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REPORT

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THE CITIZENS' OPINION OF THE POLICE FORCE

Results of the Public Opinion Survey Conducted in Albania

September, 2017

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ABOUT THE SURVEY

The third round of the public opinion survey "The Citizens' Opinion of the Police Force" was conducted in Albania, Bosnia and Herzegovina, Montenegro, Kosovo, Macedonia and Serbia. The questionnaire based on which the public opinion survey was conducted was devised by the regional network POINTPULSE to provide answers concerning the citizens' opinion of the police. The questionnaire included six groups of questions:

1. The level of citizens' trust and confidence in institutions;
2. The perception of the police as an institution, but also of policemen and policewomen as individuals;
3. The perception of corruption in the society and the police force;
4. Opinions of citizens regarding the fight against corruption;
5. Opinions of citizens on the work of civil society organisations;
6. Demographics.

The field research in Albania was conducted in July 2017 by IPSOS Strategic Marketing, on a representative sample of 1,000 adult persons, citizens of Albania. A questionnaire was used as a research instrument and interviews were conducted using the "face to face" technique which involves direct contact with respondents.

The report was published as part of the project titled "Western Balkans Pulse for Police Integrity and Trust", which aims to contribute to increasing the trust and confidence in the police by promoting its accountability and strengthening its integrity. For this reason, the following seven civil society organisations from the region came together to form the POINTPULSE network: Analytica from Skopje, Belgrade Centre for Security Policy (BCSP) and Balkan Investigative Reporting Network (BIRN) from Belgrade, Centre for Security Studies (CSS) from Sarajevo, Alternativa Institute (IA) from Podgorica, Institute for Democracy and Mediation (IDM) from Tirana, and the Kosovo Centre for Security Studies (KCSS) from Pristina.

The project is supported by the European Union through the programme "Civil Society Facility" under the Instrument for Pre-Accession Assistance (IPA). The content of this report is the sole responsibility of the Institute for Democracy and Mediation (IDM) and the views expressed in this document are not necessarily those of the European Union.

SUMMARY

The police force is the most trusted institution in Albania. Almost two-thirds (61%) of the population says that they trust it. However, most of the Albanian institutions that have been selected for this public opinion survey lack the trust of the public. On average, in 2017, 46% of the Albanians trusted their institutions, in comparison with 44% in 2016. Results on the citizens' perception of the police vary in accordance with age, gender and geographic location. Women show a greater level of trust in the police than men (63% and 59% respectively). People in cities trust the police less than those living in rural areas. People over 45 years of age trust the police the most, as well as less educated respondents.

Policewomen are perceived as kind and decent (25%), followed by being correct on the job (17%) and friendly and helpful (16%), while male officers are seen as capable and efficient (17%), strong and powerful (13%), and serious and responsible (9%).

The 2017 survey indicates that 66% of the citizens believe that police recruitment is conducted through public competitions, compared to 56% who thought the same in 2016. This positive trend indicates increased confidence in fairness and professionalism when employing police officers. Furthermore, in 2017, 66% of the respondents believe that the police are operating as a service to the Albanian citizens, in comparison with 55% that thought the same in 2016. Yet, the vast majority (69%) believe that politicians influence the operational work of the police, although this number is still lower than that of 2016 (79%).

Just over half of the population (52%) believes that corruption in the police force is widespread, in comparison with last year's 62%. On average, the perception of police corruption has remained at similar levels across genders, age groups and geographic regions. Perception of corruption within police units has also decreased since 2016, from 51% to 45%. The most corrupt police units are the Minister's closest associates, with 52%, followed by the border police (49%). Traffic police has achieved excellent results in reducing the perception of corruption, from 63% - which made it the most corrupt unit in the eyes of the population 2016 - to 43% in 2017.

Citizens are more likely to report a case of police corruption in 2017 (54%) than they were in 2016 (47%). This number would be higher if citizens' identities were to be kept confidential. Male citizens between the ages of 18 and 29 are more likely to report a case of police corruption. As in 2016, the first choice for reporting police corruption is the local police station, followed by the media.

Most Albanians believe that strict punishment for offenders and police managers is the key to preventing police corruption. Furthermore, 31% believe that the Government should lead the fight against police corruption, followed by the Minister of Interior with 16%. These data resonate closely with the previous year.

When we compare the results with those from 2016, it seems that this year Albanians are placing greater emphasis on the 'advisory' and capacity-building roles of NGOs rather than their taking active part in fighting corruption.

TRUST IN INSTITUTIONS

The Most Trusted Institutions are the Police and the Media

Trust in government institutions is important for the success of a wide range of public policies. Same as in 2016, public trust was measured for twelve Albanian institutions: customs, education, health care, judiciary, commercial inspectorate, the police, municipal authorities, the Parliament, media, non-governmental organisations (NGOs), the Coordinator/Anti-corruption Agency and the Prosecutor's Office. These institutions were chosen because they play an essential role in fighting corruption in Albania.

Most of the selected Albanian institutions lack the public's trust. In fact the only institutions which Albanians are more inclined to trust are the police (61%), the education system (55%), media (60%), NGOs (52%) and municipalities (51%). Notably, the institutions that stand out the most are the police and media. This has been particularly a positive change for the police, which have improved their rating by 5%. The institutions with the lowest levels of public trust are the judiciary (33%), the Parliament (33%), the Prosecutor's Office (35%) and the Customs (36%).

TABLE 1: TRUST IN INSTITUTIONS IN ALBANIA

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

	Year	I don't trust it at all	I mainly don't trust it	I mainly trust it	I completely trust it	Don't know	Sum - (1+2)	Sum + (3+4)
Customs	2017	27	33	33	3	4	60	36
	2016	34	28	29	5	5	61	34
Education	2017	17	26	43	12	2	43	55
	2016	22	17	44	17	2	38	60
Health	2017	22	32	36	9	1	54	45
	2016	33	22	36	9	0	55	45
Judiciary	2017	34	32	28	5	1	66	33
	2016	46	21	26	7	1	67	33
Commercial inspectorates	2017	27	33	32	4	4	60	36
	2016	37	26	29	6	3	63	35
Police	2017	16	23	47	14	0	39	61
	2016	23	20	40	16	1	43	56

Municipal/City authorities	2017	20	28	41	10	1	48	51
	2016	25	23	37	12	3	48	49
Parliament	2017	33	32	28	5	2	65	33
	2016	55	19	20	5	1	74	25
Media	2017	15	23	48	12	2	38	60
	2016	21	18	44	18	0	38	62
NGOs	2017	20	23	38	14	5	43	52
	2016	30	18	35	13	5	47	48
Coordinator/Anti-corruption Agency	2017	25	29	35	7	4	54	42
	2016	35	25	27	8	6	59	35
Prosecutors	2017	30	33	30	5	2	63	35
	2016	43	21	26	9	2	64	34

Almost all the institutions have shown an increase in public trust in comparison with the previous year, with the exception of the education system which has experienced a slight decrease to 55% compared to last year's 60%, and the media with a trust rating of 60% compared to 62% of 2016. Nonetheless, both these institutions remain among the top three most trusted by the public. At the same time, levels of distrust in institutions have decreased.

Although, as it was previously noted, there has been an increase in public trust toward state institutions as a whole, Albanians actually distrust their institutions. On average, in 2016, 44% of Albanians trusted their institutions, while in 2017 46% say they trust them – it is a change that is statistically insignificant.

Following chart displays the mathematical average extracted from the last two columns of Table 1, indicating the overall inclination toward the general level of trust and distrust in Albanian state institutions as a whole.

CHART 1: OVERALL TRUST AND DISTRUST IN ALBANIAN INSTITUTIONS

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

2017 — No trust 46, Trust 54

2016 — No trust 44, Trust 56
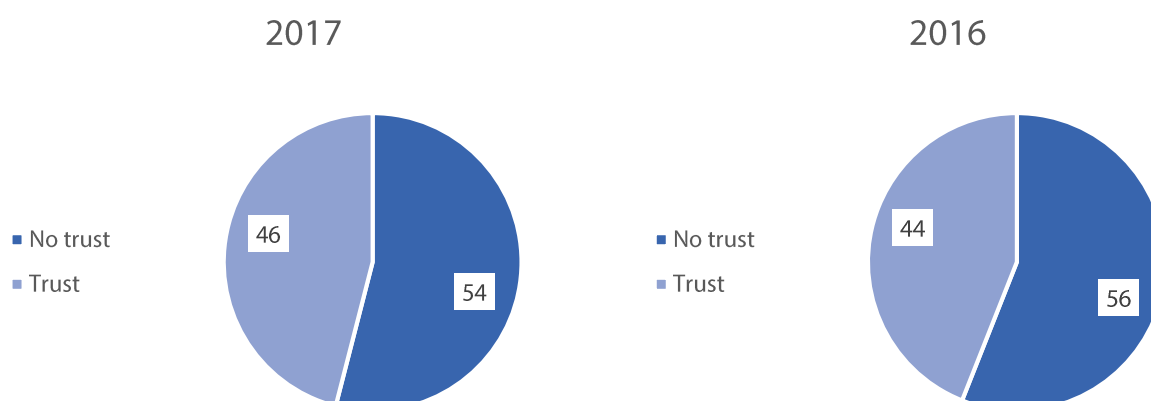
PERCEPTION OF THE POLICE

Most People Have a Positive Perception of the Police in Albania

Almost half the respondents (47%) stated that they mostly trusted the police, while 14% said that they trusted it completely. On the other hand, a quarter (23%) of the respondents pointed out that they mostly did not trust the police, while 16% said that they distrusted it completely. Trust in the police force prevails with 61%, over 39% who distrust it. This also represents an increase from 2016, when this percentage was 56% and 43%, respectively.

CHART 2: OVERALL TRUST IN THE POLICE IN ALBANIA

Q: How much do you trust the following institutions in Albania; police? Please answer using the scale from 1 to 4, where: (1) means that you do not trust the particular institution at all, (2) that you mainly do not trust it, (3) that you mainly trust it, and (4) that you completely trust that institution.
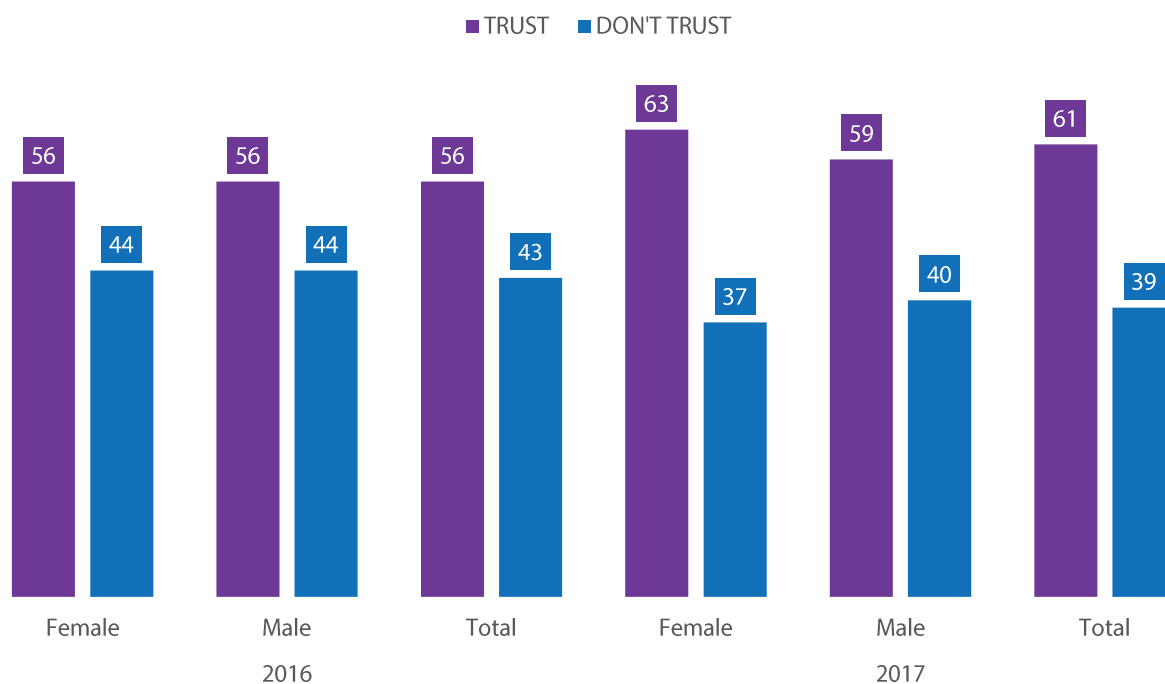
With regard to gender specifics, women trust the police more (63%) than do men (59%). This indicates a change from last year, when both genders showed equal levels of support for the police. Respondents from urban areas (55%) show less trust in the police when compared with respondents from rural areas (67%) – this result is the opposite of what was found last year. People from the age group of 45 to 59 and 60+ show, equally, the highest level of trust, with 65% mainly trusting the police; this is also a reversal of the results from 2016, where the age group 18 to 29 was the one that showed the highest level of support. Less educated respondents (up to secondary school) trust the police more in comparison with the total population.

CHART 3: FIRST ASSOCIATIONS CONCERNING A FEMALE POLICE OFFICER (MULTIPLE ANSWERS)

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

Characteristic	Value
Kindness | Culture | Decency	25
Correctness | Correct job performance	17
Friendliness | Helpfulness | Communicativeness	16
Seriousness | Responsibility | Consciousness	12
Expertise | Professionalism | Training	11
Capability | Efficiency	9
Courage | Boldness	8
Education | Intellect	7
Beauty | Good looks | Charm	7
Fairness | Working in compliance with the law	6
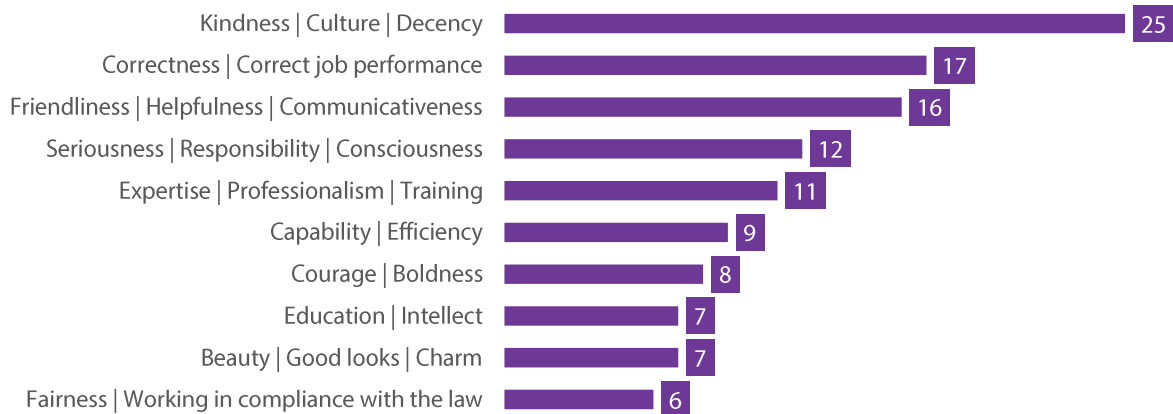
The most common associations of the Albanian citizens when it comes to women in the police force are kindness, culture and decency. These attributes that were listed by 25% of those surveyed. In addition, 17% of the citizens perceive women in the police as correct on the job, while 16% of the respondents listed friendliness and helpfulness as their first association concerning a female police officer. It appears that preconceived gender roles affect the perception of female police officers for the majority of the surveyed individuals; thus 41% of the respondents describe them in general terms that mostly fit the society's perception of a female instead of a police professional. The results also seem quite similar to those of last year.

CHART 4: FIRST ASSOCIATIONS CONCERNING A FEMALE POLICE OFFICER (FIRST ANSWERS)

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

Characteristic	Value
Goodness	13
Correctness | Correct job performance	10
Kindness | Culture | Decency	8
Good | Fine | Interesting	8
Friendliness | Helpfulness | Communicativeness	6
Seriousness | Responsibility | Consciousness	4
Expertise | Professionalism | Training	3
Courage | Boldness	3
Beauty | Good looks | Charm	3
Education | Intellect	2
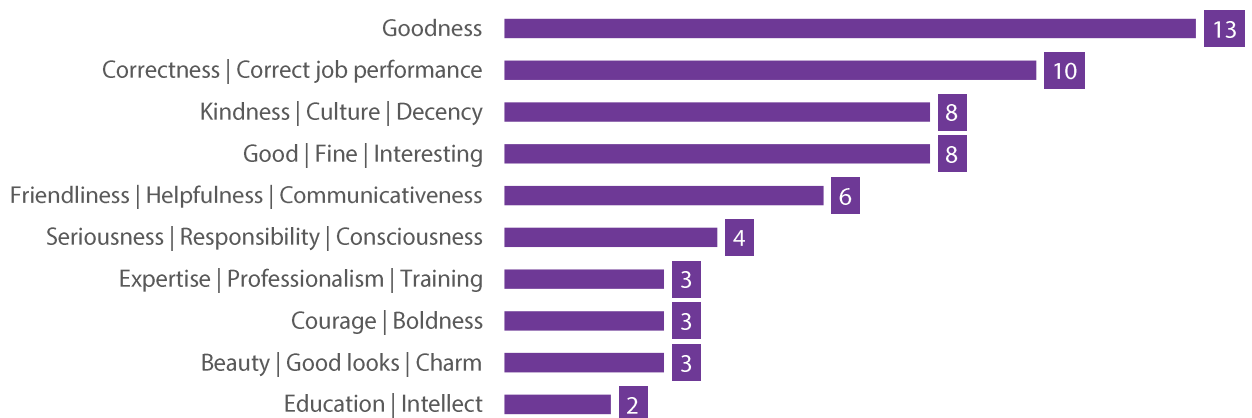
When comparing the first answers given regarding the perception of police officers, the most common associations (35%) fall into the categories of, 'good, kind, decent, fine, interesting". The second most selected answer is "correctness and good job performance" (10%).

CHART 5: FIRST ASSOCIATIONS CONCERNING A TYPICAL POLICE OFFICER (MULTIPLE ANSWERS)

Q: And when you think about a typical police officer in your country, police officer who is in direct contact with the citizens, how would you describe him? Please specify several characteristics that, in your opinion, best describe an average typical police officer in Albania.

Capacity	Efficiency	17
Strength	Power	Physical readiness	13
Kindness	Culture	Decency	9
Seriousness	Responsibility	Consciousness	9
Courage	Boldness	7
Fairness	Working in compliance with the law	6
Expertise	Professionalism	Training	6
Correctness	Correct job performance	5
Friendliness	Helpfulness	Communicative	4
Reassuring	Trust	Protecting	4
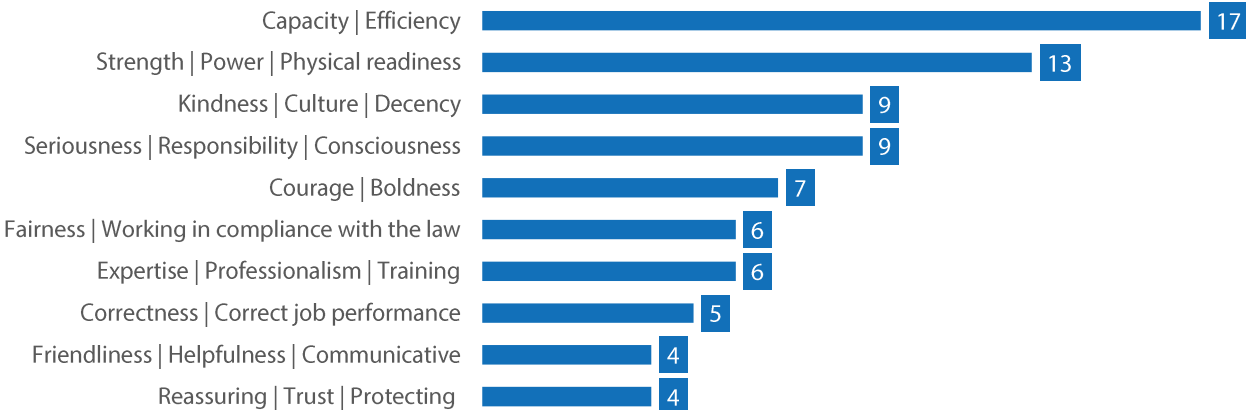
In contrast with those of 'female police officers', perceptions concerning a 'typical police officer' fall into categories that are more closely related to the requirements for performing the type of work expected from police officers. As such, 17% view a typical police officer as capable and efficient, 13% as strong, powerful and physically fit, and 9% as serious, responsible and conscientious. Perhaps the differentiation between 'a female police officer' and 'a typical police officer' is a by-product of the Albanian culture, mentality and socially constructed gender roles and expectations.

CHART 6: FIRST ASSOCIATIONS CONCERNING A TYPICAL POLICE OFFICER (FIRST ANSWERS)

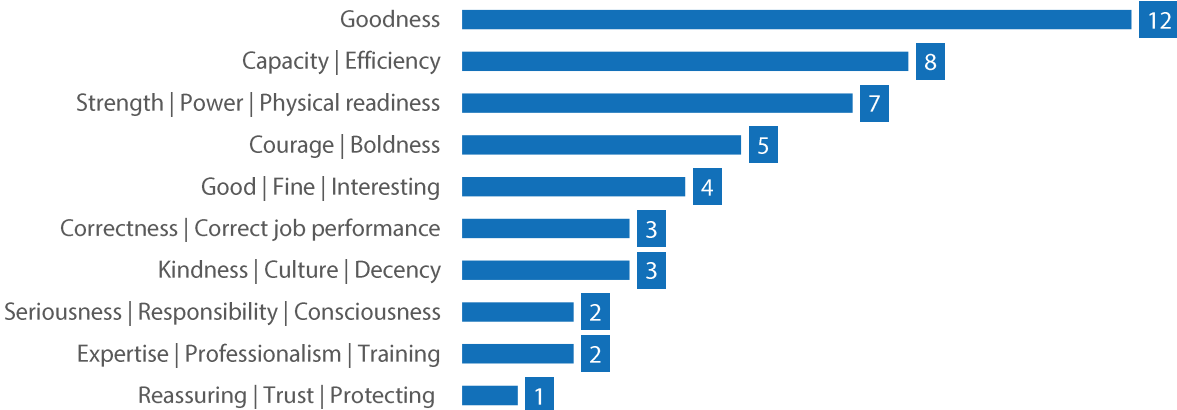Q: And when you think about a typical police officer in your country, police officer who is in direct contact with the citizens, how would you describe him? Please specify several characteristics that, in your opinion, best describe an average typical police officer in Albania.

|	
Goodness	12
Capacity	Efficiency	8
Strength	Power	Physical readiness	7
Courage	Boldness	5
Good	Fine	Interesting	4
Correctness	Correct job performance	3
Kindness	Culture	Decency	3
Seriousness	Responsibility	Consciousness	2
Expertise	Professionalism	Training	2
Reassuring	Trust	Protecting	1

Employment in the Police is Gained through Public Competitions

The recruitment procedure is another aspect that influences public trust in the police and their professionalism. In fact, the majority of the Albanians (66%) state that members of the police force are recruited through public competitions. This number is 10% higher than that of the previous year, when only 55% were confident of such fair practice. Nonetheless, nepotism seems to also play an important role in the selection of candidates for employment in the police force. Slightly more than a third of the population (36%) believes that employment in the police is gained by pulling strings with friends and relatives, while a somewhat smaller percentage of people (35%) think that political connections play the most important role in finding employment in the police force in Albania. About one tenth of the respondents (12%) believe that bribery is used to gain employment in the police force.
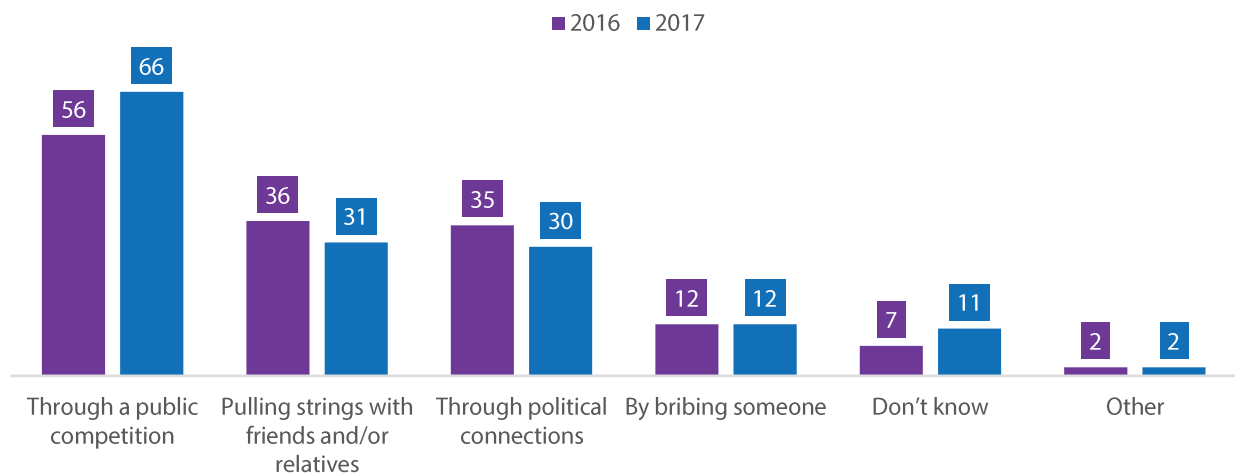
Overall, when compared to 2016, there is a positive trend indicating an increased confidence in fairness and professionalism with which the police force conducts its employment procedure. This also supports the overall findings that show that an increase of trust in the police force as a whole was noted in 2017, in comparison with 2016.

Most Citizens State that the Police are Working in Their Interest

Two thirds of the respondents (66%) believe that the police are indeed serving the Albanian citizens. This finding is 11% higher than that of the previous year. The number of respondents who believe that the police operate mostly as a means to protect the interests of political parties has decreased by 8% compared to 2016 and now stands at 19%. Only about one tenth (9%) of the citizens feel that the police protect the interests of the Government, while only a few (5%) are convinced that they serve to protect the interests of the people in the top echelons of the police itself.

The answers of the respondents were not as defining when they were asked the opposite question, about the capacity in which the police operate the least. Although the replies were spread almost evenly, it is worth noting that 21% of those surveyed believe that the capacity in which the police server the least is 'service to citizens', indicating once again a higher confidence in the professionalism of the police.

CHART 8: CAPACITY IN WHICH THE POLICE OPERATE

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

Legend:
- As service of the citizens
- As a means for protection of interests of political parties
- As a means for protection of Government's interests
- As a means for protection of interests of the people in the highest ranks of police force

2016:
- Operates Most: 55, 27, 12, 5
- Operates Least: 25, 30, 29, 16

2017:
- Operates Most: 66, 19, 9, 6
- Operates Least: 21, 27, 30, 22
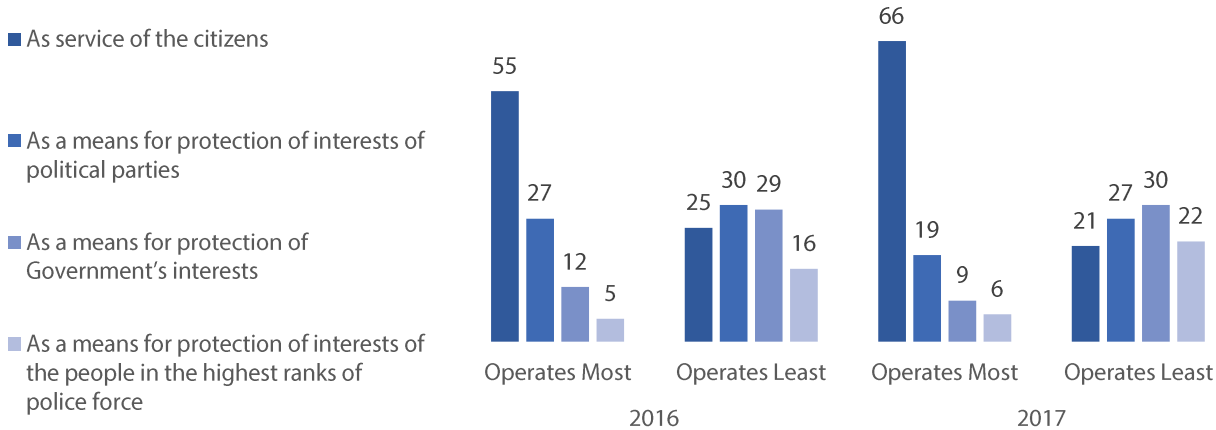
Politics Influence the Operational Work of the Police

Citizens still think that politicians exert significant influence over police work. The vast majority (69%) believes that politicians influence the operational work of the police completely or to a certain extent, while 25% feel the opposite. Although the perception of politicisation of the police force has decreased by 10% compared to the previous year, it continues to remain very high.

Such an opinion suggests that citizens do not see the police as a fully independent and de-politicised institution. Hence, citizens of Albania perceive a strong connection between the work of the police force and the Government.

CHART 9: POLITICAL INLFUENCE ON POLICE WORK

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

Legend:
- 2016
- 2017

	Completely	To a pretty high extent	Sum + (1+2)	To a small extent	No influence at all	Sum - (3+4)	Don't know
2016	40	39	79	13	3	16	5
2017	25	44	69	21	4	25	6
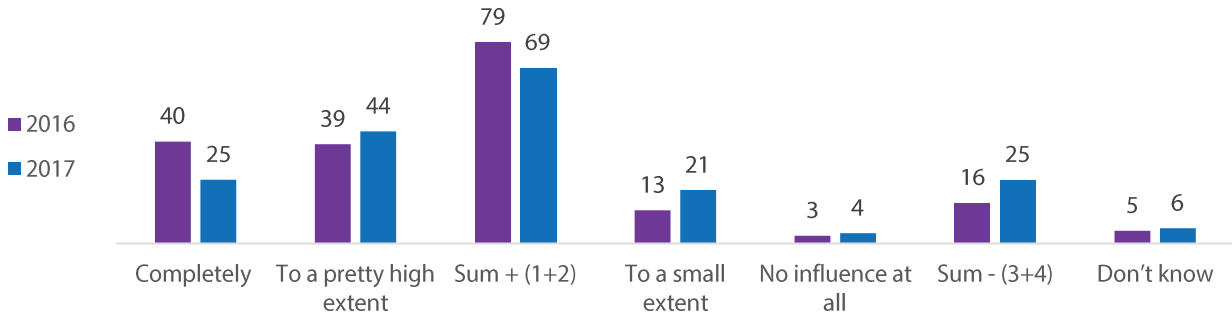
PERCEPTION OF CORRUPTION

Judiciary Remains the Most Corrupt Institution

Regarding the perception of the level to which corruption has spread in the twelve researched institutions, only four institutions received a "positive" score of most people perceiving corruption as not widespread: municipalities (49%), education (48%), media (45%) and NGOs (37%). The media and the NGOs remain the two institutions perceived as least corrupt, with almost no change from the previous year. Nonetheless, perception of corruption in these institutions is still high.

On the other hand, the most corrupt institutions continue to be the judiciary (70%), the Parliament (68%), the Prosecutor's Office (67%), customs (66%) and the health care system (61%). However, there has been a significant decline in the perception of corruption in these institutions since last year. In fact, with the exception of the media, where corruption seems to have risen by 1% - which is statistically insignificant, every other institution seems to have reduced its perceived level of corruption. Such outcome may have been affected by the widely discussed justice reform and the Government's inclination to focus on fighting corruption within the institutions.

TABLE 2: CORRUPTION IN ALBANIAN INSTITUTIONS

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

	Year	Not widespread at all	Widespread to a little extent	Somewhat widespread	Widespread to the highest extent	Don't know	Sum - (1+2)	Sum + (3+4)
Customs	2017	4	23	35	35	3	27	70
	2016	4	13	27	52	4	17	79
Education	2017	4	25	38	30	3	29	68
	2016	5	17	25	50	3	22	75
Health	2017	4	26	38	29	3	30	67
	2016	5	15	30	46	4	20	76
Judiciary	2017	4	28	39	27	2	32	66
	2016	5	19	34	37	5	24	71
Commercial inspectorates	2017	6	30	37	24	3	36	61
	2016	5	21	36	36	1	27	73
Police	2017	5	34	37	20	4	39	57
	2016	7	25	38	23	7	32	62

Municipal/City authorities	2017	6	39	36	16	3	45	52
	2016	7	28	40	23	3	35	62
Parliament	2017	8	37	34	16	5	45	50
	2016	13	27	31	21	9	40	51
Media	2017	6	42	34	15	3	48	49
	2016	8	32	35	20	5	40	55
NGOs	2017	8	41	33	15	3	49	48
	2016	11	35	34	18	2	46	52
Coordinator/Anti-corruption Agency	2017	14	38	32	13	3	52	45
	2016	14	40	30	14	2	54	44
Prosecutors	2017	17	40	25	12	6	57	37
	2016	18	35	25	13	8	54	38

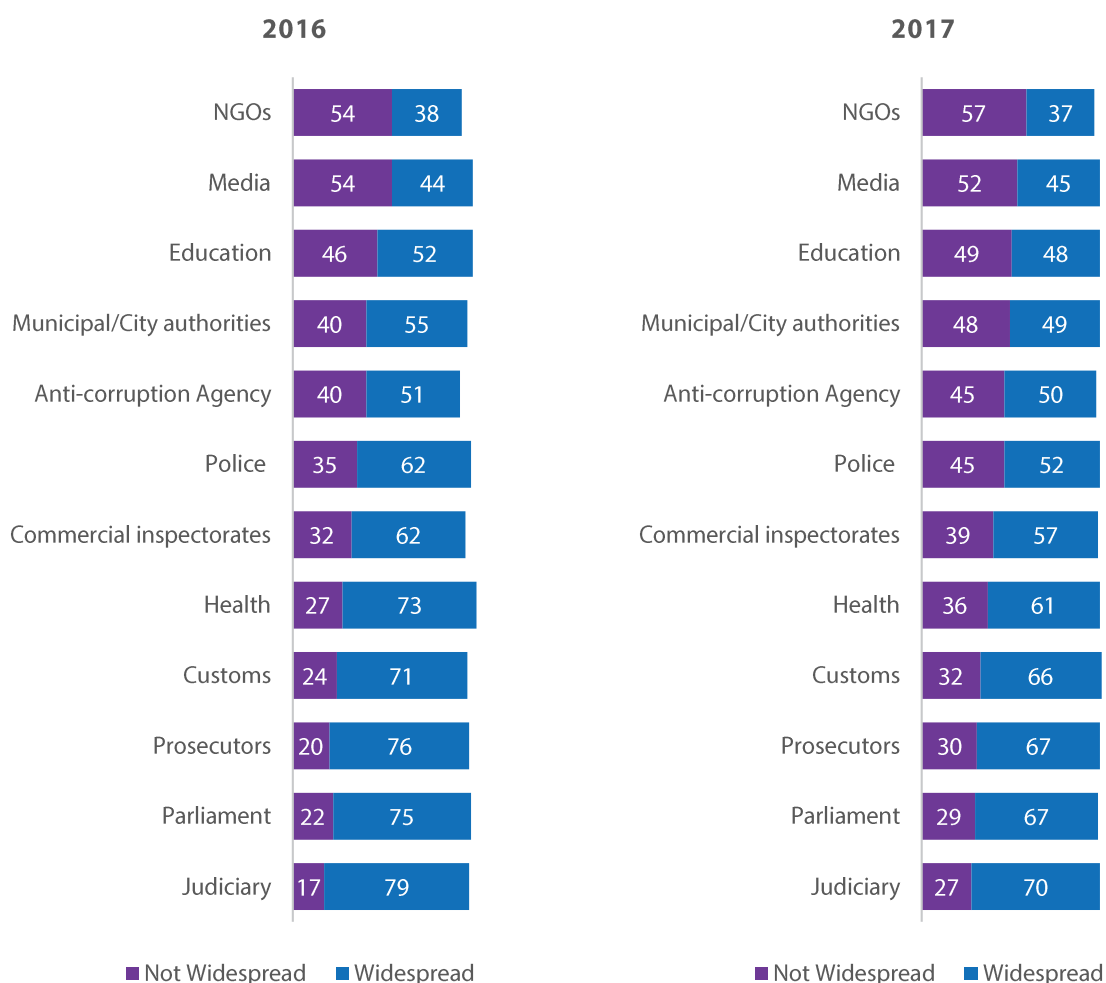## CHART 10: PREVALENCE OF CORRUPTION IN ALBANIAN INSTITUTIONS

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

2016

Institution	Not Widespread	Widespread
NGOs	54	38
Media	54	44
Education	46	52
Municipal/City authorities	40	55
Anti-corruption Agency	40	51
Police	35	62
Commercial inspectorates	32	62
Health	27	73
Customs	24	71
Prosecutors	20	76
Parliament	22	75
Judiciary	17	79

■ Not Widespread ■ Widespread

2017

| Institution	Not Widespread	Widespread
NGOs	57	37
Media	52	45
Education	49	48
Municipal/City authorities	48	49
Anti-corruption Agency	45	50
Police	45	52
Commercial inspectorates	39	57
Health	36	61
Customs	32	66
Prosecutors	30	67
Parliament	29	67
Judiciary	27	70

■ Not Widespread ■ Widespread

Perception of Corruption in the Police has Decreased

The data shows that citizens are divided in their perception of corruption within the police. Overall, 52% believe that corruption in the police force is widespread, while 45% believe that it is not. This year's results are optimistic when compared to the last year's perception of 62% corruption in the police force. Only 6% of the citizens think that corruption in the police does not exist at all. There seems to be a high increase, of 11%, in the number of people who believe that corruption still exists but 'to a small extent'.

**CHART 11: PERCEPTION OF CORRUPTION IN THE POLICE FORCE IN 2016 AND 2017**

Q: How widespread is corruption in the following institutions? Please answer using the scale from 1 to 4, where 1 means – not widespread at all, 2 – widespread to a little extent, 3 – somewhat widespread, and 4 – widespread to the highest extent.
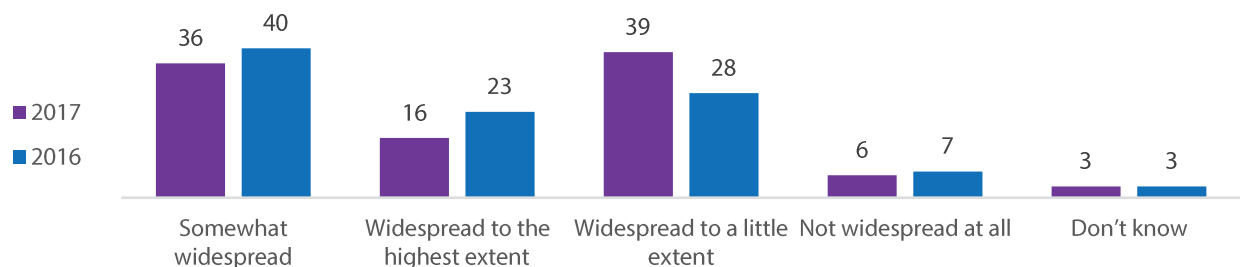
People from urban areas believe that there is less corruption in the police than those living in rural areas. Approximately 56% of the respondents surveyed in the rural areas think that corruption in the police is widely spread. In urban areas people are more equally divided, with 48% believing that it is widespread and 48% believing that it is not. Similar results were witnessed last year, when 44% of the respondents in urban areas believed corruption in the police was not widespread.

CHART 12: PERCEPTION OF CORRUPTION IN THE POLICE - BY GENDER, AGE AND GEOGRAPHIC REGION

Q: How widespread is corruption in the following institutions? Please answer using the scale from 1 to 4, where 1 means – not widespread at all, 2 – widespread to a small extent, 3 – somewhat widespread, and 4 – widespread to the highest extent.
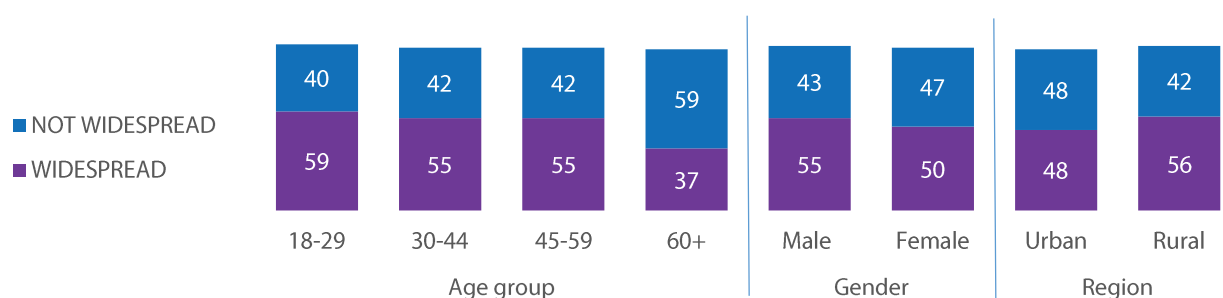
More than half of the male respondents (55%) consider corruption in the police force to be widespread, while the same is true for 50% of the female respondents. In 2016, 59% of the men believed that corruption in police was not widespread, compared to 41% of the women. Across the board, all age groups from 18 to 59 believe that corruption in the police force is widespread. The youngest age group, 18 to 29 years, is also the most pessimistic about police corruption, with 59% of its members believing that corruption is widespread. Contrary to them, the oldest age group, 60+, mostly believes that corruption in the police is not widespread (59%). On average, the perception of police corruption remains at similar levels across genders, different age groups and geographic regions.

Approximately, 56% of the respondents surveyed in urban areas believe that corruption in the police is not widespread at all. No considerable difference was noted when respondents from rural areas were asked about the prevalence of corruption, as 51 percent of them believe that it is widespread to the highest extent.

The Minister's Closest Associates are the Most Corrupt Part of the Police

Within the police, only the Minister's closest associates received a "negative" score indicating widespread corruption (52%). For all other units, respondents believe that corruption is mostly 'not widespread'. Furthermore, only police officers responsible for public law and order seem to have regressed in terms of corruption since last year. All other units within the police have improved their image of being less corrupt.

The biggest change from 2016 to 2017 was noted regarding the traffic police, where numbers went from 63% to 47% of the citizens perceiving corruption as widespread, indicating the most positive trend in all the police units since 2016. Such a leap could have been affected by the new code of conduct imposed on the traffic police and the implementation of corruption prevention mechanisms such as body cameras and more regulated traffic checks.

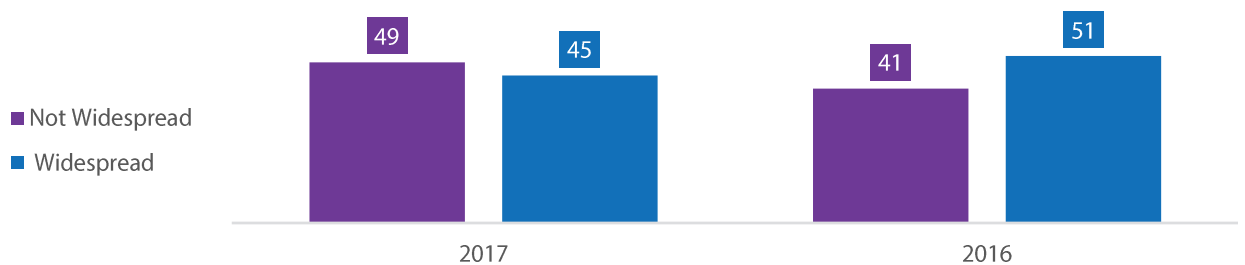**TABLE 3: CORRUPTION WITHIN THE UNITS OF THE POLICE FORCE IN ALBANIA**
Q: How widespread is corruption in the following police force units? Please answer using the scale from 1 to 4, where 1 means –not widespread at all, 2 – widespread to a small extent, 3 – somewhat widespread, and 4 – widespread to the highest extent.

	Year	Not widespread at all	Widespread to a little extent	Somewhat widespread	Widespread to the highest extent	Don't know	Sum - (1+2)	Sum + (3+4)
Minister's closest associates	2017	6	35	35	17	7	41	52
	2016	8	24	25	32	11	32	57
Border police	2017	6	38	37	12	7	44	49
	2016	11	29	28	24	8	40	52

|								
Traffic police	2017	6	42	35	12	5	48	47
	2016	7	26	36	27	4	33	63
Criminal police	2017	9	38	34	12	7	47	46
	2016	14	28	25	33	10	32	58
Police officers responsible for public law and order	2017	9	40	37	7	7	49	44
	2016	19	34	27	15	5	53	42
Administrative tasks (issuing personal documents)	2017	11	42	34	8	5	53	42
	2016	19	30	25	22	4	49	47
Special police force units	2017	22	36	25	8	9	58	33
	2016	25	25	23	18	9	50	41

CHART 13: OVERALL PERCEPTION OF CORRUPTION IN POLICE UNITS

Q: How widespread is corruption in the following police force units? Please answer using the scale from 1 to 4, where 1 means – not widespread at all, 2 – widespread to a small extent, 3 – somewhat widespread, and 4 – widespread to the highest extent.

On average, corruption within the various units of the police seems to be in decline compared with last year. In fact, in 2017 45% of the respondents agree that corruption is not widespread, compared to 51% who thought the same in 2016.

CHART 14: PERCEPTION OF CORRUPTION OF INDIVIDUAL UNITS OF THE POLICE
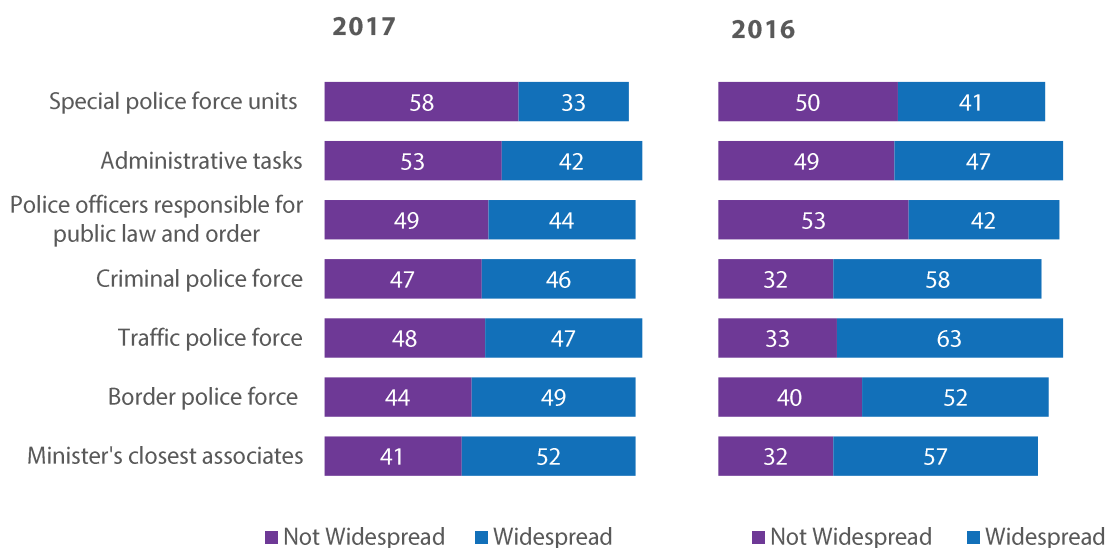
FIGHT AGAINST CORRUPTION

More Citizens Would Be Inclined to Report Police Corruption if Personal Data Was Kept Confidential

There has been a major emphasis in the recent years in Albania on the public's role in reporting cases of police corruption. Consequently, more than half the Albanians (54%) would report cases of police corruption. This is an improvement from last year, when only 47% said that they would report such cases if they were asked to disclose their personal data, while 38% would not do so if their identity had to be revealed.

However, it appears that personal data disclosure can impede reporting police corruption only to a certain extent. In a follow up question, people who indicated that they would not be willing to report a case of police corruption if they had to identify themselves were asked whether they would be willing to report police corruption if their identity was kept confidential. While 53% remained stern, repeating their earlier reply, 29% however changed their minds and claimed that, under those circumstances, they would be willing to report a case of police corruption. The remaining 18% refused to answer. This shows that approximately one-third of the population could be willing to report a case of police corruption if the reporting mechanisms were made more flexible to allow a higher level of confidentiality. Nonetheless, compared to last year, there has been an increase in the citizens' readiness to report police corruption.

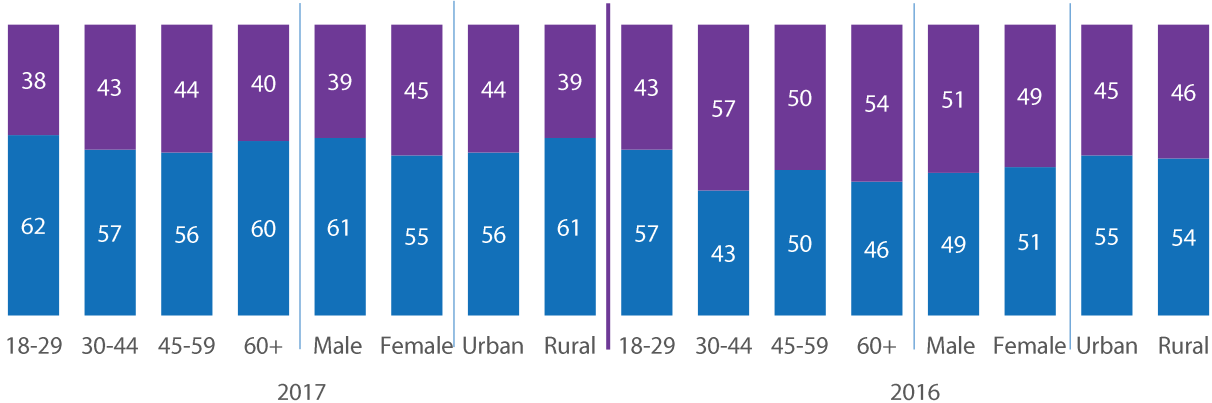### CHART 15: REPORTING POLICE CORRUPTION IN ALBANIA

Q1: Would you report a case of corruption in the police force (being asked for bribe), if you were required to reveal your personal data (personal identification number, address etc.)? (Base: Total target population). Q2: Would you report a case of corruption in the police force if you were not required to reveal your personal data? (Base: those who would not report a case of corruption in the police force (i.e. being asked for bribe), if they were required to reveal your personal data).
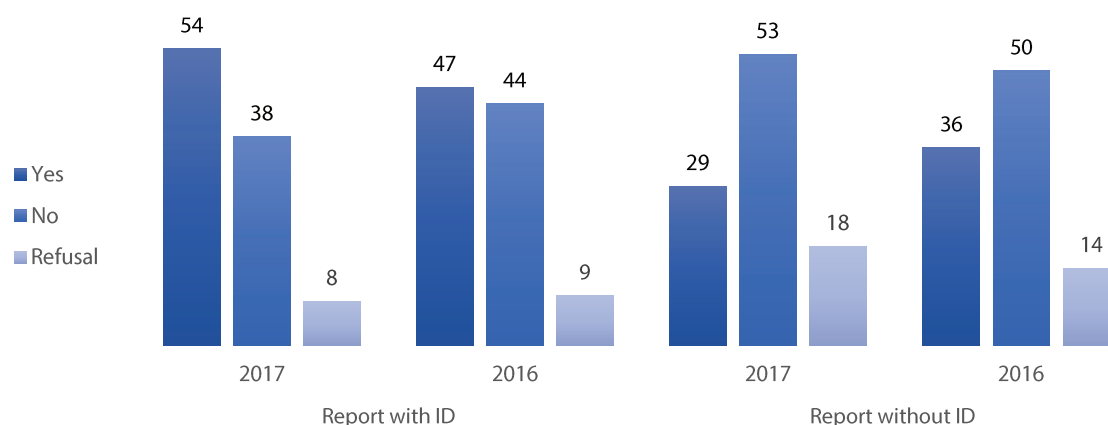
Although Albanians are now generally more likely to report police corruption, there are some subtle variances in gender, as well as regional and age group differences. Respondents from the rural areas are slightly more likely to report a case of police corruption (55%) then those from urban areas (52%). This result is the inverse of the last year's, when people from urban areas were more likely to report police corruption (although by a small, 1% difference). Another important change has occurred between the reporting of females and males. In 2016 women were more likely to report police corruption (51%), in comparison with 49% of the men. In 2017, 57% of the men are willing to report police corruption, while only 51% of the women would be willing to do the same. As regards age, the age group that is most likely to report police corruption is the group consisting of 18 to 29 year olds, followed by the 30-44 year group (59% and 53% respectively). The latter age group also appears to have experienced the biggest change in opinion regarding the reporting of police corruption - it went from 43% willingness to report in 2016, to 53% in 2017.

CHART 16: AGE, GENDER AND REGIONAL DIFFERENCES IN REPORTING POLICE CORRUPTION

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

	18-29	30-44	45-59	60+	Male	Female	Urban	Rural	18-29	30-44	45-59	60+	Male	Female	Urban	Rural
Purple	38	43	44	40	39	45	44	39	43	57	50	54	51	49	45	46
Blue	62	57	56	60	61	55	56	61	57	43	50	46	49	51	55	54
				2017								2016				

Local Police Stations and the Media Remain the First Choices for Reporting Police Corruption

The local police stations (56%) and the media (48%) are the institutions to which the citizens would first report a potential case of corruption in the police: Although these two institutions were also the first choices in 2016 (both at 58%), there seems to be a decline in the confidence of citizens to report police corruption to them, particularly to media outlets.

There is an ascending trend indicating that citizens are more willing to report police corruption to institutions. For example, 8% more are willing to report it to a chief of police, 15% more would report a case of police corruption to the Anticorruption Body, and 7% more to the internal control of the police force itself. Simultaneously, people are now less likely to report such cases to informal mechanisms such as 'a friend working in the police'.

The least trusted institutions for reporting police corruption are NGOs, and only 11% of the population would turn to them for assistance. Although this is an improvement from last year, the number is still low and it indicates that most citizens might not be aware of NGOs role in fighting corruption.

CHART 17: FIRST CHOICE FOR REPORTING POLICE CORRUPTION (MULTIPLE ANSWERS)

Q: Who would be the first on the list to whom you would report a case of corruption in the police force? (Base: those who would report a case of corruption in the police force).
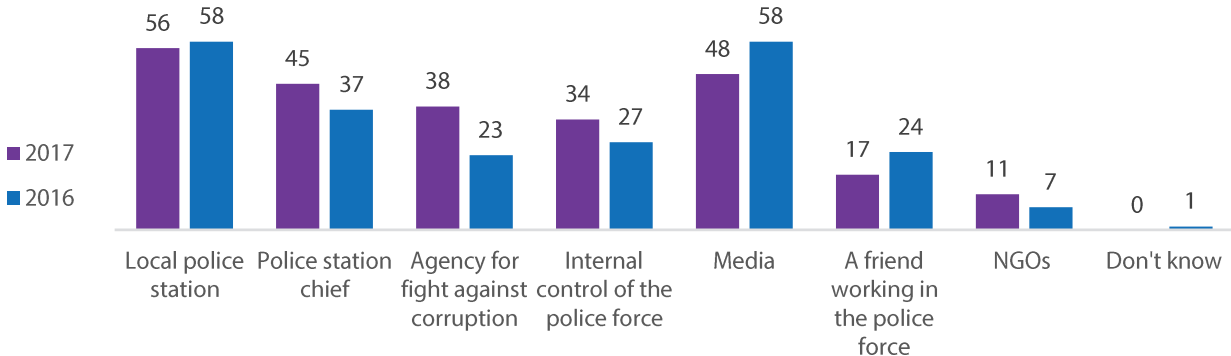
Similarly, even when respondents were asked to choose only one address to file their report, the results generally corresponded with the previously given results (see Chart 17).

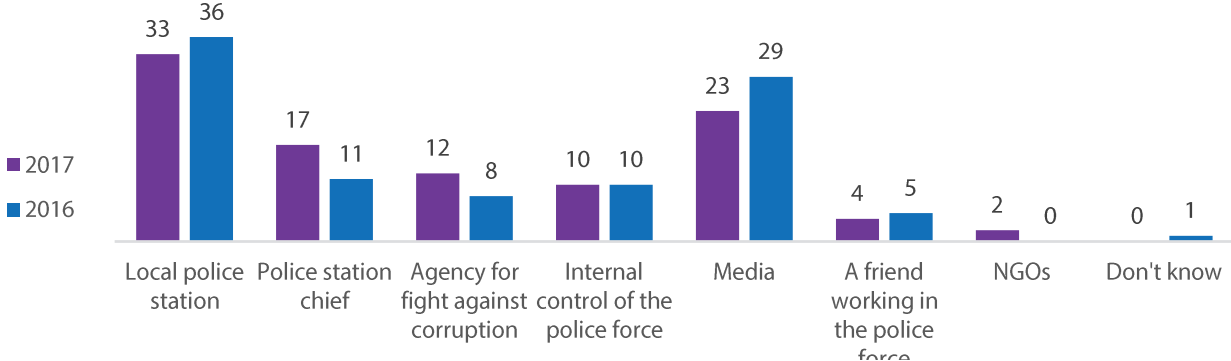## CHART 18: FIRST CHOICE FOR REPORTING POLICE CORRUPTION (FIRST ANSWERS)

Q: Who would be the first on the list to whom you would report a case of corruption in the police force? (Base: those who would report a case of corruption in the police force).


Punishment is the Most Effective Way to Prevent Police Corruption

Most respondents believe that strict punishment for offenders and police managers is the key to preventing police corruption. Compared with last year, when 23% of the people supported direct punishment for perpetrators, in 2017 more of them (26%) viewed this as the main mechanism for combating corruption in the police. On the other hand, fewer people feel that managers and police officials should suffer the consequences of police corruption. In 2016, 22% of the respondents believed that strict punishment for police mangers would be the best solution, while in 2017 this percentage dropped to 18%.

Other preferred mechanisms are: increasing police officers' salaries, with 13% of the population supporting this idea, and establishing a new agency which would prevent corruption in the police force (11%). The least supported mechanism involved motivating the citizens to report corrupt police officers, and this option was chosen as best by only 6% of the respondents.

CHART 19: WHAT IS NEEDED FOR PREVENTING POLICE CORRUPTION
Q: What do you consider most necessary for preventing corruption in the police force?
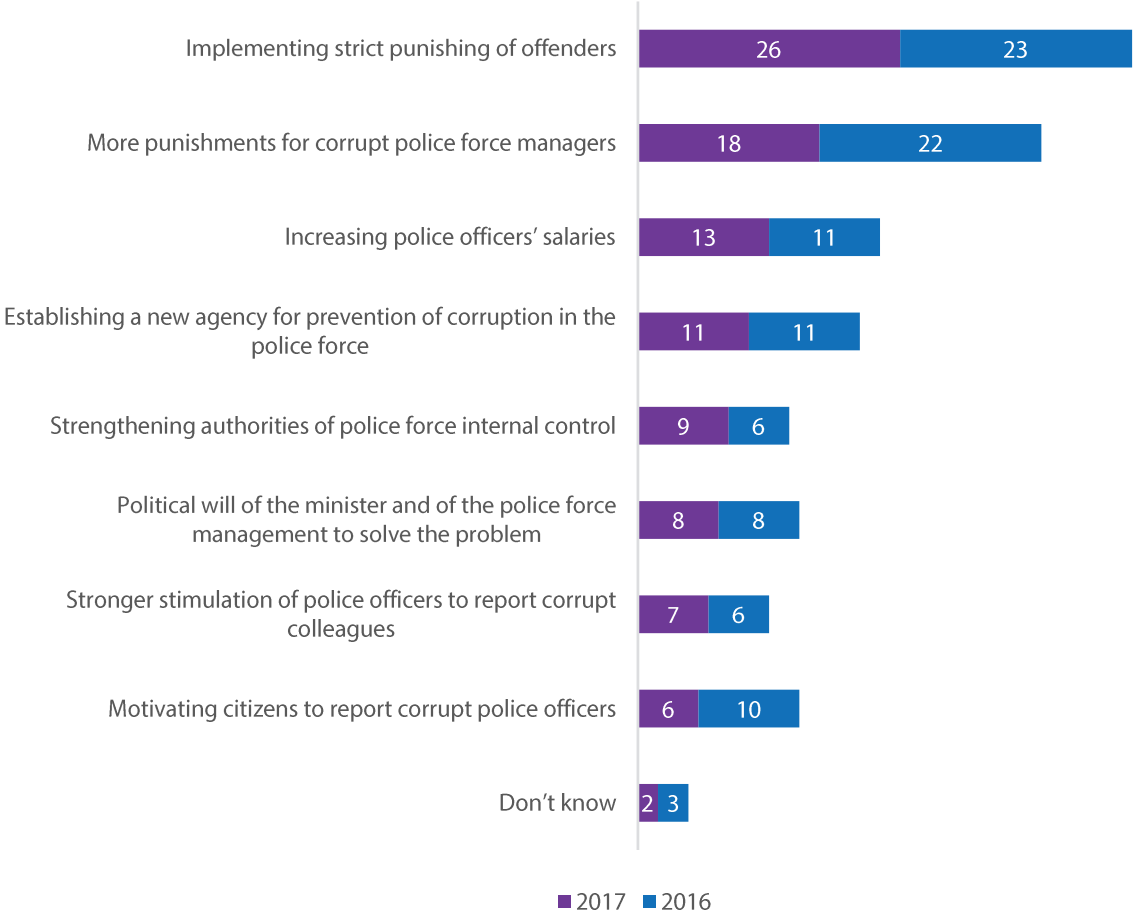
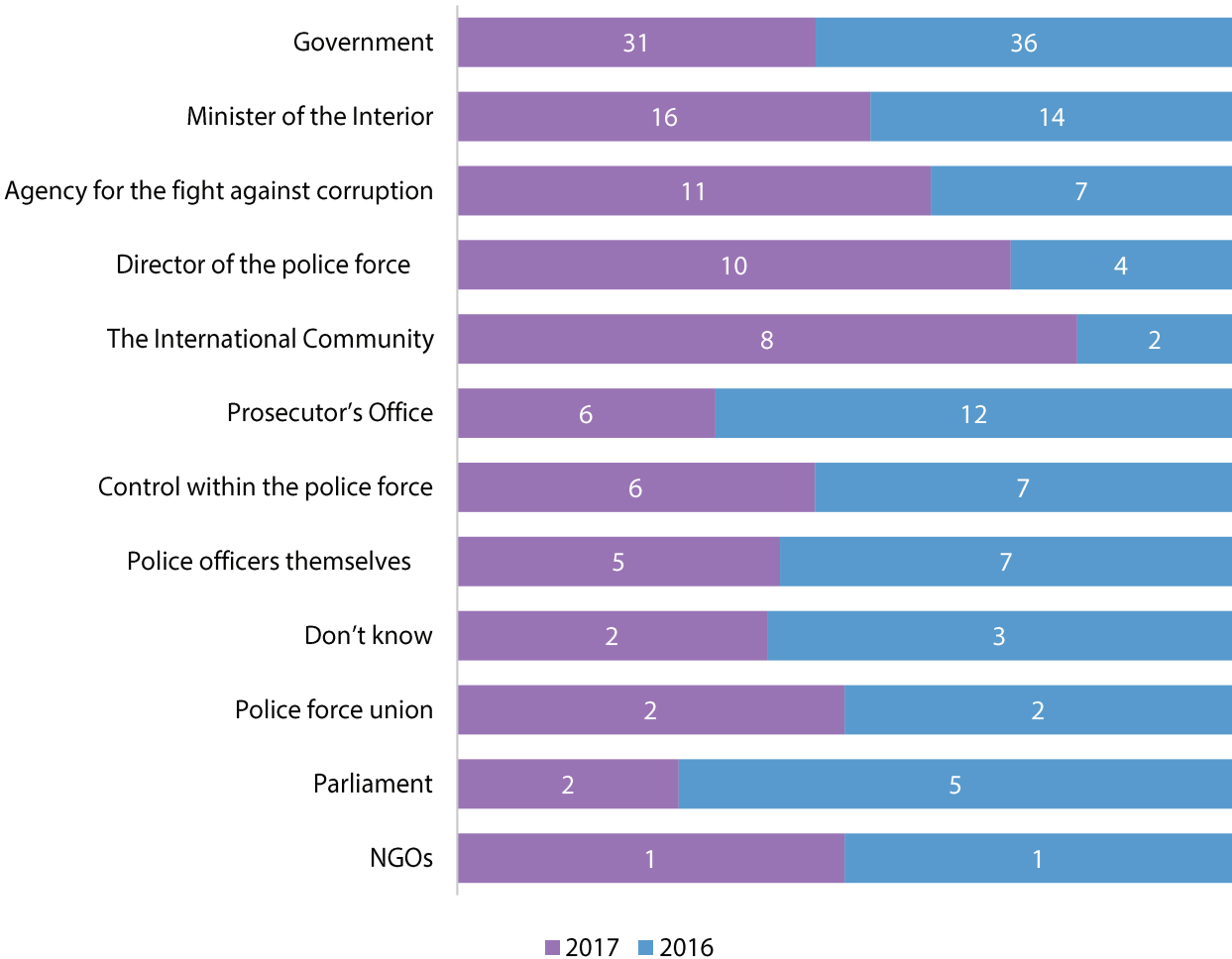The Government Should Lead the Fight against Corruption

Much like in 2016, the majority of the Albanians (31%) believe that the Government should be the one leading the fight against police corruption, followed by the Minister of Interior (16%), the Coordinator/Anti-Corruption Agency (11%) and the Police Director (10%). Many important institutions continue to receive a low score in the fight against police corruption: NGOs yielded 1%, the Parliament 2% (a decrease of 3% from last year), and the police officers themselves 5%.

There are no major age, gender or geographical variations with regard to these categories. Most age groups, men and women alike, and both rural and urban citizens chose the Government as the main institution to fight corruption. Surprisingly, the international community has risen from 2% to 8%,

thus becoming another important body for fighting police corruption, while the Prosecutor's Office lost the confidence of Albanians and now only 6% believe it should be the first to fight police corruption, compared to 12% that felt that way last year.

CHART 20: ROLE OF INSTITUTIONS IN FIGHTING POLICE CORRUPTION

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

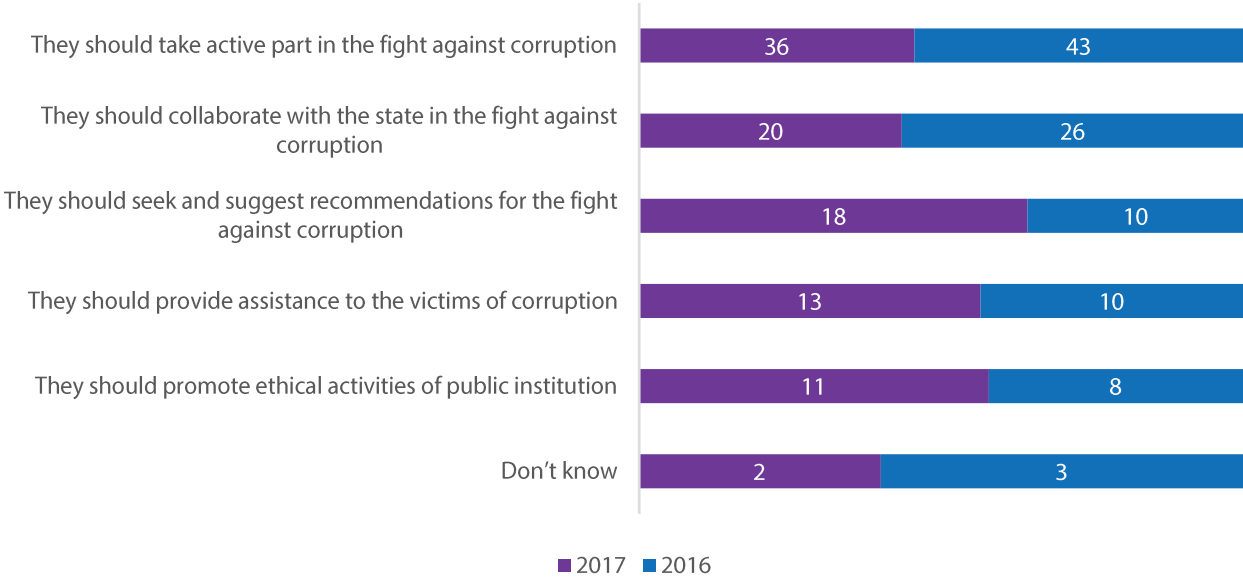| Institution	2017	2016
Government	31	36
Minister of the Interior	16	14
Agency for the fight against corruption	11	7
Director of the police force	10	4
The International Community	8	2
Prosecutor's Office	6	12
Control within the police force	6	7
Police officers themselves	5	7
Don't know	2	3
Police force union	2	2
Parliament	2	5
NGOs	1	1

■ 2017 ■ 2016

Civil Society Should Play an Important Role in the Fight against Corruption

Although civil society has played a significant role in fighting corruption through awareness raising, monitoring and helping build institutional capacities against corruption, only one third (35%) of the Albanians believe that NGOs should take an active part in the fight against corruption, while 20% prefer that they collaborate with the state. In the opinion of 18% of the respondents, NGOs should play an advisory role and offer recommendations for fighting corruption; 13% believe that they should provide assistance to victims of corruption, and 11% that they should promote ethical values within institutions.

When this year's results are compared to those obtained in 2016, it becomes clear that Albanians are now emphasising a greater 'advisory' and capacity-building role of NGOs rather than their active participation in fighting corruption. Compared with the last year's results (43%), data from 2017 show that only 36% of the respondents now believe that NGOs should take an active role, whereas 20% (compared to last year's 26%) feel that they should collaborate with the state.

CHART 21: THE ROLE OF CIVIL SOCIETY IN FIGHTING CORRUPTION

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

	2017	2016
They should take active part in the fight against corruption	36	43
They should collaborate with the state in the fight against corruption	20	26
They should seek and suggest recommendations for the fight against corruption	18	10
They should provide assistance to the victims of corruption	13	10
They should promote ethical activities of public institution	11	8
Don't know	2	3

■ 2017 ■ 2016

METHODOLOGY FRAMEWORK

Location	Albania
Time	July 2017
Data collection method	Face-to-face, in the respondents' homes
Sampling frame	Male and female citizens of Albania 18 years of age and over, who permanently resided in the territory of Albania at the time of the survey
Size of sample	1,000
Type of sample	Three-stage random representative stratified sample
Stratification	Performed by region, type of settlement, gender, age and level of education
Sampling error	±3.31%

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