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MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE-BiH)

Findings from the National Survey of Citizens'
Perceptions in Bosnia and Herzegovina 2015

APRIL, 2016

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I. INTRODUCTION

In 2015, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) Commissioned IMPAQ International, under Monitoring and Evaluation Support Activity (MEASURE-BiH), to conduct the first round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) to analyze trends and general attitudes towards governance, rule of law, corruption, citizen participation and civil society organizations, media, social inclusions, youth development, and other subjects. The annual national representative survey will provide important information to assist USAID/BiH on strategic planning and programming.

This report presents the main findings from the 2015 National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH 2015) and provides detailed information on the sampling design and data collection process. MEASURE-BiH, with partner PRISM Research, conducted the first round of NSCP-BiH during September-November of 2015. This survey collected data from a national sample of civilian, non-institutionalized adult population¹ to look into the current perceptions, sentiment, and expectations of the public in BiH. The survey has the following four key objectives:

- To obtain data on BiH citizens' perceptions to assist USAID/BiH strategic planning and programming;
- To gather 2015 data for the following USAID/BiH Project level indicators:
 - Percentage of surveyed citizens satisfied with public service delivery
 - Percentage of citizens confident in the rule of law
 - Percentage of citizens who perceive the judiciary effective in combating corruption
 - Percentage of citizens satisfied with the quality of services provided by local government
 - Percentage of citizens who think political parties are guided by public interest
 - Percentage of citizens supporting constitutional reform at state level
 - Percentage of youth who self-reported activity in political/public affairs
 - Percentage of citizens aware of local Civil Society Associations' (CSOs) anti-corruption activities
 - Percentage of citizens satisfied with trustworthiness of information in media
 - Percentage of citizens who believe CSOs have influence on the government decision-making
- To collect 2015 data on public opinion of judicial issues for the Judicial Effective Index of Bosnia and Herzegovina (JEI-BiH); and
- To provide social scientists and scholars with scientific and nonbiased measurement tool that tells us how BiH population thinks and feels about many important and policy relevant topics.

¹ Two population groups are excluded from the study: (1) people under imprisonment before trial and convicted; and (2) homeless people.

The remainder of this report is organized into two chapters. In Chapter II, we describe the NSCP-BiH 2015 methodology, including:

- The sample design
- A summary of the content and design of the survey questionnaire
- The data collection process and procedures

In Chapter III, we provide descriptive statistics and main findings from NSCP-BiH 2015 pertaining to the following main areas of the public perceptions:

- General attitudes
- Governance
- Corruption
- Citizen participation and media
- Social inclusion
- Youth development

II. DESCRIPTION OF THE 2015 NATIONAL SURVEY OF CITIZENS' PERCEPTION IN BiH

The NSCP-BiH 2015 is a computer-assisted personal interviewing (CAPI) survey. According to a set of specific guidelines, interviewers were instructed to go to randomly selected addresses (randomly selected by using "Random Walk Technique") at which to conduct interviews with household members over 18 years old (randomly selected using "Last Birthday Procedure"). Interviewers read aloud the questions from the questionnaire and the range of possible (coded) responses, or presented on the 'show cards', or in the case of open-ended questions read only the question. MEASURE-BiH completed interviews with 2,928 individuals in the BiH nationally representative sample of civilian, non-institutionalized adults over the age of 18.

II.1 Sampling Design

The sample of 2015 NSCP-BiH was designed to be statistically and operationally efficient and to provide adequate sample size for the planned analyses. Two stage random representative stratified sampling was applied. The sample was first stratified by BiH regions, in which the frame was based on the preliminary estimates from the 2013 BiH Census². There were 18 geographic regions for the first-stage stratification. Within each region, the sample was further stratified by urbanization level categories. As a result of cross-classification of the regions and urbanization levels, 49 sampling strata were defined. The sample was distributed across the 49 strata proportionally. Table I presents the population distribution by the 49 sampling strata.

Primary sampling units (PSU) selection was carried out in two stages. In the first stage, within each of 18 geographical regions, PSUs (municipalities) for each stratum were selected based on simple random sampling, taking into account urbanization level. Because there was no unified frame of smaller territorial units in BiH, streets and village/rural settlements were used as secondary sampling units (SSUs)/sampling points for urban settlements and rural districts. Streets and rural areas were selected within selected PSUs with simple random sampling. In order to achieve planned sample size of 3,000 households, the number of SSUs to be selected within each stratum were determined by dividing the number of interviews allocated for the given stratum by 8. In sum, 376 sampling points were selected for the study. Table 2 shows the distribution of the sample, PSUs, and SSUs by the 49 sampling strata.

² BiH Agency for Statistics (2013), *Preliminary results of the 2013 Census of Population, Households, and Dwellings in Bosnia and Herzegovina*.

Table 1. Total Population by Strata

Geographic Regions	Urbanization Level	Population	
		N	%
1. FBiH, Bosniak majority, Una-Sana Canton	5 Areas 10K-49K	88,653	2.36%
	6 Areas 2-10K	63,812	1.70%
	7 Areas under 2K	145,541	3.87%
2. FBiH, Croat majority, Posavina Canton	6 Areas 2-10K	25,709	0.68%
	7 Areas under 2K	22,230	0.59%
3. FBiH, Bosniak majority, Tuzla Canton	4 Areas 50K-99K	80,570	2.14%
	5 Areas 10K-49K	56,859	1.51%
	6 Areas 2-10K	165,836	4.41%
	7 Areas under 2K	173,299	4.61%
4. FBiH, Bosniak majority, Zenica-Doboj Canton	4 Areas 50K-99K	73,751	1.96%
	5 Areas 10K-49K	23,808	0.63%
	6 Areas 2-10K	62,506	1.66%
6. FBiH, Bosniak majority, Central Bosnia Canton	7 Areas under 2K	184,242	4.90%
	5 Areas 10K-49K	33,736	0.90%
	6 Areas 2-10K	20,264	0.54%
7. FBiH, Bosniak majority, Herzegovina-Neretva Canton	7 Areas under 2K	87,102	2.32%
	5 Areas under 49K	35,443	0.94%
	6 Areas 2-10K	41,614	1.11%
8. FBiH, Croat majority, Western Herzegovina Canton	7 Areas under 2K	56,221	1.50%
	3 Areas 100K-499K	123,709	3.29%
9. FBiH, Bosniak majority, Sarajevo + Gorazde Canton	4 Areas 50K-99K	193,207	5.14%
	5 Areas 10K-49K	61,982	1.65%
	6 Areas 2-10K	23,512	0.63%
	7 Areas under 2K	57,137	1.52%
	6 Areas 2-10K	24,762	0.66%
10. FBiH, Croat majority, Livno Canton	7 Areas under 2K	64,259	1.71%
	3 Areas 100K-499K	150,997	4.02%
11. RS, Serb majority, Banja Luka region, North-East	5 Areas 10K-49K	71,077	1.89%
	6 Areas 2-10K	118,954	3.16%
	7 Areas under 2K	216,389	5.76%
	5 Areas 10K-49K	49,804	1.32%
12. RS, Serb majority, Doboj region, North	6 Areas 2-10K	56,218	1.50%
	7 Areas under 2K	169,361	4.50%
	5 Areas 10K-49K	70,198	1.87%
13. RS, Serb majority, Bijeljina region, North East	6 Areas 2-10K	36,483	0.97%
	7 Areas under 2K	110,441	2.94%
	5 Areas 10K-49K	36,922	0.98%
14. RS, Serb majority, Pale region, East	6 Areas 2-10K	55,717	1.48%
	7 Areas under 2K	98,536	2.62%
	5 Areas 10K-49K	25,589	0.68%
15. RS, Serb majority, Trebinje region, South East	6 Areas 2-10K	22,212	0.59%
	7 Areas under 2K	21,048	0.56%
	6 Areas 2-10K	45,362	1.21%
16. FBiH, Croat majority, Central Bosnia Canton	7 Areas under 2K	123,668	3.29%
	4 Areas 50K-99K	65,286	1.74%
17. FBiH, Croat majority, Herzegovina Neretva Canton	6 Areas 2-10K	51,345	1.37%
	7 Areas under 2K	81,435	2.17%
	5 Areas 10K-49K	43,859	1.17%
18. Brcko District	6 Areas under 10K	49,122	1.31%
	TOTAL	3,759,787	100%

Table 2. Sample, PSU, and SSU Distribution

Geographic Regions	Urbanization Level	%	Proportional Sample Distribution	PSU Frame	Number of PSUs	Number of SSUs
1. FBiH, Bosniak majority, Una-Sana Canton	5 Areas 10K-49K	2.36	70.8	4	4	9
	6 Areas 2-10K	1.70	51	20	6	6
	7 Areas under 2K	3.87	116.1	225	15	15
2. FBiH, Croat majority, Posavina Canton	6 Areas 2-10K	0.68	20.4	6	3	3
	7 Areas under 2K	0.59	17.7	21	2	2
3. FBiH, Bosniak majority, Tuzla Canton	4 Areas 50K-99K	2.14	64.2	1	8	8
	5 Areas 10K-49K	1.51	45.3	4	4	6
	6 Areas 2-10K	4.41	132.3	56	17	17
	7 Areas under 2K	4.61	138.3	258	17	17
4. FBiH, Bosniak majority, Zenica-Doboj Canton	4 Areas 50K-99K	1.96	58.8	1	1	7
	5 Areas 10K-49K	0.63	18.9	2	2	2
	6 Areas 2-10K	1.66	49.8	18	6	6
	7 Areas under 2K	4.90	147	400	18	18
6. FBiH, Bosniak majority, Central Bosnia Canton	5 Areas 10K-49K	0.90	27	2	2	3
	6 Areas 2-10K	0.54	16.2	4	2	2
	7 Areas under 2K	2.32	69.6	225	9	9
7. FBiH, Bosniak majority, Herzegovina-Neretva Canton	5 Areas under 49K	0.94	28.2	102	4	4
8. FBiH, Croat majority, Western Herzegovina Canton	6 Areas 2-10K	1.11	33.3	12	4	4
	7 Areas under 2K	1.50	45	85	6	6
9. FBiH, Bosniak majority, Sarajevo + Gorazde Canton	3 Areas 100K-499K	3.29	98.7	1	1	12
	4 Areas 50K-99K	5.14	154.2	3	3	19
	5 Areas 10K-49K	1.65	49.5	3	3	6
	6 Areas 2-10K	0.63	18.9	6	2	2
	7 Areas under 2K	1.52	45.6	182	6	6
10. FBiH, Croat majority, Livno Canton	6 Areas 2-10K	0.66	19.8	5	2	2
	7 Areas under 2K	1.71	51.3	164	6	6
11. RS, Serb majority, Banja Luka region, North-East	3 Areas 100K-499K	4.02	120.6	1	1	15
	5 Areas 10K-49K	1.89	56.7	4	4	7
	6 Areas 2-10K	3.16	94.8	34	12	12
	7 Areas under 2K	5.76	172.8	522	22	22
12. RS, Serb majority, Doboj region, North	5 Areas 10K-49K	1.32	39.6	3	3	5
	6 Areas 2-10K	1.50	45	14	6	6
	7 Areas under 2K	4.50	135	301	17	17
13. RS, Serb majority, Bijeljina region, North East	5 Areas 10K-49K	1.87	56.1	3	3	7
	6 Areas 2-10K	0.97	29.1	12	4	4
	7 Areas under 2K	2.94	88.2	177	11	11
14. RS, Serb majority, Pale region, East	5 Areas 10K-49K	0.98	29.4	3	3	4
	6 Areas 2-10K	1.48	44.4	11	6	6
	7 Areas under 2K	2.62	78.6	448	10	10
15. RS, Serb majority, Trebinje region, South East	5 Areas 10K-49K	0.68	20.4	1	1	3
	6 Areas 2-10K	0.59	17.7	4	2	2
	7 Areas under 2K	0.56	16.8	117	2	2
16. FBiH, Croat majority, Central Bosnia Canton	6 Areas 2-10K	1.21	36.3	8	5	5
	7 Areas under 2K	3.29	98.7	296	12	12
17. FBiH, Croat majority, Herzegovina Neretva Canton	4 Areas 50K-99K	1.74	52.2	1	1	7
	6 Areas 2-10K	1.37	41.1	16	5	5
	7 Areas under 2K	2.17	65.1	171	8	8
18. Brcko District	5 Areas 10K-49K	1.17	35.1	1	1	4
	6 Areas under 10K	1.31	39.3	57	5	5
TOTAL		100	3,001	4,015	297	376

II.2 Questionnaire

The NSCP-BiH 2015 collected data on a wide range of topics, including general attitudes, perceptions on issues related to governance, corruption, citizen participation, media, social inclusion, youth, and sociodemographic information. The survey is divided into 20 sections including two sections of a youth supplement targeting at respondents between 18 and 30. In this report, we categorize twenty sections into the following 6 areas to ease the presentation of our main findings:

- (1) General Attitudes: development direction, international community, general trends;
- (2) Governance: constitutional reform, satisfaction with public services, local elections, political parties' accountability, judiciary and the rule of law, and higher education;
- (3) Corruption: paying bribes, fighting corruption;
- (4) Citizen participation and media: access to unbiased information, CSOs, awareness of CSOs' anti-corruption activities, participation in decision-making;
- (5) Social inclusions: gender, disability, LGBT; and
- (6) Youth development: youth political activity, youth propensity to leave the country.

See Annex for the complete survey instrument.

II.3 Data Collection and Quality Control

To select the households, each interviewer was given a starting point in each of the PSUs/SSUs. In urban settlements, starting points were houses/buildings on the selected street. If the list of addresses was not available for a given PSU, the interviewer used the first building/house on the right side of the selected street as a starting point. In rural settlements, the local administration building, a school, or a bus station were used as starting points. One of these three options was selected randomly and thus varies by rural settlement.

Once at the given starting point, the interviewer placed his or her back to the (main) entrance of the structure and move to the right (rule: always go to the right). Counting three households (excluding the starting point), the interviewer attempted contact at the third household. This household was considered the main sample household. The interviewer was required to do up to three visits at the main sample household at different times of the day, days of the week, and the weekend to conduct an interview. If the interviewer could not obtain an interview at the main sample household, he or she selected the household to the immediate right of the main household as the first substitute. In the event that the attempt at the substitute household also failed, the interviewer selected the house immediately to the left of the initial/main household as the second substitute. In the event that the interviewer failed to obtain an interview at all three households, he or she selected another main household for the specific questionnaire number by continuing with the interval or random route procedure from the last of the eight established main households. In doing this, the order of the questionnaire number could be maintained. Once a household has been selected, the interviewer asked whether there were members of the household who were aged 18 and older and permanently living in that household. If there were more than one qualified respondent, the interviewer will randomly select a respondent for interview using the Kish grid.

The following steps were followed to complete the Kish grid:

Step 1: The interviewer listed the names and ages (from oldest to youngest) of the male and female adults aged 18 and older living in the household, regardless of whether they were present.

Step 2: The interviewer then found the last digit of the questionnaire number and found the same number in the top row of the Kish grid.

Step 3: The interviewer looked down that column and read off the number opposite the total number of adults in the household. The number at the intersection of the “last digit on the questionnaire” and the total number of household residents correspond to the number of the household member who should be interviewed.

Step 4: The interviewer asked to speak to the person whose number was the same as the one on the Kish grid. Only one person per household was interviewed.

If the randomly selected household member was not at home or not available at the time of the interview, the interviewer made two more attempts to contact him or her. Up to three attempts were made at different times of the day, days of the week, and the weekend within the fieldwork period. In areas where the interviewer were not able to return to the sampling point on a different day, the interviewer made attempts with at least a two-hour gap between each attempt before substituting the household.

MEASURE-BiH along with partner PRISM Research used European Society for Opinion and Marketing Research (ESOMAR) standards for quality control that at a minimum includes: 20% quality control (combination of accompanied interviews and re-contact).

- Each interviewer was accompanied by the supervisor for one full interview, from start to finish, within the first two days of interviewing. The supervisor must accompany at least 10% of each interviewer’s total interviews, and must be present for at least 50% of the interview.
- A minimum of 10% of households attempted by each interviewer was checked by the supervisor for correct execution of random route procedures and correct selection of the household member and verification that the interview was conducted. Validation of interviews involved verifying a standard set of items – sex, age, employment, etc. We asked for landline phone number at end of survey rather than mobile phone and re-contacted respondents within 10 days from completion of interview.

Several additional questions from various survey sections were asked so the interviewer would not anticipate what exactly is being checked. If some mistakes were found in several questionnaires of one interviewer, all of his or her questionnaires were checked to see if these mistakes were systematic (for example, mistakes in skip patterns, wrong information in tracking sheet). If more than 25% of this interviewer’s questionnaires had errors, all of his or her interviews would be redone by another interviewer.

III. DESCRIPTIVE STATISTICS BASED ON THE BiH NATIONALLY REPRESENTATIVE SAMPLE

III.1 Demographic Characteristics

Before presenting estimates related to the BiH citizens' perceptions on various areas, we provide basic summary statistics of demographic information from this nationally representative sample. The total number of respondents is 2,928³. Overall, 63% of the respondents are from FBiH, 36% from the Republika Srpska (RS), and 1% from Brcko District in our sample. The distribution across the entities in our sample is comparable to the preliminary results of the 2013 BiH Census released by the BiH Agency for Statistics, as illustrated in Figure 1.

Figure 1. Sample and Population Distribution across Entities in BiH

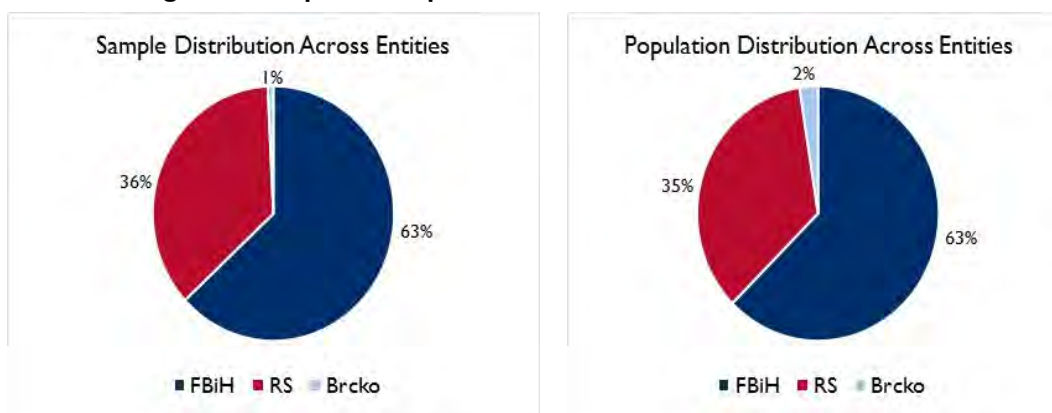


Table 3 presents additional demographic characteristics of the NSCP-BiH 2015 sample. Around 52% of the sample are females, 14% are people younger than 25 years old, and 16% of the sample are individuals 66 years old and above. Turning to education attainment, almost 28% of the sample have primary or lower level of schooling, while 16% have received education beyond high school.

Table 3. Demographic Characteristics in NSCP-BiH 2015

	Sex		Age				Education			
	Female	Male	18-24	25-49	50-65	66+	Less Than Primary	Primary	Secondary	Higher
Number of Observations	1,673	1,255	256	1,053	943	675	368	602	1,501	452
Percentage (Weighted)	52%	48%	14%	46%	25%	16%	10%	18%	56%	16%

³ The total sample size of NSCP-BiH 2015 is 2,928 with 22 households from Brcko District. Due to its small size, Brcko District subgroup analysis is not feasible within NSCP-BiH 2015, so we excluded the Brcko District households from all the Entity level descriptive analysis.

Figure 2 highlights the ethnicity composition of the NSCP-BiH 2015 sample. Over half of the respondents in our sample (52%) are Bosniaks, 32% of the sample are Serbs, and almost 14% of the NSCP-BiH respondents are Croats.

Figure 2. Ethnicity Composition in NSCP-BiH 2015

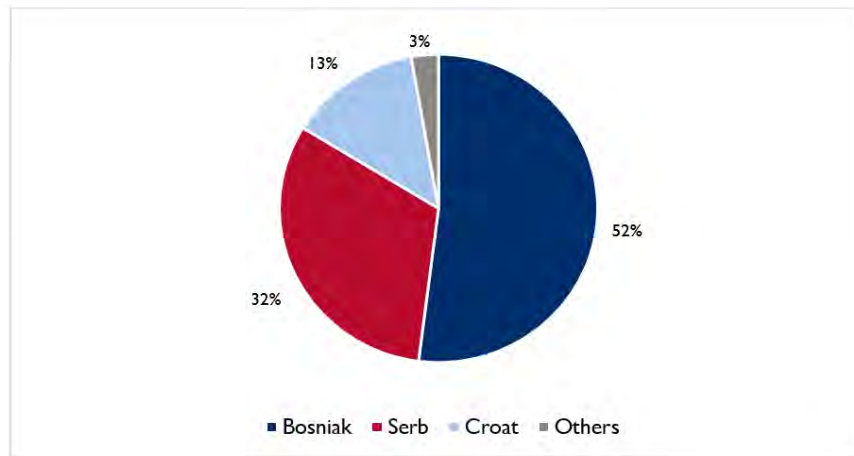


Table 4 details monthly household net income in our sample. About 40% of the sample have household monthly net income less than 500 KM, while less than 1% make more than 3,000 KM per month in household net income.

Table 4. Household Monthly Net Income in NSCP-BiH 2015

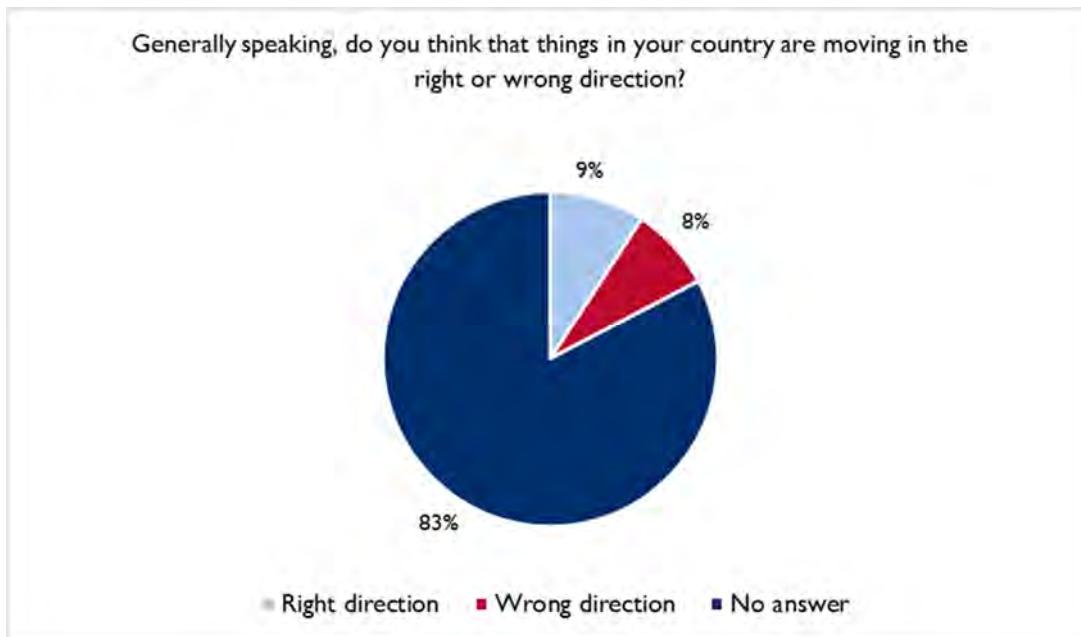
Household Monthly Income	Number of Observations	Percentage (Weighted)
Less than 300KM	654	21%
301KM to 500KM	675	20%
501 KM to 1,000KM	657	24%
1,000KM to 2,000KM	227	9%
2,000KM to 3,000KM	19	1%
Above 3,000KM	11	0.4%
Missing	685	26%
TOTAL	2,928	100%

III.2 BiH Citizens' General Attitudes and Perceptions

General Attitudes

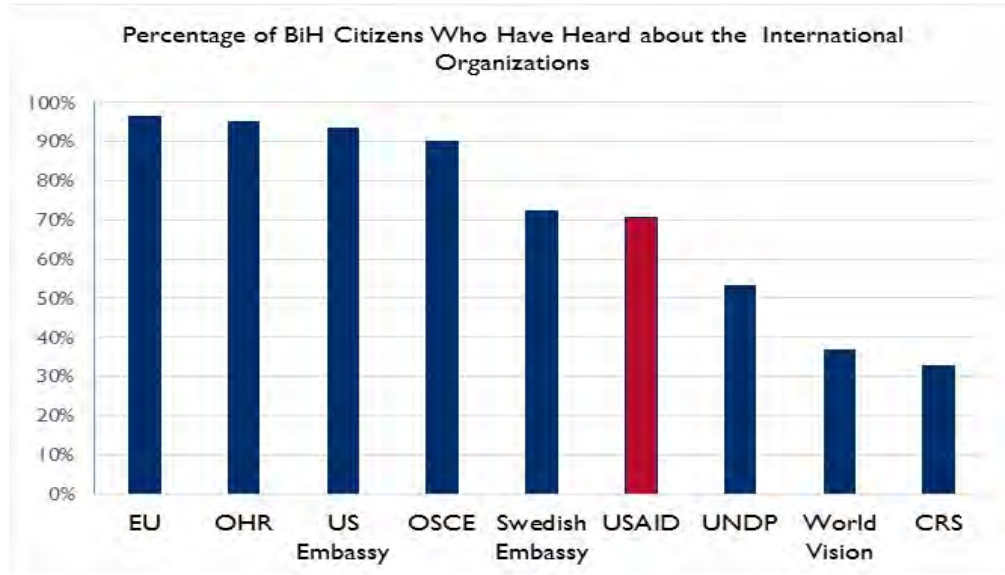
An overwhelming majority of BiH citizens feel that the country is moving in the wrong direction, standing at 83%, while only one in ten citizens says that things in BiH are moving in the right direction. The same question has been asked of survey respondents of the public opinion poll conducted by the National Democratic Institute for International Affairs (NDI) in October 2009, April 2010, and August 2010. The estimates for the proportion of BiH citizens who thought the country is moving toward the wrong direction were 83%, 82%, and 87%, respectively. Comparing these to our estimate from NSCP-BiH 2015, there is no improvement during the last five years. We also find slight geographical variation, as 10% respondents from the FBiH say things in BiH are moving in the right direction, while the corresponding percentages is 8% for RS. Similar pattern has been found in the earlier NDI public opinion poll. For example, in the August 2010 poll, NDI found that the percentage of the population thinking things are moving in the right direction is higher in the northern RS and Brcko District (26%) than in other regions of the country.

Figure 3. General Attitudes



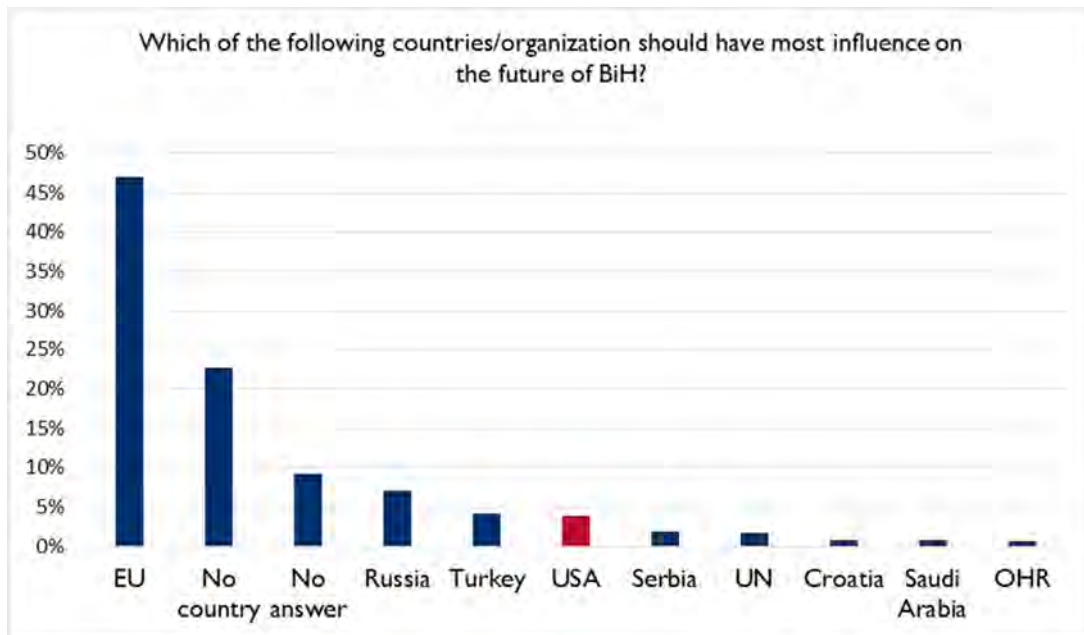
Turning to BiH citizens' knowledge and perceptions about international community, a large majority of the respondents have heard about EU (97%) and OHR (95%), while a little above 70% have heard of USAID, which is about 20 percentage points lower than the fraction of BiH population who have heard about US embassy, as demonstrated in Figure 4.

Figure 4. Knowledge of International Community in BiH



As shown in Figure 5, when asked “which countries and organizations should have most influence on the future of BiH?”, almost half of the sample selected EU, while only less than 4% of BiH citizens think USA should have the most influence on the future of BiH.

Figure 5. Influence of International Community in BiH



As shown in Figure 6, around 57% of citizens believe that international community should be actively engaged in BiH, with additional 9% believing that the international engagement should be passive. Around 18% of citizens believe that there should be no engagement at all. Support for international engagement is significantly stronger in FBiH (68% for active engagement and

9% for passive engagement), while in RS% responses are broadly split between active engagement (39%) and no engagement (37%).

Figure 6. Perception on Whether International Community Should be Engaged in BiH

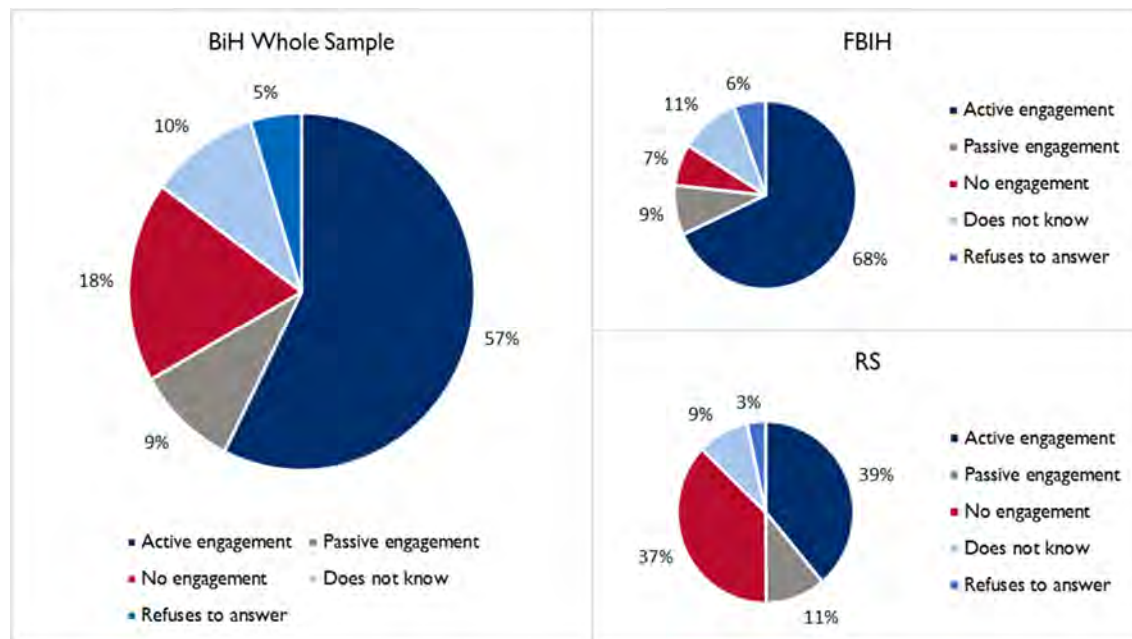


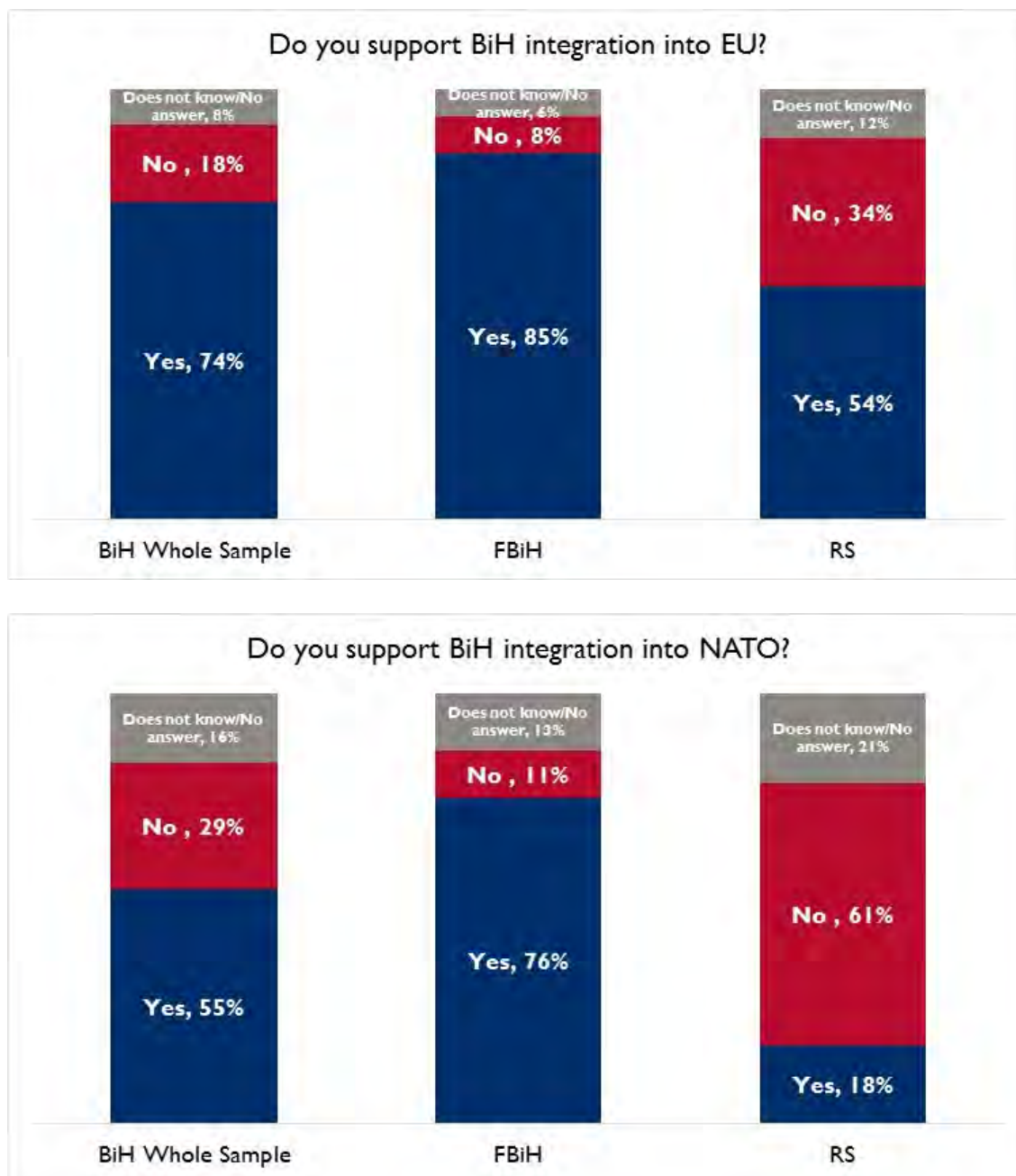
Table 5 presents the respondents' perception of what challenges should be addressed by the international community in BiH. Almost half of the citizens (47%) think that economic and business development is the top priority that international community should address, while 12% of the citizens believe that the top priority should be the fight against organized crime and corruption. Other challenges that more than 5% of the respondents selected as top priority include support to agriculture (8%), prevention and processing of patronage in public employment (7%), and support to reform of pension and social systems (6%). When the top three priorities chosen by each respondent are combined, support to economic and business development and fight against organized crime and corruption remain the top two choices. Choices of priorities for international engagement are broadly the same in both Entities, in both order and magnitude.

Table 5. International Community Development Priority in BiH

Development Challenges	International Community First Priority	International Community Combined First, Second, and Third Priority
Support to economic and business development	47%	27%
Fight against organized crime and corruption	12%	18%
Support to agriculture	8%	11%
Prevention and processing of patronage in public employment	7%	8%
Support to reform of pension and social systems	6%	9%
Does not know	4%	2%
Imposing solutions and removing radical politicians	3%	3%
Support to reform of the healthcare system	3%	5%
Refuses to answer	3%	1%
Support to war crimes processing	1%	2%
Support to the development of civil society	1%	2%
Support to better government control over public corporations	1%	2%
Democratization of political parties	1%	1%
Support to more stringent control of public expenditures	1%	2%
Processing of criminal acts in privatization	1%	2%
Support for renewable energy production	1%	1%
Support to education reform	1%	2%
Something else	1%	0.3%
Support to reconciliation and truth seeking	0.4%	1%
Support to discriminated groups	0.4%	1%
Support to government control over the banking system	0.3%	0.6%
Support to weak institutions	0.1%	0.4%
Support to the development of media	0%	0.2%
TOTAL	100.0%	100.0%

Majority of BiH citizens support integrations into both EU and NATO, with EU support standing at 74% and NATO support at 55%. However, there are strong differences between the Entities, with FBiH showing strong support for both EU and NATO integrations (at 85% and 86%) and RS showing majority support for EU integrations but low support for NATO integrations (at 54% and 18%), as shown in Figure 7.

Figure 7. Support for EU/NATO Integrations



Governance

When asked to rate their satisfaction for 33 types of general government services, on average 43% of BiH citizens (41% in FBiH and 45% in RS) expressed satisfaction (completely, mostly, or somewhat satisfied) with the services. Detailed estimates are presented in Figure 8. This represents a slight increase in comparison to the survey of perceptions of public administration conducted by Transparency International in 2014⁴, which showed citizens' satisfaction rate with the services of public administration (public institutions and public

⁴ <http://ti-bih.org/wp-content/uploads/2015/03/PERCEPTIONS-OF-PUBLIC-ADMINISTRATION-20141.pdf>

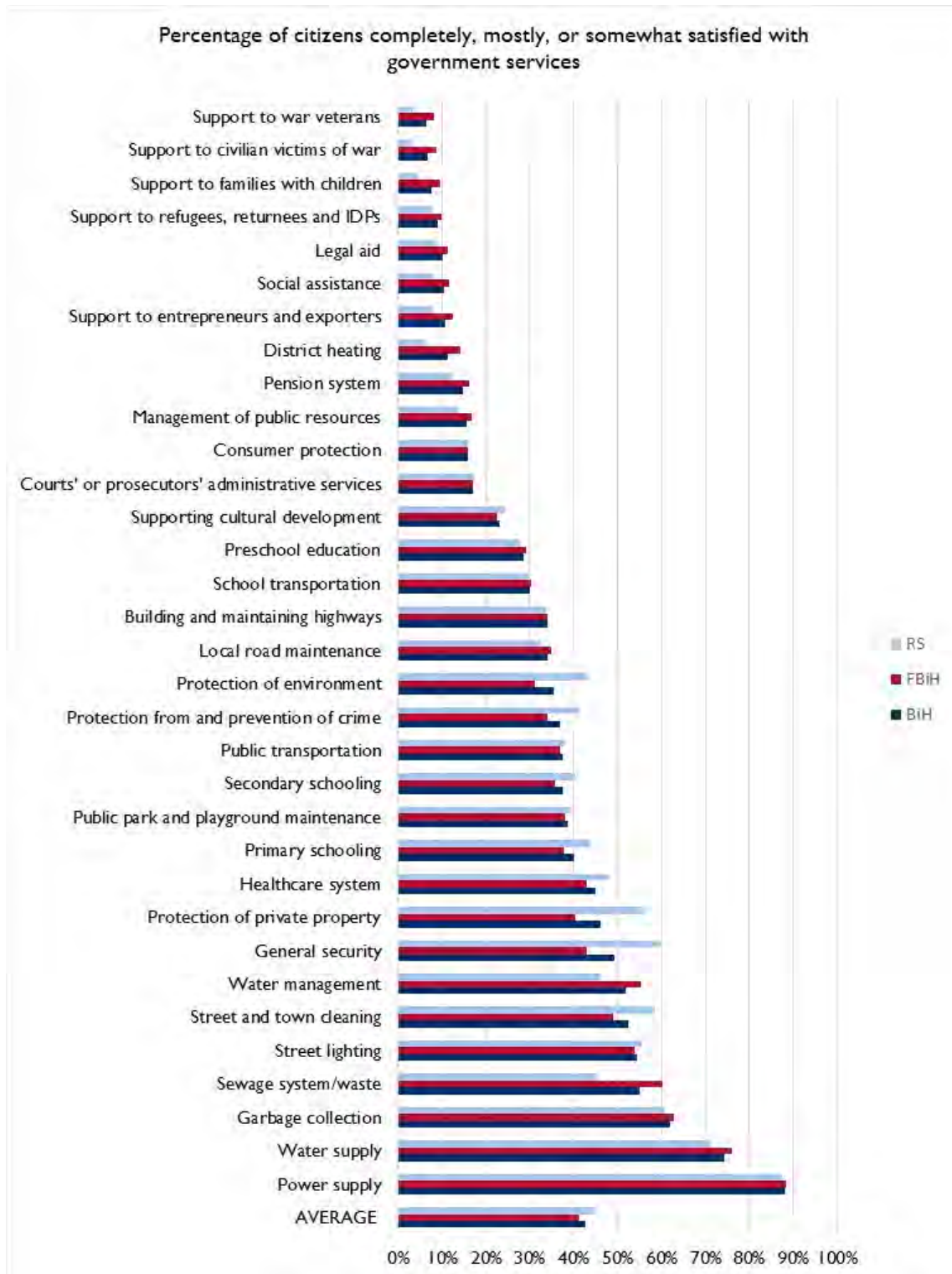
enterprises) at 39%. Grouped in general sectors, citizens' satisfaction in main services is broadly ranked in the following way:

1. Utilities (except for District Heating), with average satisfaction rate of 63%
2. Security, 44%
3. Health, 45%
4. Public transportation, 37%
5. Environment, 36%
6. Education, 34%
7. Infrastructure, 34%
8. Culture, 23%
9. Management of public finances, 16%
10. Pension system, 15%
11. Support to enterprises and exporters, 11%
12. Social and veteran transfers, 8%

The utilities clearly stand out as perceived most satisfactory by BiH citizens (88% satisfaction with power supply, 74% with water supply, 62% with garbage collection, 55% with sewage system/waste, 54% street lighting, 53% with street and town cleaning, and 52% with water management). These utilities services are the only services that have above 50% satisfaction rate. One exception is heating, with satisfaction rate of only 11%. General security and related services (protection of property and prevention of crime) have an average satisfaction rate of around 44%. Out of these services, prevention of crime is ranked the lowest. Education services score low, between 29% and 40% satisfaction rate, with primary education ranked as the most satisfactory and pre-school education least satisfactory. Services related to economic activities have very low satisfaction rate. Social and veteran transfers have the lowest satisfaction rate, although these are the services which have the highest spending within the structure of consolidated general budgets in BiH.

Satisfaction rates are similar for most of the services between the respondents from the two Entities. Largest differences are higher satisfaction in FBiH for most utilities, social and veteran transfers and pensions and higher satisfaction in RS for security services, education, and healthcare.

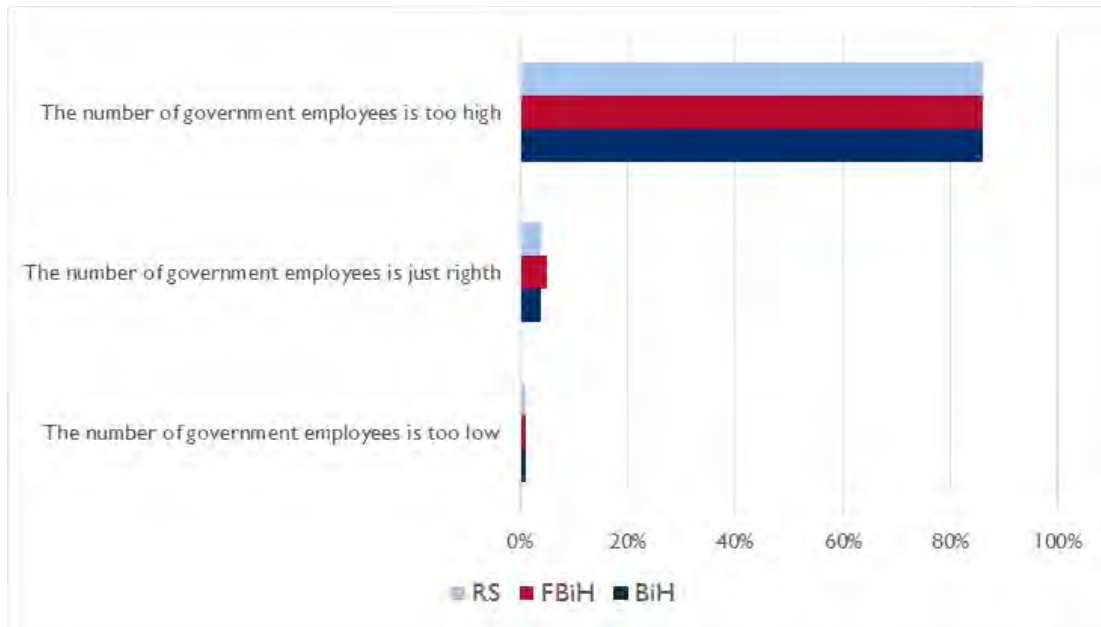
Figure 8. Citizens' Satisfaction with General Government Services



As illustrated in Figure 9, BiH citizens' perceptions on the appropriateness of number of government employees are identical in two Entities, with almost 90% of the citizens believing that the government workforce is too large. In a related question on public sector wage bill, 78% of citizens in the survey of perceptions of public administration conducted by

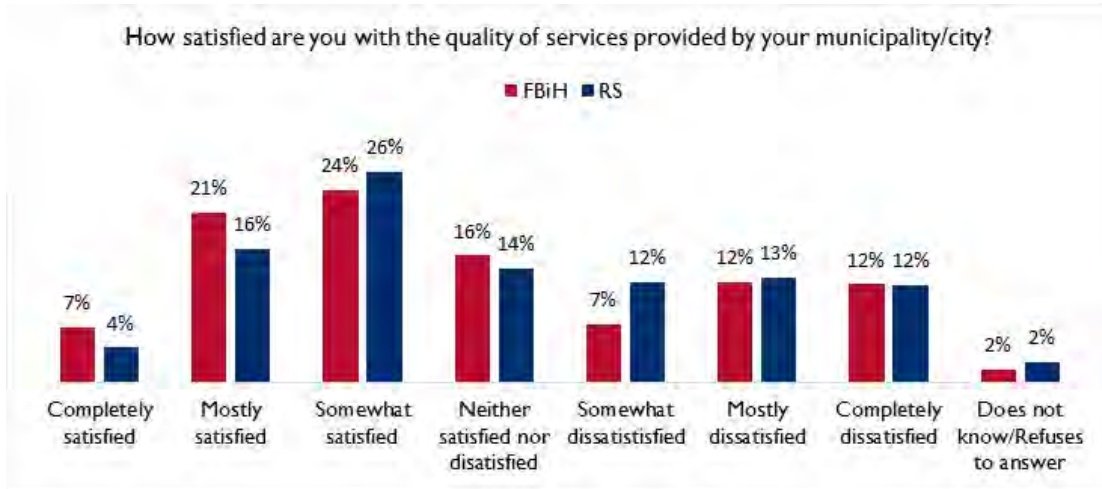
Transparency International in 2014 responded that they would support placing a ceiling on the wages of officials in public enterprises and institutions.

Figure 9. Perception on the Size of Government



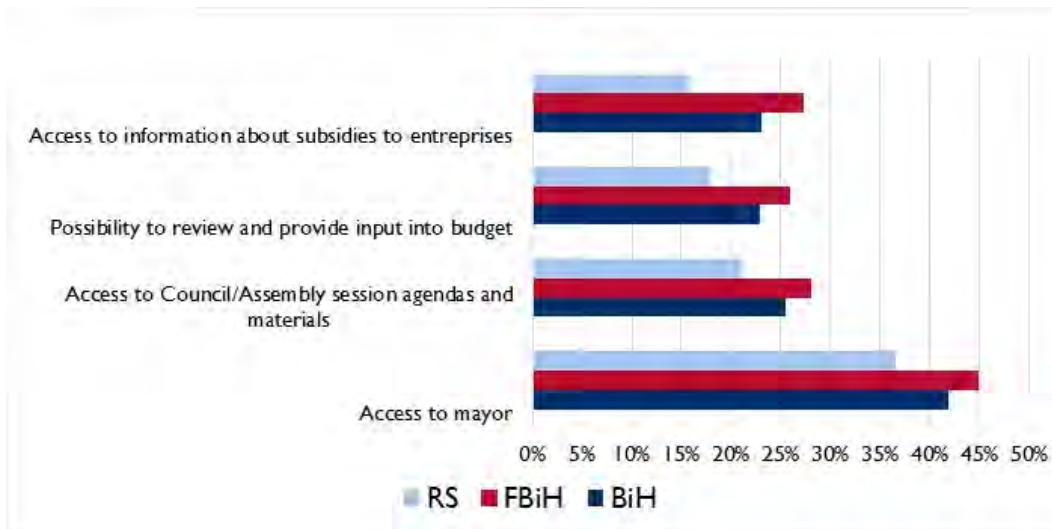
BiH citizens are generally more satisfied with the local government services than overall government services. Figure 10 shows that about half of the citizens expressed some level of satisfaction (completely satisfied, mostly satisfied, and somewhat satisfied) with these services, with FBiH showing somewhat higher satisfaction at 51% in comparison to 46% in RS. The Transparency International 2014 survey did not measure citizens' satisfaction with the services provided at the local government level, but when asked about the trust in different levels of government, their survey also showed that the citizens trust the local level institutions the most.

Figure 10. Citizens' Satisfaction with Local Government Services



Satisfaction with transparency and accessibility of local government, as measured by access to mayor, access to municipal/city assembly/council session materials, access to information about enterprise subsidies, and possibility to review and provide input into budget, is low, averaging only 28% in BiH, with RS rate at 23% and F BiH at 32% (respondents who are completely, mostly, or somewhat satisfied), as shown in Figure 11. Interestingly, in both Entities, citizens are more satisfied with direct access to mayor than with transparency of government documentation/policies and participatory budgeting.

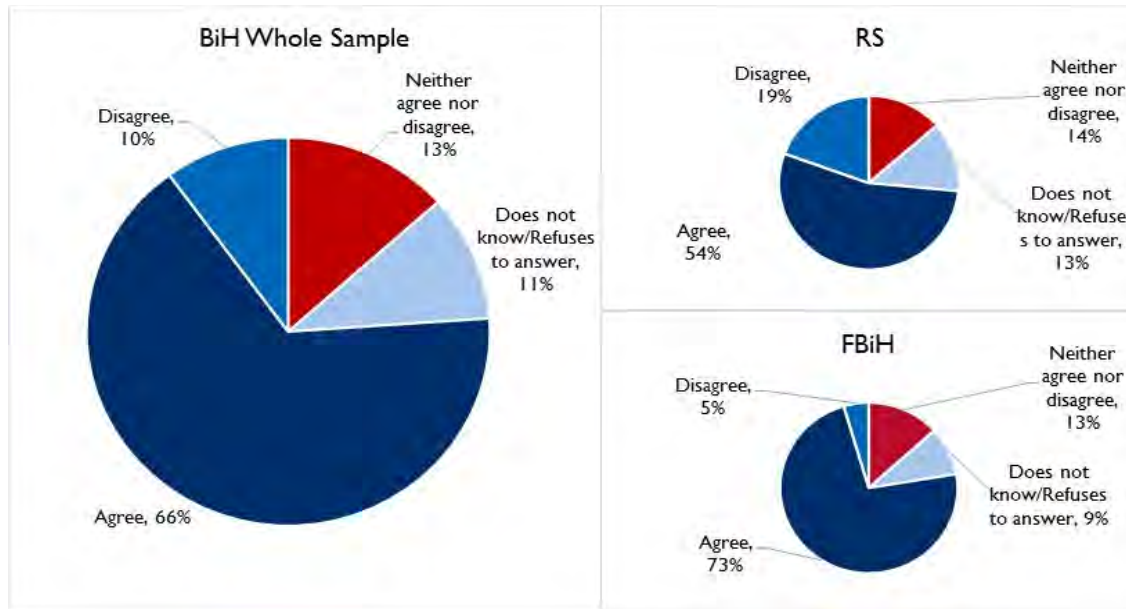
Figure 11. Satisfaction with Transparency and Accessibility of Local Government



Figures 12 and 13 measure BiH citizens' support for State Ministry of Agriculture and Education, respectively. Two thirds of BiH citizens support the formation of State-level Agriculture Ministry, with the support at 73% in F BiH and 54% in RS. These results are comparable to the results of the 2013 survey conducted for the USAID project *Constitutional*

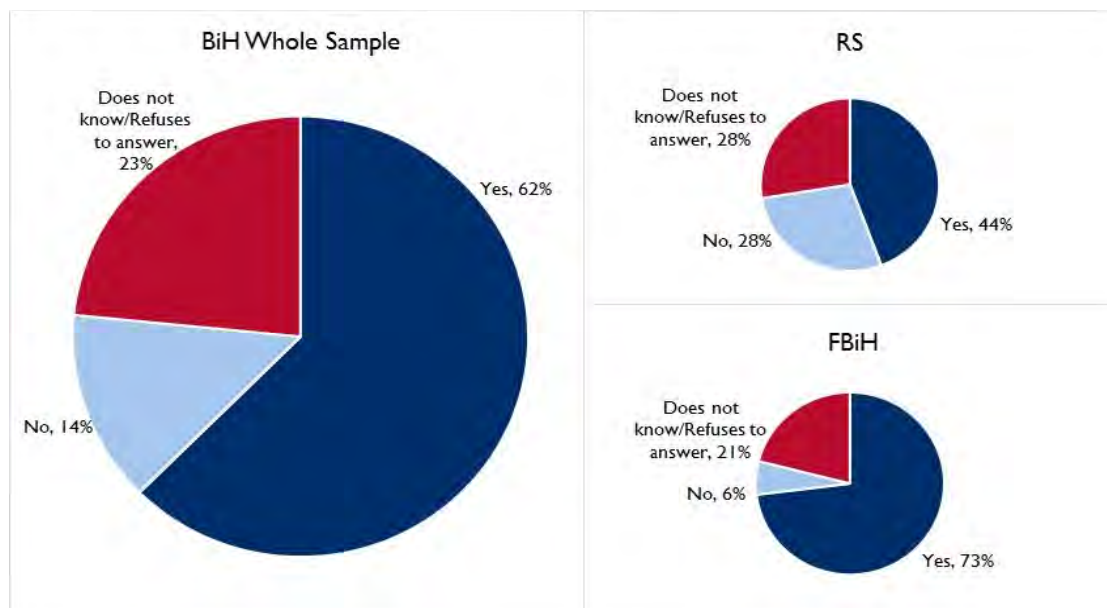
Reform in BiH: Engaging Civil Society⁵, in which more than 60% of citizens expressed support for the State-Level Agriculture Ministry.

Figure 12. Support for State Ministry of Agriculture



Similar level of support is recorded for the formation of State Education Ministry. Total of 62% of citizens support formation of State-level Education Ministry, with the support at 73% in FBiH and 44% in RS. Out of 16% of the survey respondents who attended a university, 46% believe that the quality of university education is high or very high, while 22% believe that it is low or very low. However, when asked whether education should be reformed to better meet market needs, 80% (84% in FBiH and 74% in RS) believe that it should.

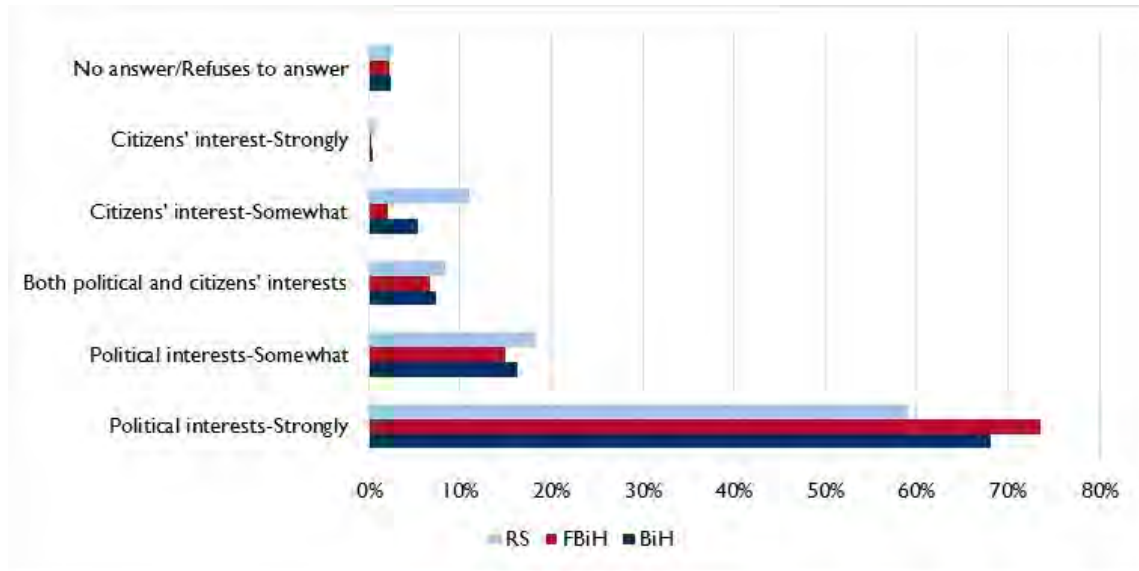
Figure 13. Support for State Ministry of Education



⁵ <http://www.mreza-mira.net/wp-content/uploads/2013-Public-Opinion-Poll-Oct-31-Narrative-Report.pdf>

Perceptions about the interests guiding political parties are presented in Figure 14. Almost 85% of the citizens perceive that the parties are guided more by the political interests rather than citizens' interests. Interestingly, this negative perception is stronger in FBiH (89%) than in RS (77%), which might possibly be explained by the difference in media independence across the Entities.

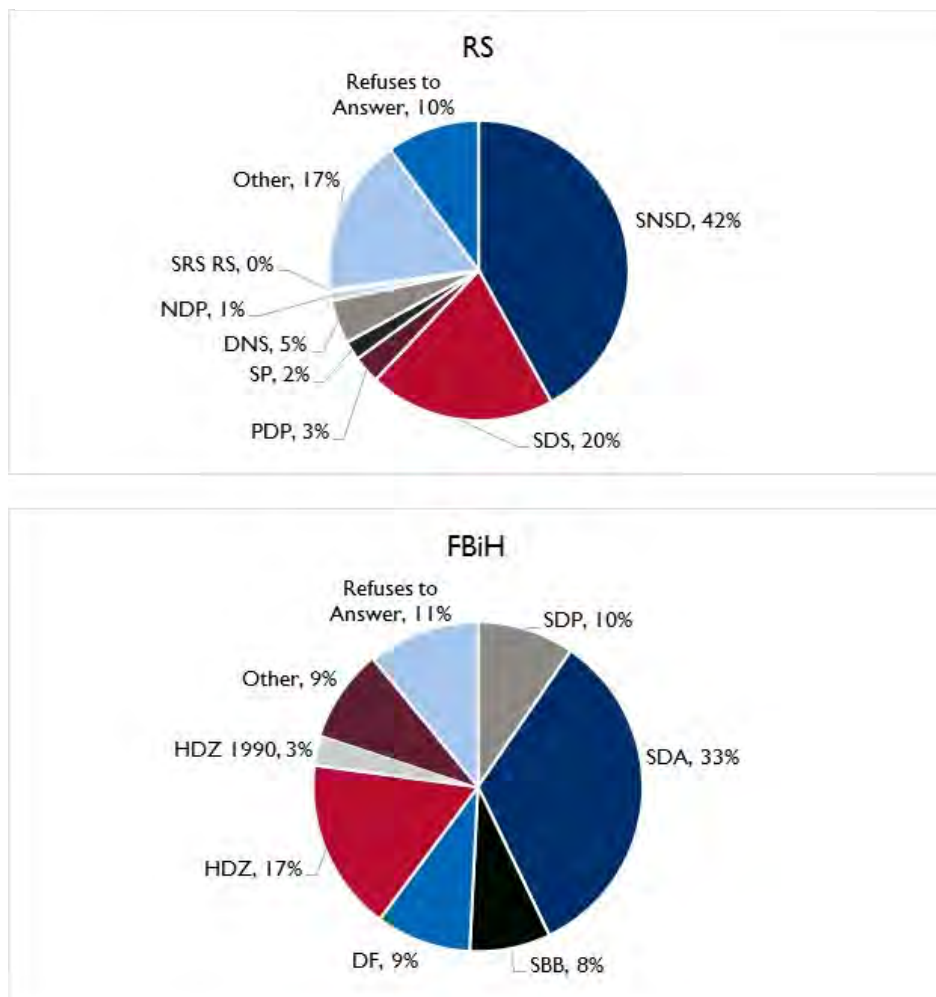
Figure 14. Political Parties' Guiding Interests



Turning to popular support for political parties (Figure 15), comparing the results of NSCP-BiH 2015 with the official results of the 2014 elections indicates an increase in support for SDA in FBiH (increase from 28% to 33%) at the expense of declining support for SBB (decrease from 14% to 8%) and DF (decrease from 15% to 8%). In RS, support to SNSD-led coalition increased (from 47% to 49%) while the support to Alliance for Change (SDS, PDP, NDP, and SRS RS) decreased (from 42% to 24%)⁶.

⁶ The 2014 election results based on votes for BiH Parliament by Entity (<https://www.izbori.ba/Utvrdjeni2014/Finalni/ParlamentBIH/ZbirniRezultate.aspx>).

Figure 15. Political Party Support

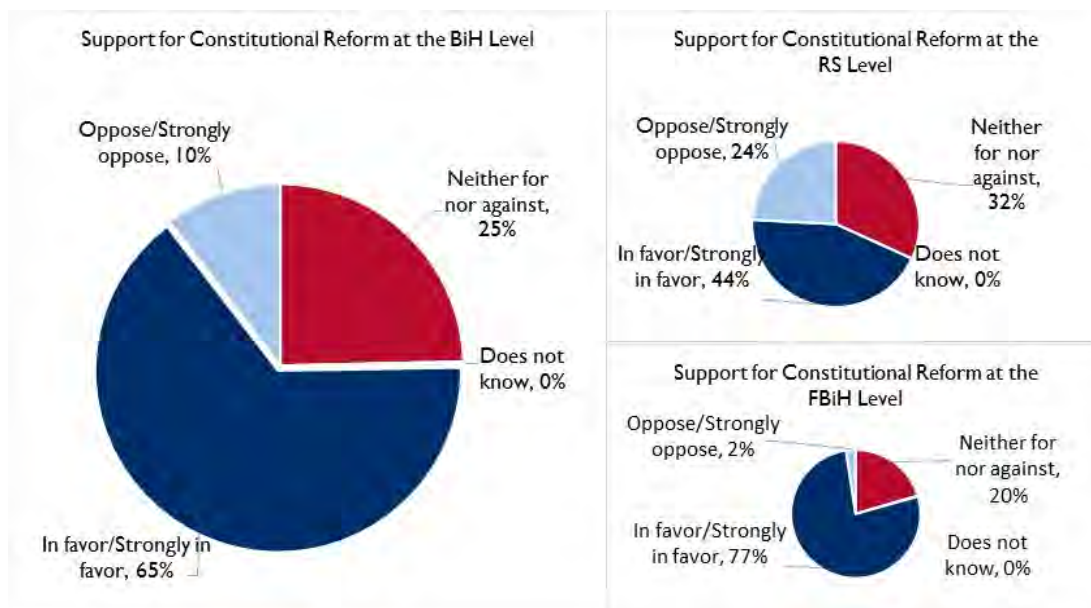


NSCP-BiH 2015 also measures the support for constitutional reform among BiH citizens, shown in Figure 16. Two thirds of the citizens are in favor of the constitutional reform at the BiH level, with 77% in FBiH and 44% in RS. The main reasons that those respondents who support the reform at the BiH level are:

1. So that BiH could function like any other country, 52% (58% in FBiH and 34% in RS)
2. To ensure equality of all citizens, 19% (13% in FBiH and 40% in RS)
3. So that it could integrate into the EU as soon as possible, 13% (15% in FBiH and 8% in RS)
4. To abolish discrimination on the basis of nationality, 4% (3% in FBiH and 8% in RS)
5. For the territorial reorganization of BiH, 1% (1% in FBiH and 4% in RS)

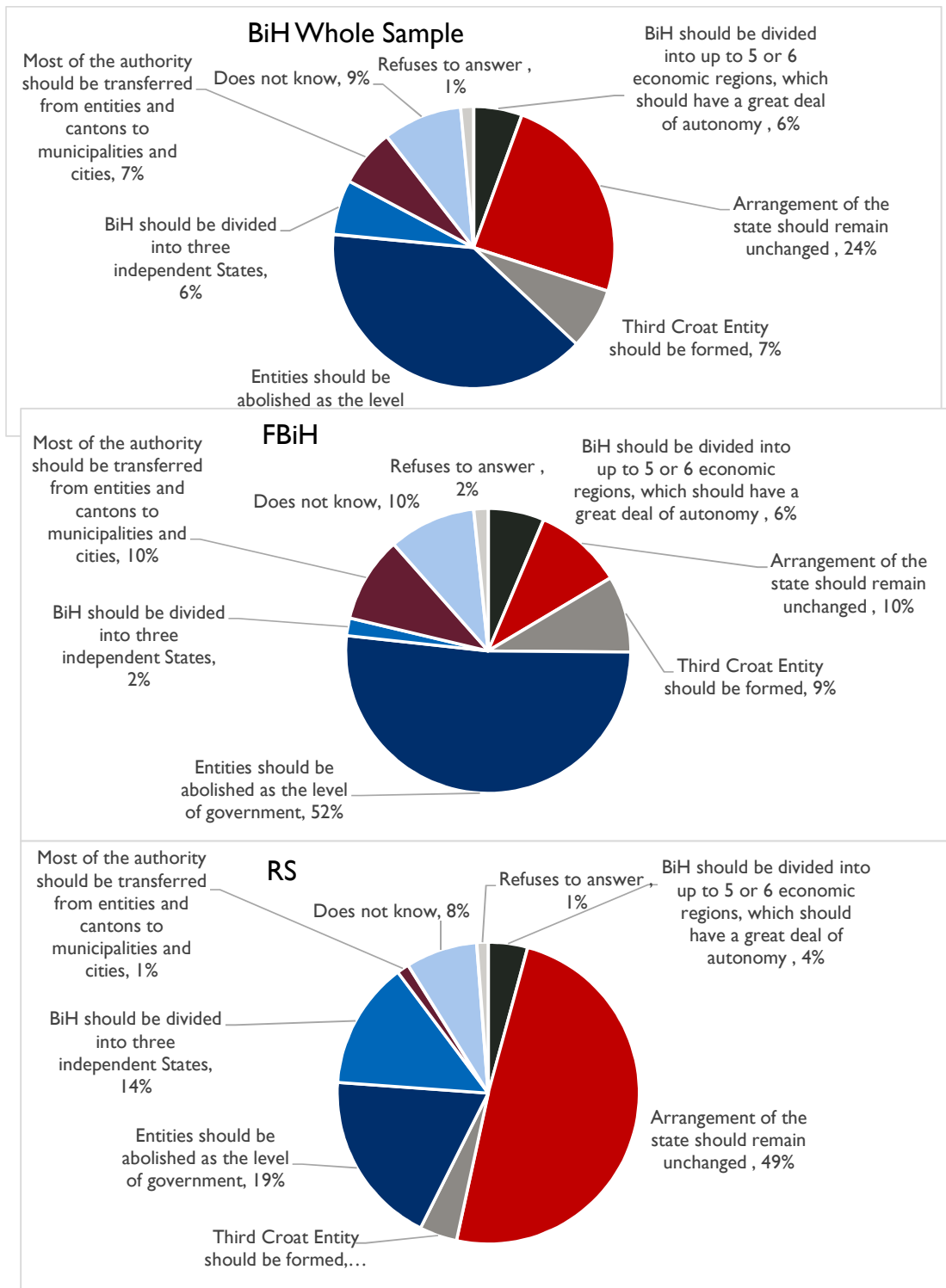
- To balance out the responsible of the state and other levels of governments, 9% (10% in FBiH and 5% in RS)

Figure 16. Support for Constitutional Reform



One must be cautious when analyzing these results on the support for constitutional reform since it is very difficult to define the exact motivation for support or lack of support for reforms and these motivations largely depend on individual interpretations. The responses on the NSCP question on preferred territorial arrangement of BiH may provide possible further explanation. As shown in Figure 17, attitudes on preferred territorial arrangement of BiH diverge in two Entities. When given six options of territorial arrangement (1. unchanged, 2. abolishment of Entities, 3. establishment of third Entity, 4. establishment of 5-6 economic regions, 5. transfer of most authority to local government, and 6. division into three independent States), top choice in FBiH (52%) is abolishing the Entities, while top choice in RS (49%) is unchanged arrangement.

Figure 17. Attitudes towards Territorial Arrangement of BiH



Regardless of what the motivation for individual support or lack of support for constitutional reform(s) of BiH citizens is, when asked about reform priority, 71% of our sample think that socioeconomic reform is of higher priority than the constitutional reform. Broken down by Entity, 63% in FBiH and 85% in RS believe that socioeconomic reform is of higher priority than the constitutional reform. Comparing with similar prior public perception surveys, the support for constitutional reform seems to have decreased, based on the Democracy Policy Council's 2015 report that analyzed seven different public perception surveys conducted in BiH between 2007 and 2013⁷. They found that 92% of BiH citizens supported constitutional reform in 2007 and 88% in 2013.

We devoted a large portion of NSCP-BiH 2015 (20 questions) to judiciary, partially to support the development of the Judicial Effectiveness Index of BiH (JEI-BiH). JEI-BiH provides an empirical tool to BiH authorities and other stakeholders (international organizations, development agencies, legal professionals, CSOs) for informed decision-making and monitoring of the progress towards establishing more accountable, effective, and independent judiciary⁸.

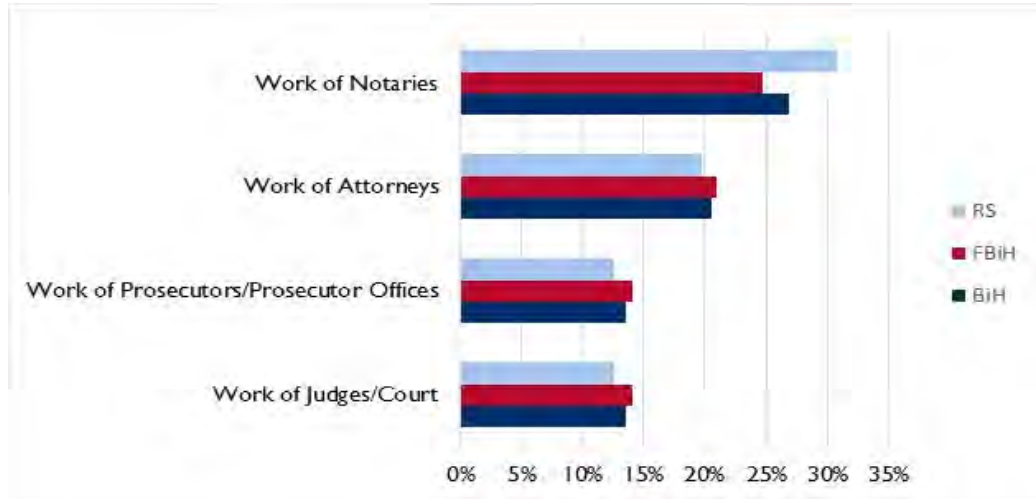
BiH citizens perceive the work of judicial authorities as poor, from 14% for judges/courts⁹, 14% for prosecutors/prosecutor offices, 21% for attorneys, and 27% for notaries (see Figure 18).

⁷<http://www.democratizationpolicy.org/uimages/DPC%20Policy%20Note%20New%20Series%208%20Does%20Public%20Opinion%20%20Matter.pdf>. The following surveys were analyzed: 1) Bosnia Visions of the Future, commissioned by UNDP BiH, conducted by the Oxford Research Institute, 2007; 2) Public Opinion Survey About Constitutional Reforms, commissioned by the Center for Civil Initiatives BiH, conducted by PRISM Research BiH, 2009; 3) Reconciliation and Trust Building in Bosnia-Herzegovina: A Survey of Popular Attitudes in Four Cities and Regions (Banja Luka, Bugojno, Mostar and Sarajevo), commissioned by the University of Edinburgh in 2012; 4) Factors in Reconciliation: Religion, Local Conditions, People and Trust, commissioned by the University of Edinburgh in 2013; 5) Public Opinion in Bosnia and Herzegovina, commissioned by the National Democratic Institute, conducted by IPSOS Public Affairs, 2013, 6) Public Opinion Poll Results, Bosnia and Herzegovina Conflict Analysis, commissioned by UNDP BiH, conducted by PRISM research, 2013; and 7) Citizens' comments on State Level Constitutional Reform (conducted for the USAID project "Constitutional Reform in BiH: Engaging Civil Society"), commissioned by the Public International Law and Policy Group, conducted by PRISM Research, 2013.

⁸ Details on JEI-BiH are available in MEASURE-BiH's report on Judicial Effectiveness Index: Methodology and 2015 Results. Note that the values of indicators based on data from the NSCP-BiH 2015 reported in the JEI-BiH Report and in this Report differ, since this Report presents descriptive statistics, while the JEI-BiH indicators are scored taking into account the entire distribution of the ordered categorical responses.

⁹ This includes respondents choosing 5-7 on a scale of perceived quality of work from 1 (extremely poor) to 7 (excellent).

Figure 18. Satisfaction with Judicial Sector of BiH



BiH citizens' perception of judicial transparency is even more negative, as shown in Figure 19, with only 9% of our sample believing that they can always or often access their own file (the remaining answers include sometimes, rarely, never, and do not know). Perceptions about the access to review judgments, access to court reports/statistics, and access to participation in any court hearing are very negative at below 4% on average, with RS showing slightly lower figures than FBiH.

Figure 19. Perception of Judicial Transparency in BiH

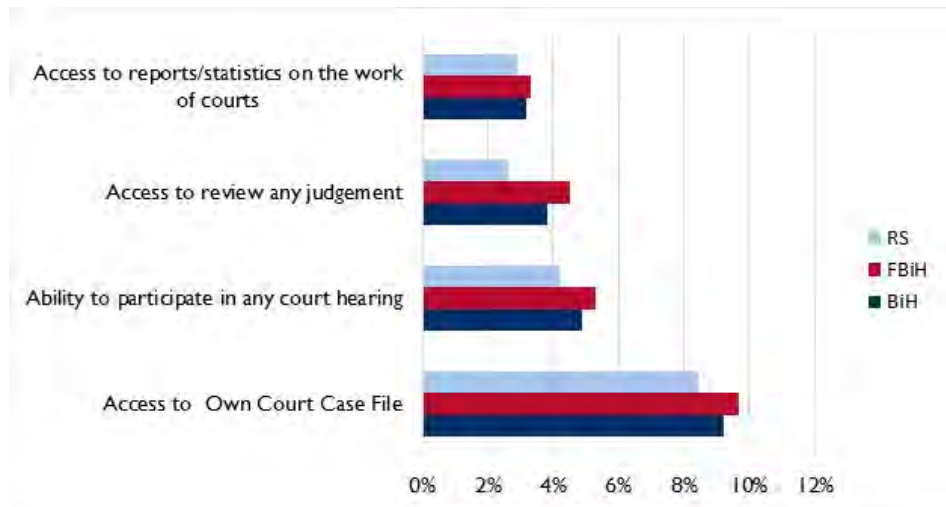
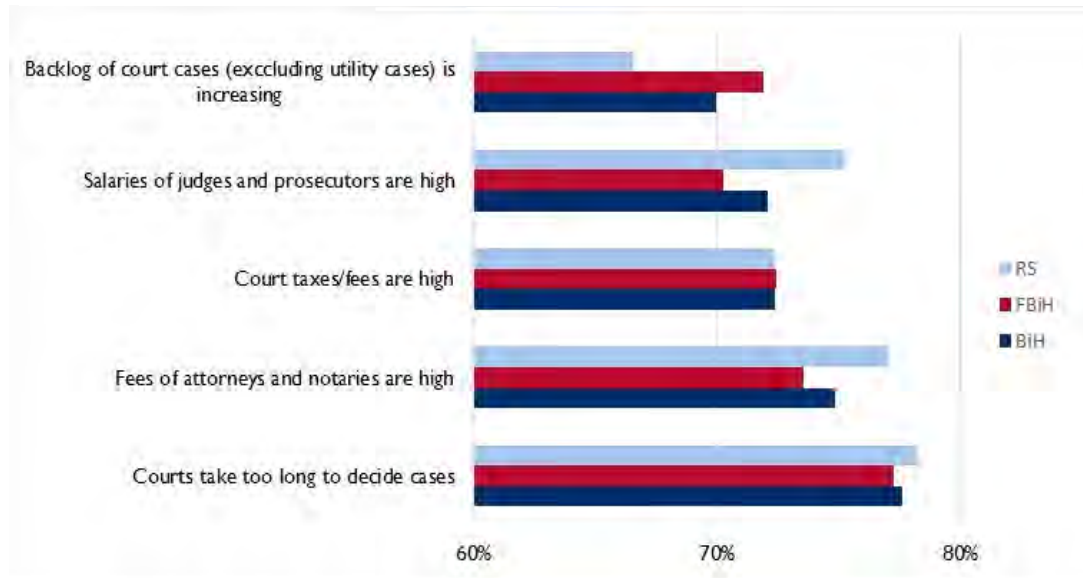


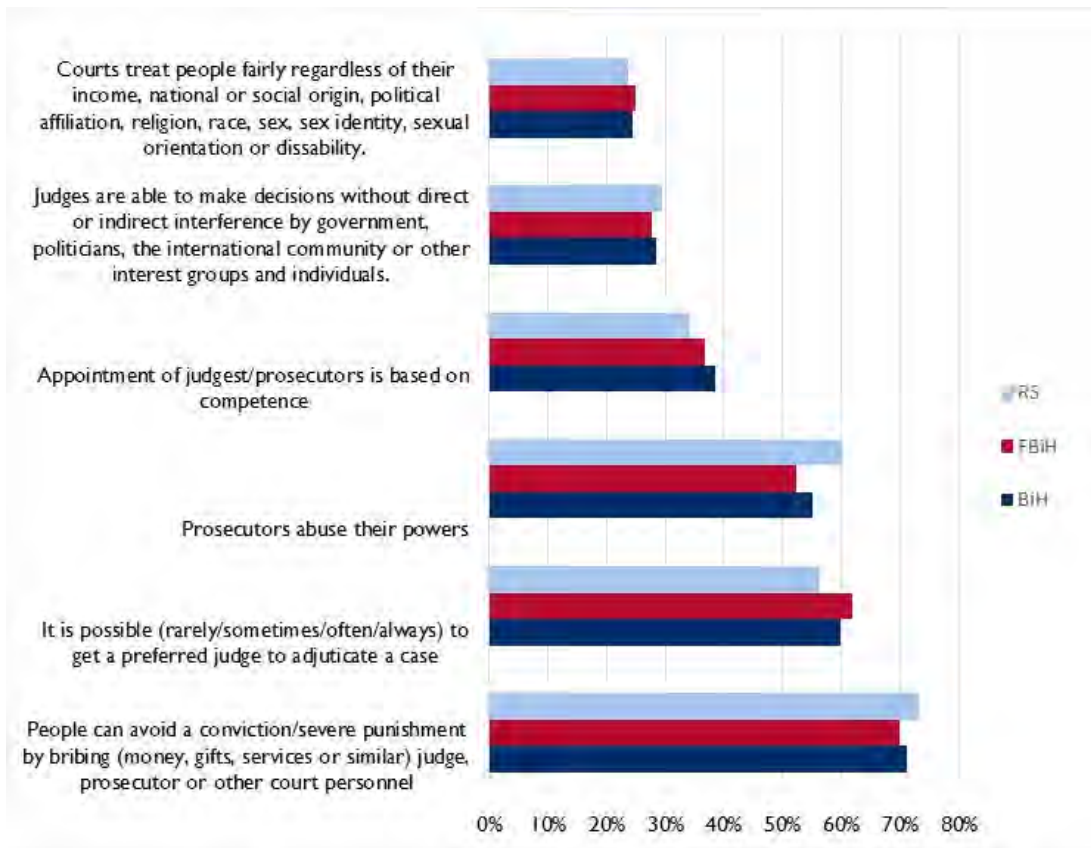
Figure 20 shows that almost 80% of BiH citizens believe that courts are too slow in deciding cases and almost 70% of the citizens believe that the backlog of court cases (excluding utility cases) is increasing. At the same time, citizens perceive judiciary as being too expensive, with more than 70% of believing that court taxes/fees, fees of attorneys and notaries, and salaries of judges and prosecutors are too high.

Figure 20. Perception of Timeliness and Cost of Judicial Work



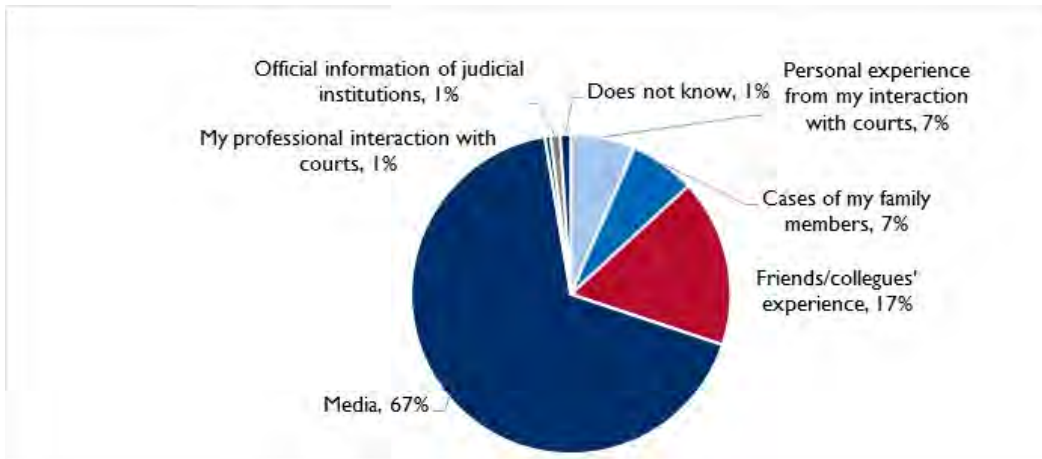
In terms of judicial impartiality, BiH citizens perceive judicial system as susceptible to undue influences. As noted in Figure 21, more than 70% of BiH citizens believe that a conviction/punishment can be avoided by bribes, while 60% believe that it is possible to get a preferred judge. Only about a quarter of our respondents believe that judges make decisions without any influence and that the courts treat all people fairly.

Figure 21. Perception of Judicial Impartiality



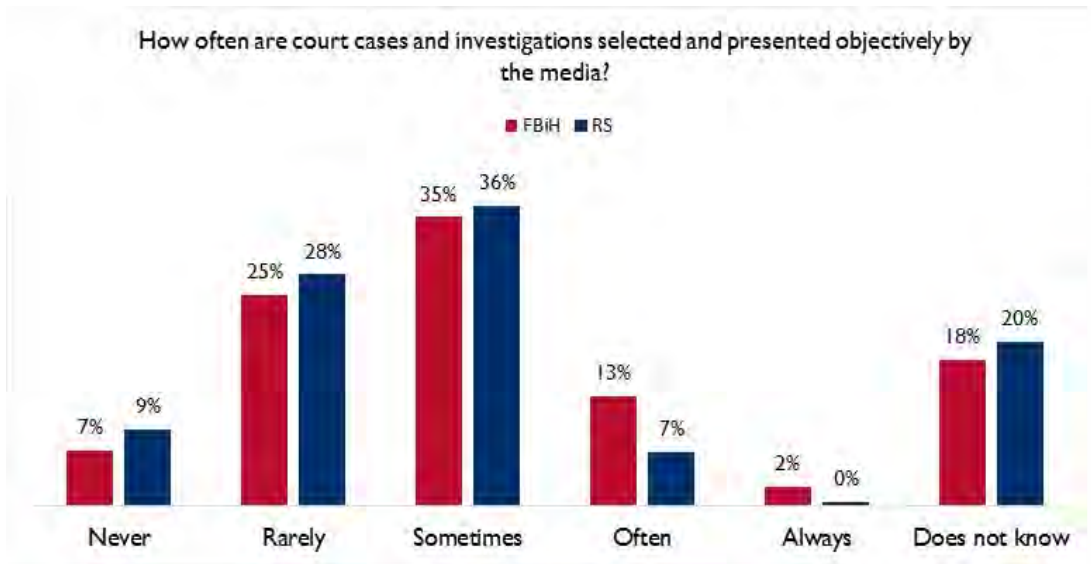
NSCP-BiH 2015 shows that more than two thirds of the citizens use media as their personal source of information about the BiH judiciary, with total of 8% using their personal and professional interaction with the court as the principal source of information, and less than 1% using official information published by the judicial institutions. This can be seen in Figure 22.

Figure 22. Principal Source of Judicial Information



Meanwhile, only 12% of citizens (16% in FBiH and 7% in RS) believe that the media objectively selects and presents the court cases, as shown in Figure 23.

Figure 23. Media Objectivity in Court Cases



Corruption

Corruption is one of the most pressing issues in BiH. According to Transparency International's Corruption Perceptions Index (CPI)¹⁰, BiH scored 38 out of 100 points (0 being highly corrupt and 100 being very clean) in 2015 and ranked 76th cleanest among the 168 countries included in the CPI. In addition to the low score in 2015, the trend of BiH's CPI is also worrying with the score worsening from 42 in 2012 to 38 in 2015. Many surveys and

¹⁰ The Corruption Perceptions Index ranks countries/territories based on how corrupt a country's public sector is perceived to be. It is a composite index, drawing on corruption-related data from expert and business surveys carried out by a variety of independent institutions. (<http://www.transparency.org/country/#BIH>)

reports highlight corruption as one of the country's biggest problems affecting all spheres of political, economic, and social development. *Constitutional and Governance Reforms in BiH: Does Public Opinion Matter?* published by the Democratization Policy Council states that 84% of Bosniaks, 73% of Serbs and 82% of Croats in BiH see corruption as the biggest problem because it impacts their daily life.¹¹ At the same time only 33% of BiH citizens older than 18 would admit to giving and/or accepting a bribe in a role of citizen and/or official.¹²

NSCP-BiH 2015 tackles the corruption topic by measuring citizens' tendency to pay bribes¹³ and attitudes towards fighting corruption. The respondents have been asked whether they ever gave money, gifts, services, or similar to any of the following: doctor, nurse, professor, teacher, judge/prosecutor, court personnel, police officer, politician, inspector, government employee, or any other public official.

Figure 24. Citizens' Bribe Experience

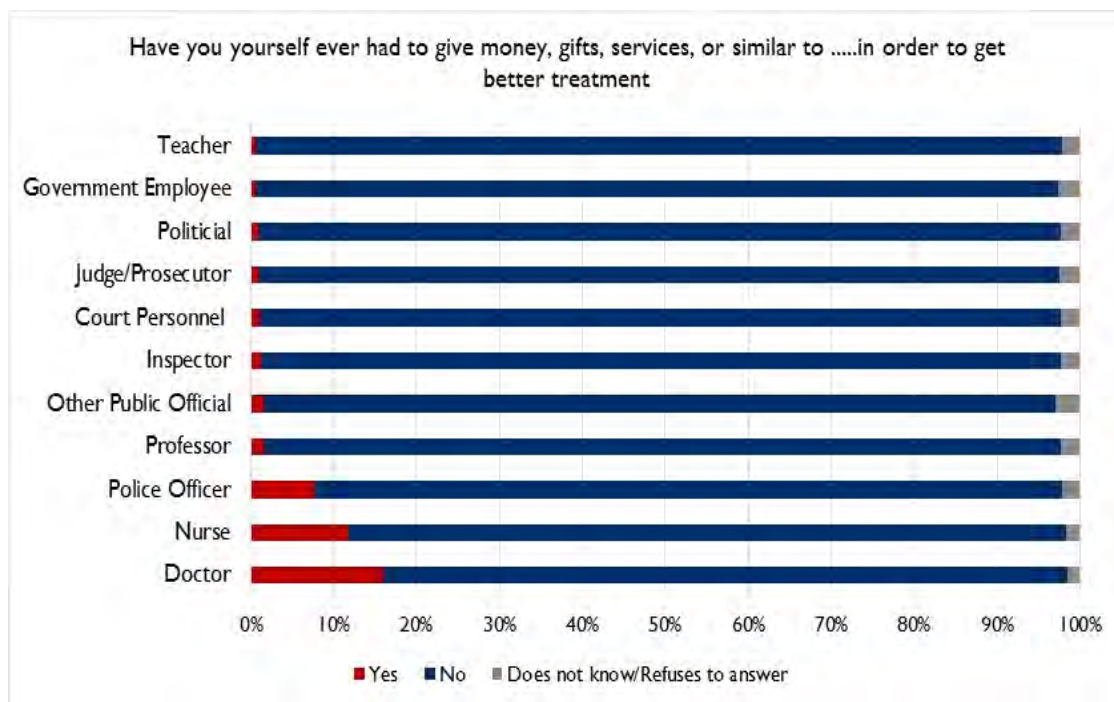


Figure 24, shows the percentage of survey respondents who admit to bribing different types of public officials. In total, 21% of BiH citizens reported that they gave bribe to a public official. This percentage appears to be low comparing to other surveys and research measuring general perception on the prevalence of corruption in different sectors in BiH. There are not significant differences between Entities nor among different age groups. Citizens are most likely to bribe doctors/nurses, and police officers.

¹¹ Raduta; *Constitutional and Governance Reforms in Bosnia and Herzegovina: Does Public Opinion Matter?*; Democratization Policy Council; DPC Policy Note; New Series #08; Sarajevo; 2015; pg. 8

¹² *Corruption Assessment Report Bosnia and Herzegovina*; Center for Investigative Report (CIN), Southeast Europe Leadership for Development and Integrity (SELDI); Sofia; 2013; pg. 11

¹³ Bribery is understood as the payment (in money or kind) that is given or taken in a corrupt relationship. (Rohwer; *Measuring Corruption: A Comparison Between the Transparency International's Corruption Perception Index and the World Bank's Worldwide Governance Indicators*; CESifo DICE Report 2/2009; 2009; pg. 1)

One of the sectors that are often connected with corruption is judiciary. According to the Transparency International, 65% of BiH citizens in 2013 felt that judiciary in this country is corrupt/extremely corrupt¹⁴. Similar pattern emerges in the NSCP-BiH 2015, as we find that 71% of the respondents (70% in FBiH and 73% in RS) think that the court system is affected by corruption¹⁵. 62% of citizens believe that judges and prosecutors take bribes, despite that less than 1% of the respondents in the same survey admit to bribing a judge/persecutor (0.7% in FBiH; 1% in RS) as shown in Figure 24.

Low level of trust in judiciary system is also reflected in our finding that only 24% of BiH citizens believe that judges can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law. Table 6 shows that 28% of FBiH citizens think that judges can be trusted comparing to 19% in RS. Turning to the prosecutors, 24% of BiH citizens think that the prosecutors can be trusted to perform their duties impartially and in accordance with the law. More trust in prosecutors is shown by the FBiH citizens (27% comparing to 18% of people living in RS).

Table 6. Impartiality of Judges and Prosecutors

Public Officials can be trusted to perform their duties impartially and in accordance with the law								
	Judges				Prosecutors			
	Entity		Age		Entity		Age	
	FBiH	RS	Adult	Youth	FBiH	RS	Adult	Youth
Agree	28%	19%	24%	27%	27%	18%	23%	27%
Disagree	49%	62%	54%	53%	49%	62%	54%	53%

In addition, NSCP-BiH 2015 reveals that BiH citizens' perception that public officials who violate the law are not identified and punished (62% in the whole sample, 59% in FBiH and 66% in RS). Furthermore, 63% of citizens (59% in FBiH and 70% in RS) believe that judiciary is not effective in combating corruption.

Citizen Participation and Media

Turning to the media sector in BiH, the active print outlets include nine daily newspapers, 189 periodicals (magazines, publications, of diverse content)¹⁶, 144 radio stations, and 43 television stations.¹⁷ Generally, TV is the primary information medium in BiH, particularly when it comes to the vast majority informing themselves about political content. TV is the most affordable media and previous surveys indicate that 93%¹⁸ of households possess a TV at home, while the rate of internet use in BiH is between 58% and 66%.¹⁹ Consistent with previous findings for BiH, NSCP-BiH 2015 indicates that citizens rely much more on TV as a source for political content than any other media type.

¹⁴ The data have been obtained through the Global Corruption Barometer 2013, a biggest ever survey tracking world-wide public opinion on corruption. (<http://www.transparency.org/gcb2013>)

¹⁵ This includes respondents choosing 5-7 on a scale of perceived corruption of from 1 (not at all corrupt) to 7 (extremely corrupt).

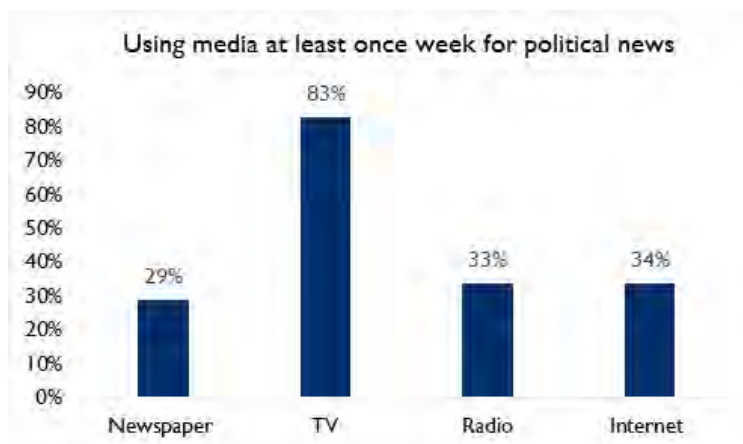
¹⁶ Europe and Eurasia Media Sustainability Index 2015

¹⁷ BiH Communications Regulatory Agency, Annual Report 2014.

¹⁸ Regional Cooperation Council, Balkan Barometer 2015.

¹⁹ BiH Communications Regulatory Agency, Annual Report 2014.

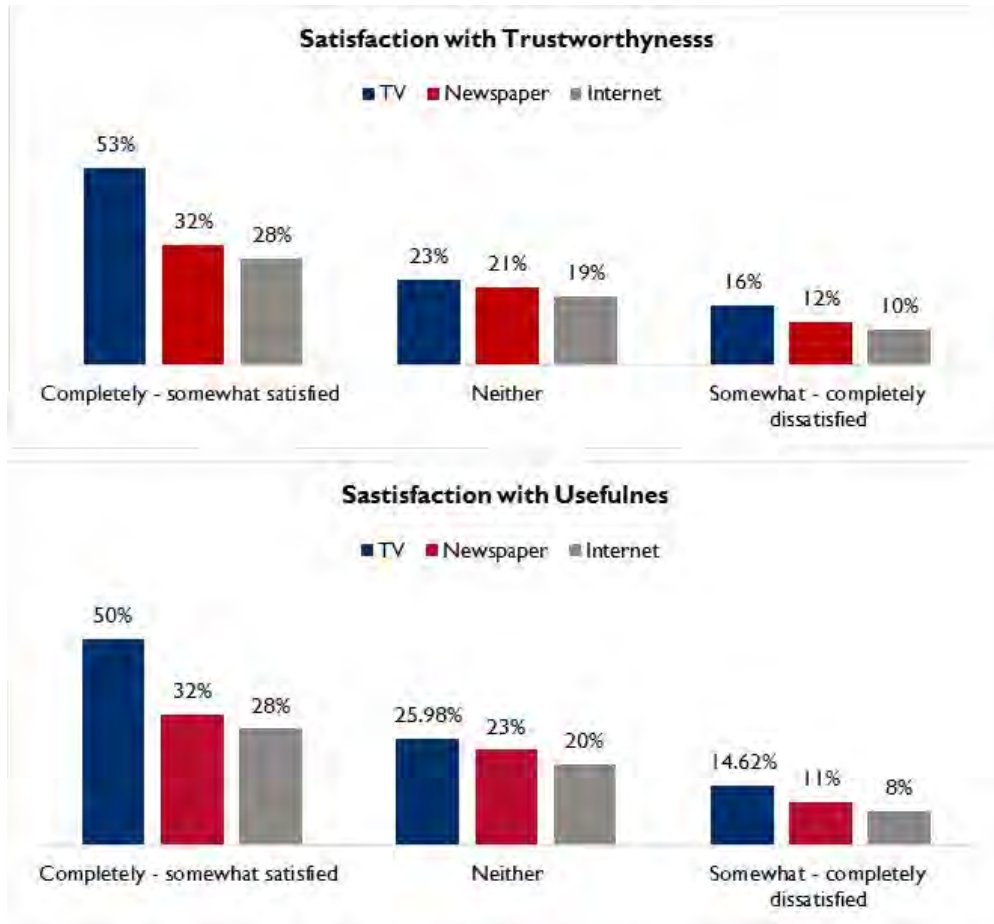
Figure 25. Access to Political News through Media



As shown in Figure 25, countrywide 83% of the citizens are turning to TV at least once a week for political news and information, while the use for other media sources is 32% on average (29% for newspaper, 33% for radio, and 34% for internet). There are strong differences at the Entity level related to the media type for accessing political news. The share of citizens who access political news via internet and radio on a weekly basis is significantly higher in FBiH than in RS (37% in FBiH and 26% in RS for radio and 38% in FBiH and 26% in RS for internet).

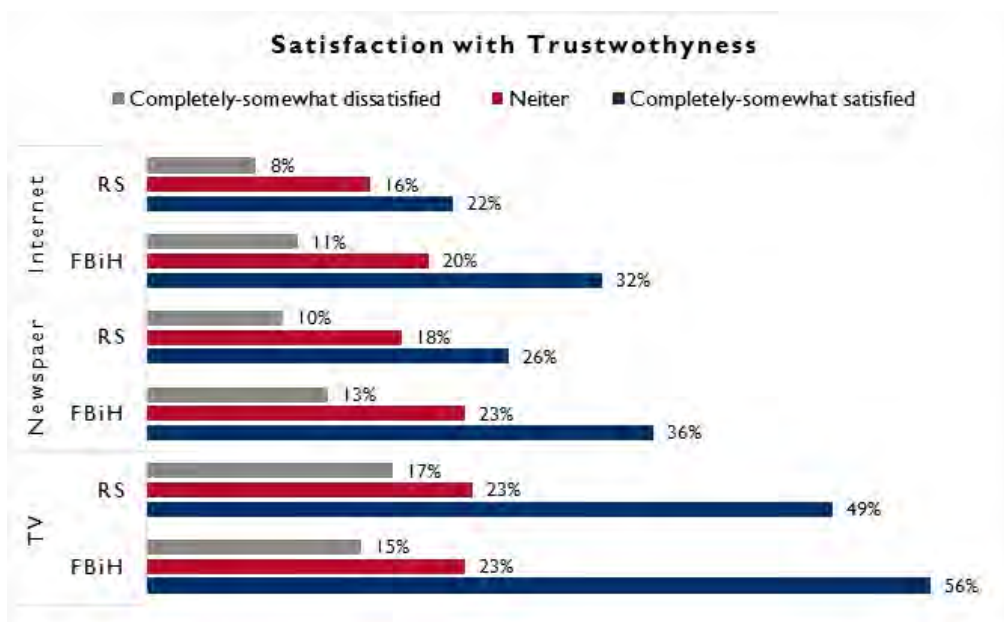
Overall satisfaction with trustworthiness and usefulness of information contained in different media sources in BiH is generally low with around half of the citizens expressing dissatisfaction. In addition to being used as citizens' primary source for political information, TV is the dominating media source in terms of citizens' perceptions of trustworthiness and usefulness as well, as shown in Figure 26. 53% of respondents are satisfied with trustworthiness of information on TV and 32% and 28% with trustworthiness of information in newspapers and internet respectively. Similarly, 50% of respondents are satisfied with the usefulness of information on TV, and 32% and 28% with usefulness of information in newspapers and internet respectively.

Figure 26. Satisfaction with Trustworthiness and Usefulness by Media Type



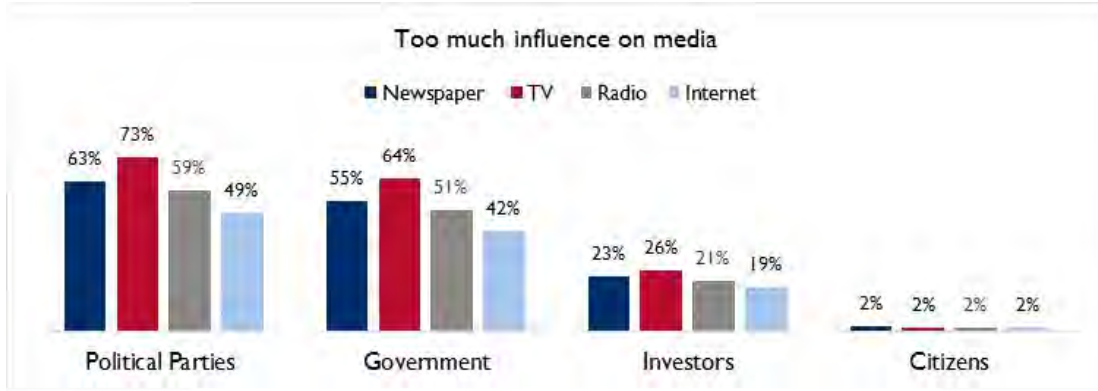
Examining the differences between Entities, respondents from RS are less satisfied with the trustworthiness and usefulness of information in all media sources, as shown in Figure 27.

Figure 27. Satisfaction with Trustworthiness by Media Type across Entities



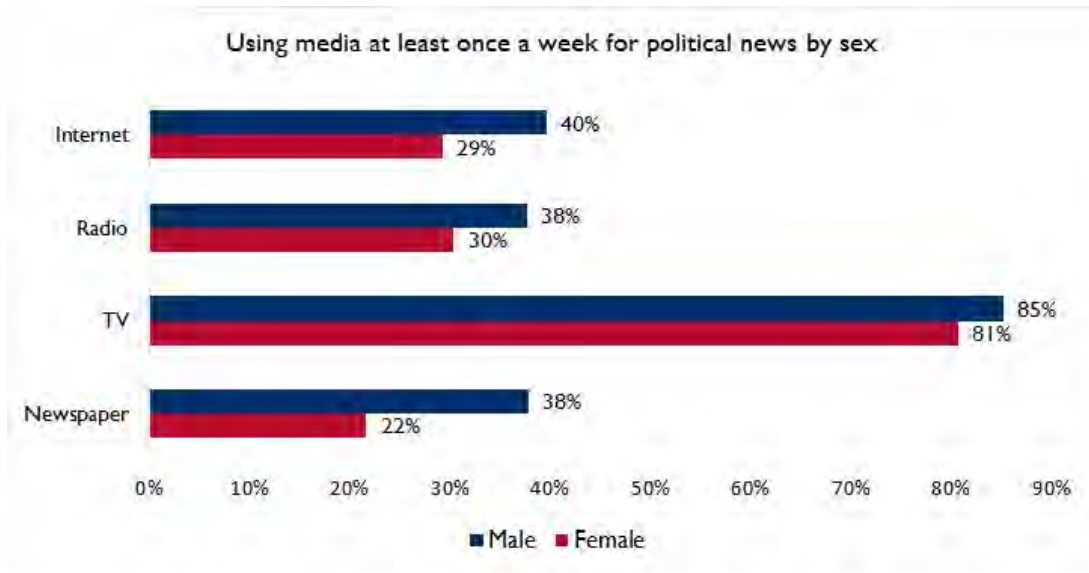
More than half of the respondents feel that political parties and government exert too much control over newspapers, TV, and radio media. Citizens perceive internet as being least controlled media, as presented in Figure 28.

Figure 28. Influence on Media



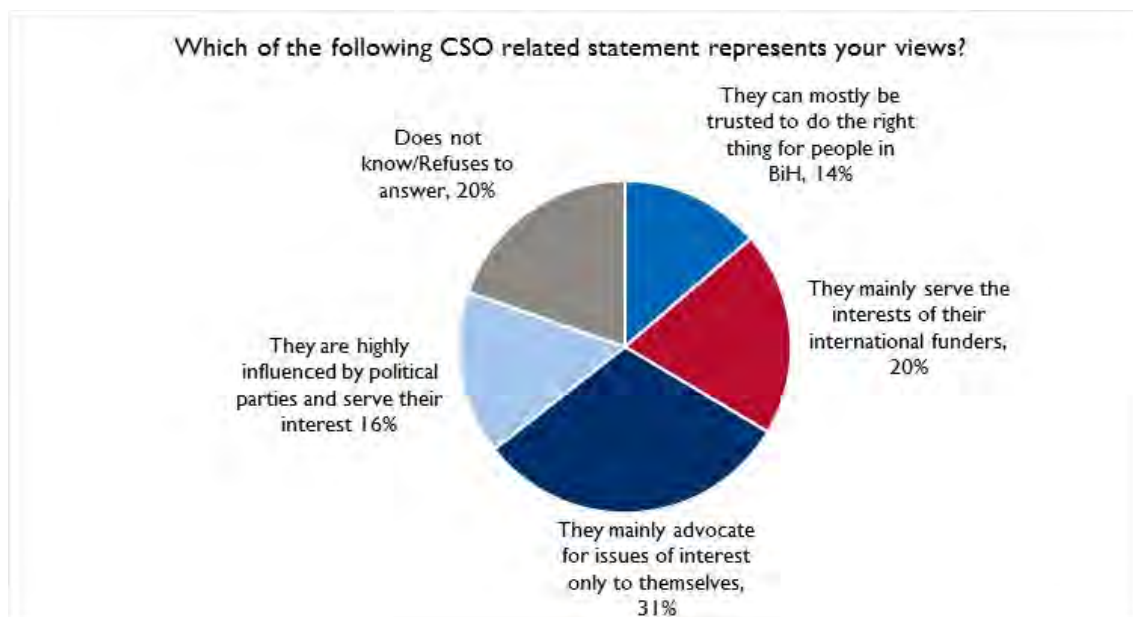
We find difference in consumption of political news via different media types by sex. In general men are more likely to consume political content than women across all media types. As shown in Figure 29, the largest gap lies in the newspaper category in which men are almost twice as more likely to use newspaper at least once a week for political news compared to women.

Figure 29. Difference in Consuming Political News via Media by Sex



Previous research reported that Civil Society Organizations (CSOs) generally enjoyed a high level of trust by citizens in comparison to other institutions in BiH²⁰. Trust in CSOs in BiH is still developing as BiH CSO Sustainability Index indicates that “many individuals do not see visible results from CSOs’ work and think that CSOs only exist for their employees to make money”²¹. NSCP-BiH 2015 gathered information about BiH public opinion of CSOs. As shown in Figure 30, largest share of BiH citizens (31%) report that CSOs primarily work in their own interest and on issues that they find important, 20% of citizens state that CSOs are highly influenced by their donors and work in their interest, while 16% state that they are influenced by political parties and serve their interests. Only 14% state that CSO can be trusted to do the right thing for the people.

Figure 30. Attitudes towards CSO



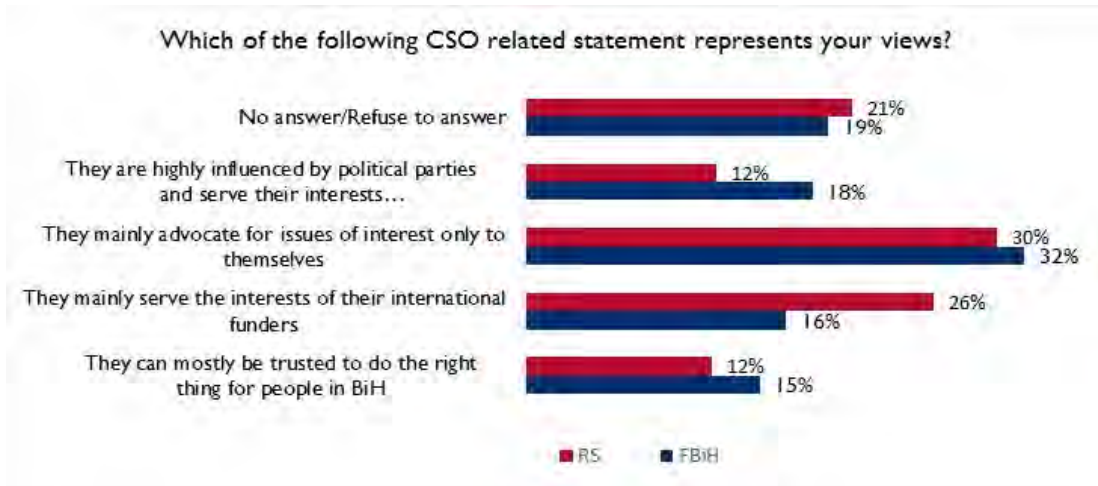
The variation across Entities in attitudes toward CSO (Figure 31) shows:

- In RS, the share of population stating that CSOs primarily serve the interest of their international funders is almost twice as high in comparison to FBiH.
- In FBiH, the share of population that believe CSOs serve the interest of political parties is significantly higher than in RS.

²⁰ Analitika Survey 2013 “Fakti November 2013” Trust in Humanitarian and Non for profit organizations: 10,1% highly trust, 40,5% trust a lot, 37,4% doesn’t trust too much, 9,9% doesn’t trust, 2,1% no answer, available at http://www.analitika.ba/sites/default/files/publikacije/fakti_povjerenje_gradjana_13nov2013.pdf

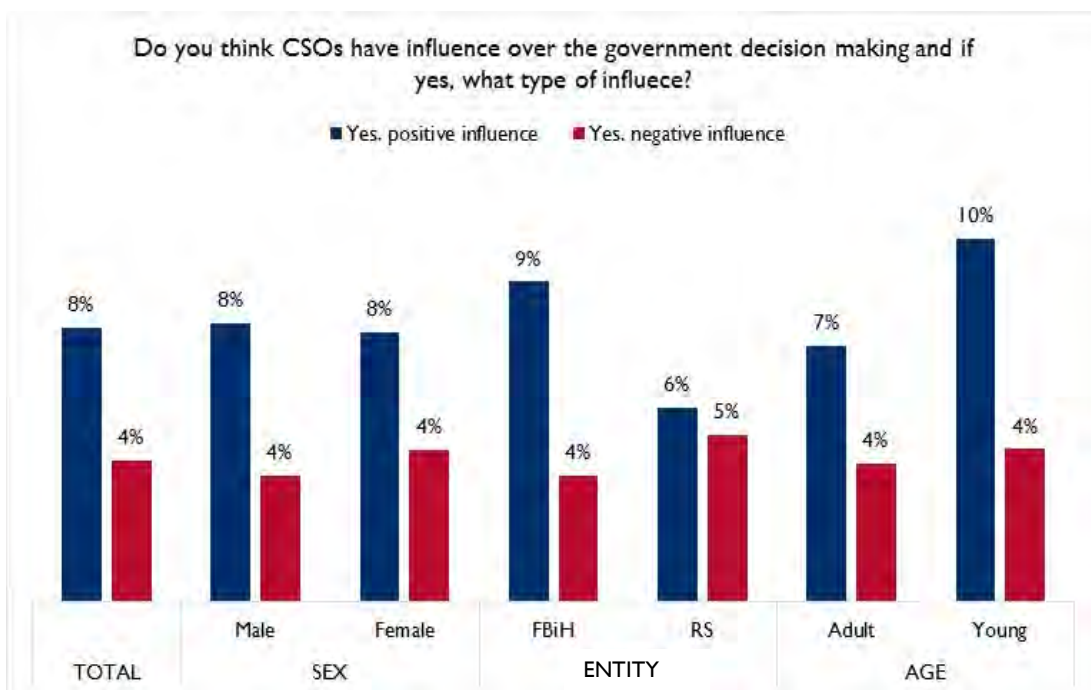
²¹ CSO SI 2014

Figure 31. Attitudes towards CSO by Entities



In terms of perceived effectiveness of CSOs' work, 33% of BiH citizens feel that CSOs have no influence on the government decisions, 12% believe that CSOs have (positive or negative) influence over the government decision making, while 33% believe that CSOs have only some influence at some government level. The remaining one quarter of the respondents do not know or refuse to answer. As illustrated in Figure 32, some differences in perceptions are evident between the two Entities, with a higher share of FBiH respondents believing that CSOs have positive influence over the government decision making. In FBiH share of citizens who believe that CSOs have positive influence is twice as high as the share of those who

Figure 32. CSO Influence over Government



believe that CSOs have negative influence, while in RS these shares are broadly equal. The share of youth who state that CSO have positive influence is higher comparing to adults.

Citizens' awareness of CSOs' anti-corruption activities is very low. When asked if they can remember any local civil society organization that has organized actions against corruption in their town, only 2% respond that they do. When the interviewer specifically named Transparency International, Center for Investigative Reporting (CIN), and ACCOUNT, 38% of the respondents said that they are familiar with at least one of these three named organizations (31% of respondents heard of Transparency International, 22% heard of CIN, and 10% heard of ACCOUNT) and 14% of the respondents remembered hearing of any events organized by these three organizations in their town. A slightly higher share of population is familiar with at least one of these three organizations in FBiH (40%) than in RS (34%).

Citizens' participation in their community or involvement in any decision making process is very low based on our findings from NSCP-BiH 2015. Only 3% of the respondents have responded positively (for the period of the 12 months prior to NCSP-BiH 2015) to one of the following:

- participated in a public hearing on any government level
- sent a citizens' initiative to any government body
- provided comments to a draft policy to government
- participated in a working group designing a government policy
- served as a member in an advisory committee or council
- acted as a political representative in the community, municipality, or higher level

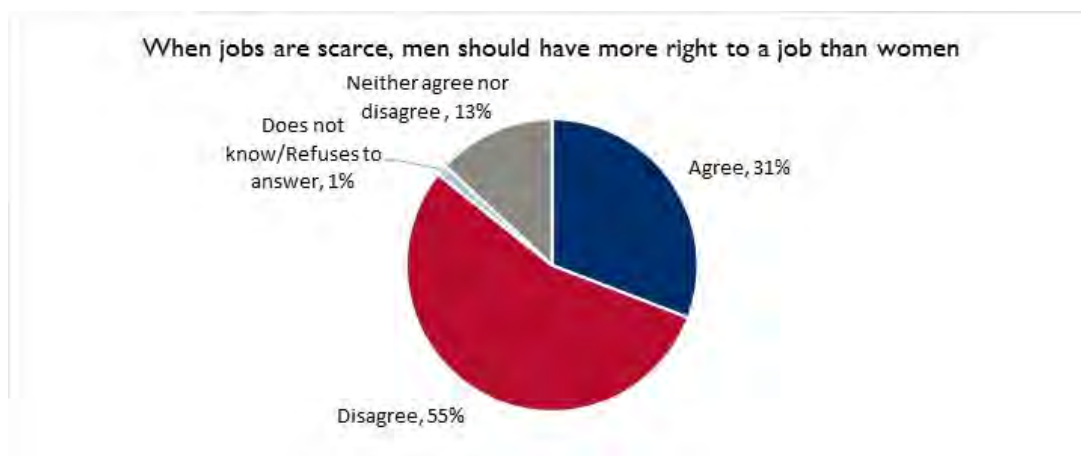
Social Inclusion

According to the Article 2 of the Law on Gender Equality in Bosnia and Herzegovina²², full gender equality shall be guaranteed in all spheres of society, particularly in: economy, education, employment and labor, social and health care, and public life and media. 96% of BiH citizens think that women should have equal rights with men and receive the same treatment as men do. Our estimates from NSCP-BiH 2015 show that there is almost no difference between male and female perceptions or attitudes of citizens living in FBiH or RS when it comes to men and women having equal rights.

However, when asked more specific questions about roles of women and men, BiH citizens exhibit some negative tendencies. As shown in Figure 33, 30% of BiH citizens believe that men should have more right to a job than women in case that jobs are scarce.

²² Official Gazette of BiH, No. 16/03, 102/09 and 32/10)

Figure 33. Gender Rights to a Job



Breaking down by sex of survey respondents, this opinion is shared among 28% of women and 34% of men. In terms of variation across Entities, 33% of FBiH citizens and 26% of RS citizens believe that men should have more right to work in case of job scarcity. Furthermore, 32% of adults and 25% of youth agree with the aforementioned statement, as shown in Table 7.

Table 7. Gender Rights to a Job by Sex, Entity, and Age of Respondents

When jobs are scarce, men should have more right to a job than women						
	Sex		Entity		Age	
	Male	Female	FBiH	RS	Adult	Youth
Agree	34%	28%	33%	26%	32%	25%
Disagree	50%	58%	51%	61%	54%	61%

With the adoption of the amendments to the Election Law of BiH in 2013²³, at least 40% of women must be included in Electoral Commission lists. However, the last general election in BiH were marked by only one women candidate for the Presidency and only 20% of elected candidates at all levels of government being women. Nevertheless, according to the NSCP-BiH 2015 estimates, around two thirds of the citizens do not think that men make better political leaders than women, as seen from Table 8.

Table 8. Gender Political Equality

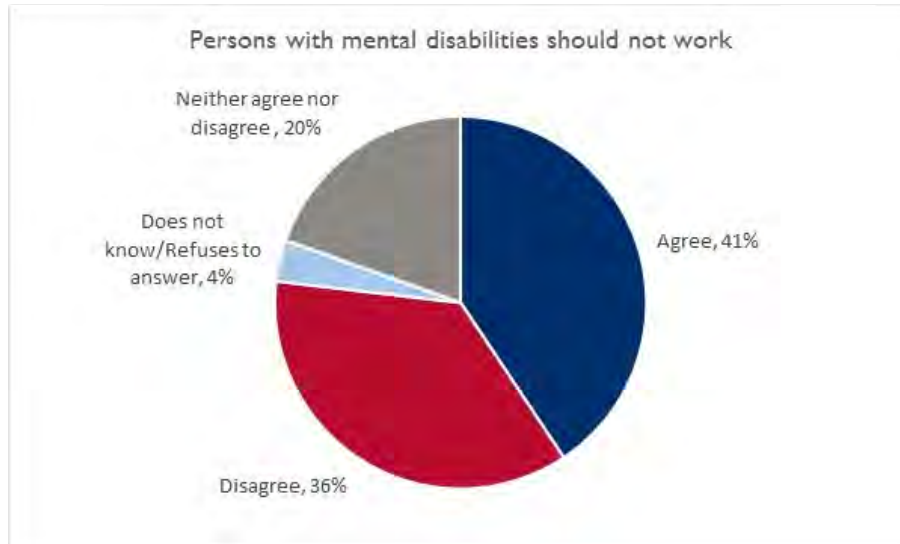
On the whole, men make better political leaders than women and should be elected rather than women							
	TOTAL	Sex		Entity		Age	
		Male	Female	FBiH	RS	Adult	Youth
Agree	24%	29%	19%	24%	22%	23%	24%
Disagree	64%	56%	69%	64%	63%	64%	64%

NSCP-BiH 2015 also examined general population's attitudes when it comes to social inclusion of people with disabilities (PWDs). The definition of persons with disabilities according to the Convention on the Rights of Persons with Disabilities and Optional

²³ Article 2. of the Amendments to the Election Law of BiH; Official Gazette of BiH No. 18/13

Protocol²⁴, states that PWDs include those who have long term physical, mental, intellectual or sensor impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. The exact number of PWDs in BiH cannot be obtained since the official results of the 2013 Census have not been published yet. Both BiH Entities have adopted some legal provisions on rehabilitation, training, and employment of PWDs. For example, in FBiH, as of December 31, 2013, employers are required to employ at least one employee with a disability for every 16 employees.²⁵ However, NSCP-BiH 2015 reveals that 41% of citizens believe that persons with mental disabilities should not work, as shown in Figure 34.

Figure 34. Perception on Mental Disabilities and Work

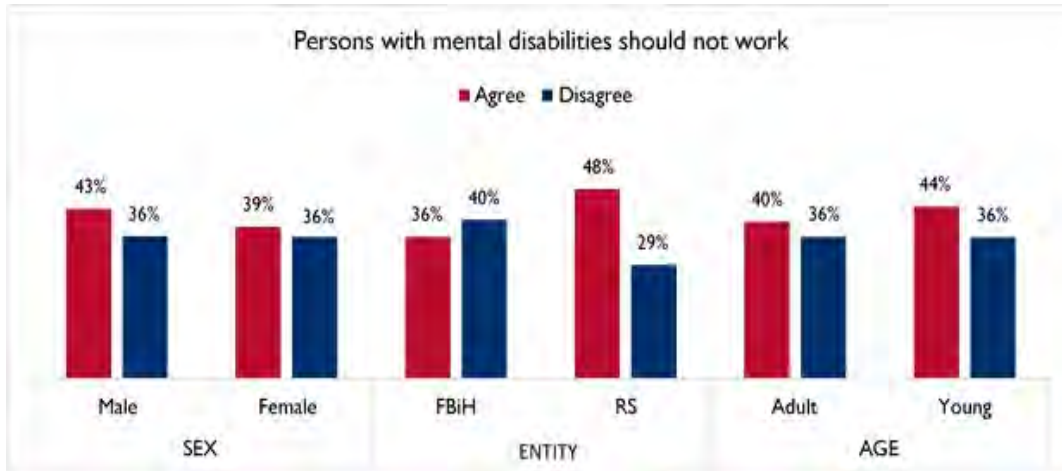


A larger share of men compared to women think that persons with mental disabilities should not be employed (43% comparing to 39%). Furthermore, as Figure 35 shows, almost half of the RS citizens think that persons with mental disabilities should not work, while this percentage is somewhat lower in FBiH (36%).

²⁴ The Convention on the Rights of Persons with Disabilities and Optional Protocol was adopted on December 13, 2006 at the United Nations Headquarters in New York. BiH has ratified the Convention in March 2010. Ministry assigned to be responsible for the implementation of the Convention is Ministry for Human Rights and Refugees of BiH.

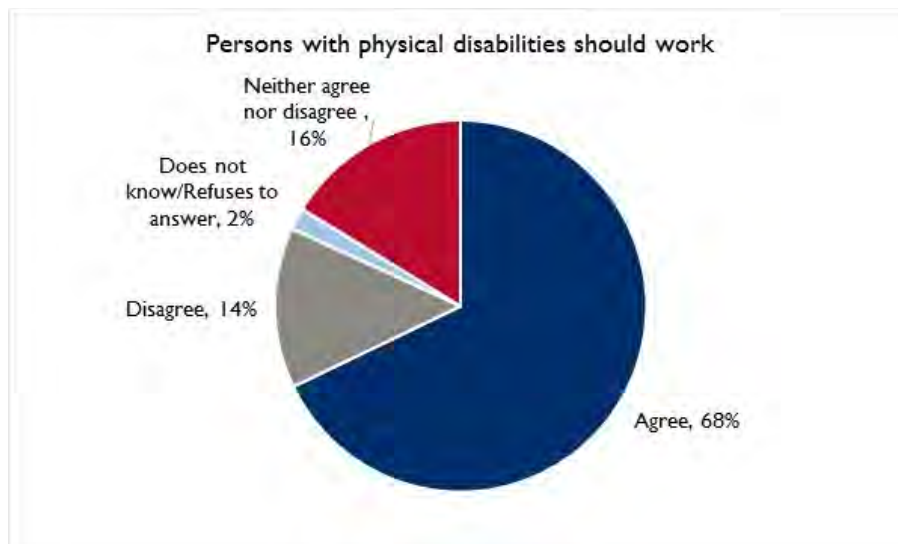
²⁵ Law on Professional Rehabilitation, Training and Employment of Persons with Disabilities in FBiH; Official Gazette of FBiH No. 12/10; Article 18.

Figure 35. Perception on Mental Disabilities and Work by Sex, Entity, and Age



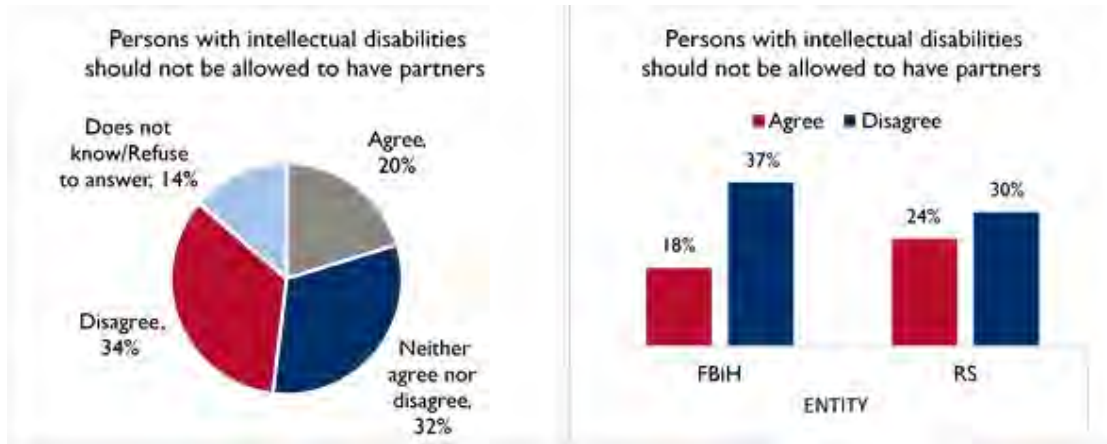
The perceptions of employment of persons with physical disabilities are somewhat more positive, as lower share of citizens (14%) thinks that these persons should not work. This opinion is shared almost equally among men and women, FBiH and RS citizens, and youth and adults.

Figure 36. Perception on Physical Disabilities and Work



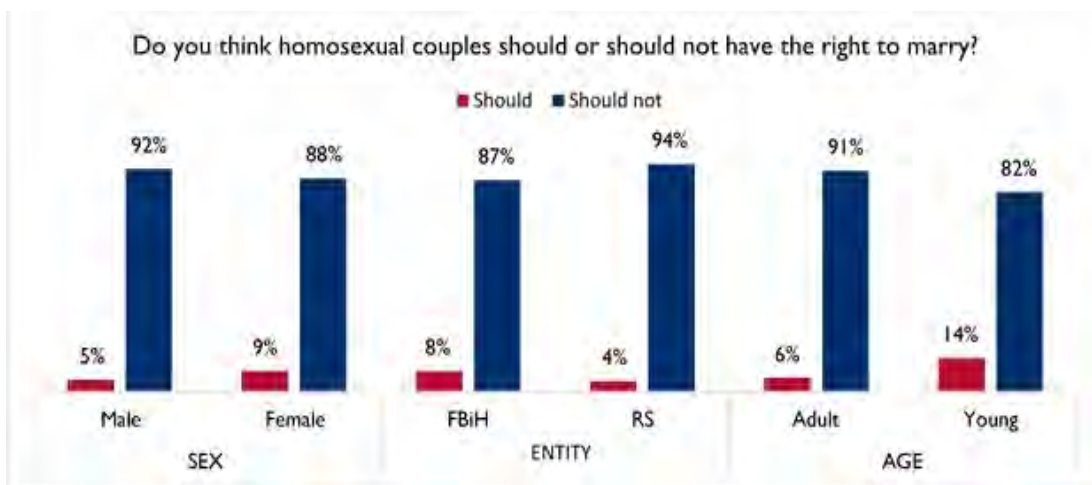
In addition to perceptions of PWDs' right to work, NCSP-BiH 2015 also examined perceptions about PWDs' right to have partners. As seen in Figure 37, the results show that 20% of BiH citizens think that persons with intellectual disabilities should not be allowed to have partners. This percentage is slightly higher for people from RS (24%) comparing to FBiH residents (18%).

Figure 37. Perception on Intellectual Disabilities and Partners



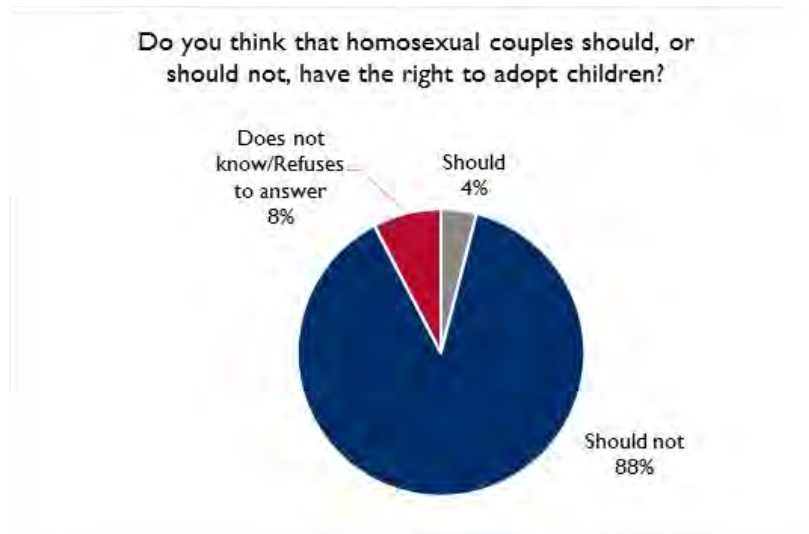
When it comes to social inclusion of homosexuals, NSCP-BiH 2015 revealed worrisome tendencies. A large majority of BiH citizens believe that homosexual couples should not have equal rights as heterosexual couples. Seen from Figure 38, only 7% of BiH population think homosexual couples should have the right to marry, while 86% disagrees. A larger share of females (9%) support gay marriage rights comparing to males (5%). The same applies to FBIH (9% comparing to 4% in RS) and youth (14% comparing to 6% of adults).

Figure 38. Perception on Homosexual Couples and Marriage



Furthermore, 88% of BiH citizens believe that homosexual couples should not have right to adopt children, shown in Figure 39. 90% of men and 87% of women hold this opinion. Only 5% of people in FBIH and 2% in RS think that homosexual couples should have the right to adopt a child. The corresponding percentages are 3% for adults and 8% for youth.

Figure 39. Perception on Homosexual Couples and Children

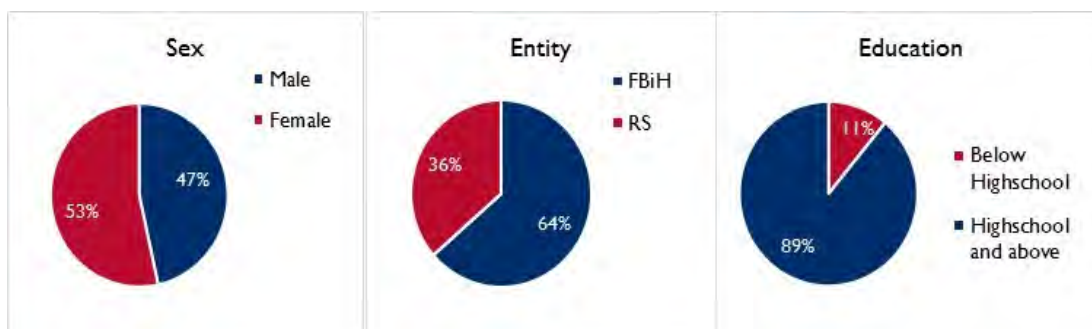


Youth Development

According to the Article 4 of the Youth Law of the Federation of Bosnia and Herzegovina²⁶ and Article 2 of the Law on Organization of the Youth of Republika Srpska²⁷, young people or youth refer to people aged 15 to 30 years. We used the same definition for youth in NSCP-BiH 2015.

Among 2,928 respondents, there were 485 under the age of 30. Sex, Entity and education level²⁸ of our youth sample are shown in Figure 40.

Figure 40. Characteristics of NSCP-BiH 2015 Youth Sample



NSCP-BiH 2015 examined the civic engagement of youth through list of questions tackling youth interest and inclusion in social and political activities. As shown in Figure 41, only 35% of youth are (very or somewhat) interested in politics. These results are more optimistic than

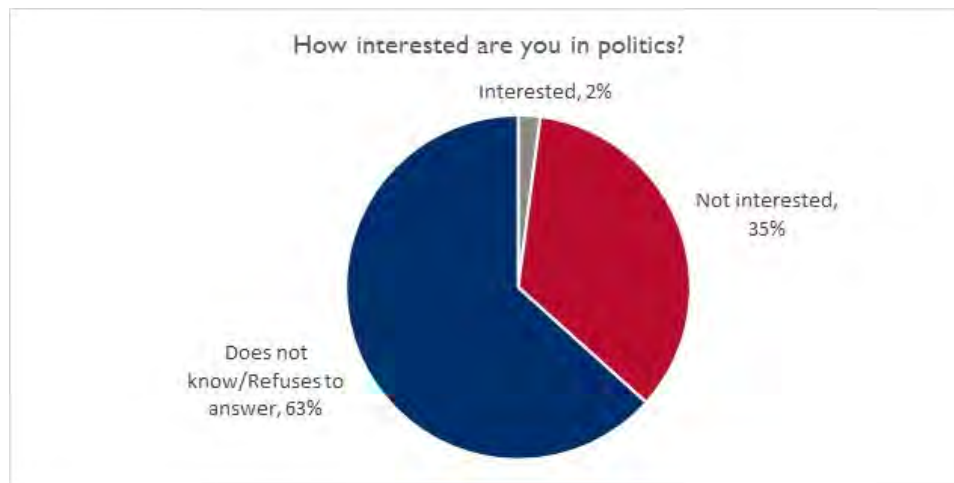
²⁶ Official Gazette of the FBiH, No. 35/10

²⁷ Official Gazette of the RS, No. 98/04 and 119/08

²⁸ According to segregation by the education level, young respondents are divided into two groups, first including those who have obtained primary school degree or lower and second including those with high school or higher diploma obtained.

the ones obtained by the MDG Achievement Fund through its study *Voices of Youth* (2012)²⁹ which showed that only 17% of young people are interested in politics.

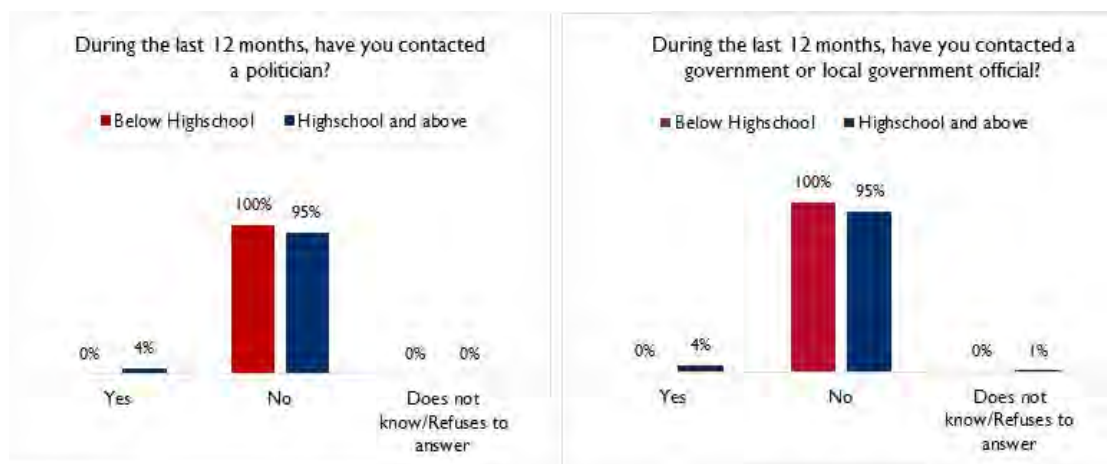
Figure 41. Interest in Politics among Youth in BiH



A greater interest in politics has been shown by young men (40% compared to 30% for young women). Politics seems to be more popular in FBiH as 38% of youth in this Entity expressed their interest in political activities while 29% of youth in RS showed interest.

The low level of youth interest in politics also reflects in their weak engagement in different political and civic activities. For example, only 4% of BiH youth who have obtained a high school degree or higher have contacted a politician, and 4% of this youth group have contacted government or local government official in the last year, as shown in Figure 42.

Figure 42. Youth Political Activity: Contacting Politician



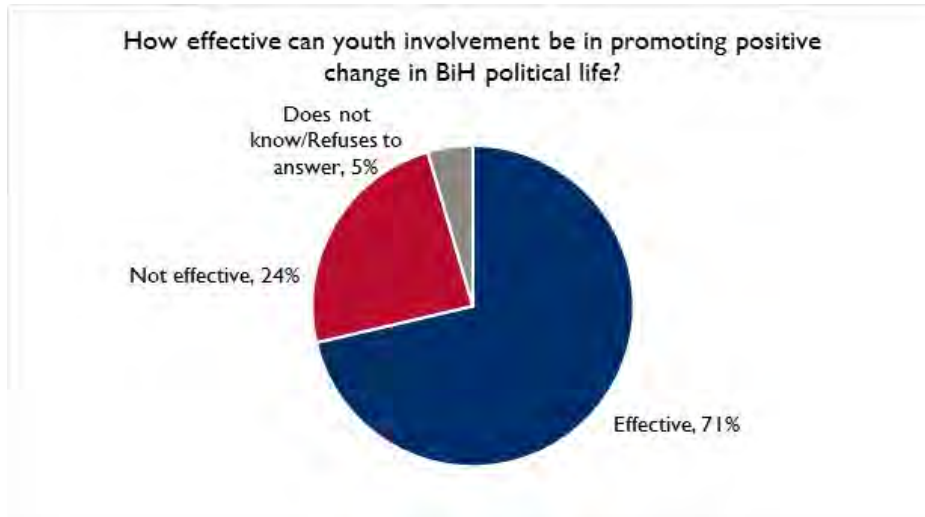
Similar results are shown by the *Voices of Youth* study which reported that 89% to 95% of youth have never participated in various political activities. The comparison between these two surveys, whereby one is conducted in 2012 and the other in 2015, shows that 96% of youth have never contacted a politician during last year compared to 94% in 2012, 86% have

²⁹ Đipa, Fazlić; *Voices of Youth*; MDG Achievement Fund; Sarajevo; 2012; pg. 32

never signed a petition compared to 89% in 2012, 92% have never joined a protest compared to 94% in 2012, 94% have never discussed politics on internet compared to 91% in 2012.³⁰ Thus, the situation has not changed in the last three years and youth engagement in various political activities in BiH stays very low.

Low level of youth political activity is surprising considering the fact that their general perception is that their involvement can be effective in promoting positive change in BiH political life. Figure 43 shows that 71% of BiH youth have a positive attitude towards their role in promoting positive changes.

Figure 43. Youth Involvement and Positive Change



Engagement of youth in different political activities during the 12 months prior to NSCP-BiH 2015 is generally low:

- 15% of youth signed a petition
- 15% boycotted certain products (e.g. BUY LOCAL)
- 9% was a member of a political party/group
- 9% volunteered in a CSO (including youth banks)
- 8% volunteered to monitor/observe elections
- 7% took part in a lawful public demonstration
- 5% posted a message with political content in social media
- 5% contacted a government or local government official
- 4% contacted a politician
- 4% worked without pay in a political party or action group

NSCP-BiH 2015 shows a great discrepancy when it comes to social protests in which youth from different BiH Entities have participated in. Young people living in FBiH are more likely to get involved in public demonstrations (10% vs. 4%), or boycotting certain products than young people from RS (18% vs. 9%). On the other hand, young people living in RS are somewhat more likely a member of a political party/group (10% vs. 8%). Shares of youth that

³⁰ Đipa, Fazlić; Voices of Youth; MDG Achievement Fund; Sarajevo; 2012; pg. 33

post messages with political content in social media and that volunteer to monitor/observe elections is also low in both Entities, without much difference (5% in both FBiH and RS post messages with political content in social media, while 8% in both FBiH and RS volunteer to monitor/observe elections).

According to the World Economic Forum³¹, BiH is ranked 136th out of 140 countries based on its capacity to retain talent and 137th based on its capacity to attract talent. Some research estimates that 79% of researchers from the area of engineering, 81% of magistrates and 75% of PhDs have left BiH since 1995³². In NSCP-BiH 2015, we tackle this topic by measuring the percentage of youth who have considered the option of leaving the country (63%). Similar results are presented in a previous study on the position and needs of youth in the FBiH (*Towards a Youth Policy in FBiH*), in which the Institute for Youth Development KULT found that 150 000 young people have left BiH since the end of the war and 60% of youth want to leave BiH in search of jobs in wealthier countries with a more promising future³³. Figure 44 shows that almost two thirds of youth are considering leaving BiH. Comparing the situation in FBiH and RS, 64% of youth in FBiH and 60% of youth in RS have considered leaving the country.

Figure 44. Youth Considering Leaving BiH

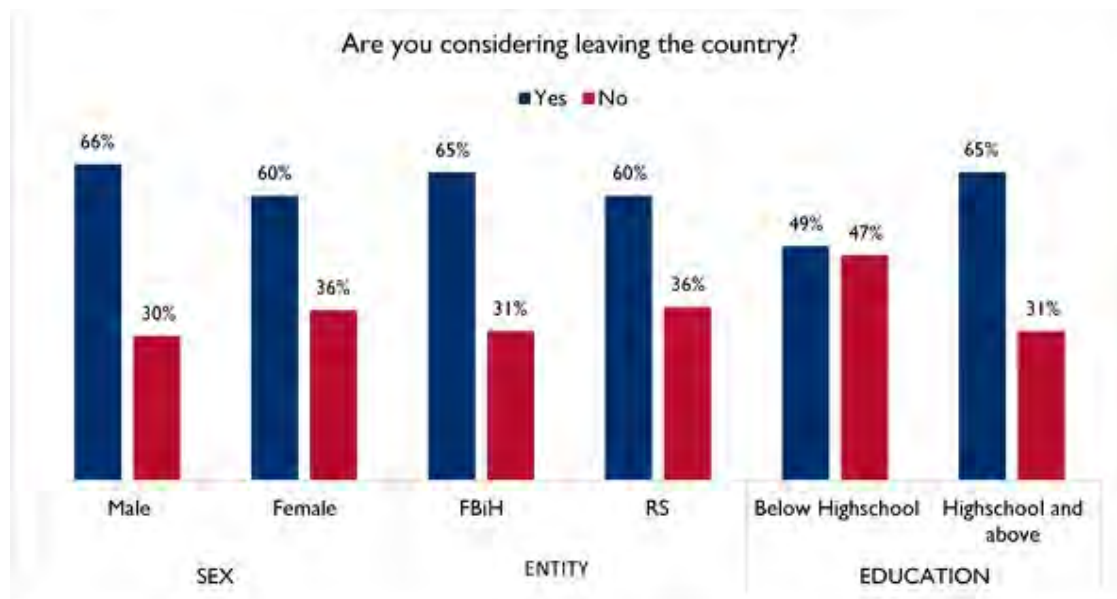


Table 9 shows that the main reason for considering leaving the country in both Entities and for both genders is high unemployment rate and inability to find a job (FBiH: 40%; RS: 30%; Male: 40%; Female: 33%). 18% of BiH youth said they want to leave the country so they can provide better life opportunities for their children and 14% stated their wish to take new professional challenges as a reason for leaving the country.

³¹ The Global Competitiveness Report 2015-2016, Country/Economy Profile – Bosnia and Herzegovina, World Economic Forum, pg. 119, 2015

³² Article: *Burning youth issues: Leaving the Country, Unemployment, Unsuitable Education System, Poverty*; Institute for Youth Development KULT; 2012; <http://goo.gl/c9gLWg>

³³ Halimić, Koštrebić, Neimarlija; *Towards a Youth Policy in FBiH – Survey on the Position and Needs of Youth in the Federation of BiH in 2013*; Institute for Youth Development KULT; Sarajevo; 2014; pg. 20

Table 9. Reasons for Considering Leaving BiH

Reason	Percentage
I would like to study abroad	8%
I would like to take new professional challenges abroad	14%
I cannot find work in BiH	37%
I want to be with my friends, family or a partner	3%
I want to help my people/family by sending help from abroad	4%
I do not feel safe in BiH	5%
I feel that my rights and freedoms are violated in BiH	6%
I would like to give my children better opportunities in life	18%
Other	5%
Does not know/Refuses to answer	0.7%

The alarming youth unemployment rate and weak real sector of economy shaped an environment in which youth considers public sector as the most attractive sector for work (56%), as can be seen in Figure 45. This strong appetency towards public sector jobs of all BiH citizens is also confirmed by the Balkan Barometer 2015 – Public Opinion Survey³⁴ (88%).

Figure 45. Youth’s Preferred Employment Sector

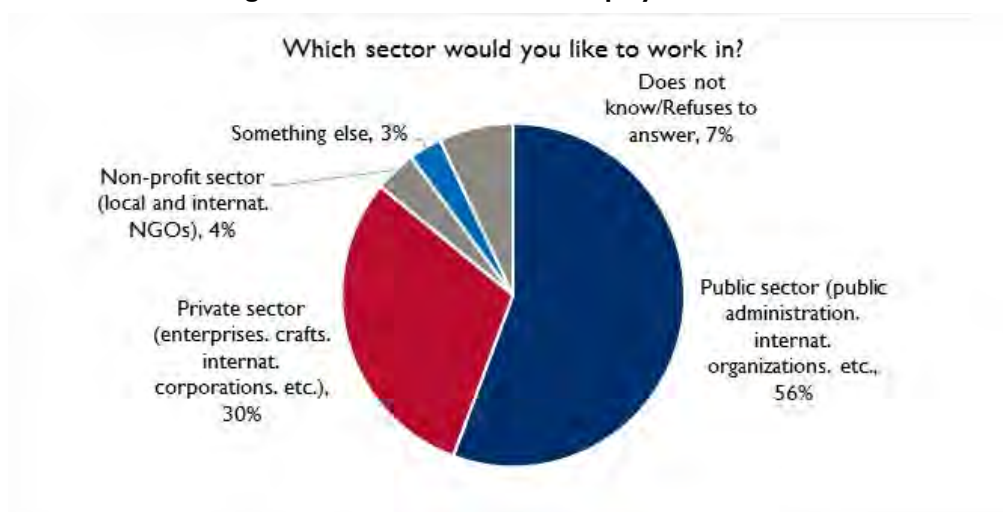


Table 10 presents the list of occupations and youth perspective towards their attractiveness. For example, young women consider clerical support worker and services and sales as a more desirable occupation than young men (10% compared to 3%; 15% compared to 9%). On the other hand, men are more interested in being craft and related trades workers (6% compared to 2%) or plant and machine operators and assemblers (5% compared to 1%).

³⁴ Group of authors – GfK; *Balkan Barometer 2015 – Public Opinion Survey*; Regional Cooperation Council; Sarajevo; 2015; pg. 57

Table 10. Youth Preferred Occupation in BiH

	Total	SEX		ENTITY		EDUCATION	
		Male	Female	FBiH	RS	Below High School	High School and above
Legislators, senior officials and chief executives	7%	6%	7%	4%	11%	6%	7%
Scientists, engineers and other professionals	16%	14%	17%	17%	14%	6%	17%
Technicians and associate professionals	12%	14%	11%	14%	10%	6%	13%
Clerical support workers	7%	3%	10%	8%	5%	6%	7%
Services and sales workers	12%	9%	15%	13%	11%	17%	12%
Skilled agricultural, forestry and fishery workers	4%	5%	3%	3%	6%	9%	3%
Craft and related trades workers	4%	6%	2%	4%	3%	4%	4%
Plant and machine operators and assemblers	3%	5%	1%	4%	2%	2%	3%
Elementary occupations	13%	16%	10%	12%	14%	19%	12%
Armed forces occupations	4%	5%	2%	4%	3%	4%	3%
Other	11%	8%	14%	12%	11%	11%	11%
Does not know/Refuses to answer	9%	9%	9%	8%	11%	11%	8%

Annex: National Survey of Citizens' Perceptions in Bosnia and Herzegovina Questionnaire

I, the coordinator, declare that this questionnaire was reviewed in accordance with all the rules for the questionnaire review!

Date and signature

NOT TO BE COMPLETED BY THE SURVEYOR!

QUESTIONNAIR CODE IN SS

OPERATER CODE

COMPLETED BY THE SURVEYOR!

SURVEYOR'S NAME AND SURNAME

COORDINATOR'S NAME AND SURNAME

INTERVIEW DATE

SETTLEMENT TYPE – REAL SITUATION (1-URBAN; 2-RURAL)

DATA FROM THE SAMPLE SPECIFICATION OR THE CONTACT LIST

CODE OF THE STARTING ADDRESS SAMPLE

CODE OF THE CONTACT LIST

MUNICIPALITY

SETTLEMENT

STREET

NUMBER

FLOOR

APPARTMENT SIGN

DESCRIPTIVE ADDRESS: *Note only if there is no house number!*

COMPLETED BY THE SURVEYOR!

INTERVIEW STARTED AT!

HOUR MIN

REMINDER FOR THE SURVEYOR:

Note down your questions from U1 to U5 for each address you visited between the last address at which you completed the survey and this address.

U1. Number of persons you contacted between the last and this questionnaire, but they refused to participate? (*Write "0" if this is the first questionnaire in this point of the sample or if there were no such addresses!*)

Note down the number!

U2. What are the reasons the persons refused to participate? (*Write the number of persons per each reason in the column "Total"!*)

Reasons	Total
1 – Too busy, does not have time, other obligations, health issues	
2 – Not interested	
3 – Not competent, does not know anything, does not want to	
4 – Scared, does not want us to breach their privacy	
5 – Already surveyed, does not trust the surveys	
6 – Other – Specify!	
Sum	

Note: Total sum of items should match the number written down for the question U. If 0 is the answer to U1, this table can remain blank!

U3. Sex of the person(s) that refused? (*Write the total number of male and female persons that refused in the column "Total"!*)

Sex	Total
1- Male	
2- Female	
Sum	

Note: Total sum of items should match the number written down for the question U. If 0 is the answer to U1, this table can remain blank!

U4. Age of the persons that refused? (*Write the number of persons that refused to take the survey per their estimated age in the column "Total"!*)

Age	Total
<30	
31 - 50	
>51	
Sum	

Note: Total sum of items should match the number written down for the question U. If 0 is the answer to U1, this table can remain blank!

U5. Between the last and this questionnaire, how many addresses have you visited at least twice, but have not found anyone and have given up from further attempting to contact them? (*Write "0" if this is the first questionnaire for this sample point, or if there were no such addresses!*)

Write the number!

[Good morning/Good afternoon/Good evening]. My name is [INTERVIEWER NAME] and I am here on behalf of an independent research company Prism Research. Prism Research, the professional agency for public opinion polling, regularly conducts polling of citizens of Bosnia and Herzegovina about their attitudes and opinions on different questions and issues. Currently, we are conducting a survey in order to identify 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. Therefore, we kindly ask you for your participation and patience. Let us begin.

Given that in this type of surveys most people usually participate for the first time, 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, so that every respondent in the survey has the exact same questions. In most cases you will respond to those questions by selecting one of the answer options I read out to you. In some cases, you will answer in your own words.

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. I am not allowed to assist you while you are answering the questions, because we are interested in your opinions. Therefore, we kindly ask you to be as sincere as possible in your answers.

When you do not know or you for some reason cannot or you do not want to answer the question, feel free to say so. It is better you say so, than answer in a manner you do not really feel like.

If, during the interview, you are not certain or clear about the question, please ask me to repeat it once again.

It is very important that your answers are complete and sincere. Feel free to think about every question. Ask me anything you are not clear about. Before we start, I would like us to agree that you will answer the questions I read out sincerely, the way you think and feel, or that you will tell me if you think you cannot answer the question sincerely. We can always skip to the next question. So, do I have your promise?

Introductory question

P1. 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/No answer 3
- 4. (Do not read!) Refuses to answer 4

SATISFACTION WITH SPECIFIC SERVICES

P2. GIVE THE RESPONDENT THE CARD NUMBER 1 WITH ANSWER OPTIONS! Next, I would like to ask you about your satisfaction with delivery of public services. 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	Didn't use this service in the last 12 months	This service is not available to me
P2a. Power supply	1	2	3	4	5	6	7	8	9
P2b. Water supply	1	2	3	4	5	6	7	8	9
P2c. Sewage system/waste	1	2	3	4	5	6	7	8	9
P2d. Water management	1	2	3	4	5	6	7	8	9
P2e. Garbage collection	1	2	3	4	5	6	7	8	9
P2f. Street and town cleaning	1	2	3	4	5	6	7	8	9
P2g. Street lighting	1	2	3	4	5	6	7	8	9
P2h. District heating	1	2	3	4	5	6	7	8	9
P2i. Preschool education	1	2	3	4	5	6	7	8	9
P2j. School transportation	1	2	3	4	5	6	7	8	9
P2k. Public transportation	1	2	3	4	5	6	7	8	9
P2l. Local road maintenance	1	2	3	4	5	6	7	8	9
P2m. Public park and playground maintenance	1	2	3	4	5	6	7	8	9
P2n. Primary schooling	1	2	3	4	5	6	7	8	9
P2o. Secondary Schooling	1	2	3	4	5	6	7	8	9
P2p. Health care system	1	2	3	4	5	6	7	8	9
P2q. Social assistance	1	2	3	4	5	6	7	8	9
P2r. Pension system	1	2	3	4	5	6	7	8	9
P2s. Legal aid	1	2	3	4	5	6	7	8	9
P2t. Support to families with children	1	2	3	4	5	6	7	8	9
P2u. Support to war veterans	1	2	3	4	5	6	7	8	9
P2v. Support to civilian victims of war	1	2	3	4	5	6	7	8	9
P2w. Support to refugees, returnees and IDPs	1	2	3	4	5	6	7	8	9
P2x. Support to entrepreneurs and exporters	1	2	3	4	5	6	7	8	9
P2y. General security	1	2	3	4	5	6	7	8	9
P2z. Building and maintaining highways	1	2	3	4	5	6	7	8	9
P2aa. Protection from and prevention of crime	1	2	3	4	5	6	7	8	9
P2bb. Protection of private property	1	2	3	4	5	6	7	8	9
P2cc. Protection of environment	1	2	3	4	5	6	7	8	9
P2dd. Courts' or the prosecutors' administrative services	1	2	3	4	5	6	7	8	9
P2ee. Management of public resources	1	2	3	4	5	6	7	8	9
P2ff. Consumer protection	1	2	3	4	5	6	7	8	9
P2gg. Supporting cultural development	1	2	3	4	5	6	7	8	9

LOCAL ELECTIONS

P4. (SKIP FOR RESPONDENTS IN MOSTAR!) Did you vote in the last regular (2012) local elections for the mayor and municipal/city assembly or council? NOTE DOWN ONE ANSWER ONLY!

- 1. Yes → Skip to P4A 1
- 2. No → Skip to P5 2
- 3. (Do not read!) Does not know → Skip to P5 3
- 4. (Do not read!) Refuses to answer → Skip to P5 4

P4A. Did you vote for the incumbent mayor? 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

P4B. For which party did you vote for the municipal/city assembly or council? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- 1. DNS 1
- 2. HDZ BiH 2
- 3. HDZ-1990 3
- 4. HSP BiH 4
- 5. HSS-NHI 5
- 6. PDP 6
- 7. SBB BiH 7
- 8. SDA 8
- 9. SDP 9
- 10. SDS 10
- 11. SNSD 11
- 12. Stranka za Bosnu i Hercegovinu 12
- 13. Other party? Which! 13

- 14. (Do not read!) Does not know 14
- 15. (Do not read!) Refuses to answer 15

P5. How satisfied are you with the quality of services provided by your municipality/city? READ OUT THE ANSWER OPTIONS! 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

P6. How satisfied are you with the accessibility of your mayor to citizens? READ OUT THE ANSWER OPTIONS! 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

P7. How satisfied are you with the accessibility of session agendas and associated documents of your municipal/city assembly or council to citizens? READ OUT THE ANSWER OPTIONS! 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

P8. How satisfied are you with the opportunities of citizens in your municipality/city to review and provide input into your municipality's/city's draft budget? READ OUT THE ANSWER OPTIONS! 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

P9. 9. How satisfied are you with the accessibility of information about your municipal/city administration's subsidies to enterprises? READ OUT THE ANSWER OPTIONS! 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

PAYING BRIBES

P10. 10. 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!

STAVKE	Yes	No	(Do not read!) Does not know
a. Doctor	1	2	3
b. A nurse	1	2	3
c. Professor	1	2	3
d. Teacher	1	2	3
e. Judge/prosecutor	1	2	3
f. Court personnel	1	2	3
g. Police officer	1	2	3
h. Politician	1	2	3
i. Inspector	1	2	3
j. Government employee	1	2	3
k. Any other public official	1	2	3

FIGHTING CORRUPTION

P11. GIVE THE RESPONDENT THE CARD NUMBER 2 WITH ANSWER OPTIONS! 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

P12. 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 disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
P12A. 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
P12B. The prosecutors can be trusted to perform their duties impartially and in accordance with the law	1	2	3	4	5	6	7	8
P12C. Judges do not take bribes	1	2	3	4	5	6	7	8
P12D. Prosecutors do not take bribes	1	2	3	4	5	6	7	8
P12E. The Judiciary is effective in combating corruption	1	2	3	4	5	6	7	8
P12F. Public officials who violate the law are generally identified and punished	1	2	3	4	5	6	7	8
P12G. Different courts collaborate with each other as necessary	1	2	3	4	5	6	7	8
P12H. Judges' poor performance is sanctioned	1	2	3	4	5	6	7	8
P12I. Prosecutors' good performance is rewarded	1	2	3	4	5	6	7	8

JUDICIARY AND RULE OF LAW

P13. GIVE THE RESPONDENT THE CARD NUMBER 2 WITH ANSWER OPTIONS! 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
P13A. Judges/Courts	1	2	3	4	5	6	7
P13B. Prosecutors/ Prosecutor Offices	1	2	3	4	5	6	7
P13C. Attorneys	1	2	3	4	5	6	7
P13D. Notaries	1	2	3	4	5	6	7

P14. How often do you think citizens are allowed to: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

STAVKE	Never	Rarely	Sometimes	Often	Always	(Do not read!) Does not know

P14A. Check their court case file	1	2	3	4	5	6
P14B. Participate in any court hearing of their interest	1	2	3	4	5	6
P14C. Review a judgment of their interest	1	2	3	4	5	6
P14D. Get reports/statistics on the work of courts	1	2	3	4	5	6

P15. 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

P16. 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

P17. 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

P18. To what extent do you agree that Prosecutors abuse their powers in prosecuting 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

P19. 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

P20. 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

P21. 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

P22. 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

P23. 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

P24. 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 24A 1
- 2. No → Go to 25 2

24A. 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

P25. 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 (HPC, Courts, Prosecutors Offices) 6

P26. The next three 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

P27. 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

P28. How often does it happen that people can avoid a conviction or receive a less severe punishment by bribing (money, gifts, services or similar) a judge, a prosecutor or other court personnel? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- 1. Never 1
- 2. Rarely 2
- 3. Sometimes 3
- 4. Often 4
- 5. Very often 5
- 6. (Do not read!) Does not know/Refuses to answer 6

Now we would like your opinion on some possible changes in our country.

TRENDS

P29. Do you support BiH integration into: **ROTATE THE ORDER OF ITEMS WHEN READING. NOTE DOWN ONE ANSWER ONLY!**

* ITEMS	Yes	No	(Do not read!) Does not know/ Refuses to answer
P29A. EU	1	2	3
P29B. NATO	1	2	3

P30. GIVE THE RESPONDENT THE CARD NUMBER 4 Which of the following best describes your attitude about the territorial arrangement of Bosnia and Herzegovina? **ROTATE THE ORDER OF ITEMS WHEN READING. NOTE DOWN ONE ANSWER ONLY!**

* ITEMS	
P30a. BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy	1
P30b. Arrangement of the state should remain unchanged	2
P30c. Third, Croatian entity should be formed	3
P30d. Entities should be abolished as the level of government	4
P30f. BiH should be divided into three independent States	5
P30g. Most of the authority should be transferred from entities and cantons to municipalities and cities	6
P30h. (Do not read!) Does not know	7
P30i. (Do not read!) Refuses to answer	8

P31. There are talks of labor law reform in BiH. In relation to that, do you agree with the following statements: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

STAVKE	Yes	No	(Do not read!) Does not know/ Refuses to answer
P31A. Labor Law should be more flexible for employers	1	2	3
P31B. Labor Law should stay as it is	1	2	3
P31C. Labor Law should be more protective of workers' rights	1	2	3
P31D. Some collective agreements are overburdening public budgets	1	2	3
P31E. Collective agreements should be valid for a definite period	1	2	3

P32. There are also discussions about reforming the pension system. Thinking of pensions, do you agree with the following statements: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Yes	No	(Do not read!) Does not know/ Refuses to answer
P32A. The current pension system is unsustainable	1	2	3
P32B. The current pension system should be reformed	1	2	3
P32C. Age limit for retirement should be the same for men and women	1	2	3
P32D. Age limit for retirement should increase	1	2	3
P32E. Employers who do not pay pension benefits should be sanctioned	1	2	3
P32E. People should have an option of private pension funds providers	1	2	3

CONSTITUTIONAL REFORM

P33. To what extent do you support attempts at constitutional reform... **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Strongly in favor	In favor	Neither for nor against	Oppose	Strongly oppose
P33A. At the level of BiH	1	2	3	4	5
P33B. Within Republika Srpska	1	2	3	4	5
P33C. Within the Federation of BiH	1	2	3	4	5

P34. **ONLY IF, FOR P33A, THE ANSWER OPTION 1. STRONGLY IN FAVOR, OR 2. IN FAVOR IS SELECTED, ASK:** Why do you think constitutional changes in BiH are necessary? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. So that BiH could function like any other country 1
 2. To ensure equality of all citizens 2
 3. So that it could integrate in the EU as soon as possible 3
 4. To abolish discrimination on the basis of nationality 4
 5. For the territorial reorganization of BiH 5
 6. To balance out the responsibilities of the state and other levels of government 6
 7. Something else? **What?** 7
-
8. (Do not read) Does not know 8
 9. (Do not read) Does not want to answer 9

P35. What is a higher priority for BiH at this time? Constitutional reform or socioeconomic reform? **ROTATE THE ORDER OF ITEMS WHEN READING. READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

* ITEMS	
P35a. Constitutional reform [resolving constitutional problems BiH is facing]	1
P35b. Socioeconomic reform [resolving social and economic problems in BiH]	2

P36. 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

MINISTRY OF AGRICULTURE

P37. Some people say that a new Ministry of Agriculture in the BiH Council of Ministers is needed in order to improve coordination and effectiveness of agricultural policies at the state level. To what extent do you agree with that statement? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Strongly agree with the statement 1
2. Agree with the statement 2
3. Somewhat agree with the statement 3
4. Neither agree nor disagree with the statement 4
5. Somewhat disagree with the statement 5
6. Disagree with the statement 6
7. Strongly disagree with the statement 7
8. (Do not read) Does not know 8
9. (Do not read) Does not want to answer 9

HIGHER EDUCATION

P38. Are you or have you been a student at a university? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes → Go to P38A 1
2. No → Go to P39 2

38A. What is your opinion on the quality of university education? The quality is: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Very high 1
2. High 2
3. Neither high nor low 3
4. Low 4
5. Very low 5

P39. Do you think that education in general should be reformed to better meet the market needs? **NOTE DOWN ONE ANSWER ONLY!**

1. Da 1
2. Ne 2
3. (Do not read) Does not know/Refuses to answer 3

P40. In relation to that, do you think a Ministry of Education at the state level, i.e. in the Council of Ministers of BiH should be established? **NOTE DOWN ONE ANSWER ONLY!**

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

THE INTERNATIONAL COMMUNITY

P41. From the list below, please select the organizations which you have heard something about. (You may not be familiar with what it does, but you have heard of it): **ROTATE THE ORDER OF ITEMS WHEN READING! ASK ABOUT EACH ITEM SEPARATELY!**

* ITEMS	YES	NO
USAID	1	2
European Union u BiH	1	2
OHR	1	2
US Embassy	1	2
OSCE	1	2
Swedish Embassy	1	2
CRS	1	2
UNDP	1	2
World Vision	1	2

P42. Which of the following countries and organizations should have most influence on the future of BiH? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. European Union 1
2. USA 2
3. UN 3
4. OHR 4
5. Turkey 5
6. Russia 6
7. Serbia 7
8. Croatia 8
9. Saudi Arabia 9
10. No country 10
11. (Do not read) Does not know 11
12. (Do not read) Refuses to answer 12

P43. The international community in BiH should have...? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Active engagement 1
2. Passive engagement 2
3. No engagement 3
4. (Do not read) Does not know 4
5. (Do not read) Refuses to answer 5

P44. **SHOW THE CARD NO. 5** What three challenges do you think the International Community should address sooner? **READ OUT THE ANSWER OPTIONS! MARK ANSWERS IN THE ORDER THE RESPONDENT RANKS THEM!**

ITEM	First choice	Second choice	Third choice
P44a. Support to economic and business development	1	2	3
P44b. Support to agriculture	1	2	3
P44c. Support for renewable energy production	1	2	3
P44d. Support to better government control over public corporations	1	2	3
P44e. Support to government control over the banking system	1	2	3
P44f. Support to weak institutions	1	2	3
P44g. Support to more stringent control of public expenditures	1	2	3
P44h. Support to reform of pension and social systems	1	2	3
P44i. Support to reform of the healthcare system	1	2	3
P44j. Democratization of political parties	1	2	3
P44k. Prevention and processing of patronage in public employment	1	2	3
P44l. Fight against organized crime and corruption	1	2	3

P44m. Processing of criminal acts in privatization	1	2	3
P44n. Support to the development of media	1	2	3
P44o. Support to the development of civil society	1	2	3
P44p. Support to discriminated groups	1	2	3
P44r. Support to education reform	1	2	3
P44s. Support to reconciliation and truth seeking	1	2	3
P44f. Support to war crimes processing	1	2	3
P44u. Imposing solutions and removing radical politicians	1	2	3
P44v. Something else. Specify	1	2	3
P44w. (Do not read) Does not know	1	2	3
P44x. (Do not read) Refuses to answer	1	2	3

ACCESS TO UNBIASED INFORMATION

P45. 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	More than 1-2 days a week	Never
P45A. Read the political content of a newspaper	1	2	3	4	5
P45B. Watch political news on television	1	2	3	4	5
P45C. Listen to political news on the radio	1	2	3	4	5
P45D Use the internet to obtain political news or information	1	2	3	4	5

P46. How satisfied are you with each of the following? **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
P46A. Trustworthiness of information and news on TV	1	2	3	4	5	6	7	8
P46B. Trustworthiness of information and news in newspapers	1	2	3	4	5	6	7	8
P46C. Trustworthiness of information and news on Internet	1	2	3	4	5	6	7	8
P46D. Usefulness of information and news on TV	1	2	3	4	5	6	7	8
P46E. Usefulness of information and news in newspapers	1	2	3	4	5	6	7	8
P46F. Usefulness of information and news on Internet	1	2	3	4	5	6	7	8

P47. 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
P47A. The newspapers?	1	2	3	4
P47B. The TV?	1	2	3	4
P47C. The radio?	1	2	3	4

P48. 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
P48A. The newspapers?	1	2	3	4
P48B. The TV?	1	2	3	4
P48C. The radio?	1	2	3	4

P49. 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
P49A. The newspapers?	1	2	3	4
P49B. the TV	1	2	3	4
P49C. The radio?	1	2	3	4

P50. 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
P50A. Press?	1	2	3	4
P50B. TV?	1	2	3	4
P50C. Radio?	1	2	3	4

CITIZENS' PERCEPTION ABOUT CSOs

P51. 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

CITIZENS' PERCEPTION OF CSO INFLUENCE OVER DECISION-MAKING

P52. 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

AWARENESS OF CSO ANTI-CORRUPTION ACTIVITIES

P53. 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 P53_YES 1
2. No → GO TP P54 2
3. (Do not read) Does not know → GO TO P54 3

P53_YES. Can you tell us the name of that CSO?

P54. IF THE RESPONDED ALREADY MENTIONED ANY OF THE ORGANIZATIONS BELOW IN THE PREVIOUS QUESTION P53_YES, DO NOT MENTION THEM Have you heard of...

ITEMS	Yes	No	(Do not read) Does not know
P54A. Transparency International	1	2	3
P54B. ACCOUNT	1	2	3
P54C. Center for Investigative Reporting (CIR)	1	2	3

P54 ACC. ASK THIS QUESTION IF THE RESPONDENT ANSWERED YES FOR ACCOUNT, BUT DID NOT MENTION ACCOUNT UNDER P53_YES. IF THEY MENTIONED ACCOUNT UNDER P53_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

PARTICIPATION IN DECISION-MAKING

P55. 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
P55A. Participated in a public hearing on some government decisions	1	2	3
P55B. Sent a citizens' initiative to some government body	1	2	3
P55C. Provided comments to a draft government policy	1	2	3
P55D. Participated in a working group designing a government policy	1	2	3
P55E. Served as a member in an advisory committee or council	1	2	3
P55F. Acted as a political representative in your community, municipality or higher representative body	1	2	3

POLITICAL PARTIES' ACCOUNTABILITY

P56. 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

P57. Is there a political party you currently feel closer to than all the other parties? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes → Go to P57_YES 1
 2. No → Go to P58 2
 3. (Do not read) Does not know → Go to P58 3

P57 YES. SHOW THE CARD NO. 6 Which one? **NOTE DOWN ONE ANSWER ONLY!**

1. SDP – Socijaldemokratska partija 1
 2. SDA - Stranka demokratske akcije 2
 3. SEB Fahrudin Radončić - Savez za bolju budućnost Fahrudin Radončić 3
 4. SNSD – Savez nezavisnih socijaldemokrata 4
 5. SDS – Srpska demokratska stranka 5
 6. PDP – Partija demokratskog progresa 6
 7. HDZ BiH – Hrvatska demokratska zajednica BiH 7
 8. HDZ 1990 – Hrvatska demokratska zajednica 1990 8
 9. SP – Socijalistička partija 9
 10. DNS – Demokratski narodni savez 10
 11. DNZ – Demokratska narodna zajednica 11
 12. NSRzB – Nezavisna stranak radom za boljitak 12
 13. SBiH – Stranka za BiH 13
 14. Naša Stranka 14
 15. DF – Demokratska fronta Zeljko Komšić 15
 16. HSS - Hrvatska seljačka stranka 16
 17. HKDU BiH - Hrvatska krišćanska demokratska unija BiH 17
 18. HSP dr. Ante Starčević – Hrvatska stranka prava dr. Ante Starčević 18
 19. HSP Herceg-Bosne – Hrvatska stranka prava Herceg-Bosne 19
 20. A-SDA – Stranka demokratske aktivnosti 20
 21. NDP – Narodni demokratski pokret 21
 22. SRS RS – Srpska radikalna stranka Republike Srpske 22
 23. SNS – Stranka napredna srpska 23
 24. Stranka dijaspore BiH 24
 25. Laburisti BiH – Laburistička stranka BiH 25
 26. Liberalna stranka BiH 26
 27. BPS Sefer Halilović – Bosanska patriotska stranka Sefer Halilović 27
 28. Other party? Specify! 28
 29. (Do not read) Does not know 29
 30. (Do not read) Refuses to answer 30

GENDER STEREOTYPES

P58. 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
P58A. Women should have equal rights with men and receive the same treatment as men do	1	2	3	4	5	6	7	8
P58B. 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
P58C. When jobs are scarce, men should have more right to a job than women	1	2	3	4	5	6	7	8

DISABILITY STEREOTYPES

P59. 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
P59A. Persons with mental disabilities should not work	1	2	3	4	5	6	7	8
P59B. Persons with physical disabilities should work	1	2	3	4	5	6	7	8
P59C. Persons with intellectual disabilities should not be allowed to have partners	1	2	3	4	5	6	7	8
P59D. Others in the society should learn the sign language and Braille Alphabet to integrate those with hearing or visual impairments	1	2	3	4	5	6	7	8

LGBT STEREOTYPES

P60. Do you think homosexual 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
P60A. Marry	1	2	3	4
P60B. Live without getting married, but with equal rights as married couples	1	2	3	4
P60C. Adopt children	1	2	3	4
P60D. Inherit property from each other same way as married couples	1	2	3	4

P61. What is your year of birth?

IF THE RESPONDENT IS 31 YEARS OR OLDER, SKIP TO DEMOGRAPHICS SECTION

YOUTH SUPPLEMENT FOR RESPONDENTS AGE 18-30 ONLY. FOR ALL OTHERS, SKIP TO DEMOGRAPHICS.

YOUTH SELF-REPORTING POLITICAL ACTIVITY

P62. During the last 12 months, have you done any of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

STAVKE	YES	NO
P62a. Contacted a politician	1	2
P62b. Contacted a government or local government official	1	2
P62c. Worked without pay in a political party or action group	1	2
P62d. Volunteered in a CSO (including youth banks)	1	2
P62e. Signed a petition	1	2
P62f. Taken part in a lawful public demonstration	1	2
P62g. Boycotted certain products (e.g. BUY LOCAL)	1	2
P62h. Been a member of a political party/group	1	2
P62i. Volunteered to monitor/observe elections	1	2
P62j. Posted a message with political content in social media	1	2

P63. 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

P64. 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

YOUTH PROPENSITY TO LEAVING THE COUNTRY

P65. Are you considering leaving the country? **NOTE DOWN ONE ANSWER ONLY**

- 1. Yes → GO TO P65_DA 1
- 2. No → GO TO P66 2
- 3. (Do not read) Does not know → GO TO P66 3

P65_DA. Which statement best describes the reason you are considering to leave the country? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- 1. I would like to study abroad 1
- 2. I would like to take new professional challenges abroad 2
- 3. I cannot find work in BiH 3
- 4. I want to be with my friends, family or a partner 4
- 5. I want to help my people/family by sending help from abroad 5
- 6. I feel insecure in BiH 6
- 7. I feel my rights and freedoms are violated in BiH 7
- 8. I would like to give my children better opportunities in life 8
- 9. Other? Specify! 9

P66. 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? Specify! 11

12. (Do not read!) Does not know/Refuses to answer 12

P67. Which sector would you like to work in? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- 1. Public sector (public administration, internat. organizations, etc.) 1
- 2. Private sector (enterprises, crafts, internat. corporations, etc.) 2
- 3. Non-profit sector (local and internat. NGOs) 3
- 4. Something else? (Specify!) 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. Are you a citizen of? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!!**

- 1. BiH 1
- 2. BiH and another country 2
- 3. Other country 3
- 4. Without citizenship 4

D3. (FOR BRCKO DISTRICT, OTHERS SKIP THE QUESTION) What is your entity citizenship? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- 1. FBiH 1
- 2. RS 2
- 3. Does not declare 3

D4. What is your place of birth?

Settlement	
Municipality	
or Name of country (if abroad)	

D5. What is your legal 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. Other? Specify! 4

5. Does not declare 5

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? Specify!	7
<input type="text"/>	
8. (Do not read) Does not declare	8

D8. 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? Specify!	5
<input type="text"/>	

D9. What is the highest level of education you completed? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

1. No education	1
2. Uncompleted basic education	2
3. Primary school	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

D10. SHOW THE CARD NO. 7 What is your current employment status? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

1. Working for somebody	1
2. Owner of own business – freelancer	2
3. Owner of own farm, agriculture	3
4. Owner of own business, craftsman	4
5. Unemployed	5
6. Housekeeper	6
7. Pupil/Student	7
8. Retired	8
9. Military (recruits)	9
10. (Do not read!) Does not know/Refuses to answer	10

D11. SHOW THE CARD NO. 8 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? Specify!	11
<input type="text"/>	
12. (Do not read!) Does not know/Refuses to answer	12

D12. 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

D13. SHOW THE CARD NO. 9 What is the monthly net income of the 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

P3a. We have reached the end of this survey. We would like to ask you one more question. Would you be willing to participate in a confidential survey about how citizens of BiH use information in local elections? In late summer 2016, you would receive information via text message on your mobile and you would be asked to answer a limited number of survey questions. You would be compensated for receiving the messages and responding to the questions. **ZABILJEŽITI SAMO JEDAN ODGOVOR!**

1. Yes	→GO TO P3b	1
2. No	→GO TO END TIME	2

P3b. Could you please provide your mobile number for the purpose of that research: _____? **NOTE DOWN THE PHONE NUMBER!**

9. (Do not read) Does not want to give the mobile number	9
--	---

INTERVIEW END TIME!		
	HOUR	MIN

SURVEYOR:

DOUBLE-CHECK IF YOU CORRECTLY COMPLETED RESPONSES TO ALL THE QUESTIONS! IN CASE A NUMBER OF QUESTIONS ARE INCOMPLETE IN THE QUESTIONNAIRE, IT WILL NOT BE ACCEPTED!

WITHOUT CORRECTLY ENTERED ANSWERS TO ALL THE QUESTIONS AT THIS AND THE FOLLOWING PAGES, THIS QUESTIONNAIRE WILL NOT BE ACCEPTED!

As you can see, the survey process is very demanding. Surveyors need to follow very precise instructions. Unfortunately, as in any business, a certain number of surveyors perform their job irresponsibly. It is therefore necessary to control their work.

In this survey, it is very important that all citizens are randomly selected into the sample. It is especially important that household members are randomly selected into the sample. That is why we use the *last birthday* rule – we select the member of the household who has had the last birthday compared to the current date. In order to make sure surveyors obey this rule, it is very important that we have the birth dates for all household members above 18 years of age, as well as their sex. Therefore, we kindly ask you to list the dates of birth and sex for all the household members above 18 years of age. There is no need to list their names. Let us start with you. We can code them with numbers. If there are more than 5 members, list them in order starting from the youngest person above the 18 years of age towards older. (Note the information into the table below. Respondent's information is always in the first row!)

NUMBER	DATE, MONTH, YEAR OF BIRTH ROĐENJA	SEX M/F
1. RESPONDENT		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

With this, we have completed everything necessary for the control of the sample selection within the household.

IF THE RESPONDENT PROVIDED THEIR CELL PHONE NUMBER IN THE QUESTION P3b, DO NOT READ THE FOLLOWING LINES AND DO NOT ASK THEM THE QUESTION Tel.1 and Tel.2. JUST REPEAT THE NUMBER! We are emphasizing that there are irresponsible surveyors in this line of work who complete the questionnaires without asking questions to respondents. The only way for us to control the work of our surveyors is to contact them again.

Tel.1. Therefore, could you give us your phone number in case we need to contact you for control purposes? This could be any phone number we can reach you at. (MANDATORY!)

PHONE NUMBER WITH A DIAL CODE →	
---------------------------------	--

1. Does not want to provide the number – Go to Tel.2 1

Tel.2. We understand that people can be resistant to the idea of giving their phone number. We told you the survey was anonymous. We had not asked for your name and surname at any point. But, if we do not have your phone number, this questionnaire will not be accepted as valid because we cannot perform the surveyor control without it. That would mean we have wasted all this time if we do not get your phone number. I kindly ask you to tell me your phone number. (MANDATORY!)

PHONE NUMBER WITH A DIAL CODE →	
---------------------------------	--

1. Does not want to provide the number 1

READ OUT: With this question we have completed the survey. Thank you for your time. (SURVEYOR: ANSWER THE QUESTIONS A1, A2, A5, A6 i A7)

A1. Day of the week when this questionnaire was completed:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2	3	4	5	6	7	1

A2. Total length of the interview in minutes:

Note down:	
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(THE COORDINATOR ANSWERS QUESTIONS A3-A4, NOT THE SURVEYOR)

A3. Survey validation:

Survey conducted in presence of the controller	Contacted again	Not validated
1	2	3

A4. Survey controller:

Name:	
Code	

A5. SURVEYOR'S CURRENT RESIDENCE MUNICIPALITY!

--

A6. Surveyor's permanent residence municipality! If it is a town, then enter "the city and the street name". If it is a village, then enter "village – village name"!

--

A7. Distance, in kilometers both ways, between the respondent address and the surveyor's current residence?

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TO BE COMPLETED BY THE CONTROLLER!

ITEMS	YES	NO
1. Contact person states that the interview was conducted in this household in the recent past.	1	2
2. Address noted corresponds to the household address for which the phone number was provided.	1	2
3. Member of the household with the noted sex and age exist in the household.	1	2
4. The surveyor has asked about the name, sex and age of all the household members?	1	2
5.	1	2
6.	1	2
7.	1	2
8.	1	2
9.	1	2
10.	1	2

Answer the control questions from the questionnaire!

Code, question number in the questionnaire	Response noted in the questionnaire	Response the respondent provided during control