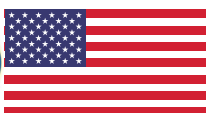




# ENHANCING TRANSPARENCY AND RULE OF LAW IN **KOSOVO-SERB** MAJORITY COMMUNITIES

The overriding objective of the project is to enhance the depth and quality of the citizens' participation in decision-making processes through a series of actions geared at the establishment of sustainable mechanisms that will enable project stakeholders to more closely and effectively monitor the work of local administrative bodies and courts.



Advocacy Center  
for Democratic Culture



This research was carried out in six (6) Serb-majority municipalities in Kosovo (North Mitrovica, Zubin Potok, Lepsović/Leposaviq, Zvečan/Zveqan, Gračanica/Graçanicë and Štrpce/Shtërpce). Its goal was to investigate citizens' attitudes regarding corruption and its impact on their communities and the work of local governing structures in the municipalities covered by this research.



# PRIMARY CONCLUSIONS



## ON TRANSPARENCY

Overall, citizens want their local governments to be more transparent and responsive:



**63%**

of respondents say that their local government is transparent **to a limited or very limited extent**

They also wish citizens could be more active in decision-making processes:



**68%**

of respondents think that citizens' **participation in decision-making processes could be improved**

Respondents were **a bit more positive when** asked about citizens' needs, with 31% saying that their local government met needs and interests and provided appropriate services

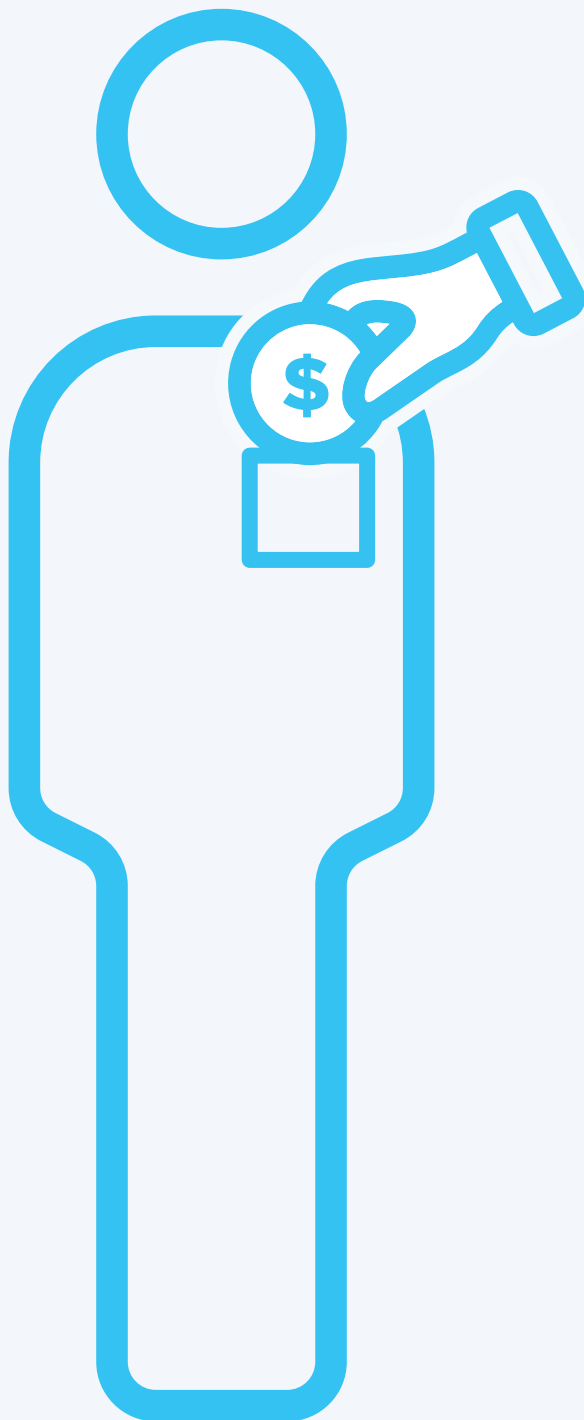
Respondents also feel that the process of budget adaptation and management at the local level should be more open and transparent, as **only**



**29%**

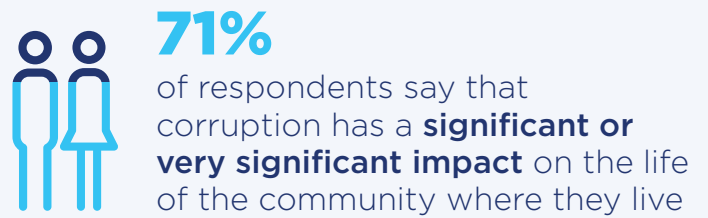
of respondents expressed **satisfaction with these processes**

# PRIMARY CONCLUSIONS



## ON THE IMPACT AND PRESENCE OF CORRUPTION

Citizens feel that corruption has a measurable impact on their communities:



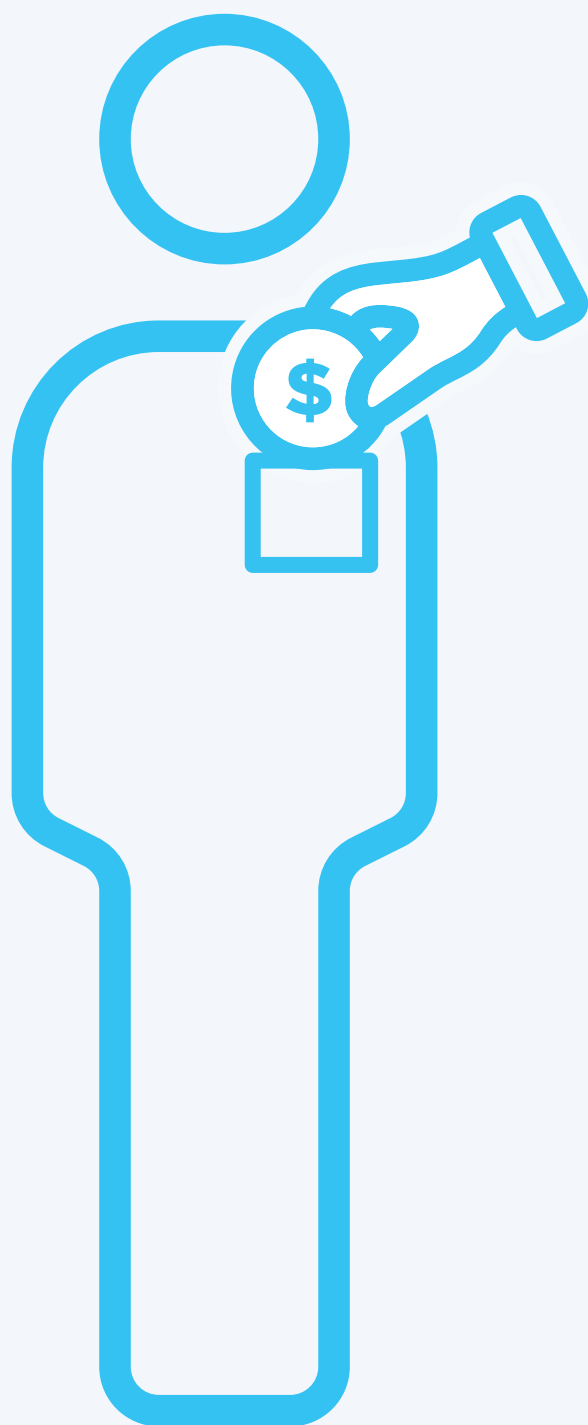
They also see it as being widespread:



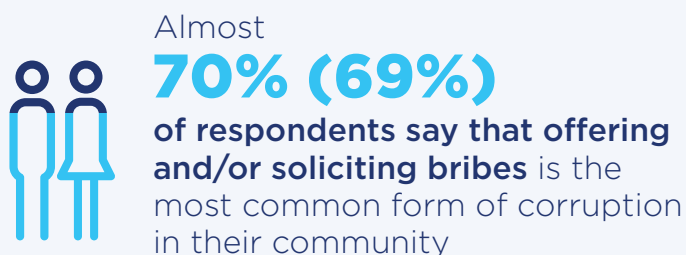
**BUT slightly less feel that it impacts them on a personal level:**



# PRIMARY CONCLUSIONS



When it comes to forms of corruption:



When they were asked **which sectors/ areas were most susceptible to corruption:**



They see the central government as being most corrupt

# PRIMARY CONCLUSIONS



## ON PERSONAL/DIRECT EXPERIENCE WITH CORRUPTION

Slightly fewer but still significant numbers of respondents reported having direct experience with corruption or corrupt activities:



**45%**

of respondents report having a **negative experience with corruption.**



**29%**

said that they were **solicited for a bribe or 'gift'**



**22%**

said **that they gave a bribe or 'gift'**

These numbers rise a bit when respondents were asked if they knew someone who gave a bribe or 'gift'



**39.3%**

of respondents claim to know **someone who bribed someone, gave a gift or favor** in order to complete an administrative task

# PRIMARY CONCLUSIONS



## ON INFORMATION AND INSTITUTIONAL RESPONSE

Citizens believe that members of their communities should be better informed about corruption and its effects:



Over **60%** of respondents say that their fellow citizens **are either not informed or need more information when it comes to corruption**

While most respondents receive information regarding corruption through the media, most feel that the topic is not discussed enough:



**59%** said that the topic **is not covered enough** by the media

The government, non-governmental organizations and the media should do more:

Respondents named



**19%** non-government organizations



**46%** Government and its representatives



**62%** the media as sources that should inform the public on issues surrounding corruption

# PRIMARY CONCLUSIONS



## Institutions don't do enough:



**27%**

of respondents say that institutions **don't do anything at all** in response to corruption and



**39%**

said that they don't do enough



**60%**

of respondents said that they **government of Kosovo** was not or only effective in fighting corruption and



only

**7%**

said it was **effective or very effective**



**23%**

named the **Anti-Corruption Agency** when asked which government institution is most effective in fighting corruption and



**51%**

said they expect the **Anti-Corruption Agency** to be the driving force in the fight against corruption.



Citizens generally don't understand the roles of various institutions in combatting corruption and corrupt activities



# PRIMARY CONCLUSIONS



On what SHOULD be done:



**31%**

of respondents said that institutions need to do more to inform citizens about their anti-corruption activities

It would appear that citizens don't have a clear picture of the role of various institutions in fighting corruption:



only **18%**

of respondents cited the courts/ judicial system as an institution they expect to have a leading role in the fight against corruption and 0.3% listed them as being effective in that effort.

Many fear the consequences of reporting corruption or think it wouldn't change anything:



**46%**

said they WOULD report corruption IF they were harmed by it BUT



**39%**

said they were unsure while



**15%**

said they would NOT REPORT it even if it brought them personal harm



**35%**

said that they think corruption isn't reported due to worries over potential consequences for them or family members and



**30%**

said that nothing would change even if it was reported

# PRIMARY CONCLUSIONS



## KEY RECOMMENDATIONS

- ✔ Citizens need to be better informed about the role of institutions in combatting corruption, therefore the Kosovo Anti-Corruption Agency should facilitate the launching of a public information geared at Serb-majority municipalities in to better inform residents of their work, role and competencies. This campaign can be implemented by civil society organizations. The Agency such also include in this campaign information on the Law on Protection of Whistleblowers
- ✔ Local municipal governments should work with local civil society organizations to launch public information campaigns geared at encouraging citizen participation in decision-making processes, including:
  - o The right to participate in budget drafting processes
  - o The right to attend municipal assembly sessions
  - o The right to launch initiatives on behalf of non-formal groups of citizens
- ✔ The launching of a comprehensive information hub (that can include a mobile phone application) that will provide local residents with information on corruption, recognizing and reporting corruption and detailed information on how to become more involved in local decision-making processes