

# Globalni barometar korupcije 2016. rezultati za Evropu i Centralnu Aziju

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## Transparency International Global Corruption Barometer 2016 Report for Europe and Central Asia

Beograd, 22.11.2016.

# O istraživanju

- Globalni barometar korupcije (GCB) je najveće svetsko istraživanje o iskustvima građana sa korupcijom, percepcijom građana o korumpiranosti pojedinih institucija i njihovoj spremnosti da se uključe u borbu protiv korupcije.
- GCB, koji je osmislio Transparency International, sprovodi se od 2003. godine. Ove godine je sproveden u saradnji sa TNS. Obradu podataka je izvršio sektor za istraživanja Transparency International, a tumačenja i poređenja za region Transparentnost – Srbija.
- Izveštaj za Evropu i Centralnu Aziju obuhvatio je 42 zemlje/teritorije i skoro 60,000 ispitanika. Istraživanje je sprovedeno na nacionalno reprezentativnom uzorku u periodu novembar 2015. – jul 2016.

# About the research

- Global Corruption Barometer (GCB) is the biggest global research on citizens experiences with corruption, their perception of corruption of institutions and sectors in the country as well as their readiness to combat corruption.
- GCB, designed by Transparency International, has been implemented since 2003. This latest survey was conducted by TNS. Data processing was organized by Transparency International's Research Department. All interpretations and comparisons within the region are sole responsibility of Transparency Serbia.
- Regional report for Europe and Central Asia includes 42 counties/ territories and nearly 60,000 people. The survey was conducted in period November 2015 – July 2016 on a samples weighted to be nationally representative.

# Ključni nalazi

- U Evropi i srednjoj Aziji trećina ispitanika vidi korupciju kao jedan od tri najozbiljnija problema u zemlji. Udeo ljudi koji imaju takvo mišljenje je najveći na Kosovu\*, u Španiji i Moldaviji.
- Više od polovine građana smatra da se njihove vlade loše bore protiv korupcije. Najgore mišljenje o učinku svojih vlasti imaju građani Ukrajine, Moldavije, BiH i Španije (preko 80 % negativnih ocena), dok su manje od 30% negativnih ocena dobile samo vlasti u Švedskoj i Švajcarskoj.
- Političari nemaju dobar glas u većini zemalja. Jedna trećina građana smatra da je većina poslanikai članova Vlade korumpirana.
- Građani širom kontinenta smatraju da bogati ljudi vrše neprimereni uticaj na donošenje odluka vlasti. Čak 60% ispitanika smatra da je taj uticaj prevelik i traži strožija pravila da bi se on ograničio. Ovakva mišljenja su naročito izražena u Španiji i Portugaliji.

# Ključni nalazi

- Sitna korupcija je i dalje veoma raširena i to najviše u zemljama bivšeg SSSR-a, a rekorder je Tadžikistan, sa preko polovine korisnika usluga javnog sektora koji su dali mito u prethodnih godinu dana. Da ni ulazak u EU nije brana korupciji pokazuju rezultati istraživanja za Rumuniju i Litvaniju, sa preko 20% građana koji su podmićivali.
- Ispitanici misle da je najbolji način za borbu protiv korupcije odbijanje da se plati mito i prijavljivanje korupcije. Prijavljivanje kao rešenje najviše vide građani zemalja EU. S druge strane preko jedne četvrtine ispitanika smatra da se protiv korupcije ne može ništa učiniti.
- Kao glavni razlog za neprijavljivanje korupcije građani navode strah od posledica (30%). Da stvar bude lošija, mnogi (38%) misle da prijavljivanje korupcije nije društveno prihvatljivo.

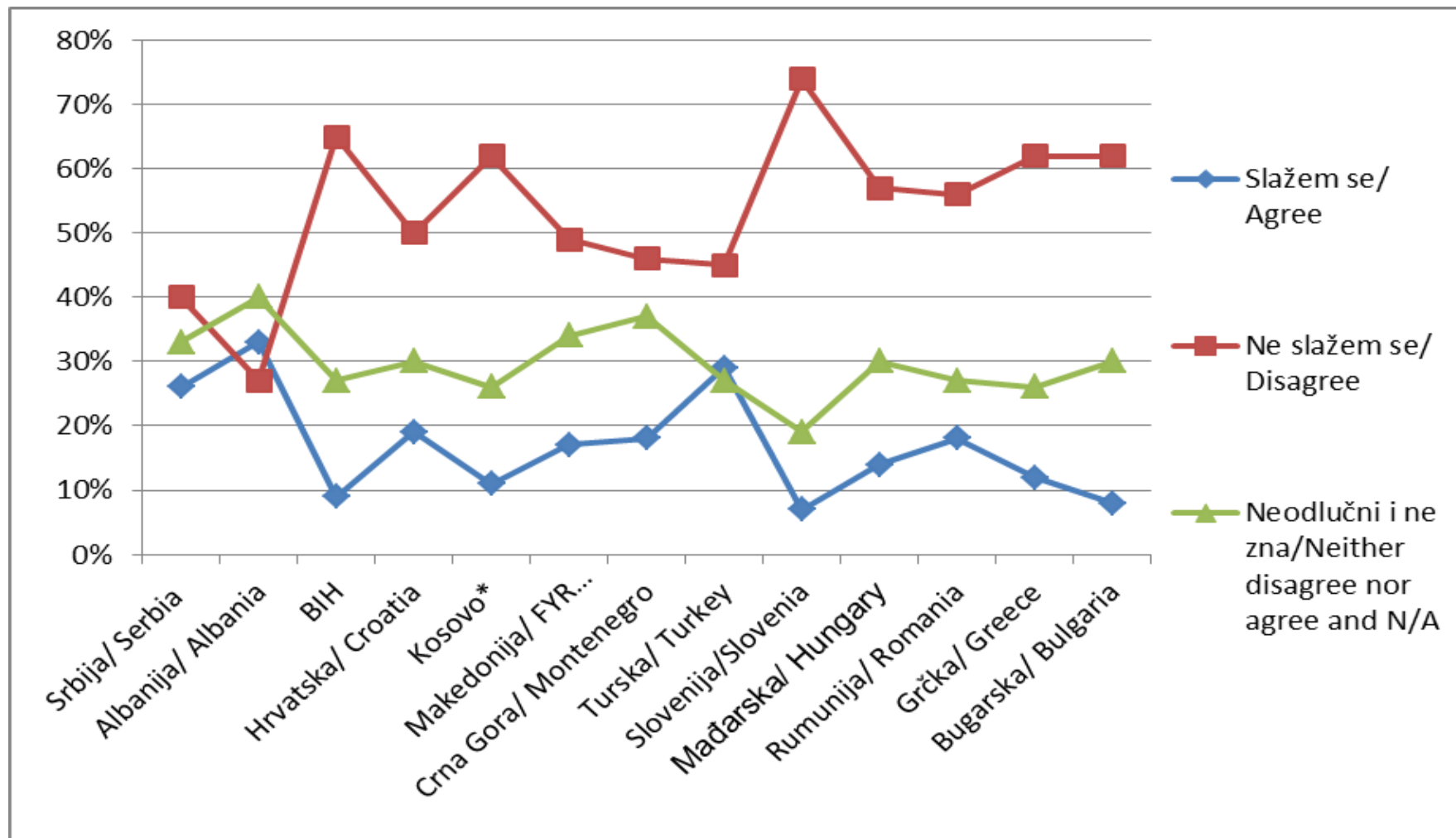
# Key findings

- One in three respondents think corruption is one of the biggest problems facing their country. Citizens in Kosovo\*, Spain and Moldova are the most likely to think this, with two thirds rating corruption as a major problem
- More than a half of citizens rate their government badly at fighting corruption. Citizens in Ukraine, Moldova, Bosnia & Herzegovina and Spain are most critical of their governments' efforts at fighting corruption with four in five or more saying it is doing badly.
- Politicians and public officials are seen as the most corrupt. Nearly a third of people say that most or all of them are corrupt.
- Three in five citizens think that the wealthy have too much influence on public policy and there needs to be stricter rules to prevent this. Spanish and Portuguese citizens are the most likely to agree.

# Key findings

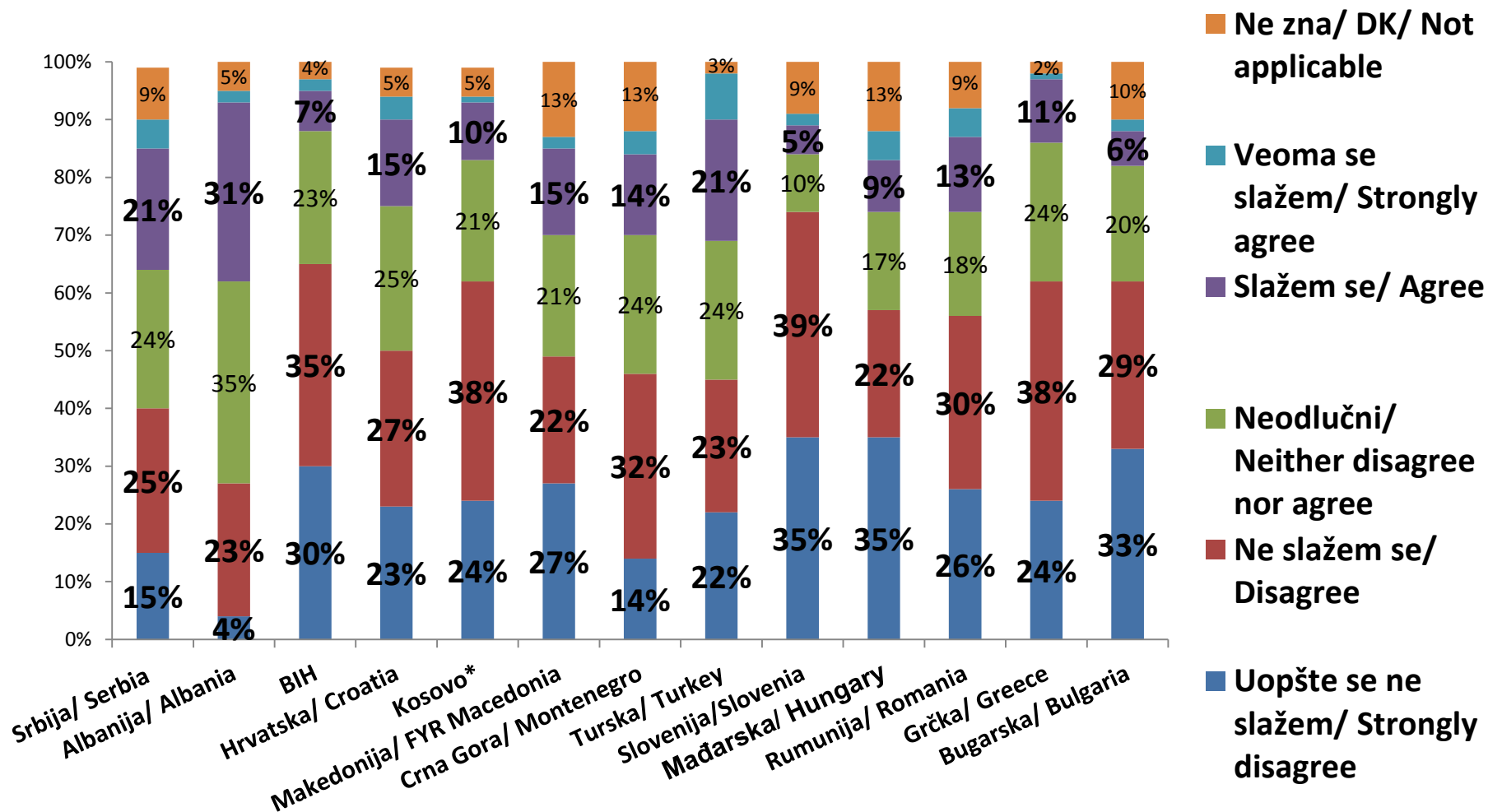
- Bribery is still common, particularly in the commonwealth of independent states and bribery is highest in Tajikistan where this rises to 50 per cent of service users. Bribery is also high in some EU countries, particularly Romania (29% of service users) and Lithuania (24 %).
- Reporting corruption or refusing to pay bribes are the most effective actions people think they can take (18 and 20 %). Reporting corruption is seen as particularly effective in the EU+ (24 %). Still 27 per cent of citizens in Europe and Central Asia are resigned to the fact that people can do nothing.
- The main reason more people don't come forward to report corruption is that they are afraid of the consequences (30 %). Furthermore, less than a half of people say that they think it is socially acceptable to report corruption in their country (38%).

# Ima li korupcije manje nego pre četiri godine? There is less corruption now than around 4 years ago?





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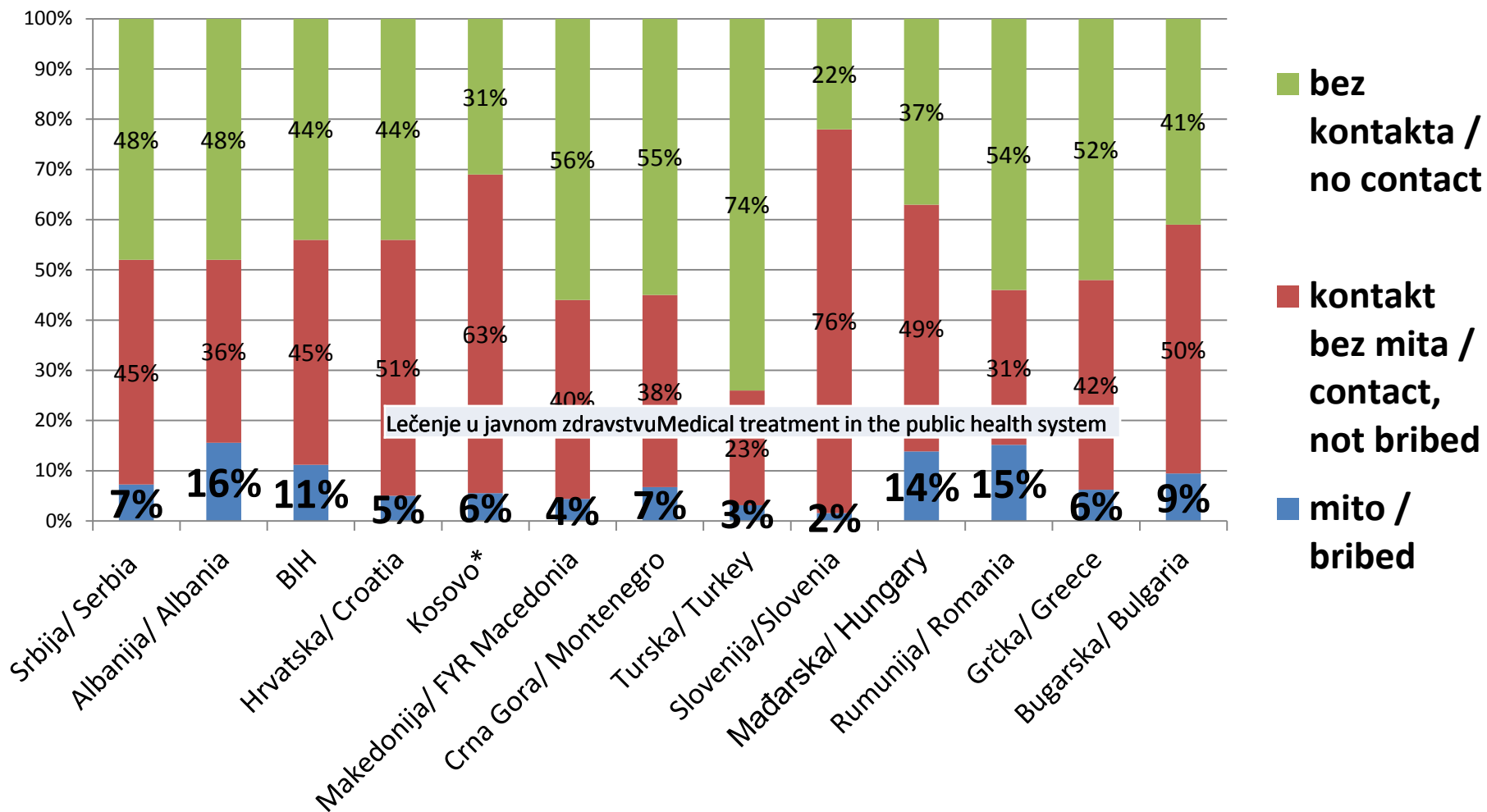
- U celom širem regionu građani su skeptični kad je reč o rezultatima u borbi protiv korupcije i znatno je više onih koji ne vide napredak u odnosu na broj ljudi koji smatra da je stanje bolje nego pre četiri godine.
- Broj onih koji uviđaju nekakav napredak je najveći u Albaniji, Turskoj i Srbiji, dok je najviše onih koji smatraju da je stanje jednako ili lošije u Sloveniji (tri četvrtine). U Sloveniji je ujedno i najmanje onih koji su oklevali da iskažu mišljenje, što ukazuje na to da je broj razočaranih verovatno i u drugim zemljama veći.
- S druge strane, najviše su se ustezali da iznesu stav građani Albanije (40%) i Crne Gore (37%), dok je u Srbiji u tom pogledu stanje blizu proseka.

# There is less corruption now than around 4 years ago?

- In the entire wider region people are skeptical when it comes to results in the fight against corruption and significantly more of those who do not see progress in relation to the number of people who believe that the situation is better than four years ago.
- The number of those who see some kind of progress is the largest in Albania, Turkey and Serbia, while most of those who believe that the situation is the same or worse in Slovenia (three quarters). In Slovenia there is the smallest of those who are reluctant to express an opinion, indicating that the number of disappointed and probably in other countries increased.
- On the other hand, most reluctant to make statements are the citizens of Albania (40%) and Montenegro (37%), while in Serbia the situation is close to the average.

# Korupcija u zdravstvu

## Corruption in the public health system



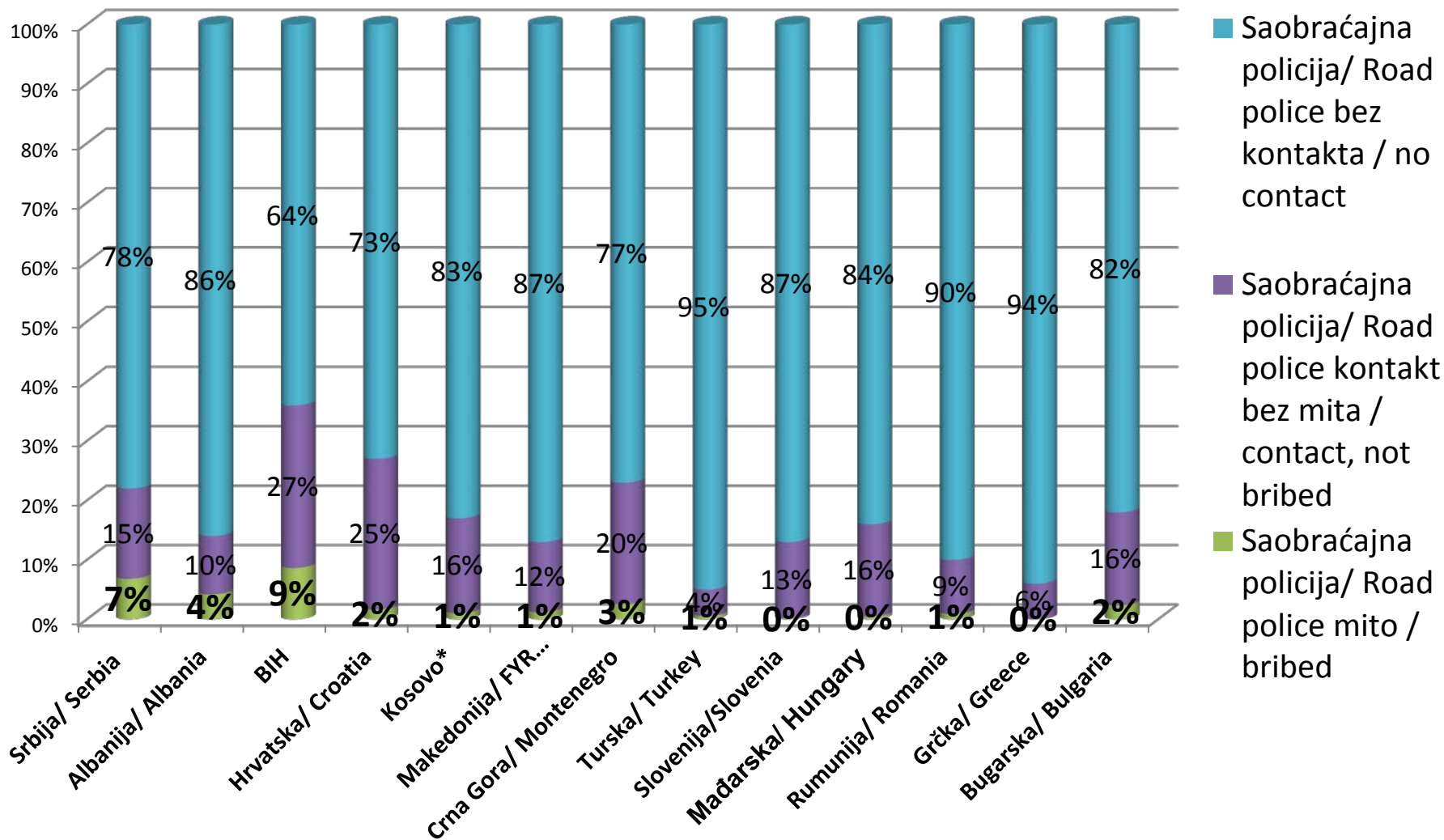
# Korupcija u zdravstvu

- Korupcija u zdravstvu je problem širom regiona. To je usluga javnog sektora koja se najčešće koristi i gde ima dosta slučajeva podmićivanja.
- U odnosu na ukupnu populaciju, najviše u regionu se podmićuju u Albaniji, Rumuniji i Mađarskoj radi dobijanja lekarskih usluga, dok je Srbija na nivou proseka ovog kruga zemalja po svim parametrima.
- Međutim, postoje velike razlike koje su plod obima korišćenja lekarskih usluga. Tako, iako je broj slučajeva podmićivanja medicinara sličan u Sloveniji i Turskoj (2%, odnosno 3%), broj onih koji nisu podmićivali se znatno razlikuje - u Sloveniji je 3/4 populacije koristilo njihove usluge i nije podmićivalo, a u Turskoj 3/4 stanovnika nije uopšte koristilo usluge javnog zdravstva.

# Corruption in the public health system

- Corruption in health care is a problem throughout the region. This is a service of the public sector, which is most commonly used, and where there are plenty of cases of bribery.
- In relation to the total population, the highest in the region's bribery are in Albania, Romania and Hungary, while Serbia is at the average level of included countries by all parameters.
- However, there are major differences are the result of the level of use of medical services. Thus, although the number of cases of bribery is similar in Slovenia and Turkey (2% or 3%), the number of those who are bribed varies considerably - in Slovenia is 3/4 of the population benefit from their services and not bribes, and Turkey 3/4 residents do not used public health services at all.

# Saobraćajna policija/ Road police



# Saobraćajna policija

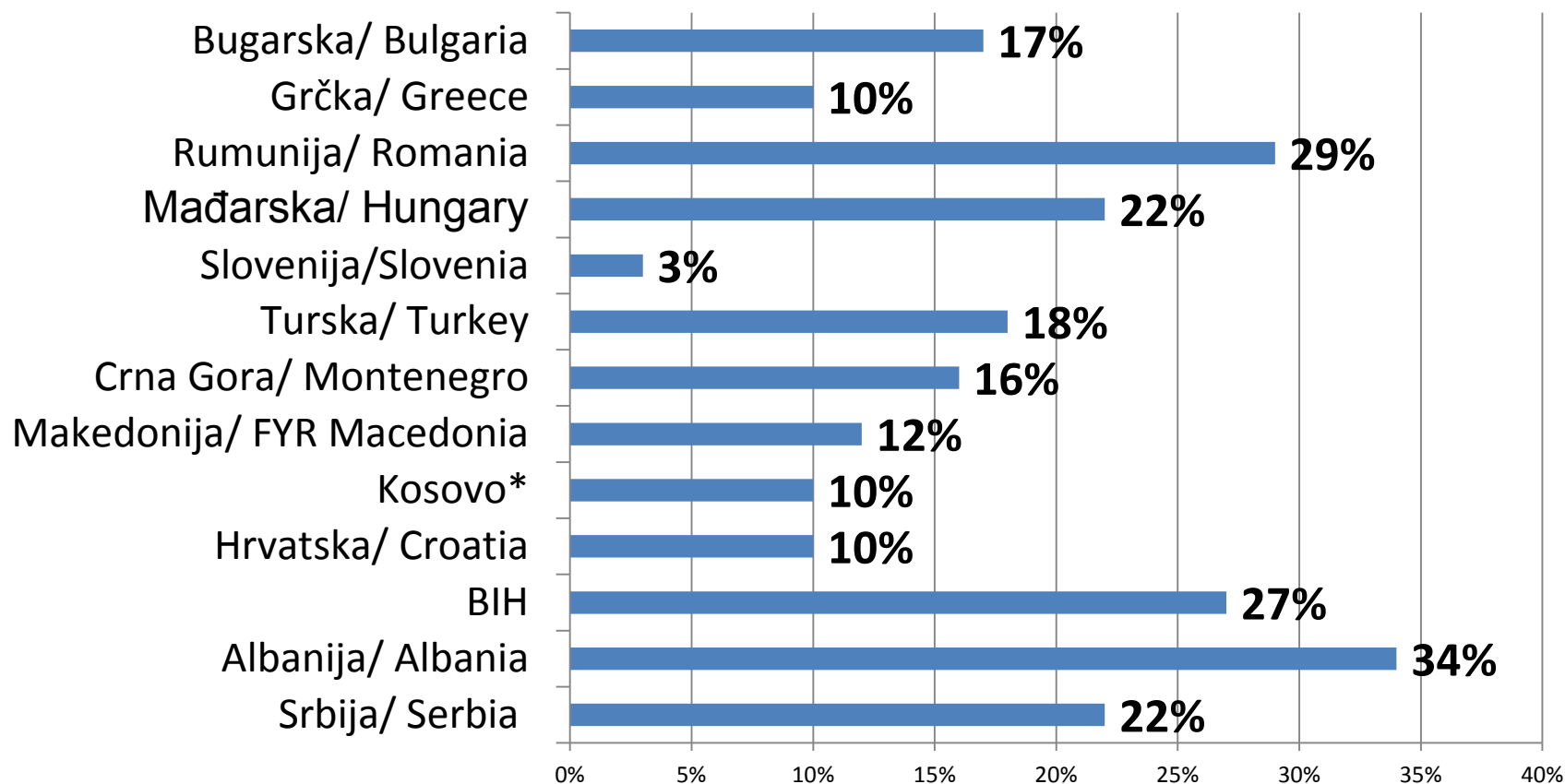
- Prema nalazima ovog istraživanja u Srbiji i Albaniji dolazi daleko najčešće do nedozvoljenih dogovora između vozača i saobraćajne policije (gotovo trećina onih koji su imali kontakta su dali mito).
- Međutim, u apsolutnom broju slučajeva, još više podmićivanja ima u Bosni i Hercegovini, a razlog je verovatno to što ima više slučajeva u kojima dolazi do kontakta. To je još jedan pokazatelj da raširenost korupcije primarno zavisi od broja interakcija između službenika i građana, a tek na sledećem koraku od drugih činilaca, poput kvaliteta nadzora, integriteta službenika itd. Primera radi, u BiH je procenat ostvarenih kontakata bio čak šest puta veći nego u Turskoj i Grčkoj.



# Road police

- According to the findings in Serbia and Albania came away mostly to collusion between the driver and the traffic police (almost a third of those who have had contact have given a bribe).
- However, looking at the absolute number of cases, even more bribery has in Bosnia and Herzegovina, and the reason is probably the fact that there are more cases in which there were contact. This is another indication that the extent of corruption depends primarily on the number of interactions between officials and citizens, and only the next step on other factors, such as quality control, integrity, of servants, etc. For example, in BiH the percentage of contacts was six times higher than in Turkey and Greece.

# Procenat korisnika usluga javnog sektora koji su dali mito u poslednjih godinu dana/ Paid a bribe for at least one of eight public services

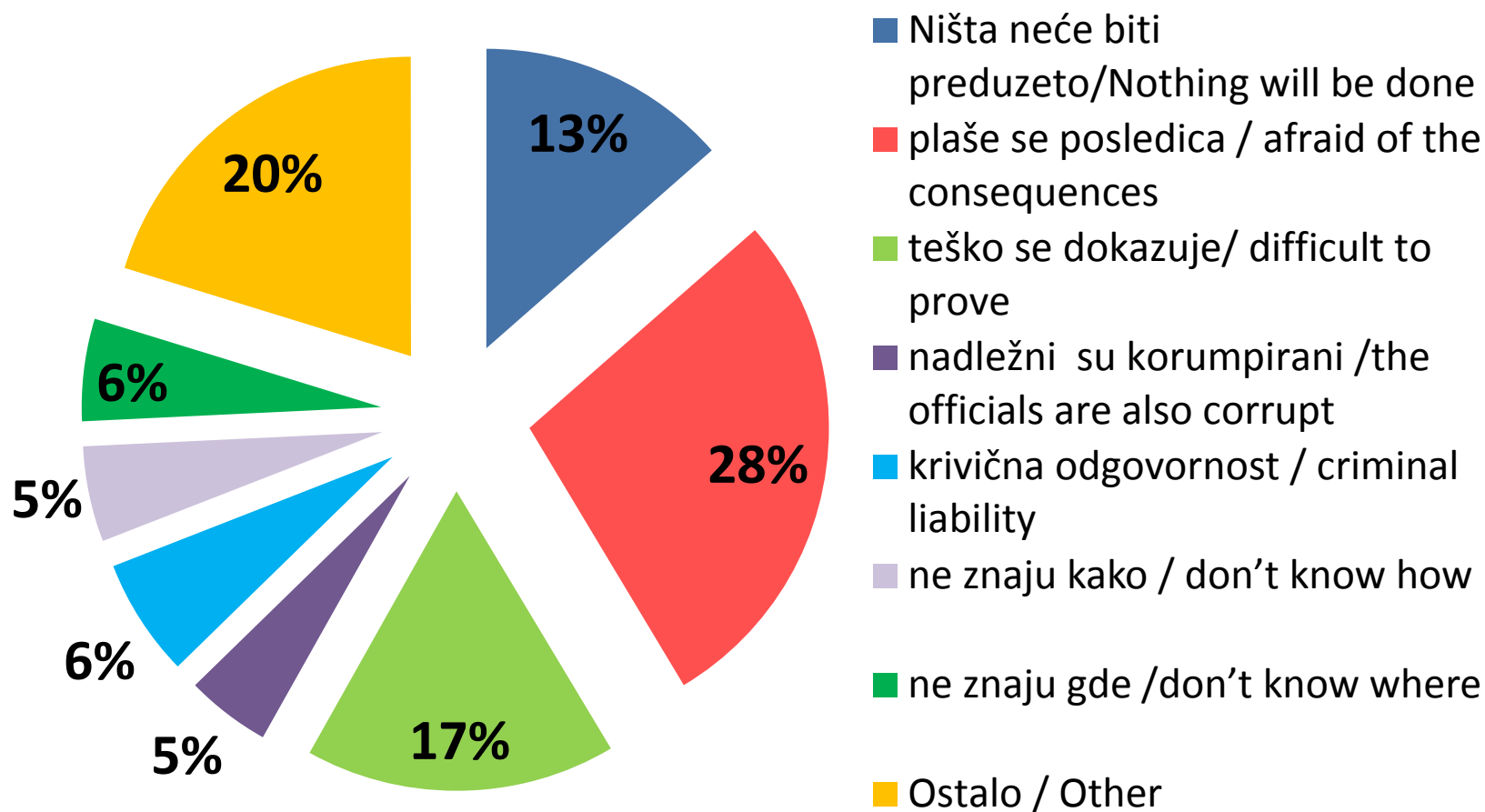


- Procenat korisnika usluga javnog sektora koji su dali mito u poslednjih godinu dana značajno se razlikuje unutar regiona. Rezultat Srbije (22%) je u tom pogledu lošiji od proseka (18%). Sudeći po ovim odgovorima građana, raširenost sitne korupcije kod nas slična kao u Mađarskoj, manja nego u Albaniji, Rumuniji i BiH, ali veća nego u Turskoj, Bugarskoj i Crnoj Gori, a da se ne govori o Sloveniji (3%).
- Korupcija u obrazovanju, koja je u Srbiji znatno ispod proseka regiona, ozbiljno je zastupljena u pojedinim zemljama. Slučajeve podmićivanja u ovoj oblasti najčešće su prijavljivali građani Turske, Rumunije i Albanije.

- Percentage of public sector services that are paid a bribe in the past year varies considerably within the region. The result of Serbia (22%) in this regard are worse than average (18%). Judging by the responses of citizens, widespread petty corruption in our country is similar to that in Hungary, lower than in Albania, Romania and Bosnia-Herzegovina, but higher than in Turkey, Bulgaria and Montenegro, and not to speak about Slovenia (3%).
- Corruption in education, which is in Serbia significantly below the regional average, is seriously represented in the individual countries. Cases of bribery in this area are usually reported by the people of Turkey, Romania and Albania.

# Zašto ljudi ne prijavljuju slučajeve korupcije?

## Why many people do not report corruption?



# Zašto ljudi ne prijavljuju slučajeve korupcije?

- Razlog koji se najčešće navodi za neprijavlivanje korupcije u Srbiji, a u regionu još i više jeste strah od posledica (preko četvrtine ispitanika). To ukazuje na potrebu da zaštita uzbunjivača i svedoka bude efikasna i na delu.
- Sledeća dva pojedinačna razloga jesu teškoće dokazivanja i pesimizam da će išta biti preduzeto ako korupcija bude prijavljena. Ovaj odgovor je u regionu još zastupljeniji nego u Srbiji (naročito u Mađarskoj, Grčkoj i Bugarskoj).
- Teškoće pravne prirode (označavanje sebe kao davaoca mita) kao faktor za neprijavlivanje najčešće navode Slovenci (14%) i Albanci (10%), dok je Srbija tu nivou proseka regiona sa 6%.
- Zanimljivo je da građani Srbije znatno češće od proseka regiona kao razlog za neprijavlivanje navode da "ljudi ne znaju gde se prijavljuje" (9%, naspram 5,5%), ne znaju kako se prijavljuje (slični procenti) ili da "nemaju dovoljno vremena" (6% naspram 2,6%), S druge strane, u Srbiji je nešto manje nego drugde (2% naspram 4,5%) zastupljeno mišljenje da se korupcija ne prijavljuje zbog korumpiranosti organa nadležnih za njeno ispitivanje. U tom pogledu je nepoverenje u organe gonjenja najveće u Albaniji (11%)

# Why many people do not report corruption?

- The reason most often cited for not reporting corruption in Serbia and in the region even more, is the fear of consequences (over a quarter of respondents). This points to the need to protect whistleblowers.
- The next two reasons are the problems to prove and pessimism that anything will be done if the corruption is reported. These answer is more common in the region than in Serbia (especially in Hungary, Greece and Bulgaria).
- The difficulties of a legal nature (labeling yourself as a bribe-giver) as the factor most often cited for not reporting Slovenians (14%) and Albanians (10%), while in Serbia is at the average level in the region of 6%.
- It is interesting that the citizens of Serbia significantly more frequently than the regional average as a reason for not reporting allegations stated that "people do not know where the logs" (9% versus 5.5%), they do not know how to log (similar percent) or "not enough time "(6% versus 2.6%), on the other hand, Serbia is slightly less than elsewhere (2% vs. 4.5%) represented the opinion that corruption is not reported due to the corruption of the authorities responsible for its resolving. In this respect, the lack of confidence in the prosecution authorities is the largest in Albania (11%)

# Preporuke

- Da države i institucije EU usvoje transparentna pravila o lobiranju, kako bi se pratio proces donošenja odluka, i kako bi informacije o svim lobističkim aktivnostima bile dostupne javnosti
- Države, a naročito one koje su kandidati za ulazak u EU i zemlje bivšeg SSSR-a, treba da umanje uticaj izvršne vlasti na sudove i javno tužilaštvo, tako što će obezbediti da sistem imenovanja, premeštaja i razrešenja bude transparentan i objektivan
- Države moraju da usvoje i primene sveobuhvatne zakone kako bi zaštitili uzbunjivače, a ti zakoni treba da se zasnivaju na preovlađujućim međunarodnim standardima, uključujući i one koje su razvili Transparency International i Savet Evrope
- Vlada i privatni sektor moraju da podrže uzbunjivače i lica koja prijavljuju korupciju i da obezbede postupanje po predmetu prijave



# Recommendations

- Countries and EU institutions need transparent rules on lobbying and a public lobbying register, so that policy decisions can be better scrutinised. They must ensure that information on lobbying activities is published and is easily available.
- Countries, particularly accession countries and those in the CIS, must reduce executive influence over the judiciary and prosecutorial services, by ensuring transparent and objective systems for the appointment, transferral and dismissal of judges and prosecutors.
- Countries must adopt and enforce comprehensive legislation to protect whistleblowers based on prevailing international standards, including those developed by Transparency International and by the Council of Europe
- Governments and the private sector must support whistleblowers and reporters of corruption and ensure appropriate follow-up to their disclosures