from 2016.

Chart 12: Politicians' Influence on the Operational Work of the Kosovo Police (2015, 2016 and 2017 - comparison)

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



PERCEPTION OF CORRUPTION

Kosovo and its institutions are still facing corruption as a major challenge impeding the necessary reforms in the country and the introduction of long-term integrity measures at the institutional level. Therefore, this survey aims to deconstruct the perceptions of the public in Kosovo concerning corruption within its institutions, particularly in the police.

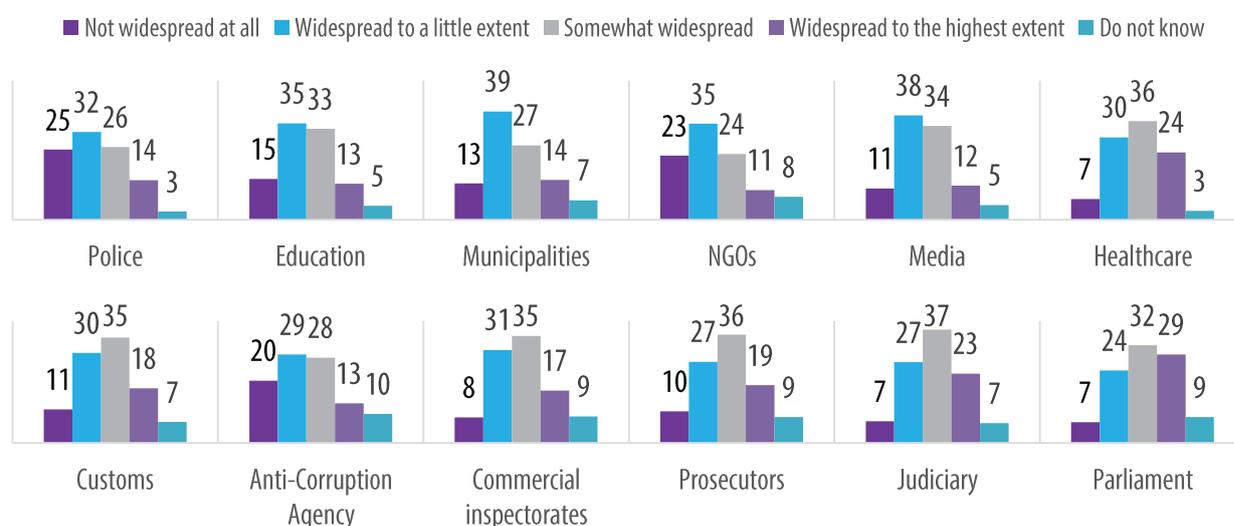
The Kosovo Assembly is the Most Corrupt Institution in 2017

Despite the positive results of certain institutions that seem to enjoy a solid trust and confidence of the respondents, Kosovo institutions still invoke a perception of high presence of corruption. Based on the 2017 survey results, the Kosovo Assembly is the most corrupt institution in Kosovo according to 61 percent of the respondents who believe that corruption is spread to the highest extent or to some extent. The second and third on the list are health and judicial institutions, as approximately 60 percent of the respondents believe that both are corrupt. They are followed by the Prosecutor’s Office (55 percent), the customs (53 percent), and the commercial inspectorates (52 percent). They are all among those perceived as institutions with the highest level of corruption.

On the other hand, less corrupt institutions than those mentioned above are the media and the educational institutions – viewed as such by 46 percent of the citizens, together with the municipalities and ACA who share the same percentage: 41 percent in total. The least corrupt, according to the citizens of Kosovo, are the police (40 percent) and NGOs (34 percent).

Chart 13: The level of corruption in Kosovo Institutions (2017)

Q: How widespread is corruption in the following institutions?

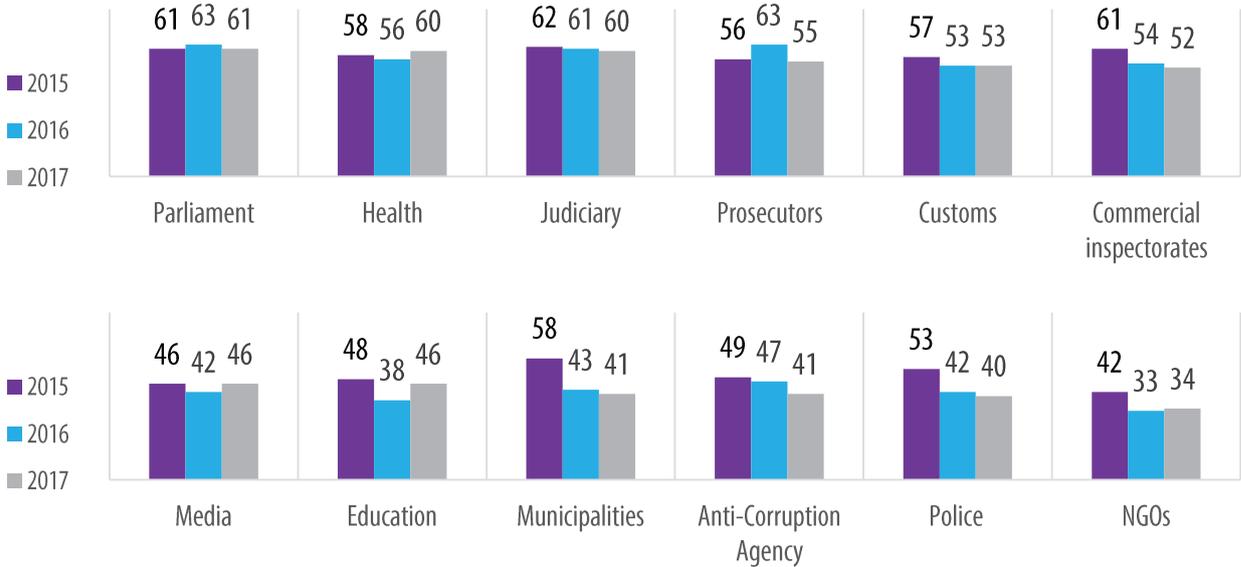


When the survey data of the last three years (2015, 2016 and 2017) are analysed using a comparative approach, a more obvious landscape of the citizens' perceptions appears regarding the presence of corruption within the Kosovo institutions. The risk of corruption in the Kosovo Assembly, health institutions, judicial bodies, customs offices, commercial inspectorates, media outlets and educational institutions has remained at almost the same high levels, as indicated in the following chart.

In the meantime, the perception of corruption in the Prosecutor's Office has decreased by 8 percent from 2016 to 2017, while that in the ACA by 6 percent (from 47 percent in 2016 to 41 percent in 2017). With respect to the KP, the trends show that in 2015 it was marked as the institution with the highest level of corruption - by 53 percent of the respondents in total. In 2016, police corruption experienced a significant decrease: to 42 percent, while in 2017 it fell by an additional 2 percent (to 40 percent in total). In Kosovo, NGOs were viewed as the least corrupt bodies throughout the last three-year period.

Chart 14: The level of Corruption in Kosovo institutions (2015, 2016 and 2017 - comparison)

Q: How widespread is corruption in the following institutions?



Traffic and Border Police are Most Affected by Corruption

In this quantitative study the respondents were also asked about their perception regarding the level of the risk of corruption within different police units in Kosovo. Thus, traffic police of the KP has ended up listed as the most corrupt unit of the KP by 49 percent of the respondents who shared this opinion. Trends have pointed out that this negative perception in the relevant unit has slightly decreased in the meantime, by one (1) percent when results are compared to those from 2016 (36 percent). Also, in 2015 the perception of corruption in the traffic police was higher than in that in 2016 (53 percent).

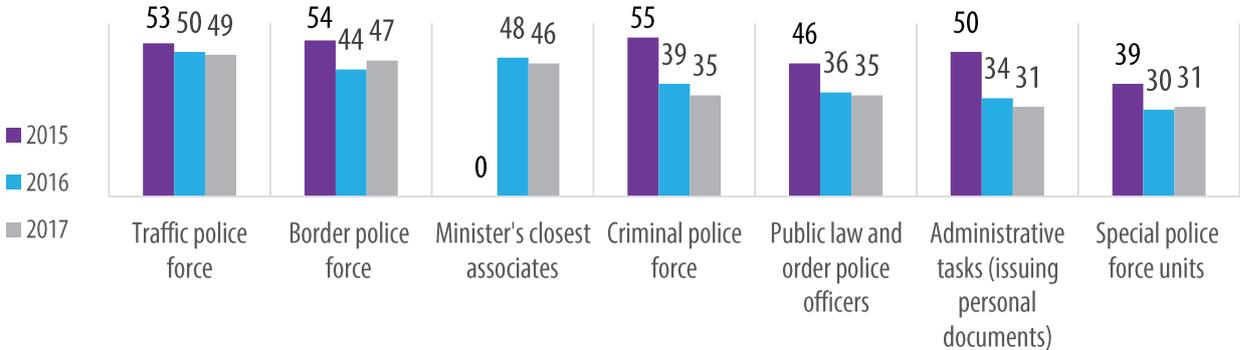
In 2017, the border police was listed as the second most corrupt unit within the KP, and 47 percent of the respondents voiced this concern. The perception of police corruption in this unit has increased in comparison to the previous years. Moreover, in 2016 the border police was listed as a corrupt unit by

44 percent of the respondents, while in 2015 the number was 7 percent higher than that of 2017 and 10 percent higher than that of 2016; more precisely, it was 54 percent in total.

On the other hand, the closest associates of the Minister of Internal Affairs were viewed as corrupt by 46 percent of the respondents in 2017, which represents a two (2) percent decrease when results are compared to those from 2016 (48 percent). Police units perceived as being less corrupt are the criminal police and the police officers in charge of the public law and order - 35 percent of the citizens believe that they are not affected by corruption. Finally, according to the citizens' opinion, the least corrupt units of the KP are: the police administration (31 percent) and the special police units (31 percent).

Chart 15: The level of Corruption in the Kosovo Police units (2015, 2016 and 2017 - comparison)

Q: How widespread is corruption in the following police force units?



FIGHT AGAINST CORRUPTION

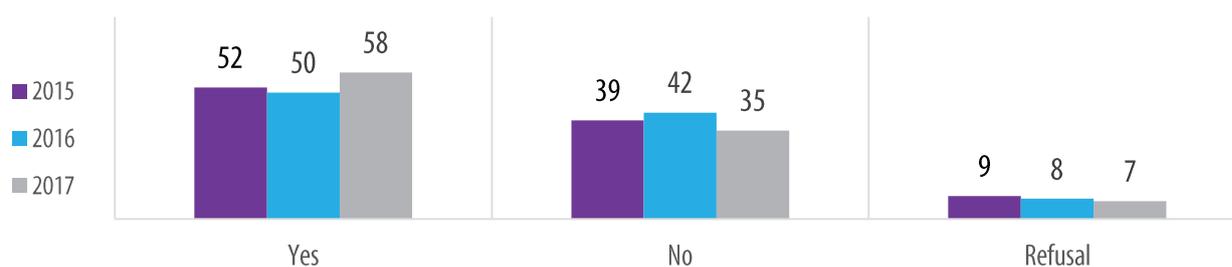
The Majority of Citizens are Willing to Report Corruption

The battle against police corruption in Kosovo demands that citizens cooperate with the police: they need to report the cases of corruption when such cases occur. In this regard, respondents were asked whether they were willing to report cases of police corruption. It is worth mentioning that in 2017 almost 60 percent of the respondents expressed their willingness to report a case of corruption in the KP if they were bribed by a police officer, even if they had to reveal personal data such as personal identification number, address, etc. This is in line with the high level of trust and confidence in the police of those who had a positive perception of this institution. However, some 35 percent are not prepared to report police corruption in the KP.

Furthermore, when the results from 2017 are compared to those of the previous years, they happen to be positive, given the fact that an 8 percent increase was noted in comparison to 2016, and a 6 percent increase in comparison to 2015, of those who would feel confident to report police corruption cases in the KP even if they were required to reveal their personal information. This demonstrates that more than one half of the respondents believe that the police would not abuse their personal data, and that mutual cooperation between the citizens and the police is possible.

Chart 16: Reporting Corruption Cases in the Police Force (1) (2015, 2016 and 2017 - comparison)

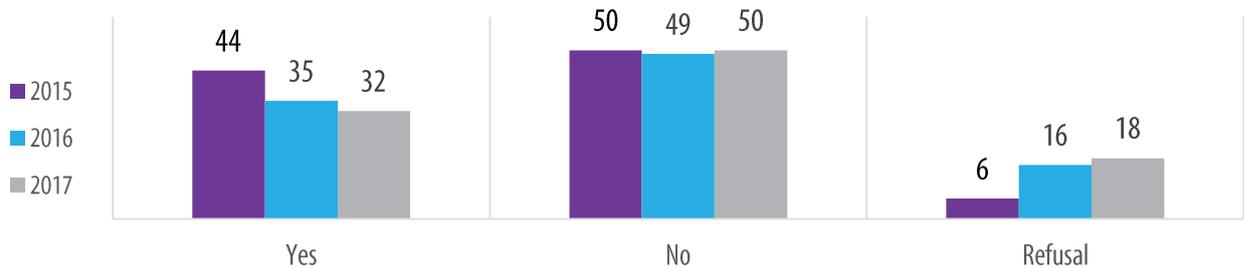
Q: Would you report a case of corruption in the police force (being asked for a bribe) if you were required to reveal your personal data (personal identification number, address etc.)?



As part of the survey, the respondents were also asked whether they would report cases of police corruption in the KP if they were not required to reveal personal data. In this case, the number of respondents willing to report such cases in the police was lower, in comparison with earlier data. Only 44 percent of those surveyed would report such a case, compared to 50 percent who would not do so. Moreover, in 2016 (35 percent) and 2015 (32 percent), these percentages were even lower in comparison with the data obtained in 2017.

Chart 17: Reporting Corruption Cases in the Police Force (2) (2015, 2016 and 2017 - comparison)

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



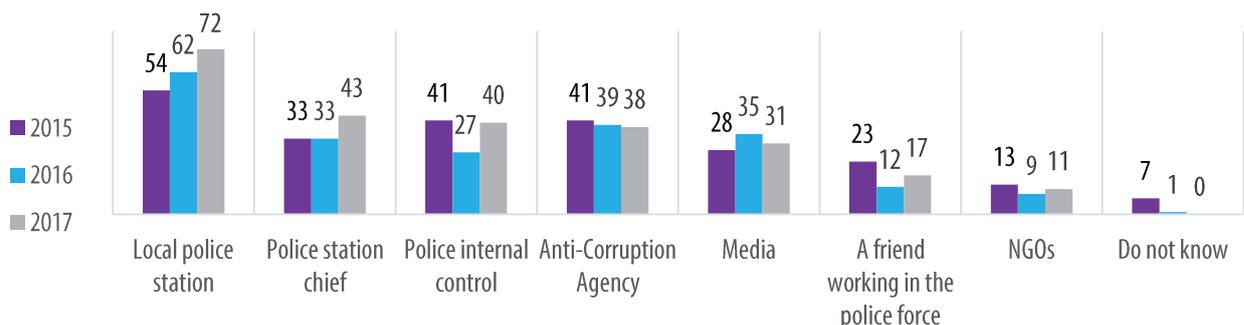
Local Police Station – the First Place Where Citizens Would Report Police Corruption in Kosovo

Apart from questions concerning reporting potential cases of police corruption within the KP, respondents were also asked to whom they would actually prefer to report such cases, within and outside the police. Just like in the two previous years, in 2017 citizens listed local their police station as the first place where they would report a police corruption case. The majority of them – or, statistically speaking, approximately 72 percent - would first report such a case to the local police station, followed by the police station chief (43 percent) and internal control bodies of the KP (40 percent). Thus, the first three instances selected by respondents to report police corruption cases belonged to police units. The other institutions, such as the ACA (38 percent), the media (31 percent), a friend working in the police (17 percent) and NGOs (11 percent), yielded smaller percentages.

It is surprising that the ACA, which in 2016 and 2015 was mentioned as the second institution (following the local police station) to report a case of police corruption, has shifted to the fourth position in 2017. NGOs, on the other hand, are still not positively perceived by respondents as bodies with which to cooperate on this subject, as only a small group of people listed them among their preferred addresses to report police corruption.

Chart 18: Reporting Corruption Cases in the Police Force (3) (2015, 2016 and 2017 - comparison)

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



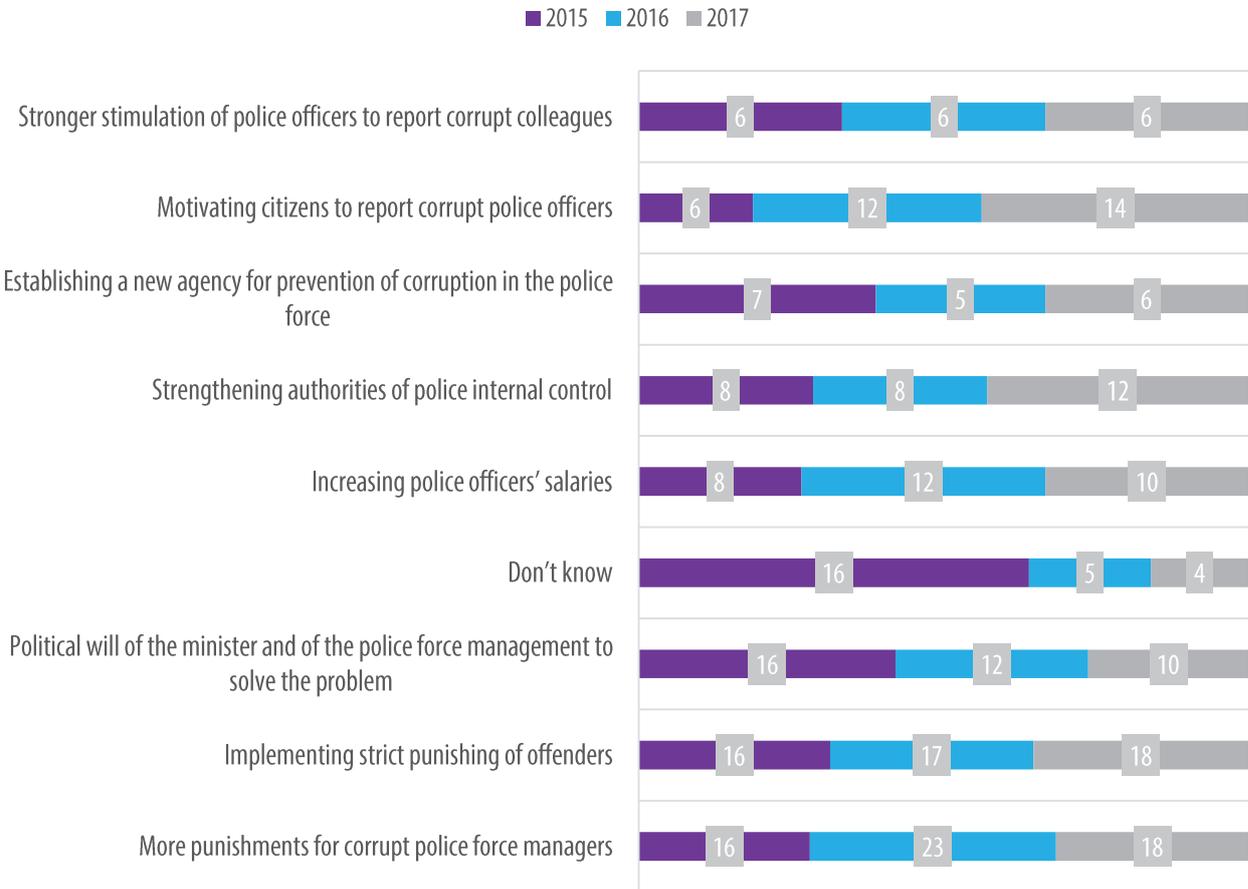
Implementation of Strict Sanctions to Fight Police Corruption

Strengthening of internal rules and policies within the KP is perceived by respondents as a necessary contribution to the prevention of police corruption in Kosovo. Consequently, 18 percent of the respondents stated that strict punishment of offenders should be implemented, and that harsher sanctions should be applied to police managers involved in corruption, as means of prevention of police corruption. This implies the need to enhance the integrity measures with the aim to develop strict sanctions for police officers who could potentially damage the integrity of the police force. Additionally, approximately 14 percent of the respondents said that the citizens of Kosovo should be motivated or encouraged to report corrupt police officers, while another 12 percent requested the strengthening of police internal control bodies.

Other measures mentioned by the respondents were: increasing the police officers' salaries (10 percent), political will of the Minister of Internal Affairs and senior police management to solve the problem (10 percent), a need to set up a new agency for prevention of police corruption (6 percent), and stronger stimulation of police officers to report their colleagues involved in corruption (6 percent).

Chart 19: Necessary for Preventing Corruption in the Kosovo Police (2015, 2016 and 2017 - comparison)

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



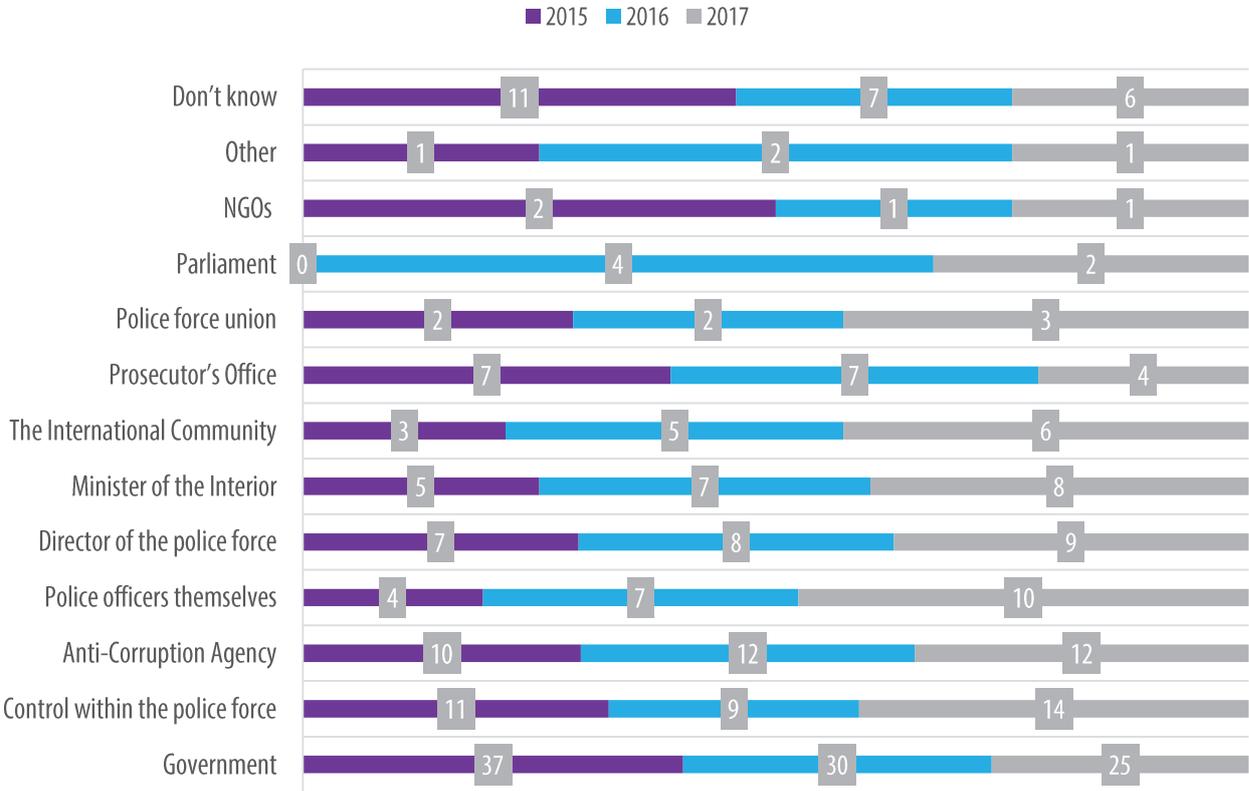
The Kosovo Government Should Fight Police Corruption

Respondents were asked to rank the relevant institutions which, according to them, should fight police corruption in Kosovo. Based on the responses from the survey, it seems that respondents are not well-informed as to which institutions are responsible to fight corruption, especially in the police. Similar to the years 2015 and 2016, in 2017 all of 25 percent of the respondents again listed the Kosovo Government as the first institution to fight police corruption. It was followed by the internal control mechanisms of the KP (14 percent), the ACA (12 percent), police officers themselves (10 percent), Director of Police (9 percent), Minister of Internal Affairs (8 percent), and the international community (6 percent).

It is interesting that only 4 percent of those surveyed believe that the Prosecutor’s Office should fight police corruption. This is related to the low level of trust and confidence in the prosecutors and judicial institutions in Kosovo in general. Other institutions, such as the police union (3 percent), the Kosovo Assembly (2 percent) and NGOs (1 percent) yielded even lower percentages in regard to the fight against police corruption. As indicated in the chart below, the same results have been noted in the previous years, in 2015 and 2016, albeit with some slight differences.

Chart 20: Institutions that Should Fight Corruption in the Kosovo Police (2015, 2016 and 2017 - comparison)

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.



Neccesity to Increase the Role of NGOs in the Fight against Corruption

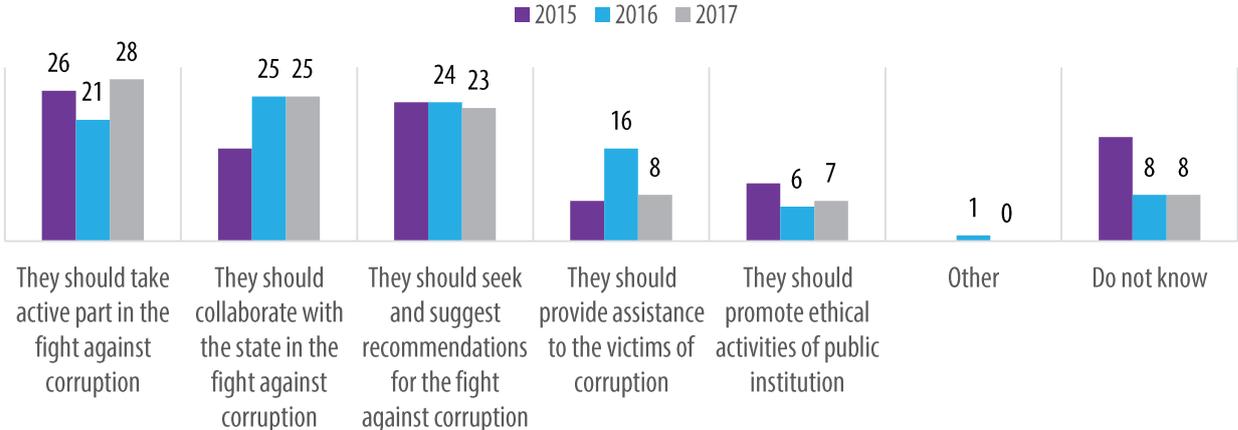
This survey has shown that respondents do not perceive the role of NGOs in Kosovo as important; however, they do expect NGOs to take on a greater role in the fight against corruption and serve as watchdogs over the rule of law.

Accordingly, some 28 percent of the respondents believe that NGOs should actively participate in the fight against corruption, compared to 24 percent of those who believe that they should collaborate with the state institutions to fight corruption. The public in Kosovo believed that NGOs could contribute with their expertise, and 24 percent of the respondents demanded that civil society organisations provide recommendations concerning the fight against corruption.

On the other hand, NGOs are viewed as an instrument to assist the victims of corruption (8 percent) and promote ethical activities of public institutions (7 percent), which is also related to integrity.

Chart 21: Role of NGOs in the Fight against Corruption (2015, 2016 and 2017 - comparison)

Q: People have different opinions of 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?

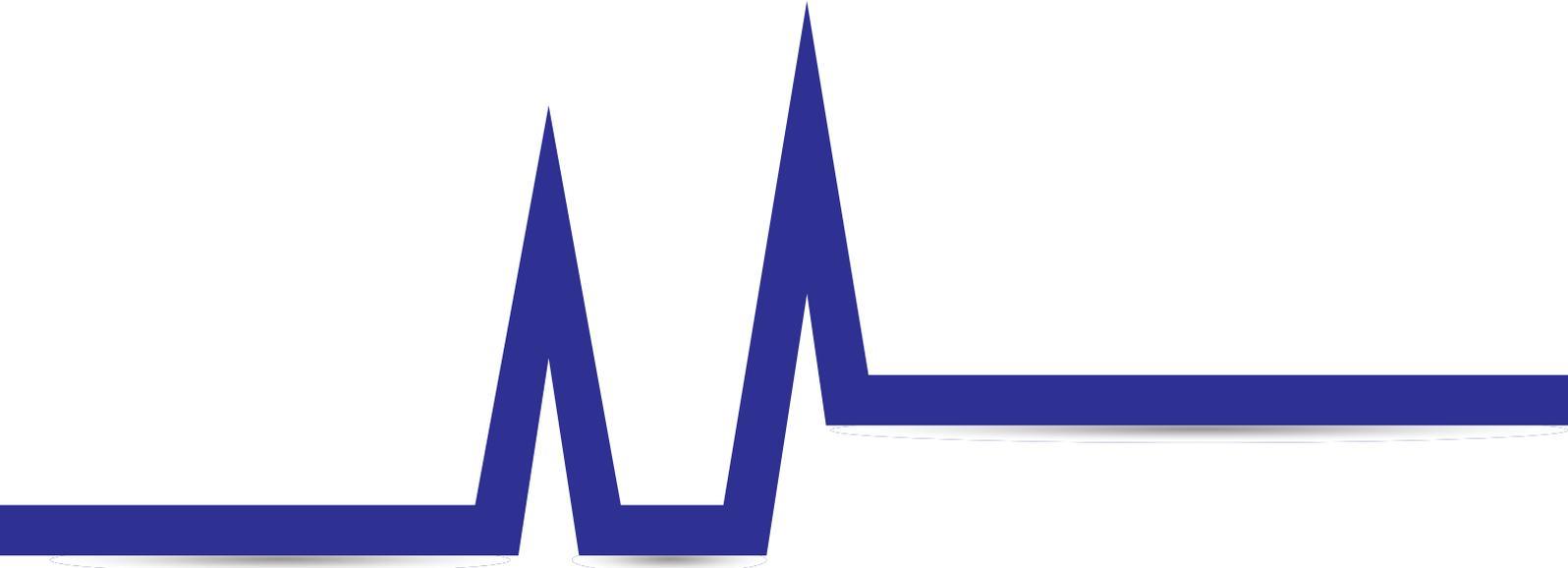


METHODOLOGY FRAMEWORK

Location	Kosovo
Time	July 2017
Data collection method	Face-to-face, in 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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