

PUBLIC OPINION RESEARCH – JUNE 2013

ATTITUDE OF SERBIAN CITIZENS TOWARDS CORRUPTION

Seventh research cycle

UNDP SERBIA

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Opinions expressed in this report represent opinions of the authors and do not necessarily represent the views of United Nations Development Programme.

** All terms used in this report in masculine gender comprise similar terms in feminine gender.*

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1. Methodological remarks

Research realised by	Public opinion research agency CeSID and UNDP Serbia
Field work	Period between June 1 and 8, 2013
Type and sample size	Random, representative sample made out of 610 citizens of Serbia aged over 18
Sample frame	Polling station territory as the most reliable unit of registry
Household selection	Random sampling with no substitutions – every other house addresses within the polling station area
Selection of interviewees within households	Random sampling with no substitutions – selection of interviewees by the first birthday method in relation to the survey day
Research technique	Face to face interviews with members of the household
Research instrument	Questionnaire

Public opinion research realised by CeSID and UNDP Serbia was carried out 1 - 8 June, 2013, in the territory of the Republic of Serbia, Kosovo and Metohija excluded.

The research instrument used in the survey was questionnaire, designed in cooperation with the client; it consisted of 112 questions. The baseline for the survey and the questionnaire design was the Transparency International Corruption Barometer and benchmarking studies conducted in comparable countries.

The research was carried out on the representative sample comprising 610 citizens of Serbia.

Interviews with citizens were carried out using the “face to face” technique, i.e. through direct contact with the interviewees. During the training of the interviewers, the trainers insisted that interviewers focus on observance and implementation of two very important rules, which apart from the sample itself, can significantly influence the representativeness of the research: the “Respect of Steps” and the ‘First Birthday Rule’. “Respect of Steps” provided that the interviewer can comprehensively cover the entire researched area, while the ‘First Birthday Rule’ excluded the possibility of the interviewer’s questionnaire being answered by random individuals who were the first to open the door. The interviewers were required to interview a person over the age of 18 years in a household, whose birthday was closest to the day of

interviewer's visit. This also ensured gender, education and age representativeness of interviewees.

2. Sample description

This methodology included the following categories of interviewees in this research:

Gender structure of interviewees: 51% women and 49% men;

Median age of interviewees: 48 years of age;

Education structure of interviewees: elementary school or less – 19% of interviewees; two or three-years vocational training school – 12% of interviewees; four-year secondary school 45%; higher school or faculty – 22% of interviewees; pupils, students – 2% of interviewees;

Average income per member of household (in households participating in the research) was 18.405 dinars;

Nationality of interviewees: Serbian 86%, Hungarian 5%, Bosniak 2%, ethnic Albanian 2%, Roma 1%, others 4%.

3. Introduction

This study represents a part of the joint research project by UNDP Serbia and public opinion research agency CeSID DOO.

The previous research cycle showed the highest level of citizens' awareness on the problem of corruption thus far as well as their perception how to fight corruption.

Corruption was second only to chronic unemployment amongst issues that Serbian citizens face on a daily basis, and only 8% of interviewees had direct contact with corruption in the September - December 2012 period.

A significant part of these results came as a result of the work of the newly formed Government of Serbia and its First Deputy Prime Minister Aleksandar Vučić, who became the personification of the Government's showdown with systemic corruption. It was Vučić who made the fight against corruption one of the Government's top priorities with the intention of clearing up cases of shadowy privatisations that involved some of the then most powerful people of Serbia.

Analysis of research results obtained from 2009 until June 2012 clearly showed that the citizens had no trust in the capability of the previous Government to seriously tackle corruption. For this reason it was necessary to carefully interpret somewhat euphoric results obtained in December 2012 – the first research cycle carried out after the inauguration of the new government. The first steps of the new Government, lead by Ivica Dačić and Vučić, were aimed precisely at the resolution of a numerous corruption affairs which surfaced in the last couple of years.

The citizens of Serbia have recognised the Government's willingness to curb corruption, which is why the December 2012 research results were incomparably better than those of June 2012 and the period preceding the formation of the new Government around the Serbian Progressive Party.

Six months after the previous research, the question is how satisfied are the citizens of Serbia with Government's results in curbing corruption to date. Also how much will their opinion on corruption be influenced by other issues surrounding the work of this Government, for example the poor financial situation of the citizens, disagreements among the parties that make the government, the issue of Kosovo and Metohija, unemployment, uncertainty over the date for the beginning of accession negotiations with the European Union (EU), and expectations of closing corruption scandals with a sentencing verdict.

The following text has the aim of providing answers to the question of how much the citizens of Serbia are capable to, in addition to all the surrounding problems, recognise state's aspiration to fight corruption through various institutions, or at least put it under control.

4. Summary

- Serbian citizens still have high confidence that the Government will continue fighting corruption.
- More than two fifths of citizens perceive the Government as the leading institution in fighting corruption in the country.
- The efficiency of the Government is evident for 64% of interviewees, which is a significant improvement from already a good score of 58% from last year. In addition, 30% of citizens credited the Government for the decline of corruption in the past 12 months and for maintaining the December 2012 positive outlook of country's direction.
- The question now, however, is why there is an 8% drop in optimism that in the coming year corruption will decrease in the country?
- The key problem lies in the fact that citizens have largely lost patience and trust in institutions such as the judiciary, prosecutors, and the police, who should prosecute and punish those who take part in corruption.
- These institutions, whose primary task should be to fight corruption, do not keep up, according to citizens, with the Government's efforts in curbing corruption. Some of them are even biggest generators of corruption in the country.
- Over 60% of citizens continue to see judiciary and police as highly corrupt, just as in 2012. Worryingly, however, the perception of judiciary and police as carriers of fight against corruption has dropped by 10% in the last six months. This drop begs the question of what went wrong to cause such a steep decline of the trust in these two institutions.
- The good news is that citizens are more familiar with the work of the Anti-Corruption Agency and increasingly value its results and competences. At the moment, 77% of citizens recognise the Agency, while one third believes the institution is capable of controlling the area of political party financing, which was for years one of the most non-transparent areas of public life in Serbia.
- The Anti-Corruption Agency is constantly rising on the list of institutions the citizens perceive as potential carriers of fight against corruption. Currently 35% of interviewees feel that the Agency should be the primary force behind fighting corruption – a 9% increase in the last 6 months.

- Unfortunately, people experience more corruption. There was no recurrence of the last year's decrease in experiencing corruption, rather a reversed trend. The percentage of those directly experiencing corruption rose by 3%, compared to December 2012 results, while those experiencing it indirectly through (friends, family or neighbours) jumped by 6%.
- Parallel with the increase in experiencing corruption, the amount of bribe rose as well, from EUR 169 last year to EUR 205.
- The highest number of corruption cases is reported within the health care system. 47% of direct corruption experiences in the past three months are related to physicians.
- Judges and doctors, once esteemed professions, are more frequently identified by citizens to be the most prone to corruption. A meagre 1%, claims that judges are not corrupt at all while just 3% views doctors in the same way.
- The proportion of state employees engaging in corruption has increased from 9% to 14%, viewed against the total incidence of corruption recorded by this survey.
- Citizens seem to believe that the most efficient way to fight corruption is through passing improved laws and more stringent punishments for perpetrators.

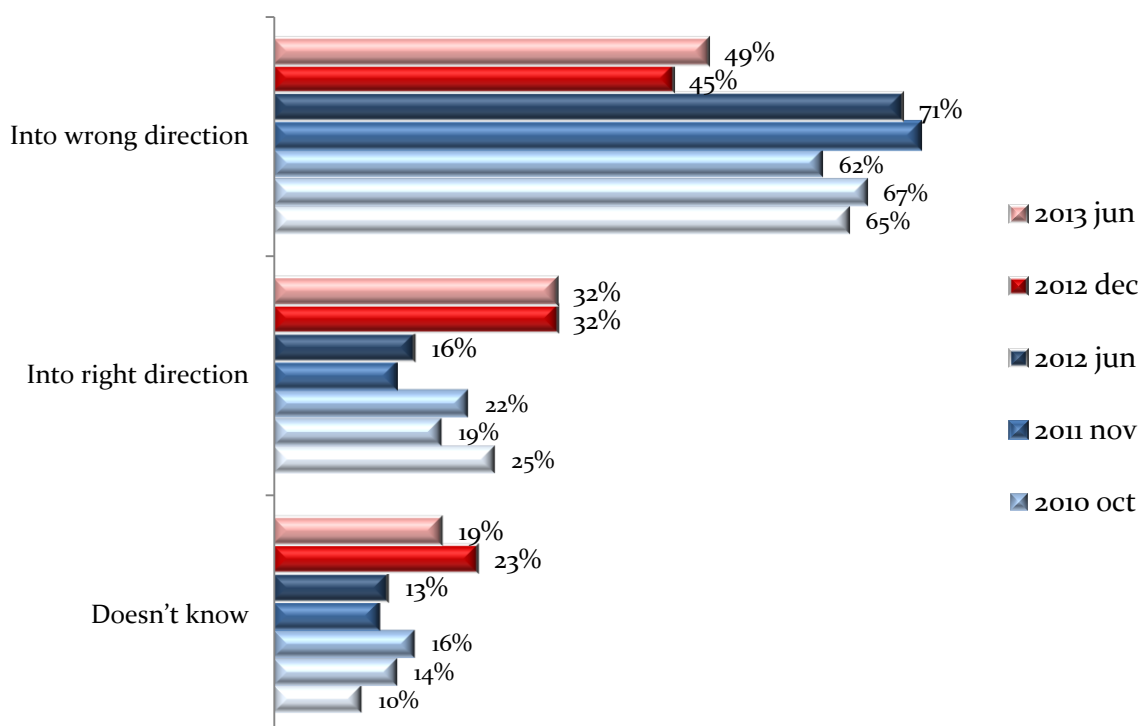
5. Socio-economic situation in the country – expectations of Serbian citizens

Optimism of Serbian citizens still remains at last December's level. However, for the first time since the UNDP is doing the surveys, two consecutive researches showed less than half of pessimists among the interviewees.

At the moment, a third of Serbian citizens is optimistic and believes that Serbia is going in the right direction. The percentage of optimists is the same as in last year's research cycle, while those who are doubtful whether Serbia is going in the right direction is 49%, slightly higher in December 2012 – see Chart 1.

There is a significant rise in optimism among citizens since the Government's overhaul in May 2012. It has brought down the negative trends set at the end of 2011 when 73% of respondents believed that Serbia was going in the wrong direction.

Chart 1: Generally speaking, do you think things in Serbia are going into right or wrong direction?



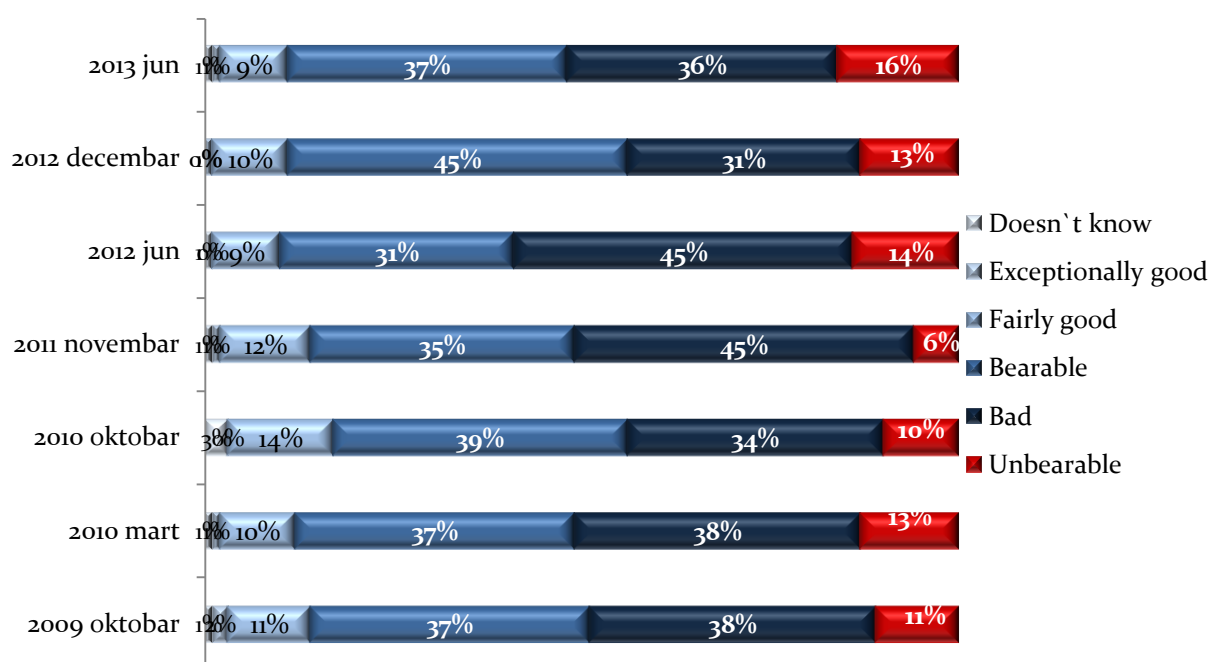
The positive trend of optimism from December can still be felt among the citizens, however, some of those who were uncertain earlier have been converted into pessimists by the developments of the last 6 months.

This sharper polarization of citizens came about because the events from the last six months did not persuade the uncertain citizens that Serbia is moving in the right direction.

However, we can single out as a positive indicator the fact that, for the first time since the beginning of implementation of this research project in October 2009, we see in two consecutive research cycles less than half of Serbian citizens reporting themselves as pessimists, even despite the fact that citizens believe their financial situation to be significantly worse than in December 2012 – see Chart 2.

Although 52% of interviewees claim that their living conditions are poor or even unbearable, it's very important to note that citizens don't base their optimism on the current economic situation. This is an indicator that a good part of the public is aware that reforms that bring better life cannot arrive overnight!

Chart 2: How would you evaluate your current material situation?



Economy in Serbia is in dire straits. An increasing number of people report impoverishment. Nearly 90% of Serbian citizens say they live on the verge or below the limit of tolerance. Serbian citizens' perception of their financial situation continues to be gloomy and deteriorating, following the same trend as last year. Interestingly, however, as in the previous research cycle **just above 42% of the interviewees**

claimed that there was deterioration in their financial situation, while only one in twenty interviewees felt any improvement.

However, citizens of Serbia continue to be optimistic about their country's future in spite of major concerns about poor, degrading living and financial conditions. This affirms their strong trust and patience towards the current ruling coalition.

Last year's conclusion remains in force - optimism expressed by Serbian citizens in relation to Serbia's future is currently based exclusively on expectations, while real parameters are far from the desired ones.

The last two surveys provide similar expectations regarding the future financial situation, with a slight decline in optimism. 16% of interviewees expect improvement of their financial situation in the next year, which is 4% less compared to the December's cycle.

6. What are the key problems which Serbian citizens are facing?

There are no major changes in the ranking of problems the citizens are facing. Corruption still comes second with 15% of citizens who single it out as the key problem of Serbia. The results confirm that the awareness of citizens related to the damaging consequences of corruption is very high, as they mostly complain about poor living standards and economic hardships.

Although problems such as low living standards, a bad economic situation, and high unemployment haunt Serbian society, it seems that citizens are increasingly aware that most of these issues are directly correlated to corruption.

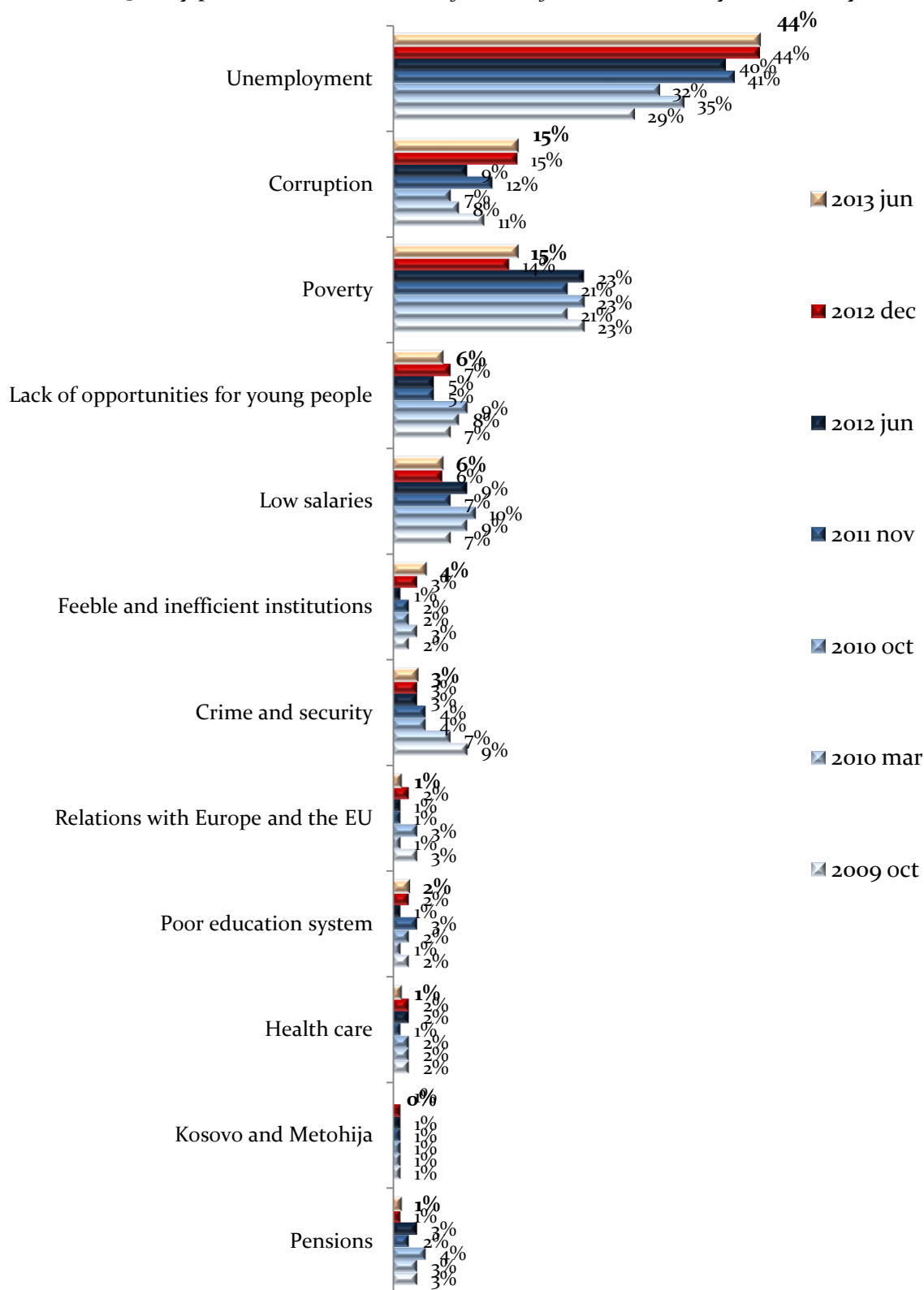
It is not surprising, therefore, that corruption maintained its ranking as the second most important problem which Serbian citizens are facing – Chart 3.

High ranking of corruption, noted in two consecutive research cycles, testifies to the fact that the Government's fight against this phenomenon and constant media coverage of corruption have influenced citizens' attitude. Comparing previous cycles leads to the conclusion that the ranking of problems listed in Chart 3 is difficult to change once citizens prioritize them.

Although the majority of citizens put economic issues at the top as the ones that trouble them the most, corruption became embedded in the awareness of an average citizen, due to the constant media coverage, a series of arrests and frequent corruption related affairs in various sectors.

Surprisingly, in spite of negotiations between Belgrade and Priština, the issue of Kosovo and Metohija (KiM) was not in the focus of our interviewees. Unlike in the previous research cycles in which at least 1% of citizens believed that solving the issue of Kosovo and Metohija (KiM) between Belgrade and Priština was the top problem facing the country, this time not even one respondent thought that to be the case!

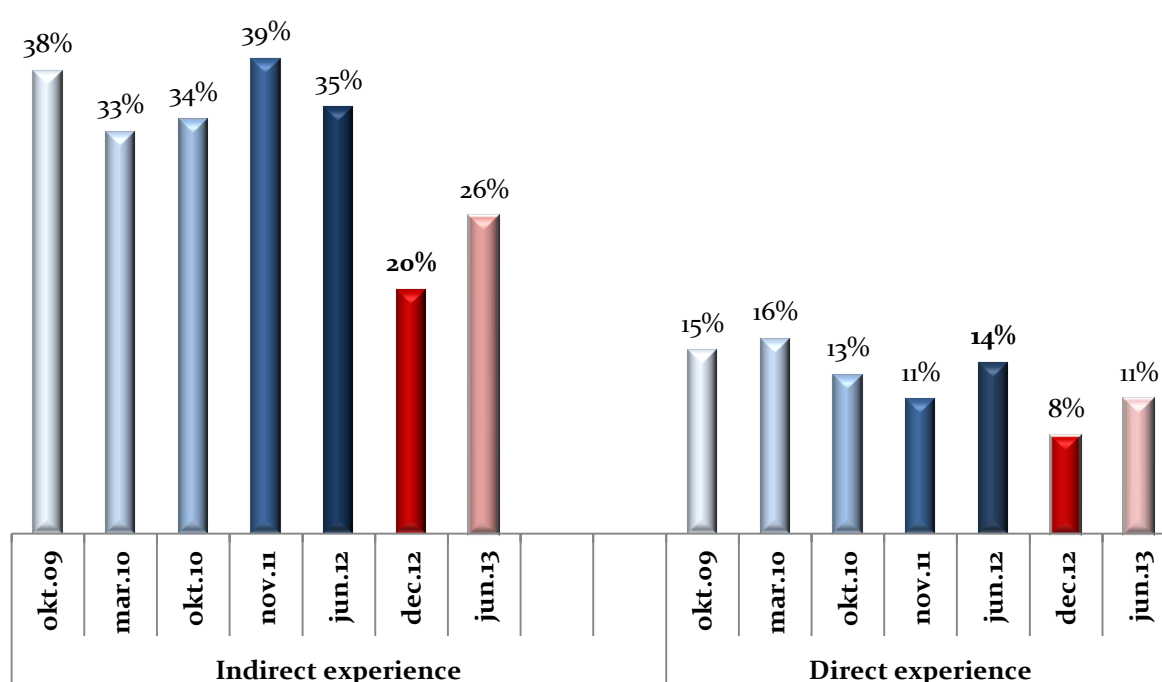
Chart 3: Key problems the citizens of Serbia face (overview by research cycles)



7. Corruption experiences

At the end of 2012, only 8% of interviewees reported direct experiences with corruption, while one in five were indirectly familiar with corruption through conversations with friends, acquaintances, or relatives.

Chart 4: Direct and indirect experience with corruption (comparative overview)



The findings from December 2012 were influenced by a momentum created by the fight against corruption, waged from the highest state level. Chart 4 shows a mild increase in corruption experience among Serbian citizens, despite the fact that the fight against corruption is not waning.

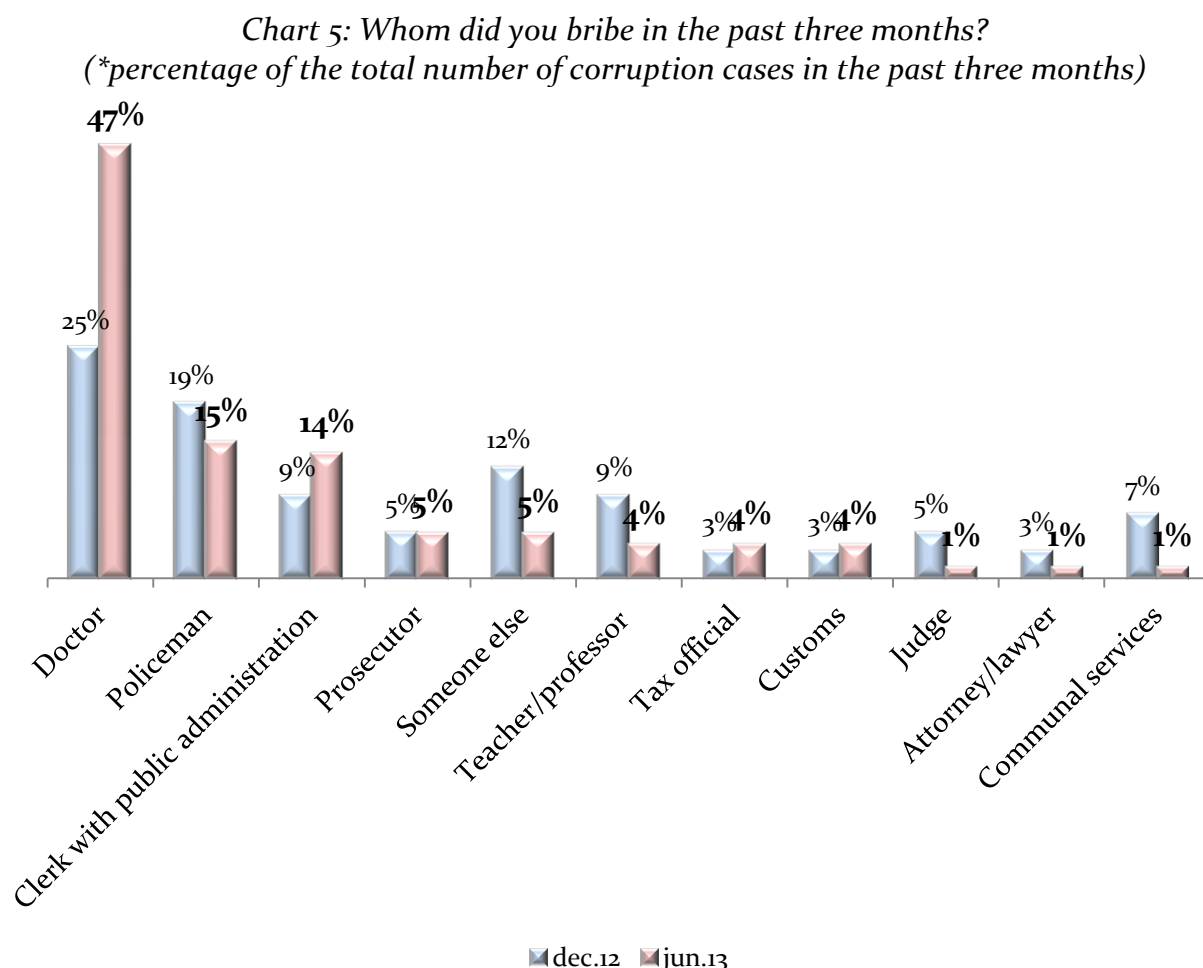
Currently, 11% of those surveyed claimed to have had a direct personal experience with corruption, a 3% increase in the past six months, and 6% more respondents felt indirect corruption through their friends or family. Although this cycle showed an increase in direct or indirect experiences with corruption in Serbia, the findings are still better than in the earlier research cycles, with the exception of December 2012. The difference between the current and the December 2012 research is in the fact that the latter showed significantly smaller number of corruption cases, particularly in sectors which are traditionally prone to corruption - health care and police - Chart 5.

Who got paid?

Doctors, police and clerks in public administration remain at the top of the list, but these are professions that citizens come in contact with most.

Although one half perceive police in Serbia as corrupt, in the last two consecutive research cycles we see a decrease in the number of corruption cases among police officers – see Chart 5.

Contrary to police, the number of corruption cases in health care system has risen in the past three months!



The incidence of corruption in the health sector has risen from one quarter to almost half in the past six months. It is interesting to note that not only doctors are participants in corruption; in the category *someone else* other health care workers were mentioned, such as nurses and medical technicians.

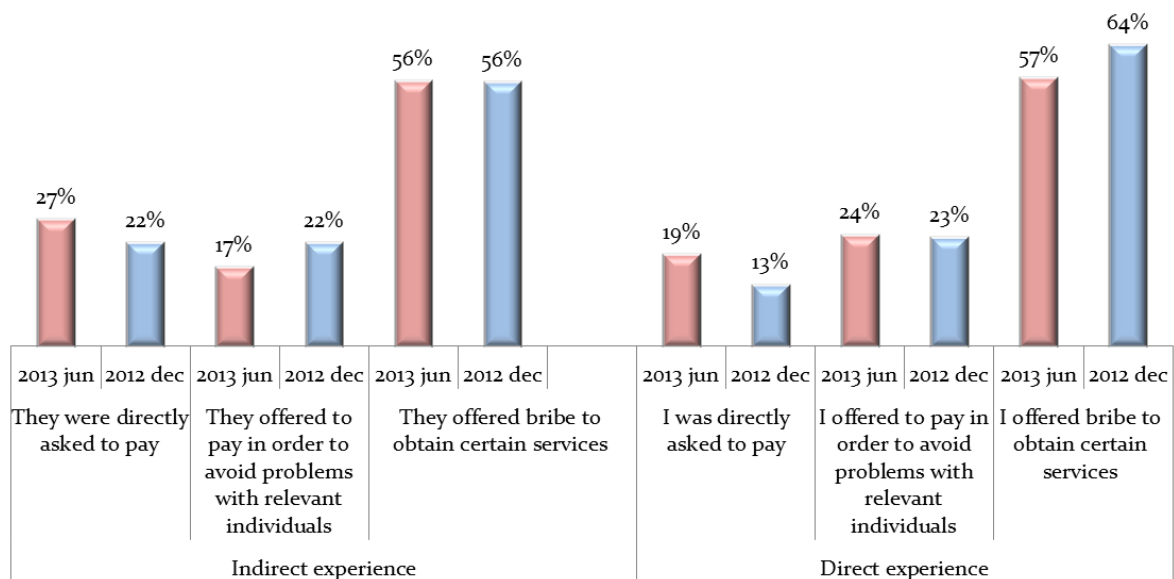
However, the sudden increase in the percentage of doctors who participated in corrupt acts should not be interpreted solely against the December 2012 research cycle. In December, the research noted a significantly smaller number of cases of corruption in general, because the harsh attitude of the new Government towards corruption resulted in caution among professions prone to corruption, including doctors.

Public administration employees are also perceived as being more corrupt - from 9% to a significant 14% of the total number of corruption cases in the previous three months.

The fight against corruption, apart from a showdown with responsible public servants, also requires the education of citizens who have the habit of solving their problems and requests with bribes and gifts.

It is the citizens who offer bribes most frequently; cases where a bribe was directly or indirectly solicited in order to get a service were significantly less frequent – Chart 6.

Chart 6: What is the reason for giving a bribe?



More than half of Serbian citizens who had direct or indirect experience with corruption offered bribes themselves in order to obtain a certain service!

Apart from offering a bribe - an extremely damaging and negative form of behaviour - we see a rise in the number of cases where bribes were directly demanded from citizens. A bribe was solicited in 6% more cases than in December 2012 among the interviewees who were direct participants in corruption. On the other hand, the

number of citizens who were asked to pay a bribe rose by 5% among those who are indirectly familiar with corruption.

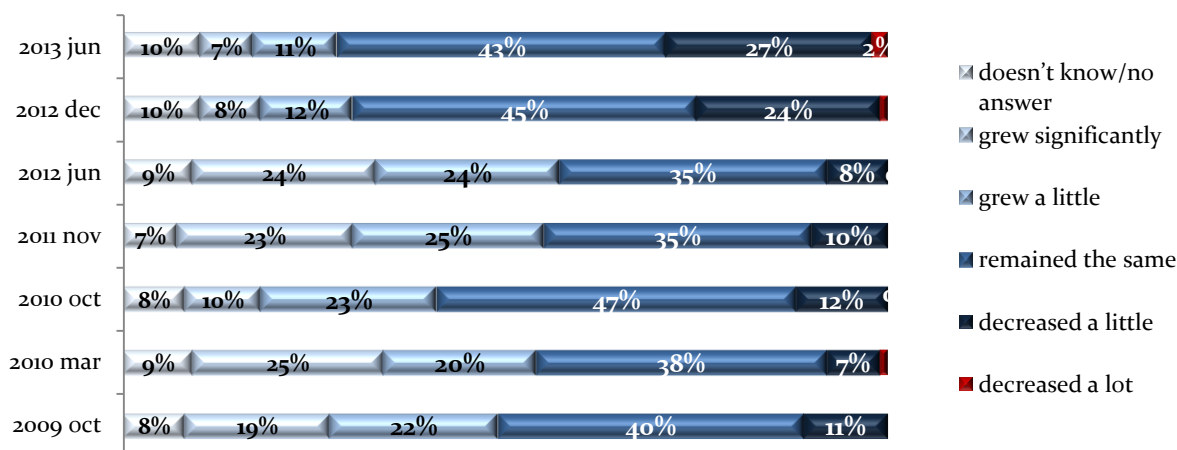
*In addition to the increase in the number of corruption cases in the past six months, it is worrisome to see the rise in the average amount of bribe in the past three months. The average amount of bribe among interviewees, who decided to give it or were forced to do so, was **168 Euros** at the end of 2012, while in mid 2013 the average amount rose to **205 Euros**!*

Bribes are definitely a tool of the wealthier part of the population. For half of respondents who bribed in order to realise their interests, this sort of expense did not significantly influence the family budget. However, poorer citizens bribe as well, since the respondents stated that for one in three citizens who paid bribes in the past three months the amount represented a significant expense for the family budget.¹

8. Perception and understanding of corruption

In spite of a modest increase in corruption-related experiences by citizens in the past three months, our findings show that the percent of those who are of the opinion that the level of corruption has decreased in the past 12 months is even higher than in December 2012!

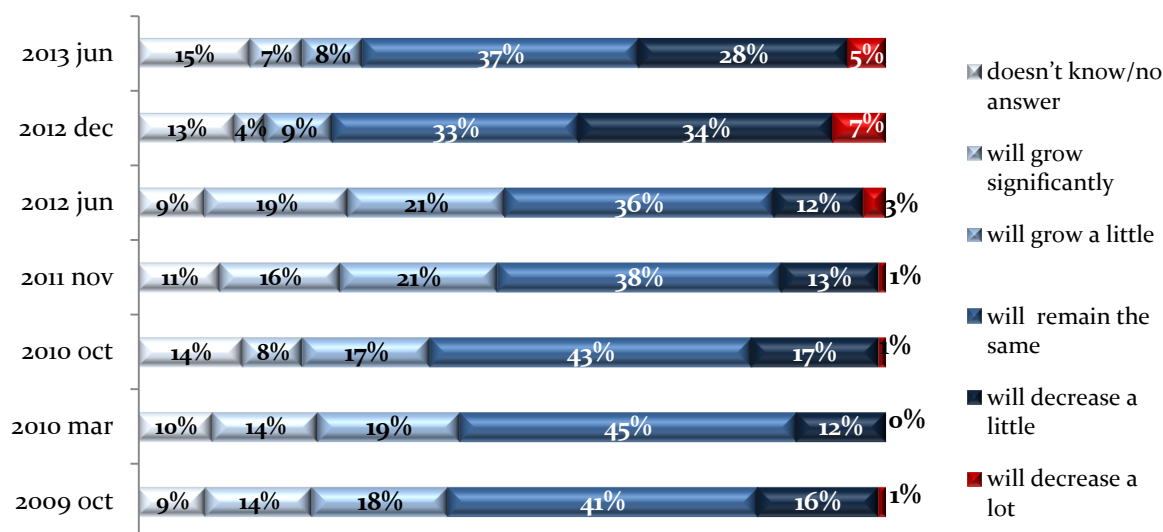
Chart 7: Level of corruption in the previous year



¹ In December 2012, giving bribe represented significant expense for one in five citizens; this can bring us to conclusion that there is a growing number of people in Serbia who are ready to burden their budget in order to realise some bigger or more important interest.

Close to a third of the respondents recognise the work of relevant institutions and the Government in the fight against corruption. They believe that the level of corruption has decreased a lot or a little. **This is by 4% more than in our December 2012 research cycle and, at this moment, represents the best result of recognisability of the fight against corruption by citizens since the beginning of the research.**

Chart 8: Level of corruption in next 12 months – expectations



One in three citizens of Serbia expect that the level of corruption will further decrease in the coming year, while 15% say that corruption will be on the rise! The decline signals that the further increase in trust among citizens mostly depends upon efforts the relevant bodies put into the continued fight against corruption. The situation is different with the projected level of corruption in the coming 12 months - Chart 8.

Contrary to the previous cycle, citizens are slightly more moderate in their assessment of the expected level of corruption in the coming year. The initial enthusiasm stimulated by the efforts of the new Government against corruption is still slightly lower than it was in December.

The impression is that citizens are waiting for legally binding sentences in ongoing corruption cases before rendering their final judgement regarding anti- corruption measures.

There is 8% less citizens, compared to December 2012, who believe that corruption levels will decrease in the coming 12 months. Regardless of this drop in citizens' enthusiasm and expectations, one should point out that this cycle's findings are still

encouraging and that one in three interviewees is of the opinion that the fight against corruption will be continued in the coming period.

Three fifths (61%) of the interviewees believe that corruption moderately or very much bears influence upon their private lives, which is 5% increase from the results of six months ago. This testifies to the increased awareness of Serbian citizens regarding the consequences and influence of corruption.

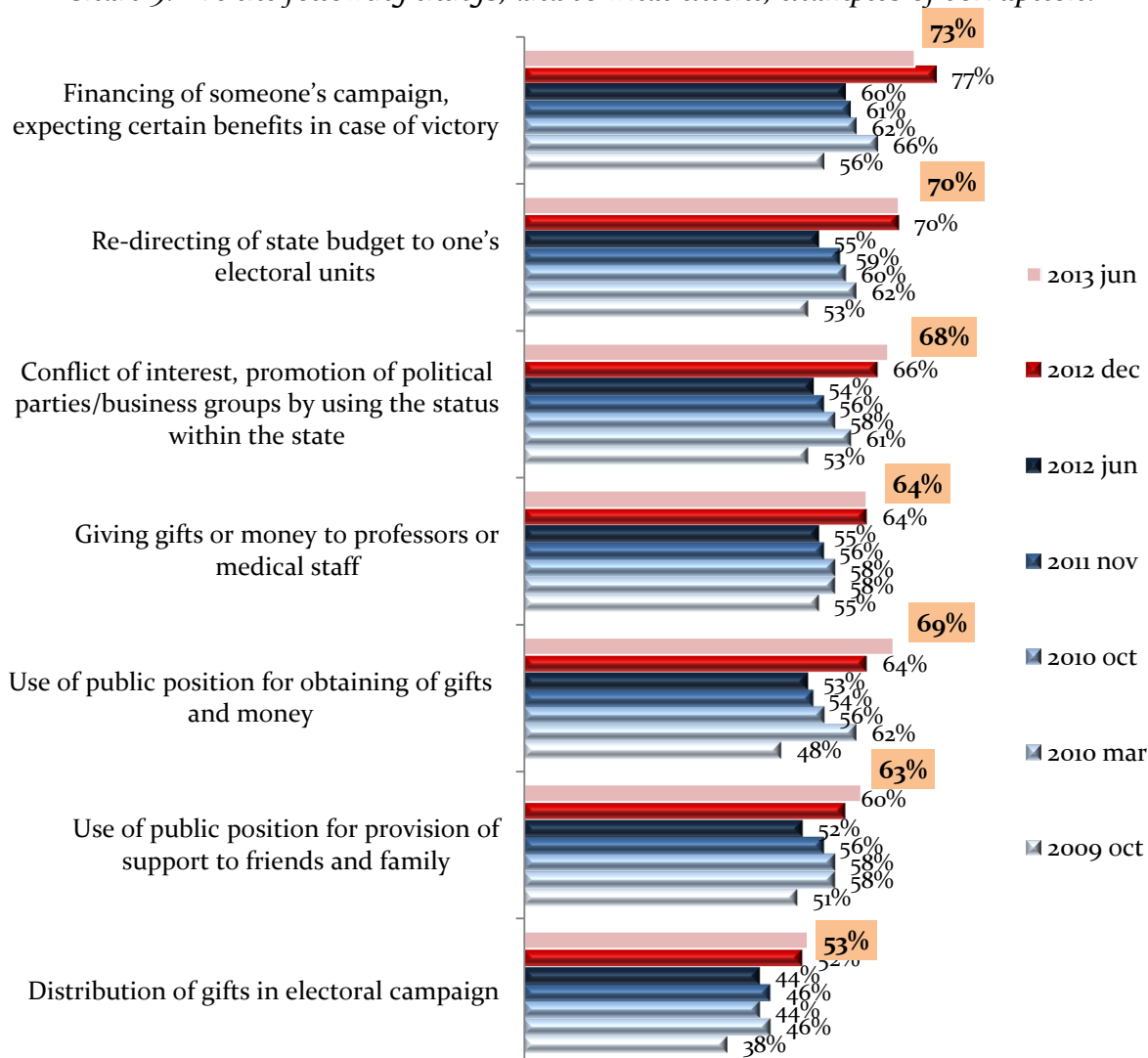
Although reduced in comparison to the previous research cycle, the influence of corruption on the business environment and political circumstances in the country is still at a very high level. At the moment, 76% of citizens believe that the influence of corruption on political circumstances in the country is significant (79% in December), while 84% of them say there are effects of corruption on the political environment, which is 2% less than in December of 2012.

While the perception that corruption affects the business environment and political circumstances in the country (although still very high) stagnates or declines, there is a sharp rise in citizens' perception of corruption as significantly affecting their personal situation and private lives.

Improved knowledge of citizens on what comprises corruption goes in hand with their low tolerance thereto, as shown in Chart 9.

The last two cycles showed an established pattern among citizens, which indicates that they have less understanding for the abuse of public position for personal or party gain and for realisation of interests that are anything but public.

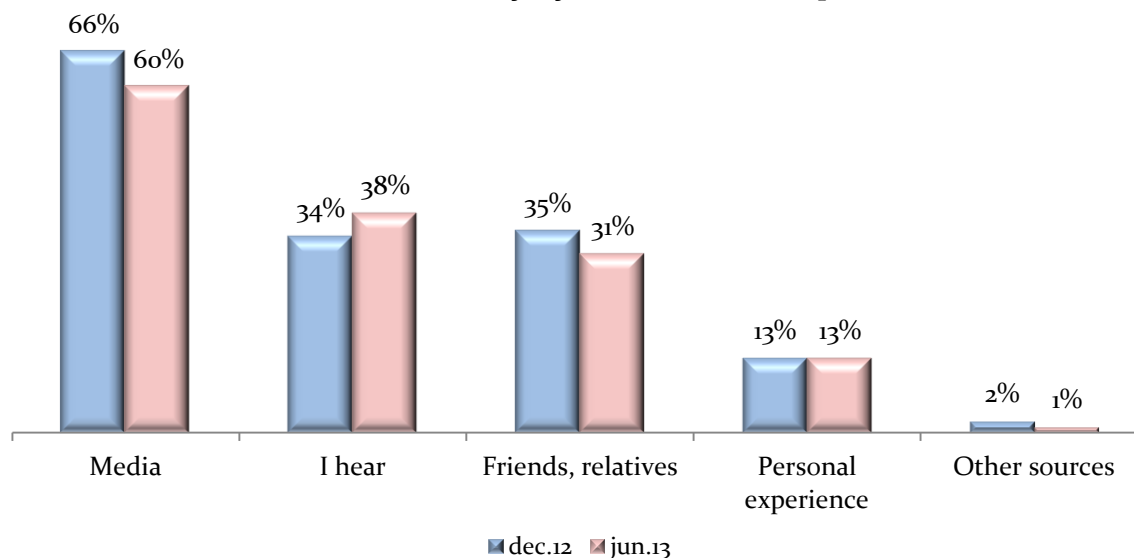
Chart 9: Are the following things, and to what extent, examples of corruption?



As years go by, citizens of Serbia show growing awareness of the forms and manifestations of corruption and want it sanctioned or prevented!

It is very important to note that established behaviour such as giving gifts or additional payment to teachers or employees of health care service, which until recently were common, are being increasingly perceived by citizens as corruption! The percentage of citizens who believe this represents a form of corruption was over 60% in the last cycle, and stands at the same level in this cycle as well.

Chart 10: Sources of information on corruption



Media represent the main source of information and key communication channel with citizens when corruption is concerned - Chart 10.

Although there is a mild decrease in the percentage of respondents who claim that media is their primary source of information on corruption compared to December 2012, 60% of citizens still base their awareness of corruption and its effects on information coming from the media.

Although its objectivity is questionable, indirect knowledge of corruption still represents a very important source of information on this phenomenon in Serbia. Almost two fifths of citizens receive information through word of mouth while 31% of interviewees say that they rely on information from friends and family about their experiences with corruption. 13% of respondents rely only on personal experiences with corruption, as their source of information, similar to the December findings.

Table 1: How much do you agree with the following statements?

Corruption in general		Doesn't know/no answer	I agree	I partially agree	I partially disagree	I disagree
There is no will in Serbia for real and efficient eradication of corruption	Dec.12	6	40	20	15	19
	Jun.13	6	50	19	13	12
Corruption can be eradicated only by severe punishment of perpetrators	Dec.12	3	71	15	5	6
	Jun.13	3	73	15	5	4

Corruption can be eradicated only by removal of its causes	Dec.12	3	66	18	8	5
	Jun.13	5	64	18	8	6
Every institution should equally be responsible for prevention of and fight against corruption "inside its ranks"	Dec.12	4	71	16	6	3
	Jun.13	5	73	14	6	2
Specialised institutions (police, judiciary, Agency) should be the leaders in fight against corruption	Dec.12	4	68	18	6	4
	Jun.13	4	58	25	8	5
There is no cooperation and coordination between specific institutions in the fight against corruption	Dec.12	17	46	22	9	6
	Jun.13	14	50	19	10	7

Increased awareness on corruption resulted in a somewhat more critical attitude towards the State's role in its prevention - Table 1.

As much as 69% of citizens said that there is insufficient coordination and cooperation between state bodies responsible for the fight against corruption.

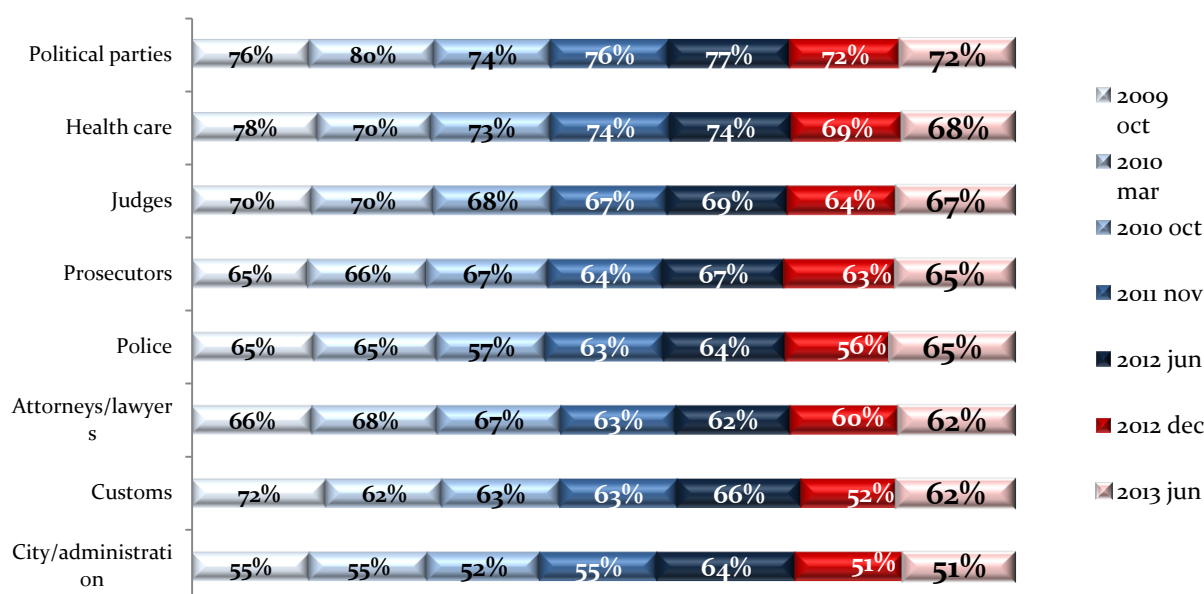
Citizens are sceptical towards punitive measures in cases of corruption; 88% of interviewees believe that only harsher sanctioning and implementation of punitive measures can prevent corruption in Serbia.

The percentage of citizens who believe that specialised institutions (such as the judiciary, Anticorruption Agency and police) should lead the fight against corruption remained as high as last year. 87% say that each institution should be responsible for the fight against corruption within its own ranks – the result was the same in both December 2012 and June 2013.

9. Perception of corruption in different sectors

Political parties have been seen as the most corrupt part of the system for years. The judiciary and health care system are constantly at the top of the list, joined by the police.

Chart 11: Institutions with perceived corruption level over 50%



A negative attitude towards political parties is deeply rooted among the citizens of Serbia. Respondents have had very negative views on the level of corruption inside these organisations, together with corruption which they generate, from the very beginning of this research.

In comparison to the last two research cycles, the level of corruption within political parties is somewhat lower. However, with 72% of interviewees who believe that political parties are corrupt or very corrupt, they convincingly top the list.

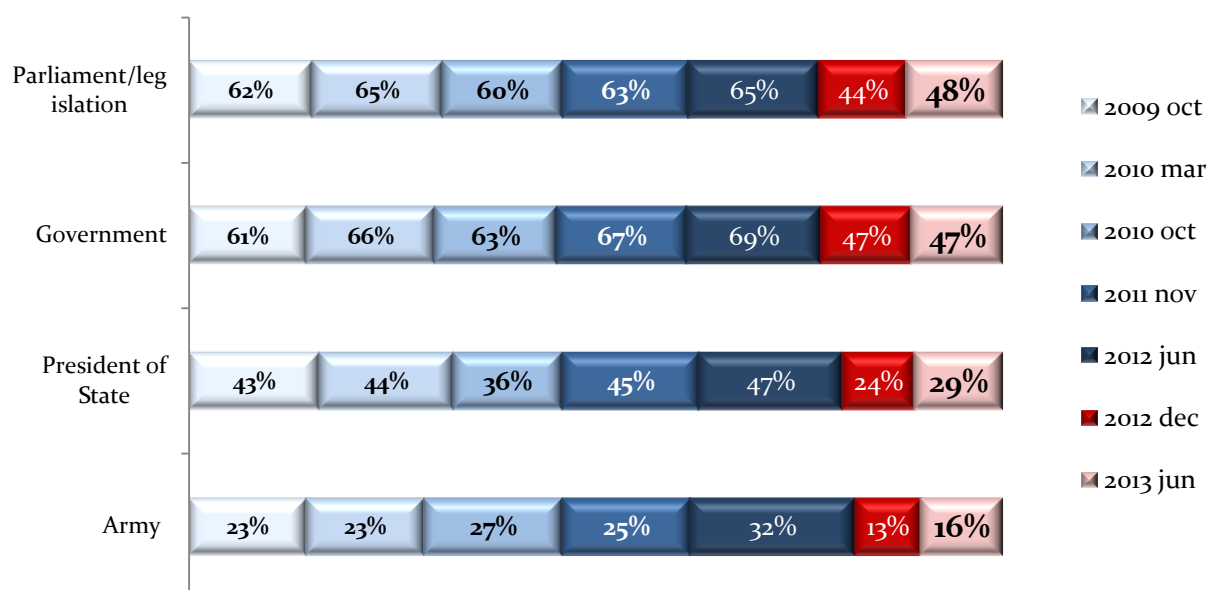
Organisations that were traditionally assessed as corrupt saw no significant improvement from six months ago. It is particularly interesting to note that 9% more citizens find police corrupt, in comparison to December last year, although the number of corrupt cases involving policemen has dropped. The same goes for customs, where the level of perceived corruption is by 10% higher than in December of last year.

Apart from political parties, police and customs, four more institutions stand out for more than 60% of citizens perceiving them as corrupt: *health care for 68%, judiciary 67%, prosecutors 65% and lawyers for 62%.*

There are no significant changes when key institutions of the system are concerned - Chart 12. The sudden drop in perception of corruption in these institutions, which was noted in the previous research cycle, has remained even with small variations, steady for the time being.

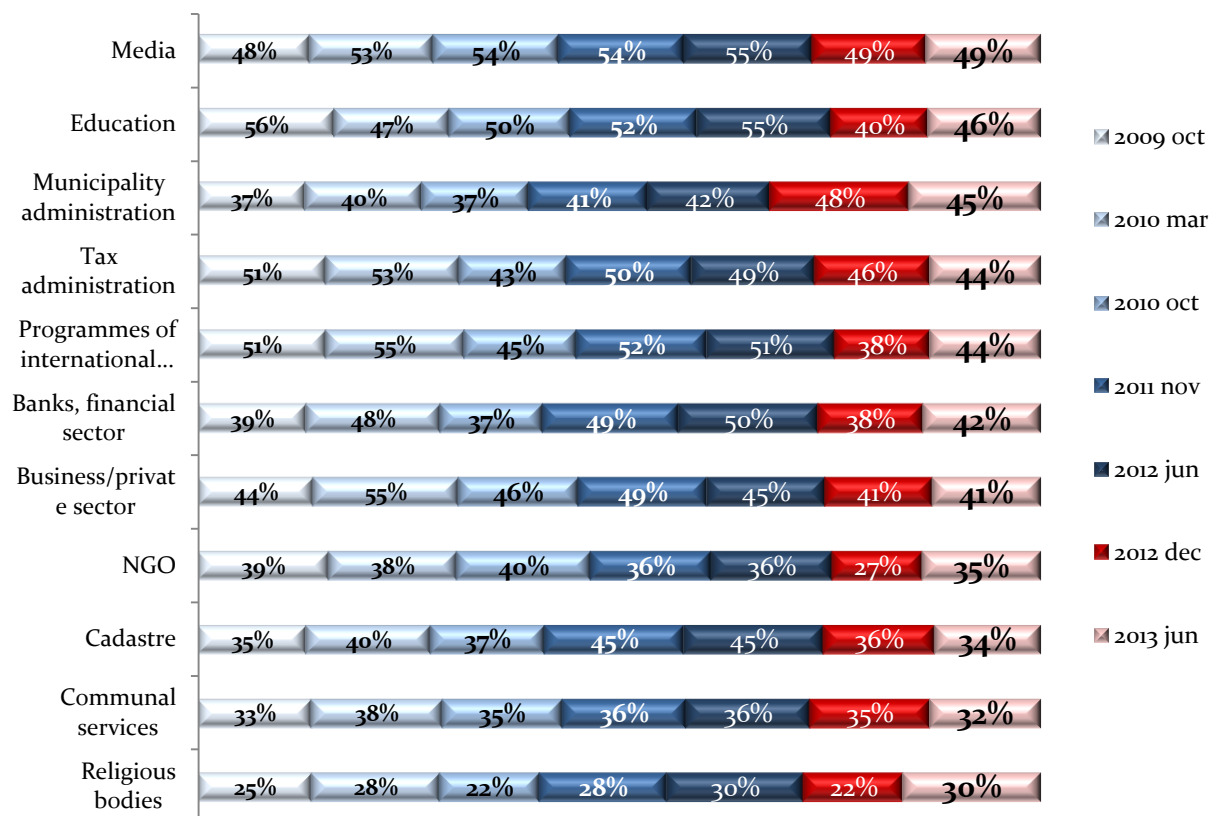
The Government remained at the same level as last year, while other institutions saw mild decrease in trust, i.e. perception that they are corrupt. Previously we had seen that interviewees' opinion of the President of the Republic had improved dramatically. However, the most recent results show a relapse, as 5% more respondents now perceive the office to be corrupt.

Chart 12: Level of perceived corruption in key institutions of the system



The Government, the President, the Parliament, and the army are ranked much better in comparison to one year ago! The results still send a clear signal by citizens that the four institutions still enjoy support of citizens, significantly higher than in the period of 12 months ago. However, if comparing the results from December 2012, the Government of the Republic of Serbia is the only institution where the level of corruption has not increased.

Chart 13: Perception of corruption – other institutions



Citizens believe that corruption has been increased within the *civil sector, international programmes and donations, media, as well as religious organisations!*

On the other hand, a mild decrease in the perception of corruption is noted within municipality administration, which issues certificates and licences, as well in the work of the tax authorities.

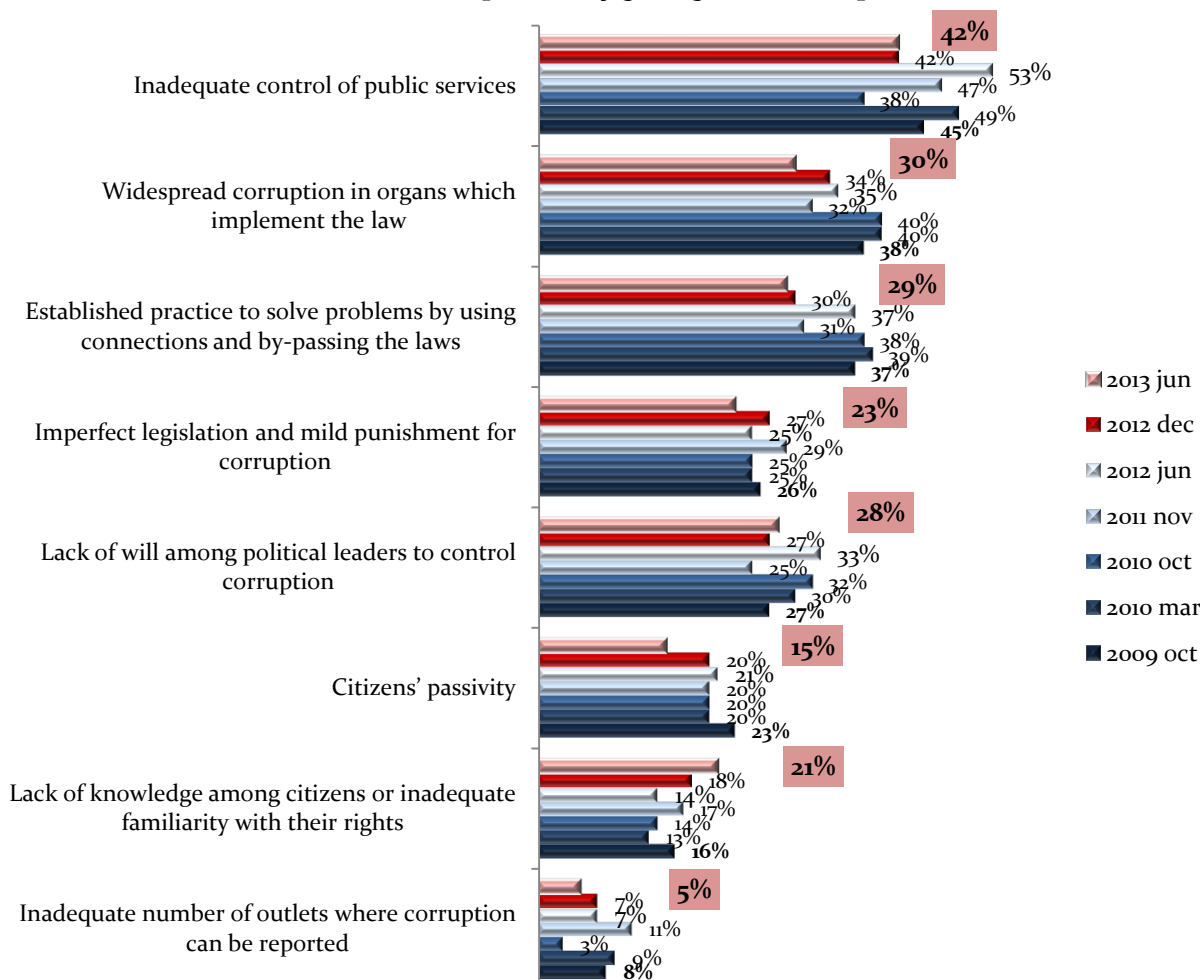
10. Fight against corruption

Inadequate control of public services (two fifths of interviewees) and widespread corruption in bodies responsible for implementation of laws (30%) represent the main obstacles for the fight against corruption in Serbia.

Both of these factors are directly linked to the perception of the level of corruption in different institutions of the system. As citizens are convinced that public services, enforcement bodies are corrupt themselves, it is logical that without independent

control of these institutions one cannot expect significant decrease in the level of corruption in Serbia.

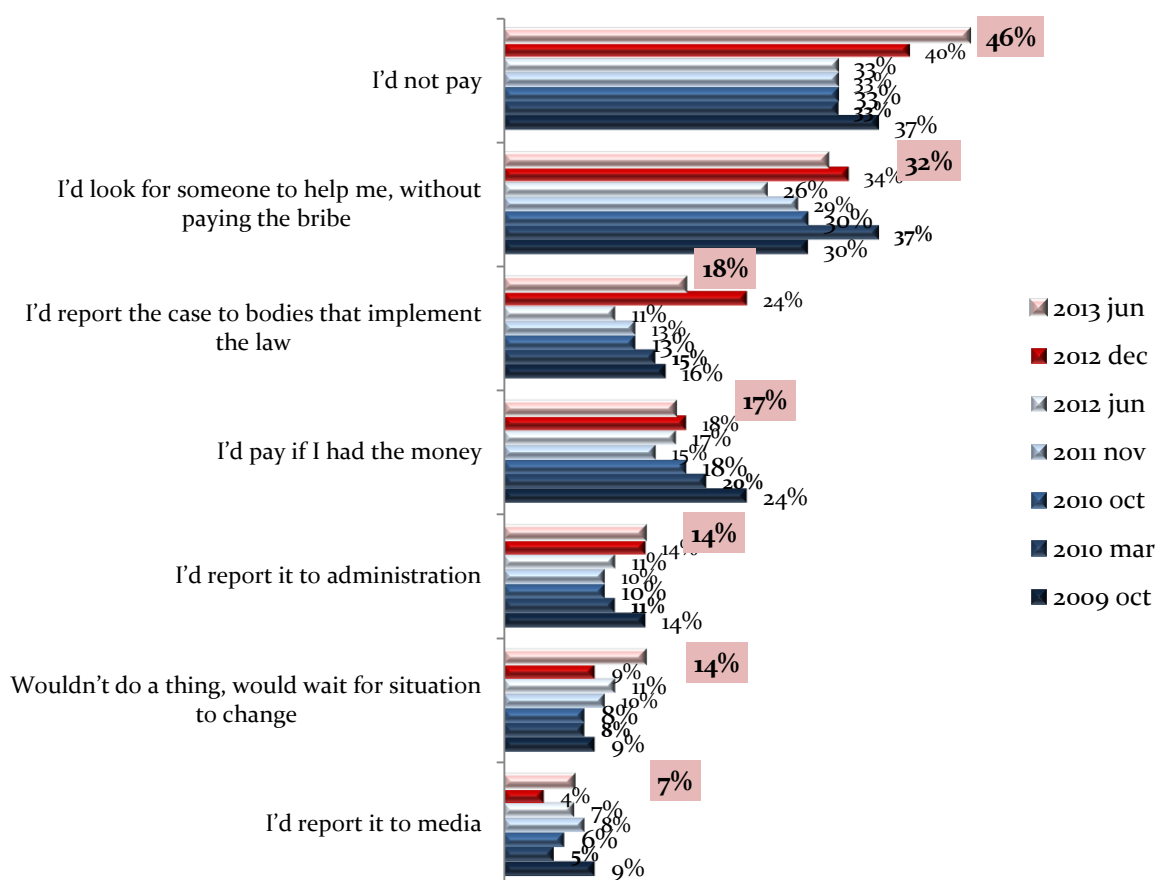
Chart 14: Factors that impede the fight against corruption in Serbia



A large part of interviewees are aware that citizens themselves are also responsible for deep rooted corruption in Serbia. Citizens are not well educated on visible forms of corruption, their own rights and ways of exercising them. They are passive and try to solve the majority of their problems through shortcuts, which implies the use of friendly or family ties, or simply - paying a bribe.

The good news is that in the two linked research cycles - in December 2012 and in June 2013 – there is a growing number of citizens who would not be ready to pay a bribe to a state or private employee even if solicited – Chart 15.

Chart 15: If you were in a situation to be directly asked by state/private employee to pay a bribe, what would you do?



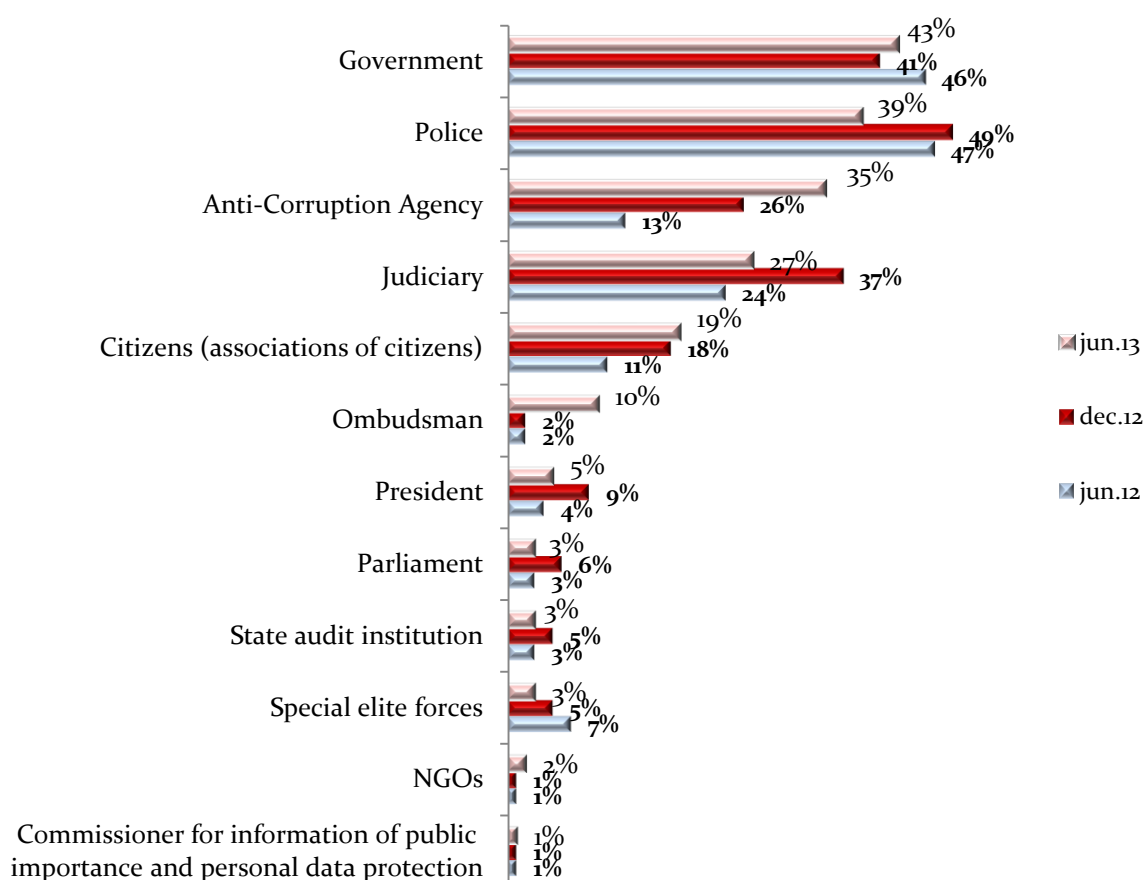
On the other hand, a small drop in the number of interviewees who would report the solicitation of a bribe to the law enforcement bodies or relevant administration is a cause of concern.

The question remains, therefore, whether the rise in the number of interviewees who are not ready to pay bribes is related to the rise in their awareness on the harmful effects of corruption, or simply the consequence of financial inability due to their material situation.

The findings obtained through this research point to the fact that continuous work is needed in order to regain the trust of Serbian citizens in the work of bodies responsible for the fight against corruption, above all the police.

Which bodies citizens believe should lead the fight against corruption?

Chart 16: Leaders in the fight against corruption



Findings on citizens' perception on which institution should lead the fight against corruption reaffirm the decrease in trust in police and low level of trust in the ability of the judiciary to fight corruption - Chart 16.

While in December last year one in two interviewees (49%) believed police should lead the fight against corruption, the June 2013 survey showed that this percentage dropped by an entire 10%. At the moment, only two fifths of citizens see the police as an institution that is capable of leading the fight with deep-rooted corruption in Serbia. The Survey showed similar results with regards to the judiciary.

There was a drop in trust by 10% in the capabilities of the judiciary and police to lead the fight against corruption.

The Government of the Republic of Serbia, is the first choice for citizens as a body which should lead fight against corruption. The Government was ranked high on this list of institutions in all research cycles.

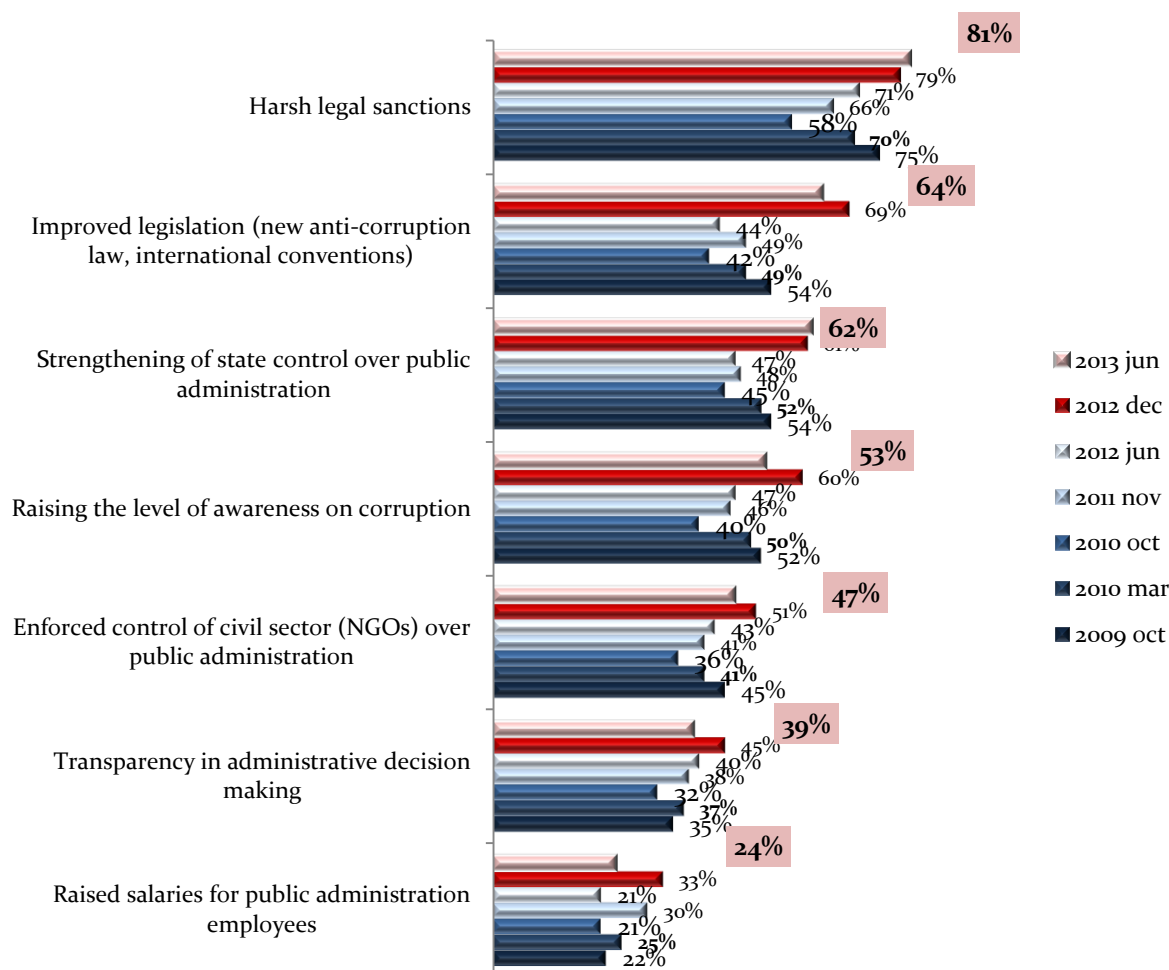
Highlighting of Government and putting it on the top, along with a decrease in trust in "competing" institutions with direct jurisdiction in fight against corruption, leads us to two conclusions:

- a) Citizens believe that corruption represents one of the key problems of Serbia, which can only be dealt with by the institution of highest authority in the country;*
- b) Citizens recognise the Government as an institution that announced and started the fight against corruption, and thus expect it to finish it.*

There is a growing trust of Serbian citizens in the capabilities of independent supervisory bodies when it comes to the fight against corruption. This is mostly related to the Anti-Corruption Agency, perceived by a growing number of citizens as the leader in the fight against this phenomenon. In comparison to 26% of supporters last year, the Agency gained another 9% who believe it has capacities to fight corruption in Serbia.

It is interesting to note that the Ombudsman, although it is not in his job description, has also been suggested as one of the solutions for leaders in the fight against corruption by one in ten citizens. On the other hand, there are 4% less interviewees (in comparison to last year) who want to see the President of the Republic of Serbia in that position.

Chart 17: Measures for the fight against corruption

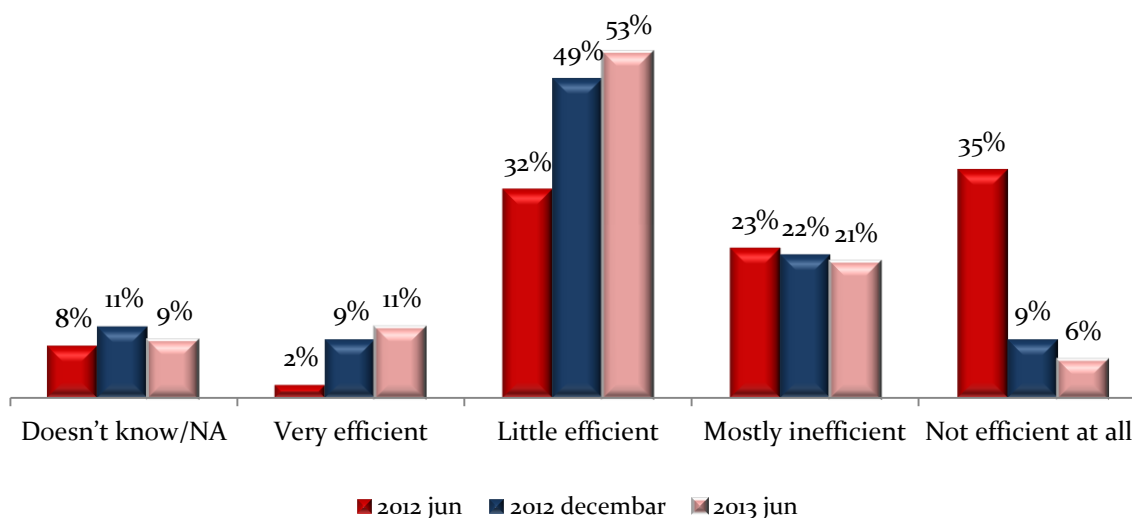


Whatever institution is to lead the fight against corruption, it should do it with introduction of harsher punishment for perpetrators of this criminal act. A total of 81% of interviewees stand for harsh punishment and punitive measures, while another 64% call for the improvement of legal solutions that the relevant authorities could use in their fight against corruption.

In principle, there are no major discrepancies among citizens in selecting solutions for the fight against corruption. However, there is a constantly decreasing number of citizens who believe that higher salaries of state clerks would be a good solution for decrease in corruption.

An overview of the Chart 18 tells us that citizens believe the Government represents the institution that is currently the most efficient in the fight against corruption.

Chart 18: Efficiency of the Government of the Republic of Serbia in the fight against corruption



In the December research cycle, after the formation of the new Government, we saw an increase in the number of citizens who believed that the new Government was partially or very efficient in the fight against corruption.

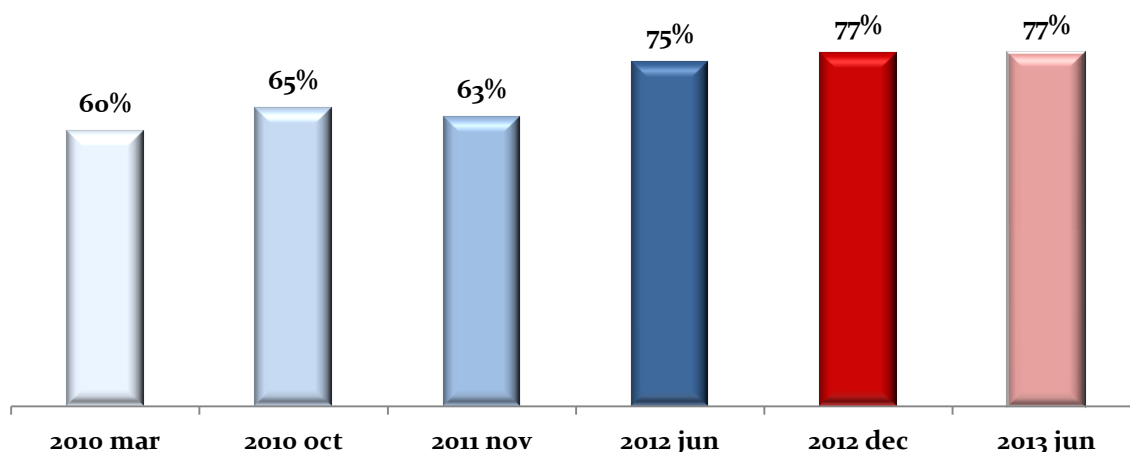
The current cycle reconfirmed that citizens consider the Government's fight against corruption as real and efficient. Last year's results have improved and, at the moment, a total of 64% of citizens believe the Government is making certain progress when fight against corruption is concerned.

In line with the growth in number of those who believe the Government is efficient in its fight against corruption, there is a decrease in the number of those who doubt in its aspiration for showdown in this area.

11. Perception of the work of the Anti-Corruption Agency

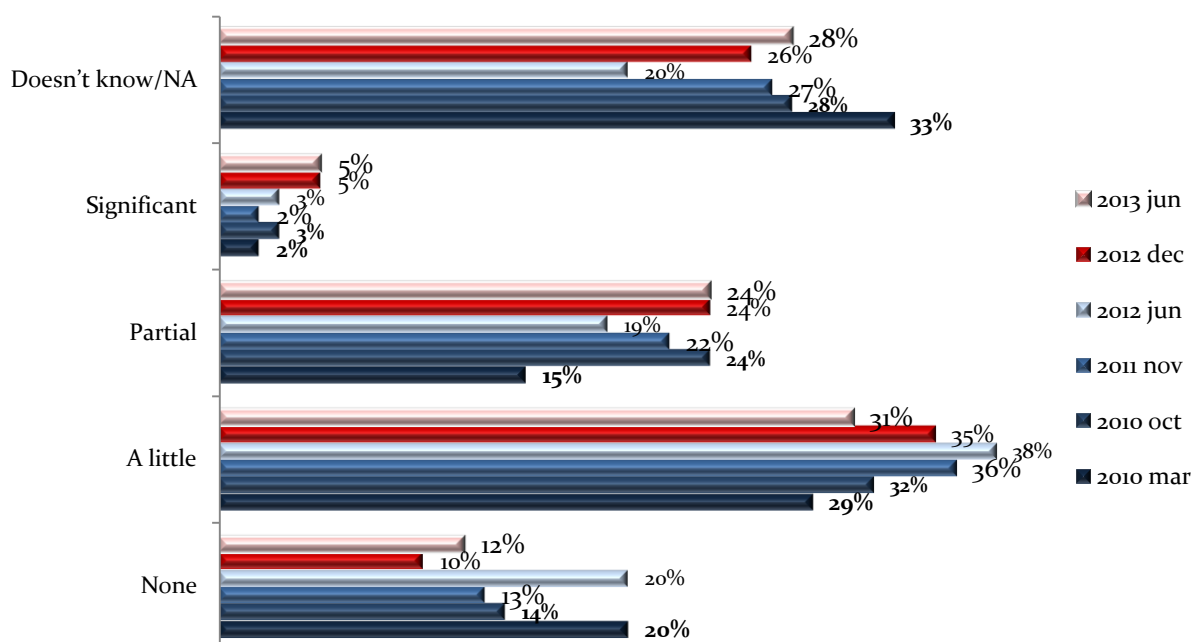
Currently 77% of Serbian citizens recognize the Anti-Corruption Agency, which is a result similar to the December 2012 research. This is the best result in recognisability of this institution since its establishment - Chart 19.

Chart 19: Recognisability of Anti-Corruption Agency



There are also no major changes in citizens' perceptions regarding its contribution to the fight against corruption.

Chart 20: Agency's contribution to the fight against corruption



On the other hand, more people think that this institution should lead the fight against corruption.

The trust of citizens in the Agency comes from the belief that the Agency is able to control financing of political parties, which is widely perceived as one of the generators of corruption in Serbian society.

Chart 21: Is the Agency able to control financing of political parties?

