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MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE-BIH)

NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA 2017: FINDINGS REPORT

MAY 2018

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May 2018

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LIST OF ABBREVIATIONS

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

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The MEASURE-BiH Research Team that conducted data analysis and prepared this report includes Salminka Vižin, Anela Kadić Abaz, and Anesa Hadžić, Research Analysts at MEASURE-BiH.

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SUMMARY OF FINDINGS

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) gathers data annually from a nationally representative sample of civilian, non-institutionalized adults (18+) in BiH, to monitor societal change and study the growing complexity of BiH society. The third wave of NSCP-BiH, conducted in November of 2017, collected information on BiH citizens' general experience of and perceptions toward governance, corruption, civic participation and civil society organizations, media, rule of law, interethnic trust, social inclusion, youth development, education, and other topics. The major topics and corresponding findings are outlined below.

General Attitudes and Perceptions

The majority of BiH citizens believe the country is currently moving in the wrong direction. The three NSCP-BiH surveys also show continuously increasing shares of BiH citizens who believe this. Also, 75 percent of BiH citizens (versus 70 percent in 2016) disagree that the BiH leadership is leading the country towards the status of a developed country.

Only 7 percent of BiH citizens state that the current economic conditions in the country are favorable (the same percentage as in 2016), and only 12 percent think that economic conditions are improving. Only 40 percent of citizens believe people can get ahead by working hard.

Support for European Union (EU) and National Atlantic Treaty Organization (NATO) integration is substantially different in the two BiH entities—being more positive in the Federation of Bosnia and Herzegovina (FBiH) compared to Republika Srpska (RS). When it comes to development priorities, citizens feel the international community should focus its support on economic and business development; agricultural sector development; fighting organized crime and corruption; and reforming the pension, social, and health care systems.

Governance, Development Priorities, and BiH Future

Slightly less than half of BiH citizens express their overall satisfaction with government services. Of all public services, BiH citizens perceive utilities as the most satisfactory, followed by education services.

BiH citizens are least satisfied with the public services delivered to vulnerable groups—families with children, pensioners, refugees, returnees and internally displaced persons (IDPs), civilian victims of war, and war veterans. Citizens' ratings of the work and services provided by government institutions are negative for all levels of government.

Likewise, citizens' satisfaction with judicial authorities in BiH is low; and many question their fairness, transparency, and impartiality. The vast majority of BiH citizens believe corruption has penetrated all levels of society. Overall, 38 percent of BiH citizens stated that they themselves gave bribes to public officials—predominantly doctors, nurses, and police officers. With respect to political affiliation, most BiH citizens are neither interested nor active in politics or related activities, and believe political parties are neglecting citizens' interests and pursuing the parties' own interests. According to the majority of BiH citizens, socio-economic reforms should be given priority over constitutional reforms in the country. Support for constitutional reforms and state-level jurisdiction over all sectors is higher in FBiH than in RS.

Media and Civic Participation

Television (TV) remains the predominant type of media used by BiH citizens to obtain political, economic, and/or civic news. However, only half of the citizens find information provided by TV stations useful and trustworthy. Newspaper information and news are perceived as the least useful and trustworthy.

Only one out of five survey respondents think the media they use to obtain political/economic/civic news are independent. Moreover, around half of BiH citizens believe political parties and government have a strong influence on media in the country, and that BiH citizens do not.

Citizens' trust in civil society organizations (CSOs) doing the right thing for people in BiH has slightly decreased from 2016 and 2015. In addition to reduced trust in CSOs and low awareness of their work in communities in general, BiH citizens' civic participation is very low. The primary reasons given for being civically inactive were lack of time and interest, and a lack of opportunities for civic engagement.

Interethnic Trust and Interaction

Most BiH citizens express their readiness to change interethnic tensions. Differences in wealth and material possessions, political affiliation, religious beliefs, and ethnic background are perceived as the main causes of tension in local communities. However, the majority of citizens think building trust between different ethnic groups is important and should be integrated into formal education curricula. Moreover, a majority of BiH citizens say they would use social, political, or any other means of action, except violence, to change current interethnic tensions.

Comparing the level of trust toward one's own versus other ethnic groups shows that in-group trust among major ethnic groups in BiH is generally higher than out-group trust—with Bosniaks, Serbs, and Croats all expressing similar levels of comparative trust.

Countering Violent Extremism

While BiH citizens generally condemn violence, more than one-third of BiH's population recognizes violent religious and national extremism as a problem in the country—with RS residents feeling more threatened by violent religious and nationalist extremism than their FBiH counterparts.

Social Inclusion

In 2017, almost half of BiH citizens felt discriminated against for at least one of the following reasons: gender, ethnicity, religious views, disability, pregnancy status, or sexual orientation. The most frequent reasons BiH citizens give for feeling discriminated against are their ethnicity and religious views.

Half of BiH citizens state that BiH employers are more likely to hire a woman than a man and only 13 percent say employers are more likely to hire a woman, while around one-third think that BiH employers are not taking into account candidates' sex when hiring. In addition, BiH citizens think that, in situations of job scarcity, men should have more right to jobs than women. Almost one-third believe that, when both partners have a job, and a woman earns more than her partner, that could cause problems between partners. NSCP-BiH 2017 confirms the presence of gender stereotypes in other areas of social life as well, including education, politics, and family relations.

BiH citizens express a high level of resistance to social inclusion of people with disability (PWDs) and the lesbian, gay, bisexual, transgender (LGBT) population. More than half expressed discriminatory opinions in terms of social inclusion of PWDs, while almost 90 percent said they were against full integration of same-sex couples into the society.

Education and Youth Development

Young people (18 to 30 years of age) in BiH generally do not believe things in the country are moving in the right direction, have limited confidence in civil services, and are not interested in politics. Only a small fraction of youth engages in civic and political activities in their communities.

Almost half of BiH youth said they are considering leaving the country, mainly due to their inability to find work. The second most frequently stated reason for leaving the country is a desire to study abroad. Youth perceive the education system in BiH to be of lesser quality than adults do. Similar to previous years, youth prefer to work in the public sector—with youth saying scientists, engineers, and other professionals is the most attractive occupational group for them.

I. INTRODUCTION

In 2017, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International (IMPAQ), under the Monitoring and Evaluation Support Activity (MEASURE-BiH), to conduct the third round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). The NSCP-BiH is an annual survey designed and conducted to assist USAID/BiH in strategic planning and programming. Together with the previous two rounds of the survey, conducted in 2015 and 2016, NSCP-BiH 2017 provides data to identify trends and general attitudes toward governance, rule of law, corruption, citizens' participation and civil society organizations, media, social inclusion, reconciliation, and violent extremism, among other subjects.

This NSCP-BiH 2017 report presents the main survey findings from the 2017 National Survey of Citizens' Perceptions in BiH, together with detailed information on the survey methodology. The 2017 round of NSCP-BiH was conducted in November of 2017 in partnership with IPSOS Adria. This survey, which collected data from a national sample of the civilian, non-institutionalized adult population,¹ has three key objectives:

- Obtain data on BiH citizens' perceptions to assist USAID/BiH strategic planning and programming
- Gather 2017 data for USAID/BiH Project-level indicators
- Provide social scientists and scholars with a scientific and nonbiased measurement tool that describes how the BiH population thinks and feels about important and policy relevant topics.

The remainder of this report is organized into two chapters (II and III). Chapter II provides brief descriptions of the NSCP-BiH 2017 methodology, including:

- Sample design
- Content and design of the survey questionnaire
- Data collection process and procedures

Chapter III, which provides descriptive statistics and main findings from NSCP-BiH 2017, pertains to the following areas of public perception:

- General attitudes
- Governance
- Corruption
- Media and civil society
- Interethnic trust and interaction
- Countering violent extremism
- Social inclusion
- Education and youth development

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

II. DATA COLLECTION FOR THE 2017 NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BiH

The NSCP-BiH 2017 survey was conducted using a nationally representative sample of civilian, non-institutionalized (18+) BiH residents. The survey was administered through face-to-face computer-assisted personal interviewing (CAPI). Interviewers were instructed to follow specific guidelines and employ a random route technique to identify specific sampling addresses. The random route technique implies that interviewers start moving from pre-defined starting points (at which interviews are not conducted), count the households, and carry out a random selection of households using a regular interval (e.g., attempting to contact every third household). Interviewers were instructed to interview randomly selected household members over 18 years old using the Kish Scheme. They either read the questions and the range of possible (coded) responses, presented them on the tablet screen or, in the case of open-ended questions, read the uncoded questions. Overall, MEASURE-BiH completed interviews with 3,084 individuals for the NSCP-BiH 2017.

II.1 SAMPLING DESIGN

As with the previous NSCP-BiH rounds, the sampling design used in 2017 was based on BiH Census 2013, Vital statistics 2012, and IPSOS Adria estimates based on the Central Election Commission database and Agency for Identification Documents, Registers and Data Exchange of BiH. The sampling plan was designed to ensure a nationally representative sample large enough to allow for the planned analyses. Polling station territories² were used as the sampling frame and a three-stage stratified random sampling approach was applied. In Stage 1, the sample was stratified by 13 BiH geographic regions. In Stage 2, the stratification was by type of settlement. In Stage 3, after the number of sampling points in each stratum was determined, the polling station territories were drawn within the strata. Table I presents the NSCP-BiH 2017 sample distribution by region and type of settlement.

Table I. NSCP-BiH 2017 Sample Distribution

Region	Total Sample		Type of Settlement			
			Urban		Rural	
	Number of Observations	Percentage	Number of Observations	Percentage	Number of Observations	Percentage
Una-Sana Canton	238	8%	109	6%	129	9%
Tuzla Canton	418	14%	229	14%	189	14%
Zenica-Doboj Canton	323	10%	164	10%	159	11%
Central Bosnia Canton	206	7%	89	5%	117	8%
Herzegovina-Neretva Canton	183	6%	101	6%	82	6%
West Herzegovina Canton	61	2%	20	1%	41	3%
Sarajevo Canton	349	11%	290	17%	59	4%
Canton 10	59	2%	20	1%	39	3%
Republika Srpska, North	750	24%	400	24%	350	25%
Republika Srpska, East	403	13%	215	13%	188	14%
Posavina Canton	30	1%	20	1%	10	1%
Bosnian-Podrinje Canton	20	1%	10	1%	10	1%
District Brcko	44	1%	29	2%	15	1%
Total	3,084	100%	1,696	100%	1,388	100%

² Polling station territories were defined by municipalities and type of settlement (urban/rural). For sampling, the urban/rural division was based on criteria that included number of inhabitants and presence of schools, health institutions, and agricultural production.

II.2 QUESTIONNAIRE

The NSCP-BiH 2017 collected data on similar topics as for previous survey rounds—general attitudes toward developments in the country, perceptions of issues related to governance, international integration, corruption, inter-ethnic trust and interactions, violent extremism, citizen participation, education, media, and social inclusion. The survey is divided into 14 thematic sections, plus a socio-demographic section. In this report, to simplify the presentation of our findings, we consolidate the 14 sections into eight areas:

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

See the Annex for the complete survey instrument.

II.3 DATA COLLECTION AND QUALITY CONTROL

Prior to data collection, MEASURE-BiH's partner IPSOS Adria specified starting points for each sampling point selected, and gave the following instructions to interviewers in applying the random route procedure:

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

In households where interviewers made successful contacts, they used the Kish Grid to randomly select household members to be interviewed. Overall, the interviewers were asked to adhere to the following interviewing rules:

- Interview only one person per household
- Record only the responses given by the selected respondent during the interview
- Ask each question from the questionnaire without skipping
- Go back to the household at least one more time at another time of day, if household members are absent from the home during the first contact
- If no one opens the door after the second attempt to contact the household, treat the contact as a refusal and select another household and respondent
- After a refusal, randomly select another household and another respondent
- If the randomly selected respondent is temporarily absent from the household, schedule a meeting and go back to the household at the agreed upon time and date

The IPSOS team employed quality control procedures to verify the fieldwork's quality. Quality control activities included field control, phone control, and logical/consistency control.

Field control was performed on 5 percent of randomly selected households from the sample, with the controllers' role to verify:

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

The phone control's purpose was to verify if the interviews were actually conducted, evaluate the quality of data collected, and interviewers' behavior during the interview. According to IPSOS, all interviews conducted were back-checked through phone control.

A specialized software (SM-S) checked all interviews for consistency errors. This software is designed for CAPI interviews and data entry, which enables detection of any user-defined inconsistencies. Where there were indications that an interview was not conducted properly, the respondent was re-contacted to clear up the issue. If this attempt was unsuccessful, the respondent was replaced by another respondent selected in accordance with the previously described procedures.

During the fieldwork, MEASURE-BiH conducted spot checks at 10 randomly selected sampling units. The main conclusions from the spot checks were that the average interview duration was long (89 minutes based on five interviews observed, and 78 minutes by IPSOS Adria calculation after the field work was completed), and that the response rate for the NSCP-BiH 2017 was relatively high (64 percent, as reported by IPSOS Adria).

This report presents the main findings of the NSCP-BiH 2017.

III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE

We begin this chapter with a brief description of the demographic and socioeconomic characteristics of the survey sample. In Section III.2, we present findings on BiH citizens' attitudes and perceptions. We begin with their general attitudes toward the situation in their own country and internationally. We then present findings on citizens' perceptions in the following areas: governance, corruption, media and civil society, interethnic trust and interaction, countering violent extremism, social inclusion, and youth development.

III.1 DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

As illustrated in Figure 1, the sample distribution across entities is comparable to the population of BiH based on Census 2013 released by the Agency for Statistics.³ Out of 3,084 survey respondents, 61 percent reside in FBiH, 37 percent in RS, and 1 percent in District Brcko (DB).

Figure 1. Sample and Population Distribution across Entities in BiH

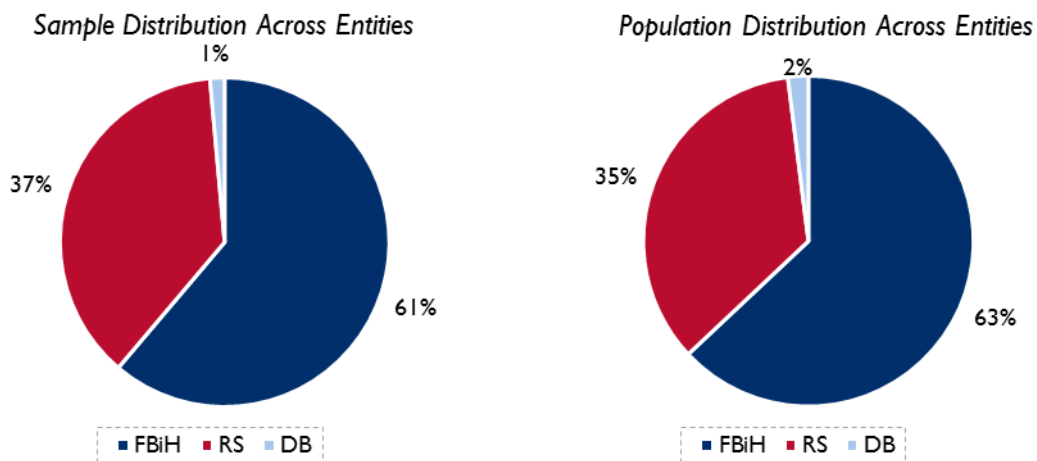


Table 2 describes the population and sample distribution by sex, age, and education. The results show that females make up around 52 percent of the sample. The majority of respondents (74 percent) are adults between 25 and 65 years of age. Youth⁴ comprise 12 percent of survey respondents, and those over 65 14 percent. Slightly more than half (56 percent) have completed secondary school, 8 percent have no formal education, 22 percent have only completed primary school, and 15 percent have completed college or university.

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

⁴ Defined as respondents who are 18-24 years old.

Table 2. Population and Sample Demographic Characteristics

	SEX		AGE				EDUCATION			
	Male	Female	18-24	25-49	50-65	66+	Less Than Primary	Primary	Secondary	Higher
Population Distribution	1,376,597	1,461,861	321,816	1,256,283	794,156	466,203	420,114	640,726	1,525,161	401,439
Population Distribution, Percentage	48%	52%	11%	44%	28%	16%	14%	21%	51%	13%
Sample Distribution	1,355	1,729	459	1,291	905	429	214	548	1,830	492
Sample Distribution, Percentage	44%	56%	15%	42%	29%	14%	7%	18%	59%	16%

Figure 2 shows the population and sample distribution by ethnicity. Slightly more than half of respondents are Bosniaks (55 percent), 32 percent Serbs, and 9 percent Croats. Overall, 3 percent of respondents either belong to other ethnic minorities or did not specify their ethnicity.

Figure 2. Sample and Population Ethnic Composition

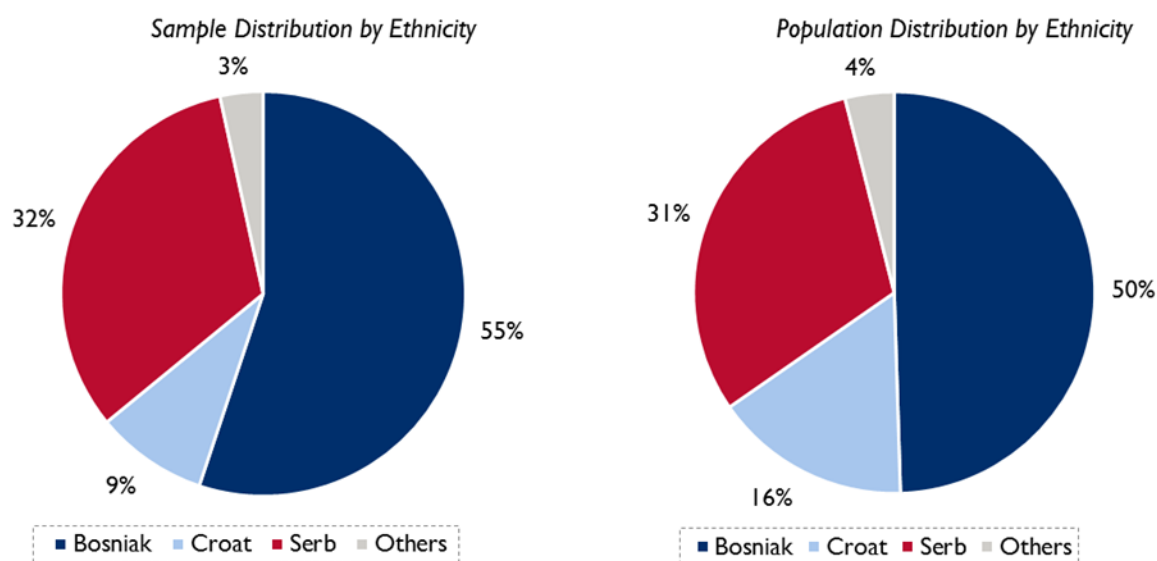


Table 3 presents the average monthly net incomes of the respondents' households. As was the case in previous survey rounds, household income was missing for a large share of respondents (44 percent in 2017). Among those respondents who revealed their income, three out of four earn up to 1,000 KM monthly, and around one-fifth earn between 1,000KM and 2,000KM. On the contrary, less than 1 percent of respondents reported that their household monthly earnings exceed 3,000 KM.

Table 3. Monthly Household Net Income

Monthly Household Income	Percentage
Less than 300KM	7% (n=221)
301KM to 500KM	15% (n=457)
501KM to 1,000KM	22% (n=670)
1,001KM to 2,000KM	11% (n=340)
2,001KM to 3,000KM	1% (n=32)
Above 3,000 KM	1% (n=16)
Missing	44% (n=1348)
Total	100%

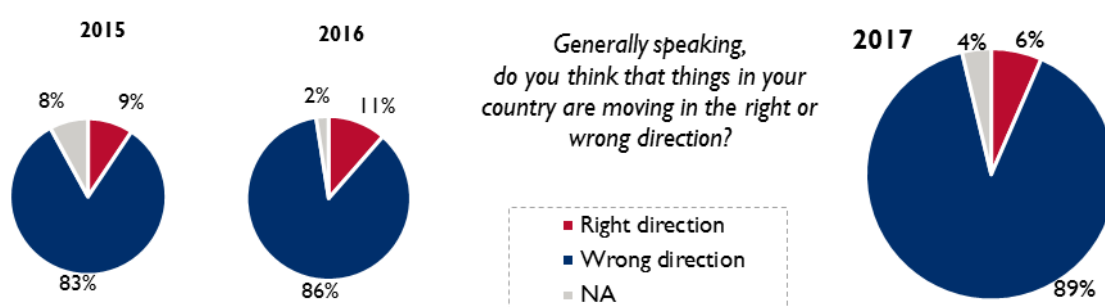
III.2 BiH CITIZENS' GENERAL ATTITUDES AND PERCEPTIONS

General Attitudes on Conditions in the Country and Internationally

Current Conditions in BiH

In both 2015 and 2016, the vast majority of BiH citizens believed the country was moving in the wrong direction (83 percent and 86 percent, respectively) (see Figure 3). The percentage of citizens expressing this opinion in 2017 (89 percent) reflects another slight increase. Although citizens in both FBiH and RS feel that things in BiH are going in the wrong direction, this feeling is somewhat more common among FBiH (92 percent) than RS residents (84 percent). Near the opposite extreme, only 6 percent of citizens believe things in the country are moving in the right direction in 2017.

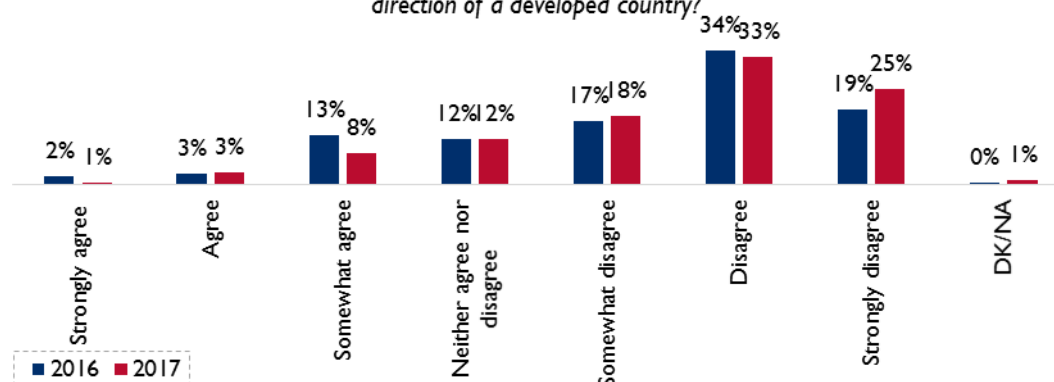
Figure 3. General Attitudes on BiH Current Status



When assessing whether BiH leaders' work is bringing BiH closer to the status of a developed country, 76 percent of BiH citizens disagree that their leaders' efforts have had such results—slightly higher than in 2016 (at 70 percent). Across the two entities, the percentage of citizens who disagree that the leaders are taking BiH in the direction of a developed country is higher among FBiH residents than RS residents, at 77 and 73 percent, respectively. Only 12 percent of citizens believe their leaders are taking BiH forward in its development.

Figure 4. General Attitudes towards BiH Leadership

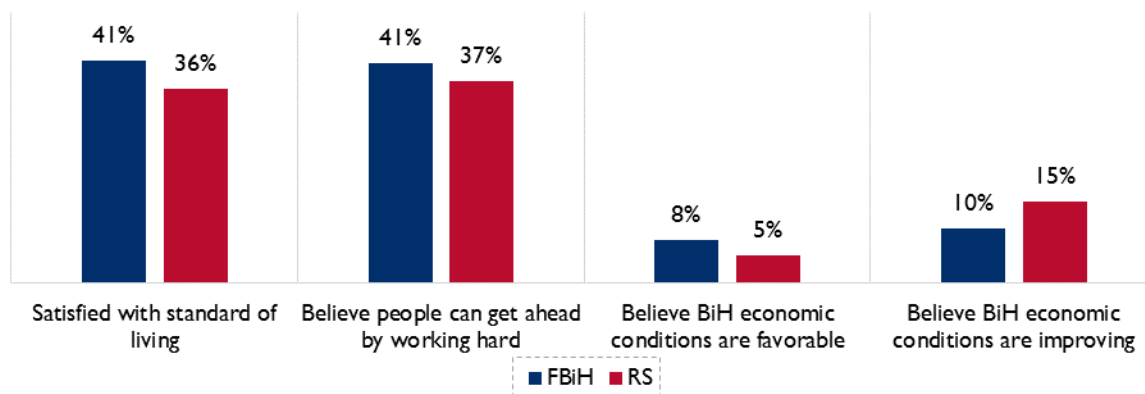
To what extent do you agree that the leadership of this country is taking it in the direction of a developed country?



In general, BiH citizens also voice pessimistic views on economic conditions in the country. In 2017, only 7 percent of BiH citizens say the current economic conditions in the country are favorable (the same percentage as in 2016), and only 12 percent think they are getting better. A substantially higher proportion (39 percent) of citizens describe their personal living standard as satisfactory. The percentage of citizens who believe that people can get ahead by working hard dropped, however, from 49 in 2016 to 40 percent in 2017. Figure 5 shows how the two entities split on their perception of the

country's economic conditions—with slightly more positive perceptions in FBiH compared to RS, except in the percentage of citizens who feel economic conditions are improving.

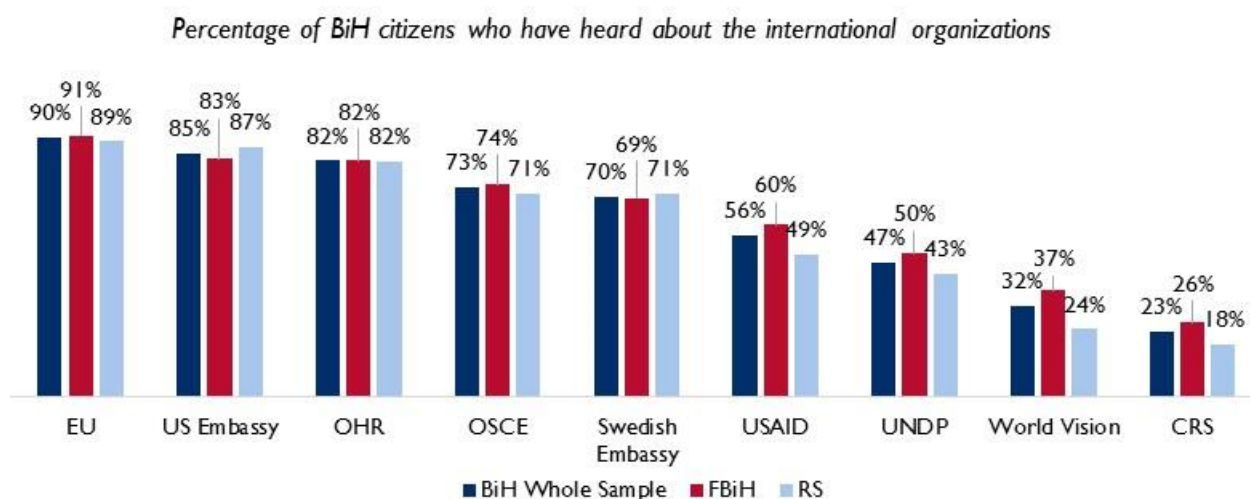
Figure 5. General Attitudes on BiH's Economic Situation, FBiH and RS



Perceptions of the International Community

The vast majority of BiH citizens are aware of international organizations with a presence in BiH (see Figure 6). When asked whether they have heard of different representatives of the international community, 90 percent state they are familiar with the European Union, while 85 percent are aware of the United States Embassy (US Embassy). The Office of the High Representative (OHR), Organization for Security and Co-operation in Europe (OSCE), and Swedish Embassy are also known among 70 to 80 percent of citizens. More than half (56 percent) have heard of USAID. BiH citizens are somewhat less aware of the presence of the United Nations Development Programme (UNDP), World Vision, and Catholic Relief Services (CRS). FBiH residents are slightly more aware of international organizations in BiH compared to RS residents.

Figure 6. Knowledge of International Community in BiH



The majority of BiH citizens support both EU and NATO integration (see Figures 7 and 8). As in 2016, support is still stronger for EU integration than for NATO integration. Approximately three out of four citizens support EU integration while slightly more than half support NATO integration. In total, the levels of support for EU and NATO integration are stable across the three survey rounds. However, the findings regularly confirm that support for both EU and NATO integration is stronger in FBiH than in RS. Examining the results within each entity, perceptions among the FBiH residents on

this topic have not changed since 2016. However, support for EU integration has slightly increased in RS (47 percent in 2017 versus 41 percent in 2016), while support for NATO integration has slightly declined (11 percent in 2017 versus 15 percent in 2016).

Figure 7. Support for EU Integration

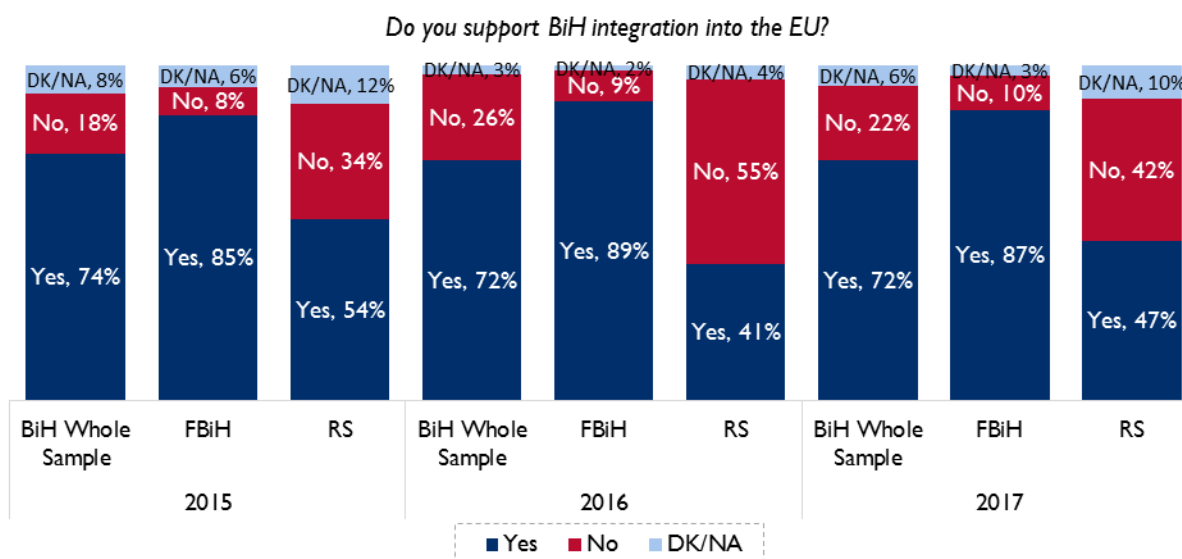


Figure 8. Support for NATO Integration

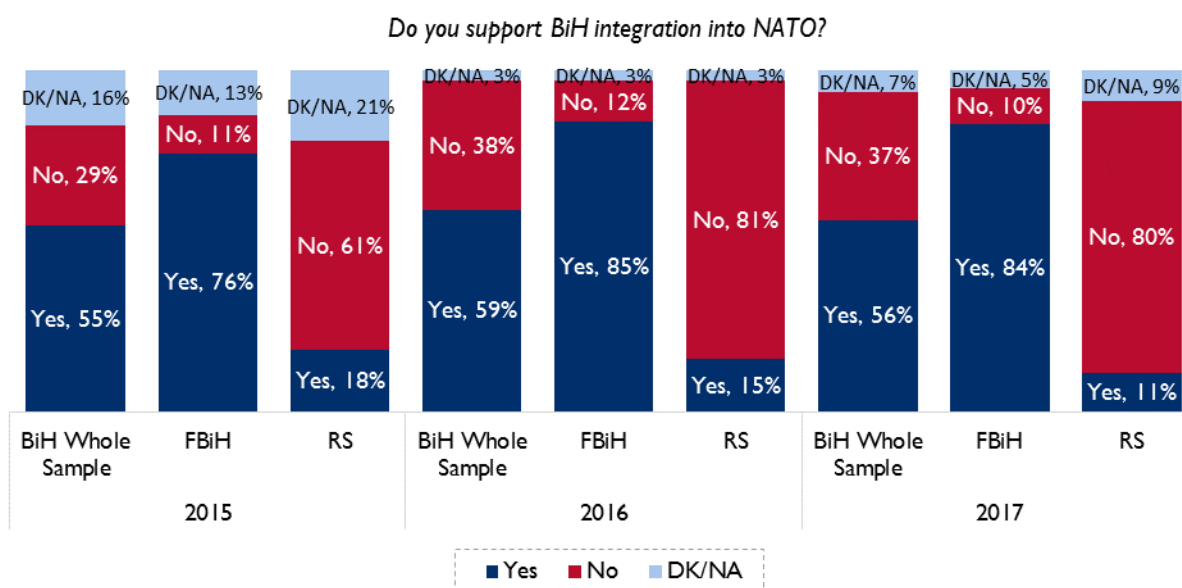


Table 4 presents BiH citizens' views on development priorities the international community should address in BiH. Support for economic and business development stands out as the first priority, followed by support for local agriculture. Other areas of development that citizens recognize as important priorities include the fight against organized crime and corruption; and support for pension and social systems, and health care systems. Overall, citizens' rankings of development priorities are generally similar in FBiH and RS, although RS residents rank agriculture slightly higher than FBiH residents.

Table 4. International Community Development Priorities in BiH

What three challenges do you think the International Community should address before others?

Priorities of the International Community in BiH	First Priority	Combined First, Second, and Third Priority
Support to economic and business development	32%	48%
Support to agriculture	17%	37%
Fight against organized crime and corruption	8%	33%
Support to reform of pension and social systems	7%	23%
Support to reform of the health care system	5%	22%
Prevention and processing of patronage in public employment	5%	16%
Support to better government control over public corporations	4%	12%
Support for renewable energy production	4%	12%
Support for more stringent control of public expenditures	3%	11%
Imposing solutions and removing radical politicians	3%	10%
Support to weak institutions	3%	8%
Support to government control over the banking system	2%	7%
Processing of criminal acts in privatization	1%	7%
Democratization of political parties	1%	6%
Support to education reform	1%	6%
Support to reconciliation and truth seeking	1%	3%
Support to war crimes processing	0%	2%
Support to the development of media	0%	1%
Support to discriminated groups	0%	2%
Support to the development of civil society	0%	1%
Something else	1%	1%
Does not know/Refuses to answer	3%	3%
TOTAL	100%	

Perceptions of Governance

The NSCP-BiH 2017 explored citizens' perceptions of issues related to governance in the areas of public services, development priorities, politics, the judiciary, and the country's future.

Government and Public Services

When asked to rate their overall satisfaction with government services, slightly less than half of BiH citizens voiced satisfaction—with 46 percent of citizens stating they are completely, mostly, or somewhat satisfied with government services taken as a whole, and the same finding for both entities (see Figure 9).⁵ However, perceptions of individual public services varies between the two entities.⁶ Satisfaction is higher in RS than in FBiH when it comes to building and maintaining highways, legal aid, private property protection, general security, school transportation, water supply, and all levels of education services. On the other hand, FBiH residents are somewhat more satisfied than RS residents with water management, support to war veterans, management of public resources, and local road maintenance.

Among all general categories of public services, BiH citizens most often perceive utilities as satisfactory—with satisfaction rates for power, water, sewage/waste supplies, and garbage collection above 60 percent. District heating, however, as in previous survey rounds, ranks somewhat lower, with only 55 percent expressing satisfaction. Education services as a group rank second to utilities in citizen satisfaction, with satisfaction with preschool, primary, and secondary education only slightly

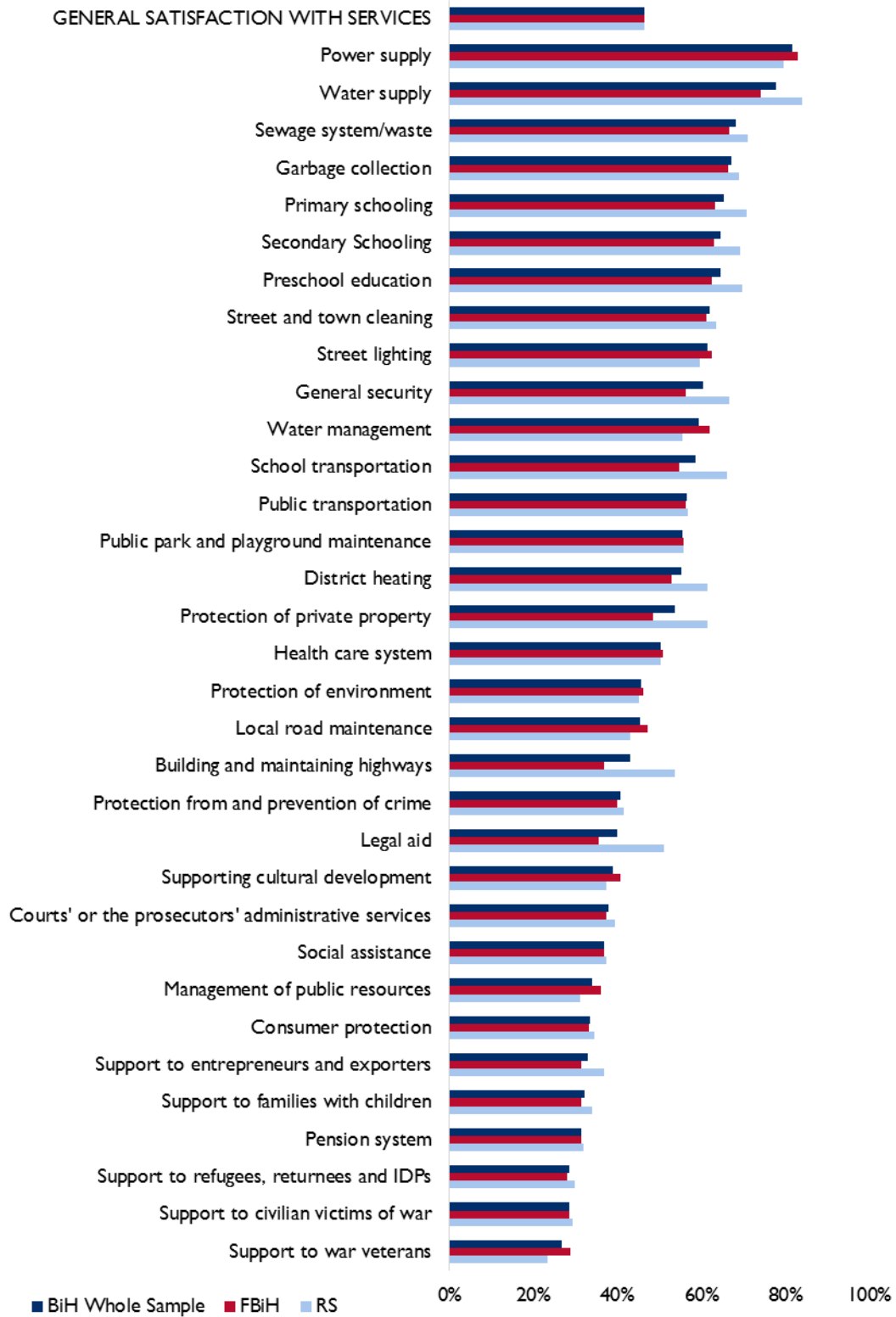
⁵ This is different from 2016, when the general satisfaction with public services was somewhat higher in RS than in FBiH.

⁶ This question has been slightly changed compared to previous waves (please look at the questionnaire in Annex for more details). Also, respondents who stated they did not have direct experience with services in the last 12 months are excluded from the analysis. Hence, the results are not comparable to those presented in previous survey reports.

behind sewage/waste and garbage collection. With respect to security, around 60 percent of BiH citizens indicate they are satisfied with the general security situation, although levels of satisfaction with specific aspects of security— protection of private property (54 percent) and protection from crime and crime prevention (41 percent)—considerably lower. Only 33 percent report satisfaction with support provided to entrepreneurs and exporters. And BiH citizens are least satisfied with the group of services delivered to vulnerable groups—including, in descending order, families with children (32 percent) and pensioners (32 percent), refugees/returnees/IDPs (29 percent) and civilian victims of war (29 percent), and war veterans (27 percent).

Figure 9. Citizens' Satisfaction with General Government Services

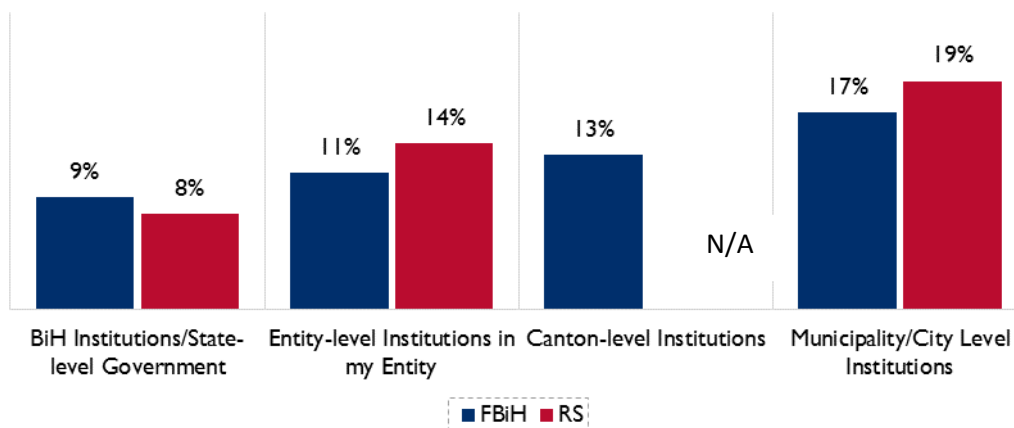
Percentage of citizens completely, mostly, or somewhat satisfied with government services



When asked about how favorably they rate different levels of government, BiH citizens' ratings on the work and services provided by government institutions are negative regardless of government level (see Figure 10). Only about 17 percent of respondents rate the work and services provided by municipality/city level government above "4" on a scale of "1" to "7" with "7" being "excellent". The corresponding percentages are even lower for canton-, entity-, and state-level government institutions. Across entities, RS residents give higher ratings for the work and services provided by entity- and municipality-level institutions than do F BiH residents (see Figure 10).

Figure 10. Favorability of Different Levels of Government, F BiH and RS

Percentage of citizens who rate the services provided by below listed government levels above 4 on the scale 1-7 with 1 being extremely poor and 7 being excellent



Most BiH citizens (81 percent) also believe the number of government employees in BiH is too high, although this percentage is somewhat lower compared to previous survey rounds (86 percent in 2015 and 89 percent in 2016). In addition, RS residents express this view more frequently than F BiH residents (85 percent in RS versus 78 percent in F BiH, based on NSCP-BiH 2017).

Government Priorities

In NSCP-BiH 2017, respondents were asked to select two major development challenges facing BiH (see Table 5). As in 2015 and 2016, BiH citizens recognized unemployment as the largest challenge. Across entities, RS residents selected unemployment as the primary development challenge slightly more often than F BiH residents (61 percent of RS residents and 57 percent of F BiH residents). Citizens chose low salaries, pensions, and standard of living as the second most important challenge facing the country. When the chosen primary and secondary challenges are combined (see second panel), the same priorities are apparent.

Table 5. Most Important Development Challenges Facing BiH

What do you think are the two most important problems facing our country?

Development Challenges	Primary Challenge		Combined Primary and Secondary Challenge	
	2016	2017	2016	2017
Unemployment	58%	58%	78%	74%
Low salaries/pensions/standard of living	12%	13%	32%	35%
Corruption	9%	8%	29%	28%
Crime	6%	5%	18%	15%
Bad/incapable government	4%	4%	9%	10%
Brain drain/emigration	2%	3%	8%	10%
Political instability	3%	3%	8%	8%
Unfavorable business environment	1%	2%	4%	5%
Political disputes	2%	1%	5%	5%
Inter-ethnic distrust and political irresponsibility	2%	1%	4%	2%
Judicial system	0%	1%	1%	2%
State of public finances	0%	1%	1%	1%
Slow integration to EU	0%	0%	1%	1%
Refugees	0%	0%	1%	1%
Climate change	0%	0%	0%	0%
Problems with minorities	0%	0%	0%	1%
Security issues/terrorism	0%	0%	1%	0%
Border issues	0%	0%	1%	0%
TOTAL	100%	100%	100%	100%

Among 10 government development priorities (see Table 6), more than half of BiH citizens (52 percent) selected economic affairs as the primary priority on which BiH authorities should focus, with the percentage substantially higher in RS than in FBiH (61 percent and 46 percent). Following economic affairs, 18 percent of citizens rank health care and 9 percent rank public order and safety as the first priorities that BiH authorities should address. The second column of Table 6 presents the average rankings (from 1 to 10, with 1 being the highest priority) for each of the 10 development priorities.

Table 6. Development Priorities in BiH

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

Development Priorities	First priority		Average rank	
	2016	2017	2016	2017
Economic affairs	59%	52%	2.12	2.7
Health	12%	18%	3.81	3.7
Public order and safety	8%	9%	4.98	5.2
Education	5%	5%	5.14	5.0
Social protection	5%	5%	4.85	5.2
Defense	3%	4%	7.14	6.9
General public services	2%	3%	6.29	6.3
Housing and community amenities	2%	2%	6.52	6.2
Environmental protection	3%	2%	6.21	6.3
Recreation, culture, and religion	1%	1%	7.94	7.6
TOTAL	100%	100%		

When asked about investment priorities related to social and employment issues, the largest percentage of BiH citizens (31 percent) believe industrial development should be the first priority (see Table 7). About one in five (19 percent) perceive small and medium enterprise and agriculture development as important priorities for investments. Almost as high a percentage (18 percent) put social infrastructure among the top two investment priorities in BiH. Across entities, FBiH residents identify the following sectors as higher investment priorities compared to the RS residents: energy (12 percent versus 8 percent), transport infrastructure (10 percent versus 6 percent), and tourism (12 percent versus 4 percent). RS residents rank as higher priority than FBiH residents the importance of investments in agriculture (43 percent versus 34) and industrial development (58 percent versus 52 percent).

Table 7. Investment Priorities in BiH

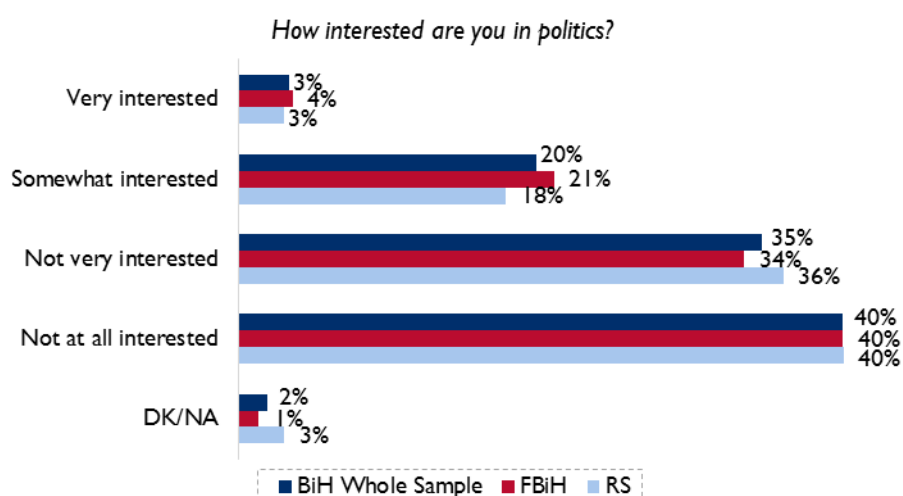
When it comes to social and employment issues, in which of the following sectors should BiH authorities invest its resources as a priority?

Investment priorities	First Priority	Combined First and Second Priority
Industrial development	31%	54%
Small and medium enterprise development	19%	42%
Agriculture	18%	37%
Social infrastructure	12%	22%
Science and technology	6%	16%
Energy sector	6%	11%
Transport infrastructure	4%	9%
Tourism	3%	9%
TOTAL	100%	

Perceptions of Political Parties and Political Participation

According to NSCP-BiH 2017 results, less than one-quarter of BiH citizens (23 percent) show an interest in politics, with the proportions similar in both entities (see Figure 11). However, a notably higher share of citizens (59 percent) claim they are regular voters. One out of three citizens say they vote occasionally or rarely and 10 percent that they do not vote at all (with the percentage of non-voters somewhat higher in FBiH than RS (12 percent versus 7 percent)).

Figure 11. BiH Citizens' General Interest in Politics



Slightly more than one-fifth of BiH citizens (22 percent) state they participated in at least one out of 10 political activities (see Figure 12). Petition signing (9 percent), membership in political parties/action groups (8 percent), and boycotting certain products (6 percent) are the most frequent political activities BiH citizens undertake. Although the overall level of political participation is similar across entities, slight differences appear when looking at different types of participation. FBiH residents report signing petitions more often than RS residents (11 percent versus 7 percent), while RS residents more frequently report being members of political parties/groups (12 percent versus 6 percent) and contacting politicians (8 percent versus 3 percent).

Figure 12. BiH Citizens' Political Participation

*During the last 12 months, have you done any of the following?
Percentage of respondents who engaged themselves in the activities*

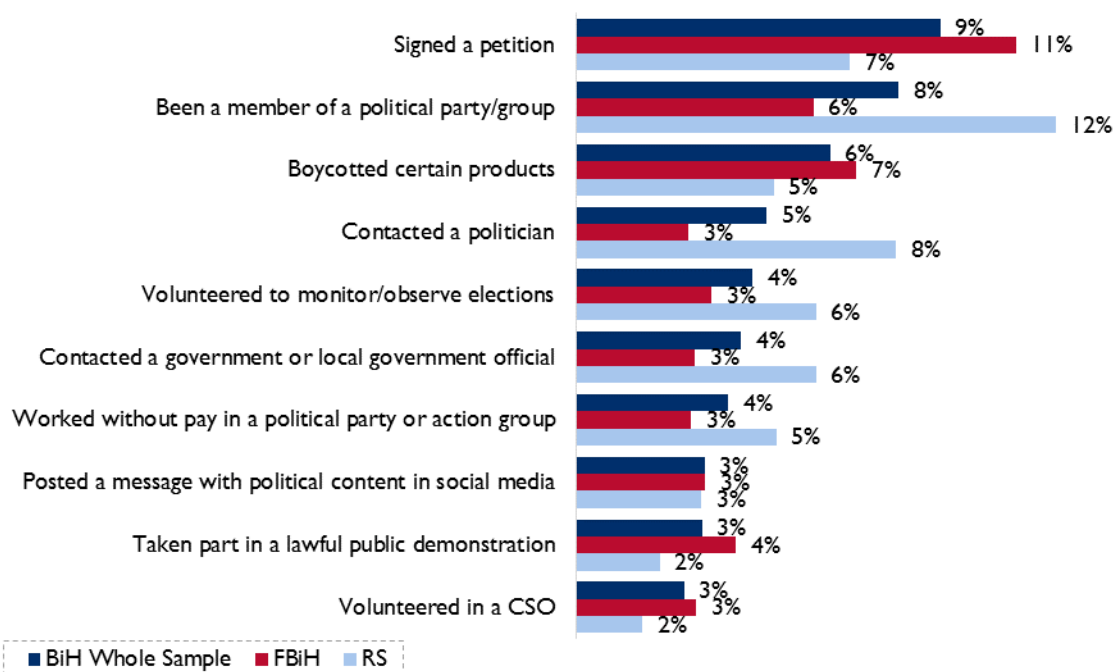
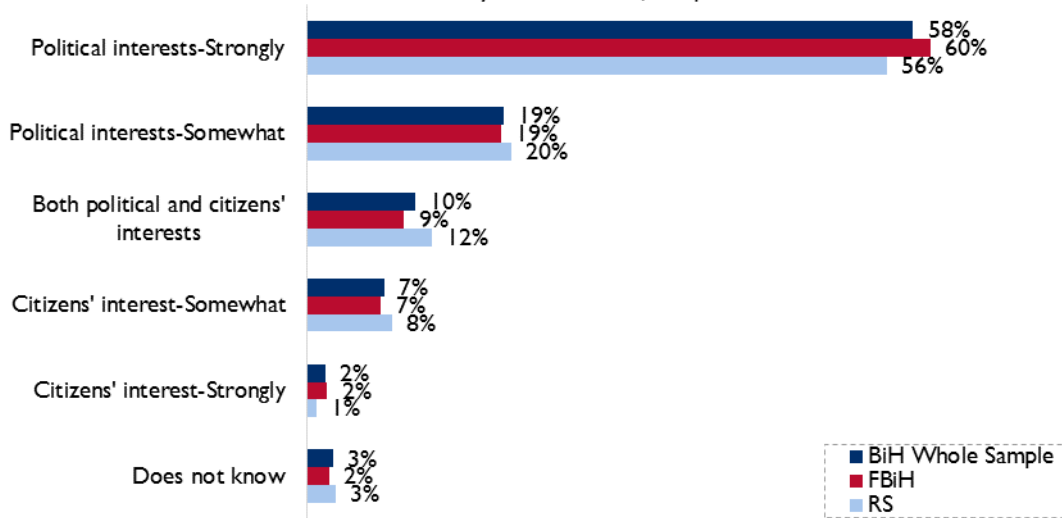


Figure 13 reflects citizens' perceptions of whether political parties are representing the interests of the parties themselves or citizens' interests. As in 2016, NSCP-BiH 2017 found that three out of four BiH citizens (77 percent) believe political parties are working for their own interests, while only 10 percent believe the parties' work is guided by both political and citizens' interests. About 9 percent of respondents believe BiH political parties' activities primarily represent citizens' interests, which is higher than in NSCP-BiH 2016 (3 percent).

Figure 13. Motivations of BiH Political Parties

Do you think that political parties are guided more by their own political interests or by the interests of the public?



Judiciary

As in the previous NSCP-BiH rounds, a large portion of the 2017 survey was devoted to understanding citizens’ perceptions of the judiciary. The 2017 results on citizen satisfaction with the judicial sector are slightly more positive as compared to those reported in 2015 and 2016. The majority of BiH citizens do not feel judicial authorities are doing a good job (see Figure 14). Only 16 percent of respondents expressed satisfaction with the work being done by judges, courts, prosecutors, and prosecutor offices. The level of satisfaction with the work of notaries and attorneys is somewhat more positive than for prosecutors and judges, with one-third of BiH citizens (33 percent) expressing satisfaction with notaries and about a quarter (26 percent) with attorneys’ performance. Overall, satisfaction with judicial sector is similar across entities.

Figure 14. Satisfaction with Judicial Sector in BiH

Percentage of citizens who rate the services provided by below listed officials above 4 on the scale 1-7 with 1 being extremely poor and 7 being excellent

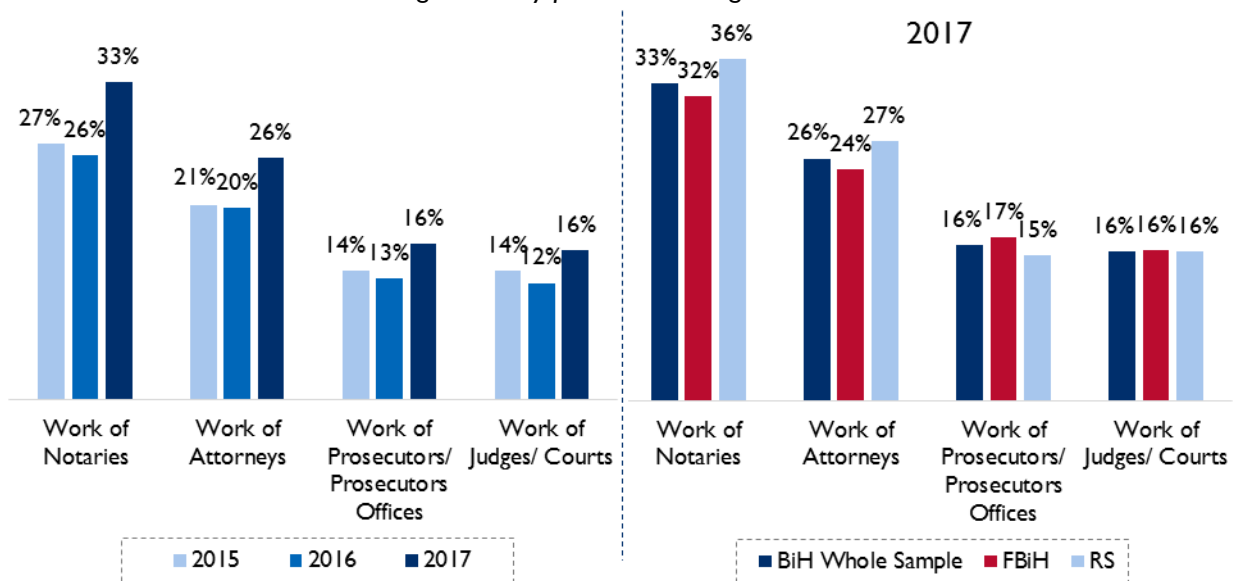
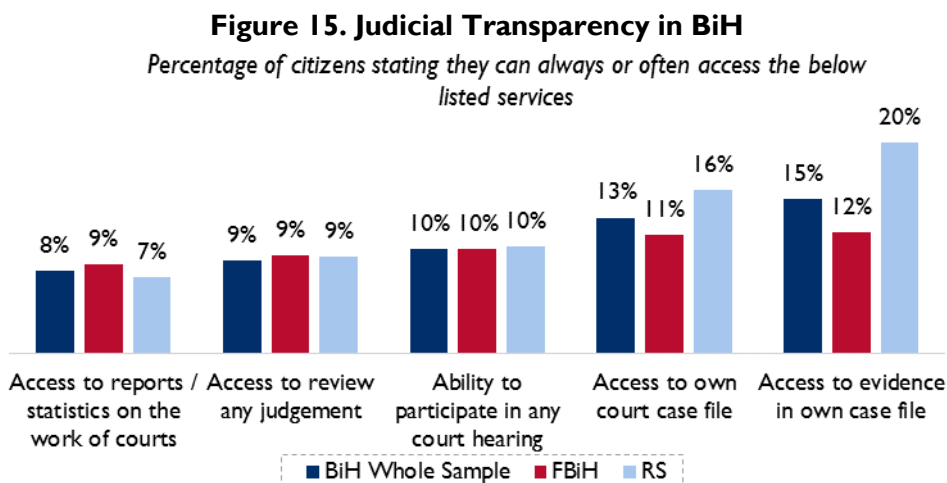
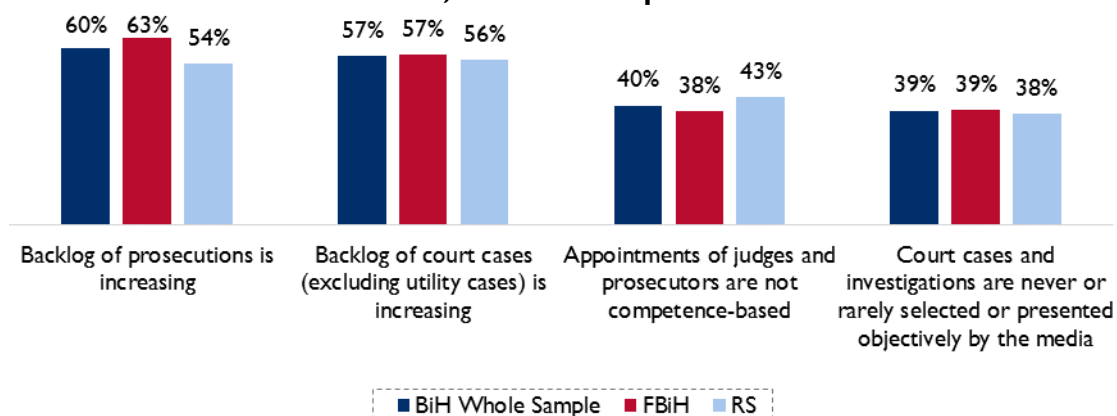


Figure 15 presents citizens' perceptions of their access to different judicial services. Only 8 percent of respondents recognize that citizens can access reports and statistics on the work of courts. Likewise, only 9 percent of citizens are aware that they can access and review judgments, and only 10 percent know they are allowed to participate in court hearings. Additionally, not more than 13 percent of BiH citizens are aware that people can access their own case files, and only 15 percent know that any person accused can access evidence related to his/her case after confirmation of indictment. Across entities, a slightly higher percentage of RS than FBiH residents are aware of the transparency of court hearings and the possibility of accessing evidence.



As Figure 16 shows, most BiH citizens think the number of unsolved cases is increasing in both courts (57 percent) and prosecutor's offices (60 percent)—percentages that are somewhat lower than in 2016 (69 percent). Also, 40 percent feel judges and prosecutors are not appointed based on their competences. When asked about the BiH media in relation to court cases and investigations, 39 percent of citizens say the media are not objective when selecting/presenting content related to judiciary.

Figure 16. Timeliness of Judicial Work, Means of the Appointment of Judges and Prosecutors, and Media Reports on Cases⁷

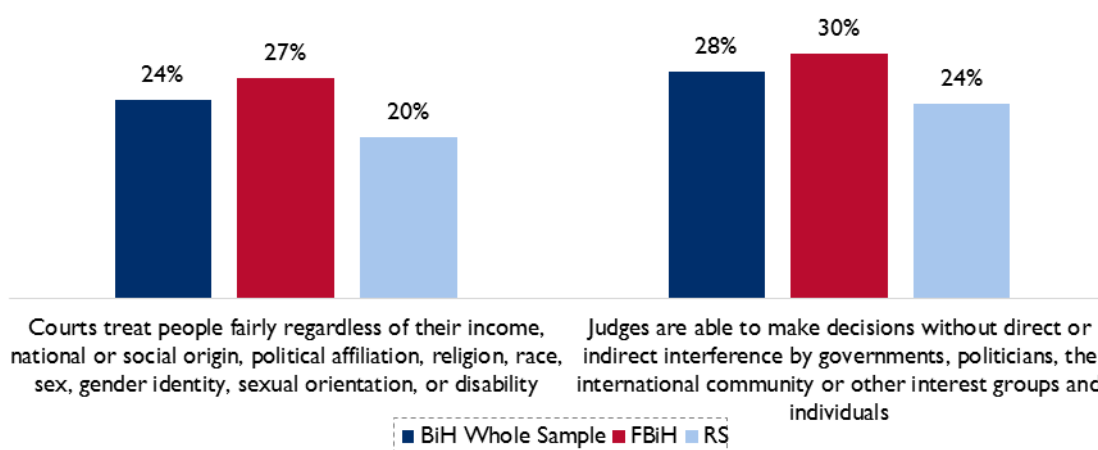


⁷ Figure 16 presents responses to four different survey questions: 1. Do you think the number of unsolved cases is increasing in BiH prosecutor offices? (Percentage of respondents who answered “Yes”); 2. Do you think the number of unsolved cases, excluding utility cases, is increasing in BiH courts? (Percentage of respondents who answered “Yes”); 3. Do you agree that appointments of Judges and Prosecutors are competence-based? (Percentage of respondents who answered “Somewhat disagree”, “Disagree”, or “Strongly disagree”); 4. In your opinion, how often are court cases and investigations selected and presented objectively by the media? (Percentage of respondents who answered “Never” or “Rarely”).

About 70 percent of BiH citizens perceive court taxes and fees as high and similar percentages feel the salaries of judges and prosecutors (77 percent) and attorneys and notaries (71 percent) are high. Overall, 50 percent of BiH citizens do not believe that courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender, sexual orientation, or disability. Furthermore, only 28 percent of BiH citizens believe judges make decisions without any interference by government, politicians, the international community, or other interest groups or individuals (see Figure 17), while 39 percent think that judges do not make decisions independently. Trust that judges and courts treat all people equally and make independent decisions is somewhat lower among RS residents than among residents of FBiH.

Figure 17. Judicial Impartiality

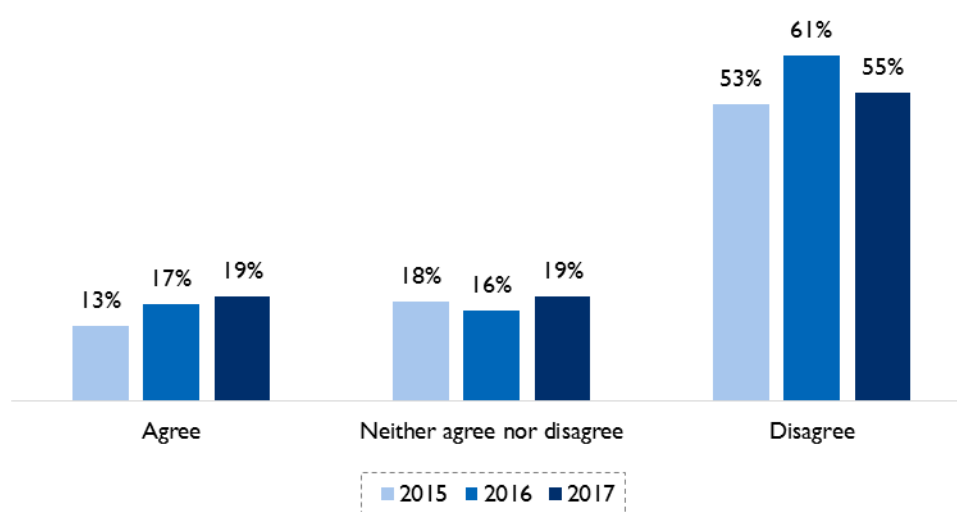
Percentage of respondents who somewhat agree, agree or strongly agree with the statements



Slightly over half (55 percent) of BiH citizens believe judges’ poor performance is not sanctioned, a lower proportion than in 2016, but slightly higher than 2015 (see Figure 18). Less than one in five (19 percent) think judges’ poor performance is sanctioned—with little difference between entities.

Figure 18. Perceptions on Disciplinary Sanctions for Judges

Judges’ poor performance is sanctioned

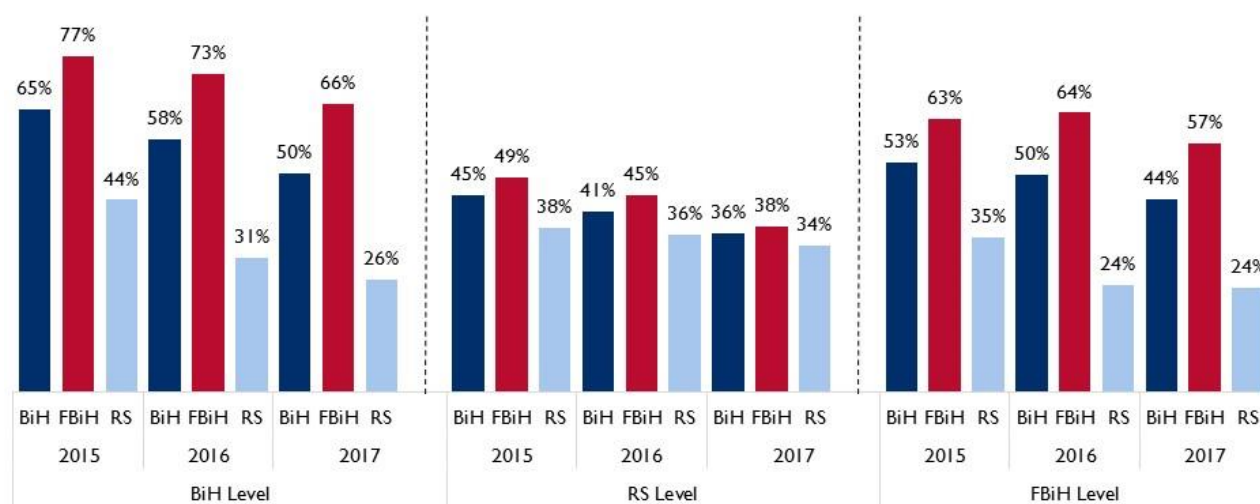


BiH Future and Reforms

Within the NSCP-BiH 2017, BiH citizens were asked to share their views and visions of the country's future (see Figure 19). With respect to future reforms, a substantial majority (79 percent) believe socio-economic reform is a higher priority than constitutional reform—a preference expressed more often than in 2016 (69 percent). A higher percentage of RS residents (89 percent) than FBiH residents (73 percent) prioritize socio-economic reform over constitutional reform. Support for constitutional reforms at all government levels has slightly decreased from 2015 to 2017, with support consistently higher among FBiH than RS residents.

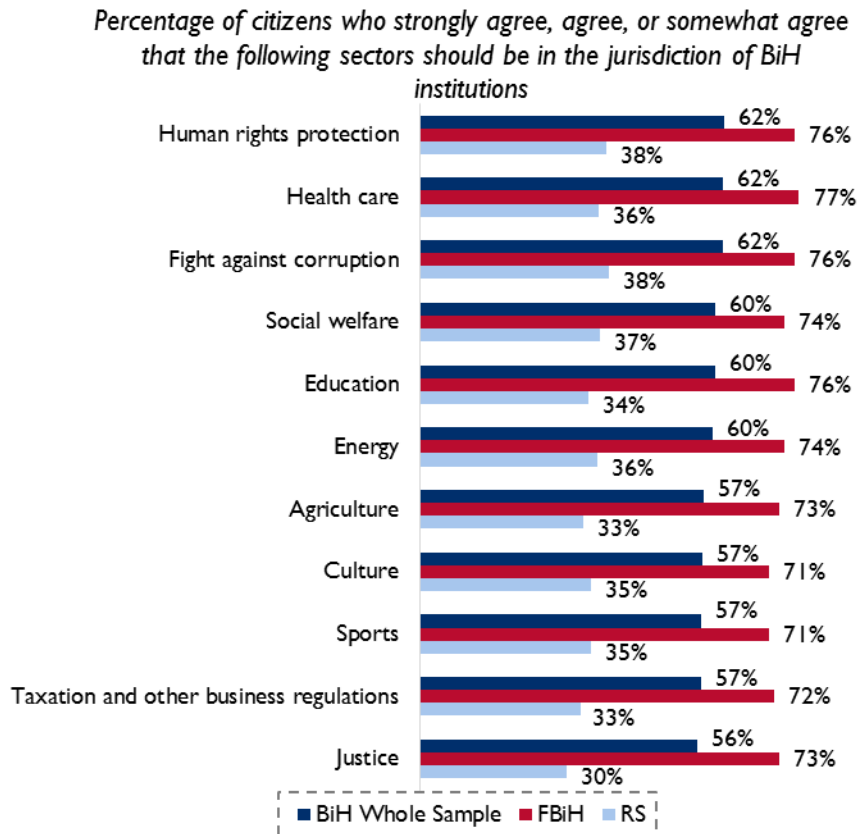
Figure 19. Citizens' Support for Constitutional Reform at Different Levels

Percentage of citizens who are strongly in favor or in favor of attempts at constitutional reform at different levels



As in the previous rounds, NSCP-BiH 2017 explored citizens' perceptions of whether the following sectors should be within state-level jurisdiction: justice, fight against corruption, agriculture, taxation/doing business, health care, social welfare, education, human rights protection, culture, sports, and energy (see Figure 20). Majorities of BiH citizens taken together (in the range of 57 percent-62 percent) agree that state-level jurisdiction is the preferred level of jurisdiction for all sectors noted. Differences between FBiH and RS are substantial, however. While more than 70 percent of FBiH residents approve of each sector being within state-level jurisdiction, only about a third of RS residents agree.

Figure 20. BiH Citizens' Support for State-level Government Jurisdiction in Different Sectors



As in 2016, in NSCP-BiH 2017, BiH citizens were asked about their visions of the country's future.⁸ As in 2016, the visions of FBiH and RS residents differ (see Table 8). FBiH residents' visions most often include having either the state-level or municipal/city-level government strengthened, and entities and/or cantons abandoned. However, RS residents would rather see BiH divided into three independent states, or leave the current arrangement unchanged.

⁸ Respondents were presented with the statements listed in the Table 8, and instructed to select all statements they agree with.

Table 8. Citizens' Visions of the Country's Future
Which of the following describes your vision of BiH of the future?

	BiH Whole Sample		FBiH	RS
	2016	2017	2017	
State-level government should be strengthened and Entities should be abandoned	35%	31%	46%	8%
Municipal/City-level government should be strengthened and Cantons should be abandoned	22%	22%	32%	6%
Municipal/City-level government should be strengthened and Entities should be abandoned	23%	19%	29%	4%
Arrangement of the state should remain unchanged	14%	19%	10%	34%
The entities and ethnic groups should each go their separate ways, dividing BiH into three independent States	12%	11%	4%	24%
Cantonal authorities should be empowered, taking over competencies now held by the Federal government	6%	7%	11%	1%
BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy	6%	6%	8%	2%
Third, Croat entity should be formed	4%	3%	3%	3%

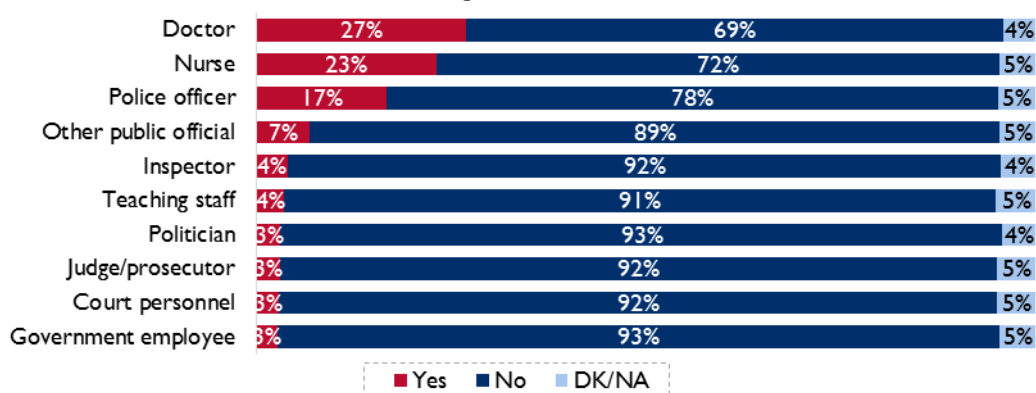
Corruption

In exploring BiH citizens' perceptions and experiences with corruption, NSCP-BiH 2017 asked about whether they had ever given bribes and what they thought about the presence of different forms of corruption.

When asked if they have ever given money, gifts, services, or similar to public servants, 38 percent of citizens admit to giving bribes to at least one public official—slightly higher than in 2016 (36 percent) and substantially higher than in 2015 (21 percent). Figure 21 presents detailed results on citizens' experiences with bribery to different categories of public officials. As in 2015 and 2016, citizens are most willing to exchange money, services, and goods for better treatment from doctors (27 percent), nurses (23 percent), and police officers (17 percent). A slightly higher percentage of RS than FBiH citizens give bribes to police officers, with about the same bribery pattern for other public officials; and men report giving bribes to police officers more often than women.

Figure 21. Citizens' Experiences with Bribes

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

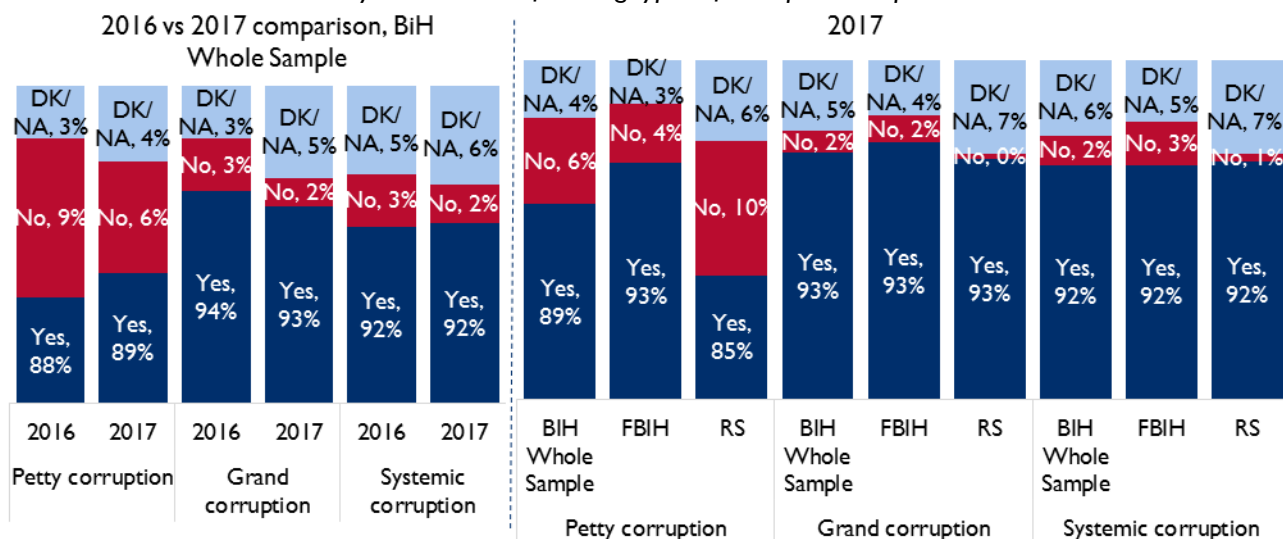


The vast majority of BiH citizens believe that corruption has penetrated all levels of the BiH society (see Figure 22)—from petty corruption of low- and mid-level public officials (89 percent); to grand corruption of high-level civil servants and political figures (93 percent); to systemic corruption

throughout the economic, social, and political system (92 percent). Residents of both BiH entities share these views, with FBiH residents somewhat more concerned about petty corruption compared to RS residents.

Figure 22. Perceptions of the Presence of Corruption

To what extent do you believe the following types of corruption are present in BiH?



Figures 23 and 24 present BiH citizens' perceptions of corruption in public employment and procurement in the country. Regardless of entity, at least 70 percent of citizens believe that corruption is present in public sector employment, and 60 percent that it is present in public procurement.

Figure 23. Presence of Corruption in Public Sector Employment

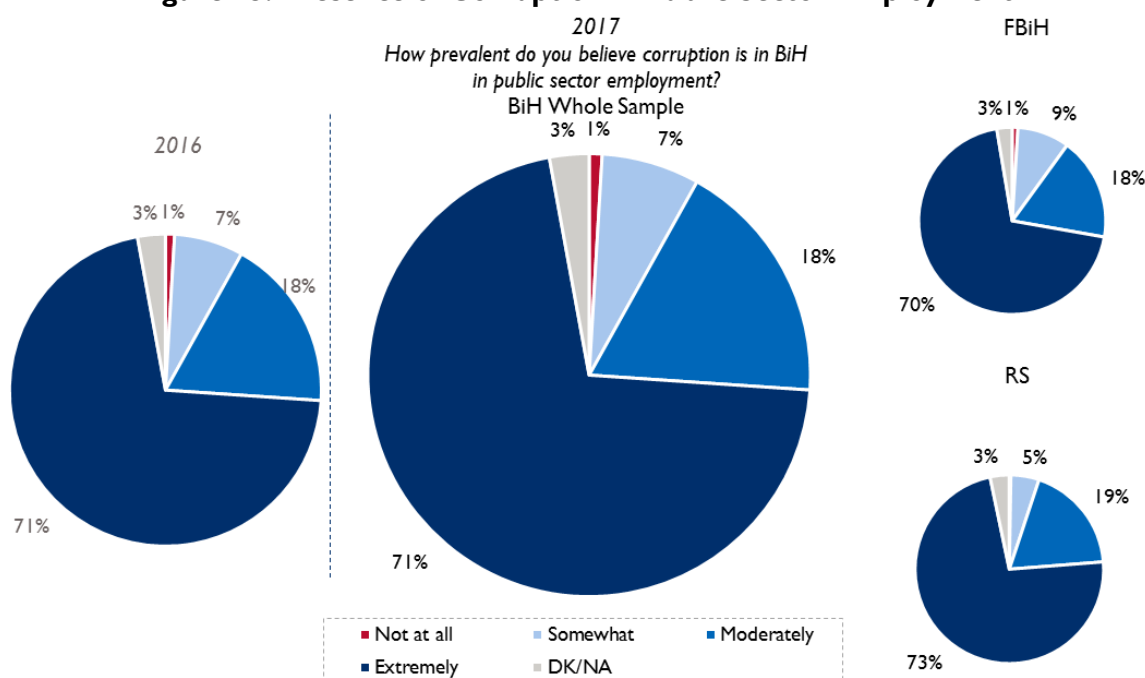
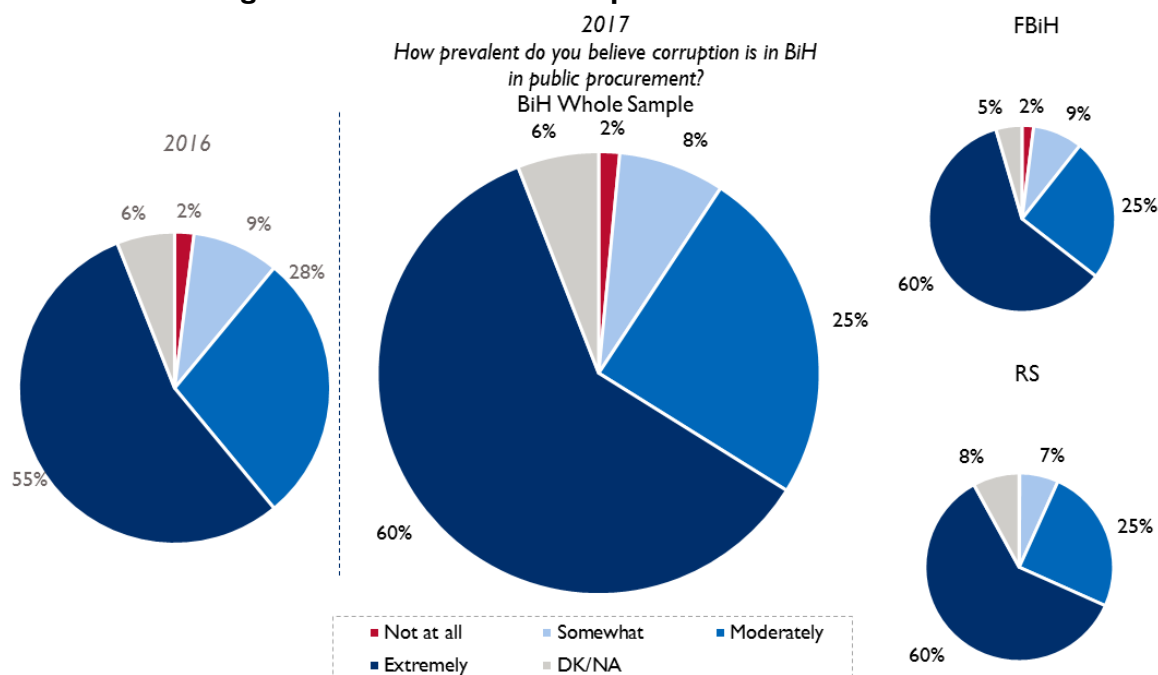


Figure 24. Presence of Corruption in Public Procurement



With regard to corruption in the judiciary (see Table 9), almost half of BiH adults (48 percent) doubt that judges in BiH can be trusted to work impartially and in accordance with the law. Only around one-quarter (26 percent) state that BiH judges’ work is unbiased. Almost the same percentages characterize BiH adults’ views of impartiality among prosecutors. Confidence in the impartiality of judicial authorities in BiH is somewhat higher in FBIH than in RS. Additionally, youth are more likely than adults to assume judges and prosecutors are fair. The time trend in the proportion of respondents who disagree that judges and prosecutors are impartial is slightly downward over 2015-2017. There is no clear time trend in the proportions agreeing that judges and prosecutors are impartial.

Table 9. Impartiality of Judges and Prosecutors

How much do you agree or disagree with the following statement: Judges/Prosecutors can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law

		JUDGES				PROSECUTORS			
		ENTITY		AGE		ENTITY		AGE	
		FBiH	RS	Adult	Youth	FBiH	RS	Adult	Youth
2015	Agree	28%	19%	24%	27%	27%	18%	23%	27%
	Disagree	49%	62%	54%	53%	49%	62%	54%	53%
2016	Agree	36%	27%	31%	37%	33%	24%	29%	32%
	Disagree	46%	50%	49%	42%	48%	53%	51%	45%
2017	Agree	29%	21%	26%	26%	29%	19%	24%	27%
	Disagree	45%	51%	48%	44%	46%	51%	49%	44%

Figures 25 and 26 present citizens’ perceptions of bribery among judges and prosecutors in BiH. More than half (57 percent) believe judges take bribes; the same proportion believe prosecutors take bribes—slightly lower than in 2015 and 2016, with little difference by entity.

Figure 25. Bribery among Judges

How much do you agree or disagree with the following statement?

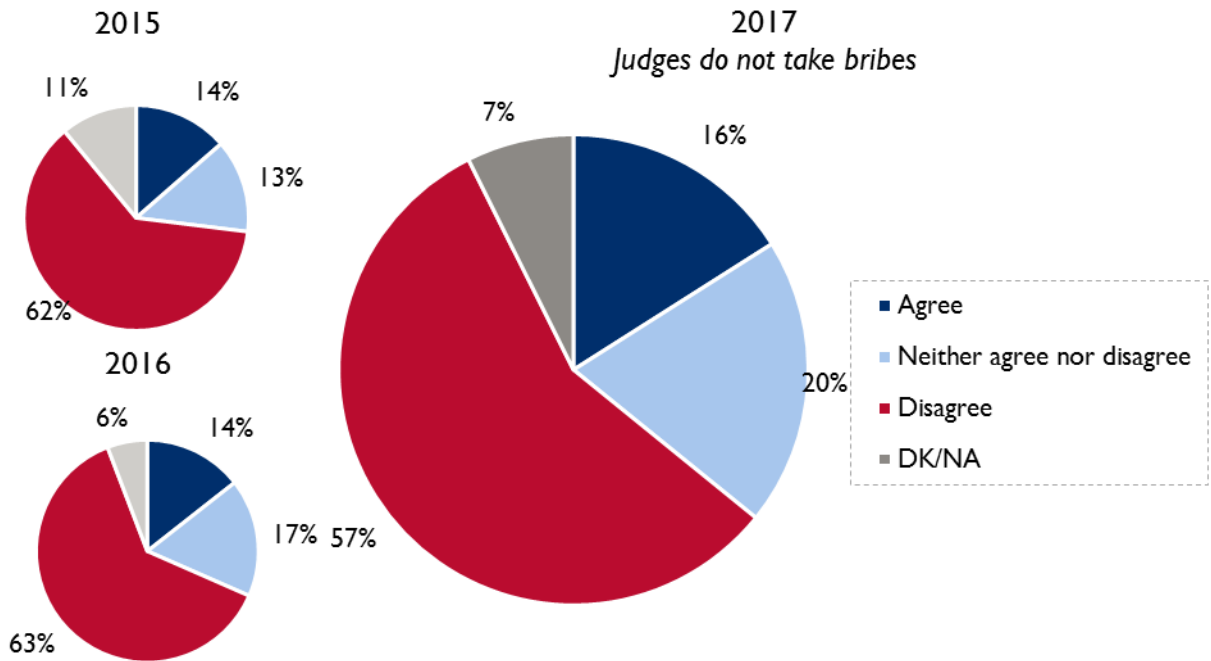
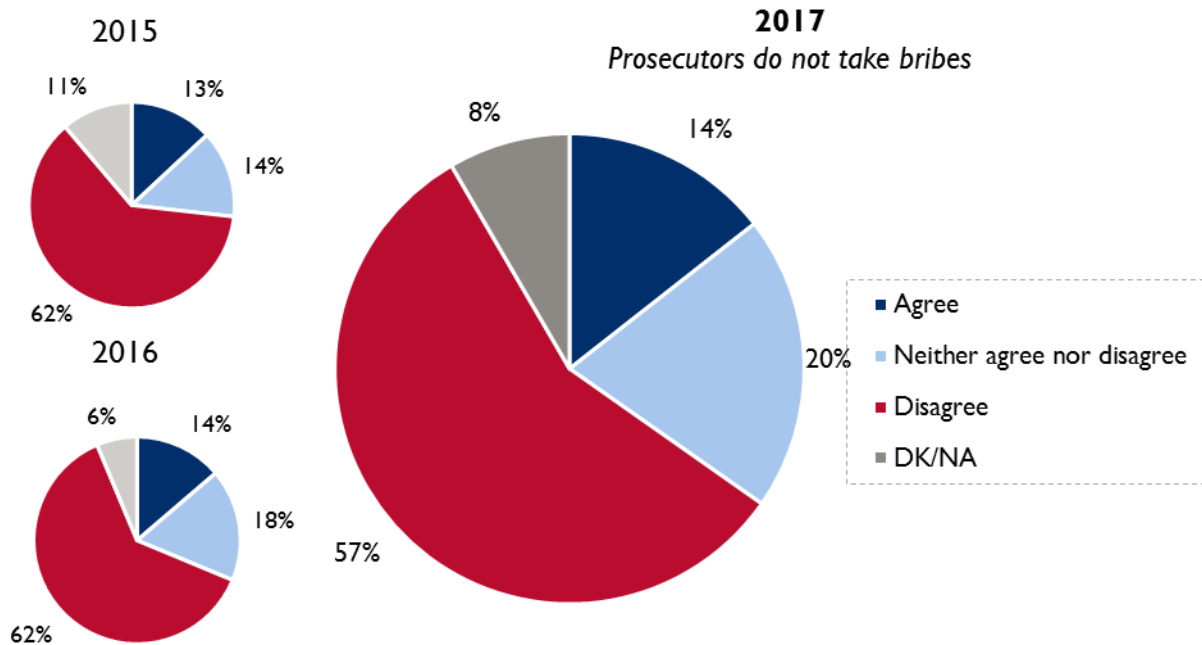


Figure 26. Perceptions of Bribery among Prosecutors

How much do you agree or disagree with the following statement?



Despite the ever-present belief that corruption has infiltrated all areas of BiH society, BiH citizens do not feel that acts of corruption are being adequately sanctioned. Overall, 83 percent of citizens perceive punishments for corruption in BiH as not severe enough; 4 percent think they are adequate; 6 percent of BiH citizens state they are too harsh.

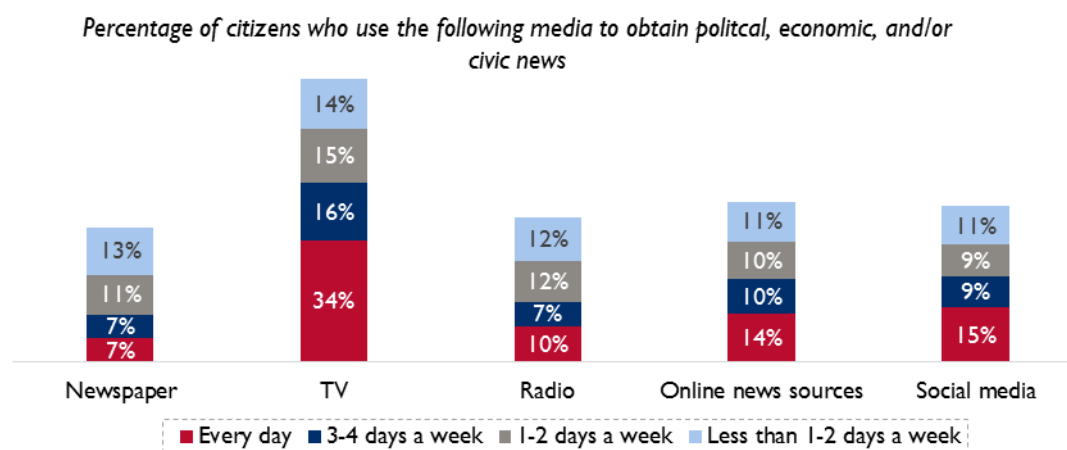
Media and Civil Society

Media

According to the Media Sustainability Index 2017 for Europe and Eurasia, 386 active media outlets are operating in BiH—out of which 10 are daily newspapers, 189 are other print periodicals (weekly, biweekly, and periodic), 144 are radio stations, and 43 are TV stations.⁹ There are 111 web portals and 8 news agencies in the registry of print media outlets of the Press Council of BiH.¹⁰

As in 2016, TV remains the most dominant type of media BiH citizens use to obtain political, economic, and/or civic news (see Figure 27). TV is being used at least sometimes by 79 percent of respondents. The second most popular media sources used for political/economic/civic news in BiH are online news sources/web portals (45 percent) and social media (44 percent). This is as expected, given that 68 percent of respondents said they use the internet at least half an hour per day, and the largest portion of them (30 percent) use the internet 1-4 hours per day, on average.

Figure 27. Frequency of Use of Media to Obtain Political/Economic/Civic News

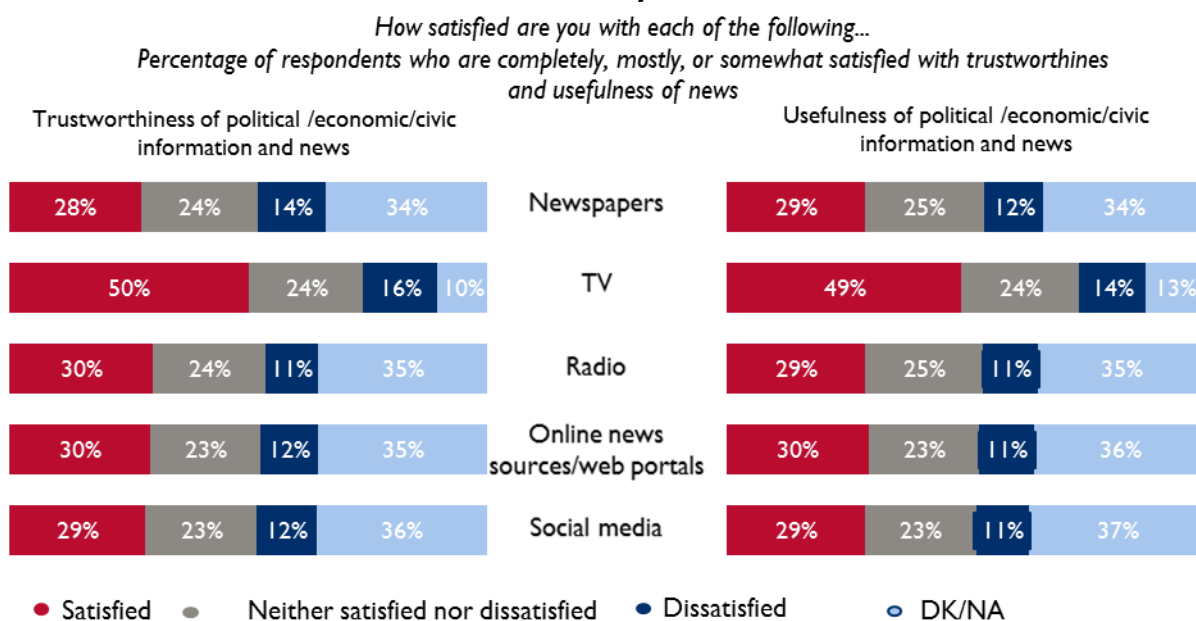


When investigating the trustworthiness and usefulness of political/economic/civic information and news provided by different media, most citizens find information provided by TV stations the most trustworthy and useful (50 percent and 49 percent, respectively) (see Figure 28). Information and news provided by newspapers are perceived as the least trustworthy (28 percent) and useful (29 percent).

⁹ Europe and Euroasia Media Sustainability Index 2017. Available at: <https://www.irex.org/sites/default/files/pdf/media-sustainability-index-europe-eurasia-2017-full.pdf>.

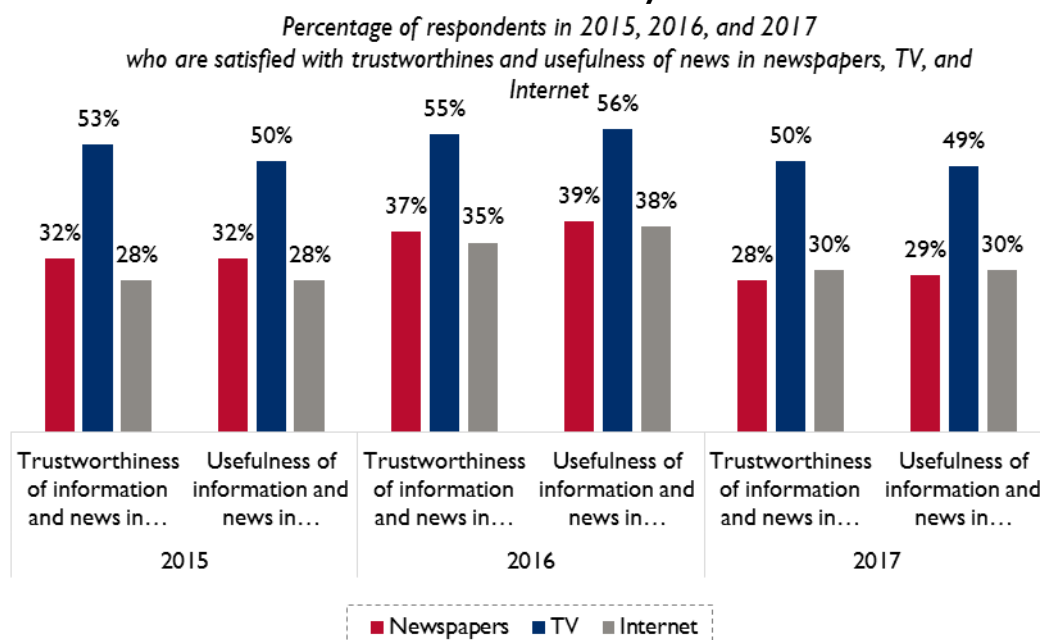
¹⁰ Press Council of BiH (<http://english.vzs.ba/>).

Figure 28. Citizens' Satisfaction with Trustworthiness and Usefulness of Information and News Provided by Different Media



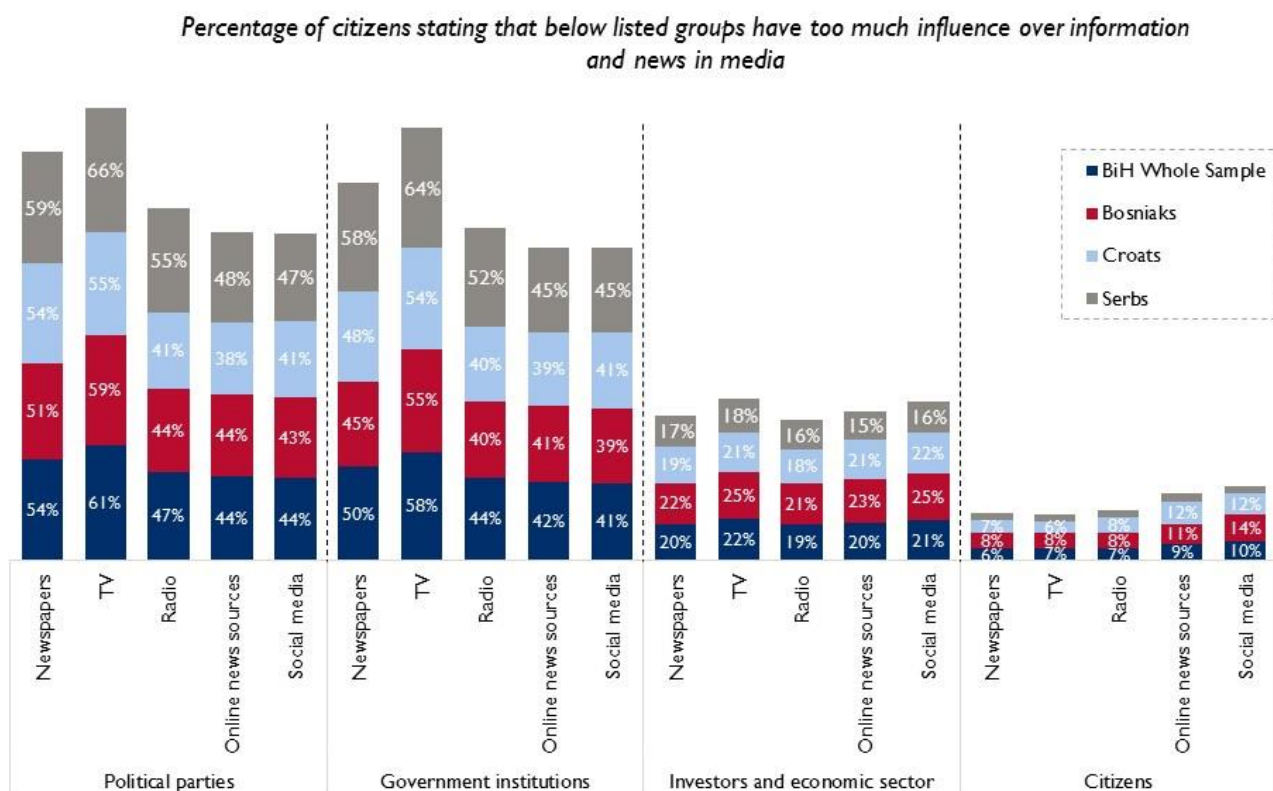
Compared to 2015 and 2016, citizens' satisfaction with the usefulness and trustworthiness of political/economic/civic news provided by different media has decreased (see Figure 29). In 2016, 55 percent of respondents found information and news on TV trustworthy and 56 percent found them useful. The same year, 37 percent of respondents said they think information and news provided by newspapers are trustworthy and 39 percent found it useful. The 2015 results are similar.

Figure 29. Time Trend in Citizens' Satisfaction with Trustworthiness and Usefulness of Information and News Provided by Different Media



Almost two-thirds (61 percent) of BiH citizens feel political parties have too much influence on information and news on TV (see Figure 30)—even though half perceive information from TV most trustworthy and useful (as shown in Figures 28 and 29 above). Furthermore, 54 percent think political parties have too much influence on information and news in the newspapers. These figures represent decreases from 2016 (73 percent for TV and 69 percent for newspapers in 2016). The perception of ordinary citizens’ influence on information and news provided by different media has not changed substantially since 2016—with 10 percent of citizens or fewer responding that ordinary citizens have too much influence on BiH media.

Figure 30. Influence of Political Parties, Government Institutions, Investors and Economic Sector, and Citizens on the Information and News Provided by Different Media



Related to the findings described above, 38 percent of BiH citizens do not trust political/economic/civic news from any single media source, but instead form their opinions based on multiple media sources. And only 20 percent think the media they use to obtain political/economic/civic news are independent. More FBiH than RS residents share each of these perceptions (see Table 10).

Table 10. Citizens' Attitudes towards Media

How much do you agree with the following statements?

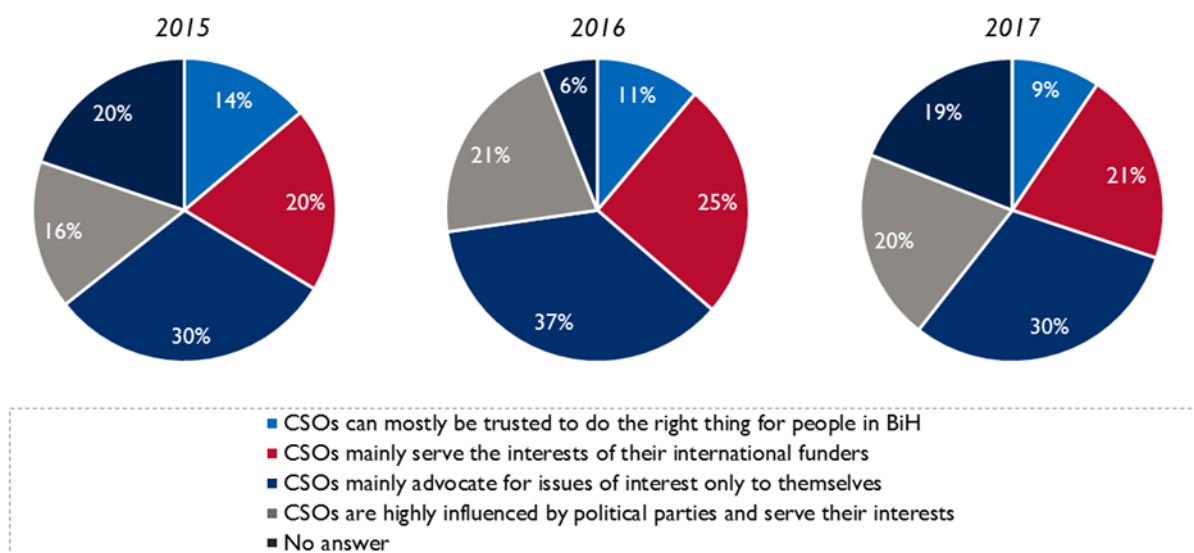
		Agree	Neither agree nor disagree	Disagree	DK/ NA
The media I follow for political/economic/civic news are independent.	FBiH	23%	39%	23%	15%
	RS	16%	38%	28%	17%
The media I follow are under the influence of political parties.	FBiH	30%	36%	21%	13%
	RS	34%	33%	19%	15%
I trust the political /economic/ civic news coming from my favorite media.	FBiH	31%	43%	18%	8%
	RS	29%	46%	16%	10%
I do not trust political/economic/civic news from any single media. I form my opinion based on more and different media sources.	FBiH	35%	36%	21%	8%
	RS	42%	32%	16%	10%
I usually confirm the political/economic/civic news I am interested in by looking for it on other media outlets.	FBiH	32%	32%	28%	9%
	RS	34%	33%	22%	11%
I only follow a single media outlet.	FBiH	15%	28%	49%	8%
	RS	12%	24%	56%	8%

Perceptions of Civil Society Organizations

Citizens' trust in CSOs doing the right thing for people in BiH has decreased from previous years (see Figures 31). In 2017, only 9 percent of citizens think CSOs can be trusted to do the right thing for people in BiH, compared to 11 percent in 2016 and 14 percent in 2015. The largest portion (30 percent) believe CSOs mainly advocate for issues of interest only to themselves, followed by 21 percent who think CSOs mainly serve the interests of their international donors, and 20 percent who think CSOs are highly influenced by political parties.

Figure 31. Attitudes towards CSOs

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



Across entities, 22 percent of FBiH residents think that CSOs are highly influenced by political parties and serve their interests compared to 18 percent of RS residents. This opinion is shared by 32 percent of Croats, 19 percent of Bosniaks, and 20 percent of Serbs. Additionally, 24 percent of respondents with higher than a secondary school diploma share this opinion, compared to 17 percent of those with less than a secondary school diploma.

The percentage of citizens that claim the CSOs have influence over governments, either positive or negative, is similar in 2017 (13 percent) and 2015 (12 percent), and slightly lower than in 2016 (16 percent) (see Figure 32). One-third (33 percent) of citizens in BiH believe CSOs do not have any influence over governments at any level, and the same percentage believe they have some influence at some government levels. The opinion that CSOs do not influence government decision-making is more widely shared in the RS than in FBiH (see Figure 33). In addition, perceptions of CSOs' influence on government differ by sex and age, with higher proportions of men and adults perceiving no CSO influence on government decision-making.

Figure 32. CSOs' Influence on Government

Do you think Civil Society Organizations have influence over the government decision-making?

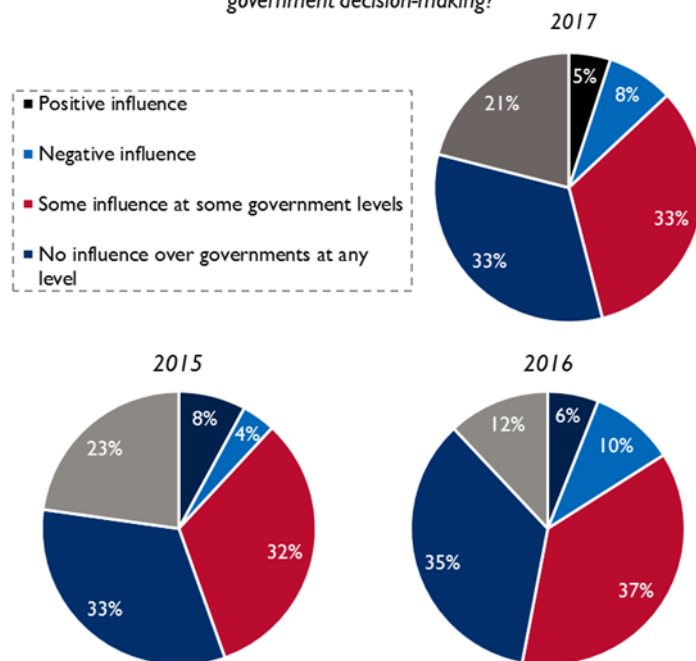
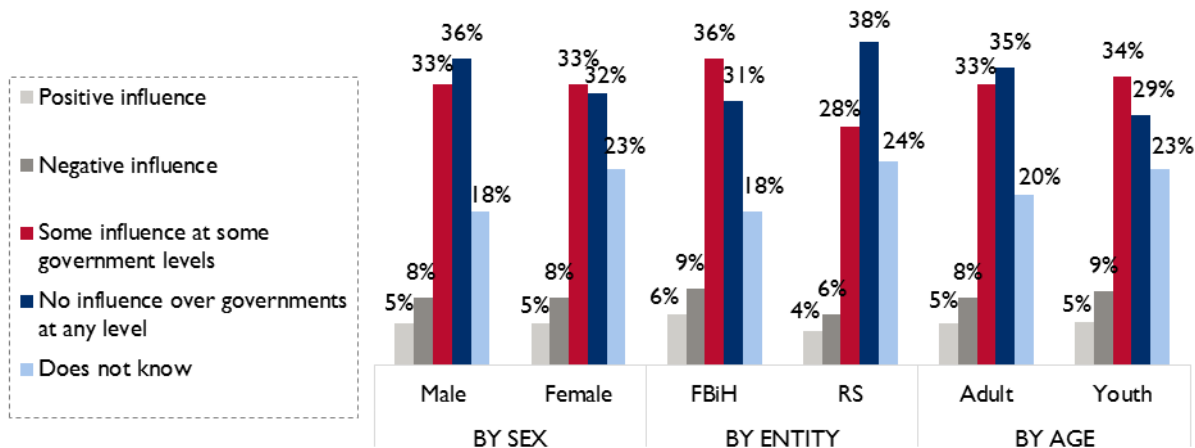


Figure 33. CSOs' Influence on Government by Sex, Entity, and Age in 2017

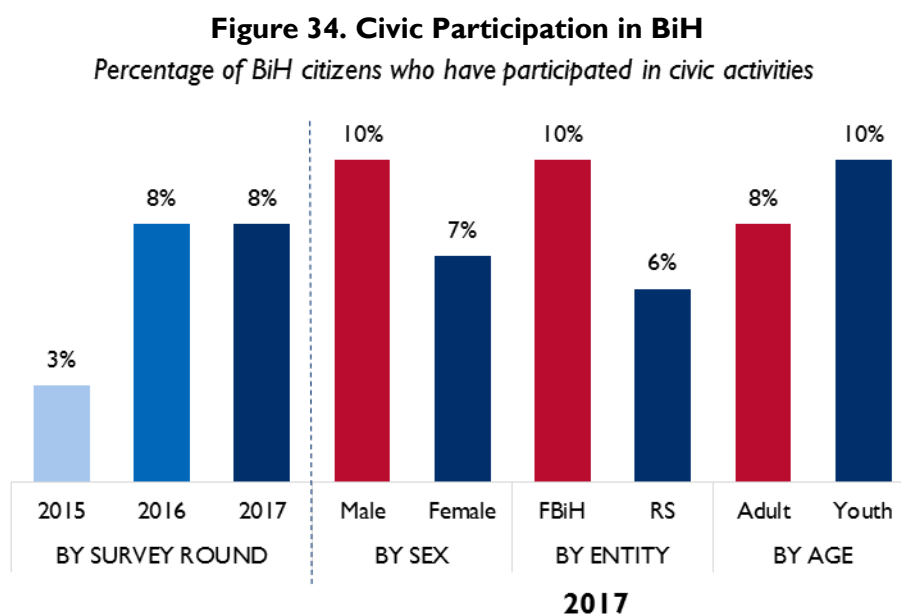


Civic Participation

When asked to name up to three CSOs they find most helpful/effective in their community, 94 percent of citizens had not heard of any CSOs. Among those who had heard of specific CSOs, the work of Center for Civic Initiatives (CCI) was mentioned most frequently (23 percent) as being helpful; the Center for Investigative Reporting (CIN) and Women Organization Lara were each mentioned as being helpful/effective by 8 percent.

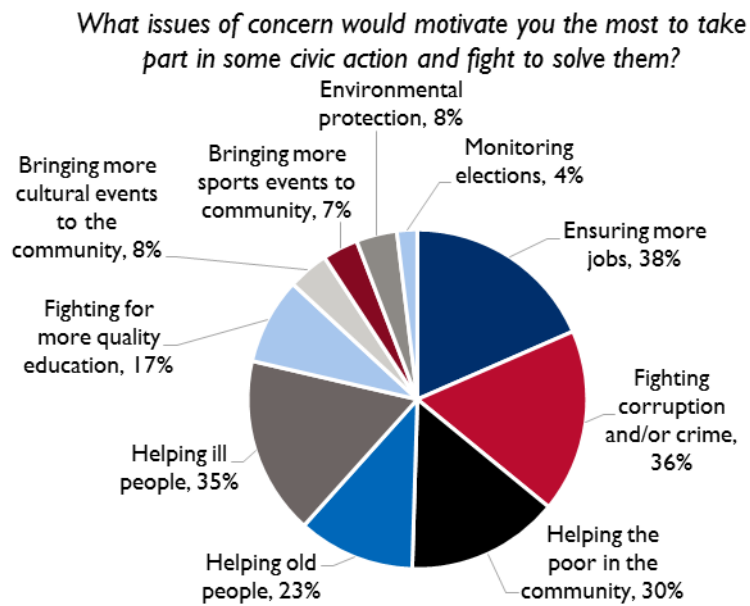
As in previous years, citizens’ awareness of CSOs’ work against corruption remains low, with 90 percent of respondents unable to recall at least one CSO that has organized an action against corruption in their town. In addition to low awareness of CSOs’ work in their communities, BiH citizens’ civic participation is very low. In particular, 94 percent said they have not engaged in any actions of civic activism around issues of public concern in their communities in the last 12 months—giving as the main reasons lack of time (31 percent), interest (29 percent), and opportunities to engage in such activities (26 percent).

When asked whether they have participated in any of the following civic activities in the last 12 months: 1) a public hearing on any government level, 2) sending a citizens’ initiative to any government body, 3) providing comments to a draft policy to government, 4) a working group designing a government policy, 5) serving as a member in an advisory committee or council, and 6) acting as a political representative in the community, municipality or higher level, only 8 percent said they have participated in any of the above listed activities (see Figure 34). These results coincide with our findings from previous years showing a continued trend of low civic participation. Men, FBiH citizens, and youth participate more in civic activities (each at about 10 percent) than their women, RS citizens, and adult counterparts, respectively.



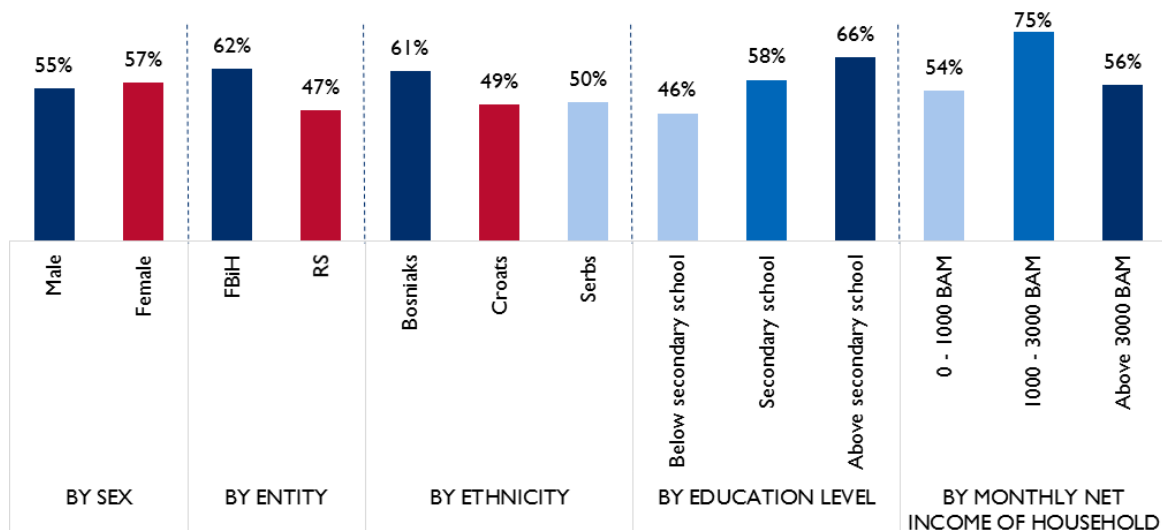
The three main issues of concern that BiH citizens give for motivating them to take part in civic activities are ensuring more jobs (38 percent), fighting corruption and/or crime (36 percent), and helping ill people (35 percent) (see Figure 35).

Figure 35. Main Issues of Concern That Would Motivate BiH Citizens to Take Part in Civic Actions



Finally, when asked if they have donated money or goods to any cause during 2017, more than half (56 percent) said they donated either money or goods to charity, institutions, and/or persons in need. A higher proportion of FBiH (62 percent) than RS residents (47 percent) donated money or goods to at least one cause; in addition, more Bosniaks donated than Croats or Serbs; and more of the highly educated than less highly educated had donated. Middle income citizens were more likely to donate than their low- or high-income counterparts (see Figure 36).

Figure 36. Percentage of BiH Citizens Who Have Made any Donations in Money or in Kind in Last 12 Months



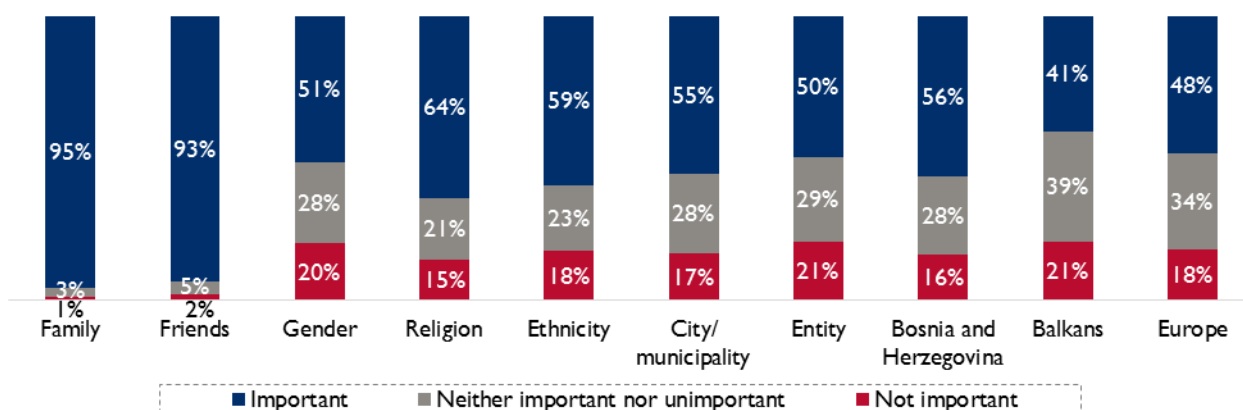
Interethnic Trust and Interaction

Even though the warfare in BiH ended with the signing of the Dayton Peace Agreement 27 years ago, the international community still places considerable emphasis on building good relationships among the three main ethnic groups (Bosniaks, Serbs, and Croats) living in BiH. As a result, in NSCP-BiH 2016, we introduced a set of questions examining citizens' perceptions of interethnic trust and interactions through family, friends, and work relationships. This year, we added several new questions to develop an even clearer understanding of the complexity of interethnic relations in BiH.

NSCP-BiH 2017 explored social identities in BiH by asking citizens to rate the importance of belonging to different social groups (defined by sex, religion, ethnicity, city, entity, and the like). People in BiH feel fairly connected to all social groups (see Figure 37). However, relationships with family and friends are far more important to BiH citizens than belonging to any other social group, regardless of respondents' ethnicity or entity. Specifically, over 90 percent of citizens say that relationships with family and friends are important—with religious belonging slightly more important to BiH citizens than their ethnicity. About four out of 10 citizens (41 percent) feel belonging to the Balkans is important, nearly half (48 percent) feel belonging to Europe is important. The largest differences in perceptions between FBiH and RS residents relate to the importance of belonging to their country and to their respective entity. Belonging to entity is important to 44 percent of FBiH residents versus 60 percent of RS residents; in sharp contrast, for 69 percent FBiH residents belonging to BiH is important to them versus 36 percent of their RS counterparts.

Figure 37. BiH Citizens' Ratings of Importance of Group Belonging

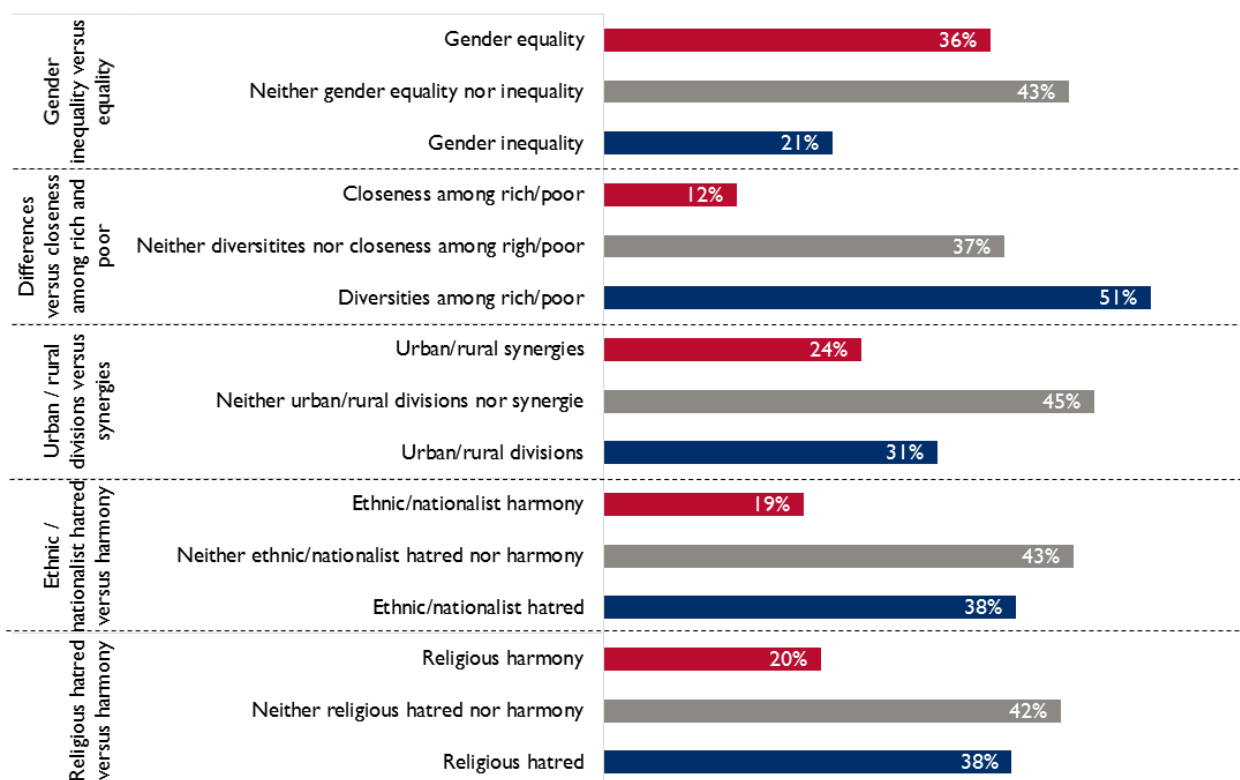
Please describe how much is each of the following groups belongings important to you?



According to NSCP-BiH 2017, 28 percent of BiH citizens believe that substantial differences between people exist in their communities (see Figure 38). More than one-third of the BiH population (38 percent) believe the country is characterized by religious, ethnic, and nationalist hatred, and more than half believe that differences exist between rich and poor. Moreover, 33 percent of citizens consider differences in material possessions the main cause of tensions/problems in their communities, followed by differences in political party affiliation (30 percent), religious beliefs (26 percent), ethnic background (26 percent), and social status (24 percent).

Figure 38. Divisions within BiH Society

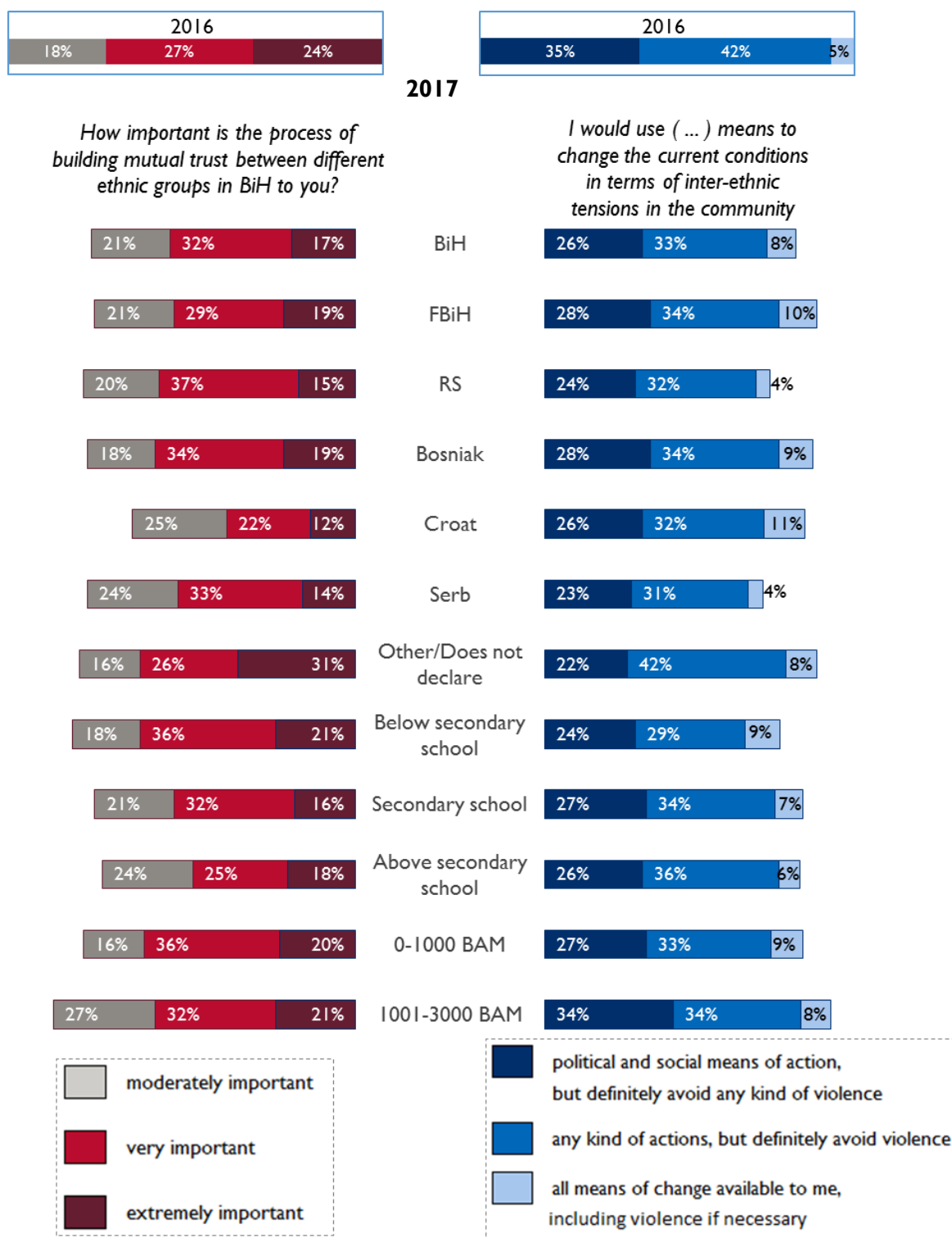
Where does BiH stand when it comes to...



The majority of the BiH population (74 percent) do not have family members from other ethnicities, although 67 percent have friends, and 54 percent interact with people from other ethnic groups through their work, school, and/or university.

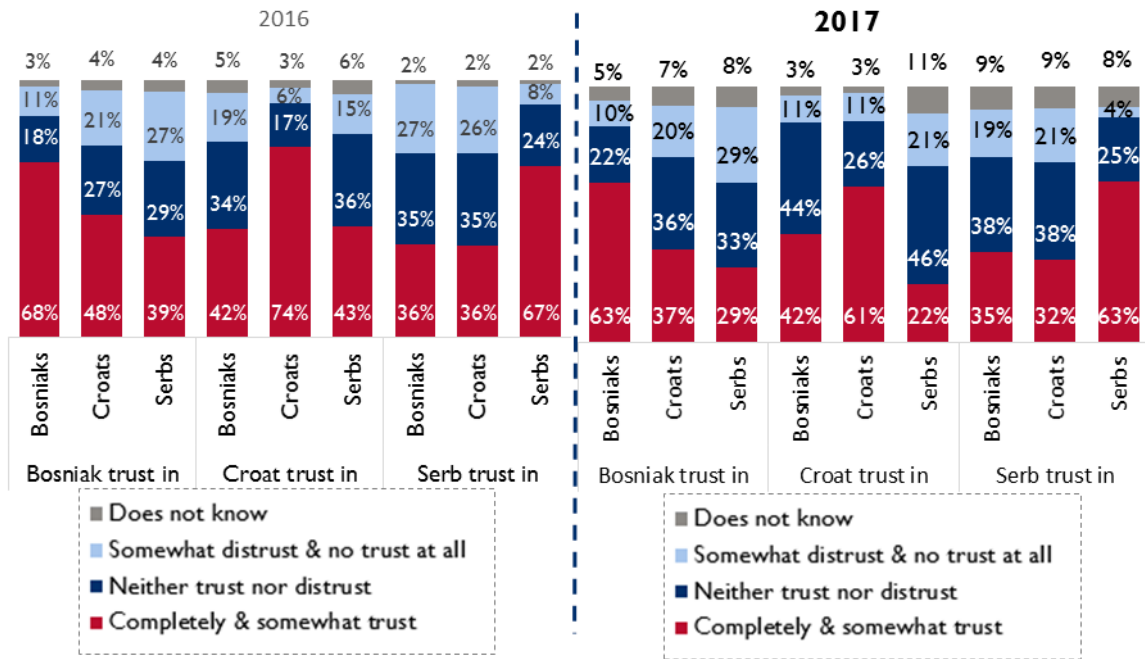
Overall, 70 percent of BiH citizens believe that building trust between different ethnic groups is important, very similar to 69 percent in 2016 (see Figure 39). BiH citizens are much less likely to think building interethnic trust is important, however, although substantial variation exists across entities, ethnic groups, education, and income levels. The share of RS residents who say building trust between ethnic groups is extremely important (15 percent) is lower than the share who responded similarly among FBiH residents (19 percent). Also, when disaggregated by ethnicity, only 14 percent of Serbs and 12 percent of Croats feel that building interethnic trust is extremely important, while 19 percent of Bosniaks feel that way. In addition, BiH citizens with higher incomes and more education generally attach more importance to building interethnic trust than their counterparts with lower incomes and less education. Two-thirds (67 percent) of BiH citizens express their readiness to change interethnic tensions. One-third (33 percent) are ready to use any means except violence, down from 42 percent in 2016. The percentage of BiH citizens ready to use violence to change interethnic relations remains low (8 percent in 2017), though slightly higher than in 2016 (5 percent). Croats as a group are more likely than any other group (11 percent) to say they would include using violence to change interethnic tensions.

Figure 39. Importance of Interethnic Trust and Motivation to Change Interethnic Relations



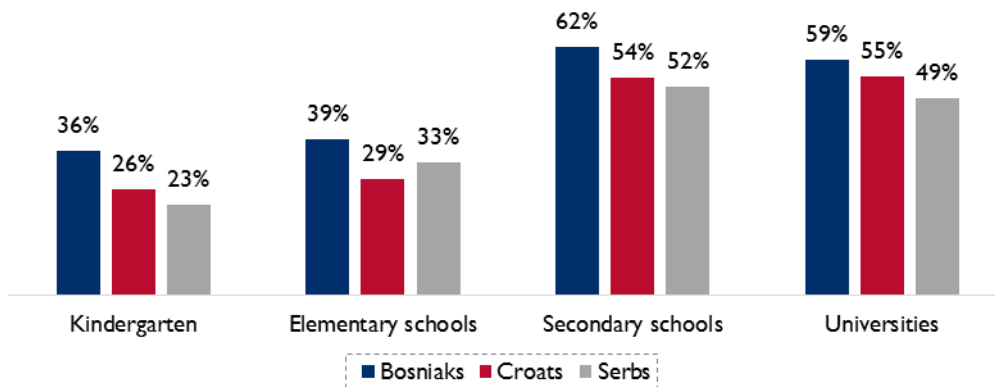
When comparing levels of trust toward one’s own and other ethnic groups, in-group trust among major ethnic groups in BiH is, not surprisingly, much higher than out-group trust (see Figure 40). Around 61-63 percent say they trust people belonging to their own ethnic group, while the percentage who trust other ethnicities is in the range of 32-42 percent. Both these levels of out-group trust are lower than in 2016 (at 67-74 percent for in-group trust and 36-48 percent for out-group trust).

Figure 40. Levels of In-group and Out-group Trust in BiH
To what degree do you trust the following ethnic groups?



BiH citizens are divided in their perceptions of the role of education in the process of building interethnic trust—with 31 percent saying that education plays a positive role in this regard, while 18 percent say that it plays a negative role (see Figure 41). Nevertheless, 66 percent of the population (69 percent of Bosniaks, 67 percent of Croats, and 59 percent of Serbs) believe interethnic trust should be built into BiH’s formal education curricula.

Figure 41. Integration of Interethnic Trust into Formal Education Curricula
Percentage of citizens who think that interethnic trust should be built in curriculum at different levels of education



Countering Violent Extremism

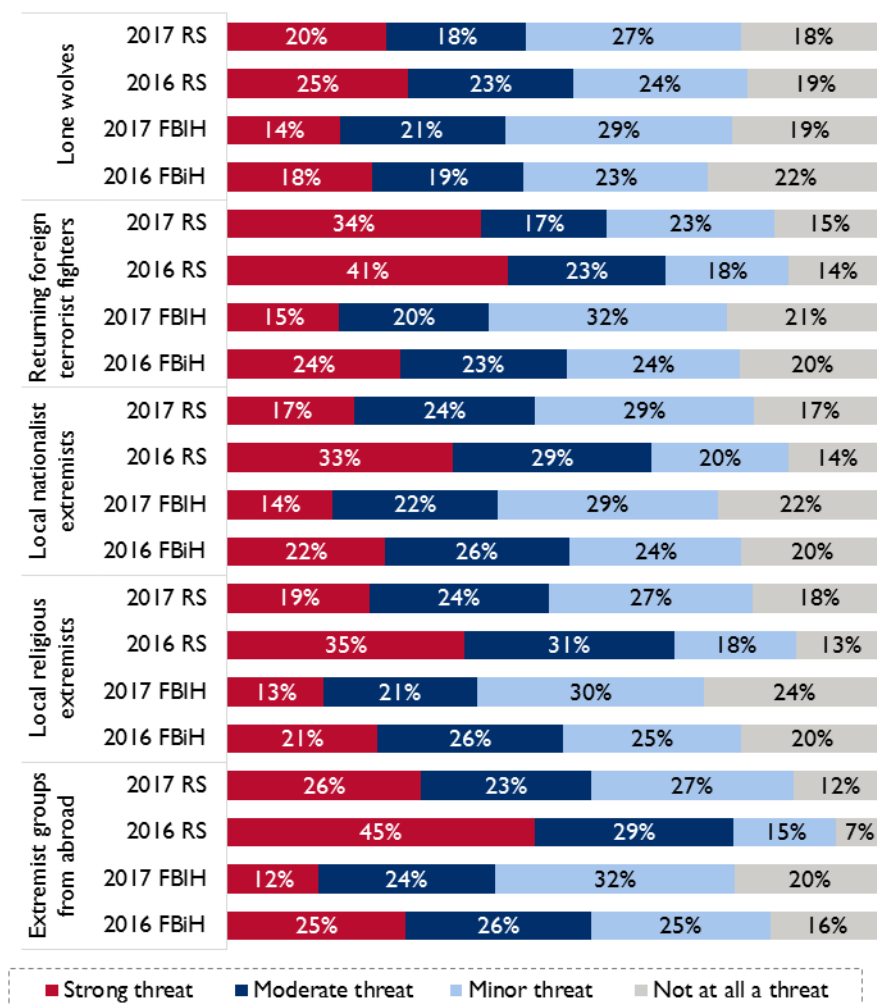
Questions on countering violent extremism were added to NSCP-BiH 2016 to explore citizens' perceptions of violent extremism and religious and nationalist radicalization in BiH. In that year, slightly over half (54 percent) recognized violent religious extremism as a problem in BiH. In 2017, this percentage is much lower (38 percent). Entity identification makes a difference (see Figure 42). In 2017, 34 percent of FBiH residents and 44 percent of RS residents perceive violent religious extremism as a problem in BiH, compared to 48 percent of FBiH residents and 64 percent of RS residents in 2016.

With respect to nationalist extremism, 40 percent of BiH citizens think that nationalist extremism is a problem in BiH. Perceptions are somewhat different across entities, with a higher share of RS residents believing that nationalist extremism exists in BiH (45 percent) compared to 38 percent of FBiH residents (see Figure 42).

When asked how much of a threat extremist groups and individuals (the types listed in the survey were extremist groups from abroad, local religious and nationalist extremists, returning foreign terrorist fighters, and lone wolves) represent to security in BiH, almost 40 percent of citizens perceive a moderate or strong threat. Around 30 percent think the threat is minor, while one in five state there is no threat of violent extremist groups or individuals in BiH. Opinions vary across entities (see Figure 42). Among RS residents, 26 percent perceive extremist groups from abroad as a strong threat and 34 percent believe the threat comes from returning foreign terrorist fighters. Among FBiH residents, these two extremist groups are perceived as a security threat by only 12 percent and 15 percent, respectively.

Figure 42. Perceptions of Security Threats by Extremist Groups, FBiH and RS

To what extent do you believe the following extremist groups represent a security threat in BiH?



Generally, BiH citizens condemn all kinds of violence and crime (see Table 11). Females are less supportive of any kind of violence or crime compared to males. Differences across ethnicities are relatively minor—with the largest discrepancy in responses about whether respondents support or condemn using violence to protect family. In this instance, 23 percent of Serbs support such violence compared to 14 percent of Bosniaks and 10 percent of Croats. Also, 7 percent of Bosniaks, 11 percent of Croats, and 5 percent of Serbs consider violence to be a justified means of changing the political system in BiH. Moreover, Bosniaks disapprove of using violence to protect their own religious or national groups at the highest rates (79 percent) compared to 71 percent of Croats and Serbs.

Table 11. Citizens' Stance on Violent Acts

To what extent do you support/sympathize with or condemn – under some circumstances – the following actions?

	Strongly condemn	Condemn	Neither condemn nor support	Support	Strongly support
Engage in violent protests	45%	39%	13%	2%	0%
Commit a minor crime	37%	47%	14%	2%	0%
Use violence to protect family	27%	32%	24%	12%	4%
Use violence to protect own religious/national group	35%	40%	19%	5%	1%
Use violence against police injustice	33%	41%	20%	5%	1%
Use violence against government injustice	33%	39%	20%	6%	1%
Use violence against other football fans	46%	40%	12%	2%	1%
Threaten to commit a terrorist act	55%	34%	8%	2%	1%
People going to fight in the conflicts abroad, for example to Syria or Ukraine	52%	33%	12%	2%	1%

BiH citizens generally think that individuals and groups in their community do not incite nationalist or religious radicalism. Small minorities of Bosniaks (11 percent), Croats (15 percent), and Serbs (8 percent) believe there are individuals who support violent extremism on religious grounds in the area where they live. When asked about believing there are individuals supporting violent extremists on nationalist grounds in the area where they live the pattern is slightly different—Bosniaks (11 percent), Croats (13 percent), and Serbs (10 percent).

Table 12. Presence of Violent Extremism and Status of Religion in BiH, by Ethnicity

Do you agree with the following statements?

	Bosniaks		Croats		Serbs	
	Yes	No	Yes	No	Yes	No
Individuals/groups that incite nationalist radicalism operate in the area I live.	9%	79%	12%	76%	7%	75%
Individuals/groups that incite religious radicalism operate in the area I live.	9%	79%	11%	77%	7%	75%
There are individuals that support violent extremism on religious grounds in the area I live.	11%	78%	15%	75%	8%	74%
There are individuals that support violent extremism on nationalist grounds in the area I live.	11%	78%	13%	78%	10%	71%
In general, the faith, tradition and dignity of my religious community are under pressure and in constant threat.	12%	76%	8%	80%	10%	75%
Religious preaching in BiH ought to be more liberal and adapt to modern tendencies.	30%	54%	21%	61%	43%	38%

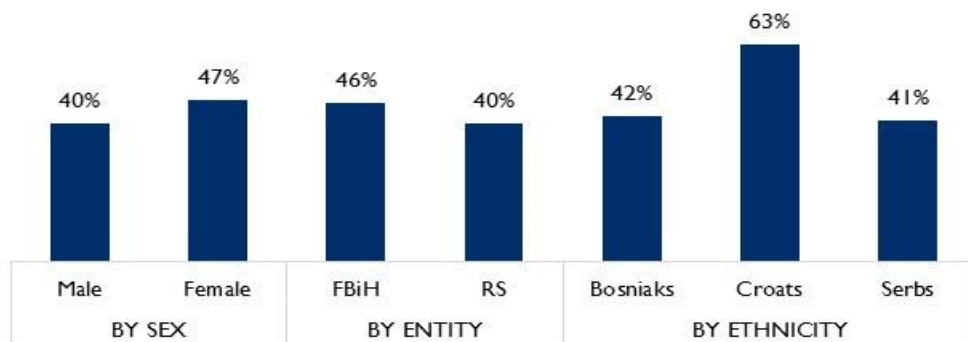
Social Inclusion

Social inclusion is often considered key to a better quality of life. As part of the 2017 wave of NSCP-BiH and within the section of social inclusion, we investigated public perception in the country in terms of gender equality, rights of same-sex couples, and PWDs.

When asked whether they felt discriminated against for any of the following reasons—gender, ethnicity, religious views, disability, pregnancy status, and sexual orientation—more than four out of 10 BiH citizens (44 percent) responded positively. More women than men felt discriminated against for the above-mentioned reasons (47 percent compared to 40 percent). People living in FBiH were more likely to state that they felt discrimination than RS residents (46 percent compared to 40 percent) and Croats were more likely than other ethnic groups to say they felt discriminated against (63 percent, versus 42 percent of Bosniaks and 41 percent of Serbs).

Figure 43. Prevalence of Discrimination among BiH Citizens

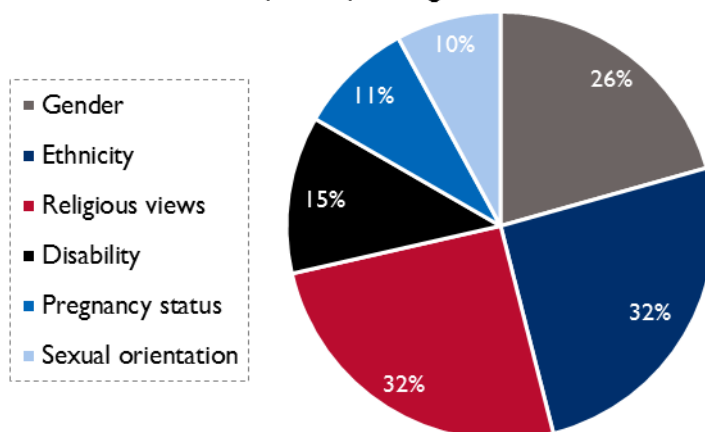
Percentage of citizens stating they felt discriminated against at least for one of the following reasons: gender, ethnicity, religious views, disability, pregnancy status, sexual orientation



Among the six reasons listed in the survey, the largest groups (32 percent each) felt discriminated against based on their ethnicity or religious views (see Figure 44).

Figure 44. Prevalence of Different Types of Discrimination among BiH Citizens

Percentage of citizens who felt discriminated against for the following reasons

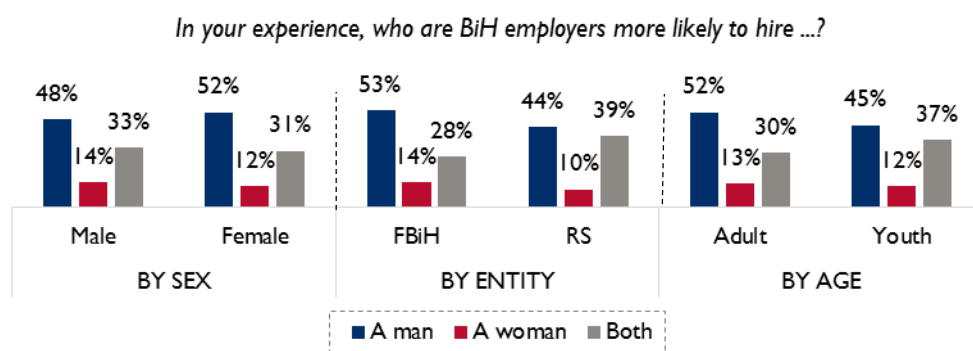


Gender Equality

As stated in Article 2 of the Law on Gender Equality in Bosnia and Herzegovina,¹¹ full gender equality shall be guaranteed in all spheres of society, particularly in the economy, education, employment and labor, social and health care, public life, and media. However, according to 61 percent of BiH citizens, sexism—defined as prejudice, stereotyping, or discrimination on the basis of sex—represents a problem in their society. Moreover, only 13 percent of BiH citizens believe men and women are entirely equal. While 79 percent say women should have equal rights and receive the same treatment as men (compared to 96 percent in 2015 and 88 percent in 2016), one-quarter say they have been discriminated against based on their gender. Not surprisingly, females are more likely to feel discriminated against than males (33 percent compared to 16 percent, respectively). Furthermore, only half of respondents believe that university education is important for both men and women.

With respect to unemployment, 50 percent of respondents think that employers are more likely to hire men, compared to 13 percent that they are more likely to hire women. These opinions are almost equally shared among male and female respondents, but the views of FBiH and RS residents diverge (see Figure 45). In particular, 53 percent of people in FBiH and 44 percent of people in RS think BiH employers are more likely to hire a male candidate.

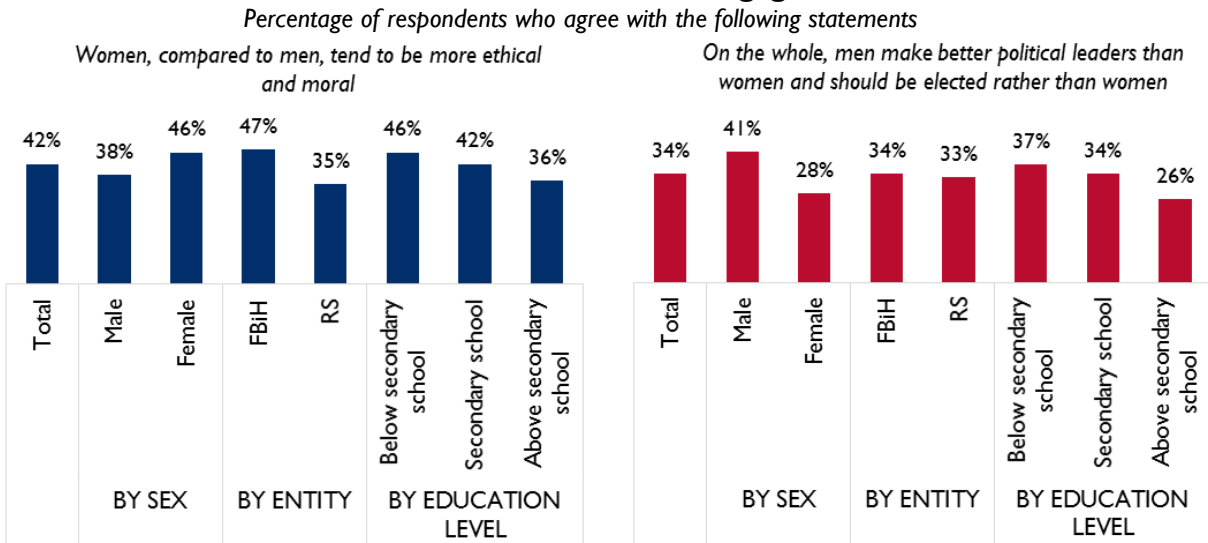
Figure 45. Citizens' Perceptions of Employers Hiring Preferences



In the context of political engagement, 42 percent of respondents believe women, compared to men, tend to be more ethical and moral (see Figure 46). Nevertheless, 34 percent also think that, on the whole, men make better political leaders than women and should be elected rather than women (see Figure 46). Half of women disagree with this statement (49 percent), which aligns with the survey results from previous years (51 percent in 2016 and 56 percent in 2015). In addition, 46 percent of those who have less than a secondary school education think that public life activities are more relevant for men and private life activities are more relevant for women. This is compared to 30 percent of those who have above secondary school education. This opinion is also shared by 43 percent of FBiH residents compared to 36 percent of RS residents.

¹¹ Official Gazette of BiH, No. 16/03, 102/09 and 32/10)

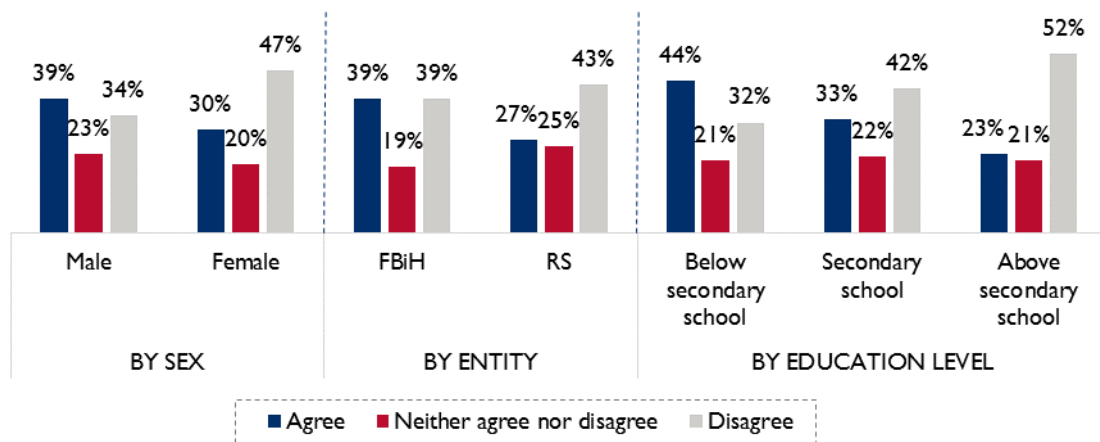
Figure 46. Difference between Citizens' Perceptions of Women's Ethical and Moral Attributes and Men's Political Engagement



The discrepancy between perceptions of citizens from different entities remains when specific aspects of gender roles in social life are considered. As seen in Figure 47, 39 percent of FBiH citizens believe men should have more right to jobs than women in instances of job scarcity, compared to 27 percent of respondents from RS. Also, almost half of female citizens (47 percent) disagree with this statement.

Figure 47. Employment Rights in Situations of Job Scarcity

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



The perception of most BiH citizens that, in instances of job scarcity, men should have more right to jobs than women, is supported by the opinion of 38 percent that it is a man's responsibility to make earnings, while a woman's responsibility is to look after the home and family. This opinion, however, was held by a much larger portion of respondents in the NSCP-BiH 2016 (59 percent). Nevertheless, when both partners have a job, 30 percent of respondents said it is likely to cause problems if a woman earns more money than her partner.

As part of the social inclusion section in the 2017 survey, we also investigated the perspectives of BiH citizens on the relationship between family and personal ambitions of men and women. Specifically, we asked whether citizens believe that family needs are more important than the personal ambitions of both men and women (Figure 48). Somewhat more than half of BiH citizens prioritized family needs regardless of sex, with 58 percent saying family needs are more important than the personal ambitions of women, and 55 percent that family needs are more important than the personal ambitions of men.

Figure 48. BiH Citizens' Stance towards Family Needs and Personal Ambitions of Men and Women

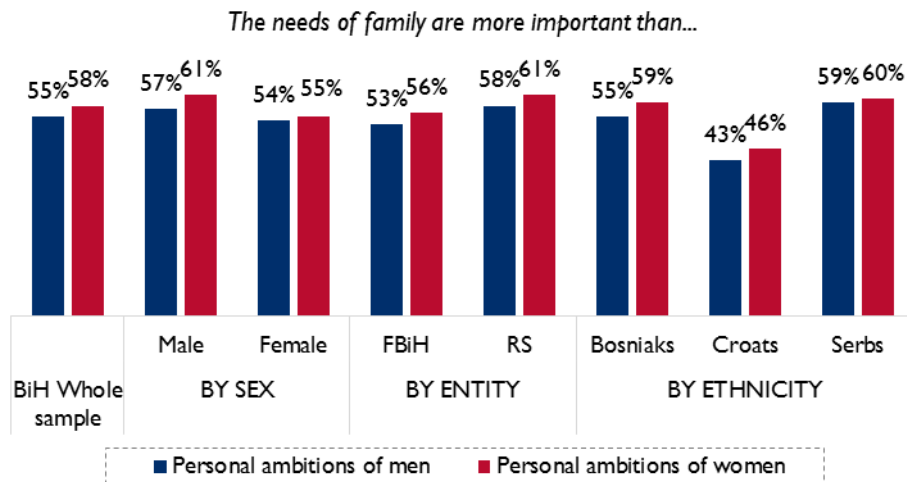


Table 13 sheds further insight into gender stereotyping in BiH. For example, one in two people thinks that the majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not, with 55 percent of males and 51 percent of females holding this opinion. Differences in perceptions are more notable by level of education—with 59 percent of below secondary school citizens thinking household responsibilities are naturally more suited for women compared to 43 percent of citizens with more than a secondary school diploma. Education level affects perceptions about how males should act and behave as well—with 49 percent of citizens with below secondary school and 37 percent of above secondary school education saying real men are not supposed to feel and act afraid, sad, guilty, or vulnerable. There is a gender difference here as well. Nearly half of males (47 percent) compared to 42 percent of females feel this way.

One-third of BiH citizens disagree that women are only violent in self-defense, and two-thirds think women should not tolerate gender/domestic violence to keep their families together. Finally, more than one half consider fathers to be as well-suited as mothers to take care of the children (57 percent of FBiH and 52 percent of RS residents).

Table 13. Examples of Gender Stereotyping in BiH

To what extent do you agree or disagree with each of the following statements?

		BiH Whole Sample	SEX		ENTITY		EDUCATION		
			Male	Female	FBiH	RS	Below Secondary School	Secondary School	Above Secondary School
Real men are not supposed to feel and act afraid, sad, guilty, or vulnerable.	Agree	44%	47%	42%	45%	44%	49%	44%	37%
	Neither agree nor disagree	21%	21%	21%	20%	23%	19%	21%	22%
	Disagree	32%	28%	35%	33%	29%	27%	32%	36%
The majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not.	Agree	53%	55%	51%	53%	53%	59%	53%	43%
	Neither agree nor disagree	20%	22%	19%	18%	24%	19%	21%	21%
	Disagree	24%	18%	28%	26%	20%	17%	24%	33%
Fathers are as well-suited as mothers to take care of the children.	Agree	55%	54%	55%	57%	52%	56%	54%	58%
	Neither agree nor disagree	20%	21%	20%	19%	22%	19%	21%	18%
	Disagree	21%	21%	22%	22%	21%	21%	22%	18%
A woman should tolerate gender/domestic violence in order to keep her family together.	Agree	14%	15%	13%	16%	10%	17%	13%	12%
	Neither agree nor disagree	16%	17%	15%	16%	17%	15%	16%	15%
	Disagree	67%	63%	69%	65%	69%	64%	67%	68%
Women are only violent in self-defense.	Agree	28%	26%	30%	29%	27%	31%	28%	23%
	Neither agree nor disagree	28%	31%	26%	26%	33%	30%	28%	26%
	Disagree	33%	32%	34%	38%	26%	29%	33%	41%

Social Inclusion of People with Disabilities (PWDs)

NSCP-BiH traditionally investigates BiH citizens’ perceptions of social inclusion of PWDs. PWDs are considered to be a group of citizens “who have long term physical, mental, intellectual or sensory impairments that, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.”¹² The Convention on the Rights of PWDs defines discrimination on the basis of disability as “any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.”¹³

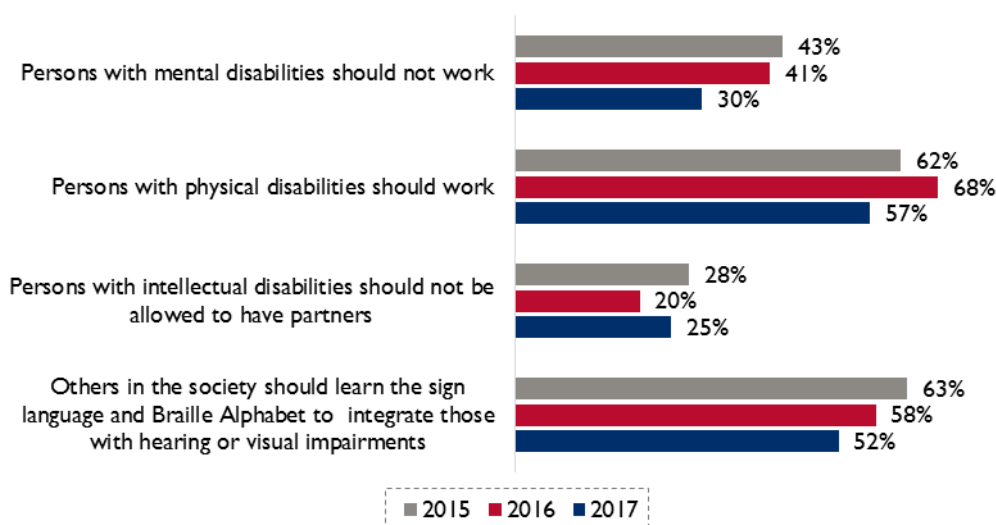
Figure 49 presents changes in public perceptions of the social inclusion of PWDs in BiH over time.

¹² The Convention on the Rights of Persons with Disabilities (CRPD). Available at: <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>. BiH is one of 92 countries that ratified both the Convention and Optional Protocol (March 2010).

¹³ Ibid.

Figure 49. Social Inclusion of PWDs

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



A large proportion of BiH citizens express discriminatory opinions in terms of social inclusion of PWDs; however, youth tend to be less discriminatory than adults. For example, more than half (51 percent) of those under 30 years old disagree that people with mental disabilities should not work, compared to 45 percent of adults. Disaggregated by the entity in which respondents live, 33 percent of FBiH residents think that people with mental disabilities should not work compared to 25 percent of RS residents. Additionally, 53 percent of citizens in FBiH compared to 63 percent of citizens in RS agree that people with a physical disability should work.

The discrepancy in public perceptions among citizens of different entities and age groups is also evident in relation to the right of people with intellectual disability to have partners. In particular, 28 percent of FBiH residents think that these individuals should not be allowed to have partners compared to 20 percent of RS residents. Moreover, 21 percent of youth and 26 percent of adults think that people with intellectual disability should not have partners.

Finally, 55 percent of FBiH residents think that people should learn sign language and the Braille alphabet to integrate those with hearing or visual impairments compared to 46 percent of residents in RS. When comparing different age groups, the results show that 55 percent of youth and 50 percent of adults support this statement.

Social Inclusion of the LGBT Population

The final set of questions related to social inclusion explores perceptions of social integration of the LGBT population by asking whether same-sex couples in BiH should have certain rights. The 2017 results, which show similar trends as in previous years, reflect high resistance to social inclusion of this population, with over 80 percent of the BiH population rejecting each aspect of integration of same-sex couples in the society listed (see Table 14).

Table 14. Social Inclusion of Same-Sex Couples

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

Within these generally negative perceptions, there are some differences across different groups. Females and youth tend to be slightly less discriminatory towards same-sex couples compared to males and adults. For example, 81 percent of females think that same-sex couples should not have the right to marry, compared to 84 percent of males. Three-quarters (76 percent) of youth think same-sex couples should not have the right to marry, compared to 85 percent of adults.

Youth Development

Among the 3,084 BiH citizens who participated in the survey, 831 were young persons. Article 4 of the Youth Law of the Federation of Bosnia and Herzegovina¹⁴ and Article 2 of the Law on Organization of the Youth of Republika Srpska¹⁵ define a young person as ages 15 to 30 years old. The NSCP-BiH sample of respondents only includes legal adults (18+), however, restricting our youth sample to persons ages 18 to 30. The 2017 survey had the largest portion of youth respondents of the three survey rounds. Figure 50 shows the sex, education level, and entity of residence of our youth sample.

Figure 50. Characteristics of NSCP-BiH 2017 Youth Sample

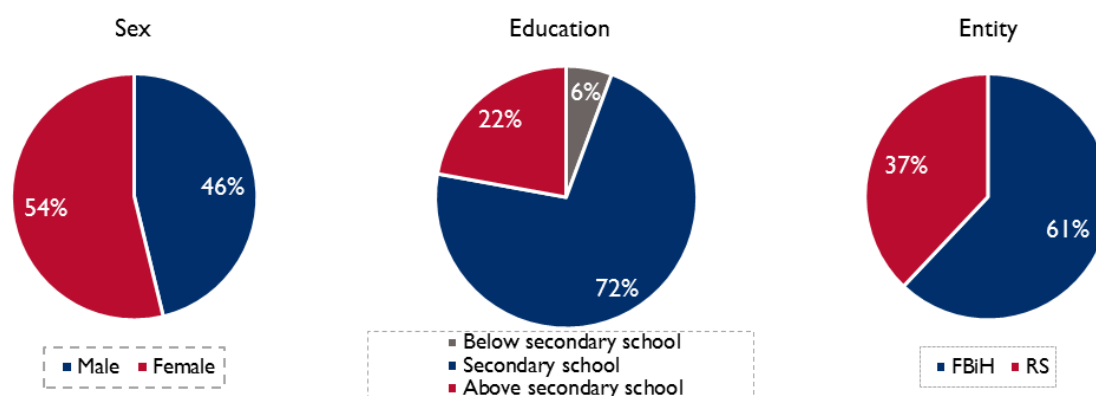


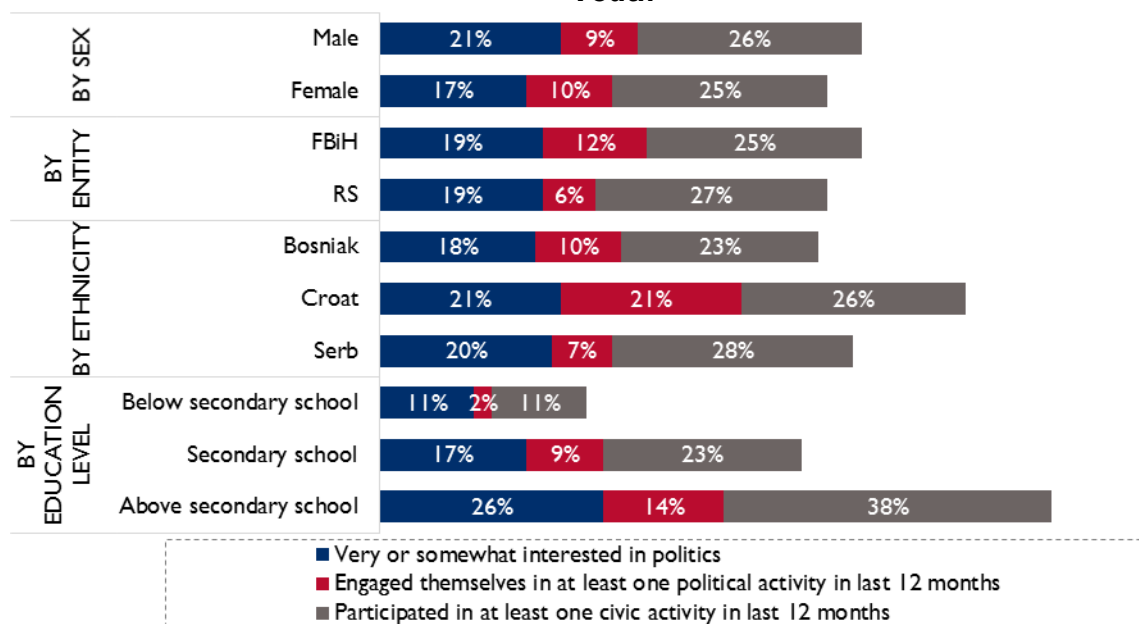
Figure 51 reflects variation in interest in politics and engagement in political and civic activities in the last 12 months among youth of different sexes, entity of residence, ethnic group, and educational attainment. Among the 831 young persons that participated in the NSCP-BiH 2017, 90 percent believe things in the country are moving in the wrong direction, 80 percent have no confidence in civil services, and 71 percent rate economic conditions in the country as poor. However, slightly more than half (51 percent) think youth involvement in promoting positive change in BiH's political life can be effective, although in general, youth are not interested in politics (80 percent of young respondents say they are not very or not at all interested in politics). Young men are more interested in politics than young women (21 percent compared to 17 percent). Youth with higher than a secondary education (26

¹⁴ Official Gazette of the FBiH, No. 35/10

¹⁵ Official Gazette of the RS, No. 98/04 and 119/08

percent) were also more interested in politics than those who have attained a secondary (17 percent) or less than a secondary school diploma (11 percent).

Figure 51. Interest in Politics and Participation in Political and Civic Activities among Youth



Only 10 percent of youth engaged in at least one political activity¹⁶ and 26 percent in at least one civic activity¹⁷ during the last 12 months—with youth from FBiH more likely to participate in political activities (12 percent) than youth from RS (6 percent). Young Croats were most likely to have engaged in political activities (21 percent), followed by Bosniaks (10 percent), and Serbs (7 percent). Finally, more educated youth (those with higher than a secondary school diploma) were more likely to have engaged in political and civic activities compared to those with secondary and less than secondary school diploma.

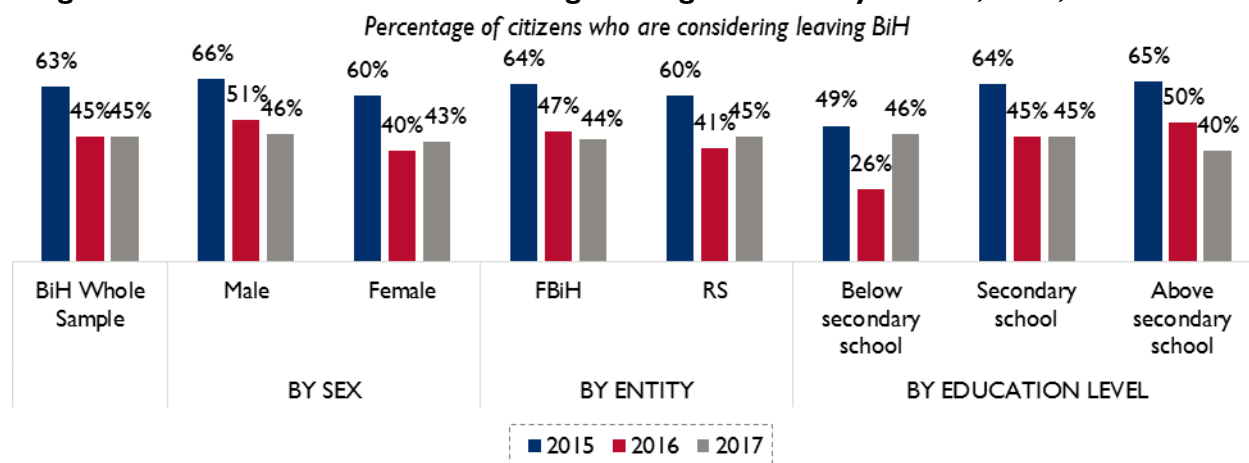
Almost half of youth in BiH are considering leaving the country (Figure 52).¹⁸ At 45 percent, the portion of young respondents who considered moving abroad remained unchanged from 2016, but is much lower than in 2015 (63 percent). Youth are much more likely than adults (19 percent) to think about leaving BiH. In addition, youth with higher than a secondary education consider leaving the country somewhat less frequently (40 percent) than youth with less than secondary (45 percent) or secondary school diploma (46 percent). Moreover, the portion of youth with higher than a secondary school education who consider leaving the country has been decreasing since 2015 (65 percent in 2015 compared to 50 percent in 2016 and 40 percent in 2017). Interestingly, youth who do not use online news sources to obtain political/economic/civic news or information express less interest in leaving the country (38 percent) than those who use online news sources for such purposes (49 percent).

¹⁶ Respondents were asked whether, in last 12 months, they have: i) participated in a public hearing on some government decision, ii) sent a citizens' initiative to some government body, iii) provided comments to a draft government policy, iv) participated in a working group designing a government policy, v) served as a member in an advisory committee or council, and vi) acted as a political representative in their community, municipality or higher representative body.

¹⁷ Respondents were asked whether, in last 12 months, they have: i) contacted a politician, ii) contacted a government or local government official, iii) worked without pay in a political party or action group, iv) volunteered in a CSO, v) signed a petition, vi) taken part in a lawful public demonstration, vii) boycotted certain products, viii) been a member of a political party/group, ix) volunteered to monitor/observe elections, x) posted a message with political content in social media.

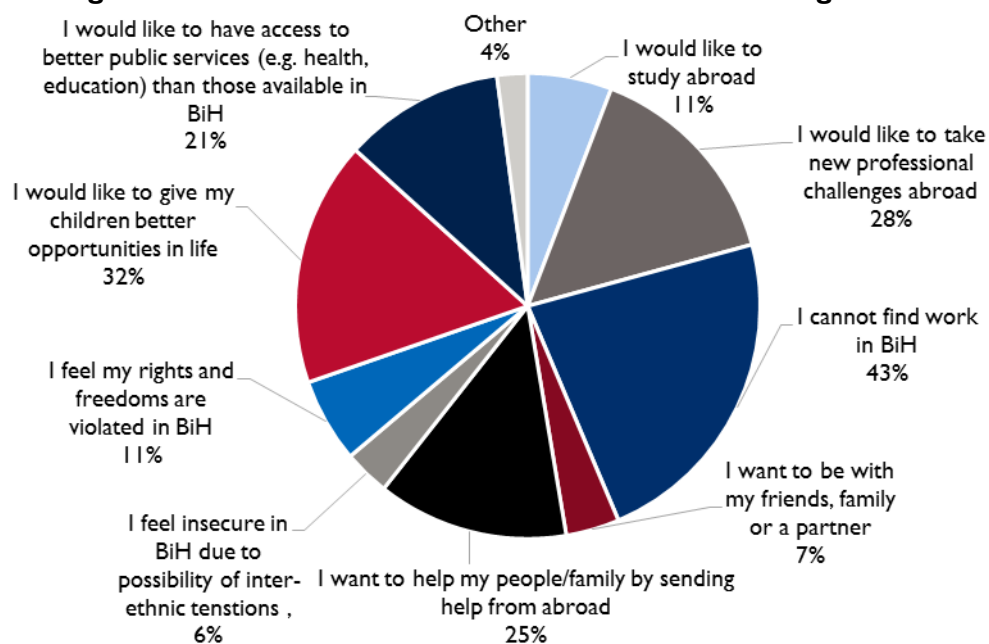
¹⁸ Brain drain, "large emigration of individuals with technical skills or knowledge" (Irvani, 2011), has been an issue facing BiH for more than two decades now.

Figure 52. Portion of Youth Considering Leaving the Country in 2015, 2016, and 2017



According to about 43 percent of youth respondents, inability to find work is the main reason for them to consider leaving the country (see Figure 53). Just over one in 10 (11 percent) of BiH youth who considered leaving the country were motivated by a desire to study abroad.

Figure 533. Main Reasons for Youth to Consider Leaving the Country



NSCP-BiH 2017 explored BiH citizens' perceptions of the quality of BiH's education system by asking respondents to assess the extent to which 10 positively formulated statements related to different aspects of education apply to the overall education system in BiH (Figure 54). The statements are related to three thematic categories: quality of teachers, school subjects and teaching units, and learning outcomes.

When asked about teachers' work and competencies, the majority of youth say most teachers take their students seriously, have enough pedagogical skills, and approach students in an appropriate way. However, most youth think this is true only to some extent. Less than 10 percent of youth believe these qualities are fully applicable to BiH teachers. And about one-fifth of youth completely disagree that most teachers take their students seriously and are interested in their work.

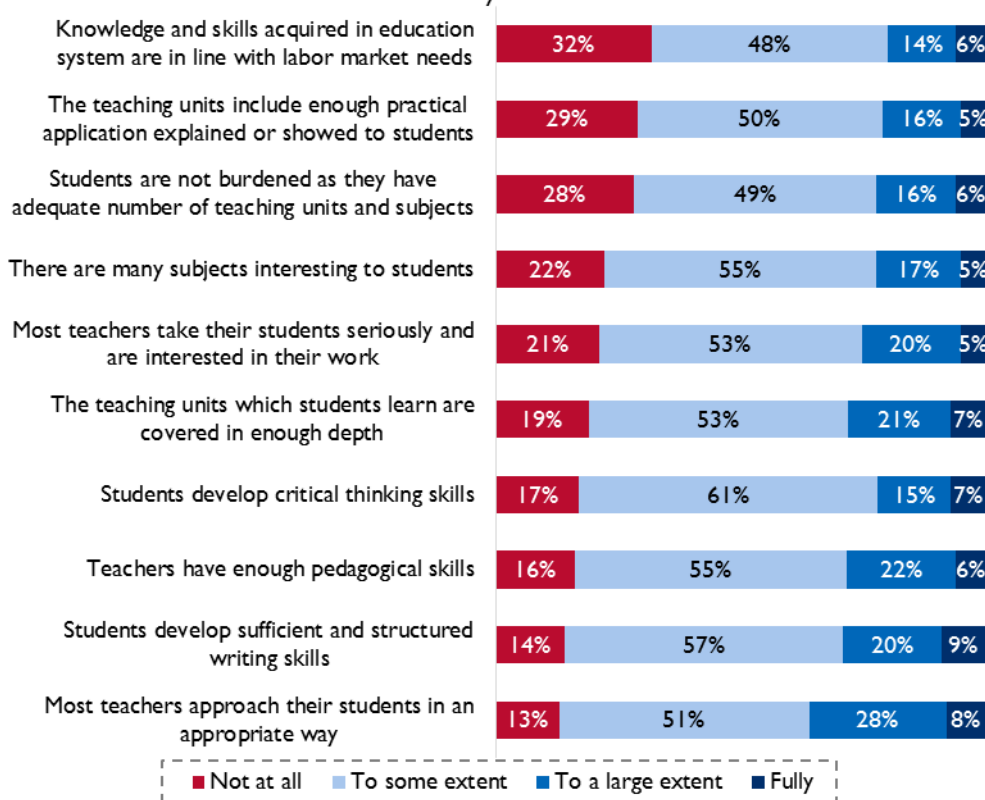
Youth voice similar opinions with regard to school subjects and teaching units. Less than 10 percent of youth are fully convinced that many subjects are interesting to students, that number of teaching

units is adequate, and that these are sufficiently deep and practical, although about half of them think this is applicable to the BiH education system to some extent. More than a quarter of youth believe that teaching units are not at all practical, and that students are burdened with too many teaching units. About one-fifth say there are not many subjects students find interesting.

Likewise, although the majority of youth believe students develop critical thinking and writing skills to some extent, and almost half believe that their overall knowledge and skills are somewhat in line with labor market demands, less than 10 percent fully agree with such descriptions of learning outcomes in BiH. Moreover, 32 percent of youth believe that knowledge and skills acquired through BiH education system are completely disconnected from labor market needs.

Figure 54. BiH Education System

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



If they had the choice, 48 percent of youth would choose to work in the public sector over the private or NGO (non-governmental organization) sectors (see Figure 55). This coincides with findings from the previous two survey rounds, in which 56 percent of youth stated that they find the public sector to be the most desirable. Young females, far more than young males, prefer public sector employment (57 percent compared to 38 percent), while males prefer private sector employment more often than females (35 percent compared to 21 percent). In addition, youth from FBiH find public sector employment more attractive (52 percent) than youth from RS (43 percent).

Figure 55. Youth's Preferred Employment Sector¹⁹
Which sector would you like to work in?

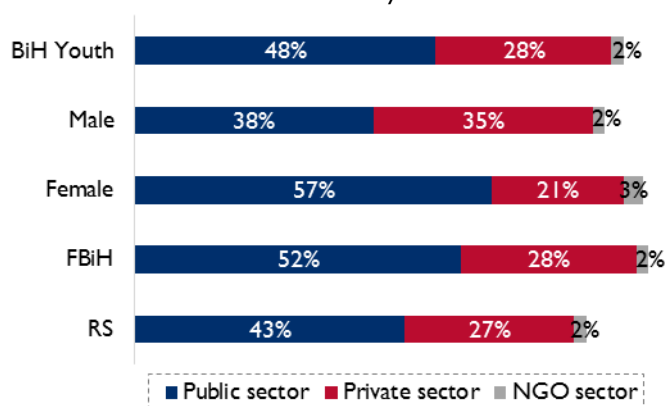


Table 15 presents youth's perceptions of the attractiveness of specific occupations. Scientists, engineers and other professionals remains the most attractive category of occupations for youth in BiH (15 percent), and more attractive to young women (17 percent) compared to young men (11 percent). On the other hand, young men find technicians and associate professionals and services and sales occupations more attractive than young women do.

Table 15. Attractiveness of Occupations to Youth
What is your desired occupation?

	BiH Youth	SEX		ENTITY		EDUCATION		
		Male	Female	FBiH	RS	Below Secondary School	Secondary School	Above Secondary School
Legislators, senior officials and chief executives	6%	5%	6%	6%	5%	0%	6%	6%
Scientists, engineers and other professionals	15%	11%	17%	15%	15%	11%	11%	28%
Technicians and associate professionals	10%	12%	8%	11%	8%	6%	11%	6%
Clerical support workers	9%	6%	12%	9%	9%	2%	8%	16%
Services and sales workers	10%	7%	12%	9%	10%	4%	12%	2%
Skilled agricultural, forestry and fishery workers	1%	1%	1%	1%	1%	0%	1%	1%
Craft and related trades workers	5%	8%	2%	5%	5%	6%	6%	1%
Plant and machine operators and assemblers	4%	6%	2%	4%	4%	4%	4%	3%
Elementary occupations	13%	14%	11%	15%	9%	21%	14%	7%
Armed forces occupations	1%	2%	1%	1%	1%	0%	1%	2%
Other	13%	11%	14%	14%	10%	19%	11%	15%
Does not know/Refuses to answer	15%	16%	14%	11%	22%	26%	15%	14%

¹⁹ In addition to the presented sectors, respondents could choose the option "Something else" or "I don't know/Refuses to answer," which is why the sum of responses per each category in the graph does not sum to 100 percent.

ANNEX: NATIONAL SURVEY OF CITIZENS' PERCEPTIONS IN BOSNIA AND HERZEGOVINA QUESTIONNAIRE (2017)

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

[Read to the respondent!]

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

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

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

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

INTRODUCTION

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

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

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

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

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

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

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

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

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

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

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

1	2	3	4	5	6	7
extremely poor						excellent

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

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

GOVERNMENT/PUBLIC SERVICES

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

	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	Did not have direct experience with this service in the last 12 months
P2a. Power supply	1	2	3	4	5	6	7	8
P2b. Water supply	1	2	3	4	5	6	7	8
P2c. Sewage system/waste	1	2	3	4	5	6	7	8
P2d. Water management	1	2	3	4	5	6	7	8
P2e. Garbage collection	1	2	3	4	5	6	7	8
P2f. Street and town cleaning	1	2	3	4	5	6	7	8
P2g. Street lighting	1	2	3	4	5	6	7	8
P2h. District heating	1	2	3	4	5	6	7	8
P2i. Preschool education	1	2	3	4	5	6	7	8
P2j. School transportation	1	2	3	4	5	6	7	8
P2k. Public transportation	1	2	3	4	5	6	7	8
P2l. Local road maintenance	1	2	3	4	5	6	7	8
P2m. Public park and playground maintenance	1	2	3	4	5	6	7	8
P2n. Primary schooling	1	2	3	4	5	6	7	8
P2o. Secondary Schooling	1	2	3	4	5	6	7	8
P2p. Health care system	1	2	3	4	5	6	7	8
P2q. Social assistance	1	2	3	4	5	6	7	8
P2r. Pension system	1	2	3	4	5	6	7	8
P2s. Legal aid	1	2	3	4	5	6	7	8
P2t. Support to families with children	1	2	3	4	5	6	7	8
P2u. Support to war veterans	1	2	3	4	5	6	7	8
P2v. Support to civilian victims of war	1	2	3	4	5	6	7	8
P2w. Support to refugees, returnees and IDPs	1	2	3	4	5	6	7	8
P2x. Support to entrepreneurs and exporters	1	2	3	4	5	6	7	8
P2y. General security	1	2	3	4	5	6	7	8
P2z. Building and maintaining highways	1	2	3	4	5	6	7	8
P2aa. Protection from and prevention of crime	1	2	3	4	5	6	7	8
P2bb. Protection of private property	1	2	3	4	5	6	7	8
P2cc. Protection of environment	1	2	3	4	5	6	7	8
P2dd. Courts’ or the prosecutors’ administrative services	1	2	3	4	5	6	7	8

P2ee. Management of public resources	1	2	3	4	5	6	7	8
P2ff. Consumer protection	1	2	3	4	5	6	7	8
P2gg. Supporting cultural development	1	2	3	4	5	6	7	8

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

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

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

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

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

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

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

a. Unemployment	
b. Unfavorable business environment	
c. Low salaries/pensions/standard of living	
d. Crime	
e. Corruption	
f. Brain drain/emigration	
g. Political disputes	

h. Political instability	
i. Judicial system	
j. Refugees	
k. Border issues	
l. State of public finances	
m. Climate change	
n. Security issues/terrorism	
o. Problems with minorities	
p. Bad/incapable government	
q. Slow integration to EU	
r. Inter-ethnic distrust and political irresponsibility	

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

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

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

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

CORRUPTION

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

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

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

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

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

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

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

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

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

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

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

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
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P14a. Judges can be trusted to conduct court procedures and adjudicate cases impartially and in accordance with the law	1	2	3	4	5	6	7	8
P14b. The prosecutors can be trusted to perform their duties impartially and in accordance with the law	1	2	3	4	5	6	7	8
P14c. Judges do not take bribes	1	2	3	4	5	6	7	8
P14d. Prosecutors do not take bribes	1	2	3	4	5	6	7	8
P14e. The Judiciary is effective in combating corruption	1	2	3	4	5	6	7	8
P14f. Public officials who violate the law are generally identified and punished	1	2	3	4	5	6	7	8
P14g. Judges' poor performance is sanctioned	1	2	3	4	5	6	7	8
P14h. Prosecutors' good performance is rewarded	1	2	3	4	5	6	7	8

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

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

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

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

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

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

JUDICIARY AND RULE OF LAW

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

1	2	3	4	5	6	7
extremely poor			excellent			

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

P30 (P24, P30). Have you been involved in any court case, except utility cases, in the last three years? **NOTE DOWN ONE ANSWER ONLY!**

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

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

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

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

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

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

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

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

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

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

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

VISION OF BIH IN FUTURE AND JURISDICTIONS OF STATE-LEVEL GOVERNMENT, AN DINTERNATIONAL COMMUNITY

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

*	ITEMS			(Do not read!) Does not know/Refuses to answer
		Yes	No	
	P36a. EU	1	2	3
	P36b. NATO	1	2	3

P37. Which of the following describes your vision of BiH of the future? **READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!**

P37a. Arrangement of the state should remain unchanged	1
P37b. State-level government should be strengthened and Entities should be abandoned	2
P37c. Municipal/City-level government should be strengthened and Entities should be abandoned	3
P37d. Municipal/City-level government should be strengthened and Cantons should be abandoned	4
P37e. Cantonal authorities should be empowered, taking over competencies now held by the Federal government	5
P37f. Third, Croat entity should be formed	6
P37g. BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy	7
P37h. Anybody (including minorities) should be able to become President regardless of their ethnicity	8
P37i. Ethnicity should not matter when it comes to securing a job	9

P37j. The diversity of the ethnic groups should be seen as strengthening the country	10
P37k. The entities and ethnic groups should each go their separate ways, dividing BiH into three independent States	11

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

ITEM					
	Strongly in favor	In favor	Neither for nor against	Oppose	Strongly oppose
P38a. At the level of BiH	1	2	3	4	5
P38b. Within Republika Srpska	1	2	3	4	5
P38c. Within the Federation of BiH	1	2	3	4	5

P39. What is a higher priority for BiH at this time: constitutional reform or socioeconomic reform? **ROTATE THE ORDER OF ITEMS WHEN READING. READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

*	ITEMS	
	P39a. Constitutional reform [resolving constitutional problems BiH is facing]	1
	P39b. Socioeconomic reform [resolving social and economic problems in BiH]	2

P40. To what extent do you agree with the need for the following sectors to be in jurisdictions of the State-level Government (BiH institutions)? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS								
	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
P40a. Justice	1	2	3	4	5	6	7	8
P40b. Fight against corruption	1	2	3	4	5	6	7	8
P40c. Agriculture	1	2	3	4	5	6	7	8
P40d. Taxation and other regulations related to doing business	1	2	3	4	5	6	7	8
P40e. Health care	1	2	3	4	5	6	7	8
P40f. Social welfare	1	2	3	4	5	6	7	8
P40g. Education	1	2	3	4	5	6	7	8
P40h. Human rights protection	1	2	3	4	5	6	7	8
P40i. Culture	1	2	3	4	5	6	7	8
P40j. Sports	1	2	3	4	5	6	7	8
P40k. Energy	1	2	3	4	5	6	7	8

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

*	ITEMS	Yes	No
	P41_1. USAID	1	2
	P41_2. European Union in BiH	1	2
	P41_3. OHR	1	2
	P41_4. US Embassy	1	2
	P41_5. OSCE	1	2
	P41_6. Swedish Embassy	1	2
	P41_7. CRS	1	2
	P41_8. UNDP	1	2
	P41_9. World Vision	1	2

P42. What three challenges do you think the International Community should address sooner? **READ OUT THE ANSWER OPTIONS! MARK ANSWERS IN THE ORDER THE RESPONDENT RANKS THEM!**

ITEM	First choice	Second choice	Third choice
P42a. Support to economic and business development	1	2	3
P42b. Support to agriculture	1	2	3
P42c. Support for renewable energy production	1	2	3
P42d. Support to better government control over public corporations	1	2	3
P42e. Support to government control over the banking system	1	2	3
P42f. Support to weak institutions	1	2	3
P42g. Support to more stringent control of public expenditures	1	2	3
P42h. Support to reform of pension and social systems	1	2	3
P42i. Support to reform of the health care system	1	2	3
P42j. Democratization of political parties	1	2	3
P42k. Prevention and processing of patronage in public employment	1	2	3
P42l. Fight against organized crime and corruption	1	2	3
P42m. Processing of criminal acts in privatization	1	2	3
P42n. Support to the development of media	1	2	3
P42o. Support to the development of civil society	1	2	3
P42p. Support to discriminated groups	1	2	3
P42q. Support to education reform	1	2	3
P42r. Support to reconciliation and truth seeking	1	2	3
P42s. Support to war crimes processing	1	2	3
P42t. Imposing solutions and removing radical politicians	1	2	3
P42u. Something else.	1	2	3
P42v. (Do not read!) Does not know/Refuses to answer	1	2	3

EDUCATION

P43. To what extent can you say that the following statements apply to overall education system in BiH?

	Not at all	To some extent	To a large extent	Fully	I do not have enough information on current education system in BiH/Do not want to answer
P43a. There are many subjects interesting to students	1	2	3	4	5
P43b. Most teachers take their students seriously and are interested in their work	1	2	3	4	5
P43c. Most teachers approach their students in an appropriate way	1	2	3	4	5
P43d. Students are not burdened as they have adequate number of teaching units (topics within each subject) and subjects	1	2	3	4	5
P43e. The teaching units (topics within each subject) which students learn are covered in enough depth	1	2	3	4	5
P43f. The teaching units include enough practical application explained or showed to students	1	2	3	4	5
P43g. Teachers have enough pedagogical skills	1	2	3	4	5
P43h. Students develop critical thinking skills	1	2	3	4	5
P43i. Students develop sufficient and structured writing skills	1	2	3	4	5
P43j. Knowledge and skills acquired in education system is in line with labor market needs	1	2	3	4	5

P44. Are you or have you been a student at a university? **NOTE DOWN ONE ANSWER ONLY!**

- | | | |
|--------|--------------|---|
| 1. Yes | → Go to P45A | 1 |
| 2. No | → Go to P46 | 2 |

P45A. What is your opinion on the quality of university education? The quality is: **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

FAMILIARITY WITH THE ENERGY MARKET AND ENERGY EFFICIENCY AND HEALTHY LIVING

P46. Do you know who determines the electricity prices? **NOTE DOWN ONE ANSWER ONLY!**

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

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

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

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

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

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

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

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

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

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

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

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

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
P52a. It is important to me that I know where the food I eat comes from	1	2	3	4	5	6	7	8
P52b. It is important to me that the food I eat is organic	1	2	3	4	5	6	7	8

P52c. It is important to me that I eat local seasonal products	1	2	3	4	5	6	7	8
P52d. It is important to me that there are green areas where I live	1	2	3	4	5	6	7	8
P52e. I believe that BiH can produce enough food to feed all of our citizens	1	2	3	4	5	6	7	8
P52f. I support projects related to renewable energy sources	1	2	3	4	5	6	7	8

ACCESS TO UNBIASED INFORMATION AND MEDIA LITERACY

P53. Do you have a regular access to internet that you can use? **NOTE DOWN ONE ANSWER ONLY!**

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

P54. How much time per day on average you spend actively using internet?

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

P55. On average, how often do you: **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Every day	3-4 days a week	1-2 days a week	Less than 1-2 days a week	Never
P55a. Read the political /economic/civic news from newspaper	1	2	3	4	5
P55b. Watch political /economic/civic news on television	1	2	3	4	5
P55c. Listen to political /economic/civic news on the radio	1	2	3	4	5
P55d. Use the online news sources to obtain political /economic/civic news or information	1	2	3	4	5
P55eNEW. Use social media to obtain political /economic/civic news or information	1	2	3	4	5

P56. Which media outlet do you follow for getting political/economic/civic news? Please state up to three media outlets for each category you follow: **(Open-ended). READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

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

P57. How satisfied are you with each of the following in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	(Do not read!) Does not know/Refuses to answer
P57aT. Trustworthiness of political /economic/civic information and news in newspapers	7	6	5	4	3	2	1	8
P57bT. Trustworthiness of political /economic/civic information and news on TV	7	6	5	4	3	2	1	8
P57cTNEW. Trustworthiness of political /economic/civic information and news on radio	7	6	5	4	3	2	1	8
P57dT. Trustworthiness of political /economic/civic information and news on online news sources/web portals	7	6	5	4	3	2	1	8
P57eTNEW. Trustworthiness of political /economic/civic information and news in social media	7	6	5	4	3	2	1	8
P57aU. Usefulness of political /economic/civic information and news in newspapers	7	6	5	4	3	2	1	8
P57bU. Usefulness of political /economic/civic information and news on TV	7	6	5	4	3	2	1	8
P57cUNEW. Usefulness of political /economic/civic information and news on radio	7	6	5	4	3	2	1	8
P57dU. Usefulness of political /economic/civic information and news on online news sources/web portals	7	6	5	4	3	2	1	8
P57eUNEW. Usefulness of political /economic/civic information and news in social media	7	6	5	4	3	2	1	8

P58. How much do you agree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	(Do Not read!) Does not know/Refuses to answer
P58a. The media I follow for political/ economic/ civic news are independent	1	2	3	4	5	9
P58b. The media I follow are under the influence of political parties.	1	2	3	4	5	9

P58c. I trust the political /economic/ civic news coming from my favorite media	1	2	3	4	5	9
P58d. I do not trust political/ economic/ civic news from any single media, I form my opinion based on more and different media sources.	1	2	3	4	5	9
P58e. I usually confirm the political/ economic/ civic news I am interested in, by looking for it on other media outlets.	1	2	3	4	5	9
P58f. I only follow a single media outlet	1	2	3	4	5	9

P59. How much do you agree with the following statements? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	(Do Not read!) Does not know/Refuses to answer
P59a. 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
P59b. 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
P59c. 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
P59d. 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
P59e. 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

P60. How much influence do you think political parties have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEM	Too much	Too little	About right	(Do not read!) Does not know
P60A. Information and news in the newspapers?	1	2	3	4
P60b. Information and news on the TV?	1	2	3	4
P60c. Information and news on the radio?	1	2	3	4

P60d. Political /economic/civic information and news on online news sources/web portals	1	2	3	4
P60e. Political /economic/civic information and news in social media	1	2	3	4

P63d. Political /economic/civic information and news on online news sources/web portals	1	2	3	4
P63e. Political /economic/civic information and news in social media	1	2	3	4

P61. How much influence do government institutions have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read!) Does not know
P61a. Information and news in the newspapers?	1	2	3	4
P61b. Information and news on the TV?	1	2	3	4
P61c. Information and news on the radio?	1	2	3	4
P61d. Political /economic/civic information and news on online news sources/web portals	1	2	3	4
P61e. Political /economic/civic information and news in social media	1	2	3	4

P62. How much influence do investors and the economic sector have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read!) Does not know
P62a. Information and news in the newspapers?	1	2	3	4
P62b. Information and news on the TV?	1	2	3	4
P62c. Information and news on the radio?	1	2	3	4
P62d. Political /economic/civic information and news on online news sources/web portals	1	2	3	4
P62e. Political /economic/civic information and news in social media	1	2	3	4

P63. How much influence do ordinary citizens have over...? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Too much	Too little	About right	(Do not read!) Does not know
P63a. Information and news in the newspapers?	1	2	3	4
P63b. Information and news on the TV?	1	2	3	4
P63c. Information and news on the radio?	1	2	3	4

CSOS AND CIVIC PARTICIPATION

P64. Thinking of local Civil Society Organizations in BiH, which statement do you agree with the most? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P65. Do you think Civil Society Organizations have influence over the government decision-making, and if yes, what type of influence? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P66. Which civil society organizations are the most helpful/effective in your community? **NAME UP TO THREE CSOs**

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99. Has not heard of any CSOs

P67. Can you remember any local civil society organization that has organized actions against corruption in your town? **NOTE DOWN ONE ANSWER ONLY!**

1. Yes **→ GO TO P67_YES 1**
2. No **→ GO TO P68 2**
3. **(Do not read)** Does not know **→ GO TO P68 3**

P67_YES (P53_YES, P65_YES). Can you tell us the name of that CSO?

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P68. IF THE RESPONDED ALREADY MENTIONED ANY OF THE ORGANIZATIONS BELOW IN THE PREVIOUS QUESTION P70_YES, DO NOT MENTION THEM Have you heard of...

ITEMS	Yes	No	(Do not read!) Does not know
P68a. Transparency International	1	2	3
P68b. ACCOUNT	1	2	3
P68c. Center for Investigative Reporting (CIN)	1	2	3

P69_ACC. **ASK THIS QUESTION IF THE RESPONDENT ANSWERED YES FOR ACCOUNT, BUT DID NOT MENTION ACCOUNT UNDER P68_YES. IF THEY MENTIONED ACCOUNT UNDER P68_YES, SKIP THIS QUESTION:** Have you heard of any events they have organized in your town? **NOTE DOWN ONE ANSWER ONLY!**

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

P70. In the last 12 months, have you engaged in any actions of civic activism around issue(s) of public concern in your community/country (e.g. environmental volunteering, actions against corruption, volunteering in elections, or protests against some issues)?

1. Yes ► **P72** 1
2. No ► **P71** 2

P71_NO. If no, ask: Why not?

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

P72. 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
P72a. Participated in a public hearing on some government decisions	1	2	3
P72b. Sent a citizens' initiative to some government body	1	2	3
P72c. Provided comments to a draft government policy	1	2	3
P72d. Participated in a working group designing a government policy	1	2	3
P72e. Served as a member in an advisory committee or council	1	2	3
P72f. Acted as a political representative in your community, municipality or higher representative body	1	2	3

P73. Have you done any of the following in the last 12 months?

	Yes	No
P74a. Donated any money to a charity/institutions/person in need	1	2
P74b. Donated any goods (e.g. food, clothes) to a charity charity/institutions/person in need	1	2

P74. What issues of concern would motivate you the most to take part in some civic action and fight to solve them? **UP TO THREE ANSWERS**

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

POLITICAL PARTIES AND POLITICAL PARTICIPATION

P75. How interested are you in politics? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

Q76. How often do you vote in the elections?

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

P77. During the last 12 months, have you done any of the following? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

	Yes	No
P77a. Contacted a politician	1	2
P77b. Contacted a government or local government official	1	2
P77c. Worked without pay in a political party or action group	1	2
P77d. Volunteered in a CSO (including youth banks)	1	2
P77e. Signed a petition	1	2
P77f. Taken part in a lawful public demonstration	1	2
P77g. Boycotted certain products (e.g. BUY LOCAL)	1	2
P77h. Been a member of a political party/group	1	2
P77i. Volunteered to monitor/observe elections	1	2
P77j. Posted a message with political content in social media	1	2

P78. Do you think that political parties are guided more by their own political interests or by the interests of the public? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P79. How effective can youth involvement be in promoting positive change in BiH political life? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

SOCIAL IDENTITY AND CAPITAL, RECONCILIATION, AND COUNTERING VIOLENT EXTREMISM

P80. Please describe how much is each of the following groups belonging important to you? Please rate every below-listed group belonging on a scale 1-5.

	Not at all important	Not important	Neither important nor unimportant	Important	Very important
P80a. Family	1	2	3	4	5
P80b. Friends	1	2	3	4	5
P80c. Gender	1	2	3	4	5
P80d. Religion	1	2	3	4	5

P80e. Ethnicity	1	2	3	4	5
P80f. City/municipality	1	2	3	4	5
P80g. Entity	1	2	3	4	5
P80h. Bosnia and Herzegovina	1	2	3	4	5
P80i. Balkans	1	2	3	4	5
P80j. Europe	1	2	3	4	5

P81. In your opinion, where does the BiH stand when it comes to ... ?

P81A.	Religious hatred	1	2	3	4	5	Religious harmony
P81B.	Ethnic/nationalist hatred	1	2	3	4	5	Ethnic/nationalist harmony
P81C.	Urban/rural divisions	1	2	3	4	5	urban/rural synergies
P81D.	Diversities among rich/poor	1	2	3	4	5	Closeness among rich/poor
P81E.	Gender inequality	1	2	3	4	5	Gender equality

P82. There are often differences in characteristics between people in the same community. For example, differences in wealth, social status, or ethnic background. There can also be differences in religious or political beliefs, or there can be differences due to age or sex. To what extent do any such differences characterize your community? Use a five point scale where 1 means to a very great extent, and 5 means to a very small extent.

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

P83. Which two differences most often cause tensions/problems in your community? Name up to two differences!

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

P84. How much do the following statements apply to you in terms of describing your interactions with people from other ethnic groups? **SELECT ALL THAT APPLY**

	Yes, many	Yes, some	Yes, few	No	Does not wish to answer
P84a. I have family members from other ethnicities	4	3	2	1	9
P84b. I have friends from other ethnicities	4	3	2	1	9
P84c. My work colleagues and people with whom I interact through work or in school/university are from different ethnicities.	4	3	2	1	9

P85. How important the process of building mutual trust between different ethnic groups in BiH is to you? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P86. To what degree do you trust people from following ethnic groups? **ASK FOR EACH ETHNIC GROUP! RECORD ONE ANSWER FOR EACH ETHNIC GROUP!**

ITEMS	No trust at all	Somewhat distrust	Neither trust nor distrust	Somewhat trust	Completely trust	(Do not read!) Does not know/Refuses to answer
P86a. Bosniaks	1	2	3	4	5	6
P86b. Croats	1	2	3	4	5	6
P86c. Serbs	1	2	3	4	5	6
P86d. Roma	1	2	3	4	5	6
P86e. Bosnians and Herzegovinians	1	2	3	4	5	6
P86f. Jewish	1	2	3	4	5	6
P86g. Others	1	2	3	4	5	6

P87. What role do you believe education system plays in inter-ethnic trust in BiH? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P88. In your opinion, should interethnic trust be built in formal education curricula in BiH at any of the following levels? **SELECT ALL THAT APPLY**

	Yes	No
P88a. Kindergarten	1	2
P88b. Elementary schools – please specify the grade	1	2
P88c. Secondary schools	1	2
P88d. Universities	1	2

P89. To what extent do you support/sympathize with or condemn - under some circumstances - the following actions:

Questions	Strongly condemn	Condemn	Neither condemn nor support	Support	Strongly support
P89A. engage in violent protests	1	2	3	4	5
P89B. commit a minor crime	1	2	3	4	5
P89C. use violence to protect family	1	2	3	4	5
P89D. use violence to protect own religious/national group	1	2	3	4	5
P89E. use violence against police injustice	1	2	3	4	5
P89F. use violence against government injustice	1	2	3	4	5
P89G. use violence against other football fans	1	2	3	4	5
P89H. threaten to commit a terrorist act	1	2	3	4	5

GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

P94. How often did you feel discriminated against for your:

	Very often	Often	Sometimes	Rarely	Never	I dont remember/ Refuses to answer
P94a. Gender (man or woman)	5	4	3	2	1	6
P94b. Ethnicity	5	4	3	2	1	6
P94c. Religious views	5	4	3	2	1	6
P94d. Disability	5	4	3	2	1	6
P94e. Pregnancy status	5	4	3	2	1	6
P94f. Sexual orientation	5	4	3	2	1	6

P95. Who do you think has more positions of power in each of these settings overall – men or women, or an equal number?

	More women	More men	Equal	Does not know/Refuses to answer
P95a. In society overall	1	2	3	9
P95b. In the government	1	2	3	9
P95c. In business	1	2	3	9
P95d. In media	1	2	3	9

P96. University education is more important for:

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

P97. In your experience, are BiH employers more likely to hire men or women?

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

P98. How satisfied are you with access to information about women’s rights related to employment?

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

P99. Overall, do you think women in BiH have:

1. Less financial stability than men 1
2. About the same level of financial stability 2
3. More financial stability than men 3
4. (Do not read) Refuses to answer 4

P89I. people going to fight in the conflicts abroad, for example to Syria or Ukraine	1	2	3	4	5
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P90. Which of the following would you do in order to change the current conditions in terms of inter-ethnic tensions in your community? **READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!**

P90a. I would do nothing and just stay focused on my own personal and business affairs	1
P90b. I would use political and social means of action, but definitely avoid any kind of violence	2
P90c. I would use any kind of actions, but definitely avoid violence	3
P90d. I would use all means of change available to me, including violence if necessary	4

P91. Having in mind that violent extremism is defined as “advocating, engaging in, preparing, or otherwise supporting ideologically motivated or justified violence to further social, economic, and political objectives”, do you think that...:

ITEMS	Yes	No	(Do not read!) Does not know/Refuses to answer
P91a. ...there is violent religious extremism problem in BiH?	1	2	3
P91b. ...there is violent nationalist extremism problem in BiH?	1	2	3

P92. 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
P92a. Extremist groups from abroad	1	2	3	4	8
P92b. Local religious extremists	1	2	3	4	8
P92c. Local nationalist extremists	1	2	3	4	8
P92d. Returning foreign terrorist fighters (FTFs)	1	2	3	4	8
P92e. Lone wolves	1	2	3	4	8

P93. Do you agree with the following statements?

	Yes	No	DK/ NA
P93E. Individuals/groups that incite nationalist radicalism operate in the area I live.	1	2	3
P93F. Individuals/groups that incite religious radicalism operate in the area I live.	1	2	3
P93G. Violence is a justified means of changing the political system in BiH	1	2	3
P93H. There are individuals that support violent extremism on religious grounds in the area I live.	1	2	3
P93I. There are individuals that support violent extremism on nationalist grounds in the area I live.	1	2	3
P93J. In general, the faith, tradition and dignity of my religious community are under pressure and in constant threat.	1	2	3
P93K. Religious preaching in BiH ought to be more liberal and adapt to modern tendencies.	1	2	3

P100. 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		Disagree		Strongly disagree		(Do not read!) Does not know/Refuses to answer
	1	2	3	4	5	6	7	8					
P100a. Media images of men and women reflect gender stereotypes and sustain socially endorsed views of gender (roles of men and women)	1	2	3	4	5	6	7	8					
P100c. In advertisements, women are portrayed as sex objects, dependent on men, or enmeshed in relationships or housework	1	2	3	4	5	6	7	8					
P100d. In advertisements, men are portrayed as sexual aggressors, independent, in charge, or in high-status positions	1	2	3	4	5	6	7	8					
P100e. Educational textbooks and teaching materials used by students are gender exclusive and/or contain biased contents	1	2	3	4	5	6	7	8					

P101. If sexism is defined as prejudice, stereotyping or discrimination on the basis of sex, how big a problem is sexism in our society today?

1. A big problem 1
2. Somewhat a problem 2
3. Small problem 3
4. Not a problem at all 4
5. **(Do not read)** Refuses to answer 5

P102. 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		Disagree		Strongly disagree		(Do not read!) Does not know/Refuses to answer
	1	2	3	4	5	6	7	8					
P102a. Women should have equal rights as men and receive the same treatment as men do	1	2	3	4	5	6	7	8					
P102b. 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					
P102cNEW. Women are too emotional and experience mood swings too often to be effective leaders	1	2	3	4	5	6	7	8					
P102dNEW. Real men are not supposed to feel and act afraid, sad, guilty, or vulnerable	1	2	3	4	5	6	7	8					
P102e. When jobs are scarce, men should have more right to a job than women	1	2	3	4	5	6	7	8					
P102fNEW. It is likely to cause problems if a woman earns more money than her husband.	1	2	3	4	5	6	7	8					

P102gNEW. 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
P102h. It is good that women and men are equal in marriage, but generally it is better for a man to have the last word	1	2	3	4	5	6	7	8
P102i. Public life activities are closer to man, and private life activities to women	1	2	3	4	5	6	7	8
P102jNEW. It is unattractive for women to express strong opinions in public	1	2	3	4	5	6	7	8
P102k. An employed mother can develop as a warm and close relationship with her children as a mother who does not work	1	2	3	4	5	6	7	8
P102l. A child of preschool age suffers if his or her mother works	1	2	3	4	5	6	7	8
P102mNEW. Fathers are as well-suited as mothers to take care of the children	1	2	3	4	5	6	7	8
P102n. It is a man's responsibility to make earnings, a woman's responsibility is to look after the home and the family	1	2	3	4	5	6	7	8
P102o. The needs of the family are more important than the personal ambitions of women	1	2	3	4	5	6	7	8
P102p. The needs of the family are more important than the personal ambitions of men	1	2	3	4	5	6	7	8
P102qNEW. The birth of a boy is more important than than of a girl.	1	2	3	4	5	6	7	8
P102r. Girls need to be protected and supervised more than boys do	1	2	3	4	5	6	7	8
P102sNEW. A woman should tolerate gender/domestic violence in order to keep her family together	1	2	3	4	5	6	7	8
P102tNEW. Women are only violent in self-defense	1	2	3	4	5	6	7	8
P102u. Women are not good politicians because they are not assertive and dominant enough	1	2	3	4	5	6	7	8
P102vNEW. Women, compared to men, tend to be more ethical and moral	1	2	3	4	5	6	7	8
P102w. Female politicians' priorities are social welfare, education, and/or health	1	2	3	4	5	6	7	8
P102x. Male politicians' priorities are economic issues and infrastructure	1	2	3	4	5	6	7	8

P103. Are the following statements in line with the existing gender equality legal standards in BiH? **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Yes	No	I do not know
P103a. Gender equality (equality of men and women) in BiH is regulated by a special law at the State level.	1	2	3
P103b. Sex-based discrimination in private and public life is prohibited by law in BiH.	1	2	3
P103c. The rights and protection from domestic violence, the maternity rights, and the rights of employed women, should be equal for all women regardless in which BiH municipality, canton or Entity they live in	1	2	3

P103d. There is a legal punishment for marital rape	1	2	3
P103e. Fathers can take parental leave under the same conditions as mothers	1	2	3
P103f. Legislation prescribes that at least 40% of the political candidates on the lists for the elections of parliamentarians and council/assembly members must be the members of the underrepresented sex	1	2	3
P103g. When hiring, the employer has the legal right to ask the candidate for the certificate that she not pregnant	1	2	3

P104. 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
P104A. Violence against women is often provoked by the victim	1	2	3	4	5
P104B. Domestic violence is a private matter and should be handled within the family	1	2	3	4	5

P105. In general, how common do you think violence against women by partners, acquaintances or strangers in BiH?

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

P106. Thinking about domestic violence against women – that is, violence involving partners or people who are in a relationships – do you know of any women who have experienced any form of domestic violence:

	Yes	No	DK	NA	RF
P106A. In your circle of friends and family	1	2	3	4	5
P106B. In your neighborhood	1	2	3	4	5

P107. How well informed do you feel about what to do if you experienced violence? For example, how to get immediate help from a shelter, how to protect yourself and your children in the future, or how you would be financially supported.

1. Very well informed **1**
2. Well informed **2**
3. Somewhat informed **3**
4. Not well informed **4**
5. Don't know at all what to do **5**
6. Not applicable **6**
7. Refused **7**

P108. Please tell me whether you agree or disagree: A woman whose husband or partner is using violence against her would tell ...[CATEGORY]... about it even if it is not very often, for example no more than once a year, and even if it is not very severe, that is the violence did not result in any injuries?
CHECK ALL THAT APPLY!

1. Family member **1**
2. Friend or neighbor **2**
3. Religious leader **3**
4. Police officer **4**
5. Health care worker **5**

P109. Next, I would like to ask you about public services for protection of gender-based violence and domestic violence, for which we would like to know your opinion on their appropriateness in the case that you are familiar with them – in other words if you or someone you know has seeked for these services in the last 12 months. How satisfied are you with ...? **ASK FOR EACH ITEM SEPARATELY**

	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	Didn't use this service in the last 12 months	This service is not available to me
P109a. ACCESS TO SOCIAL WORKERS	1	2	3	4	5	6	7	8	9
P109b. ACCESS TO HEALTH PROFESSIONALS ASSISTANCE	1	2	3	4	5	6	7	8	9
P109c. ACCESS TO POLICE	1	2	3	4	5	6	7	8	9
P109d. ACCESS TO SAFE HOMES	1	2	3	4	5	6	7	8	9
P109e. Access to information about protection from domestic violence	1	2	3	4	5	6	7	8	9
P109f. Access to free legal aid	1	2	3	4	5	6	7	8	9
P109g. Quality and independence of judiciary in processing of domestic violence cases	1	2	3	4	5	6	7	8	9

OTHER STEREOTYPES

P110. 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
P110a. Persons with mental disabilities should not work	1	2	3	4	5	6	7	8
P110b. Persons with physical disabilities should work	1	2	3	4	5	6	7	8
P110c. Persons with intellectual disabilities should not be allowed to have partners	1	2	3	4	5	6	7	8
P110d. Others in the society should learn the sign language and Braille Alphabet to integrate those with hearing or visual impairments	1	2	3	4	5	6	7	8

P111. Do you think that same-sex couples should, or should not, have the right to **READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!**

ITEMS	Should	Should not	(Do not read!) Does not know	(Do not read!) Refuses to answer
P111a. Marry	1	2	3	4
P111b. Live without getting married, but with equal rights as married couples	1	2	3	4
P111c. Adopt children	1	2	3	4
P111d. Inherit property from each other same way as married couples	1	2	3	4

PROPENSITY TO LEAVE THE COUNTRY

P112. Are you considering leaving the country? **NOTE DOWN ONE ANSWER ONLY**

- 1. Yes → **GO TO P113** **1**
- 2. No → **GO TO IP114** **2**
- 3. **(Do not read)** Does not know → **GO TO IP114** **3**

P113. Which statement best describes the reason you are considering to leave the country? **READ OUT THE ANSWER OPTIONS! UP TO THREE ANSWERS! RANK THE ANSWERS!**

	1 ST reason	2 ND reason	3 RD reason
P113A. I would like to study abroad	1	1	1
P113B. I would like to take new professional challenges abroad	2	2	2
P113C. I cannot find work in BiH	3	3	3
P113D. I want to be with my friends, family or a partner	4	4	4
P113E. I want to help my people/family by sending help from abroad	5	5	5
P113F. I feel insecure in BiH due to possibility of inter-ethnic tensions	6	6	6
P113G. I feel my rights and freedoms are violated in BiH	7	7	7
P113H. I would like to give my children better opportunities in life	8	8	8
P113I. I would like to have access to better public services (e.g. health, education) than those available in BiH	9	9	9
P113J. Other	10	10	10

P114: ASK ONLY RESPONDENTS WHO ARE 18-30 YEARS OLD

P114. What is your desired occupation? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

P115. Which sector would you like to work in? **READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!**

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

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

DEMOGRAPHICS

D1. Sex?

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

D2. What is your year of birth?

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

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

D4. What is your place of birth?

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

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

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

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

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

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

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

D7A. How religious do you consider yourself to be?

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

D8. How important is religion in your life?

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

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

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

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

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

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

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

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

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

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

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

- | | |
|---|-----------------|
| 1. Full time employment | 1 |
| 2. Part-time employment | 2 |
| 3. Intern/trainee | 3 |
| 4. Volunteer | 4 |
| 5. Unemployed, with occasional jobs, actively looking for work | 5 |
| 6. Unemployed, actively looking for work | → GO TO D19a 6 |
| 7. Unemployed, not looking for work | → GO TO D19a 7 |
| 8. Unpaid everyday house/farm work, looking after children or others, not looking for paid work | → GO TO D20 8 |
| 9. Person with disability whose disability is the main reason for not working | → GO TO D19a 9 |
| 10. Pupil/student/in specialization | → GO TO D19a 10 |
| 11. Retired | → GO TO D19a 11 |
| 12. Military (recruit) | → GO TO D19a 12 |
| 13. (Do not read!) Refuses to answer | 13 |

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ADDITIONAL VARIABLES TO BE PROVIDED BY DATA COLLECTION COMPANY:

D23a. Respondent's current municipality/city of residence

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

1. FBiH
2. RS
3. Brcko District