

CORRUPTION SCANDALS

PUBLIC OPINION SURVEY

Knowledge, Opinions and Experiences
of Citizens on Corruption in Kosovo

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This survey has been supported by the Embassy of the United Kingdom in Kosovo. Opinions expressed in this report do not necessarily represent the views of the Embassy of the United Kingdom in Kosovo.



British Embassy
Pristina

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Introduction

Aiming for democratic governance in Kosovo has not been accompanied by an increase of citizens' trust in public institutions and political parties. Contrary to this, for about two decades now, the level of citizen trust in institutions has continuously decreased. This statement, besides having been verified by many studies within and outside Kosovo, has been widely accepted even by the institutional and political elite of the country.

Anyways, even though the political leadership was and is aware of this level of distrust, it is very little interested to address the causes which brought to this crisis of legitimacy. No doubt that amongst the key reasons for such a crisis is: fragile institutional democracy, structural economy problems, and disrespect for human rights, inappropriate access to public services and other issues which are intrinsically related to the citizen-institution relation.

Being well-informed and aware of this issue, FOL Movement, through this public opinion survey, is trying to shed light on the relationship between citizens and public institutions, so as to contribute to improvement of the public institutions legitimacy in relation to the citizens.

The survey analyses the level of trust that the citizens have towards the public institutions of the Republic of Kosovo. Specifically, the survey analyses the perception of citizens with respect to the high level of corruption in the country. In the first part of the survey, the citizens were asked to identify the main issues which Kosovo is facing at the moment. Initially, the citizens were asked regarding the presence of corruption in the most important public institutions/sectors. At that point, the citizens were also asked to rank the most corrupt institutions, depending on their knowledge and personal experiences.

Later on, the survey focused on understanding whether corruptive conduct is acceptable to the Kosovo citizens. Here, the citizens were offered a list of corruptive behaviours, on the basis of which they were asked as to which of the corruptive behaviour is or is not acceptable.

Besides this, the survey has analysed if, in order to receive public services, the citizens had to give bribes or additional gifts, either directly or indirectly.

They were also questioned with respect to the frequency of such conduct on the part of public officials regarding the employment of friends or relatives in the public sector, including their opinion as to how much do the public officials use the public property and means, for personal or family needs.

In addition, the survey analyses the perception of citizens regarding the level of corruption in Kosovo over the last three years. On this point, the citizens were asked if in the last three years the level of corruption has increased, remained the same or decreased. Following this, citizens were asked if they faced corruptive action, and if yes, if they have reported the same to the institutions responsible for preventing and fighting corruption.

In the end, citizens were also asked regarding their experiences in the process of employment in public sector and the possibility of identifying wrongdoing during such processes. At that point, the citizens were asked if they, or any member of their family, have applied for a job in public sector at least once in the last three years. Specifically, they were asked whether the last time they applied for such a job they actually were recruited. Those who answered that they did apply for a job in the public sector and were hired, were asked whether they had to give bribes or offer any other service in exchange to being employed. Whereas, those that were not able to get a job in public sector, were asked about the reasons for which they or the members of their family did not manage to be employed in the public sector positions they applied for.

Methodology and survey sample

The survey, titled “CorruptionSCAN” - “*Public Opinion Survey: Knowledge, Opinions and Experiences of Citizens on Corruption in Kosovo*” was conducted in 38 Kosovo municipalities using the qualitative survey method. In order to set the sample in this survey the technique of **random stratified sample** was used. In this respect, the general population was divided into smaller groups which in literature is known as *strata* depending on the common features of the members of these layers. The *first layer* consist in ethnicity, where three different sub-groups were established. The *second layer* is based on residence; for each municipality the sample was extended in urban and rural areas, on the basis of KAS official statistics. The third layer was made based on the number of interviewees conducted in each residence (starting point). The starting points in this survey were chosen randomly. The survey was conducted in the field from 10 to 28 May 2015. This survey’s confidence level is at 95% with a margin of error at +-3.1%.

1000 Kosovo citizens participated in this survey; about 93% of them were of the Albanian ethnicity, 4% Serb, 1.2% Ashkali, 0.5% Gorani, 0.5% Turkish, 0.4% Bosniak and 0.4% Roma.

The sample was later on balanced so as to reflect the ethnic composition of Kosovo. Prior to using it in the field, the questionnaire was tested in order to identify the logical and substantial issues, while the interviewers were trained.

The selection of interviewees was made in the following three stages:

FIRST STAGE: selection of residence through a systematic random walking technique

In this stage the interviewer from the starting point selected every third residence on the left side of the road. In the cases when the house was unoccupied or the interviewer rejected, the residence was passed and we continued with systematic approach.

SECOND STAGE: excluding questions - identification of the suitable candidate for interview

In this stage, the identification and contact with the suitable candidate for interview was made. For this stage, UBO Consulting has selected the member above 18 years of age and who had the closest next birthday.

THIRD STAGE: conducting face-to-face interviews

During the preparations for the interview, the interviewer explained the importance of providing responses based on personal beliefs of the interviewed, where the preference to conduct the interview without the presence of other family members was indicated.

28 interviewers were involved in this survey, including 7 regional supervisors, who monitored the work of the interviewers in field on daily basis. Interview quality check took place also after the conclusion of the activities in the field, through verification (telephone calls and visits) of 30% of the conducted interviews. The gathered data was processed in SPSS programme, which we used to obtain the results of this survey.

Executive summary

In the survey, the citizens of Kosovo were initially asked to identify three main problems/issues. According to survey findings it appears that in the general ranking, approximately 52.80% of citizens consider unemployment to be the main issue, approximately 39.70% think that corruption is one of the main problems while 34.40% of citizens consider poor performance of the Kosovo Government to be one of the main problems in the country.

In the survey, the citizens were also asked regarding the presence of corruption in public institutions. On this point, according to the survey data, around 40.30% of the interviewed citizens think the corruption is mostly spread in the Kosovo Government, 27.90% think that corruption is mostly spread in political parties, whereas around 26.10% think that corruption is mostly present in the judicial system.

The interviewed citizens were also provided with a list of corruptive behaviours, in order to test whether they are acceptable to them. As seen from the survey findings, the corruptive behaviours are unacceptable for the majority of citizens. For example, around 78% of citizens, consider unacceptable the behaviour of teachers or professors asking for money in order to treat the children well at school, around 76.30% consider it unacceptable if the traffic police seek money from the driver when the latter has committed a violation of traffic rules, and about 76.20% of citizens consider as unacceptable behaviour when a prosecutor asks for money in order not to conduct investigations against a specific person.

During this survey citizens were asked also about how often they gave money or additional gifts to certain public officials in exchange to receiving public services. Based on findings of this survey, 32.50% of the interviewed citizens stated to have given money/additional gifts to doctors or nurses in order to receive medical services, around 29.90% of those declared to have done so with prosecutors, whereas 28.30% of the interviewed citizens declared to have needed to give bribes to state officials.

Besides this, citizens were also asked whether they possessed information regarding corruptive behaviour of various public officials. According to the survey data it shows that around 31.40% of citizens stated that very often the public officials enable friends or their relatives get hired in public sector, around 22.70% of citizens said that very often it happens that public officials enable signing of contracts to enterprises/companies that are close to these officials, around 22.60% stated that very often public officials receive valuable gifts for offering public services, and 20.40% of citizens responded that it happens very often that public officials receive bribes in order to conclude public procurement contracts.

Those interviewed during this survey were also asked as to how often they see corruptive behaviour in elected representatives and politicians at large. Around 27.50% replied that very often the politicians use the public means or property for personal or family needs, around 26.10% of citizens declared that very often the politicians enable signing of contracts with enterprises that are close to them, around 21.40% of citizens declared that very often the politicians receive bribes through public procurement contracts, around 17.80% declared that often the politicians take major decisions under pressure of different groups of interest, around 26.80% of citizens declared that very often politicians enable their associates, friends and family members easier promotion in public positions, and around 26.40% of citizens declared that very often politicians manipulate the Kosovo election results.

Citizens were also asked whether the level of corruption has increased, remained the same or decreased over the last three years. According to the survey data, around 46.4% of citizens think that the level of corruption in Kosovo has increased in the last three years, around 38.2% of citizens declared that corruption is at the same level, whereas only 7.6% of citizens declared that corruption level decreased. Also, around 43.4% of the interviewed declared that there was no serious attempts to implement anti-corruption measures in Kosovo by the public institutions.

Kosovo citizens were also asked whether in the last 12 months they had any contact with certain public officials to receive a service, request information or assistance, request documents or any other administrative procedure. In addition to this, they were asked about the quality of services they received from the respective authorities. In the first question, around 33.90% of the citizens stated that they had most contact with municipal officials in the last 12 months, around 26.60% with Kosovo Police and around 6.70% of citizens declared that during this period of time they had contact with judges. Regarding the quality of the services provided during these contacts, around 44.10% of citizens regarded the services offered by nongovernmental organizations to be very good, around 34% of citizens said that this was Kosovo Police and around 32.30% of citizens considered the services offered by the members of the Kosovo Assembly to have been very good.

Further on, the citizens were asked to recall all the contacts they had with state/public officials in the last 12 months and if they had to give any gift or money to the same. According to the responses, it appears that around 5.5% of citizens state that this has happened to them, around 84% of citizens replied that this has never happened to them and around 6.9% of the interviewed refused to answer. The situation gets worse when it comes to bribing, where around 41.80% of citizens stated that they had to bribe

health providers (doctors and nurses), around 14.50% of citizens declared they had to bribe municipal officials, whereas 14.80% of citizens declared that they had to bribe police officials.

Besides this, the citizens that did give bribes were asked if they had reported this in the respective institutions. Surprisingly, only 2.40% of them declared that they did report it in the respective institutions, while 97.60% declared to not having done it. The main reason for not reporting corruption, according to 32.20% of citizens, is that they did benefit from giving bribes, around 26.30% declared to not having reported corruption because the institutions are not interested to fight corruption, while 15.20% stated not having reported corruption due to fear from eventual consequences of reporting.

In addition, citizens were asked if in the future they would consider reporting a corruptive behaviour, to which authority they would present such report. According to survey findings, around 55.40% of citizens said that they would report to the Kosovo Police, around 24.50% of citizens declared that they would report to the State Prosecutor, while around 18.9% of citizens declared that they would report to the Anti-Corruption Agency.

During this survey Levizja FOL was interested also in the experiences of citizens in the process of employment in the public sector and the possibility of identifying wrongdoings during this process. According to the survey data, around 30.6% of the interviewed declared that they or a family member had applied for a position in public sector, while 69.4% said that they have never applied for a position in public sector. Amongst those that applied only 14.7% declared to have been hired for the position based on merit. While, when asking those that were not offered the position about the reasons for it, around 50.20% stated that this has happened due to nepotism, and around 17.70% of citizens declared that this has happened because the position was given to someone who had offered money in exchange to being hired.

Citizens' opinions on the main issues that Kosovo faces

In this survey the citizens were asked to identify the main *issues* that Kosovo faces. According to the survey findings, in general ranking it appears that around 52.80% of Kosovo citizens consider unemployment to be the main issue, around 39.50% of citizens consider the issue to be corruption, and around 34% of citizens consider the poor performance of the Government of Kosovo to be one of the main issues in the country. Specifically, the citizens have ranked the issues as follows:

Issue 1: Unemployment

Unemployment results to be the main issue for the citizens, where around 52.8% of them think this is the main issue in the country, around 30% rank it as second in importance and around 17.2% consider it to be of third level importance.

Issue 2: Corruption

The next issue identified by the citizens is the high level of corruption and its extensive presence in public institutions. According to the survey data, around 39.7% of citizens think that corruption is the main issue in the country, around 38.1% consider it to be of secondary importance and around 22.2% consider it to be of third level importance.

Issue 3: Poor performance by Government

Another important issue appears to be poor performance by the Government, where 34.4% of the citizens consider it to be the main issue in the country, 25.6% see it as secondary issue, while 40% consider it to be of third level importance.

Issue 4: Poor performance by the Assembly

With respect to Kosovo Assembly, the citizens of Kosovo answered that 26.7% the performance by the Assembly is the main issue, around 40% rank this to be second in importance, while 33.3% of citizens think that performance of the Assembly is of third level importance.

Issue 5: Public Administration reform

When asked about public administration reform 25% of citizens considered it to be the main issue, 33.3% said that public administration reform is secondary and 41.7% of them consider it to be a third level issue.

Issue 6: Poor functioning of Education system

The citizens were also asked about their views on the poor functioning of educational system in Kosovo and according to their views, 24.5% think this is the most important issue in Kosovo, around 22.6% of them think this is a secondary issue, while 52.8% consider it to be of third level importance.

Issue 7: Poor functioning of Judicial System

With respect to poor functioning of the judicial system, around 23.8% of Kosovo citizens think that this is the main issue, around 24.5% consider it to be secondary and 51.7% think this is of third level importance.

Issue 8: Lack of Economic development

With respect to economic development, around 20.2% of citizens think that it is the main issue in Kosovo, around 27.8% think that it is of secondary importance and 52% think it is of third level importance.

Issue 9: Criminality and insufficient safety and security

Whereas with respect to criminality and insufficient safety and security in Kosovo, around 18.8% of citizens think that it is the main issue in the country, around 29.2% think it is a secondary issue and 52.1% of citizens consider this to be a third level issue.

Issue 10: Poverty

Regarding poverty, around 14.5% of citizens think that this is the main issue which bothers them, 46% consider it to be a secondary issue, while 39.5% think it is a third level issue.

Issue 11: Poor functioning of medical system

When asked about poor functioning of the medical system, around 12.7% of the citizens consider this to be the main issue in Kosovo, around 32.8% think it as a secondary issue, while 49.1% think it is a third level issue.

Issue 12: Poor infrastructure

With respect to poor infrastructure, around 11.7% of citizens think that it constitutes the main issue, around 27.6% consider it a secondary issue while 60.5% think it is a third level issue.

Issue 13: Environmental issue

Regarding environmental issues, 5.3% of citizens consider it to be the main issue in the country, around 10.5% think it is a secondary issue, while 84.2% think it is a third level issue in Kosovo.

Issue 14: Non-liberalization of visa

With respect to the process of visa liberalization in Kosovo, only 8.4% of citizens think it is the main issue, around 8.3% think it is a secondary issue, while 83.3% rank it as third in importance.

Citizens' opinion on presence of corruption in public institutions/sectors

As part of this survey, the citizens were also asked about the presence of corruption in public institutions or sectors.

Institution 1: Government of Kosovo

According to the survey findings, it appears that around 40.3% of citizens of Kosovo think that corruption is *very often* present in Kosovo Government, around 43.1% think it is present *often*, 13.7% of citizens think it is present *sometimes*, 1.5% consider it to be *rarely* present, and only 0.7% answered with *never*.

Institution 2: Kosovo Assembly

When it comes to the Kosovo Assembly, around 23.6% of interviewed citizens think that corruption is present *very often*, 34.3% think it is present *often*, 26% think it is present *sometimes*, 9.9% consider it *rarely* present and only 1.6% think corruption is *never* present in this institution.

Institution 3: Judicial System

Regarding the judicial system in Kosovo, 26.1% of interviewed citizens think that corruption is *very often* present in this system, 38% think it is *often* present, 20.1% think it is present *sometimes*, 8% consider it is *rarely* present and only 1.3% think it is *never* present.

Institution 4: Municipalities

Regarding local government, 25.9% of citizens think that corruption is *very often* present in Municipalities, 37.9% think it is *often* present, 23.5% of citizens think it is present *sometimes*, 5.9% think it is *rarely* present and only 3.7% think it is *never* present.

Institution 5: Prosecutorial System

Regarding prosecutorial system around 23.9% of citizens think that corruption is very often present, around 35.8% think that corruption is often present in the prosecutorial system in Kosovo, around 20% of them think that corruption is present sometimes, 8.8% think it is rarely present and only 2.4% think it is never present.

Institution 6: Kosovo Police

Regarding Kosovo Police around 8.3% of citizens think that corruption is very often present in this institution. Around 22.9% think it is often present, according to 26.4% of citizens corruption is present in Kosovo Police

sometimes, 21.7% think it is rarely present and 13.3% of Kosovo citizens think that corruption is never present in this institution.

Institution 7: Kosovo Security Force

With respect to the Kosovo Security Force, only 4.8% of the Kosovo citizens think that corruption is very often present in this institution, around 8.7% of them think that corruption is often present, around 14.2% think it is present sometimes, 16.6% consider it is rarely present and 43.2% of citizens think that corruption is never present in this institution.

Institution 8: Kosovo Tax Administration

According to the Kosovo citizens, namely 11.2% of them, corruption is very often present in Kosovo Tax Administration. Around 22.9% think it is often present, 32.6% of citizens think corruption is present sometimes, 11.5% think it is rarely present and only 5.3% consider corruption is never present in the KTA.

Institution 9: Kosovo customs

With respect to the Kosovo Customs around 16.1% of citizens think corruption is present very often, around 33.7% think it is present often, around 26.8% think it is present sometimes, 7.4% think it is present rarely and only 1.8% of the interviewed citizens think corruption is never present in this institution.

Institution 10: Public Enterprises

With respect to citizens opinions on corruption in public enterprises, 15.3% of them think that corruption is present very often in these enterprises. Around 31.1% think that corruption is present often, around 29.5% of them think it is present sometimes, 7.3% think it is present rarely and only 2% of the interviewed think it is never present.

Institution 11: Medical System

Citizens were also interviewed with respect to the level of corruption in the medical sector, namely public hospitals. Around 18.1% of the interviewed declared that corruption in this sector is present very often. Around 34.4% think that corruption is often present; around 30.1% think that corruption is present sometimes; around 7.6% think that corruption is present rarely and only 3.4% of citizens think corruption is never present.

Institution 12: Educational system

Citizens were also asked about the level of corruption in the educational system, namely the level of corruption in public schools. Around 10.5% of

Kosovo citizens declared that corruption is present very often in public schools, around 21.8% think that corruption is present often, around 31.2% think it is present rarely, 17.1% think corruption is present sometimes in schools, while only 7.9% think it is never present.

Institution 13: Public Universities

Citizens were also asked about the level of corruption in public universities. In this regard, around 13.6% of citizens declared that corruption is present very often in public universities around 24.1% think that corruption is present often, 30.9% think it is present sometimes, 14.6% think it is rarely present and only 6.7% of citizens consider that corruption is never present in public universities.

Institution 14: Private Sector

Regarding private enterprises, around 8% of citizens consider corruption is present very often, around 13.4% think it is often present, 37.5% think it is present sometimes, 15.5% think it is present rarely and 6.3% of interviewed citizens think corruption is never present in private enterprises.

Institution 15: Political Parties

Regarding the level of corruption within political parties, around 27.9% of citizens think that corruption is very often present in political parties. Around 36.3% of citizens think it is present often, 23.9% think it is present sometimes, 6.1% think it is present rarely and 0.4% of citizens think corruption is never present within political parties.

Institution 16: Non-Governmental Organizations

Kosovo citizens were also asked about their opinion regarding the level of corruption within the NGOs. In this regard, around 7.6% of citizens answered that they believe that corruption is very much present in this sector, around 10.9% said that the corruption is present often, 38.8% think that corruption is present sometimes, around 20.6% think that corruption is rarely present and 7.1% think that corruption is never present in this sector.

Citizens' opinions on various corruptive behaviours

Besides the issues related to the level of trust that citizens have towards the institutions of the country, the interviewed citizens were also presented a list of corruptive behaviours, which we used to test whether such behaviours are acceptable to the citizens.

When asked about the situation when a doctor seeks money/gifts in exchange of better treatment, around 4.6% of interviewed responded that this behaviour is always acceptable to them, around 12% of them declared that this behaviour is mostly acceptable, 10% of the interviewed said that this behaviour is acceptable sometimes and around 70.2% of citizens stated such behaviour as not acceptable.

The next question was if a public official should get an additional job in order to increase his/her income. Around 9.3% of interviewed answered that this is always acceptable, around 21.9% stated that this would be mostly acceptable, 12% said it could be acceptable sometimes and 53.9% said that such action is not acceptable.

In the question if a person shall be employed through family or other connections, around 3.3% of citizens responded that this is always acceptable, around 11.3% stated this is mostly acceptable, 12.3% said it is sometimes acceptable, while 69.9% of the interviewed citizens replied that such a behaviour is not acceptable.

When asked if a traffic police officer should seek money instead of writing a ticket, only 1.1% said this is always acceptable, 9.1% said this is mostly acceptable, 9.1% said that such behaviour is sometimes acceptable and 76.3% said it is not acceptable.

With respect to a situation when a teacher seeks money/gifts in order to treat children better at school, around 1.3% responded this is always acceptable, 7.4% considered it to be mostly acceptable, 9.8% of citizens considered this behaviour to be acceptable sometimes and such behaviour is totally unacceptable to 78% of interviewed.

While for the cases when money/gifts are offered to the teachers so that they treat children better at school, around 2% of citizens consider this behaviour to be always acceptable, around 8.7% think this behaviour is mostly acceptable, 9.7% consider it acceptable sometimes and for 75.7% of the interviewed citizens, such behaviour is not acceptable.

When asked if citizens should give money to public officials in order to facilitate/speed up administrative procedures, around 1.8% of citizens consider this as always acceptable, around 10.4% think this behaviour is mostly acceptable, 12.2% think that sometimes this can be acceptable and 72.3% consider such behaviour as unacceptable.

Regarding the situation when a public official accepts money from a private company contracted by public institutions, around 2.6% of citizens think this behaviour is always acceptable, such behaviour is mostly acceptable to 10.8% of citizens, 13.7% said it is acceptable sometimes and 68.3% think it is not acceptable.

During this survey, the citizens were also asked about the behaviour of the officials within the judicial system institutions. When asked about situations when the prosecutor requests money/gifts in order not to conduct investigations against certain individuals, only 0.6% of citizens see this as always acceptable, 9.3% consider such behaviour to be mostly acceptable, 9.5% consider it acceptable sometimes and 76.2% of the interviewed citizens think such behaviour is not acceptable.

Regarding the situation when a prosecutor is offered money for specific favours, only 1.5% consider this to be always acceptable, 9.5% said this behaviour is sometimes acceptable, 10.4 said it is acceptable sometimes and 74% consider such behaviour to be unacceptable.

Regarding the judicial system, when citizens were asked about the situation when a judge would request money in order to avoid convicting certain individuals only 0.9% consider it to be always acceptable, such behaviour is mostly acceptable for around 8.5% of the citizens, around 11.6% consider this behaviour as acceptable sometimes and 74.1% say that this behaviour is not acceptable at all.

While asked about the situation when judges are offered money in order not to convict certain individuals, only about 1.6% of the interviewed declared that this behaviour is always acceptable, 9.2% said it is mostly acceptable, around 10.1% think that this behaviour is acceptable sometimes and 73.7% of the citizens think that this behaviour is not acceptable.

Citizens' experiences in giving bribe in order to receive public services

The interviewed citizens were asked about their experiences in receiving public services. Specifically, they were asked if in order to receive public services they needed to give additional money or gifts, either directly or indirectly - through someone else.

According to survey data, when asked how often did they have to give additional money or gifts to doctors or nurses in order to receive medical services, around 10.6% of citizens responded that this happened *very often*, around 32.5% stated that this happened *often*, around 36.7% said this was happening *sometimes*, 7.4% said this is *rarely* an occurrence and only 9.6% said this has *never* happened to them.

When asked how often the citizens have given money/gifts to teachers/professors (e.g. to pass exams), around 4.6% of interviewed said that this happens very often, around 16.4% stated this happens often, 33.4% said it would happen sometimes, around 20.3% stated this happens rarely while 17.5% of citizens said this never happens.

Regarding the question as to how often the citizens have given money to state/public officials, around 5.3% said this happened very often, around 28.3% declared this happened often, 35.7% said it happens sometimes, around 9.4% stated this happened rarely and around 4.6% said it never happens.

In the next question, how often did the citizens give money to police in order to avoid receiving a traffic ticket, around 4.4% said it happens very often, around 20.5% said it happens often, 36.9% said it happens sometimes, 11.6% said it is rarely happening and 16.2% mentioned that this has never happened to them.

Besides this, the citizens were also asked if they had to give bribes in order to be equipped with drivers' license/passing the driving test. According to the survey data, around 17.7% said that this has happened very often, 26.3% of citizens declared that this has happened often; around 33.5% stated it happened sometimes, 7.5% said it happened rarely and only 6.2% said it never happened.

At the same time the citizens were also asked about their experiences with municipal officials. According to the survey data, 4.7% of citizens declared to have paid the municipal officials very often in exchange of receiving specific services, around 23.5% declared to have done this often, 41.7% said

it happened sometimes, 8.6% said it happened rarely, while 13.6% said it has never happened.

The citizens were also asked if they had to bribe judicial system officials, namely judges. Based on survey data, it appears that around 6.5% of citizens stated this has happened very often to them, around 32% stated this has happened often, around 31% said it happened sometimes, 9.5% said it happens rarely and only 6.4% said it has never happened to them.

Whereas, when asked about bribing prosecutors, around 5, 1% of the citizens declared that this has happened very often to them, around 29.9% declared that this happened often, 32.9% said it happens sometimes, 9.3% said it happens rarely and only 6.6% of the interviewed said it never happened to them.

With respect to bribing tax officials, around 4.9% said it happens very often, around 21.1% said it happens often; around 41.8% said it has happened sometimes, 9% said it rarely happens and only 8.5% declared to have never bribed a tax administration official.

Regarding customs officials, around 7.8% of citizens interviewed stated that bribing customs officials has happened very often to them, around 27.9% said to have happened often, around 33.9% responded it happens sometimes, around 8.2% said this happens rarely, while only 5.5% said it never happened.

Whereas when the citizens were asked as to how often did they have to give bribes in construction permit procedures, around 5.2% said it happened very often, around 26.9% said it happened often, 40.5% said sometimes they gave bribes in this respect, around 7.8% said it happened rarely, while only 7.3% said it never happened to them.

Citizens' knowledge on the following behaviours of public officials

Kosovo citizens participating in this survey were asked as to how often do the public officials enable friends or family member get employed in public sector. According to survey data, it appears that around 31.4% of the citizens have stated that this behaviour is very often present among public officials, 42.4% believe this behaviour occurs often, 20.3% say it happens sometimes, 2.9% say it happens rarely and only 0.3% of the interviewed citizens say that such situation has never happened to them.

In the next question, as to how often the public officials enable contracts to be awarded to the enterprises they are acquainted with, around 22.7% of citizens stated that this happens very often, 45.6% said it happens often, 23.1% stated this happens sometimes, 4.3% said it happens rarely and only 0.4% of the interviewed said this never happens.

As to how often the public officials receive precious gifts in order to provide public services, around 20.6% say that this happens very often, 42.2% answered this happens often, 27.8% said it occurs sometimes, 4.2% said it happens rarely and only 0.6% of the interviewed citizens say it has never happened to them.

Regarding the acceptance of bribes by public officials in order to award public procurement contracts, 20.4% of citizens say this behaviour occurs very often, around 43% think this happens often, 24.5% think it happens sometimes, 5.5% say it is a rare occurrence while only 1% of the interviewed said this does never happen.

Citizens' knowledge on the following behaviours among the politicians

The interviewed citizens were asked as to how often the elected officials holding public office take advantage of public property or other means for personal or family purposes. According to findings of this survey, it appears that around 27.5% of citizens stated this happens very often, 42.6% say it happens often, 21.6% say it happens sometimes, 3.2% declared it happens rarely, while only 0.7% declared this never happens amongst Kosovo politicians.

As to how often the Kosovo politicians enable work contracts to enterprises to which they are acquainted, around 26.1% declared that this happens very often, around 46.1% declared that this behaviour happens often, 19.9% said it happens sometimes, around 2.5% said it happens rarely, while only 0.2% think that this behaviour never occurs among Kosovo politicians.

When asked if Kosovo politicians receive bribes through public procurement contracts, around 21.4% of citizens declared that this behaviour happens very often, around 44.7% think this behaviour happens often, 23.2% said it happens sometimes, 2.2% said it happens rarely while only 0.6% of citizens declared that this never happens.

In addition to the above, the interviewed citizens were asked whether Kosovo politicians reach decisions while under pressure from different interest groups. According to the survey findings, around 17.8% of the interviewed declared that this behaviour happens very often, 45% declared this happens often, 23.3% said it happens sometimes, 4.1% said it happens rarely and only 0.8% say it never happens.

When asked how often do Kosovo politicians enable their associates, friends and family members to get promotion in public positions, around 26.8% of the citizens think that this happens very often, around 43.9% of the interviewed persons think this happens often, 19.8% of citizens consider this to be happening sometimes, 3.7% declared it happens rarely and only 0.1% of citizens declared that this never happens.

Also, Kosovo citizens were asked as to how often it happens that the Kosovo politicians manipulate the election results in Kosovo. According to the survey data, around 26.4% of interviewed citizens think that such behaviour happens very often, around 42.4% think it happens often, 19.8% consider it a behaviour that happens sometimes, 3.9% think it happens rarely and only 0.4% consider it never happens.

Perception of the Kosovo citizens on the corruption level in Kosovo

Kosovo citizens were also asked about the corruption level in Kosovo in the last three years, namely if the level has increased, remained the same or decreased. According to the survey findings, around 46.4% of the Kosovo citizens think that the corruption level in Kosovo has increased in the last three years, around 38.2% declared that corruption has remained at the same level, while only 7.6% declared that the corruption level has decreased in the last three years.

Also, the citizens were asked if the public institutions have taken appropriate measures and policies to prevent and fight corruption. Based on the answers by the interviewed citizens, around 7.2% of them stated that some measures have been implemented and some results have been achieved, around 33.2% declared that some measures have been implemented but the results are not significant, around 43.4% of the interviewed declared that there has not been any real efforts to implement anti-corruption measures by the public institutions of Kosovo.

Citizens' experiences with public services in Kosovo

Kosovo citizens were asked if in the last 12 months they had any contact with public officials in order to receive a service, ask for information or assistance, request documentation or any other administrative procedure.

With respect to contact with the Kosovo Police around 73.4% of the citizens said they haven't had any contact in the last 12 months, while around 26.6% declared to have had contact with the Kosovo Police. Around 34% of those that had contact with KP assessed that the service offered by the Kosovo Police was very good, around 57.4% assessed this service to be good, 6.8% assessed it as bad, while only 1.9% assessed the services offered by the KP as very bad.

Kosovo citizens were also asked if in the last 12 months they had any contact with Kosovo judges. Around 93.4% said they had no contact during the said period, while 6.6% said they did. Around 16.9% of the citizens that had contact with judges have assessed the services offered by them as very good, around 49.2% assess the services as good, 24.6% assess these services as bad and around 9.2% of Kosovo citizens have assessed these services as very bad.

Further, the citizens were asked if during the last 12 months they had any contact with the State prosecutor. Around 98.3% of the citizens declared they did not have any contact with the prosecutors in the given period of time, while around 1.7% said they did. Among those that answered yes to the question, around 26.7% assessed the services offered by the prosecutors as very good, around 40% assessed these services as good, 6.7% said those were bad services and around 26.7% assessed the services received by prosecutors as very bad. The latter finding is quite concerning.

In the next question, if the citizens have had contact with municipal officials in the last 12 months, 66.1% of the interviewed said they did, while 33.9% of them said they did not have any contact with municipal officials in the given time frame. Among the citizens that had contact with municipal officials around 15.4% assessed the services offered by these officials as very good, 68.6% assessed these services to be good, 13.6% said these services were bad and around 2.4% assessed these services to be very bad.

Also, when asked about contact with municipal mayors in the last 12 months, around 93.5% declared to not have had any contact with them, while only 6.5% said they did. Amongst those that had contact with municipal mayors, only 23.8% assessed the services received by the mayors to be very good, around 46% assessed these services to be good, around 22.2% assess the services to be bad, while 7.9% said that such services were very bad.

Regarding the contact between the Kosovo citizens and the members of the Kosovo Assembly during the last 12 months, it was found that 97.1% of the interviewed citizens declared that they had no contact with the deputies, while only 2.9% said they did have some contact with the deputies. These numbers show total lack of communication between deputies and the citizens. Among those that declared to have had contact, around 32.3% assessed the services offered by the deputies to be very good, around 48.8% assessed these services to be good, while 19.4% said such services were bad.

Besides this, the interviewed citizens were at the same time asked if during the last 12 months they had any contact with the members of the government. Around 97.4% of the interviewed said they hadn't, while only 2.6% said they did have some contact with government members. Amongst those that said to have had some contact, around 14.3% assessed that the services received by the members of the government were very good, around 47.6% assessed these services as good, 28.6% assessed these services to be bad, while 9.5% said that such services were very bad.

During this survey, Kosovo citizens were also asked if during the last 12 months they had any contact with representatives of the non-governmental organizations. According to the findings, around 96.6% declared that they did not have any contact, while 3.4% said they had contact with these representatives. Amongst those that had contact, 44.1% assessed the services received by them as very good, 44.1% assessed these services to be good, and around 5.9% assessed these services to be bad, while around 5.9% assessed such services to be very bad.

Regarding the treatment given to the citizens while receiving services from these sectors, around 40.8% of the interviewed said to have always been satisfied, around 44.1% declared that sometimes they were satisfied and sometimes not, while 12.9% of the interviewed said that usually they were not satisfied with the treatment they received.

At this point, the citizens were asked for the reasons of their dissatisfaction towards public officials. According to them, around 35.5% of citizens that were interviewed said that the public officials did not work hard enough, around 13.8% declared that public officials were not friendly towards them, 7.2% declared that public officials appeared to be incompetent, 14% said they were not properly prepared, around 15.9% said that the public officials did not address the issues as needed, while 3.5% acknowledged that they had to offer money to the officials in order to receive the services.

Bribing experiences

During this survey the citizens were asked to recall all the contacts they had with public officials in the last 12 months. If their answer was positive, that they had encounters with public officials, they were asked if they had to provide money, gifts or other services in exchange of certain favours. From the data it appears that around 5.54% of the interviewed declared that this has happened to them, around 84% said this has never happened to them, around 3.6% said they were not sure about this and around 6.9% refused to answer this question.

Besides this, FOL Movement has asked the interviewed citizens to list the institutions and public sectors, which according to them have asked for gifts or additional money in the last 12 months. With respect to Kosovo Police, around 85.2% of the interviewed said to have never given money to KP, while 14.7% said that in the last 12 months they did give money to police.

Regarding the judges, around 94.6% of the interviewed citizens declared to not have given any money to them in the last 12 months, while 5.4% said that they did give money to judges during the said timeframe.

Regarding prosecutors, around 98.2% of the interviewed citizens declared that during the last 12 months they did not give them any money, while only 1.8% said to have given money to prosecutors.

Also, the citizens were asked if they had to give money or gifts to cadastre officials in order to register land. Around 86% of the interviewed said such thing did not happen, while 14% declared to have had to give money to these officials so that their land and properties get registered.

Regarding giving bribe to tax officials, around 96.4% of the interviewed answered that during the last 12 months they did not have to give bribe to these officials, while 3.6% declared to have had to give bribe to tax officials.

The citizens were also asked about their experiences in bribing customs officials. Around 90.9% of the interviewed said that such thing did not happen to them while 9.1% said that in the last 12 months they had to give bribe to these officials.

Regarding public enterprises, around 87.7% of the interviewed declared that in the last 12 months they did not have to give bribe to officials of these enterprises, while 12.3% of citizens said that did give bribe to such officials.

With respect to bribing municipal officials, around 85.5% of citizens have declared to not have given any bribe to these officials, while 14.5% of the interviewed declared to have bribed these officials in the past 12 months.

Regarding health sector, according to the data in this survey, it appears that bribing in this area is of a higher level. Around 58.2% of the interviewed declared to not have bribed doctors in public health sector, whereas around 41.8% of citizens, which constitute quite a high percentage, declared to have bribed doctors working in public health sector, during the past 12 months.

In addition, the citizens were asked about their experiences in bribing within the education sector in Kosovo. Around 99.3% of citizens declared that this has not happened to them, while around 0.7% of the interviewed declared that in the last 12 months they did bribe officials working in this sector.

Regarding bribing of officials working in social welfare department, especially in pension and social assistance sectors, around 96.4% of the interviewed declared to not have bribed officials within this sector, while around 3.6% of citizens declared to have bribed officials within this sector during the last 12 months.

In the next question, if citizens did pay officials in order to get equipped with driving licenses, around 88.9% answered that they did not bribe these officials in the last 12 months, while 11.1% of the interviewed citizens said they did.

The citizens were also asked if they found themselves in situations bribing the municipal mayors. Around 99.6% of the interviewed stated that during the last months they never had to bribe mayors, while only 0.4% said they did.

The citizens were also asked if they ever bribed deputies of Kosovo Assembly. According to the findings of this survey, none of the citizens said that they had any such experience.

When asked about similar experiences with members of the government cabinet, around 98.2% of the interviewed citizens declared to not have had any such experience in the last 12 months, while 1.8% of citizens declared to have bribed members of the government cabinet in the given period of time.

The citizens were also asked as to which public officials they had to bribe recently. Around 9.4% answered they had to bribe police, around 3.8% said judges, around 5.7% stated to have bribed officials of cadastre and land registration offices, around 7.5% of citizens declared to have bribed customs officials, 1.9% said officials of public enterprises, 5.7% said municipal officials, 47.2% said doctors within public sector, 3.8% said social welfare officials, and around 9.4% of citizens declared to have bribed officials authorized to issue driving licenses.

Regarding the gender of officials who were bribed recently, around 77.2% stated that these officials were male; around 14% stated that they were female, while around 8.8% stated that they don't know the gender of officials that they bribed.

Furthermore, citizens who stated to have given bribe were asked as to what exactly they gave as a bribe. Around 8.7% said they did give food, around 12.2% declared to have provided valuable items such as jewellery, phones, etc, while around 78.9% declared to have given money as bribe.

Citizens were asked also regarding the type of administrative procedure for which they had to bribe recently. Around 2.4% of them said that they had to give bribes in order to get official documents or certificates, including IDs, passports or birth certificates. Around 6.4% of interviewed said that they did give bribe in order to get drivers license, 32.9% said they bribed in order to undergo some medical procedure/checkups, 4.9% said they bribed in order to receive medical certificates, 7.5% bribed in order to avoid administrative penalties, 9.9% of interviewed bribed in order to avoid confiscation of drivers license, 3.6% bribed to get employed in the public sector, 2.4% bribed in order to get promoted in public sector, 4.9% bribed to get agreements in public procurement, 4.9% declared to have given bribe in order to be exempted from import/export taxes, while 11.8% of interviewed refused to answer.

When asked about the purpose of bribing, around 29.2% said they did it in order to speed up the procedures, around 20.3% declared to have done it to finalize the procedures, 14.1% declared to have bribed in order to avoid penalties, 14.7% declared to have bribed in order to get better treatment, and around 13% refused to answer this question.

The citizens were asked also about when the timing of the recent bribes did and when exactly they did give bribe. Around 64.6% of the interviewed declared to have given bribe before the service was offered by the public officials, around 10.7% declared to have given bribe after the service was rendered, 9.7% declared to have given bribe the moment the service was offered and 12.6% refused to answer.

During this survey, it was noticeable that the level of reporting corruption by the citizens to the responsible institutions is quite low. Only 2.4% of the interviewed that admitted to have given bribes declared that this was reported to the anti-corruption institutions, while around 97.6% of the interviewed declared to have never reported cases when they had to give bribes. Those that answered to have reported the case said that this report was made to the institution where the respective official was working and such institution commenced official procedures against the official.

While, those that have not reported corruption to the responsible institutions were asked why they did not submit a report. Around 9.4% of the interviewed stated they did not report corruption because bribing is common practice in Kosovo. Around 26.3% stated that it is not worth to submit a report as no one is taking seriously such reports, around 1.1% stated that they don't know where the report should be submitted, 15.2% declared to fear the consequences of reporting, around 32.2% declared that they benefitted from giving bribe and they had no reason to report, 10.2% of interviewed declared that they gave bribe as a sign of gratitude, while 5.6% declared other reasons.

Also, interviewed citizens were asked if in the past 12 months they faced situations when public officials sought bribes and the citizens refused to do so. According to the findings, around 20.6% of the interviewed declared that such thing has happened to them, around 73.3% declared that nothing like that happened and 6.2% refused to answer this question.

Views and experiences of citizens regarding reporting of corruption to institutions

Interviewed citizens were asked whether they agree or disagree with the following statements, regarding reporting of corruption. Regarding the statement: *“it is common practice to pay or give gifts, why report”*, around 5.6% of citizens fully agreed with this statement, 20% of citizens agreed with this statement, around 45.7% of interviewed said they don’t agree with such statement, while 24.3% of interviewed stated that they don’t agree at all with the statement that it is common practice to pay or give gifts, so why should corruption be reported to the responsible institutions.

The citizens were also asked whether they agree or disagree with the statement *“it is not worth reporting corruption as nothing useful comes out of it”*. Around 9.1% of citizens fully agree with this statement, 16% agree, around 42.7% of citizens do not agree with such statement, while 27.8% do not agree at all with the above statement.

Furthermore, the interviewed were asked whether they agree or disagree with the statement that *“those who report corruption will most probably regret it”*. Around 8.3% of Kosovo citizens fully agree with such statement, 25% agree with it, 39.3% do not agree with this statement, while 20.4% of the interviewed stated that they don’t at all agree that people that report corruption will likely regret it.

In addition, citizens were asked whether they agree or disagree with the statement that *“sometimes corruption is the only way to get things done”*. Around 3.5% of interviewed fully agree with this statement, around 20.7% agree with it, 42.5% do not agree with the statement and around 24.7% of citizens do not agree at all with the aforesaid statement.

Citizens were also asked whether they agree or disagree with the statement that *“nobody knows where corruption is reported”*. Around 1.8% of interviewed stated to fully agree with this statement, 8.5% of them stated to agree with it, around 50.8% of interviewed do not agree with it, while 32.6% of Kosovo citizens do not agree at all with this statement.

In this section the interviewed citizens were asked that if in the future they need to report a case when a state official requested them to provide money or gifts, which authority they would address. In this question, the citizens were offered three options.

In the first option, as to which authority they would first address to report corruption, around 10% of citizens answered they would first address the issue at the supervisor of the respective official, around 55.4% said they would address police, 6.4% said they’d go to State Prosecutor, around 11.6%

stated they'd address the issue with the Kosovo Anti-Corruption Agency, 1.5% said they'd go to Ombudsperson, 4.1% said they'd report it to the media, only 0.9% said they'd address the issue with the non-governmental organizations and only 5.9% said they would not report it anywhere.

In the second option, as to what would be the second authority the citizens would report corruption to, around 6% of citizens said that would be the supervisor of the respective official, around 17.1% said it would be police, 24.5% said that would be State Prosecutor, around 18% stated they would report to the Kosovo Anti-Corruption Agency, 1.5% said it would be Ombudsperson, 9.2% said that would be the media, only 2.5% said it would be the non-governmental organizations, and around 8.8% said they would not report at all.

The third option was what would be the third institution citizens would report corruption to, around 5.5% said it would be the supervisor of the respective official, around 6.5% said it would be police, 10.3% said it would be State Prosecutor, around 18.9% said it would be Anti-Corruption Agency of Kosovo, 4.5% said it would be Ombudsperson, 17% said they'd go to media, only 6.9% said they'd address non-governmental organizations, and 11.8% said they'd not address it anywhere.

If we rank the above, it would appear that if Kosovo citizens had to report corruption, around 55.5% responded that initially they would go to Kosovo Police, 24.5% said that second option would be State Prosecutor, while according to 19% of the interviewed citizens, the third option in reporting corruption would be Kosovo Anti-Corruption Agency.

Citizen experiences with regards to employment in public sector

During this survey, FOL Movement asked the responding citizens regarding their experiences on employment in public sector, including the possibilities in identifying wrongdoing in such a process.

The responding citizens were asked if they or someone in their family applied for a job in public sector, at least once over the last three years. Around 30.6% of the respondents stated that they themselves or one of their family members applied for a job in public sector, while the rest 69.4% responded that they had never applied for such a job.

They were also asked whether they got the job in public sector, after they or their family members had applied. Only around 14.7% stated that they had actually got the job, while 85.3% stated that they were not able to get employed in the public sector.

Those who got employed in public sector were asked if they needed to give bribes away or offer any services in exchange to getting the job easier. Around 9.7% replied that they needed to give bribes away in order to get the job, while the rest 84.4% denied they needed to do something like that.

On the other hand, those who were not able to get employed in public sector were asked on what their opinion was on the reasons behind them or their family members' inability to get the job they had applied for. Around 4% stated that someone eligible had gotten employed in the position they applied for, 50.2% are of the opinion that the jobs were filled by those who had close friends or family in public institutions, 17.7% stated that the job they applied for was filled by those paying for it, while 16.6% were not sure how the vacancies were filled. 10.5% of the respondents refused to provide an answer.

Demographic details of the survey

This FOL Movement survey has taken place in 7 Kosovo regions, including a total of 36 municipalities. 255 citizens (25.5% of the sample), were interviewed in Prishtina, while 178 citizens (17.8% of the sample), were from Prizren region. Another 139 citizens (13.9% of the sample) come from Mitrovica and 111 (11.1% of the sample) from Ferizaj. 117 citizens (11.7% of the sample) were interviewed in Gjakova region, while 104 citizens (10.4% of the sample) were from Gjilan region. Another 97 citizens (9.7% of the sample) were interviewed in Peja region.

568 (56.8% of the sample) interviews were carried out in rural areas, while 432 (43.2% of the sample) took place in urban areas.

509 (50.9% of the sample) males and 491 (49.1%) females were interviewed for the purposes of this survey.

The survey included citizens of an age range from 18 to 75. Around 252 were between 18 and 24 (25.2% of the sample), 175 respondents were between 25 and 30 (17.5% of the sample), 204 were between 31 and 40 (20.4% of the sample), 184 were between 41 and 50 (18.4% of the sample), 123 were between 51 and 60 (12.3% of the sample), 47 were between 61 to 70 (4.7% of the sample), while 15 were from 71 to 75 (1.5% of the sample).

With regards to education, 2.5% of respondents stated that they had no education, 16.5% responded that they had completed elementary education, 57.1% stated they had completed secondary education, 3.5% did high school, while another 17.4% of the respondents stated they had completed bachelor studies. 3.1% of those included in the survey replied they had completed masters and PHD studies.

Also, during the survey, the included citizens were asked about the status of their employment. Around 1.6% replied they were employers; around 29.2% were employed, while 4.6% stated they were self-employed. Around 2.3% of those included in the survey stated they worked in their family properties, while 30% stated they were unemployed. Another 12.2% respondents stated they were students, while 15% stated they stay at home parents. 4.4% of the respondents are retired.

Of those employed, 77% stated they worked in private sector, while the rest 22.6% replied to be working in public sector.

As regards respondent ethnicity, around 93% were Albanian, 4% Serbian, 1.2% Ashkali, 0.5% Gorani, 0.5% Turkish, 0.4% Bosniak, and 0.4% Roma.

Annex - Tables including citizens' responses, by region

How frequent is corruption in the following institutions/sectors, broken down by region

| Kosovo Assembly | | | | | | | | |
|-----------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 48.2% | 29.8% | 16.9% | 0.8% | 1.2% | 3.1% | 100.0% |
| | Mitrovica | 40.0% | 41.4% | 15.0% | 2.1% | 0.7% | 0.7% | 100.0% |
| | Prizren | 14.1% | 31.6% | 35.0% | 14.1% | 0.6% | 4.5% | 100.0% |
| | Peja | 11.5% | 27.1% | 25.0% | 16.7% | | 19.8% | 100.0% |
| | Ferizaj | 2.7% | 17.1% | 32.4% | 37.8% | 9.0% | 0.9% | 100.0% |
| | Gjakova | 12.7% | 22.9% | 52.5% | 5.9% | | 5.9% | 100.0% |
| | Gjilan | 2.9% | 78.1% | 12.4% | 3.8% | 1.0% | 1.9% | 100.0% |
| Total | | 23.6% | 34.3% | 26.0% | 9.9% | 1.6% | 4.6% | 100.0% |

| Government | | | | | | | | |
|------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 59.2% | 29.4% | 9.0% | 0.8% | 0.8% | 0.8% | 100.0% |
| | Mitrovica | 47.5% | 33.8% | 15.8% | 2.9% | | | 100.0% |
| | Prizren | 43.8% | 36.5% | 12.9% | 1.7% | 1.7% | 3.4% | 100.0% |
| | Peja | 38.1% | 53.6% | 8.2% | | | | 100.0% |
| | Ferizaj | 21.4% | 63.4% | 14.3% | 0.9% | | | 100.0% |
| | Gjakova | 26.5% | 43.6% | 28.2% | 0.9% | 0.9% | | 100.0% |
| | Gjilan | 16.2% | 67.6% | 11.4% | 2.9% | 1.0% | 1.0% | 100.0% |
| Total | | 40.3% | 43.1% | 13.7% | 1.4% | 0.7% | 0.9% | 100.0% |

| Municipalities | | | | | | | | |
|----------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 34.0% | 27.0% | 18.0% | 6.6% | 9.8% | 4.7% | 100.0% |
| | Mitrovica | 41.0% | 36.0% | 13.7% | 5.8% | 2.2% | 1.4% | 100.0% |
| | Prizren | 24.9% | 24.3% | 32.8% | 11.3% | 3.4% | 3.4% | 100.0% |
| | Peja | 30.9% | 48.5% | 15.5% | 2.1% | | 3.1% | 100.0% |
| | Ferizaj | 10.9% | 67.3% | 14.5% | 6.4% | 0.9% | | 100.0% |
| | Gjakova | 9.4% | 22.2% | 58.1% | 3.4% | 0.9% | 6.0% | 100.0% |
| | Gjilan | 17.3% | 67.3% | 12.5% | 1.0% | 1.0% | 1.0% | 100.0% |
| Total | | 25.9% | 37.9% | 23.5% | 5.9% | 3.7% | 3.1% | 100.0% |

| Courts | | | | | | | | |
|---------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region: | Prishtina | 48.4% | 24.0% | 13.4% | 3.1% | 1.2% | 9.8% | 100.0% |
| | Mitrovica | 36.4% | 37.9% | 14.3% | 6.4% | 4.3% | 0.7% | 100.0% |

| | | | | | | | | |
|-------|---------|-------|-------|-------|-------|------|-------|--------|
| | Prizren | 19.7% | 16.9% | 30.3% | 25.8% | 1.7% | 5.6% | 100.0% |
| | Peja | 18.8% | 51.0% | 11.5% | | | 18.8% | 100.0% |
| | Ferizaj | 8.1% | 71.2% | 17.1% | 2.7% | | 0.9% | 100.0% |
| | Gjakova | 6.8% | 32.5% | 44.4% | 9.4% | | 6.8% | 100.0% |
| | Gjilan | 16.3% | 67.3% | 10.6% | 2.9% | 1.0% | 1.9% | 100.0% |
| Total | | 26.1% | 38.0% | 20.1% | 8.0% | 1.3% | 6.5% | 100.0% |

| Prosecution office | | | | | | | | |
|--------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 43.1% | 22.0% | 13.7% | 5.1% | 3.5% | 12.5% | 100.0% |
| | Mitrovica | 34.3% | 36.4% | 17.1% | 6.4% | 5.0% | 0.7% | 100.0% |
| | Prizren | 15.3% | 21.5% | 25.4% | 27.7% | 4.0% | 6.2% | 100.0% |
| | Peja | 18.8% | 43.8% | 7.3% | | | 30.2% | 100.0% |
| | Ferizaj | 9.0% | 65.8% | 18.9% | 2.7% | | 3.6% | 100.0% |
| | Gjakova | 9.4% | 22.2% | 47.9% | 11.1% | | 9.4% | 100.0% |
| | Gjilan | 14.4% | 69.2% | 11.5% | 1.0% | 1.0% | 2.9% | 100.0% |
| Total | | 23.9% | 35.8% | 20.0% | 8.8% | 2.4% | 9.1% | 100.0% |

| Police | | | | | | | | |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 9.1% | 15.7% | 24.0% | 16.1% | 24.8% | 10.2% | 100.0% |
| | Mitrovica | 24.6% | 22.5% | 27.5% | 18.8% | 5.8% | 0.7% | 100.0% |
| | Prizren | 5.1% | 15.2% | 15.7% | 33.1% | 28.7% | 2.2% | 100.0% |
| | Peja | 3.1% | 6.2% | 23.7% | 27.8% | | 39.2% | 100.0% |
| | Ferizaj | 2.7% | 14.3% | 33.0% | 43.8% | 6.2% | | 100.0% |
| | Gjakova | 6.0% | 38.5% | 38.5% | 10.3% | 2.6% | 4.3% | 100.0% |
| | Gjilan | 3.8% | 61.5% | 30.8% | 2.9% | 1.0% | | 100.0% |
| Total | | 8.3% | 22.9% | 26.4% | 21.7% | 13.3% | 7.4% | 100.0% |

| Kosovo Security Force | | | | | | | | |
|-----------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 2.4% | 6.7% | 10.2% | 14.9% | 51.4% | 14.5% | 100.0% |
| | Mitrovica | 21.4% | 13.6% | 25.7% | 19.3% | 18.6% | 1.4% | 100.0% |
| | Prizren | 0.6% | 2.3% | 3.4% | 19.2% | 66.7% | 7.9% | 100.0% |
| | Peja | | | 6.2% | 19.6% | 11.3% | 62.9% | 100.0% |
| | Ferizaj | 1.8% | 1.8% | 2.7% | 8.0% | 83.9% | 1.8% | 100.0% |
| | Gjakova | 6.0% | 10.3% | 12.0% | 23.9% | 41.9% | 6.0% | 100.0% |
| | Gjilan | 1.9% | 31.4% | 48.6% | 10.5% | 3.8% | 3.8% | 100.0% |
| Total | | 4.8% | 8.7% | 14.2% | 16.6% | 43.2% | 12.7% | 100.0% |

| Tax Administration | | | | | | | | |
|--------------------|--|------------|-------|-----------|--------|-------|------------|-------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| | | | | | | | | |

| | | | | | | | | |
|--------|-----------|-------|-------|-------|-------|------|-------|--------|
| Region | Prishtina | 15.3% | 16.5% | 25.1% | 3.5% | 7.5% | 32.2% | 100.0% |
| | Mitrovica | 26.8% | 30.4% | 24.6% | 12.3% | 5.1% | 0.7% | 100.0% |
| | Prizren | 11.2% | 19.6% | 39.7% | 15.1% | 7.8% | 6.7% | 100.0% |
| | Peja | 4.2% | 14.6% | 15.6% | 7.3% | 1.0% | 57.3% | 100.0% |
| | Ferizaj | 1.8% | 16.2% | 45.0% | 27.0% | 5.4% | 4.5% | 100.0% |
| | Gjakova | 6.0% | 16.2% | 53.0% | 15.4% | 2.6% | 6.8% | 100.0% |
| | Gjilan | 2.9% | 56.7% | 28.8% | 6.7% | 2.9% | 1.9% | 100.0% |
| Total | | 11.2% | 22.9% | 32.6% | 11.5% | 5.3% | 16.5% | 100.0% |

| Customs | | | | | | | | |
|---------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 18.0% | 18.4% | 22.0% | 5.5% | 2.7% | 33.3% | 100.0% |
| | Mitrovica | 28.8% | 33.8% | 26.6% | 6.5% | 4.3% | | 100.0% |
| | Prizren | 14.0% | 39.3% | 32.0% | 9.0% | 2.2% | 3.4% | 100.0% |
| | Peja | 8.3% | 28.1% | 19.8% | 4.2% | | 39.6% | 100.0% |
| | Ferizaj | 23.2% | 50.9% | 19.6% | 6.2% | | | 100.0% |
| | Gjakova | 9.3% | 21.2% | 46.6% | 13.6% | | 9.3% | 100.0% |
| | Gjilan | 4.8% | 61.9% | 21.9% | 7.6% | 1.0% | 2.9% | 100.0% |
| Total | | 16.1% | 33.7% | 26.8% | 7.4% | 1.8% | 14.3% | 100.0% |

| Public Enterprises | | | | | | | | |
|--------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 21.3% | 20.1% | 18.9% | 3.1% | 2.8% | 33.9% | 100.0% |
| | Mitrovica | 33.8% | 28.8% | 25.2% | 9.4% | 2.2% | 0.7% | 100.0% |
| | Prizren | 9.6% | 25.3% | 35.4% | 15.7% | 5.1% | 9.0% | 100.0% |
| | Peja | 14.6% | 38.5% | 15.6% | | | 31.2% | 100.0% |
| | Ferizaj | 9.0% | 45.0% | 36.0% | 7.2% | | 2.7% | 100.0% |
| | Gjakova | 6.0% | 17.9% | 58.1% | 10.3% | | 7.7% | 100.0% |
| | Gjilan | 3.8% | 63.8% | 24.8% | 3.8% | 1.0% | 2.9% | 100.0% |
| Total | | 15.3% | 31.1% | 29.5% | 7.3% | 2.0% | 14.8% | 100.0% |

| Public Hospitals | | | | | | | | |
|------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 24.0% | 21.7% | 26.0% | 4.7% | 10.6% | 13.0% | 100.0% |
| | Mitrovica | 34.1% | 28.3% | 29.7% | 6.5% | 0.7% | 0.7% | 100.0% |
| | Prizren | 15.7% | 37.1% | 30.3% | 12.9% | 2.8% | 1.1% | 100.0% |
| | Peja | 11.3% | 49.5% | 16.5% | 7.2% | | 15.5% | 100.0% |
| | Ferizaj | 11.7% | 70.3% | 9.9% | 5.4% | | 2.7% | 100.0% |
| | Gjakova | 17.1% | 19.7% | 42.7% | 13.7% | | 6.8% | 100.0% |
| | Gjilan | 1.0% | 33.3% | 60.0% | 2.9% | 1.0% | 1.9% | 100.0% |
| Total | | 18.1% | 34.4% | 30.1% | 7.6% | 3.4% | 6.4% | 100.0% |

| Public Schools | | | | | | | | |
|----------------|--|------------|-------|-----------|--------|-------|------------|-------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |

| | | | | | | | | |
|--------|-----------|-------|-------|-------|-------|-------|-------|--------|
| Region | Prishtina | 13.7% | 16.1% | 25.1% | 9.8% | 20.0% | 15.3% | 100.0% |
| | Mitrovica | 25.9% | 21.6% | 33.1% | 14.4% | 5.0% | | 100.0% |
| | Prizren | 9.0% | 16.9% | 34.8% | 26.4% | 6.7% | 6.2% | 100.0% |
| | Peja | 3.1% | 11.3% | 14.4% | 12.4% | | 58.8% | 100.0% |
| | Ferizaj | 7.3% | 57.3% | 28.2% | 7.3% | | | 100.0% |
| | Gjakova | 5.9% | 22.0% | 18.6% | 41.5% | 5.9% | 5.9% | 100.0% |
| | Gjilan | | 16.5% | 70.9% | 9.7% | 1.9% | 1.0% | 100.0% |
| Total | | 10.5% | 21.8% | 31.2% | 17.1% | 7.9% | 11.5% | 100.0% |

| Public Universities | | | | | | | | |
|---------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 18.4% | 18.0% | 20.8% | 9.4% | 18.4% | 14.9% | 100.0% |
| | Mitrovica | 33.3% | 26.1% | 25.4% | 13.8% | 1.4% | | 100.0% |
| | Prizren | 9.0% | 15.2% | 38.2% | 22.5% | 5.6% | 9.6% | 100.0% |
| | Peja | 6.2% | 36.1% | 17.5% | 6.2% | | 34.0% | 100.0% |
| | Ferizaj | 8.2% | 56.4% | 31.8% | 3.6% | | | 100.0% |
| | Gjakova | 10.2% | 12.7% | 20.3% | 41.5% | 5.9% | 9.3% | 100.0% |
| | Gjilan | | 19.2% | 74.0% | 3.8% | 1.0% | 1.9% | 100.0% |
| Total | | 13.6% | 24.1% | 30.9% | 14.6% | 6.7% | 10.1% | 100.0% |

| Private Enterprises | | | | | | | | |
|---------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 10.6% | 11.8% | 29.8% | 5.9% | 4.7% | 37.3% | 100.0% |
| | Mitrovica | 25.2% | 18.7% | 35.3% | 12.2% | 7.9% | 0.7% | 100.0% |
| | Prizren | 3.9% | 12.4% | 36.5% | 23.6% | 19.7% | 3.9% | 100.0% |
| | Peja | 3.1% | 5.2% | 6.2% | 11.5% | 1.0% | 72.9% | 100.0% |
| | Ferizaj | 2.7% | 28.2% | 48.2% | 15.5% | | 5.5% | 100.0% |
| | Gjakova | 4.3% | 16.5% | 60.0% | 10.4% | 0.9% | 7.8% | 100.0% |
| | Gjilan | | 1.0% | 53.3% | 39.0% | 2.9% | 3.8% | 100.0% |
| Total | | 8.0% | 13.4% | 37.5% | 15.5% | 6.3% | 19.2% | 100.0% |

| Civil Society Organizations | | | | | | | | |
|-----------------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 8.2% | 11.4% | 40.8% | 5.5% | 6.7% | 27.5% | 100.0% |
| | Mitrovica | 21.6% | 21.6% | 30.2% | 13.7% | 12.9% | | 100.0% |
| | Prizren | 9.6% | 10.2% | 31.1% | 31.6% | 14.7% | 2.8% | 100.0% |
| | Peja | | 2.1% | 22.7% | 12.4% | 1.0% | 61.9% | 100.0% |
| | Ferizaj | 2.7% | 8.1% | 29.7% | 52.3% | 3.6% | 3.6% | 100.0% |
| | Gjakova | 3.4% | 15.4% | 58.1% | 12.8% | 2.6% | 7.7% | 100.0% |
| | Gjilan | 1.0% | 2.9% | 61.5% | 30.8% | 1.9% | 1.9% | 100.0% |
| Total | | 7.6% | 10.9% | 38.8% | 20.6% | 7.1% | 15.0% | 100.0% |

| Political Parties | | | | | | | | |
|-------------------|--|------------|-------|-----------|--------|-------|------------|-------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |

| | | | | | | | | |
|--------|-----------|-------|-------|-------|-------|------|-------|--------|
| Region | Prishtina | 38.8% | 23.1% | 25.1% | 3.9% | 0.4% | 8.6% | 100.0% |
| | Mitrovica | 38.1% | 25.9% | 27.3% | 7.2% | 1.4% | | 100.0% |
| | Prizren | 14.5% | 22.3% | 42.5% | 15.6% | 0.6% | 4.5% | 100.0% |
| | Peja | 13.4% | 54.6% | 11.3% | 1.0% | | 19.6% | 100.0% |
| | Ferizaj | 60.4% | 31.5% | 5.4% | 1.8% | | 0.9% | 100.0% |
| | Gjakova | 14.5% | 54.7% | 20.5% | 6.8% | | 3.4% | 100.0% |
| | Gjilan | 4.8% | 74.0% | 19.2% | 1.9% | | | 100.0% |
| Total | | 27.9% | 36.3% | 23.9% | 6.1% | 0.4% | 5.4% | 100.0% |

Citizens' opinion on various corruptive conducts by region

| Doctors seeking money/gifts in exchange to better treatment | | | | | | | |
|---|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
| Region | Prishtina | 0.8% | 4.3% | 4.3% | 87.5% | 3.1% | 100.0% |
| | Mitrovica | 1.4% | 9.3% | 10.7% | 78.6% | | 100.0% |
| | Prizren | 17.3% | 35.2% | 13.4% | 30.2% | 3.9% | 100.0% |
| | Peja | | 11.2% | 24.5% | 51.0% | 13.3% | 100.0% |
| | Ferizaj | 0.9% | | 2.7% | 95.5% | 0.9% | 100.0% |
| | Gjakova | 7.8% | 13.8% | 13.8% | 61.2% | 3.4% | 100.0% |
| | Gjilan | 1.0% | 5.8% | 6.7% | 86.5% | | 100.0% |
| Total | | 4.6% | 12.0% | 10.0% | 70.2% | 3.3% | 100.0% |

| Money/gifts offered in exchange to better medical treatment | | | | | | | |
|---|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
| Region | Prishtina | 0.4% | 4.7% | 3.5% | 87.4% | 3.9% | 100.0% |
| | Mitrovica | 1.4% | 7.2% | 10.1% | 81.3% | | 100.0% |
| | Prizren | 17.4% | 29.8% | 19.1% | 29.8% | 3.9% | 100.0% |
| | Peja | | 11.3% | 32.0% | 48.5% | 8.2% | 100.0% |
| | Ferizaj | | | 7.3% | 91.8% | 0.9% | 100.0% |
| | Gjakova | 7.7% | 15.4% | 10.3% | 64.1% | 2.6% | 100.0% |
| | Gjilan | | 8.7% | 2.9% | 88.5% | | 100.0% |
| Total | | 4.3% | 11.3% | 11.1% | 70.4% | 2.9% | 100.0% |

| Public official having a separate private job, aiming at higher personal income | | | | | | | |
|---|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
| Region | Prishtina | 7.8% | 27.8% | 6.3% | 53.3% | 4.7% | 100.0% |
| | Mitrovica | 2.9% | 9.4% | 10.1% | 77.7% | | 100.0% |
| | Prizren | 7.3% | 33.1% | 27.5% | 25.3% | 6.7% | 100.0% |
| | Peja | 46.9% | 27.1% | 4.2% | 17.7% | 4.2% | 100.0% |
| | Ferizaj | | 0.9% | 1.8% | 97.3% | | 100.0% |
| | Gjakova | 9.4% | 33.3% | 21.4% | 35.0% | 0.9% | 100.0% |
| | Gjilan | | 9.7% | 9.7% | 80.6% | | 100.0% |
| Total | | 9.3% | 21.9% | 12.0% | 53.9% | 2.9% | 100.0% |

| Public official employed through family or friends 'connections' | | | | | | | |
|--|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
| Region | Prishtina | 1.6% | 5.1% | 5.5% | 85.5% | 2.4% | 100.0% |
| | Mitrovica | 2.9% | 5.1% | 15.2% | 76.8% | | 100.0% |
| | Prizren | 10.7% | 28.1% | 23.0% | 31.5% | 6.7% | 100.0% |
| | Peja | 1.0% | 15.5% | 24.7% | 45.4% | 13.4% | 100.0% |
| | Ferizaj | | | | 100.0% | | 100.0% |
| | Gjakova | 4.3% | 17.9% | 12.8% | 64.1% | 0.9% | 100.0% |
| | Gjilan | | 6.7% | 7.7% | 85.6% | | 100.0% |

| | | | | | | |
|-------|------|-------|-------|-------|------|--------|
| Total | 3.3% | 11.3% | 12.3% | 69.9% | 3.2% | 100.0% |
|-------|------|-------|-------|-------|------|--------|

| Traffic police officer seeking bribe rather than issuing a citation to an offending driver | | | | | | | |
|--|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | | | | | | Total |
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | |
| Region | Prishtina | 1.2% | 2.0% | 5.5% | 86.3% | 5.1% | 100.0% |
| | Mitrovica | | 7.2% | 11.5% | 79.1% | 2.2% | 100.0% |
| | Prizren | 2.8% | 28.7% | 21.9% | 44.4% | 2.2% | 100.0% |
| | Peja | | | 4.1% | 80.4% | 15.5% | 100.0% |
| | Ferizaj | | | | 96.4% | 3.6% | 100.0% |
| | Gjakova | 2.6% | 17.1% | 9.4% | 66.7% | 4.3% | 100.0% |
| | Gjilan | | 4.8% | 6.7% | 88.5% | | 100.0% |
| Total | | 1.1% | 9.1% | 9.1% | 76.3% | 4.4% | 100.0% |

| Bribes offered to traffic police in exchange to not issuing a citation | | | | | | | |
|--|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | | | | | | Total |
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | |
| Region | Prishtina | 0.4% | 2.0% | 5.1% | 87.4% | 5.1% | 100.0% |
| | Mitrovica | 0.7% | 5.0% | 12.9% | 79.1% | 2.2% | 100.0% |
| | Prizren | 3.9% | 29.8% | 21.3% | 37.1% | 7.9% | 100.0% |
| | Peja | 1.0% | | 4.2% | 82.3% | 12.5% | 100.0% |
| | Ferizaj | | | | 100.0% | | 100.0% |
| | Gjakova | 3.4% | 16.2% | 10.3% | 66.7% | 3.4% | 100.0% |
| | Gjilan | | 3.8% | 7.7% | 87.5% | 1.0% | 100.0% |
| Total | | 1.4% | 8.8% | 9.3% | 75.7% | 4.7% | 100.0% |

| Teacher seeking bribes to be more attentive to certain student at school | | | | | | | |
|--|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | | | | | | Total |
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | |
| Region | Prishtina | 0.4% | 2.4% | 3.1% | 89.8% | 4.3% | 100.0% |
| | Mitrovica | | 3.6% | 15.9% | 80.4% | | 100.0% |
| | Prizren | 4.5% | 22.3% | 26.3% | 41.3% | 5.6% | 100.0% |
| | Peja | 3.1% | | 1.0% | 88.7% | 7.2% | 100.0% |
| | Ferizaj | | | 0.9% | 95.5% | 3.6% | 100.0% |
| | Gjakova | 0.8% | 16.1% | 14.4% | 66.1% | 2.5% | 100.0% |
| | Gjilan | | 3.8% | 1.9% | 94.2% | | 100.0% |
| Total | | 1.3% | 7.4% | 9.8% | 78.0% | 3.5% | 100.0% |

| Bribes offered to teachers to be more attentive to certain student at school | | | | | | | |
|--|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| | | | | | | | Total |
| | | Always present | Mainly present | Present sometimes | Not present | Don't know | |
| Region | Prishtina | 0.8% | 2.3% | 2.3% | 89.5% | 5.1% | 100.0% |
| | Mitrovica | 2.1% | 7.1% | 11.4% | 77.1% | 2.1% | 100.0% |
| | Prizren | 3.9% | 27.5% | 29.2% | 36.0% | 3.4% | 100.0% |
| | Peja | | 1.0% | 1.0% | 83.3% | 14.6% | 100.0% |
| | Ferizaj | | | 3.6% | 95.5% | 0.9% | 100.0% |
| | Gjakova | 6.8% | 13.7% | 12.0% | 66.7% | 0.9% | 100.0% |

| | | | | | | | |
|-------|--------|------|------|------|-------|------|--------|
| | Gjilan | | 4.9% | 3.9% | 90.3% | 1.0% | 100.0% |
| Total | | 2.0% | 8.7% | 9.7% | 75.7% | 3.9% | 100.0% |

Public official seeking money or gifts in exchange to fast tracking an administrative procedure

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.4% | 3.1% | 5.1% | 88.6% | 2.7% | 100.0% |
| | Mitrovica | | 7.1% | 11.4% | 79.3% | 2.1% | 100.0% |
| | Prizren | 5.1% | 34.8% | 27.0% | 30.3% | 2.8% | 100.0% |
| | Peja | 1.0% | 3.1% | 14.6% | 65.6% | 15.6% | 100.0% |
| | Ferizaj | | | 0.9% | 98.2% | 0.9% | 100.0% |
| | Gjakova | 5.9% | 12.7% | 19.5% | 60.2% | 1.7% | 100.0% |
| | Gjilan | | 5.7% | 6.7% | 86.7% | 1.0% | 100.0% |
| Total | | 1.8% | 10.4% | 12.2% | 72.3% | 3.4% | 100.0% |

Money offered to public official for fast tracking an administrative procedure

| | | Gjithmonë e pranueshme | Kryesisht e pranueshme | Ndonjëherë e pranueshme | Nuk është e pranueshme | Nuk e di | Total |
|--------|-----------|------------------------|------------------------|-------------------------|------------------------|----------|--------|
| Region | Prishtina | 0.4% | 3.1% | 5.1% | 87.0% | 4.3% | 100.0% |
| | Mitrovica | 0.7% | 10.1% | 19.4% | 69.1% | 0.7% | 100.0% |
| | Prizren | 6.7% | 39.3% | 20.8% | 29.2% | 3.9% | 100.0% |
| | Peja | | 4.2% | 17.7% | 66.7% | 11.5% | 100.0% |
| | Ferizaj | | | 5.5% | 94.5% | | 100.0% |
| | Gjakova | 3.4% | 12.8% | 19.7% | 59.8% | 4.3% | 100.0% |
| | Gjilan | | 4.8% | 9.6% | 85.6% | | 100.0% |
| Total | | 1.8% | 11.6% | 13.3% | 69.7% | 3.5% | 100.0% |

Public official accepting gifts from a private company hired by the institution where the official works

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.8% | 2.0% | 6.7% | 84.3% | 6.3% | 100.0% |
| | Mitrovica | 2.2% | 5.0% | 15.8% | 76.3% | 0.7% | 100.0% |
| | Prizren | 7.9% | 34.5% | 22.6% | 31.1% | 4.0% | 100.0% |
| | Peja | 3.1% | 13.3% | 34.7% | 34.7% | 14.3% | 100.0% |
| | Ferizaj | | 1.8% | 2.7% | 95.5% | | 100.0% |
| | Gjakova | 3.4% | 13.7% | 13.7% | 63.2% | 6.0% | 100.0% |
| | Gjilan | | 3.8% | 5.8% | 90.4% | | 100.0% |
| Total | | 2.6% | 10.8% | 13.8% | 68.3% | 4.5% | 100.0% |

Prosecutor seeking money/gift in exchange to not proceeding with certain investigation

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.4% | 2.8% | 2.8% | 87.0% | 7.1% | 100.0% |
| | Mitrovica | | 8.0% | 13.8% | 77.5% | 0.7% | 100.0% |
| | Prizren | 2.2% | 28.7% | 22.5% | 42.1% | 4.5% | 100.0% |
| | Peja | | 3.1% | 4.1% | 81.4% | 11.3% | 100.0% |
| | Ferizaj | | | 0.9% | 97.3% | 1.8% | 100.0% |
| | Gjakova | 0.9% | 13.7% | 16.2% | 66.7% | 2.6% | 100.0% |

| | | | | | | | |
|-------|--------|------|------|------|-------|------|--------|
| | Gjilan | | 4.8% | 4.8% | 89.4% | 1.0% | 100.0% |
| Total | | 0.6% | 9.3% | 9.5% | 76.2% | 4.4% | 100.0% |

Money/gifts offered to prosecutor so as no to proceed with certain investigation

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.4% | 2.0% | 2.4% | 88.2% | 7.1% | 100.0% |
| | Mitrovica | 2.1% | 7.1% | 12.1% | 78.6% | | 100.0% |
| | Prizren | 2.3% | 30.5% | 29.9% | 33.9% | 3.4% | 100.0% |
| | Peja | 3.1% | 1.0% | 8.2% | 70.1% | 17.5% | 100.0% |
| | Ferizaj | | | 0.9% | 98.2% | 0.9% | 100.0% |
| | Gjakova | 3.4% | 17.1% | 12.0% | 64.1% | 3.4% | 100.0% |
| | Gjilan | | 4.8% | 4.8% | 90.4% | | 100.0% |
| Total | | 1.5% | 9.5% | 10.4% | 74.0% | 4.6% | 100.0% |

Judge seeking money/gift in exchange to not proceeding certain case

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.4% | 2.0% | 3.5% | 87.8% | 6.3% | 100.0% |
| | Mitrovica | | 6.5% | 15.1% | 77.7% | 0.7% | 100.0% |
| | Prizren | 1.7% | 27.5% | 28.7% | 36.5% | 5.6% | 100.0% |
| | Peja | | 1.0% | 8.2% | 71.1% | 19.6% | 100.0% |
| | Ferizaj | | 1.8% | 0.9% | 97.3% | | 100.0% |
| | Gjakova | 4.3% | 12.0% | 17.1% | 64.1% | 2.6% | 100.0% |
| | Gjilan | | 4.8% | 5.8% | 89.4% | | 100.0% |
| Total | | 0.9% | 8.5% | 11.6% | 74.1% | 4.9% | 100.0% |

Money/gifts offered to judge so as no to proceed with certain case

| | | Always present | Mainly present | Present sometimes | Not present | Don't know | Total |
|--------|-----------|----------------|----------------|-------------------|-------------|------------|--------|
| Region | Prishtina | 0.4% | 2.4% | 5.5% | 82.7% | 9.0% | 100.0% |
| | Mitrovica | 0.7% | 4.3% | 13.7% | 81.3% | | 100.0% |
| | Prizren | 3.9% | 32.6% | 23.6% | 36.0% | 3.9% | 100.0% |
| | Peja | | | 8.2% | 78.4% | 13.4% | 100.0% |
| | Ferizaj | | | | 99.1% | 0.9% | 100.0% |
| | Gjakova | 5.9% | 13.6% | 11.9% | 60.2% | 8.5% | 100.0% |
| | Gjilan | | 5.8% | 3.8% | 90.4% | | 100.0% |
| Total | | 1.6% | 9.2% | 10.1% | 73.7% | 5.4% | 100.0% |

Citizens' experiences in offering bribes in exchange to provision of public services, broken down by region

| Bribes offered to doctors/nurses in order to get medical treatment | | | | | | | | |
|--|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 4.3% | 18.8% | 38.0% | 6.7% | 24.7% | 7.5% | 100.0% |
| | Mitrovica | 10.1% | 34.5% | 40.3% | 8.6% | 6.5% | | 100.0% |
| | Prizren | 30.9% | 37.1% | 16.3% | 10.7% | 2.8% | 2.2% | 100.0% |
| | Peja | 3.1% | 44.8% | 26.0% | 8.3% | 12.5% | 5.2% | 100.0% |
| | Ferizaj | 6.2% | 59.8% | 24.1% | 4.5% | 5.4% | | 100.0% |
| | Gjakova | 12.8% | 38.5% | 40.2% | 5.1% | | 3.4% | 100.0% |
| | Gjilan | 1.0% | 8.6% | 82.9% | 6.7% | 1.0% | | 100.0% |
| Total | | 10.6% | 32.5% | 36.7% | 7.4% | 9.6% | 3.2% | 100.0% |

| Bribes offered to teachers | | | | | | | | |
|----------------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 1.6% | 12.9% | 36.9% | 7.8% | 27.5% | 13.3% | 100.0% |
| | Mitrovica | 8.0% | 21.7% | 47.1% | 15.9% | 7.2% | | 100.0% |
| | Prizren | 11.2% | 24.2% | 33.7% | 17.4% | 6.7% | 6.7% | 100.0% |
| | Peja | | 4.2% | 6.2% | 9.4% | 51.0% | 29.2% | 100.0% |
| | Ferizaj | | 20.0% | 38.2% | 30.9% | 10.9% | | 100.0% |
| | Gjakova | 9.4% | 27.4% | 44.4% | 12.0% | 4.3% | 2.6% | 100.0% |
| | Gjilan | | | 13.5% | 70.2% | 16.3% | | 100.0% |
| Total | | 4.6% | 16.4% | 33.4% | 20.3% | 17.5% | 7.7% | 100.0% |

| Bribes offered to public officials | | | | | | | | |
|------------------------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 2.7% | 12.9% | 29.8% | 6.3% | 3.9% | 44.3% | 100.0% |
| | Mitrovica | 7.9% | 29.3% | 48.6% | 7.1% | 5.0% | 2.1% | 100.0% |
| | Prizren | 13.6% | 26.6% | 36.2% | 14.7% | 2.8% | 6.2% | 100.0% |
| | Peja | 1.0% | 11.3% | 19.6% | 16.5% | 15.5% | 36.1% | 100.0% |
| | Ferizaj | 5.4% | 50.5% | 29.7% | 8.1% | 6.3% | | 100.0% |
| | Gjakova | 3.4% | 31.9% | 56.0% | 4.3% | | 4.3% | 100.0% |
| | Gjilan | | 55.8% | 30.8% | 11.5% | 1.9% | | 100.0% |
| Total | | 5.3% | 28.3% | 35.7% | 9.4% | 4.6% | 16.7% | 100.0% |

| Bribes offered to police | | | | | | | | |
|--------------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 1.6% | 15.7% | 31.0% | 7.1% | 25.5% | 19.2% | 100.0% |
| | Mitrovica | 10.7% | 23.6% | 48.6% | 9.3% | 7.9% | | 100.0% |
| | Prizren | 8.4% | 25.7% | 27.9% | 12.8% | 19.6% | 5.6% | 100.0% |

| | | | | | | | | |
|-------|---------|------|-------|-------|-------|-------|-------|--------|
| | Peja | | 4.1% | 3.1% | 11.3% | 41.2% | 40.2% | 100.0% |
| | Ferizaj | 1.8% | 27.0% | 32.4% | 32.4% | 6.3% | | 100.0% |
| | Gjakova | 6.8% | 37.3% | 42.4% | 5.9% | 2.5% | 5.1% | 100.0% |
| | Gjilan | | 8.7% | 81.6% | 7.8% | 1.0% | 1.0% | 100.0% |
| Total | | 4.4% | 20.5% | 36.9% | 11.6% | 16.2% | 10.5% | 100.0% |

Bribes offered in exchange to issuance of driver's licence (e.g. passing the driving test)

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 2.8% | 24.8% | 38.2% | 5.9% | 10.6% | 17.7% | 100.0% |
| | Mitrovica | 12.2% | 28.8% | 41.0% | 12.9% | 5.0% | | 100.0% |
| | Prizren | 59.0% | 26.4% | 10.1% | 1.1% | 1.1% | 2.2% | 100.0% |
| | Peja | 2.1% | 4.1% | 18.6% | 27.8% | 14.4% | 33.0% | 100.0% |
| | Ferizaj | 27.0% | 49.5% | 12.6% | 1.8% | 6.3% | 2.7% | 100.0% |
| | Gjakova | 12.8% | 41.0% | 36.8% | 2.6% | 2.6% | 4.3% | 100.0% |
| | Gjilan | 1.0% | 5.7% | 83.8% | 7.6% | 1.9% | | 100.0% |
| Total | | 17.7% | 26.3% | 33.5% | 7.5% | 6.2% | 8.9% | 100.0% |

Bribes offered to municipality officials

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 2.4% | 12.9% | 42.0% | 5.5% | 28.6% | 8.6% | 100.0% |
| | Mitrovica | 5.8% | 26.1% | 44.2% | 15.9% | 7.2% | 0.7% | 100.0% |
| | Prizren | 10.7% | 34.3% | 32.6% | 10.1% | 7.3% | 5.1% | 100.0% |
| | Peja | 2.0% | 2.0% | 14.3% | 10.2% | 27.6% | 43.9% | 100.0% |
| | Ferizaj | 7.2% | 44.1% | 36.9% | 5.4% | 6.3% | | 100.0% |
| | Gjakova | 3.4% | 41.4% | 41.4% | 6.9% | 3.4% | 3.4% | 100.0% |
| | Gjilan | | 5.8% | 84.6% | 7.7% | 1.9% | | 100.0% |
| Total | | 4.7% | 23.5% | 41.7% | 8.6% | 13.6% | 7.9% | 100.0% |

Bribes offered to judges

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 4.3% | 14.1% | 29.3% | 4.3% | 7.4% | 40.6% | 100.0% |
| | Mitrovica | 9.4% | 30.9% | 38.1% | 15.1% | 5.8% | 0.7% | 100.0% |
| | Prizren | 11.7% | 22.9% | 27.4% | 22.9% | 6.7% | 8.4% | 100.0% |
| | Peja | 3.1% | 35.1% | 25.8% | 3.1% | 18.6% | 14.4% | 100.0% |
| | Ferizaj | 7.1% | 70.5% | 14.3% | 1.8% | 3.6% | 2.7% | 100.0% |
| | Gjakova | 6.9% | 31.0% | 47.4% | 7.8% | 0.9% | 6.0% | 100.0% |
| | Gjilan | 1.0% | 50.5% | 36.9% | 7.8% | 1.9% | 1.9% | 100.0% |
| Total | | 6.5% | 32.0% | 31.0% | 9.5% | 6.4% | 14.6% | 100.0% |

Bribes offered to Prosecutors

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 4.7% | 10.6% | 29.1% | 5.5% | 7.9% | 42.1% | 100.0% |
| | Mitrovica | 5.8% | 31.7% | 46.8% | 10.1% | 5.8% | | 100.0% |

| | | | | | | | | |
|-------|---------|------|-------|-------|-------|-------|-------|--------|
| | Prizren | 9.5% | 20.1% | 28.5% | 23.5% | 8.9% | 9.5% | 100.0% |
| | Peja | 3.1% | 27.8% | 22.7% | 5.2% | 12.4% | 28.9% | 100.0% |
| | Ferizaj | 6.4% | 65.5% | 20.9% | | 6.4% | 0.9% | 100.0% |
| | Gjakova | 3.4% | 33.3% | 48.7% | 7.7% | | 6.8% | 100.0% |
| | Gjilan | | 51.9% | 35.6% | 8.7% | 2.9% | 1.0% | 100.0% |
| Total | | 5.1% | 29.9% | 32.9% | 9.3% | 6.6% | 16.2% | 100.0% |

| Bribes offered to tax administration officers | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 2.4% | 15.4% | 29.9% | 7.1% | 10.2% | 35.0% | 100.0% |
| | Mitrovica | 8.0% | 21.0% | 52.9% | 11.6% | 5.8% | 0.7% | 100.0% |
| | Prizren | 9.0% | 31.6% | 37.9% | 9.0% | 9.0% | 3.4% | 100.0% |
| | Peja | 1.0% | 4.1% | 14.4% | 11.3% | 26.8% | 42.3% | 100.0% |
| | Ferizaj | 5.4% | 33.0% | 44.6% | 10.7% | 6.2% | | 100.0% |
| | Gjakova | 6.8% | 29.1% | 49.6% | 7.7% | | 6.8% | 100.0% |
| | Gjilan | 1.0% | 11.5% | 76.9% | 7.7% | 1.9% | 1.0% | 100.0% |
| Total | | 4.9% | 21.1% | 41.8% | 9.0% | 8.5% | 14.6% | 100.0% |

| Bribes offered to customs officers | | | | | | | | |
|------------------------------------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 2.8% | 15.0% | 34.4% | 4.3% | 5.9% | 37.5% | 100.0% |
| | Mitrovica | 10.0% | 29.3% | 40.0% | 15.0% | 5.7% | | 100.0% |
| | Prizren | 22.6% | 39.0% | 23.2% | 5.6% | 2.3% | 7.3% | 100.0% |
| | Peja | 1.0% | 5.2% | 18.6% | 3.1% | 16.5% | 55.7% | 100.0% |
| | Ferizaj | 6.3% | 55.9% | 20.7% | 11.7% | 5.4% | | 100.0% |
| | Gjakova | 6.8% | 33.3% | 44.4% | 9.4% | 2.6% | 3.4% | 100.0% |
| | Gjilan | 0.9% | 23.6% | 58.5% | 12.3% | 2.8% | 1.9% | 100.0% |
| Total | | 7.8% | 27.9% | 33.9% | 8.2% | 5.5% | 16.8% | 100.0% |

| Bribes offered in exchange to issuance of construction permits | | | | | | | | |
|--|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 1.6% | 20.1% | 34.6% | 5.1% | 14.6% | 24.0% | 100.0% |
| | Mitrovica | 7.9% | 27.9% | 46.4% | 13.6% | 4.3% | | 100.0% |
| | Prizren | 12.8% | 34.1% | 40.2% | 5.0% | 3.4% | 4.5% | 100.0% |
| | Peja | 2.1% | 7.2% | 17.5% | 13.4% | 16.5% | 43.3% | 100.0% |
| | Ferizaj | 3.6% | 52.3% | 26.1% | 12.6% | 5.4% | | 100.0% |
| | Gjakova | 6.0% | 39.3% | 40.2% | 4.3% | | 10.3% | 100.0% |
| | Gjilan | 1.0% | 7.7% | 84.6% | 4.8% | 1.9% | | 100.0% |
| Total | | 5.2% | 26.9% | 40.5% | 7.8% | 7.3% | 12.3% | 100.0% |

Citizens' awareness on the following conduct amongst public officials, broken down by region

| Officials make it possible for friends/family to get employed | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 43.5% | 22.7% | 22.4% | 4.7% | | 6.7% | 100.0% |
| | Mitrovica | 47.1% | 28.6% | 19.3% | 2.9% | 2.1% | | 100.0% |
| | Prizren | 31.3% | 39.7% | 24.0% | 4.5% | | 0.6% | 100.0% |
| | Peja | 13.3% | 53.1% | 25.5% | 3.1% | | 5.1% | 100.0% |
| | Ferizaj | 33.6% | 52.7% | 11.8% | 0.9% | | 0.9% | 100.0% |
| | Gjakova | 25.0% | 47.4% | 24.1% | 0.9% | | 2.6% | 100.0% |
| | Gjilan | 2.9% | 87.5% | 9.6% | | | | 100.0% |
| Total | | 31.4% | 42.4% | 20.3% | 2.9% | 0.3% | 2.7% | 100.0% |

| Officials make it possible to outsource services to enterprises close to them | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 33.7% | 31.0% | 23.5% | 4.7% | | 7.1% | 100.0% |
| | Mitrovica | 38.8% | 30.9% | 22.3% | 5.8% | 2.2% | | 100.0% |
| | Prizren | 26.0% | 36.2% | 35.6% | 2.3% | | | 100.0% |
| | Peja | 6.2% | 39.2% | 25.8% | 11.3% | | 17.5% | 100.0% |
| | Ferizaj | 17.1% | 62.2% | 16.2% | 0.9% | 0.9% | 2.7% | 100.0% |
| | Gjakova | 10.3% | 65.5% | 19.8% | 3.4% | | 0.9% | 100.0% |
| | Gjilan | 3.8% | 82.9% | 10.5% | 2.9% | | | 100.0% |
| Total | | 22.7% | 45.6% | 23.1% | 4.3% | 0.4% | 3.9% | 100.0% |

| Officials accept valuable gifts in exchange to provision of public services | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 24.8% | 29.5% | 31.9% | 4.7% | | 9.1% | 100.0% |
| | Mitrovica | 36.0% | 30.2% | 26.6% | 5.0% | 2.2% | | 100.0% |
| | Prizren | 29.8% | 35.4% | 32.0% | 1.7% | | 1.1% | 100.0% |
| | Peja | 4.1% | 38.1% | 30.9% | 8.2% | | 18.6% | 100.0% |
| | Ferizaj | 11.7% | 55.9% | 26.1% | 3.6% | 2.7% | | 100.0% |
| | Gjakova | 16.2% | 54.7% | 25.6% | 0.9% | | 2.6% | 100.0% |
| | Gjilan | 3.8% | 76.0% | 13.5% | 6.7% | | | 100.0% |
| Total | | 20.6% | 42.2% | 27.8% | 4.2% | 0.6% | 4.6% | 100.0% |

| Officials accept bribes in exchange to public procurement agreements | | | | | | | | |
|--|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 28.7% | 33.9% | 23.6% | 4.3% | | 9.4% | 100.0% |
| | Mitrovica | 40.3% | 27.3% | 20.9% | 9.4% | 2.2% | | 100.0% |
| | Prizren | 18.0% | 34.8% | 34.3% | 7.3% | 0.6% | 5.1% | 100.0% |
| | Peja | 5.2% | 32.3% | 30.2% | 9.4% | 3.1% | 19.8% | 100.0% |
| | Ferizaj | 14.4% | 61.3% | 19.8% | 0.9% | 2.7% | 0.9% | 100.0% |

| | | | | | | | | |
|-------|---------|-------|-------|-------|------|------|------|--------|
| | Gjakova | 13.8% | 53.4% | 26.7% | 4.3% | | 1.7% | 100.0% |
| | Gjilan | 5.8% | 78.8% | 12.5% | 2.9% | | | 100.0% |
| Total | | 20.4% | 43.0% | 24.5% | 5.5% | 1.0% | 5.5% | 100.0% |

Citizens' awareness on the following conduct amongst politicians, broken down by region

| Politicians make it possible for works contracts to be awarded to close enterprises | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 32.3% | 25.6% | 23.6% | 6.3% | 0.4% | 11.8% | 100.0% |
| | Mitrovica | 57.2% | 31.2% | 9.4% | 2.2% | | | 100.0% |
| | Prizren | 19.7% | 41.0% | 34.8% | 2.8% | | 1.7% | 100.0% |
| | Peja | 5.2% | 52.1% | 22.9% | 1.0% | 1.0% | 17.7% | 100.0% |
| | Ferizaj | 27.9% | 69.4% | 2.7% | | | | 100.0% |
| | Gjakova | 20.5% | 51.3% | 26.5% | | | 1.7% | 100.0% |
| | Gjilan | 3.8% | 88.5% | 7.7% | | | | 100.0% |
| Total | | 26.1% | 46.1% | 19.9% | 2.5% | 0.2% | 5.2% | 100.0% |

| Politicians use public assets for personal or family purposes | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 25.5% | 27.8% | 27.5% | 7.5% | 0.4% | 11.4% | 100.0% |
| | Mitrovica | 56.8% | 28.8% | 9.4% | 2.2% | 2.9% | | 100.0% |
| | Prizren | 21.9% | 32.0% | 42.7% | 2.8% | | 0.6% | 100.0% |
| | Peja | 21.6% | 49.5% | 12.4% | 3.1% | 1.0% | 12.4% | 100.0% |
| | Ferizaj | 36.0% | 55.9% | 5.4% | 1.8% | 0.9% | | 100.0% |
| | Gjakova | 19.7% | 51.3% | 26.5% | | | 2.6% | 100.0% |
| | Gjilan | 7.7% | 84.6% | 7.7% | | | | 100.0% |
| Total | | 27.5% | 42.6% | 21.6% | 3.2% | 0.7% | 4.5% | 100.0% |

| Politicians accept bribes through public procurement contracts | | | | | | | | |
|--|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 29.9% | 28.7% | 22.0% | 3.1% | 0.4% | 15.7% | 100.0% |
| | Mitrovica | 51.4% | 31.4% | 13.6% | 0.7% | 2.1% | 0.7% | 100.0% |
| | Prizren | 11.9% | 37.9% | 39.0% | 5.1% | | 6.2% | 100.0% |
| | Peja | 3.1% | 40.6% | 27.1% | 3.1% | 1.0% | 25.0% | 100.0% |
| | Ferizaj | 19.1% | 65.5% | 14.5% | | 0.9% | | 100.0% |
| | Gjakova | 13.7% | 58.1% | 26.5% | | | 1.7% | 100.0% |
| | Gjilan | 4.8% | 80.0% | 14.3% | 1.0% | | | 100.0% |
| Total | | 21.4% | 44.7% | 23.2% | 2.2% | 0.6% | 7.8% | 100.0% |

| Politicians manipulate election results | | | | | | | | |
|---|-----------|------------|-------|-----------|--------|-------|------------|--------|
| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
| Region | Prishtina | 22.3% | 31.2% | 23.4% | 9.0% | 1.2% | 12.9% | 100.0% |
| | Mitrovica | 50.0% | 30.7% | 12.9% | 3.6% | | 2.9% | 100.0% |
| | Prizren | 23.2% | 46.3% | 23.7% | 4.0% | | 2.8% | 100.0% |
| | Peja | 3.1% | 52.6% | 16.5% | 3.1% | 1.0% | 23.7% | 100.0% |

| | | | | | | | | |
|-------|---------|-------|-------|-------|------|------|------|--------|
| | Ferizaj | 55.5% | 39.1% | 4.5% | 0.9% | | | 100.0% |
| | Gjakova | 23.1% | 47.0% | 23.9% | | | 6.0% | 100.0% |
| | Gjilan | 4.8% | 67.3% | 27.9% | | | | 100.0% |
| Total | | 26.4% | 42.4% | 19.8% | 3.9% | 0.4% | 7.2% | 100.0% |

Politicians make decisions under pressure from interest groups

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 14.5% | 29.7% | 32.0% | 7.0% | 1.2% | 15.6% | 100.0% |
| | Mitrovica | 50.7% | 29.3% | 15.0% | 2.9% | 2.1% | | 100.0% |
| | Prizren | 15.7% | 45.5% | 31.5% | 3.9% | 0.6% | 2.8% | 100.0% |
| | Peja | 1.0% | 30.9% | 15.5% | 11.3% | 1.0% | 40.2% | 100.0% |
| | Ferizaj | 24.5% | 70.9% | 3.6% | | | 0.9% | 100.0% |
| | Gjakova | 7.7% | 57.3% | 29.1% | 0.9% | | 5.1% | 100.0% |
| | Gjilan | 4.8% | 75.0% | 20.2% | | | | 100.0% |
| Total | | 17.8% | 45.0% | 23.3% | 4.1% | 0.8% | 9.1% | 100.0% |

Kosovar politicians make it possible for family and friends to get easier promotions in public posts

| | | Very often | Often | Sometimes | Rarely | Never | Don't know | Total |
|--------|-----------|------------|-------|-----------|--------|-------|------------|--------|
| Region | Prishtina | 40.2% | 24.4% | 21.7% | 7.1% | 0.4% | 6.3% | 100.0% |
| | Mitrovica | 54.0% | 31.7% | 12.9% | 1.4% | | | 100.0% |
| | Prizren | 18.6% | 40.1% | 32.8% | 5.1% | | 3.4% | 100.0% |
| | Peja | 4.1% | 34.0% | 21.6% | 4.1% | | 36.1% | 100.0% |
| | Ferizaj | 30.6% | 64.0% | 2.7% | 2.7% | | | 100.0% |
| | Gjakova | 12.8% | 57.3% | 29.1% | 0.9% | | | 100.0% |
| | Gjilan | 3.9% | 87.4% | 8.7% | | | | 100.0% |
| Total | | 26.8% | 43.9% | 19.8% | 3.7% | 0.1% | 5.7% | 100.0% |

Kosovo citizens' perception on the level of corruption in Kosovo

In comparison to three years ago, are you of the opinion that the corruption level in Kosovo has increased, has remained the same or has it been reduced?

| | | Increased | Same | Reduced | Don't know/Not sure | No response/R refuses to respond | Total |
|--------|-----------|-----------|-------|---------|---------------------|----------------------------------|--------|
| Region | Prishtina | 55.7% | 24.7% | 10.6% | 9.0% | | 100.0% |
| | Mitrovica | 36.0% | 51.8% | 8.6% | 2.9% | 0.7% | 100.0% |
| | Prizren | 49.7% | 41.8% | 4.5% | 3.4% | 0.6% | 100.0% |
| | Peja | 20.8% | 32.3% | 19.8% | 26.0% | 1.0% | 100.0% |
| | Ferizaj | 44.5% | 40.0% | 4.5% | 10.9% | | 100.0% |
| | Gjakova | 25.9% | 68.1% | 4.3% | 0.9% | 0.9% | 100.0% |
| | Gjilan | 80.8% | 17.3% | | 1.9% | | 100.0% |
| Total | | 46.4% | 38.2% | 7.6% | 7.3% | 0.4% | 100.0% |

Do you think that the national public authorities have implemented effective policies and measures in combating corruption?

| | | Yes, some measures have been implemented and some results achieved | Yes, some measures have been implemented, but insufficient results achieved | No, there have been no real efforts in implementing anti-corruption measures | Don't know/Not sure | No response /Refuses to respond | Total |
|--------|-----------|--|---|--|---------------------|---------------------------------|--------|
| Region | Prishtina | 4.3% | 35.3% | 46.3% | 14.1% | | 100.0% |
| | Mitrovica | 5.0% | 46.0% | 41.0% | 6.5% | 1.4% | 100.0% |
| | Prizren | 5.0% | 22.3% | 36.3% | 35.2% | 1.1% | 100.0% |
| | Peja | 36.5% | 31.2% | 15.6% | 16.7% | | 100.0% |
| | Ferizaj | 3.6% | 9.1% | 69.1% | 18.2% | | 100.0% |
| | Gjakova | 5.1% | 33.9% | 52.5% | 5.9% | 2.5% | 100.0% |
| | Gjilan | | 56.3% | 39.8% | 3.9% | | 100.0% |
| Total | | 7.2% | 33.2% | 43.4% | 15.5% | 0.7% | 100.0% |

Citizens' experience with public services

| Police | | | | |
|--------|-----------|-------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 81.2% | 18.8% | 100.0% |
| | Mitrovica | 76.3% | 23.7% | 100.0% |
| | Prizren | 55.6% | 44.4% | 100.0% |
| | Peja | 72.2% | 27.8% | 100.0% |
| | Ferizaj | 80.2% | 19.8% | 100.0% |
| | Gjakova | 68.4% | 31.6% | 100.0% |
| | Gjilan | 80.8% | 19.2% | 100.0% |
| Total | | 73.4% | 26.6% | 100.0% |

| What is your opinion about the provided services? - Police | | | | | | |
|--|-----------|-----------|-------|-------|----------|--------|
| | | | | | | Total |
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 36.7% | 42.9% | 12.2% | 8.2% | 100.0% |
| | Mitrovica | 30.3% | 57.6% | 12.1% | | 100.0% |
| | Prizren | 41.8% | 53.2% | 3.8% | 1.3% | 100.0% |
| | Peja | 55.6% | 44.4% | | | 100.0% |
| | Ferizaj | 42.9% | 42.9% | 14.3% | | 100.0% |
| | Gjakova | 11.1% | 88.9% | | | 100.0% |
| | Gjilan | 5.0% | 85.0% | 10.0% | | 100.0% |
| Total | | 34.0% | 57.4% | 6.8% | 1.9% | 100.0% |

| Judges | | | | |
|--------|-----------|-------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 94.1% | 5.9% | 100.0% |
| | Mitrovica | 94.2% | 5.8% | 100.0% |
| | Prizren | 91.6% | 8.4% | 100.0% |
| | Peja | 88.7% | 11.3% | 100.0% |
| | Ferizaj | 93.6% | 6.4% | 100.0% |
| | Gjakova | 94.0% | 6.0% | 100.0% |
| | Gjilan | 97.1% | 2.9% | 100.0% |
| Total | | 93.4% | 6.6% | 100.0% |

| What is your opinion on the provided services? - Judges | | | | | | |
|---|-----------|-----------|-------|-------|----------|--------|
| | | | | | | Total |
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 13.3% | 26.7% | 26.7% | 33.3% | 100.0% |
| | Mitrovica | 12.5% | 50.0% | 37.5% | | 100.0% |
| | Prizren | 26.7% | 53.3% | 20.0% | | 100.0% |
| | Peja | | 72.7% | 27.3% | | 100.0% |
| | Ferizaj | 42.9% | 28.6% | 14.3% | 14.3% | 100.0% |
| | Gjakova | 16.7% | 83.3% | | | 100.0% |
| | Gjilan | | 33.3% | 66.7% | | 100.0% |
| Total | | 16.9% | 49.2% | 24.6% | 9.2% | 100.0% |
| Prosecutors | | | | | | |

| | | | | Total |
|--------|-----------|--------|------|--------|
| | | No | Yes | |
| Region | Prishtina | 96.5% | 3.5% | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 97.8% | 2.2% | 100.0% |
| | Peja | 97.9% | 2.1% | 100.0% |
| | Ferizaj | 100.0% | | 100.0% |
| | Gjakova | 99.1% | 0.9% | 100.0% |
| | Gjilan | 99.0% | 1.0% | 100.0% |
| Total | | 98.3% | 1.7% | 100.0% |

What is your opinion on the provided services? -Prosecutors

| | | | | | | Total |
|--------|-----------|-----------|--------|-------|----------|--------|
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 22.2% | 22.2% | 11.1% | 44.4% | 100.0% |
| | Mitrovica | | | | | . |
| | Prizren | 50.0% | 50.0% | | | 100.0% |
| | Peja | | 100.0% | | | 100.0% |
| | Gjakova | | 100.0% | | | 100.0% |
| | Gjilan | | | | | . |
| Total | | 26.7% | 40.0% | 6.7% | 26.7% | 100.0% |

Municipal Officials

| | | | | Total |
|--------|-----------|-------|-------|--------|
| | | No | Yes | |
| Region | Prishtina | 53.5% | 46.5% | 100.0% |
| | Mitrovica | 76.3% | 23.7% | 100.0% |
| | Prizren | 59.0% | 41.0% | 100.0% |
| | Peja | 31.2% | 68.8% | 100.0% |
| | Ferizaj | 82.9% | 17.1% | 100.0% |
| | Gjakova | 90.6% | 9.4% | 100.0% |
| | Gjilan | 81.7% | 18.3% | 100.0% |
| Total | | 66.1% | 33.9% | 100.0% |

What is your opinion on the provided services? - Municipal Officials

| | | | | | | Total |
|--------|-----------|-----------|-------|-------|----------|--------|
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 18.6% | 59.3% | 18.6% | 3.4% | 100.0% |
| | Mitrovica | 12.5% | 75.0% | 12.5% | | 100.0% |
| | Prizren | 9.6% | 69.9% | 15.1% | 5.5% | 100.0% |
| | Peja | 4.5% | 93.9% | 1.5% | | 100.0% |
| | Ferizaj | 57.9% | 36.8% | 5.3% | | 100.0% |
| | Gjakova | 27.3% | 63.6% | 9.1% | | 100.0% |
| | Gjilan | 10.5% | 57.9% | 31.6% | | 100.0% |
| Total | | 15.4% | 68.6% | 13.6% | 2.4% | 100.0% |

| Elected Municipal Representative (Mayor) | | | | |
|--|-----------|--------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 94.5% | 5.5% | 100.0% |
| | Mitrovica | 93.5% | 6.5% | 100.0% |
| | Prizren | 88.2% | 11.8% | 100.0% |
| | Peja | 93.8% | 6.2% | 100.0% |
| | Ferizaj | 91.0% | 9.0% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 95.2% | 4.8% | 100.0% |
| Total | | 93.5% | 6.5% | 100.0% |

| What is your opinion on the provided services? - Elected Municipal Representative (Mayor) | | | | | | |
|---|-----------|-----------|-------|-------|----------|--------|
| | | | | | | Total |
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 14.3% | 28.6% | 57.1% | | 100.0% |
| | Mitrovica | | 87.5% | 12.5% | | 100.0% |
| | Prizren | 20.0% | 40.0% | 20.0% | 20.0% | 100.0% |
| | Peja | 14.3% | 85.7% | | | 100.0% |
| | Ferizaj | 66.7% | 22.2% | | 11.1% | 100.0% |
| | Gjilan | 40.0% | 40.0% | 20.0% | | 100.0% |
| Total | | 23.8% | 46.0% | 22.2% | 7.9% | 100.0% |

| Have you had any contact with the following public officials? - Members of Assembly | | | | |
|---|-----------|--------|------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 97.2% | 2.8% | 100.0% |
| | Mitrovica | 96.4% | 3.6% | 100.0% |
| | Prizren | 95.5% | 4.5% | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 94.6% | 5.4% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 97.1% | 2.9% | 100.0% |
| Total | | 97.1% | 2.9% | 100.0% |

| What is your opinion on the provided services? -Members of Assembly | | | | | |
|---|-----------|-----------|--------|-------|--------|
| | | | | | Total |
| | | Very good | Good | Bad | |
| Region | Prishtina | 12.5% | 50.0% | 37.5% | 100.0% |
| | Mitrovica | | 100.0% | | 100.0% |
| | Prizren | 12.5% | 50.0% | 37.5% | 100.0% |
| | Peja | | | | . |
| | Ferizaj | 85.7% | 14.3% | | 100.0% |
| | Gjilan | 66.7% | 33.3% | | 100.0% |
| Total | | 32.3% | 48.4% | 19.4% | 100.0% |

| Have you had any contact with the following public officials? - Members of Government | | | | |
|---|-----------|-------|------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 95.7% | 4.3% | 100.0% |
| | Mitrovica | 97.1% | 2.9% | 100.0% |

| | | | | |
|-------|---------|--------|------|--------|
| | Prizren | 98.3% | 1.7% | 100.0% |
| | Peja | 96.9% | 3.1% | 100.0% |
| | Ferizaj | 96.4% | 3.6% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 99.0% | 1.0% | 100.0% |
| Total | | 97.4% | 2.6% | 100.0% |

| What is your opinion on the provided services? -Members of Government | | | | | | |
|---|-----------|-----------|--------|-------|----------|--------|
| | | | | | | Total |
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | | 50.0% | 40.0% | 10.0% | 100.0% |
| | Mitrovica | | 33.3% | 33.3% | 33.3% | 100.0% |
| | Prizren | | 50.0% | 50.0% | | 100.0% |
| | Peja | | 100.0% | | | 100.0% |
| | Ferizaj | 100.0% | | | | 100.0% |
| | Gjilan | | | | | . |
| Total | | 14.3% | 47.6% | 28.6% | 9.5% | 100.0% |

| Have you had any contact with the following officials?- Non-governmental Organizations | | | | |
|--|-----------|-------|------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 98.0% | 2.0% | 100.0% |
| | Mitrovica | 96.4% | 3.6% | 100.0% |
| | Prizren | 92.1% | 7.9% | 100.0% |
| | Peja | 97.9% | 2.1% | 100.0% |
| | Ferizaj | 96.4% | 3.6% | 100.0% |
| | Gjakova | 99.1% | 0.9% | 100.0% |
| | Gjilan | 97.1% | 2.9% | 100.0% |
| Total | | 96.6% | 3.4% | 100.0% |

| What is your opinion on the provided services? -Non-Governmental Organizations | | | | | | |
|--|-----------|-----------|-------|--------|----------|--------|
| | | | | | | Total |
| | | Very good | Good | Bad | Very bad | |
| Region | Prishtina | 40.0% | 40.0% | 20.0% | | 100.0% |
| | Mitrovica | 100.0% | | | | 100.0% |
| | Prizren | 7.1% | 78.6% | | 14.3% | 100.0% |
| | Peja | 50.0% | 50.0% | | | 100.0% |
| | Ferizaj | 75.0% | 25.0% | | | 100.0% |
| | Gjakova | | | 100.0% | | 100.0% |
| | Gjilan | 100.0% | | | | 100.0% |
| Total | | 44.1% | 44.1% | 5.9% | 5.9% | 100.0% |

| Are you satisfied with the treatment you received? | | | | | | | |
|--|-----------|---------------|------------------------------|------------------|------------------------------|-------------------------|--------|
| | | | | | | | Total |
| | | Po, gjithmonë | Ndonjëherë po, ndonjëherë jo | Jo, zakonisht jo | Nuk e di/ Nuk jam i/e sigurt | S'ka përgjigje/ Refuzon | |
| Region | Prishtina | 41.6% | 42.0% | 14.6% | 1.8% | | 100.0% |
| | Mitrovica | 15.3% | 48.0% | 31.6% | 1.0% | 4.1% | 100.0% |

| | | | | | | | |
|-------|---------|-------|-------|-------|------|------|--------|
| | Prizren | 52.0% | 37.1% | 10.3% | | 0.6% | 100.0% |
| | Peja | 64.7% | 27.1% | 2.4% | 3.5% | 2.4% | 100.0% |
| | Ferizaj | 44.0% | 49.5% | 6.4% | | | 100.0% |
| | Gjakova | 36.4% | 47.5% | 12.1% | | 4.0% | 100.0% |
| | Gjilan | 15.9% | 73.0% | 11.1% | | | 100.0% |
| Total | | 40.8% | 44.1% | 12.9% | 0.9% | 1.3% | 100.0% |

| In case of dissatisfaction, what are the main reasons? | | | | | | | | |
|--|-----------|------------------------------|------------------------------|--------------------|--------------------------------|---------------------------|--|--------|
| | | Did not perform sufficiently | Were not friendly towards me | Were not competent | Were not sufficiently prepared | Did not solve the problem | Have indicated that they would seek money or gifts | Total |
| Reason | Prishtina | 34.4% | 18.0% | 1.6% | 14.8% | 17.2% | 5.5% | 100.0% |
| | Mitrovica | 21.8% | 16.7% | 17.9% | 23.1% | 15.4% | | 100.0% |
| | Prizren | 33.3% | 10.7% | 8.3% | 10.7% | 22.6% | 3.6% | 100.0% |
| | Peja | 50.0% | | 4.2% | 16.7% | 12.5% | 8.3% | 100.0% |
| | Ferizaj | 62.7% | 10.2% | 1.7% | 5.1% | 8.5% | | 100.0% |
| | Gjakova | 37.3% | 8.5% | 1.7% | 8.5% | 11.9% | 6.8% | 100.0% |
| | Gjilan | 23.1% | 21.2% | 17.3% | 19.2% | 17.3% | 1.9% | 100.0% |
| Total | | 35.5% | 13.8% | 7.2% | 14.0% | 15.9% | 3.5% | 100.0% |

Experiences with bribes

Please recall all contact you might have had with public officials over the last twelve months. Has it happened that you needed to offer gifts, services or money to anyone of them?

| | | Yes | No | Not sure | Refuses to answer | Total |
|--------|-----------|-------|-------|----------|-------------------|--------|
| | | | | | | |
| Region | Prishtina | 11.0% | 85.8% | 1.6% | 1.6% | 100.0% |
| | Mitrovica | 2.9% | 75.5% | 13.7% | 7.9% | 100.0% |
| | Prizren | 3.9% | 90.5% | 3.9% | 1.7% | 100.0% |
| | Peja | 2.1% | 90.7% | | 7.2% | 100.0% |
| | Ferizaj | 2.7% | 96.4% | | 0.9% | 100.0% |
| | Gjakova | 6.0% | 84.6% | 4.3% | 5.1% | 100.0% |
| | Gjilan | 3.8% | 59.6% | 1.0% | 35.6% | 100.0% |
| Total | | 5.5% | 84.0% | 3.6% | 6.9% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? - Police

| | | No | Yes | Total |
|--------|-----------|--------|-------|--------|
| | | | | |
| Region | Prishtina | 85.7% | 14.3% | 100.0% |
| | Mitrovica | 75.0% | 25.0% | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 66.7% | 33.3% | 100.0% |
| Total | | 85.2% | 14.8% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? - Judges

| | | No | Yes | Total |
|--------|-----------|--------|-------|--------|
| | | | | |
| Region | Prishtina | 93.1% | 6.9% | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 100.0% | | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 75.0% | 25.0% | 100.0% |
| Total | | 94.6% | 5.4% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? - Cadastral officers, land registration

| | | No | Yes | Total |
|--------|-----------|--------|--------|--------|
| | | | | |
| Region | Prishtina | 93.1% | 6.9% | 100.0% |
| | Mitrovica | 80.0% | 20.0% | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | | 100.0% | 100.0% |

| | | | | |
|-------|---------|--------|-------|--------|
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 75.0% | 25.0% | 100.0% |
| Total | | 86.0% | 14.0% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? -Tax administration officers

| | | | | Total |
|--------|-----------|--------|-------|--------|
| | | No | Yes | |
| Region | Prishtina | 100.0% | | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 100.0% | | 100.0% |
| Total | | 96.4% | 3.6% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? -Customs officers

| | | | | Total |
|--------|-----------|--------|-------|--------|
| | | No | Yes | |
| Region | Prishtina | 93.1% | 6.9% | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 57.1% | 42.9% | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 100.0% | | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 100.0% | | 100.0% |
| Total | | 90.9% | 9.1% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? -Public enterprises officials

| | | | | Total |
|--------|-----------|--------|-------|--------|
| | | No | Yes | |
| Region | Prishtina | 89.7% | 10.3% | 100.0% |
| | Mitrovica | 80.0% | 20.0% | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 75.0% | 25.0% | 100.0% |
| Total | | 87.7% | 12.3% | 100.0% |

To whom did you give a gift, any kind of items or money over the last 12 months? -Municipal officials

| | | |
|--|--|-------|
| | | Total |
|--|--|-------|

| | | No | Yes | |
|--------|-----------|--------|-------|--------|
| Region | Prishtina | 89.3% | 10.7% | 100.0% |
| | Mitrovica | 50.0% | 50.0% | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 75.0% | 25.0% | 100.0% |
| Total | | 85.5% | 14.5% | 100.0% |

| To whom did you give a gift, any kind of items or money over the last 12 months? - Health institutions | | | | |
|--|-----------|--------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 62.1% | 37.9% | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 57.1% | 42.9% | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 16.7% | 83.3% | 100.0% |
| | Gjilan | 50.0% | 50.0% | 100.0% |
| Total | | 58.2% | 41.8% | 100.0% |

| To whom did you give a gift, any kind of items or money over the last 12 months? - Social welfare officials | | | | |
|---|-----------|--------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 100.0% | | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 33.3% | 66.7% | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 100.0% | | 100.0% |
| Total | | 96.4% | 3.6% | 100.0% |

| To whom did you give a gift, any kind of items or money over the last 12 months? - Driving licences issuing officials | | | | |
|---|-----------|--------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 82.1% | 17.9% | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 83.3% | 16.7% | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 100.0% | | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 100.0% | | 100.0% |
| Total | | 88.9% | 11.1% | 100.0% |

| To whom did you give a gift, any kind of items or money over the last 12 months? - Members of government cabinet | | | | |
|--|-----------|--------|-------|--------|
| | | | | Total |
| | | No | Yes | |
| Region | Prishtina | 100.0% | | 100.0% |
| | Mitrovica | 100.0% | | 100.0% |
| | Prizren | 100.0% | | 100.0% |
| | Peja | 100.0% | | 100.0% |
| | Ferizaj | 100.0% | | 100.0% |
| | Gjakova | 100.0% | | 100.0% |
| | Gjilan | 75.0% | 25.0% | 100.0% |
| Total | | 98.2% | 1.8% | 100.0% |

| What was the gender of the public official, who received the money or the additional gift, which you needed to give to them recently? | | | | | |
|---|-----------|--------|--------|--------------------------------|--------|
| | | | | | Total |
| | | Male | Female | No answer / Ref uses to answer | |
| Region | Prishtina | 75.9% | 13.8% | 10.3% | 100.0% |
| | Mitrovica | 80.0% | 20.0% | | 100.0% |
| | Prizren | 100.0% | | | 100.0% |
| | Peja | | | 100.0% | 100.0% |
| | Ferizaj | 33.3% | 66.7% | | 100.0% |
| | Gjakova | 100.0% | | | 100.0% |
| | Gjilan | 75.0% | 25.0% | | 100.0% |
| Total | | 77.2% | 14.0% | 8.8% | 100.0% |

Citizen opinions and experiences regarding reporting on corruption cases in public institutions

| To what extent you agree with the following statements regarding reporting corruption cases? Why would i report it when it is common practice to pay or give away gifts? | | | | | | | |
|--|-----------|----------------|-------|-------------|--------------------|------------|--------|
| | | Entirely agree | Agree | Don't agree | Don't agree at all | Don't know | Total |
| Region | Prishtina | 15.7% | 41.6% | 27.8% | 7.8% | 7.1% | 100.0% |
| | Mitrovica | 2.9% | 8.6% | 39.6% | 48.9% | | 100.0% |
| | Prizren | | 14.7% | 41.2% | 39.5% | 4.5% | 100.0% |
| | Peja | | 24.0% | 55.2% | 7.3% | 13.5% | 100.0% |
| | Ferizaj | 2.7% | 5.5% | 79.1% | 11.8% | 0.9% | 100.0% |
| | Gjakova | 6.8% | 10.3% | 29.1% | 51.3% | 2.6% | 100.0% |
| | Gjilan | 1.0% | 14.3% | 80.0% | 4.8% | | 100.0% |
| Total | | 5.6% | 20.0% | 45.7% | 24.3% | 4.3% | 100.0% |

| To what extent you agree with the following statements regarding reporting corruption cases? It is not worth reporting a corruption case, as nothing good is achieved that way | | | | | | | |
|--|-----------|----------------|-------|-------------|--------------------|----------------|--------|
| | | Entirely agree | Agree | Don't agree | Don't agree at all | Entirely agree | Total |
| Region | Prishtina | 18.9% | 31.5% | 27.6% | 13.4% | 8.7% | 100.0% |
| | Mitrovica | 6.4% | 6.4% | 40.7% | 46.4% | | 100.0% |
| | Prizren | 5.6% | 12.4% | 23.2% | 58.8% | | 100.0% |
| | Peja | 5.2% | 15.5% | 48.5% | 10.3% | 20.6% | 100.0% |
| | Ferizaj | 4.5% | 7.2% | 74.8% | 13.5% | | 100.0% |
| | Gjakova | 7.8% | 9.6% | 40.0% | 41.7% | 0.9% | 100.0% |
| | Gjilan | 4.8% | 14.3% | 79.0% | 1.9% | | 100.0% |
| Total | | 9.1% | 16.0% | 42.7% | 27.8% | 4.3% | 100.0% |

| To what extent you agree with the following statements regarding reporting corruption cases? Those who report corruption cases, will most probably regret having done that | | | | | | | |
|--|-----------|----------------|-------|-------------|--------------------|----------------|--------|
| | | Entirely agree | Agree | Don't agree | Don't agree at all | Entirely agree | Total |
| Region | Prishtina | 12.2% | 29.0% | 31.4% | 15.3% | 12.2% | 100.0% |
| | Mitrovica | 2.2% | 9.4% | 39.9% | 47.8% | 0.7% | 100.0% |
| | Prizren | 13.4% | 40.8% | 17.3% | 25.7% | 2.8% | 100.0% |
| | Peja | 3.1% | 15.6% | 33.3% | 14.6% | 33.3% | 100.0% |
| | Ferizaj | 5.4% | 12.6% | 74.8% | 7.2% | | 100.0% |
| | Gjakova | 9.4% | 41.9% | 23.9% | 23.9% | 0.9% | 100.0% |
| | Gjilan | 4.8% | 11.4% | 80.0% | 2.9% | 1.0% | 100.0% |
| Total | | 8.3% | 25.0% | 39.3% | 20.4% | 7.1% | 100.0% |

To what extent you agree with the following statements regarding reporting corruption cases? Sometimes, corruption is the only way to get things done

| | | | | | | | Total |
|--------|-----------|----------------|-------|-------------|--------------------|----------------|--------|
| | | Entirely agree | Agree | Don't agree | Don't agree at all | Entirely agree | |
| Region | Prishtina | 2.8% | 22.8% | 36.6% | 26.0% | 11.8% | 100.0% |
| | Mitrovica | 2.9% | 6.5% | 42.8% | 47.8% | | 100.0% |
| | Prizren | 2.2% | 13.5% | 46.6% | 34.8% | 2.8% | 100.0% |
| | Peja | 5.2% | 19.6% | 20.6% | 8.2% | 46.4% | 100.0% |
| | Ferizaj | 7.2% | 55.9% | 35.1% | 1.8% | | 100.0% |
| | Gjakova | 0.9% | 10.3% | 47.4% | 37.1% | 4.3% | 100.0% |
| | Gjilan | 5.8% | 22.1% | 72.1% | | | 100.0% |
| Total | | 3.5% | 20.7% | 42.5% | 24.7% | 8.5% | 100.0% |

To what extent you agree with the following statements regarding reporting corruption cases? None knows where we should report corruption cases

| | | | | | | | Total |
|--------|-----------|----------------|-------|-------------|--------------------|----------------|--------|
| | | Entirely agree | Agree | Don't agree | Don't agree at all | Entirely agree | |
| Region | Prishtina | 0.4% | 5.5% | 40.4% | 47.8% | 5.9% | 100.0% |
| | Mitrovica | 0.7% | 6.5% | 44.6% | 48.2% | | 100.0% |
| | Prizren | 2.2% | 12.3% | 47.5% | 33.5% | 4.5% | 100.0% |
| | Peja | 1.0% | 5.2% | 37.1% | 19.6% | 37.1% | 100.0% |
| | Ferizaj | 6.3% | 9.9% | 70.3% | 13.5% | | 100.0% |
| | Gjakova | | 8.6% | 52.6% | 35.3% | 3.4% | 100.0% |
| | Gjilan | 3.8% | 13.5% | 80.8% | 1.9% | | 100.0% |
| Total | | 1.8% | 8.5% | 50.8% | 32.6% | 6.3% | 100.0% |

Who would be your first choice in reporting a corruption case?

| | | | | | | | | | | | Total |
|--------|-----------|------------------|--------|-------------|------------------------|--------------|--------------------|--------------------------------|---------------|-------|--------|
| | | Superior officer | Police | Prosecutors | Anti-Corruption Agency | Ombudsperson | Journalists /Media | Non-Governmental Organizations | Someone else? | None | |
| Region | Prishtina | 7.5% | 46.1% | 7.5% | 15.0% | 1.6% | 3.1% | 1.2% | .8% | 14.2% | 100.0% |
| | Mitrovica | 17.3% | 54.7% | 1.4% | 10.1% | 2.2% | 2.2% | .7% | | 1.4% | 100.0% |
| | Prizren | 5.6% | 58.4% | 18.5% | 9.0% | .6% | 6.7% | | | | 100.0% |
| | Peja | 26.8% | 56.7% | | | | | | | 8.2% | 100.0% |
| | Ferizaj | .9% | 75.7% | 5.4% | 5.4% | 2.7% | 2.7% | | | 5.4% | 100.0% |
| | Gjakova | 11.2% | 70.7% | .9% | 6.9% | .9% | 2.6% | .9% | | 5.2% | 100.0% |
| | Gjilan | 6.7% | 33.7% | 2.9% | 32.7% | 2.9% | 11.5% | 3.8% | 1.0% | 1.0% | 100.0% |
| Total | | 10.0% | 55.4% | 6.4% | 11.6% | 1.5% | 4.1% | .9% | .3% | 5.9% | 100.0% |

| Who would be your second choice in reporting a corruption case? | | | | | | | | | | | |
|---|-----------|------------------|--------|-------------|------------------------|--------------|--------------------|--------------------------------|---------------|-------|--------|
| | | Superior officer | Police | Prosecutors | Anti-Corruption Agency | Ombudsperson | Journalists /Media | Non-Governmental Organizations | Someone else? | None | Total |
| | | | | | | | | | | | |
| Region | Prishtina | 9.8% | 18.9% | 20.5% | 16.9% | .4% | 4.3% | .8% | | 18.5% | 100.0% |
| | Mitrovica | 2.9% | 20.1% | 17.3% | 16.5% | 3.6% | 12.2% | | | 2.2% | 100.0% |
| | Prizren | 2.8% | 16.9% | 42.9% | 23.7% | .6% | 4.5% | 4.0% | | 1.7% | 100.0% |
| | Peja | 18.6% | 32.0% | 1.0% | 1.0% | | 9.3% | | 1.0% | 5.2% | 100.0% |
| | Ferizaj | | 6.3% | 60.4% | 9.9% | 4.5% | 5.4% | | 1.8% | 9.0% | 100.0% |
| | Gjakova | 6.1% | 13.0% | 14.8% | 18.3% | .9% | 7.8% | 4.3% | | 15.7% | 100.0% |
| | Gjilan | 1.0% | 10.6% | 6.7% | 36.5% | 1.9% | 30.8% | 10.6% | | 1.9% | 100.0% |
| Total | | 6.0% | 17.1% | 24.5% | 18.0% | 1.5% | 9.2% | 2.5% | .3% | 8.8% | 100.0% |

Who would be your third choice in reporting a corruption case?

| | | | | | | | | | | | Total |
|--------|-----------|------------------|--------|-------------|------------------------|--------------|--------------------|--------------------------------|---------------|-------|--------|
| | | Superior officer | Police | Prosecutors | Anti-Corruption Agency | Ombudsperson | Journalists /Media | Non-Governmental Organizations | Someone else? | None | |
| Region | Prishtina | 14.2% | 6.3% | 13.0% | 11.0% | 1.2% | 14.6% | 2.8% | | 21.7% | 100.0% |
| | Mitrovica | .7% | 5.0% | 15.7% | 12.1% | 5.0% | 11.4% | 7.1% | 1.4% | 4.3% | 100.0% |
| | Prizren | 4.5% | 10.2% | 15.3% | 29.9% | 4.5% | 17.5% | 9.6% | | 5.1% | 100.0% |
| | Peja | 5.2% | 1.0% | | 8.2% | | 12.4% | 4.1% | 1.0% | 14.4% | 100.0% |
| | Ferizaj | | 6.4% | 2.7% | 48.2% | 18.2% | 9.1% | 2.7% | .9% | 10.0% | 100.0% |
| | Gjakova | 3.4% | 6.8% | 13.7% | 13.7% | 2.6% | 14.5% | 2.6% | | 17.9% | 100.0% |
| | Gjilan | 1.0% | 7.7% | 1.9% | 13.5% | 3.8% | 45.2% | 24.0% | 1.0% | 1.9% | 100.0% |
| Total | | 5.5% | 6.5% | 10.3% | 18.9% | 4.5% | 17.0% | 6.9% | .5% | 11.8% | 100.0% |

Aknowledgments

The publication of this Report was made possible through support by the Embassy of United Kingdom in Kosovo. The report was prepared by FOL Movement staff and other local partners. In such a context, FOL Movement expresses its appreciation to all the people who worked so hard in ensuring the information and the writing of this report. You can find all of FOL Movement's publication at: www.levizjafol.org.

About us

FOL Movement was established with the purpose of supporting an active citizenry, to increase transparency and accountability on the part of public institutions so as to contribute to good governance and prevention of corruption. In order to achieve its goals, our organization will undertake activities, such as: debates and training, conferences, seminars and round tables, publications and research, advocacy and institutional and technical assistance, monitoring of public institutions as well as mobilization and networking. Public funds expenditure, conflict of interest, negligence and institutional accountability as well as access to official information, are the main issues in FOL's activities.



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