

Survey on use of public services and public integrity

- Analytical Report -



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EXECUTIVE SUMMARY

Data obtained in the Survey on the use of public services and public integrity represent the latest data related to corruption in Republic of Serbia. The first part of this report presents basic concepts related to corruption as well as the use and abuse of position and power.

In a broader sense, corruption represents every form of abuse of authority for personal or group benefit both in the public and the private sector.

Corruption is present in every segment of life and activity, in public institutions, politics, business etc. A corrupt person is someone who puts personal or group benefits before public interest in regards to his position and authorities.

Serbia is introducing the anti-corruption standards of Council of Europe by adopting the Law on Prevention of Conflict of Interests in Discharge of Public Office (2004), National Strategy for Combating Corruption (2005), Law on Corporate Liability for Criminal Acts (2008), Law on Agency for the Fight against Corruption (2010) etc.

Modern laws, effective and efficient police and judiciary bodies are just some of the measures needed to be in place to combat corruption. The fight against corruption should also include organizations of the civil society.

The Survey on the use of public services and public integrity was conducted on the initiative of UNODC – United Nations Office on Drugs and Crime. The Survey was conducted almost simultaneously in several Western Balkan countries which gained it importance and validity.

The Survey was conducted in the territory of Republic of Serbia (Kosovo and Metohija excluded) using a representative sample of 3000 households, or persons, during the period from 24th June to 12th July 2010. Direct and anonymous interviewing was applied. The target group was adults between 18-64 years of age. The questions included confidential information regarding relations with state and public officers, their involvement in corruption, as well as personal experiences of the respondents.

The Survey results show that 8.1% of the total population aged between 18 and 64 had to provide a gift, counterfavour or give some money to some of the state/public officers they had been in contact with during the previous year.

People living in urban areas, more often than in other areas, were forced to give some sort of bribe to officials, 8.4% to 7.7%. Men bribed officials more often than women, 8.7% to 7.5%.

Of all forms of crime which were the subject of the survey, the results showed that in the previous 5 years the most common theft had been the personal theft (14.3%) and the least common was the theft of cars (2.1%). Victims of personal theft were more often people living in urban areas than in other areas, 16.9% to 10.4%. An interesting fact is that car thefts are more common in Belgrade than in other parts of Serbia. In a 5-year period, 7.3% of all car owners were the victims of theft.

3.7% of the respondents confirmed that they had been openly asked to give some money, provide a gift in counterfavour in order to have an administrative case processed, however, that they had not agreed to do that whereas 95.3% had never experienced such a situation. At the same time, 5.5% of the respondents acknowledged members of their families had to pay some money, provide a gift or counterfavour in order to have some administrative procedures processed.

It seems that the type of bribe depends on the type of administrative procedure. The bribe may be in form of money, gift, counterfavour etc. The results showed that the last time a respondent had to give a bribe it had been given in the form of money (52.2%) or food (22.8%). The least common bribe was in form of valuables (3.5%) and the counterfavour (5.2%).

Although there are no big differences in giving money as a type of bribe, between urban and other areas, giving food as bribe is significantly higher in other areas (36.1%) than in urban areas (14.8%). Considering the type of bribe, it is noticeable that men give money more often than women (57.7% to 46.1%) while women give food (29.6% to 16.7%) and other goods (18.9% to 13.3%).

Concerning the amounts, the most common amount is between 1,000 and 5,000 dinars (39.5%) or less than 1,000 dinars (29.2%). High amounts of money (over 100,000 dinars) are given only in 2% of the cases.

The average amount of bribe given in the form of money is 15,530 dinars. In Belgrade, the average amount is 33,656 dinars while in Sumadija and Western Serbia it is 5,560 dinars. Men give twice the amount of money compared to women.

Money is the most common type of bribe regardless of the type of administrative procedure that needs to be resolved. Exceptions are cases such as the enrolment to a certain educational institution when the bribe is most commonly a valuable gift (51.9%) or in order to obtain health certificate when the bribe is usually made up of food (37.3%).

The purpose of a bribe is usually urging the procedure – 33.8% of the cases. In 18.2% of the cases, the bribe is given in order to get the procedure completed while in 18.1% of the cases in order to obtain better treatment.

Of all people who took part in bribery, 56.1% confirmed that the bribe had not been requested but given on their own initiative in order to facilitate or speed up an administrative procedure. In 13.7% of the cases, a clear request for a bribe had been given by an administrative official.

Of the total number of respondents who gave the bribe, 86% confirmed that the last time they bribed someone they had done it for personal or family reasons. On the other hand, 9.5% told that the reason had been related to business. Judges, prosecutors, nurses, vehicle registration officers as well as officers in NGOs were usually bribed for personal reasons, whereas tax and customs officers for business reasons.

In the previous 12 months, 8.7% of the men stated that they had to give additional money, a gift or counterfavour in order to complete or speed up a specific administrative procedure while 7.5% of the women had the same experience. Usually, the bribers were persons younger than 39 years of age and with a higher level of education. The most common bribers had a Master's degree or a PhDs (20.7%) while uneducated persons had the fewest experiences of the sort (2.5%). An interesting fact is that highly educated people more often than people with a lower level of education bribed less than 1,000 dinars, but they also gave the bribes between 10,000 and 100,000 dinars.

Of the total number of the female officials who were bribed, 52.7% were doctors, 13.9% cadastre officers and 10.8% nurses. Almost 80% of the male public officials who were bribed were doctors and policemen (43.5% and 34.8% respectively).

A bribe can be given before, after or during an administrative procedure, but also a part of it can be given before and the rest afterwards. To public utilities officials, civil servants, city clerks, provincial officials as well as to tax collectors, the bribe is usually given before the service is provided whereas car registration officials, customs officers and cadastre officials are usually bribed in arrears. Nurses



usually take half of the bribe before and the remaining half after which is also the case with judges and prosecutors.

If we were to consider the number of times each respondent gave a bribe, we will come to the total number of cases of bribing certain officers. The survey data show that doctors take the first place for taking a bribe in form of money and the average amount is 17,475 dinars. Concerning the average amount of received bribes, doctors are in third place, right after public utilities officials and cadastre officials (27,088 dinars).

On an average, Cadastre officials take the highest amounts of bribe money, 80,568 dinars, but are in the third place frequency-wise. Police officers take the smallest amounts of bribe money, 1,640 dinars, but are in the second place concerning frequency.

When it comes to reporting corruption, 99.6% of persons who had an experience with corruption didn't report it. As the most common reason for not reporting corruption, the respondents told that it would be useless (35.8%). 28.1% of the respondents did not report the case of giving money, gift or returning the favour since they considered it their own choice as well as a token of appreciation whereas, 20.3% did not report the case of corruption since they had their own interest.

The most common reason for not reporting a police officer is, as 48.9% of the respondents told, the fact that it would be useless and no one would care. Concerning the cadastre officials, the most common reason for not reporting them is that the bribers themselves had a benefit from it, which is also the case with customs officers.

The bribe given to doctors is usually considered an act of appreciation. Also, 60.1% confirmed that bribing is the only way to get things done.

A set of questions dealt with the applying for work positions in the public sector. Of the total number of respondents, 16.2% stated that they themselves or a member of their families applied for a job in the public sector during the previous three years of which 22.5% got a job.

In one of the questions the respondents were asked whether they before the last parliamentary elections, they or members of their families had been asked to give their vote to a specific party in order to get money, a gift or a counterfavour in return. 6.8% stated that they personally had been asked to do such a thing, while 5.1% confirmed that the same thing had happened to members of their families.

Analysis of perception related to the most serious problems Serbia is facing, has shown that every third citizen of Serbia considers unemployment to be the greatest problem in society, every fourth considers it to be poverty while every sixth citizen agrees that it is corruption.

Among the respondents that consider corruption to be the greatest problem in Serbia, 8.2% actually had experienced it. Almost 45.2% think the level of corruption had risen, 44.4% that it stayed unchanged while 10.4% thought it had been reduced, in the previous three years.

The respondents that had personal experience of corruption stated more often that the level of corruption rose than the respondents with no such experience (53.3% to 44.4%).

The Survey results show that, as far as state officials are concerned, citizens consider corruption to be most common among doctors, nurses, police and customs officers.

80.2% of the citizens between 18 and 64 years of age consider that companies close to the government get business approved more often than others.



More than 70% of the citizens told that they feel safe while walking alone at night (38.4% feels very safe, while 35.2% feels rather safe). On the other hand, 23.2% feel unsafe in the same situation (17% partially unsafe and 6.2% very unsafe).

Above 95% of the men and about 82% of the women feel rather or very safe when alone at home at night. 13.8% of citizens of Vojvodina, 12.1% of Sumadija and Western Serbia, 10.5% of Belgrade and 8.5% of citizens of Southern and Eastern Serbia feel partially or very unsafe in the same situation.

More than half of the citizens, 56.6%, do not have any kind of house or flat protection while every fifth respondent keeps a dog, which is also the most common way of protection. Only 2% or every fiftieth respondent possesses a house alarm.

The Survey also included questions concerning the acceptability of behaviours related to integrity of employees in the state/public sector and citizens at large. The least acceptable behaviour is the asking/offering of money by/to a teachers order to provide a student with better treatment or help him/her pass an exam. People that had an experience of teacher-bribing found the behaviour when a teacher is asking for a bribe more unacceptable than the other way round (96.5% to 91%).

81.8% of the respondents who had some contact with the police consider that a traffic police officer that is asking for a bribe shows an unacceptable way of behaviour while 88.8% of the respondents who did not have any police contacts are of the same opinion. Of the respondents who had experience in bribing traffic police officers, 77.8% considered that asking for a bribe is unacceptable while 85% of those who had bribed someone, but not a traffic police officer share the opinion. An interesting fact is that 51.3% of those who had bribed representatives of the police consider it an unacceptable way of behaviour.

There is almost no difference in attitudes towards the behaviour of doctors asking for money/gifts for better treatment, between people who actually were in contact with doctors during the previous 12 months and those who were not. In both cases, the way of behaviour is considered unacceptable (85.7% to 85.6%).

82.8% of the respondents that bribed a doctor during the last 12 months consider it unacceptable while 76% of those who had not experienced such a situation had the same opinion.

On the other hand, offering a bribe to a doctor is more acceptable than asking for it. 69.8% of the respondents who were in contact with doctors consider the offering of a bribe unacceptable while 75.6% of the respondents who had not had any contact with doctors think the same. An interesting fact is that 65.5% of the people who offered bribe to a doctor during the previous 12 months consider such behaviour unacceptable.

The respondents assessed also the quality of the services provided by officials they were in contact with during the previous 12 months. The marks were from 1 to 4 (1 – very bad, 4 – very good). The highest average mark was given to officials of embassies and consulates (3.2), car registration officers (3.1), teachers (3). The lowest mark was given to members of the parliament (2.6), judges and prosecutors (2.6), ministry officials/social service officials (2.6). Other officials were given a mark 2.1.

Of the total number of the respondents who had had some kind of contact with state/public officials during the previous 12 months, 38.4% were satisfied by the way they had been treated while 51.3% were only partially satisfied and 10.3% were unsatisfied.

As a main reason for being partially or not satisfied with the provided services, (61.6% of the total number of the respondents) the respondents find unkind treatment (43%) the main reason. 18.3% of



them think the official did not try hard enough and 16.7% find the reason of dissatisfaction lies with the issue being unresolved.

Of all respondents who had had contact with a state/public official during the previous 12 months, 48.2% commented that they were given all the necessary information needed and that they were able to fully understand the procedure while 42.8% were of the opposite opinion.

In general, the experience of Serbian citizens concerning corrupted state/public officials show that the root of corruption lies both in those who take and offer the bribe, that the awareness about the damaging effects of corruption is yet to be developed, that no one should in any way take part in corruption and that everyone should understand that corruptive behaviour will be punished.

KEY FINDINGS

Basic problems and perception of corruption

- The greatest problems Serbia is facing today are unemployment (32%), poverty and low standard (26.4%), corruption (17.1%), the members of the Serbian government (13.5%), crime and insufficient security (5.5%).
- Almost half of the number of respondents consider that the level of corruption rose during the previous 3 years (45.2%). A slightly smaller number (44.4%) consider that it stayed unchanged compared to the situation 3 years before while 10.4% think it has been reduced.
- The citizens find that corruption is very common and commonly present at the levels of political parties (61.8%), state hospitals (57%), local self governments (57%) while they find corruption never or very rarely present in the national army (46.7%).
- The general opinion is that corruption is commonly present among medical workers (51%), the police (45.5%), customs officers (41.1%), judges and prosecutors (35.5%) while it is never or rarely present among embassy officials (36.3%) and cadastre officers (38.3%).

Experience with corruption

- 8.1% of the total population aged between 18 and 64 had to provide a gift, return a favour or give some money to a state/public official in person or through an intermediary during the previous year.
- People that live in urban areas give some sort of bribe (8.4%) more often than people living in other areas (7.7%).
- Men (8.7%) offer bribes more often than women (7.5%).
- Among those who had experience with corruption, 64.3% were younger than 39 years of age.
- People from in higher-income households (12.5%) had more experience of corruption than those from lower-income households (6.4%).
- The most common bribers were peoples with a high level of education – Master's degree and PhDs (20.7%) while less educated people had less experience of bribery (2.5%).

Who is usually bribed?

- During the previous 12 months the bribe was most commonly offered to doctors (53.1%), police officers (37.1%), nurses (25.6%) and cadastre officials (15%). People that live in urban areas (42.6%) bribed doctors less often than those living in other areas (70.9%), but city residents bribed police officials more often (43.5%) than people that live in other areas (26.4%).

Types and amounts of bribe

- The most common bribe is a certain sum of money (52.2%), next is food (22.8%) while among the least common are valuables (3.5%) and the return of a favour (5.2%).
- The average amount of bribe money is 15,530 dinars. In Belgrade, the average amount of bribe is 33,656 dinars while in Sumadija and Western Serbia it is 5,560 dinars. When given in form of money the bribe is in 68.7% of cases up to 5,000 dinars.
- Men give twice the amount of money (19,833 dinars) compared to women (9,435 dinars). In urban areas, the average bribe amounts to 17,992 dinars which is higher than the average in other areas (11,090 dinars).
- Doctors are most prone to accepting bribes and it takes most commonly the form of money. The average amount is 17,475 dinars. Concerning the average amount of received bribes, doctors are in third place right after public utilities officials and cadastre officials (27,088 dinars).
- On average, cadastre officials take the highest amounts of bribes (80,568 dinars), but are in third place for frequency of taking it compared to other public officials. Police officers take the smallest amounts of bribes (1,640 dinars), and are in second place concerning frequency.
- People with very low incomes, in one third of cases, gave between 5,000 and 10,000 dinars as bribes. Bribes amounting to more than 100,000 dinars were only given by people from high-income households.

The reasons for bribing

- Of the total number of the respondents that took part in bribing, 86% of them did it for personal reasons, 9.5% for business reasons while 4.5% for both personal and business reasons.
- 56.1% of the respondents told that they had never been asked for a bribe, but did it on their own initiative in order to facilitate or speed up an administrative procedure while in 13.5% of the cases there had been clear request for bribe by a state/public official.

Attitudes on corruption and the reporting of corruption

- 35.8% of the respondents confirmed that they had not reported cases of corruption because they considered it to be useless and nobody would actually mind. 28.1% considered bribing as a token of appreciation or their personal choice whereas 20.3% did not report the case of corruption because of self-interest.
- The institutions to which the citizens would most likely report cases of corruption in the future are the police (49.2%), the authority for the fight against corruption (47.7%) and the superior to a person asking for a bribe (41.3%).
- 60.1% of the citizens agree partially or fully with the perception that sometimes bribing is the only way to get something done.



Other forms of crime and sense of security

- During the previous 5 years, the most common theft was the theft of personal property (14.3%) and the least common the theft of cars (2.1%).
- All kinds of crime were much more present in urban than in other areas.
- More than 70% of the citizens feel rather or very safe walking alone at night while 23.2% feel unsafe.
- People living away from urban areas feel the safest.

Background

Any misuse of power serving personal interest or group profit to the detriment of others or the entire society involves elements of corruption. Corruption is one of the largest problems encountered by countries in transition and to a lesser extent in developed Western countries. The causes are to be sought in different spheres of society, but basically they are in the nature and way of functioning of a political and economic system. It is impossible to determine with certainty how wide spread corruption is. Therefore, surveys and analysis of the perception of corruption are often used for the purpose of evaluating its extent.

One of the recent surveys on corruption was conducted by TNS Medium Gallup in October 2009 and March 2010 in the scope of the UNDP project¹ „Support to the Government of Serbia in Preventing Corruption and to the Implementation of an Anti-corruption Strategy“. The survey was mainly aimed at investigating corruption-related perceptions and experiences in Serbia. Data were collected country-wide and respondents were also asked with what frequency corruption appeared or was perceived to appear. Similar to the situation in other countries, the corruption barometer of Transparency International² served as the basis for the survey and questionnaire design. A random sample of 1016 respondents aged between 18 and over was drawn for the survey in Serbia. National representative multistage random sampling was applied in areas of Northern, Southern, Eastern and Western Serbia. It emerged that the political parties are the most corrupted followed by judges in the judicial system, health employees, lawyers etc. Religious authorities and banks, i.e. financial institutions were found to be the least corrupted.³

In the last few years, citizens are citing corruption as one of the major problems in Serbia after poverty, unemployment and crime. Citizens of Serbia perceive corruption to be widespread. The perception is, however, to a minor extent the result of personal experience but to a greater extent a result of prejudice and someone else's opinion⁴.

The survey on corruption, conducted by TNS Medium Gallup in Serbia, indicates that among other reasons, corruption prevention has not given satisfactory results because many citizens facing it are not aware enough of the legal possibilities they can make use of or are lacking confidence in institutions which are assigned the task of solving those problems⁵. Also, in Serbia corruption crimes are very rarely reported out of fear of those persons who made the affairs public. Most of the citizens think that more severe control of institutions and sanctions could help reducing corruption. But most importantly, a strong political will and high degree of co-operation in anti-corruption oriented activities should exist. Also, the citizens should be taught what corruption is about and how to react when confronted with it. The media, especially TV campaigns could considerably contribute to high-light the problem. The survey shows that people get most of their information about corruption through the media (63%). This can be used in further anti-corruption actions by publishing the positive and successful cases. Positive personal experiences could be communicated to citizens, which would raise the awareness about the importance of personal involvement in corruption prevention⁶.

Transparency International published in 2000 a Corruption Perception Index (CPI) for the same year. It is used to measure the observed level of corruption in the public sector in a large number of

¹ www.undp.org

² www.transparency.org

³ <http://www.undp.org.rs/index.cfm?event=public.publicationsDetails&revid=D48A72BE-0E94-3A47-1F191045F961C13C>

⁴ http://www.mpravde.gov.rs/images/Borba_protiv_korupcije_lat_1.pdf

⁵ <http://www.transparentnost.org.rs/>

⁶ http://www.undp.org.rs/download/corruption/lzvestaj_sr_FIN_TNSMediumgallup_UNDP_Corruption_3_Dec_09.pdf

countries and regions worldwide. CPI is a „survey on surveys“ based on 13 different expert and business surveys. The range of the results indicated the lowest (10) and highest (0) Corruption Perception Index obtained for a certain country by means of selected surveys. According to the synopsis of that year, the Federal Republic of Yugoslavia of that time, of which Serbia was a part, was at the very bottom of the table with an index of 1,3 (on a 0 to 10 scale) and ranked 89 among 90 surveyed countries. The indicators of the 2003 survey showed that the index for the State Union of Serbia and Montenegro (legal successor of the Federal Republic of Yugoslavia) was 2.3 which ranked it 106 among 146 countries. However, in 2004 the index was 2.7, and the State Union took the 97th place out of 145 countries.

In 2005, Transparency International ranked Serbia at the 97th place among 158 surveyed countries. In 2006, Serbia took the 90th place out of 163 countries with an index of 3,0, while in 2007 the 79th place out of 180 countries and in 2008, the 85th place out of 180 countries with an index of 3.4. The Progress Report of the European Commission from 2008 reads: „Corruption is still widespread and is a serious problem in Serbia. Even though the public is more aware of it and new laws and regulations have been adopted, the main problems remain. This implies a lack of independent and efficient supervisory bodies in key domains, such as financing of political parties, conflict of interests, public procurements and privatization.“ In 2008, according to TNS Medium Gallup survey, the citizens rated corruption as the third most important problem.⁷

The Progress Report of the European Union from 2009 reads: „Serbia has made a significant progress in building the institutional frame for corruption prevention“ and, that year, the citizens rated corruption as the fourth most important problem. The Corruption Perception Index for that year was 3.5. Serbia ranked 83 among 180 countries. The experiences of countries that have become member states of the European Union are distinctly expressive of the positive effect of European integrations, which diminished the degree of corruption and organized crime.⁸

According to the 2010 survey, the Corruption Perception Index and the position on the list of countries are the same as in 2009, but it is worth mentioning that in 2010 there were 178 countries surveyed worldwide. The main mentioned reason for the stagnation is that even if Serbia has made progress by adopting appropriate regulations and creating institutions, there has been no substantial change because those laws have not been applied to a sufficient extent.

⁷ http://www.undp.org.rs/download/corruption/lzvestaj_sr_FIN_TNSMediumgallup_UNDP_Corruption_3_Dec_09.pdf

⁸ http://www.transparency.org/policy_research/surveys_indices/cpi/2009

Table 1: Corruption Perception Index in the Republic of Serbia according to the survey of Transparency International

Year	Corruption Perception Index	Position in the table / number of countries covered by the survey
2006	3.0	90/163
2007	3,4	79/180
2008	3,4	85/180
2009	3,5	83/180
2010	3,5	83/180

Corruption prevention in the Republic of Serbia has been identified as an issue given priority to be resolved, which is of utmost importance for the state. This is also confirmed by the fact that a National Strategy for Corruption Prevention was adopted by the National Assembly of the Republic of Serbia, contrary to most of other strategies, which are as a rule adopted by the Government.⁹ The former Federal Republic of Yugoslavia, of which Serbia was a part, ratified the Criminal Law European Convention on Corruption in February 26, 2002, i.e. before the formal adhesion to the Council of Europe.

The key moment in corruption prevention is the adhesion of the former State Union Serbia and Montenegro in the Council of Europe on 3 April, 2003, after which a series of international conventions have been signed, being as follows:¹⁰

- The United Nations Convention against Corruption of October 22, 2005;
- The Council of Europe Convention on Laundering, Search, Seizure and Confiscation of Proceeds from Crime of March 18, 2009;
- The Civil Law Council of Europe Convention on Corruption of November 5, 2007;
- The Additional Protocol to the Criminal Law Council of Europe Convention on Corruption of November 5, 2007.

On the national level, the Law on the Prevention of Conflict of Interests in performing Public Functions, adopted on 19 April 2004, was one of the first anti-corruption instruments. On the grounds of this law a Republic Committee for Conflict of Interests Settling was created as an independent and autonomous body.

The above-mentioned National Anti-corruption Strategy was adopted on 8 December 2005. In December 2006, the Government of the Republic of Serbia adopted the Action Plan for the implementation of the Strategy and created the Commission for the Implementation of the National Anti-corruption Strategy and Recommendations of the Group of States against Corruption of the Council of Europe (Groupe d'Etats contre la corruption - GRECO).

A set of anti-corruption laws was adopted in October 2008. They were the Law on Amendments to the Law on Financing Political Parties, the Law on the Responsibility of Legal Persons for Criminal Offences, the Law on the Seizure of Proceeds from Crime and the Law on the Anti-corruption Agency.

The Law on Conflict of Interests Prevention in Performing Public Functions was replaced by the Law on the Anti-corruption Agency, which entered into force on 1 January 2010. The new Agency¹¹, as an

⁹ http://www.parlament.rs/content/cir/akta/akta_detalji.asp?Id=227&t=O

¹⁰ <http://www.parlament.rs/content/cir/akta/zakoni.asp>

autonomous and independent government body was assigned broader competences in the field of corruption prevention. These were:

- Supervision of the implementation of the National Anti-corruption Strategy and Action Plan for the implementation of the Strategy
- Resolving conflicts of interests
- Keeping a register of officials, register of officials assets and income as well as special records in line with the Law on the Anti-corruption Agency
- Performing activities of in line with the Law regulating the financing of political parties
- Introduction and implementation of training anti-corruption programs.

The Republic of Serbia, as a member of GRECO, is subject of assesment on the conformity of the harmonization with anti-corruption standards of the Council of Europe. According to GRECO recommendations¹², the functions of assistant public prosecutor and assistant of the special prosecutor for organized crime are foreseen to be permanent in the Republic of Serbia. The mandate of the special prosecutor has been prolonged to cover six years. Within the Public Prosecutor, special anti-corruption departments have been created to deal with corruption crimes and commercial crimes connected with corruption. These departments act in the case of serious corruption incidents (e.g. when the perpetrator holds a public function to which she/he has been elected or appointed), cases provoking anxiety among the large public etc. Apart from the GRECO recommendations that refer to the implementation of the ombudsman on central and local levels, the availability of information of public interest, training of civil servants about corruption prevention and to the adoption of the code of behavior for civil servants have also been met.

According to the survey carried out by TNS Medium Gallup¹³ in March 2010 under the UNDP project, 8% of the respondents said that they would not take any measures if somebody tried to bribe them. This indicates that citizens do not trust very much the institutions which are there to protect them against corrupted elements.

Citizens can report corruption at their place of work and in their environment without fearing to be identified via the Internet portal www.pistaljka.rs which was established in August 2010. The project is supported by the Embassy of Norway and the Embassy of the United States of America. The President of the Group of States against Corruption (GRECO) gave his support to the Internet portal and stressed that he hoped that the quality of its results will be equal to that of similar sites in countries in the region. The Commissioner of the Republic of Serbia for Information of Public Importance also gave his support by communicating that persons reporting corruption and crime in institutions and companies where they work should be protected properly.

Civil organization should also be involved in anti-corruption actions. The above-mentioned survey of TNS Medium Gallup indicates that civil organizations do not play a large role when it comes to the prevention of corruption. This was the opinion of 63% of the respondents and can be explained by the fact that 67% of the respondents think that civil organizations do not have sufficient anti-corruption capacity/ One of the civil organizations, whose work is particularly noticed in Serbia, is Transparency Serbia¹⁴. It makes up a part of the network of national branches of the organization Transparency International and it is its certified representative in Serbia. It was created and started operating after the regime change in Serbia at which point the prerequisites were met for general anti-corruption actions to be taken through institutional and system reforms. They are aiming at

¹¹ <http://www.korupcija.gov.rs/cms/item/home/ci.html>

¹² <http://www.mpravde.gov.rs/lt/articles/borba-protiv-korupcije/greko/>

¹³ <http://www.tnsmediumgallup.co.rs/>

¹⁴ <http://www.transparentnost.org.rs/>



preventing misuse of public functions for personal purposes. Transparency Serbia promotes its goals via prevention activities, for example by raising public awareness about the danger and damages caused by corruption to society, by encouraging reforms and proposing concrete recommendations.

Everybody is convinced that the state cannot be the only one body fighting corruption. Citizens have to take part too as well as other social entities.

1. Introduction

1. Introduction

The survey on the use of public services and public integrity (hereinafter: the Survey) was initiated by the United Nations Office on Drugs and Crime - UNODC and was carried out in the Republic of Serbia by the Statistical Office of the Republic of Serbia (SORS).

The Survey aimed both to collect information about experiences in the use of public services, integrity of public officials/civil servants and the satisfaction with their work, and to provide an objective evaluation of corruption and crime forms faced by the large public. Thus, the Survey focused on respondents' perception of and experience with the use of public services. Also, among other things, the project was widely directed to building capacities for sustainable monitoring of those occurrences and to allowing decision-makers to design relevant policies based on the obtained results. For the benefit of comparability of the results in Western Balkan countries, the same questionnaire (defined by the United Nations Office on Drugs and Crime – UNODC) was also used in other countries in the region.

The Survey covered a number of topics such as: knowing what corruption is about and respondents' corruption-related experience, respondents' opinion about selected themes related to the use of the services of public officials/civil servants, experiences with certain public services, bribery experience and corruption reporting. Apart from corruption, a set of questions referred to crime, crime victims and citizens' security in general.

The Survey was conducted on the territory of the Republic of Serbia (apart from Kosovo and Metohia) on a representative sample of 3.000 households i.e. persons, from 24 June to 12 July 2010. Direct interview method (face-to-face) was applied. The target population were people, aged 18-64. Considering the delicacy of the Survey theme and the confidential nature of some answers to questions related to relations with public servants/public officials, their partaking in corruption and respondents' personal experiences, the Survey was anonymous.

Prior to the main Survey, SORS carried out a sample-based pilot survey covering 150 households/persons from 1st to 4th June 2010 at which point two versions of the questionnaire were tested. After the pilot survey, the final version of the questionnaire was developed in close cooperation with UNODC. A combination of the two tested versions was applied to which a large number of suggestions made by SORS were incorporated. The experience gained from conducting the pilot survey contributed to a better definition of all necessary procedures and tools for carrying out the main survey.

Questionnaire had 9 groups of questions arranged by topics:

1. *Opinions on selected topics* (this set of questions refers to respondents' opinions about: problems in the country, extent and frequency of corruption among public officials/civil servants and politicians);
2. *Experience with public services* (experience and level of satisfaction with certain categories of public officials/civil servants, reasons for lack of satisfaction);
3. *Bribery experiences* (the questions refer to the most recent event when the respondent had to give a gift, extra-money or counterfavour for a procedure to be finalized, as well as to experiences in reporting such an event);
4. *Other practices* (the questions refer to experiences in being asked to vote for somebody/a party on the occasion of the last local/republic election, and to experiences in applying for a job in the public sector);



5. *Reporting* (what respondents think about reporting corruption events);
6. *Crime victims questions* (the questions refer to crimes experienced by the respondent or members of her/his households in the last five years: burglary, personal robbery, personal theft, personal assault/threats);
7. *General information* (general information about the respondent);
8. *Interview evaluation* (section to be filled in by the interviewer);
9. *Back-check/control of the interview* (section to be filled in by the supervisor).

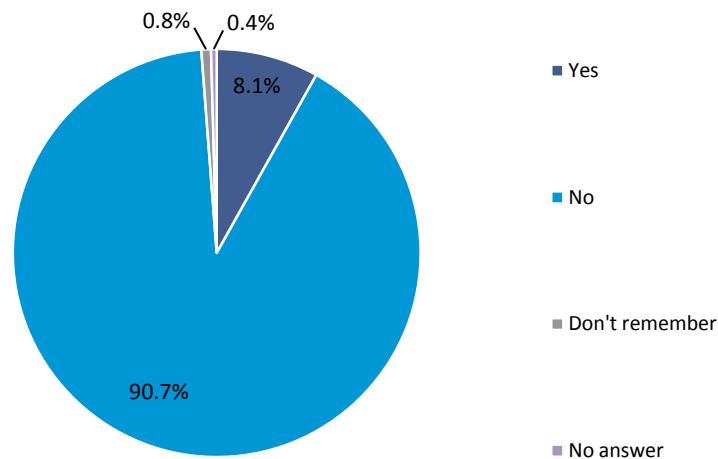
2. Prevalence of Bribery

2. Prevalence of Bribery

2.1. Prevalence of corruption among population categories

The results of the conducted survey showed that 8.1% of total population of the Republic of Serbia between ages of 18-64 years old – (or slightly more than 380,000 individuals) had to give a gift, counterfavour or some extra money to civil / public servants (hereafter referred to as the officials) for certain administrative procedure.

Figure 1: Did it happen that you had to give a gift, a counterfavour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary?



People who live in urban areas more often gave some kind of bribe to officials than the inhabitants of other settlements. To be precise, 8.4% of inhabitants of urban areas gave some type of bribers in the last 12 months, while 7.7% of the inhabitants of other areas bribed officials.

The highest percentages of residents who have resorted to corruption are inhabitants of Belgrade and Vojvodina, while the lowest percentage of population exposed to corruption reside in Sumadija and Western Serbia. Men were more likely to give some kind of bribe during the past 12 months; 8.7 % of the total number of men aged 18-64 years old had experience with corruption, while among women the percentage was 7.5%.

Table 2: Did it happen that you had to give a gift, a counterfavour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by urban/other, region and sex)

%									
	Urban/Other			Region				Sex	
	Total	Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	Male	Female
Yes	8.1	8.4	7.7	9.3	9.0	5.9	8.7	8.7	7.5
No	90.7	90.4	91.1	88.7	90.9	92.1	90.7	90.1	91.3
Don't remember	0.8	0.6	1.1	1.1	0.0	1.3	0.6	0.8	0.8
No answer	0.4	0.6	0.1	0.9	0.1	0.7	0.0	0.4	0.4
Total	100%								

Considering only persons who had at least one contact with any public official in the last 12 months, 9.3% of them had an experience with giving bribes. Also, in urban settlements, 9.6% of persons who had contact with public officials had an experience with giving bribes as opposed to 8.7% of inhabitants of other settlements who had such a contact.

Table 3: Did it happen that you had to give a gift, a counterfavour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by urban/other, region and sex), only respondents who had at least one contact to any public official

%									
	Urban/Other			Region				Sex	
	Total	Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	Male	Female
Yes	9.3	9.6	8.7	11.0	9.9	6.7	9.9	10.0	8.5
No	89.5	89.2	90.0	87.1	90.0	91.2	89.3	88.7	90.4
Don't remember	0.8	0.6	1.1	1.1	0.0	1.3	0.8	0.8	0.8
No answer	0.4	0.6	0.2	0.8	0.1	0.8	0.0	0.5	0.3
Total	100%								

The citizens who had an experience with corruption, in average, had to give bribe to 1.7 officers and, in average 4.6 times to give some extra money, a gift or a counterfavour. Generally, the bribe was given to only one officer, and it is usually given once.

The respondents have reported in 3.7% of occasions that they were specifically asked to give money, a gift or a counterfavour intended for administrative processing of their cases, but they did not give it, while in 95.3% this didn't happen. At the same time, 5.5% of respondents said that someone in their household had to give money, a gift or a counterfavour in order to speed up and proceed with certain administrative procedure.

On the territory of Belgrade and Southern and Eastern Serbia percentage of the citizens that were unsuccessfully asked to give a bribe is at the average level of the state (3.7%), whereas in Vojvodina this rate is higher (5.3%) and in Sumadija and Western Serbia lower than the average (2.3%).

Table 4: During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money/gift for an issue or procedure related to his/her function but you did not give anything? (by urban/other and region)

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	3.7	3.9	3.5	3.6	5.3	2.3	3.7
No	95.3	94.8	96.0	94.8	94.4	96.5	95.3
Don't remember	0.5	0.7	0.3	1.0	0.0	0.3	1.0
No answer	0.5	0.7	0.1	0.6	0.3	0.9	0.0
Total	100%						

Table 5: During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money/gift for an issue or procedure related to his/her function but you did not give anything? (by urban/other and region), those respondents who already paid a bribe

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	16.0	16.3	15.6	12.7	22.3	13.1	14.2
No	82.2	82.0	82.5	84.0	77.7	86.1	82.7
Don't remember	1.3	0.9	1.9	2.2	-	-	3.1
No answer	0.5	0.7	-	1.1	-	0.8	-
Total	100%						

Table 6: During the last 12 months, was there any occasion where a public official, directly or indirectly, asked you to give extra money/gift for an issue or procedure related to his/her function but you did not give anything? (by urban/other and region), those respondents who DID NOT paid a bribe

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	2.6	2.7	2.5	2.7	3.6	1.6	2.7
No	96.4	95.9	97.1	95.9	96.1	97.1	96.5
Don't remember	0.5	0.6	0.2	0.8	-	-	0.8
No answer	0.5	0.7	-	0.6	-	0.9	-
Total	100%						

Table 7: Did a member of your household have to give to a public official a gift, any good or some extra-money during the last 12 months? (by urban/other and region)

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	5.5	5.1	6.2	5.9	6.8	4.2	5.2
No	92.5	92.4	92.8	91.8	92.1	92.7	93.5
Don't remember	1.3	1.6	0.7	2.0	0.1	2.3	0.7
No answer	0.7	0.9	0.4	0.3	1.0	0.8	0.6
Total	100%						

Table 8: Did a member of your household have to give to a public official a gift, any good or some extra-money during the last 12 months? (by urban/other and region), those respondents who already paid a bribe

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	21.9	17.6	29.2	15.1	19.4	33.7	22.6
No	75.5	79.0	69.7	79.8	79.5	61.8	77.4
Don't remember	2.1	2.6	1.1	5.1	0.0	3.7	0.0
No answer	0.5	0.8	0.0	0.0	1.1	0.8	0.0
Total	100%						

Table 9: Did a member of your household have to give to a public official a gift, any good or some extra-money during the last 12 months? (by urban/other and region), those respondents who DID NOT paid a bribe

%

	Total	Urban/Other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Yes	4.1	4.0	4.3	5.0	5.6	2.4	3.6
No	94.0	93.6	94.7	93.0	93.4	94.7	95.0
Don't remember	1.2	1.5	0.6	1.7	0.1	2.2	0.7
No answer	0.7	0.9	0.4	0.3	1.0	0.8	0.7
Total	100%						

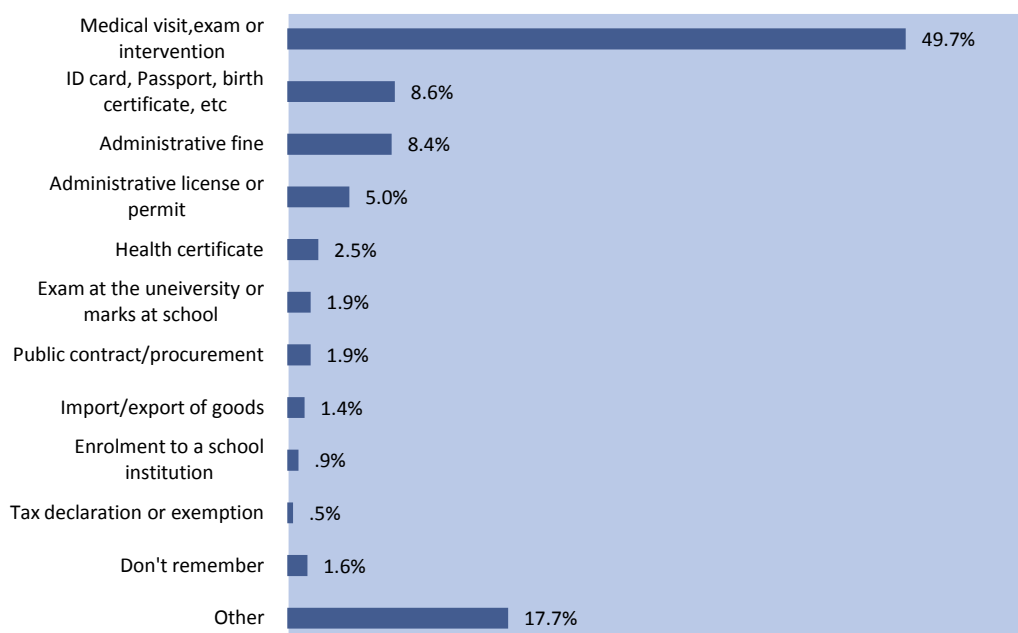
3. Nature of bribes

3. Nature of bribes

One of the objectives of the survey was to indicate to which officials and for what purposes was a bribe given. This course also depends on which officials are most communicating with ordinary citizen, in other words, whose services are mostly needed by the citizens. Based on data obtained in the survey, the most frequently given bribe occurs during a visit to the doctor, or for medical examination services, interventions, and related services. Last time bribe was given, almost half of the bribes (49.7%) were given specifically for this purpose. The other purposes of bribing are the procedures illustrated with “others” (17.6%).

It is interesting that 8.6% of respondents who had experience with giving a bribe reported that they gave a bribe for the purpose of issuing identity cards or passport.

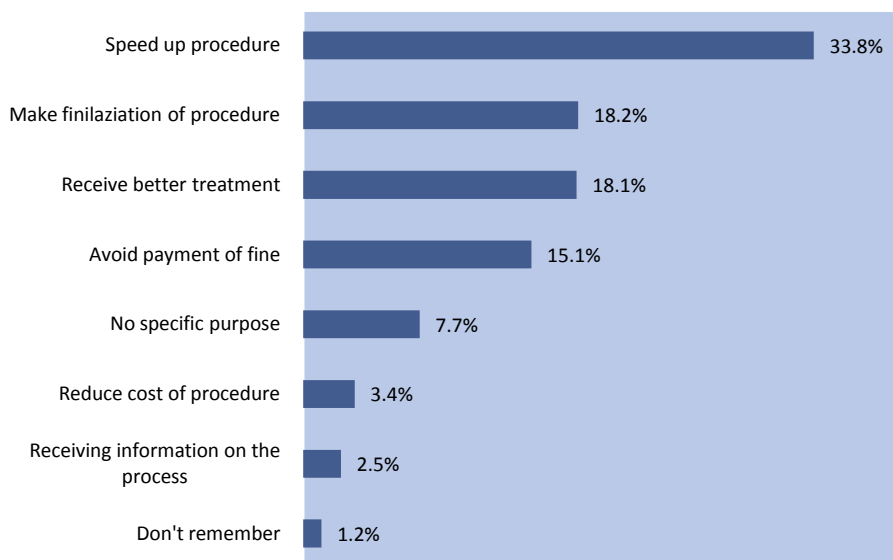
Figure 2: Last time that you had to make extra payment or gift, indicate the administrative procedure it related to?



Purpose of bribing

The purpose of bribing is usually to speed up the completion of administrative procedure, in 33.8% of cases. In 18.2% of cases, a bribe is given for the purpose of finalisation of procedure and obtaining better treatment (18.1%).

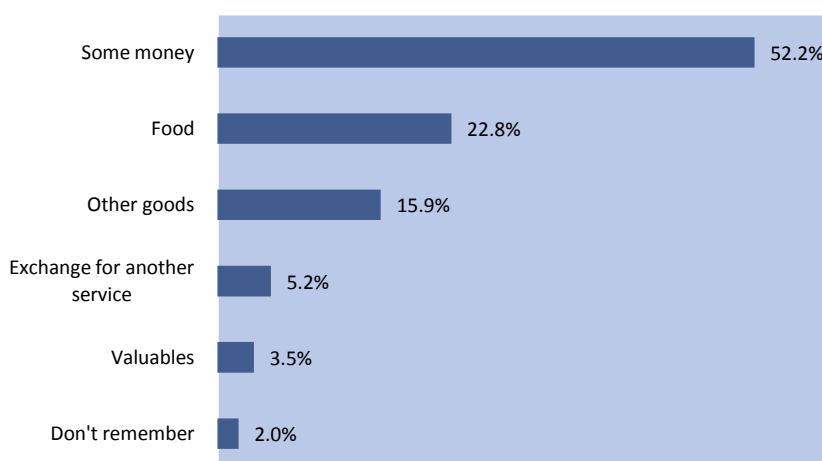
Figure 3: Last time you had to make extra payment or gift, what was the purpose of paying extra money or giving gift?



Type of briberies

The results showed that depending on the type of administrative procedure involved through a civil servant also a particular kind of bribe was given. A bribe can be in a form of money, gifts and counterfavours etc. Usually, last time when the bribe was given, some extra money (52.2%) or food (22.8%) was given, while the valuable items were given least frequently (3.5%) as well as substitute for other services (5.2%).

Figure 4: Last time you had to give extra payment or gift, what did you give?



In regard to the regions, there are differences in the type of bribes that were given. In Sumadija and western Serbia extra money, as a kind of bribe is more common than other forms of bribe, at 61.9%. Also, whilst money as a bribe was usually given in other regions, the most frequently given bribe in

the Southern and Eastern Serbia was food, as it is in 38.6% of cases. There are no big differences between urban and other settlements when it comes to giving money, as a kind of bribe. However, giving food as a bribe was much common in other areas (36.1%) than in urban areas (14.8%).

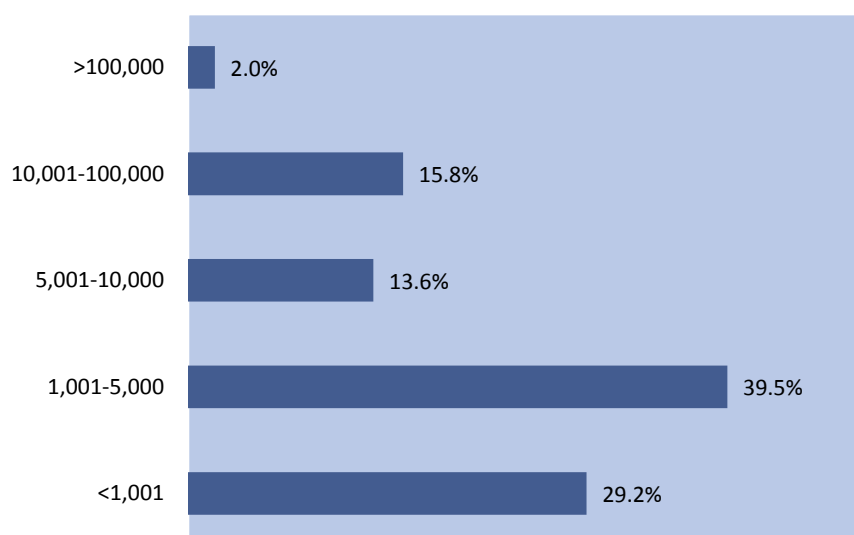
If the type of corruption is observed by gender, it is noted that men, when are a part of corruption, gave money more frequently than women (57.7% vs. 46.1%), whereas women provide food more often than men (29.6% vs. 16.7%) and other items are less common (18.9% vs. 13.3%).

Table 10: Last time you had to give extra payment or gift, what did you give? (by urban/other, region and sex)

	%								
	Total	Urban/other		Region				Sex	
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	M	F
Some money	52.2	53.6	49.9	56.8	57.4	61.9	32	57.7	46.1
Food	22.8	14.8	36.1	23.9	16.2	12.9	38.6	16.7	29.6
Other goods	15.9	20.5	8.2	12.6	18.2	18.6	14.3	13.3	18.9
Exchange for another service	5.2	7.8	0.9	5.0	6.5	-	8.2	7.5	2.6
Valuables	3.5	2.5	5.3	4.7	2.8	-	6.3	4.6	2.3
Don't remember	2.0	1.8	2.5	0.4	1.6	6.6	0.5	0.2	4.1

Last time when extra money was given as a bribe, it was usually given between 1,000 and 5,000 dinars in 39.5% of cases, or less than 1,000 dinars (29.2%). Large amounts of money (over 100,000 dinars), were given only in 2% of cases. Persons who stated that have given over 100,000 dinars, belong to male gender and live on the territory of City of Belgrade, in urban areas.

Figure 5: Last time you gave extra-money how much did you give?



The average value of the bribe given in form of money was 15,530 dinars, though the average value of bribes in Belgrade is 33,656 dinars, and in Sumadija and Western Serbia is 5,560 dinars. Men give

twice the amount of money compared to women; on average men give 19,833 dinars. In urban areas, the average bribe given in form of money was 17,992 dinars which was higher than the average amount in other areas.

Table 11: Last time you gave extra-money how much did you give? (by urban/other, region and sex)

	Total	Urban/other		Region				Sex	
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	M	F
<1,001	29.2	28.9	29.7	14.4	50.1	27.3	13.3	32.7	24.2
1,001-5,000	39.5	43.2	32.9	41.2	29.2	45.3	50.7	33.8	47.6
5,001-10,000	13.6	10.7	18.7	11.8	4.3	23.8	21.7	13	14.4
10,001-100,000	15.8	14.1	18.7	25.9	16.4	3.6	14.3	17.1	13.8
>100,000	2.0	3.0	-	6.8	-	-	-	3.3	-
Average bribe paid	15.330	17.992	11.090	33.656	9.714	5.560	9.423	19.833	9.435

In order to reduce cost of procedure, most often people give amounts of under 1,000 dinars (82,6%). the highest average bribery is given in order to receive information on the procedure, 50,000 dinars, and in order to speed up the procedure – 36,837 dinars. It is interesting that the lowest average sum is given in order to reduce costs of procedure– 1.174 dinars.

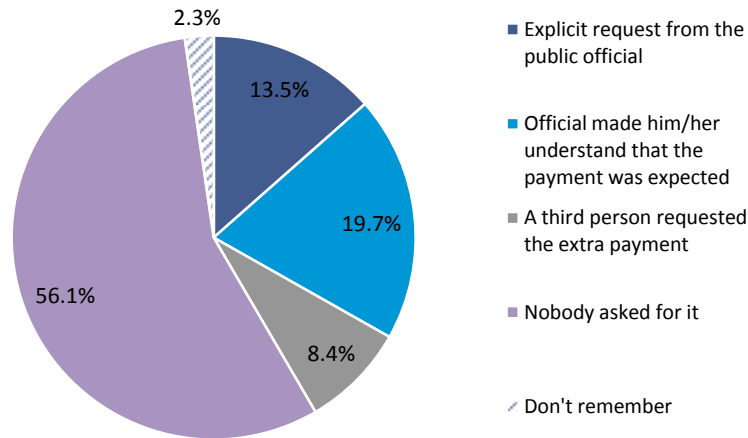
Table 12: Last time you gave extra-money how much did you give? (by purpose)

	Total	Last time make extra payment/gift, what was the purpose							
		Speed up procedure	Finalization of procedure	Reduce cost of procedure	Avoid payment of fine	Receive better treatment	Receive information	No specific purpose	Don't remember
<1001	29.2	17.1	21.4	82.6	56.8	-	-	9.3	70.1
1001-5000	39.5	30.7	52.8	17.4	39.3	41.6	-	46.8	29.9
5001-10000	13.6	15.0	12.6	-	3.9	35.3	-	-	-
10001-100000	15.8	28.8	13.1	-	-	23.1	100.0	43.9	-
>100000	2.0	8.3	-	-	-	-	-	-	-
Average	15,330.0	36,836.9	9,702.5	1,173.8	2,190.2	17,533.3	50,000.0	19,979.4	1,598.2

The modality of bribing

Out of the total number of individuals that have had experience with some kind of bribery, even 56.1% of respondents said that the last time they gave a bribe, no one asked them for a bribe but they did it on their own initiative with the aim of facilitating and speeding up some administrative procedures, while it was overtly requested in 13.5% of the cases i.e. a bribe demand by an official.

Figure 6: Last time you had to make extra payment or gift, how did you understand that an extra payment or gift was expected?



In 42.6% of cases, a bribe is given before a service was provided, which directly correlates to the previous data that says 56.1% of the population who have had experience with bribery, ultimately gave a bribe on their own initiative, with the aim to facilitate and speed up procedures. Every third inhabitant (28.7%) had had given the final bribe after receiving services.

Figure 7: Last time you had to make extra payment or gift, when exactly did you give them gif/money?

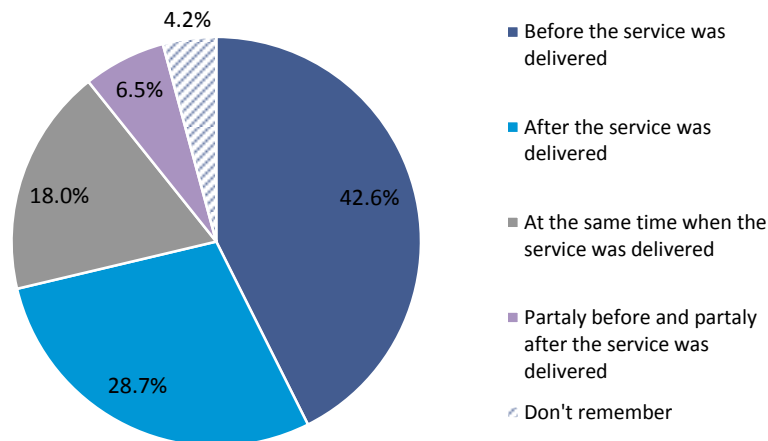


Table 13: Last time you gave extra-money how much did you give? (by modality and timing)

	Total	Modality					Timing				
		Explicit request	Made you understand	A third person request	Nobody asked, I did it	Don't remember	Before the service	After the service	At the same time	Partly before/partly after	Don't remember
<1001	29.2	34.3	20.2	4.8	40.9	16.9	26.9	22.9	50.5	-	20.1
1001-5000	39.5	43.2	43.7	53.2	34.3	7.2	38.5	35.4	41.1	39.9	69.2
5001-10000	13.6	-	11.7	9.2	16.8	66.0	11.5	22.0	4.6	33.5	10.7
10001-100000	15.8	22.4	24.5	16.6	7.9	9.9	19.0	19.7	3.8	26.6	-
>100000	2.0	-	-	16.3	-	-	4.0	-	-	-	-
Average	15,330.0	13,253.5	10,503.4	55,633.3	8,708.0	8,471.6	22,855.3	11,150.2	4,346.3	17,154.6	3,819.8

Money is usually recognized as the most common form of bribe, in spite of the type of administrative procedures provided. The exceptional cases of bribe are related to educational institutions admission when valuable gifts (51.9%) or other items (48.1%) are given, and for obtaining the health certificate food is usually given - in 37.3% of cases.

Table 14: Administrative procedure (by type of bribe)

	Total	Administrative procedure											
		ID, passport, birth certificate etc.	Administrative licence or permit	Medical visit	Health certificate	Exam, mark	Enrolment to a school institution	Administrative fine	Public contract	Tax declaration	Import/export of goods	Other	Don't remember
Some money	52.2	44.7	54.3	45.6	30.9	31.5	-	90.9	82.9	52.5	81.4	61.1	18.2
Food	22.8	27.9	-	28.1	37.3	35.9	-	3.8	-	47.5	18.6	17.7	52.3
Other goods	15.9	20.2	16.6	20.2	31.8	-	48.1	-	-	-	-	11.7	-
Exchange for another service	5.2	7.2	13.7	1.7	-	32.5	-	5.3	17.1	-	-	9.4	-
Valuables	3.5	-	15.4	4.7	-	-	51.9	-	-	-	-	-	-
Don't remember	2.0	-	-	3.2	-	-	-	-	-	-	-	-	29.5

It is interesting that a bribe in form of money is usually given for procedures that involve certain payments. For the purpose of reducing the cost of completing the procedures extra money was given in 79.8% of cases, while for fine avoidance the bribe was given in 92% of cases.

Table 15: Purposes of bribery by type of bribe

	Total	Speed up procedure	Make finalization of procedure	Reduce cost of procedure	Avoid payment of fine	Receive better treatment	Receiving information on the process	No specific purpose	Don't remember	%
Some money	52.2	36.4	67.6	79.8	92.0	49.2	18.1	16.5	35.6	
Food	22.8	29.4	13.0	20.2	3.8	32.9	25.2	33.9	-	
Other goods	15.9	20.2	6.9	-	4.2	9.3	56.7	42.7	64.4	
Exchange for another service	5.2	9.6	4.9	-	-	3.4	-	5.6	-	
Valuables	3.5	4.6	10.8	-	-	-	-	-	-	
Don't remember	2.0	3.0	-	-	-	5.2	-	1.4	-	

The greatest number of bribes in case in which money was used as a kind of bribe, involved an amount that does not exceed 5,000 dinars. When it comes to issuing ID card or other personal documents, in 58.5% of cases where a bribe was paid it did not to exceed 1,000 dinars. When the bribe was given for the purpose of importing or exporting goods, the amount in two thirds of cases was between 1,000 and 5,000 dinars. The largest amount of money was given for obtaining official permission; therefore in 37% of cases the amount was over 100,000 dinars. In two-thirds of cases, the bribery in connection with public contracts exceeded 10,000 dinars.

In most cases (56.8%) a small amount of money was given for avoidance of fines, up to 1.000 dinars. The same amount was given in 83% of cases when the purpose of bribing was cost-cutting of procedures. It is interesting that under no bribe demand circumstances, in 41% of cases are given to 1,000 dinars, and in 34% of cases between 1,000 and 5,000 dinars.

Table 16: Amount paid (by administrative procedure, purpose, modality, timing of payment)

	Total	Bribe amount					%
		<1,001	1,001-5,000	5,001-10,000	10,001-100,000	>100,000	
<i>Administrative procedure</i>							
Medical visit	49.7	9.0	37.6	27.3	26.1	-	100%
Other	17.6	53.9	43.2	-	2.9	-	
ID, passport, etc	8.6	58.5	28.5	13.0	-	-	
Administrative fine	8.4	57.4	42.6	-	-	-	
Administrative licence or permit	5.0	11.1	40.4	-	10.9	37.6	
Health certificate	2.5	-	-	-	100.0	-	
Public contract	1.9	-	38.3	-	61.7	-	
Exam, marks etc.	1.9	-	100.0	-	-	-	
Don't remember	1.6	-	44.4	55.6	-	-	
Import/export of goods	1.4	39.0	61.0	-	-	-	
Tax declaration	0.5	-	-	100.0	-	-	

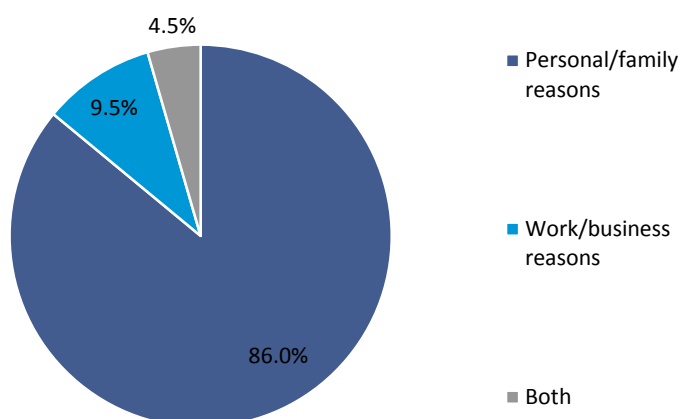


	Bribe amount						
<i>Purpose</i>							
Speed up procedure	33.8	17.1	30.7	15.0	28.8	8.4	100%
Make finalization of procedure	18.2	21.4	52.8	12.6	13.2	-	
Receive better treatment	18.1	--	41.6	35.3	23.1	-	
Avoid payment of fine	15.1	56.8	39.3	3.9	-	-	
No specific purpose	7.7	9.3	46.8	-	43.9	-	
Reduce cost of procedure	3.4	82.6	17.4	-	-	-	
Receiving information on the process	2.5	--	-	-	100.0	-	
Don't remember	1.2	70.1	29.9	-	-	-	
<i>Modality</i>							
Nobody asked for it	56.1	40.9	34.3	16.9	7.9	-	100%
Official made him/her understand that a payment was expected	19.7	20.2	43.7	11.7	24.4	-	
Explicit request from the public official	13.5	34.3	43.2	-	22.5	-	
Third person requested the extra payment	8.4	4.8	53.2	9.2	16.6	16.2	
Don't remember	2.4	16.9	7.2	66.0	9.9	-	
<i>Timing of payment</i>							
Before the service	42.6	26.9	38.5	11.5	19.0	4.1	100%
After the service	28.7	22.9	35.4	22.0	19.7	-	
At the same time with the service	18.0	50.5	41.1	4.6	3.8	-	
Partially before, partially after the procedure	6.5	-	39.9	33.5	26.6	-	
Don't remember	4.3	20.1	69.2	10.7	-	-	

Reasons of bribery

Out of the total number of respondents who had experience with bribery, 86% of them stated that the last time a bribe was given it was for personal or family reasons. On the other hand, 9.5% of respondents reported that they have bribed officials for business reasons, while approximately 4.5% of them did it for both the personal and business reasons.

Figure 8: Last time that you had to make extra payment or gift, did it refer to an activity/procedure related to personal/family or work/business reasons??



Bribes in form of food is usually given in the last cases of bribery when it comes to personal / family reasons (97%), while valuable items are usually given for business reasons (21.8%). Money as a kind of bribe is usually given for personal / family reasons (83%); while in 13.3% of the cases it was for business reasons.

Table 17: Type of bribe by reasons for giving bribe

	Total	Food	Valuables	Some money	Other goods	Exchange for another service	Don't remember
Personal/family reasons	86.0	97.6	78.2	83.0	79.8	83.1	100.0
Work/business reasons	9.5	1.1	21.8	13.3	9.7	-	-
Both	4.5	1.3	-	3.7	10.5	16.9	-
Total	100%						

The personal and family reasons for bribery that were given most recently for the different types of administrative procedures (examination in college, grades, enrolment at the educational institution, submission of tax return form, doctor visits), while giving a bribe for business reasons is most common in case of administrative procedures that refer to import and export of goods, as well as public contracts.

Figure 9: Administrative procedure by reasons for bribery

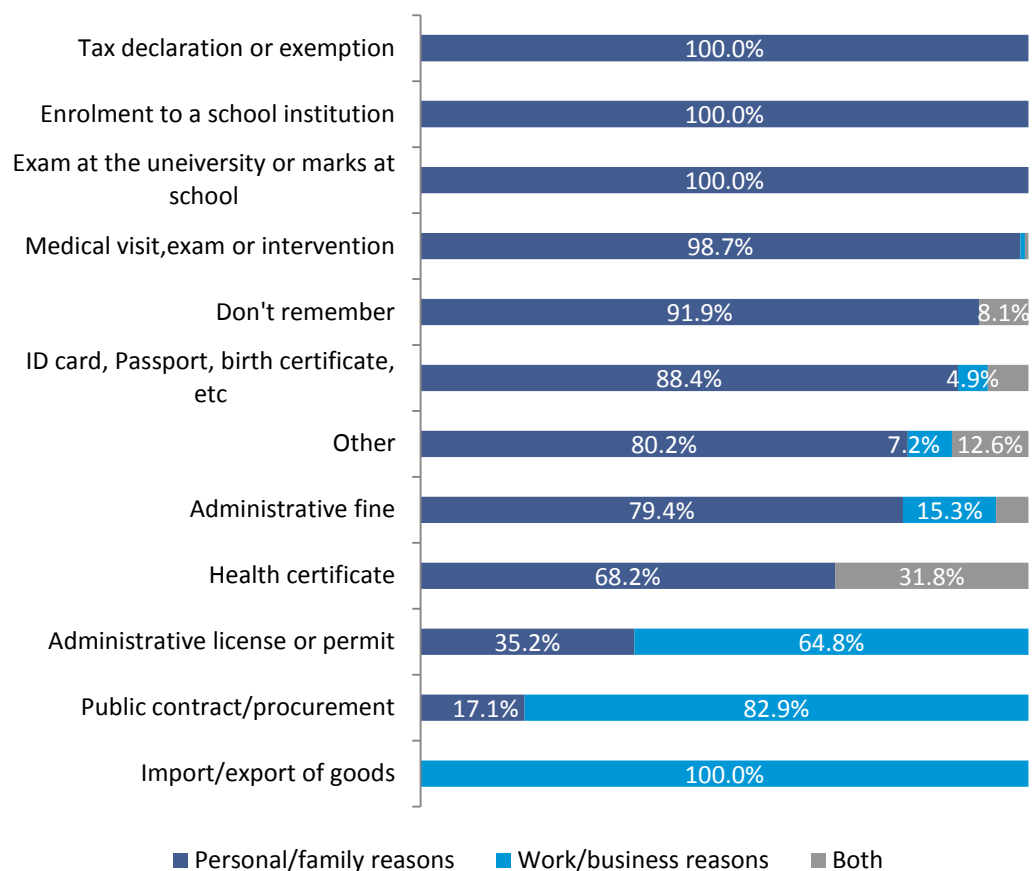


Table 18: Purposes of bribery by reasons of bribery

	Speed up procedure	Make finalization of procedure	Reduce cost of procedure	Avoid payment of fine	Receive better treatment	Receiving information on the process	No specific purpose	Don't remember
Personal/family reasons	84.1	88.2	47.9	86.0	100.0	66.2	92.7	-
Work/business reasons	12.0	11.8	7.6	14.0	-	33.8	1.7	-
Both	3.9	-	44.5	-	-	-	5.6	100.0
Total	100%							

4. Bribery in the public administration

4. Bribery in the public administration

If we observe the cases of bribery in the last 12 months, depending on to which official the bribe was given (and not how many times was it given to the same official), we can conclude that bribery was usually given to doctors (54.8%), police officers (38.5%) and nurses (25.7%).

Table 19: Percentage of public officials indicated as recipient of bribes (by urban/rural)

%

	Total	Urban	Other	Total (those who had at least one contact to any official)
Doctors	54.8	43.9	73.2	54.8
Police officers	38.5	44.2	28.9	38.5
Nurses	25.7	21.0	33.6	25.7
Cadaster officer	15.5	20.5	6.9	15.5
Municipal officer	9.6	10.0	8.9	9.6
Public utilities officers	6.6	9.2	2.2	6.6
Teachers	6.0	8.5	1.8	6.0
Custom officer	4.4	3.2	6.4	4.4
Tax officer	4.4	5.0	3.4	4.4
Car registration officer	3.7	4.9	1.6	3.7
NGO's	2.6	3.3	1.6	2.6
Judges/prosecutor	2.6	4.0	0.3	2.6
Social protection officer	1.3	0.6	2.5	1.3
Others	0.8	0.7	1.0	0.8
Municipal elected representatives	0.1	0.1	-	0.1

However, considering that in the previous table we haven't observed the total number of cases of giving bribes, that is, we haven't observed the cases when bribe was given to the same official multiple times, it is better to observe the last case of bribery.

In such manner, during the last case of giving the bribe, 45.9% of time the bribe was given to the doctors and 26.3% was it given to the police officials. Nurses, however, were bribed only in 3.6% of cases¹⁵.

¹⁵ Hereinafter results refer only to the persons who had an experience with corruption

Table 20: Last time you had to make extra payment or gift, to which civil servant/public official did you give it? (by type of bribe)

	Total	Type					
		Food	Valuables	Some money	Other goods	Exchange for another service	Don't remember
Doctors	45.9	58.1	55.6	43.4	52.9	16.3	25.8
Police officers	26.3	14.2	-	37.0	6.8	24.5	69.0
Cadastre officers	6.9	6.5	-	7.7	5.2	10.8	-
Municipal or provincial officers	5.0	7.7	-	1.4	13.7	6.1	-
Teachers/Professors	3.9	3.0	13.0	2.3	6.3	11.8	-
Nurses	3.6	6.4	9.6	-	11.3	-	-
Public utilities officers	1.7	-	-	2.4	3.0	-	-
Custom officers	1.7	1.1	-	2.8	-	-	-
Tax/revenues officers	1.4	-	21.8	0.9	0.8	-	-
Judges/Prosecutors	1.3	1.4	-	1.7	-	-	5.2
NGO	0.9	-	-	-	-	17.3	-
Car registration/driving license officers	0.8	-	-	0.4	-	13.0	-
Other public official	0.6	1.6	-	-	-	-	-

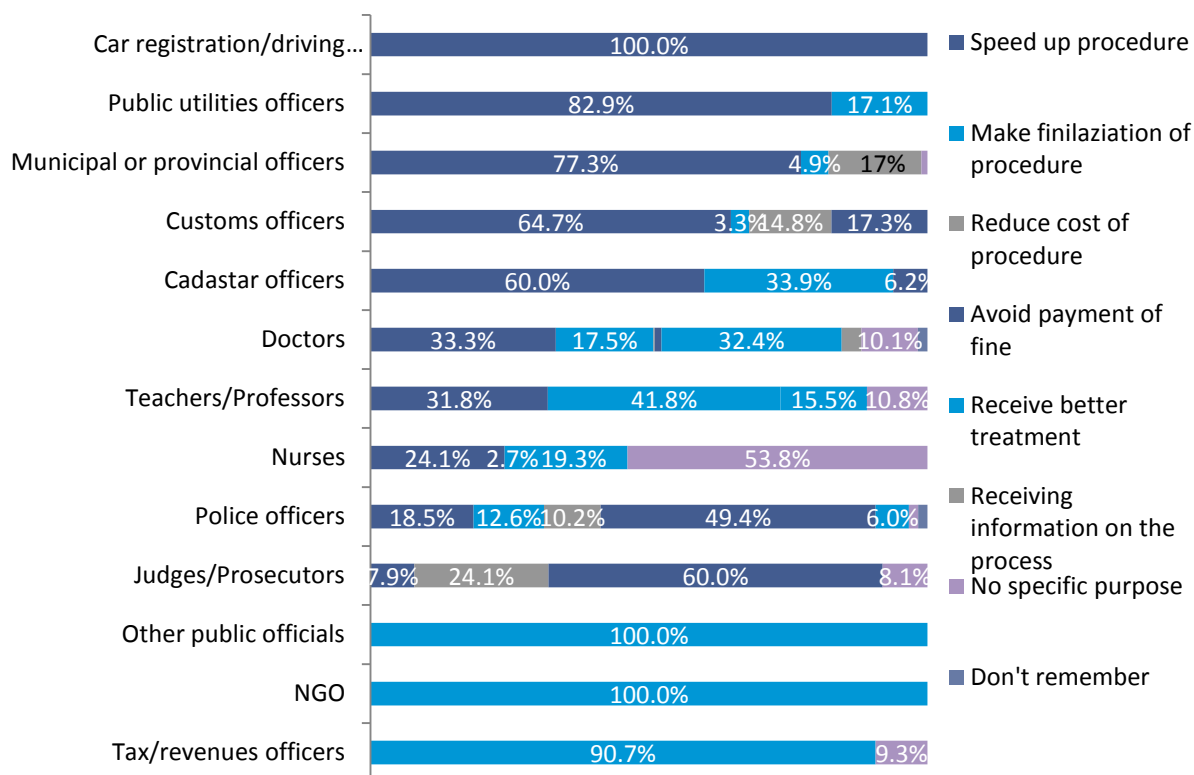
In cases when bribe was performed for the purpose of issuing personal identification card or passport, in 46.9% of cases bribe was given to the police officers and in 34.4% to a municipal or provincial officer. As expected, for the purpose of medical visit, doctors were bribed in 87% of cases and nurses in 7.2% of cases

Table 21: Last time you had to make extra payment or gift, to which civil servant/public official did you give it? (by administrative procedure)

	Total	Administrative procedure											%
		ID, Passports	Licence, permits	Medical visit	Health certificate	Exam/ marks	Enrollment to institution	Administrative fine	Public contract	Tax declaration	Import/export	Other	
Doctor	45.9	-	-	87.0	66.8	-	-	-	-	47.5	-	-	52.3
Police officer	26.3	46.9	12.1	4.8	33.2	-	-	86.8	-	-	-	59.8	37.5
Cadastral officer	6.9	12.0	20.4	-	-	-	-	-	-	-	-	27.3	-
Municipal or provincial officer	5.0	34.4	7.2	0.5	-	-	-	-	17.1	52.5	-	4.7	-
Teacher/Professor	3.9	6.7	-	-	-	100.0	100.0	-	31.8	-	-	-	-
Nurse	3.6	-	-	7.2	-	-	-	-	-	-	-	-	-
Custom officer	1.7	-	6.0	-	-	-	-	-	-	-	100.0	0.3	-
Public utilities officer	1.7	-	15.4	-	-	-	-	-	51.1	-	-	-	-
Tax officer	1.4	-	25.3	-	-	-	-	-	-	-	-	0.7	-
Judge/Prosecutor	1.3	-	-	0.4	-	-	-	13.2	-	-	-	-	-
NGO	0.9	-	-	-	-	-	-	-	-	-	-	5.1	-
Car registration/Driving license agency officer	0.8	-	13.7	-	-	-	-	-	-	-	-	-	10.1
Other public official	0.4	-	-	-	-	-	-	-	-	-	-	2.1	-
Total		100.0%											

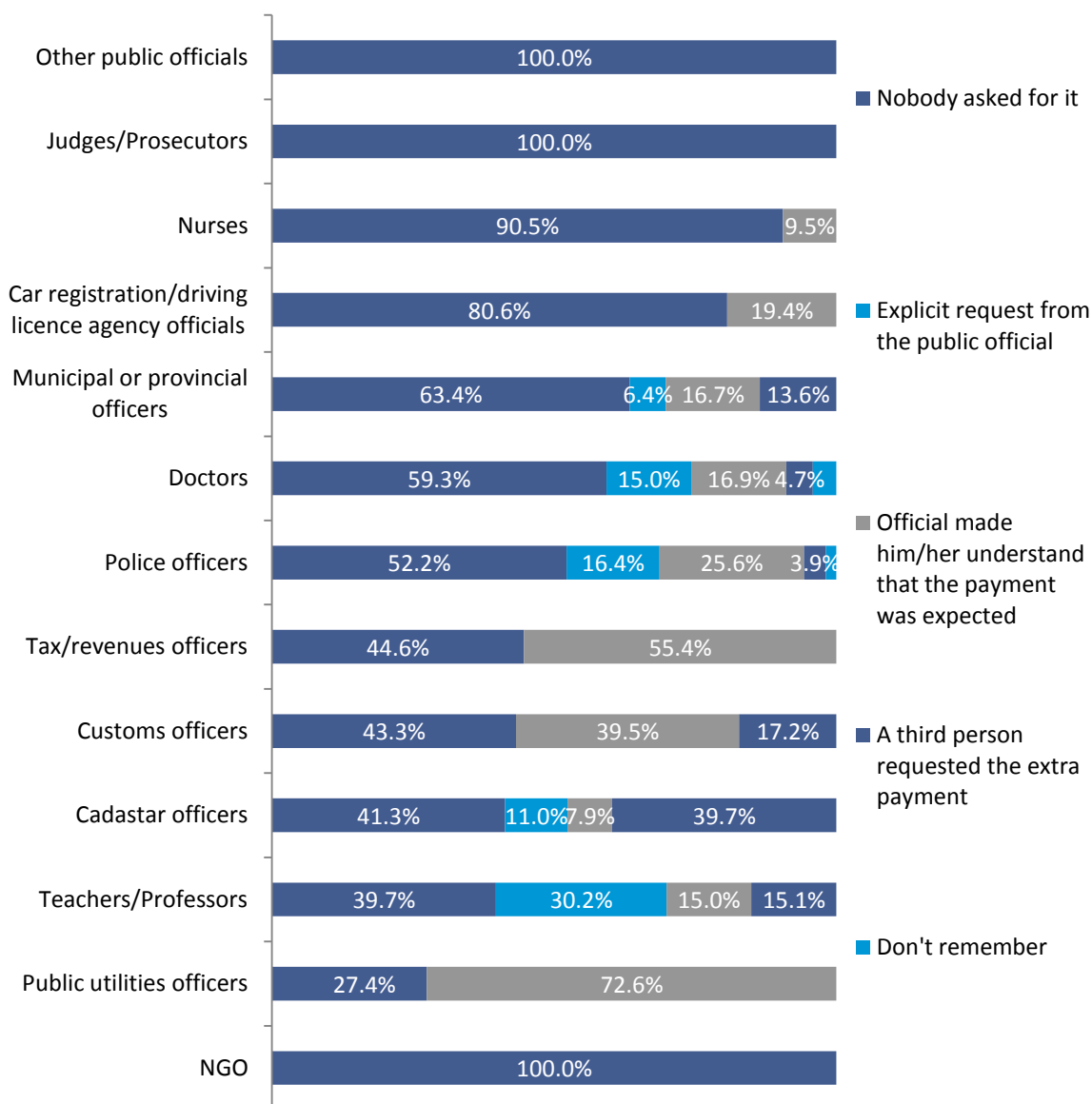
The data show that bribes are usually given to car registration officers in order to speed up completion of the procedure. For this purpose a bribe is given to public utilities officials (82.9%), municipal or provincial officials (77.3%), customs officers (64.7%), as well as to cadastral officials (60.0%). The custom officials are usually bribed for completion of procedures (90.7%). The doctors are usually bribed in order to speed-up procedures (33.3%), and for receiving better treatment (32.4%), while nurses are bribed for special needs (53.8%). Police officers, judges and prosecutors, are usually bribed for fine avoidance (49.4% and 60.1%, respectively).

Figure 10: Last time you had to make extra payment or gift, to which civil servant/public official did you give (by purpose of bribery)



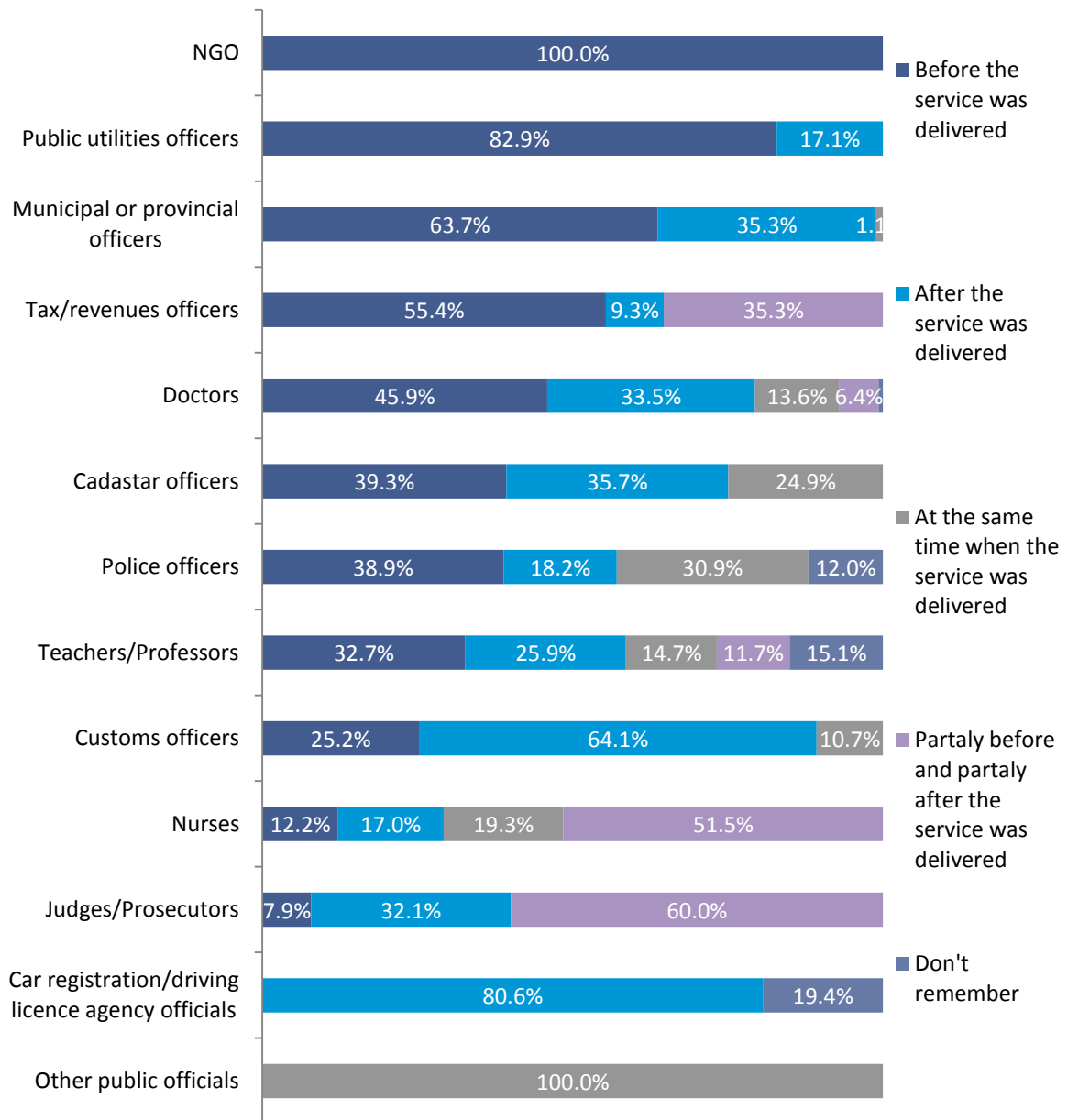
In most cases under the bribe practices, it transpires that no one has asked for the bribe (56.1%). An obvious request for a bribe was reported most frequently by teachers (30.2%), followed by police officers (16.4%) and doctors (14.9%). Besides the cases of bribery when no one asked for a bribe, the dominant situation is when the officer indicated that he/she expects the extra money, therefore out of the total number of cases, when a bribe is given to public utilities officials, this situation occurred in 72.6% of cases, while giving bribes to tax officials happened in 55.4% of cases.

Figure 11: Last time you had to make extra payment or gift, to which civil servant/public official did you give it? (by modality)



The moment of give bribes varies, depending on needed officers' administrative procedure. The bribes can be given before, after or during the procedure provided, but it is possible to give a part of the service before and after its provision. The officials of public utilities, municipal or provincial city officials and tax officials are bribed prior to the services, while car registration officer, custom and cadastral officers are paid after the service is provided. Bribes are usually given to nurses in instalments, a part before and part after the service is provided, as is also the case with judges and prosecutors.

Figure 12: Last time you had to make extra payment or gift, to which civil servant/public official did you give it? (by timing)



For personal reasons, bribe is most often given to the doctors (51.7%) and to the police officials (25.7%), while for business reasons it is equally often given to customs officers (17.7%), cadastar officers (17.4%) as well as tax officers (14.6%) and police officers (14.6%).

Table 22: Last time you had to make extra payment or gift, to which civil servant/public official did you give it? (by reference of bribe)

	Total	Reference of bribe			%
		Personal/ family	Work	Both	
Doctor	45.9	51.7	3.9	24.3	
Police officer	26.3	25.7	14.6	62.8	
Cadastral officer	6.9	6.1	17.4		
Municipal or provincial officer	5.0	4.4	12.5		
Teacher/Professor	3.9	3.2	6.2	12.9	
Nurse	3.6	4.2			
Custom officer	1.7	0.1	17.7		
Public utilities officer	1.7	0.5	13.1		
Tax officer	1.4		14.6		
Judge/Prosecutor	1.3	1.5			
NGO	0.9	1.0			
Car registration/Driving license agency officer	0.8	1.0			
Other public official	0.4	0.4			
Total		100.0%			

In the most recent case of bribery, cadastral officials received the highest amount of bribes in form of money, on average basis, 80,568 dinars, and per the incidence of income, they are on the third place in comparison with other observed officers. The police officers receive the lowest amount of bribes in form of money, 1,640 dinars, and per the incidence of income they are on the second place. Doctors are on first place per number of time they received bribes in form of money, and the average value of bribe is 17,475 dinars, thus doctors are on the third place by the amount of bribes received, after the cadastre and public utilities officials.

Table 23: Average amount of bribe and total number of received bribes (by officials)

	Total number of received bribes	Average amount paid as bribe
Cadastre officers	15,374	80,568
Public utilities officers	4,768	27,088
Doctors	86,557	17,475
Municipal or provincial officers	2,859	10,000
Car registration/driving license officers	626	10,000
Judges/Prosecutors	3,417	5,579
Teachers/Professors	4,529	5,000
Tax/revenues officers	1,878	5,000
Custom officers	5,663	1,878
Police officers	73,812	1,640

Table 24: Attempted bribery by civil servant (by urban/other and by region)

	Total	Urban / Other		Region				%
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	
Doctor	30.9	29.1	34.0	18.3	34.7	38.3	31.5	
Police officer	28.5	30.7	24.7	31.1	38.4	20.1	14.5	
Judge/Prosecutor	9.9	9.7	10.4	3.7	15.2	12.7	4.8	
Municipal or provincial officer	8.5	8.4	8.8	16.3	1.4	5.4	15.8	
Teacher/Professor	7.8	3.6	14.7	10.0	-	-	25.6	
Car registration/Driving license agency officer	4.9	6.7	1.8	14.9	2.2	-	3.2	
Custom officer	4.0	6.5	-	2.5	-	17.6	2.1	
Cadastral officer	2.6	4.2	-	3.1	5.0	-	-	
Social protection agency officer	2.2	1.0	4.2	-	1.7	5.8	2.6	
Municipal elected representative	0.4	-	1.1	-	1.1	-	-	
Nurse	0.1	-	0.3	-	0.3	-	-	
Total				100.0%				

Table 25: Bribery among other household members by civil servant (by urban/other and by region)

%

	Total	Urban / Rural		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Doctor	47.3	43.4	52.2	39.5	47.9	55.7	46.9
Police officer	19.5	20.5	18.1	25.1	20.4	19.2	11.5
Tax officer	6.9	6.2	7.9	8.0	-	13.6	10.1
Municipal or provincial officer	6.6	8.2	4.7	6.4	7.3	2.5	10.1
Public utilities officer	5.7	3.9	8.0	3.4	3.7	-	17.5
Municipal elected representative	3.3	-	7.4	-	9.8	-	-
Judge/Prosecutor	2.4	4.3	-	6.7	2.0	-	0.4
Social protection agency officer	2.2	3.9	-	1.0	2.8	4.7	-
Cadastral officer	1.8	3.2	-	3.4	-	0.8	3.6
Teacher/Professor	1.3	2.3	-	5.2	-	-	-
Car registration/Driving license agency officer	1.1	2.0	-	-	3.3	-	-
Nurse	0.9	1.7	-	-	2.8	-	-
Custom officer	0.7	-	1.7	-	-	3.5	-
Other public official	0.3	0.6	-	1.3	-	-	-
Total	100.0%						

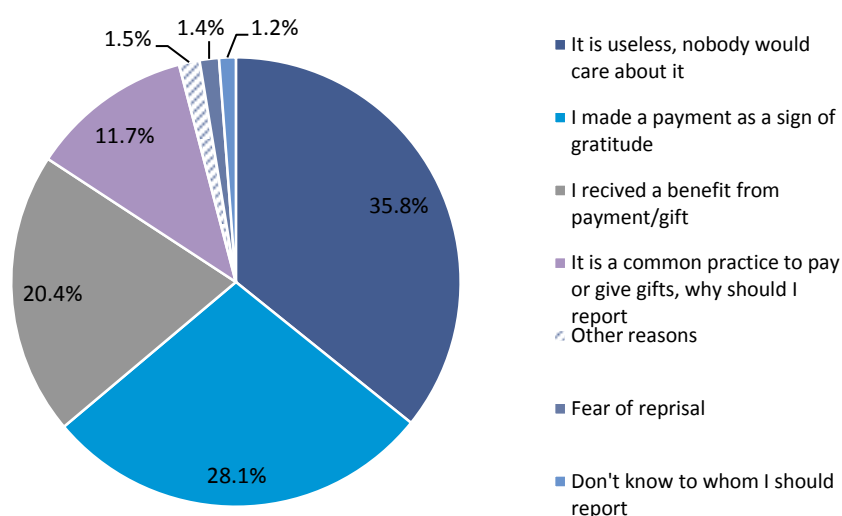
5. Reporting of Bribery

5. Reporting of Bribery

When it comes to reporting on corruption, 99.6% of respondents who have had an experience with corruption declared that they didn't report it.

Respondents stated that most recent reason for the failure is because they believe that reporting on corruption is useless and that nobody will care about it. It is interesting that 28.1% of respondents did not report a case of bribery in form of extra money, gifts or counterfavour because they consider it as a sign of gratitude and their own preference, while 20.3% didn't report a case of corruption because they receive personally benefit from practicing corruption.

Figure 13: Why didn't you report?



In urban settlements, cases of corruptions were not reported most often because the inhabitants of these settlements believe that reporting them would be useless and that nobody would care for it (39.2%), while in other settlements the most common reason for not reporting is the opinion that payment/gift is a sign of gratitude (43.4%).

Table 26: Why didn't you report? (by urban/other and region)

	Total	Urban / Rural		Region				%
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	
It was useless, nobody would care for it	35.8	39.2	30.0	39.4	33.4	44.2	27.3	
Payment/gift was a sign of gratitude	28.1	18.9	43.4	23.6	22.6	26.7	41.3	
I received a benefit from the ayment/gift	20.3	23.7	14.8	28.6	21.2	9.2	19.5	
It was a common practice	11.7	13.0	9.5	3.6	17.6	17.5	8.2	
Other reason	1.5	1.8	1.0	0.7	3.7	0.9	-	
Fear of reprisal	1.4	2.2	-	2.9	-	1.4	1.4	
Don't know to whom to report	1.3	1.2	1.3	1.2	1.5	-	2.2	
Total		100.0%						

The most common case for failure to report a bribe to police is that respondents in 48.9% of case consider that it is useless and that nobody will care about it. When it comes to cadastral officials who received bribes, they were usually not reported to the police because they are also subject of the bribery themselves and benefit from it and they also give a bribe to custom officials. Tax officials were not reported for receiving a bribe due to the fear of reprisals, in 55.4% of cases. Bribes that were given to doctors are often considered as a sign of gratitude; therefore, this case of corruption was not reported in 39.9% of cases, while nurses that receive a bribe were not reported in 36.8% of case, because the donors felt that the bribery was an ordinary practice so consequently there was no need to report it.

Table 27: Why didn't you report? (by type of public official)

	Total	Police officers	Judges/prosecutors	Cadastral officers	Tax/revenues officers	Custom officers	Public utilities officers	Municipal or provincial officers	Doctors	Nurses	Teachers/Professors	Car registration/driving license officers	NGO	Other public official
It is useless, nobody would care	35.8	48.9	60.0	15.8	35.3	-	44.6	56.3	32.2	24.1	29.7	-	-	-
A payment/gift was a sign of gratitude	28.1	10.0	40.0	21.4	9.3	17.3	-	35.5	39.9	19.7	28.0	80.6	-	100.0
I received a benefit from the payment/gift	20.3	26.8	-	57.9	-	68.8	-	-	10.5	19.3	42.3	19.4	100.0	-
It is a common practice to pay, why should I report?	11.7	11.3	-	4.9	-	3.3	-	8.2	14.2	36.9	-	-	-	-
Other reason	1.5	-	-	-	-	10.6	55.4	-	0.7	-	-	-	-	-
Fear of reprisal	1.4	-	-	-	55.4	-	-	-	1.3	-	-	-	-	-
Don't know to whom to report	1.2	3.0	-	-	-	-	-	-	1.2	-	-	-	-	-
Total	100%													

Table 28: Why didn't you report? (by bribe amount)

	Total	Bribe amount				
		<1,001	1,001-5,000	5,001-10,000	10,001-100,000	>100,000
It was a common practice	15.5	12.0	19.2	19.5	10.9	
It was useless, nobody would care for it	41.1	47.1	36.1	26.3	48.1	100.0
Don't know to whom to report	0.6	2.1				
Fear of reprisal	1.0		0.8	4.6		
I received a benefit from the payment/gift	26.1	27.0	32.3	22.5	15.3	
Payment/gift was a sign of gratitude	13.0	11.9	10.7	27.1	10.2	
Other reason	2.8		0.9		15.6	
Total		100.0%				

The most frequent reasons for not reporting on cases of corruption, regardless of administrative procedures, has been stated that reporting on bribery is useless and that nobody will care about it, in addition to that the respondents themselves have benefited from practicing corruption.

Table 29: Why didn't you report? (by type of administrative procedure)

	Total	ID, passport etc.	Administrative license or permit	Medical visit	Health certificate	Exam, marks	Enrolment to a school institution	Administrative fine	Public contract	Tax declaration or exemption	Import/export of goods	Other	Don't remember
It is useless, nobody would care	35.8	52.8	57.7	31.2	100.0	31.5	-	54.4	17.1	52.5	-	23.0	37.5
A payment/gift was a sign of gratitude	28.1	29.1	19.7	37.5	-	35.9	48.1	18.3	-	47.5	-	12.6	52.3
I received a benefit from the payment/gift	20.3	4.7	-	12.4	-	32.6	51.9	17.1	31.8	-	86.5	52.2	10.2
It is a common practice to pay, why should I report?	11.7	13.4	7.2	16.0	-	-	-	4.9	-	-	-	10.5	-
Other reason	1.5	-	-	0.7	-	-	-	-	51.1	-	13.5	-	-
Fear of reprisal	1.4	-	15.4	1.2	-	-	-	-	-	-	-	-	-
Don't know to whom to report	1.2	-	-	1.0	-	-	-	5.3	-	-	-	1.7	-
Total		100%											

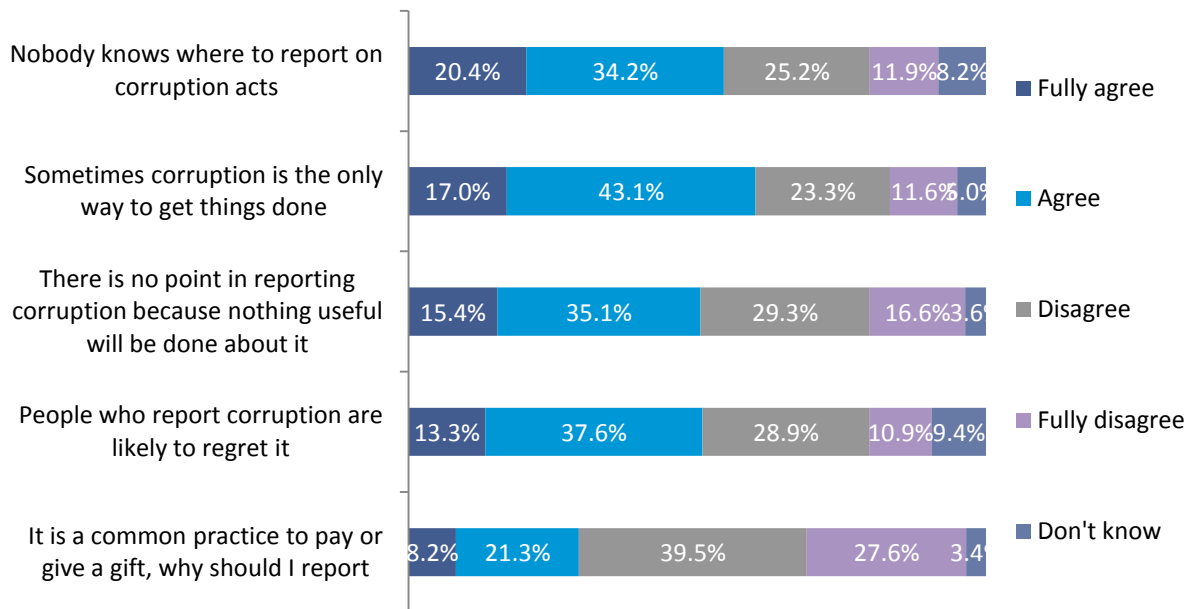
Nearly two thirds of persons who had any contact with corruption spoke about this to their friends (60.9%) or some other person (3.0%), while one third (36.6%) did not talk to anybody.

Table 30: Informal reporting

	%		
	Total	Urban / Other	
		Urban	Other
Friend	60.9	60.9	60.9
Other person	3.0	2.1	4.4
Nobody	36.6	36.9	36.1

Out of the total number of respondents, 60.1% said they agree or fully agree with the statement that corruption practice is sometimes only way to get things done.

Figure 14: To what extent do you agree with the statements below on reporting corruption?



The respondents ranked people or institution from 1 to 3 grades, to whom/which they would report on case of corruption in future. The police are usually listed on first place among bodies to which they would report on case of corruption (24.5%). The respondents, in 23, 6% of cases, would firstly report on corruption to officer’s supervisor who actually asked for bribe and 17.2% of respondents would report corruption to the anti-corruption body. Police is often cited as one of the three bodies where a corruption would be reported (21.6%), while anti-corruption body (20.9%) is cited on the second place.

Figure 15: If in the future you had to report a case where you were requested to pay some extra money or give a gift to a public official, who would you report it to? (percentage of “most important”)

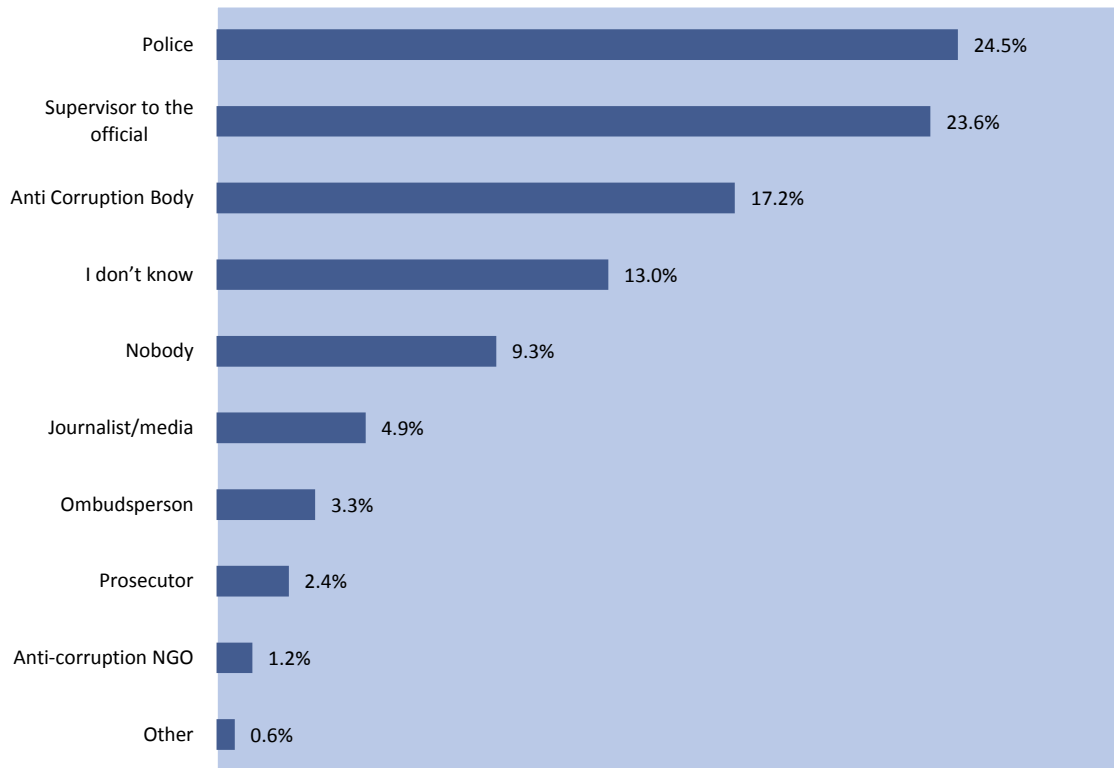
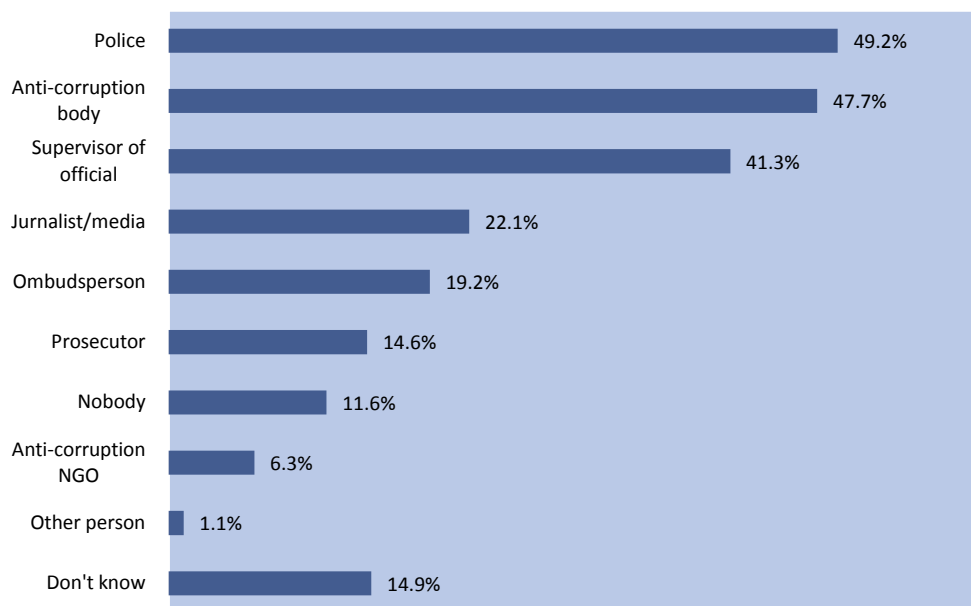


Figure 16: If in the future you had to report a case where you were requested to pay some extra money or give a gift to a public official, who would you report it to? (by number of answers)



6. Other forms of corruption

6. Other forms of corruption

When it was asked whether the respondent or somebody from their households were asked to give their vote in exchange for money, gift or a counterfavour before the last Republican elections, 6.8% of respondents said that they were asked to give their vote, while 5.1% of respondents said that this was requested from members of their households. The similar percentage of respondents stated that this situation happened to them before the last local elections, precisely in 6.8% of cases respondents reported that they were personally asked to give their vote, while 5.4% of respondents said that this happened to their members of household.

Table 31: Before the last elections, did it happen that you or somebody you know have been asked to vote for somebody/some political party in exchange of a favour or some money/goods?

	%		
	Before last national elections		
	Yes	No	Don't know
Him/her self	6.8	92.0	1.2
Household member	5.1	92.2	2.7

	%		
	Before last local elections		
	Yes	No	Don't know
Him/her self	6.8	91.9	1.3
Household member	5.4	91.9	2.7

Money, gift or a counterfavour in exchange for counter-vote on the last Republican election, were offered more frequently to residents of South and East Serbia. In 36.5% of cases, votes were directly asked from respondents and in 39.1% of cases votes were asked from the member of their households, this occurred on the territory of South and East Serbia.

Table 32: Before the last elections, did it happen that you or somebody you know has been asked to vote for somebody/some political party in exchange of a favour or some money/goods? (by region)

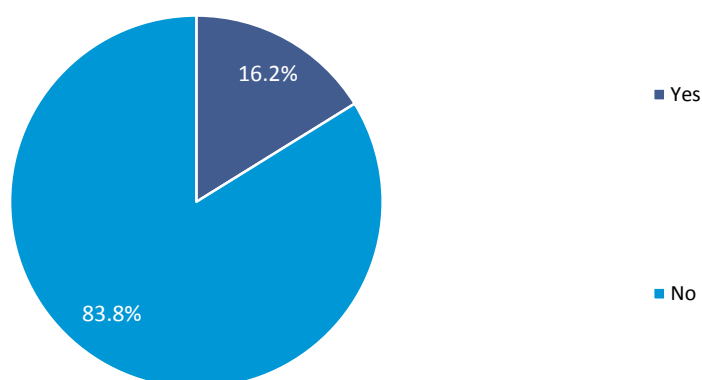
	%				
	Before last national elections				
	Total	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Him/her self	6.8	14.2	23.7	25.6	36.5
Household member	5.1	10.4	24.4	26.1	39.1
					100%

	Before last local elections					Total	%
	Total	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia		
Him/her self	6.8	12.5	23.0	23.0	41.5	100%	
Household member	5.4	15.1	20.4	21.3	43.2		

According to the type of settlements where respondent live, the vote was claimed from, (whether from them personally or from the members of their household), there is no difference between the levels of this phenomenon that occur in city and other areas. Moreover this difference is not big in regards to the gender of respondents (in 54% of cases a vote is demanded among men and in 46% of cases among women). Also, money, gift or counter favour in exchange for counter-vote were offered mostly to individuals aged 30-34 years, in 21.2% of cases. When it comes to the educational structure, in most of the cases (38, 3%) bribes were demanded from people who possess high school education level, which lasts 4 years. It is interesting that the vote was requested from the unemployed people in most of cases (33.2% of cases) while from the employees, it was demanded in 31.9% of cases, as well as from people who have very low and low incomes (31, 6% and 26.5%, respectively).

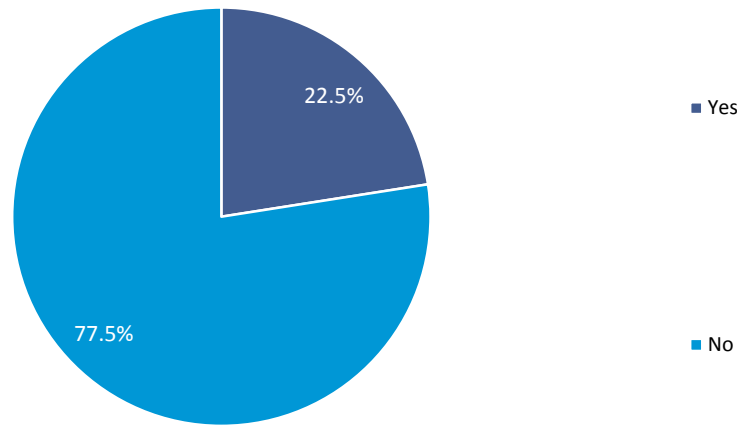
Out of the total number of respondents 16.2% stated that they or members of their family applied for a job in public sector, during the last 3 years. Among the people who applied for a job in the public sectors/ enterprises, around 29.5% lives in the Vojvodina, and 28.3% on the territory of Sumadija and Western Serbia, 23.8% on the territory of Belgrade, and 18, 4% of them live in Vojvodina.

Figure 17: Have you, or another member of your current household, applied for a job in the public sector at least once during the last 3 years?



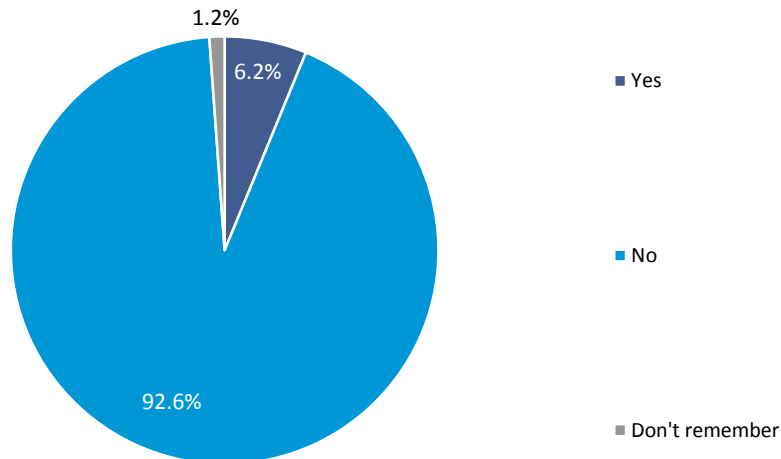
Out of the total number of those who applied for a job in the last three years, 22.5% got the job. Thereby, out of the total number of those who found jobs in state / public sectors, 34.9% live on the territory of Sumadija and Western Serbia, 23.4% in Vojvodina, 21.9% on the territory of Belgrade and 19, 8% in South and East Serbia.

Figure 18: On occasion of the last application, have you, or your household member, got the job?



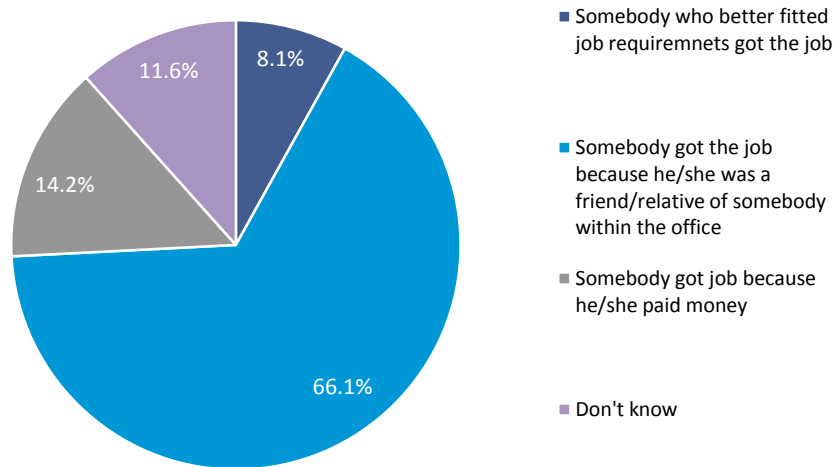
Out of the total number of applicants who got a job in public / state sector, 92.6% of them stated that they haven't been asked to give money, gift or counter favour in order to get a job, while 6.2% of them said that they had to give a bribe. Half of them, who said that they had to give some form of bribe, live on the territory of Belgrade (49.9%), 35.3% in Vojvodina, the remaining 14.8% live in Sumadija and Western Serbia. In the South and East Serbia nobody stated that had to give bribes in order to facilitate the recruitment.

Figure 19: Did you, or a household member, have to make an extra payment or to provide a gift/favour to someone in order to facilitate the recruitment?



In most cases, persons who have applied for a job but did not get it, believe that they did not get it because someone who has relatives or friends within the institution (66.1%) got it, while the lowest percentage of them believe that the job got somebody who better fitted job requirements (8.1%).

Figure 20: Why do you think you, or your household member, did not get the job?



7. Profile of bribe givers

7. Profile of bribe givers

Out of the total population, 8.7% of men said that they had to give extra money, gift or services or to do counter favour in order to speed up certain administrative procedures during the last 12 months, while women were found to be in the same situation in 7.5% of cases. According to age, the most prone to bribery are persons younger than 39 years. Persons between ages of 35 to 39 years had to pay bribes in 13.8% of cases.

Table 33: Did it happen that you had to give a gift, a counterfavour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by sex and age groups)

	Total	Sex		Age group								
		Male	Female	18-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64
Yes	8.1	8.7	7.5	8.8	12.2	11.3	13.8	6.9	7.0	5.3	4.3	3.4
No	90.7	90.1	91.3	90.3	86.2	88.3	83.4	91.8	92.2	94.3	93.8	95.7
Don't remember	0.8	0.8	0.8	0.9	0.9	-	2.4	0.5	-	-	1.3	0.8
No answer	0.4	0.4	0.4	-	0.7	0.4	0.4	0.8	0.8	0.4	0.6	0.1
Total	100%											

Table 34: Did it happen that you had to give a gift, a counterfavour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by marital status)

	Total	Marital Status				
		Single	Married	Divorced	Widow	No answer
Yes	8.1	10.3	7.6	10.0	3.0	15.6
No	90.7	89.2	91.2	87.0	95.6	78.4
Don't remember	0.8	0.2	0.9	1.5	1.3	-
No answer	0.4	0.3	0.4	1.6	0.2	6.0
Total	100.0%					

If the experience with bribery is considered by the educational structure, it can be seen that the bribes are usually given to people with the highest level of education – Masters Degree and PhDs (20.7%), while those with no education had such experiences (2.5%) at least.

According to the status, most bribes are given by employers (19.9%) and the least by unemployed and economically inactive persons (students, housewives, pensioners).

Table 35: Did it happen that you had to give a gift, a counter-favour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by education and activity status)

	Total	Education							Activity status								
		No education	Primary education	Lower secondary education	Upper secondary education	Post-secondary education	Tertiary education	Master/doctorial	Employer	Employee	Own-account worker	Contributing family worker	Unemployed	Student	Housekeeper	Retired	Other
Yes	8.1	2.5	4.9	5.5	8.6	14.8	12.0	20.7	19.9	8.1	14.1	14.6	7.8	12.5	3.4	3.4	2.8
No	90.7	96.2	92.9	93.6	90.5	83.8	86.5	79.3	72.2	91.1	84.6	85.4	91.0	87.5	93.6	95.4	97.2
Don't remember	0.8	-	1.8	0.7	0.4	0.4	0.9	-	4.0	0.6	1.3	-	0.4	-	3.0	0.6	-
No answer	0.4	1.3	0.4	0.2	0.5	1.0	0.6	-	3.9	0.2	-	-	0.8	-	-	0.6	-
Total	100%																

The results of the survey show that executives and managers most often gave a bribe (19.8%), while the lowest percentage of bribe giving (7.5%) was recorded to the officers, during the last 12 months. Persons living in households with very high incomes had experience with bribery in 12.5% of cases, as opposed to persons that come from households with very low incomes, only 6.4% had the same experience.

Table 36: Did it happen that you had to give a gift, a counter-favour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by occupation and level of household income)

	Total	Occupation							Income					No answer
		Manager	Professionals	Technicians	Clerks	Skilled worker	Semi-skilled worker	Elementary occupation	Very low income	Low income	Middle income	High income	Very high income	
Yes	8.1	19.8	11.0	8.2	7.5	8.4	16.1	10.2	6.4	6.6	9.8	8.8	12.5	3.3
No	90.7	71.8	87.5	90.7	92.5	90.9	83.9	89.1	91.9	92.2	89.6	90.4	85.5	94.1
Don't remember	0.8	5.0	1.2	0.7	-	0.7	-	0.7	1.3	0.5	0.3	0.4	1.5	2.6
No answer	0.4	3.4	0.3	0.4	-	-	-	-	0.4	0.7	0.3	0.4	0.6	-
Total	100%													

Table 37: Did it happen that you had to give a gift, a counter-favour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by sector of occupation)

	Total	Sector of occupation		
		Private	Public	NGO
Yes	10.0%	11.3%	7.3%	14.2%
No	88.9%	87.3%	92.1%	85.8%
Don't remember	0.8%	1.1%	0.3%	
No answer	0.3%	0.3%	0.2%	
Total	100.0%			

Table 38: Did it happen that you had to give a gift, a counter-favour or some extra-money to any of officials you had contact with, in past 12 months, including through an intermediary? (by household size)

	Total	Household member											
		1	2	3	4	5	6	7	8	9	10	11	12
Yes	8.1	7.9	6.1	9.6	8.8	8.9	8.2	4.2	4.0	10.1	-	-	-
No	90.7	91.0	92.4	88.1	90.8	89.5	91.4	94.0	93.6	89.9	100.0	100.0	100.0
Don't remember	0.8	0.6	0.7	1.4	0.1	1.1	0.4	1.8	2.4	-	-	-	-
No answer	0.4	0.5	0.8	0.9	0.3	0.5	-	-	-	-	-	-	-
Total	100.0%												

The bribe amount of 1,000 dinars is usually given by persons aged 25-29 years old, while over 100,000 dinars is given by persons aged of 35-39 years old.

Table 39: Amount of bribe (by sex and age groups)

	Total	Sex		Age groups								
		Male	Female	15-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64
<1,001	29.1	32.7	24.2	26.5	58.0	48.3	14.5	47.1	10.5	-	31.2	-
1,001-5,000	35.9	33.8	47.6	54.2	34.6	5.3	31.6	29.8	53.7	70.9	49.5	42.4
5,001-10,000	13.6	13.0	14.4	19.3	-	10.8	15.8	23.1	-	29.1	-	30.6
10,001-100,000	15.8	17.1	13.8	-	7.4	35.6	28.1	-	35.8	-	19.3	27.0
>100,000	2.0	3.2	-	-	-	-	10.0	-	-	-	-	-
Total	100%											

Persons with very low incomes gave 5,000 to 10,000 dinars in one third of cases. However, bribes that amounted to more than 100,000 dinars were given only by persons that come from households with very high incomes. It is interesting that people with higher education more often give a bribe less than 1,000 dinars than persons of other levels of education, but also pay bribes in the amount of 10,000 to 100,000 dinars.

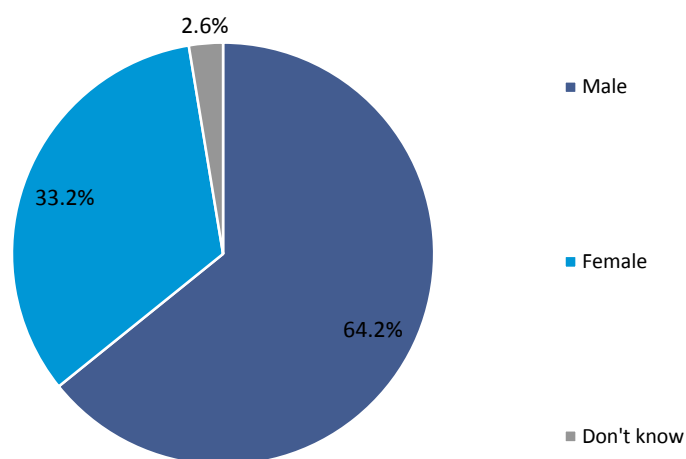
Table 40: Amount of bribe (by education and level of household income)

%

	Total	Education							Income					
		No education	Primary education	Lower secondary education	Upper secondary education	Post-secondary education	Tertiary education	Master/doctorial	Very low income	Low income	Middle income	High income	Very high income	No answer
<1,001	29.1	-	24.3	14.0	32.5	29.9	40.8	-	19.6	23.4	27.5	44.2	26.5	61.5
1,001-5000	35.9	61.4	37.3	36.4	44.9	60.2	6.0	100.0	32.6	47.3	44.4	37.0	37.8	-
5,001-10,000	13.6	38.6	33.3	31.6	8.8	9.9	-	-	38.5	11.7	11.4	2.3	1.4	38.5
10,001-100,000	15.8	-	5.1	18.0	13.8	-	41.8	-	9.3	17.6	16.7	16.5	20.6	-
>100,000	2.0	-	-	-	-	-	11.4	-	-	-	-	-	13.7	-
Total		100%												

The officials who received bribes were male in 64.2% of cases while they were female in 33.2% of the cases.

Figure 21: Last time that you had to make extra payment, gift counterfavour what was the sex of official who received it?



Men most recently bribed male officials, in 74.7% of cases and female officials, in 24.3% of cases. On the other hand, this ratio is quite balanced in case of women. In fact, women gave most recently bribed men, in 52.3% of cases and women in 43.0% of cases, while in 4.7% of cases they didn't know the sex of officers to whom they gave a bribe.

Table 41: Sex of bribed official (by sex of respondent)

		%	
		Sex	
		Male	Female
Sex of bribed official	Male	74.7	52.3
	Female	24.6	43.0
	Don't know	0.7	4.7
Total		100%	

Table 42: Administrative procedures, proposes, reasons for bribery, modalities and timing of bribery (by sex and age groups)

%												
	Total	Sex		Age groups								
		Male	Female	18-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64
Administrative procedure												
Medical visit	49.7	36.7	64.3	41.1	36.0	50.3	43.1	63.0	65.9	63.0	44.9	82.1
Other	17.6	20.4	14.7	25.3	36.3	15.2	12.4	8.5	12.5	3.8	18.7	1.5
ID, passport etc.	8.6	9.9	7.2	19.2	8.2	4.5	7.8	4.3	-	12.7	12.2	6.0
Administrative fine	8.4	12.4	3.8	5.2	11.1	15.8	6.9	-	6.9	11.8	5.9	6.0
Administrative license or permit	5.0	7.8	1.8	-	8.4	4.5	8.5	4.2	-	-	16.8	-
Health certificate	2.5	1.7	3.3	5.2	-	5.0	4.7	-	-	-	1.5	-
Exam, marks	1.9	2.4	1.3	4.0	-	-	3.5	-	-	8.7	-	-
Public contract	1.9	2.4	1.3	-	-	-	8.9	-	3.4	-	-	-
Don't remember	1.6	2.2	1.0	-	-	-	2.7	1.5	9.2	-	-	4.4
Import/export of goods	1.4	2.6	-	-	-	1.7	-	11.0	2.1	-	-	-
Enrolment to a school institution	0.9	0.9	0.9	-	-	3.0	-	5.0	-	-	-	-
Tax declaration or exemption	0.5	0.6	0.4	-	-	-	1.5	2.5	-	-	-	-
Purpose												
Speed up procedure	33.8	33.6	34.1	27.3	40.6	30.1	32.9	41.9	40.6	30.4	27.8	31.9
Make finalization of procedure	18.2	17.8	18.7	27.5	12.7	17.4	28.1	4.6	21.0	7.8	16.7	10.7
Receive better treatment	18.1	13.7	23.1	19.4	9.2	22.4	11.2	18.0	11.0	44.1	20.0	28.1
Avoid payment of fine	15.1	18.1	11.6	11.9	21.7	18.4	18.6	12.7	6.9	7.7	17.1	6.0
No specific purpose	7.7	7.1	8.5	8.8	-	5.0	4.9	14.0	9.3	10.0	16.7	23.3
Reduce cost of procedure	3.4	6.3	-	-	10.7	4.7	1.8	-	5.0	-	1.7	-
Receiving information on the process	2.5	2.6	2.3	-	5.1	-	2.5	7.3	6.2	-	-	-
Don't remember	1.2	0.8	1.7	5.1	-	2.0	-	1.5	-	-	-	-
Reasons												
Personal/family reasons	86.0	78.5	94.5	92.3	75.7	93.0	78.6	82.1	92.9	100.0	71.2	100.0
Work/business reasons	9.5	15.1	3.2	2.4	14.5	5.0	17.1	16.3	2.0	-	22.1	-
Both	4.5	6.4	2.3	5.3	9.8	2.0	4.3	1.6	5.1	-	6.7	-



	Total	Sex		Age groups								
		Male	Female	18-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	60-64
Modality of bribe												
Explicit request	13.5	13.3	13.7	24.6	3.5	13.1	22.2	11.3	9.6	-	22.3	-
Made you understand	19.7	27.5	10.8	4.6	34.1	4.5	25.6	20.4	33.8	24.2	7.9	26.7
A third person request	8.4	7.2	9.7	20.5	-	12.7	17.4	-	-	-	4.6	-
Nobody asked, I did it	56.1	48.2	65.0	50.3	62.4	67.7	34.8	65.3	52.3	60.1	65.2	67.0
Don't remember	2.4	3.8	0.9	-	-	2.0	-	3.0	4.3	15.7	-	6.3
Timing of bribe												
Before the service	42.6	49.9	34.3	18.1	58.4	37.2	46.0	38.2	58.1	70.7	22.3	28.0
After the service	28.7	22.6	35.6	19.6	22.5	45.7	29.1	37.8	18.1	16.4	36.1	37.8
At the same time	18.0	15.5	20.7	35.7	9.8	11.0	16.8	17.8	11.8	12.9	32.1	17.5
Partly before/partly after	6.5	7.5	5.4	22.7	-	4.1	3.4	6.1	4.9	-	7.6	10.7
Don't remember	4.3	4.5	4.0	3.9	9.2	2.0	4.7	-	7.2	-	2.0	5.9
Total	100.0%											

Table 43: Administrative procedures, purposes, reasons for bribery, modalities and timing of bribery (by education and level of household income)

%

	Total	Education							Income					
		No education	Elementary school	Lower secondary education	Upper secondary education	Post-secondary education	Tertiary education	Master/doctorial	Very low income	Low income	Middle income	High income	Very high income	No answer
Administrative procedure														
Medical visit	49.7	72.3	70.6	71.3	47.3	30.5	37.3	63.0	71.9	62.1	39.0	31.5	47.5	61.5
Other	17.6	-	11.1	14.5	17.2	30.5	17.4	-	9.9	12.8	29.0	24.8	2.9	-
ID, passport etc.	8.6	-	5.2	-	10.7	16.7	8.2	-	1.2	3.9	8.6	21.2	5.9	38.5
Administrative fine	8.4	-	5.4	4.7	5.7	12.5	14.2	37.0	1.7	6.9	8.1	9.7	19.6	-
Administrative license or permit	5.0	-	-	-	5.8	4.3	11.9	-	3.5	3.5	3.3	7.5	10.0	-
Health certificate	2.5	27.7	8.6	-	1.9	-	4.6	-	0.6	4.2	2.6	-	6.0	-
Exam, marks	1.9	-	-	-	3.1	4.2	-	-	3.6	-	4.1	-	-	-
Public contract	1.9	-	-	-	4.5	-	-	-	1.7	-	-	5.3	4.5	-
Don't remember	1.6	-	-	5.2	-	1.3	3.6	-	0.9	4.4	2.1	-	-	-
Import/export of goods	1.4	-	-	4.3	1.7	-	-	-	2.7	1.0	2.4	-	-	-
Enrolment to a school	0.9	-	-	-	1.0	-	2.8	-	2.3	-	-	-	3.6	-
Tax declaration or exemption	0.5	-	-	-	1.1	-	-	-	-	1.2	0.8	-	-	-
Purpose														



	Total	Education							Income					
		No education	Elementary school	Lower secondary education	Upper secondary education	Post-secondary education	Tertiary education	Master/doctorial	Very low income	Low income	Middle income	High income	Very high income	No answer
Speed up procedure	33.8	72.3	31.0	21.9	34.9	39.1	40.4	21.0	41.3	25.8	38.7	27.3	26.5	100.0
Make finalization of procedure	18.2	-	20.6	16.8	19.5	17.9	14.0	37.0	5.3	26.4	18.4	26.1	14.9	-
Receive better treatment	18.1	-	27.0	30.3	16.2	12.2	9.1	42.0	26.8	19.5	13.0	11.5	26.3	-
Avoid payment of fine	15.1	-	5.4	15.5	15.4	15.1	21.1	-	5.5	15.3	19.1	21.8	11.5	-
No specific purpose	7.7	-	8.5	14.1	6.5	0.9	10.9	-	12.6	6.4	4.0	8.2	11.2	-
Reduce cost of procedure	3.4	27.7	7.5	1.4	3.2	6.6	-	-	6.2	2.4	4.4	-	3.5	-
Receiving information on the process	2.5	-	-	-	2.4	6.0	3.7	-	2.3	4.2	1.9	3.4	-	-
Don't remember	1.2	-	-	-	1.9	2.2	0.8	-	-	-	0.5	1.7	6.1	-
Reasons														
Personal/family reasons	86.0	100	94.6	90.4	81	81.3	91.4	100.0	93.2	85.6	82.1	88.9	79.4	100.0
Work/business reasons	9.5	-	5.4	9.6	12.5	6.9	7.9	-	6.8	12.0	7.9	9.4	14.6	-
Both	4.5	-	-	-	6.5	11.8	0.7	-	-	2.4	10	1.7	6.0	-
Modality of bribe														
Explicit request	13.5		22.5	0.6	21.9	5.5	8.1		6.8	13.5	21.4	9.5	12.3	
Made you understand	19.7		23.8	7.4	18.6	30.5	19.7	58.0	18.5	24.3	14.6	18.8	29.1	
A third person request	8.4			12.7	4.0	19.6	11.5		1.6	10.6	8.6	9.4	13.8	
Nobody asked, I did it	56.1	100.0	41.1	78.1	54.5	42.2	58.9	42.0	66.0	51.3	55.0	59.8	41.7	100.0
Don't remember	2.4		12.6	1.1	1.0	2.2	1.9		7.1	0.3	0.4	2.7	3.1	
Reasons														
Before the service	42.6	55.6	38.0	40.8	41.3	35.7	54.0	58.0	45.0	52.8	39.9	24.4	59.6	
After the service	28.7		36.0	19.2	33.1	14.4	34.1	42.0	22.0	22.9	31.0	37.6	28.1	38.5
At the same time	18.0		14.3	13.7	19.2	39.0	5.6		14.4	8.9	21.6	28.9	8.8	61.5
Partly before/partly after	6.5	44.4	1.6	19.0	5.0		6.3		16.6	3.0	5.5	4.3	3.5	
Don't remember	4.3		10.0	7.3	1.4	10.9			1.9	12.4	2.0	4.8		
Total	100%													

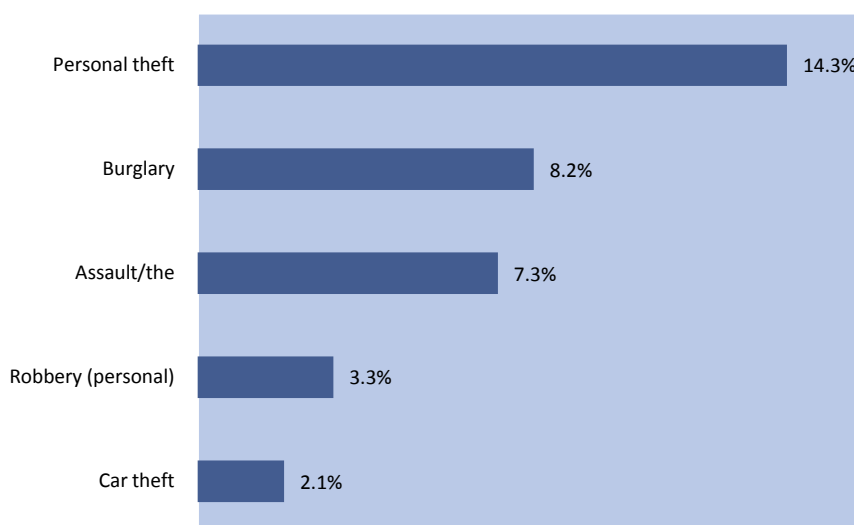
8. Corruption and other forms of crime

8. Corruption and other forms of crime

The results for all types of crime, that were the subject of the survey, indicate that citizens of Serbia were most exposed to the theft of personal property (14.3%) and least to car theft (2.1%), in the last five years.

It is interesting that every twelfth respondents was a victim of bribery and this type of crime is in third place according to the frequency of the various types of crime (8.1%). It should be noted that the corruption exposure is measured for the previous 12 months.

Figure 22: Over the past 5 years (since July 2005), have you been the victim of some of those types of crimes? (the cases of car theft concern only persons who said that they have had a car in past 5 years)



All types of crime are more likely to happen to the inhabitants of urban settlements than to the inhabitants of other settlements, so that 16.9% of the inhabitants of urban settlements were exposed to theft of personal property, while 10.4% of the inhabitants of other settlements were exposed to it . When it comes to burglary, 9.2% of the inhabitants of urban settlements have been exposed to this type of crime, while only 6.6% of the inhabitants of other settlements had the same experience.

Personal theft is the most prevalent in Vojvodina, where almost every fourth person (22.9%) was exposed to this type of crime, while the same phenomenon occurs quite rarely in Sumadija and Western Serbia, where 7.8% of individuals were exposed to this type of crime. It is interesting that car thief in Belgrade is much higher than in other parts of Serbia, so that 7.3% of the inhabitants, who has a car in the past 5 years, have been the victim of car theft (4.3% of whole population of Belgrade). The burglaries have occurred mostly in Vojvodina (12.3%), while robbery is the most common in Belgrade (4.9%).

Table 44: Over the past 5 years (since July 2005), have you been the victim of some of those types of crimes? (by urban/rural and region)

	Total	Urban/other		Region			
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia
Personal theft	14.3	16.9	10.4	15.7	22.9	7.8	10.5
Burglary	8.2	8.4	7.7	8.4	12.3	5.3	4.9
Assault/threats (personal)	7.3	8.6	5.4	9.0	9.2	5.8	6.4
Robbery (personal)	3.3	3.9	1.9	4.9	4.1	1.9	0.4
Car theft*	2.1	2.5	1.4	4.3	1.7	2.0	0.3

On contrary to the bribery, other forms of crimes were more reported. Thus, car thefts is reported in 87.7% of cases, robbery in 64.4% and burglary in 63.2% of cases - the personal threats and other kinds of violence's were reported in 40.6% of cases.

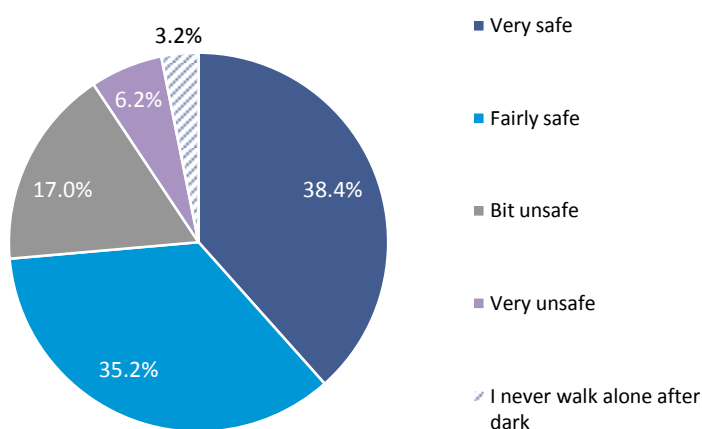
Table 45: Reporting on other forms of crime

	%
Car theft	87.7
Robbery (personal)	64.4
Burglary	63.2
Personal theft	50.4
Assault/threats (personal)	40.6

Feeling of security

More than 70% of citizens of Serbia stated that they feel safe while walking alone at night (38.4% feel very safe, while 35.2% feel fairly safe). On the other hand, 23.2% of them feel unsafe in the same situation (17.0% a bit unsafe and 6.2% very unsafe).

Figure 23: How safe do you feel walking alone in your area after dark?





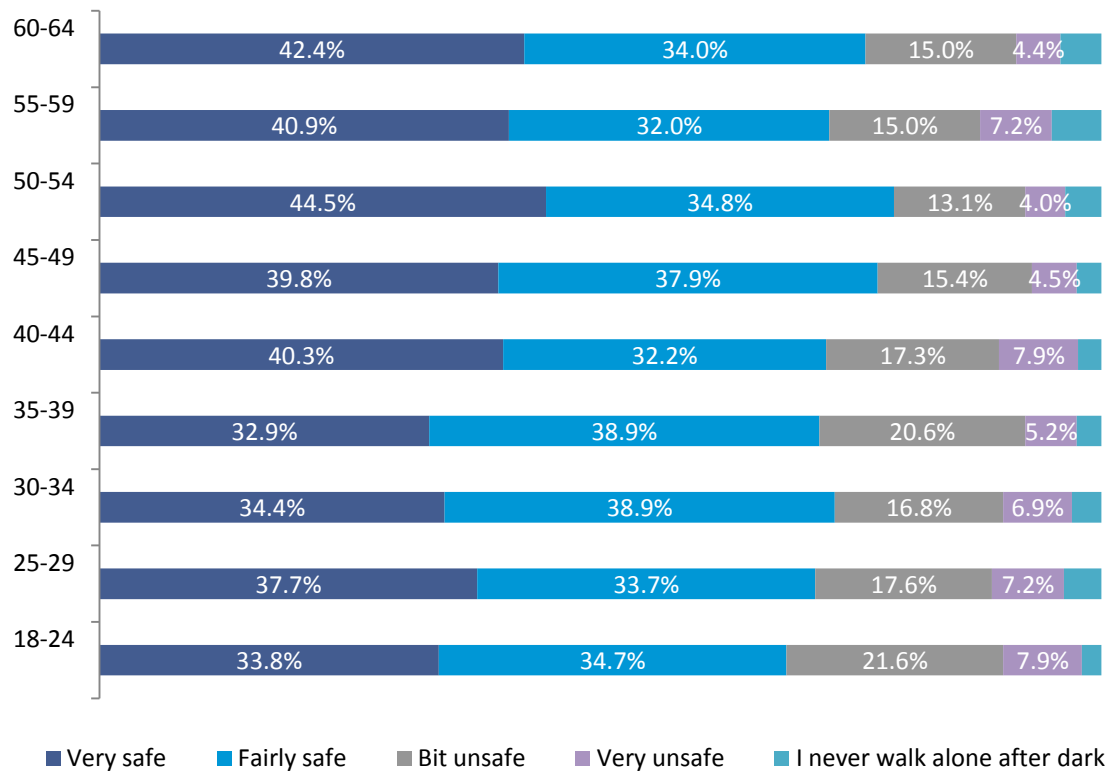
Residents who live outside urban areas feel safest while walking alone at night around their area, as well as respondents in Sumadija and Western Serbia. Also men feel safer than women, i.e. 86.9% of men said that they feel safe or quite safe while the percentage for women was 60.6%. The residents of Belgrade feel safe at least, almost every fourth resident of Belgrade (27.7%) feel unsafe or quite unsafe when walking alone around his/her area

Table 46: How safe do you feel walking alone in your area after dark? (by urban/other, region and sex)

	Total	Urban/other		Region				Sex	
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	Male	Female
Very safe	38.4	31.6	48.9	27.7	32.7	49.6	42.5	51.3	25.8
Fairly safe	35.2	37.2	32.1	43.2	38.0	27.6	32.9	35.6	34.8
Bit unsafe	17.0	19.9	12.7	19.7	18.0	14.3	16.5	9.9	24.0
Very unsafe	6.2	7.9	3.5	7.3	7.2	5.0	5.3	2.6	9.7
I never walk alone after dark	3.2	3.4	2.8	2.1	4.1	3.5	2.8	0.6	5.7
Total	100%								

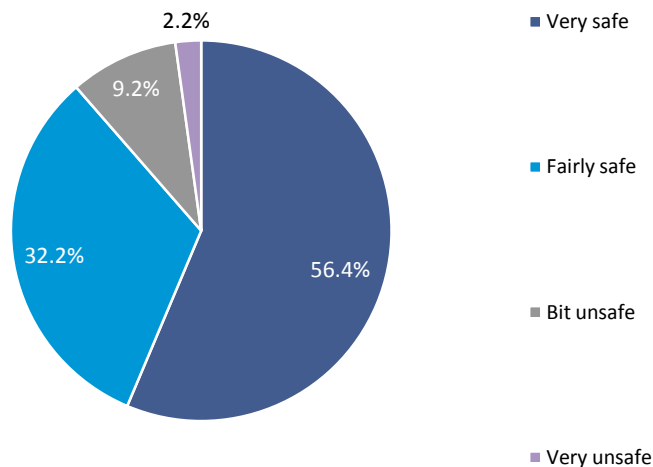
When it comes to the feeling of being safe observed by age group, whether somebody feel safe or unsafe is not in a direct correlation with age group. However, there is some difference among people under 40, and over 40 years – older population feel safer than younger.

Figure 24: How safe do you feel walking alone in your area after dark? (by age groups)



In total 88.6% of respondents feel very or fairly safe at home.

Figure 25: How safe you feel when you are at home alone after dark?



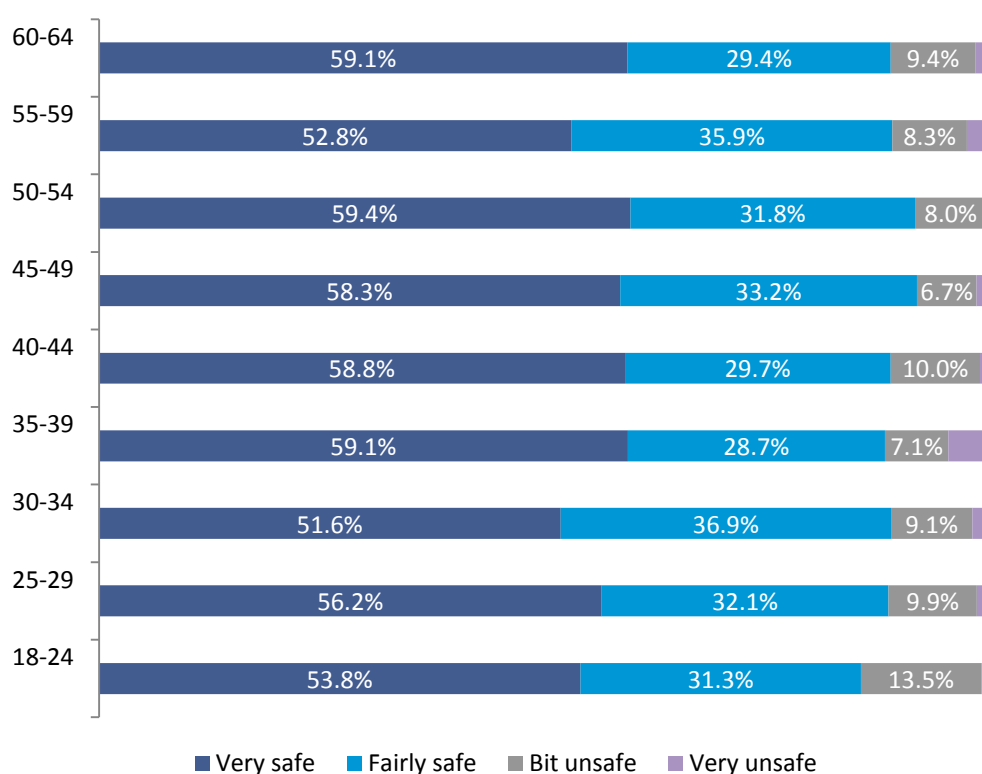
Over 95% of men and about 82% of women feel very or quite safe when alone at home after dark. In Vojvodina, 13, 8% of the population feels a bit or very unsafe, 12.1% in Sumadija and Western Serbia, 10.5% in Belgrade and 8.5% in South and East Serbia.

Table 47: How safe you feel when you are at home alone after dark? (by urban/other, region and sex)

	Total	Urban/other		Region				Sex	
		Urban	Other	Belgrade	Vojvodina	Sumadija and Western Serbia	Southern and Eastern Serbia	Male	Female
Very safe	56.4	52.4	62.4	50.9	49.5	63.0	62.2	68.7	44.3
Fairly safe	32.2	35.3	27.5	38.6	36.7	24.9	29.3	26.8	37.6
Bit unsafe	9.2	9.9	8.1	8.4	11.0	9.4	7.6	4.0	14.4
Very unsafe	2.2	2.4	2.0	2.1	2.8	2.7	0.9	0.5	3.7
Total	100%								

More than half of the respondents among mentioned age groups feel very safe, with no direct connection between these feelings and age. The lowest participation in providing the answer is related to people aged 30-34 years (51.6%), and the highest participation refers to aged between 50 and 54 years (59.4%). The greatest percentage of individuals who responded that feel quite unsafe refer to people aged 35-39 years (5.1%).

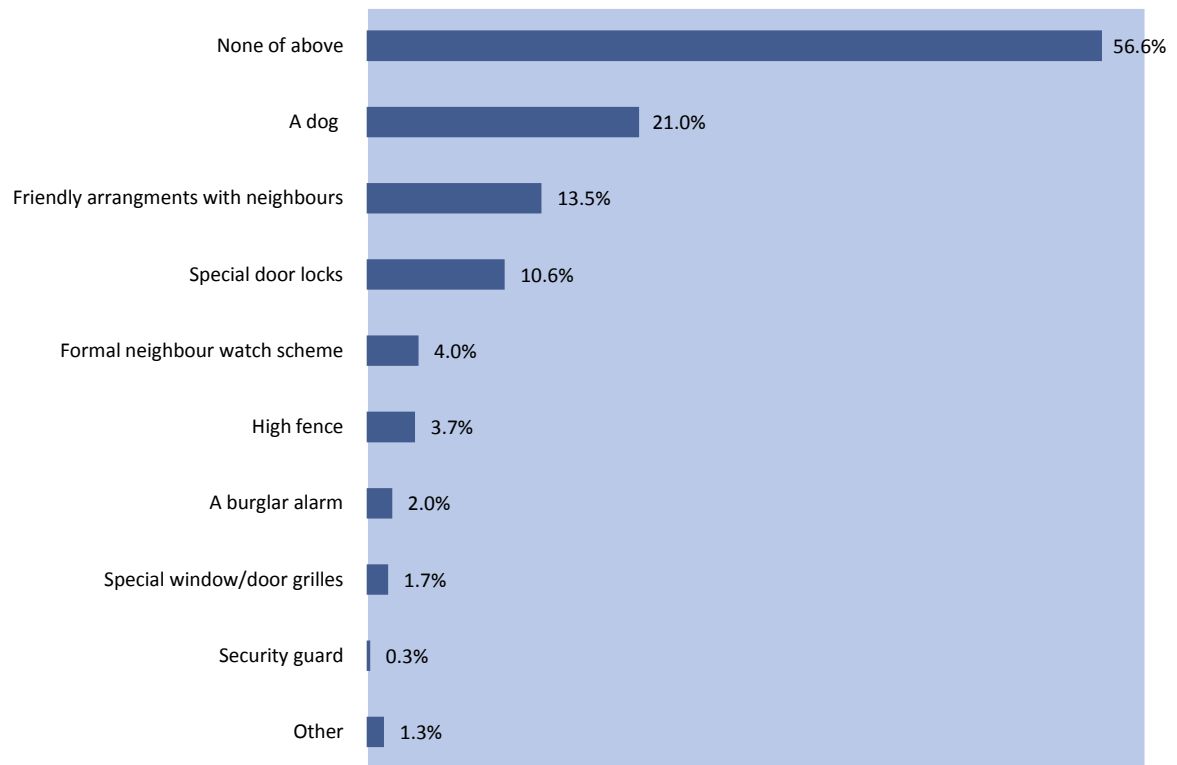
Figure 26: How safe you feel when you are at home alone after dark? (by age groups)



More than half of the population, i.e. 56.6% do not have any kind of house or apartment protection system, while every fifth respondent has guard dog, considered as the highest level of protection. A burglar alarm at house protects every 50th respondents, or 2% of respondents.



Figure 27: Is your house protected by following?



9. Perceptions and attitudes towards corruption

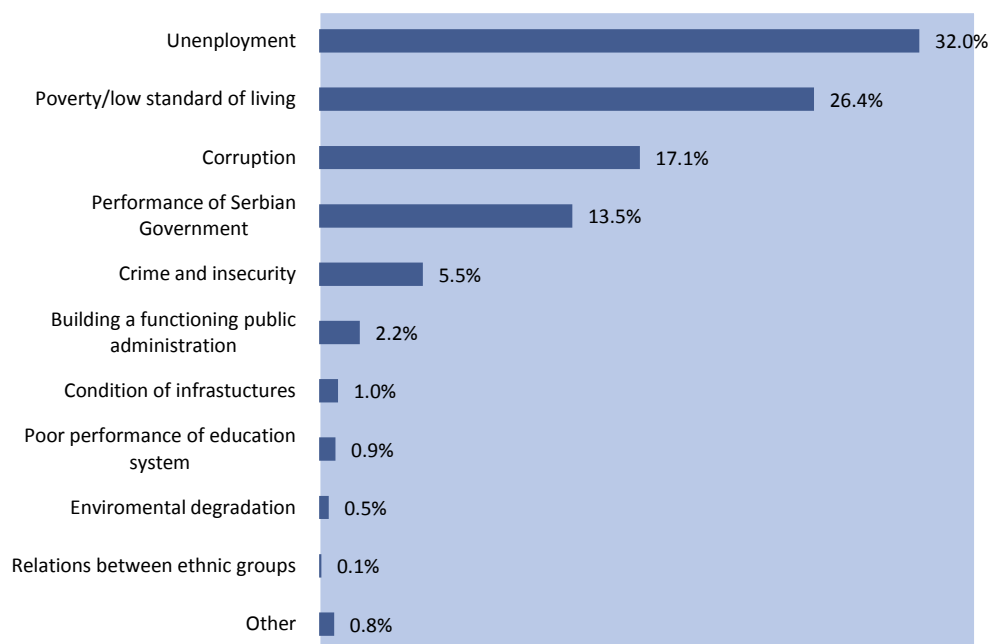
9. Perceptions and attitudes towards corruption¹⁶

The analysis of the perceptions of respondents about the most common problems that Serbia is facing today showed that people consider that the most significant problem in Serbia is unemployment, in 32% of cases, then poverty and low living standards (26.4%), while 17.1% of them believe that it is corruption.

The most stated responds, towards one of the three most significant problems that Serbia encounters nowadays, is unemployment, cited by 76% of respondents. After this problem comes poverty which is indicated by the 69.3% of respondents. The third place, per frequency of stated responses, takes corruption to 57.1%.

Among the respondents who believe that corruption is the biggest problem in Serbia, 8.2% of them had experience with corruption. At the same time, 19% of persons who believe that the biggest problem in the country is inefficient public administration were themselves providers of bribes. Persons who believe that the biggest problem in the country is unemployment were providers of bribes in 5.8% of cases, while persons who believe that poverty is the biggest problem were the bribes providers in 8.3% of cases.

Figure 28: In your opinion, what are the most important problems that Serbia is facing today? (percentage of “most important”)



¹⁶ Additional tables are given in Annex 1



Figure 29: In your opinion, what are the most important problems that Serbia is facing today? (percentage of “most important”, by bribe paid)

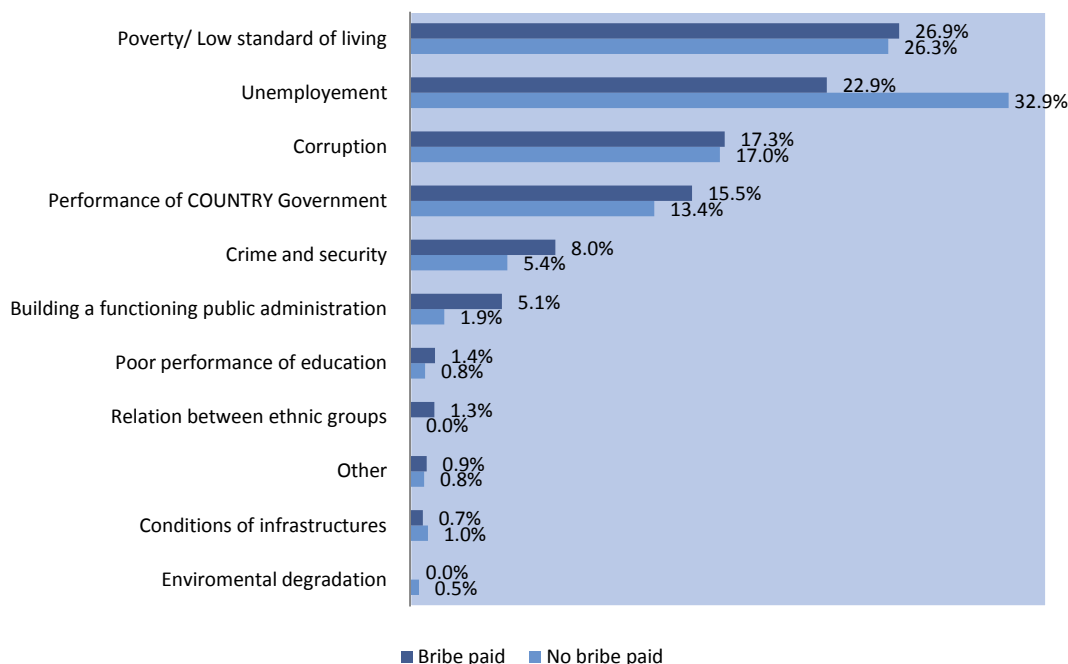
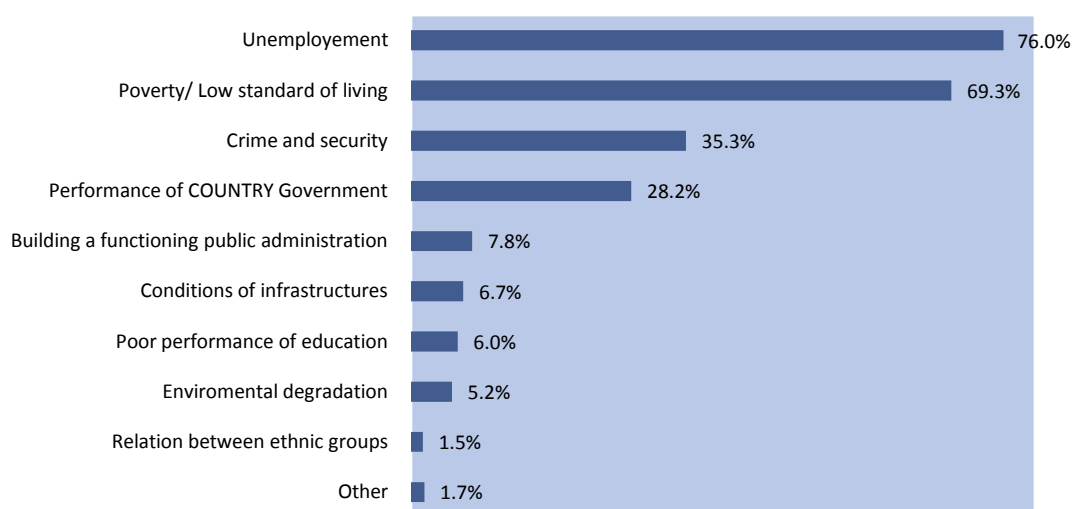


Figure 30: In your opinion, what are the most important problems that Serbia is facing today? (percentage of “most important”, by bribe paid)



The opinion that corruption is very often and often present and dominates in public/state owned companies (54.6%), in the administration of justice (53.8%) as well as when ordinary people have contacts with public officials in order to process administrative procedures (48.6%) while among the management authorities and decisions taken by Country Government and Municipal Government dominate the opinion that corruption is from time to time present (33.2% and 31.3% respectively).

Figure 31: In your opinion how frequently corrupt behaviours or practices take place in the following areas in Serbia?

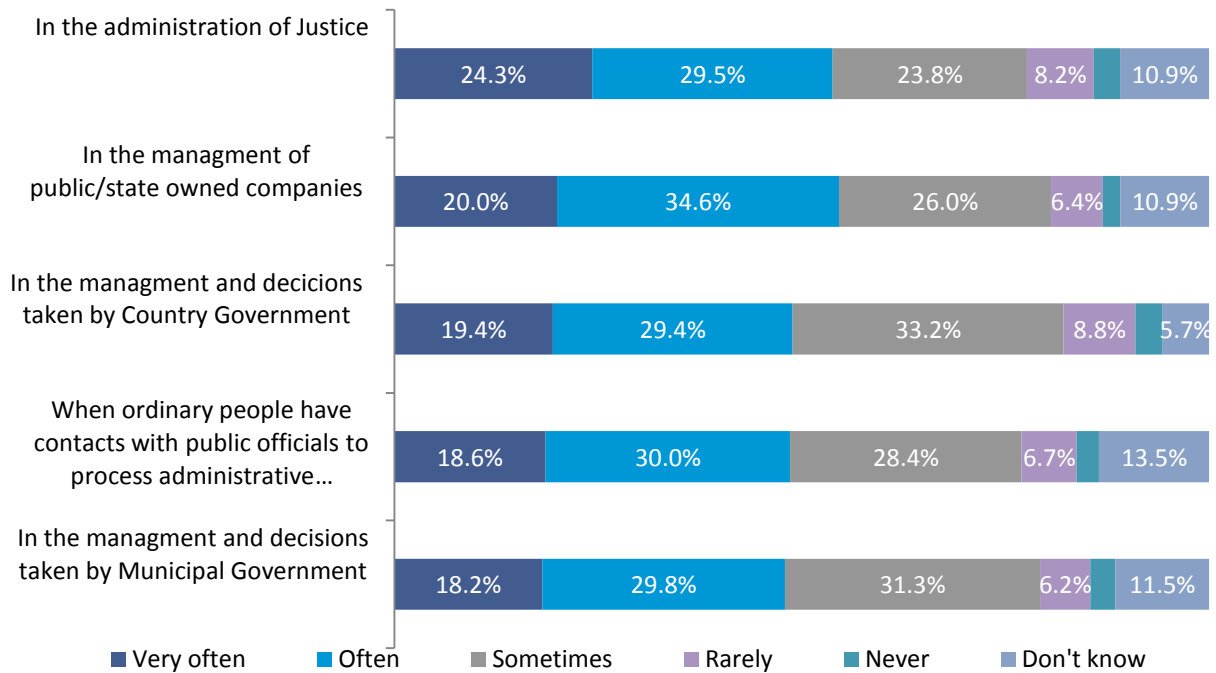
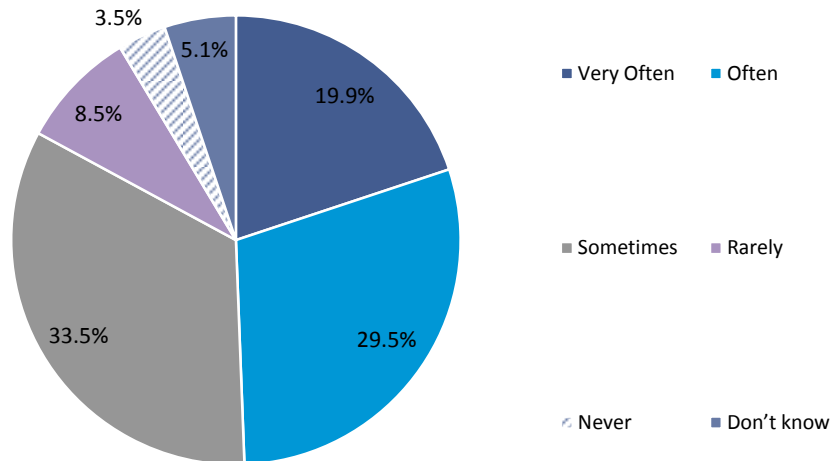
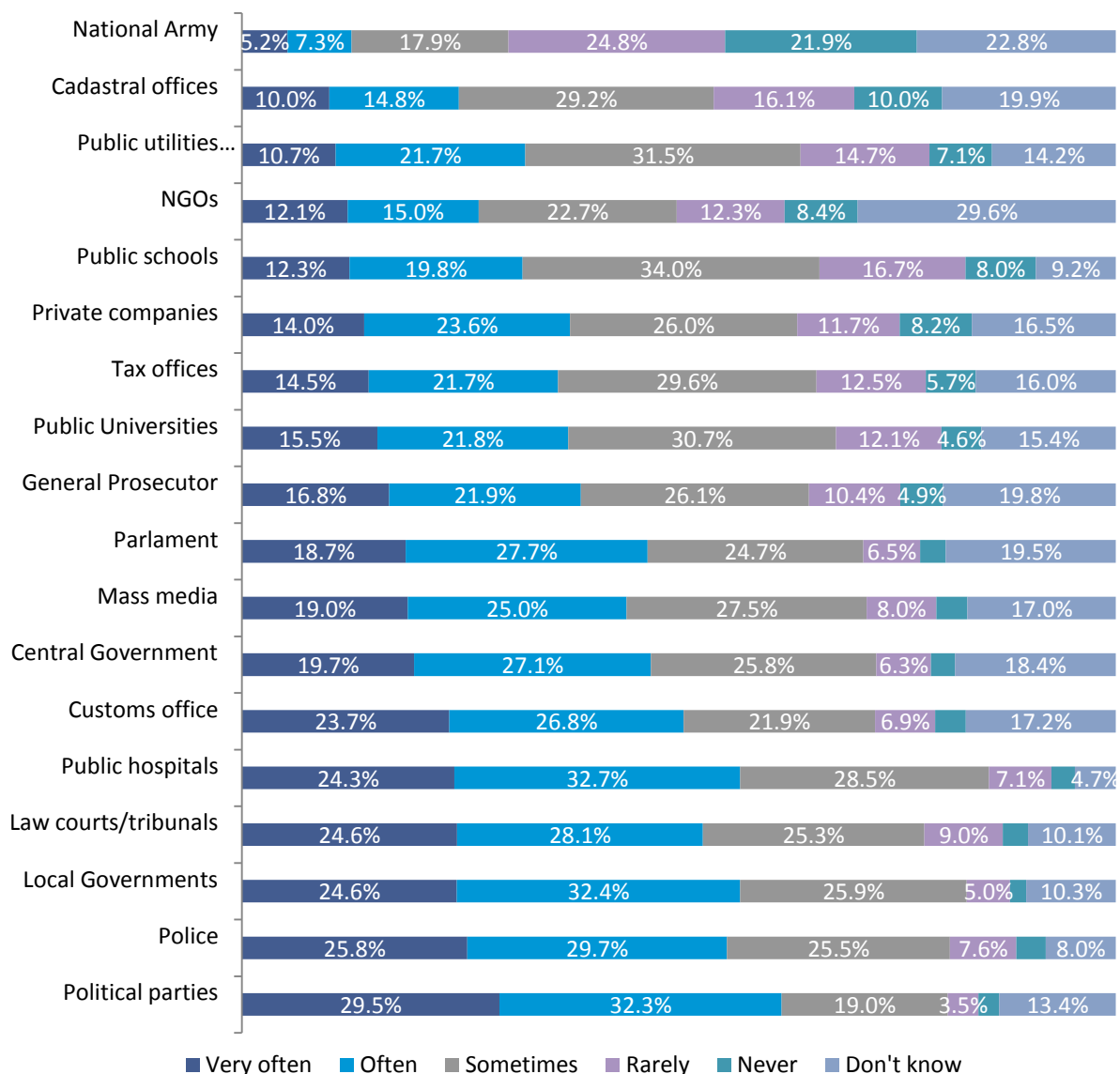


Figure 32: Opinion on prevalence of corruption in civil service on those who had at least one contact



Out the mentioned institutions or sectors, the stated opinion is that corruption is a very much present among political parties (29.5%) and police institutions (25.8%), and if in addition the modality is observed we would get the aggregated value of 61.8% to the political parties, and 55.5% to the police institutions. When it comes to the military institutions, the corruption is rare (24.8%) or very rare (21.9%).

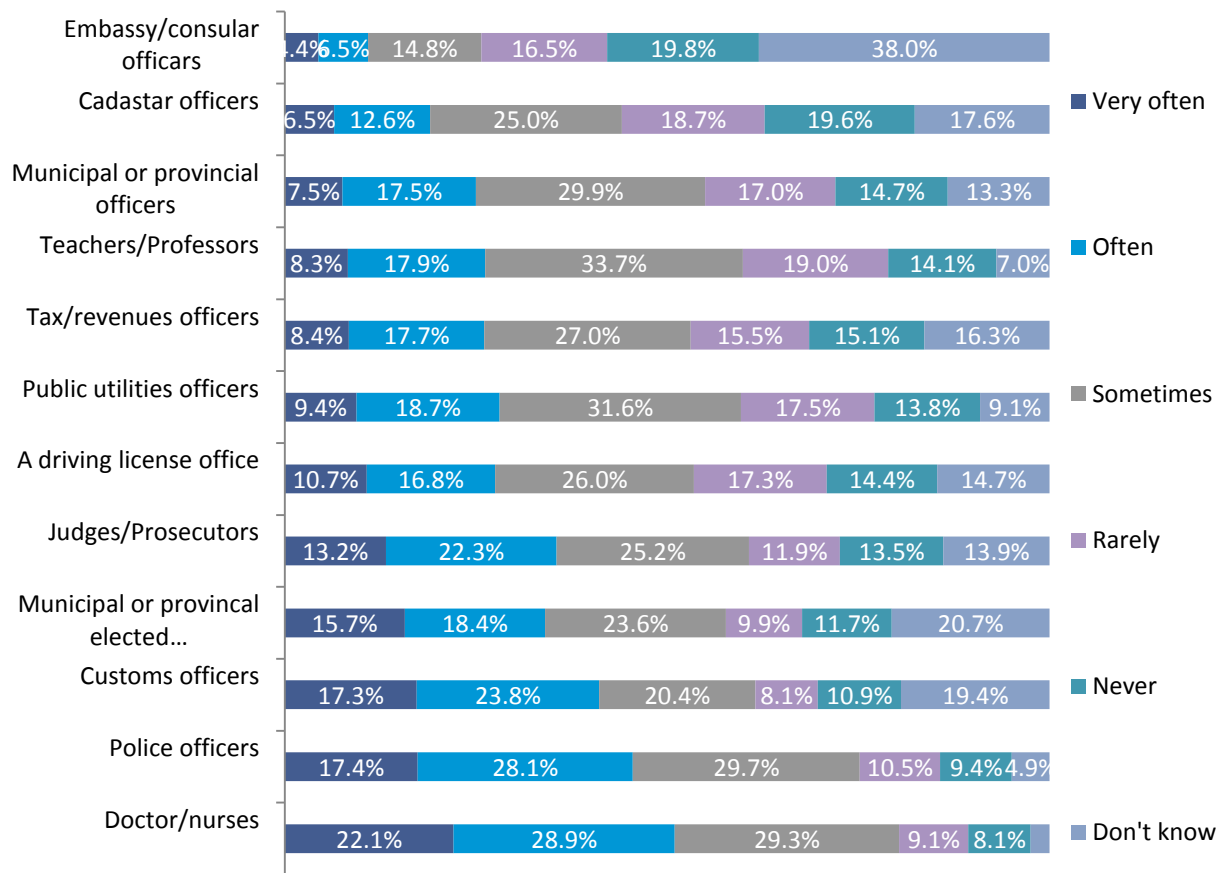
Figure 33: In your opinion, how frequently corrupt behaviours or practices take place in the following institutions/sectors?



The results of the survey shows that in regards to civil servants, the citizens consider that corruption is most widespread among doctors and nurses, police and customs officers while it is at least present among embassy and cadastre officers.

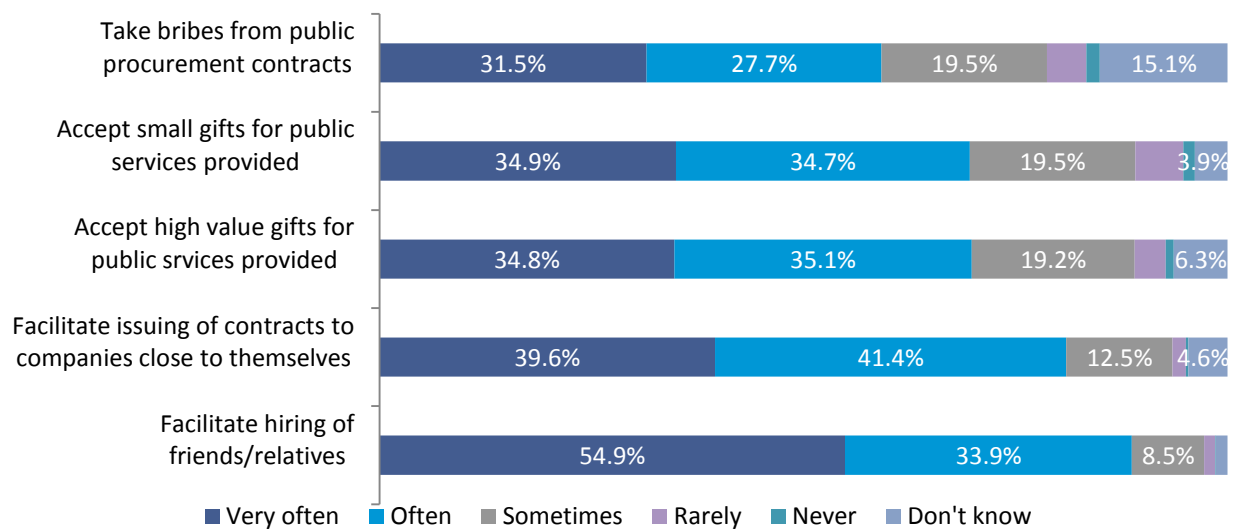


Figure 34: According to your direct or indirect experience how often this person will need to give them some extra-money or a gift, directly or through another person, to process the administrative request?



For all stated practices shown in the chart below, respondents consider that the corruption is most frequently present among the civil servants, in more than 50% of cases. The most outstanding perception is that state / civil servants can facilitate hiring of friends or relatives: 88.8% believe that this is often or very often practice.

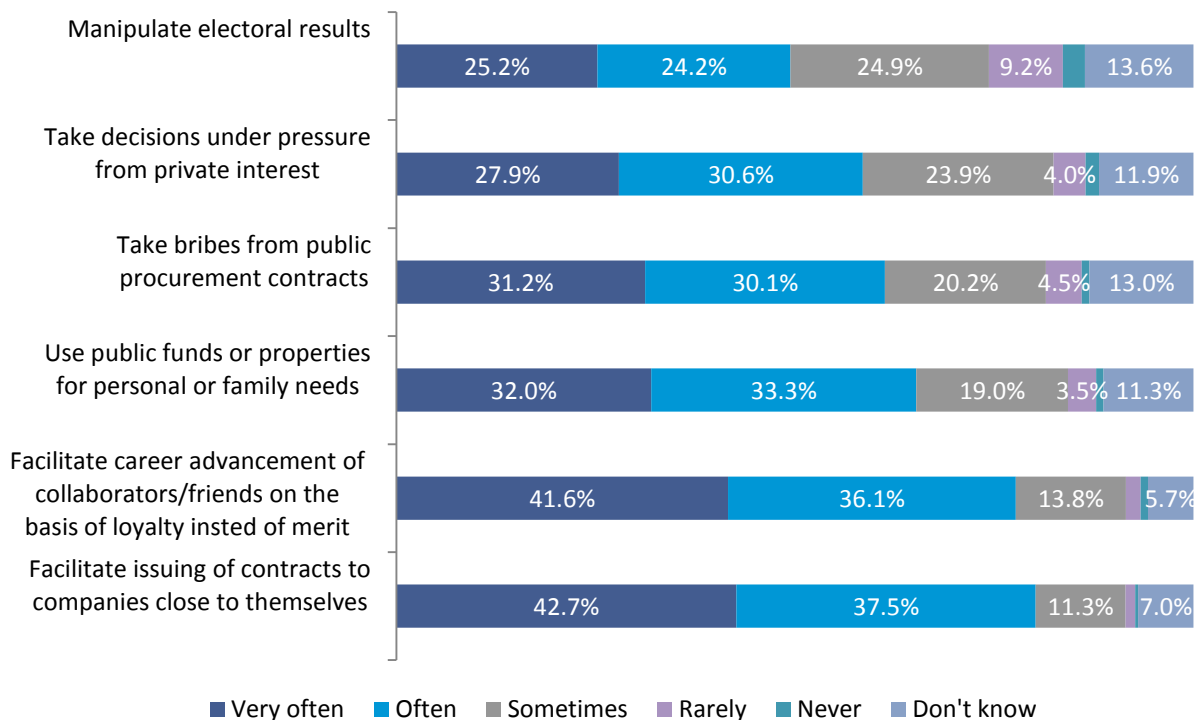
Figure 35: How frequent are these practices among civil servants in Serbia?





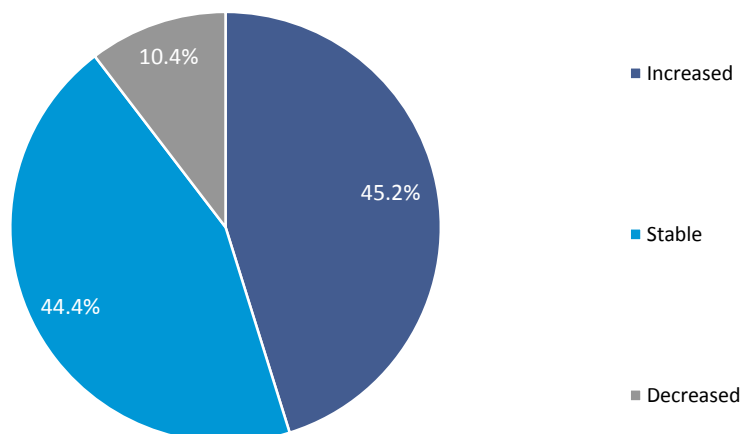
When it comes to the existing practices among elected representatives of Government, 80.2% of citizens of Serbia aged between 18-64 years believe that often and very often phenomenon is to facilitate issuing of contracts to companies close to the Government while 49.4% of citizens believe that these representatives manipulate electoral results often or very often.

Figure 36: How frequent are these practices among elected representatives/politicians of Serbia?



Almost half of the respondents believe that the level of corruption has increased in Serbia (45.2%), compared to 3 years ago. Slightly smaller numbers of respondents (44.4%) consider that the level of corruption remained the same compared to 3 years ago, while 10.4% believe that the level of corruption has decreased.

Figure 37: Compared to 3 years ago, do you think that the overall level of corruption has increased or decreased in Serbia?



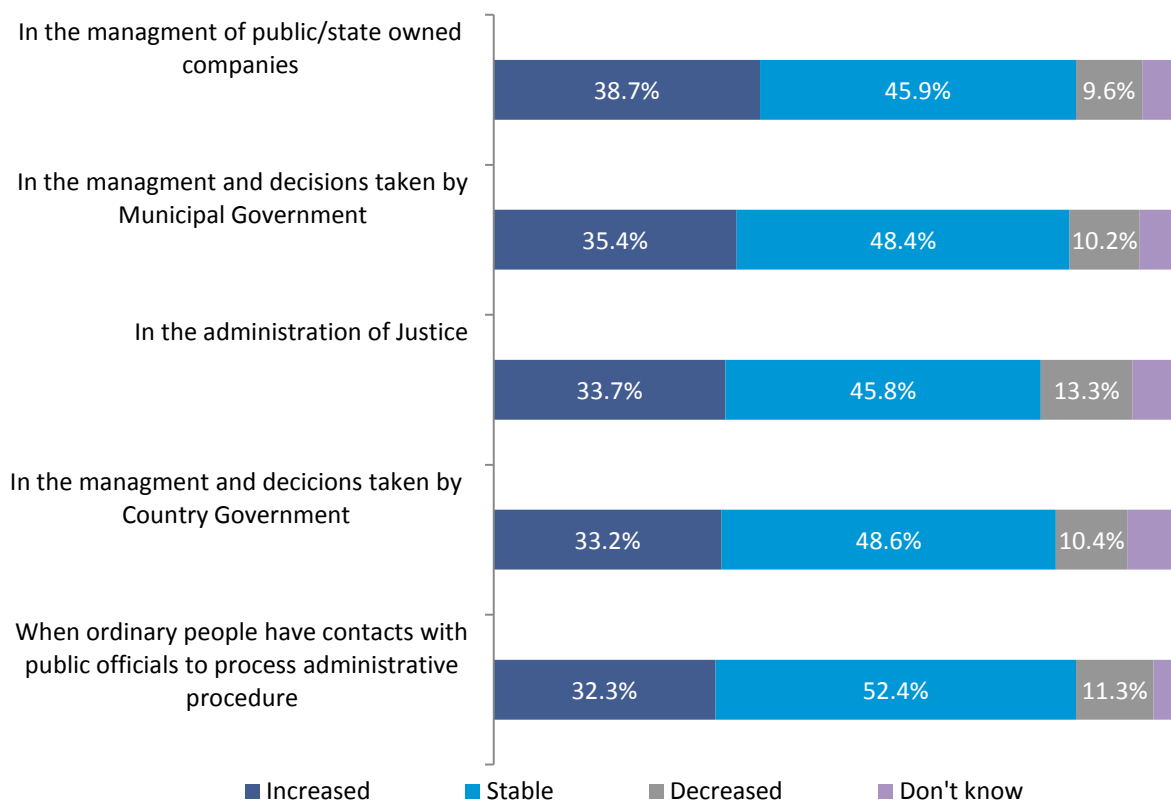
Respondents, who gave a bribe, have stated that the level of corruption has increased more likely than that was stated by the respondents who haven't had experience with corruption (53.3% vs. 44.4%). At the same time, respondents who had experience with corruption, in 7.4% of cases were indicated that corruption has decreased while those without such experience consider that it has occurred in 10.7% of cases.

Table 48: Compared to 3 years ago, do you think that the overall level of corruption has increased or decreased in Serbia? (by bribe paid)

	Bribe paid				%
	Yes	No	Don't remember	No answer	
Increased	53.3	44.4	54.6	39.9	
Stable	39.3	44.8	45.4	49.2	
Decreased	7.4	10.7	-	10.9	
Total	100%				

Generally, respondents consider that the level of corruption has increased in public / state owned companies (38.7%), while the most of them believe that the level of corruption has decreased in the administration of justice (13.3%). The biggest percentage of respondents, regardless the areas, consider that the level of corruption remained the same.

Figure 38: Compared to 3 years ago, do you think that the level of corruption has increased or decreased in following areas in Serbia?



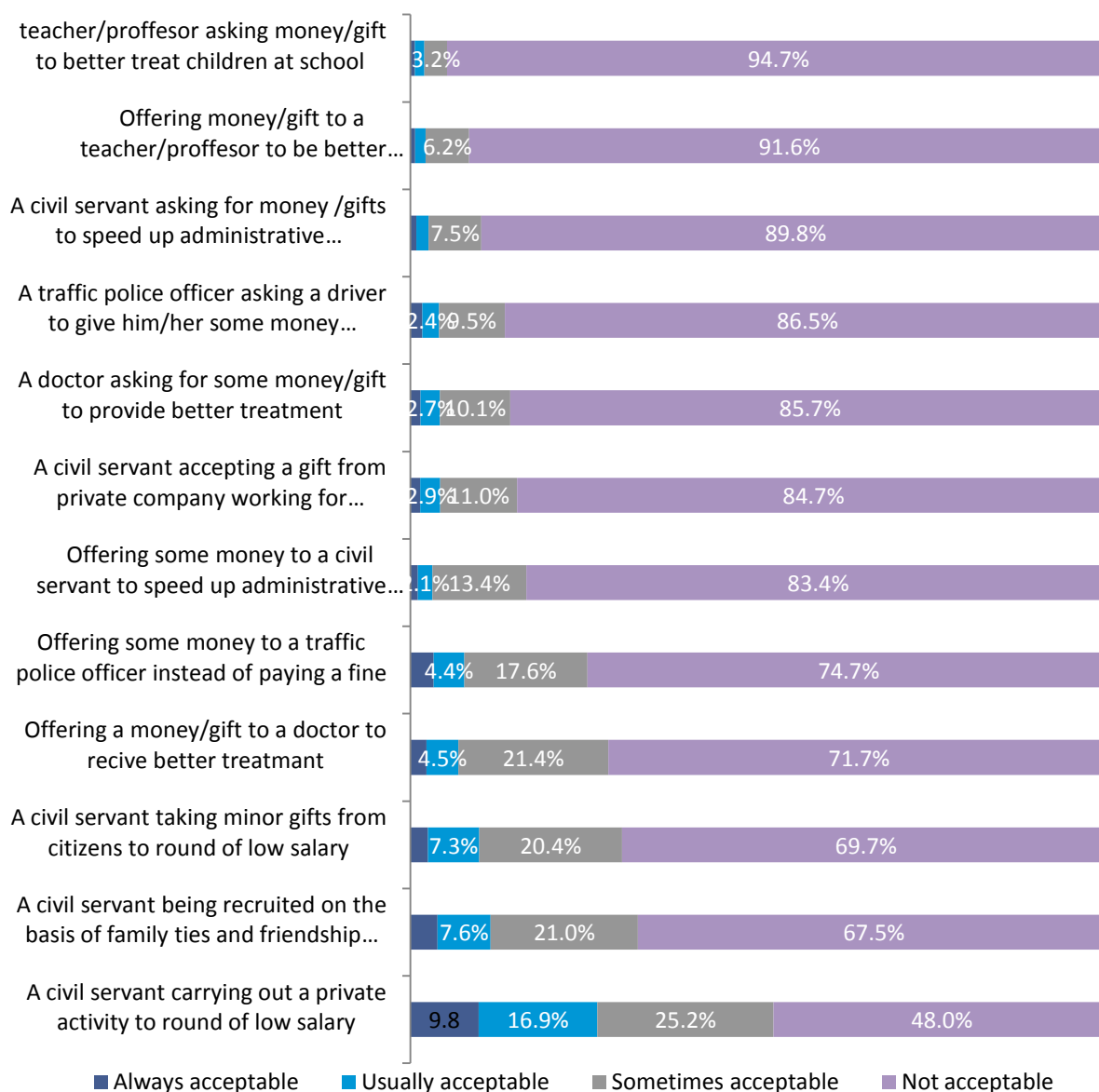
10. Social and institutional factors associated with corruption

10. Social and institutional factors associated with corruption

The survey included questions of eligibility of the certain behaviours that are associated with the integrity both of employees in state / public sectors and citizens themselves.

Results show that all mentioned behaviours are unacceptable to respondents. At least acceptable behaviour was when money was required by the teacher / professor in order to provide better treatment towards pupils / student or to facilitate them to pass examinations (94.7%), as well as offering it to teacher / professor (91.6%). Always acceptable and usually acceptable to respondents is the behaviour when the state / civil servant caring out a private activity in order to round up their low salaries (26.7%), and when the state / civil servant is recruited on the basis of family ties or friendship networks (11.5%).

Figure 39: What is your opinion about behaviours below?



Persons who have had contact with faculty staff more frequently than those who haven't had contact with them believe that bribe demand by a teacher is unacceptable (96.5% vs. 93.9%). On the other hand, 89.1% of persons who have given a bribe to faculty staff believe that demanding a bribe is unacceptable.

Table 49: Awareness of teacher/professor asking for money/gift (by contacts to teacher/professor and payments to teacher/professor)

%

	Contacts to teachers/professors?		Payments to teacher/professor	
	Yes	No	Yes	No
Always acceptable	0.3	0.8	-	1.5
Usually acceptable	0.9	1.6	-	2.3
Sometimes acceptable	2.3	3.7	10.9	1.9
Not acceptable	96.5	93.9	89.1	94.3
Total	100%			

Persons who had contact with faculty staff consider that demanding a bribe by teachers / professors is unacceptable compared to a bribe offering to same people in order to be better treated to the pupil/ student or to facilitate pass of examinations (96.5% vs. 91%).

Table 50: Awareness of offering to teacher/professor some money/gift (by contacts to teacher/professor and payments to teacher/professor)

%

	Contacts to teachers/professors?		Payments to teacher/professor	
	Yes	No	Yes	No
Always acceptable	0.2	0.9	-	1.2
Usually acceptable	1.1	1.7	-	4.4
Sometimes acceptable	7.7	5.5	14.8	2.4
Not acceptable	91.0	91.9	85.2	92.0
Total	100%			

Persons who had contact with police, in 81.8% of the cases consider that demanding a bribe by traffic policemen is unacceptable, while 88.8% of respondents who didn't have contact with the police also believe that this behaviour is unacceptable. Out of those respondents who gave a bribe to traffic policemen 77.8% of them consider that demanding a bribe is unacceptable, while 85% of those who give a bribe to somebody, except to a traffic policeman, have the same opinion.

Table 51: Awareness of police officers asking for money/gift (by contacts to police officers and payments to police officers)

%

	Contacts to police officers?		Payments to police officers	
	Yes	No	Yes	No
Always acceptable	2.9	1.1	5.3	3.6
Usually acceptable	3.5	1.8	5.8	1.5
Sometimes acceptable	11.8	8.3	11.1	9.9
Not acceptable	81.8	88.8	77.8	85.0
Total	100%			

It is interesting that among the individuals who gave a bribe to the police, 51.3% believe that offering a bribe to a policeman is unacceptable.

Table 52: Awareness of offering to police officers some money/gift (by contacts to police officers and payments to police officers)

	Contacts to police officers?		Payments to police officers	
	Yes	No	Yes	No
Always acceptable	5.0	2.5	16.4	5.1
Usually acceptable	6.9	3.1	7.5	3.8
Sometimes acceptable	20.3	16.3	24.8	19.6
Not acceptable	67.8	78.1	51.3	71.5
Total	100%			

There is almost no difference in opinions, on the eligibility of behaviours when a doctor asks for money / gift in order to provide better medical treatments, among persons who had contact with doctors in the previous 12 months and those who did not have - in both cases it is considered as unacceptable (85.7% vs. 85 , 6%).

Respondents who had to bribe a doctor during the last year, in 82.8% of cases such behaviour was considered as unacceptable, while persons who have not been in that situation over the past 12 months, in 76% of cases consider asking for extra money / gifts by doctor, in order to provide better treatment, as unacceptable.

Table 53: Awareness of doctors asking for money/gift (by contacts to doctors and payments to doctors)

	Contacts to doctors?		Payments to doctors	
	Yes	No	Yes	No
Always acceptable	1.4	1.6	2.0	1.3
Usually acceptable	2.5	3.3	-	6.2
Sometimes acceptable	10.4	9.5	15.2	16.5
Not acceptable	85.7	85.6	82.8	76.0
Total	100%			

On the other hand a bribe offering to doctors by citizens is more acceptable, than vice versa asking for a bribe by doctors. Specifically, persons who have had contact with doctors, in 69.8% of cases consider a bribe offering as unacceptable, while those who have not had contact with doctors, in 75.6% of cases believe that this kind of behaviour is unacceptable. It is interesting, that a person who has given a bribe to a doctor in the last 12 months, in 65.5% of cases consider offering a bribe to doctors as unacceptable.

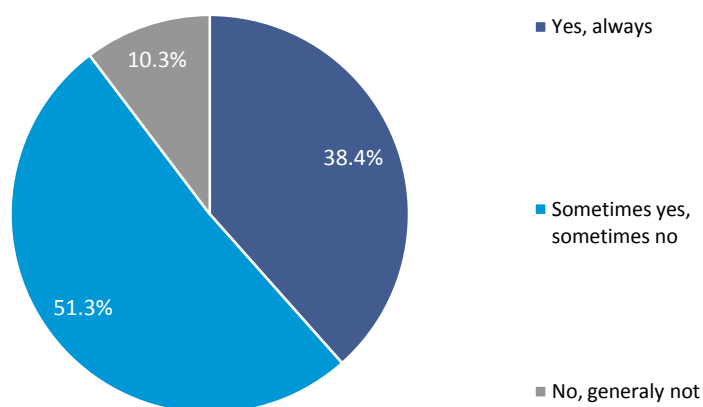
Table 54: Awareness of offering to doctors some money/gift (by contacts to doctors and payments to doctors)

	%			
	Contacts to doctors?		Payments to doctors	
	Yes	No	Yes	No
Always acceptable	2.6	1.8	3.2	3.8
Usually acceptable	4.7	4.1	4.7	4.6
Sometimes acceptable	22.9	18.5	26.6	26.6
Not acceptable	69.8	75.6	65.5	65.0
Total	100%			

Respondents have evaluated the quality of services that were delivered by officers with whom they have had a contact in the last 12 months, with grades from 1 to 4, where 1 represents "very poor" and 4 "very good". Quality of provided services by most of the mentioned officers is assessed with above-average grade. The highest average grade is given to embassies and consular representatives (3.2), the car registration officers (3.1) and the faculty officers (3). The lowest average grade is given to the members of the assembly (2.6), judges and prosecutors (2.6) and officials of ministries / departments of social welfare (2.6). The other officers were assessed with a grade of 2.1.

Out of the total number of respondents who have had contact with the civil / public servants in the past 12 months (87.4% of whole population), 38.4% said that they were always satisfied with the way they have been treated, while 51.3% said that they have been satisfied from time to time. The other 10.3% said that they haven't been satisfied.

Figure 40: For the civil servant you dealt with during the last 12 months are you satisfied with the way they dealt with you?



However, if persons who paid bribe in last 12 months and persons who did not, were to be observed separately, there are differences in satisfaction with received treatment. To elaborate, persons who did not pay bribe are much more satisfied with services provided than the ones who did pay – 41.3% of people who did not paid said that they were always satisfied and 49.6% said that they were sometimes satisfied, while 9.1% weren't satisfied. On the other hand, only 9.9% of people who paid

bribe said that they were always satisfied, 68.1% said that they were sometimes satisfied and 22% that they weren't satisfied with services provided.

Table 55: General satisfaction with civil servants – those who paid/ did not pay a bribe

	Total	Did not pay a bribe	Paid a bribe
Always	38.4%	41.3%	9.9%
Sometimes	51.3%	49.6%	68.1%
No	10.3%	9.1%	22.0%
Total	100.0%		

As the main reason why the respondents have been sometimes or often dissatisfied with the service provided (61.6% of respondents who have had contact with the civil / public servants in the past 12 months), was cited that staff haven't behaved friendly towards them (43.0%). 18.3% of the respondents said that officials have done for them things that were expected, while 16.7% said that the reason for the dissatisfaction is because the problem remained unsolved.

Figure 41: In cases where you were not satisfied, which was the most important reason for not being satisfied?

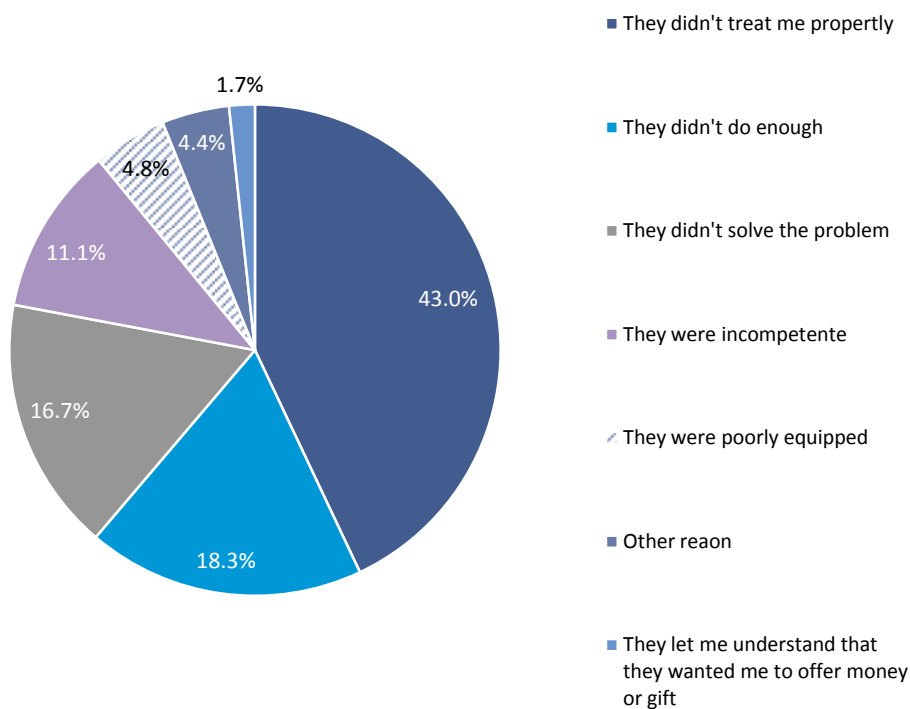
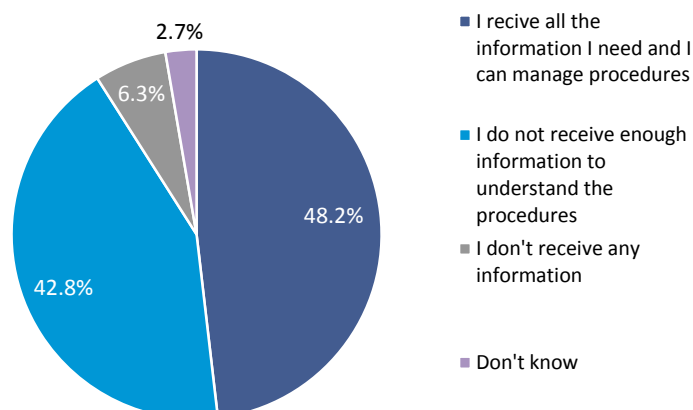


Table 56: Reasons for not being satisfied on those who paid/ did not pay a bribe

	Total	Did not pay a bribe	Paid a bribe
Didn't treat politely	43.0%	44.2%	34.6%
Didn't do enough	18.3%	18.5%	16.4%
Didn't solve problem	16.7%	16.4%	19.1%
Incompetent	11.1%	10.3%	16.5%
Poorly equipped	4.8%	5.3%	2.0%
Other	4.4%	4.5%	4.2%
Wanted me to offer money	1.7%	0.8%	7.2%
Total		100.0%	

Out of all respondents who have had a contact with civil servants during last 12 months, 48.2% said that the officers they dealt with have provided all the necessary information and helped them to understand the procedure. On the other hand, 42.8% of respondents haven't been provided with information necessary to understand the procedure.

Figure 42: Do you think that civil servants you dealt with during last 12 months provided you enough information to understand the procedures?



Out of the total population 18-64 who did not pay bribe in the last 12 months, 50.8% thinks that during the contacts they had in the last 12 months with public officials, they received all the information they needed to understand the procedures, while only 22% of people paid bribe share this opinion. On the other hand, 40.9% of people who did not pay bribe and 62.5% of people who had contact with corruption believed they weren't receiving enough information.

Table 57: Quality on information on those who paid/ did not pay a bribe

	Total	Did not pay a bribe	Paid a bribe
Receive all the information I need	48.2%	50.8%	22.0%
Do not receive enough information	42.8%	40.9%	62.5%
Do not receive any information	6.3%	5.5%	14.5%
Don't know	2.7%	2.9%	1.0%
Total		100.0%	

11. Conclusion

11. Conclusion

The Government of Republic of Serbia prioritizes corruption prevention. Consequently, the National Assembly has adopted a series of international conventions on corruption prevention, a set of anti-corruption laws and the National Anti-corruption Strategy. This is indicative of the state's readiness to eradicate corruption-related problems. Surveys on perceived and experienced corruption and people's general attitude towards corruption-related topics indicate that corruption is still a very widespread phenomenon in Serbia. Therefore, the data collected through these surveys make up an important source of information in the development of anti-corruption strategies and policies.

The Survey on the Use of Public Services and Public Integrity served the purpose to collect data on corruption-related perception, experiences and opinions about the use of certain public services, bribery and the reporting on corruption. A number of questions in the survey refer in addition to respondents' experience with crime and citizens' safety in general.

What adds importance to the survey is the fact that besides data collected on the respondents' perception, i.e. opinion about corruption and crime in society, there is also a set of questions about the experience of the respondents or members of their household as to extra money and gifts given or counterfavours made in return as well as to personal experience of theft, robbery and burglary.

Confidential information has been obtained through the survey that shows:

- the respondents' perception of the existence of corruption in a given public sector sometimes differs significantly from the respondents' experience with corruption in the same sector (e.g. 38,3% of respondents think that corruption is very seldom or never existent among civil servants of the cadastre service, while, when it comes to the most recent event of bribery, the employees of the cadastre are positioned third);
- 8,1% of population participated in cases of corruption in the last 12 months
- 75% of the employees who gave bribes are from the private sector
- in the last 12 months bribes were most of the times given to physicians, police officers, nurses and cadastre employees
- the population of urban settlements, as compared to that in other settlements, gave bribes less frequently to physicians, but most often to police officers
- the most recent bribery case related to physicians, then to police officers and cadastre employees
- A third of the respondents gave most recently bribe to speed up a administrative procedure
- money is the most frequent type of bribe given for having administrative procedures speeded up or approved.

What should be emphasized is the fact that difference between respondents' experiences and their need to address different civil servants is mostly connected with obtained answers. This is something to be kept in mind when analyzing and using the data.

The data collected through this survey should provide necessary information for future programmes for building capacities, organizing trainings and raising awareness in the public and private sectors,



for development of strategies and policies to combat corruption in certain public sectors. They can help identifying the sectors or only the segments of some sectors to focus on.

The advantage of this survey, which was carried out at the same time in several countries in the region, is that it makes possible comparative data analysis from different sources. It is owing to the unique questionnaire, data processing and analysis that the benefits of such surveys are invaluable in terms of data comparability between countries in the region.

The experience gained through the conduct of the survey raises the question whether it could be improved. Because of the length of the questionnaire and sensitivity of the questions, the survey could be split into two surveys of which one should cover corruption-related topics and the other one, crime-related issues. What could also improve the survey are questions related to how the respondent perceives the effect of corruption on the respondent's general living standards and how the respondent perceives what tools the institutions that deal with corruption prevention should put into use.

Considering that corruption, as an examined phenomenon, does not suffer big variations in itself, and that it is linked with changes in the society, which do not take place quickly and often, it would seem good to conduct the survey every three to five years.

This way a reliable source of data would be secured. The survey being carried out by official Statistics should be taken as a guarantee of data confidentiality and anonymity, as well as of the impartial and objective use of data.

12. Methodological annex

12. Methodological annex

The Survey was conducted on the territory of the Republic of Serbia (apart from Kosovo and Metohia) on a representative sample of 3.000 households i.e. persons, from 24 June to 12 July 2010. Direct interview method (face-to-face) was applied. The target population were people, aged 18-64.

Population for the Survey on the Use of Public Services and Public Integrity 2010 was made of all households and individuals, who work and live on the territory of the Republic of Serbia (excluding Kosovo and Metohia) for one year and over. Persons being abroad more than one year and over were excluded as well as persons in collective institutions and diplomatic personnel of foreign diplomatic and consular representations.

Sampling frame was based on data from 2002 Census. The sampling frame for the selection of first-stage unit was the list of all enumeration areas with 20 households and more. This constraint excluded approximately 1.1% of the households. The sampling frame for second-stage unit selection was the list of households in the selected enumeration areas.

Stratification of enumeration areas was based on two criteria:

- territory, on 25 strata (district level),
- settlement type (urban and other).

In this way, 50 strata were formed.

Sample allocation of enumeration areas was done proportionally to the number of households.

Sample size was 3000 persons. There were 200 selected enumeration areas. In each enumeration area 15 households were selected and 15 more households as substitutes. From each selected household one individual was selected.

A three-stage stratified sample was used for this Survey. The units from the first stage and second stage were taken to be enumeration area and households respectively, and individuals were taken to be third-stage units.

Enumeration areas were selected with a probability proportional to the size, within each stratum, from the list of enumeration areas. The number of households from 2002 Census was taken to be the size measure for each enumeration area.

Households were selected randomly in each selected enumeration area.

In each selected household a household member age 18-64 was chosen, whose birthday comes first following the date of the interview.

As the realized sample size equals the planned size (3000 individuals), the realized sampling fraction equals the planned fraction:

$$f = \frac{n}{N} = \frac{3000}{4742302} = 0.000633$$

Where:

f = sampling fraction;



n = number of units (individuals aged 18-64) in the sample;

N = number of units (individuals aged 18- 64) in the population.

Table 1 presents the number of units (individuals aged 18-64) in the population and the number of units (individuals aged 18-64) in the sample, by strata:

Table 58:

Stratum	District	Urban/other	Number of units in the population (N)	Number of units in the sample (n)	$(n/N)*100$
1	00	G	844,445	570	0.067
2	00	O	188,309	120	0.064
3	01	G	81,146	60	0.074
4	01	O	47,565	30	0.063
5	02	G	66,322	45	0.068
6	02	O	66,368	45	0.068
7	03	G	66,453	45	0.068
8	03	O	39,106	30	0.077
9	04	G	115,041	75	0.065
10	04	O	85,362	45	0.053
11	05	G	71,710	45	0.063
12	05	O	64,418	45	0.070
13	06	G	264,028	165	0.062
14	06	O	122,747	75	0.061
15	07	G	93,166	60	0.064
16	07	O	121,727	75	0.062
17	08	G	60,366	30	0.050
18	08	O	146,505	90	0.061
19	09	G	50,072	30	0.060
20	09	O	68,452	45	0.066
21	10	G	68,530	45	0.066
22	10	O	63,277	30	0.047
23	11	G	44,337	30	0.068
24	11	O	72,243	45	0.062
25	12	G	125,333	75	0.060
26	12	O	65,618	45	0.069
27	13	G	63,002	45	0.071
28	13	O	73,798	45	0.061
29	14	G	54,396	30	0.055
30	14	O	36,774	30	0.082
31	15	G	48,203	30	0.062
32	15	O	34,533	30	0.087
33	16	G	105,056	60	0.057
34	16	O	93,260	60	0.064
35	17	G	77,458	45	0.058
36	17	O	64,106	45	0.070
37	18	G	92,512	45	0.049
38	18	O	86,479	45	0.052

Stratum	District	Urban/other	Number of units in the population (N)	Number of units in the sample (n)	(n/N)*100
39	19	G	60,997	30	0.049
40	19	O	100,216	60	0.060
41	20	G	135,252	90	0.067
42	20	O	104,670	60	0.057
43	21	G	30,302	30	0.099
44	21	O	30,292	30	0.099
45	22	G	40,437	30	0.074
46	22	O	23,330	30	0.129
47	23	G	64,349	30	0.047
48	23	O	84,064	45	0.054
49	24	G	62,192	30	0.048
50	24	O	73,978	30	0.041

The next table presents the age structure of individuals in the sample (based on unweighted and weighted data) in the sampling frame (2002 Census) and according to population estimates for 2009:

Table 59: Age structure

Age group	Sampling frame (2002 Census)	Sample – non-weighted data	Population estimates for 2009	Sample-weighted data
18-24	15.1	5.1	13.9	13.9
25-29	10.6	5.2	10.9	10.9
30-34	10.0	7.2	11.0	11.0
35-39	10.2	8.0	10.3	10.3
40-44	11.2	9.3	10.1	10.1
45-49	13.1	10.6	10.7	10.7
50-54	12.0	10.6	11.7	11.7
55-59	8.2	18.8	12.3	12.3
60-64	9.4	25.2	9.0	9.0
Total	100%			

The following three tables present the structures by gender, region (NUTS 2) and by type of settlement, from the same sources as in the previous table:

Table 60: Gender structure

Sex	Sampling frame (2002 Census)	Sample - non-weighted data	Population estimates for 2009	Sample-weighted data
Male	49.5	50.1	49.6	49.4
Female	50.5	49.9	50.4	50.6
Total	100%			

Table 61: Region structure – NUTS 2

Region	Sampling frame (2002 Census)	Sample - non-weighted data	Population estimates for 2009	Sample-weighted data	%
Belgrade	21.8	23.0	23.0	23.0	
Vojvodina	27.5	28.0	27.3	27.3	
Sumadija and Western Serbia	28.1	26.5	27.7	27.9	
Southern and Eastern Serbia	22.6	22.5	22.0	21.8	
Total	100%				

Table 62: Structure by urban/other

Urban/other	Sampling frame (2002 Census)	Sample - non-weighted data	Population estimates for 2009.	Sample-weighted data	%
Urban	58.7	59.0	60.4	60.4	
Other	41.3	41.0	39.6	39.6	
Total	100%				

In order to obtain representative estimates for the population, it was necessary to attach to each individual a weight. Weight consisted of two factors: initial weight as the result of sampling design and correction factor for non-response.

Initial weight for each individual is equal to inverse inclusion probability (this inclusion probability is a product of inclusion probabilities from each stage). This survey was based on a three-stage stratified random sample. Primary sampling units were (PSU) enumeration areas from 2002 Census data base, secondary sampling units (SSU) were households selected from each selected enumeration area. The third-stage selection units were individuals selected from each selected household.

Total inclusion probability for an individual is equal to:

$$p_{hij} = \frac{n_h \times M_{hi}}{M_h} \times \frac{m_{hi}}{M_{hi}} \times \frac{1}{k_{hij}}$$

$$p_{hij} = \frac{n_h \times m_{hi}}{M_h \times k_{hij}}$$

Where:

p_{hij} = Total inclusion probability of an individual in j -the household selected in i – th EA, in h – th stratum;

n_h = Sample number of EAs in h – th stratum;

M_{hi} = Total number of households in the frame from Census 2002 in i – th EA in h – th stratum;



M_h = Total number of households in the frame from Census 2002 in h – th stratum;

m_{hi} = 15, is the number of selected households in the sample in i – th EA in h – th stratum;

k_{hij} = Number of individuals in j – th household, in i – th EA, in h – th stratum.

Three probability components correspond to three stages of the sample selection.

Initial sample weight is equal to inverse of this probability:

$$W_{hij} = \frac{M_h \times k_{hij}}{n_h \times m_{hi}}$$

Where:

W_{hij} = initial weight for an individual in j – th household, in i – th EA, in h – th stratum.

After the data collection, the initial weight would be adjusted for nonresponse in the following way:

$$W'_{hij} = W_{hij} \times \frac{m_{hi}}{m'_{hi}}$$

Where:

W'_{hij} = adjusted weight for individual in j – th household, in i – th EA, in h – th stratum

m'_{hi} = number of completed questionnaires in i – th EA, in h – th stratum.

Comparing data in the sample with data in the sampling frame, it was noticed that there is some deviation in the age structure of the sample comparing to the frame, which is also evident in Table 2. Taking that into account, it was decided to adjust weights by post-stratification. In this purpose data on estimated population for 2009 were used. Post-strata were formed by age groups, territory (Vojvodina, Belgrade and Central Serbia without Belgrade) and type of settlement. Previous weight was adjusted in the following way:

$$W^p_{hij} = W'_{hij} \times \frac{N_p}{\hat{N}_p}$$

Where:



W_{hij}^p = weight after poststratification for individual in j – th household, in i – th EA, in h – th stratum;

N_p = number of individuals in poststratum p according to estimated population for 2009;

\hat{N}_p = estimated number of individuals in poststratum p obtained using previous weight W'_{hij} .

The name of the final weight in the data base is Q0.7 – weight.

Response rate

The interviewers had two lists with addresses of households (AKJU 1 and AKJU 2) for each enumeration area. The first list contained 15 selected households, the second had 15 replacement households. The interviewer had to interview all 15 households from the first list. If any of the households from the first list could not be reached, even after the third visit, the interviewer had to visit a household from the second list until interviews were made with 15 households from the selected enumeration area. The first list contained a code list of visit outcome with 10 possible modalities. The table below indicates that interviews were finalized in due course in 70.1% cases, and that the total amount of refusals (06 + 09) was 9.8%.

Table 63: Outcome of visit

	Outcome of visit	Frequency	Percent
01	Interview completed successfully	3,000	70.1%
02	Interview interrupted – further contact not possible/successful	3	0.1%
03	Interview interrupted – refused to complete interview	6	0.1%
04	Selected household member is ill (physically or mentally)	48	1.1%
05	Selected household member is away/abroad	87	2.0%
06	Selected household member refused participation in survey	194	4.5%
07	Selected household member is not available for another reason	124	2.9%
08	No answer at the door of selected household after at least three attempts	450	10.5%
09	Person who opened the door refused participation in survey	228	5.3%
10	Other reasons why interview was not conducted at selected address	138	3.2%
	Total	4,278	100.0%

Quality control measures

Data back-check (of filled out questionnaires) was done in three phases by: interviewers, supervisors and data entry operators, i.e. via data entry application.

The first control was done by the interviewers at the moment of filling in the questionnaire during the interview. At the end of the interview, the interviewer had to check whether all the questions had been asked and whether every “skipping” had been respected (skipping from one question to a specified one).

In the second phase of the control, supervisors back-checked if all the answers were given and if skipping from question to question was done correctly. The next control level refers to questions asking to give one or more answers, as well as questions asking to rank the answers from 1 to 3 (questions 1.1 and 5.2). In addition to all the controls, the supervisors had to contact 10% of the

total number of interviewed households/individuals for the questionnaires of which they were in charge (direct visit to the household or by telephone) in order to check the interviewer's work and consistency of obtained answers.

As for the back-check of the filled in questionnaires, approximately 12% of all the completed questionnaires were checked by the supervisor (Table 64), in most of cases (92%) by telephone. In a few cases direct supervision was done during the interview (1.7%), i.e. the supervisor went on the field for back-checking (5,8%) (Table 65).

Table 64: Back-check

	Frequency	Percent
Yes	362	12.1
No	2,638	87.9
Total	3,000	100.0

Table 65: Back-check modality

	Frequency	Percent
Direct supervision during interview	6	1.7
Back-check in person	21	5.8
Back-check by telephone	335	92.5
Total	362	100.0

Differences in answers were noticed in only 7.7% of the questionnaires that were back-checked (Table 66).

Table 66: Back-check - differences

	Frequency	Percent
Yes	28	7.7
No	334	92.3
Total	362	100.0

The third level of control was performed during data entry. Editing (logical control) was incorporated in the data entry application so that when incorrect data were entered, warnings appeared ("soft" control) or obstacles not allowing further entry without prior correction of the already entered answer ("hard" control) in order to have a match between the entered questionnaires and the initial ones in paper form.

Some controls were quantitative and referred to possible ranking of money amounts (value in dinars), and some were qualitative and defined in view of having consistent answers. The errors could be changed (after consultation with the methodologists and possible phone call to the relevant respondent), or left as they were to be eliminated during the imputation process.

Annex 1

Tables for chapter 9

9.5.Opinion on prevalence of corruption in civil service (Q1.3.1) on those who had at least one contact (contact=1)'

When ordinary people have contacts with civil servants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	820231	19.9	19.9	19.9
	Often	1215169	29.5	29.5	49.4
	Sometimes	1380416	33.5	33.5	82.9
	Rarely	349835	8.5	8.5	91.4
	Never	143182	3.5	3.5	94.9
	Don't know	211992	5.1	5.1	100.0
	Total	4120826	100.0	100.0	

9.6.Opinion on prevalence of corruption in civil service (Q1.3.1) on those who paid at least one bribe (q3.1=1)''

When ordinary people have contacts with civil servants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	115610	30.3	30.3	30.3
	Often	132314	34.7	34.7	64.9
	Sometimes	86796	22.7	22.7	87.7
	Rarely	25262	6.6	6.6	94.3
	Never	9892	2.6	2.6	96.9
	Don't know	11952	3.1	3.1	100.0
	Total	381827	100.0	100.0	

9.7.Opinion on prevalence of corruption in municipal government (Q1.3.2) on those who had contact to a municipal elected representative (q2.1.13a=1)'

In the management and decisions taken by Municipal GOV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	84070	24.8	24.8	24.8
	Often	91018	26.9	26.9	51.7
	Sometimes	101454	29.9	29.9	81.6
	Rarely	24591	7.3	7.3	88.9
	Never	12639	3.7	3.7	92.6
	Don't know	25105	7.4	7.4	100.0
	Total	338877	100.0	100.0	



9.8.Opinion on prevalence of corruption in country government (Q1.3.4) on those who had contact to a municipal elected representative (q2.1.14a=1)'

In the management and decisions taken by Country GOV

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	18837	16.5	16.5	16.5
	Often	32358	28.4	28.4	45.0
	Sometimes	47401	41.6	41.6	86.6
	Rarely	8302	7.3	7.3	93.9
	Never	2137	1.9	1.9	95.7
	Don't know	4854	4.3	4.3	100.0
	Total	113888	100.0	100.0	

9.9.Opinion on prevalence of corruption in justice system (Q1.3.5) on those who had contact to judges/prosecutors (q2.1.2a=1)'

In the administration of Justice

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	173486	26.6	26.6	26.6
	Often	185517	28.5	28.5	55.1
	Sometimes	161704	24.8	24.8	79.9
	Rarely	69487	10.7	10.7	90.6
	Never	16272	2.5	2.5	93.1
	Don't know	44930	6.9	6.9	100.0
	Total	651395	100.0	100.0	

9.11.Opinion on prevalence of corruption in Public hospitals (Q1.4.11) on those who had contact to doctors or nurses (q2.1.8a=1 OR q2.1.9a=1)'

Public hospitals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	800588	24.9	24.9	24.9
	Often	1051639	32.7	32.7	57.5
	Sometimes	929149	28.9	28.9	86.4
	Rarely	222374	6.9	6.9	93.3
	Never	82799	2.6	2.6	95.9
	Don't know	132918	4.1	4.1	100.0
	Total	3219468	100.0	100.0	



9.12.Opinion on prevalence of corruption in Public hospitals (Q1.4.11) on those who paid a bribe to doctors or nurses (q3.2.8a=1 OR 3.2.9a=1)'

Public hospitals

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	80042	35.4	35.4	35.4
	Often	92901	41.1	41.1	76.5
	Sometimes	39737	17.6	17.6	94.1
	Rarely	6674	3.0	3.0	97.1
	Never	2463	1.1	1.1	98.1
	Don't know	4182	1.9	1.9	100.0
	Total	225998	100.0	100.0	

9.13.Opinion on prevalence of corruption in the Police (Q1.4.6) on those who had contact to a police officer (q2.1.1a=1)'

Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	490795	31.1	31.1	31.1
	Often	481109	30.5	30.5	61.7
	Sometimes	396206	25.1	25.1	86.8
	Rarely	104533	6.6	6.6	93.4
	Never	35306	2.2	2.2	95.7
	Don't know	68483	4.3	4.3	100.0
	Total	1576432	100.0	100.0	

9.14.Opinion on prevalence of corruption in the Police (Q1.4.6) on those who paid a bribe to a police officer (q3.2.1a=1)'

Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	88929	60.5	60.5	60.5
	Often	31205	21.2	21.2	81.7
	Sometimes	24544	16.7	16.7	98.4
	Rarely	2206	1.5	1.5	99.9
	Never	216	.1	.1	100.0
	Total	147102	100.0	100.0	



9.15. Opinion on prevalence of corruption in customs office (Q1.4.9) on those who had contact to a custom officer (q2.1.5a=1)'

Custom office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	117652	30.8	30.8	30.8
	Often	115211	30.2	30.2	61.0
	Sometimes	99629	26.1	26.1	87.1
	Rarely	22073	5.8	5.8	92.9
	Never	11532	3.0	3.0	95.9
	Don't know	15663	4.1	4.1	100.0
	Total	381761	100.0	100.0	

9.16. Opinion on prevalence of corruption in cadastral office (Q1.4.14) on those who had contact to a cadastre officer (q2.1.3a=1)'

Cadastral office

		Frequency	Percent	Valid Percent	Cumulative
Valid	Very Often	112357	10.9	10.9	10.9
	Often	153657	14.9	14.9	25.8
	Sometimes	336662	32.6	32.6	58.4
	Rarely	174172	16.9	16.9	75.3
	Never	156410	15.2	15.2	90.5
	Don't know	98474	9.5	9.5	100.0
	Total	1031733	100.0	100.0	

9.17. Opinion on prevalence of corruption in Parliament (Q1.4.1) on those who had contact to a member of parliament (q2.1.14a=1)'

Parliament

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	14768	13.0	13.0	13.0
	Often	34764	30.5	30.5	43.5
	Sometimes	40318	35.4	35.4	78.9
	Rarely	11176	9.8	9.8	88.7
	Never	6393	5.6	5.6	94.3
	Don't know	6469	5.7	5.7	100.0
	Total	113888	100.0	100.0	



9.18.Opinion on prevalence of corruption in central government (Q1.4.2) on those who had contact to a member of central government (q2.1.15a=1)'

Central Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	12696	16.1	16.1	16.1
	Often	14216	18.0	18.0	34.1
	Sometimes	32838	41.6	41.6	75.8
	Rarely	6426	8.1	8.1	83.9
	Never	3419	4.3	4.3	88.2
	Don't know	9267	11.8	11.8	100.0
	Total	78863	100.0	100.0	

9.19.Opinion on prevalence of corruption in local government (Q1.4.3) on those who had contact to a member of local government (q2.1.13a=1)'

Local Government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	103566	30.6	30.6	30.6
	Often	110913	32.7	32.7	63.3
	Sometimes	94565	27.9	27.9	91.2
	Rarely	16811	5.0	5.0	96.2
	Never	4477	1.3	1.3	97.5
	Don't know	8544	2.5	2.5	100.0
	Total	338877	100.0	100.0	

9.20.Opinion on prevalence of corruption in Law courts/tribunals (Q1.4.4) on those who had contact to a judge/prosecutor (q2.1.2a=1)'

Law Court

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	161677	24.8	24.8	24.8
	Often	165616	25.4	25.4	50.2
	Sometimes	195127	30.0	30.0	80.2
	Rarely	73821	11.3	11.3	91.5
	Never	13238	2.0	2.0	93.6
	Don't know	41917	6.4	6.4	100.0
	Total	651395	100.0	100.0	



9.21.Opinion on prevalence of corruption in General Prosecutor (Q1.4.5) on those who had contact to a judge/prosecutor (q2.1.2a=1)'

General Prosecutor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	107774	16.5	16.5	16.5
	Often	137138	21.1	21.1	37.6
	Sometimes	192297	29.5	29.5	67.1
	Rarely	67871	10.4	10.4	77.5
	Never	35429	5.4	5.4	83.0
	Don't know	110887	17.0	17.0	100.0
	Total	651395	100.0	100.0	

9.22.Opinion on prevalence of corruption in tax office (Q1.4.8) on those those who had contact to a tax/revenues officer (q2.1.4a=1)'

Tax Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	126881	15.8	15.8	15.8
	Often	176151	21.9	21.9	37.7
	Sometimes	230240	28.6	28.6	66.3
	Rarely	113451	14.1	14.1	80.4
	Never	78644	9.8	9.8	90.2
	Don't know	78707	9.8	9.8	100.0
	Total	804073	100.0	100.0	

9.23.Opinion on prevalence of corruption in Public utilities companies (Q1.4.10) on those who had contact to public utilities officer (q2.1.6a=1)'

Public utilities companies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	190423	12.1	12.1	12.1
	Often	348102	22.2	22.2	34.3
	Sometimes	501409	31.9	31.9	66.2
	Rarely	237418	15.1	15.1	81.3
	Never	128077	8.1	8.1	89.4
	Don't know	166126	10.6	10.6	100.0
	Total	1571555	100.0	100.0	



9.24. Opinion on prevalence of corruption in public schools (Q1.4.12) on those who had contact to a teacher/professor (q2.1.10a=1)

Public schools

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	207654	13.5	13.5	13.5
	Often	329551	21.4	21.4	34.9
	Sometimes	498400	32.4	32.4	67.3
	Rarely	262869	17.1	17.1	84.4
	Never	160594	10.4	10.4	94.8
	Don't know	79702	5.2	5.2	100.0
	Total	1538770	100.0	100.0	

9.25. Opinion on prevalence of corruption in public universities (Q1.4.13) on those who had contact to a teacher/professor (q2.1.10a=1)

Public universities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	262170	17.0	17.0	17.0
	Often	381023	24.8	24.8	41.8
	Sometimes	452149	29.4	29.4	71.2
	Rarely	166629	10.8	10.8	82.0
	Never	81019	5.3	5.3	87.3
	Don't know	195780	12.7	12.7	100.0
	Total	1538770	100.0	100.0	

9.27. Opinion on frequency of bribes among Doctors/nurses (e.g. to get medical services) (Q1.5.1) on those who had contact to a doctor/nurse (q2.1.8a=1 OR q2.1.9a=1)

Doctors/nurses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	730915	22.7	22.7	22.7
	Often	905731	28.1	28.1	50.8
	Sometimes	933866	29.0	29.0	79.8
	Rarely	326791	10.2	10.2	90.0
	Never	269570	8.4	8.4	98.4
	Don't know	52596	1.6	1.6	100.0
	Total	3219468	100.0	100.0	



9.28. Opinion on frequency of bribes among Doctors/nurses (e.g. to get medical services) (Q1.5.1) on those who paid a bribe to doctors or nurses (q3.2.8a=1 OR 3.2.9a=1)'

Doctors/nurses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	84540	37.4	37.4	37.4
	Often	94019	41.6	41.6	79.0
	Sometimes	38968	17.2	17.2	96.3
	Rarely	5002	2.2	2.2	98.5
	Never	3469	1.5	1.5	100.0
	Total	225998	100.0	100.0	

9.29. Opinion on frequency of bribes among Police officers (e.g. to process a fine) (Q1.5.3) on those who had contact to a police officer (q2.1.1a=1)'

Police officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	327097	20.7	20.7	20.7
	Often	475761	30.2	30.2	50.9
	Sometimes	476702	30.2	30.2	81.2
	Rarely	122189	7.8	7.8	88.9
	Never	133514	8.5	8.5	97.4
	Don't know	41170	2.6	2.6	100.0
	Total	1576432	100.0	100.0	

9.30. Opinion on frequency of bribes among Police officers (e.g. to process a fine) (Q1.5.3) on those who paid a bribe to a police officer (q3.2.1a=1)'

Police officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	61962	42.1	42.1	42.1
	Often	58523	39.8	39.8	81.9
	Sometimes	22765	15.5	15.5	97.4
	Never	3852	2.6	2.6	100.0
	Total	147102	100.0	100.0	



9.31. Opinion on frequency of bribes among Teacher/Professors (e.g. to pass an exam) (Q1.5.2) on those who had contact to a teacher/professor (q2.1.10a=1)'

Teacher/Professors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	168192	10.9	10.9	10.9
	Often	309832	20.1	20.1	31.1
	Sometimes	473474	30.8	30.8	61.8
	Rarely	332364	21.6	21.6	83.4
	Never	211226	13.7	13.7	97.2
	Don't know	43682	2.8	2.8	100.0
	Total	1538770	100.0	100.0	

9.32. Opinion on frequency of bribes among Public utilities officers (e.g. to get new telephone line, electricity connection) (Q1.5.4) on those who had contact to a public utilities officer (q2.1.6a=1)'

Public utilities officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	210857	13.4	13.4	13.4
	Often	312683	19.9	19.9	33.3
	Sometimes	468824	29.8	29.8	63.1
	Rarely	290157	18.5	18.5	81.6
	Never	212524	13.5	13.5	95.1
	Don't know	76510	4.9	4.9	100.0
	Total	1571555	100.0	100.0	

9.33. Opinion on frequency of bribes at driving license office (e.g. to pass the exam) (Q1.5.5) on those who had contact to a driving license officer (q2.1.12a=1)'

At driving license office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	199972	11.6	11.6	11.6
	Often	274412	15.9	15.9	27.5
	Sometimes	466796	27.1	27.1	54.6
	Rarely	306584	17.8	17.8	72.4
	Never	272184	15.8	15.8	88.2
	Don't know	204252	11.8	11.8	100.0
	Total	1724200	100.0	100.0	



9.34. Opinion on' frequency of bribes among Cadastre officers (e.g. to register a property) (Q1.5.7) on those who had contact to a cadastre officer (q2.1.3a=1)'

Cadastre officers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	81185	7.9	7.9	7.9
	Often	148094	14.4	14.4	22.2
	Sometimes	280199	27.2	27.2	49.4
	Rarely	205120	19.9	19.9	69.3
	Never	222469	21.6	21.6	90.8
	Don't know	94665	9.2	9.2	100.0
	Total	1031733	100.0	100.0	

9.35. Opinion on frequency of bribes among Public Judges/prosecutors (e.g. in the course of a trial) (Q1.5.8) on those who had contact to a judge/prosecutor (q2.1.2a=1)'

Judges/prosecutors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	135762	20.8	20.8	20.8
	Often	121182	18.6	18.6	39.4
	Sometimes	140342	21.5	21.5	61.0
	Rarely	113702	17.5	17.5	78.4
	Never	75756	11.6	11.6	90.1
	Don't know	64652	9.9	9.9	100.0
	Total	651395	100.0	100.0	