

# Attitudes and public opinion on corruption and familiarity with the work of the Agency for Prevention of Corruption

## Survey Results

December, 2016

# Survey objectives

The objective of the survey was to assess the perception, awareness, attitudes and experiences related to corruption in Montenegro.

Specific objectives of this survey included:

1. Assessing the perception of corruption in specific areas and institutions,
2. Establishing personal experience with corruption, measuring differences in perception and attitudes with regard to the socio-demographic characteristics of the respondents (gender, age, education, ethnicity, financial status, region),
3. Determining the presence of corruption,
4. Assessing familiarity with ASK and its activities, along with the public campaign “Not a cent for bribe”,
5. Evaluating perception of the ASK work in their fight against corruption,
6. Identifying sources of information about the activities of ASK and the ways of reporting corruption.

# Methodology

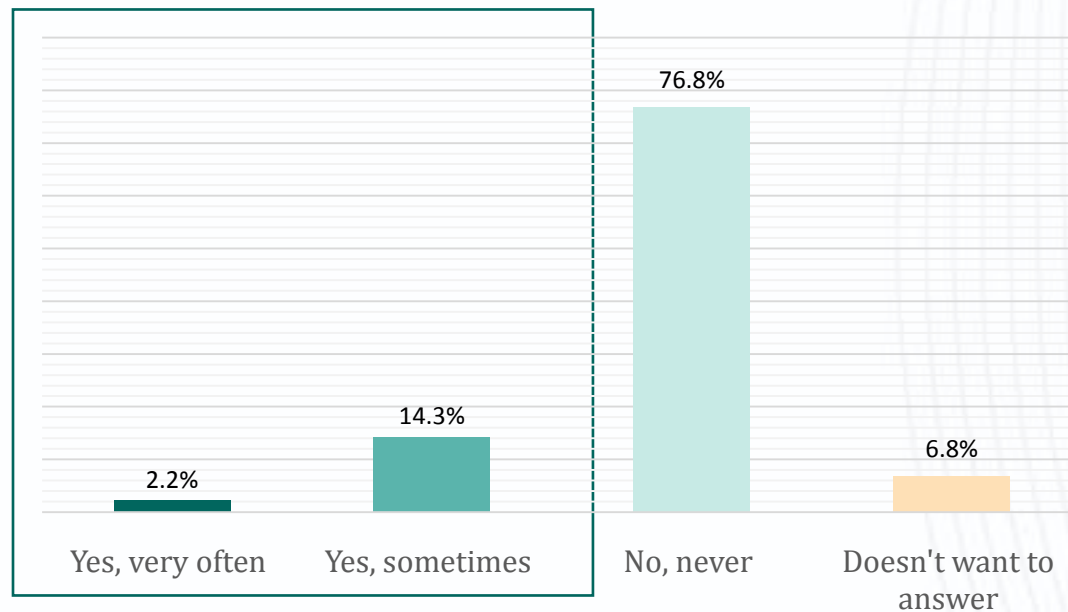
- Quantitative research
- Representative sample
  - *Multistage random sample*
  - 1006 respondents
  - Target population– adult citizens (18+)
  - Post stratification by age and sex
- Margin of error: +/-3,1%
- Confidence interval 95% for incidences of 50%
- PAPI (*Paper Assisted Personal Interviewing*)
- Face to face method
- Sample control: 10%
- Filedwork: December, 1 – December, 11, 2016.

# Public opinion on the issue of corruption

## Personal experience with corruption

### RECEIVING BRIBE

HAVE YOU EVER BEEN REQUESTED BY A CIVIL SERVANT TO GIVE PRESENT OR MONEY, WHILE EXERCISING YOUR RIGHTS AT STATE OR LOCAL GOVERNMENT BODIES?



The vast majority of respondents (76.8%) have never been conditioned by any official request for the giving of gifts/money, in the exercise of their rights by state or local authorities.

Every sixth respondent has been conditioned from an official request for the giving of gifts/money, and these are mainly:

- Male,
- Differences in age are not significant,
- Have completed high school,
- Are unemployed or working in a private company,
- They live in northern region.



# Personal experience with corruption

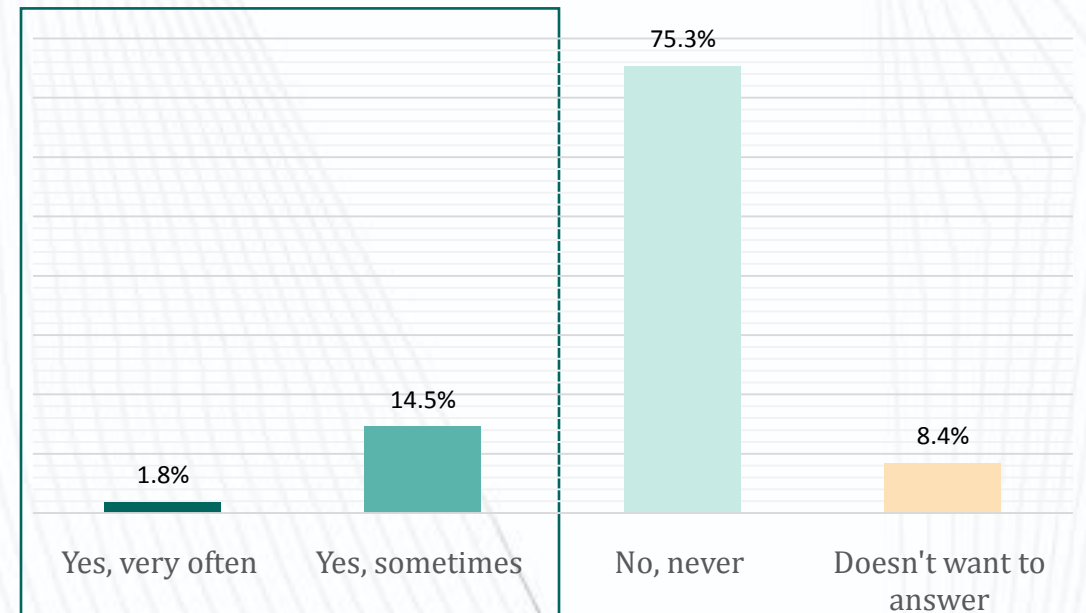
As with the previous question, the vast majority of people (75.3%) who say they have never offered any kind of gifts/money in return to obtaining their rights before a state or local government bodies.

Every sixth respondent admits he/she was often or sometimes offered bribes.

When it comes to the structure of the respondents who have been in this situation, those are mainly citizens with a high school education, since in all other demographic categories - differences are not statistically significant.

## OFFERING BRIBE

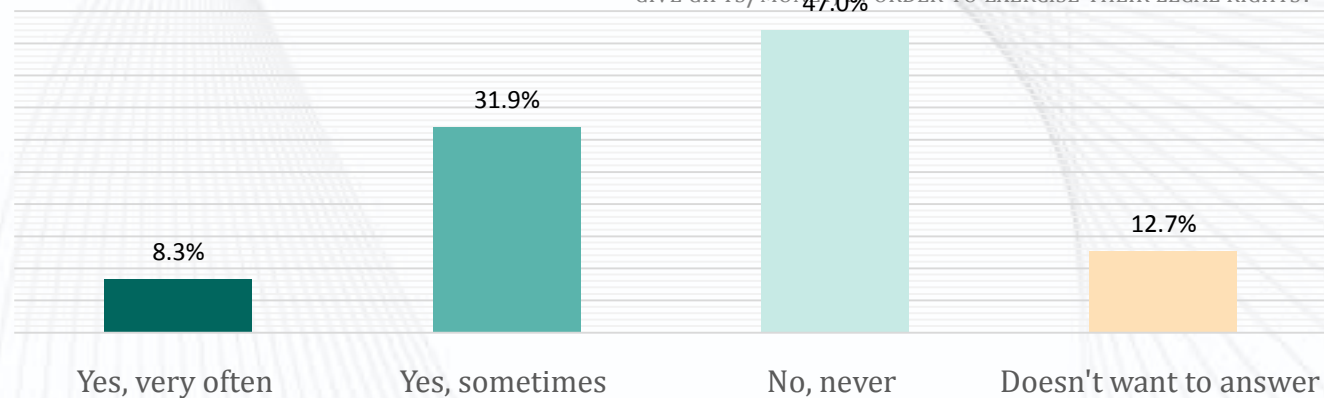
HAVE YOU EVER OFFERED ANY KIND OF GIFT/MONEY IN ORDER TO EXERCISE YOUR LEGAL RIGHTS (TO SHORTEN CERTAIN PROCEDURES OR SPEED UP LENGTHY PROCEDURES OR IN ORDER TO SECURE A BETTER QUALITY SERVICE)?



## Have you heard that someone in your immediate environment has received or offered a bribe?

### EXPERIENCE OF OTHERS: RECEIVING BRIBE

HAVE YOU HEARD THAT SOMEONE IN YOUR IMMEDIATE ENVIRONMENT (FAMILY MEMBER, RELATIVE, NEIGHBOR, COLLEAGUE, ETC.) WAS CONDITIONED FROM A PUBLIC OFFICIAL BY THE REQUEST TO GIVE GIFTS/MONEY IN ORDER TO EXERCISE THEIR LEGAL RIGHTS?



Regarding the personal experience, it is expected that a larger number of those who claim to have heard that someone in their immediate environment was conditioned from an official by the request for the giving gifts / money, in exchange of exercising of their legal rights.

Even 40.2% (cumulatively, very often and sometimes) citizens claim that someone in their immediate environment required "additional payment" for rendered services.

Thus, we can say that the number of those who claim that this situation happened before rather to someone else than themselves is two and a half times bigger.

Those who say that the bribery occurred often or sometimes to someone in their immediate environment, generally fall into the category of:

- Citizens with the secondary education,
- Between 25 and 44 years,
- Respondents from the northern region.

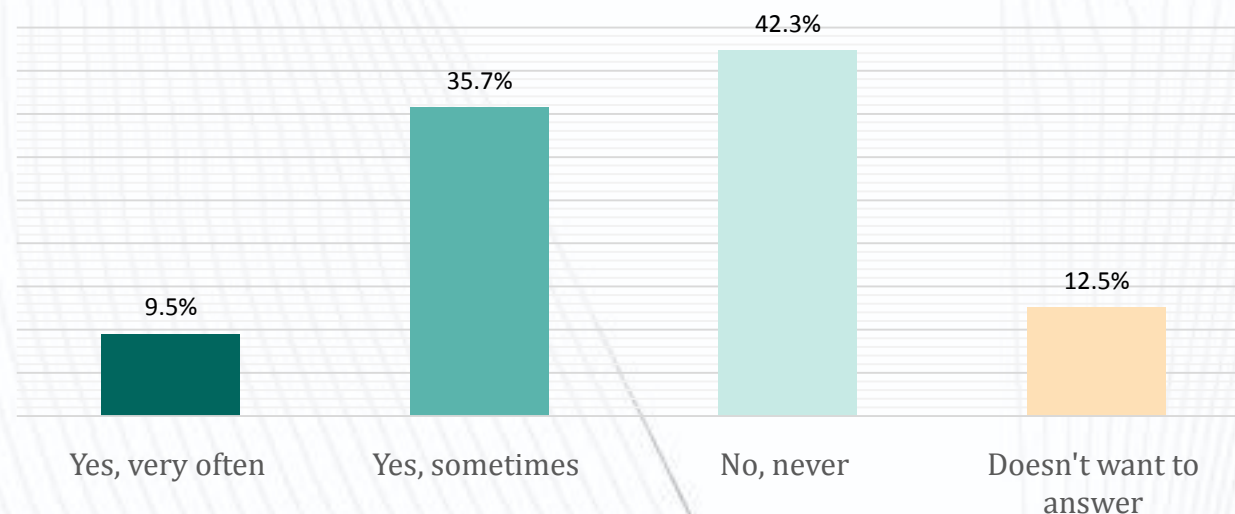
## Have you heard that someone in your immediate environment has received a bribe?

The similar situation exists when it comes to offering gifts/bribe by someone from the respondents' immediate surrounding in order to exercise some of their legal rights. Significantly larger number of citizens believe that "illegal payment" exists (cumulatively 45,2%), but that they were committed by someone from their immediate surrounding, not themselves (only 16,3% admitted to doing this at least once).

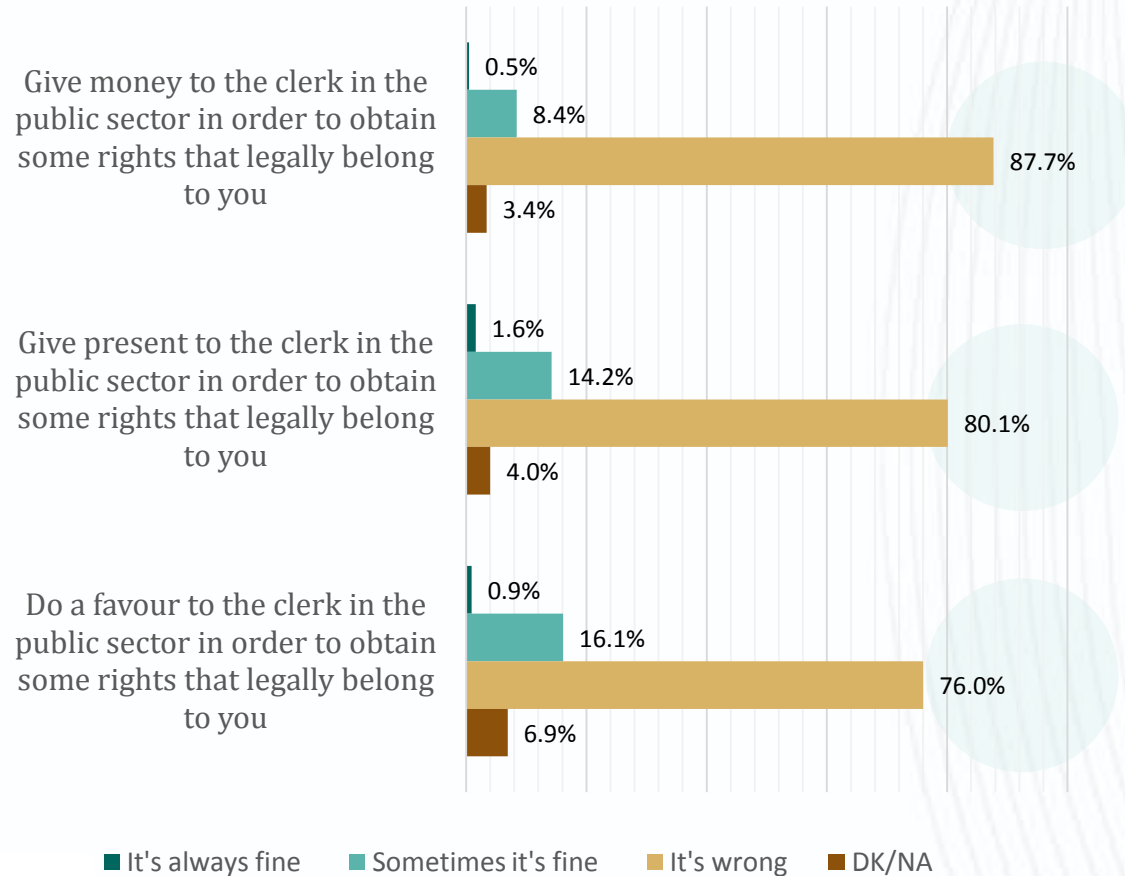
Those that believe that people in their immediate surrounding exercise "illegal paying" mostly live in the central region and have completed high school.

### EXPERIENCE OF OTHERS: OFFERING BRIBE

HAVE YOU HEARD THAT SOMEONE IN YOUR IMMEDIATE ENVIRONMENT (FAMILY MEMBER, RELATIVE, NEIGHBOR, COLLEAGUE, ETC.) WAS CONDITIONED FROM A PUBLIC OFFICIAL BY THE REQUEST TO GIVE GIFTS/MONEY, IN ORDER TO EXERCISE THEIR LEGAL RIGHTS?



# Do you think it is fine to do any of the following?



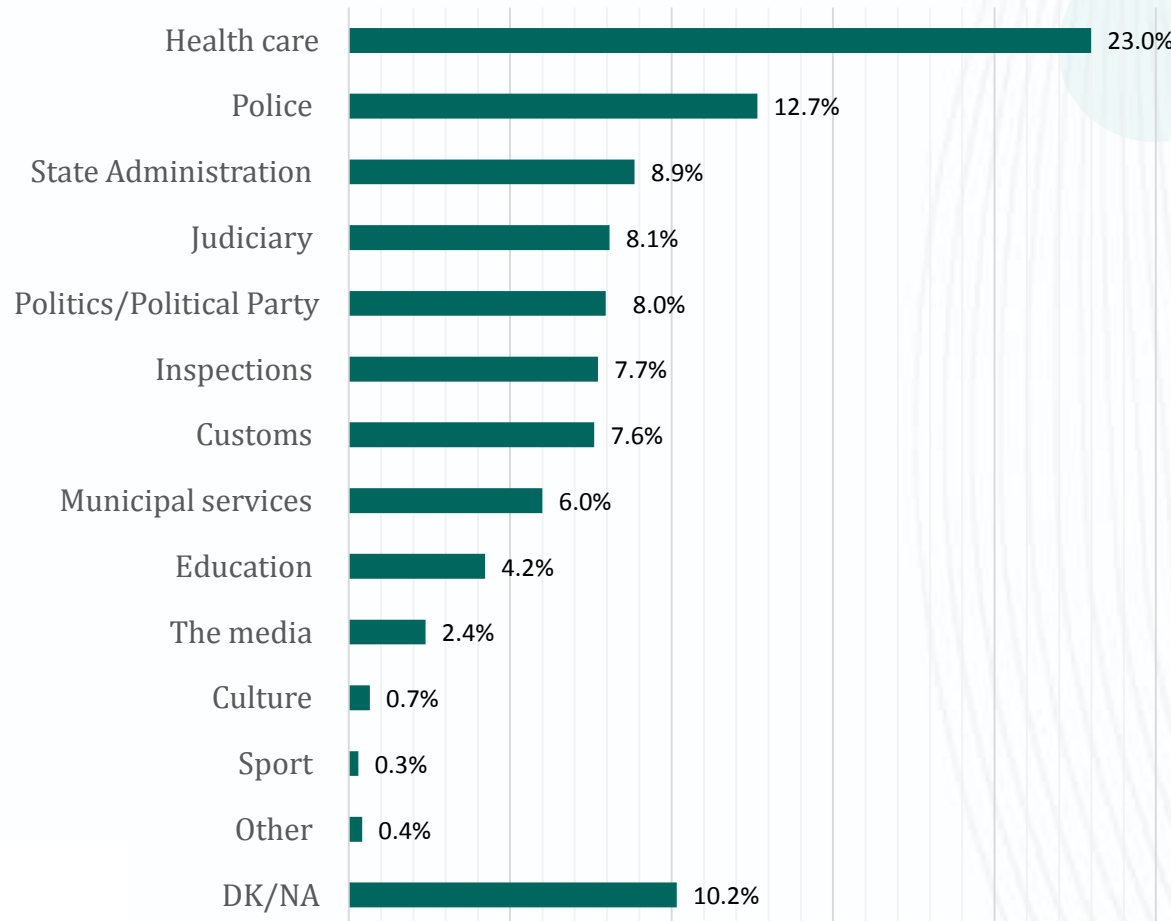
The majority of citizens of Montenegro believe that it is wrong to:

- give money to the clerk in the public sector in order to obtain their legal rights (87.7%);
- give a gift to the officer in the public sector in order to obtain their legal rights (80.1%),
- do the officer in the public sector a favor in order to obtain their legal rights (76%).

Every sixth respondent (16.1%) think that sometimes is fine to do the favor to the officer in the public sector in order to obtain their legal rights, while only 0.5% believe that it is always wrong to give money to the clerk.



# Which sectors/institutions have the highest prevalence of corruption?



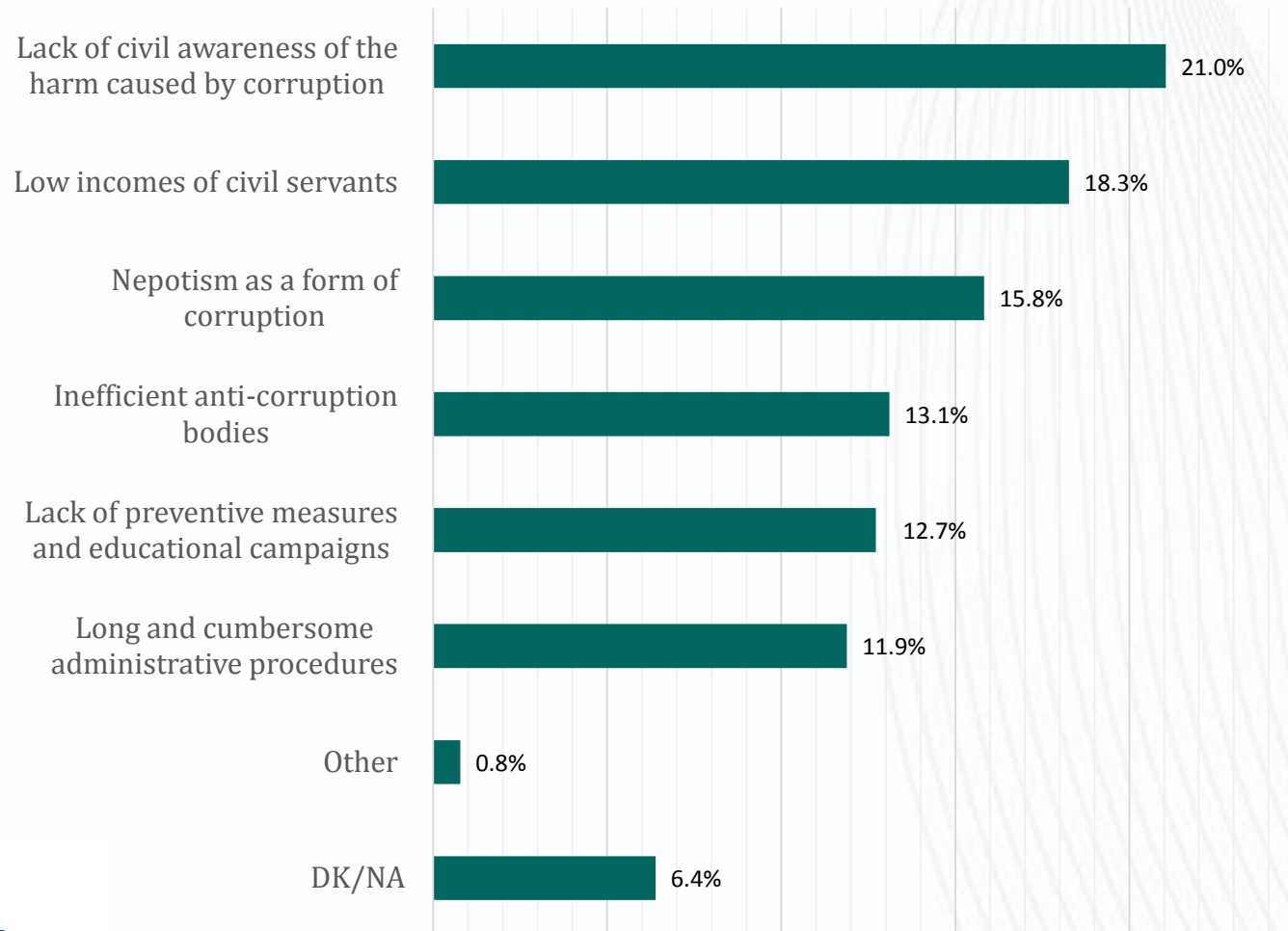
In the perception of Montenegrin citizens, corruption is most prevalent in healthcare. That attitudes shares 23% of the population.

Every eighth respondent says that corruption is most present in the police (12.7%).

After the police, in the opinion of citizens, corruption is most present in public administration (8.9%), judiciary (8.1%) and political parties (8%).

The citizens believe that corruption is least prevalent in the sport (0.3%), culture (0.7%) and media (2.4%).

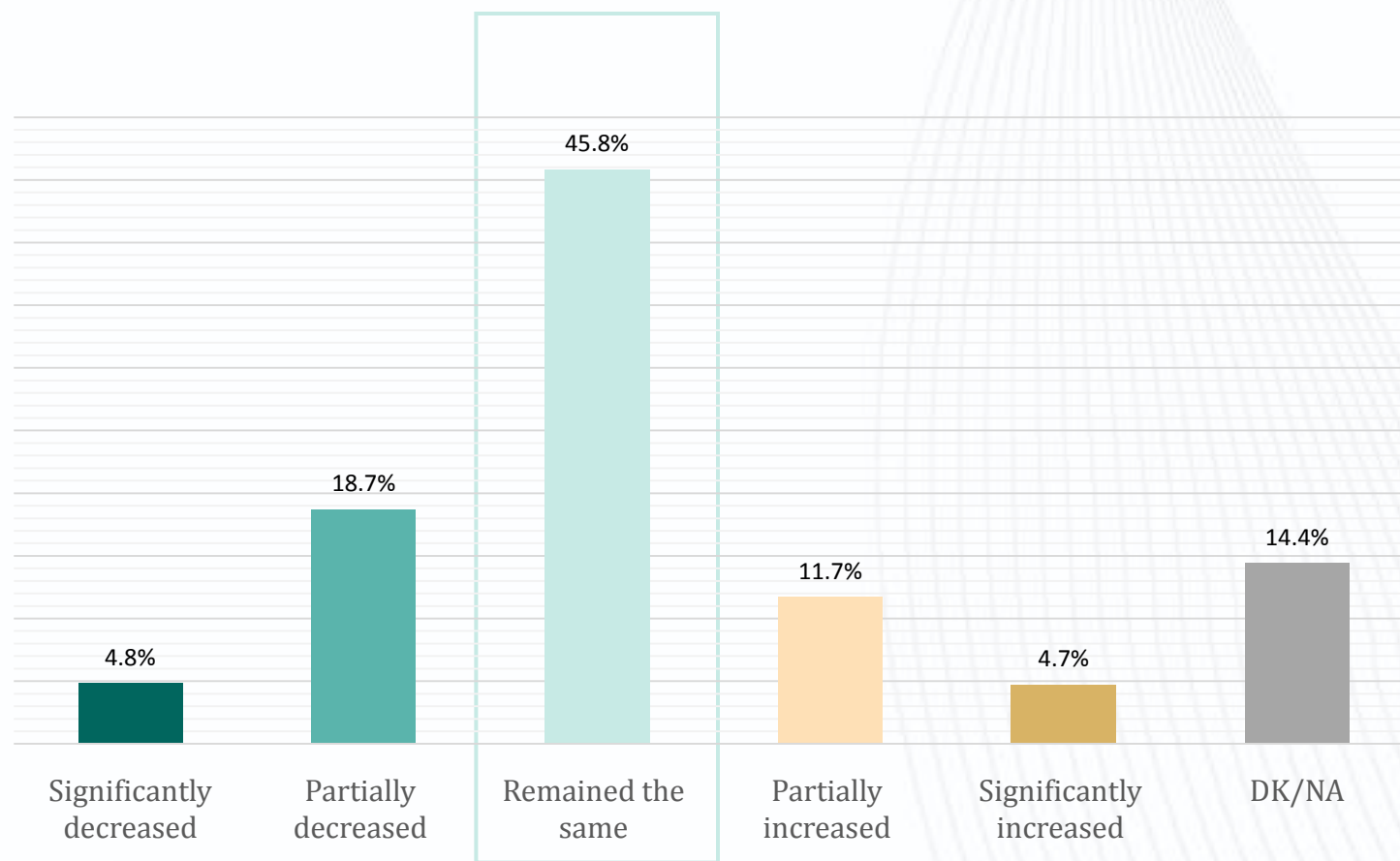
# What are the main causes of corruption in Montenegro?



The main causes of presence of corruption according to Montenegrin citizens are:

- The lack of civic awareness and responsibility about the harmfulness of corruption (21%),
- Low salaries of employees in the state / municipal services (18.3%),
- Nepotism as a form of corruption (15.8%)

## In general, what is your opinion on the presence of corruption in Montenegro today, compared to the situation one year ago?



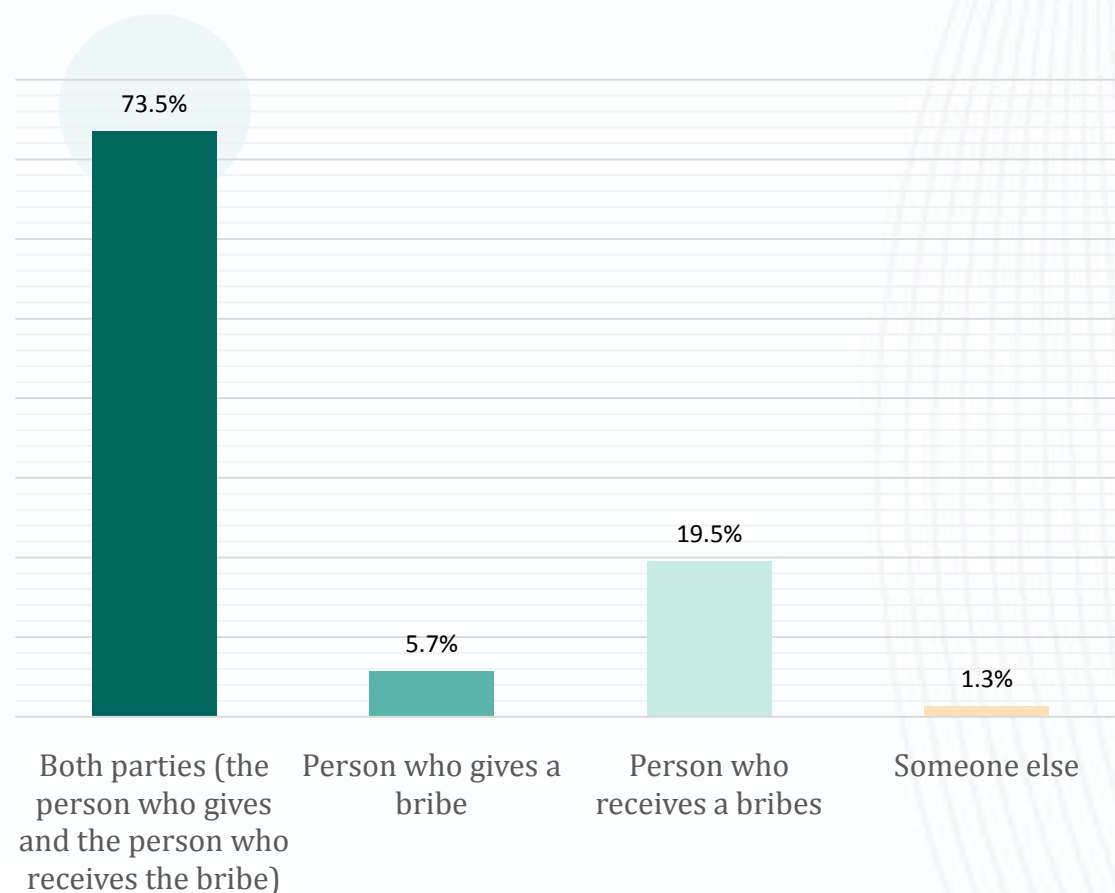
The largest number of respondents believe that corruption remained the same over the last years (45.8%).

Only 11.7% of the citizens believe that corruption has partly increased compared to the previous year, while the number of those who claim that corruption has increased significantly is 4.7%.

The structure of these respondents:

- Men,
- Middle-aged (35-44 years)
- With a high school education,
- From the central region.

# Who is criminally liable for receiving/offering bribe?



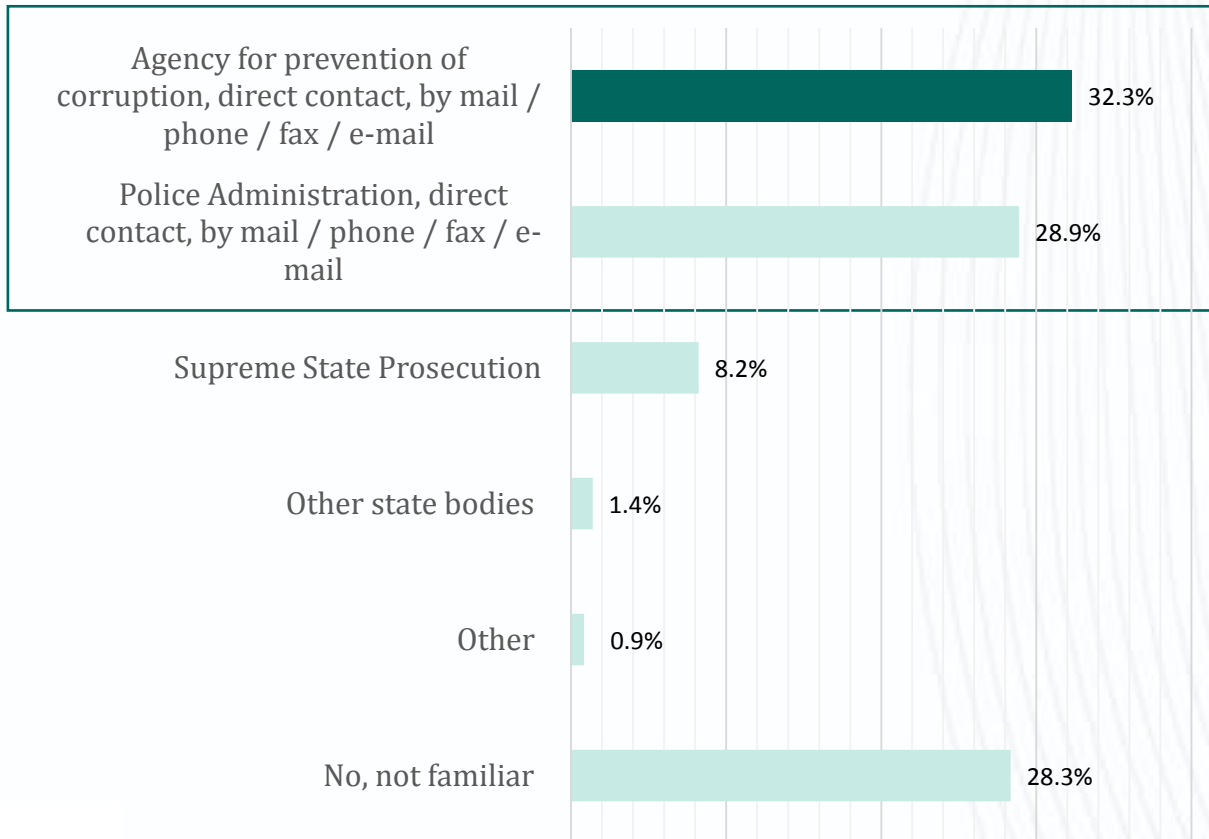
The largest number of respondents (73.5%) believe that in corrupt practices criminally liable and the person who gives the bribe and the person who receives the bribe.

Almost every fifth respondent believes that the corrupt practices criminally liable only the person who asked for bribes (19.5%). The structure of these respondents:

- Women
- Senior citizens (55-64 years)
- With a high school education,
- Pensioners and the unemployed,
- Residents of the northern region.



# Are you familiar with the ways you can report corruption?

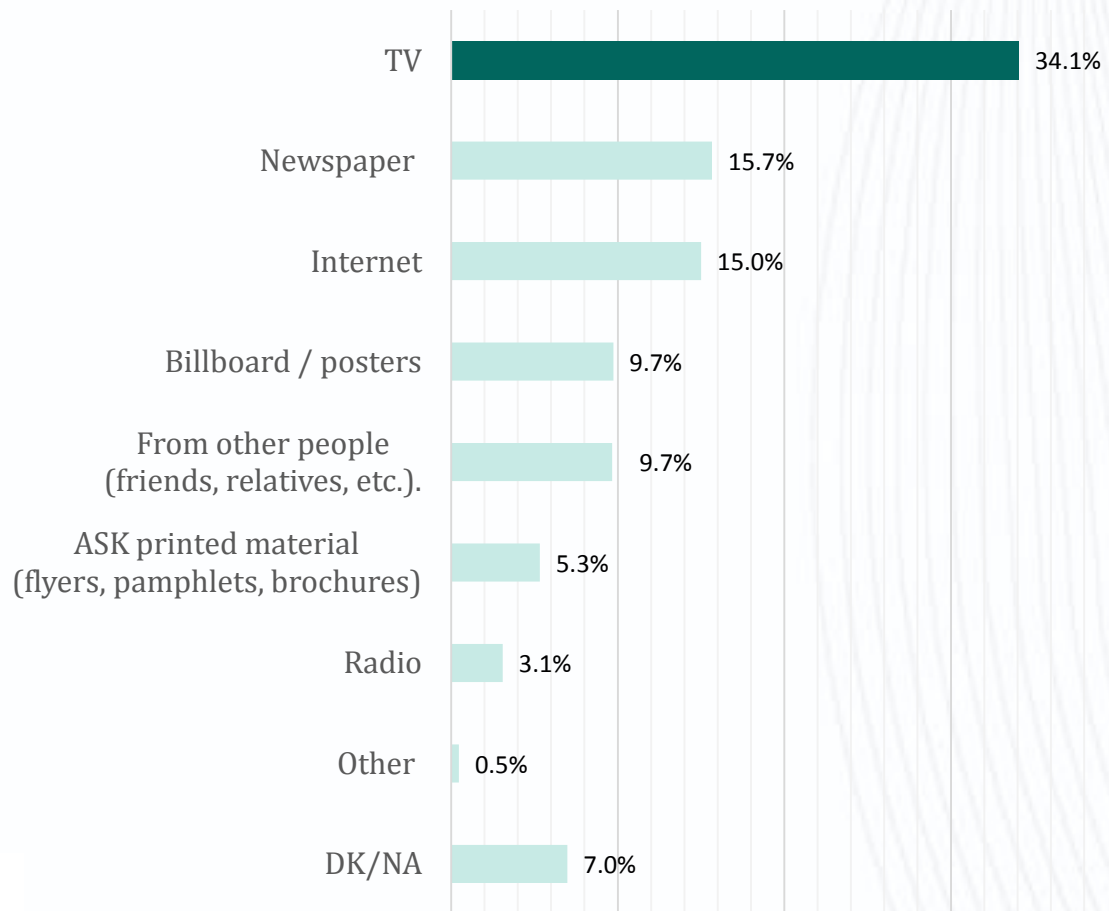


Every third citizen of Montenegro identified the Agency for prevention of corruption, as the authority to which one can report corruption, either by direct contact or via mail / phone / fax or email.

Almost a third of respondents (28.9%) believe that corruption can be reported to the Directorate of Police.

The percentage of those who are not familiar with the ways to report corruption remains on significant 28.3%.

# How have you learned about the ways to report corruption?

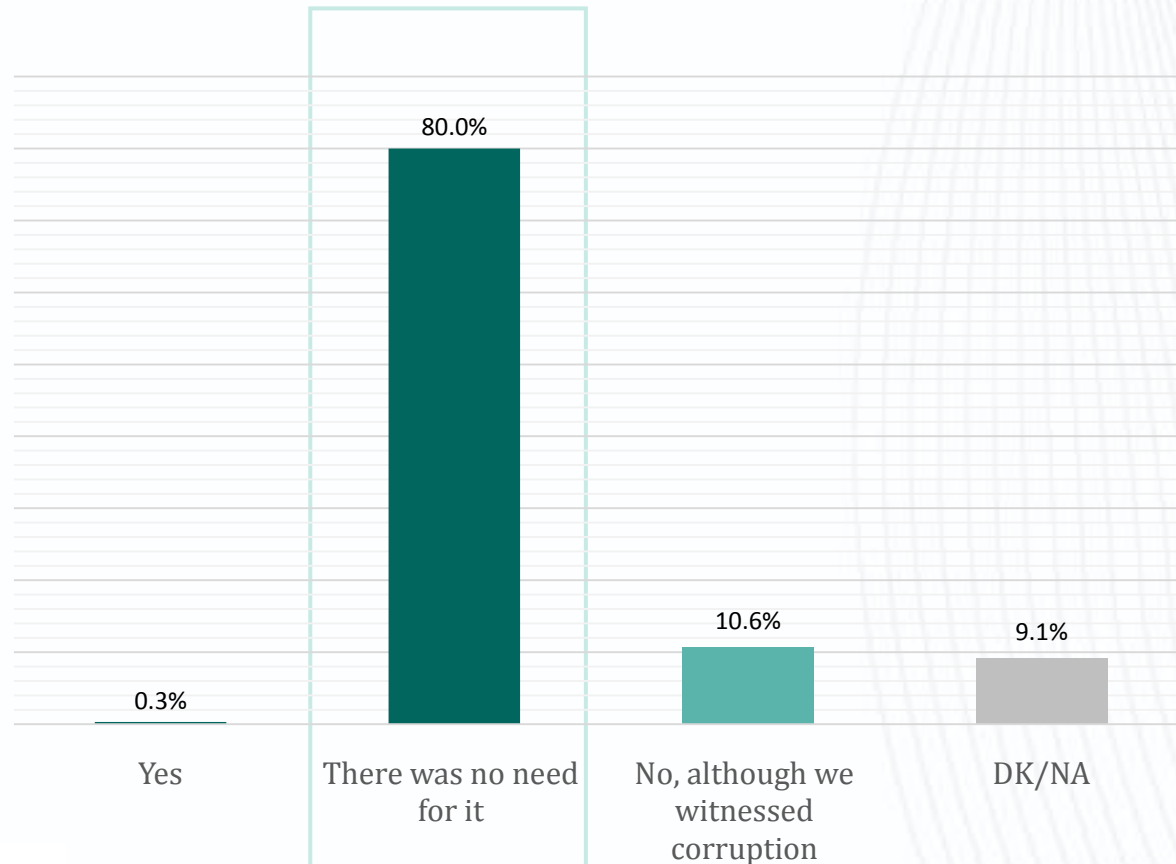


Most of the Montenegrin citizens informs about the ways of reporting corruption over TV (34.1%).

In addition to TV, respondents highlighted newspapers (15.7%) as the second most effective way of getting these information.

In the third place respondents have recognized Internet as the most effective way to get required information (15%).

# In the last 12 months, have you or anyone from your family used any of the following ways to report corruption?



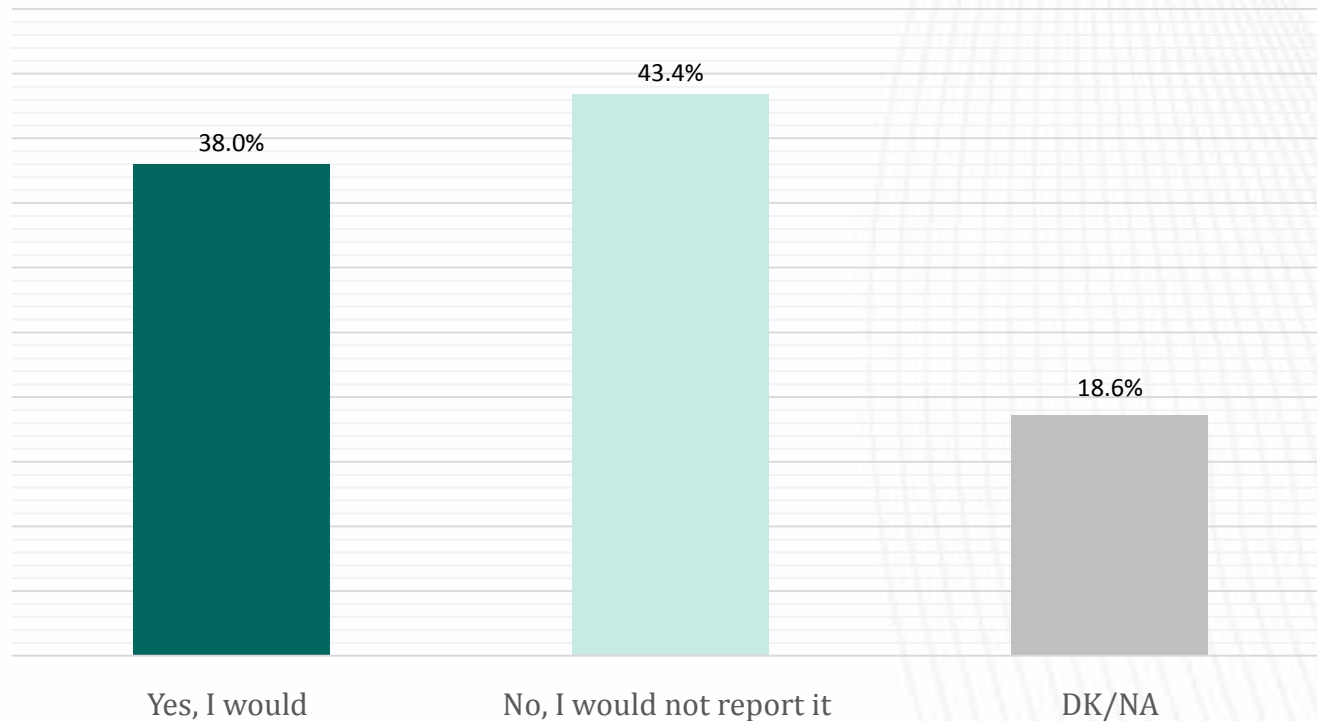
Most of the Montenegrin citizens (80%) says that in the last 12 months have not reported corruption because there was no need.

Every tenth citizen has not reported, although witnessed corruption.

In the group of those who have not reported, although witnessed corruption, were:

- Middle-aged respondents (35-54 years)
- With a high school education,
- From the central region.

# Would you, in the event of getting information about the corruption, from personal or someone else's experience, report the case?



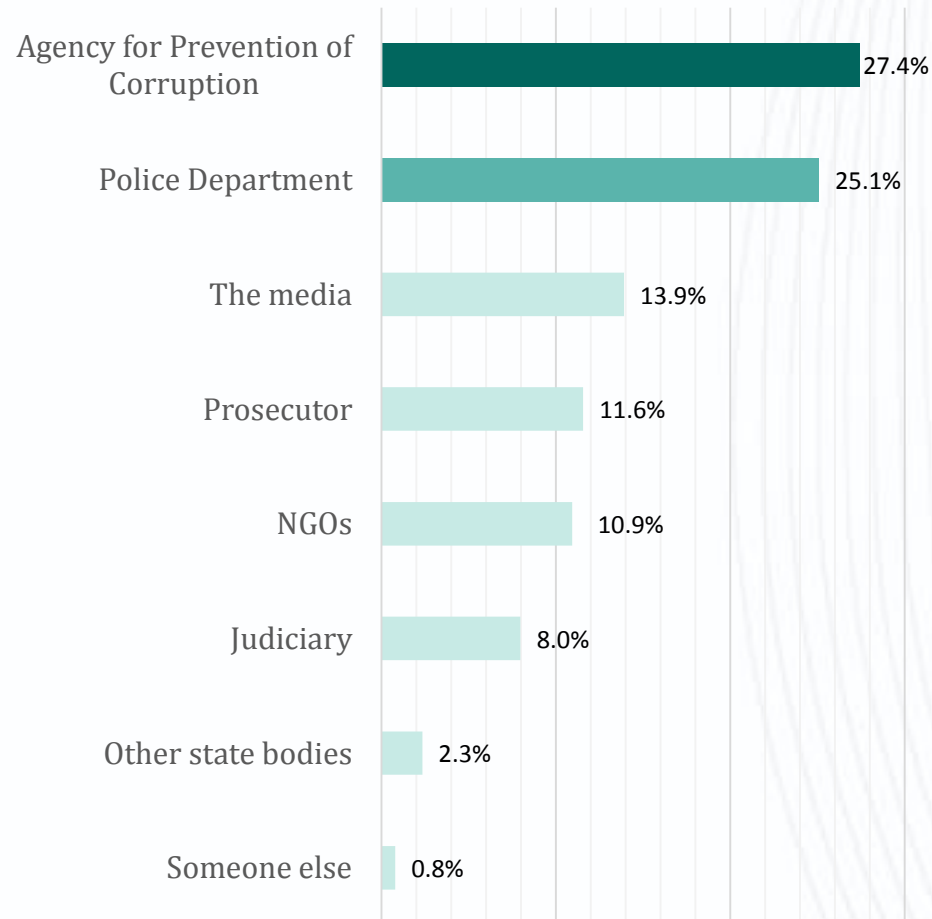
There were more of a few people who say they would not report corruption (43.4%) compared to those who would (38%).

Among those who would not report corruption are mainly:

- Men,
- Younger age (25-34 years)
- With a high school education or less,
- From the central region.



# Whom would you report corruption to?



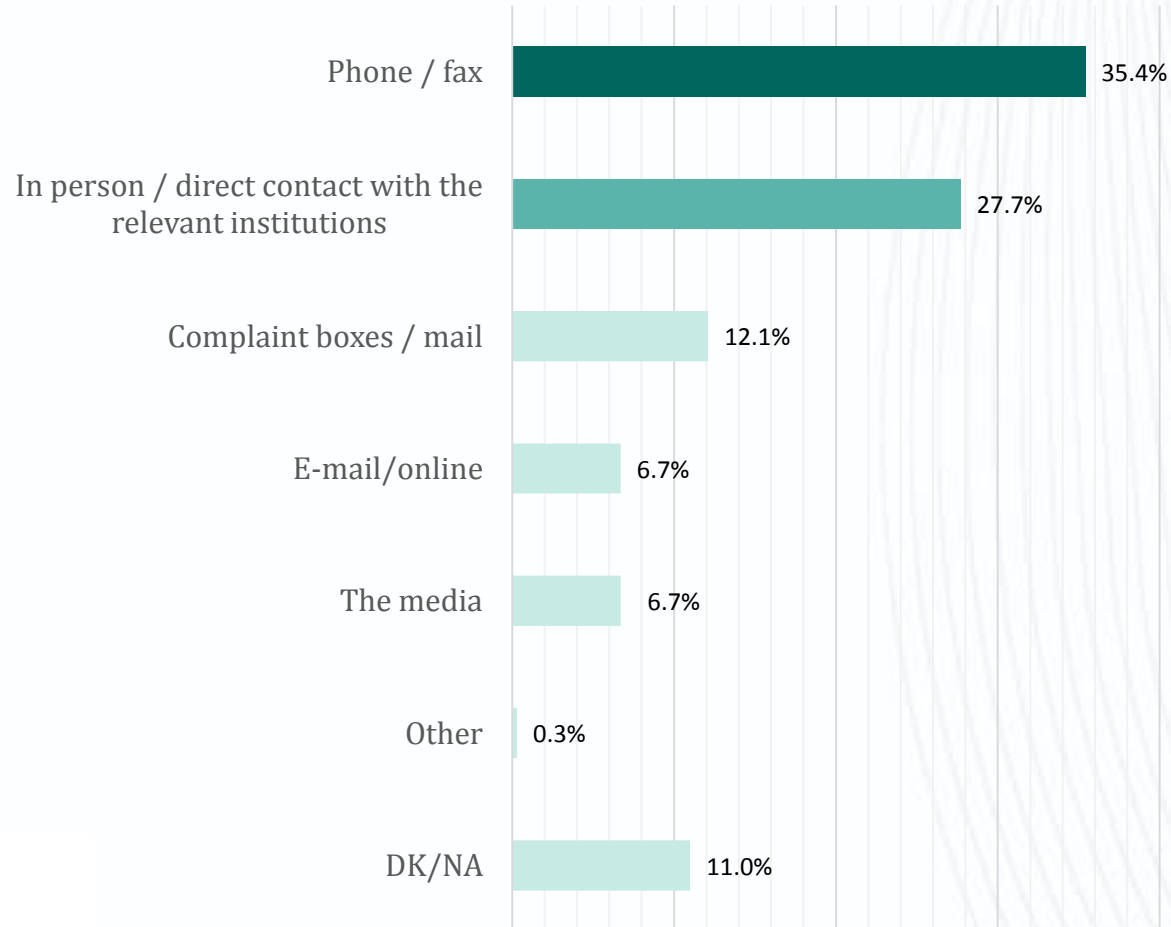
The largest number of citizens would report corruption to the Agency for Prevention of Corruption (27.4%). That following, the citizens would report corruption to the Police Directorate (25.1%), then to the media (13.9%), prosecution (11.6%), non-governmental organizations (10.9%) and the judiciary (8%).

This order is in line with the responses given by the citizens to the question "Are you familiar with all the ways you can report corruption" where the largest number of respondents have recognized Agency for Prevention of Corruption (32.3%), followed by the Police (28.9%) .

Citizens who would report corruption to the Agency for Prevention of Corruption are mainly:

- Women
- With a high school education,
- Employed,
- From the northern region.

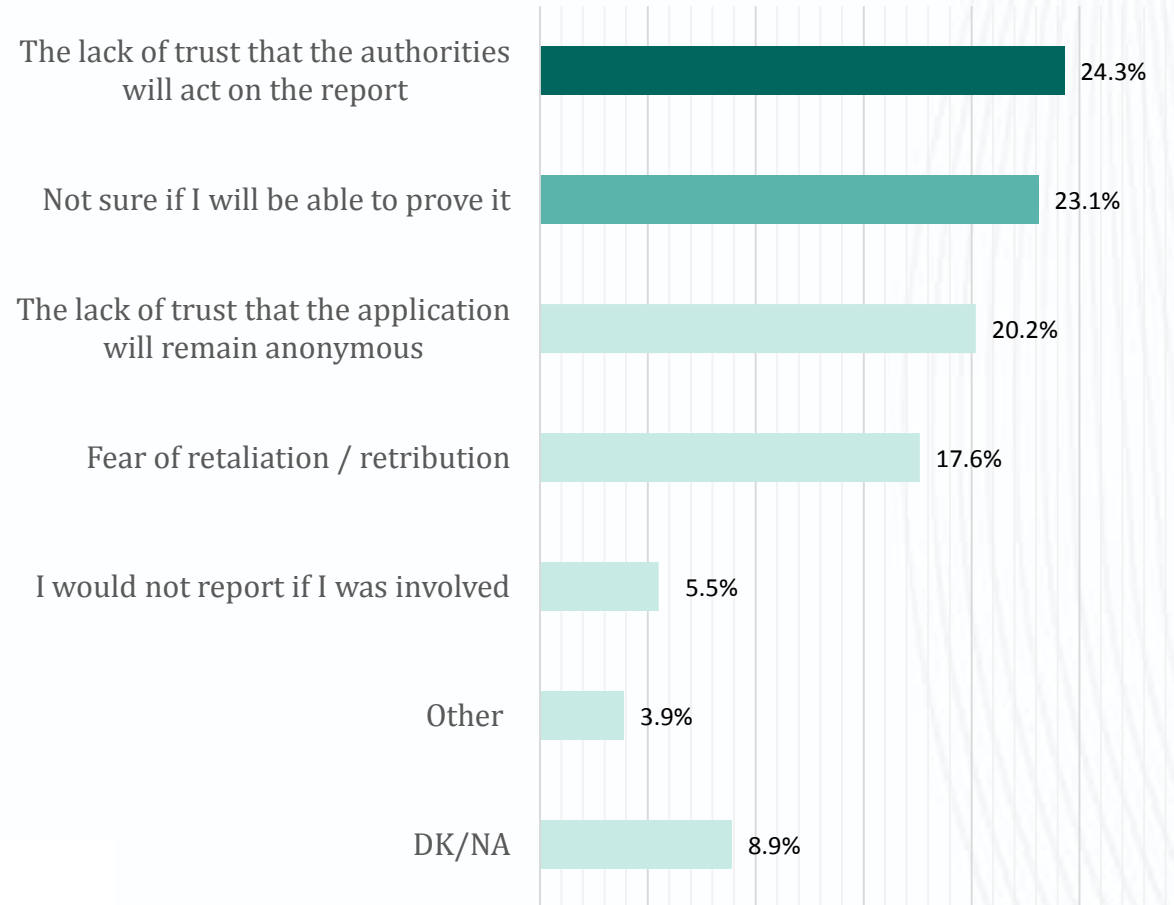
# Which way would you report the corruption?



Citizens would largely report corruption over the phone / fax (35.4%).

In the second place is a direct contact with relevant institutions (27.7%), followed by complaint boxes or mail on third place (12.1%).

# What are the reasons for opting not to report corruption?

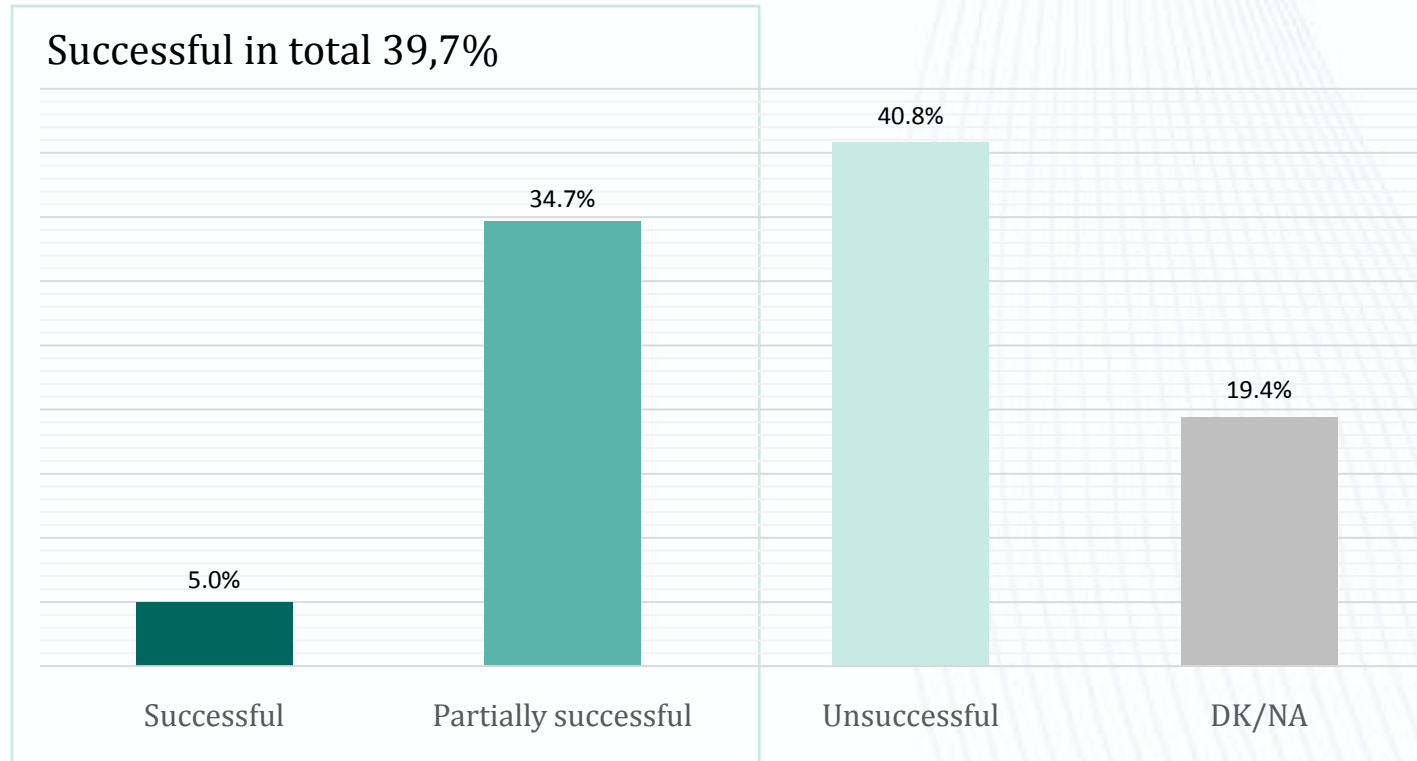


The main reason why Montenegrin citizens opt not to report corruption is the lack of trust that the authorities will act on the report (24.3%).

Almost every fourth respondent is not sure that will be able to prove corruptive behavior (23.1%).

Every fifth citizen has no confidence that the application will remain anonymous (20.2%)

# Please assess the effectiveness of the efforts relevant authorities put in fighting corruption to date?

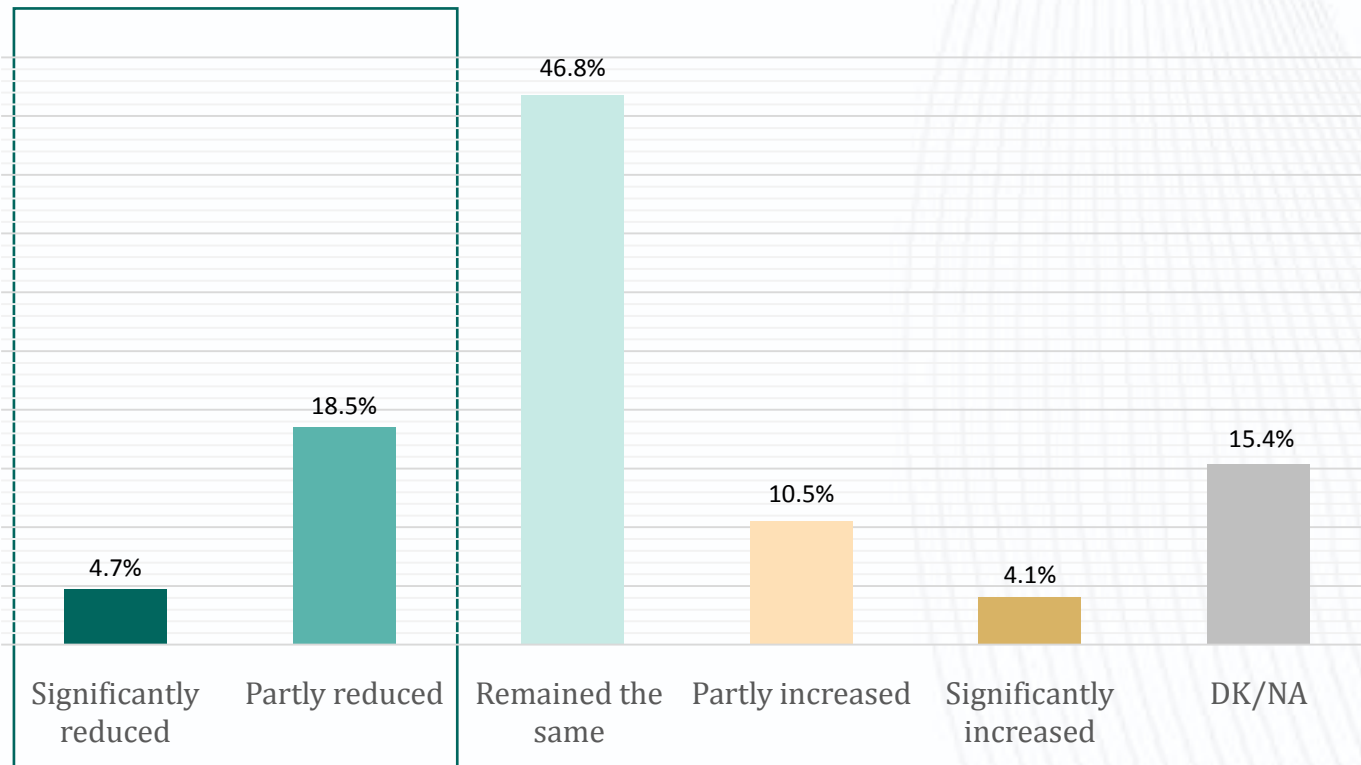


That the efforts of the relevant institutions in the fight against corruption were successful/effective thinks almost 40% of the population (5% - successful; 34.7% - partially successful)

Approximately, there's the same number of those who believe that the efforts of state institutions to combat corruption were unsuccessful - 40.8%.



# In general, what is your opinion about the prevalence of corruption in the state administration today, compared to last year?



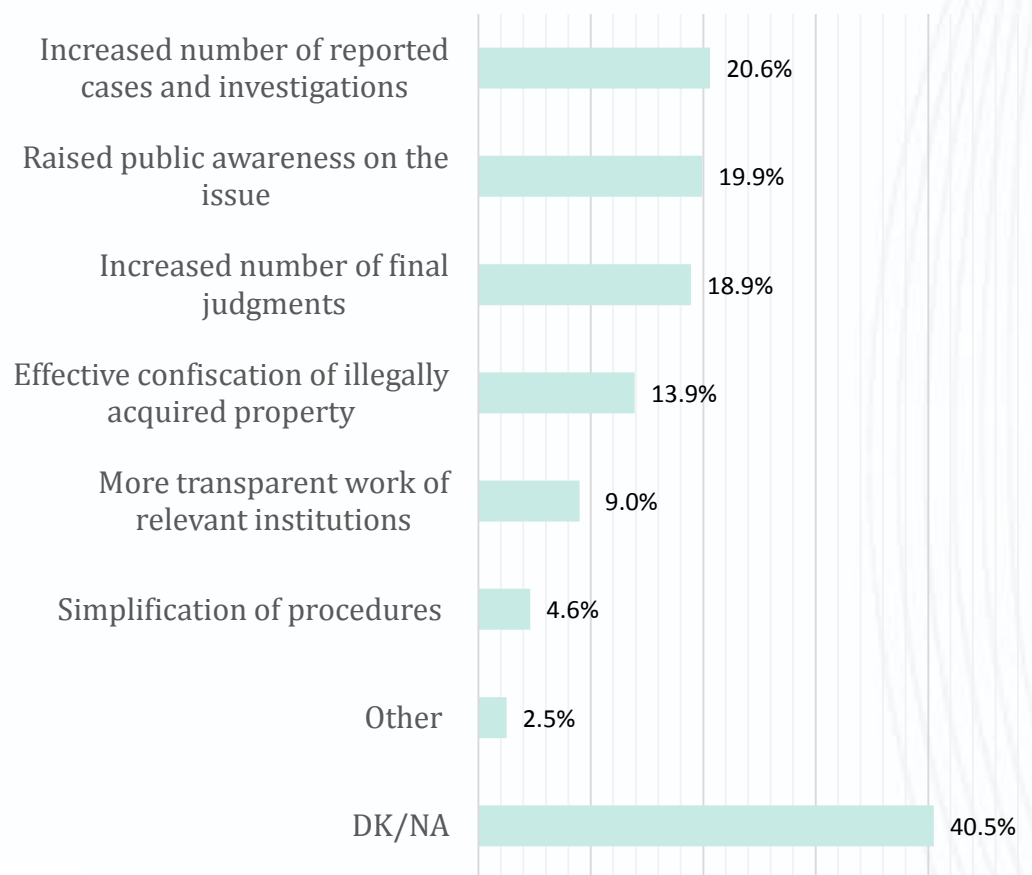
The majority of citizens believe that corruption in public administration remained at the same level as it was a year ago (46.8%).

On the other hand, 10.5% believe that corruption in public administration has partly increased, while 4.1% believes that corruption has significantly increased.

Nearly a quarter claimed that corruption in the state administration, compared to previous year, was substantially or partially reduced (the cumulative sum of the responses, 23.2%).

23,2%

# What are your expectations in terms of improving the current situation regarding the fight against corruption in Montenegro?

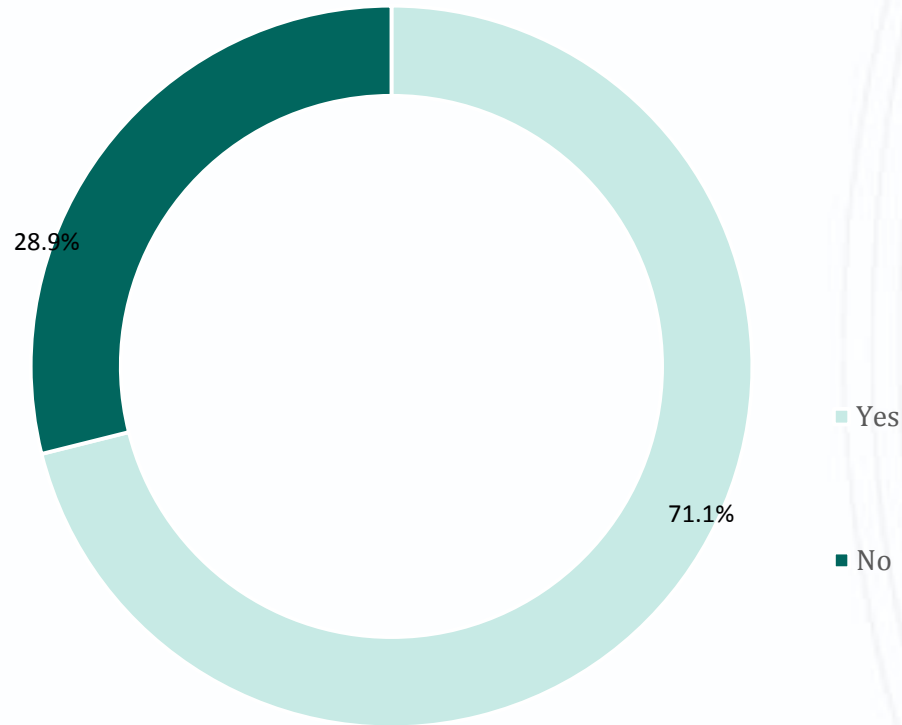


Regarding the fight against corruption in Montenegro, citizens mostly expect:

- A larger number of reported cases and investigations (20.6%),
- Raised public awareness on the issue (19.9%),
- Increased number of final judgments (18.9%).

# Familiarity with a work of Agency for Prevention of Corruption?

## Have you heard of the Agency?



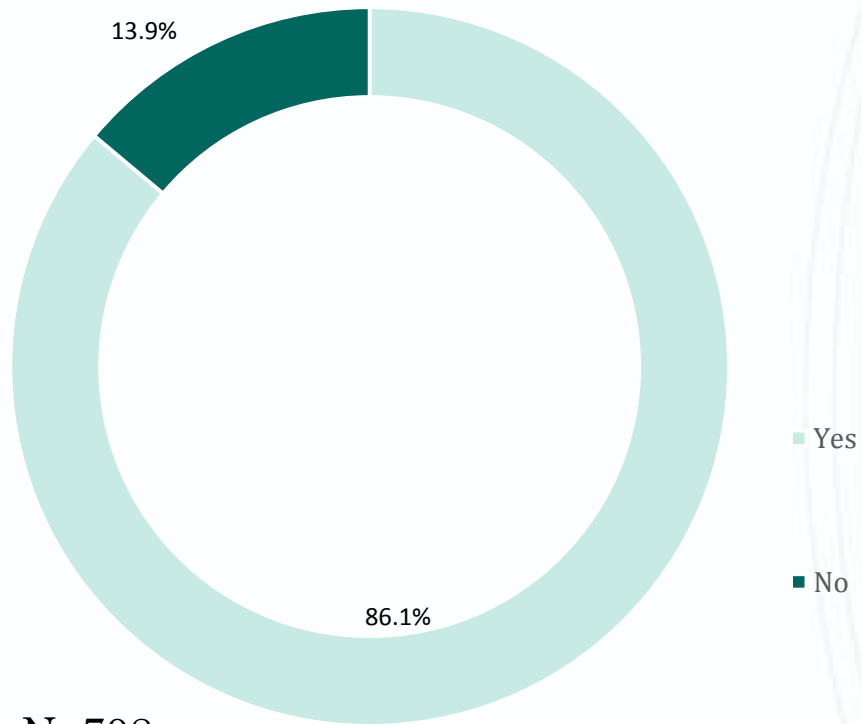
N=1006

More than 70% of citizens have heard of ASK, while almost one third replied the other way.

Respondents who have not heard of ASK:

- The difference by gender is not statistically significant,
- They belong to the age groups 25-34 and 65+,
- Have completed high school,
- Pensioners, either employed in the private sector,
- They live in the central region.

# Are you familiar with the work of the Agency?



N=708

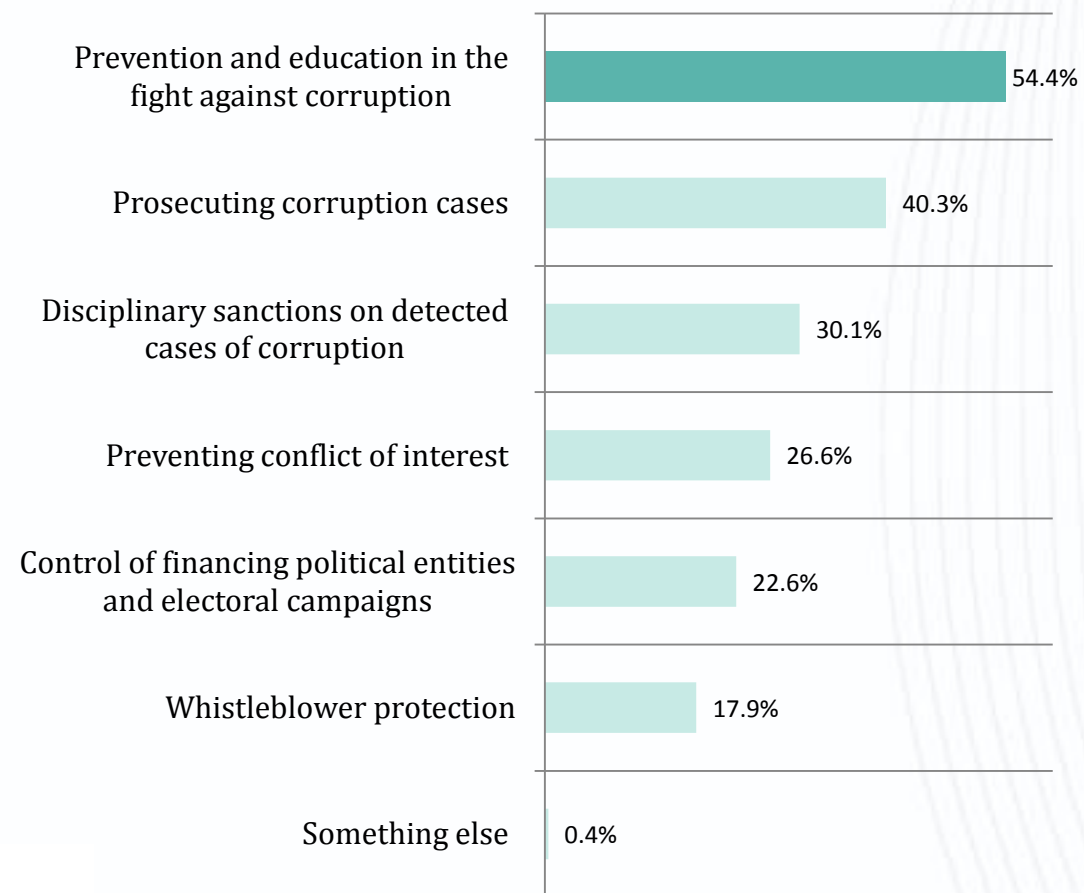
Of those who have heard of the Agency, 86.1% of them are familiar with its work.

Right before the establishment of the Agency, in a survey conducted in 2015, citizens were asked the same question related to the future activities of this public institution.

Compared with last year results, the number of citizens who knew about this body's authorities, has increased by nearly one third.



# Please indicate the activities of the ASK?



When we separate those who said that were familiar with ASK activities, we see that a significant percentage of respondents gave correct answers.

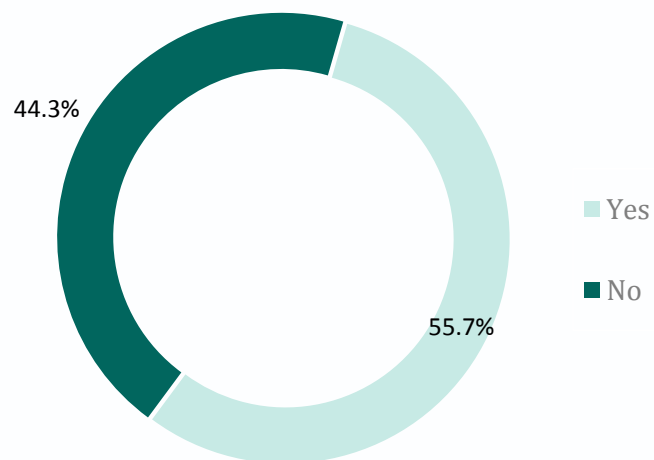
Thus, on this question, correctly answered:

- 54.4% of respondents who said that the Agency deals with prevention and education in the fight against corruption,
- 26.6% of respondents who said that it deals with the prevention of conflicts of interest,
- 17.9% of respondents who claimed that it deals with the protection of whistleblowers,
- and 22.6% of respondents who said that the Agency controls the financing of political party and electoral campaigns.

Inaccurate response gave 40.3% of respondents who claimed that the Agency prosecutes corruption cases, and that it imposes disciplinary sanctions on detected cases of corruption (30%).

# Campaign „Not a cent for a bribe”

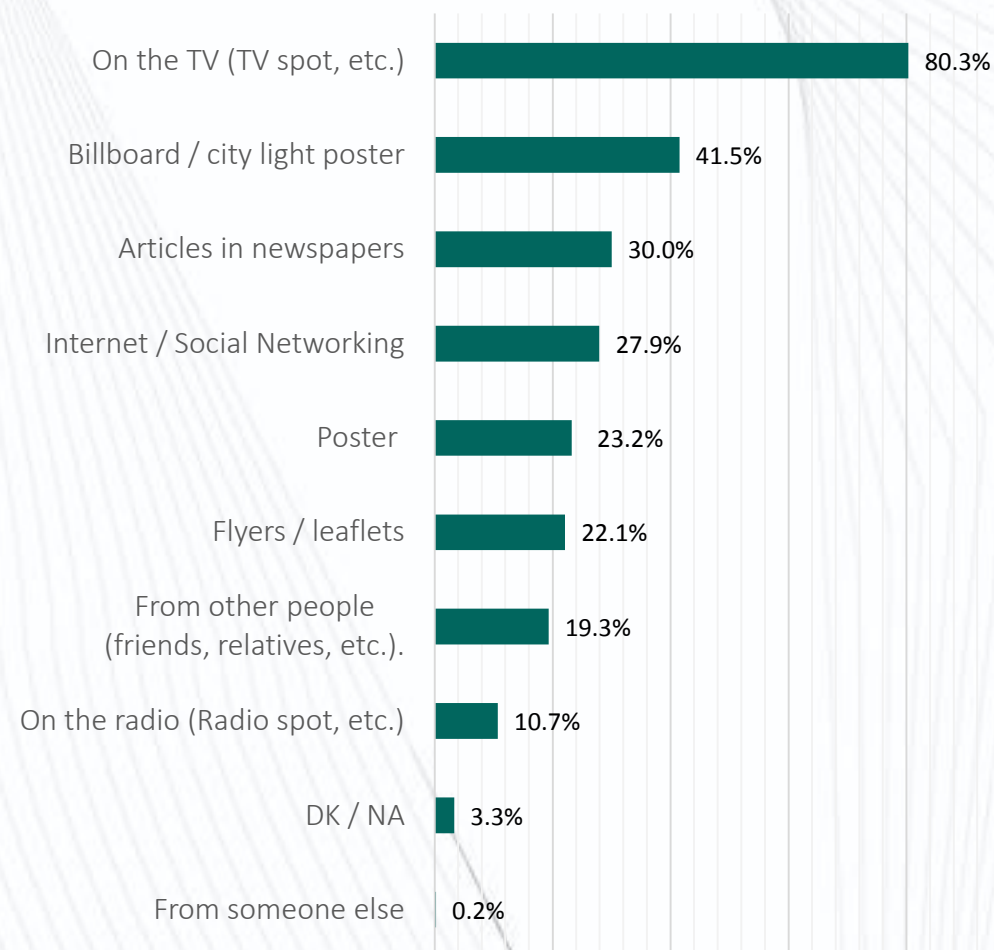
HAVE YOU HEARD OF THE CAMPAIGN AND WHERE?



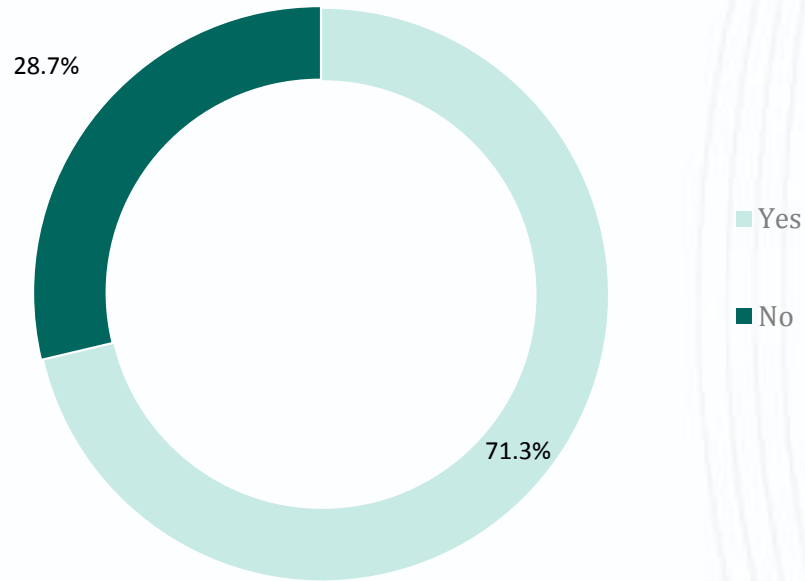
Every second citizen has heard of the campaign "Not a cent for bribe".

Out of those who have heard of the campaign, the majority of them has seen it on a TV (TV spot, etc.) - 80.3%.

Other major sources of information are billboards / city light posters, articles in newspapers, internet / social networks, etc..



# Do these campaigns encourage citizens to counter corruption?



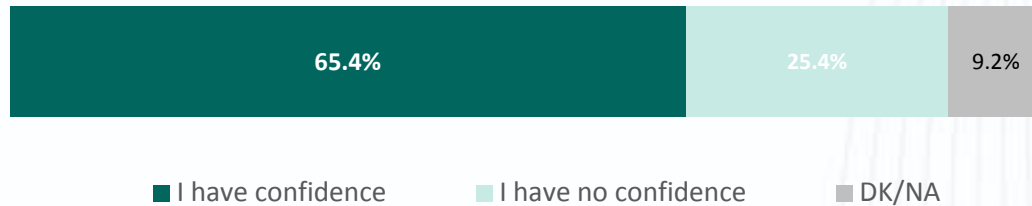
More than 70% of the citizens believe that these campaigns encourage citizens to counter corruption, while every third thought the opposite.

Respondents who believe that such campaigns are useful are mainly females.

The differences in age, education, employment status and region in which respondents live, are not statistically significant.

# Confidence in the Agency's work

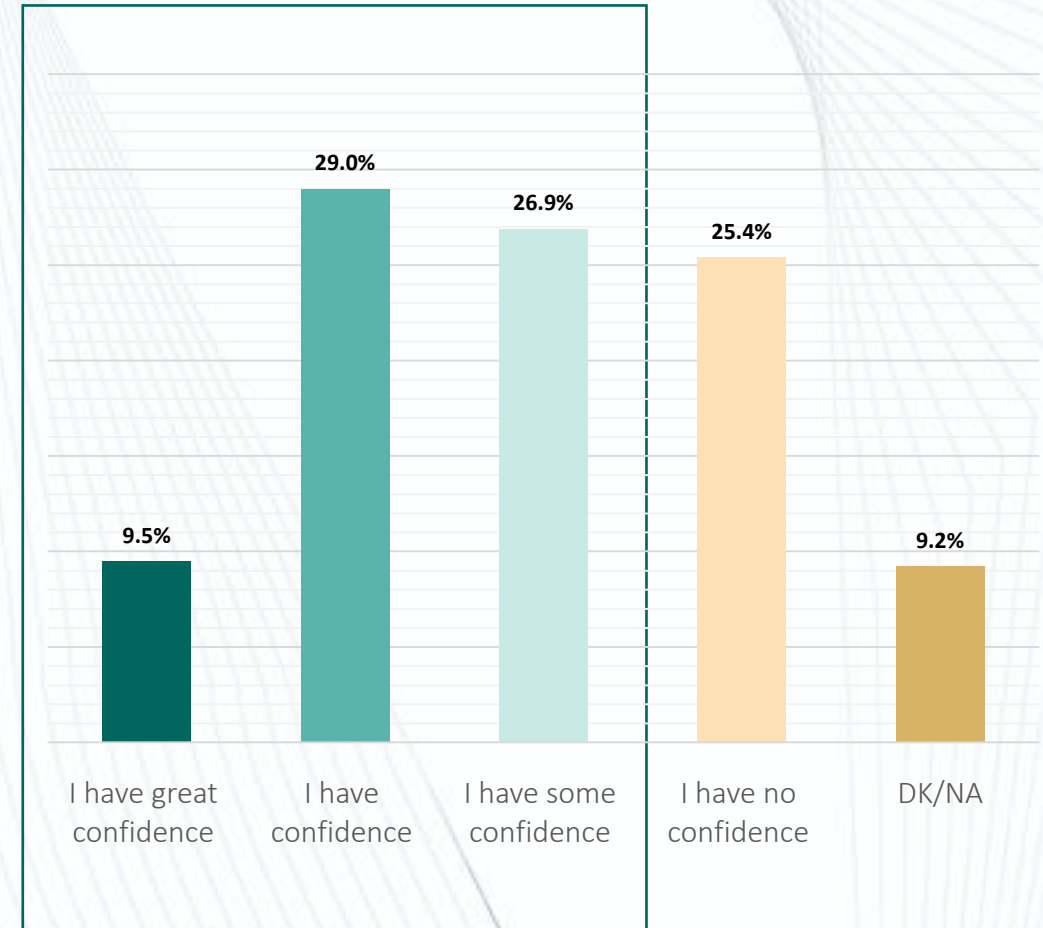
HOW MUCH CONFIDENCE DO YOU HAVE IN WORK OF AGENCY FOR PREVENTION OF CORRUPTION IN THEIR FIGHT AGAINST CORRUPTION?



When it comes to confidence in the work of the Agency, nearly two-thirds of citizens (the cumulative sum of the responses "I have great confidence," "I have confidence" "I have some confidence" (65.4%) claims to have confidence, while one in four says it has no confidence in the work of ASK.

For those who do not have confidence in the ASK:

- Gender differences are not statistically significant,
- Respondents aged between 25 and 44 years,
- They live in northern region.





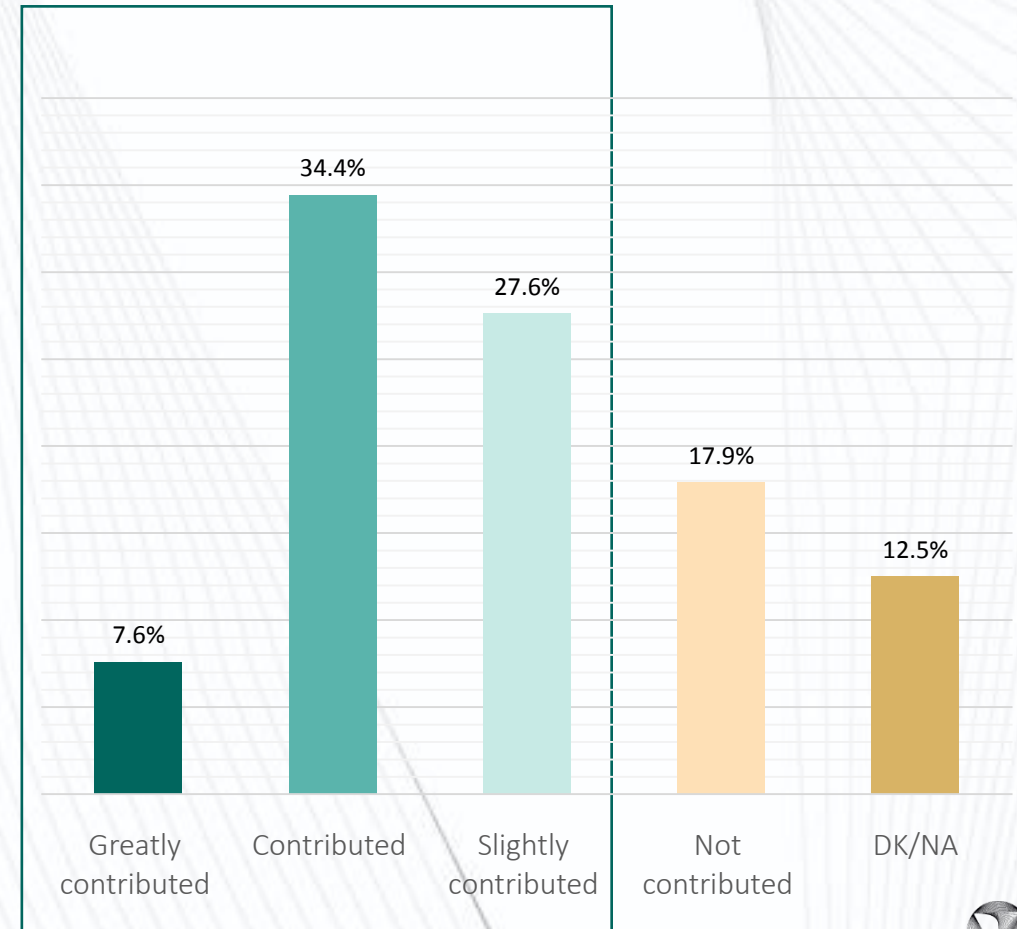
# To what extent the Agency contributed to the overall fight against corruption?



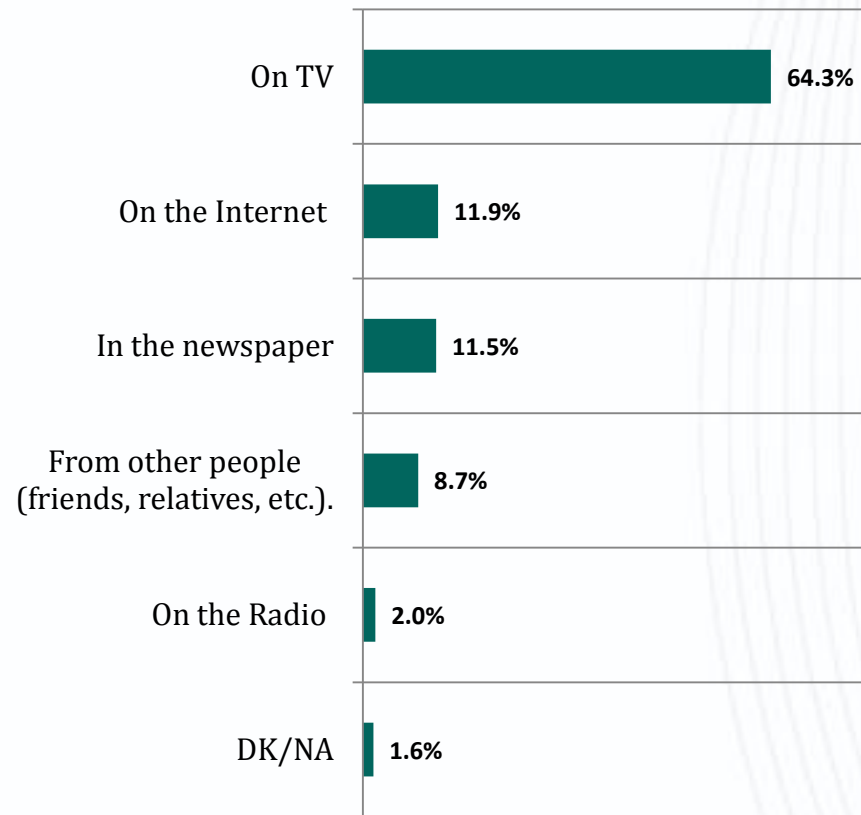
Total of 69.6% of citizens (the cumulative sum of the responses “greatly contributed” “contributed” and “slightly contributed”), have estimated that the ASK contributed to the overall fight against corruption in Montenegro. From the graph we can see that respondents were more inclined to choose moderate options, so we can see that more than a quarter assessed the contribution of ASK moderate, while only one-sixth argues that this body did not contribute to the overall fight against corruption.

Those who argue that ASK has not contributed, are mainly:

- Males,
- Do not belong to the age group of 18 to 24 years,
- Pensioners,
- They live in the central region.



# Where did you first hear about the Agency?



Respondents mainly got familiar with the Agency over TV.

Additionally, one in ten respondents was informed about the Agency over newspapers or the Internet.

A very small number of respondents first heard about the Agency from other people (8.7%) or on the radio (2%).

# Recommendations

- Since the main cause of the prevalence of corruption for every fifth respondent was linked to the lack of civic awareness and responsibility about the harmfulness of corruption - information campaigns could affect the increase of the level of information on the issue and generally improve the situation in this regard;
- It is necessary to put emphasis on informing citizens about the ways of reporting corruption, as well as on the activities of the Agency related to the protection of whistleblowers;
- Although the largest number of citizens was informed about the ways of reporting corruption over TV, it is necessary to use other media outlets, such as newspapers and increasingly popular internet;
- It is necessary to continue to inform citizens about what the responsibilities of the Agency are and what are not;
- Regarding its work, Agency should allocate more informative content categories for the population between 25 and 34 years of age and over 65.