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## MONITORING AND EVALUATION SUPPORT ACTIVITY II (MEASURE II)

National Survey of Citizens' Perceptions in Bosnia and  
Herzegovina 2023

Final Report

August 2024

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## LIST OF ABBREVIATIONS

AIR	American Institutes for Research
BAM	Bosnia and Herzegovina convertible mark
BD	Brčko District
BiH	Bosnia and Herzegovina
CSO	Civil society organization
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
HDZ	Hrvatska demokratska zajednica
LGBTQI+	Lesbian, gay, bisexual, transgender, queer, and intersex
MEASURE-BiH	USAID/BiH Monitoring and Evaluation Support Activity
MEASURE II	USAID/BiH Monitoring and Evaluation Support Activity II
NGO	Nongovernmental organization
NSCP-BiH	National Survey of Citizens' Perceptions in Bosnia and Herzegovina
PWDs	People with disabilities
RS	Republika Srpska
SDA	Stranka demokratske akcije
SNSD	Savez nezavisnih socijaldemokrata
USAID/BiH	United States Agency for International Development's Mission in Bosnia and Herzegovina

## ACKNOWLEDGMENTS

In 2023, the Bosnia and Herzegovina Mission of the United States Agency for International Development (USAID/BiH) engaged the American Institutes for Research® (AIR®) via Monitoring and Evaluation Support Activity II (MEASURE II) to conduct the ninth iteration of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). Initiated in 2015 and carried out annually since then, NSCP-BiH guides USAID/BiH in its strategic planning and program development.

The research team responsible for analyzing data and preparing this report comprises the following members from MEASURE II: Salminka Vižin, deputy chief of party; and Erol Barina, senior research analyst. The authors extend their gratitude to those who took part in survey design and implementation. Key contributors at USAID/BiH include Elma Bukvić Jusić from the Program Office (who also acts as MEASURE II's Contracting Officer's Representative), the Democracy and Governance Office, and the Economic Growth Office, all of whom were pivotal in shaping the survey. Glynnis Melnicove, Rebecca Walcott, and Mitchell Morey at AIR contributed to the report as peer reviewers. Additionally, the research team is grateful to the Custom Concept team, which was responsible for gathering the data and assessing its quality. The collective efforts of these individuals and groups were vital to the report's success. The authors alone bear responsibility for any errors that remain in the document.

## EXECUTIVE SUMMARY

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey exploring citizens' views and experiences across multiple topics, including governance, emigration, the judiciary, elections, corruption, civil society, the media, interethnic relations, violence, social inclusion, and digital technology usage. Using a random probability, nationally representative sample, the survey provides key insights to inform the strategic direction and programmatic efforts of the United States Agency for International Development's Mission in Bosnia and Herzegovina (USAID/BiH). The 2023 NSCP-BiH is the ninth iteration of the survey, which has been conducted annually since 2015. Between December 2023 and February 2024, USAID/BiH's Monitoring and Evaluation Support Activity II (MEASURE II) conducted 3,000<sup>1</sup> face-to-face interviews with citizens across 87 municipalities in Bosnia and Herzegovina (BiH), including the Federation of Bosnia and Herzegovina (FBiH), Republika Srpska (RS), and Brčko District (BD). The primary topics and respective findings are summarized below. Overall, results remained consistent with the previous round of surveys.

### KEY TAKEAWAYS



Citizens of BiH largely hold a pessimistic view of their country, perceiving societal decline and widespread dissatisfaction with the political system and government institutions. Economic concerns dominate, such as low salaries and unemployment, and corruption remains a major issue. Satisfaction with security and financial stability has declined. Still, nearly half of BiH's citizens believe that it is a good country to live in.



Citizens largely view political parties as self-serving, prioritizing their own interests over those of the public. Despite this cynicism, many voters consistently support the same political parties, with factors such as religious and ethnic affiliations and party leadership heavily influencing their voting habits.



Citizens often view civil society and its organizations as primarily catering to international funders. Civic activism remains low, with many citizens feeling that their efforts will not lead to meaningful change. Political activism has increased, however. A minority of citizens participate in low-effort activities such as boycotts, petitions, and public hearings. These instances of engagement are primarily driven by a desire to improve economic conditions and job opportunities.



Interethnic relations remain complex. There has been a slight improvement in interethnic trust, but there are ongoing challenges with regard to social integration and interethnic anxiety. The social distance between ethnic groups has also increased slightly. Preferences for the future administrative organization of BiH tend to vary according to ethnic background. Most interethnic encounters are random and occur in neighborhoods, at work, or at school.

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<sup>1</sup> To enhance the statistical precision of ethnic group comparisons, an additional 200 citizens from the Croat population were surveyed in 41 municipalities. For analyses disaggregated by ethnicity, the sample size is therefore 3,200. All other calculations use the base sample of 3,000 citizens.



Fewer citizens are considering leaving BiH compared to previous years, especially among youth. Despite this, emigration remains a pressing issue, driven by factors such as better opportunities abroad, systemic corruption at home, and a desire for improved public services. Many citizens who are considering leaving, particularly youth, have taken concrete steps toward emigration, including submitting job and visa applications.

## GOVERNANCE

In 2023, citizens of BiH continued to view economic issues as the country's most pressing challenges, with standard of living (30 percent) and unemployment (24 percent) identified as the top concerns across all citizens, regardless of demographics. These have been the top concerns among BiH citizens since 2015. Compared to the previous survey in 2022, satisfaction with general security in the country declined from 52 percent to 35 percent. Trust in institutions and organizations remained low, particularly trust in political parties (8 percent) and the judiciary (11 percent). Religious institutions were the most trusted type of institution or organization (45 percent). Interest in politics and satisfaction with specific local government services decreased (from 33 percent to 30 percent, and from 41 percent to 36 percent, on average, respectively), with political preferences aligning with ethnic and religious identities. Citizens prioritized socioeconomic reforms (66 percent) over constitutional changes (34 percent).

Satisfaction with the performance of judges and prosecutors reached an all-time low in 2023, with less than 10 percent of respondents expressing satisfaction. Attorneys and notaries were perceived slightly more favorably, but satisfaction with these professions also declined from 2022. Most respondents believed that BiH citizens lacked adequate access to court information, with only slight improvements in accessing information on personal court cases. Trust in the competence of judicial appointments remained low (26 percent) and only a quarter of respondents viewed the courts as fair.

## CORRUPTION

Citizens perceived corruption to be a significant and persistent issue across multiple sectors, with public-sector employment (60 percent), public procurement (49 percent), the judiciary (48 percent), and government inspections (48 percent) perceived as the most corrupt. The 2023 NSCP-BiH indicated that while perceived corruption had declined slightly in some areas, public trust in the government's anticorruption efforts remained low (21 percent). The judiciary was particularly distrusted, with a high proportion of respondents doubting the impartiality of judges and prosecutors (61 percent for both) and believing them to take bribes (67 percent and 66 percent, respectively). The media's role in reporting corruption was seen as inadequate by many (55 percent). Civil society organizations (CSOs) were not widely recognized for their anticorruption efforts either, with only 15 percent of citizens believing that BiH CSOs focused on fighting corruption were working in citizens' interests. Overall, there was a prevailing sense of ineffectiveness and lack of political will to combat corruption (85 percent), with most citizens feeling powerless in the fight against it (63 percent). More than one in ten citizens reported bribing public officials (13 percent), and slightly more than half (53 percent) considered exchanging gifts or favors in return for public services to be normal behavior.

## CIVIL SOCIETY

In 2023, perceptions of CSOs in BiH showed mixed trends. Thirty-six percent of respondents believed that CSOs primarily advocated for their own interests, 29 percent believed that they worked in the

interests of their international funders, 15 percent thought that they served citizens' interests, and 14 percent thought that they mostly served the interests of political parties. Civic participation declined compared to the previous year, with only 7 percent of respondents engaging in activities like submitting initiatives or participating in public hearings. Political participation rose to 34 percent, however. Education played a significant role in engagement levels, with higher education correlating with increased participation in both civic and political activities. Despite a general belief that citizens cannot influence government decisions, those who believed in citizens' influence were more likely to participate in civic and political activities. Key motivators for activism included advocating for better economic conditions (33 percent) and combating corruption (29 percent). Philanthropic activities reached an all-time high (tracked since 2017), with 73 percent of respondents donating to organizations.

## **POLITICAL PARTIES AND POLITICAL PARTICIPATION**

Interest in politics has been declining since 2021 and dropped to 30 percent in 2023. Men showed greater interest in politics than women, although the gender gap has narrowed. Political curiosity was higher among those with education beyond the secondary level. Voting behaviors and preferences remained stable, with about half of respondents consistently voting for the same party and engaging in pre-election activities like discussing choices and researching candidates. The religious and ethnic affiliations of candidates, as well as the parties' leaders, were particularly important for voters in RS. Most citizens continued to believe that political parties prioritized their own interests over those of the public, with a mere 6 percent believing that parties acted in citizens' best interests.

## **MEDIA**

In 2023, television remained the most common medium, with 78 percent of respondents watching television daily. Compared to 2022, use of online news sites increased slightly to 50 percent, while social media usage decreased marginally to 45 percent. Radio and newspapers were the least popular forms of media, used by just 12 percent and 6 percent of respondents, respectively. Respondents spent an average of two hours a day enjoying entertainment via media and an average of 61 minutes a day on topics related to politics, society, and the economy. Media outlet preferences varied considerably across ethnic groups. Trust in BiH media averaged 41 percent, with television perceived as the most reliable medium, despite being seen as heavily influenced by political parties and government institutions. Social media and online portals were also perceived as being under strong political and governmental influence.

## **INTERETHNIC TRUST AND INTERACTION**

Interethnic relations remain complex, with slight improvements in trust but ongoing challenges in social integration. Trust in people from other ethnic groups increased to 43 percent in 2023, up from 40 percent in 2022, with higher levels of trust seen among those with interethnic contacts. Trust among ethnicities varied, with Croats showing the most notable increase in trust toward Bosniaks and Serbs. Despite these improvements, perceptions of similarity and social distance were still pronounced. Language was perceived as the greatest similarity across ethnic groups, while life and moral values were perceived as having the fewest similarities across groups. Interethnic contact was common in daily life, especially among those with higher education, but the proportion of respondents experiencing anxiety during these interactions rose slightly to 25 percent. Positive experiences in interethnic interactions were prevalent, but most interactions (56 percent) occurred through random encounters in the neighborhood, at work, or at school or university. The desire for close interethnic relationships and

friendships declined. Perceptions of the 1990s war remained divided along ethnic lines, with a decreasing belief that all groups suffered equally.

## **VIOLENT EXTREMISM**

In the 2023 survey, more than half of BiH citizens viewed extremist groups from abroad (55 percent), local religious and nationalist extremists (53 percent), and returning foreign fighters (51 percent) as strong or moderate threats. Perceptions of these threats were more pronounced in RS than FBiH. In RS, concerns about extremists from abroad rose to 63 percent and the perceived threat from local extremists rose to 59 percent, while concerns about returning foreign fighters remained steady at 62 percent. In FBiH, the perceived threat from returning foreign fighters increased to 46 percent, concerns about local extremists rose to 51 percent, and concerns about extremists from abroad increased to 59 percent.

## **EMIGRATION**

The 2023 NSCP-BiH recorded the lowest ever proportion of citizens considering emigration since 2015, at 16 percent. Notably, the percentage of youth (ages 18–30) planning to leave decreased to 31 percent, from 43 percent in 2022, while the proportion among adults remained steady at 11 percent. Educational attainment influenced emigration intentions, with greater interest evident among those with secondary or postsecondary education. Thirty-four percent of those considering emigration had taken concrete steps toward it, such as applying for jobs or visas. Respondents' primary motivations for leaving were a mix of economic, social, and political reasons: providing better opportunities for their children, gaining access to better public services, and escaping systemic corruption. The primary motivators to stay were purely economic: salary, job opportunities, and better-quality jobs. Forty-six percent of respondents believed that anyone with the opportunity should leave BiH and a significant majority viewed government efforts to retain youth as inadequate.

## **GENDER**

In 2023, 85 percent of respondents believed in equal rights for men and women, representing a slight increase from the previous year. However, one-third of respondents still believed that men were better political leaders, and many thought men should have priority for jobs when they are scarce. Traditional gender roles remained prevalent, with over half of respondents believing that household responsibilities are more suited to women, regardless of employment status. Seventy percent of respondents believed that violence against women was common, 15 percent believed that violence against women was often provoked by the victim, and 13 percent viewed domestic violence as a private matter. Support for women's right to abortion stood at 44 percent, with nearly equal support among men and women. Most respondents thought that various forms of violent behavior should be reported and legally addressed.

## **SOCIAL INCLUSION**

The survey revealed worsening perceptions of the lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) community. The BiH Pride March continues to be organized annually, but discrimination and harassment are prevalent, and incidents often remain uninvestigated. Acceptance of the LGBTQI+ community declined in 2023, with 74 percent of respondents viewing homosexuality as

unnatural and just 7 percent supporting same-sex marriage rights. Thirty-seven percent believed that LGBTQI+ individuals should live freely but only within the privacy of their own homes.

People with disabilities continue to face significant challenges in accessing education, employment, and medical care in BiH. There was a slight decrease in discriminatory views in 2023, however. For instance, the belief that people with mental disabilities are incapable of working dropped to 31 percent, from 35 percent in 2022.

## **YOUTH DEVELOPMENT**

In 2023, low salaries, pensions, and standard of living were the foremost concerns for 28 percent of BiH youth respondents, closely followed by unemployment at 27 percent. Emigration and brain drain were cited by 19 percent, corruption by 11 percent, political instability by 8 percent, and crime by 7 percent. Despite a decrease in the proportion of youth considering emigration (from 43 percent in 2022 to 31 percent in 2023), these considerations remained higher among young respondents than adults (11 percent). Young respondents were more likely than adults to believe they could emigrate if they chose to, and they often felt supported to make that decision by those whose opinions they valued. Interethnic interactions among youth were common, with 71 percent engaging with people from other ethnic groups at least once a month and 66 percent reporting positive experiences. However, traditional gender roles and discriminatory views of the LGBTQI+ community persisted, with only slight improvements in acceptance of this community. Civic participation among youth was relatively low (8 percent), though some engaged in public hearings and participated in working groups to design government policy.

## I. INTRODUCTION

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is a yearly survey that is used to guide strategic planning and programming initiatives for the United States Agency for International Development's Mission in Bosnia and Herzegovina (USAID/BiH). The survey was initiated in 2015 under USAID/BiH's Monitoring and Evaluation Support Activity (MEASURE-BiH)<sup>2</sup> and continued through 2024 under Monitoring and Evaluation Support Activity II (MEASURE II). NSCP-BiH's primary objective is to gather insights into the views of citizens of Bosnia and Herzegovina (BiH) regarding governance, rule of law, corruption, the media, emigration, reconciliation, and other important policy-oriented issues. The 2023 NSCP-BiH marks the ninth iteration of the survey. The insights and key takeaways from the previous eight iterations can be found on the USAID Development Experience Clearinghouse website<sup>3</sup> and the MEASURE II website.<sup>4</sup>

The survey's specific objectives are to collect data supporting USAID/BiH's strategic planning and programming, assess progress against USAID/BiH's Performance Management Plan indicators, and enhance the technical evidence base for the survey's focus areas. These align with the original survey objectives from 2015, updated to reflect the Mission's evolving priorities.

This report details the key findings and conclusions of NSCP-BiH 2023, organized into three chapters. Following this brief introduction to NSCP-BiH, Chapter II discusses the survey's methodology, including the sample design, questionnaire, and data collection methods. Chapter III presents descriptive statistics and principal findings from NSCP-BiH 2023.

## II. METHODOLOGY

### II.1 ABOUT THE SURVEY

NSCP-BiH is a random probability, nationally representative survey designed to reflect the views of civilian, non-institutionalized adults aged 18 and above. The 2023 NSCP-BiH had a sample size of 3,000<sup>5</sup> valid interviews, achieving a response rate of 49 percent. The survey sample spanned 87 municipalities across the Federation of BiH (FBiH), Republika Srpska (RS), and District Brčko (DB). The following subsections describe the methodology underlying NSCP-BiH.

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<sup>2</sup> In September 2019, USAID awarded MEASURE II, the follow-on extension of MEASURE-BiH, to IMPAQ, which was later acquired by the American Institutes for Research (AIR). MEASURE II aims to deliver adaptable, demand-driven support to USAID/BiH and its implementing partners. MEASURE II contributes to the development and implementation of performance management efforts through evaluations, surveys, assessments, and special studies, and to the integration of USAID's Collaborating, Learning, and Adapting framework across processes and practices.

<sup>3</sup> USAID Development Experience Clearinghouse website: <https://dec.usaid.gov/dec/home/Default.aspx>

<sup>4</sup> MEASURE II website: <https://www.measurebih.com/>

<sup>5</sup> To enhance the statistical precision of ethnic group comparisons, an additional 200 citizens from the Croat population were surveyed in 41 municipalities. For analyses disaggregated by ethnicity, the sample size is therefore 3,200. All other calculations use the base sample of 3,000 citizens.



## II.II QUESTIONNAIRE DESIGN

The NSCP-BiH questionnaire undergoes annual updates and revisions. Prior to initiating data collection, MEASURE II—in partnership with USAID/BiH—reviewed the 2022 NSCP-BiH questionnaire and revised the survey tool for 2023.

In accordance with the Mission’s priorities, NSCP-BiH 2023 covered the following thematic areas:

1. Government and public services
2. Corruption
3. The judiciary and the rule of law
4. A vision of BiH in the future
5. Media consumption
6. Civil society organizations (CSOs) and civic participation
7. Political parties and political participation
8. Building interethnic trust
9. Countering violent extremism
10. Social inclusion
11. Emigration
12. Diaspora engagement
13. Socioeconomic demographics

## II.III SAMPLE DESIGN

The NSCP-BiH 2023 sampling methodology mirrored that of previous iterations. The sampling frame was based on the 2013 Census of Population, Households, and Dwellings in BiH,<sup>6</sup> provided by the Agency for Statistics of Bosnia and Herzegovina. Aligning the sampling methodology with the census data ensured proportional representation of FBiH, RS, and DB based on population size, as well as proportional representation across all administrative units within these entities.

The survey employed a representative random probability sample of urban and rural households, using a two-stage, proportional stratified random sampling approach. In the first stage, the sample was stratified according to the statistical regions of BiH and settlement size categories. In the second stage, clusters were selected proportionally and randomly within each stratum until a total of 300 clusters had been reached. Each cluster consisted of randomly chosen streets in urban areas or randomly selected villages in rural areas. Ten interviews were conducted per cluster.

Within each randomly selected cluster, a building was selected at random as a starting point. Households were then chosen using a “random walk” method and the “right-hand” rule, targeting every second household for contact. Within selected households, individuals were chosen using the “last birthday” method.<sup>7</sup> [Exhibit I](#) reports the final sample distribution, compared to the BiH population.

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<sup>6</sup> Agency for Statistics of Bosnia and Herzegovina. (2016). *Census of population, households and dwellings in Bosnia and Herzegovina: Final results, 2013*. <https://www.popis.gov.ba/popis2013/knjige.php?id=0>

<sup>7</sup> The “random walk” method, “right-hand” rule, and “last birthday” method are explained in detail in section II.IV (data collection).

Exhibit I. NSCP-BiH sample distribution, disaggregated by region and settlement type

Region	2013 census statistics (%)		Sample; nonweighted (%)		Sample; weighted (%)	
	Urban	Rural	Urban	Rural	Urban	Rural
Una-Sana Canton	6.1	8.5	7.0	7.6	7.0	7.7
Posavina Canton	0.8	1.6	0.8	1.8	0.7	1.7
Tuzla Canton	9.9	14.5	10.1	14.6	9.8	14.5
Zenica-Doboj Canton	8.4	11.4	9.3	10.5	9.4	10.6
Bosnia-Podrinje Canton	0.8	0.6	0.8	0.6	0.8	0.6
Central Bosnia Canton	5.0	8.5	5.4	8.8	5.3	8.3
Herzegovina-Neretva Canton	6.2	6.3	5.4	7.0	5.5	6.8
West Herzegovina Canton	1.3	3.6	2.3	2.9	2.3	2.8
Sarajevo Canton	23.6	2.8	22.5	3.5	22.4	3.8
Canton 10	1.5	3.1	2.3	2.3	2.4	2.4
Banja Luka region	16.7	15.8	15.5	16.4	15.6	16.3
Doboj region	4.4	7.5	4.7	7.0	4.8	7.4
Bijeljina region	3.3	4.6	3.9	4.1	3.9	4.1
Vlasenica region	2.0	4.9	2.3	4.7	2.3	4.7
Sarajevo-Romanija region	2.7	1.8	1.6	2.9	1.5	2.7
Foca region	1.5	1.4	1.6	1.2	1.7	1.2
Trebinje region	2.9	1.2	2.3	1.8	2.3	1.7
Brčko Districts	3.0	1.9	2.3	2.3	2.4	2.3
<b>All regions/total</b>	<b>56.3</b>	<b>43.8</b>	<b>43.0</b>	<b>57.0</b>	<b>43.0</b>	<b>57.0</b>

Given the target sample size of 3,000 respondents and the registered population aged 18 and above in BiH (2,838,458 individuals), the sampling error was estimated to be  $\pm 1.79$  percent, with a confidence level of 95 percent ( $p \leq 0.05$ ).

MEASURE II implemented an oversampling strategy for the Croat ethnicity by conducting an additional 200 interviews to enhance statistical precision for comparative analyses across different ethnic groups, due to low representation of the Croat population within the main random probability sample. First, the proportion of Croats in each municipality across BiH was determined. Clusters in municipalities with predominantly Croat populations were then identified, and a specific number of households within these clusters were randomly selected for interviews. For analyses involving cross-ethnic comparisons, the data from these extra 200 interviews were incorporated into the base sample, increasing the total sample size to 3,200. For all other analyses, these additional interviews were not included.

## II.IV DATA COLLECTION

The data collection process for NSCP-BiH 2023 was consistent with the methodologies used in previous survey rounds. For the 2023 survey, MEASURE II partnered with local data collection agency Custom Concept to conduct data collection activities. Data collection was carried out from December 2023 through February 2024, with no significant issues or complications.

After randomly determining the survey sampling points and specific starting locations within each cluster, interviewers used the “random walk” method and “right-hand” principle to select households to

contact. For NSCP-BiH 2023, interviewers were assigned specific starting points within each cluster, typically a residential building. Interviewers turned to face away from the starting point and proceeded to the right. The first household they encountered was selected for the initial survey. Interviewers continued along the same side of the street, targeting every second household for survey administration until they had completed the designated number of households for each starting point. Upon reaching the end of a street, interviewers turned right to continue on to the next street; if only a left turn was available, they turned left but maintained survey administration on the right side of the street. If the street ended in a dead end, the interviewer doubled back on the opposite side of the street. In multi-entrance building blocks, each entrance was considered a separate household. Interviewers started from the top floor, randomly choosing apartments, and then moved down, selecting one on every second floor.

Interviewers were tasked with conducting one interview per household. Upon establishing contact with a household, they inquired about members aged 18 and above who permanently lived there. They then requested to interview the adult member with the most recent birthday. If this person was available, the survey proceeded. If the household member was not present, the interviewer attempted to schedule another time for the interview, making a return visit if necessary. If the selected member remained unavailable during the return visit, the interviewer moved to a different household. The process continued until the target number of completed surveys had been reached.

The survey was conducted using the computer-assisted personal interviewing approach. Each interviewer used a tablet with SurveyCTO software to log responses. When needed, interviewees were given showcards with answer options to provide visual facilitation of responses. Coordinators oversaw and assisted with fieldwork and offered logistical support throughout the survey process.

## **II.V QUALITY CONTROL AND DATA ANALYSIS**

Custom Concept implemented multiple quality checks to monitor fieldwork and ensure data quality during data collection, including logic and consistency checks on all data, telephone verifications for 30 percent of the data,<sup>8</sup> remote monitoring of all field activities,<sup>9</sup> and in-person field supervision by controllers. The 2023 survey took 40 minutes to complete, on average. Custom Concept conducted initial data verification and cleaning. MEASURE II conducted additional data checks and consolidation. Custom Concept delivered the survey data set to MEASURE II in an SPSS Statistics file format and MEASURE II then conducted survey data analysis. MEASURE II examined the sample's demographic and socioeconomic characteristics and analyzed each questionnaire section. These analyses included descriptive statistics with cross-tabulations of key variables and inferential analysis.<sup>10</sup> Where relevant, MEASURE II compared data across different survey iterations to assess temporal trends.

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<sup>8</sup> Refers to phone calls with interviewees to confirm successful completion of the questionnaire. Controllers contacted selected households to check interviewers' compliance with survey implementation, household selection, and respondent selection. A total of 960 control telephone calls (30 percent) were conducted with random survey respondents. Additional control telephone calls were conducted for surveys from starting points where global positioning system (GPS) locations were not recorded (n = 231 interviews).

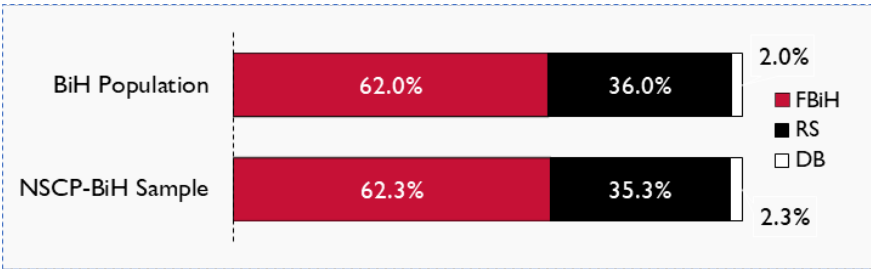
<sup>9</sup> Refers to monitoring of GPS locations. The tablet automatically generated the GPS location data to guide the interviewers' movements and household selection. This check was performed daily.

<sup>10</sup> The data presented in the report are unweighted. This means that each observation is given equal importance, without any adjustments for frequency or relevance.

II.VI DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

Consistent with prior surveys, the demographic and socioeconomic profiles of the NSCP-BiH 2023 sample closely mirrored the overall BiH population reported in the 2013 census data. Geographically, of the 3,000 survey participants, 62.3 percent resided in FBiH, 35.3 percent in RS, and 2.3 percent in DB ([Exhibit 2](#)).

Exhibit 2. Sample and population distribution across BiH entities



The sample’s composition in terms of sex, age, and education closely matched the demographics of the BiH population. Women accounted for a slightly larger proportion of the sample than men (53 percent versus 47 percent). Sixty-eight percent of respondents were adults aged 25 to 65, while youth (ages 18 to 24) accounted for 14 percent and the elderly (ages 66 and above) accounted for 18 percent. Regarding educational attainment, 24 percent of individuals in the sample had achieved a college or university degree, 61 percent had completed secondary education, 12 percent had completed primary education, and 3 percent had not completed primary education ([Exhibit 3](#)).

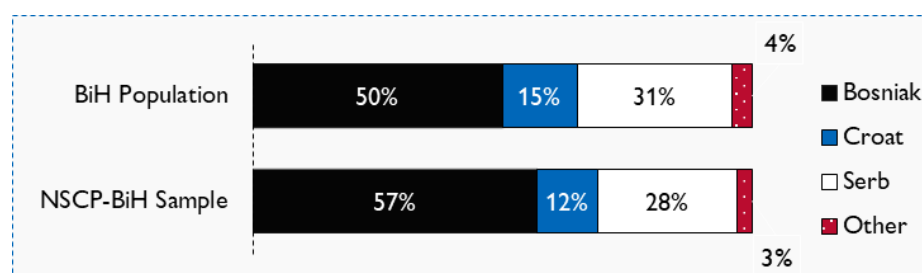
Exhibit 3. Population and sample demographic characteristics

	Sex		Age				Education			
	Male	Female	18–24	25–49	50–65	66+	Less than primary	Primary	Secondary	Higher
Population distribution	1,376,597	1,461,861	321,816	1,256,283	794,156	466,203	420,114	640,726	1,525,161	401,439
Population distribution, percentage	48%	52%	11%	44%	28%	16%	14%	21%	51%	13%
Sample distribution	1,401	1,599	420	1,267	777	536	88	368	1,831	713
Sample distribution, percentage	47%	53%	14%	42%	26%	18%	3%	12%	61%	24%

Note: The population data are based on the 2013 census. The sample distribution is based on the 2023 NSCP-BiH.

The sample’s ethnic composition reflects BiH population demographics ([Exhibit 4](#)). Fifty-seven percent of respondents were Bosniaks, 28 percent were Serbs, and 12 percent were Croats. The remaining 5 percent included individuals from ethnic minorities and those who chose not to disclose their ethnic identity.

Exhibit 4. Ethnic composition of the sample and the population



Sixty-seven percent of households disclosed their income. Roughly 18 percent reported earning up to 1,000 BAM monthly, 39 percent had incomes between 1,001 BAM and 3,000 BAM per month, and 8 percent earned over 3,000 BAM per month ([Exhibit 5](#)). One percent of respondents indicated that they had no income in the preceding month.

Exhibit 5. Monthly household income

Monthly household income	Percentage	n
No income (0 BAM)	1%	(n = 23)
1 BAM to 100 BAM	0%	(n = 8)
101 BAM to 500 BAM	5%	(n = 141)
501 BAM to 1,000 BAM	13%	(n = 394)
1,001 BAM to 2,000 BAM	25%	(n = 763)
2,001 BAM to 3,000 BAM	14%	(n = 428)
Above 3,000 BAM	8%	(n = 241)
<b>Total (answered)</b>	<b>67%</b>	<b>1,998</b>
Refused to answer	33%	1,002

### III. FINDINGS FROM BIH'S NATIONALLY REPRESENTATIVE SAMPLE

This chapter outlines the principal results from the 2023 NSCP-BiH. The subsections that follow detail the attitudes and perceptions of BiH citizens on each topic explored in the survey. These topics have been organized into the following themes:

- Governance
- Corruption
- Civil society and civic participation
- The media
- Interethnic trust and interaction
- Countering violent extremism
- Emigration
- Social inclusion
- Youth development

#### III.I GOVERNANCE

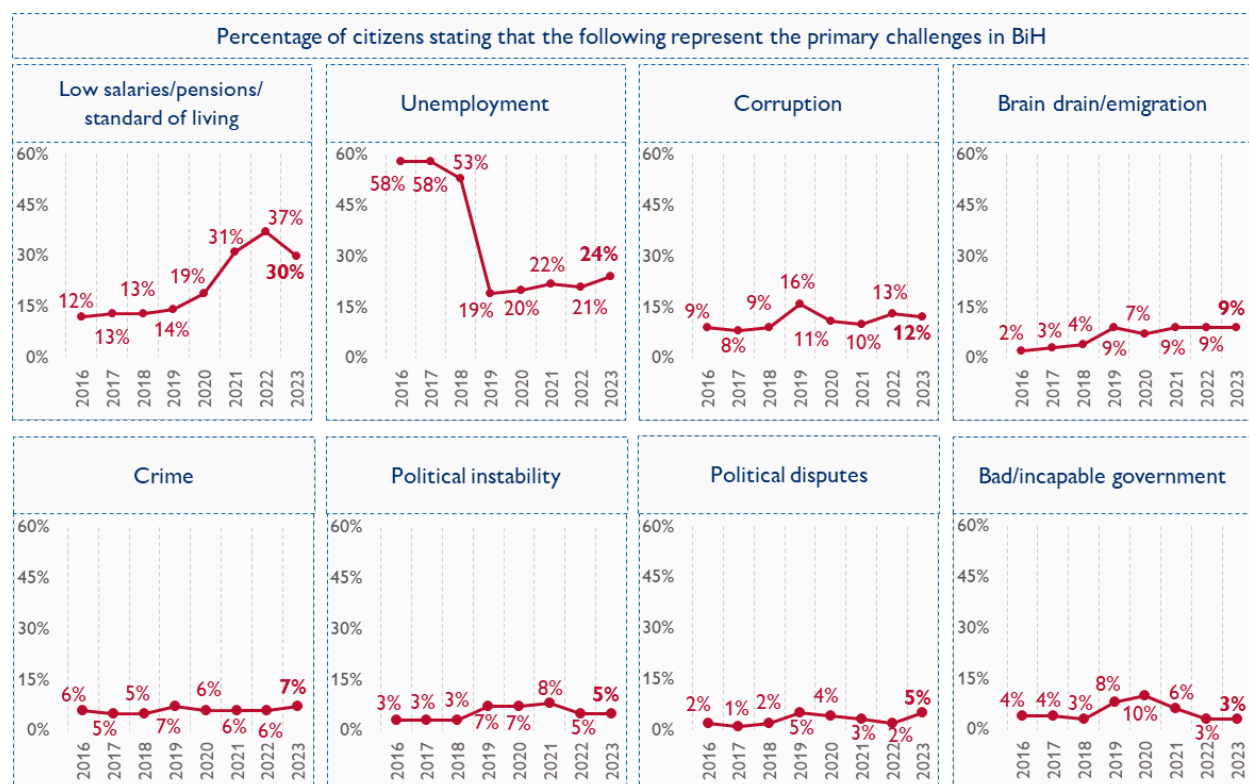
The 2023 NSCP-BiH explored the opinions of BiH citizens on the topics of governance, trust in public institutions, views of the judiciary system, and perceptions of political parties. This section provides descriptive and inferential statistics of survey results and a narrative overview of how citizens perceived and interacted with different dimensions of governance.

##### III.I.I GOVERNMENT CHALLENGES

As in 2022, citizens perceived economic issues to be the primary challenges confronting the populace of BiH. For the third consecutive year, standard of living emerged as the most frequently cited concern (30 percent), while unemployment remained the second most cited concern (24 percent) ([Exhibit 6](#)). Perceptions varied among ethnic groups, however. Thirty-eight percent of Serbs and 34 percent of Croats identified standard of living as the principal issue, compared to 25 percent of Bosniaks (data not shown).

There was a minor decrease in the proportion of respondents highlighting standard of living as the primary concern in BiH, dropping from 37 percent in 2022 to 30 percent in 2023. At the same time, the percentage who identified unemployment as the key issue increased slightly, from 21 percent in 2022 to 24 percent in 2023. Notably, unemployment was a more pressing issue for citizens in RS (44 percent) than for those in FBiH (35 percent) (data not presented). Less frequently prioritized challenges included corruption (12 percent), brain drain and emigration (9 percent), and crime (7 percent). A similar trend was evident with regard to challenges respondents faced in their local communities, such as cities, towns, and municipalities. Low standard of living (29 percent), unemployment (18 percent), brain drain and emigration (12 percent), and corruption (10 percent) were reported as the most pertinent issues (data not shown).

**Exhibit 6. A low standard of living and unemployment continued to stand out as the foremost challenges in BiH in 2023**



Satisfaction with the general security situation in the country dipped to its lowest since NSCP-BiH began, dropping to 35 percent in 2023. FBiH residents expressed lower levels of satisfaction with general security (30 percent) than their counterparts in RS (43 percent), as detailed in [Exhibit 7](#). About a quarter of BiH citizens reported feeling safe from crime and violence (25 percent), while 26 percent reported feeling safe from interethnic conflict. Twenty-eight percent were content with their financial security ([Exhibit 8](#)). Croats, on average, reported higher satisfaction levels across all three measures, compared to Serbs and Bosniaks.

Exhibit 7. Satisfaction with the country's overall security situation hit its lowest level on record in 2023

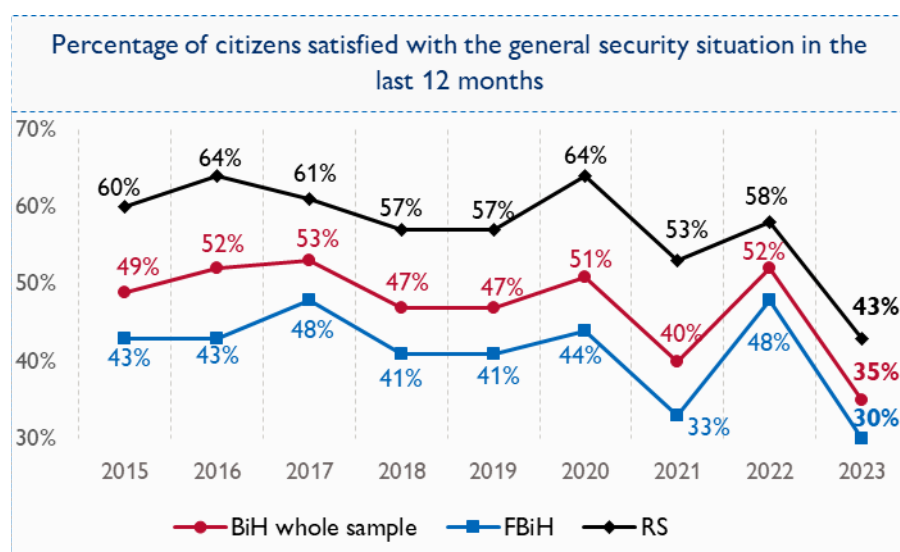
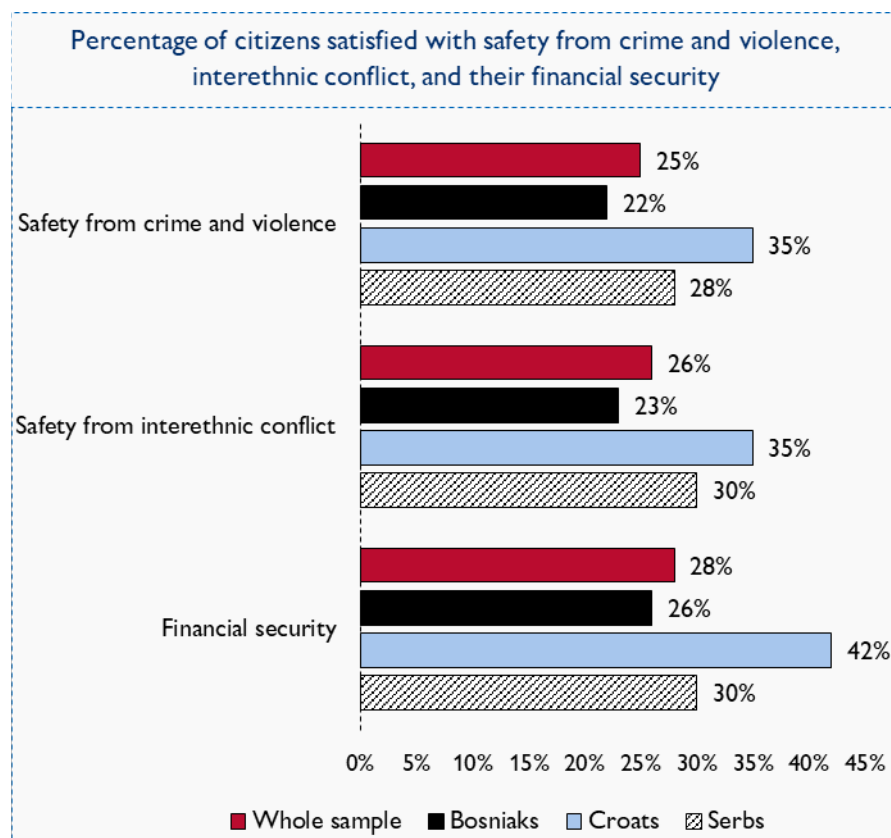


Exhibit 8. Croats feel more financially secure and safer from crime, violence, and interethnic conflict than Serbs or Bosniaks

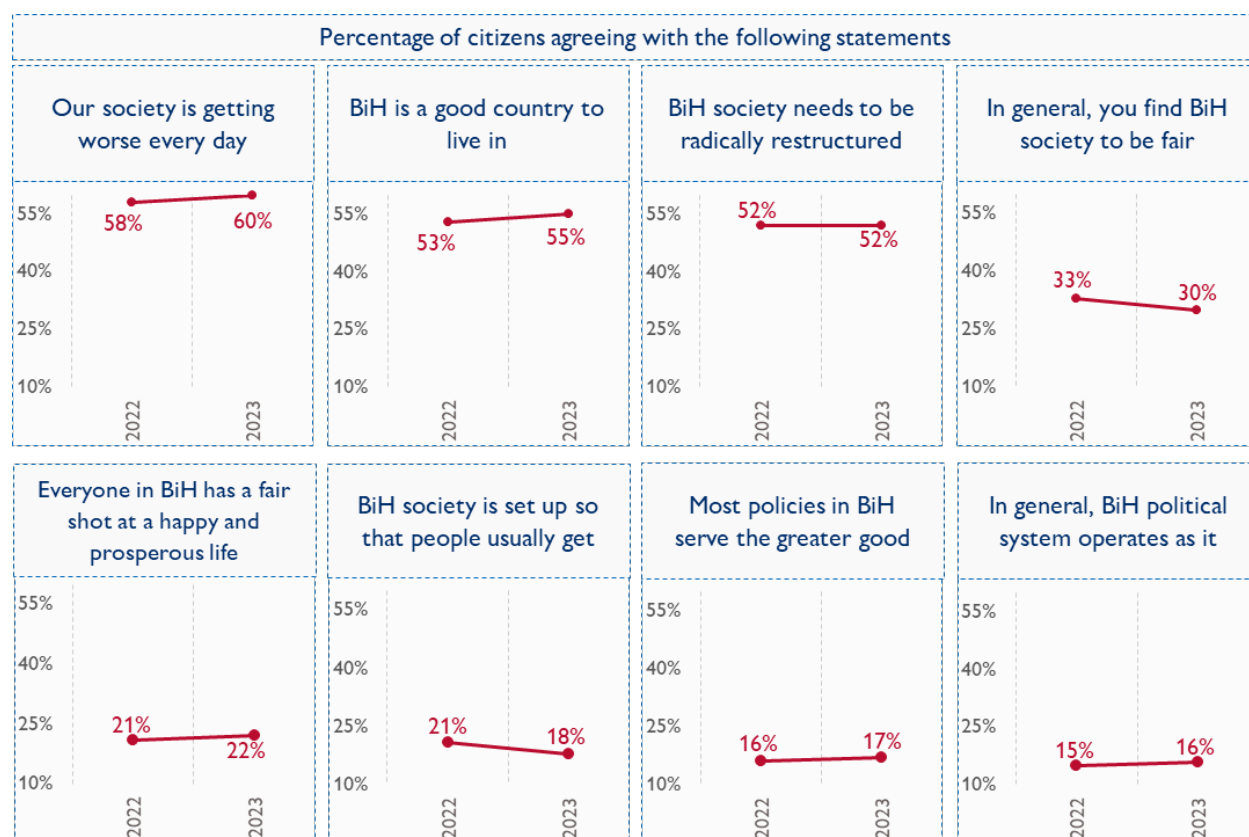


Dissatisfaction with BiH society, its political system, and its government remained prevalent among citizens, as detailed in [Exhibit 9](#). In 2023, the perception that BiH society was deteriorating increased slightly to 60 percent, from 58 percent in 2022. The perception that society was fair declined to 30 percent, from 33 percent. Additionally, fewer citizens believed that people in BiH generally got what



they deserved (18 percent, compared to 21 percent in 2022). A slightly higher proportion of citizens felt that BiH was a good country to live in, at 55 percent (compared to 53 percent in 2022), while 52 percent believed that BiH society required radical restructuring. Approximately one in six respondents believed that policies in BiH served the greater good (17 percent) and agreed that the political system functioned properly (16 percent). When thinking about politics and society in BiH, most citizens felt uncertain about the future (65 percent) and having no control over it (59 percent). A majority of citizens were angry at (65 percent) or afraid of (66 percent) what BiH politicians and government representatives might do. Sentiments were not substantively different by geography or ethnicity (data not shown).

**Exhibit 9. Most citizens expressed negative attitudes toward BiH society**

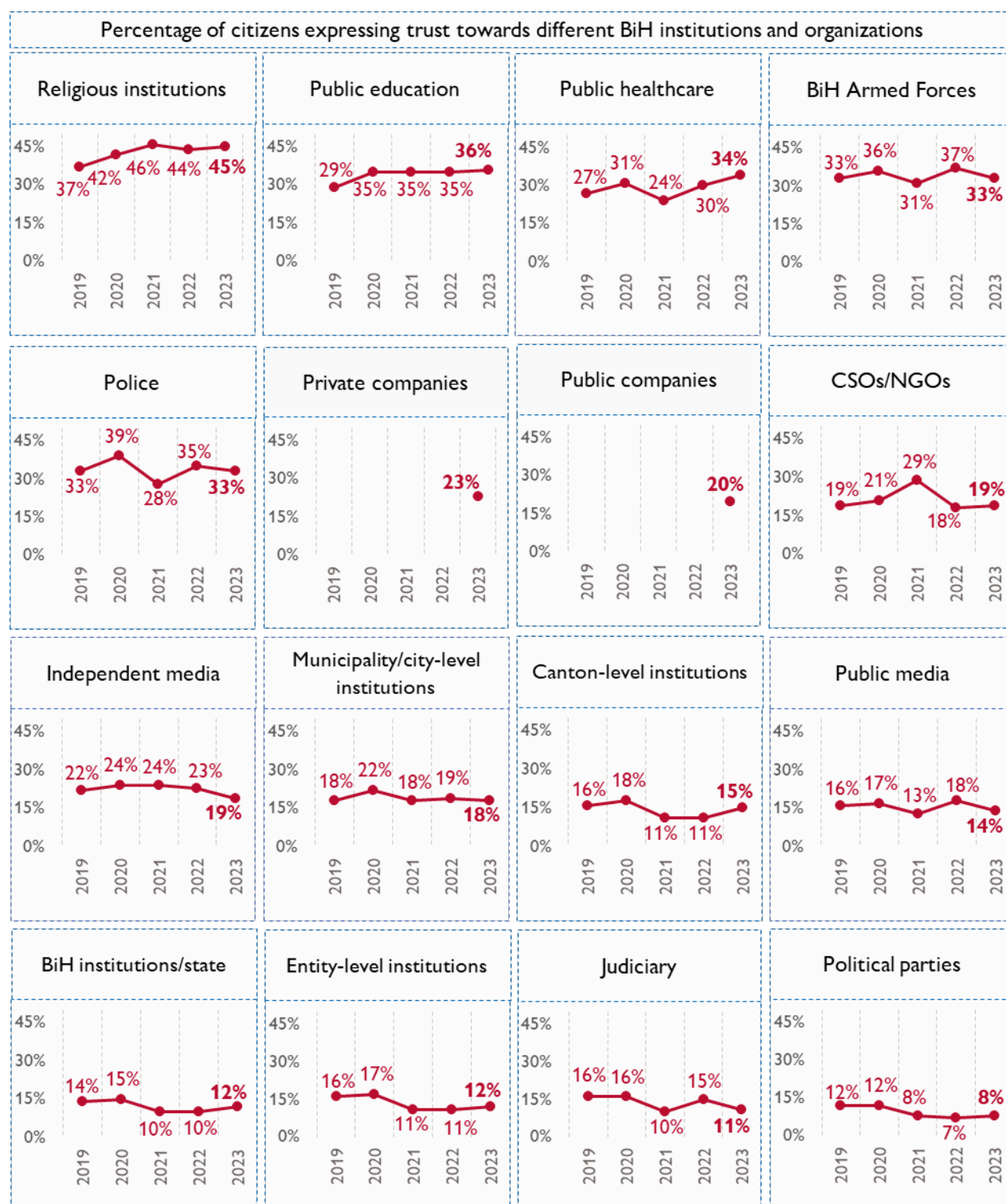


### III.I.II TRUST IN INSTITUTIONS AND ORGANIZATIONS

In 2023, public trust in institutions and organizations remained generally low ([Exhibit 10](#)). Consistent with previous survey rounds, respondents trusted religious institutions (45 percent) more than any other institution or organization, followed by public education (36 percent), public health care (34 percent), and BiH Armed Forces (33 percent). Trust remained lowest for political parties (8 percent) and government institutions at the state (12 percent) and entity level (12 percent). Trust in local government institutions, such as cantons (15 percent) and municipalities and cities (18 percent), was higher than trust in state- and entity-level institutions. Citizens' trust in the judiciary decreased from 15 percent in 2022 to 11 percent in 2023. Trust in private companies was slightly higher than trust in public companies (23 percent versus 20 percent, respectively). Trust in both independent and public media declined since the 2022 survey, falling from 23 percent to 19 percent for independent media and

from 18 percent to 14 percent for public media. Finally, trust in CSOs remained relatively stable across 2022 and 2023, at 19 percent. Among ethnic groups, Croats were the most likely to trust religious institutions (58 percent), followed by Serbs (51 percent) and Bosniaks (41 percent). BiH Armed Forces recorded the highest levels of trust among Bosniaks (38 percent) and Croats (36 percent). Serbs showed considerably less trust in BiH Armed Forces (23 percent).

Exhibit 10. Citizens trust religious institutions the most and political parties the least

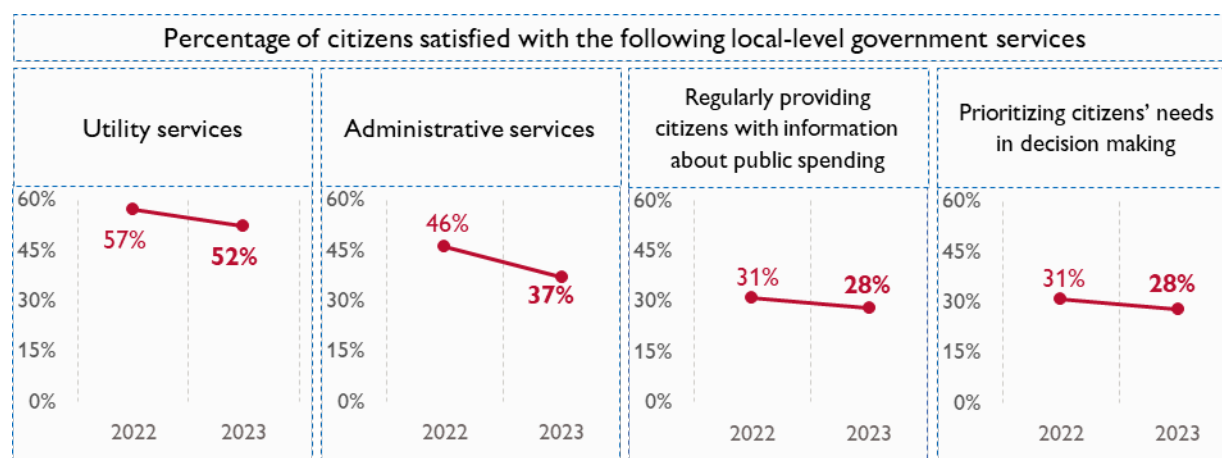


### III.I.III SATISFACTION WITH LOCAL GOVERNMENT SERVICES

The 2023 NSCP-BiH included a set of questions about citizens' satisfaction with local government public services. While general satisfaction with public services remained relatively stable (47 percent in 2022 versus 48 percent in 2023), overall satisfaction with specific services provided by local government decreased (from 41 percent reporting average satisfaction in 2022 to 36 percent in 2023) ([Exhibit 11](#)).

In 2023, as in 2022, slightly more than half of citizens expressed satisfaction with core utility services, although satisfaction decreased slightly from 57 percent to 52 percent. Satisfaction with administrative services also declined, dropping by nine percentage points from 46 percent in 2022 to 37 percent in 2023. Fewer than one-third of respondents were satisfied with the transparency of local government in disclosing public spending (28 percent) and with the government's prioritization of citizens' needs in decision-making (28 percent), with both indicators recording a three percentage point decrease in satisfaction levels compared to the previous year. There were no substantive differences by demographics.

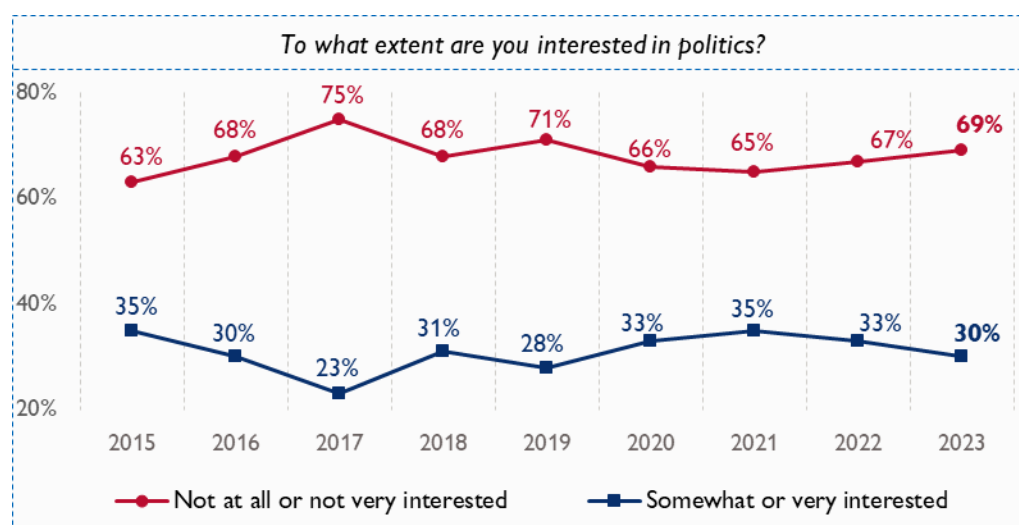
**Exhibit 11. Respondents' satisfaction with specific local government services decreased in 2023**



### III.I.IV PERCEPTIONS OF POLITICAL PARTIES, ELECTIONS, AND POLITICAL PARTICIPATION

For the second consecutive year, respondents' interest in politics decreased, settling at 30 percent in 2023 ([Exhibit 12](#)). Men were more likely to express an interest in politics (38 percent) than women (23 percent). Citizens who had completed postsecondary education reported more interest in politics (41 percent) than those who had completed secondary school (27 percent) and those who had not completed secondary school (23 percent) (data not shown).

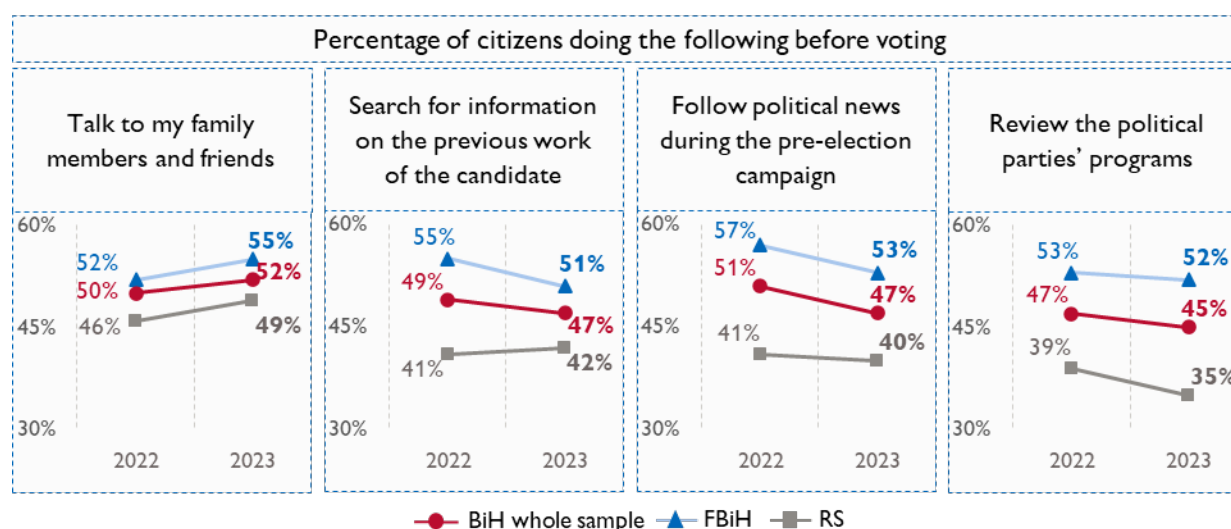
Exhibit 12. The share of citizens interested in politics decreased slightly in 2023



Note: The “Does not know/Refuses to answer” response comprising the remaining answers is not included in the graph.

When asked about their voting habits, citizens reported taking similar actions in 2023 to those reported in 2022 ([Exhibit 13](#)). Approximately half of respondents reported engaging in preparatory activities for voting, such as discussing their choices with family members (52 percent), researching candidates’ previous work (47 percent), and keeping up with political news during the pre-election campaign (47 percent). Overall, engagement in pre-election activities was more prevalent among citizens in FBiH than those in RS.

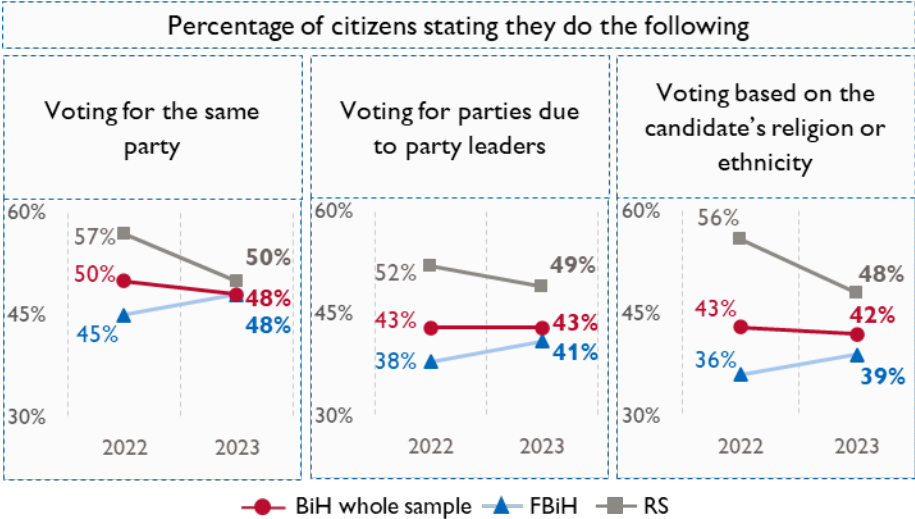
Exhibit 13. Approximately half of citizens actively inform themselves about parties and candidates prior to elections by searching for relevant information or following political news



As shown in [Exhibit 14](#), about half of respondents reported that they always or almost always voted for the same political party. Forty-two percent of respondents cast their vote for any of the three largest political parties in BiH (Stranka demokratske akcije [SDA], Hrvatska demokratska zajednica [HDZ], or Savez nezavisnih socijaldemokrata [SNSD]). Forty-five percent did not cast their vote for these parties

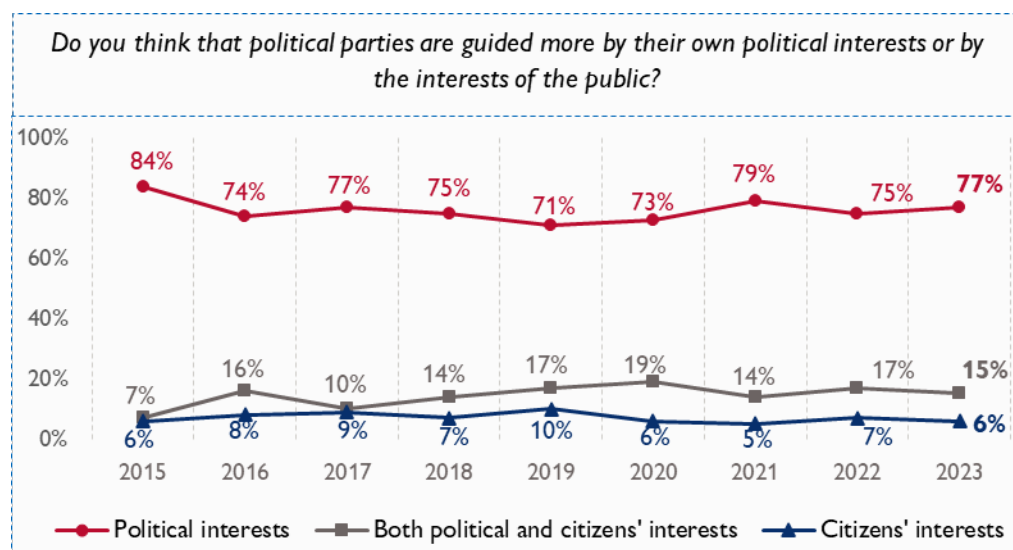
and 12 percent refused to answer the question. More than 40 percent of respondents indicated that it was important for a political candidate to share their religion and ethnicity, and 43 percent stated that the party leader was the main reason they voted for a particular party. These factors—a candidate’s religious and ethnic background and the parties’ leaders—were more important to RS citizens than respondents from FBiH. However, between 2022 and 2023, the percentage of citizens considering these factors decreased among RS respondents and increased among FBiH respondents.

**Exhibit 14. About half of BiH citizens said they vote based on their preferences for parties, party leaders, or leaders’ religious affiliation or ethnic background**



As in previous years, the 2023 survey indicated that most citizens—77 percent—believed that political parties were primarily motivated by their own political interests ([Exhibit 15](#)). The proportion of citizens who thought that political parties operated in both their own political interests and the interests of their constituents decreased from 17 percent in 2022 to 15 percent in 2023. The percentage of respondents who believed that political parties were primarily guided by the interests of the public remained notably low, at 6 percent. These perceptions of political parties’ motivations were consistent across all demographic groups (data not shown).

## Exhibit 15. Citizens believe that political parties are primarily driven by their own political interests



Note: The “Does not know/Refuses to answer” response comprising the remaining answers is not included in the graph.

### III.I.V JUDICIARY

In the 2023 NSCP-BiH, the proportion of respondents who reported satisfaction with the performance of judges and prosecutors reached an all-time low ([Exhibit 16](#)). Fewer than one in ten respondents were satisfied with the performance of prosecutors (8 percent) and judges (9 percent). Attorneys and notaries were perceived somewhat more favorably than judges and prosecutors (17 percent of respondents were satisfied with attorneys and 23 percent with notaries), but the level of satisfaction decreased compared to 2022 (data not shown). Among ethnic groups, Croats were more likely to express satisfaction with the work of judges and prosecutors (20 percent were satisfied, on average) than Serbs and Bosniaks (averaging 7 percent, combined). Trust in the fairness and impartiality of the courts and judges remained low in 2023, with about a quarter of respondents fully or partially agreeing with positive statements about judicial fairness and independence ([Exhibit 17](#)).



Exhibit 16. Satisfaction with the work of prosecutors/prosecutors' offices and judges/courts hit an all-time low in 2023

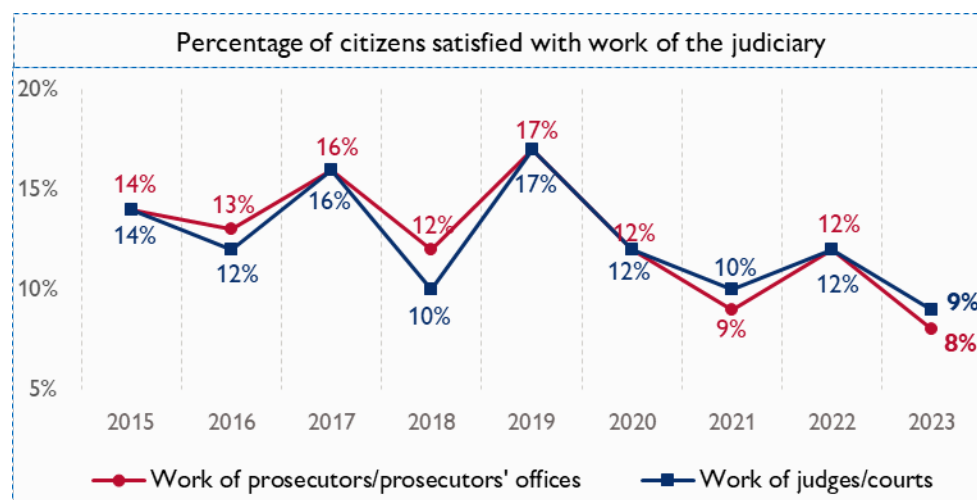
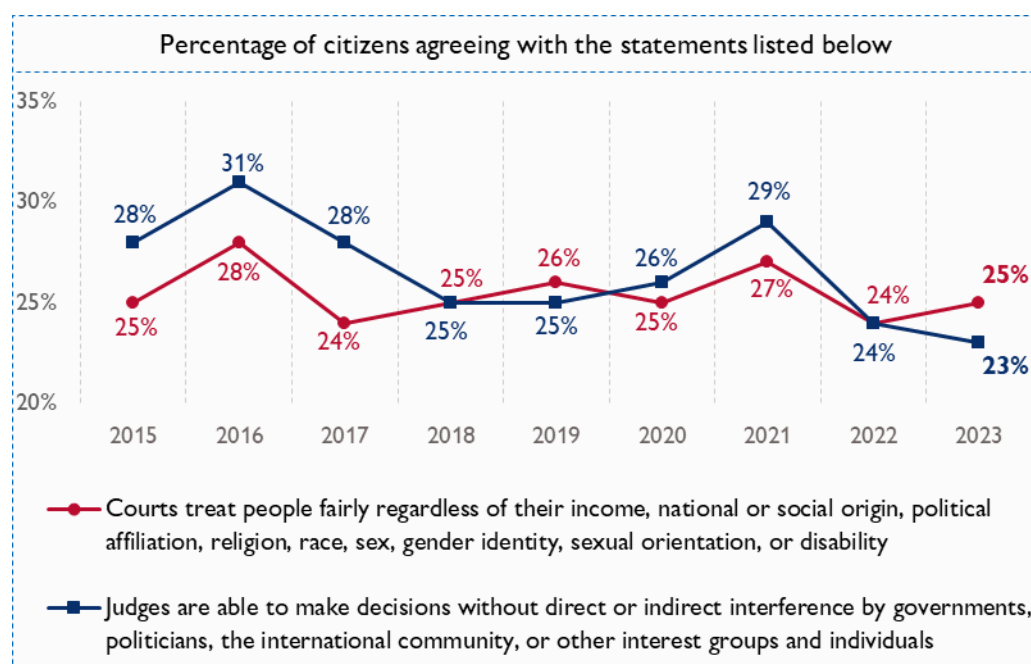


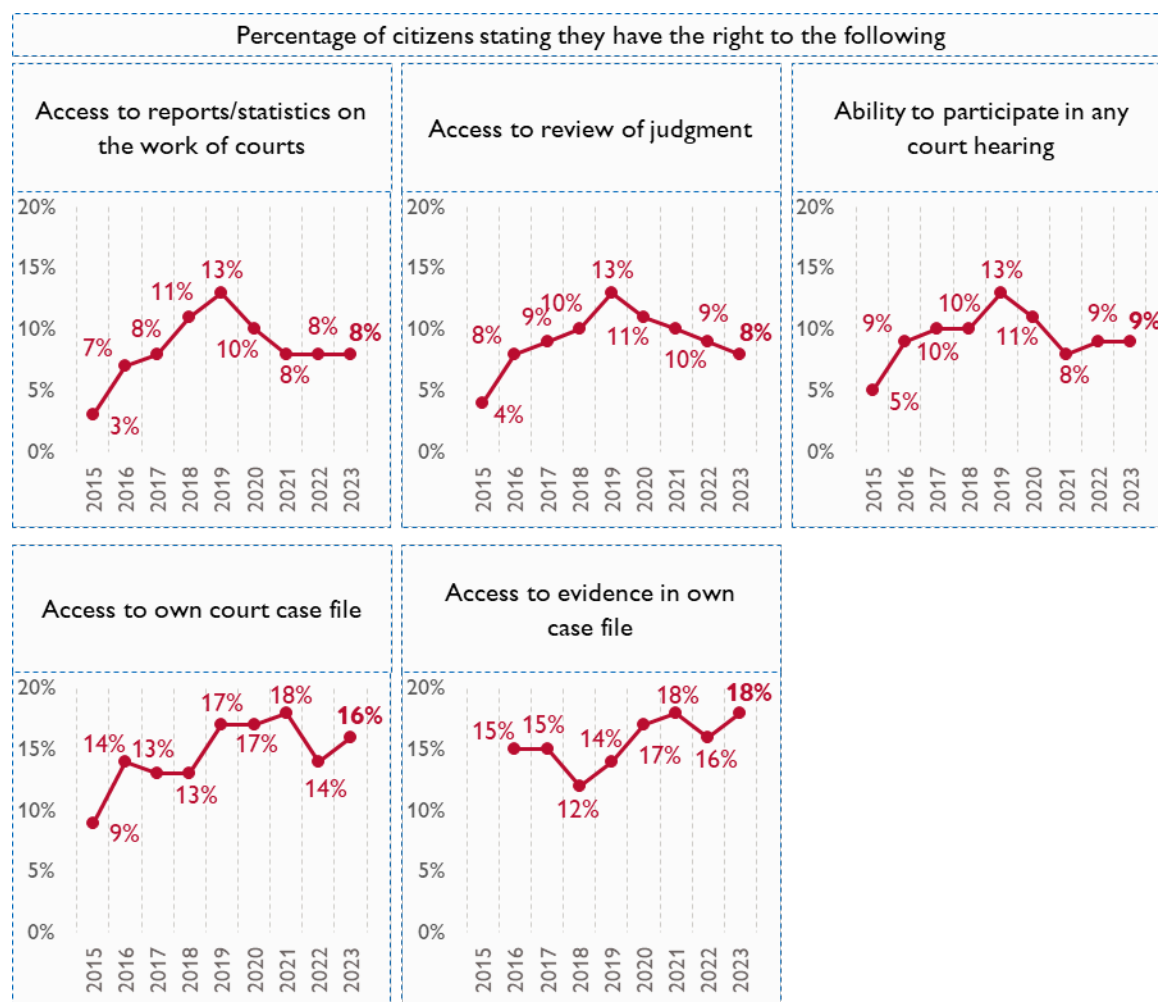
Exhibit 17. Citizens' opinions about judicial fairness and independence were more negative in 2022 and 2023, compared to 2021



Most respondents believed that BiH citizens did not have adequate access to information about court proceedings. For example, only 16 percent believed that BiH citizens always or often had access to information about their own court case, representing an increase of two percentage points since 2022. The proportion of respondents who believed that citizens had adequate access to participate in court hearings, review reports or statistics on the work of the courts, and review court judgments remained low in 2023, at 9 percent, 8 percent, and 8 percent, respectively ([Exhibit 18](#)).



# Exhibit 18. Most citizens do not perceive themselves as having the right to access information on court proceedings



Note: The item “Access to evidence in own case file” was not included in 2015; thus, this data point is not available.

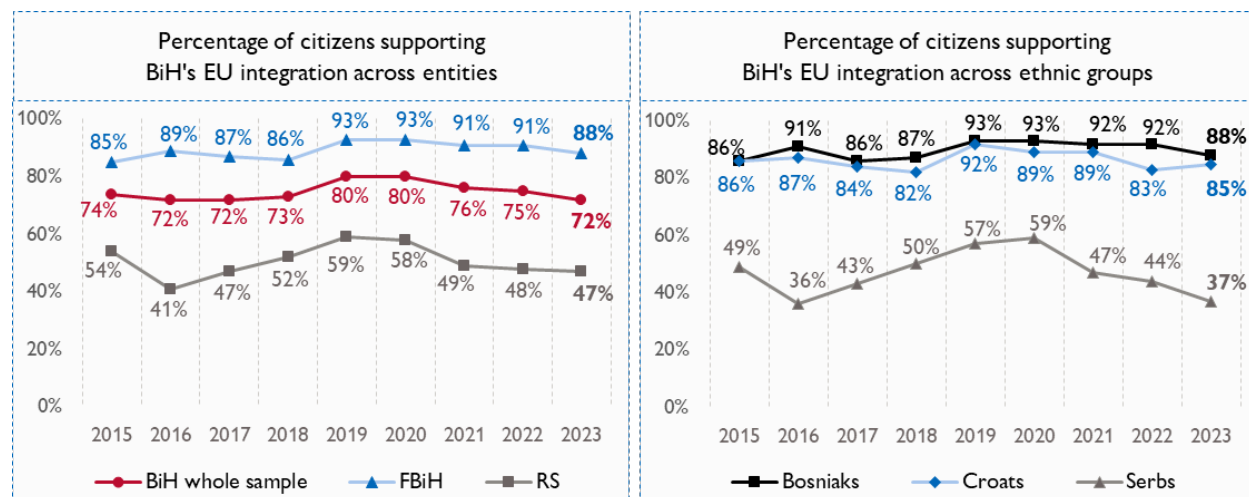
Fewer than one-third of respondents (26 percent) believed that prosecutors and judges were appointed based on competence. Very few respondents (11 percent) believed that BiH media objectively selected and presented court cases and investigations, though the media was the principal source of information about the judiciary for most citizens (58 percent). Twenty-three percent informed themselves through the experiences of friends and colleagues, and 10 percent informed themselves through family members’ cases (data not shown).

## III.I.VI FUTURE OF BIH AND SOCIOECONOMIC/CONSTITUTIONAL REFORMS

BiH citizens’ support for the country’s integration into the European Union (EU) has remained consistent over the years, though with notable variation across entities and ethnicities ([Exhibit 19](#)). Almost three-quarters of respondents (72 percent) favored BiH’s integration into the EU in 2023. However, support was considerably higher among FBiH respondents (88 percent), compared to those from RS (47 percent). Bosniaks and Croats continued to show strong support for EU integration, at 88

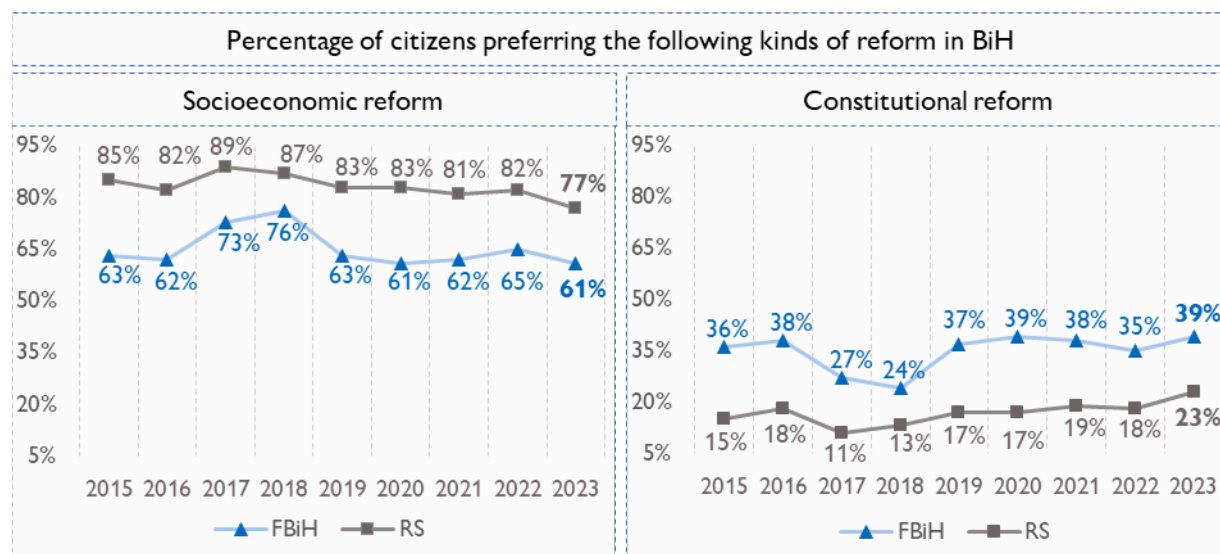
percent and 85 percent, respectively. Support among Serbs remained considerably lower, dropping from 44 percent in 2022 to 37 percent in 2023.

**Exhibit 19. Support for EU integration in BiH varies significantly based on ethnicity and entity of residence**



Consistent with the previous eight survey rounds, BiH citizens valued socioeconomic reforms over constitutional reforms ([Exhibit 20](#)). Across the full sample, 66 percent of respondents favored socioeconomic reforms, while 34 percent prioritized constitutional changes. A stronger preference for socioeconomic reforms was found in RS (77 percent) than FBiH (61 percent). When comparing preferences by ethnicity, Serbs expressed the strongest preference for socioeconomic reforms over constitutional reforms (78 percent), followed by Croats (64 percent) and Bosniaks (60 percent) (data not shown).

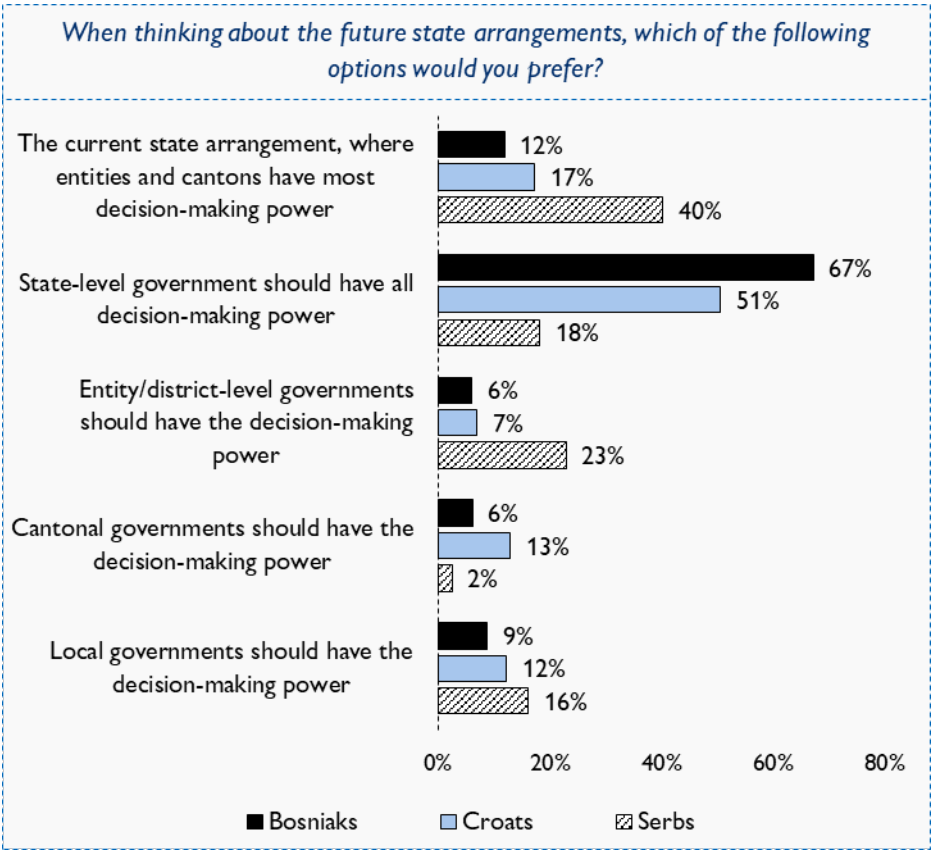
**Exhibit 20. Socioeconomic reforms continued to take precedence over constitutional reforms in 2023**



As in previous years, respondents' views on BiH's political and administrative structure were significantly shaped by ethnicity, as highlighted in [Exhibit 21](#) and [Exhibit 22](#). A majority of Bosniaks (67 percent)

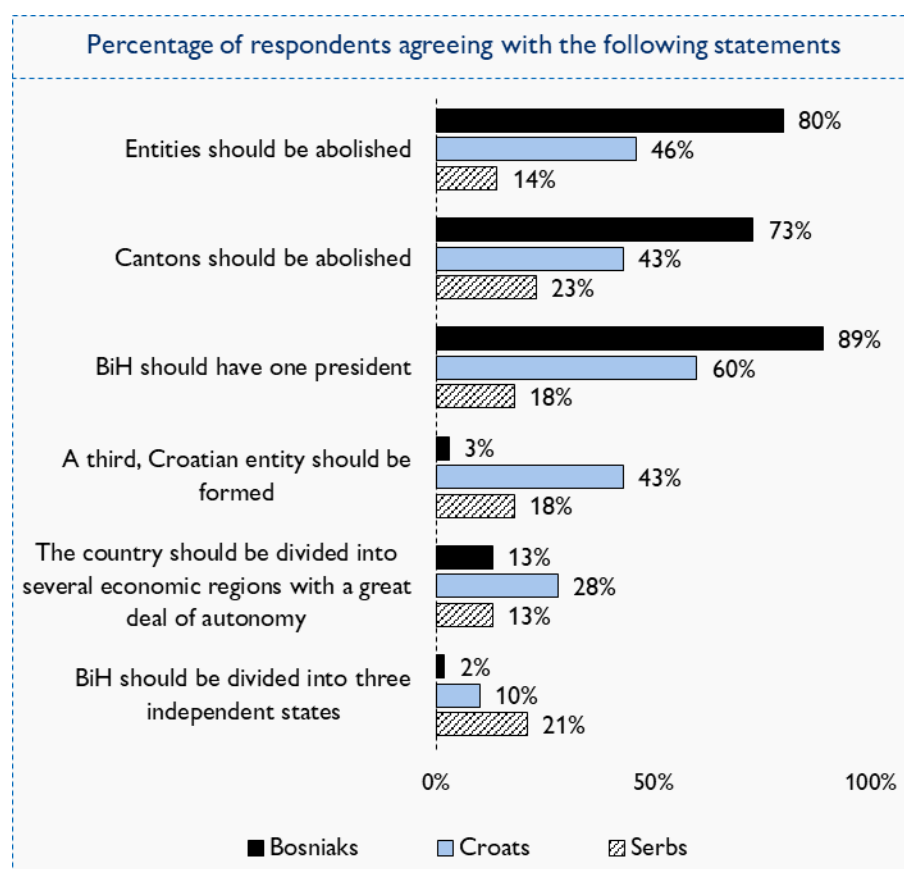
supported centralizing all decision-making power in the state-level government. About half of Croats (51 percent) also favored strengthening the power of the state-level government. The preferences of the remaining Croats were divided between keeping the current state arrangement (17 percent) and centralizing power in cantonal governments (13 percent) and local governments (12 percent). In contrast, Serbs predominantly favored maintaining the current structure of BiH (40 percent), with 23 percent advocating for entities to retain significant decision-making power. Eighteen percent of Serbs thought that the state-level government should have all decision-making power.

**Exhibit 21. Most Bosniaks and Croats are primarily in favor of state-level decision-making power, while the largest share of Serbs prefer the current state arrangement**



The vast majority of Bosniaks (89 percent) favored establishing a one-president system, a stance held by 60 percent of Croats and 18 percent of Serbs. A substantial majority of Bosniaks also believed that entities should be abolished (80 percent), along with cantons (73 percent). This view was shared by slightly less than half of the Croat population (46 percent for entities and 43 percent for cantons). It was much less popular among Serbs, with only 14 percent supporting the abolition of entities and 23 percent supporting the abolition of cantons ([Exhibit 22](#)). A notable proportion of Croat respondents (43 percent) supported the formation of a third, Croatian entity within BiH, and nearly 30 percent of Croats supported division into economic regions.

Exhibit 22. BiH constituent peoples have different preferences for BiH's future arrangement



## III.II CORRUPTION

This section of the report details citizens' perceptions of corruption across various sectors, their personal encounters with corruption, and their opinions on anticorruption efforts. International corruption indices underscore that corruption remains a critical issue in the country. Although BiH's score on the Corruption Perceptions Index—which is based on the perceptions of experts and business executives—slightly increased to 35 in 2023, from 34 in 2022,<sup>11</sup> it still reflects substantial corruption. The 2023 Freedom House Country Report<sup>12</sup> assessed public perceptions, policymakers, existing anticorruption laws, and the efficacy of anticorruption initiatives and showed a decline in BiH's rating to 2.75 (from 3.00 in 2022), signifying a rise in corruption.

### III.III.I PREVALENCE OF CORRUPTION ACROSS SECTORS

The 2023 NSCP-BiH revealed a decrease<sup>13</sup> in the perceived prevalence of corruption across most sectors, compared to 2022 ([Exhibit 23](#)). Despite this decline, perceptions of corruption in public-sector employment remained high, with 60 percent of respondents reporting extreme corruption. Nearly half

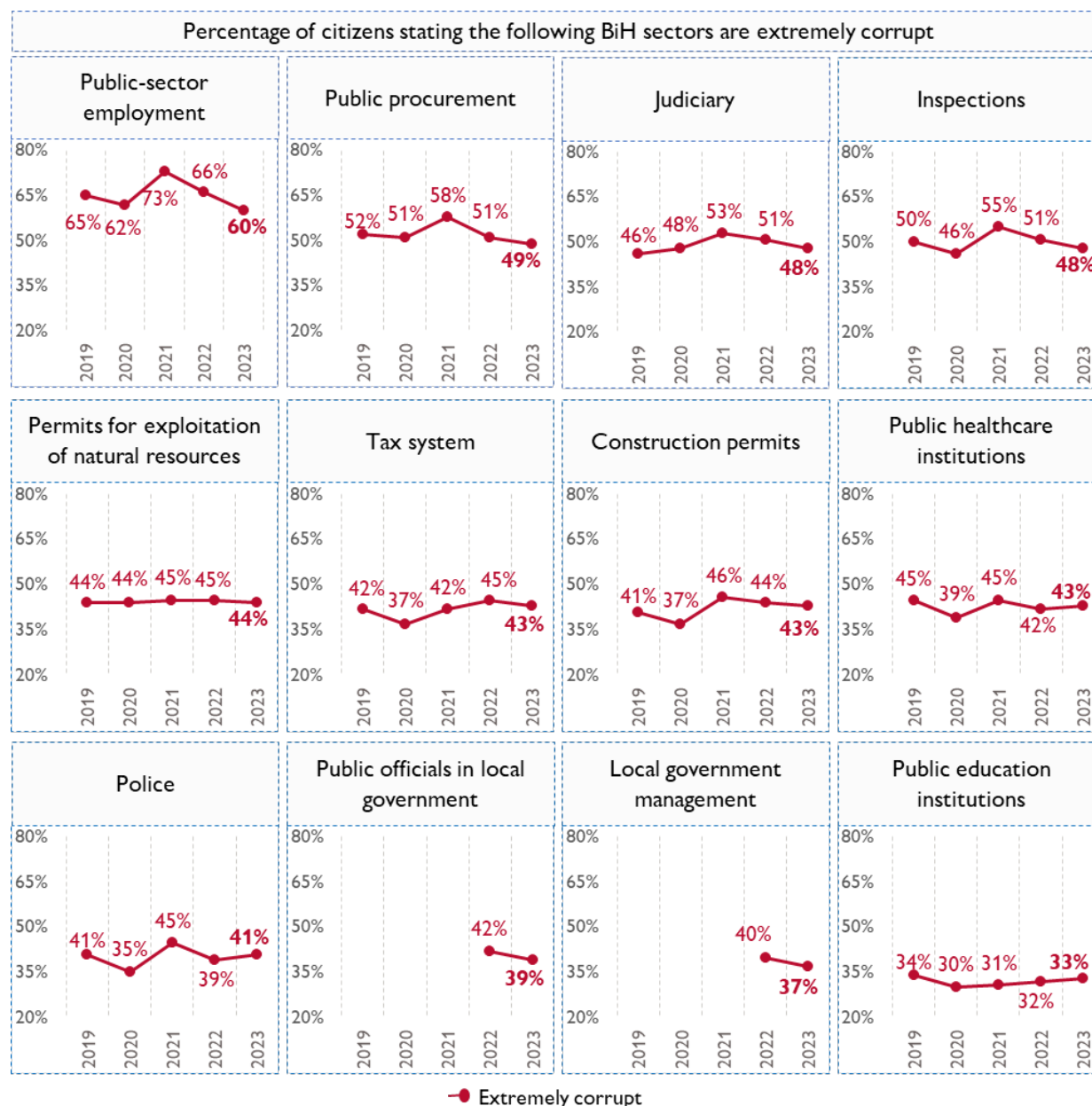
<sup>11</sup> Transparency International's 2023 Corruption Perceptions Index: <https://www.transparency.org/en/cpi/2023/index/bih>.

<sup>12</sup> Freedom House. (n.d.). Nations in Transit 2023 BiH country report. <https://freedomhouse.org/country/bosnia-and-herzegovina/nations-transit/2023>.

<sup>13</sup> While there was a decrease in the proportion of respondents perceiving extreme levels of corruption in public sectors, this shift resulted in an increase in the proportion perceiving moderate levels of corruption, indicating that the overall perception of the level of corruption in public institutions and organizations remained largely unchanged.

of respondents believed that public procurement (49 percent), the judiciary (48 percent), and inspections (48 percent) involved extremely high levels of corruption. Additionally, 44 percent believed that the process for procuring permits to exploit natural resources was extremely corrupt. More than one-third of citizens believed that public officials in local government administration were extremely corrupt (39 percent), along with local government management (37 percent). Similar concerns were reported for the tax system, construction permits, and public health care, with 43 percent of respondents perceiving each of these areas to be extremely corrupt.

**Exhibit 23. Perception of extremely prevalent corruption decreased slightly across several sectors from 2019 to 2023**

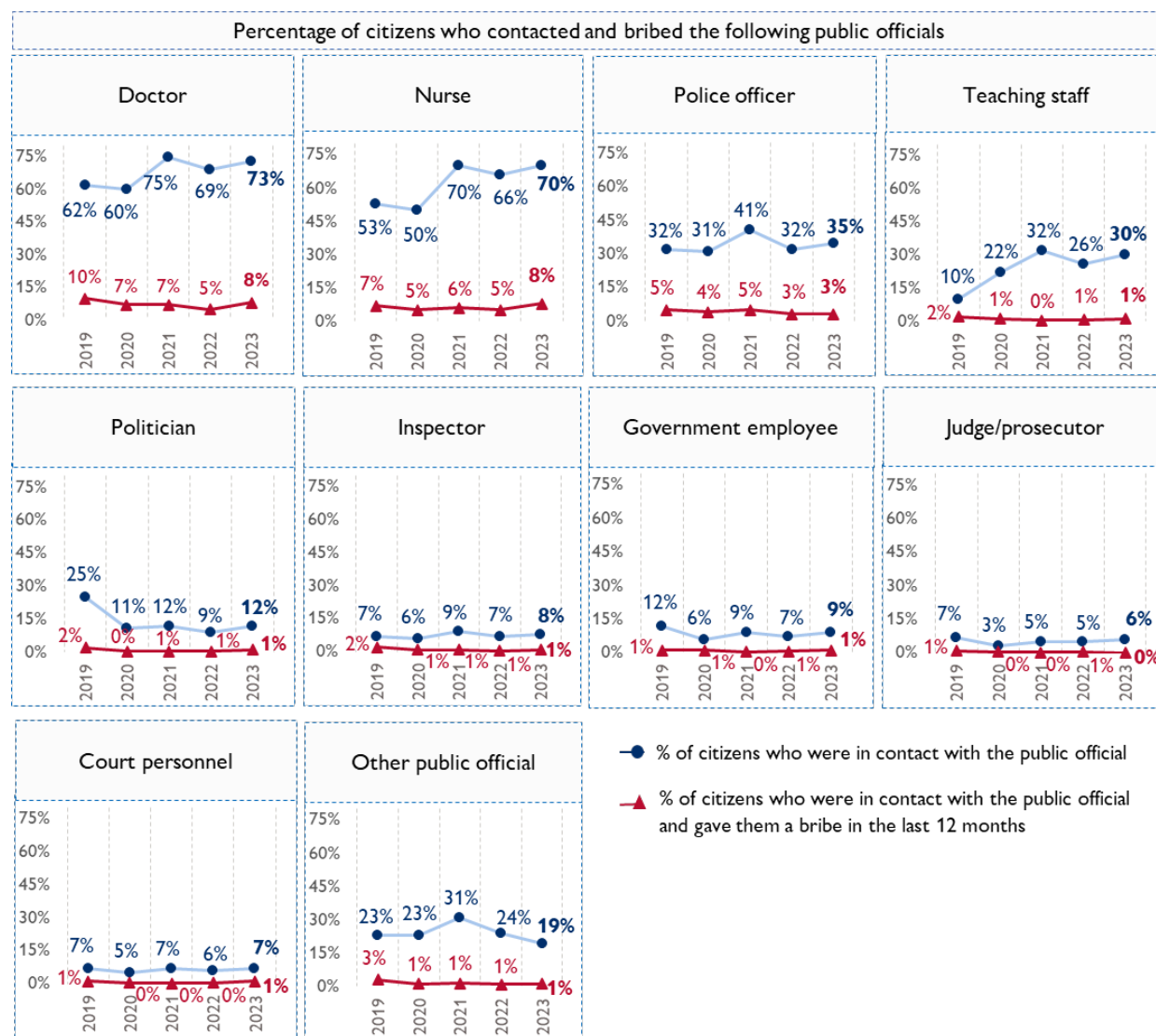


Note: The "Public officials in local government" and "local government management" items were introduced in the NSCP-BiH 2022.

### III.III.II CITIZENS' DIRECT EXPERIENCE WITH CORRUPTION

The proportion of respondents who had bribed a public official increased to 13 percent in 2023, up from 9 percent in 2022 (data not shown). Consistent with previous survey rounds, respondents most frequently bribed doctors (8 percent), nurses (8 percent), and police officers (3 percent). These were also the three types of officials with whom they had the most frequent interactions ([Exhibit 24](#)).

**Exhibit 24. Doctors, nurses, and police officers remained the officials most frequently bribed by BiH citizens in 2023**



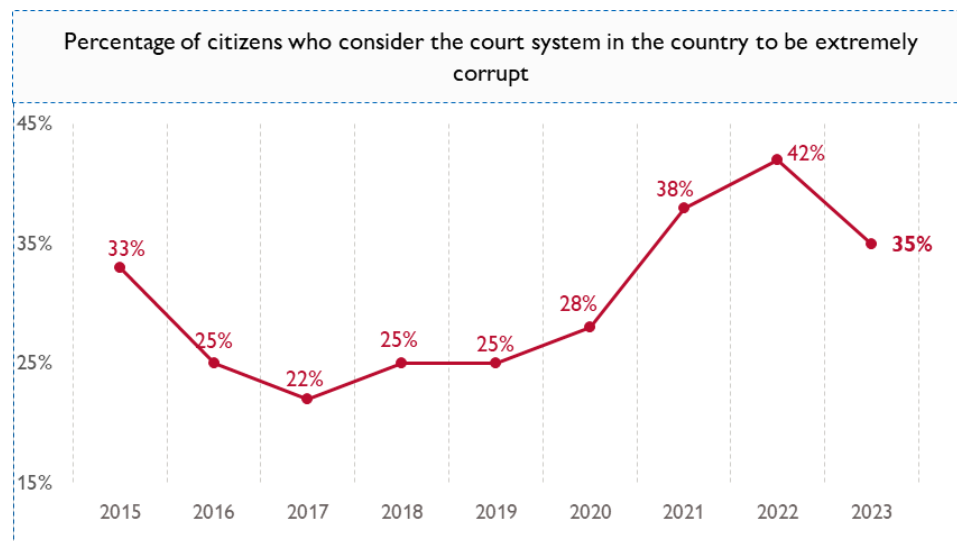
Of all the respondents who reported bribing a public-sector employee in the past 12 months, 8 percent reported the infraction to an official authority or institution, marking an increase of three percentage points since 2022 (data not shown). More than half of respondents (53 percent) considered giving gifts, money, or favors in exchange for public administrative services to be normal behavior in BiH, although this represented a decrease from 68 percent in 2022. Forty-eight percent of respondents viewed such behavior as a sign of politeness (data not shown).



### III.II.III CORRUPTION IN THE JUDICIARY

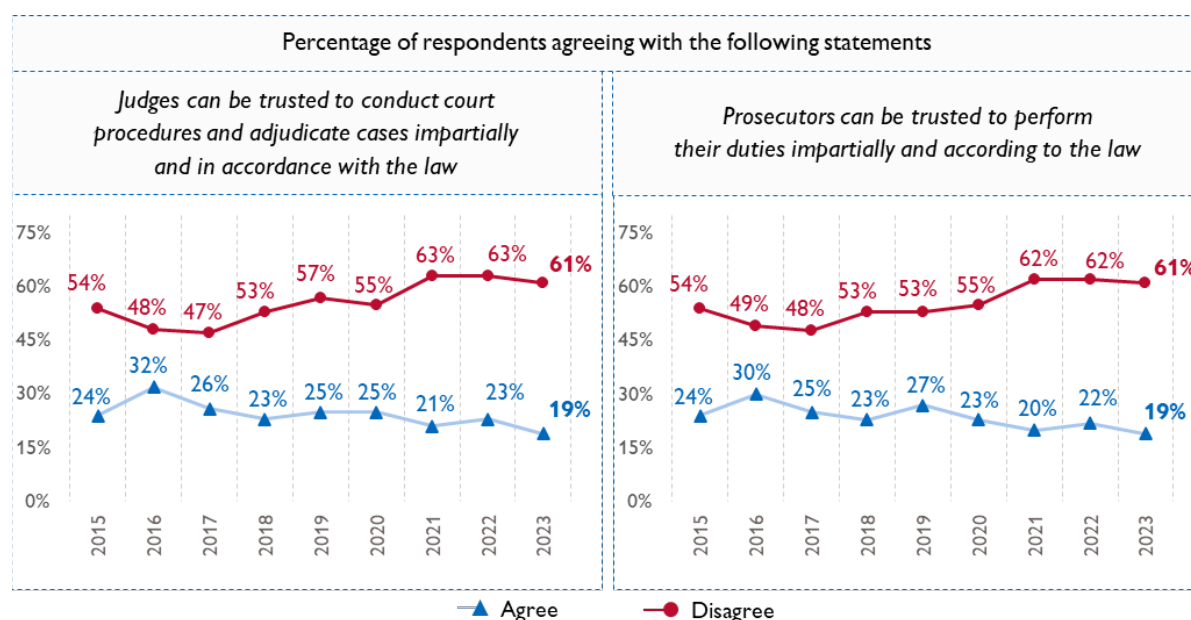
Citizens continued to view the BiH judiciary as highly corrupt. Over one-third of respondents (35 percent) believed that the court system was extremely corrupt, down from 42 percent in 2022 ([Exhibit 25](#)).

**Exhibit 25.** The proportion of surveyed citizens who perceive the court system to be extremely corrupt decreased in 2023, after a large increase in 2021 and 2022



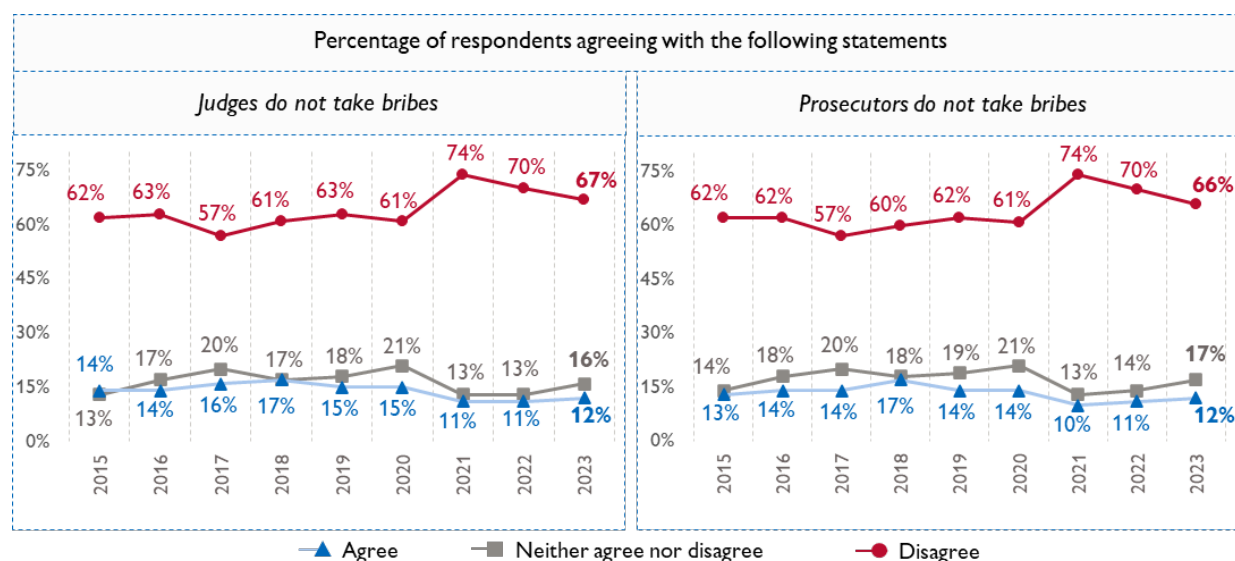
The percentage of respondents who doubted the impartiality of judges and prosecutors (61 percent for both) decreased only slightly compared to 2022 (previously 63 percent and 62 percent, respectively). However, the portion of those who believed in their impartiality also declined. In 2023, just one in five respondents believed that judges and prosecutors performed their duties impartially and in accordance with the law, down from 23 percent for judges and 22 percent for prosecutors ([Exhibit 26](#)). Sixty-seven percent of respondents believed that BiH judges accepted bribes and 66 percent thought the same of prosecutors, reflecting small decreases of three percentage points and two percentage points, respectively, since 2022 ([Exhibit 27](#)).

Exhibit 26. BiH citizens continued to distrust the impartiality of judges and prosecutors in 2023



Note: The "Does not know/Refuses to answer" response comprising the remaining answers is not included in the graph.

Exhibit 27. The perception among BiH citizens that judges and prosecutors accept bribes remained prevalent in 2023



Note: The "Does not know/Refuses to answer" response comprising the remaining answers is not included in the graph.



### III.III.IV EFFECTIVENESS OF THE FIGHT AGAINST CORRUPTION

In 2023, 79 percent of respondents believed that the fight against corruption in BiH was ineffective—the same share as in 2022. Eighty-five percent of respondents (compared to 87 percent in 2022) believed there to be a lack of political will to combat corruption. Seventy-three percent of respondents viewed the police as ineffective in detecting corruption, and 76 percent held the same view about government agencies such as supreme audit institutions, tax offices, and inspection services (data not shown).

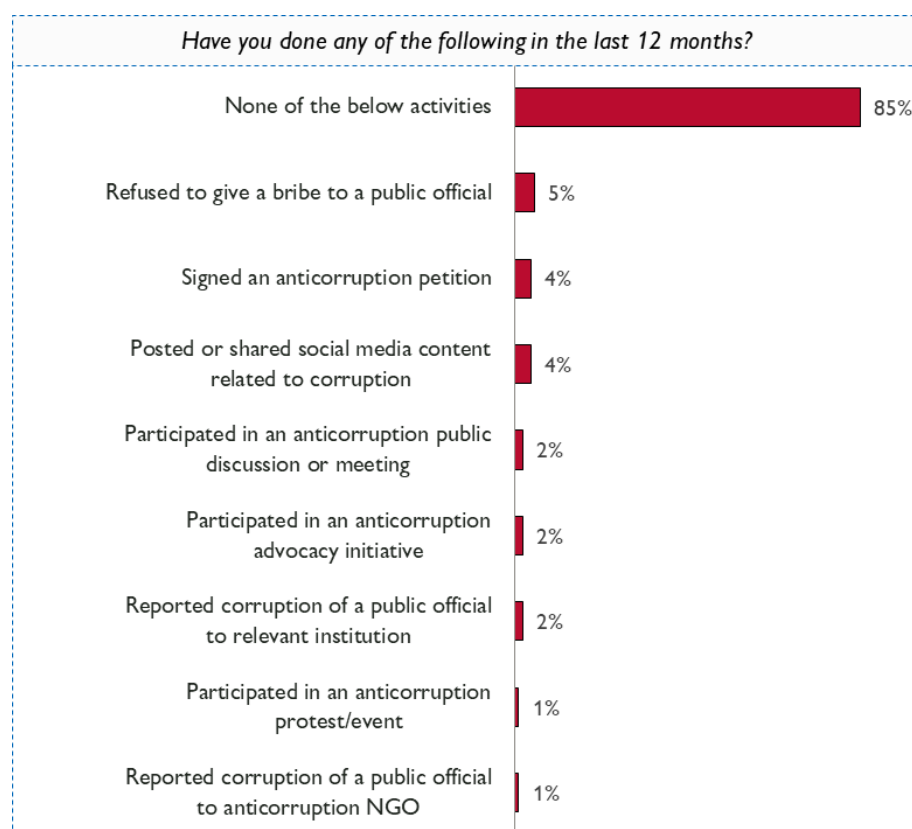
A substantial majority of respondents (69 percent) considered the judiciary to be ineffective in combating corruption. Most respondents also believed that the court system was corrupt (68 percent) and that offenders received inadequate punishment for their crimes (87 percent). Nearly two out of three respondents (64 percent) believed that poor judicial performance was not penalized (data not shown).

Regarding media reporting on corruption, 49 percent of respondents noticed an increase in coverage of corruption cases during the 12 months before the survey, which was nine percentage points higher than in 2022. More than half of respondents (55 percent) perceived the media's reporting on corruption to be inadequate, however, representing an increase from 51 percent the previous year (data not shown).

The perception of CSOs' role in fighting corruption remained the same in 2023, with 15 percent of respondents believing that CSOs focused on fighting corruption were working in citizens' interests. Most respondents could not recall the name of any such CSOs (78 percent).

In 2023, nearly two-thirds of respondents (63 percent) believed that citizens had limited ability to combat corruption, regardless of their efforts. The participation rate in anticorruption activities increased from 13 percent in 2022 to 15 percent in 2023 ([Exhibit 28](#)). Among those engaged in such activities, the most common were refusing to bribe a public official (5 percent), signing an anticorruption petition (4 percent), and posting about corruption on social media (4 percent). Other activities included reporting the corruption of a public official to an anticorruption nongovernmental organization (NGO) and participating in an anticorruption advocacy initiative, public discussion, meeting, or protest.

**Exhibit 28. About one in six BiH citizens participated in anticorruption activities in the last 12 months**

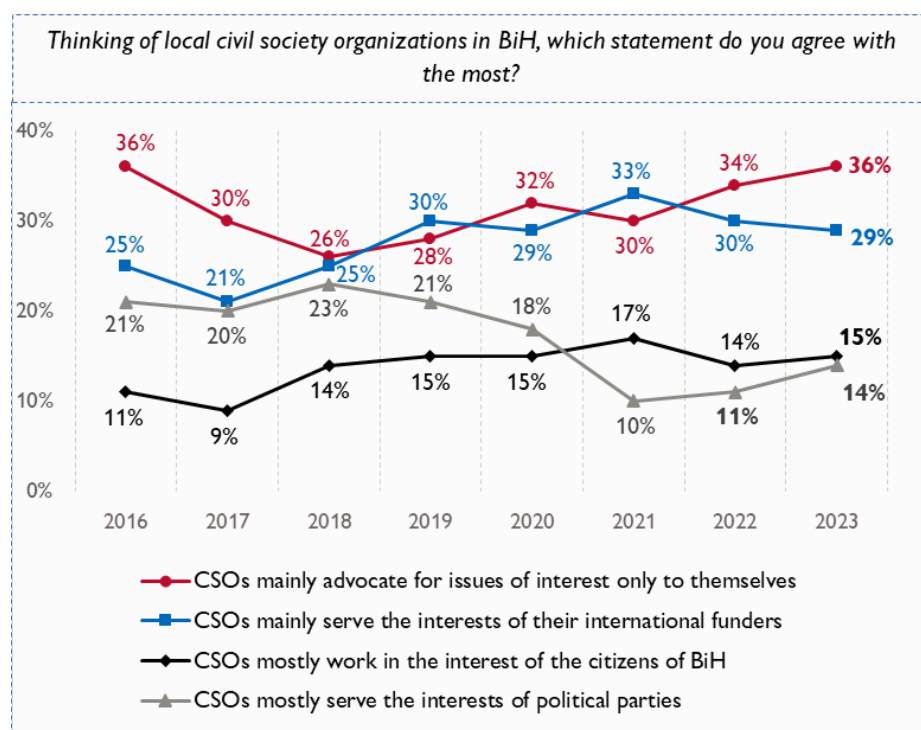


### III.III CIVIL SOCIETY AND CIVIC PARTICIPATION

This section of the report presents survey results on the civil society sector and citizens' engagement in civic and philanthropic activities. It examines citizens' participation in crucial societal decision-making processes and the types of, levels of, and motivations for citizen activism in BiH.

The 2023 NSCP-BiH results showed that 36 percent of respondents believed that CSOs advocated primarily for their own interests, up from 34 percent in 2022. The share of those who believed that CSOs served the interests of political parties rose to 14 percent, from 11 percent in 2022. Nearly 30 percent of citizens thought that CSOs mainly served the interests of their international funders. Just 15 percent believed that CSOs served the interests of BiH citizens ([Exhibit 29](#)). When asked about specific organizations that had a positive influence, few citizens were aware of such organizations. Respondents recognized the Red Cross (7 percent) and Pomozi.ba (3 percent) as organizations that were having a positive impact on their communities.

Exhibit 29. Most citizens believe that CSOs serve their own interests or their funders' interests

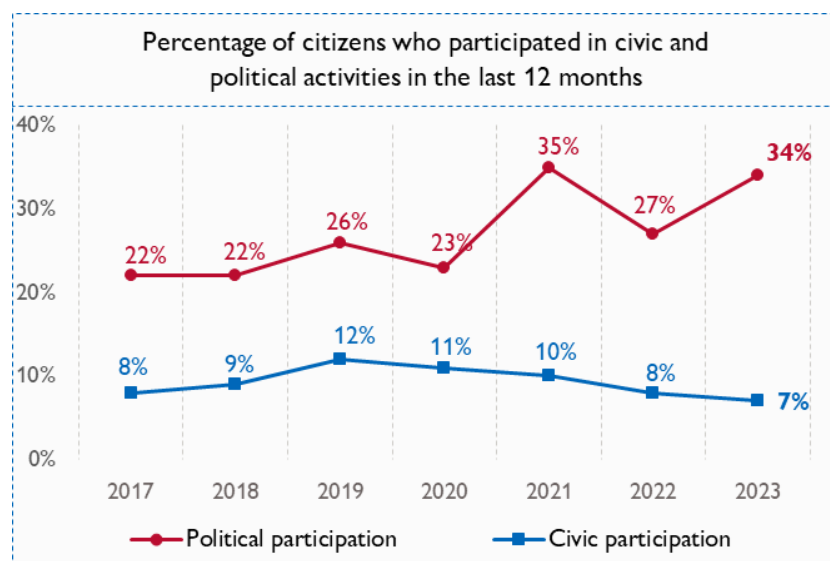


Note: The "Does not know/Refuses to answer" response comprising the remaining answers is not included in the graph.

Civic participation—such as submitting a citizens' initiative to a government body, participating in a public hearing, or acting as a political representative in the community—declined further in 2023, with only 7 percent of respondents taking part in a civic activity ([Exhibit 30](#)). Education was associated with civic participation: respondents with higher education reported more engagement in civic activities (14 percent) than those with education below the secondary level (2 percent) (data not shown).

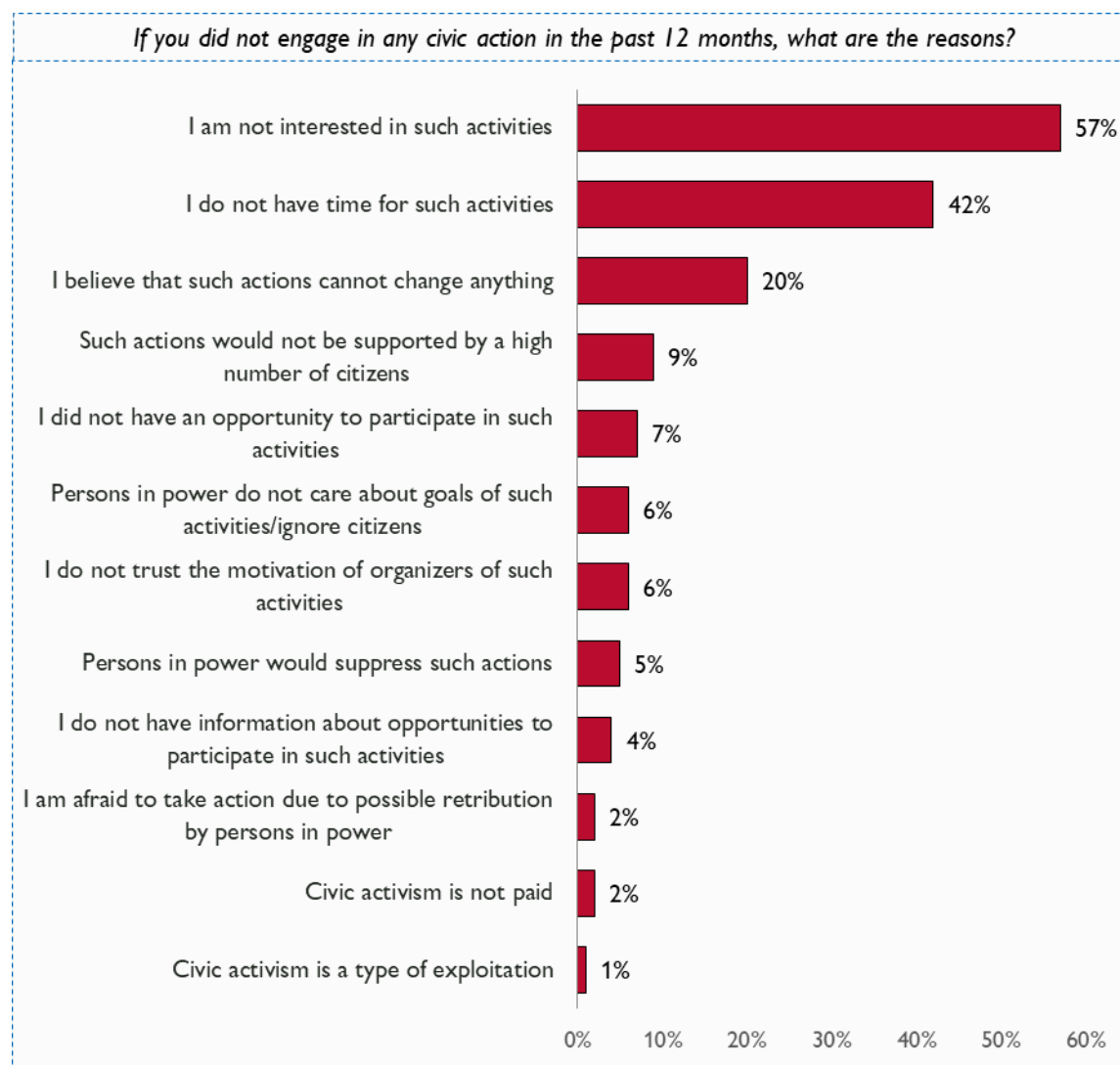
Political participation rates increased in 2023, with 34 percent of respondents engaging in activities such as joining a political party or group, contacting politicians or government officials, volunteering for political parties or CSOs, participating in legal public demonstrations, or boycotting certain products. This marked an increase from 27 percent in 2022 ([Exhibit 30](#)). The most frequent political activities were boycotting certain products (22 percent), signing a petition (9 percent), attending events organized by political parties (7 percent), and posting political content on social media (7 percent). Participation in political activities was higher among respondents with postsecondary education (46 percent), compared to those who had completed secondary education (31 percent) and those with education below the secondary level (24 percent) (data not shown).

Exhibit 30. The civic participation rate has been decreasing since 2019, and the political participation rate increased in 2023 after a considerable decrease in 2022



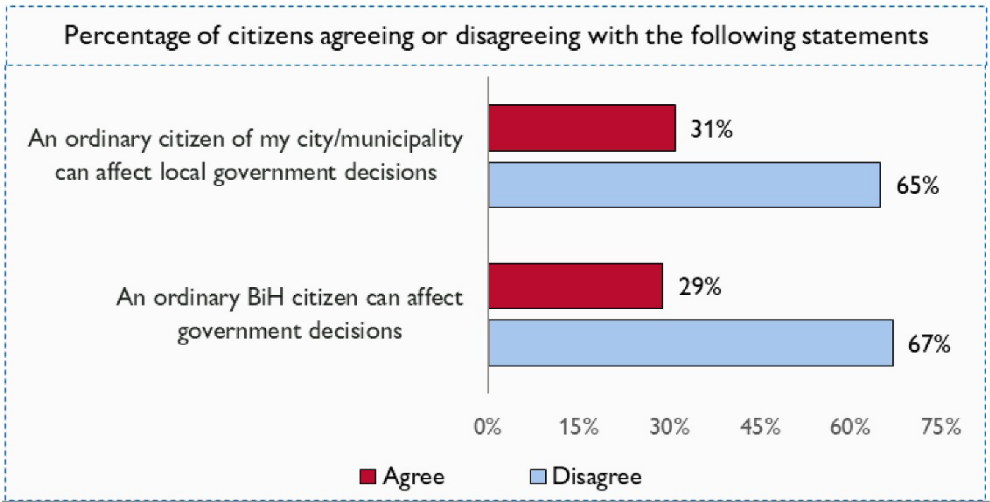
Respondents who did not engage in any civic activities most commonly stated that this was due to lack of interest (57 percent), lack of time (42 percent), and a belief that such actions could not change anything (20 percent). Other reasons cited by respondents included a belief that such efforts would not be widely supported by a large number of citizens (9 percent), lack of opportunities to participate (7 percent), and lack of interest among people in power (6 percent) ([Exhibit 31](#)).

**Exhibit 31. Citizens who do not engage in any civic activities primarily cite lack of interest or insufficient time as their reasons for not participating**



Most citizens did not believe that they could influence government decision-making ([Exhibit 32](#)). Specifically, 65 percent thought that an ordinary citizen in their local city or municipality could not affect government decisions, and 67 percent held the same view regarding citizens across the whole country.

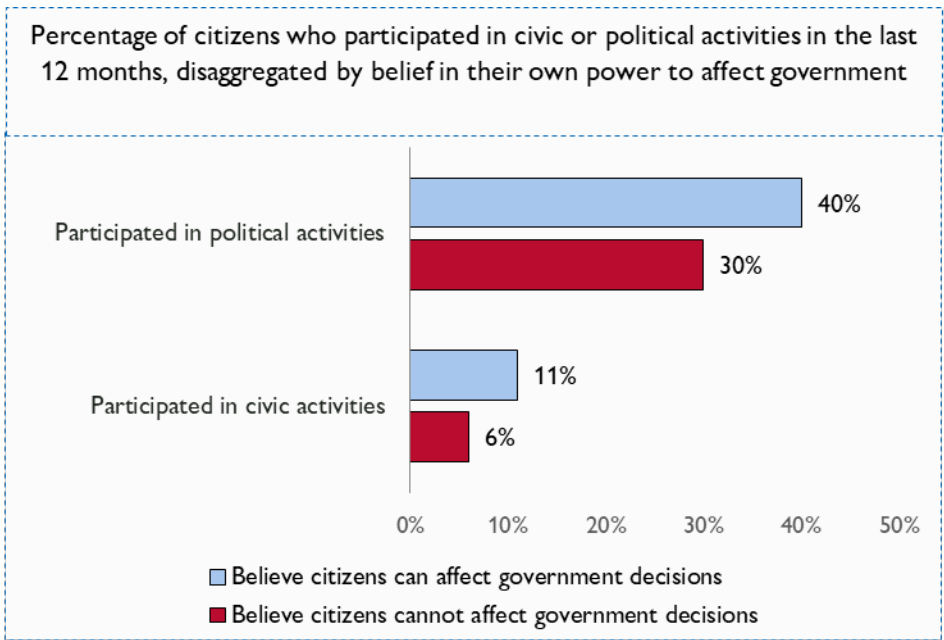
Exhibit 32. Most citizens believe that they cannot affect government decision-making processes



Note: The “Does not know/Refuses to answer” response comprising the remaining answers is not included in the graph.

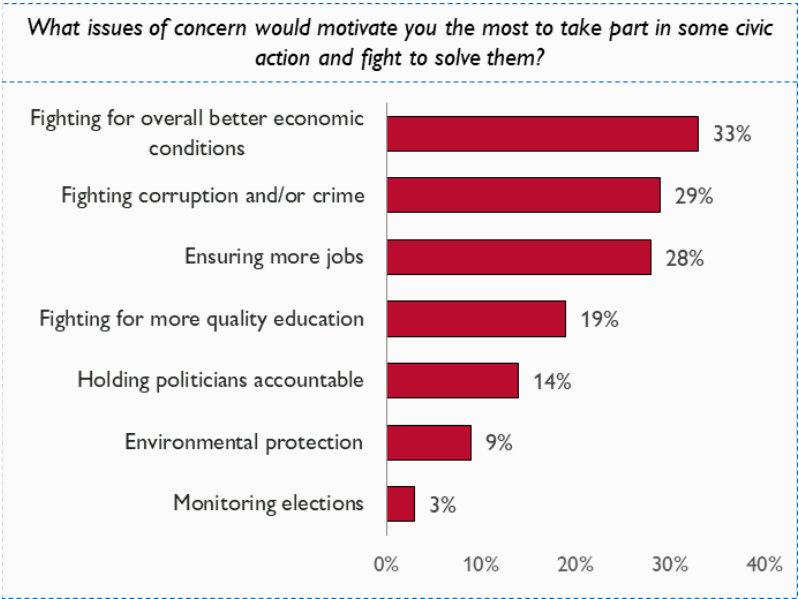
Citizens who believed that they could influence government decisions were more likely to participate in political or civic activities than those who doubted citizens’ influence ([Exhibit 33](#)). Forty percent of respondents who believed in citizens’ power to effect change engaged in political activities, compared to 30 percent of those who doubted citizens’ power. Eleven percent of those who believed in citizens’ power participated in civic activities, compared to 6 percent of those who doubted citizens’ influence on government decisions.

Exhibit 33. Citizens who believe they can influence government decisions are more likely to engage in political and civic activities



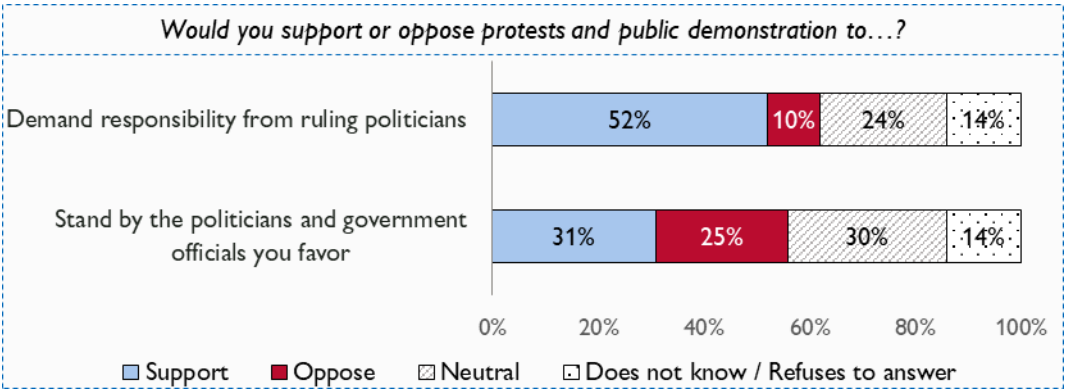
As noted in previous NSCP-BiH results, the primary issues motivating citizens to engage in civic or political activities were advocating for better economic conditions (33 percent), combating corruption and crime (29 percent), and ensuring more job opportunities (28 percent) ([Exhibit 34](#)).

**Exhibit 34. Fighting for better economic conditions and fighting corruption and crime are the most common motivations for citizens’ actions**



In the 2023 survey, respondents were asked about their willingness to support protests related to specific social and political issues. About half of respondents (52 percent) expressed a willingness to support protests and public demonstrations demanding accountability from ruling politicians. In contrast, less than one-third (31 percent) said they were willing to support protests in favor of politicians and government officials they favored ([Exhibit 35](#)).

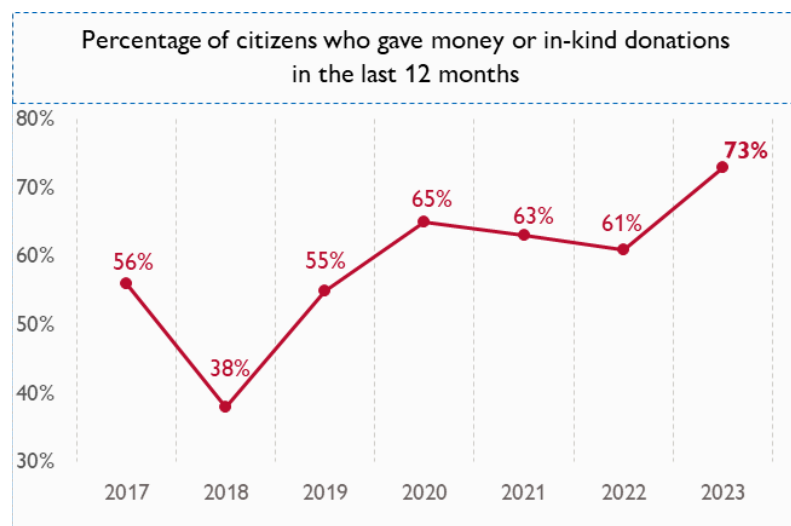
**Exhibit 35. Most citizens support demonstrations to demand responsibility from ruling politicians, and about 30 percent would demonstrate to stand by the politicians they favor**



In 2023, respondents engaged more frequently in philanthropic actions, compared to 2022. Seventy-three percent reported giving monetary or in-kind donations to an organization in the previous 12 months, representing an increase of 12 percentage points since 2022 and marking an all-time high ([Exhibit 36](#)). Two-thirds of these donations were monetary (66 percent)—on average, 140 BAM.

Citizens most frequently donated in the 51 BAM to 100 BAM range (24 percent), followed by the 21 BAM to 50 BAM range (23 percent), and least frequently in the 101 BAM to 200 BAM range (19 percent) (data not shown). About half (51 percent) donated goods such as food or clothes to a charity, institution, or person in need. Twenty-seven percent reported donating money or goods toward solving a community issue (excluding charities), and 14 percent volunteered their time for humanitarian purposes to institutions or individuals in need or to address community problems (data not shown).

**Exhibit 36. The proportion of citizens giving monetary or in-kind donations reached an all-time high in 2023**



### III.IV MEDIA

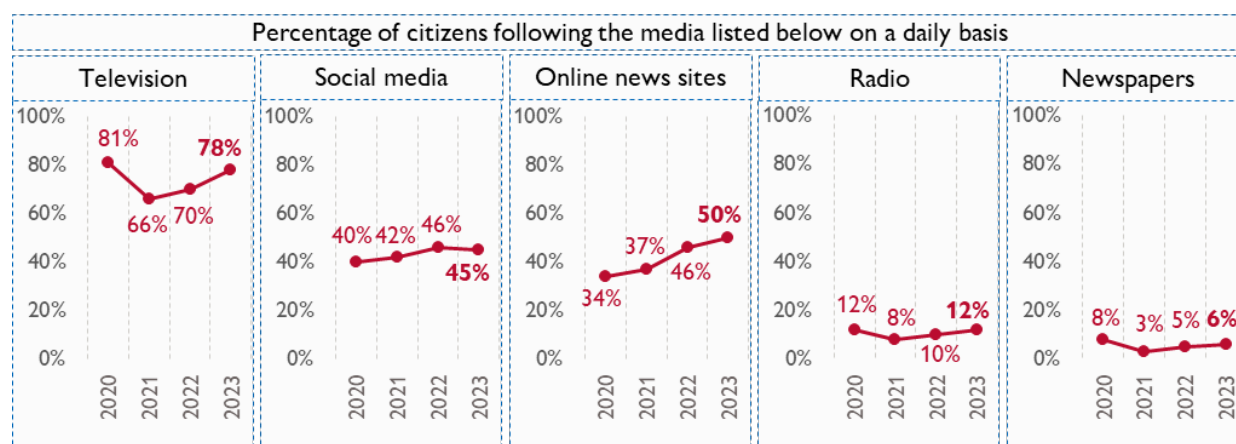
According to the 2023 World Press Freedom Index, BiH has a fragmented media landscape with numerous television channels, radio stations, newspapers, magazines, and news websites. However, this abundance does not translate into true pluralism of information and opinion. The political environment varies significantly across the country, with FBiH offering a relatively better environment for the media than RS, where press freedom is more restricted and journalists face frequent attacks and political pressure.<sup>14</sup> This section of the report outlines BiH citizens' views on the media, focusing on the reliability of media sources, media consumption patterns, quality of information, and opinions on the influence of political parties and the government on the media.

The 2023 survey data indicated that television remained the most common medium for media consumption, with 78 percent of respondents watching television daily ([Exhibit 37](#)). The use of online news sites was higher than in 2022, with half of respondents (50 percent) consuming online news content (compared to 46 percent in 2022). Forty-five percent of respondents reported using social media in 2023, a similar share to 2022 (46 percent). Radio and newspapers remained the least popular media types among BiH citizens, with 12 percent tuning into the radio and just 6 percent reading newspapers.

<sup>14</sup> 2023 World Press Freedom Index: <https://rsf.org/en/bosnia-herzegovina>.

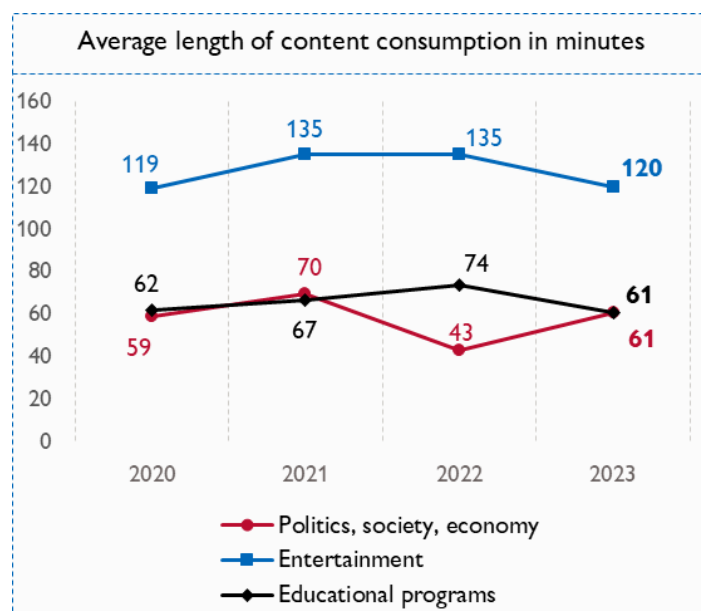


### Exhibit 37. Consumption of TV programs and online news has increased since 2022



Respondents spent an average of 120 minutes (two hours) enjoying entertainment via the media in 2023, compared to 135 minutes in 2022; an average of 61 minutes following topics related to politics, society, and the economy in 2023, compared to 43 minutes in 2022; and an average of 61 minutes consuming educational content in 2023, compared to 74 minutes in 2022 ([Exhibit 38](#)).

### Exhibit 38. BiH citizens spend twice as much time consuming entertainment media, compared to educational and political content



In 2023, Federalna (FTV)<sup>15</sup> was the most watched television channel, with 23 percent of respondents tuning in, followed by Televizija BN (TV BN)<sup>16</sup> at 21 percent and Hayat TV<sup>17</sup> at 19 percent. The most

<sup>15</sup> FTV is the official public broadcasting service of FBiH: <https://federalna.ba/>.

<sup>16</sup> TV BN is a commercial television channel based in Bijeljina. TV BN and Radio BN are managed under the RTV BN commercial broadcasting company: <https://www.rtvbn.com/>.

<sup>17</sup> Hayat TV is a commercial television channel based in Sarajevo: <https://hayat.ba/>.

popular radio stations were Big Radio<sup>18</sup> (28 percent), BN Radio<sup>19</sup> (23 percent), and Kalman Radio<sup>20</sup> (23 percent). Among newspaper readers, Dnevni Avaz<sup>21</sup> had the largest readership at 57 percent, followed by Oslobođenje<sup>22</sup> at 37 percent and Večernji list<sup>23</sup> at 35 percent. Klix.ba was the most visited online news site, attracting 71 percent of respondents, followed by Avaz.ba at 35 percent and Crna-hronika.info at 26 percent (data not shown).

On social media, 75 percent of respondents with accounts had Facebook profiles, 59 percent had accounts on Instagram, and 31 percent had YouTube accounts. Based on the survey results, individuals that citizens followed on social media most often included Novak Đoković (tennis player from Serbia), Ilda Humić (influencer from BiH), Edin Džeko (football player from BiH), and Dino Merlin (singer from BiH) (data not shown). Viber was the most frequently used messaging app, used by 53 percent of respondents, followed by Facebook Messenger at 37 percent and WhatsApp at 19 percent (data not shown).

Respondents' preferences in following media outlets varied across ethnic groups, as shown in [Exhibit 39](#). Most notably, choices for television outlets had no overlap across ethnic groups.

### Exhibit 39. Media outlet preferences vary across ethnic groups

Ethnicity	Three most followed media outlets					
	Rank	Television	Radio	Newspapers	Online news sources	Social media
BOSNIAK	1.	FTV	Kalman	Dnevni Avaz	Klix.ba	Facebook
	2.	Hayat	Radio Stari Grad	Oslobođenje	Avaz.ba	Instagram
	3.	BHT	BIR	Jutarnji list	Crna-Hronika.info	YouTube
CROAT	1.	HRT	BN	Večernji list	24sata.hr	Facebook
	2.	NOVA	Narodni Radio	Jutarnji list	Klix.ba	Instagram
	3.	RTL	Hercegovački	Dnevni Avaz	Index.hr	YouTube
SERB	1.	BN TV	BN	Nezavisne novine	Blic.rs	Facebook
	2.	RTRS	RTRS	Glas Srpske	SrpskaInfo.com	Instagram
	3.	PINK	BIG	Blic	Nezavisne.com	YouTube

Respondents most frequently rated the quality of the information provided by BiH media as moderate ([Exhibit 40](#)). Television received slightly higher quality ratings than internet portals and social media.

<sup>18</sup> Big Radio is a commercial radio station based in Banja Luka: <https://bigportal.ba/big-radio-tvoj-novi-komsija/>.

<sup>19</sup> BN Radio is a commercial radio station based in Bijeljina. TV BN and Radio BN are managed under the RTV BN commercial broadcasting company: <https://www.rtvbn.com/>.

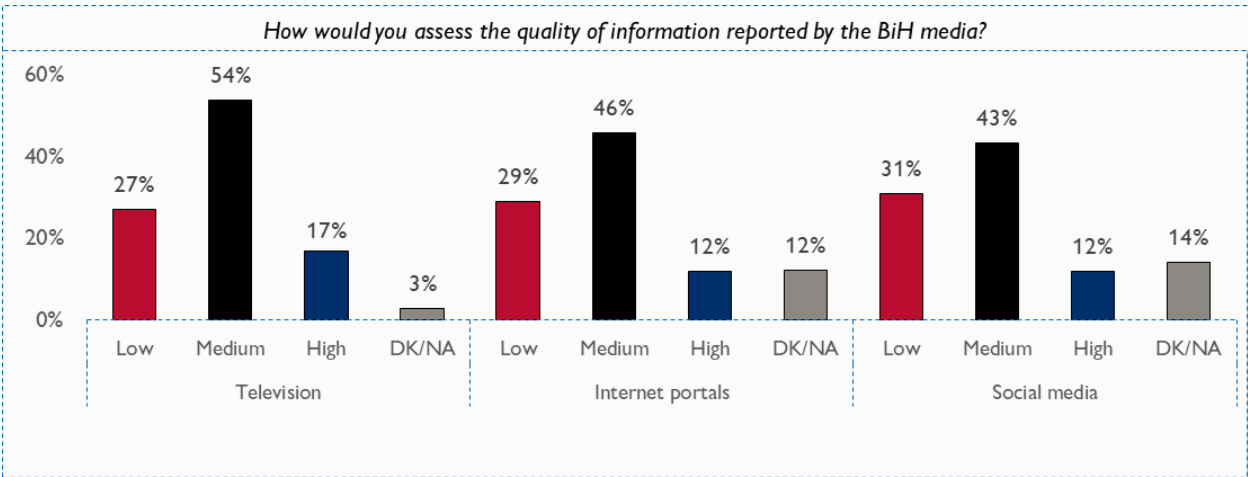
<sup>20</sup> Kalman Radio is a commercial radio station based in Sarajevo: <https://kalmanradio.ba/>.

<sup>21</sup> Dnevni Avaz is a daily newspaper based in Sarajevo: <https://avaz.ba/>.

<sup>22</sup> Oslobođenje is a daily newspaper based in Sarajevo: <https://www.oslobodjenje.ba/>.

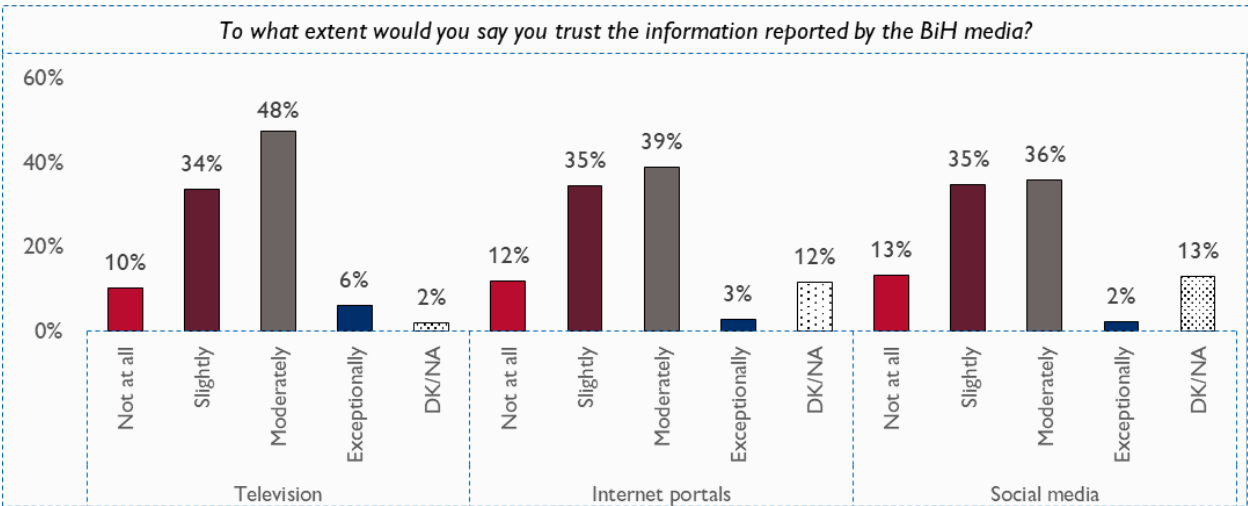
<sup>23</sup> Večernji list is a daily newspaper based in Zagreb, Croatia (<https://www.vecernji.hr/>). It has a BiH edition of the portal: <https://www.vecernji.ba/>.

Exhibit 40. The largest shares of citizens regard the information published by BiH media as being of medium quality



Respondents had moderate trust in the information presented by BiH media, averaging 41 percent ([Exhibit 41](#)).

Exhibit 41. The largest share of citizens trust information from the media either moderately or slightly



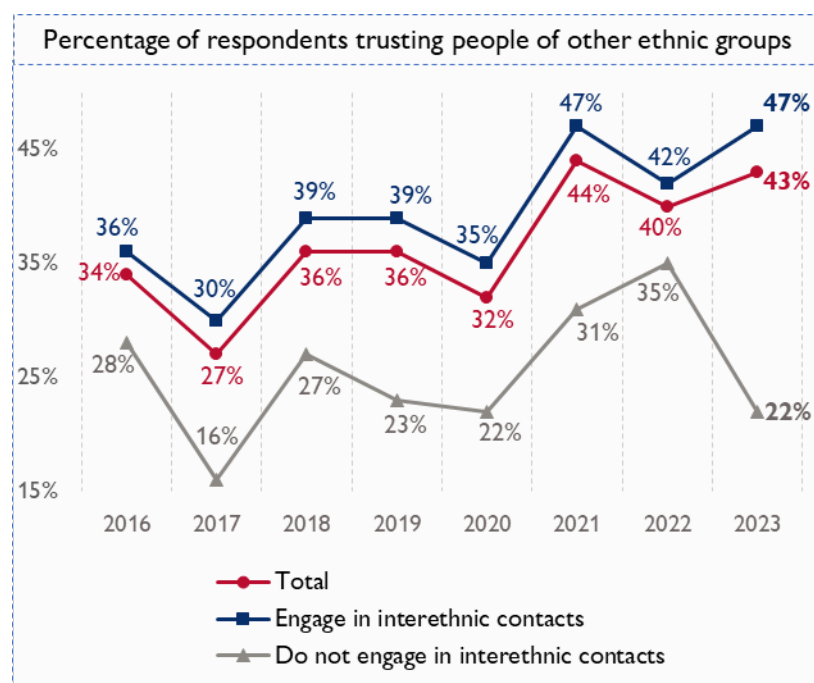
Although respondents favored television for its information quality and trustworthiness, it was widely perceived as overly influenced by political parties and government institutions (57 percent). Forty-one percent of surveyed citizens believed that political and governmental influence on social media was also excessive, while 45 percent felt the same about online portals (data not shown).

### III.V INTERETHNIC TRUST AND INTERACTION

Interethnic relations among BiH citizens remain complex. This section of the report explores several facets of interethnic relations, including interethnic trust and interactions, perceptions of interethnic anxiety, frequency of interethnic social encounters, and the practice of perspective-taking in interethnic contexts.

The proportion of respondents who reported trusting people from ethnic groups other than their own<sup>24</sup> increased to 43 percent in 2023, from 40 percent in 2022 ([Exhibit 42](#)). Respondents who engaged in interethnic contact were more than twice as likely to report interethnic trust (47 percent) than respondents without such interactions (22 percent).

**Exhibit 42. Citizens who engage in more frequent interethnic contact tend to express higher levels of trust in other ethnic groups**

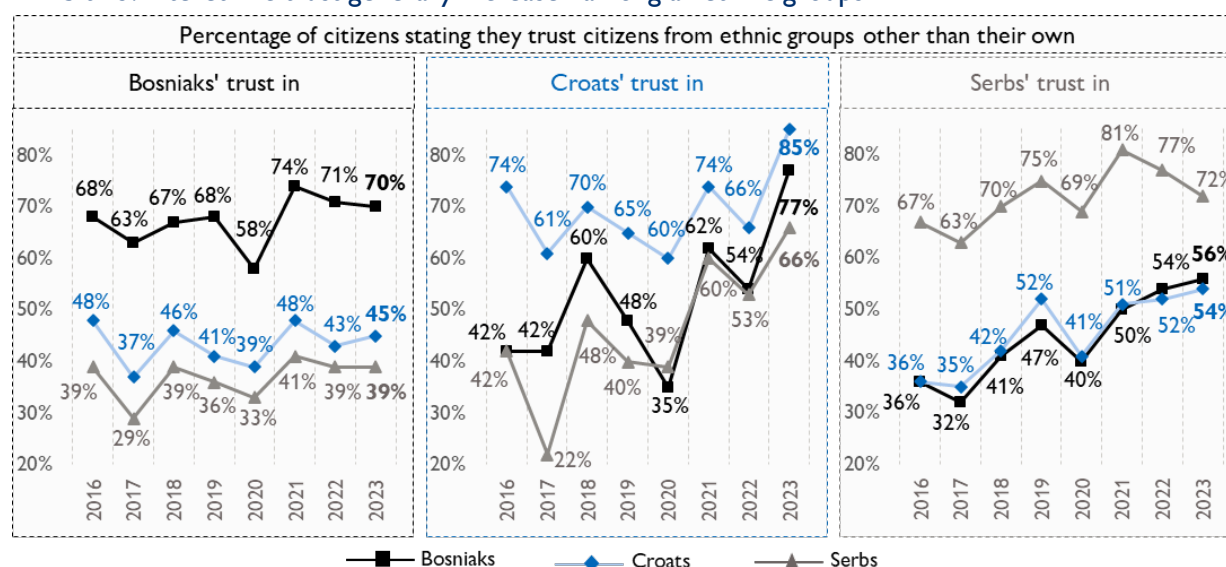


*Note: Trust of one's own ethnic group is omitted.*

An examination of both inter- and intra-ethnic trust among BiH ethnicities revealed that trust in members of other ethnic groups had generally increased among respondents from all ethnic backgrounds, while intra-ethnic trust had increased for Croats but had decreased among Bosniaks and Serbs ([Exhibit 43](#)). Specifically, the proportion of Bosniak respondents reporting trust in Croats increased slightly from 43 percent in 2022 to 45 percent in 2023, while their reported trust in Serbs remained constant at 39 percent. The proportion of Croats who reported trusting Bosniaks increased substantially from 54 percent in 2022 to 77 percent in 2023, while Croats' trust in Serbs rose from 53 percent to 66 percent. Serbs reported a slight increase in trust in Bosniaks (56 percent in 2023, up from 54 percent in 2022), and Serbs' trust in Croats rose to 54 percent in 2023 (up from 52 percent in 2022).

<sup>24</sup> This number represents respondents who reported trusting members of both of the other ethnic groups—i.e., Croat respondents trusting Bosniaks and Serbs, Serb respondents trusting Croats and Bosniaks, and Bosniak respondents trusting Croats and Serbs.

**Exhibit 43. Interethnic trust generally increased among all ethnic groups**

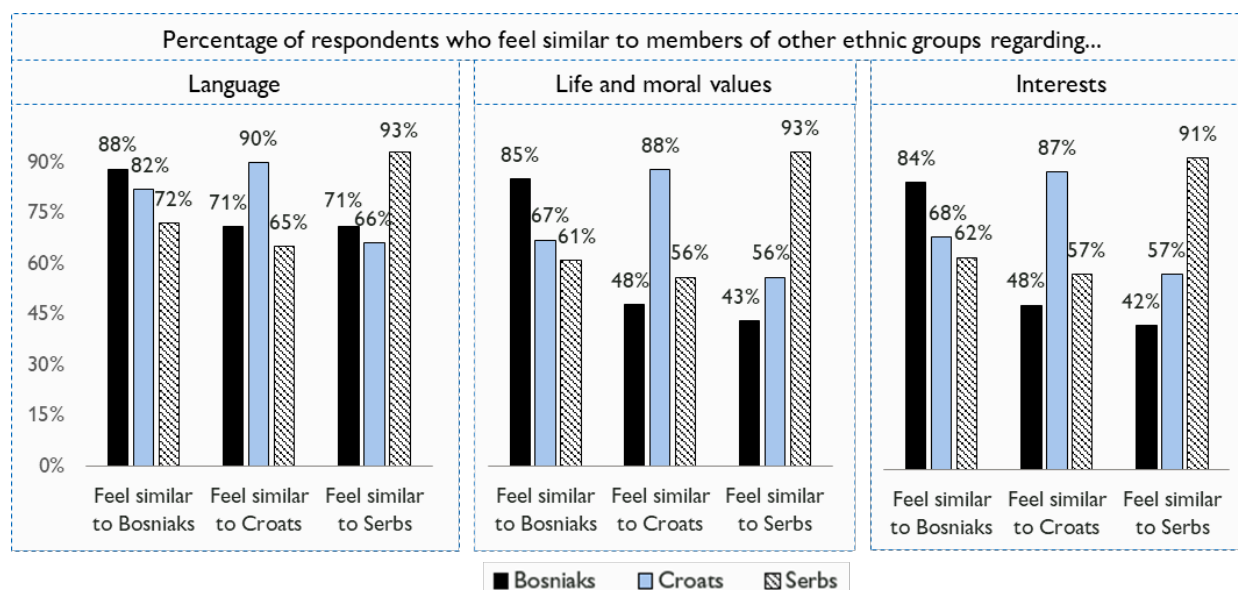


Respondents perceived greater similarities with members of their own ethnic group than with people from other groups ([Exhibit 44](#)). The greatest perceived interethnic similarities among respondents were reported for language. Respondents perceived the fewest similarities among life and moral values. With regard to language, Croats felt more similar to Bosniaks (82 percent) than Serbs (66 percent), and Serbs were more likely to feel similar to Bosniaks (72 percent) than Croats (65 percent). Bosniaks reported feeling equally similar to both Croats and Serbs (71 percent).

In the domain of life and moral values, fewer than half of Bosniak respondents reported feeling similar to either of the other ethnic groups, but they were more likely to feel similar to Croats (48 percent) than Serbs (43 percent). In contrast, the majority of Croats perceived similarities with Bosniaks (67 percent) and slightly more than half perceived similarities with Serbs (56 percent) in terms of life and moral values. Serbs were more likely to feel similar to Bosniaks (61 percent) than Croats (56 percent).

A similar trend was observed in perceptions of similarity with regard to interests. Fewer than half of Bosniaks felt similar to other ethnic groups but they were more likely to feel similar to Croats (48 percent) than Serbs (42 percent). Similarly, a larger proportion of Croats felt similar to Bosniaks (68 percent) than Serbs (57 percent). Serbs were more likely to feel similar to Bosniaks (62 percent) than Croats (57 percent).

**Exhibit 44. BiH constituent peoples view themselves as largely similar to members of their ethnic group, but less similar to those of other ethnicities**



Eighty-seven percent of citizens had contact with members of other ethnic groups, and 24 percent of this subset of citizens had daily contact ([Exhibit 45](#)). Frequency of interethnic contact was associated with educational attainment: respondents with postsecondary education had daily interethnic contact more often than respondents who did not complete secondary education (28 percent and 18 percent, respectively). Thirteen percent of respondents stated that they had no interethnic contact at any time. Almost a third of respondents (27 percent) with education below secondary level had no interethnic contact, compared to 11 percent of respondents with secondary education and 9 percent of respondents with postsecondary education.

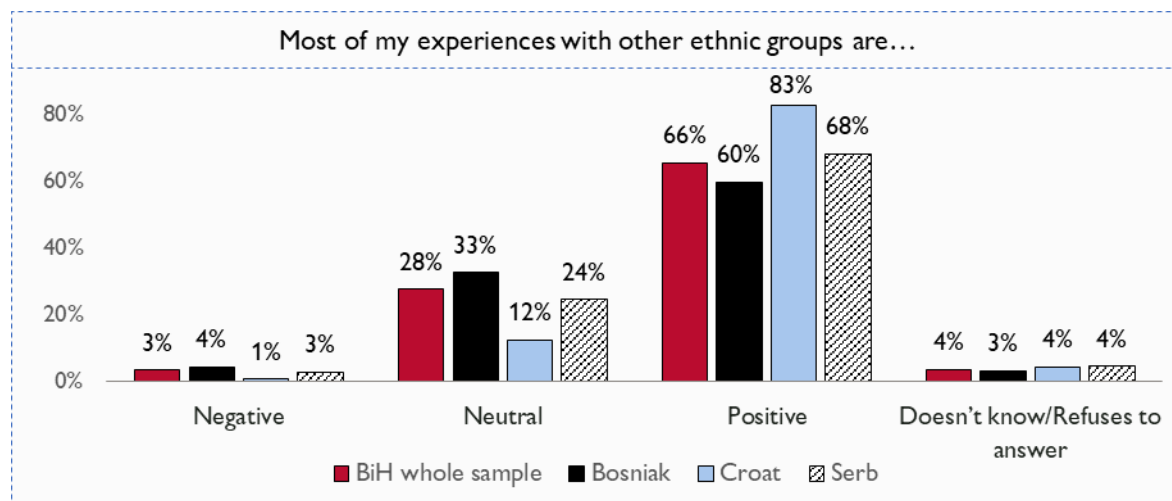
**Exhibit 45. About one-quarter of citizens have interethnic contact every day**



Two-thirds of respondents (66 percent) reported having a positive experience during interethnic contact, while about a third (28 percent) described their experiences as neutral and 3 percent characterized their experiences as negative ([Exhibit 46](#)). Among the ethnic groups, Croat respondents

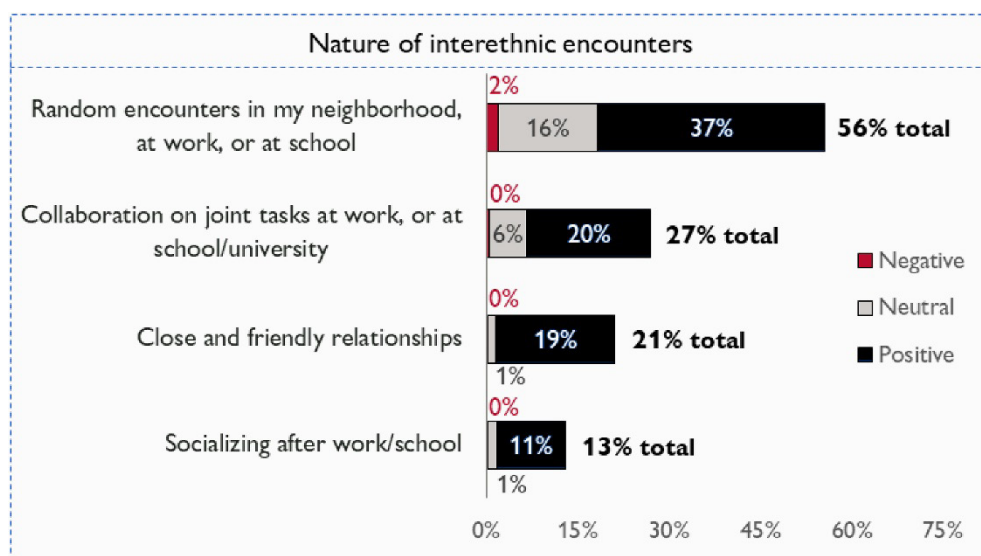
reported positive interethnic experiences more frequently (83 percent) than Bosniaks (60 percent) and Serbs (68 percent).

**Exhibit 46. Most BiH citizens reported their interethnic experiences as positive**



Citizens' interethnic encounters were most often categorized as random encounters in the neighborhood, at work, or at school or university (56 percent) (Exhibit 47). Over one-quarter of respondents collaborated on joint tasks at work, school, or university with members of other ethnic groups (27 percent), and 21 percent reported close and friendly relationships with members of other ethnic groups. A small share of respondents reported interethnic socializing after work or school (13 percent).

**Exhibit 47. Random interethnic interactions are considerably more common than intentional socialization with outgroup members**

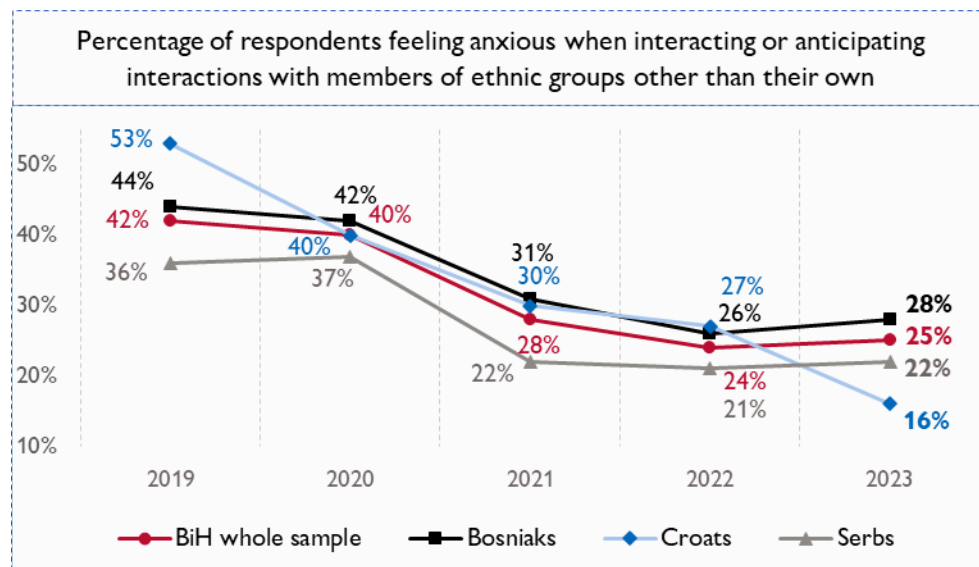


Note: The "Does not know/Refuses to answer" response comprising the remaining answers is not included in the graph.



Among Bosniaks, feelings of interethnic anxiety rose by two percentage points between 2022 and 2023 (26 percent to 28 percent) ([Exhibit 48](#)). There was also a minor increase among Serbs, from 21 percent to 22 percent. Reports of interethnic anxiety decreased substantially among Croats, from 27 percent to 16 percent.

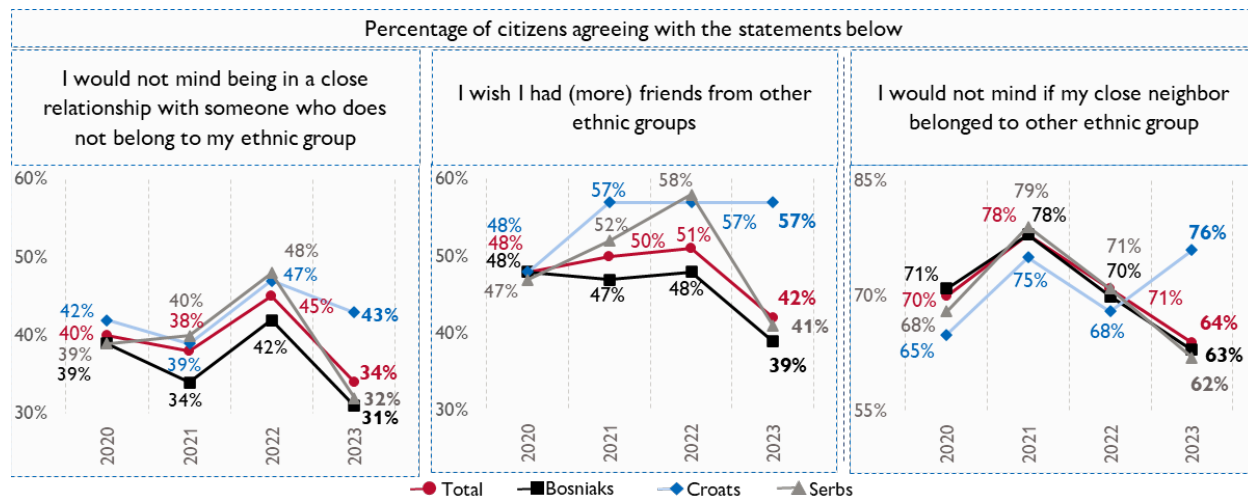
**Exhibit 48. One-quarter of BiH citizens feel interethnic anxiety**



Note: Percentages in the graph represent respondents with any level of anxiety reported.

The proportion of respondents reporting openness to close interethnic relationships decreased substantially from 45 percent to 34 percent between 2022 and 2023 ([Exhibit 49](#)). The share of respondents wishing for more friends from other ethnic groups also declined, from 51 percent in 2022 to 42 percent in 2023; and the percentage of respondents who would not mind having neighbors from different ethnic groups fell from 71 percent in 2022 to 64 percent in 2023. Although the overall desire for socialization across ethnic lines diminished among all groups, Croats were more supportive of engaging in these various forms of interethnic relationships than either Serbs or Bosniaks.

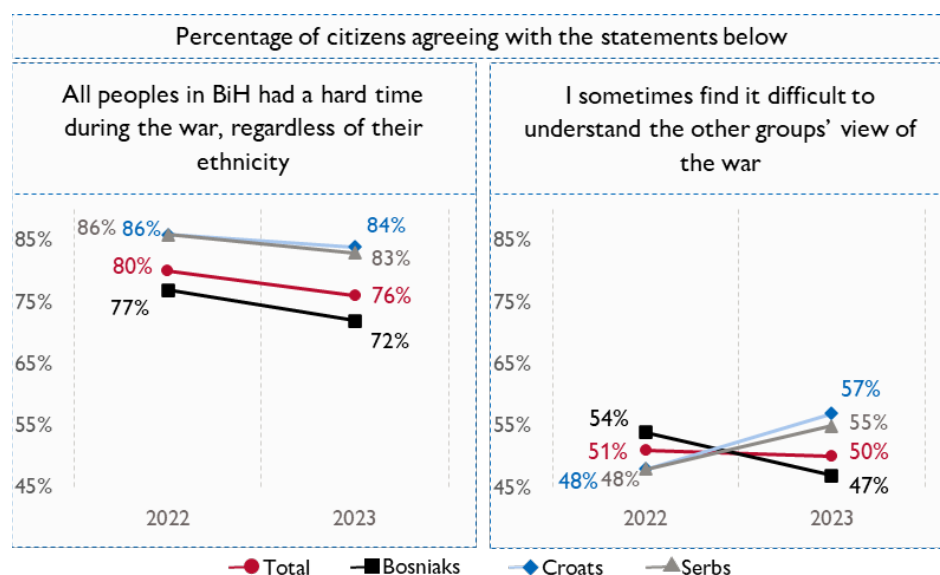
**Exhibit 49. Interethnic relationships are less acceptable in 2023 than in 2022**





Perceptions of the 1990s war in BiH varied by respondents' ethnic affiliations ([Exhibit 50](#)). The share of respondents who believed that all people in BiH suffered during the war, regardless of ethnicity, decreased in 2023. At the same time, the proportion of Croats and Serbs who found it difficult to understand other ethnic groups' perspectives on the war increased, while the share of Bosniaks reporting this sentiment decreased. Specifically, 76 percent of respondents maintained that all ethnic groups had a hard time during the war, including 72 percent of Bosniaks, 84 percent of Croats, and 83 percent of Serbs. Half of all respondents occasionally found it challenging to understand the war from the perspectives of other ethnic groups. Notably, Bosniaks (47 percent) appeared to struggle less than Serbs (55 percent) and Croats (57 percent) in viewing the war from the perspectives of the other two ethnic groups.

**Exhibit 50. Perspectives on the 1990s war varied across ethnic groups**



Finally, 61 percent of respondents believed that their ethnic group could collectively improve how they were treated in BiH society. However, this sentiment varied among ethnic groups. Fifty-seven percent of Serb respondents shared this belief, compared to 63 percent of both Bosniak and Croat respondents (data not shown).

### III.VI COUNTERING VIOLENT EXTREMISM

BiH's ideological identity is heavily influenced by ethnic divisions. In response to the presence of extremist movements, BiH authorities adopted the Strategy for Prevention and Fight Against Terrorism (2021–2026).<sup>25</sup> This strategy aims to prevent and counter all forms of radicalization and violent extremism, including those that are political, ethno-nationalist, and religious in nature. To facilitate implementation of this strategy, the BiH Council of Ministers adopted an Action Plan in August 2023.<sup>26</sup> This section of the report explores citizens' perceptions of violent extremism as a threat to BiH.

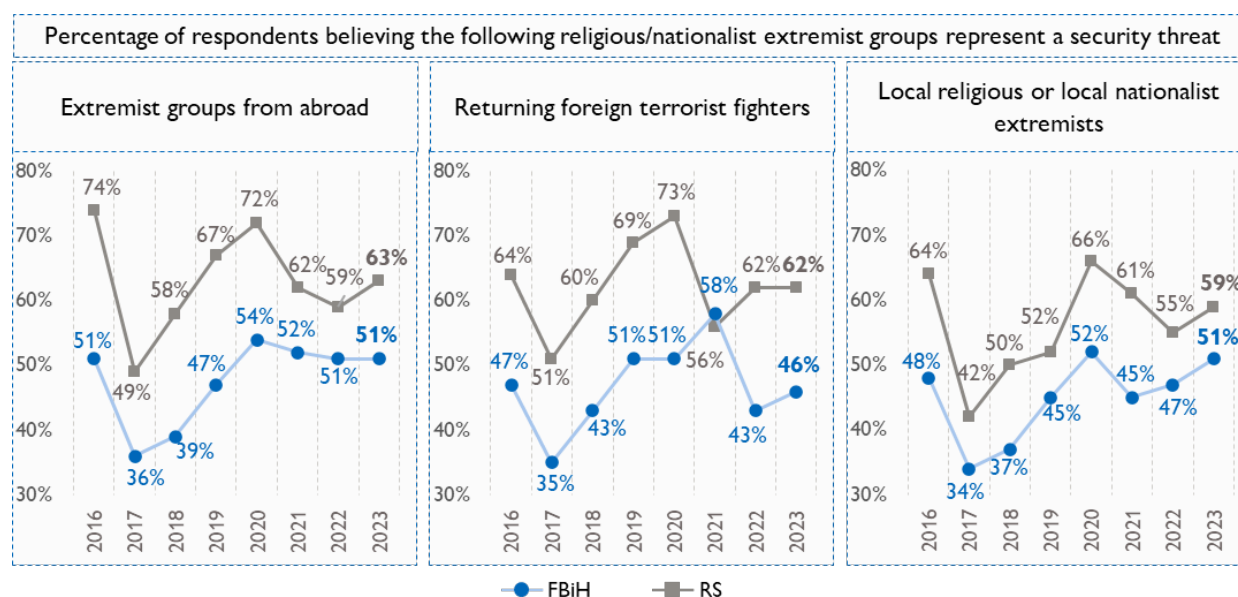
<sup>25</sup> Strategy for Prevention and Fight Against Terrorism (2021–2026): <http://www.msb.gov.ba/PDF/010620231.pdf>.

<sup>26</sup> Action Plan for Implementation of Strategy for Prevention and Fight Against Terrorism (2021–2026): <https://ekonsultacije.gov.ba/legislativeactivities/details/120710->, <http://sluzbenilist.ba/page/akt/uxi0dM7lg44=>.

The 2023 NSCP-BiH results indicated that more than half of BiH citizens perceived extremist groups from abroad (55 percent), local religious and nationalist extremists (53 percent), and returning foreign fighters (51 percent) to be a strong or moderate threat in BiH (data not shown). In general, perceptions of threats of violent extremism by extremists from abroad, returning foreign terrorist fighters, and local nationalist and religious extremists increased at the country level, compared to 2022 (data not shown), and were reported more frequently in RS than FBiH ([Exhibit 51](#)).

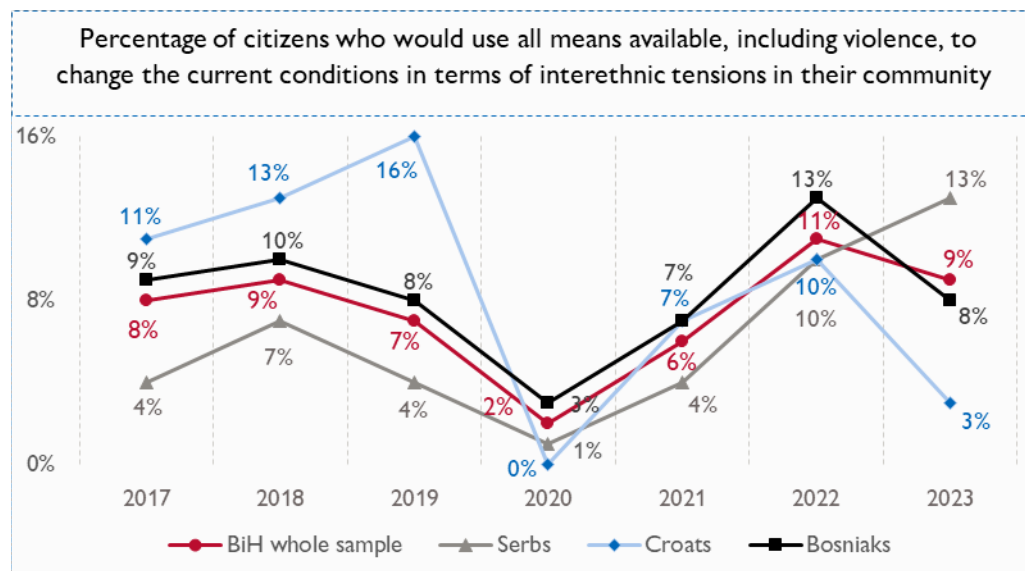
The proportion of respondents in FBiH who perceived potential threats from extremists abroad remained constant between 2022 and 2023. Among RS respondents, however, the proportion increased from 59 percent in 2022 to 63 percent in 2023. In contrast, the perceived threat of extremism from returning foreign terrorist fighters grew among FBiH citizens, from 43 percent in 2022 to 46 percent in 2023, while in RS perceptions of this threat remained unchanged from the previous year (62 percent). The perceived threat from local religious or nationalist extremists rose among respondents from both entities, increasing from 55 percent in 2022 to 59 percent in 2023 among RS respondents, and from 47 percent to 51 percent among FBiH respondents.

**Exhibit 51. Citizens of RS are more likely to feel threatened by local religious and nationalist extremists, extremist groups from abroad, and returning foreign terrorist fighters than citizens of the FBiH**



As in previous iterations of NSCP-BiH, the 2023 survey assessed citizens' willingness to resort to violence in response to potential interethnic tensions in their community. The majority of respondents indicated that they would take no action (61 percent) or would engage only in nonviolent social actions (47 percent). Taking no action was more commonly reported by respondents from RS (66 percent) than those from FBiH (59 percent). The proportion of respondents who reported that they would leave the country in the event of interethnic tensions decreased to 21 percent in 2023 (from 34 percent in 2022), with greater readiness to leave reported in FBiH than RS (22 percent and 19 percent, respectively). Nine percent of respondents indicated that they would be willing to use violence to change conditions related to potential interethnic tensions, down from 11 percent in the previous survey round ([Exhibit 52](#)). In 2023, Serbs were more likely to think about taking such actions (13 percent) than Bosniaks (9 percent) and Croats (3 percent).

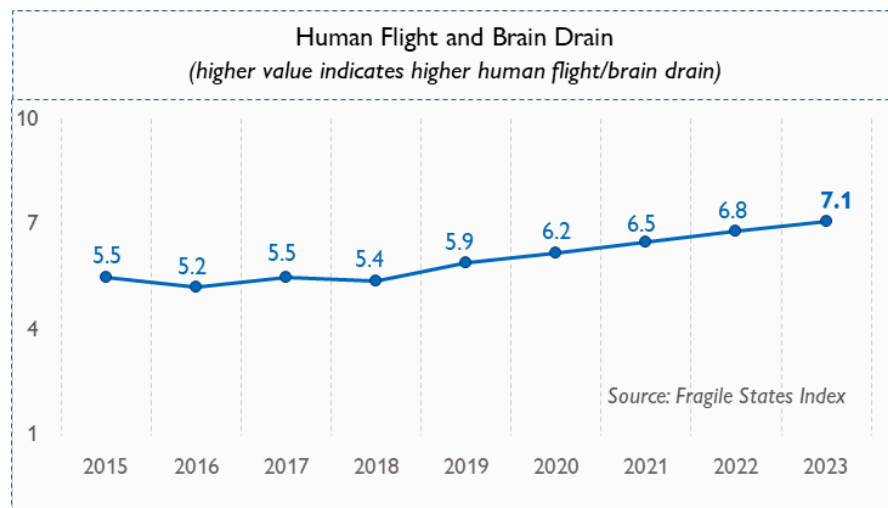
Exhibit 52. Nearly one in ten citizens would resort to violence if needed to change the current conditions related to interethnic tensions in their community



### III.VII EMIGRATION

Emigration from BiH brings with it substantial societal and economic consequences. In the Fragile State Index,<sup>27</sup> BiH's score for the Human Flight and Brain Drain indicator (measured on a scale from 0 to 10) increased from 6.8 in 2022 to 7.1 in 2023, suggesting a substantial economic impact due to human displacement ([Exhibit 53](#)).

Exhibit 53. According to the Human Flight and Brain Drain indicator, the negative economic effects of emigration from BiH have been increasing since 2018

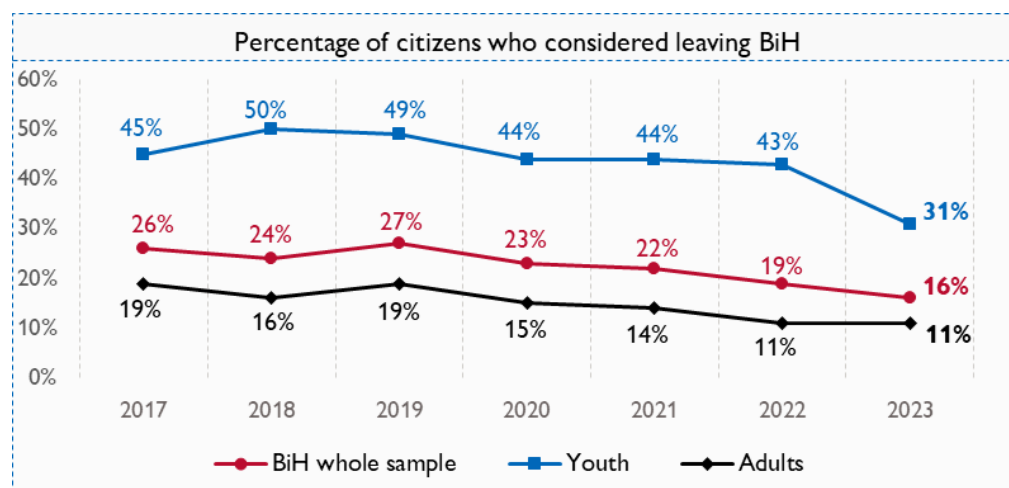


<sup>27</sup> The Fund for Peace. (2023). *Fragile States Index annual report 2023*, [https://fragilestatesindex.org/wp-content/uploads/2023/06/FSI-2023-Report\\_final.pdf](https://fragilestatesindex.org/wp-content/uploads/2023/06/FSI-2023-Report_final.pdf)

Despite increasing emigration rates, data from the 2023 NSCP-BiH revealed a decline in the proportion of BiH citizens considering departure. Only 16 percent of citizens reported an intention to leave—the lowest proportion ever recorded in the history of NSCP-BiH ([Exhibit 54](#)). Most notably, the proportion of youth (ages 18 to 30) who were planning to emigrate decreased to 31 percent in 2023, down from 43 percent in 2022. The proportion among adults aged 31 and over remained unchanged, at 11 percent.

There were also notable differences in the proportion of respondents considering emigration when examined by educational attainment and household income. Respondents who had not completed secondary education showed the least interest in leaving the country, at 8 percent, compared to those who had completed secondary education or postsecondary education, at 17 percent and 18 percent, respectively. Respondents with higher educational attainment tended to have higher monthly incomes ( $r_s = 0.214$ ,  $p < 0.001$ ),<sup>28</sup> and those earning more than 1,000 BAM per month were more likely to plan to emigrate (20 percent) than those earning less than 1,000 BAM per month (8 percent) (data not shown).

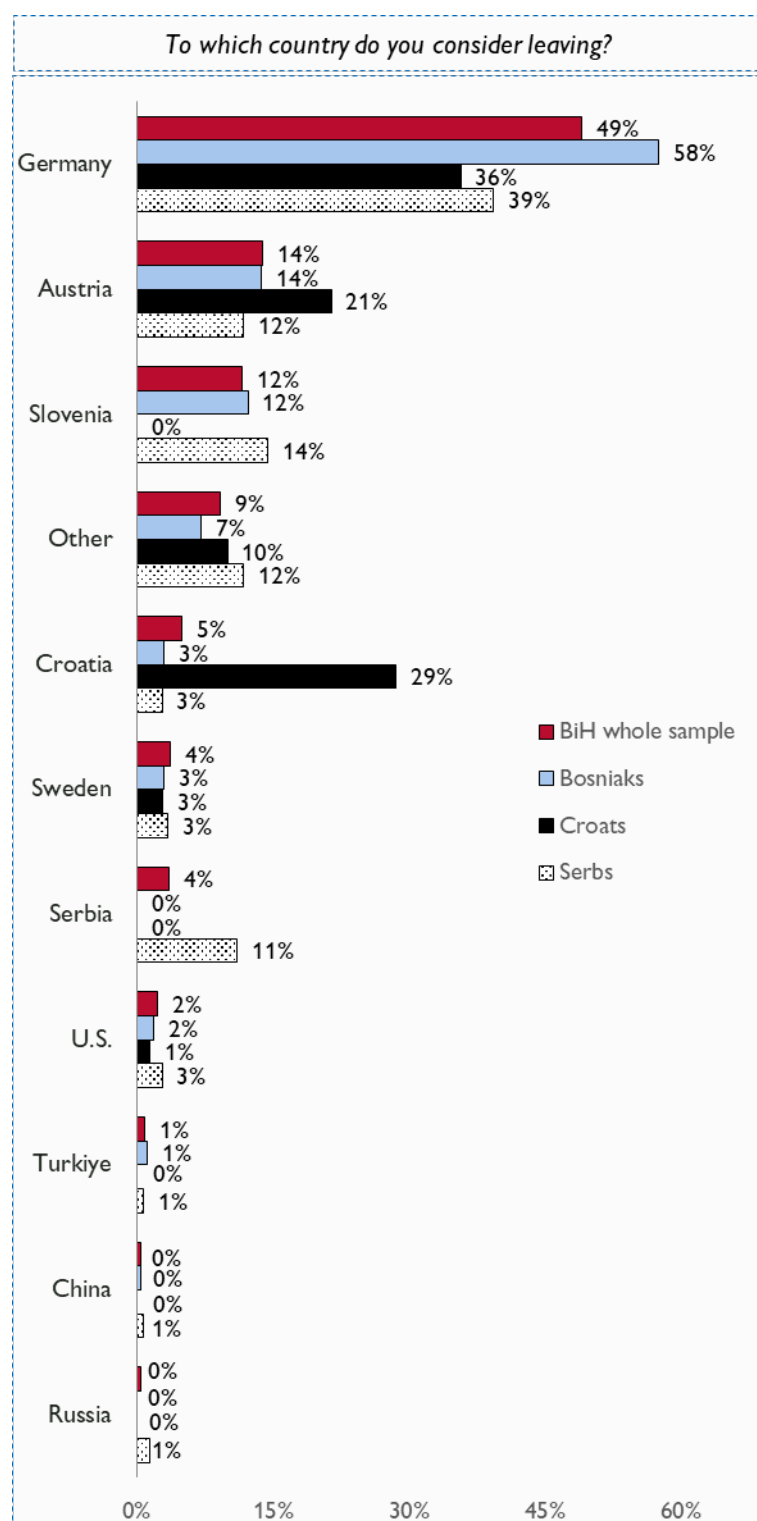
**Exhibit 54. About one-third of youth considered leaving the country in 2023**



The largest share of respondents would consider leaving for Germany (49 percent) and to a lesser degree Austria (14 percent), Slovenia (12 percent), and Croatia (5 percent) ([Exhibit 55](#)). Ethnicity played a role in shaping destination country preferences, but Germany was the most popular option among Bosniaks (58 percent), Croats (36 percent), and Serbs (39 percent). The second most popular destination country was Austria for Bosniaks (12 percent), Croatia for Croats (29 percent), and Slovenia for Serbs (14 percent).

<sup>28</sup> Here, “ $r_s = 0.214$ ” represents the Spearman’s rho correlation coefficient and “ $p < 0.001$ ” denotes a measure of probability used in testing the significance of this correlation coefficient. These values suggest a relatively low but statistically significant positive correlation between respondents’ income levels and their educational attainment. This implies that higher education levels are associated with higher incomes. However, it is important to note that correlation does not imply causation.

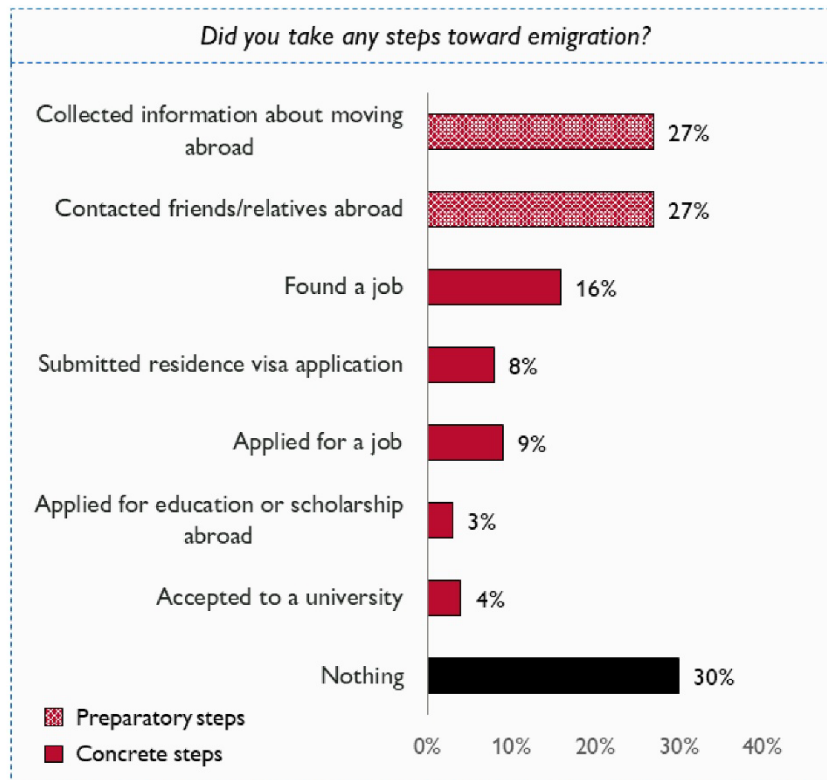
Exhibit 55. Germany is the most favored country for emigration



Thirty-four percent of those who had considered leaving the country had taken concrete steps toward emigration (data not shown). Sixteen percent had found a job, 9 percent had applied for a job, 8 percent had submitted a residence visa application, 4 percent had been accepted to a university, and 3 percent had applied to a university or for a scholarship. More than one-quarter (27 percent) had collected

information about moving abroad, and 27 percent had contacted friends or relatives abroad ([Exhibit 56](#)). Croats were significantly more likely to take concrete steps toward emigration (47 percent) than Serbs and Bosniaks (both at 32 percent) (data not shown).

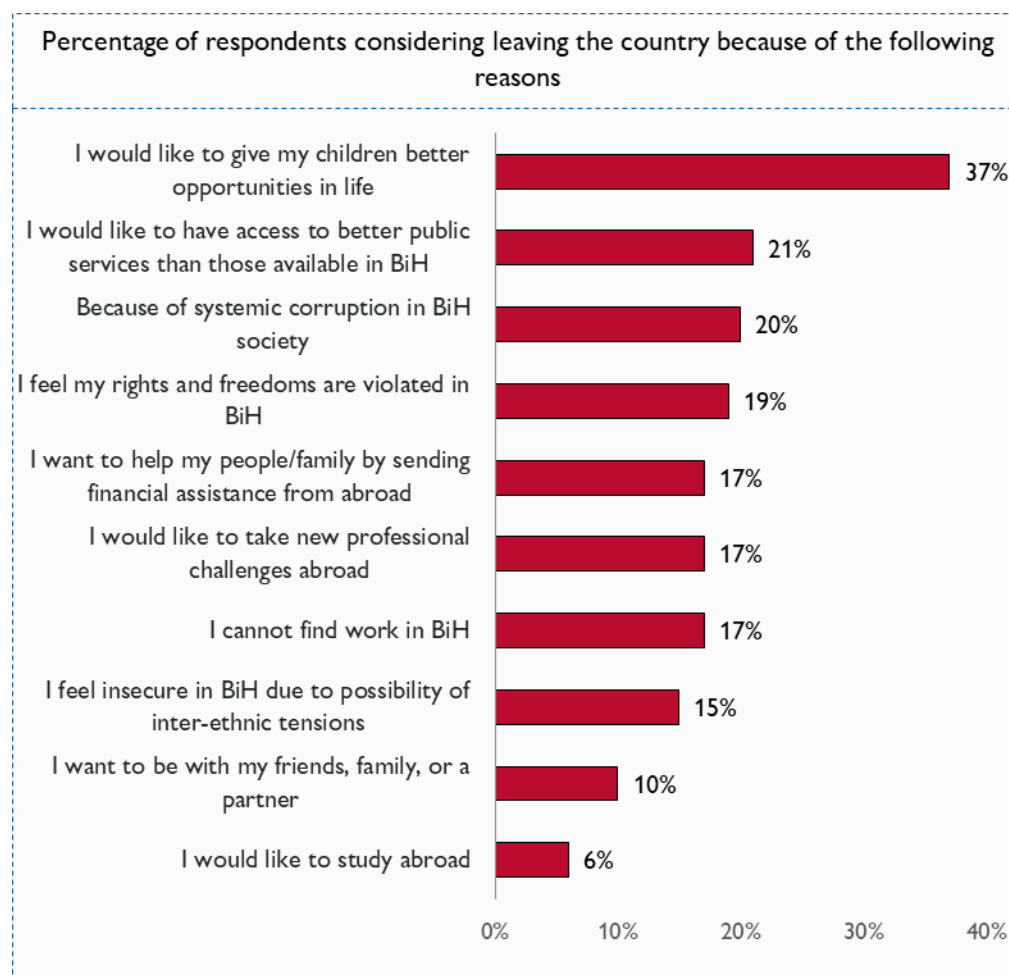
**Exhibit 56. Citizens who intended to emigrate primarily gathered information about moving abroad and contacted friends or relatives abroad**



*Note: Multiple choice allowed.*

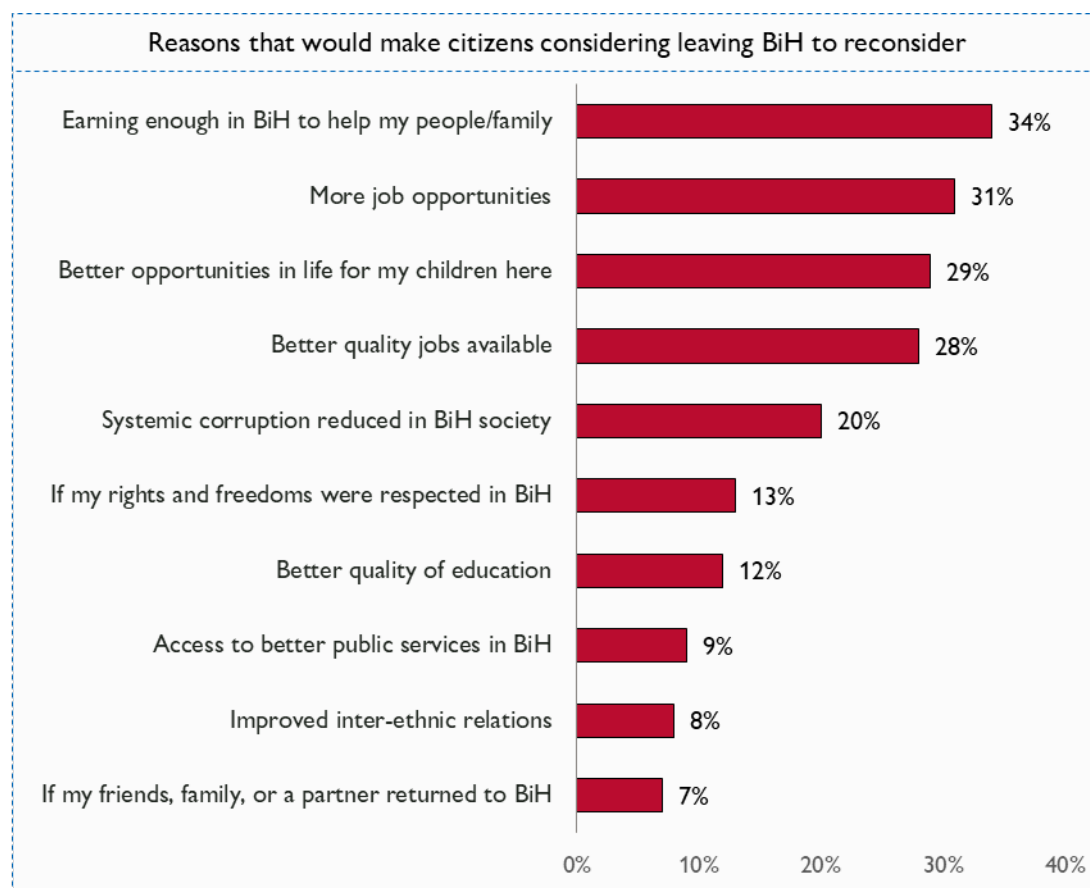
Respondents' primary motivations for leaving the country included a mix of economic, social, and political reasons. The three reasons most frequently cited by respondents were giving their children better opportunities in life (37 percent), gaining access to better public services (21 percent), and escaping systemic corruption (20 percent). ([Exhibit 57](#)). No differences were observed in subgroup analyses of respondents' demographic characteristics.

**Exhibit 57. Better opportunities for children, improved access to public services, and concerns about corruption are the primary reasons cited by citizens considering leaving BiH**



Citizens who intended to leave the country indicated that work-related reasons were the primary motivators to remain in BiH. Specifically, respondents said that they would stay in BiH if they were earning enough to help their family (34 percent), if they had more job opportunities (31 percent), and if better-quality jobs were available (28 percent). Almost one-third of respondents stated that improved opportunities in life for their children would be an important pull factor to stay in the country, while one in five respondents (20 percent) said that a reduction in systemic corruption could change their decision to emigrate ([Exhibit 58](#)). No differences in motivations to stay were observed with regard to respondents' demographic characteristics.

**Exhibit 58. One-third of BiH citizens who are considering leaving would consider staying in the country if they earned a sufficient salary**



Three-quarters of respondents (76 percent) indicated that they would find it difficult to emigrate because they would be leaving family and friends behind. Nonetheless, 46 percent stated that anyone who had the opportunity should leave BiH, and 52 percent reported that people who were important to them—friends and relatives—thought they should leave. Citizens held a pessimistic view of the government’s efforts to retain youth in BiH, with a considerable majority (85 percent) reporting that its attempts to reduce youth emigration were inadequate. Only 4 percent viewed the government’s efforts positively, while 11 percent were undecided (data not shown).

### III.VIII DIASPORA ENGAGEMENT

BiH has the second largest diaspora globally in terms of the share of its native-born population living abroad.<sup>29</sup> Approximately two million people from BiH, including second- and third-generation

<sup>29</sup> Buchholz, K. (2022, November 11). The world’s biggest diasporas [Infographic]. Forbes. <https://www.forbes.com/sites/katharinabuchholz/2022/11/11/the-worlds-biggest-diasporas-infographic/?sh=2e310f914bde>

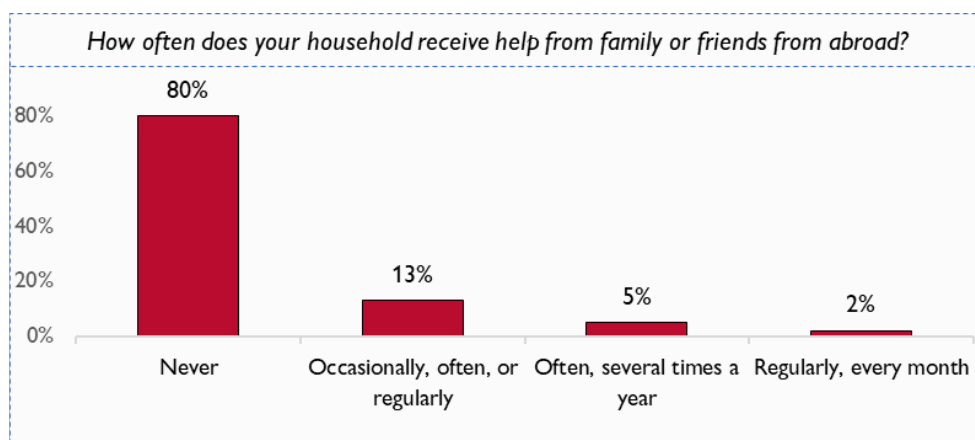


emigrants, reside outside the country.<sup>30</sup> This extensive diaspora makes substantial investments in BiH's economy, particularly in the metal and wood processing sectors.<sup>31</sup>

### III.VIII.I FINANCIAL HELP

The 2023 NSCP-BiH indicated that BiH citizens were not routinely relying on financial support from abroad. As in the previous survey round, 80 percent of respondents reported that their household never received support from family or friends living overseas (Exhibit 59). Among the 20 percent whose households occasionally, often, or regularly received financial aid from abroad, 78 percent acknowledged receiving remittances in the past 12 months. Of those who received remittances in the last year, 60 percent stated that this financial assistance from abroad was crucial or very crucial for covering their basic needs, such as food, clothing, and other essentials (data not shown).

Exhibit 59. About one in five BiH citizens receives financial help from the diaspora



### III.VIII.II DIASPORA INVOLVEMENT

Most respondents believed that the diaspora should not have a strong involvement in resolving the problems of BiH. Forty-three percent of respondents believed that the diaspora should not influence problem-solving at all in BiH, and 43 percent supported slight involvement. Thirteen percent of respondents favored moderate involvement and 2 percent called for extreme involvement. Opinions about the diaspora's potential engagement differed among ethnic groups. While 38 percent of Bosniaks felt that the diaspora should not be involved in resolving BiH issues, a higher percentage of Croats (52 percent) and Serbs (48 percent) were opposed to any engagement by the diaspora (Exhibit 60).

<sup>30</sup> Schweizerische Eidgenossenschaft, IOM, & Ministry for Human Rights and Refugees of Bosnia and Herzegovina. (n.d.). *Diaspora and development of Bosnia and Herzegovina (2016–2020)*. <https://bih.iom.int/sites/g/files/tmzbd11076/files/documents/Diaspora%20and%20Development%20of%20Bosnia%20and%20Herzegovina.pdf>

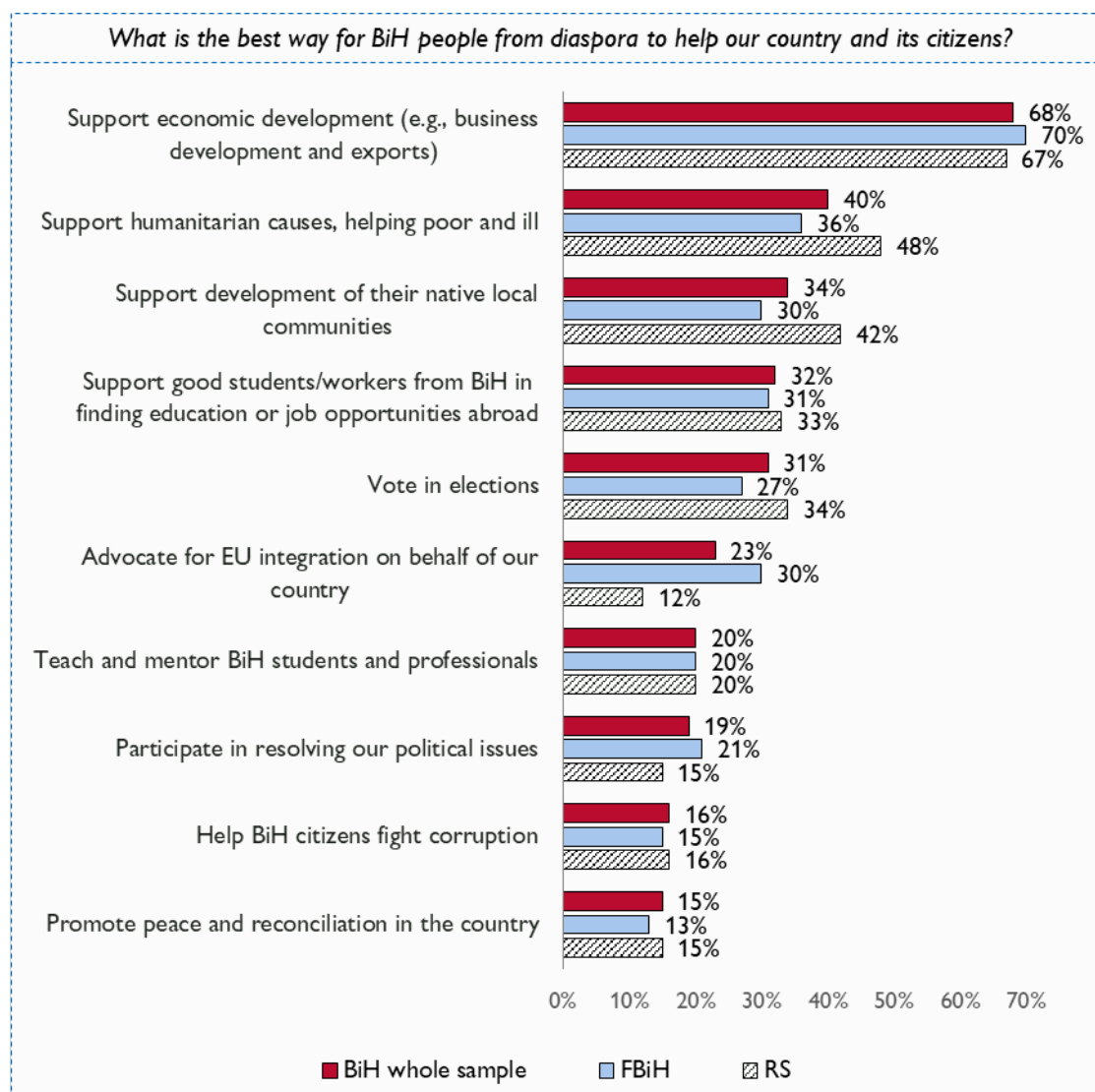
<sup>31</sup> Ministarstvo za ljudska prava i izbjeglice. (2021, October 2). *Dijaspora će biti oslonac oporavka*. <https://dijaspora.mhrr.gov.ba/dijaspora-ce-bit-oslonac-oporavka/>

**Exhibit 60. Croats and Serbs are more opposed than Bosniaks to diaspora engagement in resolving BiH's problems**

Question		Total	Ethnicity		
			Bosniak	Croat	Serb
In your opinion, to what extent should diaspora be involved in resolving the problems of this country and its citizens?	Not at all	43%	38%	52%	48%
	Slightly	43%	46%	35%	40%
	Moderately	13%	14%	11%	11%
	Extremely	2%	2%	2%	1%

The NSCP-BiH 2023 results indicated that BiH citizens perceived the diaspora's primary role to be supporting economic development (68 percent) ([Exhibit 61](#)). Supporting humanitarian causes by helping the poor and ill was the second most-favored role for diaspora engagement in the country (40 percent), followed by supporting local development (34 percent) and supporting students and workers from BiH to find educational or job opportunities abroad (32 percent). Geographic differences were evident in some preferences for diaspora engagement. Respondents from FBiH expressed slightly stronger preferences for economic support, while respondents from RS expressed stronger preferences for humanitarian causes, local development, and supporting students and workers.

Exhibit 6 I. BiH citizens see support for economic development as the best way for the BiH diaspora to help



### III.IX SOCIAL INCLUSION

Vulnerable groups in BiH continue to face challenges. For example, the legal system has yet to recognize the social and economic rights of same-sex couples. According to the European Commission's Bosnia and Herzegovina Report 2023,<sup>32</sup> there are also no strategies or monitoring systems in place at the state level for poverty reduction, social inclusion, or protection. This lack of social infrastructure results in high rates of institutional care for persons with disabilities, insufficient support for community services that support independent living, and no comprehensive strategy for deinstitutionalization. Despite the existence of policies and laws at the entity level, implementation of social protection initiatives is hindered by funding

<sup>32</sup> European Commission. (2023). *Bosnia and Herzegovina 2023 report: Commission staff working document*. [https://neighbourhood-enlargement.ec.europa.eu/bosnia-and-herzegovina-report-2023\\_en](https://neighbourhood-enlargement.ec.europa.eu/bosnia-and-herzegovina-report-2023_en)

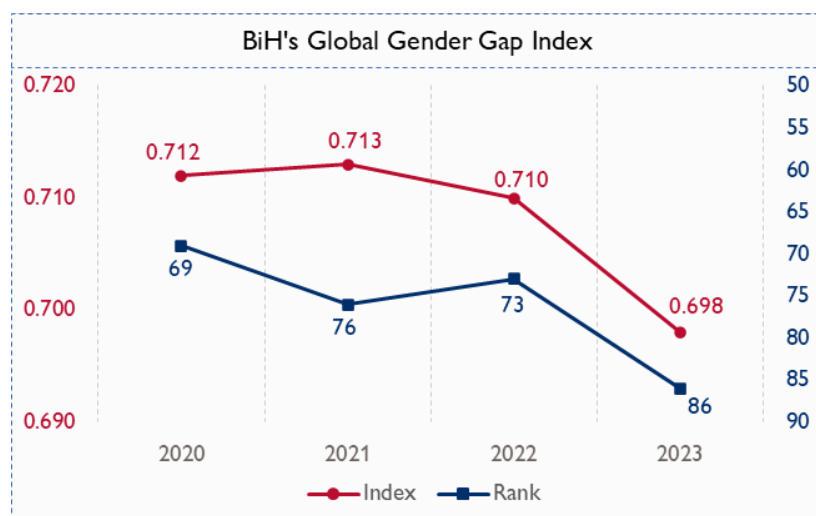
challenges, as well as inadequate procedures, standards, and coordination efforts. Taken together, these challenges have resulted in an underdeveloped social protection system that is unable to combat ongoing social issues, such as the gender pay gap and insufficient protections for minorities.

On the positive side, Pride marches have been held regularly since 2019 and an action plan dedicated to the rights of lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) individuals was adopted in July 2022.<sup>33</sup> A gender action plan was adopted in October 2023.<sup>34</sup> However, the 2023 NSCP-BiH results revealed a decline in acceptance and understanding of the LGBTQI+ community and a low level of understanding regarding gender equality. Perceptions of the rights and abilities of persons with disabilities improved slightly.

### III.IX.I GENDER EQUALITY

Although BiH has had a Gender Equality Law<sup>35</sup> since 2003, substantial progress toward gender equality has yet to be achieved. The Global Gender Gap Index score for BiH fell to 0.698<sup>36</sup> in 2023, from 0.710<sup>37</sup> in 2022, dropping BiH to a ranking of 86th among 146 countries (from 73rd in 2022) and signaling a deterioration in gender equality ([Exhibit 62](#)).

Exhibit 62. BiH's Global Gender Gap Index score has been decreasing since 2021



The 2023 NSCP-BiH revealed that 85 percent of respondents believed that women and men should have equal rights ([Exhibit 63](#)), representing a slight increase from the previous year (83 percent). Specifically, support for equal rights among female respondents increased by two percentage points, while support among male respondents increased by three percentage points. The disparity between the percentages of men and women who support gender equality has continued to narrow, from 11 percentage points in 2021 to four percentage points in 2023.

<sup>33</sup> Action Plan on Advancing Rights of LGBTQI+ People, adopted by BiH Council of Ministers: <https://arsbih.gov.ba/usvojen-akcioni-plan-za-unapredjenje-prava-lgbt-osoba-u-bih/>

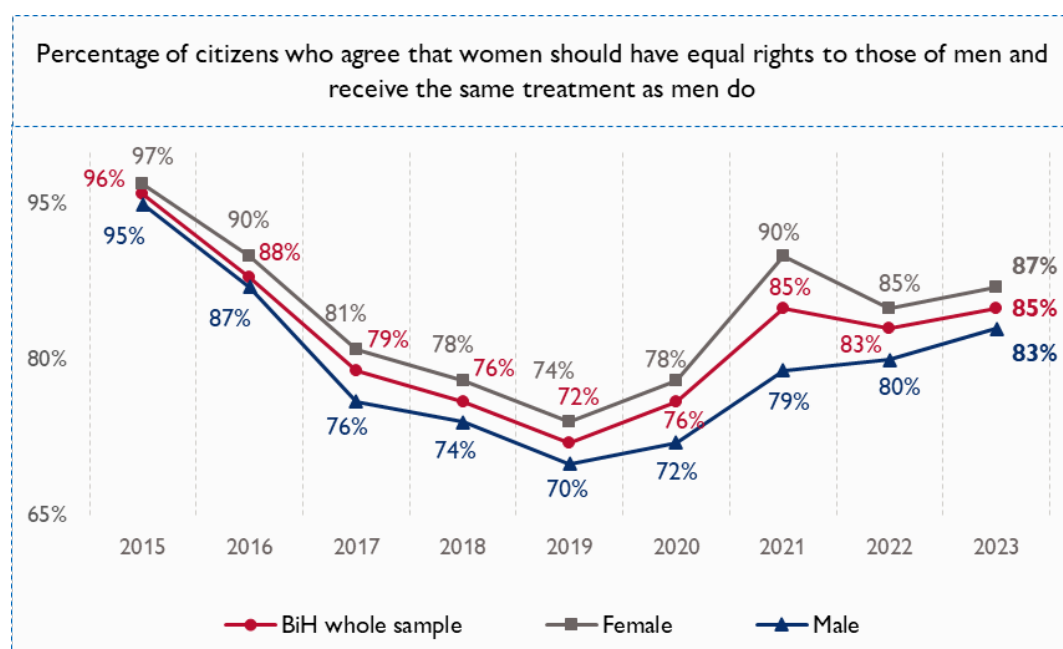
<sup>34</sup> Gender Action Plan (2023–2027), adopted by the BiH Council of Ministers: <https://arsbih.gov.ba/usvojen-gender-akcioni-plan-bosne-i-hercegovine/>

<sup>35</sup> Law on Gender Equality in BiH: <https://arsbih.gov.ba/english/law-on-gender-equality-in-b-h/>

<sup>36</sup> World Economic Forum. (2023, June). *Global gender gap report 2023*. [https://www3.weforum.org/docs/WEF\\_GGGR\\_2023.pdf](https://www3.weforum.org/docs/WEF_GGGR_2023.pdf)

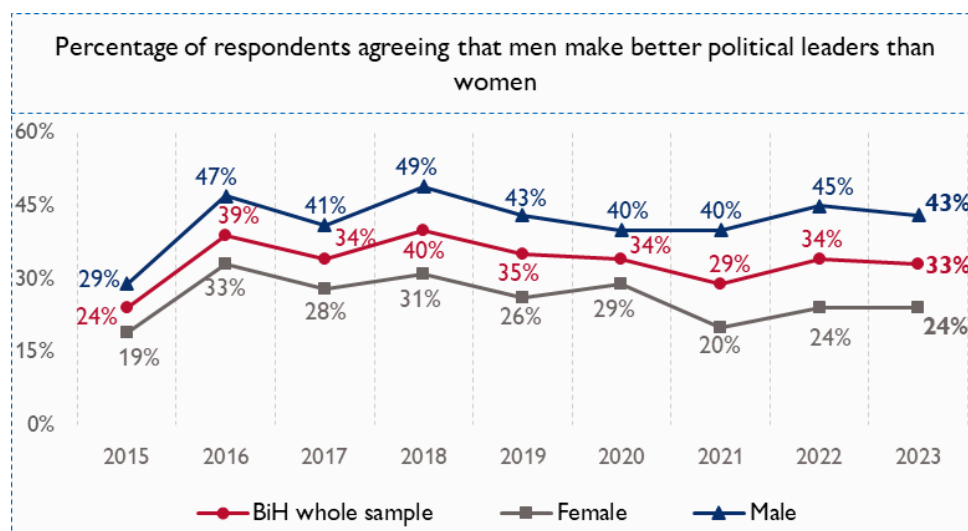
<sup>37</sup> World Economic Forum. (2022, June). *Global gender gap report 2022*. [https://www3.weforum.org/docs/WEF\\_GGGR\\_2022.pdf](https://www3.weforum.org/docs/WEF_GGGR_2022.pdf)

Exhibit 63. Support for equal treatment of men and women slightly increased in 2023



One-third of respondents (33 percent) agreed with the statement that men make better political leaders than women, while more than half (51 percent) disagreed. Fifteen percent neither agreed nor disagreed, and 1 percent refused to answer or did not know ([Exhibit 64](#)). The belief that men are superior political leaders was much more prevalent among male respondents (43 percent) than female respondents (24 percent). No differences in opinion were observed with respect to other demographic characteristics.

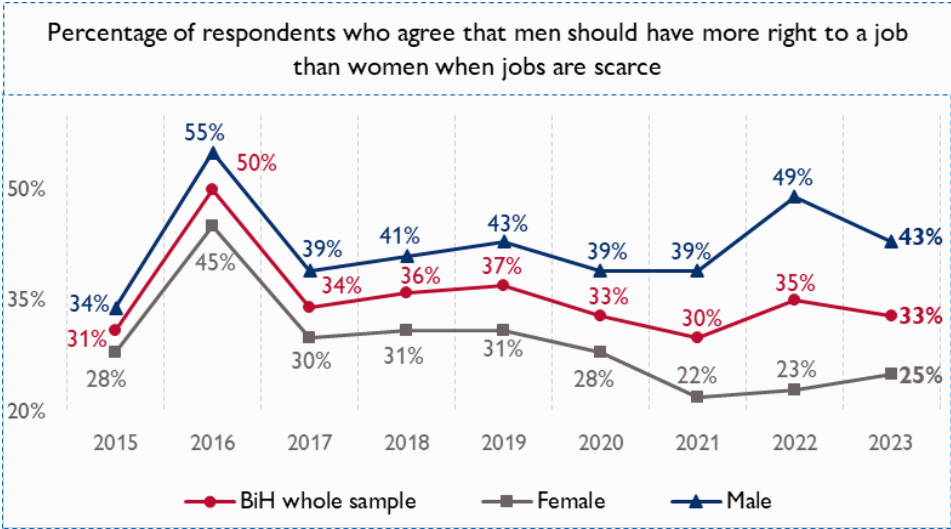
Exhibit 64. Men were still perceived as better political leaders than women in 2023



In 2023, 33 percent of respondents agreed that men should have priority access to jobs over women when jobs are scarce, reflecting a two percentage point decrease from the previous year (35 percent). There was a significant difference in opinion between male and female respondents, with 43 percent of male respondents supporting this view, compared to 25 percent of female respondents ([Exhibit 65](#)). Subgroup analyses revealed clear differences across levels of educational attainment: 38 percent of

citizens with education below the secondary level and 35 percent of citizens who had completed secondary education agreed with the statement, compared to 26 percent of citizens with postsecondary education. Younger respondents (25 percent) were less likely to agree with this view than adults (36 percent).

**Exhibit 65.** Compared to women, men are more likely to agree that men should have more right to a job than women when jobs are scarce



More than half of respondents (53 percent) believed that most household responsibilities are naturally more suited to women, regardless of their employment status. This belief in traditional gender roles was more prevalent among men (60 percent) than women (47 percent). Support for traditional gender roles in the household varied across levels of educational attainment. Respondents who had not completed secondary education exhibited more gender-biased opinions than respondents with a university education (60 percent and 47 percent, respectively) ([Exhibit 66](#)).

**Exhibit 66.** Male respondents are more likely to express support for traditional gender roles regarding household responsibilities

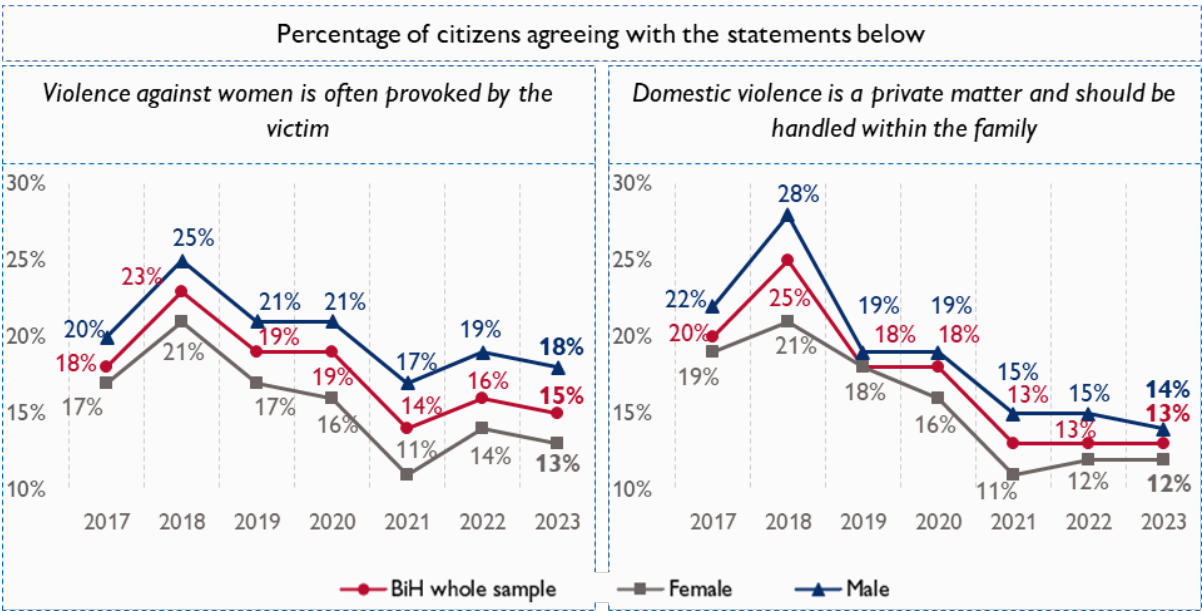
To what extent do you agree or disagree with the following statements?		BiH whole sample	Sex		Educational attainment		
			Male	Female	Below secondary school	Secondary school	Above secondary school
Most household responsibilities are naturally suited to a woman, regardless of whether she is employed.	Agree	53%	60%	47%	60%	53%	47%
	Neither agree nor disagree	15%	16%	15%	16%	15%	15%
	Disagree	32%	24%	38%	24%	31%	37%

Note: “Does not know” and “Refuses to answer” are omitted from the table.

Seventy percent of citizens believed that violence against women by partners, acquaintances, or strangers was common in BiH (data not shown). The 2023 NSCP-BiH indicated that 15 percent of respondents believed that violence against women was often provoked by the victim, representing a

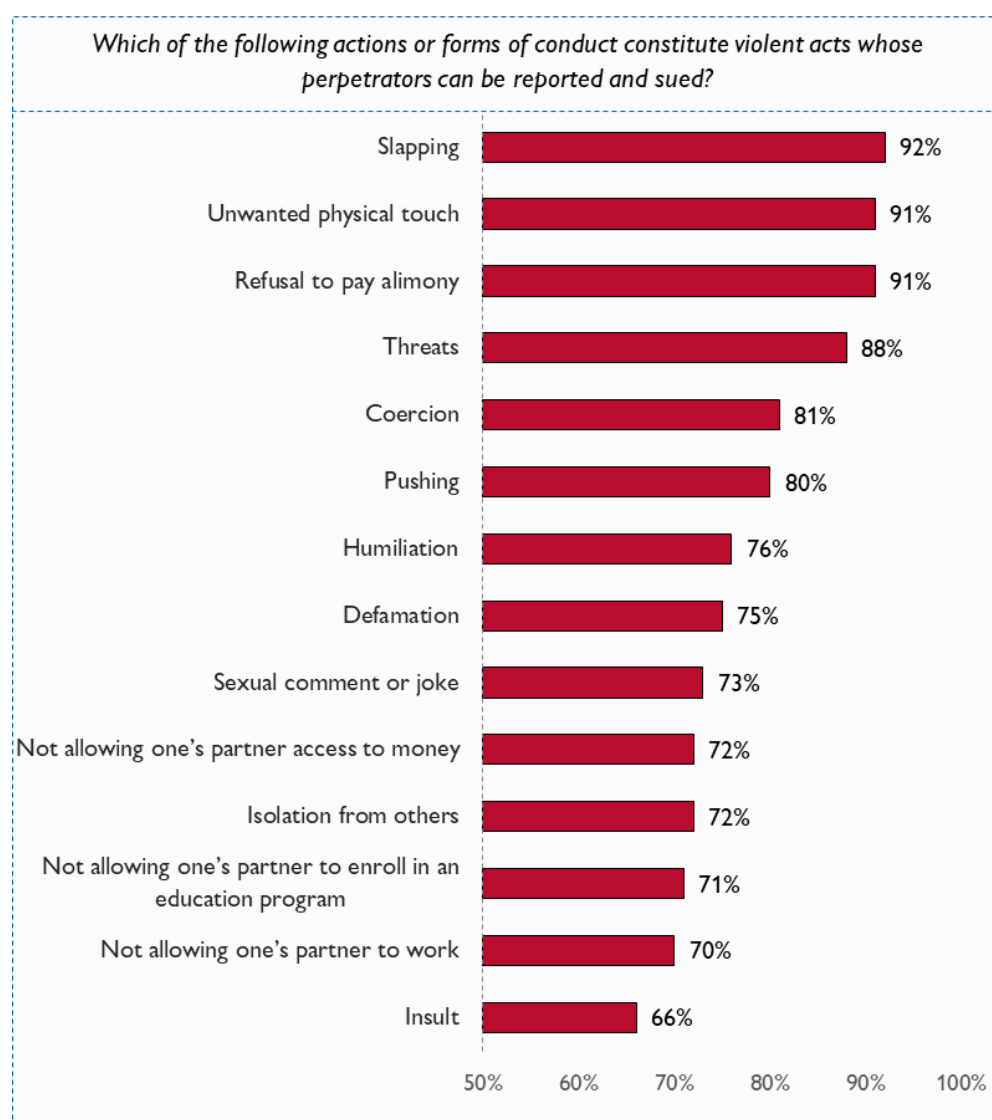
slight decrease from 16 percent in 2022. Thirteen percent of respondents viewed domestic violence as a private matter that should be managed within the family (Exhibit 67).

Exhibit 67. The proportion of respondents who think the victim often provokes violence against women decreased in 2023



Most respondents believed that multiple forms of violent conduct, as well as nonviolent acts, could be reported and sued (Exhibit 68). Nine out of ten respondents believed that acts such as slapping, unwanted physical touch, and refusal to pay alimony should be reported to the authorities. Eight out of ten respondents viewed threats, coercion, and pushing as behaviors warranting legal action.

Exhibit 68. Most BiH citizens believe that perpetrators of misconduct can be reported and sued



The 2023 NSCP-BiH results revealed that 44 percent of respondents supported a woman's right to abortion, with nearly equal proportions of support among female and male respondents (44 percent versus 43 percent, respectively). Thirty-seven percent of respondents did not support women's right to abortion, 17 percent were undecided, and 2 percent did not know or refused to answer the question.

### III.IX.II INCLUSION OF PEOPLE WITH DISABILITIES

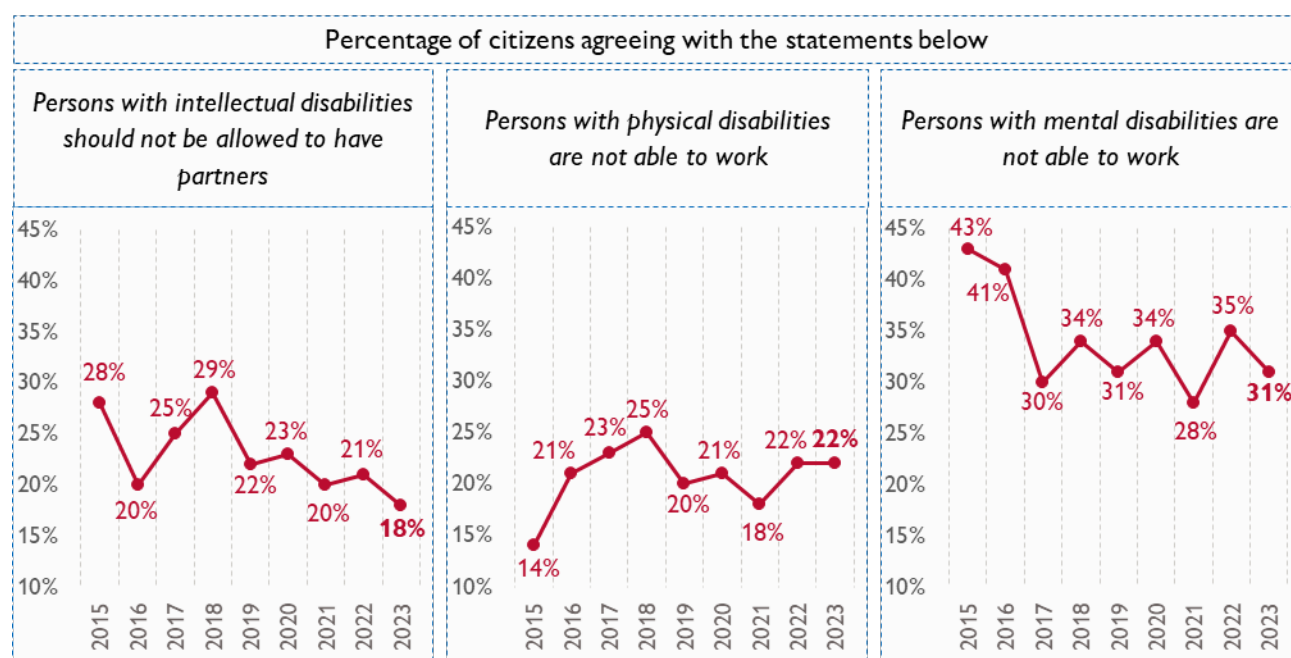
Individuals with disabilities in BiH encounter significant challenges in exercising their legal rights, often facing exclusion and discrimination when trying to access education, employment, and medical care.<sup>38</sup> The 2023 results revealed a slight decrease in the prevalence of discriminatory views toward people with disabilities, compared to 2022. The proportion of respondents expressing the opinion that persons with mental disabilities are not able to work dropped to 31 percent in 2023, from 35 percent in 2022. The

<sup>38</sup> European Commission. (2023). *Bosnia and Herzegovina 2023 report: Commission staff working document*. [https://neighbourhood-enlargement.ec.europa.eu/bosnia-and-herzegovina-report-2023\\_en](https://neighbourhood-enlargement.ec.europa.eu/bosnia-and-herzegovina-report-2023_en)



corresponding perception of persons with physical disabilities remained unchanged from 2022 to 2023, with 22 percent of citizens viewing persons with physical disabilities as unable to work. Eighteen percent of respondents in 2023 (compared to 21 percent in 2022) believed that persons with intellectual disabilities should not have partners ([Exhibit 69](#)), and 41 percent held the view that it is better for society to take care of people with physical disabilities than to require them to work to support themselves.

**Exhibit 69.** In 2023, the proportion of citizens holding negative opinions about persons with disabilities decreased



### III.IX.III SOCIAL INCLUSION OF SAME-SEX COUPLES

The BiH Pride March against injustice and violations of the human rights of LGBTQI+ people was first organized in 2019 and has since been held each year. In 2023, the fourth Pride event was organized on June 24.<sup>39</sup> LGBTQI+ individuals in BiH continue to face discrimination, harassment, and occasional physical attacks. Often, these incidents are not thoroughly investigated or prosecuted by the authorities, which is an ongoing hindrance to the effective protection of LGBTQI+ rights.<sup>40</sup>

The 2023 NSCP-BiH results highlight a decrease in acceptance of and support for basic human rights for the LGBTQI+ community since 2021 ([Exhibit 70](#)). Most respondents (74 percent) perceived being LGBTQI+ as unnatural, and 37 percent believed that LGBTQI+ individuals should have the freedom to live as they choose but not openly in public. This widespread lack of acceptance is partly attributed to limited personal connections with the LGBTQI+ community. Only 2 percent of respondents had a close friend or family member who identified as LGBTQI+ and just 8 percent knew a colleague or an acquaintance in the LGBTQI+ community.

<sup>39</sup> “Proudly together” – fourth Pride March in BiH: <https://ba.voanews.com/a/7151446.html>

<sup>40</sup> Freedom House. (n.d.). Nations in Transit 2023 BiH country report. <https://freedomhouse.org/country/bosnia-and-herzegovina/nations-transit/2023>.

Seven percent of respondents agreed that same-sex couples should have the right to get married, and 9 percent agreed that same-sex couples should have the right to live together without getting married but with the same rights as married couples. Five percent of respondents believed that same-sex couples should have the right to adopt, and 5 percent agreed that same-sex couples should have the right to organize protests or Pride events to advocate for their rights.

**Exhibit 70. The percentage of BiH citizens in favor of equal rights for same-sex couples decreased in 2023**

To what extent do you agree or disagree with each of the following statements?		Year								
		2015	2016	2017	2018	2019	2020	2021	2022	2023
Same-sex couples should have the right to marry.	Agree	7%	7%	7%	8%	7%	12%	9%	9%	7%
	Disagree	86%	88%	82%	86%	82%	73%	78%	79%	82%
Same-sex couples should have the right to live without getting married but with equal rights as married couples.	Agree	10%	10%	10%	12%	12%	12%	12%	10%	9%
	Disagree	82%	84%	79%	81%	73%	69%	73%	77%	80%
Same-sex couples should have the right to adopt children.	Agree	4%	5%	5%	6%	7%	7%	7%	6%	5%
	Disagree	88%	92%	86%	90%	85%	80%	84%	85%	88%
Same-sex couples should have the right to organize protests/Pride events to fight for their rights.	Agree	—	—	—	—	9%	8%	9%	7%	5%
	Disagree	—	—	—	—	76%	77%	79%	81%	85%

Note: Answers “Does not know” and “Refuses to answer” are omitted from the table.

### III.X YOUTH DEVELOPMENT

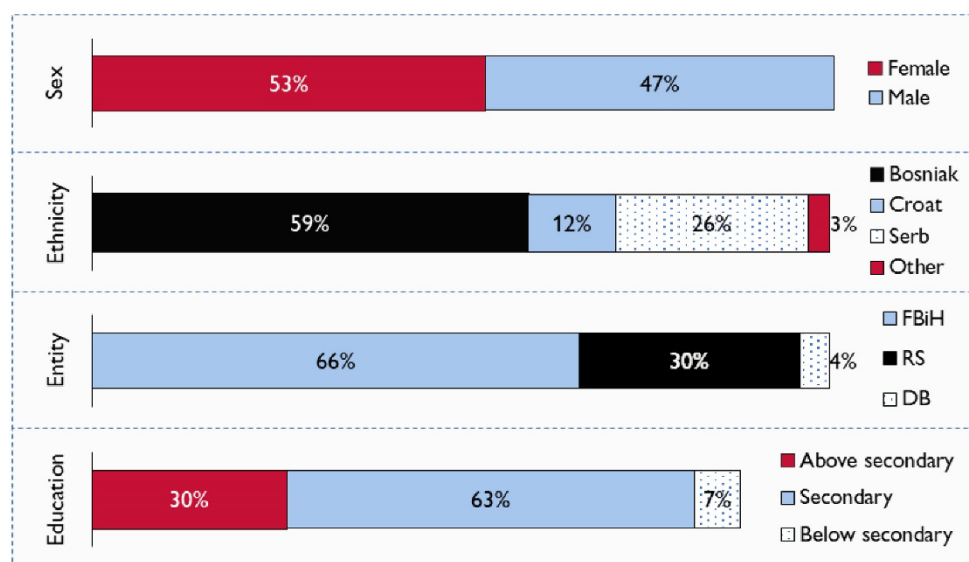
This section of the report examines the views of BiH youth on critical issues such as corruption, emigration, and living standards. Among the 3,000 study participants, 745 were youth aged 18 to 30,<sup>41</sup> accounting for 25 percent<sup>42</sup> of the sample. This representation is slightly higher than in the 2013 census, which showed 21 percent of the population in this age group.<sup>43</sup> [Exhibit 71](#) provides a demographic profile of the youth sample, categorized by gender, ethnicity, region, and educational level.

<sup>41</sup> The Youth Law of the Federation of Bosnia and Herzegovina, Article 4, Official Gazette of the FBiH, No. 35/10, and the Law on Organization of the Youth of Republika Srpska, Article 2, Official Gazette of the RS, No. 98/04 and 19/08, define “young people” or “youth” as people between the ages of 15 and 30 years.

<sup>42</sup> The study included 783 young people with oversampling (25 percent of 3,200).

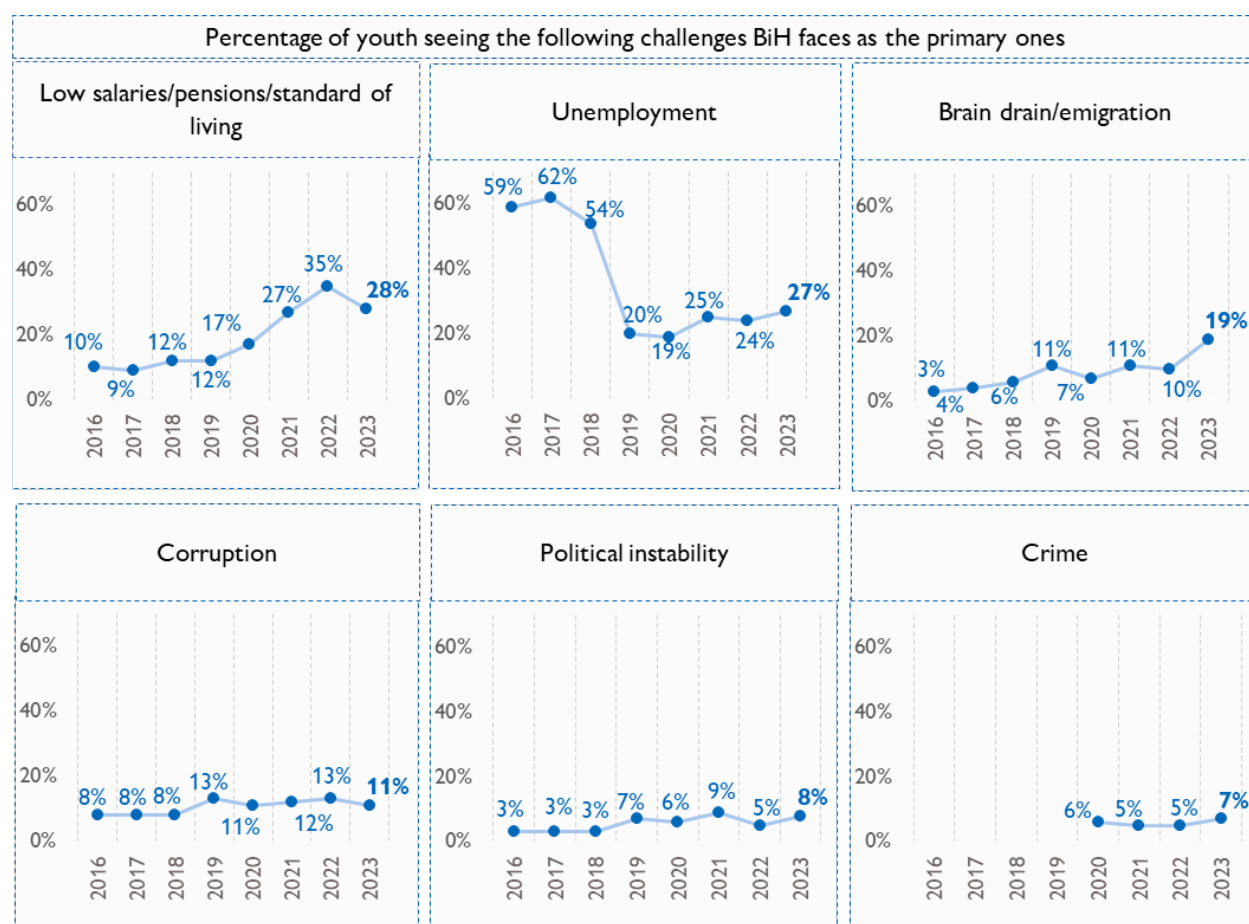
<sup>43</sup> Agency for Statistics of Bosnia and Herzegovina. (2016). *Census of population, households and dwellings in Bosnia and Herzegovina: Final results, 2013*. [RezultatiPopisa\\_BS.pdf](#)

Exhibit 71. Distribution of youth sample by gender, ethnicity, entity, and education



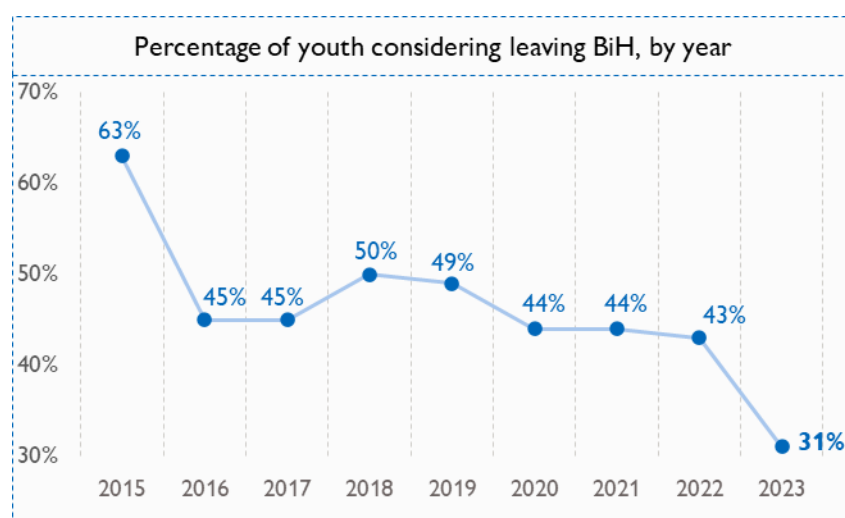
In 2023, low salaries, pensions, and standard of living were the foremost challenges for 28 percent of young respondents, closely followed by unemployment at 27 percent. Emigration and brain drain was cited as a challenge by 19 percent, corruption by 11 percent, political instability by 8 percent, and crime by 7 percent ([Exhibit 72](#)). Thirty-one percent of young respondents considered leaving the country in 2023 ([Exhibit 73](#)), a notable decrease from 43 percent in 2022 but still higher than among adults (i.e., those aged 31 and above; 11 percent) (data not shown). When asked about the most important problems their local community faced, young respondents noted the same issues: low standard of living (29 percent), unemployment (18 percent), brain drain and emigration (12 percent), corruption (10 percent), and crime (8 percent) (data not shown).

Exhibit 72. Low salaries, pensions, and standard of living continued to be the main challenges for youth



Note: The exhibit includes only the six most frequently selected challenges.

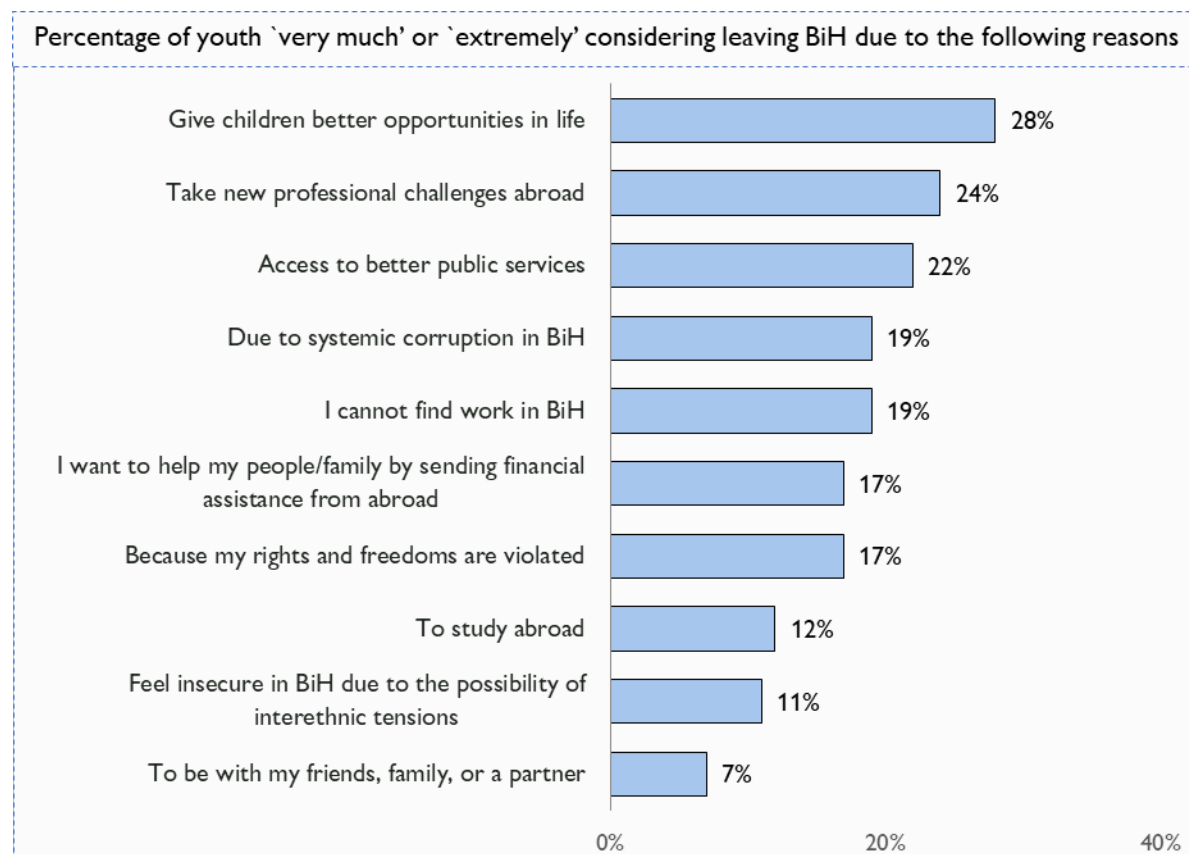
Exhibit 73. Almost one-third of youth surveyed in 2023 were considering leaving BiH



In 2023, young respondents' reasons for considering emigration remained consistent with those cited by respondents in previous years. A considerable proportion reported that they wanted to leave to

provide their children with better life opportunities (28 percent), take on new professional challenges abroad (24 percent), and have access to better public services (22 percent). They also cited systemic corruption in BiH and the inability to find work (19 percent for both) as reasons for leaving ([Exhibit 74](#)). Young respondents were more likely than adults to believe that they could leave the country if they decided to relocate (52 percent versus 38 percent, respectively). Seventy-one percent believed that people whose opinions they valued would support their decision to move abroad, and about half of respondents (48 percent) thought everyone who had the opportunity should leave BiH. Despite these views, 76 percent found it challenging to leave BiH because they would have to leave their family and friends behind (data not shown).

**Exhibit 74. Youth think about leaving BiH primarily to give their children better opportunities in life, take new professional challenges abroad, and gain access to better public services**

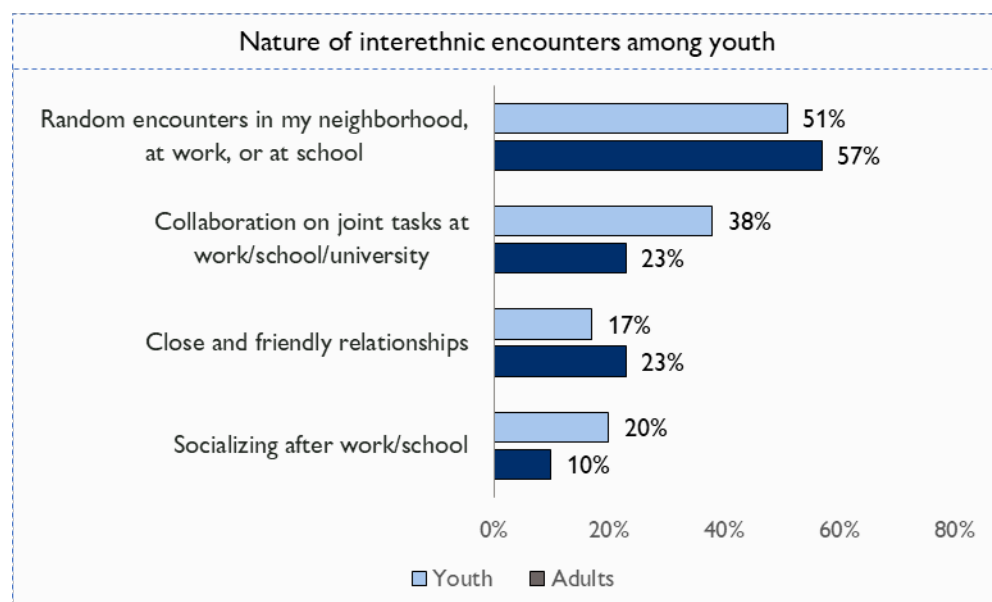


Young respondents reported slightly higher levels of anxiety than adults when interacting with individuals of different ethnicities or anticipating such interactions (29 percent and 23 percent, respectively) (data not shown). Regarding interethnic contact, 71 percent of young respondents engaged in interethnic contact at least once a month, compared to 67 percent of adults. Two-thirds of young respondents (66 percent) reported positive or very positive experiences with other ethnic groups. Young respondents and adults displayed similar levels of interethnic trust in ethnic groups other than their own (44 percent and 43 percent, respectively).

Young respondents most frequently reported encountering individuals from other ethnic groups through random interactions in their neighborhoods, at work, or at school (51 percent). They also mentioned collaborating on joint tasks at work or school (38 percent) and engaging in social activities

after these commitments (20 percent). Compared to adults, young respondents were more inclined to collaborate on joint tasks (38 percent, versus 23 percent among adults) and to socialize afterwards (20 percent, versus 10 percent among adults). However, fewer young respondents (17 percent) reported having close, friendly relationships with members of other ethnic groups, compared to approximately one-quarter of adults (23 percent) ([Exhibit 75](#)).

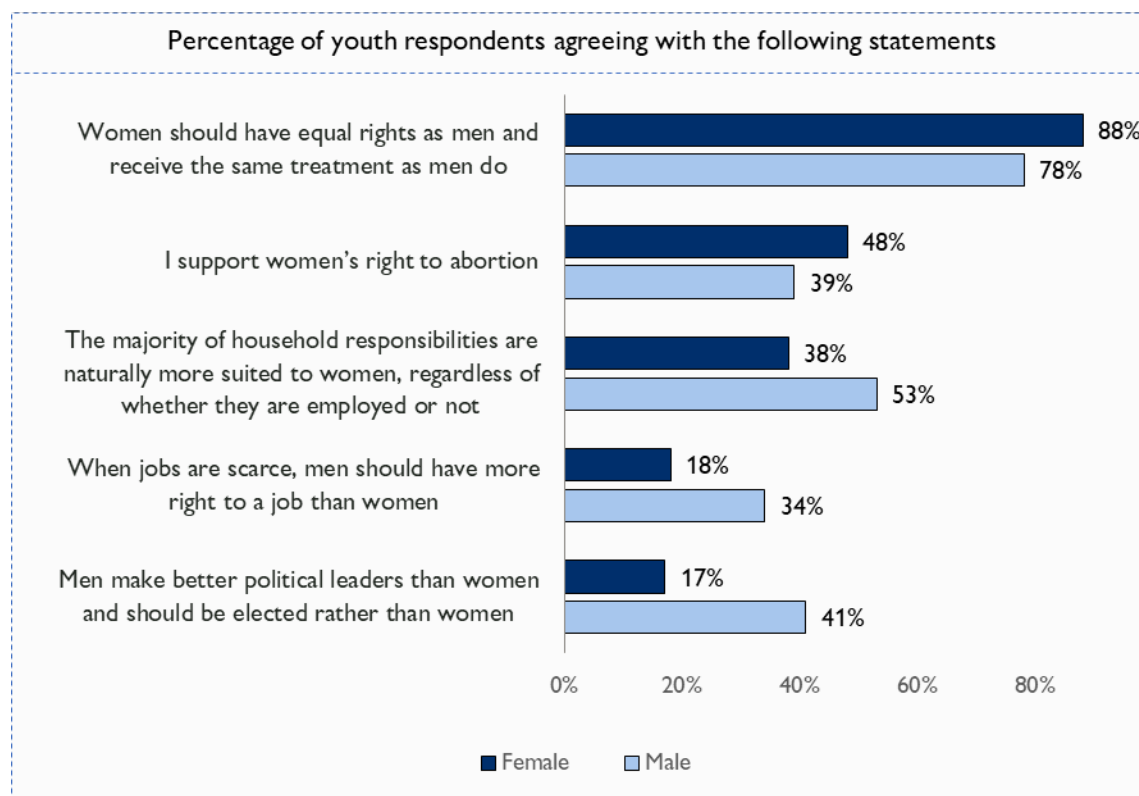
**Exhibit 75. Youth most frequently encounter individuals from other ethnic groups through random interactions in their neighborhoods, at work, or at school**



Eight in ten young respondents (83 percent) believed that women should have the same rights as men and should be treated equally. However, 28 percent perceived men to be better political leaders than women, down from 35 percent in 2022. These views were similar to those held by adults, though there were certain differences between the two groups in other areas. Young respondents were less likely than adults to believe that men should be prioritized for jobs when opportunities are scarce (25 percent versus 36 percent). They were also less inclined to support the idea that household responsibilities are naturally more suited to women (45 percent versus 55 percent) (data not shown).

Young male respondents were less likely than young female respondents to agree with statements supporting equal treatment of both sexes and women's rights ([Exhibit 76](#)). Differences in opinion between young men and young women were especially evident regarding the belief that men make better political leaders than women: 17 percent of young women held this view, compared to 41 percent of young men. Similarly, the opinion that men should have more right to a job than women when jobs are scarce was notably more common among young men (34 percent) than young women (18 percent). Young men (53 percent) were also more likely than young women to support the idea that women are naturally more suited to assume the majority of household responsibilities (38 percent). Support for women's right to abortion was more common among young women (48 percent) than young men (39 percent). Finally, while 88 percent of young female respondents believed that women and men should have equal rights, only 78 percent of young male respondents shared this view.

**Exhibit 76. Young men are less likely than young women to think that women should be treated as equals and should have the same rights as men**

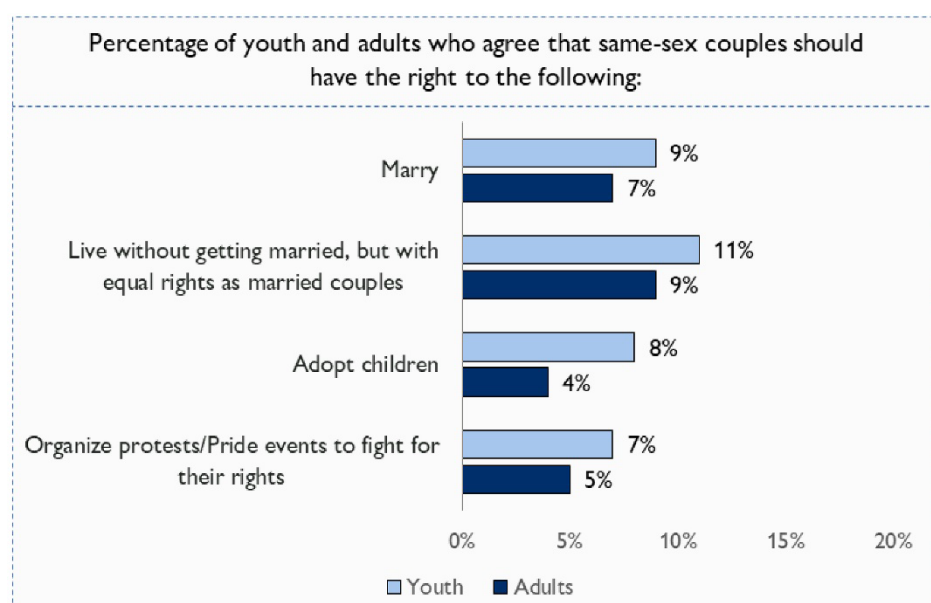


In 2023, young respondents were slightly more accepting of same-sex couples than adults, though overall acceptance remained low ([Exhibit 77](#)). Nine percent of young respondents (compared to 7 percent of adults) believed that same-sex couples should have the right to marry, and 11 percent of young respondents (compared to 9 percent of adults) thought same-sex couples should have the right to cohabitate without getting married and enjoy the same rights as married couples. Only a small proportion of young respondents (8 percent) agreed that same-sex couples should have the right to adopt children, but even fewer adults (4 percent) shared this view. Seven percent of young respondents believed that same-sex couples should have the right to organize protests or Pride events.

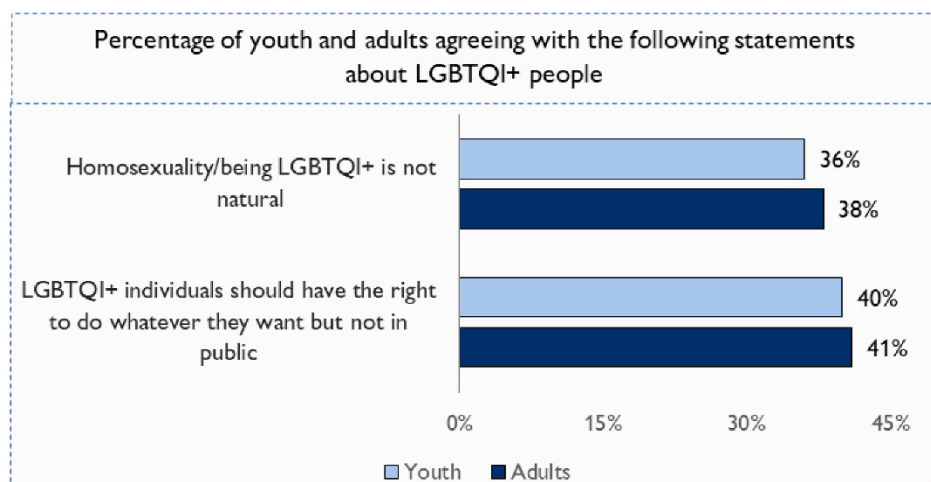
Forty percent of young respondents felt that LGBTQI+ individuals should have the right to do whatever they want, though not in public. However, more than a third of youth (36 percent) viewed being LGBTQI+ as unnatural ([Exhibit 78](#)). Regarding personal connections to the LGBTQI+ community, 4 percent of youth reported having a close friend or family member who was lesbian, gay, bisexual, transgender, or intersex, and 16 percent said they had a colleague or acquaintance who was not heterosexual (data not shown).



**Exhibit 77. Youth are more supportive of the rights of same-sex couples, but at a low rate overall**



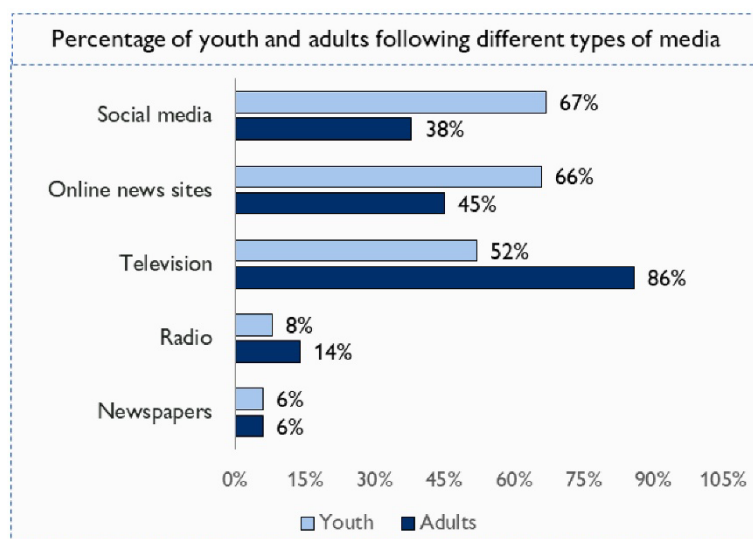
**Exhibit 78. More than a third of youth consider homosexuality or being LGBTQI+ as unnatural**



As in previous years, young respondents were notably more likely to follow online media sources than adults ([Exhibit 79](#)). Social media emerged as the most frequently used media type among young respondents, with 67 percent reporting daily use. In contrast, only 38 percent of adults followed social media daily. Additionally, 66 percent of young respondents regularly followed online news sources, compared to 45 percent of adults. Just 52 percent of young respondents watched television daily, however, compared to 86 percent of adults. Radio and newspapers were the least popular media sources for both groups.



## Exhibit 79. A majority of youth prefer online media

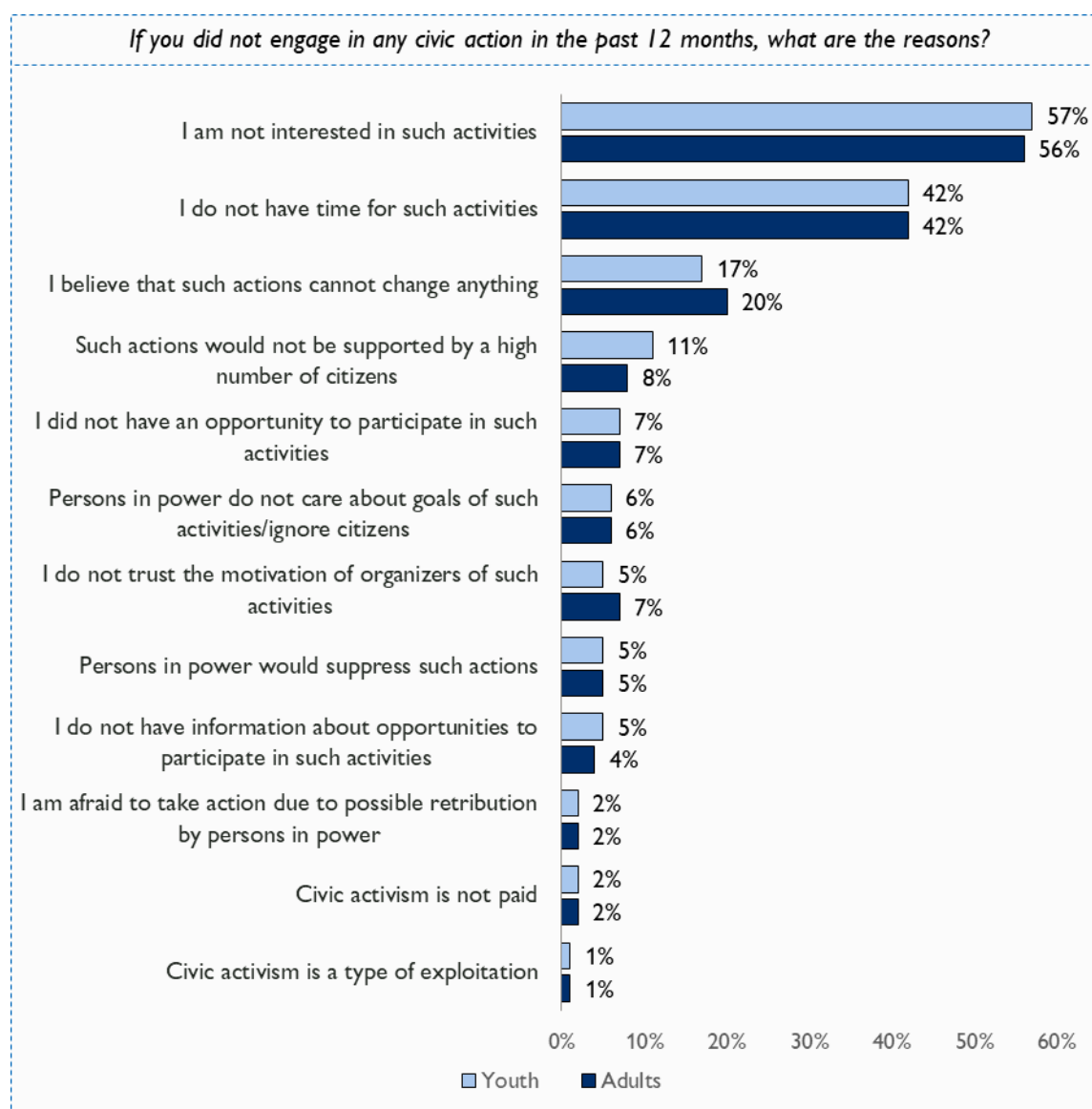


Regarding young respondents' interest and motivation to participate in BiH civil society, 35 percent reported a belief that CSOs primarily advocate for issues of interest to themselves—a perspective shared by adults (36 percent). The belief that CSOs mainly serve the interests of international funders was slightly more common among young respondents than adults (30 percent and 28 percent, respectively). Like adults, only a small proportion of young respondents believed that BiH anticorruption CSOs worked in citizens' interests to protect them against corruption (15 percent for both groups). However, young respondents were more inclined than adults to believe in the ability of CSOs to influence the government to act in citizens' interests (67 percent versus 61 percent, respectively).

In 2023, civic participation among young respondents in BiH remained low, with only 8 percent reporting involvement in civic activities in the preceding 12 months. The most frequently reported types of civic engagement included participating in public hearings on government decisions, contributing to working groups designing government policies, becoming members of advisory committees or councils, and providing comments on draft government policies (3 percent for each type). Sending citizen initiatives to government bodies was reported by 2 percent. Rates of civic participation among young respondents were similar to rates among adults.

Among the 92 percent of young respondents who did not engage in any civic activities, the most common reasons cited were lack of interest (57 percent), lack of time (42 percent), and a belief that such actions would not effect change (20 percent) ([Exhibit 80](#)). These reasons mirrored those provided by adults.

Exhibit 80. Youth primarily refrain from participating in civic activities due to lack of interest



Youth identified their primary issues that would motivate them to civic action: improving economic conditions (18 percent), ensuring more job opportunities (17 percent), and advocating for higher quality education (17 percent).

In 2023, 39 percent of young respondents engaged in political activities, surpassing the adult participation rate by seven percentage points (32 percent). The most common forms of political participation among young respondents were boycotting certain products (23 percent) and signing petitions (9 percent). However, only 25 percent of young respondents expressed an interest in politics, compared to 32 percent of adults. The voting patterns for the three major political parties (SDA, HDZ, and SNSD) were similar for young respondents and adults. The largest share of young voters (44 percent) and adults (42 percent) cast their vote for one of the three major political parties, while the rest voted for other political parties. Young respondents were less likely to vote regularly in elections (56 percent) than adults (73 percent), however.

# ANNEX: THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS 2023 – SURVEY QUESTIONNAIRE

## THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS IN BOSNIA AND HERZEGOVINA 2022 (NSCP-BIH 2022) – SURVEY QUESTIONNAIRE

### INTRODUCTION

[Good morning/Good afternoon/Good evening]. My name is [INTERVIEWER NAME]. I work for an independent survey company [NAME OF SURVEY CONTRACTOR]. We are conducting a public opinion survey to learn about views and attitudes of BiH citizens on a range of social issues.

#### [Read to the Respondent!]

Your views are very important, as you are one of 3000 citizens of Bosnia and Herzegovina selected to participate in this survey.

Allow me to briefly describe how this survey is conducted. I will read to you the questions from the questionnaire exactly as they are written. In addition, I will either read to you the response options for you to choose from, show them to you on a card, or I will ask you to respond in your own words. Depending on the question, I will note whether you can choose or provide only one or multiple responses.

If any questions I read is unclear, or you do not understand it completely, feel free to let me know – I will read it again, but I am not permitted to help you respond.

Your participation is voluntary and all information you provide to us will be strictly confidential. Our reports will not include respondents' names, but only the numbers that will show how many of 3000 respondents gave which response. Therefore, it is essential that you respond honestly.

To ensure that this survey is conducted in a professional and quality manner, we will implement spot checks of the work of our pollsters. It is for this reason that we would like you to give your first and last name and phone number to our pollster after the survey is complete, so our quality control staff can contact you in the coming days to check the quality of the survey implementation.

### CONSENT

**D25.** Are you willing to participate?

1. Yes
2. No -> **IF "NO" END THE SURVEY!**

**D24.** Do you agree that your personal information can be used to check and verify the quality of survey implementation?

1. Yes
2. No

**Let us begin.**

### BASIC INFORMATION

**D1.** Respondent's sex?

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

**D23b.** Respondent's current Entity/District of residence?

1. FBiH
2. RS
3. Brčko Distrikt

### SYSTEM SATISFACTION

**SD.** To what extent are you satisfied or dissatisfied with the following?

ITEMS	Completely dissatisfied	Mostly dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Mostly satisfied	Completely satisfied	(Do not read!) Does not know/Refuses to answer
SD4. Your quality of life in general	1	2	3	4	5	6	7	8
SD1. BiH society in general	1	2	3	4	5	6	7	8

ITEMS	Completely dissatisfied	Mostly dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Mostly satisfied	Completely satisfied	(Do not read!) Does not know/Refuses to answer
SD2. Work of the government in this country	1	2	3	4	5	6	7	8
SD3. Economic situation in this country	1	2	3	4	5	6	7	8

## PROPENSITY TO LEAVE THE COUNTRY

**EM1.** Are you considering leaving the country? MARK ONE ANSWER ONLY

1. 1. Yes >> >> **GO TO EM1a**
2. 2. No >> >> **GO TO COR3**
3. 3. (Do not read) Does not know >> **GO TO COR3**

**EM1a.** To which country do you consider leaving?

1. Croatia
2. Serbia
3. Slovenia
4. Germany
5. Austria
6. Sweden
7. Turkey
8. United States
9. Russia
10. China

**EM2.** Did you make any concrete step towards emigration? Select all that apply! READ OUT/SHOW ANSWER OPTIONS! MULTIPLE ANSWER QUESTION!

EM2a. Found a job

EM2b. Accepted to a university

EM2c. Applied for a job

EM2d. Applied for education or a scholarship abroad

EM2e. Submitted a residence visa application

EM2f. Contacted friends/relatives abroad

EM2g. Collected information about moving abroad

EM2h. Other. Please specify

EM2i. No

**EM3.** To what extent do each of these reasons describe why you are considering leaving the country? READ OUT THE ANSWER OPTIONS! UP TO THREE ANSWERS!

ITEMS	1st reason	2nd reason	3rd reason
EM3_1. I would like to study abroad	1	2	
EM3_2. I would like to take a new job abroad	1	2	
EM3_3. I cannot find work in BiH	1	2	
EM3_4. I want to be with my friends, family, or a partner	1	2	
EM3_5. I want to help my people/family by sending help from abroad	1	2	
EM3_6. I feel insecure in BiH due to possibility of inter-ethnic tensions	1	2	
EM3_7. I feel my rights and freedoms are violated in BiH	1	2	
EM3_8. I would like to give my children better opportunities in life	1	2	
EM3_9. I would like to have access to better public services (e.g., health, education) than those available in BiH	1	2	
EM3_10. Due to systemic corruption in BiH society	1	2	
EM3_Other, please specify	1	2	

**EM4 (2023).** For participants who are considering leaving BiH: Which of the following factors would motivate you to change your mind about leaving the country? UP TO THREE RESPONSES.

ITEMS
EM4_1. Better quality of education
EM4_2. Better job quality
EM4_3. More options and opportunities for employment
EM4_4. If my friends, family, or a partner returned to BiH
EM4_5. Earning enough in BiH to help my family
EM4_6. Improved inter-ethnic relations

ITEMS
EM4 7. If my rights and freedoms were respected in BiH
EM4 8. Better opportunities in life for my children here
EM4 9. Access to better public services in BiH
EM4 10. Systemic corruption reduced in BiH society
EM4_Other, please specify

## ASK ALL RESPONDENTS!

**EM62.** To what extent do you agree/disagree with the following statements?

STATEMENTS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read) Does not know	(Do not read) Refuses to answer
EM62H. It would be hard for me to leave BiH and my family and/or friends	1	2	3	4	5	6	7	8	9
EM62T. Everyone who has an opportunity should leave BiH	1	2	3	4	5	6	7	8	9
EM62K. My family and people whose opinions I appreciate would support me if I decided to move abroad	1	2	3	4	5	6	7	8	9
EM62R. Most people whose opinions I appreciate believe that leaving BiH is the best option.	1	2	3	4	5	6	7	8	9
EM62N. I could easily move abroad if I wanted to.	1	2	3	4	5	6	7	8	9

**EM14.** On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate government efforts at all levels when it comes to reducing youth emigration from BiH? MARK ONE ANSWER ONLY!

1	2	3	4	5	6	7
Extremely poor						Excellent

## CORRUPTION

**COR3.** How prevalent do you believe corruption in BiH is in: READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY! ROTATE ITEMS!

ITEMS	Not at all	Slightly	Moderately	Extremely	(Do not read!) Does not know/Refuses to answer
COR3A. Public sector employment	1	2	3	4	5
COR3B. Public procurement, defined as buying of goods and services by organizations/units of government and the public sector	1	2	3	4	5
COR3C. Police	1	2	3	4	5
COR3D. Judiciary	1	2	3	4	5
COR3E. Public education institutions	1	2	3	4	5
COR3F. Public health care institutions	1	2	3	4	5
COR3I. Tax system	1	2	3	4	5
COR3J. Inspections	1	2	3	4	5
COR3K. Construction permits	1	2	3	4	5
COR3L. Permits for exploitation of natural resources (forestry, energy resources, etc.)	1	2	3	4	5
COR3M. Local government (municipality/city) management (e.g., mayor, local council)	1	2	3	4	5
COR3N. Public officials in local government administration (municipality/city)	1	2	3	4	5

**COR35.** To what extent do you agree or disagree: “Giving gifts, money or returning favors for delivery of public administrative services is a sign of politeness?”

1. Strongly disagree
2. Disagree
3. Agree
4. Strongly agree
5. (Does not know/Not applicable)

**COR27.** To what extent do you agree with the following statement: “Giving gifts, money or returning favors for delivery of public administrative services is considered as normal behavior in my country?”

1. Strongly disagree
2. Disagree
3. Agree
4. Strongly agree
5. (Does not know/Not applicable)

**COR28.** To what extent do you agree with the following statements:

STATEMENT	Strongly disagree	Disagree	Agree	Strongly agree	(Does not know/Not applicable)
COR28A. Police and other law enforcement agencies are effective in detecting corruption crimes in my country?	1	2	3	4	5
COR28B. Other government agencies (i.e., supreme audit institutions, tax offices, inspections) are effective in detecting corruption crimes in my country?	1	2	3	4	5

**COR29.** On scale 1 to 7, where 7 means “exceptional”, and 1 means “very poor”, how would you rate the political will for fighting corruption?

1	2	3	4	5	6	7
Extremely poor						Exceptional

**COR7.** To what extent do you agree or disagree with the following statement: “Fight against corruption in my country is effective?” SHOW THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**COR10.** Do you believe that perpetrators of corruption are adequately punished in BiH? NOTE DOWN ONE ANSWER ONLY

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

**COR13.** DURING THE LAST 12 MONTHS, were you in contact with any of the following public officials? If the answer is ‘Yes’, proceed to the question **COR14**?

**COR14.** Have you yourself, IN THE LAST 12 MONTHS, given money, gifts, services, or anything similar to any of the following, in order to get better treatment?

PUBLIC OFFICIAL	COR13		COR14	
	Yes	No	Yes	No
1. Doctor	1	2	1	2
2. Nurse	1	2	1	2
3. Teaching staff at primary, secondary schools, and universities	1	2	1	2
4. Judge/prosecutor	1	2	1	2
5. Court personnel	1	2	1	2
6. Police officer	1	2	1	2
7. Politician	1	2	1	2
8. Inspector	1	2	1	2
9. Government employee	1	2	1	2
10. Any other public official	1	2	1	2

If at least one answer was 'Yes' to the question **COR14** (if respondent bribed a public official in the last 12 months), proceed to the question **COR14\_YES2**. If, however, the answer is 'No' for all the items listed under **COR14**, please go to the question **COR16**.

**COR14\_YES2.** Last time that you had to make such extra payment or gift, did you report it to any official authority/institution (e.g., police, prosecutor, anti corruption agency, etc.)? (Please mark only one answer)

1. Yes
2. No

**Ask all respondents!**

**COR16.** Have you done any of the following in the last 12 months? MULTIPLE RESPONSE QUESTION! READ OUT/SHOW ANSWER OPTIONS!

1. Reported a corruption of a public official to an anticorruption NGO
2. Reported a corruption of a public official to relevant institutions
3. Signed an anticorruption petition
4. Participated in an anticorruption advocacy initiative
5. Participated in an anticorruption public discussion or meeting
6. Refused to give a bribe to a public official
7. Participated in an anticorruption protest/event
8. Posted or shared a social media content related to corruption
9. Any other anticorruption action, please specify
10. None of the above

**COR18D.** To what extent do you agree or disagree with the following statement? "I believe that citizens cannot do much in fight against corruption no matter how hard they try."

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
9. (Do not read!) (Does not know/No response)

**COR19.** 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

**COR20.** To what extent do you agree or disagree with the following statements. SHOW 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
COR20A. 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
COR20B. The prosecutors can be trusted to perform their duties impartially and in accordance with the law	1	2	3	4	5	6	7	8
COR20C. Judges do not take bribes	1	2	3	4	5	6	7	8
COR20D. Prosecutors do not take bribes	1	2	3	4	5	6	7	8
COR20E. The Judiciary is effective in combating corruption	1	2	3	4	5	6	7	8
COR20F. Public officials who violate the law are generally identified and punished	1	2	3	4	5	6	7	8
COR20G. Judges' poor performance is sanctioned	1	2	3	4	5	6	7	8
COR20H. Prosecutors' good performance is rewarded	1	2	3	4	5	6	7	8

## CIVIL SOCIETY ORGANIZATIONS AND CIVIC PARTICIPATION

**CS1.** Thinking of local Civil Society Organizations (CSOs) in BiH, which statement do you agree with the most? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

1. They mostly work in the interest of the citizens of BiH
2. They mainly serve the interests of their international funders
3. They mainly advocate for issues of interest only to themselves
4. They mostly serve the interests of political parties
5. (Do not read!) Does not know/Refuses to answer

**CS2.** To what extent do Civil Society Organizations have influence over the government to work in citizens' interest? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

1. Not at all
2. Slightly
3. Moderately
4. Extremely
5. (Do not read) Does not know/Refuses to answer

**CS2. YES.** If the answer to CS2 was either 2 A little or 3. Somewhat or 4. Exceptionally:

Can you think of an example of the influence of NGOs on government decisions in the interest of citizens? Please specify:

**CS13.** I trust that this organization is doing good things in my local community (city/town/municipality) ... (OPEN-ENDED)

**CS8** To what extent do you agree or disagree with the following statement: In general, CSOs in BiH which focus on fight against corruption are working in citizens' interest to protect them from corruption.

1. Completely disagree
2. Disagree
3. Neutral
4. Agree
5. Completely agree
6. (Do not read!) Does not know/refuses to answer

**CS5.** 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
CS5A. Participated in a public hearing on some government decisions	1	2	3
CS5B. Sent a citizen initiative to some government body	1	2	3
CS5C. Provided comments to a draft government policy	1	2	3
CS5D. Participated in a working group designing a government policy	1	2	3
CS5E. Served as a member in an advisory committee or council	1	2	3
CS5F. Acted as a political representative in your community, municipality, or higher representative body	1	2	3
CS5G. Other actions, specify	1	2	3

**IF ANSWER on each item under CS5 is "NO" as well, go to question CS11 below. Otherwise go to question CS7.**

**CS11.** If you did not engage in any civic action in the past 12 months, what are the reasons? MULTIPLE ANSWERS POSSIBLE.

1. I am not interested in such activities
2. I do not have time for such activities
3. I believe that such actions cannot change anything
4. Such actions would not be supported by high number of citizens
5. Persons in power do not care about goals of such activities/ignore citizens
6. Persons in power would suppress such actions
7. I did not have opportunity to participate in such activities
8. I do not have information about opportunities to participate in such activities
9. Civic activism is type of exploitation
10. Civic activism is not paid
11. I am afraid to take action due to possible retribution by persons of power
12. I do not trust the motivation of organizers of such activities
13. Other, please specify

**CS7.** What issues of concern would motivate you the most to take part in some civic action and fight to solve them? UP TO THREE ANSWERS. READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

1. Ensuring more jobs
2. Fighting corruption and/or crime
3. Holding politicians accountable
4. Fighting for overall better economic conditions
5. Fighting for more quality education
6. Environmental protection
7. Monitoring elections
8. Other, please specify
9. I would not engage in such activities

**CS6.** Have you done any of the following in the last 12 months?

ITEMS	Da	Ne
CS6A. Donated any money to a charity/institutions/person in need	1	2
CS6B. Donated any goods (e.g., food, clothes) to a charity/institutions/person in need	1	2



ITEMS	Da	Ne
CS6C. Donated money or goods for solving a community issue, excluding charity	1	2
CS6D. Volunteered your time, for humanitarian purposes, to institutions or individuals in need, or to solve problems in the community	1	2

If the answer to **CS6A** or **CS6C** was “Yes”, ask the following question, **CS6E**. Otherwise go to question **F11**.

<b>CS6E.</b> If you donated money, how much money in total did you donate in the last 12 months?	_____ KM
--	----------

## VISION OF BiH IN FUTURE

**F11 a.** Do you support BiH integration into the EU:

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

**F13\_1.** When thinking about the future state arrangements, which of the following options would you prefer? SINGLE RESPONSE.

- The current state arrangement, where entities and cantons have most decision-making power
- State-level government should have all decision-making power
- Entity/District-level governments should have the decision-making power
- Cantonal governments should have the decision-making power
- Local governments should have the decision-making power

**F13\_2.** To what extent do you agree with the following statements (1-disagree, 5-agree):

- F13\_2a. Entities should be abolished
- F13\_2b Cantons should be abolished
- F13\_2c. BiH should have one president
- F13\_2d. A third, Croatian entity should be formed
- F13\_2e. The country should be divided into several economic regions with a great deal of autonomy
- F13\_2f. BiH should be divided into three independent states

**F16.** 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! MARK ONE ANSWER ONLY!

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

## GOVERNMENT/PUBLIC SERVICES

**SJ.** To what extent do you agree or disagree with the following? ASK FOR EACH ITEM SEPARATELY! READ OUT AND SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

STATEMENTS	Completely disagree	Mostly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Mostly agree	Completely agree	Does not know / Refuses to answer
SJ1. In general, you find BiH society to be fair	1	2	3	4	5	6	7	9
SJ2. In general, BiH political system operates as it should	1	2	3	4	5	6	7	9
SJ3. BiH society needs to be radically restructured	1	2	3	4	5	6	7	9
SJ4. BiH is a good country to live in	1	2	3	4	5	6	7	9
SJ5. Most policies in BiH serve the greater good	1	2	3	4	5	6	7	9
SJ6. Everyone in BiH has a fair shot at happy and prosperous life	1	2	3	4	5	6	7	9
SJ7. Our society is getting worse every day	1	2	3	4	5	6	7	9
SJ8. BiH society is set up so that people usually get what they deserve	1	2	3	4	5	6	7	9
E1. When I think about the BiH politics and society, I get angry at the BiH politicians and government representatives	1	2	3	4	5	6	7	9
E12. When I think about politics and society in BiH, I am afraid of politicians and government representatives and what they might do	1	2	3	4	5	6	7	9
E13. When I think about politics and society in BiH, I feel uncertain about the future	1	2	3	4	5	6	7	9
E14. When I think about politics and society in BiH, I feel I am not in control of my future	1	2	3	4	5	6	7	9

**GOV1.** How satisfied are you with the following IN THE LAST 12 MONTHS? ASK FOR EACH ITEM SEPARATELY! READ OUT AND SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

ITEMS	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	Did not have direct experience with this service in the last 12 months
GOV1H. P2y. General security	1	2	3	4	5	6	7	8
GOV1O. Financial security	1	2	3	4	5	6	7	8
GOV1P. Safety from interethnic conflict	1	2	3	4	5	6	7	8
GOV1Q. Safety from crime and violence	1	2	3	4	5	6	7	8
GOV1I (JEI). Courts' or the prosecutors' administrative services	1	2	3	4	5	6	7	8
GOV1J. Your local government's (municipality/city) administrative services	1	2	3	4	5	6	7	8
GOV1K. Your local government's (municipality/city) utility services	1	2	3	4	5	6	7	8
GOV1L. Your local government considering citizens' needs in decision making	1	2	3	4	5	6	7	8
GOV1M. Your local government regularly providing citizens with information about public spending	1	2	3	4	5	6	7	8

**GOV2.** What is your overall level of satisfaction with local government services? NOTE DOWN ONE ANSWER ONLY! READ OUT AND SHOW THE ANSWER OPTIONS!

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

**GOV4.** On a scale from 1 to 7, where 1 is 'no trust' and 7 is 'completely trust', how would you rate your level of trust for the following? MARK ONE ANSWER ONLY! SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

ITEMS	No trust	2	3	4	5	6	Completely trust	Do not read! Does not know
GOV4A. BiH Institutions/State-level Government	1	2	3	4	5	6	7	9
GOV4B. Entity-level institutions in my Entity	1	2	3	4	5	6	7	9
GOV4C. Canton-level institutions (ONLY FOR RESPONDENTS FROM FBiH)	1	2	3	4	5	6	7	9
GOV4D. Municipality/city level government/institutions in my municipality	1	2	3	4	5	6	7	9
GOV4E. Political parties	1	2	3	4	5	6	7	9
GOV4F. Public media	1	2	3	4	5	6	7	9
GOV4G. Independent media	1	2	3	4	5	6	7	9
GOV4H. Judiciary	1	2	3	4	5	6	7	9
GOV4I. CSOs/NGOs	1	2	3	4	5	6	7	9
GOV4J. Religious institutions	1	2	3	4	5	6	7	9
GOV4K. Police	1	2	3	4	5	6	7	9
GOV4L. BiH Armed Forces	1	2	3	4	5	6	7	9
GOV4M. Public healthcare institutions	1	2	3	4	5	6	7	9
GOV4N. Public education institutions	1	2	3	4	5	6	7	9
<b>GOV4O.</b> Public companies	1	2	3	4	5	6	7	9
<b>GOV4P.</b> Private companies	1	2	3	4	5	6	7	9

**GOV7.** What do you think are the two most important problems facing our country? SEMI-OPEN. MARK TWO ANSWERS, RANKED. **CODE, DO NOT READ. ROTATE ITEMS!**

PROBLEMS	GOV7_RANK1 Rank 1	GOV7_RANK2 Rank 2
(1) Unemployment	1	2
(2) Low salaries/pensions/standard of living	1	2
(3) Crime	1	2
(4) Corruption	1	2
(5) Brain drain/emigration	1	2
(6) Political disputes	1	2
(7) Political instability	1	2
(8) Judicial system	1	2
(9) Refugees / migrants	1	2
(10) Bad/incapable government	1	2
(11) Inter-ethnic distrust and political irresponsibility	1	2
(12) Other, please specify	1	2

**GOV8NEW.** What are the most important problems that the government should tackle in your local community (city/town/municipality)? (OPEN-ENDED, CLOSE AFTER THE PILOT.)

1. Unemployment
2. Corruption
3. Underdeveloped economy
4. Utility service issues (irregular water, improper waste management, electric power outages etc.)
5. Crime
6. Low wages/incomes
7. Lack of jobs
8. Youth emigration
9. Poor/old road and infrastructure

## JUDICIARY AND RULE OF LAW

**JE1.** 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/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

ITEMS	Extremely poor	2	3	4	5	6	Excellent
JE1A. Judges/Courts	1	2	3	4	5	6	7
JE1B. Prosecutors/ Prosecutor Offices	1	2	3	4	5	6	7
JE1C. Attorneys	1	2	3	4	5	6	7
JE1D. Notaries	1	2	3	4	5	6	7

**JE2.** How often do you think citizens are allowed to: READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

ITEMS	Never	Rarely	Sometimes	Often	Always	(Do not read!) Does not know
JE2A. Check their court case file	1	2	3	4	5	6
JE2B. Participate in any court hearing of their interest	1	2	3	4	5	6
JE2C. Review a judgment of their interest	1	2	3	4	5	6
JE2D. Get reports/statistics on the work of courts	1	2	3	4	5	6
JE2E. Fully and timely access, directly or through their legal representative, all evidence after confirmation of the indictment in cases in which they are accused	1	2	3	4	5	6

**JE3.** JE3. Do you think the number of unsolved cases, excluding utility cases (unpaid water, electricity, heating...), is increasing in BiH courts? MARK ONE ANSWER ONLY!

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

**JE4.** Do you think the number of unsolved cases is increasing in BiH prosecutor offices? MARK ONE ANSWER ONLY!

1. Da
2. Ne
3. (Do not read!) Does not know

**JE5.** Do you agree that appointments of judges and prosecutors are competence-based? READ OUT/SHOW THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE6.** 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
2. Rarely
3. Sometimes
4. Often
5. Always
6. (Do not read!) Does not know

**JE7.** In your opinion, court taxes/fees are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE8.** Which comes closest to your opinion: READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE9.** Which comes closest to your opinion: READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE10.** Do you think it is possible to get someone's preferred judge to adjudicate his/her case? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE11.** In your opinion, salaries of judges and prosecutors are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE12.** In your opinion, fees of attorneys and notaries are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE13.** Have you been involved in any court case, except utility cases, in the last three years? MARK ONE ANSWER ONLY!

1. 1. Yes >> Go to JE14
2. 2. No >> Go to JE15

**JE14.** How many cases you have been involved in over the last three years? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE15.** Your principal source of information about the BiH judiciary, cases and actors is: READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**JE16.** The next two questions refer to your trust 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! MARK ONE ANSWER ONLY!

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

**JE17.** To what extent 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! MARK ONE ANSWER ONLY!

1. Strongly agree
2. Agree
3. Somewhat agree
4. Neither agree nor disagree
5. Somewhat disagree
10. Disagree
11. Strongly disagree
12. (Do not read!) Does not know/Refuses to answer

## ACCESS TO UNBIASED INFORMATION, MEDIA LITERACY, AND DIGITAL ECONOMY

**ME23.** (DECA). Do you own the following? MARK ALL THAT APPLIES!

DEVICE	Yes	No	(Do not read) Refuses to answer
ME23A. Desktop computer	1	2	9
ME23B. Laptop	1	2	9
ME23C. Smartphone	1	2	9
ME23D. Tablet	1	2	9

**ME1.** Do you have a regular access to internet that you can use? MARK ONE ANSWER ONLY!

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

**ME11A.** What media types do you follow on daily basis? MULTIPLE RESPONSE QUESTION!

1. Television
2. Radio
3. Newspapers
4. Internet portals
5. Social media
6. (Do not read!) Other, please specify:
7. (Do not read) None >> SKIP TO ME10

**ASK FOR THE MEDIA THAT THE RESPONDENTS ARE FOLLOWING ON DAILY BASIS! (FOR MEDIA SELECTED UNDER MEI I A)**

**MEI I B.** Which media outlets (TV channels, radio stations, specific newspapers and portals) do you spend most time following on daily basis? SEMI-OPEN. UP TO THREE ANSWERS FOR EACH MEDIA TYPE THEY FOLLOW! **CODE! DO NOT READ!**

<b>MEI I B_1_X. TELEVISION – (UP TO THREE ANSWERS!) CODE! DO NOT READ!</b>			
1. Al Jazeera 2. Arena Sport 3. ATV 4. BHT 5. BN TV 6. Cinestar 7. Discovery Channel 8. DM Sat 9. Doma TV 10. Face TV	11. Fox 12. FTV (Federalna) 13. Happy 14. Hayat TV 15. HBO 16. TV Herceg-Bosne 17. Hit TV 18. HRT 19. Igman 20. K3	21. NI 22. National Geographic 23. Nova TV 24. Nova TV BiH 25. Nova TV Srbija 26. O Kanal 27. OBN 28. PINK 29. Prva TV 30. RTL	31. RTRS 32. RTS 33. Sport Klub 34. Tata Brada 35. TLC 36. TV SA 37. TV Slon 38. TV TK 39. USK TV 40. Zenica TV 41. OTHER, please specify

<b>MEI I B_2_X. RADIO – (UP TO THREE ANSWERS!) CODE! DO NOT READ!</b>			
1. Antena 2. Banovići 3. Bet 4. BH Radio 5. BIG 6. BIR 7. BN 8. Bobar 9. Breza 10. Das Radio	11. Dobo 12. Džungla 13. Federalni Radio 14. Free Radio 15. Grude 16. Hercegovački 17. Jablanica 18. Kakanj 19. Kalman 20. Kameleon	21. Koprivljanski 22. Luka Radio 23. Lukavac 24. Mix 25. Narodni Radio 26. NES 27. Običan Radio 28. Orašje 29. Otvoreni Radio 30. Radio Dobre Vibracije (RDV)	31. Radio Stari Grad (RSG) 32. RTRS 33. Sarajevo 34. Široki Brijeg 35. Slobomir 36. Slon 37. Studio M 38. TNT 39. Velkaton 40. Vogošća 41. OTHER, please specify

<b>MEI I B_3_X. NEWSPAPERS – (UP TO THREE ANSWERS!) CODE! DO NOT READ!</b>			
1. Alo 2. Blic 3. Bosanski Vjesnik 4. Dnevni Avaz 5. Express Tabloid	6. Faktor 7. Glas Srpske 8. Informer 9. Jutarnji list 10. Kurir	11. Micro Mreža 12. Naša Riječ 13. Nezavisne novine 14. Oslobođenje 15. Preporod	16. Press 17. SAF 18. Skandi 19. Večernji list 20. OTHER, please specify

<b>MEI I B_4_X. ONLINE NEWS SITES – (UP TO THREE ANSWERS!) CODE! DO NOT READ!</b>			
1. 072info.com 2. 24sata.hr 3. 6yka.com 4. Avaz.ba 5. Blic.rs	6. Bljesak.info 7. Crna-Hronika.info 8. Depo.ba 9. Grude-online.info 10. Index.hr	11. Jabuka.tv 12. Klix.ba 13. Krajina.ba 14. NI info.com 15. Nezavisne.com	16. RadioSarajevo.ba 17. RTVBN.com 18. SrpskaInfo.com 19. Tuzlanski.ba 20. ZenicaBlog.com 21. OTHER, please specify

<b>MEI I B_5_X. SOCIAL MEDIA – (UP TO THREE ANSWERS!) CODE! DO NOT READ!</b>			
1. Badoo 2. Discord 3. Facebook 4. Instagram 5. LINE	6. LinkedIn 7. Messenger (Facebook) 8. Omegle 9. Reddit 10. Signal	11. Skype 12. Snapchat 13. Telegram 14. TikTok 15. Tumblr	16. Twitter 17. Viber 18. WeChat 19. WhatsApp 20. YouTube 21. OTHER, please specify

(That was listed under “Other” in MEI I A) <b>MEI I B_6_X. OTHER – (UP TO THREE ANSWERS!)</b>
1. _____
2. _____
3. _____

**ME11G. IF THEY FOLLOW SOCIAL MEDIA (ME11A):** Please name up to three individuals and/or groups you regularly follow via social media:

<b>SOCIAL MEDIA</b>	<b>Individual 1</b>	<b>Individual 2</b>	<b>Individual 3</b>	<b>Group 1</b>	<b>Group 2</b>	<b>Group 3</b>
Facebook						
Instagram						
Twitter						
LinkedIn						

**ME11D.** On average, how much time per day do you spend following these types of programs:

*Note: in case that a participant does not follow a certain type of program on any of the types of media listed in ME11C, enter 0 hours and 0 minutes for that type of program.*

<b>TYPES OF PROGRAMS</b>	<b>Hours ME11D_X_h</b>	<b>Minutes ME11D_X_m</b>
ME11D_1_x. Politics, society, economy		
ME11D_2_x. Entertainment (i.e., movies, TV shows, reality shows, music, sports)		
ME11D_3_x. Educational programs (i.e., documentaries, educational websites or applications)		

**ME30.** How would you assess the quality of information reported by the BiH media?

<b>MEDIA TYPE</b>	<b>Very low</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Very high</b>	<b>Does not know/Not applicable</b>
ME30A. Television	1	1	3	4	5	9
ME30B. Internet portals	1	1	3	4	5	9
ME30C. Social media	1	1	3	4	5	9

**ME40.** To what extent would you say you trust the information reported by the BiH media? READ OUT THE ANSWER OPTIONS! SELECT ONE ANSWER ONLY!

<b>MEDIA TYPE</b>	<b>Not at all</b>	<b>Slightly</b>	<b>Moderately</b>	<b>Extremely</b>	<b>Does not know/Not applicable</b>
ME40A. Television	1	1	3	4	9
ME40B. Internet portals	1	1	3	4	9
ME40C. Social media	1	1	3	4	9

**ME7.** To what extent do you agree or disagree with the following statement?

<b>STATEMENTS</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Does not know/Not applicable</b>
ME7A. I have noticed an increase in media reporting on corruption cases in the last 12 months	4	3	2	1	9
ME7B (ACI). Media reporting on corruption is adequate in terms of frequency, objectivity, and/or timeliness	4	3	2	1	9

**ME10.** How much influence do you think political parties and government institutions have over the following media? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

<b>MEDIA TYPE</b>	<b>Too much</b>	<b>Too little</b>	<b>About right</b>	<b>(Do not read!) Does not know</b>
ME10A. Television	1	1	3	9
ME10B. Internet portals	1	1	3	9
ME10C. Social media	1	1	3	9

## POLITICAL PARTIES AND POLITICAL PARTICIPATION

**PO1.** How interested are you in politics? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

**PO2.** How often do you vote in the elections?

1. Regularly >> GO TO PP13
2. Sometimes >> GO TO PP13
3. Rarely >> GO TO PP13
4. Never >> GO TO PO3

**PP13.** To what extent do you do the following? Please answer on a scale from 1 to 5, where 1 means “Not at all” and 5 means “To a great extent”. ROTATE ITEMS.

STATEMENTS	Not at all	Slightly	Moderately	To a great extent	(Do not read) Does not know	(Do not read) Refuses to answer
PP13A. Before going to the polls, I review the political parties' programs in detail	1	2	3	4	8	9
PP13B. I always or almost always vote for the same party	1	2	3	4	8	9
PP13C. I follow political news during the pre-election campaign to inform myself about parties and candidates	1	2	3	4	8	9
PP13D. Before elections, I search for information on the previous work of the candidate I intend to vote for	1	2	3	4	8	9
PP13E. I talk to my family members and friends to help me decide for whom to vote	1	2	3	4	8	9
PP13H. It is important to me that the candidates/parties have the same religion and/or ethnicity as mine	1	2	3	4	8	9
PP13M. I vote for the party because of the party leader	1	2	3	4	8	9

**PO12.** To what extent do you trust...?

STATEMENTS	Not at all	Slightly	Moderately	To a great extent	(Do not read) Does not know	(Do not read) Refuses to answer
PO12A. The Central Elections Commission, responsible for conduct of elections for the entire BiH territory	1	2	3	4	8	9
PO12B. Municipal Elections Commission, responsible for conduct of elections in your municipality	1	2	3	4	8	9
PO12C. Polling station committee, present in polling stations to ensure regularity and secrecy of elections	1	2	3	4	8	9
PO12D. Elections observers from political parties	1	2	3	4	8	9
PO12E. Elections observers from CSOs	1	2	3	4	8	9

**PO3.** Would you say that elections in BiH are fair?

1. Yes
2. No

**PO4.** Did you vote in the 2022 general elections? MARK ONE ANSWER ONLY!

1. Yes >> >> GO TO PO4A.
2. No >> >> GO TO PO5.
3. (Do not read!) Does not know/Refuses to answer >> GO TO PO8.

**PO5.** Why did you not vote in the 2022 elections? READ OUT/SHOW THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

1. There is no difference between candidates/parties
2. I believe I cannot change anything with my vote
3. I believe votes are being manipulated
4. I planned to vote, but could not go to the polling station/I did not have time
5. Too many political parties and candidates, so it was hard for me to decide
6. There was no party or candidate that I like
7. It was too complicated for me to vote



8. I was a minor
9. Other, please specify
10. (Do not read!) Refuses to answer

**PP14.** It would be more likely that I would participate in elections if ... MULTIPLE RESPONSE

1. PP14A. People working on the elections in polling stations were more professional
2. PP14B. Somebody explained to me how to vote
3. PP14C. Somebody would help me come to the polling station and vote
4. PP14D. There were fewer parties and candidates
5. PP14E. The format of ballots was different
6. PP14F. Introduce the option "I am not satisfied with ballots"?

#### GO TO PO8!

**PO4A.** If yes, did you vote for any of the three largest parties – SDA, HDZ or SNSD?

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

**PO6.** Did you notice any irregularities during the 2022 elections?

1. Yes
2. No
3. I noticed something odd, but I am not sure if it was an irregularity

**PO7.** Have you been offered money, gifts, or services as exchange for votes during the 2022 elections?

1. Yes
2. No

**PP9A.** Has anybody pressured you to vote for a specific party or candidate during the 2022 elections?

1. Yes
2. No

**PP10.** To what extent do you think that the results of the previous general elections in 2022 reflect the real choice and will of the citizens?

1. Not at all
2. Slightly
3. Moderately
4. Completely
5. (Do not read!) Does not know / Refuses to answer

#### ASK ALL RESPONDENTS!

**PP16.** Which of these technologies would you like to see introduced in BiH elections? MULTIPLE RESPONSE

1. **PP16A.** Ballot scanners with electronic results transmission (to the results center)
2. **PP16B.** Biometric ID scanners
3. **PP16C.** Various software/social media tools to allow me to engage in the process directly as a citizen observer
4. **PP16D.** Other, please specify
5. **PP16E.** None
6. **PP16F.** I do not know

**PO8.** During the last 12 months, have you done any of the following? READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY! ROTATE ITEMS!

ITEMS	Yes	No
PO8A. Contacted a politician	1	2
PO8B. Contacted a government or local government official	1	2
PO8C. Worked without pay in a political party or action group	1	2
PO8D. Volunteered in a CSO (including youth banks)	1	2
PO8E. Signed a petition	1	2
PO8F. Taken part in a lawful public demonstration	1	2
PO8G. Boycotted certain products (e.g., BUY LOCAL)	1	2
PO8H. Been a member of a political party/group	1	2
PO8I. Volunteered to monitor/observe elections	1	2
PO8J. Shared a message with political content in social media	1	2
PO8K. Attended an event organized by a political party (e.g., election campaign event)	1	2

**PO9.** 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! MARK ONE ANSWER ONLY!

1. Political interests - Strongly
2. Political interests - Somewhat
3. Both political and citizens' interests

4. Citizens' interest - Somewhat
5. Citizens' interest - Strongly
6. (Do not read) Does not know
7. (Do not read) Refuses to answer

**PP3.** To what extent do you agree or disagree with the following statements?

STATEMENTS	Strongly disagree	Disagree	Agree	Strongly agree	(Do not read) Does not know	(Do not read) Refuses to answer
PP3A. An ordinary BiH citizen can affect government decisions.	1	2	3	4	5	6
PP3C. An ordinary citizen of my city/municipality can affect local government decisions	1	2	3	4	5	6
PP3D. Citizens avoid engaging in protests and criticizing the government because they are afraid for their and their families' physical safety.	1	2	3	4	5	6
PP3E. Citizens avoid engaging in protests and criticizing the government because they are afraid for their economic safety (e.g., they would lose their job).	1	2	3	4	5	6

## BUILDING INTERETHNIC TRUST AND COUNTERING VIOLENT EXTREMISM

**RE1.** Please describe to what extent each of the following group's belongings is important to you. Please rate every below-listed group belonging on a scale 1-5.

ITEMS	Not at all important	Not important	Neither important nor unimportant	Important	Very important
RE1F. Your religious group	1	2	3	4	5
RE1G. Your ethnic group	1	2	3	4	5
RE1N. Your local community	1	2	3	4	5
RE1J. Entity	1	2	3	4	5
RE1K. Bosnia and Herzegovina	1	2	3	4	5
RE1L. Balkans	1	2	3	4	5
RE1M. Europe	1	2	3	4	5

**RE2x.** How often do you have contact with members of other ethnic groups?

1. Never
2. Once a year
3. Several times a year
4. Once a month
5. Several times a month
6. Once a week
7. Several times a week
8. Every day

**RE2F.** Most of my experiences with other ethnic groups are...

1. Very negative
2. Negative
3. Neither positive nor negative
4. Positive
5. Very positive
6. (Do not read) Don't know/Refuses to answer

**RE2G.** How would you describe the nature of your encounters with other ethnic groups? ONE RESPONSE.

1. I don't have any contacts with other ethnic groups
2. Random encounters in my neighborhood, at work or school
3. Collaboration on joint tasks at work / school
4. Socializing after work / school
5. Close and friendly relationships
6. Other, please specify

**RE3.** To what degree do you trust people from following ethnic groups? ASK FOR EACH ETHNIC GROUP! RECORD ONE ANSWER FOR EACH ETHNIC GROUP! READ OUT/SHOW THE ANSWER OPTIONS!

GROUPS	No trust at all	Somewhat distrust	Neither trust nor distrust	Somewhat trust	Completely trust	(Do not read!) Does not know/Refuses to answer
RE3A. Bosniaks	1	2	3	4	5	6
RE3B. Croats	1	2	3	4	5	6
RE3C. Serbs	1	2	3	4	5	6
RE3D. Roma	1	2	3	4	5	6

**RE30.** To what extent do you feel similar to or different from the following ethnic groups in terms of...?

- Language
- Life and moral values
- Interests

GROUPS	Very different	Different	Neither different nor similar	Similar	Very similar	(Do not read!) Does not know/Refuses to answer
RE30A. Bosniaks	1	2	3	4	5	6
RE30B. Croats	1	2	3	4	5	6
RE30C. Serbs	1	2	3	4	5	6

**RE4A.** When encountering or interacting with members of other ethnicities, or when anticipating such interactions, do you usually feel anxious?

Not at all	2	3	4	A lot	(Do not read!) Does not know/Refuses to answer
1	2	3	4	5	6

**RE14H.** To what extent do you agree or disagree with the following statement: “I am frustrated with the way my ethnic group is treated in the BiH society”?

- Completely disagree
- Disagree
- Agree
- Completely agree
- (Do not read!) Does not know
- (Do not read!) Refuses to answer

**PP3B.** To what extent do you agree or disagree with the following statement:

STATEMENTS	Strongly disagree	Disagree	Agree	Strongly agree	(Do not read) Does not know	(Do not read) Refuses to answer
PP3B. I think that together my ethnic group can improve how we are treated in society.	1	2	3	4	5	6

**RE5.** To what extent do you agree with the following statements?

STATEMENTS	Completely disagree	Disagree	Neutral	Agree	Completely agree	(Do not read!) Does not know/Refuses to answer
RE5A. All peoples in BiH had a hard time during the war, regardless of their ethnicity.	1	2	3	4	5	6
RE5K. I sometimes find it difficult to understand the other groups' view of the war	1	2	3	4	5	6
RE5H. I would not mind if my close neighbor belonged to another ethnic group	1	2	3	4	5	6
RE5I. I wish I had (more) friends from other ethnic groups	1	2	3	4	5	6
RE5J. I would not mind being in a close relationship with someone who does not belong to my ethnic group	1	2	3	4	5	6

**CAI.** To what extent would you support or oppose to protests and public demonstration to...?

ITEMS	Completely oppose	Mainly oppose	Somewhat oppose	Neither support nor oppose	Somewhat support	Mainly support	Completely support	(Do not read!) Does not know	(Do not read!) Refuses to answer
CA1B. Demand responsibility from ruling politicians	1	2	3	4	5	6	7	8	9
CA1C. Stand by the politicians and government officials you favor	1	2	3	4	5	6	7	8	9

**VI2.** Which of the following would you do in order to change the current conditions in terms of inter-ethnic tensions in your community?  
READ OUT/SHOW THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

ITEMS	Yes	No
VI2A. I would do nothing and just stay focused on my own personal and business affairs	1	2
VI2H. I would leave the country	1	2
VI2B. I would use political and social means of action, but definitely avoid any kind of violence	1	2
VI2C. I would use any kind of actions, but definitely avoid violence	1	2
VI2D. I would use all means of change available to me, including violence if necessary	1	2

**VI3.** To what extent do you believe the following religious/nationalist extremist groups represent a security threat in BiH? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

ITEMS	Strong threat	Moderate threat	Minor threat	Not at all a threat	(Do not read!) Does not know/Refuses to answer
VI3A. Extremist groups from abroad	1	2	3	4	8
VI3B. Local religious or local nationalist extremists	1	2	3	4	8
VI3D. Returning foreign terrorist fighters (FTFs)	1	2	3	4	8

## DIASPORA

**DII.** How often does your household receive financial help from family or friends abroad?

1. Never >> SKIP TO DI4
2. Occasionally, once a year
3. Often, several times a year
4. Regularly, every month

**D22. TO BE SELF-ADMINISTERED:** Has your household received financial help from family or friends abroad (remittances) in the last 12 months?

1. Yes. **D22A.** If yes, about how much? \_\_\_\_\_BAM <- ENABLE SKIPPING
2. No – SKIP TO DI4
3. Does not know
4. Refuses to answer

**DI3.** To what extent would you say that the financial help your household receives from abroad is important for meeting your basic needs (food, utilities, clothes, etc.)?

1. Not at all important, we can easily meet our basic needs without their assistance
2. Not important
3. Neither important nor unimportant
4. Important
5. Very important, we could not meet our basic needs without their assistance

**DI4.** In your opinion, to what extent should diaspora be involved in resolving problems of this country and its citizens?

1. Not at all
2. Slightly
3. Moderately
4. Extremely

**DI5.** What is the best way for BiH people from diaspora to help our country and its citizens? (UP TO THREE RESPONSES, RANKED).  
ROTATE THE STATEMENTS. SHOW THE ITEMS!

1. Support economic development (e.g., business development and exports)
2. Participate in resolving our political issues
3. Vote in elections
4. Teach and mentor BiH students and professionals
5. Support good students/workers from BiH in finding education or job opportunities abroad
6. Support humanitarian causes, helping poor and ill
7. Advocate for EU integration on behalf of our country
8. Promote peace and reconciliation in the country
9. Help BiH citizens fight corruption
10. Support development of their native local communities
11. Other, please specify

## GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

**GE1.** How often did you feel discriminated against for your: ROTATE ITEMS!

ITEMS	Very often	Often	Sometimes	Rarely	Never	I don't remember/ Refuses to answer
GE1A. Gender (man or woman)	5	4	3	2	1	6
GE1B. Ethnicity	5	4	3	2	1	6
GE1C. Religious views	5	4	3	2	1	6
GE1D. Disability	5	4	3	2	1	6
Ask only women: GE1E. Pregnancy status	5	4	3	2	1	6
GE1F. Sexual orientation	5	4	3	2	1	6
GE1H. Wealth	5	4	3	2	1	6
GE1G. Other (specify)	5	4	3	2	1	6

**GE6.** To what extent do you agree or disagree with the following statements? ASK FOR EACH STATEMENT! READ OUT ALL ANSWER OPTIONS!

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
GE6A. Women should have equal rights as men and receive the same treatment as men do	1	2	3	4	5	6	7	8
GE6B. 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
GE6C. When jobs are scarce, men should have more right to a job than women	1	2	3	4	5	6	7	8
GE6E. The majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not	1	2	3	4	5	6	7	8
GE6F. I support women's right to abortion.	1	2	3	4	5	6	7	8

**GE8.** In your opinion, how common is violence against women by partners, acquaintances, or strangers in BiH?

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

**GE7.** Please tell me to what extent you agree or disagree with the following statements?

STATEMENTS	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Does not know/Refused to answer
GE7A. Violence against women is often provoked by the victim	1	2	3	4	5
GE7B. Domestic violence is a private matter and should be handled within the family	1	2	3	4	5

**GE9.** In your opinion, which of the following actions or forms of conduct constitute violent acts whose perpetrators can be reported and sued?  
MULTIPLE RESPONSE. ROTATE THE OPTIONS.

1. Insult
2. Coercion
3. Defamation
4. Isolation from others
5. Threats
6. Humiliation
7. Pushing
8. Slapping
9. Not allowing one's partner to work
10. Not allowing one's partner access to money
11. Not allowing one's partner to enroll in an education program
12. Refusal to pay alimony
13. Sexual comment or joke
14. Unwanted physical touch

## OTHER STEREOTYPES

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

STATEMENTS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
PWD1. Persons with mental disabilities are not able to work	1	2	3	4	5	6	7	8
PWD3. Persons with physical disabilities are not able to work	1	2	3	4	5	6	7	8
PWD4. Persons with intellectual disabilities should not be allowed to have partners	1	2	3	4	5	6	7	8
PWD5. For people with physical disability, it is best that they are taken care of by the society rather than having to work and support themselves	1	2	3	4	5	6	7	8

**SSC12.** Do you personally know anybody who is lesbian, gay, bisexual, transgender, intersex or who is not heterosexual?

ITEMS	Yes	No
SSC12A. A close friend or a family member	1	2
SSC12B. A colleague or an acquaintance	1	2

**SSC.** To what extent do you agree or disagree that same-sex couples should have the right to READ OUT/SHOW 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
SSC1. Marry	1	2	3	4	5	6	7	8
SSC2. Live without getting married, but with equal rights as married couples	1	2	3	4	5	6	7	8
SSC3. Adopt children	1	2	3	4	5	6	7	8
SSC5. Organize protests/Pride to fight for their rights	1	2	3	4	5	6	7	8
SSC7. I support that LGBTI individuals should have the right to do whatever they want but not in public	1	2	3	4	5	6	7	8

**SSC6.** To what extent do you agree or disagree with the following statement? “Homosexuality/being LGBTI is not natural.”

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

## DEMOGRAPHICS

**D1a.** Overall, how many members are there in this household? \_\_\_\_\_ (enter number)

**D1b.** How many household members are under 18? \_\_\_\_\_ (enter number)

**D1c.** Are any of the household members who are under 18 your children?

1. Yes
2. No

**D2.** What is your year of birth? \_\_\_\_\_ (enter the number)

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

1. Single
3. Married
4. Divorced
5. Widower/Widow
6. In a cohabitating partnership

**D6.** What is your ethnicity? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

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

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

**D7A.** How religious do you consider yourself to be?

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

**D8.** How important is religion in your life?

1. Not at all important
2. Not much important
3. Somewhat important
4. Very important

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

1. Every day
2. More than once a week
3. Once a week
4. At least once a month
5. Only on special holy days

6. Seldom
7. Never
8. (Do not read) Don't know

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

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

**D11A.** Are you currently engaged in any formal education program?

1. No
2. Yes, secondary education
3. Yes, bachelor studies
4. Yes, master studies
5. Yes, PhD studies

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

1. Full time employment
2. Part-time employment
3. Intern/trainee
4. Volunteer
5. Unemployed, with occasional jobs, actively looking for work
6. Unemployed, actively looking for work
7. Unemployed, not looking for work
8. Unpaid everyday house/farm work, looking after children or others, not looking for paid work
9. Person with disability whose disability is the main reason for not working
10. Pupil/student/in specialization
11. Retired
12. Military (recruit)
13. (Do not read!) Refuses to answer

If D13=5 or 6 (for unemployed): **D13A.** How long have you been unemployed and looking for a job (in a number of months)?  
\_\_\_\_\_ months

If the answer to D13 was 7, 8 or 13 (for inactive): ask **D13B.**

**D13B.** What is your main reason for not looking for a job? MARK ONLY ONE ANSWER! ROTATE ITEMS!

1. Looking after children/pregnancy
2. Taking care of the household/housewife
3. I am too old to work
4. It is not profitable to work
5. I have no working experience/I have never worked
6. I plan to start my own business soon
7. I work abroad
8. I am ill
9. I am taking care of an elderly person
10. I am a student/trainee
11. There are no available jobs
12. I was looking for a job, but unsuccessfully
13. I have other sources of financial means
14. I do not know where to look for a job
15. I do not wish to work
16. Other, please specify
17. (Do not read!) Does not know/Refuses to answer

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

1. 0 BAM
2. up to 100 BAM
3. 101 up to 500 BAM
4. 501 up to 1000 BAM
5. 1001 up to 2000 BAM
6. 2001 up to 3000 BAM
7. More than 3000 BAM
8. Does not know/Refuses to Answer



**D13C.** Are you or any of your family members employed in a government or public institution?

1. Yes
2. No

**D21A.** How would you describe your family's socioeconomic status? Please assess on the scale 1-7, 1 being very unfavorable and 7 very favorable.

Very unfavorable	2	3	4	5	6	Very favorable	(Do not read!) Does not know	(Do not read!) Refuses to answer
1	2	3	4	5	6	7	8	9

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

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

**D23.** Do you belong to any of the following?

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

**D23A.** Respondent's current municipality/city of residence \_\_\_\_\_

**URBAN\_RURAL:** Type of settlement that respondent lives in?

1. Urban
2. Rural

**OVERSAMPLED:** Is this respondent in the oversampled group?

0. No
1. Yes

**INTERVIEW\_LENGTH:** Interview duration (in minutes): \_\_\_\_\_

**MONITORING AND EVALUATION  
SUPPORT ACTIVITY  
(MEASURE II)**

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