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MONITORING AND EVALUATION SUPPORT ACTIVITY II (MEASURE II)

National Survey of Citizens' Perceptions in Bosnia and Herzegovina 2021

Final Report

July 2022

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CONTENTS

LIST OF ABBREVIATIONS 1

ACKNOWLEDGMENTS 2

EXECUTIVE SUMMARY 3

- GOVERNANCE 3
- CORRUPTION 3
- JUDICIARY 4
- CIVIL SOCIETY 4
- POLITICAL PARTIES AND POLITICAL PARTICIPATION 4
- MEDIA 4
- USE OF DIGITAL TECHNOLOGY 5
- RECONCILIATION 5
- VIOLENT EXTREMISM 5
- EMIGRATION 5
- GENDER 5
- SOCIAL INCLUSION 6
- YOUTH DEVELOPMENT 6
- VISION OF THE FUTURE AND FOREIGN INFLUENCE 6

I. INTRODUCTION 7

II. METHODOLOGY 8

- II.I ABOUT THE SURVEY 8
- II.II QUESTIONNAIRE DESIGN 8
- II.III SAMPLE DESIGN 9
- II.IV DATA COLLECTION 10
- II.V DATA PROCESSING AND ANALYSIS 11
- II.VI QUALITY CONTROL 11
- II.VII DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE 11

III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE 14

- III.I GOVERNANCE 14
  - III.I.I GOVERNMENT CHALLENGES 14
  - III.I.II TRUST IN INSTITUTIONS AND ORGANIZATIONS 16
  - III.I.III SATISFACTION WITH PUBLIC SERVICES 17

III.I.IV PERCEPTIONS OF POLITICAL PARTIES, ELECTIONS, AND POLITICAL PARTICIPATION 18
III.I.V JUDICIARY 20
III.I.VI FUTURE OF BIH AND SOCIOECONOMIC/CONSTITUTIONAL REFORMS 22
III.II CORRUPTION 25
III.II.I PREVALENCE OF CORRUPTION ACROSS SECTORS 25
III.II.II CITIZENS' DIRECT EXPERIENCE WITH CORRUPTION 27
III.II.III CORRUPTION IN THE JUDICIARY 29
III.II.IV EFFECTIVENESS OF THE FIGHT AGAINST CORRUPTION 30
III.III CIVIL SOCIETY AND CIVIC PARTICIPATION 32
III.IV MEDIA 37
III.V USE OF DIGITAL TECHNOLOGY 40
III.VI INTERETHNIC TRUST AND INTERACTION 43
III.VII COUNTERING VIOLENT EXTREMISM 47
III.VIII EMIGRATION 49
III.IX SOCIAL INCLUSION 54
III.IX.I GENDER EQUALITY 54
III.IX.II INCLUSION OF PEOPLE WITH DISABILITIES 59
III.IX.III SOCIAL INCLUSION OF SAME-SEX COUPLES 59
III.X YOUTH DEVELOPMENT 61
IV. CONCLUSIONS 67
ANNEX: THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS 2021—SURVEY QUESTIONNAIRE 68

LIST OF EXHIBITS

Exhibit 1. NSCP-BiH survey objectives 7

Exhibit 2. Steps in implementing the NSCP-BiH survey 8

Exhibit 3. NSCP-BiH sample distribution, disaggregated by region and settlement type 9

Exhibit 4. Sample and population distribution across BiH entities 12

Exhibit 5. Population and sample demographic characteristics 12

Exhibit 6. Sample and population ethnic composition 13

Exhibit 7. Monthly household income 13

Exhibit 8. Low standard of living and unemployment remain the top perceived challenges in BiH 15

Exhibit 9. Satisfaction with general security in the country is at an all-time low 16

Exhibit 10. Trust in public institutions is generally low 17

Exhibit 11. Respondents are most satisfied with core utility services 18

Exhibit 12. The share of citizens interested in politics is at a similar level to that in 2015 19

Exhibit 13. Candidate's expertise is most highly valued as a deciding factor for voters 19

Exhibit 14. Citizens believe political parties are predominantly guided by their political interests 20

Exhibit 15. Satisfaction with the work of prosecutors/prosecutors' offices and judges/courts continued to decrease in 2021 21

Exhibit 16. Citizens' perception of their right to access information on court proceedings has increased slightly since 2015, but overall remains low 21

Exhibit 17. Citizens remain skeptical of judicial fairness and independence 22

Exhibit 18. Socioeconomic reforms remain the priority over constitutional reforms 23

Exhibit 19. Ethnic affiliation remains an influential factor in citizens' visions of the country 24

Exhibit 20. FBiH residents are more likely to favor state-level authority across all sectors 25

Exhibit 21. Perception of corruption has increased in all sectors 26

Exhibit 22. Nepotism, cronyism, and patronage remain the most prevalent forms of corruption 27

Exhibit 23. Doctors, nurses, and police officers continue to be the most bribed public officials 28

Exhibit 24. The proportion of surveyed citizens who saw the court system as extremely corrupt increased substantially in 2021 29

Exhibit 25. BiH citizens' distrust in the impartiality of judges and prosecutors is higher than ever 30

Exhibit 26. Belief that judges and prosecutors take bribes is at the highest level since 2015 30

Exhibit 27. Most BiH citizens do not take part in any anticorruption activities 32

Exhibit 28. Most citizens believe that CSOs serve the interests of their international funders or serve their own interests 33

Exhibit 29. The level of civic participation has decreased slightly since 2019, while the level of political participation has increased substantially 34
Exhibit 30. Most citizens who do not participate in any civic activities are not interested in them 35
Exhibit 31. Fighting corruption and crime, fighting for better economic conditions, and ensuring more jobs are among the most common motivations for civic action 36
Exhibit 32. The proportion of citizens giving monetary or in-kind donations decreased slightly 36
Exhibit 33. Television continues to be the most followed media type among BiH citizens 37
Exhibit 34. BiH citizens prefer following entertainment on a several types of media 38
Exhibit 35. Media outlet preferences vary across ethnic groups 39
Exhibit 36. Citizens' media literacy has increased over the years 40
Exhibit 37. Smartphone is the most owned device among BiH citizens 41
Exhibit 38. Employed respondents primarily use a smartphones in their work 41
Exhibit 39. Most respondents connect to the Internet via cable modem 42
Exhibit 40. Young respondents are more likely than adults to use digital financial services 43
Exhibit 41. BiH citizens' intra- and interethnic trust increased substantially in 2021 44
Exhibit 42. Interethnic contacts are linked to higher interethnic trust 45
Exhibit 43. Anxiety when interacting with people from another ethnic group has dropped but still triggers an anxious response from some citizens 46
Exhibit 44. Interethnic opinions vary by ethnicity 47
Exhibit 45. RS citizens are more likely to feel threatened by local religious/nationalist extremists and extremist groups from abroad 48
Exhibit 46. A large portion of respondents prefer peaceful to address interethnic tensions 49
Exhibit 47. Nearly one-fourth of BiH citizens are considering leaving the country 50
Exhibit 48. Citizens intending to emigrate primarily gather information about moving abroad 51
Exhibit 49. The primary reasons for leaving BiH are access to better public services and better life opportunities for children 52
Exhibit 50. Higher salaries would motivate many BiH citizens not to leave the country 53
Exhibit 51. Almost one-third of respondents intending to emigrate are still in the process of acquiring the necessary documentation to travel or work abroad 54
Exhibit 52. The portion of citizens supporting equality between men and women has increased in 2021, nearing levels from 2016 55
Exhibit 53. The belief that men should have more right to a job than women is prevalent in BiH 56
Exhibit 54. Female respondents are less likely to have gender-biased opinions 57
Exhibit 55. Men are perceived as better political leaders than women 57

Exhibit 56. The proportion of respondents thinking that the victim often provokes the violence against women is at the lowest rate ever 58
Exhibit 57. Citizens' perceptions of gender-based violence in BiH varies according to educational attainment 58
Exhibit 58. Roughly one-fifth of citizens think that PWDs should not have partners and are not able to work 59
Exhibit 59. Only a small number of BiH citizens are in favor of equal rights for same-sex couples 60
Exhibit 60. Distribution of youth sample, by sex, entity, ethnicity, and education 61
Exhibit 61. Low salaries, pensions, and standard of living were the primary challenges for youth in 2021 62
Exhibit 62. Nearly half of the youth surveyed are considering leaving BiH 62
Exhibit 63. Youth consider leaving BiH primarily to access better public services, avoid corruption, and give their children better opportunities in life 63
Exhibit 64. Youth in BiH are more open to LGBTQI+ rights than adults 64
Exhibit 65. Young people are more critical than adults about the education system 65
Exhibit 66. More youth than adults prefer online sources 66
Exhibit 67. Youth are more likely to feel confident than adults about using digital devices 66

LIST OF ABBREVIATIONS

AIR	American Institutes for Research
BiH	Bosnia and Herzegovina
CAPI	Computer-assisted personal interviewing
CLA	Collaborating, Learning, and Adapting
COR	Contracting Officer's Representative
COVID-19	Coronavirus Disease 2019
CSO	Civil society organization
BD	Brčko District
DECA	Digital Economy Country Assessment
DO	Development objective
EU	European Union
FBiH	Federation of Bosnia and Herzegovina
FY	Fiscal year
IR	Intermediate result
LGBTQI+	Lesbian, gay, bisexual, transgender, intersex, and queer
MEASURE II	USAID/BiH Monitoring and Evaluation Support Activity
MEL	Monitoring, Evaluation, and Learning
NATO	North Atlantic Treaty Organization
NGO	Non-governmental organization
NSCP-BiH	National Survey of Citizens' Perceptions in BiH
PMP	Performance Management Plan
PWDs	People with Disabilities
RS	Republika Srpska
Sub-IR	Sub-intermediate result
USAID/BiH	United States Agency for International Development BiH Mission

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In 2021, the United States Agency for International Development's Bosnia and Herzegovina Mission (USAID/BiH) commissioned the American Institutes for Research (AIR), through the Monitoring and Evaluation Support Activity (MEASURE II), to conduct the seventh round of the National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH). The NSCP-BiH has been conducted annually since 2015 to assist USAID/BiH in strategic planning and programming.

The research team that conducted the data analysis and prepared this report includes the following MEASURE II staff: Erol Barina, senior research analyst, Salminka Vizin, monitoring, evaluation, and learning manager; Edis Brkic, chief of party; and Mirza Kulenovic, senior research analyst. The authors wish to thank those who contributed to the design and implementation of this survey. At USAID/BiH, the Economic Growth Office, the Democracy and Governance Office, and Elma Bukvić Jusić, of the Program Office (also MEASURE II's Contracting Officer's Representative) were instrumental in the survey design. Glynnis Melnicove, at AIR, provided valuable and constructive technical advice for finalizing the report. The research team also wishes to thank the Custom Concept team that conducted the data collection and data quality assessment. These individuals and organizations contributed tremendously to this report. Any remaining errors in the report are the responsibility of the authors.

EXECUTIVE SUMMARY

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey that explores citizens' perceptions and experiences related to governance, emigration, the judiciary, elections, corruption, civil society, the media, interethnic relationships, violence, social inclusion, use of digital technology, and the international community. The survey is conducted with a nationally representative sample of BiH citizens and informs USAID/BiH's strategic planning and programming. This is the seventh iteration of the survey, which has been conducted annually since 2015. This survey round was conducted from January 8 to February 9, 2022. During this period, MEASURE II conducted 3,000[1] face-to-face surveys with BiH citizens across the country, covering 89 municipalities in the Federation of Bosnia and Herzegovina (FBiH) and Republika Srpska (RS) and including Brčko District (BD). The major topics and corresponding findings are outlined below.

GOVERNANCE

About half of the respondents (46 percent) described public services as satisfactory, a slight decrease compared with the previous survey round. Trust in BiH public institutions is generally low and, compared with that in 2020, has decreased across most types of institutions and organizations, including the judiciary, police, and government institutions at all levels. Citizens expressed the highest levels of trust toward religious (46 percent) and public education (35 percent) institutions and the lowest level of trust toward government institutions (10 percent) and political parties (8 percent). Satisfaction with security conditions in the country reached the lowest levels since 2015, with only 40 percent of respondents indicating that they were satisfied. In 2021, one-third of respondents (31 percent) identified low salaries, pensions, and standard of living as the main challenge in the country, with unemployment as a close second (22 percent).

CORRUPTION

Corruption remains to be a major problem in the country. Compared with those in 2020, citizens' perceptions of corruption increased across all public sectors. The largest and the highest ever proportion of respondents, 73 percent, reported public sector employment as being engulfed with excessive levels of corruption. Ten percent of respondents decided not to apply for a job, although they possessed the necessary qualifications, with most of those respondents (91 percent) indicating that they did not apply because they believed that the job description and requirements were tailored to specific individuals. Additionally, more than half of respondents believed that corruption was extremely present in public procurement (58 percent), inspections (55 percent), and the judiciary (53 percent).

The portion of citizens who had bribed a public official in the previous 12 months was the same as in 2020, 12 percent. As in previous survey rounds, most citizens who reported giving a bribe most frequently bribed doctors (7 percent), nurses (6 percent), and police officers (5 percent). More than three-quarters of respondents (79 percent) believed that anticorruption efforts were ineffective and that there was no political will to fight corruption (85 percent). Eighteen percent of respondents said that

[1] For this survey round, an additional 200 citizens from the Croat population were interviewed so that the comparisons between ethnic groups would have higher statistical accuracy. For calculation disaggregated by ethnicity, the sample size used is 3,200. All other calculations are based on the base sample of 3,000 citizens.

they had participated in an anticorruption activity during the previous 12 months, a share similar to that in previous survey rounds.

JUDICIARY

Only 10 percent of respondents said they trusted the BiH judiciary. Although satisfaction with the judiciary has traditionally been low, in 2021, it decreased even more. One in 10 respondents stated that he or she was satisfied with the work of prosecutors and prosecutors' offices, and 9 percent of respondents said that they were satisfied with the work of judges and courts. Interestingly, the percentage of respondents who believe that courts were fair to everyone increased slightly in 2021 from 25 to 27 percent. Similarly, citizens remain skeptical of judicial impartiality, with about one-third of respondents believing that judges could be impartial when making decisions.

CIVIL SOCIETY

Civil society organizations (CSOs) in BiH were perceived by 33 percent of respondents as working in the interest of their international funders and by 30 percent as working in their own interest. Civic participation has dropped in the last 3 years, reaching 10 percent in 2021. Furthermore, 46 percent of respondents who did not participate in civic activities indicated that they were not interested in civic activities. Fighting corruption and crime, and fighting for better economic conditions, were among the most cited reasons that could motivate citizens to engage in civic activity. The number of respondents who participated in political activities increased from 23 percent in 2020 to 35 percent in 2021. The most frequent forms of political activity were boycotting certain products (19 percent) and signing a petition (15 percent).

POLITICAL PARTIES AND POLITICAL PARTICIPATION

A majority of citizens (79 percent) believe that political parties are predominantly guided by their political interests. The share of respondents interested in politics has risen steadily since 2019. In 2021, it reached the same level as in 2015, 35 percent. Gender differences in 2021 are consistent with survey results from previous years, with women demonstrating less interest in politics (25 percent) than men (47 percent). When deciding whom to vote for, respondents indicated that the most important factor was the candidate's expertise (79 percent).

MEDIA

Television remains to be the most followed media type, although the proportion of viewers dropped substantially from 81 percent in 2020 to 66 percent in 2021. About two in five citizens follow social media (42 percent) and online news sites (37 percent), while a limited number of citizens listen to the radio (8 percent) or read newspapers (3 percent) on a daily basis. All media types are used primarily for entertainment purposes, with the exception of newspapers, which are mainly used for information on politics, society, and the economy, although the percentage of citizens reading newspapers is very low, 3 percent. Respondents with higher educational attainment were more critical of the information they consumed from the media.

USE OF DIGITAL TECHNOLOGY

Overall, a majority of citizens reported owning a smartphone (86 percent), fewer reported owning a laptop (44 percent), desktop computer (28 percent), or tablet (17 percent). Owning a digital device is more prevalent among youth than adults. Nine of 10 respondents indicated that they had Internet access, primarily through a cable modem (44 percent). About half (51 percent) of the citizens use at least one digital financial service, with the most common forms including buying goods online in the country (39 percent), using a credit card for regular payments (33 percent), or using online banking (32 percent).

RECONCILIATION

Both intra- and inter-ethnic trust among the citizens of BiH increased in 2021. However, BiH citizens continue to trust people from their ethnic group more than they trust others. All constituents reported the least trust in the Roma population. Almost three-quarters (73 percent) of respondents reported having acquaintances or colleagues belonging to an ethnic group other than their own. Interethnic anxiety has decreased, from 40 percent in 2020 to 28 percent in 2021, mostly because of a decrease of interethnic anxiety among Serbs. Two in five (38 percent) respondents said that they would not mind being in a close relationship with a member of another ethnic group. Moreover, eight in 10 (79 percent) respondents believed that all peoples in BiH had a hard time during the war, regardless of their ethnicity.

VIOLENT EXTREMISM

Citizens' perceptions of the threat of returning foreign fighters differ according to location. In the RS, there was a 17-percentage point decline in citizens' fear of returning foreign fighters, from 73 percent in 2020 to 56 percent in 2021. Conversely, in the FBiH, citizens' fear of returning foreign fighters increased by seven percentage points, from 51 percent in 2020 to 58 percent in 2021. Perception of threats by extremist groups from abroad and local religious or nationalist extremists has declined in both entities. To change the interethnic tensions in their community, a majority of respondents (53 percent) believed that peaceful actions should be pursued, and violence avoided.

EMIGRATION

In 2021, 22 percent of respondents indicated that they were considering leaving the country, a slight decrease from the historical average of 25 percent throughout past survey rounds. More than three times as many young people as adults said that they wanted to leave the country (44 percent vs. 14 percent, respectively). The reasons noted as most important for leaving were having access to better public services (75 percent) and better opportunities for their children (73 percent). The factors that would motivate citizens to stay in the country were primarily work-related and included higher salaries, more job opportunities, and better-quality jobs.

GENDER

In general, survey results regarding gender indicate that beliefs of equality are increasing. More than four in five (85 percent) respondents believe that women and men should have equal rights and receive the same treatment, a nine-percentage point increase since 2020. However, the belief that men should have more rights to jobs than women when jobs are scarce persisted, with 30 percent of respondents holding this opinion, 39 percent of whom are men and 22 percent women. About one-third (29 percent) of

respondents believe men make better political leaders than women. The number of respondents who believe that the violence against women is often provoked by the victim dropped by five percentage points from 2020, to 14 percent in 2021.

SOCIAL INCLUSION

People with disabilities (PWDs) and members of the lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) community face many challenges and obstacles to attaining their rights in BiH society. A little more than one-fourth (28 percent) of respondents think that people with mental disabilities are not able to work. One in five citizens (20 percent) believe that persons with intellectual disabilities should not have partners. Only 7 percent of citizens support the rights of same-sex couples to adopt children, and only 9 percent support the right of same-sex partners to marry and organize protests to fight for their rights, a decrease from 2020.

YOUTH DEVELOPMENT

For the first time since the survey's inception in 2015, low salaries and standard of living emerged as the most important challenges facing youth (27 percent), with unemployment as the second most important challenge (25 percent). The percentage of youth who said that they were considering emigration remains the same as in 2020, 44 percent. Among youth, the main reasons for considering emigration were access to better public services, systemic corruption in BiH society, and better life opportunities for their children. Additionally, a majority of young people (63 percent) think that BiH education is not in line with labor market needs.

VISION OF THE FUTURE AND FOREIGN INFLUENCE

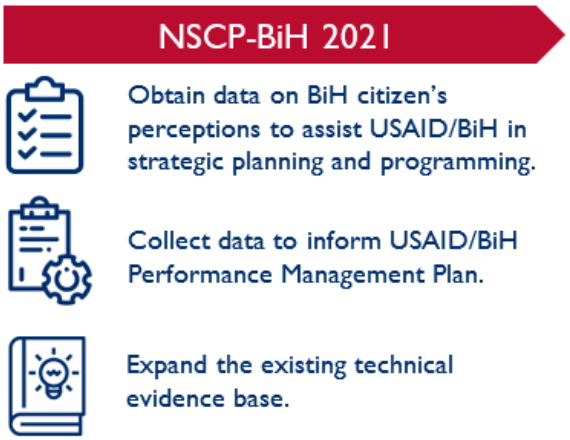
Ethnic affiliation remains a strong influential factor in citizens' visions of the country. Most Serbs (73 percent) would like for the arrangement of the state to remain unchanged, while most Bosniaks (63 percent) would prefer strengthening the state-level government and Croats' opinions are divided among strengthening the state (39 percent); strengthening the municipal/city-level government (21 percent), and forming a third, Croat entity (20 percent). Additionally, across all sectors, FBiH residents are more likely than those from RS to favor state-level authority.

I. INTRODUCTION

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey designed to inform the strategic-planning and programming efforts of the United States Agency for International Development's Bosnia and Herzegovina Mission (USAID/BiH) by identifying BiH citizens' perceptions toward governance, the rule of law, corruption, the media, emigration, reconciliation, and other critical policy-related topics. The survey was designed in 2015 under the USAID/BiH-funded Monitoring and Evaluation Support Activity (MEASURE-BiH). Since then, it has been implemented by the American Institutes for Research (AIR) and administered annually. The findings and conclusions garnered from the six previous rounds of the NSCP-BiH can be found on the USAID Development Experience Clearinghouse (DEC).

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

Exhibit 1. NSCP-BiH survey objectives



The NSCP-BiH 2021 is the seventh annual iteration of the survey. In partnership with Custom Concept, a local data collection company, MEASURE II administered the 2021 survey to a representative sample of 3,000[2] BiH citizens across the country from January 8, through February 9, 2022. The objectives of the 2021 survey were to collect data to inform USAID/BiH's strategic planning and programming, to measure the progress of USAID/BiH's indicators at the Performance Management Plan (PMP) level, and expand the existing technical evidence base for areas and topics that the NSCP-BiH explores (refer to Exhibit 2). These objectives closely align with those of the original survey design, from 2015.

To comply with the Mission's interests, MEASURE II revised the 2021 survey questionnaire by adding, removing, and modifying questions where necessary, with the help of USAID/BiH's Offices of Democracy and Governance and Economic Growth. Additionally, several survey questions were refined to improve the measurement of selected concepts, with a focus on improving consistency and precision, and to enhance the soundness of the report.

This report presents the main findings and conclusions from the NSCP-BiH 2021. The report consists of four chapters. Chapter I provides an introduction to the NSCP-BiH. Chapter II explains the survey methodology, including the sample design, survey questionnaire, and data collection procedures.

[2] For this survey round, an additional 200 citizens from the Croat population were interviewed so that the comparisons between ethnic groups would have higher statistical accuracy. For calculation disaggregated by ethnicity, the sample size used is 3,200. All other calculations are based on the base sample of 3000 citizens.

Chapter III includes descriptive statistics and the main findings from the NSCP-BiH 2021. Chapter IV presents conclusions based on the findings.

II. METHODOLOGY

II.I ABOUT THE SURVEY

The NSCP-BiH is a nationally representative survey of civilian, noninstitutionalized adults over the age of 18. In line with the previous survey rounds, the NSCP-BiH 2021 included a sample size of 3,000 valid interviews, with a response rate of 45 percent. MEASURE II oversampled the Croat population with an additional 200 interviews for this survey round to achieve higher statistical accuracy when comparing responses among respondents of different ethnic groups.[3] Thus, for comparisons among different ethnic groups, the total number of respondents is 3,200, while for all other analyses, the total sample size is 3,000. In total, the survey covered 89 municipalities in the Federation of BiH (FBiH) and Republika Srpska (RS) and included Brčko District (BD). Exhibit 3, below, provides an overview of the methodology applied in implementing the NSCP-BiH survey. The remainder of this section provides a brief description of each step.

Exhibit 2. Steps in implementing the NSCP-BiH survey



II.II QUESTIONNAIRE DESIGN

The NSCP-BiH questionnaire is reviewed annually and updated as needed. Before data collection, MEASURE II staff reviewed the 2021 NSCP-BiH survey in collaboration with USAID/BiH, which resulted in several modifications to the questionnaire. The most notable change in 2021 was the addition of new questions exploring citizens' access to and use of digital technologies. Additionally, where necessary, MEASURE II revised the questionnaire and modified several survey questions to improve data quality. Some parts of the survey were reworked to improve clarity, cost-effectiveness, and data accuracy.

In line with Mission priorities, 13 thematic areas were covered in NSCP-BiH 2021: government/public services, corruption, judiciary and the rule of law, the vision of BiH in the future and perceptions of the international community, access to unbiased information and media literacy, civil society organizations and civic participation, political parties and political participation, building interethnic trust and countering violent extremism, gender stereotypes and familiarity with legislation on gender equality,

[3] Nationally representative, random probability sampling yields a low number of respondents from the Croat population (250, on average) because of low numbers in that population compared with Bosniaks and Serbs. To reduce the margin of error and have more accurate analyses regarding ethnicity (confidence level of 95 percent and confidence interval of 5 percent), at least 400 respondents from each ethnic group are necessary.

LGBTQI+ and PWD issues, propensity to leave the country, use of digital technology, and socioeconomic demographics.

II.III SAMPLE DESIGN

Using a comparable sampling approach, as in previous survey rounds, the NSCP-BiH 2021 sampling frame was based on the final results of the Census of Population, Households and Dwellings in BiH in 2013,[4] provided by the BiH Agency for Statistics. Within the sample frame, the FBiH, RS, and BD were proportionally represented on the basis of the number of residents living in them. All administrative units (cantons/regions) were also proportionally represented within entities.

NSCP-BiH 2021 employed a representative random probability sample of rural and urban households. Specifically, a two-stage proportional stratified random sampling design was applied. First, the sample frame was stratified by BiH statistical regions[5] (refer to Exhibit 4) and settlement size categories: up to 500 citizens, 501–9,999 citizens, 10,000–49,999 citizens, 50,000+ citizens, and capital. Then, clusters were proportionally and randomly selected (from a total of 300) within each first-stage stratum. Clusters represent randomly selected streets in urban areas or rural settlements (e.g., villages) in rural areas that were randomly selected from the total base of all streets or rural settlements accordingly. Ten persons were interviewed within each cluster. In each of the randomly selected clusters a randomly selected building was used as the starting point. Households were randomly selected from random clusters using a "random walk" technique and "right-hand" principle while attempting contact at every third household. Within households, individuals were selected using the "last birthday" method. The final distribution of the sample compared with the BiH population is presented in Exhibit 4 below.

Exhibit 3. NSCP-BiH sample distribution, disaggregated by region and settlement type

REGIONS	2013 CENSUS STATISTICS (%)		SAMPLE; NONWEIGHTED (%)		SAMPLE; WEIGHTED (%)	
	URBAN	RURAL	URBAN	RURAL	URBAN	RURAL
Una-Sana Canton	6.1	8.5	7.0	7.6	6.8	7.9
Posavina Canton	0.8	1.6	1.4	1.3	1.3	1.2
Tuzla Canton	9.9	14.5	11.2	13.4	11.1	13.6
Zenica-Doboj Canton	8.4	11.4	9.8	10.2	10.1	10.2
Bosnia-Podrinje Canton	0.8	0.6	0.7	0.6	0.7	0.6
Central Bosnia Canton	5.0	8.5	5.6	8.9	5.2	8.4
Herzegovina-Neretva Canton	6.2	6.3	6.3	6.4	6.1	6.4
West Herzegovina Canton	1.3	3.6	2.8	2.5	2.6	2.6
Sarajevo Canton	23.6	2.8	20.3	3.8	21.8	4.2
Canton 10	1.5	3.1	2.1	2.5	2.3	2.6
Banja Luka	16.7	15.8	14.7	17.2	14.8	17.2
Doboj	4.4	7.5	4.2	8.3	3.9	7.9
Bijeljina	3.3	4.6	3.5	4.5	3.4	4.4

[4] Final results of the Census of Population, Households, and Dwellings in BiH, 2013, Agency for Statistics BiH, June 2016, Sarajevo, https://www.popis.gov.ba/popis2013/knjige.php?id=0

[5] In previous rounds of the NSCP-BiH, regions were stratified by 13 geographical regions. For the NSCP-BiH 2021, the sample was stratified by statistical regions enhancing the precision of the sample.

REGIONS	2013 CENSUS STATISTICS (%)		SAMPLE; NONWEIGHTED (%)		SAMPLE; WEIGHTED (%)	
	URBAN	RURAL	URBAN	RURAL	URBAN	RURAL
Vlasenica	2.0	4.9	2.8	4.5	2.7	4.4
Sarajevo-Romanija	2.7	1.8	2.1	2.5	1.9	2.5
Foca	1.5	1.4	1.4	1.3	1.5	1.3
Trebinje	2.9	1.2	2.1	1.9	2.0	1.9
Brčko Districts	3.0	1.9	2.1	2.5	1.9	2.7
ALL REGIONS / TOTAL	**56.3**	**43.8**	**47.7**	**52.3**	**42.9**	**57.1**

Considering the specified sample size (N = 3,000) and the population of persons 18 years of age and older registered in BiH (N = 2,838,458), the sampling error, with a confidence level of 95%, is ±1.79% ($p \leq 0.05$).

As previously noted, 200 additional interviews were conducted with respondents from the Croat population to reduce the margin of error in analyses for this group. First, proportional representation of Croats living in each municipality in the entire BiH was calculated. Then clusters were assigned to each municipality with settlements where Croats predominantly lived. For analyses including comparisons or cross-tabulations by ethnicity, the responses from the additional 200 respondents were added to the base sample (total N = 3,200).

II.IV DATA COLLECTION

The 2021 survey employed a data collection methodology comparable to previous NSCP-BiH survey rounds, while also integrating safety measures due to the COVID-19 pandemic. For the 2021 NSCP-BiH, MEASURE II collaborated with Custom Concept to collect the data.

After randomly selecting survey sampling points within each cluster and specific starting points, the interviewers were instructed to follow the same random walk technique previously applied in the surveys. First, each interviewer was given a starting point[6] in each of the sample points, specifically a street address of a residential building within a cluster. Once at the address noted, interviewers turned, facing away from the starting point, and moved to their right. The first household the interviewers encountered represented the household in which the first survey was to be conducted. The interviewers then moved in the same direction, on the same side of the street, and attempted to conduct interviews in every third household.

Interviewers were instructed to interview only one person per household. After establishing contact in a household, the interviewer asked whether there was a household member 18 years of age or older and permanently living in the household. The interviewer then asked to speak with the household member with the most recent birthday, that is, a household member whose birth date was the closest to the date of contact. If present at the time, this household member was interviewed. If the household member was absent, the interviewer tried to arrange a different time to conduct the interview and returned to that household once more before opting to conduct the survey with another respondent

[6] In urban settlements, starting points were houses/buildings in the selected streets. In rural settlements, if the street address numbers were not available, a local administration building, school, or bus station was used as a starting point. One of these three options was selected randomly and thus varied by rural settlement.

from another household. Using these principles, the interviews selected households and conducted surveys until the anticipated number of surveys for that starting point was complete.

The interviewers administered the questionnaire, using a face-to-face computer-assisted personal interview technique (CAPI). Every interviewer was equipped with a tablet to record and enter survey responses. Interviewers read the questions from the questionnaire and handed showcards with possible answers to respondents if and when needed. Showcards were used as an additional safety measure from the COVID-19 virus infection, by omitting the need for respondents to get close to interviewers or interact with interviewers' tablets. Furthermore, to protect themselves and the interviewees, interviewers wore personal protective equipment (face masks and gloves), kept a safe distance of 6 feet from the interviewees, conducted the survey outdoors, and applied disinfectant as necessary. Interviewers were monitored and supported by coordinators who provided logistical and managerial support and planning for the fieldwork.

II.V DATA PROCESSING AND ANALYSIS

Data management, including data checking, editing, and coding was completed by Custom Concept's central office staff. The survey dataset was delivered to MEASURE II in an SPSS Statistics file format. MEASURE II conducted a range of descriptive analyses on the data received. The sample's demographic and socioeconomic characteristics were analyzed first; then each section of the questionnaire was analyzed separately. Analyses provide descriptive statistics and cross-tabulations of relevant variables. Where possible, data from different survey rounds were compared in order to explore the trends across years.

II.VI QUALITY CONTROL

Quality controls were applied during both data collection and data analysis. Custom Concept carried out quality control checks during the data collection phase. Their team monitored the interviewers' work and conducted quality checks of it, including logical/consistency control (100 percent), phone control (10 percent; phone calls with survey participants to ensure that the survey was completed correctly),[7] and remote field control[8] through monitoring global position system (GPS) locations (50 percent). In-place field control was not conducted due to the ongoing COVID-19 pandemic and efforts to reduce possible infection and spread of the virus. Based on Custom Concept's calculations, the 2021 survey questionnaire took about 48 minutes to complete, on average (data not shown).

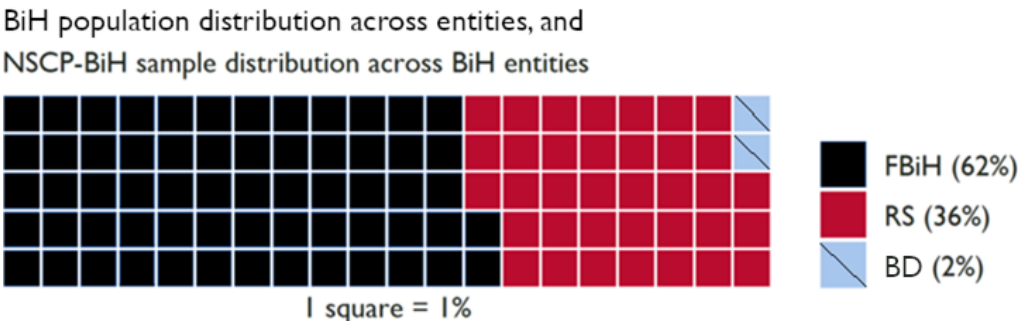
II.VII DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS OF THE SURVEY SAMPLE

As with the previous survey rounds, the demographic and socioeconomic characteristics of the 2021 NSCP-BiH sample were similar to distributions in the BiH population, as shown in Census 2013 (refer to Exhibit 5). Among 3,000 survey respondents, 62 percent were residents of the FBiH, 36 percent were residents of the RS, and 2 percent were residents of the DB.

[7] The controllers called the selected households to verify whether the interviewers complied with the rules of surveying, test-the-household selection, and the implementation of the proper respondent selection. A total of 320 calls (10 percent) were conducted with random survey respondents.

[8] GPS location data automatically generated by tablets were used to control the movement of interviewers and the household selection. This check was performed each day.

Exhibit 4. Sample and population distribution across BiH entities



The sample distribution, disaggregated by sex, age, and education, is shown in Exhibit 6. Women constituted a higher portion of survey respondents than men (54 percent vs. 46 percent). Seventy-three percent of respondents were adults between 25 and 65 years of age. Fifteen percent were youth (between18 and 24 years of age), and the elderly (over 65 years of age) accounted for 12 percent of the sample. Most surveyed citizens had completed secondary school (63 percent), while only 12 percent of surveyed citizens had completed primary school as their highest-level education. Twenty-five percent of citizens included in the sample had completed college or obtained a university education. Ten percent of respondents had completed only primary school, while 2 percent had less than primary school education.

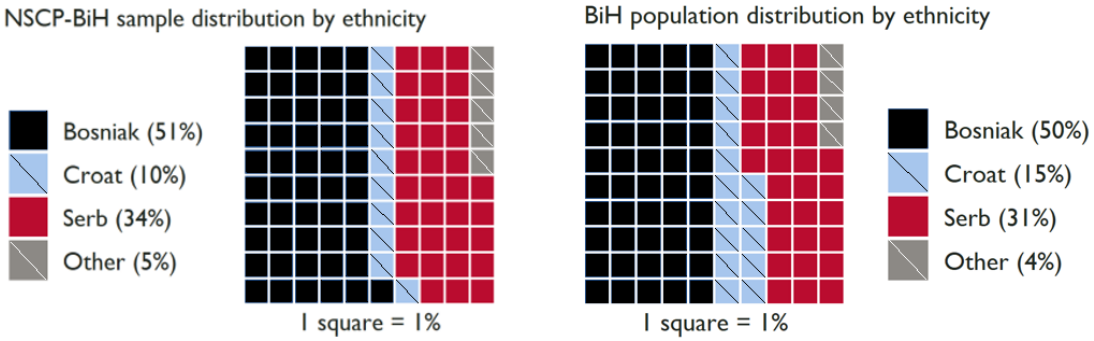
The sample distribution based on ethnicity was similar to the distribution within BiH's population (refer to Exhibit 7). Fifty-one percent of the surveyed citizens were Bosniaks, 34 percent Serbs, and 10 percent were Croats. Five percent of the sample were either ethnic minorities or did not declare their ethnic identity.

Exhibit 5. 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	1374	1626	457	1406	785	352	58	303	1898	741
Sample distribution, percentage	46%	54%	15%	47%	26%	12%	2%	10%	63%	25%

Note: The population data are based on the 2013 Census; the sample distribution is based on the 2021 NSCP-BiH.

Exhibit 6. Sample and population ethnic composition



Seventy percent of respondents reported their household income. Among them, 38 percent earned up to 1,000 KM a month; 13 percent earned between 1,000 and 3000 KM, and less than 1 percent earned above 3,000 KM (refer to Exhibit 8). A staggering 19 percent of respondents reported that they had no income in the past month.

Exhibit 7. Monthly household income

Monthly household income	Percentage	n
Nothing—0 KM	19%	(n = 579)
1 KM to 100 KM	2%	(n = 53)
101 KM to 500 KM	13%	(n = 379)
501 KM to 1,000 KM	23%	(n = 697)
1,001 KM to 2,000 KM	12%	(n = 344)
2,001 KM to 3,000 KM	1%	(n = 29)
Above 3,000 KM	0.4%	(n=12)
Total	100%	

The survey also explored the impact of the COVID-19 pandemic on citizens' economic status. Seven percent of surveyed individuals reported that they had lost a job (1 percent more than in 2020), and 10 percent said that their salaries had been reduced by their employer (3 percent more than in 2020) because of COVID-19. Eighty-six percent of respondents reported that the COVID-19 pandemic did not affect their economic status (data not shown).

III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE

Key findings and descriptive statistics of the survey data generated from the 2021 NSCP-BiH are presented in this chapter. The findings are organized according to thematic areas of interest. The sections that follow provide a description of BiH citizens' attitudes and perceptions on each topic assessed in the survey. The survey topics organized into thematic sections and presented in this report are as follows:

- Governance
- Corruption
- Civil society and civic participation
- Media
- Use of digital technology
- Interethnic trust and interaction
- Countering violent extremism
- Emigration
- Social inclusion
- Youth development
- Perceptions of the International Community

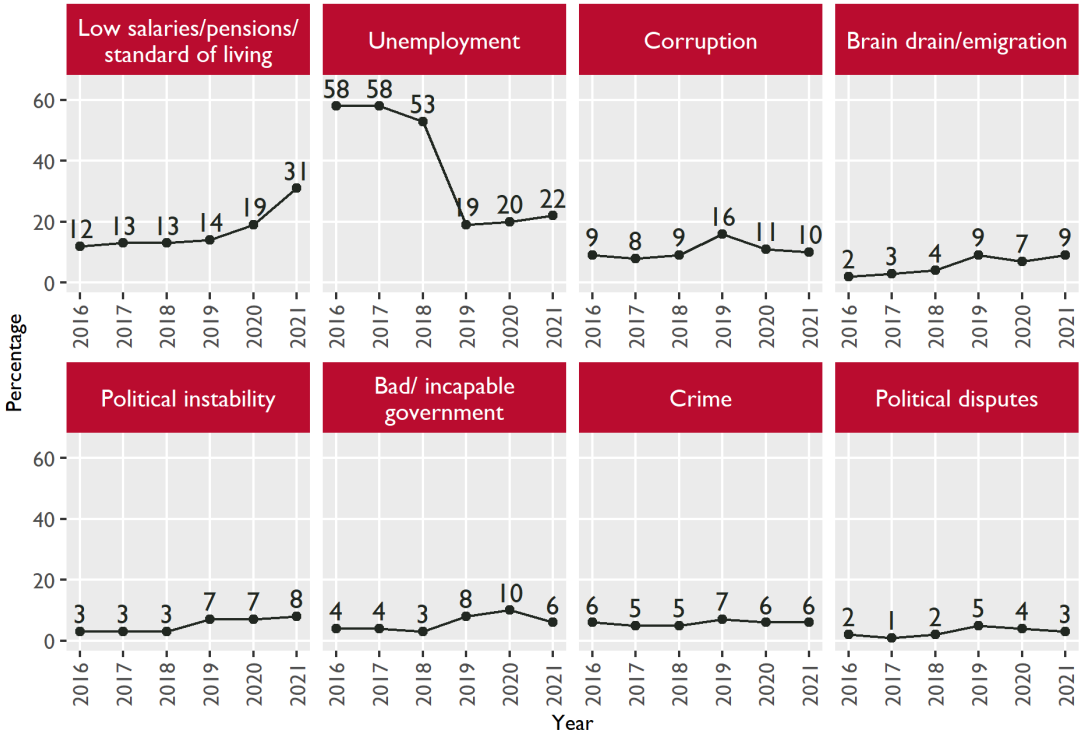
III.I GOVERNANCE

As in previous survey rounds, the 2021 NSCP-BiH survey explored BiH citizens' opinions about the country's development priorities and main governance challenges, satisfaction with the public services, and trust in public institutions.

III.I.I GOVERNMENT CHALLENGES

Unemployment had always been a top priority for citizens until this year, when standard of living took priority. There was a substantial increase in the percentage of respondents who identified standard of living as the primary challenge, with about one-third of respondents identifying a low standard of living as the primary challenge and about one-fifth identifying unemployment as the same (refer to Exhibit 9). Corruption is the third-most pressing challenge, with one in 10 respondents identifying it as their primary concern. Fewer than one in 10 respondents highlighted brain drain/emigration, political instability, incapable government, crime, and political disputes as primary concerns.

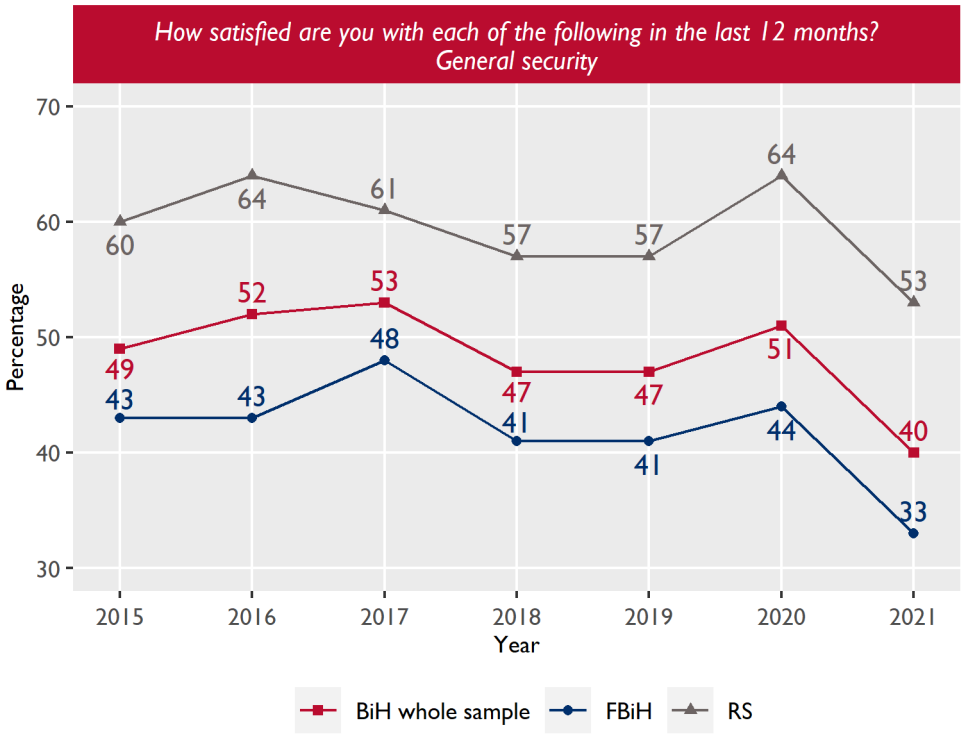
Exhibit 8. Low standard of living and unemployment remain the top perceived challenges in BiH



Perceptions of challenges were prioritized differently depending on respondents' entity of residence, educational attainment, and ethnicity. For example, a higher number of respondents from RS (61 percent) reported low standard of living as a primary challenge, compared with 44 percent of respondents from FBiH. The importance of this challenge diminishes as the respondents' educational attainment increases. Sixty-one percent of respondents with an education level below secondary school identified low standard of living as the most important challenge, while 50 percent of respondents who had completed secondary school education and 43 percent who had completed a higher than secondary school education perceived it as such. This is in line with the fact that the more educated respondents were, the more income they earned and the more likely they were to have a higher standards of living. Political instability was more frequently perceived as a challenge among Bosniaks (23 percent) than among Croats (11 percent) and Serbs (13 percent).

In addition to the challenges mentioned above, in 2021, satisfaction with the general security situation in the country was the lowest it had been since the inception of the NSCP-BiH, in 2015. Only 40 percent of citizens were satisfied with the general security situation in 2021, representing a drop of 11 percentage point since 2020. While satisfaction since 2020 decreased across the board, an important trend to note is that respondents from RS reported significantly higher satisfaction than those in the FBiH across all seven survey rounds of the survey (refer to Exhibit 10).

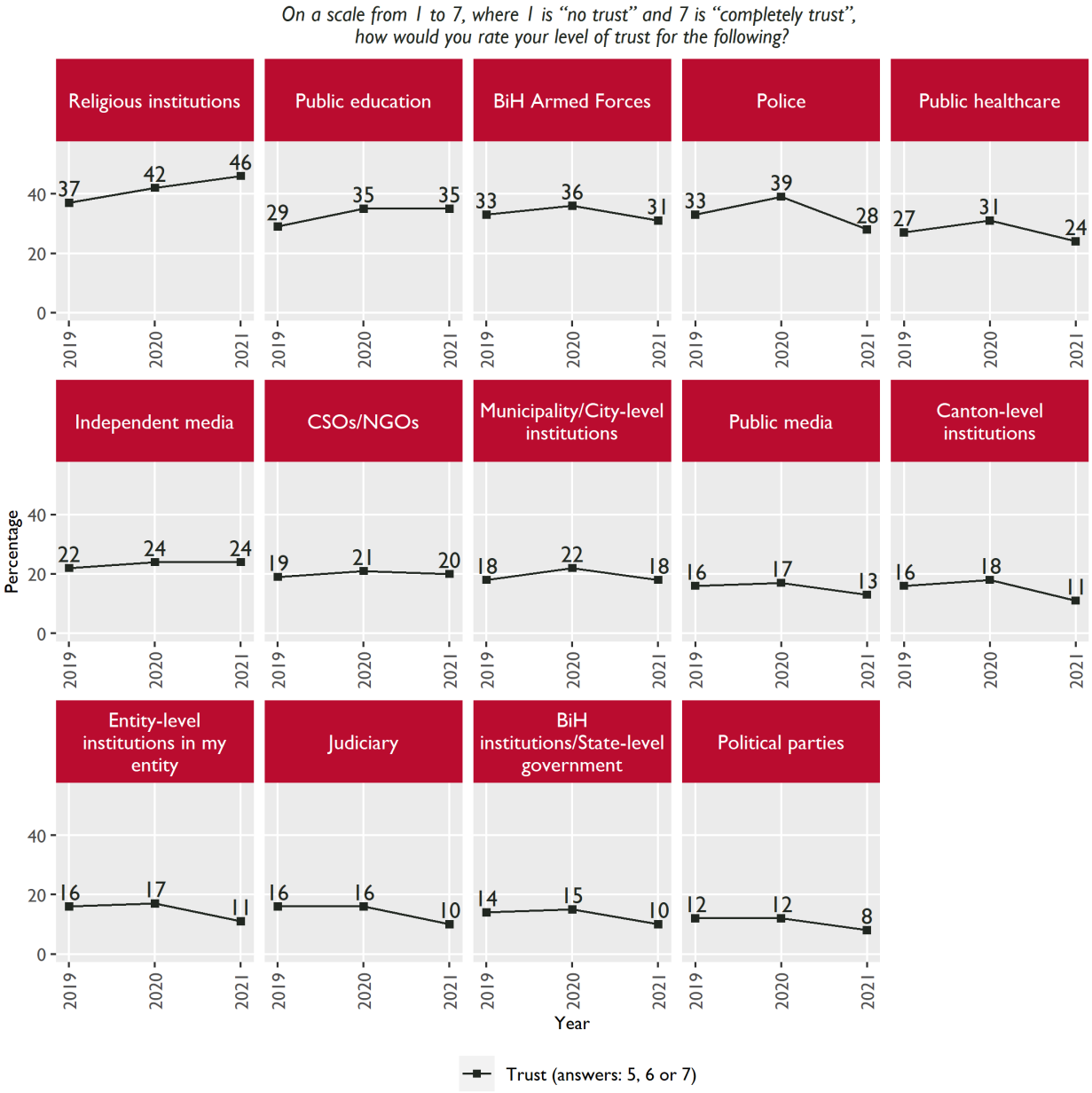
Exhibit 9. Satisfaction with general security in the country is at an all-time low



III.I.II TRUST IN INSTITUTIONS AND ORGANIZATIONS

As in previous survey rounds, trust in public institutions remains low and has decreased across most institution and organization types compared with 2020 (refer to Exhibit 11). Religious institutions remain the most trusted (46 percent) among respondents, followed by public education institutions (35 percent). The institutions with the least amount of trust are political parties (8 percent), followed by BiH institutions/state-level government, and the judiciary (10 percent each). About one-third of respondents expressed confidence in BiH armed forces and the police. On average, one in four respondents trusted public health care and independent media, while approximately one in five trusted CSOs/NGOs and municipal/city-level institutions, and less than 15 percent trusted all other institutions/organizations.

Exhibit 10. Trust in public institutions is generally low



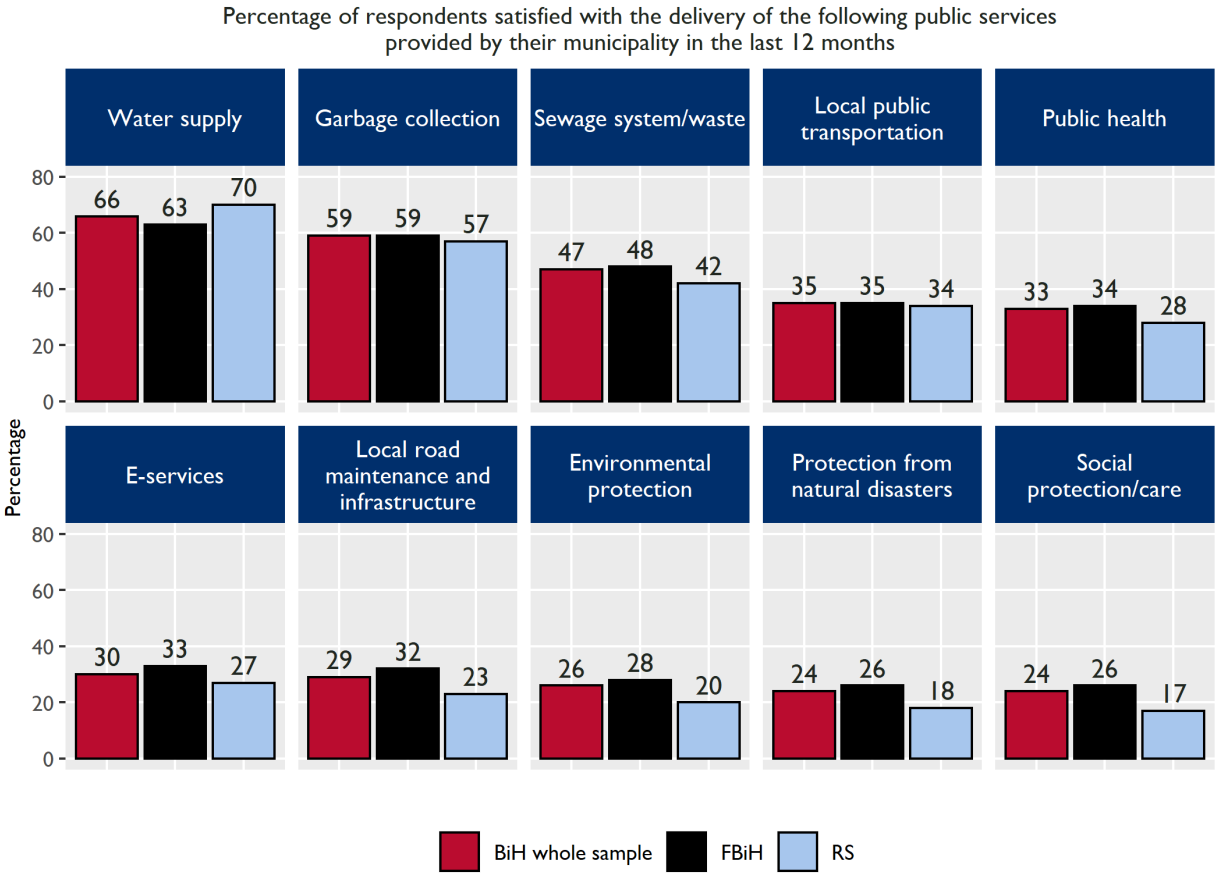
Note: "Does not know/Not applicable" answers are not included

III.I.III SATISFACTION WITH PUBLIC SERVICES

According to the 2021 survey, 46 percent of respondents are satisfied with public services in general. This satisfaction rate is slightly lower than in 2020 (48 percent) but is consistent with 2019 (46 percent). When it comes to specific services, most respondents were satisfied with core utility services including the water supply (66 percent), garbage collection (59 percent), and sewage system/waste (47 percent). Respondents were least satisfied with social protection/care and protection from natural disasters, at 24 percent for both (refer to Exhibit 12). Regarding digitalization of administrative public services, 27 percent of surveyed citizens were satisfied, 17 percent neutral, and 23 percent dissatisfied, while 30 percent either were not aware that such services existed or had never used them, and 3 percent did not

know or refused to answer to the question. Similar levels of satisfaction with public services were recorded across entities.

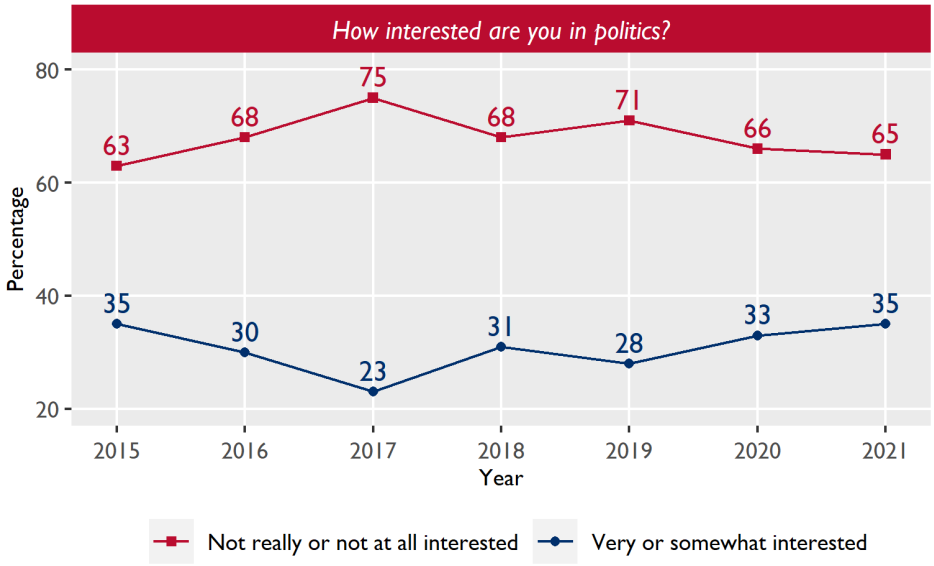
Exhibit 11. Respondents are most satisfied with core utility services



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

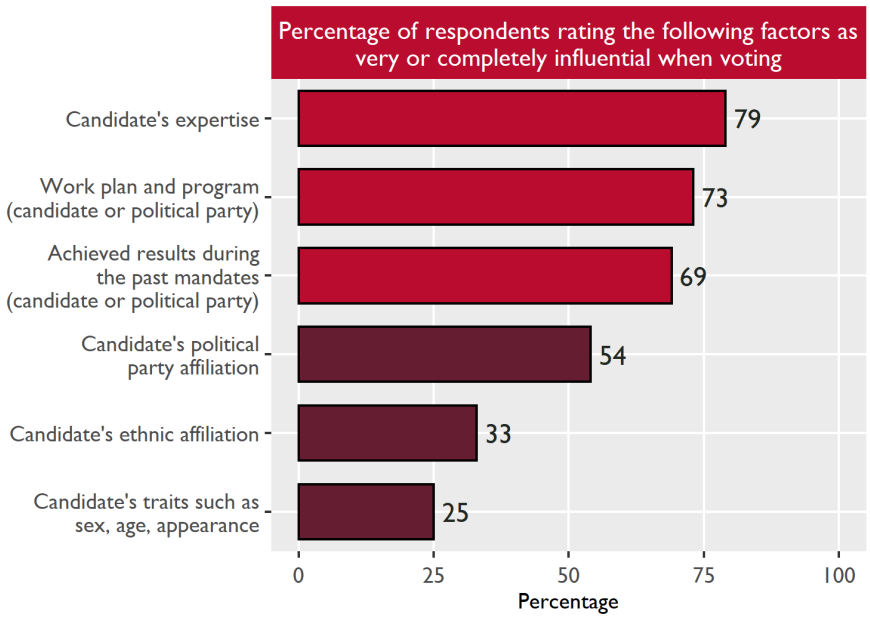
The share of respondents interested in politics has risen steadily since 2019. In 2021, it reached the same level as in 2015, at 35 percent (refer to Exhibit 13). Gender differences in 2021 were consistent with survey results from previous years, with women demonstrating less interest in politics (25 percent) than men (47 percent). In 2020, 27 percent of women were interested in politics versus 41 percent for men (data not shown), illustrating a slight increase in disparity between men and women in 2021.

Exhibit 12. The share of citizens interested in politics is at a similar level to that in 2015



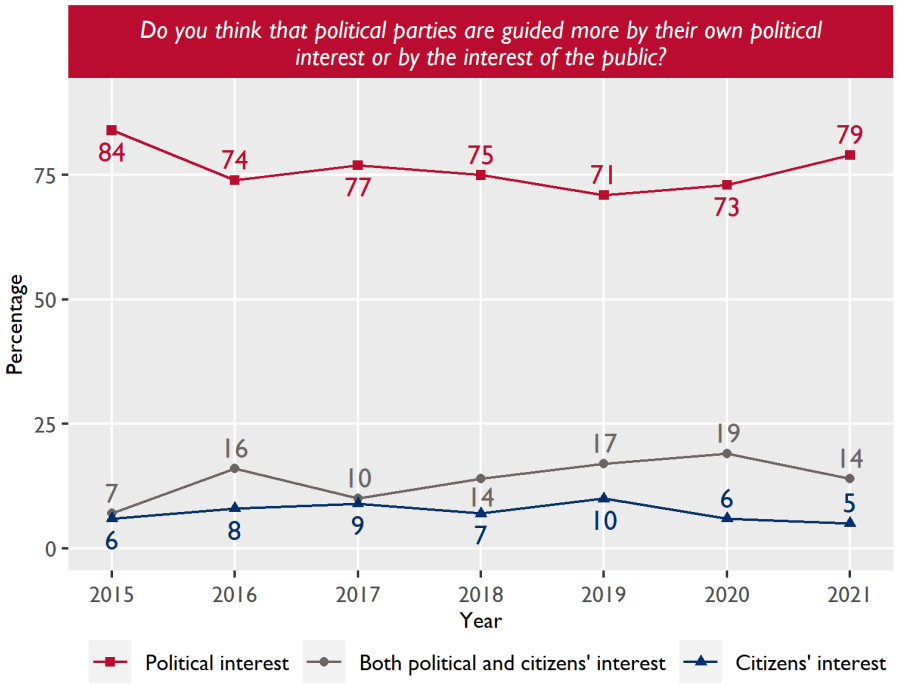
The 2021 NSCP-BiH survey included questions asking respondents to rank different factors influencing their decision to vote for a candidate or political party. As illustrated in Exhibit 14, the top-rated factor respondents considered when voting was a candidate's expertise, with 79 percent of respondents indicating that this "very much" or "completely" determined their voting behavior. Seventy-three percent of respondents indicated that a candidate or political party's work plan and program determined their voting behavior. In comparison, 69 percent indicated that the results a candidate or political party had achieved in the past mandates was the most critical factor when voting. The candidate's characteristics, such as sex, age, and appearance, were ranked as least important for determining voting behavior.

Exhibit 13. Candidate's expertise is most highly valued as a deciding factor for voters



As in the previous survey rounds, citizens believe that the political parties were guided primarily by their political pursuits instead of citizens' interests. Specifically, early four of five respondents (79 percent) believed that political parties were directed by their political interests, an increase of 6 percent since 2020 (refer to Exhibit 15). Only five percent said that political parties had citizens' interests in mind, while 14 percent believed that both a political party's own political interests and citizens' interests were equally prioritized. These opinions were consistent across all demographics (data not shown).

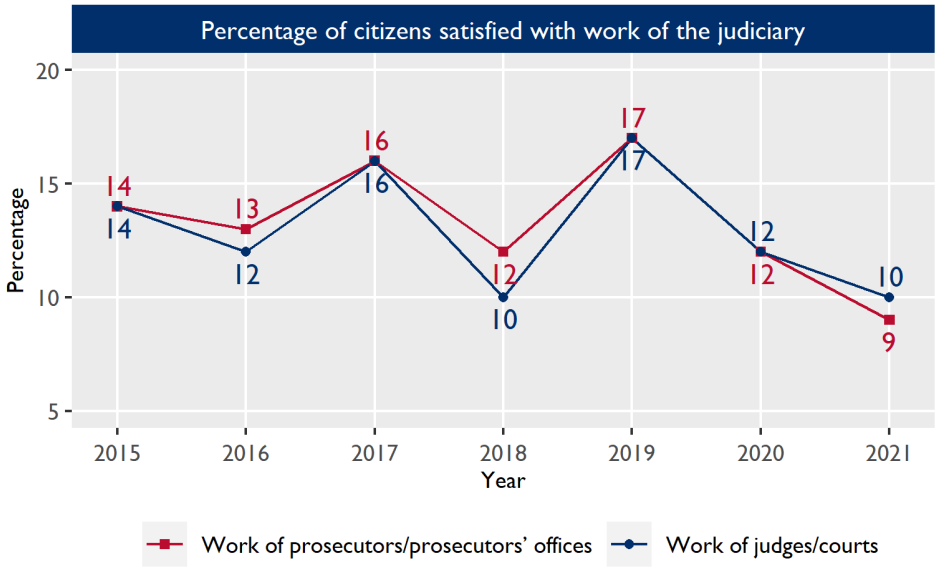
Exhibit 14. Citizens believe political parties are predominantly guided by their political interests



III.I.V JUDICIARY

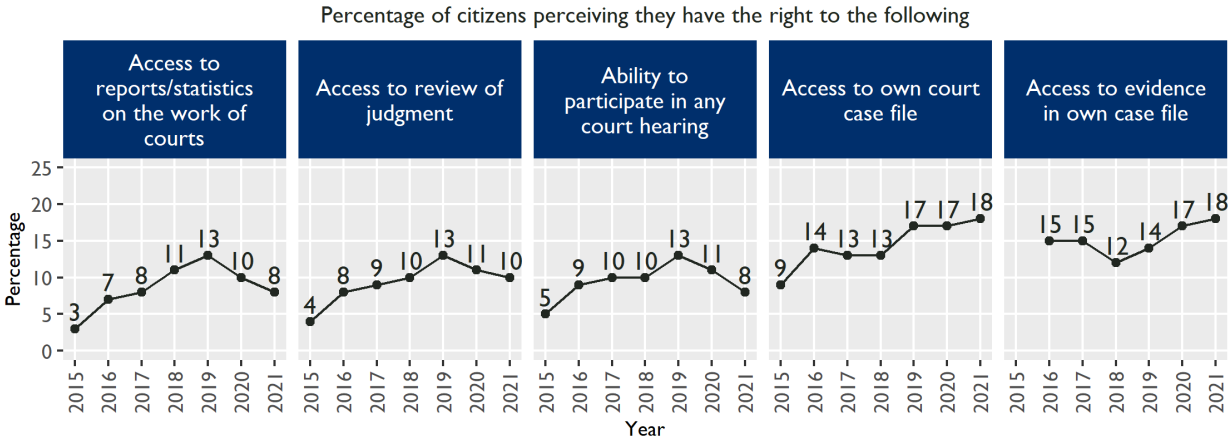
In 2021, citizens' satisfaction with the performance of judges and prosecutors reached the lowest point since 2015, with only 10 percent of respondents expressing satisfaction with the work of judges and courts, followed by even fewer respondents (9 percent) expressing satisfaction with the work of prosecutors and their offices (refer to Exhibit 16). Attorneys and notaries were viewed as having somewhat better performance, with 27 percent respondents expressing satisfaction with attorneys, and 23 percent of respondents expressing confidence in notaries (data not shown). There were no significant differences between demographic groups when it came to satisfaction with prosecutors/prosecutor' offices or judges/courts.

Exhibit 15. Satisfaction with the work of prosecutors/prosecutors' offices and judges/courts continued to decrease in 2021



The majority of citizens (88 percent on average) did not believe they had the right to access information on court proceedings. The proportion of respondents who believed they had the right to access reports and reviews judgments, and to participate in court hearings dropped by one to three percentage points in 2021 (refer to Exhibit 17).

Exhibit 16. Citizens' perception of their right to access information on court proceedings has increased slightly since 2015, but overall remains low



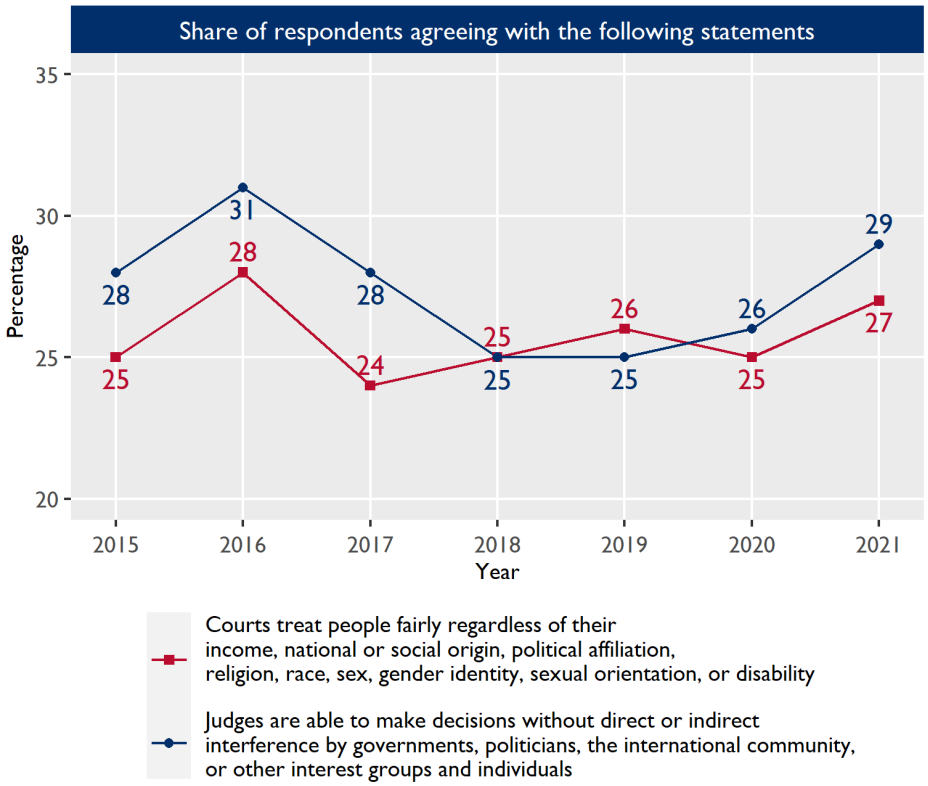
Note: The item "Access to evidence in own case file" was not included in 2015, thus this datapoint is not available.

About one-third of respondents believed that appointments of judges and prosecutors were based on their competence. Fourteen percent of respondents thought that court cases and investigations were often or always selected and presented objectively by the media, with no significant differences between the entities (data not shown).

The portion of respondents who believed that the courts were fair to everyone (27 percent) was slightly higher than in previous survey years. However, more than half of the respondents (56 percent)

thought the courts were unfair, while the portion of those who neither agreed or disagreed was 16 percent, 1 percent did not know or refused to answer the question.[9] About one-third of respondents said judges could perform their jobs without interference (refer to Exhibit 18). Half of the respondents disagreed with this statement, while 18 percent neither agreed nor disagreed and 3 percent answered, "Don't know/Refuse to answer" (data not shown). About four in five respondents, the vast majority, believed that jurists' salaries, attorney and notary fees, and court fees were high (data not shown).

Exhibit 17. Citizens remain skeptical of judicial fairness and independence

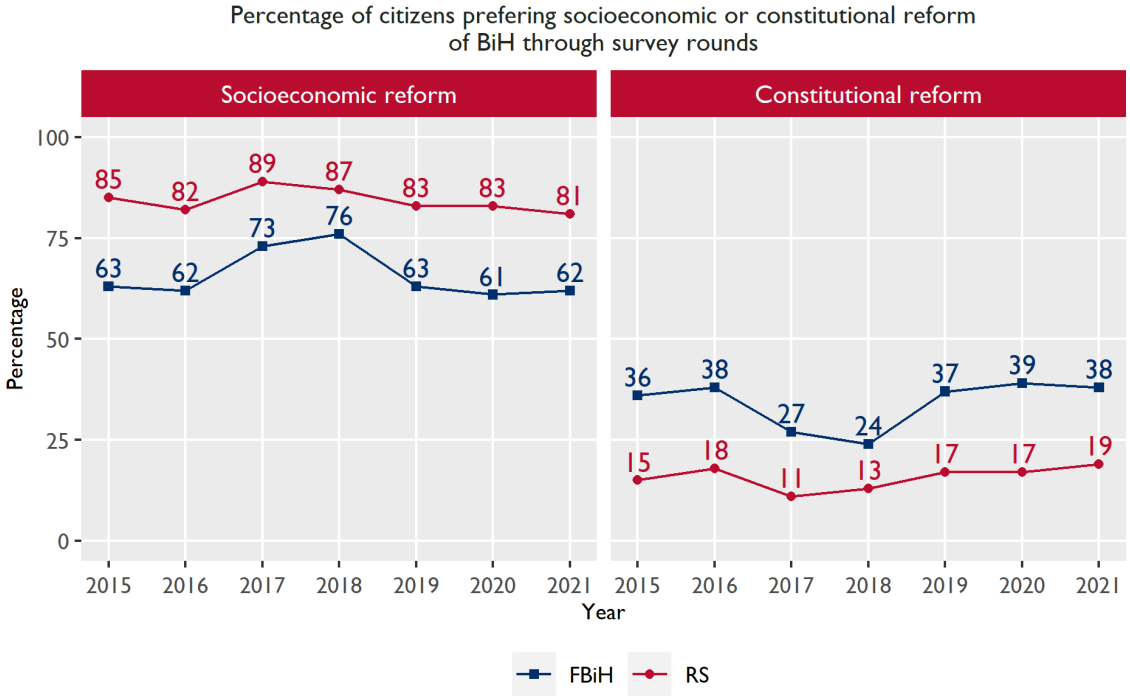


III.I.VI FUTURE OF BIH AND SOCIOECONOMIC/CONSTITUTIONAL REFORMS

For the seventh year in a row, citizens considered socioeconomic reforms a higher priority than constitutional reforms and notably, the respondents from RS felt this way. As in 2021, 70 percent of respondents noted socioeconomic reforms as the most crucial (81 percent in the RS and 62 percent in the FBiH) while 30 percent of respondents prioritized constitutional reforms (38 percent in the FBiH and 19 percent in RS) (refer to Exhibit 19).

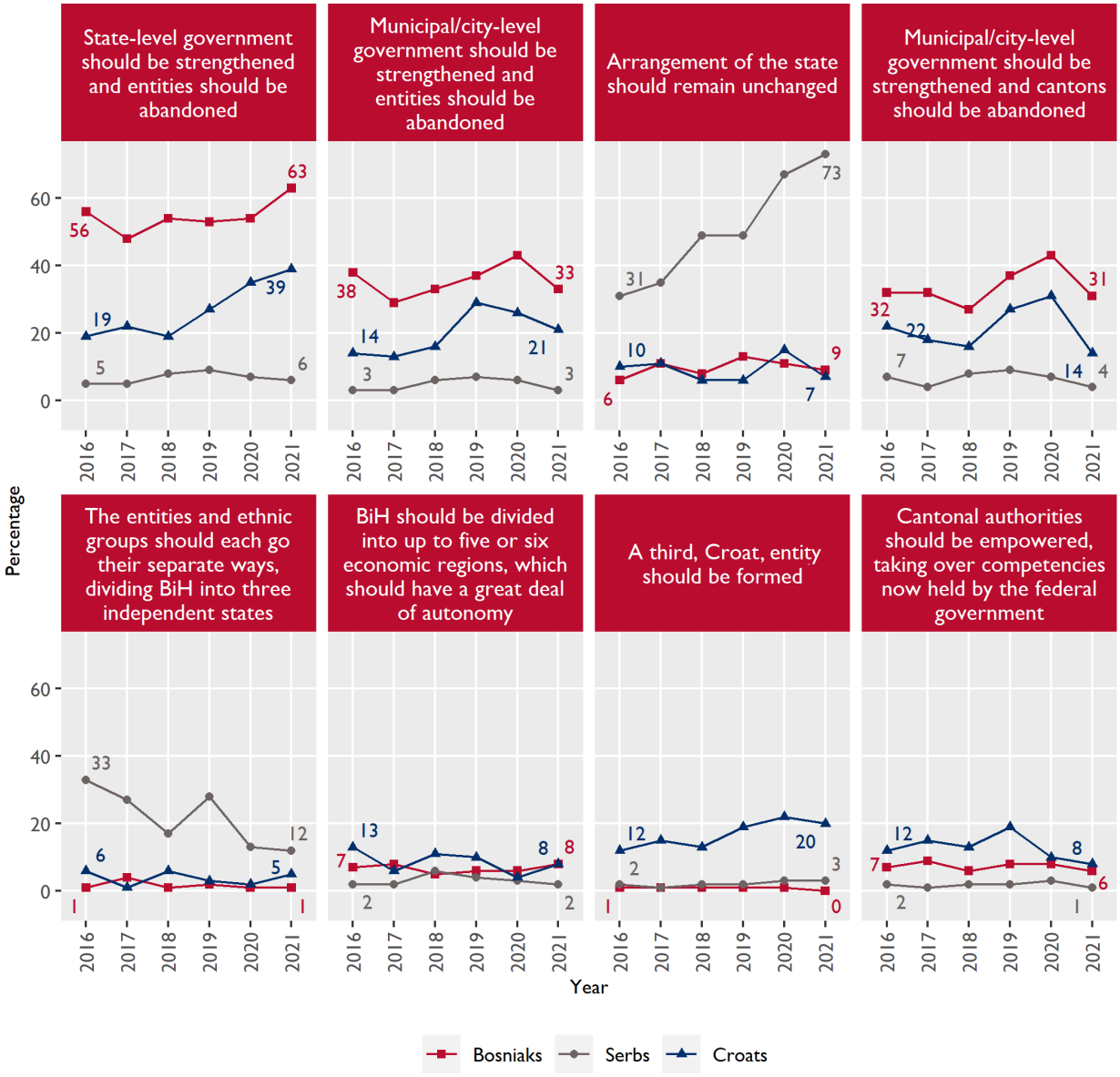
[9] 0.3% less of DK/NA in 2021. The number of "neutral" ones had actually decreased.

Exhibit 18. Socioeconomic reforms remain the priority over constitutional reforms



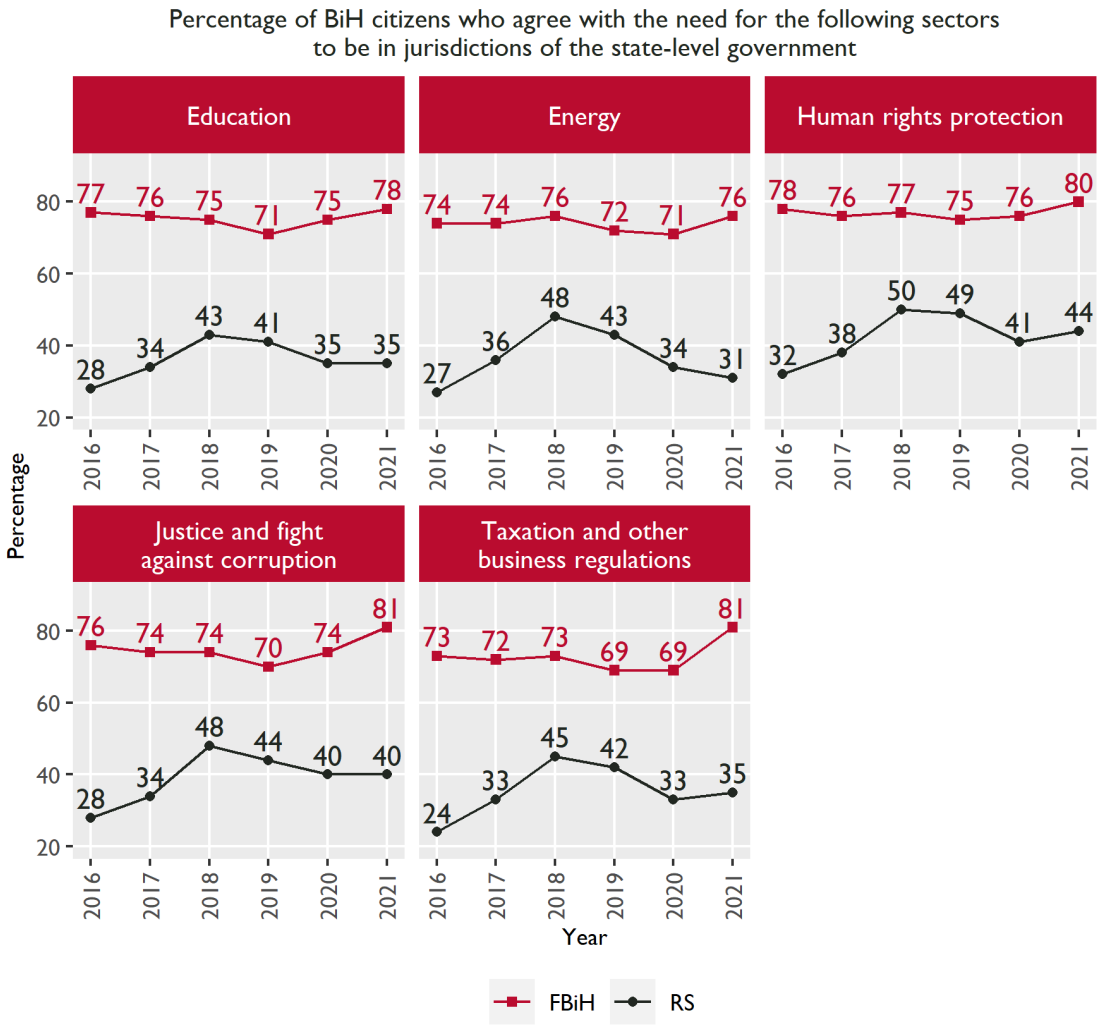
As in the previous survey rounds, respondents' opinion about the administrative and political structure of BiH is largely influenced by ethnicity (refer to Exhibit 20). Serbs were firmly in favor of the arrangement of the state's remaining unchanged, with an all-time high of 73 percent of Serbs preferring the current structure and not favoring any state vision that included abandoning entities. Interestingly, the portion of Serbs who would rather see BiH divide into three separate states was the lowest it had been in the past 7 years, at 12 percent. Strengthening the state government and abandoning entities was a preferred option for 63 percent of Bosniaks and 39 percent of Croats. One in five Croats would also opt for strengthening municipality/city-level government and abandoning entities (21 percent) and forming a third, Croat entity (20 percent).

Exhibit 19. Ethnic affiliation remains an influential factor in citizens' visions of the country



In 2021, the proportion of FBiH residents who were in favor of putting more jurisdiction at the state level had increased across sectors, compared with the proportion in 2020. This was especially notable for taxation and business regulation, rising from 69 percent in 2020 to 81 percent in 2021 (refer to Exhibit 21). On average, four in five FBiH residents agreed that all sectors should be regulated at the state level (data not shown). RS figures had dropped since 2018, with lower support for state-level authority than in the FBiH, across all sectors. In RS, support of the energy sector declined slightly, from 34 percent in 2020 to 31 percent in 2021. A slight increase in support for state-level authority is evident for human rights protection, taxation, and other business regulation, with a two to three percentage point increase since 2021.

Exhibit 20. FBiH residents are more likely to favor state-level authority across all sectors



III.II CORRUPTION

This section of the report explores citizens' perceptions of corruption across different sectors, their experiences related to corruption, and their perceptions of anticorruption efforts. According to the Freedom House's *2021 BiH Country Report*, BiH had a corruption rating of 3.00 (the same rating as in 2020), where 1 indicated the lowest level of democratic progress and 7 indicated the highest level of democratic progress.[10] BiH's rating of 3.00 indicates that corruption continues to affect the country.

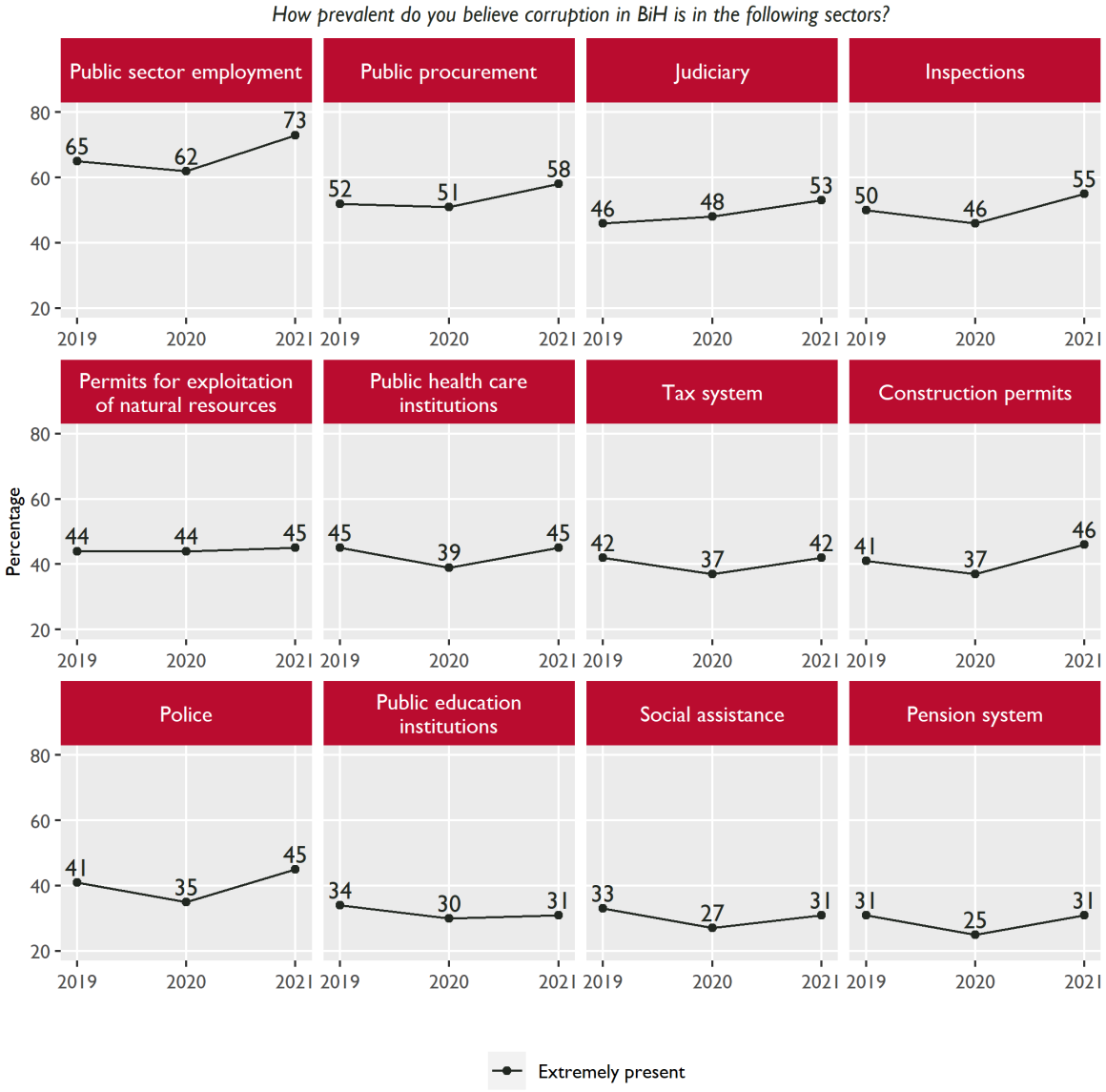
III.II.I PREVALENCE OF CORRUPTION ACROSS SECTORS

When compared with the 2020 NCSP-BiH survey, the 2021 survey showed that citizens' perception of the prevalence of corruption had increased across all sectors (refer to Exhibit 22). Public sector employment continued to be perceived as extremely corrupt, with 73 percent of respondents describing it as such, an increase of 11 percentage points since 2020. Nearly three of five respondents had the same perception of public procurement, while about half perceived corruption within inspections and

[10] Freedom House's 2021 BiH Country Report: https://freedomhouse.org/country/bosnia-and-herzegovina/nations-transit/2021

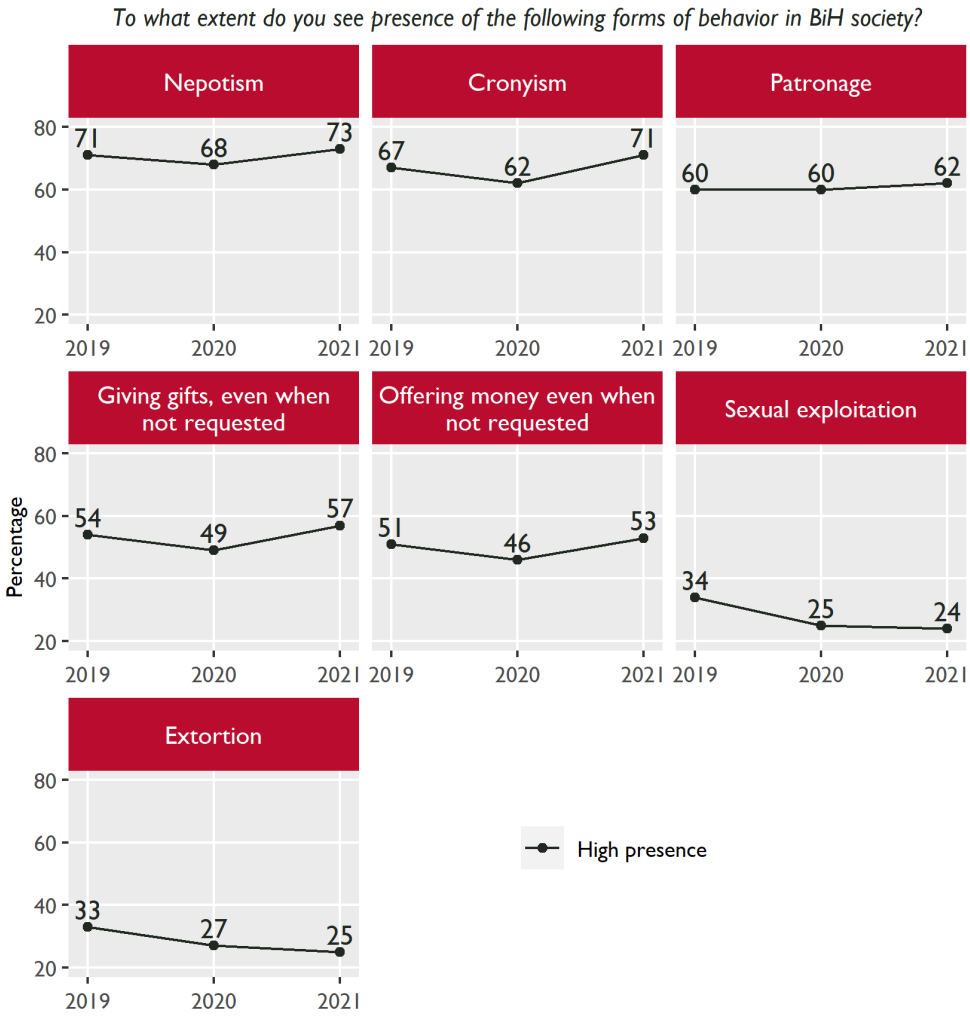
the judiciary. Similarly, about 45 percent of survey respondents believed that construction permits, permits for exploiting natural resources, public health care, and the police were extremely corrupt.

Exhibit 21. Perception of corruption has increased in all sectors



Regarding different forms of corruption, the 2021 NSCP-BiH explored citizens' perceptions of the prevalence of extortion, nepotism, bribes, sexual exploitation, cronyism, and patronage to obtain a job or promotion or access to a public service. As in 2020, nepotism (73 percent), cronyism (71 percent), and patronage (62 percent) were considered the three most common types of corruption (refer to Exhibit 23). Apart from extortion and sexual exploitation, respondents' perceptions about all other forms of corruption had increased, especially cronyism, which increased by 9 percentage points.

Exhibit 22. Nepotism, cronyism, and patronage remain the most prevalent forms of corruption



Ten percent of respondents decided not to apply for a job, even though they had the necessary qualifications. Among those respondents, 91 percent did not apply because they believed that the job description and requirements seemed to favor specific individuals. In comparison, 64 percent of respondents reported that getting a job required an informal payment or another form of reciprocal favor (data not shown).

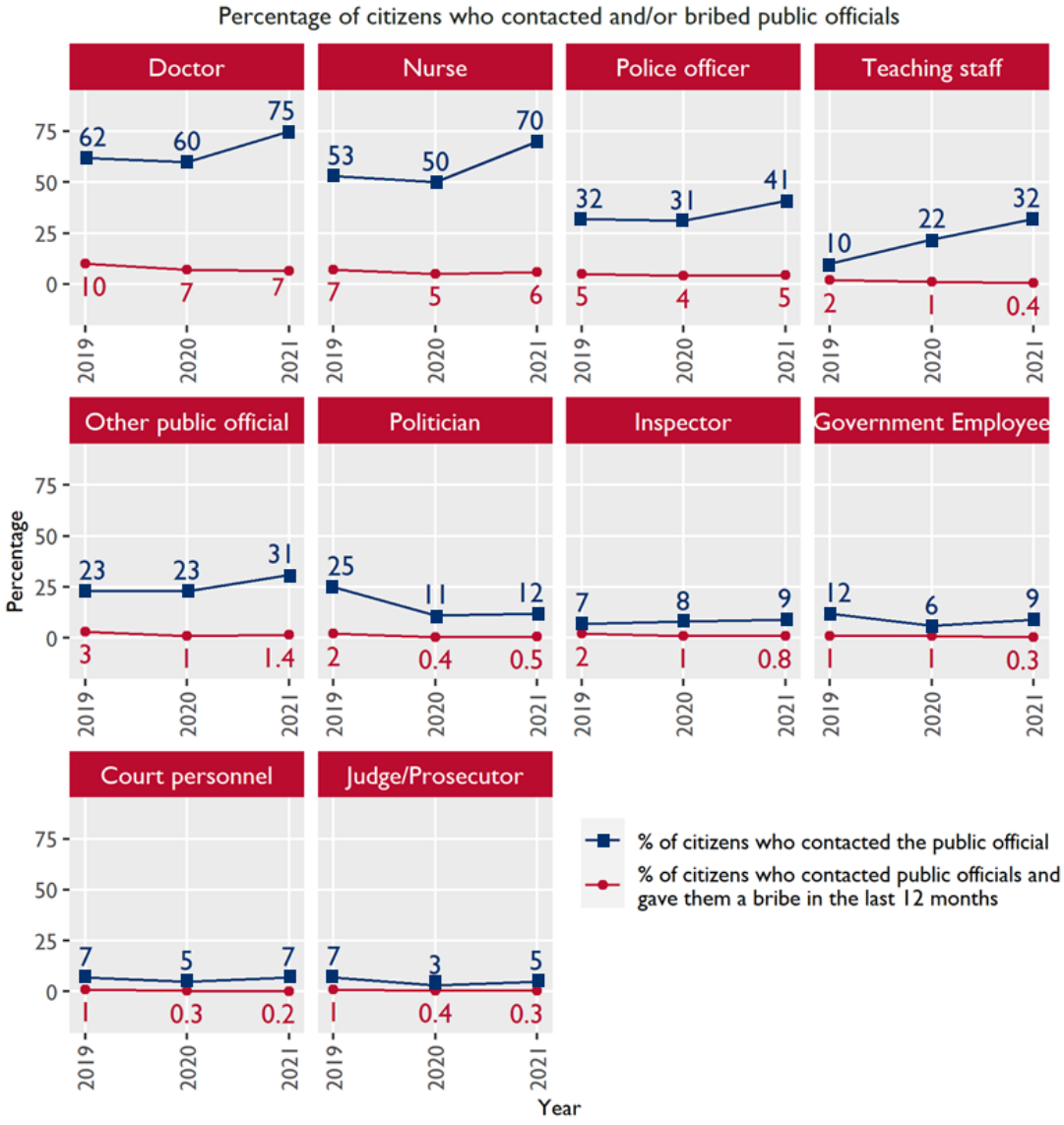
Twenty-two percent of respondents reported that giving bribes or relying on personal/private connections to access public administrative services such as obtaining various certificates or permits was a severe problem, while 33 percent that it was a moderate problem, and 28 percent that it was only a slight problem. Only 16 percent of respondents did not see this as an issue (data not shown).

III.II.II CITIZENS' DIRECT EXPERIENCE WITH CORRUPTION

As in the 2020 survey, 12 percent of respondents indicated that they had bribed a public official, a decrease from 2019, when 16 percent of respondents reported having given bribes (data not shown). Among respondents who had contact with any public official, 14 percent stated that they had bribed at least one public sector employee during the past 12 months. Although the number of contacts with

health workers (doctors and nurses), police officers, and teaching staff increased substantially in 2021, the proportion of respondents who noted giving those officials bribes stayed relatively the same since 2020 (refer to Exhibit 24). Respondents indicated that they most often bribed doctors, nurses, and police officers at 7, 7, and 5 percent, respectively.

Exhibit 23. Doctors, nurses, and police officers continue to be the most bribed public officials



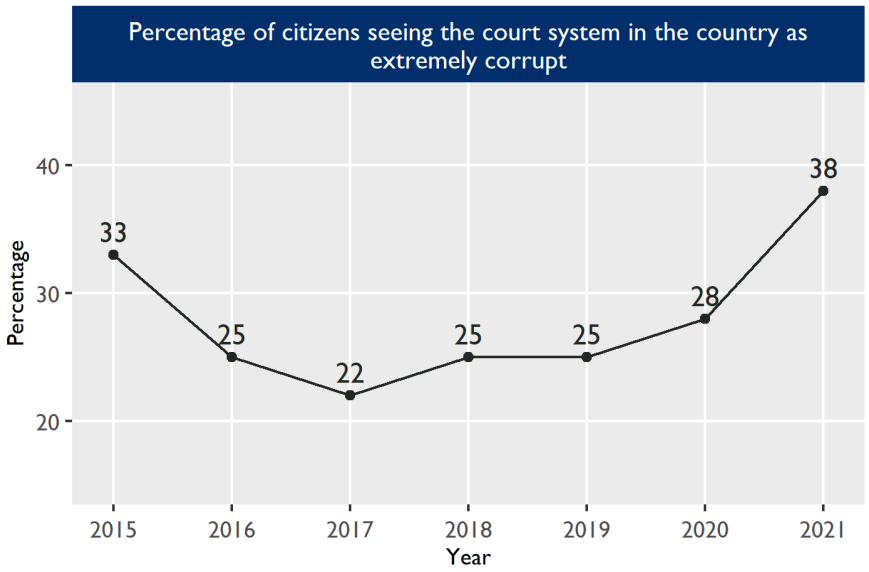
Only 4 percent of respondents who noted that they had bribed a public sector employee during the previous 12 months reported their infraction to an official authority or institution, a decrease from 2020, when 7 percent reported doing the same (data not shown).

Three-quarters of surveyed citizens in 2021, five percentage points higher than in 2020, thought that giving gifts, money, or favors for public administrative services was considered normal behavior in BiH. More than one-fourth (27 percent) of surveyed citizens stated that they knew the lowest amount that should be offered to bribe a doctor, policeman, or another public employee to access a service or avoid a fine, compared with 19 percent who said the same in 2020 (data not shown).

III.II.III CORRUPTION IN THE JUDICIARY

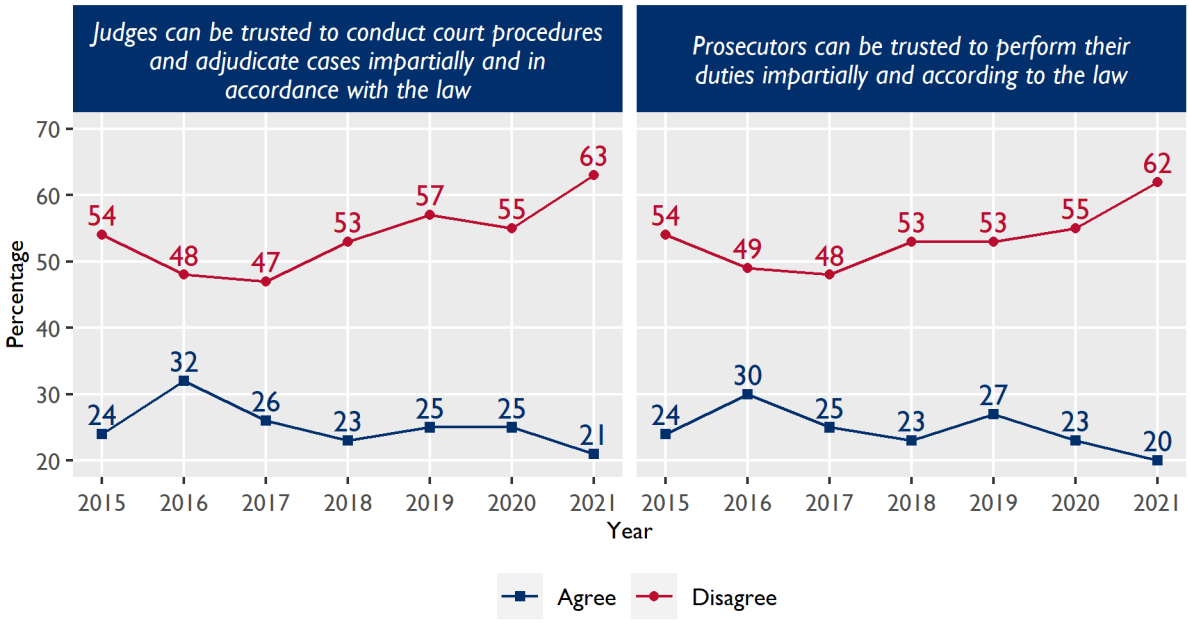
Citizens considered the BiH judiciary the public institution most affected by corruption. Perceptions about corruption in the judiciary worsened compared with perceptions in previous survey rounds, reaching all-time-high figures in 2021 for most of the indicators. More than one-third of respondents (38 percent) viewed the court system as extremely affected by corruption, a substantial increase from previous years and a record high for the NSCP-BiH (refer to Exhibit 25).

Exhibit 24. The proportion of surveyed citizens who saw the court system as extremely corrupt increased substantially in 2021



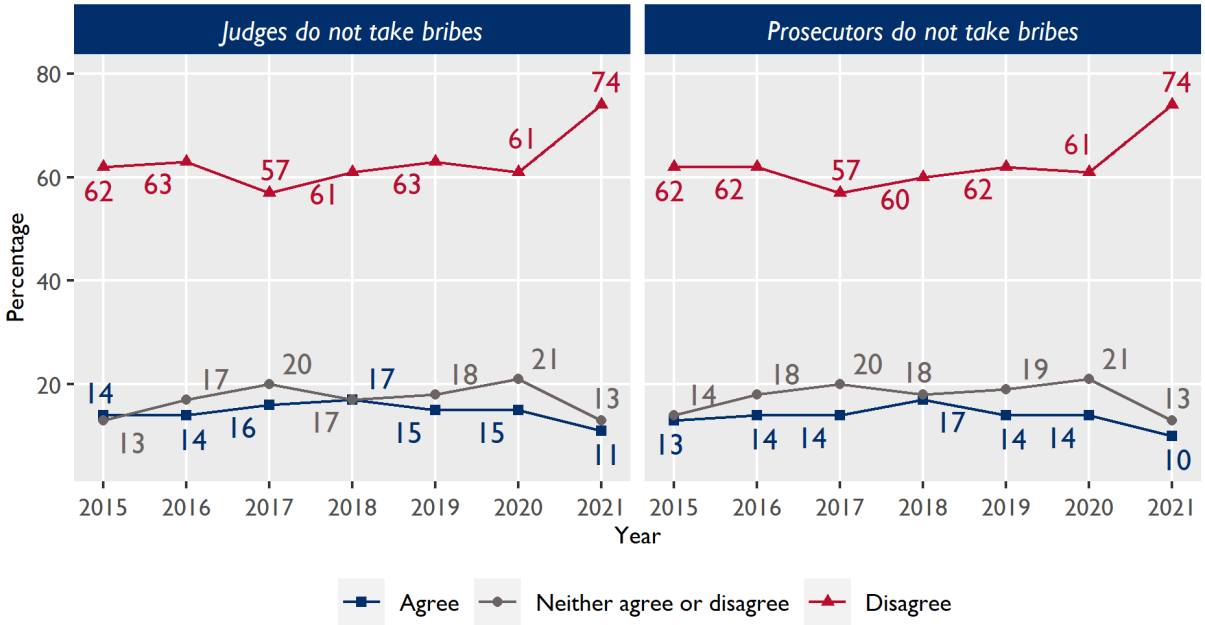
Similarly, the proportion of BiH citizens who lack trust in judges' ability to conduct their duties impartially increased to 63 percent, the highest share since 2015. The share of citizens who doubt prosecutors' impartiality increased to 62 percent, the highest since 2015 (refer to Exhibit 26).

Exhibit 25. BiH citizens' distrust in the impartiality of judges and prosecutors is higher than ever



Almost three-quarters of BiH citizens (74 percent) believed that BiH judges and prosecutors were taking bribes, the highest-ever share since 2015 (refer to Exhibit 27).

Exhibit 26. Belief that judges and prosecutors take bribes is at the highest level since 2015



III.II.IV EFFECTIVENESS OF THE FIGHT AGAINST CORRUPTION

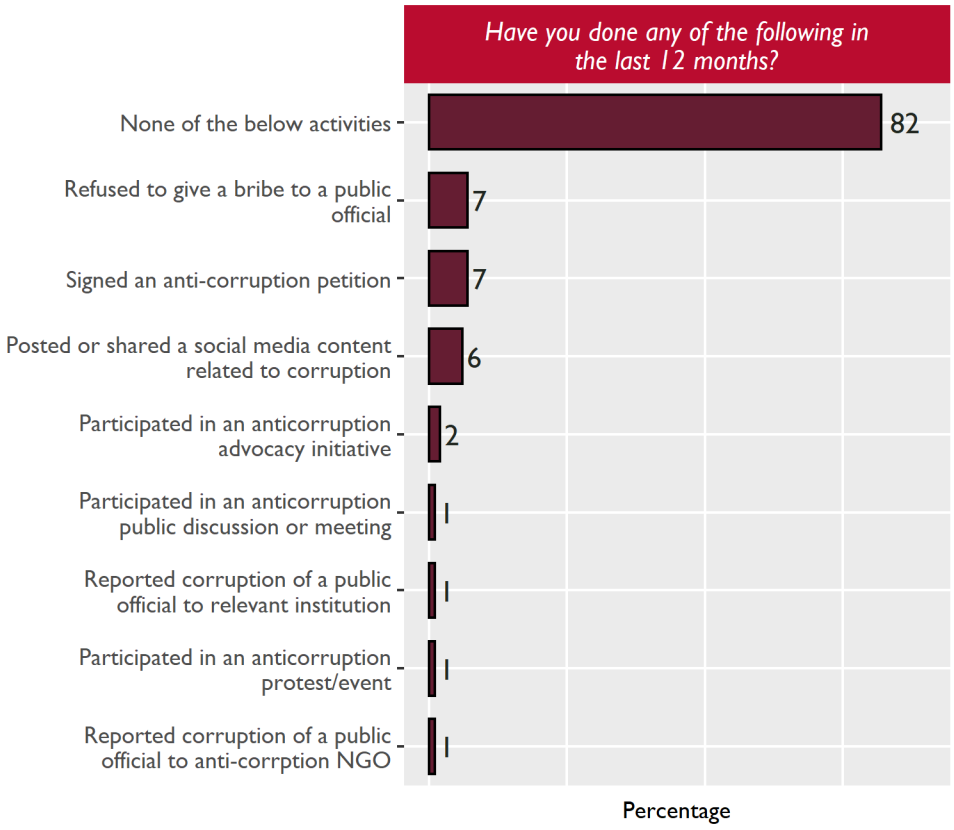
The share of surveyed citizens who believed that the fight against corruption in BiH was effective continually declined since 2019. In 2021, only 9 percent of respondents thought that anticorruption efforts were successful, compared with 12 percent in 2020 and 17 percent in 2019. Conversely, about

four in five respondents (79 percent) believed that these efforts were ineffective and that there was no political will to fight corruption (85 percent). Moreover, a similar share of surveyed citizens believed that the police (75 percent) and other government agencies such as supreme audit institutions, tax offices, and inspections (73 percent) were not effective in detecting corruption crimes (data not shown). No differences were observed in terms of respondents' demographics. When it came to the judiciary's role in fighting corruption, nearly three-quarters (73 percent) of respondents regarded the judiciary as ineffective in handling anticorruption actions. The same share of respondents as in 2020, 83 percent, believed that perpetrators of corruption in BiH were not adequately punished. Moreover, in 2021, 44 percent of respondents noticed an increase in media reporting on corruption cases during the 12 months prior to the survey. More than half of the surveyed citizens (54 percent) thought that the media's reporting on corruption was inadequate, three fewer percentage points than in 2020 (57 percent) (data not shown).

The perception of CSOs' role in fighting corruption stayed relatively the same as in previous years. One in five (20 percent) respondents agreed that CSOs that focused on fighting corruption worked in citizens' interests, while 34 percent disagreed, 38 percent expressed a neutral standpoint on this issue, and 8 percent either refused to answer or did not know.

Regarding citizens' role in the fight against corruption, the 2021 survey results were nearly the same the previous year. The vast majority of citizens surveyed (82 percent) did not participate in any anticorruption activities, while 18 percent took some kind of action (refer to Exhibit 28). Among those who did participate in some form of anticorruption activities, the most frequent activities noted were refusing to give a bribe to a public official (7 percent), signing an anticorruption petition (7 percent), and sharing social media content related to corruption (6 percent). Reporting corruption of a public official to an anticorruption NGO and participating in an anticorruption advocacy initiative, public discussion, meeting, or protest continued to be the least exercised anticorruption activities by BiH citizens.

Exhibit 27. Most BiH citizens do not take part in any anticorruption activities

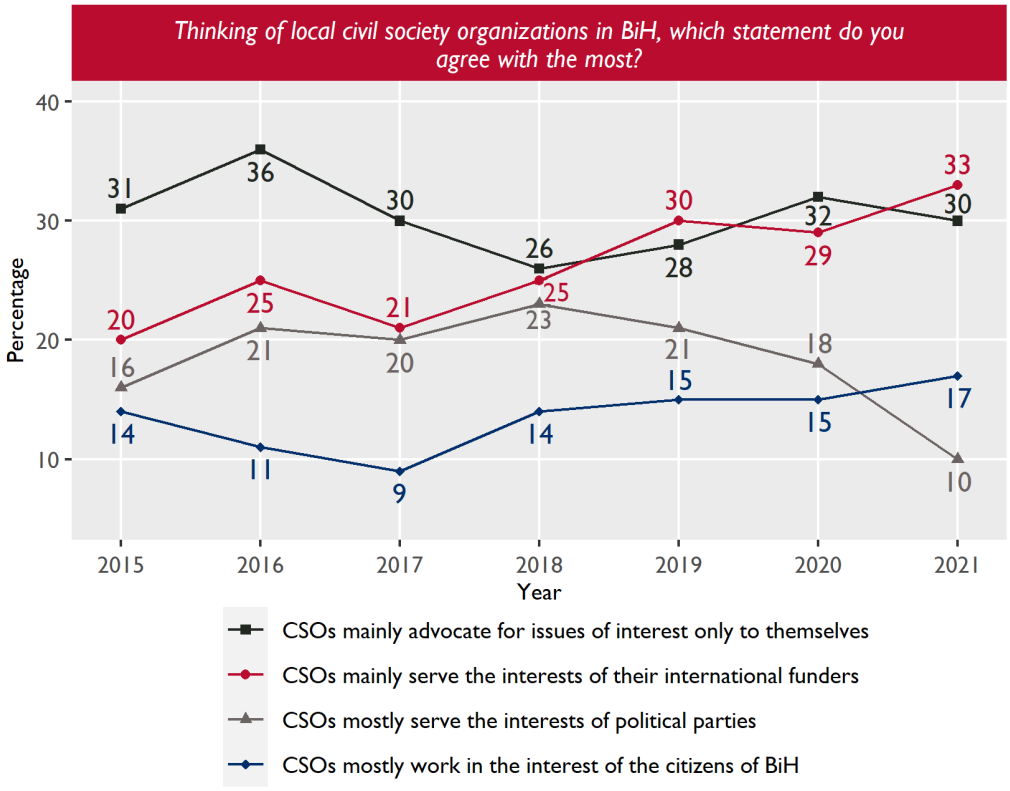


III.III CIVIL SOCIETY AND CIVIC PARTICIPATION

The 2021 NSCP-BiH explored BiH citizens' perceptions of the civil society sector and citizens' engagement in civic activities. Specifically, it explored citizen activism, participation in decision-making processes, such as public hearings or citizen initiatives, main motivations for activism, and engagement in philanthropic activities.

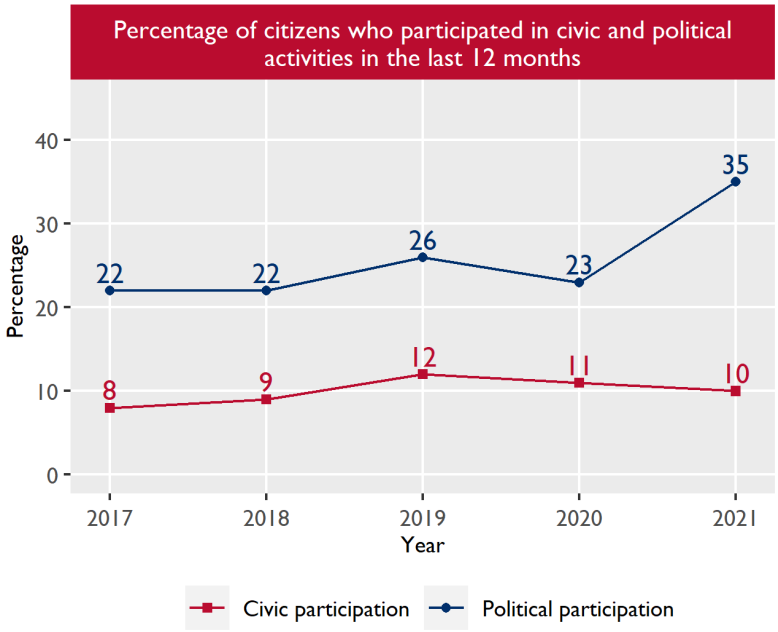
In comparison with 2020, there was a slight increase in the share of respondents noting that CSOs served the interests of their international funders and a substantial drop in the perception that CSOs served the interests of political parties. Around one-third of respondents (33 percent, compared with 29 percent in 2020) thought that CSOs mainly served the interests of their international funders. A somewhat lower portion (30 percent) believed that CSOs primarily advocated for their own interests, while 17 percent believe that CSOs serve the interests of the citizens of BiH. The number of surveyed citizens who believe that CSOs serve the interests of political parties dropped to 10 percent in 2021 from 18 percent in 2020 (refer to Exhibit 29).

Exhibit 28. Most citizens believe that CSOs serve the interests of their international funders or serve their own interests



As shown in Exhibit 30, 10 percent of surveyed citizens reported taking part in at least one type of civic activity, such as submitting a citizens' initiative to a government body, participating in a public hearing, or acting as a political representative in the community. After reaching its peak of 12 percent in 2019, the civic participation rate dropped to 10 percent in 2021. Of the civic activities in which respondents had participated, most had provided comments to a draft government policy (5 percent), sent a citizens' initiative to a government body (4 percent), participated in a public hearing on some government decisions (3 percent), served on an advisory committee or council (3 percent), or acted as a political representative in a community, municipality, or higher representative body (3 percent).

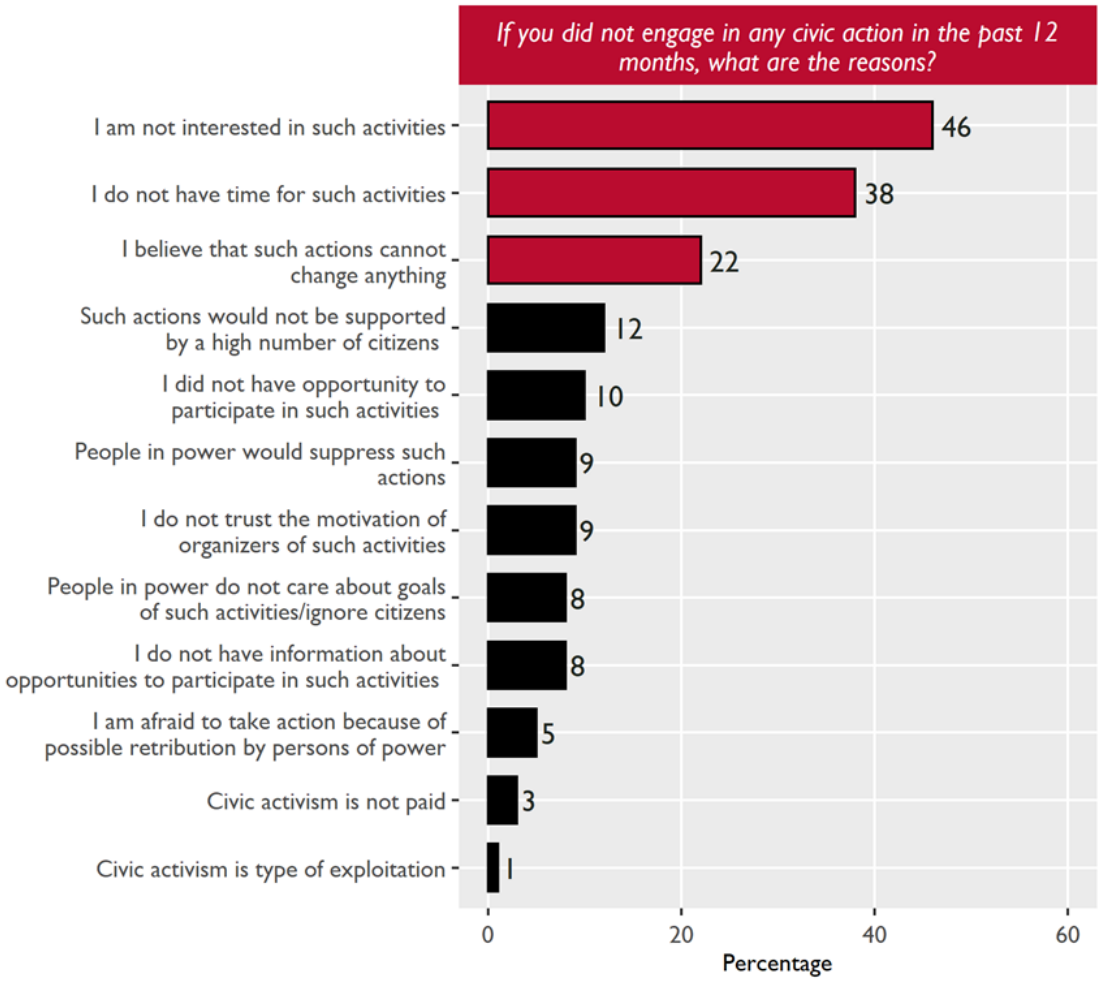
Exhibit 29. The level of civic participation has decreased slightly since 2019, while the level of political participation has increased substantially



As in the 2020 survey round, among respondents who stated that they were not engaged in any civic activities, nearly half (46 percent) said the reason for not engaging was disinterest, followed by a lack of time (38 percent), and the belief that such actions could not change anything (22 percent). Other reasons for not engaging included feeling that there was a lack of general citizen support for initiatives (12 percent) and of opportunities for participation (10 percent), and that there was potential suppression by authorities (9 percent) (refer to Exhibit 31). Moreover, respondents who reported engaging in civic activities were more likely to state that they believed that CSOs worked in the citizens' interest (25 percent) than those who did not engage in civic activities (16 percent) (data not shown).

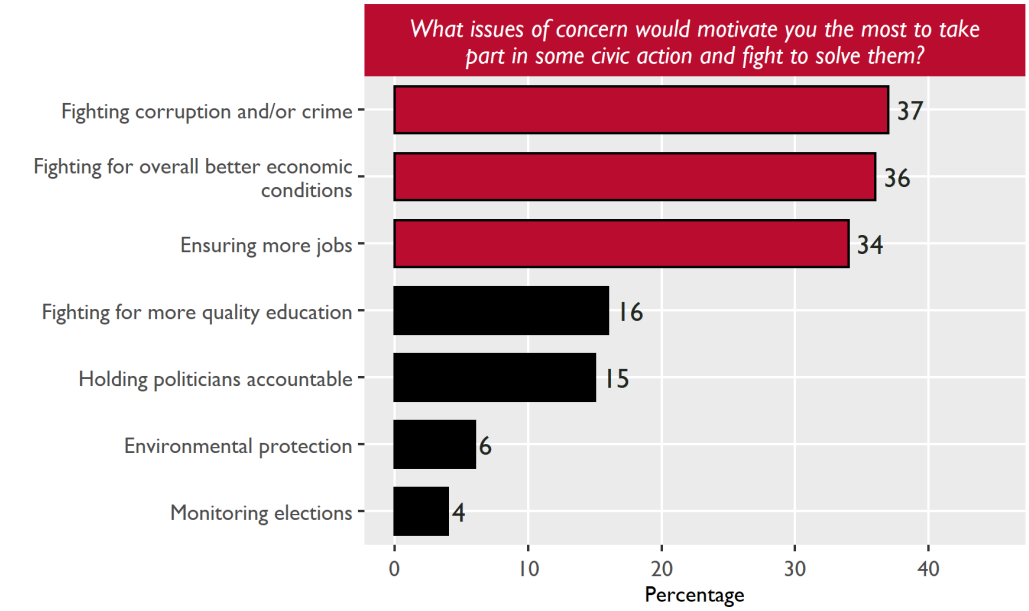
Interestingly, although in 2021civic participation remained low, participation in political activities recorded the highest rates ever, with 35 percent of respondents taking part in some political activity (refer to Exhibit 30, above), an increase of 12 percentage points since 2020. Political participation was more prevalent in the FBiH (41 percent) than in the RS (23 percent) (data not shown). The most frequent forms of political activity were boycotting certain products (19 percent) and signing a petition (15 percent). Participation in these two forms of activities had more than doubled since the previous year. Other frequently noted activities included posting a message with political content on social media (10 percent), contacting a politician (8 percent), and being a political party member (8 percent). The activities with the least participation were volunteering with a CSO and working without pay in a political party or action group, with only 4 percent of respondents indicating that they had participated in these activities (data not shown).

Exhibit 30. Most citizens who do not participate in any civic activities are not interested in them



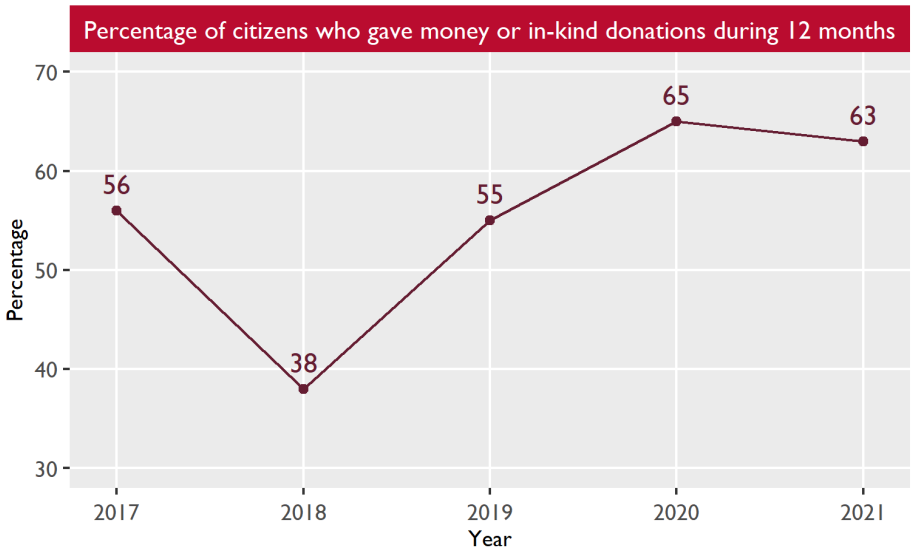
When asked about what issues would motivate citizens to participate in civic activities, the issues cited were consistent with citizens' responses in 2020: fighting corruption and crime (37 percent), fighting for overall better economic conditions (36 percent), and ensuring more jobs (34 percent). Exhibit 32 provides an overview of the reported motives for civic engagement.

Exhibit 31. Fighting corruption and crime, fighting for better economic conditions, and ensuring more jobs are among the most common motivations for civic action



Regarding philanthropic activities, 63 percent of surveyed citizens reported that they gave a monetary or in-kind donation to an organization, a 2 percent decrease since 2020 (refer to Exhibit 33). Of those who made donations, 50 percent donated money, while 45 percent donated goods (e.g., food, clothes) to a charity, institution, or person in need in the previous 12 months. In the same period, 22 percent donated money or goods toward solving a community issue, excluding a charity. In comparison, 13 percent volunteered their time for humanitarian purposes to institutions or individuals in need, or to solve problems in the community (data not shown).

Exhibit 32. The proportion of citizens giving monetary or in-kind donations decreased slightly



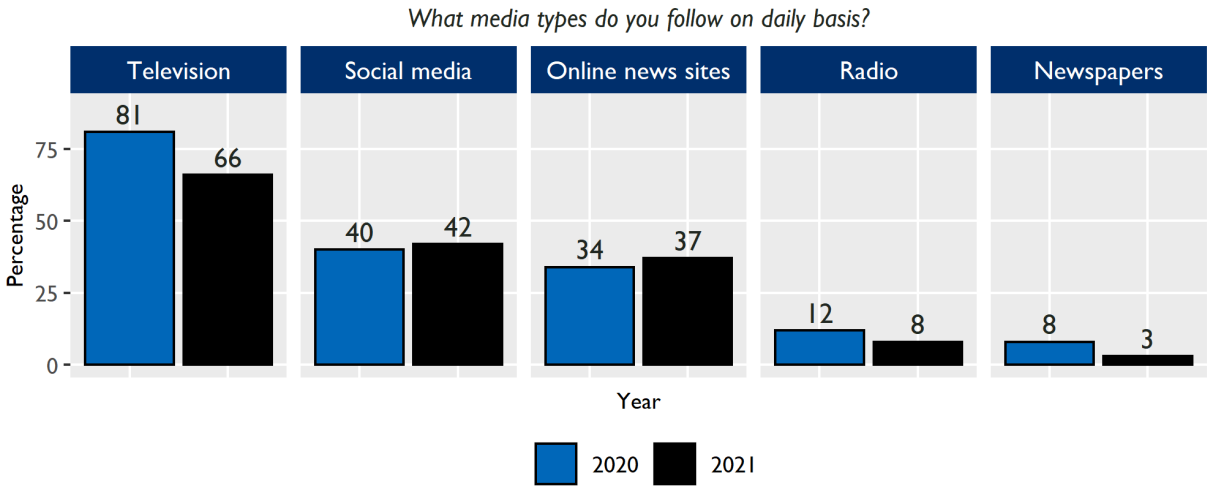
III.IV MEDIA

This section explores citizens' perceptions of the trustworthiness of media outlets, individual media consumption habits, and access to information, as well as citizens' media literacy and their views about the influence of political parties and government on the media.

On the basis of the 2021 World Press Freedom Index, published by Reporters Without Borders, the media in BiH is tainted by a lack of press freedom and nationalist rhetoric, while editorial policies mirror ethnic divisions and hate speech.[11]

Television remains the leading media type used by BiH citizens daily (66 percent), although compared with viewership in 2020, a noticeable drop of 15 percentage points was observed. In comparison, 42 percent of respondents used social media and 37 percent used online news sites as their daily media source. Only 8 percent of surveyed citizens listened to the radio, while a mere three percent read newspapers (refer to Exhibit 34). Additionally, television was preferred by more respondents in the RS (75 percent) than in the FBiH (61 percent) (data not shown).

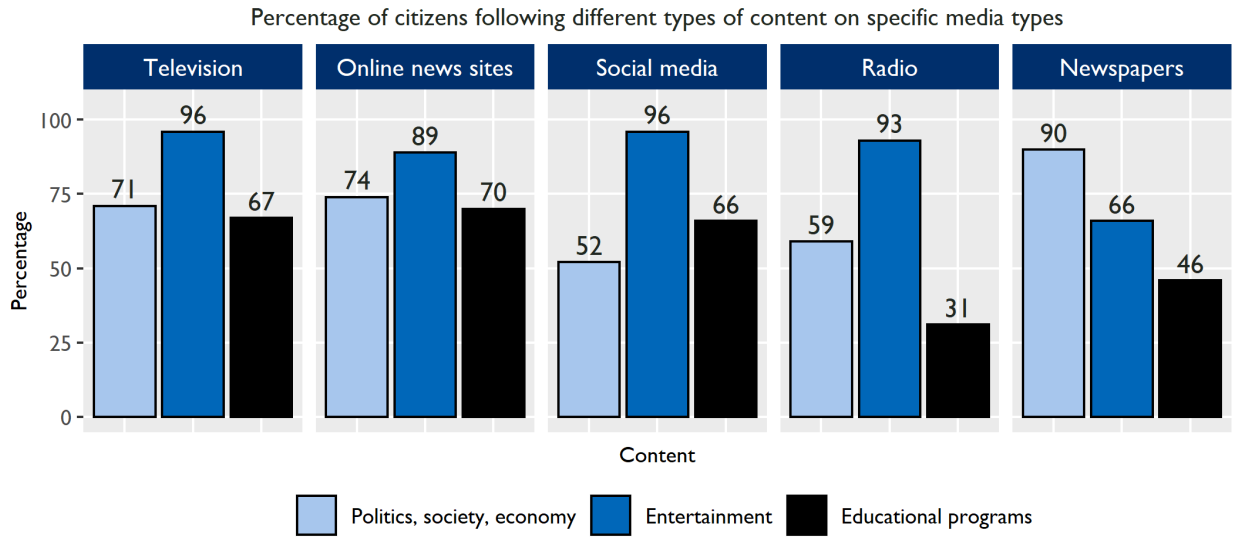
Exhibit 33. Television continues to be the most followed media type among BiH citizens



While newspapers were mostly read to stay informed on topics including politics, society, and the economy, respondents watched television to inform themselves about political, societal, and economic issues (71 percent), view educational programs (67 percent) or, mostly for entertainment purposes (96 percent). Online new sites were primarily used for entertainment (89 percent); however, 74 percent of respondents obtained political information from online new sites and 70 percent followed online news sites for education purposes. Social media was used primarily for entertainment (96 percent), followed by education purposes (66 percent), and to stay informed about politics (52 percent). Similarly, 93 percent of respondents listened to the radio for entertainment; 59 percent for updates about politics, society, and the economy; and 31 percent listened to education programs. Surveyed citizens most frequently read newspapers to get information about politics, society, and the economy (90 percent), while 66 percent read entertainment content and 46 percent sought educational information (refer to Exhibit 35).

[11] 2021 World Press Freedom Index. Retrieved from https://rsf.org/en/bosnia-herzegovina

Exhibit 34. BiH citizens prefer following entertainment on a several types of media



In 2021, respondents spent an average of more than 2 hours (135 minutes) per day using media for entertainment. They spent more than 1 hour per day, on average, following politics, society, or financial information (70 minutes) and for educational purposes (67 minutes) (data not shown).[12]

Among surveyed citizens who watched television, one-fourth (26 percent) watched Federalna Televizija (FTV),[13] followed by Televizija BN (TV BN)[14] (24 percent), and PINK[15] (19 percent). The top three radio stations listened to were Big Radio[16] (21 percent), Radio Stari Grad (RSG)[17] (18 percent), and Kalman Radio (13 percent). [18] Among respondents who read newspapers, the highest portion read *Dnevni Avaz* (57 percent),[19] followed by *Oslobođenje*[20] (25 percent) and *Blic*[21] (19 percent). Respondents who followed online news sites most often visited Klix.ba (52 percent), followed by *Dnevni Avaz* site avaz.ba (22 percent). Finally, 87 percent of surveyed citizens who had social media accounts had a profile on Facebook (compared with 92 percent in 2020), 50 percent are on Instagram (37 percent in 2020), and 14 percent have accounts on YouTube (10 percent in 2020) (data not shown).

Media outlet preferences also varied by ethnic affiliation, as shown in Exhibit 36. Respondents were divided when it came to media consumption, with Klix.ba as the only exception, as all ethnic groups used that online new source.

[12] Respondents used their own implicit definitions of entertainment, political, and educational programs when responding to survey questions.
[13] FTV is the official public broadcasting service of the FBiH: https://federalna.ba/
[14] TV BN is a commercial television channel based in Bijeljina (TV BN). Both TV BN and Radio BN are managed under the RTV BN commercial broadcasting company: https://www.rtvbn.com/
[15] PINK is a commercial radio station and television channel owned by Pink Media Group and based in Serbia: https://pinkmediagroup.net/
[16] Big Radio is a commercial radio station based in Banja Luka: https://bigportal.ba/big-radio-tvoj-novi-komsija/
[17] Radio Stari Grad is a commercial radio station based in Sarajevo: http://radio.rsg.ba/
[18] Kalman Radio is a commercial radio station based in Sarajevo: https://kalmanradio.ba/
[19] *Dnevni Avaz* is a daily published newspaper based in Sarajevo: https://avaz.ba/
[20] *Oslobođenje* is a daily published newspaper based in Sarajevo: https://www.oslobodjenje.ba/
[21] *Blic* is a daily published tabloid newspaper based in Serbia: https://www.blic.rs/

Exhibit 35. Media outlet preferences vary across ethnic groups

		THREE MOST FOLLOWED OUTLETS				
ETHNICITY	Rank	Television	Radio	Newspapers	Online news sources	Social media
BOSNIAK	1.	FTV	Kalman	*Dnevni Avaz*	Klix.ba	Facebook
	2.	Hayat	Radio Stari Grad	*Oslobođenje*	Avaz.ba	Instagram
	3.	N1	Mix	*Nezavisne novine*	RadioSarajevo.ba	TikTok
CROAT	1.	HRT	Radio Orasje	*Večernji list*	Klix.ba	Facebook
	2.	NOVA	Običan Radio	*Dnevni list*	24sata.hr	Instagram
	3.	RTL	Antena Sarajevo	*Jutarnji list*	Grude-online.info	YouTube
SERB	1.	BN TV	BIG Radio	*Blic*	Blic.Net	Facebook
	2.	RTRS	BN	*Informer*	Nezavisne.com	Instagram
	3.	PINK	NES	*Nezavisne novine*	Klix.ba	YouTube

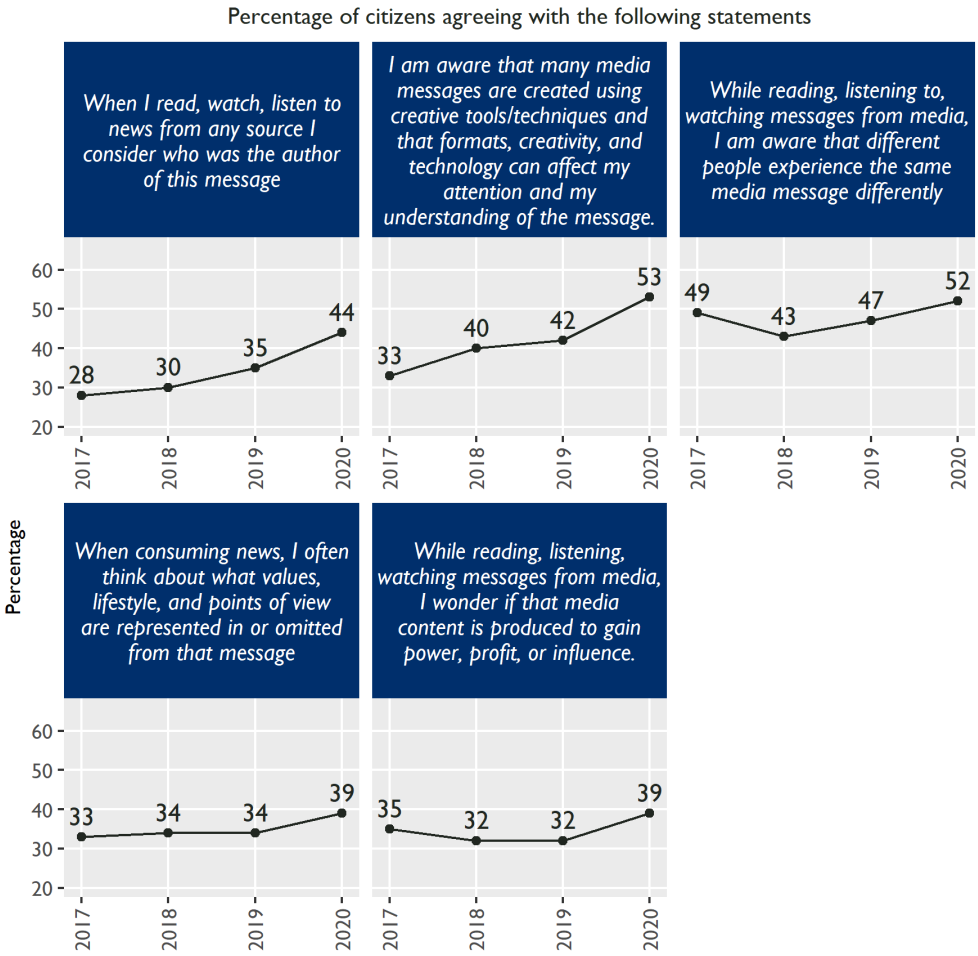
In 2021, BiH ranked 34th of 35 countries in Europe on the Media Literacy Index,[22] dropping down from 32nd place in 2019.[23] The index noted that BiH's potential for handling the consequences of fake news and misinformation is weak, primarily because of a lack of media freedom and low-quality education.

The 2021 NSCP-BiH survey data revealed a slight increase in the proportion of respondents who approached media information consumption critically, mainly by those with educational attainment higher than secondary school.

Nearly half of the respondents (48 percent) considered the author of the message when consuming news. Forty percent of surveyed citizens analyzed whether messages were created to gain power, profit, or influence (refer to Exhibit 37). In comparison, 57 percent were aware that many media messages were devised to influence the observer's/listener's attention and understanding of the issues. Citizens with more than a secondary education seemed more likely than respondents with a secondary or primary education to critically analyze media content (data not shown).

[22] Open Society Institute, *2021 Media Literacy Index*. Retrieved from https://osis.bg/?p=3750&lang=en
[23] Ibid. Retrieved from https://osis.bg/?p=3356&lang=en

Exhibit 36. Citizens' media literacy has increased over the years

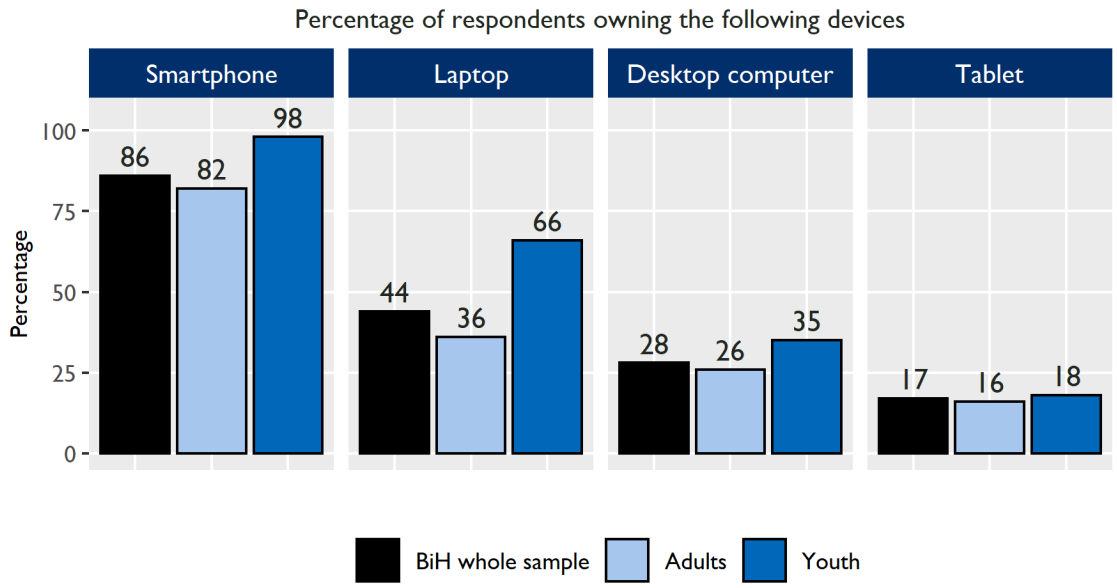


III.V USE OF DIGITAL TECHNOLOGY

This section presents the findings from the set of questions added to assess and understand citizens' preferences and habits in using digital technology for work, education, leisure, and financial services.

Owning a digital device was more prevalent among youth than among adults (refer to Exhibit 38). The most commonly owned digital device was a smartphone (86 percent), followed by a laptop (44 percent), a desktop computer (28 percent), and a tablet (17 percent).

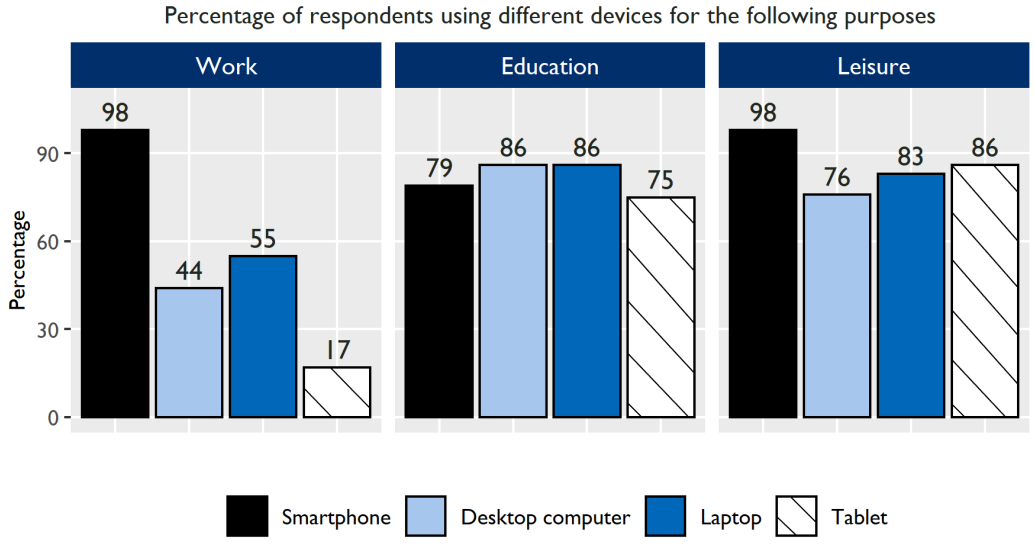
Exhibit 37. Smartphone is the most owned device among BiH citizens



Regarding confidence in using a specific device, respondents were most confident in using a laptop (53 percent) and tablet (53 percent), followed by a smartphone (52 percent) and desktop computer (49 percent) (data not shown).

Four in 10 surveyed citizens (41 percent) used technology for work. Among respondents who were employed, 98 percent used a smartphone and 55 percent used a laptop for work (refer to Exhibit 39). Eighty-six percent of respondents used a desktop computer and laptop for educational purposes. For leisure, most respondents used either a smartphone (98 percent) or a tablet (86 percent).

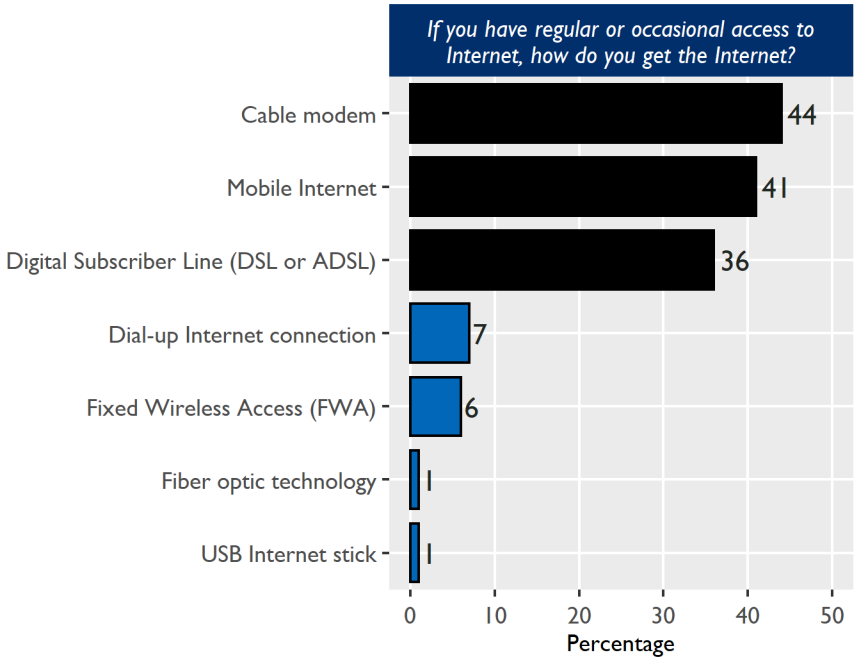
Exhibit 38. Employed respondents primarily use a smartphones in their work



**Note: The denominator for "Work" is the number of employed respondents (full time or part time), while the denominator for "Education" and "Leisure" is the number of respondents owning certain device.*

According to the survey results, 90 percent of respondents had Internet access, with a cable modem the most common Internet connection (44 percent), followed by mobile Internet (41 percent) and a digital subscriber line (DSL or ADSL) (36 percent) (refer to Exhibit 40).

Exhibit 39. Most respondents connect to the Internet via cable modem

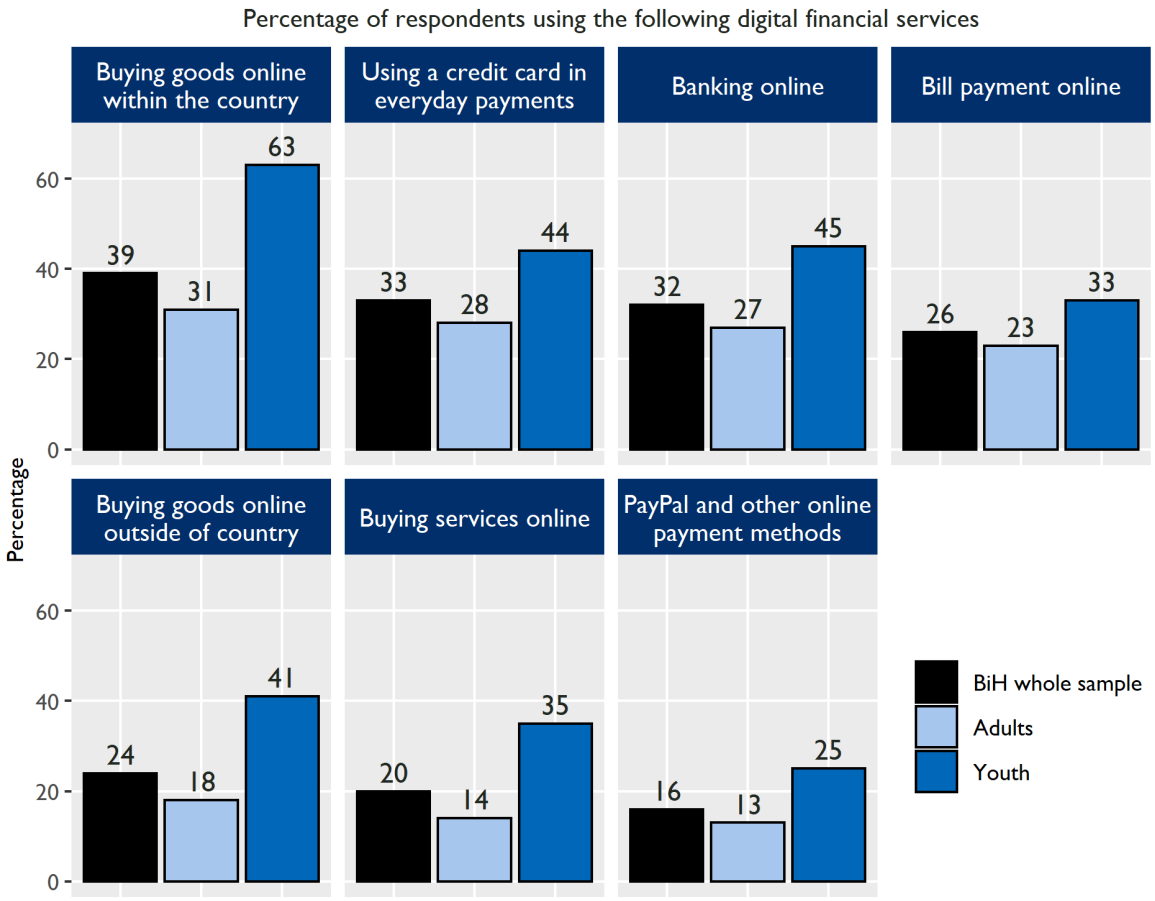


Note: Multiple answers were allowed.

The use of digital financial services has become a crucial and established practice in economies worldwide. According to 2021 NSCP-BiH results, about half (51 percent) of surveyed citizens used at least one digital financial service (such as buying goods or services online, using credit cards, and banking online), while the other half (49 percent) did not (data not shown). More than half of the surveyed citizens (56 percent) believed that providing confidential information via the Internet, such as phone numbers, passport information, and credit/debit card numbers is not safe. Respondents who believed that information passed online was safe used digital financial services more frequently (17 percentage points) than those who thought the opposite (data not shown).

The most frequently used digital financial services were buying goods online within the country (39 percent), using a credit card for everyday payments (33 percent), and banking online (32 percent). Youth were more likely than adults to use digital financial services; specifically, the youth were more likely than the adults to buy goods online in the country (63 vs. 31 percent), buy goods online outside the country (41 vs 18 percent), and buy services online (35 vs. 14 percent) than adults (refer to Exhibit 41).

Exhibit 40. Young respondents are more likely than adults to use digital financial services



Survey results also show differences between residents of the FBiH and RS when it comes to using digital financial services. FBiH respondents (30 percent) were generally more likely than respondents from RS (21 percent) to use those services.

III.VI INTERETHNIC TRUST AND INTERACTION

This section presents survey results regarding interethnic trust and interactions among BiH citizens. The section also explores perceptions of interethnic anxiety, empathy, social distancing, and forgiveness.

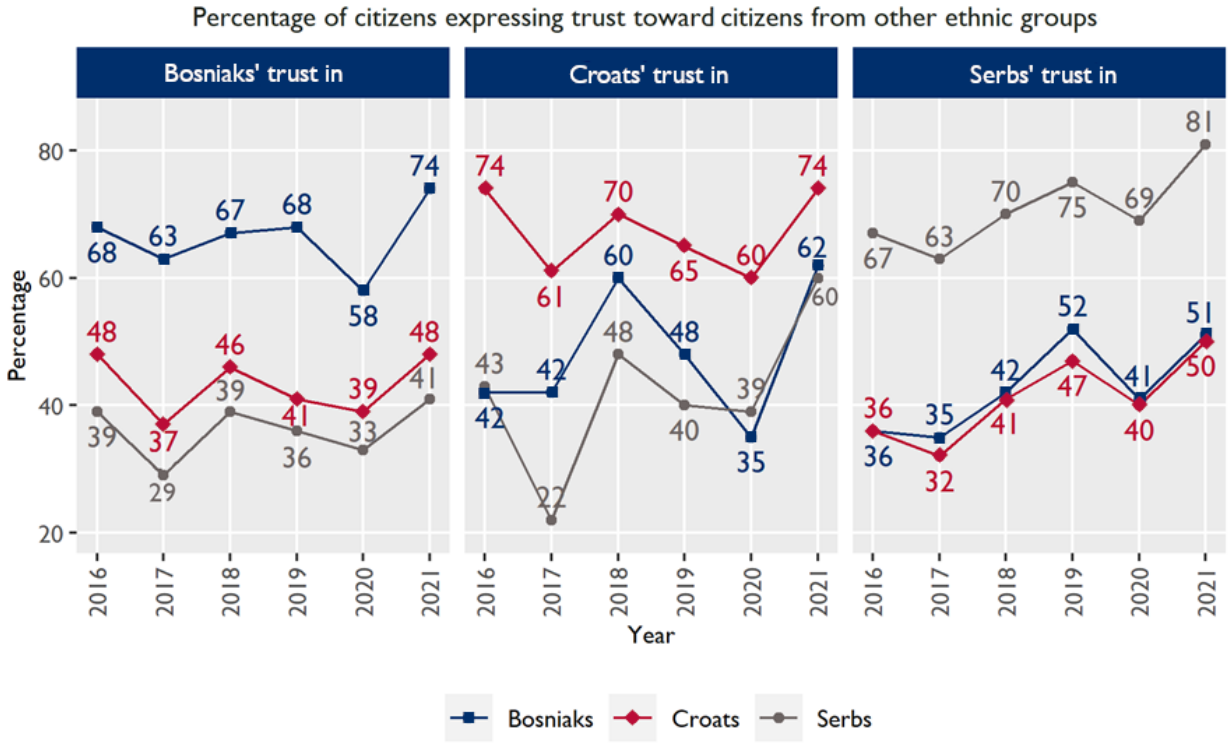
Intra- and inter-ethnic trust among BiH citizens, namely Bosniaks, Croats, and Serbs, improved since 2020 (refer to Exhibit 42). In line with previous survey rounds, respondents trusted members of their own ethnic group more than people of other ethnicities. Nearly three-fourths (74 percent) of Bosniaks and Croats trusted members of their own ethnic group, while about four in five (81 percent) of Serbs trusted members of their own ethnic group.

However, trust in members of other ethnic groups also increased, by 10 percentage points, on average, for Bosniaks and Serbs and by more than 20 percentage points, on average, for Croats.[24] Specifically, Bosniaks' trust in Croats increased by nine percentage points, from 39 percent in 2020 to 48 percent in

[24] The sample size for Croats is the smallest, so the fluctuations are naturally larger.

2021. Similarly, Bosniaks' trust in Serbs increased from 33 percent in 2020 to 41 percent in 2021. Croats' interethnic trust improved substantially compared with trust in the previous survey round, with Croats' trust in Bosniaks increasing from 35 percent in 2020 to 62 percent in 2021 and Croats' trust in Serbs increasing from 39 percent in 2020 to 60 percent. The same positive trend was evident among Serbs, whose trust in Bosniaks increased from 41 percent in 2020 to 51 percent in 2021 and trust in Croats increased from 40 percent in 2020 to 50 percent. While interethnic trust among the three dominant ethnicities appeared to be on the rise, all respondents reported the lowest level of trust was in the Roma population, with only 38 percent of respondents expressing trust (data not shown).

Exhibit 41. BiH citizens' intra- and interethnic trust increased substantially in 2021

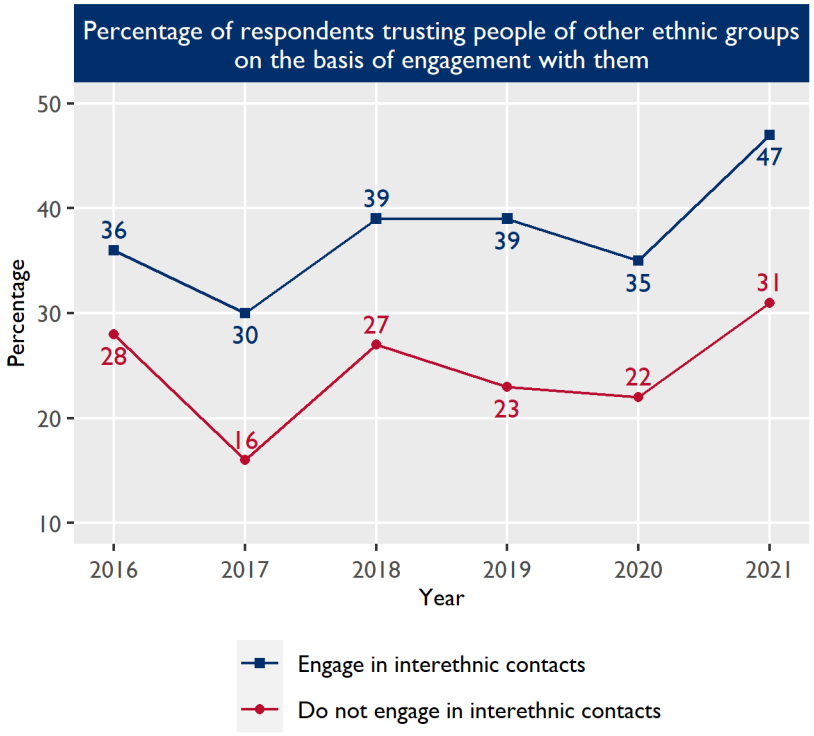


Similar to results in 2020, three of four respondents (78 percent) reported interacting with people belonging to ethnic groups other than their own. This proportion is slightly higher than in 2020, when 75 percent of citizens stated that they interacted with individuals belonging to ethnic groups other than their own. Most of the respondents' interethnic interactions were with acquaintances and people they interacted with through work or in school/university (73 percent). About two-thirds (61 percent) interacted with friends from other ethnic groups, while 19 percent had family members affiliated with other ethnic groups. Interethnic interactions were the least common among Serbs (70 percent) compared with Croats (84 percent) and Bosniaks (81 percent). Furthermore, most respondents (73 percent) had interethnic interactions with their colleagues from work or school/university, had friends from ethnic groups other than their own (61 percent), or had family members belonging to different ethnic group (19 percent) (data not shown).

In line with the previous survey rounds, respondents who engaged with people belonging to ethnic groups other than their own were more trusting of those ethnic groups, compared with respondents who did not engage with other ethnic groups. In total, 44 percent of surveyed citizens reported that

they trusted people belonging to ethnic groups other than their own.[25] In comparison, those engaging in interethnic contacts expressed trust in different ethnicities more frequently (47 percent) than did those who lacked interethnic encounters (31 percent) (refer to Exhibit 43).

Exhibit 42. Interethnic contacts are linked to higher interethnic trust

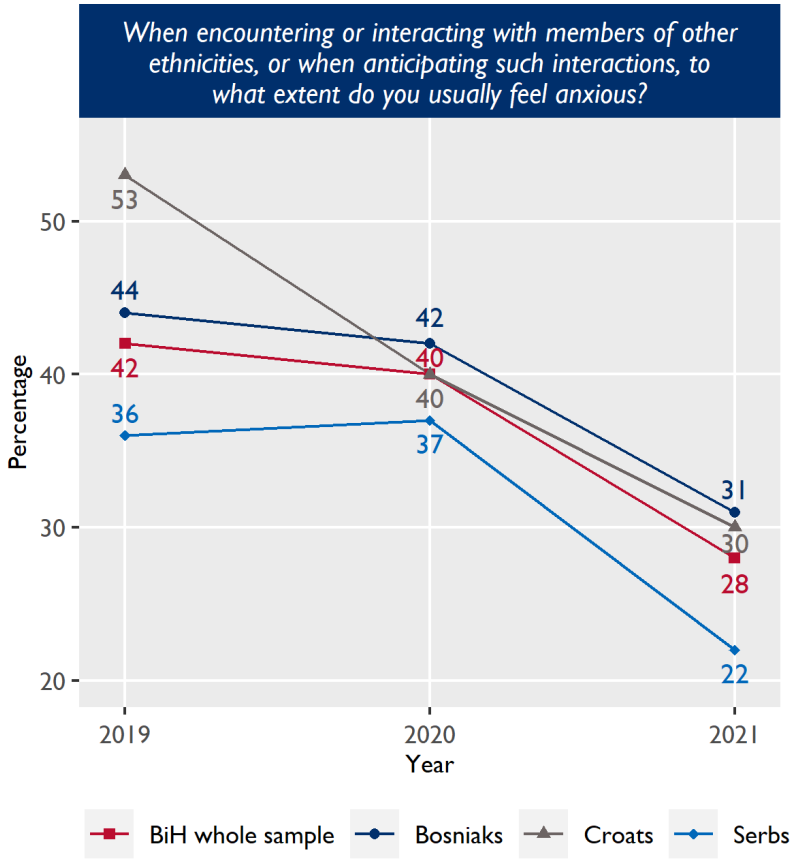


Note: Trust of one's own ethnic group is omitted.

A notable drop in the proportion of respondents feeling anxious when interacting with people from another ethnic group was recorded in 2021 (28 percent) compared with 2020 (40 percent). Interethnic anxiety was equally prevalent among Bosniaks (31 percent) and Croats (30 percent), while 22 percent of Serbs reported this anxiety. The most notable drop in levels of interethnic anxiety was observed among Serbs (refer to Exhibit 44).

[25] This number represents respondents who reported trusting both other ethnic groups—e.g., Croat respondents trusting both Bosniaks and Serbs, Serb respondents trusting both Croats and Bosniaks, and Bosniak respondents trusting both Croats and Serbs.

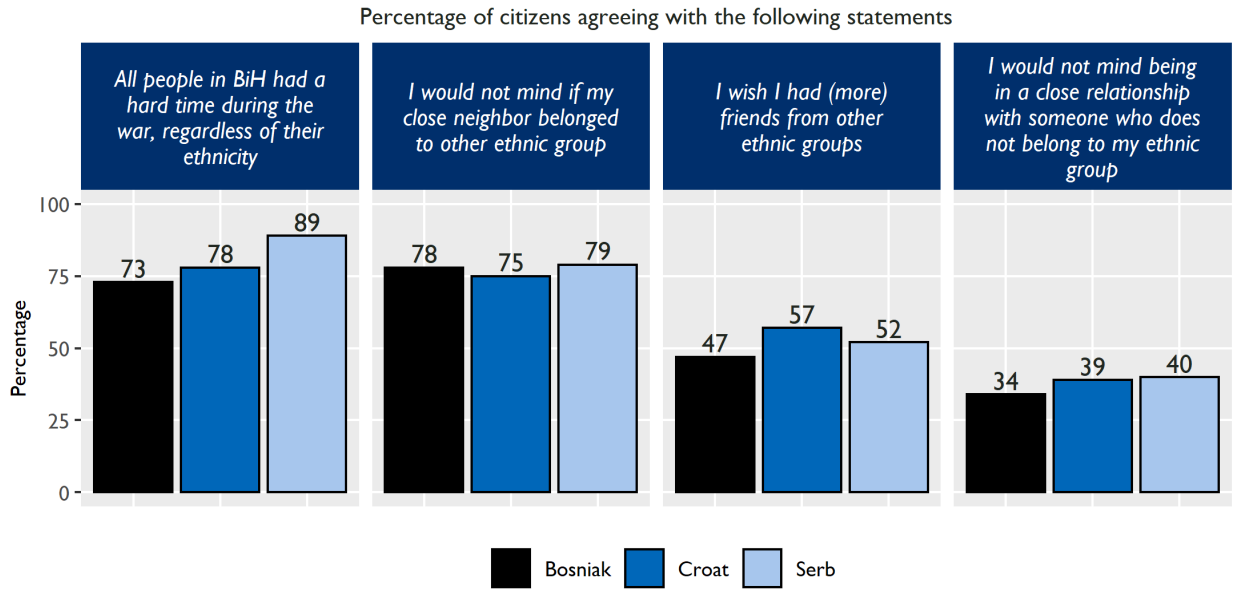
Exhibit 43. Anxiety when interacting with people from another ethnic group has dropped but still triggers an anxious response from some citizens



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

Nearly eight of 10 surveyed citizens (79 percent) agreed that all peoples in BiH had a hard time during the war, regardless of their ethnicity. This opinion was more prevalent among Serbs (89 percent) than among Croats (78 percent) and Bosniaks (73 percent) (refer to Exhibit 45). Nearly eight of 10 respondents (78 percent) said that they would not mind if their close neighbors belonged to another ethnic group. Half of the respondents (50 percent) said that they wished they had more friends from other ethnic groups (data not shown). Furthermore, about two in five (38 percent) would not mind being in a close relationship with someone not affiliated with their ethnic group.

Exhibit 44. Interethnic opinions vary by ethnicity



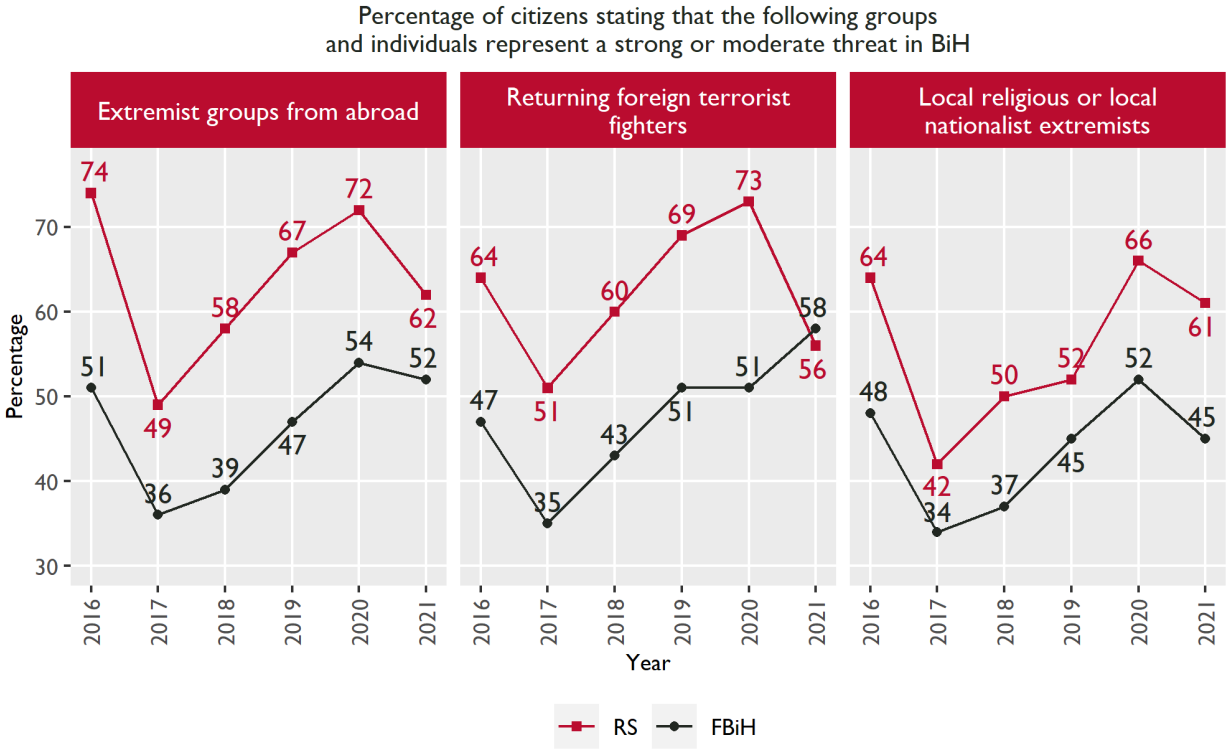
III.VII COUNTERING VIOLENT EXTREMISM

The *Country Reports on National Approaches to Extremism*[26] conducted by the European Institute of the Mediterranean states that there are no violent movements within BiH. Still, in recent years a small number of BiH citizens have joined violent actions and conflicts outside the country, including those in Iraq, Syria, and Ukraine. As was the case in previous survey rounds, perceptions of threats by extremist groups from abroad and local religious and nationalist extremists were reported more frequently by respondents in RS than by those in the FBiH, with overall declines across both entities in 2021 (refer to Exhibit 46).

The 2021 NSCP-BiH results showed that the perception of the potential threat by returning foreign fighters had declined among respondents from RS by 17 percentage points, 56 percent in 2021. In contrast, the perceived threat among respondents living in the FBiH increased by 7 percentage points, to 58 percent in 2021. For context, however, it is important to note that local media reports on the tensions and possibility of conflict in Ukraine increased during the second half of the data collection period.[27]

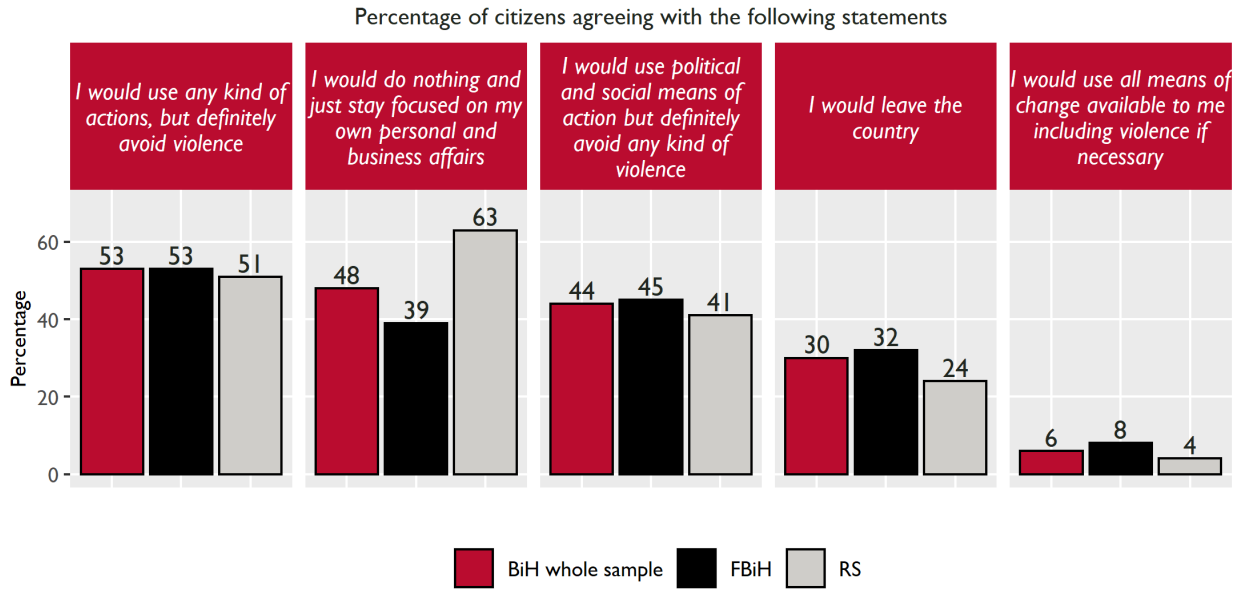
[26] European Institute of the Mediterranean, 2020. *Country Reports on National Approaches to Extremism–Bosnia and Herzegovina.* https://h2020connekt.eu/wp-content/uploads/2021/01/Country-Reports_CONNEKT_Approaches_to_extremism_D3.2.pdf
[27] Klix.ba reporting on the Ukraine situation in mid-January 2022: https://www.klix.ba/pretraga?str=109&q=ukrajina

Exhibit 45. RS citizens are more likely to feel threatened by local religious/nationalist extremists and extremist groups from abroad



When asked what they would do to change the interethnic tensions in their community, a large portion of respondents preferred taking peaceful actions, with the most preferred option being any action that avoids violence (53 percent). Doing nothing and minding one's own business was more favored among respondents from RS (63 percent) than among those from the FBiH (39 percent). About one-third of respondent (30 percent) would leave the country. Only 6 percent reported that they would use all means necessary, including violence to change inter-ethnic tensions in their community (refer to Exhibit 47).

Exhibit 46. A large portion of respondents prefer peaceful to address interethnic tensions



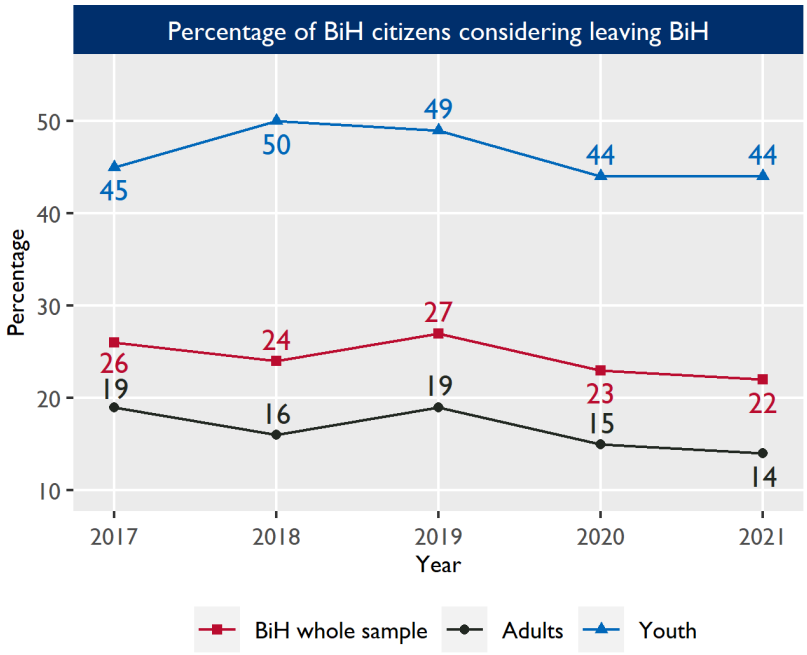
III.VIII EMIGRATION

Emigration continues to be a prominent issue facing BiH, with significant societal and economic effects on the country. According to the Fragile State Index report for 2021,[28] BiH's Human Flight and Brain Drain Indicator value decreased from 6.20 in 2020 to 6.50 in 2021,[29] indicating an increase in emigration rates.

In 2021, the portion of surveyed citizens considering leaving the country was at an all-time low, at 22 percent (refer to Exhibit 48). The disparity between youth and adults intending to leave continues to widen, with more than three times more youth than adults thinking about leaving (44 percent vs. 14 percent, respectively). Moreover, this trend appears to be more prevalent among citizens from the FBiH (28 percent) than among those from RS (13 percent) (data not shown).

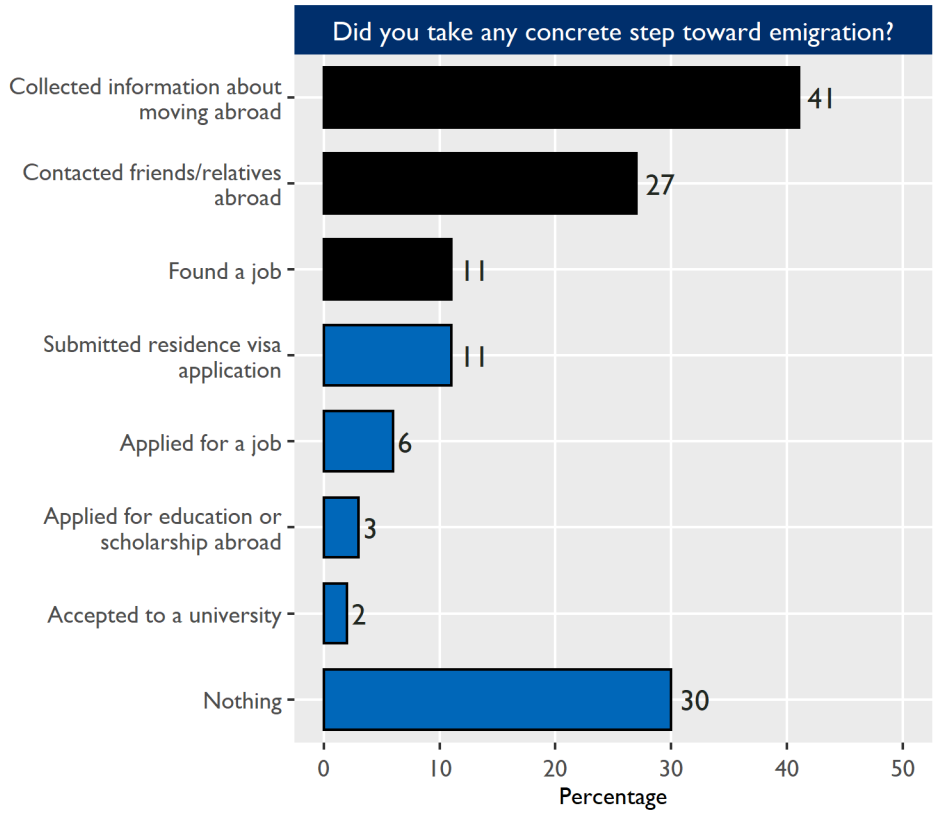
[28] Fragile State Index report, 2021. Available at: https://fragilestatesindex.org/wp-content/uploads/2021/05/fsi2021-report.pdf
[29] Scale values range from 1 to 10, with 10 being the worst possible score.

Exhibit 47. Nearly one-fourth of BiH citizens are considering leaving the country



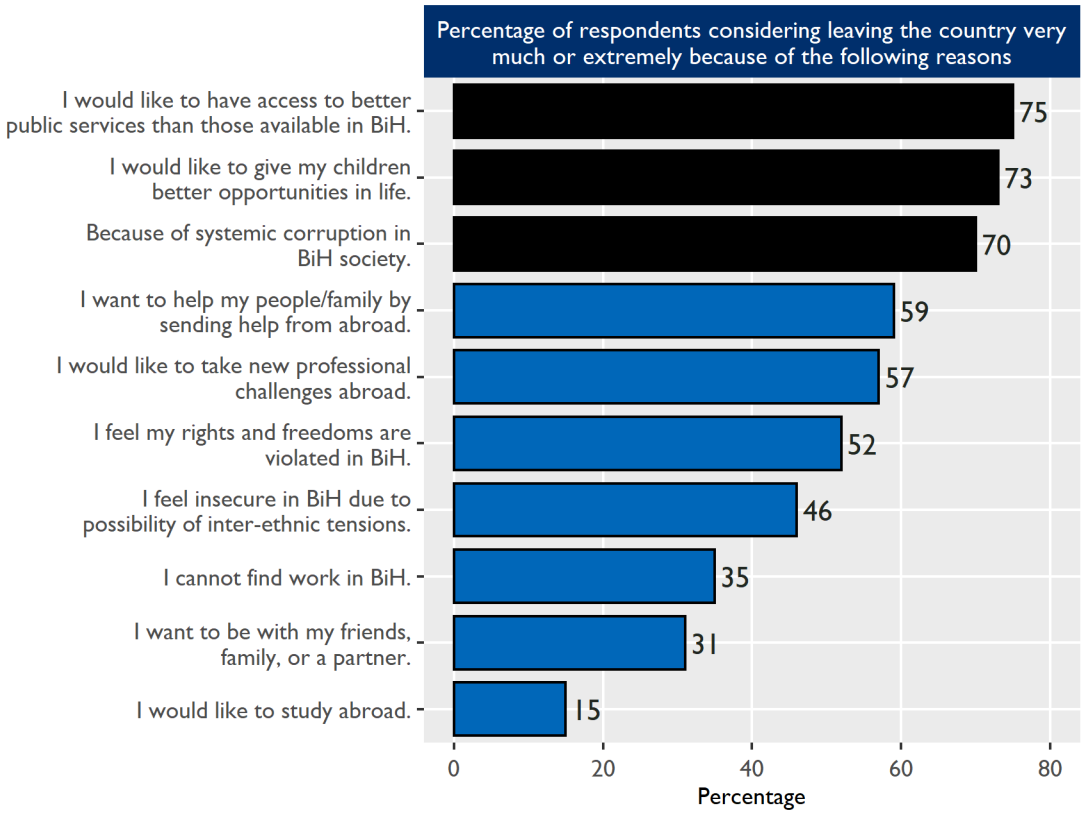
Among the respondents who considered leaving the country, 30 percent did not take any steps toward emigration, while 47 percent did take concrete steps, including finding a job (11 percent), submitting a visa application (11 percent), and applying for education or a scholarship (3 percent) and applying to a university (2 percent) abroad. A considerable share of the respondents interested in leaving BiH did not take any concrete steps but began gathering information about emigrating (41 percent), for instance, by contacting friends and acquaintances abroad (27 percent) (refer to Exhibit 49).

Exhibit 48. Citizens intending to emigrate primarily gather information about moving abroad



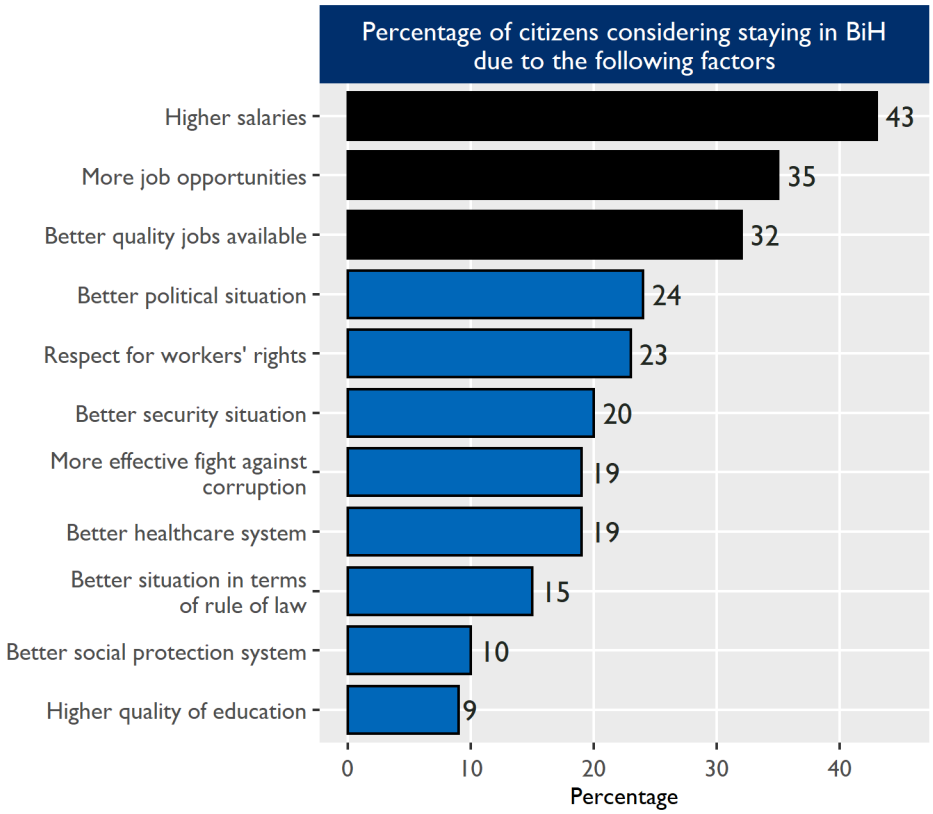
The reasons noted as very or extremely important for leaving were access to better public services than those available in BiH (75 percent), and better life opportunities for their children (73 percent) (refer to Exhibit 50). Other reasons rated very or extremely important included systemic corruption in BiH (70 percent), helping own family by sending remittances from abroad (59 percent), and taking on new professional challenges (57 percent). About half of the surveyed citizens felt that their rights and freedoms were being violated in BiH (52 percent), and 46 percent of surveyed citizens felt insecure because of the possibility of interethnic tensions. The inability to find ajob was an important reason for around one-third (33 percent) of respondents who were considering leaving BiH. The insecurity in BiH because of possibility of interethnic tensions was more prevalent among Bosniaks (50 percent) and Croats (47 percent) than among Serbs (25 percent).

Exhibit 49. The primary reasons for leaving BiH are access to better public services and better life opportunities for children



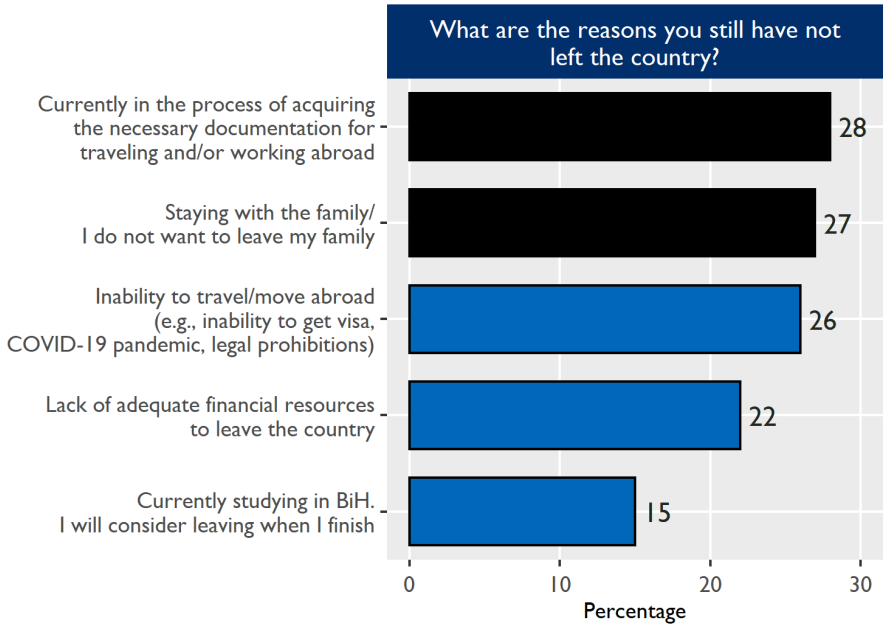
While work-related challenges were not among the main reasons for leaving the country, survey results showed that they were the respondents' principal incentive to stay in BiH. Citizens surveyed would be willing to stay in BiH for higher salaries (43 percent), more job opportunities (35 percent), and better-quality jobs (32 percent). About a quarter of respondents would consider staying in the country if the political situation were better (24 percent) and workers' rights were respected (23 percent). A better security situation (20 percent), a more effective fight against corruption (19 percent), and a better health care system (19 percent) would incentivize about one in five respondents to stay (refer to Exhibit 51). Higher salaries were more often a motivator for staying for respondents from RS (56 percent) than for those from the FBiH (39 percent) (data not shown).

Exhibit 50. Higher salaries would motivate many BiH citizens not to leave the country



About one-third of those who intended to leave had not done so because they were still in the process of acquiring necessary documentation for traveling and working abroad (28 percent). Around one-fourth of respondents who had not emigrated at the time of the survey did not want to leave their families (27 percent) or were restricted from traveling for various reasons (e.g., inability to obtain a visa, COVID-19 pandemic, legal prohibitions) (26 percent) (refer to Exhibit 52).

Exhibit 51. Almost one-third of respondents intending to emigrate are still in the process of acquiring the necessary documentation to travel or work abroad



III.IX SOCIAL INCLUSION

Vulnerable groups continue to face serious challenges in BiH. According to the European Commission's Bosnia and Herzegovina 2021 Report,[30] the legal system still does not recognize same-sex couples' social and economic rights, including the right to family life. As of 2021, the action plan on the rights of lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI+) people was still pending adoption by the Council of Ministers.

Similarly, in 2021, no progress was made in addressing the concerns previously identified by the European Commission's report[31] regarding people with disabilities (PWDs). PWDs continue to face lack of legal rights and protections, status-based discrimination, and accessibility challenges. While both entities, the FBiH and RS, adopted strategic frameworks for PWDs, the law continues to allow PWDs to be deprived of legal rights and protections through a judicial process, which violates international conventions. Children with disabilities face even greater marginalization, exclusion, stigma, and discrimination, including inadequate access to health and education services. Furthermore, the practice of institutionalization is ongoing, which also violates international conventions. With no strategy for deinstitutionalizing either children or adult PWDs, BiH continues to face severe inequalities and human rights violations, and lack of protection in BiH.

III.IX.I GENDER EQUALITY

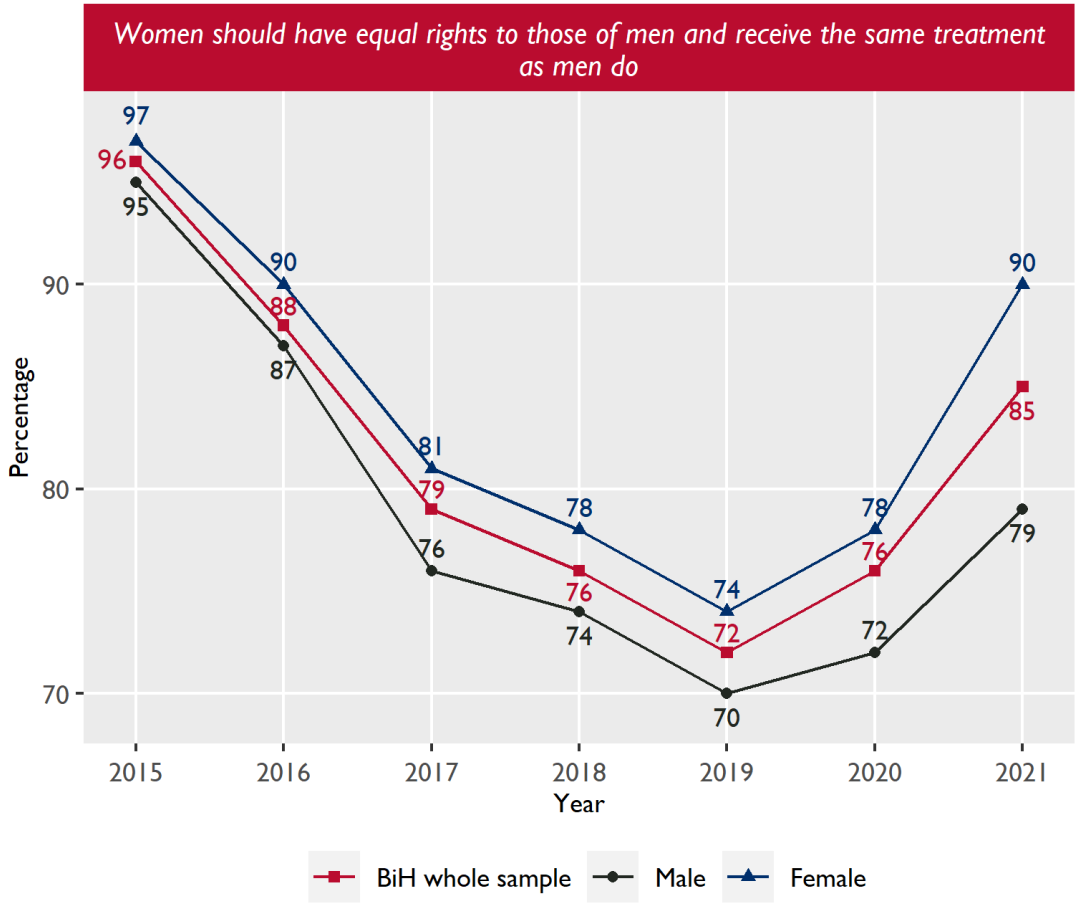
Although the BiH Law on Gender Equality mandates full gender equality and prohibits discrimination on gender and sexual orientation,[32] such discrimination persists. The BiH 2021 Global Gender Gap Index

[30] European 'Commission's Bosnia and Herzegovina 2021 Report: https://ec.europa.eu/neighbourhood-enlargement/bosnia-and-herzegovina-report-2021_en
[31] Ibid.
[32] The Law on Gender Equality of Bosnia and Herzegovina, Article 1, *Official Gazette of BiH*, No. 6/03, 102/09 and 32/10.

score (0.713)[33] decreased slightly from that in 2020 (0.712),[34] indicating a slight decrease in the prevalence of gender inequality in BiH society. According to the 2021 NSCP-BiH results, female respondents were discriminated against more frequently than men (38 vs. 31 percent, respectively). One in 10 surveyed citizens reported being discriminated against because of their gender, with greater prevalence among women (15 percent) than men (4 percent). Five percent of women reported being discriminated against for their pregnancy status (data not shown).

About four in five (85 percent) respondents believed that women and men should have equal rights and receive the same treatment (refer to Exhibit 53), an increase of nine percentage points compared with results in 2020. The share of both male and female respondents with this opinion increased, as well, though, the increase is more evident among women (12 percentage points) than among men (7 percentage points). Additionally, the discrepancy between women's (90 percent) and men's opinions (79 percent) on gender equality is higher than ever.

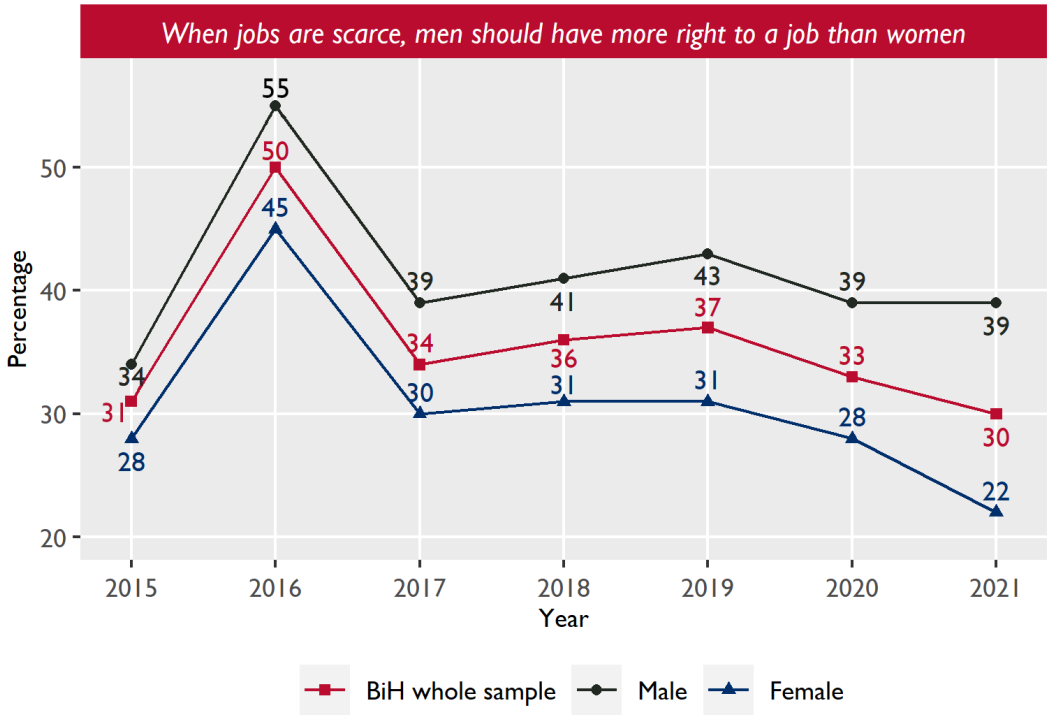
Exhibit 52. The portion of citizens supporting equality between men and women has increased in 2021, nearing levels from 2016



[33] World Economic Forum, Global Gender Gap Report 2021, Available at https://www3.weforum.org/docs/WEF_GGGR_2021.pdf
[34] World Economic Forum, Global Gender Gap Report 2020, Available at https://www3.weforum.org/docs/WEF_GGGR_2020.pdf

While more than half of the male respondents (53 percent) were employed full time, only 37 percent of women have a full-time job. This is in line with the results of the 2021 Labor Force Survey conducted by the BiH Agency for Statistics, in which the employment rate was much higher for men (51 percent) than women (28 percent).[35] Furthermore, about one-third (30 percent) of surveyed citizens thought that men should have more right to a job than women when jobs were scarce. Although the number of those who agreed with this idea dropped slightly from the number in the previous year (33 percent in 2020), women still agreed with this suggestion less often than did men, with the 2021 data revealing the largest ever disparity (22 percent female vs. 39 percent male) (refer to Exhibit 54).

Exhibit 53. The belief that men should have more right to a job than women is prevalent in BiH



The view that men should have priority access to jobs over women declines as educational attainment increases, as was the case with the previous survey rounds. In 2021, about one-third of respondents with below secondary and secondary school education compared with one in five of those with above secondary school education, supported this standpoint.

Nearly half (48 percent) of surveyed citizens believed that most household responsibilities were naturally more suited to women, regardless of their employment status, while 37 percent disagreed. This view of gender roles is more common among men (57 percent) than among women (40 percent). Additionally, respondents with above a secondary school education (32 percent) were less likely to think that women were better suited than men to household responsibilities, compared with respondents with secondary (52 percent) or below secondary school education (57 percent) (refer to Exhibit 55).

[35] Agency for Statistics of BiH, Labor Force Survey 2021 (First release): https://bhas.gov.ba/data/Publikacije/Saopstenja/2022/LAB_00_2021_Y1_1_BS.pdf

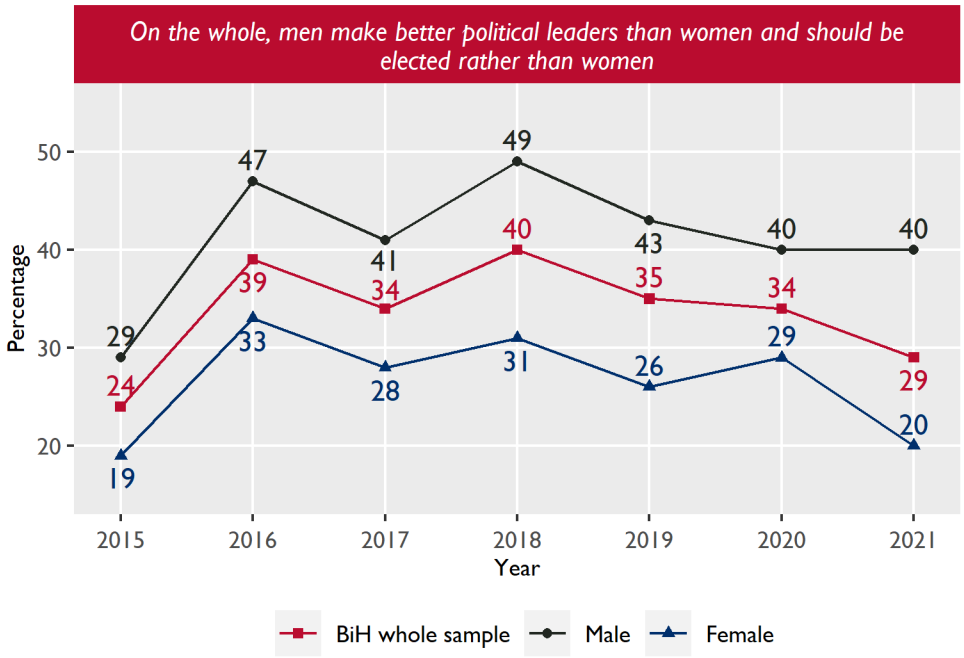
Exhibit 54. Female respondents are less likely to have gender-biased opinions

To what extent do you agree or disagree with each of the following statements?		BiH whole sample	Sex		Educational attainment		
			Male	Female	Below secondary school	Secondary school	Above secondary school
The majority of household responsibilities are naturally suited to a woman, regardless of whether she is employed.	Agree	48%	57%	40%	57%	52%	32%
	Neither agree nor disagree	14%	17%	11%	12%	13%	15%
	Disagree	37%	26%	47%	28%	34%	51%

Note: "Does not know" and "Refuses to answer" are omitted.

About one-third (29 percent) of respondents believed men as making better political leaders than women (refer to Exhibit 56). Although there has been an overall decrease of five percentage points in this opinion among the general population, the proportion of male respondents holding this opinion has stayed the same (40 percent) since 2020, while the percentage of women dropped from 29 to 20 percent. Respondents with a university education less frequently perceived men as better political leaders (21 percent) than did those with a secondary school (31 percent) or below secondary school (35 percent) (data not shown).

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



According to the 2021 NSCP-BiH results, violence against women by partners, acquaintances, or strangers is common according to more than half of the respondents (55 percent). Moreover, this opinion was more prevalent among women (61 percent) than among men (47 percent) (data not shown).

The proportion of surveyed citizens who believed that violence against women was often provoked by the victim (14 percent) and that domestic violence is a private matter and should be handled within the family (13 percent) dropped in 2021 by five percentage points each. Gender and educational attainment play an essential role in these perceptions, with women and those with higher educational attainment less likely to report that violence was often provoked by the victim and that domestic violence was a private matter that should be handled by the family (refer to Exhibits 57 and 58).

Exhibit 56. The proportion of respondents thinking that the victim often provokes the violence against women is at the lowest rate ever

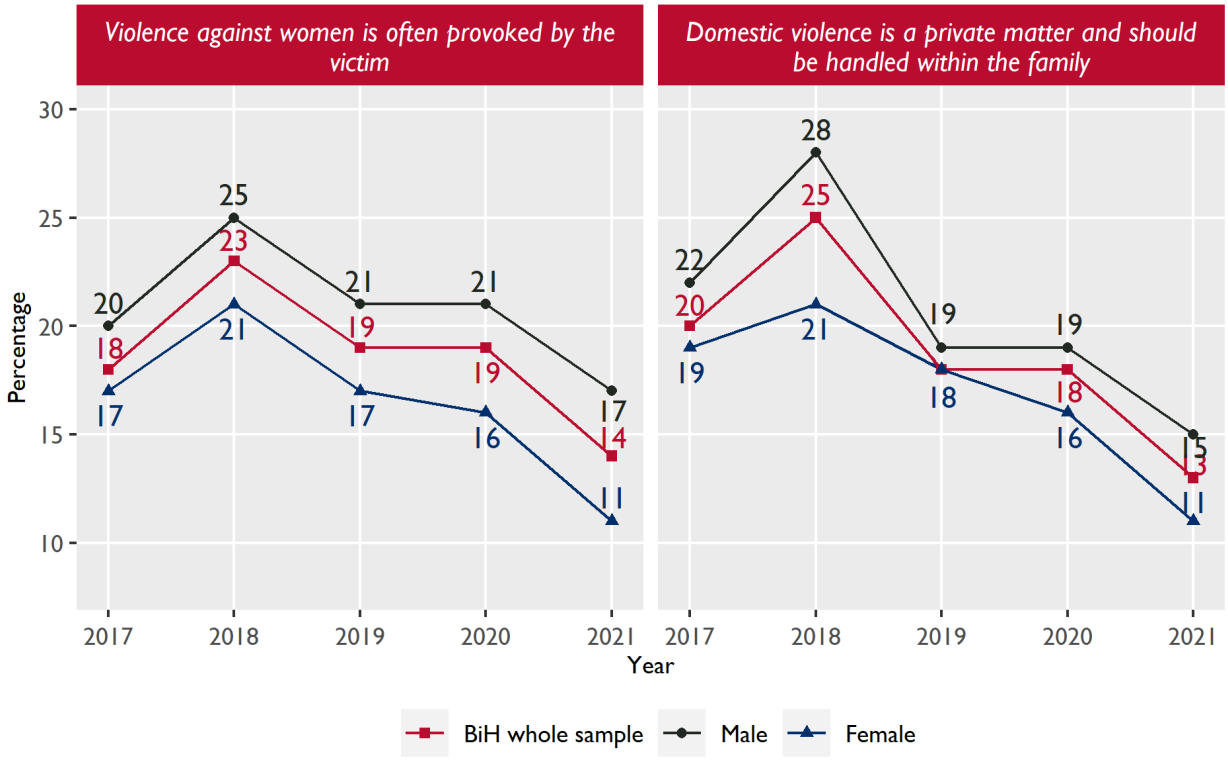


Exhibit 57. Citizens' perceptions of gender-based violence in BiH varies according to educational attainment

To what extent do you agree or disagree with each of the following statements?		Educational attainment		
		Less than secondary school	Secondary school	More than secondary school
Violence against women is often provoked by the victim	Agree	20%	15%	9%
	Disagree	72%	80%	85%
Domestic violence is a private matter and should be handled within the family.	Agree	23%	12%	8%
	Disagree	70%	84%	88%

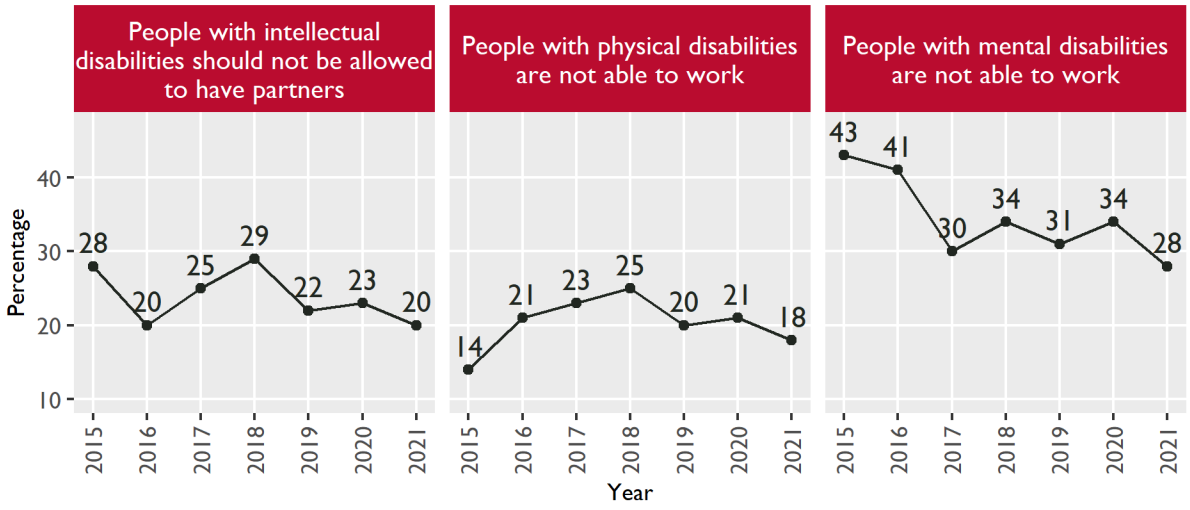
Note: Answers "Does not know" and "Refuses to answer" are omitted.

III.IX.II INCLUSION OF PEOPLE WITH DISABILITIES

People with disabilities (PWD) encounter many challenges and obstacles in the realization of their rights in BiH. They face discrimination and exclusion in accessing education, employment, and health care.

Discriminatory beliefs about PWDs' abilities and rights decreased slightly in 2021, compared with beliefs in 2020 NSCP-BiH (refer to Exhibit 59). However, about one in five (20 percent) respondents still thought that people with intellectual disabilities should not be allowed to have partners and that people with physical disabilities were not able to work (18 percent). Almost a third (28 percent) of surveyed citizens believed that people with mental disabilities were not able to work. Finally, the survey results indicated that the higher a respondent's educational attainment, the less likely he or she is to have derogatory opinions about PWDs (data not shown).

Exhibit 58. Roughly one-fifth of citizens think that PWDs should not have partners and are not able to work



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

BiH was the last country in the region to organize an LGBTQI+ Pride event in 2019, and the LGBTQI+ community organized the third Pride event in August 2021, under the slogan "Otpor sa margine" ("Resistance from the Margin"),[36] to raise awareness about the discrimination of LGBTQI+ individuals in BiH society. This was the first Pride event for which the authorities covered all security costs.[37] Even though LGBTQI+ people are protected by law from discrimination, they still experience constant exposure to fear, discrimination, violence, violations of fundamental human rights, and unequal treatment.

Little progress has been made in perceptions about same-sex couples since 2015. In 2021, a lower proportion of surveyed citizens than in 2020 believed that same-sex couples should have the right to marry (9 percent vs. 12 percent, respectively). There was little to no change from 2020 to 2021 in the number of those who agreed that same sex couples should have the right to cohabitate together with

[36] About BiH Pride March 2021: https://povorkaponosa.ba/2022/03/22/about-bih-pride-march-2021/
[37] European 'Commission's Bosnia and Herzegovina 2021 Report: https://ec.europa.eu/neighbourhood-enlargement/bosnia-and-herzegovina-report-2021_en

equal rights to those of married people, adopt children, and organize pride events, and there was an increase in those who disagreed with those rights (refer to Exhibit 60).

Exhibit 59. Only a small number of BiH citizens are in favor of equal rights for same-sex couples

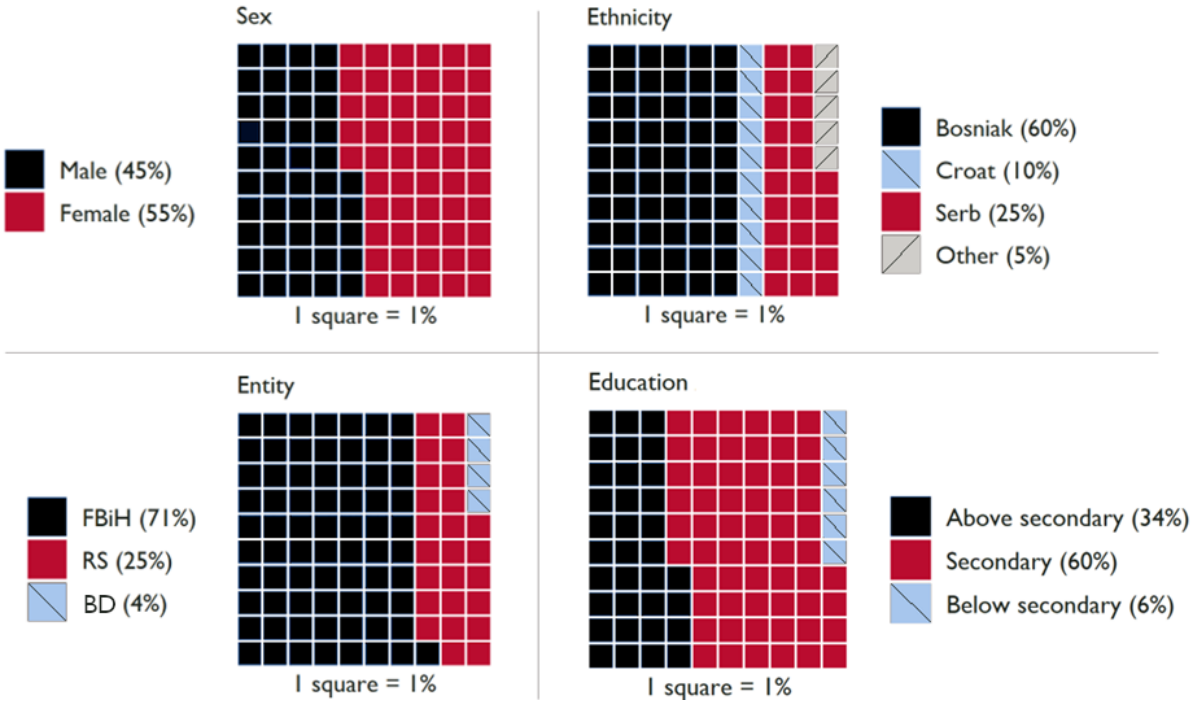
To what extent do you agree or disagree with each of the following statements?		Year						
		2015	2016	2017	2018	2019	2020	2021
Same-sex couples should have the right to marry.	Agree	7%	7%	7%	8%	7%	12%	9%
	Disagree	86%	88%	82%	86%	82%	73%	78%
Same-sex couples should have the right to live without getting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

Note: Answers "Does not know" and "Refuses to answer" are omitted.

III.X YOUTH DEVELOPMENT

The 2021 NSCP-BiH provides insights into the perception and attitudes of young people in BiH, emphasizing challenges and key issues they face, such as corruption, emigration, low standards of living, and the poor quality of education, among many others. Of the total 3,000 respondents, 822[38] (24 percent) were young people between the ages of 18 and 30.[39] The youth sample distribution disaggregated by sex, ethnicity, entity, and educational attainment is presented in Exhibit 61.

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

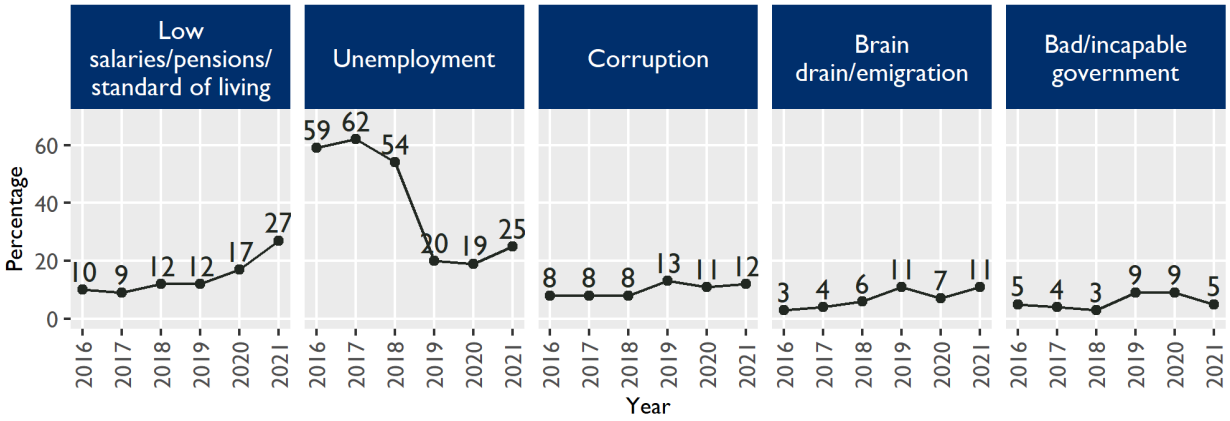


For the first time since 2016, low salaries, pensions, and standard of living emerged as the primary issue for youth in 2021 (27 percent), with unemployment, which has been the primary issue over the past 5 years, as the second main challenge (25 percent) (refer to Exhibit 62). Other challenges youth faced were corruption (12 percent), emigration (11 percent), and bad/incapable government (5 percent). As in 2020, 44 percent of BiH youth reported in 2021 that they were considering leaving the country (refer to Exhibit 63).

[38] There were 875 young people with oversampling included (24 percent of 3,200).

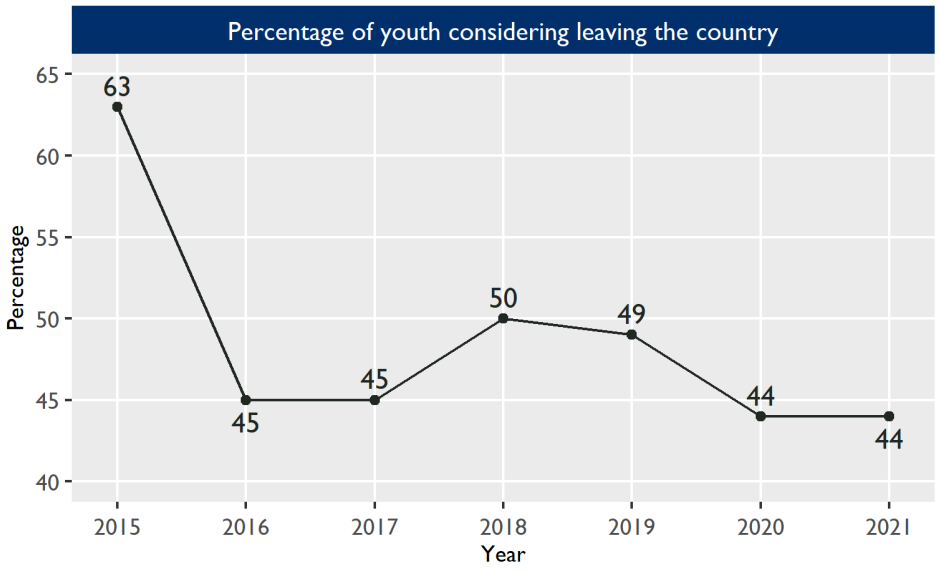
[39] The Youth Law of the Federation of Bosnia and Herzegovina, Article 4, *Official Gazette of the FBiH*, No. 35/10, and the Law on Organization of the Youth of Republika Srpska, Article 2, *Official Gazette of the RS*, No. 98/04 and 19/08, define "young people" or "youth" as people aged 15 to 30 years.

Exhibit 61. Low salaries, pensions, and standard of living were the primary challenges for youth in 2021



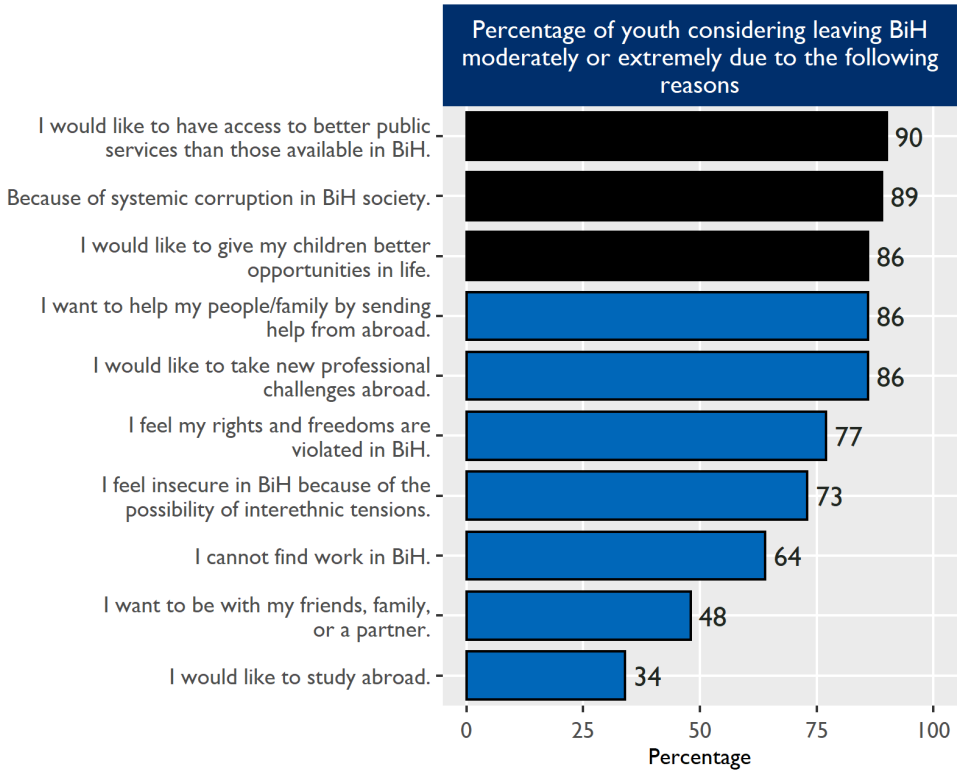
Note: The exhibit includes only the five most frequently selected challenges.

Exhibit 62. Nearly half of the youth surveyed are considering leaving BiH



Similar to surveys of previous years, youth respondents noted that they wanted to leave the country for reasons including having access to better public services (90 percent), avoiding systemic corruption in the country (89 percent), providing their children with better life opportunities (86 percent), helping their families from abroad (86 percent), and taking on new professional challenges (86 percent) (refer to Exhibit 64).

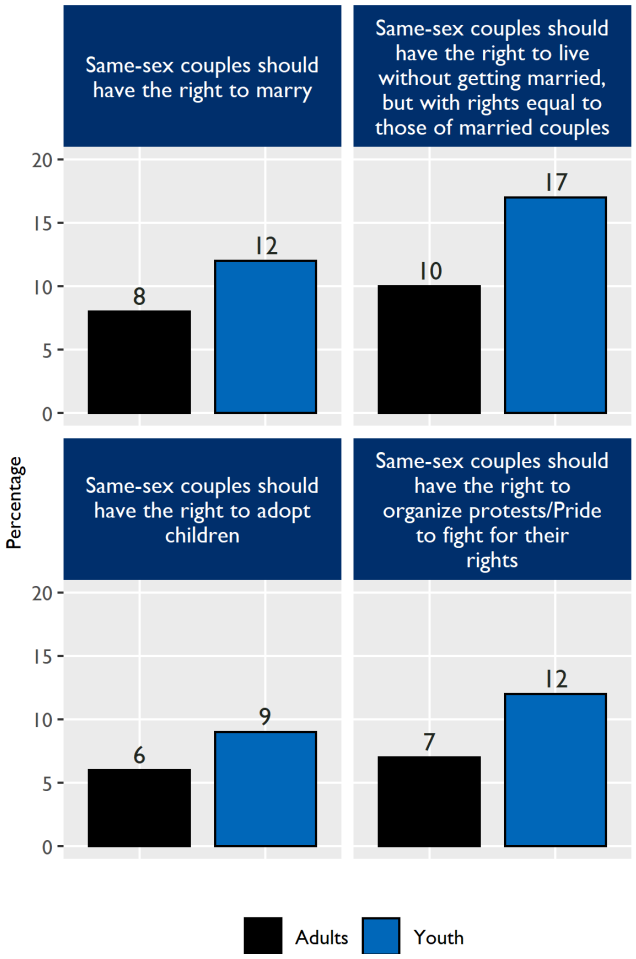
Exhibit 63. Youth consider leaving BiH primarily to access better public services, avoid corruption, and give their children better opportunities in life



Anxiety when interacting with someone belonging to a different ethnicity than their own or when anticipating such interaction is equally prevalent among youth and adults (28 percent both) (data not shown). The NSCP-BiH 2021 results indicate that youth engage in interethnic contacts as frequently as adults and trust in people of other ethnicities at similar rates as adults.

Young people have a somewhat more positive standpoint than adults with regard to gender rights and equality. Four in five respondents, both youth and adults (86 percent and 85 percent, respectively), thought that women should have the same rights as men and be treated the same as men. However, 23 percent of youth, compared with 32 percent of adults surveyed, believed that, when there was a lack of jobs, men should have more right to be employed than women. Furthermore, while 51 percent of adults believed that most household responsibilities were naturally more suited to a woman, a lower portion (38 percent) of youth had the same belief. Finally, while 32 percent of adults believed that men made better political leaders, only 22 percent of youth believed so (data not shown).

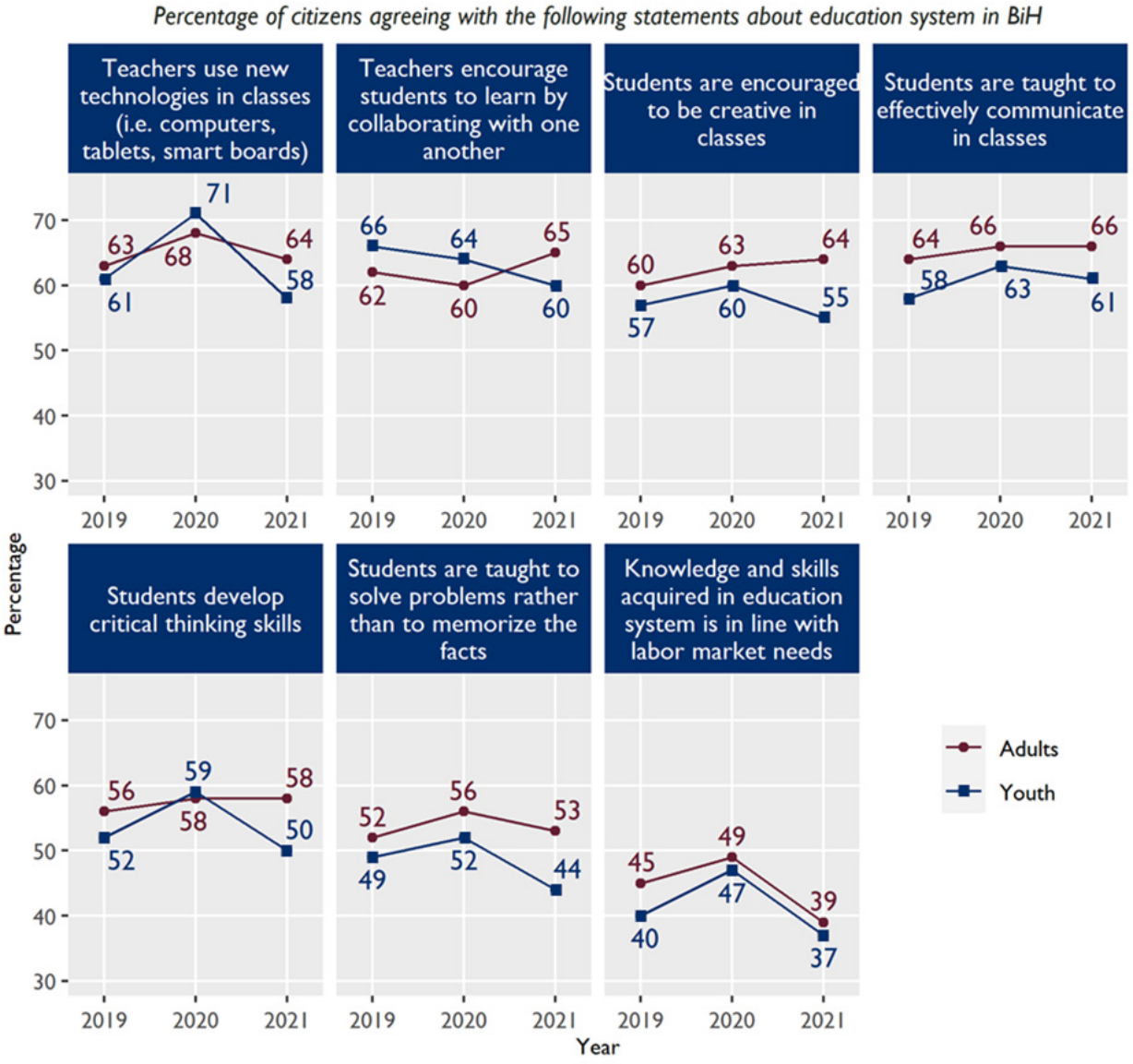
Exhibit 64. Youth in BiH are more open to LGBTQI+ rights than adults



Youth were slightly more accepting of same-sex couples than were adults (refer to Exhibit 65). Around one in eight (12 percent) young people thought that same-sex couples should have the right to marry, and one in six (17 percent) believed that same-sex couples should have the right to cohabitate without getting married but with the same rights as married couples. Nine percent of youth respondents believed that same-sex couples should have the right to adopt children. Additionally, 12 percent believed that same-sex couples should have the right to organize protests or Pride events.

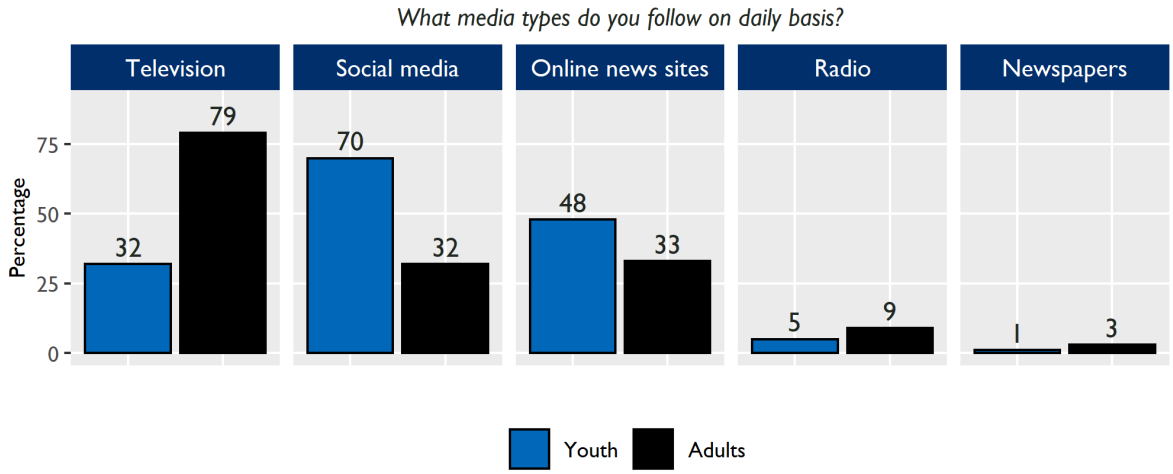
When assessing the BiH's formal education system, about two-thirds of youth respondents indicated that teachers used new technologies in classes (58 percent), encouraged students to learn by collaborating (60 percent), and to be creative (55 percent), and students were taught to effectively communicate in classes (61 percent). About one-half of the youth surveyed thought that students were developing critical thinking skills (50 percent) and were taught to solve problems rather than memorize facts (44 percent). Finally, only 37 percent of young respondents, thought that the knowledge and skills acquired in the BiH education system were in line with labor market needs, while conversely, 63 percent thought they are not. Compared with adult respondents, youth respondents were more critical about the quality of education in BiH (refer to Exhibit 66).

Exhibit 65. Young people are more critical than adults about the education system



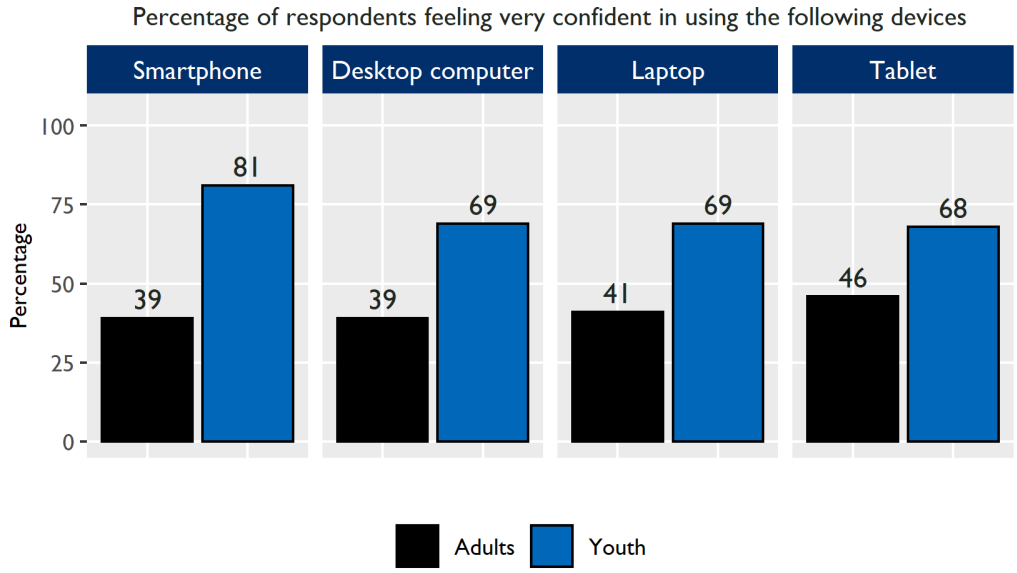
When it came to media, youth preferred online sources substantially more than adults did (refer to Exhibit 67). While 79 percent of adults watched television on a daily basis, only 32 percent of youth did. For social media, the trend was reversed, with 70 percent of youth preferring social media, compared with 32 percent of adults. Similarly, online news sources were more often followed by youth (48 percent) than by adults (33 percent).

Exhibit 66. More youth than adults prefer online sources



Regarding youth's confidence in using specific digital devices, on average, they were more confident than adults about using all those devices (refer to Exhibit 68). Overall, about two-thirds of young people reported being very confident about using a laptop (69 percent), tablet (68 percent), smartphone (81 percent), or desktop computer (69 percent).

Exhibit 67. Youth are more likely to feel confident than adults about using digital devices



Note: The denominator for each device is the number of respondents who use that device for any amount of time for any of the purposes (work, education, or leisure).

IV. CONCLUSIONS

In 2021, BiH citizens remained pessimistic about the country's general political and socioeconomic situation. An unsupportive economic environment, including high unemployment and low standards of living, continued to be the most pressing issues facing citizens. Other ongoing challenges include corruption, emigration, and political instability, also continued to be challenges. Satisfaction with the security situation in the country reached an all-time low since the inception of the NSCP-BiH in 2015. Similarly, trust in public institutions remained low, with citizens having the lowest levels of trust in the judiciary, government institutions, and political parties since 2016. Citizens continued to have little faith in the effectiveness of anticorruption efforts, reaching the lowest levels since 2016.

Citizens' engagement in civic activities remained low. Citizens indicated that they were uninterested in participating in civic activities, had no time to allocate to civic activities, or believed that such actions could not change anything. Moreover, respondents believed that CSOs worked not in citizens' interests but in their own interest or the interest of their donors. Issues that might motivate citizens to participate in civic activities included fighting corruption and crime, fighting for better economic conditions, and ensuring more jobs.

Engagement in political activities had increased considerably. This increment was mostly reflected in increased participation in boycotting certain products and petition signing.

Media literacy had increased slightly among respondents. Television remains the most often followed media type, but a preference for online media as a source of information was on the rise, primarily among youth. Citizens mainly consumed media for entertainment and to become informed about politics, society, and the economy.

Inter- and intra-ethnic trust increased substantially in 2021, and interethnic anxiety decreased notably, mostly because of a decrease among the Serb population. Furthermore, citizens who interacted with people of different ethnic groups were more likely to trust citizens from other ethnic groups.

The number of citizens who wanted to emigrate had stayed relatively consistent since 2015, with youth reporting their intentions to emigrate more frequently than adults. In line with previous years, the main reasons citizens cited for wanting to leave were access to better public services, more opportunities for their children, and escape from the systemic corruption in the country. Factors that would encourage citizens to stay in the country were primarily work related, including higher salaries, more job opportunities, and better-quality jobs.

Citizens had different visions of the country's future depending on their ethnic affiliation. While some citizens said they would prefer seeing BiH as a strong country, others emphasized having stronger entities, cantons, or municipalities.

ANNEX: THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS 2021—SURVEY QUESTIONNAIRE

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

[Read to the respondent!]

Your views are very important, as you are one of 3,000 citizens of Bosnia and Herzegovina selected to participate in this survey.

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

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

Your participation is voluntary, and all information you provide to us will be strictly confidential. Our reports will not include respondents' names but only the numbers that will show how many of 3,000 respondents gave which response. Therefore, it is essential that you respond honestly.

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

D25: Are you willing to participate?

1. Yes	1
2. No	2

IF "NO" end the survey!

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

1. Yes	1
2. No	2

Let us begin.

PROPENSITY TO LEAVE THE COUNTRY

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

1. Yes	➔ GO TO EM2	1
2. No	➔ GO TO COR3	2
3. [Do not read!] Does not know	➔ GO TO COR3	3

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

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

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

Reason	Not at all	Slightly	Moderately	Very much	Extremely
EM3 1. I would like to study abroad.	1	2	3	4	5
EM3 2. I would like to take new job abroad.	1	2	3	4	5
EM3 3. I cannot find work in BiH.	1	2	3	4	5
EM3 4. I want to be with my friends, family or a partner.	1	2	3	4	5
EM3 5. I want to help my people/family by sending help from abroad.	1	2	3	4	5
EM3 6. I feel insecure in BiH due to possibility of interethnic tensions.	1	2	3	4	5
EM3 7. I feel my rights and freedoms are violated in BiH.	1	2	3	4	5
EM3 8. I would like to give my children better opportunities in life.	1	2	3	4	5
EM3 9. I would like to have access to better public services (e.g., health, education) than those available in BiH.	1	2	3	4	5
EM3 10. Due to systemic corruption in BiH society.	1	2	3	4	5
EM3. Other	1	2	3	4	5

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

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

EM10. What are the reasons why you still have not left the country? READ OUT/SHOW ANSWER OPTIONS! MULTIPLE ANSWER QUESTION!

EM10a. Inability to travel/move abroad (e.g., inability to get visa, COVID-19 pandemic, legal prohibitions)
EM10b. Currently in the process of acquiring the necessary documentation for traveling and/or working abroad
EM10c. Lack of adequate financial resources to leave the country
EM10d. Staying with the family/I do not want to leave my family
EM10e. Currently studying in BiH; I will consider leaving when I finish
EM10f. Other, please specify_____

CORRUPTION

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

Items	Not at all	Slightly	Moderately	Extremely	[Do not read!] Does not know/Refuses to answer
COR3A. Public sector employment	1	2	3	4	5
COR3B. Public procurement, defined as buying of goods and services by organizations/units of government and the public sector	1	2	3	4	5
COR3C. Police	1	2	3	4	5
COR3D. Judiciary	1	2	3	4	5
COR3E. Public education institutions	1	2	3	4	5
COR3F. Public health care institutions	1	2	3	4	5
COR3G. Social assistance	1	2	3	4	5
COR3H. Pension system	1	2	3	4	5
COR3I. Tax system	1	2	3	4	5
COR3J. Inspections	1	2	3	4	5

Items	Not at all	Slightly	Moderately	Extremely	[Do not read!] Does not know/Refuses to answer
COR3K. Construction permits	1	2	3	4	5
COR3L. Permits for exploitation of natural resources (forestry, energy resources, etc.)	1	2	3	4	5

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

1. Yes
2. No
3. Does not know (DK) [Do not read!]
4. Refuses to answer (R/A) [Do not read!]

If the answer to the question COR23 was "Yes": Did you decide not to apply for any of the following reasons?

	Yes	No
1. The job description and requirements seemed to be tailored to favor certain individuals.	1	2
2. Getting the job required an informal payment, or returning a favor.	1	2

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

1. Yes
2. No
3. (Does not know)

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

1. Not at all
2. Slightly
3. Moderately
4. Extremely
5. (Does not know/Not applicable)

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

1. Yes
2. No

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

Items	Not at all present	2	3	4	5	6	Extremely prevalent
COR6A. Giving gifts that are not money, even when not requested by a public employee	1	2	3	4	5	6	7
COR6B. Willingly bribing by offering money even when not requested by a public employee	1	2	3	4	5	6	7
COR6C. Extortion (defined as requesting a bribe with use of force or threat)	1	2	3	4	5	6	7
COR6D. Nepotism (defined as favoring family relatives, especially by giving them jobs)	1	2	3	4	5	6	7
COR6E. Cronyism (defined as the appointment of friends and associates to positions of authority, without proper regard to their qualifications)	1	2	3	4	5	6	7
COR6F. Sexual exploitation (defined as the practice of extorting sexual favors from someone by a public employee)	1	2	3	4	5	6	7
COR6G. Patronage (defined as a practice of favoring preferred organizations or businesses)	1	2	3	4	5	6	7

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

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

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

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

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

1	2	3	4	5	6	7
Extremely poor						Exceptional

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

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

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

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

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

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

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

If "Yes" to the question COR14 (if respondent bribed a public official in the last 12 months), proceed to the question COR14_YES2. If, however, the answer is "No" for all the items listed under COR14, please go to the question COR16.

COR14_YES2. Last time that you had to make such extra payment or gift, did you report it to any official authority/institution (e.g., police, prosecutor, anticorruption agency)?
(Please mark only one *answer)*

1. Yes	1
2. No	2

ASK ALL RESPONDENTS!

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

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

COR18. To what extent do you agree or disagree with the following statement? MARK ONLY ONE OPTION! ROTATE ITEMS!

	Strongly agree	Agree	Disagree	Strongly disagree	[Do not read[(Does not know/No response)
COR18d. I believe that citizens cannot do much in fight against corruption no matter how hard they try.	4	3	2	1	9

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

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

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

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

COR30. Which media outlets do you most often use to find out about corruption and anticorruption activities?

_____

COR31. In your opinion, which civil society organizations/NGOs do the most to fight corruption?

_____

CSOS AND CIVIC PARTICIPATION

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

1. They mostly work in the interest of the citizens of 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 mostly serve the interests of political parties.	4
5. [Do not read!] Does not know/Refuses to answer	5

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

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

CS2_YES. If the answer to CS2 was either 2. A little or 3. Somewhat or 4. Exceptionally,

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

_____

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

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

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

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

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

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

1. I am not interested in such activities.
2. I do not have time for such activities.
3. I believe that such actions cannot change anything.
4. Such actions would not be supported by high number of citizens.
5. People in power do not care about goals of such activities/ignore citizens.
6. People in power would suppress such actions.
7. I did not have opportunity to participate in such activities.
8. I do not have information about opportunities to participate in such activities.
9. Civic activism is type of exploitation.
10. Civic activism is not paid.

11. I am afraid to take action because of possible retribution by people of power
12. I do not trust the motivation of organizers of such activities.
13. Other, please specify.

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

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

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

	Yes	No
CS6A. Donated any money to a charity/institution/person in need	1	2
CS6B. Donated any goods (e.g., food, clothes) to a charity charity/institution/person in need	1	2
CS6C. Donated money or goods for solving a community issue, excluding charity	1	2
CS6D. Volunteered your time, for humanitarian purposes, to institutions or individuals in need, or to solve problems in the community	1	2

If the answer to **CS6A** was "Yes**,**" ask the following question, **CS6E.**

CS6E. If you donated money, how much money in total did you donate in the last 12 months?	_____KM

VISION OF BIH IN FUTURE AND INTERNATIONAL COMMUNITY

FI3. Which of the following describes your vision of BiH of the future? READ OUT THE ANSWER OPTIONS! SELECT ALL THAT APPLY!

FI3a. Arrangement of the state should remain unchanged.	1
FI3b. State-level government should be strengthened, and entities should be abandoned.	2
FI3c. Municipal/city-level government should be strengthened and entities should be abandoned.	3
FI3d. Municipal/city-level government should be strengthened, and cantons should be abandoned.	4
FI3e. Cantonal authorities should be empowered, taking over competencies now held by the Federal Government.	5
FI3f. A third, Croat, entity should be formed.	6
FI3g. BiH should be divided into up to 5 or 6 economic regions, which should have a great deal of autonomy.	7
FI3k. The entities and ethnic groups should each go their separate way, dividing BiH into three independent states.	11

FI32. Is there some other way of BiH arrangement for the BiH future that would be better than those listed in the question above?

1. Yes >> FI32_YES. If yes, please specify:_____
2. No

FI6. What is a higher priority for BiH at this time: constitutional reform or socioeconomic reform? ROTATE THE ORDER OF ITEMS WHEN READING. READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

*	Items	
	FI6 1. Constitutional reform (resolving constitutional problems BiH is facing)	1
	FI6 2. Socioeconomic reform (resolving social and economic problems in BiH)	2

FI8. To what extent do you agree with the need for the following sectors to be within the jurisdiction of the STATE-LEVEL Government, that is, at the level of BiH institutions, not on the level of entities or lower levels? READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

Items	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	[Do not read!] Does not know/Refuses to answer
FI8A. Justice and fight against corruption	1	2	3	4	5	6	7	8
FI8D. Taxation and other regulations related to doing business	1	2	3	4	5	6	7	8
FI8G. Education	1	2	3	4	5	6	7	8
FI8H. Human rights protection	1	2	3	4	5	6	7	8
FI8K. Energy	1	2	3	4	5	6	7	8

GOVERNMENT/PUBLIC SERVICES

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

	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	Did not have direct experience with this service in the last 12 months
GOV1H. P2y. General security	1	2	3	4	5	6	7	8
GOV1I (JEI). P2dd. Courts' or the prosecutors' administrative services	1	2	3	4	5	6	7	8

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

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

GOV10. How satisfied are you with the delivery of the following public services provided by your MUNICIPALITY IN THE LAST 12 MONTHS? ASK FOR EACH ITEM SEPARTELY. ROTATE OPTIONS (GOV10A–GOV10J)

	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	This service is not available in my municipality
GOV10A. Water supply	1	2	3	4	5	6	7	8	9
GOV10B. Garbage collection	1	2	3	4	5	6	7	8	9
GOV10C. Sewage system/waste	1	2	3	4	5	6	7	8	9
GOV10D. Local road maintenance and infrastructure	1	2	3	4	5	6	7	8	9

	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	This service is not available in my municipality
GOV10E. Local public transportation	1	2	3	4	5	6	7	8	9
GOV10F. Protection from natural disasters	1	2	3	4	5	6	7	8	9
GOV10G. Social protection/care	1	2	3	4	5	6	7	8	9
GOV10H. Public health	1	2	3	4	5	6	7	8	9
GOV10I. Environmental protection	1	2	3	4	5	6	7	8	9
GOV10J. E-services	1	2	3	4	5	6	7	8	9

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

Items	No trust	2	3	4	5	6	Complete trust	[Do not read!] Does not know
GOV4A. BiH Institutions/State-level Government	1	2	3	4	5	6	7	9
GOV4B. Entity-level institutions in my Entity	1	2	3	4	5	6	7	9
GOV4C. Canton-level institutions [ONLY FOR RESPONDENTS FROM FBiH]	1	2	3	4	5	6	7	9
GOV4D. Municipality/city level government/institutions in my municipality	1	2	3	4	5	6	7	9
GOV4E. Political parties	1	2	3	4	5	6	7	9
GOV4F. Public media	1	2	3	4	5	6	7	9
GOV4G. Independent media	1	2	3	4	5	6	7	9
GOV4H. Judiciary	1	2	3	4	5	6	7	9
GOV4I. CSOs/NGOs	1	2	3	4	5	6	7	9
GOV4J. Religious institutions	1	2	3	4	5	6	7	9
GOV4K. Police	1	2	3	4	5	6	7	9
GOV4L. BiH Armed Forces	1	2	3	4	5	6	7	9
GOV4M. Public health care institutions	1	2	3	4	5	6	7	9
GOV4N. Public education institutions	1	2	3	4	5	6	7	9

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

	Rank 1	Rank 2
GOV7a. Unemployment		
GOV7c. Low salaries/pensions/standard of living		
GOV7d. Crime		
GOV7e. Corruption		
GOV7f. Brain drain/emigration		
GOV7g. Political disputes		
GOV7h. Political instability		
GOV7i. Judicial system		
GOV7j. Refugees/migrants		
GOV7p. Bad/incapable government		
GOV7r. Interethnic distrust and political irresponsibility		
GOV7s. Other, please specify		

GOV11. (DECA). What is your overall level of satisfaction with digitalization of administrative public services (online submission of applications, online retrieval of personal documents, etc.)? READ OUT THE ANSWER OPTIONS! MARK 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.	I am not aware that such services exist/I have never used them	8
9.	[Do not read!] Does not know/Refuses to answer	9

JUDICIARY AND RULE OF LAW

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

1	2	3	4	5	6	7
Extremely poor						Excellent

Items	Extremely poor	2	3	4	5	6	Excellent
JE1A. Judges/courts	1	2	3	4	5	6	7
JE1B. Prosecutors/prosecutors' offices	1	2	3	4	5	6	7
JE1C. Attorneys	1	2	3	4	5	6	7
JE1D. Notaries	1	2	3	4	5	6	7

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

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

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

1. Yes	1
2. No	2
3. (Do not read!] DK	3

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

1. Yes	1
2. No	2
3. [Do not read!] DK	3

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

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

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

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

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

1. Low	1
2. Adequate	2
3. High	3
4. [Do not read!] Does not know	4

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

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

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

1. Prosecutors' offices decide cases in reasonable time periods.	1
2. It takes too long for prosecutors' offices to decide cases.	2
3. [Do not read!] Does not know	3

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

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

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

1. Low	1
2. Adequate	2
3. High	3
4. [Do not read!] Does not know	4

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

1. Low	1
2. Adequate	2
3. High	3
4. (Do not read!) Does not know4	

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

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

JE14. How many cases you have been involved in over the last 3 years? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

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

1. Personal experience from my interaction with courts	1
2. Cases of my family members	2
3. Friends/colleagues' experience	3
4. Media	4
5. My professional interaction with courts	5
6. Official information of judicial institutions (High Judicial and Prosecutorial Council of Bosnia and Herzegovina (HJPC), courts, prosecutors' offices)	6

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

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

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

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

ACCESS TO UNBIASED INFORMATION, MEDIA LITERACY, AND DIGITAL ECONOMY

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

Item	Yes	No	[Do not read!] Refuses to answer
ME23A. Desktop computer	1	2	9
ME23B. Laptop	1	2	9
ME23C. Smartphone	1	2	9
ME23D. Tablet	1	2	9

ME24. (DECA). How often do you use the following? MARK ONE ANSWER ONLY FOR EACH PURPOSE AND DEVICE!

ITEM	1. For work					2. For education purposes					3. For leisure					(Do Not read) Refuses to
	Never	Seldom	Sometimes	Often	Every day	Never	Seldom	Sometimes	Often	Every day	Never	Seldom	Sometimes	Often	Every day	
ME24A. Desktop computer	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	9
ME24B. Laptop	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	9
ME24C. Smartphone	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	9
ME24D. Tablet	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	9

ME25. (DECA). Please rate your confidence about using the following (for devices for which the **answer "Never" was not selected** for any of the three purposes [work, education, leisure] in the previous question):

Item	Not at all confident	Somewhat not confident	Unsure	Somewhat confident	Very confident	(Do Not read) Does not know/Refuses to answer
ME25A. Desktop computer	1	2	3	4	5	9
ME25B. Laptop	1	2	3	4	5	9
ME25C. Smartphone	1	2	3	4	5	9
ME25D. Tablet	1	2	3	4	5	9

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

1. Yes	1	**>> GO TO ME20**
2. No, but I have occasional access to Internet.	2	**>> GO TO ME20**
3. No, I mainly (or completely) have no access to Internet.	3	**>> GO TO ME21**

ME20. (DECA). If you have regular or occasional access to Internet, how do you get the Internet? MARK ALL THAT APPLY!

1.	Dial-up Internet connection	1
2.	Cable modem	2
3.	Digital Subscriber Line (DSL), including Asymmetrical Digital Subscriber Line (ADSL)	3
4.	Fiber optic technology	4
5.	Fixed Wireless Access (FWA)	5
6.	Mobile Internet	6
7.	USB Internet stick	7
8.	Other (please specify):	8

ME21. (DECA). If no, what is the reason that you do not have access to the internet? MARK ALL THAT APPLIES!

1.	Internet connection not available in my area	1
2.	Expensive cost of Internet connection	2
3.	I do not have a device through which I would use the Internet (smartphone, tablet, laptop, desktop computer)	3
4.	I don't need the Internet	4
5.	Other (please specify):	5

ME27. (DECA). Do you agree that providing confidential information (e.g., address, phone number, date of birth, passport information, credit/debit card numbers, passwords) via the Internet is safe?

1.	Strongly disagree	1
2.	Disagree	2
3.	Neither disagree nor agree	3
4.	Agree	4
5.	Strongly agree	5
6.	[Do not read!] DK/NA	6

ME28. (DECA). How often do you use the following digital financial services?

Item	Never	Seldom	Sometimes	Often	Almost always	[Do not read!] Does not know/Refuses to answer
ME28A. Using a credit card in everyday payments	1	2	3	4	5	9
ME28B. Online banking	1	2	3	4	5	9
ME28C. Bill payment online	1	2	3	4	5	9
ME28D. Buying goods online (e-commerce) in the country of residence (OLX,ba, ekupi.ba, citydeal.ba, etc.)	1	2	3	4	5	9

Item	Never	Seldom	Sometimes	Often	Almost always	[Do not read!] Does not know/Refuses to answer
ME28E. Buying goods online (e-commerce) outside of country of residence (eBay, Amazon, etc.)	1	2	3	4	5	9
ME28F. Buying services online (subscriptions, buying mobile apps, etc.)	1	2	3	4	5	9
ME28G. PayPal and other online payment methods	1	2	3	4	5	9

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

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

ASK FOR MEDIA THAT THE RESPONDENTS ARE FOLLOWING ON A DAILY BASIS! (FOR MEDIA SELECTED UNDER ME11A)

ME11B. Which media outlets (TV channels, radio stations, specific newspapers, and portals) do you spend most time following on a daily basis? OPEN-ENDED, UP TO THREE ANSWERS FOR EACH MEDIA TYPE THEY FOLLOW

Media type	ME11B. Media outlet—up to three responses
1. Television	
2. Radio	
3. Newspapers	
4. Internet portals	
5. Social media	
6. [Do not read!] Other, please specify:	

ASK FOR MEDIA THAT THE RESPONDENTS ARE FOLLOWING ON A DAILY BASIS! (FOR MEDIA SELECTED UNDER ME11A)

ME11C. What types of programs do you follow on each of these media types? MULTIPLE RESPONSE QUESTION

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

ME11D. On average, how much time per day do you spend following these types of program:
Note: In case a participant does not follow a certain type of program on any of the types of media listed in ME11C, enter 0 hours and 0 minutes for that type of program.

ME11D. Types of program	Hours	Minutes
1. Politics, society, economy		
2. Entertainment (e.g., movies, TV shows, reality shows, music, sports)		
3. Educational programs (e.g., documentaries, educational website, or applications)		
4. Other		

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

Item	Completely satisfied	Mostly satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Mostly dissatisfied	Completely dissatisfied	[Do not read!] Does not know/Refuses to answer
ME4D. Online news sources/web portals	7	6	5	4	3	2	1	8
ME4E. Social networks and other social media	7	6	5	4	3	2	1	8

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

ITEM	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	[Do Not read!] Does not know/Refuses to answer
ME6A. When I read, watch, listen, to news from any source, I consider who was the author of this message.	1	2	3	4	5	9
ME6B. I am aware that media messages are created using creative tools/technique (such as text, photograph, video, audio, or a combination of those) and that formats, creativity, and technology can affect my attention and my understanding of the message.	1	2	3	4	5	9
ME6C. While reading, listening, watching, messages from media, I am aware that different people experience the same media message differently.	1	2	3	4	5	9
ME6D. When consuming news, I often think about what values, lifestyle, and points of view are represented in or omitted from that message.	1	2	3	4	5	9
ME6E. While reading, listening, watching messages from media, I wonder if that media content is produced to gain power, profit, or influence.	1	2	3	4	5	9

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

	Strongly agree	Agree	Disagree	Strongly disagree	[Do not read!] DK/NA
ME7A. I have noticed an increase in media reporting on corruption cases in the last 12 months	4	3	2	1	9
ME7B (ACI). Media reporting on corruption is adequate in terms of frequency, objectivity, and/or timeliness.	4	3	2	1	9

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

Item	Too much	Too little	About right	[Do not read!] Does not knowK
ME10D. Political/economic/civic information and news on online news sources/web portals	1	2	3	4

Item	Too much	Too little	About right	[Do not read!] Does not knowK
ME10E. Political/economic/civic information and news in social media	1	2	3	4

EDUCATION

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

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

POLITICAL PARTIES AND POLITICAL PARTICIPATION

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

1. Very interested	1
2. Somewhat interested	2
3. Not very interested	3
4. Not at all interested	4
5. [Do not read!] DOES NOT KNOW/REFUSES TO ANSWER	5

PO2. How often do you vote in the elections?

1. Regularly	➔ GO TO PO10	4
2. Sometimes	➔ GO TO PO10	3
3. Rarely	➔ GO TO PO10	2
4. Never	➔ GO TO PO3	1

If the answer to the previous question was "Never," skip to the question PO3!

PO10. To what extent do the following factors influence your voting decision (for a candidate or political party)?

Factors	Not at all	A little	Moderately	To a great extent	Completely	[Do not read!] Does not know/Refuses to answer
PO10A. Candidate's expertise	1	2	3	4	5	9
PO10B. Candidate's traits such as sex, age, appearance	1	2	3	4	5	9
PO10D. Candidate's ethnic affiliation	1	2	3	4	5	9

Factors	Not at all	A little	Moderately	To a great extent	Completely	[Do not read!] Does not know/Refuses to answer
PO10E. Candidate's political party affiliation	1	2	3	4	5	9
PO10F. Achieved results during the past mandates (of a candidate or political party)	1	2	3	4	5	9
PO10G. Work plan and program of a candidate or political party	1	2	3	4	5	9

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

1. Yes 1
2. No 2

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

1. Yes ➔ GO TO PO6 1
2. No ➔ GO TO PO5 2
3. [Do not read!] Does not know/Refuses to answer ➔ GO TO PO8 3

PO5. Why did you not vote in the 2020 elections? READ OUT/SHOW THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

1. There is no difference between candidates/parties. 1
2. I believe I cannot change anything with my vote. 2
3. I believe votes are being manipulated. 3
4. I planned to vote, but could not go to the polling station/I did not have time. 4
5. I was a minor. 5
6. Other, please specify 6
7. [Do not read!] Refuses to answer 7

ADDITIONALLY, EXPLORE THROUGH PRESURVEY FOCUS GROUPS AND FINALIZE THEREAFTER.

GO TO PO8!

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

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

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

1. Yes 1
2. No 2

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

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

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

1. Political interests—Strongly 1

2. Political interests—Somewhat 2
3. Both political and citizens' interests 3
4. Citizens' interest—Somewhat 4
5. Citizens' interest—Strongly 5
6. [Do not read!] Does not know 6
7. [Do not read!] Refuses to answer 7

BUILDING INTERETHNIC TRUST AND COUNTERING VIOLENT EXTREMISM

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

	Yes, many	Yes, some	Yes, few	No	Does not wish to answer
RE2A. I have family members from other ethnic groups.	4	3	2	1	9
RE2D. Some of my closest friends are from other ethnic groups.	4	3	2	1	9
RE2C. I have acquaintances, colleagues, and people with whom I interact through work or in school/university are from different ethnic groups.	4	3	2	1	9

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

Ethnic groups	No trust at all	Somewhat distrust	Neither trust nor distrust	Some trust	Complete trust	[Do not read!] Does not know/Refuses to answer
RE3A. Bosniaks	1	2	3	4	5	6
RE3B. Croats	1	2	3	4	5	6
RE3C. Serbs	1	2	3	4	5	6
RE3D. Roma	1	2	3	4	5	6

RE4A. To what extent to you feel anxious when encountering or interacting with members of other ethnicities, or when anticipating such interactions?

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

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

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

GEN10. In general, do you agree or disagree with the following statements?

Items	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	[Do not read!] Does not know/Refuses to answer
GEN10A. In my community, one has to be alert, or someone is likely to take advantage of you.	5	4	3	2	1	9
GEN10B. Most people in my community are willing to help if you need it.	5	4	3	2	1	9

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

VI2A. I would do nothing and just stay focused on my own personal and business affairs.	1
VI2H. I would leave the country.	5
VI2B. I would use political and social means of action, but definitely avoid any kind of violence.	2
VI2C. I would use any kind of actions, but definitely avoid violence.	3
VI2D. I would use all means of change available to me, including violence if necessary.	4

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

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

GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

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

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

GE6. To what extent do you agree or disagree with each of the following statements? READ OUT THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

Items	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	[Do not read) Does not know/Refuses to answer
GE6A. Women should have the same rights as men and receive the same treatment men do.	1	2	3	4	5	6	7	8
GE6B. On the whole, men make better political leaders than women and should be elected rather than women.	1	2	3	4	5	6	7	8
GE6C. When jobs are scarce, men should have more right to a job than women.	1	2	3	4	5	6	7	8
GE6E. The majority of household responsibilities are naturally more suited to women, regardless of whether they are employed.	1	2	3	4	5	6	7	8

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

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

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

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

OTHER STEREOTYPES

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

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

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

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

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

DEMOGRAPHICS

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

D1b. How many household members are under 18?

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

1. Yes
2. No

D1. Sex?

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

D2. What is your year of birth?

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

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

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

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

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

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

D7A. How religious do you consider yourself to be?

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

D8. How important is religion in your life?

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

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

1. Every day	1
2. More than once a week	2
3. Once a week	3
4. At least once a month	4
5. Only on special holy days	5
6. Seldom	6
7. Never	7
8. [Do not read] DK	8

D11. What is the highest level of education you completed? READ OUT THE ANSWER OPTIONS! MARK 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. Postsecondary school specialization		5
6. High school and first grade of faculty		6
7. Advanced schools/faculty/academy/university		7

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

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

The final few questions are on your employment status and financial resources available to you and your household. Please answer these questions taking into account both your formal income from registered employed and any informal income you earn by your work. We guarantee you that all information you provide to us is 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 was officially registered? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

1. Full time employment	1
2. Part-time employment	2
3. Intern/trainee	3
4. Volunteer	4
5. Unemployed, with occasional jobs, actively looking for work	5
6. Unemployed, actively looking for work	6
7. Unemployed, not looking for work	7
8. Unpaid everyday house/farm work, looking after children or others, not looking for paid work	8
9. Person with disability whose disability is the main reason for not working	9

10. Pupil/student/in specialization	10
11. Retired	11
12. Military (recruit)	12
13. [Do not read!] NA	13

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

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

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

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

1. 0 KM
2. up to 100 KM
3. 101 up to 500 KM
4. 501 up to 1000 KM
5. 1,001 up to 2,000 KM
6. 2,001 up to 3,000 KM
7. More than 3,000 KM
9. Does now know/Refuses to Answer

D26A. Have you or any of your household members lost a job because of the COVID-19 pandemic?

1. Yes
2. No

D26B. Have you or any of your household members had salary reduced because of the COVID-19 pandemic?

1. Yes
2. No

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

1. No income in this month	1
2. Up to 100 KM	2
3. 101 to 200 KM	3
4. 201 to 300 KM	4
5. 301 to 400 KM	5
6. 401 to 500 KM	6
7. 501 to 600 KM	7
8. 601 to 700 KM	8
9. 701 to 800 KM	9
10. 801 to 900 KM	10
11. 901 to 1,000 KM	11
12. 1,001 to 1,100 KM	12
13. 1,101 to 1,200 KM	13
14. 1,201 to 1,300 KM	14
15. 1,301 to 1,500 KM	15
16. 1,501 to 2,000 KM	16
17. 2,001 to 3,000 KM	17
18. Above 3,000 KM	18
19. [Do not readDoes not know/Refuses to answer	19

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

1. Yes	1
2. No	2
3. [Do not read!] Does not know	3
4. [Do not read!] Refuses to answer	4

D23. Do you belong to any of the following:

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

ADDITIONAL VARIABLES TO BE PROVIDED BY DATA COLLECTION COMPANY:

D23a. Respondent's current municipality/city of residence

D23b. Respondent's current entity/district of residence?

1. FBiH
2. RS
3. Brčko District

MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE II)

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