NORTH MACEDONIA

CITIZENS' PERCEPTIONS OF ANTI-CORRUPTION

DECEMBER 2021

CONDUCTED BY THE NATIONAL DEMOCRATIC INSTITUTE – NORTH MACEDONIA





Contents

Key findings

General Outlook

Corruption

L

Ш

VII

- IV Personal experience/Individual behavior
- V Corruption in Higher Education
- VI Corruption in Judiciary
 - Corruption in Police

RESEARCH METHODOLOGY QUANTITATIVE RESEARCH: FACE TO FACE CAPI SURVEY

RESEARCH METHODOLOGY	QUANTITATIVE: National representative Face to Face (F2F) Computer-Aided Personal Interviewing (CAPI)	QUANTITATIVE: Face to Face (F2F) Computer-Aided Personal Interviewing (CAPI), booster interviews
Population	Citizens of the Republic of North Macedonia, aged 18 years and older	Citizens of Republic of North Macedonia, aged 18+ who had experienced corruption
Sample Design	Nationally representative, multistage stratified sample of 816 respondents aged 18+. Households are distributed proportionally in urban and rural areas and by ethnicity in all eight regions of the country.	Targeted booster interviewers with respondents who had personal experience or members of his/ her household had experienced corruption over the last 12 months with officials from: - Judiciary - Police - University
Sample Size	816 respondents Estimated Margin of Error of <u>+</u> 3.43 percentage points at the 95% Level of Confidence	60 respondents per target group 180 respondents in total
Time Frame	July 24 to August 8, 2021	August 5 to 9, 2021
Research Team	Interviewer network of 44 interviewers and ten regional supervisors	Interviewer network of 44 interviewers and ten regional supervisors
Average Length of Interview	24 minutes	29 minutes



RESEARCH METHODOLOGY

- ✓ The estimated margin of sampling error for the survey is ±3.43 percentage points at the 95% confidence interval.
 - Meaning: If the same survey is conducted **100 times**, we expect that in **95** of those surveys the responses would **fall somewhere within our margin of sampling error**.
 - The margin of error will be larger among subgroups of respondents, such as among ethnic Macedonians and ethnic Albanians.
- ✓ The research provides opinions in a point in time and changes over time.
- All sample surveys and polls may be subject to multiple sources of error, including, but not limited to sampling error, coverage error, and measurement error.
- ✓ Due to the **rounding of numbers**, the sum of the percentages may not always be 100.



DEMOGRAPHICS OF RESPONDENTS

Northeast 8.3% 29.2% East Polog Skopje 9.0% 14.9% 8.5% 7.6% 10.7% Southwest Southeast Vardar 11.7% Pelagonija

Survey Distribution by Statistical Regions

Survey Distribution by Settlement

Urban population Rural population



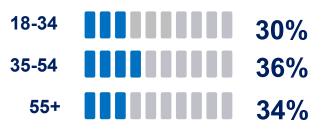
Survey Distribution by Ethnicity



Survey Distribution by Gender



Survey Distribution by Age Groups







KEY FINDINGS

• The country is stagnating. Things have worsened over the last 3 years.

Around one fifth of the citizens believe the country and their municipality are moving in the right direction, one third believe the country and their municipality is moving in the wrong direction. 4 out of 10 citizens (42%) report their personal life has worsened over the last 3 years.

Crime, corruption and economy are key issues for the citizens.

Citizens' most serious national concerns are in reducing corruption and organized crime in conjunction with improving the judicial system (43%)
 followed by economic concerns and standard of living (37%)

Broadly, all institutions and organizations suffer from low trust.

- Religious institutions are the most trusted institutions with 3 out of 10 citizens expressing trust, and 4 out of 10 distrust. The least trusted are the Courts and the Public Prosecutors Office.
- There is a high level of dissatisfaction with the fight against corruption and the effectiveness of all the authorities included. Those polled were particularly unhappy with the Courts and the Public Prosecutor.
- Almost two thirds of the citizens (63%) are dissatisfied with the fight against corruption in the country; 58% believe the Government is ineffective in this fight. Consistent with the high level of distrust in the court system (65%) and Public Prosecutors office (62%) is the citizens' perception that Courts (75%) and the Public Prosecutor (71%) are ineffective in fighting corruption. Moreover, citizens believe they are the most corrupt institutions in North Macedonia and the highest priority for reform.



• Citizens believe "Grand corruption" is a bigger problem than petty corruption. They want action against the top.

- 6 out of 10 citizens believe "Grand corruption" is a major problem in the country; 4 out of 10 believe "Petty corruption" is a mayor problem.
- Systemic corruption, not petty, is driving people's negative perception of the situation with corruption in the country
- Only 15% of the citizens report experiencing corruption first/ second hand. Corruption in Central Government, tenders and judiciary are of highest concern for the citizens.

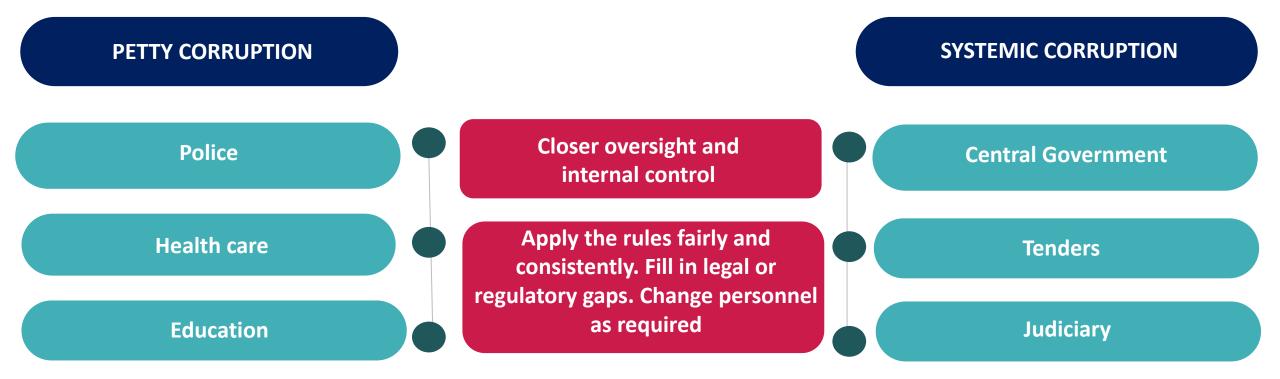
Government is perceived as the top example of "Grand corruption."

 One quarter of the citizens mentioned the Government as the most serious example of "Grand corruption", 22% the scandals with Katica Janeva, Dragi Rashkovski and the "passports" and 19% the tenders and public procurement. In addition, the Government is among the top 5 most corrupt institutions.



- Citizens perceive the root causes of corruption result from:
 - Actions not taken towards those involved in criminal activities (court sentences, confiscation, dismissal from service)
 - Lack of Rule of Law (implementation of law, fair and impartial justice)
 - Lack of internal controls and oversight
- 8 out of 10 citizens believe that the most important reasons for the spread of corruption are the lack of legal actions which would deter criminals, such as in punitive court sentences and confiscation of assets obtained wrongly. 78% think that the gaps in implementation of law are an important reason, for 76% an important reason is the lack of internal controls and oversight. According to the citizens, fair and consistent implementation of the law, rules and regulations, such as appropriate punishments, dismissals from service and asset seizures, plus more effective controls and oversight should be the highest priorities for the Government's fight against corruption and the ways by which corruption can be reduced.







The President is perceived relatively favorably

• The President is the second most trusted institution, after religious institutions (28% trust; 47% distrust). In addition, 36% believe the President has a sincere desire and will to combat corruption, 10 percentage points more than Government, 16 percentage points more than the Judiciary.

Both the Government and the Opposition suffer from similarly poor ratings

- One fifth of the citizens (21%) trust the Government, 21% believe it is effective in the fight against corruption. 23% believe the efforts of the opposition in fighting corruption are effective; for 70% the efforts of the opposition are not effective.
- Despite the broad negative perception of all institutions, citizens see slight improvement in the work of the Public Revenue Office and the State Commission for Prevention of Corruption.
- The citizens assess the efforts of the Public Revenue office (38% effective) and the State Commission for Prevention of Corruption (36% effective) as being most effective in the fight against corruption compared to other institutions. In addition, three out of 10 citizens believe these institutions have improved their performance in fighting corruption in the last 12 months

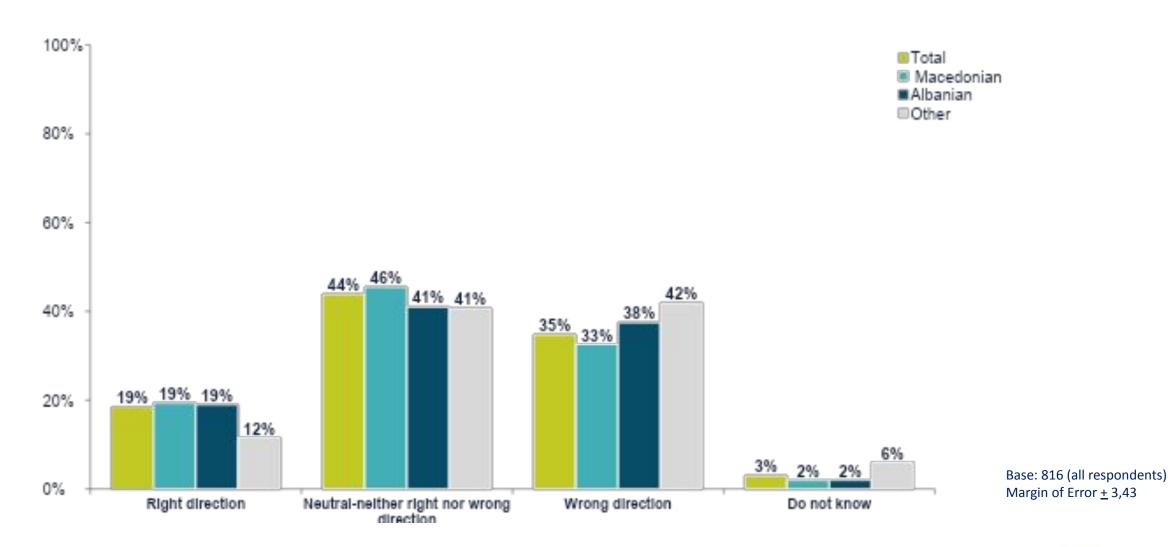


OTHER NOTEWORTHY OUTCOMES

- Perception that complaining will have no effect and fear of retaliation are the most important barriers to reporting corruption to relevant authorities. A significant share of the citizens do not know where to report corruption.
- Every other citizen believes no action will be taken of fears retribution if they report corruption. Every third citizen does not know where to report a corrupt act of an official.
- Ethnic Albanians have experienced corruption more frequently.
- 23% of ethnic Albanians, 12% of ethnic Macedonians and 14% of other ethnic minorities have experienced corruption personally or a member of their household has experienced corruption, in the past 12 months.
- Most citizens are very discouraged about corruption. Still, just over half those polled are open to some form of civic mobilization against it.
- Almost two thirds of the citizens (64%) believe corruption cannot be reduced at all, or it can be reduced but only to a certain degree. Every
 other citizen thinks that no party will be successful in fighting corruption. Still, more than half (54%) report willingness to participate or initiate a
 civic activity to help combat corruption (petition, demonstration, boycott).

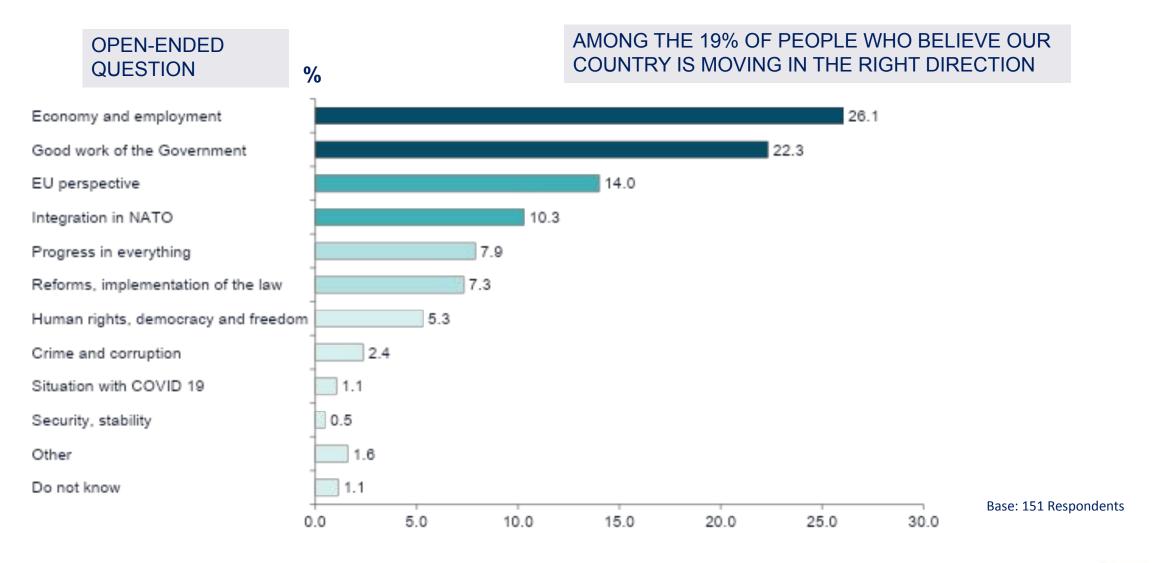


Overall, is the country moving in the right or wrong direction?





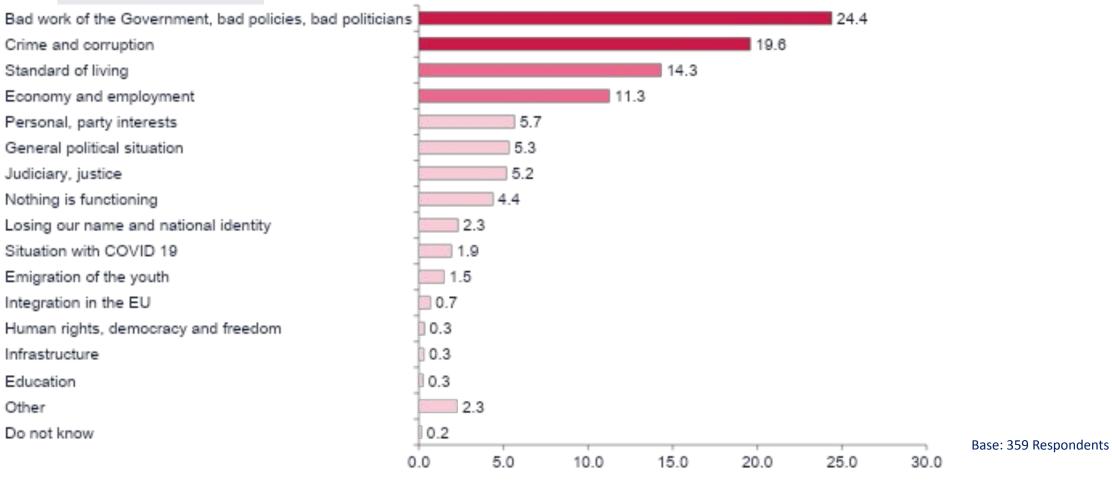
What do you think is the main reason our country is moving in the right direction?



What do you think is the main reason our country is moving in the wrong direction?

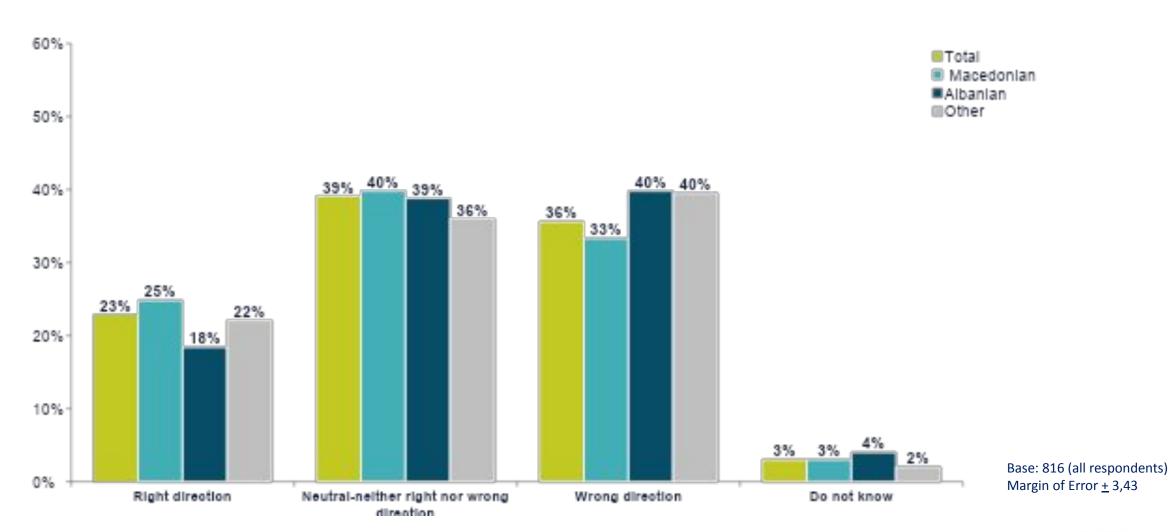
OPEN-ENDED QUESTION

AMONG THE 35% OF PEOPLE WHO BELIEVE COUNTRY IS MOVING IN THE WRONG DIRECTION



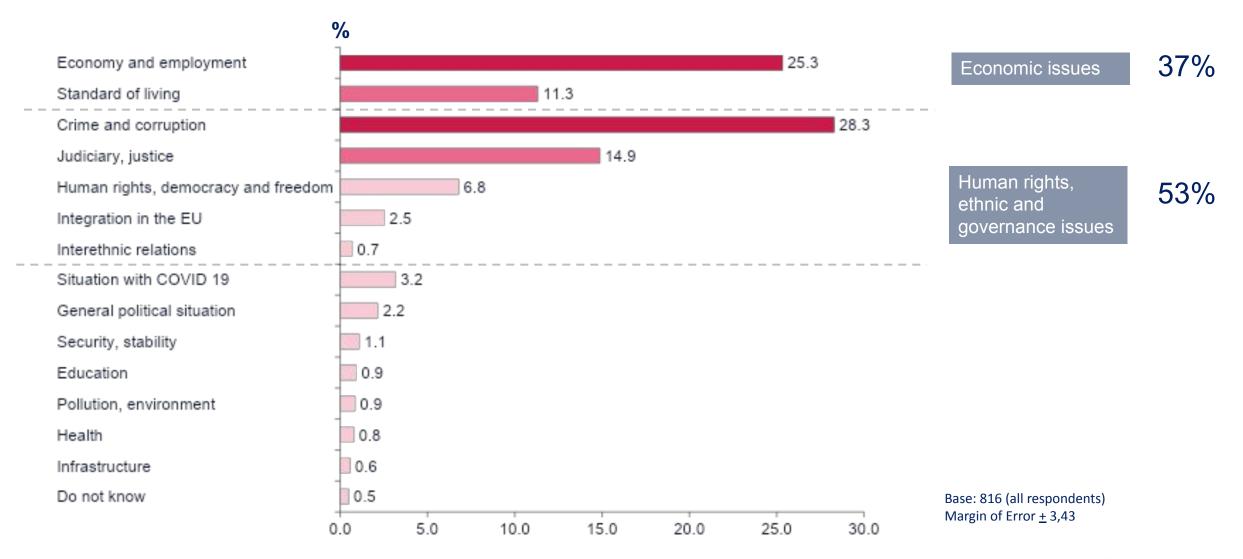


Overall, is your municipality moving in the right or wrong direction?





TOP ISSUE In your opinion, what is the FIRST most serious problem facing the country today?

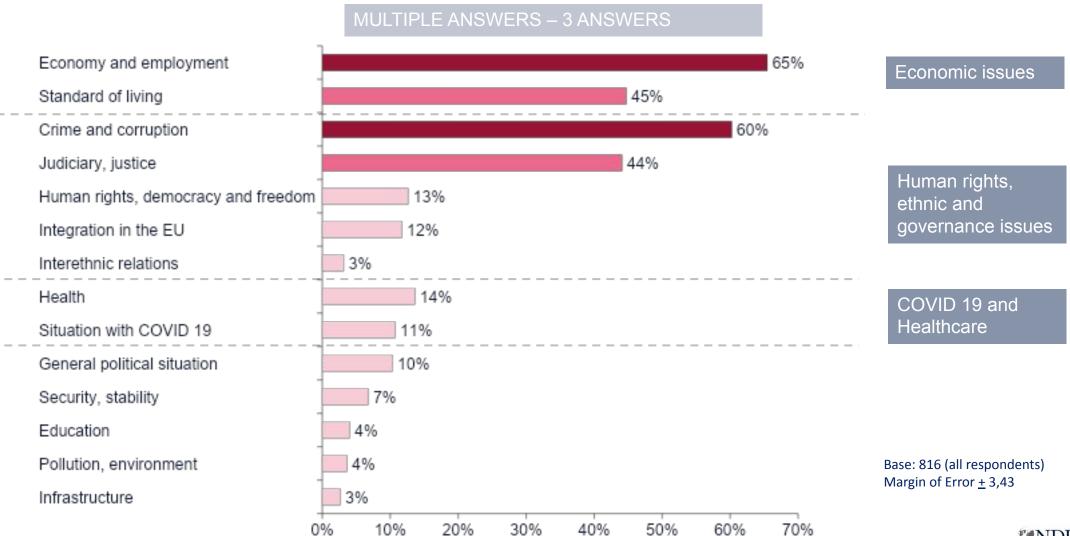




TOP ISSUES

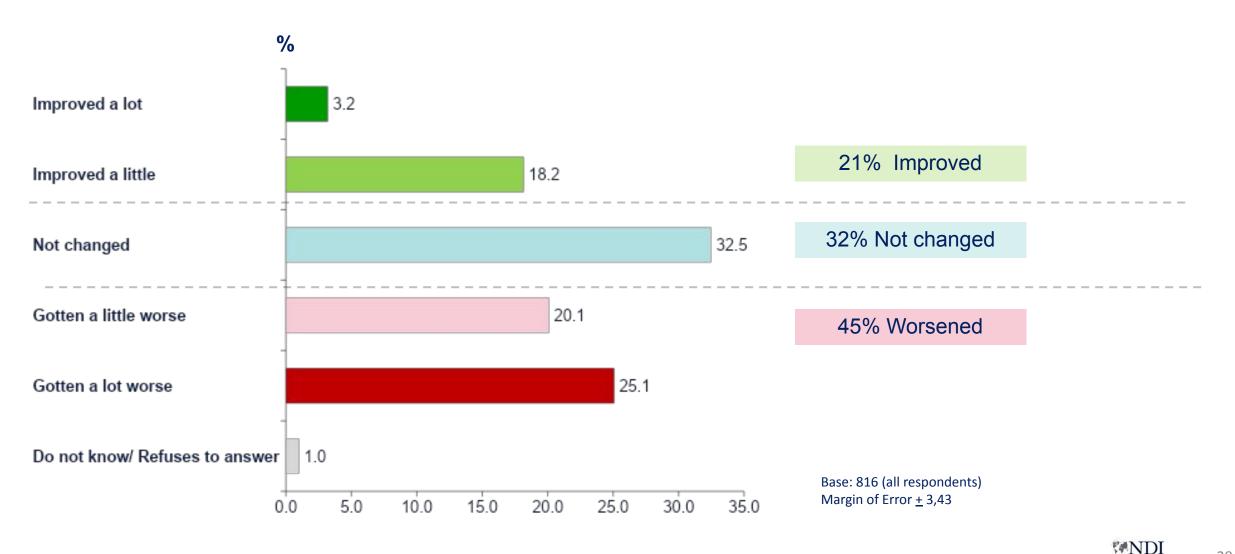
In your opinion, what are the 3 MOST SERIOUS PROBLEMS facing the country today?

%





Thinking about the past three years, do you think people's lives in our country have...?



Thinking about the past three years, do you think people's lives in our country have...?

AMONG ETHNIC MACEDONIANS

21% 49%

Base: 530

AMONG ETHNIC

 1
 1
 1

 30%
 30%

AMONG OTHER ETHNICITIES

6% 57%

Base: 201

Improved

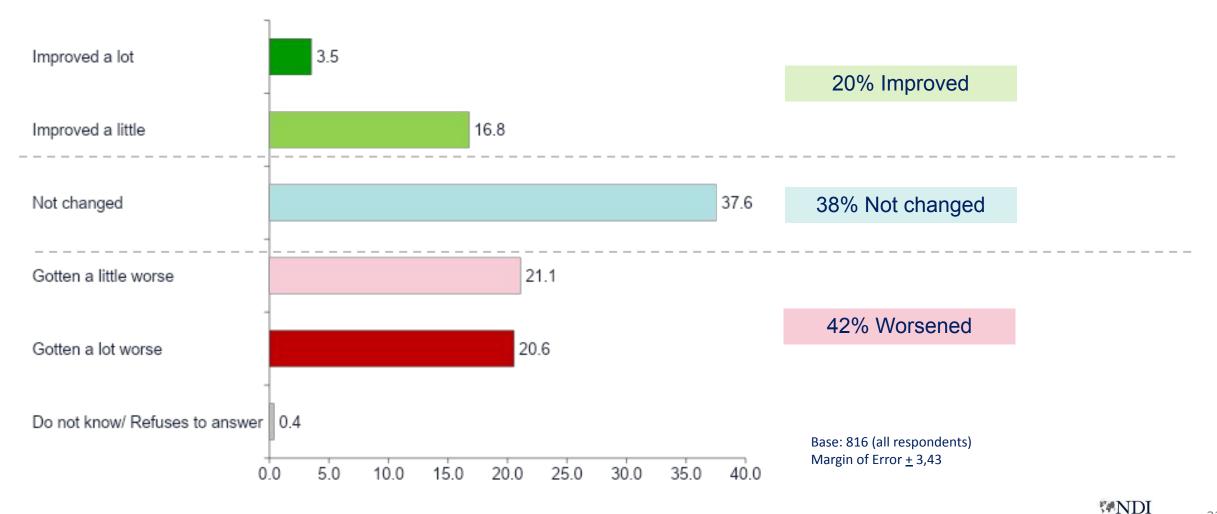
Worse

Not Changed

Base: 86



Thinking about the past three years, since 2017, would you say your life has ...?



22

Thinking about the past three years, would you say your life has ...?

AMONG ETHNIC MACEDONIANS

21% 44%

Base: 530

AMONG ETHNIC

1414141 24% 29% AMONG OTHER ETHNICITIES

8% 54%

Base: 201

Base: 86

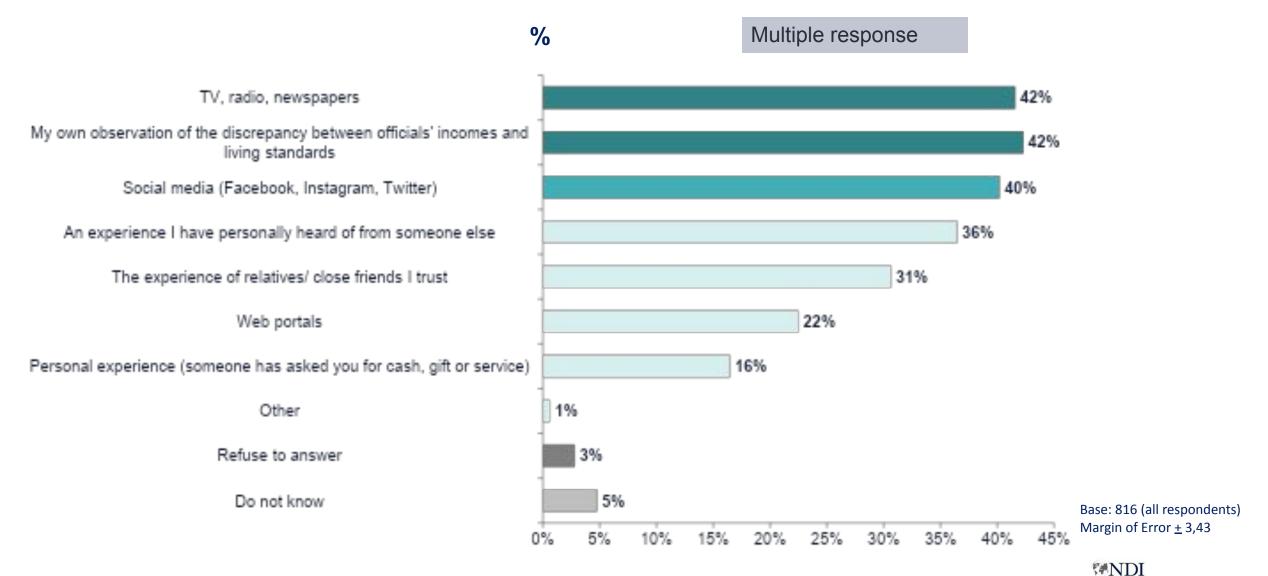


NATIONAL DEMOCRATIC INSTITUTE



CORRUPTION ASSESSMENT

Your assessment of corruption in our country has been formed mainly on the basis of....?



DEMOCRATIC

25

CORRUPTION SOURCES

Rate the following reasons for corruption on a scale from 1 to 5, where 1= Major reason for the spread of corruption, 5= An unimportant reason for the spread of corruption.?

9	6							
Those involved in criminal activities are not given a court sentence	68.1		11.9 9.6 4.32.91.2					
Those involved in criminal activities do not lose the wealth they have gained illegally	68.0		13.4 9.5	3.2.6.2				
Laws exist, but are not implemented in our country	64.6	13.6 10.3	4.0 4.63.0					
There is a lack of effective internal control and overnight in public institutions and establishments	62.2		13.8 11.4	5.8 3.23.7				
Citizens are not reporting corruption	49.4	16.0	13.1 9.1	7.0 5.4				
Citizens are not aware of the ways in which they could be supporting corruption (giving gifts, not asking for fiscal receipts,paying cash for services etc	48.5	17.7	14.2 7.5	7.7 4.4				
Corruption is a cultural characteristic, it is in our mentality	46.2	17.5	16.4 7.3	8.2 4.4				
Complicated and long administrative procedures for issuing different types of permits, documents and approvals?	45.9	18.9	18.3 7.2	5.9 3.8				
Lack of transparency in the financing of political parties	45.5	18.1	12.8 7.5	0.2 5.9				
The salaries of officials in the public sector are inadequate(low)	33.2 15.2	19.4	8.6 18.8	4.7				
0	% 20% 40%	60%	80%	100%				
Base: 816 (all respondents) Margin of Error <u>+</u> 3,43								
Major reason for the spread of corruption 2 3 4 An unimportant reason for the spread of corruption Do not								

len our

NDI

INSTITUTIONAL TRUST

To what degree do you trust or not trust the following?

							Trust No trust
Religious institutions	5.7	24.0	28.3	18.5	22.0	1.5	30% ⇔⇒ 40%
President	5.3	22.4	23.3	19.6	27.7	1.7	28% ⇔ 47%
Media	3.4 18	.0	34.5	22.2	20.	B 1.0	21% ⇔4 <mark>3%</mark>
Governement	4.3 16	3.6 2	2.5 20).4	35.4	0.8	21%⇔ 56%
Civil Society Organizations	3.4 17	.0	31.9	20.2	24.9	2.5	20%⇔ 45%
State Commission for Prevention of Corruption	n 2.7 17.	2 20	9 23	9	33.6	1.6	20%⇔58%
Parliament	2 <mark>.6</mark> 13.5	23.0	24.3		35.5	1.0	16% ⇔60%
Political Parties	4.2 11.8	21.3	21.8		40.5	0.4	16% ⇔62%
The Public Prosecutors Office	2.9 12.7	21.4	24.7		36.8	1,4	16% ⇔62%
Courts	2.9 10.8	20.4	22.5		42.4	1.0	14%⇔65%
	0%	20%	40%	60%	80%	100%	
I fully trust them	I neither tru	ust nor distrust th	em 💷 have no tr	ust Ihave n	o trust at all 🔳	Do not know	Base: 816 (all respondents) Margin of Error <u>+</u> 3,43



No truct

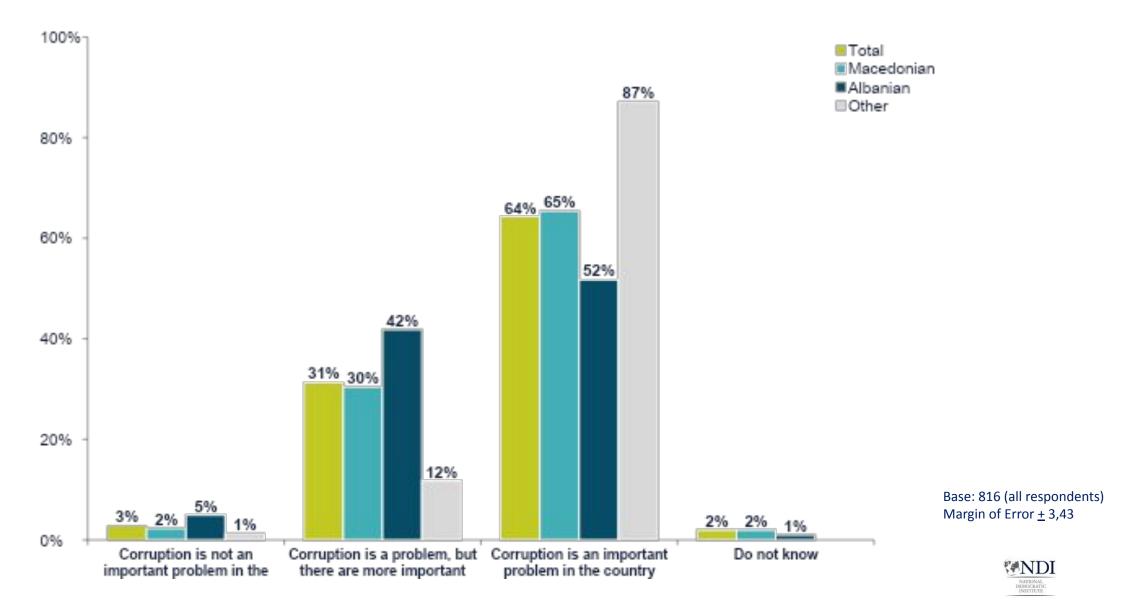
Truct

77

27

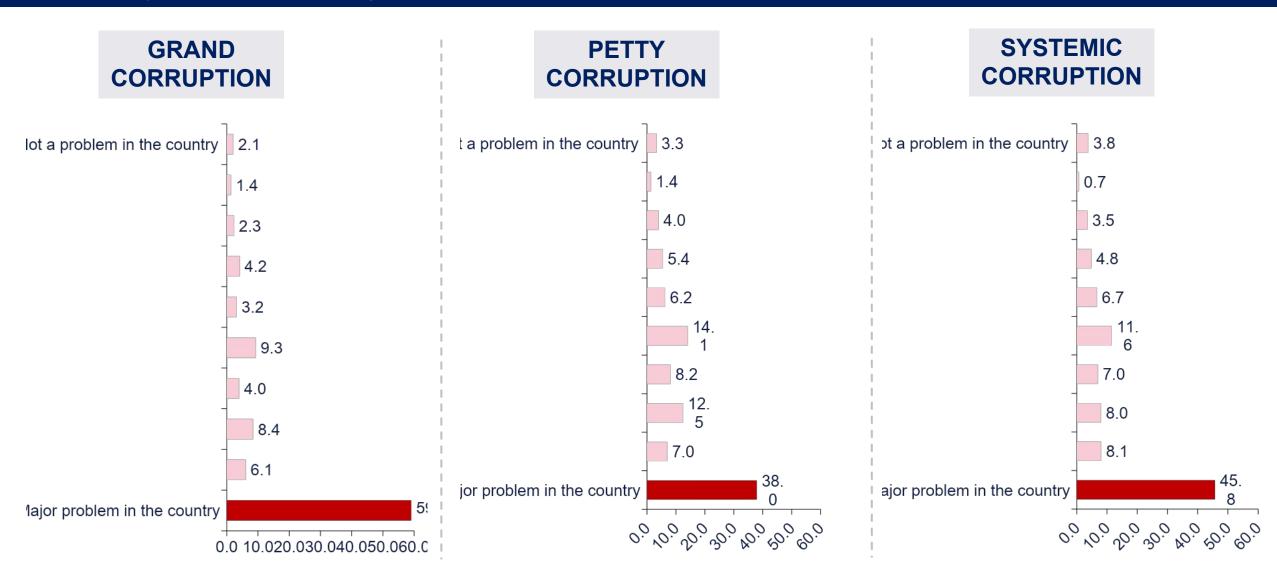
IMPORTANCE OF CORRUPTION

What is your view on corruption?



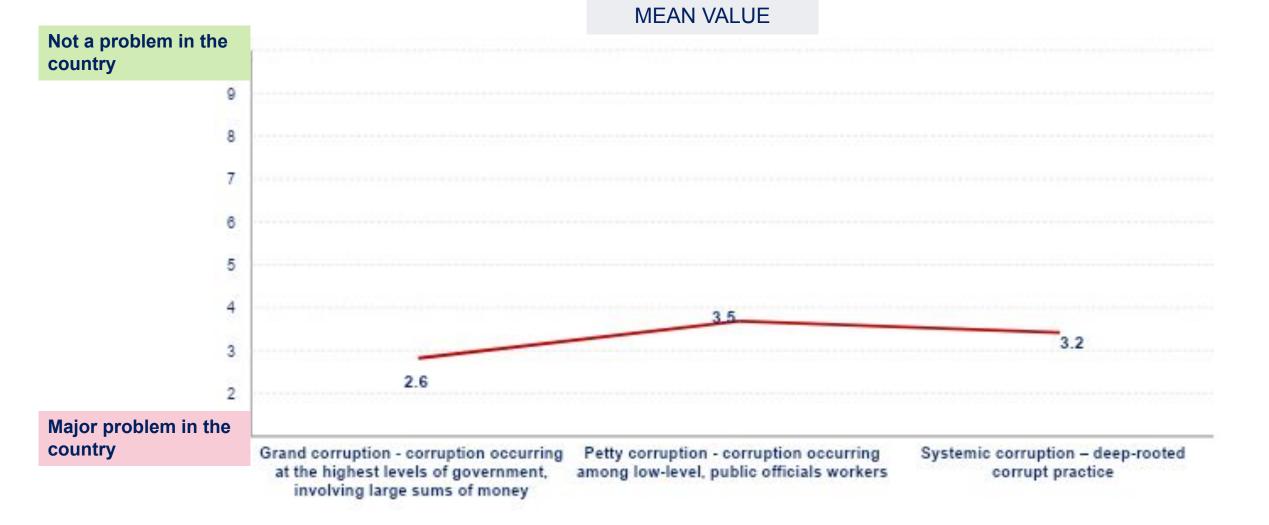
PREVALENCE OF CORRUPTION

How much do you believe the following kinds of corruption are a problem in North Macedonia?



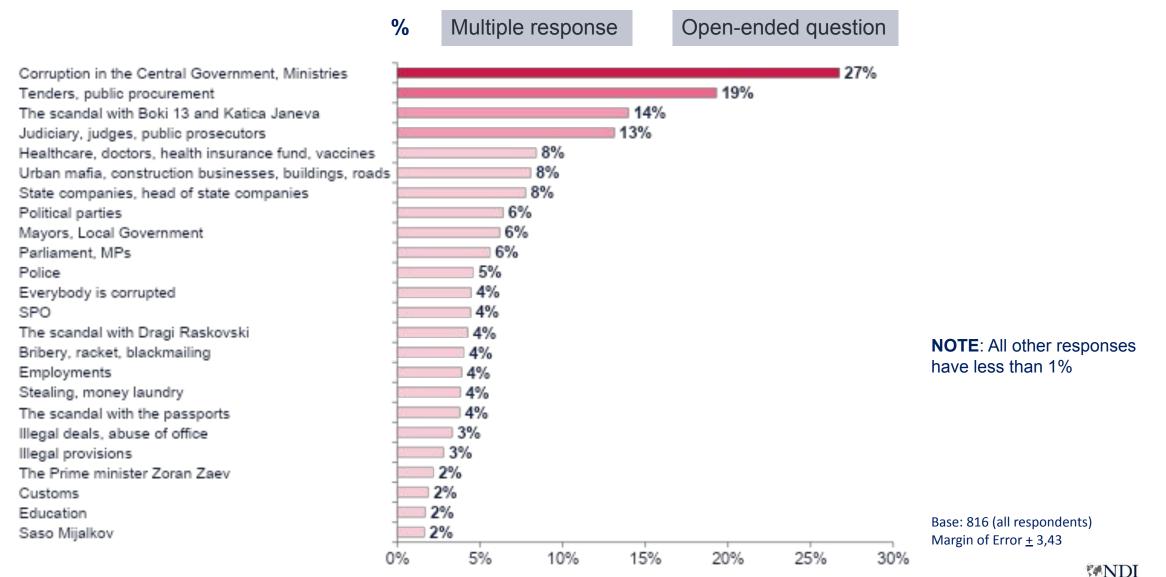


How much do you believe the following kinds of corruption are a problem in North Macedonia?



MOST SERIOUS CORRUPTION

In your opinion, what examples of "Grand corruption" are the most serious?

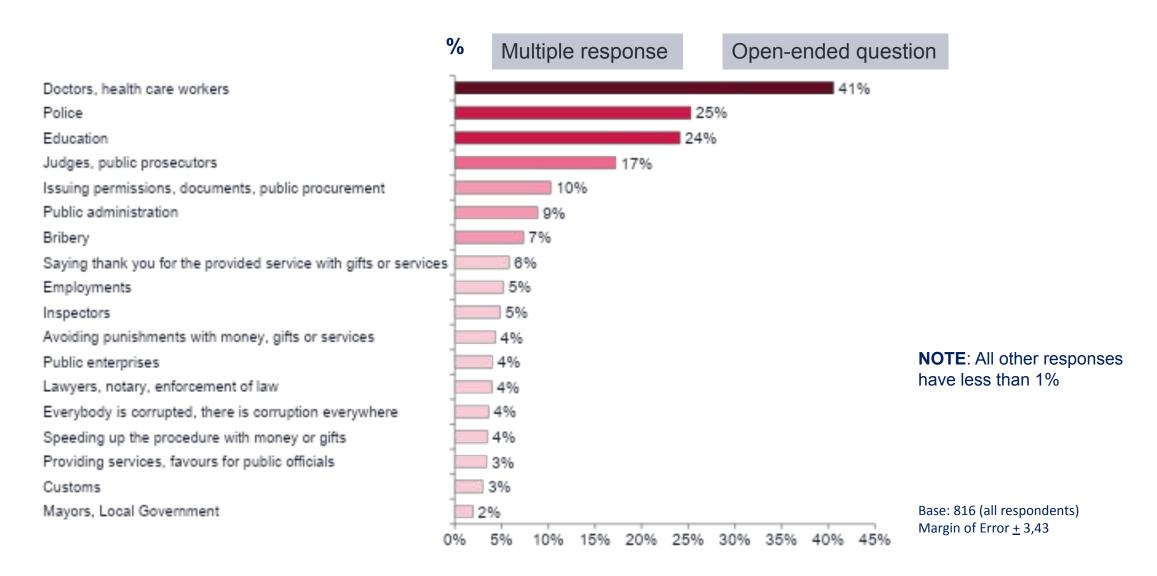




NATIONAL DEMOCRATIC INSTITUTE

PETTY CORRUPTION

In your opinion, what examples of "Petty corruption" are the most serious?





Are you aware of any anti-corruption measures being taken by the Government of North Macedonia?

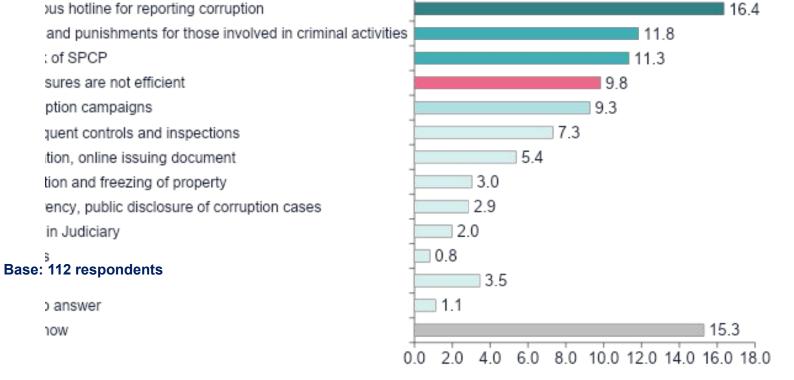
5

5.1 13.7



Base: 816 (all respondents) Margin of Error + 3,43

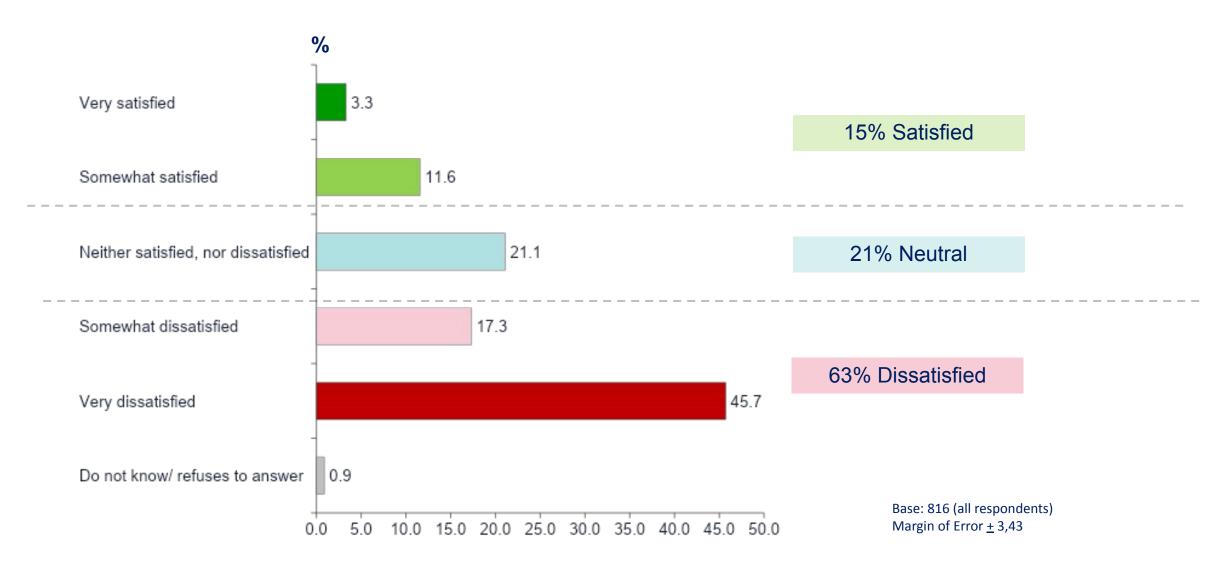
AMONG THE 14% OF PEOPLE WHO ARE AWARE OF ANTI-CORRUPTION MEASURES TAKEN BY THE GOVERNMENT





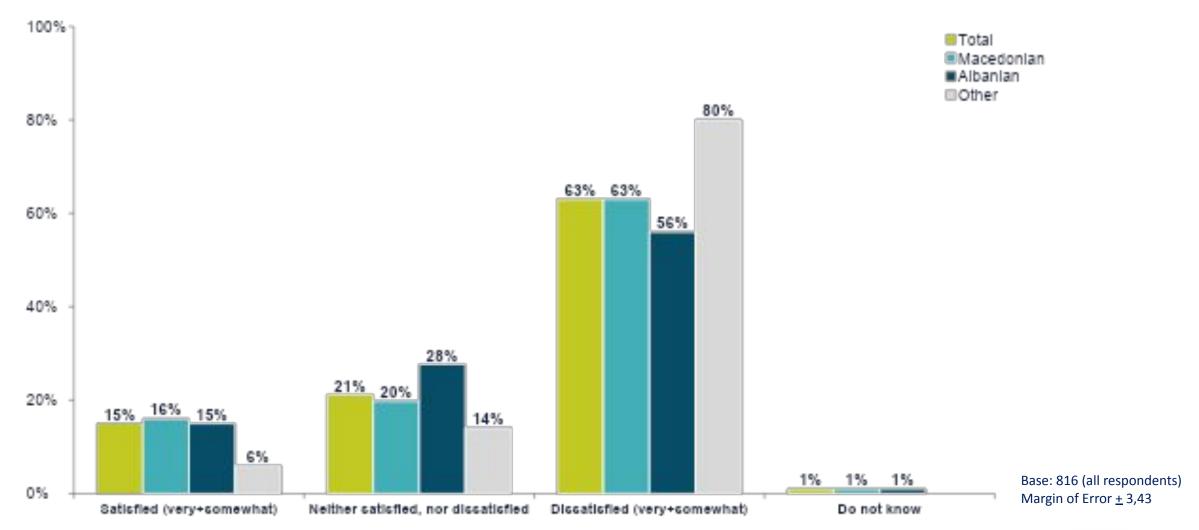
ANTI-CORRUPTION SATISFACTION

How satisfied are you with the fight against corruption in our country? Are you...?



ANTI-CORRUPTION SATISFACTION

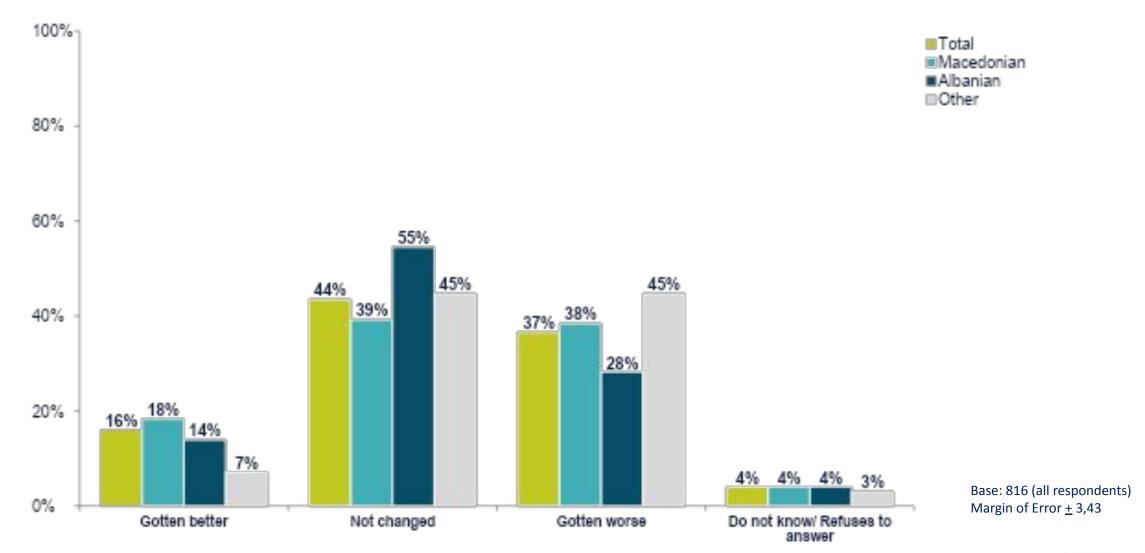
How satisfied are you with the fight against corruption in our country? Are you...?





ANTI-CORRUPTION SATISFACTION

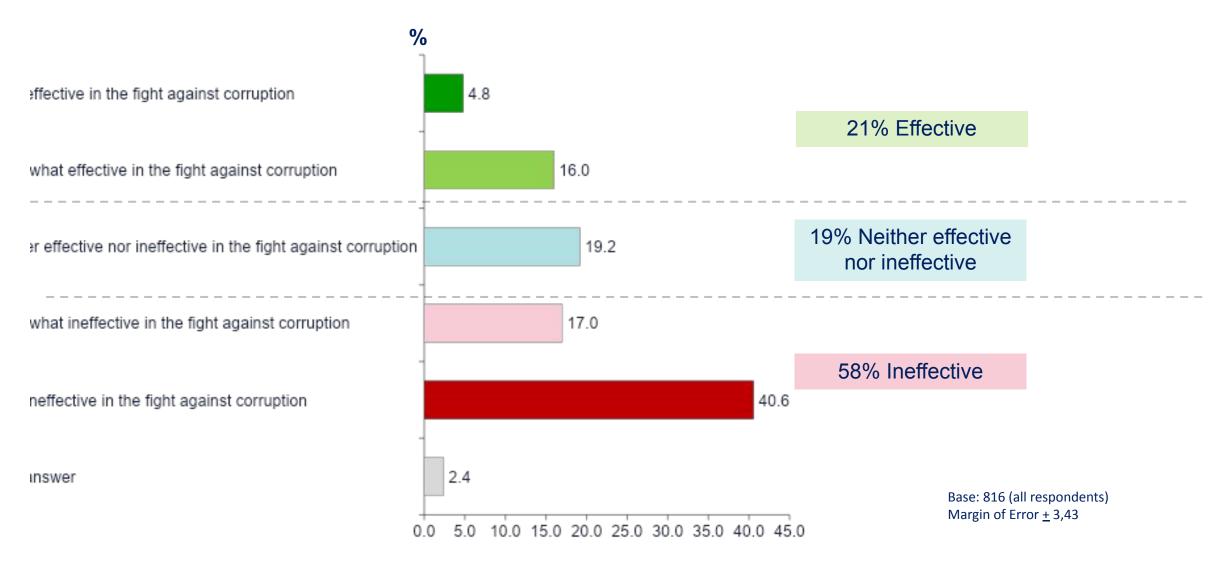
Compared to 12 months ago, do you think the fight to reduce corruption in our country has...?





ANTI-CORRUPTION SATISFACTION

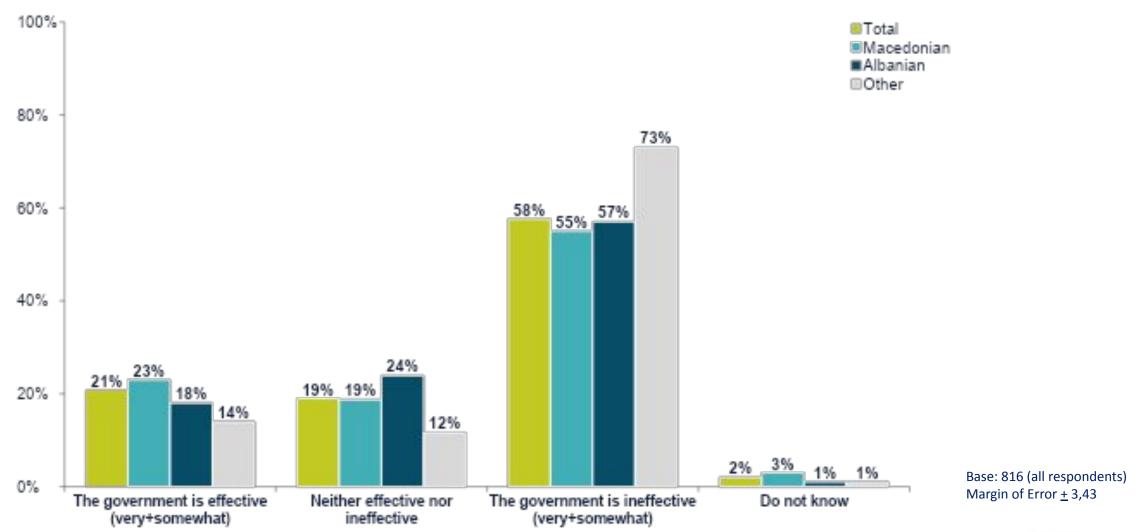
How would you assess the current government's actions in the fight against corruption in the last 12 months?





ANTI-CORRUPTION SATIFACTION

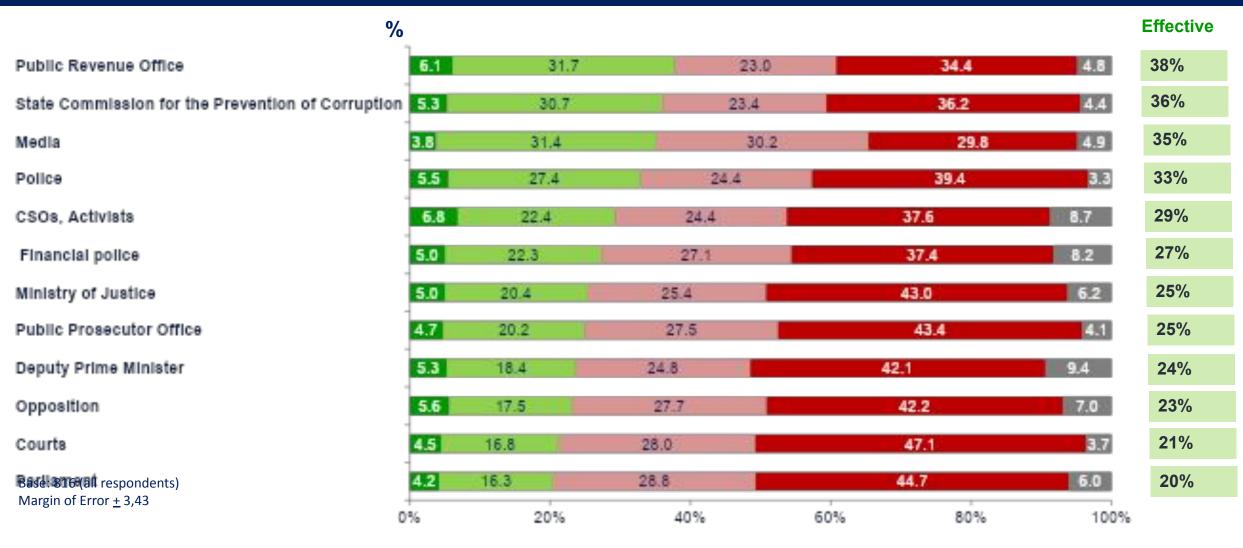
How would you assess the current government's actions in the fight against corruption in the last 12 months?





ANTI-CORRUPTION SATISFACTION

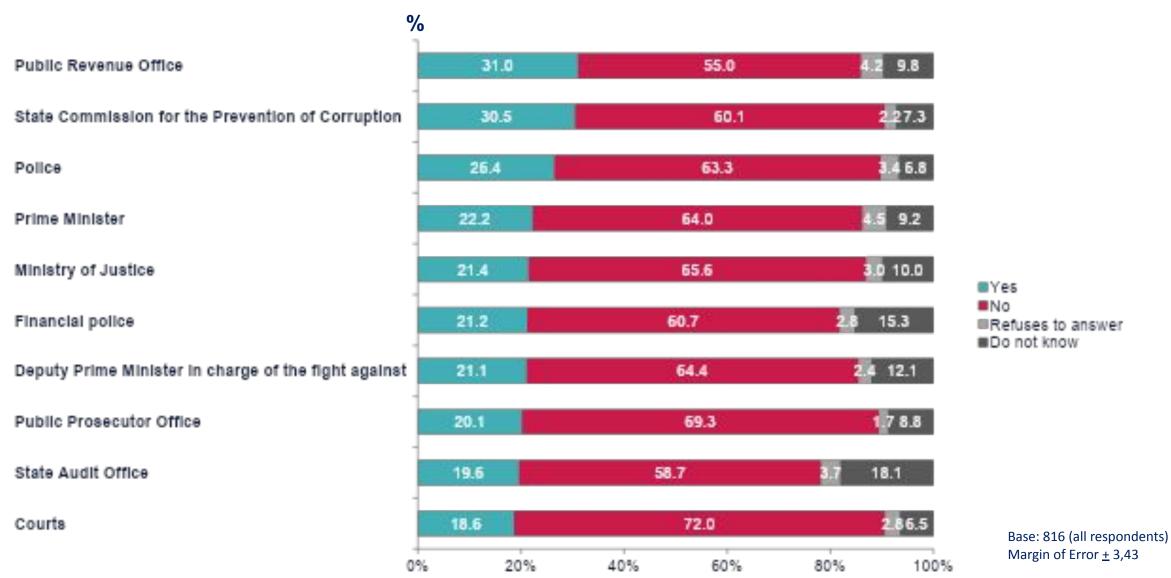
How effective, in your opinion, are the efforts of the following authorities in fighting corruption in the last 12 months?



NDI NATIONAL DEMOCRATIC INSTITUTE

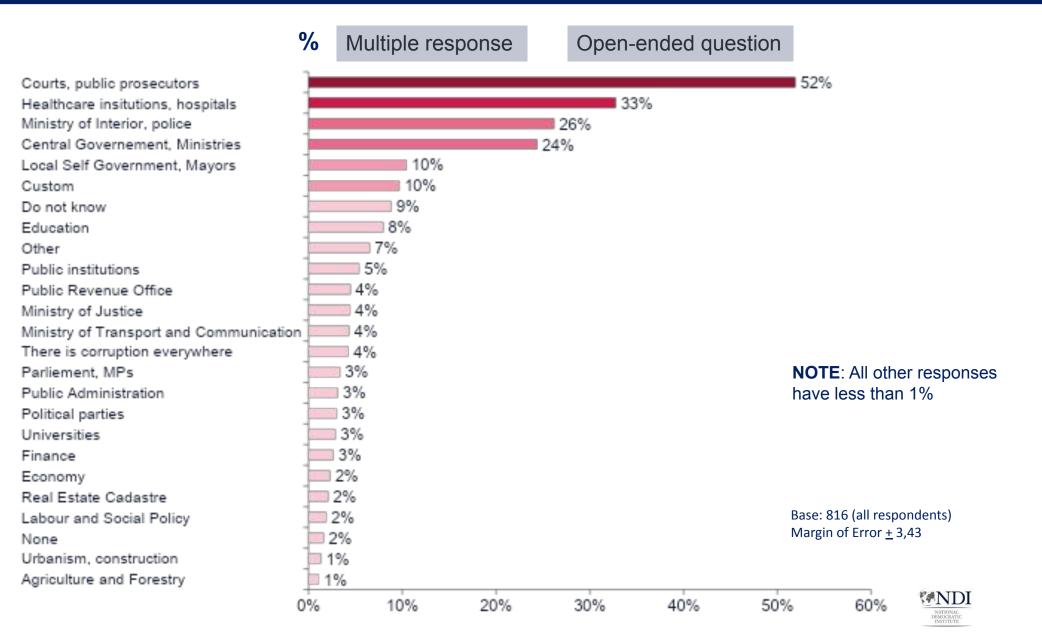
ANTI-CORRUPTION PERFORMANCE

Have the following institutions improved their performance in reducing corruption in the last 12 months?

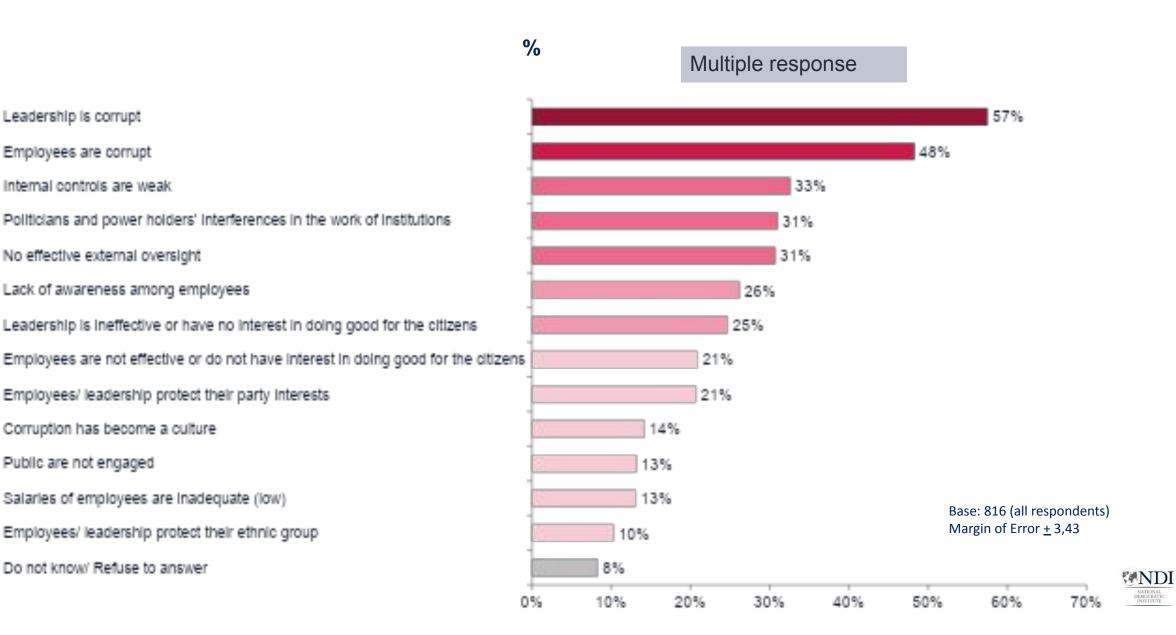




Which institutions do you think are MOST corrupt?

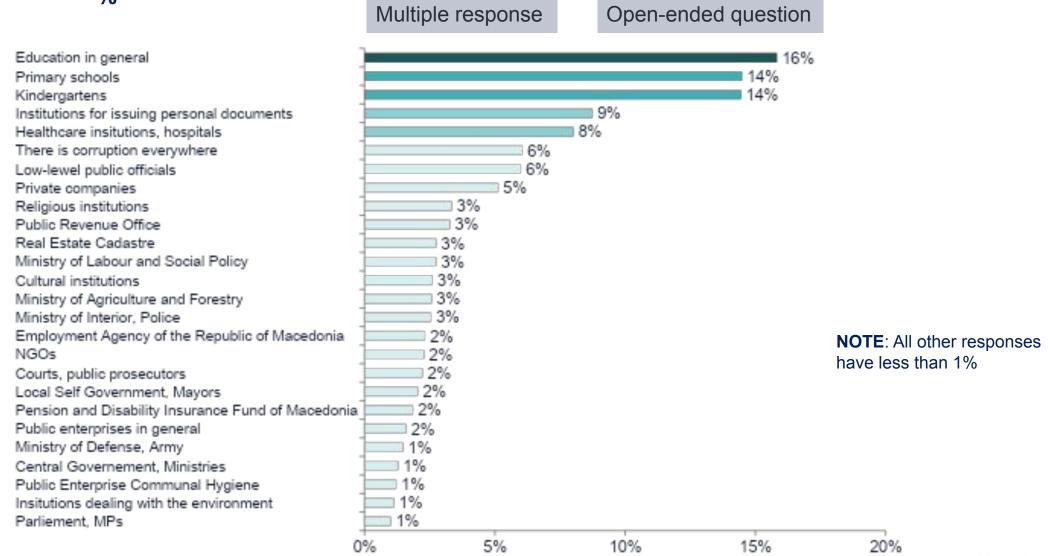


Why do you think these institutions are the most corrupt?



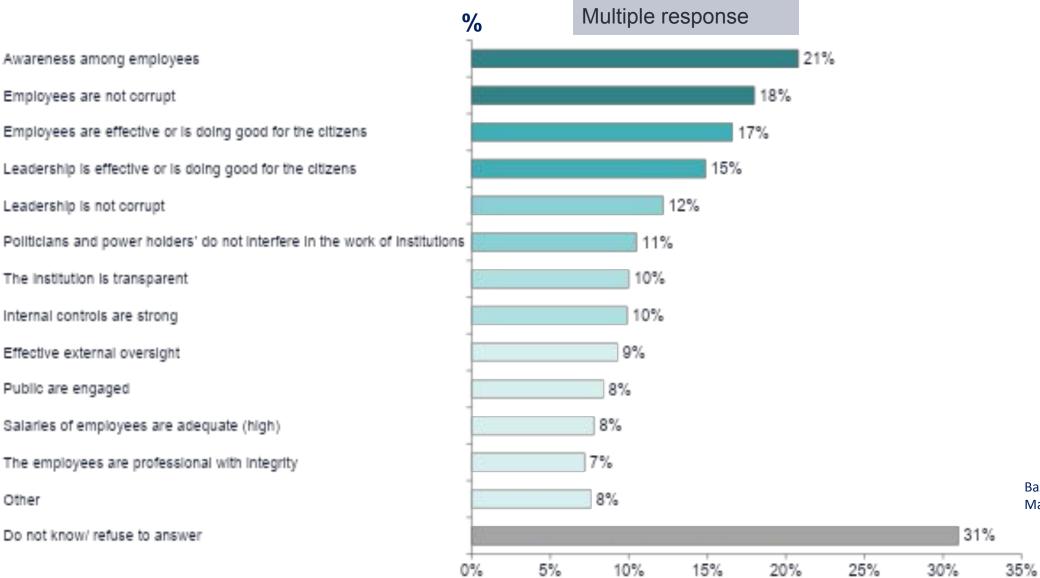
Which institutions do you think are the LEAST corrupt?

%



Other

Why do you think these institutions are the LEAST corrupt?

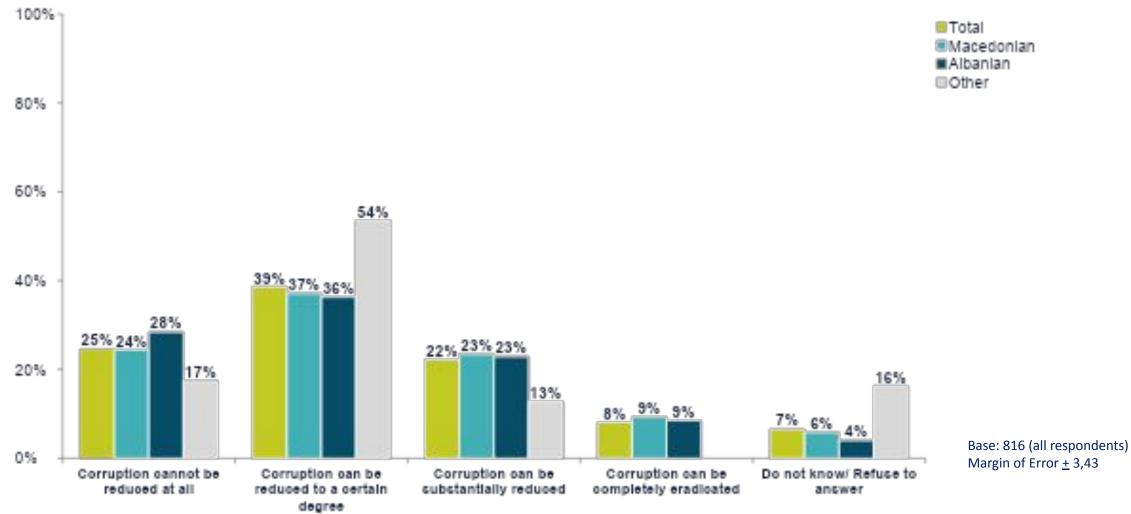


Base: 816 (all respondents) Margin of Error + 3,43

NDI

NATIONAL DEMOCRATIC INSTITUTE

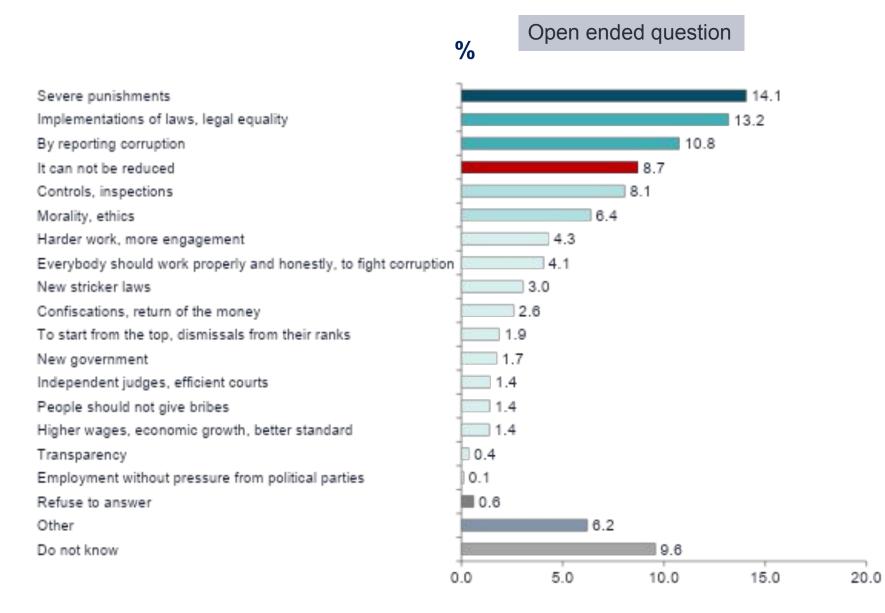
To what extent you think corruption can be reduced in our country?



NATIONAL DEMOCRATIC DESITUTE

RESPONSES TO CORRUPTION

How can corruption be reduced?

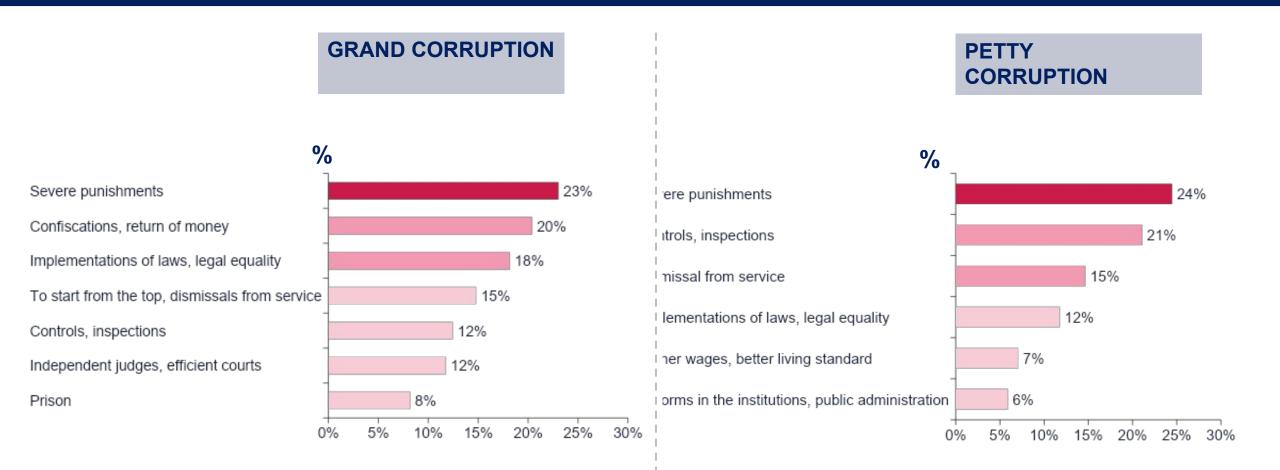




46

RESPONSES TO CORRUPTION

What should be the Government's TOP priorities in the fight against:



NOTE: All other responses have less than 5%

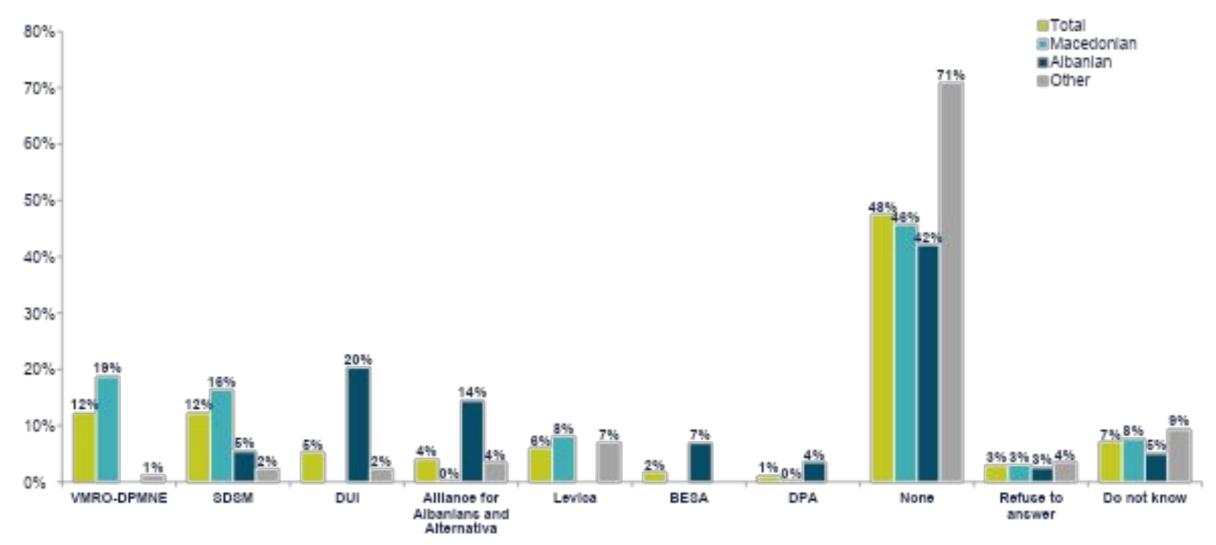
ANTI-CORRUPTION MOTIVATION

Now I would like to read you a list of statements, based on your experience, please tell me if you strongly agree, agree, neither agree nor disagree, disagree or strongly disagree?

	%	0					Agree	Disagree
President of North Macedonia has a sincere desire and will to combat corruption	8.8	27.0	25.	2 2).6	14.9 2.5	36%	⇔ 36%
State Commission for Prevention of Corruption of North Macedonia has a sincere desire and will to combat corruption	6.5	24.5	24.5	25.		15.9 1.6	31%	⇔ 42%
international community has a sincere desire and will to combat corruption	6.7	22.3	26.7	23.6		13.8 5.7	29%	⇔37%
Ministry of interior of North Macedonia has a sincere desire and will to combat corruption	5.7	22.2	25.4	26.0		17.7 1.6	28%	⇔ 44%
Civil Society organizations and activists have a sincere desire and will to combat corruption	6.8	21.1	25.4	28.4	1	14.2 2.7	28%	⇔ 43%
The Government of North Macedonia has a sincere desire and will to combat corruption	8.7	17.8	23.6	28.4		19.4 1.5	26%	⇔48%
Ministry of Justice of North Macedonia has a sincere desire and will to combat corruption	6.8	17.7	26.6	28.2		16.9 2.5	24%	⇔45%
The Deputy Prime Minister for the fight against corruption of North Macedonia has a sincere desire and will to combat corruption	6.7	17.2	24.6	27.6		20.3 2,6	24%	⇔48%
State Public Prosecutor of North Macedonia has a sincere desire and will to combat corruption	5.9	16.9	24.5	28.9		20.2 2.4	23%	↔49%
Judiclary of North Macedonia has a sincere desire and will to combat corruption	5.7	14.4	22.4	31.9		23.1 1.4	20%	55%
	0%	20%	40%	60%	805	6 100	%	

■Strongly agree ■Agree ■Neither agree not disagree ■Disagree ■Strongly disagree ■Refuse to answer ■Do not know

According to your opinion, which party would be more successful in fighting corruption?





PERSONAL EXPERIENCE/INDIVIDUAL BEHAVIOR

Have you personally or anyone living in your household experienced corruption over the last 12 months?

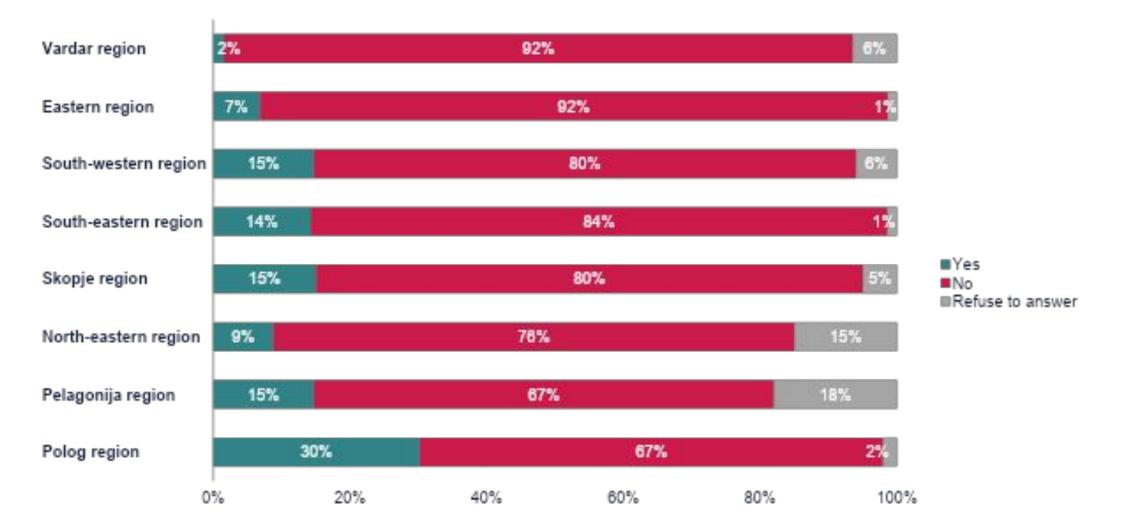
%

6.3 6.1 78.8

Yes, myself
 Yes, a member in my household
 Both myself and a member in my household
 No one
 Refuse to answer

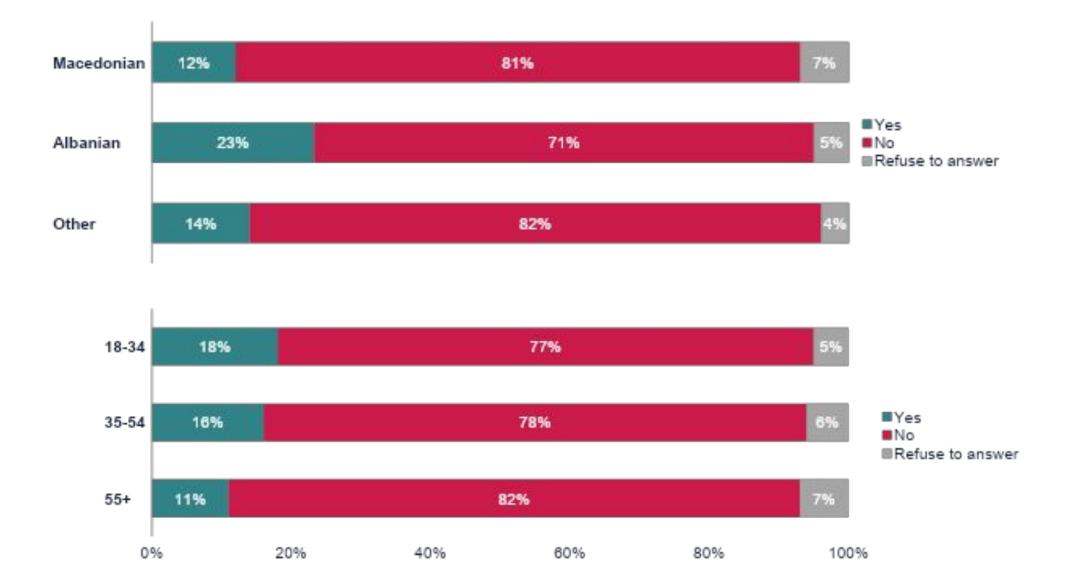


Have you personally or anyone living in your household experienced corruption over the last 12 months?





Have you personally or anyone living in your household experienced corruption over the last 12 months?





When you have contacted officials in the public sector, government institutions, in the last 12 months, how often did the following happen?

You used personal connections to get the issue done You were asked to do a favor to relatives of the official

You did the official a favor

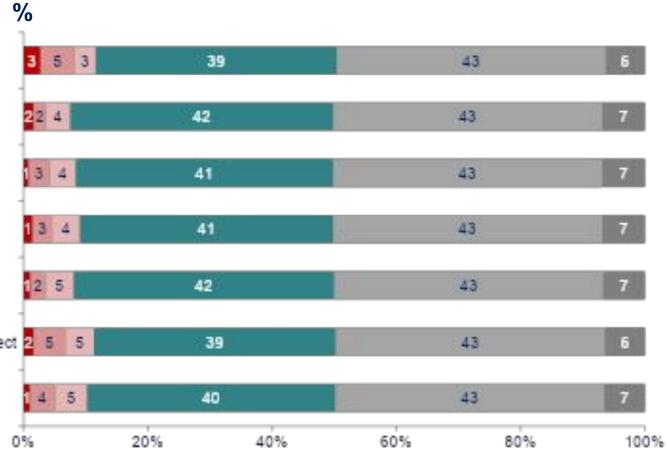
You gave a gift to the officials

You gave cash to the officials

The officials did not demand directly but showed that they expect 2 5 5

All Cases

Official directly demanded cash, gift or favor



Most Cases
Rare Cases
No Cases at all
Has not contacted officials
Refuse to answer



In the past 12 months have you or anyone living in your household been asked to give a bribe/ gift/ service in any form to an official working in any of the following institutions/organizations/services?



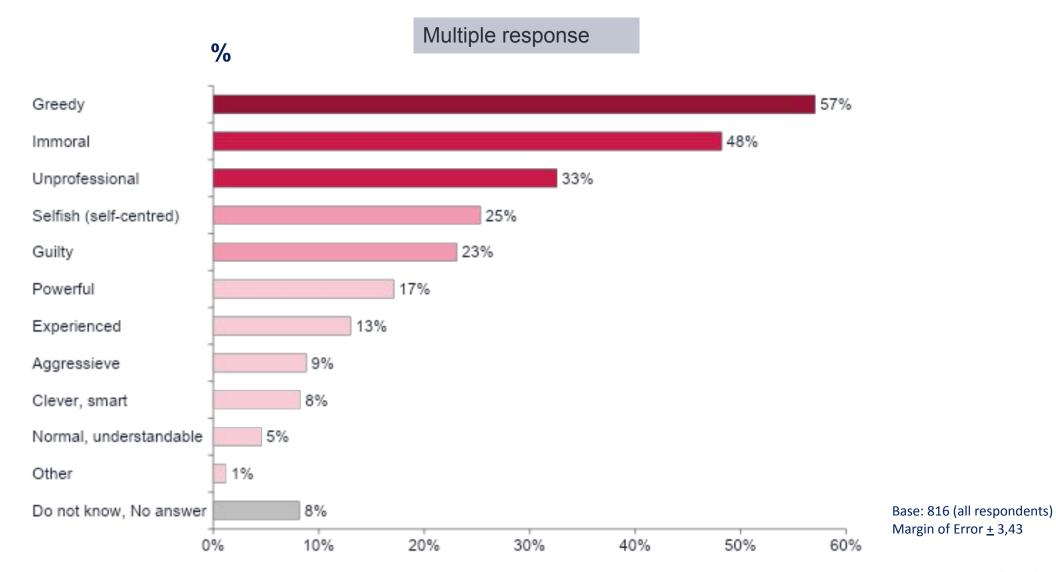


In the past 12 months have you or anyone living in your household been asked to give a bribe/ gift/ service in any form to an official working in any of the following institutions/organizations/services?

Medical services	6.8	30.0		63.2		3	
University	28 5.9		91.5				
Secondary school	76.7		92.5				
Primary school	5 6.0		53.5				
Issuing IDs, passports, drivers licence	7 4.7		54.4				
Civil registry for birth, marriage or death certificate	43.		95.8				
Police	53.E		95.8				
Notary	53.E		95.7				
Attorney of Law	631		96.0				Yes
Kindergarten	.02.0		97.1				No Did not have a contact
Public Revenue Office	21.4		98.2				Refuse to answer
Land and property ownership, transfer of ownershi	p0 41 1		58.3				
Enforcement of Law	0.1		38.6				
Passing a drivers licensing exam	10.4		98.5				
Civil Court	100.4		38.3				
Criminal Court	0 33,4		99.3				
Public Prosecutor	0 20 3		99.5				
Customs	83		3 9.4				
	0%	20%	40%	60%	80%	100%	

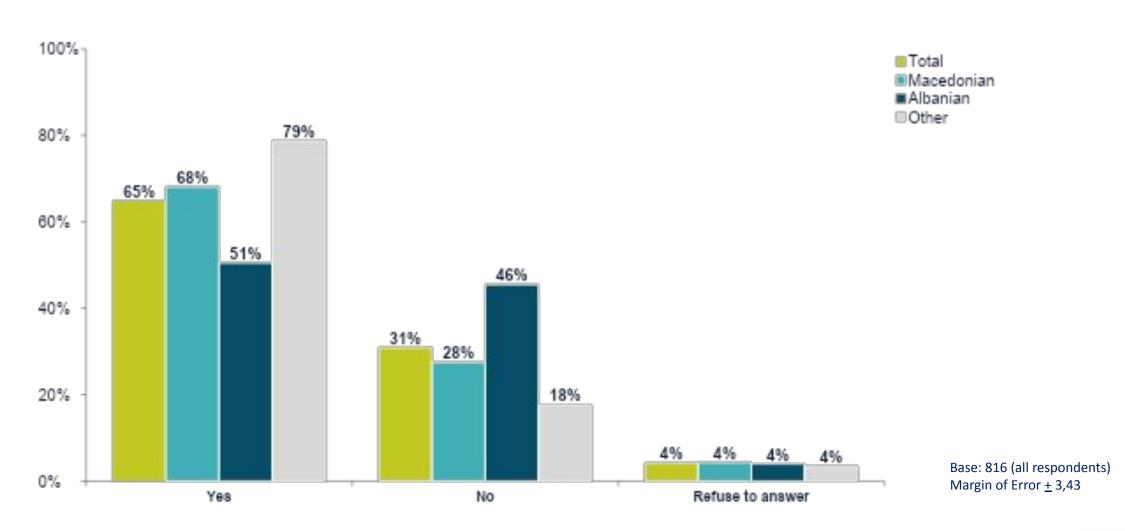


In your opinion, how is a corrupt public official perceived in society?



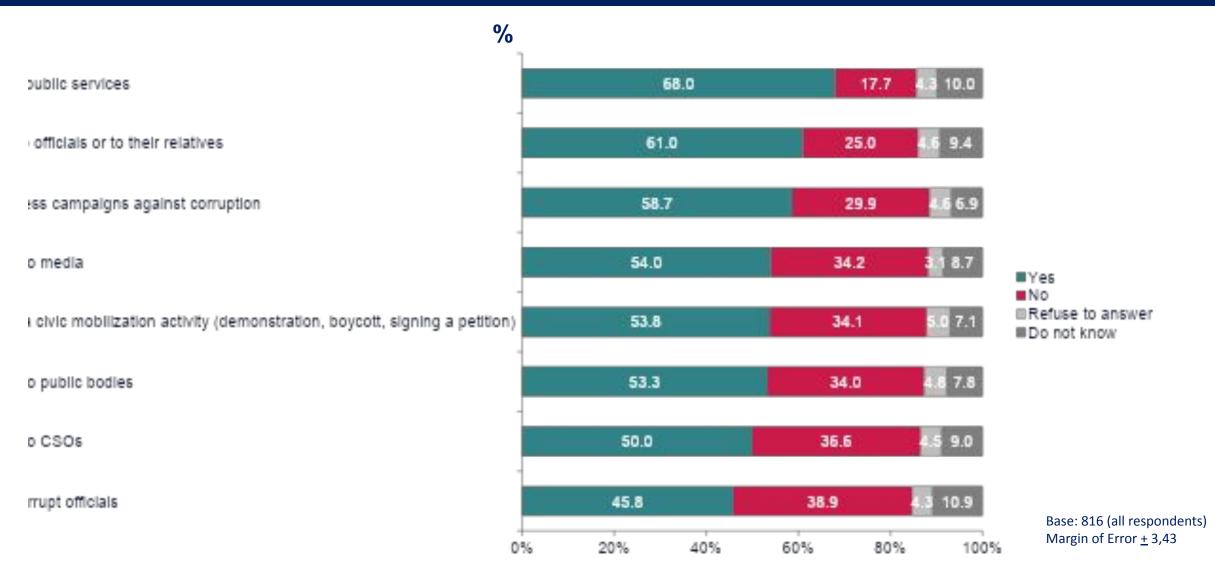


Do you know where to report a corrupt act of an official?



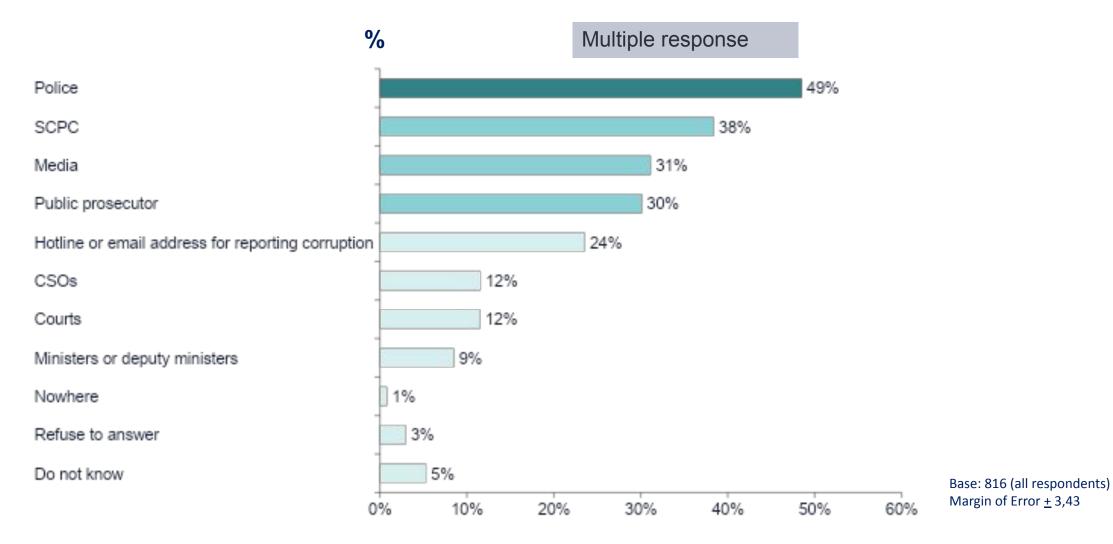
INDIVIDUAL BEHAVIOR

Would you be willing to undertake each of these actions to help combat corruption in our country?



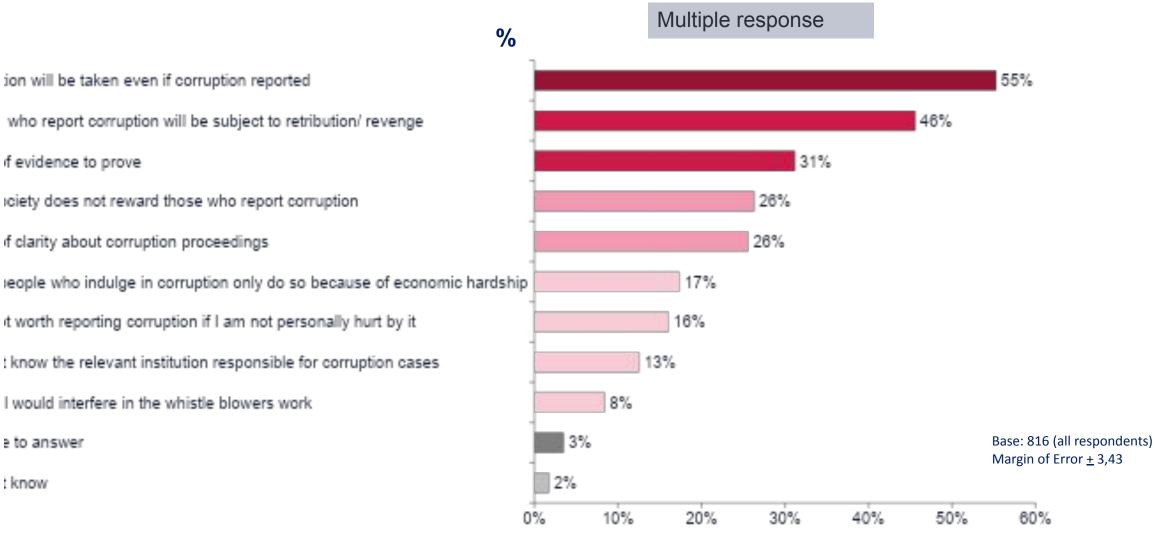


What channel would you contact to report a corrupt act or to file the complaints?



INDIVIDUAL BEHAVIOR

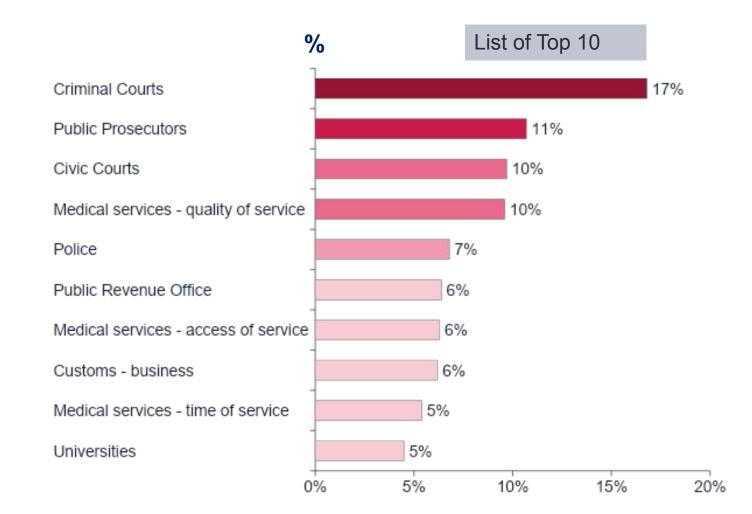
What are the most important reasons for people not reporting corruption to the relevant authorities?





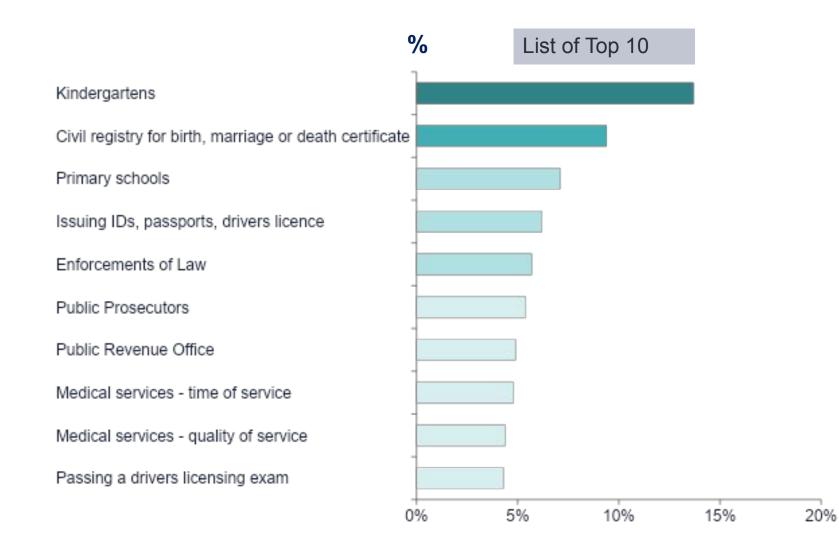
INDIVIDUAL BEHAVIOR

Which of the following would be the highest priority for reform in the fight against "Petty corruption"?



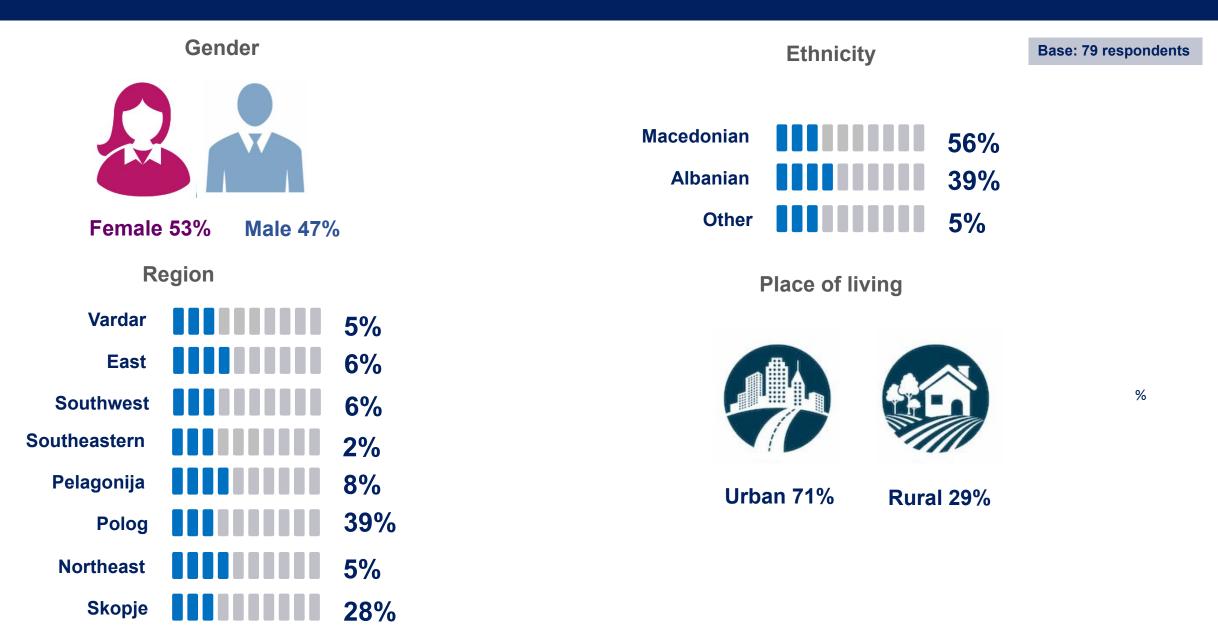


Which would be the lowest priority for reform in the fight against "Petty corruption"?

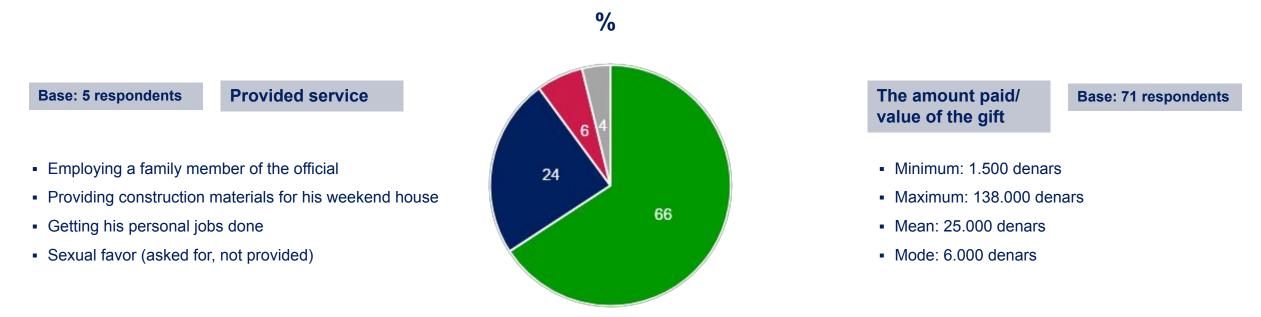




EXPERIENCE WITH CORRUPTION IN HIGHER EDUCATION





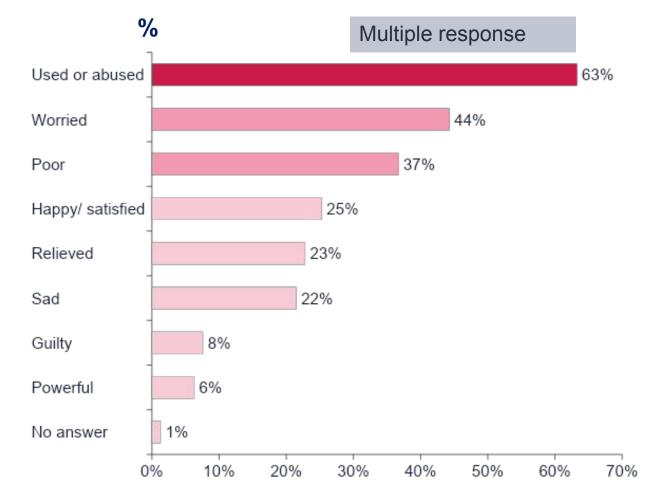


■Paid cash ■Offered a gift ■Exchange of favour or service ■Refuse to answer



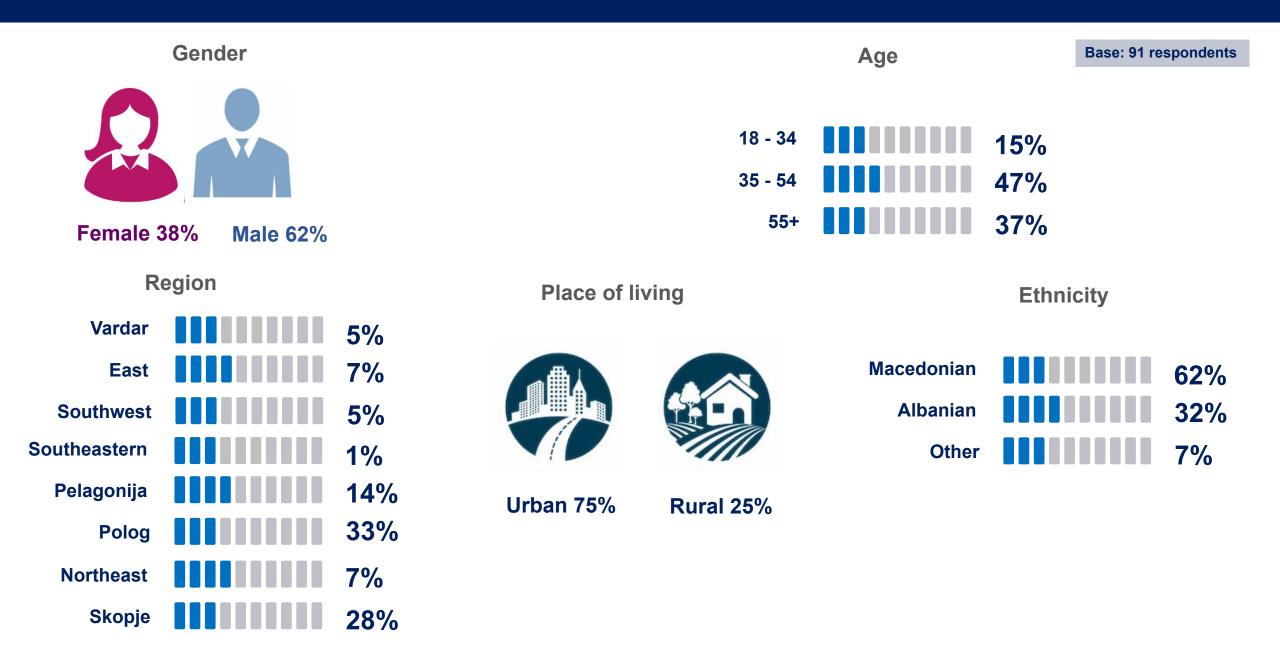
% There is no other way to obtain the service 31% To say thank you for the provided service 30% To speed up the procedure 16% 13% To have better or preferential treatment 6% To maintain goos relationships 5% To avoid punishment/ problems with the authorities 0% 5% 10% 15% 20% 25% 30% 35% Base: 79 respondents

How did you feel when you paid bribe/ give a gift/ service?

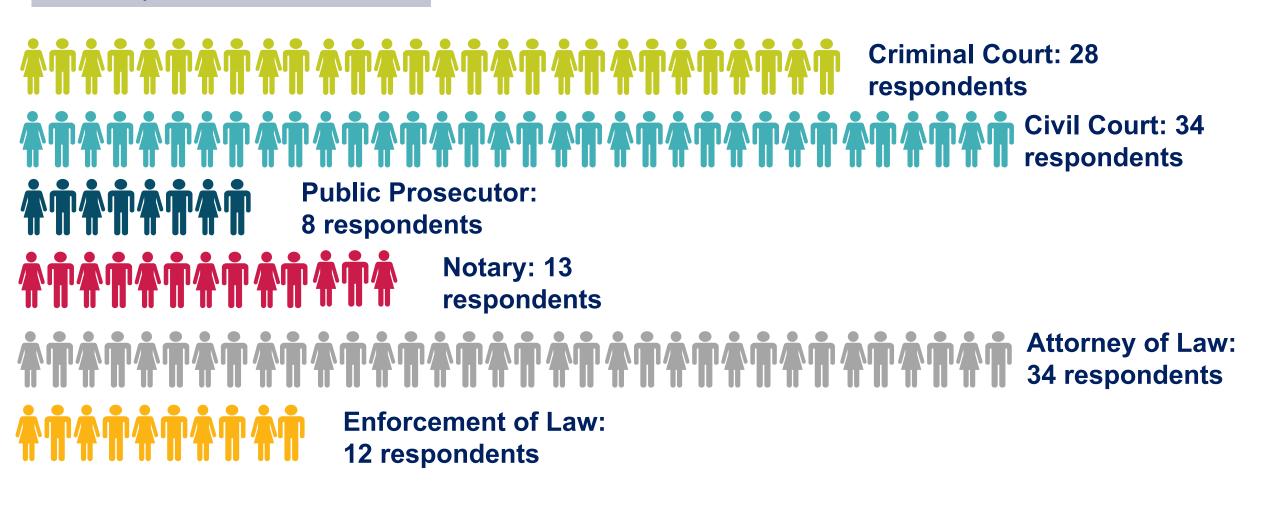


Base: 79 respondents

EXPERIENCE WITH CORRUPTION IN THE JUDICIARY

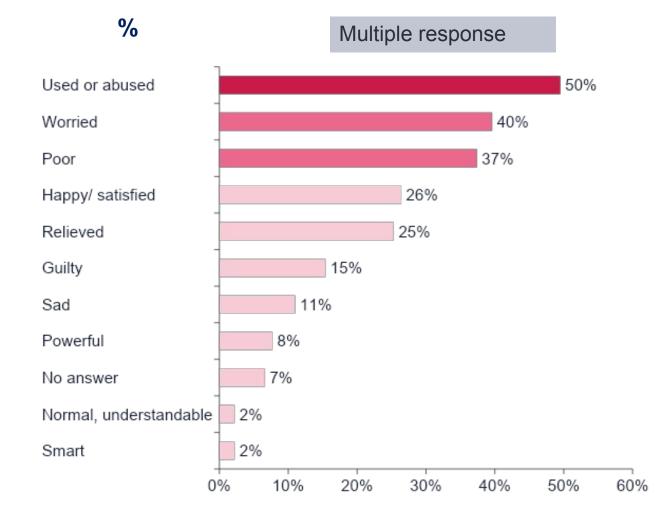


Base: 91 respondents



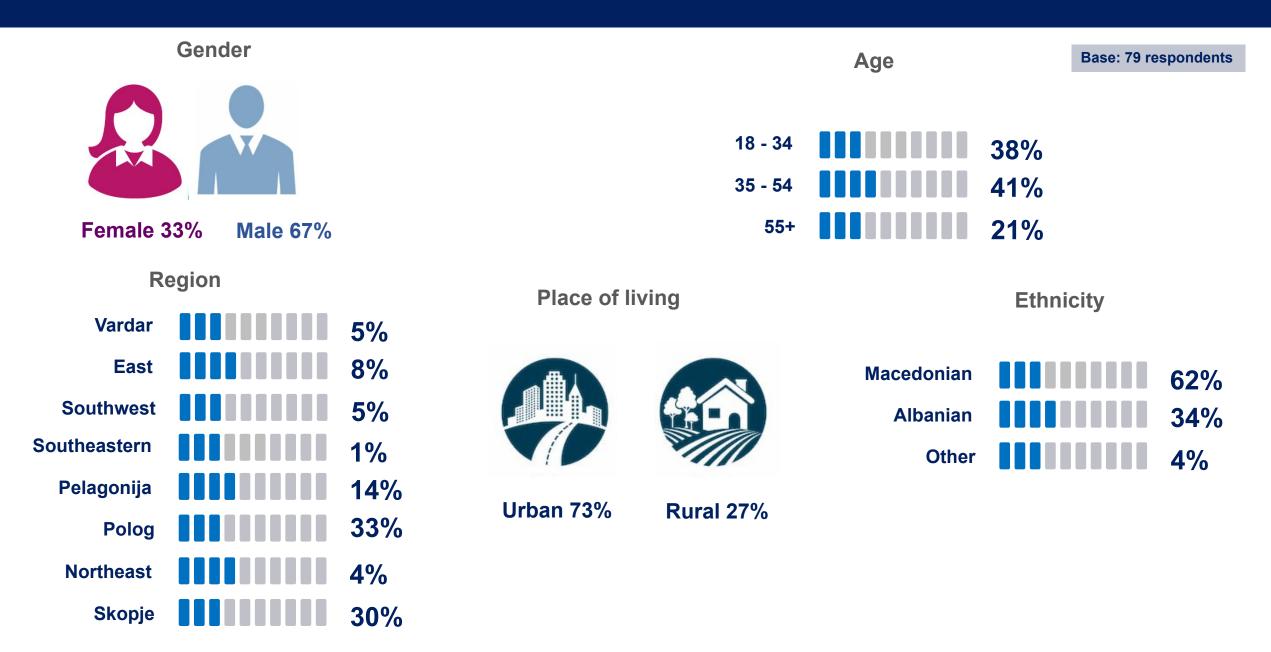
Criminal Court: 28 respondents	Civil Court: 34 respondents	Public Prosecutor: 8 respondents	Notary: 13 respondents	Attorney of Law: 34 respondents	Enforcement of Law: 10 respondents	
 16 respondents paid cash, 10 offered a gift, 1 provided a favor or service and 1 refused to answer The main 2 reasons for giving payment/ gifts/ services was to speed up the procedure and avoid punishment/ problems with the authorities 	 19 respondents paid cash, 9 offered a gift, 3 provided a favor or service and 3 refused to give the payment/ gift The main 2 reasons for giving payment/ gifts/ services was to speed up the procedure and to have better or preferential treatment 	 5 respondents paid cash, 2 offered a gift, 1 provided a favor or service The main 2 reasons for giving payment/ gifts/ services was to avoid punishment/ problems with the authorities and to have better or preferential treatment 	 8 respondents paid cash, 4 offered a gift, 1 refused to give the payment/gift The main 2 reasons for giving payment/gifts/services was to speed up the procedure and to say thank you for the provided service 	 26 respondents paid cash, 7offered a gift and 1 refused to answer The main 2 reasons for giving payment/ gifts/ services was to say thank you for the provided service and to have better or preferential treatment 	 5 respondents paid cash, 3 offered a gift, 1 provided a favor or service and 1 refused to answer The main reason for giving payment/ gifts/ services was to speed up the procedure 	

How did you feel when you paid bribe/ give a gift/ service?

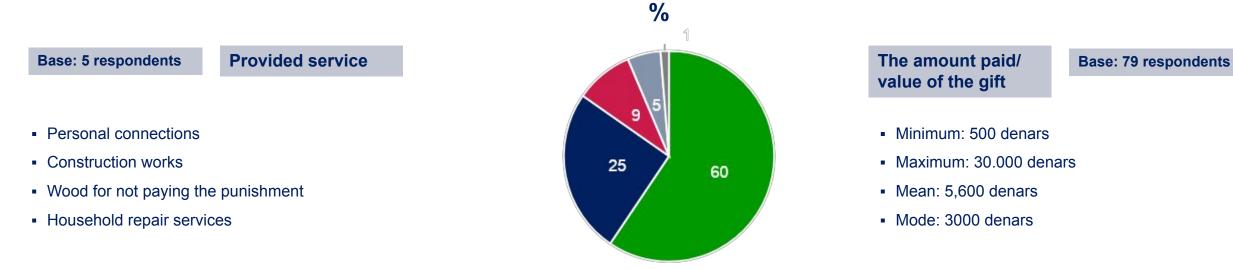


Base: 91 respondents

EXPERIENCE WITH CORRUPTION IN POLICING



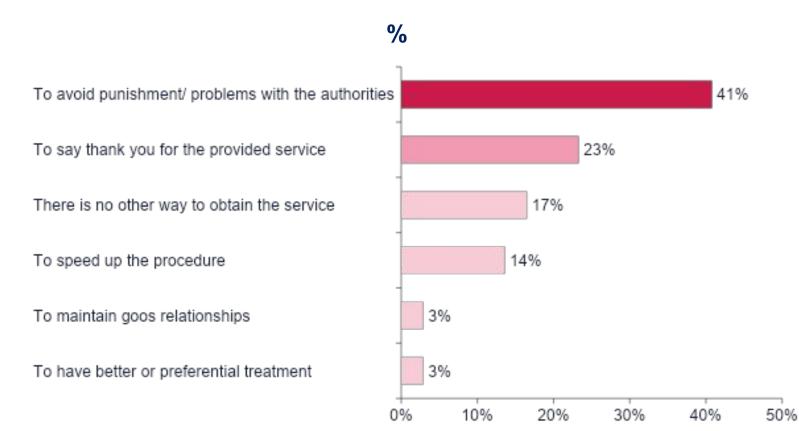
Which form of corruption have you or a member of your household experienced?



Paid cash
 Offered a gift
 Exchange of favour or service
 Other
 Refused to give a payment/ gift

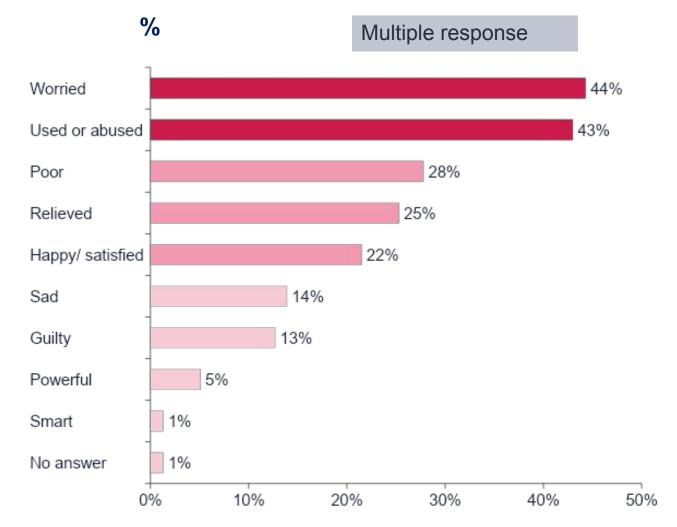
Base: 79 respondents





Base: 79 respondents





THIS RESEARCH REPORT WAS FUNDED BY THE NATIONAL ENDOWMENT FOR DEMOCRACY (NED) AND PREPARED BY THE NATIONAL DEMOCRATIC INSTITUTE – NORTH MACEDONIA (NDI) AND TEAM INSTITUTE. THE VIEWS EXPRESSED IN THIS REPORT DO NOT REFLECT THE VIEWS OF NDI OR THE NATIONAL ENDOWMENT FOR DEMOCRACY (NED).

