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MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE-BIH)

NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA 2018: FINDINGS REPORT

MARCH 2019

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March 2019

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LIST OF ABBREVIATIONS

| | |
|-------------|--|
| BiH | Bosnia and Herzegovina |
| CAPI | Computer Assisted Personal Interviewing |
| CCI | Center for Civic Initiatives |
| CIN | Center for Investigative Reporting |
| CRS | Catholic Relief Services |
| CSO | Civil Society Organization |
| DB | District Brcko of BiH |
| DK | Don't Know |
| EU | European Union |
| FBiH | Federation of Bosnia and Herzegovina |
| IDPs | Internally displaced persons |
| LGBT | Lesbian, Gay, Bisexual, Transgender |
| MEASURE-BiH | USAID Monitoring and Evaluation Support Activity in BiH |
| NA | No Answer |
| NATO | North Atlantic Treaty Organization |
| NGO | Non-government |
| NSCP-BiH | National Survey of Citizens' Perceptions in Bosnia and Herzegovina |
| OHR | Office of the High Representative |
| OSCE | Organization for Security and Cooperation in Europe |
| PWDs | People with Disabilities |
| RS | Republika Srpska |
| UN | United Nations |
| UNDP | United Nations Development Program |
| US | United States |
| USAID | United States Agency for International Development |

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In 2018, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International (IMPAQ), through the Monitoring and Evaluation Support Activity (MEASURE-BiH), to conduct the fourth round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). The NSCP-BiH has been conducted annually since 2015 to assist USAID/BiH in strategic planning and programming.

The research team that conducted data analysis and prepared this report includes the following MEASURE-BiH staff members: Salminka Vižin, Senior Research Analyst; Anesa Hadzic, Senior Research Analyst; Sanel Huskic, Analyst; Boris Badza, Analyst; and Amina Smajovic, Analyst.

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SUMMARY OF FINDINGS

Since 2015, the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) gathers data from a nationally representative sample of civilian, non-institutionalized adults (18+) in BiH to monitor societal change and study the growing complexity of BiH society. The fourth wave of NSCP-BiH, conducted in October and November of 2018, collected information on BiH citizens' perceptions on topics such as governance, corruption, civil society, interethnic relationships, social inclusion, and others. We outline the major topics and corresponding findings below.

Conditions in the Country

BiH citizens' perceptions of the general situation in the country and expectations for the future have been pessimistic from 2015 to date. Most citizens believe the economic conditions in BiH are unfavorable and are unlikely to improve. Citizens are less and less convinced that hard work pays off.

Governance

As in previous survey rounds, the 2018 results show that slightly more than 40 percent of citizens are satisfied with public services. As before, citizens express the highest satisfaction with utilities and the lowest with support to marginalized groups (e.g. pensioners, families with children, refugees, war veterans). Most citizens are dissatisfied with work and services provided by government institutions at municipal, cantonal, entity, and state levels.

Unemployment remains the largest development challenge for BiH citizens. Consequently, most citizens consider economic development to be the main development priority, even though the portion of citizens that rank this area as the top priority has decreased. The proportion of citizens who shifted their focus to public order and safety can account for this decrease.

The percentage of citizens reporting that they are interested in politics increased between 2017 and 2018. One out of five surveyed citizens state they were politically active during the last year. Slightly more than half of citizens believe that political parties' work is primarily motivated by political and not citizens' interests.

Satisfaction with judicial authorities experienced an increase in 2017; however, in 2018, satisfaction rates returned to 2015 and 2016 levels. The vast majority of citizens are still not aware that they can access various judicial services. Approximately half of citizens, slightly less than in previous survey rounds, believe that the backlog in courts and prosecutors' offices is increasing. Only one in four citizens believes that courts treat people fairly and make independent decisions.

As in previous survey rounds, a majority of citizens prioritize socioeconomic reforms above constitutional reforms. The majority of Bosniaks would support a single presidency regardless of the president's ethnicity, compared to half of Croats and nearly 30 percent of Serbs. In aggregate, citizens belonging to different ethnic groups have different visions of the future of BiH.

Corruption

Prevalence of corruption in BiH has not changed considerably since 2016. Based on the responses of BiH citizens who admitted giving a bribe, doctors, nurses, and police officers are still the public officials receiving the most bribes among all public officials. Most citizens believe corruption is present in public sector employment, public procurement processes, and remains a fact of life in social, economic, and political systems. The survey reveals that citizens believe corrupt behavior is not adequately sanctioned in BiH.

Media

BiH citizens' media preferences and habits have not changed since 2015. Most citizens use TV to obtain political, social, and civic news, and consider TV the most trustworthy and useful media source. As in previous survey rounds, the majority of BiH citizens believe that political parties and government institutions have too much influence over the media.

Civil Society

From 2015 to 2018, a plurality of citizens believed that civil society organizations (CSOs) in BiH only look after their own interests, while in 2018, similar portions say CSOs serve their funders' interests. Most citizens believe that CSOs have little influence over government policymaking. At nine percent, the 2018 civic participation rate remains low and is consistent with previous survey rounds. However, many citizens say they are willing to engage in civic action to combat crime and corruption, aid the ill, and create jobs.

Interethnic Trust and Interaction

BiH citizens value connections to their family and friends far more than any other group. However, two-thirds also find belonging to their religious and ethnic groups to be important. As in previous survey rounds, three of four citizens have contacts with other ethnicities, mainly within their circles of friends and/or work environment. However, BiH citizens still trust their own ethnic group considerably more than other ethnicities. Two out of three citizens believe it is important to keep building interethnic trust in BiH, and about one-half believe this should be tackled through secondary or higher education.

Countering Violent Extremism

Citizens' concerns with nationalist and religious extremism have decreased since 2016, though RS residents still feel more threatened by extremists than FBiH residents. Most BiH citizens believe that no groups or individuals in their communities incite or support extremism. The vast majority of citizens condemn all kinds of violent behavior, although one in six justifies violence to protect one's own family.

Social Inclusion

Social inclusion remains a significant issue for BiH society. For example, nearly half of BiH citizens say they felt discriminated against during the past year, mainly due to their ethnic or religious affiliation. With regard to gender, one in five women reported discrimination due to their pregnancy status, and the proportion of citizens that believe men and women should receive equal treatment has consistently declined since 2015. Gender stereotypes (i.e. that household responsibilities are naturally more suited

for women) are still common among BiH citizens, and a sizable share of citizens appear to tolerate gender-based violence. Our results also indicate that citizens' perceptions toward people with disabilities and same-sex couples have not improved since 2015.

Youth Development

As in previous survey rounds, youth identify unemployment as the primary problem facing BiH. Half of BiH youth are considering leaving the country, commonly due to joblessness or better job opportunities abroad. Since 2015, BiH youth have been gradually gaining interest in private sector jobs. In general, most young people in BiH are not interested in politics. However, about one-quarter of surveyed youth participated in a political activity in the 12 months before the survey, while only about one in ten engaged in civic activism during the same period.

MAIN DIFFERENCES FROM 2015 TO 2018

The table below presents main differences identified within the NSCP-BiH from 2015 to 2018.

| | 2015 | 2016 | 2017 | 2018 | |
|---|------|------|------|------|---|
| Percentage of citizens who believe people can get ahead by working hard | | 49% | 40% | 34% | ↓ |
| Percentage of citizens stating economic affairs should be first development priorities | | 59% | 52% | 40% | ↓ |
| Percentage of citizens stating public order and safety should be first development priorities | | 8% | 9% | 16% | ↑ |
| Percentage of citizens stating that backlog in courts is increasing | | 69% | 57% | 49% | ↓ |
| Percentage of Serbs stating that arrangement of the state should remain unchanged | | 31% | 35% | 49% | ↑ |
| Percentage of Serbs stating that BiH should be divided into three independent states | | 33% | 27% | 17% | ↓ |
| Percentage of Croats stating that Croat entity should be formed | | 26% | 17% | 38% | ↑ |
| Percentage of citizens stating they have given a bribe to a public official | 21% | 36% | 38% | 39% | ↑ |
| Percentage of citizens stating they never use newspapers for political, economic, and social news | 53% | 53% | 62% | 65% | ↑ |
| Percentage of citizens stating that violent nationalist extremism represents a threat in BiH | | 58% | 40% | 31% | ↓ |
| Percentage of citizens stating that violent religious extremism represents a threat in BiH | | 54% | 38% | 29% | ↓ |
| Percentage of citizens stating men and women should not have equal rights or receive the same treatment | 96% | 88% | 79% | 75% | ↓ |
| Percentage of women stating men should have more right to a job than women when jobs are scarce | 28% | 45% | 30% | 19% | ↓ |

I. INTRODUCTION

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey designed to inform USAID/BiH's strategic planning and programming. In 2018, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International (IMPAQ), under the Monitoring and Evaluation Support Activity (MEASURE-BiH), to conduct the fourth round of the NSCP-BiH. In conjunction with the previous survey rounds conducted in 2015, 2016, and 2017, NSCP-BiH 2018 explores BiH citizens' perceptions about topics such as governance, rule of law, corruption, media, reconciliation, and others.

This report presents the main survey findings from the 2018 NSCP-BiH. The 2018 survey round was conducted in October and November of 2018 in partnership with IPSOS Adria. This survey has three key objectives:

- Obtain data on BiH citizens' perceptions to assist USAID/BiH strategic planning and programming.
- Collect annual data for USAID/BiH Project-level indicators.
- Provide social scientists and scholars with a scientific and unbiased measurement tool that describes how the BiH population thinks and feels about important and policy relevant topics.

We have organized the remainder of this report into two chapters (II and III). Chapter II provides brief descriptions of the NSCP-BiH 2018 methodology, including:

- Sample design
- Survey questionnaire
- Data collection procedures

Chapter III provides descriptive statistics and main findings from NSCP-BiH 2018 on public perceptions in the following areas:

- Conditions in the country
- Governance
- Corruption
- Media
- Civil society and civic participation
- Interethnic trust and interaction
- Countering violent extremism
- Social inclusion
- Youth development

II. DATA COLLECTION FOR THE 2018 NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BiH

The 2018 NSCP-BiH sample design follows the same procedures used in previous survey rounds. The 2018 survey sample is a nationally representative sample of civilian, non-institutionalized (18+) BiH citizens. We used a face-to-face computer assisted personal interviewing (CAPI) technique to administer the survey. In 2018, NSCP-BiH has 3,024 completed interviews.

II.1 SAMPLING DESIGN

The sampling design used in 2018 was identical to survey designs used in previous survey rounds. Specifically, the design was based on BiH Census 2013, Vital statistics 2012, and IPSOS Adria estimates based on the Central Election Commission database and Agency for Identification Documents, Registers, and Data Exchange of BiH. The sampling plan design ensures a nationally representative and sufficiently large sample to allow for the planned analyses. Polling station territories¹ were used as the sampling frame and a three-stage stratified random sampling approach was applied. In Stage 1, the sample was stratified by 13 BiH geographic regions. In Stage 2, the stratification was by type of settlement (urban or rural). In Stage 3, after determining the number of sampling points in each stratum, the polling station territories were drawn within the strata. Interviewers employed a random route technique² to identify households where they randomly selected respondents by using Kish Grid. Figure 1 presents the NSCP-BiH 2018 sample distribution disaggregated per region and type of settlement.

Figure 1. NSCP-BiH 2018 Sample Distribution (Households)

| Region | Total Sample | | Type of Settlement | | | |
|----------------------------|------------------------|-------------|------------------------|-------------|------------------------|-------------|
| | | | Urban | | Rural | |
| | Number of Observations | Percentage | Number of Observations | Percentage | Number of Observations | Percentage |
| Una-Sana Canton | 236 | 8% | 108 | 6% | 128 | 9% |
| Tuzla Canton | 408 | 13% | 222 | 13% | 186 | 14% |
| Zenica-Doboj Canton | 313 | 10% | 156 | 9% | 157 | 12% |
| Central Bosnia Canton | 206 | 7% | 88 | 5% | 118 | 9% |
| Herzegovina-Neretva Canton | 175 | 6% | 97 | 6% | 78 | 6% |
| West Herzegovina Canton | 55 | 2% | 17 | 1% | 38 | 3% |
| Sarajevo Canton | 356 | 12% | 295 | 18% | 61 | 4% |
| Canton 10 | 53 | 2% | 19 | 1% | 34 | 3% |
| Republika Srpska, North | 729 | 24% | 396 | 24% | 333 | 25% |
| Republika Srpska, East | 395 | 13% | 211 | 13% | 184 | 14% |
| Posavina Canton | 30 | 1% | 20 | 1% | 10 | 1% |
| Bosnian-Podrinje Canton | 17 | 1% | 7 | 0% | 10 | 1% |
| District Brcko | 51 | 2% | 30 | 2% | 21 | 2% |
| Total | 3,024 | 100% | 1,666 | 100% | 1,358 | 100% |

¹ Polling station territories were defined by municipalities and type of settlement (urban/rural). For sampling, the urban/rural division was based on criteria that included number of inhabitants and presence of schools, health institutions, and agricultural production.

² The random route technique implies that interviewers start moving from pre-defined starting points (at which interviews are not conducted), count the households, and carry out a random selection of households using a regular interval (e.g., attempting to contact every third household).

II.2 QUESTIONNAIRE

The NSCP-BiH 2018 covers the same topics as the 2017 survey round (i.e. perceptions about governance, corruption, inter-ethnic trust and interactions, violent extremism, citizen participation, education, media, social inclusion). The survey questionnaire comprises 14 thematic sections and a socio-demographic section, consolidated into the following categories:

- (1) *Conditions in the Country*: development direction, economic conditions
- (2) *Governance*: constitutional reform, satisfaction with public services, political parties' accountability and political participation, judiciary, future of the country
- (3) *Corruption*: paying bribes, perceptions of corruption
- (4) *Media*: media use, access to unbiased information, media literacy
- (5) *Civil Society and Civic Participation*: confidence in CSOs, awareness of CSOs' anti-corruption activities, participation in decision-making
- (6) *Interethnic Trust and Interaction*: social identities in BiH, in- and out-group trust, trust-building among ethnic groups, interaction with other ethnicities through family and work/school, divisions in society
- (7) *Countering Violent Extremism*: presence of violent extremism and security threats
- (8) *Social Inclusion*: gender, disability, same-sex couples
- (9) *Youth Development*: youth perceptions on selected topics

See the Annex for the NSCP-BiH 2018 survey questionnaire.

II.3 DATA COLLECTION AND QUALITY CONTROL

In 2018, we employed the same data collection and quality control methodology as in previous survey rounds. As in 2016 and 2017, we partnered with IPSOS Adria, who carried out the data collection. IPSOS Adria randomly selected survey sampling points and specified starting points. The interviewers were instructed to follow the same random walk rules as before:

- Find the starting point and move to the right in the direction of increasing house numbers.
- Attempt to contact and complete interviews in every third household in urban areas or every second household in rural areas.
- At crossroads, turn right and continue with the random route procedure.
- In small apartment buildings (with up to four floors) attempt contacts in up to two apartments; in taller apartment buildings, up to three apartments.
- Go back to the household at least one more time at another time or day if household members are absent from home during the first contact. If household members are still absent after the second attempt, treat the contact as refusal, and select another household.

After establishing a contact in a household, interviewers employed random selection technique (Kish Grid) to select the household member to respond to the survey questions. If this respondent was present, interviewers administered the questionnaire; they either read the questions and the range of possible (coded) responses, presented them on the tablet screen, or in the case of open-ended questions, read the questions only. If this respondent was absent, interviewers were instructed to

schedule a meeting and go back to the household at the agreed time. Interviewers were allowed to interview one person per household only.

The IPSOS team employed quality control measures including field control, phone control, and logical/consistency control. IPSOS performed field control in five percent of sampled households. IPSOS verified whether the interviews took place in these households and if interviewers applied household and respondent selection procedures adequately. They also assessed quality of questionnaire administration and interviewers' professionalism.

Phone control was conducted for all interviews to verify whether the interviews were conducted, assess data quality, and gauge interviewers' behavior.

IPSOS used a specialized SM-S software to verify logical consistency of interviews. During the fieldwork, MEASURE-BiH conducted spot checks in two randomly selected sampling units. Based on the spot checks and IPSOS Adria calculation, it takes about 77 minutes on average to complete the 2018 survey questionnaire.

III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE

In this chapter, we describe demographic and socioeconomic characteristics of the 2018 survey sample. The section also presents BiH citizens' attitudes and perceptions about topics such as general political and economic situation, governance, corruption, media and civil society, inter-ethnic relationships, violent extremism, and social inclusion. Finally, the report describes youth perceptions of selected topics.

III.1 DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

The 2018 NSCP-BiH sample distribution is similar to sample distributions of the previous survey rounds when it comes to entity, sex, age, education, ethnicity, and household income. Figure 2 (on the left) presents sample distribution by entity, which is similar to BiH's population distribution based on Census 2013 (right).³ Of 3,024 survey respondents, 61 percent were citizens of FBiH, 37 percent of RS, and two percent of District Brcko (DB).

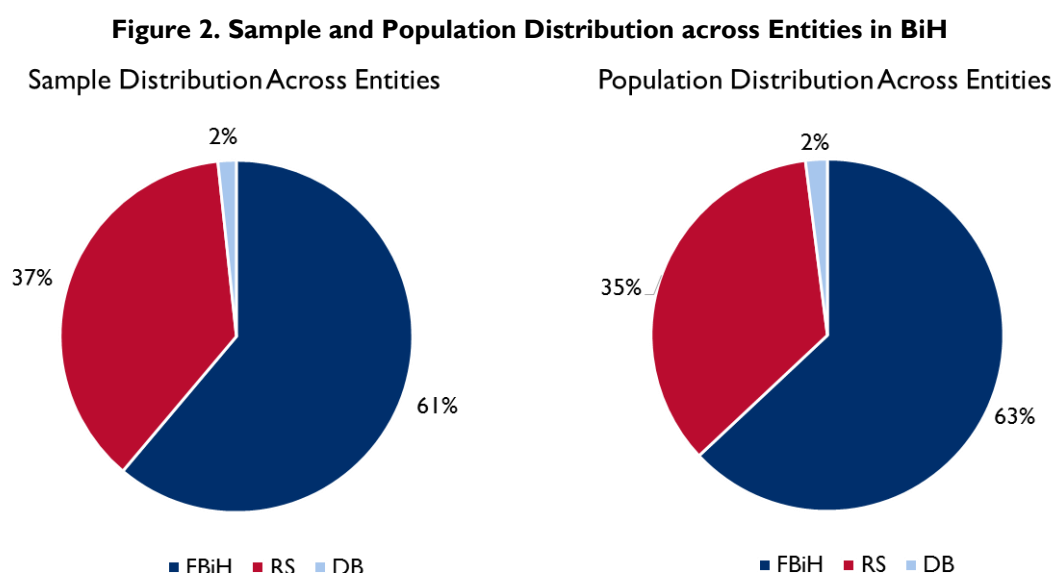


Figure 3 shows the population parameters and survey sample distribution disaggregated by sex, age, and education. The 2018 NSCP-BiH surveyed a slightly higher number of men (53 percent) compared to women (47 percent). About 70 percent of surveyed individuals are adults between 25 and 65 years of age. Youth (18 to 24 age) make up 13 percent of the sample, and the elderly (over 65 years) 16 percent. Approximately 2 of 3 surveyed respondents (64 percent) have completed secondary school, and 15 percent have completed college or university education. However, about five percent of respondents have no formal education degree, while 17 percent completed primary education only.

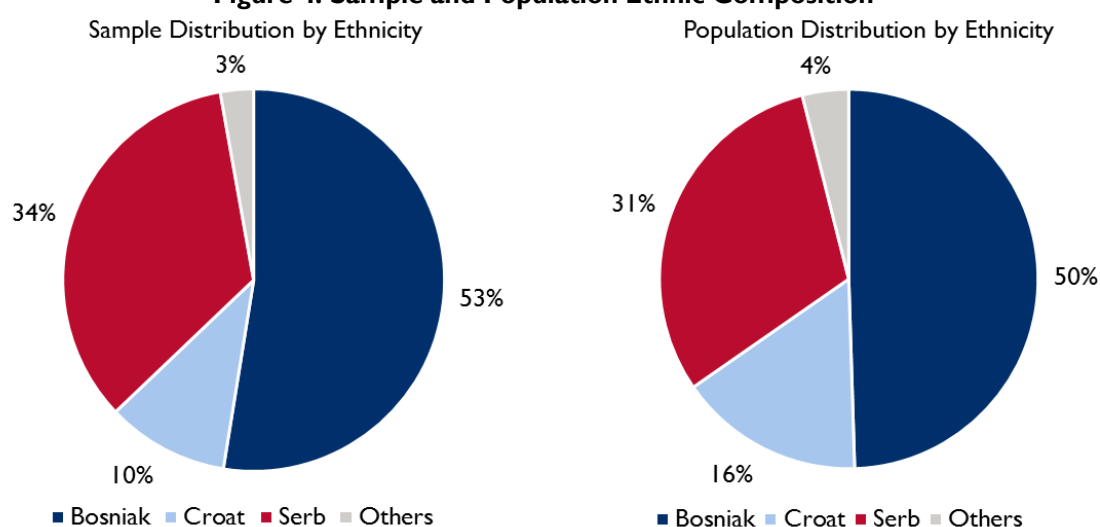
³<http://www.popis.gov.ba/popis2013/knjige.php?id=7>

Figure 3. Population and Sample Demographic Characteristics

| | SEX | | AGE | | | | EDUCATION | | | |
|-------------------------------------|-----------|-----------|---------|-----------|---------|---------|-------------------|---------|-----------|---------|
| | Male | Female | 18-24 | 25-49 | 50-65 | 66+ | Less than Primary | Primary | Secondary | Higher |
| Population Distribution | 1,376,597 | 1,461,861 | 321,816 | 1,256,283 | 794,156 | 466,203 | 420,114 | 640,726 | 1,525,161 | 401,439 |
| Population Distribution, Percentage | 48% | 52% | 11% | 44% | 28% | 16% | 14% | 21% | 51% | 13% |
| Sample Distribution | 1,589 | 1,433 | 408 | 1,175 | 945 | 496 | 145 | 508 | 1931 | 440 |
| Sample Distribution, Percentage | 53% | 47% | 13% | 39% | 31% | 16% | 5% | 17% | 64% | 15% |

Figure 4 illustrates population and sample parameters by respondents' ethnic belonging. Slightly more than half of surveyed citizens are Bosniaks, 34 percent are Serbs, and 10 percent are Croats. Three percent of the surveyed sample were either ethnic minorities or respondents who did not declare their ethnic identity.

Figure 4. Sample and Population Ethnic Composition



As shown in Figure 5, among those respondents reporting their household income (62 percent), approximately three out of four earn up to 1,000 KM monthly, and around a quarter earn between 1,000 KM and 3,000 KM. Only one percent of respondents reported household monthly earnings in excess of 3,000 KM.

Figure 5. Monthly Household Net Income

| Monthly Household Income | Percentage |
|--------------------------|----------------|
| Less than 300 KM | 13% (n=249) |
| 301 KM to 500 KM | 24% (n=441) |
| 501 KM to 1,000 KM | 36% (n=671) |
| 1,001 KM to 2,000 KM | 24% (n=441) |
| 2,001 KM to 3,000 KM | 2% (n=44) |
| Above 3,000 KM | 1% (n=27) |
| Total | 100% |

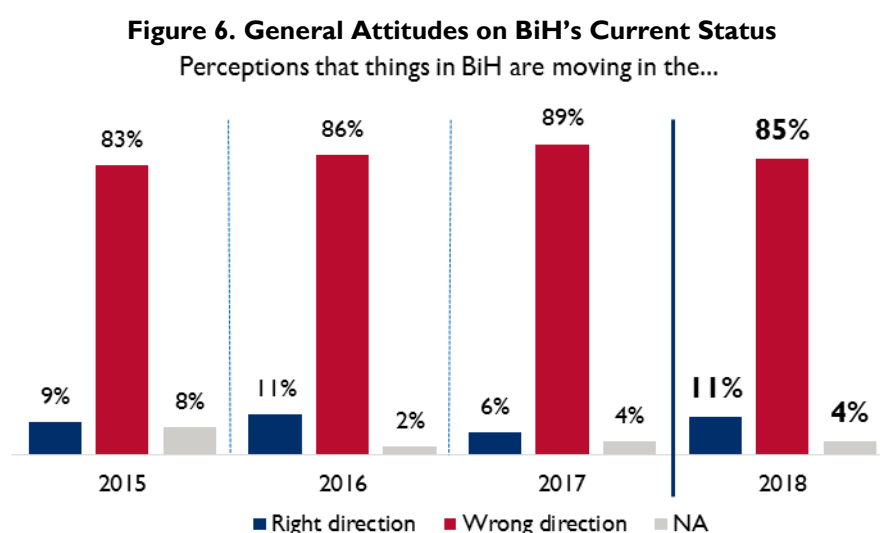
III.2 BiH CITIZENS' GENERAL ATTITUDES AND PERCEPTIONS

Conditions in the Country

BiH is a developing country struggling on its way toward development. The international community provides substantial support and assistance to help BiH achieve its development goals. This chapter explores BiH citizens' perceptions about the country's progress toward achieving economic development.

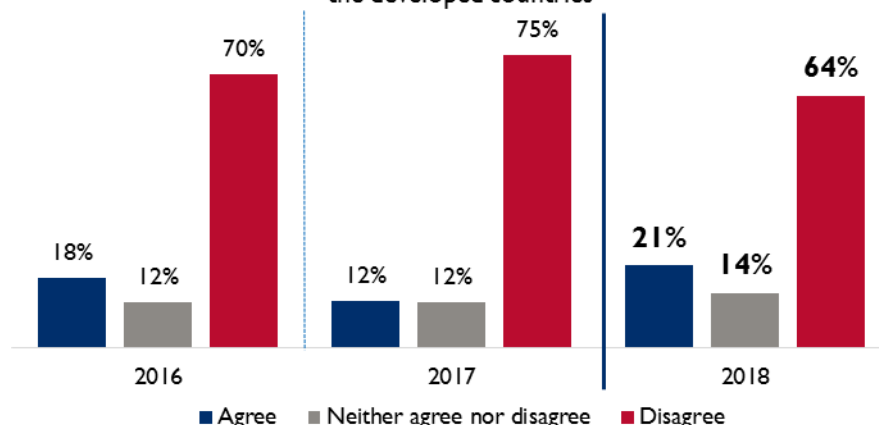
Current Conditions in BiH

More than 80 percent of BiH citizens express a general feeling that things in their country are moving in the wrong direction. As shown in Figure 6, citizens' attitudes on this issue have remained the same since 2015. Concerns that the country is heading in the wrong direction are somewhat more prevalent in FBiH, where 89 percent of the residents felt this way, as compared to 78 percent of RS residents (results not shown).



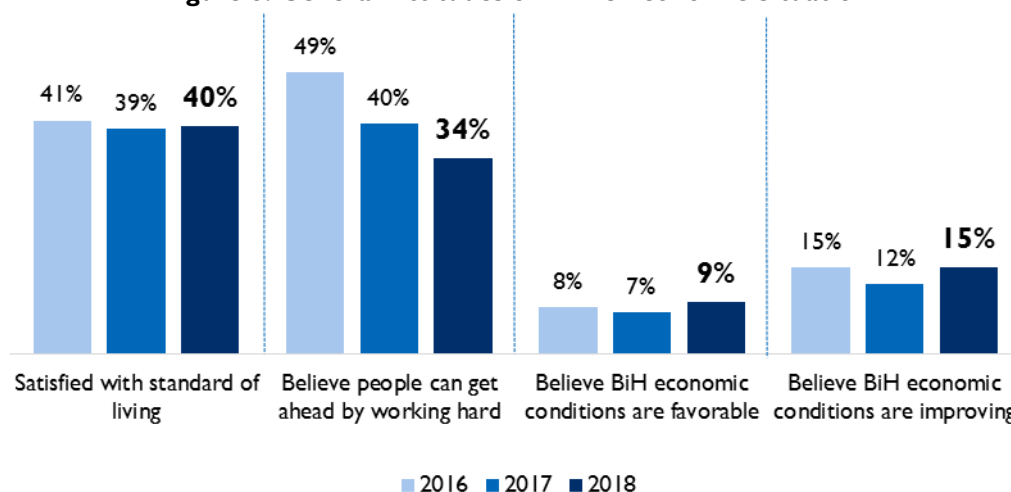
The majority of BiH citizens feel that the country's leadership is not putting BiH on the path to becoming a developed country. However, in the 2018 survey, one in five citizens perceive leadership to be following in the direction of developed countries, which is a considerably higher portion than in 2017 (see Figure 7). Also, favorable opinions about leadership are more often voiced in RS than in FBiH (results not shown). Specifically, 29 percent of RS residents and 16 percent of FBiH residents believe the leadership is moving the country toward development.

Figure 7. General Attitudes toward BiH Leadership
Perceptions that BiH leadership is taking BiH in the direction of the developed countries



As in previous survey rounds, in 2018 BiH citizens voiced pessimistic views on economic conditions in the country (see Figure 8). Less than one of ten citizens believe economic conditions are favorable and about 15 percent think they are improving. Nevertheless, 40 percent of citizens feel satisfied with their standard of living. Also, only about one-third of citizens believe that people can get ahead by working hard, which is significantly lower than in 2016 (49 percent) and 2017 (40 percent). RS residents feel more satisfied with their standard of living (49 percent) than FBiH residents (35 percent), and they are more likely to state that the economic situation is improving (22 percent among RS residents versus 11 percent in FBiH; results per ethnicity not shown).

Figure 8. General Attitudes on BiH's Economic Situation



About one-quarter of BiH citizens are considering leaving BiH. RS residents are slightly more likely to voice such intentions, at 27 percent, compared to 21 percent of FBiH residents. Emigration intentions also vary by citizens' educational attainment. Respondents with university education are more likely to say they are considering emigration (33 percent) than respondents with secondary (27 percent) or lower (10 percent) education. Citizens who are considering emigration are more likely to perceive that things in BiH are moving in the wrong direction (91 percent, compared to 83 percent of citizens who are not considering emigration) and that economic conditions in BiH are getting worse (85 percent, compared 77 percent of citizens not considering emigration).

Overall, citizens' perceptions of conditions in the country have not considerably changed since 2015. A majority of citizens still believe that things in BiH are moving in the wrong direction and that economic conditions are unfavorable and deteriorating. Additionally, citizens are less convinced that hard work pays off in BiH society.

Governance

Effective governance, well-defined government priorities, rational political decisions, and rule of law are prerequisites for BiH's further development. The 2018 NSCP-BiH explores citizens' perceptions of governance by examining their satisfaction with public services and attitudes toward development priorities, politics, the judiciary, and the country's future.

Government and Public Services

In accordance with previous rounds of the NSCP-BiH, the 2018 survey shows that less than half of citizens are satisfied with public services. Specifically, in 2018, 43 percent of BiH citizens stated that they are completely, mostly, or somewhat satisfied with public services, compared to 45 percent in 2016 and 46 percent in 2017. Across entities, RS residents expressed higher satisfaction with public services in general (51 percent) than FBiH residents (40 percent). As in 2017⁴, citizens voiced the highest satisfaction levels with utilities such as the power supply (74 percent), water supply (72 percent), garbage collection (63 percent), and sewage systems (63 percent), although these percentages are slightly lower than in the previous survey rounds. Citizens' satisfaction with district heating remains lower than with other utilities. Only 50 percent of citizens are satisfied with this public service. More than half of the citizens expressed satisfaction with street and town cleaning (59 percent), street lighting (58 percent), and public parks and playground maintenance (51 percent).

More than half of citizens feel completely, mostly, or somewhat satisfied with public education services. Specifically, 57 percent of citizens expressed satisfaction with preschool education, 56 percent with primary, and 55 percent with secondary education. The satisfaction rates are similar to 2017.

Citizens' satisfaction with security in BiH is lower than in 2017 (47 percent in 2018 compared to 61 percent in 2017). Further, BiH citizens show lower satisfaction with protection of private property (44 percent in 2018 compared to 54 percent in 2017) and protection from crime and crime prevention (36 percent in 2018 compared to 41 percent in 2017). Citizens from FBiH are more concerned with the general security situation than RS residents. Specifically, 40 percent of FBiH residents stated that they are not satisfied with the general security situation, compared to 25 percent of RS residents who voiced the same opinion.

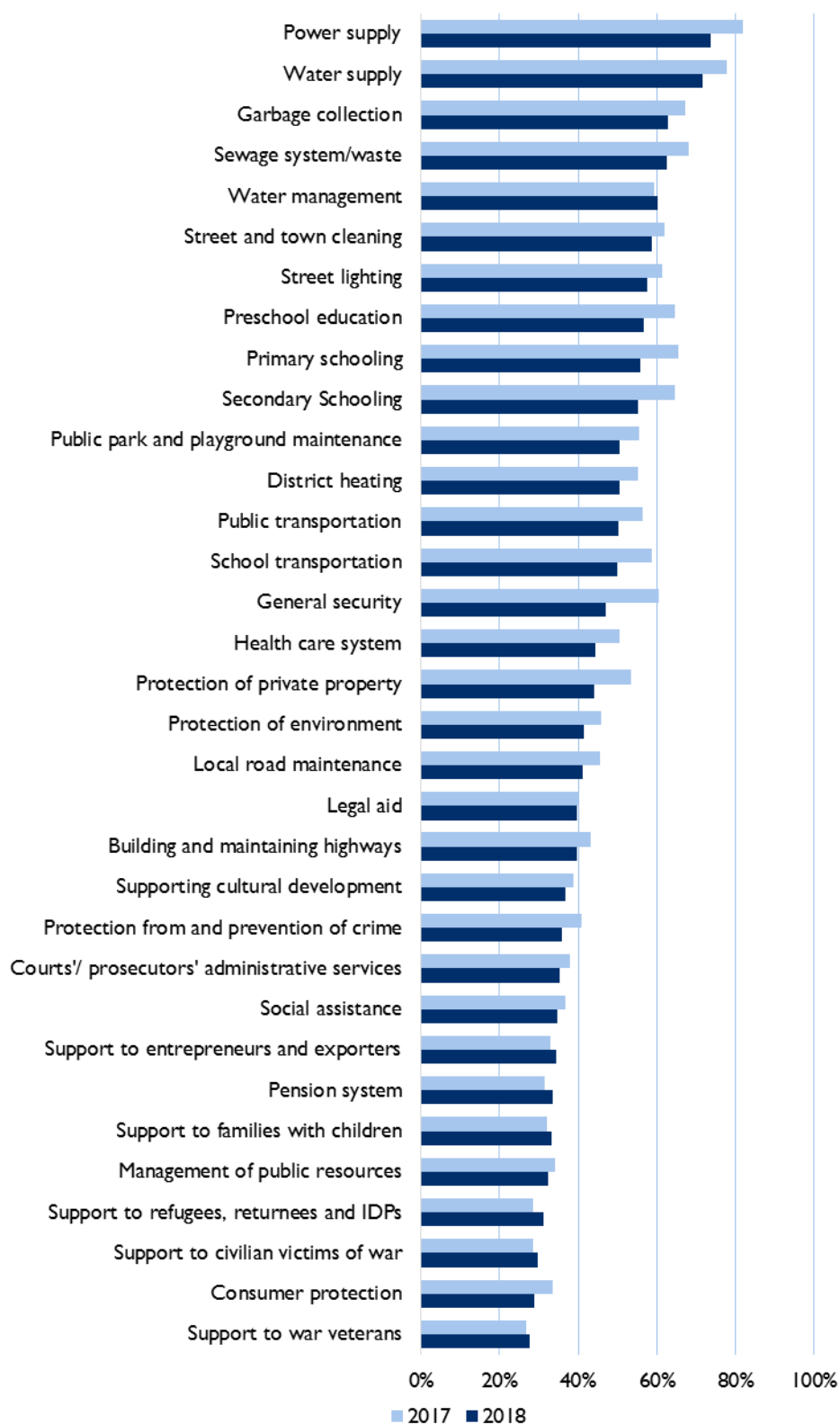
As noted in previous survey rounds, BiH citizens are least satisfied with public services delivered to vulnerable groups, including support to pensioners (33 percent), families with children (33 percent), refugees/returnees/internally displaced persons (31 percent), civilian victims of war (30 percent), and war veterans (28 percent).

Figure 9 illustrates citizens' satisfaction with public service delivery between 2017 and 2018.

⁴ In 2017, this question has been slightly changed. Also, respondents who stated they did not have direct experience with services in the last 12 months are excluded from the 2017 and 2018 analyses. Hence, these results are not comparable to those presented in 2015 and 2016 survey reports.

Figure 9. Citizens' Satisfaction with General Government Services 2015-2018

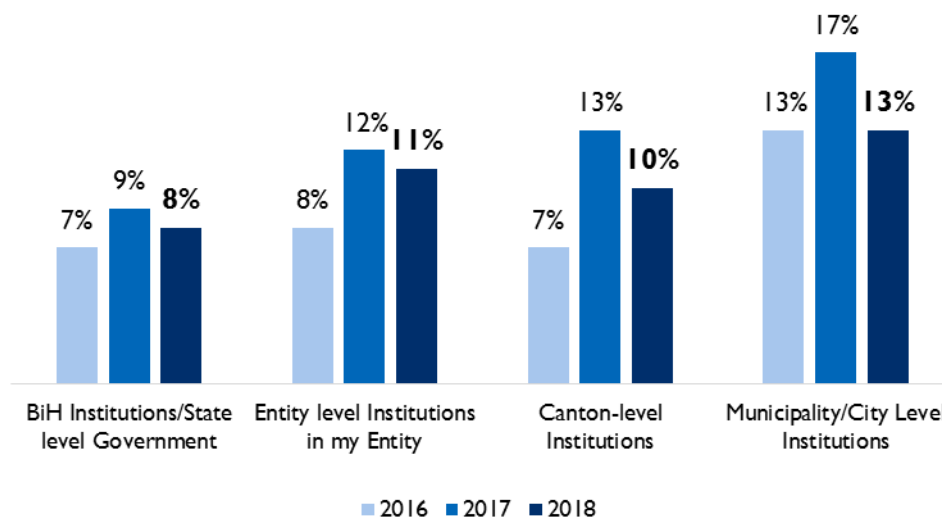
Percentage of citizens completely, mostly, or somewhat satisfied with government services



When asked to rate work and services provided by each level of government, BiH citizens provided similar ratings as in previous survey rounds (see Figure 10). Municipality/city level institutions received the highest ratings, even though only 13 percent of BiH citizens rated their work as favorable (5, 6, or 7 on a scale from 1 to 7 with 7 indicating “excellent” and 1 “extremely poor”). The portion of citizens satisfied with services provided by higher government levels are even lower, ranging from eight to 11 percent. FBiH and RS residents gave similar ratings to government institutions at all levels (breakdown not shown). Moreover, most citizens disapprove of the number of government employees in BiH. Specifically, 79 percent of citizens say that the number of employees in government is too high.

Figure 10. Favorability of Different Levels of Government 2016-2018

Percentage of citizens who rate the service above 4 on the scale 1-7, with 1 being extremely poor and 7 being excellent

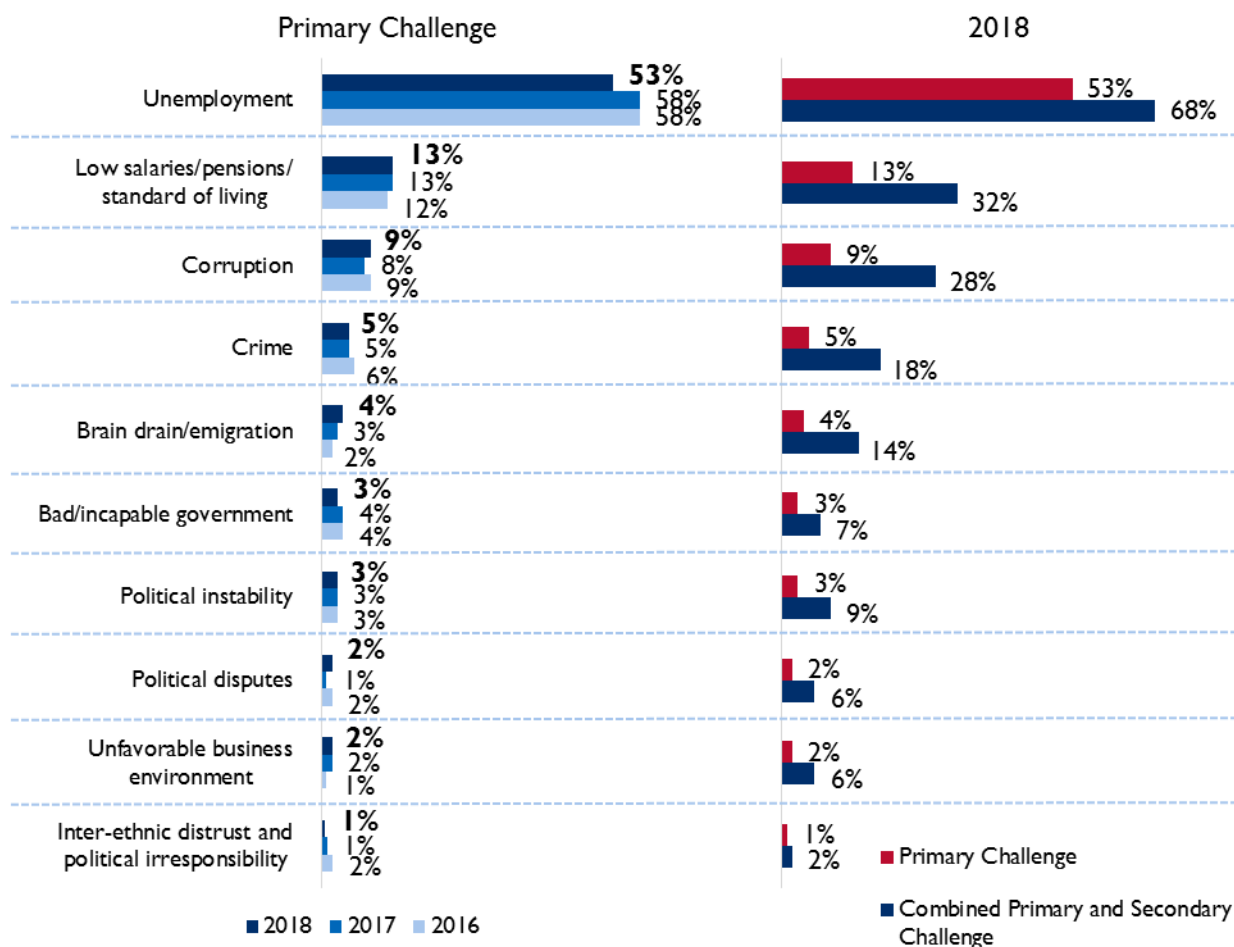


Overall, citizens’ satisfaction with public services remained stable from 2015 through 2018, with slightly more than 40 percent of citizens satisfied with current service delivery. As in previous survey rounds, citizens are most satisfied with utilities and least satisfied with support to vulnerable groups. Citizens’ satisfaction with the security situation is lower than in previous survey rounds, and most BiH citizens are not satisfied with government services at any level.

Government Priorities

When asked to identify the two most important issues facing BiH, citizens identified the same issues as in previous survey rounds. Unemployment continues to be citizens' primary concern (53 percent), and is equally important for both FBiH and RS residents (not shown). Substantially lower shares of citizens prioritize other issues, such as a low standard of living (13 percent) and corruption (nine percent). Across entities, RS residents (17 percent) are more concerned with low income and standard of living than FBiH residents (nine percent). Figure 11 shows citizens' perceptions of the 10 most important challenges facing BiH.

Figure 11. Ten Most Important Development Challenges in BiH



Perceptions of development priorities have changed somewhat compared to previous survey rounds. Economic affairs remain the primary development priority as identified by 40 percent of citizens, followed by health (19 percent) and public order and safety (16 percent), as shown in Figure 12. However, the portion of respondents prioritizing economic affairs has significantly decreased in 2018 compared to previous survey rounds due to rising concern for public order and safety. Figure 12 shows other important development priorities for BiH, and the average rankings for each survey round on 10 listed development priorities.

Figure 12. Development Priorities in BiH

| | First priority | | | Average rank | | |
|-----------------------------------|----------------|-------------|-------------|--------------|------|------|
| | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
| Economic affairs | 59% | 52% | 40% | 2.1 | 2.7 | 3.0 |
| Health | 12% | 18% | 19% | 3.8 | 3.7 | 3.8 |
| Public order and safety | 8% | 9% | 16% | 4.9 | 5.2 | 4.6 |
| Defense | 3% | 4% | 7% | 7.1 | 6.9 | 5.9 |
| Education | 5% | 5% | 4% | 5.1 | 5.0 | 5.4 |
| Social protection | 5% | 5% | 4% | 4.8 | 5.2 | 5.8 |
| Environmental protection | 3% | 2% | 4% | 6.2 | 6.3 | 6.0 |
| General public services | 2% | 3% | 2% | 6.3 | 6.3 | 7.0 |
| Housing and community amenities | 2% | 2% | 2% | 6.5 | 6.2 | 6.1 |
| Recreation, culture, and religion | 1% | 1% | 1% | 7.9 | 7.6 | 7.5 |
| TOTAL | 100% | 100% | 100% | | | |

The 2018 survey indicates that the largest portion of citizens, 28 percent, consider industrial development as a priority area where BiH authorities should invest resources. Overall, 18 percent of citizens think that agriculture should be the primary investment priority in BiH. Across the entities, RS residents are more likely to prioritize investments in industrial development (54 percent versus 49 percent), agriculture (40 percent versus 34 percent), and small and medium enterprise development (35 percent versus 30 percent), while FBiH residents more often prioritize investments in social infrastructure (32 percent versus 24 percent) and transport (14 percent versus nine percent) (results not shown). There are no major differences in perceptions of investment priorities between the survey rounds.

Figure 13. Investment Priorities in BiH

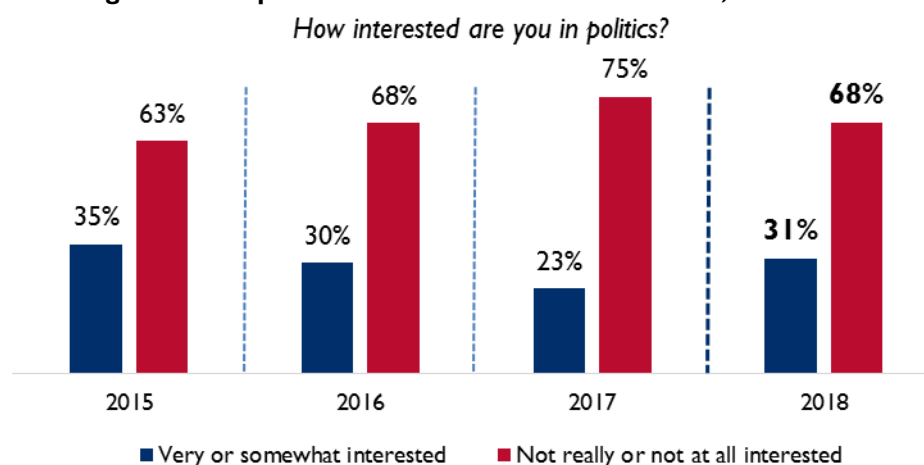
| Investment priorities | First Priority | Combined First and Second Priority |
|---|----------------|------------------------------------|
| Industrial development | 28% | 51% |
| Agriculture | 18% | 36% |
| Social infrastructure (such as schools and hospitals) | 16% | 29% |
| Small and medium enterprise development | 15% | 32% |
| Transport infrastructure | 7% | 12% |
| Science and technology | 6% | 16% |
| Energy sector | 6% | 12% |
| Tourism | 4% | 11% |
| TOTAL | 100% | |

As in previous survey rounds, BiH citizens consider unemployment to be the primary development challenge facing BiH. According to citizens, economic affairs should be the government's main development priority, and government should focus investments on industrial development and agriculture. Additionally, citizens' concerns with public order and safety increased in 2018.

Perceptions of Political Parties and Political Participation

In 2018, about one-third of all respondents (31 percent) stated they are very or somewhat interested in politics, which is close to the figures obtained in 2015 and 2016, and higher than in 2017. However, as in the previous survey rounds, a much higher percentage of all respondents (68 percent) reported they are not interested in politics (see Figure 14). According to 2018 results, men are more interested in politics (38 percent) compared to women (23 percent).

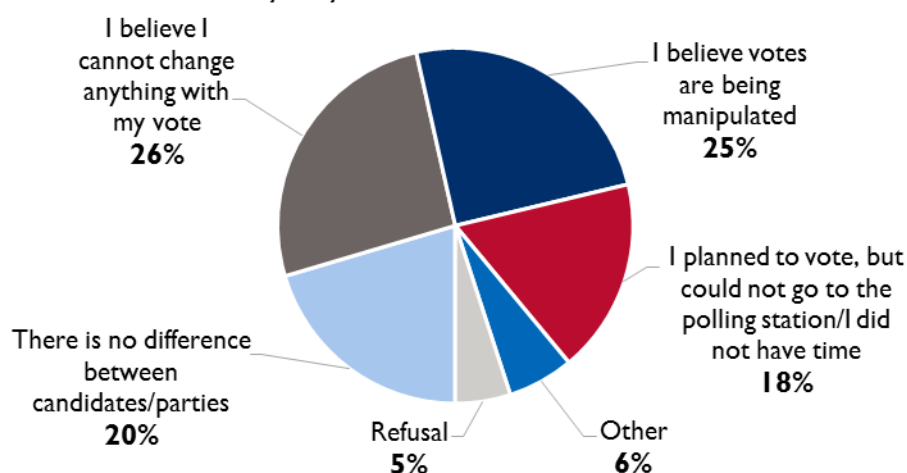
Figure 14. Respondents' General Interest in Politics, 2015- 2018



About 66 percent of surveyed citizens say they regularly vote in elections. Moreover, about 80 percent state they voted in the 2018 general elections, which is considerably higher than voter turnout numbers recorded by the Central Election Commission (53 percent). BiH citizens reporting that they did not vote in the 2018 general elections (16 percent) stated they skipped voting because they believed that voting cannot change anything (26 percent), that votes are being manipulated (25 percent), or that there is no difference between candidates or parties (20 percent) (See Figure 15).

Figure 15. BiH Citizens' Reasons for not Voting

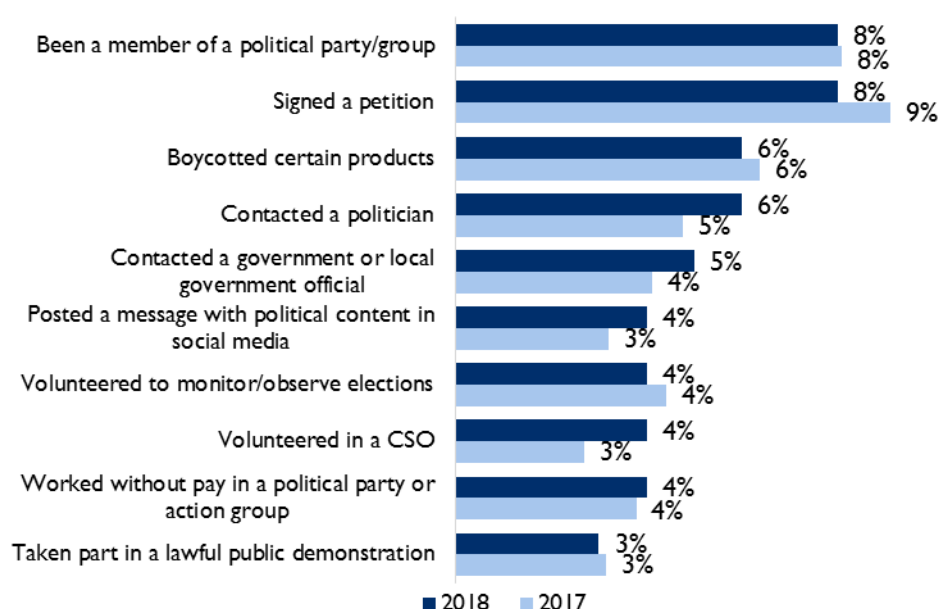
Why did you not vote in the 2018 elections?



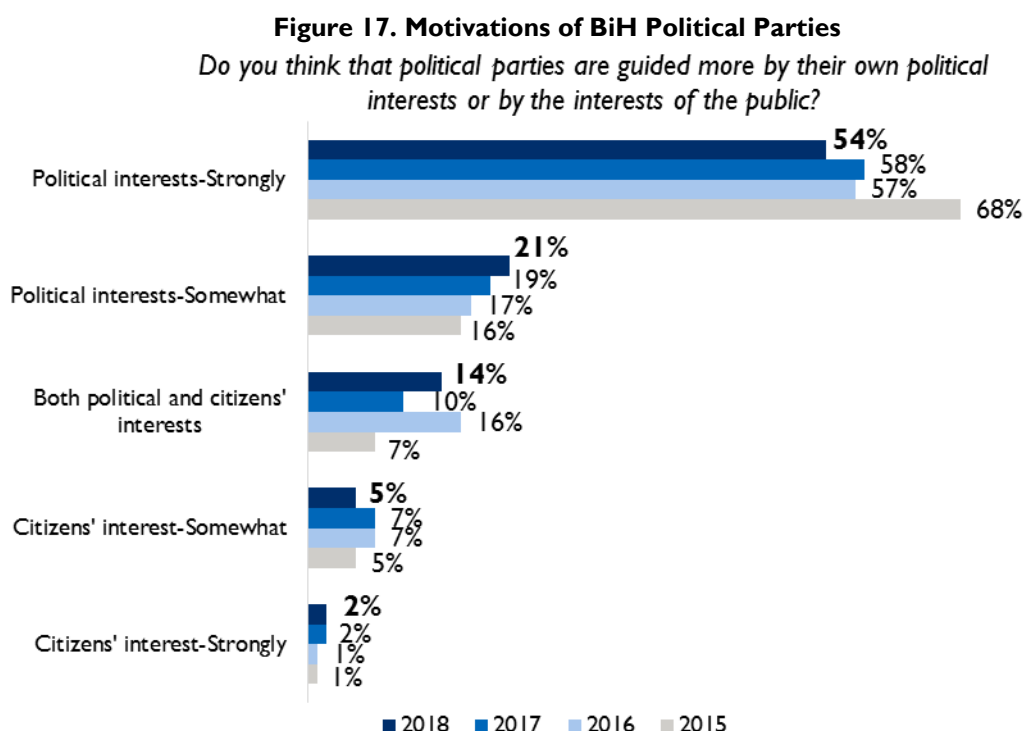
Slightly more than one-fifth of all respondents (22 percent) participated in at least one political activity during the 12 months prior to the survey data collection, which is the same portion as in 2017. Political activities of respondents mostly include membership in political parties (eight percent), petition signing (eight percent), and boycotting certain products (six percent). Political participation rates are higher among respondents with a university degree (38 percent) than respondents who completed secondary school (22 percent) and those with lower levels of educational attainment (10 percent).

Figure 16. BiH Citizens' Political Participation

Percentage of respondents who participated in following activities



As in previous survey rounds, citizens were asked whether political parties are representing the interests of citizens or only the interests of the party. Figure 17 illustrates that more than half of BiH citizens in each survey round strongly agree that political parties are guided by their own political interests. Only seven percent of BiH citizens think political parties are primarily guided by citizens' interests. Citizens who are considering emigration are more likely to state that political parties represent only their own interests (88 percent), compared to citizens who are not considering emigration (71 percent).



Generally speaking, citizens' attitudes about politics have not changed considerably across survey rounds. Citizens' interest in politics and rates of political participation remain relatively low and citizens do not have confidence in political parties' ability to represent the interests of people in BiH.

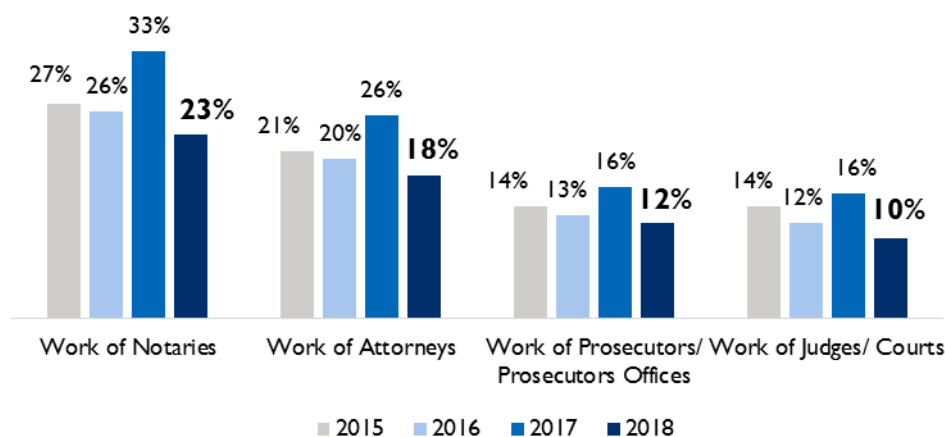
Judiciary

After an increase in 2017, BiH citizens' satisfaction with services provided by judicial authorities returned to 2015 and 2016 levels, as presented in Figure 18. For example, satisfaction with notaries dropped from 33 percent in 2017 to 23 percent in 2018. Declines in satisfaction have also been recorded in the work of attorneys (18 percent), prosecutors (12 percent), and judges (10 percent). As before, satisfaction levels with the work of prosecutors and judges and their respective institutions are considerably lower when compared to citizens' satisfaction with work of notaries and attorneys. Overall, satisfaction with the judicial sector is similar across entities. Previous involvement in court cases is associated with slightly higher satisfaction with the work of courts and prosecutor offices. Specifically, 14 percent of citizens who were involved in a court case in the last three years stated that they are satisfied with the work of judges and courts, compared to 10 percent of respondents who were not involved in any court cases. Similarly, 15 percent of citizens who were involved in court

cases in the last three years express satisfaction with the work of prosecutors and prosecutor offices, compared to 12 percent of respondents who were not involved in court cases.

Figure 18. Satisfaction with Judicial Sector in BiH

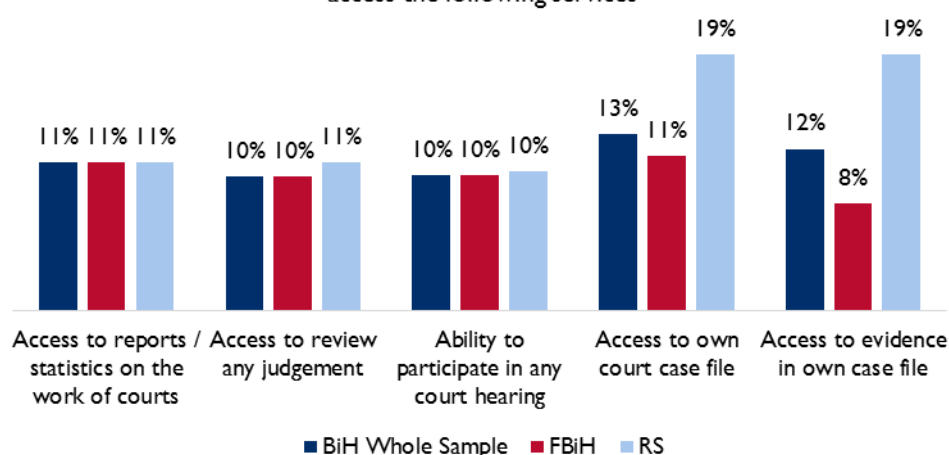
Percentage of citizens who rate the services above 4 on the scale 1-7, with 1 being extremely poor and 7 being excellent



The vast majority of BiH citizens are not aware that they can access different judicial services, as was the case in previous survey rounds. Only 10 to 13 percent of respondents recognized that reports and statistics on the performance and work of the judicial system are publicly available. However, in comparison to FBiH respondents, RS residents are significantly more aware that people can access their own case files and that any person accused can access evidence related to his or her case after confirmation of indictment (see Figure 19).

Figure 19. Judicial Transparency in BiH

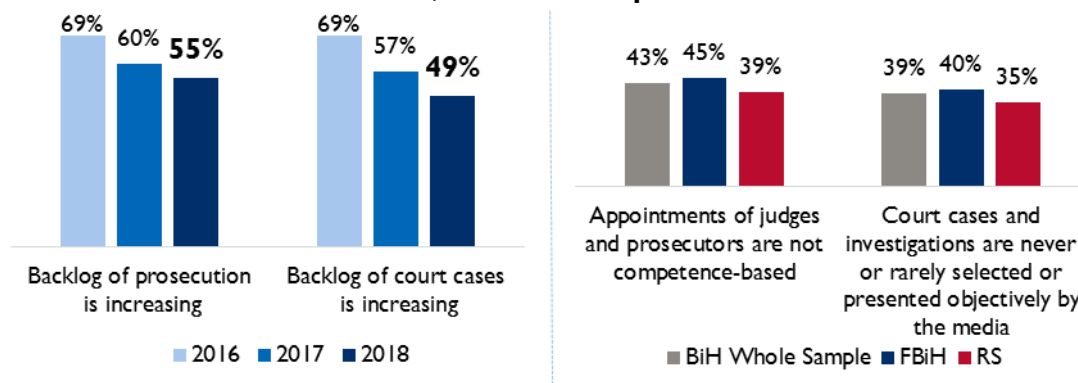
Percentage of respondents stating citizens can often or always access the following services



About half of BiH citizens believe the number of unsolved cases is increasing in BiH courts (49 percent) and prosecutor's offices (55 percent). However, a smaller percentage of citizens believe that the case backlog is increasing in the prosecutor's offices and courts compared to previous survey rounds (see

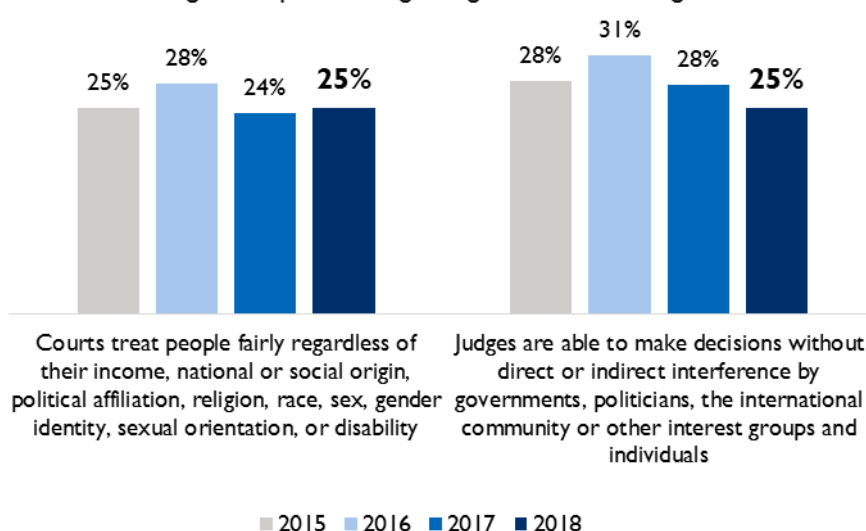
Figure 20). However, citizens who were involved in court cases in the last three years are more likely to say that the backlog in courts and prosecutor offices is increasing (60 percent in reference to courts and 65 percent in reference to prosecutor offices), as compared to respondents who were not involved in any court cases in the same period (48 and 55 percent, respectively). In addition, 43 percent of BiH citizens believe judges and prosecutors are not appointed based on their competencies, and 39 percent think the media is not objective when selecting/presenting content related to the judiciary (see Figure 20).

Figure 20. Timeliness of Judicial Work, Means of the Appointment of Judges and Prosecutors, and Media Reports on Cases



In general, only about one-quarter of citizens believe that courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender, sexual orientation, or disability. On the contrary, one-half of citizens (51 percent) believe citizens are not equal before the court. Similarly, one-quarter of citizens agree that judges make decisions without interference by the government, politicians, the international community, or other interest groups or individuals (see Figure 21), while 45 percent do not trust that judges make independent decisions. In addition, a majority of BiH citizens consider court taxes and fees to be high (75 percent), along with the salaries earned by judges and prosecutors (77 percent) and attorneys and notaries (79 percent).

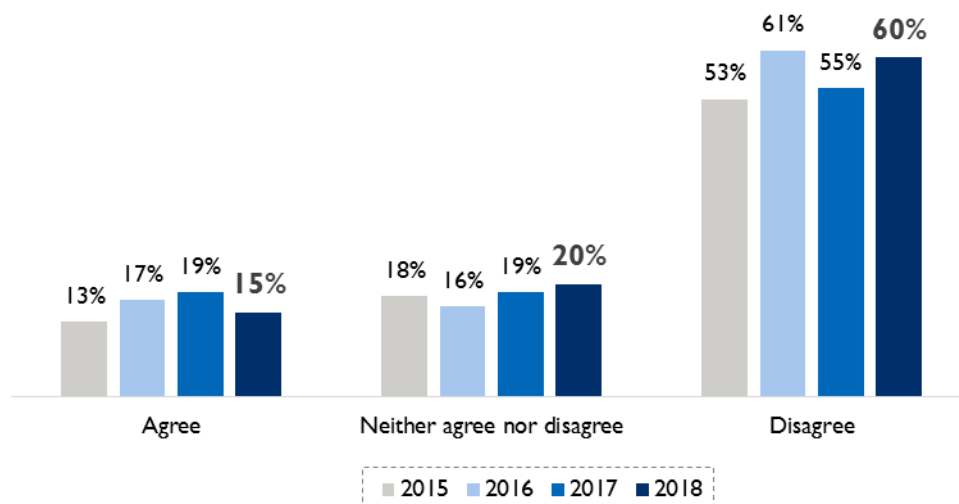
Figure 21. Judicial Impartiality
Percentage of respondents agreeing with the following statements



The 2018 results show that 60 percent of BiH citizens think judges' poor performance is not sanctioned. This proportion was slightly lower in 2017, when 55 percent of citizens felt that judges' poor performance was not sanctioned. Only 15 percent of citizens think judges are sanctioned when performing poorly (see Figure 22).

Figure 22. Perceptions on Disciplinary Sanctions for Judges

Judges' poor performance is sanctioned

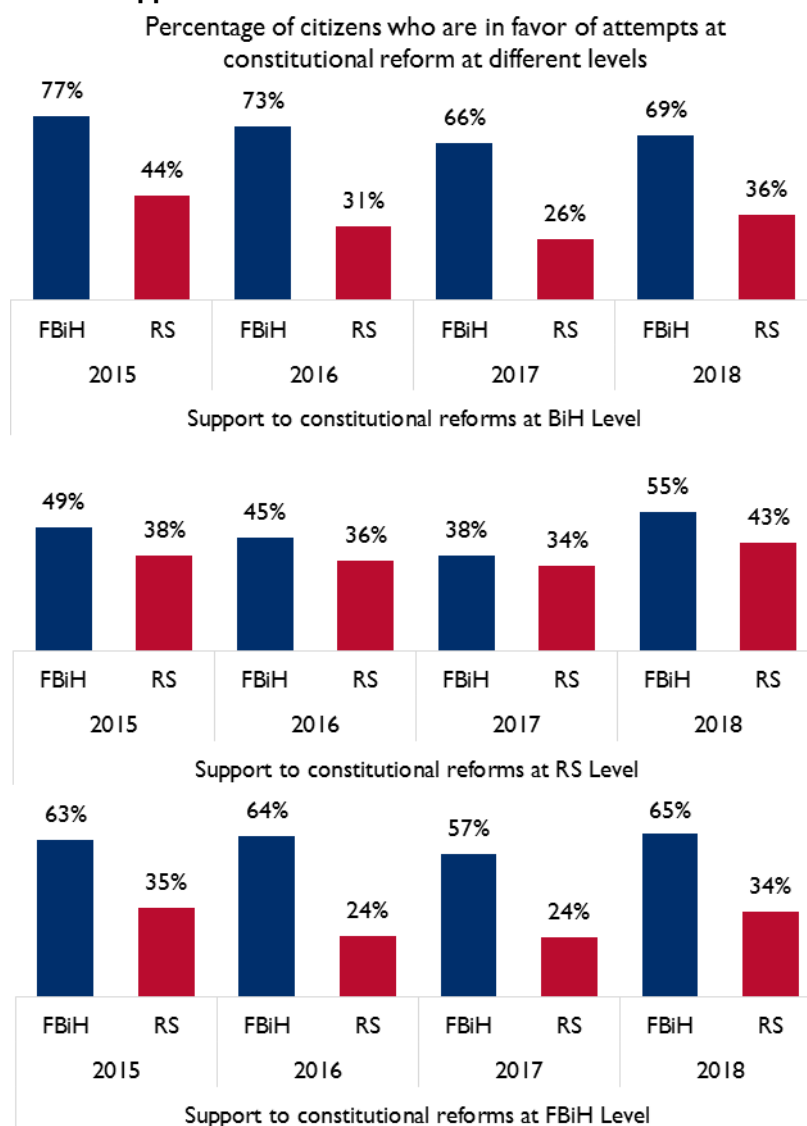


In summary, BiH citizens feel dissatisfied with the work of judicial authorities and their respective institutions. Across survey rounds, citizens have been unaware of judicial transparency, and have perceived a lack of independence and impartiality among judicial authorities. However, citizens perceive a decrease in the backlog across judicial institutions.

BiH Future and Reforms

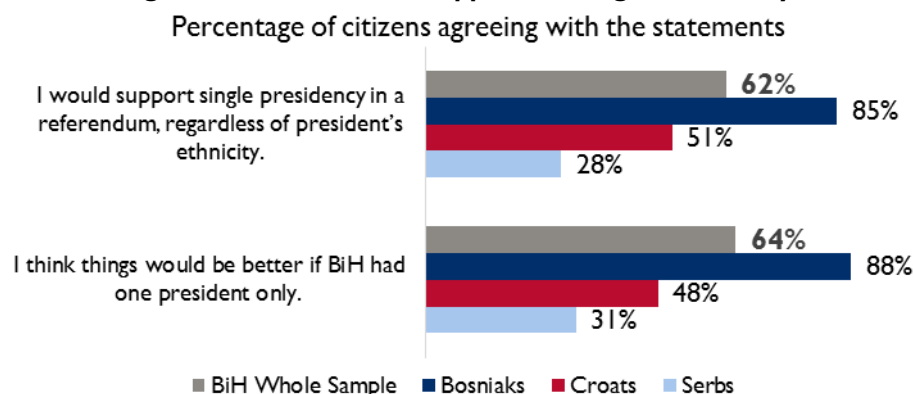
NSCP-BiH 2018 provides insights into citizens' attitudes and visions for BiH's future. When asked to choose between socioeconomic and constitutional reforms, the vast majority of respondents (80 percent) believe that socioeconomic reform is a higher priority than constitutional reform in BiH (20 percent). This opinion is shared by 76 percent of FBiH residents and 87 percent of RS residents (results not shown). As in previous years, when asked to state their support to constitutional reforms on BiH and entity levels, FBiH residents show higher support for attempts at constitutional reform at all governance levels (see Figure 23 for more detail).

Figure 23. Citizens' Support for Constitutional Reform at Different Levels of Government



Nearly two-thirds, or 62 percent, of BiH citizens say they would support a single presidency in a referendum, regardless the president's ethnicity. Disaggregating by ethnicity, 85 percent of Bosniaks, 51 percent of Croats, and only 28 percent of Serbs agreed with this statement. As Figure 24 illustrates, the majority of BiH citizens (64 percent) think things would be better if BiH had only one president. This view is also more common among Bosniaks (88 percent) than Croats (48 percent) and Serbs (31 percent).

Figure 24. BiH Citizens' Support for Single Presidency



As in the previous survey rounds, NSCP BiH 2018 explored citizens' visions of the country's future (see Figure 25). As before, visions of the future depend heavily on the respondent's ethnicity. Bosniaks would prefer to live in a centralized country with a strong state-level government without entities (54 percent) or strengthened local governments without entities (33 percent) or without cantons (27 percent). On the other hand, 49 percent of Serbs prefer the current state structure, which is considerably higher than in previous survey rounds, while the portion of Serbs who believe that the country should be divided into three independent states dropped substantially. Among Croats, 38 percent believe that a Croat entity should be formed, which is considerably higher than in previous survey rounds. One out of five Croats also opts for strong state-level government without entities, and about 30 percent for strong local governments without entities and/or cantons.

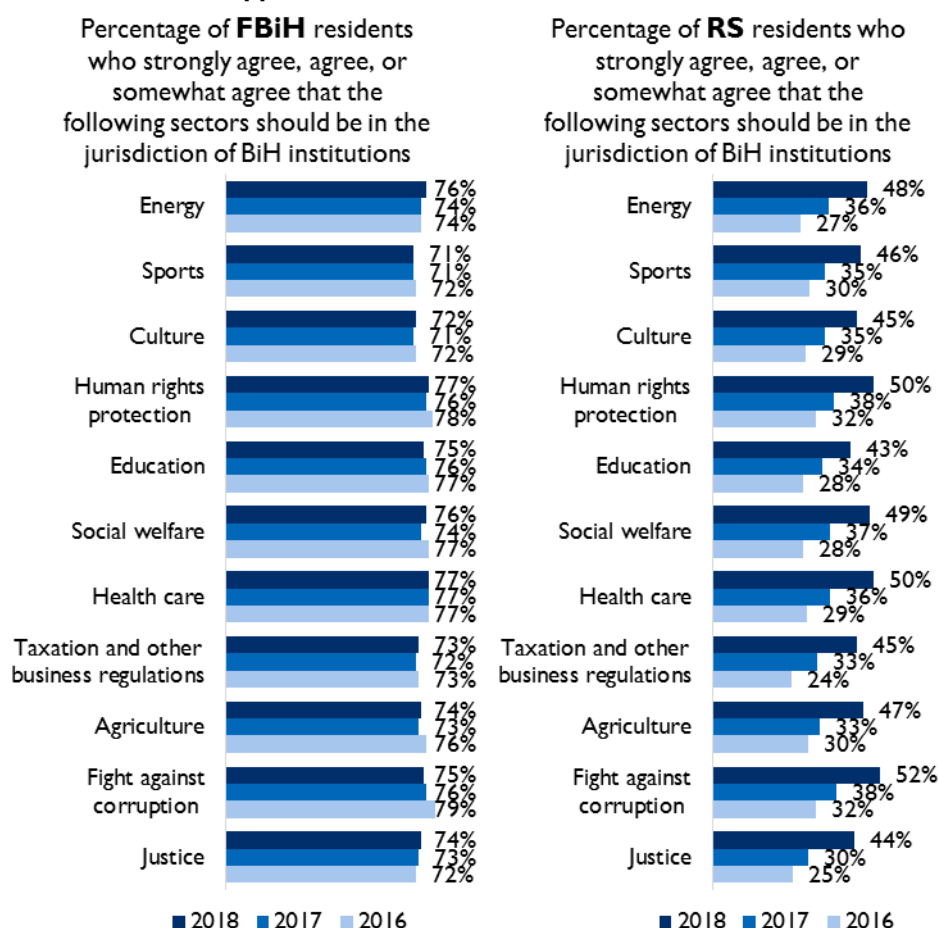
Figure 25. Citizens' Visions of the Country's Future

| Which of the following describes your vision of BiH of the future? | Bosniaks | | | Serbs | | | Croats | | |
|---|----------|------|------------|-------|------|------------|--------|------|------------|
| | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
| State-level government should be strengthened and entities should be abandoned | 56% | 48% | 54% | 5% | 5% | 8% | 19% | 22% | 19% |
| Municipal/city-level government should be strengthened and entities should be abandoned | 38% | 29% | 33% | 3% | 3% | 6% | 14% | 13% | 16% |
| Arrangement of the state should remain unchanged | 6% | 11% | 8% | 31% | 35% | 49% | 10% | 11% | 6% |
| Municipal/city-level government should be strengthened and cantons should be abandoned | 32% | 32% | 27% | 7% | 4% | 8% | 22% | 18% | 16% |
| The entities and ethnic groups should each go their separate ways, dividing BiH into three independent states | 1% | 4% | 1% | 33% | 27% | 17% | 6% | 1% | 6% |
| BiH should be divided into up to five or six economic regions, which should have a great deal of autonomy | 7% | 8% | 5% | 2% | 2% | 6% | 13% | 6% | 11% |
| Third, Croat entity should be formed | 1% | 1% | 1% | 3% | 4% | 3% | 26% | 17% | 38% |

| | | | | | | | | | |
|---|----|----|----|----|----|----|-----|-----|-----|
| Cantonal authorities should be empowered, taking over competencies now held by the federal government | 7% | 9% | 6% | 2% | 1% | 2% | 12% | 15% | 13% |
|---|----|----|----|----|----|----|-----|-----|-----|

NSCP-BiH 2018 investigates the extent citizens agree that the following sectors should be under the jurisdiction of the state-level government: justice, anti-corruption, agriculture, taxation and other regulation, healthcare, social welfare, education, human rights protection, culture, sports, and energy. About two-thirds of citizens believe that all sectors assessed should be under the state-level jurisdiction. However, the preferences vary considerably across entity. More than 70 percent of FBiH residents agree that state-level jurisdiction is the preferred level of jurisdiction for all sectors, compared to 45 to 50 percent of RS residents who stated the same. However, the share of RS residents expressing support for state-level jurisdiction over these sectors increased since 2015 (see Figure 26). Moreover, among RS residents, lower educational attainment is associated with slightly higher support for state-level jurisdiction over the judiciary, the fight against corruption, agriculture, taxation, education, and energy.

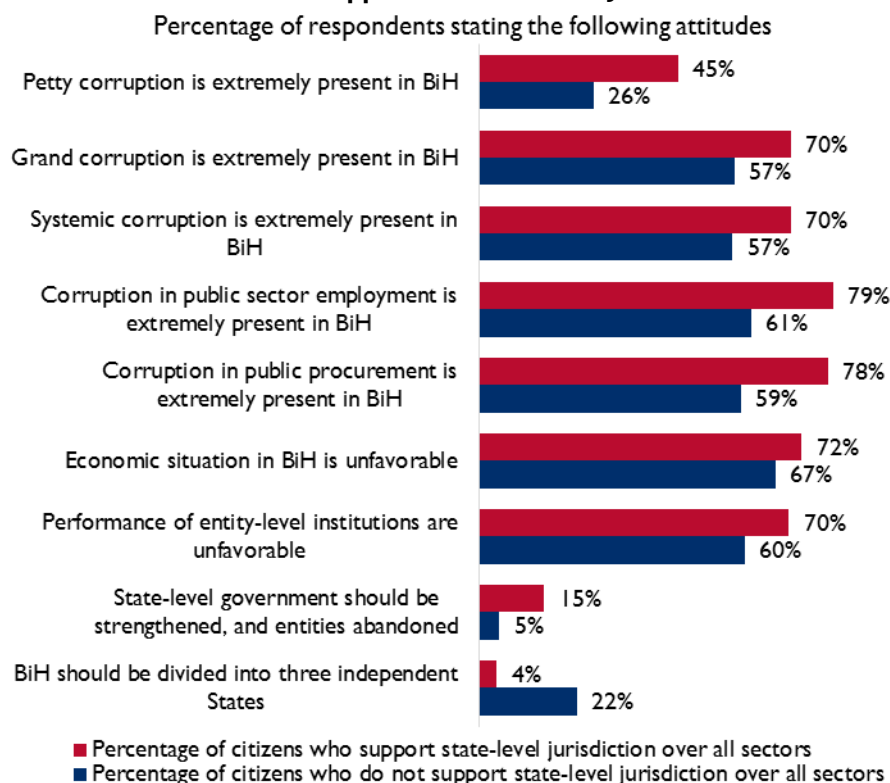
Figure 26. BiH Citizens' Support for State-level Government Jurisdiction in Different Sectors



Serbs in RS who support state-level jurisdiction over all previously mentioned sectors, had different attitudes about the situation in BiH than their counterparts who support state-level jurisdiction for some sectors or those who do not support state-level jurisdiction over any sector. For instance, Serbs from RS who support state-level jurisdiction over all sectors (sectors are listed on the graph above) are more likely to:

- Rate the economic situation and the work of entity-level institutions as unfavorable
- Believe that state-level government should be strengthened and entities abandoned
- Disagree that BiH should be divided into three independent states

Figure 27. Differences in Citizens' Attitudes about the Situation in BiH, and BiH's Future, by Citizen's Support for State-level Jurisdiction



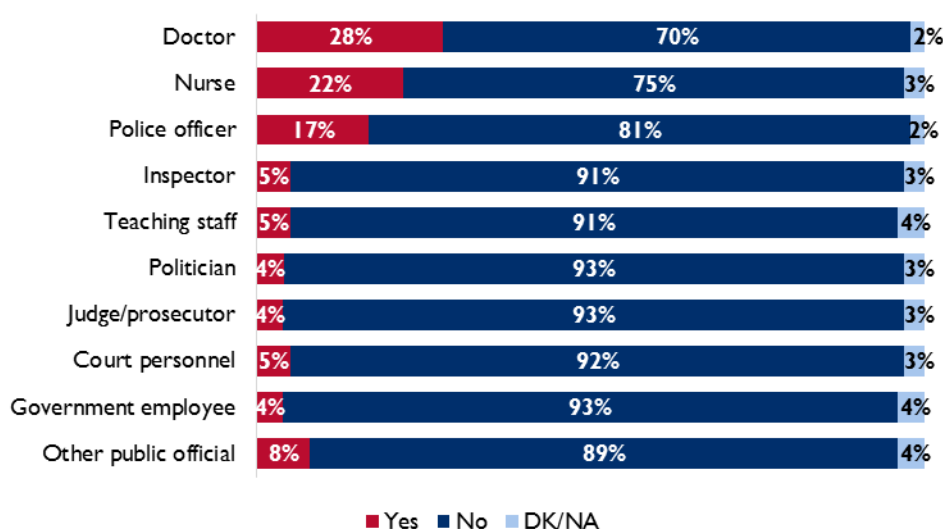
According to many BiH citizens, socioeconomic reforms are of a higher priority than constitutional reforms in BiH. However, citizens' opinions on the government's organization are divided. For example, many RS residents are still reluctant to accept state-level jurisdiction for any sector, while most FBiH residents support such an arrangement. Moreover, a single presidency structure is acceptable to most Bosniaks but less acceptable to Croats and least so to Serbs. Additionally, constituent peoples in BiH have different visions of the BiH future, as Bosniaks prefer living in a centralized state, Serbs prefer the status quo, and Croats predominantly support further divisions through establishment of a new entity.

Corruption

According to our results, corruption is still a major problem that prevents BiH from becoming a democratic country that provides equal rights to all citizens. In this chapter, we assess citizens' experiences with and perceptions of corruption. In comparison with the results from previous survey rounds, the 2018 NSCP-BiH does not show significant changes in citizens' perception of corruption. The percentage of citizens who bribed at least one public official in 2018 (39 percent) is very similar to results from 2017 (38 percent) and 2016 (36 percent) (results not shown). Citizens were most likely to bribe doctors, nurses, and police officers (see Figure 28). We obtained the same results in previous survey rounds, which suggest that this form of corruption is deeply ingrained in BiH.

Figure 28. Citizens' Experiences with Bribing Public Officials

Have you ever had to give money, gifts, services, or similar to any of the following, in order to get better treatment?



Citizens' perceptions about the prevalence of corruption in BiH society have not changed across survey rounds. Specifically, more than 90 percent of citizens believe corruption is present among low- and mid-level public officials (petty corruption), high-level civil servants and political figures (grand corruption), and throughout BiH's economic, social, and political systems (systemic corruption, see Figure 29). Residents of RS and FBiH share similar views about the presence of corruption (not shown). Respondents who are considering leaving BiH are more likely to state that grand and systemic corruption, and corruption in public procurement and public sector employment are present in BiH, compared to respondents who are not considering emigration (see Figure 30). Moreover, Serbs from RS who express support for state-level jurisdiction in fighting corruption more frequently feel that the following types of corruption are extremely present in BiH compared to their counterparts:

- Petty corruption (35 percent, compared to 26 percent)
- Grand corruption (63 percent, compared to 59 percent)
- Systemic corruption (63 percent, compared to 58 percent)
- Corruption in public sector employment (70 percent, compared to 62 percent)
- Corruption in public procurement (67 percent, compared to 61 percent)

Figure 29. Perceptions of the Presence of Corruption

Percentage of respondents stating petty, grand, and systemic corruption are present in BiH

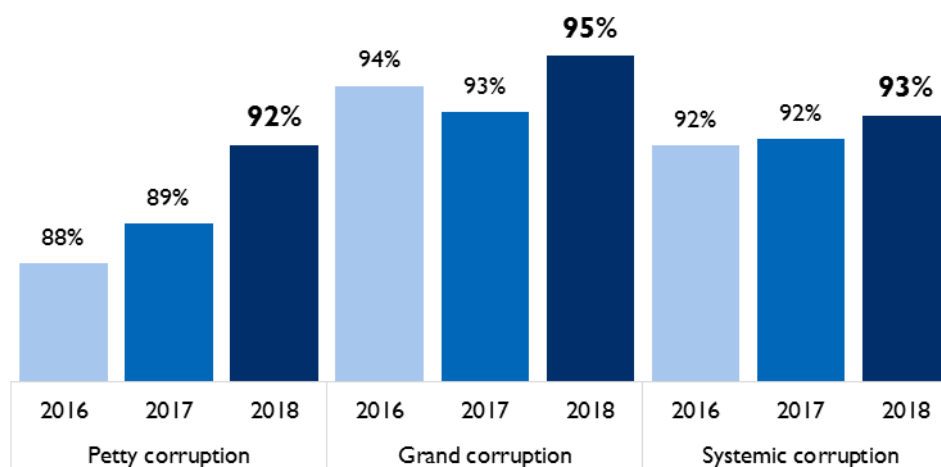
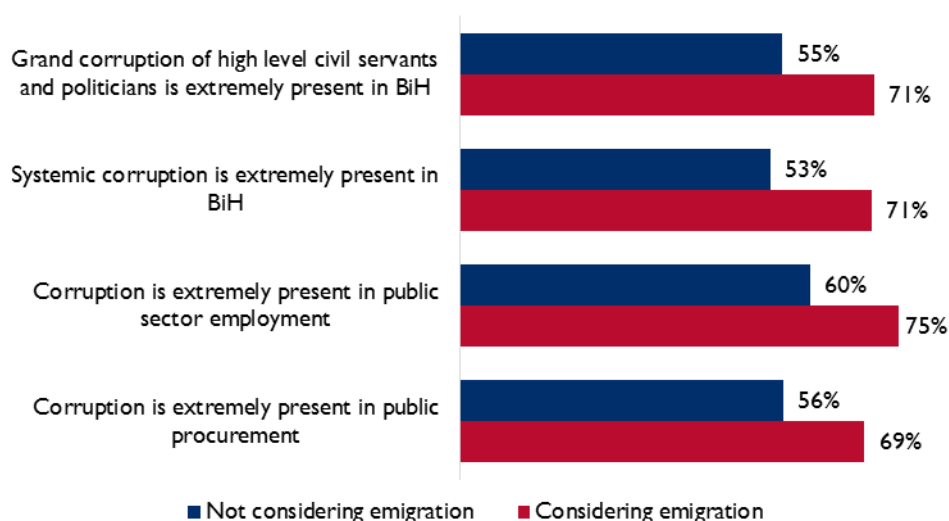


Figure 30. Perceptions of the Presence of Corruption, by Emigration Intentions

Percentage of respondents stating the following opinions



Citizens' perceptions about corruption in public sector employment and public procurement procedures have not changed considerably in the last 3 years. As in previous survey rounds, the vast majority of BiH citizens feel that corruption is part of public sector employment (96 percent, answers somewhat, moderately, and extremely) and public procurement procedures (95 percent). However, a slightly lower share of citizens stated corruption is extremely present in public sector employment, at 64 percent, as compared to about 70 percent in previous survey rounds (see Figure 31). Citizens' perceptions about corruption as part of public procurement remained the same across the survey rounds (see Figure 32).

Figure 31. Presence of Corruption in Public Sector Employment

How prevalent do you believe corruption in BiH is in public sector employment?

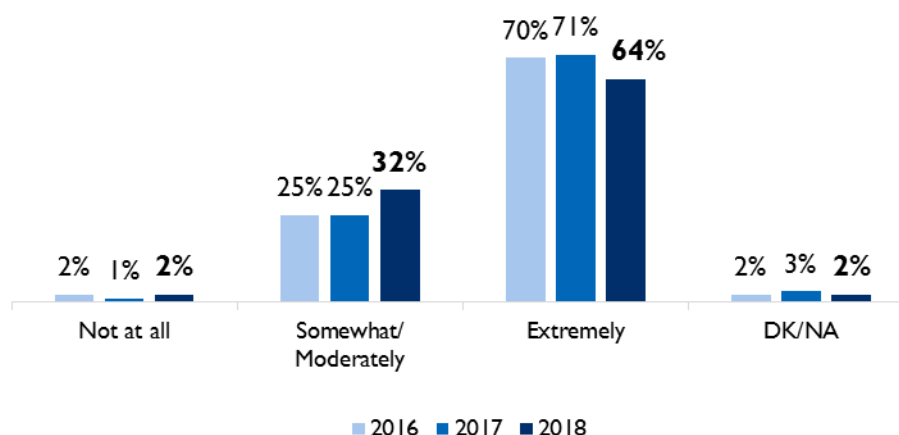
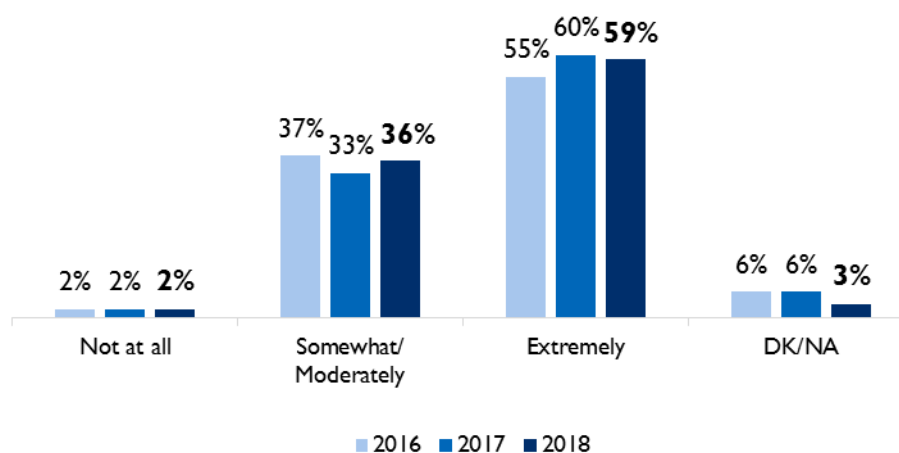


Figure 32. Presence of Corruption in Public Procurement

How prevalent do you believe corruption in BiH is in public procurement?



The proportion of all respondents who believe judges and prosecutors cannot be trusted to conduct court procedures and adjudicate cases impartially and according to the law increased slightly in 2018, as presented in Figure 33. More than half of BiH citizens expressed a lack of faith in impartiality of judges and prosecutors (53 percent for each), as compared to 2017 (47 and 48 percent, respectively) and 2016 (48 and 49 percent). FBiH residents are more likely to doubt judges' impartiality as compared to RS residents.

Figure 33. Impartiality of Judges and Prosecutors

| | | Judges can be trusted to conduct court procedures and adjudicate cases impartially and according to the law | | | Prosecutors can be trusted to perform their duties impartially and according to the law | | |
|------|----------|---|------|-----|---|------|-----|
| | | BiH Whole Sample | FBiH | RS | BiH Whole Sample | FBiH | RS |
| 2015 | Agree | 24% | 28% | 19% | 24% | 27% | 18% |
| | Disagree | 54% | 49% | 62% | 54% | 49% | 62% |
| 2016 | Agree | 32% | 36% | 27% | 30% | 33% | 24% |
| | Disagree | 48% | 46% | 50% | 49% | 48% | 53% |
| 2017 | Agree | 26% | 29% | 21% | 25% | 29% | 19% |
| | Disagree | 47% | 45% | 51% | 48% | 46% | 51% |
| 2018 | Agree | 23% | 22% | 26% | 23% | 23% | 24% |
| | Disagree | 53% | 56% | 48% | 53% | 53% | 53% |

About 60 percent of citizens believe judges and prosecutors take bribes. As presented in Figures 34 and 35, the portion of citizens that hold this view has not changed considerably since 2015. As in previous survey rounds, most citizens (81 percent) perceive punishments for corruption are insufficiently harsh, while only six percent think corruption is adequately sanctioned.

Figure 34. Bribery among Judges

How much do you agree or disagree with the following statement: Judges do not take bribes?

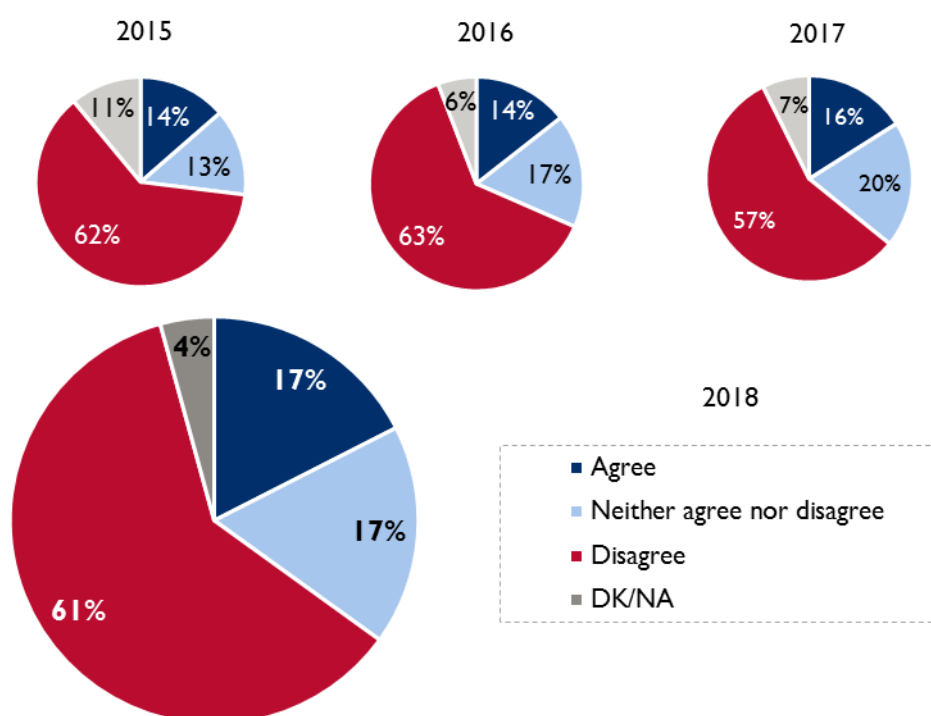
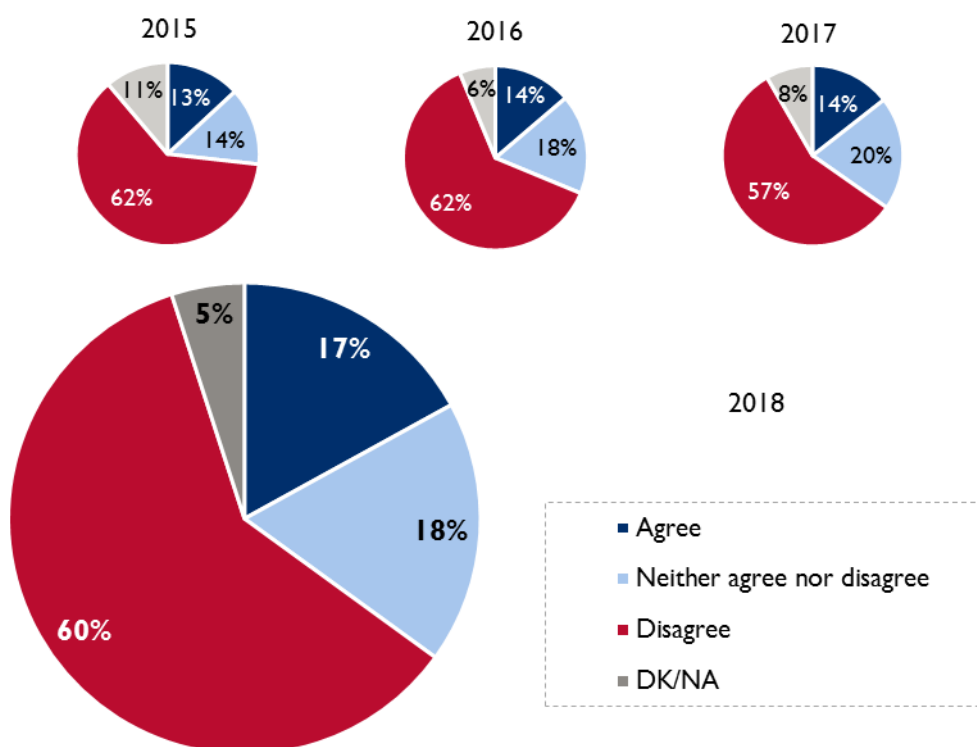


Figure 35. Perceptions of Bribery among Prosecutors

How much do you agree or disagree with the following statement: Prosecutors do not take bribes?



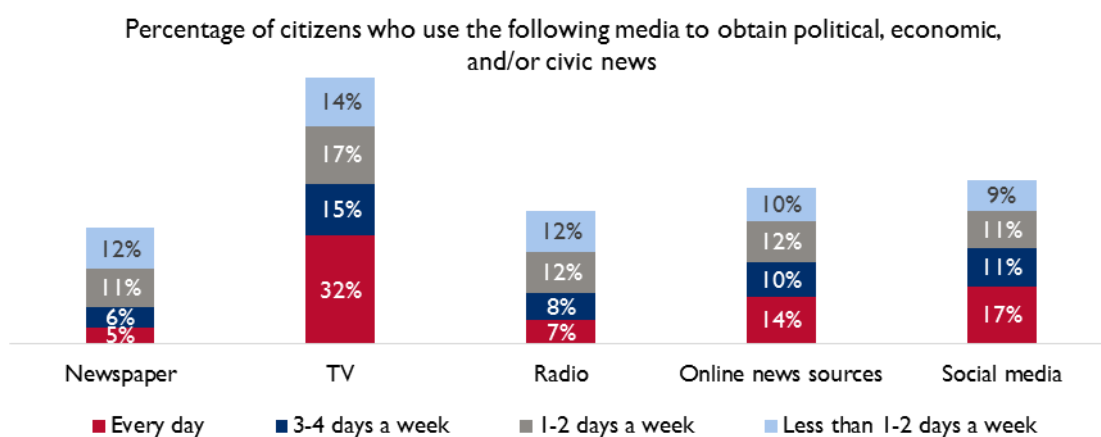
BiH citizens have generally not changed their attitudes on corruption since 2015. A large portion of citizens bribed at least one public official over their lifespan. The vast majority of citizens are still convinced corruption is ever-present among public officials, civil servants, and politicians at all levels, in public sector employment, public procurement, and in the judiciary.

Media

Media play an important role in shaping citizens' perceptions about social issues such as governance, the political situation, and corruption. This section examines citizens' media consumption, including frequency of use, preferred types of media, and satisfaction with media trustworthiness and usefulness.

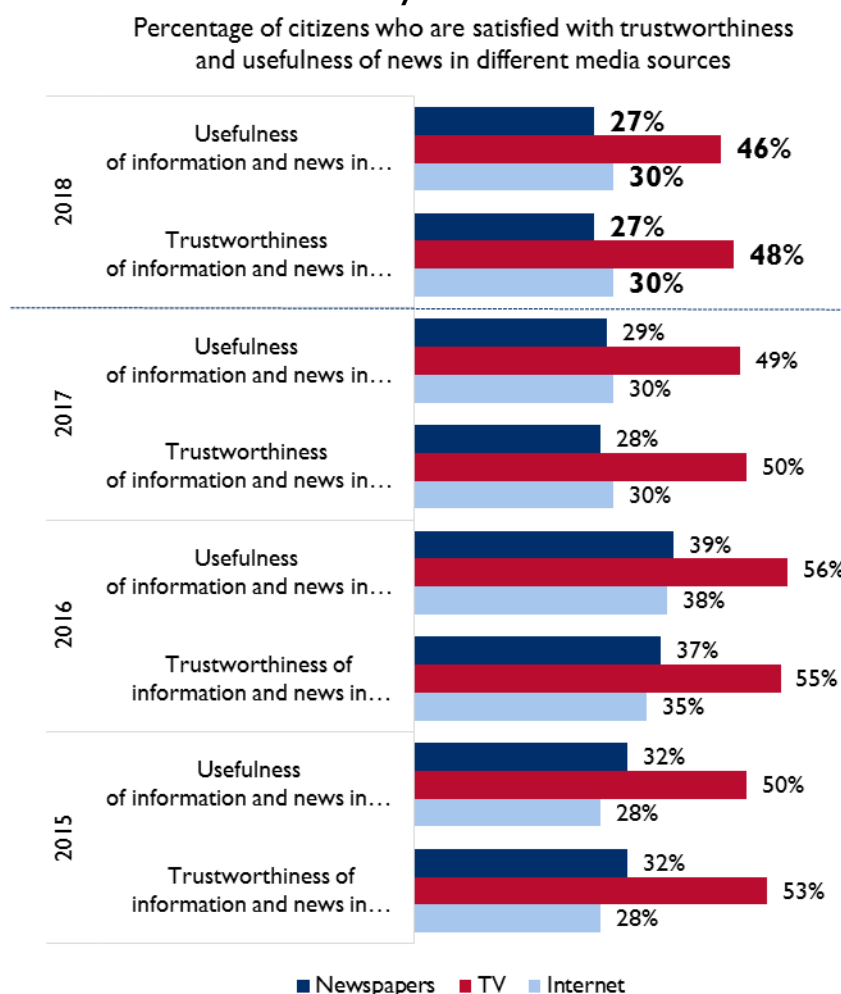
The NSCP-BiH 2018 shows that TV remains the dominant medium for BiH citizens to obtain political, economic, and/or civic news (further on, news). Specifically, as shown in Figure 36, 78 percent of respondents say they use TV to obtain news, compared to 48 percent who use social media and 46 percent who follow online news sources/Web portals. Our results indicate that newspapers are constantly losing readership. In 2018, 35 percent of citizens said they read newspapers, as compared to 47 percent in 2015 (not shown).

Figure 36. Frequency of Use of Media to Obtain Political/Economic/Civic News



The 2018 survey also examines BiH citizens' perceptions of trustworthiness and usefulness of information and news in different media sources (newspapers, TV, and Internet) from 2015 to 2018. As shown on Figure 37, respondents considered TV the most trustworthy and most useful media source. In 2018, 48 percent of respondents were satisfied with the trustworthiness and 46 percent with the usefulness of news and information provided by TV stations. When focusing on news and information provided by newspapers, 27 percent of respondents think that they are trustworthy and useful, and 30 percent think the same about the information and news obtained on the Internet (online news sources/Web portals and social media). From 2016 to 2018, citizens' belief that information and news obtained from TV are trustworthy and useful has declined slightly, from 53 (trustworthiness) and 50 percent (usefulness) in 2015 to 48 and 46 percent in 2018, respectively.

Figure 37. Citizens' Satisfaction with Trustworthiness and Usefulness of Information and News Provided by Different Media

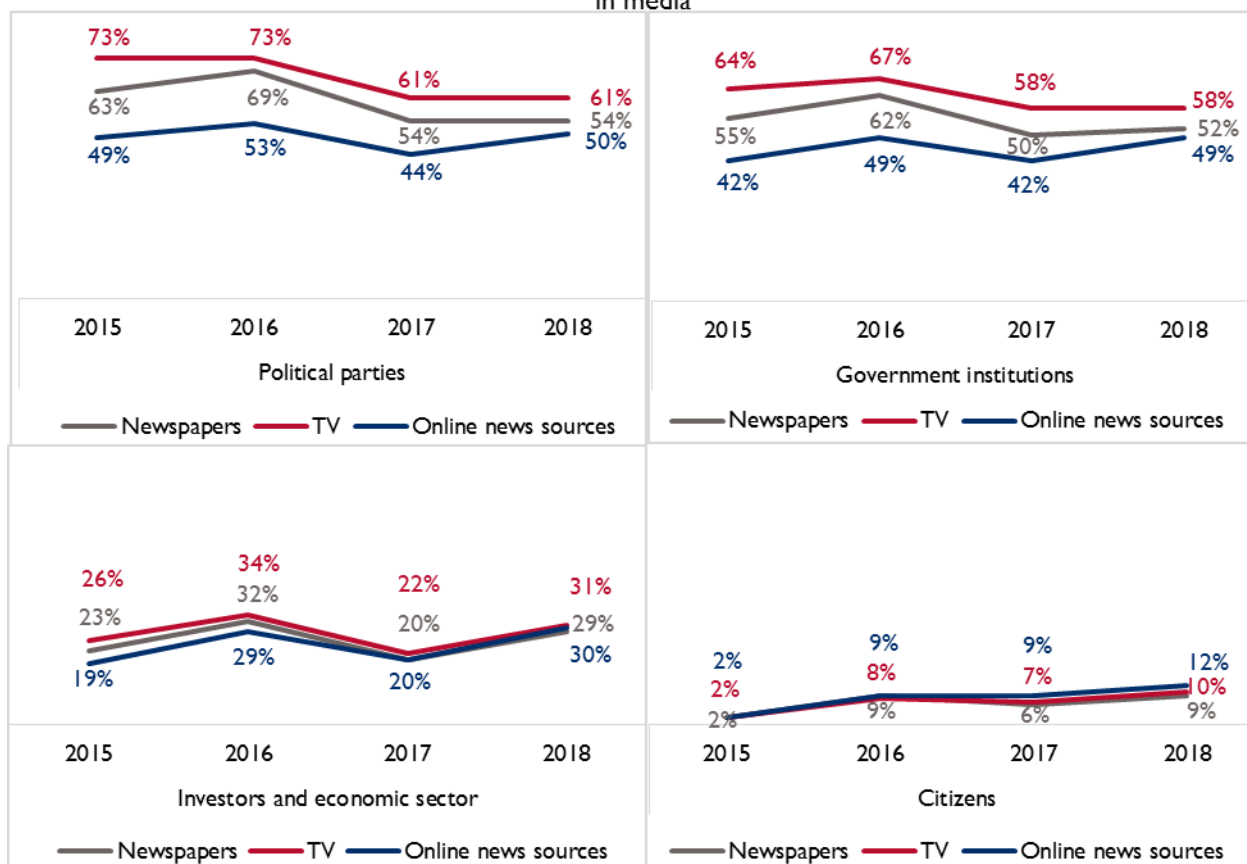


As shown in Figure 38, most BiH citizens believe that political parties and government institutions have substantial influence over information and news in BiH media, especially TV news, even though TV is considered the most trustworthy media source. Specifically, 61 percent believe political parties have too much influence on TV, while 58 percent believe the same for government institutions. Citizens express similar views when looking at political parties' and government's influence over information and news provided in other types of media. For example, about 50 percent of BiH citizens think that political parties and government institutions have too much influence over newspapers and the Internet. Comparatively, citizens do not believe non-political actors, such as investors, corporations, or private individuals, have too much influence over the media. Specifically, about 30 percent of citizens believe that investors and the economic sector influence the media too much, while about 10 percent think the same about citizens' influence.

Comparing the results from 2015 to 2018 (see Figure 38), there are no substantial differences in the perceived influence that political parties, government institutions, investors and economic sector, and/or citizens have on information and news provided by media. Across all survey years, respondents identified TV as the media source most influenced by political parties, government institutions, and investors.

Figure 38. Time Trends Showing Influence of Political Parties, Government Institutions, Investors and Economic Sector, and Citizens on the News

Percentage of citizens stating that below listed groups have too much influence over information and news in media



In the 2017 and 2018 surveys, BiH citizens were asked about their opinions on various statements related to media. In Figure 39 below, results show few differences when comparing these two survey rounds, both aggregated and by entity. Our results indicate that citizens are uncertain whether media they follow for news are independent or not. Specifically, only about one-quarter of citizens thinks media are independent while one-third thinks they are influenced by political parties. Moreover, only one-third of citizens say they trust their favorite media. Even though they do not trust media and doubt their independence, and even though 33 percent of citizens say they follow multiple media sources, relatively few citizens attempt to confirm the news by looking for it in multiple media sources (32 percent). However, as presented in Figure 40, 58 percent of citizens state they do not verify news in other media sources because they believe all media are under someone's influence. In addition, 70 percent of citizens acknowledged they base their political opinions on their feelings rather than on media reports, and 59 percent say they avoid news reporting as they consider it to be too negative.

Figure 39. Citizens' Attitudes toward Media

| How much do you agree with the following statements? | | Agree | | Neither agree nor disagree | | Disagree | | DK/NA | |
|--|------|-------|------|----------------------------|------|----------|------|-------|------|
| | | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 |
| The media I follow for political/economic/civic news are independent. | BiH | 20% | 23% | 39% | 37% | 25% | 30% | 16% | 10% |
| | FBiH | 23% | 24% | 39% | 34% | 23% | 31% | 15% | 11% |
| | RS | 16% | 21% | 38% | 42% | 28% | 27% | 17% | 10% |
| The media I follow are under the influence of political parties. | BiH | 31% | 33% | 35% | 34% | 20% | 24% | 14% | 10% |
| | FBiH | 30% | 33% | 36% | 33% | 21% | 24% | 13% | 10% |
| | RS | 34% | 32% | 33% | 36% | 19% | 24% | 15% | 9% |
| I trust the political/economic/civic news coming from my favorite media. | BiH | 30% | 31% | 44% | 39% | 17% | 23% | 9% | 7% |
| | FBiH | 31% | 33% | 43% | 35% | 18% | 25% | 8% | 6% |
| | RS | 29% | 28% | 46% | 44% | 16% | 20% | 10% | 8% |
| I do not trust political/economic/civic news from any single media. I form my opinion based on more and different media sources. | BiH | 38% | 33% | 34% | 36% | 19% | 24% | 9% | 7% |
| | FBiH | 35% | 31% | 36% | 34% | 21% | 28% | 8% | 7% |
| | RS | 42% | 36% | 32% | 38% | 16% | 18% | 10% | 8% |
| I usually confirm the political/economic/civic news I am interested in, by looking for it on other media outlets. | BiH | 33% | 32% | 32% | 32% | 26% | 28% | 10% | 7% |
| | FBiH | 32% | 33% | 32% | 30% | 28% | 31% | 9% | 7% |
| | RS | 34% | 32% | 33% | 36% | 22% | 24% | 11% | 8% |
| I only follow a single media outlet. | BiH | 13% | 17% | 26% | 29% | 52% | 48% | 8% | 6% |
| | FBiH | 15% | 20% | 28% | 28% | 49% | 47% | 8% | 6% |
| | RS | 12% | 13% | 24% | 29% | 56% | 50% | 8% | 7% |

Figure 40. Citizens' Attitudes toward Media Reporting and Independence

| How much do you agree with the following statements? | | Agree | Disagree | DK/NA |
|---|------|-------|----------|-------|
| I avoid following political/social/economic news because they are too negative. | BiH | 59% | 36% | 5% |
| | FBiH | 62% | 33% | 4% |
| | RS | 53% | 41% | 7% |
| I do not compare or verify the political/economic/civic news because all media outlets are under someone's influence. | BiH | 58% | 34% | 8% |
| | FBiH | 60% | 33% | 7% |
| | RS | 54% | 35% | 10% |
| I base my political opinions on my own feelings rather than on media reports. | BiH | 70% | 21% | 8% |
| | FBiH | 69% | 23% | 8% |
| | RS | 72% | 19% | 9% |

As noted above, BiH citizens' media preferences and habits have not changed substantially during the past year. TV remains the most dominant, trusted, and useful source of political, economic, and civic news for BiH citizens. Most citizens believe all media are under substantial political influence by parties and government institutions. However, the majority of citizens do not follow multiple media sources to confirm the news, mostly due to low trust in media independence.

Civil Society and Civic Participation

This chapter explores BiH citizens' opinions about civil society in BiH, their dedication to protection of citizens' interests, and influence they have on political decisions. We also assess citizens' civic participation and their motivation to engage in civic activities. NSCP-BiH 2018 examines BiH citizens' trust in the work of different CSOs in BiH. When looking across years, most citizens' report that they believe that CSOs mainly advocate for issues of interest only to themselves (see Figure 41). However, in 2018 citizens expressed this opinion less often than in previous survey rounds, at 26 percent. A similar share of citizens voiced the opinions that CSOs mainly serve the interests of their international funders (25 percent, 21 percent in FBiH and 29 percent in RS) and political parties (23 percent). Only 14 percent of respondents think that CSOs can be trusted to do the right thing for people in BiH, which is a slight increase over nine percent in 2017.

Figure 41. Citizens' Attitudes towards CSOs

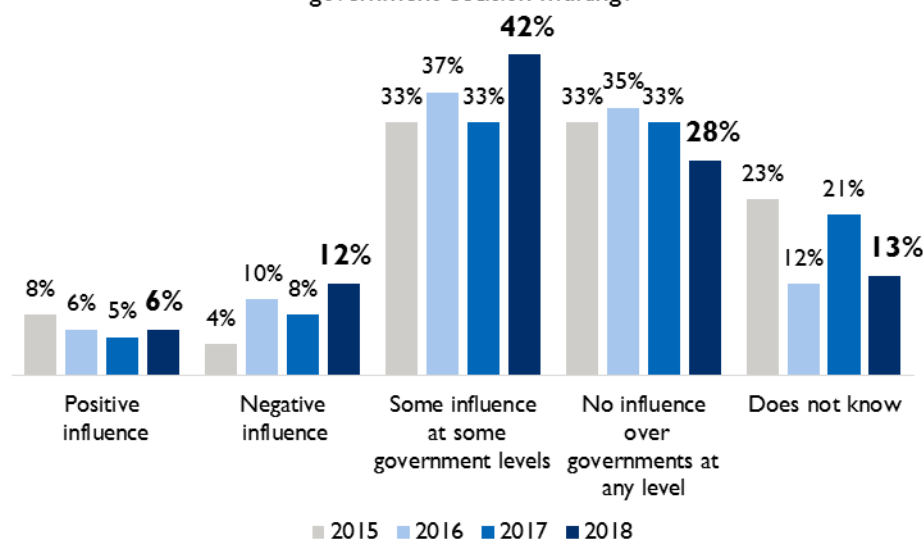
Thinking of local Civil Society Organizations in BiH, which statement do you agree with the most?



When considering the influence CSOs have on government decision-making processes, NSCP-BiH respondents express similar opinions across years; the same portions of citizens believe that CSOs have influence at some government levels or that they have no influence over government at any level. Figure 42 shows that these statements were the most frequently selected among BiH citizens.

Figure 42. Time Trend in CSOs' Influence over Government

Do you think civil society organizations have influence over government decision-making?



When asked which CSOs are most helpful in their communities (an open-ended question, not shown), the vast majority of citizens (91 percent) stated that they do not know of such CSOs. The Red Cross was most frequently mentioned (by 22 percent of respondents) as being an organization that is helpful/effective in respondents' communities, followed by Center for Civic Initiatives - CCI (eight percent), and veterans' organizations (seven percent).

Furthermore, NSCP-BiH examines citizens' perceptions of CSOs' work against corruption. Only three percent of respondents could identify a CSO that organized actions against corruption in their town (similar results obtained in previous years). Of those citizens aware of anti-corruption activities in their communities, 28 percent knew of Transparency International's work, 23 percent of respondents mentioned Anti-corruption Civic Organizations' Unified Network (ACCOUNT), and 21 percent mentioned the Center for Investigative Reporting (CIN) (results not shown).

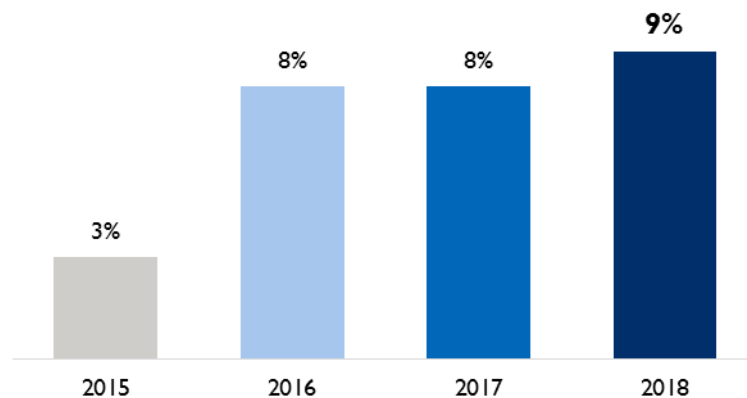
As in previous years, BiH citizens were asked about their participation in some of the following civic activities in the last 12 months:

- A public hearing on any government level
- Sending a citizens' initiative to any government body
- Providing comments on a draft policy to government
- Participating in a working group designing a government policy
- Serving as a member on an advisory committee or council
- Acting as a political representative in the community, municipality, or higher level.

Figure 43 shows that only nine percent of BiH citizens participated in any of these civic activities. Respondents with a university degree are more likely to declare they participated in a civic activity in the last 12 months (15 percent) as compared to respondents who completed secondary (9 percent) or primary (7 percent) education. The main reasons for low civic participation among BiH citizens are

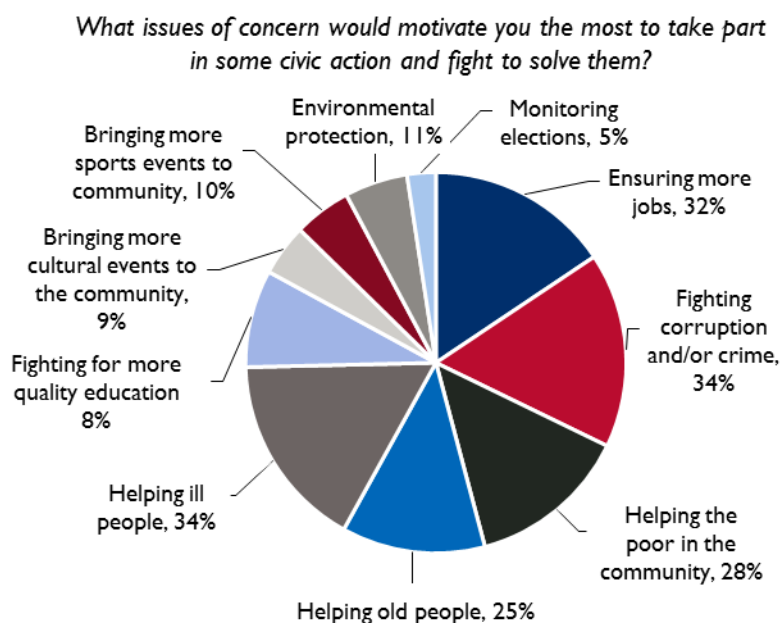
a lack of time (24 percent) and interest (20 percent) in participating in such activities, and/or a lack of opportunities to participate (21 percent).

Figure 43. Civic Participation in BiH
Percentage of citizens who participated in civic activities



When asked what issues would motivate them to engage in civic activities, a plurality stated they would be motivated to fight against corruption and/or crime (34 percent), help the ill (34 percent), and work on creating jobs and economic opportunities for BiH citizens (32 percent). The same three issues of concern were identified in 2017 as well. Figure 44 shows other areas of civic interest identified by citizens.

Figure 44. Main Issues of Concern that Would Motivate BiH Citizens to Take Part in Civic Actions



Finally, 38 percent of BiH citizens made a monetary or in-kind donation in 2018, compared to 56 percent in 2017. Overall, 27 percent of citizens donated goods (food, clothes) to a charity/institution/person in need, and 24 percent donated money. Among the participants donating money, the amounts ranged from 1 to 2,000 KM, with 78 percent of citizens donating up to 50 KM, 15 percent from 51 to 100 KM, and seven percent donating more than 100 KM. Figure 45 shows the

differences between different educational and income groups. Citizens with higher educational attainment and higher income were more likely to give donations, as compared to citizens with lower education and income.

Figure 45. Percentage of BiH Citizens Who Made Any Donations in Money or In-kind

| <i>Percentage of BiH Citizens who have made any donations in money or in-kind</i> | | Yes | No |
|---|------------------------|-----|-----|
| Educational Attainment | Below secondary school | 27% | 73% |
| | Secondary school | 39% | 61% |
| | Above secondary school | 50% | 50% |
| Monthly Net Household Income | 0 - 1000 KM | 37% | 63% |
| | 1000 - 3000 KM | 55% | 45% |
| | Above 3000 KM | 52% | 48% |

Overall, most citizens do not trust that CSOs work in citizens' interests or that CSOs have much influence over government decision-making. The vast majority of BiH citizens are not familiar with any CSOs or engaged in any civic activities. However, as in 2018, many citizens say they would be interested to engage in activities aimed at fighting corruption, helping ill people, and creating more jobs.

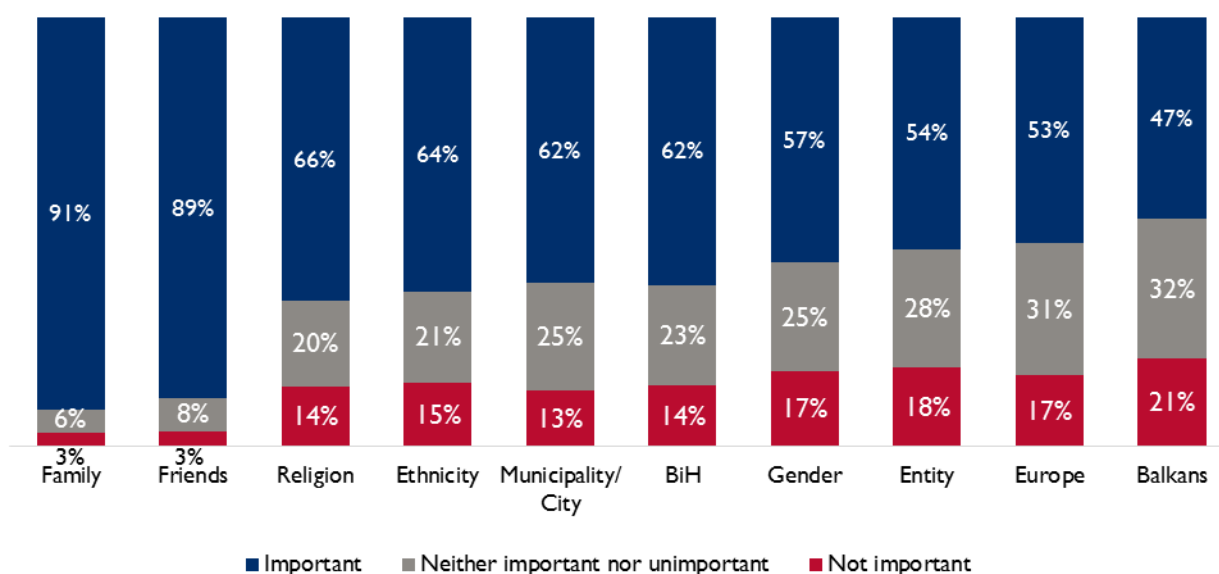
Interethnic Trust and Interaction

International and domestic stakeholders have placed a considerable emphasis on building good relationships among the three main ethnic groups (Bosniaks, Serbs, and Croats) living in BiH since the signing of the Dayton Peace Agreement in 1995. NSCP-BiH 2018 contains a set of questions that examine citizens' perceptions of interethnic relationships in BiH by exploring issues such as citizens' social identification, their trust toward members of other ethnic groups, and interactions with people belonging to other ethnicities.

To analyze social identities, we asked citizens to rate the importance of belonging to different social groups (see the list of groups in Figure 46). As indicated in 2017, the 2018 results also show that primary identity for all BiH citizens is rooted in family (91 percent) and friends (89 percent). Besides these two social groups, people in BiH feel fairly connected to all other social groups assessed in the survey. Relationships with religious (66 percent) and ethnic groups (64 percent) are evaluated as more important than geographical/administrative identities such as entity (54 percent) or Balkans (47 percent). However, belonging to an entity is more important to respondents from RS (66 percent) than FBiH (46 percent) (not shown). Differences across entities are also notable in citizens' perceptions of belonging to their country. FBiH respondents are more likely to identify themselves as BiH citizens (70 percent) than respondents from RS (50 percent).

Figure 46. BiH Citizens' Ratings of Importance of Group Belonging

Please describe how important belonging to each of the following groups is to you?



BiH citizens believe there are substantial differences between people in their communities, a perception which has slightly increased over the past year (32 percent in 2018, 28 percent in 2017; results not shown). The social divisions most frequently identified by respondents include the gap between the rich and the poor (48 percent, not shown), followed by ethnic/nationalist and religious hatred (see Figure 47). The share of citizens that believe there is ethnic or religious hatred in BiH has dropped slightly since 2017, as presented in Figure 48.

Figure 47. Divisions within BiH Society

Where does BiH stand when it comes to...

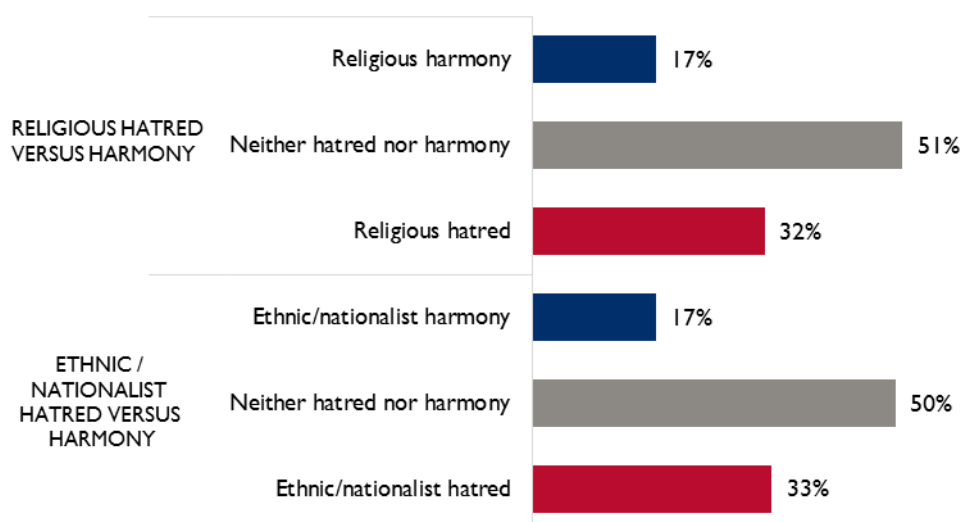
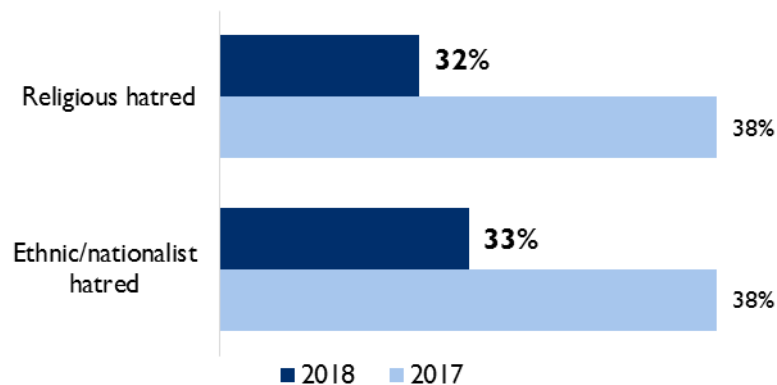


Figure 48. Divisions within BiH Society 2017-2018

Percentage of respondents stating religious and ethnic/nationalist hatred exist in BiH society

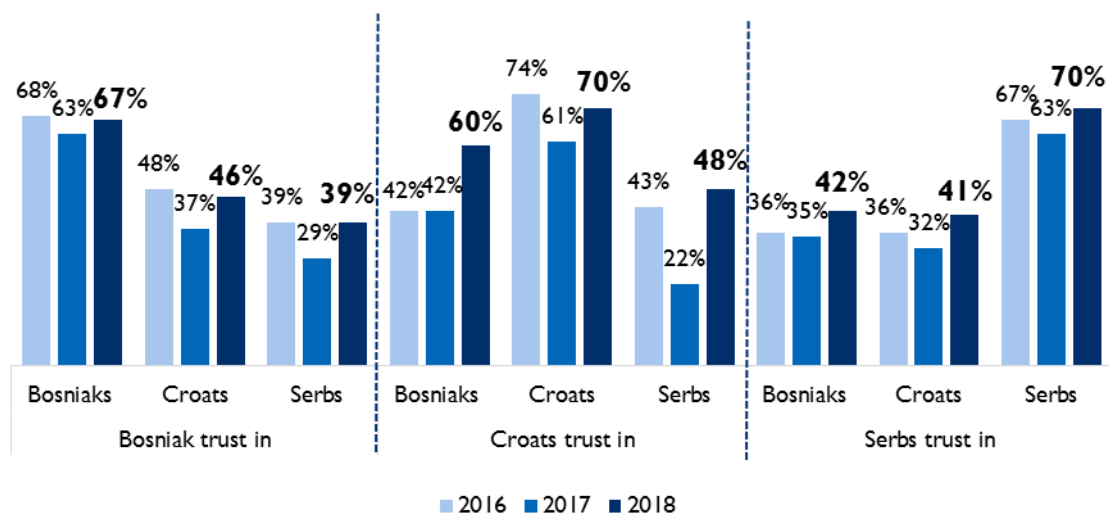


Overall, 75 percent of BiH citizens say they have contacts with individuals from a different ethnic group (as compared to 74 percent in 2017 and 76 percent in 2016). Most citizens engaging in such contacts have friends (70 percent) or acquaintances from work or school (59 percent) that belong to other ethnicities, while a substantially lower share (28 percent) have family members belonging to other ethnicities. Similar results on interethnic contacts were observed in previous survey rounds (results not shown). Additionally, there are no major differences in interethnic contacts across entities or ethnicities. However, Serbs from RS who voiced support for state-level jurisdiction over different sectors are more likely to engage in interethnic contacts, at 80 percent, than their counterparts who did not voice such support (69 percent).

The 2018 survey indicates that constituent people in BiH still trust their own ethnic groups substantially more than other ethnicities (see Figure 49). Bosniaks tend to trust Croats (46 percent) more than Serbs (39 percent), Croats have more trust in Bosniaks (60 percent) than in Serbs (48 percent), and Serbs reported similar levels of trust in Bosniaks (42 percent) and Croats (41 percent).

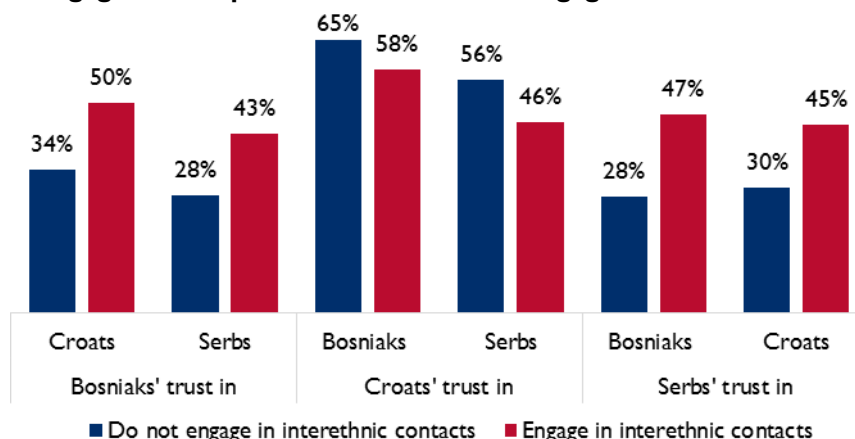
Figure 49. Levels of In-group and Out-group Trust in BiH

Percentage of citizens stating they completely or somewhat trust ethnic groups



Our results indicate that Bosniaks and Serbs who engage in interethnic contacts are more likely to trust other ethnicities compared those who do not engage in such contacts. Yet, the results for Croats are different. Although they expressed the highest levels of interethnic trust overall, Croats who engage in interethnic contacts trust other ethnicities slightly less than Croats who do not engage in such contacts.

Figure 50. Levels of In-group and Out-group Trust in BiH, Comparison Between Respondents Who Engage and Respondents Who Do Not Engage in Interethnic Contacts



Overall, 64 percent of BiH citizens believe that building trust between different ethnic groups is important, which is a slightly lower share compared to previous survey rounds (see Figure 51). At the same time, nine percent of BiH citizens say they are ready to use violence to change interethnic relations, in comparison to eight percent in 2017 and five percent in 2016. According to BiH citizens, religious beliefs and ethnic background are not the main reasons for tensions in their communities. Instead, BiH citizens more frequently believe that differences in wealth and political party affiliation cause problems and tensions (see Figure 52 for more detail).

Figure 51. Importance of Interethnic Trust
How important to you is the process of building mutual trust between ethnic groups in BiH?

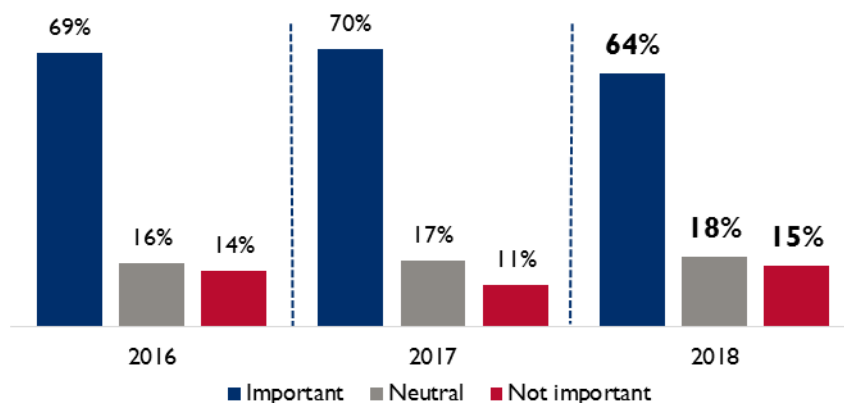
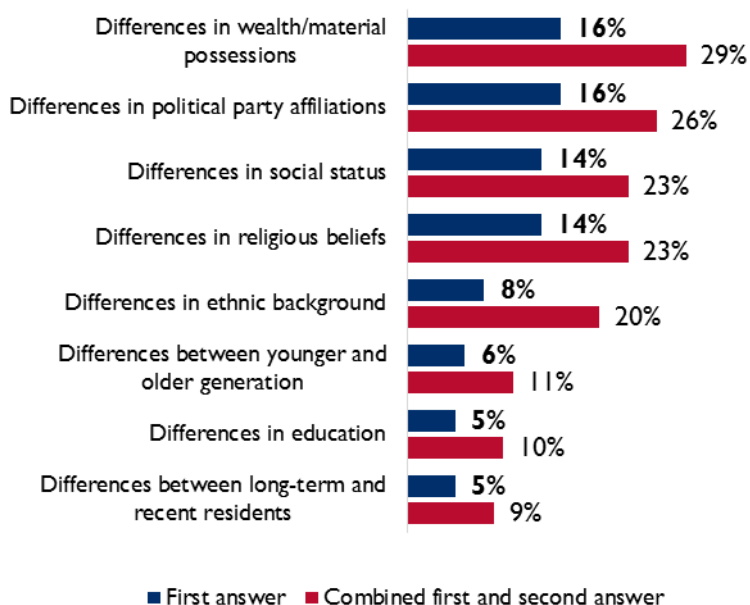


Figure 52. Main Reasons for Tensions in BiH

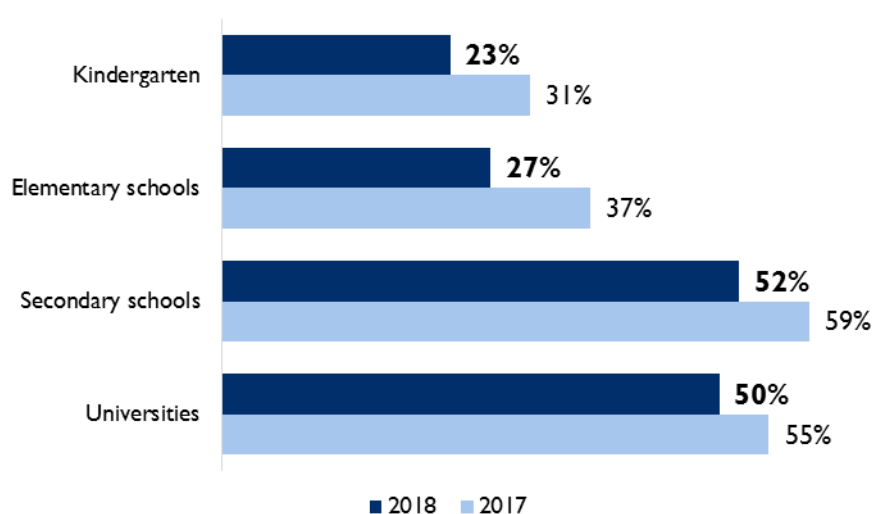
Which two differences most often cause tensions/problems in your community?



We noted a division in perceptions of the role of education in the process of building interethnic trust. About 42 percent of citizens say education has neither positive nor negative role in building interethnic trust, 35 percent of citizens feel education plays a positive role in this regard (up from 31 percent in 2017), and 14 percent see education's role as negative (18 percent in 2017). Respondents from FBiH more frequently believe that education has a positive role to play in improving interethnic relations (41 percent) than those from RS (27 percent; results not shown). The perception of BiH citizens is that building interethnic trust should be introduced in later stages of education (secondary school or university level) rather than earlier stages, according to the last two survey waves (see Figure 53).

Figure 53. Integration of Interethnic Trust into Formal Education Curricula

Percentage of citizens who think that interethnic trust should be built into curricula at different levels of education



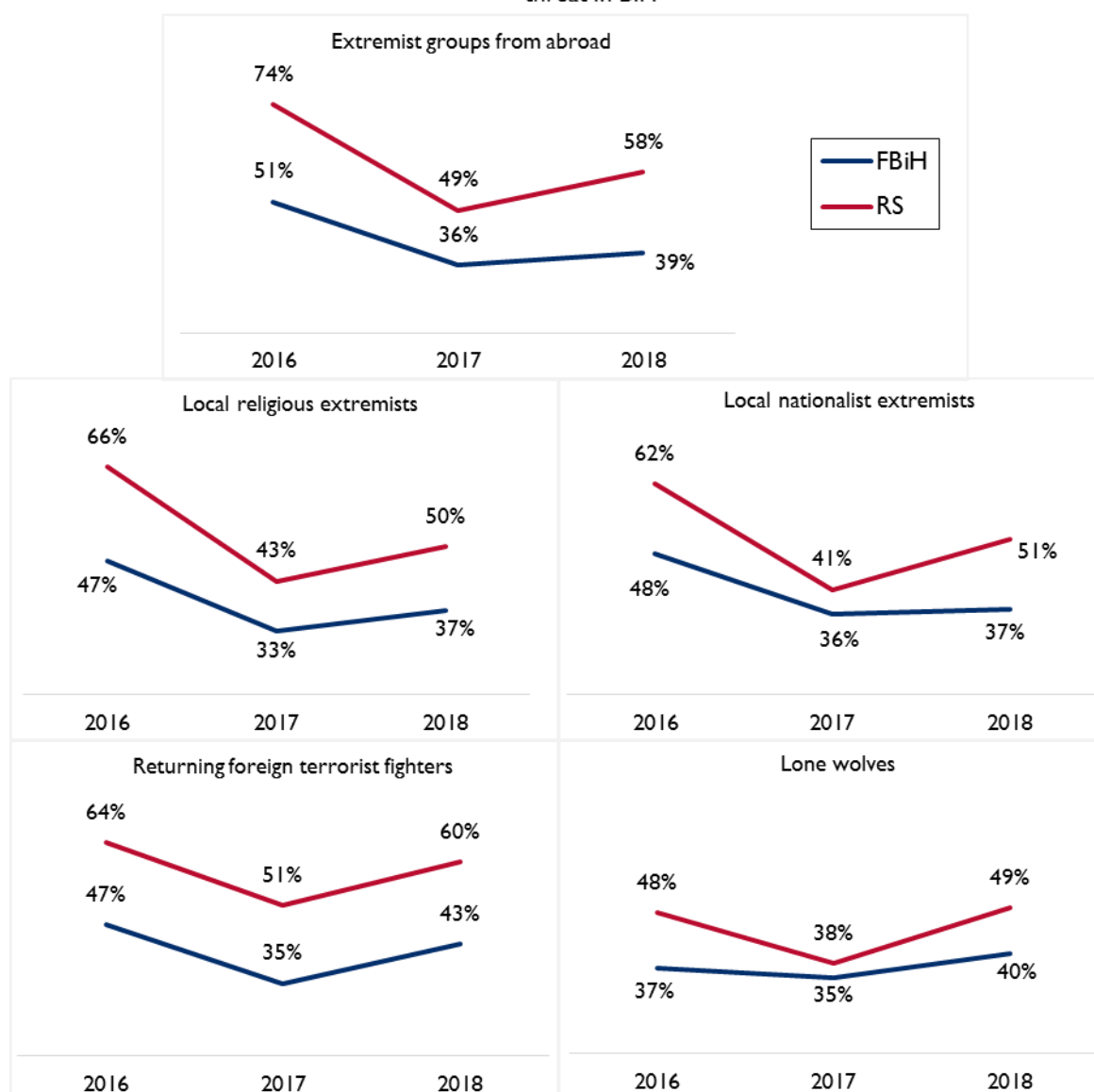
Conclusively, citizens' interactions with or their trust in other ethnic groups have not changed since 2016. After family and friends, their religious and ethnic groups remain the most important social groups for BiH citizens. About half of respondents believe that students should be taught about interethnic relationships in secondary and university education.

Countering Violent Extremism

In this section, we assess citizens' perceptions of the presence of different types of extremism and radicalization in BiH. When compared to the 2016 and 2017 survey rounds, our results indicate a substantial decrease in the share of citizens that believe violent nationalist and religious extremism are problems in BiH. This year, 31 percent of citizens stated that nationalist extremism represents a problem, compared to 40 percent in 2017 and 58 percent in 2016. Only 29 percent of citizens believe violent religious extremism represents a problem in BiH, which is considerably lower than in 2017 (38 percent) and 2016 (54 percent). Overall, RS residents are more concerned with nationalist and religious extremism than residents of FBiH. About 40 percent of RS residents believe such problems exist in BiH, compared to only 20 percent of FBiH residents (results not shown).

In addition, BiH citizens were asked whether different extremist groups and individuals (extremist groups from abroad, local religious or nationalist extremists, returning foreign terrorist fighters, and/or lone wolves) represent a security threat in BiH. Citizens are most concerned with returning foreign terrorist fighters and extremist groups from abroad; about half of citizens believe they represent a strong or moderate threat in BiH society. When comparing the three iterations of the NSCP-BiH, this concern was lowest in 2017. Also, when looking across entities and years, RS residents are more likely to be concerned with the threat from extremists than FBiH residents (see Figure 54). Respondents considering emigration are more likely to state that violent religious and nationalist extremism represent threats in BiH (46 and 49 percent, respectively), compared to respondents who are not considering emigration (24 and 25 percent, respectively).

Figure 54. Perceptions of Security Threats by Extremist Groups, FBiH and RS
 Percentage of citizens stating that the following groups and individuals represent a strong or moderate threat in BiH



In NSCP-BiH 2017 and 2018, BiH citizens were asked if they support various violent actions. Figure 55 shows that there are no differences in the support for violent action between 2017 and 2018. As in 2017, one in six citizens say they would sympathize with a person using violence to protect his or her family. Support for other types of violence is considerably lower, ranging from three to six percent.

Figure 55. Trend in Citizens' Stance on Violent Acts

| <i>To what extent do you support/sympathize with or condemn – under some circumstances – the following actions?</i> | 2017 | | 2018 | |
|---|----------------|----------------|----------------|----------------|
| | Condemn | Support | Condemn | Support |
| Engage in violent protests | 84% | 3% | 84% | 4% |
| Commit a minor crime | 84% | 2% | 80% | 4% |
| Use violence to protect family | 59% | 17% | 59% | 16% |
| Use violence to protect own religious/national group | 76% | 6% | 77% | 5% |
| Use violence against police injustice | 74% | 6% | 76% | 6% |
| Use violence against government injustice | 73% | 8% | 76% | 6% |
| Use violence against other football fans | 85% | 3% | 85% | 3% |
| Threaten to commit a terrorist act | 89% | 3% | 87% | 3% |
| People going to fight in the conflicts abroad, for example to Syria or Ukraine | 85% | 3% | 83% | 4% |

As shown in Figure 56, the vast majority of BiH citizens believe there are no groups or individuals who incite or support nationalist or religious extremism in their communities. Most citizens do not think their faith, tradition, or dignity of their religious community is under pressure or threat. However, about 30 percent of citizens believe religious preaching in BiH should be more liberal and modern. Specifically, 38 percent of Serbs, 26 percent of Bosniaks, and 14 percent of Croats agree with this statement.

Figure 56. Presence of Violent Extremism and Status of Religion in BiH, by Ethnicity

| <i>Percentage of BiH citizens agreeing with the following statements</i> | Bosniaks | | Croats | | Serbs | |
|--|-----------------|-------------|---------------|-------------|--------------|-------------|
| | 2017 | 2018 | 2017 | 2018 | 2017 | 2018 |
| Individuals/groups that incite nationalist radicalism operate in the area in which I live. | 9% | 9% | 12% | 7% | 7% | 10% |
| Individuals/groups that incite religious radicalism operate in the area in which I live. | 9% | 9% | 11% | 6% | 7% | 10% |
| There are individuals that support violent extremism on religious grounds in the area in which I live. | 11% | 10% | 15% | 10% | 8% | 12% |
| There are individuals that support violent extremism on nationalist grounds in the area in which I live. | 11% | 10% | 13% | 11% | 10% | 11% |
| In general, the faith, tradition, and dignity of my religious community are under pressure and in constant threat. | 12% | 13% | 8% | 8% | 10% | 17% |
| Religious preaching in BiH ought to be more liberal and adapt to modern tendencies. | 30% | 26% | 21% | 14% | 43% | 38% |

On the whole, citizens' concerns with violent extremism have decreased since 2016. The vast majority of citizens believe there are no groups or individuals inciting or supporting extremism in their communities. Fear of extremist violence remains higher in RS than in FBiH. As in 2017, a majority of citizens disapprove of all types of violent actions, including violent protests, violence against police and government, and violence motivated by the desire to protect one's religious or national group.

Social Inclusion

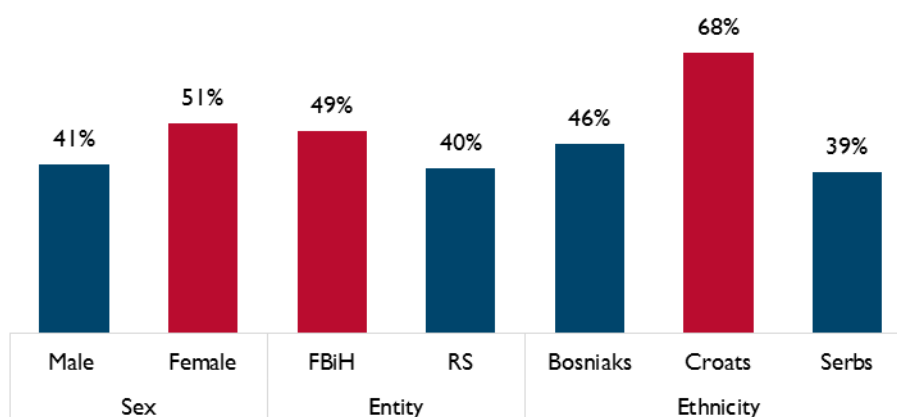
Social inclusion is a cornerstone of a vigorous and vibrant society. Within the NSCP-BiH section on social inclusion, we investigated public perceptions of gender equality, people with disabilities (PWDs), and the rights of same-sex couples.

Discrimination

In total, 46 percent of all respondents felt discriminated against for any of the following reasons: gender, ethnicity, religious views, disability, pregnancy status, and/or sexual orientation. This percentage is nearly the same as in 2017 (44 percent). Figure 57 indicates that significantly more women than men felt discriminated against for at least one of the above-mentioned reasons (51 percent compared to 41 percent). In addition, people living in RS felt discriminated against less often than those living in FBiH (40 percent compared to 49 percent).

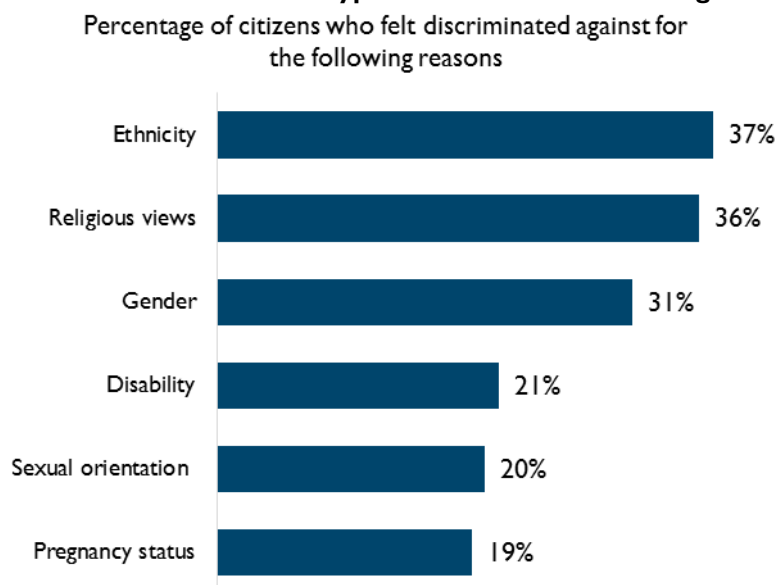
Figure 57. Prevalence of Discrimination among BiH Citizens

Percentage of citizens stating they felt discriminated against at least for one of the following reasons: gender, ethnicity, religious views, disability, pregnancy status, sexual orientation



Among the six discrimination criteria listed in the survey (see Figure 58), the most frequently cited reasons for discrimination were ethnicity (37 percent) and religious views (36 percent). Across ethnicities, 31 percent of Croats felt discriminated against for their religious views, compared with 19 percent of Bosniaks and 12 percent of Serbs. Respondents expressed a similar sentiment for ethnic discrimination, where 27 percent of Croats, 20 percent of Bosniaks, and 13 percent of Serbs felt that they were discriminated against.

Figure 58. Prevalence of Different Types of Discrimination among BiH Citizens



Nearly half of BiH citizens felt discriminated against during the past year, which is a similar portion to the reported 2017 figures. Most citizens felt discriminated against due to their religious views or ethnicity.

Gender Equality

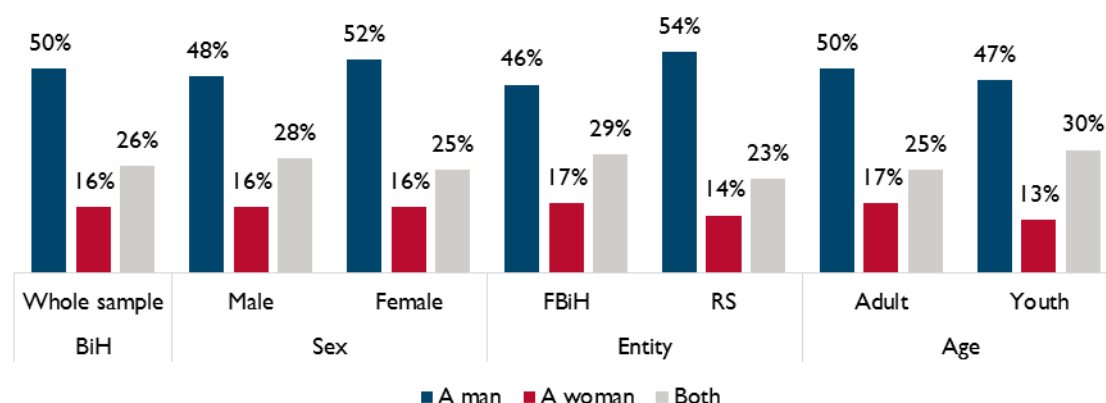
As prescribed by the law,⁵ full gender equality is guaranteed in all spheres of BiH society. However, according to our results, the portion of BiH citizens that believe men and women should be equal has been steadily declining. While 76 percent of respondents believe women should have equal rights and receive the same treatment as men (compared to 96 percent in 2015, 88 percent in 2016, and 79 percent in 2017), 12 percent of BiH citizens explicitly stated that men and women should not be equal (results not shown).

With respect to the likelihood of getting a job, 50 percent of citizens think that employers are more likely to hire men, compared to 16 percent that believe women are more likely to be hired. This perspective is equally shared by males and females, youth and adults, and in both entities (see Figure 59).

⁵ The Law on Gender Equality of Bosnia and Herzegovina, *Article 2*, Official Gazette of BiH, No. 16/03, 102/09 and 32/10).

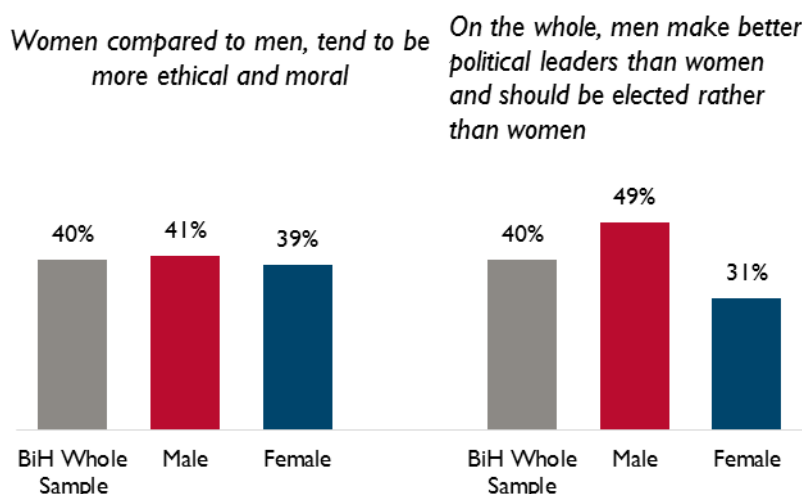
Figure 59. Citizens' Perceptions of Employers Hiring Preferences

In your experience, who are BiH employers more likely to hire...?



Moreover, 40 percent of citizens believe women, compared to men, tend to be more ethical and moral (see Figure 60). Nevertheless, 40 percent of the citizens think that men make better political leaders than women (see Figure 60). However, there is a difference between genders in this belief, as 49 percent of males believe in this stereotype compared to 31 percent of females.

Figure 60. Difference between Citizens' Perceptions of Women's Ethical and Moral Attributes and Men's Political Engagement



We also noticed different perceptions of gender roles by men and women. As seen in Figure 61, 41 percent of male respondents believe men should have a greater right to jobs than women when employment is scarce, compared to 31 percent of female citizens. Additionally, less educated individuals are more likely to say that men should have an advantage in such situations than those with higher educational attainment. Although perceptions of this issue vary across survey rounds (see Figure 62), a considerable share of citizens have expressed this gender stereotype each year since 2015.

Figure 61. Employment Rights in Situations of Job Scarcity

To what extent do you agree with each of the following statements: When jobs are scarce, men should have more right to a job than woman

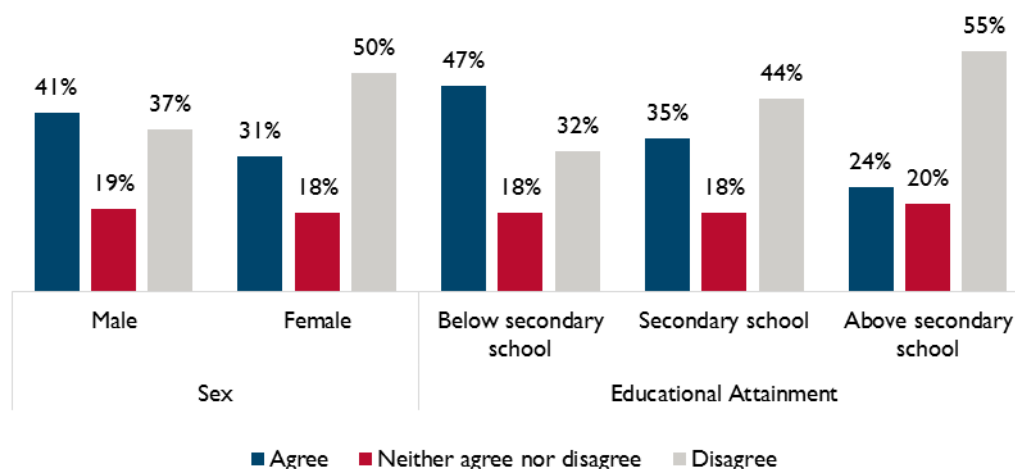
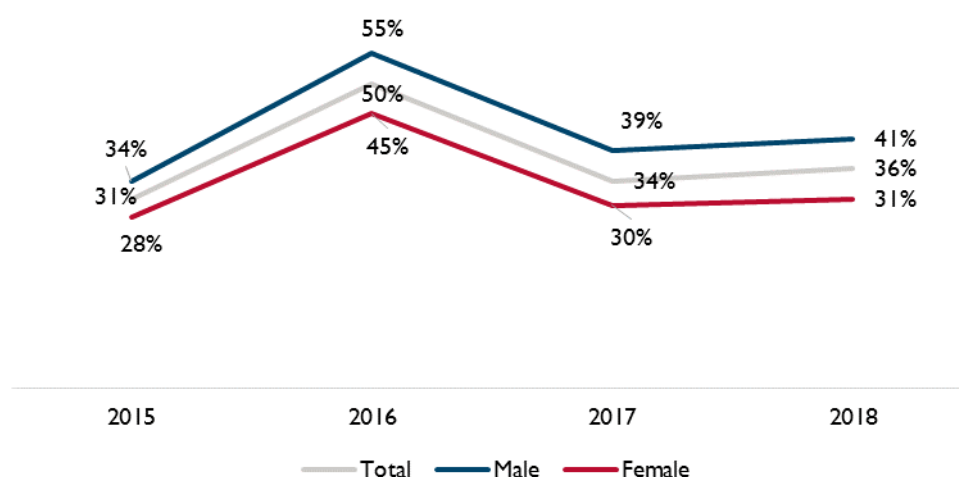


Figure 62. Employment Rights in Situations of Job Scarcity 2015-2018

To what extent do you agree with each of the following statements: When jobs are scarce, men should have more right to a job than women



The survey also assessed whether BiH citizens consider family or personal ambitions to be more important. Specifically, respondents were asked whether family needs supersede the personal ambitions of both men and women (Figure 63). Somewhat more than half of BiH citizens prioritized family needs, regardless of their sex. More than half of male citizens think that family supersedes the personal ambitions of both men and women (58 percent for men and 58 percent for women). Female citizens have similar opinions, believing that family should come first for men (52 percent) as well as for women (55 percent).

Figure 63. Citizens' Stance toward Family Needs and Personal Ambitions of Men and Women

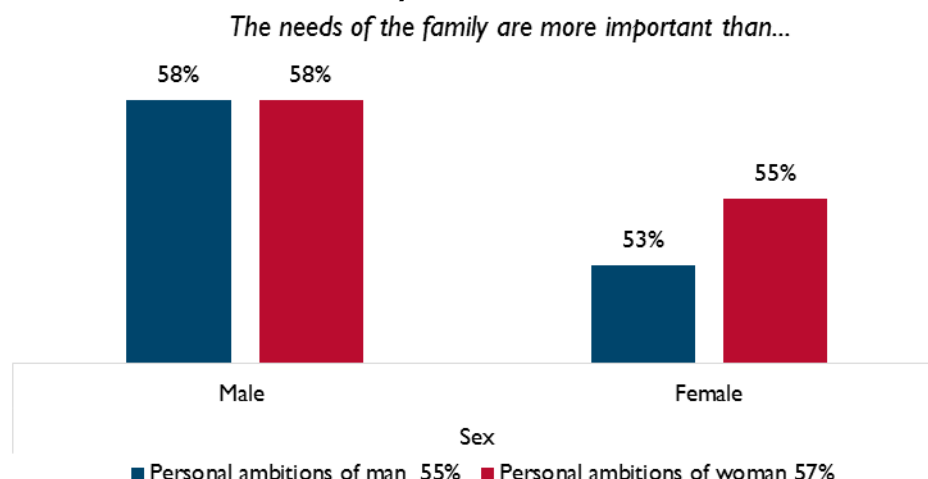


Figure 64 presents several statements reflecting citizens' perceptions and attitudes toward gender roles. Such attitudes often vary by the respondent's sex and educational attainment. About half of respondents agree that most household responsibilities are naturally more suited for women, and nearly 40 percent state it is better for a man to have the last word in marriage. Moreover, almost 40 percent of citizens disagree, or say they are uncertain, that fathers are equally suited to taking care of children as mothers. These stereotypes have remained strong across the survey rounds (not shown).

Figure 64. Examples of Gender Stereotyping in BiH

| <i>To what extent do you agree or disagree with each of the following statements?</i> | | BiH Whole Sample | Sex | | Educational Attainment | | |
|--|----------------------------|------------------|------|--------|------------------------|------------------|------------------------|
| | | | Male | Female | Below Secondary School | Secondary School | Above Secondary School |
| It is good that women and men are equal in marriage, but generally it is better for a man to have the last word | Agree | 38% | 47% | 30% | 46% | 38% | 31% |
| | Neither agree nor disagree | 20% | 20% | 19% | 19% | 20% | 20% |
| | Disagree | 39% | 31% | 49% | 32% | 40% | 48% |
| The majority of household responsibilities are naturally more suited for women, regardless whether she is employed or not. | Agree | 51% | 58% | 44% | 54% | 52% | 43% |
| | Neither agree nor disagree | 18% | 17% | 18% | 19% | 17% | 18% |
| | Disagree | 29% | 23% | 36% | 24% | 29% | 38% |
| Fathers are as well suited as mothers to take care of the children. | Agree | 58% | 60% | 56% | 54% | 58% | 64% |
| | Neither agree nor disagree | 17% | 17% | 18% | 19% | 17% | 17% |
| | Disagree | 22% | 21% | 24% | 25% | 22% | 19% |

According to our results on gender-based violence, 45 percent of BiH citizens believe that violence against women by their partners, acquaintances, or strangers is common in BiH. Although most citizens do not think that women should tolerate violence to keep their families together (see Figure 65), nearly one-quarter of respondents either agree or voice a neutral opinion about this statement. Additionally, 24 percent of respondents believe that occurrences of domestic violence are a private matter and should be handled within the family. Moreover, 25 percent of men and 21 percent of women agree that violence against women is often provoked by the victim (not shown).

Figure 65. Perceptions of Gender-based Violence in BiH

| To what extent do you agree or disagree with each of the following statements? | | BiH Whole Sample | Sex | | Educational Attainment | | |
|--|----------------------------|------------------|------|--------|------------------------|------------------|------------------------|
| | | | Male | Female | Below Secondary School | Secondary School | Above Secondary School |
| A woman should tolerate gender/domestic violence to keep her family together. | Agree | 13% | 15% | 12% | 16% | 13% | 10% |
| | Neither agree nor disagree | 14% | 14% | 15% | 17% | 14% | 10% |
| | Disagree | 70% | 69% | 72% | 64% | 71% | 79% |
| Domestic violence is a private matter and should be handled within the family. | Agree | 25% | 28% | 21% | 27% | 25% | 19% |
| | Disagree | 70% | 66% | 75% | 68% | 70% | 76% |

In general, discriminatory attitudes based on gender are still engrained among BiH citizens. Citizens are less likely to state that men and women should have equal rights and treatment compared to previous survey rounds. Half of citizens believe men are more likely to get a job than women. Even though most citizens believe women are more ethical than men, men are perceived to be better political leaders. Gender stereotypes (e.g., that women are more suitable for household responsibilities) are still common among many BiH citizens, and nearly half of BiH citizens believe gender violence against women is common in BiH.

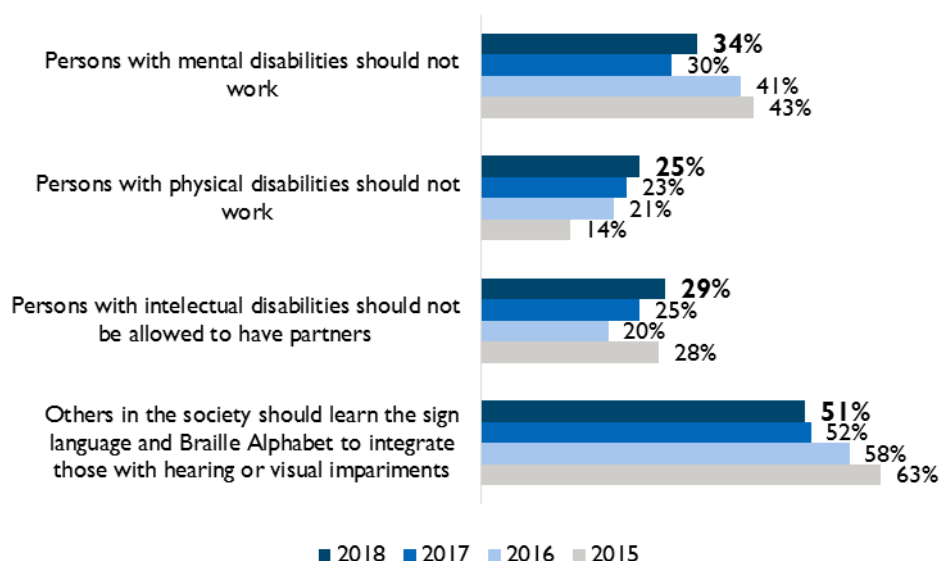
Social Inclusion of People with Disability (PWDs)

As in previous survey rounds, NSCP-BiH 2018 examines BiH citizens' perceptions of social inclusion of PWDs.⁶ Figure 66 shows citizens' perceptions about PWDs disaggregated by survey round. A sizeable proportion of BiH citizens hold discriminatory views toward social inclusion of PWDs. For example, one-third of BiH citizens believe that persons with mental disabilities should not work and one-quarter believe the same for persons with physical disabilities. In addition, nearly 30 percent of citizens believe persons with intellectual disabilities should not be allowed to have intimate partners. Such beliefs are similar across sex, age, and educational attainment (results not shown). However, 51 percent of BiH citizens think that people should learn sign language and the Braille Alphabet to help people with hearing and visual impairments integrate into society.

⁶ The Convention on the Rights of Persons with Disabilities (CRPD). Available at: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>; PWDs are considered to be a group of citizens "who have long term physical, mental, intellectual or sensory impairments that, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others."

Figure 66. Social Inclusion of PWDs

Percentage of citizens stating they strongly agree, agree, or somewhat agree with the statements



In conclusion, our results indicate that a sizeable portion of BiH citizens hold discriminatory views toward social inclusion of people with disabilities.

Social Inclusion of Same-sex Couples

This section illustrates BiH citizens' attitudes on social integration of same-sex couples. Since 2015, NSCP BiH has assessed citizens' attitudes toward same-sex couples and their rights. BiH citizens are resistant to the social inclusion of same-sex couples and providing them a variety of rights assessed in this survey (see Figure 67). The results for NSCP-BiH 2018 show that 80 to 90 percent of respondents reject specific rights of same-sex couples in society, including the right to get married, have the same rights as married couples when not married, inherit property, and especially to adopt children. However, throughout the survey rounds, youth tend to be less discriminatory toward same-sex couples compared to adults. For instance, 16 percent of youth believe that same-sex couples should have the right to get married, compared to six percent among adults. Additionally, 12 percent of youth felt that same-sex couples should have the right to adopt children, in comparison to three percent of adults.

Figure 67. Social Inclusion of Same-Sex Couples

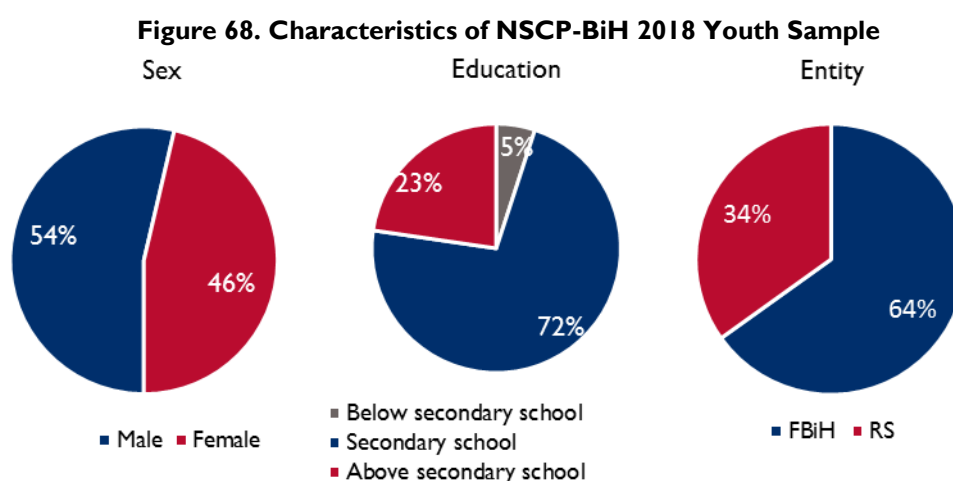
| | | 2015 | 2016 | 2017 | 2018 |
|---|------------|------|------|------|------|
| Do you think that same-sex couples should, or should not, have the right to marry? | Should | 7% | 7% | 7% | 8% |
| | Should not | 86% | 88% | 82% | 86% |
| Do you think that same-sex couples should, or should not, have the right to live without getting married, but with equal rights as married couples? | Should | 10% | 10% | 10% | 12% |
| | Should not | 82% | 84% | 79% | 81% |
| Do you think that same-sex couples should, or should not, have the right to adopt children? | Should | 4% | 5% | 5% | 6% |
| | Should not | 88% | 92% | 86% | 90% |
| Do you think that same-sex couples should, or should not, have the right to inherit property from each other in the same way as married couples? | Should | 10% | 11% | 11% | 12% |
| | Should not | 80% | 82% | 76% | 80% |

Attitudes toward same-sex couples also vary by respondents' educational attainment. Respondents with higher educational attainment are slightly more likely to feel that same-sex couples should have the same rights as married couples, compared to respondents with lower educational attainment. For instance, 21 percent of respondents who completed higher education believe that same-sex couples should have the right to live in informal partnerships but with equal rights as married couples. Only 12 percent of respondents who completed secondary school and five percent of respondents with primary or lower education voice the same attitude.

In brief, citizens' perceptions of inclusion of same-sex couples have not changed substantially since 2015. More than 80 percent of citizens do not support granting certain rights to same-sex couples. However, youth seem to be more inclusive toward such couples than older generations.

Youth Development

Among the 3,024 citizens participating in NSCP-BiH 2018, 736 individuals (24 percent) were young people between 18 and 30 years of age⁷. Figure 68 shows the sample distribution of youth disaggregated by sex, educational attainment, and entity.



The vast majority of BiH youth (87 percent) believe the country is moving in the wrong direction. Figure 69 illustrates youth attitudes on the most important problems facing BiH across the three survey rounds. As in 2016 and 2017, in 2018, the largest share of BiH youth (54 percent) recognize unemployment as the primary issue facing the country, followed by low salaries, pensions, a low standard of living, and corruption.

⁷ According to Article 4 of the Youth Law of the Federation of Bosnia and Herzegovina⁷ and Article 2 of the Law on Organization of the Youth of Republika Srpska⁷, young people (youth) are persons aged 15 to 30 years. (Official Gazette of the FBiH, No. 35/10; Official Gazette of the RS, No. 98/04 and 119/08)

Figure 69. Most Important Development Challenges for Youth in BiH, Comparison by Survey Round

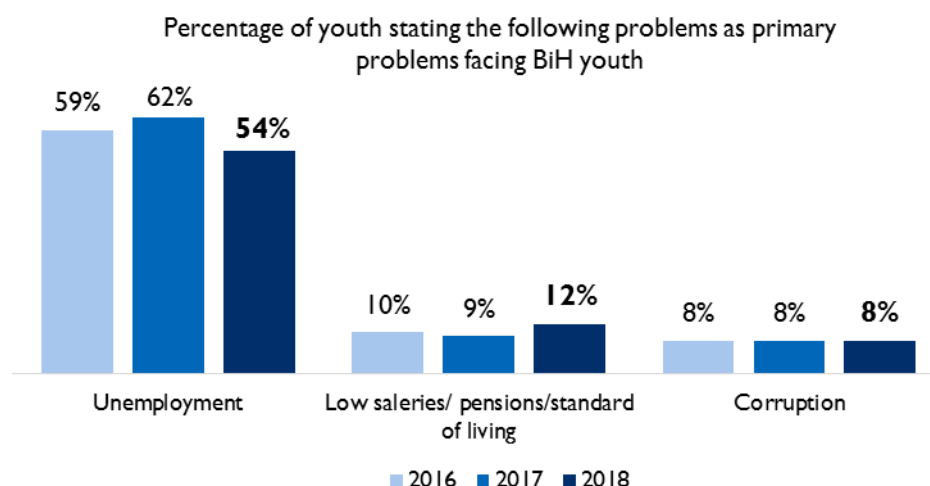
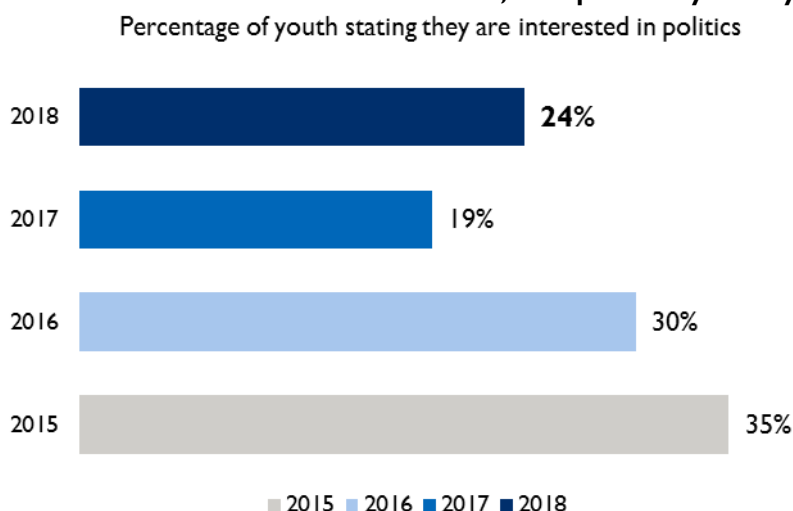


Figure 70 shows the percentage of youth that reported interest in politics. Nearly one-quarter of youth expressed interest in politics, which is slightly higher than in 2017 but lower than in 2015 and 2016. In 2018, about one-quarter of youth (26 percent) reported that they engaged in a political activity in the last 12 months. Most of these young people engaged by signing petitions (10 percent) and being active members of political parties or groups (9 percent) (not shown).

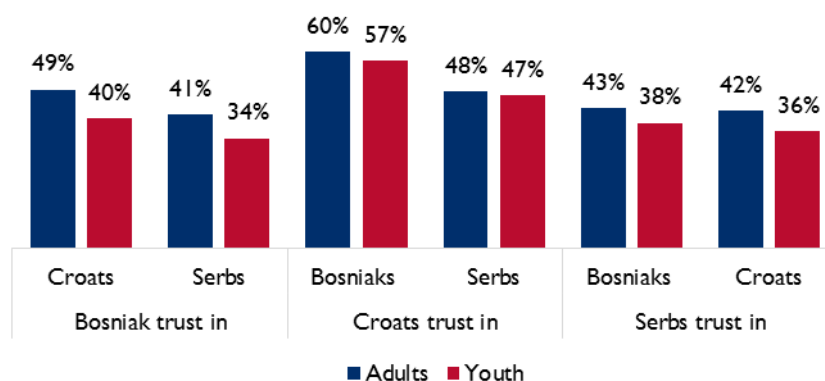
Figure 70. Youth General Interest in Politics, Comparison by Survey Round



Only nine percent of BiH youth were involved in civic activism around issues of concern in their communities (not shown). The main reasons for their low civic participation are a lack of time (23 percent), opportunities (20 percent), and interest to engage in such activities (19 percent).

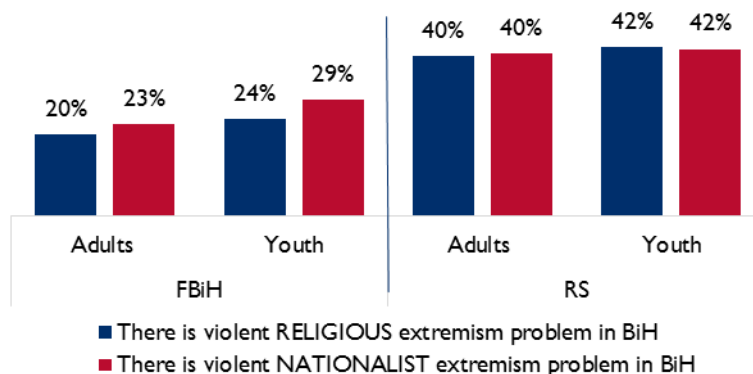
Youth in BiH engage in inter-ethnic contacts as often as adults. Overall, 77 percent of youth say they have friends, work colleagues, school mates, or family members belonging to other ethnicities. However, young Bosniaks and Serbs trust other ethnicities less than their adult counterparts, while young Croats express similar level of interethnic trust as adults (see Figure 71).

Figure 71. Levels of In-group and Out-group Trust in BiH, Youth and Adults
Percentage of adults and youth stating they completely or somewhat trust ethnic groups



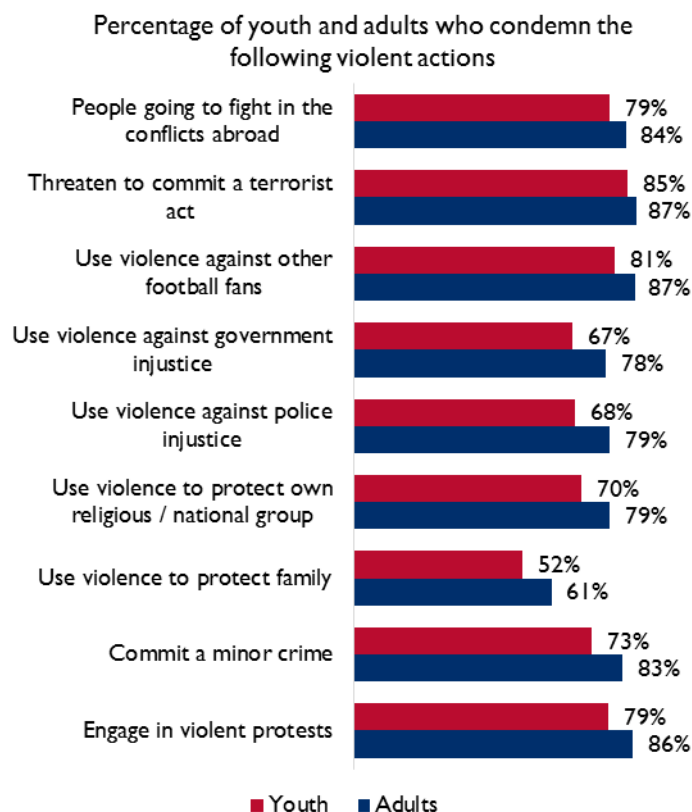
Young FBiH residents are slightly more concerned with violent nationalist and religious extremism compared to adults. In RS there are no differences in perceptions about extremist threats between adults and youth (see Figure 72).

Figure 72. Perceptions of Violent Extremism Threats, FBiH and RS
Percentage of respondents agreeing with the following statements



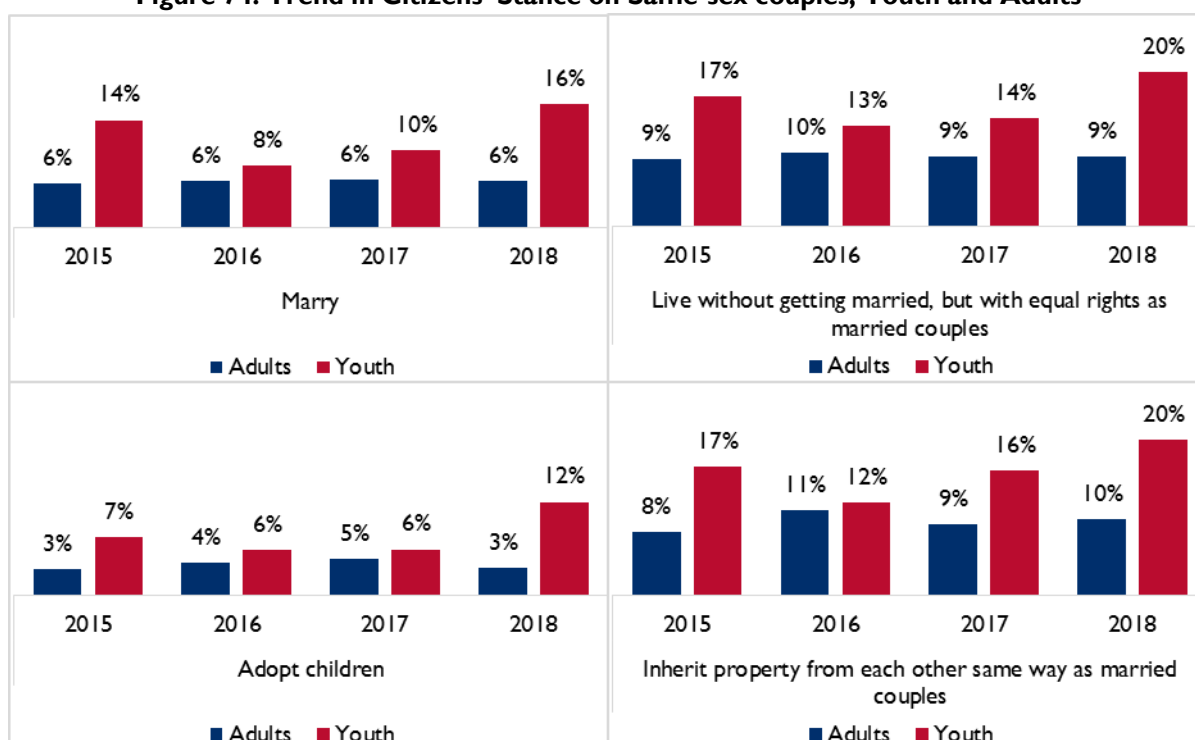
Compared to adults, youth are less likely to condemn violence. Although most youth condemn all types of violence assessed in the survey (see Figure 73), they are less likely to say they condemn such actions and more likely to voice a neutral opinion about violence. Terrorist threats represent the only exception; youth expressed similar views about such actions as adults.

Figure 73. Trend in Citizens' Stance on Violent Acts, Youth and Adults



Overall, youth are slightly more tolerant toward same-sex couples as compared to adults (see Figure 74). Youth are more likely to state that such couples should have the right to marry, to live in informal partnerships with equal rights as married couples, to adopt children, and inherit property in the same way as married couples.

Figure 74. Trend in Citizens' Stance on Same-sex couples, Youth and Adults



BiH has been facing a “brain drain”⁸ for more than two decades. One-half of youth respondents stated they are considering leaving BiH. This percentage is much lower than in 2015 but slightly higher than in 2016 and 2017 (Figure 75). Overall, youth are much more likely to consider leaving the country than adults (16 percent).

Figure 75. Portion of Youth Considering Leaving the Country, Comparison by Survey Round

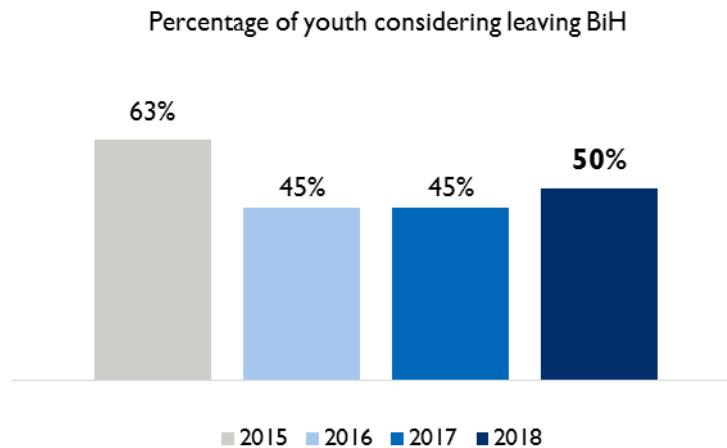
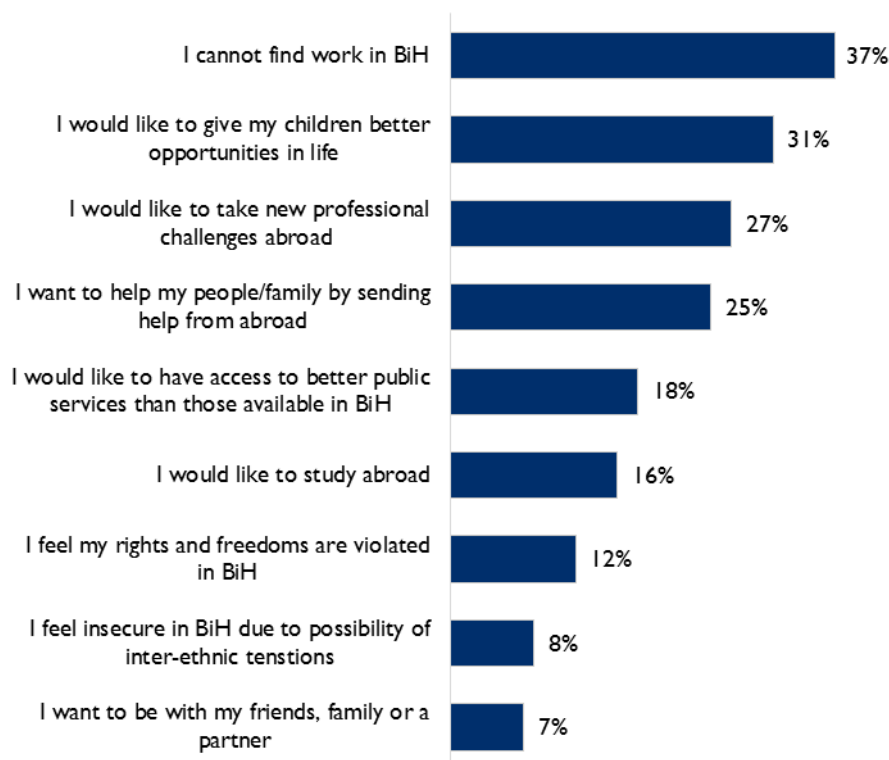


Figure 76 shows that the most common reasons for wanting to leave the country are the same as in the previous survey rounds: 37 percent of young people want to leave because they cannot find work in BiH; 31 percent of youth want to provide better life opportunities for their children; and 27 percent wish to take on new professional challenges abroad.

⁸ Brain drain phenomenon refers to a region's or country's permanent loss of skilled workforce (European Committee of the Regions, 2018.)

Figure 76. Main Reasons for Youth to Consider Leaving the Country

Percentage of youth considering leaving BiH for the following reasons

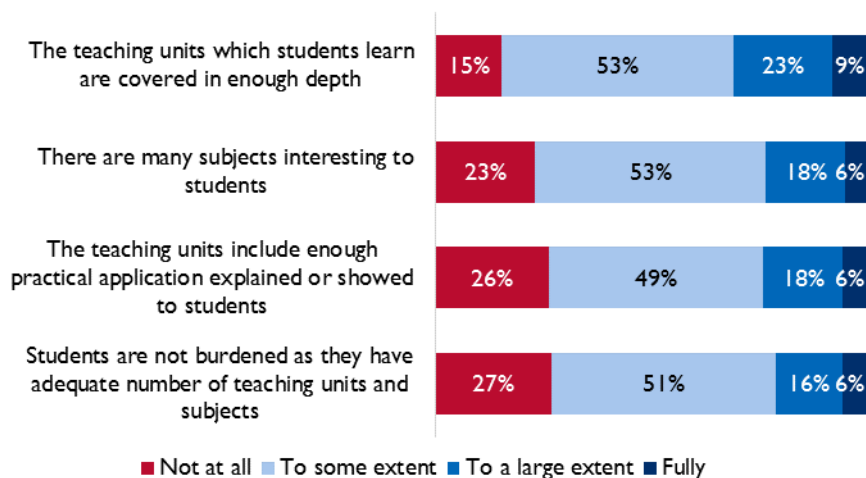


NSCP-BiH 2018 analyzes youth perceptions and general attitudes toward the quality of the education system in BiH. Respondents rated the extent to which 12 statements apply to the overall education system in BiH. We have divided these statements into the following thematic categories: school subjects and teaching units, teachers' skills, and learning outcomes.

According to youth respondents, the quality of school subjects and teaching units in the BiH education system is mediocre. Specifically, the largest share of youth respondents, about 50 percent, think school subjects are somewhat interesting to students, teaching units are somewhat covered in depth, there is some practical application of knowledge, and students are moderately burdened with teaching units and subjects (see Figure 77). Only six to nine percent of youth give the highest ratings to these aspects of the education system.

Figure 77. Youth Perceptions of School Subjects and Teaching Units in BiH Education System

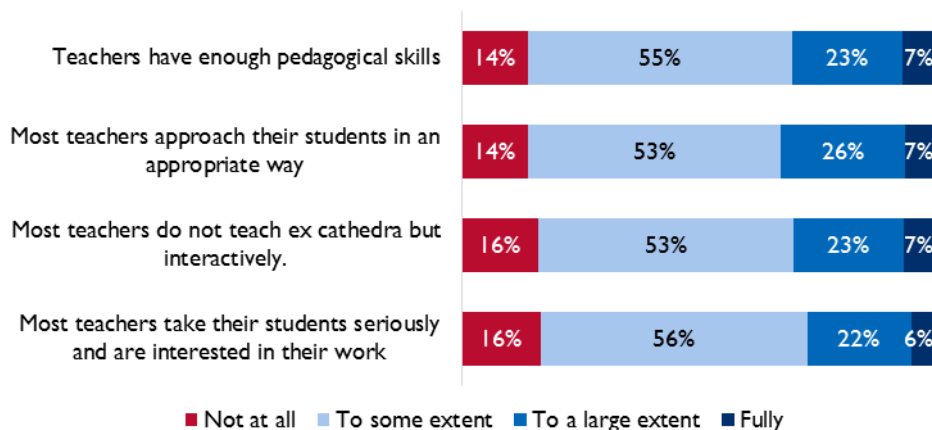
To what extent can you say that the following statements apply to the overall education system in BiH?



BiH youth share similar opinions that the quality of teachers' skills and learning outcomes is not very high. Less than 10 percent give the highest ratings to teachers' pedagogical skills and their approach to students (see Figure 78). However, the largest portion of youth, slightly more than half, believe quality pedagogical skills, an appropriate and serious approach to students, and inclusion of students in the teaching process (interactive teaching) are part of the teaching system in BiH (see Figure 78).

Figure 78. Youth Perceptions of Teachers' Skills in BiH's Education System

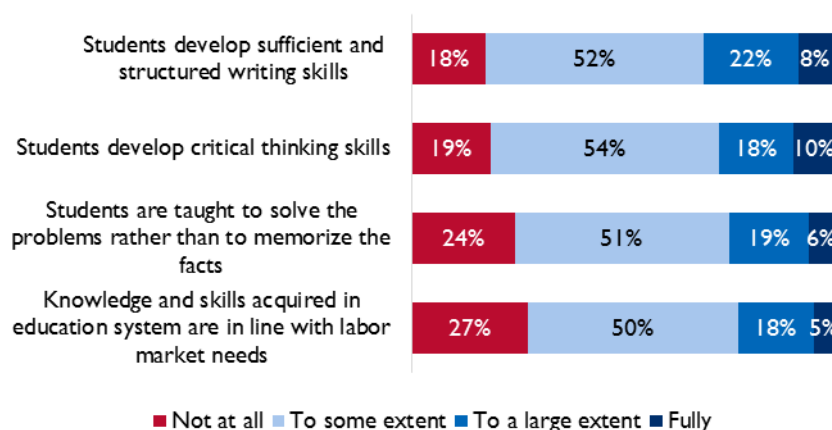
To what extent can you say that the following statements apply to the overall education system in BiH?



Further, more than 50 percent of youth say that BiH's education system only to some extent develops adequate writing, critical thinking, and problem-solving skills in its students, while six to 10 percent think these skills are fully developed in BiH schools (see Figure 79). Moreover, more than one-quarter of youth, or 27 percent, state that knowledge and skills acquired in the BiH education system are completely disconnected from labor market needs, while 50 percent say that knowledge and skills acquired in the BiH education system are somewhat in line with labor market demands.

Figure 79. Youth Perceptions of Learning Outcomes in BiH's Education System

To what extent can you say that the following statements apply to the overall education system in BiH?



The 2018 NSCP-BiH shows changes in youth job preferences. Specifically, in 2018 the portions of youth interested in working in the public and private sectors are nearly identical (33 percent versus 34 percent), which was not the case in previous survey rounds, where youth clearly preferred public sector jobs. In 2018, seven percent of youth said they would like to work in the NGO sector, while others are indecisive about their job preferences (see Figure 80).

Figure 80. Youth Preferred Employment Sector, Comparison by Survey Round

Which sector would you like to work in?

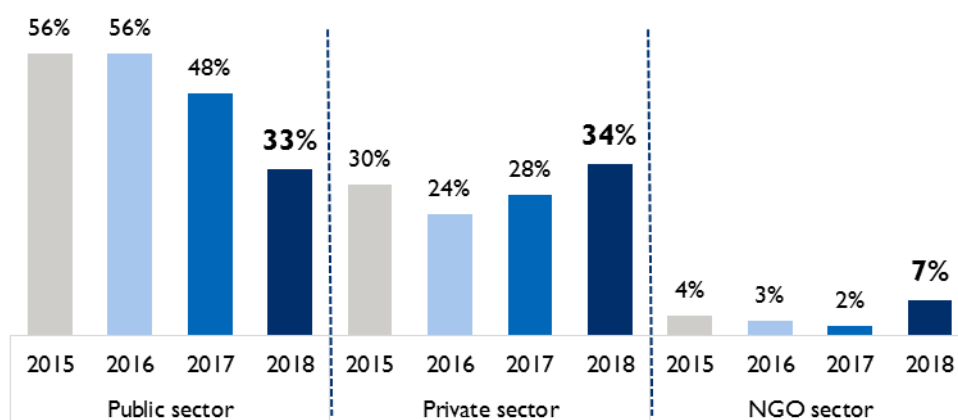


Figure 81 presents youth's perceptions of the attractiveness of specific occupations. Although youth preferences are distributed across different occupations, scientists, engineers and other professionals remain the most preferred category of occupations for youth in BiH, as selected by 14 percent of youth respondents.

Figure 81. Attractiveness of Occupations to Youth

| | BiH Youth | Sex | |
|---|------------------|-------------|---------------|
| | | Male | Female |
| Scientists, engineers, and other professionals | 14% | 13% | 15% |
| Elementary occupations | 12% | 13% | 10% |
| Technicians and associate professionals | 11% | 12% | 9% |
| Clerical support workers | 7% | 6% | 9% |
| Services and sales workers | 6% | 5% | 8% |
| Craft and related trades workers | 5% | 8% | 2% |
| Plant and machine operators and assemblers | 4% | 5% | 2% |
| Legislators, senior officials, and chief executives | 4% | 4% | 4% |
| Armed forces occupations | 1% | 2% | 0% |
| Skilled agricultural, forestry, and fishery workers | 1% | 2% | 1% |
| Other | 12% | 11% | 14% |
| Does not know/Refuses to answer | 23% | 21% | 25% |

Most youth believe that BiH is moving in the wrong direction and that unemployment is the primary problem facing the country. Approximately half of BiH youth respondents are considering leaving the country. Unlike previous survey rounds where the public sector was more attractive to youth, in 2018 youth are equally interested in public and private employment.

CONCLUSION

Over the last 4 years, NSCP respondents have expressed discontent with the country's current situation. Specifically, survey results suggest that respondents are dissatisfied with the work of government institutions at municipal, cantonal, entity, and state levels, and with political parties and the judiciary. Most citizens believe that corruption is engrained in BiH's economic, political, and judicial systems. Moreover, citizens express low confidence in the media's independence and CSOs' work and motivations. Security concerns have also increased among respondents.

There is a similar pessimism about the country's economic situation. Citizens feel that the economy is weak, and view unemployment and low living standards as serious challenges. Respondents report losing faith that hard work pays off, and many young people are considering leaving the country and looking for a better life elsewhere.

Social identities and visions for BiH's future vary by ethnic group. Serbs identify with the RS entity more than with BiH, while Bosniaks value their country more than their entity belonging. Regarding the future of BiH, Bosniaks would rather live in a centralized state, Serbs prefer the current state arrangement, and Croats would like to establish their own entity.

Social inclusion remains a significant issue for BiH society. A sizeable portion of citizens felt discriminated during the past year, mainly due to their religious views and ethnicity, but also due to gender, disability, sexual orientation, and pregnancy status. Many citizens still believe in gender stereotypes, have prejudice against people with disabilities, and show no understanding toward same-sex couples.

ANNEX: NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA QUESTIONNAIRE (2018)

[Good morning/Good afternoon/Good evening]. My name is [INTERVIEWER NAME] and I am here on behalf of an independent research company [name of data collection company you work for]. We are conducting a survey to solicit opinions of BiH citizens on different social issues.

[Read to the respondent!]

Your opinions matter, because you are one of the 3000 citizens of Bosnia and Herzegovina selected to participate in this survey.

Let me explain a bit more about how the survey is done. I will read out the questions from the questionnaire exactly as they are written. I will either read you the answer options or show them to you on the showcard, or tell you that you should answer the question in your own words. Depending on the question, I will let you know whether you should choose/give one or more answers.

If some of the questions I read out are not clear to you or you do not understand them enough, feel free to say so – I will read them out again, but I am not allowed to assist you while you are answering the questions.

Your participation is voluntary, and all information that you provide will be kept in strict confidence. We will not mention anyone's name in any of our reports, but only numbers showing how many people out of 3000 gave specific answers. Therefore, it is very important that your answers are complete and sincere. Let us begin.

INTRODUCTION

P1A. Generally speaking, do you think that things in your country are moving in the right or wrong direction? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|-------------------------------------|---|
| 1. Right direction | 1 |
| 2. Wrong direction | 2 |
| 3. (Do not read!) Does not know | 3 |
| 4. (Do not read!) Refuses to answer | 4 |

P1B. To what extent do you agree that the leadership of this country is taking it in the direction of the developed countries? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P1C. Do you have confidence in civil services in this country? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|-------------------------------------|---|
| 1. Yes | 1 |
| 2. No | 2 |
| 3. (Do not read!) Does not know | 3 |
| 4. (Do not read!) Refuses to answer | 4 |

P1D. To what degree are you satisfied with your standard of living, all the things you can buy and do? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Completely satisfied | 1 |
| 2. Mostly satisfied | 2 |
| 3. Somewhat satisfied | 3 |
| 4. Neither satisfied nor dissatisfied | 4 |
| 5. Somewhat dissatisfied | 5 |
| 6. Mostly dissatisfied | 6 |
| 7. Completely dissatisfied | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P1E. Can people in this country get ahead by working hard? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Yes | 1 |
| 2. No | 2 |
| 3. (Do not read!) Does not know/Refuses to answer | 3 |

P1F. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate economic conditions in this country today? **NOTE DOWN ONE ANSWER ONLY!**

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
|----------------|---|---|---|---|---|-----------|
| extremely poor | | | | | | excellent |

P1G. Right now, do you think that economic conditions in this country are getting better or getting worse? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Better | 1 |
| 2. Worse | 2 |
| 3. (Do not read!) Does not know/Refuses to answer | 3 |

GOVERNMENT/PUBLIC SERVICES

P2. Next, I would like to ask you about your satisfaction with delivery of public services with which you or someone close to you had direct experience in the last 12 months. How satisfied are you with each of the following services IN THE LAST 12 MONTHS? **ASK FOR EACH ITEM SEPARATELY**

| | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | Did not have direct experience with this service in the last 12 months |
|--|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|--|
| P2a. Power supply | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2b. Water supply | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2c. Sewage system/waste | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2d. Water management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2e. Garbage collection | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2f. Street and town cleaning | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2g. Street lighting | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2h. District heating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2i. Preschool education | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2j. School transportation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2k. Public transportation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2l. Local road maintenance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2m. Public park and playground maintenance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2n. Primary schooling | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2o. Secondary Schooling | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2p. Health care system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2q. Social assistance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2r. Pension system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2s. Legal aid | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2t. Support to families with children | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2u. Support to war veterans | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2v. Support to civilian victims of war | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2w. Support to refugees, returnees and IDPs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2x. Support to entrepreneurs and exporters | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2y. General security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

| | | | | | | | | |
|--|---|---|---|---|---|---|---|---|
| P2z. Building and maintaining highways | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2aa. Protection from and prevention of crime | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2bb. Protection of private property | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2cc. Protection of environment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2dd. Courts' or the prosecutors' administrative services | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2ee. Management of public resources | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2ff. Consumer protection | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P2gg. Supporting cultural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

P3. What is your overall level of satisfaction with the public services? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|----------|
| 1. Completely satisfied | 1 |
| 2. Mostly satisfied | 2 |
| 3. Somewhat satisfied | 3 |
| 4. Neither satisfied nor dissatisfied | 4 |
| 5. Somewhat dissatisfied | 5 |
| 6. Mostly dissatisfied | 6 |
| 7. Completely dissatisfied | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P4. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate work and service provided by each government level in BiH? **NOTE DOWN ONE ANSWER ONLY!**

| ITEMS | extremely poor | 2 | 3 | 4 | 5 | 6 | excellent |
|--|----------------|---|---|---|---|---|-----------|
| P4a. BiH Institutions/State-level Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P4b. Entity-level institutions in my Entity | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P4c. Canton-level institutions (only for respondents from FBiH) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P4d. Municipality/city level | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

P5. Please rank the ten general functions of government from 1 to 10 according to your opinion of their importance, with 1 being the highest priority for BiH authorities to focus on and 10 being the lowest priority. **NOTE RANK FROM 1 TO 10.**

| | Rank |
|--|------|
| P5_1. Defense (including also civil protection) | |
| P5_2. Public order and safety (judiciary; police; fire-fighting) | |
| P5_3. Economic affairs (general business environment improvement for increased investments and employment, agriculture, rural development, forestry, and fishery; energy and fuel; mining, manufacturing, and construction; transport, infrastructure, and communications; and other industries and other economic affairs) | |
| P5_4. Environmental protection (waste and waste water management; pollution; biodiversity protection) | |
| P5_5. Housing and community amenities (including also urban planning, water supply, street lighting) | |
| P5_6. Health | |
| P5_7. Recreation, culture, and religion (recreational and sports activities; culture; broadcasting and publishing; religion) | |
| P5_8. Education | |
| P5_9. Social protection (disability and sickness, old age, survivors, war veterans, unemployment, social housing) | |
| P5_10. General public services (including general administration; operational and support services and work of the executive and legislative organs, financial and fiscal affairs, and external affairs) | |

P6. What do you think are the two most important problems facing our country? **NOTE TWO ANSWERS, RANKED.**

| | |
|---|--|
| a. Unemployment | |
| b. Unfavorable business environment | |
| c. Low salaries/pensions/standard of living | |
| d. Crime | |
| e. Corruption | |
| f. Brain drain/emigration | |
| g. Political disputes | |
| h. Political instability | |
| i. Judicial system | |
| j. Refugees | |
| k. Border issues | |
| l. State of public finances | |
| m. Climate change | |
| n. Security issues/terrorism | |
| o. Problems with minorities | |
| p. Bad/incapable government | |
| q. Slow integration to EU | |
| r. Inter-ethnic distrust and political irresponsibility | |

P7. When it comes to social and employment issues, in which of the following sectors should BiH authorities invest its resources as a priority? **NOTE TWO ANSWERS, RANKED.**

| | |
|--|--|
| a. Energy sector | |
| b. Transport infrastructure | |
| c. Social infrastructure (such as schools and hospitals) | |
| d. Tourism | |
| e. Agriculture | |
| f. Science and technology | |
| g. Industrial development | |
| h. Small and medium enterprise development | |

P8. Would you say that the number of employees in government is: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|----------|
| 1. Too high | 1 |
| 2. Just right | 2 |
| 3. Too small | 3 |
| 4. (Do not read!) Does not know | 4 |
| 5. (Do not read!) Does not want to answer | 5 |

CORRUPTION

P9. To what extent do you believe the following types of corruption are present in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Not at all | Somewhat | Moderately | Extremely | (Do not read!) Does not know/Refuses to answer |
|--|------------|----------|------------|-----------|--|
| P9a. Petty corruption, defined as corruption of low- and mid-level public officials in their interactions with ordinary citizens | 1 | 2 | 3 | 4 | 5 |
| P9b. Grand corruption, defined as corruption of high level civil servants and persons with political power | 1 | 2 | 3 | 4 | 5 |
| P9c. Systemic corruption, defined as corruption that is integrated and essential aspect of the economic, social and political system, in which most people have no alternatives to dealing with corrupt officials | 1 | 2 | 3 | 4 | 5 |

P10. How prevalent do you believe corruption in BiH is in: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Not at all | Somewhat | Moderately | Extremely | (Do not read!) Does not know/Refuses to answer |
|---|------------|----------|------------|-----------|--|
| P10a. Public sector employment | 1 | 2 | 3 | 4 | 5 |
| P10b. Public procurement, defined as the buying of goods and services by organizations/units of government and public sector | 1 | 2 | 3 | 4 | 5 |

P11. Do you believe that perpetrators of corruption are adequately punished in BiH? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|---|
| 1. Yes | 1 |
| 2. No, the punishment is not harsh enough | 2 |
| 3. No, the punishment is too harsh | 3 |
| 4. (Do not read!) Does not know | 4 |
| 5. (Do not read!) Refuses to answer | 5 |

P12. Have you yourself ever had to give money, gifts, services, or similar to any of the following, in order to get better treatment? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

| | Yes | No | (Do not read!) Does not know |
|--|-----|----|------------------------------|
| P12_1. Doctor | 1 | 2 | 3 |
| P12_2. A nurse | 1 | 2 | 3 |
| P12_3. Teaching staff at primary, secondary schools, and universities | 1 | 2 | 3 |
| P12_4. Judge/prosecutor | 1 | 2 | 3 |
| P12_5. Court personnel | 1 | 2 | 3 |
| P12_6. Police officer | 1 | 2 | 3 |
| P12_7. Politician | 1 | 2 | 3 |
| P12_8. Inspector | 1 | 2 | 3 |
| P12_9. Government employee | 1 | 2 | 3 |
| P12_10. Any other public official | 1 | 2 | 3 |

P13. To what extent do you see the court system affected by corruption in this country? Please answer on a scale from 1 to 7, where 1 means 'not at all corrupt' and 7 means 'extremely corrupt'.

| | | | | | | |
|--------------------|---|---|---|---|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| Not at all corrupt | | | | | | Extremely corrupt |

P14. How much do you agree or disagree with the following statements. **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Strongly agree | Agree | Somewhat agree | Neither agree nor | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|-------|----------------|-------|----------------|-------------------|-------------------|----------|-------------------|--|
|-------|----------------|-------|----------------|-------------------|-------------------|----------|-------------------|--|

| | | | | | | | | |
|--|---|---|---|---|---|---|---|---|
| P14a. Judges can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14b. The prosecutors can be trusted to perform their duties impartially and in accordance with the law | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14c. Judges do not take bribes | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14d. Prosecutors do not take bribes | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14e. The Judiciary is effective in combating corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14f. Public officials who violate the law are generally identified and punished | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14g. Judges' poor performance is sanctioned | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P14h. Prosecutors' good performance is rewarded | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

P15. Do judges and prosecutors: **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Enjoy the same rights as other citizens | 1 |
| 2. Enjoy certain benefits based on a professional function which they perform (e.g. in getting bank loans, scholarships for specialization, medical services in medical intuitions, employment of a family member); | 2 |
| 3. (Do not read!) Does not know | 3 |

P16. How much do you agree or disagree with the following statement: "Information about property which a judge or a prosecutor owns should be publicly accessible as it is in case of politicians"? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|---|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P17. How much do you agree or disagree with the following statement: „Judges and prosecutors engage in improper contacts with a court-case party or his/her attorney (e.g. going together to a bar)“? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|---|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

JUDICIARY AND RULE OF LAW

P18. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate the work of: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| | | | | | | |
|----------------|---|---|---|---|---|-----------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| extremely poor | | | | | | excellent |

| ITEMS | extremely poor | 2 | 3 | 4 | 5 | 6 | excellent |
|---|----------------|---|---|---|---|---|-----------|
| P18a. Judges/Courts | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P18b. Prosecutors/ Prosecutor Offices | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P18c. Attorneys | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| P18d. Notaries | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

P19. How often do you think citizens are allowed to: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Never | Rarely | Sometimes | Often | Always | (Do not read!) Does not know |
|---|-------|--------|-----------|-------|--------|---------------------------------|
| P19a. Check their court case file | 1 | 2 | 3 | 4 | 5 | 6 |
| P19b. Participate in any court hearing of their interest | 1 | 2 | 3 | 4 | 5 | 6 |
| P19c. Review a judgment of their interest | 1 | 2 | 3 | 4 | 5 | 6 |
| P19d. Get reports/statistics on the work of courts | 1 | 2 | 3 | 4 | 5 | 6 |
| P19e. Fully and timely access, directly or through their legal representative, all evidences after confirmation of the indictment in cases in which they are accused | 1 | 2 | 3 | 4 | 5 | 6 |

P20. Do you think the number of unsolved cases, excluding utility cases (unpaid water, electricity, heating...), is increasing in BiH courts? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes 1
2. No 2
3. **(Do not read!)** Does not know 3

P21. Do you think the number of unsolved cases is increasing in BiH prosecutor offices? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes 1
2. No 2
3. **(Do not read!)** Does not know 3

P22. Do you agree that appointments of Judges and Prosecutors are competence-based? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Strongly agree 1
2. Agree 2
3. Somewhat agree 3
4. Neither agree nor disagree 4
5. Somewhat disagree 5
6. Disagree 6
7. Strongly disagree 7
8. **(Do not read!)** Does not know/Refuses to answer 8

P23. In your opinion, how often are court cases and investigations selected and presented objectively by the media? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Never 1
2. Rarely 2
3. Sometimes 3
4. Often 4
5. Always 5
6. **(Do not read!)** Does not know 6

P24. In your opinion, court taxes/fees are? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Low 1
2. Adequate 2
3. High 3
4. **(Do not read!)** Does not know 4

P25. Which comes closest to your opinion: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Courts decide cases in reasonable time periods 1
2. It takes too long for courts to decide cases 2
3. **(Do not read!)** Does not know 3

P26. Which comes closest to your opinion: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Prosecutor offices decide cases in reasonable time periods 1
2. It takes too long for Prosecutor offices to decide cases 2
3. **(Do not read!)** Does not know 3

P27. Do you think it is possible to get someone's preferred judge to adjudicate his/her case? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Never 1
2. Rarely 2
3. Sometimes 3
4. Often 4
5. Always 5
6. **(Do not read!)** Does not know 6

P28. In your opinion, salaries of judges and prosecutors are? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Low 1
2. Adequate 2
3. High 3
4. **(Do not read!)** Does not know 4

P29. In your opinion, fees of attorneys and notaries are? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Low 1
2. Adequate 2
3. High 3
4. **(Do not read!)** Does not know 4

P30. Have you been involved in any court case, except utility cases, in the last three years? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes **→ Go to 31** 1
2. No **→ Go to 32** 2

P31. How many cases you have been involved in over the last three years? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. One case only 1
2. Two or more cases at the same court 2
3. Two or more cases at different courts 3

P32. Your principal source of information about the BiH judiciary, cases and actors is: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--|----------|
| 1. Personal experience from my interaction with courts | 1 |
| 2. Cases of my family members | 2 |
| 3. Friends/colleagues' experience | 3 |
| 4. Media | 4 |
| 5. My professional interaction with courts | 5 |
| 6. Official information of judicial institutions (HJPC, Courts, Prosecutors Offices) | 6 |

P33. To what extent do you agree that BiH Prosecutor Offices adequately inform public about their work (prosecuting perpetrators of crimes)? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|----------|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P34. The next two questions refer to your confidence in the Rule of Law. To what extent do you agree with the following statement: Courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender identity, sexual orientation, or disability? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|----------|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

P35. How much do you agree or disagree with the following statement: Judges are able to make decisions without direct or indirect interference by governments, politicians, the international community or other interest groups and individuals? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|----------|
| 1. Strongly agree | 1 |
| 2. Agree | 2 |
| 3. Somewhat agree | 3 |
| 4. Neither agree nor disagree | 4 |
| 5. Somewhat disagree | 5 |
| 6. Disagree | 6 |
| 7. Strongly disagree | 7 |
| 8. (Do not read!) Does not know/Refuses to answer | 8 |

EDUCATION

P51. To what extent can you say that the following statements apply to overall education system in BiH?

| | Not at all | To some extent | To a large extent | Fully | I do not have enough information on current education system in BiH/Do not want to answer |
|---|------------|----------------|-------------------|-------|---|
| P51a. There are many subjects interesting to students | 1 | 2 | 3 | 4 | 5 |
| P51b. Most teachers take their students seriously and are interested in their work | 1 | 2 | 3 | 4 | 5 |
| P51c. Most teachers approach their students in an appropriate way | 1 | 2 | 3 | 4 | 5 |
| P51d. Students are not burdened as they have adequate number of teaching units (topics within each subject) and subjects | 1 | 2 | 3 | 4 | 5 |
| P51e. The teaching units (topics within each subject) which students learn are covered in enough depth | 1 | 2 | 3 | 4 | 5 |
| P51f. The teaching units include enough practical application explained or showed to students | 1 | 2 | 3 | 4 | 5 |
| P51g. Teachers have enough pedagogical skills | 1 | 2 | 3 | 4 | 5 |
| P51KNEW18. Most teachers do not teach ex-cathedra but interactively. | 1 | 2 | 3 | 4 | 5 |
| P51h. Students develop critical thinking skills | 1 | 2 | 3 | 4 | 5 |
| P51i. Students develop sufficient and structured writing skills | 1 | 2 | 3 | 4 | 5 |
| P51LNEW18. Students are taught to solve the problems rather than to memorize the facts. | 1 | 2 | 3 | 4 | 5 |
| P51j. Knowledge and skills acquired in education system is in line with labor market needs | 1 | 2 | 3 | 4 | 5 |

FAMILIARITY WITH THE ENERGY MARKET AND ENERGY EFFICIENCY AND HEALTHY LIVING

P52. Do you know who determines the electricity prices? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|--------------------|----------|
| 1. Government | 1 |
| 2. Regulator | 2 |
| 3. Elektroprivreda | 3 |
| 4. Market | 4 |
| 5. I do not know | 5 |

P53. Are you aware that it is possible to switch your electricity supplier? **NOTE DOWN ONE ANSWER ONLY!**

- | | |
|------------------------------------|----------|
| 1. Yes, I am aware | 1 |
| 2. No, I have not been informed | 2 |
| 3. (Do not read!) Refuse to answer | 3 |

P54. Regulatory Commission for Energy: **NOTE DOWN ONE ANSWER ONLY!**

1. Determines network fee 1
2. Determines electricity price 2
3. Monitors the work of Electric Power Utilities 3
4. I do not know what they do 4
5. **(Do not read!)** Refuse to answer 5

P55. How satisfied are you with services provided by your Power Utility?
NOTE DOWN ONE ANSWER ONLY!

1. Completely satisfied 1
2. Mostly satisfied 2
3. Somewhat satisfied 3
4. Neither satisfied nor dissatisfied 4
5. Somewhat dissatisfied 5
6. Mostly dissatisfied 6
7. Completely dissatisfied 7
8. **(Do not read!)** Does not know/Refuses to answer 8

P56. What would be the most convenient way for you to get information about your rights and responsibilities as an electricity customer? **NOTE DOWN ONE ANSWER ONLY!**

1. By post 1
2. By phone 2
3. By website 3
4. Via TV 4
5. Via radio 5
6. I do not know 6
8. **(Do not read!)** Refuses to answer 7

P57. Energy efficiency means: **NOTE DOWN ONE ANSWER ONLY!**

1. Energy saving 1
2. Money saving 2
3. Emission reduction 3
4. All of the above 4
5. I do not know what it means 5

P58. To what extent do you agree or disagree with each of the following?
READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|---|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| P58a. It is important to me that I know where the food I eat comes from | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P58b. It is important to me that the food I eat is organic | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P58c. It is important to me that I eat local seasonal products | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P58d. It is important to me that there are green areas where I live | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P58e. I believe that BiH can produce enough food to feed all of our citizens | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P58f. I support projects related to renewable energy sources | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

ACCESS TO UNBIASED INFORMATION AND MEDIA LITERACY

P59. Do you have a regular access to internet that you can use? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes 1
2. No, but I have occasional access to internet 2
3. No, I mainly (or completely) have no access to Internet 3

P60. How much time per day on average you spend actively using internet?

1. I do not spend time on internet 1
2. Less than 0.5 hours per day 2
3. 0.5-1 hour per day 3
4. 1-4 hours per day 4
5. 4-8 hours per day 5
6. More than 8 hours per day 8

P61. On average, how often do you: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Every day | 3-4 days a week | 1-2 days a week | Less than 1-2 days a week | Never |
|--|-----------|-----------------|-----------------|---------------------------|-------|
| P61a. Read the political /economic/civic news from newspaper | 1 | 2 | 3 | 4 | 5 |
| P61b. Watch political /economic/civic news on television | 1 | 2 | 3 | 4 | 5 |
| P61c. Listen to political /economic/civic news on the radio | 1 | 2 | 3 | 4 | 5 |
| P61d. Use the online news sources to obtain political /economic/civic news or information | 1 | 2 | 3 | 4 | 5 |
| P61eNEW. Use social media to obtain political /economic/civic news or information | 1 | 2 | 3 | 4 | 5 |

P62. Which media outlet do you follow for getting political/economic/civic news? Please state up to three media outlets for each category you follow: **(Open-ended). READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEM | 1st | 2nd | 3rd | I do not use this type of media |
|------------------------------------|-----|-----|-----|---------------------------------|
| a. News papers | | | | 9 |
| b. TV stations | | | | 9 |
| c. Radio stations | | | | 9 |
| d. Online news sources/web portals | | | | 9 |
| e. Social media | | | | 9 |

P63. How satisfied are you with each of the following in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEM | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | (Do not read!) Does not know/Refuses to answer |
|--|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|--|
| P63aT. Trustworthiness of political /economic/civic information and news in newspapers | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63bT. Trustworthiness of political /economic/civic information and news on TV | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63cTNEW. Trustworthiness of political /economic/civic information and news on radio | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63dT. Trustworthiness of political /economic/civic information and news on online news sources/web portals | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63eTNEW. Trustworthiness of political /economic/civic information and news in social media | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63aU. Usefulness of political /economic/civic information and news in newspapers | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63bU. Usefulness of political /economic/civic information and news on TV | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63cUNEW. Usefulness of political /economic/civic information and news on radio | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63dU. Usefulness of political /economic/civic information and news on online news sources/web portals | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |
| P63eUNEW. Usefulness of political /economic/civic information and news in social media | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 8 |

P64. How much do you agree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEM | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | (Do Not read) Does not know/Refuses to answer |
|--|-------------------|----------|----------------------------|-------|----------------|---|
| P64a. The media I follow for political/ economic/ civic news are independent | 1 | 2 | 3 | 4 | 5 | 9 |
| P64b. The media I follow are under the influence of political parties. | 1 | 2 | 3 | 4 | 5 | 9 |
| P64c. I trust the political /economic/ civic news coming from my favorite media | 1 | 2 | 3 | 4 | 5 | 9 |
| P64d. I do not trust political/ economic/ civic news from | 1 | 2 | 3 | 4 | 5 | 9 |

| | | | | | | |
|--|---|---|---|---|---|---|
| any single media, I form my opinion based on more and different media sources. | | | | | | |
| P64e. I usually confirm the political/ economic/ civic news I am interested in, by looking for it on other media outlets. | 1 | 2 | 3 | 4 | 5 | 9 |
| P64f. I only follow a single media outlet | 1 | 2 | 3 | 4 | 5 | 9 |

P65. How much do you agree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEM | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | (Do Not read) Does not know/Refuses to answer |
|---|-------------------|----------|----------------------------|-------|----------------|---|
| P65a. When I read, watch, listen to news from any source I consider who was the author of this message. | 1 | 2 | 3 | 4 | 5 | 9 |
| P65b. I am aware that any media messages are created using creative tools/technique (such as text, photograph, video, audio, or a combination of those) and that formats, creativity, and technology can affect my attention and my understanding of the message | 1 | 2 | 3 | 4 | 5 | 9 |
| P65c. While reading, listening, watching messages from media, I am aware that different people experience the same media message differently | 1 | 2 | 3 | 4 | 5 | 9 |
| P65d. When consuming news, I often think about what values, lifestyle, and points of view are represented in or omitted from that message | 1 | 2 | 3 | 4 | 5 | 9 |
| P65e. While reading, listening, watching messages from media, I wonder if that media content is produced to gain power, profit, or influence. | 1 | 2 | 3 | 4 | 5 | 9 |

P66. How much do you agree or disagree with the following statements:

| | Strongly agree | Agree | Disagree | Strongly disagree | (Do not read) DK/NA |
|--|----------------|-------|----------|-------------------|---------------------|
| P66A. I avoid following political/social/economic news because they are too negative. | 4 | 3 | 2 | 1 | 9 |
| P66B. I do not compare or verify the political/economic/civic news because all media outlets are under someone's influence. | 4 | 3 | 2 | 1 | 9 |
| P66C. I base my political opinions on my own feelings rather than analysis or verification of media reports. | 4 | 3 | 2 | 1 | 9 |

P67. How much influence do you think political parties have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEM | Too much | Too little | About right | (Do not read!) Does not know |
|--|----------|------------|-------------|------------------------------|
| P67a. Information and news in the newspapers? | 1 | 2 | 3 | 4 |
| P67b. Information and news on the TV? | 1 | 2 | 3 | 4 |
| P67c. Information and news on the radio? | 1 | 2 | 3 | 4 |
| P67d. Political /economic/civic information and news on online news sources/web portals | 1 | 2 | 3 | 4 |
| P67e. Political /economic/civic information and news in social media | 1 | 2 | 3 | 4 |

P68. How much influence do government institutions have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Too much | Too little | About right | (Do not read!) Does not know |
|--|----------|------------|-------------|------------------------------|
| P68a. Information and news in the newspapers? | 1 | 2 | 3 | 4 |
| P68b. Information and news on the TV? | 1 | 2 | 3 | 4 |
| P68c. Information and news on the radio? | 1 | 2 | 3 | 4 |
| P68d. Political /economic/civic information and news on online news sources/web portals | 1 | 2 | 3 | 4 |
| P68e. Political /economic/civic information and news in social media | 1 | 2 | 3 | 4 |

P69. How much influence do investors and the economic sector have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Too much | Too little | About right | (Do not read!) Does not know |
|--|----------|------------|-------------|------------------------------|
| P69a. Information and news in the newspapers? | 1 | 2 | 3 | 4 |
| P69b. Information and news on the TV? | 1 | 2 | 3 | 4 |
| P69c. Information and news on the radio? | 1 | 2 | 3 | 4 |
| P69d. Political /economic/civic information and news on online news sources/web portals | 1 | 2 | 3 | 4 |
| P69e. Political /economic/civic information and news in social media | 1 | 2 | 3 | 4 |

P70. How much influence do ordinary citizens have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Too much | Too little | About right | (Do not read!) Does not know |
|--|----------|------------|-------------|------------------------------|
| P70a. Information and news in the newspapers? | 1 | 2 | 3 | 4 |
| P70b. Information and news on the TV? | 1 | 2 | 3 | 4 |
| P70c. Information and news on the radio? | 1 | 2 | 3 | 4 |
| P70d. Political /economic/civic information and news on online news sources/web portals | 1 | 2 | 3 | 4 |
| P70e. Political /economic/civic information and news in social media | 1 | 2 | 3 | 4 |

CSOs AND CIVIC PARTICIPATION

P71. Thinking of local Civil Society Organizations in BiH, which statement do you agree with the most? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. They can mostly be trusted to do the right thing for people in BiH **1**
2. They mainly serve the interests of their international funders **2**
3. They mainly advocate for issues of interest only to themselves **3**
4. They are highly influenced by political parties and serve their interests **4**
5. **(Do not read)** Does not know/Refuses to answer **5**

P72. Do you think Civil Society Organizations have influence over the government decision-making, and if yes, what type of influence? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Yes, positive influence **1**
2. Yes, negative influence **2**
3. Some influence at some government levels **3**
4. No influence over governments at any level **4**
5. **(Do not read)** Does not know/Refuses to answer **5**

P73. Which civil society organizations are the most helpful/effective in your community? **NAME UP TO THREE CSOs**

| | | |
|--|--|--|
| | | |
|--|--|--|

99. Has not heard of any CSOs

P74. Can you remember any local civil society organization that has organized actions against corruption in your town? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes **→ GO TO P75_YES 1**
2. No **→ GO TP P75 2**
3. **(Do not read)** Does not know **→ GO TO P75 3**

P75_YES. Can you tell us the name of that CSO?

| |
|--|
| |
|--|

P76. IF THE RESPONDED ALREADY MENTIONED ANY OF THE ORGANIZATIONS BELOW IN THE PREVIOUS QUESTION

P75_YES, DO NOT MENTION THEM Have you heard of...

| ITEMS | Yes | No | (Do not read!) Does not know |
|---|-----|----|------------------------------|
| P76a. Transparency International | 1 | 2 | 3 |
| P76b. ACCOUNT | 1 | 2 | 3 |
| P76c. Center for Investigative Reporting (CIN) | 1 | 2 | 3 |

P77_ACC. ASK THIS QUESTION IF THE RESPONDENT ANSWERED YES FOR ACCOUNT, BUT DID NOT MENTION ACCOUNT UNDER P75_YES. IF THEY MENTIONED ACCOUNT UNDER P75_YES, SKIP THIS QUESTION: Have you heard of any events they have organized in your town? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes 1
2. No 2
3. **(Do not read)** Does not know 3

P78. In the last 12 months, have you engaged in any actions of civic activism around issue(s) of public concern in your community/country (e.g. environmental volunteering, actions against corruption, volunteering in elections, or protests against some issues)?

1. Yes 1
2. No 2

P79_NO. If no, ask: Why not?

1. I am not interested in such activities 1
2. I do not have time for such activities 2
3. I am too young to participate in such activities 3
4. I believe that such actions cannot change anything in my community/country because not enough citizens are willing to participate in them 4
5. I believe that such actions cannot change anything in my community/country because political elites have too much power and are not willing to change anything 5
6. I did not have opportunity to participate in such activities 6
7. I do not have information about opportunities to participate in such activities 7
8. Civic activism is type of exploitation 8
9. Civic activism is not paid 9
10. Other, please specify 10

P80. Have you, in the last 12 months, done any of the following: READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS | Yes | No | (Do not read) Does not know |
|--|-----|----|-----------------------------|
| P80a. Participated in a public hearing on some government decisions | 1 | 2 | 3 |
| P80b. Sent a citizens' initiative to some government body | 1 | 2 | 3 |
| P80c. Provided comments to a draft government policy | 1 | 2 | 3 |
| P80d. Participated in a working group designing a government policy | 1 | 2 | 3 |
| P80e. Served as a member in an advisory committee or council | 1 | 2 | 3 |
| P80f. Acted as a political representative in your community, municipality or higher representative body | 1 | 2 | 3 |

P81NEW. Have you done any of the following in the last 12 months?

| | Yes | No |
|--|---------------|----|
| P81a. Donated any money to a charity/institutions/person in need | 1 – how much? | 2 |
| P81b. Donated any goods (e.g. food, clothes) to a charity/institutions/person in need | 1 | 2 |

P82. What issues of concern would motivate you the most to take part in some civic action and fight to solve them? UP TO THREE

ANSWERS

1. Ensuring more jobs 1
2. Fighting corruption and/or crime 2
3. Helping the poor in the community 3
4. Helping old people 4
5. Helping ill people 5
6. Fighting for more quality education 6
7. Bringing more cultural events to the community 7
8. Bringing more sports events to community 8
9. Environmental protection 9
10. Monitoring elections 10
11. Other, please specify 11
12. I would not engage in such activities 12

POLITICAL PARTIES AND POLITICAL PARTICIPATION

P83. How interested are you in politics? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

1. Very interested 1
2. Somewhat interested 2
3. Not very interested 3
4. Not at all interested 4
5. **(Do not read!)** Does not know/Refuses to answer 5

P84. How often do you vote in the elections?

1. Regularly 4
2. Sometimes 3
3. Rarely 2
4. Never 1

P85NEW18. Did you vote in the 2018 general elections? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes
2. No
3. **(Do not read!)** Does not know/Refuses to answer

P86NEW18. Why did you not vote in the 2018 elections? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. There is no difference between candidates/parties
2. I believe I cannot change anything with my vote
3. I believe votes are being manipulated
4. I planned to vote, but could not go to the polling station/I did not have time
5. Other, please specify
6. **(Do not read!)** Refuses to answer

P87. During the last 12 months, have you done any of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| | Yes | No |
|--|-----|----|
| P87a. Contacted a politician | 1 | 2 |
| P87b. Contacted a government or local government official | 1 | 2 |
| P87c. Worked without pay in a political party or action group | 1 | 2 |
| P87d. Volunteered in a CSO (including youth banks) | 1 | 2 |
| P87e. Signed a petition | 1 | 2 |
| P87f. Taken part in a lawful public demonstration | 1 | 2 |
| P87g. Boycotted certain products (e.g. BUY LOCAL) | 1 | 2 |
| P87h. Been a member of a political party/group | 1 | 2 |
| P87i. Volunteered to monitor/observe elections | 1 | 2 |
| P87j. Posted a message with political content in social media | 1 | 2 |

P88. Do you think that political parties are guided more by their own political interests or by the interests of the public? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Political interests-Strongly | 1 |
| 2. Political interests-Somewhat | 2 |
| 3. Both political and citizens' interests | 3 |
| 4. Citizens' interest-Somewhat | 4 |
| 5. Citizens' interest-Strongly | 5 |
| 6. (Do not read) Does not know | 6 |
| 7. (Do not read) Refuses to answer | 7 |

P89. How effective can youth involvement be in promoting positive change in BiH political life? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|---|---|
| 1. Very effective | 1 |
| 2. Somewhat effective | 2 |
| 3. Not very effective | 3 |
| 4. Not at all effective | 4 |
| 5. (Do not read!) Does not know/Refuses to answer | 5 |

SOCIAL IDENTITY AND CAPITAL, RECONCILIATION, AND COUNTERING VIOLENT EXTREMISM

P90. Please describe how much is each of the following groups belonging important to you? Please rate every below-listed group belonging on a scale 1-5.

| | Not at all important | Not important | Neither important nor unimportant | Important | Very important |
|-------------------------------------|----------------------|---------------|-----------------------------------|-----------|----------------|
| P90a. Family | 1 | 2 | 3 | 4 | 5 |
| P90b. Friends | 1 | 2 | 3 | 4 | 5 |
| P90c. Gender | 1 | 2 | 3 | 4 | 5 |
| P90d. Religion | 1 | 2 | 3 | 4 | 5 |
| P90e. Ethnicity | 1 | 2 | 3 | 4 | 5 |
| P90f. City/municipality | 1 | 2 | 3 | 4 | 5 |
| P90g. Entity | 1 | 2 | 3 | 4 | 5 |
| P90h. Bosnia and Herzegovina | 1 | 2 | 3 | 4 | 5 |
| P90i. Balkans | 1 | 2 | 3 | 4 | 5 |
| P90j. Europe | 1 | 2 | 3 | 4 | 5 |

P91. In your opinion, where does the BiH stand when it comes to ... ?

| | | | | | | | |
|--------------|-----------------------------|---|---|---|---|---|----------------------------|
| P91A. | Religious hatred | 1 | 2 | 3 | 4 | 5 | Religious harmony |
| P91B. | Ethnic/nationalist hatred | 1 | 2 | 3 | 4 | 5 | Ethnic/nationalist harmony |
| P91C. | Urban/rural divisions | 1 | 2 | 3 | 4 | 5 | urban/rural synergies |
| P91D. | Diversities among rich/poor | 1 | 2 | 3 | 4 | 5 | Closeness among rich/poor |
| P91E. | Gender inequality | 1 | 2 | 3 | 4 | 5 | Gender equality |

P92. There are often differences in characteristics between people in the same community. For example, differences in wealth, social status, or ethnic background. There can also be differences in religious or political beliefs, or there can be differences due to age or sex. To what extent do any such differences characterize your community? Use a five point scale where 1 means to a very great extent, and 5 means to a very small extent.

- | | |
|-----------------------------------|---|
| 1. To a very great extent | 5 |
| 2. To a great extent | 4 |
| 3. Neither great nor small extent | 3 |
| 4. To a small extent | 2 |
| 5. To a very small extent | 1 |

P93. Which two differences most often cause tensions/problems in your community? Name up to two differences!

| | 1 st answer | 2 nd answer |
|--|------------------------|------------------------|
| 1. Differences in education | 1 | 1 |
| 2. Differences in landholding | 2 | 2 |
| 3. Differences in wealth/material possessions | 3 | 3 |
| 4. Differences in social status | 4 | 4 |
| 5. Differences between men and women | 5 | 5 |
| 6. Differences between younger and older generation | 6 | 6 |
| 7. Differences between long-term and recent residents | 7 | 7 |
| 8. Differences in political party affiliations | 8 | 8 |
| 9. Differences in religious beliefs | 9 | 9 |
| 10. Differences in ethnic background | 10 | 10 |
| 11. Other differences, please specify | 11 | 11 |
| 12. (Do not read) There are no differences between people in my community | 12 | 12 |
| 13. (Do not read) Differences between people in my community do not cause any tensions or problems | 13 | 13 |

P94. How much do the following statements apply to you in terms of describing your interactions with people from other ethnic groups? **SELECT ALL THAT APPLY**

| | Yes, many | Yes, some | Yes, few | No | Does not wish to answer |
|--|-----------|-----------|----------|----|-------------------------|
| P94a. I have family members from other ethnicities | 4 | 3 | 2 | 1 | 9 |
| P94b. I have friends from other ethnicities | 4 | 3 | 2 | 1 | 9 |
| P94c. My work colleagues and people with whom I interact through work or in school/university are from different ethnicities. | 4 | 3 | 2 | 1 | 9 |

P95. How important the process of building mutual trust between different ethnic groups in BiH is to you? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|------------------------------------|---|
| 1. Not at all important | 1 |
| 2. Low importance | 2 |
| 3. Slightly important | 3 |
| 4. Neutral | 4 |
| 5. Moderately important | 5 |
| 6. Very important | 6 |
| 7. Extremely important | 7 |
| 8. (Do not read) Refuses to answer | 8 |

P96. To what degree do you trust people from following ethnic groups? **ASK FOR EACH ETHNIC GROUP! RECORD ONE ANSWER FOR EACH ETHNIC GROUP!**

| ITEMS | No trust at all | Somewhat distrust | Neither trust nor distrust | Somewhat trust | Completely trust | (Do not read!) Does not know/Refuses to answer |
|--|-----------------|-------------------|----------------------------|----------------|------------------|--|
| P96a. Bosniaks | 1 | 2 | 3 | 4 | 5 | 6 |
| P96b. Croats | 1 | 2 | 3 | 4 | 5 | 6 |
| P96c. Serbs | 1 | 2 | 3 | 4 | 5 | 6 |
| P96d. Roma | 1 | 2 | 3 | 4 | 5 | 6 |
| P96e. Bosnians and Herzegovinians | 1 | 2 | 3 | 4 | 5 | 6 |
| P96f. Jewish | 1 | 2 | 3 | 4 | 5 | 6 |
| P96g. Others | 1 | 2 | 3 | 4 | 5 | 6 |

P97. What role do you believe education system plays in inter-ethnic trust in BiH? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- | | |
|------------------------------------|---|
| 1. Very negative | 1 |
| 2. Somewhat negative | 2 |
| 3. Neutral | 3 |
| 4. Somewhat positive | 4 |
| 5. Very positive | 5 |
| 6. (Do not read) Refuses to answer | 6 |

P98. In your opinion, should building interethnic trust be built in formal education curricula in BiH at any of the following levels? **SELECT ALL THAT APPLY**

| | Yes | No |
|--|-----|----|
| P98a. Kindergarten | 1 | 2 |
| P98b. Elementary schools – please specify the grade | 1 | 2 |
| P98c. Secondary schools | 1 | 2 |
| P98d. Universities | 1 | 2 |

P99. To what extent do you support/sympathize with or condemn - under some circumstances - the following actions:

| Questions | Strongly condemn | Condemn | Neither condemn nor support | Support | Strongly support |
|---|------------------|---------|-----------------------------|---------|------------------|
| P99A. engage in violent protests | 1 | 2 | 3 | 4 | 5 |
| P99B. commit a minor crime | 1 | 2 | 3 | 4 | 5 |
| P99C. use violence to protect family | 1 | 2 | 3 | 4 | 5 |
| P99D. use violence to protect own religious/national group | 1 | 2 | 3 | 4 | 5 |
| P99E. use violence against police injustice | 1 | 2 | 3 | 4 | 5 |
| P99F. use violence against government injustice | 1 | 2 | 3 | 4 | 5 |
| P99G. use violence against other football fans | 1 | 2 | 3 | 4 | 5 |
| P99H. threaten to commit a terrorist act | 1 | 2 | 3 | 4 | 5 |
| P99I. people going to fight in the conflicts abroad, for example to Syria or Ukraine | 1 | 2 | 3 | 4 | 5 |

P100. Which of the following would you do in order to change the current conditions in terms of inter-ethnic tensions in your community? **READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!**

| | |
|---|---|
| P100a. I would do nothing and just stay focused on my own personal and business affairs | 1 |
| P100b. I would use political and social means of action, but definitely avoid any kind of violence | 2 |
| P100c. I would use any kind of actions, but definitely avoid violence | 3 |
| P100d. I would use all means of change available to me, including violence if necessary | 4 |

P101. Having in mind that violent extremism is defined as “advocating, engaging in, preparing, or otherwise supporting ideologically motivated or justified violence to further social, economic, and political objectives”, do you think that...:

| ITEMS | Yes | No | (Do not read!) Does not know/Refuses to answer |
|---|-----|----|--|
| P101a. ...there is violent religious extremism problem in BiH? | 1 | 2 | 3 |

| | | | |
|---|---|---|---|
| P101b. ...there is violent nationalist extremism problem in BiH? | 1 | 2 | 3 |
|---|---|---|---|

P102. To what extent do you believe the following religious/nationalist extremist groups represent a security threat in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Strongly threat | Moderate threat | Minor threat | Not at all a threat | (Do not read!) Does not know/Refuses to answer |
|---|-----------------|-----------------|--------------|---------------------|--|
| P102a. Extremist groups from abroad | 1 | 2 | 3 | 4 | 8 |
| P102b. Local religious extremists | 1 | 2 | 3 | 4 | 8 |
| P102c. Local nationalist extremists | 1 | 2 | 3 | 4 | 8 |
| P102d. Returning foreign terrorist fighters (FTFs) | 1 | 2 | 3 | 4 | 8 |
| P102e. Lone wolves | 1 | 2 | 3 | 4 | 8 |

P103. Do you agree with the following statements?

| | Yes | No | DK/ NA |
|---|-----|----|--------|
| P103E. Individuals/groups that incite nationalist radicalism operate in the area I live. | 1 | 2 | 3 |
| P103F. Individuals/groups that incite religious radicalism operate in the area I live. | 1 | 2 | 3 |
| P103G. Violence is a justified means of changing the political system in BiH | 1 | 2 | 3 |
| P103H. There are individuals that support violent extremism on religious grounds in the area I live. | 1 | 2 | 3 |
| P103I. There are individuals that support violent extremism on nationalist grounds in the area I live. | 1 | 2 | 3 |
| P103J. In general, the faith, tradition and dignity of my religious community are under pressure and in constant threat. | 1 | 2 | 3 |
| P103K. Religious preaching in BiH ought to be more liberal and adapt to modern tendencies. | 1 | 2 | 3 |

GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

P104. How often did you feel discriminated against for your:

| | Very often | Often | Sometimes | Rarely | Never | I dont remember/ Refuses to answer |
|-------------------------------------|------------|-------|-----------|--------|-------|------------------------------------|
| P104a. Gender (man or woman) | 5 | 4 | 3 | 2 | 1 | 6 |
| P104b. Ethnicity | 5 | 4 | 3 | 2 | 1 | 6 |
| P104c. Religious views | 5 | 4 | 3 | 2 | 1 | 6 |
| P104d. Disability | 5 | 4 | 3 | 2 | 1 | 6 |
| P104e. Pregnancy status | 5 | 4 | 3 | 2 | 1 | 6 |
| P104f. Sexual orientation | 5 | 4 | 3 | 2 | 1 | 6 |

P105. Who do you think has more positions of power in each of these settings overall – men or women, or an equal number?

| | More women | More men | Equal | Does not know/Refuses to answer |
|----------------------------------|------------|----------|-------|---------------------------------|
| P105a. In society overall | 1 | 2 | 3 | 9 |

| | | | | |
|---------------------------------|---|---|---|---|
| P105b. In the government | 1 | 2 | 3 | 9 |
| P105c. In business | 1 | 2 | 3 | 9 |
| P105d. In media | 1 | 2 | 3 | 9 |

P106. University education is more important for:

1. Men 1
2. Women 2
3. (Do not read) Both 3
4. **(Do not read)** Refuses to answer 4

P107. In your experience, are BiH employers more likely to hire men or women?

1. Men 1
2. Women 2
3. **(Do not read!)** Sex is not important when it comes to hiring in BiH 3
5. **(Do not read!)** Refuses to answer 4

P108. How satisfied are you with access to information about women's rights related to employment?

1. Completely satisfied 1
2. Mostly satisfied 2
3. Somewhat satisfied 3
4. Neither satisfied nor dissatisfied 4
5. Somewhat dissatisfied 5
6. Mostly dissatisfied 6
7. Completely dissatisfied 7
8. I did not use this service in the last 12 months 8

P109. To what extent do you agree or disagree with each of the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|---|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| P109a. Women should have equal rights as men and receive the same treatment as men do | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109b. On the whole, men make better political leaders than women and should be elected rather than women | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109cNEW. Women are too emotional and experience mood swings too often to be effective leaders | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109dNEW. Real men are not supposed to feel and act afraid, sad, guilty, or vulnerable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109e. When jobs are scarce, men should have more right to a job than women | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109fNEW. It is likely to cause problems if a woman earns more money than her husband. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109gNEW. The majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109h. It is good that women and men are equal in marriage, but generally it is better for a man to have the last word | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

| | | | | | | | | |
|--|---|---|---|---|---|---|---|---|
| P109i. Public life activities are closer to man, and private life activities to women | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109jNEW. It is unattractive for women to express strong opinions in public | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109k. An employed mother can develop as a warm and close relationship with her children as a mother who does not work | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109mNEW. Fathers are as well-suited as mothers to take care of the children | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109n. It is a man's responsibility to make earnings, a woman's responsibility is to look after the home and the family | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109o. The needs of the family are more important than the personal ambitions of women | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109p. The needs of the family are more important than the personal ambitions of men | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109qNEW. The birth of a boy is more important than than of a girl. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109sNEW. A woman should tolerate gender/domestic violence in order to keep her family together | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109u. Women are not good politicians because they are not assertive and dominant enough | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109vNEW. Women, compared to men, tend to be more ethical and moral | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109w. Female politicians' priorities are social welfare, education, and/or health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P109x. Male politicians' priorities are economic issues and infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

P110. Please tell me to what extent you agree or disagree with the following statements?

| | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Does not know/Refused to answer |
|---|---------------|---------------|------------------|------------------|---------------------------------|
| P110A. Violence against women is often provoked by the victim | 1 | 2 | 3 | 4 | 5 |
| P110B. Domestic violence is a private matter and should be handled within the family | 1 | 2 | 3 | 4 | 5 |

P111. In general, how common do you think violence against women by partners, acquaintances or strangers in BiH?

1. Very common 1
2. Fairly common 2
3. Not very common 3
4. Not at all common 4
5. Don't know 5
6. Not applicable 6
7. Refused 7

P112. Thinking about domestic violence against women – that is, violence involving partners or people who are in a relationships – do you know of any women who have experienced any form of domestic violence:

| | Yes | No | DK | NA | RF |
|--|-----|----|----|----|----|
| P112A. In your circle of friends and family | 1 | 2 | 3 | 4 | 5 |
| P112B. In your neighborhood | 1 | 2 | 3 | 4 | 5 |

P113. Next, I would like to ask you about public services for protection of gender-based violence and domestic violence, for which we would like to know your opinion on their appropriateness in the case that you are familiar with them – in other words if you or someone you know has sought for these services in the last 12 months. How satisfied are you with ...? **ASK FOR EACH ITEM SEPARATELY**

| | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | Didn't use this service in the last 12 months | This service is not available to me |
|--|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|---|-------------------------------------|
| P113a. ACCESS TO SOCIAL WORKERS | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113b. ACCESS TO HEALTH PROFESSIONALS ASSISTANCE | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113c. ACCESS TO POLICE | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113d. ACCESS TO SAFE HOMES | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113e. Access to information about protection from domestic violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113f. Access to free legal aid | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| P113g. Quality and independence of judiciary in processing of domestic violence cases | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

OTHER STEREOTYPES

P114. To what extent do you agree or disagree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|---|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| P114a. Persons with mental disabilities should not work | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P114b. Persons with physical disabilities should work | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P114c. Persons with intellectual disabilities should not be allowed to have partners | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| P114d. Others in the society should learn the sign language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

| | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| and Braille Alphabet to integrate those with hearing or visual impairments | | | | | | | | |
|--|--|--|--|--|--|--|--|--|

P115. Do you think that same-sex couples should, or should not, have the right to **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

| ITEMS | Should | Should not | (Do not read!) Does not know | (Do not read!) Refuses to answer |
|--|--------|------------|------------------------------|----------------------------------|
| P115a. Marry | 1 | 2 | 3 | 4 |
| P115b. Live without getting married, but with equal rights as married couples | 1 | 2 | 3 | 4 |
| P115c. Adopt children | 1 | 2 | 3 | 4 |
| P115d. Inherit property from each other same way as married couples | 1 | 2 | 3 | 4 |

PROPENSITY TO LEAVE THE COUNTRY

P116. Are you considering leaving the country? **NOTE DOWN ONE ANSWER ONLY**

1. Yes → **GO TO P117** **1**
2. No → **GO TO IP118** **2**
3. (Do not read) Does not know → **GO TO IP118** **3**

P117. Which statement best describes the reason you are considering to leave the country? **READ OUT THE ANSWER OPTIONS! UP TO THREE ANSWERS! RANK THE ANSWERS!**

| | 1 ST reason | 2 ND reason | 3 RD reason |
|--|------------------------|------------------------|------------------------|
| P117A. I would like to study abroad | 1 | 1 | 1 |
| P117B. I would like to take new professional challenges abroad | 2 | 2 | 2 |
| P117C. I cannot find work in BiH | 3 | 3 | 3 |
| P117D. I want to be with my friends, family or a partner | 4 | 4 | 4 |
| P117E. I want to help my people/family by sending help from abroad | 5 | 5 | 5 |
| P117F. I feel insecure in BiH due to possibility of inter-ethnic tensions | 6 | 6 | 6 |
| P117G. I feel my rights and freedoms are violated in BiH | 7 | 7 | 7 |
| P117H. I would like to give my children better opportunities in life | 8 | 8 | 8 |
| P117I. I would like to have access to better public services (e.g. health, education) than those available in BiH | 9 | 9 | 9 |
| P117J. Other | 10 | 10 | 10 |

IP117: ASK ONLY RESPONDENTS WHO ARE 18-30 YEARS OLD

P118. What is your desired occupation? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Legislators, senior officials and chief executives **1**
2. Scientists, engineers and other professionals **2**
3. Technicians and associate professionals **3**
4. Clerical support workers **4**
5. Services and sales workers **5**
6. Skilled agricultural, forestry and fishery workers **6**
7. Craft and related trades workers **7**
8. Plant and machine operators and assemblers **8**
9. Elementary occupations **9**
10. Armed forces occupations **10**
11. Other **11**
12. (Do not read!) Does not know/Refuses to answer **12**

P119. Which sector would you like to work in? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|---|---|
| 1. Public sector (public administration, international organizations, etc.) | 1 |
| 2. Private sector (enterprises, crafts, international corporations, etc.) | 2 |
| 3. Non-profit sector (local and international NGOs) | 3 |
| 4. Something else | 4 |
| 5. (Do not read!) Does not know/Refuses to answer | 5 |

WE CAME TO AN END. WE HAVE A FEW MORE QUESTIONS THAT WILL HELP US DO THE STATISTICAL ANALYSIS

DEMOGRAPHICS

D1. Sex?

- | | |
|-----------------------------|---|
| 1. Male | 1 |
| 2. Female | 2 |
| 3. Does not want to declare | 3 |

D2. What is your year of birth?

D3. Are you a citizen of? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!!

- | | |
|----------------------------|---|
| 1. BiH | 1 |
| 2. BiH and another country | 2 |

D4. What is your place of birth?

| | |
|--|--|
| D4a. Municipality/City | |
| D4b. or Name of country (if abroad) | |

D5. What is your marital status? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|----------------------------------|---|
| 1. Single | 1 |
| 2. Married | 2 |
| 3. Divorced | 3 |
| 4. Widower/Widow | 4 |
| 5. In a cohabitating partnership | 5 |

D6. What is your ethnicity? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|------------------------------|---|
| 1. Bosniak | 1 |
| 2. Croat | 2 |
| 3. Serb | 3 |
| 4. Roma | 4 |
| 5. Bosnian and Herzegovinian | 5 |
| 6. Jew | 6 |
| 7. Other | 7 |
| 8. Does not declare | 8 |

D7. What is your religious affiliation? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|---------------------|---|
| 1. Muslim | 1 |
| 2. Catholic | 2 |
| 3. Orthodox | 3 |
| 4. Jewish | 4 |
| 5. Agnostic | 5 |
| 6. Atheist | 6 |
| 7. Other | 7 |
| 8. Does not declare | 8 |

D7A. How religious do you consider yourself to be?

- | | |
|---------------|---|
| 1. Not at all | 1 |
| 2. Slightly | 2 |
| 3. Moderately | 3 |
| 4. Very | 4 |

D8. How important is religion in your life?

- Not at all important
- Not much important
- Somewhat important
- Very important

D9. Apart from special occasions, such as weddings and funerals, how often did you attend religious services in the past year?

- Every day
- More than once a week
- Once a week
- At least once a month
- Only on special holy days
- Seldom
- Never
- (Do not read) Don't know

D10. What is your mother tongue? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|------------------------------------|---|
| 1. Bosnian | 1 |
| 2. Croatian | 2 |
| 3. Serbian | 3 |
| 4. Serbo-Croatian/Croatian-Serbian | 4 |
| 5. Other | 5 |

D11. What is the highest level of education you completed? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | | |
|--|-------------|---|
| 1. No education | → GO TO D13 | 1 |
| 2. Uncompleted primary education | → GO TO D13 | 2 |
| 3. Primary school | → GO TO D13 | 3 |
| 4. Secondary school | | 4 |
| 5. Post-secondary school specialization | | 5 |
| 6. High school and first grade of faculty | | 6 |
| 7. Advanced schools/faculty/academy/university | | 7 |

D12. What is the field of your education/training? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|---|----|
| 1. General education program | 1 |
| 2. Teacher training and education science | 2 |
| 3. Art and humanities science | 3 |
| 4. Social science, business, and law | 4 |
| 5. Literature and languages | 5 |
| 6. Science, mathematics, and computing | 6 |
| 7. Engineering and constructions | 7 |
| 8. Agriculture and veterinary | 8 |
| 9. Health and welfare | 9 |
| 10. Services | 10 |
| 11. Other | 11 |

The final few questions are on your employment status and financial resources available to you and your household. Please answer these questions taking into account both your formal income from registered employed and any informal income you earn by your work. We guarantee you that all information you provide to us are confidential and that your name will never be used, so please answer these questions honestly, as we are interested in how BiH citizens really live, work, and finance their needs.

D13. Which of the following describes your working status in the last month, taking into account any work done for pay or profit, regardless of whether it is officially registered? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | | |
|--|--------------|---|
| 1. Full time employment | 1 | |
| 2. Part-time employment | 2 | |
| 3. Intern/trainee | 3 | |
| 4. Volunteer | 4 | |
| 5. Unemployed, with occasional jobs, actively looking for work | 5 | |
| 6. Unemployed, actively looking for work | → GO TO D19a | 6 |
| 7. Unemployed, not looking for work | → GO TO D19a | 7 |
| 8. Unpaid everyday house/farm work, looking after children | | |

| | |
|--|----|
| or others, not looking for paid work → GO TO D20 | 8 |
| 9. Person with disability whose disability is the main reason for not working → GO TO D19a | 9 |
| 10. Pupil/student/in specialization → GO TO D19a | 10 |
| 11. Retired → GO TO D19a | 11 |
| 12. Military (recruit) → GO TO D19a | 12 |
| 13. (Do not read!) Refuses to answer | 13 |

D14. Do you work for: READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

| | |
|---|---|
| 1. Private sector company | 1 |
| 2. Public sector company or government/public institution | 2 |
| 3. Cooperative | 3 |
| 4. Civil society organization | 4 |
| 5. Other | 5 |
| 6. (Do not read!) Refuses to answer | 6 |

D15. What is your status in employment? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

| | |
|---|---|
| 1. Employed in a foreign company/organization | 1 |
| 2. Employed in a BiH private company | 2 |
| 3. Employed in a BiH public sector company or government/public institution | 3 |
| 4. Employed in a civil society organization | 4 |
| 5. Owner/joint owner (self-employed) | 5 |
| 6. Farmer with own farm | 6 |
| 7. Other | 7 |
| 8. (Do not read!) Refuses to answer | 8 |

D16. Do you have indefinite (permanent) or definite (temporary) work contract? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

| | |
|-------------------------------------|---|
| 1. Indefinite | 1 |
| 2. Definite | 2 |
| 3. I work without a contract | 3 |
| 4. (Do not read!) Refuses to answer | 4 |

D17. What is your current occupation? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

| | |
|---|----|
| 1. Legislators. Senior Officials and Chief Executives | 1 |
| 2. Scientists, Engineers and other professionals | 2 |
| 3. Technicians and associate professionals | 3 |
| 4. Clerical support workers | 4 |
| 5. Services and sales workers | 5 |
| 6. Skilled agricultural, forestry and fishery workers | 6 |
| 7. Craft and related trades workers | 7 |
| 8. Plant and machine operators and assemblers | 8 |
| 9. Elementary occupations | 9 |
| 10. Armed forces occupations | 10 |
| 11. Other? | 11 |
| 12. (Do not read!) Does not know/Refuses to answer | 12 |

D18. What sector or industry do you work in? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

| | |
|---|----|
| 1. Agriculture, Forestry and Fishing | 1 |
| 2. Mining and quarrying | 2 |
| 3. Manufacturing | 3 |
| 4. Electricity, gas, steam | 4 |
| 5. Water supply, sewerage, waste management and remediation activities | 5 |
| 6. Construction | 6 |
| 7. Wholesale and retail trade, Repair of motor vehicles and motorcycles | 7 |
| 8. Transport and storage | 8 |
| 9. Accommodation and food service activities | 9 |
| 10. Information and communication | 10 |
| 11. Financial and insurance activities | 11 |
| 12. Real estate activities | 12 |
| 13. Professional, scientific and technical activities | 13 |
| 14. Administrative and support service activities | 14 |
| 15. Public administration and defense; | |

| | |
|--|----|
| Compulsory social security | 15 |
| 16. Education | 16 |
| 17. Human health and social work activities | 17 |
| 18. Arts, entertainment and recreation | 18 |
| 19. Other service activities | 19 |
| 20. Activities of households as employers; undifferentiated goods and service producing activities of households for own use | 20 |
| 21. Activities of extraterritorial organizations and bodies | 21 |
| 22. (Do not read!) Does not know/Refuses to answer | 22 |

D19a. Is the person who contributes to your household income the most man or woman?

| | |
|-------------------------------|---|
| 1. Man | 1 |
| 2. Woman | 2 |
| 3. (Do not read) Both equally | 3 |

D19b. Is the person who makes most of the decisions regarding finances and expenditures man or women?

| | |
|-------------------------------|---|
| 1. Man | 1 |
| 2. Woman | 2 |
| 3. (Do not read) Both equally | 3 |

D20. How much in KM did you earn in net income in last month for your formal and informal (registered and unregistered) work?

D21. What is the monthly net income of your household? NOTE DOWN ONE ANSWER ONLY!

| | |
|--|----|
| 1. No income in this month | 1 |
| 2. Up to 100 KM | 2 |
| 3. 101 to 200 KM | 3 |
| 4. 201 to 300 KM | 4 |
| 5. 301 to 400 KM | 5 |
| 6. 401 to 500 KM | 6 |
| 7. 501 to 600 KM | 7 |
| 8. 601 to 700 KM | 8 |
| 9. 701 to 800 KM | 9 |
| 10. 801 to 900 KM | 10 |
| 11. 901 to 1000 KM | 11 |
| 12. 1001 to 1100 KM | 12 |
| 13. 1101 to 1200 KM | 13 |
| 14. 1201 to 1300 KM | 14 |
| 15. 1301 to 1500 KM | 15 |
| 16. 1501 to 2000 KM | 16 |
| 17. 2001 to 3000 KM | 17 |
| 18. Above 3000 KM | 18 |
| 19. (Do not read!) Does not know/Refuses to answer | 19 |

D22. Has your household in addition to household's net income also received financial help from family or friends abroad (remittances)? NOTE DOWN ONE ANSWER ONLY!

| | |
|-------------------------------------|---|
| 1. Yes | 1 |
| 2. No | 2 |
| 3. (Do not read!) Does not know | 3 |
| 4. (Do not read!) Refuses to answer | 4 |

Do you belong to any of the following:

1. Displaced persons
2. Refugees
3. Returnees
4. None of the above

ADDITIONAL VARIABLES TO BE PROVIDED BY DATA COLLECTION COMPANY:

D23a. Respondent's current municipality/city of residence

D23b. Respondent's current Entity/BD of residence?

1. FBiH
2. RS
3. Brcko District

| |
|--|
| |
|--|