



KCSS
Kosovar Centre for Security Studies

KOSOVO SECURITY BAROMETER

Special Edition:

Citizens' Perceptions on Police
Integrity in Kosovo





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Special Edition:

**Citizens' Perceptions on Police Integrity
in Kosovo**

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Data Interpretation: Plator Avdiu

Internal review: Florian Qehaja and Mentor Vrajolli

Peer review: Shpend Kursani

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Information presented in this report are a summary of respondents only, and should be treated as such. It is in no way a definite assessment of the quality of the work of the institutions subject in this study. It shall serve as an instrument for them in addressing potential shortcomings, and also as an indicator of the effectiveness of their communication with the people.

The views presented in this report are perceptions of the respondents and do not necessarily represent views of the Kosovar Centre for Security Studies. Opinions expressed in this report do not necessarily represent the views of the National Endowment for Democracy (NED) either.

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WHAT IS THE KOSOVO SECURITY BAROMETER?

The Kosovo Security Barometer (KSB) is a specific programme of the Kosovar Centre for Security Studies (KCSS) designed to serve as an annual publication. In addition to the general findings, the programme launches special editions in the pre-defined areas. The primary focus of the KSB is to measure the public opinion perceptions towards security institutions and policy-making. It also measures the public perceptions on the internal and external security threats to Kosovo. The KSB marks one of the largest and rather first initiatives designed, implemented, and communicated by a local think tank in Kosovo. KCSS has no political constraints in communicating its findings and messages. Lastly, the KSB is unique for its methodological approach, such as the unique tailoring of the quantitative and qualitative methods which aim to offer realistic results on public perceptions towards security related issues.

WHOM DO WE TARGET WITH THIS SPECIAL EDITION?

This Special Edition of the KSB targets a wide variety of actors interested to follow citizens' perceptions towards police integrity in Kosovo. More precisely, it targets an audience which is interested in following the public opinion trends in Kosovo, focusing on the public trust in the Kosovo Police (hereafter the Police) and the Police Inspectorate of Kosovo (PIK), the Kosovo citizens' frequency of contacts with the Police and its units, perception on the police corruption, as well as the public safety. Generally, the KSB targets nation-wide policy makers; the international community presence in Kosovo; local, regional and international civil society organizations; academic community and the media.

IMPACT

The impact of the KSB can be expected to multiply in the mid-term for a number of reasons including (a) KCSS's credibility as a politically non-affiliated and independent think-tank, (b) KCSS's track record of employing appropriate scientific methods in its research, (c) the importance of local ownership and (d) the professional capacities available at the KCSS. The previous KSB editions have proven the achievement of the four aforementioned aims.

METHODOLOGY

This special edition of the KSB reflects citizens' perceptions towards police integrity in Kosovo. It allowed the data interpreters an in-depth deconstruction of people's perception. The interpretation reflects upon the set of political and societal factors which influenced the opinion of the respondents. The deconstruction of opinion has been based on the direct involvement of the data interpreter in the face-to-face interviews with the respondents. Also, focus groups with the field researchers supported the endeavours of the KCSS team in further deconstructing and analysing the opinions contained in this special edition.

Answers to the KSB questionnaires were collected through face-to-face interviews conducted around the territory of the Republic of Kosovo. Most of the questions were close-ended in the form of five-point Likert scales. Few questions were open ended allowing respondents the opportunity to provide their opinion without predefined options. The sampling, piloting, and interviewing were conducted by the KCSS team of 35 field researchers. The national sample from which the research was drawn featured 1,070 households, following a representative sample of the population above 18 years old in Kosovo. The ethnic breakdown of the interviewed respondents was: 88.4 percent K-Albanian, 7.7 percent K-Serbian, and 3.9 percent others (of which, 1.4 percent Turks, 0.6 percent Bosnian, 1.0 percent RAE and the rest include Gorans, Croats, and Montenegrins).

The sample frame was based upon telephone code areas, and, as such included the following 7 regions: Ferizaj, Gjakova, Gjilan, Mitrovica, Peja, Prishtina and Prizren. The first stage of geographical clustering was based on the 2012 Kosovo Census Report, the second stage involved clustering samples by municipal area with a stratified rural/urban sample as per the number of households. The last stage followed a random sampling method using the nearest 'birthday method'. Random sampling ensures that each resident in Kosovo has an equal probability of being chosen for an interview. With the sample used for this study, the results of the survey project the mirror image of trends in attitudes and perceptions amongst the entire adult population of Kosovo in general. The margin of error is 3 percent with a confidence interval of 95 percent.

Prior to the commencement of fieldwork, a pilot interview was conducted at the beginning of October 2015, in order to test the feasibility of the questionnaire. The research team subsequently reported that the pilot interview was successful, and no problems were encountered with the questions asked to the pilot interviewees. All interviews were completed from 21st until 29th of October 2015. Data processing and analysis has been completed using the SPSS software.

INTRODUCTION

This special edition of the Kosovo Security Barometer presents the analysis on Kosovo's public perception on police integrity. The Kosovar Centre for Security Studies considers integrity to be an indispensable dimension of good governance of public administration. In order to monitor and evaluate the extent of good governance in the Kosovo Police, it was essential for us to include the citizens' perceptions on a set of issues with respect to the integrity of police officers in Kosovo. This special edition of the Kosovo Security Barometer provides a comprehensive and detailed data interpretation concerning perceptions of the public opinion based on a pre-defined set of questions on the issue at hand.

KEY FINDINGS

- There is a positive public attitude towards the Kosovo Police in general, and such an impression is found among all the communities in Kosovo. According to our findings, the majority of the respondents (56 percent) express trust and high levels of trust towards the institution.
- Such a perception has been mostly created based on the respondents' personal experience and direct contact (58 percent) with the Kosovo Police, which makes their expressed opinion to be a more genuine one - i.e. not created through third parties, such as the media, and other potential third parties that may have an impact on overall public opinion.
- The Traffic Police and the Border Police have had the most interaction or communication with the citizens. While one may have expected the Community Policing to rank first for direct contact with citizens, this did not turn out to be the case, mostly due to the underdeveloped concept and limited applicability on the ground.
- Corruption is also perceived by the respondents to be present within the Kosovo Police, which is a problematic dimension for the integrity of the institution. Nonetheless, the perception of corruption within the Kosovo Police is lower than that for the other institutions.¹ Less than 30 percent of citizens think that the Kosovo Police was affected by corruption in 2015, while more than 40 percent thought that the Kosovo Police was not affected by the phenomenon.

¹ (Kosovar Centre for Security Studies, 2015, pp. 16-17).

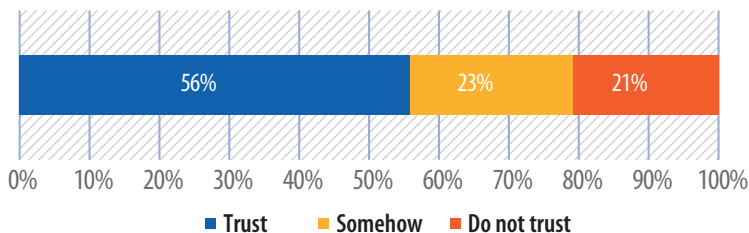
- Despite the fact that the Kosovo Police has been subject of criticism by various stakeholders for being under political influence, majority of the respondents (53 percent) said that the Kosovo Police protects citizens' interests, compared to 23 percent of those who said that the Kosovo Police is only under the Kosovo Government service, and 12 percent who were of the opinion that the Kosovo Police serves the political parties only.
- The findings also suggest that there are obstacles which hinder the cooperation between citizens and the Kosovo Police because citizens feel insecure with respect to their private data protection and privacy misuse.
- Finally, the findings show that the Police Inspectorate of Kosovo enjoys lower trust among the respondents when compared to their overall trust in the Kosovo Police. Around 40 percent trust the work of the Police Inspectorate of Kosovo, compared to 30 percent of them who do not.

1. CITIZENS' TRUST TOWARDS THE KOSOVO POLICE

The year 2015 marked one of the most challenging periods for the Kosovo Police (KP) due to the frequent violent protests that it had to deal with and the burden of security situation during political impasse. Despite its frequent appearance in the streets (and sometimes with excessive use of force) its credibility remained unbeaten; the trust in the institution increased when compared to previous years (2012, 2013 and 2014).² In statistical terms, 56 percent of citizens said to have trust on the KP, the other 23 percent expressed some level of trust, whereas 21 percent expressed their opinion of no trust on the KP.

There are several reasons that may explain the higher trust in the KP, and according to our interpretation, it goes as follows. First, the recent actions of the KP with emphasises on countering violent extremism and monitoring extremists' cells in Kosovo,³ appeared to have increased the confidence among the population. Second, its solid role in maintaining public order, especially during various protests, including the violent ones,⁴ with very minimal excessive use of force while, politically, being under extreme political pressure from those in the government and those in the opposition.⁵ The third argument rests on the general perception that the KP is functional and that the citizens consider it to be the first address for all of the societal and safety related issues. On the other hand, we find that people do not consider that the KP was successful in the fight against organised crime and corruption.⁶

Figure 1 - Trust towards the Kosovo Police



² (Vrajolli & Kryeziu, 2015, p. 12).

³ (Koha Net, 2015a).

⁴ (Telegrafi, 2015a)

⁵ Input collected from focus groups organized by the KCSS with field researchers of the 5th edition of the KSB on 16 November 2015.

⁶ (Mustafa, 2015)

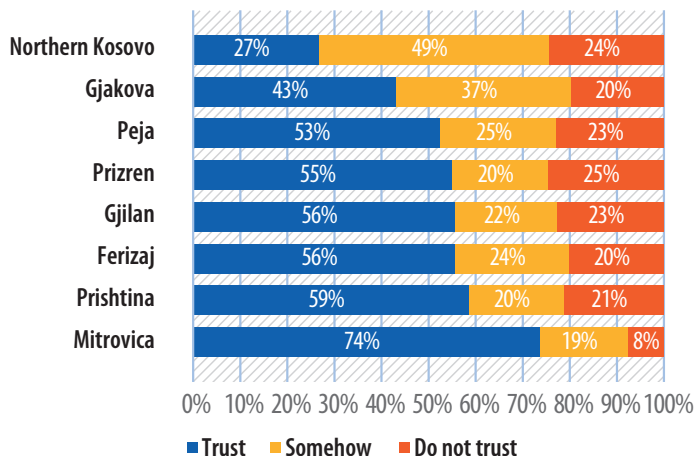
1.1. Trust towards the Kosovo Police based on regions

Despite some exceptions, the trust on the KP is similarly distributed throughout the different regions. Accordingly, respondents coming from the southern region of Mitrovica (74 percent), Prishtina (59 percent), Gjilan (56 percent) and Ferizaj (56 percent) have the highest level of trust towards the KP in 2015. They are followed by the regions of Prizren (55 percent) and Peja (53 percent). On the other hand, when asked about their trust on the KP, 43 percent of citizens from the region of Gjakova trust the KP.

However, the region of the four municipalities of the northern part of Kosovo (northern part of Mitrovica, Zvecan, Leposaviq and Zubin Potok), which is largely inhabited by Serbian community, is quite distrustful when it comes to the KP. Only 27 percent of citizens from this region trust the KP, 49 percent somehow trust it, while 24 percent of them do not trust it at all. In our interpretation, this attitude towards the KP shall not be perceived in isolation; rather one need to put this in the perspective of the Serb community's trust towards all the other Kosovo institutions. In addition, the Kosovo institutions have constantly had limited access to operate and exercise their authority in the northern part of Kosovo. The KP is undergoing a consolidation process in northern part, with the aim of integrating former members of the Ministry of Internal Affairs of Serbia and Serbian parallel security structures under its umbrella. Moreover, as the KP is not operating in its full capacity in that area, the organised crime groups in the northern part are engaged in various crimes that have had a negative impact in the overall public safety. As a result, during 2015, a number of members of the KP have been targeted and attacked by various criminal groups.⁷

⁷ (KosovaPress, 2015); (Klan Kosova, 2015).

Figure 2 - Trust towards the Kosovo Police based on the regions of Kosovo



1.2. Trust towards the Kosovo Police based on ethnicity

Trust towards the KP according to the ethnic background provides a more distinctive landscape on the perceptions of Kosovo's population towards the institution. Among the Albanians, 58 percent trust the KP, 22 trust them somehow, while and 20 percent of them do not have any trust, or at least did not perceive the KP in positive terms. Similar to the majority Albanian population, other minorities,⁸ in general, have positive views towards the KP. Around 60 percent of non-Serb minorities in Kosovo have trust on the KP, less than 20 percent of them somehow trust it, while 21 percent of them do not trust the KP at all. On the other hand, citizens of Serb minority have a quite different perception when asked in this survey about the level of trust that they have on the KP. Compared to the majority of Albanian population as well as other minority groups of the country, only 29 percent (or expressed in numbers – 24 Serb respondents) trust the KP, 39 percent of them (or 32 Serb respondents) trust it somehow, whereas 32 percent (or 26 Serb respondents) do not trust the KP at all.

In spite of the low trust towards the KP, the Serb minority in the north has even lower trust to the other security institutions in Kosovo, especially the Kosovo Security Force (KSF). Less than 10 percent of Serb citizens in northern part trust the KSF and more than 75 percent do not trust it, while the rest maintain a neutral attitude or have no opinion about this institution.⁹ This can be explained by the fact that the KP has access

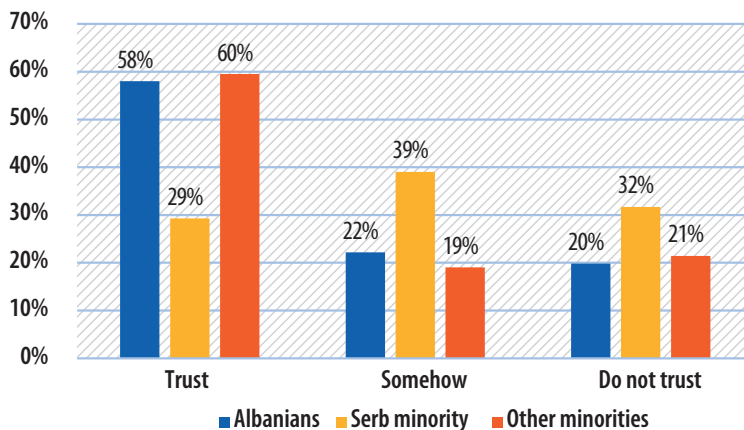
⁸ Other minorities include Turk, Bosnian, RAE, Goran, Croat and Montenegrin.

⁹ Data collection from survey database of the 5th Edition of the KSB conducted by the KCSS in October 2015.

and operates in the northern part of Kosovo, so some contact, and as a result, some trust has been built. Furthermore, the Serb community of the northern part are well-integrated in the KP, while not many, if at all, are integrated within the KSF, which also does not operate in that area at all.¹⁰

These results contain information about all the Serbs living in Kosovo, not only those living in the north. Despite the fact that the Serb community is well represented within the KP membership, representing around 13 percent of the total KP staff¹¹ this has not resulted in changing their attitudes towards the KP in general. Kosovo Serbs continued dependence on Belgrade institutions, adaption of their parallel security institutions financed by Serbia in Kosovo, especially in the north, as well as their refusal to recognize the Kosovo institutions, are some of many other reason that influenced Serbs' attitudes towards the KP and other Kosovo institutions.

Figure 3 - Trust towards the Kosovo Police based on ethnic background



¹⁰ (Telegrafi, 2015c).

¹¹ Input collected from second workshop of the European Integration School – Module on Security and Rule of Law organized by the KCSS on 18-20 December 2015.

2. KOSOVO CITIZENS' DIRECT CONTACTS WITH THE KOSOVO POLICE

To better understand the public opinion, measuring the respondents' contacts with relevant institutions can provide us with a better understanding behind their opinion on matters presented in this report. According to the findings of field research, the majority of the respondents admitted that the KP would be the first institution that they would contact about their different needs - mostly security related.¹² This means that citizens' perceptions regarding the KP is mostly based on personal experiences and direct contacts.

In the 2015 edition of the KSB, the KP has been ranked by respondents at the top as the most contacted institution in Kosovo. Hence, out of the total of 1,070 respondents asked, 618 of them, or 58 percent, stated that they have had direct contact with the KP. While, 451 respondents, or 42 percent, claimed that they did not have, or denied to have had, any contact with the KP during 2015. Given the nature of the work of the KP, which revolves around protecting lives and offer general safety for all people in Kosovo,¹³ then this might also impact their overall perception about the institution itself. In addition, respondents' answers concerning the frequency of contacts match with citizens' trust towards the KP in terms of percentages with some slight differences.¹⁴

It is important to notice that the other security institutions in Kosovo did not enjoy such a high degree of contact frequency with the Kosovo citizens as the KP did during 2015.¹⁵ Compared to their contacts with the KP, citizens' frequency of contacts with the KSF was fairly low during the same period. Accordingly, 21 percent of the respondents claimed that they had contacts with the KSF, while 79 percent of them claimed to have had no contact whatsoever. Citizens had almost similar frequency of contacts with the NATO-led Kosovo Force (KFOR), where 23 percent of respondents claimed to have had contacts with KFOR's mission, while 77 percent claimed to have had no contact with this international mission. Based on the survey data, with the exception to the Police, citizens' contacts with other security institutions (KSF and KFOR) occurred commonly on passive observation of citizens towards them rather than direct contact.

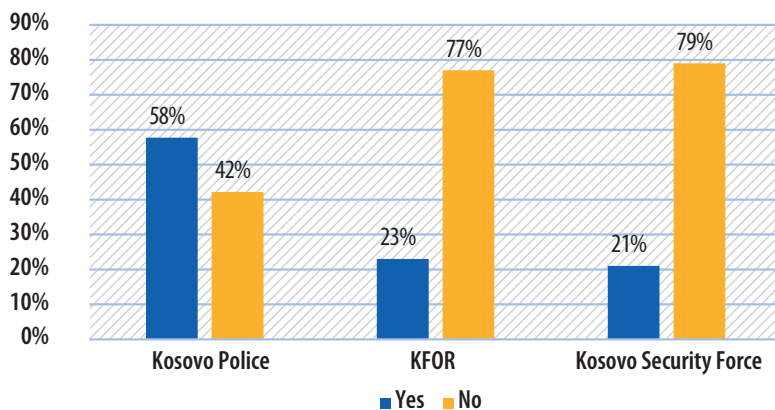
¹² Input collected from focus groups organized by the KCSS with field researchers of the 5th edition of the KSB on 16 November 2015.

¹³ For more details, see Article 10 of the Law on Police, No. 04/L-076.

¹⁴ See Figure 1.

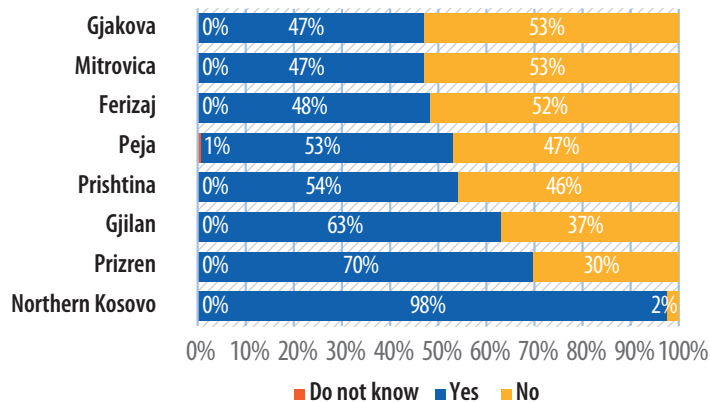
¹⁵ (Kosovar Centre for Security Studies, 2015, p. 11).

Figure 4 - Kosovo citizens' contacts with the Kosovo Police and other security institutions in Kosovo



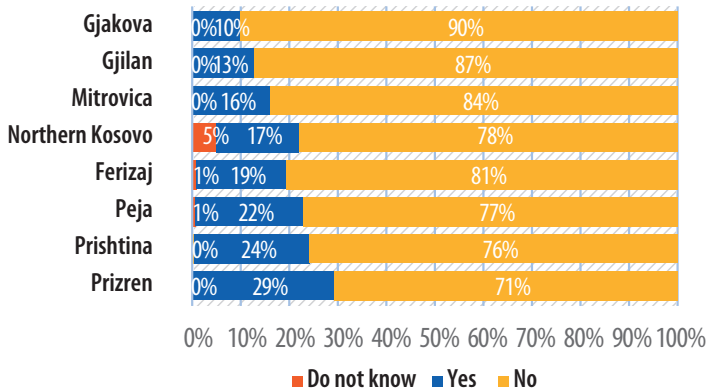
On the other hand, when examining the respondents' perceptions regarding their contacts with the security institutions according to the regions, there appear to be differences. The regions of Kosovo which have more population, such as Prizren (70 percent), Gjilan (63 percent), Prishtina (54 percent) and Peja (53 percent) had more frequent contacts with the KP than those with lower population numbers. On the other hand, respondents from the regions of Ferizaj (48 percent), Mitrovica (47 percent) and Gjakova (47 percent) expressed less chances of contacts with the KP compared to the other regions. With respect to the northern part of Kosovo, the respondents of this region had the highest degree of contact frequency with the KP during 2015. Almost all of them (98 percent of them) stated that they had contacts with the KP.

Figure 5 - Kosovo citizens' contacts with the Kosovo Police based on the regions of Kosovo



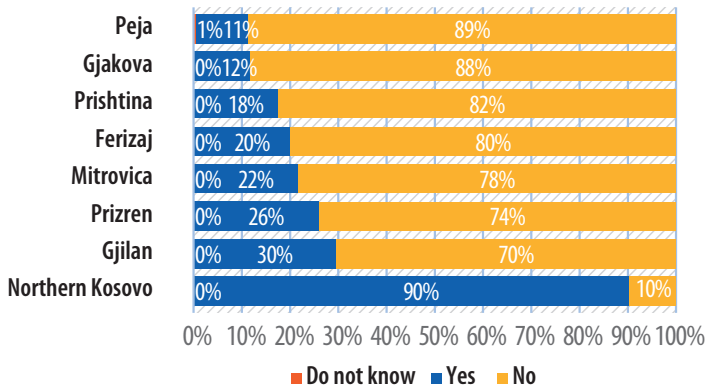
On the other hand, as the figure below shows, when compared citizens' contact frequency with the KP and the KSF, the results show a different situation. In all the regions of Kosovo, citizens had lower contact frequency with the KSF than with the KP.

Figure 6 - Kosovo citizens' contacts with the Kosovo Security Force based on the regions of Kosovo



Almost similar to the KSF, citizens had low level of contacts with KFOR as well. This is further indicated in the following figure.

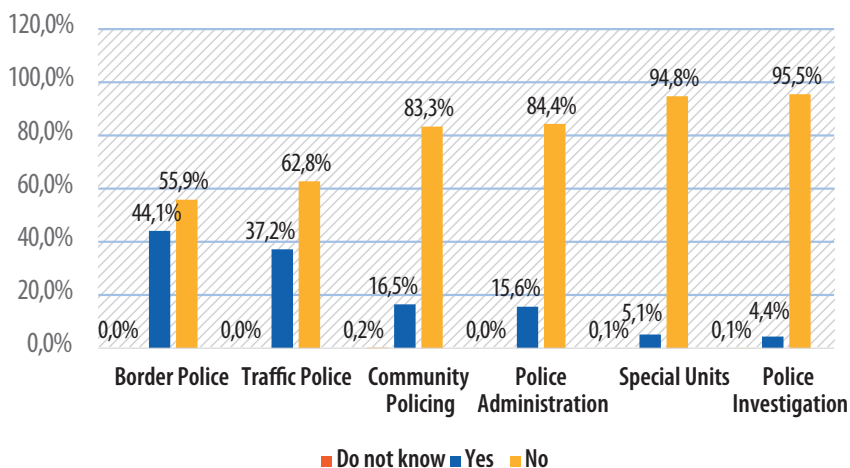
Figure 7 - Kosovo citizens' contacts with KFOR based on the regions of Kosovo



In this edition of the KSB we introduce new results on respondents' contacts with specific units operating within the KP. The aim is to provide an in-depth data interpretation with reference to the experiences and contacts of the respondents with police officers and several other parts of the KP. According to the figure below, the most frequent police department contacted by the respondents is the Border Police. Accordingly, 44

percent of citizens had direct contact with police officers working in this department. Furthermore, 37 percent of respondents have been in direct contact with the Traffic Police and what this suggests is that this unit of the KP should pay more attention to their behaviour especially while on duty because for instance, during 2015, traffic police officers were spotted by citizens for violating rules in the traffic and that the police officers behaviours' towards citizens were not exemplary.¹⁶ The other police units have had little contact with citizens; for instance, only around 16 percent of the respondents claimed to have had contact with administration of the KP, followed by members of the community policing (16 percent), Special Units of the KP (5 percent) and Police Investigation Unit (4 percent).

Figure 8 - Kosovo citizens' contacts with the Kosovo Police units'



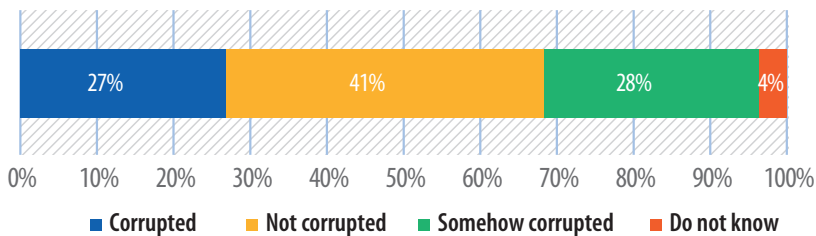
¹⁶ For more details, see the following video material at: <<http://goo.gl/bnAeQq>>. Retrieved on 14 January 2016.

3. CORRUPTION IN THE KOSOVO POLICE

Despite the high level of trust and relatively frequent contacts with the KP, the latter appears to be affected by corruption based on citizens' opinions. However, it is worth mentioning that, in comparison to the other institutions, the KP is ranked by citizens as the second least corrupted domestic institutions in Kosovo.¹⁷

Accordingly, 41 percent of the respondents shared the perception that the KP is not corrupted, compared to 27 percent who pointed out the opposite. Whereas, 28 percent of the respondents claimed that the KP is somehow corrupted, and less than 5 percent did not know or had no opinion on the issue. Knowing that the KP is far from being perfect, also it can be said that the Kosovo citizens generally have positive attitudes when it comes to their perception on corruption within the KP.

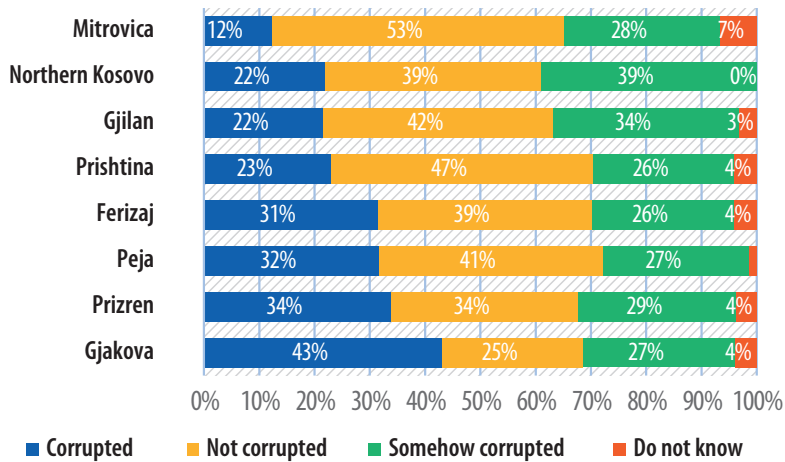
Figure 9 - Citizens' perceptions on corruption in the Kosovo Police



The figure below shows the differences on respondents' opinion regarding corruption in the KP according to their regions. Based on citizens' perceptions of the respective regions, the respondents from Gjakova are those that appear to believe that the KP is corrupted more, compared to the other regions, where 43 percent of respondents thought that the KP is corrupted, followed by regions of Prizren (34 percent) and Ferizaj (31 percent). On the other hand, only 12 percent of citizens from the southern part of Mitrovica thought that the KP is corrupted, compared to 22 percent of respondents from Gjilan and Northern Mitrovica respectively who believed the KP was corrupted. Furthermore, 23 percent of the respondents from the region of Prishtina and 32 percent of those from Peja believed that the KP was corrupted.

¹⁷ (Kosovar Centre for Security Studies, 2015, p. 17).

Figure 10 - Citizens' perceptions on corruption in the Kosovo Police based on the regions of Kosovo



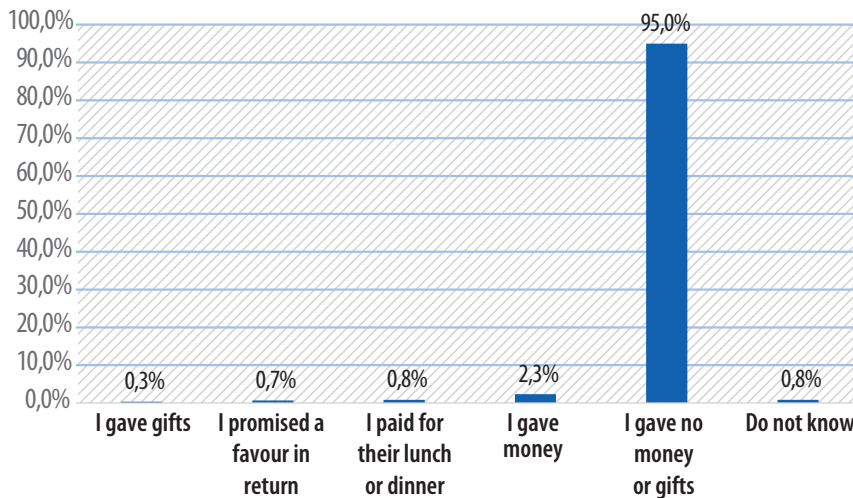
This edition of the KSB also provides data and our interpretation about respondents' opinion regarding the level of bribery in the KP, which is one of the most sensitive issues when it comes to measuring the police integrity. It is worth noting that information presented in the Figure 9 show the results only from those respondents who stated to have had direct contacts¹⁸ with the KP. This filter provides a more accurate data regarding the possibility of bribery within the KP. Accordingly, the results show that 95 percent of the respondents (or 567 of them) firmly stated that when in contact with the members of the KP, they were never asked to hand over money, gifts, or any other bribe to any of the police officers. In the meantime, only 2.3 percent of these respondents have admitted to have given money or gifts to police officers, while the rest stated that they paid lunch/dinner to police officers or promised a favour in return. Moreover, our observation from field research suggests that citizens are not well-informed about the forms of possible corruption within the KP. In addition, favours, such as lunch/dinner, or other favours potentially offered to the police officers have not been perceived as corruption by the respondents.¹⁹ This demonstrates that respondents could have been afraid to admit that they corrupted or bribed police officers when in contact with them. Also, there is no mechanism in place to verify opinions or perceptions of citizens regarding whether or not they in fact did or did not give

¹⁸ For more details on the respondents' direct contacts with the KP, see Figure 4.

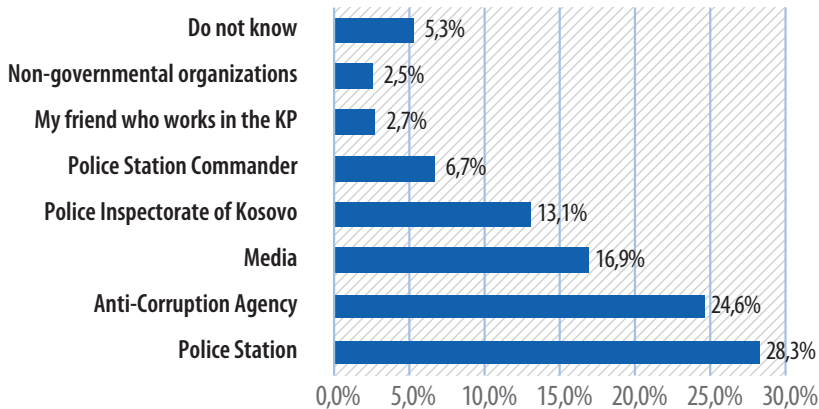
¹⁹ Input collected from focus groups organized by the KCSS with field researchers of the 5th edition of the KSB on 16 November 2015.

money/gifts to the KP. Thus, the relevant Kosovo's anti-corruption institutions should have creative public campaigns about the risks of all types of corruption.

Figure 11 - Citizens' experiences with police corruption in the course of their contacts with the Kosovo Police

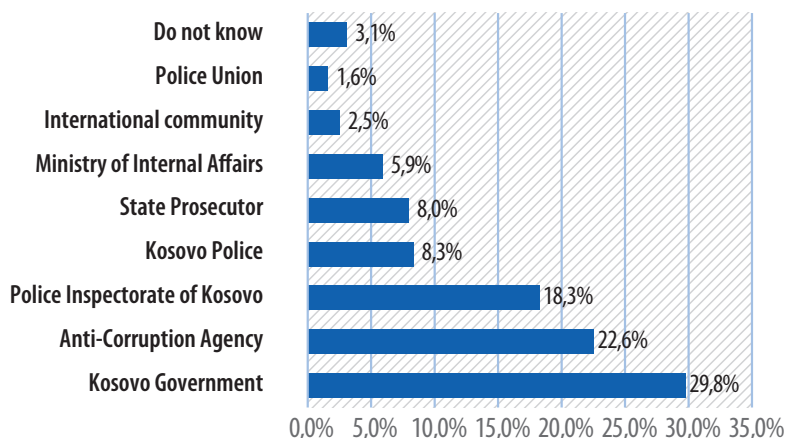


The KSB survey also included a question regarding potential addresses as to where would citizens report corruption cases, of they encountered any, within the KP. The results show that 28 percent of the respondents would first report the case to the local Police station in general. Around 25 percent of the responded said that they would report such cases in the Anti-Corruption Agency, while 17 percent said that they would report it to the media. The potential other addresses as stated by the respondents accordingly are the PIK (13.1 percent), the Police station commander (6.7 percent), a friend who works within the Police (2.7 percent), non-governmental organizations (2.5 percent), whereas less than 6 percent of the respondents did not know where they would report on the police corruption cases.

Figure 12 - Citizens' perceptions on reporting regarding the police corruption cases'

As for their opinion on who should fight corruption within the PK, respondents believe that it is the Kosovo Government to be the first in line as one of the institutions who should fight corruption within the KP. Almost 30 percent of citizens stated that the latter should fight corruption within the KP, compare to 22 percent of those who said that it is the Anti-Corruption Agency the one who should fight the corruption in the KP. It should be noted that the Kosovo Government and the Anti-Corruption Agency enjoyed very low degrees of trust among Kosovo citizens during 2015.²⁰ Moreover, 18 percent of the respondents believe that it is PIK's responsibility to fight corruption in the KP. Only 8 percent of citizens thought that the State Prosecutor should fight the police corruption. The fact that such a low number of respondents listed the Prosecution's Office as an institution who should be fighting corruption within the KP, suggests that the citizens either have little information on who should be responsible to fight corruption, or have low trust on the Office of the Prosecutor.

²⁰ (Avdiu & Përteshi, 2015, p. 7).

Figure 13 - Citizens' perceptions on who should fight the police corruption

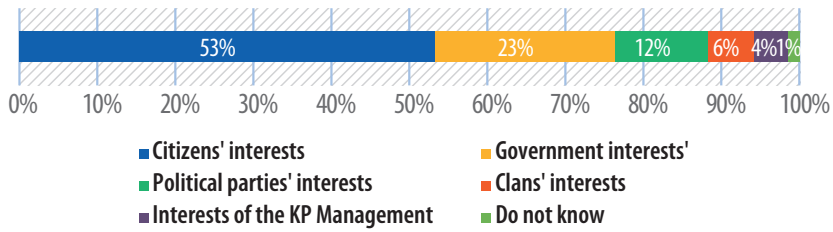
4. (NON)PARTISAN POLICE SERVICE

In this survey, citizens were also asked about what they think of partisan influence within the KP. It is worth stressing that the majority (above 50 percent) believed that the KP works for citizens' interests; however, a note should be taken that this survey has been conducted during October 2015, some weeks before the protests of the opposition against the Government took place where several Members of the Kosovo Assembly in the opposition were arrested by the KP during November and December 2015.²¹

Subsequently, 53 percent of the respondents believed that the KP has been protecting interests of the citizens. On the other hand, 23 percent of the respondents shared the opinion that the KP is in service of those in the Kosovo Government, while 12 percent claimed that it has protected political parties' interests, and 5 percent believed that it worked for various clans' interests. Only 4 percent of the respondents thought that the KP worked for the interests of the senior management of the KP. From such perceptions, we can conclude that by October 2015, the respondents believed that the KP managed to maintain its equilibrium in order to serve the general public and citizens' interest.

²¹ For more details, see the following links: <<http://goo.gl/hc8qOC>>; <<http://goo.gl/6E8krm>>. Retrieved on 15 January 2016.

Figure 14 - Citizens' perceptions on who the Kosovo Police works for

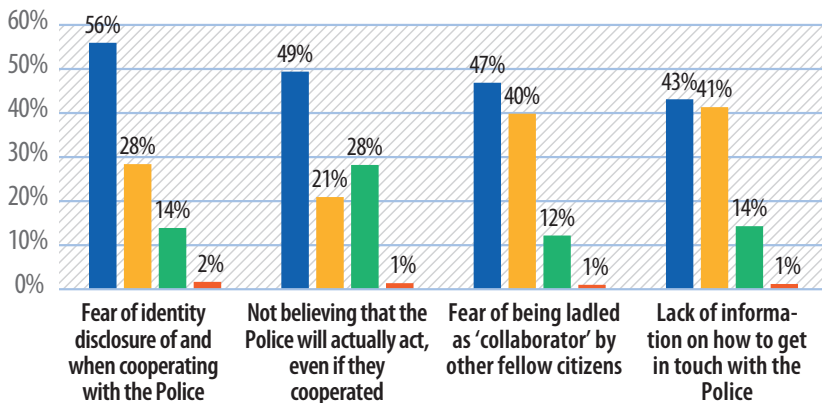


5. POLICE-CITIZEN COOPERATION

This survey has also measured the state of play in regards to the cooperation between citizens and police officers on the ground. We find that such cooperation is impeded by four key factors shown in figure below. The four key impeding factors of citizen-police cooperation therefore are the following:

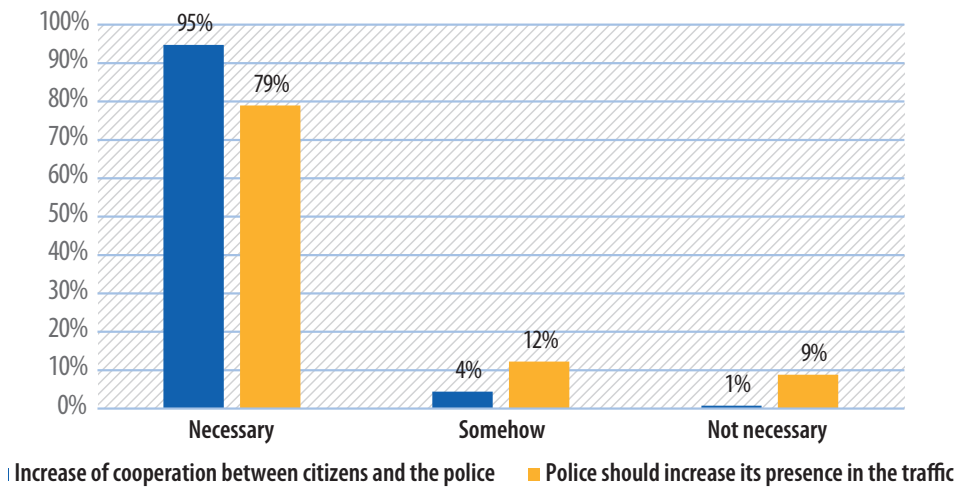
- Fear of identity disclosure when cooperating with the Police (56 percent);
- Not believing that the Police will actually act, even if they cooperated (49 percent);
- Fear of being ladled as 'collaborator' by other fellow citizens (47 percent);
- Lack of information on how to get in touch with the Police (43 percent).

Figure 15 - Main obstacles on cooperation of citizens with police officers



The respondents were also asked to give their opinion regarding the ways in which public safety can be improved. Around 95 percent of them perceived it as an utmost necessity the increase of cooperation between citizens and the KP, and only 4 percent thought of this as somehow necessary. Only 1 percent of the respondents believed this was not a good idea on how to improve public safety. Among all the respondents, there are 79 percent of them thought that public safety can be strengthened by more frequent police present in traffic, while 12 percent thought this to be somehow necessary, and less than 10 percent of them believed it to be unnecessary. Such results are to be expected given that, for instance, compared to previous years, the year 2015 was characterized by an increase in the number of road traffic incidents in Kosovo, as it is estimated that around 15,000 incidents occurred throughout the year.²²

Figure 16 - Improvement of the public safety



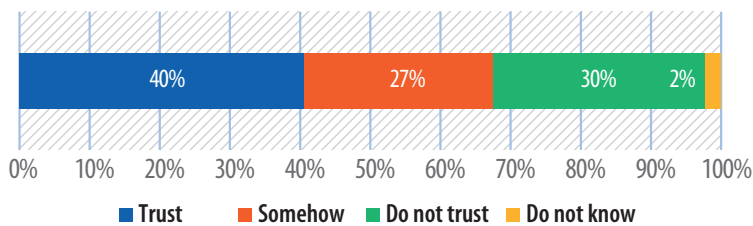
²² (Idrizi, 2015).

6. PUBLIC PERCEPTIONS TOWARDS THE POLICE INSPECTORATE OF KOSOVO

Taking into account the scope of responsibilities of the Police Inspectorate of Kosovo (PIK), which is to supervise the members of the KP in order to improve their performance and professionalism, the KSB considered it highly important to measure public perceptions towards this institution. Even though the trust in this institution resulted being lower compared to the KP overall, the citizens' perceptions regarding the PIK is deemed to be somewhat positive.

As the figure below shows, 40 percent of the respondents claimed that they trust the PIK, while 27 percent of them claimed to trust it somehow. Apart from this, 30 percent of the respondents stated that they have no trust towards the PIK. In spite of these results, the relevant Kosovo institutions have frequently criticized the PIK for the lack of professional capabilities on supervising the KP and have called for more impartiality of its work.²³

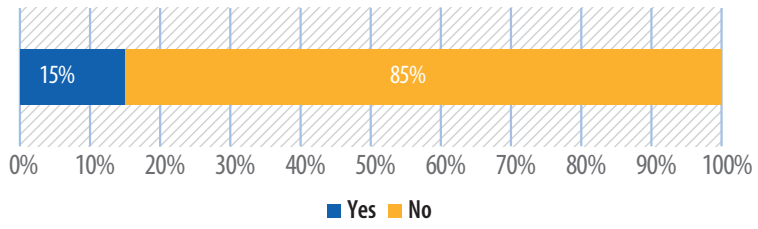
Figure 17 - Trust towards the Police Inspectorate of Kosovo



Generally, Kosovo's public opinion towards the PIK is not based on direct contacts or personal experiences of citizens towards this institutions - this is mostly because of the nature of its work. Consequently, only 15 percent of respondents admitted to have had contacts with the PIK during 2015, compared to 85 percent of them who did not have any contact whatsoever with this institution. It is worth also noting that the PIK constantly avoids facing public events and gatherings which makes it further difficult for the general public to be aware of the extent to which the PIK is performing its role.

²³ Inputs collected from public hearing of the Parliamentary Committee on Internal Affairs, Security and Supervision of the Kosovo Security Force on 15 December 2015.

Figure 18 - Kosovo citizens' contacts with the Police Inspectorate of Kosovo



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