

GALLUP

# Balkan Monitor

Insights and Perceptions: Voices of the Balkans

in partnership with the

**European Fund for the Balkans**

**10 June 2010  
Gallup House**

**Quality of  
governance →  
trust → corruption  
in the Balkans –  
breaking the  
cycle?**

**Robert Manchin**

Gallup Europe  
Academia Europa Nova

# Assessing changes, measuring policy impacts in context:

## The Gallup Balkan Monitor

- Detailed, annual nationally-representative surveys
- Last one in October 2009, 2010 wave is in the field
- Covering regions and territories
- Detailed results and data accessible with data visualization tools at

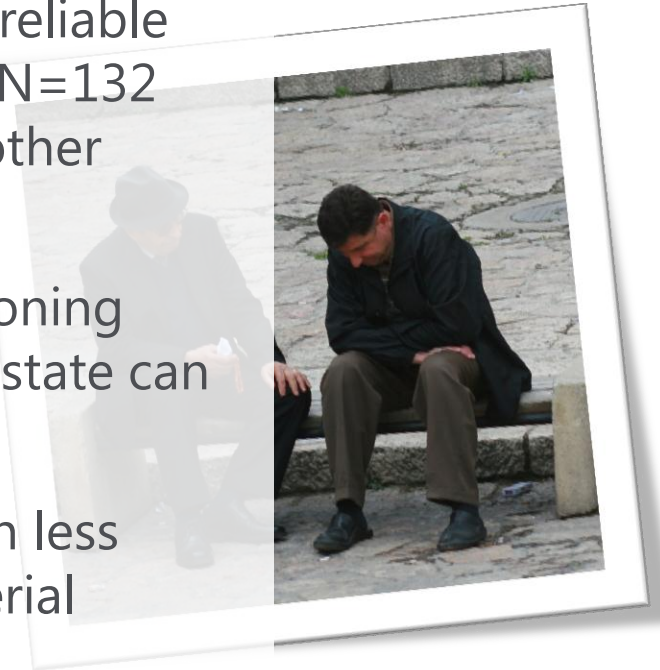
[www.balkan-monitor.eu](http://www.balkan-monitor.eu)



# Corruption is not only costly, but paralyzes a nation's institutions...

New data and analysis goes well beyond that:

- ONLY *perceived* integrity of a government is a reliable predictor of citizens' psychological wellbeing (N=132 countries, Gallup World Poll) if controlled for other variables
- This also explains regional differences – functioning public administration – after achieving nation-state can deliver perceived QoL
- Citizens that trust their governments feel much less affected by the crisis, *regardless* of actual material situation
- Equity / feeling of fair deals / sharing the benefits – vs. being left behind



# Corruption is not a rare phenomenon

... BUT

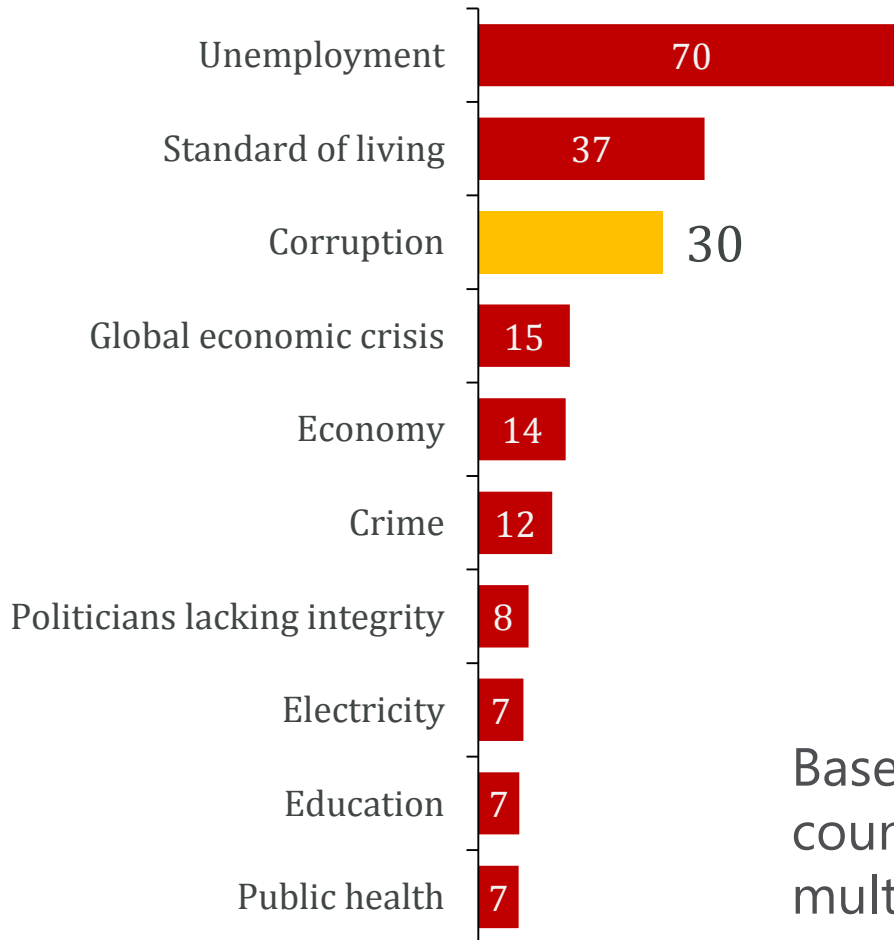
- magnitude and impact on the daily life of the citizens makes the difference
- professionalizing touch points
- transforming PA into a service culture forcing justice system changes cleaning up education, etc.

"Corrupt politicians make the other ten percent look bad."

*Henry Kissinger*



# Corruption weighs heavy on Balkan minds

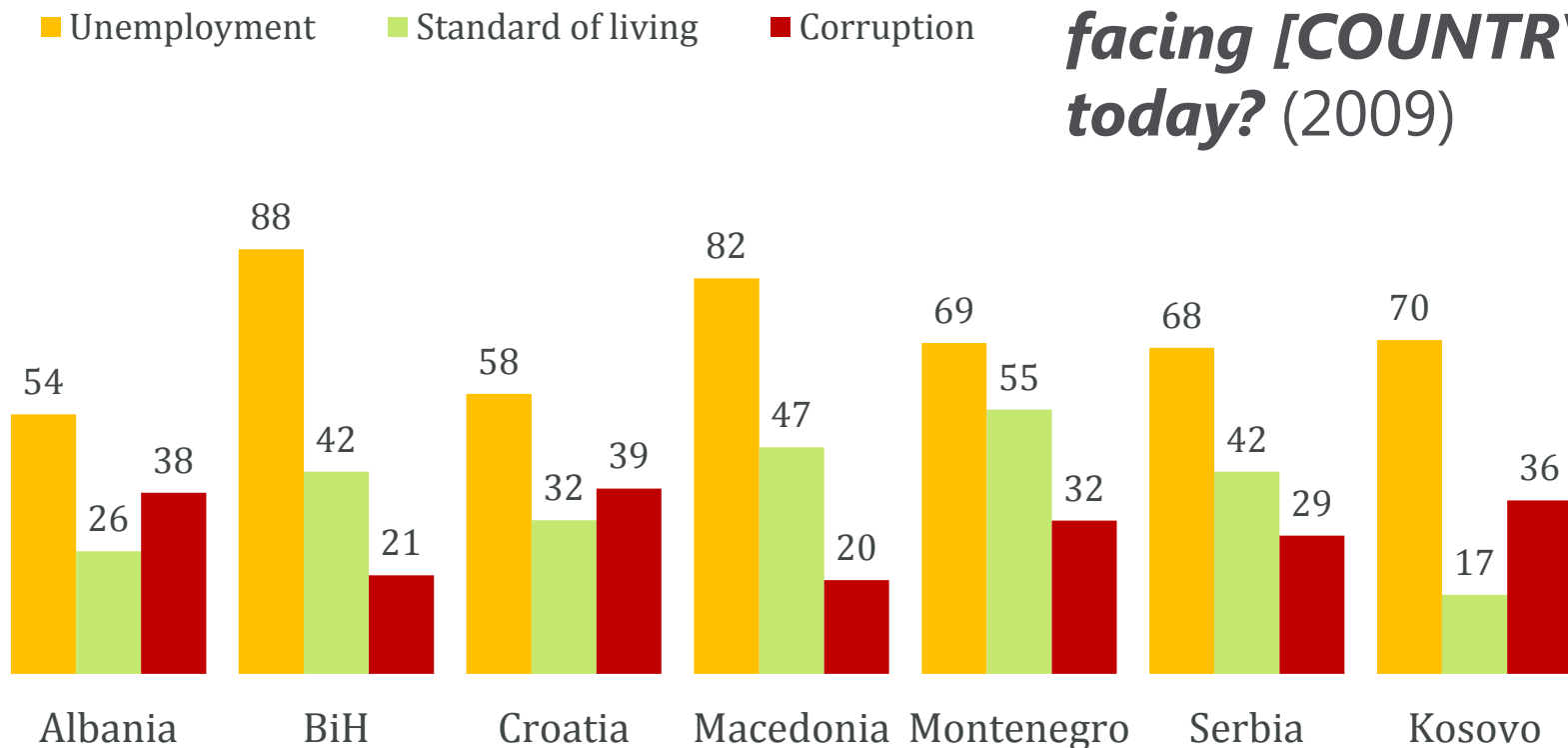


***What are the most important problems facing [COUNTRY] today?***

Base: respondents in all Western Balkan countries, open-ended question with multiple responses, 2009 survey

# More important than actual living standards in Croatia, Albania and Kosovo

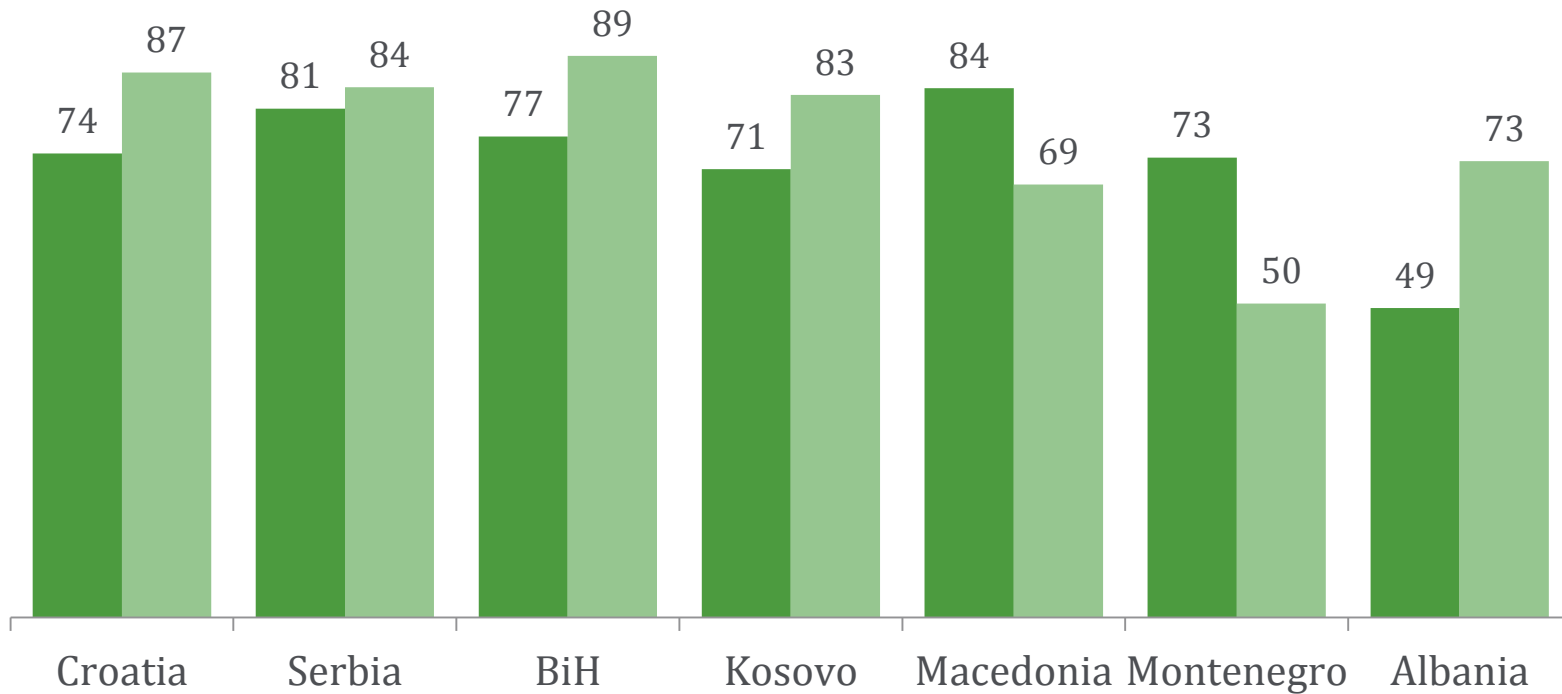
*What are the most important problems facing [COUNTRY] today? (2009)*



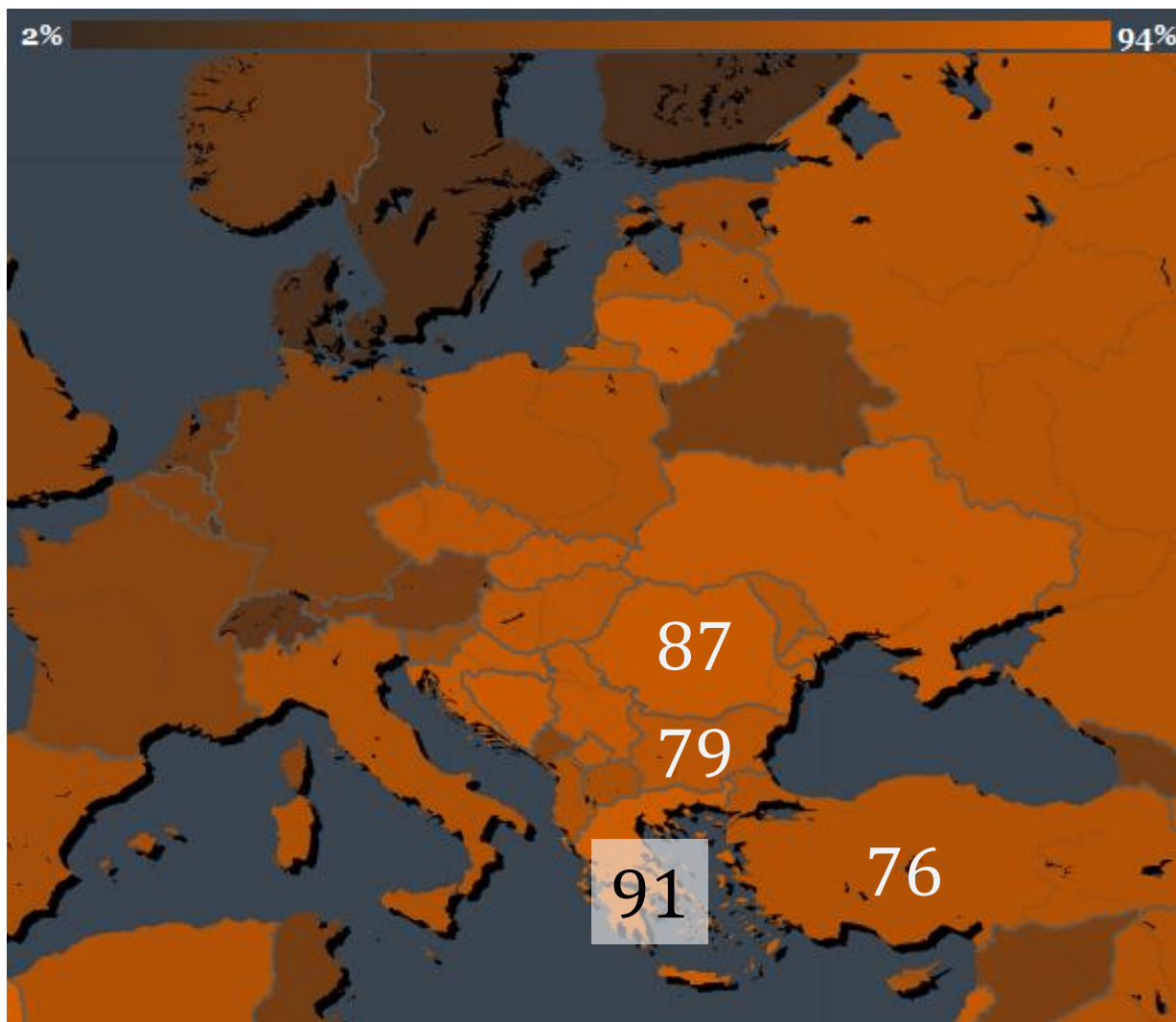
## Perception: government corruption is growing

■ % yes 2006   ■ %yes 2009

*Is corruption widespread throughout the government in (Country), or not?*



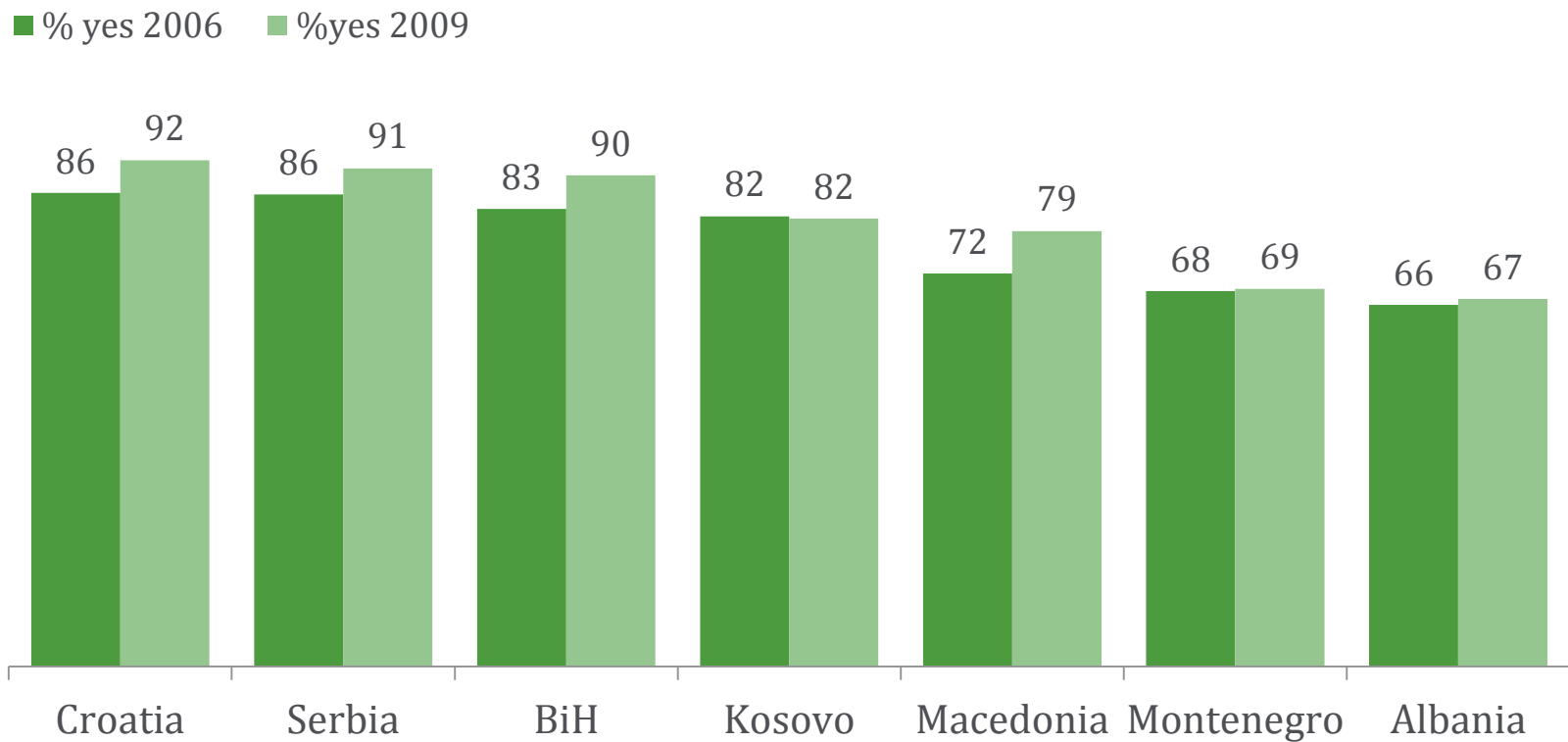
Perception levels in the wider region are similar (Romania) or even higher (Greece)



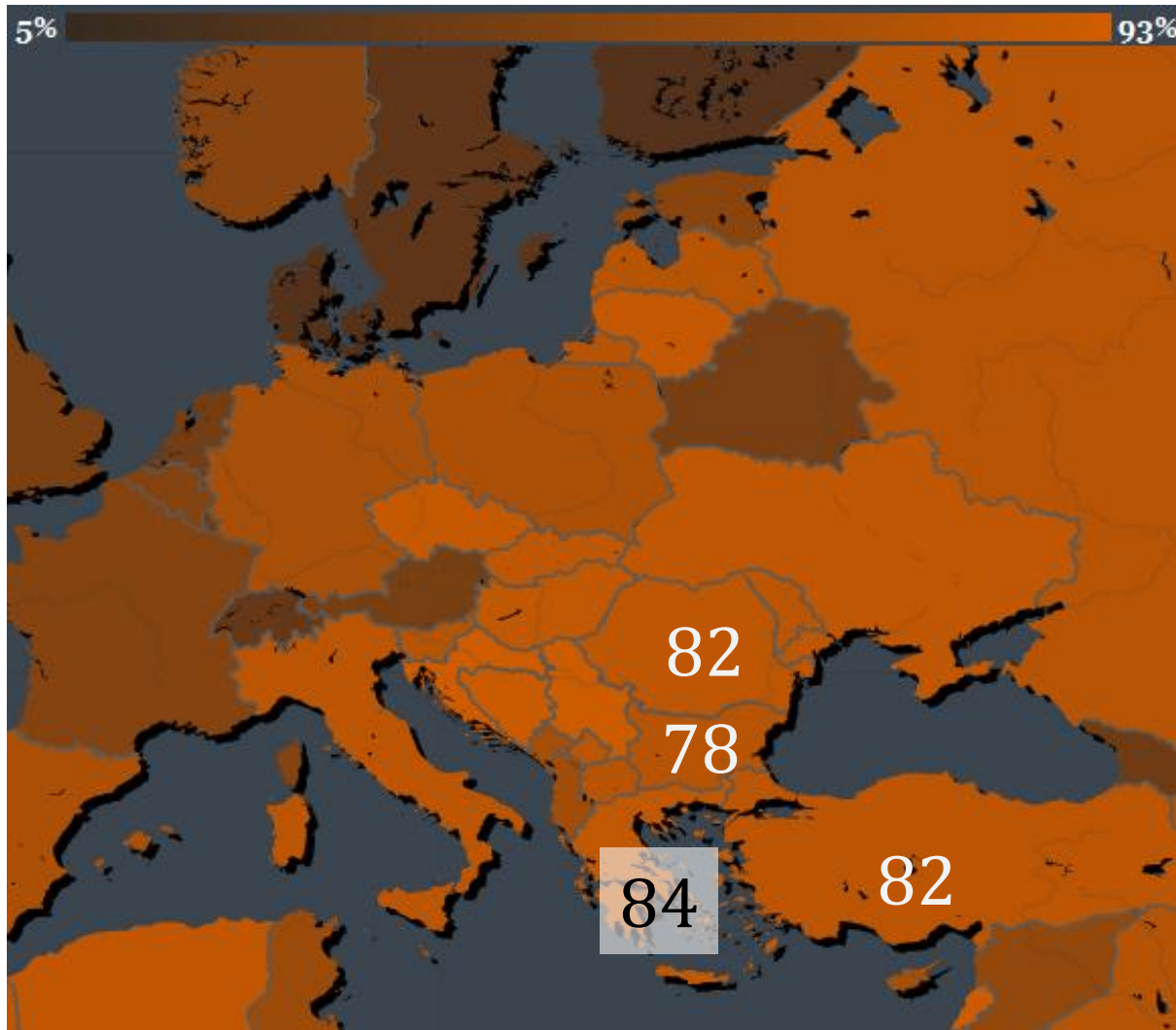
*Is corruption widespread throughout the government in (Country), or not?*

% yes,  
Source: Gallup World Poll 2009

*Is corruption widespread within **businesses** in [COUNTRY], or not?*



# Again: Business corruption perception levels in the wider region are similar or even higher



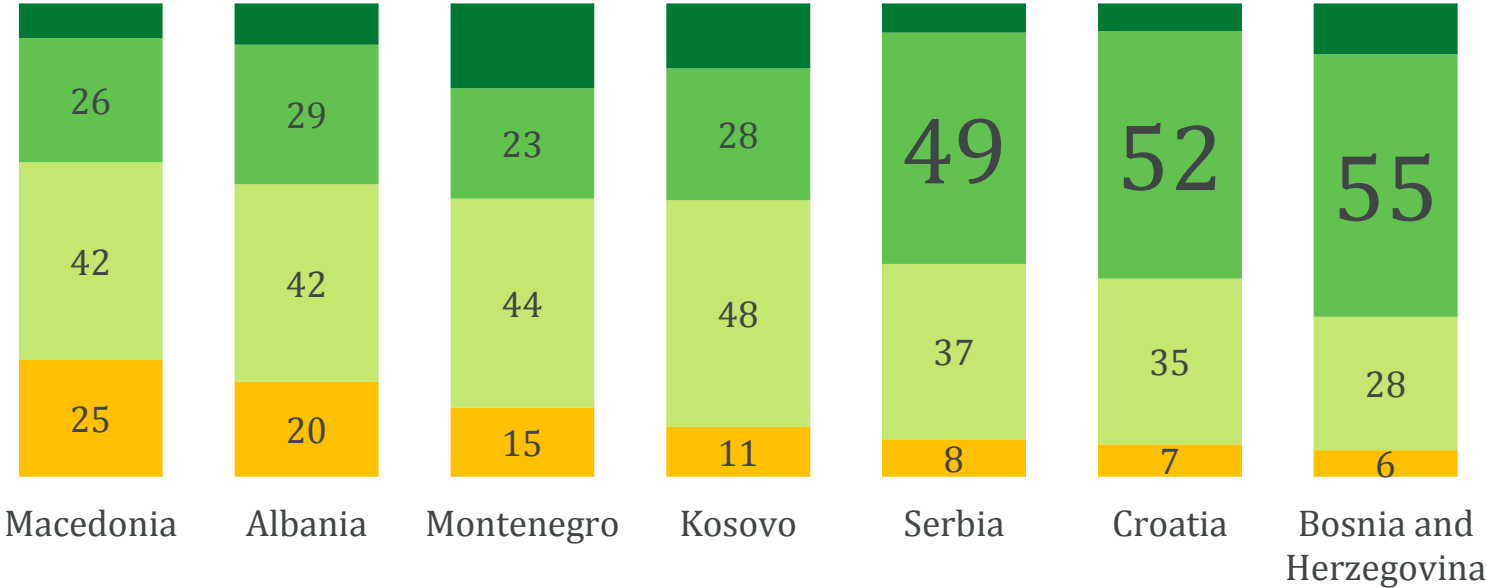
*Is corruption widespread within businesses in [COUNTRY], or not?*

% yes,  
Source: Gallup World Poll 2009

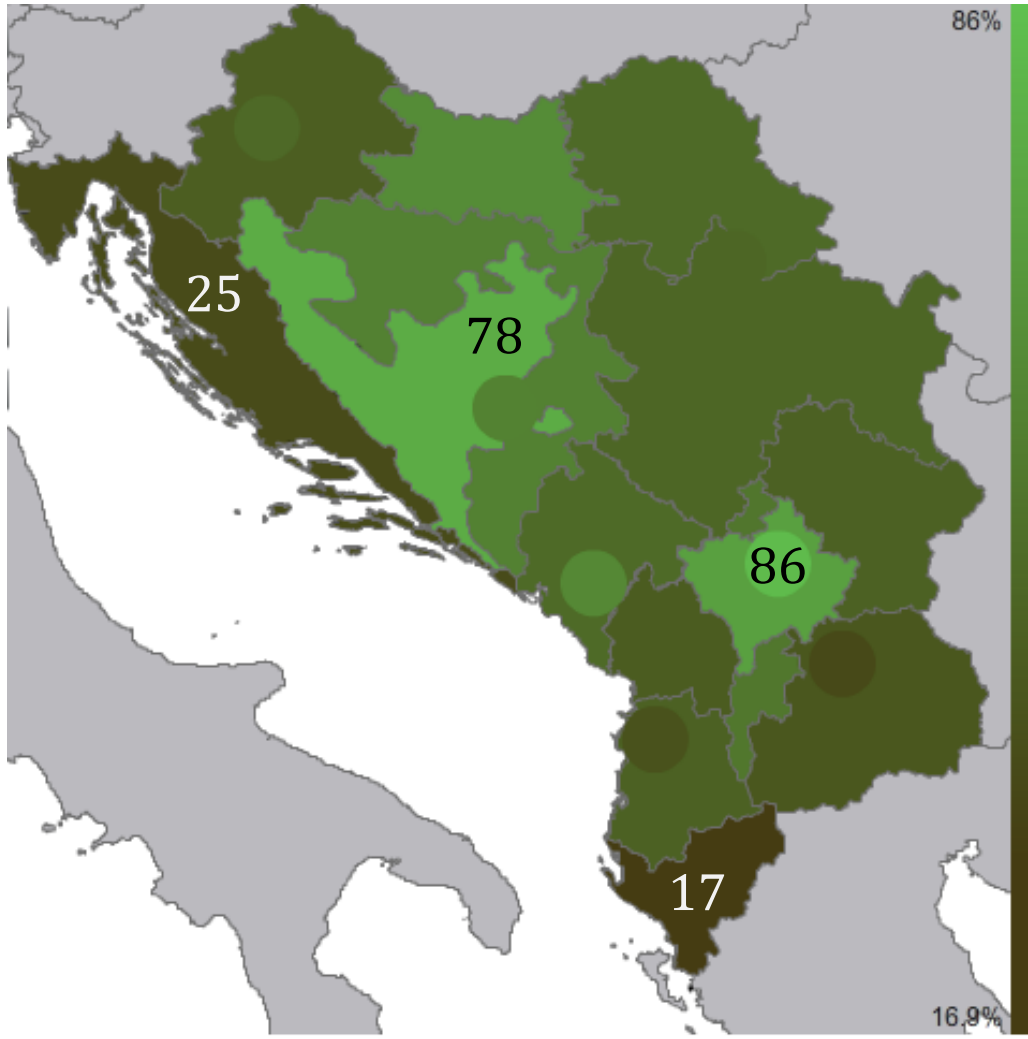
# In BiH, Croatia and Serbia most people see corruption on the rise compared to recent past

*Do you think the level of corruption in this country is lower, about the same, or higher than it was 5 years ago? (2009)*

■ Level is lower  
 ■ Level is about the same  
 ■ Level is higher  
 ■ DK/NA



# Hi-jacked states? Almost everyone feels affected by organised crime in Pristina & BiH Federation



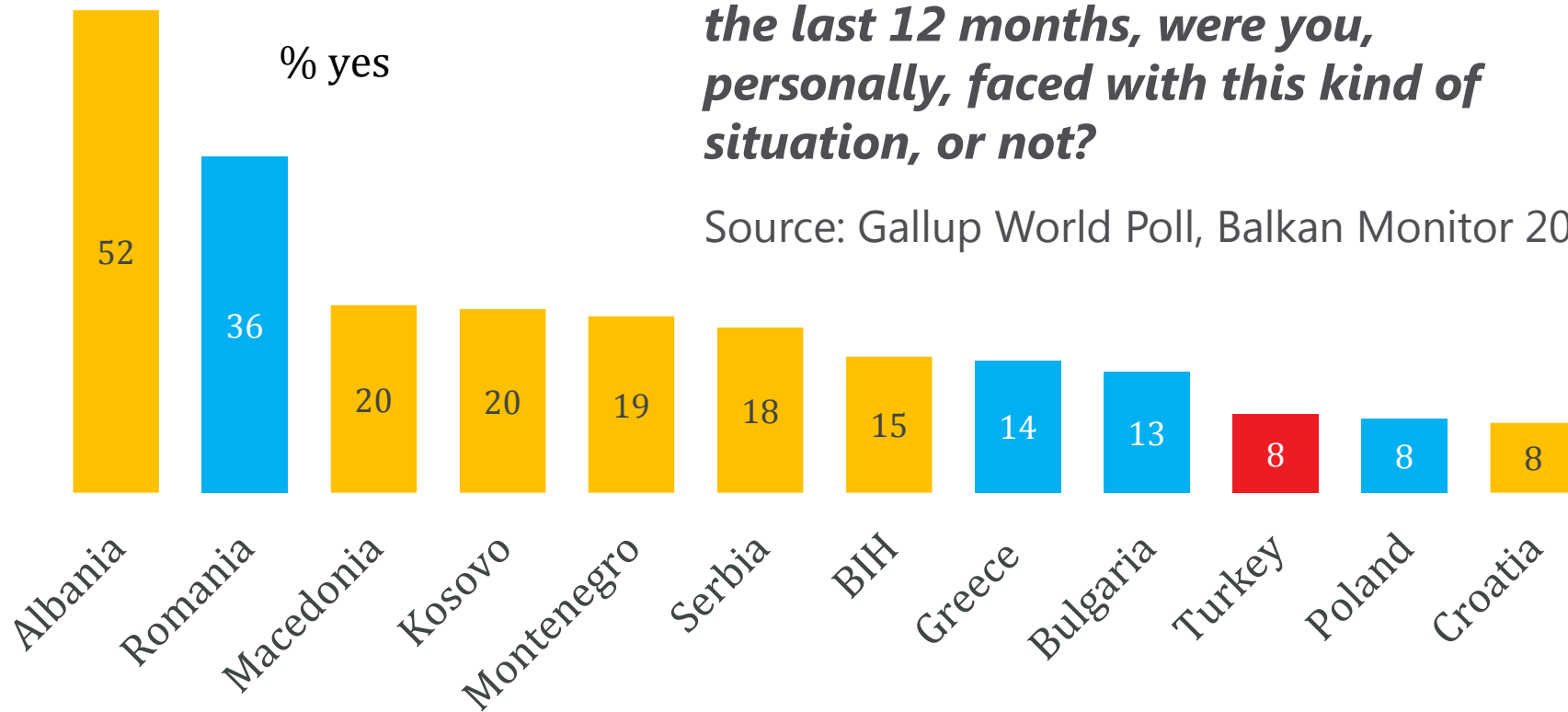
*Does the organised crime in [COUNTRY] affect you personally?*

% 'yes it affects me occasionally' and 'yes, it affects me in daily life'

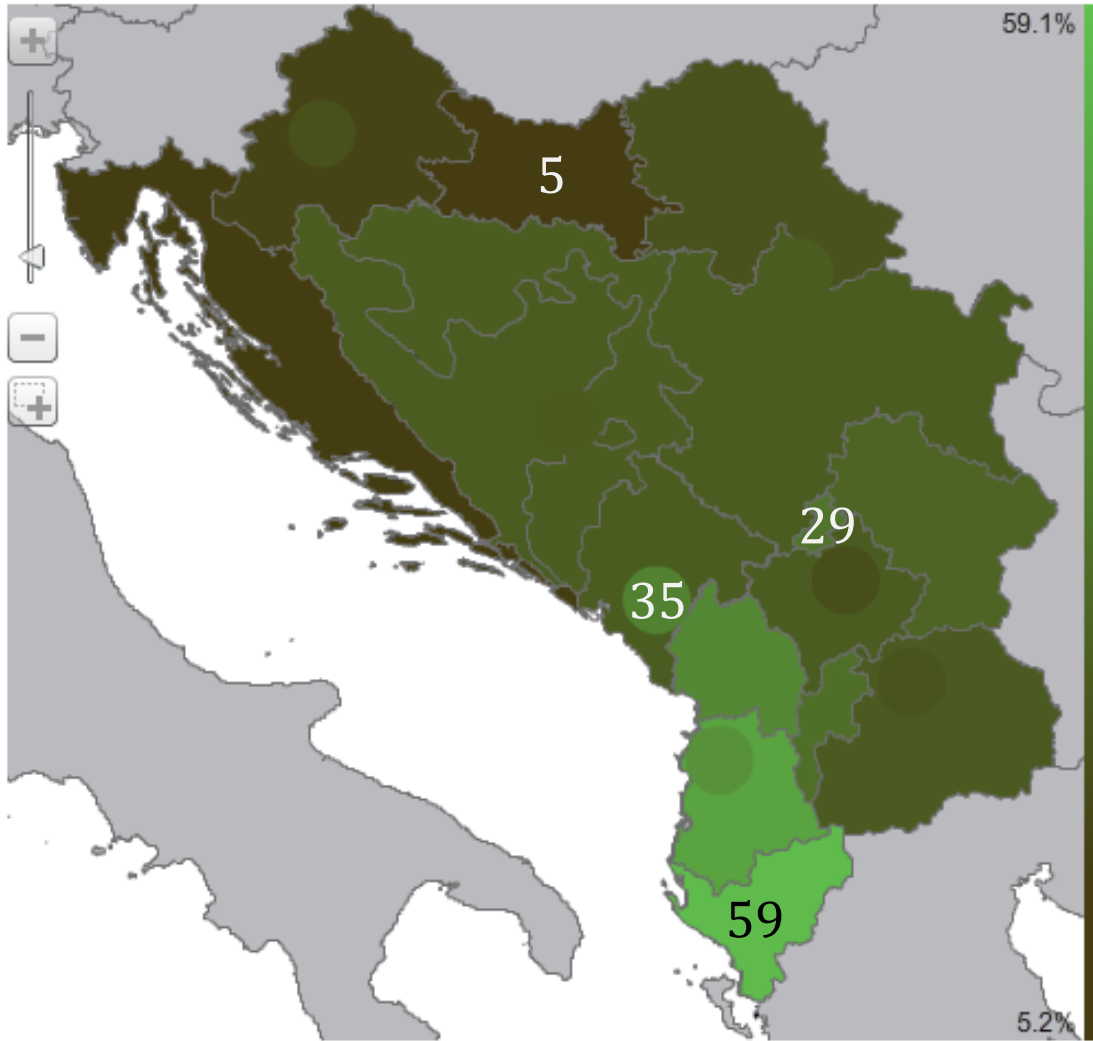
# Rates of reported incidents of petty corruption not so different from life in neighbouring countries

*Sometimes people have to give a bribe or a present in order to solve their problems. **In the last 12 months, were you, personally, faced with this kind of situation, or not?***

Source: Gallup World Poll, Balkan Monitor 2009



# Rates of reported incidents of petty corruption vary strongly: 5% in Slavonia, 59% in Southern Albania

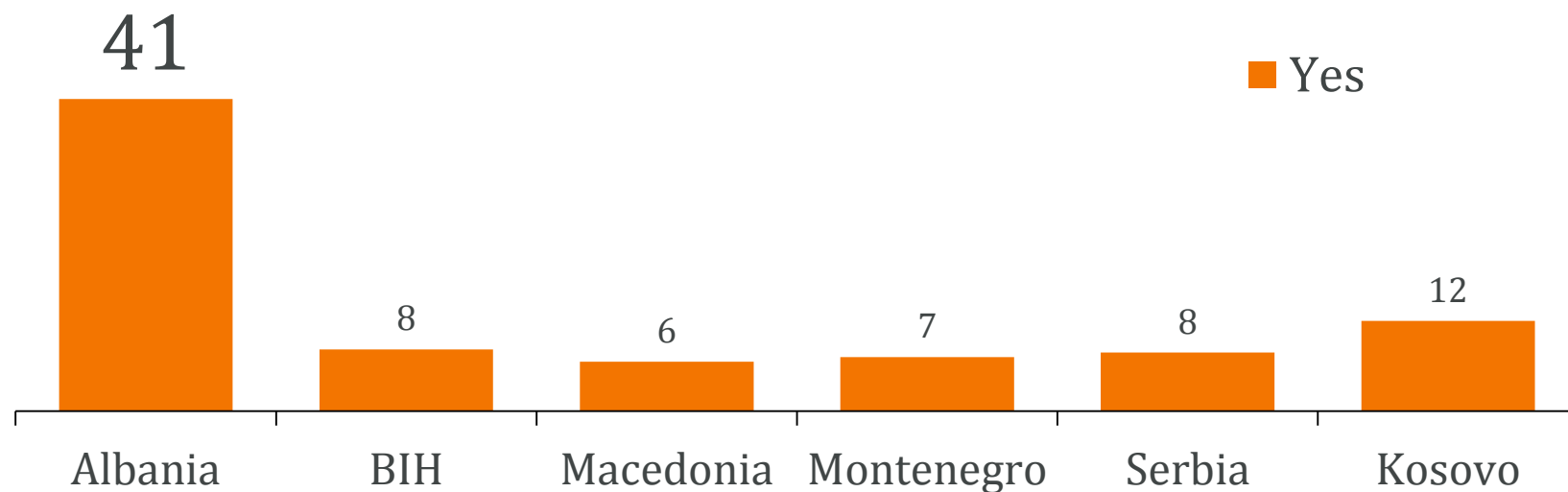


*Sometimes people have to give a bribe or a present in order to solve their problems. In the last 12 months, were you, personally, faced with this kind of situation, or not?*

% yes

# Albanian civil servants perceived as most likely to be demanding bribes

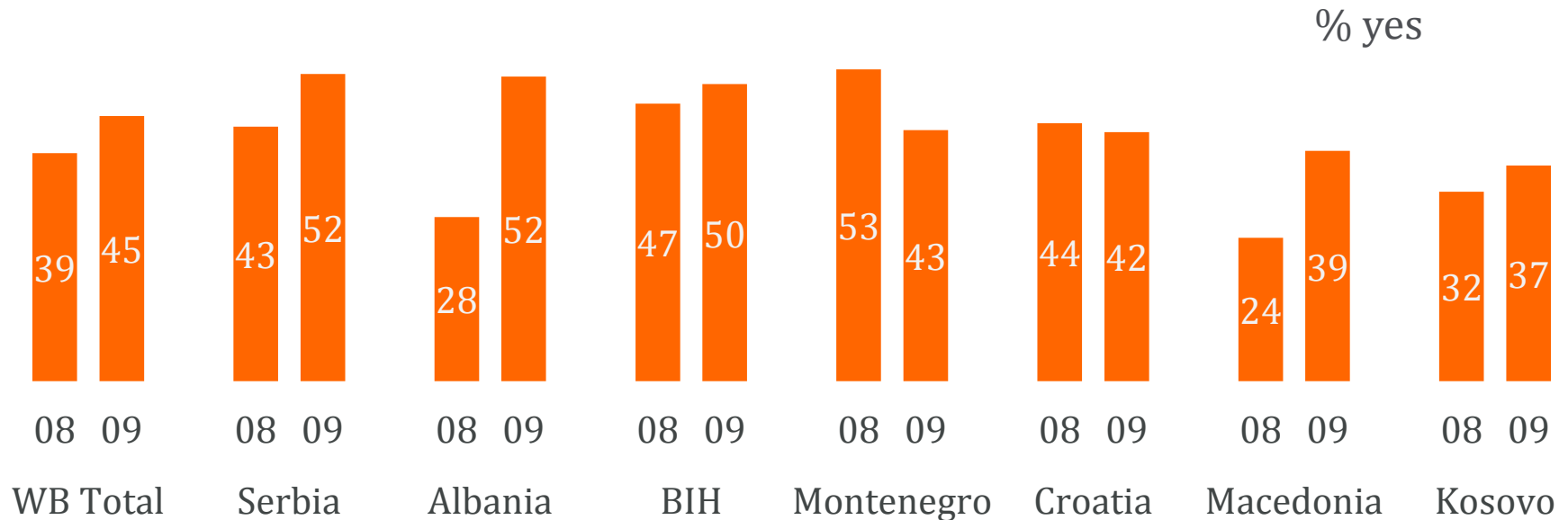
During the past one year, **has any government official or a civil servant**, for instance a customs officer, police officer or inspector in [COUNTRY], **asked you or expected you to pay a bribe for his service?**



# Acceptance of petty corruption on the rise?

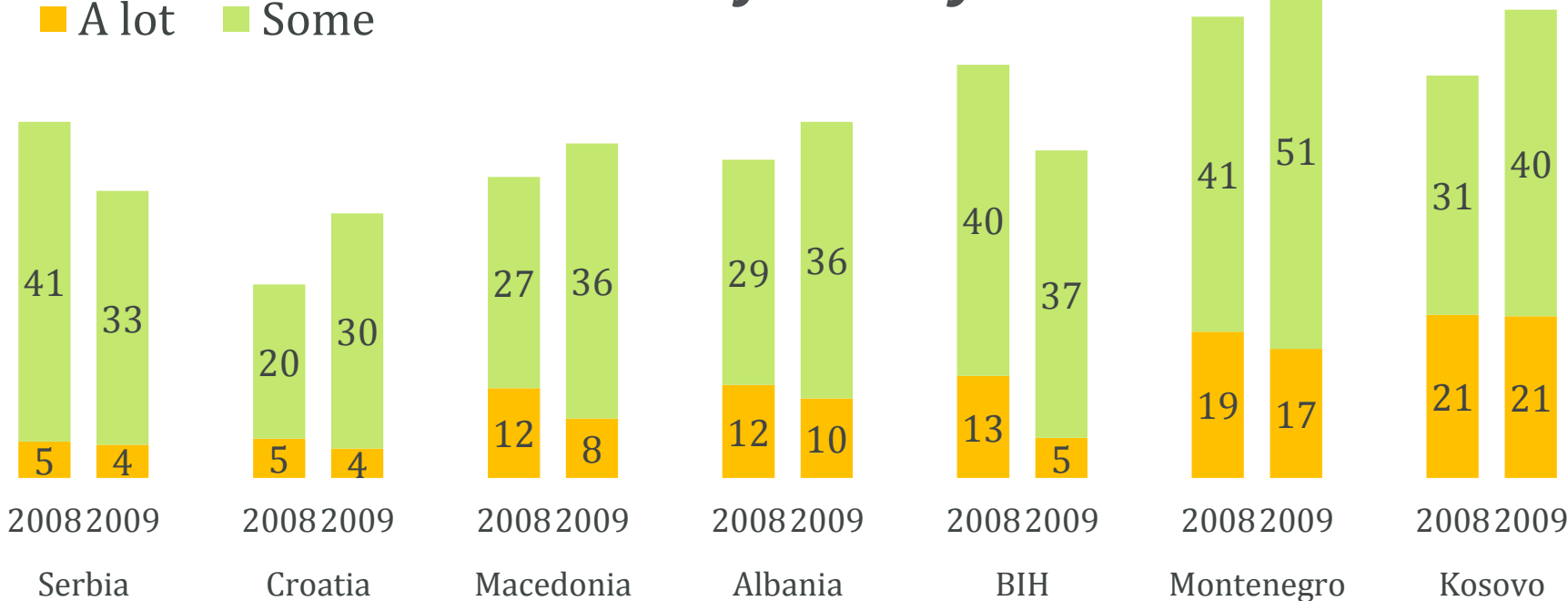
Or has the absence of healthcare reform led to a convenient business model?

*In order to get better care in a hospital **is it acceptable to use relations (friends', relatives' help)?***



# Trust in the legal system is practically non-existent: Improvement in Croatia, with smaller changes elsewhere

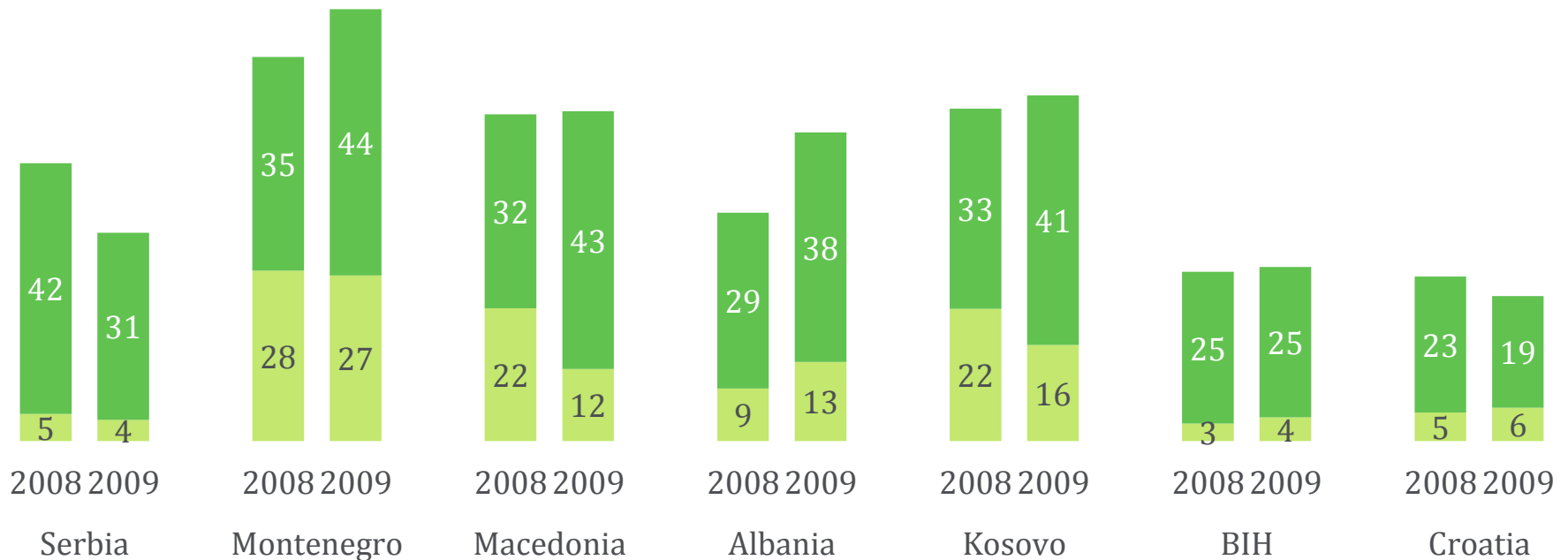
*In [COUNTRY], do you have confidence in **courts and the judiciary**?*



# Trust in government remains low...

*In [COUNTRY], do you have confidence in the national government?*

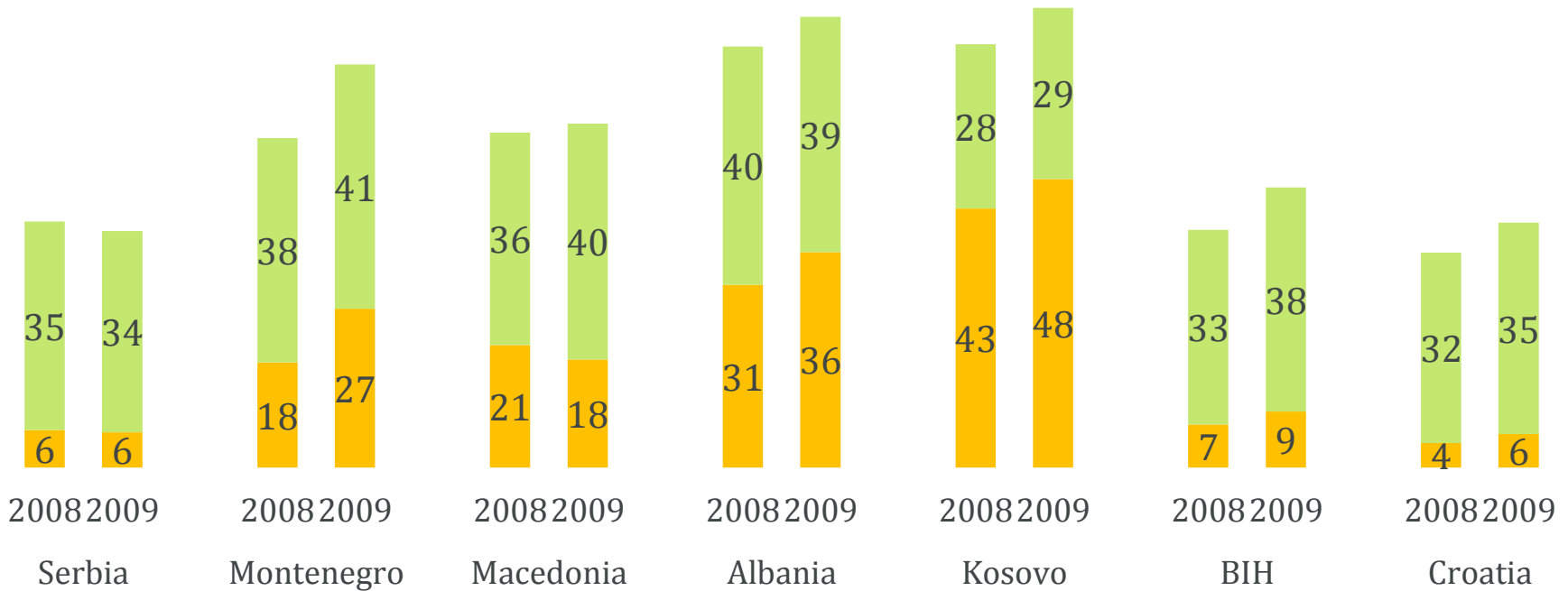
■ A lot    ■ Some



# Confidence in the EU is not much higher in most Western Balkan countries...

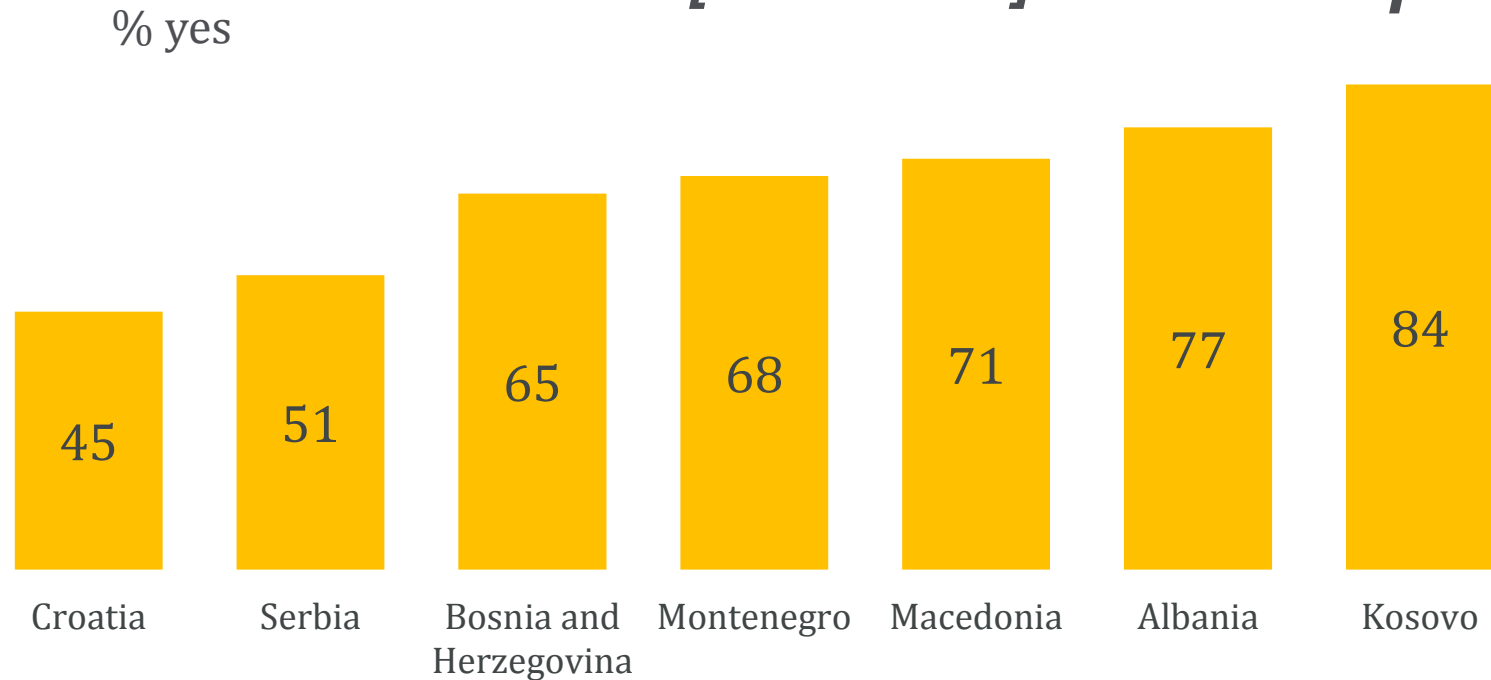
*In [COUNTRY], do you have confidence in the EU institutions?*

■ A lot   ■ Some

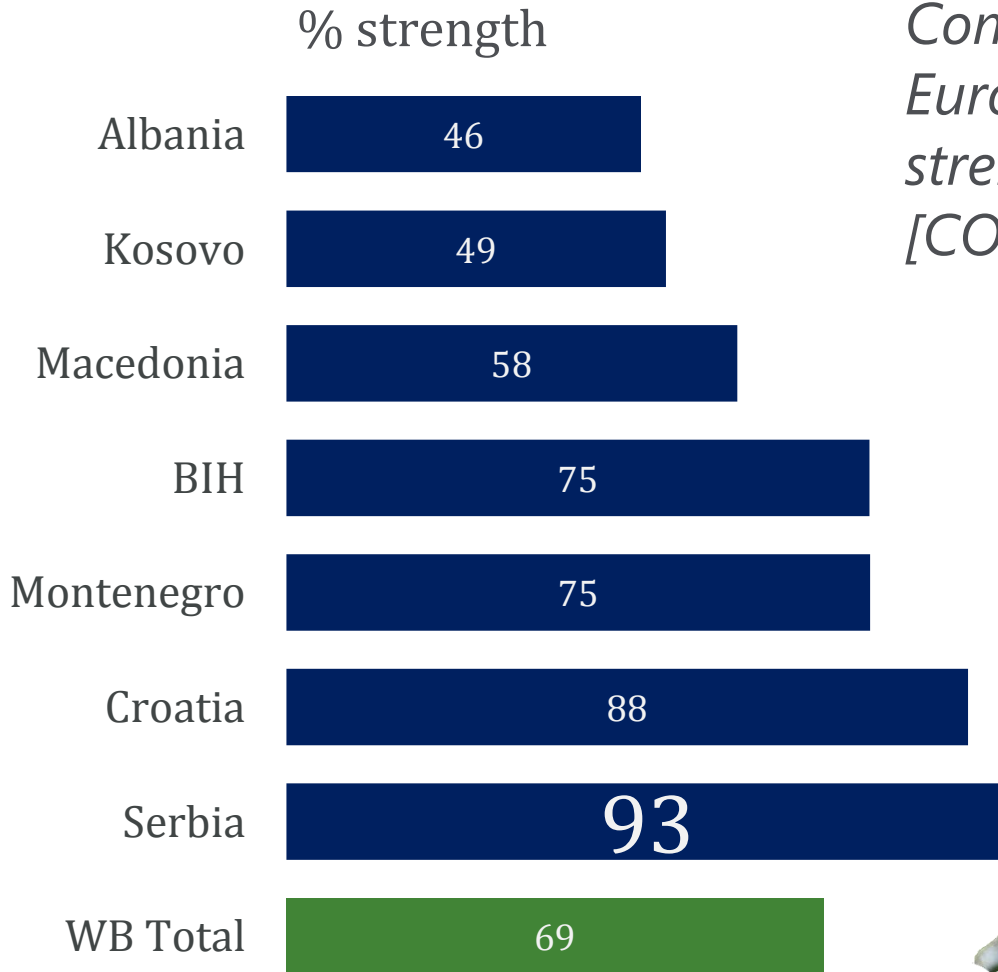


...but there's hope that change might come from EU integration

***What do you think that EU accession would bring to [COUNTRY] - Less corruption?***



# What people **really** trust in... GO Serbia GO!



*Compared to other countries in Europe, is a **talent for sports** a strength or a weakness of [COUNTRY]? (2009)*



# Questions?



GALLUP POLL

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