REPORT

ATTITUDES OF CITIZENS OF MONTENEGRO ABOUT THE POLICE AND SECURITY PROBLEMS

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REPORT

- **ATTITUDES OF CITIZENS OF MONTENEGRO ON POLICE AND SECURITY ISSUES -**

INTRODUCTION

On following pages we will present you research findings of citizens of Montenegro about the police and some key problems when it comes about security. The research is for the office of OSCE in Podgorica, so as for the need of responsible ministries realized expert team of CEDEM in period from 20 to 30. April 2011. The research had some key goals:

1. Measuring the attitudes about police
2. Measuring the efficiency of police work
3. Measuring the confidence in police
4. Measuring of subjective perception of citizen's security
5. Identification of key problems regarding security
6. Assessment of cooperation between citizens and police
7. Measuring of 'police image' in the eyes of citizens
8. Measuring of efficiency of work of street police
9. Measuring of discriminatory behaviour of police
10. Experiences of citizens in contact with police
11. Experiences of citizens during making personal documents
12. Measuring of attitudes about problems of organized crime
13. Perception of 'untouchable' individuals

The research is realized through survey method. In research participated 1041 adults from Montenegro. The sample in the survey is three-stage stratified with random selection of respondents within selected prescribed circles. Design of sample and number of respondents provides standard statistical error of measurement from +/- 3.04% for cases with incidence from 50%. The instrument of research is questionnaire with total number of 52 questions, where nine questions are demographic variables. Basic characteristics are in Fig 1 to Fig 6.

Fig 1 Municipality

		N	%
	Bijelo Polje	32	3.1
	Berane	79	7.5
	Pljevlja	80	7.7
	Podgorica	328	31.5
	Niksic	55	5.3
	Cetinje	35	3.4
	Herceg Novi	44	4.2
	Ulcinj	21	2.0
	Bar	46	4.5
	Rozaje	47	4.5
	Kolasin	23	2.2
	Plav	60	5.7
	Budva	42	4.1
	Tivat	46	4.5
	Kotor	67	6.5
	Zabljak	34	3.3
	Total	1041	100.0

Fig2 Gender

	N	%
Male	507	48.8
Female	532	51.2
Total	1039	100.0

Fig 3 Age

	N	%
18 -34	347	34.1
35-54	373	36.6
55+	298	29.3
Total	1018	100.0

Fig 4 Nationality

	N	%
Montenegrin	444	43.0
Serb	356	34.5
Albanian	64	6.2
Bosnian	57	5.5
Muslim	83	8.0
Croat	17	1.7
Else	11	1.0
Total	1031	100.0

Fig 5 Education

	N	%
Elementary school or less	144	13.9
Finished high school (3 years)	243	23.4
Finished high school (4 years)	387	37.2
College	114	11.0
Faculty degree or more	151	14.5
Total	1040	100.0

Fig 5.1. Status of employment

	N	%
Public sector	149	15.0
Private sector	312	31.4
Self-employed	57	5.7
Not employed	478	48.0
Total	996	100.0

Fig 6 Income

|	N	%
Without any incomes	35	3.4
Less than 50	10	1.0
From 51-100	24	2.4
From 101 -150	34	3.3
From 151-200	73	7.1
From 201 - 250	93	9.0
From 251-300	94	9.1
From 301-350	107	10.4
From 351-400	103	10.0
From 401-500	146	14.2
From 501-600	94	9.1
From 601- 700	65	6.3
From 701-800	60	5.8
From 801-1000	51	5.0
From 1001-1500	27	2.6
Over 1500	15	1.5
Total	1032	100.0

BASIC FINDINGS OF THE RESEARCH

For opening question in this research, we've used simple design technique that relies on evaluation of respondents regarding the direction Montenegro chose (fig 7). In general, the proportion between optimism and pessimism is in favour of those who think that Montenegro is going in right direction. This data is characteristic for Montenegro, we have measure it in comparative studies, and it's good to say that general optimism of citizens largely determined attitude toward some social and political issues, or in our case, toward police.

Fig 7 In general, would you say that Montenegro took the? %
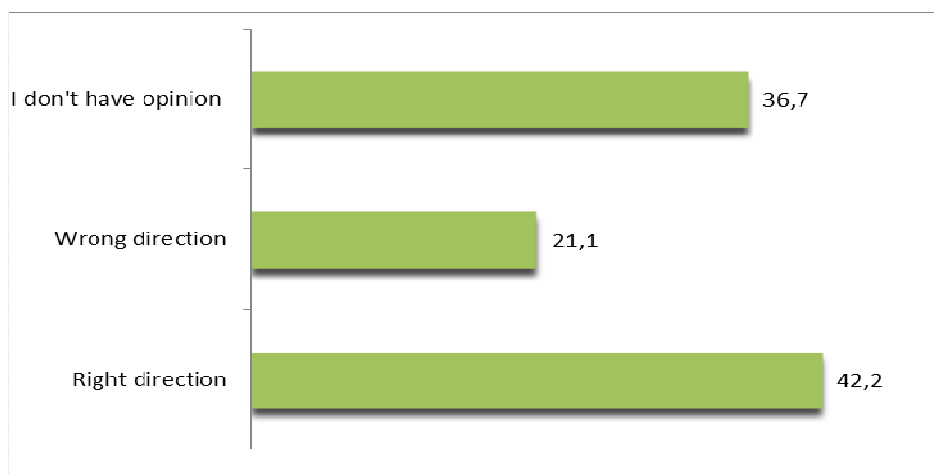
Measuring of attitudes toward police in this research we started with first association of citizens when someone mentions the word 'police' (Fig 8). The results show that there are three key associations: Protection of people and their rights, catching the criminals and traffic control. It is important to say that 'restriction of freedom and human rights', as negative association, is very rare.

Fig 8 What comes first on our mind when you hear the word 'police'? %
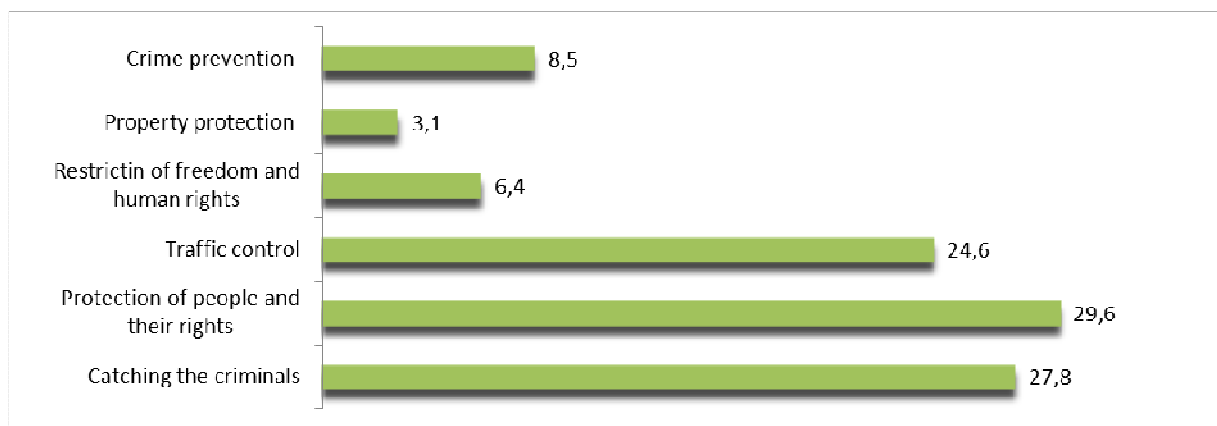
Then we asked citizens what is their general attitude toward police (Fig 9). The largest number of citizens has 'mostly positive attitude toward police, where 'very positive attitude' has 15.6% of citizens. In total, about 70% of citizens has more-less positive attitude toward police, and from the rest of those who has more-less negative attitude, only 5.7% has 'very' negative attitude.

Fig 9 What is your general attitude toward police? %
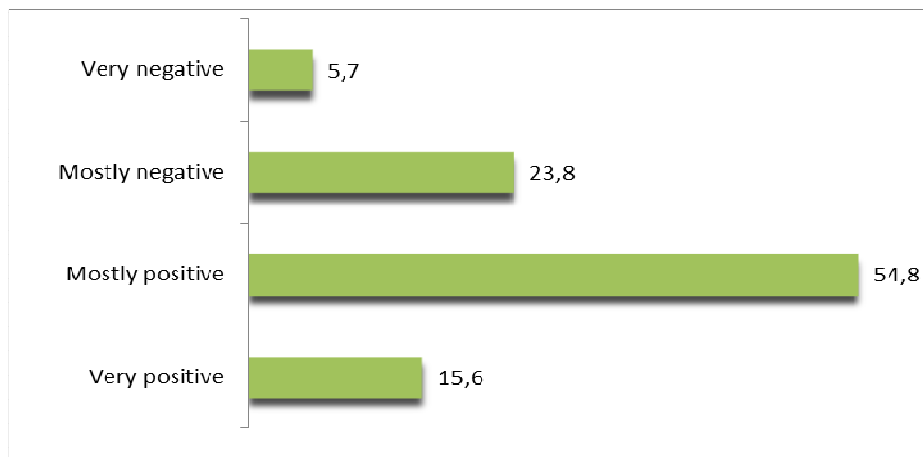
In research, we used a lot of questions for assessment of efficiency of police work. The opening question was about general assessment of efficiency of police work (Fig 10). Over the half of total number of interviewed people said that police is 'mostly efficient', with 12.5% of those who think that police is 'very efficient'. On the other hand, in total, 36% of citizens thinks that police is inefficient, and from that, 6.6% thinks that is 'very' inefficient.

Fig 10 All in all, if you would assess the efficiency of police work in Montenegro, you would say that police is:
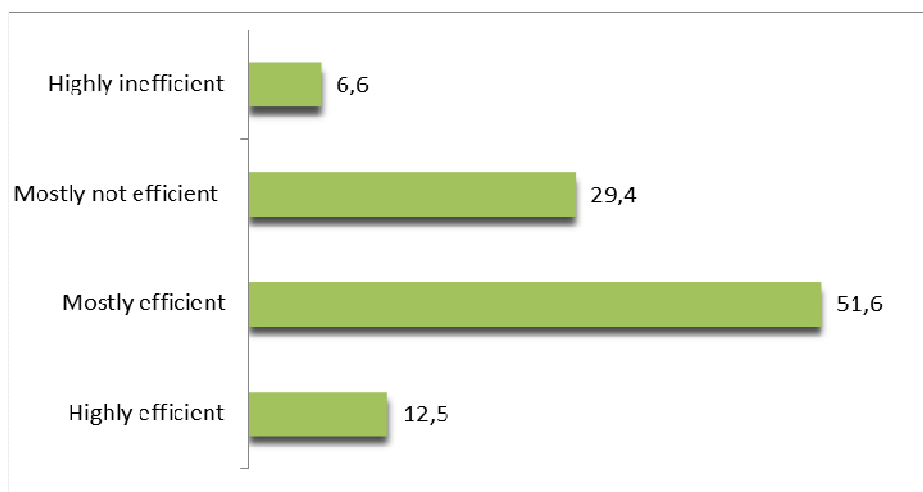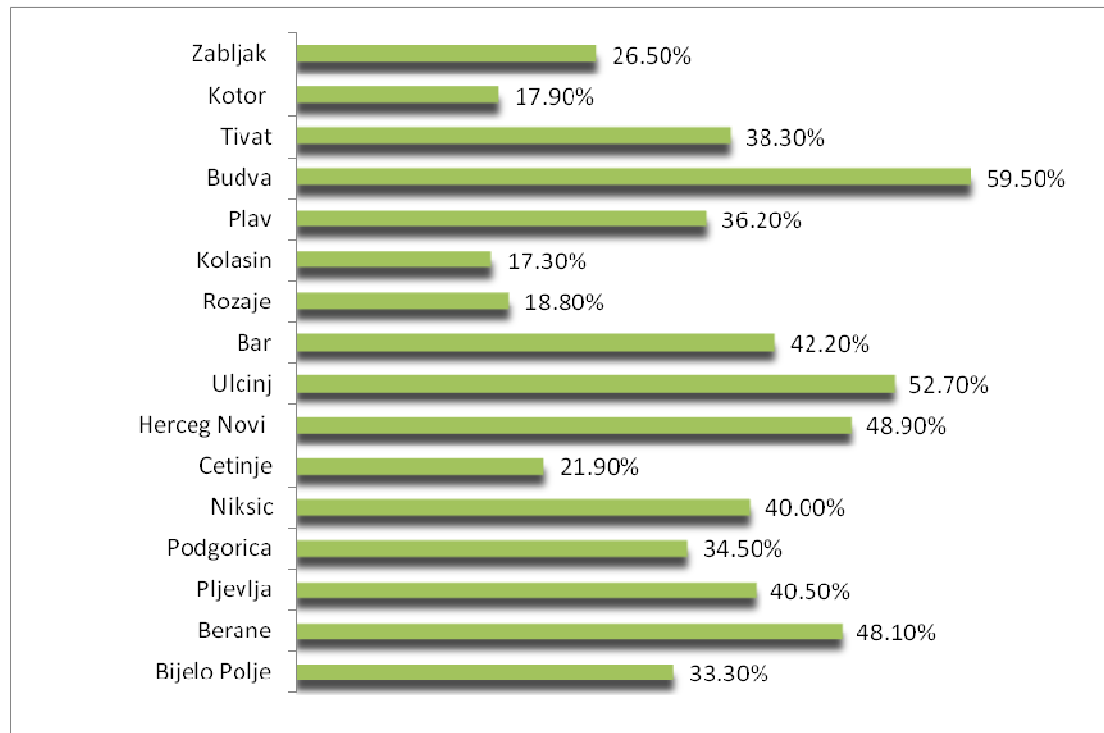
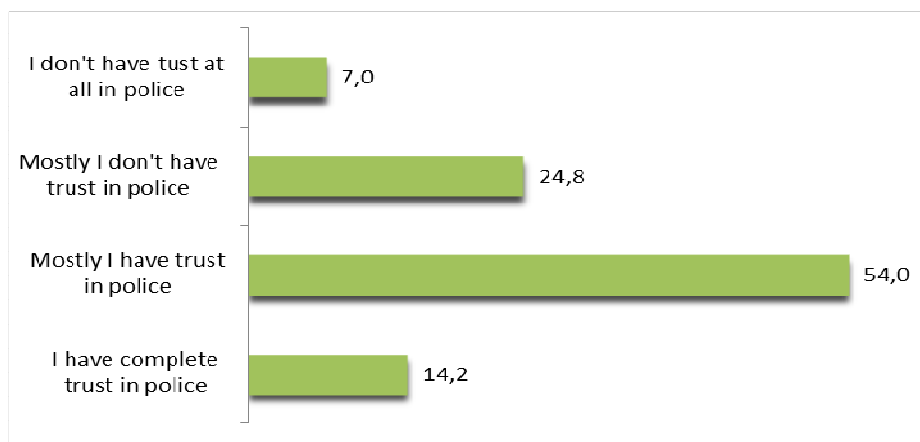Fig 11 **All in all, if you assess the efficiency of police work in Montenegro, would you say that it is:**

	Very efficient	Mostly efficient	Mostly inefficient	Very inefficient	Total
Bijelo Polje	12.1%	54.5%	30.3%	3.0%	100.0%
Berane	14.3%	37.7%	36.4%	11.7%	100.0%
Pljevlja	3.8%	55.7%	35.4%	5.1%	100.0%
Podgorica	6.1%	59.5%	28.4%	6.1%	100.0%
Niksic	20.0%	40.0%	30.9%	9.1%	100.0%
Cetinje	28.1%	50.0%	18.8%	3.1%	100.0%
Herceg Novi	4.7%	46.5%	41.9%	7.0%	100.0%
Ulcinj	0.0%	47.4%	47.4%	5.3%	100.0%
Bar	11.1%	46.7%	33.3%	8.9%	100.0%
Rozaje	37.5%	43.8%	14.6%	4.2%	100.0%
Kolasin	34.8%	47.8%	4.3%	13.0%	100.0%
Plav	25.9%	37.9%	34.5%	1.7%	100.0%
Budva	7.1%	33.3%	52.4%	7.1%	100.0%
Tivat	6.4%	55.3%	29.8%	8.5%	100.0%
Kotor	13.4%	68.7%	13.4%	4.5%	100.0%
Zabljak	26.5%	47.1%	20.6%	5.9%	100.0%
Total	12.6%	51.5%	29.5%	6.4%	100.0%

Fig 12 Assessment of inefficiency of police in every town comparing to other towns (The sum mostly and very inefficient) %
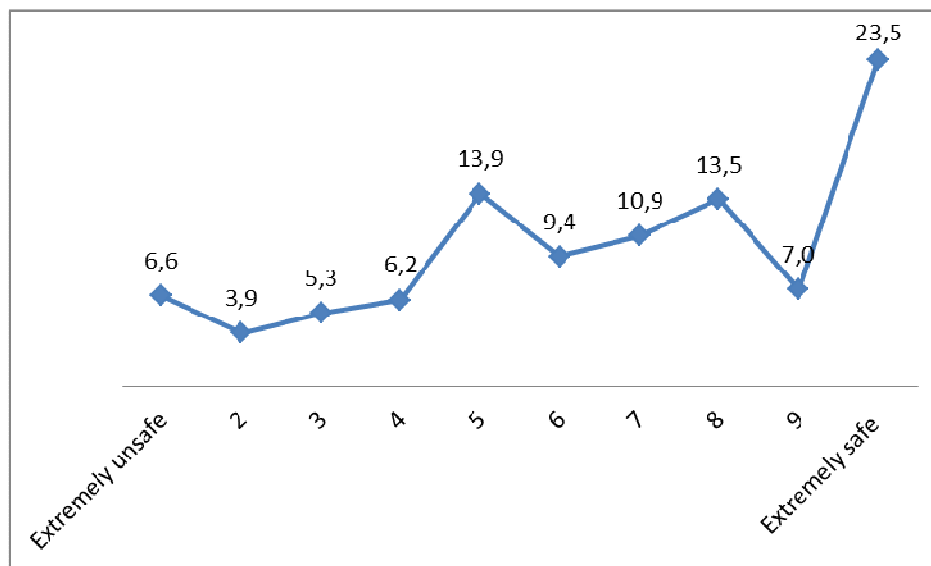

Town	%
Zabljak	26.50%
Kotor	17.90%
Tivat	38.30%
Budva	59.50%
Plav	36.20%
Kolasin	17.30%
Rozaje	18.80%
Bar	42.20%
Ulcinj	52.70%
Herceg Novi	48.90%
Cetinje	21.90%
Niksic	40.00%
Podgorica	34.50%
Pljevlja	40.50%
Berane	48.10%
Bijelo Polje	33.30%

Further, special question in research was about trust in police (Fig 13). The result shows that the trust in police is more than on good level. Namely, 54% of citizens points out that 'mostly has trust' in police, with 14.2% of those who have complete trust. According to that, cumulative, mistrust is on notably lower level compared to trust, rather, less than 1/3 respondents shows lower or higher level of mistrust comparing to those 2/3 that, in total, shows trust.

Fig 13 How much you trust in police? %

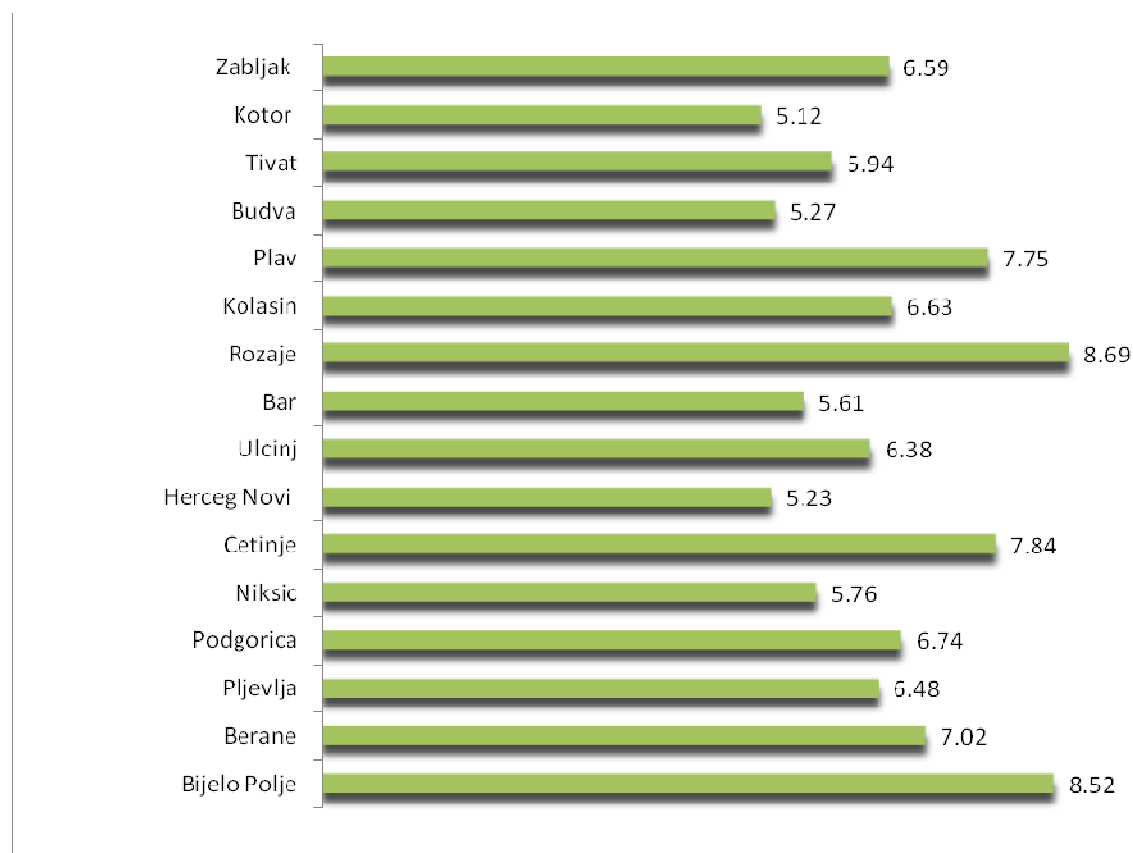| Response	%
I don't have tust at all in police	7,0
Mostly I don't have trust in police	24,8
Mostly I have trust in police	54,0
I have complete trust in police	14,2

Further, when it comes about security issues, the basic question we have asked is personal assessment of citizens how secure they feel. This assessment is done on scale from 1 (extremely unsafe) to 10 (extremely safe-secure). The data shows that the most of citizens in Montenegro feels secure, considering that distribution is extremely 'distorted' to the left, means, every fourth respondent evaluated its safety on the highest level (Fig 14). Arithmetic mean on scale from 1 to 10 is 6.62 (Standard deviation = 2.8).

Fig 14 How you personally feel safe? %

If individual sense of safety we analyze for each town individually (Fig 15), we can see that the safest feels citizens of Rožaje, then Bijelo Polje, Cetinje and Plav. On the other hand, the most unsafe feels citizens of Kotor, Herceg Novi, Budva, Bar and Nikšić. Besides, the most interesting data is about Kotor because in all other municipalities there is correlation between trust in police and sense of security except when it comes about Kotor. So, in the case of Kotor, unlike all other municipalities, we measure high trust in police and low sense of security. According to that, trusts in police in this municipal do not result with higher level of security.

Fig 15 Individual sense of security by municipalities.

In survey we asked special question about the most common problems in town (place/neighbourhood) where respondents live (Fig 16 and Fig 17). The most interesting is the fact that the biggest problem is environmental pollution (littering, etc.). Further, in big problems there are stealing, traffic safety, irregularly parking, and drug addiction. On the other hand, as least present problems are prostitution, bullying in the work place and domestic violence.

Fig 16. To what extent are the following problems present in your town (place/neighbourhood)? %

	Very present	Quite present	Slightly present	Not present
Stealing	25,6	36,9	26,9	10,5
Environmental pollution (garbage)	36,8	35,7	18,8	8,8
Begging	23,6	29,5	26,6	20,3
Illegal construction	23,6	29,9	25,2	21,3
Loud music	12,8	20,0	33,8	33,4
Keeping pets at home	13,0	21,2	30,9	34,9
Quarrels between neighbours	10,6	24,2	35,1	30,1
Irregular parking	29,9	29,4	23,5	17,3
Traffic safety	24,3	36,6	24,1	15,0
Bullying in the work place	7,9	17,3	35,1	39,6
Domestic violence	8,4	20,0	37,8	33,8
Prostitution/Public immorality	7,3	18,2	33,4	41,1
Drug addiction/Drug dealing	24,9	33,7	20,7	20,6

Fig 17 Presence of problem – in the sum very present and quite present in %
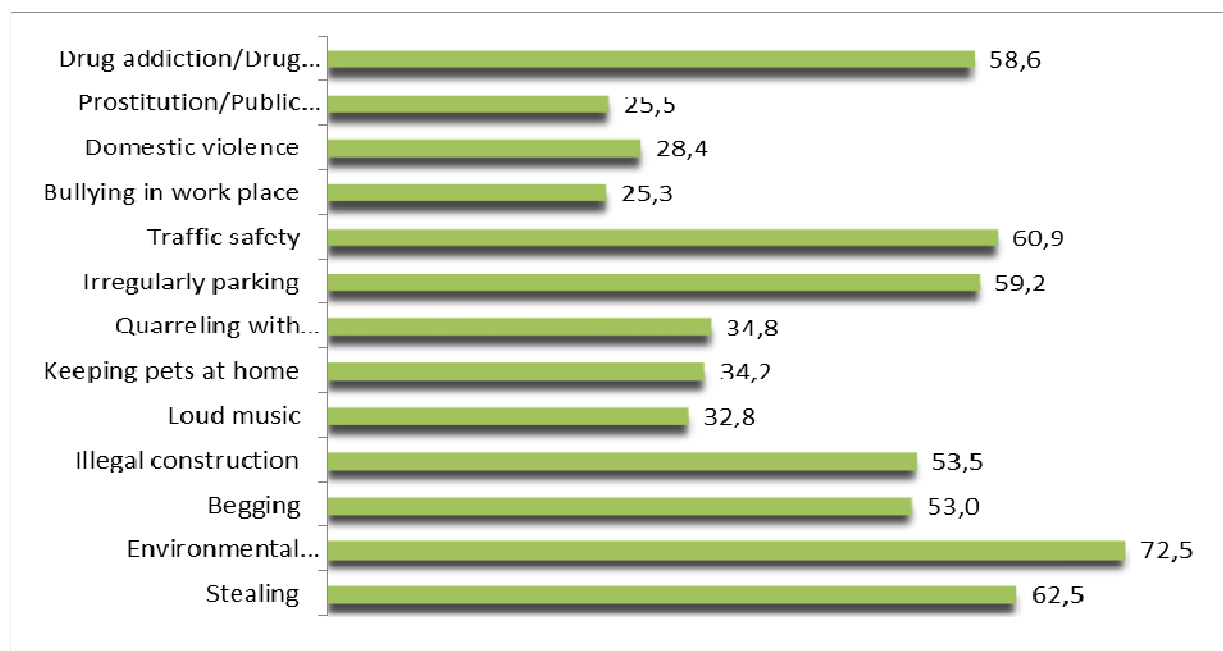
Further, regarding the problems in town (place/neighbourhood), respondents evaluated efficiency of police in solving these problems (Fig 18). In this regard every second citizen showed satisfaction with efficiency of police in solving problems, where 12% are 'very' satisfied. On the other hand, those that are dissatisfied are around 40 %, where almost every tenth citizen shows high level of dissatisfaction.

Fig 18 Are you satisfied with the way police is dealing with problems that are the most present in your neighborhood?
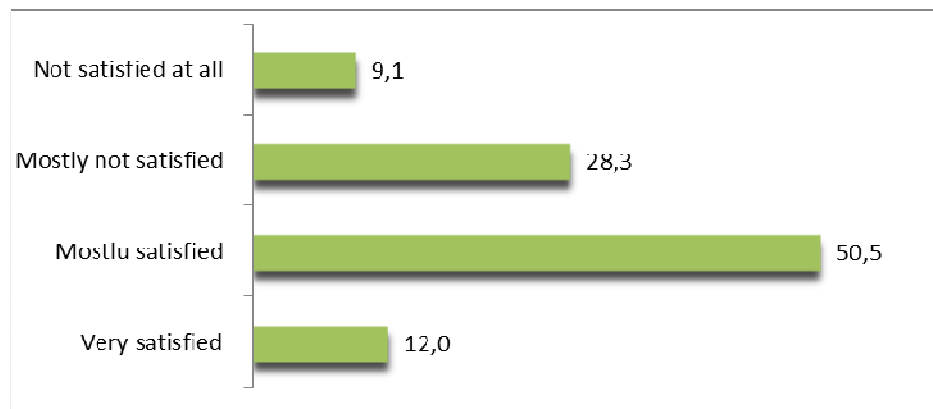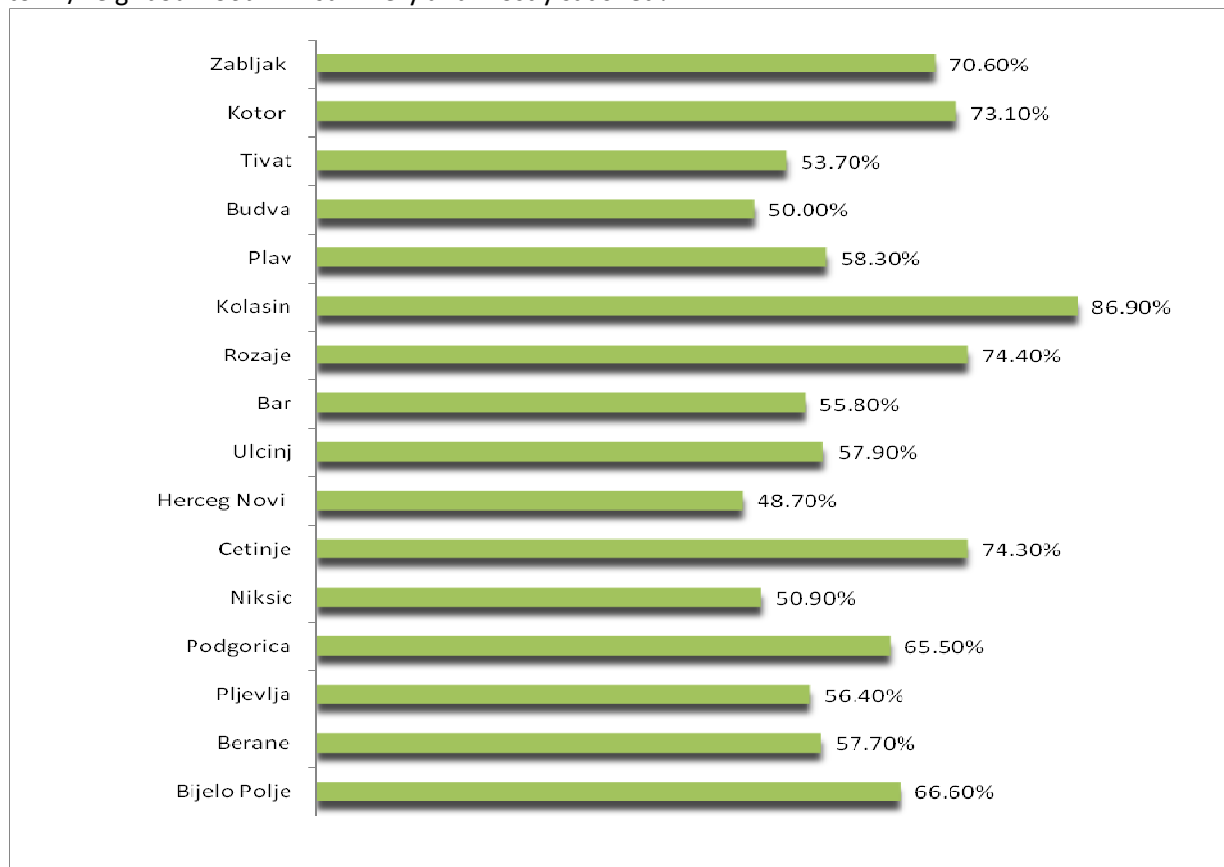

If we analyze satisfaction with police work in solving problems by towns (Fig 19.1 and Fig 19.2), we ca see, in accordance with previous data, that the highest level of satisfaction is in Kolašin, Kotor, Rožaje, Cetinje and Žabljak, while the lowest level of satisfaction is in Herceg Novi, Budva and Nikšić.

Fig 19.1 Are you satisfied with the way police is dealing with problems that you see as the most present in your towns?

	Very satisfied	Mostly satisfied	Mostly not satisfied	Not satisfied at all	Total
Bijelo Polje	12.1%	54.5%	27.3%	6.1%	100.0%
Berane	16.7%	41.0%	29.5%	12.8%	100.0%
Pljevlja	3.8%	52.6%	34.6%	9.0%	100.0%
Podgorica	8.6%	56.9%	25.2%	9.2%	100.0%
Niksic	9.4%	41.5%	34.0%	15.1%	100.0%
Cetinje	28.6%	45.7%	17.1%	8.6%	100.0%
Herceg Novi	14.6%	34.1%	41.5%	9.8%	100.0%
Ulcinj	0.0%	57.9%	36.8%	5.3%	100.0%
Bar	11.6%	44.2%	39.5%	4.7%	100.0%
Rozaje	40.4%	34.0%	19.1%	6.4%	100.0%
Kolasin	30.4%	56.5%		13.0%	100.0%
Plav	15.0%	43.3%	36.7%	5.0%	100.0%
Budva	7.1%	42.9%	40.5%	9.5%	100.0%
Tivat	9.8%	43.9%	26.8%	19.5%	100.0%
Kotor		73.1%	23.9%	3.0%	100.0%
Zabljak	20.6%	50.0%	20.6%	8.8%	100.0%
Total	12.1%	50.5%	28.3%	9.1%	100.0%

Fig 19.2 Are you satisfied with the way police is dealing with problems that are the most present in your town/neighbourhood – In sum very and mostly satisfied?
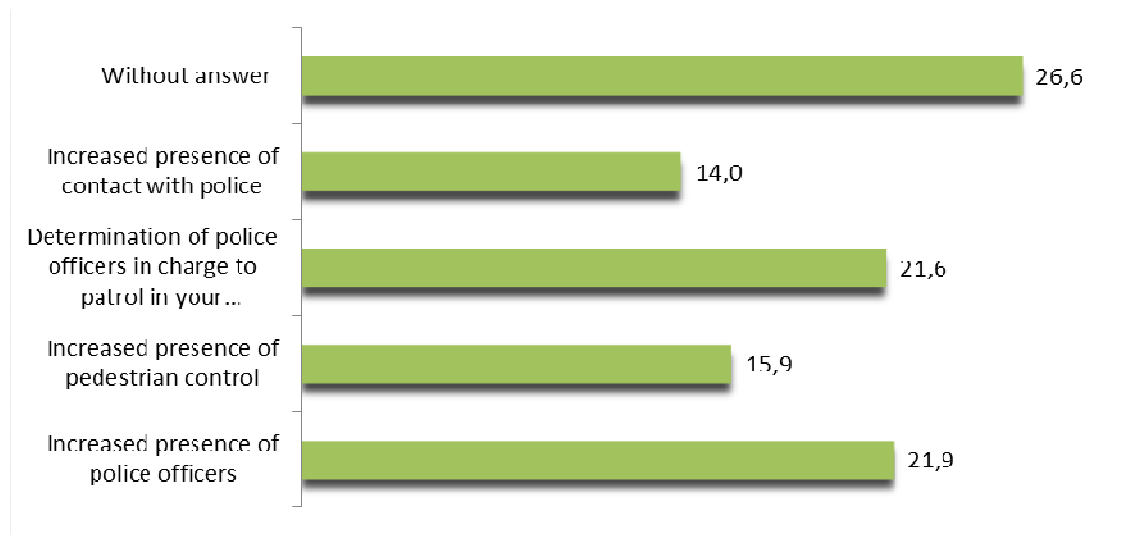
Town	%
Zabljak	70.60%
Kotor	73.10%
Tivat	53.70%
Budva	50.00%
Plav	58.30%
Kolasin	86.90%
Rozaje	74.40%
Bar	55.80%
Ulcinj	57.90%
Herceg Novi	48.70%
Cetinje	74.30%
Niksic	50.90%
Podgorica	65.50%
Pljevlja	56.40%
Berane	57.70%
Bijelo Polje	66.60%

Further, when it comes about possible reasons of dissatisfaction of police work, citizens points out some key reasons that are, by their opinion, factors for inefficiency of police (Fig 20). As key reason they point out 'slow response', then 'lack of motivation', lack of training, while lack of legal authority is the smallest reason for inefficiency.

Fig 20 The reasons for dissatisfaction of police work - % YES answers

Reason	%
Lack of legal authorities to react on this problems	29,5
Lack of motive to deal with listed problems	36
Lack of training	35,3
Slow response	44,1
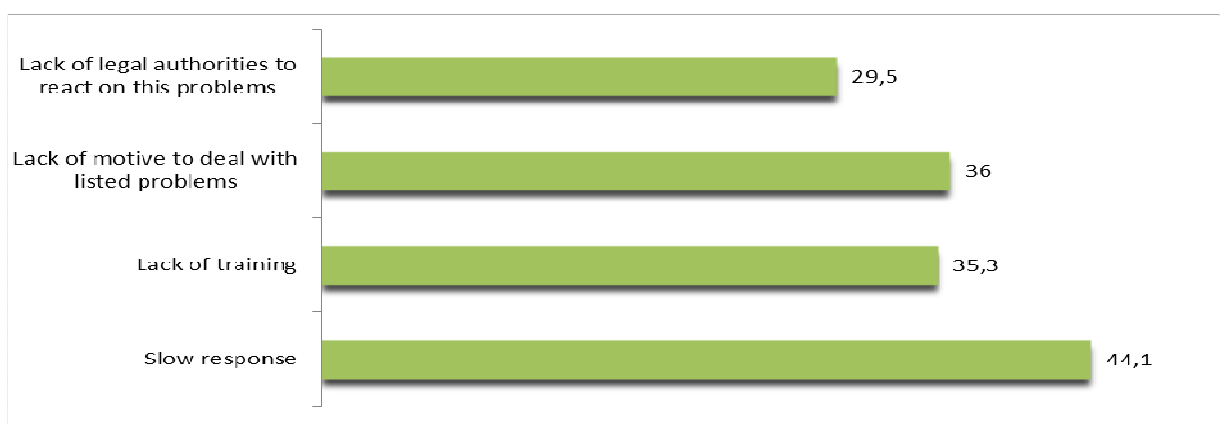
One of important questions was attitude of citizens regarding what is necessary for police to do to increase public safety (Fig 21.1). Te results shows that the biggest number of citizens cannot evaluate it. However, from those who gave sugestion what police should do, most of them think that police should increase its presence and to determie officers in charge for that neighborhood.

Fig 21. 1 In what way, by your opinion, police can increase safety in your neighborhood? %

Observed by towns,we can see ignificant differences (Fig 21.2). Increased presence of police officers would be theh best solution, according to opinion of citizens of these towns, in Berane, Podgorica, Herceg Novi, Ulcinj, Plav and Tivat. Increased presence of pedestrian controls would be the best solution in Kotoru and Plavu. Determination of police officers in charge for patrol that neighborhood is the best solution by opinion of citizens of Nikšić, Cetinje, Bar, Rožaje and Žabljak, while for increased presence and contact with police are citizens of Bijelo Polje, Pljevlja and Ulcinj.

Fig 21.2 In what way, by your opinion, police can increase security in your neighborhood – by towns

	Increased police presence	Increased presence of pedestrian control	Police patrol in your neighbourhood	Increased presence and contact	Without answer	Total
Bijelo Polje	3.1%	12.5%	18.8%	**37.5%**	28.1%	100.0%
Berane	**34.2%**	8.9%	21.5%	15.2%	20.3%	100.0%
Pljevlja	17.3%	8.6%	12.3%	**22.2%**	39.5%	100.0%
Podgorica	**24.6%**	14.6%	22.5%	13.4%	24.9%	100.0%
Niksic	17.5%	17.5%	**21.1%**	17.5%	26.3%	100.0%
Cetinje	16.7%	5.6%	**30.6%**	8.3%	38.9%	100.0%
Herceg Novi	**22.2%**	17.8%	13.3%	15.6%	31.1%	100.0%
Ulcinj	**28.6%**	14.3%	9.5%	**28.6%**	19.0%	100.0%
Bar	21.3%	2.1%	**34.0%**	10.6%	31.9%	100.0%
Rozaje	8.5%	14.9%	**31.9%**	17.0%	27.7%	100.0%
Kolasin	21.7%	4.3%	13.0%	4.3%	56.5%	100.0%
Plav	**28.3%**	**28.3%**	25.0%	3.3%	15.0%	100.0%
Budva	13.6%	25.0%	29.5%	11.4%	20.5%	100.0%
Tivat	**31.9%**	12.8%	17.0%	8.5%	29.8%	100.0%
Kotor	22.4%	**50.7%**	16.4%	7.5%	3.0%	100.0%
Zabljak	8.8%	2.9%	**23.5%**	14.7%	50.0%	100.0%
Total	21.9%	15.9%	21.6%	14.0%	26.5%	100.0%

One often aspects of research was about cooperation between police and citizens. The opening and specific question in this regard was evaluation of communication and cooperation between citizens and police (Fig 22). More than half of citizens communication and cooperation with police evaluates as 'mostly good' with 12.1% of those who points out that cooperation is 'very good'. So, in total, communication and cooperation on overall level is evaluated as very good. As 'Mostly bad', the cooperation is evaluated by every forth respondent in research, while less than 9% points out that cooperation is 'very bad'.

Fig 22 When it comes about communication and cooperation between citizens and police, you would say that it is:
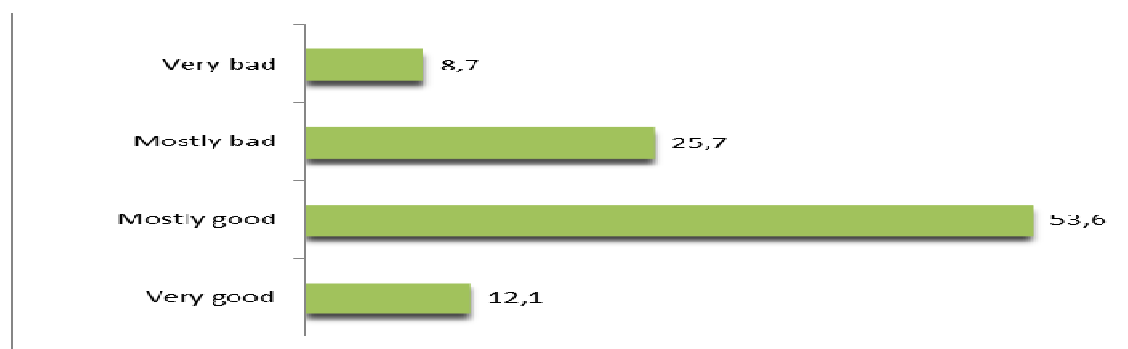
Comparative analysis of cooperation by cities (Fig 23) points out that, in general, citizens of all municipalities are satisfied. However, it needs to be noted that in this regard, the highest level of satisfaction is in Kolašin, then in Žabljak, Herceg Novi and Cetinje. On the other hand, the lowest level of satisfaction is in Budva, Bar and Nikšić.

Fig 23 Communication and cooperation between citizens and police by towns –the sum of very and mostly satisfied
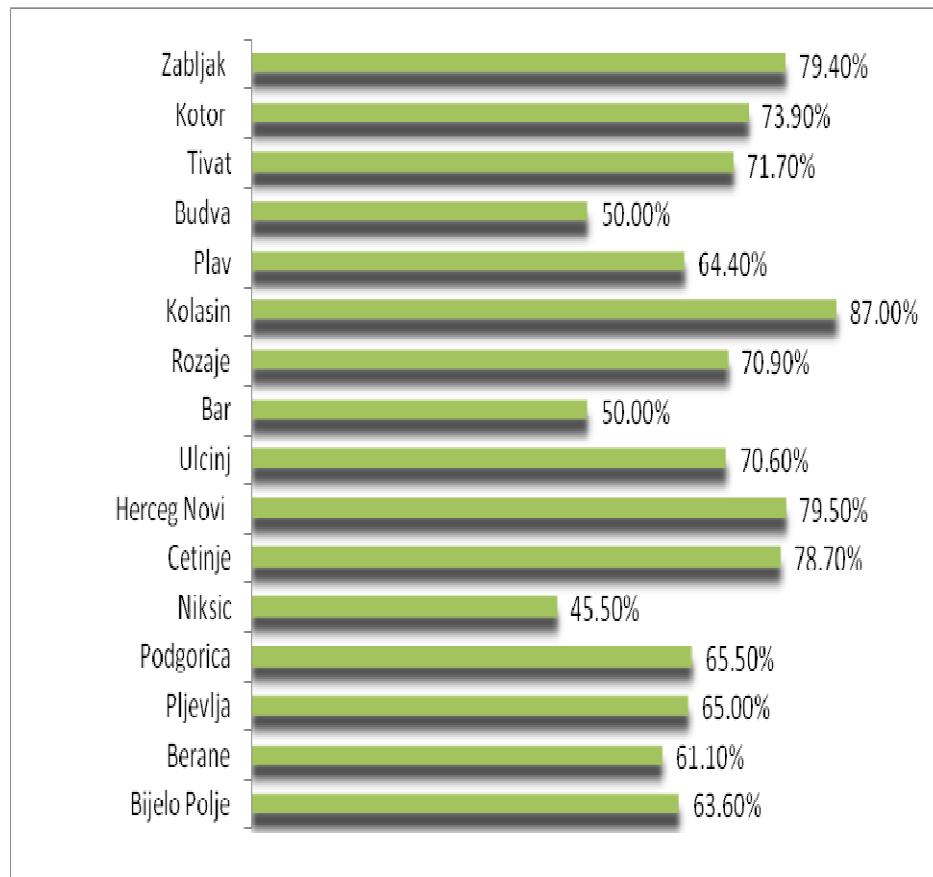
Important aspect of cooperation between citizens and police is 'action potential' of citizens themselves, means their willingness to personally give support to police work (Fig 24). In this regard, the results if research points out that in Montenegro there is high level of action potential. Namely, with every forth citizen, who is willing to help to police, almost every second says that he is 'mostly ready to give this kind of support'.

Fig 24. Are you personally willing to give support and help to police in solving safety issues? %
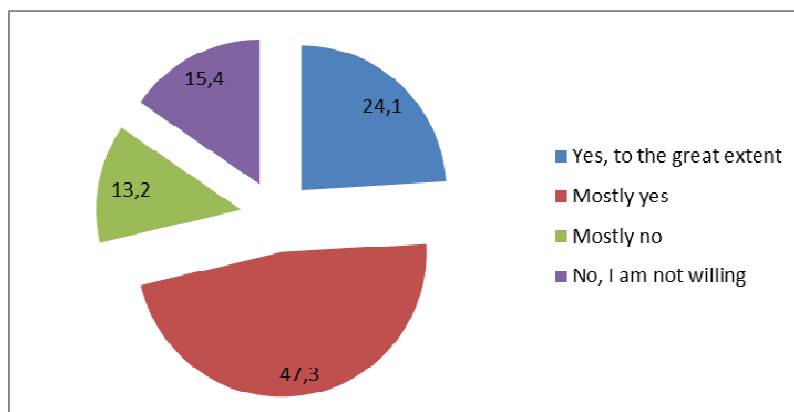
When it comes about evaluation of reputation of police (Fig 25), the largest number of citizens think that police and police officers have 'not so bad reputation'. Almost 17 % of respondents points out that police and police officers have 'good reputation, while on the other hand, just a little bit more than every forth respondent think that reputation of police and police officers is 'not so good', and, finally, almost 12% think that it is 'bad'.

Fig 25. If you evaluate the reputation of police and police officers in Montenegro, you would say that they: %
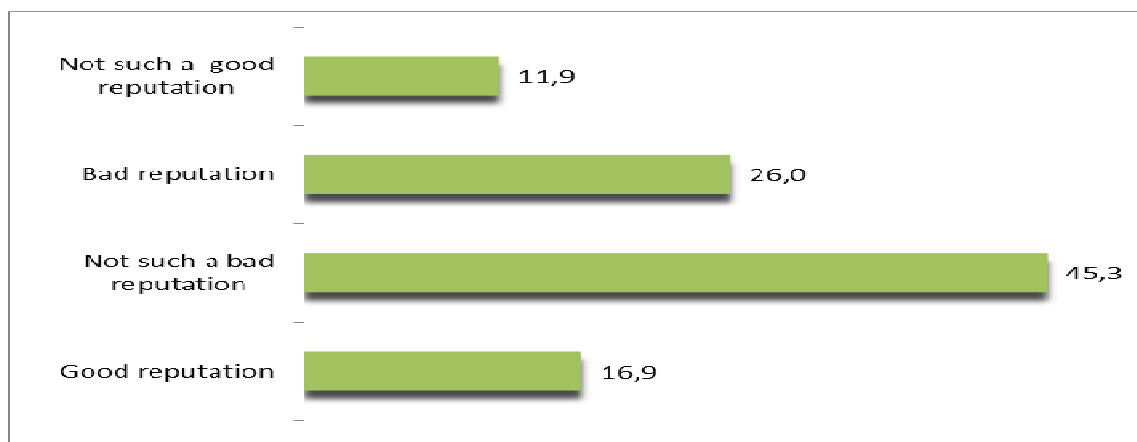
When it comes about evaluation of police officers and their characteristics, the respondents evaluated to what extent is every characteristic typical for police officers in uniform in Montenegro (Fig 26.1 and Fig 26.2, Fig 26.3). First, we have to notice that the rates are relatively high when it comes about every single characteristic. Comparatively, two characteristics that are the most important for the police officers in Montenegro are 'decency' and 'willingness to help'. The worst rated characteristic is 'efficiency', but, we should have in mind that even with this 'worst rated characteristic', over 55% of citizens thinks that police officers are 'very' or 'mostly' efficient.

But, regarding the evaluation of characteristics of police officers, the biggest value have comparison with research that was done in 2007 by identical methodology. Comparison of evaluation of characteristics today shows that comparing to 2007 the image of police officers is improved in all aspects that were object of measurement. Comparatively, the biggest progress is made when it comes

about professionalism, then decency, efficiency and honesty of police officers, while, when it comes about other characteristics, the progress is minimal.

Fig 26.1 Rate for characteristics of police officers %

	Yes	Mostly yes	Mostly no	No
Patient	20,8	36,1	27,6	15,5
Professional	15,5	41,5	26,5	16,6
Willing to help	21,7	48,6	21,1	8,5
Efficient	16,2	39,1	28,1	16,5
Decent	22,5	48,0	18,4	11,2
Honest	17,9	40,3	24,0	17,8
Communicative	18,9	42,8	26,2	12,1

Fig 26.2 Rates for characteristics of police officers – the sum of yes and mostly yes %
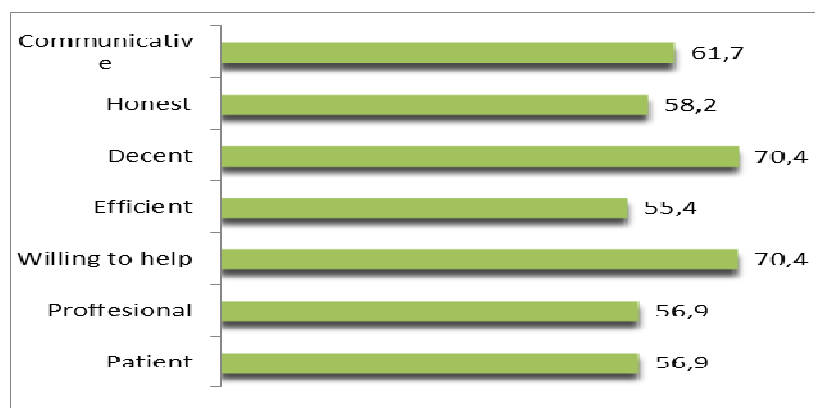
Fig 26.3 Rates for characteristics of police officers – the sum of yes and mostly yes %: Comparison 2007 and 2011
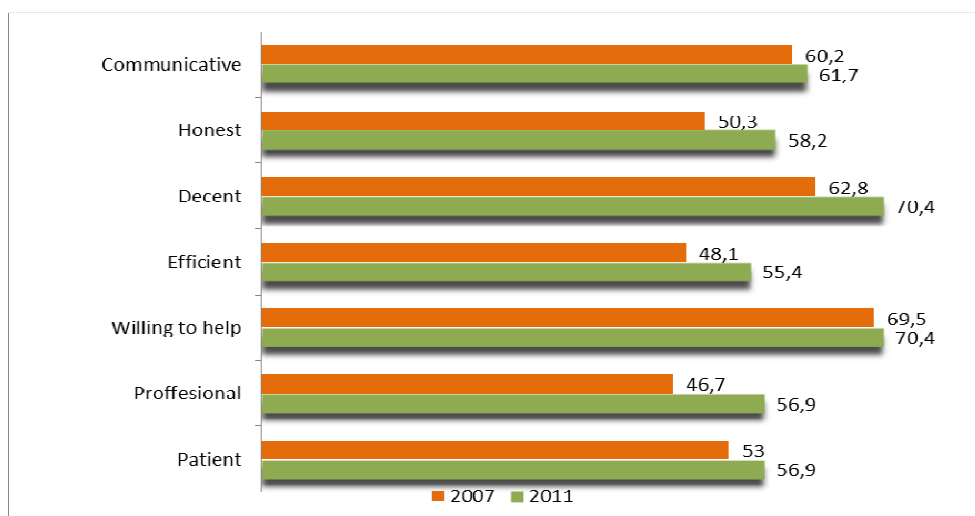
In following part of research we examined concrete experiences of citizens when it comes about communication with police (Fig 27 and Fig 28). First, we determined that in the last six months, every forth citizen had some contact with police. From this number, over 45% citizens evaluates that contact as 'mostly pleasant', with 18.5% that points out that contact was 'very pleasant'. On the other hand, every forth citizen says that contact was 'mostly unpleasant', and every tenth says that contact with police was 'very unpleasant'.

Fig 27 Did you have some direct contact with police in the last six months? %
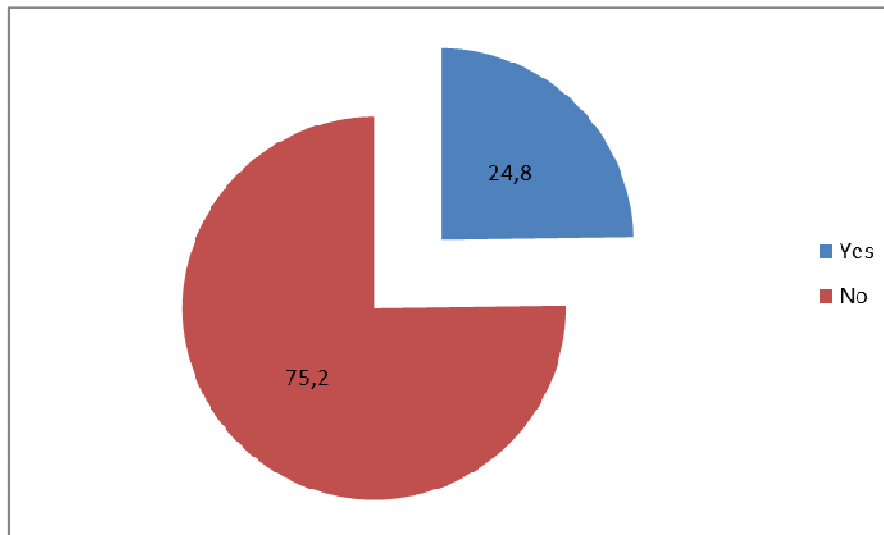
Fig 28 How would you rated that contact with police. Would you say that is was: %
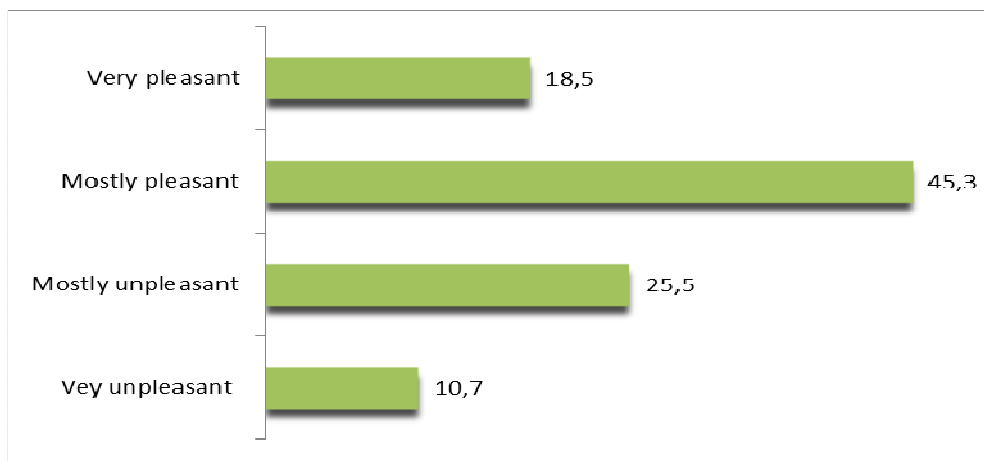
One of the important questions in Montenegro, due to small number of citizens and society culture, is question of existence of social networks between citizens and police through family ties. This is the reason why we wanted to determine percent of citizens who have friends or relatives in police (Fig 29). In this regard, it is shocking to know that 44% of citizens of Montenegro have relatives and /or friends in police. This data actually shows that status and perception in public in great measure depends on informal channels of communication that emerge through family and friend relations.

Fig 29 Do you have some close friend/relative in police? %
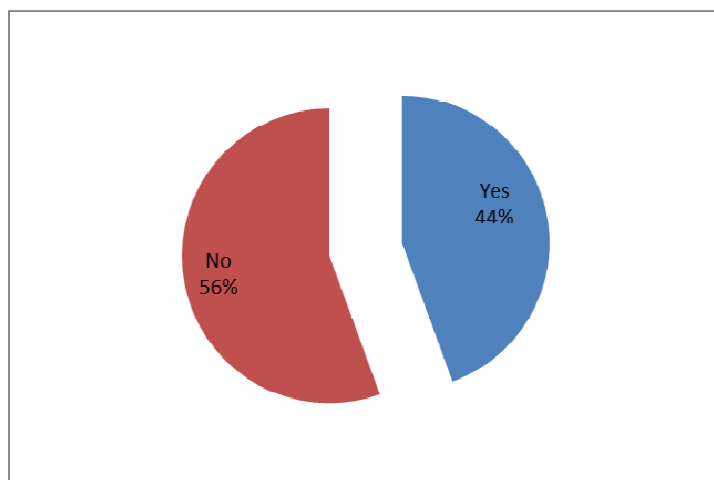
Considering that in Montenegro in all municipalities there is institution of 'contact' police officer, some questions in research are devoted to attitudes of citizens about contact police officers (Fig 30, Fig 31, and Fig 32)., First, 1/3 of citizens knows that in their neighbourhood there is a contact police officer. So, 2/3 either says that in their neighbourhood there is no contact police officer, or they do not know about that. This data certainly is not satisfactory. Further, every forth citizen had chance to meet contact police officer, which also is not satisfactory data. Finally, 2/3 of respondents are not capable to evaluate satisfaction with work of contact police officer, which again shows that citizens don't have enough information about work of contact police officers. But, it is very important to understand that in the Montenegro, there is 100 contact police area (i.e. 100 contact police officers). It is about 173 of the population of Montenegro. Therefore, the main critique in this regards is not about the work of the contact police officers, but it is about the fact that they are not introduced in the whole Montenegro, i.e. 2/3 of the population is not covered by contact police officer. It practically means that 2/3 of the citizens do not know anything about contact policemen's since they do not exist in their neighbourhood. So, it is not a problem about the attitudes of the citizens, but it is a problem about the fact that 273 of the territory of Montenegro are not covered with the contact police officers. As a confirmation of this conclusions, we stress the fact that 75% of the citizens heave positive opinion about contact policemen's, and 25% negative in the cases where contact police officer exist. (Fig 31.1).

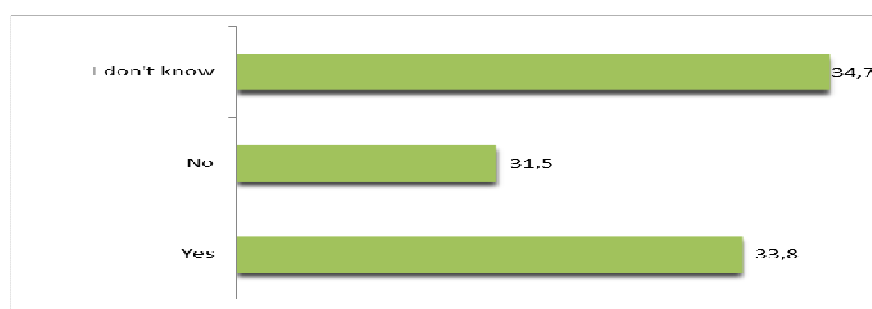Fig 30 Is there a contact police officer in your neighbourhood? %

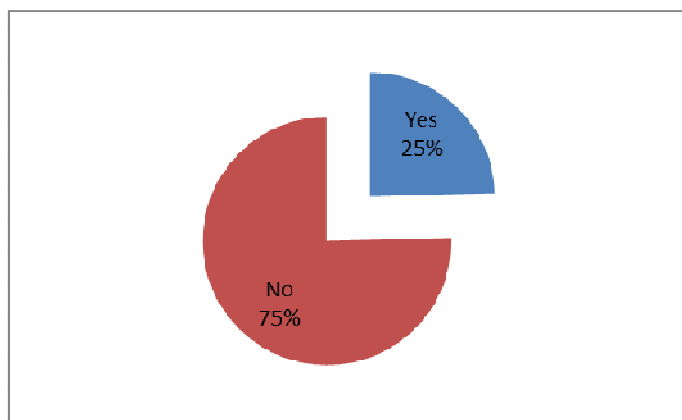Fig 31 Did you have opportunity to meet your contact police officer? %

Fig 32. Are you satisfied with the work of your contact police officer in your neighbourhood? %
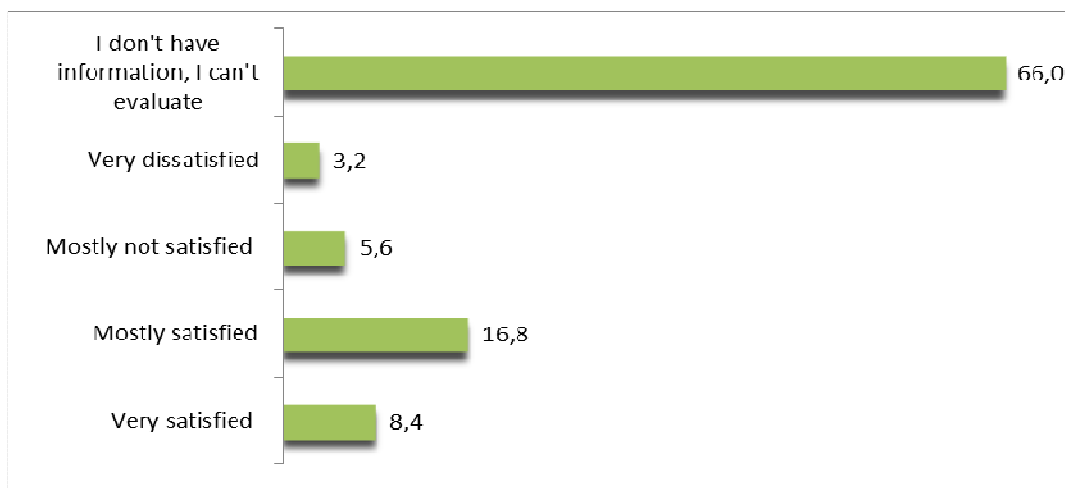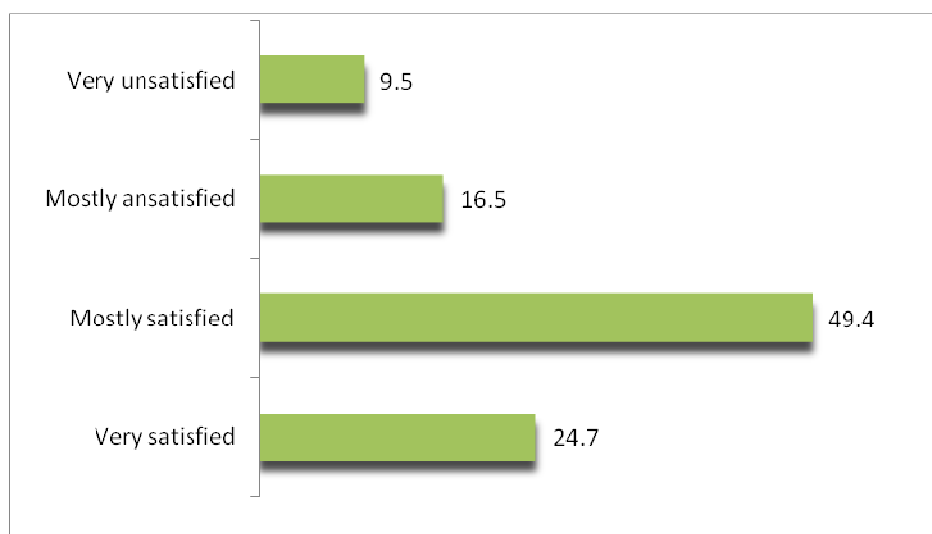

Fig 32.2 Satisfaction with the work of contact police officers in contact areas? %

When it comes about police and its work, very significant aspect are questions of discrimination of individuals that are members of some specific social groups. This was the reason to examine attitudes of citizens when it comes about perception of discriminatory behaviour of police (Fig 33 and Fig 34). The results show that there is perception about 'certain degree' of discriminatory behaviour of police. The biggest degree of perception of discrimination exist when it comes about economic differences between rich and poor, means, citizens think that police have different patterns of behaviour for rich and poor people. Also, the degree of perception on political criteria is also relatively high, but also when it comes about relation toward people who are not citizens of Montenegro. Some lower, but still present is degree of perception of discrimination when it comes about ethnical, religious, and family discrimination.

Fig 33 Do police officers equally treat following groups, by your opinion %

	Fully yes	Mostly yes	Mostly no	Not at all
Women and men	26,8	41,8	22,1	9,3
Members of different ethnical(national)groups	19,9	49,9	21,5	8,6
Members of different religious groups	21,0	46,3	23,2	9,4
Rich and poor	15,0	29,5	31,5	23,9
Montenegrin citizens and foreigners	20,0	42,5	24,3	13,2
Voters and members of different parties	20,0	38,5	26,2	15,3

Fig 34 Perception of level of discrimination by group's %
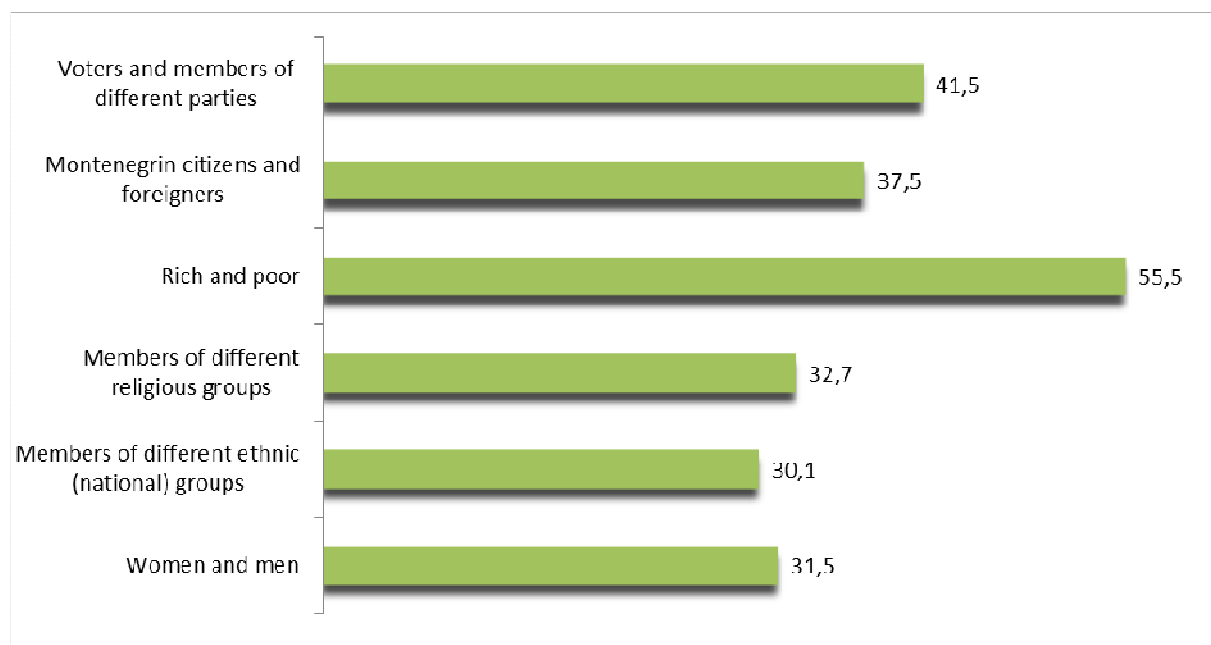
Also, one of important questions, when it comes about police work, is possibility of their breach of duty, and acting by violating the laws and regulations. In this regard, through the research we realized one battery of questions that consider only this aspect. First, we asked citizens do they know how to complain if their rights are violated by the police (Fig 35). The results shows that majority of citizens do not know how to complain in this situation.

Fig 35 In the case you think that your rights are violated from the police, do you know how to complain? %
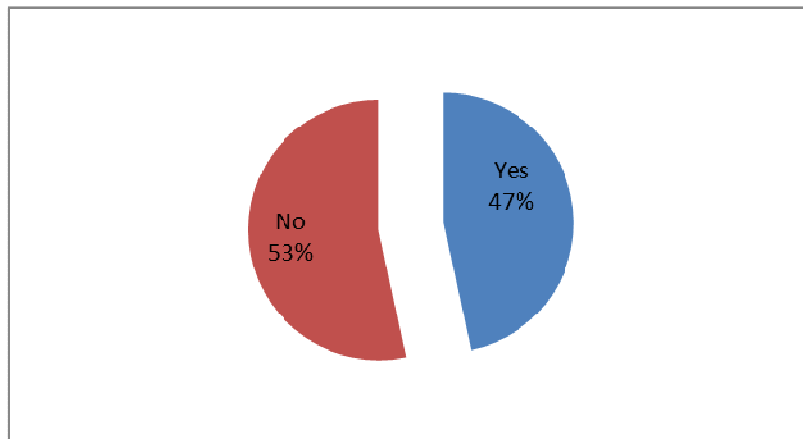
But, even bigger problem in this regard is the fact that those who know how to complain find that pointless (Fig 36).

Fig 36 If you know, or if you find out how to complain, do you believe it has point? %
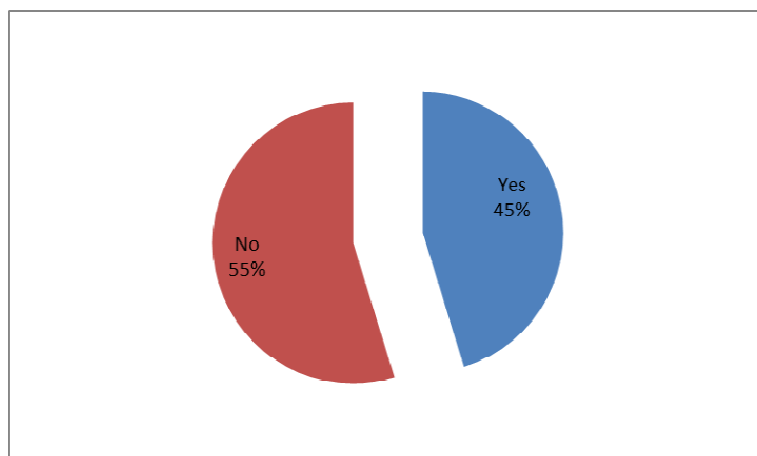
On the other hand, if citizens are convinced that their complaint has point, over 3/4 of citizens would in this situation, report the case (Fig 37). So, these are the data that do not show the trust in police, but shows attitude toward institution of system and those institutions in general. According to that, high confidence toward police that exist in general level is partially jeopardized by the fact that citizens do not trust in institutions of system when it comes about protection of their rights in situations in which police would exceeded its authority.

Fig 37 If you are sure that it has a purpose, would you dare to do it?
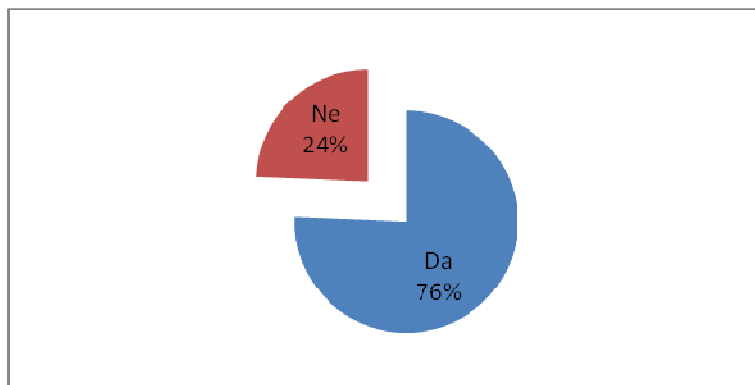
Finally, we asked citizens about some similar experiences, means, do they know some concrete case of police using force without authority (Fig 38). In this regard, 16% of citizens answered affirmative, while waste majority do not know about some case like that.

Fig 38 Do you know some concrete case when police was, without authority, mistreated citizens or used force withot reason?
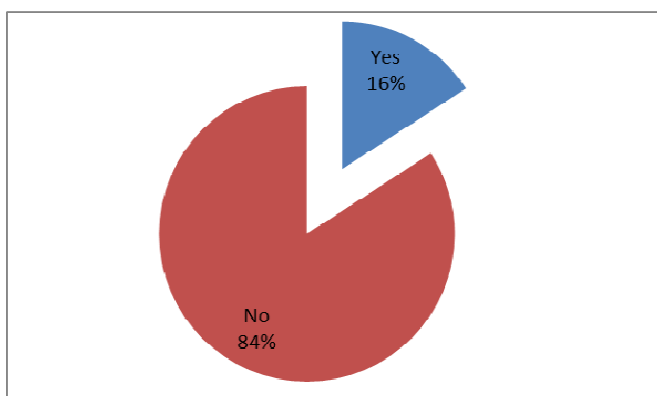
On concrete question about cases of police acting without authority, citizens said following:

- Policeman throwing a pet to some woman
- Arrogance
- Arrogant behaviour
- There is indefinite number of cases that innocent people admitted something they didn't do because of the physical force
- They beat people
- Insolent, he courted me during control
- Rough behaviour toward working people from Kosovo
- Police inspector pulled gun in argue with my neighbours
- intervention, beating
- Intervention police always molesting people
  Policeman was trying to force me to admit that I was disturbing some person by

phone, and I didn't
- Neighbour was molesting because of misunderstanding
- I was molested because of policeman's prejudice
- They are totally bad
- Molesting the guy without reason
- Molesting because of politics
- They think they are all mighty
- They should be ashamed of uniform they wear
- Not educated
- A lot f bad words about Pejanovic
- Drunk policeman in coffee shop threatens to civilian
- Police removed my regularly parked car
- They insulted some innocent guy
- Beating the underage person
- Beating the underage person without reason
- Beating Sasa Pejanovic in jail
- Using physical force on underage persons
- Heard from newspapers
- Stopping the citizens of SV Stefan to build church
- Shame
- Molesting
- Bastards
- Beat tourists from Kosovo without reason
- Rough raids
- Stop the driver because of speeding, and in that moment their colleague makes the same mistake, but he is neither stopped, he is greeted!
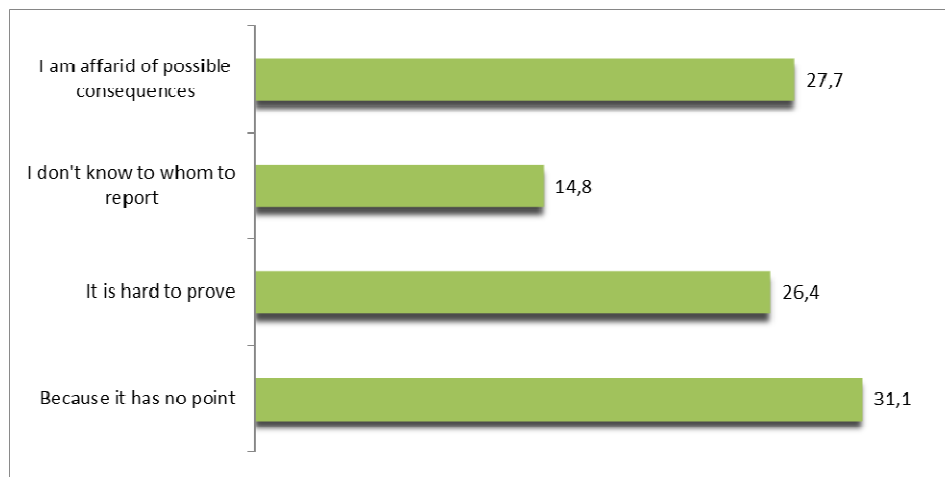
Further, we asked citizens would they report the case of molesting from the police if they would know (Fig 39). On this question affirmatively answered 59% of citizens, but still a large number, over 40% would not report the case.

Fig 39 If you would know some case of molesting citizens from police would you report that case?
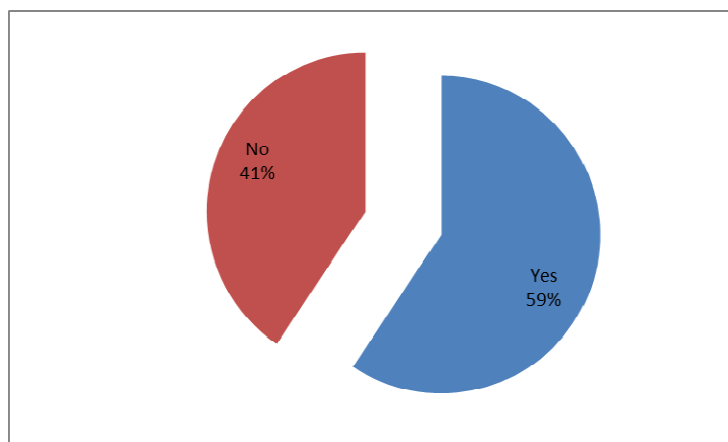
Off course, we wanted to know the reasons why citizens would not report the case of molesting citizens from police (Fig 40). The largest number of examinees in this survey was answering that such action simply would have no point. Big number of examinees considers that this is so hard to prove, and some of these were afraid to report. Actually, the least of the respondents identified the "I don't know whom to report" as the problem.

Fig 40 If you wouldn't report, what are the reasons?

Further, the question of 'address' of reporting was the subject of our special interest. Means, we asked those citizens who said that they would report the case of molesting, to whom they would report it. (Fig 41). In this regard too, this data is very interesting, because the largest number of citizens that would report it, would report it to competent in the police, which is certainly indicator of trust in police institution.

Fig 41 If you would report, to whom would you report?
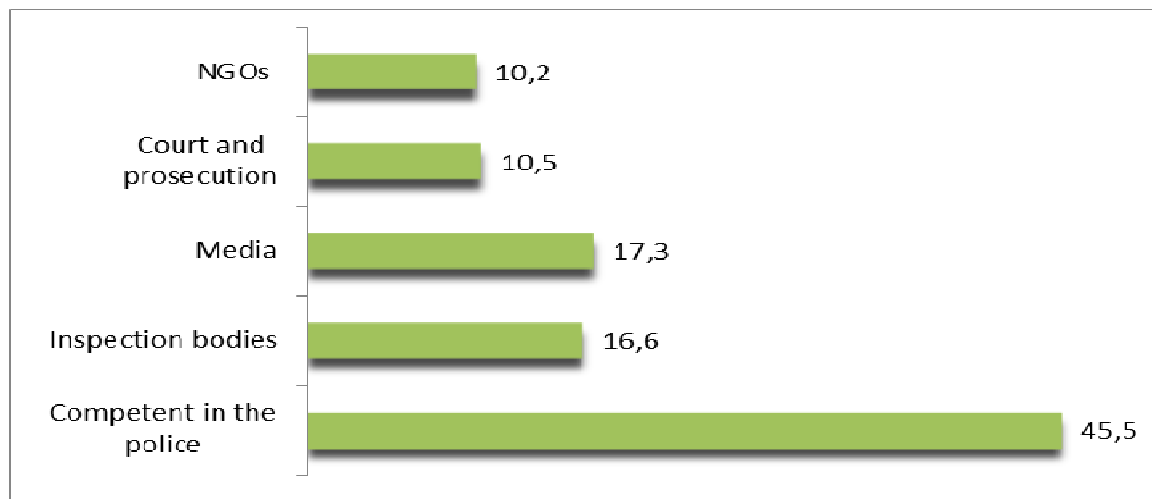
Next segment of research is about questions of informing the citizens when it comes about police work (Fig 42). In this regard, data shows that the biggest number of citizens get information about police work through TV. Every second citizen gets information on this way, and this shows supremacy of this media

in this regard. But, it is also important data that every forth citizen gets information about police work through the talk with colleagues and friends that work for police. So, this is one of the indicators that show that existence of informal communication and social networks with police is important factor in making the attitudes toward police.

Fig 42 In what way you usually get information about police work in your municipal?
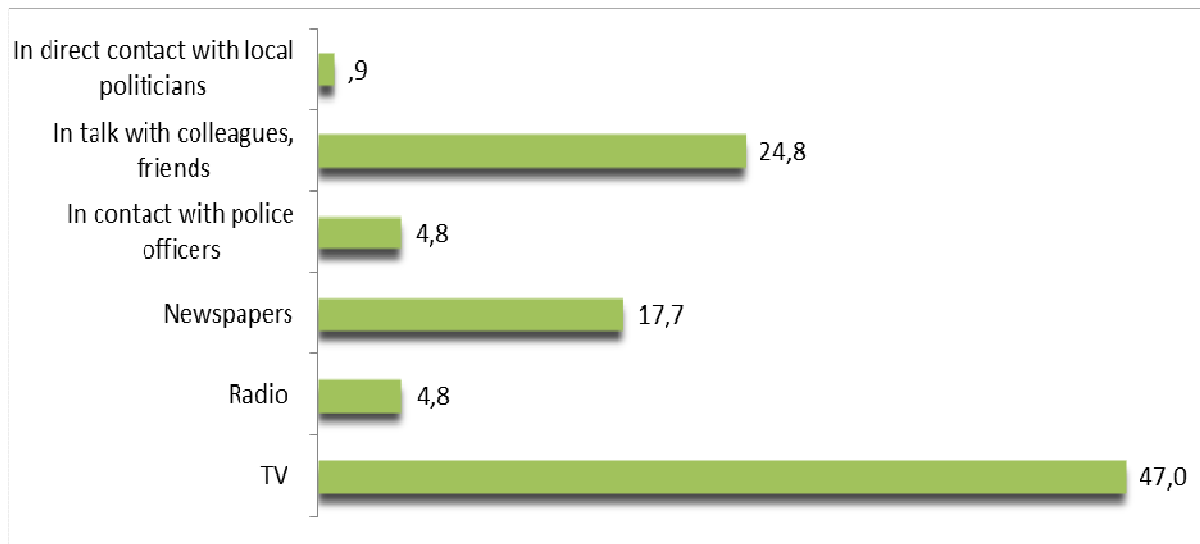
Following aspect of research is about experiences of citizens in process of getting personal documents. First, almost every second respondent in our research in the last year had some experience in getting documents (Fig 43). These respondents evaluated how was that experience (Fig 43.1). In this regard, they gave more than satisfactory evaluation of authorities in process of getting documents. Namely, that process of getting documents was 'mostly efficient' thinks over 45% respondents, with 35% of those who think that competent services were 'very efficient'. On the other hand, in total, almost every fifth citizen expresses dissatisfaction of efficiency in this regard.

Fig 43 In the last year, did you have some experience with issuing documents (passport, Id, etc.) from organs of internal affairs?
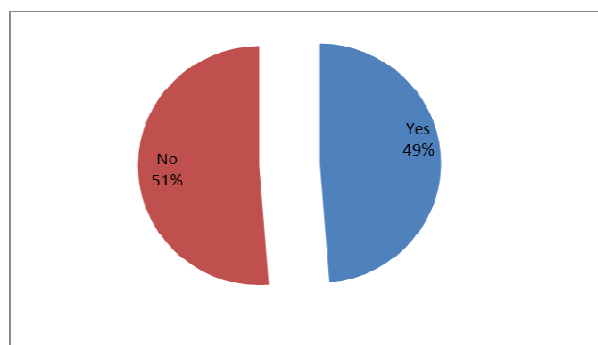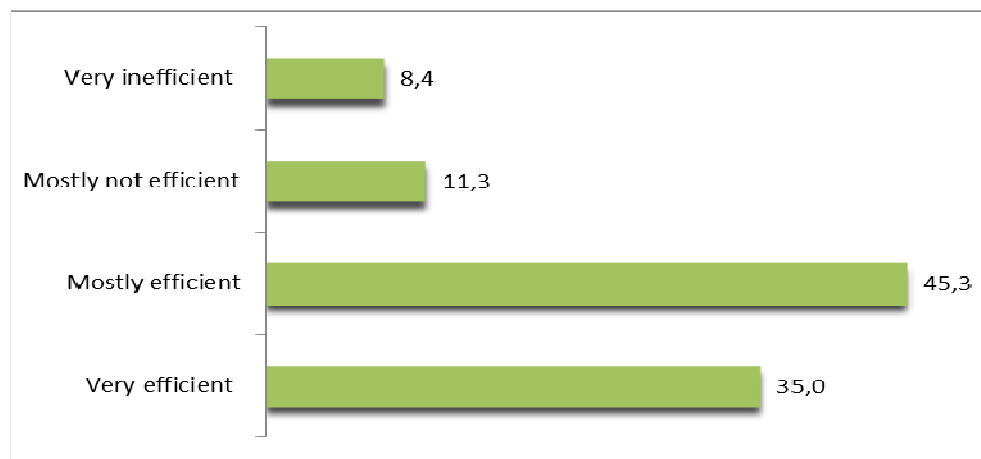
Fig 43.1 If you asked for issuing the documents, how would you rate the work of organs that issue the documents? Would you say that they work: %


Considering that MIA and police departments are separated services, we asked citizens do they know what is the difference between those two services (Fig 44). Over ¾ citizens of Montenegro don't know that there is a difference between MIA and Police departments.

Fig 44 Do you know the difference between MIA and police departments?
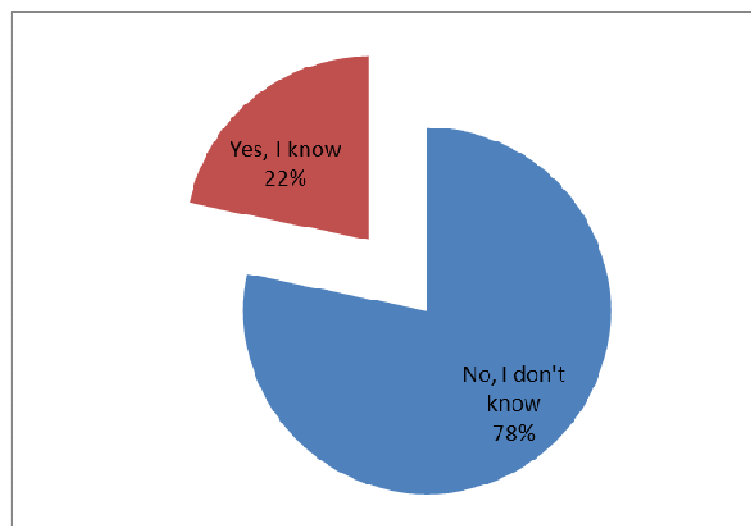
In media there is often talk about politicization of police, and using of police in political purposes. This was immediate cause to examine the attitudes of citizens in this regard (Fig 45). The results in this regard were 'unfavourable', namely, almost 60% of citizens thins that police works in service of parties in power.

Fig 45 In public, there is often talk that police work is politicized, means that police work in service of certain political parties. What d you think about that?
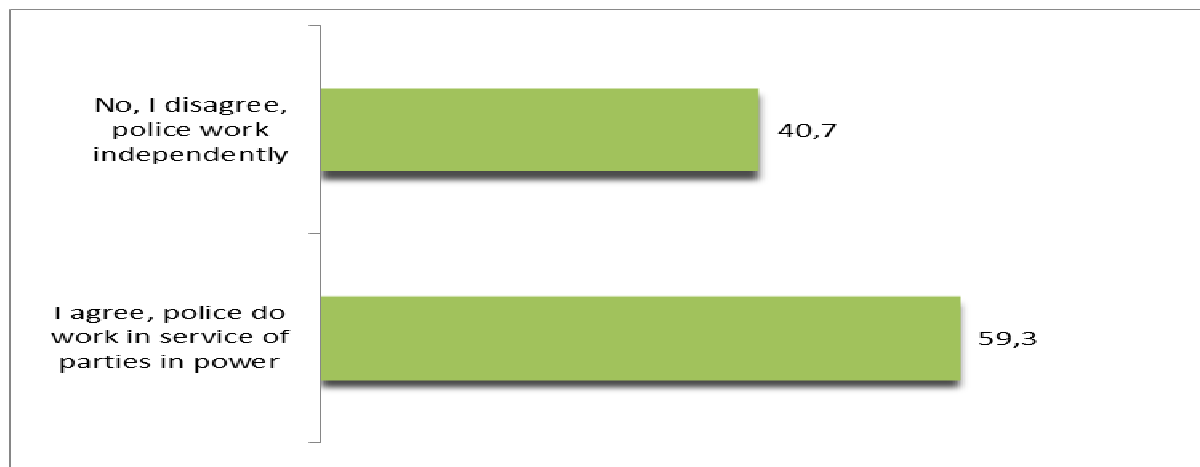
The problem of organized crime is one of the most common in public political discourse. Also, in its last report, European commission is set as one of conditions of entering the EU of Montenegro, a fight against organized crime. This was immediate object of our research because of the fact that organized crime and dealing with this problem is in competency of the police. That is why we asked citizens how they see the problem of organized crime (Fig 46). In this regard the attitudes in public are in accordance with public critical discourse, namely, with almost 46% of those tat think that organized crime is 'mostly' present problem, almost 40% of those think that it is 'very' present problem, so in total, almost 86% of citizens points out the importance of this problem, means that in further police work, this problem must be on the list of priorities, according to citizens.

Fig 46 In public, there is often talk that in Montenegro, organized crime represents obstacle to overall social development. To what extent, by your opinion, is organized crime present problem in Montenegro?
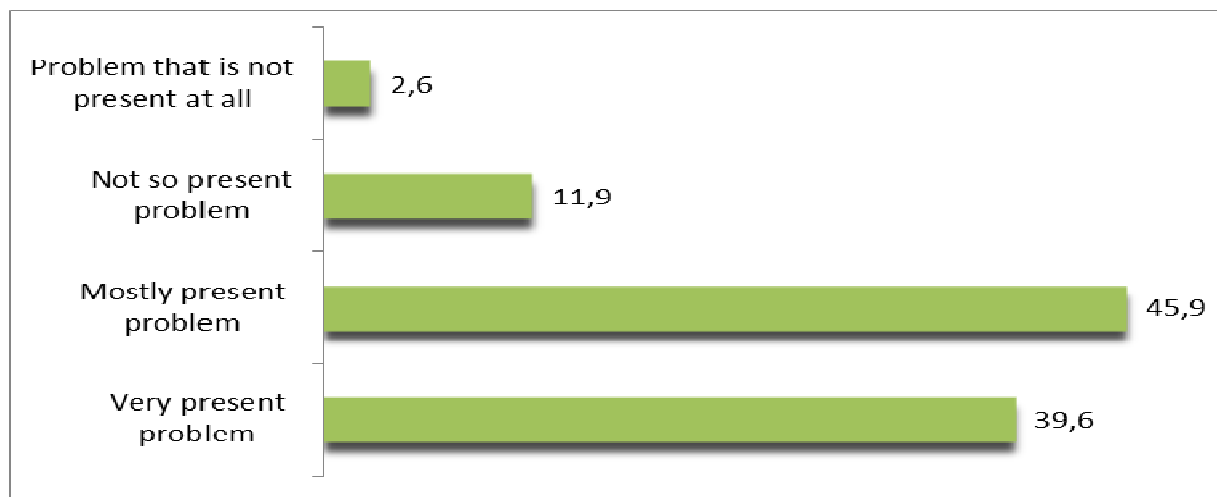
Also, considering that on political level, from Government and competent authorities there is talk about instruments and measures, about efficiency of fight against organized crime, we asked citizens to evaluate how much the country is determined to fight against organized crime (Fig 47). It is interesting that there is optimism in this regard, means, assurance that country is determined to fight the organized crime. That it is not enough, think 1/3 of citizens, or 2/3 of citizens think that country is to some extent determined to fight organized crime. However, when we asked citizens how much is country determined to fight the organized crime, the results were worse, means that a big number of citizens think that in this regard the country is not efficient comparing to those that think that it is efficient (Fig 48). So in this regard, there is clear discrepancy between evaluation of determination and evaluation of efficiency of country to fight against organized crime.

Fig 47 By your opinion, is country determined to fight against organized crime?
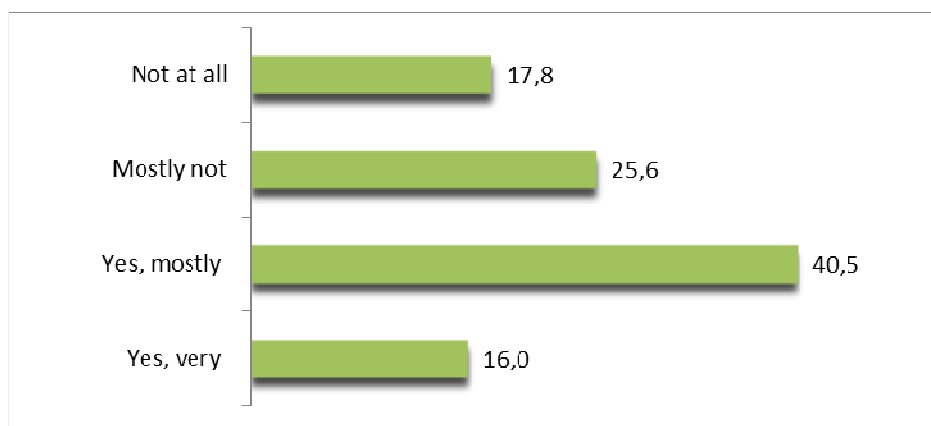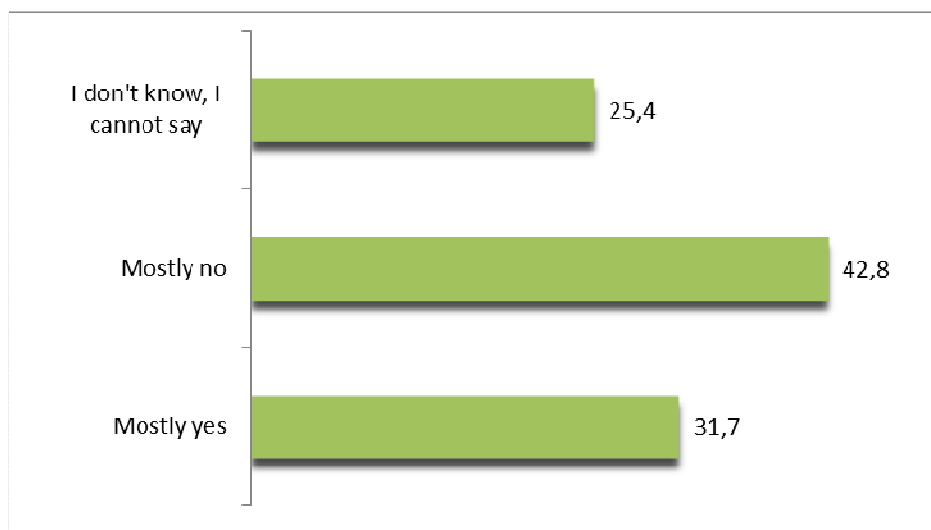

Fig 48 Is country efficient in fight against organized crime?

Finally, when it comes about organized crime, we examined the perception of citizens about involvement of members of police in organized crime (Fig 49). In this regard, too, the results are

worrying, namely, a large number of citizens think that quite number of members of police is involved in organized crime, and in this regard some concrete actions are more than necessary.

Fig 49 In public, also, there is opinion that even members of police are involved in organized crime. What do you think about that?
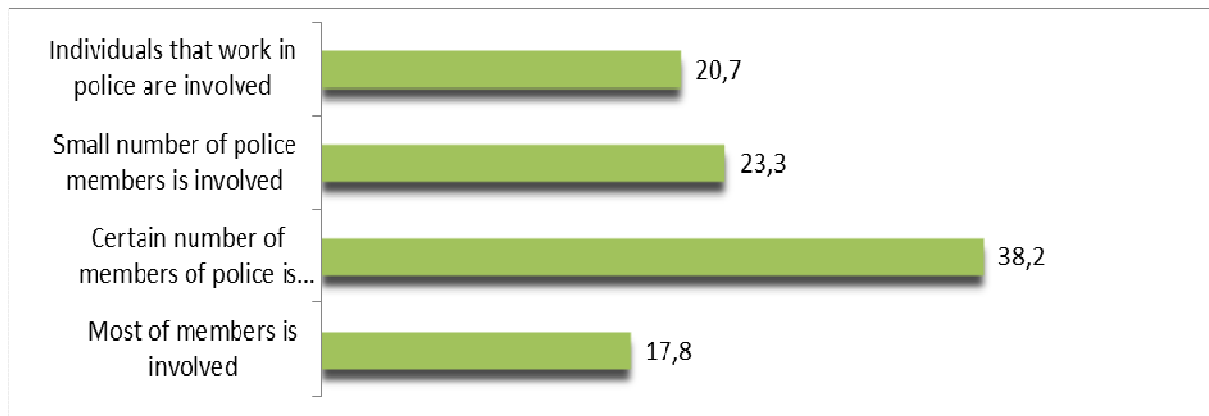

In the last part of research we examined attitudes of citizen about eventual protection relationship of police comparing to 'untouchable' individuals (Fig 50). In this regard, too, the data are worrying considering that large number of citizens think that in Montenegro there are some individuals that are 'untouchable.

Fig 50 Sometimes in public there is talk about the case that in our society there are some individuals that are 'untouchable', means that laws do not affect them, and police do not deal with them, even they do some things against the law. What do you think about that?
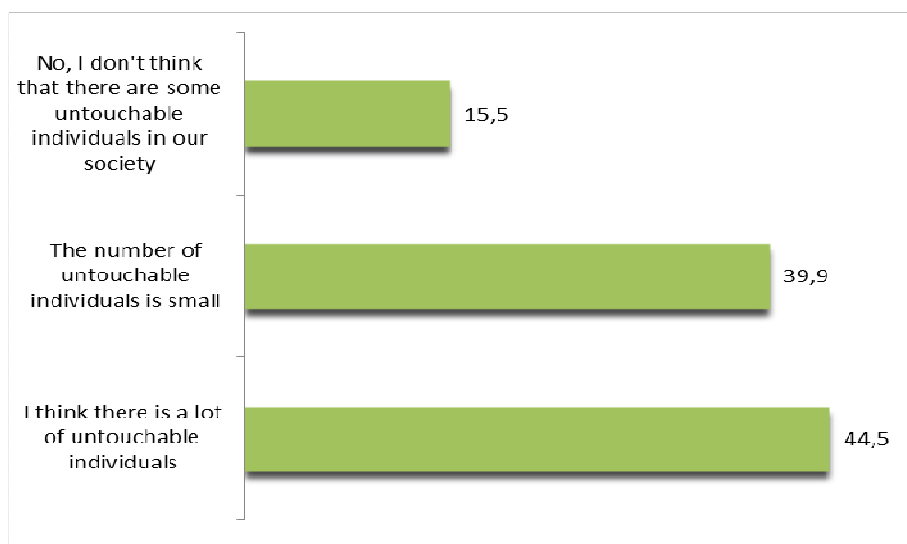
The last question in research was about evaluation of number of police members (Fig 51). The results show that opinions are divided in this regard. The largest number of respondents thinks that the number of police members is optimal. On the other hand, over 1/3 of citizens think that there is too many members of police, comparing to less than ¼ that think that in Montenegro they should increase the number of police members.

Fig 51 Some people think that the total number of police members in Montenegro is too big, and some think it need to be increased. What do you think?
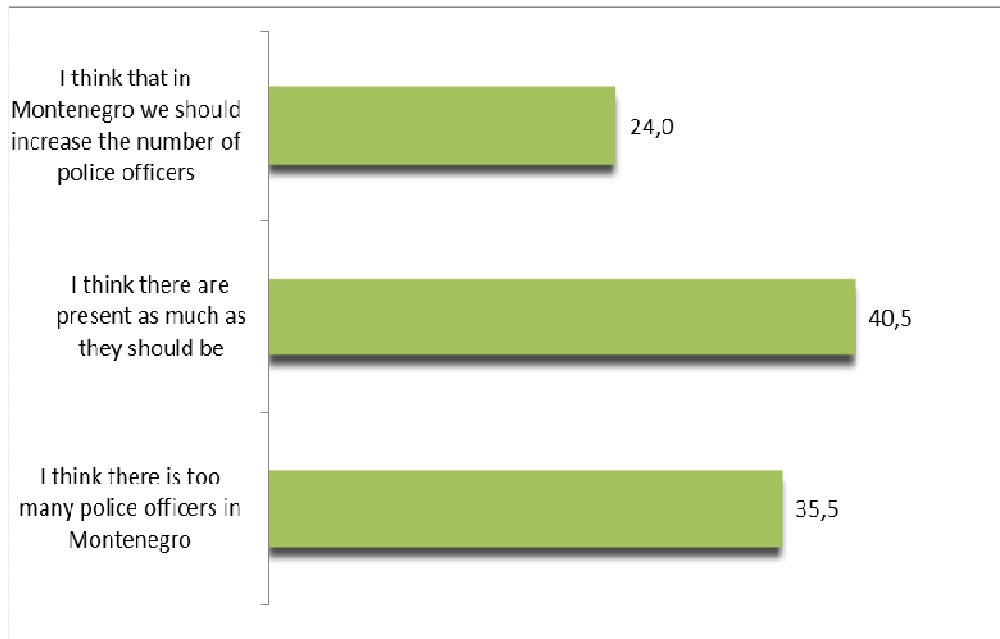
INSTEAD OF CONCLUSION

Based on complete analysis of results of research we have showed in detail above, on following pages we attach key findings of research with certain recommendations.

- When they hear the word 'police', citizens have positive associations, and key is protection of people, traffic control and catching the criminals
- The citizens of Montenegro have positive attitude toward police
- The citizens of Montenegro in general have good evaluation of efficiency of police work
- The citizens of Montenegro on the general level shows confidence in police
- When we analyze key aspects of safety and work of police by towns, the biggest problems in all aspects are Budva, Bar, Herceg Novi and Nikšić. Therefore, these municipalities should make some special efforts in following period.
- The largest number of citizens highly evaluates personal sense of safety
- The biggest problems that citizens are dealing with are stealing, traffic safety, irregular parking and drug addiction
- Citizens are mostly satisfied with efforts of police in solving key problems in their surroundings
- The factors that include dissatisfaction the key is 'slow responding of police, and this is aspect that need to be improved in future
- The sense of safety of citizens is increasing with different types of police presence
- Cooperation and communication between citizens and police is mostly good
- Large number of citizens shows willingness to cooperate with police in solving some concrete safety issues
- The police reputation is, by citizen's opinion, on satisfactory level
- Citizens have positive image of police officers, and the most positive characteristic is decency and willingness to help
- In previous four year, there is significant improvement in image that citizens have about police officers
- Citizens in general have positive experience in contact with police
- Large number of citizens have friends and relatives in police, and this social network have specific importance in attitude toward police, and evaluation of their work, considering that in this way, people get information from directly
- Citizens do not have enough information about contact police officers, and they cannot evaluate their work. In this regard, they should make some improvement. This improvement would mean introducing contact police officers in the situations where they are not yet introduced. This is to be understood in terms of the fact that citizens are satisfied with the work of contact police officers in the areas where s-he works.
- There is opinion in public that police do not treat all social groups in the same way, and differences are the most visible when it comes about social-economic differences of citizens

- Large number of citizens do not know how, to whom, to complain if police would jeopardize their rights. In this regard, key problem is opinion that their complaint would be pointless.
- Relatively small number of citizens knows concrete examples of police break its authority
- In collecting information, TV is key media, but also we should have in mind that large number of citizens these information gets directly, through informal channels, from members of police
- When it comes about using the services of authorities and collecting the documentation, the largest number of citizens is satisfied with efficiency
- The largest number of citizens is not capable to make difference between MIA and police departments
- The largest pat of citizens think that police work is politicized and that police work in favour of parties in power
- Citizens think that organized crime is VERY big problem
- Citizens believe that country is determined to fight against organized crime but negatively evaluated efficiency in this regard
- Citizens think that there is 'big' number of individuals from police that are involved in organized crime
- In public is very present opinion that in Montenegro there are some 'untouchable' individuals, that police do not deal with