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Promoting Transparency and Accountability

in Public Administration in North Macedonia



ProTRACCO

Promoting Transparency and Accountability in Public Administration

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KEY FINDINGS ANALYSIS FROM PUBLIC OPINION SURVEY ON CORRUPTION AND INTEGRITY PERCEPTION WITHIN THE PROJECT “PROMOTING TRANSPARENCY AND ACCOUNTABILITY IN PUBLIC ADMINISTRATION IN NORTH MACEDONIA” FINANCED BY THE EUROPEAN UNION

REPORT Integrity Survey part 1



TIM Institute – Research, quality development

October, 2020

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Project implemented by:



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METHODOLOGICAL REPORT

For the goals of the project “Promoting public administration transparency and responsibility in North Macedonia”, financed by the European Union, during the period from 6th to 12th October, 2020, TIM Institute conducted a public opinion survey for citizens perception on corruption and integrity, through a CATI telephone survey with 1023 respondents in Republic of North Macedonia.

During the research, multi stratified representative sample of the citizens in the Republic of North Macedonia at the age of 18+ is used.

The households are distributed proportionally in urban and rural settlements in all 8 regions in the country, taking into consideration the ethnicity of the citizens in the country as well.

Our CATI software provides numerous benefits in terms of conducting surveys as well as quality control.

The application's main functionalities are:

- Offline surveys
- Data collection based on a pre-created real-time questionnaire directly into the software database
- Ability to supervise real-time data

Using this application provides many benefits in terms of data collection speed, quality of data collection as well as control and supervision of interviewers on how they conduct the survey and follow the methodology.

A program questionnaire was created for the needs of the survey (in cooperation with the client) which consists of 10 questions and additional questions related to respondents' demographic characteristics.

A pilot testing was conducted before the research which consisted of 10 interviews, created for testing the questionnaire and providing comments and feedback from the interviews in order to achieve its improvement and making the telephone interviews easier.

The interviewing was conducted in Macedonian and in Albanian language.

Due to decreased penetration of fixed telephony, the Institute used 50% mobile phones when interviewing.

SPSS for Windows and Microsoft Office for Windows (Word и Excel) were used for statistical data processing, report processing, as well as for the charts and the tables.

Percentage of effected contacts and rejections

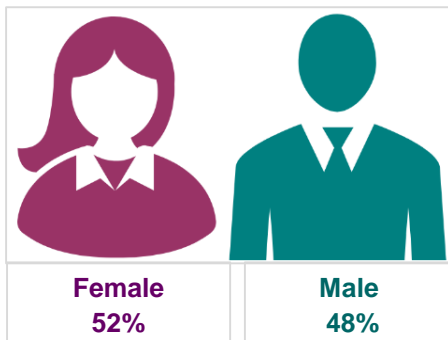
Number of contacts	1231
Total number of effected interviews	1023
Percentage of effected interviews	83%

The feedback from the interviewer's network was that the acceptance and the general interest among the respondents was rather good.

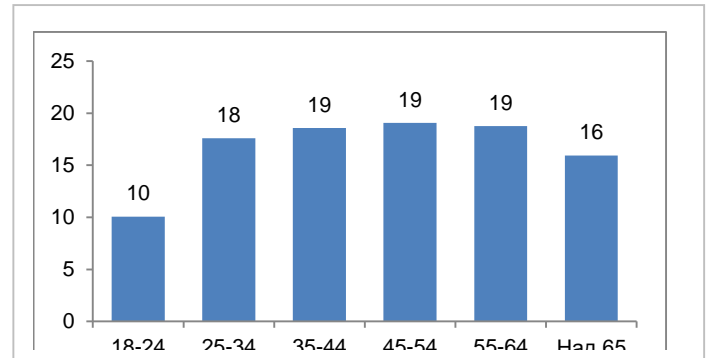
A high level of contacts was achieved. Although the interviewers were facing refusals, the expectations were met just as in most of the public opinion surveys.

DEMOGRAPHIC STRUCTURE OF THE RESPONDENTS

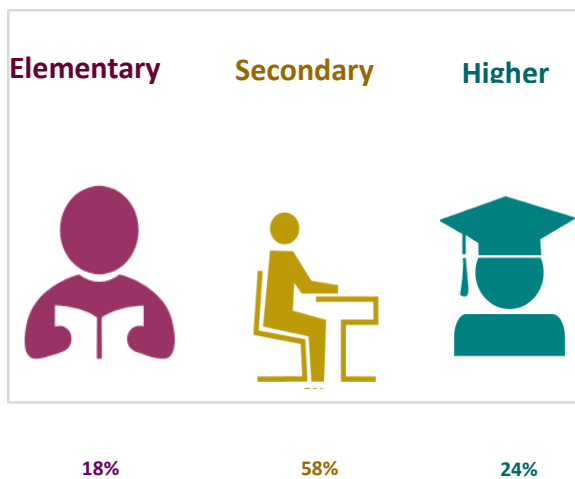
GENDER



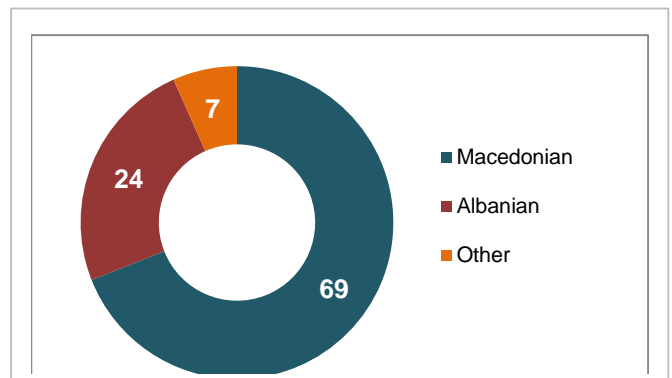
AGE



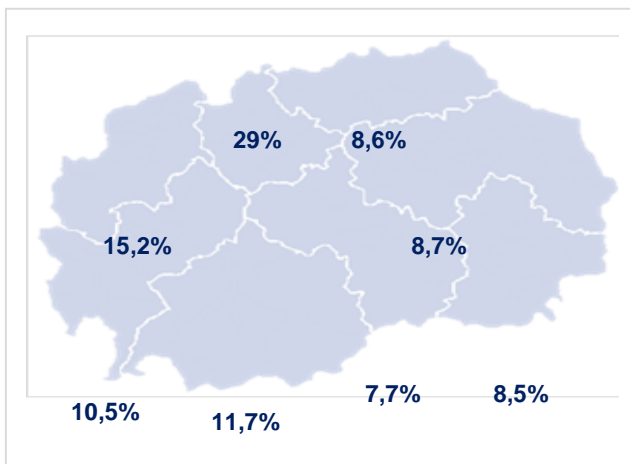
EDUCATION



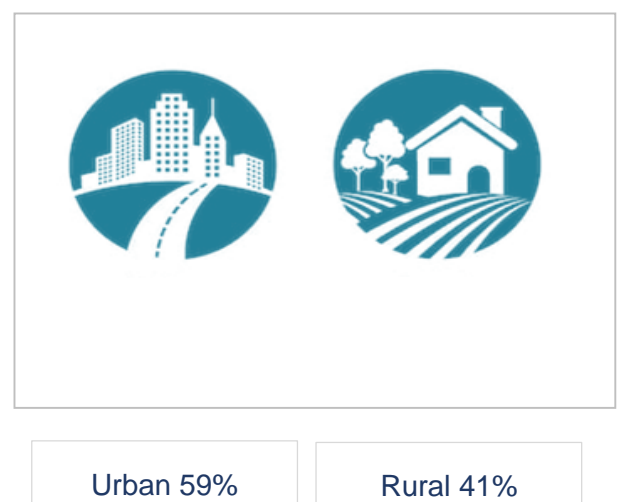
NATIONALITY



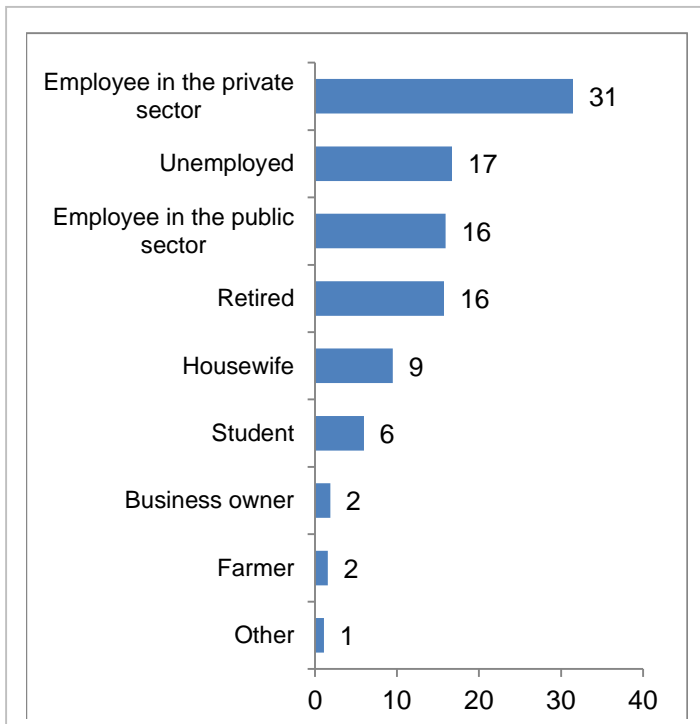
REGION



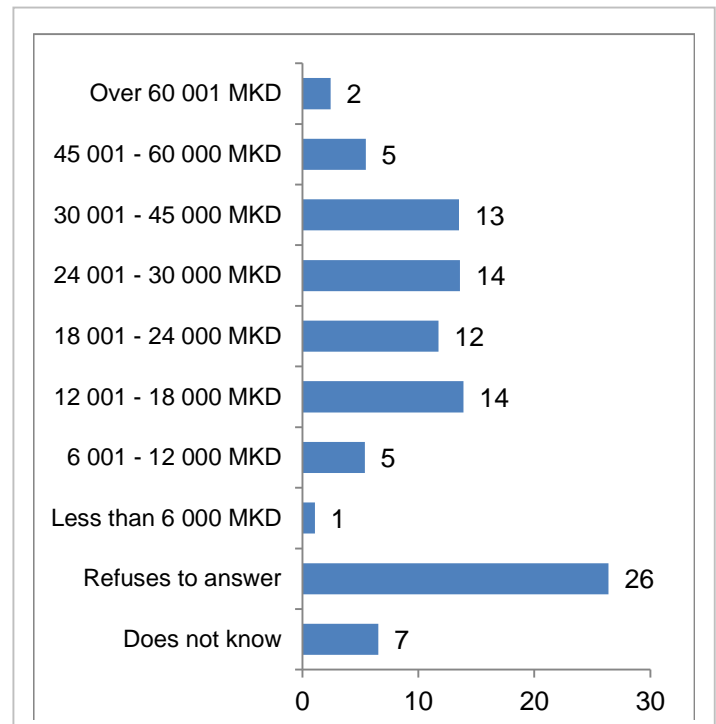
POPULATED PLACE



WORKING STATUS



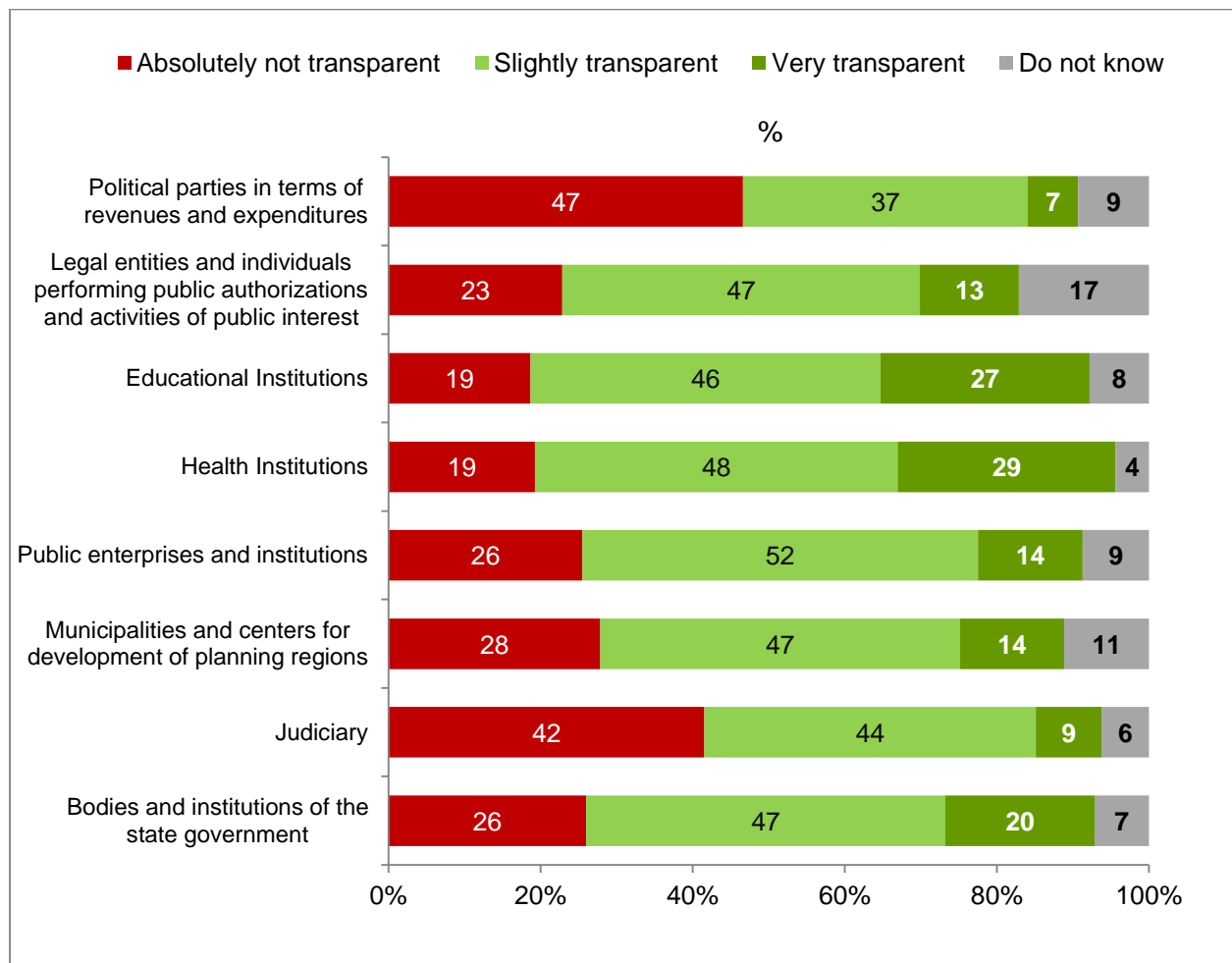
FAMILY MONTHLY INCOME



RESEARCH DATA ANALYSIS

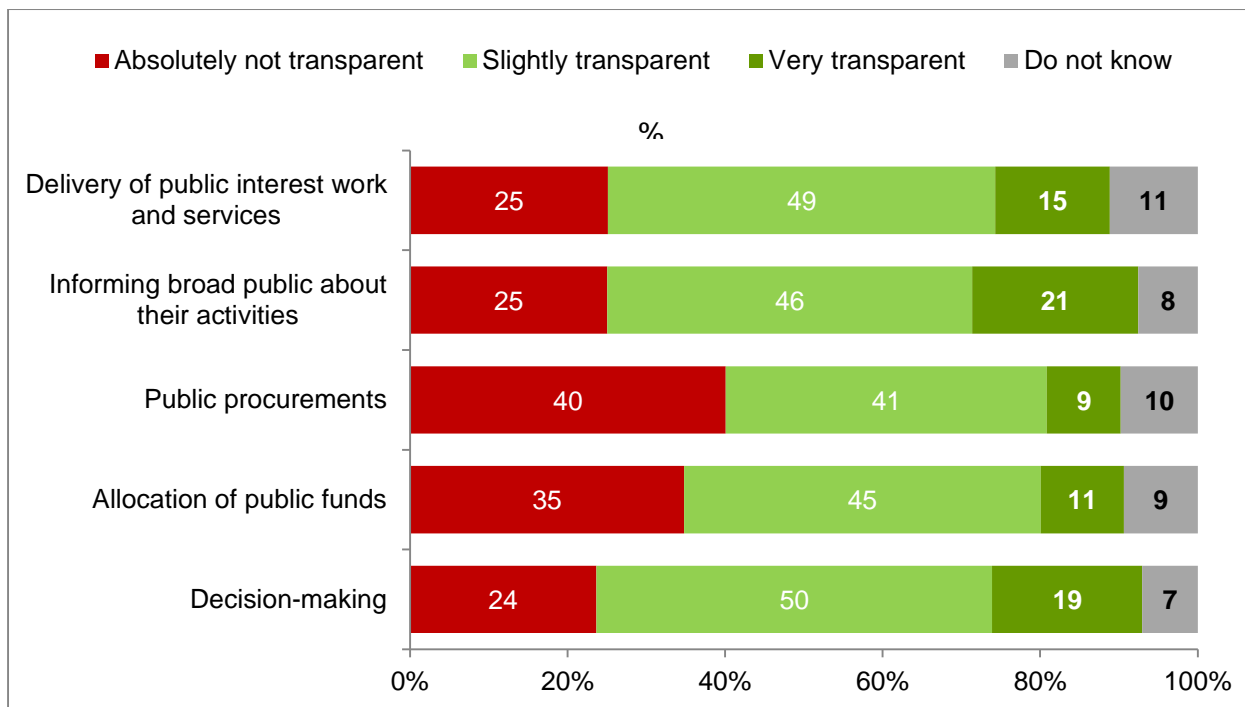
In general, the citizens' overall impression is that all institutions in the country are only slightly transparent in their work. The political parties and judiciary system are assessed as the least transparent in their work, while the educational institutions and health facilities are assessed as more transparent when compared to other institutions.

Chart 1 (Q15). How would you assess transparency-openness in activities of:



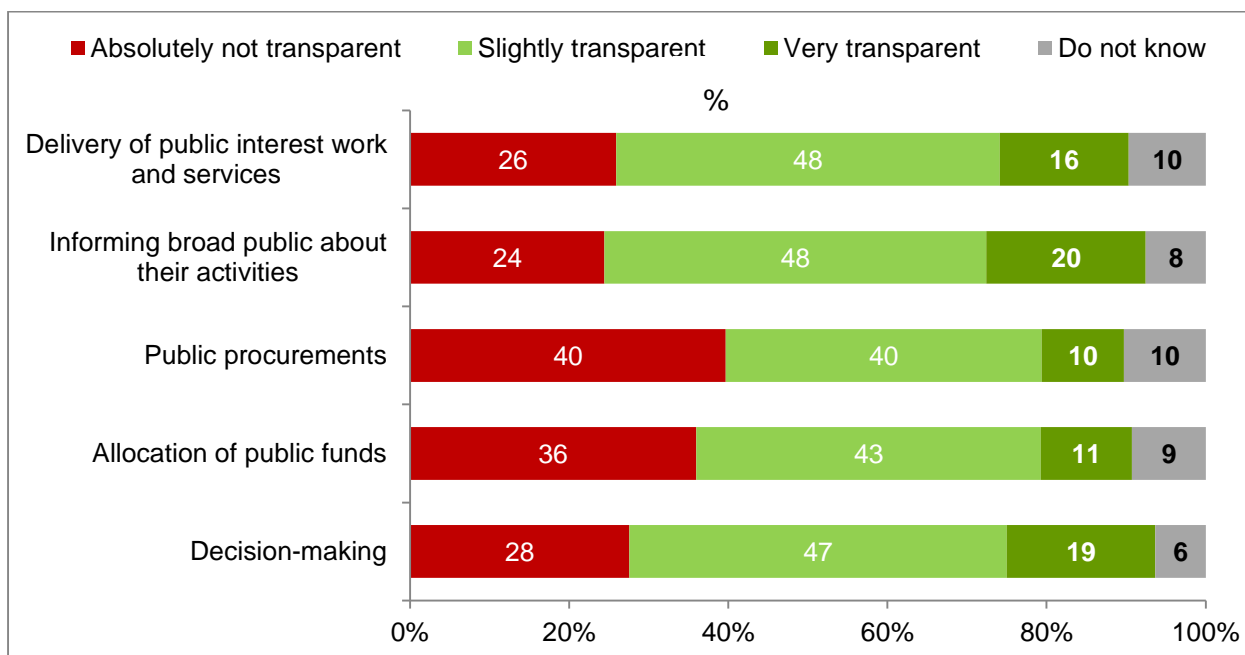
Extremely low percentage of the citizens believes the central level authorities are very transparent in terms of below mentioned processes. The authorities on central level are assessed as the least transparent in terms of: **Public procurement and Allocation of public funds**, where 8 out of 10 citizens think these authorities are slightly or absolutely non-transparent. Slightly higher percentage of citizens (round one fifth) assesses the process of informing broad public as very transparent in terms of the activities and in terms of decision-making on central level.

Chart 2 (Q16). How would you assess transparency-openness of central level authorities in the following processes?



The research data shows a similar perception of the citizens in terms of assessing the authorities transparency on local level when the below defined processes are taken into consideration. **A low level of citizens thinks the bodies on local level are very transparent in terms of these processes.** The authorities on local level are assessed as slightly or absolutely non-transparent in terms of public procurement (80%) and the allocation of public funds (79%), while the transparency is considered higher in terms of informing the public about activities and decision-making on local level.

Chart 3 (Q17). How would you assess transparency-openness of local (community) level authorities in the following processes:?

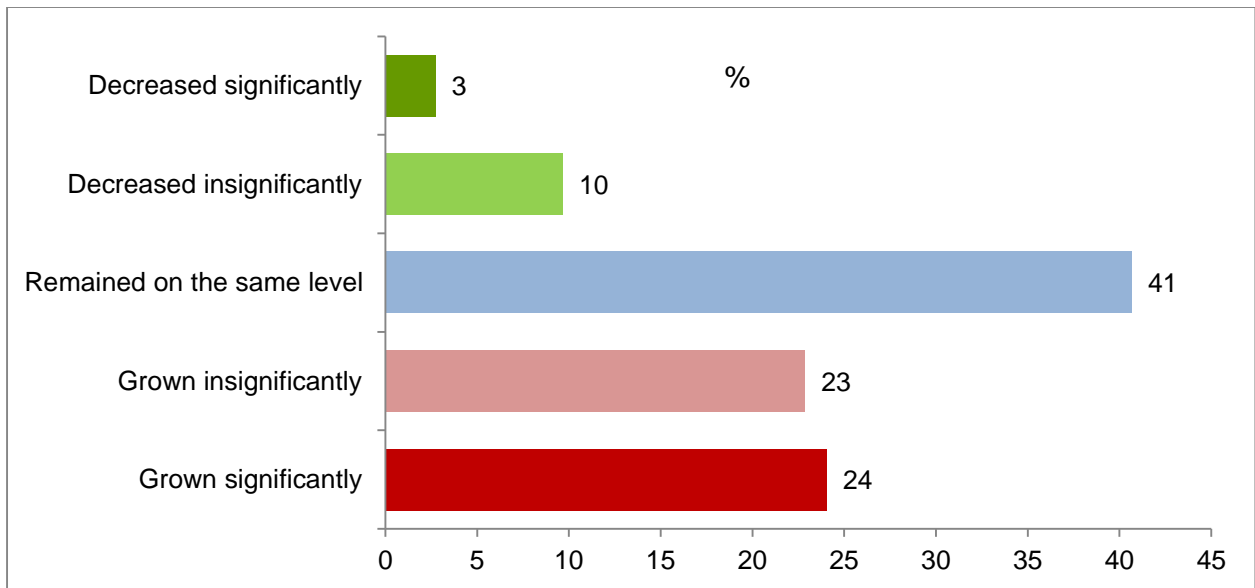


Only 3% of the citizens notice a significant decrease in the overall level of corruption in the country compared to the previous 3 years, while 10% of the citizens believe there

is a decrease, but assess it as insignificant. 41% of the citizens do not notice any change in the level of corruption, 23% said that it has increased insignificantly, while 24% notice a significant increase in the level of corruption in our country.

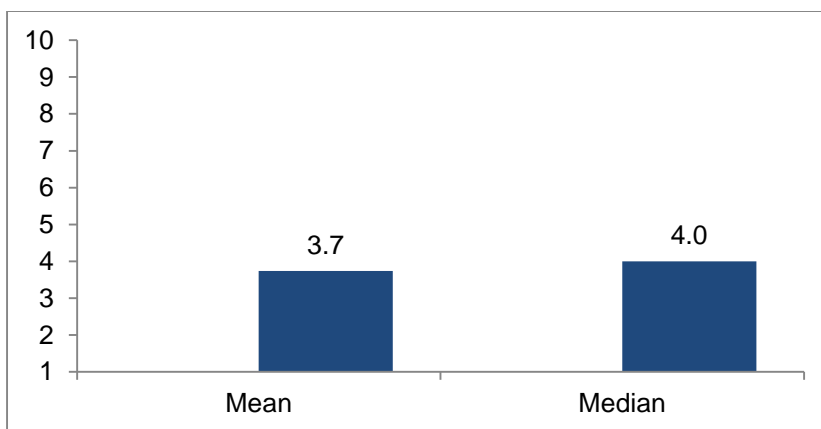
The percent of Ethnic Macedonians, residents of urban settlements and citizens with higher education in higher percentage believe there is a significant or insignificant decrease of corruption compared to the previous 3 years.

Chart 4 (Q18). Compared to 3 years ago, do you think that the overall level of corruption in North Macedonia has increased or decreased?



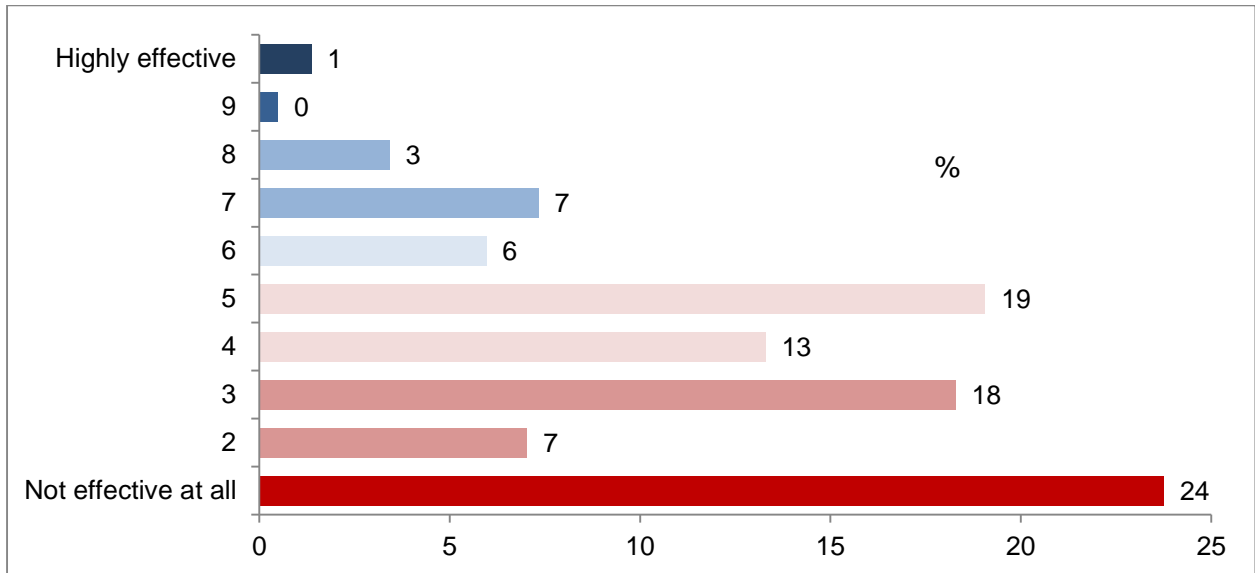
On a scale from 1 to 10, where 1 = they are not effective at all and 10 = they highly effective, the citizens give an average grade of 3.7 for the effectiveness of the laws in our country. Additionally, half of the citizens give the grade 4 or less than 4.

Chart 5 (Q19_1). Laws are effective in North Macedonia



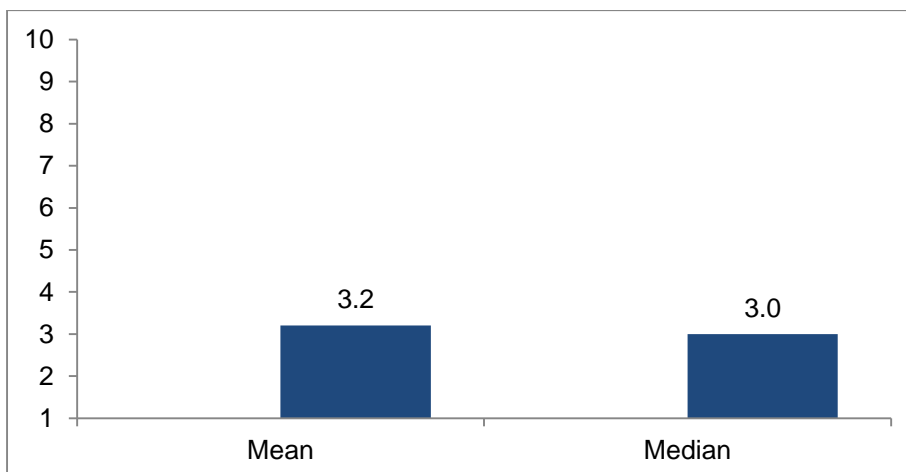
Almost a quarter of the citizens (24%) think the laws in our country are not effective at all. The percentage of the citizens who think the laws in our country are very effective and who give the highest grade for their effectiveness is very low (1%).

Chart 6 (Q19_1). Laws are effective in North Macedonia

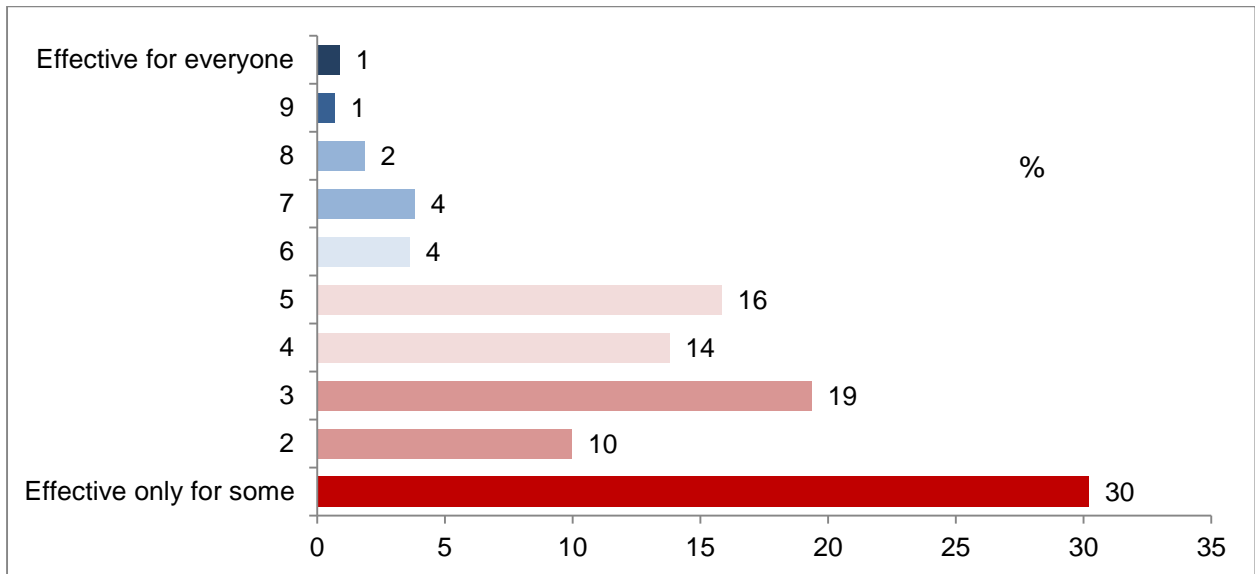


In terms of the question whether the laws are effective for all, the interviewed citizens give an average grade of 3.2 on a scale from 1 to 10, where 1 = effective only for some people and 10 = effective for everyone. Additionally, half of the citizens give the grade 3 or less than 3.

Chart 7 (Q19_2). Laws are effective for everyone in North Macedonia



Again, the percentage of citizens who think the laws in our country are not effective for all citizens is significantly higher and they give the lowest grade (30%), compared to those who give the highest grade for the effectiveness of the laws for all citizens (1%).

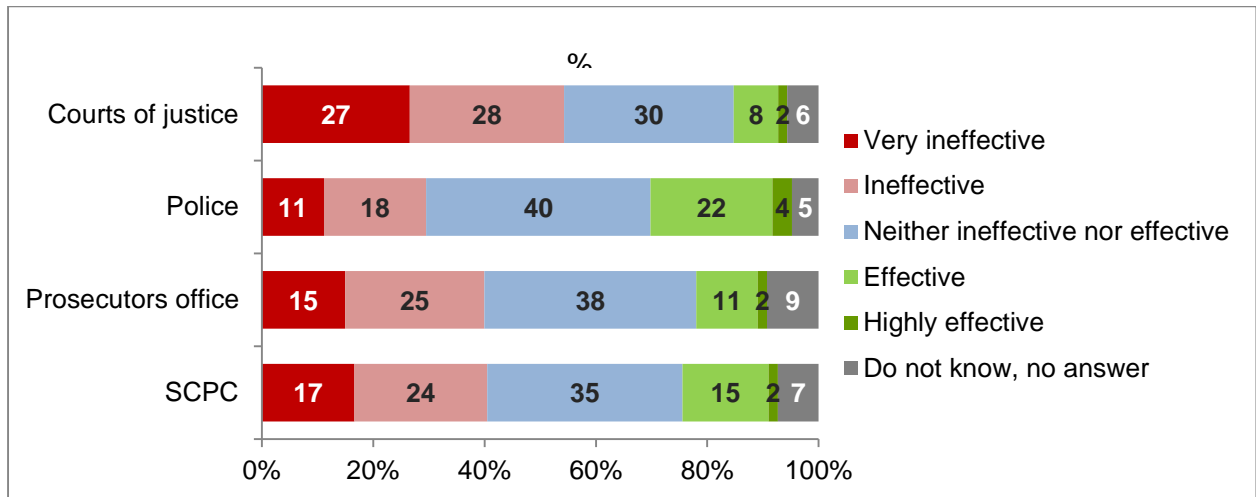
Chart 8 (Q19_2). Laws are effective for everyone in North Macedonia

The citizens see the efforts of the courts of justice, the public prosecutor's office and DKSK (State Commission for Prevention of Corruption of the Republic of North Macedonia) as the least effective in the fighting corruption.

Namely, the courts of justice are ineffective or very ineffective for 55% of the citizens, while they are effective or very effective for only 10% of them.

One out of 10 citizens (13%) believe the Public Prosecutor's office is effective or highly effective in fighting corruption while 4 out of 10 citizens assess the Public Prosecutor's Office as ineffective or very ineffective. Almost one fifth of the citizens (17%) assess the efforts of SCPC for fighting corruption as effective or highly effective, while 41% of the citizens think the attempts of DKSK have been ineffective or very ineffective when fighting corruption so far.

The data show a little bit more positive perception in terms of the attempts of the police against corruption, where 3 out of 10 citizens assess the current efforts of the police as effective or very effective.

Chart 9 (Q20). How effective are in your opinion the current efforts in fighting corruption?

The citizens believe in the independence of the Police the most and in the independence of the courts the least. Still, the data show that very small part of the citizens (every tenth citizen) believes that any institution is fully independent in its action.

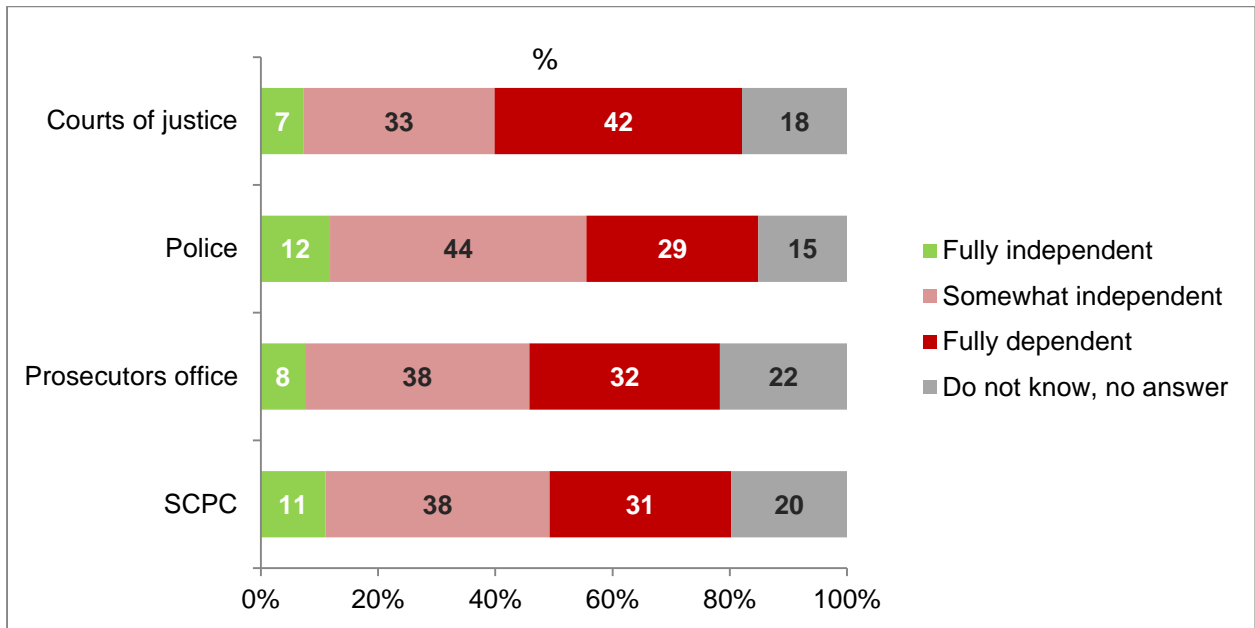
About 7% of the citizens perceive the courts of justice as fully independent, for one third of the citizens (33%) they are somewhat independents, while about 42% of the citizens perceive the courts of justice as fully dependent in their action.

Almost one in ten citizens (8%) believe the Public Prosecutor's Office is fully independent, for 38% of the citizens it is somewhat independent, while 32% of the citizens think the Public Prosecutor's Office is fully dependent in its action.

The assessment of the independence of the work of SCPC is quite similar. One in ten citizens (11%) believe SCPC is very independent in its work, 38% think it is somewhat independent, while 3 out of 10 citizens think DKSK is fully dependent it its action.

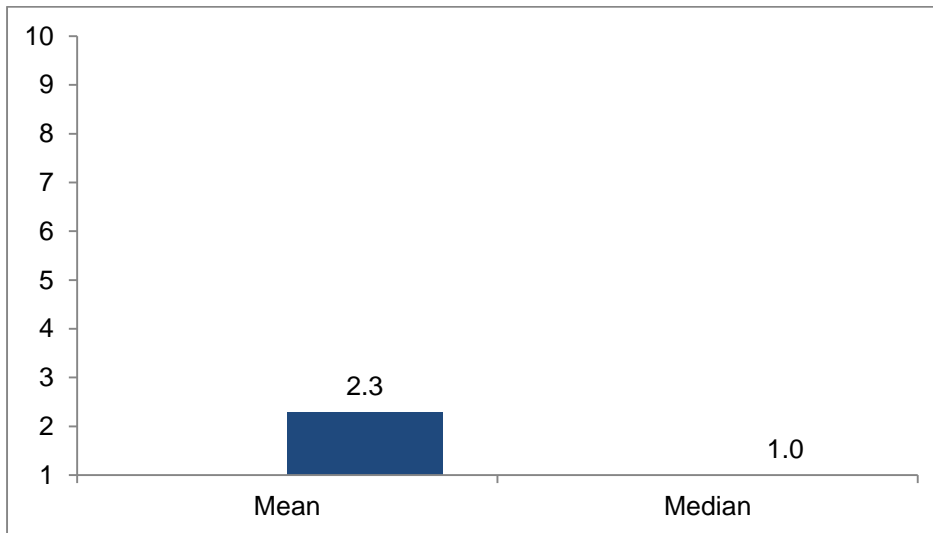
About 12% of the citizens believe the Police is fully independent, 44% think it is somewhat independent, while 29% believe the Police is fully dependent in its action.

Chart 10 (Q21). 'How independent is in your opinion are the following institutions?



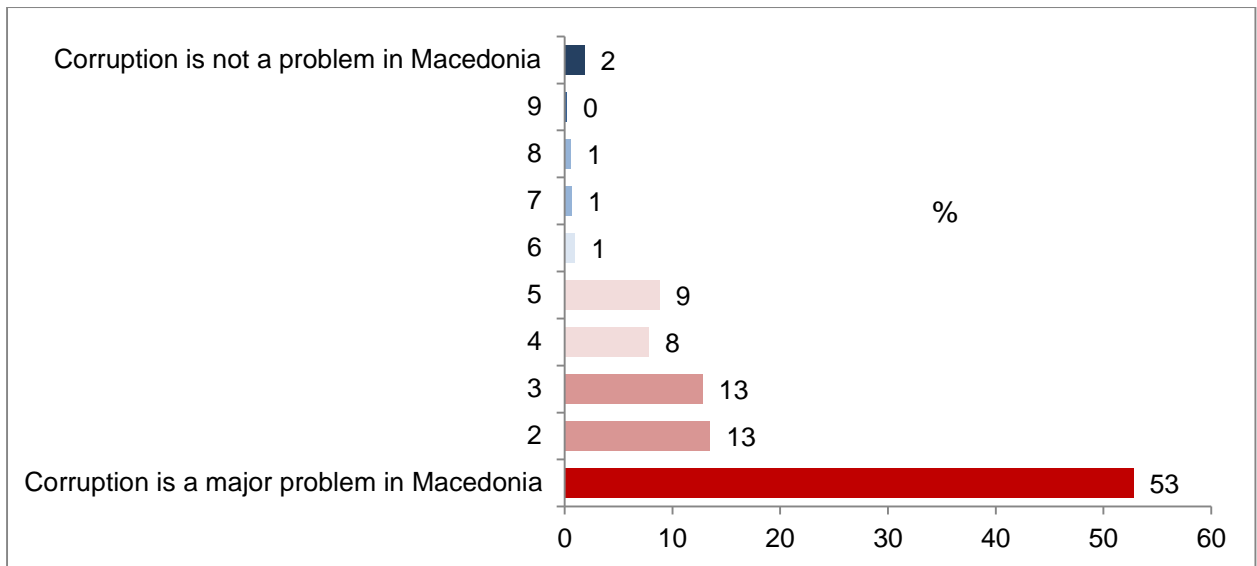
On a scale from 1 to 10, where 1 = the corruption is a major problem in Macedonia and 10 = the corruption is not a problem in Macedonia, the citizens give an average grade of 2.3.

Chart 11 (Q22). How much do you agree with the following statement: Corruption is a problem in North Macedonia?



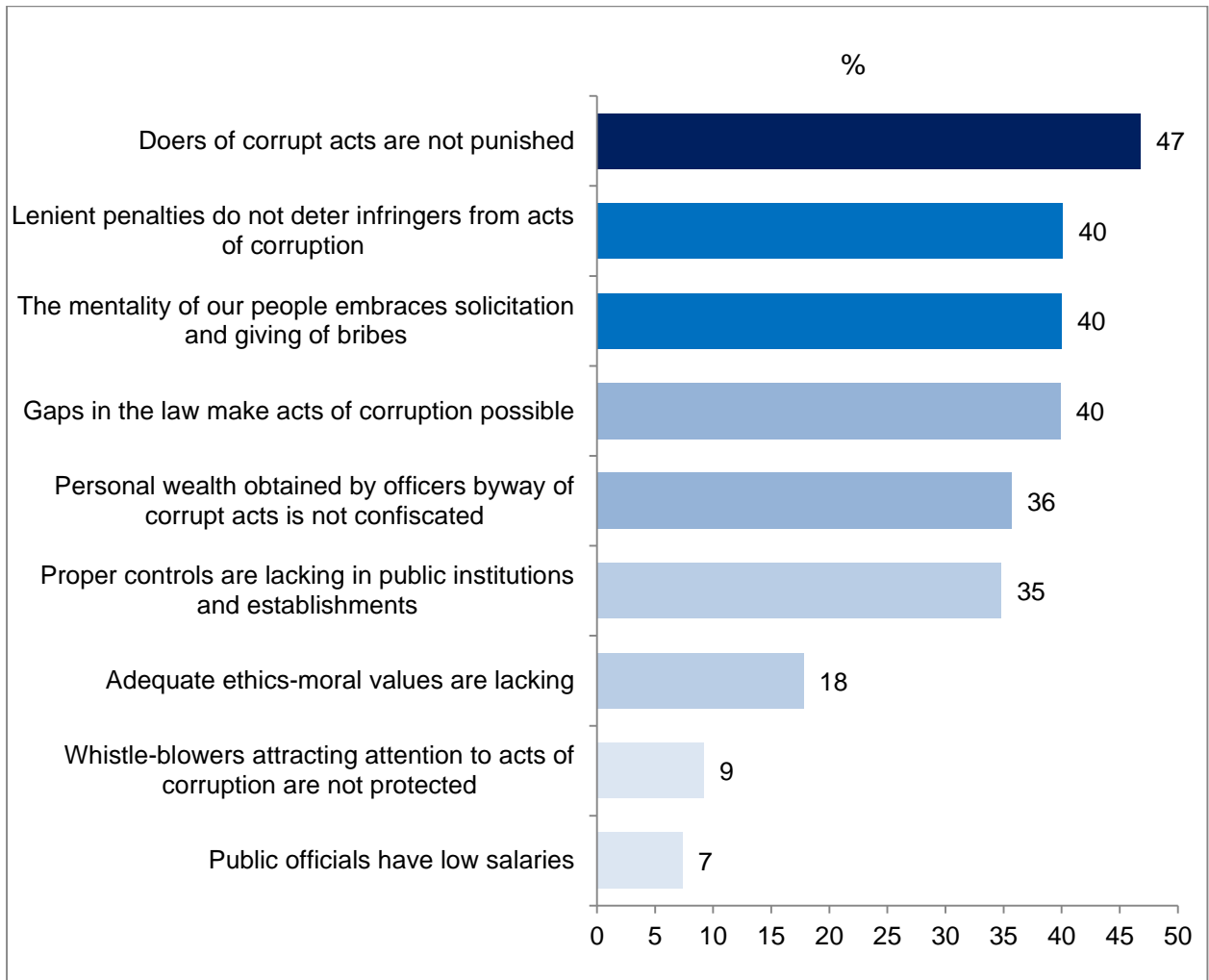
More than half of the citizens (53%) completely agree that corruption is a major problem in our country, while only 2% of the citizens think that corruption is not a problem at all in Macedonia.

Chart 12 (Q22). How much do you agree with the following statement: Corruption is a problem in North Macedonia?



The absence of punishments for those who deal with corruptive actions is the most frequently stated reason for corruption in our country. The following more frequently mentioned reasons for corruption are: lenient penalties which do not deter infringers from act of corruption, the mentality of our people who embrace solicitation and giving bribery and the gaps in the laws which make the corruption deeds possible.

Chart 13 (Q23). What are the main reasons for corruption in North Macedonia?



KEY FINDINGS

Low level of transparency in the work of the institutions, especially in terms of Public procurement and Allocation of public funds

- The political parties and judiciary system are assessed as the least transparent in their work, while the educational institutions and health facilities are assessed as more transparent when compared to other institutions.
- The authorities on central level as well as local level are assessed as the least transparent in terms of: Public procurement and Allocation of public funds, where 8 out of 10 citizens think these authorities are slightly or absolutely non-transparent
- Around one fifth of the citizens assesses the process of informing broad public as very transparent in terms of the activities and in terms of decision-making on central level

Citizens believe there is no significant progress in fighting corruption in the last 3 years. The laws are ineffective and apply only for some people

- Only 3% of the citizens notice a significant decrease in the overall level of corruption in the country compared to the previous 3 years, while 10% of the citizens believe there is a decrease, but assess it as insignificant.
- The citizens give an average grade of 3.7 for the effectiveness of the laws in our country (on a scale from 1 to 10, where 1 = they are not effective at all and 10 = they highly effective)
- In terms of the question whether the laws are effective for all, the citizens give an average grade of 3.2 on a scale from 1 to 10, where 1 = effective only for some people and 10 = effective for everyone.

Citizens perceive the institutions as ineffective in fighting corruption and not fully independent in their work

- The courts of justice are ineffective or very ineffective in fighting corruption for 55% of the citizens, while they are effective or very effective for only 10% of them.
- Data shows a little bit more positive perception in terms of the efforts of the police against corruption, where 3 out of 10 citizens assess the current efforts of the police as effective or very effective.
- Very small part of the citizens (every tenth citizen) believes that any institution is fully independent in its action

Corruption is a major problem in North Macedonia, absence of punishment a main reason

- More than half of the citizens (53%) completely agree that corruption is a major problem in our country, while only 2% of the citizens think that corruption is not a problem at all in Macedonia.

- The absence of punishments for those who deal with corruptive actions, lenient penalties which do not deter infringers from act of corruption and the mentality of our people who embrace solicitation and giving bribery are the top 3 main reasons for corruption in North Macedonia