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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 OF NORTH MACEDONIA” FINANCED BY THE EUROPEAN UNION

Report Integrity Survey part 2



TIM Institute – Research, quality, development

October, 2020

This report has been prepared by the PwC-led Consortium. The findings, conclusions and interpretations expressed in this document are those of the Consortium alone and should in no way be taken to reflect the policies or opinions of the European Union.

Project implemented by:



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METHODOLOGICAL REPORT

For the goals of the project “Promoting Transparency and Accountability in Public Administration of North Macedonia”, financed by the European Union, during the period from 16th to 21st October, 2020, TIM Institute conducted a public opinion survey about the citizens’ perception on corruption and integrity through CATI telephone research with 1026 respondents in Republic of North Macedonia.

During the research, multilevel 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 inhabited places 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 research (in cooperation with the client) which consists of 32 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 in Macedonian and in Albanian.

Due to decreased penetration of home telephone lines, 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

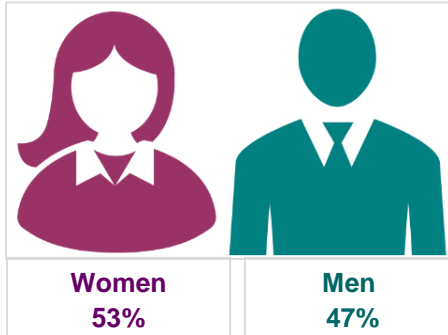
Number of contacts	1338
Total number of effected interviews	1026
Percentage of effected interviews	77%

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

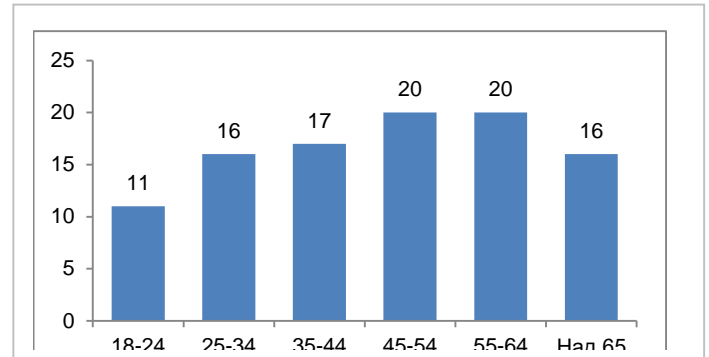
A high level of contacts was achieved. Although the interviewers were facing rejections, the expectations were met just as in most of the public opinion surveys.

RESPONDENTS' DEMOGRAPHIC STRUCTURE

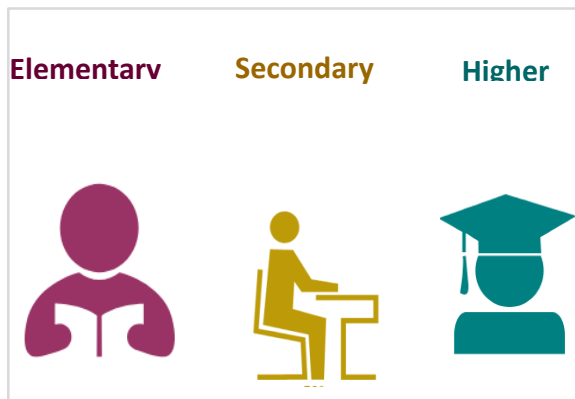
GENDER



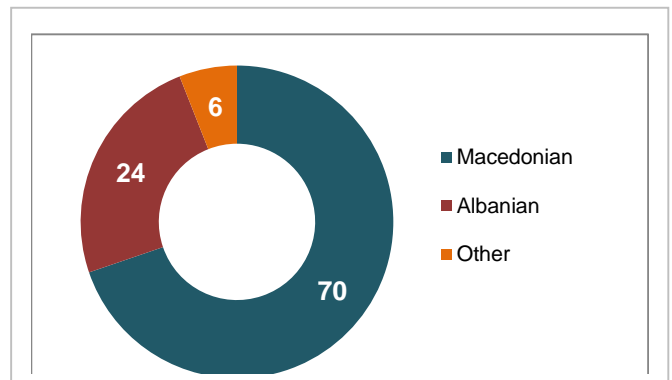
AGE



EDUCATION



NATIONALITY

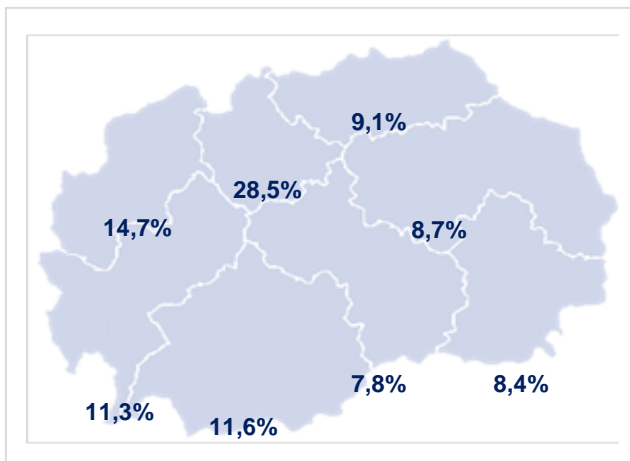


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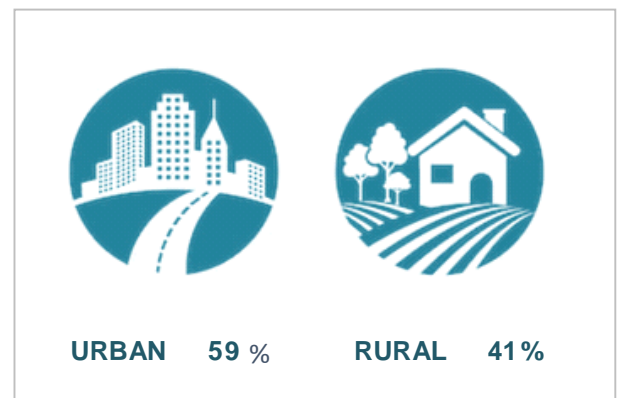
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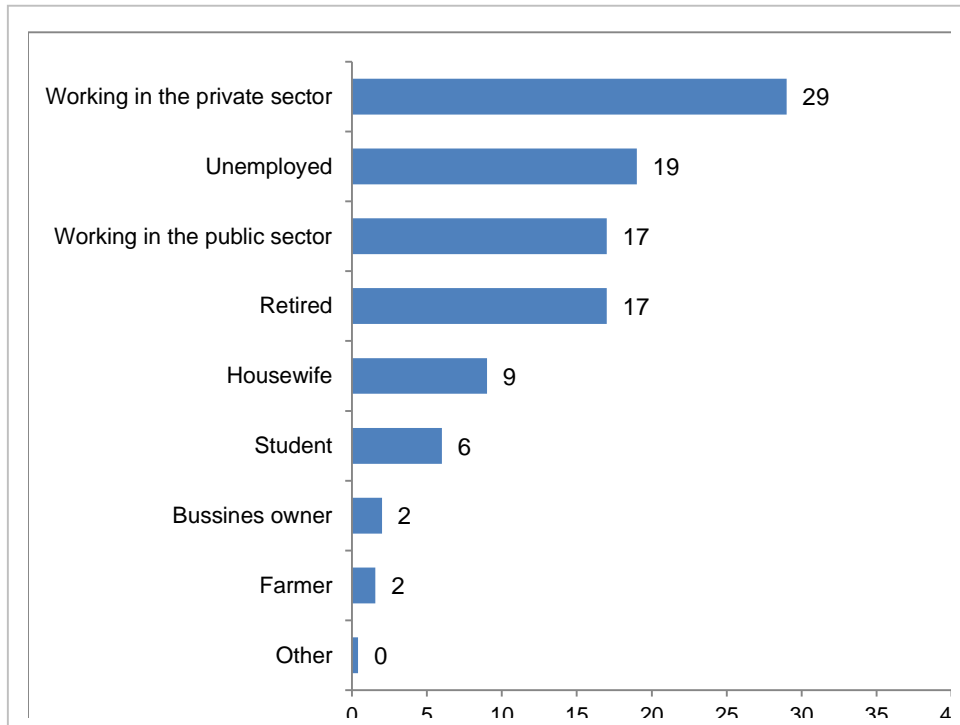
REGION



POPULATED PLACE

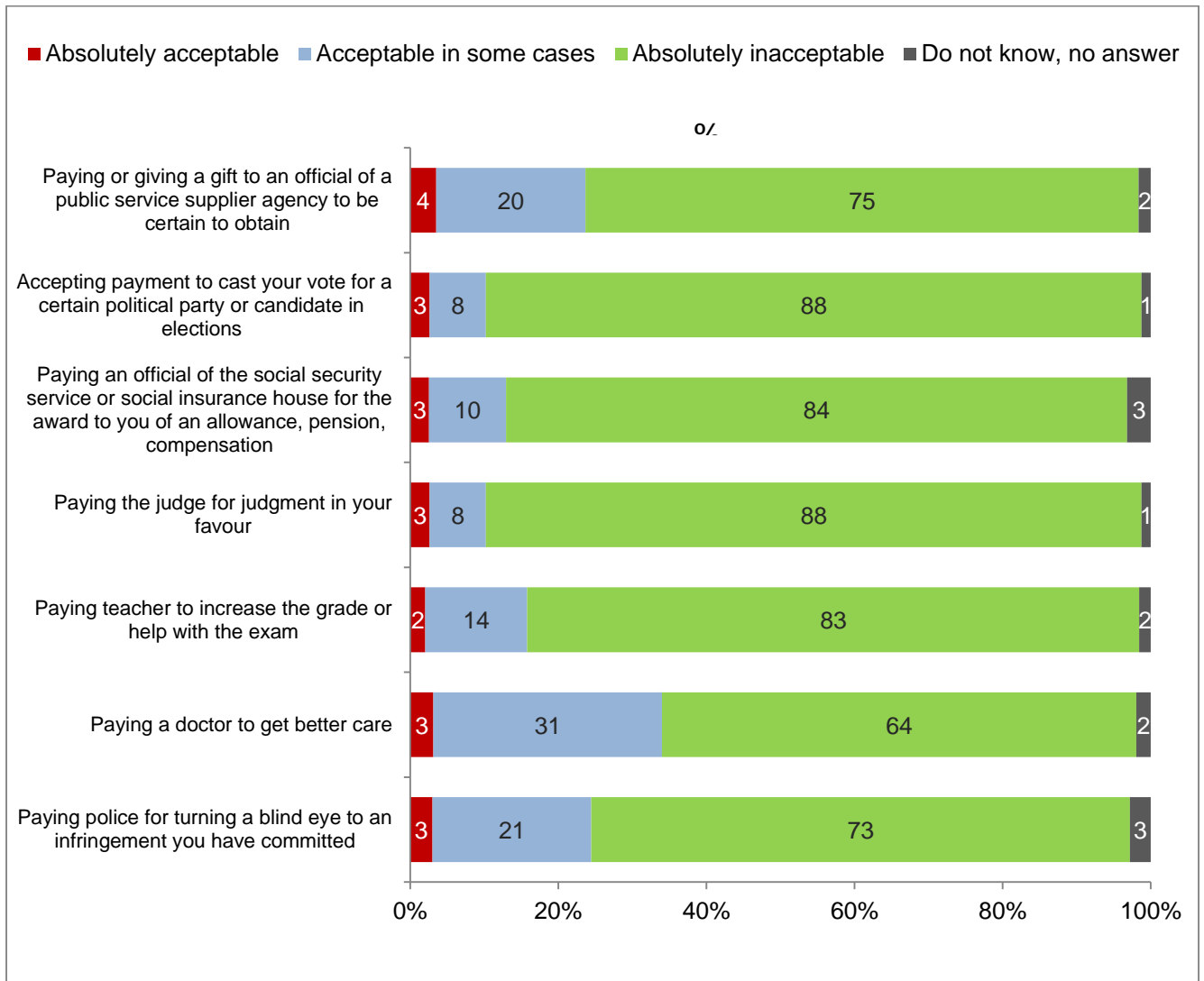


WORKING STATUS



RESEARCH DATA ANALYSIS

Chart 1 (Q1). To what extent are the situations described below acceptable for you personally?

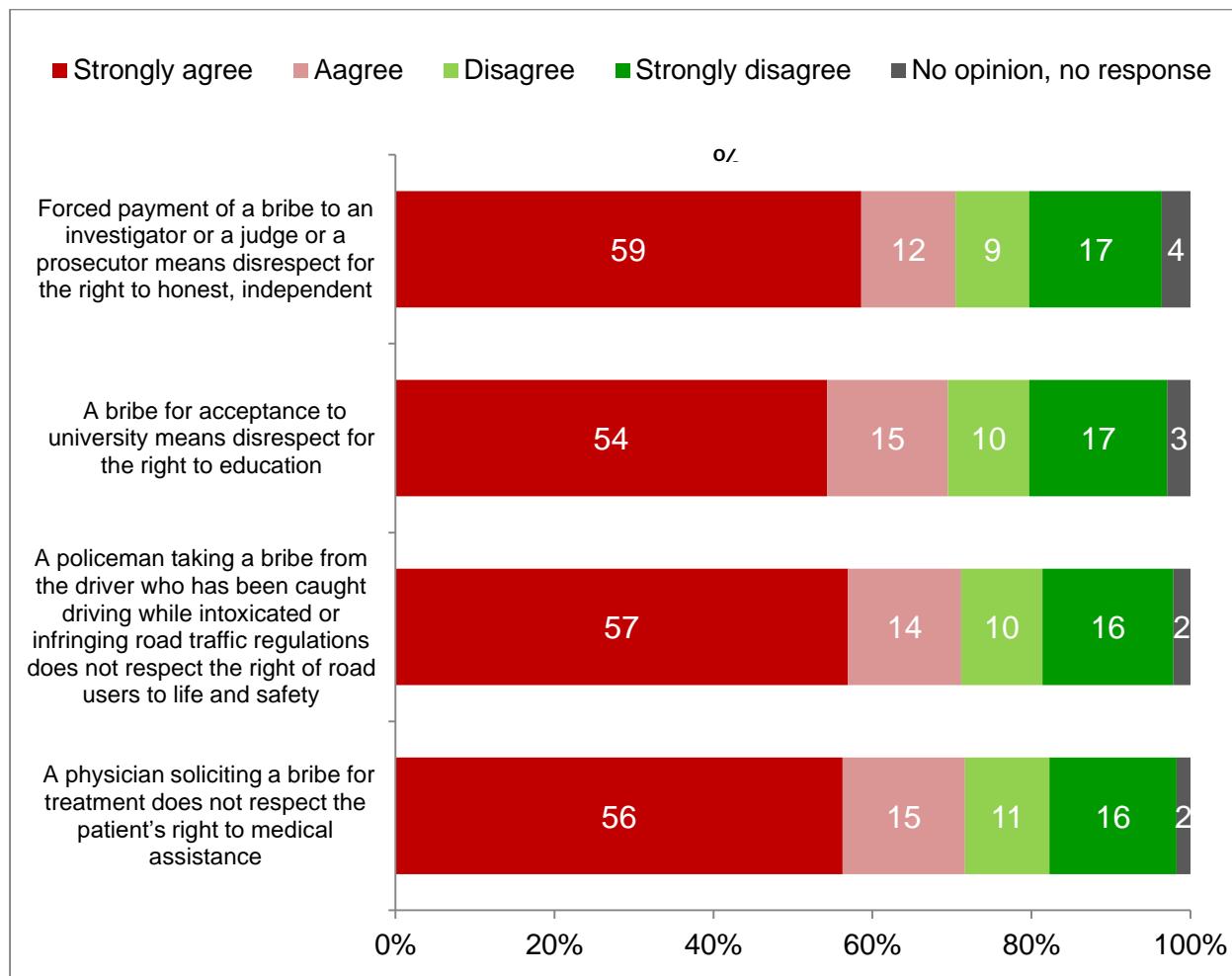


The analysis of the received answers shows that a high percentage of the citizens perceive the corruption activities as absolutely unacceptable.

Still, for one third of the citizens it is absolutely or somewhat acceptable paying a doctor to get better care. Almost every fourth citizens would absolutely or somewhat accept giving a gift to an official of a public service supplier agency to be certain to obtain. Simultaneously, almost one quarter of the citizens would absolutely or somewhat accept paying police for turning a blind eye to an infringement committed by those citizens.

Additional analysis of data shows that the stated corruptive activities are perceived in higher percentage as unacceptable by women, citizens older than 55, ethnic Macedonians and people from smaller ethnic communities.

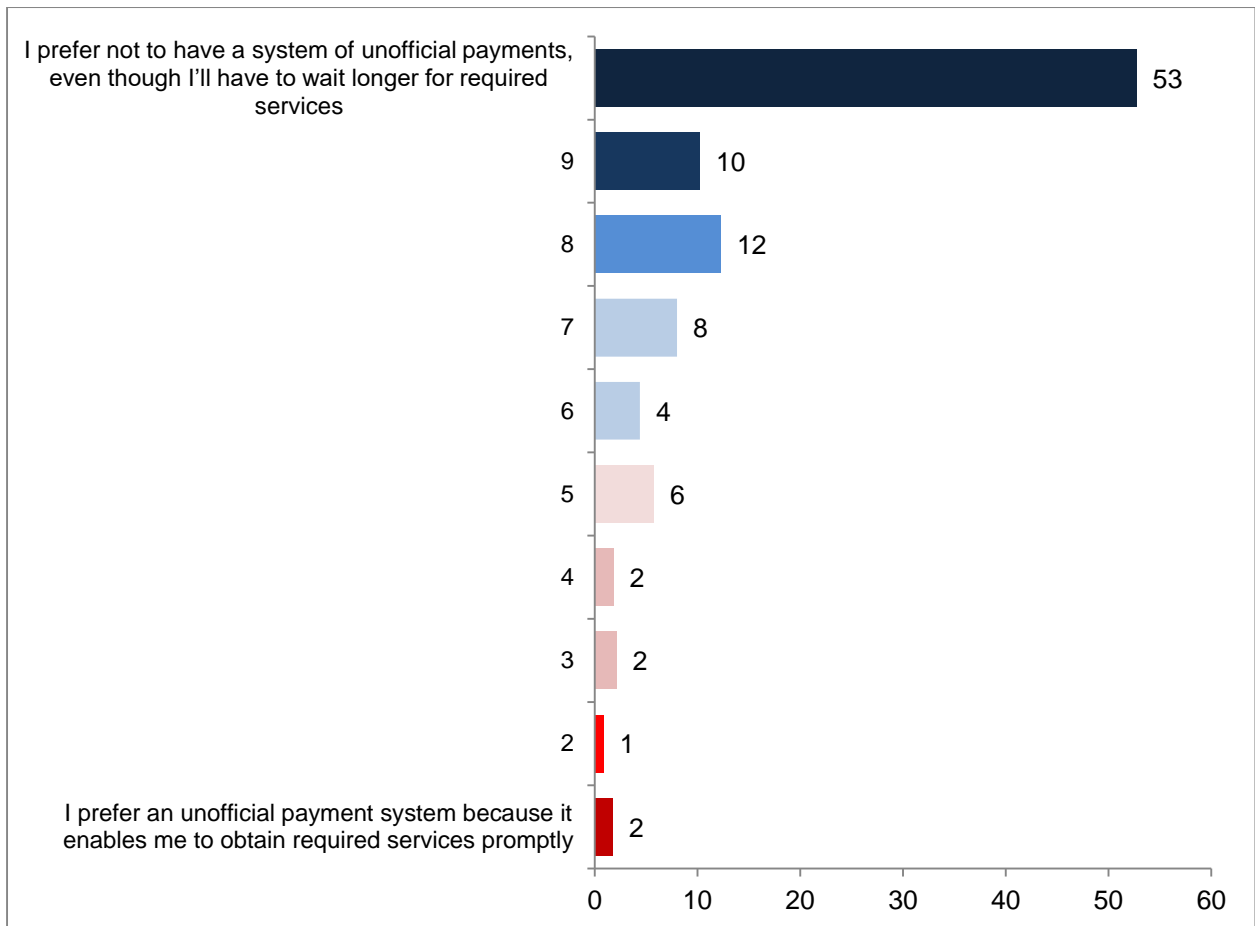
Chart 2 (Q2). How much do you agree with the following statements?



Research data shows that 7 out of 10 citizens believe that there is a complete or some violation of the right in every of the following four situations: a physician soliciting a bribe for treatment, a policeman taking bribe from the driver who has been caught driving while intoxicated, a bribe for acceptance to university and forced payment of a bribe to an investigator, a judge or a prosecutor. On the other hand, the percentage of the citizens who think that taking and giving bribe does not violate the right in any of these situations is identical (about one quarter).

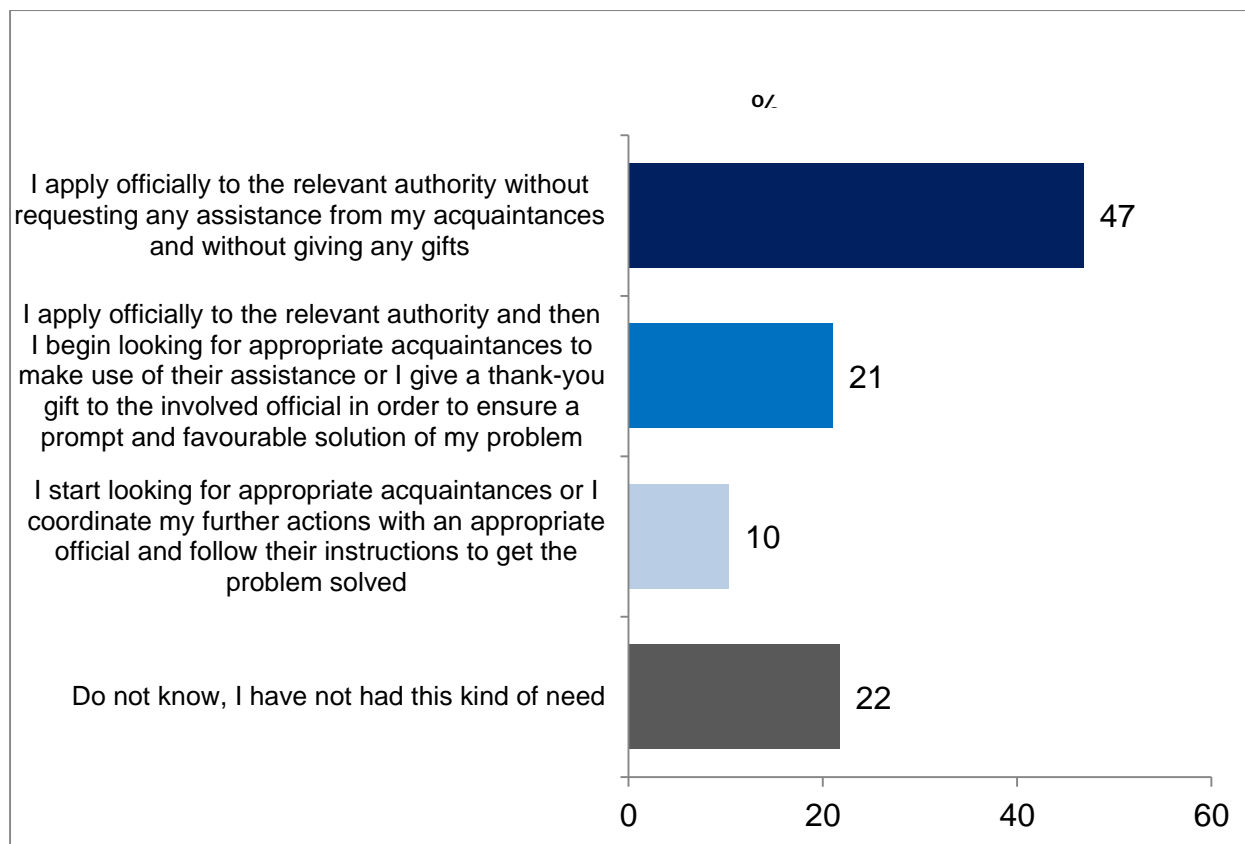
The ethnic Macedonians and citizens from urban settlements in higher percentage agree that any kind of giving bribe is violating the right of the people in these specific situations.

Chart 3 (Q3). What is your personal attitude to unofficial payments?



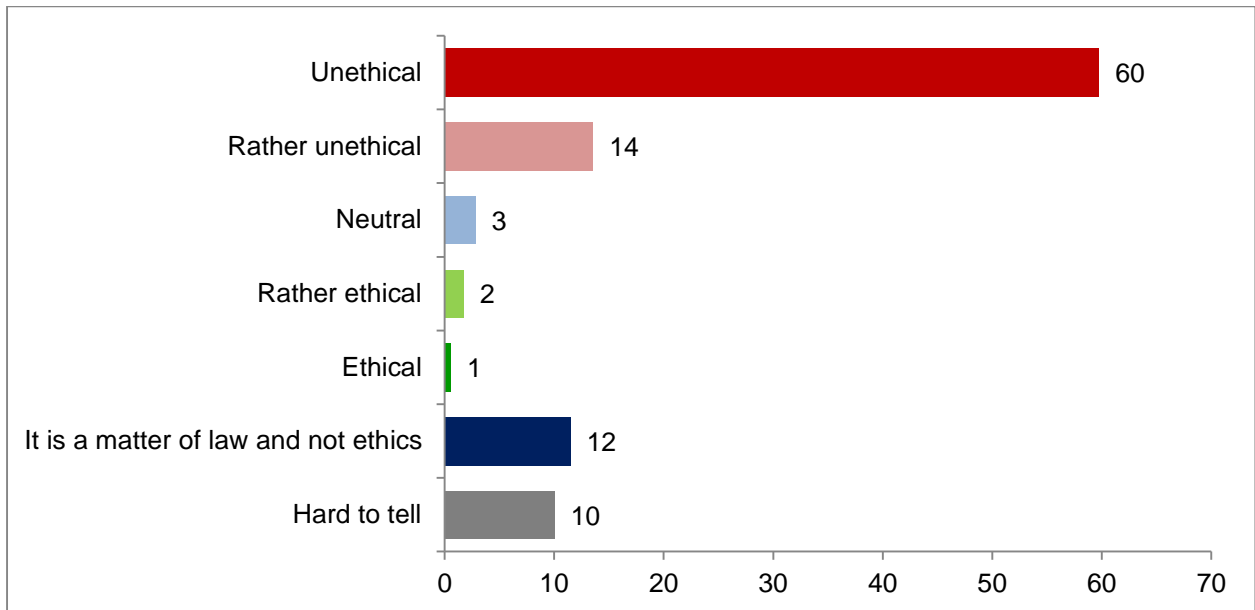
On a scale from 1 to 10, where 1 = I prefer an unofficial payment system because it enables me to obtain required services, while 10 = I prefer not to have a system on unofficial payments, even though I'll have to wait longer for required services, the citizens give an average grade of 8.5. More than half of the citizens said they were against the existence of unofficial payment, even though they would have to wait longer for required services.

Women and citizens older than 55 in higher percentage express their readiness to wait longer for required services because they prefer not to have a system of unofficial payments.

Chart 4 (Q4). What is your preferable method to solve your problems in dealings with authorities?

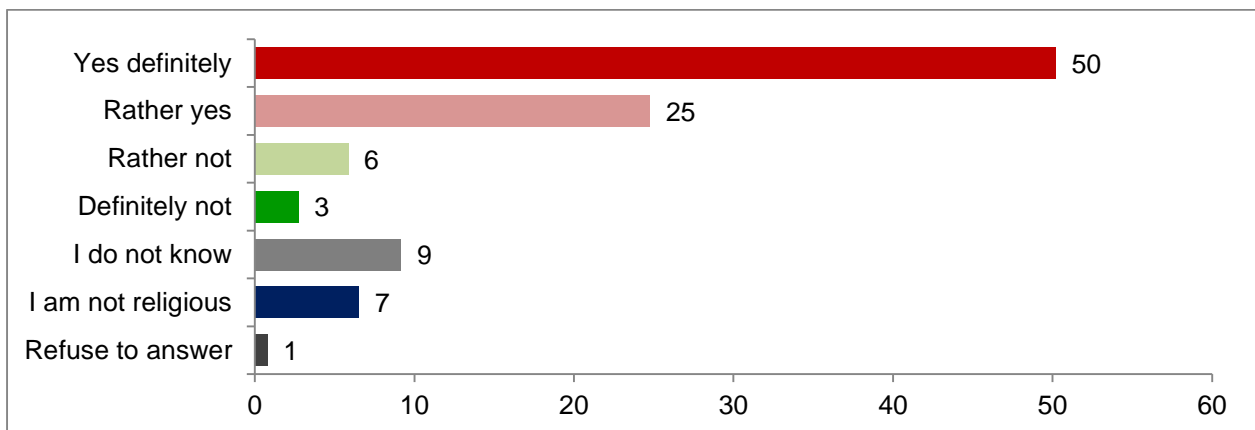
Almost half of the citizens state that when they have addressed officially to the relevant authorities, they were not using assistance from their acquaintances and were not giving any gifts, but apply officially to the relevant authority. However, 2 out of 10 citizens state that after addressing officially the relevant authorities, they start looking for appropriate acquaintances to make use of their assistance or they give a thank-you gift to the involved official in order to ensure a prompt and favorable solution of their problem. When they have to solve a specific problem, 10% of the citizens state they immediately start looking for appropriate acquaintances or they coordinate their further actions with an appropriate official from the institution.

22% of the citizens stated they had no such need so far and did not know how to answer this question.

Chart 5 (Q17). According to your ethical standards, corruption is:?

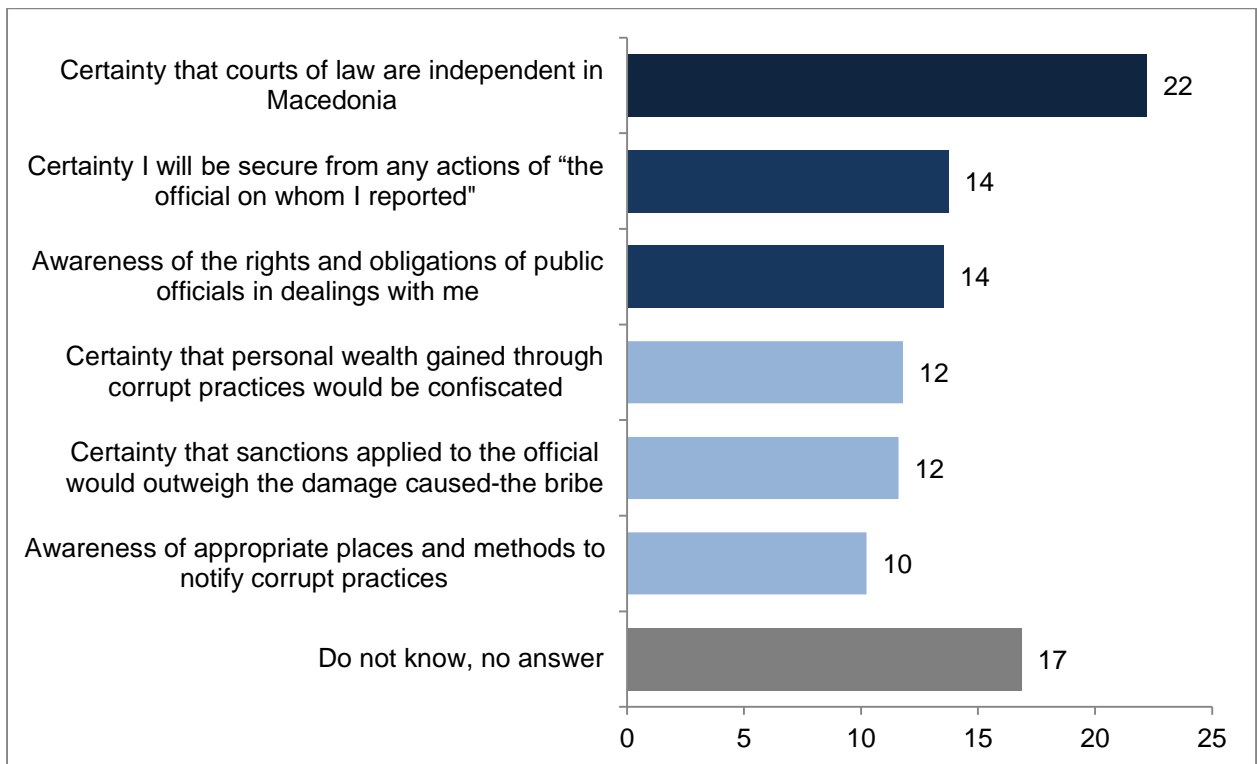
Three quarters of the citizens (74%) assess the corruption as completely or somewhat unethical. On the other hand, 12% of the citizens think that the question on corruption is connected to law and not to ethics. Compared to the other levels of education, this answer is more frequently expressed by the citizens with higher education (18%).

10% of the citizens did not know how to answer this question.

Chart 6 (Q18). If you are a religious person would you consider corruption a sin?

According to three quarters of the citizens (75%), the corruption is a sin. For 1 in 10 citizens the corruption is not a sin. 7% of the citizens stated they were not religious.

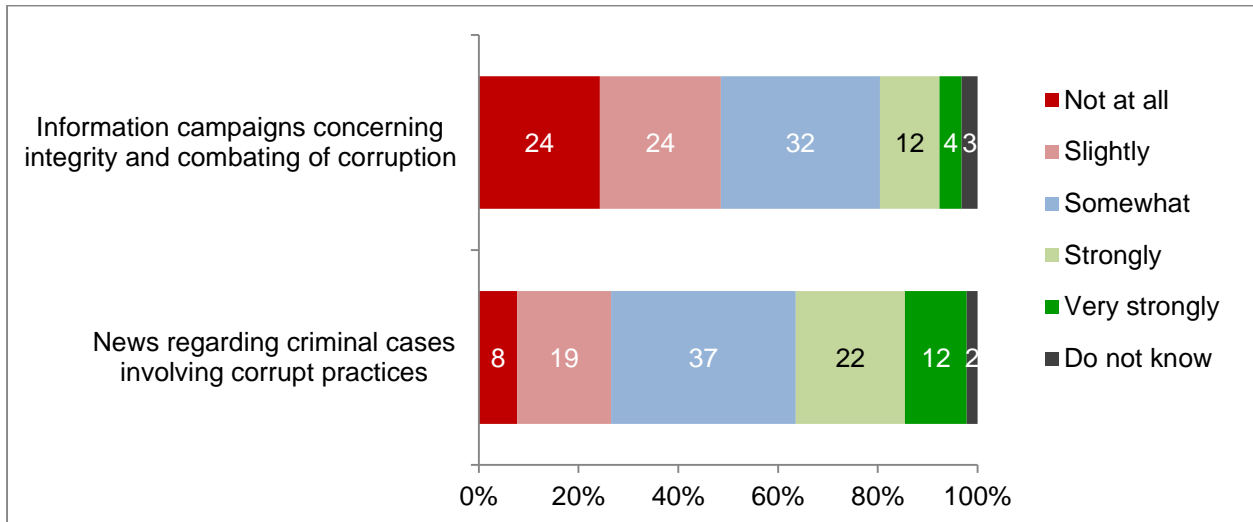
Chart 7 (Q19). What could prompt you to become involved in combatting corrupt practices?



The certainty that courts of law are independent would be motivator for most of the citizens (22%) to take part in combatting corrupt practices. For an equal percentage of citizens (14%) factors for involvement in combatting corrupt practices would be: awareness of the rights and obligations of public officials in their actions and certainty that the citizen would be secure from any actions of the official on whom the citizen reported.

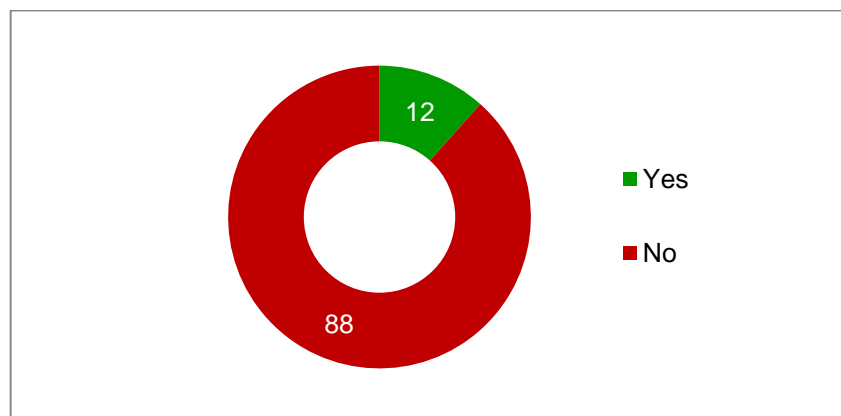
17% of the citizens were not able to determine what could prompt them to become involved in combatting corrupt practices.

Chart 8 (Q20). How strongly have you been exposed to information on combating corruption during the last 12 months...?



The analysis of the received data show that the citizens were more exposed to news regarding criminal cases involving corrupt practices rather than information campaigns concerning integrity and combating corruption. While one third of the citizens (34%) were strongly or very strongly exposed to news, 16% of the citizens were strongly or very strongly exposed to information campaigns.

Chart 9 (Q21). Have you gone through any training or course on ethics and integrity in dealings with authorities and public sector?



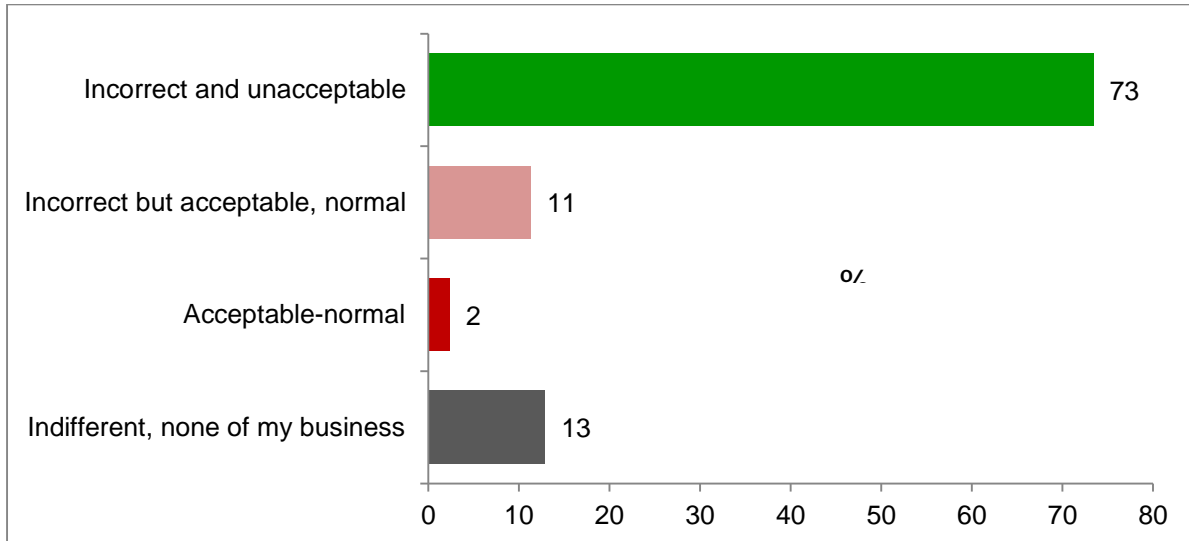
Only 12% of the citizens stated they had gone through a certain training or course on ethics and integrity in dealings with authorities and public sector. The other 88% of the citizens gave a negative answer to this question.

EMPLOYED CITIZENS

The following set of questions refers to citizens with active working status only i.e. these questions were answered by respondents employed in public or private sector,

those who are business owners or have a part-time job. This set of questions was answered by 504 respondents in total.

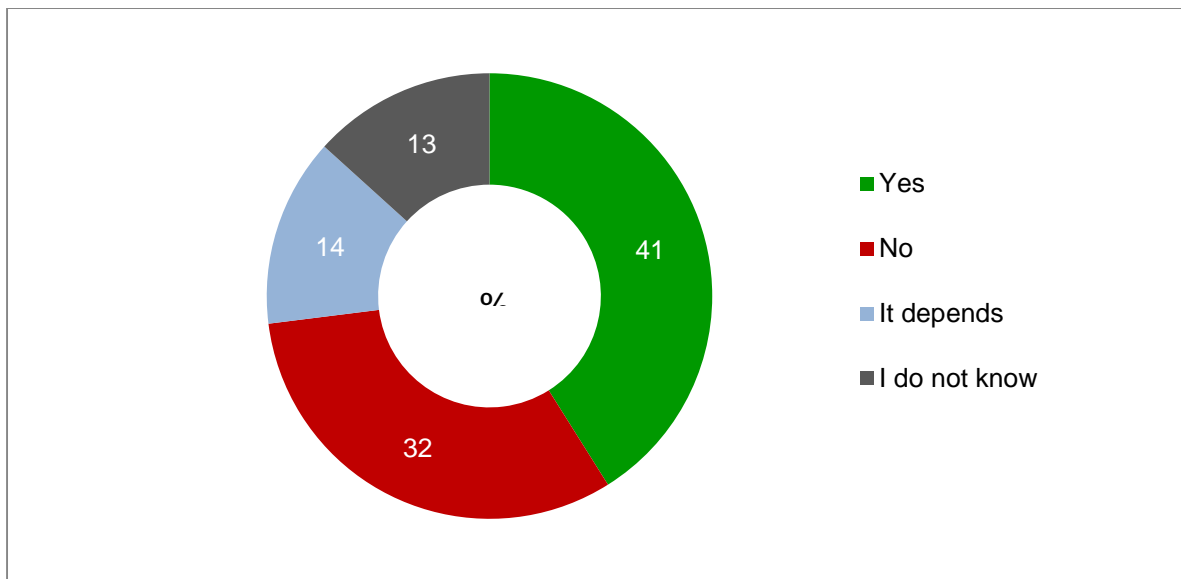
Chart 10 (Q5_1). Imagine the situation that your colleague from work accepts bribes or gifts in a relation with professional responsibilities, how would you assess this behavior?



Research data shows high 73% of the employed citizens who assess accepting bribe or gifts by a colleague in a relation with professional responsibilities as incorrect and unacceptable. 11% of the citizens consider this behavior as incorrect but acceptable, while only 2% of the respondents consider this behavior as acceptable-normal. 13% of the citizens have indifferent attitude in terms of this question and believe it's none of your business.

Women, men and citizens with higher education in higher percentage express that accepting bribes or gifts by a colleague in a relation to professional responsibilities is incorrect and unacceptable.

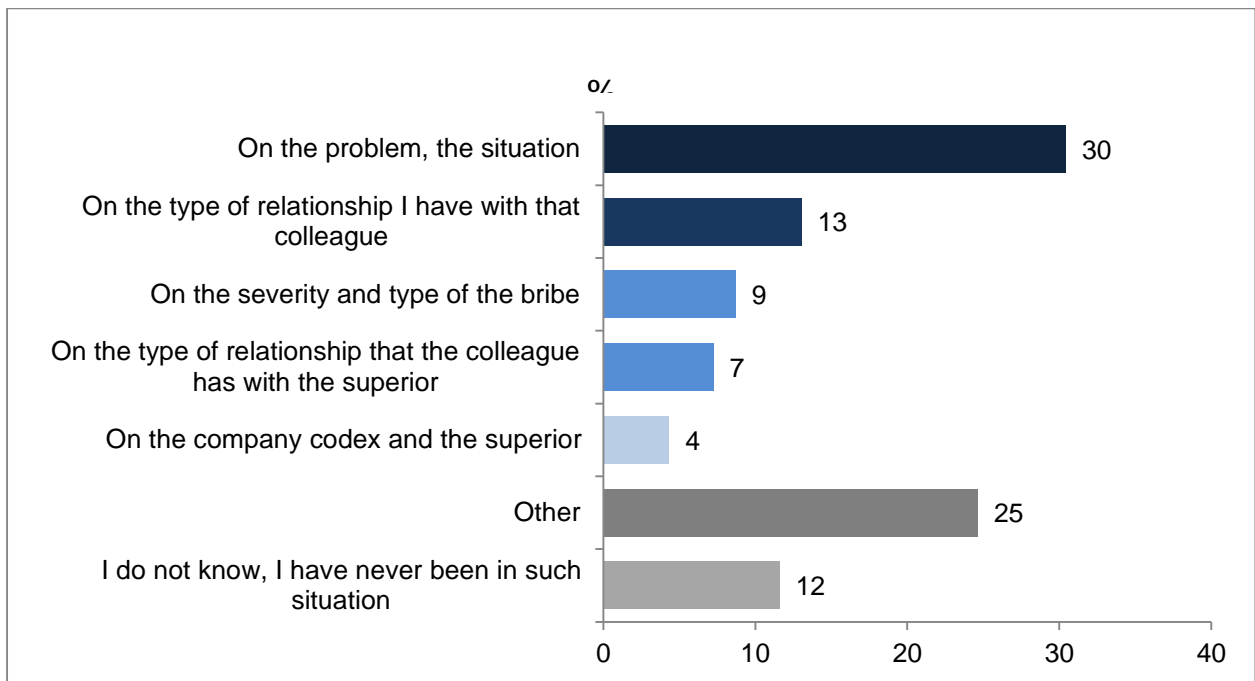
Chart 11 (Q5_2). Would you inform your superiors that your colleague accepts bribes or gifts in a relation with professional responsibilities?



The analysis of the received answers shows that 4 out of 10 citizens would inform their superiors that their colleague accepts bribes or gifts in a relation with professional responsibilities, although 73% think this behavior is incorrect and unacceptable. Almost one third of the citizens said they would not do the same, while 13% of the citizens did not know how to answer this question.

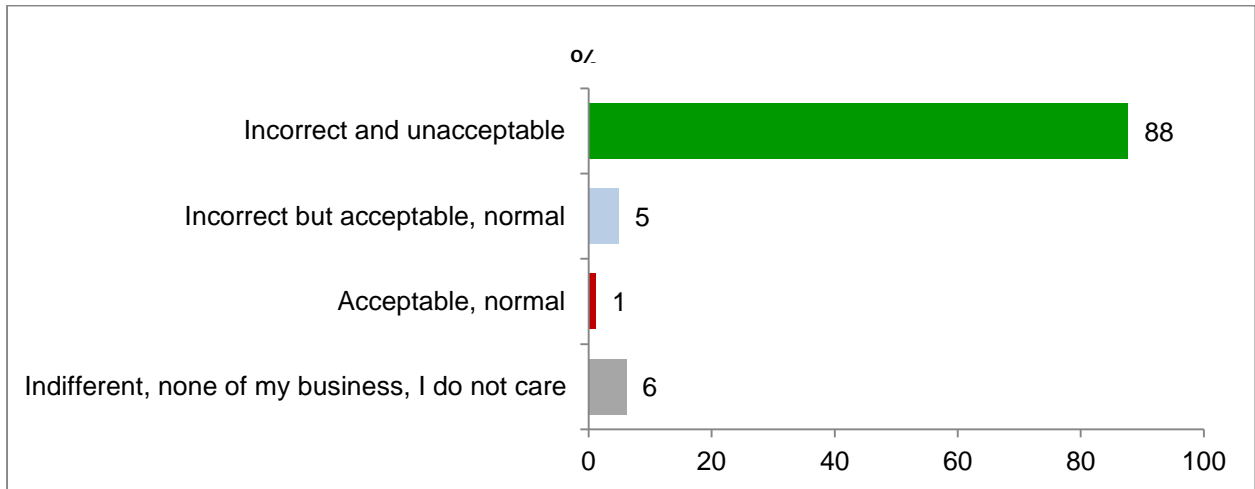
The frequency of the received answers shows that 14% or 69 citizens said that whether they would report their colleague or not depended on certain specific factors. For the majority of these citizens, the act of reporting depends on the situation in which their colleague accepted bribe, the relation and friendship with that colleague, as well as the seriousness and the amount of the bribe.

Chart 12 (Q5_2a). It depends on



An interesting fact is that although women and ethnic Macedonians in higher percentage assess this behavior as incorrect and unacceptable, a lower percentage of them compared to other demographic groups state they are ready to inform their superiors that their colleague accepts bribes or gifts in a relation with professional responsibilities.

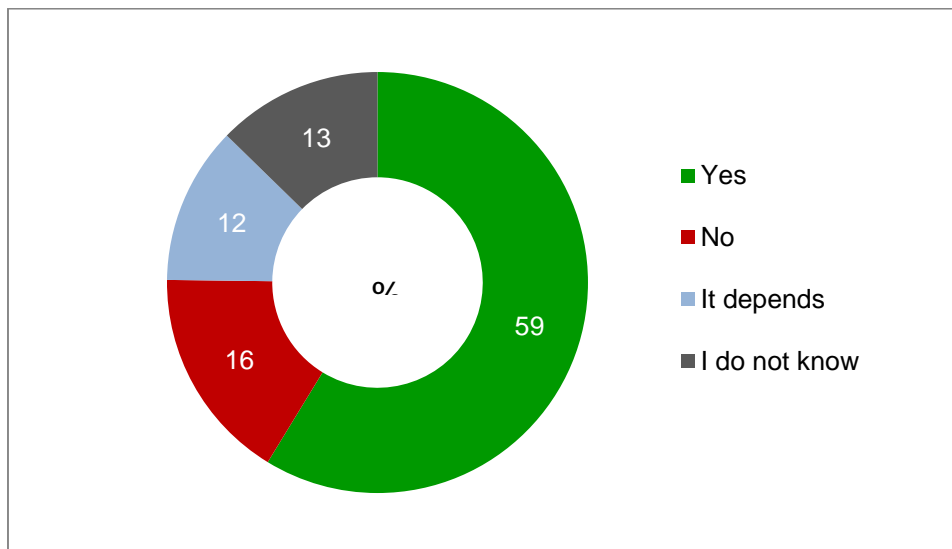
Chart 13 (Q6_1). Your colleague from work does not fulfill his official duties, thereby creating a threat to the safety of other employees, how would you assess this behavior?



A high percentage of 88% of the employed citizens would assess as incorrect and unacceptable the behavior of their colleague from work who does not fulfill his/her official duties, thereby creating a threat to the safety of other employees.

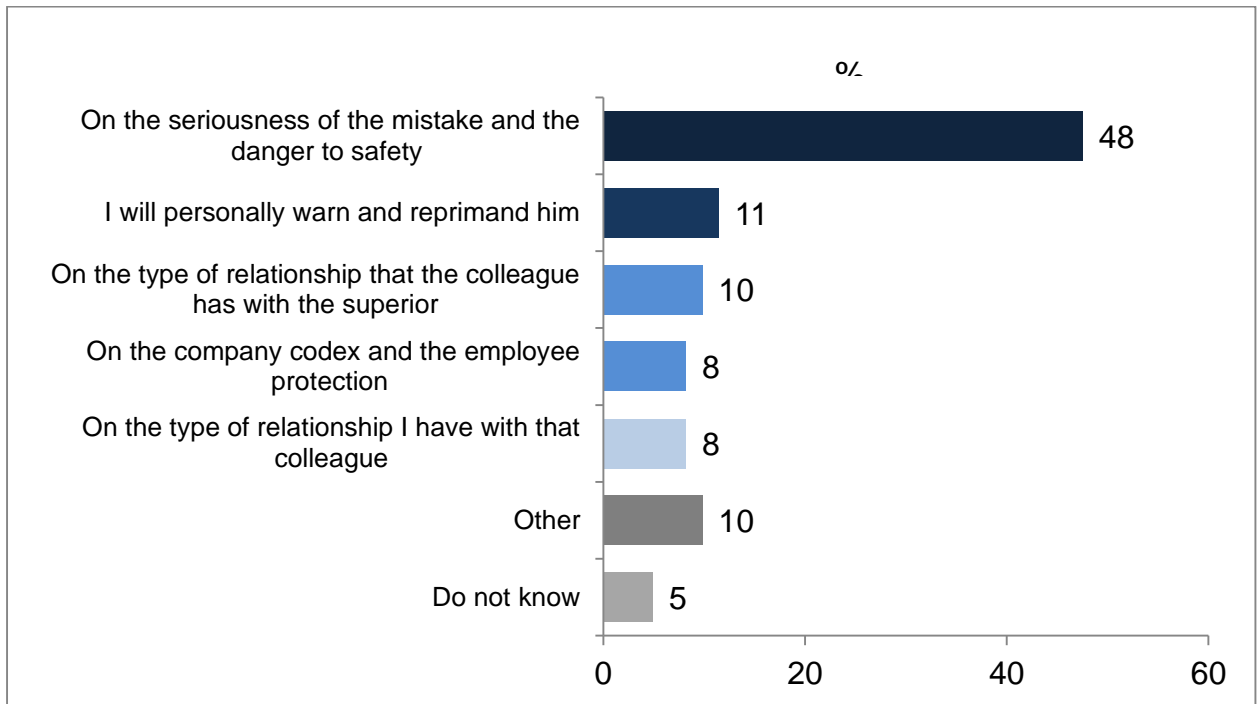
Employed women in higher percentage (91%) assess this behavior as unacceptable compared to employed men (85%) who share their opinion.

Chart 14 (Q6_2). Would you inform your superiors that your colleague does not fulfill his official duties, thereby creating a threat to the safety of other employees?



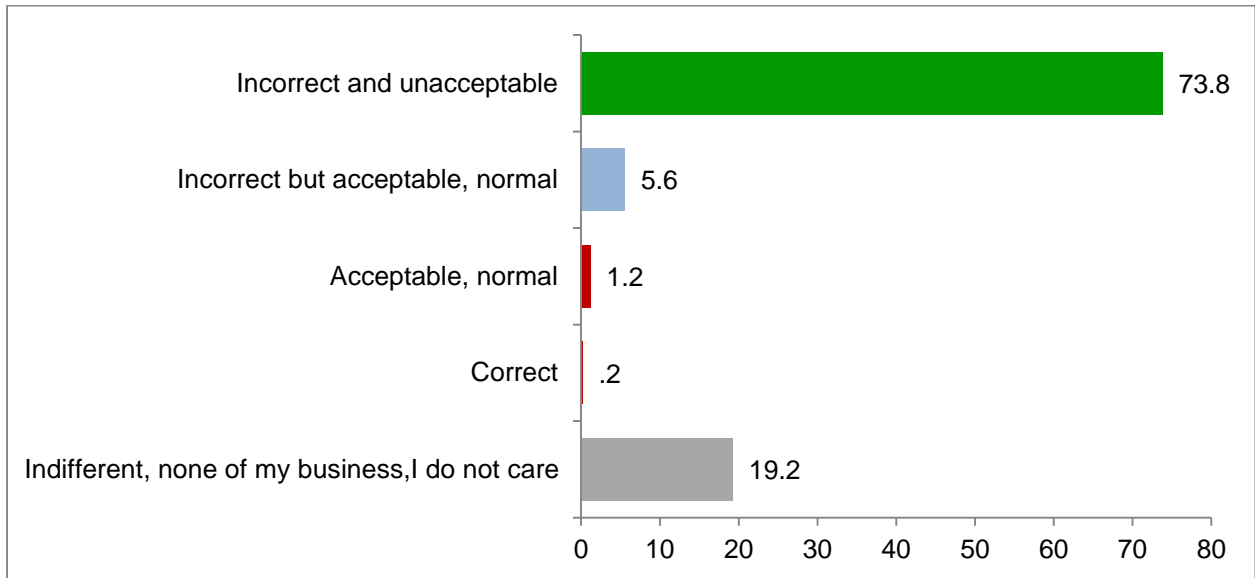
The frequency of received answers shows that 6 out of 10 employed citizens (59%) said they would inform their superiors that their colleague did not fulfill his/her official duties, thereby creating a threat to the safety of other employees. 15% stated they would not do that, while 13% did not have an opinion regarding this question. 12% of the employed citizens said reporting their colleague to the superiors depended on the seriousness of the mistake and the level of threatening the safety.

Chart 15 (Q6_2a). Can you specify?



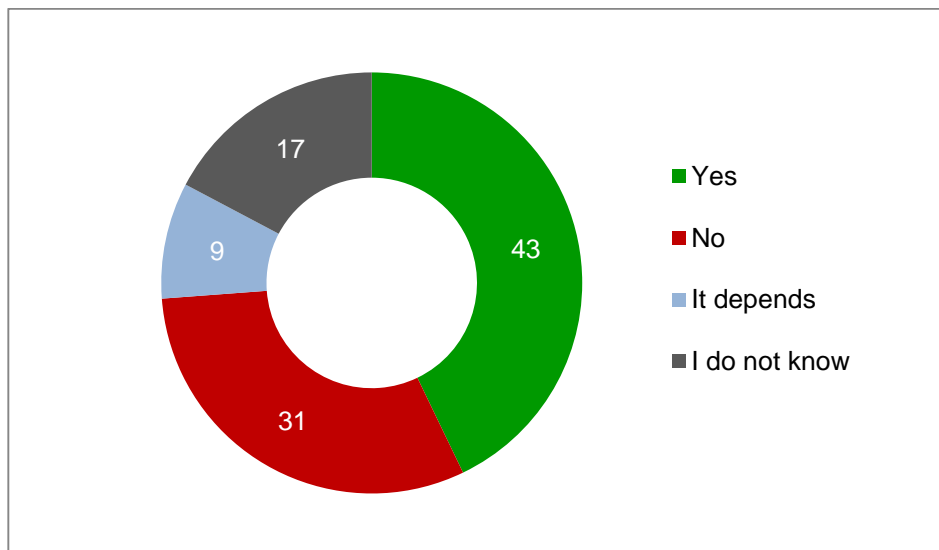
Although 91% of the employed women consider the behavior of their colleague who does not fulfill his official duties, thereby creating a threat to the safety of other employees as incorrect and unacceptable, only 57% of the employed women would inform their superiors about this.

Chart 16 (Q7_1). Your colleague from work fuels his personal car at the expense on the company, how would you asses this behaviour?



Research data shows that 74% of the employed citizens think it is incorrect and unacceptable when a colleague from work fuels his/her personal car at the expense on the institution / company. About one fifth of the citizens are indifferent in terms of this question and think it is non of their business.

Chart 17 (Q7_2). Would you inform your superiors that your colleague fuels his personal car at the expense on the company?



The analysis of the received answers shows that 4 out of 10 employed citizens would inform their superiors regarding the stated behaviour of their colleague. About one third of the citizens (31%) stated they would not do that, while 17% did not know how to answer this question.

About 9% of the employed citizens stated their reaction depended on the situation and the reasons why their colleague did that above all. Smaller part of the interviewed citizens stated they would lecture their colleague personally, or they said the reporting

depended on the relation and the level of friendship with the colleague with his superior.

Chart 18 (Q7_2a). Can you specify?

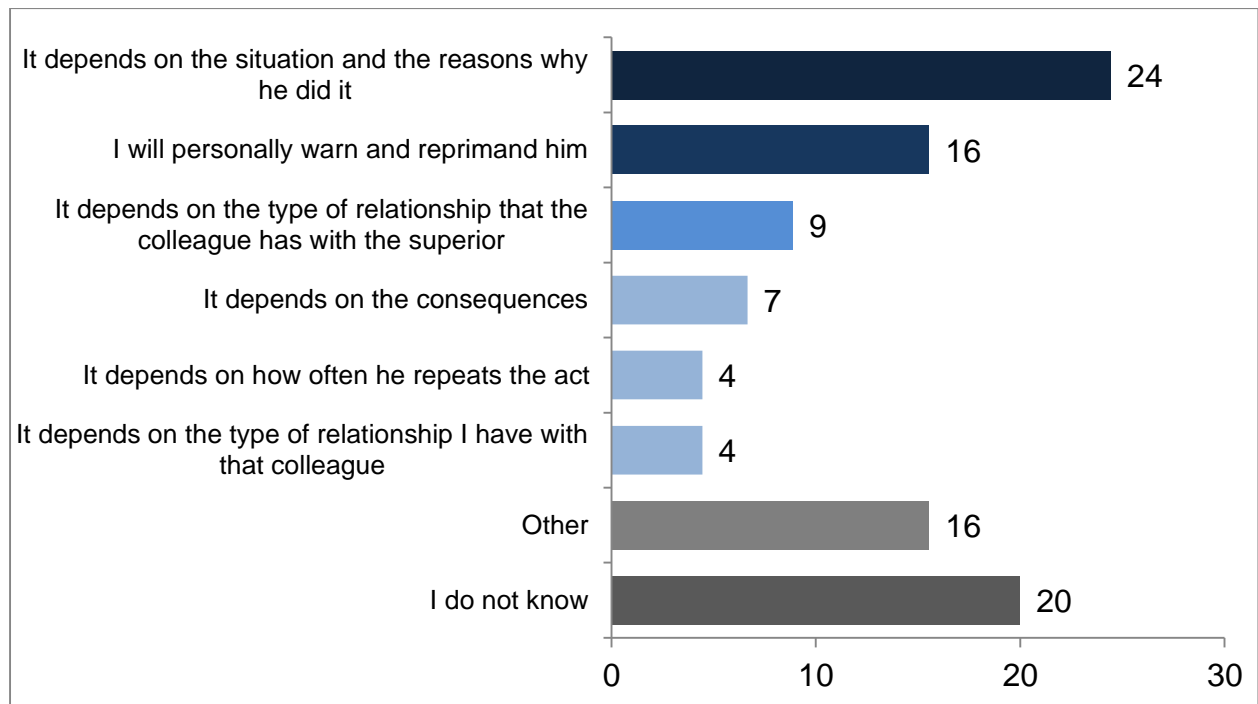
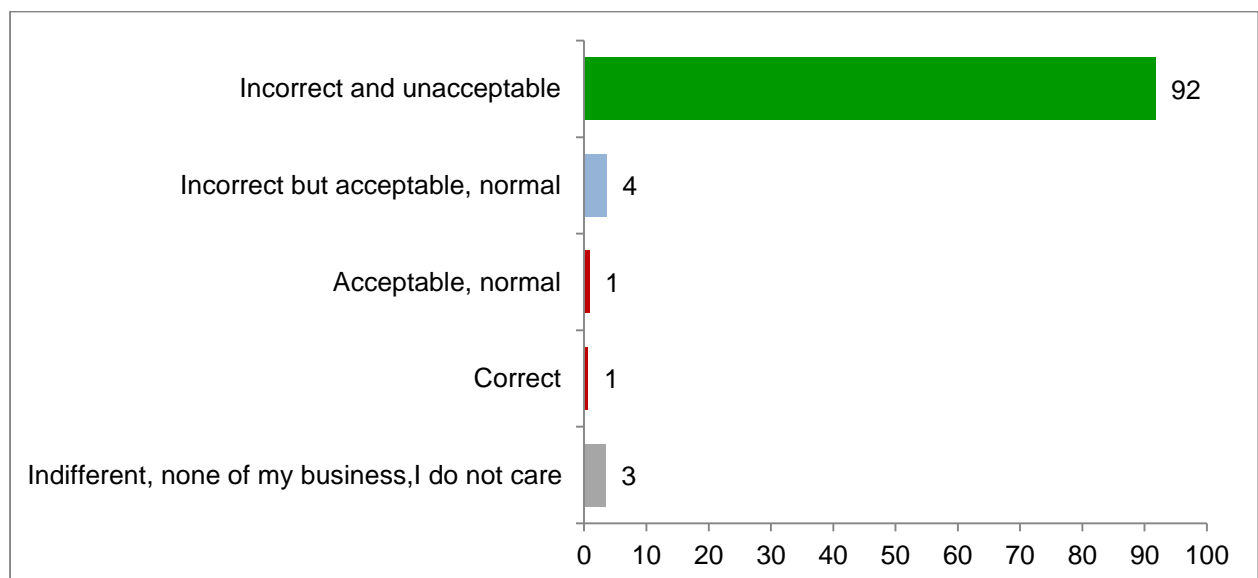
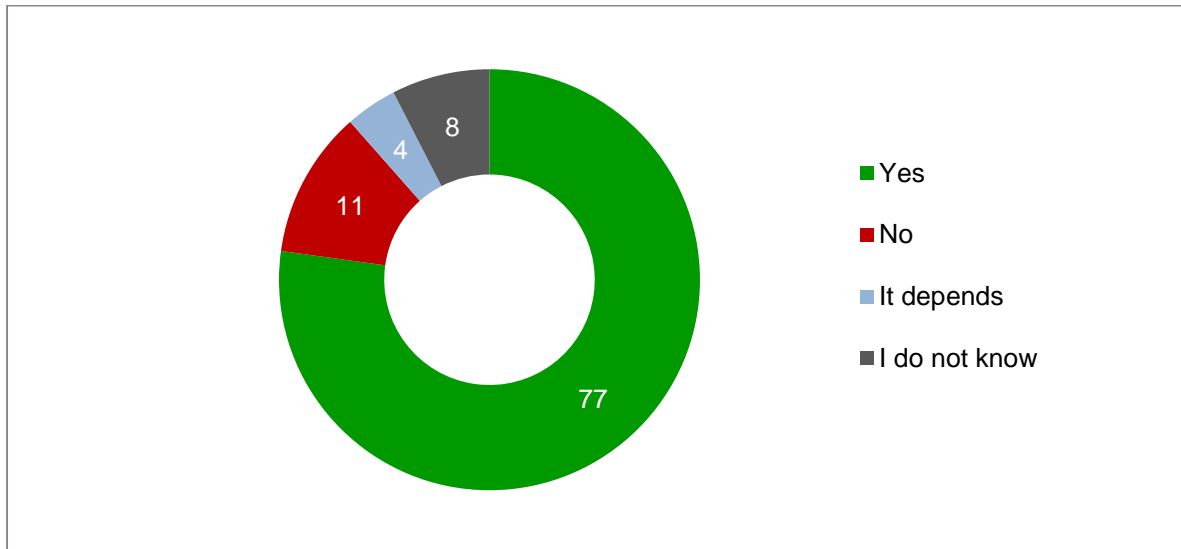


Chart 19 (Q8_1). Your colleague from work has symptoms of COVID-19, but he or she does not tell anyone and works normally - thereby creating a threat to the safety of other employees and to public safety and health, how would you assess this behavior?



Most of the employed citizens (92%), consider it is incorrect and unacceptable to have symptoms of COVID-19 and not to tell anyone, thereby creating a threat to the safety of other employees and to public safety.

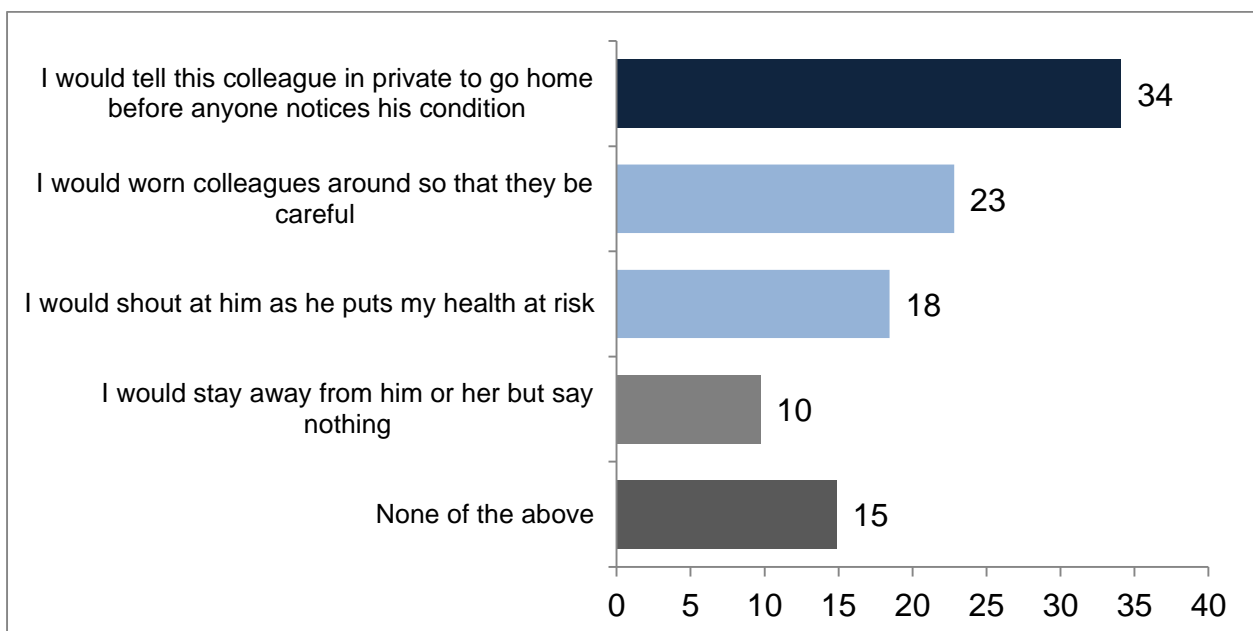
Chart 20 (Q8_2). 'Would you inform your superiors that your colleague from work has symptoms of COVID-19, but he or she does not tell anyone?



A total percentage of 77% of the employed citizens stated they would report their colleague who had symptoms of COVID-19, but did not report and continued working, which caused threats for the safety of other employees. 11% stated they would not report this colleague, while 8% did not know how to answer this question.

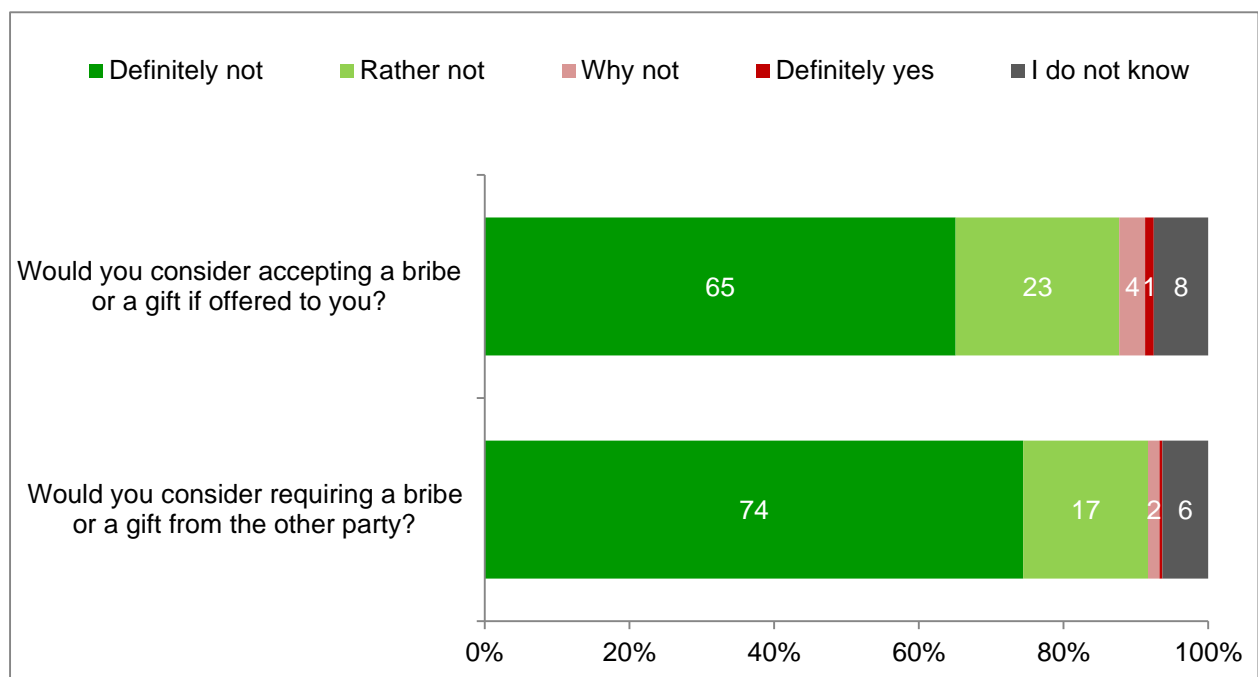
The ethnic Macedonians and those from other smaller ethnic communities, as well as the citizens with higher education, in higher percentage answered they would report their colleague who has symptoms of COVID-19, but that person did not tell anyone and continued working.

Chart 21 (Q8_3). If you would not inform your superiors, how would you react?



If they would not inform their superiors, one third of the citizens (34%) would tell this colleague in private to go home before anyone notices his condition, almost one quarter (23%) would warn colleagues around so that they be careful, 18% would shout at him/her as he/she puts their health at risk, while 10% stated they would stay away from him/her, but would say nothing.

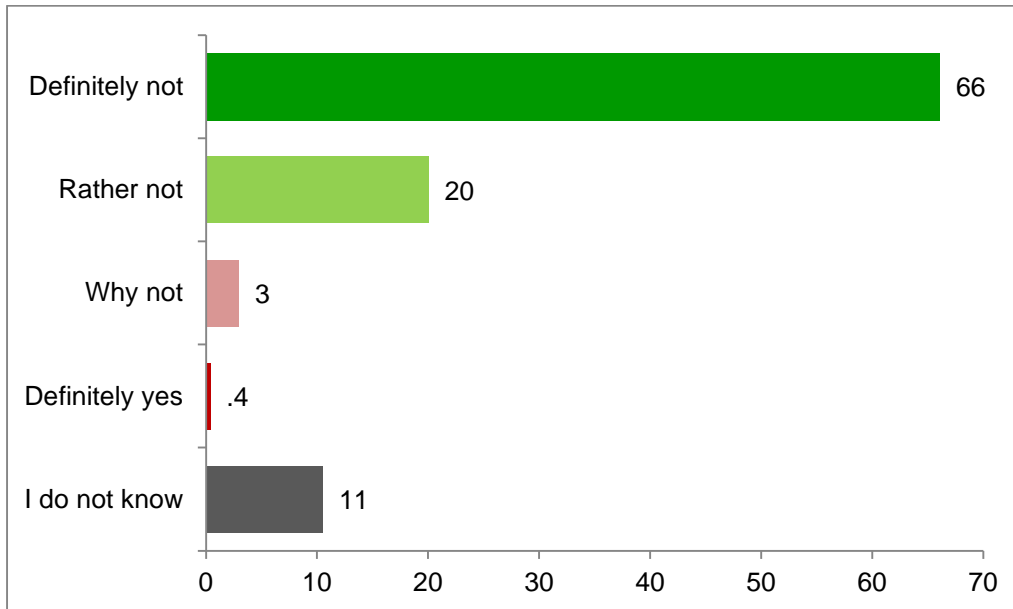
Chart 22 (Q9). If you believed/observed that accepting bribes and gifts is a widespread and tolerated practice in your organization/institution/company, would you:



Almost 9 out of 10 employed citizens (88%) of the citizens stated they would definitely or probably not accept a bribe or a gift although they had noticed that accepting bribes and gifts was a widespread and tolerated practice in their institution or a company.

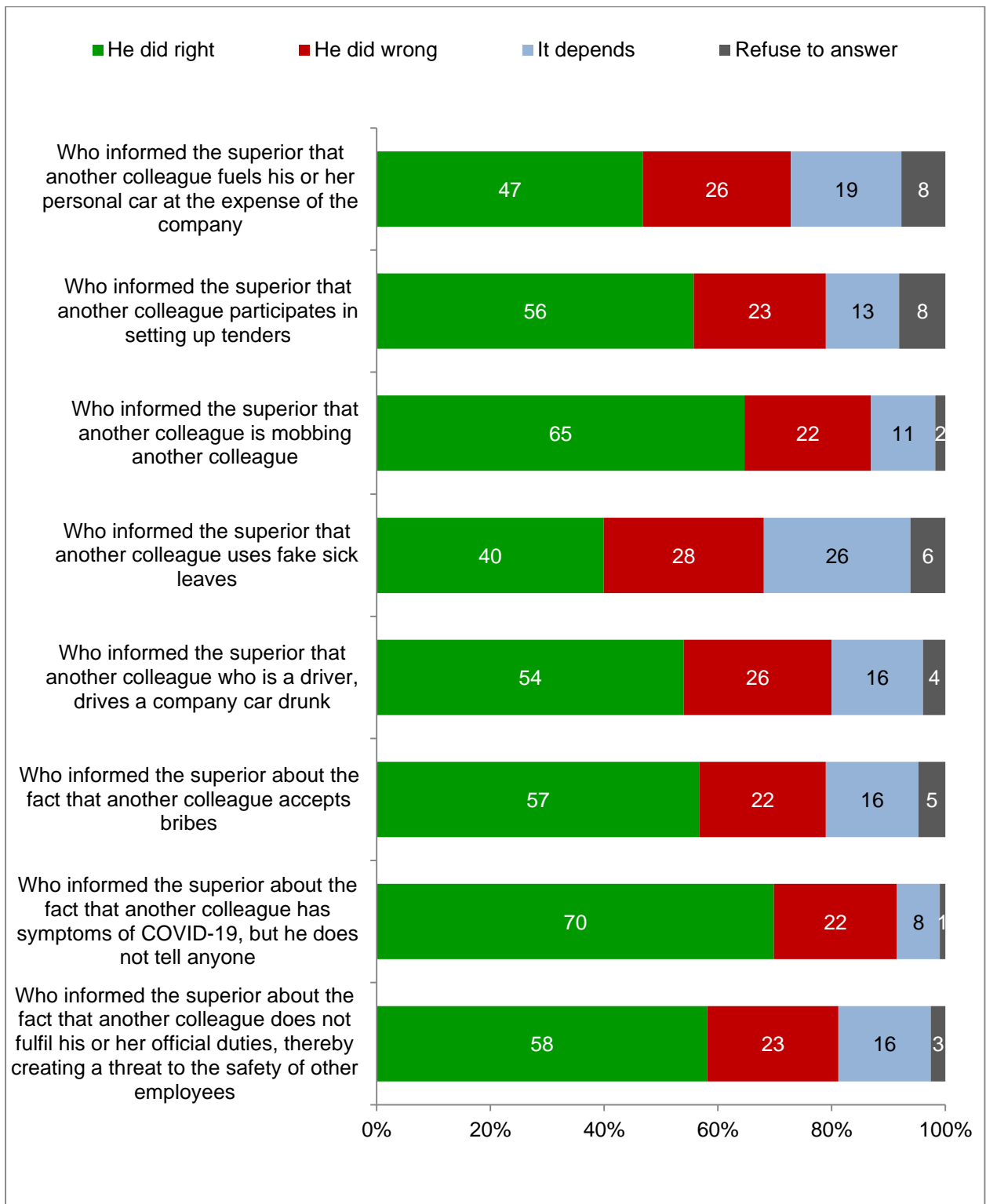
Furthermore, 91% of the employed citizens stated they would definitely or rather not ask for a bribe or a gift.

Chart 23 (Q10). If you believed that accepting careless and-or insufficient execution of professional obligations is a widespread and tolerated practice in your organization, even if it creates a threat to the safety of other employees would you consider neglecting your duties like everybody else:



A high 86% of the citizens stated they would definitely or rather not neglect their duties like the rest of their colleagues in the organization where they had noticed that careless and-or insufficient execution of professional obligations was a widespread and tolerated practice, even if it created a threat to the safety of other employees.

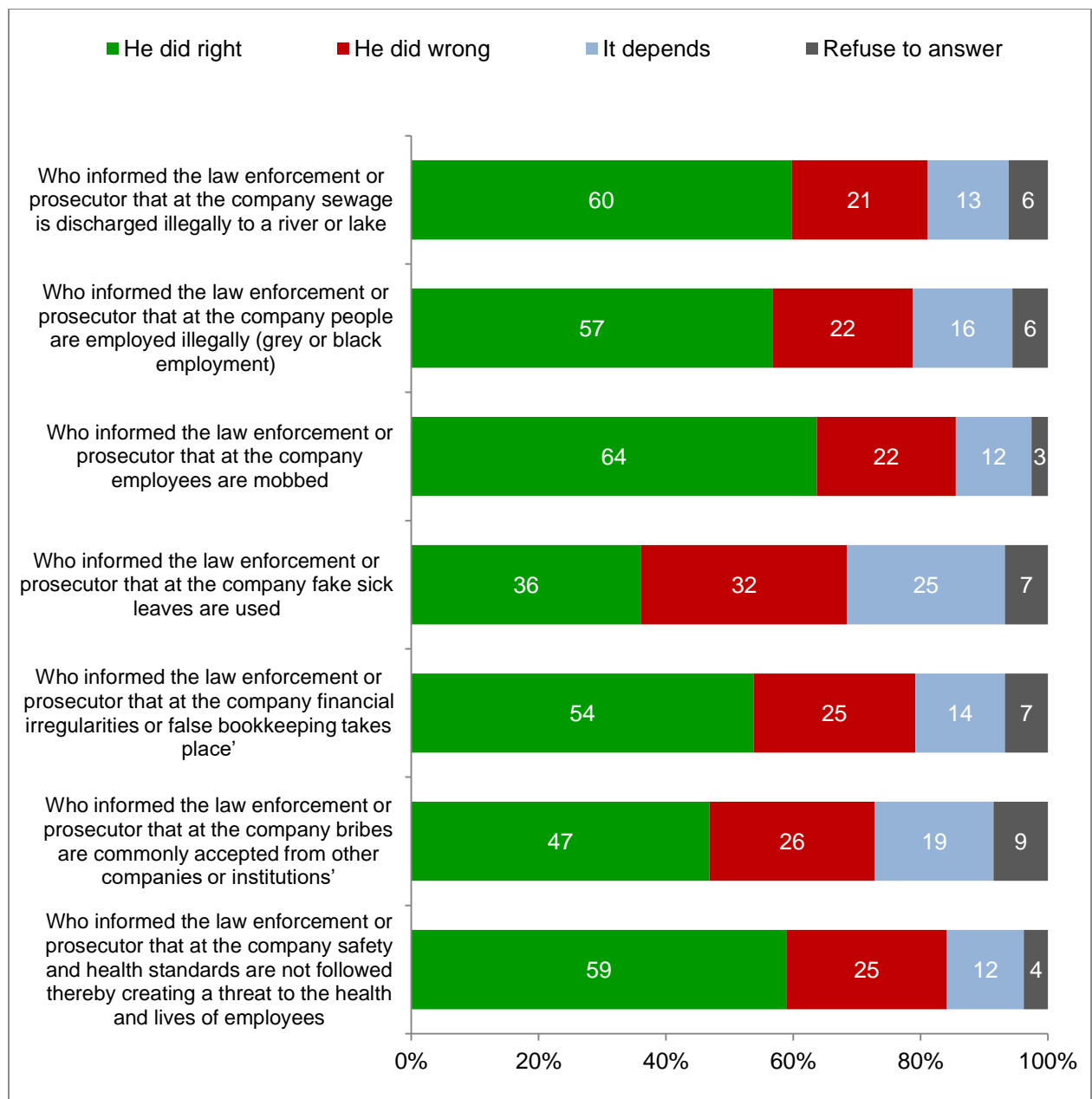
Chart 24 (Q11). How would you assess your colleague from work who...?



Research data shows that the highest percentage of citizens would support the colleagues' behavior who informed the superiors about the fact that another colleague has symptoms of COVID-19, but does not tell anyone and continues working normally (70%), as well as about the colleague who is mobbing another colleague (65%). The employed citizens show the highest tolerance for colleagues who use fake sick leave and colleagues who fuel their

personal cars at the expense of the company. Namely, the percentage for support reporting a colleague to the superiors for this kind of a behavior is lower.

Chart 25 (Q12). How would you assess your colleague from work, who...?

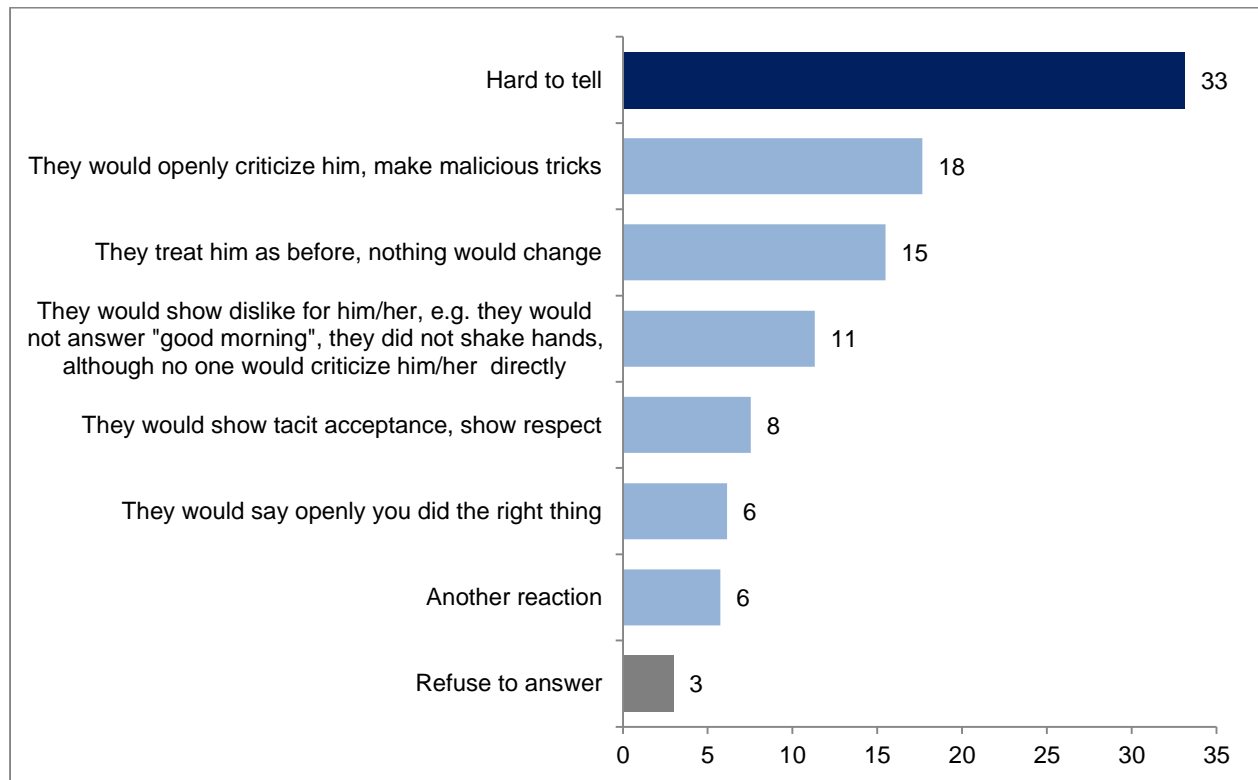


The frequency of received answers shows that almost two thirds of the citizens (64%) would support their colleague's behavior who informs the law enforcement or prosecutor that at the company employees are mobbed. More than half of the citizens think that it is a right thing to do when a colleague informs the law enforcement that at the company sewerage is discharged illegally to a river or lake (60%), that at the company safety and health standards are not followed, thereby creating a threat to the health and lives of employees (59%), that at the company people are employed illegally (57%) and that the company financial irregularities or false bookkeeping takes place (54%).

Again, the highest tolerance of the employed citizens is about using fake sick leave, i.e. the lowest percentage (36%) of them stated that a colleague who informed the relevant bodies for this behavior of the employees in the company did the right thing.

A higher percentage of the ethnic Albanians think people who inform the prosecutor or another relevant body about their colleagues' behavior did wrong.

Chart 26 (Q13). How do you think most of your colleagues would react if they learnt that one of the colleagues informed the superiors that another colleague gives or accepts bribes?



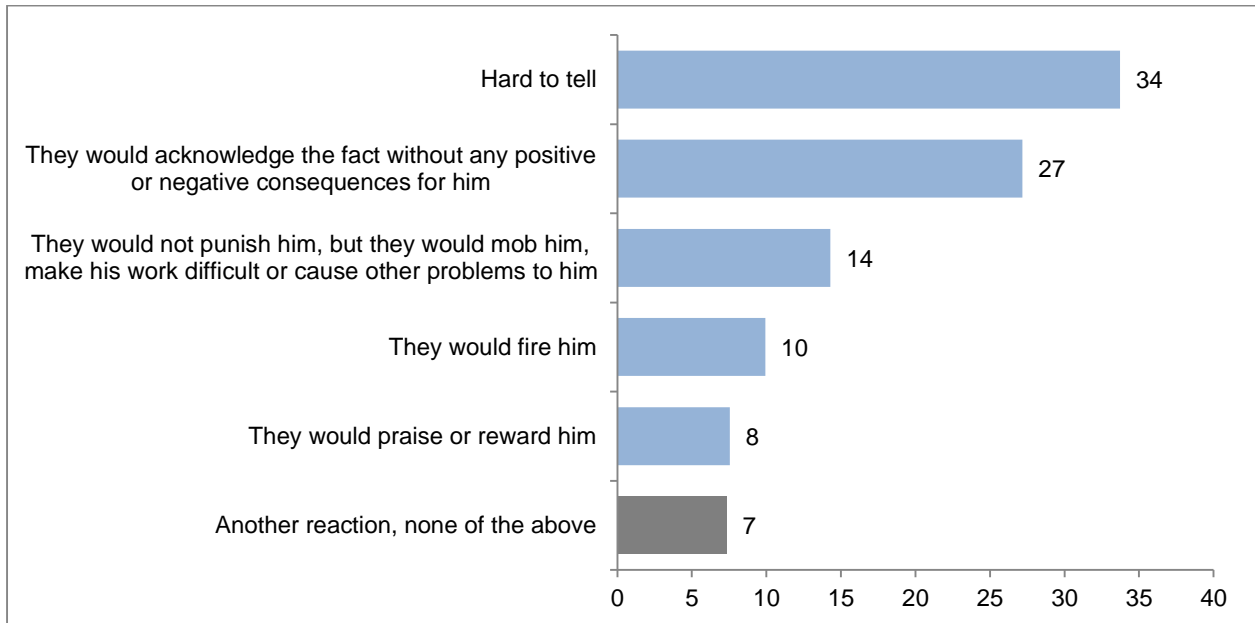
The research data shows that the employed citizens do not express significant readiness to support and encourage their colleague's behavior who would inform their superior that another colleague gives or receives a bribe. The frequency of the received answers shows a lower percentage of the citizens who think that the colleagues in the company would express respect (8%) or they would tell this colleague openly he did the right thing (6%).

The percentage of the citizens who stated that other colleagues would openly criticize him/her is a little bit higher (18%) or that they would show dislike for him/her by not greeting him/her, although no one would criticize him/her directly (11%).

Around 15% of the citizens said the attitude of the other colleagues towards this colleague would not change.

One third of the citizens (33%) said it was difficult to define their attitude in terms of this question.

Chart 27 (Q14). How do you think the company's management would most probably react if an employee, reported that another employee gives or accepts bribes?

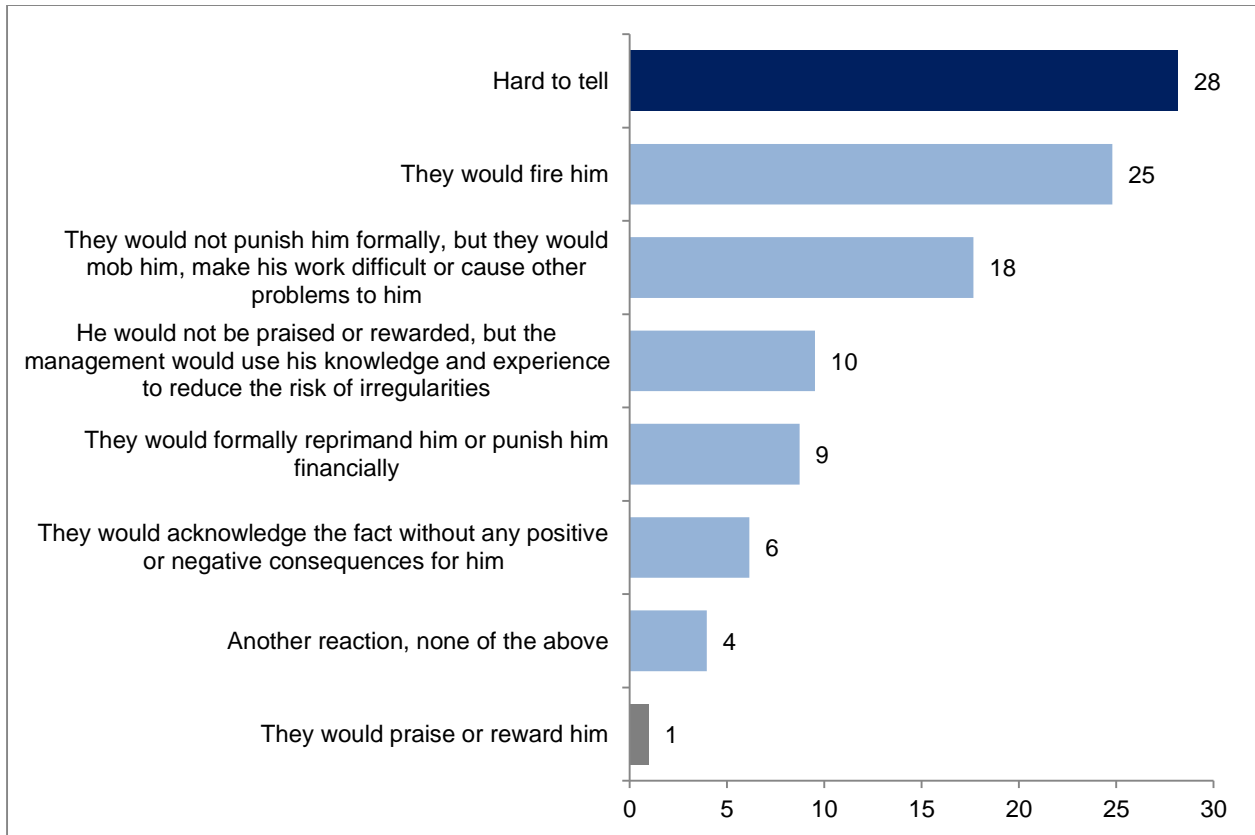


According to the frequency of received answers, a low percentage of the citizens believes the company would praise or reward the employee who reported to the company's management that another employee gives or accepts bribes (8%). More than a quarter of the citizens (27%) believes that the company's management would acknowledge the fact without any positive or negative consequences for their colleague.

Still, 14% of the citizens believe it is possible the colleague to have negative consequences, in terms of mobbing, making his/her work difficult or causing other problems to him/her done by the management, while 10% think the colleague would get fired.

For more than a third of the citizens (34%) it was difficult to define their opinion in terms of this question.

Chart 28 (Q15). How do you think the company's management WOULD most probably react if an employee, reported irregularities at the company to external services (prosecutor, law enforcement, anti-corruption authorities)?

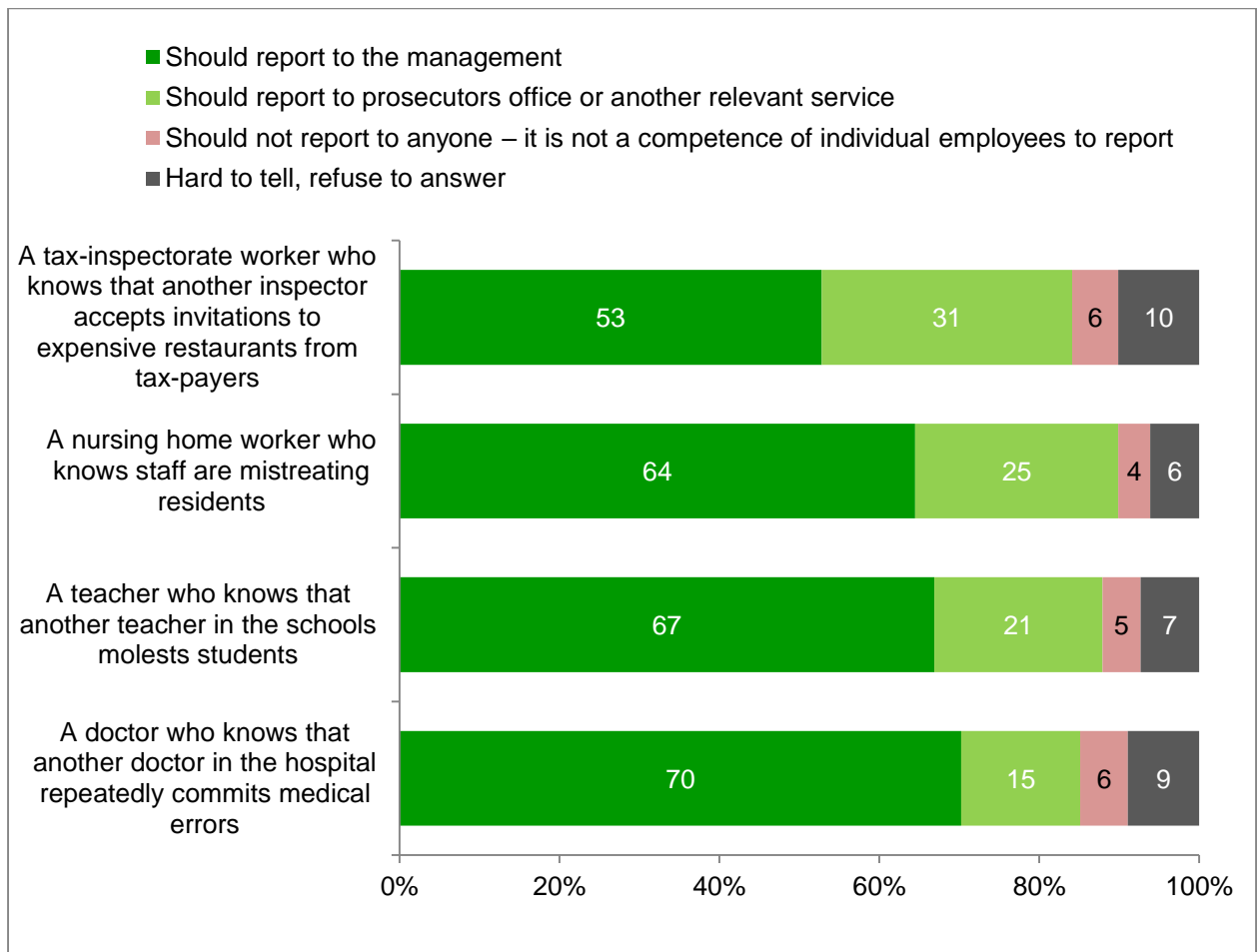


The research data shows that most of the citizens believe there would be negative consequences for the employee who would report irregularities in the company to external services, such as prosecution, law enforcement or other anti-corruption authorities.

In that direction, one quarter of the citizens (25%) believes this employee would be fired, 18% believe this employee would not be punished formally, but he/she would be mobbed, his/her work would be made difficult, while 9% believe this employee would be formally reprimanded or punished financially.

10% of the citizens think the employee would not be praised or rewarded, but the management would use his knowledge and experience to reduce the risk of irregularities, while 6% of the citizens think the company's management would acknowledge the fact without any positive or negative consequences for the employee.

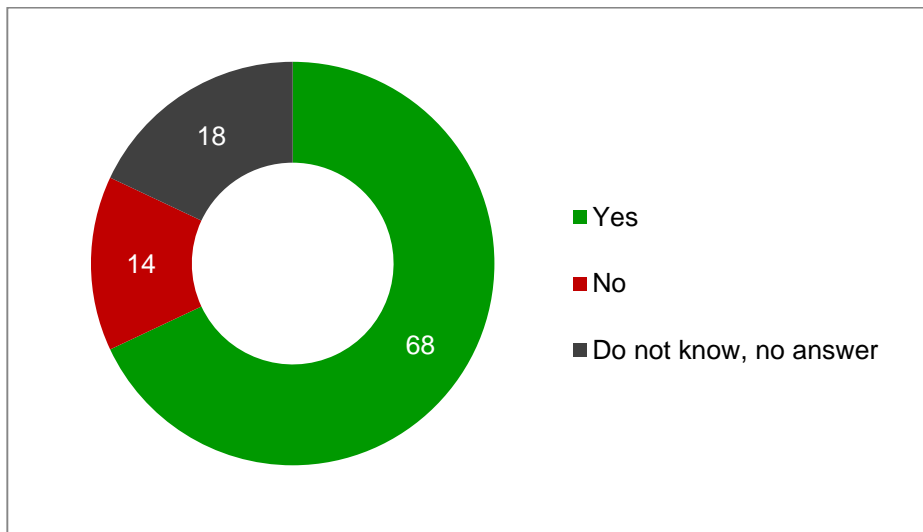
More than a quarter of the employees stated it was difficult for them to answer this question.

Chart 29 (Q16). How do you think should react ...?

Most of the citizens think the organization / institution management should be informed in every of the following 4 cases: when a doctor in a hospital repeatedly commits medical errors (70%), when a teacher molests students (67%), when a nursing home staff mistreats the residents (64%) and when an inspector accepts invitations to expensive restaurants from tax-payers (53%).

However, almost one third most of the citizens (31%) think that it is better for a tax-inspectorate worker who knows that another inspector accepts invitations to expensive invitations from tax-payers to report that inspector to the law enforcement or prosecutor, or to another relevant service compared to the violation done by the employees in the other mentioned institutions.

Chart 30 (Q22). Does the institution or company where you work have a code of ethics?



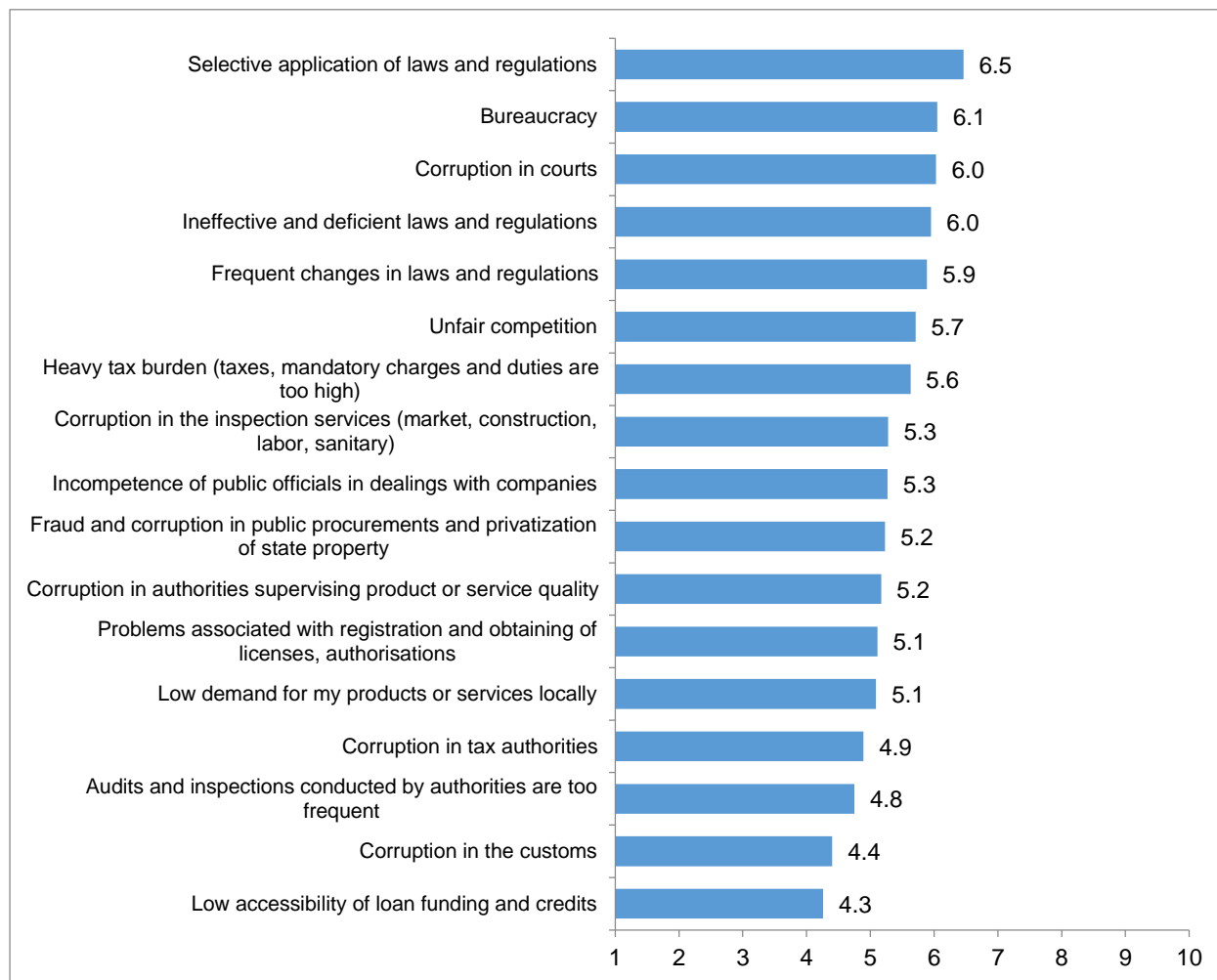
More than two thirds of the employed citizens (68%) state that the company / institution where they work has a code of ethics, while 14% gave a negative answer.

18% of the employed citizens state they do not know whether their company / institution where they work has a code of ethics.

BUSINESS OWNERS OR PRIVATE COMPANIES MANAGERS

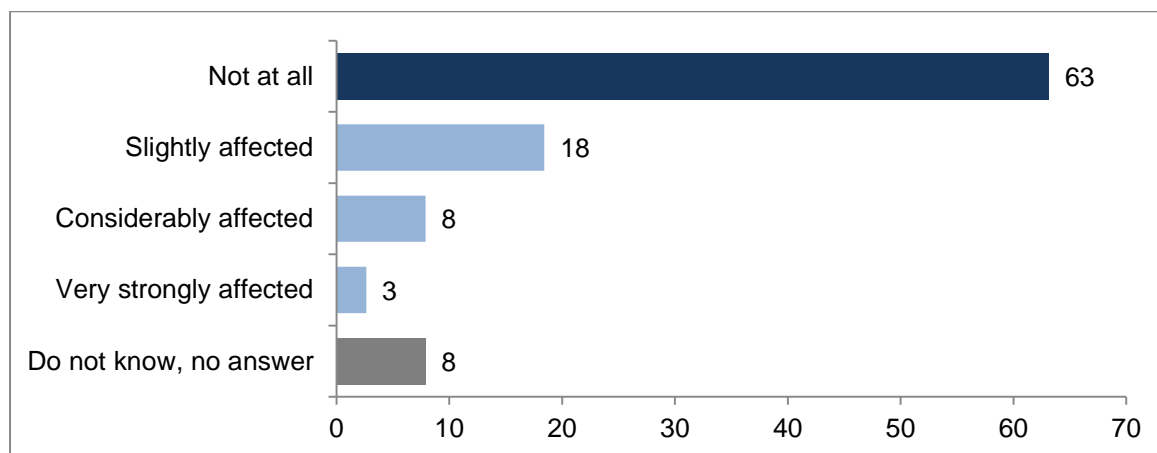
The following set of questions applies only to citizens who have their own business or a managerial position in the private company where they work. Only 38 respondents reply this set of questions, so due to the low statistical mass, the percentages should be taken only as indicators.

Chart 31 (Q23). On a scale from 1 to 10, where 1 = non problem at all, and 10 = major problem, rank the following problem your business is facing with?



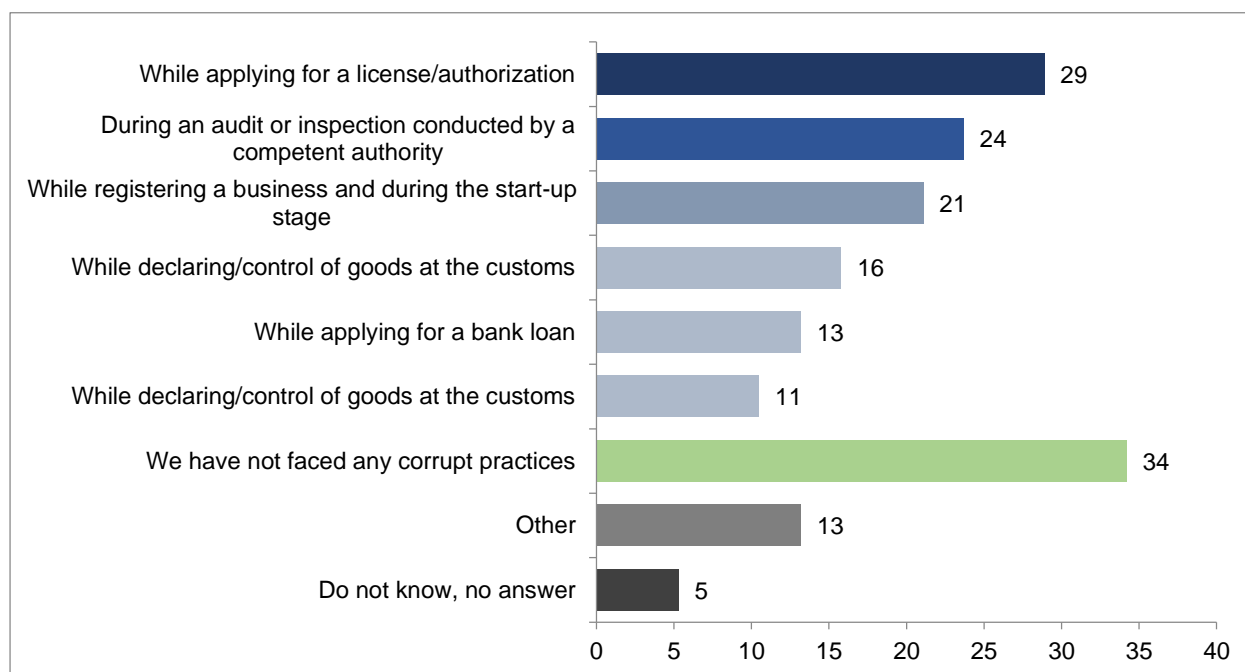
The analysis of the received average grades shows that the citizens assess all problems they face with in their business with an average grade from 4 to 6. The following emerge as top 5 major problems they face with in their business: Selective application of laws and regulations (average grade 6.5), Bureaucracy (average grade 6.1), Corruption in courts (average grade 6), Ineffective and deficient laws and regulations (average grade 6) and Frequent changes in laws and regulations (5.9). On the other hand, they assessed the following as the smallest problems they are faced with: Low accessibility of loan funding and credits (average grade 4.3), Corruption in the customs (average grade 4.4), Frequent audits and inspections conducted by authorities (average grade 4.8), Corruption in tax authorities (average grade 4.9) and Low demand for their products or services locally (average grade 5.1).

Chart 32 (Q24). How strongly are your business operations affected by political interests?



Almost two thirds of the citizens (63%) stated their business operations were not affected by political interests at all, while 18% stated they were slightly affected. Only 3% of the citizens stated their business operations were very strongly affected, while 8% indicated they are considerably affected by political interests. 8% did not answer this question.

Chart 33 (Q25). In which of the situations described below does your business face corrupt practices most often while dealing with authorities?

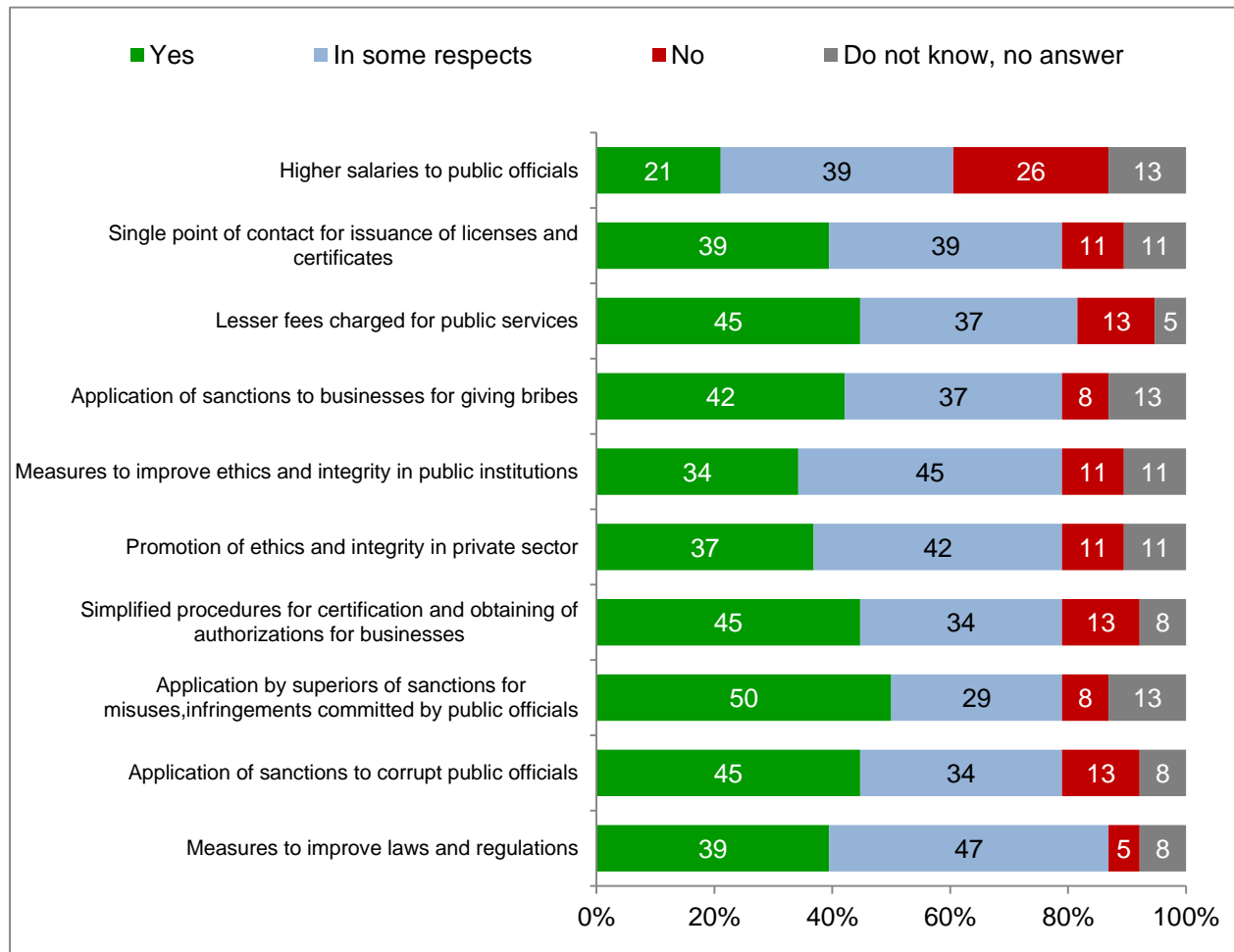


The analysis of the received answers shows that the citizens most frequently mention the following situations in which their business most often faces corrupt practices while dealing with authorities: while applying for a license/authorization (29%), during an audit or inspection

conducted by a competent authority (24%) and while registering a business and during the start-up stage.

One third of the citizens (34%) stated they had not been faced with any corruptive practices in their business.

Chart 34 (Q26). Do the following solutions contribute to combating corruption in dealings of a business with authorities?

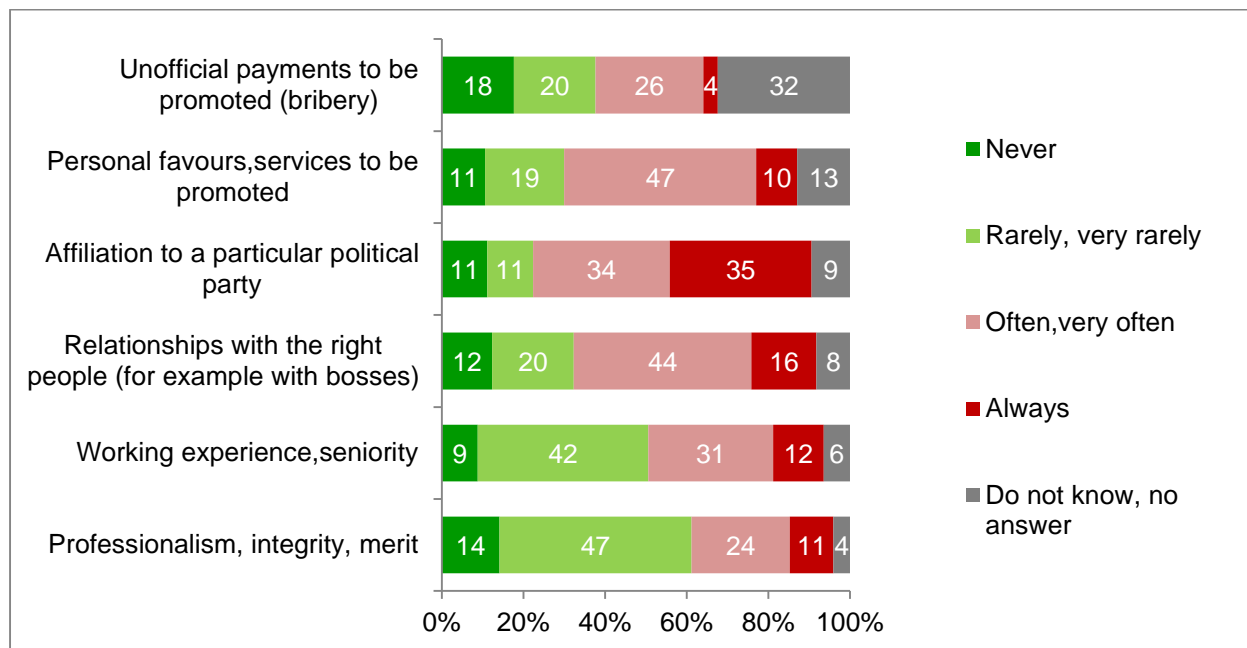


According to the frequency of the received answers, half of the citizens (50%) point at application of sanctions by superiors for misuses, infringements committed by public officials as a solution in combating corruption in dealings of a business with authorities. Less than half of the citizens pointed at the following solutions: Lesser fee charges for public services (45%), Simplified procedures for certification and obtaining of authorizations for businesses (45%) and Application of sanctions to corrupt public officials (45%). Higher salaries to public officials is pointed by the lowest percentage of citizens (21%) as a solution for combating corruption in dealings of a business with authorities.

PUBLIC OFFICIALS

The following set of questions address only the citizens who are public officials. A total number of 170 interviewed citizens provide answers to this set of questions.

Chart 35 (Q27). To what extent are the following promotion criteria applied within your institution:



According to the Law of Administration Officials, the promotion procedures start with publishing an intern advertisement, after which in a transparent, fair and competitive selection procedure the best candidate is selected from among the employees in the institution and he / she moves to a higher position.

The promotion procedure aims to enable the administrative officials' carrier promotion, followed by respecting the policy for adequate and equal representation.

The data from the conducted research show that different criteria are implemented for promotion, some of which are legally unacceptable.

While more than one third of the employees (35%) in the public sector state that professionalism, integrity and merit of the candidate are always or often criteria for promotion, over 60% of them think that one important promotion criterion, such as the professionalism, integrity and merit of the candidate is never or it is very rarely applied (14% never; 47% very rarely).

The working experience, which is also a very important criterion for the public official to be promoted, is considered by 43% as always or often criterion for promotion. However, over half of the employees in the public sector state it is never or very rarely applied (9% never; 42% very rarely).

6 out of 10 respondents mention the relationships with the bosses as a possible criterion for getting promoted (44% often, 16% always), while one third of the public officials state that the

acquaintance with the bosses and their good relationship do not present a criterion making the promotion easier (12% never; 20% very rarely).

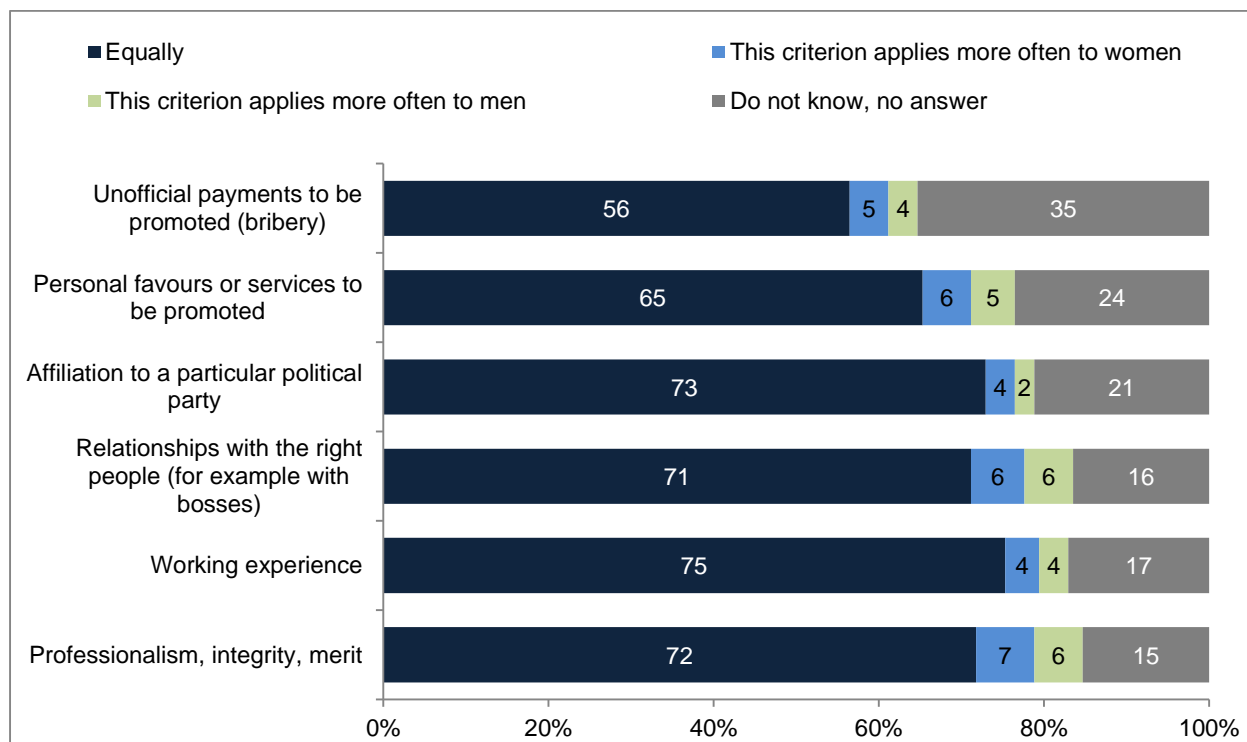
Over two thirds of the interviewed citizens working in the public sector (69%) officials think that the affiliation to a particular political party is frequently applied criterion for the employees to get a promotion (34% often; 35% always).

The application of this criterion is mostly mentioned when compared to all other offered criteria.

The personal favors are underlined as an applicable criterion when getting a promotion for over half of the public officials (47% often; 10% always).

The presence of corruptive activities in state administration is not legally allowed. Still, 30% of the respondents say that bribe is very often (26%) or always (4%) applied criterion for the public officials to get promoted. One third of the employees in the public sector said they were not able to answer this question (32%).

Chart 36 (Q28). Are these criteria applied equally to men and women in your institution?

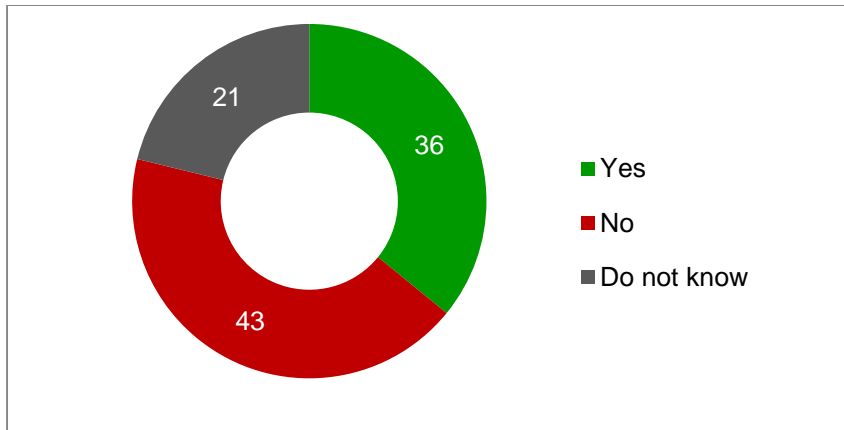


It is noticed that the application of mentioned criteria for getting a promotion mostly refer equally both to men and women.

The working experience of the employee is underlined as a criterion with the highest percentage of answers, which indicates that it is equally present among men and women (75%).

Over half of the public officials (56%) stated that bribe as a criterion for getting a promotion is also equally present among men and women, but about one third of the respondents said they were not able to provide answer when taking this criterion into consideration.

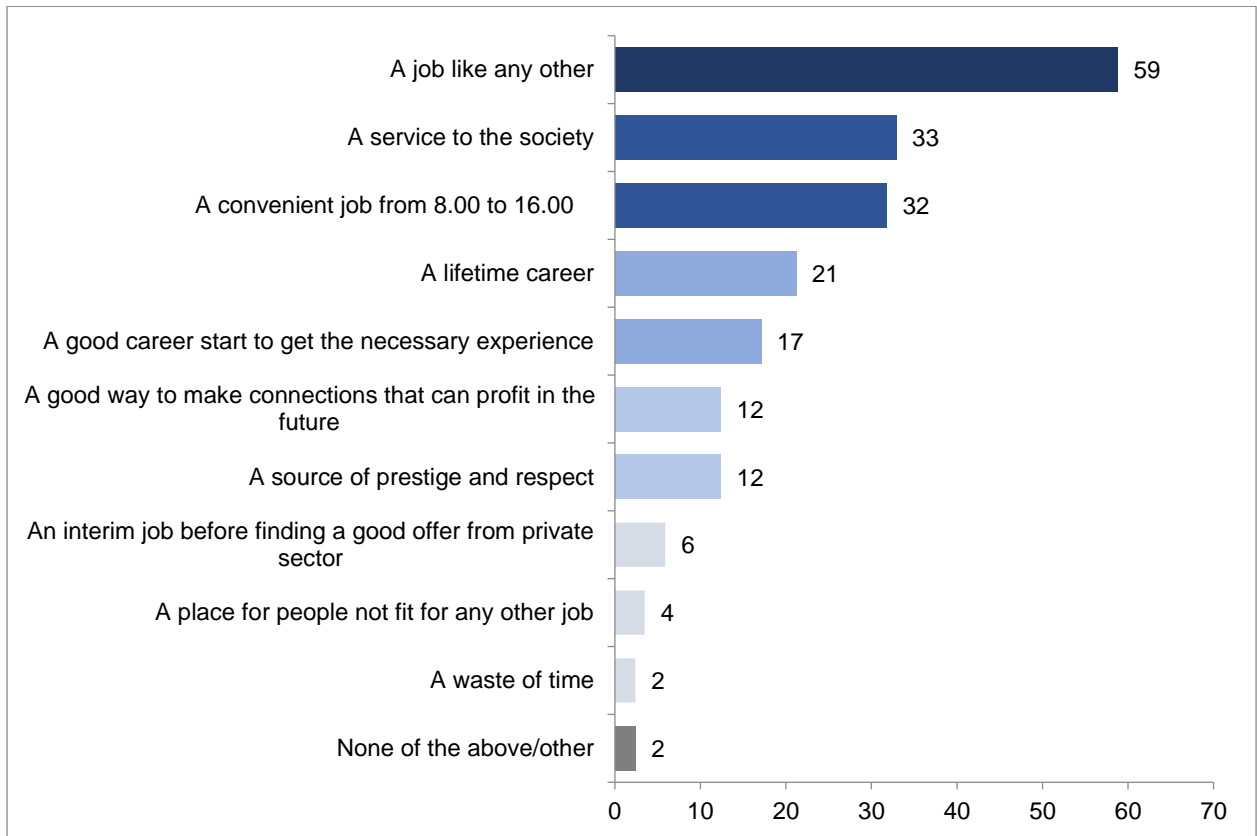
Chart 37 (Q29). Is there a structure, a person responsible for your ethics in your institution?



Over one third of the citizens (36%) who are employed in the public sector state that within their institution, there is a person responsible for ethics and integrity. About 43% think there is no such responsible person in the institution, while one fifth are completely uninformed whether there is a person responsible for ethics in the institution where they work (21%).

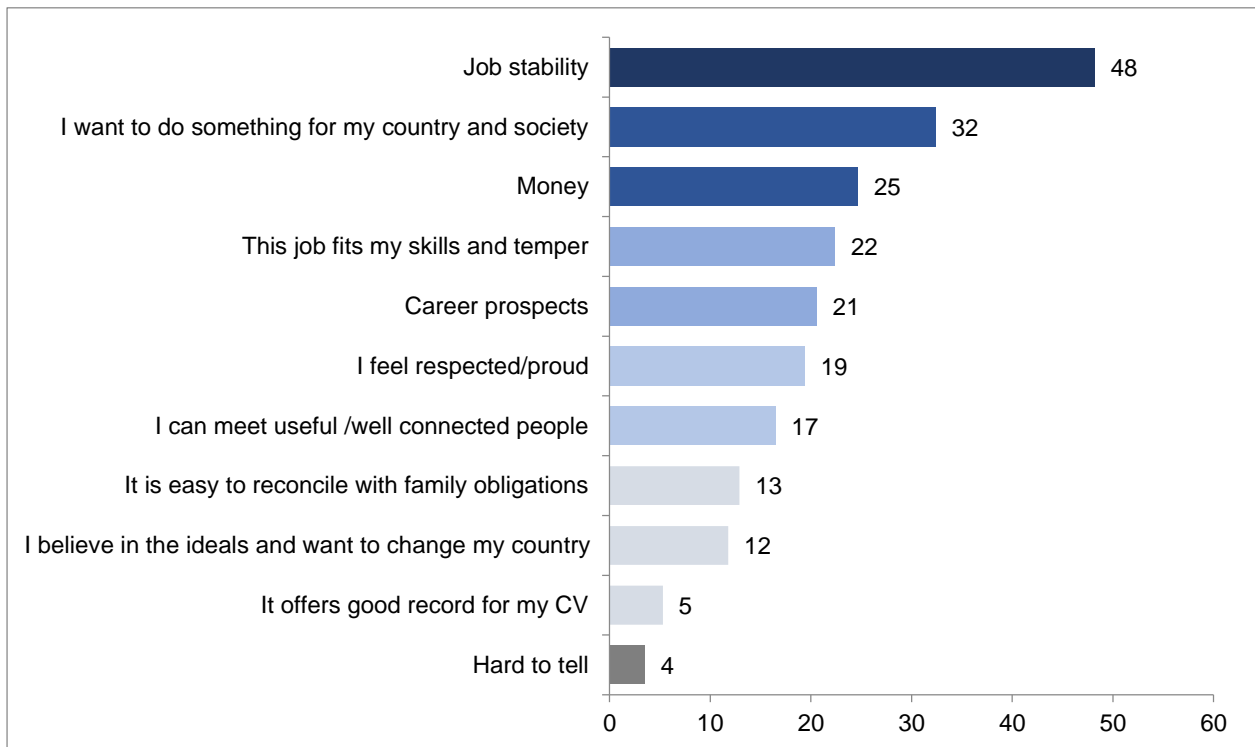
The respondents who said there was a person responsible for ethics in their institution give an average grade of 6 for their satisfaction from the activities of that person.

Chart 38 (Q30). To you, employment in public sector is...



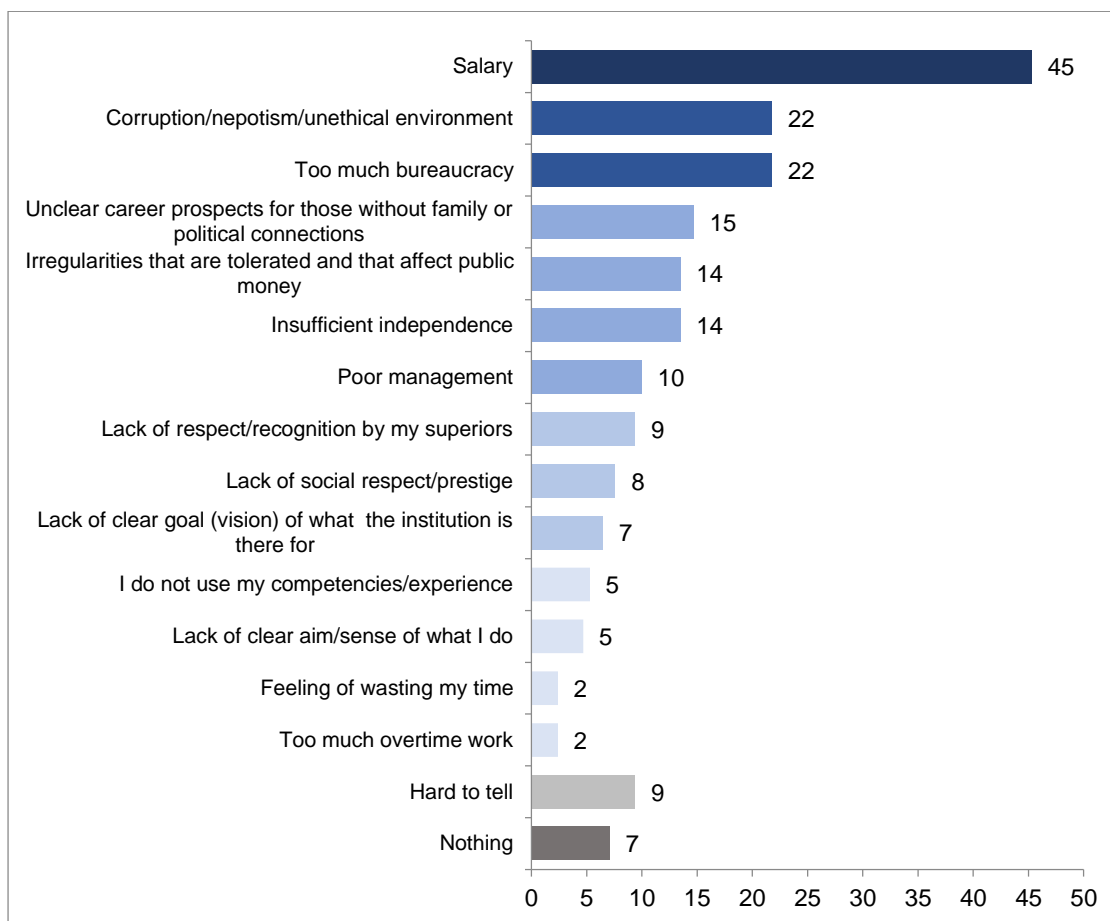
Employment in public sector is considered to be a job like any other for most of the respondents (59%). Employment in public sector as a service to the society comes as a second answer (33%), while a convenient job from 8.00 to 16.00 is identified as a third answer (32%).

The respondents were able to choose up to 3 answers when answering this question.

Chart 39 (Q31). What is your main motivation to work in public sector?

The main motivation identified by the respondents to work in public sector is job stability (48%). What comes next is that the public officials want to do something for their country and society (32%), while the third most frequent answer is money as monthly financial payment to the public official (25%).

Again, the respondents were able to choose up to 3 answers when answering this question.

Chart 40 (Q32). What is your main demotivator or an element that you would like to see improved?

The salary is the main demotivation regarding the work in the public sector i.e. an element that respondents would like to see improved. The public official has a right to receive a salary and benefits which refer to the salary under conditions and criteria appointed by the law which is supplied from the Budget of the Republic of North Macedonia.

The corruption is secondly ranked (including nepotism and unethical environment) and indicated by 22% of the citizens working in the public, while the high level of bureaucracy present in the public sector is underlined by an identical percentage of public servants (22%).

KEY FINDINGS

For the majority, corruption is a negative phenomenon

- High percentage of the citizens perceive corrupt activities as absolutely unacceptable.
- Three quarters of the citizens assess corruption as completely or somewhat unethical.
- More than half of the citizens stated they were completely against the existence of unofficial payment system, even though they would have to wait longer for required services.
- According to three quarters of the citizens (75%), corruption is a sin.
- However, almost one third of the citizens are ready to look for appropriate acquaintances to make use of their assistance or they give a thank-you gift to the involved official in order to ensure a prompt and favorable solution of their problem immediately or after their official addressing to a certain relevant institution.

There is no high readiness for reporting the incorrect and unacceptable behavior of the colleagues

- Three quarters of the employed citizens think it is incorrect and unacceptable if a colleague accepts bribe or gifts in a relation with professional responsibilities or if a colleague fuels his/her personal car at the expense on the institution/company. Significantly, lower percentage (about 40%) would inform their superiors about this behavior.
- When it comes to a threat to the safety of other employees, the citizens assess this behavior of the employees much more strictly. Namely, 9 out of 10 employees assess the colleague's behavior who does not fulfill his official duties, thereby creating a threat to the safety of other employees with COVID-19 symptoms, as incorrect and unacceptable.
- When it comes to supporting colleagues who inform the superiors for different incorrect behavior, about half of the employed citizens think these people did the right thing. The highest tolerance shown to the colleagues was expressed in terms of using fake sick leave and to the colleagues who fuel their personal cars at the expense on the company. Namely, they support reporting a colleague to the superior who behaves in that manner less.
- There is no expressed readiness among the employed citizens to support and encourage the colleague's behavior who informs the superior that another colleague gives or accepts bribe.
- More than half of the employed citizens (52%) believe there will be negative consequences for the employee who would report irregularities in the company to services outside that company, such as prosecutor, law enforcement or other bodies for preventing corruption.

The political party is the most frequent criterion for getting a promotion in public administration

- Over two thirds of the interviewed public officials think that being part of a certain political party is the most frequently applied criterion for the promotion of employees (34% often; 35% always), the relation with the superiors is a criterion for 60%, while personal favors are criterion for 57%.
- The main motivation for working in the public sector is stability (48%), the desire to do something for their country and society (32%) and money as monthly financial payment to the public official (25%).

- The main demotivating element for working in public administration, i.e. the element underlined as the one, which should be improved in future, is salary (45%), corruption, including nepotism and unethical surrounding (22%) and the high level of bureaucracy (22%).