



# Corruption in Bosnia and Herzegovina

BRIBERY AS EXPERIENCED  
BY THE POPULATION

Co-financed by the  
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**CORRUPTION IN BOSNIA AND  
HERZEGOVINA:  
BRIBERY AS EXPERIENCED BY THE POPULATION**



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## EXECUTIVE SUMMARY

Corruption is often reported in the international community to be an area of vulnerability for the countries of the western Balkans and it appears that the people of Bosnia and Herzegovina would tend to agree. Results presented in this report show that citizens of Bosnia and Herzegovina rank corruption as the fourth most important problem facing their country, after unemployment, the performance of the Government and poverty or low standard of living.

Corruption comes in many guises and, in contrast to other surveys that look at people's perceptions, this survey focuses on the actual experience of administrative corruption and provides information on the nature of bribery and its procedures. This is the kind of petty corruption that affects the daily lives of ordinary people in their dealings with the public administration, the service provider which plays so huge a role in contemporary society that a remarkable eight out of ten adult citizens of Bosnia and Herzegovina interact with it at some point during the course of the year.

Such dealings may be for anything from a medical visit or school enrolment to the issue of a new passport or driving licence but, according to the results of this survey, a significant amount of them are of a dubious variety. Although there are notable variations at territorial level, on average, 20.1 per cent of citizens aged 18 to 64 have been exposed - either directly or through a household member - to a bribery experience with a public official in the 12 months prior to the survey. But when focusing on bribes actually paid, the percentage of citizens of Bosnia and Herzegovina who pay at least one bribe in the same period – among those who have contacts with the public administration – is 20.7 per cent, and those who pay at least one bribe in that period actually do so once every ten weeks.

The face of corruption is all too familiar but the one seen in Bosnia and Herzegovina has slightly different features than in other parts of the globe. For example, the global tendency is for corruption to be mainly an urban phenomenon, yet in Bosnia and Herzegovina, as in many other western Balkan countries, it is almost as prevalent in rural areas as in urban areas (20.8% vs. 20.6%). And, as to be expected, in Bosnia and Herzegovina significantly more men (23.2%) than women (18.2%) pay bribes.

Even though women in Bosnia and Herzegovina pay less than their male counterparts, they are evidently no strangers to corruption but they go about the bribery business in a slightly different manner. They are more likely to pay a bribe in kind – in the shape of food and drink,

for example – while men are more likely to use money. Cash accounts for 80 per cent of all bribes in Bosnia and Herzegovina and, although this type of corruption is petty, the sums paid are far from trivial: the average bribe paid being 220 BAM, or the equivalent of approximately 112 Euro<sup>1</sup>.

Such cash payments are substantial, bearing in mind the per capita incomes in Bosnia and Herzegovina, but it would be wrong to assume that people are always coerced into paying them: in a half of cases kickbacks are paid in response to a direct or indirect request by a public official, almost 40 per cent of bribes paid are actually offered by citizens themselves. This shows the lack of faith some citizens of Bosnia and Herzegovina have in the ability of the public administration to function without the payment of some kind of kickback for facilitating bureaucratic procedures. And the existence of deficiencies and bottlenecks in the public sector is confirmed by the fact that a quarter of citizens who participate in a bribery act do so to speed up a procedure and another quarter do so to avoid payment of a fine.

A need to speed up procedures and a need for better treatment probably explains why a large number of bribes are paid in the health sector: more than a half (54%) of citizens who pay bribes pay them to doctors, while 31 per cent pay nurses. On the other end, the avoidance of the payment of fines is largely attributed to payments to the police: more than a half of citizens who pay bribes pay them to police officers (52%).<sup>2</sup>

The picture painted in this survey is sometimes a troubling one. Data indicate that there is little resistance to bribery but citizens of Bosnia and Herzegovina do not always consent to the payment of bribes in order to facilitate or benefit from a particular administrative procedure: for every eight citizens who pay a bribe to a public official during the course of the year, there is only one who turns down such a request. On the other hand, only a negligible amount of bribe-payers (2.4%) report their experience to the authorities. There are numerous reasons for this: some citizens do not deem bribery to be of the same gravity as “real” crimes, in part because they believe reporting to be a futile exercise as nothing would be done, nor would anyone care (26%). Citizens also fail to report bribery events because bribe payment can, of course, be of direct benefit to the bribe-payer (26%) and there is a sense of acceptance that bribery is simply a common practice (20%) and also, when constituting an expression of gratitude for services rendered, actually a positive practice (10%). Interestingly, some 12 per cent of bribe-payers who do not report the incident raise fear of reprisals as their main reason for not doing so.

Interestingly, for 28 per cent of bribe-payers this survey interview was the first time they had admitted to the payment of a bribe, having never previously shared the experience with anybody, even close friends or relatives. It seems that when it comes to bribery a well-established and selective code of silence still exists in many cases.

Bribery not only affects the services provided to citizens by public officials. The public administration is the largest employer in Bosnia and Herzegovina and its associated job security and accompanying benefits are highly coveted. Some 18 per cent of citizens of Bosnia and Herzegovina, or members of their households, applied for a job in the public sector in the three years prior to the survey, but of those whose application was successful almost one in six (14%) admits to paying some money, giving a gift or doing a favour to help secure their position. Among those who failed, there is a widespread perception that factors such as cronyism, nepotism or bribery played a decisive role in the recruitment process, while only 6 per cent believe that the selection was made on merit.

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<sup>1</sup> Amounts in Bosnian Convertible Mark (BAM) are converted into Euro by using the fixed exchange rate published by Eurostat. For international comparisons, amounts in national currency should be converted by using Purchasing Power Parities (PPP): when using conversion rates in PPP, as published by Eurostat, 220 BAM are equivalent to approximately 222 EUR-PPP.

<sup>2</sup> The sum is higher than 100 per cent since bribe-payers have often made payments to more than one public official in the 12 months prior to the survey

Certain malpractices may also have played some kind of role in the most recent elections held in Bosnia and Herzegovina. Data show that an average of 15 per cent of citizens at the last national elections and 13 per cent at the last local elections were asked to vote for a certain candidate or political party in exchange for a concrete offer of money, goods or a favour.

While men in their thirties are those most exposed to bribery, characteristics such as income, education level or employment status do not appear to have a clear effect on the probability of experiencing bribery. For instance, although the prevalence of bribery decreases slightly with income level, its frequency does exactly the opposite and the average number of bribes paid is actually higher among higher income bribe-payers than those with a lower income.

No social group is exempt from the possibility of falling victim to the other five crime types examined in this survey, yet the prevalence rates for personal theft, burglary, assault/threat, robbery and car theft in Bosnia and Herzegovina are considerably lower than for bribery (3.8%, 3.7%, 3.2%, 1.5% and 1.3%, respectively). However, a sizeable share of the population fell victim to one of these crimes in the 12 months prior to the survey. With the notable exception of robbery, all these crime types tend to affect inhabitants of urban areas more than inhabitants of rural areas. Still, victimization rates are relatively modest and on a par with those evidenced in other European countries, which probably explains why Bosnia and Herzegovina citizens feel rather safe in relation to crime. Seven out of ten feel safe when walking alone after dark in their neighbourhoods, and an even larger majority of citizens feel fairly secure in their homes.

But perceptions about corruption in Bosnia and Herzegovina are not so positive. Some two thirds of the population believe that corrupt practices occur often or very often in a number of important public institutions, including central and local government, parliament, political parties, hospitals and the police. More than a half of citizens of Bosnia and Herzegovina (51%) believe that corruption is actually on the rise in their country, while 43 per cent believe it to be stable and a further 6 per cent think it is decreasing. Perceptions, it should be underlined, are nothing more than opinions and are not to be confused with the actual experience of corruption that provides the main focus of this report. Nevertheless, such a perception can be interpreted as an expression of citizens' awareness of one of the principal challenges facing Bosnia and Herzegovina, both now and in the years to come.





## KEY FINDINGS

- Citizens of Bosnia and Herzegovina rank corruption as the fourth most important problem facing their country today, after unemployment, the performance of the Government and poverty or low standard of living.
- Eight out of ten citizens of Bosnia and Herzegovina interact with the public administration at some point during the course of the year.
- In the 12 months prior to this survey, 20.1 per cent of citizens of Bosnia and Herzegovina have been exposed - either directly or through a household member - to a bribery experience with a public official..
- The bribery prevalence rate – the percentage of citizens paying a bribe among those who had contact with public officials in the 12 months prior to the survey - is 20.7 per cent.
- There are no significant differences in the prevalence of bribery in urban and rural areas of Bosnia and Herzegovina.
- The prevalence of bribery is significantly higher in the Federation of Bosnia and Herzegovina (FBiH) (25.3%) than in Republika Srpska (RS) (10.5%).
- The bribery prevalence rate is 18.2 per cent for women in Bosnia and Herzegovina, as opposed to 23.2 per cent for men.
- Everyone who reports the payment of at least one bribe, on average, actually pays five bribes or the equivalent of one bribe every ten weeks.
- Almost 80 per cent of bribes are paid in cash, 15 per cent as food and drink.
- The average cash bribe paid in Bosnia and Herzegovina is 220 BAM, or the equivalent of approximately 112 Euro.
- In 37 per cent of bribery incidents, the citizens of Bosnia and Herzegovina initiate the payment, whereas in more than a half of cases the bribe is requested.
- The main purposes of paying bribes in Bosnia and Herzegovina are to avoid the payment of a fine (25%) and to speed up a procedure (25%).

- More than a half of all bribe-payers in Bosnia and Herzegovina pay kickbacks to doctors (54%) and police officers (52%), almost one third to nurses (31%)<sup>3</sup>.
- Of those citizens turning down the request of a public official to pay a bribe, four out of ten refuse to pay police officers and almost one in five (18%) refuses to pay doctors.
- Only 2.4 per cent of citizens with corruption experience report the incident. Citizens do not report corruption experiences because they receive a benefit from this (26%) or because they think that nobody would care (26%).
- Recruitment in the public sector is also an area of concern: among those hired in the public sector in the last 3 years, a significant percentage (14%) secured a job with the help of a bribe.
- The offer of goods, favours and money to attract voters was evidenced during the last national and local elections: 15 per cent of citizens were approached at the last national elections and 13 per cent at the last local election.
- Corruption has a higher prevalence rate than other crimes such as theft, burglary, robbery and assault. This is in line with the rather low crime rate in Bosnia and Herzegovina, where citizens feel safe at home after dark and do not use advanced security systems to protect their homes. .

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<sup>3</sup> The sum is higher than 100 per cent since bribe-payers have often made payments to more than one public official in the 12 months prior to the survey



## INTRODUCTION

Corruption remains an issue for countries all over the world. Socio-economic development, the institutional and political setting, or the prevailing social and cultural norms are all elements that can shape it in very different manners, but corruption is still a scourge from which no country is truly exempt and it is often reported to be an area of vulnerability for the countries of the western Balkans, including Bosnia and Herzegovina. Indeed, the citizens of Bosnia and Herzegovina perceive corruption to be a major problem: the results presented in this report show that they rank corruption as the most important problem facing their country after unemployment, poverty and the performance of the Government.

### International legal instruments and national policies

In the last decade, awareness of corruption has increased in Bosnia and Herzegovina and it has become an important priority in the political agenda of the country. Successive governments of Bosnia and Herzegovina have committed themselves to fighting corruption and key steps have been taken to address the issue, in part because of commitments deriving from the European Union accession process and the subsequent need to adapt national legislation to the *acquis communautaire*.

Important instruments in the upgrading of the legislative framework for the fight against corruption are represented by the ratification of two Council of Europe conventions – the Criminal Law Convention against Corruption (2002) and the Civil Law Convention against Corruption (2002). In 2006, Bosnia and Herzegovina also became party to the United Nations Convention against Corruption (UNCAC), a consequence of which is the Implementation Review Mechanism, established in 2009 to enable all parties to review their implementation of UNCAC provisions through a peer review process. One of the objectives of this mechanism is to encourage a participatory and nationally driven process towards anti-corruption reform and it is noteworthy that Bosnia and Herzegovina will be reviewed in the fourth wave (2013-2014).

Some of the more prominent existing legislative codes include the Law on Conflict of Interest that has been passed on state and entity levels. A Public Procurement Law aims to increase transparency and competitiveness of public contracting processes, but has been criticized by relevant audit institutions for its lack of effectiveness. The Law on the Prevention of Money

Laundering, the Law on Financing Political Parties, the Freedom of Information Law, and many others have been passed. Bribery, extortion and misuse of public ownership for private gain are criminalized in the Criminal Code of Bosnia and Herzegovina.

More recently, the Ministry of Security of Bosnia and Herzegovina has developed a strategy for the fight against corruption in the period from 2009 to 2014. The main goals of this strategy are to increase the effectiveness of the existing institutions and to establish an agency for the prevention of corruption and the coordination of the fight against corruption, independent of the State Investigation and Protection Agency (SIPA), the main anti-corruption agency operating at a national level.

### **The complexity of corruption**

Corruption can occur at different levels. A distinction is usually drawn between grand and administrative (petty) corruption, with the former referring to corrupt practices affecting legislative process and policymakers, and the latter referring to dealings between civil servants and the public. In either case, it has a devastating impact on the rule of law, hinders equal access to public services, affects public trust in state institutions and is a hurdle to economic and social development, especially in young democracies.

Corruption is a complex crime with blurred boundaries making it often difficult to distinguish between culprit and victim. It is not necessarily a one-dimensional transaction in which an active perpetrator coerces a passive party: both sides may benefit, and the victim might be a third party or the community at large. Moreover, there are cultural and social factors that can further cloud the issue. The giving of gifts, for example, whether as a “thank you” or bureaucratic lubricant, may be considered acceptable in one culture yet unethical in another.

### **The importance of studying direct experience**

In this context, comprehensive assessments of corruption can greatly assist governments in better tailoring policies and enhancing the capabilities of anti-corruption bodies. At the same time, it is widely accepted that the collection of empirical data in this area represents a real challenge because of the complex and covert nature of corruption. These difficulties are sometimes circumvented by focusing on perceptions about corruption, rather than on actual experience of it. Perception-based indicators, while useful for raising awareness about the issue of corruption and helping to advocate policy measures for addressing it, fail to provide clear indications as to the extent of corruption and vulnerable areas. Increasing concerns are also expressed about the validity of methods used to build perception-based indicators.

In recent years, tools for collecting information on direct experiences of corruption have been developed: sample surveys can produce important indicators about the extent and nature of corrupt practices. More importantly, the wealth of information gathered can shed light on the modalities of corruption and the sectors, positions and administrative procedures more at risk. Promoted by a variety of international organizations, national institutions, non-governmental organizations (NGOs) and development agencies, a number of such surveys have been conducted in several countries around the world, including Bosnia and Herzegovina and the western Balkan region, thus proving the feasibility and relevance of this approach.

### **Previous studies conducted in Bosnia and Herzegovina**

A number of surveys on experience of bribery has been conducted in Bosnia and Herzegovina in recent years, though results are not strictly comparable because of different methodologies. For example, Transparency International reports in its 2010 Global Corruption Barometer<sup>4</sup> that 23 per cent of civil service users pay a bribe to receive attention from at least one of nine different service providers. In 2009, according to Gallup Balkan Monitor<sup>5</sup>, 15 per cent of

<sup>4</sup> Transparency International, Global Corruption Barometer 2010

<sup>5</sup> Gallup, Balkan Monitor 2009

citizens experienced the payment of a bribe in the 12 months prior to the survey. Available data, while not fully comparable, point to significant levels of bribery experienced by citizens of the country.

Interestingly, one of the first ‘Diagnostic survey on corruption’ developed by the World Bank was conducted in Bosnia and Herzegovina in 2000<sup>6</sup>. According to this survey, 20 per cent of the population had to give a bribe to a civil servant; moreover, officials in the health sector and the police were those most often requesting such extra-payments. It appears that important features of bribery have remained quite constant through the last decade.

### **The scope and methodology of this study**

Following a bilateral agreement between the European Commission and the Government of Bosnia and Herzegovina, UNODC provided its support in conducting this large-scale survey on corruption, with Prism Research Sarajevo acting as the national partner for implementing the survey and research activities. The main objective of this survey was to examine actual experience of administrative corruption in Bosnia and Herzegovina: the research probed the prevailing types and modalities of corruption that affect citizens’ daily lives, with particular focus on bribery,<sup>7</sup> a practice that, in accordance with the United Nations Convention against Corruption, is a criminal offence. Additional topics covered in the surveys include reporting of corruption to the authorities, citizens’ opinions about corruption and integrity, and the experience, as victims, of other forms of crime. In order to collect this information, in 2010, a sample survey was conducted via face-to-face interviews with a nationally representative sample of 5000 citizens of Bosnia and Herzegovina aged 18 to 64, selected randomly in each entity of the country.

This report contains the analysis of the data collected in that survey. Its goal is not to rank the entities of the country or any selected sector or ministry on a corruption scale, but rather to provide analytical knowledge about a complex phenomenon, both at a national and sub-national level. To fight corruption effectively it is necessary to understand its many facets since there is no simple “one-size-fits-all” solution to the problem. It is believed that the evidence-based information presented in this report will provide the authorities of Bosnia and Herzegovina with an additional tool for developing well-targeted anti-corruption policies. Information that can also be made use of in the peer review process of the UNCAC Implementation Review Mechanism, as well as represent a benchmark for measuring future progress in the fight against corruption.

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<sup>6</sup> World Bank, Bosnia and Herzegovina Diagnostic Surveys of Corruption, 2001

<sup>7</sup> Bribery is defined as (*a*) the promise, offering or giving to a public official, directly or indirectly, of an undue advantage, for the official himself or herself or another person or entity, in order that the official act or refrain from acting in the exercise of his or her official duties and (*b*) as the solicitation or acceptance by a public official, directly or indirectly of an undue advantage, for the official himself or herself or another person or entity, in order that the official act or refrain from acting in the exercise of his or her official duties.



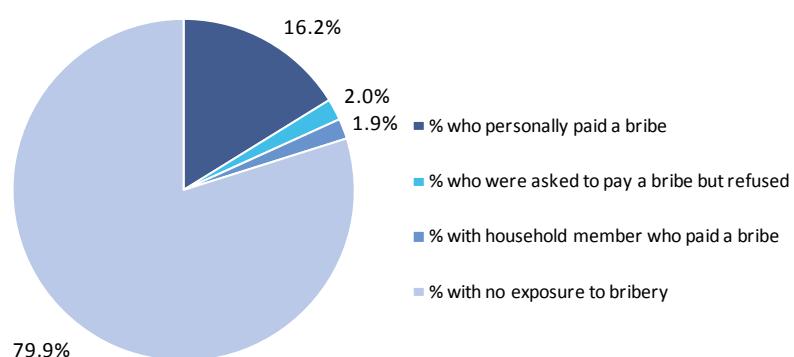


## 1. PREVALENCE OF BRIBERY

The public sector plays a major role in contemporary society. Whether for a medical visit, school and university enrolment or the issue of an ID card, to name but a few examples, citizens and households depend on its services for a huge variety of reasons. The fact that eight out of ten adult citizens of Bosnia and Herzegovina reported having at least one contact with a public official in the 12 months prior to this survey shows just how substantial that role actually is.

The demand made on the system is clear but when it comes to integrity in the provision and use of its services the picture that emerges is a somewhat cloudy one. One important finding of this survey is that a considerable number of citizens of Bosnia and Herzegovina (457,000, equivalent to 20.1% of adult population aged 18 to 64) had either direct or indirect exposure to a bribery experience with a public official in the 12-month period in question. As figure 2 shows, this number represents the sum of three different groups: the percentage of citizens who actually paid money, gave a gift or counter favour to a public official; the percentage of those requested to pay a bribe by a public official but refused to do so; and the percentage of those who shared a household with someone who did pay a bribe.

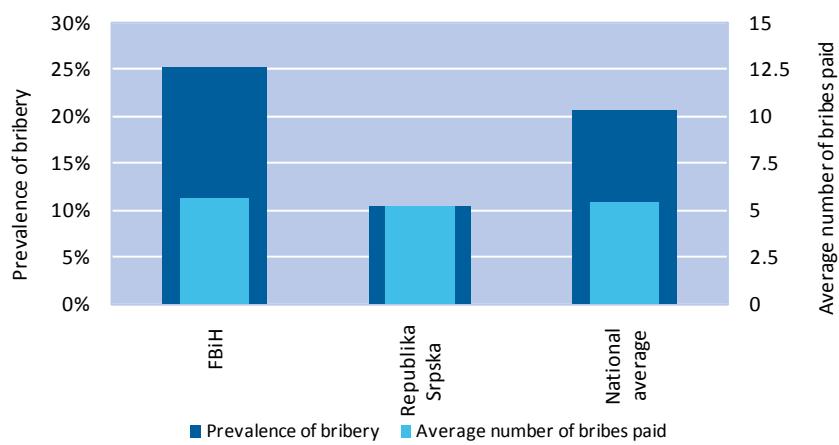
**Figure 1:** Direct and indirect exposure of adult population in Bosnia and Herzegovina to bribery in the 12 months prior to the survey, (2010)



The data in figure 1 show that bribery is still a significant issue in the lives of many citizens of Bosnia and Herzegovina. The share of the population of Bosnia and Herzegovina capable of saying “no” and refusing to pay the kickback requested by a public official is marginal. Data show that for every eight citizens who pay a bribe to a public official during the course of the year, there is only one who turns down such a request.

When focusing on bribes actually paid, the prevalence of bribery is calculated as the number of citizens who, in the 12 months prior to the survey, gave a public official some money, a gift or counter favour on at least one occasion, as a percentage of citizens who had at least one contact with a public official. As such, the average prevalence of bribery in Bosnia and Herzegovina is 20.7 per cent at a national level, though there is quite considerable variation in the prevalence rate between the two entities of Bosnia and Herzegovina (figure 2)<sup>8</sup>.

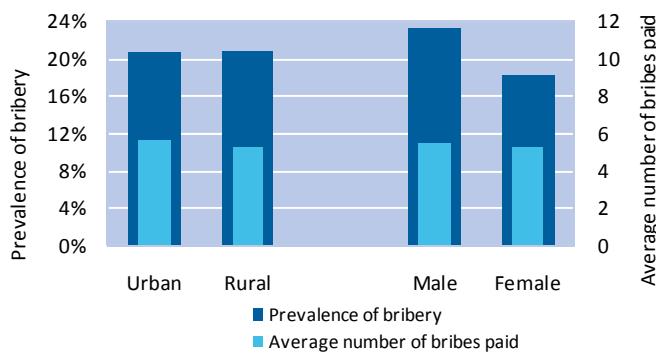
**Figure 2: Prevalence of bribery and average number of bribes paid by entity, Bosnia and Herzegovina (2010)**



*Note: Prevalence of bribery is calculated as the number of adult citizens (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adult citizens who had at least one contact with a public official in the same period. The average number of bribes refers to average number of bribes given by all bribe-payers, i.e. those who paid at least one bribe in the 12 months prior to the survey.*

*The national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof.*

**Figure 3: Prevalence of bribery and average number of bribes paid, by sex and urban/rural areas, Bosnia and Herzegovina (2010)**



*Note: Prevalence of bribery is calculated as the number of adult citizens (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adult citizens who had at least one contact with a public official in the same period. The average number of bribes refers to average number of bribes given by all bribe-payers, i.e. those who paid at least one bribe in the 12 months prior to the survey.*

<sup>8</sup> The national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof. (n=168)



The prevalence rate is higher in the Federation of Bosnia and Herzegovina (FBiH) (25.2%), whereas it is considerably lower in the Republika Srpska (RS) (10.5%) (figure 2). Although there are no significant differences in the prevalence of bribery in urban (20.6%) and rural (20.8%) sub-populations on a national level (figure 3), some variations on the entity level can be delineated. In the FBiH the prevalence of bribery is slightly higher in rural (25.9%) than in urban areas (24.6%) whereas in RS the prevalence rate is higher in urban areas (11.8%) than in rural areas (9.4%).

Considerable disparities in the prevalence of bribery can be found between men and women in Bosnia and Herzegovina. On a national level, 23.2 per cent of the adult male population participates in bribery, as opposed to 18.2 per cent of females (figure 3), but noteworthy differences are seen between the two entities of Bosnia and Herzegovina. In the Federation BiH the prevalence of bribery is significantly higher among men (28.6%) in comparison to women (22.2%). In the Republika Srpska the difference is somewhat smaller but still notable (11.7% of men vs. 9.2% of women).

Nevertheless, it is misleading to consider the prevalence rate alone when evaluating the extent of bribery in any given country or entity. To get a fairer impression, the frequency of bribe paying should also be taken into consideration. While almost one quarter of bribe-payers in Bosnia and Herzegovina give bribes on only one occasion, three quarters of them do so on multiple occasions. On average, bribe-payers in Bosnia and Herzegovina pay two public officials on two and a half different occasions, thus everyone who reported the payment of at least one bribe had to pay five bribes or the equivalent of one bribe every ten weeks. As figure 2 and figure 3 show, the variation in the average number of bribes paid among entities, types of settlement and sex is quite limited.

Citizens of Bosnia and Herzegovina clearly have to pay bribes on a fairly regular basis. Not only does the public administration play a significant role in their lives, bribery does too.





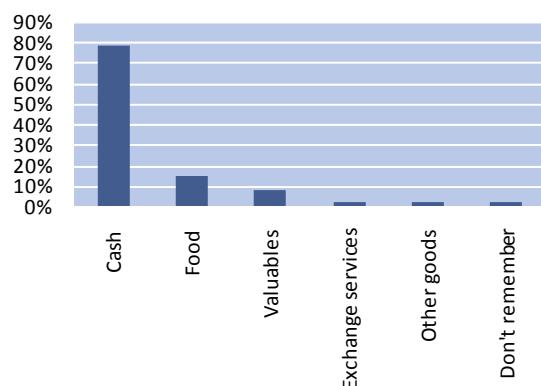
## 2. NATURE OF BRIBES

Payments to public officials come in several shapes and sizes and are made for different reasons in diverse contexts. Money or gifts, for example, may be explicitly requested by public officials for the completion of a procedure or offered by a citizen to facilitate a service or simply express gratitude for a service rendered. In this chapter, a number of payment characteristics are presented in order to shed some light on what is clearly a complex question.

### Forms of payment

In Bosnia and Herzegovina, the majority of bribes (79%) are paid in cash (figure 4), while only 15 per cent are given in the shape of food and drink. Considerably lower down the scale come valuables (8%), the exchange of services (2%) and other goods (2%). Although most bribes are paid in cash, they can be interpreted as a barter – either explicit or implicit – between two parties in which each one of them both gives and receives something in the exchange. But it should be stressed that in most cases the two parties are not on an equal footing, with one of them (the public official) usually being in a position of strength from a negotiating perspective.

**Figure 4: Percentage distribution of bribes paid by type of payment, Bosnia and Herzegovina (2010)**

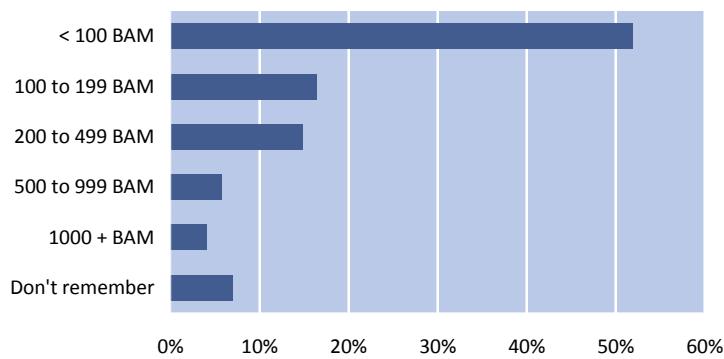


*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey. The sum is higher than 100 per cent since, in some cases, bribes are paid in more than one form (for example, cash and valuables)*

There are only minor differences in the percentage distribution of types of bribes between the two entities of Bosnia and Herzegovina. A high percentage of residents in both entities are in fact used to paying bribes in cash. The giving of food and drink is however somewhat more prevalent among residents of Republika Srpska (17% vs. 14% in FBiH), while the giving of valuables seems to be more common in the Federation of BiH (9% vs. 4% in the RS). On a national level, giving food is also more prevalent among women (18%) than among men (11%), who use money more readily to pay bribes (83%) than women (75%).

When focusing on bribes paid in cash (figure 5), the results of this survey show that more than 50 per cent of all bribes are for amounts smaller than 100 BAM (approx 50 Euro<sup>9</sup>), one in six of all bribes paid are in the 100-199 BAM range (between 50 Euro to 100 Euro) and 15 per cent are in the 200-499 BAM range (approximately 100-250 Euro). Large amounts are paid in the 6 per cent of cases of the 500-999 BAM range (between 250 Euro to 500 Euro) and in the 4 per cent of cases for amounts that exceed 1000 BAM (500 Euro). While not quite “grand corruption” these are certainly very considerable amounts for the households involved.

**Figure 5: Percentage distribution of bribes paid in cash by amount paid (in Convertible Mark), Bosnia and Herzegovina (2010)**



Taking into account all bribes paid in cash, on a national level the average bribe amounts to 220 BAM, or the equivalent of approximately 112 Euro<sup>10</sup>; a figure that corresponds to 28 per cent of the average monthly salary in Bosnia and Herzegovina in 2009.<sup>11</sup> As table 1 shows, there are noticeable differences between the average amounts paid in the Federation of BiH (256 BAM) and Republika Srpska (135 BAM), as the former being almost double the latter.

**Table 1: Average amount of bribes paid in cash (in BAM, Euro and EUR-PPP) by entity, Bosnia and Herzegovina (2010)**

Average bribe	Entities		National average
	FBiH	RS	
BAM	256	135	220
Euro	130	69	112
EUR-PPP	259	136	222

The national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof.

<sup>9</sup> Bosnia and Herzegovina national currency is Bosnia and Herzegovina Convertible Mark (BAM). Euro/BAM fixed exchange rate: 1 Euro = 1.96 BAM

<sup>10</sup> The national average includes data for the District of Brcko, which is not shown as a separate entity in the regional breakdown since the sample is not statistically representative (n=46)

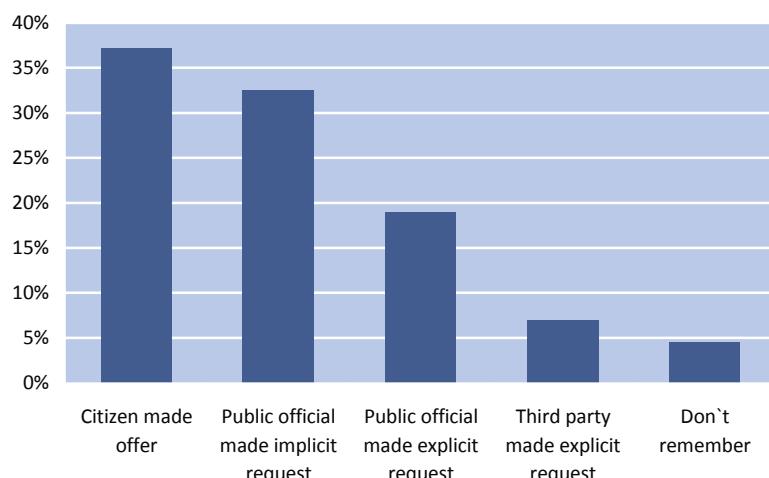
<sup>11</sup> The average net wage for 2009 was 790 BAM and for 2010 was 798 BAM. Values taken from Bosnia and Herzegovina Agency for Statistics (BHAS), <http://www.bhas.ba>



## Bribe-seeking modality and timing

In contacts with public officials resulting in a payment of money or gifts, it is noteworthy that in almost 40 per cent of cases payment is offered by citizens themselves, whereas in more than half of all cases payment is actually made following a request. In 19 per cent of cases that request is made explicitly by the public official, while in 33 per cent of cases the public official makes the citizen understand implicitly that a kickback is necessary. Add to this the other 7 per cent of cases who receive the request through a third party intermediary (figure 6) and the complexity of corruptive practices can be seen.

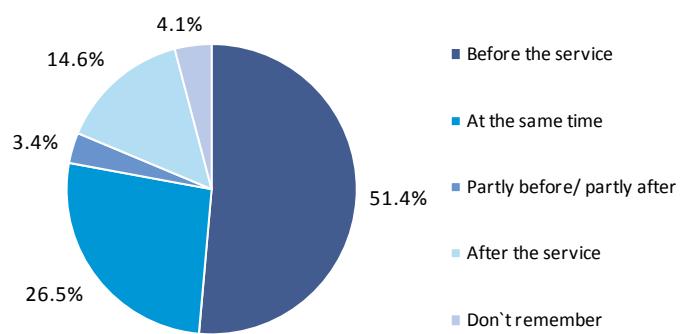
**Figure 6: Percentage distribution of bribes paid by modality of bribe request/offer, Bosnia and Herzegovina (2010)**



*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

The timing of a bribe payment can also shed light on the motivation behind it, in particular as to whether it is made to facilitate a specific service or as a “thank you” for the successful completion of the procedure. Data show that only 15 per cent of bribes are paid after the service, 27 per cent are paid at the same time that the service is provided and slightly more than half of all bribes are given before the service is actually carried out (figure 7).

**Figure 7: Percentage distribution of bribes paid by timing of payment in relation to service delivery, Bosnia and Herzegovina (2010)**

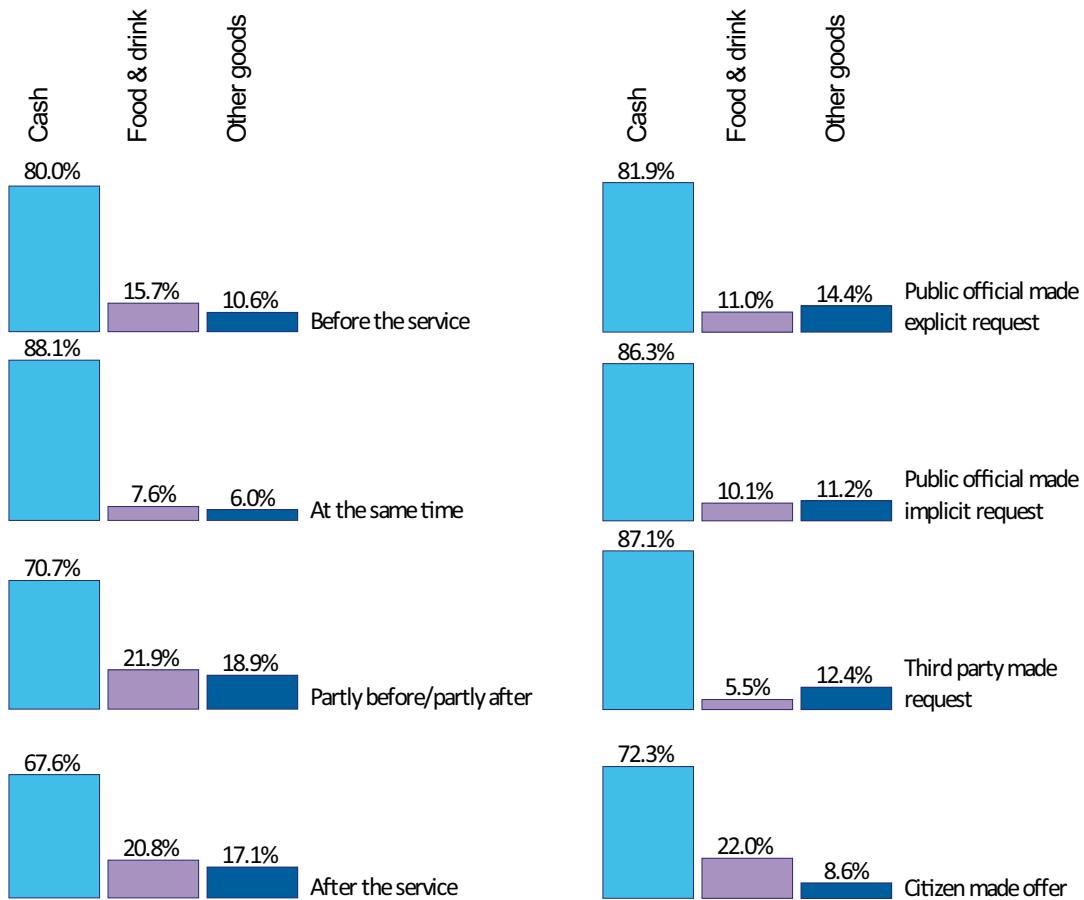


*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

As shown in figure 8, cash is the most commonly used type of bribe in Bosnia and Herzegovina, both in relation to timing of payment and to modality of bribe request/offer. Food and drink are used more frequently when the payment is not solicited by an official

(22%), when the payment is delivered partly before and partly after the service (22%) or only after the service (21%).

**Figure 8:** Percentage distribution of bribes paid by type of payment and respectively, by timing of bribe payment in relation to service delivery and by modality of bribe request/offer, Bosnia and Herzegovina (2010)



Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey. The sum is higher than 100 per cent since, in some cases, bribes are paid in more than one form (for example, cash and valuables)

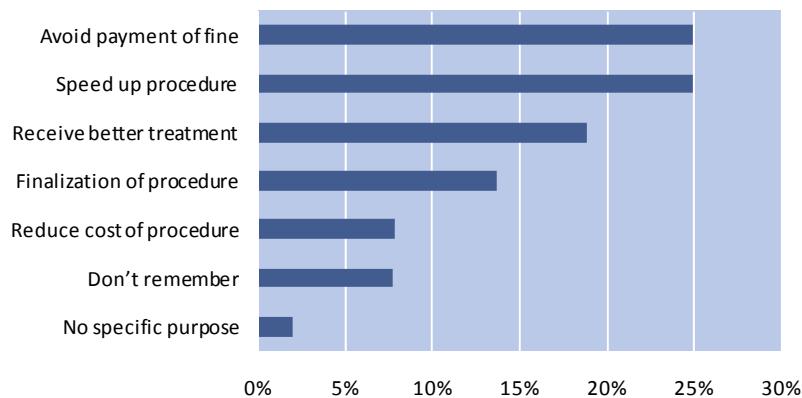
The data seem to point to the fact that, when the offer is made by citizens and when the bribe is given after the service, citizens are more likely to give gifts in kind as a sign of gratitude for services rendered. Bribes paid in cash before a procedure are, on average, of a similar size (247 BAM or 126 Euros) to those paid after the service (218 BAM or 111 Euros). The average amount of bribes paid is lower in those cases where it is voluntarily offered by a citizen (135 BAM or 69 Euros) than in cases where the request is explicitly made by an official (465 BAM or 237 Euros). However, spontaneous offers should not be seen as a mere sign of gratitude, but rather as having a specific goal, often related to special treatment.

### Purposes of bribes

In every procedure bribes may be used for different purposes. People may, for example, give bribes in relation to the identity card or passport issuing procedure in order to speed up the procedure, reduce the official fee, receive information or get better treatment. Different purposes of bribes given, irrespective of the procedure for which they apply, are shown in figure 9.



**Figure 9: Percentage distribution of bribes paid, by purpose of payment, Bosnia and Herzegovina (2010)**



*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.*

A quarter of citizens of Bosnia and Herzegovina who get involved in a bribery act do so to avoid the payment of a fine and another quarter do so to speed up the procedure. Together with the third most common purpose – receive better treatment (19%) – these data indicate that bribery is often used to overcome deficiencies and weaknesses in public service delivery.

### **Large bribes**

Large amounts (more than 500 BAM) paid by citizens of Bosnia and Herzegovina are mostly related to medical visits (37%). The majority of large bribes are paid before the service (69%) and to speed up the procedure to which they are related (47%). Almost 40 per cent of them are asked for by explicit request, almost 30 per cent are paid because the citizen is made to understand a payment is desired and almost one in five is paid voluntarily.



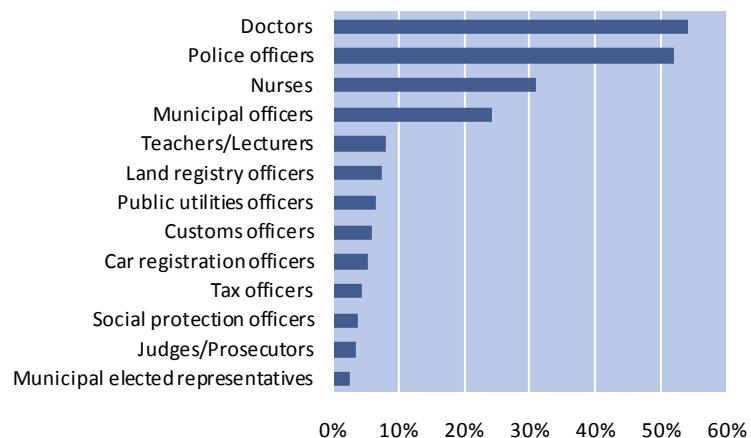


### 3. PUBLIC OFFICIALS AND BRIBERY

Just as bribery may be employed for diverse purposes in varying guises and different contexts, not all sectors of the public administration in Bosnia and Herzegovina are affected by corruption to the same extent. There are certain types of public official that seek bribes more frequently than others, while there are certain procedures and situations in which beneficiaries of public services are more prone to making offers to public officials in order to reduce red tape and finalize proceedings.

According to the experience of citizens who paid at least one bribe in the 12 months prior to the survey, the public officials who receive most kickbacks in Bosnia and Herzegovina are doctors (54% of citizens with recent corruption experience give bribes to doctors), closely followed by police officers (52%), nurses (31%) and municipal officers (24%) (figure 10). Other types of public officials receive a smaller percentage of bribes, ranging from municipal elected representatives (3%) to teachers/lecturers (8%).

**Figure 10: Percentage distribution of bribe-payers who paid to selected types of public officials, Bosnia and Herzegovina (2010)**

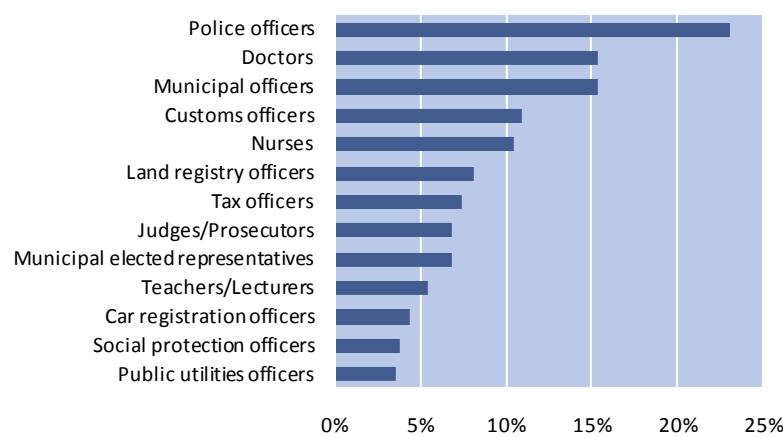


*Note: The sum is higher than 100 per cent since bribe-payers could have made payments to more than one public official in the 12 months prior to the survey.*

In Bosnia and Herzegovina, the size of communities seems to have no direct impact on the prevalence of bribery according to selected types of officials and the share of each public official receiving a bribe is very similar in urban and rural areas with only minor differences in the percentages. Bribe-payers in urban and rural areas of Bosnia and Herzegovina pay almost the same share of their bribes to police officers (51% vs 53%). The same pattern can be shown for doctors (54% vs 53%) and nurses (32% vs 30%).

To some extent, it is unsurprising that public officials with a high level of interaction with the public also receive the highest number of bribes. However, there are some positions in the public administration, such as in the customs service or the land registry, where the frequency of interaction with citizens is certainly more limited but where bribery experiences are still a recurrent problem. For this reason, it is useful to analyse not only which types of officials account for the greatest numbers of bribe receipts but also the probability of a particular type of official receiving a bribe when he or she is contacted – independently from the frequency of interactions. To measure this, the number of citizens who paid a bribe to a selected type of public official is compared with the number of citizens who had contacts with that type of official in the 12 months prior to the survey. Figure 11 shows bribery prevalence rates calculated as the percentage of people who paid a bribe to a selected type of public official over those who had a contact with the same type of public official.

**Figure 11: Prevalence of bribery for selected types of public officials receiving the bribe, Bosnia and Herzegovina (2010)**

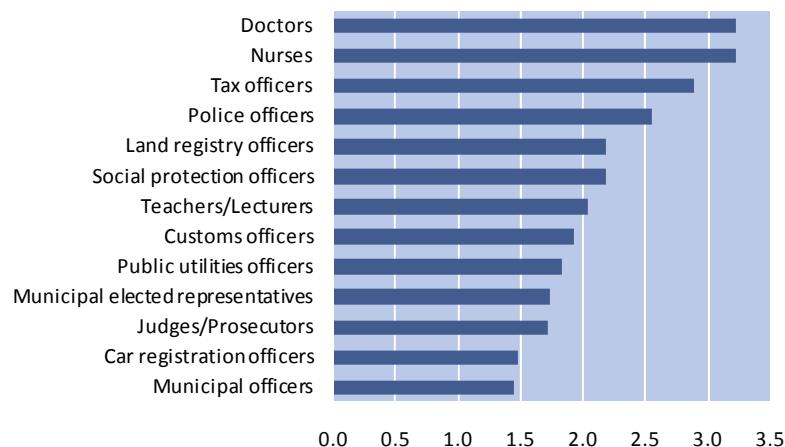


*Note: Prevalence of bribery is calculated as the number of adult citizens (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adult citizens who had at least one contact with a public official in the same period. In this chart prevalence of bribery is computed separately for each type of public official.*

This indicator shows that the highest prevalence rates are recorded in relation to police officers (23%) doctors (15%), municipal officers (15%), customs officers (11%) and nurses (11%). The values presented in figure 11 are also particularly relevant for identifying occupations where the risk of bribery is higher.



**Figure 12: Average number of bribes paid to selected public officials, Bosnia and Herzegovina (2010)**



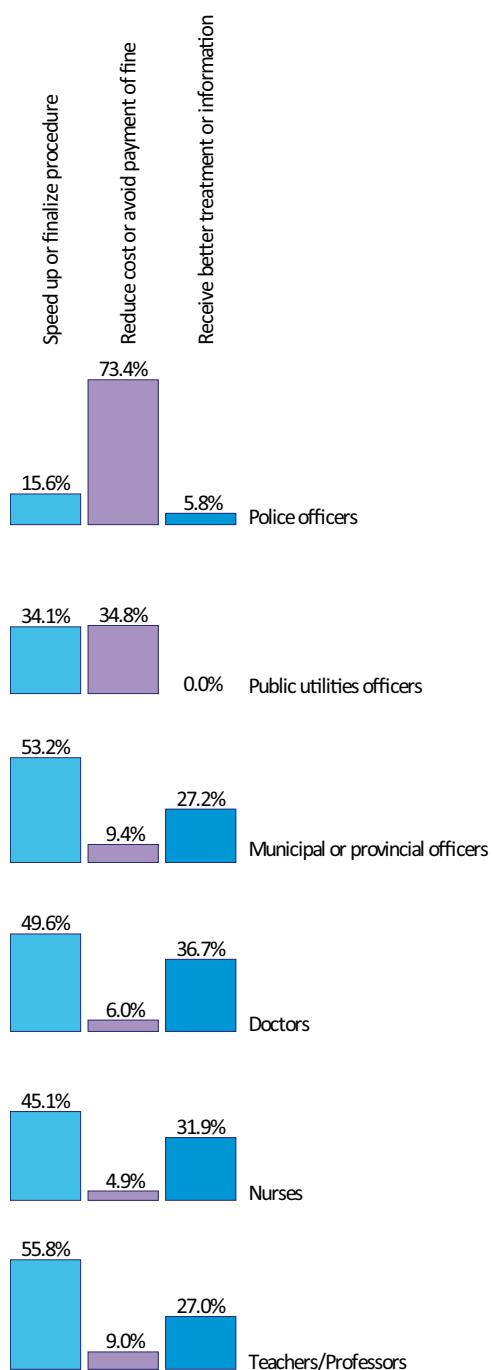
*Note: The average number of bribes refers to average number of bribes given by all bribe-payers, i.e. those who paid at least one bribe in the 12 months prior to the survey.*

Another important indicator of the extent of bribery among selected public officials is the frequency of payments. Figure 12 shows the average number of bribes given by bribe-payers to selected public officials, with municipal officers, for example, receiving almost one and a half bribes from each bribe-payer and nurses and doctors receiving more than three.

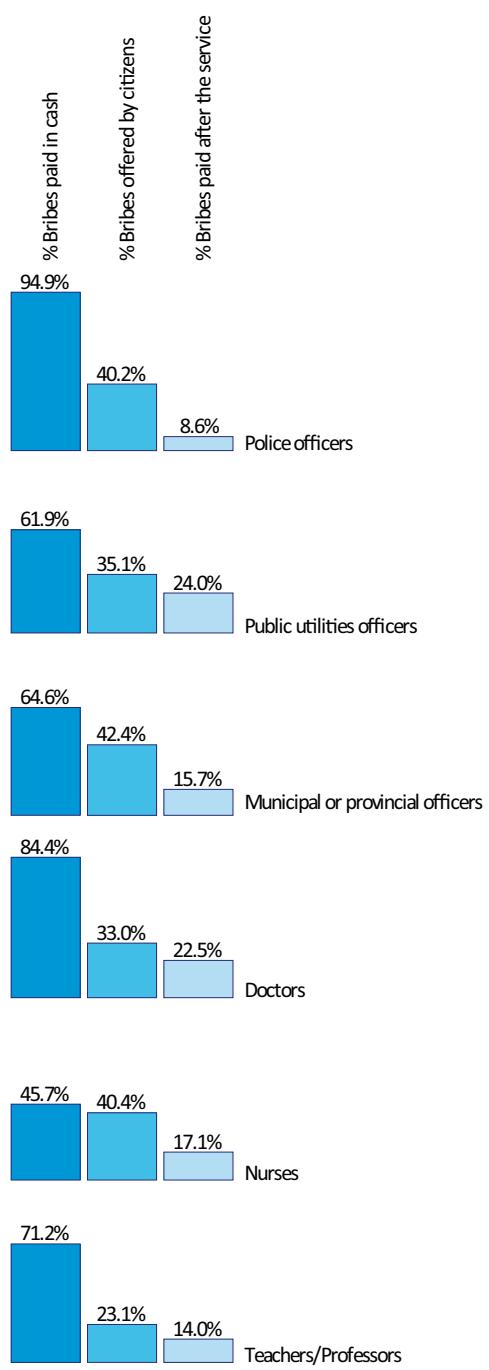
The analysis of data relating to the last incident when a citizen paid a bribe reveals that different types of public official are paid kickbacks for quite different reasons (see figure 13). While the reduction of a fine is the principal reason for paying a bribe to a police officer in Bosnia and Herzegovina, municipal officers as well as doctors and nurses are often paid with the goal of speeding up a procedure or to receive better treatment, both crucial aspects in the use of health services. Bribes to public utilities officers are paid to accelerate or finalize an otherwise lengthy or complex procedure and to reduce costs. This shows that not only do the numerous administrative procedures and services carried out in the public sector have different features, they also have weaknesses for which bribery is often used as a remedy. The precise analysis and resolution of any such deficiencies and failings would no doubt represent a powerful preventative measure against corruption.

Modalities of bribe-paying to different types of public official also show the diverse nature of payments made to them (see figure 14). Cash is the most commonly used type of payment for all public officials in Bosnia and Herzegovina, with only nurses receiving a gift in kind almost as often as cash payments. All public officials usually receive their bribe after some sort of request, be it implicit or explicit, and not as an unsolicited offer by citizens. Furthermore, there is no type of public official in Bosnia and Herzegovina that receives the majority of their bribes after the service. Most bribes are paid before the service and, in some cases, as with police and customs officers, most bribes are paid at the same time the service is rendered.

**Figure 13:** Percentage of bribes paid to selected types of public officials by purpose of payment, Bosnia and Herzegovina (2010)



**Figure 14:** Three indicators for bribes paid to selected types of public officials: percentage of bribes paid in cash, of bribes offered by citizens; and of bribes paid after service delivery, Bosnia and Herzegovina (2010)

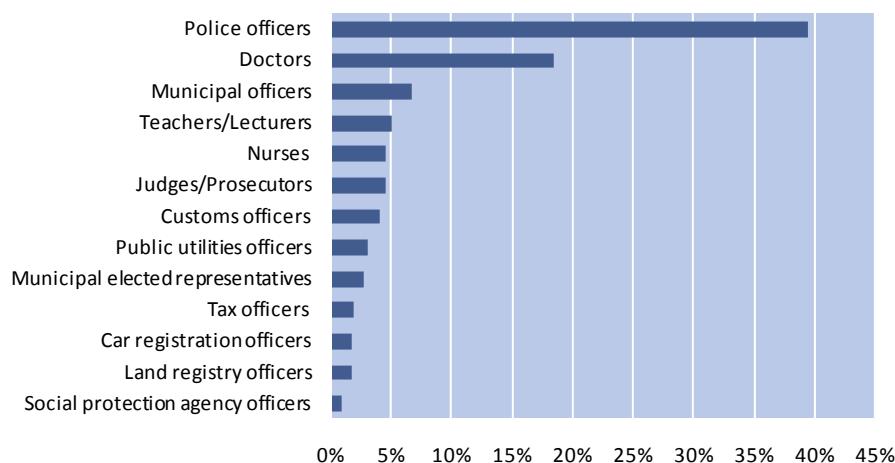


Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey.



It should be noted, however, that citizens of Bosnia and Herzegovina do not always agree to the payment of bribes in order to facilitate or benefit from a particular administrative procedure. As shown in chapter 1, for every eight citizens who pay a bribe there is one who refuses to do so and turns down the request made by a public official. Figure 15 shows that police officers and doctors are two types of civil servant whose bribery requests are often declined: among those citizens who turn down bribe requests, 39 per cent have been personally asked to pay a bribe by a police officer, 18 per cent by a doctor and 7 per cent by a municipal or provincial officer.

**Figure 15: Percentage distribution of adult population refusing payment of bribe in the 12 months prior to the survey by type of public official requesting the bribe, Bosnia and Herzegovina (2010)**





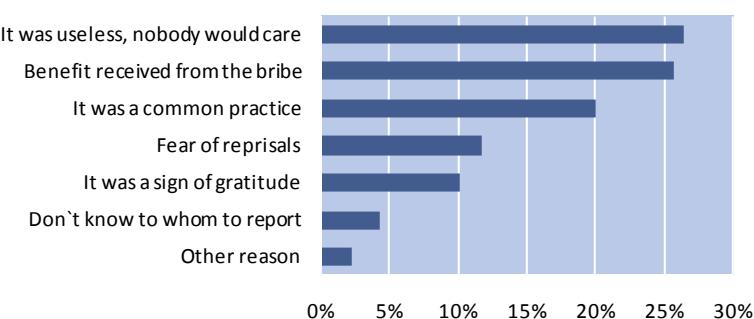


## 4. REPORTING OF BRIBERY

In general terms, the extent to which a crime is reported to the authorities by its victims is directly proportional to the combined effect of three factors: the perceived gravity of the crime experienced; faith in the authorities' resolve to identify the culprits; and the immediate benefit the victim can draw from reporting the crime (events covered by insurance, for example).

In the case of bribery, it appears that none of the above factors is currently playing a role in Bosnia and Herzegovina. According to the results of this survey, only 2.4 per cent of bribe-payers report their experience to the authorities. As shown in figure 16, the majority of bribe-payers candidly admit that reporting would be pointless as nobody would do anything about it (26%) nor would there be any point in reporting because they actually receive a direct benefit from paying the bribe (26%). An important share of those who pay a bribe perceive it as a common practice (20%) and some 12 per cent fear reprisals. Only 10 per cent of citizens consider their bribe as a sign of gratitude, a finding backed by three indicators shown in figure 14: most bribes are paid in cash, they are not offered by the citizen but requested by the official, and it is most likely that they are not paid after the procedure but before or at the same time.

**Figure 16: Percentage distribution of bribe-payers not reporting their personal bribery experience to authorities according to the most important reason for not reporting, Bosnia and Herzegovina (2010)**

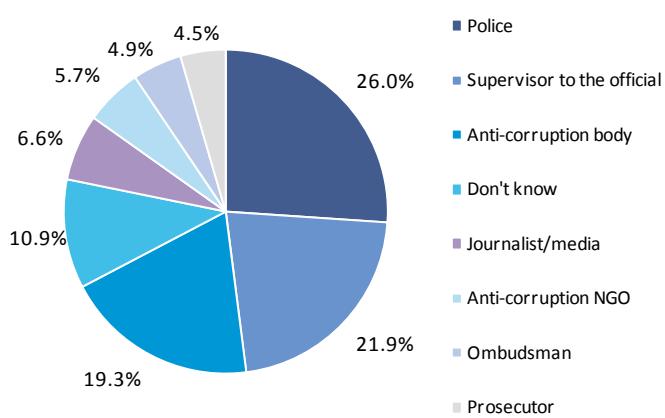


*Note: Data refer to bribe-payers who did not report their last bribe paid in the 12 months prior to the survey to authorities/institutions.*

Bribery experience may not usually be reported to the authorities but bribe-payers do share their experiences with people they know. Almost two thirds of citizens with bribery experience discuss it with friends or family but such talk hardly goes beyond the group of immediate acquaintances. About 8 per cent of bribe-payers discuss the bribe paid with individuals or groups who may subsequently spread the word, such as NGOs or journalists and 6 per cent talk about it with other people.

But for a considerable proportion of bribe-payers (28%) this survey interview was the very first time they had admitted to the payment of a bribe, meaning that they had never previously shared the experience with anybody, not even close friends or relatives. When it comes to bribery, a well established and selective code of silence evidently still exists in many cases.

**Figure 17:** Percentage distribution of adult population according to institutions indicated for future reports of bribery incidents, Bosnia and Herzegovina (2010)



As stated above, very few citizens resort to the authorities to disclose their experience; but when they do they usually go to the police. As figure 17 shows, 26 per cent of the adult population would approach the police when asked which agency/official they would address in future if they had to report a bribery experience. The supervisor of the official concerned would be contacted by 22 per cent, while another 19 per cent would report the episode to an anti-corruption body. About 11 per cent do not know to whom they would address and about 7 per cent would let a journalist know about their experience.



## 5. OTHER FORMS OF CORRUPTION

In addition to bribery related to public service delivery, citizens were asked about certain behaviours and practices in public sector recruitment and vote-buying before elections.

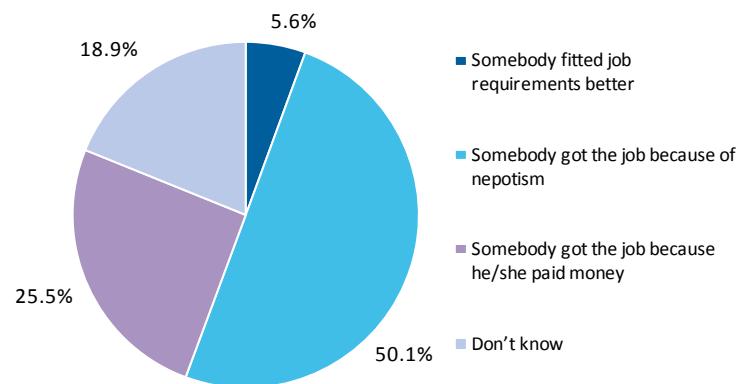
### Public sector recruitment

As well as being providers of myriad vital services to the population, public sector institutions jointly make up the largest single employer in any given country. Due to the sheer size and importance of the public administration, departments/agencies need to hire new staff on a regular basis. The recruitment process, while usually regulated in order to ensure transparency, leaves a varying degree of discretion to those officials selecting the new workforce. In accordance with national principles, regulations and best practice, new staff should be selected on the basis of criteria such as competence and experience, but it is often reported that other decisive factors can come into play, such as nepotism, cronyism or even bribery.

Job opportunities in the public sector are usually attractive to job seekers, not only for the nature of the work itself but also for the advantages typical of employment in the public administration, such as job security, associated social status and fair remuneration. In this sense, Bosnia and Herzegovina is no exception and, according to the results of this survey, some 18 per cent of citizens or members of their households applied for a job in the public sector in the three years prior to the survey, of whom a quarter actually secured a job. Of those who were successful, 14 per cent admit paying money, giving a gift or doing a favour in order to be hired. Data clearly show that recruitment procedures in the public sector of Bosnia and Herzegovina suffer from a lack of transparency, which is confirmed by the perceptions expressed by applicants who were not recruited.

Three quarters of those who did not get a job think that somebody else was employed due to cronyism, nepotism (50%) or the payment of money (26%). Only about 6 per cent believe that somebody else better fitted the job requirements (Figure 18).

**Figure 18:** Percentage distribution of adult population who applied for a job in the public sector in the three years prior to the survey and were not hired according to perceived reason for not being recruited, Bosnia and Herzegovina (2010)



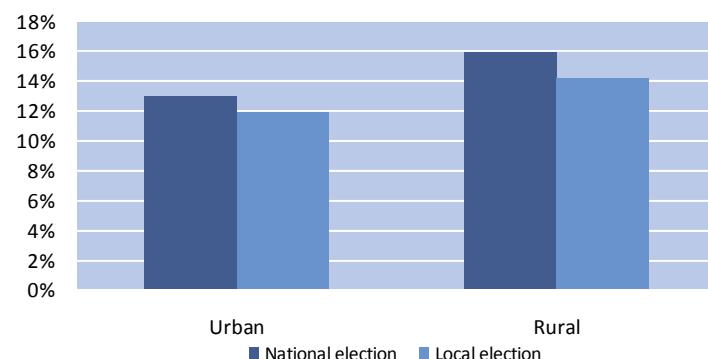
Note: Data refer to adult population (aged 18-64) who applied for a job in the public service in the 3 years prior to the survey and who were not recruited.

### Vote-buying at recent elections

A key development in any democracy is manifested in the modalities, rules and regulations of the electoral process, including electoral campaign regulations, funding of parties and access to the media. These are all extremely important and sensitive topics for which countries implement thorough legislation in order to ensure fair and transparent elections.

In this regard, the United Nations Convention against Corruption invites countries to identify criteria concerning candidatures for election to public offices and to enhance transparency in the funding of candidatures and, where applicable, of political parties. In this framework, the survey explored one specific aspect related to the electoral process, with citizens being asked whether they were exposed to vote-buying. The findings show that on the occasion of the last national elections held in Bosnia and Herzegovina 15 per cent of citizens were asked to vote for a certain candidate or political party in exchange for a concrete offer, such as money, goods or a favour, while in the case of local elections to the percentage was slightly lower (13%). These illicit offers seem to happen slightly more often in rural areas. (figure 19).

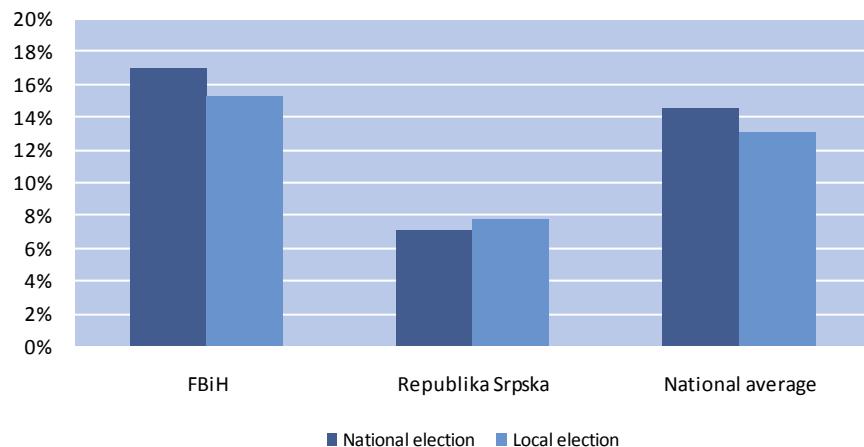
**Figure 19:** Percentage of adult population asked to vote for a candidate at last national and local elections in exchange for money, goods or a favour, by urban/rural, Bosnia and Herzegovina (2010)





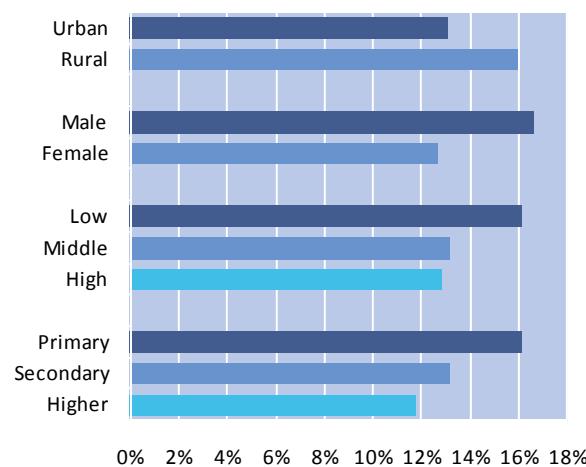
Vote requests to individuals during national and local elections were more often reported by citizens in the Federation of Bosnia and Herzegovina. In general, lower percentages are registered in the Republika Srpska, with some 7 per cent of vote requests at national elections and 8 per cent at local elections (figure 20).

**Figure 20:** Percentage of adult population asked to vote for a candidate at last national and local elections in exchange for money, goods or a favour, by entities, Bosnia and Herzegovina (2010)



The highest number of offers were made in rural areas, more frequently to men than women, and more often to individuals with low incomes and a low level of education (figure 21).

**Figure 21:** Percentage of adult citizens asked to vote for a candidate at last national elections in exchange for money, goods or a favour, by selected variables (urban/rural, sex, income and educational attainment), Bosnia and Herzegovina (2010)





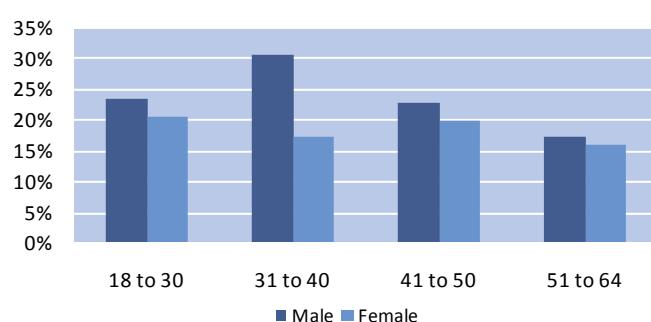


## 6. VULNERABILITIES TO BRIBERY

By definition, two parties play a role in an act of bribery, one giving and the other receiving a payment, gift or counter favour, though, as seen in previous chapters, on occasion a third person may act as an intermediary. Less clear is the identity of the victim: sometimes it is the bribe-payer, particularly when left with no choice but to pay in order to access a service, but in other cases the agreement between the two parties, whether explicit or implicit, is made at the expense of a third party, be it a specific individual, group or the community at large. Such blurred boundaries mean that any light, however faint, that can be shed on the features and characteristics of bribe-payers may be of assistance in developing anti-corruption policies and in assessing the impact of bribery.

In general terms, the demographic and socio-economic features of the bribe-paying population of Bosnia and Herzegovina closely match those of the population as a whole, though some distinctive characteristics can be noted. For example, the prevalence of bribery is higher among male citizens than female citizens (23% vs. 18%), men in their thirties are those most exposed to bribery and for men the probability of being confronted with bribe requests decreases with age. However, among women, prevalence of bribery and age do not show a clear pattern (figure 23).

**Figure 22: Prevalence of bribery in Bosnia and Herzegovina, by age groups and sex (2010)**



*Note: Prevalence of bribery is calculated as the number of adult citizens (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adult citizens who had at least one contact with a public official in the same period.*

There are, however, noteworthy differences in vulnerability between men and women in Bosnia and Herzegovina when looking at the type of official receiving the bribe. For example, the prevalence rate in relation to police officers is 25 per cent for men but 20 per cent for women, and in relation to customs officers it is 13 per cent for men but 9 per cent for women.

The same can be said when analyzing payments to certain types of official by household income and educational attainment of bribe-payers. The risk of paying a police officer is highest in the low income group and among citizens with only primary or lower levels of education. It decreases with the size of income and educational attainment, and a similar pattern can be observed in payments to municipal officers, doctors and nurses.

In general, administrative bribery appears to affect the different social strata without establishing a clear pattern. It is a pragmatic practice employed when a problem needs solving or a bureaucratic bottleneck needs clearing and the better off can afford the payment of larger bribes in order to do so, but no social group appears to be exempt from such activities.

While Bosnia and Herzegovina men in their thirties are those most exposed to bribery, in general, characteristics such as income, education level or employment status do not appear to have a clear and direct effect on the probability of experiencing bribery. For male citizens the prevalence rate is decreasing with higher income levels, whereas for women it is slightly increasing. Although for both sexes the prevalence of bribery decreases slightly with income level, its frequency does exactly the opposite and the average number of bribes paid is actually higher among higher income groups than citizens with a lower income, with no social group being exempt from bribery.



## 7. PERCEPTIONS AND OPINIONS ABOUT CORRUPTION

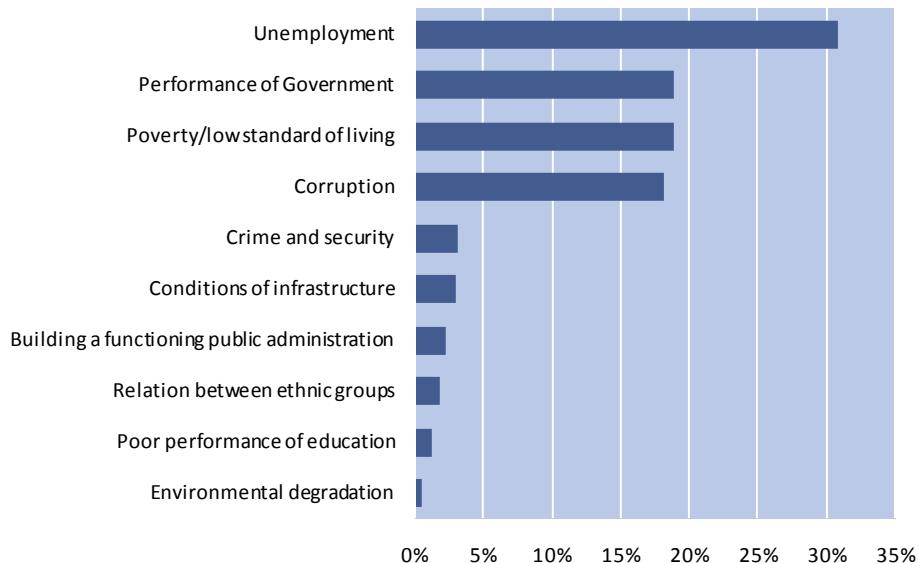
The perception of a certain phenomenon can be seen as the result of a process in which a piece of information, be it based on a direct or indirect experience, is processed and evaluated by any given person. Citizens' opinions about corruption are, therefore, the final outcome of a complex process and the type of information available to them is the first factor influencing their opinion. The media usually plays a major role in shaping public perceptions when, for instance, it focuses on specific episodes of corruption while neglecting others. And the same information can be interpreted in different ways by different people, depending on their culture, values, socio-economic status, occupation and other variables.

Perceptions of corruption, then, do not measure corruption per se, but instead measure the psychological impact of corruption on the population. This survey focuses on actual experiences of petty corruption but understanding how corruption is perceived by citizens is important in assessing the likelihood of corrupt practices occurring: the greater the perception of corruption, the greater the probability that certain practices will persist and develop further. If it is anticipated that the payment of a bribe is required to get something done, it is more likely that the bribe will be either requested or offered. Corrupt practices, including bribery, foster perceptions about corruption and those perceptions, in turn, foster corruption.

As already stated, according to the findings of this survey, the citizens of Bosnia and Herzegovina believe that corruption is one of the biggest problems facing their countries today: they rank it the fourth most important issue to be addressed at national level after unemployment, the performance of the Government and poverty/low standard of living (figure 23).

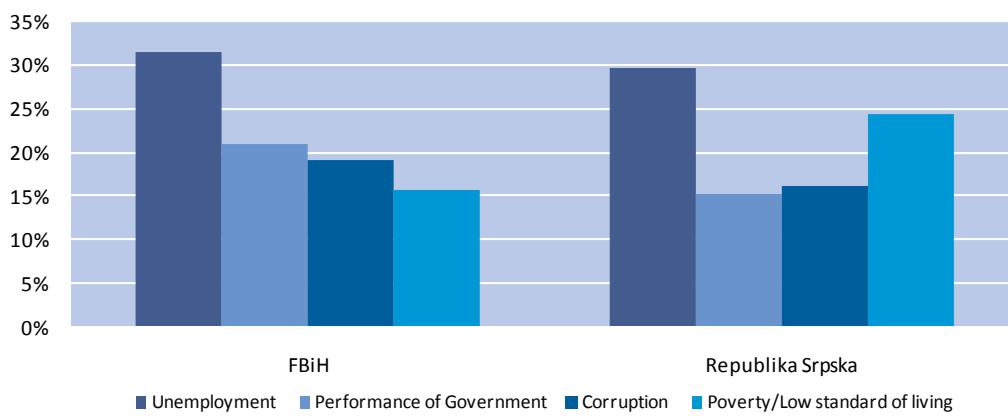
Unemployment is understandably rated as the most important issue but corruption is actually ranked higher than issues such as crime or building a functioning administration. The performance of the Government and poverty are considered an equally important issue in the perception of citizens of Bosnian and Herzegovina with the perception of corruption close behind.

**Figure 23:** Percentage distribution of adult population considering selected issues as the most important in Bosnia and Herzegovina (2010)



When looking at the two entities of the country, corruption is actually rated the third most important problem in both (figure 24). Although the adult population in both entities agrees on the importance of unemployment, poverty/low standard of living and the performance of the Government are assessed differently.

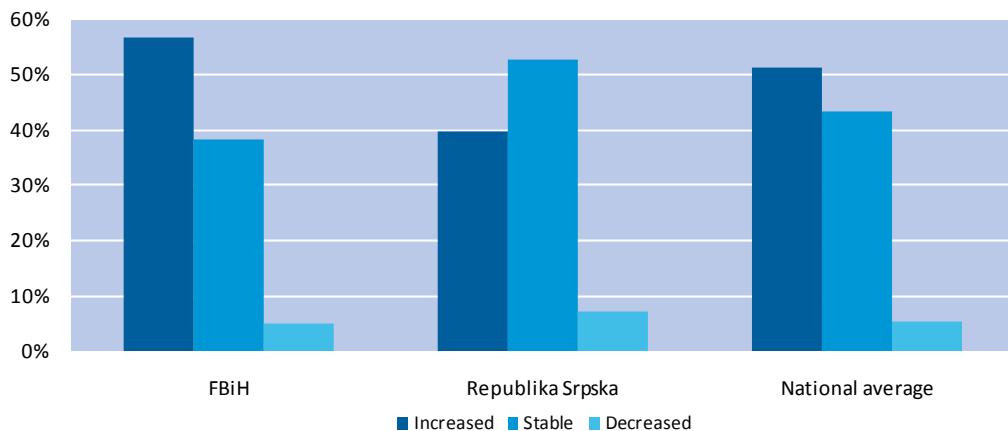
**Figure 24:** Percentage of adult population considering selected issues as the most important in Bosnia and Herzegovina, by entities (2010)



Another perspective to take into consideration when evaluating perceptions is whether corruption is perceived to be decreasing or increasing over time. As figure 25 shows, more than 50 per cent of the citizens of Bosnia and Herzegovina believe corruption is on the rise in their country (although it must be reiterated that perceptions about time trends are different from actual bribery experience – as evidenced in previous chapters – and are also different from opinions about corruption compared with other topics). And while the perception of an increase in corruption over the past three years is still very high in Republika Srpska, more than half of the population actually perceive corruption to be stable.



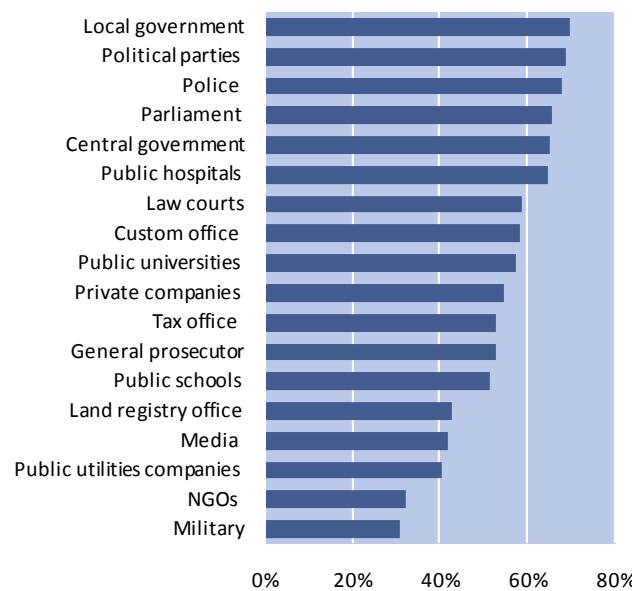
**Figure 25:** Percentage distribution of adult population according to perceived trends of corruption in Bosnia and Herzegovina in the three years prior to the survey, at entity level (2010)



*Note: national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof.*

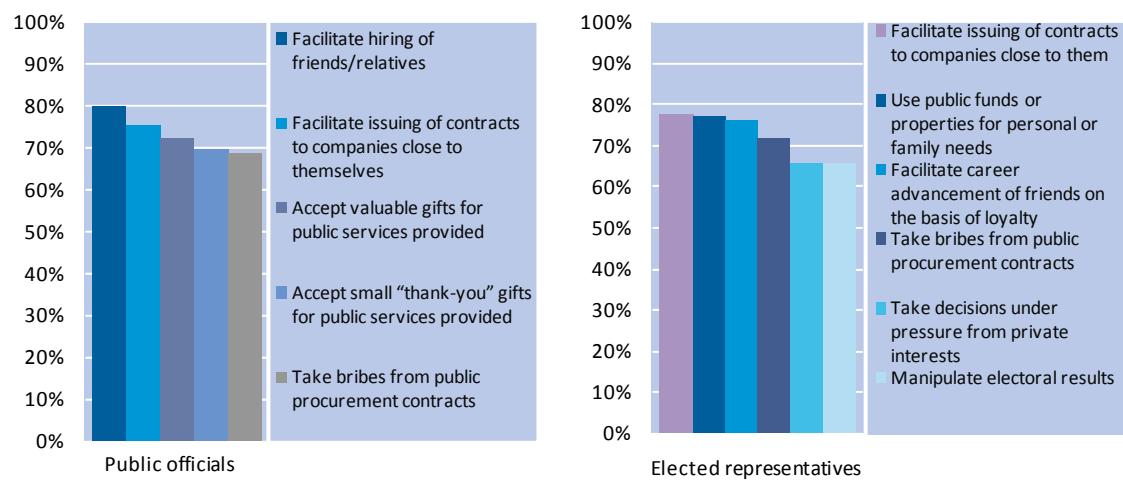
Several institutions or sectors in Bosnia and Herzegovina are perceived to be permeated by corruption to a significant extent. Figure 26 shows that a significant, though variable, share of the population believes that corrupt practices occur often or very often in those institutions selected, with the military and NGOs among the organizations perceived to be more immune to corruption.

**Figure 26:** Percentage of adult population who consider that corrupt practices occur often or very often in selected sectors/institutions in Bosnia and Herzegovina (2010)



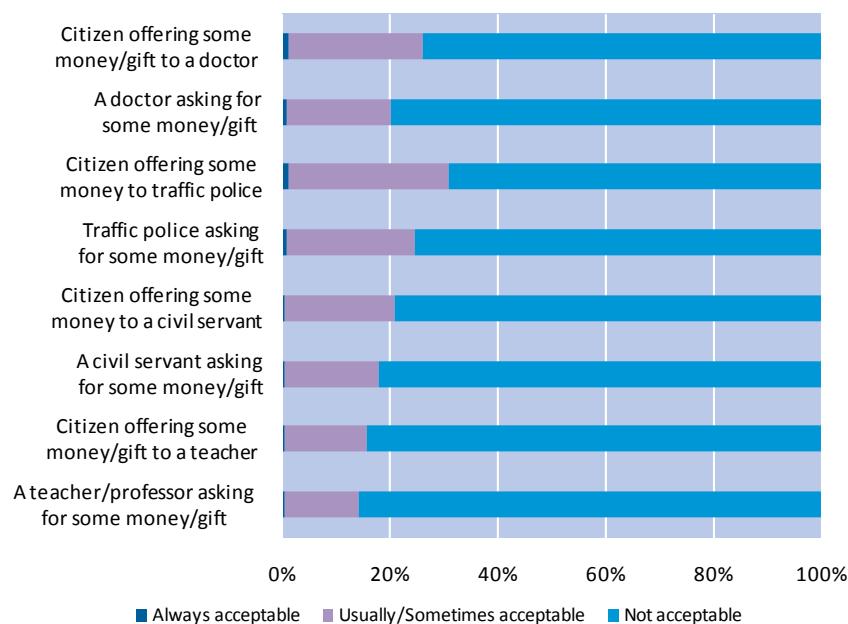
These evaluations of the perception of corruption play an important role in helping stakeholders to learn about citizens' trust in institutions and their perceptions about the integrity of various crucial bodies in the public service. Apart from the findings about the sectors perceived to be corrupt, it is highly relevant to see which practices are perceived to be corrupt and to which procedures they relate (figure 27).

**Figure 27:** Percentage of adult population who perceive that selected malpractices occur often or very often, respectively among public officials and elected representatives in Bosnia and Herzegovina (2010)



Certain malpractices, such as the hiring of friends and relatives, the facilitation of their career advancement and the awarding of contracts to private companies, are perceived to happen on a frequent basis among elected representatives and unelected public officials in equal shares. Also, using public funds or property for personal needs seems to be very common among elected representatives: as common as accepting valuable gifts is for public officials. A large share of the adult population of Bosnia and Herzegovina perceives that all these malpractices happen on a regular basis. Also, the manipulation of electoral results is perceived to happen often or very often by two thirds of the population. While remembering that such data only refer to perceptions, it is still remarkable that such a significant share of the population believes certain practices to be so widespread.

**Figure 28:** Percentage distribution of adult population in Bosnia and Herzegovina according to acceptability of certain practices among selected public officials (2010)





In addition to the perception of the extent of some behaviours, it is also important to understand to what point such practices are considered acceptable by the population as it is possible that the frequency of certain practices has the effect of making people consider such behaviours to be acceptable. Data presented in figure 28 indicate that for most citizens the various acts listed are not considered acceptable, though some nuances do exist and it appears that some behaviours are more acceptable than others. Moreover, the act of a citizen offering some money or a gift to a public official is usually more tolerated than the request actually made by a public official.



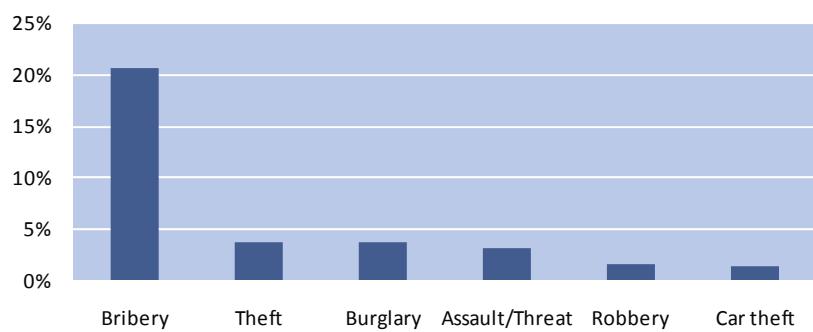


## 8. PREVALENCE AND PATTERNS OF OTHER FORMS OF CRIME

Besides corruption, the survey also addressed the victimization experience of respondents in relation to various other types of crime. Although bribery, car theft, personal theft, burglary and robbery are all criminal acts, their respective impacts are not easily comparable due to the substantive differences in material, psychological and socio-economic damages incurred. While bribery is liable to erode public integrity and the social fabric as a whole, other crime types such as assault, robbery and theft often have significant psychological effects on the victims, in addition to their material consequences.

In most countries, crime trends and patterns are usually evaluated through data on reported crime as collected by the police, prosecutors or courts. The collection of data about victims of crime can provide valuable information for at least two reasons: it provides an assessment of the so-called “dark figure” of crime, which represents all those criminal events that for various reasons are not reported by victims to the authorities and, secondly, it supplies a whole range of information about victims and modalities of crime episodes, which are not usually well represented in statistics produced by law enforcement and judiciary bodies.

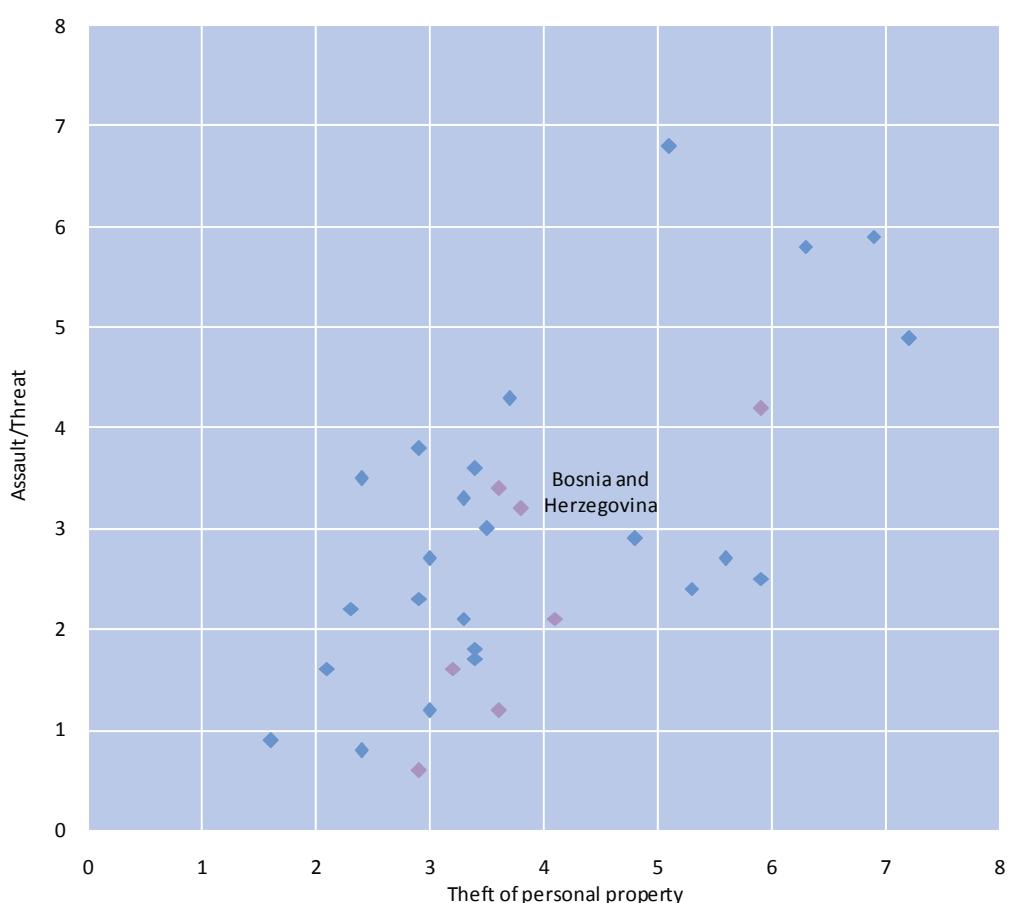
**Figure 29: Annual prevalence rates for different types of crime, Bosnia and Herzegovina (2010)**



*Note: Prevalence of bribery is calculated as the number of adult citizens (aged 18-64) who gave a public official some money, a gift or counter favour on at least one occasion in the 12 months prior to the survey, as a percentage of adult citizens who had at least one contact with a public official in the same period; annual prevalence rates for personal theft, assault/threat, robbery and burglary are respectively calculated as the number of adult citizens experiencing each of these crimes, as a percentage of the total adult population (aged 18-64); the annual prevalence rate for car theft is calculated as the number of households who experienced one car, van or truck theft in the 12 months prior to the survey, as a percentage of households owning a car, van or truck.*

As shown in figure 29, the annual prevalence rates of personal theft (3.8%), burglary (3.7%), personal assault/threat (3.2%), robbery (1.5%) and car theft (1.3%) are substantially lower than for bribery (20.7%). When considering these figures in an international perspective, it is evident that the victimization experience of the citizens of Bosnia and Herzegovina is not markedly different to those recorded in other European countries. This is visualized in figure 30, where prevalence rates of assault and theft recorded in Bosnia and Herzegovina and other countries of the western Balkan region are shown jointly with the most recent data available in a number of other European countries. Data indicate that Bosnia and Herzegovina is in a mid-table position in terms of the share of the population being victim to two typical crimes, one against property (theft) and the other against the person (assault).

**Figure 30:** Annual prevalence rates of theft and assault/threat in western Balkan countries/areas and selected other European countries (2010 and most recent year)



*Note: Western Balkan countries/areas shown in red. Figures for other European countries shown in blue are taken from the European Survey on Crime and Safety (EU-ICS) and the International Crime Victim Survey (ICVS) and refer to the year before survey conducted in 2004/2005. Source: WODC (2007), Criminal Victimization in International Perspective.*

The same pattern is apparent when considering the share of the population that experienced at least one incident of a particular crime in the five years prior to the survey:<sup>12</sup> burglary (9.6%) has the highest prevalence rate, just ahead of personal theft (8.7%), assault/threat (5.2%), car theft (4.5% of all car-owning households) and robbery (3.1%). There is a marked difference between victimization rates in urban and rural areas, whereby five-year prevalence rates for burglary, personal theft and assault/threat are significantly higher in urban than in rural areas.

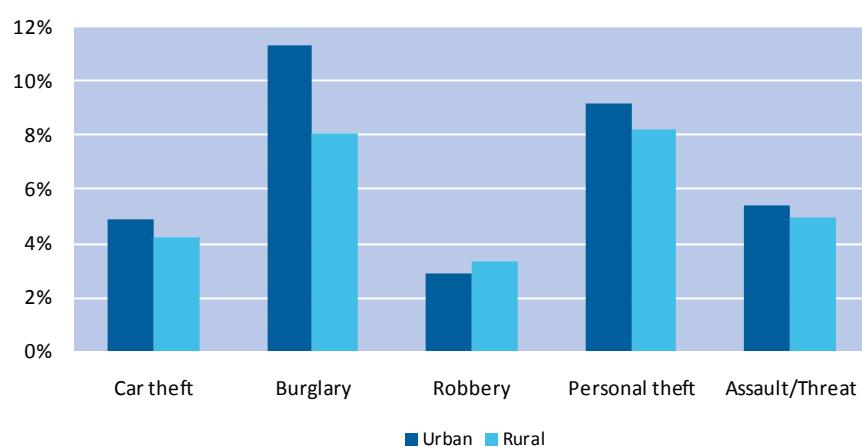
<sup>12</sup> This indicator (i.e. five-year prevalence rates) yields larger sub-samples which can produce statistically significant estimates for further breakdowns of data, such as by region, urban/rural settlement, sex, etc.



However, it is notable that five year prevalence rates for robbery are higher in rural than urban areas (the same is true of one-year prevalence rates of robbery) (figure 31).

Of course, not all crimes committed are completed successfully: in about 25 per cent of burglaries and in 29% of robberies nothing is actually stolen or robbed, while in 44 per cent of car thefts, the vehicle is recovered. Regarding the location of crime, around 77 per cent of car thefts are committed in the city or local area where the victims live and spend most of their time. The same is true for about 76 per cent of robberies, 85 per cent of assaults/threats and 81 per cent of all thefts.

**Figure 31:** Five-year prevalence rates for selected types of crime in urban/rural areas, Bosnia and Herzegovina (2010)



*Note Prevalence rates for personal theft, assault/threat, robbery and burglary are respectively calculated as the number of adult citizens experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64); the prevalence rate for car theft is calculated as the number of households who experienced one car, van or truck theft in the 5 years prior to the survey, as a percentage of households owning a car, van or truck.*

**Figure 32:** Five-year prevalence rates for selected types of crime, by sex, Bosnia and Herzegovina (2010)

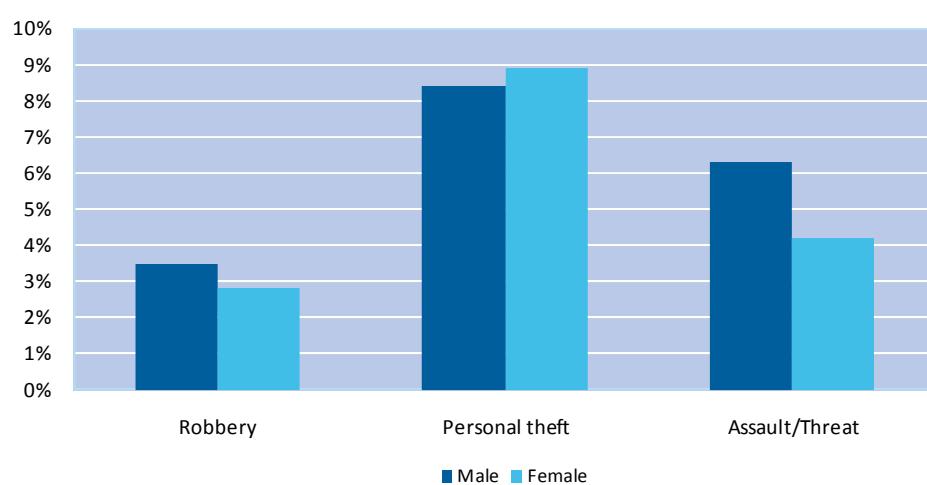


Figure 32 shows that women in Bosnia and Herzegovina are only slightly more likely than men to be victims of personal theft, but men are more likely to be victims of robbery and face a considerably higher risk of becoming victim to an assault/threat.

**Table 2:** Five-year prevalence rates for different types of crime by entity, Bosnia and Herzegovina (2010)

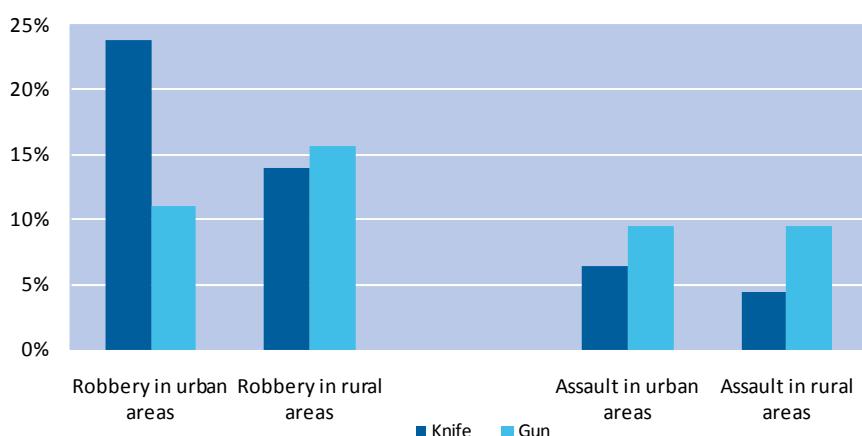
	Entities		National average
	FBiH	Republika Srpska	
<b>Personal theft</b>	10.3%	5.4%	8.70%
<b>Burglary</b>	12.3%	4.8%	9.60%
<b>Assault/threat (personal)</b>	5.7%	4.5%	5.20%
<b>Robbery (personal)</b>	3.9%	1.9%	3.10%
<b>Car theft</b>	6.1%	2.6%	4.50%

Note Prevalence rates for personal theft, assault/threat, robbery and burglary are respectively calculated as the number of adult citizens experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64); the prevalence rate for car theft is calculated as the number of households who experienced one car, van or truck theft in the 5 years prior to the survey, as a percentage of households owning a car, van or truck.

The national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof.

When looking at territorial distribution<sup>13</sup>, some differences emerge and citizens of the FBiH appear to be, in general, affected by higher levels of crime victimization (table 2).

An important feature of crimes and of their impact on victims is their level of violence and the choice of weapons by offenders. On average, 18 per cent of all robberies in Bosnia and Herzegovina are carried out with knives, about 14 per cent are carried out with guns, while the rest (some 68%) are carried out with something else used as a weapon. However, there are large differences between urban and rural areas in the use of knives and guns, with knives being used more frequently in robberies in urban areas and the use of guns more prevalent in rural areas. By contrast, in around two thirds of all assaults/threats no weapon is used. Interestingly, knives are used in only about 5 per cent of assaults/threats, on average, while guns are used in almost 10 per cent of assaults/threats, both in urban and rural areas (figure 33).

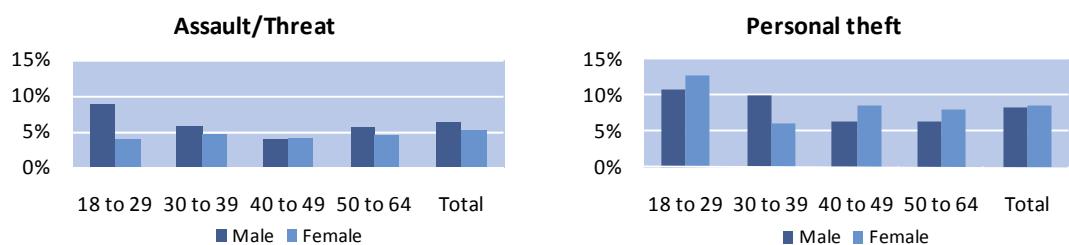
**Figure 33:** Percentage of robberies and assaults committed with a gun or a knife, by urban/rural, Bosnia and Herzegovina (2010)

<sup>13</sup> The national average includes data for the District of Brcko, which is not shown as a separate entity in the regional breakdown since the sample is not statistically representative (n=168)



Victimization in assault/threat is strongly linked to the sex and age of victims, and while the risk of becoming a victim of assault/threat is generally much higher for men, it is particularly so for young men. Five-year prevalence rates for assault/threat are near the 10 per cent mark (figure 34), but in a breakdown of younger age groups the prevalence rate rises to 11 per cent for young men aged 18 to 19 and drops to 9.2 per cent for men aged 20 to 24, and to around 8.1 per cent for men aged 25 to 29. Victimization rates then decline further to 5.9 per cent for men aged 30 to 39, 3.8 per cent for men aged 40 to 49, before rising again for men aged 50 to 64. A young adult man in Bosnia and Herzegovina is almost three times more likely to be assaulted than a man in his forties, whereas the risk of women being assaulted does not vary nearly as much. At the same time, women in Bosnia and Herzegovina are more likely to be victims of personal theft, especially in their twenties (13% against 11% of male victims). However, men in their thirties are more likely to be victims of personal theft than women (10% vs. 6%). In the age groups between 40 and 64 women are more at risk of falling victim to personal theft than men. In general, however, victimization rates for personal theft and robbery are higher for younger age groups, though the pattern is less pronounced and there is no clear male-female gap in victimization rates.

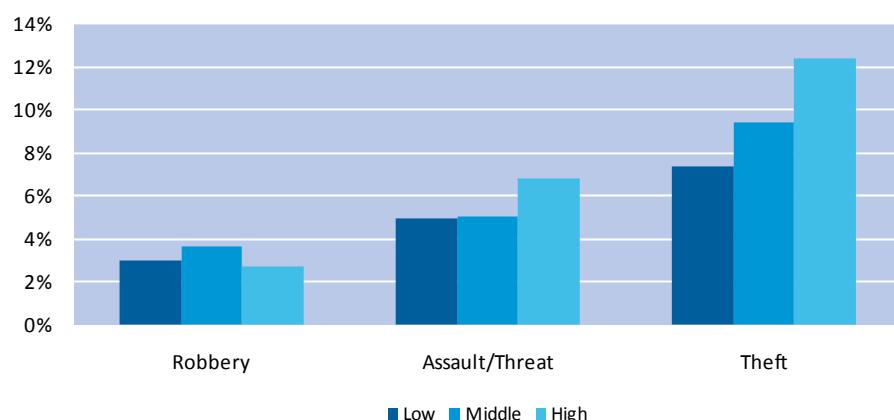
**Figure 34: Five-year prevalence rates of assault/threat and personal theft by age groups and sex, Bosnia and Herzegovina (2010)**



*Note Prevalence rates for personal theft and assault/threat are calculated as the number of adult citizens experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64)*

When considering other characteristics of crime victims, it appears that higher income levels are associated with a greater risk of falling victim to theft and personal assault, while the economic status of citizens does not appear to be related to the likelihood of falling victim to robbery (figure 35).

**Figure 35: Five-year prevalence rates for selected crimes by income group, Bosnia and Herzegovina (2010)**



*Note Prevalence rates for robbery, personal theft and assault/threat are calculated as the number of adult citizens experiencing each of these crimes in the five years prior to the survey, as a percentage of the total adult population (aged 18-64)*

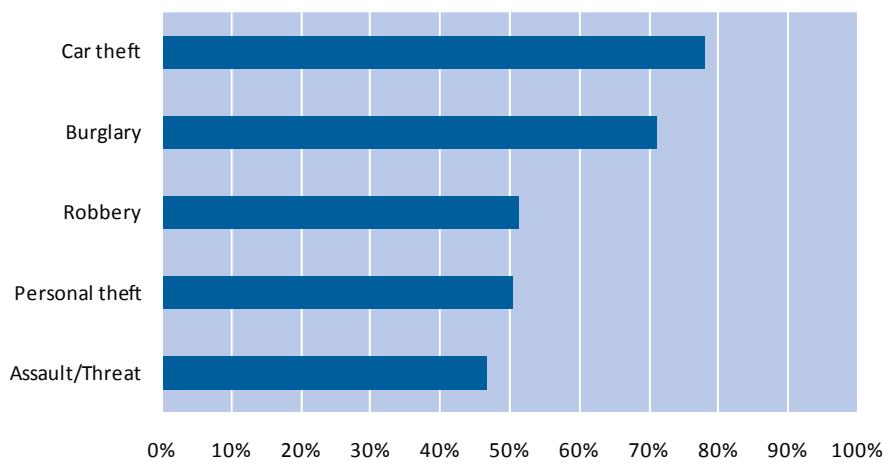
An important feature of crimes and of their impact on victims is their level of violence, and the use of weapons by offenders represents a direct indication of that level. Prevalence rates for violent crimes such as assaults and robberies are moderate in Bosnia and Herzegovina and in most cases they are conducted without any weapon (60% for robberies, 49% for assaults). Only in a minority of cases are they perpetrated under the threat of arms such as knives (14% for robbery, 2% for assault) or guns (9% for robbery, 3% for assault).

### Reporting of crime

Various factors, including the level of violence, have an impact on the willingness of victims to report crimes to the police (figure 36). The reporting of a crime to the police depends on many factors, such as the need to obtain a police report for claiming insurance cover for car theft or burglary and the expectation of what the police can or will actually do about the offence. In addition, crimes are more frequently reported the greater the amount of damage or psychological trauma suffered. The share of crimes reported to the police for the type of crimes covered by this survey ranges from 47 per cent to 78 per cent (the average reporting rate for all crimes over the 12 months prior to the survey is 57.2%). These reporting behaviours are significantly different to the surveyed reporting of bribery (2.4%).

Burglary is reported in about 71 per cent of cases by its victims, with a somewhat higher reporting rate when something is actually stolen. Robbery is reported to the police, on average, by slightly more than 50 per cent of victims, with a greater tendency to be reported when significant damage occurs and when a gun, a knife or something else used as a weapon is employed in the incident. Half of all victims of personal theft report their victimization experience to the police. Assault/threat is reported by 47 per cent of victims, again with a greater tendency to be reported when a gun, knife or something used as a weapon is employed. A closer analysis of the data reveals that women are more likely than men to report theft (50.4% vs. 42.4%) and robbery offences (52.1% vs. 47.6%) and about equally likely to report assault/threat.

**Figure 36: Percentage of victims of selected types of crime who reported their experience to authorities by type of crime, Bosnia and Herzegovina (2010)**

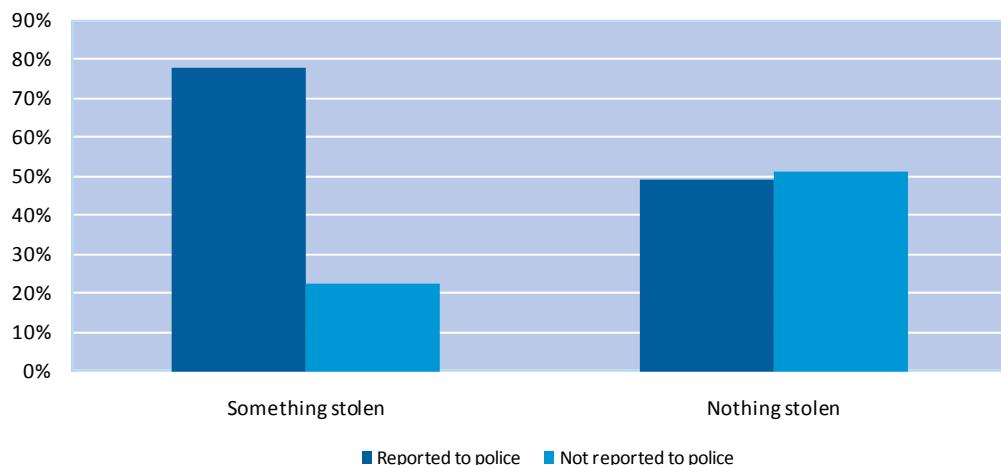


*Note: Reporting rates refer to the latest case reported to the police in the 5 years prior to the survey.*

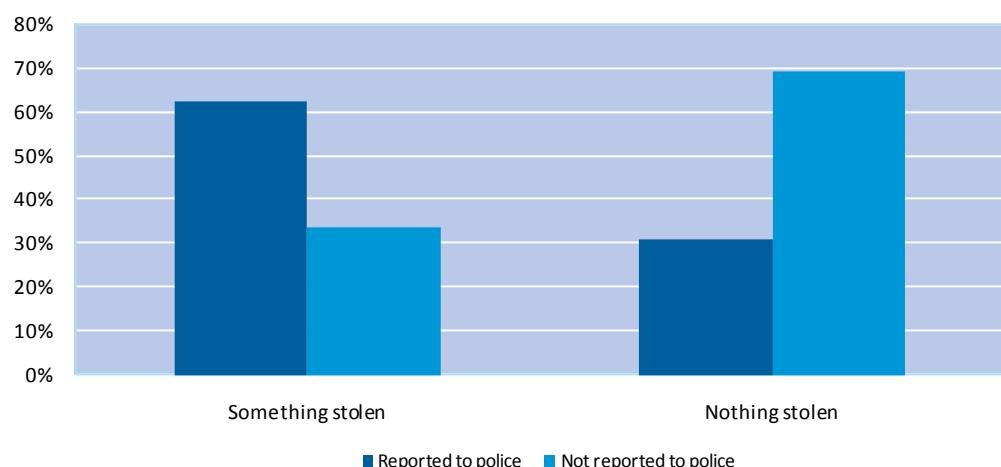
Victims are more likely to report theft, burglary and robbery to the police when something is actually stolen than in cases of criminal attempts that were not successful. For example, in cases when something is stolen from them, 77.6 per cent of victims of burglary report the crime to the police, but when nothing is actually stolen only 49 per cent of victims report it (figure 37). Even more notable is that while 62.3 per cent of victims of robbery report the crime to the police when something is stolen only 30.8 per cent do so when nothing is actually stolen (figure 38).



**Figure 37:** Percentage of victims of burglary who reported their experience to authorities by damage incurred, Bosnia and Herzegovina (2010)



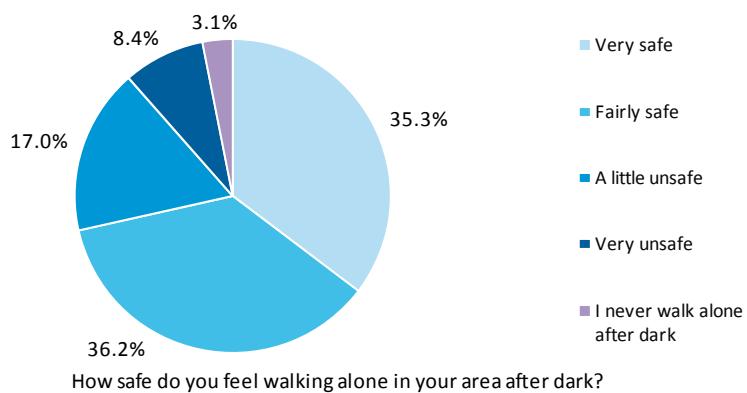
**Figure 38:** Percentage of victims of robbery who reported their experience to authorities by damage incurred, Bosnia and Herzegovina (2010)



### Perceptions of safety from crime

The incidence of assault and robbery might affect feelings of safety or fear in public spaces. One-year and five-year prevalence rates indicate that the risk of falling victim to a crime such as robbery, theft or personal assault in Bosnia and Herzegovina is moderate. Consequently, 72 per cent of citizens of Bosnia and Herzegovina feel safe walking alone after dark, both in urban and in rural areas (figure 39). On the other hand, 25.4 per cent of the population feel unsafe in the same situation, while 3.1 per cent never walk alone after dark. The feeling of safety when walking alone after dark in one's area is not strongly correlated to age group, but there are significant differences between men and women. Men feel significantly safer than women, with almost 80 per cent feeling safe or quite safe while less than two thirds of women feel the same. In addition, 5 per cent of women, but only 1 per cent of men, say that they never walk alone after dark. There are also important differences in feelings of safety between urban and rural areas: on average, residents of rural areas feel safer than residents of urban areas when walking alone at night (75% in rural areas feel safe vs. 67% in urban areas).

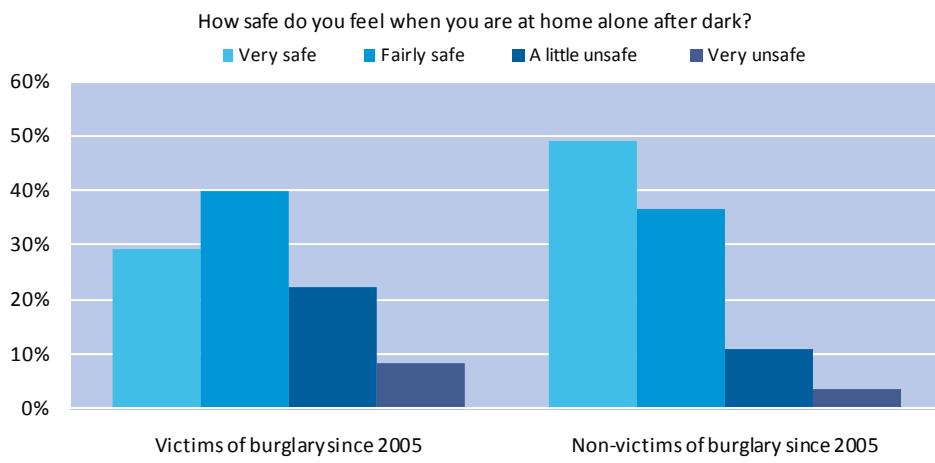
**Figure 39:** Percentage distribution of adult population according to feeling of safety, Bosnia and Herzegovina (2010)



In total, 84 per cent of respondents feel safe at home alone after dark. Men feel safer than women, with more than 88 per cent of men and 80 per cent of women feeling safe when at home alone after dark, while 12 per cent of men compared to 20 per cent of women feel unsafe when home alone after nightfall. This feeling is also fairly consistent across age groups, although young women tend to feel less safe than older women.

Residents of urban areas feel somewhat less safe when home alone at night than residents of rural areas (83% vs. 86%). Conversely, 18 per cent of urban residents feel unsafe in comparison to 14 per cent of residents of rural areas. Generally, these subjective perceptions of safety are related to the higher risk of falling victim to common crimes (except robbery) in urban areas rather than in rural areas.

**Figure 40:** Percentage distribution of adult population according to feeling of safety, respectively for victims and non victims of burglary, Bosnia and Herzegovina (2010)

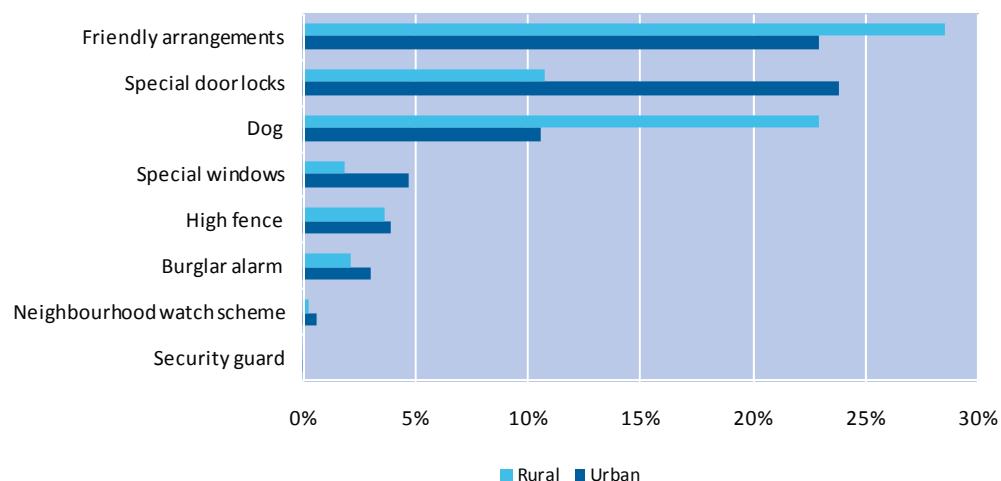


Despite the fact that almost 10 per cent of households were victims of burglary at least once in the five years prior to the survey, around 44 per cent of all households do not have any kind of home security system. At the same time, existing home security systems can also be considered to be quite superficial. In fact, the most common home security system of households in Bosnia and Herzegovina is friendly arrangements with neighbours (26%), while 17 per cent of households own a dog and 17 per cent have special door locks. Only a



small minority of households have installed more robust security systems. It should be noted, however, that there are substantial difference in the use of home security systems between urban and rural areas (figure 41): 23 per cent of rural households but only 11 per cent of urban households own a dog, while almost one quarter of urban households but only slightly more than 10 per cent of rural households have special door locks.

**Figure 41: Types of home protection used in rural and urban areas, Bosnia and Herzegovina (2010)**







## 9. CONCLUDING REMARKS

Corruption means different things to different people but for many it is a kind of spectre whose pernicious presence can be felt while its structure remains both intangible and impossible to delineate. Yet this report shows that, thanks to the analysis of the direct experience of bribery undertaken in the corresponding background surveys, it is possible to draw at least a partial profile of this particular phantom.

As in many other fields, both on the economic and social front, the data and analyses provided in this report are not to be used to score or rank the entities of the country, or any selected sector or ministry, on a corruption scale but rather to help understand a complex issue and to assist policymaking in developing appropriate measures against it. To this end, the following elements could be retained for further consideration with a view to developing effective anti-corruption measures at national level:

- There is no single modus operandi for bribery and any particular one in force may vary depending on the specific purpose of the payment, the public official and the administrative procedure involved. Data indicate that established practices exist, and policies for fighting bribery, including preventive measures, need to take this into account. A full understanding of the mechanism of bribery will assist the authorities of Bosnia and Herzegovina in developing a combined set of preventive and criminalization measures for fighting bribery in its various guises.
- Malpractice occurs on a regular basis in the performance and duties of public officials in Bosnia and Herzegovina but some sectors appear to be more vulnerable to bribery than others. This obviously depends on the nature of the services provided but it also appears that certain practices are more established in certain sectors than in others. A better understanding of the reasons why bribes are paid and the identification of specific issues, such as the quality of services – for example, the reduction of health service waiting times or streamlining in the fining procedure – could assist in the implementation of specific measures. And sectors shown to be more vulnerable to bribery could undergo specific assessments in order to identify priority areas in need of specific support.
- An area of concern is the very low share of bribe-payers who file a complaint with the authorities. A thorough analysis of existing reporting channels could be considered in order to make them more easily accessible, better known and, where necessary, more

confidential. The information collected in this survey provides invaluable insights on how to improve such mechanisms.

- In general, corruption is not accepted by citizens of Bosnia and Herzegovina – they voiced great concern about it in the survey – yet bribery appears to be tolerated as a tool for getting things done and receiving better treatment. Further initiatives might be developed to inform those who do not deem bribery to be on a par with “real” crimes, as well as to increase understanding about the pernicious effect that kickbacks have on the fair delivery of public services.
- Though still embryonic in nature, some of this survey’s findings touch on areas, such as public sector recruitment and vote-buying, which relate to the general provisions of the United Nations Convention against Corruption. Further analysis of the vulnerabilities that have emerged could thus be undertaken forthwith.

This survey has been conducted in the framework of a regional programme to assess the actual experience of bribery in the western Balkan region. As such, it provides the possibility of having a comparative perspective on the extent, modality and nature of bribery in Bosnia and Herzegovina and the other countries/areas of the region, thus giving added value in understanding this phenomenon. This is particularly true if such exercises can be repeated over time in order to monitor changes at national and entity level.

A monitoring system of corruption at national level should include a variety of tools for collecting evidence about its various manifestations and assisting policymaking:

- General assessments of the experience of bribery and other forms of corruption (both for the population at large and the business sector), for the purpose of providing benchmarks and measuring progress.
- Sectoral assessments of the working conditions and integrity of public officials by sector (health sector, judiciary, police, customs, etc.) for the purpose of providing more in-depth and specific information as well as assisting in identifying targeted policy measures.
- A system for monitoring the state response to corruption – both repressive and preventive measures – in order to identify successful and unsuccessful practices.

In Bosnia and Herzegovina, various exercises have been conducted in these areas but further involvement of government agencies responsible for producing statistical data, relevant ministries and experienced research centres, with the support of international and regional organizations, will enable Bosnia and Herzegovina to produce high quality and relevant information for fighting corruption more and more effectively.

As the data pertaining to the perception of corruption in this report reveal, public opinion about corruption in Bosnia and Herzegovina shows a considerable level of concern about the issue. A window of opportunity is, therefore, open and it is likely that the citizens of Bosnia and Herzegovina would warmly welcome the further implementation of anti-corruption policies.



## 10. METHODOLOGICAL ANNEX

Data presented in this report were collected in a sample survey representative of the resident population of Bosnia and Herzegovina. This survey was part of a regional project in which independently administered surveys were conducted in the countries/areas of the western Balkan region. For Bosnia and Herzegovina, the survey was conducted by the Prism Research, Sarajevo Office. The anonymity of respondents was protected in all stages of the survey, all questionnaires were treated confidentially and were not made available to any third party.

A core questionnaire and other survey tools were jointly developed by UNODC and its national partners to ensure common methodological standards and comparability of results. After translation into Bosnian, the questionnaire was tested in a pilot survey in July 2010 and then finalized.

The survey was conducted from August to October 2010 through face-to-face interviews with randomly selected respondents. The target population was the resident population of Bosnia and Herzegovina of 18 to 64 years of age. A stratified two-stage sampling method was used: the total population was stratified by 16 regional units and, within each unit, by three types of settlement (categorized by size of population). Households were selected via random walk. Within selected households the person (aged 18 to 64) with the next birthday was selected as the survey respondent. The response rate for all contacts made during fieldwork was 73.3 per cent resulting in a net sample size of 5,000 respondents.

Quality control measures were put in place both during and after the conduct of the interviews:

- fieldwork coordinators checked each questionnaire for consistency, errors and completeness
- back-checking by fieldwork coordinators was implemented by face-to-face interviews
- logic checks were implemented in the data-entry process and double entry was conducted on 10 per cent of questionnaires.

<b>Bosnia and Herzegovina</b>	
Responsible agency	Prism Research, Sarajevo Office
Survey period	August - October 2010
Target population	Resident population of Bosnia and Herzegovina, age group 18-64
Sample design	Stratified two-stage random sampling Stratified by 16 regional units and within each unit municipalities categorized by size Within each stratum three settlements were randomly selected Households selected by random walk during fieldwork
Respondent selection	Person (aged 18-64) with next birthday within selected household
Quality control measures	Fieldwork coordinators' check of each questionnaire Fieldwork coordinators' back-checking by face-to-face interviews Logic checks and double entry during data entry
Net sample size	5,000
Response rate	73.3 per cent



## 11. STATISTICAL ANNEX

**Table 1: Bribery indicators by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Percentage of population having contacts to public administration	81.1%	71.8%	78.3%
Prevalence of bribery	25.3%	10.5%	20.7%
Average number of bribes	5.71	5.24	5.41
Average bribe BAM	256	135	220
Average bribe Euro	131	69	112
Average bribe Euro-PPP	259	136	222

**Table 2: Percentage distribution of bribes paid by type of payment, by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Cash	78.3%	78.0%	79.3%
Food and drink	14.3%	17.3%	14.5%
Other goods	12.3%	7.1%	10.8%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Note: Data refer to the last bribe paid by each bribe-payer in the 12 months prior to the survey. The sum is higher than 100 per cent since, in some cases, bribes are paid in more than one form (for example, cash and food)*

**Table 3: Percentage distribution of bribes paid by timing of payment in relation to service delivery, by urban/rural, sex and age, Bosnia and Herzegovina (2010)**

	Urban/Rural		Sex		Age			
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64
Before the service	51.1%	51.7%	46.2%	58.1%	43.4%	49.5%	54.2%	59.8%
After the service	14.5%	14.6%	14.9%	14.2%	15.0%	16.0%	10.4%	17.3%
At the same time	26.3%	26.6%	31.1%	20.6%	32.9%	26.2%	28.6%	16.9%
Partly before/partly after	4.5%	2.4%	4.6%	1.9%	5.0%	1.7%	3.1%	3.7%
Don't remember	3.5%	4.7%	3.3%	5.2%	3.6%	6.5%	3.6%	2.4%
<b>Total</b>	<b>100%</b>							

**Table 4: Percentage distribution of bribes paid by modality of bribe request/offer, by urban/rural, sex and age, Bosnia and Herzegovina (2010)**

	Urban/Rural		Sex		Age			
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64
Public official made explicit request	20.7%	17.2%	17.9%	20.1%	20.0%	18.1%	14.6%	23.0%
Public official made implicit request	34.0%	31.2%	30.4%	35.2%	33.8%	34.8%	30.6%	30.4%
Third party made explicit request	5.1%	8.4%	7.0%	6.7%	9.4%	5.1%	4.7%	8.2%
Citizen made offer	36.4%	37.9%	41.0%	32.4%	31.8%	35.9%	46.0%	35.6%
Don't remember	3.8%	5.2%	3.7%	5.6%	5.0%	6.1%	4.1%	2.8%
<b>Total</b>	<b>100%</b>							

**Table 5: Percentage distribution of bribes paid by purpose of bribe request/offer, by urban/rural, sex and age, Bosnia and Herzegovina (2010)**

	Urban/Rural		Sex		Age			
	Urban	Rural	Male	Female	18 to 29	30 to 39	40 to 49	50 to 64
Speed up procedure	22.9%	26.8%	21.9%	28.8%	23.6%	21.2%	23.7%	30.9%
Finalization of procedure	14.4%	13.2%	13.2%	14.4%	11.3%	12.8%	14.6%	17.0%
Reduce cost of procedure	9.3%	6.4%	9.2%	5.9%	6.0%	10.7%	8.6%	6.0%
Avoid payment of fine	23.7%	26.1%	33.5%	14.1%	40.5%	25.6%	21.5%	9.0%
Receive better treatment	20.3%	17.7%	13.2%	26.1%	10.4%	18.1%	22.5%	26.6%
Avoid other problems	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Receive information	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No specific purpose	1.0%	3.0%	1.5%	2.7%	3.0%	2.2%	0.6%	2.3%
<b>Total</b>	<b>100%</b>							

**Table 6: Percentage distribution of bribe-payers who paid to selected types of public officials, by urban/rural and sex, Bosnia and Herzegovina (2010)**

	Urban/Rural		Sex	
	Urban	Rural	Male	Female
Police officers	51.2%	52.6%	61.5%	39.7%
Judges/Prosecutors	4.4%	2.7%	4.0%	2.8%
Land registry officers	7.4%	7.1%	7.8%	6.5%
Tax officers	5.2%	3.7%	4.8%	4.0%
Customs officers	5.3%	6.2%	6.7%	4.6%
Public utilities officers	4.3%	8.0%	5.0%	7.9%
Municipal officers	23.0%	25.1%	19.5%	30.0%
Doctors	54.4%	53.3%	46.4%	63.3%
Nurses	32.1%	29.9%	26.5%	36.6%
Teachers	8.3%	7.4%	7.4%	8.4%
Social protection officers	2.9%	4.3%	3.4%	4.0%
Car registration officers	4.6%	5.7%	5.5%	4.7%
Municipal elected representatives	3.6%	1.5%	2.3%	2.7%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Note: The sum is higher than 100 per cent since bribe-payers could have made payments to more than one public official in the 12 months prior to the survey.

**Table 7: Percentage distribution of bribe-payers not reporting their personal bribery experience to authorities according to the most important reason for not reporting, by urban/rural and sex, Bosnia and Herzegovina (2010)**

	Urban/Rural		Sex	
	Urban	Rural	Male	Female
Common practice	20.0%	19.8%	18.5%	21.6%
Pointless, nobody would care	28.9%	23.9%	26.0%	26.6%
Don't know to whom to report	2.6%	5.6%	3.0%	5.8%
Fear of reprisals	10.1%	13.2%	11.0%	12.7%
Benefit received from the bribe	25.6%	25.8%	30.1%	20.0%
Sign of gratitude	10.1%	9.9%	8.9%	11.4%
Other reason	2.7%	1.8%	2.4%	1.9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 8: Percentage distribution of adult population asked to vote for a candidate at last national election in exchange for money, goods or a favour, by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Yes	17.0%	7.2%	14.6%
No	82.5%	92.1%	84.8%
Don't know	0.5%	0.8%	0.6%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 9: Percentage distribution of adult population asked to vote for a candidate at last local election in exchange for money, goods or a favour, by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Yes	15.4%	7.8%	13.2%
No	83.7%	91.1%	85.8%
Don't know	0.9%	1.1%	1.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Table 10: Percentage distribution of adult population recruited in the public sector in the three years prior to the survey who paid money, gave gifts or did favours to facilitate their recruitment, by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Yes	16.1%	8.0%	14.0%
No	77.2%	88.6%	80.3%
Don't know	6.7%	3.4%	5.7%
No answer	0.0%	0.0%	0.0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Table 11: Percentage of adult population who consider that corrupt practices occur often or very often in selected sectors/institutions, by entity, Bosnia and Herzegovina (2010)**

	Entities		National average*
	FBiH	RS	
Parliament	70.8%	59.9%	65.6%
Central government	70.7%	59.2%	65.2%
Local government	76.2%	62.2%	69.4%
Law court	63.0%	54.9%	58.4%
General prosecutor	56.7%	48.7%	52.4%
Police	73.9%	60.2%	67.8%
Military	33.5%	27.4%	30.7%
Tax office	54.7%	51.7%	52.5%
Customs office	58.2%	60.5%	58.2%
Public utilities companies	43.8%	36.4%	40.4%
Public hospitals	71.5%	56.1%	64.3%
Public schools	57.8%	41.9%	51.1%
Public universities	65.2%	46.1%	57.3%
Land registry office	46.4%	38.1%	42.7%
Private companies	57.1%	52.8%	54.5%
NGOs	29.6%	37.0%	32.1%
Political parties	72.7%	65.7%	68.8%
Media	41.4%	43.2%	41.7%

**Table 12:** Five year prevalence rates for selected types of crime, by entity, Bosnia and Herzegovina (2010)

	Entities		National average*
	FBiH	RS	
Robbery	3.9%	1.9%	3.1%
Personal theft	10.3%	5.4%	8.7%
Assault/ Threat	5.7%	4.5%	5.2%
Car theft	6.1%	2.6%	4.5%
Burglary	12.3%	4.8%	9.6%

**Table 13:** Percentage of victims of selected crimes who reported their experience to authorities by type of crime, by entity, Bosnia and Herzegovina (2010)

	Entities		National average*
	FBiH	RS	
Robbery	51.4%	45.2%	49.7%
Personal theft	48.6%	37.8%	46.6%
Assault/Threat	45.3%	52.8%	48.6%
Car theft	80.5%	83.8%	80.7%
Burglary	69.2%	72.6%	70.5%

**Table 14:** Percentage distribution of adult population according to perceptions of safety, walking alone in neighbourhood after dark, by entity, Bosnia and Herzegovina (2010)

How safe do you feel walking alone in your area (i.e. neighborhood or village) after dark?

	Entities		National average*
	FBiH	RS	
Very safe	29.4%	47.0%	35.3%
Fairly safe	35.7%	36.5%	36.2%
A little unsafe	20.1%	9.7%	17.0%
Very unsafe	11.5%	3.8%	8.4%
I never walk alone after dark	3.3%	3.0%	3.1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**Table 15: Percentage distribution of adult population according to perceptions of safety, home alone after dark, by entity, Bosnia and Herzegovina (2010)**

How safe do you feel when you are home alone after dark?

	Entities		National average*
	FBiH	RS	
Very safe	45.0%	53.8%	47.2%
Fairly safe	35.9%	37.3%	37.0%
A little unsafe	13.8%	7.2%	11.9%
Very unsafe	5.3%	1.7%	3.9%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\* The national average includes data for the District of Brcko; it is not possible to produce separate estimates for the District of Brcko due to small number of observations thereof. (n=168).