



# UNODC

United Nations Office on Drugs and Crime



## Corruption in Kosovo:

**BRIBERY AS EXPERIENCED  
BY THE POPULATION**

Co-financed by the  
European Commission





**UNITED NATIONS OFFICE ON DRUGS AND CRIME**  
**Vienna**

**CORRUPTION IN KOSOVO:**  
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### **Disclaimers**

All references to Kosovo in the present publication should be understood to be in the context of Security Council resolution 1244 (1999).

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## EXECUTIVE SUMMARY

Corruption is often reported in the international community to be an area of vulnerability in the western Balkans and it appears that the people of Kosovo<sup>1</sup> would tend to agree. Results presented in this report show that they rank corruption as the most important problem facing them after unemployment.

Corruption comes in many guises and, in contrast to other surveys that look at people's perceptions, this survey focuses on the actual experience of administrative corruption and provides information on the nature of bribery and its procedures. This is the kind of petty corruption that affects the daily lives of ordinary people in their dealings with the public administration, the service provider which plays so huge a role in contemporary society that a notable seven out of ten adults in Kosovo interact with it at some point during the course of the year.

Such dealings may be for anything from a medical visit or school enrolment to the issue of a new passport or driving licence but, according to the results of this survey, a significant amount of them are of a dubious variety. On average, 9.4 per cent of the adult population of Kosovo has either direct or indirect exposure to a bribery experience with a public official on a yearly basis. But when focusing on bribes actually paid, the percentage of those who pay at least one bribe in that period, among those who have contacts with the public administration, is 11.1 per cent, and those who pay at least one bribe in that period actually do so with considerable regularity –on average, about once every five weeks.

The face of corruption is all too familiar but the one seen in Kosovo has slightly different features to those in other parts of the globe. While, as to be expected, more men pay bribes than women in Kosovo, despite established gender roles that assign more home-based activities to women, the difference between the sexes is not that marked (11.8% and 10.3%, respectively).

The women of Kosovo are evidently no strangers to corruption but they go about the bribery business in a slightly different manner to their male counterparts. In contrast to women in other parts of the western Balkans, they are more likely to pay a bribe in cash than men, while

<sup>1</sup> All references to Kosovo in the present publication should be understood to be in the context of Security Council resolution 1244 (1999).

men are more likely to use food and drink as a bribe than women. In general, cash accounts for more than a half (66%) of all bribes in Kosovo and, although this type of corruption is petty, the sums paid are far from trivial: the average bribe paid being roughly 180 Euro.

Such cash payments are substantial but it would be wrong to assume that people are always coerced into paying them. A quarter of bribes paid (25%) are actually offered by members of the public themselves, while in almost 50 per cent of cases they are paid in response to a direct or indirect request by a public official. This shows the lack of faith some people have in the ability of the public administration in Kosovo to function without the payment of some kind of kickback for facilitating bureaucratic procedures.

The existence of deficiencies and bottlenecks in the public sector is confirmed by the fact that more than a third of those who participate in a bribery act in Kosovo do so to speed up a procedure (37%), and that some 14 per cent do so to make the finalization of a procedure possible. However, it is noteworthy that some 28 per cent of bribe-payers do not recall what the purpose of their payment actually was. The need for better treatment does not figure very high up the list (8%), yet the public officials paid most kickbacks in Kosovo are doctors. More than 40 per cent of bribe-payers pay them to doctors and more than a quarter to nurses (26%), whereas 30 per cent pay police officers.

The picture painted in this survey is sometimes a troubling one, but data indicate that there is some resistance to bribery in Kosovo and people do not always consent to the payment of bribes in order to facilitate or benefit from a particular administrative procedure: for every eight who do so there is one who refuses, turning down the request made by a public official. On the other hand, only a small amount of bribe-payers (5.5%) report their experience to the authorities. There are numerous reasons for this: some bribe-payers do not deem bribery to be of the same gravity as “real” crimes, in part because there is a sense of acceptance that bribery is simply a common practice (14.3%) and also, when constituting an expression of gratitude for services rendered, actually a positive practice (13.6%). People also fail to report bribery events because the payment of a bribe can, of course, be of direct benefit to the bribe-payer (18.3%), and most of all because they believe reporting to be a futile exercise as nothing would be done, nor would anyone care (34.8%).

Interestingly, for more than one in three bribe-payers (37%) this survey interview was the first time they had admitted to the payment of a bribe, having never previously shared the experience with anybody, even close friends or relatives. It seems that when it comes to bribery a well-established and selective code of silence still exists in many cases.

Bribery not only affects the services provided by public officials in Kosovo. The public administration is the largest employer there and its associated job security and accompanying benefits are highly coveted. Some 21 per cent of the adult population, or members of their households, applied for a job in the public sector in the three years prior to the survey, but of those whose application was successful 28 per cent admit to paying money, giving a gift or doing a favour to help secure their position. Among those who failed, there is a widespread perception that factors such as cronyism, nepotism or bribery played a decisive role in the recruitment process, while only 10 per cent believe that the selection was made on merit.

Certain malpractices may also have played some kind of role in recent elections held in Kosovo. Data show that an average of 12 per cent of voters at the penultimate general election in 2007 and another 10 per cent at the penultimate local election in 2009 were asked to vote for a certain candidate or political party in exchange for a concrete offer of money, goods or a favour.

While men in their forties and both men and women in their twenties are those most exposed to bribery in Kosovo, characteristics such as income, education level or employment status do not appear to have a clear effect on the probability of experiencing bribery and no social group is exempt from bribery. Nor, of course, is any social group exempt from the possibility



of falling victim to the other five crime types examined in this survey. However, the one-year prevalence rates for personal theft, burglary, car theft, assault/threat and robbery in Kosovo are considerably lower than for bribery (3.6%, 2.6%, 2.3%, 1.2% and 0.8%, respectively). These are quite modest levels, on a par with those experienced in other parts of the western Balkans, which probably explains why the people of Kosovo feel rather safe in relation to crime: eight out of ten feel safe when walking alone after dark in their neighbourhoods, and an even larger majority feel fairly secure in their homes.

But perceptions about corruption in Kosovo are not so positive. More than half of the population believes that corrupt practices occur often or very often in a number of important public institutions, including the parliament, the judiciary and central as well as local government. Furthermore, 56 per cent of the population believe that corruption is actually on the rise in Kosovo, while 35 per cent believe it to be stable and a further 8 per cent think it is decreasing. Perceptions, it should be underlined, are nothing more than opinions and are not to be confused with the actual experience of corruption that provides the main focus of this report. Nevertheless, such a perception can be interpreted as an expression of the people of Kosovo's awareness of one of the principal challenges facing them, both now and in the years to come.





## KEY FINDINGS

- The people of Kosovo rank corruption the most important problem facing them today after unemployment.
- Seven out of ten people interact with the public administration at some point during the course of the year.
- In the 12 months prior to this survey, 9 per cent of all adults aged 18-64 in Kosovo had either direct or indirect exposure to a bribery experience with a public official.
- The bribery prevalence rate among those who had contact with public officials in that period is 11 per cent.
- There are significant differences in the prevalence of bribery in urban (14%) and rural (10%) areas of Kosovo.
- In Kosovo, 10 per cent of women participate in bribery, as opposed to 12 per cent of men.
- Everyone who reports the payment of at least one bribe, on average, actually pays ten bribes or the equivalent of one bribe roughly every five weeks.
- Money accounts for 66 per cent of bribes in Kosovo, food and drink for 28 per cent.
- The average cash bribe paid in Kosovo is around the 180 Euro mark.
- In a quarter of bribery incidents a member of the public initiates the payment; in 17 per cent of cases the bribe is explicitly requested by a public official.
- The main purposes of paying bribes in Kosovo are to speed up a procedure (37%), to finalize a procedure (14%) and to receive better treatment (8%).
- Of those who actually paid a bribe, 28 per cent do not recall why they paid it.
- More than 40 per cent of all bribe-payers in Kosovo pay kickbacks to doctors (42%), 30 per cent to police officers and one in four to nurses (26%).
- Of those people refusing to pay bribes, more than a third refuse to pay judges/prosecutors and 21 per cent refuse to pay doctors.

- A small percentage of those who experience corruption actually report the incident (5.5%). People do not report bribery because they perceive it to be useless as nobody would care (35%), they receive a benefit from it (18%), it is a common practice (14%) or because they give bribes voluntarily as a sign of gratitude (14%).
- Perceptions of widespread corruption in the public sector in Kosovo are backed up by the experience of those 28 per cent of newly recruited public officials who, in the three years prior to this survey, secured their job with the help of a bribe.
- The offer of goods, favours and money to attract voters took place during the penultimate local and general elections: 10 per cent of voters were approached at local elections and another 12 per cent at general elections.
- Bribery has a higher prevalence rate than other crimes such as personal theft, burglary, assault and robbery in Kosovo. And while a sizeable percentage fell victim to such crimes in the year prior to the survey, the majority of people feel safe after dark and do not use advanced security systems to protect their homes.



areas. Increasing concerns are also expressed about the validity of methods used to build perception-based indicators.

In recent years, tools for collecting information on direct experiences of corruption have been developed: sample surveys can produce important indicators about the extent and nature of corrupt practices. More importantly, the wealth of information gathered can shed light on the modalities of corruption and the sectors, positions and administrative procedures more at risk. Promoted by a variety of international organizations, public institutions, non-governmental organizations (NGOs) and development agencies, a number of such surveys have been conducted around the world, including in the western Balkan region, thus proving the feasibility and relevance of this approach.

### **The scope and methodology of this study**

Following a bilateral agreement between the European Commission and the authorities of Kosovo, UNODC provided its support in conducting this large-scale survey on corruption. The main objective of this survey was to examine actual experience of administrative corruption in Kosovo: the research probed the prevailing types and modalities of corruption that affect people's daily lives, with particular focus on bribery,<sup>2</sup> which, in accordance with the United Nations Convention against Corruption, is a criminal offence. Additional topics covered in the surveys include the reporting of corruption to the authorities, people's opinions about corruption and integrity, and the experience, as victims, of other forms of crime. In order to collect this information, in 2010 a sample survey was conducted via face-to-face interviews with a representative sample of 3000 people aged 18 to 64, selected randomly in each region of Kosovo.

This report contains the analysis of the data collected in that survey. Its goal is not to rank the different regions of Kosovo or any selected sector or ministry on a corruption scale, but rather to provide analytical knowledge about a complex phenomenon. To fight corruption effectively it is necessary to understand its many facets since there is no simple "one-size-fits-all" solution to the problem. It is believed that the evidence-based information presented in this report will provide the authorities of Kosovo with an additional tool for developing well-targeted anti-corruption policies. Information that can also represent a benchmark for measuring future progress in the fight against corruption.

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<sup>2</sup> Bribery is defined as (a) the promise, offering or giving to a public official, directly or indirectly, of an undue advantage, for the official himself or herself or another person or entity, in order that the official act or refrain from acting in the exercise of his or her official duties and (b) as the solicitation or acceptance by a public official, directly or indirectly of an undue advantage, for the official himself or herself or another person or entity, in order that the official act or refrain from acting in the exercise of his or her official duties.

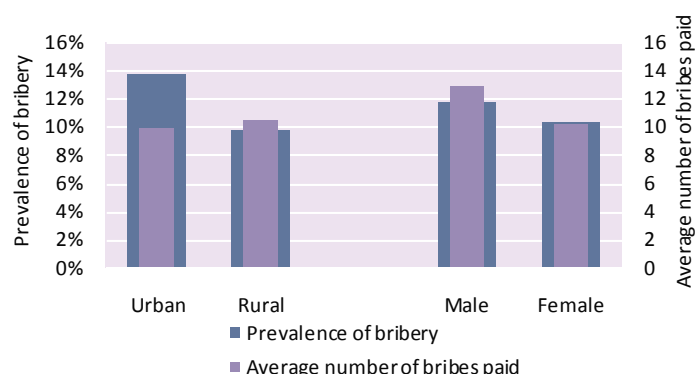




The data in figure 1 show that bribery is still a significant issue in the lives of many people in Kosovo. At the same time it is encouraging to note that there is a significant portion of them capable of saying “no”, thus refusing to pay the kickback requested by a public official. Data show that for every eight people who pay a bribe to a public official during the course of the year there is one who turns down such a request.

When focusing on bribes actually paid, the prevalence of bribery is calculated as the number of people aged 18 to 64 who, in the 12 months prior to the survey, gave a public official some money, a gift or counter favour on at least one occasion, as a percentage of those who had at least one contact with a public official. As such, the average prevalence of bribery in Kosovo is 11.1 per cent.

**Figure 2: Prevalence of bribery and average number of bribes paid, by sex and urban/rural areas, Kosovo (2010)**



*Note: Prevalence of bribery is calculated as the number of adults (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adults who had at least one contact with a public official in the same period. The average number of bribes refers to average number of bribes given by all bribe-payers, i.e. those who paid at least one bribe in the 12 months prior to the survey.*

There are some differences in the prevalence of bribery in urban (13.7%) and rural (9.7%) subpopulations and between the sexes. In Kosovo as a whole, 11.8 per cent of the adult male population participates in bribery, as opposed to 10.3 per cent of females (figure 2). This difference is not that remarkable, showing that in spite of perceived gender roles, which assign men greater responsibility for dealing with the public administration and activities outside the home in general, the women of Kosovo undertake administrative procedures to a similar extent and are no strangers to bribery.

However, it is misleading to consider the prevalence rate alone when evaluating the extent of bribery in Kosovo. To get a fairer impression, the frequency of bribe paying should also be taken into consideration since, while 13 per cent of bribe-payers in Kosovo give bribes on only one occasion, 87 per cent of them do so on multiple occasions. Overall, one in four (23%) pay bribes on eight or more occasions. Effectively, on average, bribe-payers in Kosovo pay some three public officials on more than three and a half different occasions, thus everyone who reported the payment of at least one bribe had to pay ten bribes or the equivalent of one bribe every five weeks or so. The number of bribes paid is, on average, slightly higher among the rural and male populations than among the female and urban populations.

The people of Kosovo clearly have to pay bribes on a fairly regular basis. Not only does the public administration play a significant role in their lives, bribery does too.





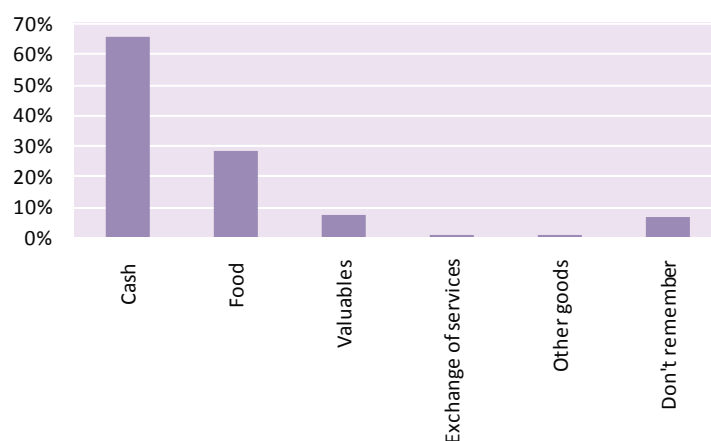
## 2. NATURE OF BRIBES

Payments to public officials come in several shapes and sizes and are made for different reasons in diverse contexts. Money or gifts, for example, may be explicitly requested by public officials for the completion of a procedure or offered by a member of the public to facilitate a service or simply express gratitude for a service rendered. In this chapter, a number of payment characteristics are presented in order to shed some light on what is clearly a complex question.

## Forms of payment

In Kosovo, 65.9 per cent of bribes are paid in cash (figure 3) while 28.4 per cent are given in the shape of food and drink. Considerably lower down the scale come valuables (7%), other goods (1%) and the exchange of services (0%). A large proportion of bribes take a form that can be interpreted as a barter, whether explicit or implicit, between two parties in which each one of them both gives and receives something in the exchange. But it should be stressed that in most cases the two parties are not on an equal footing, with one of them (the public official) usually being in a position of strength from a negotiating perspective.

**Figure 3: Percentage distribution of bribes paid, by type of payment, Kosovo (2010)**

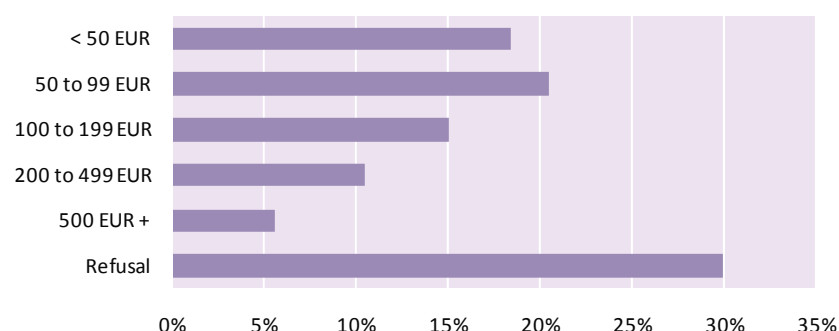


*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey. The sum is higher than 100 per cent since, in some cases, bribes are paid in more than one form (for example, cash and valuables)*

In Kosovo as a whole, rather surprisingly, the giving of food is more prevalent in urban areas (42.9%) than in rural areas (18.1%), while women (68.3%) are more likely to give money than men (64%), who use food as bribes (30%) more readily than women (26.2%).

Taking into account all bribes paid in cash, the average bribe amounts to 179 Euro. When focusing on bribes paid in cash (figure 4), the results of this survey show that 18 per cent of them are for amounts less than 50 Euro (18%) and that more than a fifth (21%) are in the 50-99 Euro range, 15 per cent are in the 100-199 Euro range and 11 per cent in the 200-499 Euro range. Interestingly, 6 per cent of bribes paid in cash are for amounts larger than 500 Euro. While not quite grand corruption these are certainly very considerable amounts for the households involved.

**Figure 4: Percentage distribution of bribes paid in cash, by amount paid (in Euro), Kosovo (2010)**

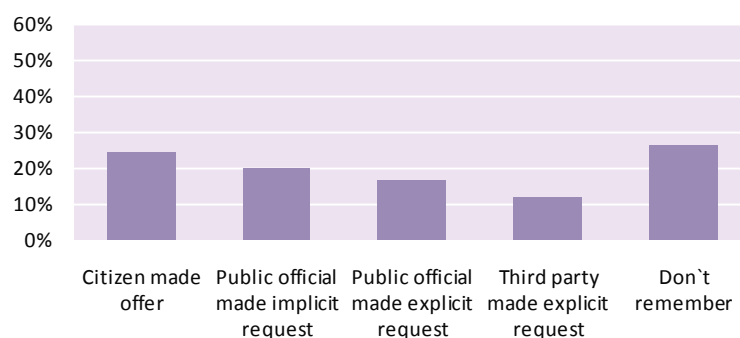


It should be noted, however, that 30 per cent of those who did pay a bribe in cash did not want to disclose the amount actually paid.

### Bribe-seeking modality and timing

In contacts with public officials resulting in the payment of money or gifts, it is noteworthy that in a quarter of cases payment is offered by members of the public themselves, whereas in almost 50 per cent of cases payment is actually made following a request from a public official. In 17 per cent of the latter that request is made explicitly by the public official, while in 20 per cent of cases the public official makes the member of the public understand implicitly that a kickback is necessary. Add to this the other 12 per cent of cases who receive the request through a third person intermediary (figure 5) and the complexity of corruptive practices can be seen. It is interesting to note that a high percentage of respondents (26%) do not remember if they personally made an offer to the public official or if the official requested the bribe.

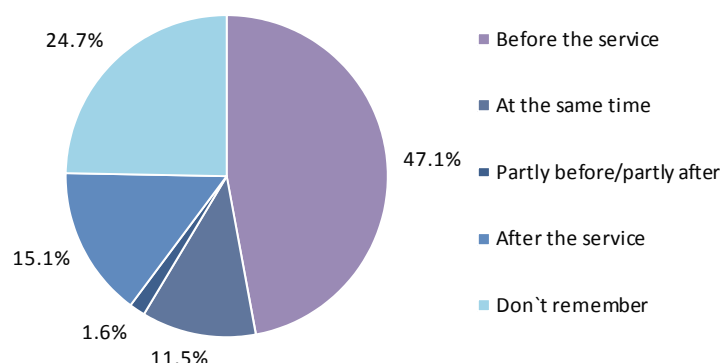
**Figure 5: Percentage distribution of bribes paid, by modality of bribe request/offer, Kosovo (2010)**



*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

The timing of a bribe payment can also shed light on the motivation behind it, in particular as to whether it is made to facilitate a specific service or as a “thank you” for the successful completion of a procedure. Data show that almost a half of all bribes (47%) are given before the service is actually carried out. In some 12 per cent of cases bribes are paid at the same time the service is provided and in 15 per cent of cases after the service. Almost a quarter of bribes are paid partly before and partly after the service is provided (figure 6).

**Figure 6: Percentage distribution of bribes paid, by timing of payment in relation to service delivery, Kosovo (2010)**



*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

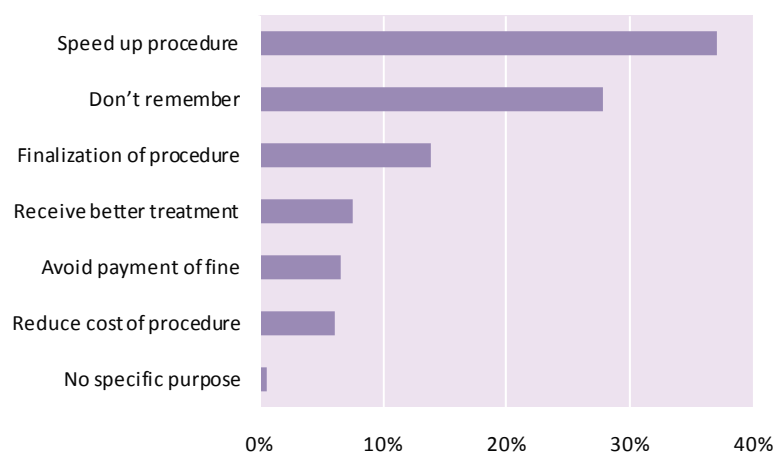
As shown in figure 3, money is the most common type of payment chosen by the people of Kosovo. It is used in 78 per cent of cases when it follows an implicit request and in 80 per cent of cases when the payment is given before the service is delivered. Money still accounts for 60 per cent of payments made after service delivery but they also include a higher share of gifts in kind, such as food and drink.

Bribes paid in cash before a procedure (174 Euro) are similar in size to those paid after the service (188 Euros), while larger amounts are, on average, paid by respondents who cannot remember the timing of their payment (325 Euro). The average amount of bribes paid without being requested (100 Euro) is lower than in cases where a request is made by an official (200 Euro). Even though spontaneous offers of cash are smaller than requested payments, they should not be seen as a mere sign of gratitude, but rather as having a specific goal, often related to special treatment.

### Purposes of bribes

In every procedure bribes may be used for different purposes. People may, for example, give bribes in relation to the identity card or passport issuing procedure in order to speed up the procedure, reduce the official fee, receive information or get better treatment. Different purposes of bribes paid, irrespective of the procedure for which they apply, are shown in figure 7.

In Kosovo, some 37 per cent of those who get involved in a bribery act do so to speed up a procedure, while 28 per cent do not remember the purpose. Some 14 per cent do so to make the finalization of a procedure possible, whereas some pay to receive better treatment (8%), avoid the payment of a fine (7%) or to reduce the cost of a procedure (6%). These data indicate that bribery is often used to overcome deficiencies and weaknesses in public service delivery.

**Figure 7: Percentage distribution of bribes paid, by purpose of payment, Kosovo (2010)**

*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

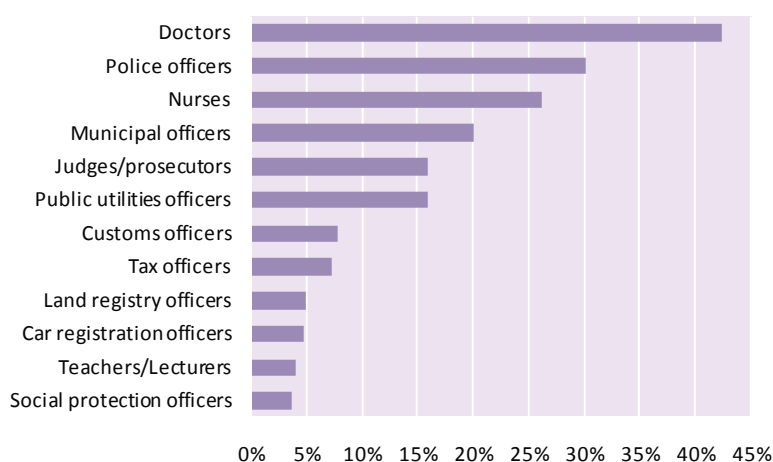


### 3. PUBLIC OFFICIALS AND BRIBERY

Just as bribery may be employed for diverse purposes in varying guises and different contexts, not all sectors of the public administration in Kosovo are affected by corruption to the same extent. There are certain types of public official that seek bribes more frequently than others, while there are certain procedures and situations in which beneficiaries of public services are more prone to making offers to public officials in order to reduce red tape and finalize proceedings.

According to the experience of those who paid at least one bribe in the 12 months prior to the survey, the public officials who receive most kickbacks in Kosovo are doctors (42% of people with recent corruption experience give bribes to doctors), police officers (30%), nurses (26%) and municipal officers (20%) (figure 8). Other types of public official receive a smaller percentage of bribes, ranging from social protection officers (4%) to judges and prosecutors (16%).

**Figure 8: Percentage distribution of bribe-payers who paid to selected types of public officials, Kosovo (2010)**

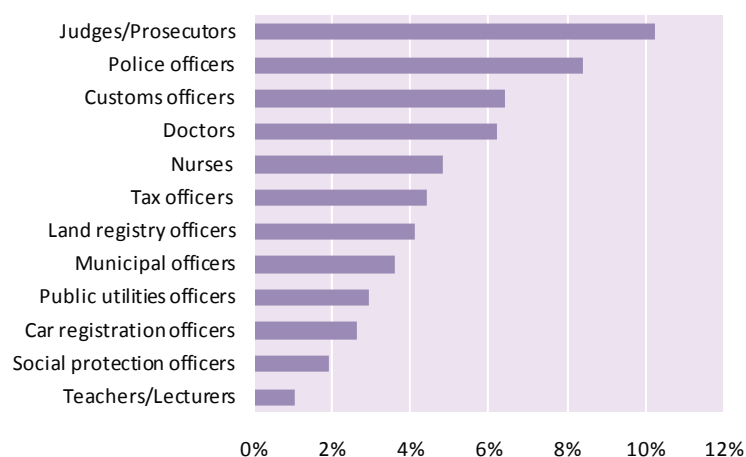


*Note: The sum is higher than 100 per cent since bribe-payers could have made payments to more than one public official in the 12 months prior to the survey.*

The size of communities in Kosovo can also have an impact on the type of official involved in acts of bribery. Police officers and car registration officers are, for example, more often recipients of kickbacks or gifts in urban areas than in rural areas: 34 per cent and 7 per cent of bribe-payers in urban areas make at least one such payment to police officers and car registration officers, respectively, in comparison with 27 per cent and 3 per cent in rural areas. Meanwhile, more people from rural than from urban areas pay bribes to municipal officers (25% vs. 14%) and judges and prosecutors (19% vs. 12%).

To some extent, it is unsurprising that public officials with a high level of interaction with the public also receive the highest number of bribes. However, there are some positions in the public administration, such as in the judiciary or customs service, where the frequency of interaction with the public is certainly more limited but where bribery experiences are still a recurrent problem. For this reason it is useful to analyse not only which types of officials account for the greatest numbers of bribe receipts but also the probability of a particular type of official receiving a bribe when he or she is contacted, independently from the frequency of interactions. To measure this, the number of people who paid a bribe to a selected type of public official is compared with the number who had contacts with that type of official in the 12 months prior to the survey. Figure 9 shows bribery prevalence rates calculated as the percentage of people who paid a bribe to a selected type of public official over those who had a contact with the same type of public official.

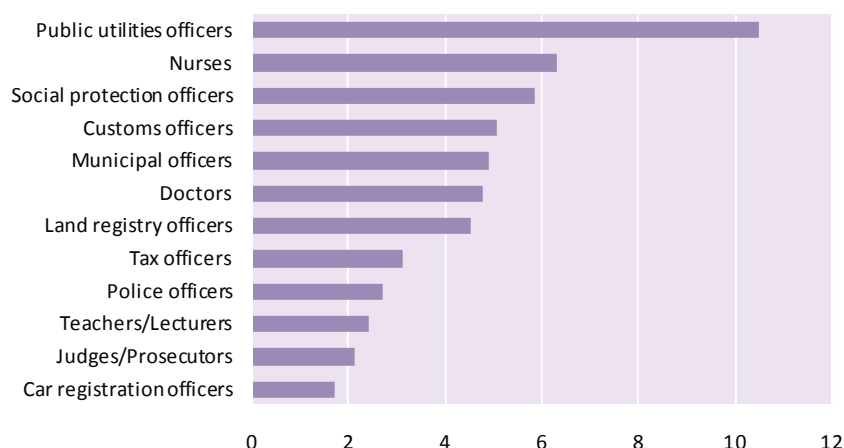
**Figure 9: Prevalence of bribery for selected types of public officials receiving the bribe, Kosovo (2010)**



*Note: Prevalence of bribery is calculated as the number of adults (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adults who had at least one contact with a public official in the same period. In this chart, prevalence of bribery is computed separately for each type of public official.*

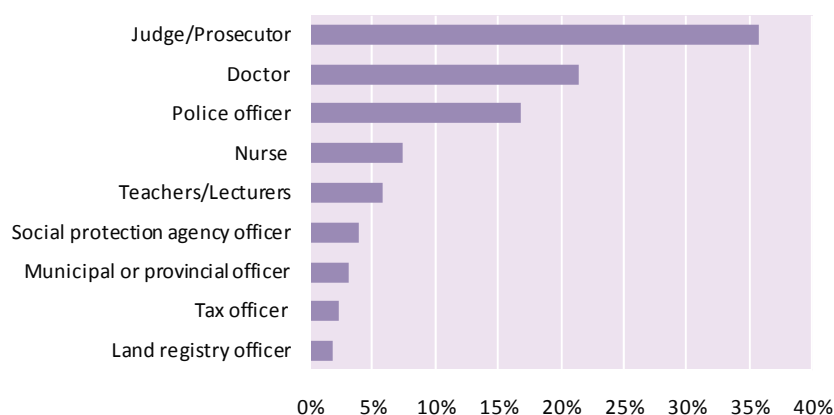
This indicator shows that the highest average prevalence rates are recorded for judges and prosecutors (10%) and police officers (8%). Moreover, a relatively high value is registered for customs officers and doctors (6%), indicating that they also request the payment of bribes with a certain frequency from the people with whom they deal. The values presented in figure 9 are also particularly relevant for identifying occupations where the risk of bribery is higher.

Another important indicator of the extent of bribery among selected public officials is the frequency of payments. Figure 10 shows the average number of bribes given by bribe-payers to selected public officials, with car registration officers, for example, receiving more than one bribe from each bribe-payer and public utilities officers receiving ten and a half bribes from each bribe-payer.

**Figure 10: Average number of bribes paid to selected public officials, Kosovo (2010)**

*Note: The average number of bribes refers to average number of bribes given by all bribe-payers, i.e. those who paid at least one bribe in the 12 months prior to the survey.*

It should be noted, however, that people do not always agree to the payment of bribes in order to facilitate or benefit from a particular administrative procedure in Kosovo. As shown in chapter 1, for every eight people who pay a bribe there is one who refuses to do so and turns down the request made by a public official. Figure 11 shows that bribery requests by judges/prosecutors are often declined: among those who turn down bribe requests, 36 per cent have been personally requested by a judge/prosecutor to pay a bribe, 21 per cent by a doctor and 18 per cent by a police officer.

**Figure 11: Percentage distribution of adult population refusing payment of bribe in the 12 months prior to the survey, by type of public official requesting the bribe, Kosovo (2010)**



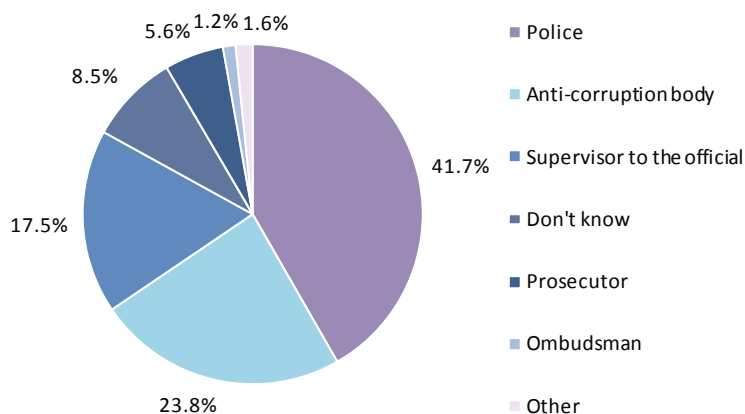




perceive it as a positive practice (14% say it is only a sign of gratitude) or simply as a common practice (14%); almost a fifth say that they actually receive a direct benefit from paying the bribe so there would be no point in reporting it (18%). Furthermore, data show that factors such as the fear of reprisals (8%) or insufficient knowledge and awareness of the authorities responsible for processing complaints (10%) are less important motivations for explaining the low reporting rate (figure 12).

Bribery experience may not usually be reported to the authorities but bribe-payers do share their experiences with people they know. A half of those with bribery experience discuss it with friends or family but such talk does not go beyond the group of immediate acquaintances and only fractional numbers of bribe-payers discuss the bribe with others. Indeed, for a considerable proportion of bribe-payers (37%) this survey interview was the very first time they had admitted to the payment of a bribe, meaning that they had never previously shared the experience with anybody, not even close friends or relatives. When it comes to bribery, a well-established and selective code of silence evidently still exists in many cases.

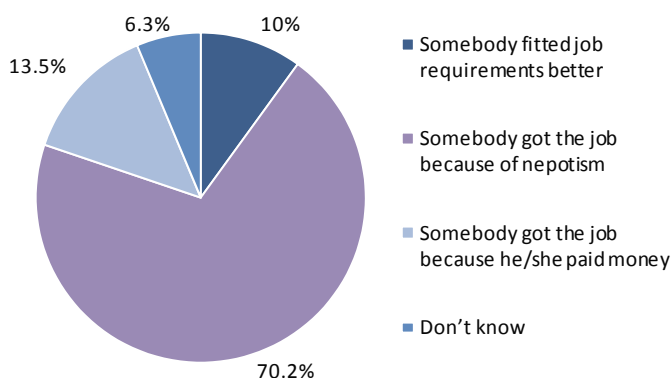
**Figure 13: Percentage distribution of adult population according to institutions indicated for future reports of bribery incidents, Kosovo (2010)**



As stated above, very few bribe-payers in Kosovo resort to the authorities to disclose their experience. Figure 13 shows the picture obtained when people were asked which agency/official they would address in the future if they had to report a bribery experience. The majority (42%) would approach the police and another 24 per cent would report to the anti-corruption body, while 18 per cent would report the episode to the supervisor of the corrupt public official in question. The 9 per cent who wouldn't know to whom to report their bribery experience face the same handicap as the 10 per cent who actually had a bribery experience but did not report it for the same reason.



**Figure 14: Percentage distribution of adult population who applied for a job in the public sector in the three years prior to the survey and were not hired according to perceived reason for not being recruited, Kosovo (2010)**

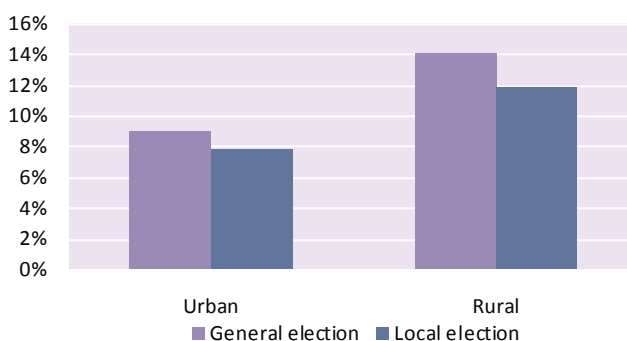


*Note: Data refer to adult population (aged 18-64) who applied for a job in the public service in the three years prior to the survey and who were not recruited.*

### Vote-buying at recent elections

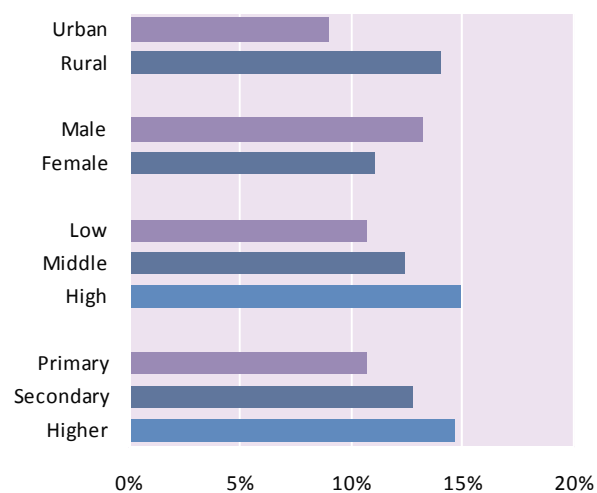
A key development in any democracy is manifested in the modalities, rules and regulations of the electoral process, including electoral campaign regulations, funding of parties and access to the media. These are all extremely important and sensitive topics for which thorough legislation is implemented in order to ensure fair and transparent elections. This survey explored one specific aspect related to the electoral process in Kosovo, with people being asked whether they were exposed to vote-buying. The findings show that on the occasion of the penultimate general election held in Kosovo in 2007, 12 per cent of people were asked to vote for a certain candidate or political party in exchange for a concrete offer, such as money, goods or a favour. In the case of local elections, 10 per cent stated they received some sort of offer (figure 15).

**Figure 15: Percentage of adult population asked to vote for a candidate at penultimate general and local elections in exchange for money, goods or a favour, by urban/rural, Kosovo (2010)**



The greatest number of offers was made in rural areas, more frequently to men than to women, and more often to individuals with high income and high levels of education (figure 16).

**Figure 16:** Percentage of adults asked to vote for a candidate at penultimate general election in exchange for money, goods or a favour, by selected variables (urban/rural, sex, income and educational attainment), Kosovo (2010)





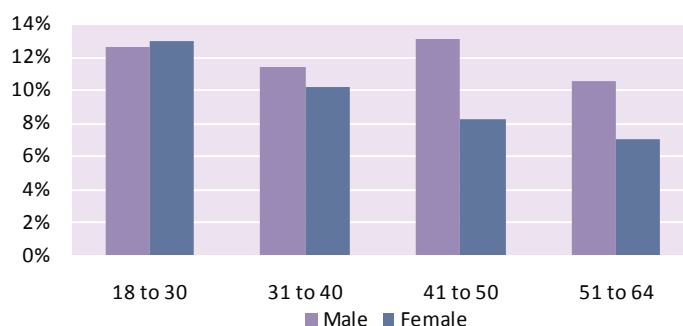


## 6. VULNERABILITIES TO BRIBERY

By definition, two parties play a role in an act of bribery, one giving and the other receiving a payment, gift or counter favour, although, as seen in previous chapters, on occasion a third person may act as an intermediary. Less clear is the identity of the victim: sometimes it is the bribe-payer, particularly when left with no choice but to pay in order to access a service, but in other cases the agreement between the two parties, whether explicit or implicit, is made at the expense of a third party, be it a specific individual, group or the community at large. Such blurred boundaries mean that any light, however faint, that can be shed on the features and characteristics of bribe-payers may be of assistance in developing anti-corruption policies and in assessing the impact of bribery.

In general terms, the demographic and socio-economic features of the bribe-paying population of Kosovo closely match those of the population as a whole, though some distinctive characteristics can be noted. For example, the prevalence of bribery is higher among the male population than the female population (11.8% vs. 10.3%), men in their forties are those most exposed to bribery, but both men and women in their twenties have a higher probability of being confronted with bribe requests (figure 17).

**Figure 17: Prevalence of bribery in Kosovo, by age groups and sex (2010)**



*Note: Prevalence of bribery is calculated as the number of adults (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adults who had at least one contact with a public official in the same period.*

There are, however, noteworthy differences in vulnerability between men and women in Kosovo when looking at the type of official receiving a bribe. For example, the prevalence rate in relation to customs officers is 8.3 per cent for men but 3.7 per cent for women, and in relation to judges and prosecutors it is 15.3 per cent for women but only 7.2 per cent for men.

The prevalence of bribery in urban areas is 11.7 per cent in relation to police officers, while it is 6.6 per cent in rural areas. Yet when analysing payments to certain types of official by household income, education or age groups of bribe-payers, no clear pattern emerges.

In terms of the reasons why people pay kickbacks in Kosovo, women do so more often for personal/family reasons than men (84% vs. 76%), while men do so more often for work/business related reasons than women (22% vs. 9%). However, in general, administrative bribery appears to affect the different social strata without establishing a clear pattern. It is a pragmatic practice employed when a problem needs solving or a bureaucratic bottleneck needs clearing and the better off can afford the payment of larger bribes in order to do so, but no social group appears to be exempt from such activities.





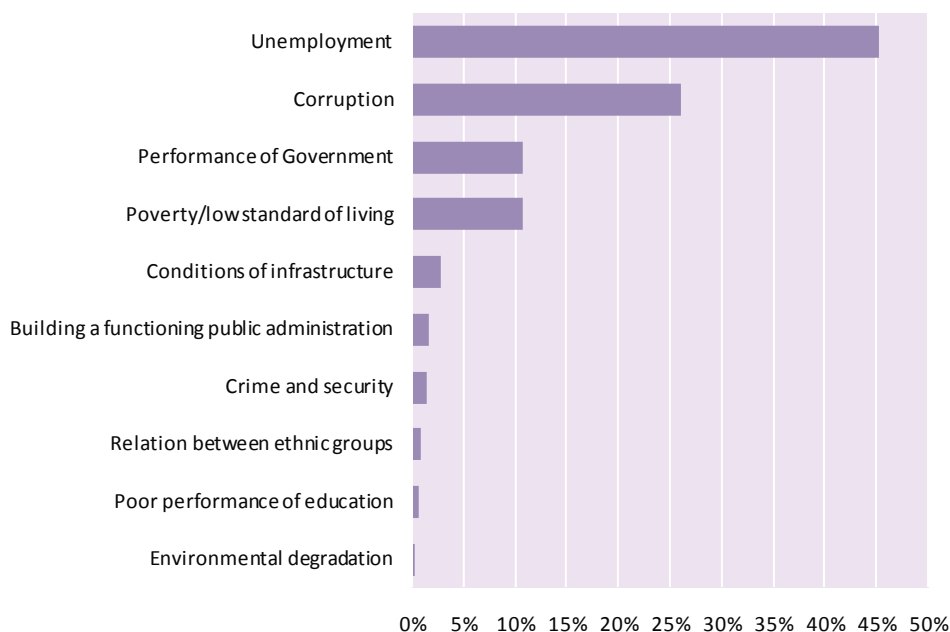
## 7. PERCEPTIONS AND OPINIONS ABOUT CORRUPTION

The perception of a certain phenomenon can be seen as the result of a process in which a piece of information, be it based on a direct or indirect experience, is processed and evaluated by any given person. People's opinions about corruption are, therefore, the final outcome of a complex process and the type of information available to them is the first factor influencing their opinion. The media usually plays a major role in shaping public perceptions when, for instance, it focuses on specific episodes of corruption while neglecting others. And the same information can be interpreted in different ways by different people, depending on their culture, values, socio-economic status, occupation and other variables.

Perceptions of corruption, then, do not measure corruption per se, but instead measure the psychological impact of corruption on the population. This survey focuses on actual experiences of petty corruption, but understanding how corruption is perceived is important in assessing the likelihood of corrupt practices occurring: the greater the perception of corruption, the greater the probability that certain practices will persist and develop further. If it is anticipated that the payment of a bribe is required to get something done, it is more likely that the bribe will be either requested or offered. Corrupt practices, including bribery, foster perceptions about corruption and those perceptions, in turn, foster corruption.

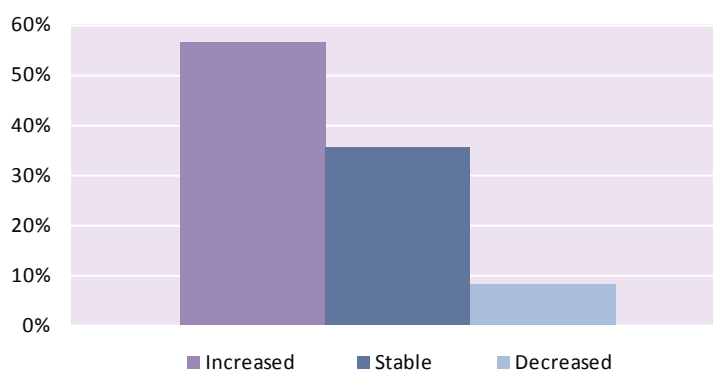
As already stated, according to the findings of this survey the people of Kosovo believe that corruption is one of the biggest problems facing them today: they rank it the most important issue to be addressed after unemployment (figure 18). It is not surprising that unemployment is rated the most important issue but corruption is actually ranked higher than issues such as the performance of the Government, poverty/low standard of living or even crime and security.

**Figure 18: Percentage distribution of adult population considering selected issues as the most important in Kosovo (2010)**



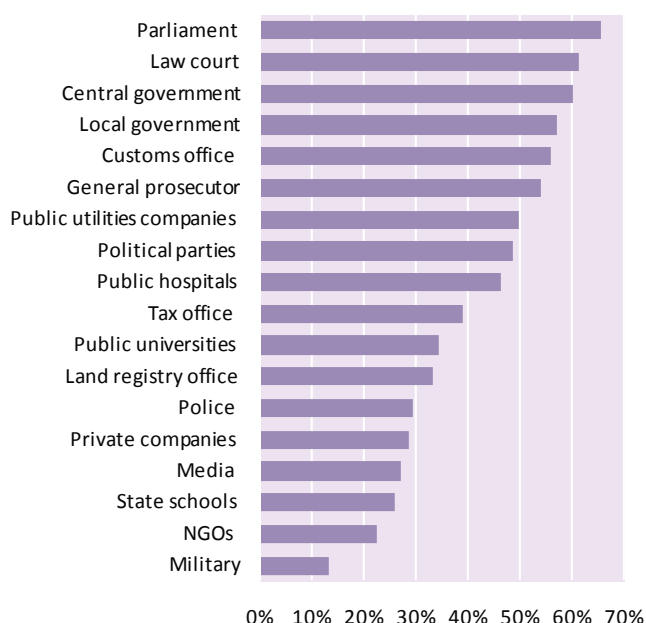
Another perspective to take into consideration when evaluating perceptions is whether corruption is perceived to be decreasing or increasing over time. As figure 19 shows, 56 per cent of the adult population believe corruption to be on the rise in Kosovo (although it must be reiterated that perceptions about time trends are different from actual bribery experience—as discussed in previous chapters—and are also different from opinions about corruption in comparison to other topics).

**Figure 19: Percentage distribution of adult population according to perceived trends of corruption in Kosovo in the three years prior to the survey (2010)**



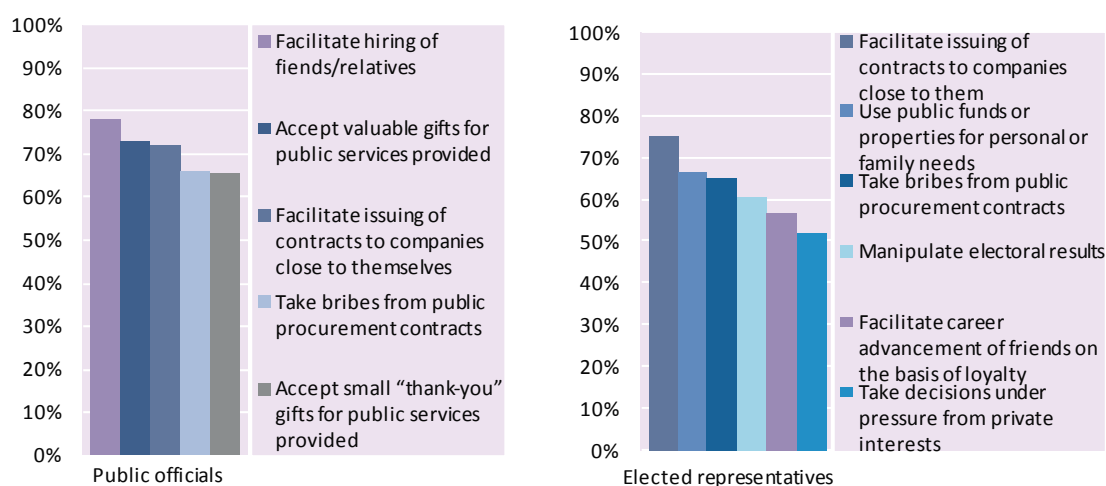
Several institutions or sectors are perceived to be permeated by corruption to a significant extent. Figure 20 shows that a significant, though variable, share of the population believes that corrupt practices occur often or very often in those institutions selected, with NGOs, the media and private companies perceived to be more immune to corruption, as well as public institutions such as the military, state schools and the police. In the case of the police this perception differs greatly from experience-based values in the survey, since police officers in Kosovo receive bribes from a significant share of all those who admit to paying bribes.

**Figure 20: Percentage of adult population who consider that corrupt practices occur often or very often in selected sectors/institutions in Kosovo (2010)**



These evaluations of the perception of corruption play an important role in helping stakeholders to learn about the population's trust in institutions and its perceptions about the integrity of various crucial bodies in the public service. Apart from the findings about the sectors perceived to be corrupt, it is highly relevant to see which practices are perceived to be corrupt and to which procedures they relate (figure 21).

**Figure 21: Percentage of adult population who perceive that selected malpractices occur often or very often, respectively among public officials and elected representatives in Kosovo (2010)**

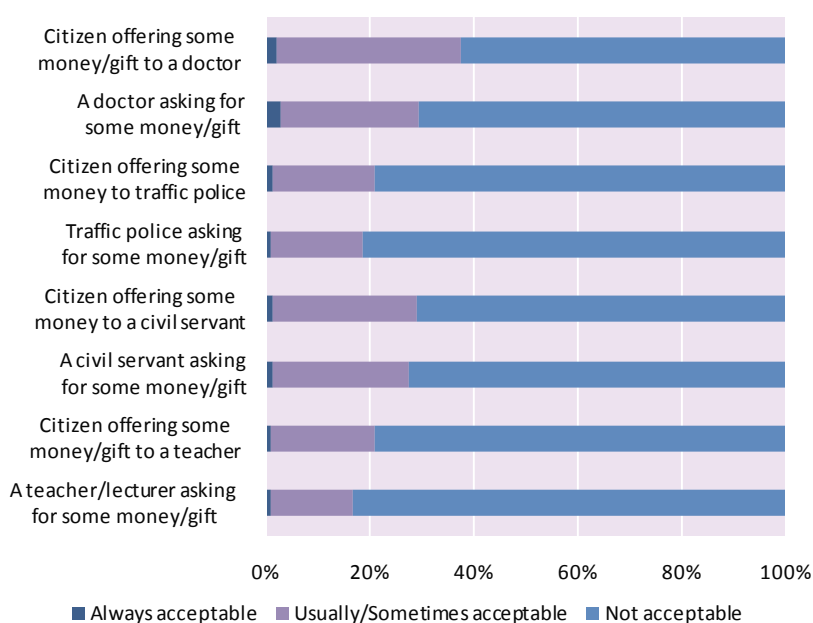


Certain malpractices, such as the hiring of friends and relatives and the issuing of contracts to companies close to themselves, are perceived to happen on a frequent basis among unelected public officials, while the latter is also perceived to be a very common practice among elected representatives. Using public funds or properties for personal or family needs is another of the most common practices perceived to occur among elected representatives.

A large share of the adult population of Kosovo perceives that all these malpractices occur on a regular basis, and the manipulation of electoral results is perceived to happen often or very often by 61 per cent of the population. While remembering that such data only refer to perceptions, it is still remarkable that such a significant share of the population believes certain practices to be so widespread.

In addition to the perception of the extent of some behaviours, it is also important to understand to what point such practices are considered acceptable by the population as it is possible that the frequency of certain practices has the effect of making people consider such behaviours to be acceptable. Data presented in figure 22 indicate that for most people the various acts listed are not considered acceptable, though some nuances do exist and it appears that some behaviours are more acceptable than others. Moreover, the act of offering money or a gift to a public official is usually more tolerated than the request actually made by a public official.

**Figure 22: Percentage distribution of adult population in Kosovo according to acceptability of certain practices among selected public officials (2010)**

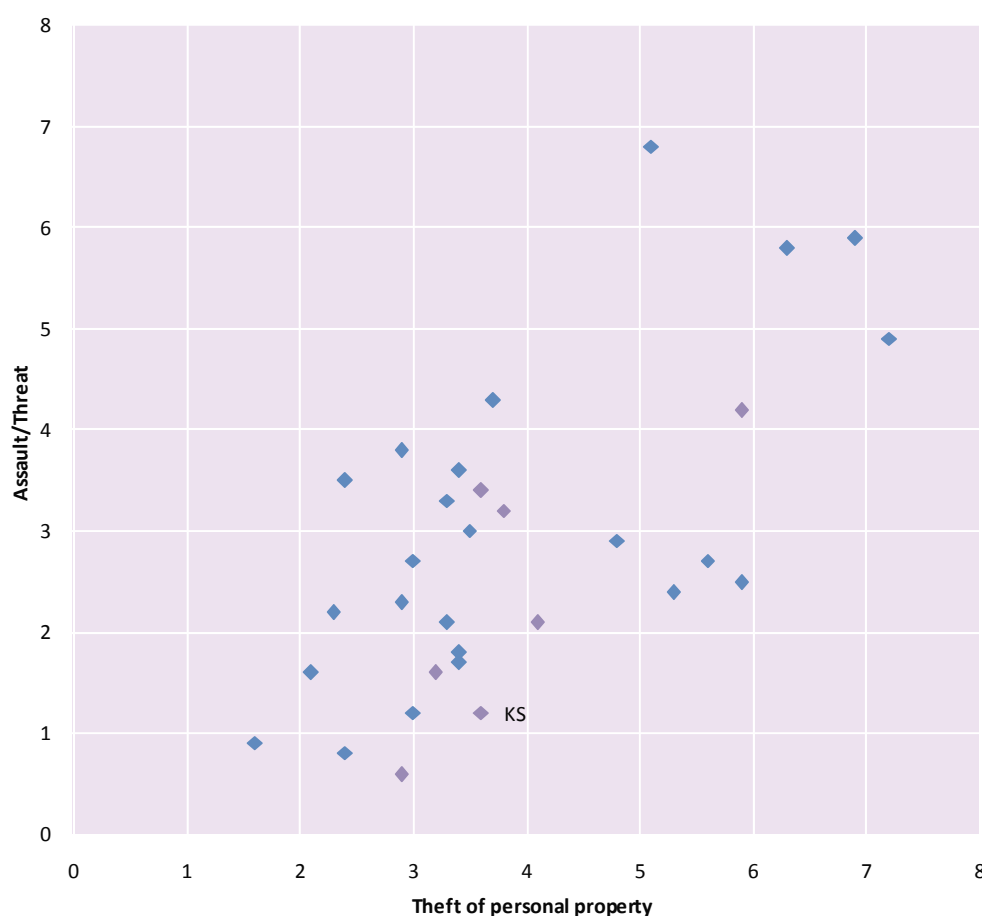




As shown in figure 23, the annual prevalence rates for personal theft (3.6%), burglary (2.6%), car theft (2.3%), assault/threat (1.2%) and robbery (0.8%) are generally lower than for corruption (11.1%).

When considering these figures in an international perspective, it is evident that the victimization experience in Kosovo is not too different to those recorded elsewhere in Europe. This is visualized in figure 24, where prevalence rates of assault and theft recorded in Kosovo and the rest of the western Balkan region are shown jointly with the most recent data available in a number of other European countries. Data indicate that Kosovo is at the bottom of the table in terms of the share of the population falling victim to a crime against the person (assault/threat) and on an average level regarding a typical crime against property (theft).

**Figure 24: Annual prevalence rates of theft and assault/threat in western Balkan region and selected other European countries (2010 and most recent year)**



*Note: Western Balkan countries/areas shown in red. Figures for other European countries shown in blue are taken from the European Survey on Crime and Safety (EU-ICS) and the International Crime Victim Survey (ICVS) and refer to the year before the survey conducted in 2004/2005. Source: WODC (2007), Criminal Victimization in International Perspective.*

A slightly different pattern appears when considering the share of the population that experienced at least one incident of a particular crime in the five years prior to the survey.<sup>3</sup> Five-year prevalence rates<sup>4</sup> confirm the relative importance of personal theft (5.8%), but the prevalence of car theft (5.7%) is slightly higher than the prevalence of burglary (5.3%). Both

<sup>3</sup> This indicator (i.e. five-year prevalence rates) yields larger sub-samples which can produce statistically significant estimates for further breakdowns of data, such as by region, urban/rural settlement, sex, etc.

<sup>4</sup> It should be noted that five-year prevalence rates cannot be directly compared to one-year prevalence rates, as respondents were only asked about the precise time of their most recent victimization experience.

these victimization risks are still far higher than for assault/threat (2.4%) and robbery (1.5%).<sup>5</sup> Looking at differences between urban and rural areas, it is notable that the risks of falling victim to burglary and car theft are substantially higher in urban areas than in rural areas while, conversely, the risks of victimization by theft and robbery are significantly higher in rural areas than in urban areas; a pattern that deserves further study. Five-year prevalence rates for assault/threat are almost the same in urban and rural areas (figure 25).

**Figure 25: Five-year prevalence rates for selected types of crime in urban/rural areas, Kosovo (2010)**

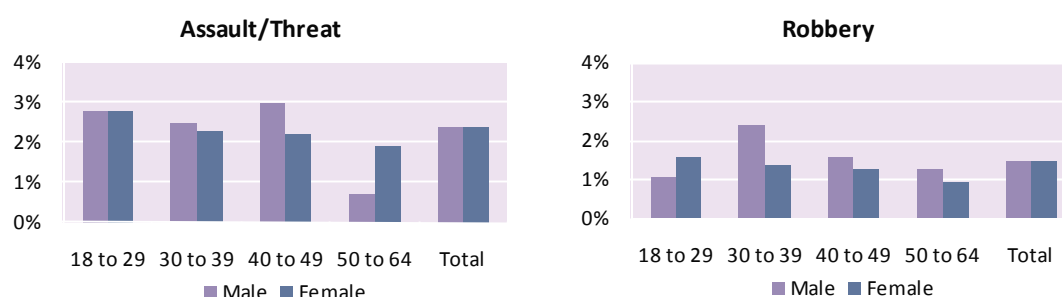


*Note: Prevalence rates for personal theft, assault/threat, robbery and burglary are respectively calculated as the number of adults experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64); the prevalence rate for car theft is calculated as the number of households who experienced one car, van or truck theft in the five years prior to the survey, as a percentage of households owning a car, van or truck.*

By looking at five-year prevalence rates for various crime types (i.e. the share of the population experiencing at least one incident of a particular crime since 2005) the burden of crime for various subgroups of the population can be further explored. Although not directly comparable to annual prevalence rates, five-year prevalence rates yield a somewhat different order in which various crime types affect the population of Kosovo.

Over a five-year period, men face a slightly higher risk of being a victim of personal theft than women (6.0% vs. 5.6%), while the risk of men and women being a victim of robbery (1.5%) and of assault/threat (2.4%) are equal. At the same time sex and age-specific variations also come into play (figure 26): both younger men and younger women face higher risks of assault/threat than those belonging to older age groups, with the exception of men aged 40-49, who face the highest risk of assault/threat. A similar pattern applies in the case of robbery: younger women face relatively higher risks of being a victim of robbery, while the risk declines for older age groups. Men are most at risk of being a victim of robbery in their thirties.

**Figure 26: Five-year prevalence rates of assault/threat and personal theft, by age groups and sex, Kosovo (2010)**



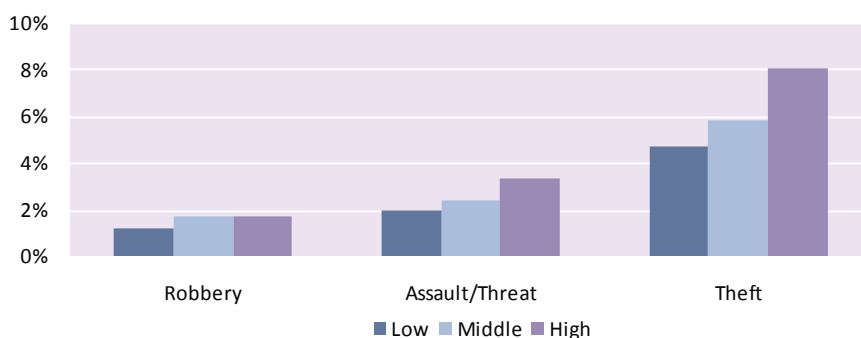
*Note: Prevalence rates for personal theft and assault/threat are calculated as the number of adults experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64)*

<sup>5</sup> This may be due to a lower importance attached to incidents of assault/threat that happened years ago, while robberies and car thefts may be more significant events that might be better recalled.



When considering further characteristics of crime victims, it appears that the risk of falling victim to theft, assault and robbery are linked to income. Thus individuals from the highest income group face the highest risk of theft, assault and robbery, followed by individuals from the middle income and finally the lowest income groups. The risk differentials between income groups do not seem to be very large in the case of robbery (figure 27).

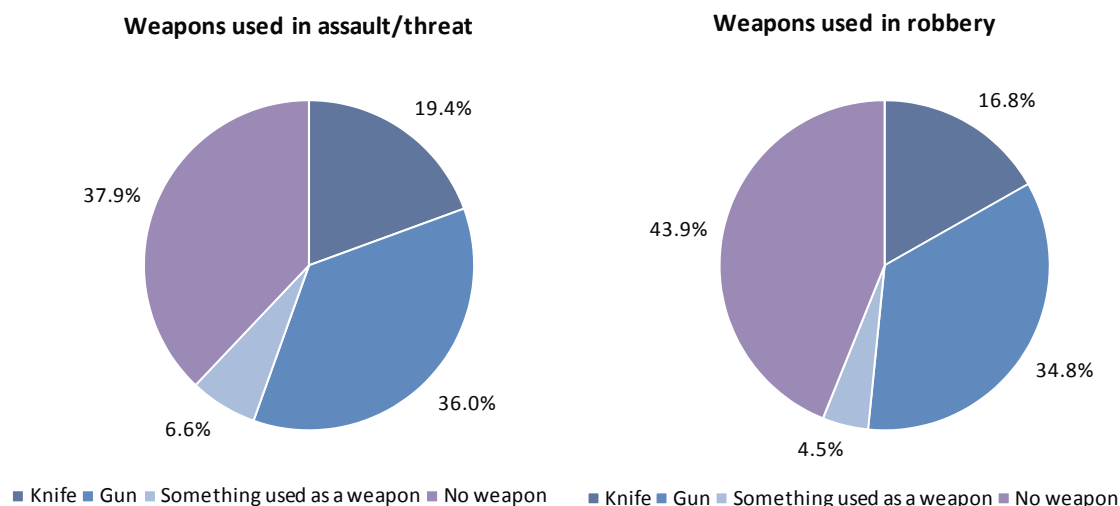
**Figure 27: Five-year prevalence rates for selected crimes, by income group, Kosovo (2010)**



*Note* Prevalence rates for robbery, personal theft and assault/threat are calculated as the number of adults experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64)

An important feature of crimes and of their impact on victims is their level of violence, measured by the use of weapons by offenders. On average, over one third of all robberies (35%) in Kosovo are carried out with guns, while 17 per cent are carried out with knives and a further 5 per cent are carried out with another weapon. Similarly, in more than a third of all cases of assault/threat (36%) a gun is used, in a further 19 per cent a knife is used and in 7 per cent something else is used as a weapon (figure 28).

**Figure 28: Percentage distribution of weapons used in assault/threat and robbery, Kosovo (2010)**



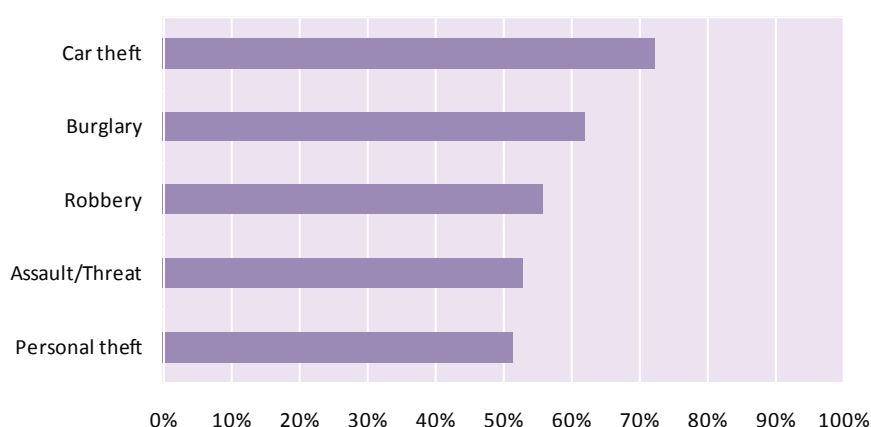
## Reporting of crime

The level of violence has, among other factors, an impact on the willingness of victims to report crimes to the police (figure 29). Car theft is reported to the police in about 72 per cent of cases (77% in urban areas, 69% in rural areas), for reasons of insurance and de-registration. In addition, crimes are more frequently reported the greater the amount of damage or



psychological trauma suffered. Burglary is reported in about 62 per cent of all cases, with a slightly higher reporting rate in urban areas (63% vs. 60% in rural areas) and when something is actually stolen. Robbery is reported to the police, on average, in some 56 per cent of cases, with a greater tendency to be reported in urban areas than in rural areas (67% vs. 53%) and a higher reporting rate when significant damage occurs. While 53 per cent of all incidents of assault/threat are reported to the police (59% in rural areas vs. 45% in urban areas). Finally, personal theft is reported in roughly a half of all cases (51%), with a greater share of women reporting (60%) than men (44%) and a higher reporting rate in urban areas (58%) than in rural (49%) areas.

**Figure 29: Percentage of victims of selected types of crime who reported their experience to authorities, by type of crime, Kosovo (2010)**

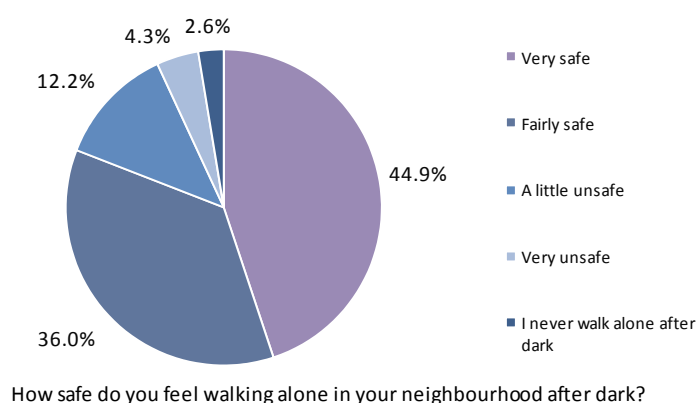


*Note: Reporting rates refer to the latest case reported to the police in the five years prior to the survey.*

### Perceptions of safety from crime

The incidence of assault and robbery may affect feelings of safety or fear in public spaces. One-year and five-year prevalence rates indicate that the risk of falling victim to a crime such as robbery, theft or personal assault in Kosovo is moderate. Consequently, the vast majority of the population (81%) feel “very” or “fairly safe” walking alone in their neighbourhood after dark, while 16 per cent feel “a little” or “very unsafe” (figure 30), with little difference between urban and rural areas. As expected, men are less afraid than women (13.6% of women feel “a little unsafe” and 5.6% feel “very unsafe” vs. 10.8% and 3.1%, respectively, of men). In addition, 4 per cent of women state that they never walk alone in their neighbourhood after dark, while only 1.3 per cent of men admit that they never do so.

**Figure 30: Percentage distribution of adult population according to feeling of safety, Kosovo (2010)**

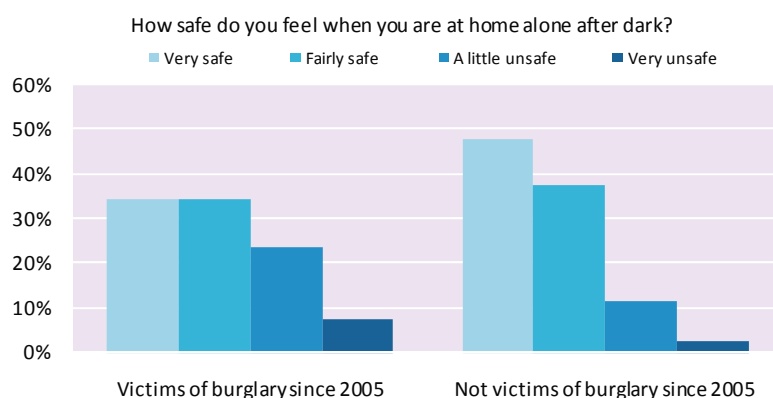


How safe do you feel walking alone in your neighbourhood after dark?

In total, 84 per cent of the adult population of Kosovo, irrespective of their age or the size of the settlement where they live, feel safe at home alone after dark, while 12.9 per cent of the population feel a little unsafe and 3.2 per cent feel very unsafe. In general, women feel less secure when home alone at night than men.

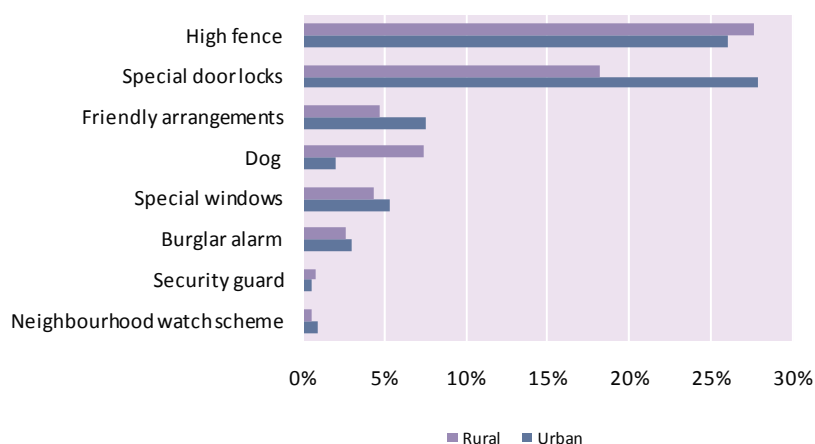
For obvious reasons, respondents who were victims of burglary in the five years prior to the survey are considerably more concerned about their safety than those who did not have such an experience. More than 31 per cent of those who had been victims of burglary in the previous five years feel “a little” or “very unsafe”, while only 14 per cent of those who had not been victims of burglary feel “a little” or “very unsafe” (figure 31).

**Figure 31: Percentage distribution of adult population according to feeling of safety, respectively for victims and non-victims of burglary, Kosovo (2010)**



Given the widespread perception of safety from crime in Kosovo, it is no surprise that roughly a third of households (31%) do not have any specific measures for protecting their homes against burglary. Of those who have at least some kind of minimal protection for their homes, having a high fence around the house (27%) and having special door locks (27%) are by far the most commonly used types of home protection. Other security measures consist of having friendly arrangements for watching a neighbour's home (6%), followed by keeping a dog (5%) and installing special windows (5%). Burglar alarms (3%), security guards (1%) and formal neighbourhood watch schemes (1%) are virtually never used by private households in Kosovo. In addition, there are notable differences in the use of certain home protection measures between rural and urban households in Kosovo (figure 32).

**Figure 32: Types of home protection used in rural and urban areas, Kosovo (2010)**





confidential. The information collected in this survey provides invaluable insights on how to improve such mechanisms.

- In general, corruption is not accepted by the people of Kosovo –they voiced great concern about it in the survey– yet bribery appears to be tolerated as a tool for getting things done and receiving better treatment. A further assessment of public awareness about corruption could be considered and further initiatives might be developed to inform those who do not deem bribery to be on a par with “real” crimes, as well as to increase understanding about the pernicious effect that kickbacks have on the fair delivery of public services.
- Though still embryonic in nature, some of this survey’s findings touch on areas, such as public sector recruitment and vote-buying, which relate to the general provisions of the United Nations Convention against Corruption. Further analysis of the vulnerabilities that have emerged could thus be undertaken forthwith.

This survey has been conducted in the framework of a regional programme to assess the actual experience of bribery in the western Balkan region. As such, it provides the possibility of having a comparative perspective on the extent, modality and nature of bribery in Kosovo and the rest of the region, thus giving added value in understanding this phenomenon. This is particularly true if such exercises can be repeated over time in order to monitor changes both in Kosovo itself and at regional level.

A monitoring system of corruption in Kosovo should include a variety of tools for collecting evidence about its various manifestations and assisting policy-making:

- General assessments of the experience of bribery and other forms of corruption (both for the population at large and the business sector), for the purpose of providing benchmarks and measuring progress.
- Sectoral assessments of the working conditions and integrity of public officials by sector (health sector, judiciary, police, customs, etc.) for the purpose of providing more in-depth and specific information as well as assisting in identifying targeted policy measures.
- A system for monitoring the state response to corruption –both repressive and preventive measures– in order to identify successful and unsuccessful practices.

Various exercises have been conducted in these areas in Kosovo but further involvement of agencies responsible for producing statistical data, relevant ministries and experienced research centres, with the support of international and regional organizations, will enable Kosovo to produce high quality and relevant information for fighting corruption more and more effectively.

As the data pertaining to the perception of corruption in this report reveal, public opinion about corruption in Kosovo shows a considerable level of concern about the issue. A window of opportunity is, therefore, open and it is likely that the people of Kosovo would warmly welcome the further implementation of anti-corruption policies.



Kosovo	
Responsible agency	Prism Research, Pristina office
Survey period	November – December 2010
Target population	Resident population of Kosovo, aged 18 to 64
Sample design	Stratified two-stage random Stratified by geographical regions, size of municipalities and type of settlement (urban/rural) Municipalities and settlements selected using simple random sampling Households selected by random walk during fieldwork
Respondent selection	Person (aged 18 to 64) with next birthday within selected household
Quality control measures	Fieldwork coordinators' check of each questionnaire Back-check control by phone (sample of interviews) Logic checks conducted on final dataset
Net sample size	5,000
Response rate	68.1 per cent





## 11. STATISTICAL ANNEX

**Table 1: Bribery indicators by region, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Percentage of population having contacts with public administration	68.5%	70.3%	71.3%	67.9%	69.7%	69.2%	70.2%	68.6%	69.7%
Prevalence of bribery	13.7%	9.7%	11.8%	10.3%	12.7%	10.8%	10.8%	8.8%	11.1%
Average number of bribes	9.9	10.4	10.8	9.5	9.9	10.5	13.6	6.5	10.2
Average bribe Euro	175	181	141	217	142	192	135	406	179
Average bribe Euro-PPP	169	176	137	210	138	187	131	393	174

**Table 2: Percentage distribution of bribes paid, by type of payment and by region, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Cash	60.3%	70.2%	64.0%	68.3%	68.8%	76.0%	61.0%	45.7%	65.9%
Food & drink	41.7%	18.0%	30.0%	26.2%	25.6%	21.4%	33.8%	39.8%	28.4%
Other goods	8.5%	8.4%	8.9%	8.0%	6.0%	9.5%	6.6%	16.5%	8.5%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey. The sum is higher than 100 per cent since, in some cases, bribes are paid in more than one form (for example, cash and food)*

**Table 3: Percentage distribution of bribes paid by timing of payment in relation to service delivery, by urban/rural, sex and age, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Before the service	43.1%	50.1%	42.6%	53.1%	52.3%	42.3%	47.8%	39.4%	47.1%
After the service	16.9%	13.7%	19.3%	9.6%	12.8%	17.0%	14.9%	21.0%	15.1%
At the same time	10.9%	11.9%	11.9%	10.9%	13.3%	7.6%	18.4%	3.7%	11.5%
Partly before/ partly after	0.9%	2.2%	1.8%	1.5%	1.4%	3.3%	.0%	1.7%	1.6%
Don't remember	28.2%	22.0%	24.5%	24.9%	20.3%	29.8%	19.0%	34.2%	24.7%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 4: Percentage distribution of bribes paid, by modality of bribe request/offer, by urban/rural, sex and age, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Public official made explicit request	13.4%	19.6%	16.7%	17.2%	18.3%	16.9%	18.2%	11.9%	16.9%
Public official made implicit request	13.4%	25.5%	19.4%	21.3%	20.3%	22.6%	18.5%	19.6%	20.2%
Third party made explicit request	12.6%	11.2%	10.8%	13.1%	13.7%	12.9%	9.1%	8.2%	11.8%
Member of public made offer	30.6%	20.2%	27.3%	21.5%	24.5%	18.0%	32.8%	28.1%	24.7%
Don't remember	30.0%	23.5%	25.8%	27.0%	23.3%	29.7%	21.4%	32.2%	26.3%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	



**Table 5: Percentage distribution of bribes paid, by purpose of bribe request/offer, by urban/rural, sex and age, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Speed up procedure	33.3%	40.1%	35.5%	39.3%	38.2%	37.7%	34.9%	37.6%	37.1%
Finalization of procedure	10.7%	16.3%	14.1%	13.5%	15.6%	11.5%	20.1%	5.2%	13.9%
Reduce cost of procedure	7.3%	5.3%	6.6%	5.6%	6.3%	5.6%	6.0%	6.4%	6.2%
Avoid payment of fine	5.7%	7.6%	9.6%	3.1%	8.2%	5.3%	5.1%	7.5%	6.7%
Receive better treatment	8.4%	6.9%	6.8%	8.5%	6.7%	9.3%	10.5%	3.5%	7.6%
No specific purpose	1.1%	.3%	.7%	.7%	.0%	.8%	1.7%	1.4%	0.7%
Don't remember	33.4%	23.5%	26.7%	29.3%	25.0%	29.9%	21.8%	38.5%	27.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

**Table 6: Percentage distribution of bribe-payers who paid to selected types of public officials, by urban/rural and sex, Kosovo (2010)**

	Urban/Rural		Sex	
	Urban	Rural	Male	Female
Police officers	33.6%	27.3%	35.0%	23.8%
Judges/Prosecutor	12.3%	18.6%	12.5%	20.2%
Land registry officer	3.4%	5.9%	3.6%	6.3%
Tax officer	7.6%	7.0%	8.8%	5.2%
Customs officer	6.8%	8.7%	10.7%	4.2%
Public utilities officers	15.0%	16.4%	16.7%	14.7%
Municipal officer	13.7%	24.8%	20.4%	19.3%
Doctors	40.7%	43.4%	37.9%	47.8%
Nurses	26.0%	26.1%	23.7%	29.2%
Teachers	4.3%	3.5%	3.4%	4.5%
Social protection officer	3.6%	3.6%	4.1%	3.0%
Car registration officer	6.7%	2.9%	4.8%	4.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Note: The sum is higher than 100 per cent since bribe-payers could have made payments to more than one public official in the 12 months prior to the survey.*

**Table 7: Percentage distribution of bribe-payers not reporting their personal bribery experience to authorities according to the most important reason for not reporting, by urban/rural and sex, Kosovo (2010)**

	Urban/Rural		Sex	
	Urban	Rural	Male	Female
Common practice	16.6%	12.5%	16.6%	11.1%
Pointless, nobody would care	32.3%	36.8%	31.8%	38.9%
Don't know to whom to report	7.7%	11.8%	10.9%	8.8%
Fear of reprisals	5.5%	9.9%	7.8%	8.1%
Benefit received from the bribe	17.4%	19.0%	18.5%	18.0%
Sign of gratitude	20.0%	8.7%	12.5%	15.1%
Other reason	0.5%	1.4%	1.8%	0.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 8: Percentage distribution of adult population asked to vote for a candidate at penultimate general election in exchange for money, goods or a favour, by settlement, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Yes	9.0%	14.0%	12.2%	13.2%	11.0%	14.1%	12.1%	10.9%	12.2%
No	89.8%	84.6%	86.5%	85.4%	87.6%	85.0%	86.5%	87.9%	86.5%
Don't know	1.3%	1.4%	1.4%	1.3%	1.4%	.9%	1.4%	1.2%	1.4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 9: Percentage distribution of adult population asked to vote for a candidate at penultimate local election in exchange for money, goods or a favour, by settlement, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Yes	7.8%	11.8%	10.3%	11.3%	9.3%	12.8%	10.1%	8.6%	10.3%
No	90.5%	86.2%	87.7%	86.8%	88.7%	85.7%	87.5%	90.0%	87.7%
Don't know	1.7%	2.1%	1.9%	1.9%	2.0%	1.5%	2.4%	1.4%	1.9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100.0%</b>

**Table 10: Percentage distribution of adult population recruited in the public sector in the three years prior to the survey who paid money, gave gifts or did favours to facilitate their recruitment, by settlement, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Yes	18.4%	30.5%	27.5%	26.2%	29.0%	23.7%	30.4%	33.2%	27.5%
No	79.6%	63.0%	67.1%	69.5%	64.1%	70.7%	62.5%	61.5%	67.1%
Don't know	2.0%	6.6%	5.4%	4.2%	6.9%	5.6%	7.1%	5.3%	5.4%
No answer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100.0%</b>

**Table 11: Percentage of adult population who consider that corrupt practices occur often or very often in selected sectors/institutions, by settlement, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Parliament	62.2%	67.4%	64.6%	66.5%	66.7%	64.5%	65.9%	64.8%	65.5%
Central government	56.1%	62.2%	61.1%	58.8%	60.9%	59.7%	61.3%	58.6%	60.0%
Local government	53.7%	58.7%	56.4%	57.3%	57.3%	58.2%	55.9%	56.5%	56.9%
Law court	60.3%	61.5%	62.3%	59.7%	62.0%	62.1%	60.3%	58.4%	61.0%
General prosecutor	55.0%	53.2%	54.9%	52.8%	55.0%	53.8%	55.0%	52.5%	53.9%
Police	27.8%	30.1%	27.6%	31.1%	30.8%	28.1%	29.5%	27.8%	29.2%
Military	11.4%	14.1%	12.5%	13.8%	14.7%	12.9%	11.9%	11.8%	13.1%
Tax office	36.8%	39.9%	40.1%	37.4%	40.7%	37.9%	39.0%	37.7%	38.8%
Customs office	55.6%	56.0%	57.0%	54.6%	56.1%	57.0%	57.4%	53.2%	55.9%
Public utilities companies	49.5%	49.9%	49.5%	49.9%	50.2%	49.9%	51.3%	48.6%	49.7%
Public hospitals	45.9%	46.4%	45.2%	47.3%	46.9%	45.8%	46.2%	46.1%	46.2%
State schools	24.0%	26.6%	24.6%	26.7%	24.4%	26.3%	25.2%	28.1%	25.6%
Public universities	34.0%	34.6%	33.7%	35.1%	33.3%	36.8%	34.9%	33.4%	34.4%
Land registry office	34.8%	31.9%	33.8%	32.0%	33.6%	31.5%	34.7%	32.6%	32.9%
Private companies	27.7%	29.2%	29.2%	28.1%	29.6%	27.2%	28.6%	29.8%	28.6%
NGOs	22.0%	22.7%	23.7%	21.1%	23.0%	21.7%	22.6%	23.1%	22.4%
Political parties	46.7%	49.5%	49.4%	47.5%	49.8%	48.7%	50.1%	44.8%	48.6%
Media	26.5%	27.1%	28.0%	25.7%	26.9%	26.5%	27.5%	27.8%	26.9%

**Table 12: Five-year prevalence rates for selected types of crime, by region, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Robbery	0.8%	1.9%	1.5%	1.5%	1.3%	2.0%	1.4%	1.1%	1.5%
Personal theft	4.7%	6.5%	6.0%	5.6%	6.1%	6.0%	5.2%	5.5%	5.8%
Assault/Threat	2.7%	2.2%	2.4%	2.4%	2.8%	2.4%	2.6%	1.3%	2.4%
Car theft	6.4%	4.7%	n/a	n/a	n/a	n/a	n/a	n/a	5.3%
Burglary	6.8%	5.1%	n/a	n/a	n/a	n/a	n/a	n/a	5.7%

**Table 13: Percentage of victims of selected crimes who reported their experience to authorities, by type of crime, by settlement, Kosovo (2010)**

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Robbery	67.4%	53.2%	55.1%	56.8%	62.8%	52.5%	41.8%	71.5%	55.9%
Personal theft	57.6%	48.8%	44.2%	59.5%	49.0%	45.9%	67.4%	48.7%	51.4%
Assault/Threat	44.9%	58.5%	55.8%	50.1%	37.8%	68.6%	70.5%	45.0%	53.0%
Car theft	77.0%	69.4%	n/a	n/a	n/a	n/a	n/a	n/a	72.4%
Burglary	60.2%	63.3%	n/a	n/a	n/a	n/a	n/a	n/a	61.9%

**Table 14: Percentage distribution of adult population according to perceptions of safety when walking alone in neighbourhood after dark, by settlement, Kosovo (2010)**

How safe do you feel walking alone in your neighborhood or village after dark?

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Very safe	41.7%	46.5%	44.8%	48.8%	40.5%	45.5%	44.3%	45.2%	44.8%
Fairly safe	38.5%	34.5%	35.9%	35.9%	36.0%	35.2%	37.9%	34.4%	35.9%
A little unsafe	13.5%	11.9%	12.4%	10.9%	14.1%	12.4%	11.1%	12.7%	12.4%
Very unsafe	3.4%	4.8%	4.3%	3.1%	5.5%	4.2%	4.2%	4.5%	4.3%
I never walk alone after dark	2.9%	2.4%	2.6%	1.3%	3.9%	2.7%	2.5%	3.2%	2.6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100.0%</b>

**Table 15: Percentage distribution of adult population according to perceptions of safety when home alone after dark, by settlement, Kosovo (2010)**

How safe do you feel when you are home alone after dark?

	Urban/Rural		Sex		Age				Kosovo total
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64	
Very safe	41.7%	48.8%	46.3%	50.3%	42.0%	45.2%	46.6%	48.9%	46.3%
Fairly safe	42.4%	35.0%	37.7%	36.3%	39.1%	39.1%	37.3%	35.3%	37.7%
A little unsafe	13.7%	12.4%	12.9%	10.8%	15.1%	12.4%	13.8%	13.0%	12.9%
Very unsafe	2.1%	3.8%	3.2%	2.6%	3.8%	3.3%	2.3%	2.8%	3.2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100.0%</b>