Corruption in Albania
Perception and Experience

SURVEY 2016

Summary of findings

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idra
INSTITUTE FOR DEVELOPMENT RESEARCH AND ALTERNATIVES

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Institute for Development Research and Alternatives (IDRA)

IDRA is a non-profit, non-governmental and non-partisan independent think-tank established by a group of experienced researchers in 2000. As a public policy institute, IDRA promotes the values of freedom and democracy, free market economy, and civil society, and continuously serving the democratization of the Albanian society and the process of integration into the European Union.

IDRA represents a strategic combination of the research, advocacy and education-oriented think tank.

Embassy of the United States of America
Tirana, Albania

Summary of findings

Table of Contents

List of figures

Summary of findings

Objectives

The primary objective of the 2015 "Corruption Perception Survey" was to measure the perceptions, attitudes and the experiences of the public pertaining to corruption in Albania. Interviews for the survey were conducted in the period between January and February 2016, based on a national representative sample, with the technical and financial support of the US Embassy in Tirana.

The desired outcome of this survey was to fully understand the public sentiment inclusive of attitudes and experiences resulting from corruption, as well as evaluate citizens' tolerance toward corruptive behavior in Albania. Eventually, the survey aims to provide public authorities with reference points in initiating and drafting policies for tackling the phenomenon of corruption in the country.

The survey findings provide first hand data on public experiences, attitudes and approach to corruption in the country. The survey also provides for an evaluation of the performance of different institutions, as well as their contribution to the fight against corruption, based on citizens' perceptions.

Additionally, findings also introduced the reader to an evaluation of citizens trust in institutions, their perceptions on government transparency, as well as their awareness on anti-corruption activities currently ongoing in the country.

This survey aims to create a platform for media, civil society, state and non-state actors and other stakeholders to shape debates surrounding corruption in the public sphere, identify key issues relating to corruption and propose actions to deal with corruption. The public and political debate will gain a new dimension with the insights provided by the survey. Government institutions involved in enforcing anti-corruption practices will have a solid foundation of data to rely on, and will hopefully be better equipped when drafting public policies aimed at battling the phenomenon of corruption.

IDRA has conducted 5 waves of Corruption Perception & Experience Surveys- General Public in Albania (from 2006 to 2010) funded by USAID. The year 2010 is the last year of the full Corruption Perceptions & Experiences survey. This report therefore includes a comparison of findings between 2010 and 2015 in order to evaluate the regress or progress of citizens' perceptions on the phenomenon of corruption, their personal experience with the phenomenon, their trust in institutions as well as their perceptions on these institutions' transparency levels.

Summary of findings

Methodology

The general public survey was based on a multi-stage random probability sampling, drawn from a list of voting centers from the last general elections in 2013. Interviews were conducted in the period between January-February, 2016. Voting centers, for sampling purposes, represent the Primary Sampling Units (PSU). There were 100 sampling units selected, using a formula that randomly generates numbers, taking into account the number of voters for each voting center and urban versus rural dimensions. Within the geographical area designated by these units, the respondents were selected based on a random-route method (every third door on the right was selected and the person 18+ years old with the latest birthday in the household was then interviewed.

The survey has a ±3.1 margin of error with a 95% confidence interval.

Respondents by Gender

*Findings are weighted in order to reach actual gender distribution 50% women, 50% men

43%

57%

■ Male   ■ Female
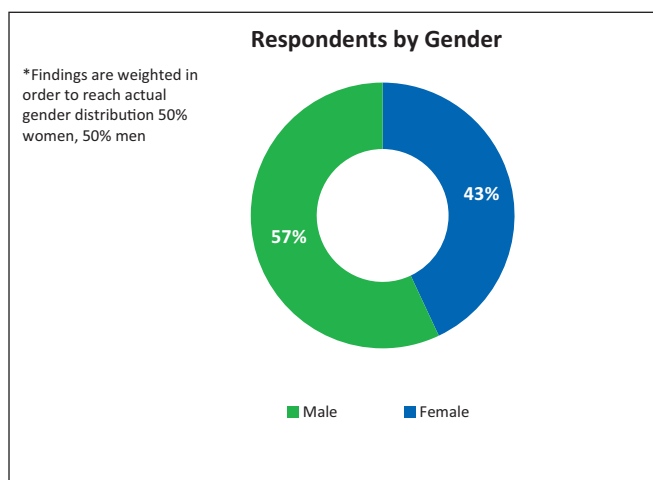
The analysis of the findings is conducted based on the following dimensions: **a)** Age **b)** gender, **c)** education, **d)** location (urban/rural), **e)** income, **f)** experience with corruption, ect.

Several different scales of evaluation have been used during the analysis such as:

   a)   1-5
   b)   1-7
   c)   1-10 etc.

For visualization purposes, these scales have been often converted to a 0-100 scale based on the following formula:

$$C = \frac{(E - 1)}{(n - 1)} * 100;$$

Where: **E** = *answer given based on the original scale*

  C = *converted value*

  n = *number of scale levels*

Nr. of Interviews per region

80   30

50

40

90

280

100

110

50   80

50   30

50

Figure 1. Sample distribution (N=1000 interviews)

1. Executive Summary

1.1 Outlook on Economic Situation

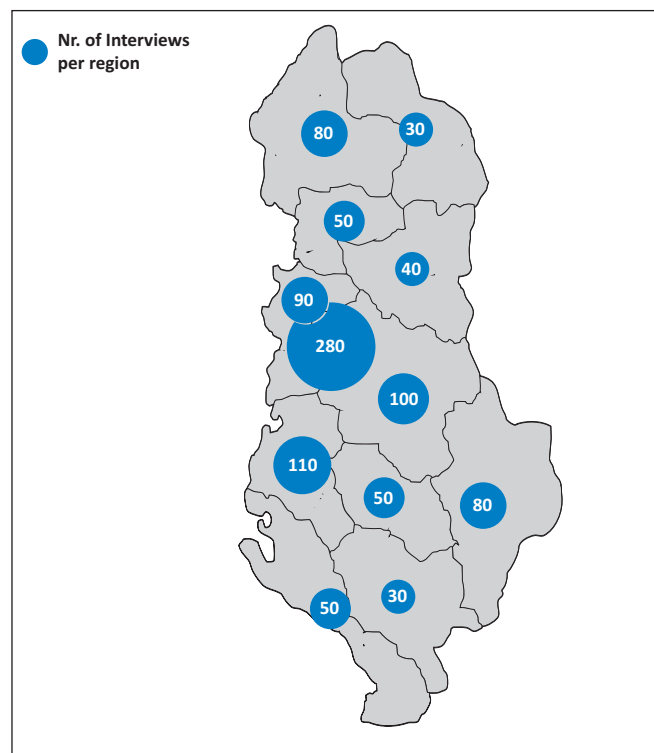- *Television and the Internet are the main sources of information for developments in the country for citizens in Albania*. Almost 77% of the respondents chose television as their main source of information, followed by 21% who used the web internet to get news 'almost every day', gaining a considerable advantage on more traditional forms of medias such as newspapers (12%).

- *The economic situation in the country is viewed as generally grim by the majority of Albanian citizens*. Almost 3 out of 5 of the respondents (59%) deemed the economic situation in the country as either 'bad or very bad'.

- *Nevertheless, a considerable number of Albanians remain relatively optimistic about the future economic situation in the country*. Survey findings show that 35% of the respondents feel that the economic situation in the country will improve (47% female and 32% male), while 30% think it will remain the same.

- *Despite perceived challenges Albanian citizens remain by and large satisfied with their lives*. Up to 71% of the respondents claim to be either 'somewhat" or "very satisfied' with their lives.

- *Most citizens expect the anti-informality initiative led by the Albanian government to have a positive effect on the country's economy*. About 1 out of 2 of the respondents (50%) feel the initiative will have a positive effect, while 22% of the respondents think it will have a negative one.

1.2 Trust and Transparency of Institutions

- *Trust in different government institutions, as well as in other society actors is generally low for Albanian citizens*. The State Police (54 points out of 100), the Bank of Albania (47 out of 100) and INSTAT (47 out of 100) are currently the institutions where citizens put their most trust. Meanwhile, the Parliament, Unions and Political Parties are the institutions which citizens trust the least, with trust levels at 27, 26, 24 points respectively out of 100.

- *The survey findings show that there is a decrease in citizens' trust in state institutions compared to previous surveys*. Over the last few years, trust levels for state institutions have steadily been declining, from 43 in 2010 to 35 in 2015. No state institution has had an increase in its trust levels from 2010, most of them have been getting increasingly untrustworthy according to survey findings.

- *Political orientation also appears to influence the degree to which citizens trust institutions*. Findings from 2015 for instance show left-leaning citizens trust institutions (both government and non-government) more than right-leaning citizens (43 vs. 32 points).

- *Most government institutions are seen by the majority of Albanian citizens as lacking considerable in transparency*. On average, government transparency scores 41 points out of 100, where 0= not at all transparent and 100= completely transparent. Although transparency levels are below average (50 points) for all institutions, the Ministry of Defense, the Ministry of Foreign Affairs, the Ministry of Internal Affairs as well as the Ministry for Education and Sports score the highest. Meanwhile, the Ministry of Justice, the Ministry of Economic Development, the Ministry of Energy and Industry, and the Ministry of Healthcare are seen as the least transparent.

- *Based on public opinion perceptions, the transparency of government institutions has declined compared to 2010,* scoring an average from 51 points out of 100 in 2010, and 39 points in 2015.

1.3 Performance of Institutions

- *Most Albanian citizens provide for a neutral (neither bad nor good) evaluation of the performance of the current government.* Findings show that approximately 39% of citizens consider the performance of the government as either "good" or "very good".

- *Meanwhile, the performance of the current opposition is generally viewed more negatively by the majority of citizens.* Only 1 in 5 citizens view the performance of the current opposition as "good" or "very good".

- *Most Albanian citizens have no information on the High Inspectorate for the Declaration and Audit of Assets (HIDDA).* Almost 1 in 2 (54%) of the respondents have not heard of HIDDA.

- *Albanian citizens who are aware of the existence of the HIDAA are divided when it comes to evaluating the performance of the High Inspectorate for the Declaration and Audit of Assets.* While evaluating the performance of the Inspectorate, 45% of respondents think the work of the inspectorate has helped the fight against corruption in the public administration, and 43% thought the Inspectorate has not.

1.4 Perceptions on Corruption & Experience

- *Albanian citizens perceive corruption to be widespread across different government institutions.* About 3 out of 5 citizens, think government institutions are corrupt. Custom officers (77 points out of 100 where 0= "not at all corrupt", and 100= "very corrupt"), judges and prosecutors (76 out of 100), as well as party leaders (74 out of 100) are considered as the most corrupt institutions by citizens.

- *The institutions seen as the most honest by citizens are* the President of the Republic (43 points out of 100) and Religious Leaders, (41 points out of 100). However, although the President of the Republic and Religious Leaders are ranked among the most honest institutions, their position has worsened compared to 2010.

- *International Organizations are seen by Albanian citizens as being the most helpful in fighting corruption in the country, followed by the State Police and the Media.* Specifically, international organizations, the state police and the media score 59, 53 and 52 points respectively.

- *Meanwhile, the Prosecution, HIDAA (High Inspectorate for Auditing of Assets and Income) and Courts are seen to be the least helpful in the fight against corruption,* with trust levels at 34, 33 and 32 points out of 100 respectively.

- *Fewer Albanian citizens in 2016 claim to have had personal experiences with corruption compared to previous years.* Albanian citizens who have previously experienced corruption have had their experiences with corruption go down from 57% in 2010 to 44% in 2015.

- *The State Police, and Public School Teachers are the institutions/authorities* for which citizens' perception in terms of corruption has improved the most compared to 2010.

- *Compared to 2010 the role of the media in the fight against corruption* appears to have somehow diminished in the eyes of the public scoring 52 points (out of 100) in 2015, compared to 61 points in 2010.

- *Citizens' perception on corruption for institutions in the country seems to be largely influenced by their political orientation.* In 2015 (left coalition government in power), right leaning citizens score64 points in terms of their perceptions on corruption (average score for corruption perceptions for all institutions evaluated, on a scale from 0-100 where 0= "very honest" and 100= "very corrupt"), whereas left leaning citizens score 58 points. Comparatively, in 2010 (DP & SMI coalition government in power) left leaning respondents scored 67 points on the same scale, while right leaning ones score 56 points.

- *Nevertheless, Albanian citizens still believe the phenomenon of corruption is widespread in Albania, especially among public officials.* Almost 1 out of 2 respondents think corruption among public officials in the country is "very widespread", based on their personal experiences or conversations with friends and family. This perception is relatively higher for urban areas (54%) compared to rural areas (46%).

- *While the healthcare sector is still perceived to be the sector most afflicted by corruption*, based on citizens' evaluations, an improvement can nevertheless be noted in terms of personal experiences when compared to the 2010 survey. Thus, while about 1 in 3 (33.5%) respondents who had requested healthcare services in 2010 claimed to have "paid a bribe" to a doctor or nurse", only about 1 in 5 (21%) claim same thing in 2015.

- *When introduced to a set of hypothetical scenarios involving cases of misuse of authority for personal gains, the majority of the respondents felt that the parties involved in the situation were being unethical and corrupt.* In one of the scenarios, 72% of the respondents felt that a public official who uses their official vehicle to take a holiday is corrupt and should be punished

- *Survey findings show that the overwhelming majority of citizens consider interactions where briberies are involved as corruption practices.* These include scenarios in which "A minister accepts a payment of 10.000 USD from a private company", "A mother of many children needs a certificate for one of them, and pays a civil servant 500 to skip the waiting line.

- *Albanian citizens are generally uninformed about the government's anti-corruption program/strategy. Those who claim to be aware of the government's anti-corruption program however, claim to be relatively satisfied with it.* About 41% of respondents, who claim to be aware of it, view the government's anti-corruption program/strategy as "very good or good".

- *Compared to previous surveys where Albanian citizens showed more tolerance toward "givers" of the bribe compared to the "takers" in a corruptive transaction, the 2015 survey shows that the survey in 2015 shows that citizens' measure of evaluations have somehow changed,* and they are now more likely to condemn "givers" (of the bribe) involved in these interactions as well.

Summary of findings

2. Outlook on Economic Situation

Television and the internet (social media in particular) are the most commonly used sources for information on recent developments in the country by citizens in Albania

Television in Albania clearly remains the most commonly used source of information for citizens in Albania. Survey findings show that approximately 8 out of 10 respondents claim to use television "almost every day" to get news. The internet, and social forums (Facebook, twitter,) in particular, are gaining a considerable advantage on more traditional media in terms of being used as information sources. As such, about 21 % of respondents claim to use the web internet to get news 'almost every day', compared to only 12% who use "newspapers" for the same reason.

Meanwhile, the radio is the source least used for information purposes with the overwhelming majority (64%) of respondents who claim to have never used it.

The majority of Albanian citizens generally view the current economic situation in the country as bad or very bad. Nevertheless, a considerable number of citizens hold a more neutral evaluation of the situation in this regard.

The economic situation in Albania is generally viewed as grim by citizens with survey findings showing that almost 3 out of 5 respondents (59%) who consider the situation in this regard to be either "bad or very bad". The daily media coverage of economic developments in the country might be an explanation for the citizens' perception of the current situation.

Meanwhile, a considerable number of citizens hold a more neutral evaluation of the current state of the economy in the country. Specifically, about 1 in 3 respondents (33%) consider the economic situation to be "neither good nor bad".
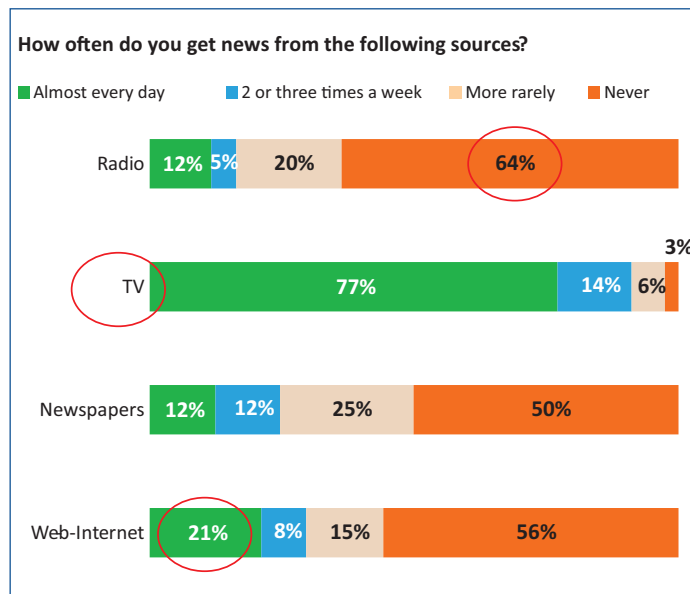
Figure 2. Sources of Information
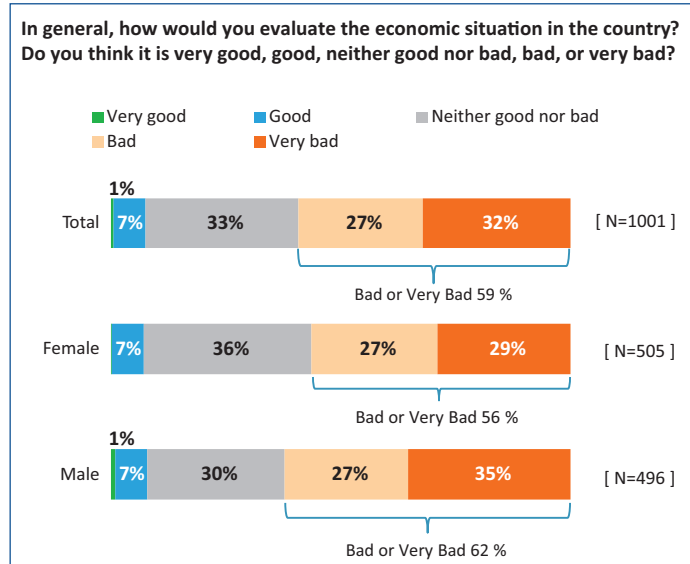
Figure 3. Evaluation of economic situation in the country

When asked to compare the economic situation of the country to one year ago, the majority of citizens also think it is worse. Findings show that about 1 in 2 (53%) of respondents think the economic situation is "worse" compared to last year. There are also considerable differences across the urban/rural divide in this regard, with more citizens in the urban areas claiming the situation has worsened compared to last year. More specifically, while 47% of citizens residing in rural areas think the situation is worse, 58% of those in urban areas share the same opinion.

The introduction of a new fiscal package by the new government, the recent anti-informality initiative, the initiative to demolish illegal buildings, as well as the government's efforts to revive the energy sector, with many citizens having to pay for long overdue electricity bills, might be some of the reasons leading to this perception among citizens.

A comparison between the survey results in 2010 regarding citizens' perception of the economic situation in the country, shows that not much has changed. While, in 2010, about 1 in 2 (54%) of respondents viewed the economic situation as "bad or very bad", almost just as many (59%) hold the same view for the current situation. In both cases however, there is a considerable number of citizens (1 in 3 for both years) who generally provide for a more neutral evaluation of the economic situation. Findings also reveal a slight decrease (from 12% to 8%) in the number of citizens who see the current economic situation as "good or very good". Again, the above listed government interventions might provide for an explanation.

Compared to one year ago, do you think the economic situation in the COUNTRY is better, same or worse?
(Urban/Rural)
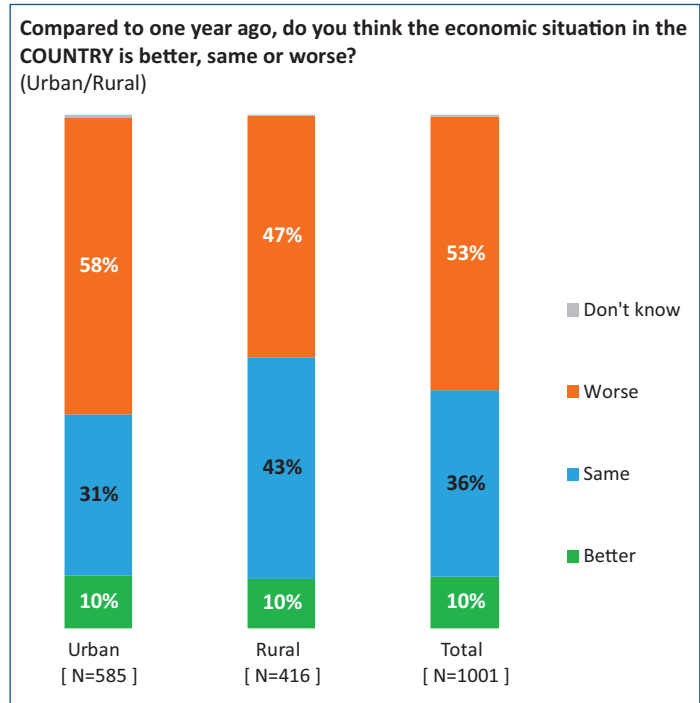
Figure 4. Comparison of economic situation with one year ago

In general, how would you evaluate the economic situation in the country? Do you think it is very good, good, neither good nor bad, bad, or very bad?
(Compared with 2010 survey)
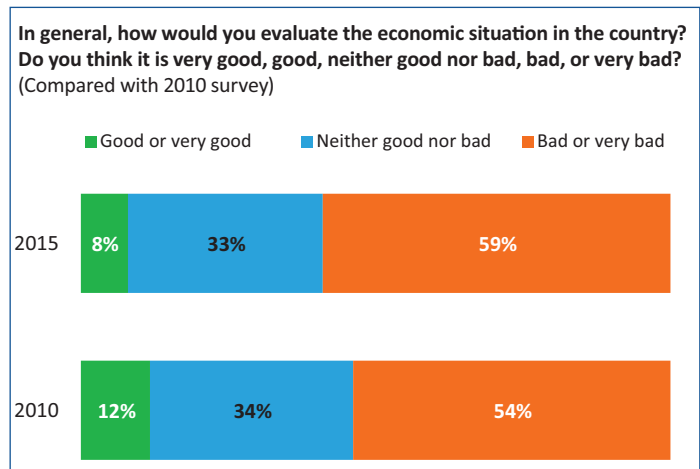
Figure 5. Comparison of economic situation with 2010

Summary of findings

Although many citizens hold a negative view on the current economic situation in the country, a considerable number of citizens remain optimistic about the country's short term future.

Despite perceived challenges, and a generally negative evaluation of the current economic situation in the country, citizens in Albania remain optimistic when asked about the country's economic prospects in the next year. Findings show that approximately 1 in 3 citizens (35%) believe the economic situation in the country will be better. Only 1 in 4 believes the situation will most likely be worse in this regard while 1 in 3 believe the situation will not be any different in the future and will thus remain the 'same".

Survey results show considerable differences in evaluation in terms of citizens' views when asked about their personal economic situation, compared to what they think about the general country's situation. Respondents generally provide for a more negative evaluation of the economic situation in the country, while their personal economic situation is viewed as slightly better in comparison.

More specifically, while only 8% of respondents think the economic situation in the country is "good" or "very good", about 29% of respondents view their personal situation in the same way.

During the next year, do you think the economic situation in the COUNTRY will be better, the same, or worse?
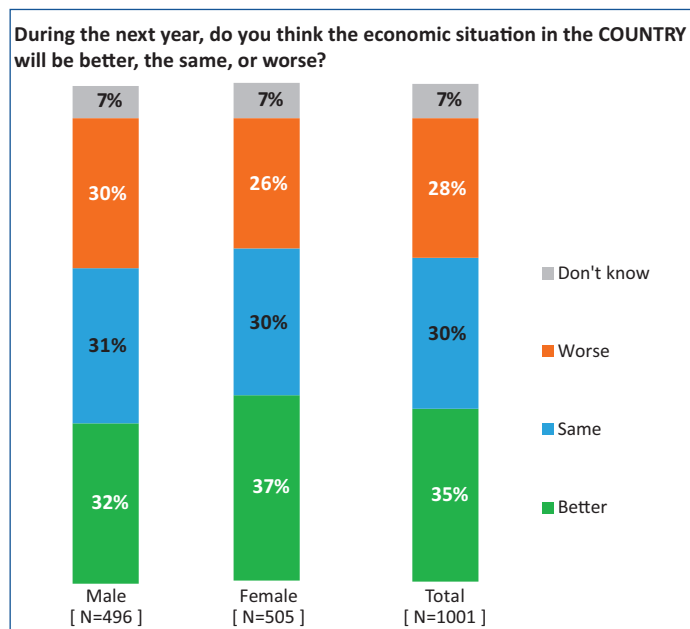
Figure 6. Expectations for the economy in the next 12 months

In general, how would you evaluate your PERSONAL economic situation? Would you evaluate it as very good, good, neither good not bad, or very bad?
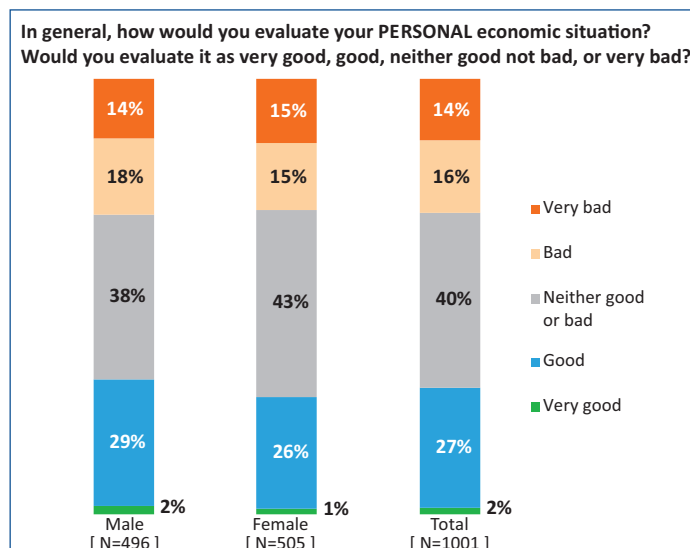
Figure 7. Evaluation of Personal economic situation

Summary of findings

Respondents were also asked to compare their personal economic situation to one year ago. Finding show that about 1 in 2 respondents (47%) claimed it is the same, while 2 out of 5 respondents also claim the situation is "worse" in this regard compared to the previous year.

Most Albanian citizens believe the anti-informality initiative undertaken by the government will have positive effects on the economy. Citizens in Tirana appear more skeptical on the success of the initiative compared to other regions.

Albania's war on fiscal evasion has received much media attention over the course of the past few months. There has been widespread debate on the issue in the public sphere. The survey findings show that 1 out of 2 respondents believe that the anti-informality initiative "will have a positive effect" on the country's economy, while only 1 in 10 think its effect will be negative.

Findings also show some differences in the public's expectations from the initiative depending on the region. Specifically, fewer respondents from Tirana (-8%) believe the anti-informality initiatives for business will have a positive effect in the country's economy. These differences are more likely a result of the different number of businesses operating outside of Tirana, therefore less affected by the initiative, as well as on the respondents' personal observations of the implementation of the initiative on the ground.

Compared to one year ago, do you think your PERSONAL economic situation is better, same, or worse?
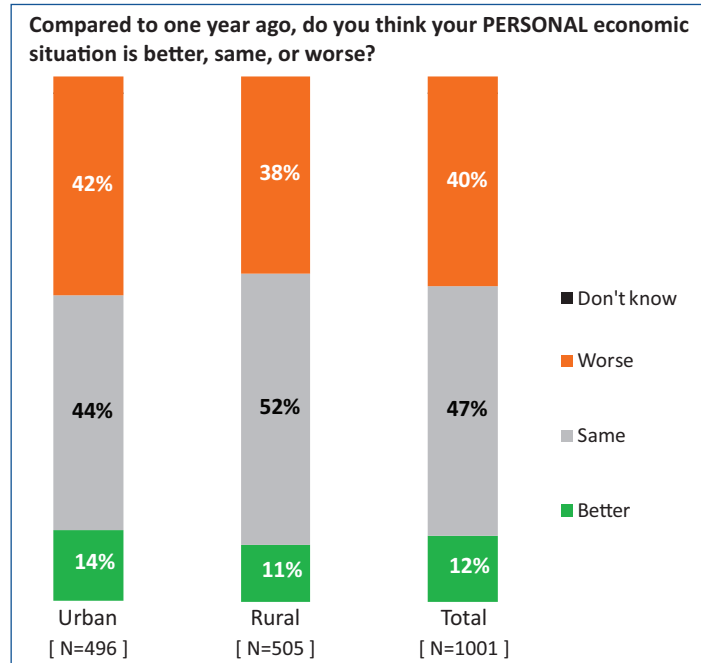
Figure 8. Comparison of Personal economic situation to one year ago

Do you think that the anti-informality initiatives on businesses will have a positive effect, no effect, or negative effect on the country's economy?
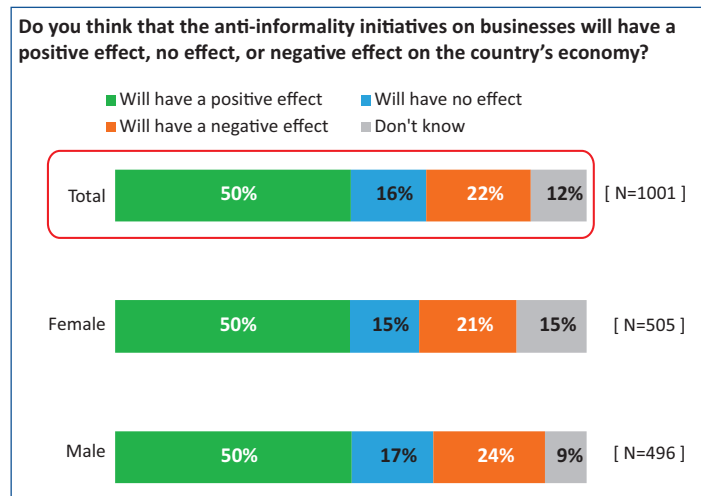
Figure 9. Expectations from the anti-informality initiative

Summary of findings

Despite the respondents' despondent views on the economic situation of the country and their measured response on their personal economic situation, an overwhelming majority of the respondents are 'somewhat and very satisfied' with their lives. The survey findings show that 7 out of 10 Albanian citizens claim to be currently either 'somewhat" or "very satisfied' with their lives.

Do you think that the anti-informality initiative for business will have a positive effect, no effect, or negative effect on the country's economy? (Tirana/other regions)

- Will have a positive effect
- Will have a negative effect
- Will have no effect
- Don't know

Total	50%	16%	22%	12%	[N=1001]
Other regions	52%	15%	21%	12%	[N=719]
Tirana	44%	18%	26%	13%	[N=282]
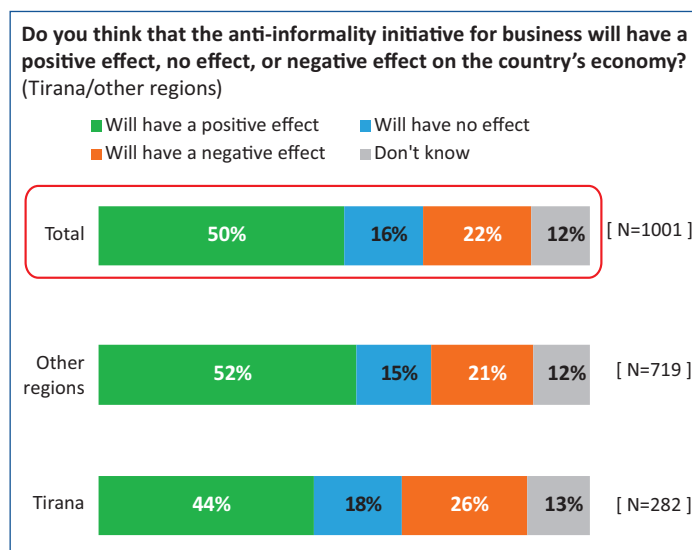
Figure 10. Expectations from the anti-informality initiative (by region)

In general, how satisfied are you with your life?

- Very satisfied
- Very unsatisfied
- Somewhat satisfied
- Don't know
- Somewhat unsatisfied

Urban (N=585): Very unsatisfied 14%, Somewhat unsatisfied 15%, Somewhat satisfied 60%, Very satisfied 11% — Somewhat & very satisfied 71%

Rural (N=416): Very unsatisfied 17%, Somewhat unsatisfied 21%, Somewhat satisfied 51%, Very satisfied 11% — Somewhat & very satisfied 62%

Total (N=1001): Very unsatisfied 16%, Somewhat unsatisfied 17%, Somewhat satisfied 56%, Very satisfied 11% — Somewhat & very satisfied 67%

Figure 11. Satisfaction with life

Summary of findings

3. Performance of Institutions

Most Albanian citizens provide for a neutral (neither bad nor good) evaluation of the performance of the current government. Meanwhile, the performance of the current opposition is generally viewed more negatively by the majority of citizens.

Respondents were asked to evaluate the performance of different institutions in Albania. Findings show that the performance of the current government is seen as "good" or "very good" by approximately 39% of citizens in Albania. Only 1 in 5 citizens (21%) view the performance of the government as "bad", or "very bad".

On the other hand, the performance of the current oppositions is viewed as "good" or "very good" by only 1 in 5 (20%) citizens, while 1 in 2 (45%) citizens see it as neutral.

Do you think the job done by the current government is:

	Male N=496	Female N=505	Total N=1001
Very bad	12%	9%	11%
Bad	11%	10%	10%
Neither good or bad	40%	40%	40%
Good	29%	34%	31%
Very good	8%	7%	8%
(Good + Very good)	37%	41%	39%
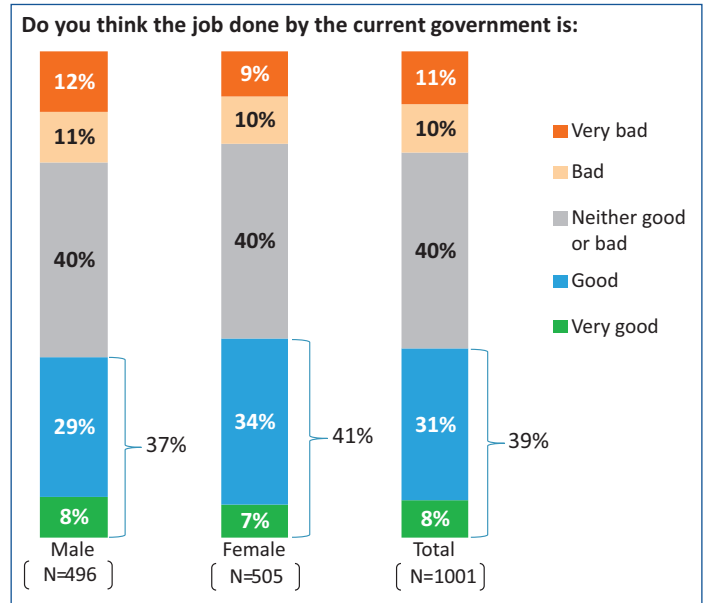
Figure 12. Evaluation of government's performance

Do you think the performance of the current oppositions is:

	Male N=496	Female N=505	Total N=1001
Don't know/No answer	1%	2%	1%
Very bad	16%	11%	13%
Bad	19%	21%	20%
Neither good or bad	44%	46%	45%
Good	17%	17%	17%
Very good	3%	4%	3%
(Good + Very good)	20%	21%	20%
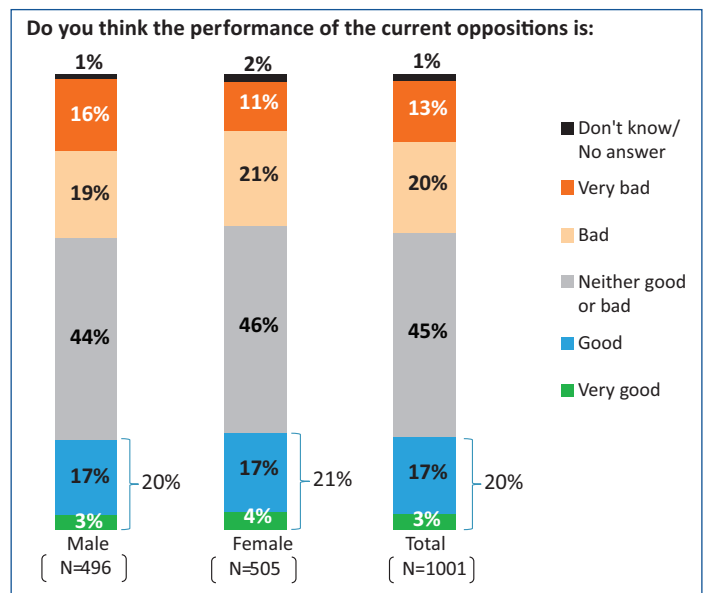
Figure 13. Evaluation of opposition's performance

Summary of findings

Meanwhile, the performance of the State Police is viewed as good by the majority of citizens in the country. Survey results show that almost 3 out of 5 (57%) of respondents consider the performance of this institution as "very good" or "good".

Respondents were also asked to compare the professionalism shown by the State Police compared to three (3) years ago. Findings show that overwhelming majority of them (7 out of 10) think professionalism shown by the institution during this period of time is "much better" or "better".

How would you evaluate the performance of the State Police?
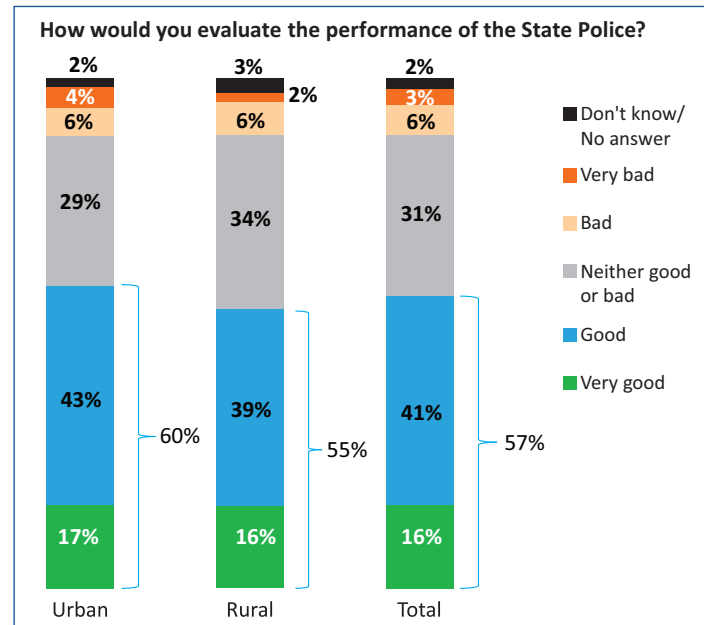
Figure 14. Performance of the State Police

How would you evaluate the performance of the State Police?
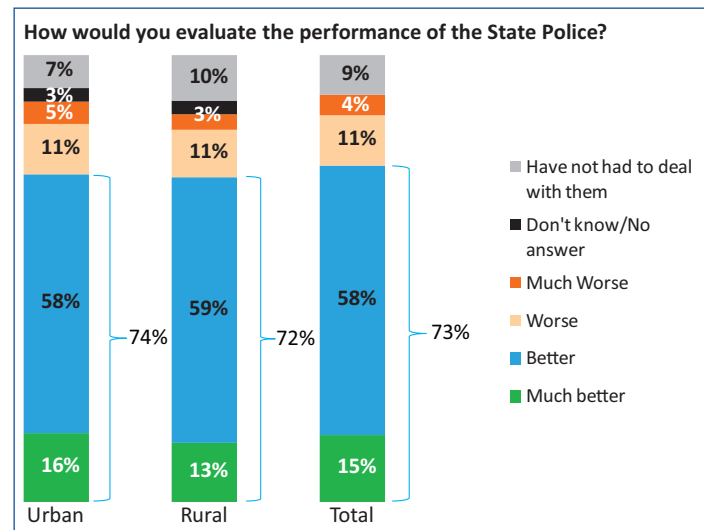
Figure 15. Professionalism of the State Police compared to 3 years ago

Summary of findings

Asked about whether they had heard of the High Inspectorate for Auditing of Assets and Income (HIDDA). Findings show that 1 in 2 respondents had not. Meanwhile, about 1 in 3 respondents among those who have heard about the Inspectorate for the Declaration and Audit of Assets, evaluate its performance as "very good" or "good".

Have you ever heard about the High Inspectorate for Declaration and Audit of Assets and Income (HIDAAI)

- Yes
- No
- Don't know/No Answer

[N=1001]

Do you think the performance of this Inspectorate is: (by gender)

	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know/No Answer
Total	6%	30%	41%	10%	6%	
Female	6%	25%	42%	12%	7%	9%
Male	6%	35%	40%	9%	5%	4%

[N=430]

Figure16. Information on HIDAA

Summary of findings

4. Trust and Transparency of Institutions

4.1 Trust in institutions

Albanian citizens' trust in institutions, compared to research findings in previous years, remains low. The State Police and Bank of Albania are currently the two institutions citizens trust the most in the country.

In order to evaluate their trust in institutions, citizens were asked to provide evaluations on a scale from 0-100 where 0= "do not trust at all" and 100= "completely trust".
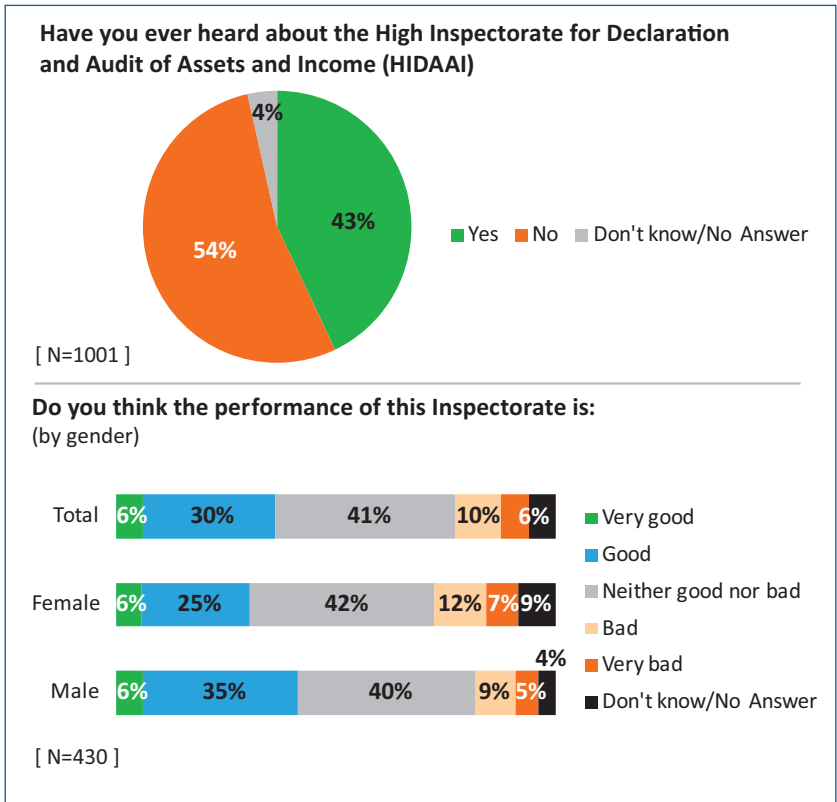
The survey findings show that there is an evident trust deficit between citizens and state institutions; on average the trust level for institutions lies at 37 (out of 100). The most trustworthy institutions being State Police, Bank of Albania and INSTAT, with trust levels of 54, 47, 47 respectively.

Findings from the 2016 survey also show that Albanian citizens' trust in most institutions has been steadily decreasing since 2010. Specifically, citizens' average trust in institutions has decreased from 43 (out of 100) in 2010 to 38 in 2014 and eventually 35 in 2015. None of the institutions listed has had an increase in its trust levels since 2010.
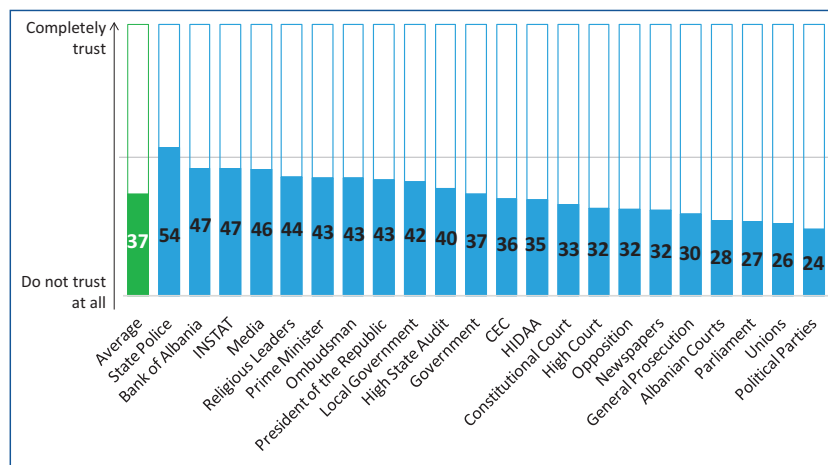
Figure 17. Trust in institutions

Newspapers, the High Court and the High State Audit were not part of the questionnaire for each of the years presented here
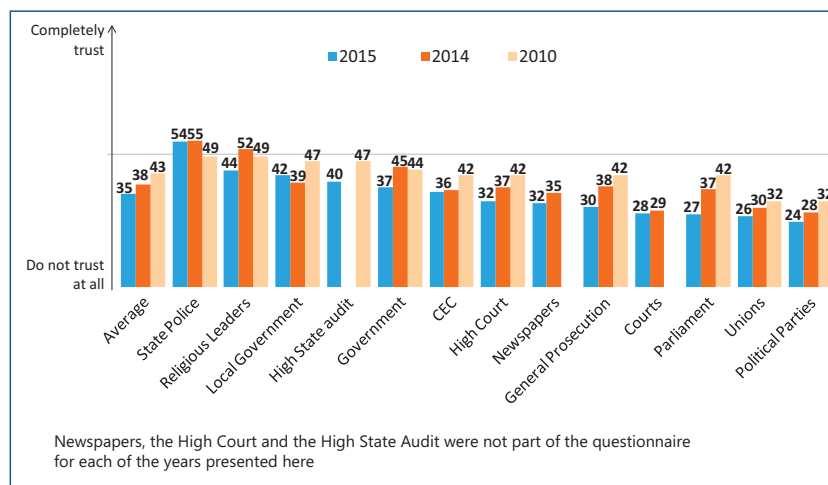
Figure 18. Trust in institutions compared to previous years

Summary of findings

Citizens' trust in institutions also appears to be influenced by their political orientation. Specifically, while left leaning citizens score an average of 43 points on the scale for all institutions listed, those leaning to the right score only 32 points.

Trust and helping the fight against corruption
(by political beliefs)

Trust a lot

43

37

32

38

Do not trust at all

Left   Center   Right   Total
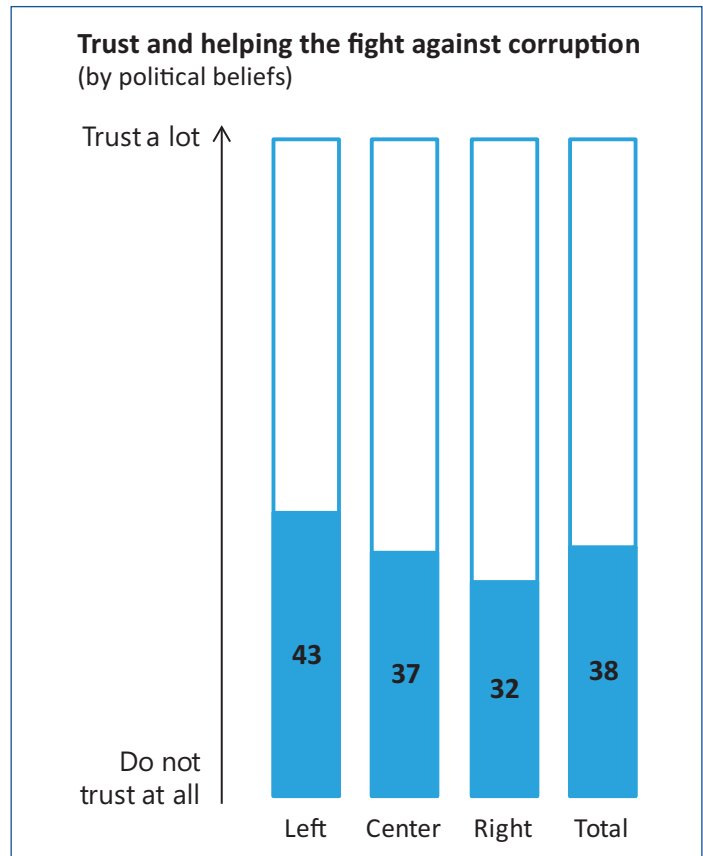
Figure 19. Trust in institutions (by political orientation)

Summary of findings

4.2 Transparency of institutions

Respondents were also asked to evaluate the transparency levels for a list of governmental institutions presented to them. Survey findings show that Transparency remains a critical issue for Albanian institutions as seen by the public opinion. All the institutions score less than the average of 50 points in a 0 to 100 scale, where 0 = "Not at all transparent" and 100, "Completely transparent."

The Ministry of Defense and the Ministry of Foreign Affairs score the highest (46 points each) while the Ministry of Health has the lowest score with 35 points. The transparency for all institutions has shown deterioration of general public perception compared to 2010, from an average of 51 points out of 100 on the transparency scale in 2010, to 39 points in 2015.

Differences across the urban/rural divide can also be noticed in the findings from the 2015 survey. On average, citizens from urban areas score 39 points on the scale for all institutions, compared to those from the rural areas who score 44 points out of 100. One possible explanation for this difference could lie in the fact that citizens from urban areas generally interact with institutions more often when compared to those from rural areas.
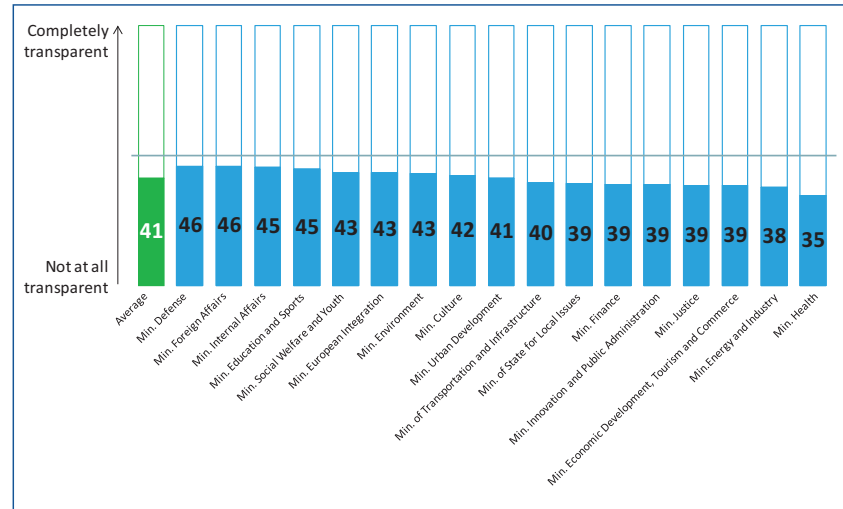
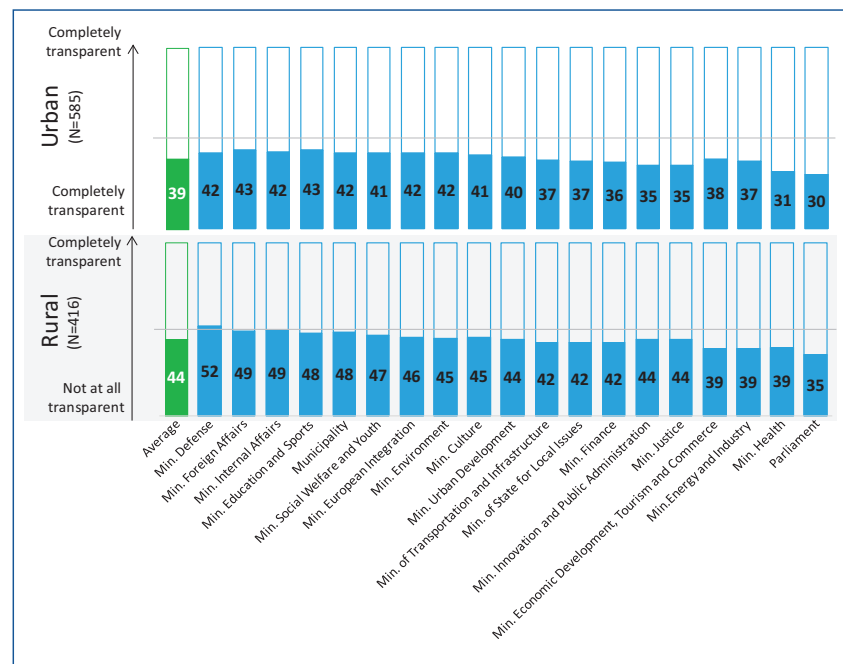

Figure 20. Transparency of institutions

Figure 21. Transparency of institutions (urban/rural)

Summary of findings

4.3 Contribution to the fight against corruption

Albanian citizens see international organizations/institutions as being the most helpful in the country's fight against corruption. Institutions which should however, be at the forefront of this battle are not seen as efficient by citizens.

Respondents were asked to evaluate the role of different institutions in Albania in the fight against corruption on a scale from 0 to 100 where 0= "does not help at all" and 100= "helps a lot".

Survey findings show that when it comes to specific institutions aiding in the fight against corruption, international institutions are the most helpful in fighting corruption, followed by state police and the media. Specifically, International organizations score 59 points out of 100, followed by the State Police with 53 points out of 100.

Worryingly, according to survey results, institutions which are expected to play an important role in the fight against corruption, such as HIDAA (High Inspectorate for Auditing of Assets and Income) and Courts, score the lowest in the scale with 38 and 35 points respectively.

There are some differences across the rural/urban spectrum when it comes to citizens' evaluation of the contribution of different institutions in the fight against corruption. The rural population, on average, regard institutions aiding in the fight against corruption as more helpful compared to the urban population (45 on average for rural areas as compared to 39 in urban areas).
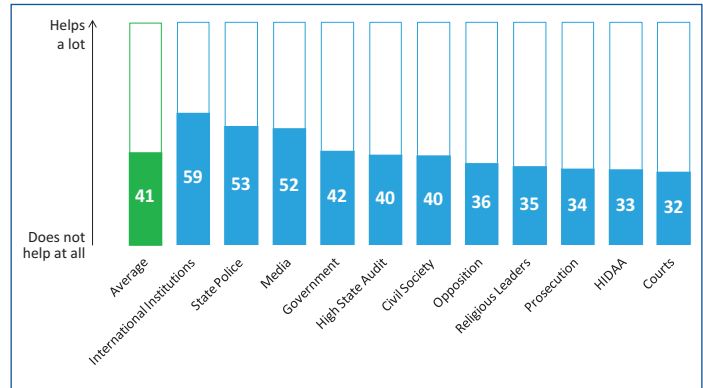
Figure 22. Contribution to the fight against corruption
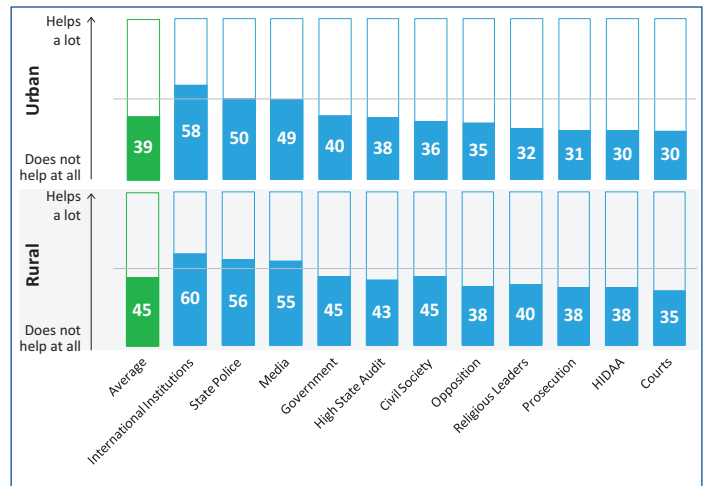
Figure 23. Contribution to the fight against corruption (Urban/Rural)

Citizens' evaluation of the role of institutions listed in the fight against corruption also seems to be influenced by their political orientation. Specifically, findings show that on average, left leaning respondents score 46 points on the scale in terms of help provided by institutions in the fight against corruption, compared to right leaning opponents who score 37 points on the same scale.

Trust and helping the fight against corruption
(by political beliefs)

Trust a lot

46   41   37   42

Do not trust at all

Left   Center   Right   Total
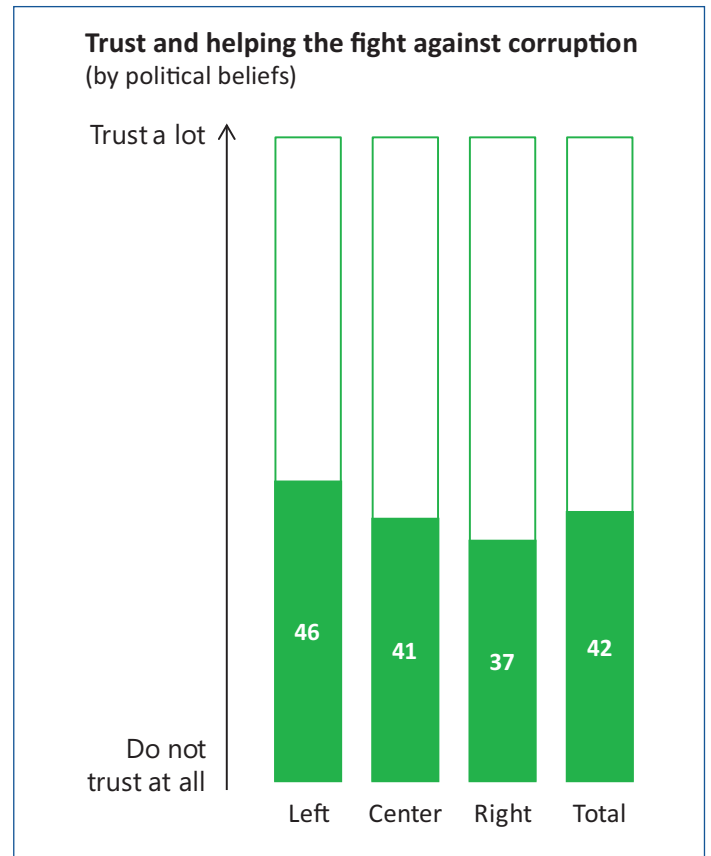
Figure 24. Contribution in the fight against corruption (by political beliefs)

5. Corruption Perception

In order to evaluate citizens' tolerance, perception and understanding of corruptive behavior, they were introduced to a number of different scenarios, often involving more than one side. Respondents were thus asked to evaluate if they thought any/both sides involved in the scenario are corrupt and whether they deserve to be punished.

The survey findings show that a vast majority of the respondents interviewed deemed as corrupt, practices where there was bribery involved. This included situations scenarios in which "a minister accepts a 10-thousand-dollar payment from a private company", as well as one where "A mother of many children needs a birth certificate for one of them. In order not to spend time waiting in line, she pays the civil service employee (5000) ALL".

For the first scenario, the overwhelming majority of respondents believe both the company giving the payment, as well as the minister accepting it are "corrupt and should be punished". Nevertheless, results show that considerably fewer respondents see the company giver as the culprit which should be punished (78%) compared to the ones who see the ministers the same way (94%). Additionally, 1 in 5 respondents believe the company offering the bribe is "corrupt but justified" in this specific case.

Is he/she corrupt if….

Legend: ■ Corrupt and should be punished   ■ Corrupt but justified   ■ Not Corrupt   ■ Don't know

If a minister accepts a 10 thousand dollar payment from a private company, do you think:

Company (Giver): 78% | 18% | 2%
Minister (Taker): 94% | 4% | 2%

A mother of many children needs a birth certificate for one of them. In order not to spend time waiting in line, she pays the civil service employee (5000) lek. Do you think her behavior is:

Mother (Giver): 94% | 4% | 2% ; 78% | 18% | 2%
Civil servant (Taker): 42% | 43% | 15% ; 86% | 11% | 2%

N=1001

Figure 25. Corruption Scenarios 1
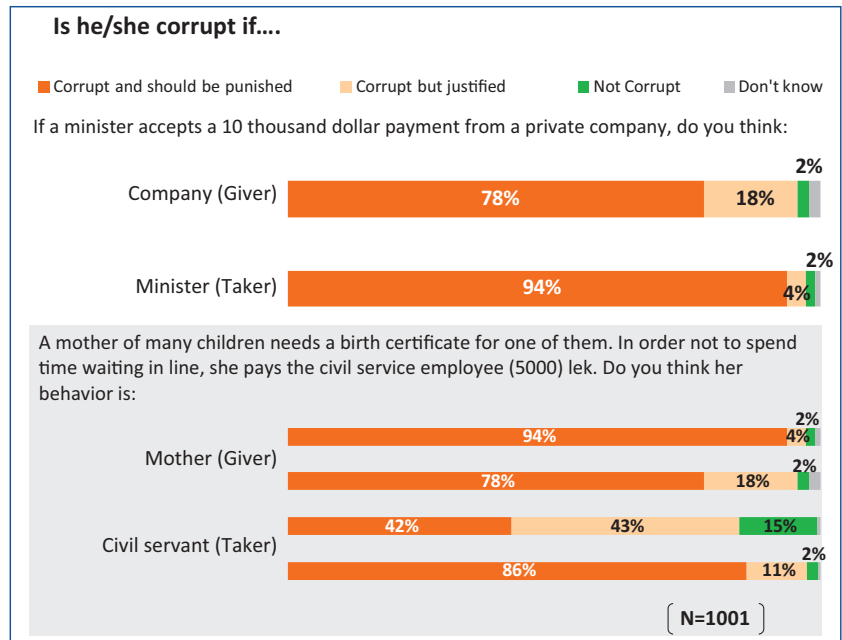
As for the second scenario, where a mother pays a a bribe to a civil employee to speed the process of issuing a birth certificate, respondents appear divided on whether the mother is "corrupt but justified" (42%), or simply "corrupt and should be punished" (43%) Meanwhile, there are few doubts among respondents on the fact that the civil employee is "corrupt and should be punished" (86%).

In a different scenario, respondents were introduced to circumstances where a student in the elementary school gives a shirt to his/her teaches hoping to better grade. While the majority of respondents (72%) see the teacher as "corrupt" and believe he/she should be punished, more than 1 in 2 respondents think the student is either "not corrupt" or "corrupt but justified".

Respondents were also introduced to scenarios where there is a misuse/abuse of authority of personal gains, such as "a public official using his public vehicle to take his family on vacation", or intervention from an influential politician to provide a relative/friend with a job in the public sector". The majority of the respondents (72 and 68% respectively), according to findings, feel that the parties involved in these scenarios are "corrupt and should be punished".

Nevertheless, survey findings also show that citizens find it difficult sometimes to distinguish between corruptive behavior and abuse of private rights. When introduced to a scenario according to which "the owner of a flower shop raises the prices", more than 1 out of 2 (57%) of respondents claim the owner is "corrupt and should be punished", whereas only about 1 in 5 think he is "not corrupt".

A comparison between findings from 2010 and 2015 for the same scenario, show that the number of respondents who think the shop owner is corrupt has considerably increased (49 vs 57% respectively).
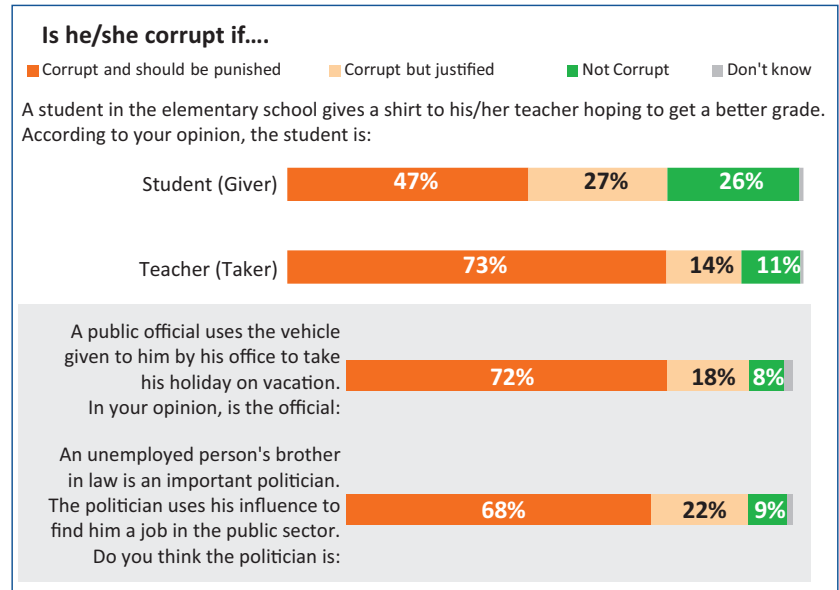
Summary of findings

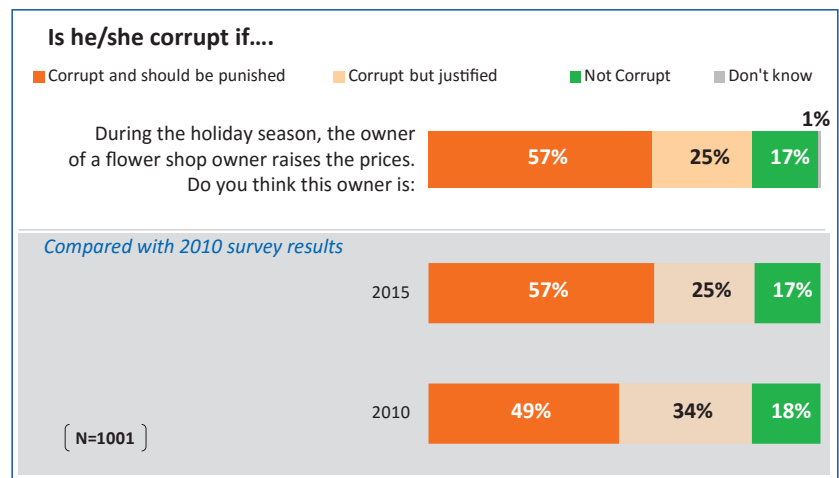**Figure 26. Corruption Scenarios 2**

Figure 27. Corruption Scenario 3

Compared to previous surveys, where Albanians showed considerably higher tolerance for "givers" compared to the "takers" in corrupt transactions, the survey in 2015 shows that citizens are more likely to condemn even the "givers" in a corrupt transaction. A mother who pays a civil servant to speed up the issuing of a birth certificate" is considered as "corrupted and should be punished" by 42% of respondents, compared to 28% in 2010. Similarly, "a student who buys a shirt as a present for a teacher in order to get good grades" is considered as "corrupt and should be punished" by 47% of respondents compared to 32% in 2010.

Fewer Albanian citizens claim to have experienced corruption in 2015 compared to 2010. Nevertheless, the overwhelming majority of citizens still believe corruption is widespread in Albania.

Survey findings from 2015 show that the number of respondents who claim to have experience corruption has decreased by 13% compared to 2010.

Nevertheless, despite the decrease in the number of respondents claiming to have experienced corruption has dropped, compared to 2010, 9 out of 10 respondents still believe corruption to be "very widespread" or "somewhat spread" in Albania.

Survey findings suggest that respondents feel corruption is rampant among public officials, 51% thought that corruption amongst public officials is "very widespread, based on their ex-

Is he/she corrupt if...?
(only "corrupt and should be punished" answers)

■2015 ■2010

A mother of many children needs a birth certificate for one of them. In order not to spend time waiting in line, she pays the civil service employee (5000) ALL.

Mother (Giver) — 42% / 28%

A student in the elementary school gives a shirt to his/her teacher hoping to get a better grade. According to your opinion, the student is:

Civil servant (Taker) — 86% / 85%

Student (Giver) — 47% / 32%

A student in the elementary school gives a shirt to his/her teacher hoping to get a better grade. According to your opinion, the student is:

Teacher (Taker) — 73% / 73%

Figure 28. Scenario comparison with 2010

■ No experience   ■ With experience

2015 — 56% / 44%

2010 — 43% / 57%

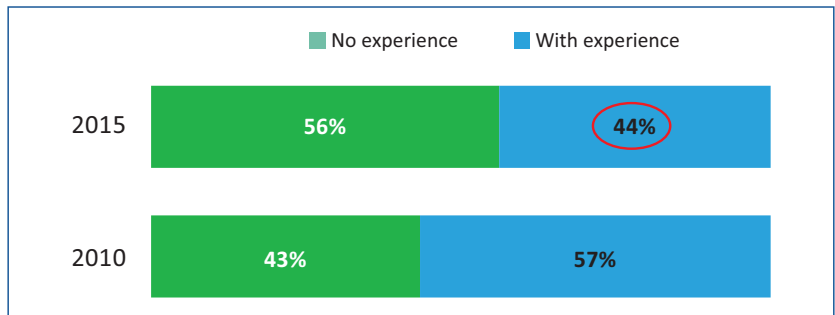**Figure 29. Experience with corruption**

periences and what they might have heard. This perception is comparatively higher for urban areas (54%), compared to rural areas (46%). This difference might have to do with the fact that citizens in urban areas have to come into contact more often with public officials compared to rural areas.

Summary of findings

Asked whether they think corruption amongst public officials has increased /decreased compared to three years ago, respondents seem to be divided. While 1 in 3 respondents believe corruption amongst public officials compared to 3 years ago has increased, almost 1 in 4 claim it has decreased.

Additionally, respondents were asked to evaluate the performance of the media in terms of coverage provided on management of public funds. Most respondents (41%) believe the attention devoted by the media to this field has remained unaltered throughout the last 12 months.

Nevertheless, about 1 in 2 respondents, according to survey results, think the media has increased its coverage on the problem of corruption in the last 12 months.
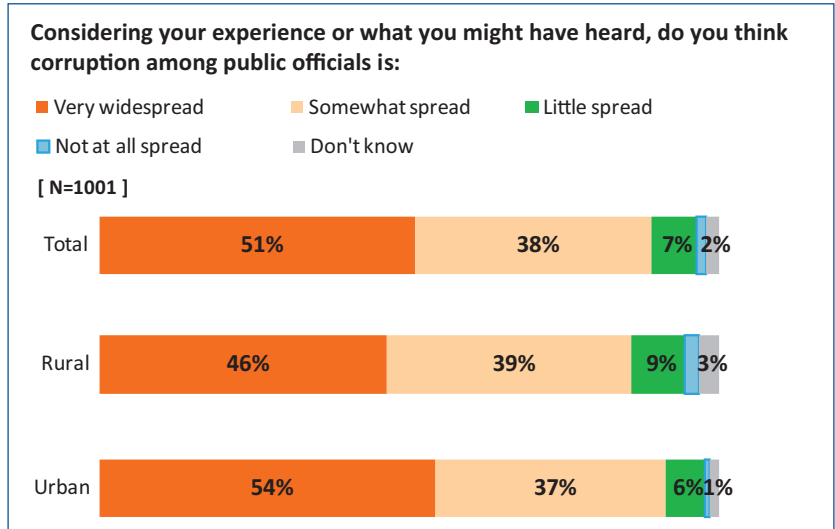
Considering your experience or what you might have heard, do you think corruption among public officials is:

■ Very widespread   ■ Somewhat spread   ■ Little spread
■ Not at all spread   ■ Don't know

[N=1001]

	Very widespread	Somewhat spread	Little spread	
Total	51%	38%	7%	2%
Rural	46%	39%	9%	3%
Urban	54%	37%	6%	1%

Figure 30. Perceptions on corruption among public officials

■ Increased   ■ Same   ■ Decreased   ■ Don't Know/No Answer

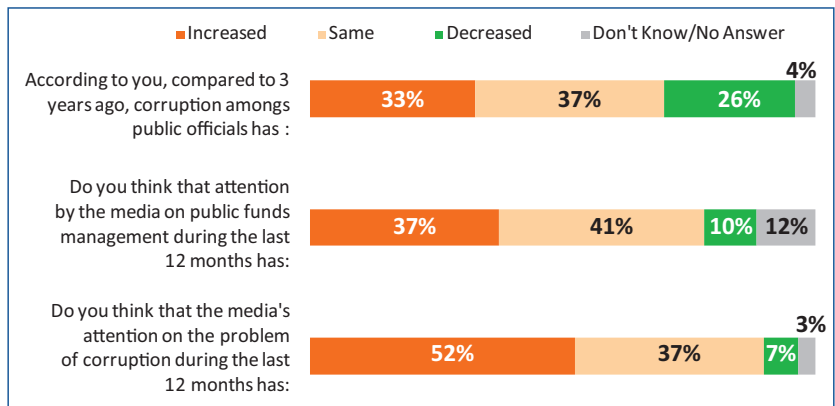|	Increased	Same	Decreased	
According to you, compared to 3 years ago, corruption amongs public officials has :	33%	37%	26%	4%
Do you think that attention by the media on public funds management during the last 12 months has:	37%	41%	10%	12%
Do you think that the media's attention on the problem of corruption during the last 12 months has:	52%	37%	7%	3%

Figure 31. Comparison of corruption perceptions

The majority of Albanian citizens are unaware and of any government anti-corruption strategies. Also, Albanian citizens rarely (if ever) tend to report cases of corruption to the responsible authorities.

When asked to evaluate the government's anti-corruption program, about 1 in 4 respondents claim to not be aware of it, Meanwhile, about 2 out of 5 respondents, amongst those who are aware of the program, think it is "very good" or "good".
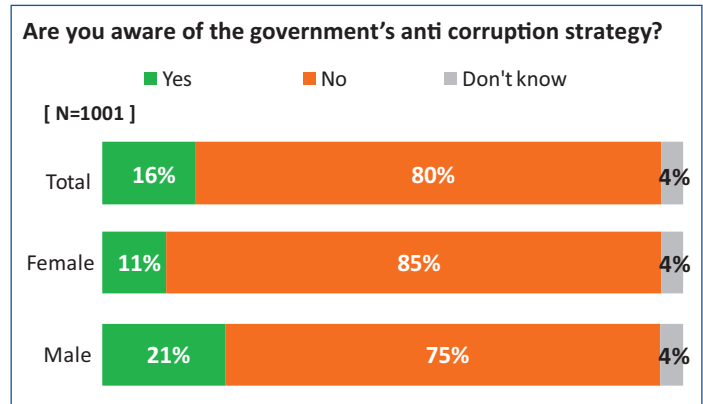
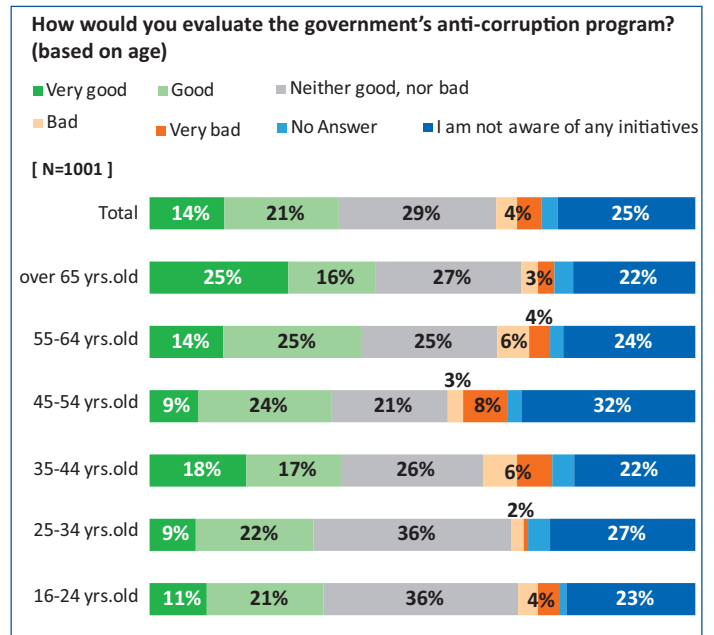**Are you aware of the government's anti corruption strategy?**

■ Yes   ■ No   ■ Don't know

[N=1001]

	Yes	No	Don't know
Total	16%	80%	4%
Female	11%	85%	4%
Male	21%	75%	4%

Figure 32. Awareness on government's anti-corruption strategy

How would you evaluate the government's anti-corruption program? (based on age)

■Very good   ■Good   ■Neither good, nor bad
■Bad   ■Very bad   ■No Answer   ■I am not aware of any initiatives

[N=1001]

	Very good	Good	Neither good, nor bad	Bad	Very bad	No Answer	Not aware
Total	14%	21%	29%		4%		25%
over 65 yrs.old	25%	16%	27%		3%		22%
55-64 yrs.old	14%	25%	25%	4%	6%		24%
45-54 yrs.old	9%	24%	21%	3%	8%		32%
35-44 yrs.old	18%	17%	26%		6%		22%
25-34 yrs.old	9%	22%	36%	2%			27%
16-24 yrs.old	11%	21%	36%		4%		23%

Figure 33. Evaluation of Government's anti-corruption program

Summary of findings

Albanian citizens rarely report cases of corruption to responsible authorities. Specifically, based on survey findings, although about 1 in 2 respondents in Albania claim to have had an experience with corruption, 98% of them have not reported it to any of the responsible authorities.
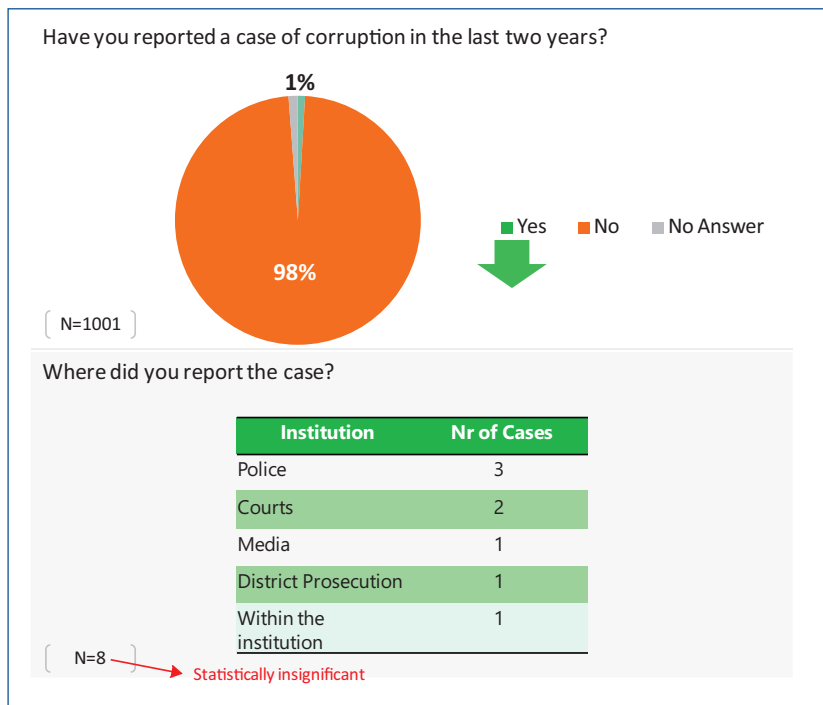
Have you reported a case of corruption in the last two years?

1%

98%

■ Yes ■ No ■ No Answer

N=1001

Where did you report the case?

Institution	Nr of Cases
Police	3
Courts	2
Media	1
District Prosecution	1
Within the institution	1

N=8 → Statistically insignificant

Figure 34. Experience with Corruption

Summary of findings

Albanian citizens still see corruption as a wide-spread phenomenon in the country. The majority of institutions, with very few exceptions, in the country are viewed as corrupt by the public.

Respondents were asked to provide their perception on how corrupt different institutions are on a scale from 0-100 where 0= "very honest" and 100= "very corrupt". The average corruption score based on survey findings is 61 points out of 100, well above average (50). Custom officers, Judges and the Prosecution are the groups/institutions which are seen as most corrupt by respondents, scoring 76, 76, and 77 points respectively on the corruption scale, Meanwhile, Public school teachers (39 out of 100), Religious leaders (41 out of 100) and the President of the Republic (43) are seen as the least corrupt institutions.

When the corruption perception towards government institutions is analyzed from a rural/urban divide, the survey findings show that the urban population, on average, see government institutions to be more corrupt compared to the rural population. The average score for respondents in urban areas on the corruption scale is 63 points (out of 100), compared to 58 for the rural population.
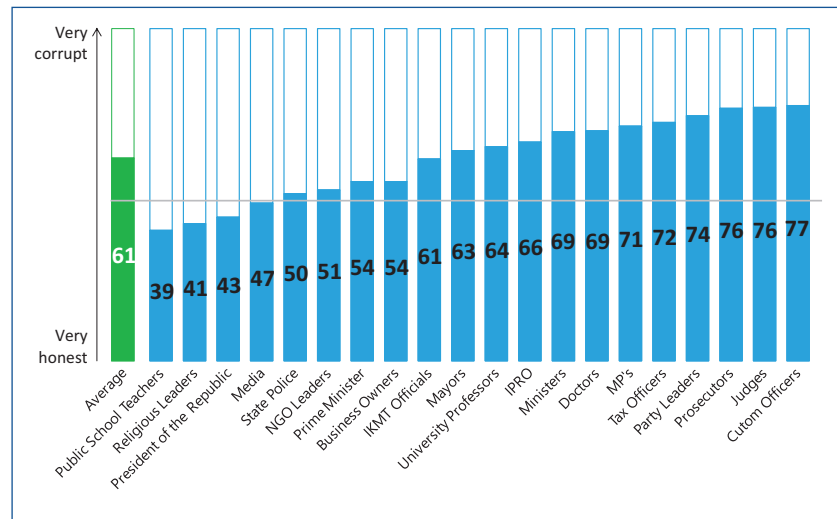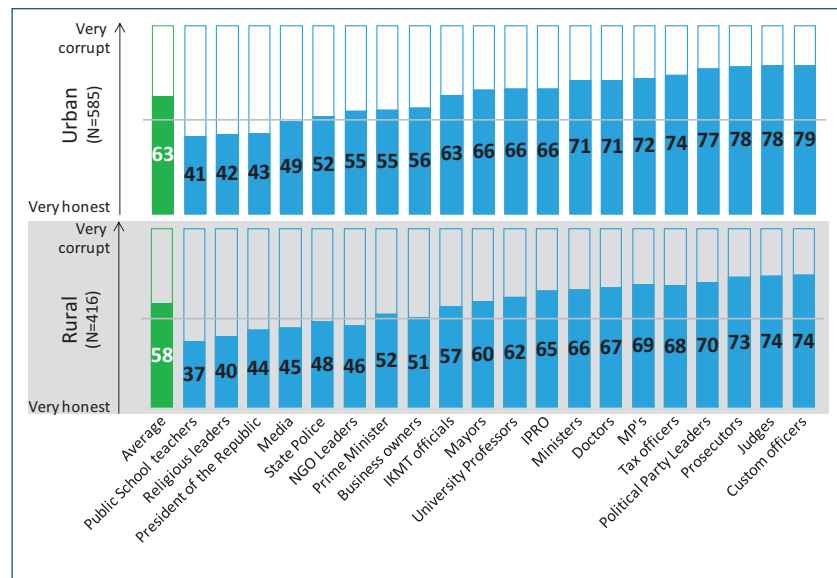

Figure 35. Corruption Perception Index

Figure 36. Corruption Perception Index (Urban/Rural)

Summary of findings

Experience with corruption also seems to considerably influence respondents" perception for different institutions. Those respondents who have had previous experience with corruption regard government institutions to be more corrupt compared to those with no previous experience of corruption. Specifically, the average score on the corruption scale for respondents with experience"

Additionally, the 2015 survey results show that while the healthcare sector is still perceived by citizens to be the sector most afflicted by corruption, an improvement can nevertheless be noted when compared to the 2010 survey. Thus, while about 1 in 3 (33.5%) respondents who had requested healthcare services in 2010 claimed to have "paid a bribe" to a doctor or nurse", only about 1 in 5 (21%) claim same thing in 2015.

A considerable improvement can also be noticed in the number of respondents who claim to have "been asked for a bribe from a police officer" in 2015 (4%) when compared to 2010 (8.2%), as well as in the number of respondents who claimed to "have seen someone paying a bribe to a policeman" in the 2015 survey (12%) compared to 2010 (28.4%).

Meanwhile, only 13% of citizens interviewed in 2015 reported they had to pay more than the law required to receive some kind of document (i.e. business registration, license, construction permit, compared to 20% in 2010. In terms of briberies in the education system, findings show that 11% of the respondents whose children attend public schools were asked for extra payments.
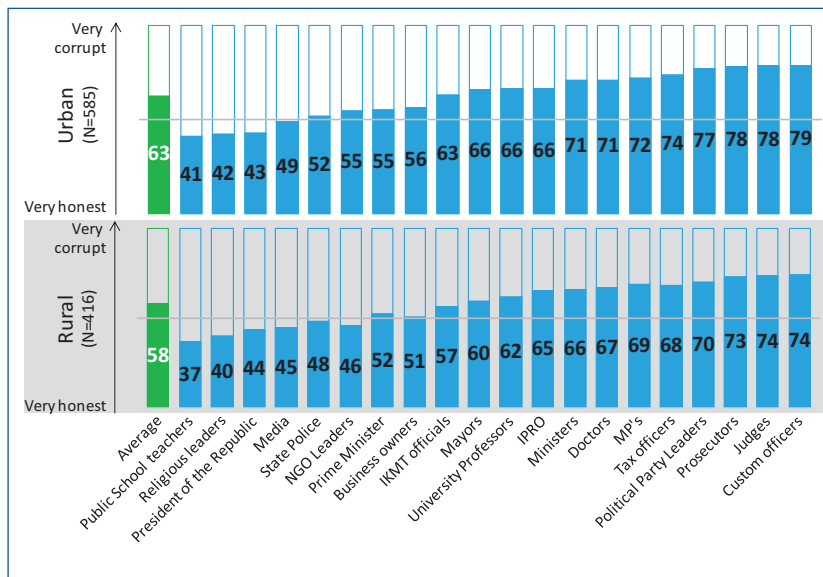
Summary of findings

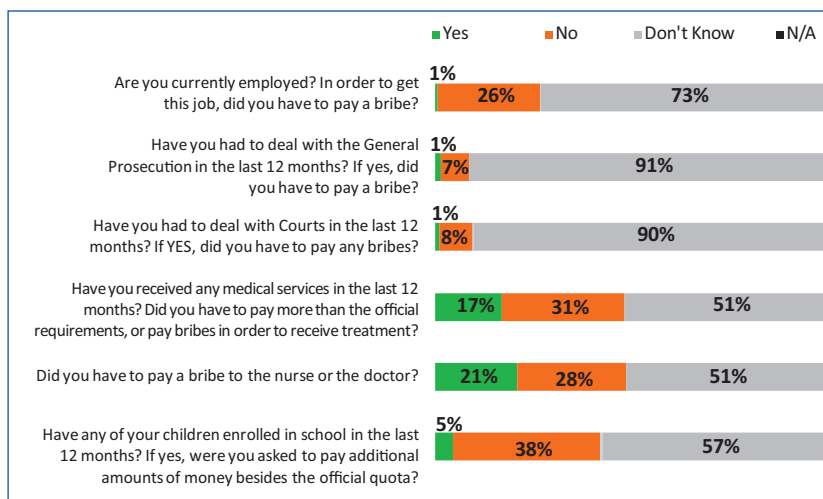**Figure 37. Corruption Perception Index (by experience with corruption)**

Figure 38. Experience with corruption

5.1 Impact of Political Orientation on Corruption Perceptions

Public opinion perception on the phenomenon of corruption in Albania, similar to the previous 2010 survey, seems to be largely influenced by citizens' political beliefs.

Findings show that in 2015 (left coalition government in power), right leaning citizens score 64 points in terms of their perceptions of the government being corrupt (on a scale from 0-100 where 0= "very honest" and 100= "very corrupt"), whereas left leaning citizens score 58 points.

Comparatively, in 2010 (DP & SMI coalition government in power) left leaning respondents scored 67 points on the same scale, while right leaning ones scores 56 points.
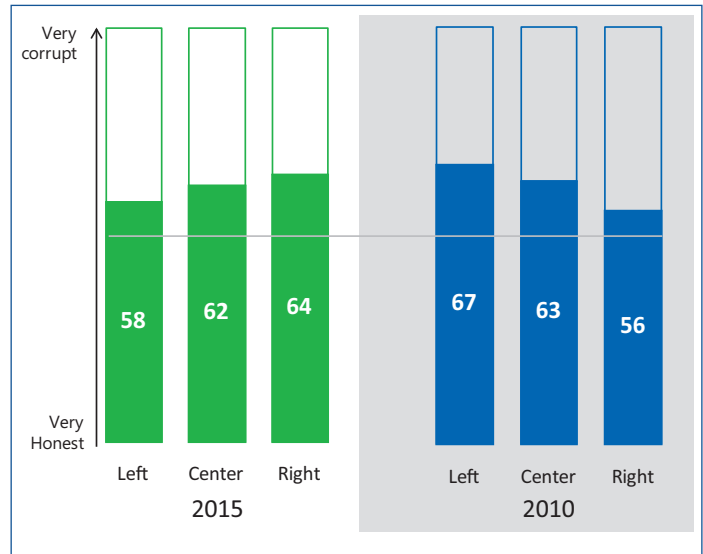

Figure 39. Corruption Perception (by political orientation)