

THE CITIZENS' OPINION OF THE POLICE FORCE

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

September, 2016



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PUBLISHER

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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 research in Macedonia was conducted in April 2016 by IPSOS Strategic Marketing, on a representative sample of 1,000 adult citizens. A questionnaire was used as a research instrument and interviews were conducted using the computer-assisted telephone interviewing (CATI) technique.

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, Institute Alternative (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 Analytica and the views expressed in this document are not necessarily those of the European Union.

SUMMARY

The police are the most trusted institution in Macedonia with almost 60% of the respondents stating that they mostly or completely trust it. Still, nearly one-quarter of the population do not trust the police at all. In general, women tend to trust them more than men, whereas males are the demographic group with least confidence in this institution. Citizens are also divided among the ethnic lines. Ethnic Macedonians generally express more positive views than ethnic Albanians, particularly concerning the question of trust. Moreover, the level of trust is the highest among the public sector employees, followed by pensioners and those working in the private sector. The students' and unemployed citizens' level of trust is much lower.

Macedonian citizens have a positive perception of police officers, describing them mainly using positive words/adjectives, and with female police officers scoring slightly better. However, negative perceptions prevail in many aspects of the work of the police. For instance, the most popular belief about the employment process within the police is that candidates are selected via political connections or by pulling strings with relatives or friends. Moreover, the police force is rather seen as operating as means for protection of the interests or particular groups than as a service of the citizens. In line with this finding, more than half of the citizens believe that politicians do have an influence on the operating work of the police force.

Apart from the police, only education and healthcare received positive trust assessments by more than half of the respondents, while least trusted institutions are the judiciary, the Anti-corruption Agency, the prosecutors' offices and the Parliament. Moreover, all institutions except non-governmental organisations are considered by more than half of the respondents to have widespread corruption. The most widespread corruption is perceived to be found in the judiciary, followed by the prosecutors' offices, commercial inspectorates and the customs. Compared to other institutions, the police is positioned somewhere in the middle. Breaking down the results to specific police units, the traffic police is considered to be the most corrupt, followed by the Minister's closest associates and the border police. The least corrupt are believed to be police officers responsible for public law and order.

On a positive note, it is encouraging to see that 76% of the Macedonian citizens would be willing to report a case of corruption in the police (being asked for a bribe), even if they were required to reveal their personal data. This is in line with the popular belief that motivating citizens to report corrupt police officers is the most necessary action for preventing corruption. Other suggested measures are: increasing the salaries of police officers, strict sanctioning of offenders and more frequent punishing of corrupt police officials. The internal control unit, responsible for addressing corruption within the police, is not the citizens' first choice for reporting a case. Most of the citizens would report it to the local police station or the chief of the station. Similarly, the institution that should be the first to fight corruption in the police force is considered to be the police force itself through the control of the police, by the minister of interior, or the police officers themselves. On the other side, citizens mainly agreed that the primary role of the NGOs in the fight against corruption should be collaborating with the state.

TRUST IN INSTITUTIONS

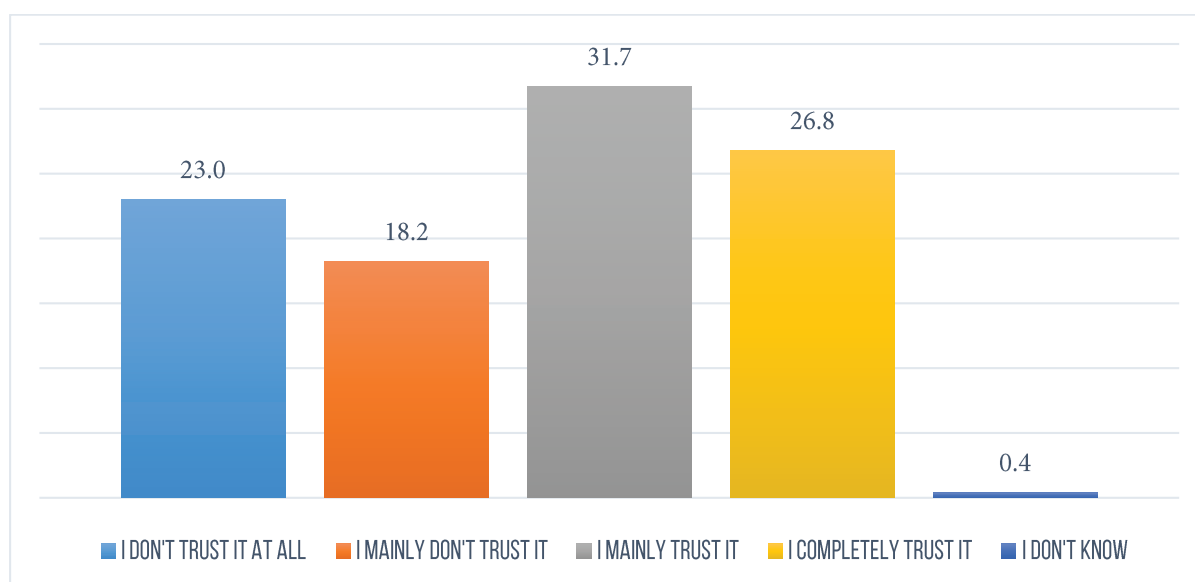
Police is the most trusted institution in Macedonia

Trust in a police is of particular importance due to its “monopoly on violence”, the police represent “the mirror” of the state and securing the public trust is essential for their legitimacy. Bearing in mind that the police often operate in secrecy and are less transparent than other bodies, public trust becomes even more important. Also, the work of the police largely depends on public cooperation, and that type of interaction is difficult to establish if a certain percentage of citizens are completely mistrustful.

The police are the most trusted institution in Macedonia, with 58.5% of the citizens stating that they trust it mostly or completely (31% of the population responded that they mostly trust it, and 26.8% stated that they trust it completely). However, the fact that almost a quarter of the respondents (23%) answered that they don't trust the police at all should not be neglected.

CHART 1: TRUST IN MACEDONIAN POLICE

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



Women tend to trust the police more than men. Positive responses were provided by 59.6% of the female respondents and 57.2% of the male. The only category that has mostly negative perception of the police is that of young men: 56.4% of the men aged between 18 and 29 said that they do not trust the police, out of which 32.5% do not trust it at all. On the other side, older women (60+) trust the police the most, with 69% responding positively. In fact, there is a trend among the women of increased trust in the police as they age; however, this trend was not noted among the men.

CHART 2: GENDER DIFFERENCES IN PERCEPTIONS OF THE POLICE

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

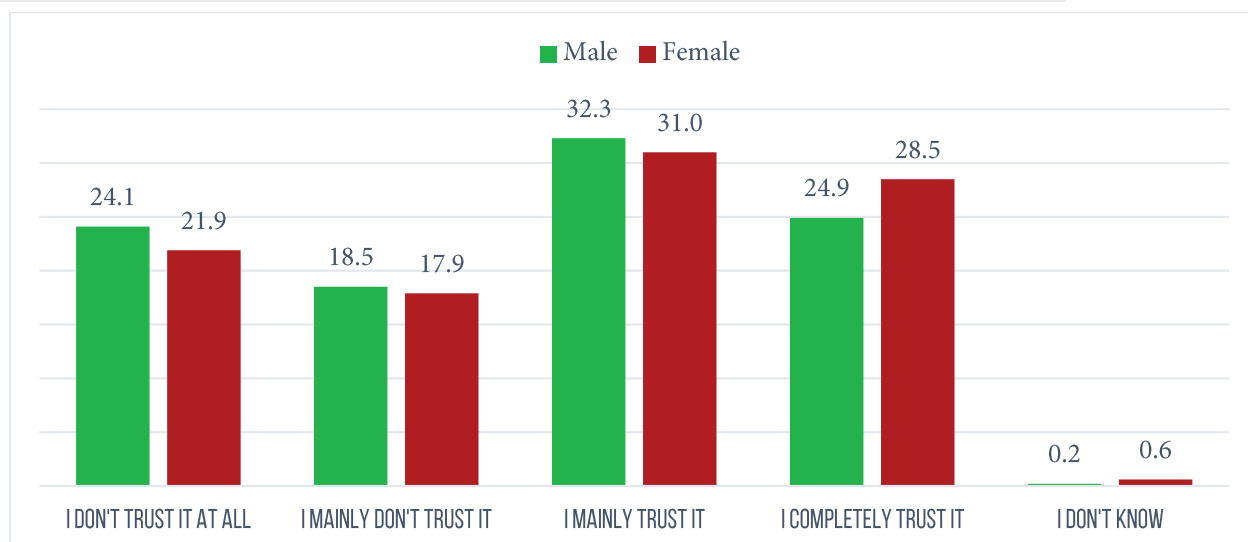
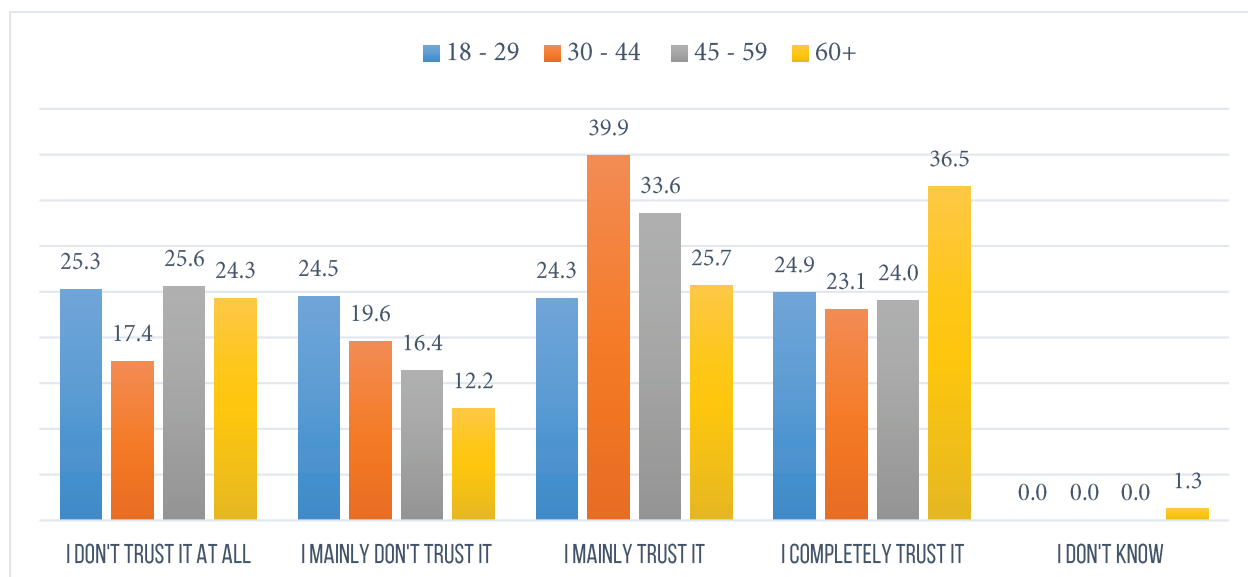


CHART 3: AGE DIFFERENCES IN PERCEPTIONS OF THE POLICE

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

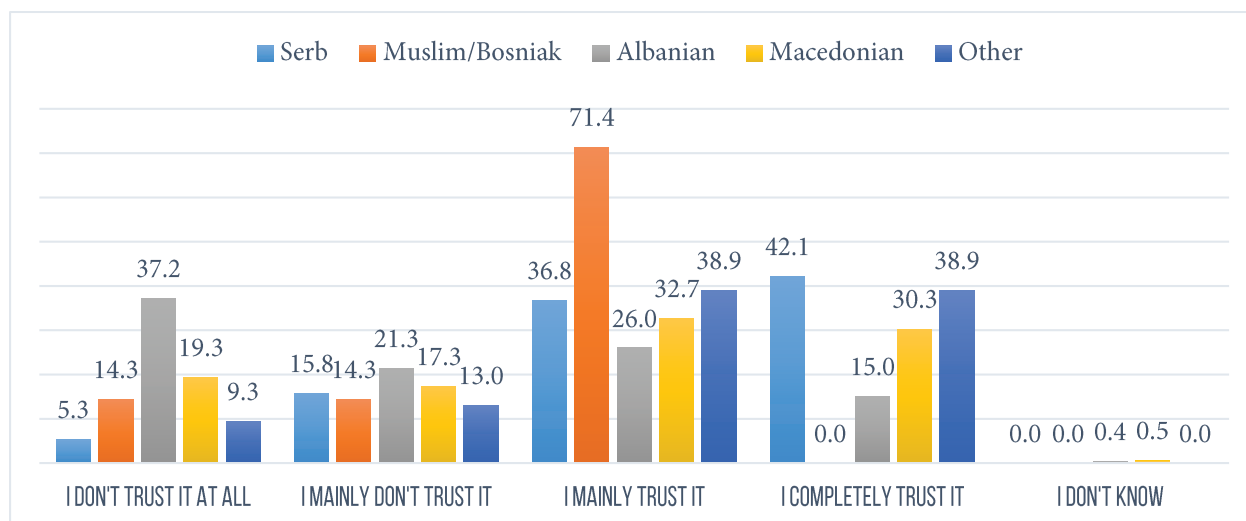


According to ethnicity, 63% of the ethnic Macedonians responded positively (32.7% mainly trust it, and 30.3% completely trust it) and 36.6% responded negatively (19.3% do not trust it at all, and 17.3% mainly don't trust it). However, the trust among the ethnic Albanians was much lower: 58.5% responded negatively (out of which 3.2% do not trust it at all, and 21.3% mainly don't trust it), and 41.1% responded positively (26% mainly trust it, and 15.1% trust it completely).

The level of trust is much higher among the other ethnic groups, reaching 78.9% of positive responses among the Serbs, 71.4% among the Bosniaks, and 77.8% among the rest of the ethnic minorities.

CHART 4: ETHNIC DIFFERENCES IN PERCEPTIONS OF THE POLICE

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



If analysed according to the level of education, people with no education trust the police the most, with 60% answering that they completely trust it, and only 6.7% saying that they do not trust it at all. However, from those who have completed primary, secondary or higher education, the level of trust was the highest among those with secondary education, with 61.7% responding positively. The level of trust was the lowest among those with a Master degree, where negative responses were prevailing (58.6% do not trust it and 41.3% do trust it).

As regards occupation, employees from the public sector have the highest level of trust in the police: 62.9% trust it mainly or completely and 37.1% mainly do not trust it or do not trust it at all. They are followed by the pensioners (60.4% positive and 38.1% negative) and those employed in the private sector (59.5% positive and 40.5% negative). Students had completely divided opinions (50% positive and 50% negative) and people who are unemployed had the lowest trust levels (55.4% positive and 44.1% negative).

CHART 5: EDUCATIONAL DIFFERENCES IN PERCEPTIONS OF THE POLICE

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

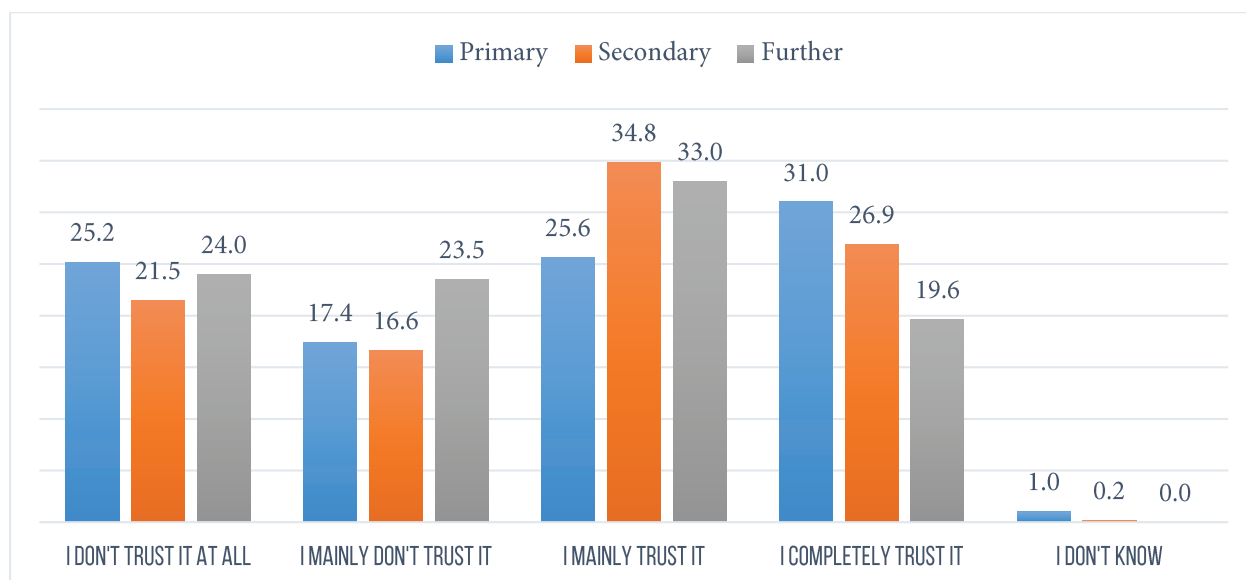


CHART 6: OCCUPATIONAL VARIANCES IN PERCEPTIONS OF THE POLICE

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

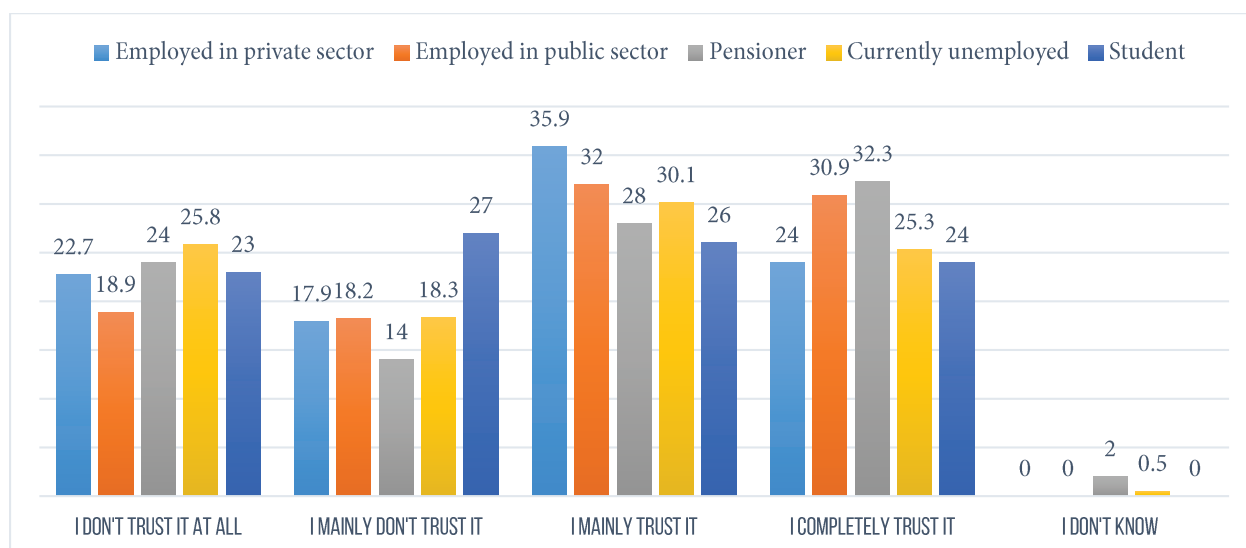


CHART 7: TERRITORIAL DIFFERENCES IN PERCEPTIONS OF THE POLICE

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

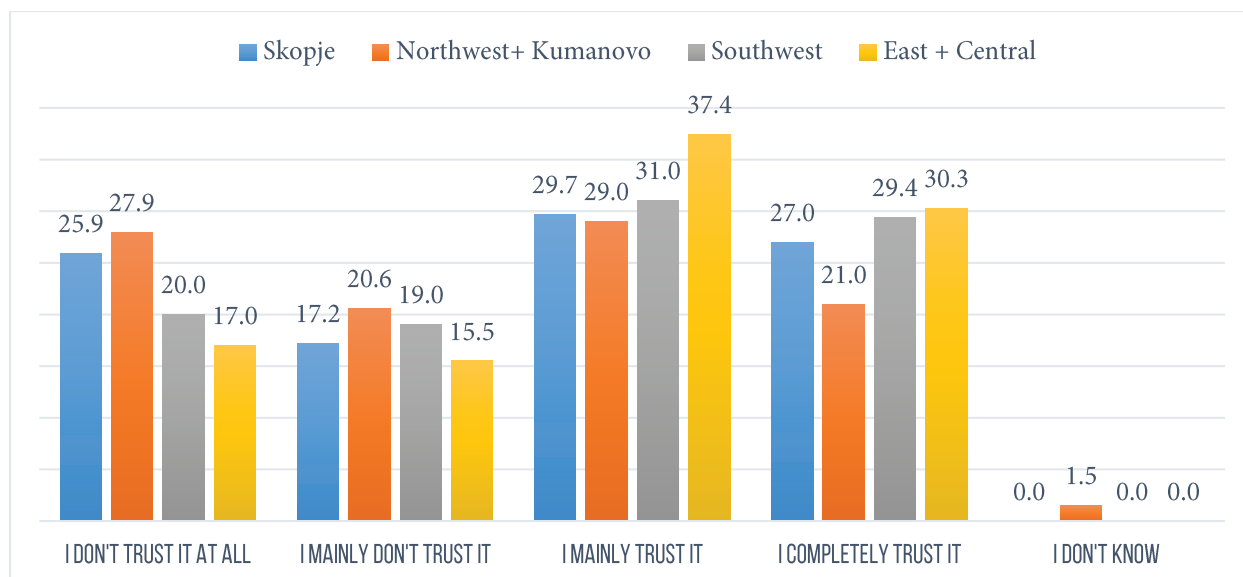
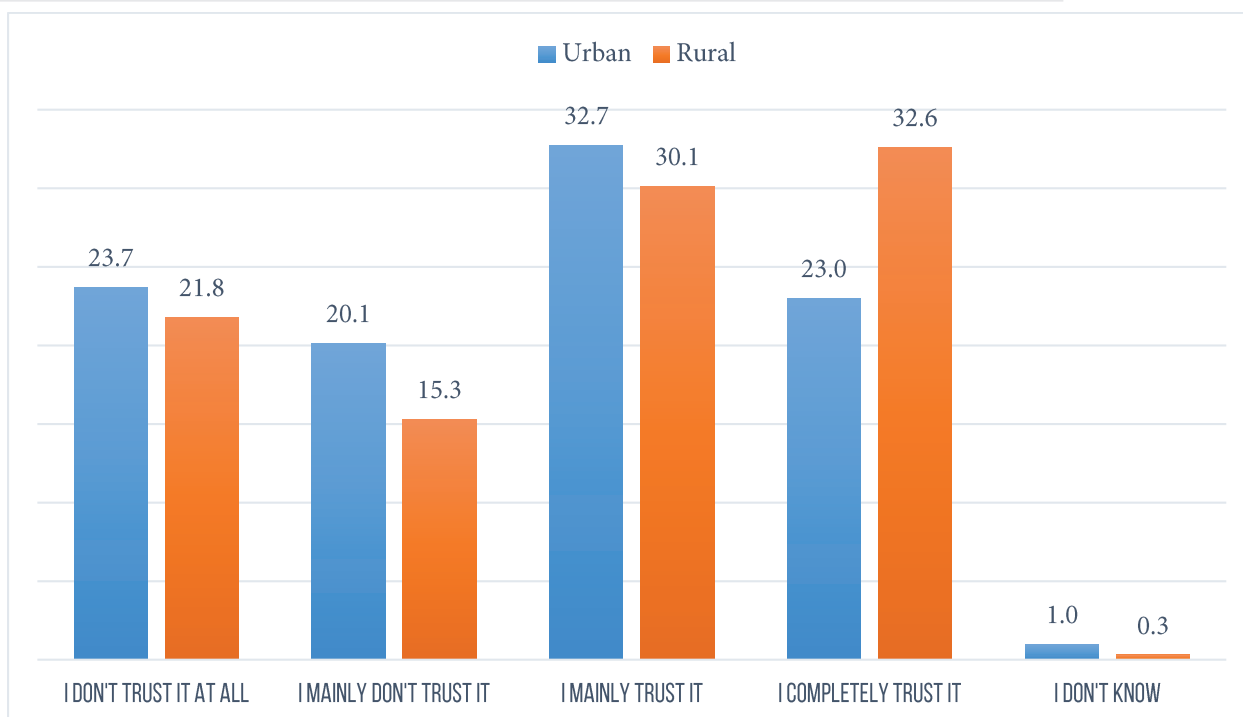


CHART 8: URBAN-RURAL DIFFERENCES IN PERCEPTIONS OF THE POLICE

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



Next to police are education and healthcare system

Apart from the police, only two other institutions received positive assessments by more than half of the respondents. The police, as the most trusted institution, is followed by education, for which the percentage of positive perceptions was 58%. Next is healthcare with 52.1% of the population showing trust. However, 26.2% respondents answered that they don't trust this institution at all.

TABLE 1: THE LEVEL OF TRUST IN MACEDONIAN INSTITUTIONS

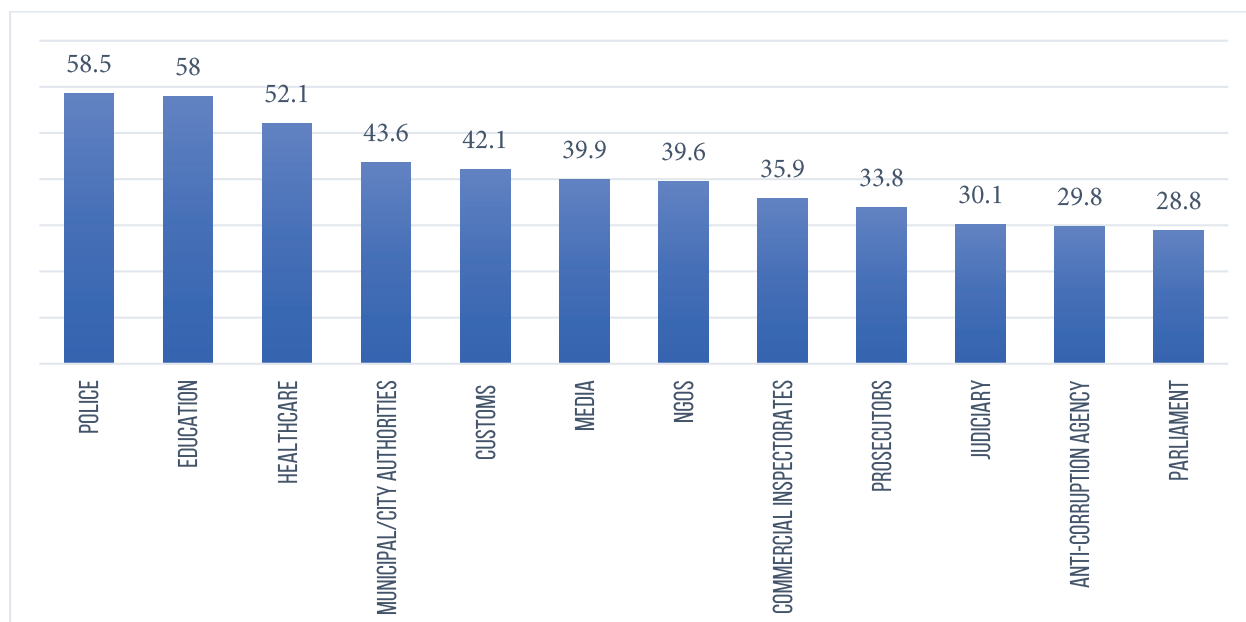
Q: How much do you trust the following institutions in Macedonia? Please answer using the scale from 1 to 4, where: 1 means that you do not trust the particular institution at all, 2 that you mainly do not trust it, 3 that you mainly trust it and 4 that you completely trust that institution.

	I DON'T TRUST IT AT ALL	I MAINLY DON'T TRUST IT	I MAINLY TRUST IT	I COMPLETELY TRUST IT	DON'T KNOW	SUM - (1+2)	SUM + (3+4)
CUSTOMS	29.9	23.2	27.7	14.4	04.8	53.1	42.1
EDUCATION	21.2	20.1	34.4	23.6	00.7	41.3	58.0
HEALTHCARE	26.2	21.3	31.3	20.8	00.4	47.6	52.1
JUDICIARY	46.4	21.9	21.1	09.0	01.6	68.3	30.1
COMMERCIAL INSPETORATES	35.6	25.0	26.0	09.9	03.5	60.6	35.9
POLICE	23.0	18.1	31.7	26.8	00.4	41.1	58.5
MUNICIPAL CITY AUTHORITIES	30.1	24.4	29.1	14.5	02.0	54.5	43.6
PARLIAMENT	50.2	18.7	17.2	11.6	02.4	68.9	28.8
MEDIA	30.8	28.1	28.1	11.9	01.1	58.9	39.9
NGOS	34.5	22.1	27.3	12.3	03.8	56.6	39.6
ANTI-CORRUPTION AGENCY	47.9	19.1	19.3	10.5	03.2	66.9	29.8
PROSECUTORS	42.6	20.5	23.9	10.0	03.1	63.1	33.8

The rest of the institutions have gained the trust of less than half of the population so far. Still, some fared better than others. The municipal or city authorities received a positive response of 43.6% (29.1 mainly trust them and 14.5% completely trust them, while 54.5% do not trust them at all. The customs are trusted by 42.1% of the population (27.7% mainly and 14.4% completely trust it). However, 29.9% do not trust the customs at all and 23.2 mainly do not trust it. 4.8% did not have an opinion. The media and the NGOs got similar scores: the percentages of positive perceptions were 39.9% and 39.6% accordingly. Still, 58.9% distrust the media (30.8% completely and 28.1% mainly) and 56.6% distrust the NGOs (34.5% completely and 22.1% mainly). More than 1/3 (35.9%) of the respondents trust the commercial inspectorates, while 60.6% do not.

CHART 9: RANKING LIST OF TRUST IN INSTITUTIONS IN MACEDONIA

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



Negative perception on the judiciary and the Anti-Corruption Agency

Worrying trends have been noted when it comes to trusting the judicial and legislative branches. The least trusted institutions are the judiciary, the Anti-Corruption Agency, the prosecutors' offices and the Parliament. All of them scored higher than 60% in the graph of negative responses. As regards the prosecutors' offices, 63.1% of the respondents said that they do not trust them and 33.8% stated that they do. Next is the Anti-Corruption Agency which ensured the trust of 29.8% of the population, against 66.9% who do not trust it. When asked about the judiciary, 68.3% said that they do not trust it (46.4% do not trust it at all, and 21.9% mainly do not trust it). Only 9% stated that they completely trust the judiciary and 21.1% mainly trust it. The least trusted institution is the Parliament: it is worrying that half of the population (50.2%) do not trust the Parliament at all, and that 18.7% mainly don't trust it, making for a total of 68.9%. Positive answers were given by only 28% (mainly or completely trust it) and 2.4% did not have an opinion.

PERCEPTION OF POLICE

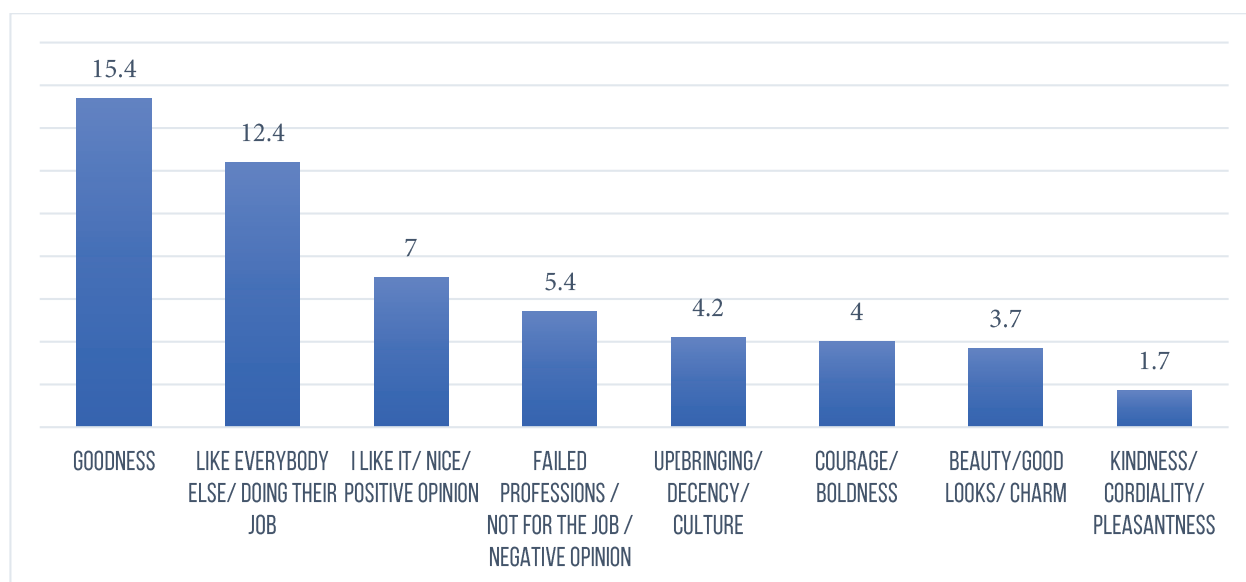
Citizens positively describe policewomen and policemen

The surveyed citizens were asked to think of a female police officer, one in direct contact with the citizens, and to describe her. It can be concluded that citizens use mainly positive adjectives to describe a female police officer.

The most usual first answer (15.4% of the respondents) was 'goodness' followed by 12.4% who answered 'like everybody else/doing their job'. 7% said answered with a positive opinion (I like it/nice), 4.2% responded with upbringing/decency/culture, 4% used the thought of 'courage/boldness' and 3.7% described her in terms of 'beauty/ looks/ charm'. However, 5.4% of respondent describe police-women in negative context as failed professions or not for the job.

CHART 10: DESCRIPTION OF A FEMALE POLICE OFFICER (FIRST ANSWER)

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 Macedonia.



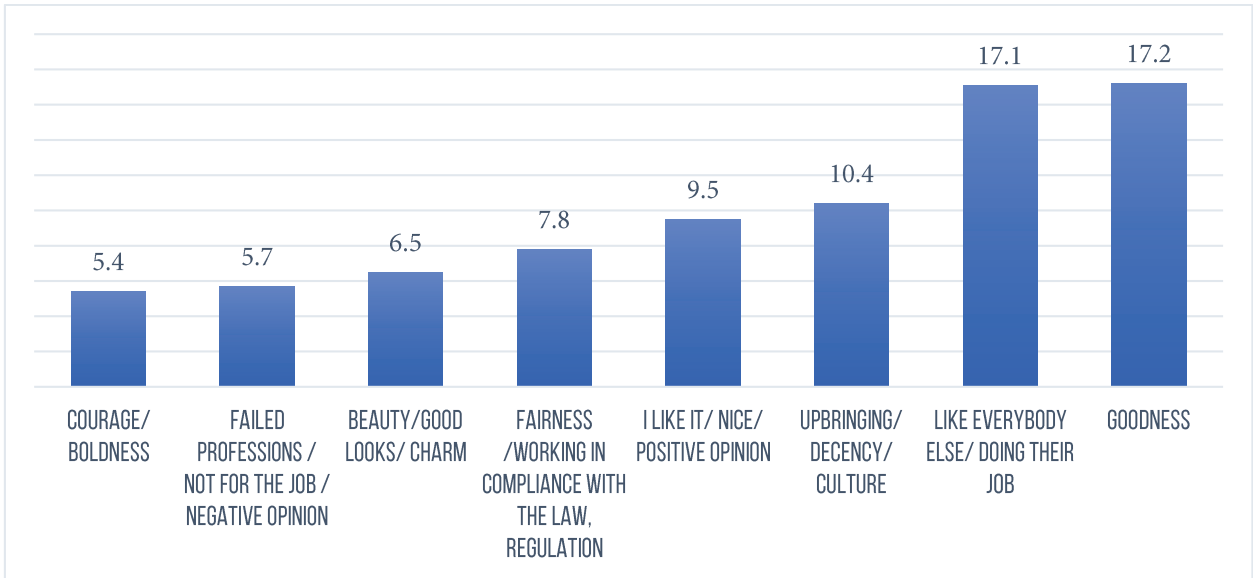
Other answers with lower scores included: professionalism/ expertise/ training, strength/power, kindness/ cordiality/ pleasantness, composure/ calmness/ stability, correctness, fairness/ working in compliance with the law, uniformed person/ blue uniform, honesty/ absence of corruption.

Negative adjectives such as: being corrupted, powerless/ insufficient authorisation or irresponsibility/ lack of seriousness were used by less than 1% of the respondents as a first word/adjective to describe a female police officer.

As the respondents were allowed to use multiple terms, the most frequent were similar to those used in the first choice answers. ‘Goodness’ and ‘Like everybody else/doing their job’ were each mentioned by 17% of the citizens, while other frequently used words/adjectives included: I like it/ nice/ positive opinion (10%), upbringing/ decency/ culture (10%), beauty/ good looks/ charm (7%), courage/ boldness (5%), professionalism/ expertise (5%) etc. Again, negative words/adjectives were used only in a few instances, except for ‘failed professions/ not suited for the job/ negative opinion’ which was used by 5.7% of the surveyed citizens.

CHART 11: DESCRIPTION OF A FEMALE POLICE OFFICER (MULTIPLE ANSWERS)

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 Macedonia.



The opinions about female police officers did not significantly vary among the different ethnicities for most of the adjectives, except that ethnic Albanians were more likely to express a negative opinion in terms of ‘failed profession’ and ‘not suited for the job’ (used by 16% of the respondents). Negative responses were more common among the younger people, regardless of their ethnicity (18 – 29 years old). Even though the majority had a favourable opinion, this age group was the one most likely to describe a police officer using the terms incapable/ inefficient/ slow, lack of professionalism, arrogance/ aloofness/ cockiness or corrupted.

Citizens were also asked to describe a typical male police officer who is in direct contact with the citizens. ‘Goodness’ was again the most frequent first answer (14.3%), followed by ‘like everybody else/ doing their job’ with 10.1%. 4.3% answered with ‘arrogance/ aloofness/ cockiness’ – terms that were not used to describe a female police officer.

Other answers that scored between 3-4% are: strength/ power, professionalism/ expertise/ training, upbringing/ decency/ culture and correctness.

CHART 12: DESCRIPTION OF TYPICAL POLICE OFFICER IN MACEDONIA (FIRST ANSWER)

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 Macedonia.

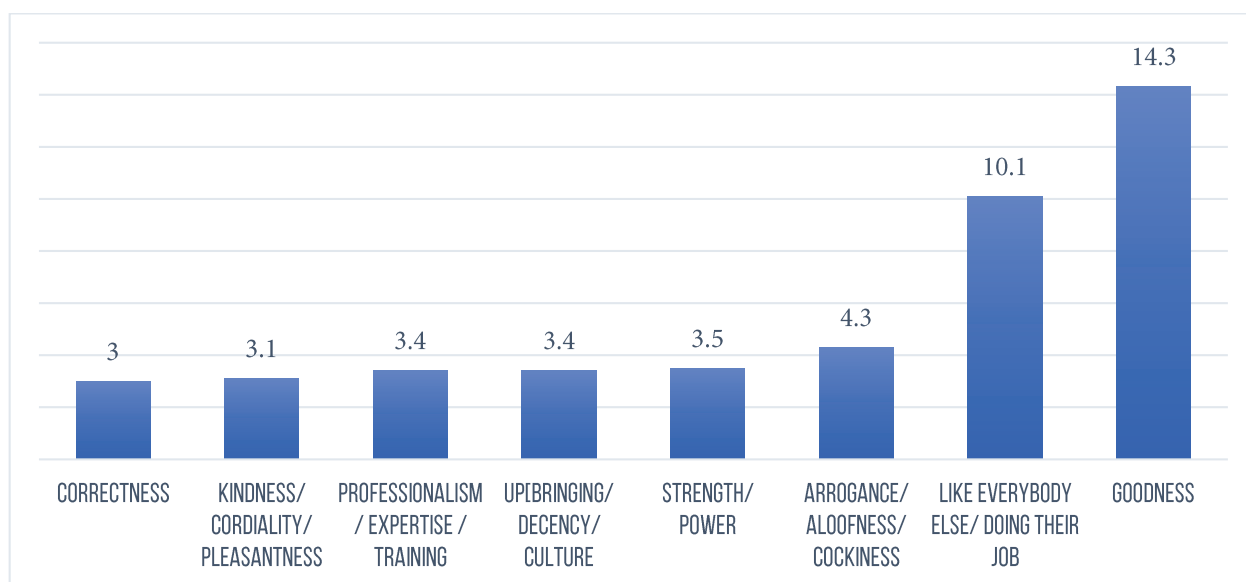
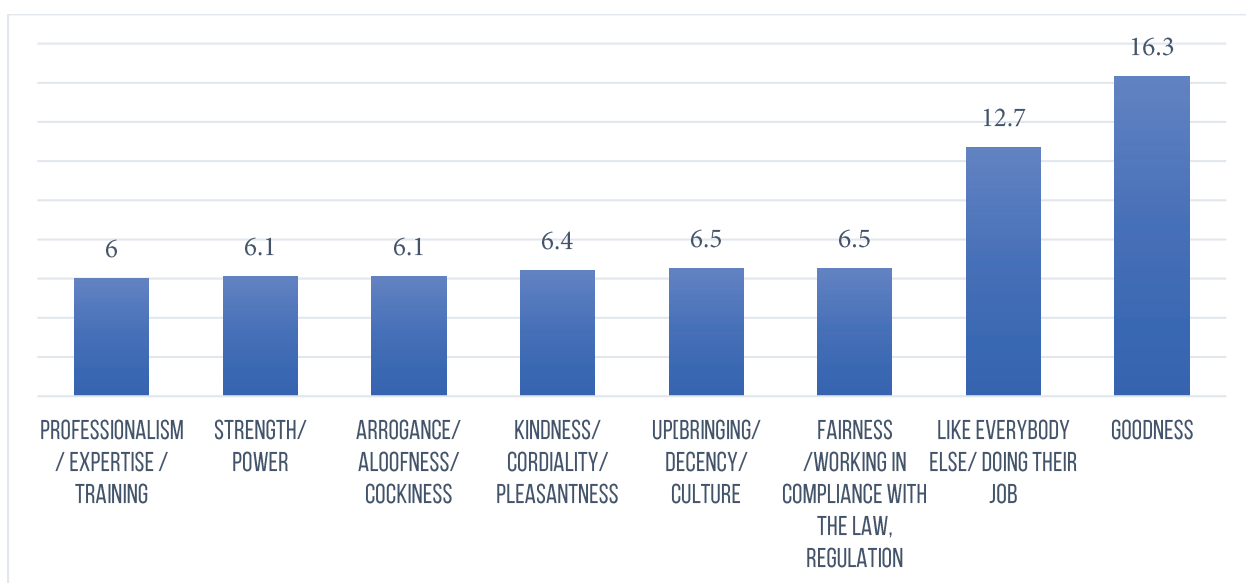


CHART 13: DESCRIPTION OF TYPICAL POLICE OFFICER IN MACEDONIA (MULTIPLE RESPONSES)

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 Macedonia.



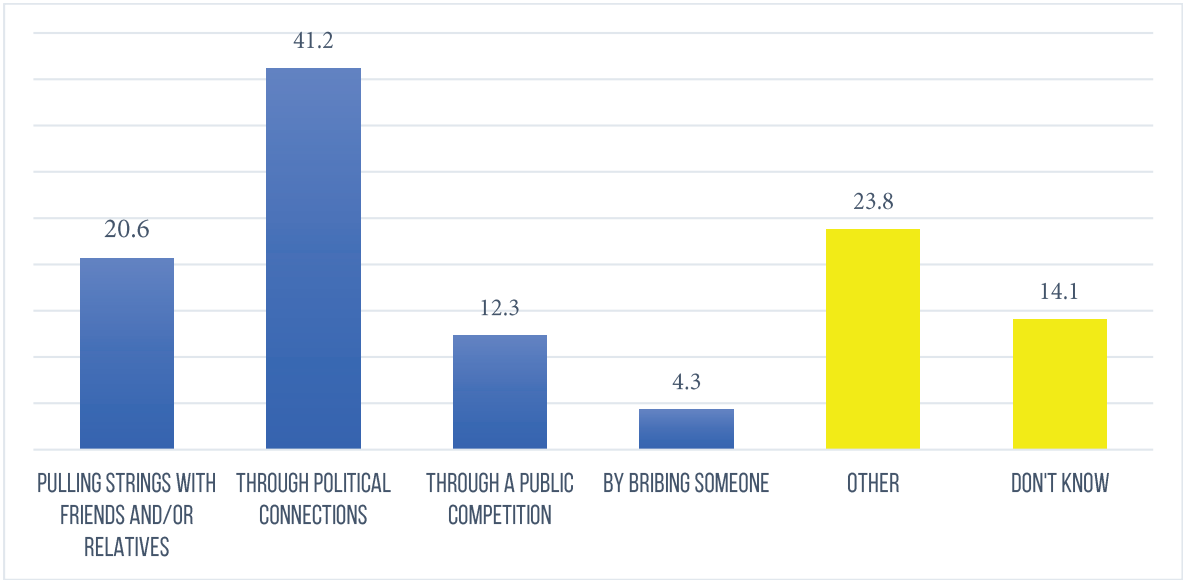
There were more instances of describing a typical police officer in a negative way (corrupted, poorly educated, uncultured/ poor manners, aggressive/crude) when the gender was not specified. Therefore, it can be concluded that the public perception of female police officers is slightly better. The reasons behind these opinions might be personal experiences, gender stereotypes (especially as there was a focus on the looks in the responses that referred to a female police officer) and a mixture of both. This finding might be used to encourage further programmes for better representation of women in the police force, but also for addressing gender stereotypes regarding police work.

Political ties are crucial for employment within police

Most Macedonian citizens do not believe that candidates for police force are selected and employed through a public competition. Only 12.3% gave this answer when asked about the employment practices. As the respondents had the possibility to provide multiple answers, the most frequent answer was that candidates are selected and employed through political connections (41.2%) followed by the response of “pulling strings with friends or/and relatives” (20.6%) and by bribing someone (4.3%). 24% answered something else, and 14% did not state any opinion. Other answers that were mentioned by the participants included: capability, tests, training, appropriate education, etc.

CHART 14: SELECTION AND EMPLOYMENT IN POLICE (MULTIPLE RESPONSES)

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



These negative perceptions of the employment practices are alarming as the percentage of those who believe in merit-based hiring procedures in the institution responsible for law enforcement is very low. It is necessary for the Ministry of Interior Affairs to address this issue through better transparency of the recruitment process, adhering to strict criteria and effective complaint procedures in the process of employment. If good candidates do not believe in fair chances of getting a job, they might resist applying in the first place. Moreover, it encourages candidates to look for other ways to get employed

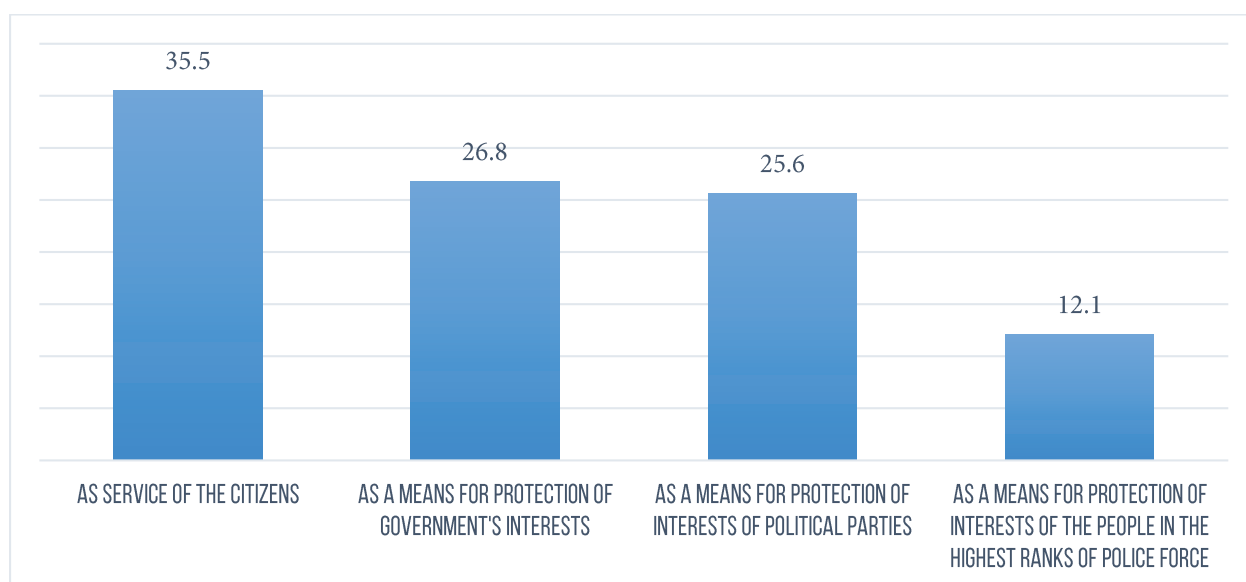
such as triggering connections or offering bribe, actions that certainly do not make a good police officer, committed to enforcing the law.

Police serves the interests of particular groups

One-third of the population (35.5%) believes that the police force operates as a service of the citizens. The rest believe that it operates mostly as a means for protection of particular groups: the interests of the Government (26.8%), the interest of political parties (25.6%) or as means for protection of interests of the people in the highest ranks of the police force (12.1%). This portrays the police in a negative light, as nearly two-thirds of the population see them as serving the interests of particular groups instead of serving the citizens. Those beliefs have the potential to undermine public trust in the Police, deter citizens from reporting crimes, and create feelings of unsafety.

CHART 15: IN WHOSE INTEREST THE POLICE OPERATE THE MOST

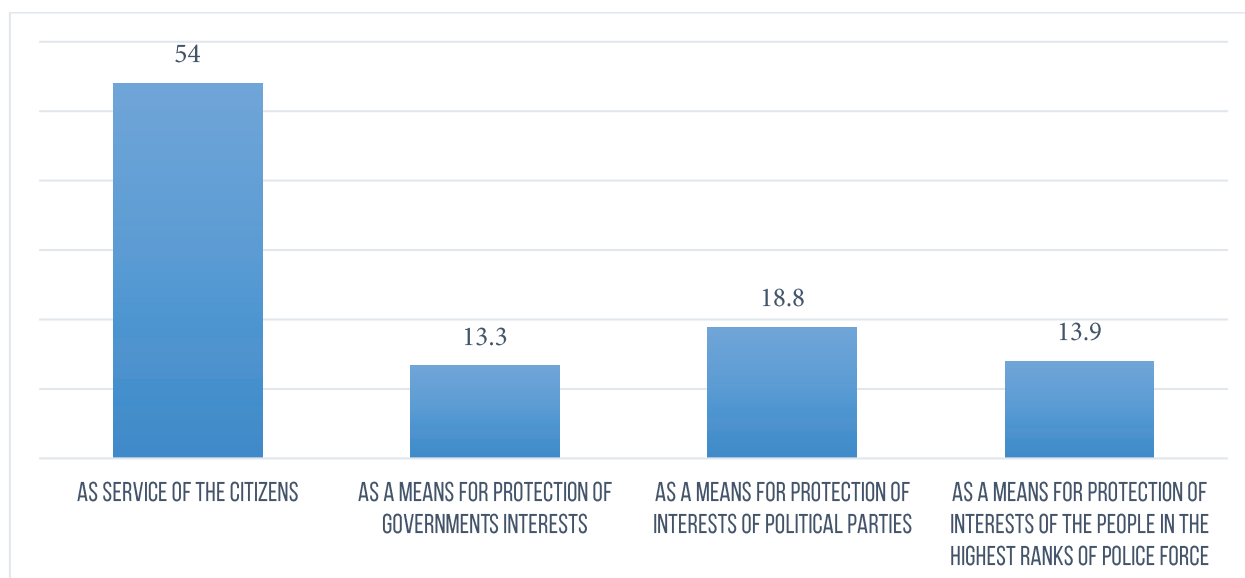
Q: In which of the following capacities does the police force in your country operate the most?



When asked the opposite question: “In which of the following capacities does the police force in your country operate the least?”, more than half of the respondents (54%) answered that it serves the least as a service of the citizens. 18.8% believe it operates the least as a means for protection of interests of political parties, 13.9% for protection of interests of the Government and 13.3% think that the police force operates at least as a means for protection of interests of the people in the highest ranks of the police force.

CHART 16: IN WHOSE INTEREST THE POLICE OPERATE THE LEAST

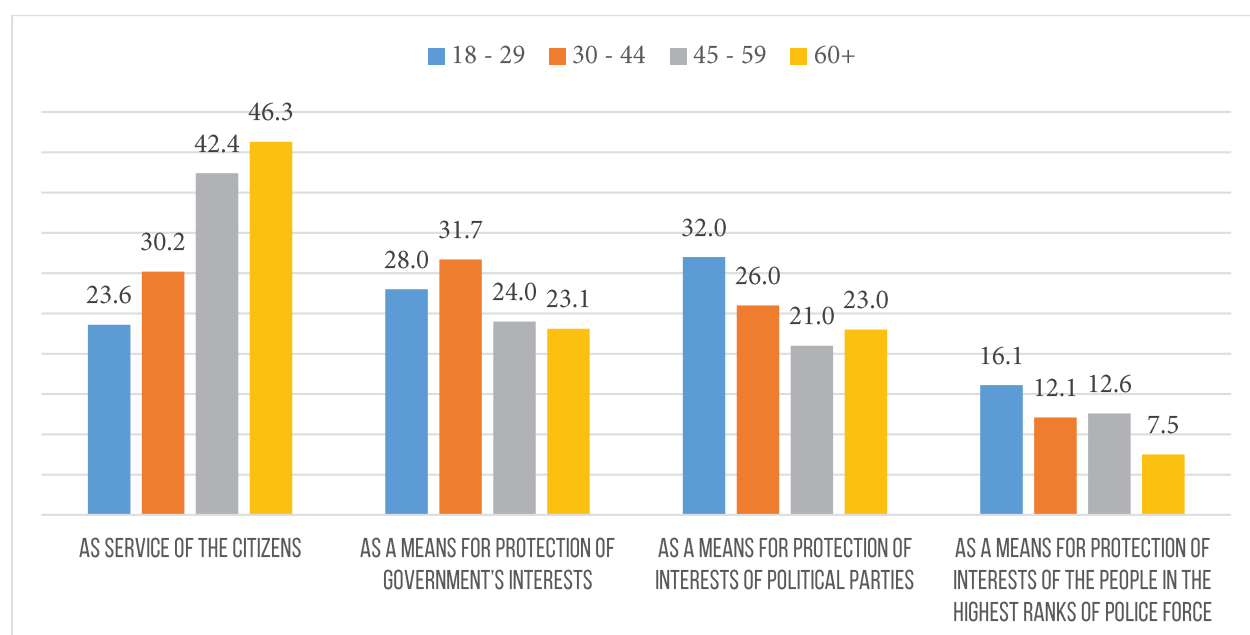
Q: In which of the following capacities does the police force in your country operate the least?



Regarding this question, citizens were divided among the ethnic lines: ethnic Macedonians showed much greater trust that the police force operates as a service of the citizens (43.1%) whereas only 17.6% of ethnic Albanians supported this claim. Ethnic Albanians believe that the police rather operates as a means for protection of interests of political parties (41.1%).

CHART 17: AGE DIFFERENCES IN PERCEPTIONS OF THE INTEREST THE POLICE OPERATE THE MOST

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



While there were no significant differences in the opinions of the respondents according to their gender, the data show that there is a trend among the citizens to believe that the police force operates the

most as a service of the citizens as they get older: the percentages increased in each of the age groups: from 23.6% of the younger people (18 – 29 years old) to 46.2% of the population older than 60. Pensioners and employees from the public and private sector were more supportive of these claims than students and the unemployed. The highest percentage was among the pensioners (47%) and the lowest among the students (16%). On the other side, students perceive the police more as operating to protect the interests of the government (38%) or the political parties (32%).

CHART 18. OCCUPATION DIFFERENCES IN PERCEPTIONS OF THE INTEREST THE POLICE OPERATE THE MOST

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

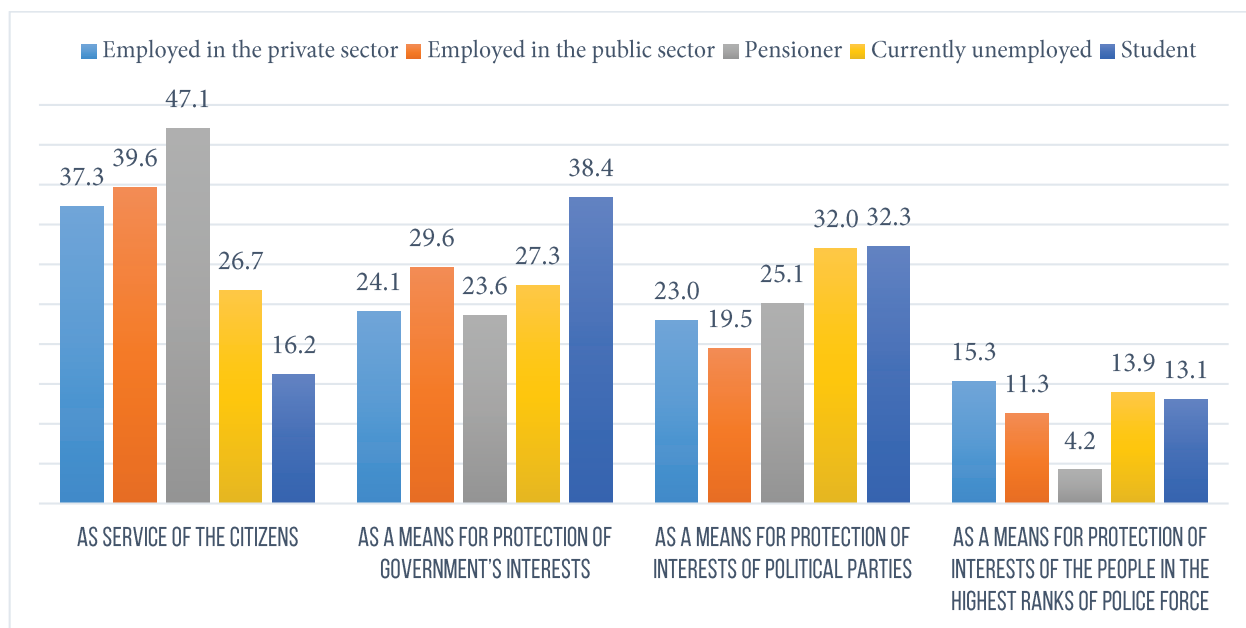
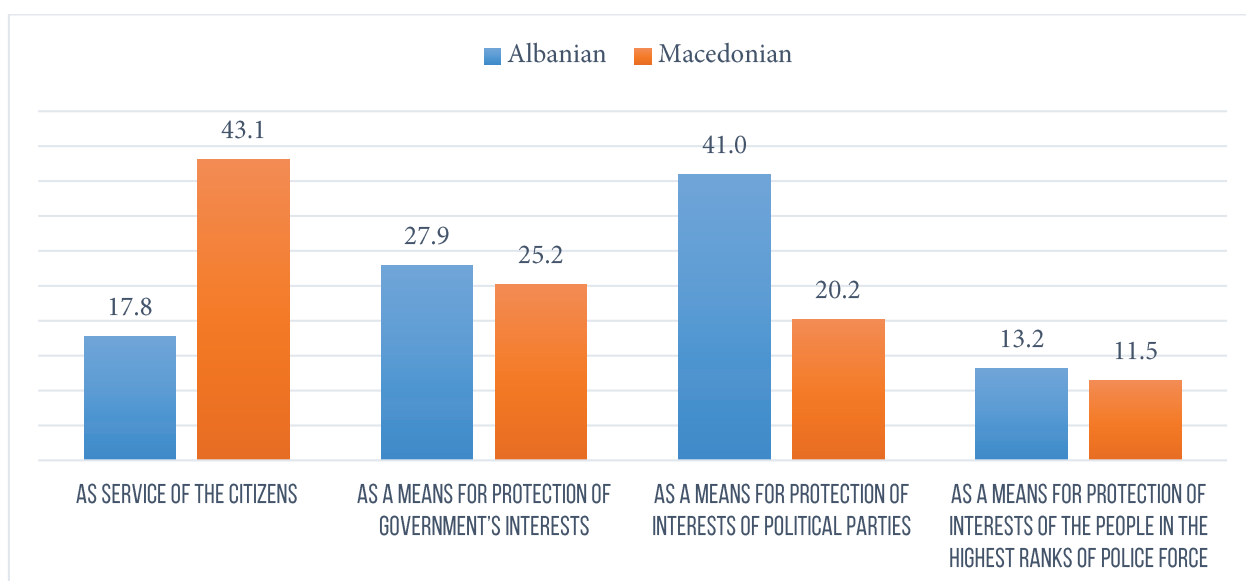


CHART 19: ETHNIC DIFFERENCES IN PERCEPTIONS OF THE INTEREST THE POLICE OPERATE THE MOST

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



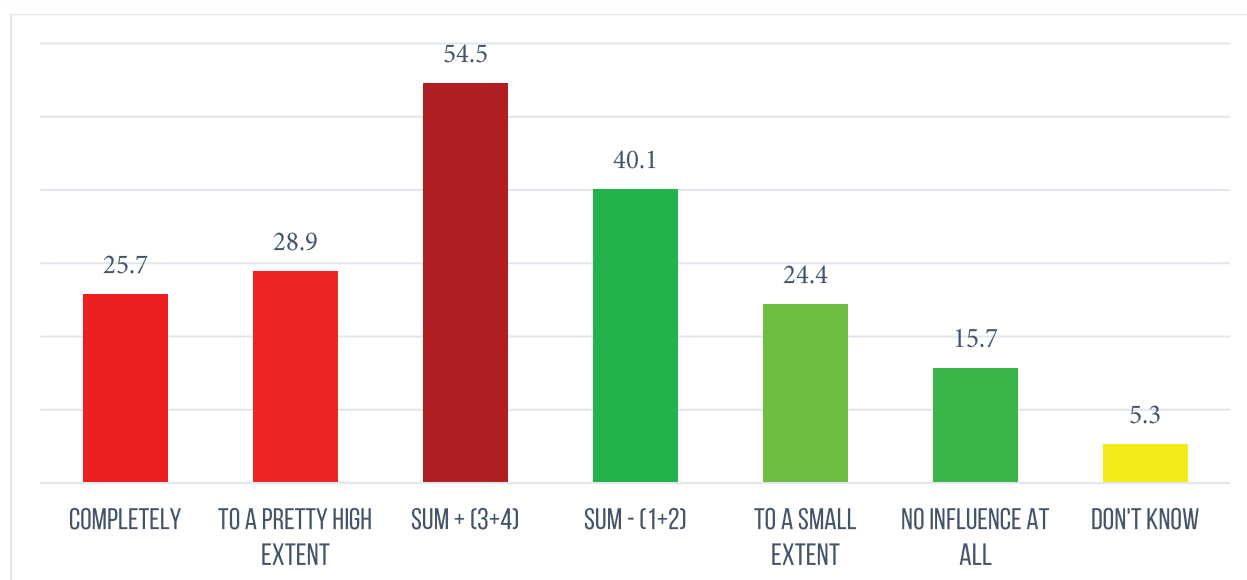
High influence of politicians on operative police work

More than half of the citizens (54.5%) believe that politicians do have an influence on the operational work of the police force, out of which 25.7% said that politicians completely influence the police and 28.9% that they do so to a pretty high extent. On the other side, one-quarter of them (24.4%) believe that the influence is to a small extent, and only 15.7% believe that politicians have no influence at all.

Again, young people are more convinced that the police are influenced by politicians – two-thirds (66.7%), stating that the politicians completely or to a pretty high extent influence the operating work of the police force.

CHART 20: POLITICAL INFLUENCE ON POLICE OPERATING WORK

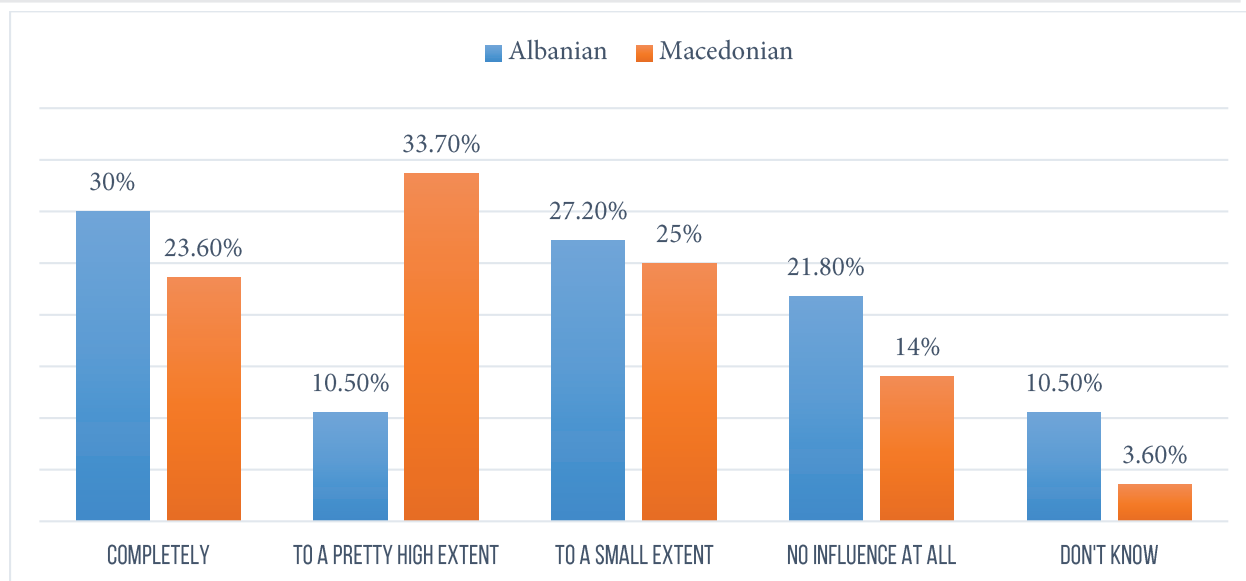
Q: In your opinion, to what extent do politicians have influence on operating work of police force?



Ethnic Macedonians were more often of the opinion that politicians do influence the work of the police (57.3% against 39% that do not influence it at all or only to a small extent) than ethnic Albanians (40.5% completely or to a pretty high extent against 49% who believe that they do not influence it or that they do but to a small extent). 10% of the ethnic Albanians refused to give an assessment.

CHART 21: ETHNIC DIFFERENCES IN PERCEPTIONS OF THE POLITICAL INFLUENCE ON POLICE OPERATING WORK

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



PERCEPTION OF CORRUPTION

Judiciary is the most corrupted institution

Respondents were given a list of institutions, and were asked about their opinion on how widespread corruption is in each of them. Unfortunately, all institutions except the non-governmental organizations (NGOs) were considered to have widespread corruption by more than half of the population.

TABLE 2: PREVALENCE OF CORRUPTION IN MACEDONIAN 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.

	NOT WIDESPREAD AT ALL	WIDESPREAD TO A LITTLE EXTENT	SOMEWHAT WIDESPREAD	WIDESPREAD TO THE HIGHEST EXTENT	DON'T KNOW	SUM - (1+2)	SUM + (3+4)
CUSTOMS	09.2	23.1	31.0	30.2	06.6	32.2	61.2
EDUCATION	16.1	28.6	30.6	21.7	03.0	44.7	52.3
HEALTH	13.5	26.5	31.3	27.0	01.7	40.0	58.3
JUDICIARY	08.0	20.3	27.8	39.4	04.6	28.2	67.2
COMMERCIAL INSPECTORATES	09.3	23.7	31.6	29.9	05.6	33.0	61.5
POLICE	12.3	26.3	32.2	25.5	03.7	38.6	57.6
MUNICIPAL/CITY AUTHORITIES	10.8	30.3	31.3	22.7	05.0	41.0	54.0
PARLIAMENT	14.5	21.5	23.6	34.7	05.7	36.0	58.3
MEDIA	12.3	25.2	26.6	30.9	05.1	37.5	57.5
NGOS	17.5	27.4	22.9	24.1	08.2	44.8	47.0
ANTI-CORRUPTION AGENCY	15.1	22.7	24.7	30.5	07.0	37.8	55.1
PROSECUTORS	09.8	22.3	27.2	34.9	05.8	32.1	62.0

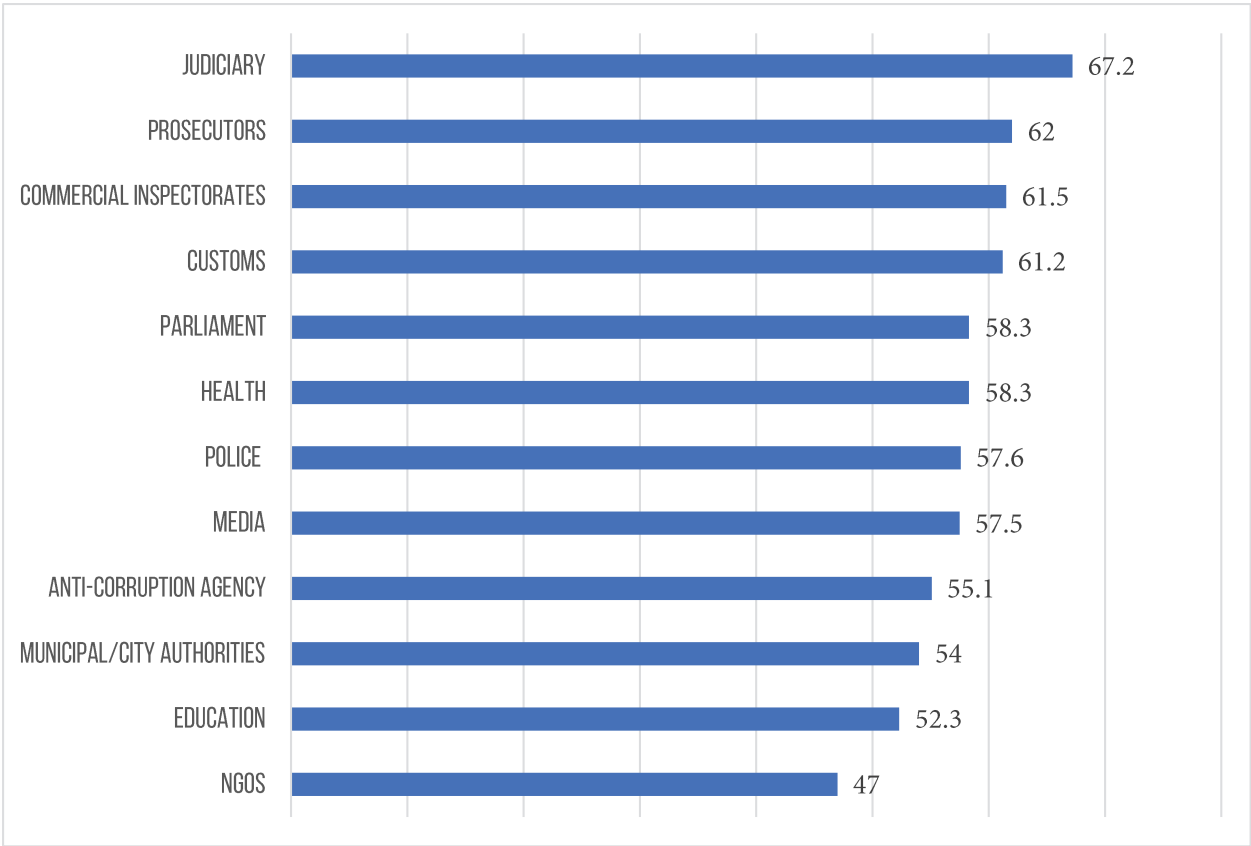
The most widespread corruption is perceived to be found in the judiciary: 67% of the respondents answered positively, out of which 39.4% think that corruption is widespread to the highest extent. Only 8% believe that corruption is not widespread at all and 20.3% answered that it is but to a small extent. The percentage of those who believe that corruption is widespread in the judiciary to the highest extent was higher among the ethnic Albanians (42.6%) than among the Macedonians (37.7%). However, the overall negative perception (corruption is widespread somewhat or to the highest extent) were very similar (67.7% of Macedonians and 66.3% of ethnic Albanians). Also, almost 10% of the ethnic Albanians did not answer this question. If analysed according to age, younger people (18 – 29) found

the judiciary the most corrupted (72.6% responded that corruption is somewhat widespread or to the highest extent), followed by the older people (of which 68.7% believe that corruption is widespread).

Next are the prosecutors’ offices which are believed to have widespread corruption (somewhat or to the highest extent) by 62% of the citizens, where 35% believe that the corruption is widespread to the highest extent. Commercial inspectorates and the customs received similar results where around 61% of the respondents answered that corruption is widespread within these institutions.

CHART 22: PERCEPTION OF CORRUPTION IN MACEDONIAN INSTITUTIONS (3+4)

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.

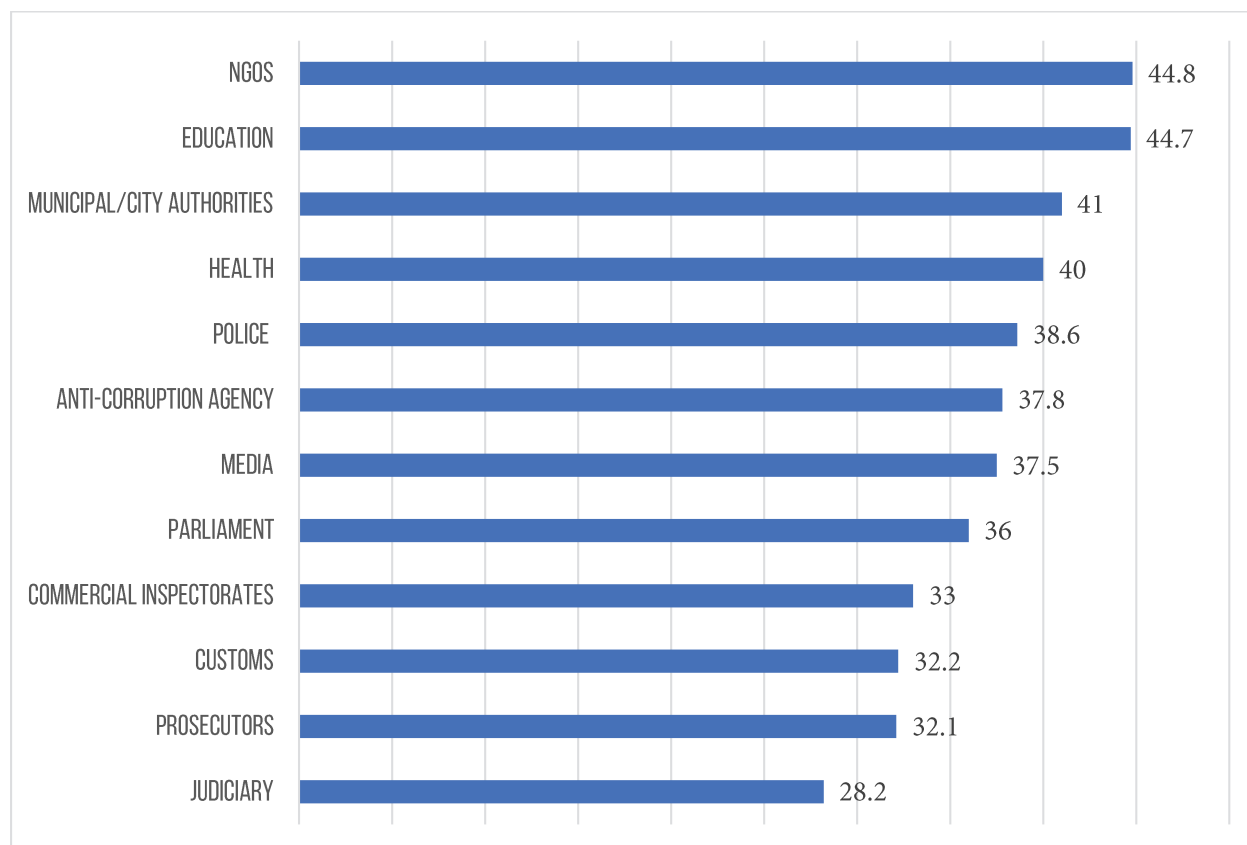


The police are positioned somewhere in the middle: 57.6% responded that corruption is widespread (32.2% somewhat widespread and 25.5% widespread to the highest extent), while 38.6% had the opposite opinion (26.3% said it is somewhat widespread and 12.3% that corruption is not widespread at all).

These findings suggest that citizens perceive the criminal justice system as especially corrupted. The police, the prosecutors’ offices and the judiciary are the instances that are supposed to be resolving and prosecuting cases of corruption and setting an example for other institutions. Perception about widespread corruption in these institutions also suggests that the system for fighting corruption is not effective.

CHART 23: PERCEPTION OF CORRUPTION IN MACEDONIAN INSTITUTIONS (1+2)

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 results across the demographic indicators are consistent with those on the questions about the trust in the police; namely, the demographic groups that showed higher trust in the police tend to have the opinion that there is less corruption within it. Hence, ethnic Macedonians are more likely to believe that corruption is not widespread at all or that it is widespread to a smaller extent (42.7% against 55.5% who answered that corruption is somewhat widespread or to the highest extent) than ethnic Albanians (34.8% - not widespread, against 59.7% - widespread).

As per regions, the citizens of Skopje have the highest percentage of responses stating that corruption is widespread within the police (63.1% responded that it is somewhat widespread or to the highest extent, against 33.8% who stated the opposite). In all other regions the perception of corruption was above 50% but less than 60%.

Participants aged between 18 and 29, who previously were the age groups with the lowest levels of trust in the police, are the group that also believes that there are high levels of corruption within the police. 69% of them answered that corruption is widespread somewhat or to the highest extent and only 29.7% stated the opposite. People aged above 60 also tend to believe in higher levels of corruption within the police (61.8% widespread and 32.6% not widespread). The only age group that perceives the

police as less corrupt is that of people between 30 and 44 years old: 47.4% said that corruption is somewhat widespread or to the highest extent and 48.4% that it is somewhat widespread or not widespread at all. It should also be noted that women have perceptions of higher levels of corruption within the police (59.7% widespread and 34.8% not widespread or to a smaller extent) than men (55.5% widespread and 42.7% not widespread or to a smaller extent).

CHART 24: GENDER DIFFERENCES IN PERCEPTIONS OF POLICE CORRUPTION

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.

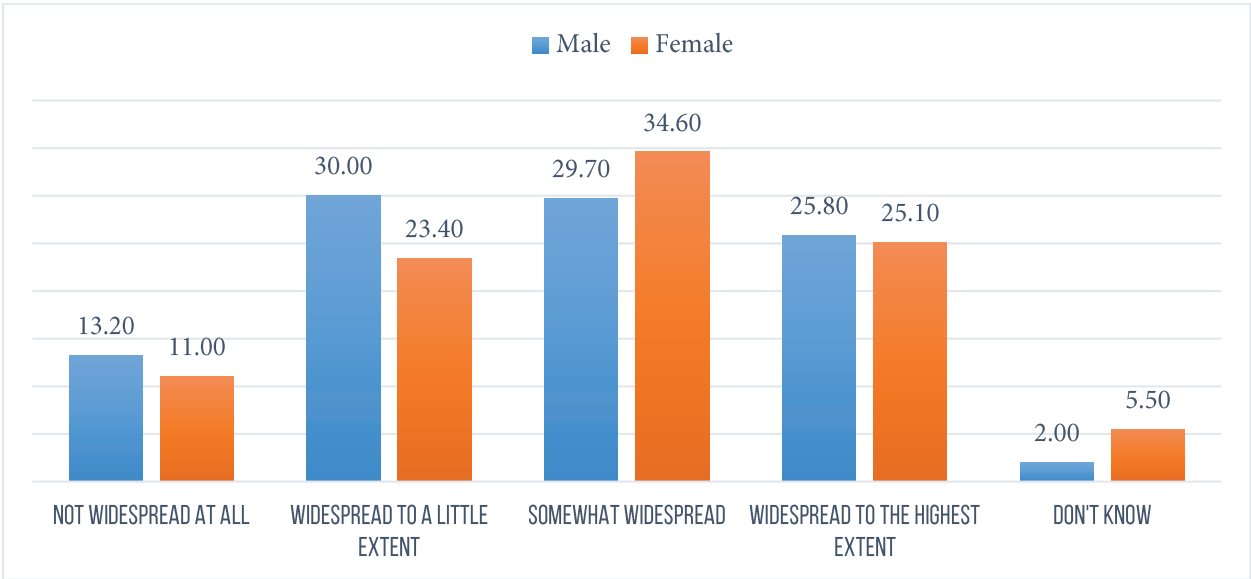


CHART 25: ETHNIC DIFFERENCES IN PERCEPTION OF POLICE CORRUPTION

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.

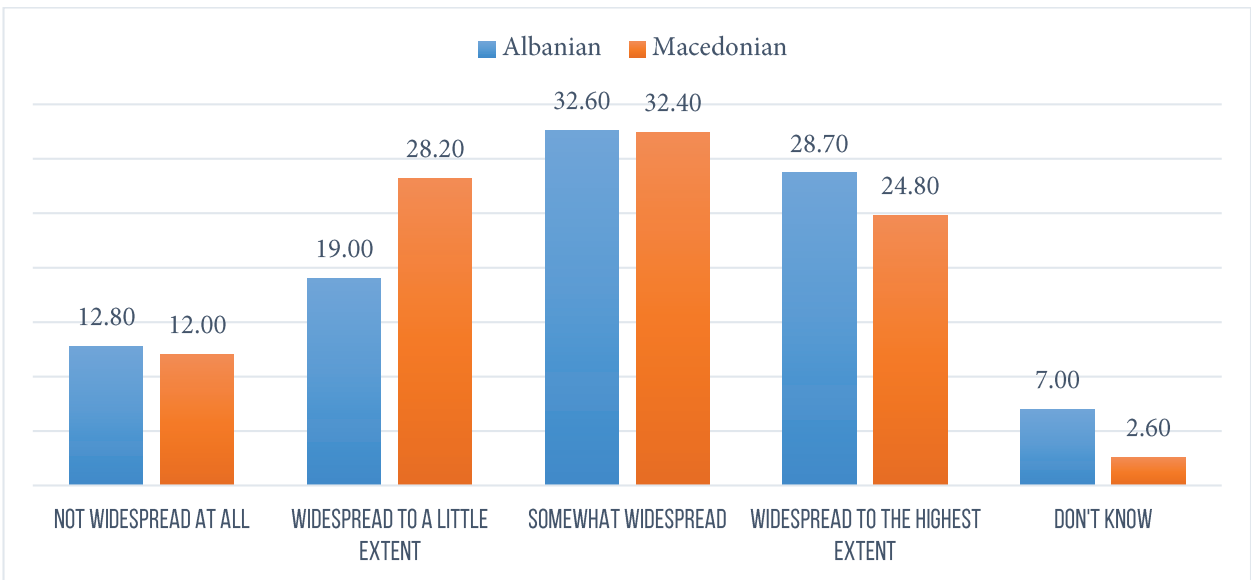


CHART 26: AGE DIFFERENCES IN PERCEPTION OF POLICE CORRUPTION

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.

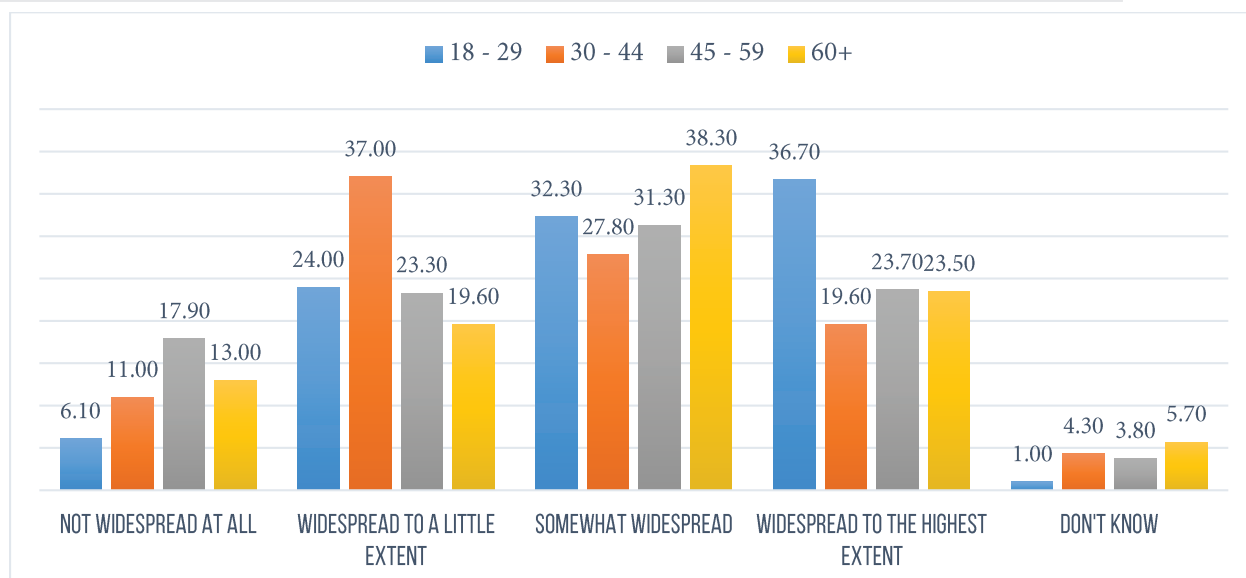
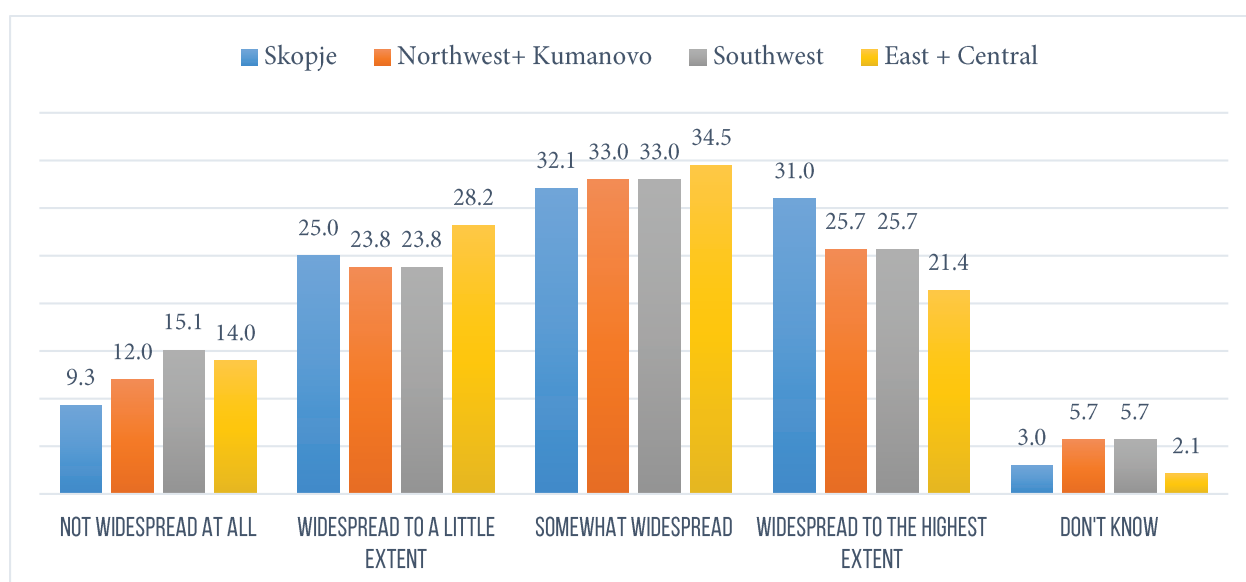


CHART 27: GEOGRAPHICAL DIFFERENCES IN PERCEPTION OF POLICE CORRUPTION

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 part of police

Those who believe that corruption is widespread in the police were also asked to assess how widespread corruption is in specific police force units. The traffic police force is considered to be the most corrupted with 62.4% answering that corruption is widespread somewhat or to the highest extent.

TABLE 3: PERCEPTION IN CORRUPTION IN DIFFERENT POLICE FORCE UNITS

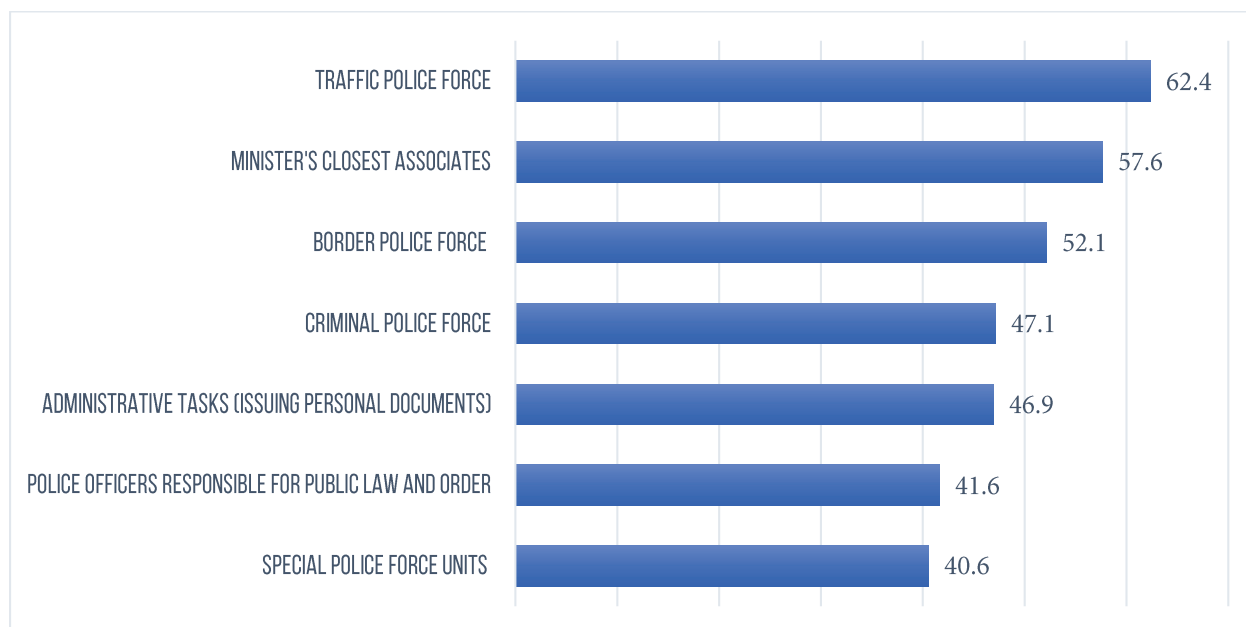
Q: How widespread is corruption in the following police force units? Please use the scale from 1 to 4, where 1 stands for Not widespread at all, 2 Slightly widespread, 3 Somewhat widespread, and 4 Widespread to the highest level.

	NOT WIDESPREAD AT ALL	WIDESPREAD TO A LITTLE EXTENT	SOMEWHAT WIDESPREAD	WIDESPREAD TO THE HIGHEST EXTENT	DON'T KNOW	SUM - (1+2)	SUM + (3+4)
BORDER POLICE	11.0	29.0	28.6	23.5	07.9	40.0	52.1
SPECIAL POLICE FORCE UNITS	24.5	24.8	22.9	17.6	10.2	49.3	40.6
ADMINISTRATIVE TASKS (ISSUING PERSONAL DOCU- MENTS)	19.1	30.1	24.9	22.0	03.9	49.2	46.9
TRAFFIC POLICE	07.1	26.2	35.7	26.7	04.4	33.3	62.4
POLICE OFFICERS RESPON- SIBLE FOR PUBLIC LAW AND ORDER	18.5	34.1	27.3	14.3	05.8	52.6	41.6
CRIMINAL POLICE	14.2	27.4	24.9	22.2	11.3	41.6	47.1
MINISTER'S CLOSEST ASSOCIATES	07.7	24.3	25.3	32.3	10.5	32.0	57.6

Next to the traffic police are the Minister's closest associates (57.6%). Border police force is the next on the list with 52% respondents who believe that there is widespread corruption. Somewhat better results were achieved for the criminal police force (47.1% think that corruption is widespread and 41.6% believe the opposite) and the administrative units such those responsible for issuing personal documents (46.9% widespread and 49.2% the opposite). The least corrupted are believed to be police officers responsible for public law and order: the majority (52.6%) responded that corruption is not widespread at all or only to a small extent. It seems that units that have a higher level of discretionary powers to make decisions are considered to have higher levels of corruption. Also, it is likely that these perceptions are largely based on personal experiences. For instance, most of the citizens normally do not get in contact with the criminal police, so the percentage of respondents who failed to provide an assessment for this unit was higher than for the rest.

CHART 28: PERCEPTION OF CORRUPTION IN DIFFERENT POLICE FORCE UNITS (3+4)

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



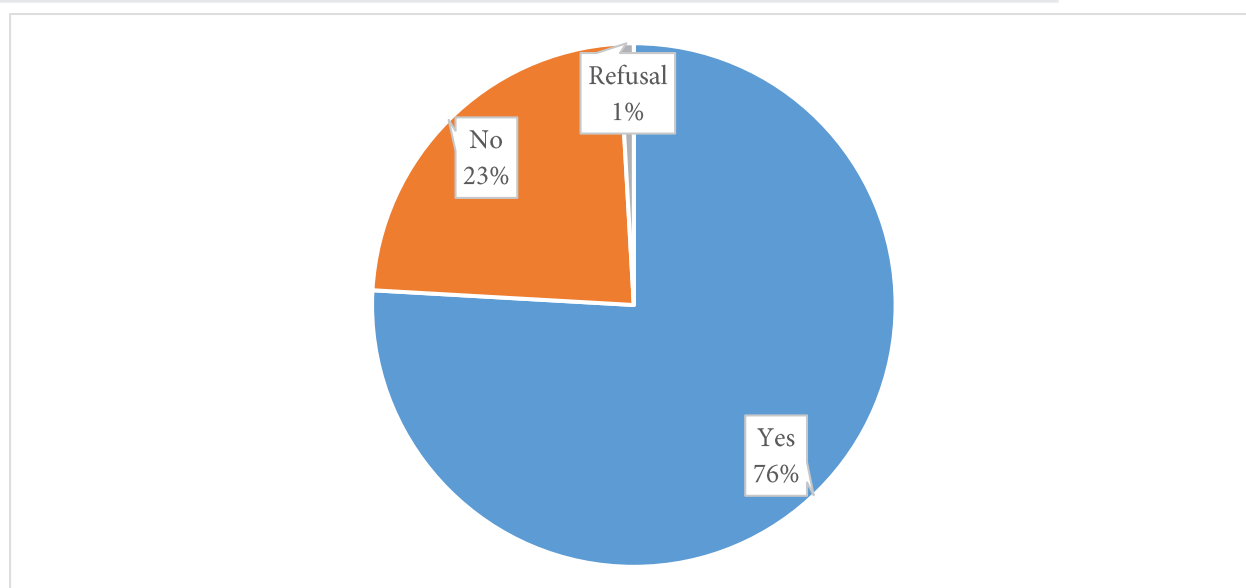
FIGHT AGAINST CORRUPTION

Macedonian citizens are ready to report police corruption

It is encouraging to see that Macedonian citizens are willing to report a case of corruption in the police force (being asked for a bribe), and that 76% would do it even if they were required to reveal their personal data such as personal identification number, address, etc. 23% would not report it in this case, and 1% never answered this question. 43% of those not willing to report a case of corruption would change their mind if they were not required to reveal their personal data. However, the majority (55%) still refuses to report such cases.

CHART 29: REPORTING POLICE CORRUPTION IN MACEDONIA

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.)?



Ethnic Macedonians are more likely to report a case of corruption than ethnic Albanians (78% of ethnic Macedonians and 69% of ethnic Albanians would report it). Also, citizens of the South-Western part of the country have the highest percentages of positive responses (83.8% would report such case). There are no significant differences among the age groups, education levels, or between the genders, although women are slightly more likely to report a case of corruption than man (77.8% of women and 74% of men would report it).

CHART 30: REPORTING POLICE CORRUPTION IN MACEDONIA ANONYMOUSLY

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

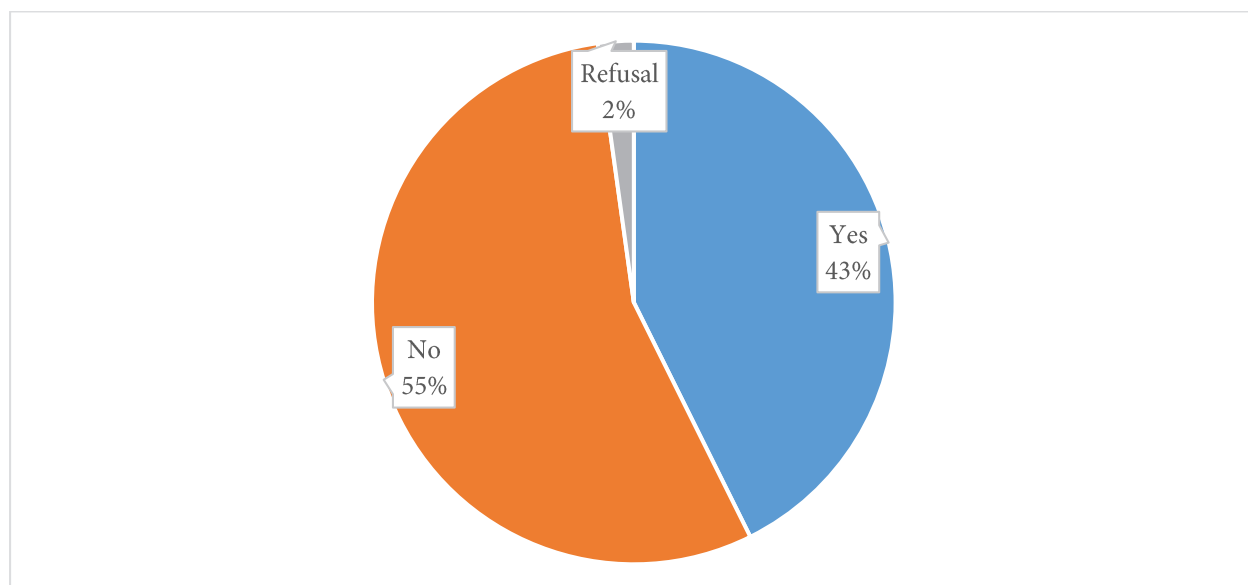


CHART 31: ETHNIC DIFFERENCES IN PERCEPTIONS REGARDING REPORTING POLICE CORRUPTION

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.)?

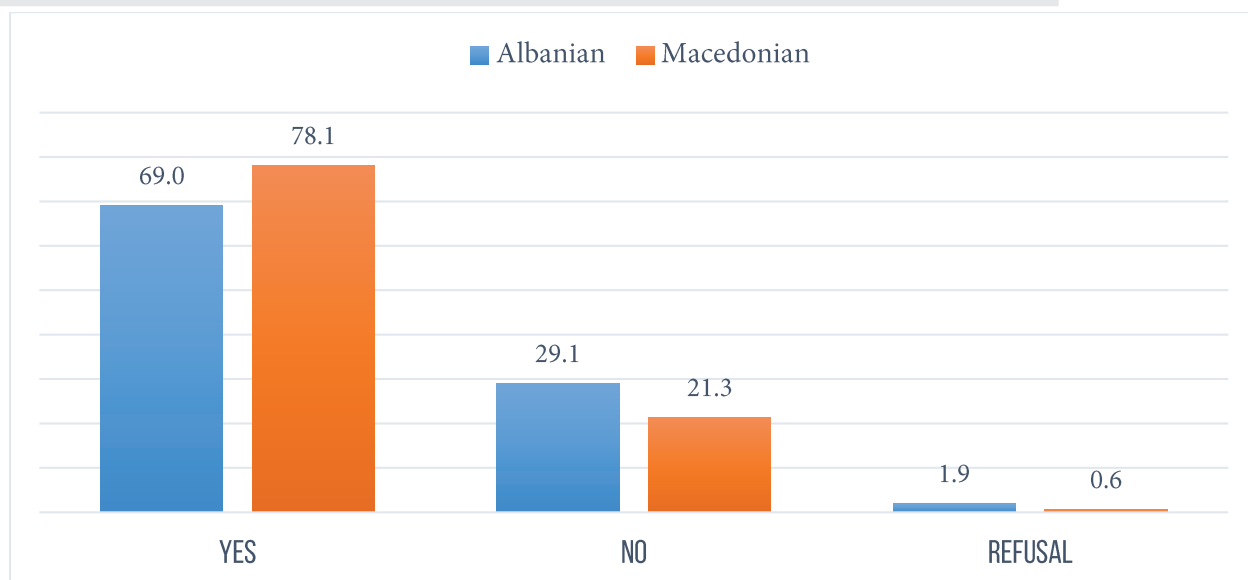
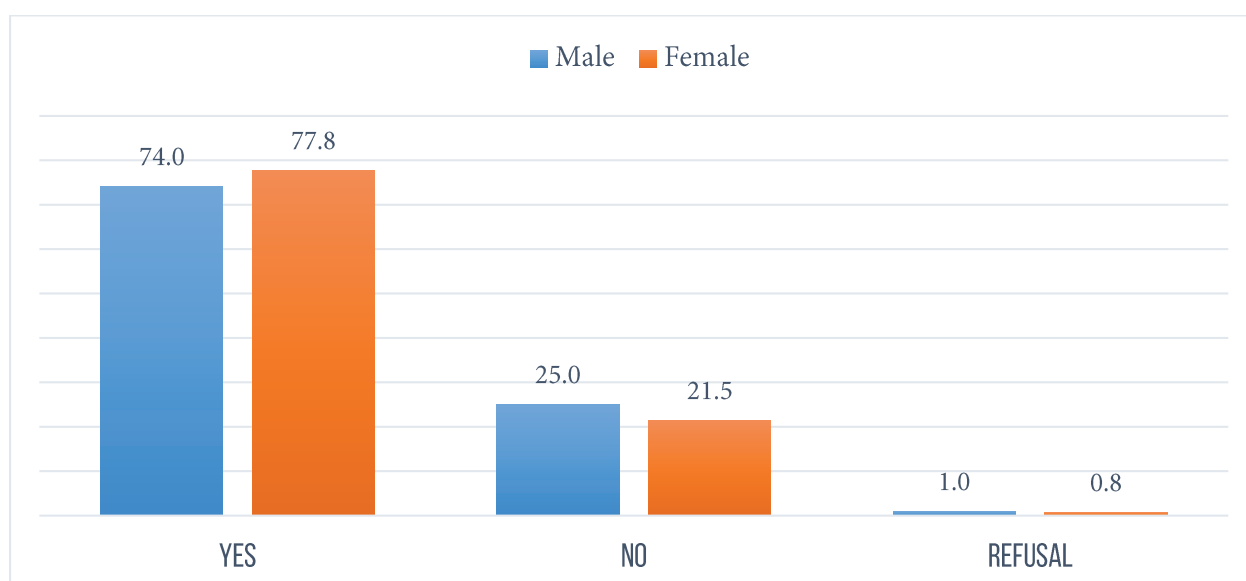


CHART 32: GENDER DIFFERENCES IN PERCEPTIONS REGARDING REPORTING POLICE CORRUPTION

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.)?



Going to police station is the first choice for reporting police corruption

As for those who would report a case of corruption in the police force, the first choice for most of them (35%) would be to do so at the local police station, which is consistent with the citizens' general trust in the police compared to other institutions. 15% would report it to the police station chief, 12% would turn to a friend working in the police force, while 12% would report it to the internal police control which is actually the unit in charge of dealing with such cases. 15% consider the Anti-Corruption Agency to be the first in the list to contact. Some would report it to the media (6%) or to an NGO (5%), while 3% did not know how to answer this question.

The participants in the survey were also requested to name other institutions to which they would report a case of corruption in the police, in addition to their first choice. Local police stations were mentioned by half of the respondents (53%), and the other replies included: police station chief (37%), internal police control (32%), a friend working in the police force (27%), the Anti-Corruption Agency (27%), media (23%), NGOs (9%) while 3% named something else.

CHART 33: OPTIONS FOR REPORTING POLICE CORRUPTION (FIRST ANSWER)

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

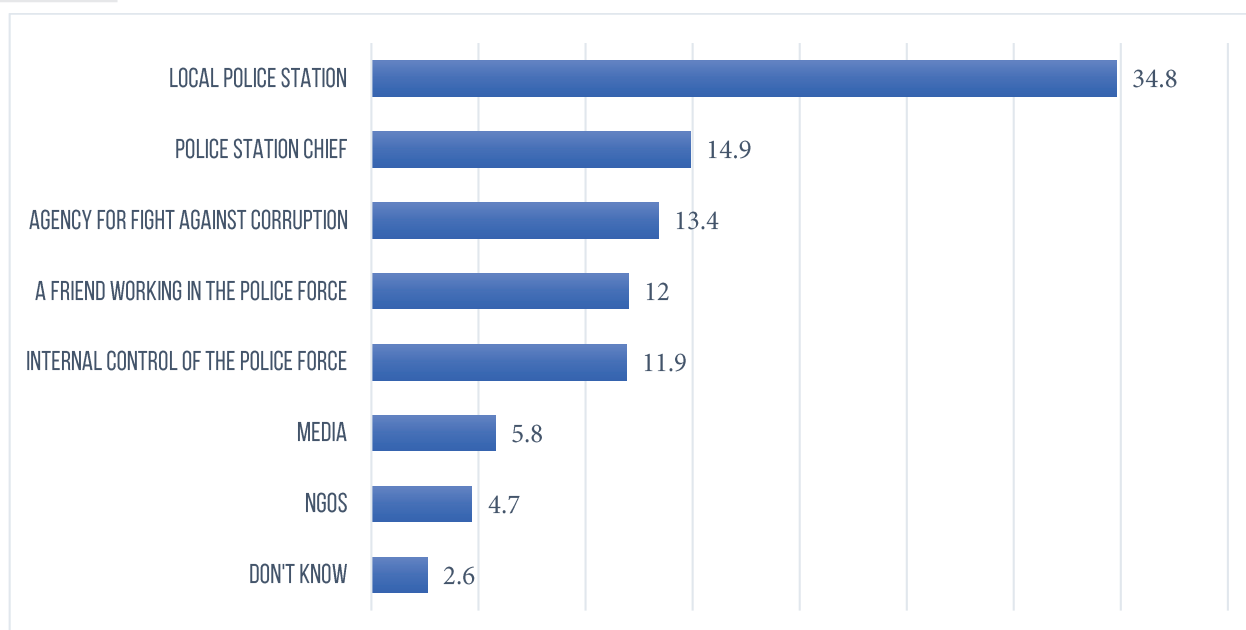
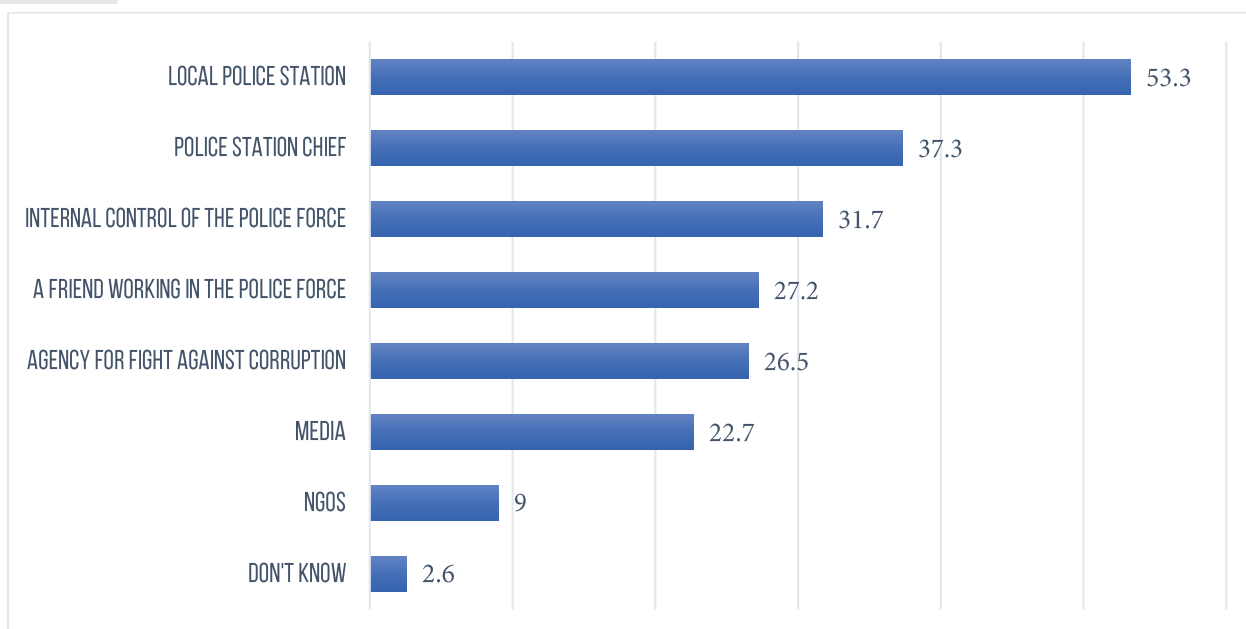


CHART 34: OPTIONS FOR REPORTING POLICE CORRUPTION (MULTIPLE RESPONSES)

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



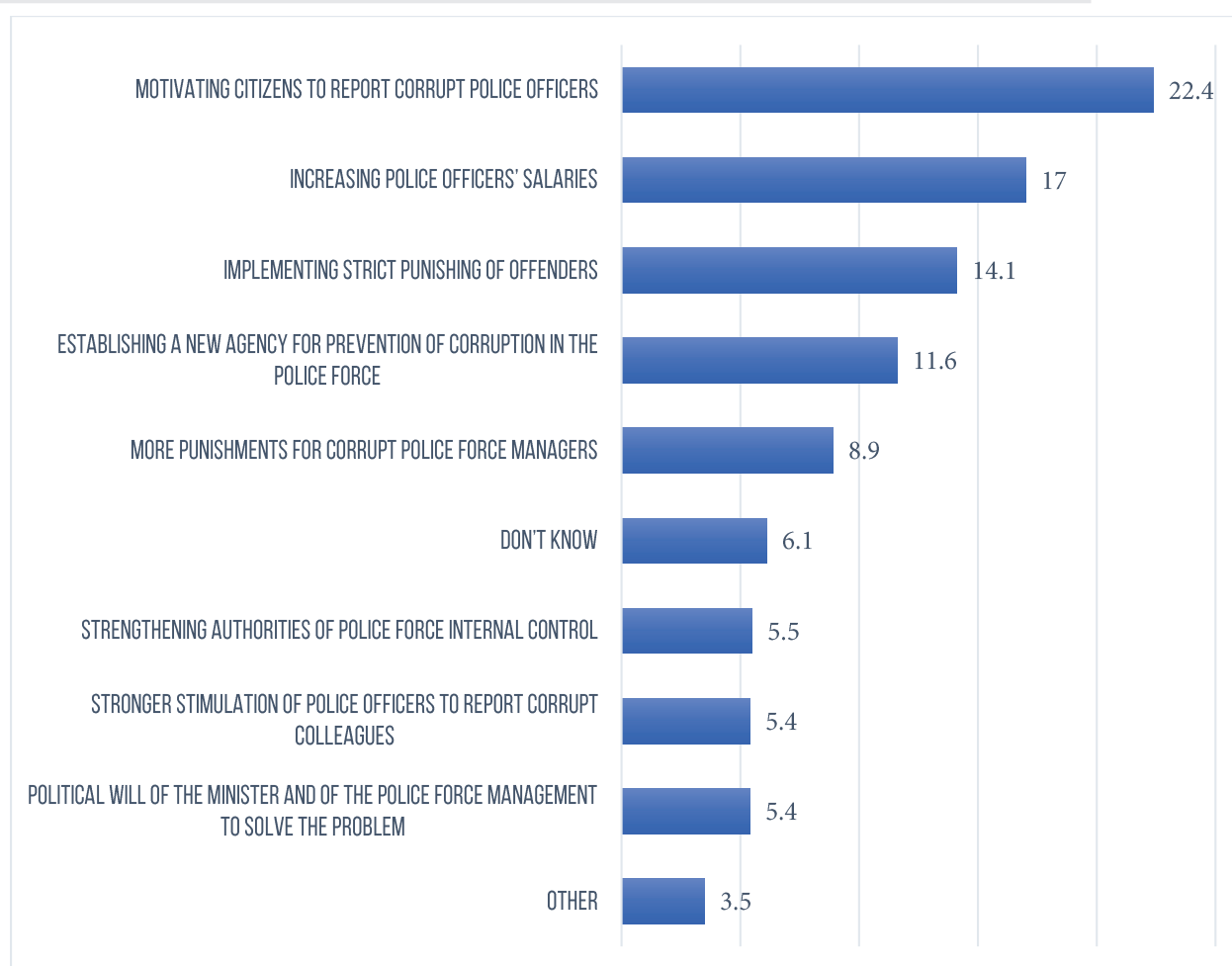
Motivating citizens to report corrupt police officers is most needed

When asked about what they consider most necessary for preventing corruption in the police force, 22% thought it would be motivating citizens to report corrupt police officers; 17% believe that increasing police officers' salaries would help the most, followed by 14% who demand strict punishing of offenders and 9% who demand more frequent sanctioning of corrupt police force officials. The rest are divided between: strengthening the powers of the internal police control (6%), the political will of the Minister and the police to solve the problem (5%), and stronger stimulation of police officers to report corrupt colleagues (5%).

Given that the Sector for Internal Control and Professional Standards (SICPS), as the internal control unit of the Macedonian Police, is the body responsible for addressing corruption, this result suggests that citizens are either not familiar with the work of the SICPS or that they do not believe in its efficiency. Therefore, the Ministry of Interior Affairs should work to strengthen this internal control unit, launch awareness raising activities about its role and the procedures for submitting complaints, and publicly promote successfully resolved cases.

CHART 35: MOST IMPORTANT MEASURES FOR PREVENTING POLICE CORRUPTION

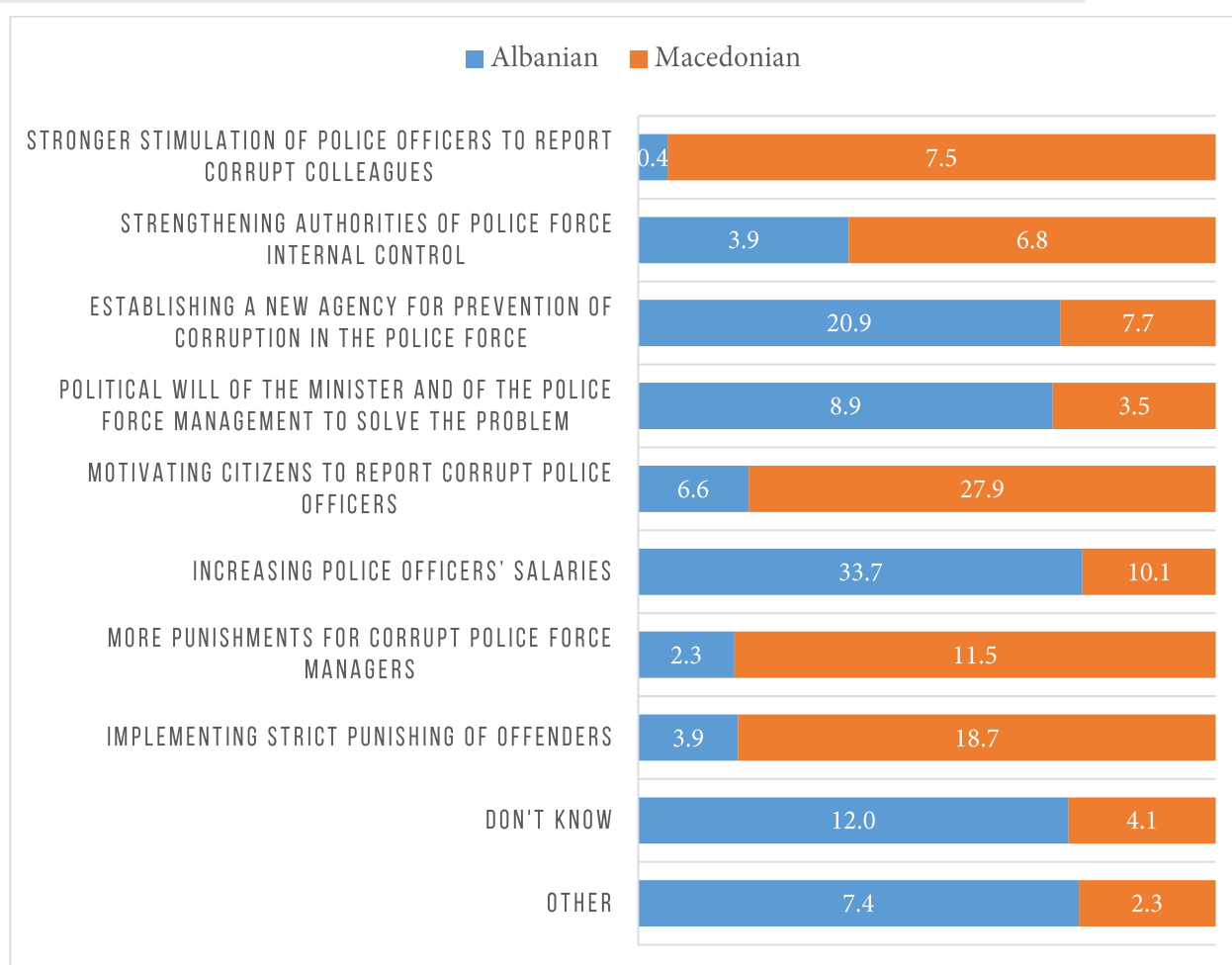
Q: What do you consider most necessary for preventing corruption in the police force?



Ethnic Macedonians tend to request repressive measures such as more punishment for corrupt police force officials more frequently (12% of the ethnic Macedonians and only 2% of the ethnic Albanians mentioned this) and the implementation of strict punishment of offenders (19% of the ethnic Macedonians and 4% of the ethnic Albanians). On the other side, ethnic Albanians more often than ethnic Macedonians opted for preventive measures such as increasing police officers' salaries (34% of the ethnic Albanians and 10% of the ethnic Macedonians) and establishing a new agency for prevention of corruption (21% of the ethnic Albanians and 8% of the ethnic Macedonians requested these measures).

CHART 36: ETHNIC DIFFERENCES IN PERCEPTIONS OF THE MOST IMPORTANT MEASURES FOR PREVENTING POLICE CORRUPTION

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

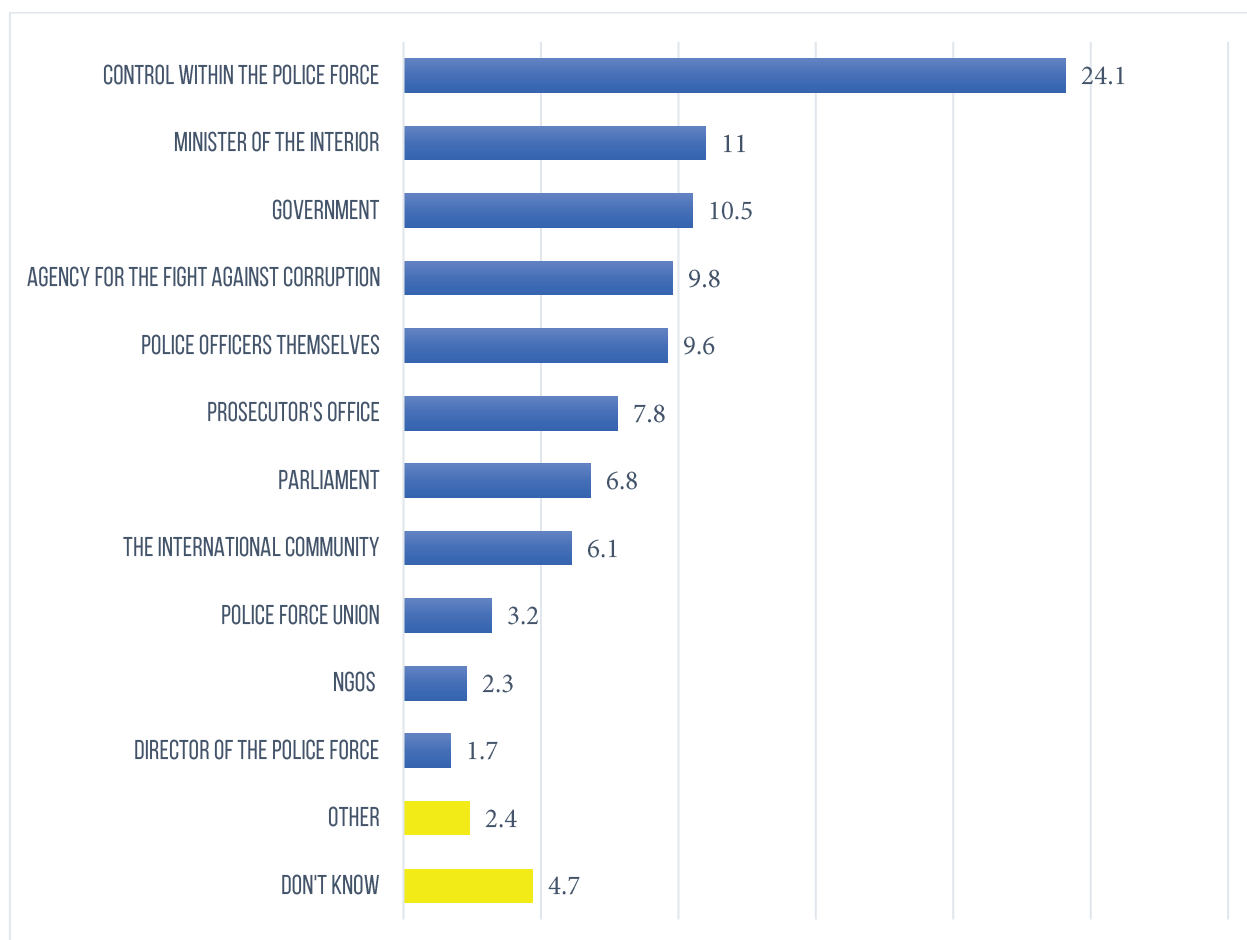


The respondents were also asked to look at a list of institutions and to answer which institution should be the first to fight corruption in the police force. The number of those who think that this issue should be resolved within the police force itself is the highest, with 24.1% responding that internal police control should deal with it, 11% leaving this in the hands of the minister of interior and 9.6% think that the police officers among themselves should be the ones fighting corruption. 10.5% think that the Government is the first in the line of entities responsible for fighting corruption in the police force, while next in line is the Anti-Corruption Agency with 9.8%. Other answers included: the prosecutor's

offices, the Parliament (6.8%), the international community (6.1%), the police force union (3.2%), NGOs (2.3%) and other (2.4%).

CHART 37: INSTITUTION THAT SHOULD LEAD THE FIGHT AGAINST POLICE CORRUPTION

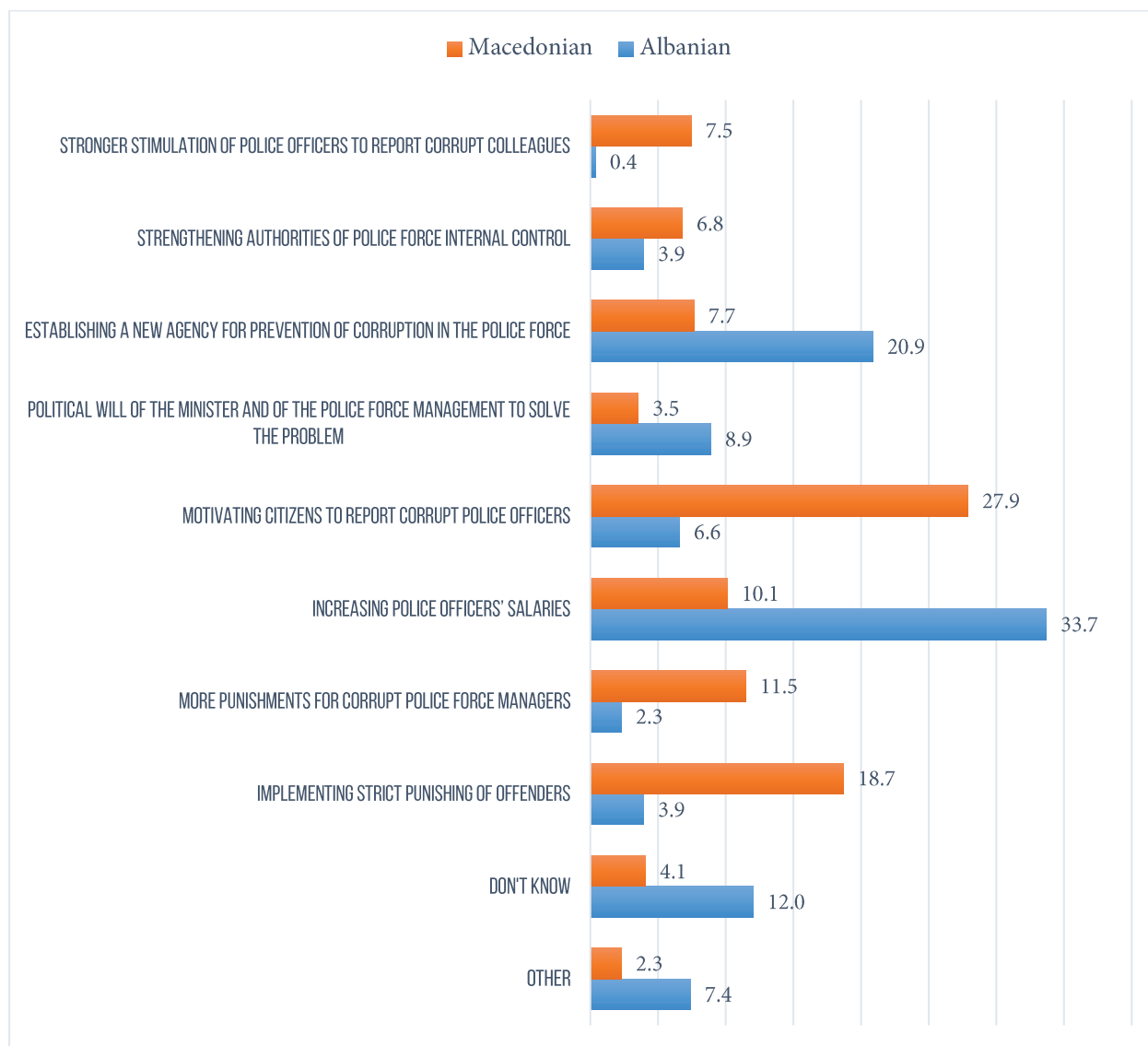
Q: Please look at the following list of institutions and tell me which institution should be the first to fight corruption in the police force.



There were differences between the ethnicities regarding the institutions: ethnic Albanians more often chose the control within the police force (20% of the ethnic Albanians and 6.5 of the ethnic Macedonians), the prosecutor's offices (14% of the ethnic Albanians and 5% of the ethnic Macedonians) and the international community (10% of the ethnic Albanians and 4% of the ethnic Macedonians). On the other side, almost one-third (32%) of ethnic Macedonians consider the control within the police force as the most important for fighting corruption in the police force, while the same answer was given by only 7% of ethnic Albanians.

CHART 38: ETHNIC DIFFERENCES IN PERCEPTION ON INSTITUTION THAT SHOULD LEAD THE FIGHT AGAINST POLICE CORRUPTION

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.

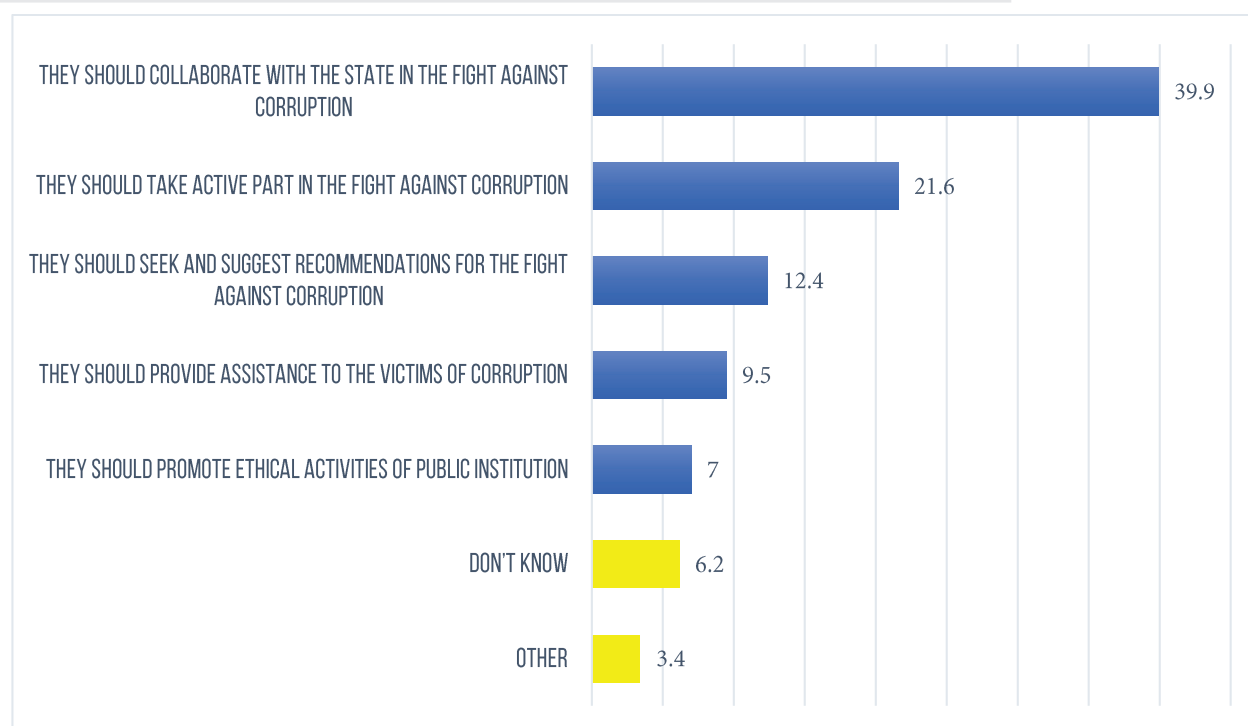


THE ROLE OF NON-GOVERNMENTAL ORGANIZATIONS IN FIGHTING CORRUPTION

Macedonian citizens mainly see the role of NGOs in the fight against corruption as collaboration with the state in the fight against corruption. 40% respondents agreed on this. 22% think that NGOs should take an active role in the fight against corruption, 12% responded that they should seek and suggest recommendations for the fight against corruption and 10% that NGOs should provide assistance to the victims of corruption. 7% of the respondents believe that NGOs should promote ethical activities of public institutions. The rest did not know, or provided various other answers.

CHART 39: THE ROLE OF NGOS IN FIGHT AGAINST CORRUPTION

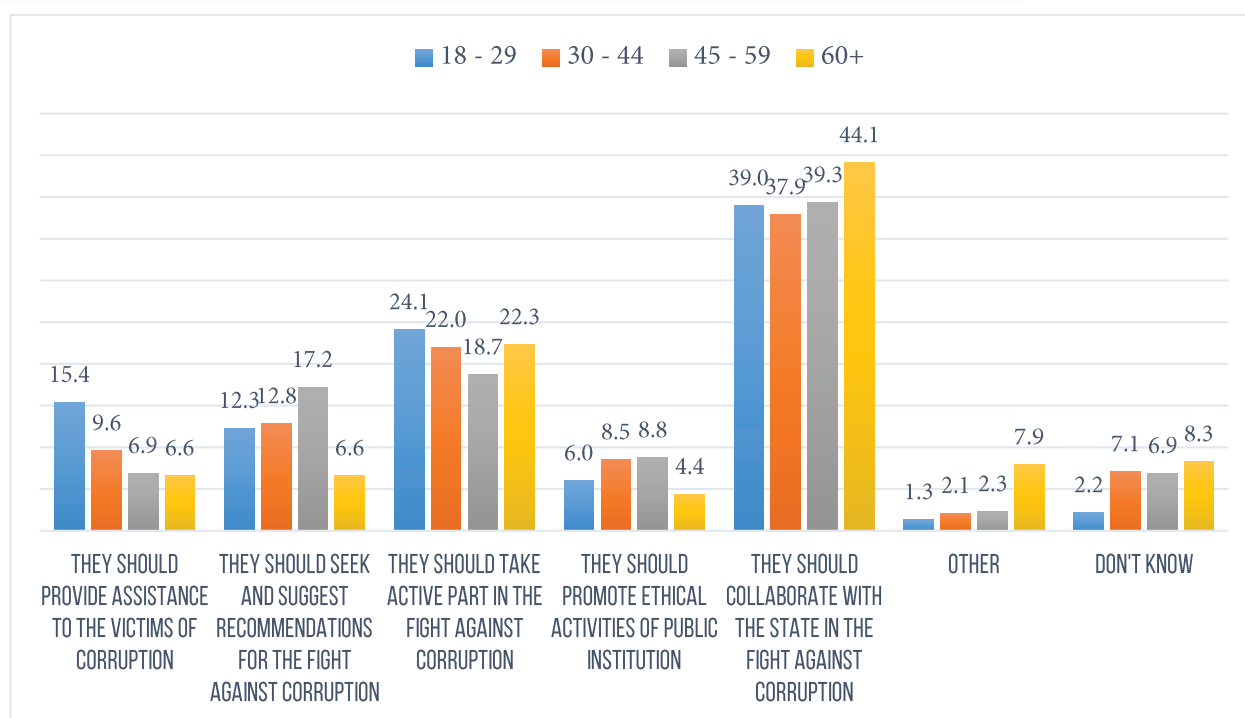
Q: People have different opinions on the role of NGOs in the fight against corruption. Bearing this in mind, what role do you think NGOs should have in the fight against corruption?



There are no significant differences among the age groups, except for the fact that respondents older than 60 had a stronger opinion than average that NGOs should collaborate with the state (44.1%) and were less open to other options. Younger population (18 to 29) had more diverse opinions, with 14.4% believing that NGOs should provide assistance to the victims of corruption.

CHART 40: AGE DIFFERENCES ON THE ROLE OF NGOS IN THE FIGHT AGAINST CORRUPTION

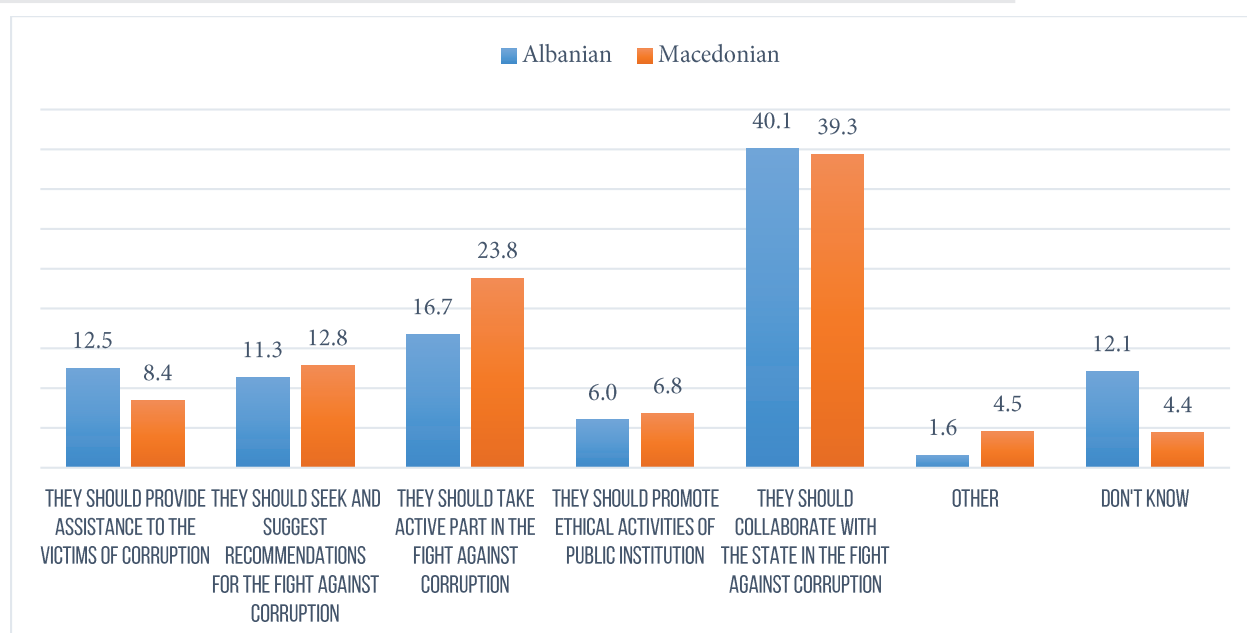
Q: People have different opinions on the role of NGOs in the fight against corruption. Bearing this in mind, what role do you think NGOs should have in the fight against corruption?



There were no significant differences when results were analysed according to ethnicity, except that Albanians were more likely to suggest providing assistance to victims (12.5% of the Albanians against 8.4% of the Macedonians) and Macedonians were more likely to request that NGOs take an active part in the fight against corruption (23.8% of the Macedonians against 16.7% of the Albanians).

CHART 41: ETHNIC DIFFERENCES ON THE ROLE OF NGOS IN THE FIGHT AGAINST CORRUPTION

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



THE METHODOLOGY FRAMEWORK

LOCATION	Macedonia
DATA COLLECTION METHOD	Computer assisted telephone interviewing (CATI)
SAMPLING FRAME	Male and female citizens of Macedonia 18 years of age and over, who permanently resided in the territory of Macedonia at the time of the survey
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	$\pm 3.31\%$

POINTPULSE

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