



## MONITORING AND EVALUATION SUPPORT ACTIVITY II

National Survey of Citizens' Perceptions in Bosnia and  
Herzegovina 2020

Final Report

August 2021

# MONITORING AND EVALUATION SUPPORT ACTIVITY II (MEASURE II)

National Survey of Citizens' Perceptions in Bosnia  
and Herzegovina 2020, Final Report

August 2021

Prepared under the USAID Bosnia and Herzegovina Monitoring and Evaluation Support Activity II  
(MEASURE II), Contract Number AID-I67-I-17-00004; Task Order Number 72016819F00001

**Submitted to:**

USAID/Bosnia Herzegovina, August 2021

**Contractor:**

IMPAQ International, LLC

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## LIST OF ABBREVIATIONS

|            |  |
|------------|--|
| BiH        | Bosnia and Herzegovina   |
| CAPI       | Computer-assisted personal interviewing                                  |
| CLA        | Collaboration, Learning and Adapting                                     |
| COR        | Contracting Office Representative  |
| COVID-19   | Coronavirus Disease 2019   |
| CSO        | Civil Society Organization   |
| DB         | District Brcko   |
| FBiH       | Federation of Bosnia and Herzegovina                                     |
| IDDEEA     | Agency for Identification Documents, Registers, and Data Exchange of BiH |
| LGBTQI     | Lesbian, gay, bisexual, transgender, queer, and intersex people          |
| MEASURE II | USAID/BIH Monitoring and Evaluation Support Activity                     |
| NGO        | Non-governmental Organization  |
| NSCP-BiH   | National Survey of Citizens' Perceptions in BiH                          |
| PISA       | Programme for International Student Assessment                           |
| PMP        | Performance Management Plan  |
| PO         | Program Office   |
| PWDs       | People with Disabilities   |
| RS         | Republika Srpska   |
| USAID/BiH  | United States Agency for International Development BiH Mission           |

## ACKNOWLEDGMENTS

In 2020, the United States Agency for International Development's Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International (IMPAQ), through the Monitoring and Evaluation Support Activity (MEASURE II), to conduct the sixth round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). The NSCP-BiH has been conducted annually since 2015 to assist USAID/BiH in strategic planning and programming.

The research team that conducted the data analysis and prepared this report includes the following MEASURE II analysts: Salminka Vizin, Erol Barina, Sandina Bosnjak, Haris Mesinovic, Anela Kadic Abaz, Amina Smajovic, and Amer Cekic. The authors wish to thank those who contributed to the design and implementation of this survey. At USAID/BiH, the Democracy Office Team and Elma Bukvic Jusic of the Program Office (also MEASURE II's Contracting Office Representative) have been instrumental in the survey design. Glynnis Melnicove and Amy Kracker Selzer at IMPAQ provided valuable and constructive technical advice for finalizing the report. The research team also wishes to thank the IPSOS Adria team that conducted the data collection and data quality assessment. These individuals and organizations have contributed tremendously to this report. Any remaining errors in the report are the responsibility of the authors.

## EXECUTIVE SUMMARY

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey that explores citizens' perceptions and experiences related to governance, the international community, the judiciary, elections, corruption, civil society, the media, education, inter-ethnic relationships, violence, social inclusion, and emigration. The survey is conducted with a nationally representative sample of BiH citizens and informs USAID/BiH's strategic planning and programming. This is the sixth iteration of the survey, which has been conducted annually since 2015. This survey round was conducted from December 2020 through January 2021. During this period, MEASURE II conducted 3,000 face-to-face surveys with BiH citizens across the country, covering 105 municipalities in both the Federation of Bosnia and Herzegovina (FBiH) and Republika Srpska (RS), and including Brcko District. The major topics and corresponding findings are outlined below.

### CONDITIONS IN THE COUNTRY

BiH citizens' perceptions of the general situation in the country and their expectations for the future continue to be pessimistic. The number of citizens who believe that the country is moving in the wrong direction has increased by 5 percentage points since 2019, and currently stands at 88 percent. Just 9 percent of citizens characterize economic conditions in BiH as favorable, and the percentage of citizens who feel that economic conditions in BiH are improving (10 percent) is at the lowest level since 2015. Despite the pessimistic outlook, 45 percent of respondents voiced satisfaction with their standard of living, and the percentage of respondents agreeing that people in BiH can "get ahead by working hard" has slightly increased, from 32 percent in 2019 to 35 percent in 2020. Regarding the COVID-19 pandemic, 64 percent of respondents expressed dissatisfaction with leaders' responses to the crisis, and 57 percent reported an unwillingness to receive the COVID-19 vaccine.

### GOVERNANCE

Almost half of respondents (48 percent) described government services as satisfactory, a slight increase compared to previous survey rounds. However, trust in BiH public institutions is generally low. Citizens had the highest level of trust in religious institutions (42 percent) and the lowest level of trust in political parties (12 percent). Trust in government institutions is also low, at 22 percent for local government and 15 percent for state-level government. One in five citizens identified unemployment as BiH's primary challenge in 2020, which is consistent with the 2019 survey results but considerably lower compared to the 2016–2018 results (more than 50 percent). However, the share of citizens stating that low salaries, pensions, and standard of living are the main challenges in BiH has increased to 19 percent, reaching the highest levels reported in the NSCP-BiH.

### CORRUPTION

Corruption continues to be a major problem, with more than 95 percent of citizens claiming that corruption is present in BiH. Public sector employment is perceived as the most corrupt sector, with 62 percent of respondents describing it as extremely corrupt, followed by public procurement (51 percent). The percentage of citizens identifying the judiciary as the most corrupt sector increased from 46 percent in 2019 to 48 percent in the 2020 survey. Additionally, nearly one in four surveyed citizens

said they refrained from applying for a job despite meeting the job criteria because the description and requirements seemed to be tailored to favor certain individuals.

Despite perceptions of corruption, the percentage of citizens who reported bribing a public official in the previous 12 months decreased to 12 percent in 2020 compared to 16 percent in 2019. Of those who reported giving a bribe, the most frequent recipients were doctors (7 percent), followed by nurses (5 percent) and police officers (4 percent).

About-three quarters of respondents (73 percent) believe that anti-corruption efforts in BiH are ineffective and that there is not political will to fight corruption (76 percent). Approximately one out of six respondents reported participating in an anti-corruption activity during the 12 months prior to the survey.

## JUDICIARY

Only 16 percent of respondents said they trust the BiH judiciary. Satisfaction with the judicial sector remains low in BiH, though this has not changed substantially compared to previous survey rounds. In 2020, the percentage of citizens who perceived a backlog in prosecutors and courts' offices is at the lowest levels recorded since 2015. The portion of citizens who believe that the courts are fair to all remained virtually unchanged, at 25 percent. Similarly, BiH citizens are still skeptical of judicial impartiality, with just 26 percent of respondents stating that judges can make their decisions independently.

## VISION OF THE FUTURE

Consistent with the previous survey rounds, in 2020 the majority of BiH citizens (70 percent) prioritized the need for socio economic reforms over constitutional reforms, especially in the RS, where only 17 percent of citizens supported constitutional reform. Citizens' visions of BiH's future continue to be strongly associated with ethnic affiliation. Most Bosniaks (53 percent) favor solutions strengthening the state-level government, most Serbs (67 percent) support the status quo, and Croats' opinions are divided among strengthening the state and abandoning entities (35 percent), strengthening local governments and abolishing cantons (31 percent) and entities (26 percent), and forming a Croat entity (22 percent).

## EDUCATION

About one half of respondents think that the BiH education system contributes positively to students' growth in communication, innovation, problem-solving, teamwork, and critical thinking skills. Almost 70 percent of respondents reported that BiH teachers use modern technologies in classes, with younger respondents and those with higher educational attainment more likely to agree with this statement. Despite mainly positive perceptions regarding BiH's education system, 58 percent of respondents feel that the skills acquired in the BiH education system are not aligned with labor market needs.

## MEDIA

Most respondents watch TV on a daily basis (81 percent), followed by social media (40 percent) and online news sites (34 percent). Respondents reported listening to the radio and reading newspapers much less often (12 and 8 percent, respectively). On average, respondents reported spending twice as much time following entertainment programs as they did political or educational programs. The media outlets they follow vary by respondents' entity and ethnicity. Television remains the most trusted source of news in BiH, with 51 percent of citizens stating their satisfaction with the television news they watch. A similar share (50 percent) agreed that television is influenced by political parties. Respondents with higher educational attainment were more critical of the media, paying more attention to the authors and sources of information, and were more aware that many media outlets use manipulative tools when creating media messages.

## CIVIL SOCIETY

Civil society organizations (CSOs) in BiH are perceived by 32 percent of respondents as serving their own interests, while 29 percent believe they serve their international funders' interests. Civic participation rates have increased in the last two years and now stand at 11 percent. Respondents believe that, to foster more civic engagement, CSOs should work in citizens' interests (29 percent), be politically independent (27 percent), and be more visible (27 percent) and transparent (26 percent). They consider the interventions that have the most potential to motivate citizens to action are aimed at improving economic conditions and employment opportunities and addressing corruption and crime.

## POLITICAL PARTIES AND POLITICAL PARTICIPATION

Less than one-quarter of respondents said they had participated in political activities in 2020. However, 33 percent of respondents reported to be interested in politics. Overall, BiH citizens continue to believe that political parties are guided by their own interests (73 percent). Similarly, only 33 percent of citizens felt that elections in BiH are fair. During the 2020 local elections, one out of ten voters were offered a bribe in exchange for their vote while one out of six noticed a potential irregularity.

## RECONCILIATION

Both intra- and inter-ethnic trust among the citizens of BiH has declined according to the 2020 NSCP-BiH data. BiH citizens continue to trust those in their own ethnic group more than those of other ethnicities. However, all constituents put the least trust in the Roma population. Three-quarters of respondents reported having friends, acquaintances, or family members belonging to ethnic groups other than their own. When interacting with or anticipating contacts with people of other ethnicities, many respondents said they have considerable levels of anxiety—Bosniaks and Croats more often than Serbs. Regardless of their ethnicity, about 40 percent of respondents said they would not mind being in a close relationship with a member of another ethnic group. Bosniaks reported feeling less ready to forgive other ethnic groups for what they did in the war (34 percent), compared to 52 percent of Croats and 47 percent of Serbs. Serbs were more likely to state that all ethnic groups suffered during the 1990s war (77 percent) than Bosniaks (66 percent) and Croats (57 percent).

## VIOLENT EXTREMISM

All forms of violence were equally condemned by respondents, regardless of ethnic affiliation or geographic location. Less than 10 percent of BiH citizens said there were extremist groups or individuals in their communities. Six out of 10 respondents believe that local religious and nationalist extremists and returning foreign fighters represent threats in BiH. RS respondents continued to feel more threatened by extremist groups than did their F BiH counterparts.

## GENDER

Three-quarters (76 percent) of BiH citizens said that women and men should have equal rights and receive the same treatment, an increase of 4 percentage points compared to 2019. However, the belief that men should have more rights to jobs than women persists, with 33 percent of respondents sharing this opinion. Respondents with less than a secondary school degree were more likely to believe that household responsibilities were more suited to women. One in three perceived men as better political leaders than women. A considerable portion, 19 percent, especially those with lower educational attainment, said that violence against women is often provoked by the victim.

## SOCIAL INCLUSION

Social inclusion, particularly for people with disabilities (PWD) and members of the lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) community, remains a problem in BiH. Among NSCP-BiH respondents, 34 percent believe that people with mental disabilities are not able to work, while 21 percent said the same about people with physical disabilities. A considerable share of respondents thought that persons with intellectual disabilities should not be allowed to have partners (23 percent). Only 12 percent of BiH citizens supported the right of same-sex partners to marry, and less than 10 percent of respondents thought that same-sex couples should have the right to adopt children or to organize protests and fight for their rights.

## EMIGRATION

Across all survey rounds, a quarter of respondents indicated that they have considered leaving BiH, with 23 percent expressing that opinion in the 2020 NSCP-BiH. Nearly twice as many young people as adults said they intend to leave the country (44 percent). However, adults were more likely to have taken concrete steps to emigrate, for instance, to apply for or find a job or to apply for a residence visa permit. The primary reasons for considering emigration were not work-related, but rather to provide better opportunities for children and access to better quality public services, and because of systemic corruption in BiH. The factors that would motivate citizens to stay in the country were predominantly work-related and include higher salaries, more job opportunities, and better-quality jobs.

## YOUTH DEVELOPMENT

Unemployment remains one of the primary challenges for youth in BiH, with 19 percent of respondents identifying it as the primary issue. There was a slight decrease in the percentage of youth who said they are considering emigration. Although there were no differences between youth and adults in the primary reasons for emigrating, younger BiH citizens were less likely to have taken any concrete steps

toward emigration. Among youth, the main reasons for considering emigration were having access to better public services, securing better life opportunities for their children, and the systemic corruption in BiH society.

### DIFFERENCES FROM 2015 TO 2020

Exhibit I presents the differences identified in the NSCP-BiH responses from 2015 to 2020 for selected indicators. The cells highlighted in blue represent the highest values recorded in the survey, while the red represents the lowest values.

**Exhibit I. Key differences in survey responses from 2015 to 2020**

|   | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|---|------|------|------|------|------|------|
| Percentage of citizens who believe people can get ahead by working hard   | -    | 49%  | 40%  | 34%  | 32%  | 35%  |
| Percentage of citizens who believe that BiH economic conditions are improving   | -    | 15%  | 12%  | 15%  | 19%  | 10%  |
| Percentage of respondents stating that unemployment represents the primary challenge in BiH society                                       | -    | 58%  | 58%  | 53%  | 19%  | 20%  |
| Percentage of citizens stating that no country should influence BiH's future  | 23%  | 25%  | 28%  | 15%  | 23%  | 18%  |
| Percentage of citizens stating that political and government institutions have too much influence over information and news on television | 73%  | 73%  | 61%  | 61%  | 58%  | 50%  |
| Percentage of citizens who participated in civic activities in the last 12 months   | 3%   | 8%   | 8%   | 9%   | 12%  | 11%  |
| Percentage of citizens who participated in political activities in the last 12 months   |      |      | 22%  | 22%  | 26%  | 23%  |
| Percentage of citizens stating that violent religious extremism represents a strong or moderate threat in BiH                             | -    | 54%  | 37%  | 42%  | 48%  | 56%  |
| Percentage of citizens stating that men and women should have equal rights or receive the same treatment                                  | 96%  | 88%  | 79%  | 75%  | 72%  | 76%  |

## I. INTRODUCTION

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey designed to inform the strategic planning and programming efforts of the United States Agency for International Development's Bosnia and Herzegovina Mission (USAID/BiH) by identifying BiH citizens' perceptions toward governance, the rule of law, corruption, the media, emigration, reconciliation, and other key policy-related topics. The survey was designed in 2015 under the USAID/BiH-funded Monitoring and Evaluation Support Activity (MEASURE-BiH), implemented by IMPAQ International (IMPAQ), and administered every year since its inception. The findings and conclusions garnered from the five previous rounds of the NSCP-BiH can be found on the USAID Development Experience Clearing House (DEC).

In September 2019, USAID awarded the Monitoring and Evaluation Support Activity (MEASURE II), the follow-on and extension of MEASURE-BiH, to IMPAQ. MEASURE II aims to deliver flexible and demand-driven services to USAID/BiH and its implementing partners to assist with the development and implementation of performance management efforts, evaluations, surveys, assessments, and special studies and with the integration of USAID's collaborating, learning, and adapting (CLA) framework across processes and practices.

Following the award of MEASURE II, IMPAQ conducted the fifth (2019) and sixth (2020) rounds of the NSCP-BiH. In partnership with IPSOS Adria, MEASURE II administered the 2020 survey to a representative sample of 3,000 BiH citizens across the country from December 2020 through January 2021. The objectives of the 2020 survey were to collect data to inform USAID/BiH's strategic planning and programming, to measure the progress of USAID/ BiH's indicators at the of Performance Management Plan (PMP) level, and to expand the existing technical evidence base for various areas and topics that the NSCP-BiH explores (see Exhibit 2). These objectives closely align with those of the original survey design from 2015.

MEASURE II revised the 2020 survey questionnaire to comply with changes in the mission's interests, by adding new questions and removing and modifying others where necessary. Additionally, drawing on lessons learned from previous administrations of the NSCP-BiH, we refined several survey questions to improve the measurement of selected concepts, specifically consistency and precision, to improve the soundness of the report, and to account for contextual influences, including the effect of the COVID-19 pandemic.

## Exhibit 2. NSCP-BiH survey objectives



This report presents the main findings and conclusions from the NSCP-BiH 2020. The report is organized into four chapters. Chapter II provides a description of the NSCP-BiH 2020 methodology, including the sample design, survey questionnaire, and data collection procedures. Chapter III presents descriptive statistics and the main findings from the NSCP-BiH 2020. Chapter IV presents the conclusions based on the findings reached.

## II. METHODOLOGY

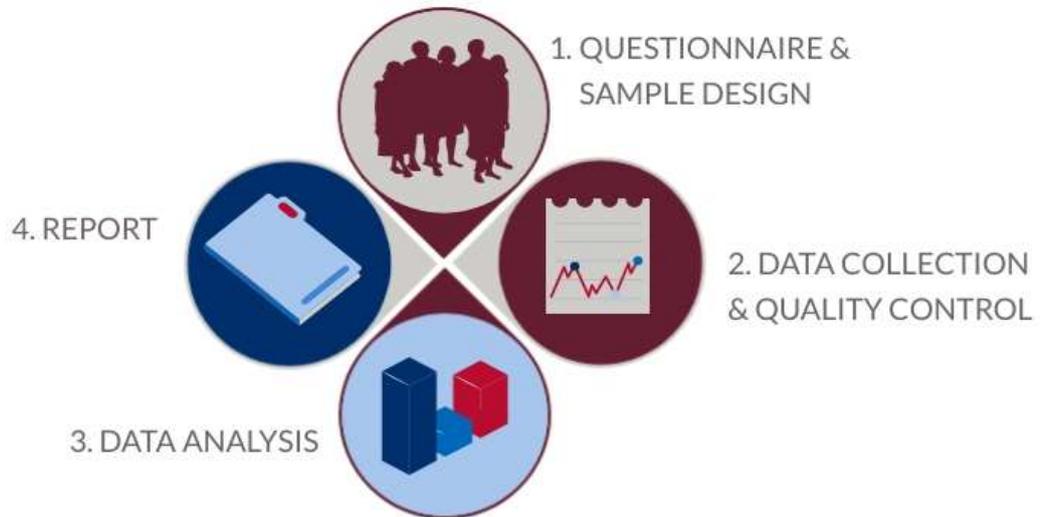
### II.1 ABOUT THE SURVEY

The NSCP-BiH is a nationally representative survey of civilian, non-institutionalized adults over the age of 18. The NSCP-BiH 2020 survey followed the same approach as the previous rounds of the survey<sup>1</sup> and included a sample size of 3,000 valid interviews, with a response rate of 64.2 percent. The methodology applied in implementing the NSCP-BiH survey is presented in Exhibit 3. Each step is briefly described in the remainder of this section.

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<sup>1</sup> There were minor changes in the composition of the questionnaire used in different rounds, as was explained in previous NSCP-BiH reports.

**Exhibit 3. Steps in implementation of the NSCP-BiH survey**



## **II.II QUESTIONNAIRE DESIGN**

As part of the implementation process, the NSCP-BiH questionnaire is reviewed on an annual basis and updated as needed. Prior to data collection, MEASURE II staff reviewed the 2020 NSCP-BiH survey in collaboration with USAID/BiH. As a result of this review, several modifications were made to the 2020 survey.

Based on experience from previous survey rounds, findings from other research data (i.e., evaluations, assessments), as well as the unprecedented context due to the COVID-19 pandemic, MEASURE II staff revised the questionnaire and modified several survey questions to improve data quality. Some sections of the survey were shortened while others were expanded to promote cost-effectiveness and data accuracy. Due to the evolving nature of the Mission's interests and priorities, 14 thematic areas were covered in NSCP-BiH 2020: conditions in the country; government/public services; corruption; judiciary and rule of law; vision of BiH in the future; education; access to unbiased information and media literacy; civil society organizations and civic participation; political parties and political participation; building inter-ethnic trust and countering violent extremism; gender stereotypes and familiarity with legislation on gender equality; other stereotypes; propensity to leave the country; and, socio-demographics.

## **II.III SAMPLE DESIGN**

Utilizing the same sampling approach as in previous survey rounds, the NSCP-BiH 2020 sample design drew on two sampling frames, or population lists, to generate a nationally representative sample of civilian, non-institutionalized adults over the age of 18. The first sampling frame was derived from the 2013 Bosnia and Herzegovina Population and Housing Census. The 2020 NSCP-BiH sample distribution is shown in Exhibit 4.

The random sampling procedure consisted of four steps to ensure a nationally representative and sufficiently large sample to allow for the planned analyses. First, the sample was stratified by 13 BiH

geographic regions. Next, the sample was stratified by type of settlement (urban or rural). After the number of sampling points in each stratum had been determined, polling station territories were drawn within the strata as part of step 3. Finally, households were randomly selected from the sampled territories using a “random walk” technique, and individuals within sampled households were selected using a Kish Grid technique.

**Exhibit 4. NSCP-BiH 2020 Sample distribution disaggregated by region and type of settlement**

|                            | 2013 CENSUS MARGINS<br>USED FOR WEIGHTING<br>(%) | NSCP-BIH 2020<br>DISTRIBUTION; NOT<br>WEIGHTED (%) | NSCP-BIH 2020<br>DISTRIBUTION;<br>WEIGHTED (%) |
|----------------------------|--|--|--|
| Una-Sana Canton            | 7.5  | 7.4  | 7.5  |
| Tuzla Canton               | 12.5   | 13.1   | 12.5   |
| Zenica-Doboj Canton        | 10.1   | 10.5   | 10.1   |
| Central Bosnia Canton      | 7.0  | 7.0  | 7.0  |
| Herzegovina-Neretva Canton | 6.3  | 5.8  | 6.3  |
| West Herzegovina Canton    | 2.6  | 2.0  | 2.6  |
| Canton Sarajevo            | 11.8   | 12.4   | 11.8   |
| Canton 10                  | 2.4  | 1.9  | 2.4  |
| Posavina Canton            | 1.3  | 1.0  | 1.3  |
| Bosnian Podrinje Canton    | 0.7  | 0.3  | 0.7  |
| Republika Srpska - North   | 22.3   | 23.4   | 22.3   |
| Republika Srpska - East    | 13.2   | 12.9   | 13.2   |
| District Brcko             | 2.4  | 2.3  | 2.4  |
| Urban                      | 56.3   | 56.6   | 56.2   |
| Rural                      | 43.8   | 43.8   | 43.8   |

## II.IV DATA COLLECTION

The 2020 survey employed the same data collection methodology used in the previous NSCP-BiH survey rounds, while also integrating safety measures due to the COVID-19 pandemic. As in the previous four survey rounds (2016–2019), MEASURE II collaborated with IPSOS Adria to collect data.

After randomly selecting survey sampling points and specified starting points, the interviewers were instructed to follow the same random walk rules previously applied in the surveys, which are as follows. First, each interviewer was given a starting point<sup>2</sup> in each of the sample points (selected streets in urban

<sup>2</sup> In urban settlements, starting points were houses/buildings on the selected street. If the list of addresses was not available for a given sampling unit, the interviewer used the first building/house on the right side of the selected street as a starting point. In

areas and selected villages in rural areas). Then the interviewers move to the right and attempt to contact and complete interviews in every third household in urban areas, or every second household in rural areas. At crossroads, they were instructed to turn right and continue with the random route procedure. In the case of non-response, interviewers were expected to go back to that household two more times at another time of day or on another day. This applied if household members were absent from home or refused to participate during the first contact, considering the distinction between soft and hard refusals. If household members were still absent or did not want to participate after three attempts, the interviewer was to treat the contact as a refusal and select another household.

Interviewers were instructed to interview only one person per household. After establishing a contact in a household, the interviewer asked whether there were members who were aged 18 and older and permanently living in that household. Then, the interviewer employed the random selection technique (Kish Grid) to select a household member to respond to the survey questions. If this respondent was present, the interviewer administered the questionnaire using a face-to-face computer-assisted personal interview (CAPI). If this respondent was absent, the interviewer was instructed to schedule a meeting and go back to the household at the agreed-upon time. All interviewers had to adhere to safety measures due to the COVID-19 pandemic, which included wearing personal protective equipment (face mask and gloves), keeping a safe distance of six feet from the interviewee, conducting the survey outdoors and applying disinfectant as necessary.

Administration of the questionnaire followed the established procedure communicated to interviewers during training. Interviewers read the questions and the range of possible (coded) responses aloud, or presented options on the tablet screen, or in the case of open-ended questions, only read the questions. Each interviewer was equipped with a tablet to record and enter survey responses, and each field manager received a laptop to monitor data collection progress.

## **II.V DATA PROCESSING AND ANALYSIS**

Data management (including data checking, editing, and coding) was performed by the IPSOS Adria main office staff. The survey database was delivered to MEASURE II as an SPSS file. A range of analyses were performed, beginning with a descriptive analysis of demographic and socioeconomic characteristics of the sample. Afterwards, each module of the questionnaire was analyzed separately, providing descriptive statistics and cross-tabulations of relevant variables. Data from different survey rounds were compared to gain insight into possible trends across years.

## **II.VI QUALITY CONTROL**

Quality controls were applied at both the data collection and data analysis stages. During data collection, IPSOS Adria staff were involved in monitoring and applying quality checks to the interviewers' work. The IPSOS team employed quality control measures including field control (4.3 percent of all interviews), phone control (39.4 percent),<sup>3</sup> and logical/consistency control (100 percent). IPSOS verified whether the interviews took place in households and whether interviewers applied household and respondent selection procedures adequately. They also assessed the quality of questionnaire

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rural settlements, the local administration building, a school, or a bus station was used as a starting point. One of these three options was selected randomly and thus varied by rural settlement.

<sup>3</sup> The controllers called the selected households to verify whether the interviews were conducted in these households and if the respondents were randomly selected. The controllers also verified the duration of the interviews, interviewers' behavior, and whether the responses to factual questions matched the responses recorded in the dataset.

administration and the interviewers' professionalism. The 2020 survey questionnaire took about 63 minutes to complete, on average, based on IPSOS Adria's calculations.

## II.VII DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS OF THE 2020 SURVEY SAMPLE

Distribution of the demographic and socioeconomic characteristics of the 2020 NSCP-BiH sample matched the sample distributions of the previous survey rounds and was similar to distributions in the BiH's population based on Census 2013 (see Exhibit 5). Of the total 3,000 survey respondents, 62 percent were residents of the FBiH, 36 percent were residents of the RS, and 2 percent were residents of District Brcko (DB).

**Exhibit 5. Sample and population distribution across BiH entities**

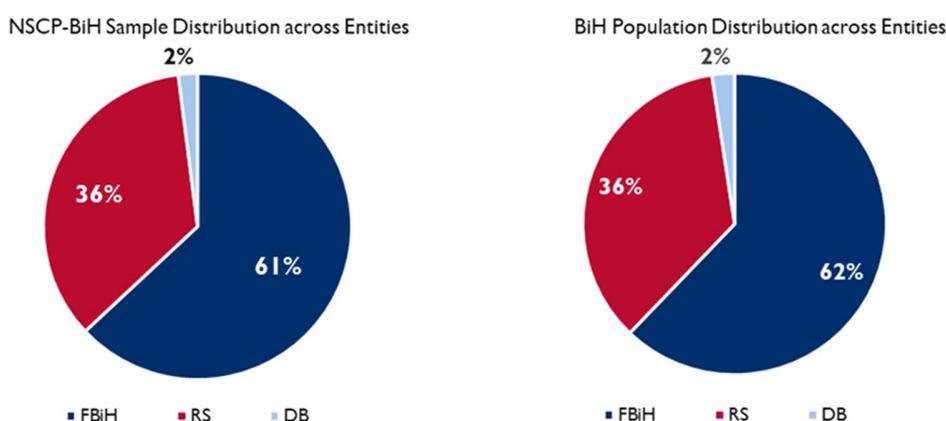


Exhibit 6 provides an overview of the survey sample distribution disaggregated by sex, age, and education. In the 2020 NSCP-BiH, women constituted a higher portion of survey respondents compared to men (56 percent vs. 44 percent). Seventy-four percent of surveyed individuals were adults between 25 and 65 years of age, while 13 percent were youth (between ages 18 and 24); the elderly (over 65 years of age) accounted for 13 percent of the sample. Most surveyed citizens had completed secondary school (64 percent), and 16 percent had completed college or obtained a university education. Thirteen percent of respondents had completed only primary school, and 2 percent of respondents had less than a primary school education.

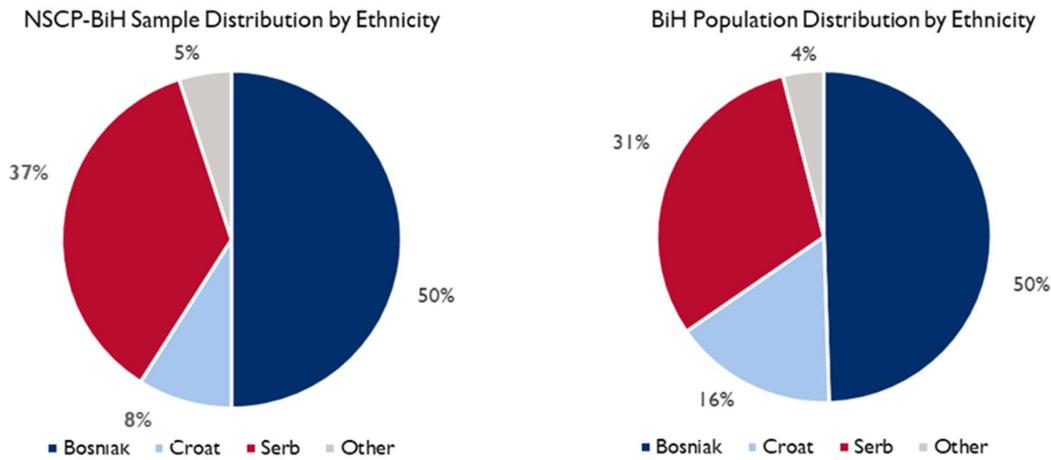
This survey round produced a sample distribution regarding ethnicity that was similar to BiH's population (see Exhibit 7). In the 2020 survey, 50 percent of the surveyed citizens were Bosniaks, 37 percent were Serbs and 8 percent were Croats. Five percent of the surveyed sample were either ethnic minorities or did not declare their ethnic identity.

**Exhibit 6. Population and sample demographic characteristics**

|                                     | SEX       |           | AGE     |           |         |         | EDUCATION         |         |           |         |
|-------------------------------------|-----------|-----------|---------|-----------|---------|---------|-------------------|---------|-----------|---------|
|                                     | MALE      | FEMALE    | 18-24   | 25-49     | 50-65   | 66+     | LESS THAN PRIMARY | PRIMARY | SECONDARY | HIGHER  |
| Population Distribution             | 1,376,597 | 1,461,861 | 321,816 | 1,256,283 | 794,156 | 466,203 | 420,114           | 640,726 | 1,525,161 | 401,439 |
| Population Distribution, Percentage | 48%       | 52%       | 11%     | 44%       | 28%     | 16%     | 14%               | 21%     | 51%       | 13%     |
| Sample Distribution                 | 1319      | 1681      | 388     | 1392      | 828     | 392     | 69                | 400     | 1919      | 612     |
| Sample Distribution, Percentage     | 44%       | 56%       | 13%     | 46%       | 28%     | 13%     | 2%                | 13%     | 64%       | 20%     |

*Note: The population data are based on the 2013 Census; the sample distribution is based on the NSCP-BiH 2020.*

### Exhibit 7. Sample and population ethnic composition



Of the 47 percent of respondents who reported their household income, about 61 percent earned up to 1,000 KM a month, about 38 percent earned between 1,000 and 3000 KM, and 2 percent earned above 3,000 KM (see Exhibit 8).

### Exhibit 8. Monthly household income

| MONTHLY HOUSEHOLD INCOME | PERCENTAGE |         |
|--------------------------|------------|---------|
| Less than 300 KM         | 8%         | (n=107) |
| 301 KM to 500 KM         | 15%        | (n=215) |
| 501 KM to 1,000 KM       | 38%        | (n=533) |
| 1,001 KM to 2,000 KM     | 33%        | (n=472) |
| 2,001 KM to 3,000 KM     | 4%         | (n=60)  |
| Above 3,000 KM           | 2%         | (n=24)  |
| Total                    | 100%       |         |

The survey also explored the impact of the COVID-19 pandemic on citizens' economic status. Four percent of surveyed individuals reported losing a job, and 7 percent said their salaries had been reduced by their employer, due to COVID-19. Eighty-eight percent of respondents reported that the COVID-19 pandemic had no effect on their economic status.

### III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE

Key findings and descriptive statistics of the survey data generated from the 2020 NSCP-BiH are presented in this chapter. The findings are organized according to thematic areas of interest, starting with a demographic and socioeconomic overview of the characteristics of the 2020 sample. The sections that follow provide a description of BiH citizens' attitudes and perceptions on each topic assessed in the survey. Survey topics have been organized into thematic sections and presented in this report as follows:

- Conditions in BiH
- Governance
- Corruption
- Media
- Civil society and civic participation
- Education
- Inter-ethnic trust and interaction
- Countering violent extremism
- Emigration
- Social inclusion
- Youth development

#### III.I CONDITIONS IN BIH

BiH is an upper middle-income country<sup>4</sup> that is hindered by many problems in its efforts to maintain stability and raise the standard of living. As a developing country, BiH continues to rely on substantial support from international sources to make progress on the country's social and economic development goals. This chapter explores citizens' perceptions of the country's progress on its development path.

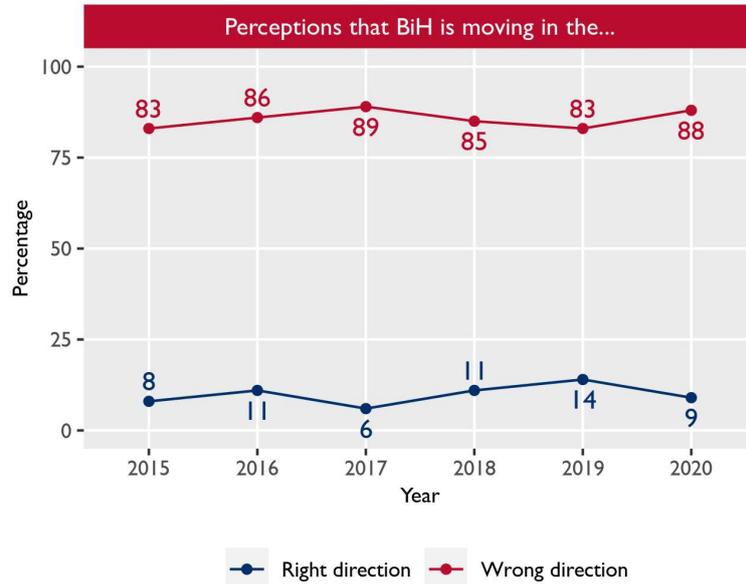
##### III.I.I CURRENT CONDITIONS IN BIH

Most survey respondents (88 percent) said that BiH was generally moving in the wrong direction, indicating an increased pessimism compared to the previous two years (see Exhibit 9). Over 80 percent of respondents have voiced such an opinion each year since 2015, a finding consistent for all constituent groups, regardless of sex, age, or educational attainment (not shown). In 2020, only 9 percent of citizens felt that the country was heading in the right direction, compared to 14 percent in 2019.

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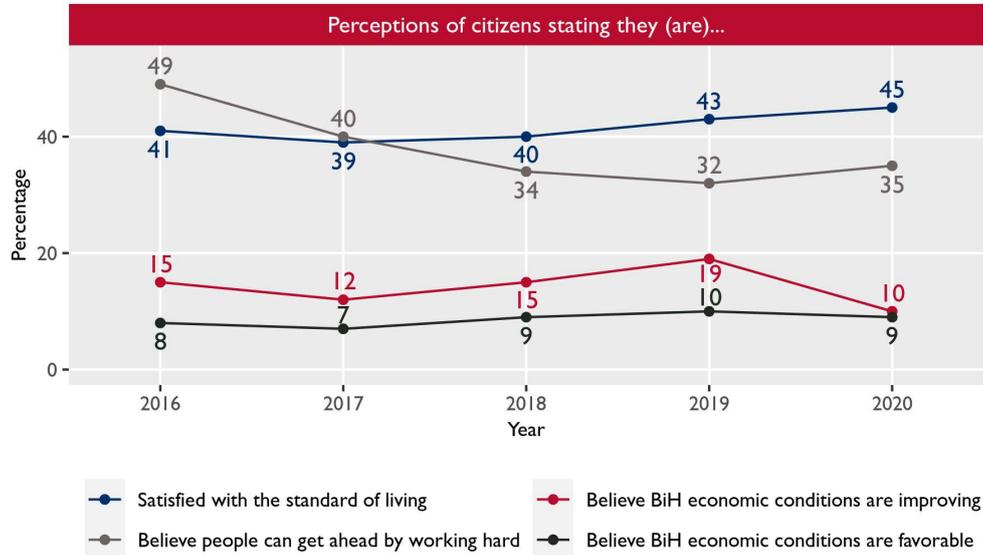
<sup>4</sup> <https://data.worldbank.org/?locations=BA-XTe>

**Exhibit 9. Concerns about the country's development path are widespread and persistent**



In 2020, there was a substantial decline in the share of citizens who thought the economic situation in the country was improving, from 19 percent in 2019 to only 10 percent in 2020. Satisfaction with economic conditions has been consistently low, at 9 percent for the last three years. However, contrary to respondents' perceptions of the overall economic situation, their satisfaction with the standard of living has improved since 2015, reaching its peak in 2020, at 45 percent (see Exhibit 10). The level of satisfaction was particularly high in the RS, where 50 percent of respondents said they were satisfied with the standard of living compared to those in the FBiH, where 43 percent expressed satisfaction. Similarly, there was a slight increase in the belief that hard work pays off: about one-third of citizens (35 percent) held that belief, with youth expressing more optimism (39 percent) than adults (34 percent).

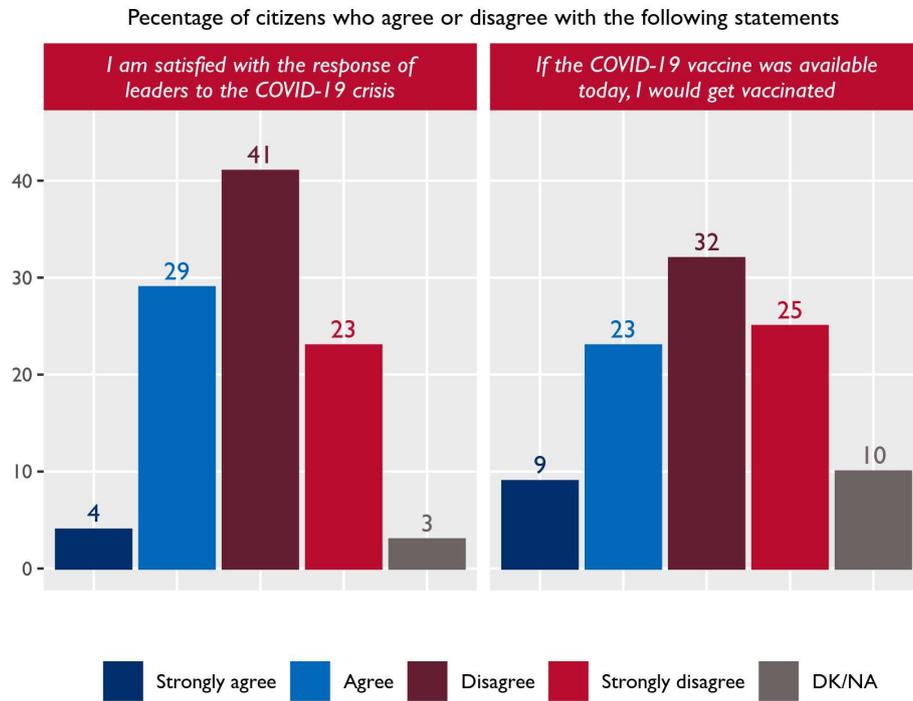
**Exhibit 10. BiH citizens see economic conditions in their country as unfavorable**



Given the COVID-19 pandemic, the 2020 NSCP-BiH explored citizens' satisfaction with the country's leadership response and their own attitudes toward vaccination. Overall, 64 percent of citizens expressed dissatisfaction with their leaders' actions in dealing with the crisis, with higher satisfaction rates in the RS (44 percent) than in the FBiH (28 percent). Attitudes about vaccination were alarming, with only 32 percent of respondents indicating they would get the COVID-19 vaccine. More than half of respondents (57 percent) indicated they would not get the vaccine if it was available to them, and 10 percent indicated that they did not know or refused to answer whether they would get the vaccine (see Exhibit 11)<sup>5</sup>.

<sup>5</sup> It should be noted that at the time of the survey, the vaccine was just starting to be rolled out.

### Exhibit 11. More than half of BiH citizens do not want to get vaccinated



## III.II GOVERNANCE

Achieving and preserving prosperity requires both credible leadership and effective governance. Building on previous rounds of implementation, the NSCP-BiH 2020 surveyed citizens about their satisfaction with public services and their views of public institutions, while also asking them to identify the country’s main governance challenges and development priorities. Given the unprecedented nature of the COVID-19 pandemic, the NSCP-BiH 2020 included questions to understand citizens’ perceptions about how the government has handled the crisis.

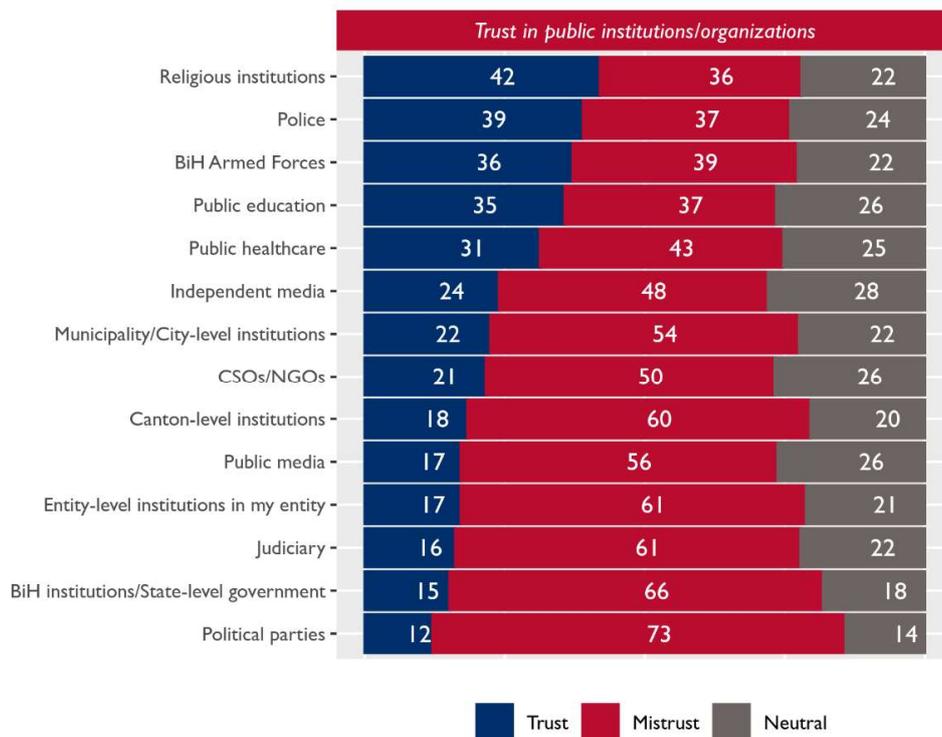
### III.III.1 SATISFACTION WITH PUBLIC SERVICES AND TRUST IN INSTITUTIONS

According to the 2020 survey results, almost half of respondents (48 percent) expressed satisfaction (completely, mostly, or partly satisfied) with public services in general. The overall satisfaction rate is slightly higher compared to previous years (43 percent in 2018 and 46 percent in 2019), with satisfaction rates consistently higher among RS residents (52 percent) than FBiH residents (46 percent).

Consistent with the 2019 survey, BiH citizens continue to lack trust in public sector institutions (see Exhibit 12). Respondents expressed the highest level of trust in religious institutions (42 percent), the police (39 percent), and the BiH armed forces (36 percent), and the lowest level of trust in political parties (12 percent). Confidence in education and healthcare institutions was relatively high, with one-third voicing trust in these institutions. Between 15 and 18 percent said they trust state-, entity-, and canton-level institutions, with a slightly higher trust in local government (22 percent). Similarly, only 16 percent of respondents said they trust the judiciary. While only one in six respondents had faith in

public media, independent media were deemed more trustworthy (24 percent). Only one in five citizens trusted the civil society organization (CSO)/non-governmental organization (NGO) sector.

**Exhibit 12. Trust in public institutions is generally low**

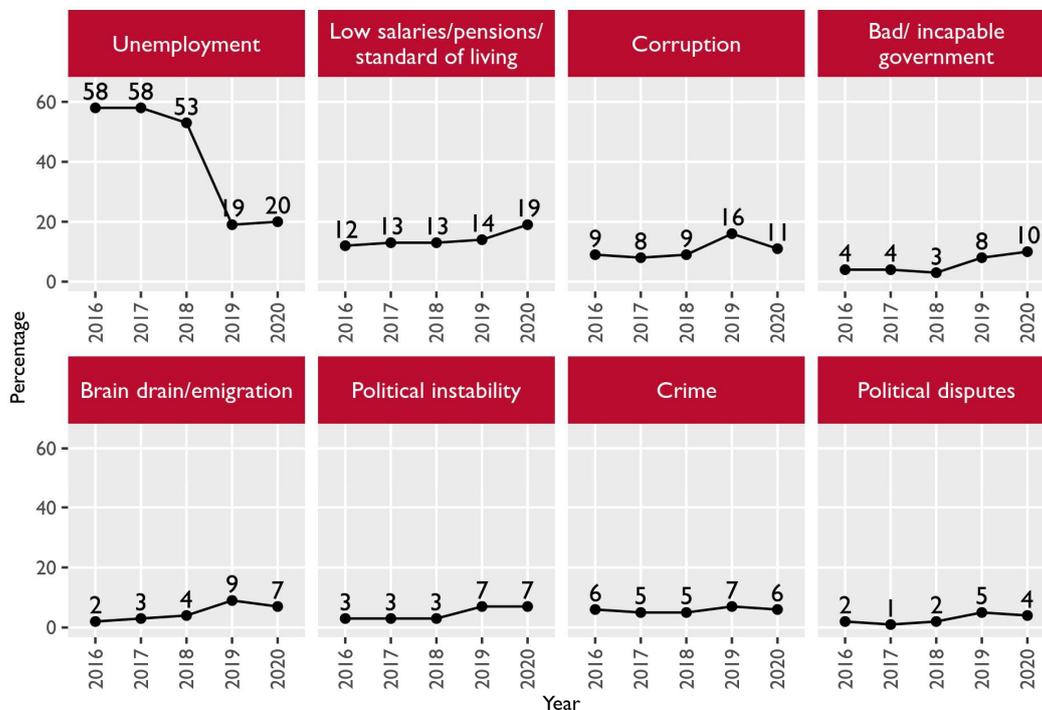


### III.II.II GOVERNMENT CHALLENGES

Unemployment and low standards of living were noted as the primary challenges facing BiH citizens in 2020 (see Exhibit 13), with about one in five respondents identifying each of these issues as a primary concern. One out of ten respondents noted corruption and incapable government as primary concerns. Fewer than one in ten respondents prioritized other issues, including brain drain, political instability, and political and inter-ethnic disputes.

Perceptions of challenges were consistent across respondents' age, educational attainment, income level, and urban and rural areas. However, challenges varied based on region. Respondents from the RS were more likely to raise concerns about unemployment (23 percent), low standard of living (21 percent), and emigration (10 percent) compared to FBiH respondents (18, 16, and 4 percent, respectively). FBiH respondents on the other hand were more concerned than RS respondents with poor governance (11 percent vs. 7 percent).

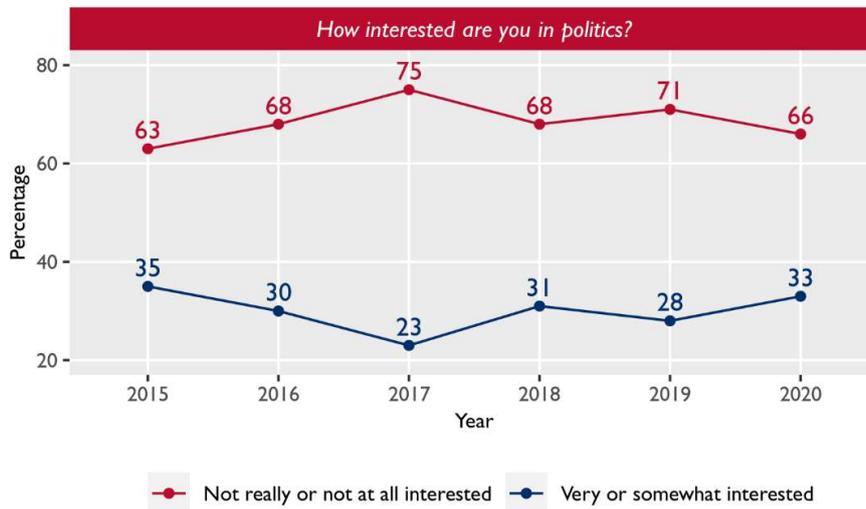
**Exhibit 13. Unemployment is less of a perceived problem than in previous surveys, but the perceived prevalence of a low standard of living and incapable government are increasing**



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

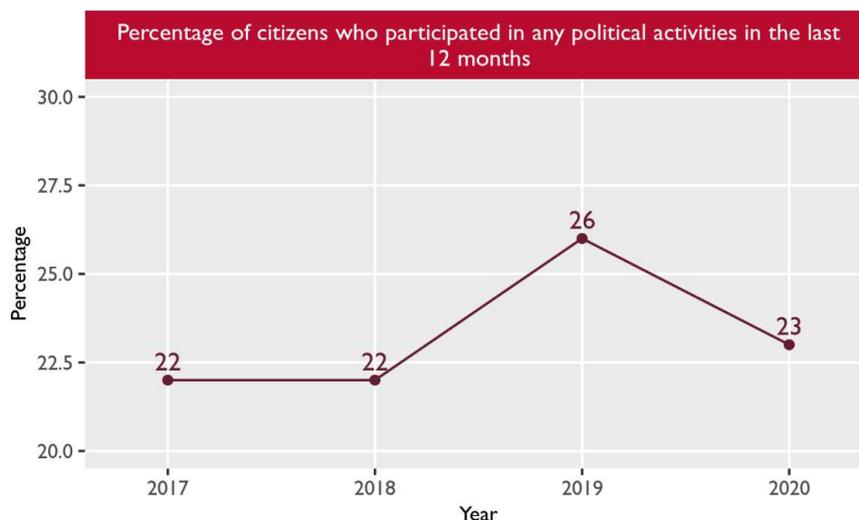
Since 2015, the share of citizens interested in politics has ranged from about a quarter to a third of surveyed citizens (see Exhibit 14). The 2020 survey shows an increase in interest in politics (33 percent) compared to the 2019 survey (28 percent), the highest value since 2015 (35 percent). Aside from 2015, the data reveal a slight increase in citizen interest in politics in election years compared to non-election years. Gender differences in 2020 are consistent with findings from previous years, with women demonstrating less interest in politics (27 percent) compared to men (41 percent) (not shown).

**Exhibit 14. The share of citizens who express interest in politics is the highest since 2015**



During the 12 months prior to the survey, less than a quarter (23 percent) of BiH citizens participated in political activities, which represents a slight decrease compared to a participation rate of 26 percent in 2019 (see Exhibit 15). Political participation was more common among men (28 percent) than women (20 percent), and more prevalent in the RS (30 percent) than in the FBiH (20 percent) (not shown). The four most frequent forms of political activity remain the same as in previous years and include contacting a politician (9 percent), boycotting certain products (8 percent), membership in a political party (7 percent), and signing a petition (7 percent). Taking part in a lawful public demonstration remains one of the least exercised political activities and reached a record low in 2020, at 2 percent.

**Exhibit 15. Participation in political activities remains steady, with about one in five citizens engaging in such activities**

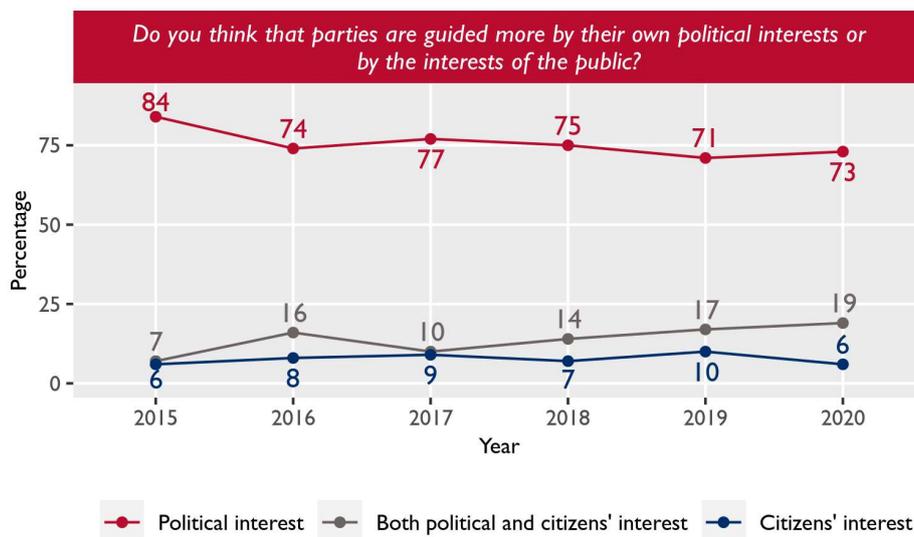


According to the 2020 survey data, 80 percent of respondents voted in the 2020 local elections, but only 33 percent reported that they think the elections were fair. Serbs had the most confidence in the fairness of the elections (37 percent), compared to Bosniaks (30 percent) and Croats (18 percent).

Whereas most voters (84 percent) did not notice any irregularities during the 2020 elections, 8 percent reported seeing something odd but were unsure whether it qualified as an irregularity, while 9 percent stated that they did notice irregularities. As many as 11 percent of surveyed respondents stated they were offered money, gifts, or services in exchange for their votes (not shown). Among those who didn't vote, the reasons given were related to their feeling that voting is useless, that nothing can be changed by their vote (24 percent), that there is no difference between candidates/parties (23 percent), and that votes are being manipulated (22 percent) (not shown).

Consistent with previous survey rounds, the opinion that political parties are guided predominantly by their own political interests was held by almost three-quarters of BiH citizens (73 percent), while only 6 percent believed that political parties are driven by the citizen's interest (see Exhibit 16). This opinion was consistent across all demographics except entity of residence. Of respondents in the FBiH, 77 percent said that political parties are guided by their own political interest, compared to 65 percent of those in the RS.

**Exhibit 16. Citizens believe that political parties are predominantly guided by their own political interests**



### III.II.IV JUDICIARY

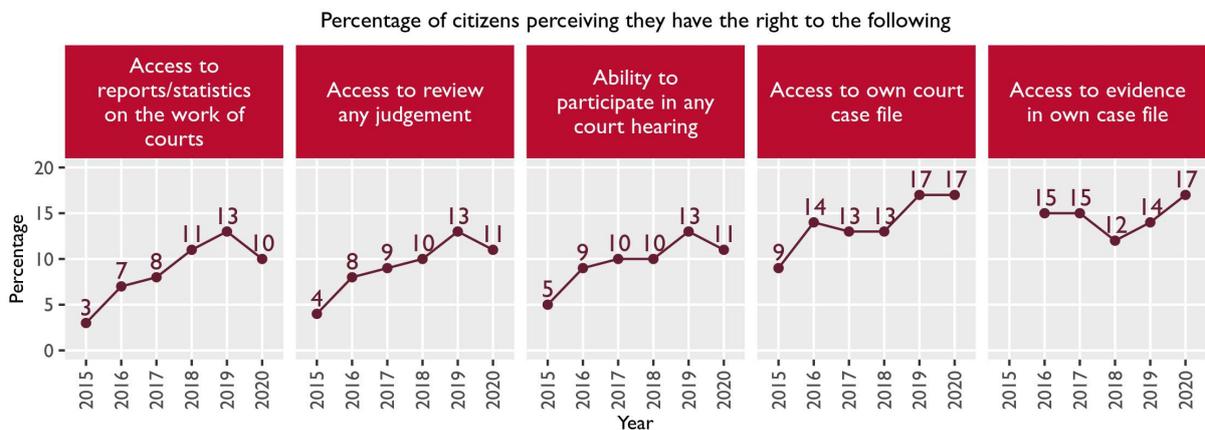
Citizens' perception of the performance of both judges and prosecutors decreased noticeably, from 17 percent in 2019 to 12 percent in 2020, for both categories (see Exhibit 17). Respondents expressed a more favorable view of the performance of attorneys and notaries, at 22 and 28 percent, respectively, compared to the performance of judges and prosecutors. There were no significant differences between entities in the degree of satisfaction with the work of judges/courts and of prosecutors/prosecutors' offices. In contrast, the approval rating of judicial administrative services rose perceptibly, to 30 percent (40 percent of RS respondents and 25 percent of FBiH respondents).

**Exhibit 17. With slight variations over time, satisfaction with the work of prosecutors/prosecutor offices and judges/courts remains low**



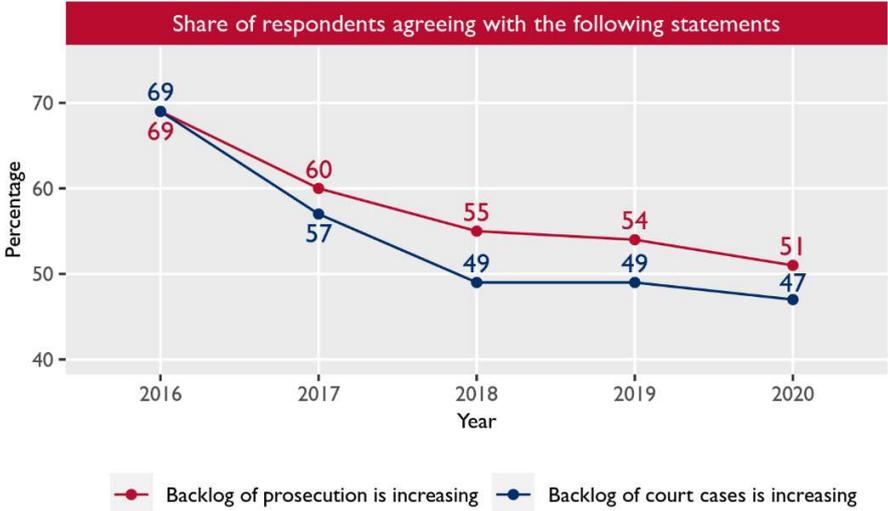
Although legislation mandating transparency of the judiciary's work has been in place for many years, only a small minority (10 to 17 percent) of BiH citizens believe they have the right to access information on the court proceedings they are interested in. This perception is similar across entities, and no progress has been observed since 2015 (see Exhibit 18).

**Exhibit 18. Citizens' perception of their right to access information on court proceedings remains low**



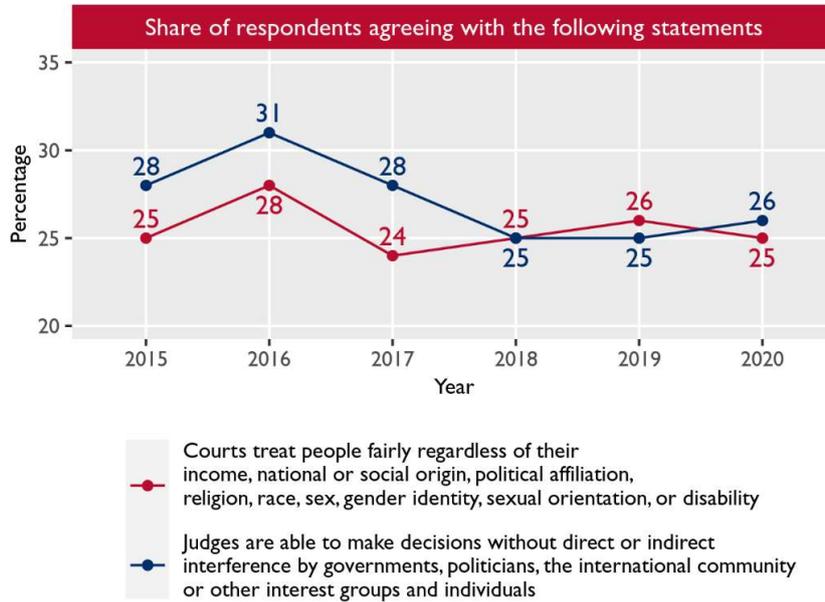
The perception that backlogs in the courts and prosecutors' offices is increasing was slightly lower in 2020 than in 2019, reflecting a continuing decline since the survey was first implemented in 2015 (see Exhibit 19). Respondents who were involved in court cases in the preceding three years were more likely to believe that the backlogs are increasing in courts and prosecutors' offices (69 percent and 55 percent, respectively) than those who were not involved (45 percent and 50 percent, respectively) (not shown).

**Exhibit 19. A decreasing portion of the public believes the backlog of prosecutions and court cases is increasing**



Just over half of all respondents in both entities (51 percent in the FBiH and 52 percent in the RS) believe that judicial appointments are not based on merit. The share of respondents holding an unfavorable view of the way the media reports on the judiciary was 47 percent, without significant differences between the entities (not shown). The share of respondents that believe that the courts are fair to all and free from bias remained the same as in previous years, at 25 percent, which is consistent with findings since 2015. The much larger percentage of those who do not perceive the courts as fair has not changed significantly from 2019, increasing only by 1 percentage point since 2019. Only 26 percent of respondents said that judges can perform their jobs without interference (see Exhibit 20), while 47 percent disagreed, 24 percent neither agreed or disagreed, and 3 percent answered with “Don’t know”/“Refuse to answer” (not shown). An overwhelming majority of respondents continue to perceive jurists’ salaries, attorney and notary fees, and court fees and charges as high (70, 74, and 73 percent, respectively) (not shown).

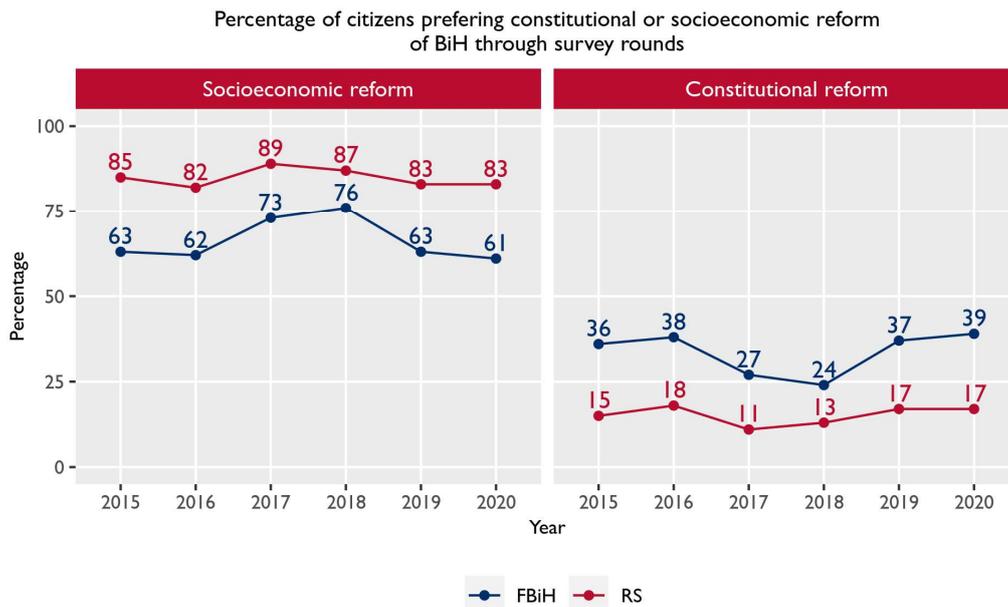
### Exhibit 20. Citizens remain skeptical of judicial impartiality



### III.II.V FUTURE OF BIH AND SOCIOECONOMIC/CONSTITUTIONAL REFORMS

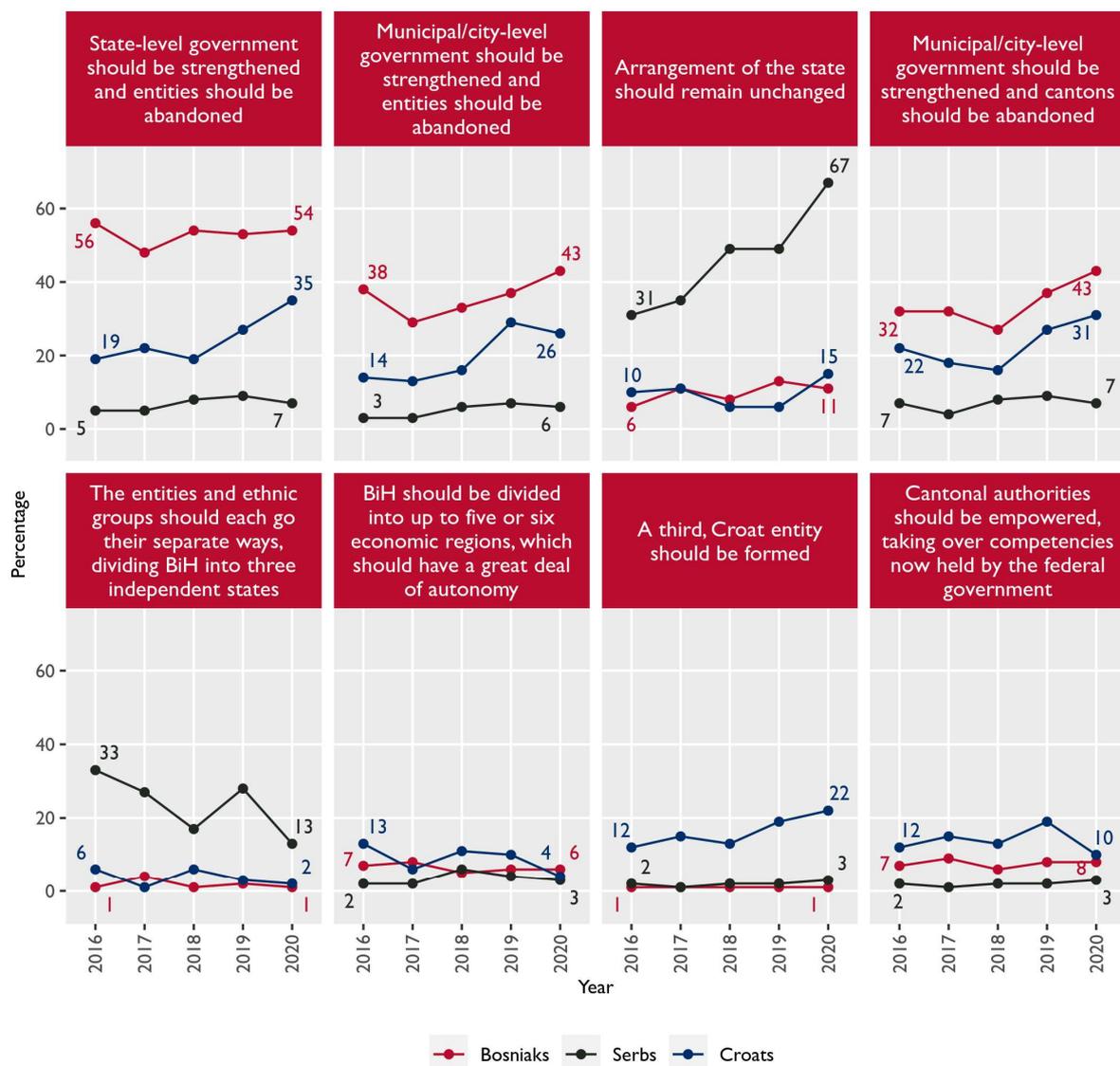
Consistent with previous years, citizens consider socioeconomic reforms a higher priority than constitutional reforms, especially RS respondents. Overall, 70 percent of respondents selected socioeconomic reforms as more critical (83 percent of those in the RS and 61 percent of those in the FBiH) (see Exhibit 21).

### Exhibit 21. Socioeconomic reforms prioritized more than constitutional reforms throughout survey rounds



As noted in previous years, respondents' views of the administrative and political organizational structure of BiH are strongly affected by their ethnicity (see Exhibit 22). Bosniaks favor solutions strengthening the state (54 percent) and local-level government (43 percent). Croats' opinions are divided between (1) strengthening the state government and abandoning entities (35 percent), (2) strengthening local government and abolishing cantons (31 percent) and entities (26 percent), and (3) forming a Croat entity (22 percent). Two out of three Serbs (67 percent) are united in the belief that the current arrangement should not change. Across survey years, Bosniaks are more likely than before to support reforms to give more power to local governments. Serbs are more than ever in favor of the status quo and less in favor of the country's division, and Croats are more in favor of strengthening state government and municipalities.

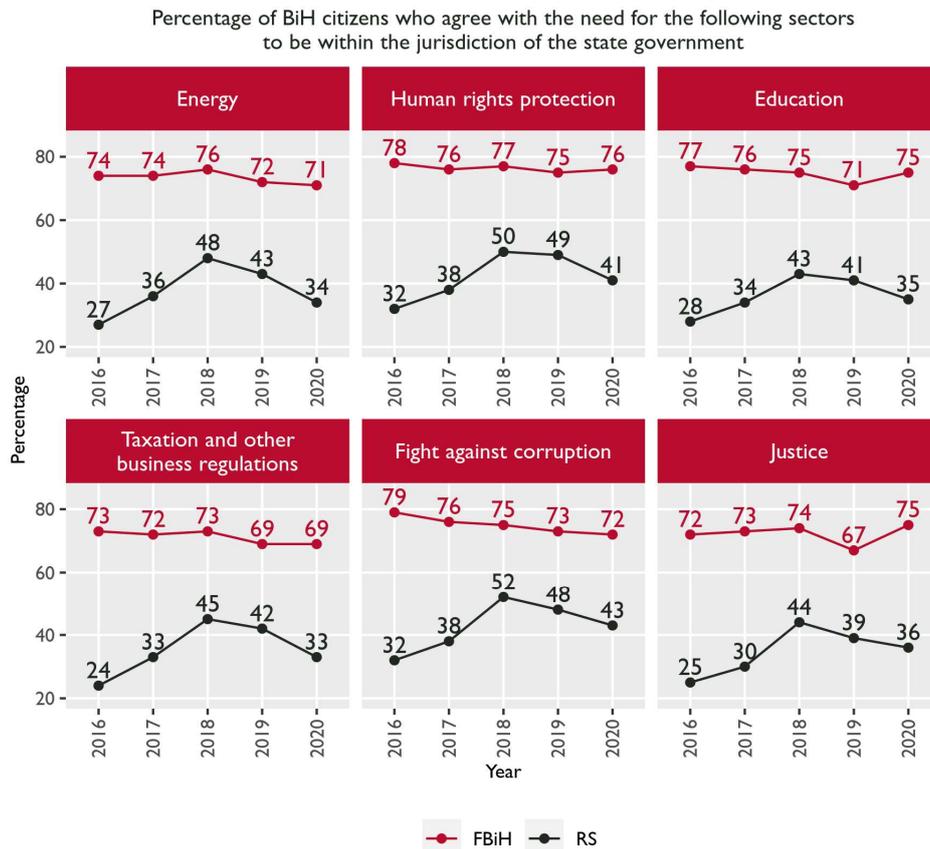
**Exhibit 22. Citizens' visions of the country are strongly affected by ethnic affiliation**



About three out of four FBiH residents favor state-level jurisdiction over human rights protection; the fight against corruption; energy; education; taxation and business regulations; and the judiciary. Most

notably, in the RS, residents feel that the most important sector the state should have jurisdiction over is the fight against corruption (43 percent) and the least important sector is taxation and business regulations (33 percent). While the FBiH figures have been stable across the survey rounds, the RS figures have decreased since 2018 (see Exhibit 23).

**Exhibit 23. FBiH residents are more likely to support state-level authority across all sectors**



### III.III CORRUPTION

The NSCP-BiH 2020 explored citizens' perceptions of corruption, their corruption-related experiences, and their perceptions of anti-corruption efforts. More than 95 percent of citizens claim that corruption is present in the country (not shown). Consistent with last year's findings, the 2020 findings correspond with those presented in Freedom House's *2020 BiH Country Report*, which found that corruption has continued to plague BiH. According to the Country Report, BiH had a corruption rating of 3.00, with 1 indicating the lowest level of democratic progress and 7 indicating the highest level.<sup>6</sup>

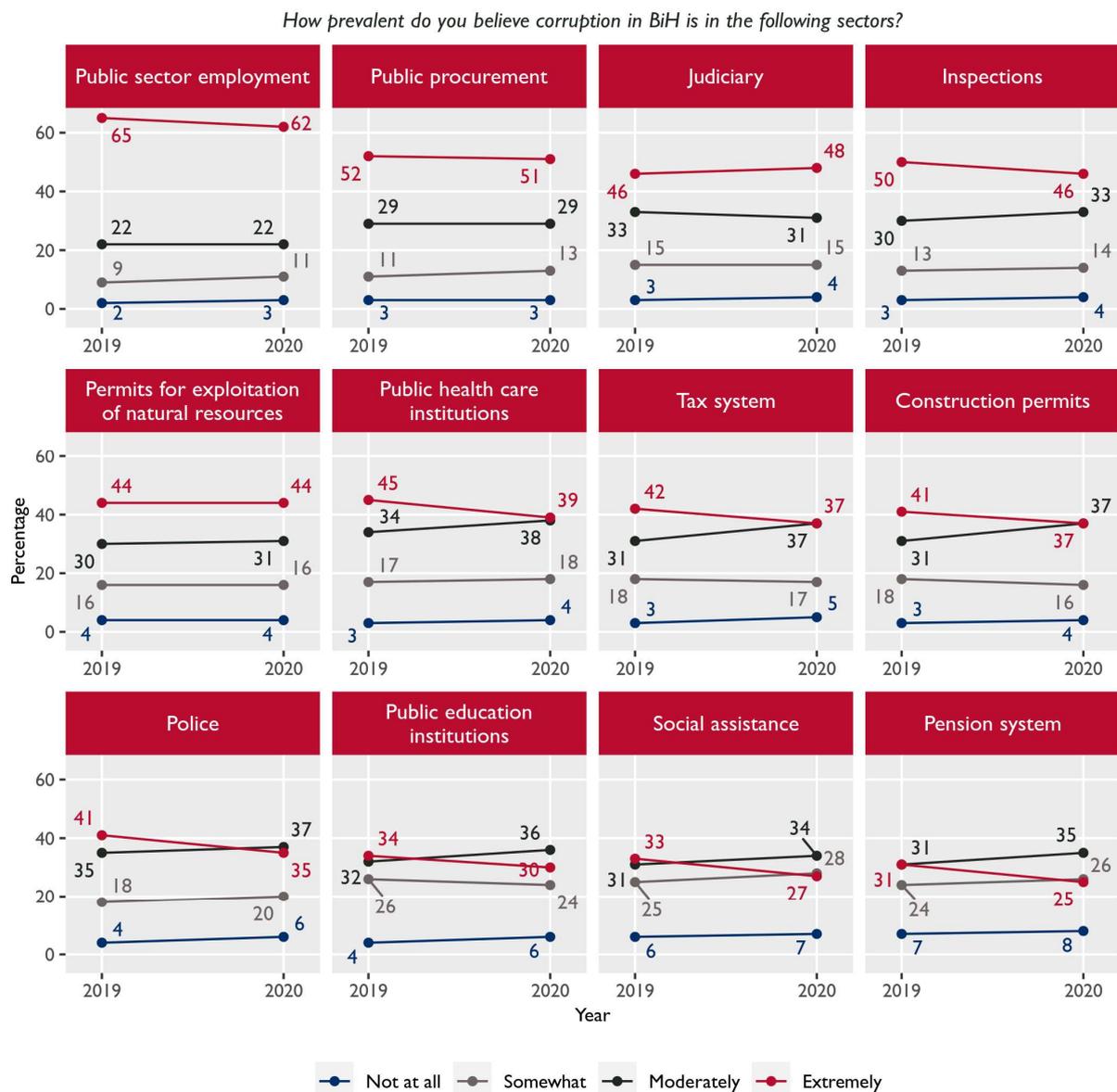
#### III.III.I PREVALENCE OF CORRUPTION ACROSS SECTORS

Public sector employment continues to be perceived as the most corrupt among the 12 sectors assessed, with three out of five (62 percent) respondents reporting that they feel corruption is extremely prevalent in public sector employment. About half of the respondents (51 percent) said that

<sup>6</sup> <https://freedomhouse.org/country/bosnia-and-herzegovina/nations-transit/2020>

corruption is extremely present in public procurement. Similarly, 48 percent feel that corruption is extremely prevalent in the judiciary. Consistent with the 2019 results, corruption was considered least extreme in the pension system (25 percent), social assistance (27 percent), and public education institutions (30 percent). However, compared to the 2019 results, across sectors there was a decrease in respondents indicating that corruption was extremely prevalent, with the exception of permits for exploitation of natural resources, which held steady. The judiciary was the only sector viewed as corrupt by a slightly higher share of respondents in 2020 than in 2019. Exhibit 24 provides an overview of perceptions of corruption across different sectors in BiH.

**Exhibit 24. Public sector employment, public procurement and judiciary viewed as sectors with most extreme corruption prevalence**



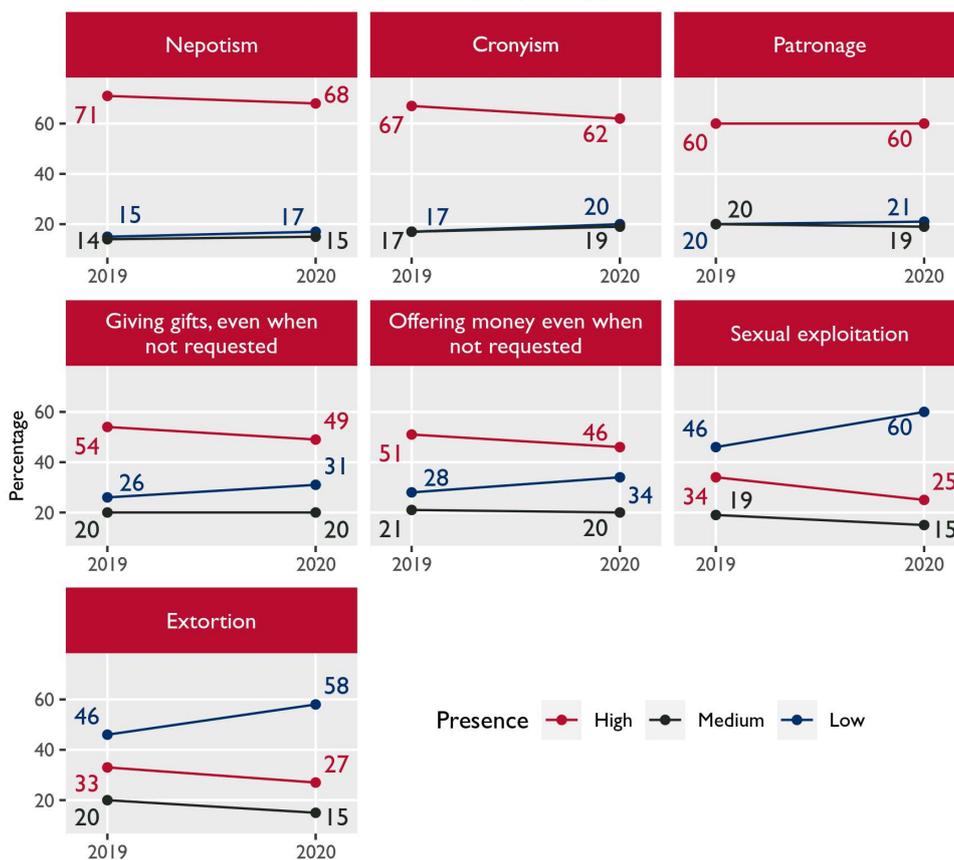
Regarding the practice of bribery or relying on personal/private connections to access public administrative services such as obtaining various certificates, permits, or document authentication, 19

percent of respondents believe this practice is a barrier to access; 37 percent believe it presents a moderate problem, 28 percent believe it presents a slight problem, while 13 percent said they do not think it is a problem. Additionally, almost a quarter (23 percent) of respondents reported that they refrained from applying for a public service position for which they were qualified because the job description and requirements seemed to be tailored to favor specific individuals. In addition, 17 percent reported that they did not apply because getting the job required an informal payment or a reciprocal favor (not shown).

NSCP-BIH 2020 also explored citizens' perceptions of the presence of extortion, nepotism, bribing with gifts or money, cronyism, sexual exploitation, and patronage as a means for obtaining a job or promotion or accessing a public service. As shown in Exhibit 25, nepotism<sup>7</sup> (68 percent), cronyism<sup>8</sup> (62 percent), and patronage<sup>9</sup> (60 percent) continue to be perceived as the three most common forms of corruption in this category.

**Exhibit 25. Nepotism, cronyism, and patronage remain the most prevalent illicit means for obtaining a job or a promotion or accessing a public service**

*To what extent do you see presence of the following forms of behavior in BiH society?*



<sup>7</sup> In the questionnaire, nepotism is defined as favoring relatives, especially by giving them jobs.

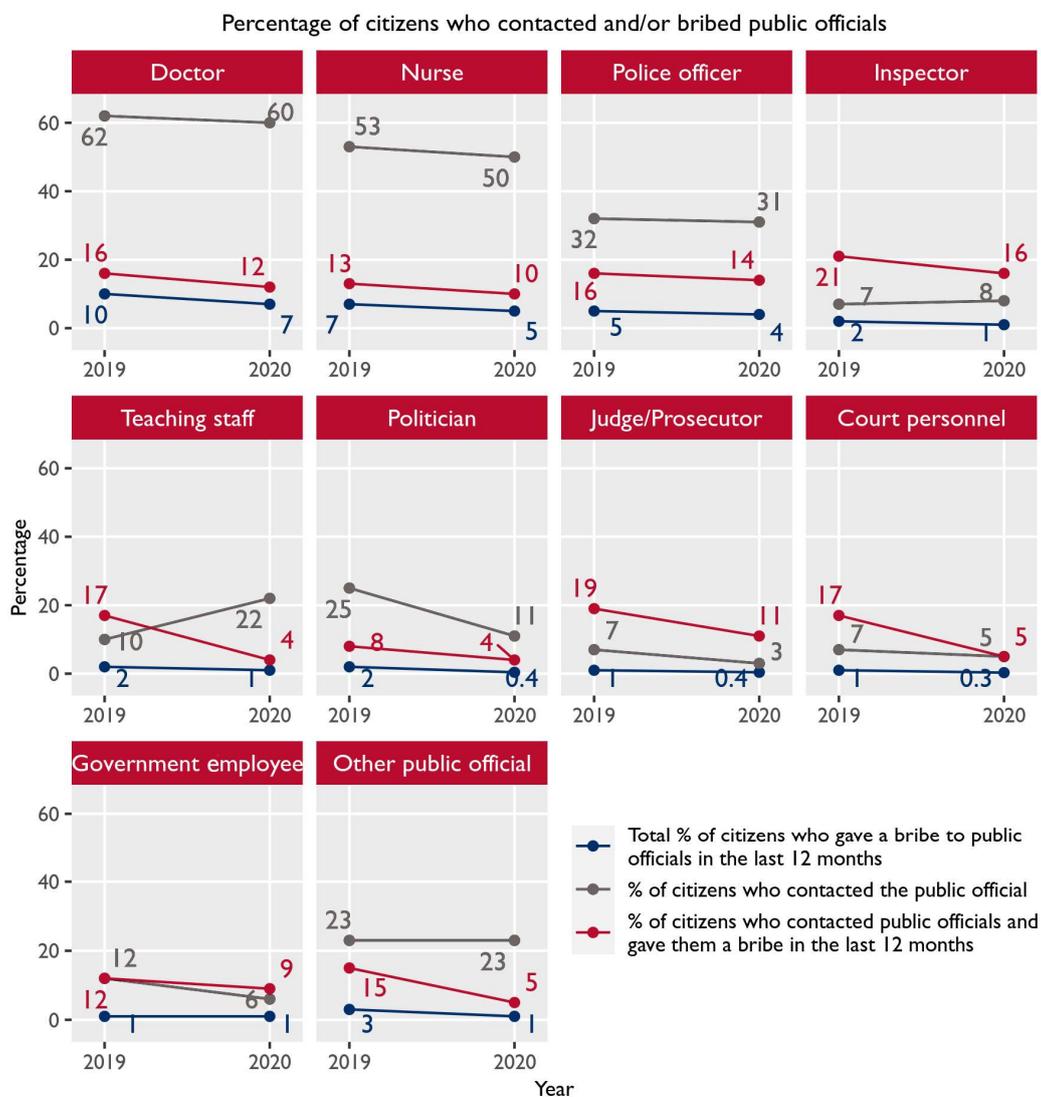
<sup>8</sup> In the questionnaire, cronyism is defined as the appointment of friends and associates to positions of authority, without proper regard to their qualifications.

<sup>9</sup> In the questionnaire, patronage is defined as a practice of favoring preferred organizations or businesses.

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

According to the 2020 NSCP-BiH, 12 percent of BiH citizens reported having bribed at least one public sector employee during the previous 12 months, which is lower compared to 16 percent in 2019 (not shown). This share was slightly higher among respondents who contacted public sector employees, with 15 percent of those respondents indicating they bribed a public sector employee (not shown). In the overall sample, among those who reported giving bribes, citizens most frequently reported having bribed doctors (7 percent), nurses (5 percent), and police officers (4 percent). However, among respondents who were in contact with public sector employees and gave bribes, 16 percent reported giving a bribe to inspectors, 14 percent to police officers, and 12 percent to doctors (see Exhibit 26). Compared to the previous year, the 2020 findings show a lower incidence of bribery for all public sector professions, most notably for teaching staff and court personnel. Citizens' contacts with teaching staff and politicians (4 percent each) seem to have led to the lowest bribery occurrences.

**Exhibit 26. Citizens reported giving bribes mostly to doctors, nurses and police officers**

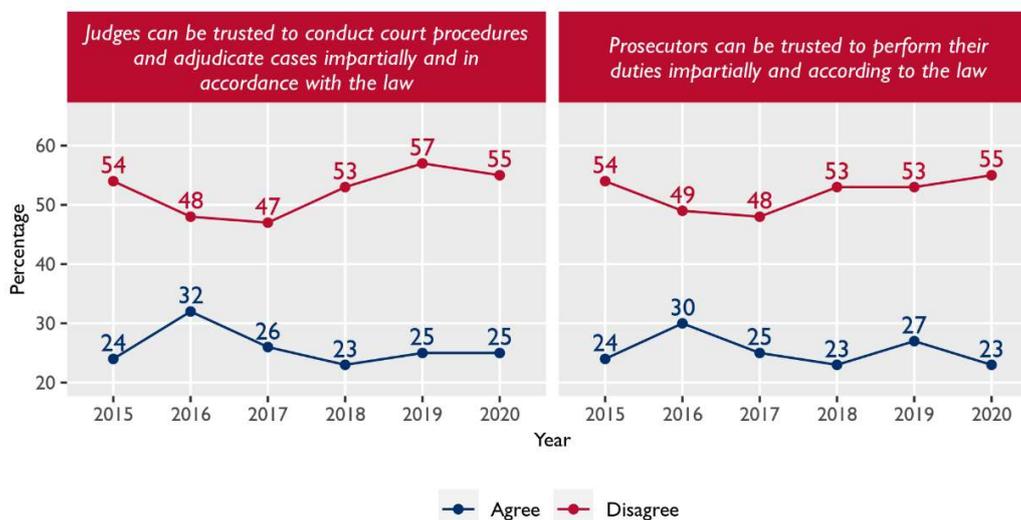


Only 7 percent of respondents who reported having bribed a public sector employee during the preceding 12 months stated that they had informed an official authority after making an extra payment or gift. Almost three-quarters of surveyed citizens (71 percent) believe that giving gifts, money, or returning favors for delivering public administrative services is considered normal behavior in BiH. This belief is more prevalent in the RS (76 percent) than in the FBiH (66 percent). When asked if they knew the lowest amount that should be offered to bribe a doctor, policeman, or other public employee to access a service or avoid a fine, 19 percent of surveyed citizens responded affirmatively. Notably, the share of citizens who responded affirmatively was significantly higher in the RS (27 percent) than in the FBiH (13 percent) (not shown).

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

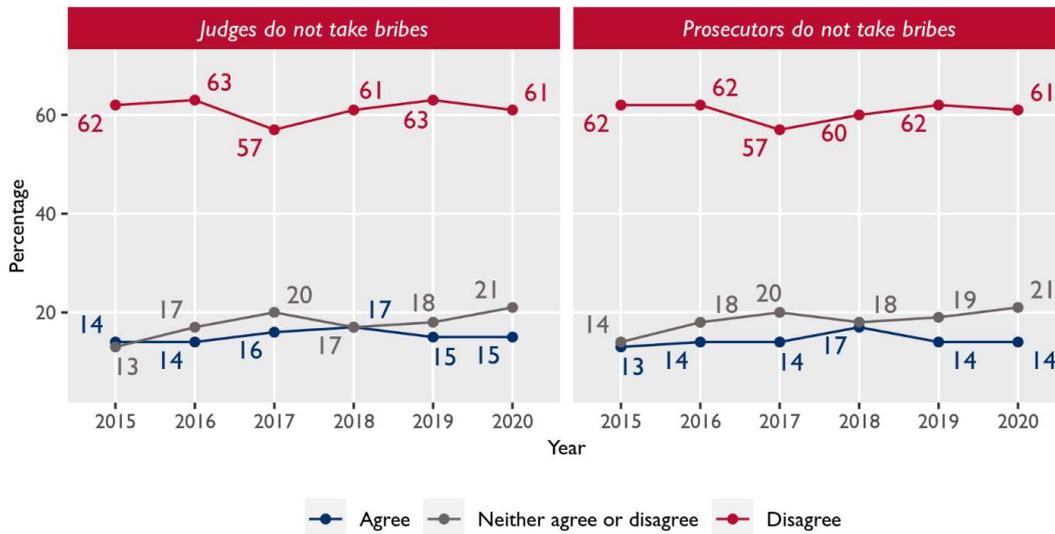
Citizens view the judiciary as among the sectors with the highest prevalence of corruption. More than a quarter of respondents (28 percent) view the court system as extremely affected by corruption, which is a slight increase compared to the previous year (25 percent) (not shown). As illustrated in Exhibit 27, the share of BiH citizens who lack trust in judges' impartial conduct of their duties has decreased slightly compared to the previous year (55 percent vs. 57 percent). The share of citizens who express doubt in prosecutors' impartiality increased compared to the previous year (55 percent vs. 53 percent) and is at its highest level since 2015. In the FBiH, the portion of citizens who expressed distrust in judges' impartiality decreased slightly compared to 2019 (54 percent vs. 57 percent), and the share of respondents that distrust prosecutors' impartiality increased from 2019 (50 percent), reaching a high of 55 percent.

**Exhibit 27. The lack of faith among BiH citizens in the impartiality of judges and prosecutors remains high**



More than half of BiH citizens (61 percent) believe that BiH judges and prosecutors are inclined to take a bribe. As is evident from Exhibit 28, there has been little variation in this response since 2015. BiH citizens who were involved in court cases in the previous three years were almost equally likely to state that judges do not take bribes as respondents who were not involved in such cases (16 and 15 percent, respectively). The figures are similar for prosecutors, with 15 percent of respondents who were involved in court cases in the last three years believing that prosecutors do not take bribes, compared to 14 percent of respondents who were not involved in such cases.

**Exhibit 28. Most citizens believe that judges and prosecutors take bribes**



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

Compared to 2019, respondents were even less likely to state that the fight against corruption in BiH is effective (12 percent compared to 17 percent in 2019). About three-quarters of respondents (73 percent) said that anti-corruption efforts were ineffective, and a similar share (76 percent) rated political will for fighting corruption unfavorably. An unfavorable view of the political will to fight corruption was more prevalent in the FBiH (79 percent) than in the RS (70 percent). Regarding the judiciary’s role in anti-corruption efforts, two out of three respondents (66 percent) regard the judiciary as ineffective in combating corruption.

Two-thirds of respondents (66 percent) also viewed the anti-corruption efforts of the police as ineffective. This opinion was more common in the RS (70 percent) than in the FBiH (63 percent). The percentage of citizens who believe that other government agencies, such as supreme audit institutions, tax offices, and inspections, are ineffective against corruption was even higher (71 percent). Furthermore, a vast majority of the survey respondents (83 percent) believe that the perpetrators of corruption in BiH are not adequately punished.

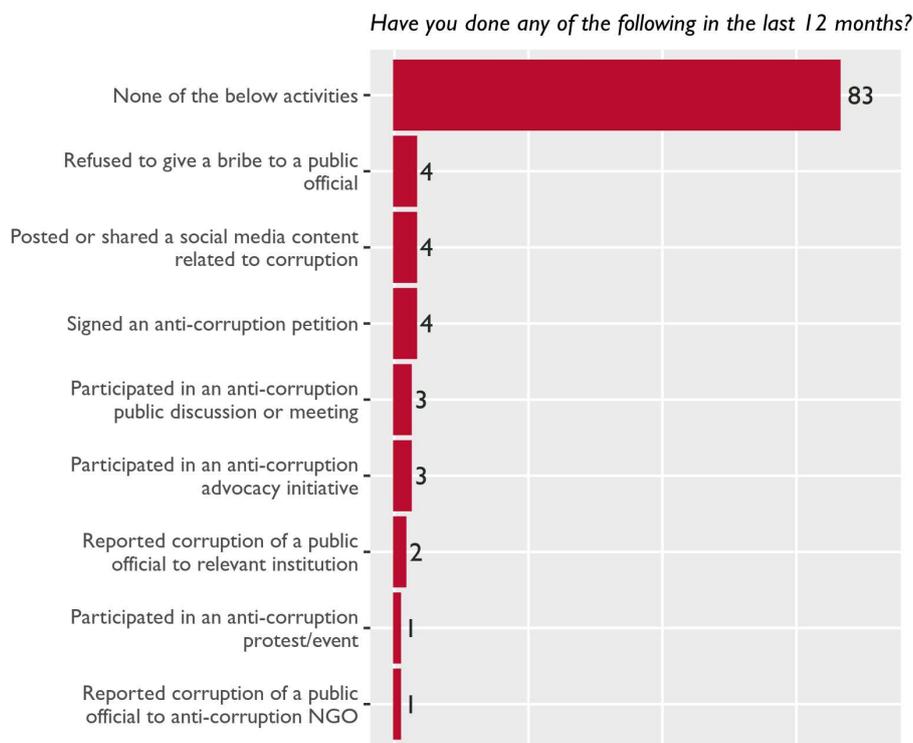
When asked if BiH CSOs that fight against corruption work in citizens’ interests, respondents had different opinions: only 18 percent agreed that CSOs work in citizens’ interests, more than a third (36 percent) disagreed, and 42 percent indicated they were neutral on the topic. The share that disagreed that CSOs work in citizens’ interests represents an increase compared to the 32 percent recorded in 2019.<sup>10</sup> This opinion was more common among RS respondents (40 percent) than among FBiH respondents (33 percent).

This section of the survey also explored the role that citizens play in the fight against corruption. Findings from this survey round are almost identical to those from the previous year, showing that most BiH citizens (83 percent) did not participate in any anti-corruption activities (see Exhibit 29). Among respondents who participated in some form of anti-corruption activity, the most frequent activities included refusal to give a bribe, posting corruption-related social media content, or signing an anti-

<sup>10</sup> Note that 4 percent of respondents did not answer this question.

corruption petition (4 percent each). Reporting corruption of a public official to an anti-corruption NGO remained the least exercised form of citizens' anti-corruption activities.

**Exhibit 29. A vast majority of BiH citizens do not participate in any anti-corruption activities**

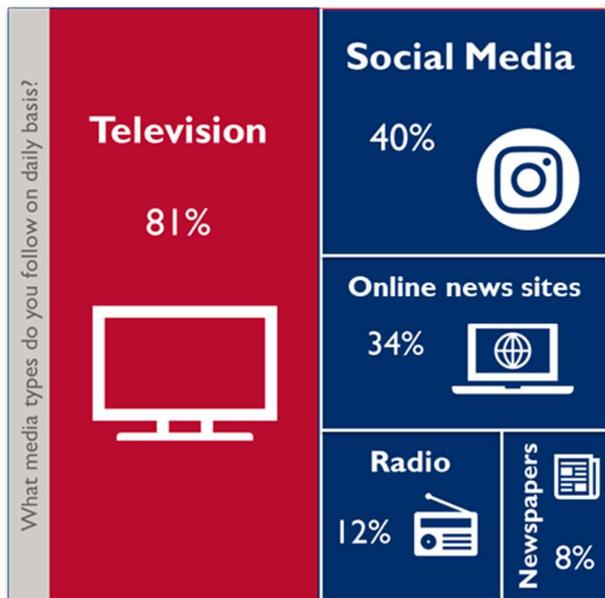


**III.IV MEDIA**

The media plays an important role in informing and shaping public opinion and is a pillar of a democratic society. According to the 2020 World Press Freedom Index published by Reporters Without Borders, the media landscape in BiH is characterized by constant verbal attacks and nationalist rhetoric, which has created a hostile environment for press freedom.<sup>11</sup> Similarly, the 2019 Media Sustainability Index<sup>12</sup> found that BiH is still burdened by political instability and interference in media content, a weak media economic environment, and a lack of quality and diversity in media content.

<sup>11</sup> 2020 World Press Freedom Index. Retrieved from <https://rsf.org/en/bosnia-herzegovina>

<sup>12</sup> 2019 Media Sustainability Index. Retrieved from <https://www.irex.org/sites/default/files/pdf/media-sustainability-index-europe-eurasia-2019-bosnia-herzegovina.pdf>

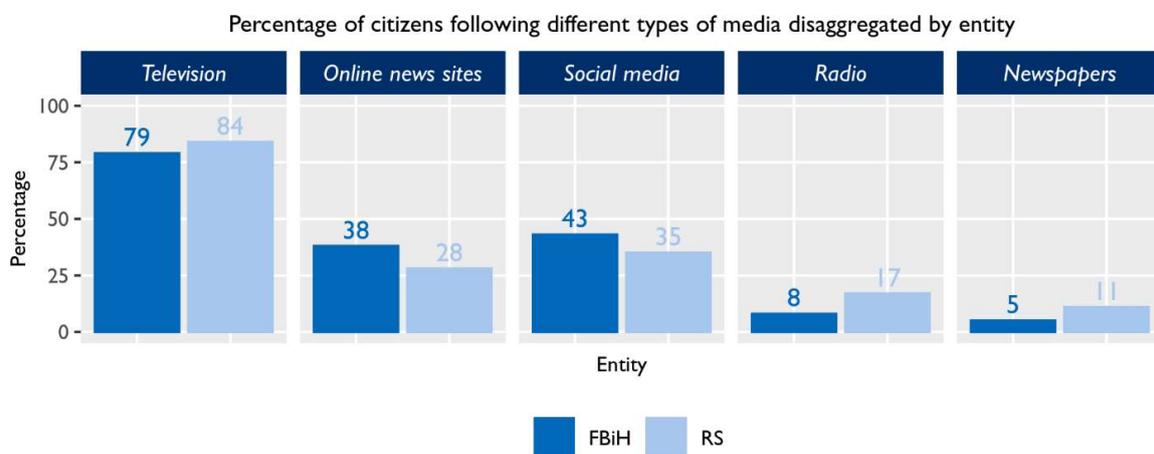


This section assesses citizens' media consumption habits, perceptions of the trustworthiness of different media outlets, and access to unbiased information. It also provides an overview of citizens' media literacy and their views about the influence of political parties and government on published news.

Although the digital transformation has led to the emergence of new media outlets, television remains the dominant media source that BiH citizens use on a daily basis (81 percent). Comparatively, 34 percent of respondents use the internet as their daily media source, and 40 percent use social media. Only 12 percent of citizens listen to the radio and 8 percent read newspapers. While both newspapers and radio are the least

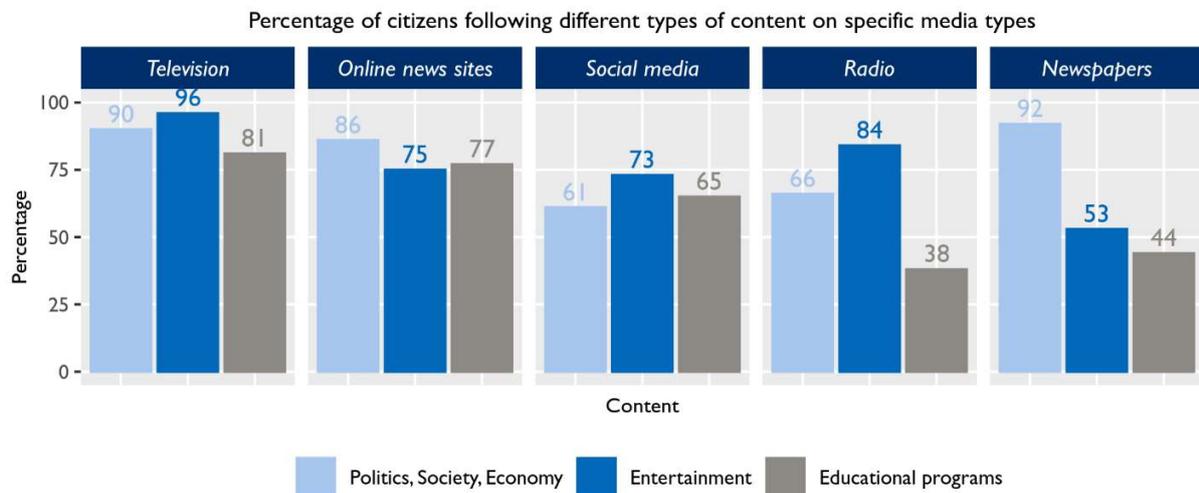
followed media sources in general, they are more preferred in the RS than in the FBiH (see Exhibit 30). On the other hand, social media and online news sites are more favored in the FBiH. A plurality of youth both in the RS and the FBiH prefer online sources compared to television, radio, and newspapers.

**Exhibit 30. Television, radio, and newspaper followers are more prevalent in the RS, while there are more users of online news sites and social media in the FBiH**



Respondents use their preferred media types for a variety of purposes. People who watch television everyday use it for entertainment purposes (96 percent), to follow politics/social topics (90 percent), and for educational content (81 percent). Online news sites are used slightly more for obtaining political information (86 percent) than for other purposes; however, three-quarters of online media consumers use online platforms for entertainment (75 percent) and education (77 percent) purposes as well. Social media followers use this media type predominantly for entertainment (73 percent), but more than 60 percent also report following political and education topics. Radio listeners also use radio mainly for entertainment (84 percent) and political information (66 percent), while newspaper readers primarily use this media type for political information (92 percent) (see Exhibit 31).

**Exhibit 31. BiH citizens prefer following entertainment on television and radio; and content on politics, society, and the economy in newspapers and on television**



On average, BiH citizens spend about two hours (119 minutes) per day using media outlets for entertainment purposes. On average, they spend about an hour per day using media outlets for politics, society, or economic information (59 minutes) and educational purposes (62 minutes).<sup>13</sup>

Among citizens who watch television, a plurality of respondents (24 percent), watch Federalna Televizija (FTV),<sup>14</sup> followed by Televizija BN (TV BN)<sup>15</sup> at 21 percent, and Radio Televizija Republike Srpske (RTRS)<sup>16</sup> at 20 percent. The top three radio stations according to respondents are Radio BN (21 percent), Big Radio<sup>17</sup> (10 percent), and NES Radio<sup>18</sup> (7 percent). Among respondents who read newspapers, the highest proportion (34 percent) read *Dnevni Avaz*,<sup>19</sup> followed by *Blic*<sup>20</sup> (32 percent) and *Nezavisne Novine*<sup>21</sup> (25 percent). Citizens who follow online portals often use klix.ba, with 50 percent of respondents following this portal. The second most followed online portals are blic.net (7 percent) and avaz.ba (7 percent). Finally, 92 percent of citizens who have social media profiles have an account on Facebook, 37 percent on Instagram, and 10 percent on YouTube (not shown). Media outlet preference is very different across entities (see Exhibit 32).

<sup>13</sup> Respondents used their own implicit definitions of entertainment, political, and educational programs when responding to survey questions.

<sup>14</sup> FTV is the official public broadcasting service of the FBiH: <https://federalna.ba/>

<sup>15</sup> TV BN is a commercial television channel based in Bijeljina (TV BN). Both TV BN and Radio BN are managed under the RTV BN commercial broadcasting company: <https://www.rtvbn.com/>

<sup>16</sup> RTRS is the official public broadcasting service of Republika Srpska. RTRS broadcasts both television and radio channels: <https://lat.rtrs.tv/>

<sup>17</sup> Big Radio is a commercial radio station based in Banja Luka: <https://bigportal.ba/big-radio-tvoj-novi-komsija/>

<sup>18</sup> NES radio is a commercial radio station based in Banja Luka: <https://www.nesradio.com/>

<sup>19</sup> *Dnevni Avaz* is a daily published newspaper based in Sarajevo: <https://avaz.ba/>

<sup>20</sup> *Blic* is a daily published tabloid newspaper based in Serbia: <https://www.blic.rs/>

<sup>21</sup> *Nezavisne Novine* is a daily published newspaper based in Banja Luka: <https://www.nezavisne.com/>

**Exhibit 32. Media outlet preferences vary across entities**

| ENTITY | THREE MOST FOLLOWED OUTLETS |       |               |                     |              |
|--------|-----------------------------|-------|---------------|---------------------|--------------|
|        | Television                  | Radio | Newspapers    | Online news sources |              |
| FBiH   | 1.                          | FTV   | KALMAN        | DNEVNI AVAZ         | KLIX.BA      |
|        | 2.                          | NI    | RADIO LUKAVAC | OSLOBODENJE         | TUZLANSKI.BA |
|        | 3.                          | OBN   | MIX           | VECERNJI LIST       | AVAZ.BA      |
| RS     | 1.                          | RTRS  | BN            | BLIC                | BLIC.NET     |
|        | 2.                          | BN    | NES           | NEZAVISNE NOVINE    | KLIX.BA      |
|        | 3.                          | PINK  | BIG           | GLAS SRPSKE         | 6YKA.COM     |

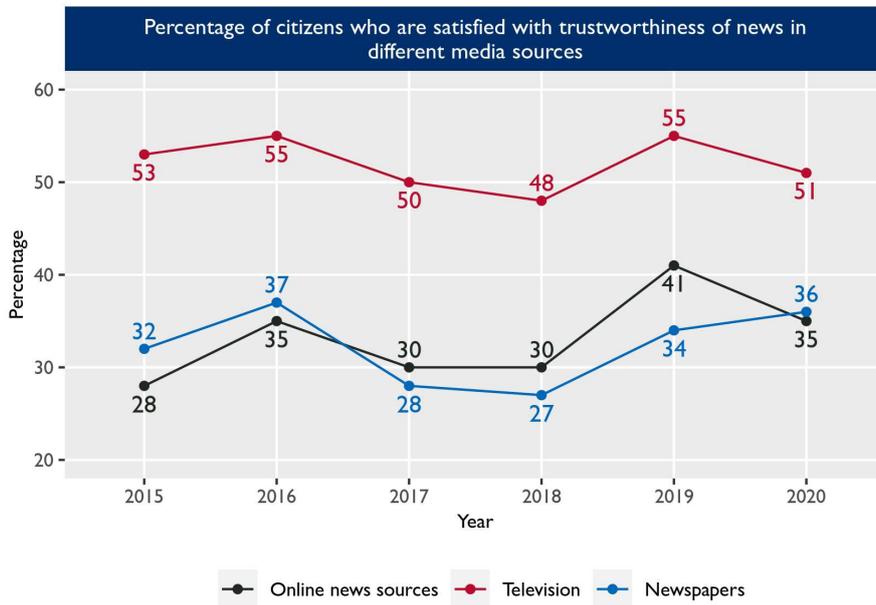
Preferences for media outlets also vary by ethnic affiliation, as shown in Exhibit 33.

**Exhibit 33. Media outlet preferences vary across ethnic groups**

| ETHNICITY | THREE MOST FOLLOWED OUTLETS |       |               |                     |              |
|-----------|-----------------------------|-------|---------------|---------------------|--------------|
|           | Television                  | Radio | Newspapers    | Online news sources |              |
| BOSNIAK   | 1.                          | FTV   | KALMAN        | DNEVNI AVAZ         | KLIX.BA      |
|           | 2.                          | HAYAT | MIX           | OSLOBODENJE         | AVAZ.BA      |
|           | 3.                          | NI    | RADIO LUKAVAC | NEZAVISNE NOVINE    | TUZLANSKI.BA |
| CROAT     | 1.                          | HRT   | RADIO LUKAVAC | VECERNJI LIST       | KLIX.BA      |
|           | 2.                          | RTL   | RADIO POSUSJE | OSLOBODENJE         | BLJESAK.INFO |
|           | 3.                          | OBN   | ORV           | JUTARNJI LIST       | TUZLANSKI.BA |
| SERB      | 1.                          | RTRS  | BN            | BLIC                | BLIC.NET     |
|           | 2.                          | PINK  | NES           | NEZAVISNE NOVINE    | KLIX.BA      |
|           | 3.                          | RTS   | BIG           | GLAS SRPSKE         | 6YKA.COM     |

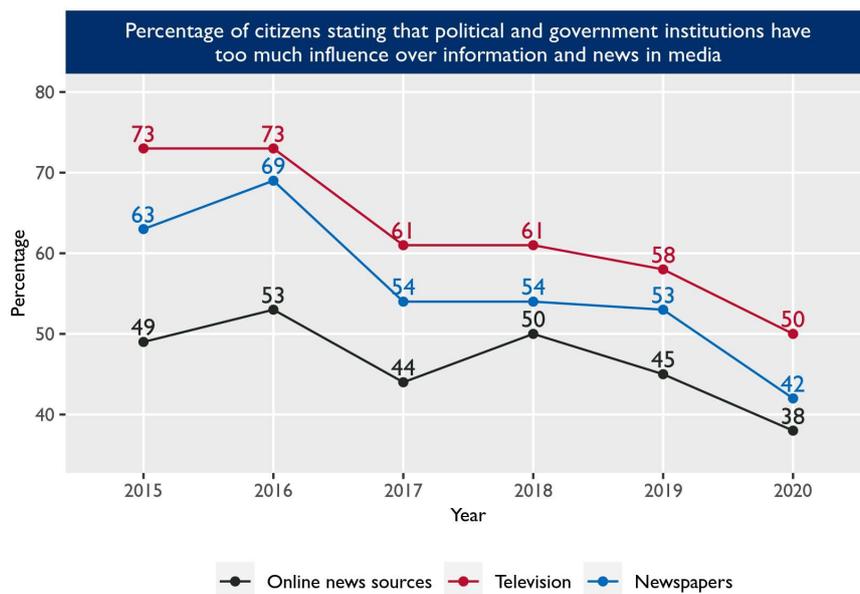
As in previous survey rounds, citizens expressed the most satisfaction and trust in news on television, at 51 percent. The proportion of respondents stating that they trust online news outlets and newspapers was considerably lower than for television news (35 and 36 percent, respectively). However, the opinion that online news outlets are a reliable source of information is more prevalent among youth (43 percent) than adults (33 percent). The reported levels of trust in television and online news sources dropped slightly compared to 2019, whereas the level of trust increased for newspapers (see Exhibit 34).

**Exhibit 34. TV remains the most trustworthy source of news**



When compared to 2019, the percentage of respondents stating that political parties and government institutions have too much influence on information published on television, newspapers, and online media has declined. However, a considerable portion of citizens still doubt media independence. For instance, even though about one-half of the survey respondents said they trusted the news on television, a similar portion also stated that political parties and government have too much influence on television news. A somewhat higher portion of RS respondents, on average 3 percent more than FBiH respondents, reported that political parties and government have too much influence on the media (see Exhibit 35).

**Exhibit 35. A substantial portion of BiH citizens believe that political parties and government institutions have too much influence on news in television, newspapers, and online sources**



In 2019, BiH ranked 32nd out of 35 countries in Europe on the Media Literacy Index.<sup>22</sup> The Index rating revealed that insufficient quality of education and a lack of dedication to media freedom are the main reasons for BiH's low ranking. The 2020 NSCP survey data shows similar results. Approximately two out of five respondents (44 percent) consider the author of the message when consuming news. Similarly, 39 percent analyze whether messages were created to gain power, profit, or influence. Citizens with a primary education seem to be less likely to critically analyze media content compared to respondents with a secondary or university education (see Exhibit 36).

**Exhibit 36. Citizens with higher education attainment are more critical of media content**

| PERCENTAGE OF CITIZENS AGREEING WITH THE FOLLOWING STATEMENTS   | BIH | BY EDUCATIONAL ATTAINMENT  |                  |                            |
|---|-----|----------------------------|------------------|----------------------------|
|   |     | LESS THAN SECONDARY SCHOOL | SECONDARY SCHOOL | MORE THAN SECONDARY SCHOOL |
| When I read, watch, listen to news from any source I consider who was the author of this message.   | 44% | 33%                        | 45%              | 47%                        |
| I am aware that many media messages are created using creative tools/techniques and that formats, creativity, and technology can affect my attention and my understanding of the message. | 53% | 45%                        | 55%              | 53%                        |
| While reading, listening, watching messages from media, I am aware that different people experience the same media message differently  | 52% | 47%                        | 53%              | 54%                        |
| When consuming news, I often think about what values, lifestyle, and points of view are represented in or omitted from that message   | 39% | 31%                        | 39%              | 44%                        |
| While reading, listening, watching messages from media, I wonder if that media content is produced to gain power, profit, or influence.   | 39% | 33%                        | 40%              | 42%                        |

The COVID-19 pandemic demonstrated the importance of the media, which has been the major source of information about the pandemic. According to the Brief Media Assessment conducted by MEASURE II in 2020, the COVID-19 pandemic has exacerbated many structural weaknesses in BiH's media sector and caused psychological stress among citizens. The 2020 NSCP-BiH shows that about half (48 percent) of BiH citizens were dissatisfied with the information they received from the media about COVID-19 (not shown).

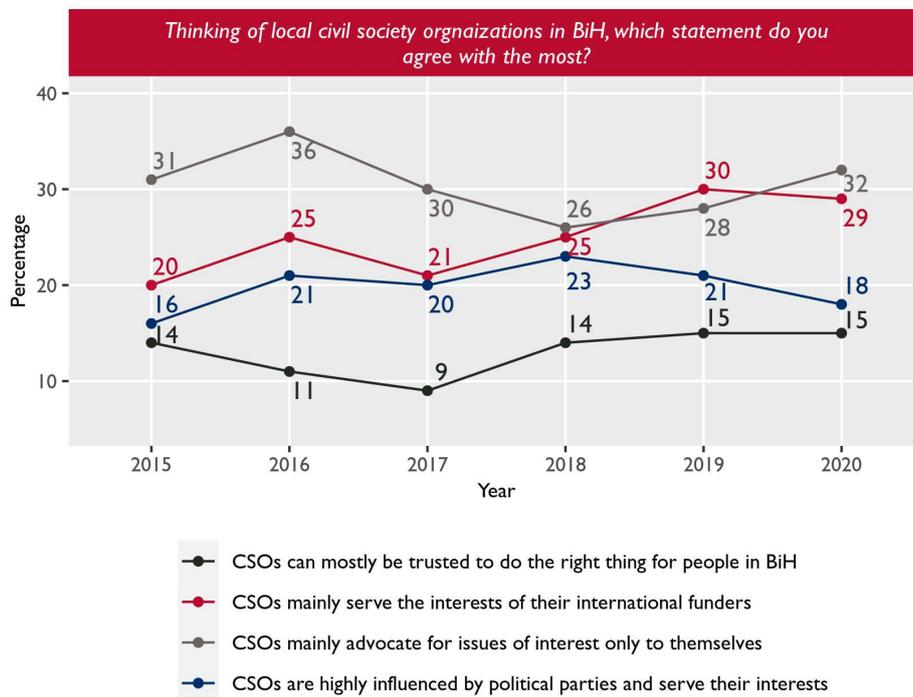
### III.V CIVIL SOCIETY AND CIVIC PARTICIPATION

In this section, the NSCP 2020 explored BiH citizens' perceptions of the civil society sector and citizens' engagement in civic activities. Specifically, it explored citizen activism, underlying motivations for activism, participation in decision-making processes such as public hearings or citizen initiatives, and engagement in philanthropic activities.

<sup>22</sup> Open Society Institute, *2019 Media Literacy Index*. Retrieved from <https://osis.bg/?p=3356&lang=en>

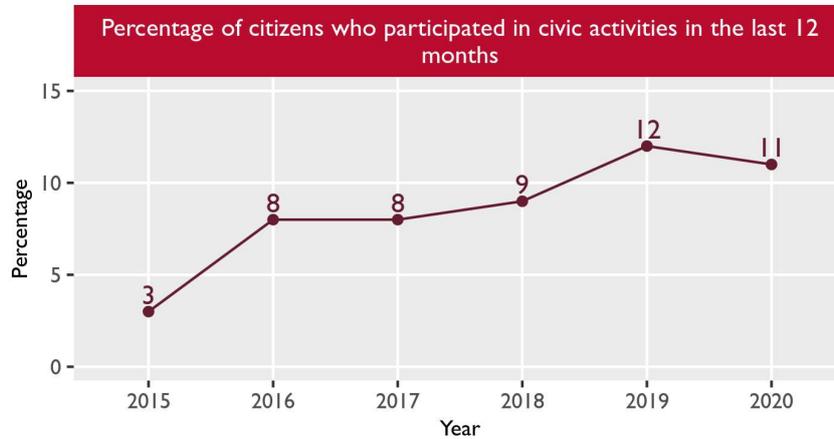
According to the 2020 NSCP-BiH, about one-third of respondents (32 percent) believe that CSOs mainly advocate for issues of interest only to themselves. A slightly lower proportion (29 percent) see CSOs as serving the interests of their international funders. Nearly one in five respondents (18 percent) believe that CSOs serve the interest of political parties, while the smallest share (15 percent) believes that CSOs’ activities are inspired by the desire to do the right thing for the people of BiH (see Exhibit 37). Overall, compared to 2019, there has been a slight increase in the share of respondents noting that CSOs’ work reflects their own interest and a slight drop in the perception that they serve the interests of funders or politicians.

**Exhibit 37. Most citizens believe that CSOs work in their own interest or work in the interest of their international funders**



As shown in Exhibit 38, 11 percent of surveyed citizens reported taking part in at least one form of civic participation, such as participating in a public hearing, submitting a citizens’ initiative to a government body, or acting as a political representative in the community. Looking across years, the trend indicates that civic participation has increased considerably since 2015. The share of citizens who participated in decision-making was slightly higher among youth (14 percent) than among adults (10 percent).

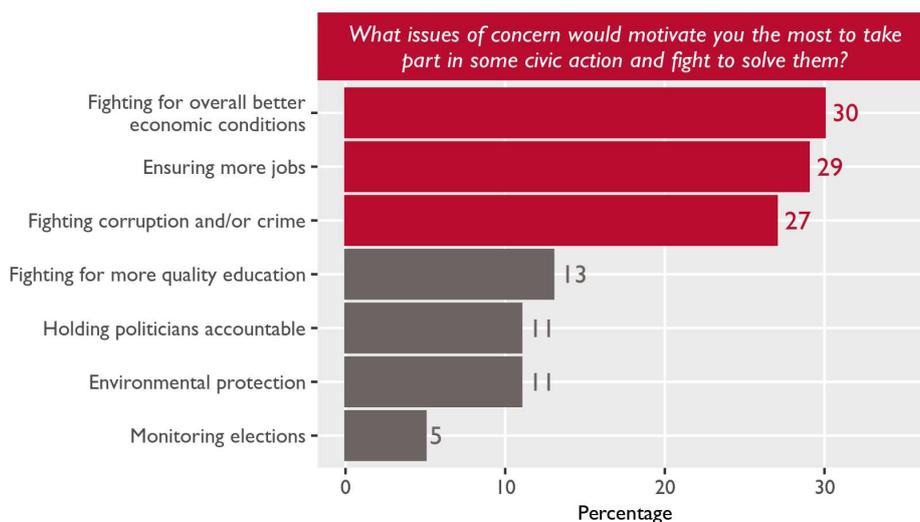
**Exhibit 38. The level of civic participation has considerably increased since 2015**



Among those who reported not being engaged in civic activities, almost half (48 percent) cited a lack of interest as the reason for nonengagement, followed by 37 percent who cited a lack of time, and 22 percent who believe that such actions cannot change anything. Other reasons identified include suppression by authorities (7 percent), lack of trust in organizers (CSOs or individuals) (11 percent), no opportunities for participation (11 percent), and lack of mass citizen support (9 percent).

To foster more civic engagement, respondents stated that CSOs need to work in the interest of citizens, not in the interests of their donors (29 percent), be politically independent (27 percent), better introduce their work to the public (27 percent) and be financially transparent (26 percent). The most frequently cited issues that could motivate citizens to participate in civic activities are economy/employment-related issues, such as fighting for overall better economic conditions (30 percent), ensuring more jobs (29 percent), and fighting corruption and crime (27 percent). Exhibit 39 offers an overview of the reported motives for civic engagement.

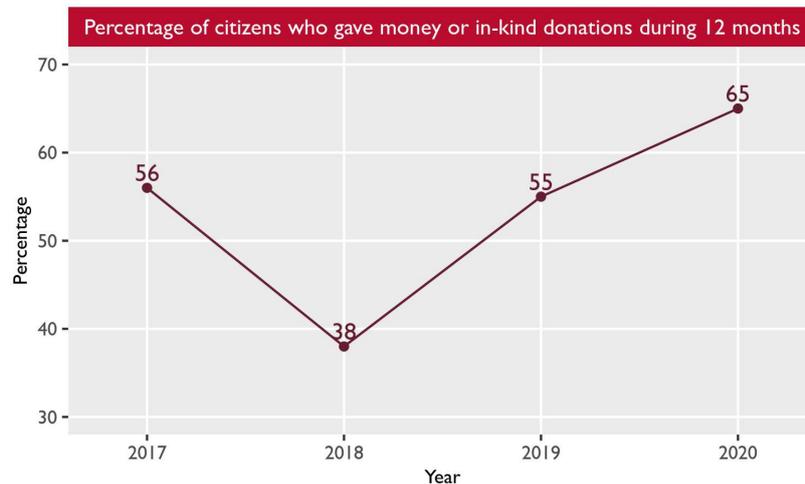
**Exhibit 39. Fighting for better economic conditions, ensuring more jobs and fighting corruption and/or crime were among most cited motivations for civic action**



Those who reported engaging in civic activities were considerably more likely to state they trust CSOs in general compared to those who reported not engaging in civic activities (32 percent vs. 20 percent). But when they were presented with a set of statements about the work of CSOs, similar shares of those who were engaged and those who were not engaged in civic activities said they believed that CSOs serve citizens' interests (15 and 16 percent, respectively). Those who engaged in civic activities were slightly more likely to state that CSOs serve their funders' interests compared to those who do not engage in civic activities (32 percent vs. 28 percent).

In terms of respondents' philanthropic activities, compared to 2019, this survey round shows an increase in monetary and in-kind donations (65 percent, compared to 55 percent in 2019 and 38 percent in 2018) (see Exhibit 40). Of those who made donations, 56 percent donated money and 46 percent donated goods (e.g., food, clothes) to a charity, institution, or person in need in the previous 12 months, and 23 percent donated money or goods for solving a community issue, excluding a charity, in the same period.

**Exhibit 40. Proportion of citizens giving monetary or in-kind donations has increased**



### III.VI EDUCATION

The BiH education system continues to face major quality issues. The Organization for Economic Co-operation and Development's (OECD) Program for International Student Assessment (PISA),<sup>23</sup> published in 2019, ranked BiH 62nd out of 79 countries based on student achievement. BiH students scored considerably lower than average in reading (ranked 63rd), mathematics (ranked 63rd), and science (ranked 68th).<sup>24</sup> Undoubtedly, the COVID-19 pandemic has had a significant impact on the education sector, most notably challenges encountered due to the switch from classroom to online education. A household survey conducted by UNICEF in BiH in 2020 revealed that the primary problems with online education were the reduced quality of interaction with teachers, greater disorganization compared to classroom teaching, and technical problems associated with online platforms.<sup>25</sup>

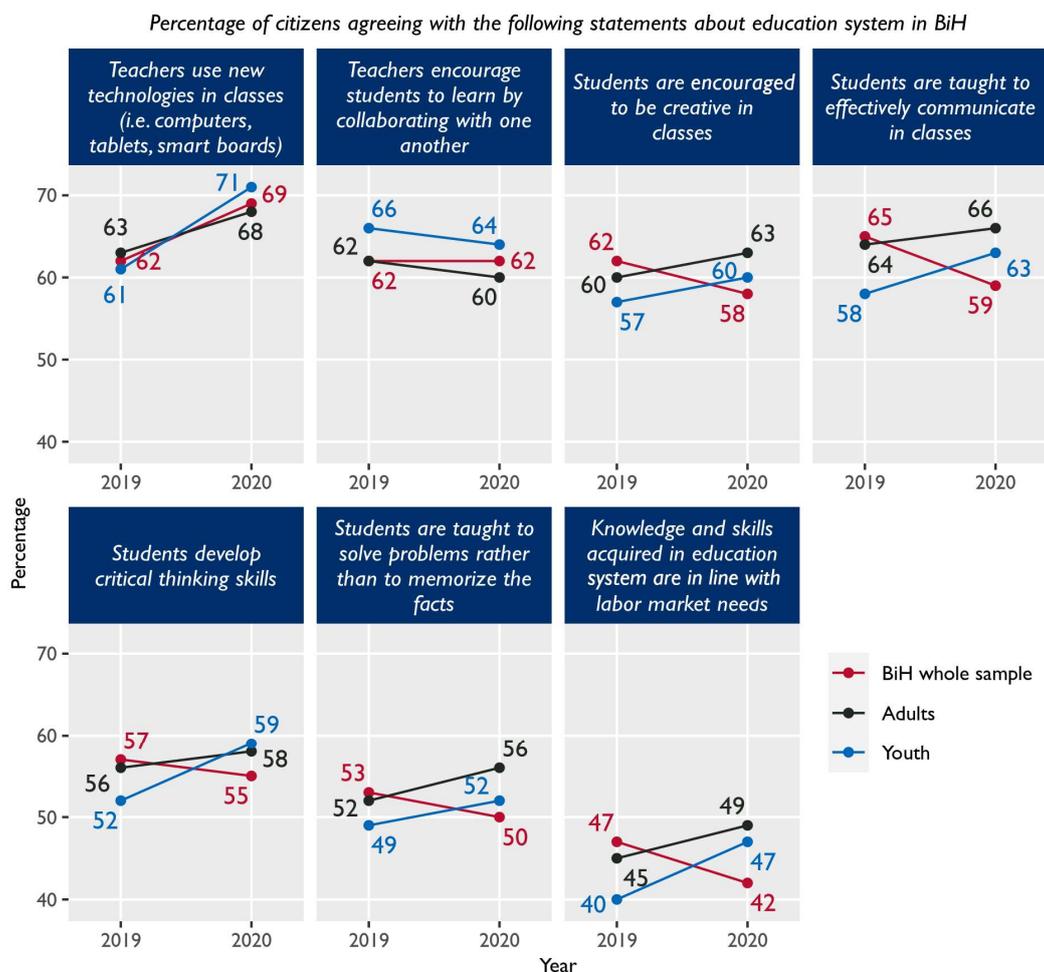
<sup>23</sup> PISA is an international assessment of student achievement which examines students' ability to apply their knowledge to solve real-world situations. PISA measures student achievement in science, reading, mathematics, collaborative problem solving, and innovation. The assessment is implemented every three years on a randomly selected sample of 15-year-old students.

<sup>24</sup> <https://aposo.gov.ba/hr/pisa2018-izvjesce-za-bosnu-i-hercegovinu/>

<sup>25</sup> <https://www.unicef.org/bih/media/6251/file/Social%20Impacts%20of%20COVID-19%20in%20Bosnia%20and%20Herzegovina.pdf>

On average, about one-half of respondents reported that the BiH education system positively contributes to students' development in communication, creativity, problem-solving, collaboration, and critical thinking skills. Nearly 70 percent believe that teachers utilize new technologies during their classes, an increase from 62 percent recorded in 2019 (see Exhibit 41). This result is not surprising given the increase in online education in 2020 due to the COVID-19 pandemic. Sixty-two percent of citizens agreed that teachers encourage students to gain new knowledge by collaborating with one another. Specifically, respondents agreed that students are encouraged to be creative (58 percent), taught to effectively communicate in class (59 percent), and generally to develop their critical thinking skills in school (55 percent). Moreover, 50 percent of citizens think that the education system is focused on teaching students problem solving skills rather than memorizing facts. Despite these positive perceptions about schools, 58 percent of respondents reported that the knowledge and skills that students gain in the education system are not aligned with labor market needs, a slight increase compared to 2019 (54 percent).

**Exhibit 41. A large portion of BiH citizens think that BiH education is not in line with the labor market needs**



Consistent with the 2019 survey findings, respondents with higher levels of education were more skeptical about the quality of the BiH education system. This year, the gap between those with a university degree and those who completed secondary education narrowed, with slightly more than half

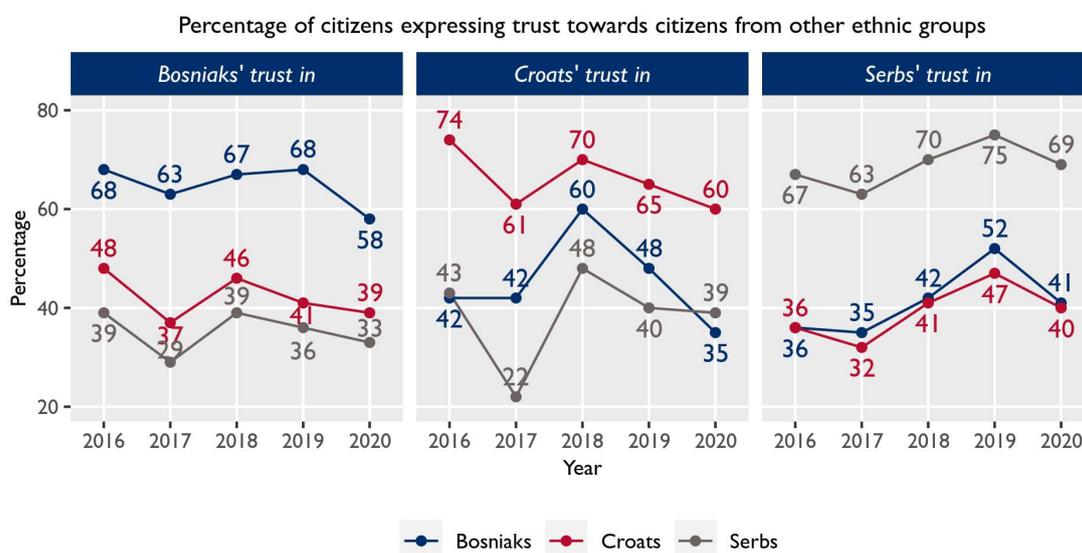
of both groups describing the education system in positive terms (55 and 56 percent, respectively). Respondents with a primary education or less were least critical, with 63 percent expressing positive opinions about the education system.

### III.VII INTER-ETHNIC TRUST AND INTERACTION

Inter-ethnic tensions in BiH are still prevalent aspects of citizens' socio-political lives. As in previous survey rounds, the 2020 NSCP-BiH assessed inter-ethnic trust and interactions among BiH citizens. The survey also explored perceptions on inter-ethnic anxiety, empathy, social distancing, and forgiveness.

Compared to the 2019 results, citizens' overall trust in other people declined. Both intra and inter-ethnic trust among BiH citizens, including Bosniaks, Croats, and Serbs, has declined compared to the 2019 results (Exhibit 42). As in previous survey rounds, BiH citizens continued to trust members of their own ethnic group more than they did other ethnicities, implying that inter-ethnic prejudice is still present. About six out of ten Croats and Bosniaks trust members of their own ethnic group. Similarly, seven out of ten Serbs trust members of their own ethnic group. Trust in members of other ethnic groups was substantially lower, ranging from 33 to 41 percent. Serbs expressed trust in Bosniaks and Croats in near equal proportions, 41 and 40 percent, respectively. Bosniaks showed the least trust in Serbs (33 percent) (Exhibit 42). Consistent with the 2019 findings, all respondents placed the least amount of trust in the Roma population, with only about 30 percent of respondents expressing trust (not shown).

**Exhibit 42. BiH citizens trust their own ethnic group more than other ethnicities**

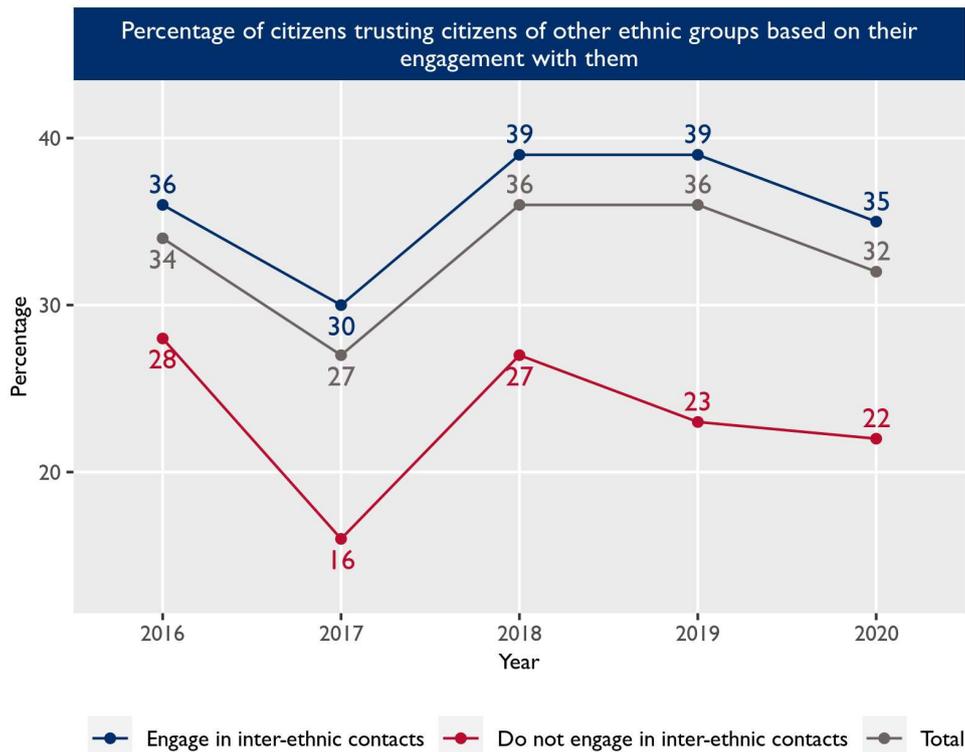


Three out of four BiH citizens (75 percent) said they interact with individuals belonging to ethnic groups other than their own. This result is lower than in 2019, when 81 percent of citizens stated they interacted with individuals belonging to different ethnic groups, but similar to earlier survey rounds, where the rate oscillated between 74 and 76 percent. Citizens interact the most with friends (70 percent) and acquaintances from work or school (58 percent) who belong to ethnicities other than their own. Slightly more than one-quarter (27 percent) have family members who are affiliated with other ethnic groups.

In addition to a decrease in general inter-ethnic trust, the results of this year's survey round show a substantial disparity between citizens who engage in inter-ethnic contacts and those who do not. On average, 32 percent of respondents reported they trust citizens belonging to ethnic groups other than their own, and those engaging in inter-ethnic contacts expressed more trust in other ethnicities (35 percent) than those without inter-ethnic interaction (22 percent) (see Exhibit 43).

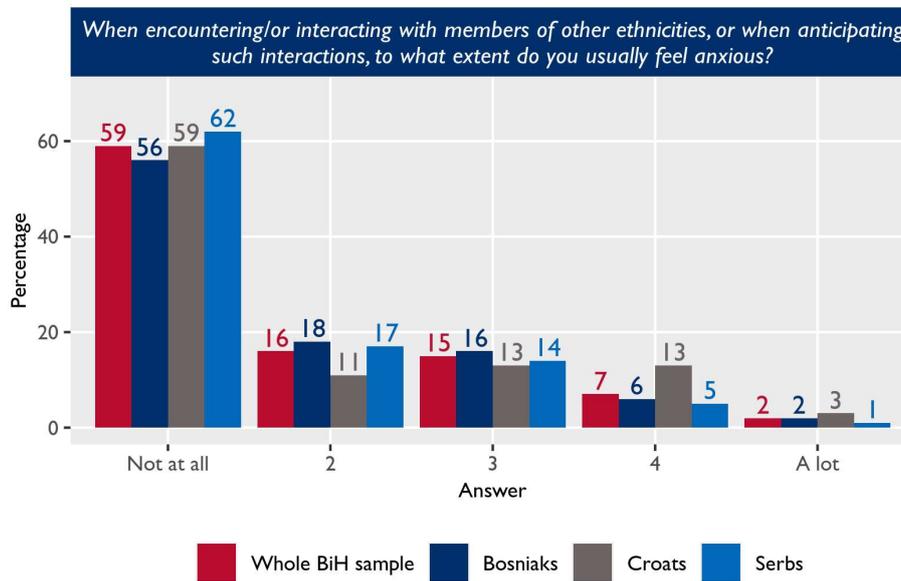
**Exhibit 43. Inter-ethnic contacts are associated with more inter-ethnic trust**

*Note: Trust of one's own ethnic group is not included*



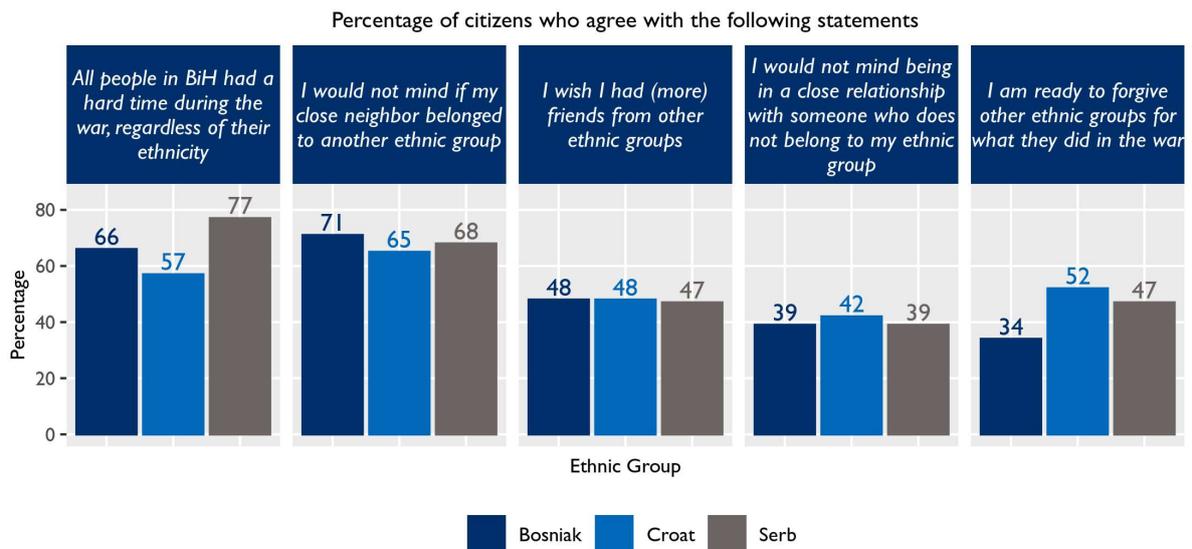
About two-thirds of respondents said they feel no anxiety when interacting with people from another ethnic group or when anticipating such interactions (see Exhibit 44). Inter-ethnic anxiety was most prevalent among Bosniaks, with 42 percent stating they are at least somewhat anxious in such situations, followed by Croats at 40 percent, and Serbs at 37 percent (not shown).

### Exhibit 44. Many citizens feel anxious during or when anticipating inter-ethnic contacts



About seven out of ten respondents would not mind if their close neighbor belonged to another ethnic group, and four out of ten would not be bothered by being in a close relationship with someone who is not affiliated with their ethnic group. About half of respondents said they wished they had more friends from other ethnic groups. Bosniaks were least likely to forgive other ethnicities for what was done during the 1990s war. About half of Croat and Serb respondents stated they were ready to forgive others, while roughly a third of Bosniaks said the same (see Exhibit 45). Finally, about two-thirds of Bosniaks and Croats said that all people had a hard time during the war, regardless of their ethnicity, while three-quarters of Serbs held this opinion.

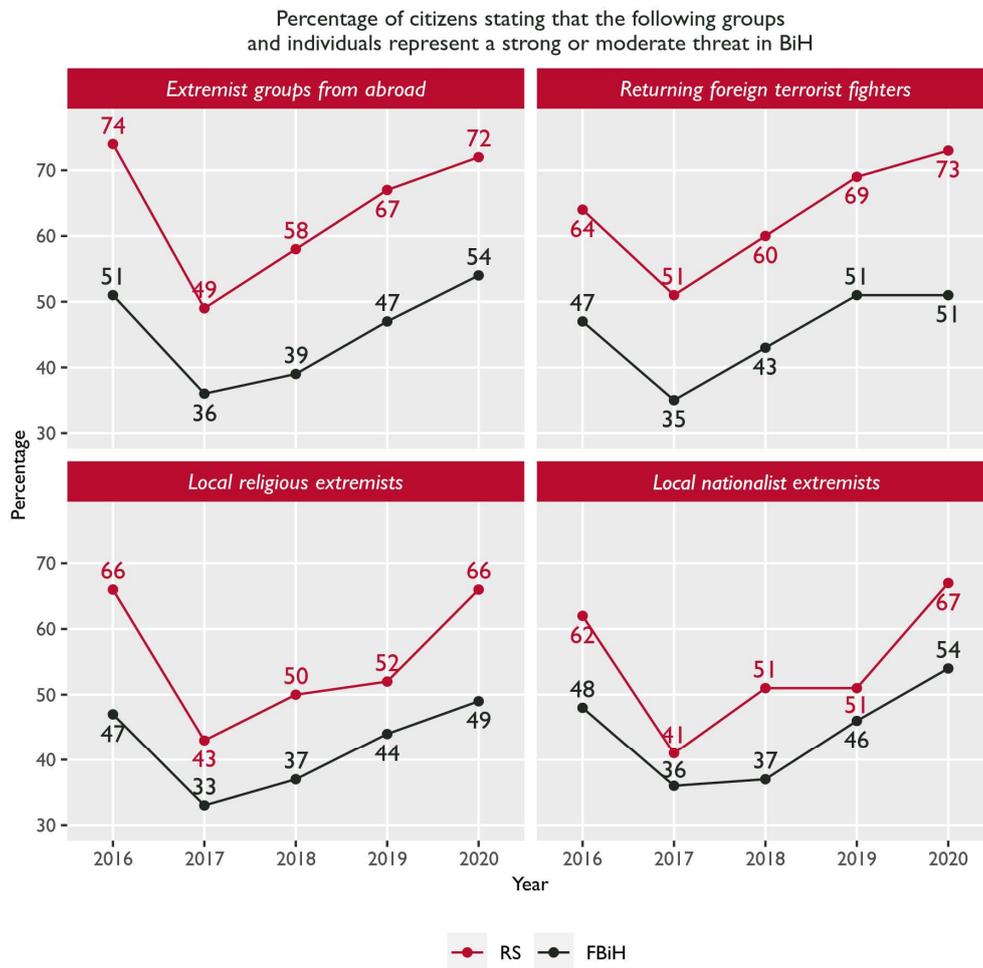
### Exhibit 45. Inter-ethnic attitudes vary by ethnicity



### III.VIII COUNTERING VIOLENT EXTREMISM

According to the *Country Reports on National Approaches to Extremism*<sup>26</sup> conducted by the European Institute of the Mediterranean, there are currently no violent movements within BiH. However, in recent years, a small number of BiH citizens have left the country to fight for foreign armed separatist groups, including those in Iraq, Syria, and Ukraine. The return of these foreign fighters, along with fragile institutional structures and unresolved identity issues, leaves BiH vulnerable to potential radicalization and violence. The 2020 NSCP-BiH results indicate that BiH citizens are aware of this vulnerability: nearly six out of ten respondents perceived local religious and nationalist extremists, as well as returning foreign fighters, to be a strong or moderate threat in BiH (not shown). Perceptions of extremist threats were reported more frequently by respondents in the RS than those in the FBiH, with a significant rise in 2020 compared to the previous survey rounds, particularly concerning the threat of local nationalist and religious extremists (see Exhibit 46).

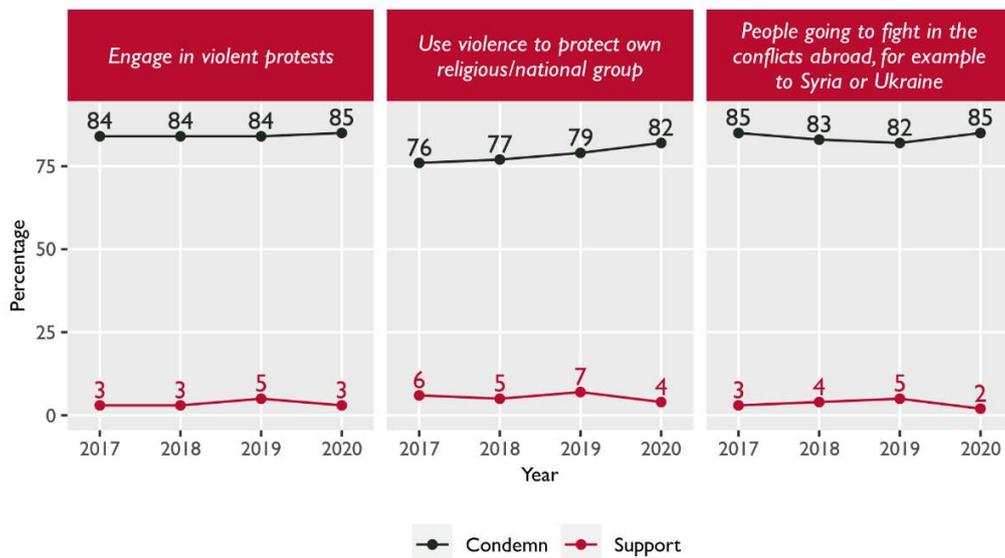
**Exhibit 46. RS citizens are more likely to feel threatened by all types of extremist groups than are FBiH citizens**



<sup>26</sup> European Institute of the Mediterranean, 2020. *Country Reports on National Approaches to Extremism – Bosnia and Herzegovina*.

Eight out of ten survey respondents condemned all forms of violent actions, including violent protests, violence to protect one's own ethnic or religious group, and fighting in foreign conflicts. This finding is in line with previous survey results (see Exhibit 47).<sup>27</sup>

**Exhibit 47. All forms of violence are equally condemned by BiH citizens**



Even though most BiH citizens reported feeling threatened by extremist groups, only a small portion of respondents thought that such actors operated in their communities. Overall, less than 10 percent of respondents believe that some individuals or groups that incite (8 percent) or support (9 percent) nationalist or religious extremist ideologies operate in their communities, and just 6 percent of respondents believe that foreign-backed extremist organizations are present in their towns. However, citizens in the RS are more likely to feel that such individuals and organizations exist in their communities, specifically those that support violent extremism on nationalist or religious grounds.

### III.IX EMIGRATION

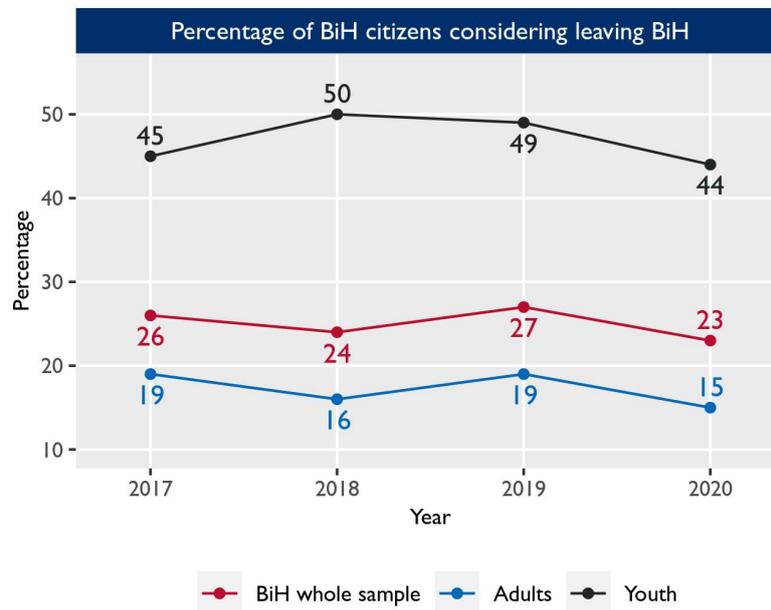
Emigration continues to be a challenging concern for BiH society, with major socioeconomic implications. Based on the Fragile State Index report for 2020,<sup>28</sup> BiH is the third worst place in Europe on the Human Flight and Brain Drain Indicator, with a value of 6.20 (on a scale from 1 to 10, with 10 being the worst score). Only Albania and Moldova rank lower. Across all survey rounds, about a quarter of citizens have considered leaving the country, including 23 percent in 2020 (see Exhibit 48). Nearly three times as many of these are youth compared to adults (44 percent vs. 15 percent).



<sup>27</sup> The questions in the previous rounds regarding the use of violence against police and government injustice were merged into one question and measured at 81 percent, still consistent with the previous rounds (not shown).

<sup>28</sup> <https://fragilestatesindex.org/2020/05/08/fragile-states-index-2020-annual-report/>

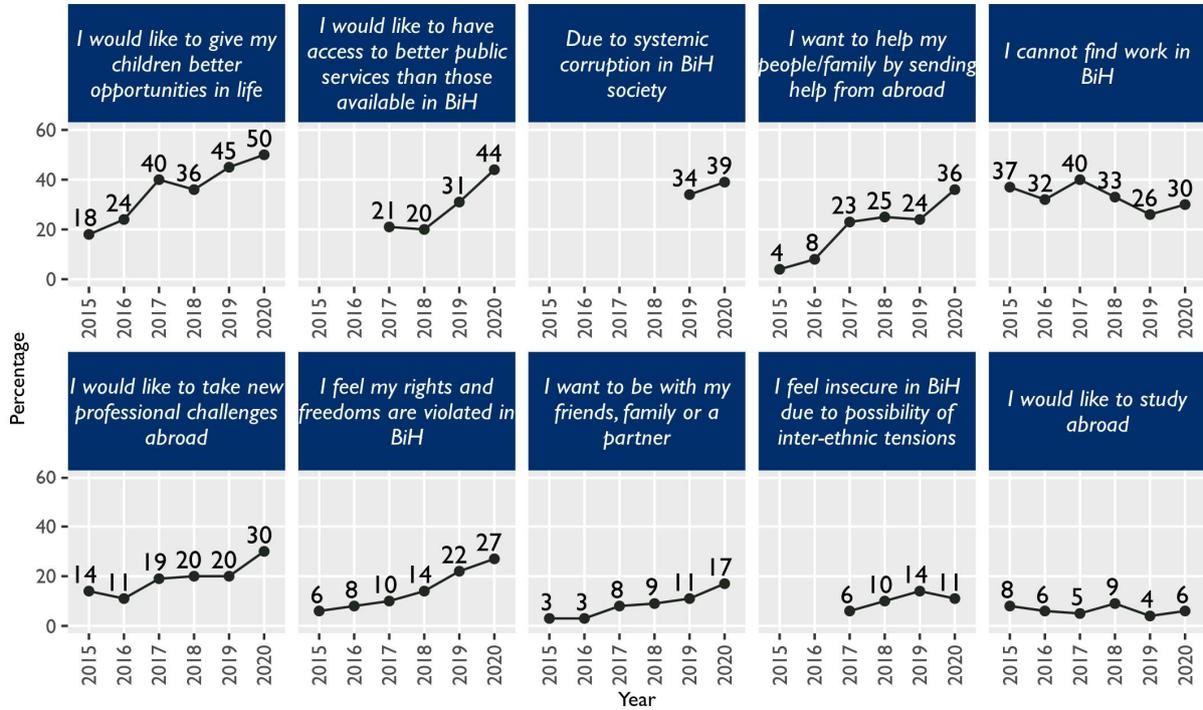
**Exhibit 48. A quarter of BiH citizens are considering leaving the country**



According to the 2020 NSCP-BiH results, respondents with a postsecondary and secondary education were more likely to consider leaving the country (27 and 25 percent, respectively), compared to just 9 percent of those with a primary education or less (not shown). Of the total number of respondents who are considering leaving the country, 68 percent have taken concrete steps towards emigration, such as applying for a job (10 percent) or even finding a job (12 percent), submitting a residence visa application (9 percent), or contacting their friends or relatives living abroad (28 percent), while 31 percent of respondents have collected information about moving abroad. While the proportion of youth who want to leave is three times the proportion of adults, adults were more likely to have taken concrete steps towards emigration: 14 percent of adult respondents said they had already found a job abroad compared to 11 percent of youth, and 11 percent of adults reported having applied for a job compared to 8 percent of youth. Additionally, adult respondents have more frequently contacted their friends or relatives abroad than have youth respondents (not shown).

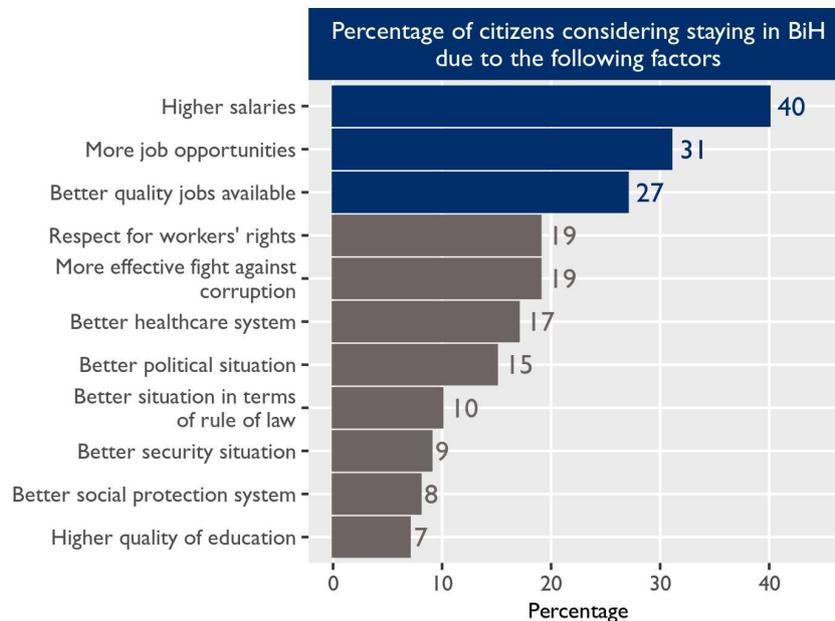
The most frequently reported reason for leaving BiH, as noted by half of the respondents considering leaving, was providing better opportunities for their children. Other reasons included the availability of better public services (44 percent), systemic corruption in BiH society (39 percent), and helping their families by sending help from abroad (36 percent). Explicit work-related reasons were important for many but not among the primary reasons for leaving the country; 30 percent of the respondents considering leaving noted that inability to find a job or wanting to take new professional challenges abroad made them think about leaving the country (see Exhibit 49). However, better quality, well-paid jobs could address some of the factors identified as primary, for example, providing better opportunities for children.

**Exhibit 49. The primary reasons for leaving BiH are not work-related**



Work-related reasons may not be among the primary reasons for leaving BiH, but the data indicate that they are the main motivation for staying in the country. If given higher salaries, 40 percent of the respondents who would like to leave the country said they would consider staying. Moreover, if BiH citizens who said they want to leave the country were given more job opportunities (31 percent), better quality jobs (27 percent), and respect for workers' rights (19 percent), they would be inclined to remain. It is notable that 19 percent of the respondents would consider staying in the country if the fight against corruption were more efficient (see Exhibit 50). Consistent with the previous survey rounds, eight out of ten BiH citizens believe that the government's efforts to reduce emigration are poor.

**Exhibit 50. Improving the employment situation would motivate many BiH citizens not to emigrate**



Additional analyses have shown that citizens who plan to leave the country are less likely to believe that the fight against corruption in the country is effective; only 9 percent of those who want to leave said that the fight against corruption is having an effect compared to 12 percent of those who do not plan to leave.

**III.X SOCIAL INCLUSION**

The inclusion of vulnerable groups in social and political processes, particularly women and persons with disabilities, remains a significant challenge in BiH. The regional Well Being and Safety of Women survey conducted by the Organization for Security and Co-Operation in Europe (OSCE) in 2019,<sup>29</sup> which included a sample of 2,321 women in BiH, found that 42 percent of the women surveyed did not know what to do if they experienced violence, and 37 percent were not aware of any organizations that support victims of violence. In the same report, 67 percent said that violence against women by partners, acquaintances, or strangers is a common occurrence. Women are also underrepresented in BiH politics; in the 2018 general elections,<sup>30</sup> only 27 percent of elected officials were women.

With regard to persons with disabilities, BiH does not have a uniform definition of disability or a database of persons with disabilities, as noted in the European Commission's *Bosnia and Herzegovina 2020 Report*.<sup>31</sup> This report also noted that existing laws which allow persons with disabilities to be deprived of legal capacity through a judicial process are in violation of the UN Convention on the Rights of Persons with Disabilities, which BiH is party to. In addition, the quality of services for persons with disabilities is inadequate for their needs, most notably in education and healthcare. Many persons with disabilities are placed in residential institutions, which is also in violation of the UN Convention on the Rights of Persons with Disabilities. Additionally, although the first Pride parade in BiH was held in 2019,

<sup>29</sup> OSCE-led survey on violence against women, 2019, *Well Being and Safety of Women: Main Report*; [https://www.osce.org/files/f/documents/9/2/413237\\_0.pdf](https://www.osce.org/files/f/documents/9/2/413237_0.pdf)

<sup>30</sup> BiH 2018 General Elections Indicators; [https://www.izbori.ba/Documents/2019/11/Election\\_indicator\\_2018.pdf](https://www.izbori.ba/Documents/2019/11/Election_indicator_2018.pdf)

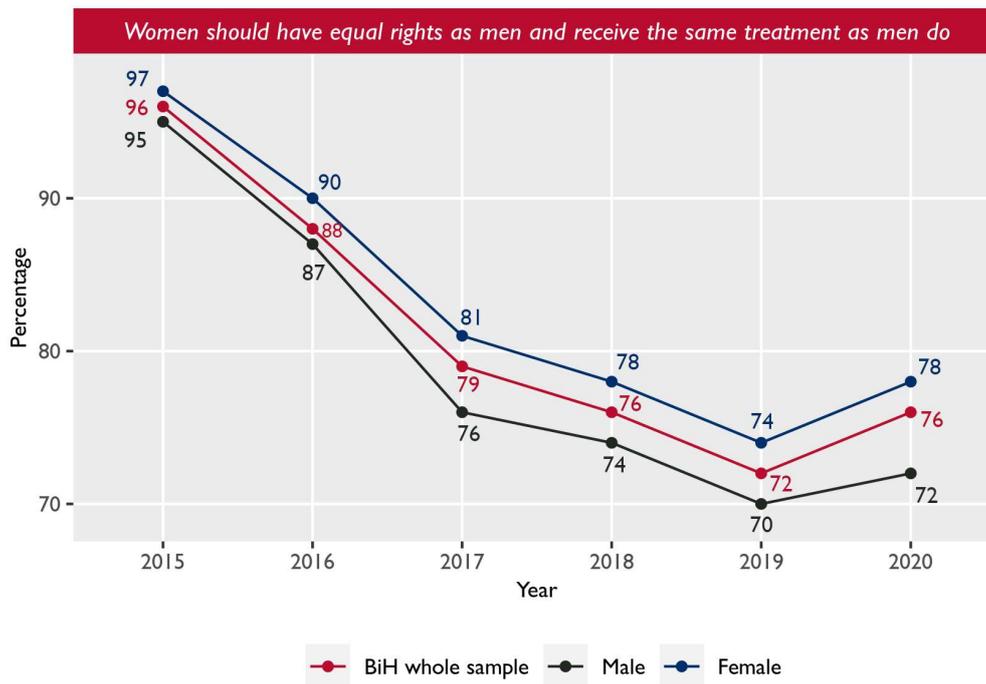
<sup>31</sup> [https://europa.ba/wp-content/uploads/2020/10/2020\\_bosnia\\_and\\_herzegovina\\_report.pdf](https://europa.ba/wp-content/uploads/2020/10/2020_bosnia_and_herzegovina_report.pdf)

and an online version took place in 2020, BiH has yet to adopt an action plan on the rights of lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI) persons.

### III.X.I GENDER EQUALITY

The Law on Gender Equality in BiH mandates full gender equality in all spheres of society and prohibits discrimination on the grounds of gender and sexual orientation.<sup>32</sup> However, despite the existence of gender equality legislation, the unequal treatment of individuals based on gender persists. The BiH 2020 Economic Gender Gap score (0.58)<sup>33</sup> is lower than the average score achieved by low- and middle-income countries worldwide, revealing persistent gender inequality,<sup>34</sup> even though according to the USAID’s Journey to Self-Reliance Roadmap, the country’s Economic Gender Gap is showing some progress. Although most BiH citizens (85 percent) rarely or never feel discriminated against because of their gender, women more often feel they are treated unequally than men do (11 percent vs. 6 percent). Three-quarters of all citizens (78 percent of women and 72 percent of men) believe women and men should have equal rights and receive the same treatment (see Exhibit 51). However, the portion of citizens holding this opinion has decreased dramatically for the past four years (2015–2019), although the 2020 data reveal a 4 percentage point increase compared to 2019. Still, in 2020, the discrepancy between men and women’s opinions on gender equality reached its highest level since 2015.

**Exhibit 51. Portion of citizens supporting equality between men and women is higher than in 2019**



<sup>32</sup> The Law on Gender Equality of Bosnia and Herzegovina, Article 1, *Official Gazette of BiH*, No. 16/03, 102/09 and 32/10.

<sup>33</sup> USAID, *Journey to Self-Reliance Roadmap: FY 2021 Bosnia and Herzegovina*, Available at:

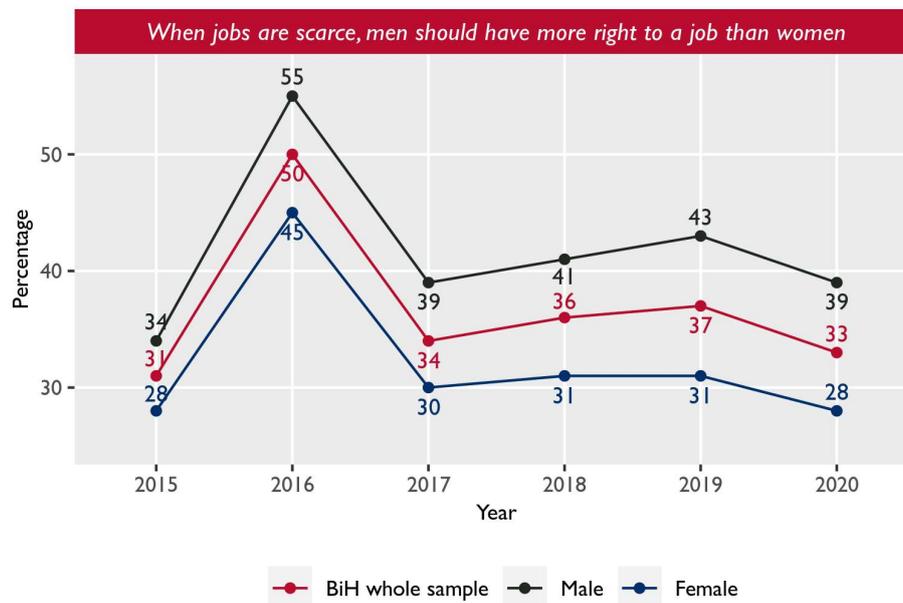
<https://selfreliance.usaid.gov/country/bosnia-and-herzegovina>

<sup>34</sup> USAID uses a World Bank income group classifications with latest one updated in July 2020 (available at:

<https://datatopics.worldbank.org/world-development-indicators/the-world-by-income-and-region.html#:~:text=The%20World%20Bank%20classifies%20economies.%2Dmiddle%2C%20and%20high%20income>) where 134 countries are labeled as low- and middle-income.

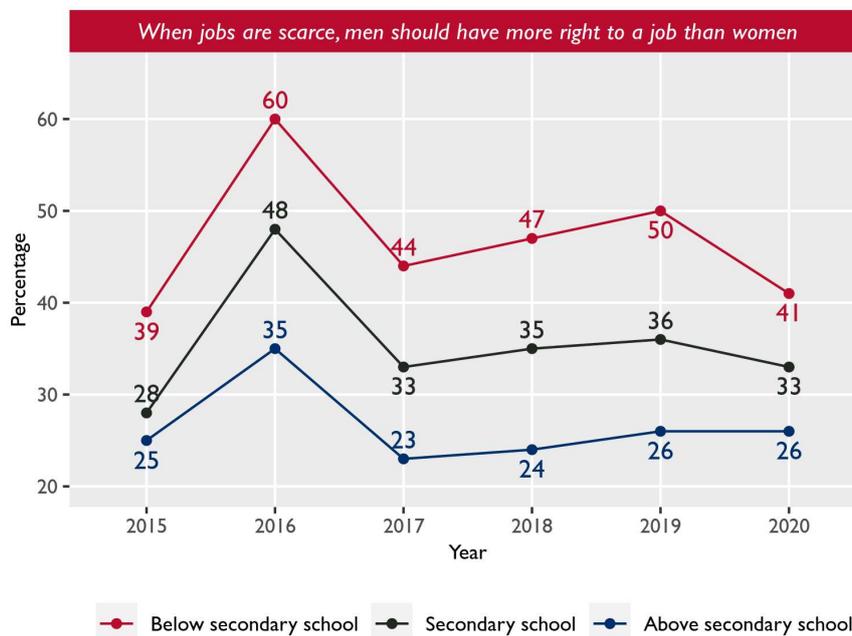
Gender inequality remains a prevalent factor in women's economic participation and independence. While about half of men are economically active, only one-third of women are employed or actively looking for a job.<sup>35</sup> In addition, the perception that men should have more right to a job than women when jobs are scarce (33 percent) is consistent with previous years (see Exhibit 52). Women disagree with this proposition more often than men (52 percent vs. 36 percent) (data not shown). Still, about one-fourth of women (28 percent) think that men should have an advantage in finding employment (see Exhibit 52). As in previous years, the view that men should have priority in access to jobs declines with increased educational attainment (see Exhibit 53).

**Exhibit 52. The belief that men should have more of a right to a job than women is prevalent in BiH**



<sup>35</sup> Agency for Statistics of BiH. 2019. *Labor Force Survey 2019*. Available at: [http://bhas.gov.ba/data/Publikacije/Bilteni/2019/LAB\\_00\\_2019\\_TB\\_0\\_HR.pdf](http://bhas.gov.ba/data/Publikacije/Bilteni/2019/LAB_00_2019_TB_0_HR.pdf)

**Exhibit 53. Persons with a university education perceive that job opportunities should be equal more often than other groups of citizens**



Over half of BiH citizens believe that the majority of household responsibilities are naturally more suited to women regardless of their employment status; less than one-third of respondents disagreed with this statement. Although prevalent among both sexes, this traditional view of gender roles is more common among men (57 percent) than women (44 percent) and more common among respondents with a primary education or less (55 percent) than respondents with a secondary (51 percent) or higher education (42 percent) (see Exhibit 54).

**Exhibit 54. Educational attainment plays a role in the incidence of gender-biased opinions**

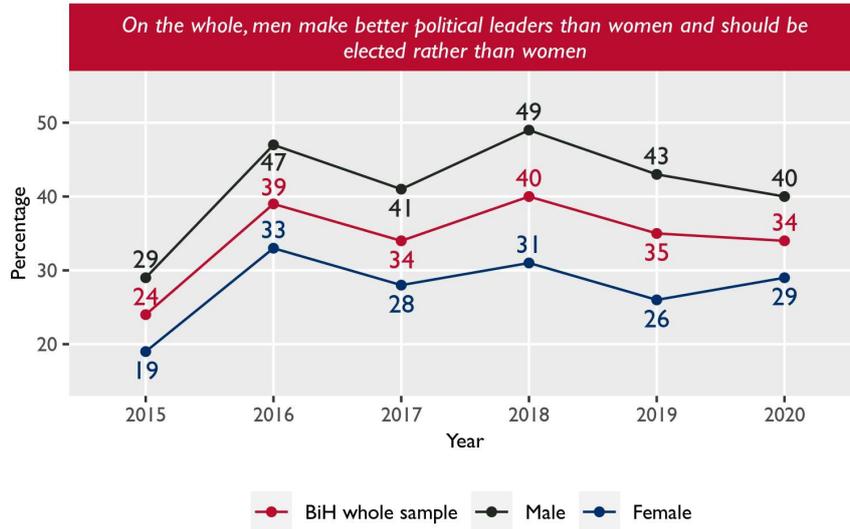
| TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS?                                     | BIH WHOLE SAMPLE           | SEX  |        | EDUCATIONAL ATTAINMENT |                  |                        |     |
|--|----------------------------|------|--------|------------------------|------------------|------------------------|-----|
|  |                            | MALE | FEMALE | BELOW SECONDARY SCHOOL | SECONDARY SCHOOL | ABOVE SECONDARY SCHOOL |     |
| The majority of household responsibilities are naturally suited for a woman, regardless of whether she is employed | Agree                      | 50%  | 57%    | 44%                    | 55%              | 51%                    | 42% |
|  | Neither agree nor disagree | 19%  | 20%    | 18%                    | 18%              | 19%                    | 19% |
|  | Disagree                   | 30%  | 22%    | 36%                    | 25%              | 29%                    | 37% |

Women's political underrepresentation is among the cornerstones of gender inequality in BiH. Specifically, about one-third of respondents perceived men as better political leaders than women (see Exhibit 55). Four out of ten men and almost three out of ten women agreed with this statement. While the portion of men who believe that men are better political leaders and should be elected in preference to women decreased by 3 percentage points compared to 2019, the share of women voicing the same opinion increased by as much. Respondents with a university education were less likely to perceive men

as better political leaders (28 percent) than those with a secondary education or less (35 percent each; not shown).

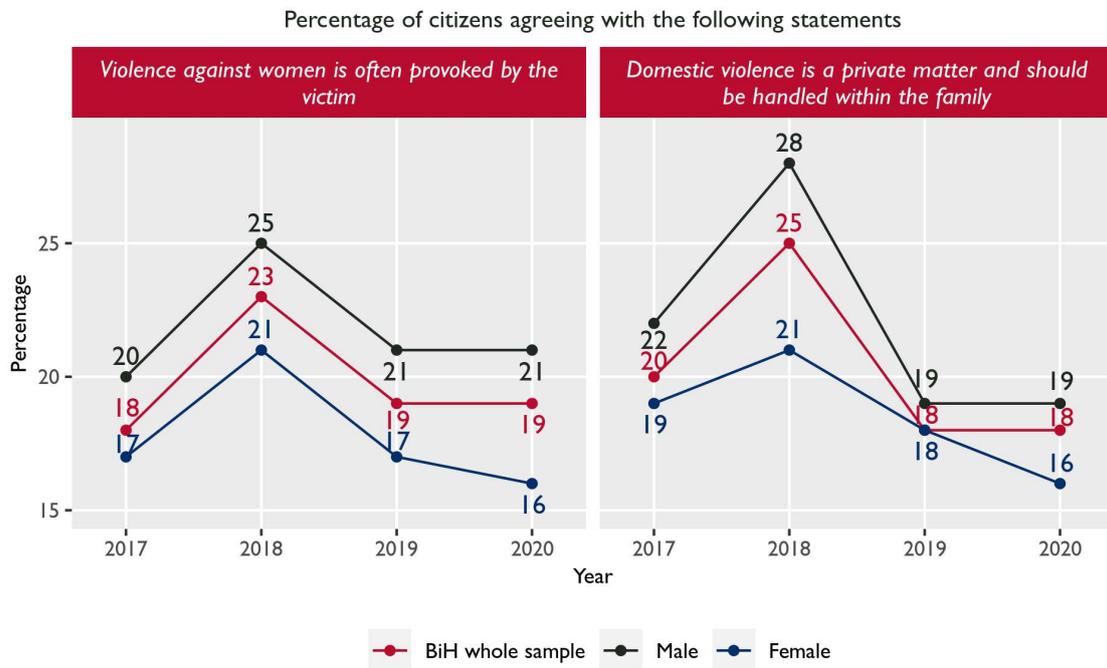
**Exhibit 55. Men are perceived as better political leaders than women**

Percentage of citizens agreeing with the following statement



According to the 2020 NSCP-BiH survey data, violence against women by partners, acquaintances, or strangers is common in BiH (not shown). Specifically, about half of respondents indicated that violence against women is common (47 percent). Women more often than men (52 percent vs. 42 percent), and urban residents more often than rural residents (50 percent vs. 44 percent) reported that this kind of violence was common. About one-fifth of BiH citizens believe that violence against women is often provoked by the victim and that domestic violence is a private matter and should be handled within the family. Such perceptions vary by gender and educational attainment (see Exhibits 56 and 57).

**Exhibit 56. About one in five citizens believes that violence against women is often provoked by the victim**



**Exhibit 57. Citizens' perceptions of gender-based violence in BiH based on educational attainment**

| TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS? | EDUCATIONAL ATTAINMENT     |                  |                            |     |
|--|----------------------------|------------------|----------------------------|-----|
|  | LESS THAN SECONDARY SCHOOL | SECONDARY SCHOOL | MORE THAN SECONDARY SCHOOL |     |
| Violence against women is often provoked by the victim                         | Agree                      | 24%              | 19%                        | 14% |
|  | Disagree                   | 65%              | 73%                        | 83% |
| Domestic violence is a private matter and should be handled within the family  | Agree                      | 23%              | 18%                        | 12% |
|  | Disagree                   | 70%              | 76%                        | 85% |

**III.X.II INCLUSION OF PERSONS WITH DISABILITIES (PWDs)**

Persons with disabilities (PWDs) face numerous obstacles in the realization of their rights in BiH. They are one of the most excluded and marginalized groups in BiH society, facing discrimination in access to education, employment, and healthcare. According to a study conducted by OSCE in 2020,<sup>36</sup> the failure to implement existing regulations has led to the exclusion of children and young people with disabilities

<sup>36</sup> OSCE, 2020, *Discrimination in Bosnia and Herzegovina – Public Perceptions, Attitudes, and Experiences*. Available at: <https://www.osce.org/mission-to-bosnia-and-herzegovina/448852>

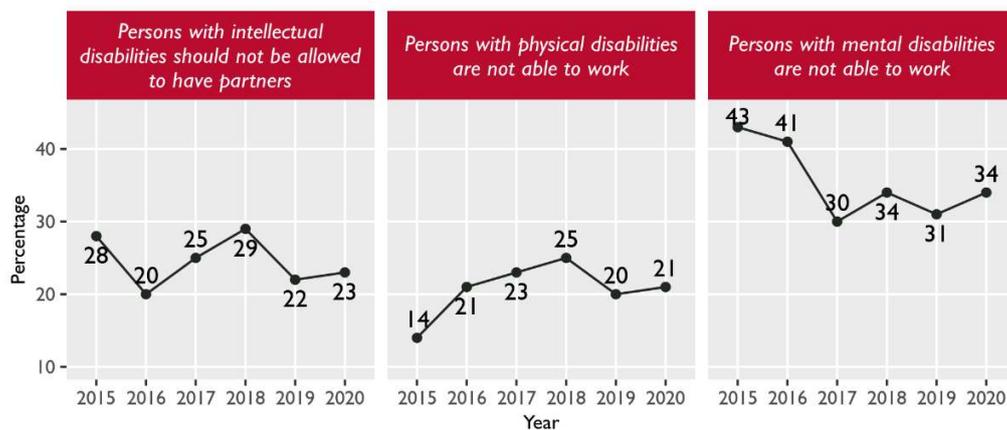
from the education system. Furthermore, persons with disabilities are placed in special institutions, instead of being empowered to live independently and participate in society.



Almost 60 percent of respondents to the 2020 NSCP-BiH survey believe that persons with physical disabilities can work, and 43 percent said the same about people with mental disabilities. However, 34 percent of citizens believe that people with mental disabilities are unable to work. Although this represents a considerable drop from 2015, it reflects a slight increase from 2019. One out of five respondents (21 percent) believes that people with physical disabilities cannot work, which represents an increase from

2015. About one-quarter of respondents (23 percent) believe that people with an intellectual disability should not be allowed to have an intimate partner, while a much larger share of respondents (45 percent) expressed the opposite opinion (see Exhibit 58).

**Exhibit 58. Many citizens think that PWDs are incapable of working and should not have partners**



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

After being the last country in the region to organize a lesbian, gay, bisexual, transgender, queer, and intersex people’s (LGBTQI) Pride event in 2019, the LGBTQI community organized the second Pride event in August 2020 as a car parade due to the risks of the COVID-19 pandemic. An online campaign was held as well, under the slogan “Nije pivots entire zika”<sup>37</sup> (“No life within four walls”), aiming to raise awareness of the necessity for LGBTQI individuals to be accepted and integrated into society without facing consequences for their sexual orientation or gender identity. Although intersex people are protected by law from discrimination, and gender identity and sexual orientation have been defined more precisely by the amendments to the Law on Prohibition of Discrimination, the LGBTQI community still encounters hate speech on social media and elsewhere, social ostracism, threats and acts of violence, and continued marginalization in BiH society.

<sup>37</sup> <https://povorkaponosa.ba/2020/07/28/second-bih-pride-march-media-campaign-no-life-within-four-walls>

Since 2015 there has been little progress in perceptions about same-sex couples. In 2020, respondents were only slightly more likely to state that same-sex couples should have the right to marry (12 percent), cohabit with equal rights as married couples (12 percent), and adopt children (7 percent) than they were in 2015. In 2020, 70 to 80 percent of respondents disapproved of granting all these rights to same-sex couples, including the right to protest publicly (77 percent) (see Exhibit 59).

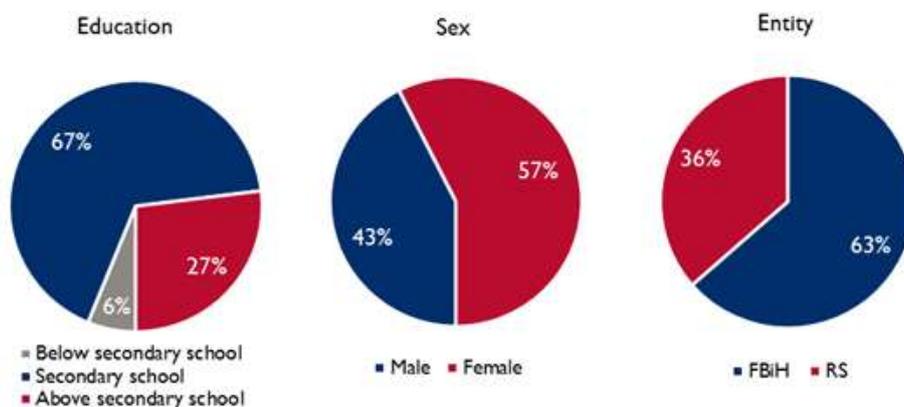
**Exhibit 59. Only a small number of BiH citizens approve specific rights for same-sex couples**

| TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS?                                   |          | YEAR |      |      |      |      |      |
|--|----------|------|------|------|------|------|------|
|  |          | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
| Same-sex couples should have the right to marry  | Agree    | 7%   | 7%   | 7%   | 8%   | 7%   | 12%  |
|  | Disagree | 86%  | 88%  | 82%  | 86%  | 82%  | 73%  |
| Same-sex couples should have the right to live without getting married, but with equal rights as married couples | Agree    | 10%  | 10%  | 10%  | 12%  | 12%  | 12%  |
|  | Disagree | 82%  | 84%  | 79%  | 81%  | 73%  | 69%  |
| Same-sex couples should have the right to adopt children   | Agree    | 4%   | 5%   | 5%   | 6%   | 7%   | 7%   |
|  | Disagree | 88%  | 92%  | 86%  | 90%  | 85%  | 80%  |
| Same-sex couples should have the right to organize protests/Pride to fight for their rights                      | Agree    | --   | --   | --   | --   | 9%   | 8%   |
|  | Disagree | --   | --   | --   | --   | 76%  | 77%  |

### III.XI YOUTH DEVELOPMENT

The NSCP-BiH 2020 provides insights into the perceptions and attitudes of young people in BiH, emphasizing the key issues youth face, such as corruption, emigration, and quality of education among many others. Out of the total 3,000 respondents, 828 were young people between the ages of 18 and 30.<sup>38</sup> Exhibit 60 presents the youth sample distribution disaggregated by educational attainment, sex, and entity.

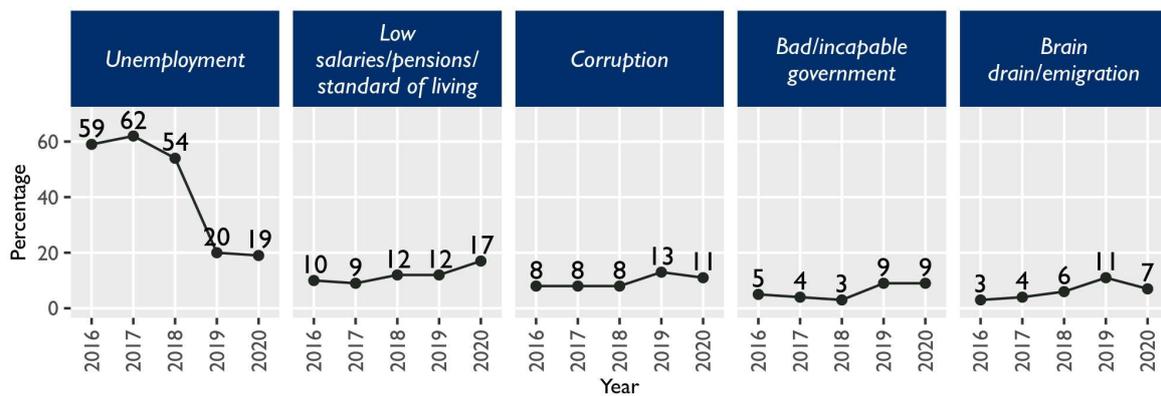
**Exhibit 60. Distribution of youth sample by education, sex, and entity**



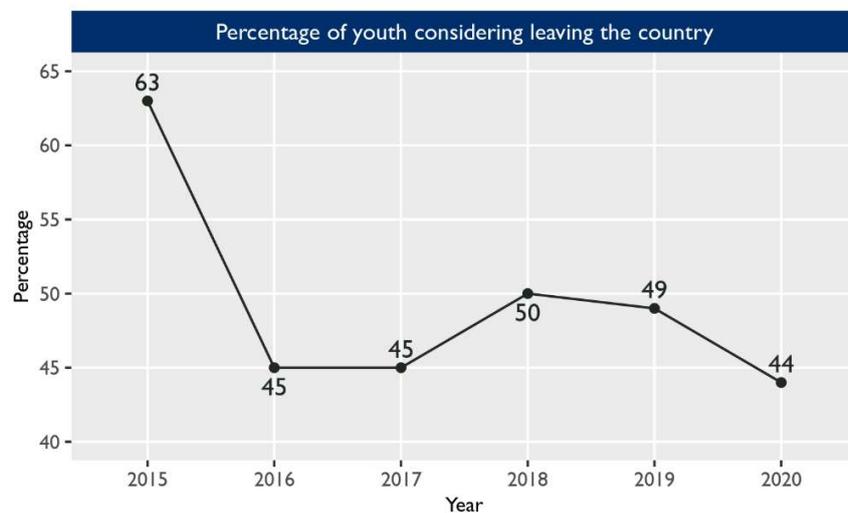
<sup>38</sup> The Youth Law of the Federation of Bosnia and Herzegovina, Article 4, *Official Gazette of the FBiH*, No. 35/10, and the Law on Organization of the Youth of Republika Srpska, Article 2, *Official Gazette of the RS*, No. 98/04 and 119/08, define “young people” or “youth” as persons aged 15 to 30 years.

The general opinions of young people on conditions in the country remain pessimistic, with 88 percent believing that things in BiH are moving in the wrong direction (not shown). Unemployment remains a key issue for youth, with 19 percent stating that it is their primary challenge. Other main challenges BiH's youth face are low salaries/pensions/standard of living (17 percent), corruption (11 percent), bad/incapable government (9 percent), and brain drain/emigration (7 percent) (see Exhibit 61). When considering youth emigration, in the 2020 survey 44 percent of BiH youth said they were considering leaving the country (see Exhibit 62).

**Exhibit 61. Unemployment remains one of the primary challenges of youth in BiH**

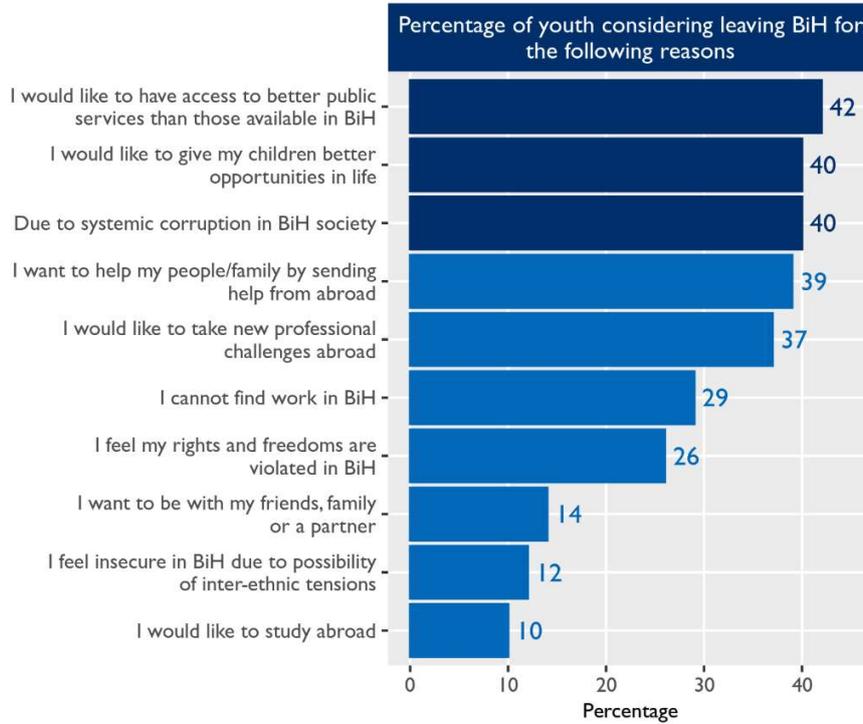


**Exhibit 62. Nearly half of youth are considering leaving BiH**



Young respondents said they want to leave the country for the same reasons mentioned in the previous survey rounds, including to access to better public services, to avoid issues of systemic corruption, and to access better opportunities for their children (see Exhibit 63). In 2020, the youth who reported that they were considering leaving the country picked access to better public services as their top reason (42 percent). Forty percent said they were considering leaving due to systemic corruption in BiH society, and the same percentage said their motive was to give their children better opportunities in life.

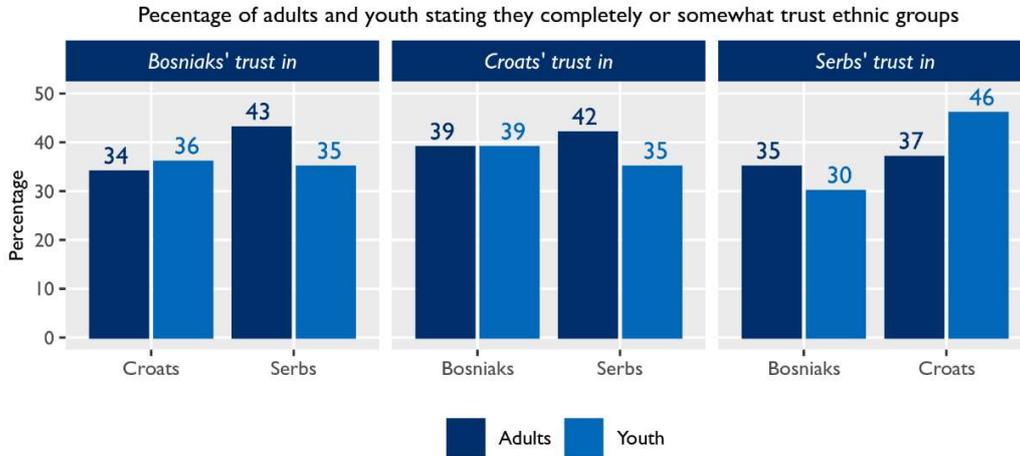
**Exhibit 63. Youth consider leaving BiH primarily to access better public services, to improve their children’s prospects, and to avoid systemic corruption**



According to a focus group discussion that the MEASURE II Activity conducted with youth in 2020, young people are not particularly interested in social and political events and do not actively seek information about them. The 2020 survey results indicate that, in the preceding 12 months, a relatively small percentage of young people had participated in political activities, particularly in civic activities. About one-quarter (27 percent) of young respondents reported participating in at least one political activity, and only 14 percent participated in civic activities (not shown).

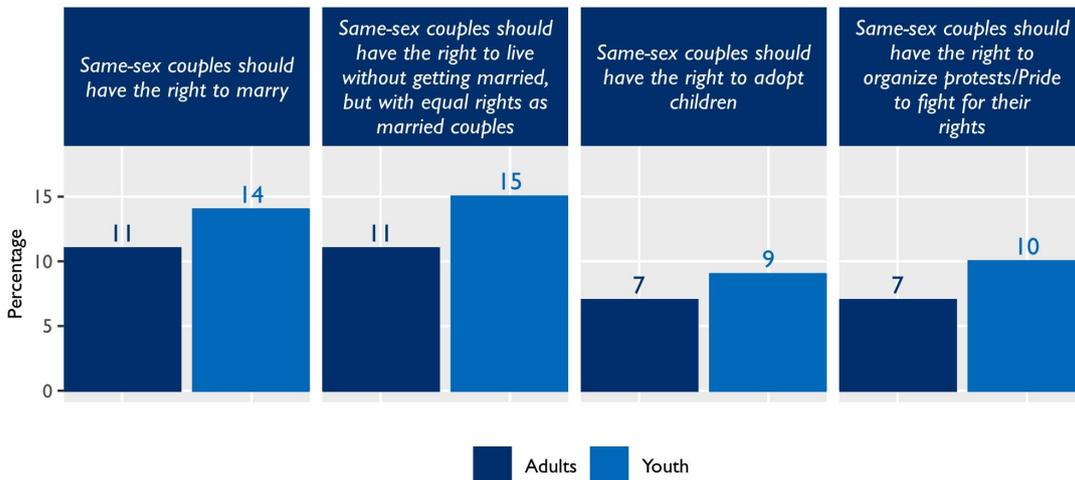
Interestingly, higher proportions of youth (44 percent) than adults (40 percent) said they feel anxious when interacting with someone belonging to a different ethnicity than their own or when anticipating such interaction. As in the previous survey rounds, the results indicate that youth engage in inter-ethnic contacts as often as adults and they hold a level of trust in people of other ethnicities similar to that of adults (see Exhibit 64). Youth from urban areas reported higher levels of inter-ethnic trust (30 percent) compared to youth from rural areas (24 percent).

**Exhibit 64. Young Bosniaks and Serbs report lower levels of trust in other ethnic groups compared to adults**



Young people and adults share similar opinions related to gender equality. Specifically, three out of four young people and adults (75 and 76 percent, respectively) agree that women should have the same rights as men and receive the same treatment. About one-half of both youth and adults (48 and 51 percent respectively) believe that the majority of household responsibilities are naturally more suited to a woman, regardless of her employment status. Compared to adults, youth are slightly more tolerant toward same-sex couples (see Exhibit 65). About one in ten young people believe that same-sex couples should have the right to adopt children (9 percent vs. 6 percent of adults), marry (14 percent vs. 11 percent), and cohabitate with rights equal to those of married couples (15 percent vs. 11 percent).

**Exhibit 65. Youth in BiH are slightly more open to LGBTQI rights than adults**



When assessing the quality of education, youth reported greater satisfaction (41 percent) with the education system than adults (30 percent). Youth were most satisfied with the efforts of their teachers, with 62 percent of youth agreeing that teachers use new technologies in classes, and more than half (55 percent) agreeing that teachers encourage students to learn by collaborating. However, almost half of

young respondents (47 percent) said that the knowledge and skills acquired in the BiH education system are not in line with labor market needs (not shown).

## IV. CONCLUSIONS

Compared to the survey results in previous years, BiH citizens are even more pessimistic about the country's general conditions and its political and socioeconomic future. The economy and unemployment continue to be the most pressing issues to citizens, with little progress made to address the underlying challenges. Other problems, such as corruption, brain drain, and political instability also continue to be challenges. Mistrust towards politicians, political parties, and institutions remains very high. Moreover, citizens believe that corruption is entrenched in all sectors of society, most notably in public sector employment, public procurement, and the judiciary. They think that anti-corruption efforts in the country are ineffective, which may contribute to their reluctance to participate in such activities.

Citizens are divided when it comes to the country's future. Depending on ethnic affiliation, some respondents said they would like to see BiH as a strong country, while others emphasized strong entities.

Citizens believe that the media is strongly influenced by political parties. Television remains the preferred media type, with respondents primarily using media for entertainment purposes and to get information on politics, society, and the economy. In general, there is poor media literacy among citizens, with many individuals not verifying the content or origin of the information they consume.

Most citizens do not engage in civic activities, although a slight increase has been noted in the last two years, particularly among those who engage in philanthropic activities. Respondents did not feel that CSOs work in their interest, but rather are seen as acting in line with the interest of their donors, politicians, or their own organizational interests.

Although the PISA (2018) results indicate poor educational outcomes for BiH students, respondents' opinions were relatively positive about the education system. This indicates a disconnect between the reality of the BiH education system and citizens' awareness about it.

In 2020, inter-ethnic trust was at its lowest level since the inception of the NSCP-BiH. Both in-group and out-group trust has declined considerably. Inter-ethnic prejudice and anxiety continue to influence interactions between different ethnic groups. However, respondents who interact with people of a different ethnic groups tend to express greater trust in citizens from different ethnic groups.

The proportion of citizens intending to emigrate has been consistent throughout the rounds of the NSCP-BiH and is particularly high among youth. As in 2019, the primary reasons for leaving are not work-related. The main pull factors are providing better opportunities for children and access to better quality public services. The most important push factor is systemic corruption. Interestingly, the factors that would motivate citizens to stay in the country are predominantly work-related, including higher salaries, more job opportunities, and better-quality jobs.

## ANNEX I: THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS 2020 – SURVEY QUESTIONNAIRE

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

[Read to the Respondent!]

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

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

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

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

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

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

- |        |   |
|--------|---|
| 1. Yes | 1 |
| 2. No  | 2 |

D25: Are you willing to participate?

- |        |   |
|--------|---|
| 1. Yes | 1 |
| 2. No  | 2 |

**IF “NO” end the survey!**

Let us begin.

### INTRODUCTION

GEN1. Generally speaking, do you think that things in your country are moving in the right or wrong direction? MARK 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 |

GEN2. To what degree are you satisfied with your standard of living, all the things you can buy and do? MARK ONE ANSWER ONLY! SHOW THE ANSWER OPTIONS!

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

GEN3. Can people in this country get ahead by working hard? MARK ONE ANSWER ONLY!

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

GEN4. 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? MARK ONE ANSWER ONLY! SHOW THE ANSWER OPTIONS!

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

GEN5. Right now, do you think that economic conditions in this country are getting better or getting worse? MARK ONE ANSWER ONLY!

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

GEN6. To what extent do you agree or disagree with the following statements? SHOW THE ANSWER OPTIONS!

|   | Strongly disagree | Disagree | Agree | Strongly agree | DK/NA |
|---|-------------------|----------|-------|----------------|-------|
| I am satisfied with the response of leaders to the COVID-19 crisis. | 1                 | 2        | 3     | 4              | 5     |
| If the COVID-19 vaccine was available today, I would get vaccinated | 1                 | 2        | 3     | 4              | 5     |

### GOVERNMENT/PUBLIC SERVICES

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

|  | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | Did not have direct experience with this service in the last 12 months |
|--|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|--|
| GOVIH. P2y. General security   | 1                    | 2                | 3                  | 4                                  | 5                     | 6                   | 7                       | 8  |
| GOVII (JEI). P2dd. Courts' or the prosecutors' administrative services | 1                    | 2                | 3                  | 4                                  | 5                     | 6                   | 7                       | 8  |

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

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

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

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

GOV7. What do you think are the two most important problems facing our country? MARK TWO ANSWERS, RANKED. SHOW LISTED OPTIONS! ROTATE ITEMS!

|   |  |
|---|--|
| GOV7a. Unemployment   |  |
| GOV7b. Unfavorable business environment                     |  |
| GOV7c. Low salaries/pensions/standard of living             |  |
| GOV7d. Crime  |  |
| GOV7e. Corruption   |  |
| GOV7f. Brain drain/emigration                               |  |
| GOV7g. Political disputes                                   |  |
| GOV7h. Political instability                                |  |
| GOV7i. Judicial system                                      |  |
| GOV7j. Refugees   |  |
| GOV7k. Border issues  |  |
| GOV7l. State of public finances                             |  |
| GOV7m. Climate change                                       |  |
| GOV7n. Security issues/terrorism                            |  |
| GOV7o. Problems with minorities                             |  |
| GOV7p. Bad/incapable government                             |  |
| GOV7q. Slow integration to EU                               |  |
| GOV7r. Inter-ethnic distrust and political irresponsibility |  |

**CORRUPTION**

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

| ITEMS   | Not at all | Somewhat | Moderately | Extremely | Does not know/Refuses to answer |
|---|------------|----------|------------|-----------|---------------------------------|
| COR3A. Public sector employment   | 1          | 2        | 3          | 4         | 5                               |
| COR3B. Public procurement, defined as buying of goods and services by organizations/units of government and the public sector | 1          | 2        | 3          | 4         | 5                               |
| COR3C. Police   | 1          | 2        | 3          | 4         | 5                               |
| COR3D. Judiciary  | 1          | 2        | 3          | 4         | 5                               |
| COR3E. Public education institutions  | 1          | 2        | 3          | 4         | 5                               |
| COR3F. Public health care institutions  | 1          | 2        | 3          | 4         | 5                               |
| COR3G. Social assistance  | 1          | 2        | 3          | 4         | 5                               |
| COR3H. Pension system   | 1          | 2        | 3          | 4         | 5                               |
| COR3I. Tax system   | 1          | 2        | 3          | 4         | 5                               |
| COR3J. Inspections  | 1          | 2        | 3          | 4         | 5                               |
| COR3K. Construction permits   | 1          | 2        | 3          | 4         | 5                               |
| COR3L. Permits for exploitation of natural resources (forestry, energy resources, etc.)                                       | 1          | 2        | 3          | 4         | 5                               |

COR23. In the last three (3) years, have you ever decided **not to** apply for a public service job even though you meet the criteria, for any of the following reasons?

|  |   |   |
|--|---|---|
| 1. The job description and requirements seemed to be tailored to favor certain individuals | 1 | 2 |
| 2. Getting the job required an informal payment, or returning a favor                      | 1 | 2 |

COR24. To your knowledge, is there a publicly available list of beneficiaries of public social benefits (war veterans, unemployment, or maternity benefits, etc.) which can be viewed by any citizen?

1. Yes.
2. No
3. (Don't know) DK.

COR25. To what extent do the practices of giving bribes or relying on personal/private connections constitute a problem for you in accessing public administrative services (e.g., in obtaining various certificates, permits or document authentication)?

1. Not at all
2. Slightly
3. Moderately
4. Extremely
5. (Don't know) DK/NA

COR26. If you were to bribe a doctor, policeman, or other public employee to access a service or avoid a fine, do you know what is the lowest amount you should offer?

1. Yes
2. No

COR6. To what extent do you see presence of the following forms of behavior in BiH society as means for obtaining a job or promotion in the public sector, or accessing a public service which typically should be received at no or minimal cost? Please answer on a scale from 1 to 7, where 1 means 'not at all present' and 7 means 'extremely prevalent'. SHOW LISTED OPTIONS! ROTATE ITEMS!

| ITEMS   | Not at all present | 2 | 3 | 4 | 5 | 6 | Extremely prevalent |
|---|--------------------|---|---|---|---|---|---------------------|
| COR6A. Giving gifts which are not money, even when not requested by a public employee   | 1                  | 2 | 3 | 4 | 5 | 6 | 7                   |
| COR6B. Willingly bribing by offering money even when not requested by a public employee | 1                  | 2 | 3 | 4 | 5 | 6 | 7                   |

|  |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|
| COR6C. Extortion (defined as requesting a bribe with use of force or threat)   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| COR6D. Nepotism (defined as favoring family relatives, especially by giving them jobs.)  | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| COR6E. Cronyism (defined as the appointment of friends and associates to positions of authority, without proper regard to their qualifications.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| COR6F. Sextortion (defined as the practice of extorting sexual favors from someone by a public employee)   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| COR6G. Patronage (defined as a practice of favoring preferred organizations or businesses)   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

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

1. Strongly disagree
2. Disagree
3. Agree
4. Strongly agree
5. DK/NA

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

| ITEMS  | Strongly disagree | Disagree | Agree | Strongly agree | DK/NA |
|--|-------------------|----------|-------|----------------|-------|
| COR28A. Police and other law enforcement agencies are effective in detecting corruption crimes in my country?  | 1                 | 2        | 3     | 4              | 5     |
| COR28B. Other government agencies (i.e., supreme audit institutions, tax offices, inspections) are effective in detecting corruption crimes in my country? | 1                 | 2        | 3     | 4              | 5     |

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

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

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

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

COR10. 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

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

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

|   | A   |    | B   |    |
|---|-----|----|-----|----|
|   | Yes | No | Yes | No |
| 1. Doctor   | 1   | 2  | 1   | 2  |
| 2. Nurse  | 1   | 2  | 1   | 2  |
| 3. Teaching staff at primary, secondary schools, and universities | 1   | 2  | 1   | 2  |

|                               |   |   |   |   |
|-------------------------------|---|---|---|---|
| 4. Judge/prosecutor           | 1 | 2 | 1 | 2 |
| 5. Court personnel            | 1 | 2 | 1 | 2 |
| 6. Police officer             | 1 | 2 | 1 | 2 |
| 7. Politician                 | 1 | 2 | 1 | 2 |
| 8. Inspector                  | 1 | 2 | 1 | 2 |
| 9. Government employee        | 1 | 2 | 1 | 2 |
| 10. Any other public official | 1 | 2 | 1 | 2 |

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

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

(Please mark only one answer)

1. Yes 1  
2. No 2

Ask all respondents!

aCOR16. Have you done any of the following in the last 12 months? MULTIPLE RESPONSE QUESTION! READ OUT/SHOW ANSWER OPTIONS!

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

COR19. To what extent do you see the court system affected by corruption in this country? Please answer on a scale from 1 to 7, where 1 means 'not at all corrupt' and 7 means 'extremely corrupt'.

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

COR20. To what extent do you agree or disagree with the following statements. SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS   | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|---|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| COR20A. Judges can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20B. The prosecutors can be trusted to perform their duties impartially and in accordance with the law                 | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20C. Judges do not take bribes   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20D. Prosecutors do not take bribes  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20E. The Judiciary is effective in combating corruption  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20F. Public officials who violate the law are generally identified and punished  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20G. Judges' poor performance is sanctioned  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| COR20H. Prosecutors' good performance is rewarded   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |

**JUDICIARY AND RULE OF LAW**

JE1. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate the work of: READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

|                |   |   |   |   |   |           |
|----------------|---|---|---|---|---|-----------|
| 1              | 2 | 3 | 4 | 5 | 6 | 7         |
| Extremely poor |   |   |   |   |   | Excellent |

| ITEMS                                 | extremely poor | 2 | 3 | 4 | 5 | 6 | excellent |
|---------------------------------------|----------------|---|---|---|---|---|-----------|
| JE1A. Judges/Courts                   | 1              | 2 | 3 | 4 | 5 | 6 | 7         |
| JE1B. Prosecutors/ Prosecutor Offices | 1              | 2 | 3 | 4 | 5 | 6 | 7         |
| JE1C. Attorneys                       | 1              | 2 | 3 | 4 | 5 | 6 | 7         |
| JE1D. Notaries                        | 1              | 2 | 3 | 4 | 5 | 6 | 7         |

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

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

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

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

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

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

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

- 1. Strongly agree 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

JE6. In your opinion, how often are court cases and investigations selected and presented objectively by the media? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!

- 1. Never 1
- 2. Rarely 2
- 3. Sometimes 3

- 4. Often 4
- 5. Always 5
- 6. (Do not read!) Does not know 6

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

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

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

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

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

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

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

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

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

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

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

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

- 1. Yes è Go to JE14 1
- 2. No è Go to JE15 2

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

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

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

- 1. Personal experience from my interaction with 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

JE16. The next two questions refer to your trust in the Rule of Law. To what extent do you agree with the following statement: Courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender identity, sexual orientation, or disability? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

- 1. Strongly agree 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

JE17. To what extent do you agree or disagree with the following statement: Judges are able to make decisions without direct or indirect interference by governments, politicians, the international community or other interest groups and individuals? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

- 1. Strongly agree 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

**VISION OF BIH IN FUTURE**

F13. Which of the following describes your vision of BiH of the future? READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

|   |    |
|---|----|
| F13a. Arrangement of the state should remain unchanged  | 1  |
| F13b. State-level government should be strengthened and Entities should be abandoned                                | 2  |
| F13c. Municipal/City-level government should be strengthened and Entities should be abandoned                       | 3  |
| F13d. Municipal/City-level government should be strengthened and Cantons should be abandoned                        | 4  |
| F13e. Cantonal authorities should be empowered, taking over competencies now held by the Federal government         | 5  |
| F13f. A third, Croat, entity should be formed   | 6  |
| F13g. BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy          | 7  |
| F13k. The entities and ethnic groups should each go their separate ways, dividing BiH into three independent States | 11 |

F15. To what extent do you support attempts at constitutional reform... READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEM                      | Strongly in favor | In favor | Neither for nor against | Oppose | Strongly oppose |
|---------------------------|-------------------|----------|-------------------------|--------|-----------------|
| F15A. At the level of BiH | 1                 | 2        | 3                       | 4      | 5               |

F16. What is a higher priority for BiH at this time: constitutional reform or socioeconomic reform? ROTATE THE ORDER OF ITEMS WHEN READING. READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

| * ITEMS  |   |
|--|---|
| F16 (1). Constitutional reform [resolving constitutional problems BiH is facing] | 1 |
| F16 (2). Socioeconomic reform [resolving social and economic problems in BiH]    | 2 |

F18. To what extent do you agree with the need for the following sectors to be within the jurisdiction of the STATE-LEVEL Government, that is, BiH institutions)? READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS  | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|--|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| F18A. Justice  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| F18B. Fight against corruption                                 | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| F18D. Taxation and other regulations related to doing business | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| F18G. Education  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| F18H. Human rights protection                                  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| F18K. Energy   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |

## EDUCATION

GOV1. What is your level of satisfaction with public education services with which YOU OR SOMEONE CLOSE TO YOU had direct experience in the last 12 months. How satisfied are you with each of the following services IN THE LAST 12 MONTHS? ASK FOR EACH ITEM SEPARATELY! READ OUT AND SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

|                            | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | Did not have direct experience with this service in the last 12 months |
|----------------------------|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|--|
| GOVIC. Primary schooling   | 1                    | 2                | 3                  | 4                                  | 5                     | 6                   | 7                       | 8  |
| GOVID. Secondary schooling | 1                    | 2                | 3                  | 4                                  | 5                     | 6                   | 7                       | 8  |
| GOVIE. Higher education    | 1                    | 2                | 3                  | 4                                  | 5                     | 6                   | 7                       | 8  |

ED. To what extent do you agree or disagree that the following statements apply to the overall education system in BiH? ROTATE ITEMS!

|  | Completely disagree | Disagree | Agree | Completely agree | I do not have enough information on current education system in BiH/Do not want to answer |
|--|---------------------|----------|-------|------------------|---|
| ED9. Teachers use new technologies in classes (i.e., computers, tablets, smart boards)     | 1                   | 2        | 3     | 4                | 5   |
| ED10. Students develop critical thinking skills  | 1                   | 2        | 3     | 4                | 5   |
| ED12. Students are encouraged to be creative in classes                                    | 1                   | 2        | 3     | 4                | 5   |
| ED13. Teachers encourage students to learn by collaborating with one another               | 1                   | 2        | 3     | 4                | 5   |
| ED14. Students are taught to effectively communicate in classes                            | 1                   | 2        | 3     | 4                | 5   |
| ED16. Students are taught to solve the problems rather than to memorize the facts.         | 1                   | 2        | 3     | 4                | 5   |
| ED17. Knowledge and skills acquired in education system is in line with labor market needs | 1                   | 2        | 3     | 4                | 5   |

**ACCESS TO UNBIASED INFORMATION AND MEDIA LITERACY**

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

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

ME1IA. What media types do you follow on daily basis? MULTIPLE RESPONSE QUESTION!

- 1. Television
- 2. Radio
- 3. Newspapers
- 4. Internet portals
- 5. Social media
- 6. (Do not read!) Other, please specify:
- 7. (Do not read!) None SKIP TO ME4

ASK FOR MEDIA THAT THE RESPONDENTS ARE FOLLOWING ON DAILY BASIS! (FOR MEDIA SELECTED UNDER ME1IA)

ME1IB. Which media outlets (TV channels, radio stations, specific newspapers and portals) do you spend most time following on daily basis? OPEN-ENDED, UP TO THREE ANSWERS FOR EACH MEDIA TYPE THEY FOLLOW

| MEDIA TYPE                                | ME1IB. MEDIA OUTLET- up to three responses |
|---|--|
| 1. Television                             |  |
| 2. Radio                                  |  |
| 3. Newspapers                             |  |
| 4. Internet portals                       |  |
| 5. Social media                           |  |
| 6. (Do not read!) Other (please specify): |  |

ASK FOR MEDIA THAT THE RESPONDENTS ARE FOLLOWING ON DAILY BASIS! (FOR MEDIA SELECTED UNDER ME1IA)

ME1IC. What types of program do you follow on each of these media types? MULTIPLE RESPONSE QUESTION

| MEDIA TYPE                                | Politics, society, economy | Entertainment (i.e. movies, TV shows, reality shows, music, sports) | Educational programs (i.e. documentaries, educational website or applications) | Other, specify |
|---|----------------------------|---|--|----------------|
| 1. Television                             | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |
| 2. Radio                                  | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |
| 3. Newspapers                             | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |
| 4. Internet portals                       | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |
| 5. Social media                           | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |
| 6. (Do not read!) Other (please specify): | 1. Yes, 2. No              | 1. Yes, 2. No   | 1. Yes, 2. No  | 1. Yes, 2. No  |

ME1ID. On average, how much time per day do you spend following these types of program:

| ME1IA. TYPES OF PROGRAM   | Hours | Minutes |
|---|-------|---------|
| 1. Politics, society, economy   |       |         |
| 2. Entertainment (i.e. movies, TV shows, reality shows, music, sports)            |       |         |
| 3. Educational programs (i.e. documentaries, educational website or applications) |       |         |
| 4. Other  |       |         |

ME4. How satisfied are you with trustworthiness of political and civic news and information you learn about? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY! SHOW THE ANSWERS!

| ITEM   | Completely satisfied | Mostly satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Mostly dissatisfied | Completely dissatisfied | (Do not read) Does not know/Refuses to answer |
|--|----------------------|------------------|--------------------|------------------------------------|-----------------------|---------------------|-------------------------|---|
| ME4A. In newspapers                          | 7                    | 6                | 5                  | 4                                  | 3                     | 2                   | 1                       | 8   |
| ME4B. On television                          | 7                    | 6                | 5                  | 4                                  | 3                     | 2                   | 1                       | 8   |
| ME4C. On radio                               | 7                    | 6                | 5                  | 4                                  | 3                     | 2                   | 1                       | 8   |
| ME4D. Online news sources/web portals        | 7                    | 6                | 5                  | 4                                  | 3                     | 2                   | 1                       | 8   |
| ME4E. Social networks and other social media | 7                    | 6                | 5                  | 4                                  | 3                     | 2                   | 1                       | 8   |

ME5. To what extent do you agree with the following statements? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEM   | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | (Do Not read) Does not know/Refuses to answer |
|--|-------------------|----------|----------------------------|-------|----------------|---|
| ME5A. The media I follow are under the influence of political parties. | 1                 | 2        | 3                          | 4     | 5              | 9   |
| ME5C. I only follow a single media outlet                              | 1                 | 2        | 3                          | 4     | 5              | 9   |

ME6. To what extent do you agree with the following statements? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEM   | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | (Do Not read) Does not know/Refuses to answer |
|--|-------------------|----------|----------------------------|-------|----------------|---|
| ME6A. When I read, watch, listen to news from any source I consider who was the author of this message   | 1                 | 2        | 3                          | 4     | 5              | 9   |
| ME6B. I am aware that any media messages are created using creative tools/technique (such as text, photograph, video, audio, or a combination of those) and that formats, creativity, and technology can affect my attention and my understanding of the message | 1                 | 2        | 3                          | 4     | 5              | 9   |

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| ME6C. While reading, listening, watching messages from media, I am aware that different people experience the same media message differently  | 1 | 2 | 3 | 4 | 5 | 9 |
| ME6D. When consuming news, I often think about what values, lifestyle, and points of view are represented in or omitted from that message     | 1 | 2 | 3 | 4 | 5 | 9 |
| ME6E. While reading, listening, watching messages from media, I wonder if that media content is produced to gain power, profit, or influence. | 1 | 2 | 3 | 4 | 5 | 9 |

ME7 (NEW19). To what extent do you agree or disagree with the following statement?

|   | Strongly agree | Agree | Disagree | Strongly disagree | (Do not read)<br>DK/NA |
|---|----------------|-------|----------|-------------------|------------------------|
| ME7A. I have noticed an increase in media reporting on corruption cases in the last 12 months                   | 4              | 3     | 2        | 1                 | 9                      |
| ME7B (ACI). Media reporting on corruption is adequate in terms of frequency, objectivity, and/or timeliness     | 4              | 3     | 2        | 1                 | 9                      |
| ME7C. I am satisfied with the information about the epidemiological situation and COVID-19 that I find in media | 4              | 3     | 2        | 1                 | 9                      |

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

| ITEM  | Too much | Too little | About right | (Do not read!)<br>Does not know |
|---|----------|------------|-------------|---------------------------------|
| ME10A. Information and news in the newspapers?  | 1        | 2          | 3           | 4                               |
| ME10B. Information and news on the television?  | 1        | 2          | 3           | 4                               |
| ME10C. Information and news on the radio?   | 1        | 2          | 3           | 4                               |
| ME10D. Political/economic/civic information and news on online news sources/web portals | 1        | 2          | 3           | 4                               |
| ME10E. Political/economic/civic information and news in social media                    | 1        | 2          | 3           | 4                               |

## CSOs AND CIVIC PARTICIPATION

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

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

CS2. 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! MARK 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

CS5. Have you, in the last 12 months, done any of the following: READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS   | Yes | No | (Do not read) Does not know |
|---|-----|----|-----------------------------|
| CS5A. Participated in a public hearing on some government decisions                                     | 1   | 2  | 3                           |
| CS5B. Sent a citizen initiative to some government body   | 1   | 2  | 3                           |
| CS5C. Provided comments to a draft government policy  | 1   | 2  | 3                           |
| CS5D. Participated in a working group designing a government policy                                     | 1   | 2  | 3                           |
| CS5E. Served as a member in an advisory committee or council  | 1   | 2  | 3                           |
| CS5F. Acted as a political representative in your community, municipality or higher representative body | 1   | 2  | 3                           |
| CS5G. Other actions, specify  | 1   | 2  | 3                           |

IF ANSWER on each item under CS5 is "NO" as well, go to question CS11 below. Otherwise go to question CS6.

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

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

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

|  | Yes | No |
|--|-----|----|
| CS6A. Donated any money to a charity/institutions/person in need                               | 1   | 2  |
| CS6B. Donated any goods (e.g., food, clothes) to a charity charity/institutions/person in need | 1   | 2  |
| CS6C. Donated money or goods for solving a community issue, excluding charity                  | 1   | 2  |

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

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

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

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

CS13. In your opinion, what should CSOs be doing to attract more citizens to join their actions? CHOOSE 2 ANSWERS! READ OUT OR SHOW ANSWERS!

1. Better introducing their work to the public / Better self-promotion
2. Provide the public with the information on how they (CSOs) are financed and how they spend those resources
3. Jointly act with other organizations (CSOs, government, NGOs etc.) towards reaching mutual goals
4. Being politically independent
5. Clearly acting for interest of the citizens, and not for the interest of their donors
6. Other, please specify \_\_\_\_\_
7. I do not know

### POLITICAL PARTIES AND POLITICAL PARTICIPATION

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

PO2. How often do you vote in the elections?

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

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

- |        |   |
|--------|---|
| 1. Yes | 1 |
| 2. No  | 2 |

PO4. Did you vote in the 2020 local elections? MARK ONE ANSWER ONLY!

- |   |             |   |
|---|-------------|---|
| 1. Yes  | è GO TO PO6 | 1 |
| 2. No   | è GO TO PO5 | 2 |
| 3. (Do not read!) Does not know/<br>Refuses to answer | è GO TO PO8 | 3 |

PO5. Why did you not vote in the 2020 elections? READ OUT/SHOW THE ANSWER OPTIONS! MARK 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. I was a minor  | 5 |
| 6. Other, please specify  | 6 |
| 7. (Do not read!) Refuses to answer   | 7 |

Go to PO8!

PO6. Did you notice any irregularities during the 2020 elections?

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

PO7. Have you been offered money, gift, or services as exchange for votes during the 2020 elections?

- |        |   |
|--------|---|
| 1. Yes | 1 |
| 2. No  | 2 |

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

|   | Yes | No |
|---|-----|----|
| PO8A. Contacted a politician                                  | 1   | 2  |
| PO8B. Contacted a government or local government official     | 1   | 2  |
| PO8C. Worked without pay in a political party or action group | 1   | 2  |
| PO8D. Volunteered in a CSO (including youth banks)            | 1   | 2  |
| PO8E. Signed a petition                                       | 1   | 2  |

|   |   |   |
|---|---|---|
| PO8F. Taken part in a lawful public demonstration             | 1 | 2 |
| PO8G. Boycotted certain products (e.g. BUY LOCAL)             | 1 | 2 |
| PO8H. Been a member of a political party/group                | 1 | 2 |
| PO8I. Volunteered to monitor/observe elections                | 1 | 2 |
| PO8J. Shared a message with political content in social media | 1 | 2 |

PO9. Do you think that political parties are guided more by their own political interests or by the interests of the public? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

- |   |   |
|---|---|
| 1. Political interests - Strongly         | 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 |

### BUILDING INTERETHNIC TRUST AND COUNTERING VIOLENT EXTREMISM

RE2. To what extent do the following statements apply to you in terms of describing your interactions with people from other ethnic groups? SELECT ALL THAT APPLY

|   | Yes, many | Yes, some | Yes, few | No | Does not wish to answer |
|---|-----------|-----------|----------|----|-------------------------|
| RE2A. I have family members from other ethnicities  | 4         | 3         | 2        | 1  | 9                       |
| RE2B. I have friends from other ethnicities   | 4         | 3         | 2        | 1  | 9                       |
| RE2C. My work colleagues and people with whom I interact through work or in school/university are from different ethnicities. | 4         | 3         | 2        | 1  | 9                       |

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

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

RE4. When encountering or interacting with members of other ethnicities, or when anticipating such interactions, you usually feel... ? (ASK FOR EACH EMOTION SEPARATELY! MARK ONE ANSWER PER ROW!) READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

| ITEMS         | Not at all | 2 | 3 | 4 | A lot | (Do not read!) Does not know/Refuses to answer |
|---------------|------------|---|---|---|-------|--|
| RE4A. Anxious | 1          | 2 | 3 | 4 | 5     | 6  |

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

| ITEMS  | Completely disagree | Disagree | Neutral | Agree | Completely agree | (Do not read!) Does not know/Refuses to answer |
|--|---------------------|----------|---------|-------|------------------|--|
| RE5A. All peoples in BiH had a hard time during the war, regardless of their ethnicity.                  | 1                   | 2        | 3       | 4     | 5                | 6  |
| RE5H. I would not mind if my close neighbor belonged to other ethnic group                               | 1                   | 2        | 3       | 4     | 5                | 6  |
| RE5I. I wish I had (more) friends from other ethnic groups   | 1                   | 2        | 3       | 4     | 5                | 6  |
| RE5J. I would not mind being in a close relationship with someone who does not belong to my ethnic group | 1                   | 2        | 3       | 4     | 5                | 6  |
| RE5G. I am ready to forgive other ethnic groups for what they did in the war                             | 1                   | 2        | 3       | 4     | 5                | 6  |

VII. To what extent do you support/sympathize with or condemn - under some circumstances - the following actions: READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

| Questions   | Strongly condemn | Condemn | Neither condemn nor support (neutral) | Support | Strongly support |
|---|------------------|---------|---------------------------------------|---------|------------------|
| VIIA. engage in violent protests  | 1                | 2       | 3                                     | 4       | 5                |
| VII D. use violence to protect own religious/national group                           | 1                | 2       | 3                                     | 4       | 5                |
| VII E. use violence against police or government injustice                            | 1                | 2       | 3                                     | 4       | 5                |
| VII I. people going to fight in the conflicts abroad, for example to Syria or Ukraine | 1                | 2       | 3                                     | 4       | 5                |

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

|   |   |
|---|---|
| VI2A. I would do nothing and just stay focused on my own personal and business affairs            | 1 |
| VI2B. I would use political and social means of action, but definitely avoid any kind of violence | 2 |
| VI2C. I would use any kind of actions, but definitely avoid violence                              | 3 |
| VI2D. I would use all means of change available to me, including violence if necessary            | 4 |

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

| ITEMS   | Strongly threat | Moderate threat | Minor threat | Not at all a threat | (Do not read!) Does not know/Refuses to answer |
|---|-----------------|-----------------|--------------|---------------------|--|
| VI3A. Extremist groups from abroad                | 1               | 2               | 3            | 4                   | 8  |
| VI3B. Local religious extremists                  | 1               | 2               | 3            | 4                   | 8  |
| VI3C. Local nationalist extremists                | 1               | 2               | 3            | 4                   | 8  |
| VI3D. Returning foreign terrorist fighters (FTFs) | 1               | 2               | 3            | 4                   | 8  |

VI4. Do you agree with the following statements?

|  | Yes | No | DK/ NA |
|--|-----|----|--------|
| VI4A. Individuals/groups that incite nationalist or religious radicalism operate in the area I live.               | 1   | 2  | 3      |
| VI4B. There are individuals that support violent extremism on nationalist or religious grounds in the area I live. | 1   | 2  | 3      |
| VI4C. There are foreign-backed organizations that create tension in my town.                                       | 1   | 2  | 3      |

**GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY**

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

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

GE6. To what extent do you agree or disagree with 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 |
|--|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| GE6A. Women should have equal rights as men and receive the same treatment as men do   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| GE6B. On the whole, men make better political leaders than women and should be elected rather than women                           | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| GE6C. When jobs are scarce, men should have more right to a job than women   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| GE6E. The majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |

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

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

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

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

## OTHER STEREOTYPES

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

| ITEMS   | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|---|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| PWD1. Persons with mental disabilities are not able to work                         | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| PWD3. Persons with physical disabilities are not able to work                       | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| PWD4. Persons with intellectual disabilities should not be allowed to have partners | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |

SSC. To what extent do you agree or disagree that same-sex couples should have the right to READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

| ITEMS  | Strongly agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Disagree | Strongly disagree | (Do not read!) Does not know/Refuses to answer |
|--|----------------|-------|----------------|----------------------------|-------------------|----------|-------------------|--|
| SSC1. Marry  | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| SSC2. Live without getting married, but with equal rights as married couples | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| SSC3. Adopt children   | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |
| SSC5. Organize protests/Pride to fight for their rights                      | 1              | 2     | 3              | 4                          | 5                 | 6        | 7                 | 8  |

## PROPENSITY TO LEAVE THE COUNTRY

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

1. Yes                                   è GO TO EM2                                   1  
 2. No                                    è GO TO EM5                                   2  
 3. (Do not read) Does not know è GO TO EM5                                   3

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

- EM2a. 1. Found a job                                   1  
 EM2b. 2. Accepted to a university                                   2  
 EM2c. 3. Applied for a job                                   3  
 EM2d. 4. Applied for education or scholarship abroad                                   4  
 EM2e. 5. Submitted residence visa application                                   5  
 EM2f. 6. Contacted friends/relatives abroad                                   6  
 EM2g. 7. Collected information about moving abroad                                   7  
 EM2h. 8. Other. Please specify                                   8  
 EM2i. 9. No                                   9

EM3. Which statement best describes the reason you are considering leaving the country? READ OUT THE ANSWER OPTIONS! UP TO THREE ANSWERS! RANK THE ANSWERS! ROTATE ITEMS!

|   | 1 <sup>ST</sup> reason | 2 <sup>ND</sup> reason | 3 <sup>RD</sup> reason |
|---|------------------------|------------------------|------------------------|
| EM3 (1). I would like to study abroad   | 1                      | 1                      | 1                      |
| EM3 (2). I would like to take new professional challenges abroad  | 2                      | 2                      | 2                      |
| EM3 (3). I cannot find work in BiH  | 3                      | 3                      | 3                      |
| EM3 (4). I want to be with my friends, family or a partner  | 4                      | 4                      | 4                      |
| EM3 (5). I want to help my people/family by sending help from abroad  | 5                      | 5                      | 5                      |
| EM3 (6). I feel insecure in BiH due to possibility of inter-ethnic tensions   | 6                      | 6                      | 6                      |
| EM3 (7). I feel my rights and freedoms are violated in BiH  | 7                      | 7                      | 7                      |
| EM3 (8). I would like to give my children better opportunities in life  | 8                      | 8                      | 8                      |
| EM3 (9). I would like to have access to better public services (e.g. health, education) than those available in BiH | 9                      | 9                      | 9                      |
| EM3 (10). Due to systemic corruption in BiH society   | 10                     | 10                     | 10                     |
| EM3. Other  | 11                     | 11                     | 11                     |

EM4. For participants who are planning or considering leaving BiH: Which of the following factors would motivate you to change your mind about leaving the country? UP TO THREE RESPONSES. READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

1. More job opportunities 1
2. Higher salaries 2
3. Respect for workers' rights 3
4. Higher quality of education 4
5. Better political situation 5
6. Better security situation 6
7. Better healthcare system 7
8. More effective fight against corruption 8
9. Better quality jobs available 9
10. Better situation in terms of rule of law 10
11. Better social protection system 11
12. Other, please specify 12

EM5. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate government efforts at all levels when it comes to reducing emigration from BiH? MARK ONE ANSWER ONLY!

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

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

### DEMOGRAPHICS

D1a. Overall, how many members are there in this household?

D1b. How many household members are under 18?

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

1. Yes
2. No

D1. Sex?

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

D2. What is your year of birth?

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

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

D7A. How religious do you consider yourself to be?

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

D8. How important is religion in your life?

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

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

- 1. Every day 1
- 2. More than once a week 2
- 3. Once a week 3
- 4. At least once a month 4
- 5. Only on special holy days 5
- 6. Seldom 6
- 7. Never 7
- 8. (Do not read) Don't know 8

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

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

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

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

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

D13. Which of the following describes your working status in the last month, taking into account any work done for pay or profit, regardless of whether it is officially registered? READ OUT THE ANSWER OPTIONS! MARK 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  | 6  |
| 7. Unemployed, not looking for work   | 7  |
| 8. Unpaid everyday house/farm work, looking after children or others, not looking for paid work | 8  |
| 9. Person with disability whose disability is the main reason for not working                   | 9  |
| 10. Pupil/student/in specialization   | 10 |
| 11. Retired   | 11 |
| 12. Military (recruit)  | 12 |
| 13. (Do not read!) Refuses to answer  | 13 |

If D13=5 or 6 (for unemployed): D13a. How long have you been unemployed and looking for a job?

If D13=7, 8 or 13 (for inactive): D13B. What is your main reason for not looking for a job? MARK ONLY ONE ANSWER! ROTATE ITEMS!

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

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

D24. Have you or any of your household members lost a job due to COVID-19 pandemic?

1. Yes
2. No

D24a. Have you or any of your household members lost a job or your salary been reduced due to COVID-19 pandemic?

1. Yes
2. No

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

- |                            |    |
|----------------------------|----|
| 1. No income in this month | 1  |
| 2. Up to 100 KM            | 2  |
| 3. 101 to 200 KM           | 3  |
| 4. 201 to 300 KM           | 4  |
| 5. 301 to 400 KM           | 5  |
| 6. 401 to 500 KM           | 6  |
| 7. 501 to 600 KM           | 7  |
| 8. 601 to 700 KM           | 8  |
| 9. 701 to 800 KM           | 9  |
| 10. 801 to 900 KM          | 10 |
| 11. 901 to 1000 KM         | 11 |
| 12. 1001 to 1100 KM        | 12 |
| 13. 1101 to 1200 KM        | 13 |
| 14. 1201 to 1300 KM        | 14 |
| 15. 1301 to 1500 KM        | 15 |
| 16. 1501 to 2000 KM        | 16 |
| 17. 2001 to 3000 KM        | 17 |

18. Above 3000 KM 18  
19. (Do not read!) Does not know/Refuses to answer 19

D22. Has your household in addition to household's net income also received financial help from family or friends abroad (remittances)? MARK 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

D23. Do you belong to any of the following:

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

ADDITIONAL VARIABLES TO BE PROVIDED BY DATA COLLECTION COMPANY:

D23a. Respondent's current municipality/city of residence

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

1. FBiH  
2. RS  
3. Brcko District

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

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