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BRIBES WITHIN THE POLICE AUTHORITY IN BOSNIA AND HERZEGOVINA

Edwina Beckanovic

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Abstract

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This thesis aims to gain a broader understanding of how bribes are used and made when applying for a passport, ID document and driving license. I use qualitative methods, more specifically interviews. To answer how bribes are used and made when applying for a passport, ID document and driving license, thirteen interviews have been conducted with people in Bosnia and Herzegovina. The results show that bribery is widespread and is not necessarily seen as a problem but rather part of the process.

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Abstract

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1. Introduction

Corruption has long been a problem in several areas in Bosnia and Herzegovina.¹ One of the areas where it is expressed is the police authority. According to a survey conducted by NGOs, Point Pulse and the Belgrade Center for Security Policy from 2018, most people in Bosnia and Herzegovina (BiH) trust the police while believing that the police are highly corrupt and politicized. More precisely, 47% have confidence in the police, and 67% believe that they are corrupt.² Paradoxically, the evidence shows high perceived levels of corruption, yet relatively high levels of trust in the police.

In creating a policy against corruption and tackling corruption the European Union plays a crucial role. BiH is a potential candidate country, and corruption is one of the chief reasons they have not proceeded in the EU accession process. The EU has been a supporter of BiH and over the years has funded several programs to reduce corruption and help with action plans.³ However, this has not had any direct effect as corruption has not decreased in recent years but rather increased.⁴

Previous research focuses mainly on identifying corruption and measuring how much of it exists and in which sectors of society. Several surveys by both Point Pulse,⁵ the Balkan Barometer⁶ and The National Democratic Institute⁷ show that citizens are aware that corruption exists within the country. The same surveys also show that they have different perceptions of which sectors are most marked by corruption and opinions on where corruption is most problematic. These types of surveys are quantitative and are mainly based on surveys.

However, most of this research does not say what or how people perceive corruption processes and across sectors. The answers to the questions asked in this type of survey have

¹ European Commission, European Neighbourhood Policy And Enlargement Negotiations, Bosnia and Herzegovina

² PointPulse - Western Balkans Pulse for Police Integrity and Trust (2018), "The Public in the Western Balkans on Police" Fourth Annual Survey

³ Europa.ba, Delegation of the European Union to Bosnia and Herzegovina & European Union Special Representative in Bosnia and Herzegovina. "€3.5 million to help fight corruption in BiH" (14.02.2019)

⁴ Kahvedzic, Nedim & Losic, Samir. (2010). "*Corruption in Bosnia and Herzegovina - Causes, Consequences and Cures*". Master Thesis in Economics, Department of Management and Engineering. The University of Linköping.

⁵ PointPulse - Western Balkans Pulse for Police Integrity and Trust, <https://pointpulse.net/>

⁶ Balkan Barometer, Regional Cooperation Council, <https://www.rcc.int/balkanbarometer/results/2/public>

⁷ The National Democratic Institute (NDI), <https://www.ndi.org/central-and-eastern-europe/bosnia-herzegovina>

several answer options and can be put on a scale compared with different variables and other countries, which gives much information about the situation but nothing about the process itself. To understand better corruption practices related to police, I aim to fill this gap using interviews, which will allow me to gain a deeper understanding of citizens' perceptions and their experiences related to corruption.

1.1 Aim

This thesis aims to gain a broader understanding of how bribes are used and made when applying for a passport, ID document and driving license. Previous research focuses on perceived corruption among citizens within the police authority. I want to go further than that and understand the process and see if bribes are something that people need to pay to get the essential help they are entitled to when submitting an application for a passport, ID document and driver's license. It is precisely these three areas within the police authority that are to be investigated and whether corruption occurs in those contexts and how it takes form. As corruption within the police authority is very widespread and can exist at different levels with everything from corruption among traffic police in the form of paid bribes instead of traffic fines, to corruption between police chiefs and serious crime⁸, it is necessary to delimit.

The goals of this thesis is to investigate how citizens retrieve identification documents that citizens who belong to a country must have, which means that there is a difference in the areas of the police authority.⁹ Therefore, it is interesting to see how the bribes take place in this context because it is very different from the typical traffic police corruption that usually is the most common example. The specified questions to be answered are:

1. In what way are bribes used and made when applying for a passport, ID document and driving license? How does the process look?
2. Are bribes necessary to receive a service? Are bribes required from the beginning, during or after the process?

⁸ Lee-Jones, Krista (2018). "*Best practices in addressing police-related corruption*". U4 Anti-Corruption Resource Centre, Transparency International.

⁹ Charron, Nicholas, Carl Dahlstrom, Mihaly Fazekas and Victor Lapuente. 2016. "*Careers, Connections, and Corruption Risks: Investigating the Impact of Bureaucratic Meritocracy on Public Procurement Processes*." *The Journal of Politics* 79(1):89-104.

1.2 Concepts and definitions

Corruption is a broad topic and exists at various levels, as previously mentioned. Two central distinctions in the literature are *need-* and *greed corruption*. When we talk about *need* corruption, it is about citizens participating in corruption when needed to have access to "fair" treatment. *Greed* corruption, on the other hand, is used to get unique advantages such as illegal benefits. Both forms are illegal but need corruption focuses more on fundamental rights and "minor" issues.¹⁰ In this thesis, I use the definition of need corruption which is useful to understand the police corruption practices related to applications for passport, Id-document and driving license.

Additionally, there are two other levels of corruption: petty and grand corruption. *Petty corruption* is corruption related to service from lower levels, such as police officers. This one mainly includes bribes in everyday life in connection with citizens' interactions, which is suitable in what is to be examined, i.e. bribes when applying for a passport, ID document and driving license. While in *grand corruption*, there are corrupt police officers who cooperate with criminals in various ways. Which is a severe form of corruption¹¹

To sum up, it can be said that bribes within the police authority when applying for passports etc. fall into need corruption because citizens need to participate to receive fair treatment. Nevertheless, it is also a form of petty corruption because the bribes are at a lower level. Need and greed corruption are about why one participates in corruption to get fair treatment or get some specific, usually significant benefits.¹² On the other hand, there is grand and petty corruption, and here the focus is on who receives the bribes and how big it is. Grand corruption is mainly about cooperation between criminals and the police, while petty corruption is between police and fellow citizens at a lower level.¹³ Need and petty corruption fit in with corruption in BiH when talking about applying for passports etc.

¹⁰ Bauhr, Monika. (2017) "*Need or Greed? Conditions for Collective Action against Corruption*." Governance 30(4):561-581.

¹¹ Lee-Jones, Krista (2018). "*Best practices in addressing police-related corruption*". U4 Anti-Corruption Resource Centre, Transparency International.

¹² Bauhr, Monika. (2017) "*Need or Greed? Conditions for Collective Action against Corruption*." Governance 30(4):561-581.

¹³ Lee-Jones, Krista (2018). "*Best practices in addressing police-related corruption*". U4 Anti-Corruption Resource Centre, Transparency International.

1.3 Validity

This study focuses on only one country, Bosnia and Herzegovina, which has both advantages and disadvantages. An advantage of doing a one country study is that it allows you to gain in-depth knowledge of the country itself and get a broader understanding of the processes and the mechanisms in one country, ensuring strong internal validity. The disadvantage of a country study, on the other hand, is that it provides low external validity. It can be difficult to draw inferences and make generalization for other countries, using data from one country only.¹⁴ Simultaneously, corruption is a problem common to several of the EU's candidate countries and potential candidate countries.¹⁵ This study will serve to identify citizens' perceptions of these processes. This study can be used as a basis to conduct similar studies in other contexts which can potentially lead to new research frontiers.

The hope with this thesis is to understand corruption and how it manifests itself in ordinary things that all citizens do, i.e., applying for a passport, ID document and driving license. Because all citizens have one or more, understanding what such a process looks like in a possible candidate country for the EU can provide a deeper understanding of what needs to be done to reduce corruption. BiH is not the only possible- and candidate country where corruption is one of the main reasons for slowing down membership¹⁶. Although this study only provides internal validity, the same can be applied to other countries and hopefully, the problems of corruption will be better understood.

¹⁴ Lee-Jones, Krista (2018). “*Best practices in addressing police-related corruption*”. U4 Anti-Corruption Resource Centre, Transparency International.

¹⁵ Bieber, Florian (2011) “*Building Impossible States? State-Building Strategies and EU Membership in the Western Balkans*”, *Europe-Asia Studies*, 63:10, 1783-1802,

¹⁶ Mason, P.S. (2010). *The European Union's fight against corruption : the evolving policy towards Member States and candidate countries.*

2. Theory and previous research

To gain a deeper understanding, a brief review of measurement of corruption and previous research on bribery will be presented. The general corruption in the country will be presented accordingly, and previous research on bribery within police authorities.

2.1 Measuring Corruption

Measuring corruption is not the easiest thing to do. It is mainly because it is often below the surface and is not something that can always be perceived. The most common way is to use different types of corruption indices, such as Transparency International's Corruption Perceptions Index (CPI), World Bank's World Governance Index (WGI), and Quality of Government more.¹⁷ One problem with using these kinds of perceptions indexes is that these perceptions do not necessarily reflect "real" corruption experienced by the country's residents.¹⁸

There is always a problem with using perceptions because they are not always the same as reality. Someone may perceive something that may not be anything or vice versa do not perceive something that is happening in itself. However, it is still as important to study. Because the perceptions are still a big part of the corruption problem and they help us to gain a broader understanding of how bribes work and what perceptions citizens have about the action itself. It is crucial to measure citizens' perception to understand how satisfied they are with their political system, democracy etc. However, just measuring and putting it on a scale doesn't give all the answers. Therefore, it is essential to understand citizens' experiences to get a grasp of the ways bribes take form and how they are initiated. If we understand that, I think it can be easier to control corruption and hopefully set up an anti-corruption plan that will work.

The definition of a bribe that I use in this study, I draw from Mangafić and Veselinović and reads “*a form of corruption where a reward is provided to influence the judgement of a*

¹⁷ Charron, Nicholas. (2016) “*Do Corruption Measures Have a Perception Problem? Assessing the Relationship between Experiences and Perceptions of Corruption among Citizens and Experts.*” *European Political Science Review* 8(1):147-171.

¹⁸ Ko, K. and A. Samajdar (2010), ‘Evaluation of international corruption indexes: should we believe them or not?’, *The Social Science Journal* 47(3): 508–540.

person in a position of trust".¹⁹ The definition of police corruption that is the starting point of this thesis comes from Transparency International and reads "*acts of misconduct by police officers aimed at obtaining financial benefits or other personal gains in exchange for selectively enforcing or manipulating rules, as well as the conduct of investigations and arrests*".²⁰

2.2 Previous research on corruption within the police

The causes behind corruption have long been a large area of research spread over several subjects ranging from economics and political science to sociologists and other academics. A familiar premise has long been that the design of government institutions and political processes are important explanatory factors for the prevalence of corruption. During all these years of research, certain variables have been identified that go hand in hand with corruption. Such as the correlation between economic development (GDP per capita) and perceptions of corruption. As well as the connection between institutional quality and corruption. Because democratic countries have proven to be less corrupt, in addition to this type of connection, much of the previous research, is based on different indices. Many researchers have, therefore, long tried to explain the variation in these indices.²¹

However, it is essential to point out that it can be challenging to obtain accurate police corruption prevalence information. This is because corrupt activities mainly take place in secret and that it is difficult to know precisely how much corrupt actions occur.²² Kratcoski²³ claims that there is a large-scale corruption involving police officers in some countries that can even become institutionalized. Although it can be challenging to identify precisely how much corruption exists and occurs, a study on corruption in the Los Angeles police by Judith

¹⁹ Mangafić, Jasmina & Veselinović, Ljiljan (2020) "*The determinants of corruption at the individual level: evidence from Bosnia-Herzegovina*", *Economic Research-Ekonomska Istraživanja*, 33:1, 2670-2691, DOI: 10.1080/1331677X.2020.1723426

²⁰ Lee-Jones, Krista (2018). "*Best practices in addressing police-related corruption*". U4 Anti-Corruption Resource Centre, Transparency International.

²¹ Punch, Maurice (2000). "*POLICE CORRUPTION AND ITS PREVENTION*". *European Journal on Criminal Policy and Research* 8: 301–324

²² Ivkovic Kutnjak Sanja, (2003) "To Serve and Collect: Measuring Police Corruption", *The Journal of Criminal Law and Criminology* 93, no. 2/3: 600.

²³ Kratcoski, Peter (2002). "International Perspectives on Institutional and Police Corruption". *Police Practice and Research*. 3 (1): 74.

Grant²⁴ revealed that certain forms of police corruption are not an exception but rather norms in the US police. This shows that corruption is something that occurs a lot and in different countries. When people talk about corruption, the norm is usually to think of dictatorships or authoritarian regimes. But it is something that is much more common than people think.²⁵

2.3 Corruption in BiH

The state of Bosnia and Herzegovina (BiH), a developing country that was a part of communist Yugoslavia, experienced a breakdown in governmental structures during the 1992-1995 civil war. This created an environment where corruption could develop. While many, if not all, countries in transition are victims of corruption, Bosnia and Herzegovina are, particularly at risk because it underwent three different transitions simultaneously. From wartime to peacetime, from a socialist-style and finally transitioning to democracy which is still ongoing. At the same time, it is moving from a centrally controlled economy to a free-market economy. All of that made corruption flourish.²⁶ The Transparency International places BiH on a 101th place on their corruption index from 2019 that covers 180 countries.²⁷ This shows a negative development of corruption in BiH as the country was ranked in 82nd place in 2004.²⁸

Bosnia and Herzegovina is a post-communist country and Placek et.al²⁹ argue that this is a very important factor to allow for a brother understanding. They argue that corrupt behaviour is “*deeply rooted in the consciousness of the citizens of post-communist countries*”³⁰ In connection with this, they believe that corruption has become a peaceable lifestyle in BiH.

²⁴ Grant Judith, (2003) "Assault Under Color of Authority: Police Corruption as Norm in the LAPD Rampart Scandal and in Popular Film", *New Political Science* 25, no. 3: 404.

²⁵ Lee-Jones, Krista (2018). “*Best practices in addressing police-related corruption*”. U4 Anti-Corruption Resource Centre, Transparency International.

²⁶ Kahvedzic, Nedim & Losic, Samir. (2010). “*Corruption in Bosnia and Herzegovina - Causes, Consequences and Cures*”. Master Thesis in Economics, Department of Management and Engineering. The University of Linköping.

²⁷ Transparency International – Corruption Perception Index (2019)

<https://www.transparency.org/en/cpi/2019/results/bih>

²⁸ Transparency International – Corruption Perception Index (2004)

<https://www.transparency.org/en/cpi/2004>

²⁹ Placek, M., Pucek, M., & Ochrana, F. (2019). “*Identifying corruption risk: A comparison of Bulgaria and the Czech Republic*”. *Journal of Comparative Policy Analysis: Research and Practice*, 21(4), 366–384.

doi:10.1080/13876988.2018.1472473

³⁰ Placek, M., Pucek, M., & Ochrana, F. (2019). page. 13.

And that factors such as age, gender, etc. don't matter. Corruption is also widespread in most sectors, both economic and political.

When researching corruption, corruption within the police is something that is usually included. However, not all areas within the police are equally investigated. PointPulse makes perception studies and the one from 2018 confirms that citizen's trust in police is decreasing. As mentioned earlier, their study shows that 67% of the survey participants believe that the police are corrupt in BiH.³¹ These figures are based on the police as an authority and as a whole and not specific parts of the police. According to a study by Mangafić and Veselinović³², almost 17% of their participants said they had bribed a police officer. They say that respondents from rural areas were significantly less likely to offer a bribe to police officers and public servants than participants from an urban area and that there are differences in different areas of the country.

Within the police authority, there are different levels and different types of police. At the traffic police level, BiH citizens have contact with the police, which opens up the possibility of illegal transactions between the police and citizens. An example could be that a driver exceeds the speed limit, then a negotiation between driver and police can occur. It may look like the driver is giving the police a bribe that is less than the fine he/she would otherwise receive. In exchange, the police do not issue the invoice. However, there are also more severe parts of corruption among the police, such as organised crime, which is a significant problem.³³ The goal here is to understand the administrative part of police corruption, people's experiences, and how these processes look like. In previous research by PointPulse, citizens perceive that corruption at the administrative level is about 53%³⁴, which is very high.

³¹ PointPulse - Western Balkans Pulse for Police Integrity and Trust (2018), "The Public in the Western Balkans on Police" Fourth Annual Survey

³² Mangafić, Jasmina & Veselinović, Ljiljan (2020) "*The determinants of corruption at the individual level: evidence from Bosnia-Herzegovina*", Economic Research-Ekonomska Istraživanja, 33:1, 2670-2691, DOI: 10.1080/1331677X.2020.1723426

³³ Kahvedzic, Nedim & Losic, Samir. (2010). "*Corruption in Bosnia and Herzegovina - Causes, Consequences and Cures*". Master Thesis in Economics, Department of Management and Engineering. The University of Linköping.

³⁴ PointPulse - Western Balkans Pulse for Police Integrity and Trust (2018), "The Public in the Western Balkans on Police" Fourth Annual Survey

3. Method and material

3.1 Method

To study this phenomenon, I utilize a qualitative approach, more specifically interviews. The focus in interview is to question and understand people's experience and their view of reality, which fits in with the focus of the study.³⁵ The reason why interviews are well suited as a method is because it allows me as a researcher to understand in depth application processes related to passport, ID-document and driving licences takes place. The number of informants is 13 because in interviews there is more focus on deeper and more detailed answers than statistical generalizability.³⁶

One problem with the subject, in general, is that it is quite sensitive and a taboo subject to the extent that it is not completely open and something you talk about freely. Which leads to some problems in the survey, but this will be addressed in more detail under the ethical stance section.

The interviews are *semi-structured*, these types of interviews are based on predetermined themes with questions but are not tied to them. The questions don't need to come in the same order and other questions that are not included can be asked. This form of interview is freer and gives the interviewee more space to express himself, which is important in this study. Because I want to get away from straight questions that are done in surveys and can be put in compartments. Yes and no questions were avoided because the answers then become too simple to have any value to be investigated.³⁷ The goal is to gain a deeper understanding of the process of applying for passports etc.

Semi-structured interviews usually provide a more relaxed dialogue, which is beneficial in these interviews because corruption is a sensitive topic. Something that becomes a problem in semi-structured interviews is that it is easy for the interview to float out too much. Therefore,

³⁵ Justesen, L. & Mik-Meyer, N. (2011) "*Kvalitativa metoder: Från vetenskapsteori till praktik*". Studentlitteratur

³⁶ Esaiasson, P., Gilljam, M., Oscarsson, H., Towns, A., & Wängnerud, L. (2012). "*Metodpraktikan: konsten att studera samhälle, individ och marknad*". (4., uppl.). Norstedts juridik.

³⁷ Hallin, Anette & Helin, Jenny (2018) "Intervjuer", Studentlitteratur AB, Lund

I as an interviewer must be focused and lead the interview in the right direction and get relevant answers.

When selecting interviewees, the hope was to have a mixed group of people, both in terms of gender but also age and occupation. The reason for this is to get a broader and more accurate description of the practices, as interviewing different people enable more breadth. However, it is important to interview people who have something to say about the subject, therefore it is important to interview someone who you know has applied for a passport, ID document and / or driver's license. Otherwise, that person does not add anything to be able to answer the question.³⁸

3.1.1 Area where the interviews were conducted

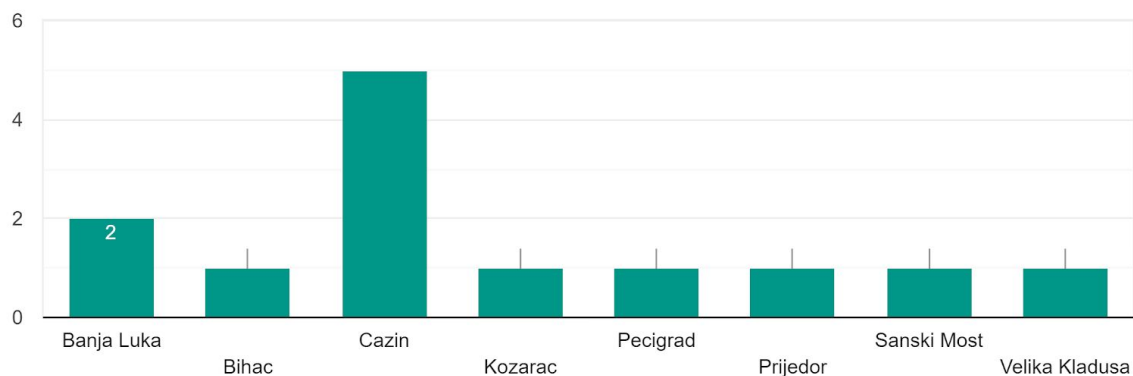
Bosnia and Herzegovina is divided into two entities, the Federation of Bosnia and the Republic of Serbia. In the Federation of Bosnia are Velika Kladusa, Pecigrad, Cazin, Bihac and Sanski Most. In the Republic of Serbia are Kozarac, Prijedor and Banja Luka. To get a broader picture of what the situation is like, I chose to do interviews in both entities and in more than one city/area per entity. By doing the same interview with different people in different cities, it can be easier to get a broader picture of what it looks like in the country as large. However, it is important to point out that all interviews were conducted in northwestern Bosnia and Herzegovina. Which means that the interviews have not been conducted throughout the country but only in the northwestern part. The reason for this is time constraints but also the ongoing pandemic.

I have chosen to compile all cities/areas and number of interviews from each in the table below. The reason for this is that it gives an overview of the division of cities / areas and how many people in each. As the table below shows, most interviews were conducted in Cazin (5), the reason for this is that the residents there agreed to interviews to a greater extent than in the others. The reason for this is unclear, but since I wanted to get between 10 and 15 interviews, I chose to have more in one city and not exactly the same number in each city/area.

³⁸ Justesen, L. & Mik-Meyer, N. (2011) "*Kvalitativa metoder: Från vetenskapsteori till praktik*". Studentlitteratur

Where do you live?

13 svar



3.1.2 Procedure

When searching for interviewees, strangers on the street and cafes were asked, but also people I knew. When I chose people to ask if they wanted to do an interview, I tried to ask both men and women as well as people of different ages to get as wide a selection as possible. Everyone I asked I explained beforehand what the interview would be about. However, it was difficult to find people who wanted to do an interview. Most of the people I asked were negative about talking about corruption and that I should take notes/record. Those who said yes, I decided a time when the interview would be done. They were given a "Information and Consent form" (Appendix 2) in paper form that they could take with them. In four of the cases, the interviews were conducted directly upon request. In these cases, we went to a nearby cafe where we sat down and did the interview. Three of the interviews were conducted at the interviewees' homes and the remaining six interviews were conducted in cafes and restaurants but on a specific day and time. As an interviewer, I tried to respond to the interviewees' wishes on the spot and time of the interview to make them as comfortable as possible.

Out of the 13 interviews only two were recorded, those that were not recorded were due to the fact that the interviewee did not want to. It's good to record because then I as an interviewer can focus more on what the interviewee says and be more active in the interview rather than just focusing on writing everything down.³⁹ However I needed to respect the interviewees wishes and not record. In the cases where I did not record, I wrote down what

³⁹ Esaiasson, P., Gilljam, M., Oscarsson, H., Towns, A., & Wängnerud, L. (2012). "Metodpraktikan: konsten att studera samhälle, individ och marknad". (4.,uppl.). Norstedts juridik.

they answered. Sometimes with supporting words and short summaries and in some cases full sentences. This is because the questions asked differ in value but also in how broadly one can answer.

Since the purpose of the interviews is to get an idea of how bribes are used when applying for a passport, ID document and/or driving license, the interview material is going to be compiled and presented. I will also look for patterns in the answers, i.e. similarities and differences between the interviewees' answers. And to see if it is possible to get an idea of what it may be due to. Is there e.g. some similarities and differences based on age, gender and/or ethnicity, etc.

3.1.3 Citation of interviews and translation

The interviews were conducted as previously mentioned in Bosnia and Herzegovina and in Bosnian, as it is the native language of the inhabitants and the languages in which they feel most comfortable speaking. Because of this, I have avoided using many quotes in the results section because it is difficult to translate into English so that it will be correct. One thing that emerged during the transcription of the interviews is that more or less everyone who was interviewed used a lot of expressions and phrases. Which is very difficult to translate directly. For that reason, I have chosen to be sparing with quotes in the results section and instead focus on describing what the person in question has said. In cases where direct quotations are used, they will be in running text in English and in the footnote in Bosnian in their original form. The translation of the quotations into English has been translated to have the same meaning and not necessarily directly translated. In the cases where the interviewees have used expressions, I have in the best way tried to translate to the same meaning and in cases where it has not worked, I have either chosen to translate verbatim and add an extra footnote with clarification that it is a express or change the sentence completely but keep the same purpose.

3.2 Ethical stance

In all forms of research, the ethical stance is important, but it is extra important in qualitative research. Mainly because there are fewer informants but they provide more intimate information. Therefore, it is important to be clear about what to do with information and who will have access to it, especially in an intimate subject such as corruption. Ethical aspects are

important in all surveys, such as honesty and openness about one's survey, but some are more important than others depending on the survey.⁴⁰

In interviews, it is important that the interviewee feels comfortable and has confidence in the interviewer, this is important in all interviews but especially in this context because the subject is so intimate. Therefore, the person must know what the information is to be used for, but also that the interviewee is assured that it cannot be identified afterwards. As it is corruption and bribes that are to be investigated, the anonymous part is extra important because it leads to the interviewee gaining more trust and daring to talk more openly about the subject.⁴¹ Therefore, an information and consent form will be read out before the interview so that the person really knows what applies, what the information will be used for, what rules apply and what rights the person has.

Four research ethics principles come from the Swedish Research Council and that are relevant when it comes to ethical aspects and interviews. The *information requirement* is that the interviewee gets to know the purpose of the interview. The *consent requirement* means that the interviewee is aware that the interview is voluntary and that it can be interrupted at any time during the interview. Because consent is continuous throughout the interview and not just at the beginning. The third requirement is the *confidentiality requirement* and means that the information provided by the interviewee is confidential and not disseminated. The last requirement is the *utilization requirement* and here the focus is on the fact that information that the interviewee publishes is only used for research purposes. This is very important because it is a sensitive topic on which the interviews are based, which means that it is important that these four principles are included and clearly stated.⁴²

⁴⁰ Hedin, Anna (1996) “*En liten lathund om kvalitativa metod med tonvikt på intervju*”, Reviderad av, C. Martin 2011. Uppsala Universitet

⁴¹ Hedin, Anna (1996) “*En liten lathund om kvalitativa metod med tonvikt på intervju*”, Reviderad av, C. Martin 2011. Uppsala Universitet

⁴² Vetenskapsrådet, Forskningsetiska principer inom humanistisk-samhällsvetenskaplig forskning, (hämtad: 2020-11-15)

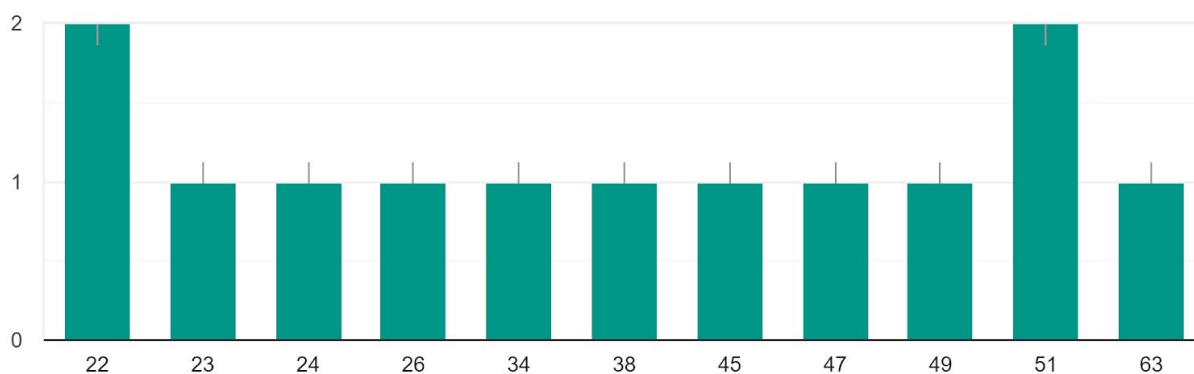
3.3 Material

The interviews are the material on which the results are based. In this section, each interviewed person will be introduced. Because the interviews are anonymous, they will be called "interview 1", "interview 2", etc. A short review of the people will be done to get an idea and understanding of their answers but also to be able to find similarities and differences between the interviewees' answers. Before presenting each person individually, compiled diagrams are presented to get an overview.

3.3.1 Summary of the interviewees

Thirteen people were interviewed, of which 9 were men. When it comes to age, it differs between people. The goal was to have people who spread between the ages of 18-80, to get an idea of whether there are differences and similarities between the ages and bribes. As the diagram below shows, the youngest person is 22 years old and the oldest is 63 years old. Which I think is a good width between the ages.

Age
13 svar



Another factor that is interesting to look at is ethnicity. Bosnia and Herzegovina has three major ethnic groups, Bosnian Muslims, Serbian Orthodox and Croatian Catholics.⁴³ The diagram below shows the division of the ethical groups among the interviewees. As the

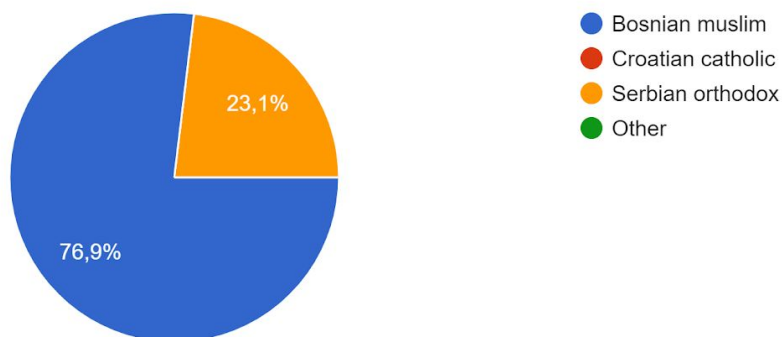
⁴³ *Nationalencyklopedin*, Religion och etnicitet.

<http://www.ne.se.ezproxy.ub.gu.se/uppslagsverk/encyklopedi/lång/bosnien-och-hercegovina/religion/religion-och-etnicitet> (hämtad 2020-12-20)

diagram shows, there is no equal distribution between the ethnicities and e.g. no Croatian Catholics while the majority are Bosnian Muslims. One explanation is that the interviews were conducted mainly in areas dominated by Bosnian Muslims.

Ethnicity

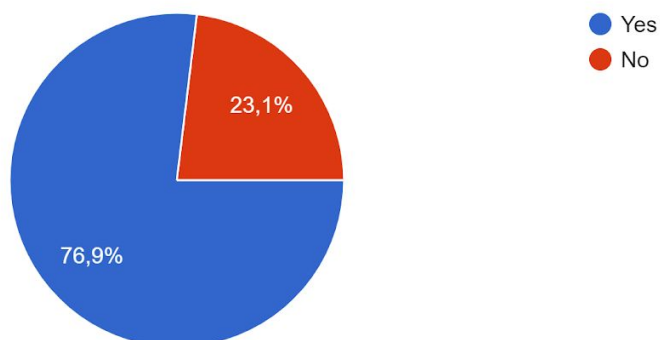
13 svar



Another interesting division is among those who have paid bribes and those who have not. The diagram below shows that ten out of thirteen have paid a bribe when applying for a passport, ID document and/or driver's license based on the definition of corruption by Transparency International, that is used in this thesis.

Have you paid a bribe when applying for a passport/id-document and/or drivers license?

13 svar



3.3.2 The interviewees

Below, each interviewed person is presented with basic information such as age, gender, occupation, etc. I have chosen to make a table to summarize all the interviewees with basic information that can be good to know and bring with you when reading the results. A table makes it easier to get an overview and a clearer picture between similarities and differences between each person and not everyone in general.

	Age	Gender	Ethnicity	Residence	Urban /Rural	Highest education	Occupation	Economic situation	Paid a bribe
Interview 1	49	Man	Bosnian Muslim	Cazin	Rural	High School	Truck driver	Relatively stable	Yes
Interview 2	45	Man	Bosnian Muslim	Cazin	Rural	High School	Construction worker	Relatively stable	Yes
Interview 3	51	Man	Bosnian Muslim	Cazin	Rural	High School	Farmer	Unstable	Yes
Interview 4	34	Woman	Bosnian Muslim	Bihac	Urban	High School	Shop assistant	Relatively stable	Yes
Interview 5	38	Woman	Serbian Orthodox	Banja Luka	Urban	Higher degree	Nurse	Stable	Yes
Interview 6	47	Man	Serbian Orthodox	Banja Luka	Urban	University	Teacher	Stable	No
Interview 7	63	Man	Bosnian Muslim	Prijedor	Rural	Primary School	Farmer	Unstable	Yes
Interview 8	24	Man	Bosnian Muslim	Cazin	Rural	High School	Bartender	Relatively Stable	Yes
Interview 9	51	Man	Bosnian Muslim	Velika Kladusa	Rural	High School	Restaurant Owner	Stable	No
Interview 10	22	Woman	Bosnian Muslim	Kozarac	Rural	High School	Hairdresser	Relatively Stable	No
Interview 11	26	Woman	Serbian Orthodox	Sanski Most	Rural	High School	Unemployed	Unstable	Yes
Interview 12	23	Man	Bosnian Muslim	Pecigrad	Rural	High School	Bartender	Unstable	Yes
Interview 13	22	Man	Bosnian Muslim	Cazin	Rural	High School	Bartender	Unstable	Yes

4. Results

The results section has been divided into three major overall sections based on the interview questions and the sections that appear there and some key findings. Within these three parts, there are more specific subcategories. The two questions that form the basis for this thesis will be linked to and answered in all parts throughout.

4.1 Process of applying for a passport/ID-document/driver's license

In this section, answers to the questions from Part II are presented in the questionnaire. The answers to each question will not be presented without summarising the overall findings found among all the answers. This part will be divided into three categories. 1. Those who have not paid a bribe. 2. Those who have paid but don't consider it a bribe. 3. Those who have paid a bribe.

4.1.1 Those who have not paid a bribe to apply for a passport, ID document and/or driver's license.

Three of the interviewees did not pay a bribe when applying for a passport, ID document and/or driving license. To be specific it was Interview 6, 9 and 10 who did not pay a bribe. Interview 6 and 9 are more similar in response while Interview 10 stands out among those who have not paid a bribe. Something that became clear in interviews 6 and 9 was that the interviewees knew several people who worked within the police authority. Interview 9 shared that several police officers dine at his restaurant. While Interview 6 said that he often gets to go ahead in the queue because he knows several police officers. He also said that several of the police officers are old childhood friends and family friends.

Interview 9 said *“If something needs to be fixed for me sometimes, they solve it, so I give them a dinner or beer or something for free.”*⁴⁴ He was not specific with what exactly they solve for him. On the other hand, it still appears that his relationship with the police gives him certain benefits. Which may be an explanation for why he has not bribed to apply for a passport etc. Having a relationship/known police officers can be an explanatory model for why interviews 6 and 9 have not paid a bribe.

⁴⁴ “Ako nekad meni nešto treba srediti oni to riješe pa im ja dam večeru džabe ili po pivu ili tako nešto.”

Among those who have not paid a bribe, as previously mentioned, interview 10 stands out. Unlike interviews 6 and 9, interview 10 does not know anyone who works in the police. She has never bribed to apply, however, she mentions that she has done so in other sectors within the police but not specifically when applying for a passport, ID document and/or driver's license.

Interview 10 did however say *“I know that it would go faster and easier if I paid, but I don't want to give it to them. I have to pay extra at the hospital anyway and the police when they stop me. I don't want to pay here as well.”*⁴⁵ This shows that Interview 10 is aware that bribes facilitate the process, but she actively chooses not to pay because she gives extra in so many other sectors even outside the police that she must choose somewhere not to give. It shows very clearly how complex it is and how widespread the corruption is.

4.1.2 Those who have paid when applying for a passport, ID document and/or driver's license, but don't consider it a bribe.

This part is a bit tricky, because based on the definition of a bribe and police corruption that was presented in Theory and previous research, 10 out of 13 interviewees paid a bribe when applying for a passport, ID document and/or driver's license. The interesting thing here is that of these 10 who have paid bribes, 6 of them think that they have not done so. The interviewees who have paid a bribe but do not consider it a bribe are Interview 1,2,7,8,12 and 13.

Based on the definition of a bribe and corruption within the police authority and what they have told, they have bribed when applying for a passport, ID document and/or driver's license. Because these 6 have either given money or something else during the application. Not necessarily to make the process go faster or easier but they have given the person working something which becomes a form of bribe one anyway. But I will go into this more in the course of the text.

⁴⁵ “Znam da bi išlo brže i lakše kad bih platila, ali ne želim im to dati. Ionako moram platiti u bolnici i policiji kad me zaustave. Ne želim i ovdje plaćati.”

When just the question "Have you ever given the person behind the counter something to make the process go faster/easier? By something, I mean money, gift, etc." was asked, the answer was yes but 6 out of 10 did not consider it to be the same as paying a bribe, until I read out what the definition of a bribe is. This discovery is very interesting, for example interview 7 said *"I always give the person who works 5km or so for coffee. But I wouldn't call it a bribe because I don't ask them for anything specific or something special to do for me. Just simply so that they can buy themselves a drink. But when you say it that way, it turns out that I bribe, but I wouldn't say that I bribe."*⁴⁶ I find this very interesting because this type of explanation and motivation is something that has been found in 6 of 13 interviews. The interviewees describe a bribe but they themselves do not think it is. Another example is interview 1, he said *"Paying a bribe is something very serious and the fact that I give 5 or 10 km to the person who works is not that. I give him a little something for the "sake of order"⁴⁷ and not for him to give me or do something for me because of it. So I don't think you have the correct meaning of a bribe. Because giving a policeman 5 km for coffee is not a bribe, but rather just because"*.⁴⁸ This form of argument and explanation was common to the six people who have bribed but do not see it as a bribe.

Interview 12 provides another explanation for why it does not count as a bribe. He told me about the last time he applied for a passport. Then he gave the person who worked 5km when everything was ready just because he thought the person did a good job and that everything went quickly. Interview 12, however, does not consider this a bribe because he gave the money in the end and did not ask for anything specific. But he gave the person money because he who worked had fixed the application without any problems. Interview 12 said that those who work can often drag out the process unnecessarily much because they want to get money on the side. But in the cases where he gave the police money, it has been because the person in it did so without making the process easy and fast. Which still becomes a form of bribery.

⁴⁶ "Ja uvijek onome što radi dadnem 5km ili tako nešto za kafu. Ali ja to nebi zvala mitom jer ja ništa specifično ne trazim od njih ili zelim da mi nesto specialjno urade. Nego eto jednostavno da imaju za popiti nesto. Al kad tako kazes onda izpadne da dajem ali ja nebi rekla da dajem."

⁴⁷ *A bosnian saying

⁴⁸ "Plaćanje mite je nešto bas ozbiljno a to što ja tome ko radi dadnem 5 ili 10 km nije to. Ja mu dadnem nešto malo haj nako radi reda a ne da meni on nešto da ili uradi za to. Tako da ja mislim da ti nemaš ispravno značenje mite. Jer dati policajcu 5 km za kafu nije mita nego eto nako."

As for these six people who have bribed but do not see it as a bribe, none of them have any acquaintances or friends in the police. Another thing they have in common is that all six believe that bribes help to the extent that they can make the application easier and faster. Because the actual process of applying seems to be very complicated. And this view of a complicated process is something that all thirteen interviewees believe and not just these six.

For example, Interview 8 said *“They make it harder than it has to be. (...) First you wait in line for two hours and then when it’s your turn they say that you need something else and then you have to go somewhere else and get it. And then when you come back you need to stand in line again from the beginning. It’s like that two or three times, until you can submit the application.(...)”*⁴⁹ This kind of description of the process was common to all interviewees except for Interviews 6 and 9. Which are the two who have contacts within the police. Otherwise, the description of the application was the same among everyone. Gender, age, occupation, ethnicity, area where you live, etc. did not matter. The process was just as messy and laborious. The only ones who did not go through this process were those who had contacts, ie Interviews 6 and 9.

These six people have in common that they more or less bribe the staff but that they do not see it as a problem or something wrong. I interpret their answer as meaning that the reason for this is that corruption and bribery when applying for a passport, ID document and driving license are so common that it is not something they think about extra. Several interviewees said that giving something to the person who works is something they remember from when they were little, i.e. something their parents did. That is simply the way it is. This also shows how common corruption is in this area and how neutralized it has become for many people.

4.1.3 Those who have paid a bribe when applying for a passport, ID document and/or driver's license.

Four of the interviewees have paid a bribe when applying for a passport, etc. and are aware/agree that they have done so, unlike the six in the previous part who had bribed but did not really think they had done so. Those who have done so are Interview 3,4,5 and 11. These

⁴⁹ “Oni to čine težim nego što mora biti. (...) Prvo čekate u redu oko dva sata, pa onda kada dođes na red, kaže da treba nešto drugo, pa onda mors ići negdje drugdje i podici to. Pa onda kad se vratiš, od početka treba ponovo stati u red. Tako je dva ili tri puta, sve dok ne predas prijavu. (...)”

four share experiences and thoughts with the six who have bribed but do not see it as bribes. The only difference between them is that these four are actively aware of what they are doing. While the other six from the previous part did not see it as bribes until during the interview.

For example, Interview 3 said *“When I have to apply for something, I have to plan in advance to have the money for it. I know exactly what awaits me, where they will tell me that I have to go and I know I don't have to. That's why it's better for me to give them money so that they solve it immediately. I'm old and I don't have time to go here and there. Those five or ten marke⁵⁰ is nothing to give them, considering it costs me less than going around and paying everyone if I didn't. This way I pay them and the problem is solved.”*⁵¹ This clearly shows awareness of how much a bribe facilitates getting basic service and being able to apply for something that you as a citizen need to have. It is an active choice that facilitates.

These four people were aware of before the interview about what they did and the problems with it, unlike the six from the previous section who during the interview, more realized the meaning of their actions. Interviews 3,4,5 and 11 all had in common that they saw this as a big injustice and a big problem but something that was more or less forced to be done. Which Interview 4 describes as follows *“If you don't pay you are literally mentally abused and you have to wait while they laugh and talk to each other just to annoy you so that you pay them and then they help you.”*⁵². Interview 4's description shows how they as citizens, more or less have to pay a bribe to get help they deserve. Nevertheless, her description also shows how police officers make citizens bribe. It shows that it is not something that they openly ask for in this context, but their actions "force" it out from the citizens. I think it also shows the police's awareness that corruption is illegal and that they do not talk about it or ask for it. However, it instead shows the power and necessity of the bribe through its behaviour. I also want to point out that I am not referring to all police officers and their behaviour, only specifically those that Interview 4 tells about.

⁵⁰ Bosnian currency, konvertibilna marka (km)

⁵¹ “Ja kad trebam predati za nešto moram unaprijed planirati da imam para za to. Ja tačno znam šta me čeka, gdje će mi sve reći da moram ići a ja znam da ne moram. Zato mi je bolje da im nama dam pare i da to nama riješe. Ja sam već star i nemam vremena da letim tamo vamo. Ti pet ili deset maraka nisu nista njima dati. Manje me izade nego da idem okolo i plaćam sviju ako njima ne bi. Ovako nama njima dadnem i problem riješen.”

⁵² “Ako ne platite, psihički te maltretiraju i moras pričekati dok se oni smiju i razgovaraju jedni s drugima samo da bi vas iznervirali da im platiti i onda će vam oni pomoći.”

4.2 Key Findings

In this section, key findings will be presented based on what emerged after the interviews. The different sections are The process of applying for passport, id-document and/or driver's license and bribery, connections and wealth, residence, rural and urban and gender and age.

4.2.1 The process of applying for passport, id-document and/or drivers license and bribery.

When looking at the process of applying for a passport etc. as a whole the first thing I noticed when conducting the interview is that it's a very common practice and it's considered normal by almost all respondents. Those who themselves had not bribed or did not consider it a bribe knew others who had done it and quoted "*it is something that everyone does*"⁵³. I also found that it does not only encompass police but other services too including the health system and banks.

It goes as far as Interview 1 saying "*The whole system is corrupt. Not just the police, but the country and the people, sometimes I have a feeling that even the air is corrupt. It's something we have, it's always been there and I think it always will be. We are that kind of people*"⁵⁴. This quote shows very clearly how you as a citizen see corruption as something that is just and not something that can necessarily be removed.

Another finding about the process is that services such as passport, applying for ID- are ridiculously hard. People must wait in long lines, more often than not for hours. Moreover, everyone mentioned that not all things can be done on site without often having to go to several different places just to apply. But if you give the person who works something (money for example) then everything can be fixed in place. Otherwise, if you refuse to do that, you have to spend a whole day running back and forth between buildings. In other words, they make the process much more difficult than it needs to be. Hence, you are expected to have some connections for the process to go smoothly, if you're not willing to pay.

⁵³ "To je nešto što svi rade."

⁵⁴ "Čitav sistem je korumpiran. Ne samo policija, nego i zemlja i narod pa nekad imaš osjećaj i zrak. To je nešto što kod nas ima, uvijek je bilo i ja mislim da će uvijek biti. Mi smo takav narod."

4.2.2 Connections and wealth

Two out of three people who didn't pay bribes had connections in the police. This showed that people who have more connections and know someone who works for the police department, get special advantages and do not need to pay for bribes. This goes in line with "greed corruption" hypothesis. For example Interview 9 who is a restaurant owner said that some police officers dine for free at his restaurant sometimes and in return they help him if he has a problem or some business with the police, such as applying for a passport etc.

Similarly, richer people are more likely to have connections and pay less bribes. Two of those who did not pay bribes are also the two who have the best financial situation. Which shows that good finances and contacts go hand in hand.

4.2.3 Residence, rural and urban

Mangafić and Veselinović⁵⁵ have found that respondents from rural areas were less likely to offer a bribe to police officers than those from urban areas. According to them the odds of engaging in these bribe categories if respondents are from rural areas are between 27% and 61% lower than those for respondents from an urban area. This goes against my findings that the size of the city doesn't matter. I have done interviews with people in small rural areas such as Pecigrad to BiH second largest city Banja Luka. And the findings were pretty much similar. On the other side Mangafić and Veselinović study analyzed information obtained from a sample of 3084 individuals while I have only interviewed 13. Which means that I can not draw any conclusions about what it is like in the country as a whole, but I can give a broader explanation of what it looks like among the people I have interviewed.

4.2.4 Gender and age

When it comes to gender no particular differences were found. However, my impression was that women usually are accompanied by someone when applying for a passport, id-document and/or driving's license. One thing that was common to all four women interviewed is that when they told about the process of applying, they all four mentioned that they were accompanied by someone else during the process. They went there either with their brother,

⁵⁵ Mangafić, Jasmina & Veselinović, Ljiljan (2020) "*The determinants of corruption at the individual level: evidence from Bosnia-Herzegovina*", *Economic Research-Ekonomska Istraživanja*, 33:1, 2670-2691, DOI: 10.1080/1331677X.2020.1723426

husband, father or mother. When applying for a passport, etc., there is no need to bring someone with you, it is enough that you have your birth certificate and something called *cips* and can be compared to the Swedish social security number. But still, everyone mentioned that they went there with someone. To what extent this may have made the process easier I can not answer. Of the nine men interviewed, five mentioned that they had also gone there with someone, although in their case mother, sister, wife and daughter to quote "*fix it for them*".

I can not answer to what extent there is a need for company or how it affects the process, more than that it's something that is happening. As for BiH, I have not been able to find previous research that looks at gender and their role specifically in this type of context. More than Mangafić and Veselinović⁵⁶ who have concluded that men bribe to a greater extent than women. But the presence of a man in those contexts have not been addressed. Here there is room for future research. In terms of age there were no significant differences between old and young people, both considered them normal and a part of the process.

⁵⁶ Mangafić, Jasmina & Veselinović, Ljiljan (2020) "*The determinants of corruption at the individual level: evidence from Bosnia-Herzegovina*", *Economic Research-Ekonomska Istraživanja*, 33:1, 2670-2691, DOI: 10.1080/1331677X.2020.1723426

4.3 The police authority as a whole

In this section, a summary of the answers to the questions is presented under Part III of the questionnaire. Unlike 4.1 Process of applying for a passport/ID-document/driver's license, in this part I will present all thirteen interviews at the same time and not make any divisions. The reason for this is that there are no major differences between the interviewees' answers, unlike the previous part. Hence, all are presented together without boundaries.

4.3.1 View of the police authority at the current situation

The concluding part of the interviews is partly about the police as a whole and the situation right now. Surrounding this all the interviewees agreed that the police is corrupt, but they were still satisfied with their work. This draws strong parallels with the findings of PointPulse that were presented in the beginning of this thesis. Namely that 47% have confidence in the police and 67% believe that the police are corrupt.⁵⁷ I have found the same results in my interview, that is that there are high perceived levels of corruption, yet relatively high levels of trust in the police. An interesting thing that Interview 2 said is *“It is not easy for them either. It is not their fault that the system is as it is. As in everything there are always corrupt people in all parts of society but most are good and just do their job. If I were a cop I would be the same as them.”*⁵⁸ I think this reflects the common views of police officers. But it also shows how normal one thinks corruption and bribery are. You see it as something that exists and something that is simply followed.

Regarding how fair the police are and how equally all citizens are treated, everyone was unanimous here as well. Everyone thought that good contacts make it easier. Knowing someone or even better having someone in the family who works in the police makes it easier. But not only in the police but in all sectors, such as schools, healthcare, etc. A good network of contacts brings benefits and an easier life.

In a country like Bosnia and Herzegovina, people turn to family for problems rather than government agencies. Family, relatives and neighbors are much more important than in e.g.

⁵⁷ PointPulse - Western Balkans Pulse for Police Integrity and Trust (2018), “The Public in the Western Balkans on Police” Fourth Annual Survey

⁵⁸ “Nije ni njima lako. Nisu oni krivi što je sistem takav kakav je. Kao u svemu uvijek ima pokvareni ljudi u svim djelovima društva al većina su dobrih i samo rade svoj posao. Da sam ja policajac bio bih isti kao i oni.”

Sweden. So having relatives in different sectors of society makes it easier to get the help you need. The importance of family and relatives is enormous and it is the one you turn to in the first place.⁵⁹ Hence, it is no surprise that different people have different prerequisites. Connections come first.

4.3.2 Possible changes within the police authority

When asked if the system is good as it is and if not what changes you want to see, it was also unanimous here between the interviewees. Everyone agreed that there are shortcomings in the system and that change is needed, but no one was particularly positive that it would ever happen. Interview 6 said *"For any change to happen, big reforms are needed, but nothing will happen in the near future. Mainly because our leaders are selfish and don't care to make any good changes. The only way to change it is for example that The European Union or something like that comes and changes everything. From the law to the president. And that will never happen."*⁶⁰ The other interviewees share the same picture of what would be needed, but also the same gloomy picture that there will be no change.

⁵⁹ Kahvedzic, Nedim & Losic, Samir. (2010). *"Corruption in Bosnia and Herzegovina - Causes, Consequences and Cures"*. Master Thesis in Economics, Department of Management and Engineering. The University of Linköping.

⁶⁰"Da bi se dogodila bilo kakva promjena, potrebni su veliki reformi, ali ništa se neće dogoditi u bliskoj budućnosti. Uglavnom zato što su naši čelnici sebični i nije ih briga da urade kakvu dobru promjenu. Jedini način da bi se ista promjenilo je da naprimjer Evropska Unija ili tako nešto dode i sve promjeni. Od zakona pa do predsjednika. A to se nikad neće desiti."

5. Conclusions

Something that has emerged very clearly during the writing process is that bribes are widespread. It can be linked back to what Placek et al.⁶¹ discussed: corrupt behaviour is deeply rooted in post-communist countries. In connection with that, corruption has become a part of everyday life. The corruption is widespread in most sectors, both economic and political. According to the answers of the interviewees, bribes seem to be almost something cultural. Something that you do but does not reflect over.

Even though there are some differences between the interviewees and their experiences, their similarities stood out for me. That is how common corruption is. It is a part of their everyday life and something that they do not see an end or solution to. What I can see is that this is something that is engraved from a young age and something that just *is*. Thus have bribery and corruption become a part of the *culture*.

Why this is the case and how long it has been going on is difficult to determine because corruption has not been measured over several generations in BiH. It is also important to point out once again, the country's turbulent history. It can be seen as one of the explanations for the situation in the country today. There are, of course, other explanations for the fact that corruption has not decreased over the years, e.g. the country's political government can be seen as an explanation.⁶²

These findings can help to understand BiH's road to the EU, and it is membership. As I mentioned earlier, the EU is a supporter, and there are several action plans made by the EU to help BiH with, among other areas, corruption.⁶³ As previously mentioned, this has not had any direct effects, since corruption has increased in recent years in BiH.⁶⁴ Despite this, I have found that the BiH people have great confidence and look at the EU as the only ones who can

⁶¹ Placek, M., Pucek, M., & Ochrana, F. (2019). “*Identifying corruption risk: A comparison of Bulgaria and the Czech Republic*”. *Journal of Comparative Policy Analysis: Research and Practice*, 21(4), 366–384. doi:10.1080/13876988.2018.1472473

⁶² Mason, P.S. (2010). *The European Union's fight against corruption : the evolving policy towards Member States and candidate countries*.

⁶³ Europa.ba, Delegation of the European Union to Bosnia and Herzegovina & European Union Special Representative in Bosnia and Herzegovina. “€3.5 million to help fight corruption in BiH” (14.02.2019)

⁶⁴ Kahvedzic, Nedim & Losic, Samir. (2010). “*Corruption in Bosnia and Herzegovina - Causes, Consequences and Cures*”. Master Thesis in Economics, Department of Management and Engineering. The University of Linköping.

solve corruption. The interviewees see membership in the EU as a solution to all problems. This finding can be beneficial to understand the integration process between BiH and the European Union and perhaps the other candidate countries in Western Balkan.

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Appendix 1 - Information and consent form in English

My name is Edwina Beckanovic and I am studying the final year of the European program with a focus on political science at the University of Gothenburg in Gothenburg, Sweden. Right now I am working on my bachelor thesis which is about bribes within the police authority in BiH, specifically when applying for a passport, ID document and driving license. To be able to carry out the study, I will do interviews.

Participation in the study means that an interview will be conducted either by telephone or in person, depending on what suits you best. The interview is estimated to take about 20-30 minutes. The entire interview will be recorded on tape. The interviews will be treated confidentially, which means that the interviews will be deidentified and processed in accordance with the provisions of the Secrecy Act. Your participation is voluntary and can be canceled at any time.

Regards,

Edwina Beckanovic
Göteborgs Universitet
+46790324799
gusbecked@student.gu.se

Supervisor: Adea Gafuri
Göteborgs Universitet
adea.gafuri@gu.se

Appendix 2 - Information and consent form in Bosnian

Moje ime je Edwina Beckanovic i studiram završnu godinu evropskog programa sa smjerom političke nauke na Geteborgskom Univerzitetu u Geteborgu, Švedska. Trenutno radim na diplomskoj tezi koja se odnosi na primanje mita u policijskim vlastima u BiH, posebno prilikom podnošenja zahtjeva za pasoš, ličnu ispravu i vozačku dozvolu. Da bih mogla izvesti studiju, obaviću intervju.

Sudjelovanje u studiji znači da će se intervju obaviti telefonom ili lično, ovisno o tome što vam najviše odgovara. Procjenjuje se da će intervju trajati oko 30-40 minuta. Čitav intervju snimit će se na telefonu. Intervjui će se tretirati povjerljivo, što znači da će intervjui biti deidentificirani i obrađivani u skladu s odredbama Zakona o tajnosti. Vaše učešće je dobrovoljno i može se otkazati u bilo kojem trenutku.

Pozdrav,

Edwina Beckanovic
Göteborgs Universitet
+46790324799
gusbecked@student.gu.se

Nadzornik: Adea Gafuri
Göteborgs Universitet
adea.gafuri@gu.se

Appendix 3 - The Questionnaire in English

Gender:

Part I - General questions

1. How old are you?
2. What is the highest level of education you have completed? Ex) Primary school, high school or university?
3. What's your occupation? (public/private sector)
4. How would you describe your financial status? (unstable, economically stable, above average)
5. Where do you live? (urban or rural)
6. What's your ethnicity?

Part II - Process of applying for a passport/ID-document/Driver's license

7. Have you ever applied for a passport, ID document and/or driver's license?
8. How did that process go? Can you describe it step by step?
9. Have you ever given the person behind the counter something to make the process go faster / easier? By something, I mean money, gift, etc.
10. In the last 12 months, have you or anyone in your family been asked by a public official to give an informal gift or bribe in the police?
11. Do you have anyone friends/family/relatives that work in the police and does this make the process easier?
12. When you give bribes and/or gifts, to what extent does this help you to apply for a passport etc.?
13. Are there any mechanisms that prevent you from bribing/giving gifts to the police in exchange for these services? (E.g the fear of getting caught because this is illegal?or is this the norm?)
14. If you could not use bribes/gifts, how do you think the process of receiving these public services would be affected? do you think that you would still be able to complete these services(passport etc)?

Part III - The police authority as a whole

15. How satisfied are you with the work of the police in general?
16. Are all citizens treated equally by the police force in your area? Or do different people have different prerequisites?
17. Who do you think you can complain to about police misconduct? Or is it useless?
18. Do you think the system is good as it is now? If not, what kind of changes do you want to see?

Appendix 4 - The Questionnaire in Bosnian

Spol:

Dio I - Opšta pitanja

1. Koliko imaš godina?
2. Koji je najviši nivo obrazovanja koji ste završili? Ex) Osnovna škola, srednja škola ili univerzitet?
3. Šta ste po zanimanju? (javni / privatni sektor)
4. Kako biste opisali svoj finansijski status? (nestabilno, ekonomski stabilno, natprosječno)
5. Gdje živite? (urbano ili ruralno)
6. Koje ste nacionalnosti?

Dio II - Proces podnošenja zahtjeva za pasoš/lični dokument/vozačka dozvola

7. Jeste li se ikada prijavili za pasoš, lični dokument i/ili vozačku dozvolu?
8. Kako je teкао taj proces? Možete li to opisati korak po korak?
9. Jeste li ikada dali osobi koja stoji za pultom nešto kako bi proces išao brže/lakše? Pod nečim mislim na novac, poklon itd.
10. Da li je u poslednjih 12 meseci javni službenik od vas ili od bilo koga u vašoj porodici tražio da date neformalni poklon ili mito u policiji?
11. Imate li nekog od prijatelja/podrođice/rođaka koji rade u policiji i olakšava li to postupak?
12. Kada dajete mito i/ili poklone, u kojoj mjeri vam ovo pomaže da podnese zahtjev za pasoš itd.?
13. Postoje li mehanizmi koji vas sprečavaju u podmićivanju/davanju poklona policiji u zamjenu za ove usluge? (Npr. Strah od ulova jer je to protuzakonito? Ili je to norma?)
14. Ako ne možete koristiti mito/poklone, kako mislite da bi to moglo utjecati na proces primanja ovih javnih usluga? da li mislite da biste i dalje mogli dovršiti ove usluge (pasoš itd.)?

III dio - Policijska vlast u cjelini

15. Koliko ste zadovoljni radom policije uopšte?
16. Da li policija prema vašem području jednako tretira sve građane? Ili različiti ljudi imaju različite preduvjete?
17. Šta mislite, kome se možete žaliti na nepropisno ponašanje policije? Ili je beskorisno?
18. Mislite li da je sistem dobar kakav je sada? Ako ne, kakve promjene želite vidjeti?