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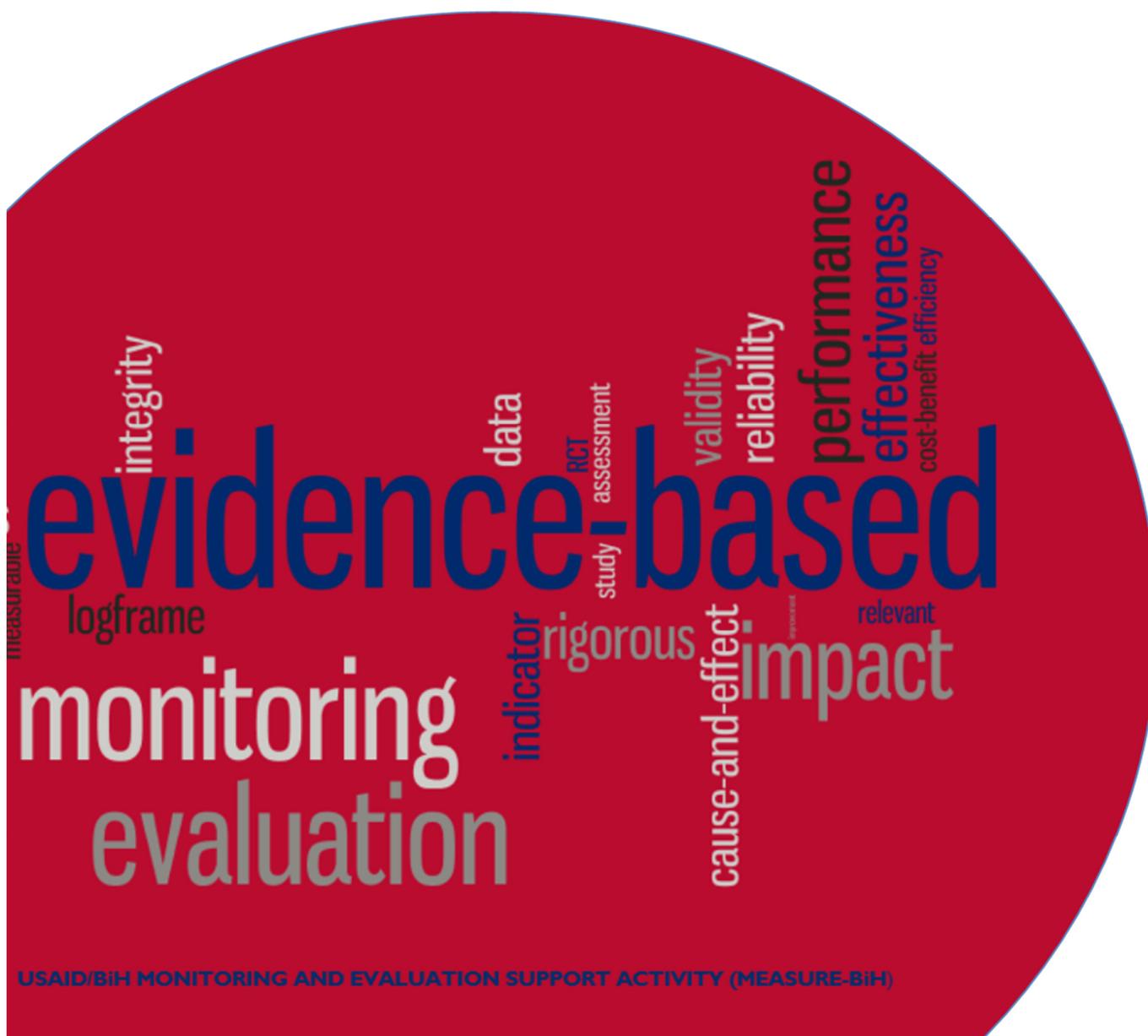
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MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE-BiH)

NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA 2016

Findings Report

March 2017



MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE-BiH)

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FINDINGS REPORT

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SUMMARY OF FINDINGS

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) gathers data annually from a nationally representative sample of civilian, non-institutionalized adults (18+) in BiH to monitor society change and study the growing complexity of BiH society. The second wave of NSCP-BiH, conducted in October and November of 2016, aims to collect information on BiH citizens' general experience of and perceptions toward governance, corruption, civic participation and civil society organizations, media, rule of law, interethnic trust, social inclusions, youth development and other topics. Some of the basic findings from NSCP-BiH 2016 include the following.

General Attitudes and Perceptions

BiH citizens generally perceive that the economic conditions in the country are unfavorable, the overall situation is deteriorating, and the country is moving in the wrong direction. These pessimistic views are widespread among the youth and the adults in both entities, with citizens in FBiH (Federation of Bosnia and Herzegovina) slightly more pessimistic than those in the RS (Republika Srpska). When it comes to engagement of the international community in BiH, citizens' perceptions are divided. The majority of people in FBiH welcome the active engagement of the international community and support the EU and NATO integrations. Contrarily, the majority of BiH citizens in RS are against the influences of the international community and do not support the EU or NATO integrations.

Governance, Development Priorities and BiH Future

The majority of the BiH citizens are not highly satisfied the work and services provided by government institutions, and the higher the level of government, the less represented they feel by the institutions. Moreover, three out of four citizens believe that political parties in BiH are working only for their own interests, and one in three believe that voting cannot change the situation. In regards to judiciary, most BiH citizens perceive that judicial authorities are not independent, fair or transparent, and they doubt the rule of law in BiH. A little less than half of the BiH citizens are satisfied with general government services, and the satisfaction level is slightly higher in RS than in FBiH. Similar to our findings from NSCP-BiH 2015, utilities are still perceived as the most satisfactory among all public services, followed by the general security situation. On the contrary, people are least satisfied with the support to vulnerable groups (war veterans, civilian victims of war, refugees, families with children, etc.) and the support to entrepreneurs and exporters.

NSCP-BiH 2016 shows that people perceive that unemployment is the major problem facing the country and the economy should be the main development priority in BiH. In addition to economic problems, BiH citizens see corruption as another severe problem present at all levels, including petty corruption of low- and mid-level public officials; grand corruption of high level civil servants and political figures; and systemic corruption integrated in the economic, social and political systems. One out of three BiH citizens admitted bribing at least one public official (mostly doctors, nurses and police officers), and 10 percent of youth admitted bribing their professors.

People from FBiH and RS see the future of BiH differently. Citizens in FBiH would prefer to strengthen state-level and municipal/city-level government and abandon entities and cantons. On the other hand, citizens from RS would prefer for BiH to be divided into three independent states or for the state arrangement to remain unchanged. Considering the reforms, BiH citizens believe that socio-economic reform should come before the constitutional reform, and support for constitutional reform is considerably higher in FBiH than in RS.

Media and Civic Participation

In 2016, people stated that TV is the most dominant type of media to get political news in BiH. NSCP-BiH 2016 shows that women in BiH are less likely to use media to gather news, compared to men. Over half of the respondents are satisfied with the trustworthiness and the usefulness of TV. In general, Serbs tend to consider media more trustworthy and useful than do other ethnic groups, while Croats consider TV the least trustworthy and useful. When it comes to the influence of political parties and citizens over media, NSCP-BiH 2016 respondents perceive that political parties and government institutions have too much influence over media and that the influence of ordinary citizens is negligible.

Only 11 percent of the citizens believe that CSOs (civil society organizations) can be trusted to do the right thing for people in BiH, and over 35 percent of the citizens think that CSOs have no influence on government decision making. It is alarming that almost none of the respondents, regardless of entity, gender and age, could recall any CSO having organized an action against corruption in their town or participated in any civic activity.

Interethnic Trust and Interaction

Building trust between the three major ethnic groups paves the path to reconciliation in BiH. NSCP-BiH 2016 shows that there are differences between entities and across ethnicities in the readiness to build trust. Respondents from RS are less likely to see the importance of trust building compared to the respondents in FBiH. The lowest level of readiness to build trust is among Serbs, compared to Bosniaks and Croats. Serb respondents demonstrated the lowest level of out-group trust, while Croats and Bosniaks' trust toward the other groups vary.

Almost a third of all BiH citizens believe that education plays a positive role in building interethnic trust, with a higher percentage in FBiH than in RS. Most of the citizens (63 percent) have at least a few family members or friends from other ethnicities, as well as interactions with other ethnicities through work or school (68 percent).

Countering Violent Extremism

NCPS-BiH 2016 shows that over half of the people in BiH consider religious extremism to be a problem. Across the entities, statistically significant differences in citizens' perceptions exist regarding which extremist groups are perceived a threat in BiH and the level of threat. Generally, respondents from RS feel more threatened by different extremist groups.

Social Inclusion

Most BiH citizens (88 percent) believe that women should have equal rights with men and receive the same treatment as do men. Regarding job scarcity, NSCP-BiH 2016 finds that half of BiH citizens think that men should have more rights to have or get a job than should women. Around 43 percent of the respondents think that persons with mental disabilities should not work, and a small percentage of respondents think that persons with intellectual disabilities should not be allowed to have partners.

NCSP-BiH 2016 shows that 88 percent of citizens believe that same-sex couples should not have the right to marry, and 92 percent believe that same-sex couples should not have the right to adopt children.

Youth Development

Youth population (18 to 30) in BiH see political participation as an opportunity to make their life better, but only a small percentage of them participated in some form of political activity from October 2015 to October 2016 and said that they are interested in politics. NSCP-BiH 2016 shows that the

percentage of youth who are considering leaving the country has decreased compared to 2015 but remains high (45 percent), and the main motivation for leaving the country is the inability to find a job in BiH. In terms of preferred sector, over half of the young people in BiH state that they want to work in the public sector, and the most desired occupations among BiH youth include scientists, engineers and other professionals.

I. INTRODUCTION

In 2016, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International, under the Monitoring and Evaluation Support Activity (MEASURE-BiH), to conduct the second round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). The survey, together with the 2015 round, provides data to analyze trends and general attitudes toward governance, rule of law, corruption, citizen participation and civil society organizations, media, social inclusions, youth development, and other subjects. The annual national representative survey will provide important information to assist USAID/BiH in strategic planning and programming.

This report presents the main findings from the 2016 National Survey of Citizens' Perceptions in BiH (NSCP-BiH 2016) and provides detailed information on the sampling design and data collection process. MEASURE-BiH, with partner IPSOS, conducted the 2016 round of NSCP-BiH in October and November of 2016. This survey collected data from a national sample of the civilian, non-institutionalized adult population¹ to look into the current perceptions, sentiment, and expectations of the public in BiH. The survey has the following four key objectives:

- Obtain data on BiH citizens' perceptions to assist USAID/BiH strategic planning and programming
- Gather 2016 data for USAID/BiH Project level indicators
- Collect 2016 data on public opinion of judicial issues for the Judicial Effective Index of Bosnia and Herzegovina (JEI-BiH)
- Provide social scientists and scholars with a scientific and nonbiased measurement tool that tells us how BiH population thinks and feels about many important and policy relevant topics.

The remainder of this report is organized into two chapters (II and III). Chapter II describes the NSCP-BiH 2016 methodology, including:

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

Chapter III provides descriptive statistics and main findings from NSCP-BiH 2016, pertaining to the following main areas of public perceptions:

- General attitudes
- Governance
- Corruption
- Media and citizen participation
- Interethnic trust and inter-group interactions
- Counter violent extremism
- Social inclusion
- Youth development

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

II. DESCRIPTION OF THE 2016 NATIONAL SURVEY OF CITIZENS' PERCEPTION IN BiH

The NSCP-BiH 2016 was conducted on the nationally representative sample of civilian, non-institutionalized (18+) residents of BiH. The survey is a face-to-face computer-assisted personal interviewing (CAPI) survey. According to a set of specific guidelines, interviewers were instructed to follow random route technique from the given addresses (SRSWoR). Interviews at the starting point address are not performed. First interviewer has to choose the so-called START, at which to conduct interviews with household members over 18 years old (randomly selected using Kish scheme). Interviewers read aloud the questions from the questionnaire and the range of possible (coded) responses or presented them on the 'show cards' or, in the case of open-ended questions, read the question only. Overall, MEASURE-BiH completed interviews with 3,004 individuals within the NSCP-BiH 2016.

II.1 SAMPLING DESIGN

The sampling design for NSCP-BiH 2016 was based on BiH Census 2013, Vital statistics 2012 and IPSOS Adria estimations based on the Central Election Commission database and Agency for Identification Documents, Registers and Data Exchange of BiH. The sample was structured to be nationally representative and adequately large to allow for the planned analyses. Polling stations territories, defined by municipalities and type of settlement (urban/rural)², were used as the sampling frame. Three stage stratified random sampling was applied. In the first stage, the sample was stratified by 13 BiH geographic regions, whereby the type of settlement was used for the second-stage stratification. Having affirmed the number of sampling points in each stratum, the polling station territories were drawn within the strata. Table I presents the NSCP-BiH 2016 sample distribution by region and type of settlement.

Table I. NSCP-BiH 2016 Sample Distribution

Region	Total		Type of Settlement			
			Urban		Rural	
	Number of Observations	Percentage (Weighted)	Number of Observations	Percentage (Weighted)	Number of Observations	Percentage (Weighted)
Una-Sana Canton	228	7%	116	7%	112	8%
Tuzla Canton	332	13%	181	13%	151	12%
Zenica-Doboj Canton	301	10%	150	9%	151	11%
Central Bosnia Canton	209	7%	90	6%	119	9%
Herzegovina-Neretva Canton	174	6%	86	6%	88	7%
West Herzegovina Canton	60	3%	29	2%	31	3%
Sarajevo Canton	377	12%	315	18%	62	4%
Canton 10	56	2%	31	2%	25	2%
Republika Srpska, North	638	22%	328	21%	310	24%
Republika Srpska, East	419	13%	213	12%	206	14%
Posavina Canton	61	1%	30	1%	31	1%
Bosnian-Podrinje Canton	61	1%	30	1%	31	1%
District Brcko	88	2%	59	3%	29	2%
Total	3,004	100%	1,658	100%	1,346	100%

² For the purpose of sampling, urban/rural division was based on several criteria, including number of inhabitants, presence of schools, health institutions, agricultural production, etc.

II.2 QUESTIONNAIRE

The NSCP-BiH 2016 collected data on a wide range of topics, including general attitudes, perceptions on issues related to governance, international integrations, corruption, inter-ethnic trust and interactions, violent extremism, citizen participation, media, social inclusion, youth, and sociodemographic information. The survey is divided into 19 sections including 2 sections of a youth supplement targeting respondents between 18 and 30. In this report, we categorize 19 sections into the following 8 areas to ease the presentation of our main findings:

- (1) General Attitudes: development direction and international community and integration
- (2) Governance: constitutional reform, satisfaction with public services, local elections, political parties' accountability, judiciary and the rule of law
- (3) Corruption: paying bribes and fighting corruption
- (4) Media and citizen participation: access to unbiased information, CSOs, awareness of CSOs' anti-corruption activities, participation in decision-making
- (5) Interethnic trust and interaction: in- and out-group trust and trust-building among ethnic groups, interaction with other ethnicities through family and work/school
- (6) Counter violent extremism: presence of violent extremism and security threats
- (7) Social inclusions: gender, disability, LGBT
- (8) Youth development: youth political activity, youth propensity to leave the country

See Annex for the complete survey instrument.

II.3 DATA COLLECTION AND QUALITY CONTROL

Prior to the data collection, MEASURE-BiH and our partner IPSOS specified starting points for each sampling point selected. The interviewers were instructed to apply the random route procedure the following way:

- Move to the right from the starting point, in the direction of increasing house numbers;
- Skip two entrances (house numbers) after the starting point, and try to make contacts and complete the interviews in each third household in a row – the third, the sixth, the ninth, etc.
- Skip only one entrance in rural areas
- Turn right at cross-roads, and continue with random route procedure
- Choose up to two apartments to contact in apartment buildings with up to four floors
- Choose up to three apartments in higher apartment buildings

After making a successful contact in a household, our interviewers used the Kish Grid to select household members to be interviewed. The Kish Grids were programmed and presented on tablet computers, leading the interviewers to select the household members properly (randomly). The interviewers were required to adhere to the rules of interviewing described below:

- Interview only one person per household
- Record only the responses given by the selected respondent during the interview
- Ask each question from the questionnaire without skipping, unless the logic instructions involve skip patterns
- Go back to the household at least one more time at another time of day if household members are absent from home upon the first contact
- Treat the contact as refusal and select another household and respondent if no one opens the door after the second attempt to contact the household
- Go to the next (replacement) household after refusals and randomly select another respondent

- Schedule the meeting and go back to the household if the randomly selected respondent is temporarily absent from the household

Quality control performed by our partner IPSOS encompassed field control, phone control and logical/consistency control. Additionally, MEASURE-BiH conducted spot checks during the fieldwork. Field control was performed on 5 percent of randomly selected households from the sample. The controllers' role was to verify:

- If the interviews actually took place in given households
- If the household selection and respondent selection procedures were applied properly
- The approximate duration of the interview
- Proper administration of the questionnaire
- Interviewers' general adherence to professional standards

Phone controls were carried out for all interviews conducted. As with field control, the purpose of phone control was to verify if the respondents were actually interviewed and evaluate the quality of interviews and interviewers' behavior.

Furthermore, all interviews were checked for consistency errors. This check was carried out with a specialized software for CAPI and data entry – SM-S. This software enables detection of all user-defined inconsistencies. When there were indications that an interview was not conducted properly, the respondent was re-contacted to clear up the inconsistencies or replaced by another respondent selected in accordance with previously described procedures. In addition, during the field work, MEASURE-BiH conducted spot checks in randomly selected sampling units. The spot checks were performed at 10 sampling units. In total, MEASURE-BiH team observed 21 interviews. The main conclusions of the spot checks were that the average interview duration is long, 77 minutes, and that response rate for the NSCP-BiH 2016 is quite high.

This report presents the main findings of the NSCP-BiH 2016. The results described in this report are not weighted; however, the exceptions to this rule are clearly noted in tables and figures.

III. DESCRIPTIVE STATISTICS BASED ON THE BIH NATIONALLY REPRESENTATIVE SAMPLE

III.I DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

Before presenting estimates related to the BiH citizens' perceptions on various areas, we provide basic summary statistics of demographic and socio-economic information from this nationally representative sample. As illustrated in Figure 1, sample distribution across entities is comparable to the population parameters based on BiH Census 2013 released by the Agency for Statistics³. Out of 3,004 respondents, 62 percent are from FBiH, 35 percent from RS and 3 percent from District Brcko.

Figure 1. Sample and Population Distribution across Entities in BiH

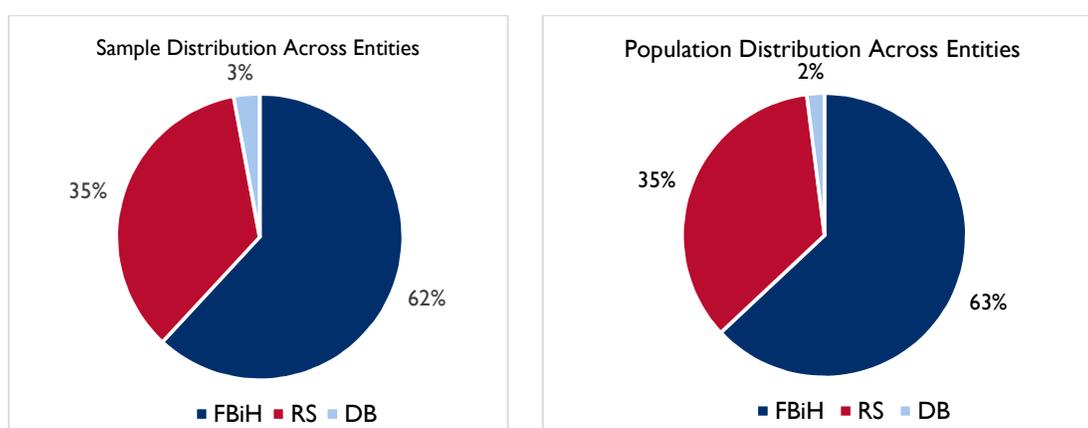


Table 2 describes the sample distribution by the basic demographic characteristics: sex, age and education. The results show that females make up around 51 percent of the sample. Regarding respondents' age, 12 percent of respondents belong to the youngest age category (18-24), and 19 percent of respondents are elderly (66+). As for the education attainment, 27 percent of respondents have completed only primary school or less, and 14 percent have attained education beyond high school.

Table 2. Demographic Characteristics in NSCP-BiH 2016

	Sex		Age				Education			
	Male	Female	18-24	25-49	50-65	66+	Less Than Primary	Primary	Secondary	Higher
Number of Observations	1,334	1,670	346	1,191	903	564	280	559	1,744	421
Percentage (Weighted)	49%	51%	12%	40%	30%	19%	9%	18%	59%	14%

Figure 2 shows that slightly more than half of the respondents are Bosniaks (51 percent), 33 percent are Serbs, and 11 percent are Croats. The remaining 4 percent of respondents either belong to ethnic minorities or did not want to declare their ethnicity.

³<http://www.popis2013.ba/popis2013/doc/Popis2013prvolzdanje.pdf>

Figure 2. Ethnicity Composition in NSCP-BiH 2016

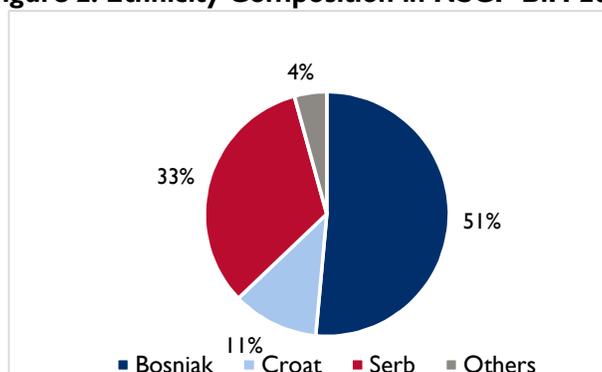


Table 3 presents the monthly net income of the households. About 24 percent of the respondents earn up to 500 KM, and less than 1 percent earn more than 3,000 KM. However, more than half of the respondents, 53 percent, did not state their household income.

Table 3. Household Monthly Net Income in NSCP-BiH 2016

Household Monthly Income	Number of Observations	Percentage (Weighted)
Less than 300KM	316	10%
301KM to 500KM	434	14%
501KM to 1,000KM	436	15%
1,000KM to 2,000KM	184	6%
2,000KM to 3,000KM	22	1%
Above 3,000KM	9	0%
Missing	1,603	53%
Total	3,004	100%

III.2 BiH CITIZENS' GENERAL ATTITUDES AND PERCEPTIONS

GENERAL ATTITUDES

The NSCP-BiH 2016 gathered information on citizens' attitudes on general conditions in the country, including the direction in which the country is moving, the economy, standard of living, and the views on the international community.

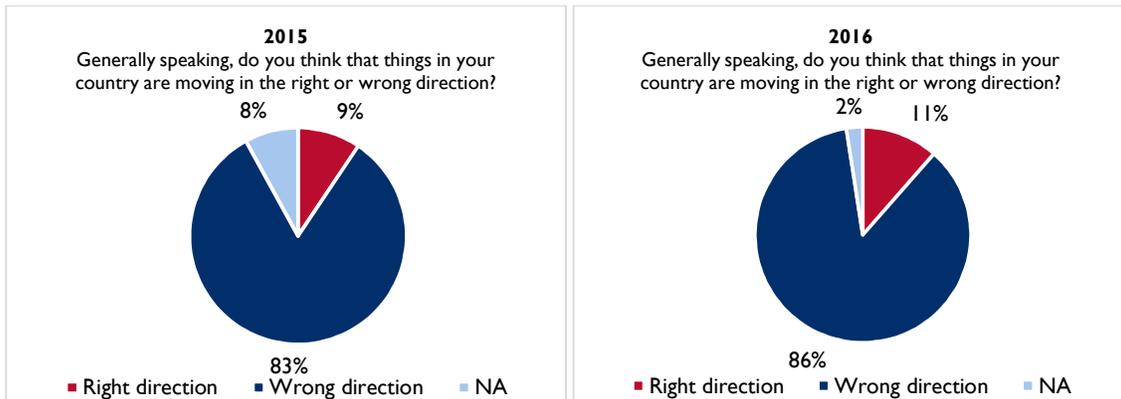
General Attitudes on the Current Conditions in BiH

An overwhelming majority of BiH citizens feel that the country is moving in the wrong direction. In 2016, 86 percent of the citizens expressed this perception in NSCP-BiH. A similar result was reported in 2010 Public Opinion Poll conducted by the National Democratic Institute (NDI)⁴, with 87 percent of the respondents reporting that they believe the country is going in the wrong direction, indicating that public perception did not change significantly in the last 6 years. Similarly, Balkan Barometer 2015⁵ reported that 75 percent of BiH citizens stated dissatisfaction with the way things are going in BiH economy. Although the feeling that things are going the wrong direction in BiH is widespread across both Entities, it is more common among FBiH residents (89 percent) than RS residents (81 percent). In addition, these pessimistic views are expressed by 90 percent of the BiH youth, compared to 85 percent of the adults. On the contrary, only 1 in 10 citizens believe things in the country are moving in the right direction, and these optimistic declarations are somewhat more often encountered in RS (15 percent) than in FBiH (10 percent).

⁴ https://www.ndi.org/files/NDI_Bosnia_Poll_Report_August_2010.pdf

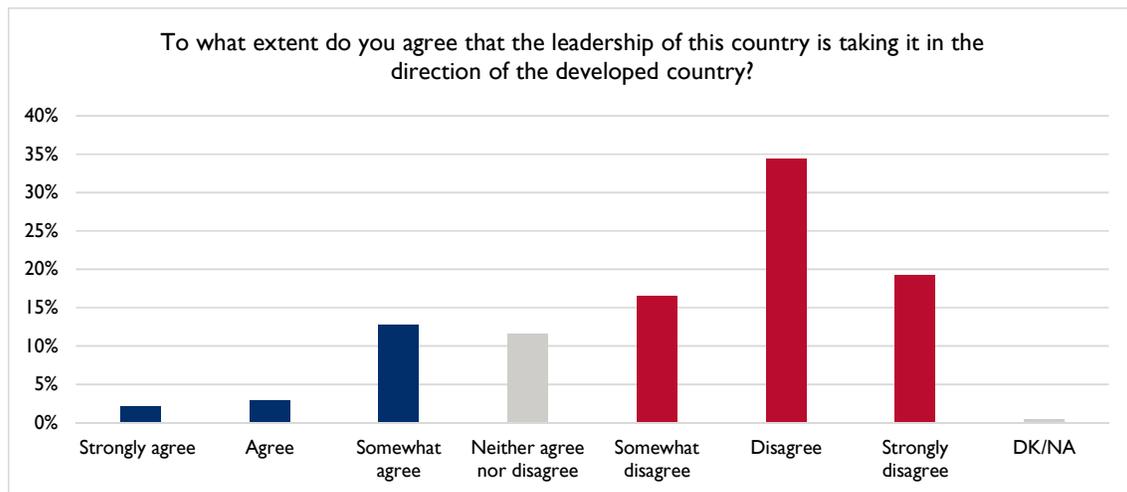
⁵ http://www.rcc.int/seeds/files/RCC_BalkanBarometer_PublicOpinion_2015.pdf

Figure 3. General Attitudes on BiH Current Status



Citizens are equally pessimistic about the efforts that the leaders are making to transform BiH into a developed country (see Figure 4). Overall, 70 percent of BiH citizens disagree that BiH leaders are taking the country in the right direction, while only 18 percent of the respondents believe that the country is moving in the direction toward a developed country. Across entities, the percentage of respondents who disagree that BiH leaders are taking the country in the right direction is higher among F BiH citizens, at 73 percent, than among RS citizens, at 66 percent.

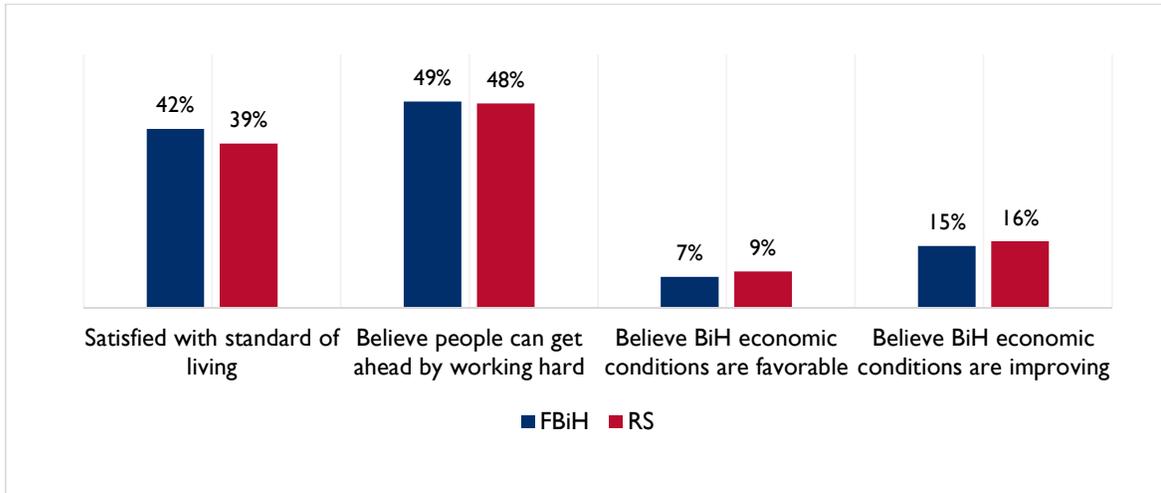
Figure 4. General Attitudes towards BiH Leadership



According to the *Life in Transition* report (European Bank for Reconstruction and Development, 2016)⁶, only 9 percent of BiH citizens believe that the economic conditions are better in 2016 than they were 4 years ago, and this percentage is considerably lower than the average of the southeastern European countries (17 percent) and the average of transition countries (24 percent). In NSCP-BiH 2016, only 15 percent of the respondents stated that the economic conditions in BiH are getting better and three out of four BiH citizens believe that the current economic conditions are unfavorable (74 percent). Meanwhile, 41 percent of NSCP-BiH respondents are satisfied with their standard of living and slightly less than half (49 percent) still believe that people can get ahead by working hard. In general, the perceptions on BiH economic situations are similar in both entities, as Figure 5 shows.

⁶ <http://www.ebrd.com/documents/oce/pdf-life-in-transition-iii.pdf>

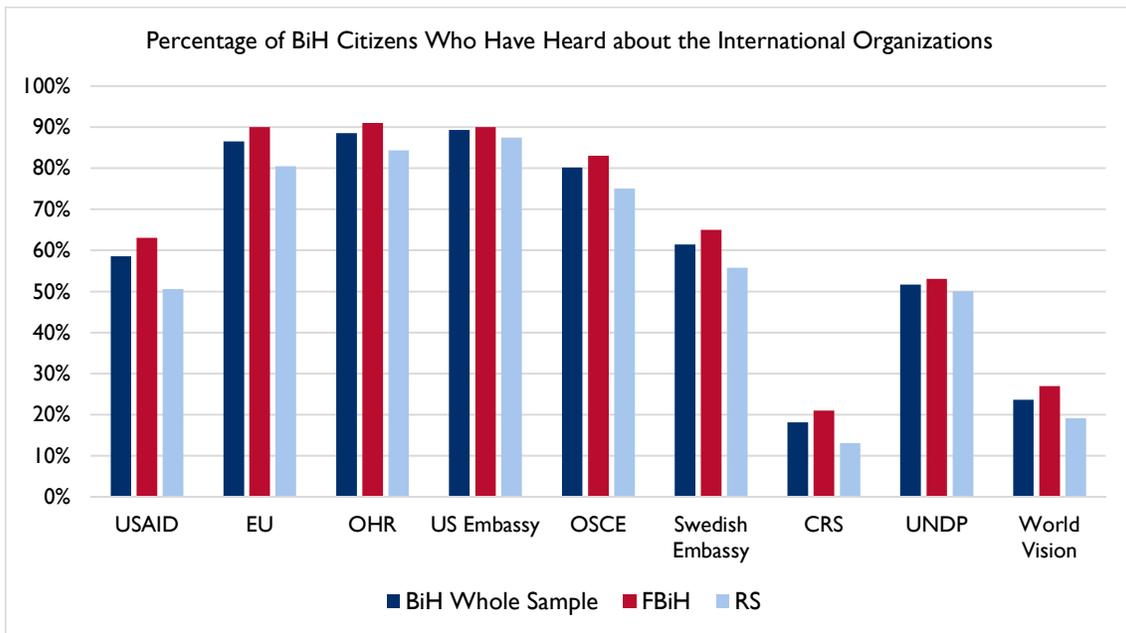
Figure 5. General Attitudes on the BiH Economic Situations



Perceptions of the International Community

The international community has played a substantial role in the post-conflict BiH, starting from the peacebuilding and the post-war reconstruction to strengthening human rights, democracy, and rule of law. Our results from NSCP-BiH 2016 indicate that majority of BiH citizens have heard about US Embassy (89 percent), OHR (89 percent), EU (87 percent) and OSCE (80 percent), and more than half of the citizens (59 percent) are familiar with USAID. In general, residents of FBiH are more familiar with international organizations compared to residents in the RS, as Figure 6 shows.

Figure 6. Knowledge of International Community in BiH



In 2016, slightly more than half of BiH citizens (52 percent) thought that the international community should have active engagement in BiH, a somewhat smaller fraction compared to estimates from NSCP-BiH 2015 (57 percent). A significantly higher percentage of FBiH residents (70 percent) would like to see active engagement of the international community compared to the corresponding

percentage in the RS (21 percent). When asked “which countries and organizations should have the most influence on the BiH future”, one in four BiH citizens (25 percent) state that no country should influence the future of BiH, while 44 percent believe that EU should have the most influence, which are similar to the estimates we obtained in NSCP-BiH 2015, as Figure 7 depicts. Nevertheless, perceptions on the influence of the international community on BiH future differ greatly between FBiH and RS. On the one hand, compared to RS residents, FBiH residents are more likely to support the influences of the EU, USA, Turkey and Croatia; on the other hand, residents of RS are more likely to support the influences of Russia and Serbia and to state that no country should interfere with BiH future.

Figure 7. Influence of International Community in BiH

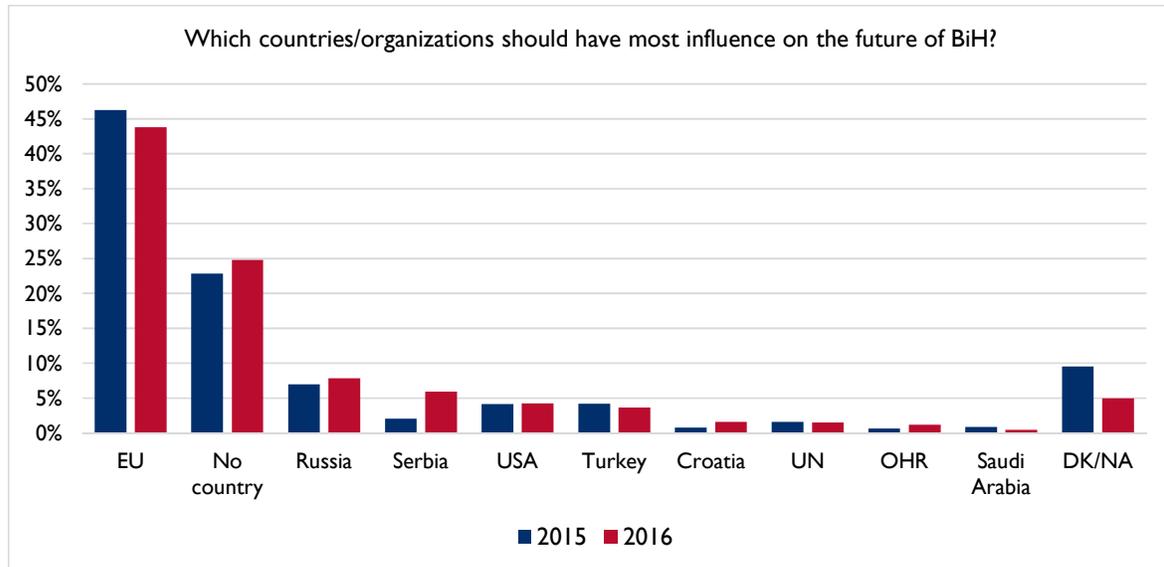


Table 4 presents the distribution of the development priorities that the international community shall address in BiH, as perceived by BiH citizens. More than one-third of the BiH citizens (37 percent) respond that support to economic and business development should be the first priority of the international community in BiH, 14 percent believe that support to local agriculture should be the first priority, and 11 percent of the respondents consider fighting against crime and corruption as the first priority of international community in BiH. Combining the top three priorities chosen by each respondent, the three most popular priorities do not change, but other important priorities emerge, including support to reform of pension and social system (19 percent), prevention and processing of patronage in public employment (17 percent) and support to the reform of the health care system (15 percent). Comparing citizens’ rankings of development priorities that could be addressed by the international community across entities, NSCP-BiH 2016 indicates that the main priorities are the same in FBiH and RS.

The majority of BiH citizens support EU and NATO integrations, and the support is stronger for the EU integration than for NATO integration. Our findings show that approximately three out of four BiH citizens (72 percent) support the EU accession, while somewhat more than half (59 percent) support NATO integration. Overall, the level of support for EU and NATO integrations in 2016 is similar to 2015. However, we find that the support for both EU and NATO integrations is stronger in FBiH (89 percent for EU and 85 percent for NATO) than in RS (41 percent for EU and 15 percent for NATO). Moreover, looking at the changes within each entity, results from NSCP-BiH show that the support for EU accession has decreased in RS (41 percent in 2016 versus 54 percent in 2015), while the support for NATO integration in FBiH is higher than it was in 2015 (85 percent in 2016 versus 76 percent in 2015). Comparing these results to the Public Opinion Poll that NDI conducted in 2010, the percentages of citizens who support the EU and NATO integrations are significantly lower in NSCP-

BiH 2016; the NDI poll found that 88 percent of the respondents expressed support for the EU accession and 70 percent supported NATO integration. Both NSCP-BiH 2016 and the NDI poll of 2010 reveal the lower level of citizens' support in RS than in FBiH for EU and NATO integrations.

Table 4. International Community Development Priorities in BiH

Priorities of the International Community in BiH	First priority	Combined First, Second, and Third Priority
Support to economic and business development	37%	61%
Support to agriculture	14%	40%
Fight against organized crime and corruption	11%	35%
Prevention and processing of patronage in public employment	5%	17%
Support to reform of pension and social systems	4%	19%
Imposing solutions and removing radical politicians	4%	12%
Support to better government control over public corporations	3%	10%
Support to reform of the healthcare system	2%	15%
Support to more stringent control of public expenditures	2%	9%
Support to weak institutions	1%	6%
Democratization of political parties	1%	6%
Support to government control over the banking system	1%	4%
Support for renewable energy production	1%	8%
Processing of criminal acts in privatization	1%	7%
Support to reconciliation and truth seeking	1%	4%
Support to education reform	1%	7%
Support to war crimes processing	0.73%	4%
Support to discriminated groups	0.57%	2%
Support to the development of civil society	0.47%	3%
Support to the development of media	0.43%	2%
Something else	0.80%	1%
DK/NA	8%	10%
TOTAL	100.00%	

Figure 8. Support to EU Integration

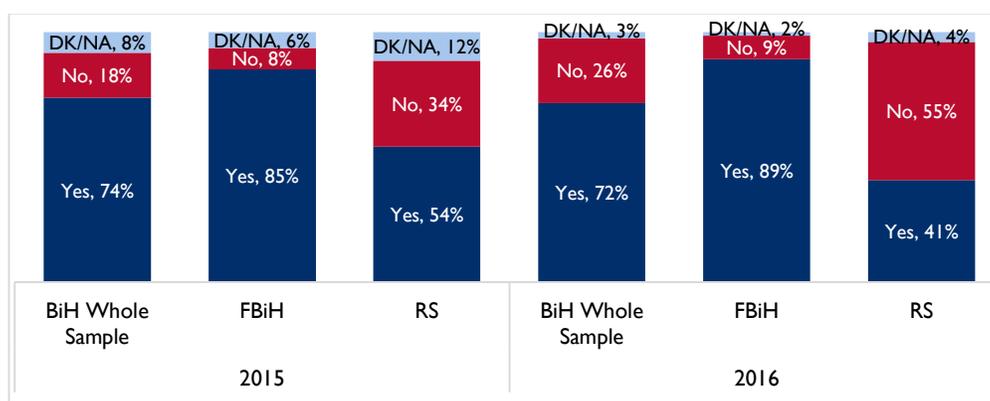
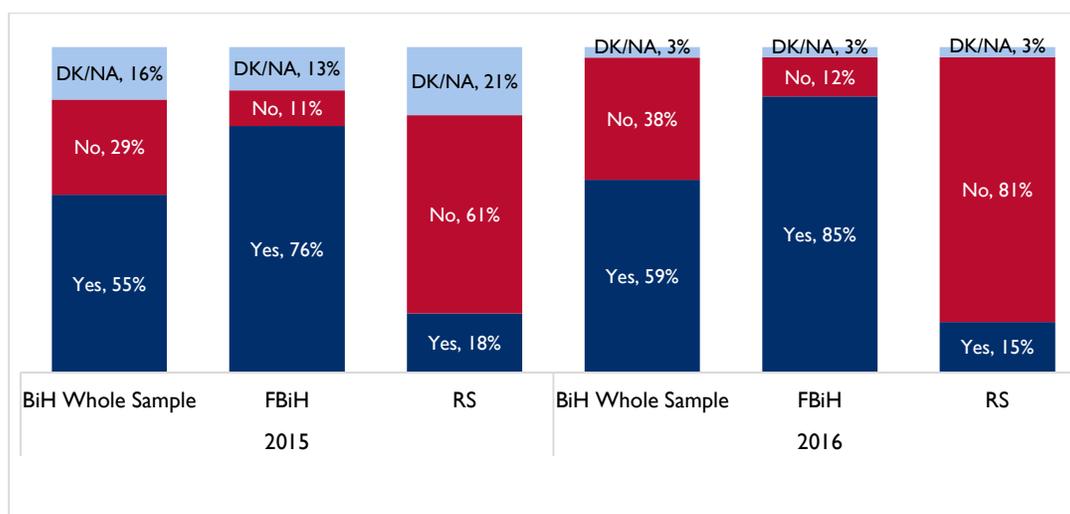


Figure 9. Support to NATO Integration



GOVERNANCE

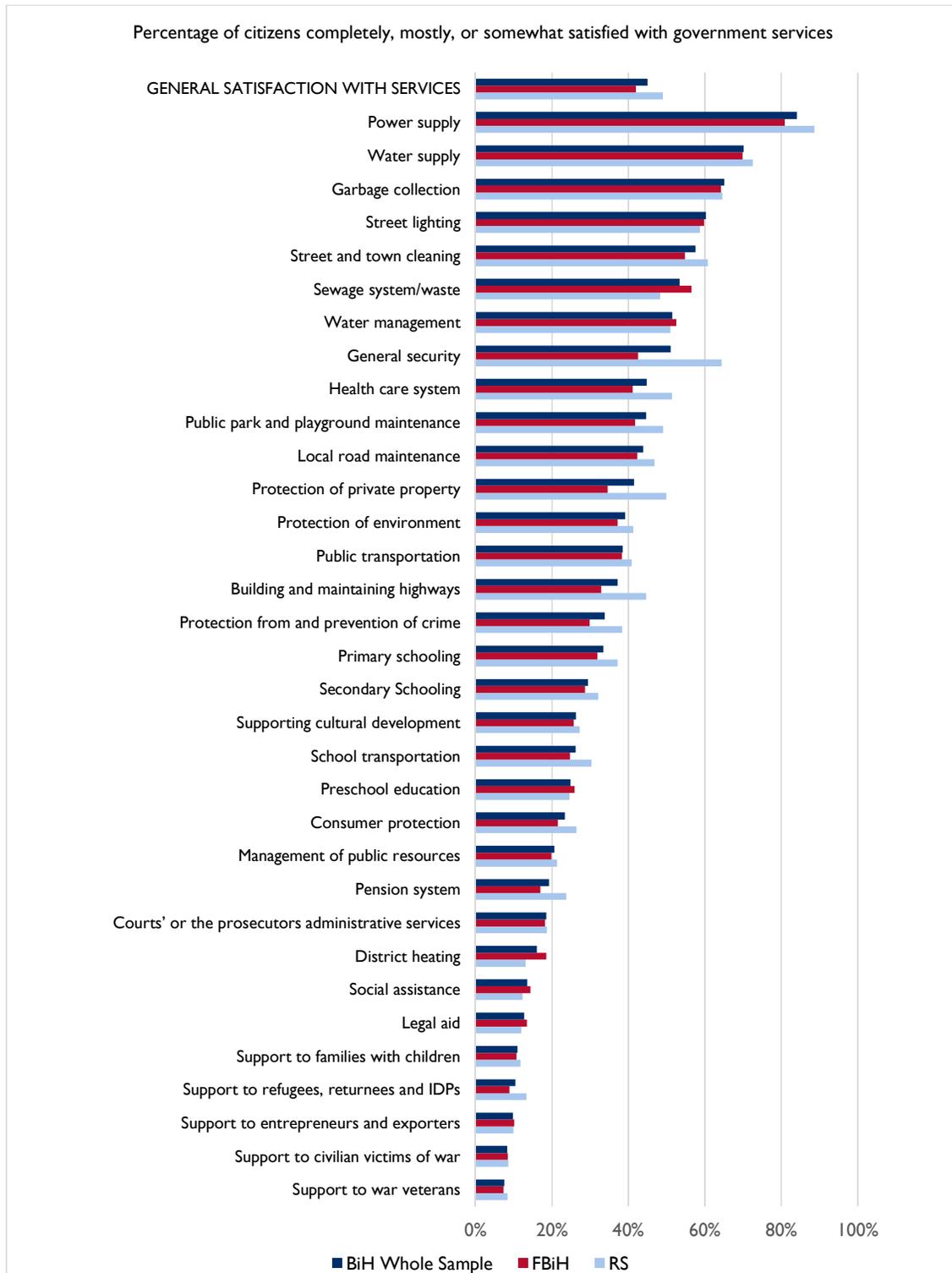
The NSCP-BiH 2016 collected information on citizens' perceptions on governance issues including government and public services, development priorities, political parties, judiciary and future of the country.

Perceptions of Government and Public Services

According to the *Life in Transition* report (2016), satisfaction with public service delivery has been increasing in transition countries since 2006, but it is still lower than in Western Europe. In BiH, when asked to rate their overall level of satisfaction with government services, less than half of citizens (45 percent) expressed some level of satisfaction. The overall level of satisfaction is somewhat higher in RS than in FBiH with 49 percent of RS residents and 42 percent of FBiH residents satisfied with public services in general. Figure 10 presents detailed results on citizens' satisfaction with different government services.

As we found in NSCP-BiH 2015, the utilities are still perceived as most satisfactory among all public services by BiH citizens (84 percent for power supply, 70 percent for water supply, 65 percent for garbage collection, 60 percent for street lighting, 58 percent for town cleaning, 53 percent for sewage/waste system, and 51 percent for water management). The heating is an exception, with only 16 percent of the respondents expressing some level of satisfaction. Slightly more than half of the BiH citizens (51 percent) indicate that they are satisfied with the general security situation. The level of satisfaction with other aspects of security is somewhat lower: 42 percent of the citizens are satisfied with protection of private property and 34 percent of the respondents express satisfaction with protection from and prevention of crime. BiH citizens are least satisfied with public services in support to vulnerable groups, like war veterans (8 percent), civilian victims of war (8 percent), refugees/returnees/IDPs (10 percent), and families with children (11 percent). Only 10 percent of the respondents stated that they are satisfied with support provided to entrepreneurs and exporters. Education services still bear a low level of satisfaction in 2016 with 25 percent of BiH citizens satisfied with preschool education, 33 percent with primary schooling, and 29 percent with secondary schooling. Satisfaction rates are somewhat higher in RS than in FBiH, especially when it comes to general security, protection of private property, building and maintaining highways and the health care system.

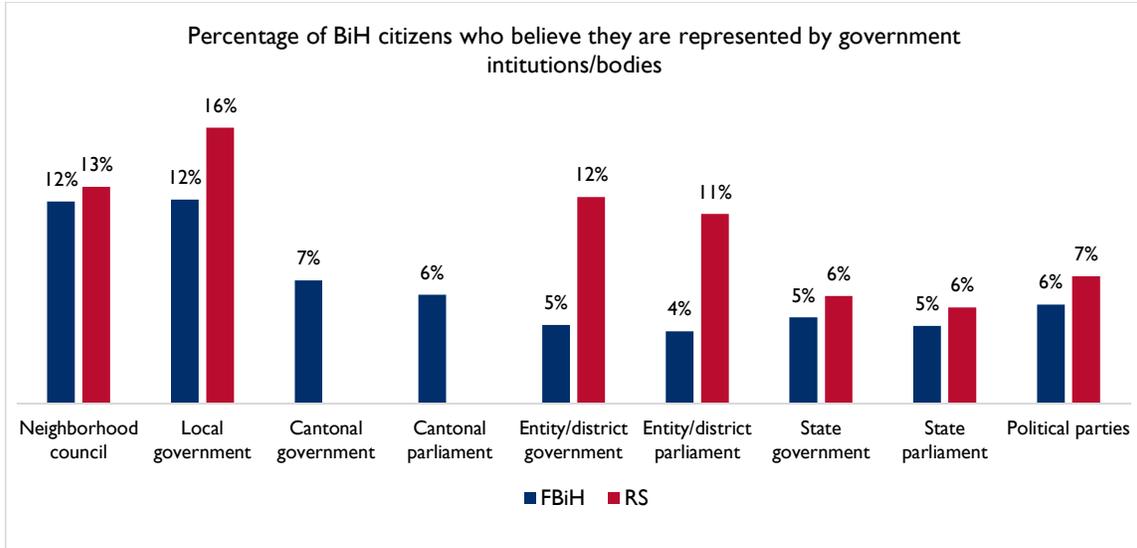
Figure 10. Citizens' Satisfaction with General Government Services



As Figure 11 illustrates, most BiH citizens feel that their interests are not represented by any government institutions or bodies at any level. For example, only 13 percent of the respondents perceive that their interests are represented by local government, the highest percentage among all government institutions or bodies, followed by neighborhood council (12 percent). Less than 10

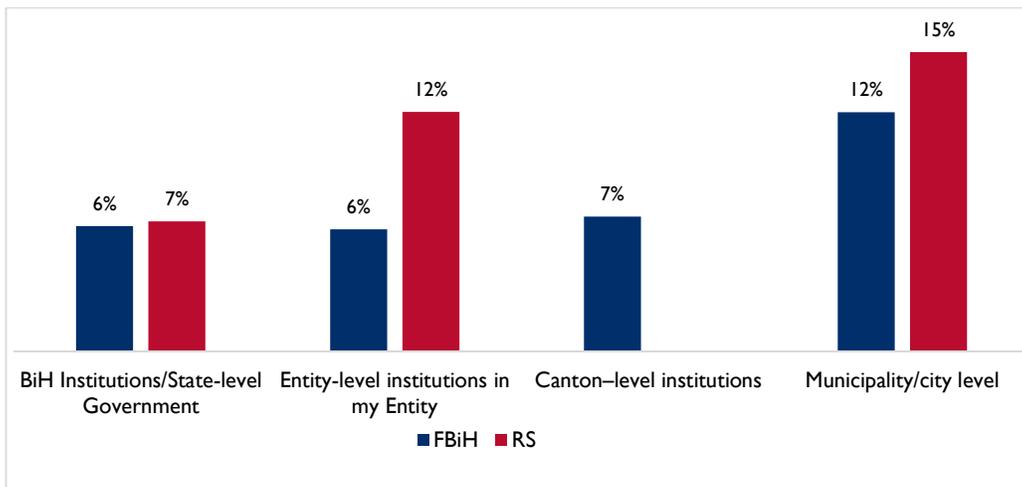
percent of BiH citizens feel that they are represented by political parties, cantonal, entity and state level institutions. Comparing the results across BiH Entities, RS residents perceive that they are better represented by local and entity government and by entity parliament in comparison to FBiH residents.

Figure 11. Citizens’ Perceptions of Government Institutions/Bodies⁷



Overall, BiH citizens gave low ratings on the work and services provided by government institutions at all levels. About 13 percent of the respondents rated below “4” for the work and services provided by municipality/city level governments on a scale from “1” to “7” with “7” being “extremely poor”; the corresponding percentages are even lower for canto-, entity- and state-level government institutions, as Figure 12 shows. RS residents are more likely to give higher ratings for the work and services provided by entity-level institutions than are FBiH residents. The findings are quite similar to the results from 2015 when it comes to citizens’ perception on the size of government; the vast majority of BiH citizens perceive the number of government employees as being too high (89 percent in 2016 versus 86 percent in 2015), and the residents of both entities express similar views on this issue (89 percent in both FBiH and in RS).

Figure 12. Favorable Ratings on Different Levels of Government



⁷ Figure 10 presents the percentage of citizens who stated 4 or 5 on the scale 1-5, with 1 being not at all represented and 5 being extremely represented.

Government Priorities

When asked about the most important development challenges facing BiH, more than half of the NSCP-BiH 2016 respondents (58 percent) identified unemployment as the major problem, a much higher percentage compared to the fractions of respondents who identified any other issues as major challenge. Looking across entities, RS residents identified unemployment as the major challenge significantly more often (62 percent) than FBiH residents (55 percent). Combining the first and the second major challenges, unemployment still stands out, mentioned by 78 percent of the citizens. Citizens also mentioned low salaries, pensions and standard of living as other important challenges that should be tackled (32 percent), followed by corruption (29 percent) and crime (18 percent). Balkan Barometer (2015) reports similar results: 63 percent of the respondents identified unemployment as the major problem in BiH, followed by economic situation in general (55 percent), and crime (24 percent). Table 5 presents the challenges facing BiH as identified by the NSCP-BiH 2016 respondents.

Table 5. The Most Important Development Challenges Facing BiH

Development Challenges	Major Challenge	Combined First and Second Major Challenge
Unemployment	58%	78%
Low salaries / pensions / standard of living	12%	32%
Corruption	9%	29%
Crime	6%	18%
Bad/incapable government	4%	9%
Political instability	3%	8%
Brain drain/emigration	2%	8%
Inter-ethnic distrust and political irresponsibility	2%	4%
Political disputes	2%	5%
Unfavorable business environment	1%	4%
Judicial system	0%	1%
Security issues/terrorism	0%	1%
Slow integration to EU	0%	1%
Border issues	0%	1%
State of public finances	0%	1%
Refugees	0%	1%
Climate change	0%	0%
Problems with minorities	0%	0%
TOTAL	100.00%	

Our findings suggest that over half of the BiH citizens (59 percent) believe that economic affairs should be the first priority on which BiH authorities should focus among 10 general functions of government shown in Table 6. This percentage is higher in RS (63 percent) than in FBiH (55 percent). Following economic affairs, 12 percent of the respondents ranked health care and 8 percent ranked public order/safety as the first priorities that BiH authorities should tackle. The second column of Table 6 presents the average ranking (from 1 to 10) for each development priority.

Table 6. Development Priorities in BiH⁸

Development Priorities	First priority	Average rank
Economic affairs	59%	2.12
Health	12%	3.81
Public order and safety	8%	4.98
Social protection	5%	4.85
Education	5%	5.14
Defense	3%	7.14
Environmental protection	3%	6.21
Housing and community amenities	2%	6.52
General public services	2%	6.29
Recreation, culture, and religion	1%	7.94
TOTAL	100.00%	

When it comes to social and employment issues and related investment priorities for BiH authorities, 33 percent of BiH citizens believe that industrial development should be the first priority, 21 percent of respondents list agriculture, and 19 percent say small and medium enterprise development. In addition, 21 percent of BiH citizens believe that social infrastructure is among the top two priorities in BiH when it comes to investments, as Table 7 shows. These results are in line with the Balkan Barometer 2015 findings, which reported that 35 percent of the respondents stated industrial development as the first investment priority. Across entities, FBiH residents identified the social infrastructure (e.g. schools, hospitals) as an important investment priority more often (24 percent) than the RS residents (15 percent). On the other hand, RS residents are more likely to emphasize the importance of the agricultural investment (54 percent in RS versus 37 in FBiH) and industrial development investment (57 percent in RS versus 53 percent in FBiH).

Table 7. Investment Priorities in BiH

Investment priorities	First Priority	Combined First and Second Priority
Industrial development	33%	54%
Agriculture	21%	43%
Small and medium enterprise development	19%	39%
Social infrastructure	9%	21%
Energy sector	7%	15%
Transport infrastructure	5%	10%
Science and technology	4%	11%
Tourism	2%	7%
TOTAL	100.00%	

⁸ Respondents ranked development priorities from 1 to 10, with 1 being the highest priority and 10 the lowest priority.

Perceptions on Political Parties and Political Participation

The landscape of political participation in BiH has not changed for years with the same national parties winning the elections and relatively low voter turnout. According to the Central Election Commission, slightly more than half of the BiH citizens (54 percent) voted in 2016 local elections⁹. Although the majority of NSCP-BiH survey participants stated they do not feel that they are represented by political parties, 78 percent claim they voted in 2016.

Figure 13. Perceptions of Motivations of BiH Political Parties

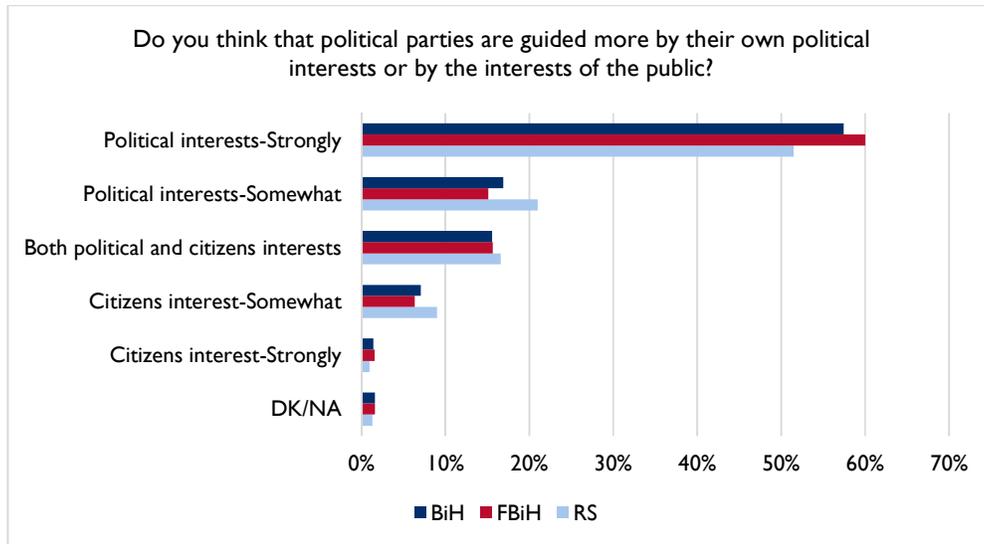


Figure 14. Reasons for Not Voting in 2016 Local Election

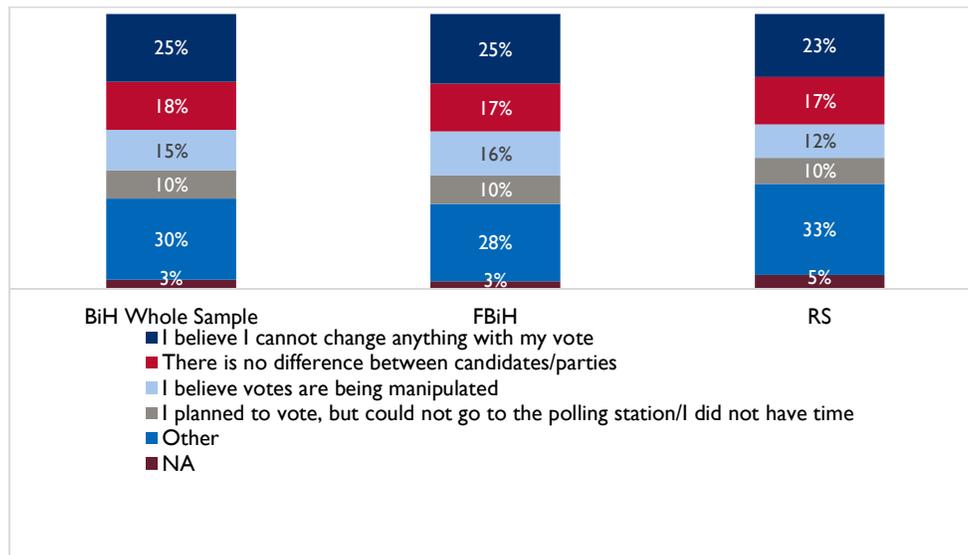


Figure 13 presents citizens’ perceptions on the motivations of political parties, that is, whether they believe that political parties represent their own interests or citizens’ interests. Three out of four BiH citizens (74 percent) believe that political parties are working only for their own interests, while 16 percent believe that their work is guided by both political and citizens’ interests. Only 3 percent of

⁹http://www.izbori.ba/Documents/Lok_Izbore_2016/Odziv2/Odziv_biraca_na_birackim_mjestima_za_izbore_2016_do_190_0.pdf

the respondents believe that citizens' interests are being represented by political parties in BiH. These results are in line with the analysis of the reasons why some citizens did not vote in the last local elections (see Figure 14), with the perceptions that voting cannot change anything (25 percent) and that political parties and candidates are all the same (18 percent) standing out as the main reasons. The Center for Election Studies identified the same reasons why people did not vote in the 2014 elections; 49 percent of the citizens stated they cannot change anything, and 26 percent stated that all political parties and candidates are the same¹⁰.

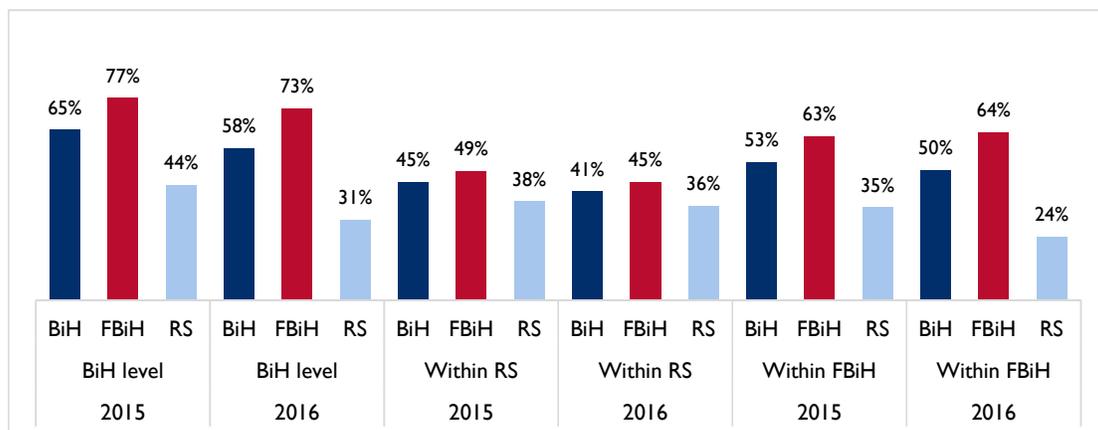
BiH Future and Reforms

For many years, constitutional reform has been an important topic in BiH, so has been the question of whether the reform should come before or after the socio-economic reforms. So far, all attempts to reach a compromising solution on constitutional reform were unsuccessful. The differences in interests and visions of the BiH future between Bosniaks, Serbs, Croats, and the political parties representing these ethnic groups make the constitutional reform process challenging.

Approximately two out of three BiH citizens (69 percent) believe that socioeconomic reform is a higher priority in BiH than constitutional reform, with a higher percentage of RS residents (82 percent) prioritizing socio-economic reform over constitutional reform than that of FBiH residents (62 percent). As Figure 15 shows, 58 percent of BiH citizens support constitutional reform at the state level, 41 percent support the reform at the RS level and 50 percent at the level of FBiH. Specifying the reasons for their support, the citizens who favor these reforms state that they want the country to be more functional (44 percent), to accelerate EU accession (21 percent) and to ensure equality of all citizens (16 percent).

In general, support for constitutional reform is somewhat lower compared to 2015, especially when it comes to state-level constitutional reform. The level of support is also significantly lower than the estimates that The Public International Law and Policy Group (PILPG) reported in 2013.¹¹ Per the report, *Constitutional Reform in Bosnia and Herzegovina: Engaging Civil Society*, 88 percent of BiH citizens stated that they supported constitutional reform in BiH.

Figure 15. Citizens' Support for Constitutional Reform at Different Levels



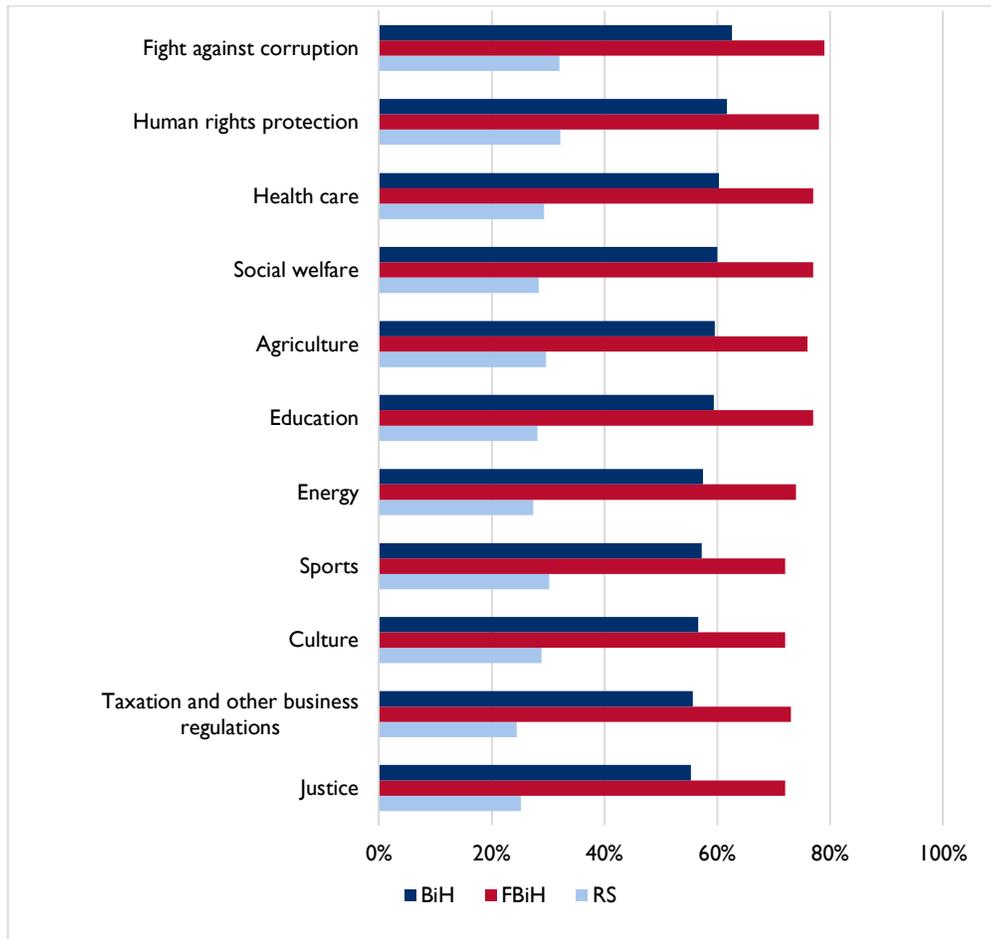
NSCP-BiH 2016 solicited citizens' perceptions regarding whether the following sectors should be in the state-level jurisdiction: justice, fight against corruption, agriculture, taxation/doing business, health care, social welfare, education, human rights protection, culture, sports and energy. Figure 16 presents the detailed results. Overall, more than half of BiH citizens prefer for each of these sectors to be in

¹⁰ <http://cisbih.ba/wp-content/uploads/sites/9/2016/08/cis-press-i-prezentacija-sarajevo-final.pdf>

¹¹ <https://www.mreza-mira.net/wp-content/uploads/2013-Public-Opinion-Poll-Oct-31-Narrative-Report.pdf>

the jurisdiction of the State government, with highest percentages of the respondents supporting the fight against corruption (63 percent), human rights protection (62 percent), and health care (60 percent) sectors to be in the jurisdiction of the state-level government. However, the differences between FBiH and RS are significant. While more than 70 percent of FBiH residents support that each of the aforementioned sectors be in the state-level jurisdiction, less than a third of the RS residents support it.

Figure 16. Sectors that should be in Jurisdiction of State-level Government



Almost half of the BiH citizens (49 percent) agree that a Ministry of Agriculture should be formed in the BiH Council of Ministers to improve the coordination and effectiveness of agricultural policies at the state level. However, this perception is considerably more common in FBiH (61 percent) than in RS (28 percent). In addition, the percentage of citizens supporting the formation of a Ministry of Agriculture at the state level is significantly lower than it was in 2015 (49 percent in 2016 versus 66 percent in 2015), both in FBiH and in RS (see Figure 17).

In NSCP-BiH 2016, BiH citizens were asked about their visions for the country’s future, and we find that residents of FBiH and RS have different perceptions. Results in FBiH suggest that the residents would like to see the state-level and municipal/city-level government strengthened and entities and cantons abandoned. On the other hand, residents of RS would like to see BiH divided into three independent states or the state arrangement remain unchanged. Residents from both entities agree that ethnicity should not matter when it comes to employment. The Public Opinion Poll conducted for The Office of the UN Resident Coordinator (2015) yielded similar results; 60 percent of the FBiH residents stated that entities and cantons should be abolished and more than half of the RS residents

(55 percent) stated that they would prefer either to live in RS as an independent country or as a part of Serbia.

Figure 17. Formation of Ministry of Agriculture in the BiH Council of Ministers

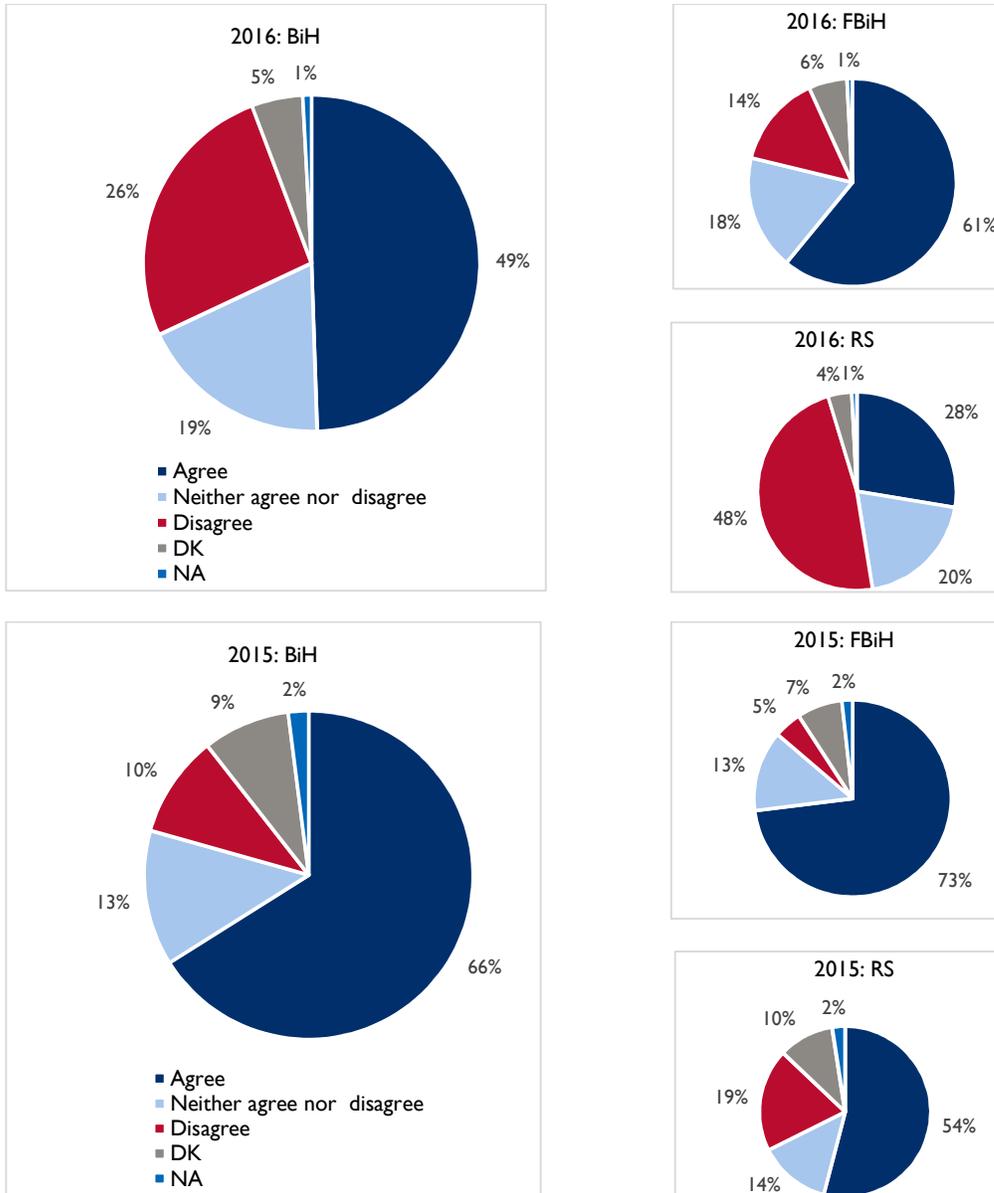


Table 8. BiH Citizens' Visions of the BiH Future

	BiH Whole Sample	FBiH	RS
State-level Government should be strengthened and Entities should be abandoned	35%	50%	8%
Ethnicity should not matter when it comes to securing a job	31%	33%	26%
Municipal/City-level government should be strengthened and Entities should be abandoned	23%	35%	4%
Municipal/City-level government should be strengthened and Cantons should be abandoned	22%	31%	7%
Anybody (including minorities) should be able to become President regardless of their ethnicity	20%	24%	11%
The diversity of the ethnic groups should be seen as strengthening the country	18%	21%	14%
Arrangement of the state should remain unchanged	14%	5%	28%
The entities and ethnic groups should each go their separate ways, dividing BiH into three independent States	12%	2%	31%
BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy	6%	8%	2%
Cantonal authorities should be empowered, taking over competencies now held by the Federal government	6%	8%	2%
Third, Croat entity should be formed	4%	5%	3%

Judiciary

The general status of the BiH judiciary reflects the complicated structure of the BiH Constitution. Judicial authorities in BiH exist at the municipal, cantonal and state levels, making up a total of 77 courts and 19 prosecutor's offices in the country. We devoted a large portion of NSCP-BiH 2016 (18 questions) to the judiciary. Most BiH citizens perceive that judicial authorities are not doing a good job, whereby the level of satisfaction with the work of notaries and attorneys is somewhat higher compared to that of prosecutors and judges. As Figure 17 shows, approximately a quarter of BiH citizens (26 percent) express satisfaction with notaries, and one out of five (20 percent) are satisfied with the performance of attorneys. On the other hand, only 12 percent of the respondents express satisfaction with judges/courts and 13 percent with prosecutors/prosecutor offices. These results are similar to those reported in the NSCP-BiH 2015.

Figure 18. Satisfaction with Judicial Sector of BiH

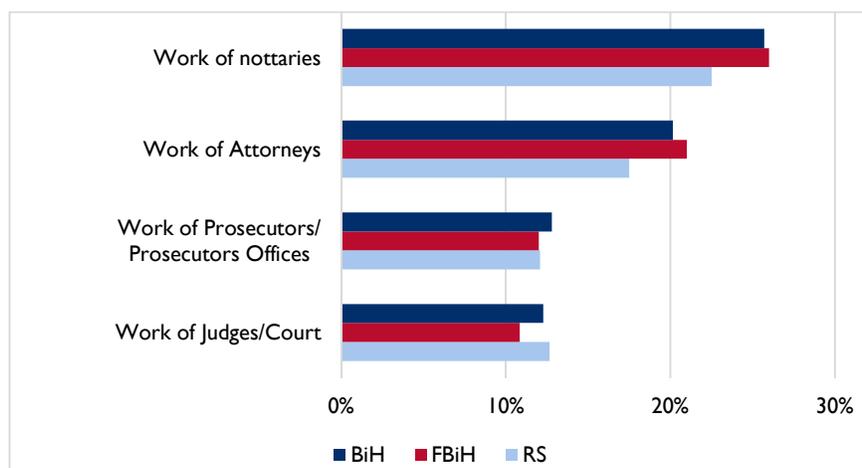
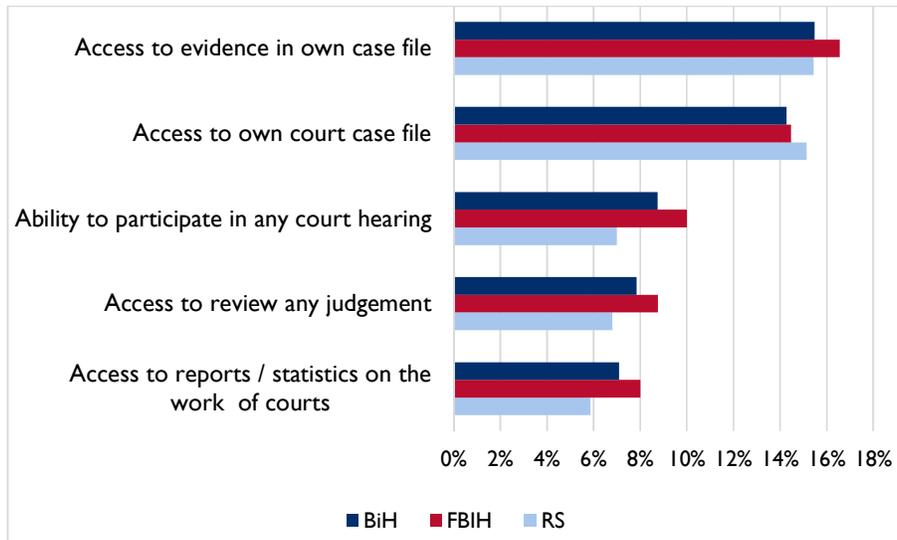


Figure 19 presents citizens' perceptions on the transparency of BiH judiciary. Only 7 percent of the respondents recognize that citizens are allowed to access reports and statistics on the work of courts, 8 percent stated they can review judgments, and 9 percent know they are allowed to participate in

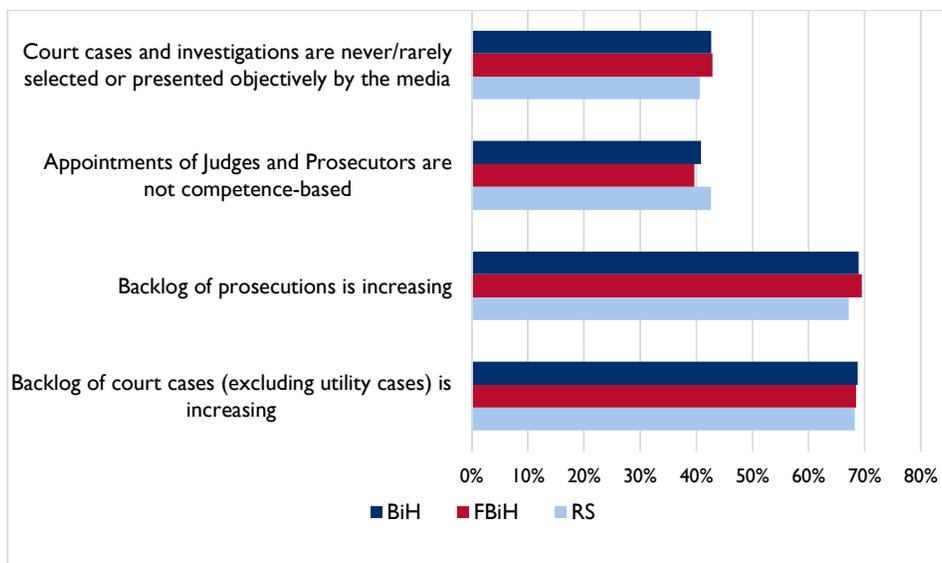
court hearings. Only 14 percent of BiH citizens are aware that people can access their own case files, and only 15 percent know that people can access the evidence in cases in which they are accused after confirmation of the indictment¹². Across entities, a slightly lower percentage of RS residents believe in transparency of court hearings, judgments and court statistics than that of the FBiH residents.

Figure 19. Perception of Judicial Transparency in BiH



We see in Figure 20 that most BiH citizens think that the number of unsolved cases is increasing both in BiH courts (69 percent) and in prosecutor’s offices (69 percent). Additionally, 41 percent of the citizens perceive that judges and prosecutors are not appointed based on their competences. When asked about the BiH media in relation to court cases and investigations, 43 percent of the citizens stated that the media do not select or present these cases objectively.

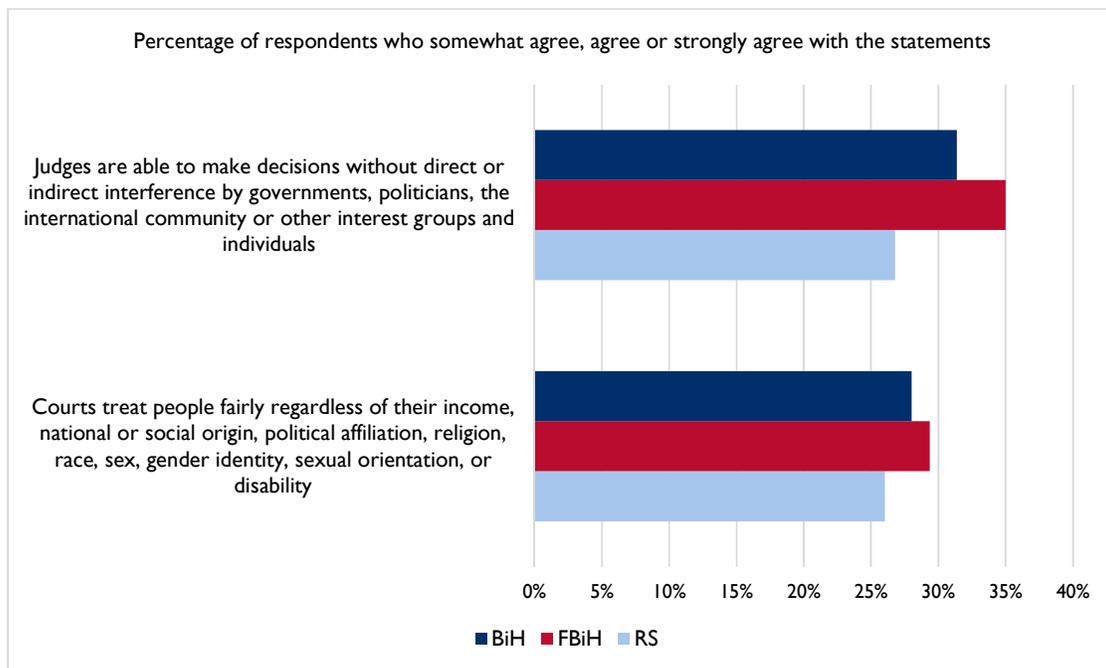
Figure 20. Timeliness of Judicial Work, Means of the Appointment of Judges and Prosecutors, and Media Reports on Cases



¹² Figure 19 and the corresponding narrative analysis on transparency of the judiciary refer to the percentage of respondents who stated that they can always or often access the given services.

About 75 percent of BiH citizens perceive that court taxes and fees are high, and the similar percentages of the respondents believe that the salaries of judges/prosecutors (72 percent) and attorneys/notaries (75 percent) are high. A large fraction of BiH citizens doubt the role of rule of law in BiH. Figure 21 shows that 52 percent of BiH citizens do not believe that courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender, sexual orientation or disability. Furthermore, only 31 percent of BiH citizens believe in the impartiality of judges, while 40 percent doubt that judges make decisions without interference by government, politicians, international community or other interest groups or individuals. The distrust in the rule of law is more often expressed by RS residents than by residents of FBiH. Our findings are in line with Balkan Barometer 2015 results, in which 62 percent of BiH citizens totally disagree that the laws in BiH are applied equally to all citizens, and 76 percent of BiH citizens do not have confidence in courts or the judiciary in general.

Figure 21. Perception of Judicial Impartiality



CORRUPTION

A number of public opinion polls conducted in BiH identified corruption as one of the major issues of BiH society. According to a public opinion survey report that The Office of the UN Resident Coordinator published (2015), 69 percent of BiH citizens stated that corruption is among the three major problems in the country. Similarly, 55 percent of BiH citizens surveyed as a part of the Global Corruption Barometer (2016)¹³ listed corruption as one of the three biggest challenges. In addition to a low score on the Transparency International's Corruption Perception Index – CPI¹⁴ 2016 (39 out of 100 points, with 100 being very clean), the BiH's CPI declined from 2012 to 2016, indicating that the situation is getting worse, which is in line with the public perception that BiH government does not tackle corruption effectively, as expressed by 90 percent of BiH citizens surveyed in the Balkan Barometer 2015.

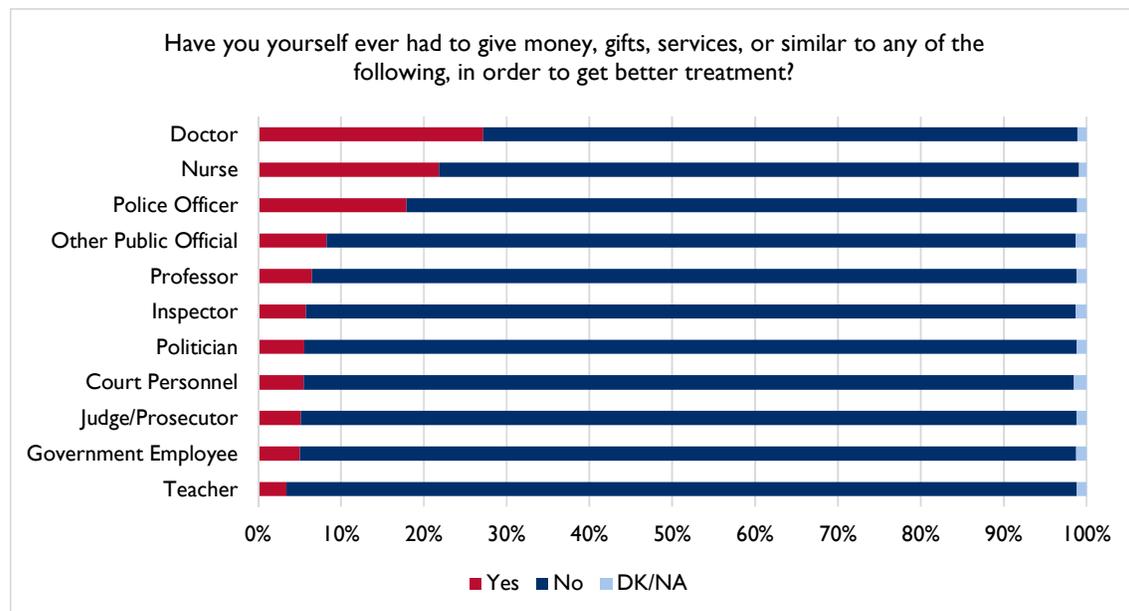
¹³ <http://www.transparency.org/whatwedo/publication/7493>

¹⁴ The Corruption Perceptions Index ranks countries/territories based on how corrupt a country's public sector is perceived to be. It is a composite index, drawing on corruption-related data from expert and business surveys carried out by a variety of independent institutions. Available at: https://ti-bih.org/wp-content/uploads/2017/01/CPI2016_EasternEuropeCentralAsia_EN.pdf

NSCP-BiH 2016 tackled the corruption topic by measuring citizens' perceptions and experiences with corruption, with a particular focus on perceptions of corruption in judiciary. When asked if they have ever given money, gift, services or anything similar to public servants to get better treatment, 36 percent of the respondents stated that they have given a bribe to at least one public official, which is significantly more than the 21 percent in NSCP-BiH 2015 and also higher than what the Global Corruption Barometer 2016 reported (27 percent). However, the survey conducted by the United Nations Organizations for Drug and Corruption (UNODC) in 2011 (*Corruption in Bosnia and Herzegovina: Bribery as Experienced by the Population*)¹⁵ found that 21 percent of the citizens paid a bribe among those who had contacts with public officials 12 months prior to the survey. Thus, the higher percentage found in the NSCP-BiH 2016 is not surprising, given that it is not measuring the prevalence of bribery but the experience of bribery over the citizens' lifespan.

As we found in 2015, the bribes are most often given to doctors (27 percent), nurses (22 percent) and police officers (18 percent). Figure 22 presents detailed results on citizens' experiences with bribery to different public officials. Looking across the entities, we find slightly higher incidences of bribery in RS directed toward nurses, teachers, judges, prosecutors and court personnel. Additionally, men gave bribes to judges, prosecutors, other court personnel, police officers and inspectors more often than did women.

Figure 22. Citizens' Bribe Experience



A large share of BiH citizens believe that corruption is highly present at all levels, from petty corruption of low- and mid-level public officials in their interactions with ordinary citizens (88 percent); to grand corruption of high-level civil servants and political figures (94 percent); to systemic corruption integrated in the economic, social and political system (92 percent). Both residents in FBiH and RS express that the corruption is highly present at all levels, as Figure 23 shows.

Figures 24 and 25 present detailed results on perceptions related to corruptions in public employment and public procurement. Most BiH citizens believe that corruption is present in public sector employment (96 percent) and in public procurement (92 percent), with residents of both entities agreeing on this matter. The strong sentiments that public employment procedures are unfair are in accordance with the finding that 67 percent of BiH citizens have personally heard that someone around them was employed in public administration using connections, as reported by Transparency

¹⁵ https://www.unodc.org/documents/data-and-analysis/statistics/corruption/Bosnia_corruption_report_web.pdf

International's report *Perceptions of Public Administration (2014)*¹⁶. In regard to corruption in public procurement, three out of four respondents in the survey *Corruption in Bosnia and Herzegovina (2011)* reported that public officials often facilitate issuing contracts to companies with which they have personal relationships. When it comes to sanctions for corruption, only 5 percent of BiH citizens believe that perpetrators of corruption are adequately punished in BiH, while 86 percent think that their punishment is not harsh enough. Meanwhile, 4 percent of BiH citizens believe that the punishments for corruption are too harsh.

Figure 23. Perceptions of Presence of Corruption

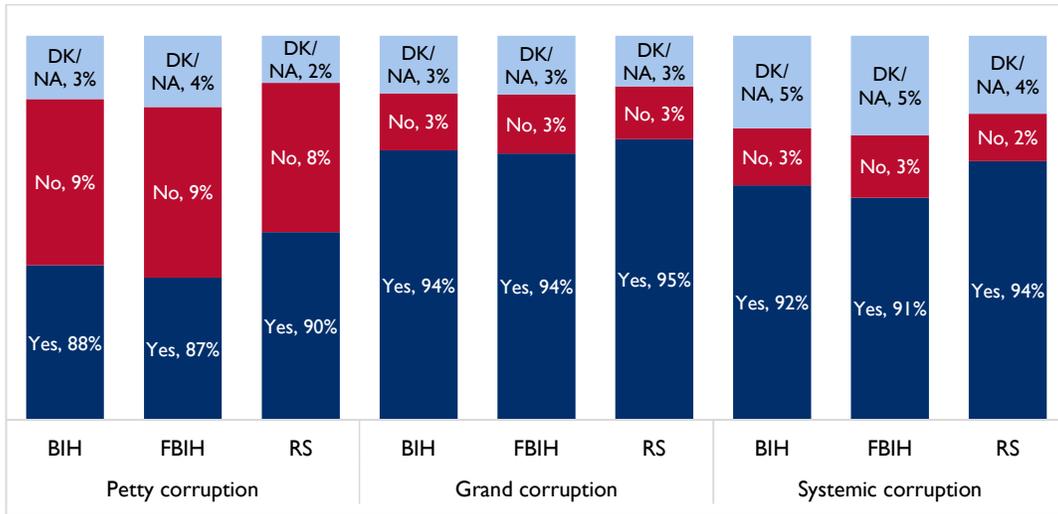
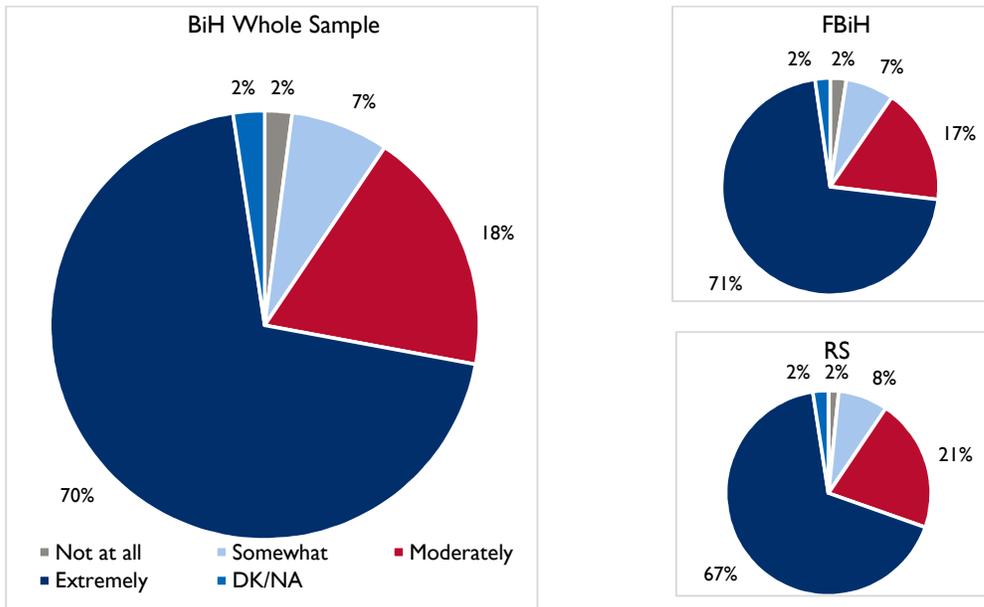
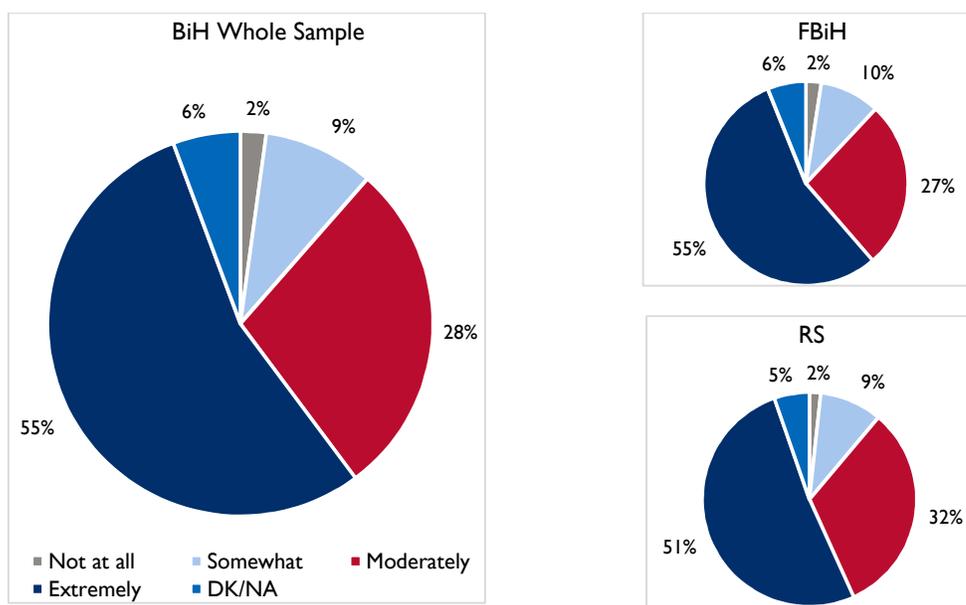


Figure 24. Perceptions of the Presence of Corruption in Public Sector Employment



¹⁶ <https://ti-bih.org/wp-content/uploads/2015/03/PERCEPTIONS-OF-PUBLIC-ADMINISTRATION-20141.pdf>

Figure 25. Perceptions of the Presence of Corruption in Public Procurement



The judiciary sector is often connected with corruption. One out of three BiH citizens (32 percent) believe in impartiality of judges, while almost a half of the citizens (48 percent) are not convinced that judges can be trusted to work impartially and in accordance with the law. The perception on prosecutors' impartiality highly resembles the perception on judges: 30 percent of BiH citizens believe that prosecutors are impartial, while 49 percent state the opposite. The view that judicial authorities are impartial is somewhat more often expressed in FBiH than in RS. Youth are more likely to believe in the impartiality of judges compared to adults. Table 9 shows detailed results on citizens' perceptions of the impartiality of judges and prosecutors, along with the comparisons of the results found in 2015 and 2016.

Table 9. Impartiality of Judges and Prosecutors

Judges/Prosecutors can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law									
		Judges				Prosecutors			
		Entity		Age		Entity		Age	
		FBiH	RS	Adult	Youth	FBiH	RS	Adult	Youth
2015	Agree	28%	19%	24%	27%	27%	18%	23%	27%
	Disagree	49%	62%	54%	53%	49%	62%	54%	53%
2016	Agree	36%	27%	31%	37%	33%	24%	29%	32%
	Disagree	46%	50%	49%	42%	48%	53%	51%	45%

Figures 26 and 27 present detailed results on perceptions of bribery among judges and prosecutors in BiH. The vast majority of BiH citizens (88 percent) believe that judges and prosecutors enjoy certain benefits based on their professional function and think that information about their property should be publicly accessible (69 percent). Almost two out of three BiH citizens believe that judges (63 percent) and prosecutors (62 percent) take bribes, which is consistent with our findings in 2015. Citizens' perceptions in the two BiH Entities are similar when it comes to bribery among these public officials.

Figure 26. Perceptions of Bribery among Judges

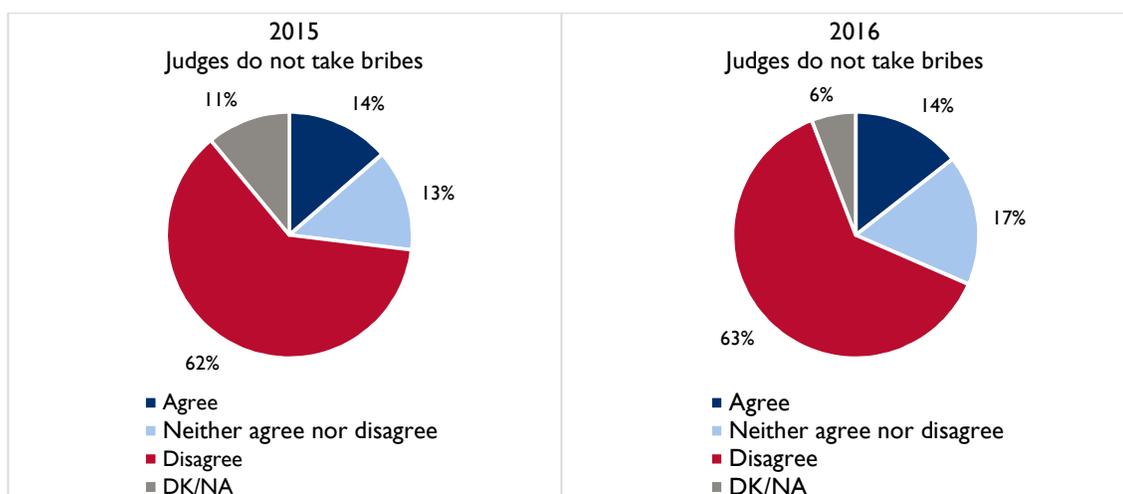
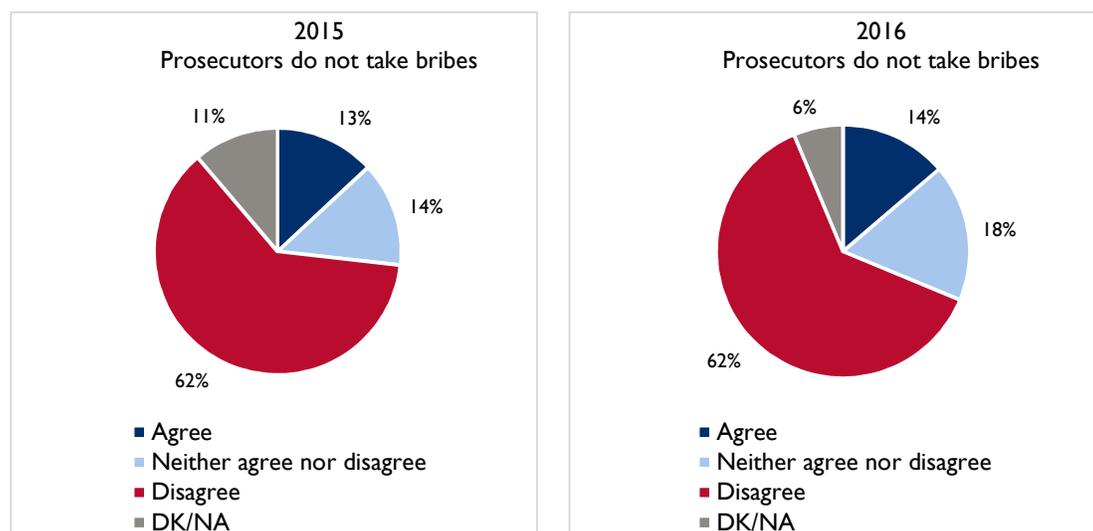


Figure 27. Perceptions of Bribery among Prosecutors



MEDIA AND CITIZEN PARTICIPATION

Perceptions on Trustworthiness and Usefulness of BiH Media

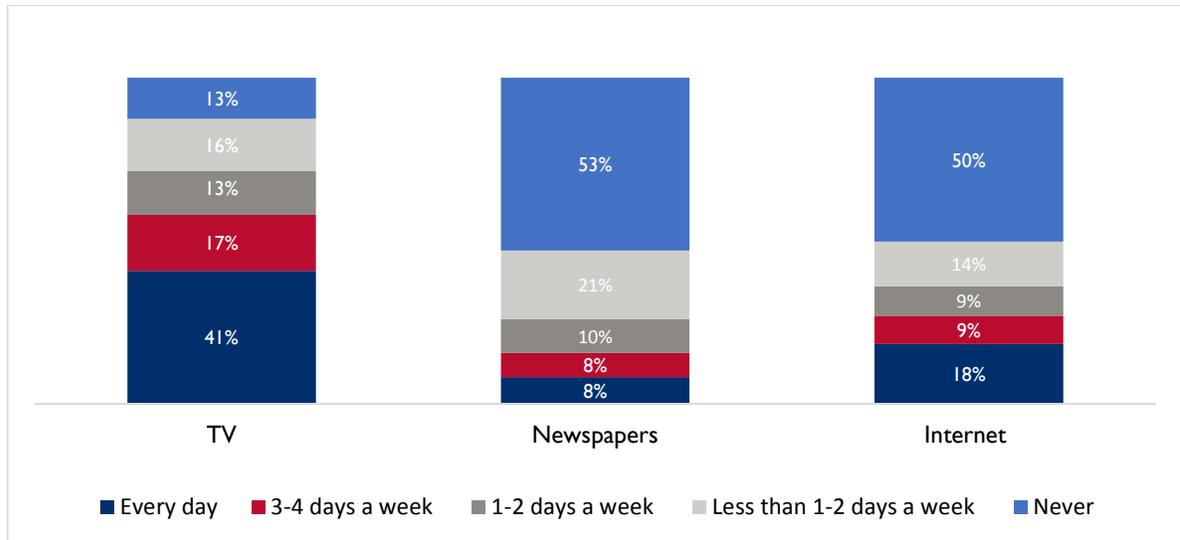
According to the Regulatory Agency for Communications of BiH¹⁷, 193 electronic media outlets operate in BiH, which include 45 TV stations (both public and commercial TV stations) and 148 radio stations (public, commercial and community radio stations). There are also 5 daily newspapers, 184 other print media outlets (weekly, biweekly and periodic magazines), and 6 news agencies in the registry of print media outlets of Press Council of BiH¹⁸. In 2016, TV remains the most dominant type of media for citizens to obtain political news in BiH, as Figure 28 shows. Our findings are in line with the results from the survey conducted for The Social Cohesion and Reconciliation Index (SCORE), in which 57 percent of the citizens stated that they watch political news nearly every day,

¹⁷ Annual Report of Regulatory Agency for Communications BiH for 2015, available at: <http://rak.ba/bos/index.php?uid=1272548129>

¹⁸ Press Council of BiH is a media self-regulatory body, encompassing print (and some online media accepting the principles of self-regulation), available at: http://vzs.ba/index.php?option=com_content&view=category&id=5&Itemid=8

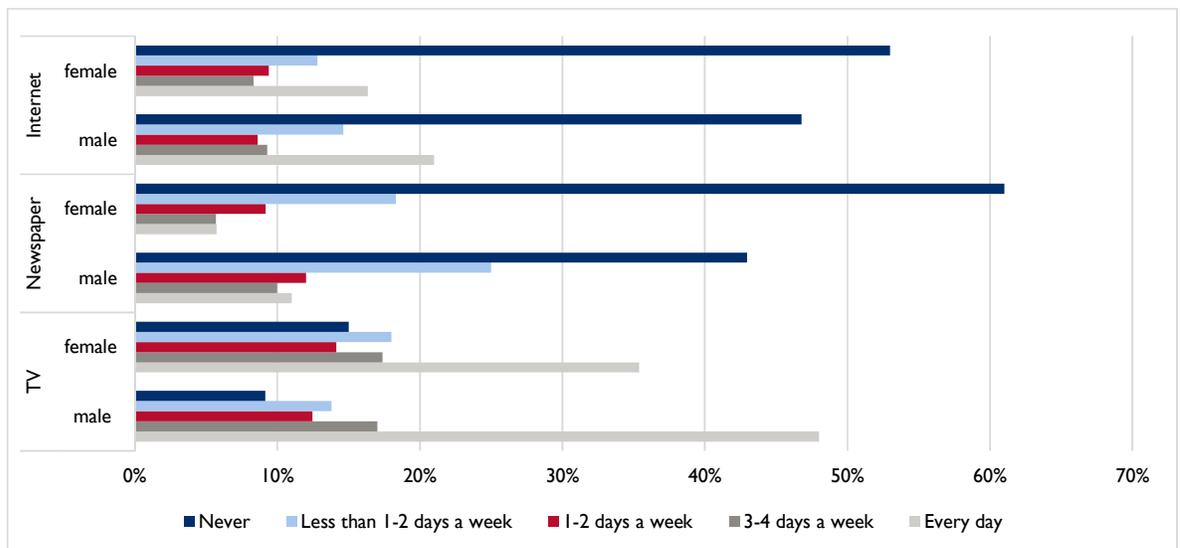
considerably more than those who read about politics in the newspapers (11 percent) and online (16 percent)¹⁹.

Figure 28. Use of Media by Type



NSCP-BiH 2016 shows that women in BiH tend to use media for political news less often than do men (Figure 29). In particular, 61 percent of female respondents stated they never used newspapers for political news, versus 43 percent for men. The gender gap is also present in the use of the internet, with 53 percent of female respondents never using the internet for news, versus 47 percent for men. We didn't find significant differences in major media source for political news across the two entities. In both FBiH and RS, citizens prevalingly use TV to get news. One third of the citizens in both entities never use newspapers as a source for political news. Similarly, around a third of respondents in each entity never use the internet for political news.

Figure 29. Use of Media by Type and by Gender



¹⁹ Social Cohesion and Reconciliation Index, SCORE, available at <http://www.scoreforpeace.org/?country=15>

Overall satisfaction with trustworthiness and usefulness of information contained in different media sources in BiH is generally low, with only around half of the citizens expressing satisfaction. In addition to being used as citizens' primary source for political information, TV is the dominating media source in terms of citizens' perceptions of trustworthiness and usefulness as well, as Figure 30 shows. Fifty-four percent of respondents are satisfied with the trustworthiness of information on TV, versus 37 percent for newspapers and 35 percent for the internet. Similarly, 56 percent of respondents are satisfied with the usefulness of information on TV versus 40 percent for newspapers and 38 percent for the internet.

Figure 30. Satisfaction with Trustworthiness and Usefulness of Media

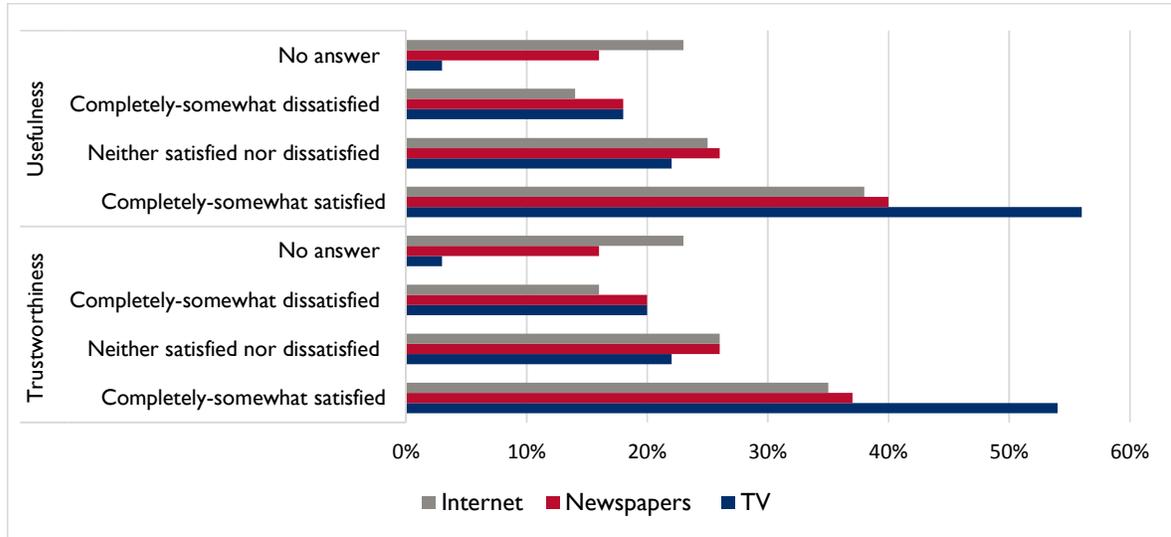


Figure 31 and 32 present results on the level of satisfaction with the trustworthiness and usefulness of media types across ethnicities. Serbs tend to consider media more trustworthy and useful than other ethnic groups. Croats consider the media the least trustworthy and useful among the ethnic groups.

Figure 31. Satisfaction with Trustworthiness of Media by Ethnicity

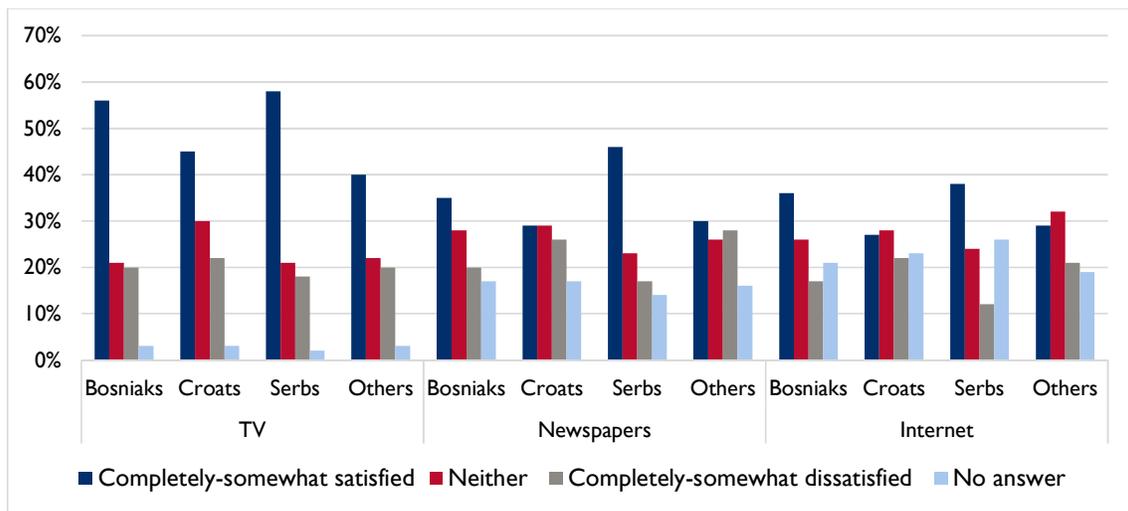
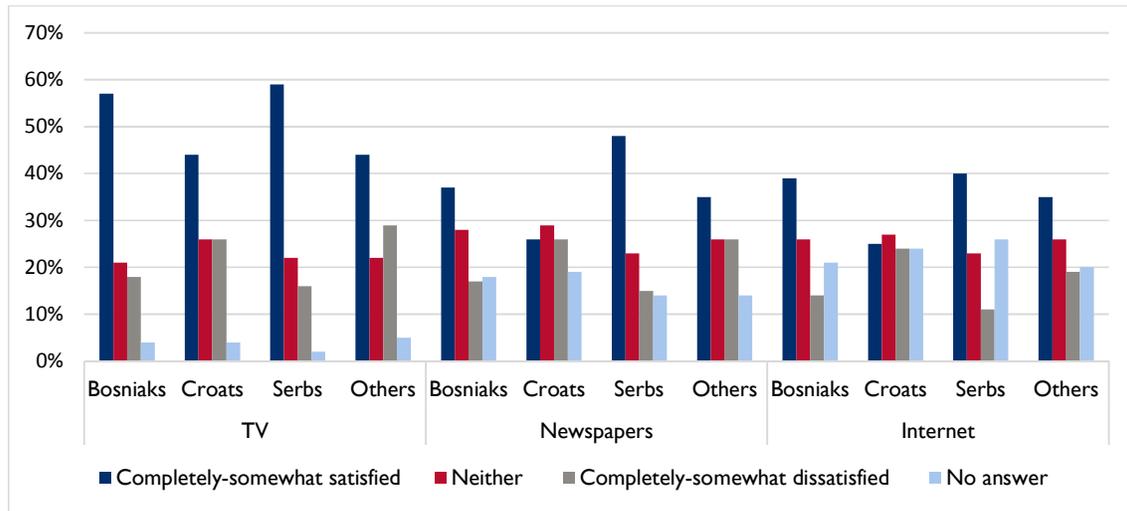
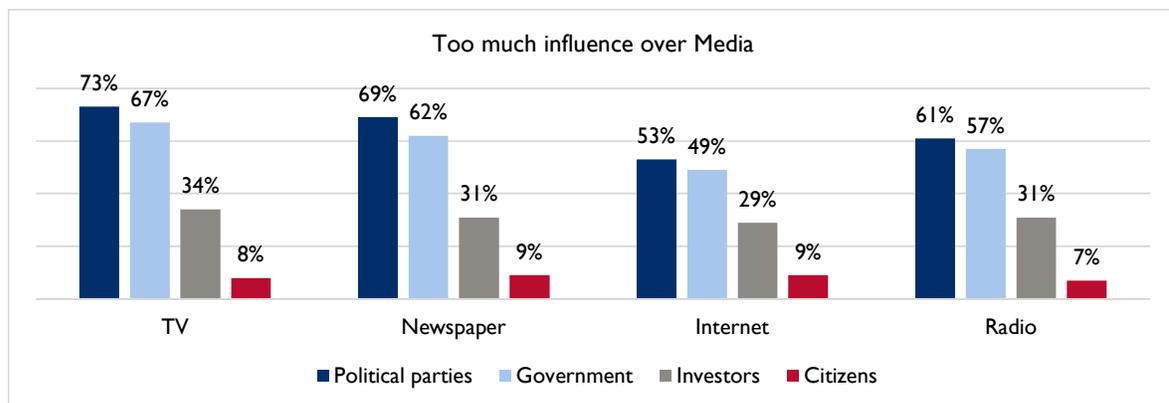


Figure 32. Satisfaction with Usefulness of Media by Ethnicity



Over half of the population feels that political parties and government have too much influence over media, with around 64 percent of the respondents perceiving political parties as having too much influence over media and 59 percent perceiving government as having too much influence over media. Furthermore, around 31 percent of BiH citizens think that investors have too much influence over media. As Figure 33 presents, BiH citizens perceive that government and political parties have the greatest influence over TV, followed by newspaper, radio, and internet. Specifically, 73 percent of the respondents believe that TV is under too much influence by the political parties and 62 percent of BiH citizens perceive that government has too much influence over newspaper. Around two thirds of the citizens, regardless of gender, ethnicity or the entity in which they live, believe that citizens have too little influence over TV, newspapers and the radio. For the internet, this percentage is somewhat lower but still over 50 percent.

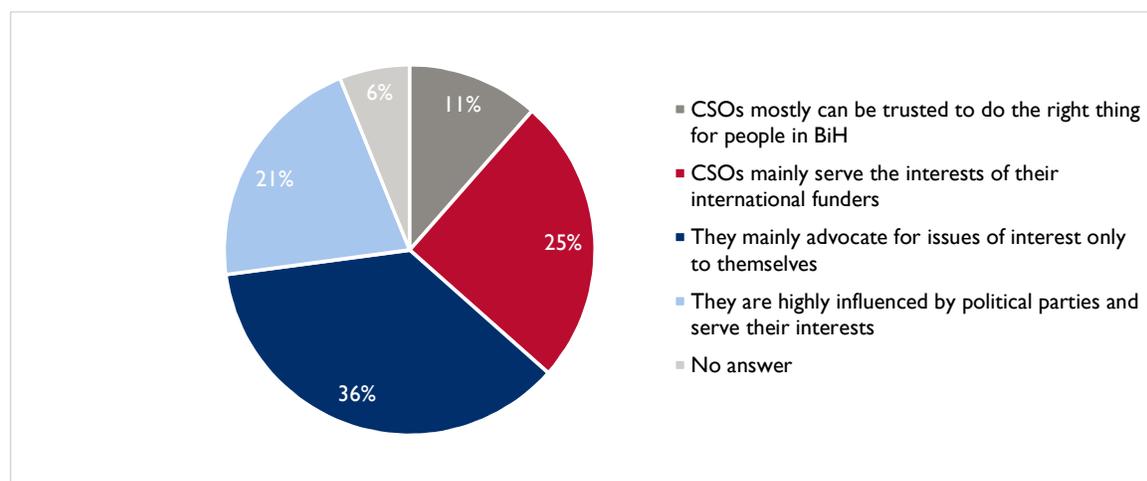
Figure 33. Influence on Media



Perceptions on Civil Society Organizations

Previous research reported that Civil Society Organizations (CSOs) generally enjoyed a high level of trust by citizens in comparison to other institutions in BiH²⁰. Trust in CSOs in BiH is still developing as the BiH CSO Sustainability Index indicates that “many individuals do not see visible results from CSOs’ work and think that CSOs only exist for their employees to make money”. Following NSCP-BiH 2015, we continue to gather information about BiH public opinion of CSOs in 2016. As Figure 34 shows, the largest share of BiH citizens (36 percent) report that CSOs primarily work in their own interest and on issues that they find important, 25 percent of BiH citizens state that CSOs are highly influenced by their donors and work in their interest, and 21 percent state that they are influenced by political parties and serve their interests. Only 11 percent state that CSOs can be trusted to do the right thing for the people, which is not significantly different than last year (14 percent).

Figure 34. Attitudes towards CSOs



Across entities, in attitudes toward CSOs, 38 percent of FBiH respondents believe that CSOs are working for their own interests versus 34 percent in RS. On the other hand, 29 percent of the respondents from RS believe that the CSOs are mainly working in the interests of their international funders, versus 22 percent for FBiH residents.

As Figure 35 shows, over one third of BiH citizens feel that CSOs have no influence on government decisions (35 percent), while 16 percent believe that CSOs have (positive or negative) influence over government decision-making. As Figure 36 illustrates, different perceptions are evident across the two entities. A much higher percentage of citizens from FBiH believe that CSOs have no influence over decision-making (38 percent) than that of RS (28 percent). About 42 percent of citizens from RS believe that CSOs have some influence over some government level, versus 35 percent in FBiH.

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

Figure 35. CSO Influence over Government

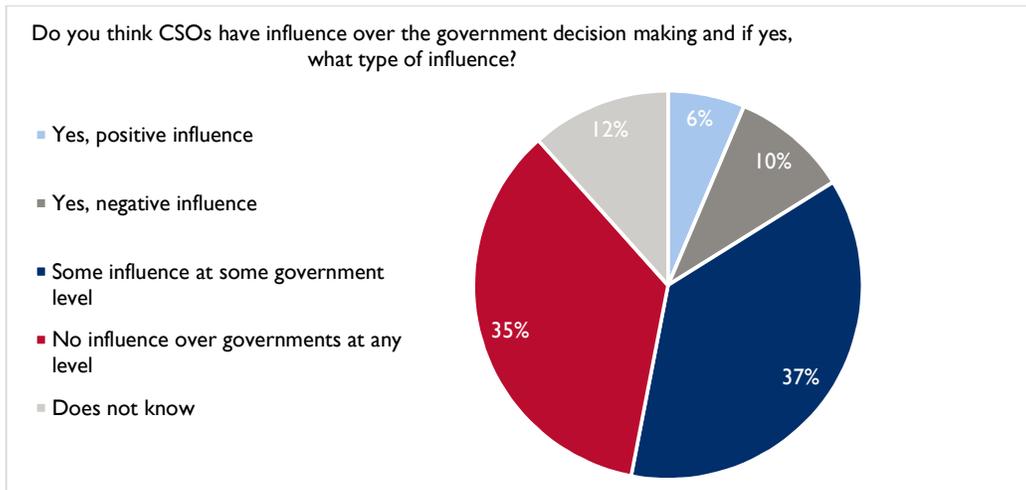
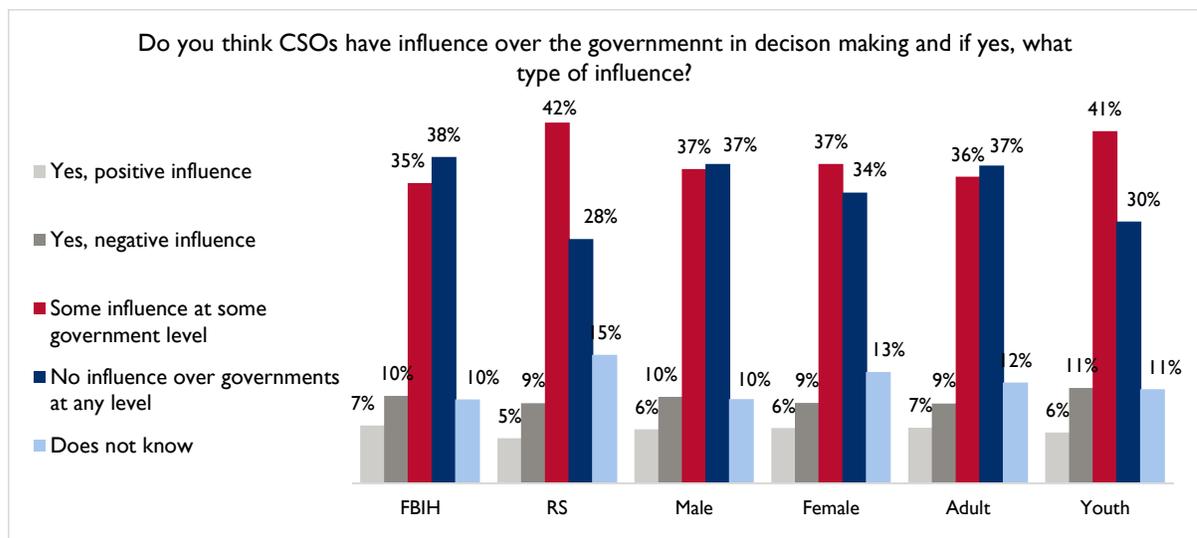


Figure 36. CSO Influence over Government by Entity, Gender and Age



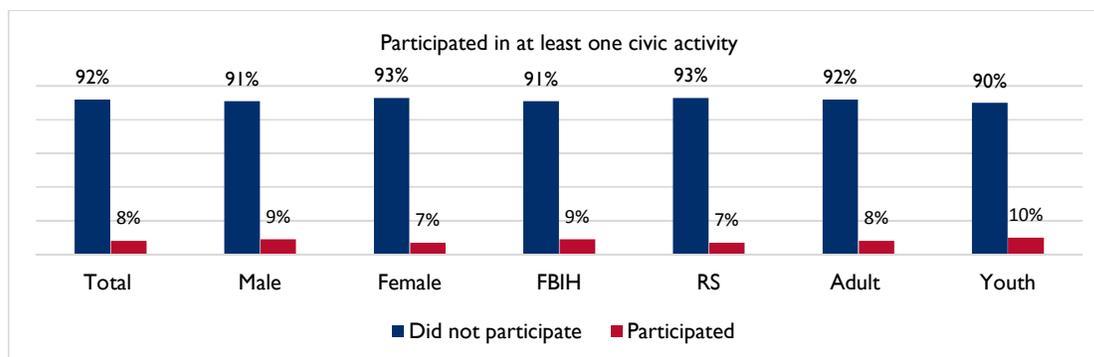
Civic Participation

We find that citizens’ awareness of CSOs’ work against corruption is low, with 94 percent of the respondents unable to recall one CSO that has organized an action against corruption in their town. Citizens’ participation in their community or involvement in any decision-making process is low based on our findings from NSCP-BiH 2016. As Figure 37 shows, about 92 percent of the respondents have never participated in any of the following civic activities in the last 12 months:

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

This discouraging finding is in line with other recent studies in BiH²¹. The results do not seem to vary across entities, gender, or age groups.

Figure 37. Civic Participation by Entity, Gender and Age



INTERETHNIC TRUST AND INTERACTION

After the war, significant efforts from the international community have been exerted in BiH to build good relationships between the three main ethnic groups (Bosniaks, Serbs, and Croats). As building trust among ethnic groups and enhancing interethnic interaction are key drivers for reconciliation, we introduced a set of questions that seek to examine citizens' perceptions on interethnic trust to gather information on interethnic interactions through family and work relationships.

We found that majority of the citizens (69 percent) feel that building trust between different ethnic groups in BiH is important (extremely, very or moderately important). This finding is not surprising considering that the recent UN survey showed that only about 20 percent of BiH citizens believe that reconciliation is fairly achieved or achieved²². As illustrated in Figure 38, significant variations exist across entities, ethnic groups, education levels, and income levels on the importance that BiH citizens attach to building interethnic trust.

The share of RS residents who responded that building trust is extremely important (11 percent) is much lower than the share of FBiH residents (26 percent). One in 10 Serbs feel that building trust is extremely important, while 1 in 4 Bosniaks/Croats feel the same. From Figure 38, we can also see that BiH citizens with higher income and higher levels of education generally attach more importance to interethnic trust building.

NSCP-BiH 2016 shows that most BiH citizens expressed their readiness to reduce interethnic tensions, with 77 percent of the respondents expressing that they would use social, political or any other means, except violence, to change current conditions in interethnic tensions. The percentage of BiH citizens responding that they would use any means including violence to change interethnic relations is generally low (5 percent). This finding is in line with the results from the SCORE survey (2014) which identified similar percentages of citizens who would use violence. In FBiH, the share of citizens ready to use violence (6 percent) is twice as high as in RS (3 percent).

Examining the issue of trust between and within ethnic groups, previous studies find that the level of trust is generally higher within one's own ethnic group²³, which is consistent with the findings in NSCP-BiH 2016 as Figure 39 shows. For all ethnicities, around 70 percent of the respondents expressed in-group trust, while the fraction of the respondents who trust other ethnicities is below 50 percent for

²¹ <http://library.fes.de/pdf-files/bueros/sarajevo/11436.pdf>

²² Public Opinion Poll, United Nations Resident Coordinator Office in Bosnia and Herzegovina 2015.

²³ Whitt (2010) "Institutions and Ethnic Trust: Evidence from Bosnia"

each group. Croats demonstrated the highest level of in-group trust (74 percent), and Serbs expressed the lowest level of in-group trust, on average (64 percent and sharply declining for outgroup members across all ethnic groups).

Figure 38. Importance of Interethnic Trust and Actions to Change Interethnic Relations

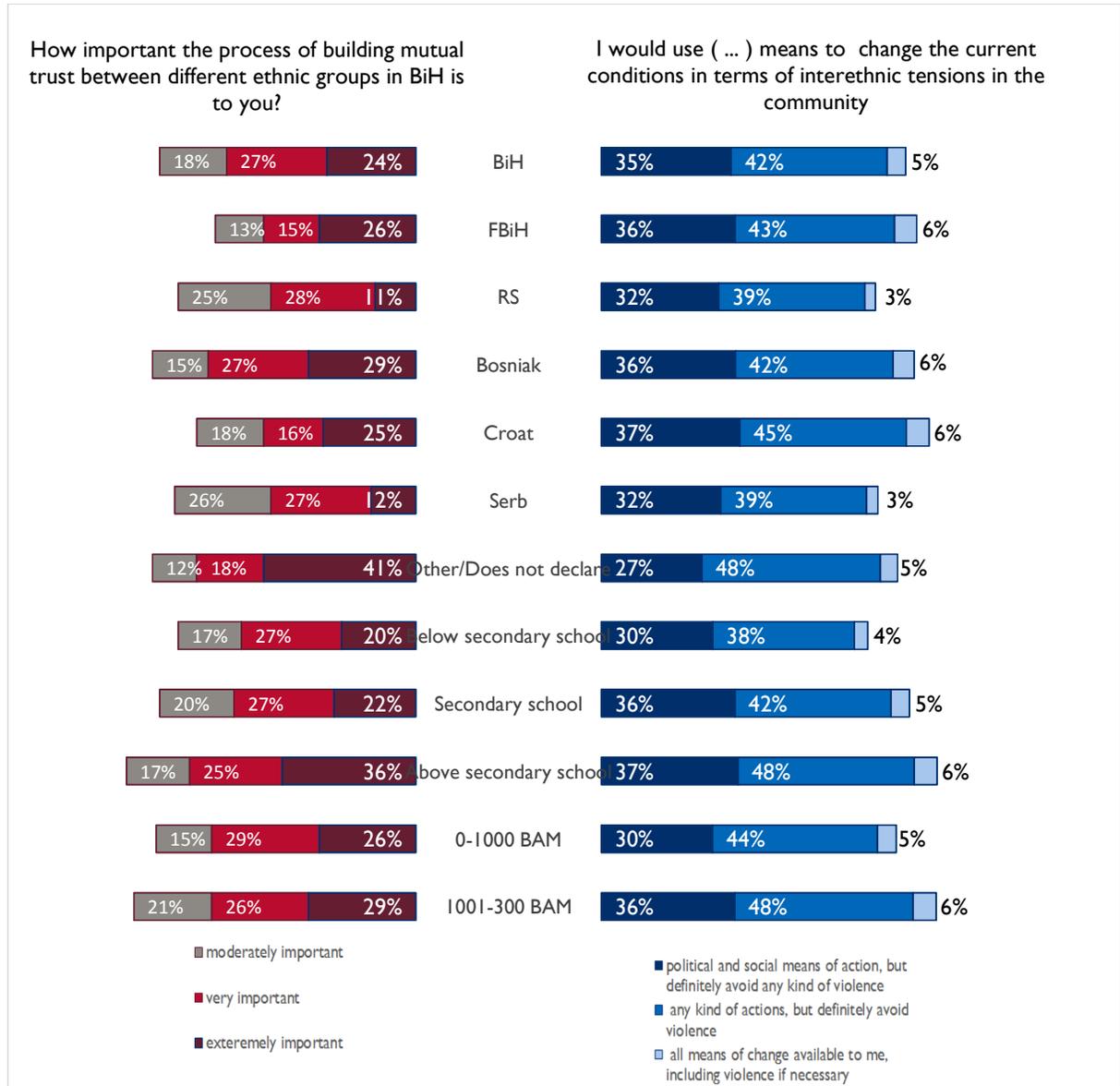


Figure 39. Inter- and Intra-ethnic Trust

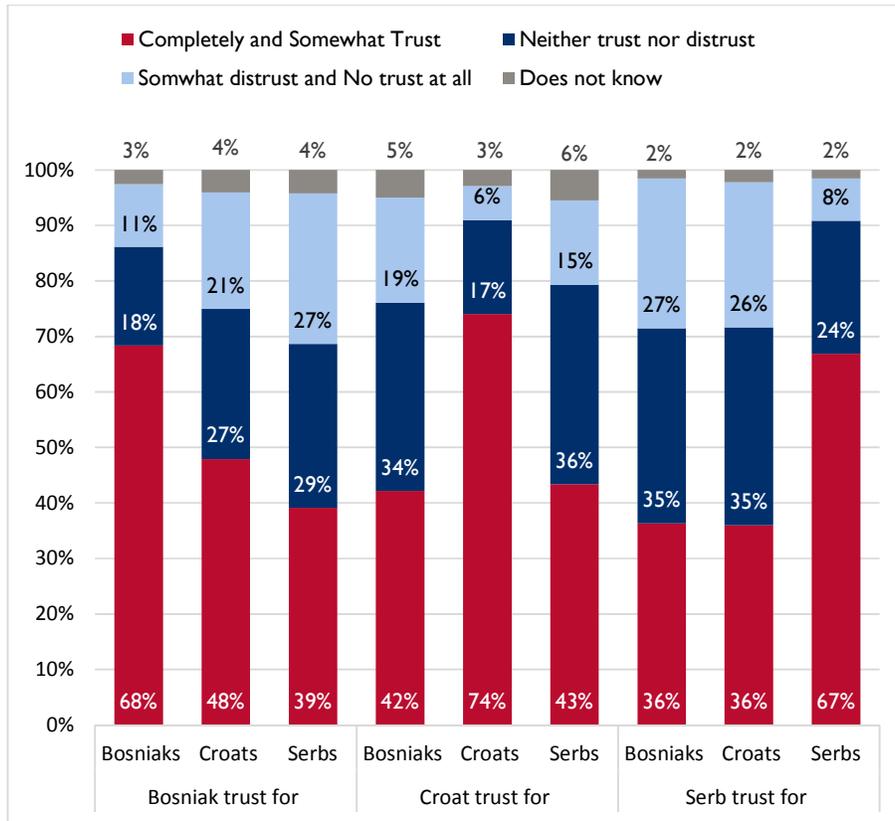
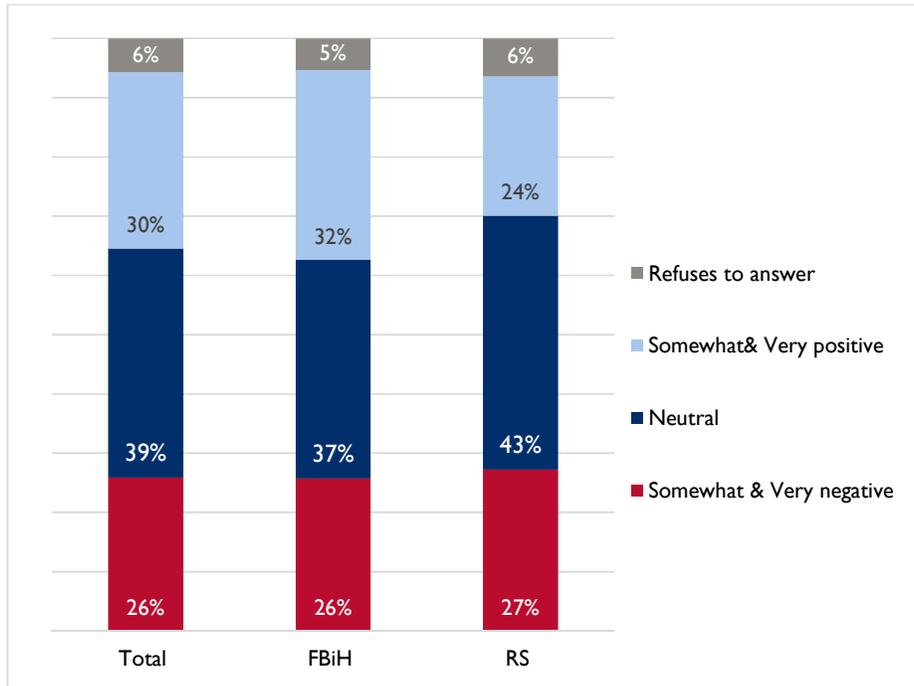


Figure 40. Perception of the Role of Education System in Interethnic Trust



When asked if education plays a positive role in building interethnic trust, almost a third of the respondents believe it plays a positive role, and a little over a quarter of all citizens believe that education system plays a negative role in interethnic trust building, as Figure 40 shows. In FBiH, one in three citizens perceive that education plays a positive role, while only one in four citizens from the RS express the same perception.

To gather information on the level of interaction between different ethnic groups, we asked the respondents how many family members or friends are from other ethnicities and how many work colleagues (or other people they interact with at work or school/university) are from other ethnicities. Most BiH citizens (63 percent) have at least a few family members or friends from other ethnicities, and 68 percent of the respondents had interactions with other ethnicities through work or school. Only 9 percent of the respondents state “many” to the question on interethnic interaction through family members or friends and 13 percent state “many” to the question on interethnic interaction through work or school. We also find a that smaller percentage of citizens in RS than in FBiH state “many” or “some” to both questions, and a smaller percentage of Serbs (5 percent) compared to Croats and Bosniaks (9 percent for both).

COUNTERING VIOLENT EXTREMISM

Exploring the citizens’ perceptions on violent extremism and religious and nationalist radicalization in BiH was a novelty in NSCP-BiH 2016. Figure 41 shows that over half of the respondents (54 percent) recognize violent religious extremism as a problem in BiH. Across entities, responses on whether religious violent extremism is a problem in BiH differ. About 64 percent of citizens in RS believe it is a problem, versus 48 percent in FBiH. Thirty percent of the respondents from RS and 44 percent from FBiH do not recognize that violent religious extremism is a problem in BiH (Figure 42).

Figure 41. Presence of Violent Religious Extremism

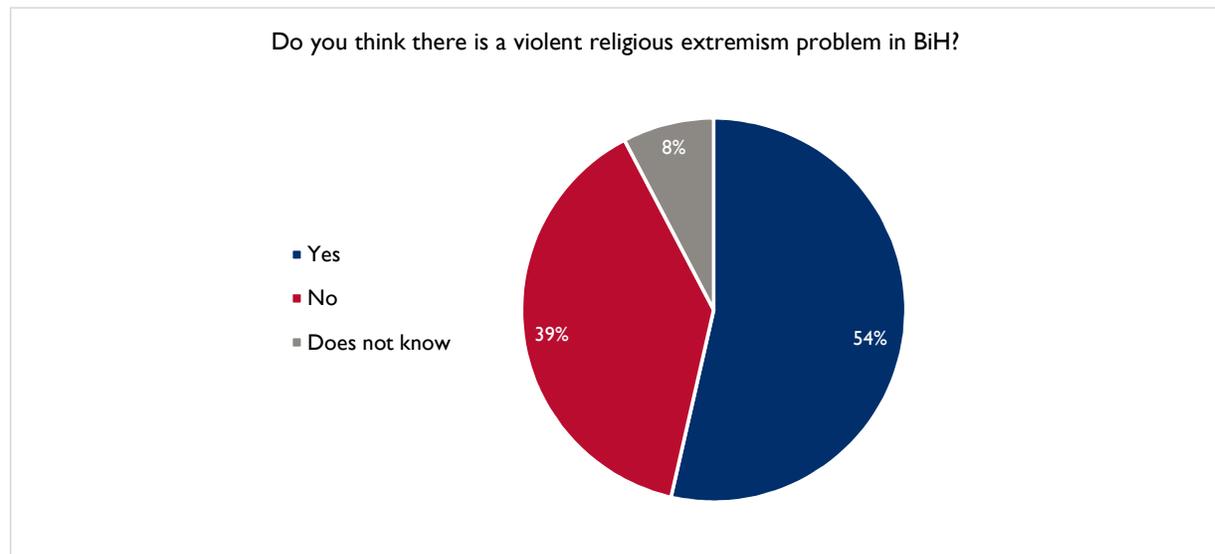
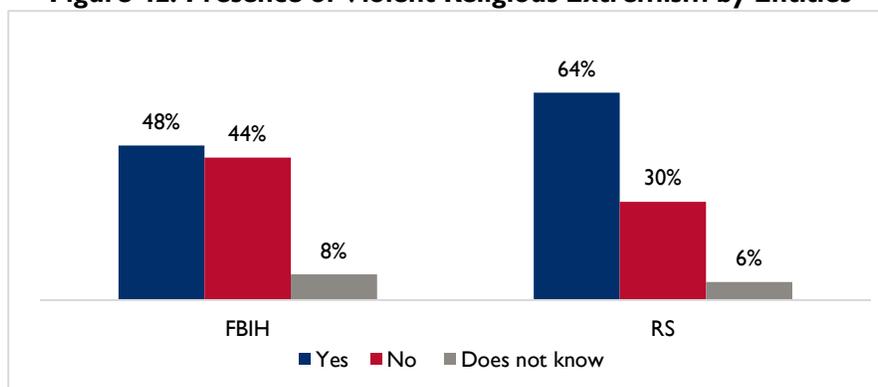


Figure 42. Presence of Violent Religious Extremism by Entities



When asked which extremist group (religious or national, local or abroad) represents a security threat, over half of the respondents perceive extremist groups from abroad, local religious extremists, local nationalist extremists, and returning foreign terrorist fighters (FTFs) as moderate to strong security threats, while about 40 percent of the citizens see lone wolves as moderate to strong security threats.

SOCIAL INCLUSION

Gender equality is at the heart of human rights, it is 1 of the 17 goals set by the United Nations Sustainable Development Agenda adopted in 2015. Furthermore, according to the Article 2 of the Law on Gender Equality in Bosnia and Herzegovina²⁴, full gender equality shall be guaranteed in all spheres of society, particularly in: economy, education, employment and labor, social and health care, and public life and media. However, NSCP-BiH 2016 shows that discrimination based on gender and sexual orientation still persist in BiH even though most citizens believe that women should have equal rights with men and receive the same treatment as do men (88 percent in 2016 versus 96 percent in 2015).

Table 10 reports gender-related perceptions on the labor market. For example, we find that half of the respondents believe that men should have more right to a job than women when jobs are scarce, compared to 31 percent who held this opinion in 2015. Across different age groups, 51 percent of adults hold this opinion compared to 45 percent of youth.

Table 10. Gender Stereotypes on the Labor Market

Gender Stereotypes	AGREE			DISAGREE		
	Total	Sex		Total	Sex	
		Male	Female		Male	Female
If only one spouse is employed, it is more natural for it to be a man	70%	75%	66%	17%	13%	21%
When jobs are scarce, men should have more right to a job than women	50%	55%	45%	37%	30%	42%
The majority of household responsibilities are naturally more suited for women	74%	78%	70%	13%	10%	16%
It is a man's responsibility to make earnings, a woman's responsibility is to look after the home and the family	59%	63%	56%	26%	22%	29%

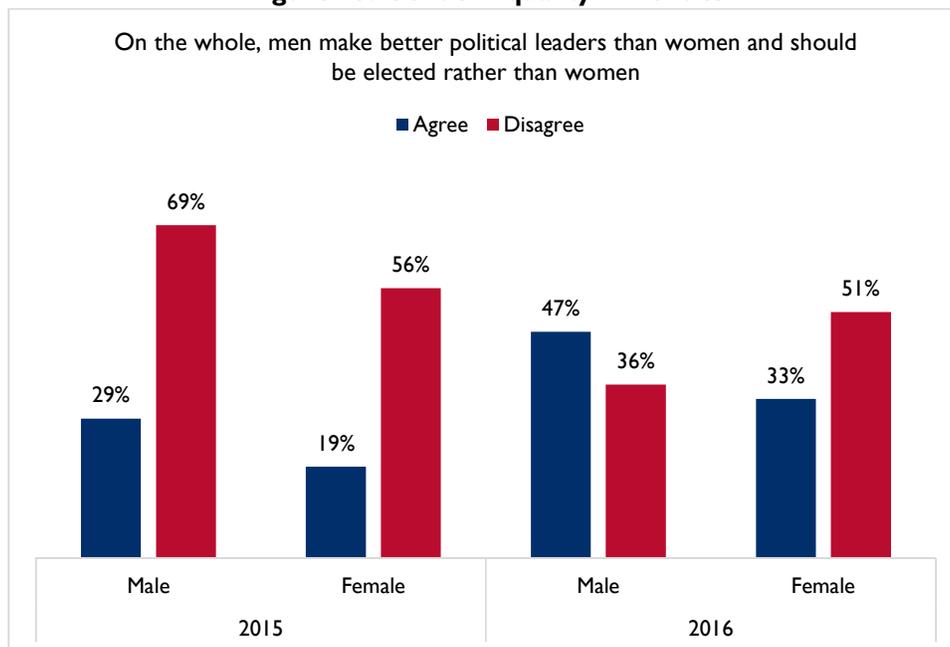
Fifty-nine percent of BiH citizens (61 percent of adults and 51 percent of youth) think that it is a man's responsibility to make earning, while a woman's responsibility is to look after the home and the family. These results are in line with the *Life in Transition Survey 2016* findings, which show that more than 50 percent of the BiH population agree or strongly agree that "it is better for everyone involved if the

²⁴ Official Gazette of BiH, No. 16/03, 102/09 and 32/10)

man earns the money and the woman takes care of the home and children”.²⁵ We also find that a higher percentage of women than men perceive that household chores (cooking, washing the dishes, cleaning) and raising children should be shared between spouses when the woman is not employed (51 percent in females versus 43 percent in males) and when the woman is employed (82 percent in females versus 73 percent in males).

In NSCP-BiH 2016, almost half of the male respondents (47 percent) believe that men make better political leaders than women, and men should be elected rather than women. A little over half of female respondents (51 percent) disagree with this view. In 2015, however, significantly lower percentages of females (19 percent) and males (29 percent) held the opinion of men being better political leaders. (Figure 43) People with some secondary school education or below are more likely to express this opinion (40 and 45 percent, respectively) compared to those with a secondary school diploma (28 percent).

Figure 43. Gender Equality in Politics

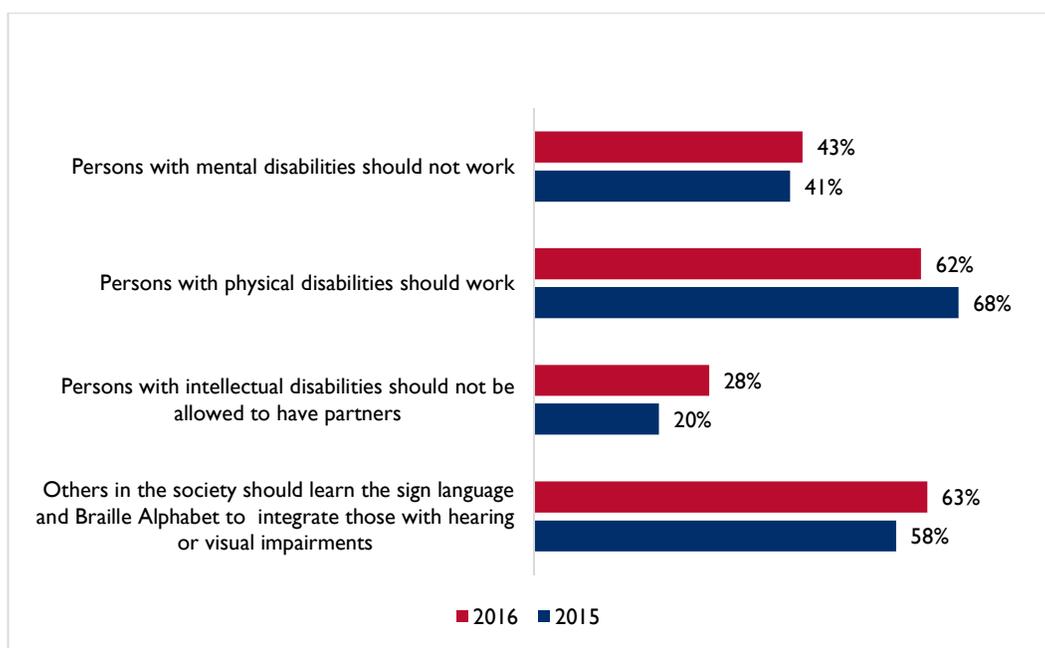


NSCP-BiH 2016 investigated general population’s attitudes when it comes to social inclusion of people with disabilities (PWDs). According to the Convention on the Rights of Persons with Disabilities and Optional Protocol²⁶, PWDs include those who have long term physical, mental, intellectual or sensory impairments that, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. Figure 44 presents changes in the public perception on social inclusion of PWDs from 2015 to 2016.

²⁵ European Bank for Reconstruction and Development (EBRD). 2016. *Life in Transition*. Retrieved from: <http://www.ebrd.com/what-we-do/economic-research-and-data/data/lits.html>

²⁶ The Convention on the Rights of Persons with Disabilities and Optional Protocol was adopted on December 13, 2006 at the United Nations Headquarters in New York. BiH has ratified the Convention in March 2010. The ministry assigned to be responsible for the implementation of the Convention is the Ministry for Human Rights and Refugees of BiH.

Figure 44. Public Perception on Social Inclusion of PWDs



Forty-three percent of BiH citizens think that persons with mental disabilities should not work, compared to 41 percent in 2015. By gender of respondents, 46 percent of the male respondents and 40 percent of the female respondents hold this opinion compared to 39 percent of males and 43 percent of females in 2015. Furthermore, a larger share of male respondents compared to women believe that persons with physical disabilities should work (64 percent in males versus 61 percent in females). Disaggregated by the entity in which respondents live, 65 percent of citizens in RS agree that PWDs should work compared to 60 percent of FBiH residents.

NCSP-BiH 2016 also examined citizens' perceptions on PWDs' right to have partners. We find that 28 percent of BiH citizens think that persons with intellectual disabilities should not be allowed to have partners. As Figure 45 shows, this opinion is shared among 31 percent of FBiH and 23 percent of RS residents. We also find that a larger share of women compared to men think that others in society should learn sign language and Braille to integrate those with hearing or visual impairments (65 percent in females vs. 60 percent in males).

When it comes to social inclusion of LGBT persons, 88 percent of BiH citizens believe that same-sex couples should not have the right to marry, and 92 percent believe that same-sex couples should not have right to adopt children. As Table 11 presents, these worrisome tendencies are present among all segments of the BiH population, and they have not changed significantly since 2015. About 82 percent of citizens disagree with the statement that same-sex couples should have the right to inherit property from each other (80% in FBiH and 85% in RS). Furthermore, 21 percent of BiH citizens with a schooling level higher than a secondary school diploma think that same-sex couples should be able to inherit property from each other, compared to 11 percent of those with a secondary school education and 6 percent of those below secondary schooling level.

Figure 45. Perception on Intellectual Disabilities and Partners

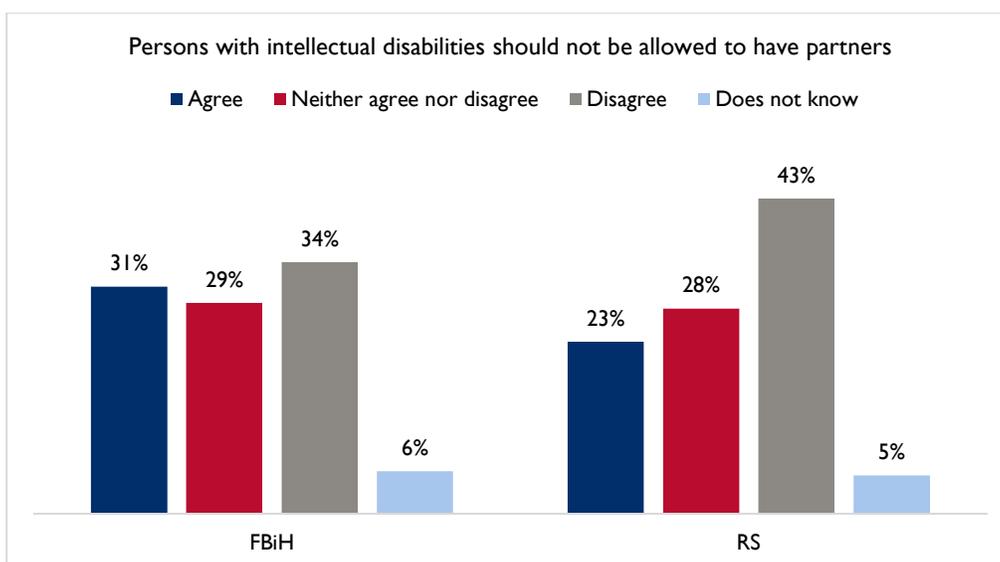


Table 11. Perception on Social Inclusion of LGBT Population

		Total	Sex		Age		Entity	
			Male	Female	Youth	Adults	FBiH	RS
Do you think that same-sex couples should, or should not, have the right to marry?	YES	7%	6%	7%	8%	6%	8%	5%
	NO	88%	90%	87%	86%	89%	85%	93%
Do you think that same-sex couples should, or should not, have the right to adopt children?	YES	5%	5%	4%	6%	4%	5%	4%
	NO	92%	93%	92%	90%	93%	90%	95%

YOUTH DEVELOPMENT

Following NSCP-BiH 2015, we take between 18 and 30 as the definition of youth in the survey. Our definition corresponds to the definition of youth presented in the Article 4 of the Youth Law of the Federation of Bosnia and Herzegovina²⁷ and Article 2 of the Law on Organization of the Youth of Republika Srpska²⁸, which define a young person as a person aging from 15 to 30. Among 3,004 respondents in NSCP-BiH 2016, 620 are under the age of 30. Figure 46 shows the entity and education level²⁹ of our youth sample.

In NSCP-BiH 2016, 71 percent of youth voted in the 2016 local elections. This rate is significantly higher than the youth voter turnout of 54 percent³⁰ published by Central Election Commission (CEC) for the local elections in 2012. However, only 33 percent of young people participated in some form of political activity from October 2015 to October 2016³¹, and 30 percent express that they are

²⁷ Official Gazette of the FBiH, No. 35/10

²⁸ Official Gazette of the RS, No. 98/04 and 119/08

²⁹ According to segregation by the education level, young respondents are divided into three groups, first including those who have obtained below a secondary school diploma, second including those with a secondary school diploma, and third including those with above a secondary school diploma.

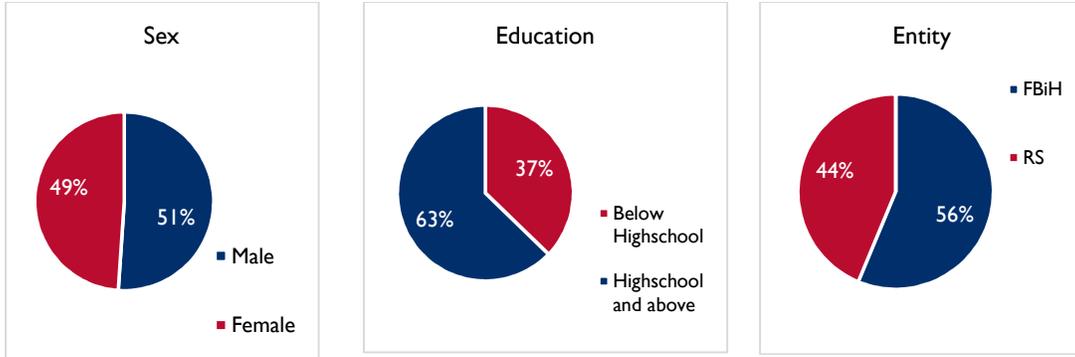
³⁰ Central Election Commission. 2012. *Election indicators 2002 – 2012*. Retrieved from:

http://www.izbori.ba/Documents/Statistika_i_rezultati_izbora/Statistika_izbora/Izborni_pokazatelji2002-2012-eng.pdf

³¹ The following political activities were taken into consideration: contacting a politician; contacting a government or local government official; working without pay in a political party or action group; volunteering in a CSO (including a youth bank);

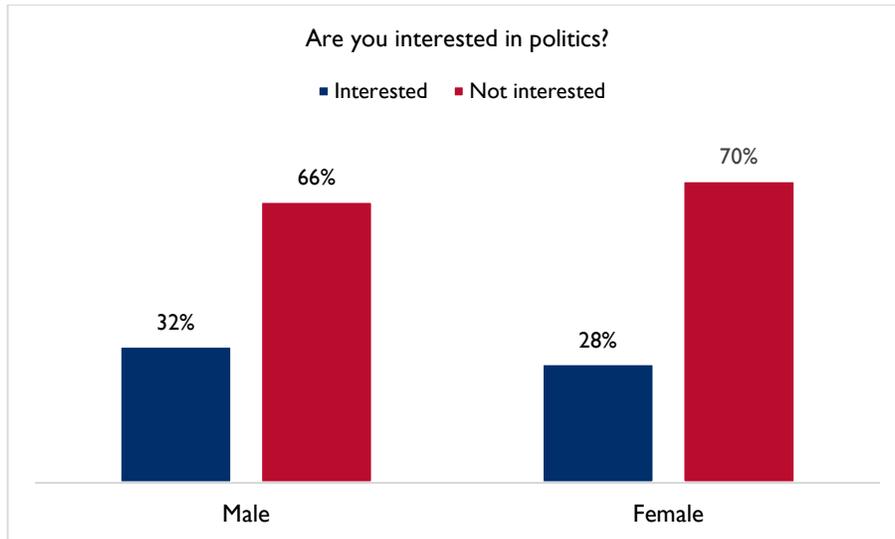
interested in politics. Low interest in politics is especially common among young women in BiH. In 2015, 58 percent of young female respondents said they are not interested in politics; in 2016, this percentage has increased to 70 percent, as Figure 47 shows.

Figure 46. Characteristics of NSCP-BiH 2016 Youth Sample



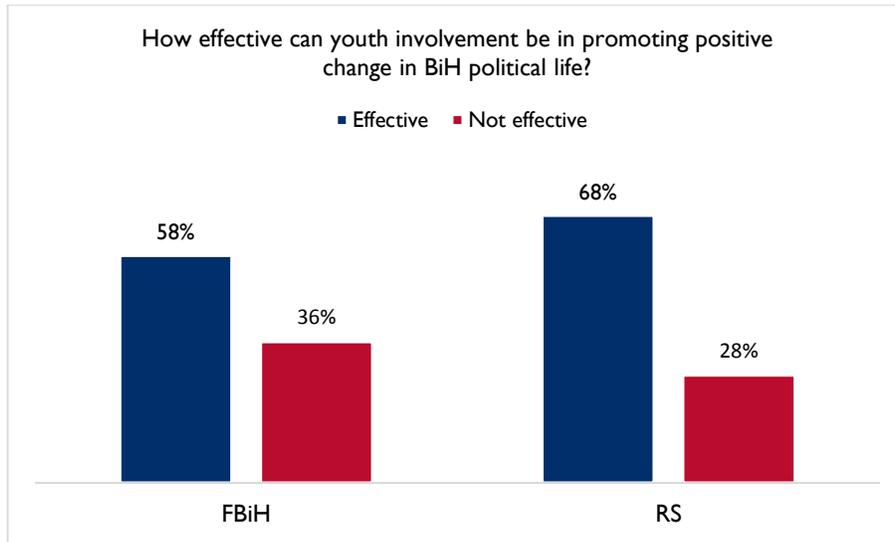
We find that 60 percent of BiH youth think that youth involvement can be effective in promoting positive change in BiH political life. This opinion is more common among RS youth than among the youth living in FBiH (68 percent in RS versus 58 percent in FBiH).

Figure 47. Youth Interest in Politics



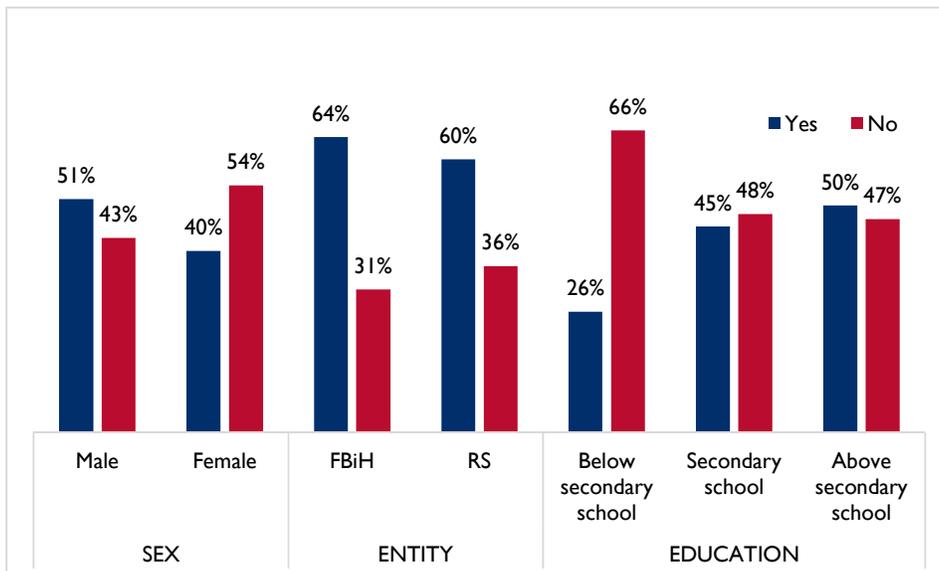
signing a petition; boycotting certain products; being a member of a political party/group; volunteering to monitor/observe elections; and posting a message with political content in social media.

Figure 48. Involvement in Promoting Positive Change in BiH Political Life



Even though the brain drain--the large emigration of individuals with technical skills or knowledge, normally due to conflict, lack of opportunity, political instability, or health risks³²--has marked BiH in the past two decades, and only 7 percent of youth thinks that things in the country are moving in the right direction, the percentage of youth who are considering leaving the country has decreased in 2016 (45 percent) when compared to 2015 (63 percent). As Figures 49 and 50 present, among young males, 51 percent of them considered leaving the country, while most young women (54 percent) have not considered leaving the country.

Figure 49. Percentage of Youth Who Considered Leaving the Country in 2016



³² Iravani, Mohammad Reza. 2011. *Brain Drain Problem: A Review*. International Journal of Business and Social Science. Vol. 2. No. 15

Figure 50. Percentage of Youth Who Considered Leaving the Country in 2015

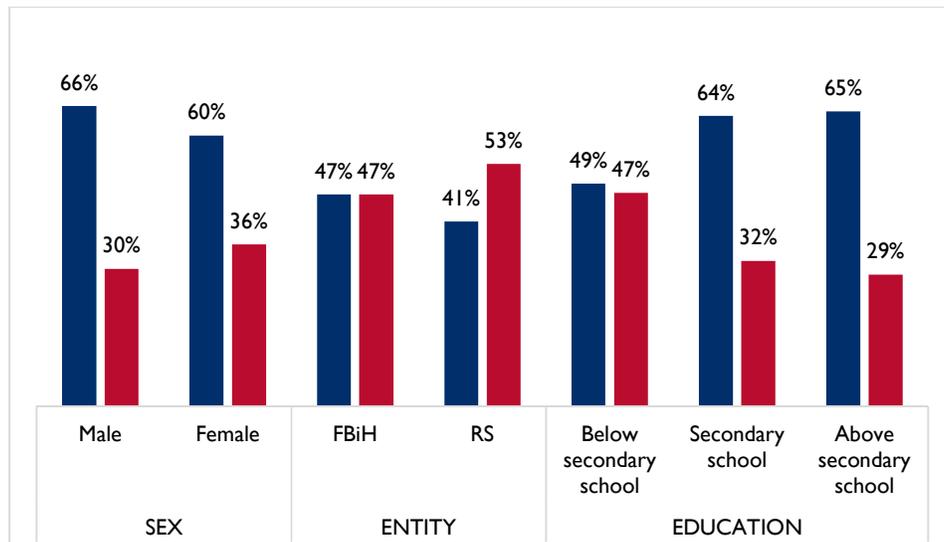
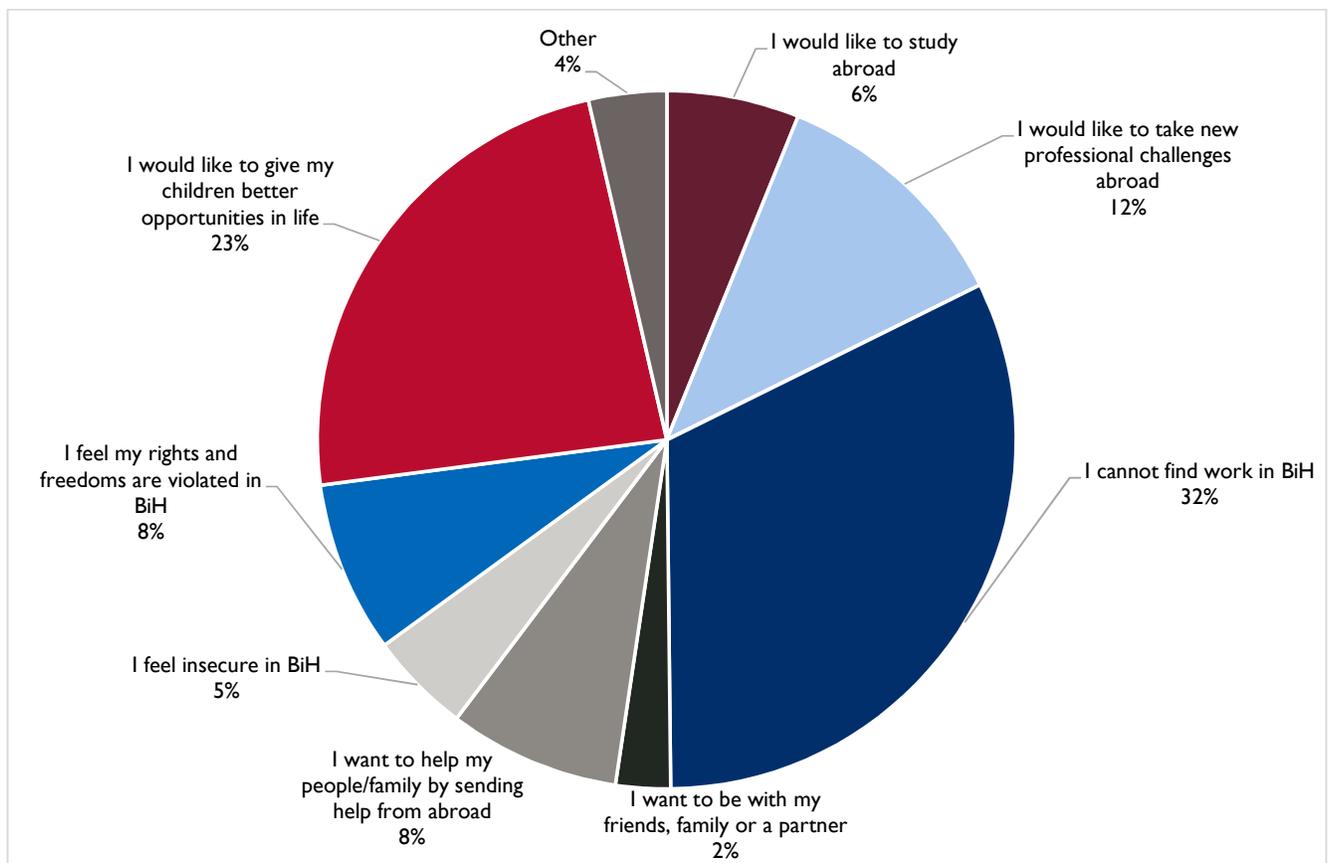


Figure 51. Main Reasons for Youth to Consider Leaving the Country



With youth unemployment rate hovering at 54.5 percent³³, especially compared to the EU (16.1 percent in 2015)³⁴ or OECD countries' average (13.4 percent in 2015)³⁵, it is not surprising that the inability to find a job is the main motivation for youth who want to leave (32 percent). Figure 51 presents main reasons for youth to consider leaving the country.

As with our findings in NSCP-BiH 2015, the most desired sector in which to work among BiH youth is the public sector (56 percent). As Figure 52 presents, a larger percentage of young women than young men would like to work in the public sector (60 percent in females vs. 51 percent in males), while a higher percentage of young men than young women would like to engage themselves in the private sector (31 percent in males versus 18 percent in females).

Figure 52. Youth's Preferred Employment Sector

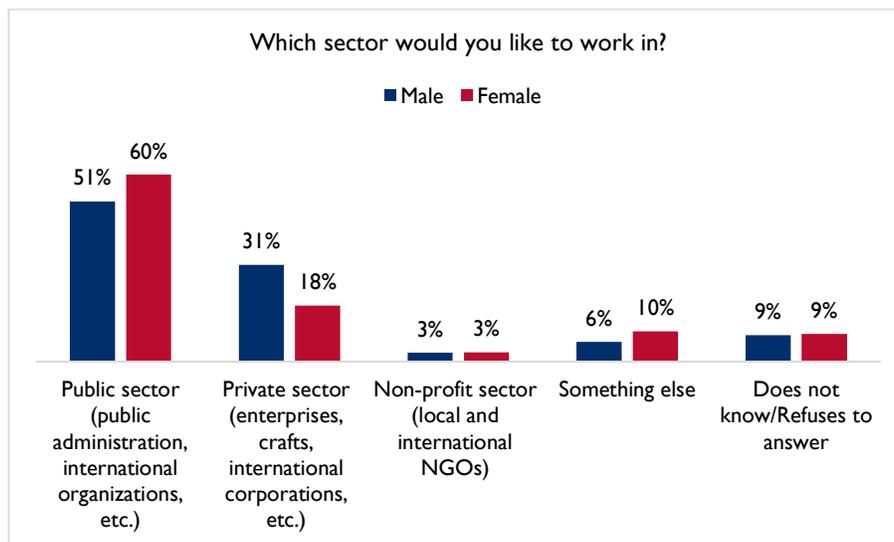


Table 12 presents the list of occupations and youth perspectives toward their attractiveness. For example, young women consider clerical support worker and services and sales as more desirable occupations than do young men (14 percent compared to 8 percent; 11 percent compared to 5 percent). Men are more interested in being craft and related trades workers (5 percent compared to 2 percent) or plant and machine operators and assemblers (6 percent compared to 3 percent).

³³ Agency for Statistics of Bosnia and Herzegovina. Labour force survey 2016. Available: http://www.bhas.ba/tematskibilteni/TB_ARIS%202016_BS_ENG_.pdf (Accessed 21 December, 2016)

³⁴ Statistical Office of the European Communities. 2016. Youth unemployment by sex, age and educational attainment level. Luxembourg: Eurostat. Retrieved from: <http://ec.europa.eu/eurostat/web/youth/data/database>

³⁵ Organization for Economic Co-operation and Development (OECD). 2016. *OECD Employment Outlook 2016*. Retrieved from: http://www.oecd-ilibrary.org/employment/oecd-employment-outlook-2016_empl_outlook-2016-en

Table 12. Youth Preferred Occupation in BiH

	Total	SEX		ENTITY		EDUCATION		
		Male	Female	FBiH	RS	Below Secondary School	Secondary School	Above Secondary School
Legislators, senior officials and chief executives	7%	7%	7%	9%	5%	2%	7%	12%
Scientists, engineers and other professionals	14%	11%	17%	17%	8%	13%	9%	30%
Technicians and associate professionals	8%	9%	8%	9%	8%	11%	8%	8%
Clerical support workers	11%	8%	14%	12%	11%	9%	10%	16%
Services and sales workers	9%	5%	11%	7%	12%	6%	11%	2%
Skilled agricultural, forestry and fishery workers	4%	3%	4%	4%	4%	6%	3%	4%
Craft and related trades workers	3%	5%	2%	3%	5%	4%	4%	1%
Plant and machine operators and assemblers	4%	6%	3%	5%	4%	9%	4%	3%
Elementary occupations	13%	16%	10%	13%	11%	11%	16%	2%
Armed forces occupations	3%	5%	1%	3%	2%	2%	3%	2%
Other	13%	13%	13%	14%	12%	4%	13%	17%
Does not know/Refuses to answer	10%	10%	11%	7%	19%	23%	10%	5%

ANNEX: NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA QUESTIONNAIRE (2016)

[Good morning/Good afternoon/Good evening]. My name is [INTERVIEWER NAME] and I am here on behalf of an independent research company Ipsos. We are conducting a survey in order to identify opinions of BiH citizens on different social issues.

[Read to the respondent!]

Your opinions matter, because you are one of the 3000 citizens of Bosnia and Herzegovina selected to participate in this survey. Therefore, we kindly ask you for your participation and patience. Let us begin.

Given that in this type of surveys most people usually participate for the first time, let me explain a bit more about how the survey is done.

I will read out the questions from the questionnaire exactly as they are written, so that every respondent in the survey has the exact same questions. You will respond to those questions by selecting one of the answer options I read out to you.

If some of the questions I read out are not clear to you or you do not understand them enough, feel free to say so – I will read them out again. I am not allowed to assist you while you are answering the questions, because we are interested in your opinions. Therefore, we kindly ask you to be as sincere as possible in your answers.

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

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

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

INTRODUCTION

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

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

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

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

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

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

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

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

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

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

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

1	2	3	4	5	6	7
extremely poor						excellent

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

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

PIG (SKIP FOR RESPONDENTS IN MOSTAR!) Did you vote in the 2016 local elections for the mayor and municipal/city assembly or council? **NOTE DOWN ONE ANSWER ONLY!**

- 1. Yes **→ GO TO PIH 1**
- 2. No **→ GO TO PIH 2**
- 3. **(Do not read!)** Does not know/Refuses to answer **→ GO TO PIJ 3**

PIH For which party did you vote in the 2016 local elections? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

- 1. DNS **1**
- 2. Demokratska fronta **2**
- 3. Gradanski savez **3**
- 4. HDZ BiH **4**
- 5. HDZ-1990 **5**
- 6. HSP BiH **6**
- 7. HSS-NHI **7**
- 8. Naša stranka **8**
- 9. NDP **9**
- 10. PDP **10**
- 11. SBB BiH **11**
- 12. SDA **12**
- 13. SDP **13**
- 14. SDS **14**
- 15. SNSD **15**
- 16. Stranka za Bosnu i Hercegovinu **16**
- 17. Other party **17**
- 18. **(Do not read!)** Refuses to answer **18**

P1I. Why did you not vote in the 2016 local elections? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P1J. On a scale from 1 to 5, where 1 is 'not at all' and 5 is 'extremely', to what degree do you feel that your interests are represented by the following institutions/bodies: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

	Not at all	2	3	4	Extremely
Neighborhood council where you live	1	2	3	4	5
Local (municipal) government where you live	1	2	3	4	5
Cantonal government (in FB&H only)	1	2	3	4	5
Cantonal parliament (in FB&H only)	1	2	3	4	5
Entity/district government	1	2	3	4	5
Entity/district parliament	1	2	3	4	5
State government, i.e. Council of Ministers of BiH	1	2	3	4	5
State parliament, i.e. BiH Parliament	1	2	3	4	5
Political parties	1	2	3	4	5

GOVERNMENT/PUBLIC SERVICES

P2. Next, I would like to ask you about your satisfaction with delivery of public services. How satisfied are you with each of the following services IN THE LAST 12 MONTHS? **ASK FOR EACH ITEM SEPARATELY**

	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	Didn't use this service in the last 12 months	This service is not
P2a. Power supply	1	2	3	4	5	6	7	8	9
P2b. Water supply	1	2	3	4	5	6	7	8	9
P2c. Sewage system/waste	1	2	3	4	5	6	7	8	9
P2d. Water management	1	2	3	4	5	6	7	8	9
P2e. Garbage collection	1	2	3	4	5	6	7	8	9
P2f. Street and town cleaning	1	2	3	4	5	6	7	8	9
P2g. Street lighting	1	2	3	4	5	6	7	8	9
P2h. District heating	1	2	3	4	5	6	7	8	9
P2i. Preschool education	1	2	3	4	5	6	7	8	9
P2j. School transportation	1	2	3	4	5	6	7	8	9

P2k. Public transportation	1	2	3	4	5	6	7	8	9
P2l. Local road maintenance	1	2	3	4	5	6	7	8	9
P2m. Public park and playground maintenance	1	2	3	4	5	6	7	8	9
P2n. Primary schooling	1	2	3	4	5	6	7	8	9
P2o. Secondary Schooling	1	2	3	4	5	6	7	8	9
P2p. Health care system	1	2	3	4	5	6	7	8	9
P2q. Social assistance	1	2	3	4	5	6	7	8	9
P2r. Pension system	1	2	3	4	5	6	7	8	9
P2s. Legal aid	1	2	3	4	5	6	7	8	9
P2t. Support to families with children	1	2	3	4	5	6	7	8	9
P2u. Support to war veterans	1	2	3	4	5	6	7	8	9
P2v. Support to civilian victims of war	1	2	3	4	5	6	7	8	9
P2w. Support to refugees, returnees and IDPs	1	2	3	4	5	6	7	8	9
P2x. Support to entrepreneurs and exporters	1	2	3	4	5	6	7	8	9
P2y. General security	1	2	3	4	5	6	7	8	9
P2z. Building and maintaining highways	1	2	3	4	5	6	7	8	9
P2aa. Protection from and prevention of crime	1	2	3	4	5	6	7	8	9
P2bb. Protection of private property	1	2	3	4	5	6	7	8	9
P2cc. Protection of environment	1	2	3	4	5	6	7	8	9
P2dd. Courts' or the prosecutors' administrative services	1	2	3	4	5	6	7	8	9
P2ee. Management of public resources	1	2	3	4	5	6	7	8	9
P2ff. Consumer protection	1	2	3	4	5	6	7	8	9
P2gg. Supporting cultural development	1	2	3	4	5	6	7	8	9
P2hh. Access to services for protection of gender-based violence and domestic violence – ACCESS TO SOCIAL WORKERS	1	2	3	4	5	6	7	8	9
P2ii. Access to services for protection of gender-based violence and domestic violence – ACCESS TO HEALTH PROFESSIONALS ASSISTANCE	1	2	3	4	5	6	7	8	9
P2jj. Access to services for protection of gender-based violence and domestic violence – ACCESS TO POLICE	1	2	3	4	5	6	7	8	9
P2kk. Access to services for protection of gender-based violence and domestic violence – ACCESS TO SAFE HOMES	1	2	3	4	5	6	7	8	9
P2ll. Access to information about protection from domestic violence	1	2	3	4	5	6	7	8	9
P2mm. Access to information about women's rights related to employment									

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

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

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

ITEMS	extremely poor	1	2	3	4	5	6	excellent
P4A. BiH Institutions/State-level Government	1	2	3	4	5	6	7	
P4B. Entity-level institutions in my Entity	1	2	3	4	5	6	7	
P4C. Canton-level institutions (only for respondents from FBiH)	1	2	3	4	5	6	7	
P4D. Municipality/city level	1	2	3	4	5	6	7	

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

	Rank
a. Defense (including also civil protection)	
b. Public order and safety (judiciary; police; fire-fighting)	
c. Economic affairs (general business environment improvement for increased investments and employment, agriculture, rural development, forestry, and fishery; energy and fuel; mining, manufacturing, and construction; transport, infrastructure, and communications; and other industries and other economic affairs)	
d. Environmental protection (waste and waste water management; pollution; biodiversity protection)	
e. Housing and community amenities (including also urban planning, water supply, street lighting)	
f. Health	
g. Recreation, culture, and religion (recreational and sports activities; culture; broadcasting and publishing; religion)	
h. Education	
i. Social protection (disability and sickness, old age, survivors, war veterans, unemployment, social housing)	

j. General public services (including general administration; operational and support services and work of the executive and legislative organs, financial and fiscal affairs, and external affairs)	
---	--

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

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

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

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

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

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

CORRUPTION

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

ITEMS	Not at all	Somewhat	Moderately	Extremely	(Do not read!) Does not know/Refuses to answer
P9A. Petty corruption, defined as corruption of low- and mid-level public	1	2	3	4	5

officials in their interactions with ordinary citizens					
P9B. Grand corruption, defined as corruption of high level civil servants and persons with political power	1	2	3	4	5
P9C. Systemic corruption, defined as corruption that is integrated and essential aspect of the economic, social and political system, in which most people have no alternatives to dealing with corrupt officials	1	2	3	4	5

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

ITEMS	Not at all	Somewhat	Moderately	Extremely	(Do not read!) Does not know/Refuses to
P10A. Public sector employment	1	2	3	4	5
P10B. Public procurement, defined as the buying of goods and services by organizations/units of government and public sector	1	2	3	4	5

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

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

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

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

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

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

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

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not
P14A. Judges can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law	1	2	3	4	5	6	7	8
P14B. The prosecutors can be trusted to perform their duties impartially and in accordance with the law	1	2	3	4	5	6	7	8
P14C. Judges do not take bribes	1	2	3	4	5	6	7	8
P14D. Prosecutors do not take bribes	1	2	3	4	5	6	7	8
P14E. The Judiciary is effective in combating corruption	1	2	3	4	5	6	7	8
P14F. Public officials who violate the law are generally identified and punished	1	2	3	4	5	6	7	8
P14G. Judges' poor performance is sanctioned	1	2	3	4	5	6	7	8
P14H. Prosecutors' good performance is rewarded	1	2	3	4	5	6	7	8

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

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

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

1. Strongly agree 1
2. Agree 2
3. Somewhat agree 3
4. Neither agree nor disagree 4
5. Somewhat disagree 5
6. Disagree 6

7. Strongly disagree 7
 8. (Do not read!) Does not know/Refuses to answer 8

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

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

JUDICIARY AND RULE OF LAW

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

1	2	3	4	5	6	7
extremely poor			excellent			

ITEMS	extremely	2	3	4	5	6	excellent
P18A. Judges/Courts	1	2	3	4	5	6	7
P18B. Prosecutors/ Prosecutor Offices	1	2	3	4	5	6	7
P18C. Attorneys	1	2	3	4	5	6	7
P18D. Notaries	1	2	3	4	5	6	7

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

ITEMS	Never	Rarely	Sometimes	Often	Always	(Do not read!)
P19A. Check their court case file	1	2	3	4	5	6
P19B. Participate in any court hearing of their interest	1	2	3	4	5	6
P19C. Review a judgment of their interest	1	2	3	4	5	6
P19D. Get reports/statistics on the work of courts	1	2	3	4	5	6
P19E. Fully and timely access, directly or through their legal representative, all evidences after confirmation of the indictment in cases in which they are accused	1	2	3	4	5	6

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

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

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

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

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

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

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

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

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

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

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

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

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

1. Prosecutor offices decide cases in reasonable time periods1
 2. It takes too long for Prosecutor offices to decide cases2
 3. (Do not read!) Does not know 3

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

INTERNATIONAL INTEGRATIONS, CONSTITUTIONAL REFORM, AND JURISDICTIONS OF STATE-LEVEL GOVERNMENT

P36. Do you support BiH integration into: **ROTATE THE ORDER OF ITEMS WHEN READING. NOTE DOWN ONE ANSWER ONLY!**

* ITEMS	Yes	No	(Do not read!) Does not know/Refuses to answer
P36A. EU	1	2	3
P36B. NATO	1	2	3

P37. Which of the following describes your vision of BiH of the future?

READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

P37A. Arrangement of the state should remain unchanged	1
P37B. State-level government should be strengthened and Entities should be abandoned	2
P37C. Municipal/City-level government should be strengthened and Entities should be abandoned	3
P37D. Municipal/City-level government should be strengthened and Cantons should be abandoned	4
P37E. Cantonal authorities should be empowered, taking over competencies now held by the Federal government	5
P37F. Third, Croat entity should be formed	6
P37G. BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy	7
P37H. Anybody (including minorities) should be able to become President regardless of their ethnicity	8
P37I. Ethnicity should not matter when it comes to securing a job	9
P37J. The diversity of the ethnic groups should be seen as strengthening the country	10
P37K. The entities and ethnic groups should each go their separate ways, dividing BiH into three independent States	11

P38. To what extent do you support attempts at constitutional reform... **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Strongly in favor	In favor	Neither for nor against	Oppose	Strongly oppose
P38A. At the level of BiH	1	2	3	4	5
P38B. Within Republika Srpska	1	2	3	4	5
P38C. Within the Federation of BiH	1	2	3	4	5

P39. ONLY IF, FOR P38A, THE ANSWER OPTION 1. STRONGLY IN FAVOR, OR 2. IN FAVOR IS SELECTED, ASK: Why do you think constitutional changes in BiH are necessary? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. So that BiH could function like any other country **1**
2. To ensure equality of all citizens **2**
3. So that it could integrate in the EU as soon as possible **3**
4. To abolish discrimination on the basis of nationality **4**
5. For the territorial reorganization of BiH **5**
6. To balance out the responsibilities of the state and other levels of government **6**
7. Something else? **What?** **7**

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8. **(Do not read)** Does not know **8**
9. **(Do not read)** Does not want to answer **9**

P40. What is a higher priority for BiH at this time: constitutional reform or socioeconomic reform? **ROTATE THE ORDER OF ITEMS WHEN READING. READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

*	ITEMS	
	P40a. Constitutional reform [resolving constitutional problems BiH is facing]	1
	P40b. Socioeconomic reform [resolving social and economic problems in BiH]	2

P41 To what extent do you agree with the need for the following sectors to be in jurisdictions of the State-level Government (BiH institutions)? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not
P41A. Justice	1	2	3	4	5	6	7	8
P41B. Fight against corruption	1	2	3	4	5	6	7	8
P41C. Agriculture	1	2	3	4	5	6	7	8
P42D. Taxation and other regulations related to doing business	1	2	3	4	5	6	7	8

P42E. Health care	1	2	3	4	5	6	7	8
P42F. Social welfare	1	2	3	4	5	6	7	8
P42G. Education	1	2	3	4	5	6	7	8
P42H. Human rights protection	1	2	3	4	5	6	7	8
P42I. Culture	1	2	3	4	5	6	7	8
P42J. Sports	1	2	3	4	5	6	7	8
P42K. Energy	1	2	3	4	5	6	7	8

P42. Some people in particular say that a Ministry of Agriculture needs to be formed in the BiH Council of Ministers in order to improve coordination and effectiveness of agricultural policies at the state level. To what extent do you agree with that statement? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

HIGHER EDUCATION

P43. Are you or have you been a student at a university? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes **→ Go to P43A** **1**
2. No **→ Go to P44** **2**

P43A. What is your opinion on the quality of university education? The quality is: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Very high **1**
2. High **2**
3. Neither high nor low **3**
4. Low **4**
5. Very low **5**
8. **(Do not read)** Does not know/refuses to answer **6**

P44. Do you think that education in general should be reformed to better meet the market needs? **NOTE DOWN ONE ANSWER ONLY!**

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

P45. In relation to that, do you think a Ministry of Education at the state level, i.e. in the Council of Ministers of BiH should be established? **NOTE DOWN ONE ANSWER ONLY!**

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

FAMILIARITY WITH THE ENERGY MARKET AND ENERGY EFFICIENCY AND HEALTHY LIVING

P46. Do you know who determines the electricity prices?

NOTE DOWN ONE ANSWER ONLY!

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

P47. Are you aware that it is possible to switch your electricity supplier? **NOTE DOWN ONE ANSWER ONLY!**

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

P48. Regulatory Commission for Energy: **NOTE DOWN ONE ANSWER ONLY!**

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

P49. How satisfied are you with services provided by your Power Utility? **NOTE DOWN ONE ANSWER ONLY!**

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

P50. What would be the most convenient way for you to get information about your rights and responsibilities as an electricity customer? **NOTE DOWN ONE ANSWER ONLY!**

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

P51. Energy efficiency means: **NOTE DOWN ONE ANSWER ONLY!**

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

P52. To what extent do you agree or disagree with each of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Strongly agree							8
	Strongly agree	Agree	Somewhat agree	Neither agree nor	Somewhat disagree	Disagree	Strongly disagree	
P52A. It is important to me that I know where the food I eat comes from	1	2	3	4	5	6	7	8
P52B. It is important to me that the food I eat is organic	1	2	3	4	5	6	7	8

P52C. It is important to me that I eat local seasonal products	1	2	3	4	5	6	7	8
P52D. It is important to me that there are green areas where I live	1	2	3	4	5	6	7	8
P52E. I believe that BiH can produce enough food to feed all of our citizens	1	2	3	4	5	6	7	8
P52F. I support projects related to renewable energy sources	1	2	3	4	5	6	7	8

THE INTERNATIONAL COMMUNITY

P53. From the list below, please select the organizations which you have heard something about. (You may not be familiar with what it does, but you have heard of it): **ROTATE THE ORDER OF ITEMS WHEN READING! ASK ABOUT EACH ITEM SEPARATELY!**

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

P54. Which of the following countries and organizations should have most influence on the future of BiH? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P55. The international community in BiH should have...? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P56. What three challenges do you think the International Community should address sooner? **READ OUT THE ANSWER OPTIONS! MARK ANSWERS IN THE ORDER THE RESPONDENT RANKS THEM!**

ITEM	First choice	Second choice	Third choice

P56a. Support to economic and business development	1	2	3
P56b. Support to agriculture	1	2	3
P56c. Support for renewable energy production	1	2	3
P56d. Support to better government control over public corporations	1	2	3
P56e. Support to government control over the banking system	1	2	3
P56f. Support to weak institutions	1	2	3
P56g. Support to more stringent control of public expenditures	1	2	3
P56h. Support to reform of pension and social systems	1	2	3
P56i. Support to reform of the healthcare system	1	2	3
P56j. Democratization of political parties	1	2	3
P56k. Prevention and processing of patronage in public employment	1	2	3
P56l. Fight against organized crime and corruption	1	2	3
P56m. Processing of criminal acts in privatization	1	2	3
P56n. Support to the development of media	1	2	3
P56o. Support to the development of civil society	1	2	3
P56p. Support to discriminated groups	1	2	3
P56r. Support to education reform	1	2	3
P56s. Support to reconciliation and truth seeking	1	2	3
P56t. Support to war crimes processing	1	2	3
P56u. Imposing solutions and removing radical politicians	1	2	3
P56v. Something else.	1	2	3
P56w. (Do not read) Does not know/Refuses to answer	1	2	3

ACCESS TO UNBIASED INFORMATION

P57. On average, how often do you: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Every day	3-4 days a	1-2 days a	More than 1-2	Never
P57A. Read the political content of a newspaper	1	2	3	4	5
P57B. Watch political news on television	1	2	3	4	5
P57C. Listen to political news on the radio	1	2	3	4	5
P57D Use the internet to obtain political news or information	1	2	3	4	5

P58. How satisfied are you with each of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	(Do Not read) Does not know/Refuses to
P58A. Trustworthiness of information and news on TV	1	2	3	4	5	6	7	8
P58B. Trustworthiness of information and news in newspapers	1	2	3	4	5	6	7	8
P58C. Trustworthiness of information and news on Internet	1	2	3	4	5	6	7	8
P58D. Usefulness of information and news on TV	1	2	3	4	5	6	7	8
P58E. Usefulness of information and news in newspapers	1	2	3	4	5	6	7	8
P58F. Usefulness of information and news on Internet	1	2	3	4	5	6	7	8

P59. How much influence do you think political parties have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Too much	Too little	About right	(Do not read) Does not know
P59A. The newspapers?	1	2	3	4
P59B. The TV?	1	2	3	4
P59C. The radio?	1	2	3	4

P60. How much influence do government institutions have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read) Does not know
P60A. The newspapers?	1	2	3	4
P60B. The TV?	1	2	3	4
P60C. The radio?	1	2	3	4

P61. How much influence do investors and the economic sector have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read) Does not know
P61A. The newspapers?	1	2	3	4
P62B. the TV	1	2	3	4
P63C. The radio?	1	2	3	4

P62. How much influence do ordinary citizens have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read) Does not know
P62A. Press?	1	2	3	4
P62B. TV?	1	2	3	4
P62C. Radio?	1	2	3	4

CITIZENS' PERCEPTION ABOUT CSOs IN BiH AND CIVIC PARTICIPATION IN DECISION-MAKING

P63. Thinking of local Civil Society Organizations in BiH, which statement do you agree with the most? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P64. Do you think Civil Society Organizations have influence over the government decision-making, and if yes, what type of influence? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P65. Can you remember any local civil society organization that has organized actions against corruption in your town? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes **→ GO TO P65_YES** **1**
2. Ne **→ GO TP P66** **2**
3. **(Do not read)** Does not know **→ GO TO P66** **3**

P65_YES. Can you tell us the name of that CSO?

P66. IF THE RESPONDED ALREADY MENTIONED ANY OF THE ORGANIZATIONS BELOW IN THE PREVIOUS QUESTION P65_YES, DO NOT MENTION THEM Have you heard of...

ITEMS	Yes	No	(Do not read!) Does not know
P66A. Transparency International	1	2	3
P66B. ACCOUNT	1	2	3
P66C. Center for Investigative Reporting (CIN)	1	2	3

P66_ACC. ASK THIS QUESTION IF THE RESPONDENT ANSWERED YES FOR ACCOUNT, BUT DID NOT MENTION ACCOUNT UNDER P65_YES. IF THEY MENTIONED ACCOUNT UNDER P65_YES, SKIP THIS QUESTION: Have you heard of any events they have organized in your town? **NOTE DOWN ONE ANSWER ONLY!**

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

P67. 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
P67A. Participated in a public hearing on some government decisions	1	2	3
P67B. Sent a citizens' initiative to some government body	1	2	3
P67C. Provided comments to a draft government policy	1	2	3
P67D. Participated in a working group designing a government policy	1	2	3
P67E. Served as a member in an advisory committee or council	1	2	3
P67F. Acted as a political representative in your community, municipality or higher representative body	1	2	3

POLITICAL PARTIES' ACCOUNTABILITY

P68. Do you think that political parties are guided more by their own political interests or by the interests of the public? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

TRUST BETWEEN ETHNIC GROUPS

P69. How important the process of building mutual trust between different ethnic groups in BiH is to you? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P70. Which of the following would you do in order to change the current conditions in terms of inter-ethnic tensions in your community? **READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!**

P70A. I would do nothing and just stay focused on my own personal and business affairs	1
P70B. I would use political and social means of action, but definitely avoid any kind of violence	2
P70C. I would use any kind of actions, but definitely avoid violence	3
P71D. I would use all means of change available to me, including violence if necessary	4

P71. To what degree do you trust people from following ethnic groups? **ASK FOR EACH ETHNIC GROUP! RECORD ONE ANSWER FOR EACH ETHNIC GROUP!**

ITEMS						
	No trust at all	Somewhat distrust	Neither trust nor	Somewhat trust	Completely trust	(Do not read!) Does not know/Refuses to answer
P71A. Bosniaks	1	2	3	4	5	6
P71B. Croats	1	2	3	4	5	6
P71C. Serbs	1	2	3	4	5	6
P71D. Roma	1	2	3	4	5	6
P71E. Bosnians and Herzegovinians	1	2	3	4	5	6
P71F. Jewish	1	2	3	4	5	6
P71G. Others	1	2	3	4	5	6

P72. What role do you believe education system plays in inter-ethnic trust in BiH? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P73. Which statement best describes your interaction with people from other ethnicities in BiH within your circle of family and friends? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Many of my family members or friends are from other ethnicities 1
2. Some of my family members or friends are from other ethnicities 2

3. Few of my family members or friends are from other ethnicities 3
4. None of my family members or friends are from other ethnicities 4
5. **(Do not read)** Refuses to answer 5

P74. Which statement best describes your interaction with people from other ethnicities in BiH in terms of your work colleagues, people with whom I interact through work or in school/university? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. Many of my work colleagues/ people with whom I interact through work or in school/university are from different ethnicities 1
2. Some of my work colleagues/ people with whom I interact through work or in school/university are from different ethnicities 2
3. Few of my work colleagues/ people with whom I interact through work or in school/university are from different ethnicities 3
4. None of my work colleagues/ people with whom I interact through work or in school/university are from different ethnicities 4
5. **(Do not read)** Refuses to answer 5

COUNTERING VIOLENT EXTREMISM

P75. Having in mind that violent extremism is defined as “advocating, engaging in, preparing, or otherwise supporting ideologically motivated or justified violence to further social, economic, and political objectives”, do you think that...:

ITEMS			
	Yes	No	(Do not read) Does not know/Refuses to answer
P75A. ...there is violent religious extremism problem in BiH?	1	2	3
P75B. ...there is violent nationalist extremism problem in BiH?	1	2	3

P76. To what extent do you believe the following religious/nationalist extremist groups represent a security threat in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS					
	Strongly threat	Moderate threat	Minor threat	Not at all a threat	(Do not read!) Does not
P76A. Extremist groups from abroad	1	2	3	4	8
P76B. Local religious extremists	1	2	3	4	8
P76C. Local nationalist extremists	1	2	3	4	8
P76D. Returning foreign terrorist fighters (FTFs)	1	2	3	4	8

P76E. Lone wolves	1	2	3	4	8
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GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

P77. To what extent do you agree or disagree with each of the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Strongly agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Strongly disagree		(Do not read!) Does not know/Refuses to answer	
	1	2	3	4	5	6	7	8	1	2	3	4	5	6		7
P77A. Women should have equal rights with men and receive the same treatment as men do	1	2	3	4	5	6	7	8								
P77B. 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								
P77C. When jobs are scarce, men should have more right to a job than women	1	2	3	4	5	6	7	8								
P77D. The man should equally share the responsibilities of cooking, washing the dishes, raising children and cleaning the house when the woman is <i>unemployed</i>	1	2	3	4	5	6	7	8								
P77E. The man should equally share the responsibilities of cooking, washing the dishes, raising children and cleaning the house when the woman is <i>employed</i>	1	2	3	4	5	6	7	8								
P77F. If only one spouse is employed, it is more natural for it to be the man	1	2	3	4	5	6	7	8								
P77G. The majority of household responsibilities are naturally more suited for women	1	2	3	4	5	6	7	8								
P77H. It is good that women and men are equal in marriage, but generally it is better for a man to have the last word	1	2	3	4	5	6	7	8								
P77I. Public life activities are closer to man, and private life activities to women	1	2	3	4	5	6	7	8								
P77J. An employed mother can develop as a warm and close relationship with her children as a mother who does not work	1	2	3	4	5	6	7	8								
P77K. A child of preschool age suffers if his or her mother works	1	2	3	4	5	6	7	8								

P77L. Family life suffers when the woman is employed full time	1	2	3	4	5	6	7	8
P77M. It is okay for a woman to be employed, but what most women really want is home and family	1	2	3	4	5	6	7	8
P77N. It is a man's responsibility to make earnings, a woman's responsibility is to look after the home and the family	1	2	3	4	5	6	7	8
P77O. The needs of the family are more important than the personal ambitions of women	1	2	3	4	5	6	7	8
P77P. Girls need to be protected and supervised more than boys do	1	2	3	4	5	6	7	8
P77Q. Women are not good politicians because they are not assertive and dominant enough	1	2	3	4	5	6	7	8
P77R. Female politicians' priorities are social welfare, education, and/or health	1	2	3	4	5	6	7	8
P77S. Male politicians' priorities are economic issues and infrastructure	1	2	3	4	5	6	7	8

P78. Are the following statements in line with the existing gender equality legal standards in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Yes	No	I do not know
P76A. Gender equality in BiH is regulated by a special law at the State level.	1	2	3
P76B. Sex-based discrimination in private and public life is prohibited by law in BiH.	1	2	3
P76C. The rights and protection from domestic violence, the maternity rights, and the rights of employed women, should be equal for all women regardless in which BiH municipality, canton or Entity they live in	1	2	3
P76D. There is a legal punishment for marital rape	1	2	3
P76E. Fathers can take parental leave under the same conditions as mothers	1	2	3
P76F. Legislation prescribes that at least 40% of the political candidates on the lists for the elections of parliamentarians and council/assembly members must be the members of the underrepresented sex	1	2	3
P76G. When hiring, the employer has the legal right to ask the candidate for the certificate that she not pregnant	1	2	3

DISABILITY STEREOTYPES

P79. To what extent do you agree or disagree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		(Do not read!) Does not
	1	2	3	4	5	6	7	8			
P79A. Persons with mental disabilities should not work	1	2	3	4	5	6	7	8			
P79B. Persons with physical disabilities should work	1	2	3	4	5	6	7	8			
P79C. Persons with intellectual disabilities should not be allowed to have partners	1	2	3	4	5	6	7	8			
P79D. Others in the society should learn the sign language and Braille Alphabet to integrate those with hearing or visual impairments	1	2	3	4	5	6	7	8			

LGBT STEREOTYPES

P80. Do you think that same-sex couples should, or should not, have the right to **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Should	Should not	(Do not read!) Does not know	(Do not read!) Refuses to answer
P80A. Marry	1	2	3	4
P80B. Live without getting married, but with equal rights as married couples	1	2	3	4
P80C. Adopt children	1	2	3	4
P80D. Inherit property from each other same way as married couples	1	2	3	4

P81. What is your year of birth?

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

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

YOUTH SELF-REPORTING POLITICAL ACTIVITY

P82. During the last 12 months, have you done any of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

	YES	NO
P82a. Contacted a politician	1	2
P82b. Contacted a government or local government official	1	2
P82c. Worked without pay in a political party or action group	1	2
P82d. Volunteered in a CSO (including youth banks)	1	2
P82e. Signed a petition	1	2
P82f. Taken part in a lawful public demonstration	1	2
P82g. Boycotted certain products (e.g. BUY LOCAL)	1	2
P82h. Been a member of a political party/group	1	2
P82i. Volunteered to monitor/observe elections	1	2
P82j. Posted a message with political content in social media	1	2

P83. How effective can youth involvement be in promoting positive change in BiH political life? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P84. How interested are you in politics? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

YOUTH PROPENSITY TO LEAVE THE COUNTRY

P85. Are you considering leaving the country? **NOTE DOWN ONE ANSWER ONLY**

1. Yes → GO TO P85A 1
2. No → GO TO P86 2
3. (Do not read) Does not know → GO TO P86 3

P85A. Which statement best describes the reason you are considering to leave the country? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

1. I would like to study abroad 1
2. I would like to take new professional challenges abroad 2
3. I cannot find work in BiH 3
4. I want to be with my friends, family or a partner 4
5. I want to help my people/family by sending help from abroad 5
6. I feel insecure in BiH 6
7. I feel my rights and freedoms are violated in BiH 7

8. I would like to give my children better opportunities in life **8**
 9. Other **9**

P86. What is your desired occupation? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

P87. Which sector would you like to work in? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

P88. During your high-school and/or university education, did/have you participate(d) in any of the following non-formal education, training, and/or work experience activities: NOTE: IF FOR ALL THREE OPTIONS ANSWER IS NO OR DOES NOT KNOW/REFUSES TO ANSWER, MOVE TO DEMOGRAPHICS SECTIONS.

	ITEMS	Yes	No	(Do not read!) Does not know/Refuses to answer
PC88A.	Extra-curricular activities or practical work experience organized by your high school and/or university	1	2	3
P88B.	Internships, volunteering and/or other types of work experience not organized by your high school and/or university	1	2	3
P88C.	Some form of education/training outside of school/university	1	2	3

P89. In which of the following non-formal education, training, and/or work experience activities did/have you participate(d) during your high-school and/or university education? READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

P89A. Work experience through internship	1
P89B. Work experience through volunteering	2
P89C. Work experience through paid jobs other than internships or volunteering	3

P89D. Short courses/extra-curricular activities related to foreign languages, ICT, and/or communication skills/journalism	4
P89E. Short courses/extra-curricular activities related to artistic competences (e.g. painting, sculpture, photography, creative writing, etc.)	5
P89F. Cooking classes	6
P89G. Theatre plays and/or art exhibitions	7
P89H. Informative seminars and/or Conferences on issues of your personal interest	8
P89I. Other	9

P90. Have the new skills/knowledge acquired through these non-formal education, training, and/or work experience activities during your high-school and/or university education helped you in any of the following ways? READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

P90A. Getting a (new) job	1
P90B. Higher salary/wage	2
P90C. Promotion on the job	3
P90D. Better performance on present job	4
P90E. Personal-related reasons (meeting other people, improving general person skills, etc.)	5
P90F. No outcome yet	6
P90G. Other	7

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

DEMOGRAPHICS

D1. Sex?

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

D2. Are you a citizen of? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!!

1. BiH **1**
 2. BiH and another country **2**

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

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

D4a. What is your place of birth?

Municipality/City	
or Name of country (if abroad)	

D4b. What is your current municipality/city and Entity/BD of residence?

Municipality/City	
Entity/BD	

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

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

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

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

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

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

D8. What is your mother tongue? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

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

- | | | |
|--|-------------|---|
| 1. No education | → GO TO D11 | 1 |
| 2. Uncompleted primary education | → GO TO D11 | 2 |
| 3. Primary school | → GO TO D11 | 3 |
| 4. Secondary school | | 4 |
| 5. Post-secondary school specialization | | 5 |
| 6. High school and first grade of faculty | | 6 |
| 7. Advanced schools/faculty/academy/university | | 7 |

D10. What is the field of your education/training? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

The final few questions are on your employment status and financial resources available to you and your household. Please answer these questions taking in to account both your formal income from registered employed and any informal

income you earn by your work. We guarantee you that all information you provide to us are confidential and that your name will never be used, so please answer these questions honestly, as we are interested in how BiH citizens really live, work, and finance their needs.

D11. Which of the following describes your working status in the last month, taking into account any work done for pay or profit, regardless of whether it is officially registered? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|---|----------------|
| 1. Full time employment | 1 |
| 2. Part-time employment | 2 |
| 3. Intern/trainee | 3 |
| 4. Volunteer | 4 |
| 5. Unemployed, with occasional jobs, actively looking for work | 5 |
| 6. Unemployed, actively looking for work | → GO TO D18 6 |
| 7. Unemployed, not looking for work | → GO TO D18 7 |
| 8. Unpaid everyday house/farm work, looking after children or others, not looking for paid work | → GO TO D18 8 |
| 9. Person with disability whose disability is the main reason for not working | → GO TO D18 9 |
| 10. Pupil/student/in specialization | → GO TO D18 10 |
| 11. Retired | → GO TO D18 11 |
| 12. Military (recruit) | → GO TO D18 12 |
| 13. (Do not read!) Refuses to answer | 13 |

D12. Do you work for: READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

D13. What is your status in employment? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

D14. Do you have indefinite (permanent) or definite (temporary) work contract? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

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

D15. What is your current occupation? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- | | |
|---|---|
| 1. Legislators, Senior Officials and Chief Executives | 1 |
| 2. Scientists, Engineers and other professionals | 2 |
| 3. Technicians and associate professionals | 3 |
| 4. Clerical support workers | 4 |
| 5. Services and sales workers | 5 |
| 6. Skilled agricultural, forestry and fishery workers | 6 |
| 7. Craft and related trades workers | 7 |

- 8. Plant and machine operators and assemblers 8
- 9. Elementary occupations 9
- 10. Armed forces occupations 10
- 11. Other? 11
- 12. **(Do not read!)** Does not know/Refuses to answer 12

D16. What sector or industry do you work in? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- 1. Agriculture, Forestry and Fishing 1
- 2. Mining and quarrying 2
- 3. Manufacturing 3
- 4. Electricity, gas, steam 4
- 5. Water supply, sewerage, waste management and remediation activities 5
- 6. Construction 6
- 7. Wholesale and retail trade, Repair of motor vehicles and motorcycles 7
- 8. Transport and storage 8
- 9. Accommodation and food service activities 9
- 10. Information and communication 10
- 11. Financial and insurance activities 11
- 12. Real estate activities 12
- 13. Professional, scientific and technical activities 13
- 14. Administrative and support service activities 14
- 15. Public administration and defense; Compulsory social security 15
- 16. Education 16
- 17. Human health and social work activities 17
- 18. Arts, entertainment and recreation 18
- 19. Other service activities 19
- 20. Activities of households as employers; undifferentiated goods and service producing activities of households for own use 20
- 21. Activities of extraterritorial organizations and bodies 21
- 22. **(Do not read!)** Does not know/Refuses to answer 22

D17. How much in KM did you earn in net income in last month for your formal and informal (registered and unregistered) work?

D18. What is the monthly net income of your household? NOTE DOWN ONE ANSWER ONLY!

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

P19. Has your household in addition to household's net income also received financial help from family or friends abroad (remittances)? NOTE DOWN ONE ANSWER ONLY!

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

**MONITORING AND EVALUATION
SUPPORT ACTIVITY (MEASURE-BiH)**

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