



Kolegji AAB

FACULTY OF LAW

DEPARTEMENT: CIVIL LAW

MASTER STUDY

THEME:

**COOPERATION LEVEL OF THE CITIZENS WITH KOSOVO'S POLICE
IN THE REGION OF FERIZAJ**

Mentor:

Dr. Sc. Vjosa Jonuzi - Shala

Candidate:

Shkëndije Qeriqi

Pristine, 2016

STATEMENT

I declare that all the work done in this diploma thesis is the product of individual work and my empirical research. This diploma thesis is prepared only for the AAB College, and is not used in any university, college, or other institution, nor is taken as the work of any other person or institution. I also state that all the resources used are approved, after careful consideration by the mentor, Professor Vjosa Jonuzi - Shala.

ACKNOWLEDGMENT

STATEMENT

LIST OF ABBREVIATIONS

INTRODUCTION

AIM OF RESEARCH

Hypotheses

Methodology

Limitations

Chapter I

1 History of the Kosovo's Police, the role, and powers

1.1 Establishment of the Police in Ferizaj

1.2 Background of Ferizaj, territorial scope and population number

1.3 Establishment of the Police in Ferizaj

1.4 Interviews of institutions' leaders - Ferizaj

1.5 Surveys of police officers - Ferizaj

1.6 Surveys of Ferizaj's citizens

1.7 Analysis of Ferizaj's surveys and questionnaires

Chapter II

2. History of the municipality of Kacanik, territorial scope and population number

2.1 Establishment of the Police in the municipality of Kacanik

2.2 Interviews of institutions' leaders - Kacanik

2.3 Surveys of police officers - Kacanik

2.4 Surveys of Kacanik's citizens

2.5 Analysis of Kacanik's surveys and questionnaires

Chapter III

3. History of the municipality of Shtime, territorial scope and population number

3.1 Establishment of the Police in the municipality of Shtime

- 3.2 Interviews of institutions' leaders - Shtime
- 3.3 Surveys of police officers - Shtime
- 3.4 Surveys of Shtime's citizens
- 3.5 Analysis of Shtime's surveys and questionnaires

Chapter IV

4. History of the municipality of Shtërpca, territorial scope and population number

- 4.1 Establishment of the Police in the municipality of Shtërpca
- 4.2 Interviews of institutions' leaders - Shtërpca
- 4.3 Surveys of police officers - Shtërpca
- 4.4 Surveys of Shtërpca's citizens
- 4.5 Analysis of Shtërpca's surveys and questionnaires

Chapter V

5. History of the municipality of Hani i Elezit, territorial scope and population number

- 5.1 Establishment of the Police in the municipality of Hani i Elezit
- 5.2 Interviews of institutions' leaders - Hani i Elezit
- 5.3 Surveys of police officers - Hani i Elezit
- 5.4 Surveys of Hani i Elezit's citizens
- 5.5 Analysis of Hani i Elezit's surveys and questionnaires

Chapter VI

- 6. Comparison between municipalities (according to questionnaires of the police)
- 6.1 Comparison of municipalities (according to surveys of citizens)

6.2 Conclusion

6.3 Recommendations

6.4 References

LIST OF ABBREVIATIONS

KP – Kosovo Police

CSW – Center for Social Work

MDE – Municipal Directorate of Education

TDC – Training and Doctrine Command

DHSW – Department of Health and Social Welfare

MCSC – Municipal Community Safety Councils

LCPS – Local Council for Public Safety

MCFM – Main Center Family Medicine

SAS – Social Assistance Statistics

ICC – Islamic Community Council

CPHRFF – Council for the Protection of Human Rights and Fundamental Freedoms

INTRODUCTION

As part of the police as an ongoing institution, I intend to set the level of cooperation as well as any other sphere within our competence, ranging from improving my work in this institution and then trying to influence the colleagues and along with them to try to eliminate the barriers to communication and cooperation with citizens. My research is done with the aim of improving the level of cooperation between police and citizens. Through this research, I tried impartially to show the current situation in which the police-community cooperation is. As such, the research tries to identify factors of lack of communication and cooperation, which are confirmed by the data. Also, this research includes the implications that arise from these factors. This research itself also contains recommendations on how to eliminate the causes of non-cooperation, these recommendations would increase the level of cooperation between citizens and police. The importance of this study is the research question about how much is the level of cooperation of citizens with Kosovo's Police in Ferizaj region? Through these research findings there will be a view for the police and others to understand the reasons why there is no appropriate cooperation and act as much and as quickly as possible to upgrade these reports, because they are important to create trust between the police and the community at this region, as well to understand ways to build bridges of cooperation and relations.

AIM OF RESEARCH

The aim of this thesis, by using the research methods is to understand the level of cooperation of citizens with Kosovo's Police in Ferizaj region. Through these methods, we have reached the final results by using the data obtained from the questionnaires of police officers, from interviews of superintendents of local level institutions in municipalities: Ferizaj, Shterpca, Kacanik, Hani Elezit, Shtime; municipalities, which belong to the Ferizaj region. Also, the data will be provided taken from surveys and opinions of the citizens of these municipalities

HYPOTHESES

This paper contains the main research question: What is the level of cooperation of the citizens with the Kosovo's Police in Ferizaj region?

The hypotheses on this paper are:

Hypothesis 1: Disengagement at the appropriate level by the Police impacts the unsatisfactory cooperation of police-community.

Hypothesis 2: Citizens do not pay attention to the cooperation with the police.

Hypothesis 3: Lack of training for police officers with aspects of police-community cooperation affects in not the best approach with citizens.

Hypothesis 4: Cooperation is not at the best level because of the absence of various projects for the concerns of citizens.

METHODOLOGY

This paper is done with the help of two methods of scientific research: 1. Qualitative method which includes consultation of the literature and interviews with leaders of institutions at the regional level. 2. Quantitative method, in which questionnaires are included with police officers and surveys of citizens, in all municipalities of the region of Ferizaj.

RECOMMENDATIONS

As we mentioned earlier that this research will have some recommendations that will try to eliminate barriers or causes of inadequate police cooperation with citizens. One of the causes was the motive of the police affecting their disengagement. And this barrier disappears when we find new ways to raise the motivation level of police. To increase the police motive of this region, we recommend three specific ways:

The first - is that supervisors be closer to its employees during field activity, normally with new projects and activities. As well as its officials should have its own initiative for projects that are

necessary for the community, because they are the first who can identify the needs of citizens in the field. The second - Police Institution should think and work in terms to address the retirement law in the enforcement authorities to renew the Police of Kosovo with the new generation, not forgetting that it is also one of the citizens' recommendations.

The third - health insurance is much needed, because it affects employees give everything to perform at the highest level.

About raising citizens' interest for cooperation, we recommend that police officers treat with greater sensitivity the concerns of citizens and to be loyal and accountable to the citizens. This affects citizens to pay attention to the cooperation with the police. Police should also ensure specifically with problems or areas that concern to citizens more and offer solutions that can be attractive to citizens. A concrete example we have the "Beekeeping" project, where police have shown they know to be attractive to new projects. This project is realized by the Regional Directorate of Ferizaj with the NGOs that operate at regional level. The project has complied the transformation of the area where it is used for illegal activities, already transformed into a controlled and secure area. Such projects arouse the curiosity of citizens to cooperate.

While some training in this research seek something more than the police required. Most officers of this region have expressed the need to have more frequent training even though there was enough training to all areas dealing with the role and work of police, but in the field of cooperation with citizens there were few training. Another recommendation in this research is that the new police generations who are selected to attend the course at the Academy for Public Safety, this education about the police profession to have a period of years, with the aim that the new officers when joining the police organization to have a clear vision, proactive approach, and fair cooperation with citizens. Written rules without a practical orientation remain dead, and therefore we recommend that the projects be carried out in full cooperation, to the fact that the projects are taking place but cooperative activation of citizens is not at the appropriate level, because of nonrealization of projects in general. So, we recommend a higher management level and serious implementation of these projects by the police as well as by the relevant government institutions and citizens.