

TNS Medium Gallup Attitude of Citizens toward the Work of the Police



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1. Methods

Type of research

- Tracking, quantitative field research

Methodology

- Technique: Face to face
- The questionnaire is implemented by an instructed interviewer, in the subject's household
- Data collection method: paper and pencil
- Implementation period: 17-29 November 2014

Questionnaire design

- Structured questionnaire, mainly closed questions, designated for a face to face interview and data collection by the paper and pencil method and for questionnaire length ~ 30 minutes
- Questionnaire design was in line with previous waves of research for the purpose of monitoring trends and recording changes
- The questionnaire was modified in cooperation between the OSCE Mission and the Ministry of Interior of Serbia

Sampling

- **N = 1572 subjects**
- Territory: Serbia (without Kosovo), urban and rural areas
- Sample description: Adults (18+), the voters of Serbia
- Sample type: Stratified random sample
- Statistical data based on the 2002 census, assessment of population migration, as well as on data from the 2012 census published to date.
- Sample framework: List of polling stations in Serbia (approximately 10,000 polling stations)
 - For the sample of 1572 subjects, 105 sample units were implemented in the sample design
 - 15 subject per sample unit

Detailed sample description by phases:

Phase 1 = The population of Serbia (without Kosovo), was stratified into 4 administrative regions – Belgrade, Vojvodina, Western Serbia and Eastern Serbia – in proportion to their share in the population

Phase 2 = Within each region, the population was further stratified into sample units

Phase 3 = Distribution of sample units (on the average 15 subjects per sample unit)

Phase 4 = Sample units were selected from the list of municipalities based on their size and the number of polling stations

Phase 5 = Even distribution of sample units based on polling lists with polling station addresses. Each sample unit is marked as a starting point with the given addresses and additional directions, e.g. growing and declining house numbers in streets

Phase 6 = The random selection of households, starts from the set sample unit and selects every third or fourth household (depending on settlement type). The selected house number is on the left side of the interviewer's route. In apartment buildings of up to four floors the interviewer selects every fifth apartment. In apartment buildings of five or more floors, the interviewer selects every tenth apartment.

Phase 7 = Subject selection according to the "next birthday" principle

Phase 8 = Subject replacement in case of rejection after three attempts (first visit and two calls)

1.1. Sample description

		No. of subjects	Weighted %	Unweighted %
Gender	Male	761	48%	49%
	Female	811	52%	51%
Age	18-29	357	23%	22%
	30-39	331	21%	22%
	40-49	304	19%	20%
	50-59	413	26%	27%
	60-65	168	11%	9%
	65+	357	23%	22%
Region	Belgrade	354	23%	23%
	Vojvodina	403	26%	26%
	Central - Western Serbia	331	21%	21%
	South - Eastern Serbia	484	31%	30%
Settlement type	City	627	40%	39%
	Smaller city/Suburb	387	25%	25%
	Village	558	36%	36%
Level of education	Elementary school, or under	482	31%	19%
	Vocational school	120	8%	9%
	Secondary vocational school and grammar school	605	38%	45%
	Higher education	92	6%	7%
	University education	144	9%	11%
	Postgraduate studies (MSc, PhD)	124	8%	0%
Occupation	Employed	720	46%	49%
	Unemployed, searching for work	311	20%	19%
	Housewife	146	9%	6%
	Pupil, student	118	7%	8%
	Pensioner	277	18%	17%
TOTAL		1572	100%	100%

Data was additionally weighted for following variables: age and level of education. In relation to the gender of the subject, data was not weighted, but the sample was created based on nationally representative statistics: equal number of males and females. For region and settlement type, data was also not weighted, rather the sample was created based on nationally representative statistics.

2. Introduction

2.1. Research and goals

The goal of the research is to investigate the attitudes of citizens about personal safety, problems at the local and the national level, their perception of institutions and of the reform of the police.

One of the research objectives is also to examine whether and to what extent citizens perceive the police as a "service for citizens" or as a "force".

- The research is being implemented since 2008
 - Data from 2014 should inform about relevant positive and negative changes with the goal of improving the work of the police.
- Corruption, organized and petty crime, thefts and robberies, traffic accidents, are the most common problems that the police faces in its work, and that influence the life of an average citizen.
- One of the more current topics before the implementation of fieldwork this year was the Gay Pride in Belgrade. One of the tasks of this research is to investigate to what extent citizens are satisfied with the manner in which the police secured the Gay Pride.
- Hooliganism at sports events is constantly a current topic and one of the very important problems that the police face in its work. Moreover, in the period during which the field part of the research was being implemented, the topic of vandalism at a sports (football) event was current. This event adds additional importance to this topic. Accordingly, one of the goals of this research is to also investigate if and to what extent citizens feel that the police can deal with this problem and protect them.
- Current topics affecting the work of the police in 2014 are also the seizure of narcotics and cut tobacco, as well as the resolution of the Tijana Juric and the "Countryman" cases. One of the goals of this research is to investigate to what extent citizens are satisfied with the work of the police on these cases.

3. Problems that threaten the safety of citizens

Three main problems at the national, local and personal level

The citizens of Serbia emphasize the following as the three main problems at the national, local and personal level:

Table A.1. (%)

Main problems	National level				Local level				Personal level		
	2011	2012	2013	2014	2011	2012	2013	2014	2012	2013	2014
Drug addiction	16	15	14	13	14	12	11	11	8	6	6
Drug trafficking and drug distribution	12	11	13	13	9	9	10	9	4	4	4
Petty crime (theft, fraud, pickpocketing)	5	4	5	6	15	15	16	14	20	20	18
Organized crime	14	14	15	12 ↓	5	6	6	5	5	3	3
Robbery with the use of force)	4	5	6	6	6	6	7	7	11	9	11
Homicide (murders)	4	3	6	6	2	2	2	2	2	2	2
Economic crime	9	10	9	9	6	5	5	5	3	2	3
Corruption	16	17	14	12	12	12	13	12	9	10	9
Fan violence	2	2	3	3	2	2	2	2	2	2	2
Peer violence	2	1	1	2	4	3	2	4	2	2	3
Insufficient safety in schools	-	3	1	2	-	4	2	3	3	3	3
Family violence	4	3	3	5	5	4	3	5	2	2	3
Juvenile delinquency	2	2	2	2	5	4	3	3	3	2	3
Human trafficking	3	3	1	2	1	1	0	1	2	1	1
Prostitution	1	1	0	1	1	1	0	1	0	0	0
Sexual violence	1	1	0	1	1	1	1	1	2	1	1
Car theft	1	1	0	0	2	2	2	1	4	4	3
Traffic safety	3	3	2	3	6	6	4	5	12	8	12
Vandalism (destruction of property)	2	2	1	1	5	6	3	3	8	6	6
TOTAL	100	100	100	100	100	100	100	100	100	100	100

*Possibility of several answers to this question (maximum three). Subjects' answers were pooled and the percentage share of individual problems was taken relevant to the total number of answers.

*The item "Traffic safety" was previously formulated as "Traffic accidents"

- When **all mentioned answers** (Table A.1.) are taken into account, we can conclude that the general attitude of the citizens is the same in relation to the majority of safety problems. On the other hand,

in comparison with the previous wave, citizens considerably less perceive organized crime as a problem at the national level, and significantly more feel that the problem of traffic safety is the one affecting their personal security.

- Men more frequently perceive organized crime as a national problem, as well as that corruption and prostitution are an important problem in the place where they live. Women somewhat more often feel that homicide is a problem in the place where they live. As a problem affecting their personal security men somewhat more often also state vandalism, while for women these are family violence and sexual violence.

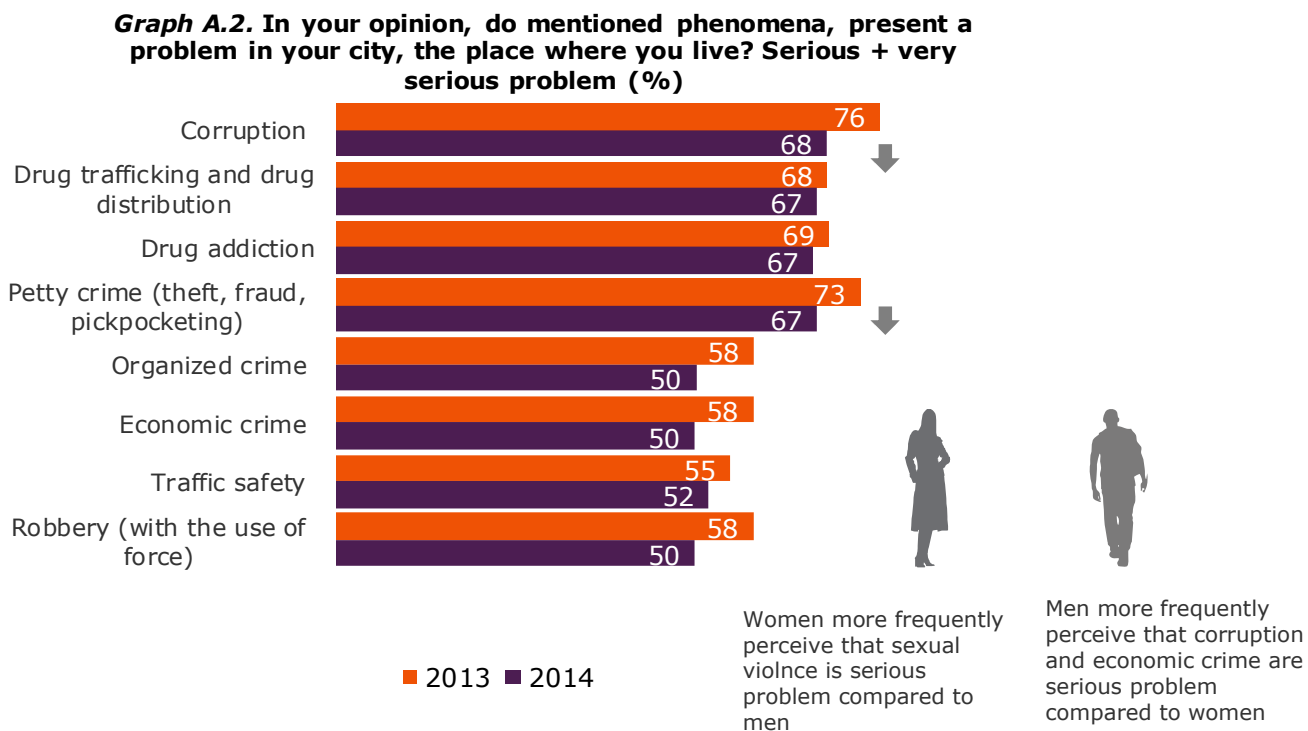
Table A.1.1. (%) The first mentioned answer

- Results show that **corruption and drug addiction** are prominent among the more important problems also at the national and the local level. In addition to the problem of corruption and drug addiction, this year also citizens stress the problem of **crime**, and as expected, **organized crime** is especially emphasized as a national problem, and **petty crime** as a local and a problem posing a danger to the personal security of citizens.
 - At the national level, organized crime and drug addiction (each at 17%) were most often stated, as well as corruption and drug trafficking and drug distribution (each at 13%) as the most important problem in 2014). In comparison with the previous year, corruption is significantly less perceived as a danger at the national level,.
 - At the local level, this year again, citizens emphasize petty crime (14%), corruption (12%) and drug addiction (11%) as the most important problems. in comparison with the previous year citizens less frequently consider this problems important.
 - As the most important problem posing a danger to personal security, citizens most frequently state petty crime (theft, fraud, pickpocketing) - 28%. On the other hand, in comparison with the previous year, citizens to a considerably lesser extent consider that this problem presents a danger to personal security.

Main problems	National level		Local level		Personal level	
	2013	2014	2013	2014	2013	2014
Drug addiction	17	17	14	11 ↓	8	8
Drug trafficking and drug distribution	11	13	13	9	3	4
Petty crime (theft, fraud, pickpocketing)	3	7	20	14 ↓	36	28 ↓
Organized crime	19	17	7	5	4	3
Robbery (with the use of force)	6	6	5	7	12	10
Homicide (murder)	6	6	2	2	1	1
Economic crime	8	9	4	5	2	3
Corruption	20	13 ↓	20	12 ↓	12	12
Fan violence	1	1	1	2	1	2
Peer violence	1	1	1	4	1	3
Insufficient safety in schools	1	1	2	3	2	2
Family violence	2	3	1	5	2	2
Juvenile delinquency	1	1	1	3	1	1
Human trafficking	1	1	0	1	0	1
Prostitution	0	0	0	1	1	0
Sexual violence	0	1	1	1	2	1
Car theft	1	0	4	1	6	2
Traffic safety	1	2	3	5	3	11
Vandalism (destruction of property)	17	0	1	3	3	4
TOTAL	100	100	100	100	100	100

*The item "Traffic safety" was previously formulated as "Traffic accidents"

The level of severity of problems faced by the citizens of Serbia



**The item "Traffic safety" was previously formulated as "Traffic accidents"*

Results show that **corruption and petty crime** are still perceived as key and serious problems, but to a significantly lesser degree than in the previous year.

Drug addiction and drug trafficking are also perceived as very serious problems in Serbia.

Perception of security threats – improvement or deterioration?

Table A.2.1.(%)

Main problems	IMPROVEMENT				DETERIORATION			
	2011	2012	2013	2014	2011	2012	2013	2014
Drug addiction	6	6	5	13 (+8)	51	40	45	39 (-6)
Drug trafficking and drug distribution	6	6	6	14 (+8)	46	40	45	38 (-7)
Petty crime (theft, fraud, pickpocketing)	9	7	9	14 (+5)	45	44	49	40 (-9)
Organized crime	11	8	12	16 (+4)	33	26	38	27 (-11)
Robbery (with force)	11	8	11	15 (+4)	31	27	39	34 (-5)
Homicide (murder)	11	9	7	19 (+12)	16	20	33	35 (+2)
Economic crime	6	8	12	16 (+4)	39	30	37	29 (-8)
Corruption	6	9	9	15 (+6)	52	42	43	37 (-6)
Fan violence	12	6	6	13 (+7)	25	23	45	39 (-6)
Peer violence	9	6	7	13 (+6)	34	28	41	38 (-3)
Insufficient safety in schools	-	-	11	17 (+8)	-	-	34	33 (-1)
Family violence	9	6	8	14 (+6)	30	26	37	33 (-4)
Juvenile delinquency	7	5	7	11 (+4)	35	30	40	40 (0)
Human trafficking	12	6	10	18 (+8)	16	15	30	26 (-4)
Prostitution	9	4	7	14 (+7)	17	13	31	32 (+1)
Sexual violence	7	5	7	12 (+5)	15	13	29	36 (+7)
Cat theft	17	12	8	15 (+7)	22	21	35	25 (-10)
Road traffic safety	17	9	9	20 (+11)	37	33	41	30 (-11)
Vandalism (destruction of property)	10	6	6	13 (+13)	31	29	46	41 (-5)

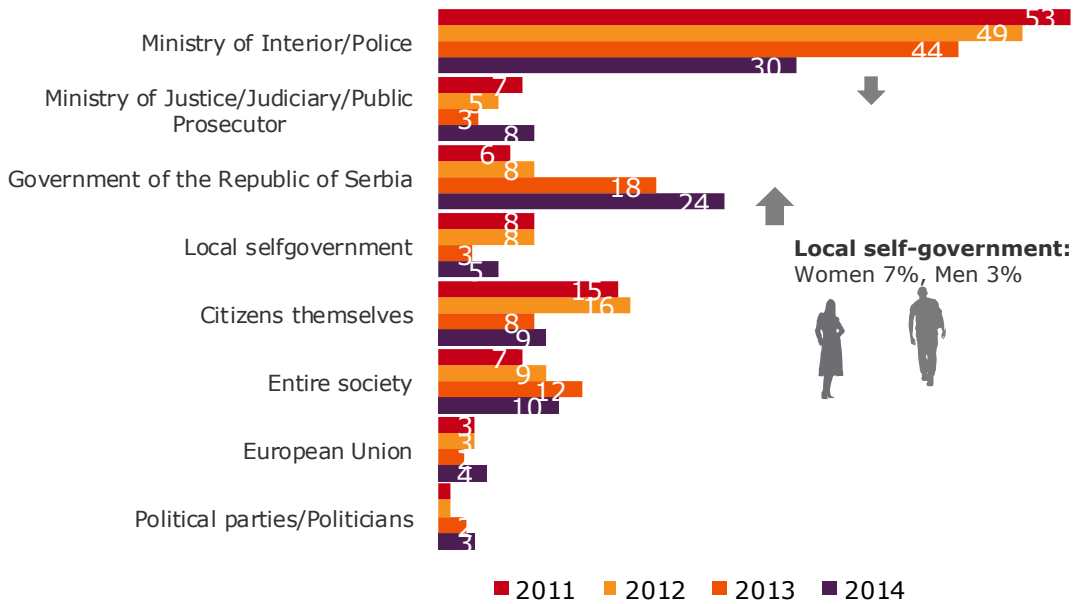
In comparison to previous waves, this year generally more improvements are noted in relation to the perception of most security threats. **The largest number of improvements is noted in relation to traffic safety, homicide, human trafficking and security in schools.**

This year, citizens perceive the most **deterioration in relation to vandalism, juvenile delinquency, petty crime, fan and peer violence, as well as drug addiction and drug trafficking.**

A significantly higher percentage of citizens of Belgrade feel that there has been deterioration in relation to issues of sexual violence, while the opposite opinion is present in C-W Serbia and in smaller cities.

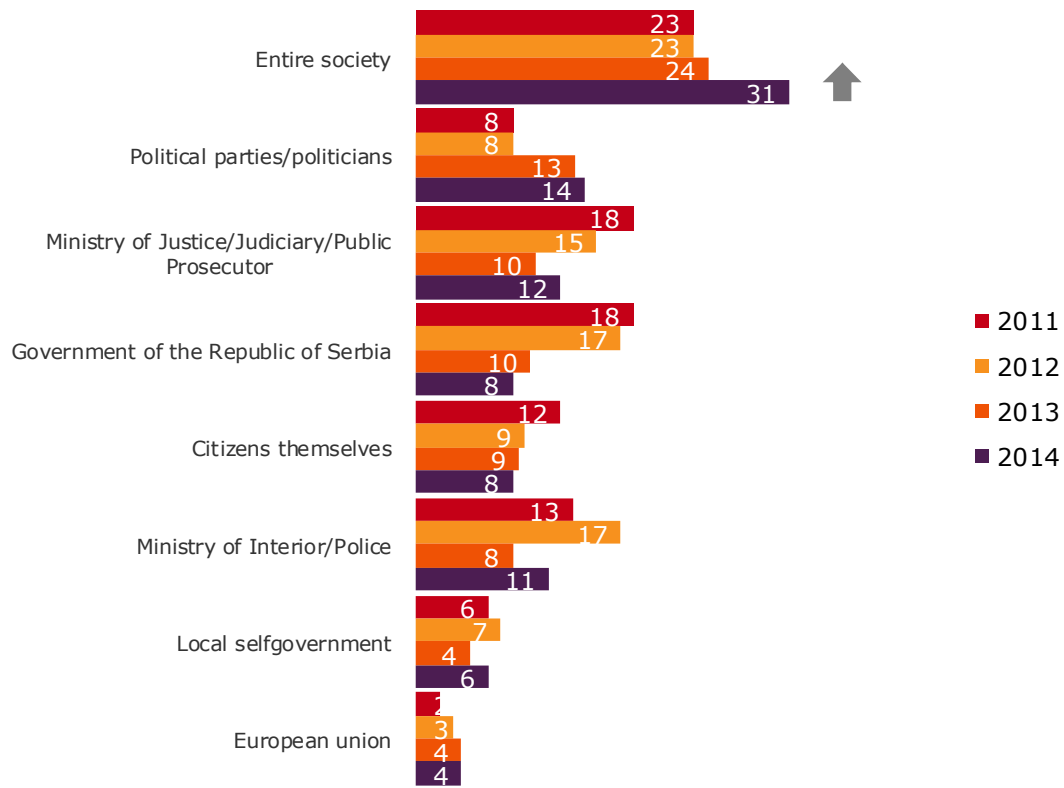
Responsibility for improvement and deterioration

Graph A.2.2. Which institution do you consider the most responsible for this improvement? (%)



Citizens attribute most credit for the improvement in any of the mentioned problematic fields to the MoI/police (30%), although there is a negative trend in comparison with previous years. On the other hand, this year citizens significantly more frequently attribute the credit for the improvement to the Government Republic of Serbia. Women more often attribute the credit for the improvement to the local self-government.

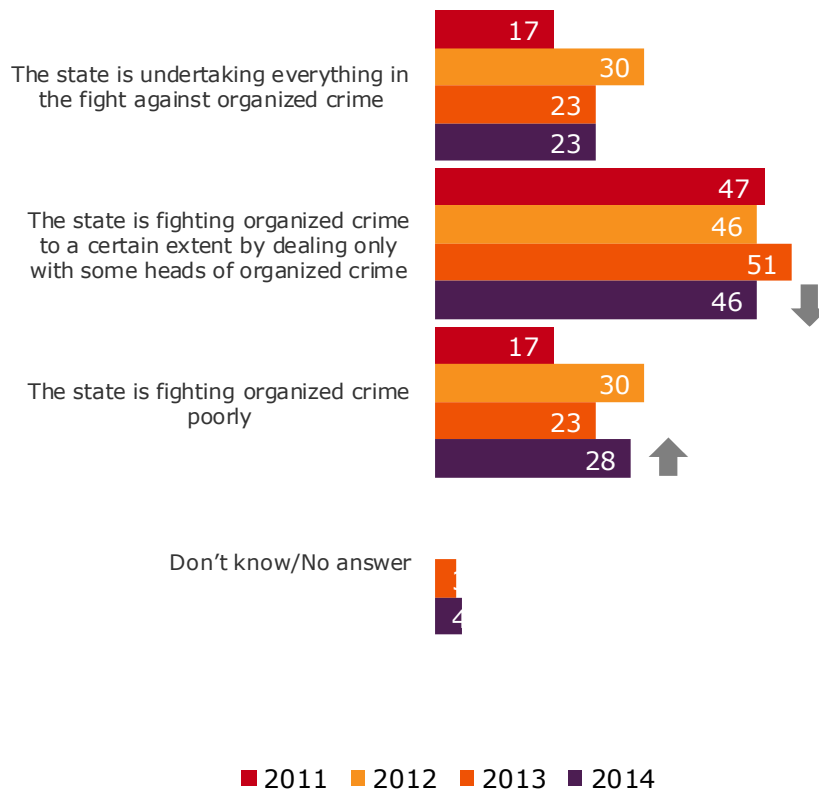
Graph A.2.3. **What institution do you consider the most responsible for this deterioration? (%)**



As in previous years, citizens most often feel that the blame for the poor state in the investigated fields should be sought in the entire society, while 11% feel that the MoI/police are responsible for the deterioration. Citizens of Belgrade and Vojvodina are more prone to the opinion that political parties and politicians, as well as the Ministry of Justice are responsible for the deterioration in any of the above mentions problematic fields. On the other hand, in the remaining regions, the responsibility for deterioration is more often attributed to the entire society.

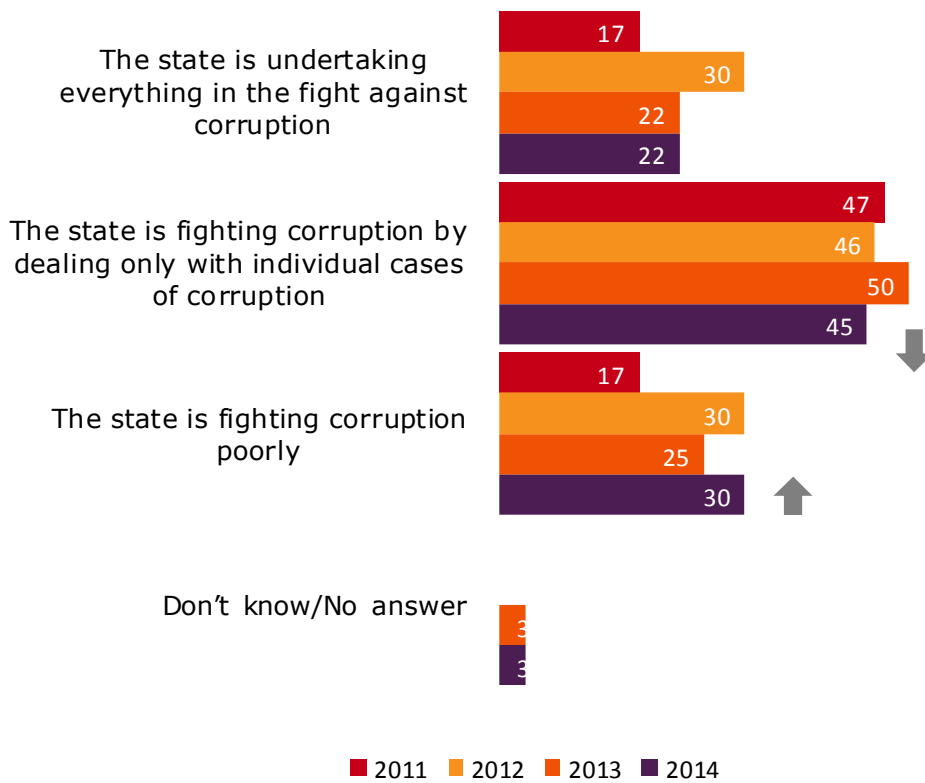
Fight of the state against organized crime and corruption

Graph A.3. *In your opinion, how is the state fighting organized crime? (%)*



As for the issue of fighting organized crime opinions of citizens are divided. In relation to the fight against organized crime, opinions of citizens are divided. Almost one half of citizens feel that the state is fighting organized crime to a certain extent. One out of four citizens is of the opinion that the state is undertaking everything in the fight against organized crime, while 28% of citizens are of the opposite opinion. The opinion that the state is seriously fighting this problem is most shared by the oldest citizens of Serbia (60+).

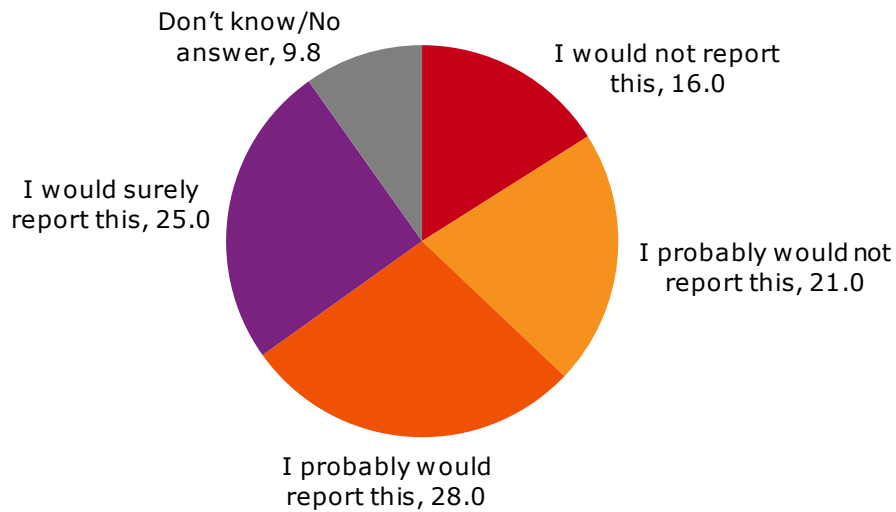
Graph A.4. **In your opinion, how is the state fighting corruption? (%)**



On the issue of the fight against corruption, opinions are also divided. Almost one half of citizens feel that the state is dealing with corruption only to a certain extent, while 30% of citizens believe that the state is seriously fighting this problem, and one out of four citizens is of the opposite opinion. The opinion that the state is seriously fighting corruption is also the most widespread among the oldest population (65+).

Reporting of criminal activity by the citizens

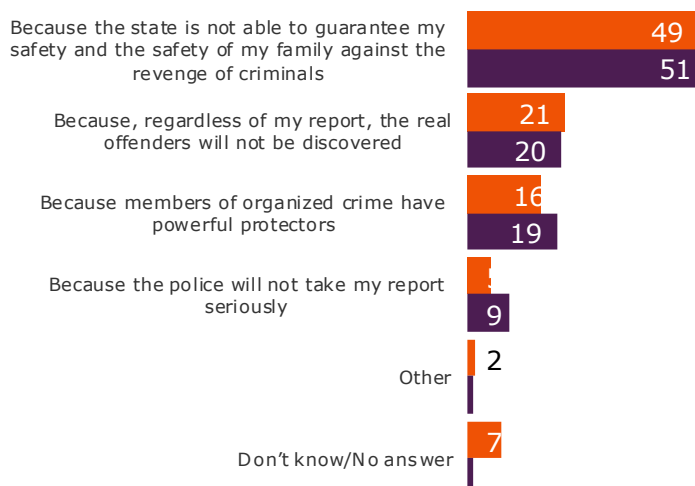
Graph A.5. If you had knowledge about crime, how probable is it that you would report this? (%)



PERIOD	I WOULD REPORT	I WOULD NOT REPORT
2012	56%	44%
2013	48%	42,6%
2014	53%	37%

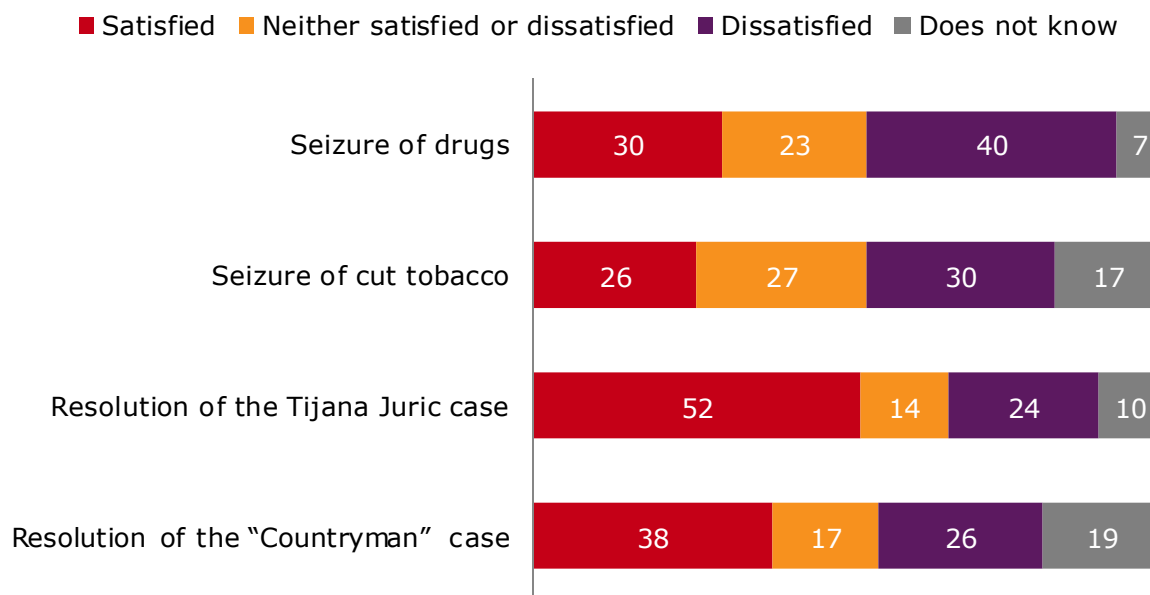
Citizens are mostly undecided when it comes to reporting activities linked to organized crime. On the other hand, almost one out of four citizens (25%) would certainly report such activities. Moreover, the readiness to report such activities is somewhat more pronounced than in the previous year. The reasons why citizens would not report such activities are fear for personal security and insufficient trust that the state will be able to protect them. On the other hand, somewhat over one third (37%) feel that even regardless of a report, perpetrators will not be discovered and that they have powerful protectors. Less readiness to report such activities is most often present among older citizens (60+).

Graph A.6. IF WOULD NOT REPORT CERTAIN ACTIVITIES LINKED TO ORGANIZED CRIME (N=578): Please tell me why you would not report such activities? (%)



Graph A.7. To what extent are you satisfied with the efficiency of the police when it comes to... (%)

*The rating the rating "Satisfied" is a sum of answers 4+5 (mainly satisfied + fully satisfied) ; the rating "Dissatisfied" is a sum of answers 1+2 (not satisfied at all + mostly not satisfied)



One half of the citizens of Serbia (52%) are satisfied with the efficiency of the police relevant to the issue of resolving the Tijana Juric case, while 36% of citizens are satisfied with the resolution of the "Countryman" case. On the other hand, when it comes to the seizure of narcotics and cut tobacco, opinions are somewhat more divided. 30% of citizens are satisfied with the efficiency of the police in relation to seizure of narcotics, while one out of four citizens is satisfied with work efficacy in relation to seizure of cut tobacco.

4. Trust in institutions

In this research, as well as in previous years, it was investigated how much trust the citizens of Serbia show toward a set of 11 most important institutions in our country. First research results show that trust among citizens has decreased in the case of all relevant institutions on the list.

Table A.8. **Trust in institutions (% of answers)**

		Don't know	Do not trust	Neither trust or distrust	Trust	Tot.
Republic Government	2014	3	40 (+2)	26 (-6)	30 (+3)	100
	2013	2	38	32	27	100
	2012	6	36	29	29	100
	2011	3	47	30	20	100
Republic Assembly	2014	4	42 (-4)	32 (0)	22 (+3)	100
	2013	4	46	32	19	100
	2012	6	41	30	23	100
	2011	3	53	28	16	100
Educational system	2014	4	28 (-4)	32 (-2)	36 (+4)	100
	2013	2	32	34	32	100
	2012	4	30	26	40	100
	2011	4	28	28	40	100
Healthcare system	2014	3	34 (-6)	33 (0)	30 (+5)	100
	2013	2	40	33	25	100
	2012	2	38	25	35	100
	2011	1	36	26	37	100
Judiciary system	2014	5	52 (-6)	27 (+1)	17 (+3)	100
	2013	2	58	26	14	100
	2012	5	55	24	16	100
	2011	4	52	26	18	100
Ministry of Defense and the army	2014	4	19 (-9)	27 (-7)	50 (+15)	100
Ministry of Defense	2013	3	28	34	35	100
	2012	10	23	29	38	100
	2011	7	28	32	33	100
Army/soldiers (persons in uniform)	2013	3	23	30	44	100
	2012	10	15	27	48	100
	2011	7	21	28	44	100
MOI and the police	2014	3	32 (-5)	31 (0)	35 (+5)	100
MoI	2013	3	37	31	30	100
	2012	5	25	28	42	100
	2011	2	26	30	42	100
Police/police officers (persons in uniform)	2013	3	37	29	31	100
	2012	4	26	29	41	100
	2011	2	25	28	45	100

		Don't know	Do not trust	Neither trust or distrust	Trust	Tot.
The church	2014	5	19 (-1)	23 (-1)	53 (0)	100
	2013	3	20	24	53	100
	2012	5	20	20	55	100
	2011	4	19	18	59	100
Local self-government	2014	5	44 (-3)	32 (-2)	20 (+5)	100
	2013	4	47	34	15	100
	2012	5	38	32	25	100
	2011	4	42	29	25	100
Political parties	2014	5	68 (+2)	18 (-3)	10 (0)	100
	2013	3	66	21	10	100
	2012	6	60	24	10	100
	2011	4	66	21	9	100
Associations of citizens (NGOs and other associations of citizens)	2014	11	45 (+1)	30 (-3)	14 (-1)	100
	2013	8	44	33	15	100
	2012	14	33	33	20	100
	2011	10	43	29	18	100

**Differences compared to 2013 are in brackets.*

**"Do not trust" is a sum of answers 1+2 (mainly no trust + no trust at all); "Trust" is a sum of answers 4+5 (mainly trust + much trust).*

**As of 2014, the MoI and the police are presented as one institution. Differences compared to the 2013 data for only the MoI are presented in brackets.*

**As of 2014, the Ministry of Defense and the army are presented as one institution. Differences compared to the 2013 data for only the Ministry of Defense are presented in brackets.*

In 2014, the church and the army were singled out as the institutions enjoying the most trust among citizens. One out of two citizens of Serbia places his/her trust in these institutions. The trust of the citizens of Serbia in the Ministry of Defense and the army increased this year by as much as 15%. This can be a result of events that happened immediately before the field part of the research, i.e. the holding of the army parade, as well as the significant engagement of this institution during the May floods.

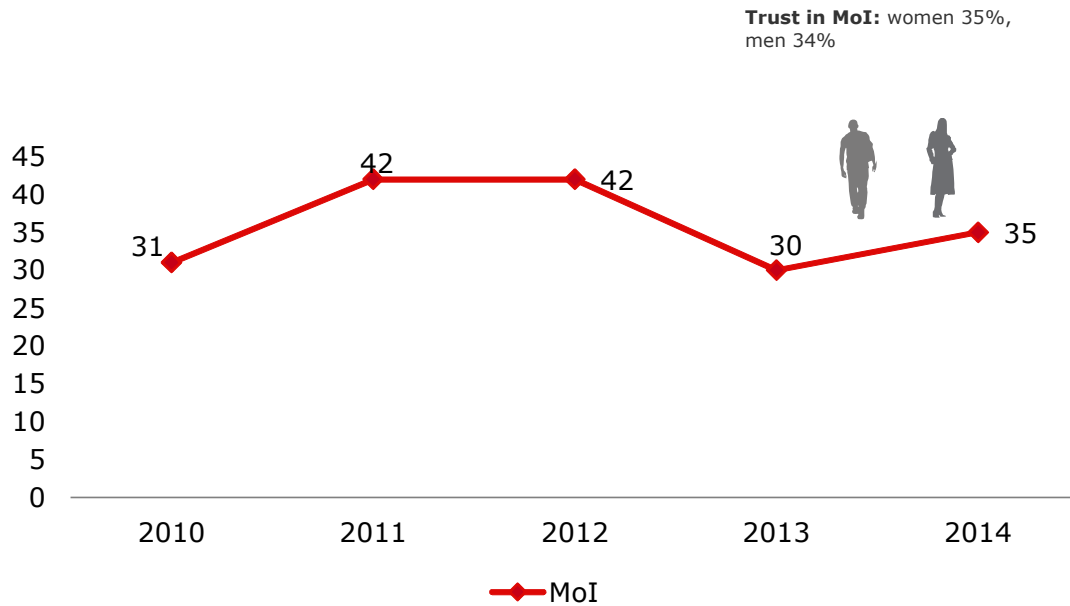
A considerably higher number of citizens than last year also place their trust in the local self-governments – 20% show trust (increase of 5% compared to 2013), while the majority (68%) has no trust in local self-governments.

A mild increase of trust has been noted also in the case of the system of education, the judiciary system and the healthcare system. The number of citizens who trusted educational institutions increased from 32% to 36%, and the number of those who neither trust or distrust them also increased. The increase of trust in the healthcare system is even more palpable – from 25% to 30% of citizens do trust this system, while 17% of citizens trust the judiciary system, representing an increase of 3% compared to last year

The Government of the Republic of Serbia, as well as the Republic Assembly have also shown a mild increase in trust. 30% of citizens trust the Government of Serbia.

Political parties are still at the bottom of the list: 10% trust them, which is the same level as in the previous year.

Trust in the MoI and the police, comparatively (%)

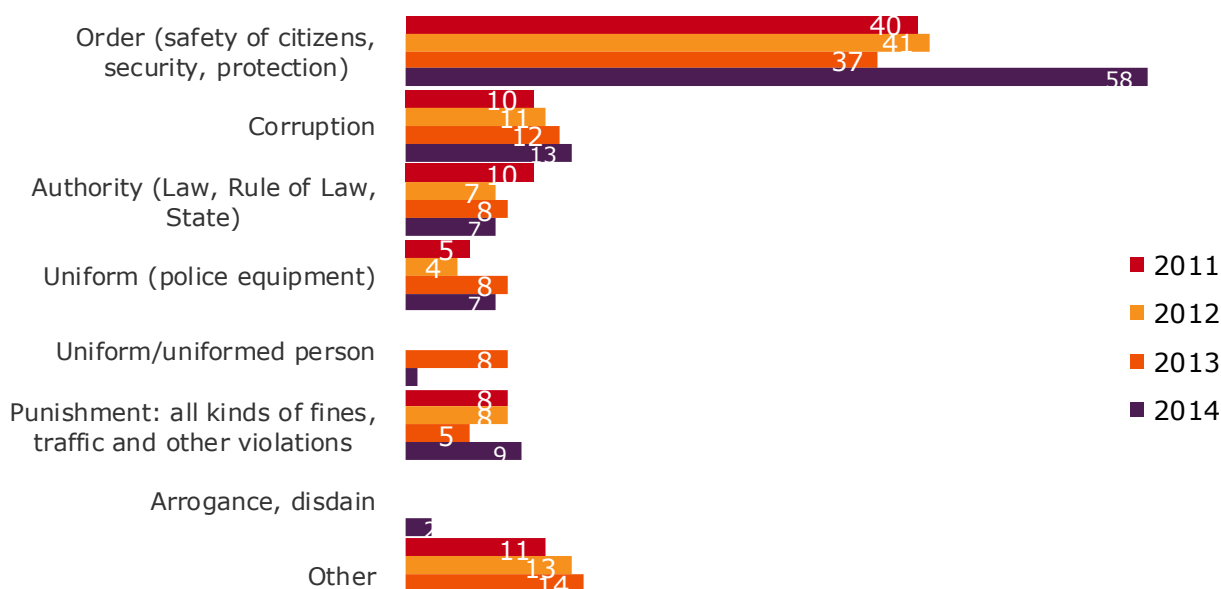


**As of 2014, the MoI and the police are presented as one institution. Data is compared with the trust in the MoI from previous waves.*

Trust in the MoI and the police is again growing. The MoI is currently trusted by one third (35%) of citizens (representing an increase of 5% compared to 2013). Residents of large cities (38%) and persons over 65 years of age (49%) demonstrate more trust in the MoI and the police in comparison with others. Regionally, the most trust is shown by the residents of Belgrade (37%) and Vojvodina (35%). On the other hand, men somewhat more frequently show distrust in the MoI (35%) in comparison with women (29%).

5. Contact between citizens, the police and police officers

Graph A.9. When you think of the police, what is the first thing that comes to mind? (%)



Citizens were asked about the first thing that crosses their mind in relation to the police, about their contact with police officers, about changes of the attitude of citizens toward police officers, as well as about the potential alienation of police officers from citizens. They were asked a set of questions about the acts of the police when citizens were victims of a criminal act.

The most frequent association to the police is order (citizen security, safety, protection), followed by corruption, authority (law, rule of law, state), punishment and uniform/person in uniform. This year associations to the police more frequently pertain to order and citizen security.

The employed, residents of Belgrade and C-W of Serbia more often state corruption as the association. Punishment as the association is somewhat more often stated by residents in rural environments, as well as in C-W and S-E Serbia. No significant differences were noted relevant to gender.

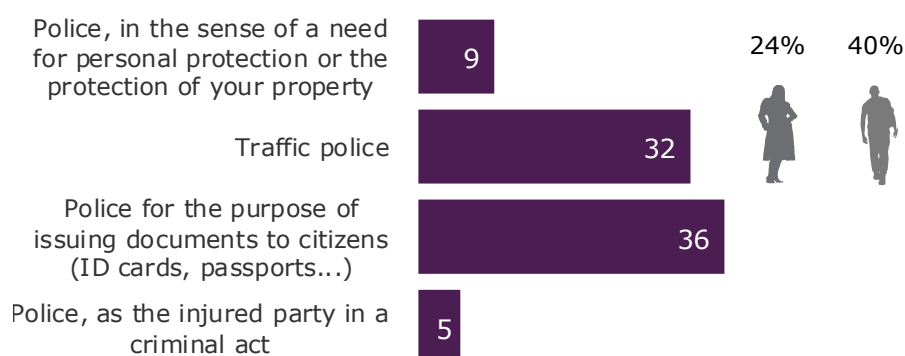
Table A.10. When you think of an average police officer in Serbia, a police officer who is in direct contact with citizens, how would you describe him (subjects were given the option of multiple answers), (%)

	2014	2013	2012	2011
Poor communicator (brash, unreasonable, curt, harsh, arrogant...)	38	57	56	57
Good communicator (polite, cultured, well brought up, quiet, calm, steady, stable...)	21	16	29	45
Honest/fair	10	20	26	16
Dishonest/unfair (prone to bribes, corrupt...)	19	24	20	20
Responsible, capable, diligent (efficient)	29	34	49	45
Irresponsible, incapable, lazy (inefficient)	19	28	35	15
Professional	0	25	17	31
Unprofessional	0	5	12	18
Brave	0	8	13	13
Vulnerable (unsecured, unequipped, poorly paid...)	0	5	10	10
Other	4	17	34	30

Citizens were asked how they see the average police officer, i.e. a police officer with whom they are in direct contact. It was possible to state three attributes that in their opinion best describe the average police officer in Serbia. Cumulative answers are presented because this enables a better insight into the scope of the phenomenon.

The image of the average police officer in the eyes of citizens has improved this year. However, the opinion that the average police officer is a poor communicator, with all adjectives accompanying this: brash, unreasonable, arrogant, strict, curt... still prevails, but the scope of mentioning these attributes is significantly smaller compared to previous years. The other association to the average police officer is contrary to this first one (good communicator: polite, cultured, well brought up...), and is mentioned significantly more compared to previous year. In addition, the number of those who see police officers as irresponsible, incapable and lazy has decreased, as well as the number of those who feel that police officers are corrupt has increased compared to previous years. On the other hand, the number of those who perceive police officers as honest and just has also decreased.

Graph A.11.1 During the last 12 months have you had contacts with ... ? (% of YES answers) *Previously the question was formulated as: Have you had contact with



In previous waves, statment "Contact with the police as the injured party in a criminal act", was formulared as "Contact with the police in a situation where you were the victim of criminal act".

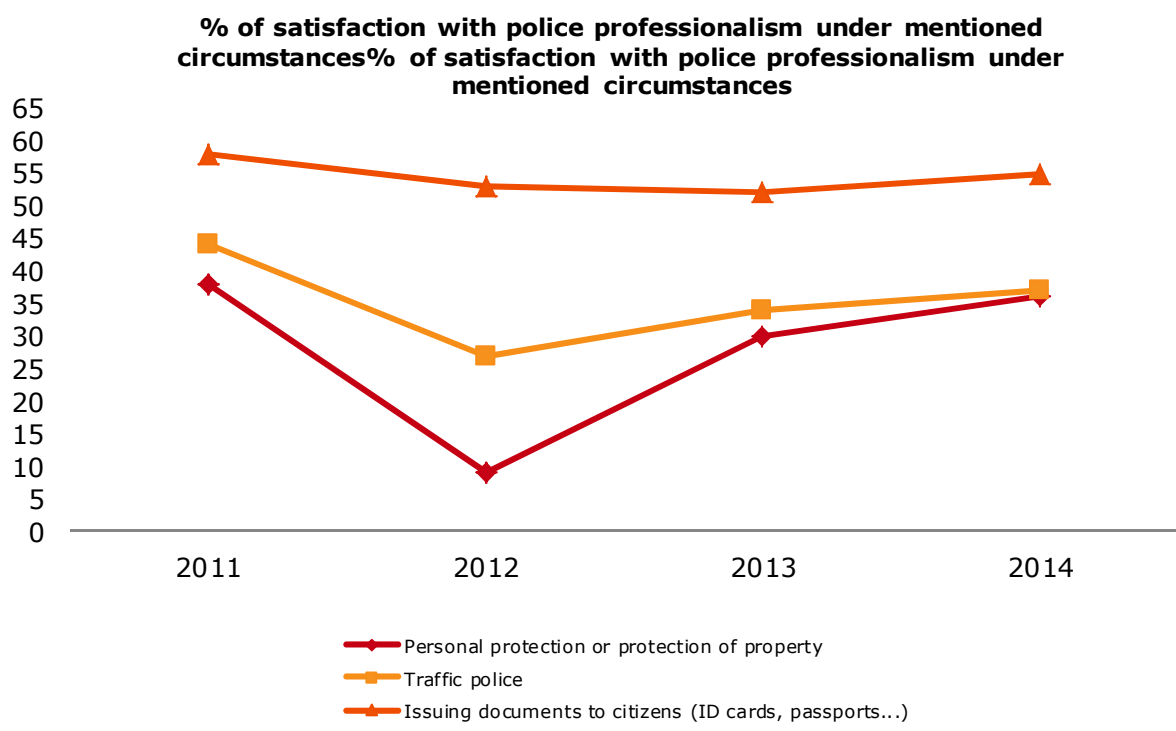
In the last 12 months citizens have had most frequent contacts with the police regarding the issuing of personal documents (ID cards, passports, driver's licenses...) 36%, followed by traffic licenses 32%. Only 9% had contact with the police also regarding personal protection or the protection of their property, while 5% of citizens had the need to contact the police as victims of a criminal act.

It was expected that men, i.e. younger people (aged 18-59) have more frequent contact with the traffic police.

Table A.11.2. IF YOU WERE IN CONTACT WITH THE POLICE DURING THE LAST 12 MONTHS: How satisfied were you with the professionalism of the police in the mentioned circumstances? (%)

		Dissatisfied	Neither satisfied or dissatisfied	Satisfied	Don't know	Tot.
Personal protection and the protection of property (N=139)	2014	42 (+1)	20 (-5)	36 (+6)	2	100
	2013	41	25	30	5	100
	2012	13	78	9	/	100
	2011	30	32	38	/	100
Traffic police (N=499)	2014	32 (0)	28 (-2)	37 (+3)	3	100
	2013	32	30	34	5	100
	2012	19	54	27	/	100
	2011	27	29	44	/	100
Issuing of documents to citizens (ID cards, passports...) (N=564)	2014	18 (+1)	23 (-5)	55 (+3)	5	100
	2013	17	28	52	4	100
	2012	22	25	53	/	100
	2011	21	21	58	/	100

*The filter was previously formulated as: If they had contact with...



Citizens are still the most satisfied with the professionalism of the police in relation to issuing documents, where over one half of subjects expressed their pleasure (55%).

In relation to personal protection and the protection of personal property, in comparison with the previous wave, the number of those who are neither satisfied nor dissatisfied has considerably decreased, while the number of satisfied citizens has increased. Men and women are equally satisfied with the protection afforded to them by the police.

A mild increase of satisfaction also exists in communications with traffic police, so that the number of those who are satisfied has grown from 34% to 37%. The most satisfied with the work of the police pertaining to the issuing of documents are residents of rural areas, while residents of larger cities are the least satisfied.

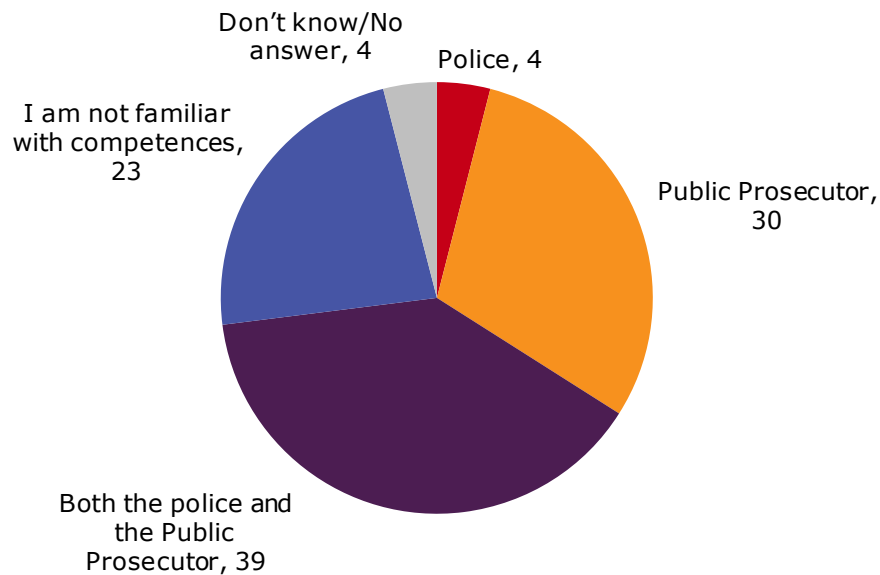
Graph A.12 IF THERE HAS BEEN CONTACT WITH THE POLICE IN THE SENSE OF A INJURED PARTY OF A CRIMINAL ACT WITHIN THE LAST 12 MONTHS (N=81): **On a scale of 1 to 5 rate the satisfaction with your FIRST contact with the police in a situation where you injured party in a criminal act. Where 1 means not at all satisfied and 5 means completely satisfied**



In previous waves, statement "Contact with the police as the injured party in a criminal act", was formulated as "Contact with the police in a situation where you were the victim of criminal act".

The majority of citizens (65%) who had contact with the police when they were injured party of a of a criminal act, are not satisfied with the work of the police, which is significantly more compared to the previous year (16% increase). On the other hand, only 19% of subjects are satisfied. This year, men and women are equally satisfied with the professionalism of police officers in relation to this issue.

Graph A.13.1. IF THERE HAD BEEN CONTACT WITH THE POLICE IN THE SENSE OF A INJURED PARTY OF A CRIMINAL ACT WITHIN THE LAST 12 MONTHS (n=81): Do you know who is competent for the further course of the investigation/case after the inquiry? (%)



One out of four citizens (23%) who had contact with the police in the last 12 months is not acquainted with competences for the future course of the investigation, while 39% deems that this is within the competence of both the police and the Public Prosecutor. On the other hand, 30% of these citizens are informed that exclusively the Public Prosecutor is in charge for the future course of the investigation. This fact speaks in favor of the need for somewhat better informing of citizens who were victims of a act of crime in relation to this issue.