

THE CITIZENS' OPINION OF THE POLICE FORCE

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

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 in Serbia was conducted in April 2016 by IPSOS Strategic Marketing, on a representative sample of 1,000 adult persons, citizens of Serbia. 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 Belgrade Centre for Security Policy (BCSP) and the views expressed in this document are not necessarily those of the European Union.

SUMMARY

Citizens of Serbia trust the education system the most. However, the level of their confidence in other institutions is not satisfactory. More than half of the population does not trust the market inspectorate (59%), the judiciary and the Parliament (56%), the municipal and city administration (55%) and the customs (55%). Trust in the media and the civil society has not reached a satisfactory level either.

Citizens are still divided over how much they trust the police. It is true that the level of trust has grown by 2% in 2016 in comparison to 2015: slightly more than half the population (54%) stated that they trust the police, while 44% do not have confidence in this institution.

The problem however - just like last year - is in the fact that there is still a high percentage of those who believe that there is corruption in the police force. The percentage of those who believe that the police is corrupt has increased by 2% in comparison with the previous year, so now a total of 72% of citizens believe that corruption in the police is widespread.

Citizens perceive the police in different ways, depending on their gender: they see policewomen as pretty and policemen as corrupt.

The results of this survey show that citizens believe that the impact of politics on operational police work is high and that employment in the police force is usually gained through friends and relatives.

Citizens still insufficiently perceive the police as a service to citizens, but it is good that more than a third of them (37%) do - which is an increase from 27% as measured last year.

It has already become a rule for Serbian citizens to think that corruption is most widespread among the representatives of the police force they most frequently come in contact with. This year too, they believe that corruption is most widespread in the traffic and border police.

Citizens are not yet ready to report corruption in the police. It is notable that men (37%) are more willing to do so than women (31%) when required to disclose their personal information. The Anti-Corruption Agency still remains the first choice for reporting corruption.

Compared to the previous year, a larger percentage of the population believes that sanctioning the perpetrators should be one of the main measures to combat corruption in the police. The number of people who believe that the political will of the Minister and officials is necessary to solve the problem of corruption in the police has decreased.

One quarter of the citizens believe that the internal police control should be the main body to fight corruption in the police (24%). A quarter of the respondents see the role of civil society in the direct fight against corruption, as well as in their cooperation with the state.

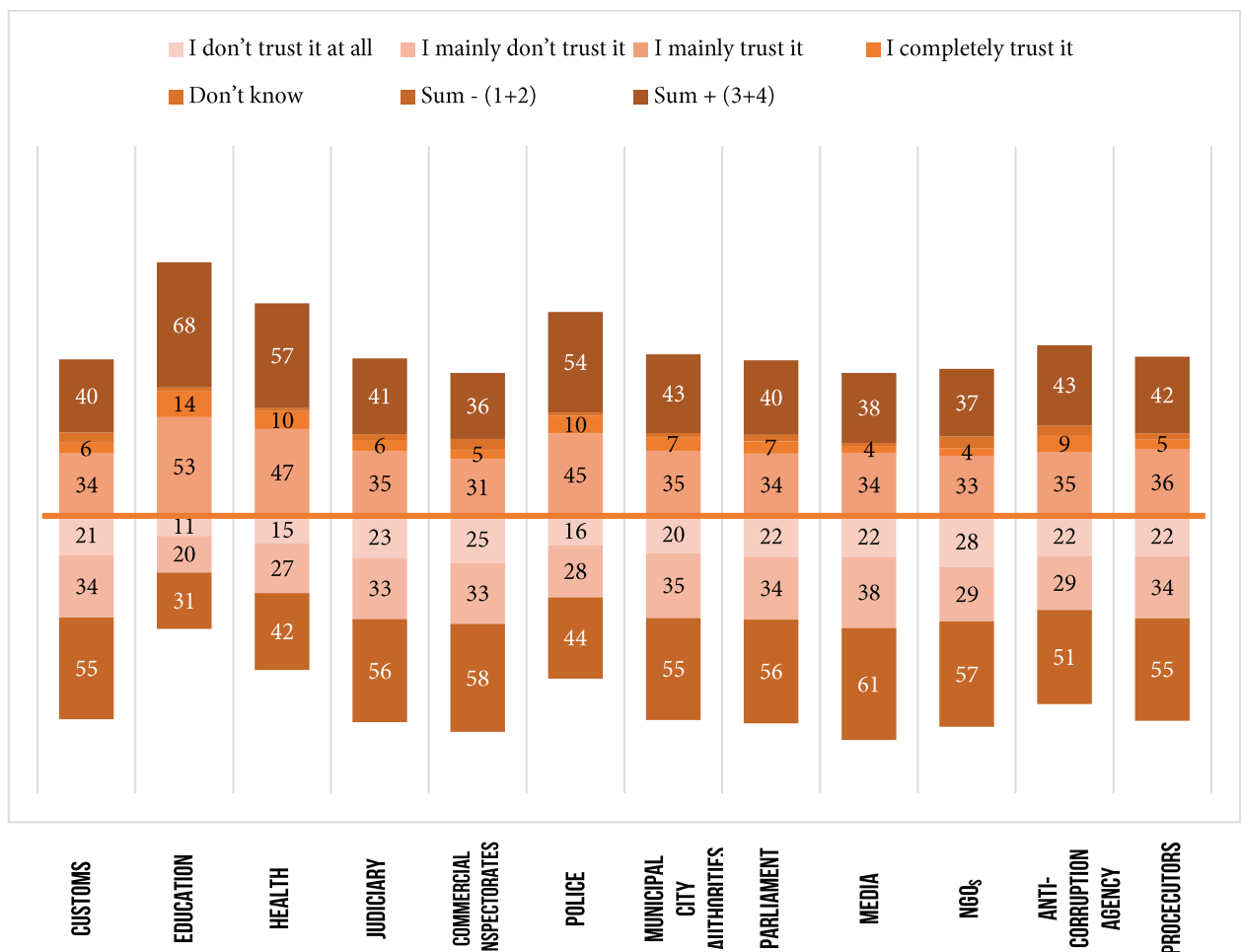
TRUST IN INSTITUTIONS

The educational system is trusted the most

Serbian citizens' trust in institutions is not satisfactory. More than half do not trust the market inspection (59%), the judiciary and the Parliament (56%), while every other citizen (55%) has no confidence in the municipal and city administration and the customs. Moreover, more than half do not trust the media (61%) and non-governmental organisations (58%). Most of them trust educational (61%) and health care institutions (57%) the most.

CHART 1: CITIZENS' TRUST IN THE INSTITUTIONS OF SERBIA

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



Although there is a high level of distrust in state institutions, it is evident that the trust of citizens of Serbia has somewhat increased. Compared to the previous year, when 60% of the respondents expressed confidence in the Serbian education system, this year the percentage is increased by 7% (67%). Last year, 45% of the population trusted the health care institutions, while this year the number increased by 12% (57%). The trend of increasing confidence can also be noticed regarding the media: it increased from 31% in 2015 to 38% in 2016. The situation concerning the judiciary (from 33% to 41%), market inspection (from 28% to 36%) and the Parliament (from 34% to 40%) is similar.

One of the reasons for the citizens' lack of trust in the media may be the bias of certain media towards the ruling party. In addition, the Organization for Security and Cooperation in Europe (OSCE) and the Council of Europe have stated that the role of the media in the electoral process was biased, that there are many cases of self-censorship, and that the critical and analytical reporting is limited in scope.

Although the mistrust of citizens in civil society organisations has decreased by only by 2% compared to the previous year, this percentage is still high. It can be assumed that it was caused by media discourse, which targeted representatives of non-governmental organizations as traitors and foreign mercenaries.

TABLE 1: THE TREND OF TRUST AND CONFIDENCE IN INSTITUTIONS IN 2015 AND 2016

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

INSTITUTION	YEAR	SERBIA
EDUCATION	2015	60
	2016	68
POLICE	2015	52
	2016	54
HEALTH CARE	2015	45
	2016	57
MEDIA	2015	31
	2016	38
MUNICIPAL/CITY ADMINISTRATION	2015	39
	2016	43
CIVIL SOCIETY	2015	31
	2016	37
CUSTOMS	2015	36
	2016	40
PROSECUTORS' OFFICES	2015	36
	2016	42

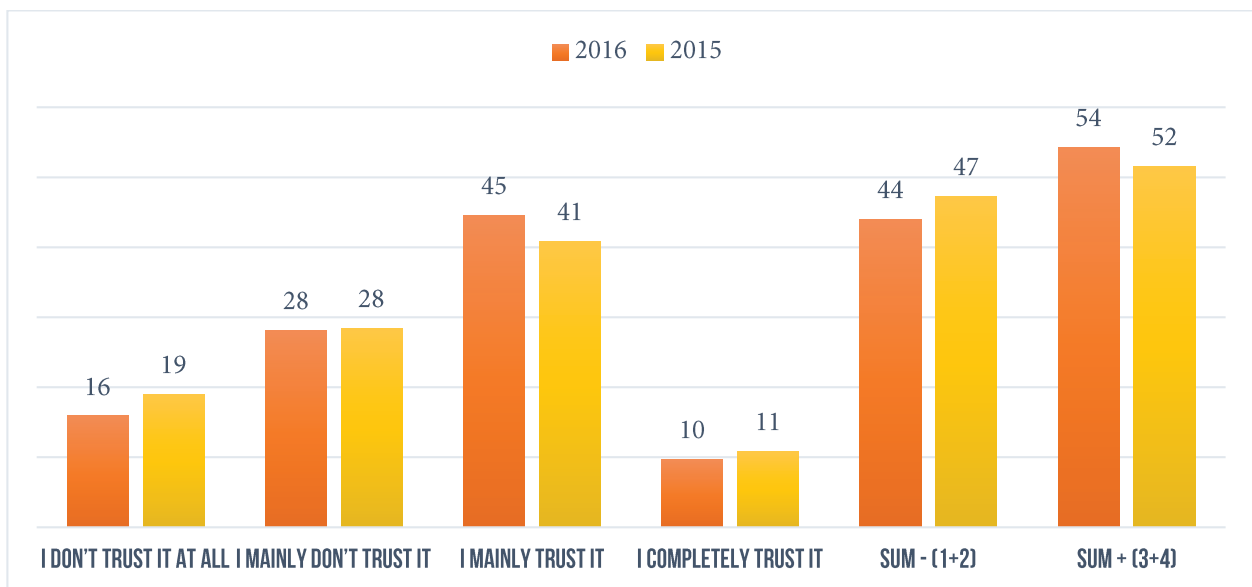
ANTI-CORRUPTION AGENCY	2015	42
	2016	43
JUDICIARY	2015	33
	2016	41
MARKET INSPECTORATES	2015	28
	2016	36
PARLIAMENT	2015	34
	2016	40

Citizens are still divided over the trust in the police

Confidence in police work has increased by 2% compared to 2015. However, citizens are still divided over their level of confidence. Slightly more than half of the population (54%) trusts the police, while 44% does not have confidence in this law enforcement institution.

CHART 2: THE LEVEL OF TRUST IN THE POLICE IN 2015 AND 2016

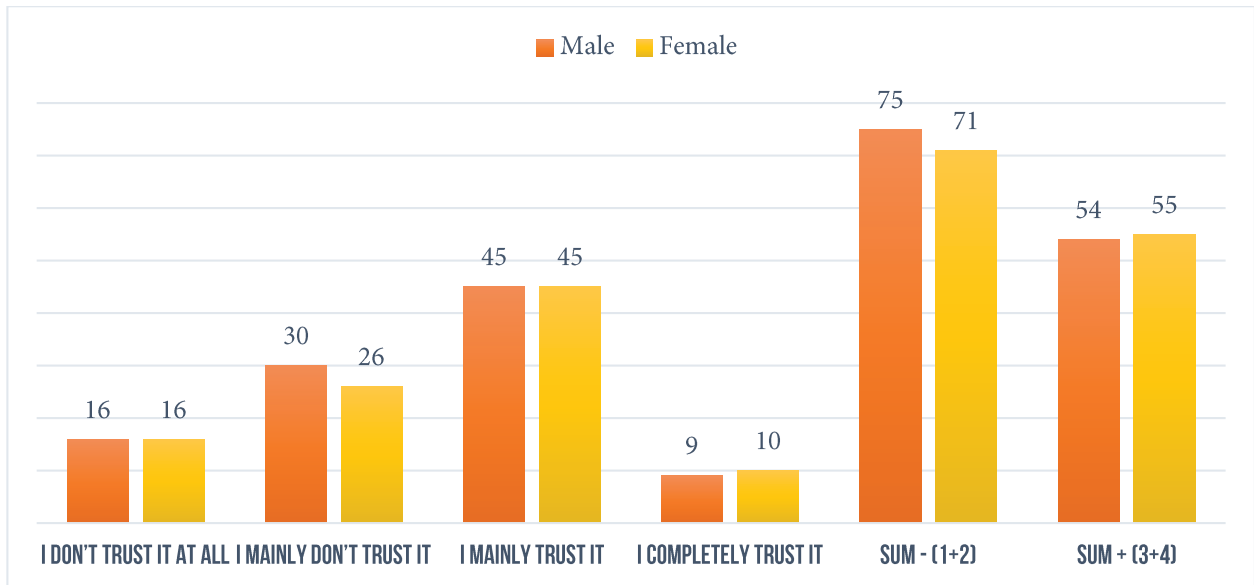
Q: How much do you trust the following institutions in Serbia? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.



There are almost no differences in the percentage between men and women when it comes to confidence in or distrust of police work. Men are more mistrustful of the police by only 4%.

CHART 3: WHAT MEN AND WOMEN THINK ABOUT THE POLICE

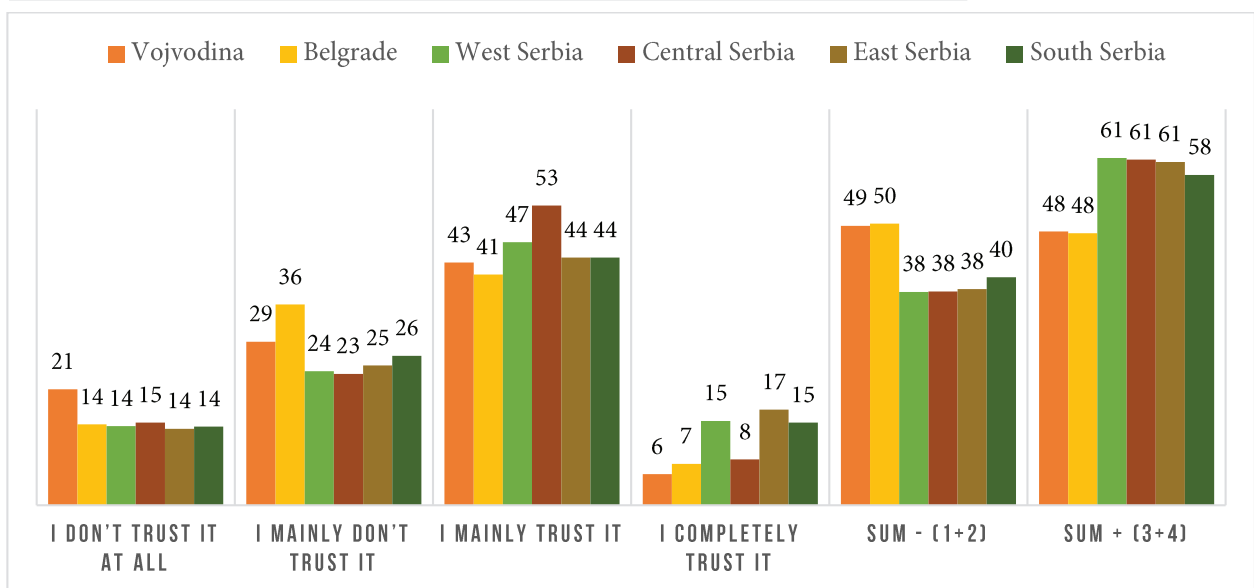
Q: How much do you trust the following institutions in Serbia? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.



Much bigger differences can be observed in relation to the region in which the respondents live. More specifically, the citizens living in Belgrade and Vojvodina are 10% more distrustful of the police in comparison to those who live in other parts of Serbia.

CHART 4: CITIZENS' TRUST IN THE POLICE, IN RELATION TO GEOGRAPHICAL REGION

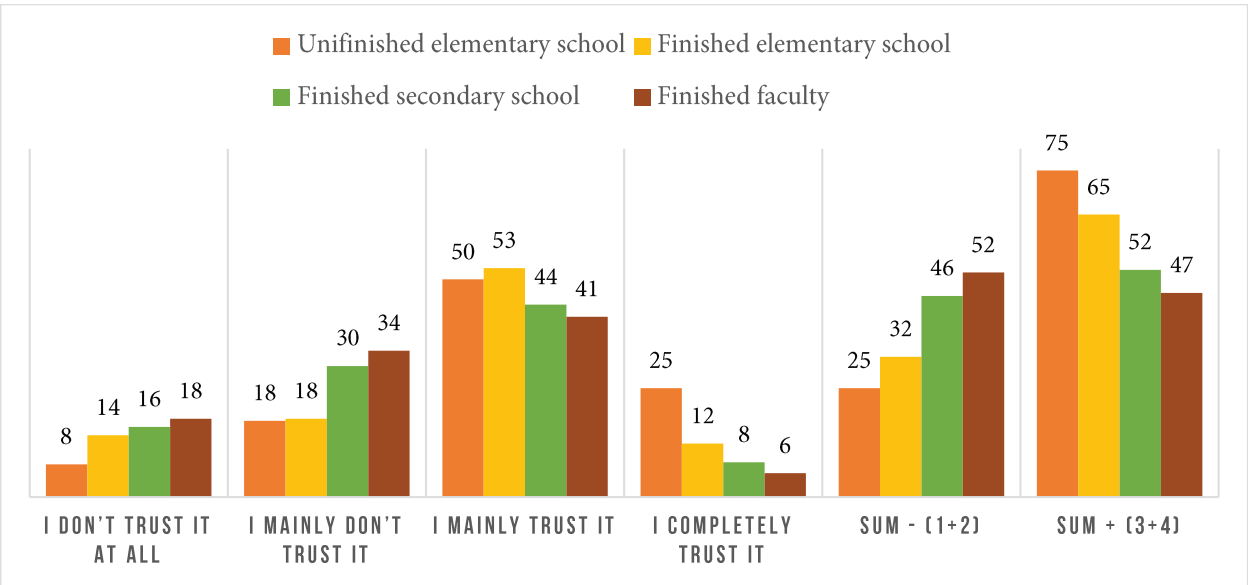
Q: How much do you trust the following institutions in Serbia? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.



Citizens' trust in the police declines with the respondents' higher levels of education. Those with a university degree tend to trust the police less than those who have completed only secondary and primary school.

CHART 5: CITIZENS' TRUST IN THE POLICE, IN RELATION TO EDUCATION

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



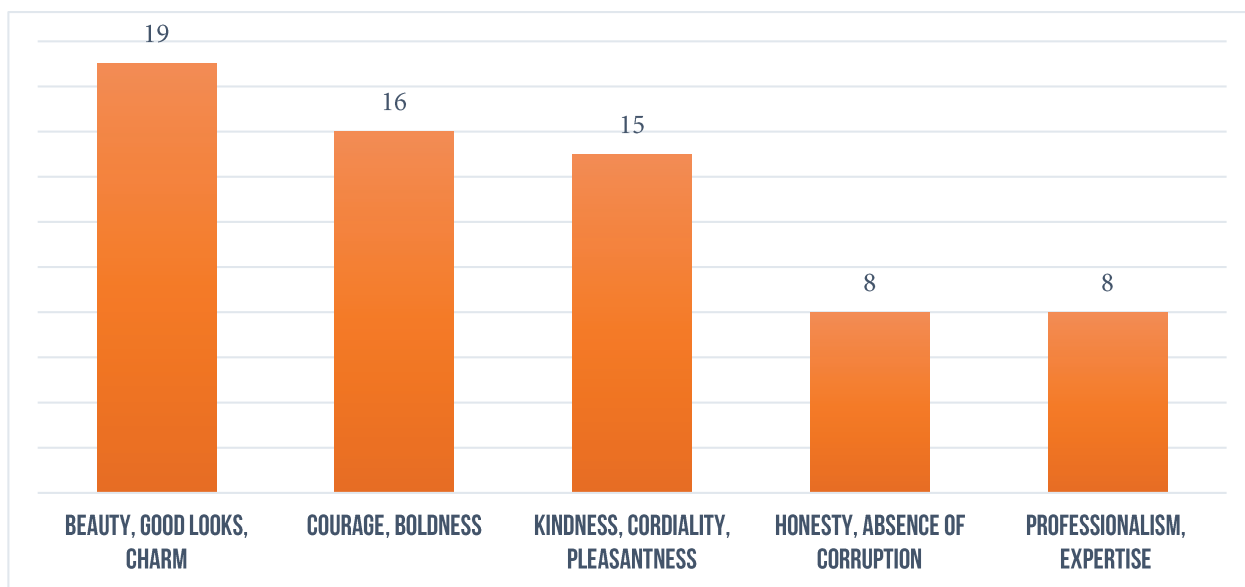
PERCEPTION OF THE POLICE

Policewomen are pretty, policemen are corrupt

The most common associations of citizens of Serbia when it comes to women in the police force are beauty, good looks and charm. These are the attributes that were listed by 19% of the population. In addition, 15% of the citizens perceive women in the police as pleasant, polite and cordial. 16% mentioned their courage and boldness. 8% of the respondents listed professionalism and expertise, as well as honesty and lack of corruption.

CHART 6: CITIZENS' FIRST ASSOCIATIONS CONCERNING A POLICEWOMAN

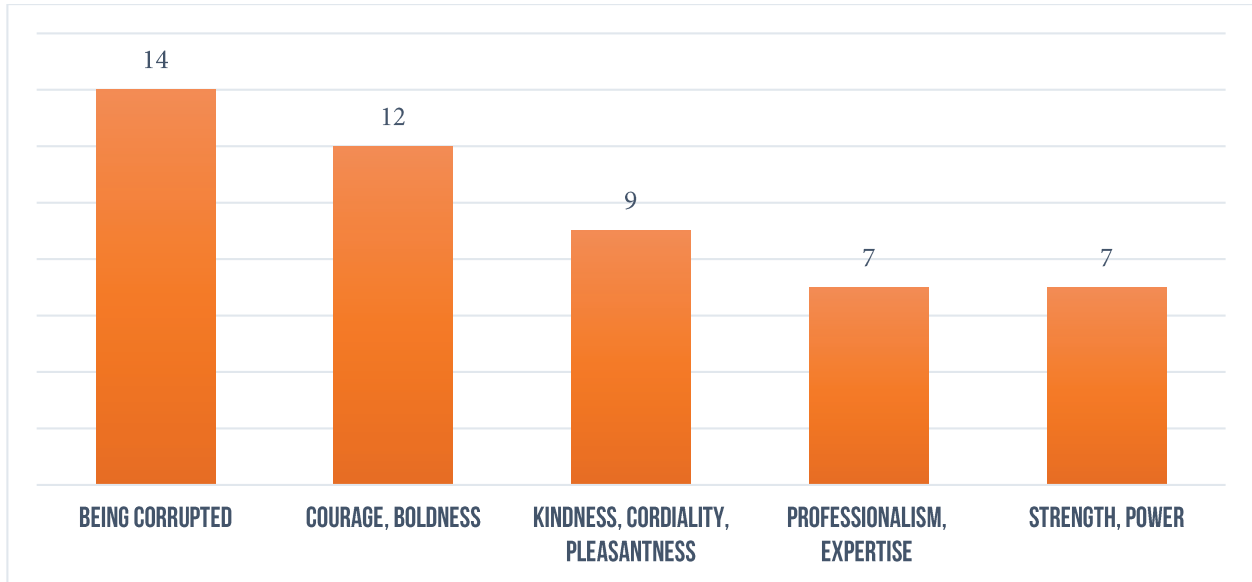
Q: When you think of a female police officer, the one in direct contact with the citizens, how would you describe her? Please, state several characteristics (adjectives) that, in your opinion, best describe an average female police officer in Serbia.



The citizens of Serbia most often see police officers as corrupt (14%). A total of 12% believe that courage and boldness characterise police officers, while, cordiality and politeness came in third (9%). Professionalism, expert knowledge and training were mentioned by only a small number of respondents (8%).

CHART 7: CITIZENS' FIRST ASSOCIATIONS CONCERNING A POLICEMAN

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



Women began to work in the police in larger numbers only after 2000. Today, policewomen are much more visible in public than they used to be in the previous period, and many of them perform operational tasks. Nonetheless, the above survey results tell us that citizens of Serbia still believe that a job in the police force is traditionally a male profession, and that they view women in this profession based of their physical instead of professional attributes. Stereotypes about women in the police can cause Serbian citizens to feel more protected if there is a policeman nearby, instead of a policewoman, given that they associate policemen with strength and power. For all these reasons, it is necessary to further promote the status of women in the police force.

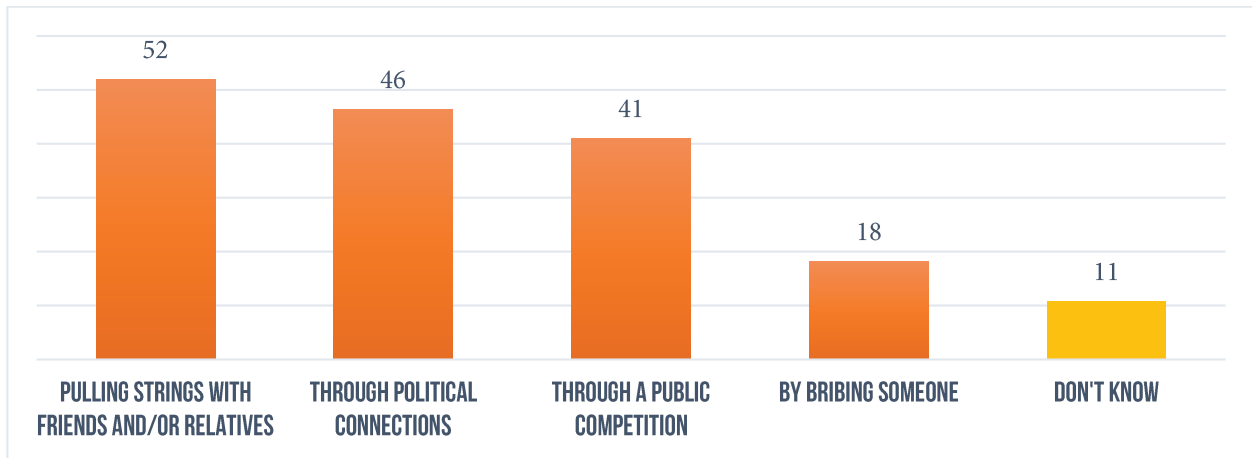
Police employment is gained through friends and relatives

Despite the fact that the police force is currently undergoing a reform to improve the human resources system, among other things, the results of the survey show that many citizens do not believe that the recruitment process will be more transparent and with clearly defined selection criteria.

More specifically, half of the respondents believe that employment in the police is gained, and the selection of candidates performed, through friends and relatives (52%), while a somewhat smaller percentage of people (46%) think that political connections are the most important when it comes to finding employment in the police force in Serbia. The percentage of those who believe that one can find employment in the police through an open competition is 41%, while almost a fifth of the respondents (18%) believe that bribery is a way into the police service.

CHART 8: EMPLOYMENT IN THE POLICE (MULTIPLE ANSWERS)

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

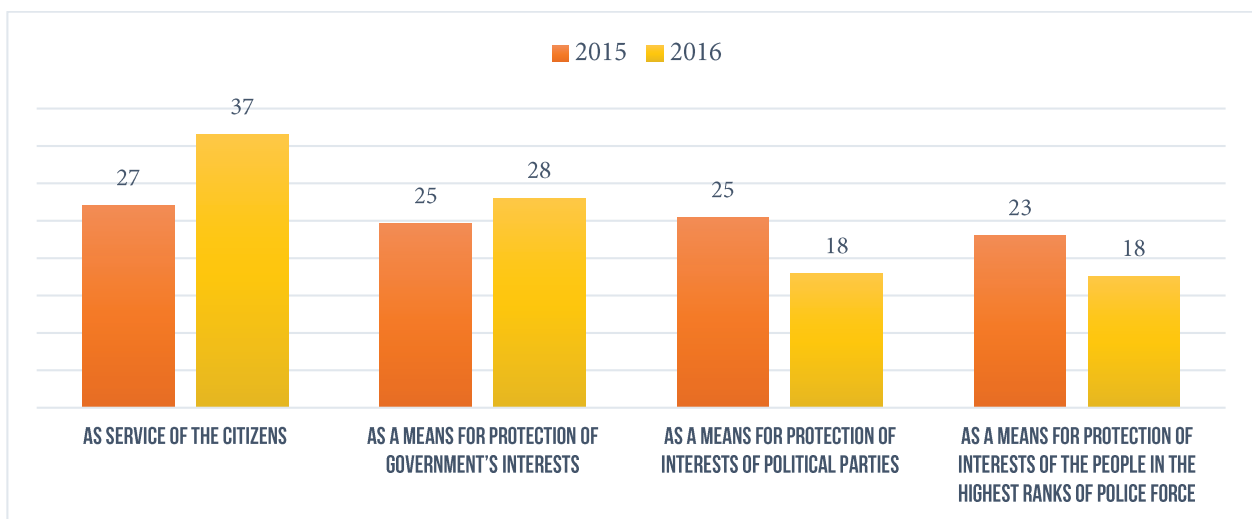


The image of police as a service to citizens has improved

Citizens still insufficiently perceive police as a service to citizens. Slightly more than a third of the population (37%) believes that the police is indeed a service to the citizens, which is 10% more than in the previous year. The number of respondents who think that the police work mostly as a means to protect the interests of political parties has decreased by 7% compared to 2015 and is now 18%. Almost a third of the citizens of Serbia (28%) believe that the police protects the interests of the Government, while almost a fifth (18%) think that it serves to protect the interests of the people at the top of the police itself.

CHART 9: IN WHAT CAPACITY THE POLICE OPERATE THE MOST?

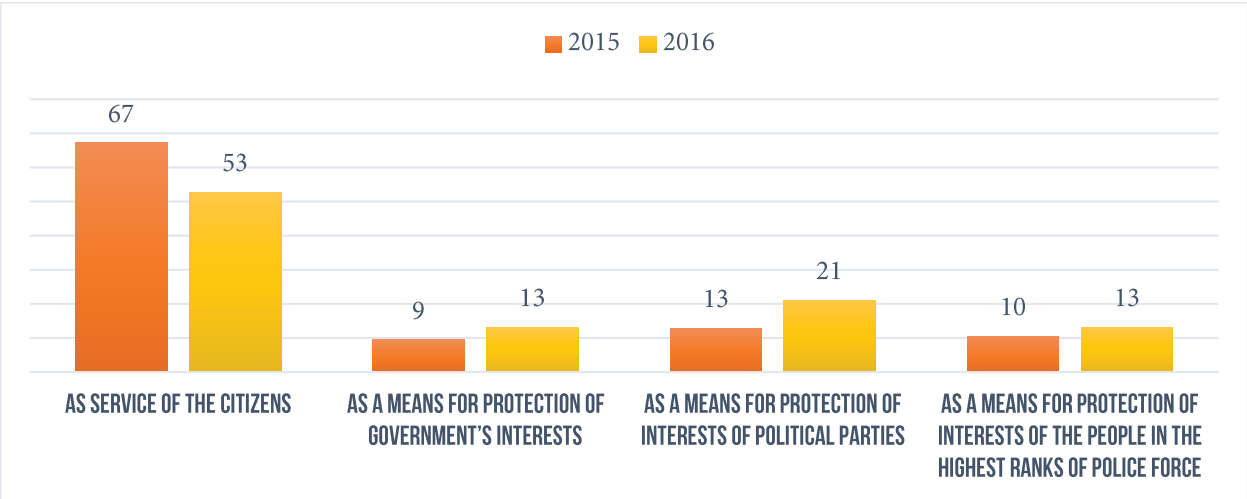
Q: In which of the following capacities does the police force in Serbia operate the most and in which capacities does it operate the least – as service of the citizens, as a means for protection of Government's interests or as a means for protection of interests of political parties?



Unlike the above opinions, this year slightly more than a half of the population (57%) thinks that the police least act as a service to citizens – which is 20% more than those who believe that the police mostly act as a service to citizens.

CHART 10: IN WHAT CAPACITY THE POLICE OPERATE THE LEAST?

Q: In which of the following capacities does the police force in Serbia 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?



Police is perceived as highly politicised

Citizens think that politicians have a significant influence on police work. The vast majority (76%) believe that politicians influence the operational work of the police completely or to a certain extent, while 18% think the opposite. However, the perception of politicization of the police has decreased by 6% compared to the previous year. It is, however, still high.

Such an opinion endangers police reform, which should be conducted in accordance with democratic principles. Furthermore, it suggests that citizens do not see the police as a service to them, but as the extended arm of interests of the political parties. Only 4.5% of the population believes that politicians do not influence the work of the police. It can thus be concluded that citizens of Serbia firmly believe that there is a strong connection between the police force and the political parties in power.

CHART 11: INFLUENCE OF POLITICS ON THE OPERATIONAL WORK OF THE POLICE

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

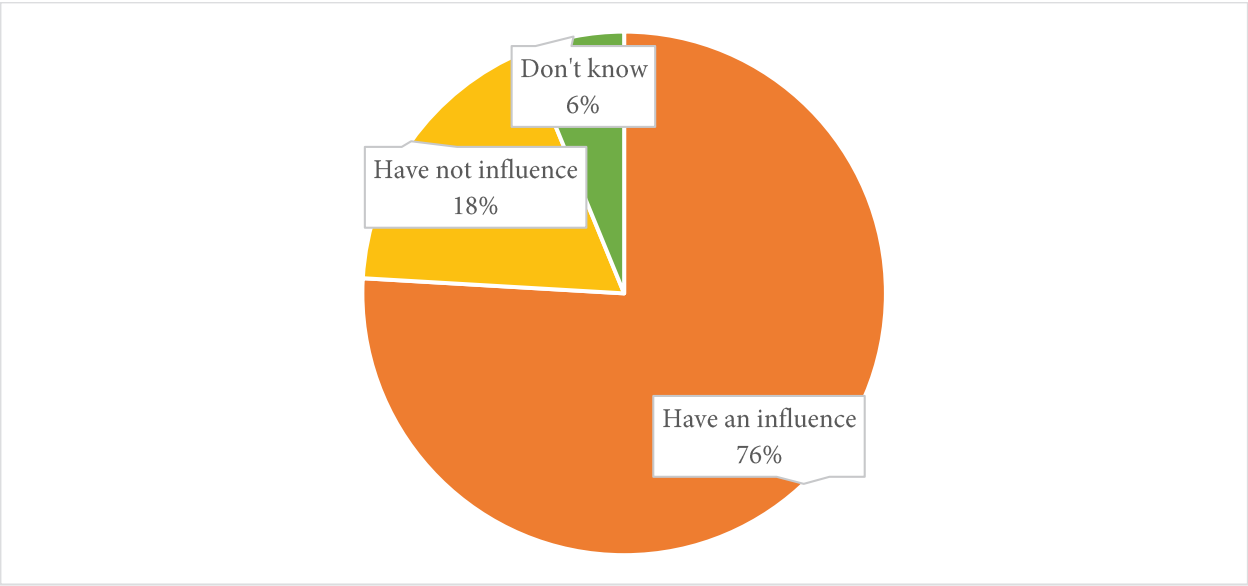
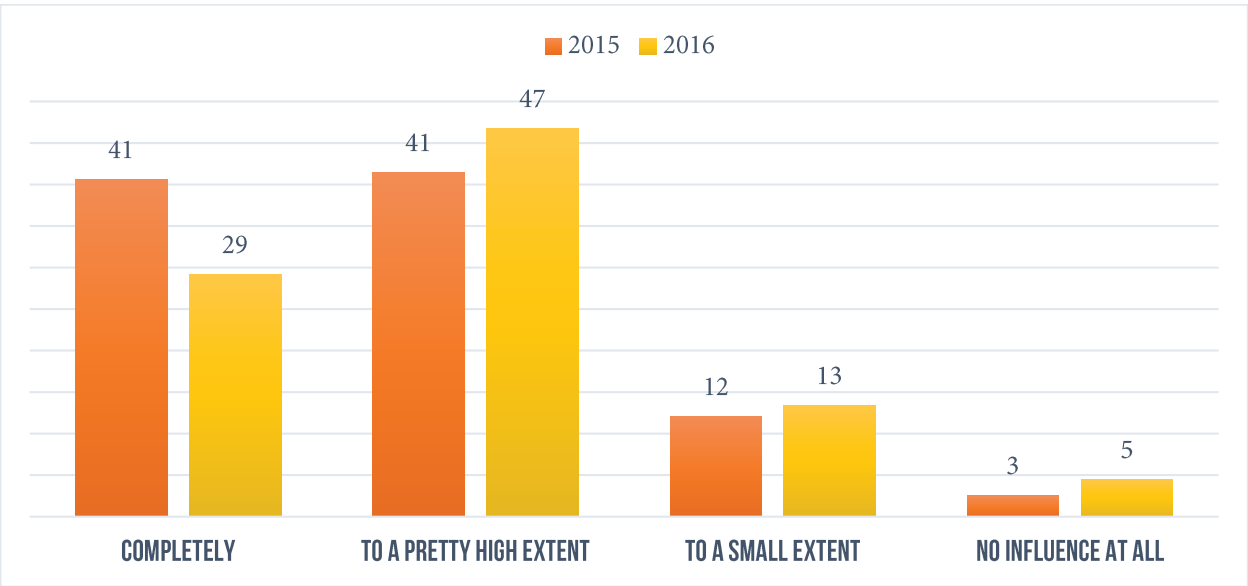


CHART 12: INFLUENCE OF POLITICS ON THE OPERATIONAL WORK OF THE POLICE IN 2015 AND 2016

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



PERCEPTION OF CORRUPTION

The health care system is the most corrupt

Like last year, citizens believe that the highest level of corruption is present in the health care system (77%), the police (72%), the judiciary (71%) and the market inspectorates (69%). The least corrupt institutions, in their opinion, are non-governmental organisations and the Anti-Corruption Agency. The educational system is perceived as one of the less corrupt institutions.

CHART 13: PREVALENCE OF CORRUPTION IN SERBIAN 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.

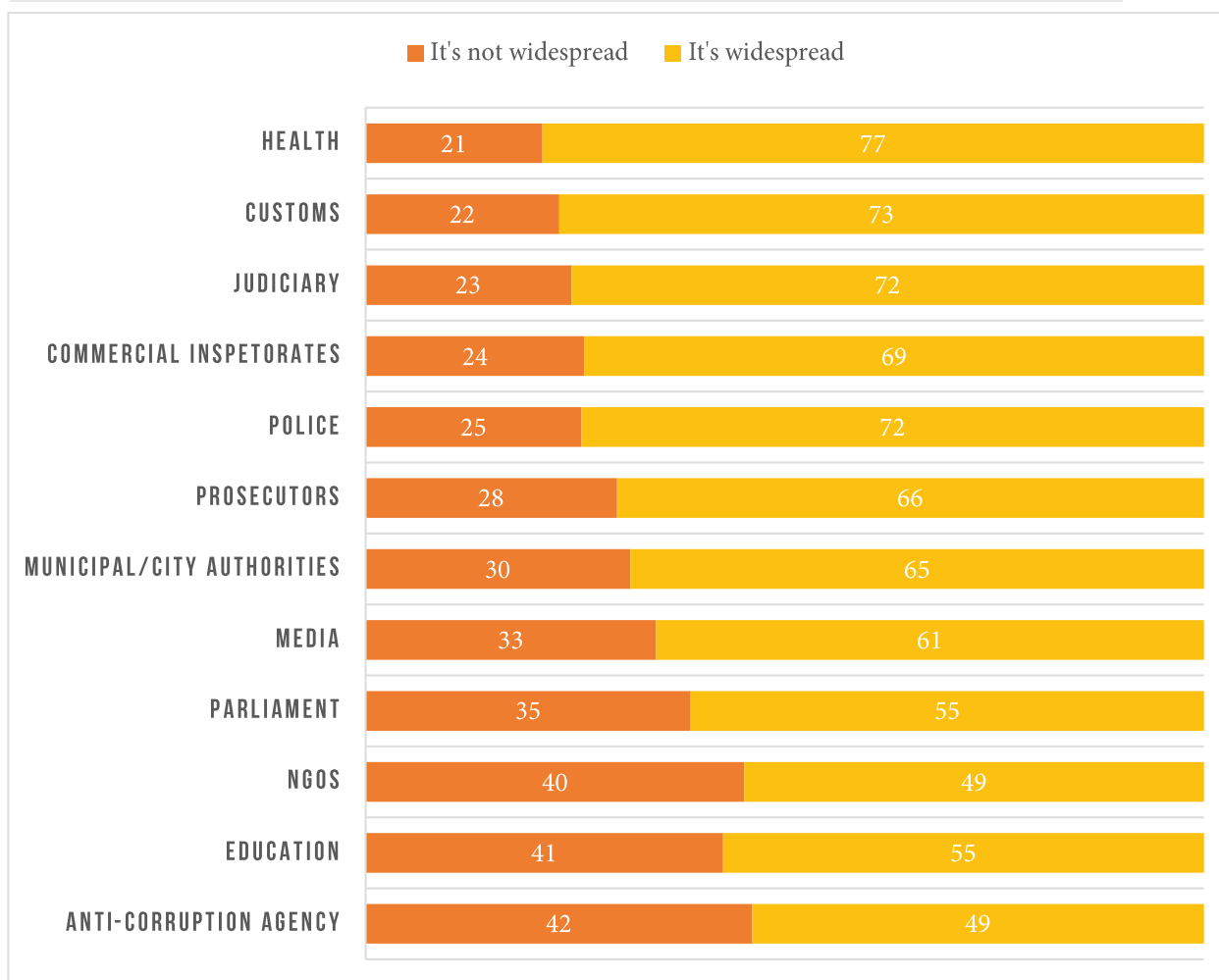


TABLE 2: PREVALENCE OF CORRUPTION IN THE SERBIAN INSTITUTIONS IN 2015 AND 2016

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.

INSTITUTION	YEAR	NOT WIDESPREAD	WIDESPREAD
EDUCATION	2015	39	57
	2016	41	55
POLICE	2015	26	70
	2016	25	72
HEALTH CARE	2015	20	78
	2016	21	77
MEDIA	2015	30	64
	2016	33	61
MUNICIPAL/CITY ADMINISTRATION	2015	25	69
	2016	30	65
CIVIL SOCIETY	2015	39	47
	2016	40	49
CUSTOMS	2015	19	75
	2016	22	73
PROSECUTORS' OFFICES	2015	26	68
	2016	28	66
ANTI-CORRUPTION AGENCY	2015	48	41
	2016	42	49
JUDICIARY	2015	21	74
	2016	23	72
MARKET INSPECTORATES	2015	20	74
	2016	24	69
PARLIAMENT	2015	34	55
	2016	35	55

Perception of corruption in the police has increased

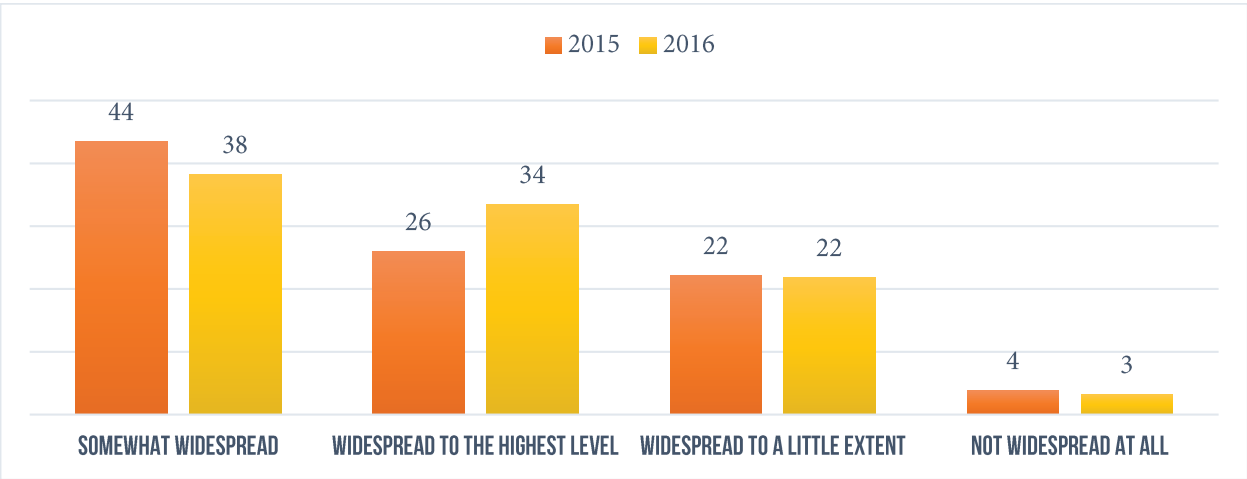
Citizens largely associate corruption with the police. It is therefore not too surprising that seven out of ten people in Serbia (72%) state that corruption in the police is widespread, and that only a quarter (25%) believes that it is not. Only 3% of the citizens think that corruption in the police force does not exist at all.

There was a 2% increase when it comes to those who believe in the existence of police corruption when compared to 2015; consequently, a total of 72% of citizens now believe that corruption in this

institution is widespread. However, the fact that the number of the citizens who believe that corruption is widespread all the way to the top has increased by 8% is more worrying, as their percentage is now 34%.

CHART 14: PERCEPTION OF CORRUPTION IN THE POLICE FORCE IN 2015 AND 2016

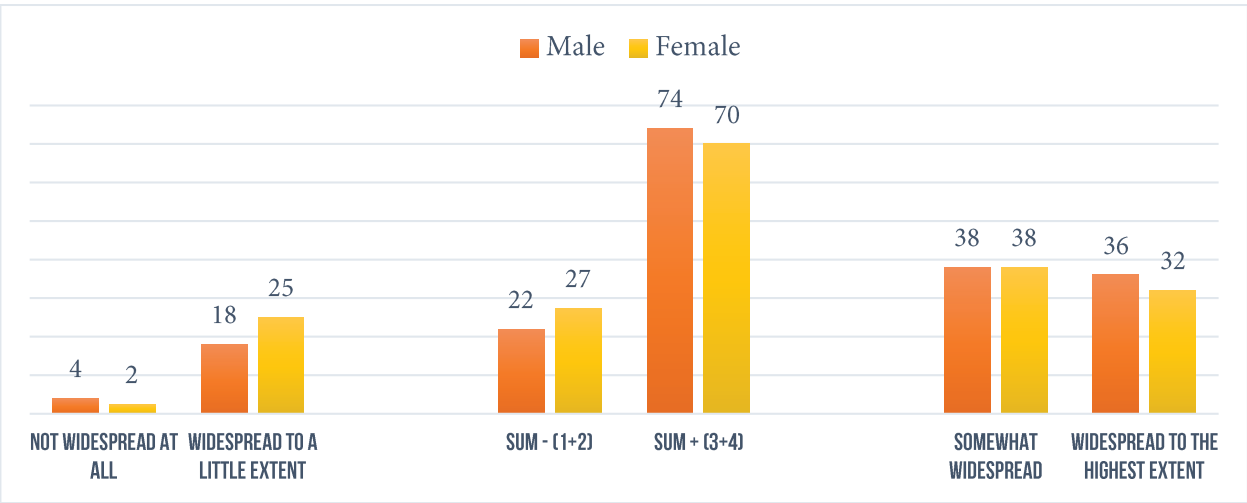
Q: How widespread is the corruption in the following institutions? Please answer using the scale from 1 to 4, where 1 means that it is not widespread at all, 2 means that widespread to a little extent, 3 means that it is somewhat widespread, and 4 means that it is widespread to the highest extent.



When it comes to the perception of corruption prevalence in police, there is almost no difference between men and women. More precisely, 74% of men believe that corruption in police exists, whereas 70% of women share the same opinion. Only 4% of men and 2% of women think that the corruption in police is almost non-existent.

CHART 15: PERCEPTION OF THE EXTENT OF CORRUPTION IN THE POLICE FORCE, BY GENDER

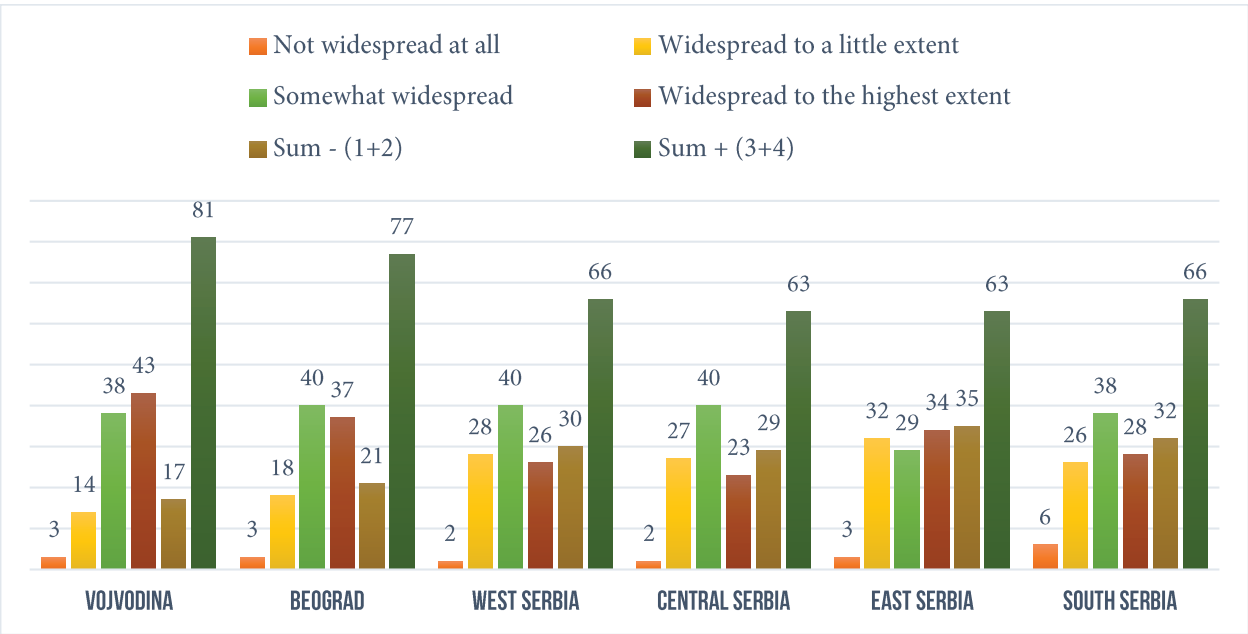
Q: How widespread is the corruption in the following institutions? Please answer using the scale from 1 to 4, where 1 means that it is not widespread at all, 2 means that widespread to a little extent, 3 means that it is somewhat widespread, and 4 means that it is widespread to the highest extent.



The citizens from Vojvodina (81%) and Belgrade (77%) predominantly believe that there is corruption in police. In other parts of Serbia (Western, Central, Eastern and Southern Serbia) on average 65% of citizens consider that corruption is widespread in police. Southern Serbia has the highest percentage of citizens (6%) who think that the corruption in police is non-existent.

CHART 16: PERCEPTION OF THE EXTENT OF CORRUPTION IN THE POLICE FORCE, BY GENDER, BY GEOGRAPHICAL REGION

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.

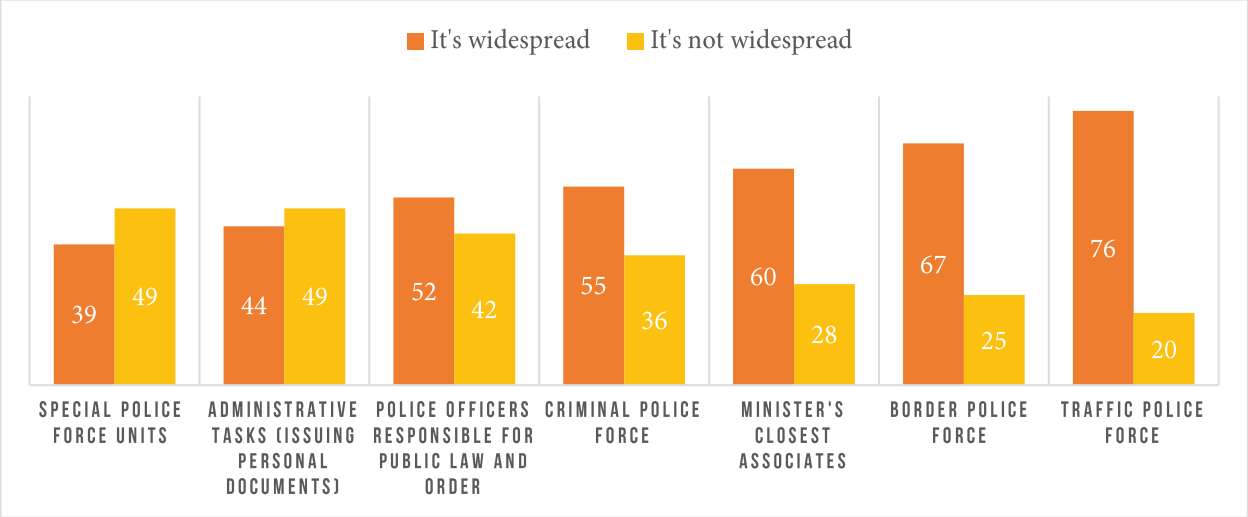


Traffic policemen are the most corrupt

It has already become a rule for the majority of Serbian citizens to think that police corruption is most widespread among the officers they most often come in contact with, such as traffic policemen. They believe that corruption is most widespread in the traffic and border police – this result is no different from that of the last year’s survey. A total of 76% see traffic police as the most corrupt, while 67% say it is the border police. Citizens see special units as the least corrupt part of the police force, together with units in charge of administrative affairs.

CHART 17: PERCEPTION OF CORRUPTION OF INDIVIDUAL PARTS OF THE POLICE

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



FIGHT AGAINST CORRUPTION

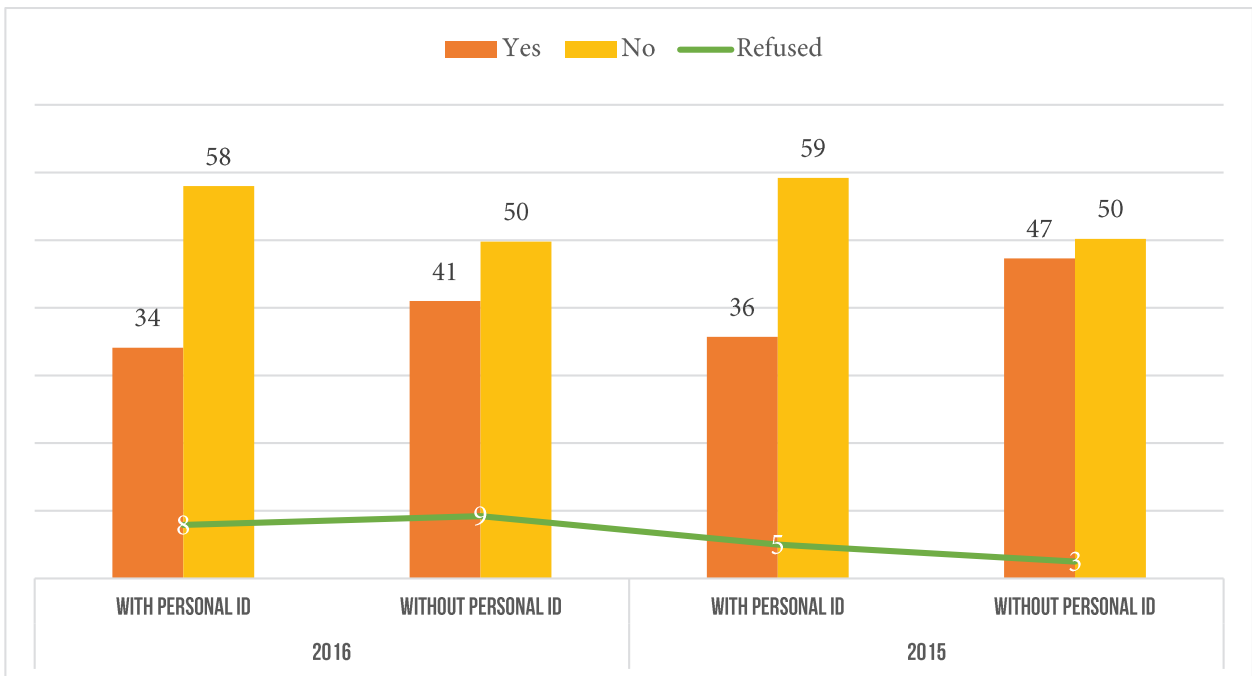
Citizens are not yet willing to report corruption

Due to the bad image concerning the prevalence of corruption in police ranks, it is important to determine what the citizens think about reporting police corruption to the competent authorities. Respondents provided different answers, depending on whether they would be required to reveal personal information or be allowed to remain anonymous.

Just over a third of the citizens (34%) said they would report a case of police corruption if they were required to disclose their personal details (name, personal national identification number, address). More than half of the respondents (58%) would not report corruption if they had to leave personal information.

CHART 18: WILLINGNESS OF CITIZENS TO REPORT POLICE CORRUPTION IN 2015 AND 2016

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



If we look at gender differences in reporting corruption, it is noticeable that men (37%) would be more willing to report it than women (31%) if they had to disclose their personal information. A similar result also appears if they were allowed to remain completely anonymous. Namely, 44% of men would be willing to report police corruption, while 39% of women would do the same thing. In the last year's survey no population category stood out when it came to the group willing to report corruption, and

the results were the same for citizens who said they would not choose to report corruption regardless of being or not being required to provide personal details.

CHART 19: MEN AND WOMEN WHO ARE WILLING TO REPORT CORRUPTION

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

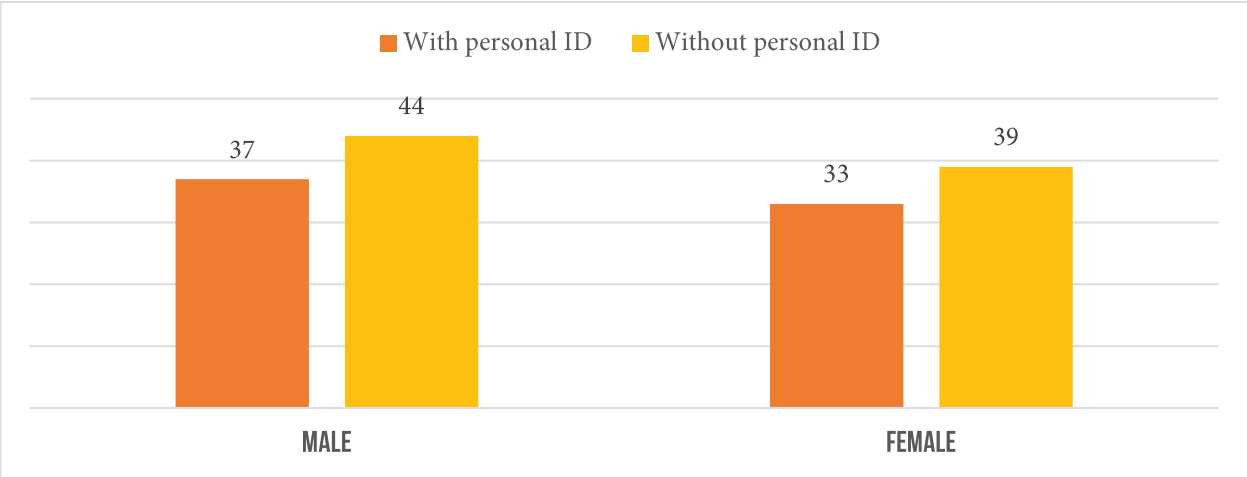
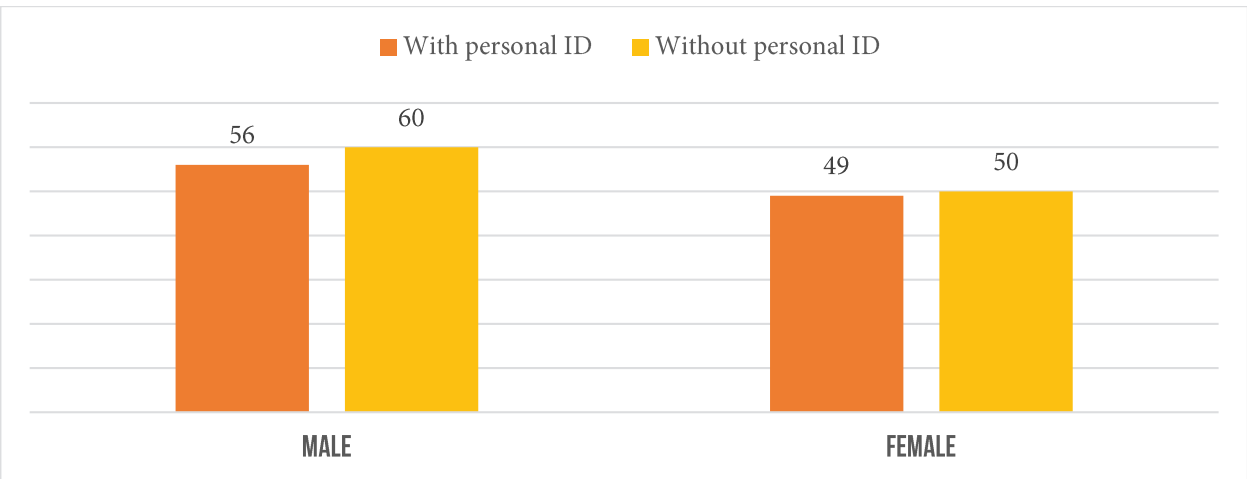


CHART 20: MEN AND WOMEN WHO ARE NOT WILLING TO REPORT CORRUPTION

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



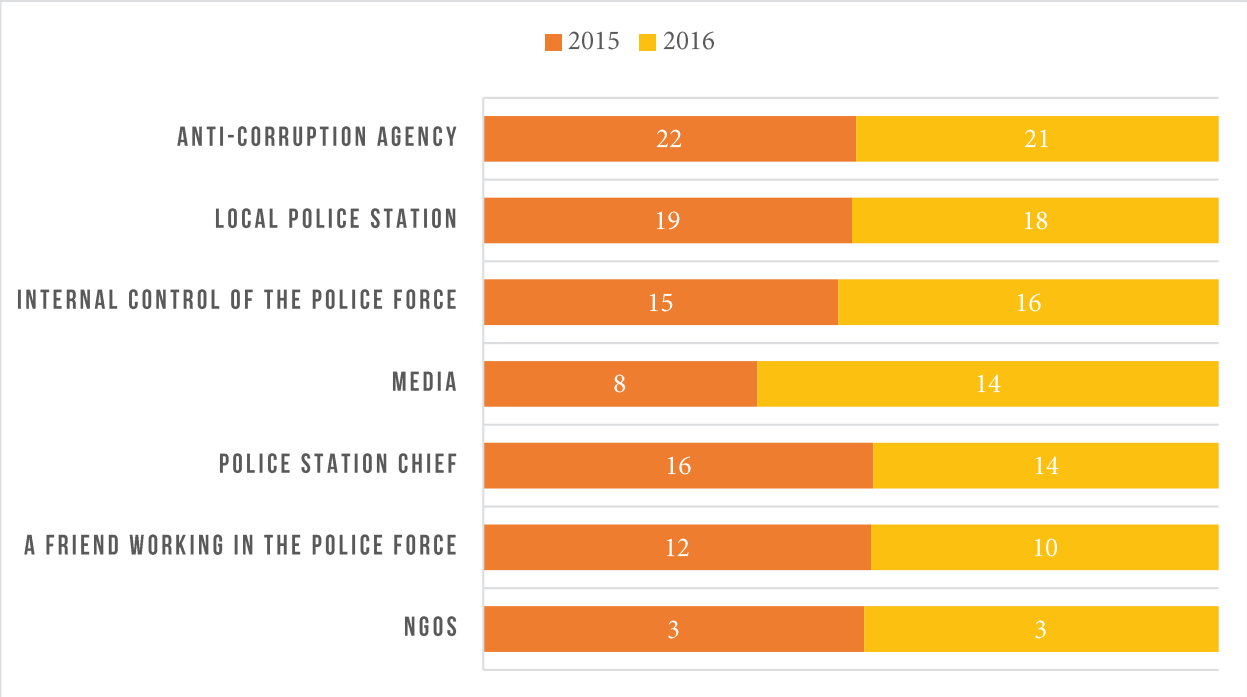
The Anti-Corruption Agency remains the first choice for reporting corruption

Among the institutions to which the citizens would first report a potential case of corruption in the police, the majority of citizens – over one fifth (21%) - listed the Anti-Corruption Agency, followed by

a local police station (18%). On the other hand, citizens would very rarely report corruption cases to non-governmental organisations (3%) and only rarely the media (14%). The situation has not greatly changed in comparison with the last year's survey, except when it comes to media – citizens are now slightly more willing to report corruption to them.

CHART 21: THE MOST COMMON CHOICE FOR REPORTING CORRUPTION IN THE POLICE FORCE IN 2015 AND 2016 (FIRST RESPONSE)

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

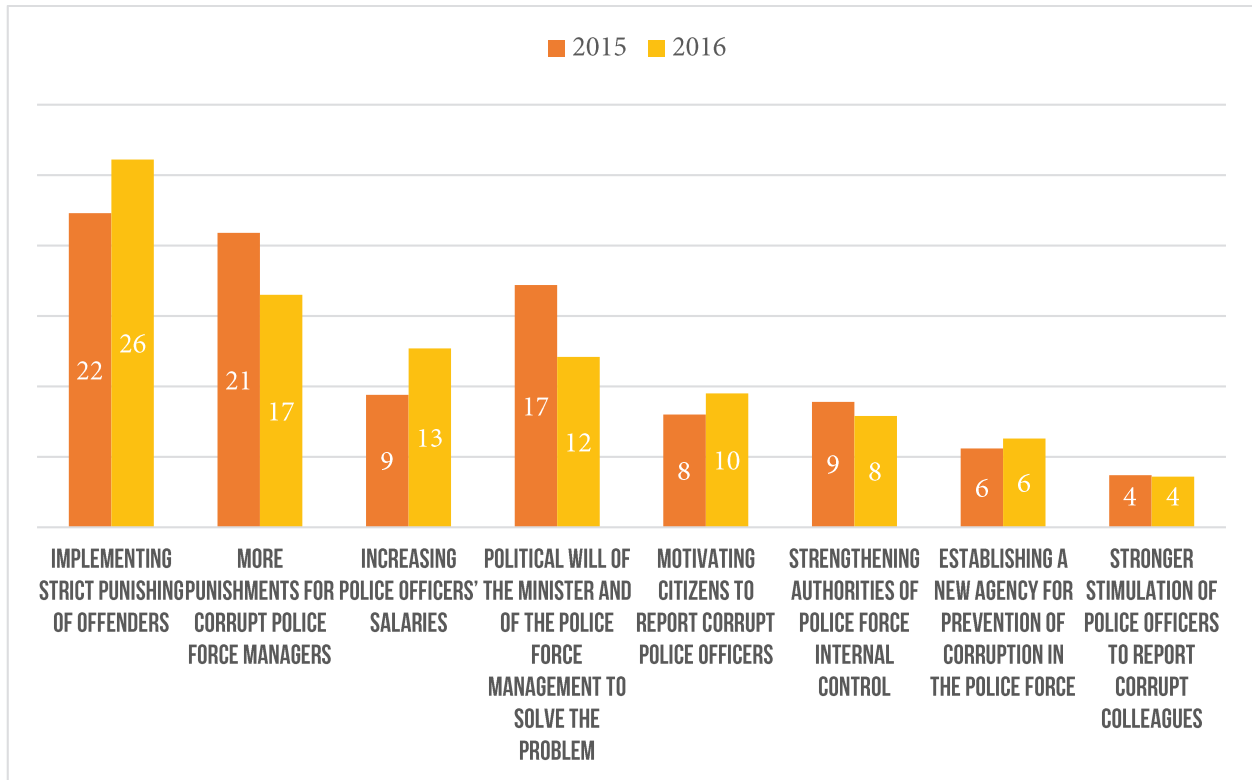


Strict sanctions are required to reduce corruption

Almost every third citizen of Serbia believes that it is important to rigorously punish offenders as well as officials in order to prevent police corruption. Compared to the previous year, more people are of the opinion that punishing the perpetrators should be one of the main measures to combat corruption in the police. However, although a large number of respondents believe that police officials should be sanctioned in order to prevent corruption, this year there are slightly fewer of them than last year. These results go hand in hand with the information transmitted by the media concerning the police actively investigating the connection between its officers and criminals, as well as the announcements that police officers will be severely punished if their involvement in crime should be discovered.

CHART 22: WHAT IS MOST NEEDED TO REDUCE CORRUPTION IN THE POLICE FORCE IN 2015 AND 2016

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



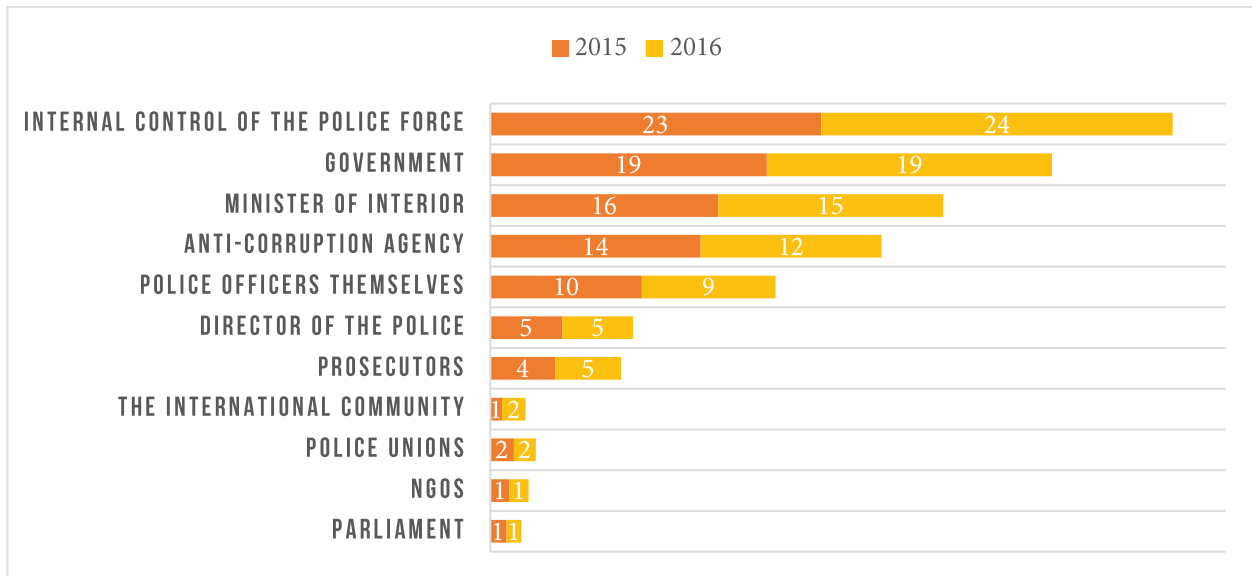
The percentage of people who believe that the political will of the Minister and officials is needed to solve the problem of corruption in the police has decreased. Namely, in 2015 a total of 17% believed that this was most needed to combat corruption, while this year the percentage dropped to 12%.

Internal control should combat corruption in the police

One quarter of the citizens believe that internal police control should primarily fight corruption in the police force (24%). In their opinion, the Government is in the second place (19%), the Minister of Interior Affairs in the third (15%), while they listed the Anti-Corruption Agency as the fourth institution that should fight corruption (12%). The last year's results were the same.

CHART 23: WHO IS RESPONSIBLE FOR FIGHTING CORRUPTION

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

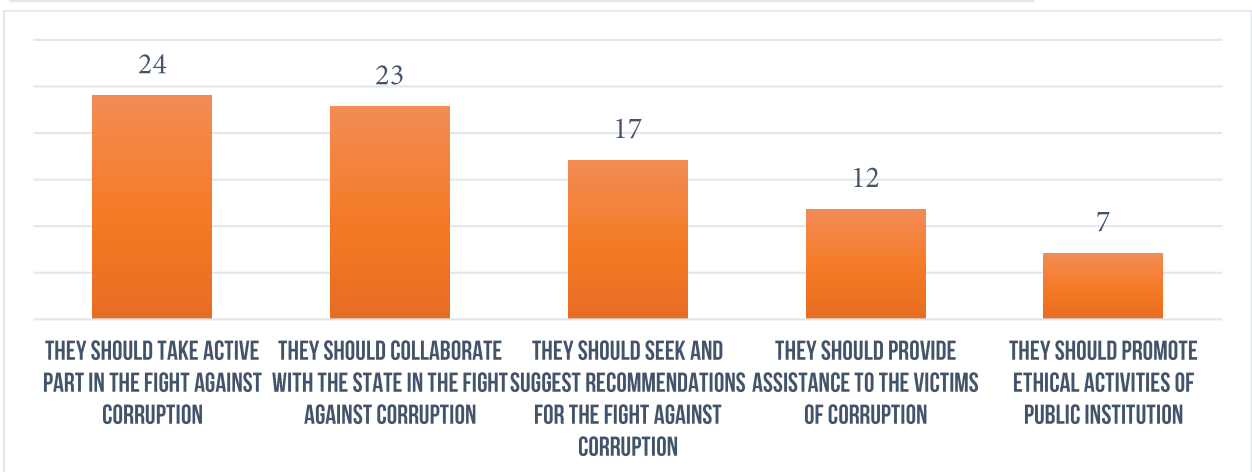


Civil society should participate in the fight against corruption

A quarter of the respondents believe that civil society should fight corruption directly or in cooperation with the state. These results are similar to those of last year, although this year 4% fewer people believe that civil society should cooperate directly with the state, while there are 3% more of those who see cooperation between the state and the civil sector as a mechanism to suppress corruption. Some believe that civil society should research and propose recommendations for the fight against corruption (17%), provide assistance to victims of corruption (12%) and promote ethical work of public institutions (7%).

CHART 24: THE ROLE OF CIVIL SOCIETY IN THE FIGHT AGAINST CORRUPTION

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