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MONITORING AND EVALUATION SUPPORT ACTIVITY II

National Survey of Citizens' Perceptions in Bosnia and Herzegovina 2019

Final Report

MONITORING AND EVALUATION SUPPORT ACTIVITY II (MEASURE II)

National Survey of Citizens' Perceptions in Bosnia and Herzegovina 2019, Final Report

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LIST OF ABBREVIATIONS

BiH	Bosnia and Herzegovina
CAPI	Computer-assisted personal interviewing
CLA	Collaboration, Learning and Adapting
COR	Contracting Office Representative
CSOs	Civil Society Organizations
DB	District Brcko
DEC	Development Experience Clearinghouse
FBiH	Federation of Bosnia and Herzegovina
IDDEEA	Agency for Identification Documents, Registers, and Data Exchange of BiH
J2SR	Journey to Self-Reliance
MEASURE II	Monitoring and Evaluation Support Activity
NGO	Non-governmental Organization
NSCP-BiH	National Survey of Citizens' Perceptions in BiH
PISA	Programme for International Student Assessment
PO	Program Office
PWDs	People with Disabilities
RS	Republika Srpska
USAID/BiH	United States Agency for International Development BiH Mission

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In 2019, the United States Agency for International Development Bosnia and Herzegovina Mission (USAID/BiH) commissioned IMPAQ International (IMPAQ), through the Monitoring and Evaluation Support Activity (MEASURE II), to conduct the fifth 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 data analysis and prepared this report includes the following MEASURE II analysts: Salminka Vizin, Erol Barina, Sandina Bosnjak, Haris Mesinovic, Anela Kadic Abaz, Amina Smajovic, Amela Kurta, and Amer Cekic.

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EXECUTIVE SUMMARY

The National Survey of Citizens Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey conducted on a nationally representative sample of BiH citizens. The survey has been conducted since 2015, primarily for the purpose of the USAID/BiH's strategic planning and programming. The survey explores citizens' perceptions and experiences pertaining to various domains: governance, judiciary, elections, corruption, civil society, media, education, inter-ethnic relationships, violence, social inclusion, and emigration. This survey was most recently conducted during December 2019 and January 2020. During this period, the following data collection was conducted: 3,000 face-to-face surveys with BiH citizens across the country, covering 108 municipalities in both entities and cantons, and including Brcko District.

KEY FINDINGS

This section presents the key findings from NSCP-BiH 2019.

CONDITIONS IN THE COUNTRY

- Consistent with previous survey rounds, 83 percent of BiH citizens report feeling that the country is moving in the wrong direction. Only 10 percent of citizens describe economic conditions in BiH as favorable.
- The belief that people in BiH can "get ahead by working hard" gradually decreased over the past four years, from 49 percent in 2015 to 32 percent in 2019.

GOVERNANCE

- Slightly less than half of the citizens, 45 percent, describe government services as satisfactory.
- Most BiH citizens mistrust all types of institutions. Trust is the highest for religious institutions, at 37 percent, and the lowest for political parties, at 12 percent.
- 19 percent of citizens identify unemployment as the primary challenge facing BiH, which is a substantial decline compared to previous surveys where more than 50 percent stated as such.
- Concerns with public order and safety continue to rise, increasing from eight percent in 2016 to 18 percent in 2019.

PERCEPTIONS OF POLITICAL PARTIES AND POLITICAL PARTICIPATION

- Most BiH citizens, 71 percent, express that they are not interested in politics.
- Citizen political participation rate has been consistent across the survey rounds, at 26 percent in 2019.
- Only 23 percent of citizens perceive the BiH elections as fair and in the 2018 elections, 12 percent were offered money, gifts, or services in exchange for their vote.

JUDICIARY

- More than 60 percent of citizens say they are dissatisfied with the performance of judges and prosecutors and their respective institutions.
- Consistent with previous survey rounds, more than 80 percent of citizens are unaware that information about the work of judiciary is publicly available.
- Across the survey rounds, only about a quarter of citizens believed that courts treat all citizens impartially,26 percent in 2019, and that judges make their decisions independently,25 percent in 2019.

BIH FUTURE AND REFORMS

- A majority of BiH citizens, 71 percent, believe that BiH should prioritize socioeconomic reform over constitutional reforms.
- Visions of the future BiH arrangement vary considerably by respondents' ethnicity.
- Citizens from the FBiH are more likely to support state-level jurisdiction for all sectors compared to RS citizens, but support for the state-level jurisdiction has increased over the years in the RS for all sectors.

CORRUPTION

- When assessing corruption in different sectors, BiH citizens report that corruption is most prevalent in public sector employment, public procurement, and inspections.
- 17 percent of citizens gave a bribe to a public official in the last 12 months, most often to doctors, nurses, and policemen. Contacts with judges and prosecutors, government officials, and inspectors are most likely to result in bribery.
- Even though most citizens do not trust institutions or organizations when it comes to fighting corruption, their opinions are somewhat more favorable when it comes to independent media, international and donor organizations, and civil society organizations.

MEDIA

- Television is the main source of political, economic, and civic news for most BiH citizens, at 58 percent. The same proportion of citizens reported that political parties and government institutions have too much influence on television.
- Citizens' opinions are divided when it comes to media independence: 34 percent believe that media they follow are under the influence of political parties, 34 percent are uncertain, and 28 percent believe they are independent.
- When following news, many citizens do not consider the origin, intentions, or tools used in creating the media message, which could affect their understanding of the message. This indicates poor media literacy in the population.

CIVIL SOCIETY

- Citizens' belief that civil society organizations mainly serve the interests of their international funders increased from 20 to 30 percent across the survey rounds.
- The 2019 civic participation rate is the highest rate recorded since 2015, at 12 percent. Citizens are most motivated to engage in civic actions aimed to help the ill, fight crime and corruption, and to ensure more employment opportunities.
- More than half of citizens, 55 percent, reported giving donations in money or goods during the past year.

EDUCATION

- More than half of citizens believe that BiH students are overburdened, at 53 percent.
- Most citizens believe that BiH teachers use modern technologies in classes, at 62 percent.
- Most citizens believe that the BiH education system develops adequate skills in students, i.e. writing, communication, creative, and critical thinking skills. At the same time, 47 percent believe that students are taught to memorize the facts rather than to solve problems, and 54 percent say that skills acquired in the BiH education system are not aligned with labor market needs.

INTER-ETHNIC TRUST AND INTERACTION

- Most citizens, 81 percent, say they engage in inter-ethnic contacts.
- Consistently, Bosniaks, Serbs, and Croats each trust their ethnic groups rather than out-groups.
- 43 percent of citizens feel inter-ethnic anxiety when interacting or anticipating interactions with other ethnicities.

COUNTERING VIOLENT EXTREMISM

- Most citizens, particularly RS residents, feel strongly or moderately threatened by returning foreign fighters, 59 percent, and extremist groups from abroad, 55 percent.
- Most citizens condemn all forms of violent action. Overall, 7 percent of citizens say they would use violence should inter-ethnic tensions rise.
- The vast majority of citizens, more than 80 percent, do not perceive the presence of any extremist groups or individuals in their communities.

EMIGRATION

- A quarter of citizens have considered leaving BiH across all survey rounds, measured at 27 percent in 2019. This share is doubled among youth, measured at 49 percent in 2019.

- Ensuring better opportunities for their children (45 percent), systemic corruption in BiH (34 percent), and access to quality public services (31 percent) are the highest reported "primary reasons" for considering emigration.

- Primary factors that would motivate citizens to stay in the country are work-related and include, amongst other factors, higher salaries (49 percent), better quality jobs (29 percent), and more job opportunities (29 percent).

SOCIAL INCLUSION

- The share of citizens who believe that men and women should be equal declined from 96 percent in 2015 to 72 percent in 2019. Gender stereotypes are still prevalent among both men and women. About 20 percent of citizens reported a belief that violence against women is often provoked by the victim.

- A considerable share of BiH citizens have discriminatory views of persons with disabilities. For example, 20 percent of citizens state that persons with physical disabilities are unable to work, while about 30 percent believe the same for persons with mental disorders.

- Most citizens disapprove of basic rights to same-sex couples, including the right to marry (82 percent), adopt children (85 percent), cohabitate (73 percent), or to organize pride protests (76 percent).

YOUTH DEVELOPMENT

- The percentage of youth stating that unemployment is their main challenge dropped from about 50 percent in previous surveys to 20 percent in 2019.

- About 50 percent of youth are considering emigration, and are doing so for the same reasons as adults: better future prospects, systemic corruption, and access to better public services.

- Young people are more likely to engage in inter-ethnic contacts, but this does not affect their out-group trust levels.

MAIN DIFFERENCES FROM 2015 TO 2018

The table below presents the main differences identified in the NSCP-BiH responses from 2015 to 2019. The arrows describe the direction of changes in perceptions compared to 2018 survey results, if any. Specifically, red arrows represent declines, while blue arrows represent increases, and equal sign indicates no changes in perceptions compared to 2018.

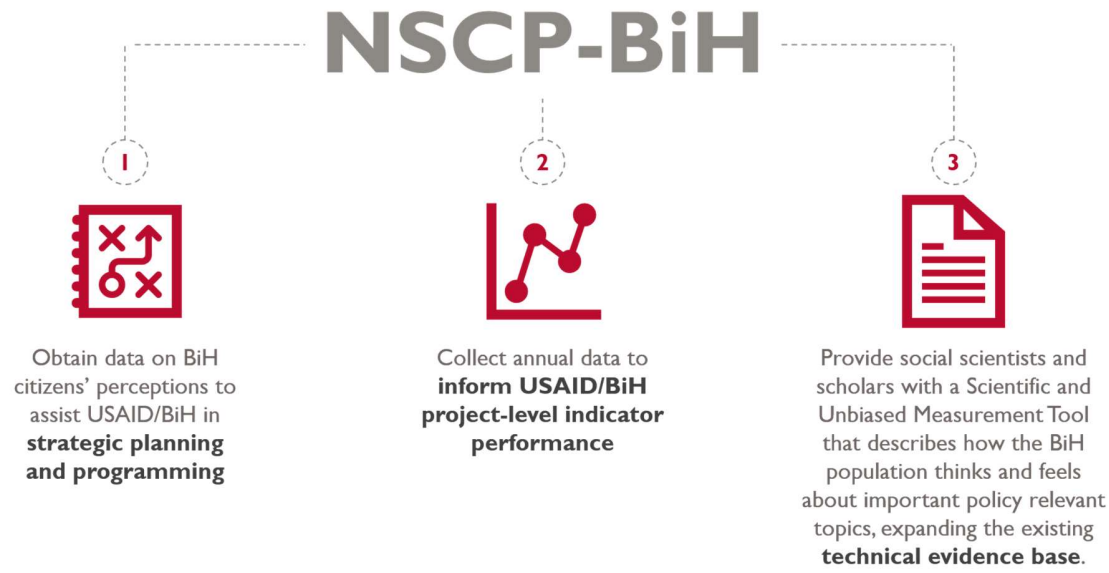
Exhibit 1. Key differences from 2015 to 2019

	2015	2016	2017	2018	2019	
Percentage of citizens who believe people can get ahead by working hard	-	49%	40%	34%	32%	↓
Percentage of citizens stating economic affairs as the first among other development priorities	-	59%	52%	40%	48%	↑
Percentage of citizens stating public order and safety should be first development priorities	-	8%	9%	16%	18%	↑
Percentage of citizens stating that backlog in courts is increasing	-	69%	57%	49%	49%	=
Percentage of Serbs stating that arrangement of the state should remain unchanged	-	31%	35%	49%	49%	=
Percentage of Serbs stating that BiH should be divided into three independent states	-	33%	27%	17%	28%	↑
Percentage of Croats stating that a Croat entity should be formed	-	26%	17%	38%	13%	↓
Percentage of citizens stating that violent nationalist extremism represents a strong or moderate threat in BiH	-	53%	38%	43%	48%	↑
Percentage of citizens stating that violent religious extremism represents a strong or moderate threat in BiH	-	54%	37%	42%	48%	↑
Percentage of citizens stating men and women should have equal rights or receive the same treatment	96%	88%	79%	75%	72%	↓
Percentage of women stating men should have more right to a job than women when jobs are scarce	28%	45%	30%	19%	31%	↑

I. INTRODUCTION

The National Survey of Citizens' Perceptions in Bosnia and Herzegovina (NSCP-BiH) is an annual survey, originally designed to inform the United States Agency for International Development Bosnia and Herzegovina's (USAID/BiH) strategic planning and programing efforts. The survey was designed in 2015. Under the USAID/BiH-funded Monitoring and Evaluation Support Activity (MEASURE-BiH) implemented by IMPAQ International, USAID/BiH administered the first four rounds of the annual survey. The findings and conclusions garnered from these four applications 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) to IMPAQ International, the follow-on and extension of MEASURE-BiH. Building upon the success of MEASURE/BiH, MEASURE II delivers flexible and demand-driven services to USAID/BiH and implementing partners to assist with the development and implementation of performance management efforts, in the design and implementation of evaluations, surveys, assessments and special studies and the integration of USAID's collaborating, learning and adapting (CLA) framework across processes and practices. Following the award of MEASURE II, IMPAQ International conducted the fifth round of the NSCP-BiH. In partnership with IPSOS Adria, MEASURE II administered the survey to a representative sample of 3,000 BiH citizens across the country in the period spanning from December 2019 through January of 2020. The NSCP-BiH 2019 explores similar topics as previous survey rounds, including governance, rule of law, corruption, media, civic and political participation, inter-ethnic relationships, and more. Since the original design and application of the survey in 2015, the objectives of the survey have included strategic planning and programming, measuring project-level performance indicators and the expansion of the existing technical evidence base. In alignment with these objectives, the 2019 survey questionnaire, was considerably revised to comply with changes in the mission's interests as well as to improve the measurement of selected concepts.



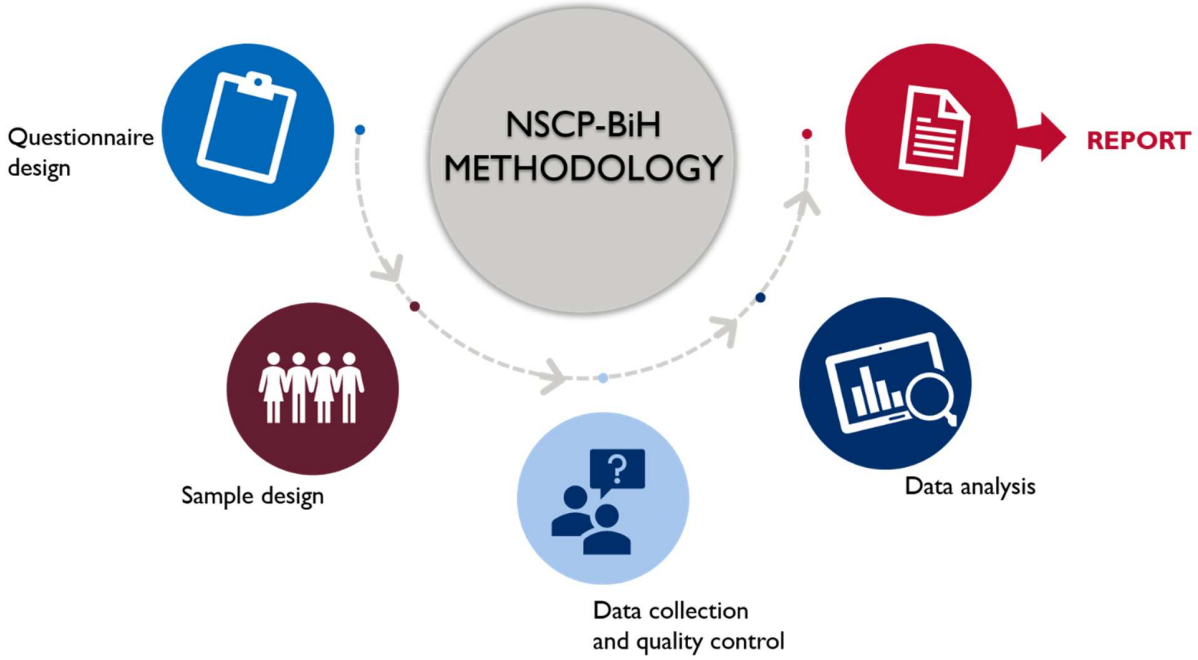
This report presents the main findings and conclusions from the 2019 NSCP-BiH. The report is organized into two chapters following the introduction. The first, chapter II, provides brief descriptions of the NSCP-BiH 2019 methodology, including the sample design, survey questionnaire and the data collection procedures. The following chapter, chapter III, provides descriptive statistics and the main findings from NSCP-BiH 2019.

II. METHODOLOGY

II.I ABOUT THE SURVEY

The BiH National Survey of Citizens' Perceptions (NSCP-BiH) is a nationally representative survey of civilian, non-institutionalized adults over the age of 18. It has been conducted every year since 2015. The 2019 round of the NSCP-BiH followed the same methodology as the previous rounds[1] of the survey and had a sample size of 3,000 valid interviews and a 62 percent response rate. The methodology applied in the implementation of the NSCP-BiH survey is presented in Exhibit 2, and each step is described in more detail in the remainder of this section.

Exhibit 2. Steps in implementation of the NSCP-BiH survey



II.II QUESTIONNAIRE DESIGN

As part of the implementation process, the NSCP-BiH questionnaire is reviewed on an annual basis and updated as needed. Prior to data collection, in 2019, MEASURE II reviewed the NSCP-BiH survey and design in collaboration with USAID/BiH. As a result, several modifications were made to the 2019 survey.

Based on experiences from previous survey rounds and findings from other research (i.e. evaluations, assessments), MEASURE II revised the questionnaire and modified several survey questions in an effort to improve the quality of data. Moreover, some sections were reduced while others were expanded considerably to promote cost-effectiveness and data accuracy. Additionally, the original NSCP-BiH developed in 2015 included a series of 11 thematic topics or areas of focus. Due to changes in the Mission's interests and priorities – these 11 topics were expanded to cover a total of 14 areas. As a result of these modifications and improvements, the final NSCP-BiH 2019 questionnaire contained the following sections:

[1] There were minor changes in the composition of the questionnaire used in different rounds, explained in previous NSCP-BiH reports.

conditions in the country; government/public services and priorities; fight against corruption; judiciary and rule of law; vision of the BiH future, state-level jurisdiction; education; access to unbiased information and media literacy; civil society organizations and civic participation; political parties and political participation; social identities, reconciliation and violent extremism; gender stereotypes; other stereotypes; propensity to leave the country; and, socio-demographics.

II.III SAMPLE DESIGN

Following the same sampling approach used in previous survey rounds, the NSCP-BiH 2019 sample design drew on two sampling frames, or population lists to generate a nationally representative sample of civilian, non-institutionalized BiH citizens (18+). The first sampling frame was derived from the Bosnia and Herzegovina Population and Housing Census 2013, the most recent census. The second was obtained from the Agency for Identification Documents, Registers, and Data Exchange of BiH (IDDEEA)[2] and contained a database of individuals including personal identification documents. In addition, MEASURE II utilized estimates generated by Vital Statistics 2012 and IPSOS Adria based on the Central Election Commission. The 2019 NSCP-BiH sample distribution is presented in Exhibit 3 below.

A random sampling procedure was performed in four steps, in order to ensure a nationally representative and sufficiently large sample to allow for the planned analyses. First, the sample was stratified by 13 BiH geographic regions. Next, the sample was stratified by type of settlement (urban or rural). After determining the number of sampling points in each stratum, polling station territories were drawn within the strata, as part of step 3. Finally, households were randomly sampled from the sampled territories using a "random walk" technique, and individuals within sampled households were selected using a Kish Grid technique.

Exhibit 3. NSCP-BiH 2019 Sample distribution disaggregated by region and type of settlement

	2013 CENSUS MARGINS USED FOR WEIGHTING (%)	NSCP-BIH 2019 DISTRIBUTION; NOT WEIGHTED (%)	NSCP-BIH 2019 DISTRIBUTION; WEIGHTED (%)
Una-Sana Canton	7.486386	7.5	7.5
Tuzla Canton	12.529095	13.6	12.5
Zenica-Doboj Canton	10.123727	10.6	10.1
Central Bosnia Canton	7.033205	7.1	7.0
Herzegovina-Neretva Canton	6.266405	5.2	6.3
West Herzegovina Canton	2.594372	2.1	2.6
Canton Sarajevo	11.763115	12.1	11.8
Canton 10	2.420057	1.9	2.4
Posavina Canton	1.252936	1.0	1.3
Bosnian Podrinje Canton	0.683131	0.7	0.7
Republika Srpska - North	22.294160	24.0	22.3

[2] The main drawback of the IDDEEA database is that it, in addition to usual residents of BiH, also includes a large number of individuals who emigrated from BiH but still hold BiH citizenship and personal documents.

	2013 CENSUS MARGINS USED FOR WEIGHTING (%)	NSCP-BIH 2019 DISTRIBUTION; NOT WEIGHTED (%)	NSCP-BIH 2019 DISTRIBUTION; WEIGHTED (%)
Republika Srpska - East	13.188726	12.6	13.2
District Brcko	2.364685	1.7	2.4
Urban	56.25	55.6	56.2
Rural	43.75	44.4	43.8

II.IV DATA COLLECTION

Consistent with previous iterations of the NSCP-BiH, the 2019 survey employed the same data collection methodology. Additionally, as in 2016 through 2018, MEASURE II partnered with IPSOS Adria, to carry out the data collection. IPSOS Adria randomly selected survey sampling points and specified starting points. The interviewers were instructed to follow the same random walk rules, as previously applied, which are as follows. First, each interviewer was given a starting point[3] in each of the sample points (selected streets in urban areas and villages in rural areas).

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

Interviewers were allowed to only interview one person per household. After establishing a contact in a household, the interviewer asked whether there were members of the household who were aged 18 and older and permanently living in that household. Then, interviewers employed the random selection technique (Kish Grid) to select the household member to respond to the survey questions. If this respondent was present, interviewers administered the questionnaire utilizing a face-to-face computer-assisted personal interviewing (CAPI). If this respondent was absent, interviewers were instructed to schedule a meeting and go back to the household at the agreed upon time.

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

[3] In urban settlements, starting points were houses/buildings on the selected street. If the list of addresses was not available for a given sampling unit, the interviewer used the first building/house on the right side of the selected street as a starting point. In rural settlements, the local administration building, a school, or a bus station were used as starting points. One of these three options was selected randomly and thus varied by rural settlement.

II.V DATA PROCESSING AND ANALYSIS

Data management (including data checking, editing, and coding) was performed by the IPSOS Adria main office staff. The survey database was delivered to MEASURE II in an SPSS format file. The structure of the report explains the range of analyses performed, beginning with a descriptive analysis of demographic and socioeconomic characteristics of the sample. Then, each module of the questionnaire was analyzed separately, providing descriptive statistics and cross-tabulations of relevant variables.

II.VI QUALITY CONTROL

Quality controls were applied at both the data collection and data analysis stage. During data collection, both IPSOS Adria and MEASURE II staff were involved in monitoring and quality checks of the interviewers' work. The IPSOS team employed quality control measures including field control (2 percent of all interviews), phone control[4] (36 percent), and logical/consistency control (100 percent). IPSOS verified whether the interviews took place in households and whether interviewers applied household and respondent selection procedures adequately. They also assessed the quality of questionnaire administration and interviewers' professionalism. None of the interviews were excluded after these controls. In addition, MEASURE II conducted spot checks in four sampling units during the fieldwork. Based on the spot checks and IPSOS Adria calculation, it was found that the 2019 survey questionnaire took an average of about 85 minutes to complete.

[4] The controllers call the selected households to verify whether the interviews were conducted in these households and if the respondents were randomly selected. The controllers also verify duration of the interviews, interviewers' behavior, and whether the responses to factual questions match with the responses recorded in the dataset.

III. FINDINGS FROM THE BIH NATIONALLY REPRESENTATIVE SAMPLE

This chapter presents the key findings and descriptive statistics of the survey data generated from the NSCP-BiH 2019. As noted, the findings are organized according to thematic areas of interest, starting with a description of demographic and socioeconomic characteristics of the 2019 survey sample. The sections that follow provide a description of BiH citizens' attitudes and perceptions of each topic assessed in the survey. The exhibit below presents how survey topics have been organized into thematic sections and presented in this report:

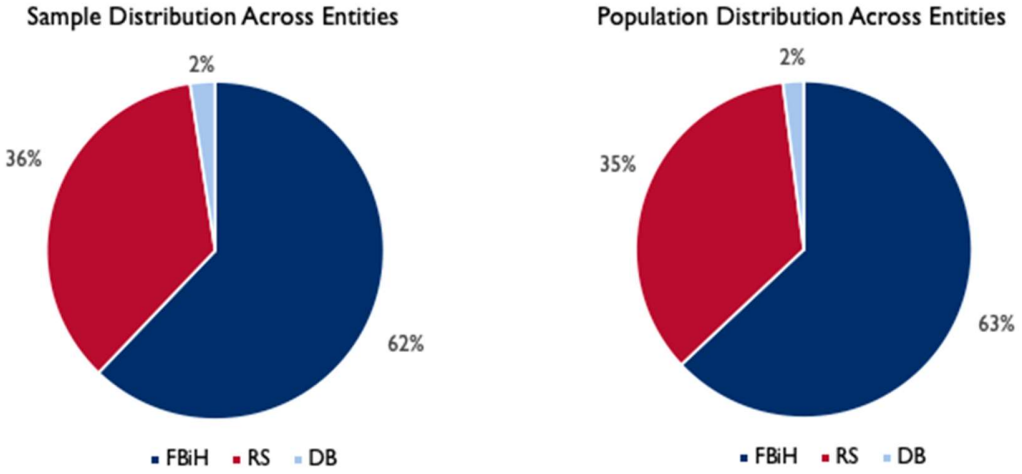
Exhibit 4. NSCP-BiH topics



III.I DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS OF THE 2019 SURVEY SAMPLE[5]

The sample distribution in the 2019 NSCP-BiH matches sample distributions of the previous survey rounds with regards to demographic and socioeconomic variables such as entity, sex, age, education, ethnicity, and household income. The first chart of Exhibit 5 (left) presents the sample distribution by entity, which is similar to BiH's population distribution based on Census 2013 (right). Among the total 3,000 survey respondents, 62 percent were residents of the FBiH, 36 percent were residents of the RS, and two percent were residents of District Brcko (DB).

Exhibit 5. Sample and population distribution across BiH entities



The population parameters and survey sample distribution disaggregated by sex, age, and education are presented in Exhibit 6. The 2019 NSCP-BiH surveyed a slightly higher number of women (52 percent) compared to men (48 percent). About 72 percent of surveyed individuals were adults between 25 and 65 years of age. Youth (18 to 24 age) make up 11 percent of the sample, and the elderly (over 65 years) make up 16 percent. More than half of surveyed respondents (58 percent) completed secondary school, and 14 percent completed college or obtained a university education. However, about six percent of respondents do not have any formal education degree, whereas 22 percent completed primary education only.

A comparison between sample and population distribution by ethnicity is presented in Exhibit 7. As shown in the exhibit, the sample distribution is very similar to the population distribution with regards to this characteristic. Moreover, this distribution is almost the same as the distribution of the sample from previous survey rounds. In the 2019 survey, slightly more than half (52 percent) of surveyed citizens were Bosniaks, 35 percent were Serbs, and 10 percent were Croats. Three percent of the surveyed sample were either ethnic minorities or did not declare their ethnic identity.

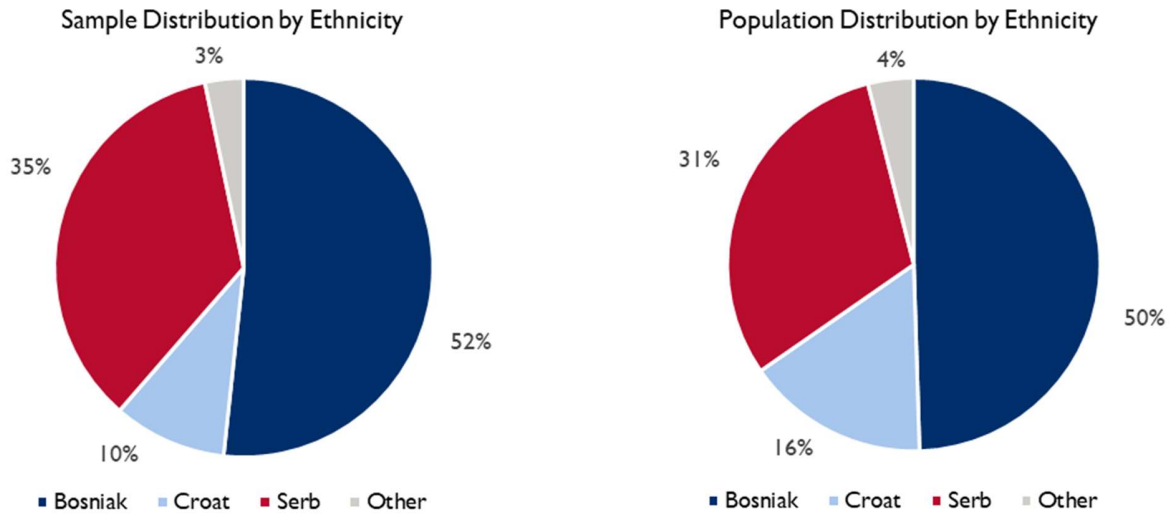
[5] This section presents weighted data on the survey sample.

Exhibit 6. Population and sample demographic characteristics

	SEX		AGE				EDUCATION			
	MALE	FEMALE	18-24	25-49	50-65	66+	LESS THAN PRIMARY	PRIMARY	SECONDARY	HIGHER
Population Distribution	1,376,597	1,461,861	321,816	1,256,283	794,156	466,203	420,114	640,726	1,525,161	401,439
Population Distribution, Percentage	48%	52%	11%	44%	28%	16%	14%	21%	51%	13%
Sample Distribution	1452	1548	343	1350	837	470	185	664	1742	409
Sample Distribution, Percentage	48%	52%	11%	45%	28%	16%	6%	22%	58%	14%

Note: the population data is based on the 2013 Census, while the sample distribution is based on the NSCP-BiH 2019.

Exhibit 7. Sample and population ethnic composition



As shown in Exhibit 8, out of respondents who reported their household income (52 percent), approximately two out of three (62 percent) earn up to 1,000 KM monthly, and around a third earn between 1,000 KM and 3,000 KM. Only two percent of respondents reported household monthly earnings in excess of 3,000 KM.

Exhibit 8. Monthly household income

MONTHLY HOUSEHOLD INCOME	PERCENTAGE	
Less than 300 KM	7%	(n=116)
301 KM to 500 KM	18%	(n=278)
501 KM to 1,000 KM	37%	(n=578)
1,001 KM to 2,000 KM	32%	(n=497)
2,001 KM to 3,000 KM	4%	(n=68)
Above 3,000 KM	2%	(n=33)
Total	100%	

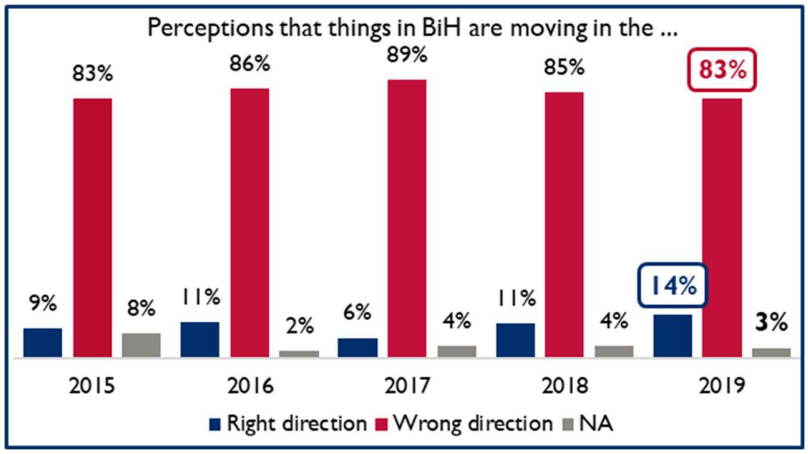
III.II CONDITIONS IN THE COUNTRY

BiH is a middle-income country struggling with efforts to accelerate its development to maintain stability and raise the population's standard of living. As a post-conflict country, BiH continues to receive considerable international support. This chapter examines citizens' perceptions of the country's progress on its development path.

III.II.I CURRENT CONDITIONS IN BIH

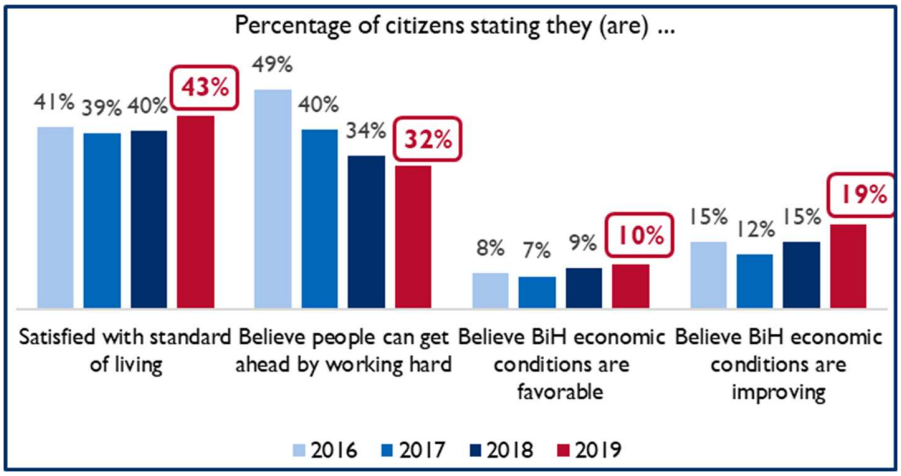
Exhibit 9 below illustrates that citizens perceive the country to be moving in the wrong direction, with over 80 percent of respondents voicing this opinion each year since 2015. These findings are consistent for the three constituent peoples, men and women, youth and adults, across the levels of educational attainment, and for both urban and rural residents (not shown). In 2019, only 14 percent of citizens felt that the country is heading in the right direction.

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



Only one in ten citizens find the current economic situation favorable and about one in five has a positive outlook about the future (refer to Exhibit 10). Since 2016, citizens' views of their future prospects have slightly improved. However, citizens' belief that hard work can bring prosperity continues to dwindle, falling to 32 percent of respondents in 2019. Consistent with previous surveys, living standards are seen as satisfactory by 43 percent of citizens. Dissatisfaction with the standard of living is somewhat more pronounced in the FBiH (45 percent) than in the RS (37 percent).

Exhibit 10. Pessimism about the economic situation in BiH is common



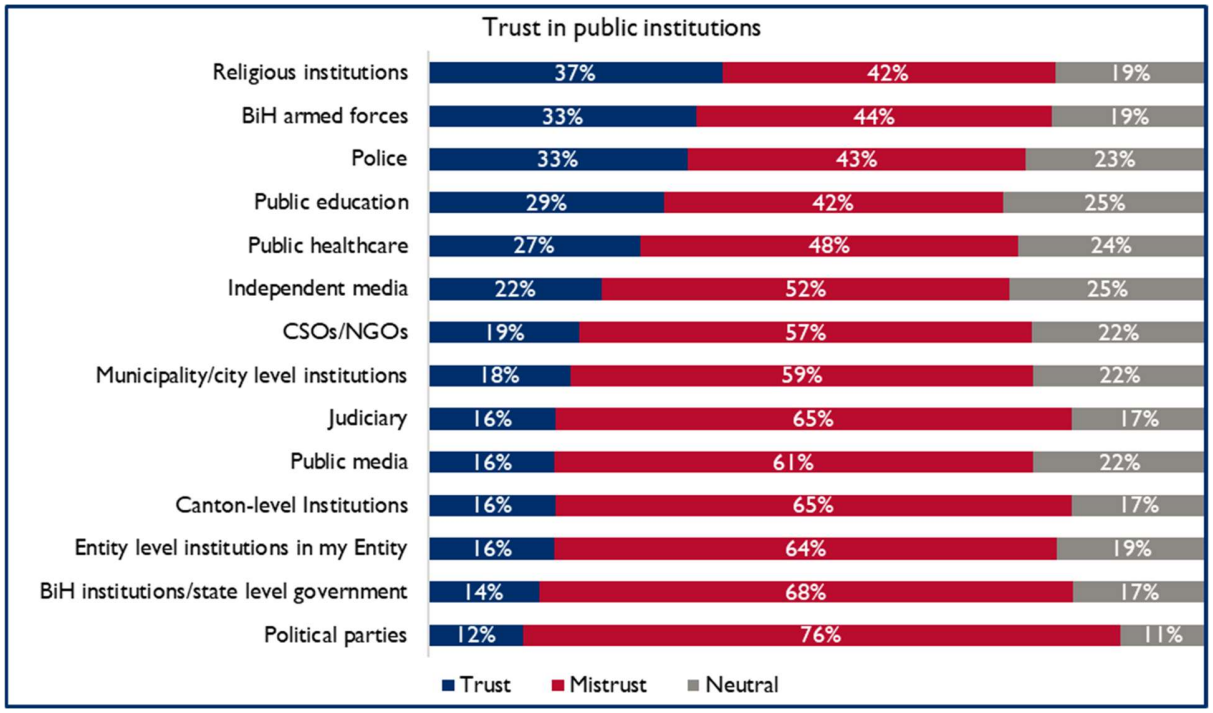
III.III GOVERNANCE

Achieving and preserving prosperity requires both credible leadership and effective governance. The NCSP 2019 surveyed citizens about their satisfaction with public services and their views of public institutions, while simultaneously asking them to identify the country's main challenges and key development priorities.

III.III.I SATISFACTION WITH PUBLIC SERVICES AND TRUST IN INSTITUTIONS

According to the 2019 survey results, fewer than half of citizens (45 percent) expressed any degree of satisfaction (completely, mostly or partly satisfied) with public services in general. This result aligns with results from previous years (43, 46, and 45 percent in 2018, 2017, and 2016, respectively). In line with the previous year, the satisfaction of RS residents (52 percent) with public services was higher than in the FBiH (41 percent). The 2019 NCSP revealed a profound disaffection of citizens with most public institutions (Exhibit 11). The lowest level of trust was in political parties, with only 12 percent of respondents stating they trust the parties. Satisfaction with all levels of government was rated only slightly higher: BiH institutions, entity institutions, cantonal governments and municipalities are trusted by approximately one-in-six citizens. The judiciary (16 percent), public media (16 percent), CSOs/NGOs, (19 percent) and independent media (22 percent) also had low levels of trust. Healthcare and education systems enjoy the trust of 27 and 29 percent of the population, respectively, and 33 percent of citizens have confidence in both law enforcement and the armed forces. Religious institutions inspire the largest share of trust among citizens, at 37 percent. But the fact that citizens' mistrust exceeds the level of trust for all institutions provides a useful perspective. Overall, trust in public institutions is extremely low, and both political and government institutions are only deemed trustworthy by one in five respondents or fewer, depending on the type of institution.

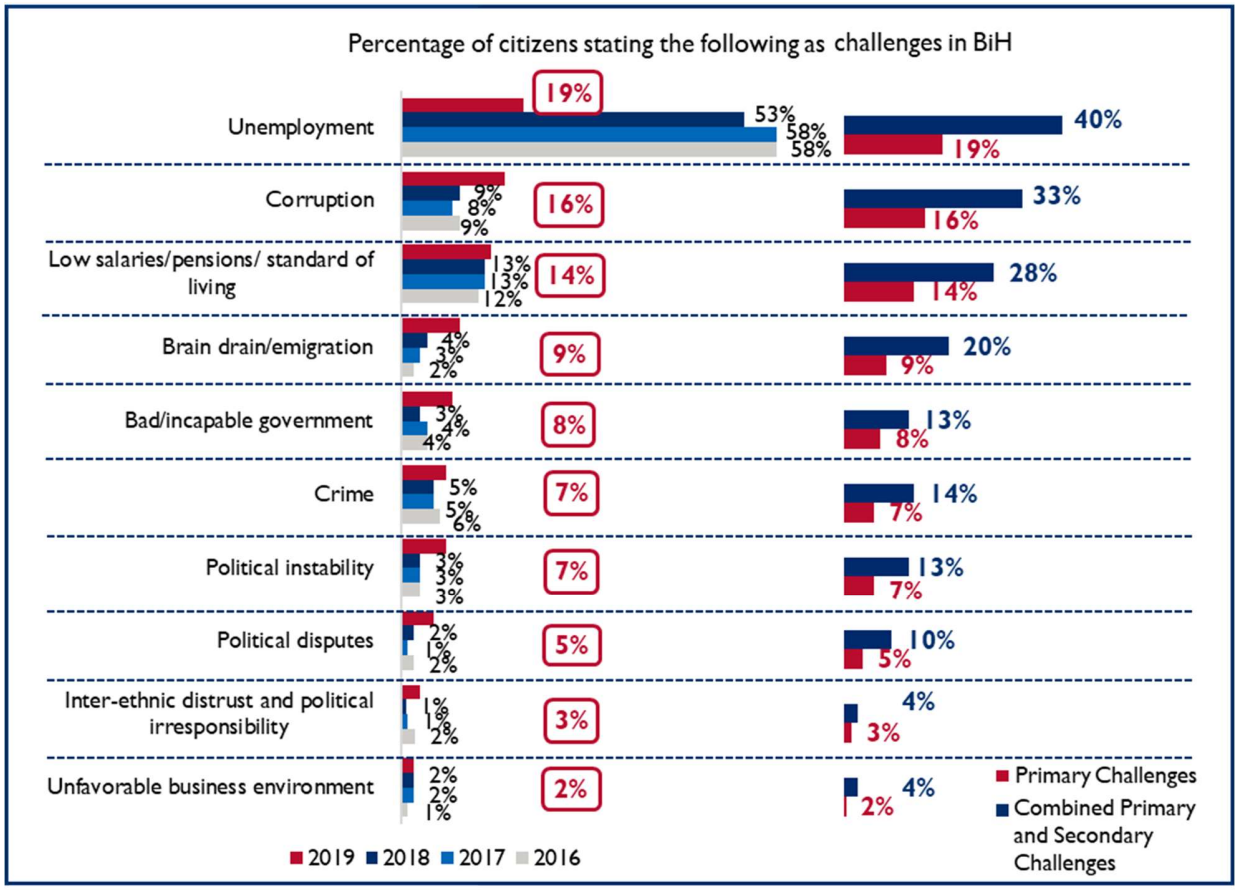
Exhibit 11. Trust in public institutions is generally low



III.III.II GOVERNMENT PRIORITIES

Unemployment was identified as a challenge for BiH citizens across survey rounds. However, in 2019 only 19 percent of respondents selected unemployment as the primary challenge BiH faces. This is a major shift, given that it was considered to be the country's greatest challenge by more than half of all respondents in the four previous survey rounds. While the percent of respondents selecting corruption, brain drain, bad/incapable government, political instability, political disputes or inter-ethnic disputes as the primary challenge facing BiH was relatively low, it is telling that the share of respondents attributing primary importance to these of policy and political issues has doubled relative to 2018 (refer to Exhibit 12 for more detail).

Exhibit 12. Unemployment is less of a perceived problem than in previous surveys, but the perceived prevalence of corruption and political and security concerns are increasing



In 2019, economic affairs were the top development priority for 48 percent of citizens – eight percentage points more than the year before and more similar to the public's prioritization in earlier years. The trend of rising importance for public order and safety continued in the last year, with 18 percent of respondents rating it a priority. In comparison, a smaller portion of respondents identified health as a priority (a difference of seven percentage points compared to 2018)[6]. Overall, 12 percent prioritized health, the same level as was measured in 2016. When the top three preferred priorities are aggregated, however, the perception changes somewhat: economic affairs remains the top concern (72 percent), followed by health (53 percent) and social protection (40 percent), with public order and safety prioritized by 37 percent of respondents (Exhibit 13). About one in five respondents, or 22 percent, consider education among the three primary development priorities in BiH.

[6] Please note that the NSCP-BiH 2019 data collection was completed before the COVID-19 pandemic.

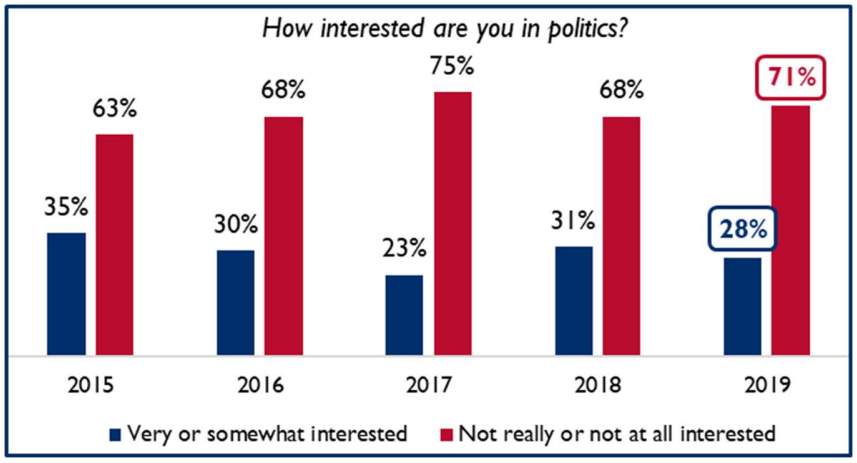
Exhibit 13. The economy remains the predominant priority, security gains prominence

DEVELOPMENT PRIORITIES	FIRST PRIORITY				1ST, 2ND, AND 3RD PRIORITY
	2016	2017	2018	2019	2019
Economic affairs	59%	52%	40%	48%	72%
Public order and safety	8%	9%	16%	18%	37%
Health	12%	18%	19%	12%	53%
Defense	3%	4%	7%	5%	10%
Social protection	5%	5%	4%	5%	40%
Environmental protection	3%	2%	4%	4%	19%
Education	5%	5%	4%	3%	22%
General public services	2%	3%	2%	3%	16%
Housing and community amenities	2%	2%	2%	2%	12%
Recreation, culture, and religion	1%	1%	1%	1%	9%
Total	100%	100%	100%	100%	

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

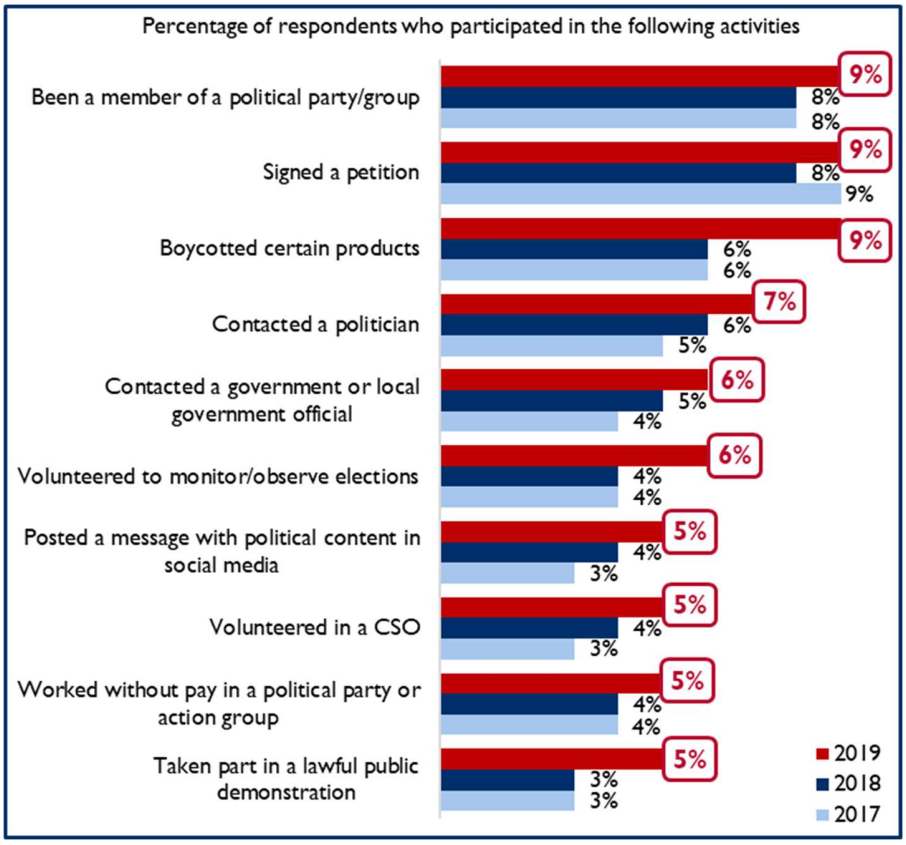
As illustrated in Exhibit 14, about a quarter to a third of respondents across the survey rounds reported being interested in politics. In 2019, 28 percent of citizens stated that they are very or somewhat interested in politics, while 71 percent reported a lack of interest. Additionally, consistent with previous survey rounds, women demonstrate a considerably lower level of interest in politics than men (21 percent and 36 percent, respectively).

Exhibit 14. The share of citizens who express interest in politics remains low



When it comes to political participation during the last 12 months, slightly over a quarter (26 percent) of BiH citizens have reported participating in various political activities, which represents a small increase in comparison to 2018's 22 percent. The largest shares of surveyed BiH citizens state that they participated in the following political activities: membership in political parties (nine percent), petition signing (nine percent), and boycotting certain products (nine percent). Taking part in a lawful public demonstration (five percent) remains one of the least practiced political activities (refer to Exhibit 15).

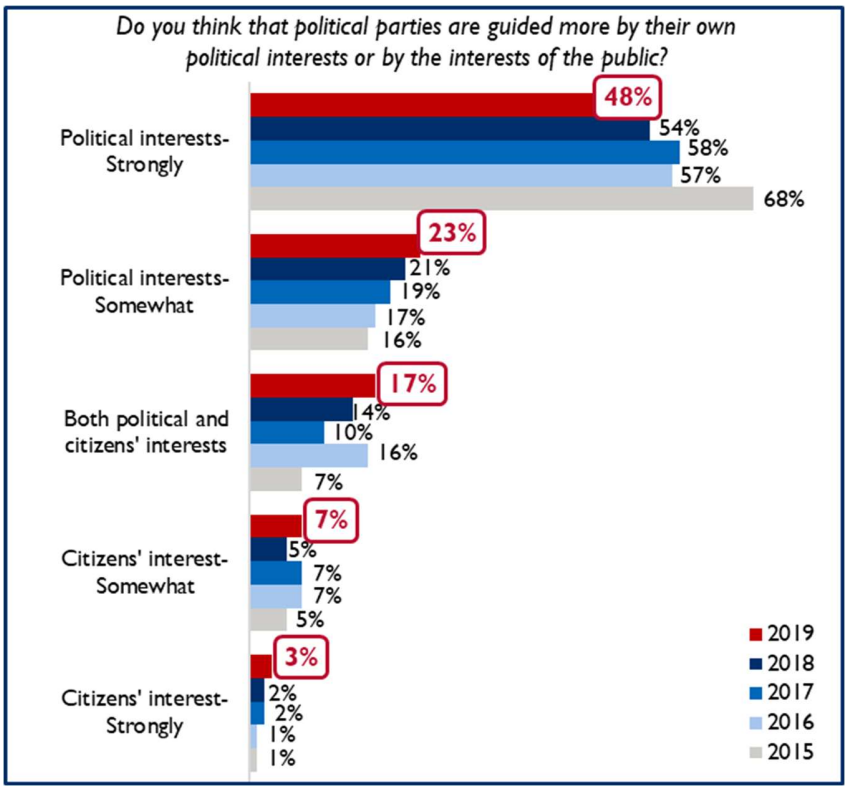
Exhibit 15. A slight increase in political participation among BiH citizens



The 2019 NSCP-BiH also examined voting in elections as a form of political participation. According to data from this survey round, 69 percent of BiH citizens regularly vote in elections. When asked about the fairness of elections in BiH, only 23 percent reported that they think the elections are fair. The opinion that elections in BiH are fair is least common among Croats in BiH, at 13 percent, compared to 22 percent of Bosniaks and 26 percent of Serbs. Also, the opinion that elections in BiH are fair is more prevalent among adults (24 percent) than among youth (19 percent). While most voters did not notice any irregularities during the 2018 general elections (80 percent), 11 percent reported noticing something odd but not being sure if it was an irregularity, and nine percent stated that they noticed irregularities. While 88 percent of the surveyed citizens reported not being offered anything in exchange for votes during the last elections, as many as 12 percent reported being offered money, gifts or services in exchange for their votes.

To measure BiH citizens' perception of political parties, the NSCP-BiH 2019 studied their views on whether political parties represent their own interests or the interests of the public citizenry. As evident from Exhibit 16, the vast majority of BiH citizens believe that political parties are guided predominantly by their own political interests (71 percent), while the percentage of citizens who believe that political parties are guided by citizens' interest is only 10 percent.

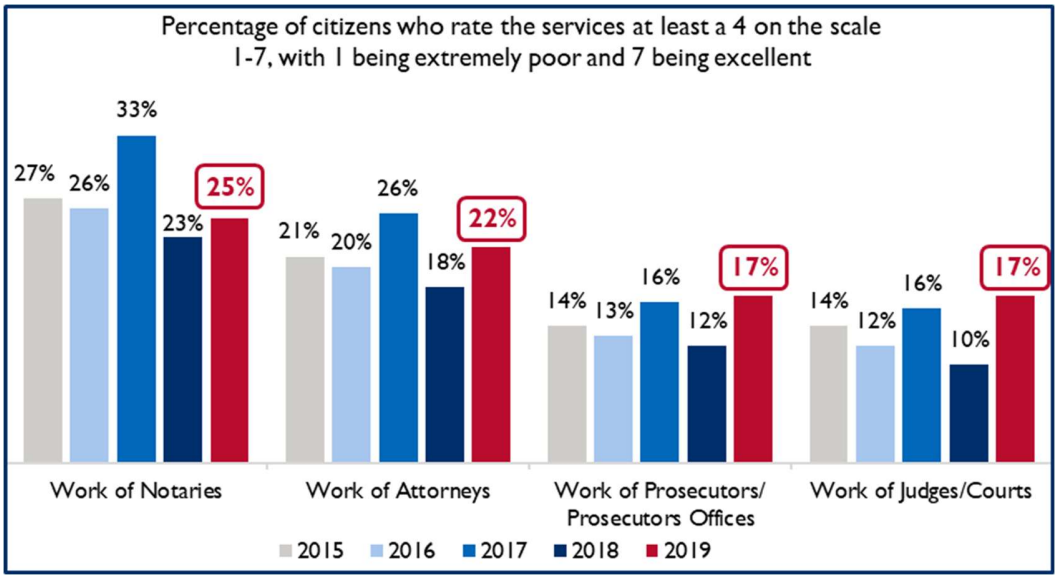
Exhibit 16. Political parties primarily guided by their own political interests according to BiH citizens



III.III.IV JUDICIARY

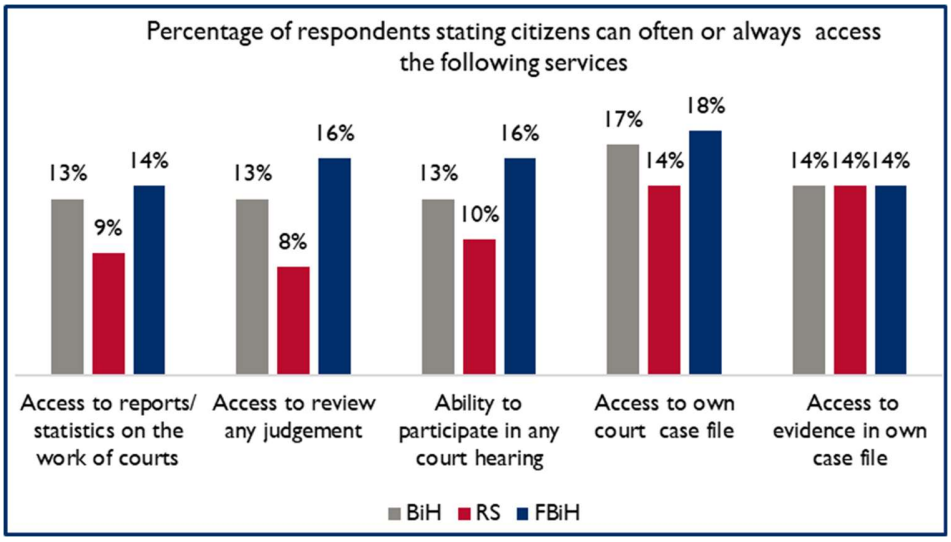
After the preceding year's particularly low satisfaction rates, and similarly to the results from earlier survey waves, the 2019 NSCP-BiH revealed a slight overall increase in public satisfaction with the performance of judicial actors, with a sixth of citizens expressing some degree of approval for the work of both judges/courts and prosecutors/prosecutor offices (17 percent for both categories) (Exhibit 17). Similarly, the work of attorneys received a favorable rating of 22 percent, while 25 percent of respondents approved of the contributions of the notaries. Respondents who had a court case in the last three years are slightly more likely to express favorable opinions of judges and courts (23 percent) compared to respondents who were not involved in any court cases in this period (17 percent). There were no significant differences between entities in the degree of satisfaction with the judiciary. Nevertheless, dissatisfaction with the judiciary is persistent and widespread.

Exhibit 17. With slight variations, satisfaction with the judicial sector remains low



As in previous survey rounds, an overwhelming majority of BiH citizens remain unaware that information about the work of the judiciary is available to the public. Depending on the specific question, only 13 to 17 percent of citizens understand that they can check and access information related to court cases of interest. Results from 2019, however, suggest that respondents from the FBiH were somewhat better informed (refer to Exhibit 18 below).

Exhibit 18. Judicial transparency in BiH: still poorly communicated and underutilized



In the 2019 survey, 49 percent of citizens felt that the case backlog in courts increased, and 54 percent believed the same about the backlog in prosecutors' offices, which was consistent with the previous year (Exhibit 19). Respondents who were involved in court cases in the last three years were more likely to believe that there is a backlog in courts (58 percent) and prosecutor offices (63 percent), compared to respondents who were not involved in such cases (49 and 53 percent, respectively). The overall percentage of citizens who felt that judicial appointments were not merit-based for BiH rose to from 43 percent in the previous round to 47 percent in 2019 because of an increase in the RS. This perception remained unchanged for the FBiH (not shown). Nearly half of respondents view of the media portrayal of the judiciary unfavorably (refer to Exhibit 20).

Exhibit 19. Public believes backlog of prosecution and court cases is increasing

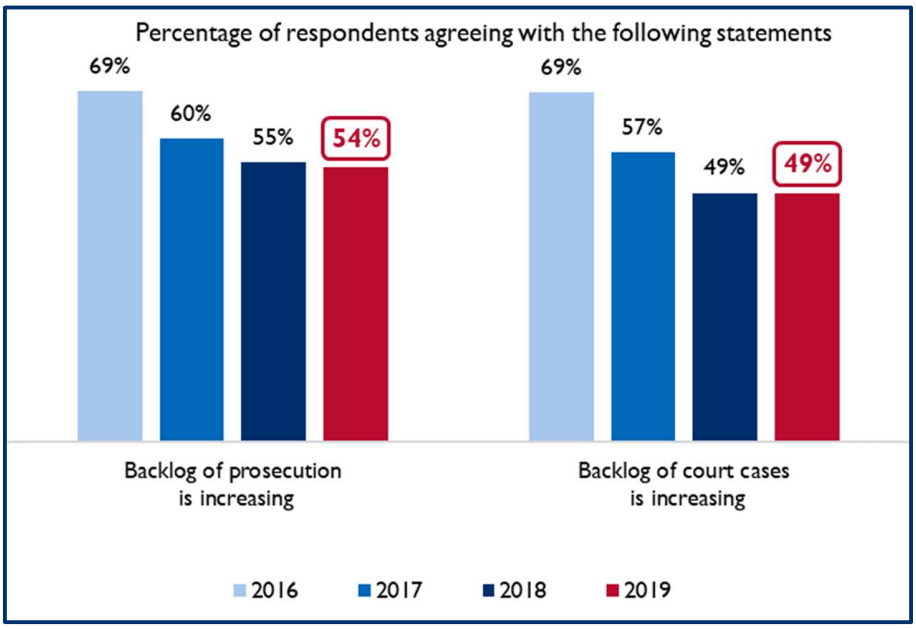
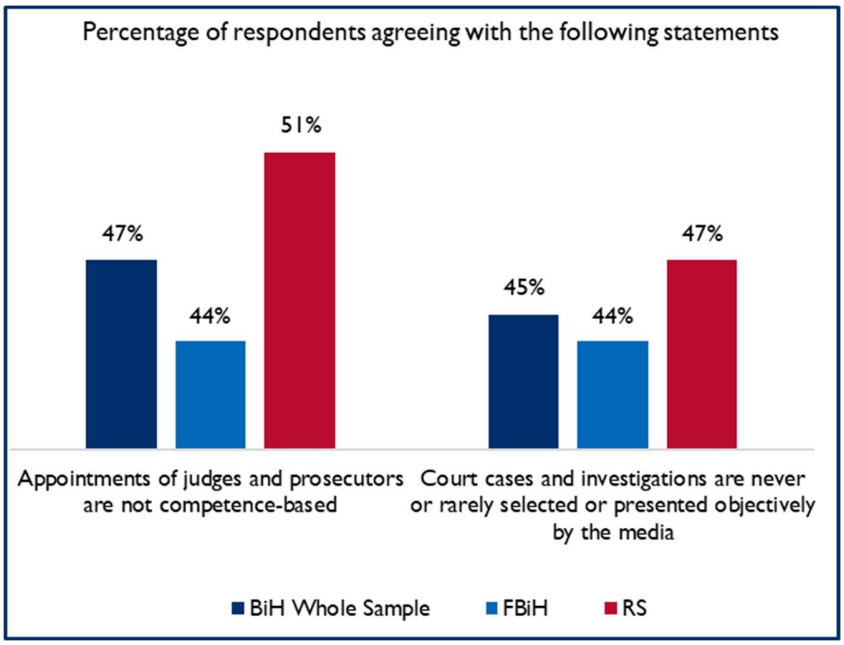
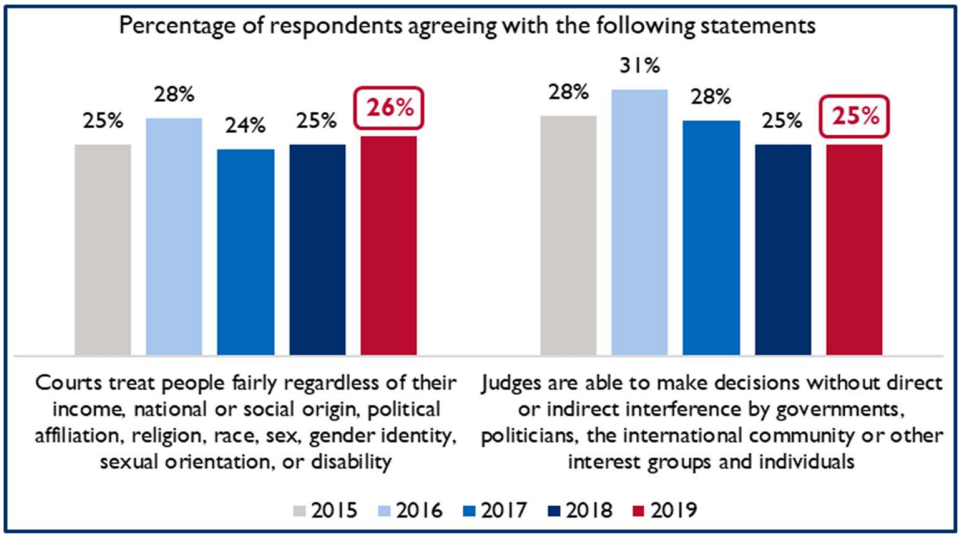


Exhibit 20. Citizens question fairness of judges' and prosecutors' appointment and objectivity of media reporting on court cases and investigations



The perception that courts extend fair treatment to all and are free of any biases is shared by only around a quarter of the population (26 percent in 2019), while twice as many disagree (54 percent), and this view has remained static throughout survey rounds (refer to Exhibit 21). Half of all respondents do not believe that judges are able to make decisions without interference, while just a quarter expressed a belief in judicial independence (refer to Exhibit 21). A large majority of citizens find both judges' and prosecutors' salaries, and attorneys' and notaries' fees to be high (69 and 73 percent, respectively), and they take the same view of court fees and taxes (74 percent).

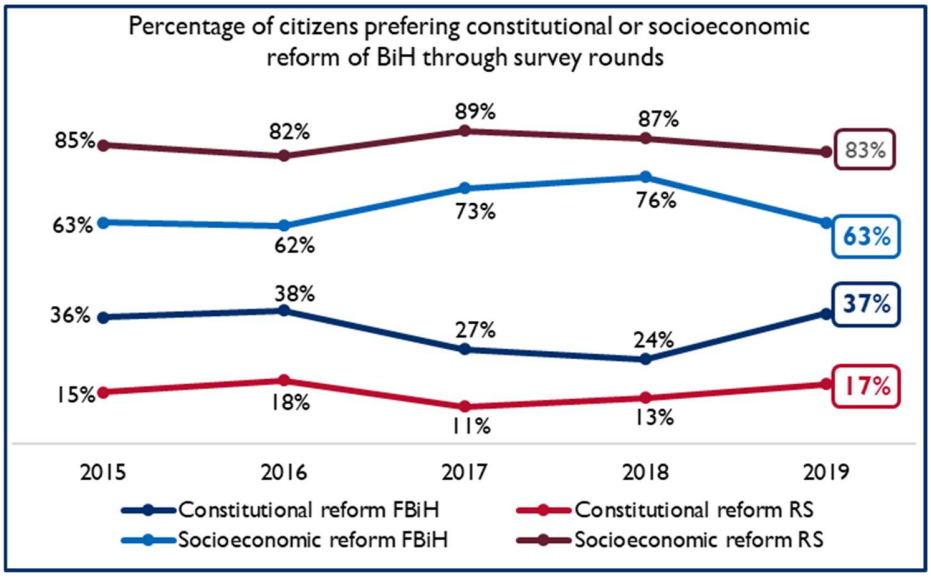
Exhibit 21. Citizens are not convinced of judicial impartiality



III.III.V BIH FUTURE AND REFORMS

As in previous years, the 2019 NSCP-BiH assessed citizens' perceptions on reform priorities and favored scenarios for BiH's future. When comparing citizens' preferences for either constitutional or socioeconomic reform, 71 percent of citizens prioritized socioeconomic reforms. Across entities and survey rounds, RS citizens were more likely to prioritize socioeconomic reforms, at 83 percent in 2019, compared to 63 percent among FBiH citizens (refer to Exhibit 22).

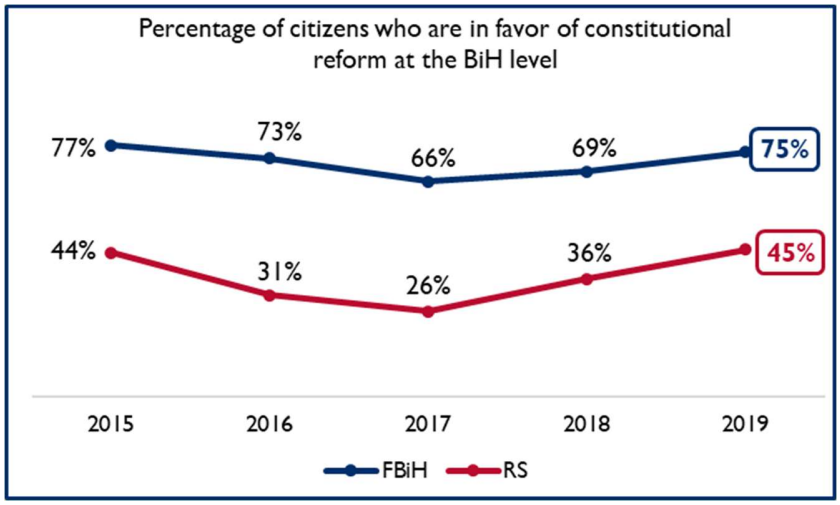
Exhibit 22. Socioeconomic reforms are a key priority relative to constitutional reform



Even though the majority of respondents consider socioeconomic issues a higher priority than constitutional reform, two-thirds of citizens (63 percent) still support state-level constitutional reform, while only 11 percent oppose such reforms. Prioritization of state-level constitutional reforms is markedly

stronger in the FBiH (75 percent) than in the RS (45 percent). The 2016-2017 trend indicated a decrease of support for this kind of reform, both in the FBiH and the RS. However, the 2019 figures suggest an increase, resembling the observations recorded in 2015 (refer to Exhibit 23).

Exhibit 23. Support for state-level constitutional reform varies across entities



NSCP-BiH 2019, asked citizens how they envision the future of BiH in terms of administrative and political organization and structure. There is considerable variation across ethnicities in this regard (refer to Exhibit 24). Most Bosniaks (53 percent) would prefer strengthening state-level government and abandoning entities. Other popular options included abandoning entities (37 percent) and cantons (37 percent) to strengthen municipal governments. Most Serbs believe that the current state arrangement should remain unchanged (49 percent) or prefer dividing BiH into three independent states (28 percent). Croats' preferences include abandoning entities (29 percent) or cantons (27 percent) to strengthen municipalities, and strengthening the state and abandoning entities (27 percent).

Since 2016, the NSCP-BiH has assessed citizens' views on which public service sectors should fall under the jurisdiction of the state-level government. The sectors we have polled on include human rights, the fight against corruption, social welfare, health care, energy, education, taxation, sports, culture, agriculture, and justice. Overall, more than half of citizens believe that all these sectors should be under state jurisdiction, ranging from 55 percent who think so for justice to 65 percent for human rights protection. However, the figures vary considerably across entities (refer to Exhibit 25). Citizens from the FBiH are more likely to support state-level jurisdiction for all sectors compared to the RS citizens. Further, while the FBiH figures have been fairly stable since 2016, in the RS, support increased considerably from 2016 to 2018 and dropped slightly in 2019 relative to 2018.

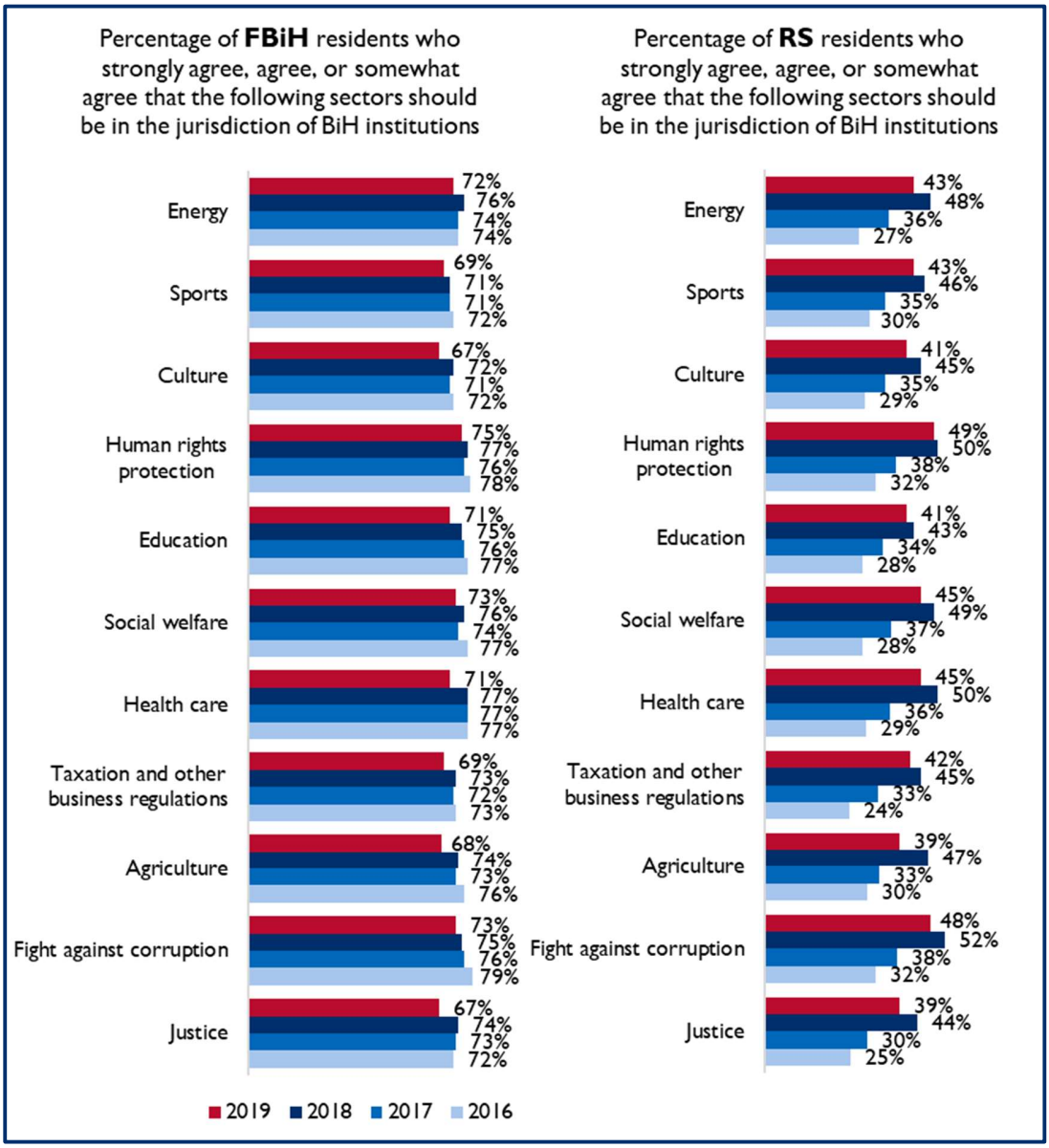
The 2019 NSCP-BiH data indicate that Serbs from RS who support state-level jurisdiction over all sectors have different attitudes about the situation in BiH than their counterparts who support state-level jurisdiction for some sectors or those who do not support state-level jurisdiction over any sector. They are more likely to:

- Believe that state-level government should be strengthened and entities abandoned (21 vs. five percent)
- Trust BiH institutions/state-level government (19 vs. 13 percent)

Exhibit 24. Citizens' visions of the country's future vary across ethnicities

WHICH OF THE FOLLOWING DESCRIBES YOUR VISION OF THE FUTURE OF BIH?	BOSNIAKS				SERBS				CROATS			
	2016	2017	2018	2019	2016	2017	2018	2019	2016	2017	2018	2019
State-level government should be strengthened and entities should be abandoned	56%	48%	54%	53%	5%	5%	8%	9%	19%	22%	19%	27%
Municipal/city-level government should be strengthened and entities should be abandoned	38%	29%	33%	37%	3%	3%	6%	7%	14%	13%	16%	29%
Arrangement of the state should remain unchanged	6%	11%	8%	13%	31%	35%	49%	49%	10%	11%	6%	6%
Municipal/city-level government should be strengthened and cantons should be abandoned	32%	32%	27%	37%	7%	4%	8%	9%	22%	18%	16%	27%
The entities and ethnic groups should each go their separate ways, dividing BiH into three independent states	1%	4%	1%	2%	33%	27%	17%	28%	6%	1%	6%	3%
BiH should be divided into up to five or six economic regions, which should have a great deal of autonomy	7%	8%	5%	6%	2%	2%	6%	4%	13%	6%	11%	10%
A third, Croat entity should be formed	1%	1%	1%	1%	3%	4%	3%	3%	26%	17%	38%	13%
Cantonal authorities should be empowered, taking over competencies now held by the federal government	7%	9%	6%	8%	2%	1%	2%	2%	12%	15%	13%	19%

Exhibit 25. Increased support for state-level jurisdiction in the RS



III.IV CORRUPTION

This section examines citizens' perceptions of corruption and the fight against corruption in BiH, as well as their experiences related to corruption. In 2019, we considerably expanded this section to align with recent changes in USAID/BiH's focus on this issue. The 2019 survey findings align with Freedom House's 2019 Freedom in the World Country Report, which rates BiH's strength and effectiveness of BiH safeguards against corruption as a 1 out of the highest score of 4.[7] According to 2019 Freedom in the

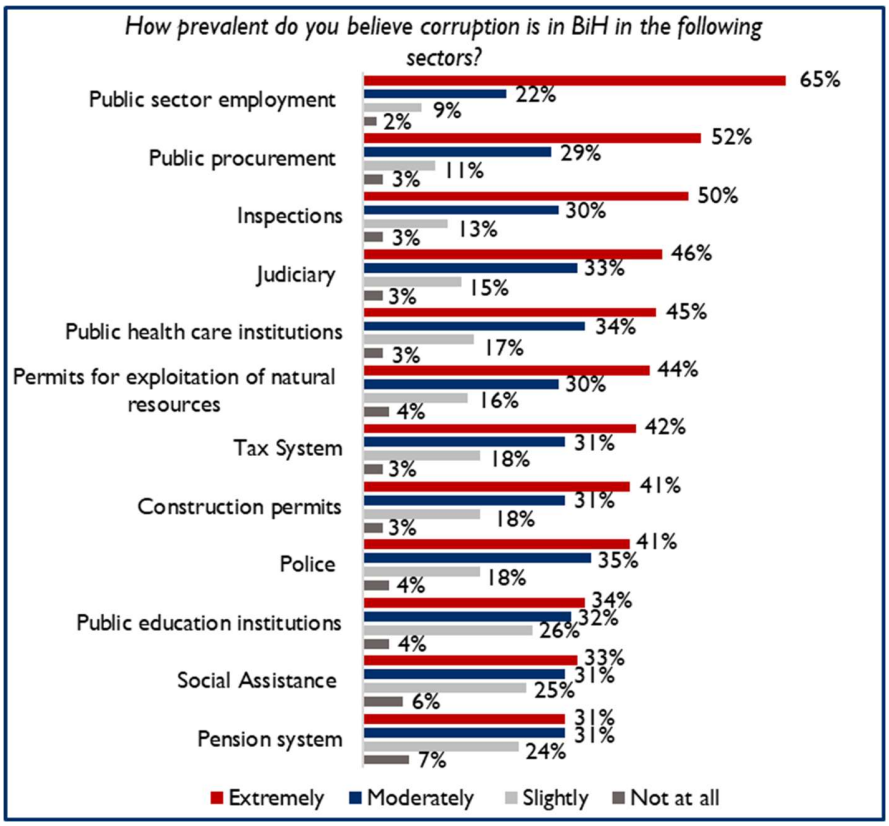
[7] *Freedom in the World* is an annual global report on political rights and civil liberties whereby a country or territory is awarded 0 to 4 points for each of 10 political rights indicators and 15 civil liberties indicators. A score of 0 represents the smallest degree of freedom and 4 the greatest degree of freedom.

World Country Report, corruption in BiH remains widespread and systemic, and its legislation designed to combat the problem is poorly enforced.[8]

III.IV.I CORRUPTION PREVALENCE ACROSS SECTORS

When it comes to the perception of corruption across different sectors, more than 80 percent of BiH citizens believe that corruption is extremely, moderately, or slightly present in all sectors presented in the Exhibit 26. Public sector employment is considered to be the most corrupt – 65 percent of citizens believe that corruption is extremely prevalent in public employment procedures. About half of those surveyed believe the same about public procurement procedures (at 52 percent) and inspections (50 percent). The pension system is believed to be the least corrupt, with 31 percent of surveyed citizens stating that corruption is extremely prevalent in this sector.

Exhibit 26. Public sector employment, public procurement and inspections viewed as sectors with most extreme corruption prevalence



Respondents were also asked about corruption associated with giving gifts or money, extortion, nepotism, cronyism, sextortion, and patronage as a means for obtaining a job, promotion or service in the public sector. As evidenced in Exhibit 27, nepotism is perceived to be the most common corrupt behavior for obtaining a job, promotion or a service in the public sector,[9] with as many as 71 percent of the surveyed citizens stating that nepotism is highly present in BiH society. Somewhat less prevalent are cronyism[10] (67

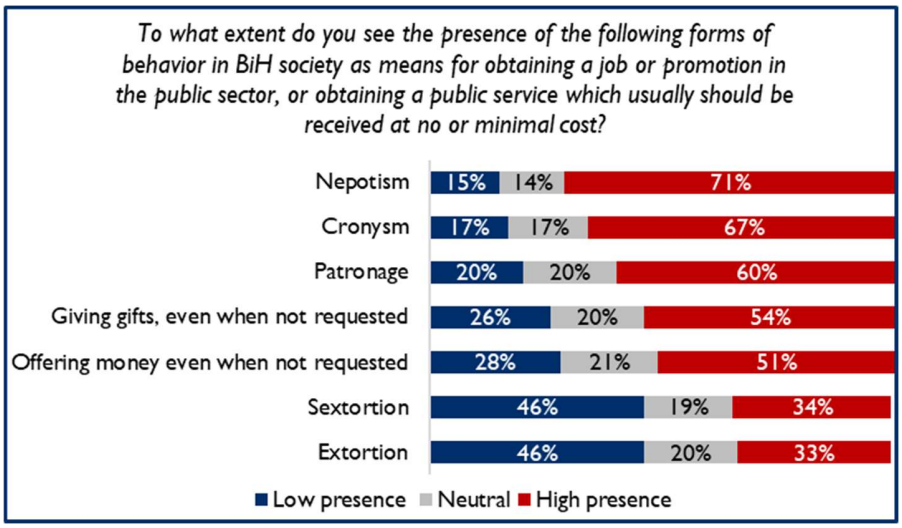
[8] Freedom House. 2019. Freedom in the World Report 2019. Retrieved from: https://freedomhouse.org/country/bosnia-and-herzegovina/freedom-world/2019

[9] In the questionnaire, nepotism is defined as favoring relatives, especially by giving them jobs.

[10] In the questionnaire, cronyism is defined as the appointment of friends and associates to positions of authority, without proper regard to their qualifications

percent) and patronage[11] (60 percent). More than 50 percent of citizens perceive that BiH citizens tend to offer money or gifts to public officials even when not requested.

Exhibit 27. Nepotism, cronyism and patronage most prevalent illicit means for obtaining job, promotion or service in the public sector



III.IV.II CITIZENS' DIRECT EXPERIENCE WITH CORRUPTION

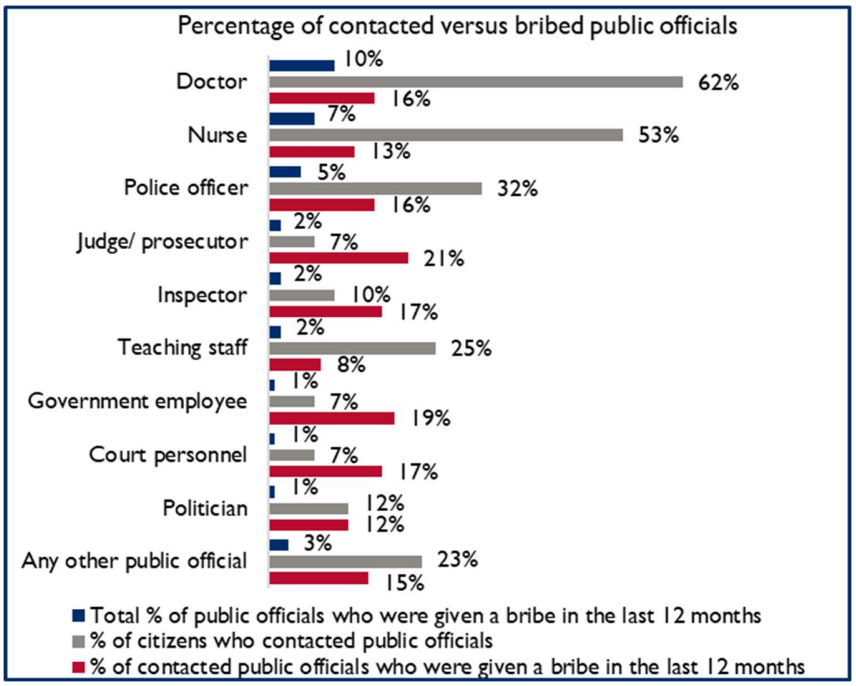
Overall, 17 percent of respondents reported that they had bribed at least one public official in the last 12 months. Among those that have been in contact with public officials (77 percent), there is a slightly higher share of respondents who reported having given a bribe recently (22 percent). Exhibit 28 provides a more detailed overview of the presence of bribery among different categories of public officials based on citizens' direct experience. The exhibit provides a comparison between the percentage of citizens who were in contact with public officials, the percentage of those who gave a bribe to contacted officials,[12] and the total percentage of respondents who have given a bribe to public officials.[13] As evident from Exhibit 28, in the prior year, citizens were most likely to give bribes to doctors (10 percent), nurses (seven percent), and policemen (five percent). Notably, these are also the public officials with whom citizens were most often in contact. However, when observing the bribe versus contact ratio, it is notable that contacts with judges and prosecutors are most likely to result in bribery. Specifically, 21 percent of all respondents who were in contact with judges and/or prosecutors reported giving a bribe to these officials. This category is followed by government employees (19 percent) and inspectors (17 percent). The likelihood that the contact will result in bribery seems to be the lowest for teaching staff (eight percent).

[11] In the questionnaire, cronyism is defined as the appointment of friends and associates to positions of authority, without proper regard for their qualifications

[12] The percentage is calculated using the number of respondents who had contacts with given public officials as denominator.

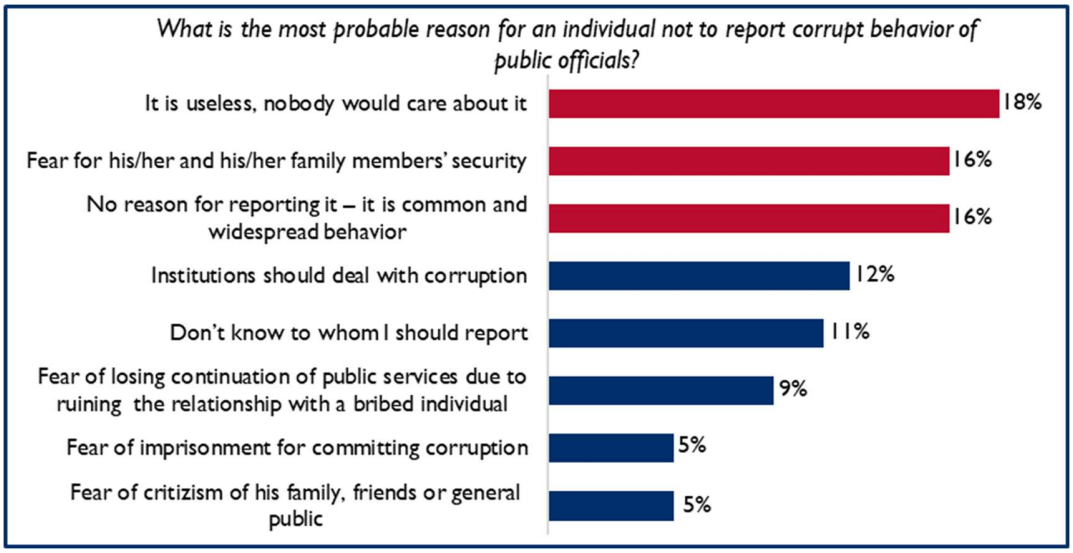
[13] The percentage is calculated using the overall number of respondents as denominator.

Exhibit 28. Highest incidence of bribery among doctors, nurses and police officers, but judicial authorities have been most susceptible to bribery upon contact



Only 12 percent of citizens who gave a bribe to a public official during the last 12 months stated that they reported it to an official authority the last time they had to make such an extra payment or gift. When describing reasons why people do not report such cases, the highest share of citizens believed that people do not report corruption because it is useless (18 percent), followed by fear for the security of family members (16 percent), and the belief that this is a common behavior that does not require reporting (16 percent)(refer to Exhibit 29). Approximately one-in-ten citizens believe that people do not report corruption because it is something that formal institutions should handle, and the same share of citizens say that people do not know to whom they should report such cases.

Exhibit 29. Belief in its uselessness is the most common reason for failing to report corruption



III.IV.III CORRUPTION IN THE JUDICIARY

As described earlier, citizens view the judiciary as being among the sectors with the high prevalence of corruption. When asked about the extent to which the court system is affected by corruption in BiH, 60 percent of respondents replied that the court system is corrupt, with as many as a quarter stating that it is extremely corrupt. Overall, the share of BiH citizens who think that judges cannot be trusted to conduct their duties impartially (57 percent) has slightly increased compared to last year (53 percent), reaching its highest point since 2015. The share of citizens who express doubt in prosecutors' impartiality (53 percent) remained the same as in the 2018 survey round and has been rather stable over the years. The share of citizens who doubt judges' and prosecutors' impartiality has increased considerably in the RS compared to 2018, although there was no such change in the FBiH (refer to Exhibit 30).

Exhibit 30. An increase in lack of faith in judges' impartiality among BiH citizens in 2019, especially pronounced in the RS

		JUDGES CAN BE TRUSTED TO CONDUCT COURT PROCEDURES AND ADJUDICATE CASES IMPARTIALLY AND IN ACCORDANCE WITH THE LAW			PROSECUTORS CAN BE TRUSTED TO PERFORM THEIR DUTIES IMPARTIALLY AND ACCORDING TO THE LAW		
		BIH WHOLE SAMPLE	FBIH	RS	BIH WHOLE SAMPLE	FBIH	RS
2015	Agree	24%	28%	19%	24%	27%	18%
	Disagree	54%	49%	62%	54%	49%	62%
2016	Agree	32%	36%	27%	30%	33%	24%
	Disagree	48%	46%	50%	49%	48%	53%
2017	Agree	26%	29%	21%	25%	29%	19%
	Disagree	47%	45%	51%	48%	46%	51%
2018	Agree	23%	22%	26%	23%	23%	24%
	Disagree	53%	56%	48%	53%	53%	53%
2019	Agree	25%	27%	23%	27%	30%	22%
	Disagree	57%	57%	58%	53%	50%	57%

According to 2019 NSCP-BiH data, a majority of BiH citizens think that judges and prosecutors (63 percent each) in BiH are prone to taking bribes. The share of citizens who hold this opinion has been consistent since 2015 (refer to Exhibits 31 and 32). The percentage of respondents who believe that judges and prosecutors do not take bribes is slightly higher in the FBiH (18 percent for judges and 17 percent for prosecutors) than in the RS (10 and 11 percent, respectively). Moreover, respondents who had contact with judges or prosecutors in the last 12 months are more likely to state that these public officials do not take bribes, compared to respondents who did not have contact with these officials (refer to Exhibit 33). Most citizens, 69 percent, believe that the judiciary is not effective in combating corruption.

Exhibit 31. Most citizens believe that judges take bribes

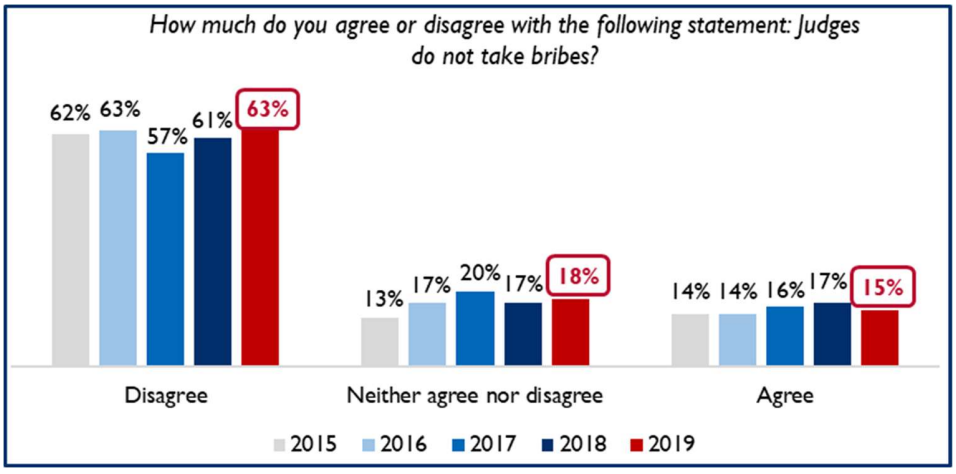


Exhibit 32. Most Citizens Believe That Prosecutors Take Bribes

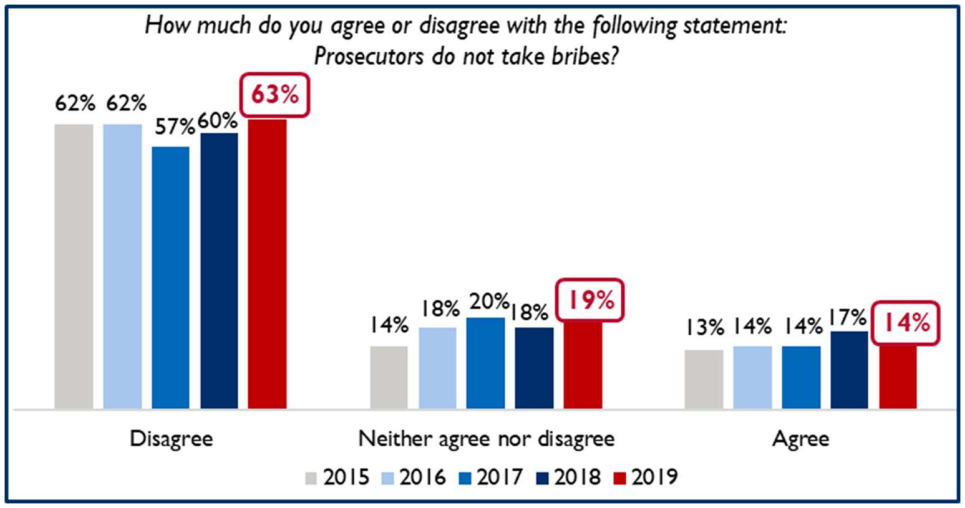
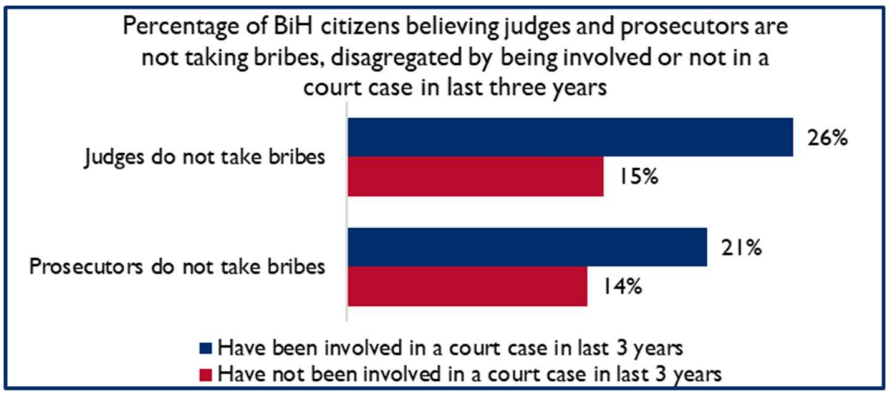


Exhibit 33. Contact leads to improved perceptions of judges/prosecutors' honesty

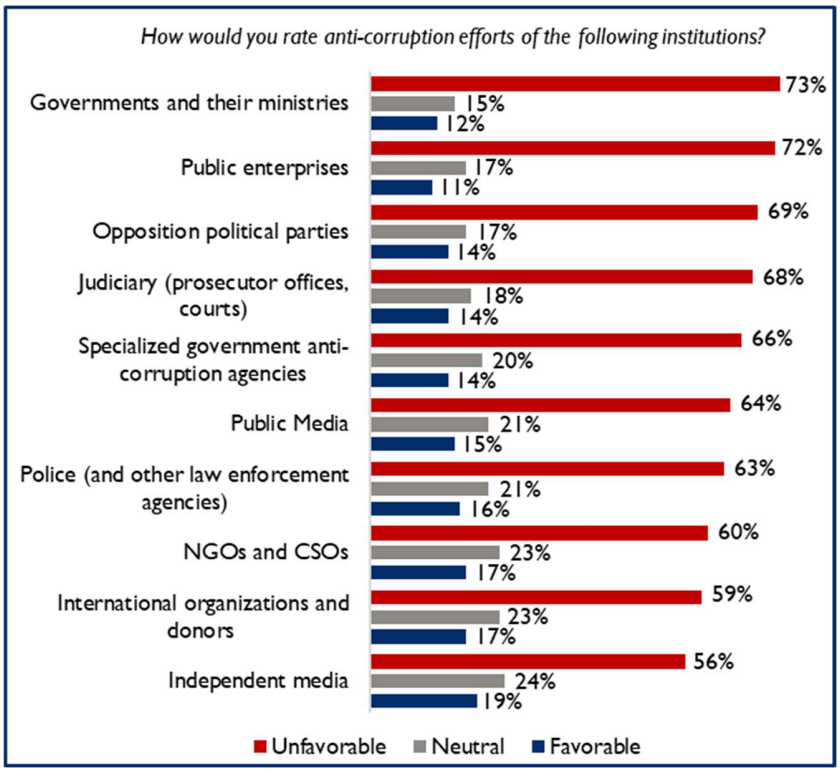


III.IV.IV EFFECTIVENESS OF THE FIGHT AGAINST CORRUPTION

Only 17 percent of citizens think that the fight against corruption in BiH is effective, and the majority (66 percent) consider this fight to be ineffective. Citizens from the FBiH are somewhat more likely to view the fight against corruption as effective (21 percent), compared to citizens from the RS (12 percent). Exhibit 34 shows that among major institutions, 73 percent of surveyed citizens rate anti-corruption efforts of governments and their ministries unfavorably, followed by public enterprises (72 percent), opposition political parties (69 percent), and the judiciary (68 percent). The most favorably rated, by 17 to 19 percent of citizens, are the independent media, international organizations and donors, and non-government organizations (NGOs) and civil society organizations (CSOs).

Furthermore, a vast majority of citizens (83 percent) believe that the perpetrators of corruption in BiH are not adequately punished, and that punishment is not sufficiently harsh. Similarly, when it comes to investigating and prosecuting the highest government representatives for corruption and organized crime, a vast majority of BiH citizens (85 percent) rated the number of opened investigations or court cases as unsatisfactory. Also, almost three quarters (71 percent) of BiH citizens think that public officials who violate the law are generally not identified or punished.

Exhibit 34. Anti-corruption efforts of governments and their ministries, public enterprises and opposition political parties viewed most unfavorably by BiH citizens

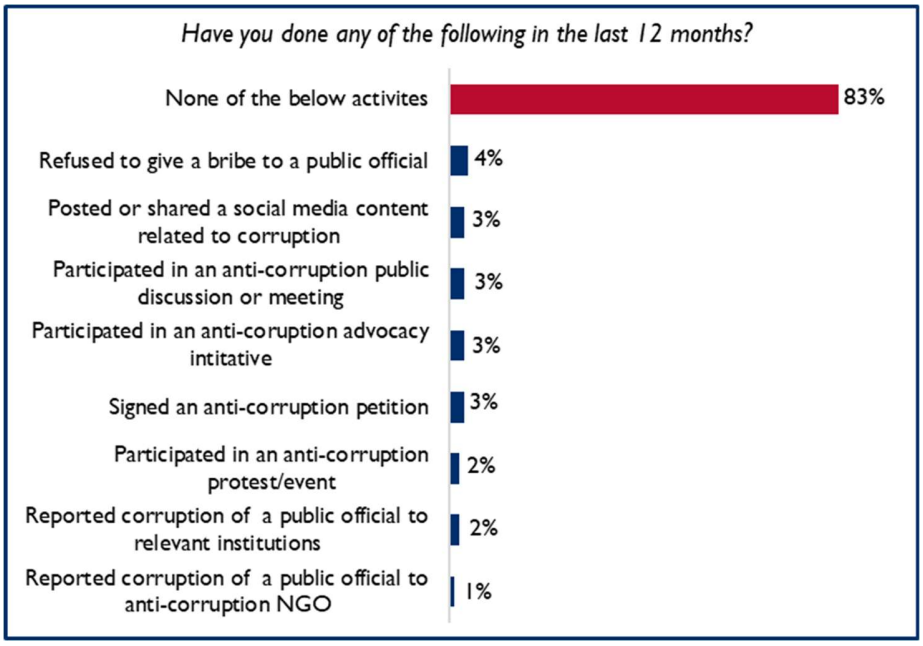


This section also explores citizens' perceptions of the work of CSOs involved in the fight against corruption. When asked whether they agree that CSOs in BiH that focus on the fight against corruption work in citizens' interests to protect them from corruption, citizens are divided: 22 percent of respondents agreed, 41 percent were neutral, while almost a third of respondents (32 percent) disagreed.[14]

[14] Note that 5 percent of respondents did not answer this question.

The percentage of citizens who believe that CSOs work in the citizens' interest to protect them from corruption is higher in the FBiH (26 percent) than in the RS (17 percent). Furthermore, when it comes to the role that citizens play in the fight against corruption, a vast majority of BiH citizens (83 percent) stated that they did not participate in combatting corruption in any manner. Among those citizens who reported participation in anti-corruption activities, four percent noted they refused to give a bribe. There was a very small share of citizens (about three percent) who posted corruption-related social media content, participated in an anti-corruption protest, event, public discussion, meeting, anti-corruption advocacy initiative, signed an anti-corruption petition or reported corruption to relevant institutions or organizations (refer to Exhibit 35). Over half (54 percent) of respondents stated that citizens cannot successfully combat corruption no matter how hard they try. This share is particularly high in the RS (63 percent), compared to the FBiH (48 percent).

Exhibit 35. A vast majority of BiH citizens do not participate in any anti-corruption activities



III.V MEDIA

The media plays an important role in informing the public and shaping citizens' attitudes towards politics, government, corruption, and other important topics in BiH. The Assessment of the Media Sector in BiH (2016)[15] identified political instrumentalization of media, an opaque media market, poor professional development, and a lack of media literacy as the main challenges facing BiH media. According to the 2019 World Press Freedom Index,[16] BiH is ranked 63rd out of 180 countries. The Index highlighted that the political climate and nationalist rhetoric contribute to the issues facing BiH's media sector.

This section of the report examines citizens' perceptions of the media: their favorite sources of media, trustworthiness of different media sources, and political parties' and government's influence on news. In general, BiH citizens' perceptions, habits, and attitudes regarding media have not changed relative to

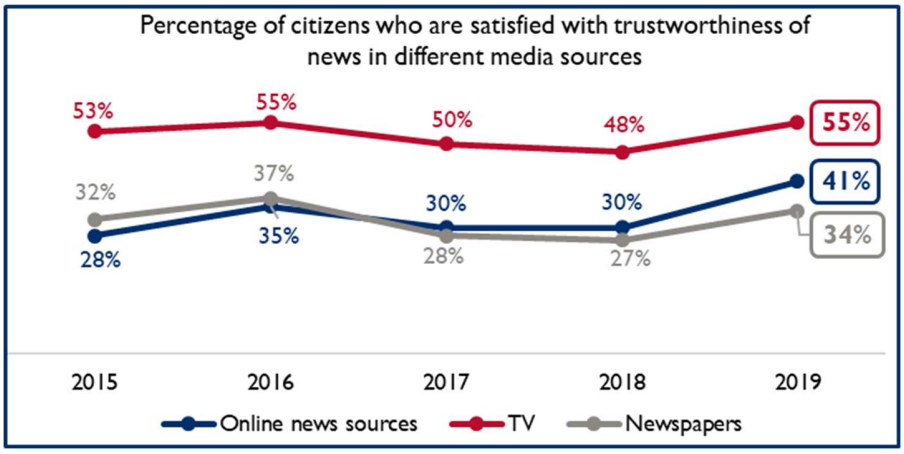
[15] Brunwasser, M., Turcilo, L., Marko, D. (2016). Assessment of the media sector in Bosnia and Herzegovina. USAID's Monitoring and Evaluation Support Activity (MEASURE-BiH). Retrieved from http://www.measurebih.com/uimages/Assessment%20of%20the%20Media%20Sector%20in%20B&H.pdf

[16] 2019 World Press Freedom Index. Retrieved from https://rsf.org/en/ranking

previous survey rounds. Most BiH citizens (58 percent) continue to use television as their main source. The proportions of citizens who obtain news primarily using online sources (13 percent) and social media (9 percent) are low overall. Compared to the general population, youth are more likely to use online news sources and social media: 25 percent of youth say they use internet portals and 19 percent use social media as primary sources of political news.

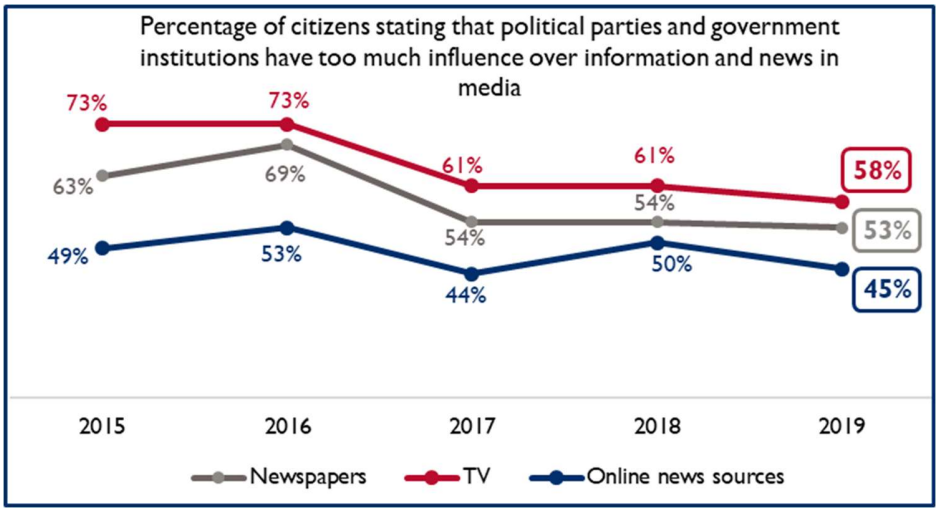
As shown in Exhibit 36 below, most BiH citizens (55 percent) trust the news on television. The shares of citizens stating that they trust online news sources and newspapers are considerably lower than trust for television news, at 41 and 34 percent, respectively. However, citizens are more likely to assess all these news sources as trustworthy when compared to the last two survey rounds.

Exhibit 36. Television is considered the most trustworthy source of news



Although most citizens trust the information published on television, the majority (58 percent) also believe that political parties and government institutions have too much influence over this information. More than half of BiH citizens (53 percent) believe that parties and institutions have a major influence on information published in newspapers and slightly less than half, 45 percent, believe the same for the online news sources (refer to Exhibit 37). For television and newspapers, these figures have decreased slightly compared to 2015 and 2016.

Exhibit 37. Most citizens believe that media are under substantial political influence[17]



NSCP-BiH 2019 also revealed the extent to which BiH citizens agree with the statements related to media, as shown in the table below (Exhibit 38). According to the results, citizens are not sure whether the media they follow are influenced by political parties; 34 percent of citizens believe they are, while 28 percent disagree, and 34 percent neither agree nor disagree. Among RS citizens, 40 percent believe that the media they follow are influenced by political parties compared to 31 percent of FBiH citizens. About 40 percent of BiH citizens usually confirm the news by checking other media outlets, and citizens with higher educational attainment are more likely to do so than those with lower education (49 percent of respondents with university education, compared to 41 percent of respondents with secondary and 33 percent of respondents without high school diploma). In addition, 58 percent of citizens follow multiple media outlets. Even though these results suggest that a large share of BiH citizens verify the news obtained through media, it is notable that at least half do not usually verify their primary sources of news.

Exhibit 38. Most citizens are uncertain about media independence and many verify the news

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?		AGREE			NEITHER AGREE NOR DISAGREE			DISAGREE		
		2017	2018	2019	2017	2018	2019	2017	2018	2019
The media I follow are under the influence of political parties.	BiH	31%	33%	34%	35%	34%	34%	20%	24%	28%
	FBiH	30%	33%	31%	36%	33%	36%	21%	24%	29%
	RS	34%	32%	40%	33%	36%	30%	19%	24%	27%
I usually confirm the political/ economic/ civic news I am interested in, by looking for it on other media outlets.	BiH	33%	32%	41%	32%	32%	28%	26%	28%	29%
	FBiH	32%	33%	37%	32%	30%	29%	28%	31%	30%
	RS	34%	32%	46%	33%	36%	27%	22%	24%	26%

[17] The 2019 survey inquired about the influence of political parties and government institutions on media, and it is compared with the 2015-2018 question on the influence of political parties.

I only follow a single media outlet	BiH	13%	17%	16%	26%	29%	23%	52%	48%	58%
	FBiH	15%	20%	20%	28%	28%	27%	49%	47%	51%
	RS	12%	13%	12%	24%	29%	18%	56%	50%	69%

The 2019 Media Literacy Index[18] report suggests that BiH is near the bottom among European countries with respect to resilience to fake news, and is ranked 32nd out of 35 countries analyzed in Europe. The analysis emphasizes that insufficient quality of education and dedication to media freedom are the main reasons for this poor ranking. In the 2019 NSCP-BiH, we assessed citizens' media literacy through the statements presented in Exhibit 39 below. The results indicate that about a third of citizens consider the origin and intentions of media messages when following news, while 42 percent think about potential effects of tools used to create the messages. Such considerations are more common among persons with higher educational attainment (refer to Exhibit 39).

Exhibit 39. Most citizens do not consider authorship, intentions, or tools used by media when following news

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?	BIH	BY EDUCATIONAL ATTAINMENT		
		LESS THAN SECONDARY SCHOOL	SECONDARY SCHOOL	MORE THAN SECONDARY SCHOOL
When I read, watch, listen to news from any source I consider who was the author of this message.	35%	29%	35%	41%
I am aware that many media messages are created using creative tools/technique and that formats, creativity, and technology can affect my attention and my understanding of the message.	42%	36%	42%	50%
While reading, listening, watching messages from media, I wonder if that media content is produced to gain power, profit, or influence.	31%	28%	31%	38%

III.VI CIVIL SOCIETY AND CIVIC PARTICIPATION

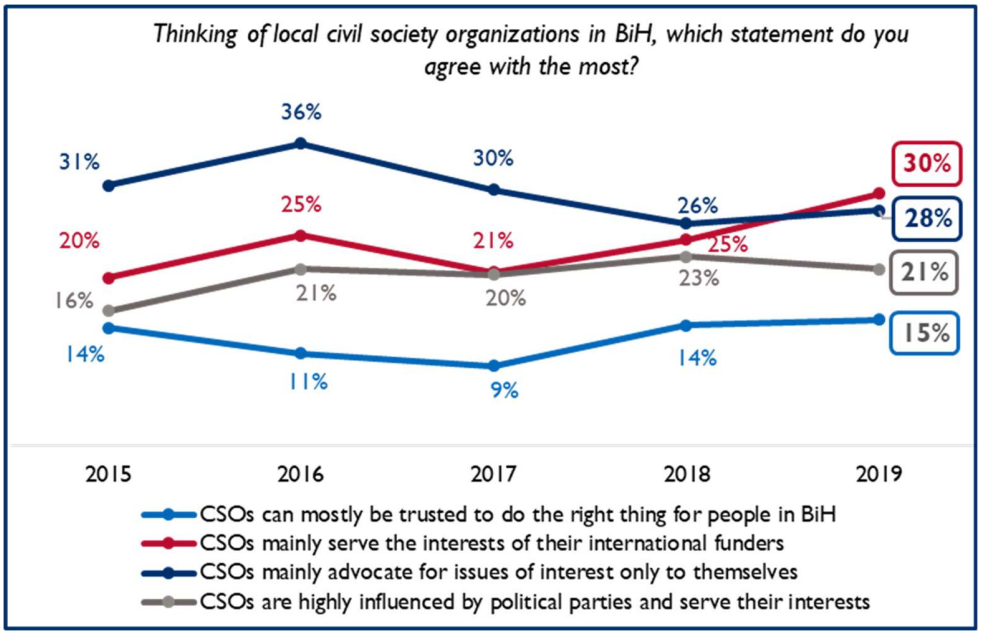
Within this section, we investigate the attitudes and opinions of BiH citizens with respect to the civil society sector in BiH. This section also analyzes perceptions of its influence on government decision-making processes, citizens' activism and their motivation for such engagement, their actual participation in decision-making processes such as public hearings or citizen' initiatives, and BiH citizens' trust in the work of different CSOs in BiH.

The largest share of citizens (30 percent), believe that CSOs mainly serve the interests of their international funders, an increase from prior survey rounds (refer to Exhibit 40). A slightly lower portion of citizens, 28 percent, feel that CSOs mainly advocate for issues of interest only to themselves. Moreover,

[18] Open Society Institute, 2019 Media Literacy Index. Retrieved from https://osis.bg/?p=3356&lang=en

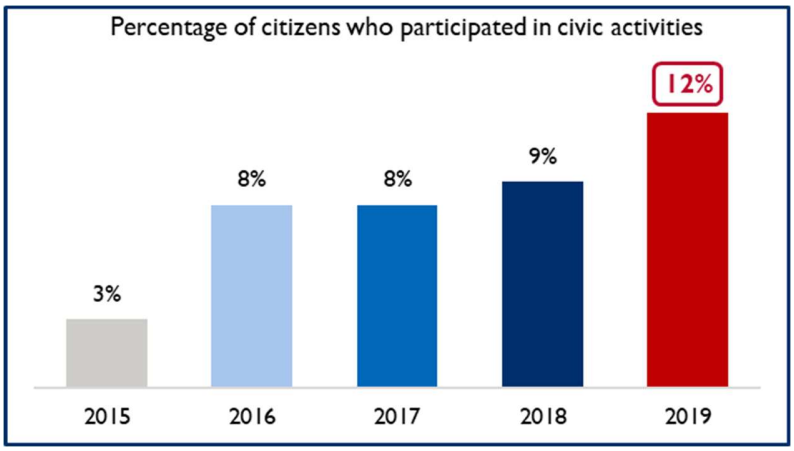
21 percent of citizens believe that CSOs are highly influenced by political parties and serve their interest, while only 15 percent believe that CSOs' activities are aimed at doing the right thing for the betterment of BiH citizens.

Exhibit 40. Most citizens believe that CSOs work in the interest of their international funders and their own interests



As in previous survey rounds, the 2019 NSCP-BiH examines citizens' participation in government decision-making processes such as participation in public hearings on government decisions, sending citizens' initiative to a government body, participation in a working group designing a government policy, providing comments to a draft government policy, serving as a member in an advisory committee or council, and acting as a political representative in his/her respective community, municipality, or higher representative body. As shown in Exhibit 41, even though only 12 percent of BiH citizens took part in at least one of these processes, this share is a record high for the metric. The percentage of women taking part in these processes (10 percent) is lower than that of men (14 percent). Also, the percentage of citizens participating in government decision making is lower in the RS (seven percent) than in the FBiH (15 percent).

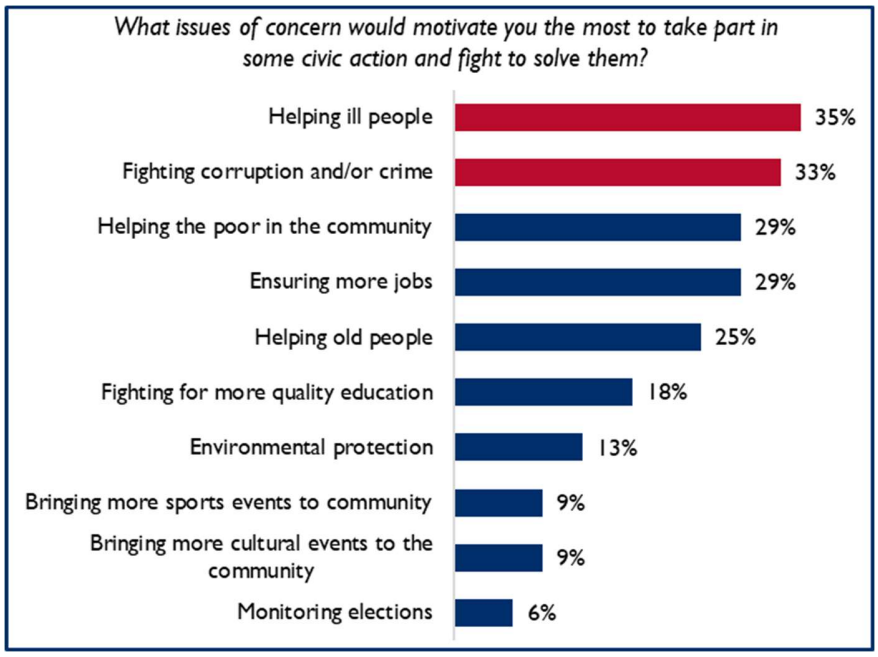
Exhibit 41. Although still very low, there is an increasing trend in civic participation among BiH citizens



Almost a quarter of respondents (23 percent) stated that they are not interested in engaging in any civic actions. However, among those who expressed a willingness to engage, most respondents stated that they feel motivated to get involved in helping ill people (35 percent), take part in fighting corruption or crime (33 percent), work on ensuring more jobs for BiH citizens (29 percent), and take part in helping the poor (29 percent). The three prevailing motivations for citizens' engagement are consistent with the previous survey round. Exhibit 42 also provides an overview of other motivations for citizens' involvement in civic actions.

Finally, this section explores philanthropic activities among BiH citizens. Compared to last year, this survey round shows an increase in monetary or in-kind donations (55 percent, compared to 38 percent in 2018). Overall, 38 percent of citizens donated goods (food, clothes) to a charity, institution, or person in need while 48 percent donated money in the last 12 months.

Exhibit 42. Helping the ill, fighting corruption and ensuring more jobs among most citied motivations for civic action



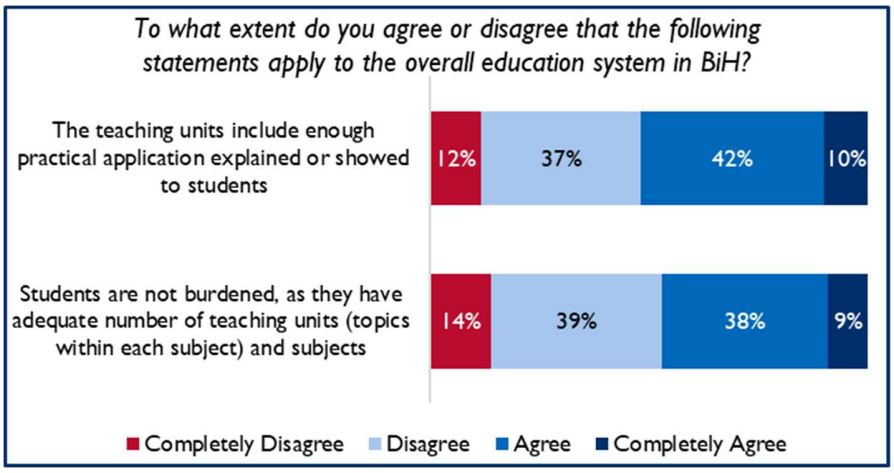
III.VII EDUCATION

The results of the Programme for International Student Assessment (PISA)[19] in BiH published in 2019 indicate that the BiH education system faces fundamental quality issues. Based on students' achievements, BiH was ranked at 62nd place out of 79 countries, and BiH students scored considerably lower than average in reading, mathematics, and science[20]. The Brief Assessment of Basic Education in BiH Follow-on,[21] conducted by MEASURE-BiH in 2018, highlighted a number of issues affecting the quality of education in the country, including content-based, outdated, and overloaded curricula; poor pre-service and in-service teacher education; a fragmented and decentralized system and uneven implementation of reforms across the country; and low investments in quality improvements.

In the 2019 NSCP-BiH, we analyzed BiH citizens' perceptions and general attitudes on the quality of the BiH education system. Respondents rated their level of agreement with twelve statements related to teaching units, approach to teaching, and learning outcomes.[22] Slightly more than half of BiH citizens felt that teaching units include enough practical application explained or demonstrated to students (52 percent). A similar share (53 percent) of citizens believe that BiH students are overburdened with too many subjects and teaching units (refer to Exhibit 43).

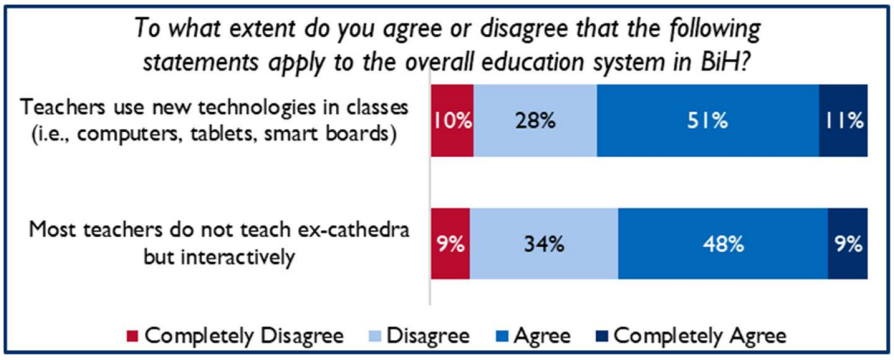
[19] PISA is an international assessment of student achievement which examines students' ability to apply their knowledge to solve real-world situations. PISA measures student achievement in science, reading, mathematics, collaborative problem solving, and innovativeness. The assessment is implemented every three years on a randomly selected sample of 15-year-old students.
[20] https://aposo.gov.ba/hr/pisa2018-izvjesce-za-bosnu-i-hercegovinu/
[21] http://measurebih.com/uimages/MEASURE-BiH20BEA20Follow-on20Assessment20Final.pdf
[22] Between 32 and 38 percent of the 2019 respondents stated that they do not have information on the specific statements on the BiH education system presented in this section. These respondents have been excluded from the analysis.

Exhibit 43. Large portion of BiH citizens find that BiH education is not practical and that students are overburdened



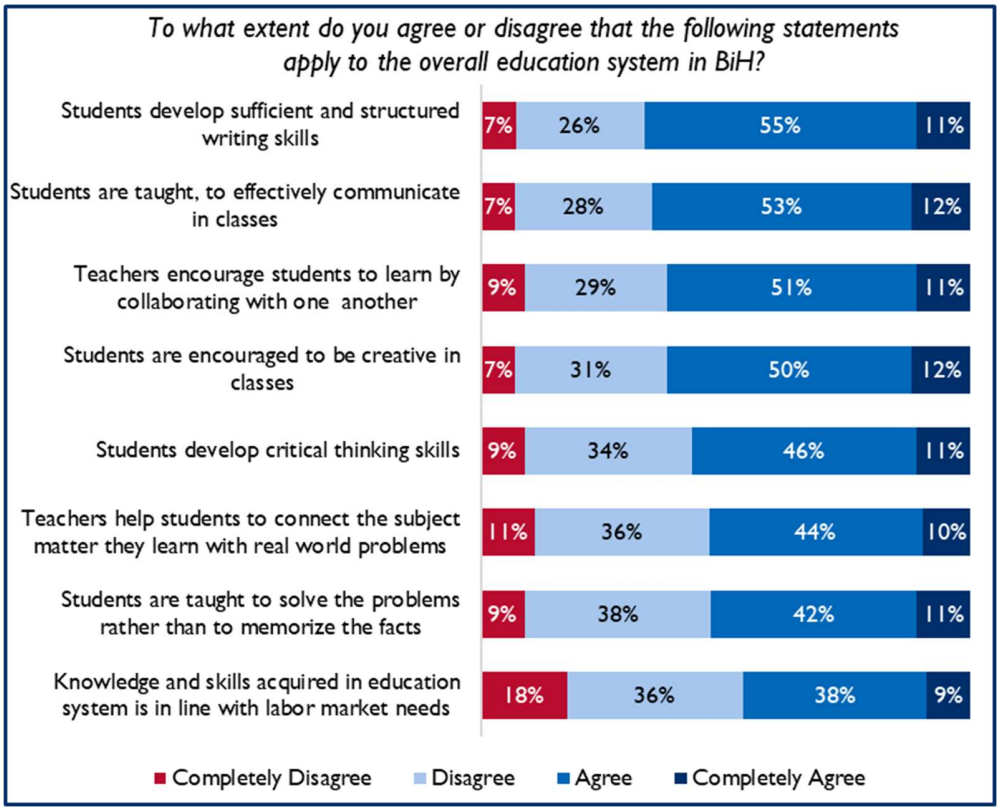
Among respondents, 62 percent believe that BiH teachers use modern technologies and interactive teaching. Further, more than half of citizens (57 percent) reported that teachers encourage active student participation in classes rather than employing an ex-cathedra teaching approach (refer to Exhibit 44).

Exhibit 44. Most citizens believe that BiH teachers use modern technologies and teach interactively



Survey questions on learning outcomes pertain to communication, creativity, problem-solving, collaboration, writing, and critical thinking skills. Most citizens believe that the BiH education system develops all of these skills in students. However, 54 percent of respondents find that knowledge and skills taught in BiH schools are not in line with labor market demands (refer to Exhibit 45). It is notable that respondents with a higher level of education are slightly more likely to be critical toward the BiH education system. On average, 53 percent of respondents with university degree agree with the previously described positive statements on the education system, compared to 57 percent of respondents with secondary education and 63 percent of respondents with a primary education or lower educational attainment. Overall, citizens' perceptions of the quality of the BiH education system are contradictory to the PISA results, which reveal poor achievement among BiH students, indicating low awareness of problems in education among the population.

Exhibit 45. Most citizens believe that BiH education system develops quality skills in students

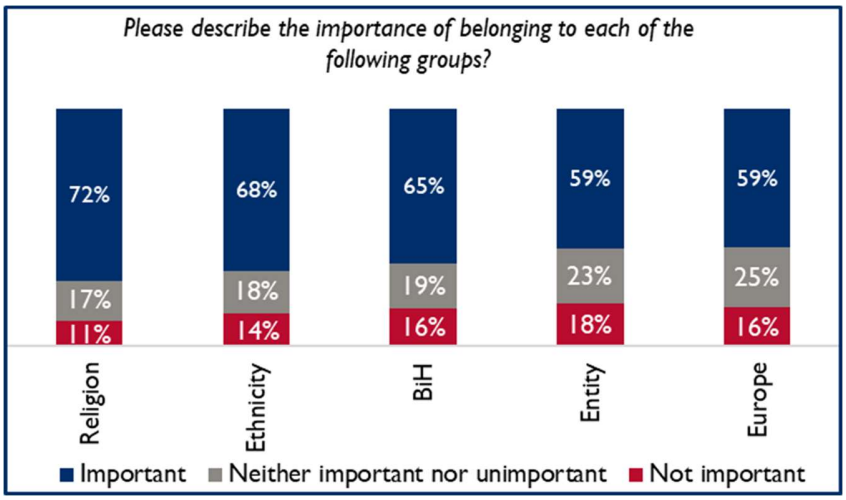


III.VIII INTER-ETHNIC TRUST AND INTERACTION

Since the war in the 1990's, USAID's Mission to BiH has assisted the country's development toward a more multi-ethnic and tolerant society. As in previous survey rounds, the 2019 NSCP-BiH assessed social identification, inter-ethnic trust, and interactions among BiH citizens. This year, we also explored concepts of inter-ethnic anxiety and empathy, as the literature indicates that these are the strongest predictors of inter-ethnic prejudice.

Concerning social identification, BiH citizens assessed the importance of belonging to several social groups: religious and ethnic groups, BiH, entity, and Europe. In keeping with prior results, citizens rate the importance of religion (72 percent) and ethnicity (68 percent) higher than belonging to geographic areas such as their country, entity, or Europe (refer to Exhibit 46). There was an increased share of citizens who rated belonging to a religious group as important, shifting from 66 percent in 2018 to 72 percent in 2019. Overall, citizens prioritize belonging to the State (65 percent) over an entity or Europe, but the results vary across ethnic groups. Belonging to an entity is significantly more important to citizens from the RS (71 percent) than citizens living in the FBiH (51 percent). Meanwhile, FBiH citizens are more likely to identify themselves with the State, at 73 percent, compared to 51 percent of RS residents.

Exhibit 46. BiH citizens identify themselves with their religious group more than with their ethnic, State, entity, or European identities



Overall, 81 percent of BiH citizens say they engage in inter-ethnic contacts, defined as contact with individuals belonging to ethnic groups other than their own. This is a slightly higher rate of inter-ethnic contact than in previous survey rounds, where this rate varied between 74 and 76 percent. A large proportion of citizens engaging in inter-ethnic contacts have friends (77 percent) or acquaintances from work or school (65 percent) that belong to other ethnicities, while a notably lower proportion (26 percent) have family members belonging to other ethnicities.

We also explored whether having family members, friends or colleagues of other ethnicities than one's own is an important factor in determining citizens' identity preferences. The results revealed that citizens who have any kind of inter-ethnic contact are less likely to rate their ethnic identity as important (65 percent) compared to respondents who do not have such contacts (82 percent). This is particularly the case for respondents who have inter-ethnic family contacts – only 45 percent of these individuals find ethnic belonging important, compared to 66 percent of respondents who have friends and 63 percent of those who have colleagues or acquaintances belonging to other ethnicities.

BiH citizens still trust their own ethnic groups more than other ethnicities (refer to Exhibit 47), indicating the presence of inter-ethnic prejudice. About two out of three Croats and Bosniaks and three of four Serbs trust their own ethnic group, while the trust for the individuals from out-groups ranges from 36 to 52 percent. Mutual trust between Bosniaks and Croats is slightly higher than their trust for Serbs, while Serbs have similar levels of trust for both Bosniaks and Croats. Interestingly, all constituent peoples of BiH put the least trust in the Roma population. Around 30 percent of each Bosniaks, Serbs and Croats reported they trust Roma (not shown), which is substantially less than for other ethnicities. The survey results also show that citizens who engage in inter-ethnic contact are more likely to trust other ethnicities, compared to respondents who do not engage in inter-ethnic contacts (refer to Exhibit 48).

Exhibit 47. BiH citizens trust their own ethnic group more than other ethnicities

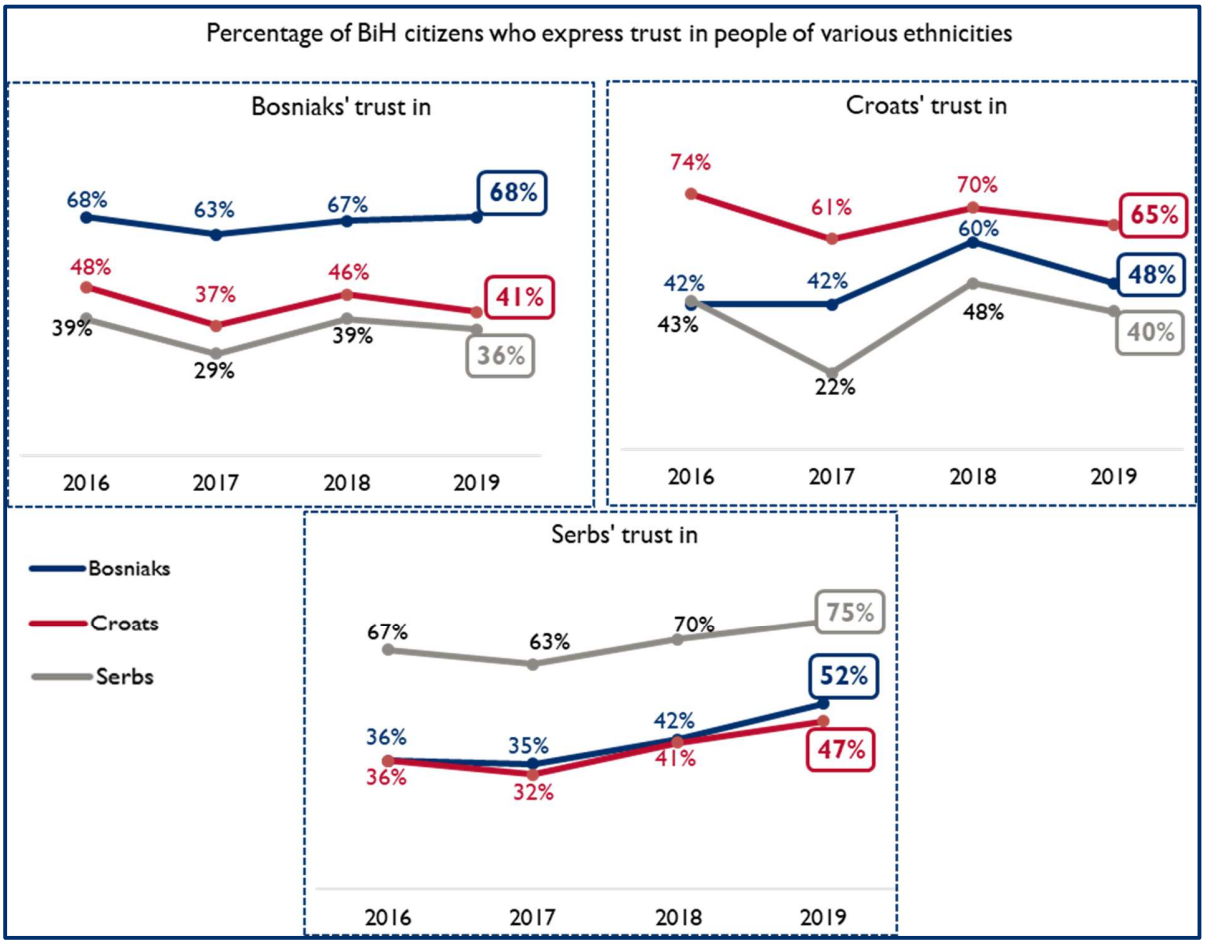
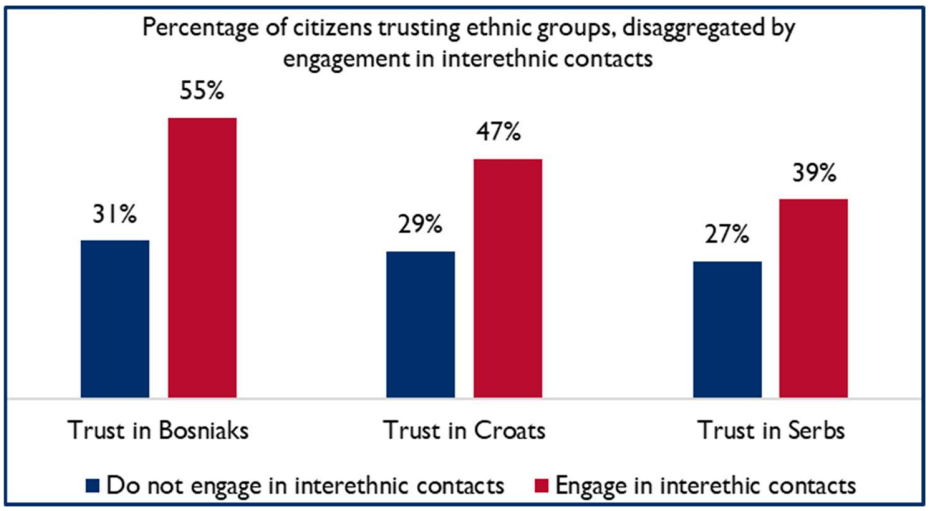
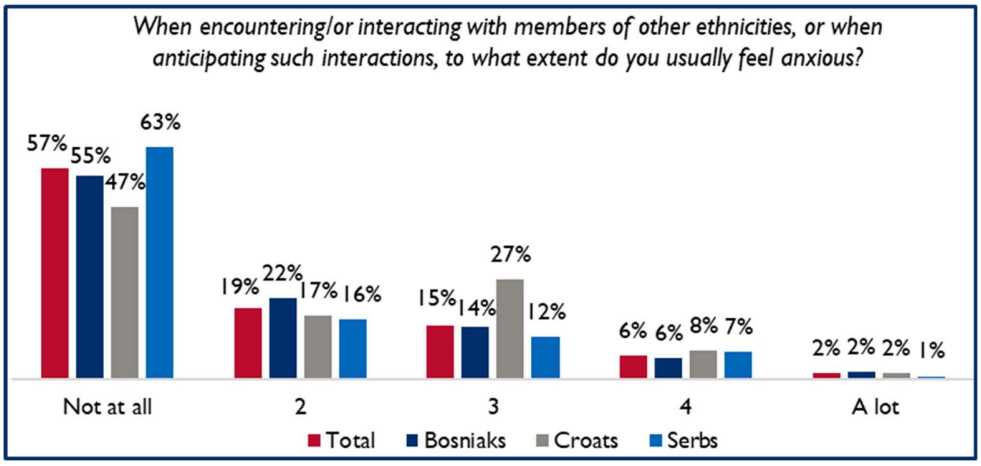


Exhibit 48. Inter-ethnic contacts are associated with more inter-ethnic trust



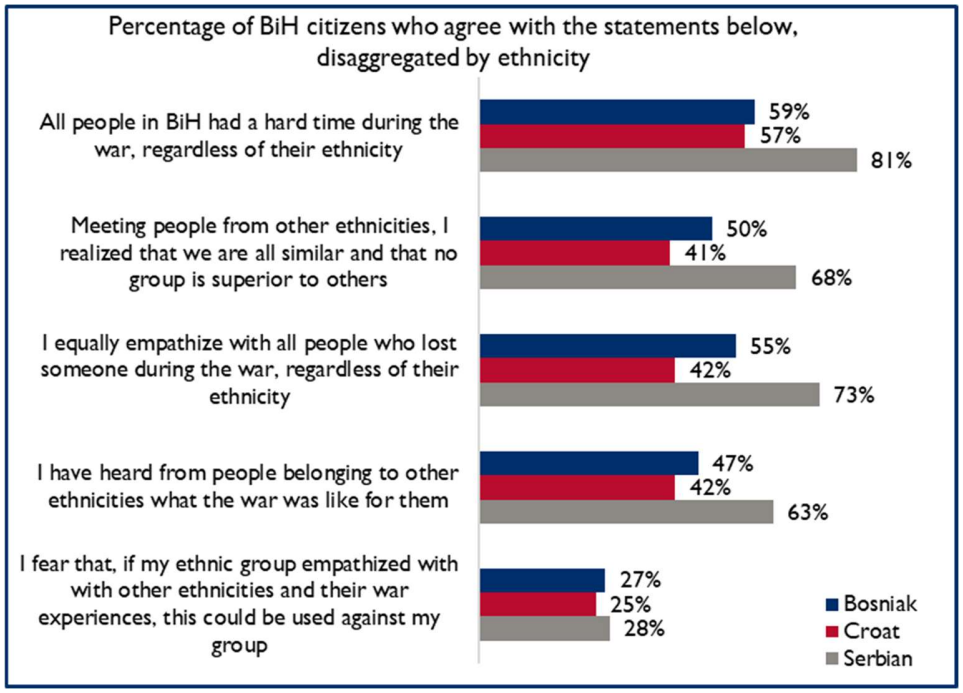
We also assessed citizens' level of anxiety when encountering or interacting with people of other ethnicities or when anticipating inter-ethnic contact (refer to Exhibit 49). In general, 57 percent of citizens do not report feeling any inter-ethnic anxiety, while 43 percent feel some level of anxiety. Inter-ethnic anxiety is most prevalent among Croats and least prevalent among Serbs. Specifically, 53 percent of Croats feel some level of inter-ethnic anxiety, compared 45 percent of Bosniaks and 37 percent of Serbs.

Exhibit 49. Many citizens feel anxious during or when anticipating inter-ethnic contacts



We also explored citizens' perceptions of other ethnicities by presenting them with a set of statements related to inter-ethnic empathy, perspective-taking, information of other groups' war experiences, and in-group superiority. About half of citizens, 56 percent, believe that no ethnic group is superior to others and 53 percent say they have heard from people belonging to other ethnicities about what the war was like for them. Two-thirds of citizens (67 percent) agree that all people in BiH, regardless of their ethnicity, had a hard time during the war, and 60 percent of citizens equally empathize with those who lost someone during the war. Serbs are considerably more likely to express such attitudes compared to Bosniaks and Croats. However, one quarter of all respondents fear that, if their ethnic group empathized with other ethnicities and their war experiences, it could be used against their own group (refer to Exhibit 50).

Exhibit 50. Many citizens empathize with other ethnicities and listen to their war stories



Our results indicate that exposure to different perspectives is associated with greater understanding of other ethnicities and their war experiences. Specifically, 85 percent of respondents who heard about the war from representatives of other ethnicities stated that they equally empathize with everyone's war losses regardless of their ethnicity, compared to 37 percent of respondents who did not receive information on war experiences from other ethnicities. Further, 91 percent of the citizens who were informed about war experiences by representatives of other ethnicities say that all ethnic groups had a hard time during the war, compared to 40 percent of respondents who have not been informed on other groups' experiences.

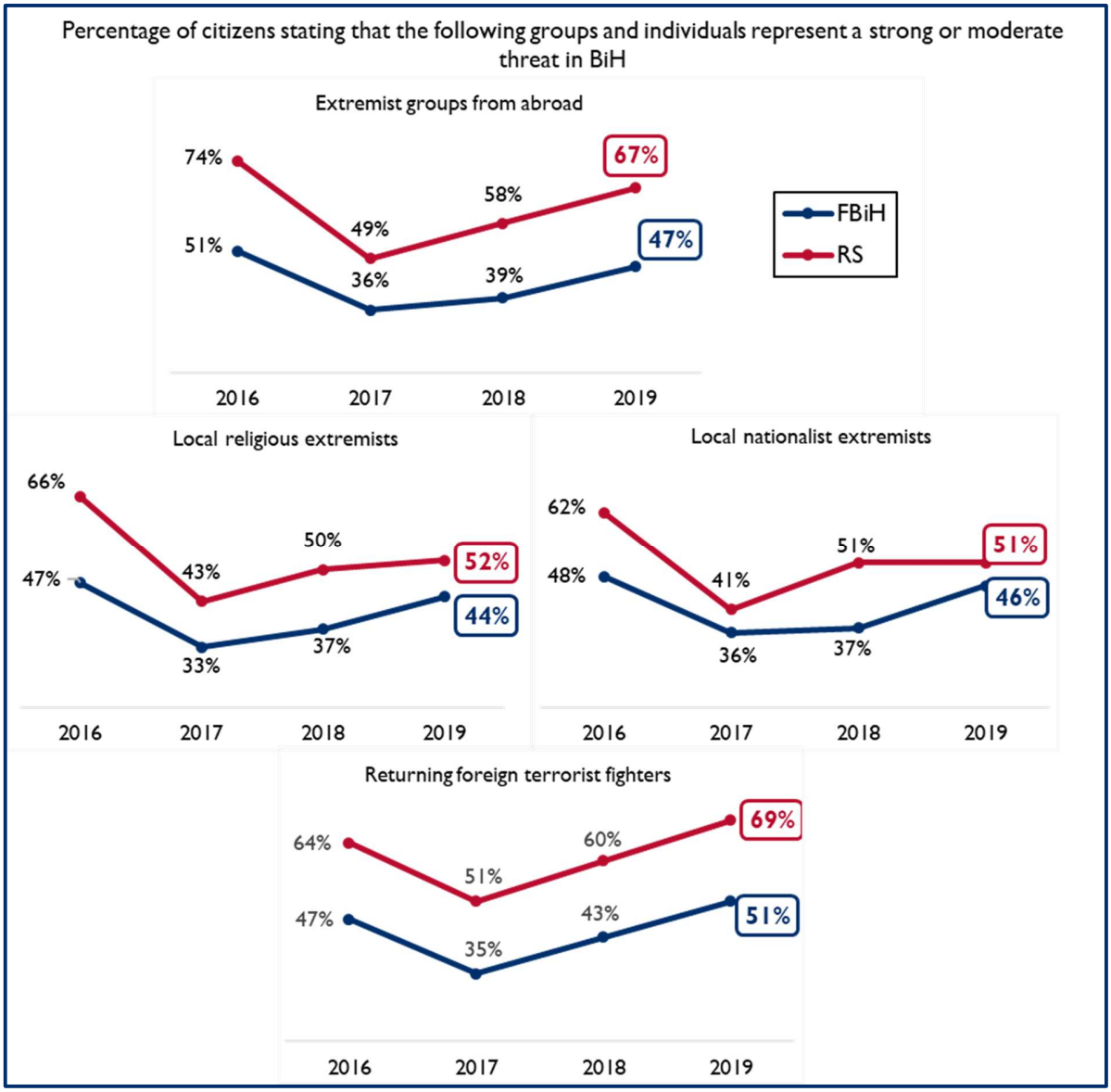
We asked citizens about the kinds of actions they would undertake to change the current conditions in the country with respect to inter-ethnic tensions. Results show that most citizens (43 percent) would do nothing and would stay focused on their own personal and business affairs. Nearly a third of citizens (31 percent) would take some kind of action but avoid violence. Twenty four percent would use political and social means but still steer away from violence. The smallest proportion of citizens, seven percent, expressed a willingness to use violence, which is comparable to prior survey rounds.

III.IX COUNTERING VIOLENT EXTREMISM

This section explores BiH citizens' perceptions of extremist threats in the country. In 2019, citizens express strong or moderate concern with returning foreign terrorist fighters (59 percent) and extremist groups from abroad (55 percent). Nearly half of citizens perceive that both local nationalist extremists and local religious extremists represent a strong or moderate threat (48 percent each). Perceptions of extremist threats (caused by extremist groups from abroad, local religious and nationalist extremists, and foreign fighters) dropped in 2017 only to see a resurgence in recent years. Still, perceptions of threats are less common than in 2016, with the exception of returning foreign fighters. In 2019, the percentage of citizens' feeling threatened by this group was the highest it has been since 2016 (refer to Exhibit 51). As in previous survey rounds, we observed differences across entities in these perceptions. The RS citizens

are more likely to feel threatened by all extremist groups than citizens from the FBiH, particularly by extremist groups from abroad and returning foreign fighters (refer to Exhibit 51).

Exhibit 51. Most citizens feel that returning foreign fighters and extremist groups from abroad are security threats



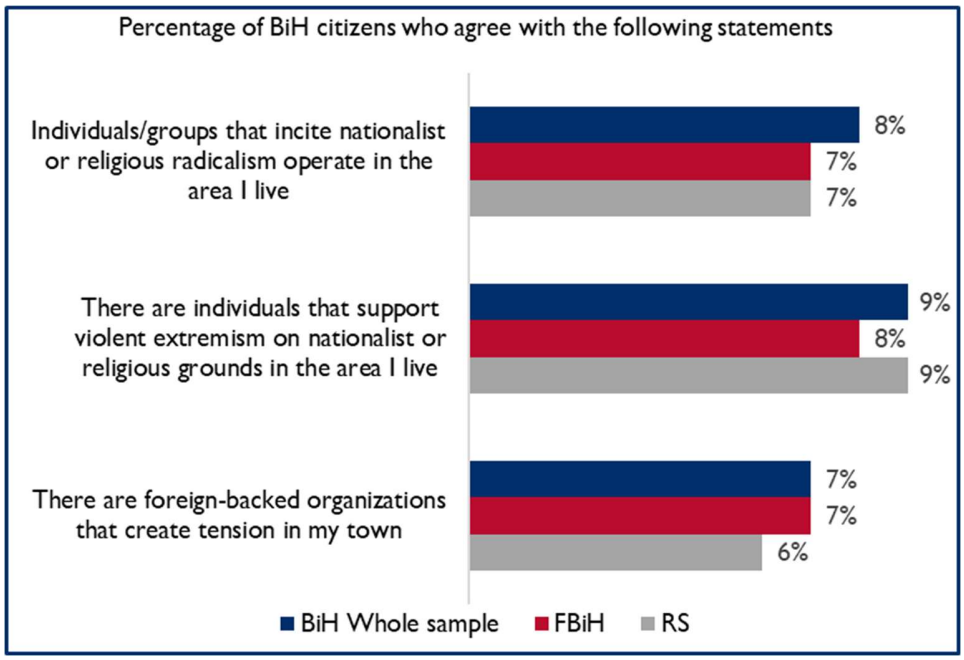
The NSCP-BiH also explores BiH citizens' feelings toward violence. As noted in previous NSCP-BiH reports, most citizens (more than 70 percent) condemn all violent actions, with no significant differences across survey rounds. Our results indicate that citizens are least likely to condemn people using violence against police or government injustice (77 percent), or as means to protect one's own religious or ethnic group (79 percent) (refer to Exhibit 52).

Exhibit 52. Most BiH citizens condemn all violent acts

TO WHAT EXTENT DO YOU SUPPORT/ SYMPATHIZE WITH OR CONDEMN - UNDER SOME CIRCUMSTANCES - THE FOLLOWING ACTIONS?	2017		2018		2019	
	CONDEMN	SUPPORT	CONDEMN	SUPPORT	CONDEMN	SUPPORT
Engage in violent protests	84%	3%	84%	3%	84%	5%
Use violence to protect own religious/national group	76%	6%	77%	5%	79%	7%
Use violence against police injustice	74%	6%	76%	6%	77%	8%
Use violence against government injustice	73%	8%	76%	6%	77%	8%
Use violence against other football fans	85%	3%	85%	4%	85%	5%
People going to fight in the conflicts abroad, for example to Syria or Ukraine	85%	3%	83%	4%	82%	5%

The vast majority of BiH citizens, more than 80 percent, believe that, in their communities, there are no groups or individuals who incite or support religious or nationalist extremism, nor do they know of foreign-backed organizations that create tensions. Less than 10 percent of citizens believe there are such individuals or organizations operating in their vicinity (refer to Exhibit 53). There were no significant differences across entities in this regard.

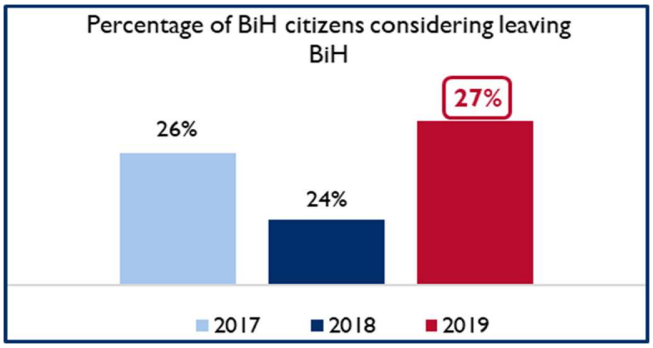
Exhibit 53. Most citizens do not report the presence of any groups or individuals who incite or support nationalist or religious extremism in their communities



III.X EMIGRATION

According to the NSCP-BiH, the share of citizens considering emigration has not changed since 2017, when we first introduced this survey question. In 2019, 27 percent of citizens say they are considering leaving the country (refer to Exhibit 54). Intent to emigrate is more common among youth: 49 percent of young people noted they were considering leaving the country, compared to 19 percent of adults. Moreover, those who completed higher education are slightly more likely to consider emigrating, at 33 percent, compared to 28 percent of respondents with secondary school and 17 percent of those with primary school or without a school degree.

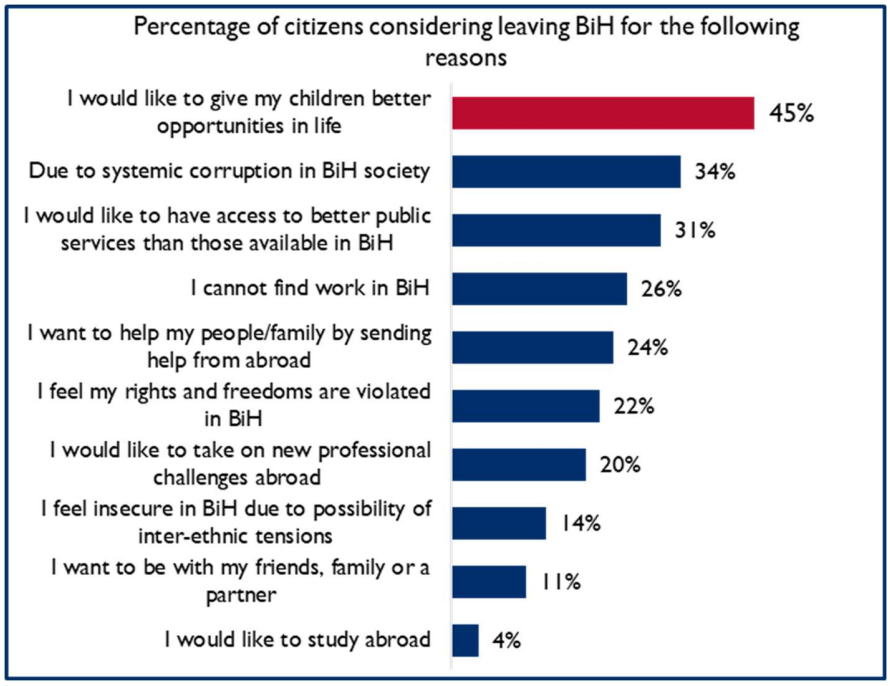
Exhibit 54. One third of BiH citizens consider emigrating



Among those considering leaving the country, 39 percent have not undertaken any preparatory activities, while 33 percent have taken serious steps toward emigration, such as finding a job (16 percent), submitting a residence visa application (eight percent), applying for a job (six percent) or scholarship (two percent), or being accepted to a university (one percent). Many respondents have contacted their acquaintances abroad (25 percent) or collected information on opportunities for emigration (23 percent).

According to our data, employment is not the primary reason for considering emigration (refer to Exhibit 55). Instead, respondents cited better opportunities for their children as the main reason for considering departure (45 percent), followed by systemic corruption (34 percent) and the availability of better public services (31 percent). About a quarter of respondents (26 percent) noted unemployment as the primary reason for considering moving abroad.

Exhibit 55. Most citizens want to leave BiH to provide their children with better opportunities in life

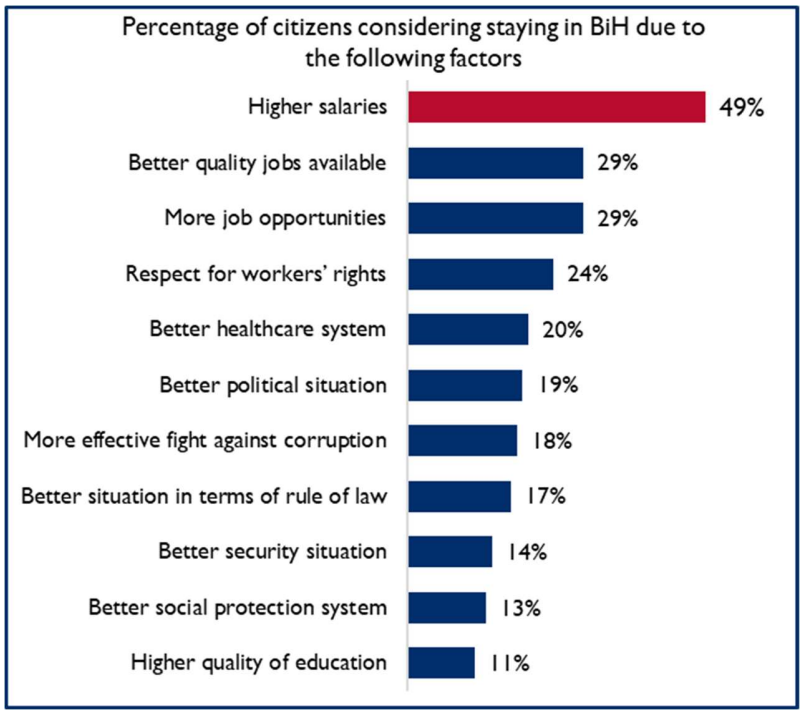


We asked citizens who want to leave the country what factors would motivate them to stay in BiH. Unlike the reasons for leaving, the primary motivations for staying are all work-related (refer to Exhibit 56). Around half of respondents (49 percent) would consider staying if they were given higher salaries. Additionally, the availability of higher quality jobs and more job opportunities could influence about 29 percent of citizens to stay in BiH. Finally, respect for workers' rights is a potential motivator to stay for 24 percent of citizens. It is noteworthy that 83 percent of citizens felt that government efforts to reduce emigration have been poor.

Additional analysis of the NSCP-BiH 2019 data indicates that following variables are associated with a slight decline in likelihood of considering leaving BiH:

- satisfaction with standard of living: 28 percent of dissatisfied respondents want to leave, compared to 24 percent of those who are satisfied
- satisfaction with public services: 28 percent of dissatisfied respondents want to leave, compared to 23 percent of those who are satisfied
- favorable view on government anti-corruption efforts: 26 percent of respondents with unfavorable ratings want to leave, compared to 19 percent of respondents with favorable ratings

Exhibit 56. Most citizens who want to leave the country would consider staying in BiH if they were provided with better job conditions



III.XI SOCIAL INCLUSION

This chapter explores social inclusion of vulnerable groups in BiH. According to BiH citizens - youth, people with disabilities (PWDs), and elderly are the most marginalized in BiH society. About one-quarter of respondents identified each of these groups as being the most vulnerable. Women, Roma, same-sex couples, and migrants were each identified as being the most vulnerable by no more than five percent of respondents. However, reviewing the data on discrimination, it is notable that one in five respondents felt discriminated against for their gender, and about one in ten for reasons such as pregnancy status, disability, and sexual orientation. This section focuses on gender, PWDs, and same-sex couples, while the following sections addresses youth perceptions.

III.XI.I GENDER EQUALITY

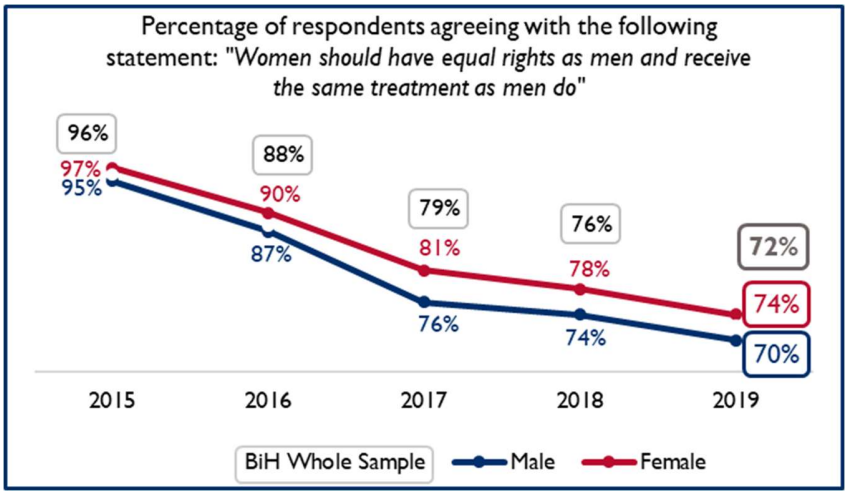
Gender equality remains one of the biggest challenges in BiH. According to Journey to Self-Reliance (J2SR) metrics, BiH scores poorly on the economic gender gap[23] (0.56) and is the worst-performing country in

[23] The J2SR defines economic gender gap as "economic disparities between women and men by measuring differences between male and female labor force participation rates, salary or wage remunerations, and career advancement". Available at: https://selfreliance.usaid.gov/docs/USAID_Self-Reliance_Metrics_FY_2019_Methodology_Guide.pdf

the Balkans[24]. Although a legal framework prescribing full gender equality exists,[25] its enforcement is lacking[26]. Moreover, BiH citizens' perception of gender equality does not reflect full inclusivity.

The share of BiH citizens who believe men and women should be equal continues to decline. Specifically, 72 percent of citizens (74 percent of women and 70 percent of men) think women should have equal rights and receive the same treatment as men. This has declined from 96 percent in 2015, as reflected in Exhibit 57. This decline has occurred among both men and women. Although women have been consistently more likely to support gender equality, the discrepancy between men's and women's opinion did not exceed five percentage points during the 2015-2019 period of data collection.

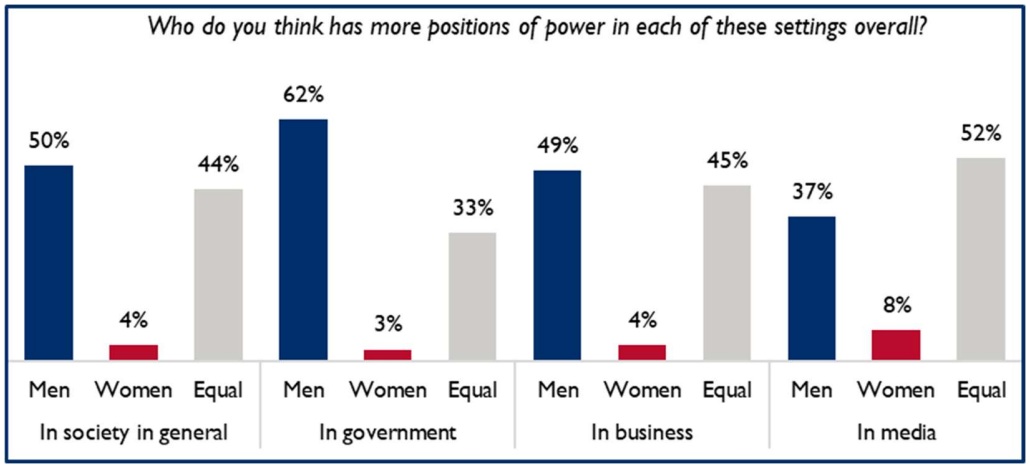
Exhibit 57. Portion of citizens supporting equality between men and women is continuously declining



Although most BiH citizens (88 percent) state they rarely or never felt discriminated against for their gender, women were more likely than men to report gender-based discrimination (12 percent for women compared to seven percent for men). Additionally, less than half of the BiH population thinks men and women have equal positions of power in the government, business, and society in general. Specifically, about half of BiH citizens believe men are more likely to be in positions of power compared to only four percent believing that women are more likely to hold these positions. Media is the only sector in which about half of BiH citizens think that men and women have equal amounts of power (refer to Exhibit 58). The perception of men and women in terms of the power distribution is almost identical (not shown).

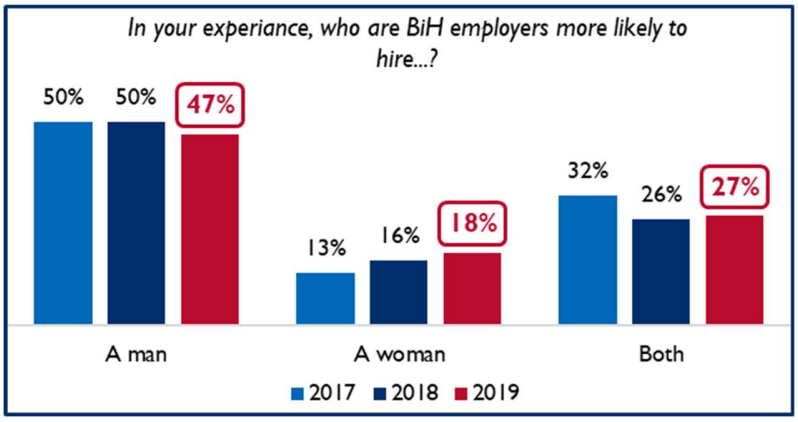
[24] USAID, Journey to Self-Reliance Roadmap, Bosnia and Herzegovina, Available at: https://selfreliance.usaid.gov/country/bosnia-and-herzegovina
[25] The Law on Gender Equality of Bosnia and Herzegovina, Article 2, Official Gazette of BiH, No. 16/03, 102/09 and 32/10.
[26] USAID MEASURE-BiH, Gender Analysis for Bosnia and Herzegovina: 2019 Follow-Up, Available at: http://measurebih.com/gender-analysis-2019-follow-up

Exhibit 58. Men have more positions of power in all spheres of BiH society compared to women



Citizens' perceptions of gender inequality are especially pronounced in the labor market. As in previous years, about half of respondents (47 percent) think local employers are more likely to hire a man than a woman, while only 27 percent of the population believes sex does not influence hiring in BiH (refer to Exhibit 59). This perspective is equally shared by males and females, youth and adults, and in both entities (not shown).

Exhibit 59. The public feels that gender discrimination is prevalent in hiring in BiH



In instances of job scarcity, the perception that men should have more rights to a job than women is also a consistent, commonly held opinion among BiH citizens, with 37 percent of respondents voicing this opinion (refer to Exhibit 60). Women, more often than men, hold the opinion that job opportunities should be equal (51 percent). However, there is still about a third of women (31 percent) who claim that men should have an advantage in finding employment in these situations (refer to Exhibit 61). The prioritization of men's access to jobs declines with increased educational attainment. Moreover, the NSCP-BiH 2019 data indicates different reasons for economic inactivity among men and women (not shown). Compared to women, men are more likely to say that they are not looking for work because they have other sources of income (11 percent of men and two percent of women). Women more often state household duties (37 percent, compared to two percent of men) and lack of work experience (12 percent, compared to four percent of men) as reasons for their inactivity.

Exhibit 60. According to public perception, gender discrimination is prevalent in hiring in BiH

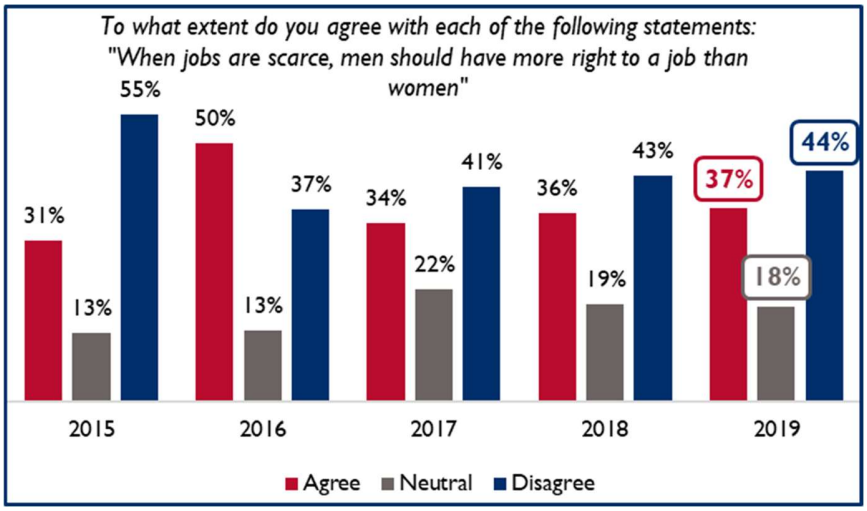
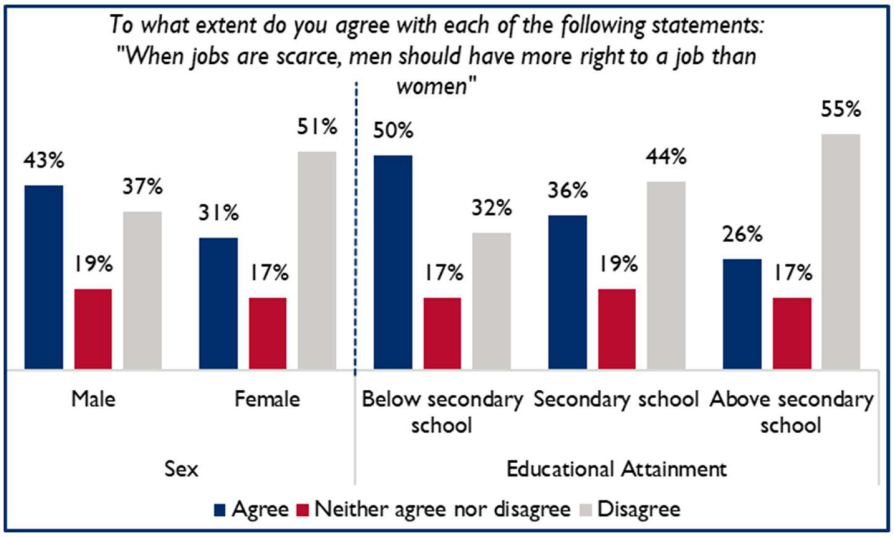


Exhibit 61. The belief that men should have more of a right to jobs than women is prevalent in BiH



When assessing survey results across rounds, there have been no major shifts in citizens' perceptions of gender roles in the household and the labor market. In 2019, the majority of men (58 percent) and a plurality of women (44 percent) believe that household responsibilities are naturally suited for women, regardless of a woman's employment status. When disaggregated by educational attainment, those with less than secondary school diplomas are the most likely to hold this view (63 percent).

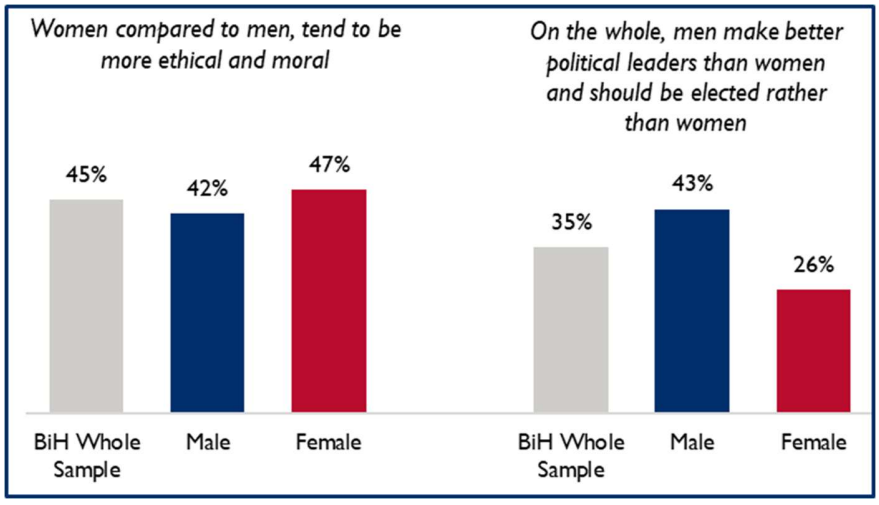
Additionally, roughly half of BiH citizens with primary school education or less felt that a man's responsibility is to support his family financially, while women should look after the home and the family. When it comes to this statement, the difference in the opinion between men and women is also large – 41 percent of men compared to 27 percent of women agree that men should support family and women should take care of the family and household. Citizens with secondary school or higher education were less likely to hold this opinion (32 percent and 21 percent, respectively). Exhibit 62 provides additional insight into the prevalence of perceived gender roles in the labor market.

Exhibit 62. Citizens' perceptions of gender equality in the labor market

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS?		BIH WHOLE SAMPLE	SEX		EDUCATIONAL ATTAINMENT		
			MALE	FEMALE	BELOW SECONDARY SCHOOL	SECONDARY SCHOOL	ABOVE SECONDARY SCHOOL
The majority of household responsibilities are naturally suited for a woman, regardless of whether she is employed	Agree	51%	58%	44%	63%	51%	41%
	Neither agree nor disagree	15%	15%	15%	14%	15%	17%
	Disagree	33%	27%	40%	22%	34%	41%
It is a man's responsibility to support his family, a woman's responsibility is to look after the home and the family	Agree	34%	41%	27%	52%	32%	21%
	Neither agree nor disagree	17%	17%	17%	18%	17%	18%
	Disagree	48%	41%	55%	30%	50%	60%

Politics is another area where gender stereotypes are prevalent. For example, almost half of BiH citizens (45 percent) think women, more than men, tend to be more ethical and moral. On the other hand, about a third of the population considers men to be better political leaders, and they should be elected over women (refer to Exhibit 63). There was a notable improvement in women's opinions on this topic in 2019 with 26 percent of women agreeing that men make better political leaders compared to 31 percent in 2018. This is the lowest portion of BiH women stating that they believe men make better politicians since 2015, when 19 percent agreed with the statement.

Exhibit 63. BiH citizens believe men are better politicians than women



According to survey data, violence against women by partners, acquaintances, or strangers is common in BiH (not shown). Specifically, about half of respondents hold this an opinion, women more often than men

(53 percent of women and 46 percent of men). About 20 percent of BiH citizens believe violence against women is often provoked by the victim and that domestic violence is a private matter, while about 10 percent of the population thinks women should tolerate violence in order to keep their families together (refer to Exhibit 64). The same views are shared by about 18 to 25 percent of citizens with less than a secondary education. More educated citizens are less likely to hold this opinion.

Exhibit 64. Citizens' perceptions of gender-based violence in BiH

TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH EACH OF THE FOLLOWING STATEMENTS?		BIH WHOLE SAMPLE	SEX		EDUCATIONAL ATTAINMENT		
			MALE	FEMALE	LESS THAN SECONDARY SCHOOL	SECONDARY SCHOOL	MORE THAN SECONDARY SCHOOL
A woman should tolerate gender/domestic violence in order to keep her family together	Agree	11%	12%	9%	18%	10%	7%
	Neither agree nor disagree	8%	10%	7%	9%	8%	8%
	Disagree	80%	77%	83%	72%	82%	84%
Violence against women is often provoked by the victim	Agree	19%	21%	17%	25%	18%	17%
	Disagree	77%	74%	79%	70%	78%	79%
Domestic violence is a private matter and should be handled within the family	Agree	18%	19%	18%	25%	18%	15%
	Disagree	79%	78%	80%	71%	81%	82%

III.XI.II SOCIAL INCLUSION OF PEOPLE WITH DISABILITY (PWDS)

Persons with disabilities (PWDs) remain among the most vulnerable groups in BiH. Based on findings from the Brief Assessment of the Status of Marginalized Populations and Local Organizations in BiH (2019, not published), the government discriminates against PWDs by providing them with different treatment in terms of rights and levels of benefits. Community services for PWDs remain underdeveloped and institutional care is still more prevalent than independent living.

The 2019 NSCP-BiH explores citizens' perceptions of social inclusion of persons with physical, mental, and intellectual disabilities. Even though most citizens have inclusive views on PWDs' rights, a considerable percentage have discriminatory perspectives. As presented in Exhibit 65, 20 percent of citizens believe that people with physical disabilities are unable to work, while 31 percent believe the same for people with mental disorders. Further, 19 percent consider most people with mental disorders to be aggressive (not shown). About one-in-five, or 22 percent of BiH citizens, felt that people with intellectual disabilities should not be allowed to have partners. Survey results indicate that education level is an important factor in determining citizens' opinions on PWDs. Citizens with higher education generally have less discriminatory views on this group (refer to Exhibit 66).[27]

[27] In 2019, these questions were revised to assess the perceptions of these individuals' ability to work, while the previous surveys examined the opinions if these populations should or should not work.

Exhibit 65. Many citizens think that PWDs are not suited to work or have partners

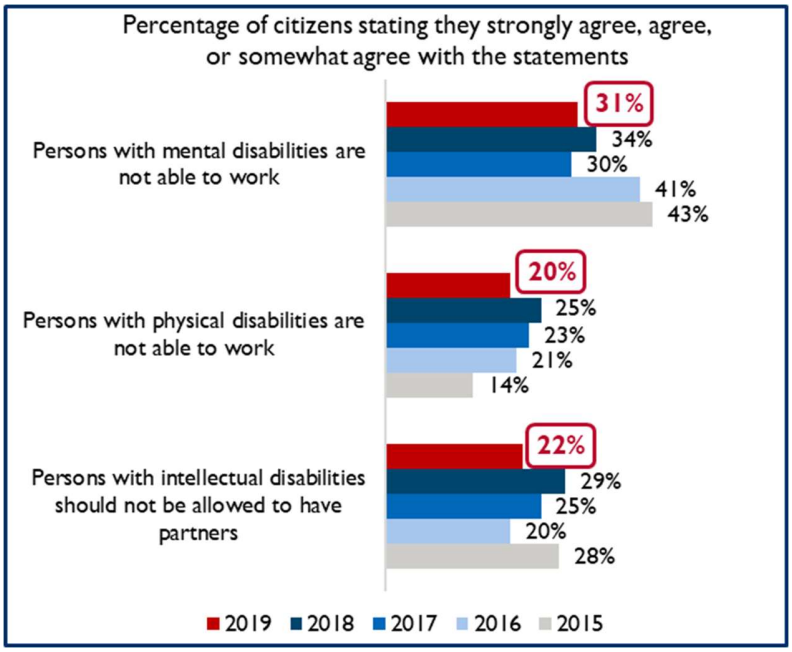
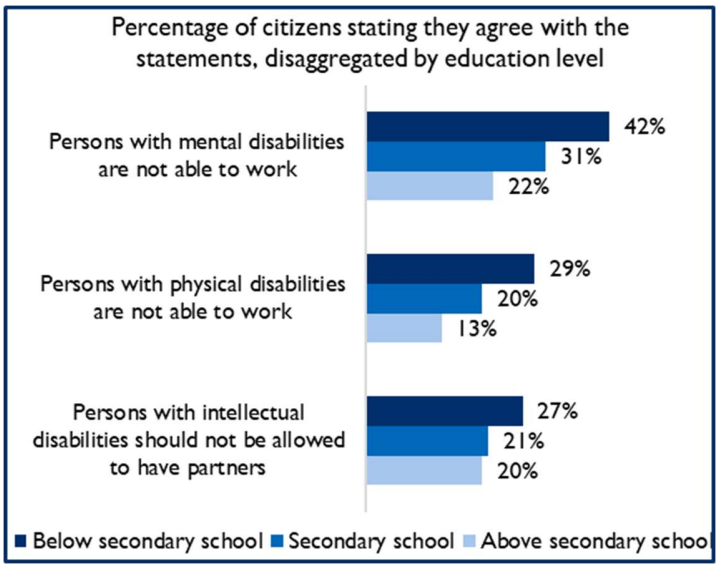


Exhibit 66. Citizens with higher educational attainment hold less discriminatory views on PWDs



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

Lesbian, gay, bisexual, transgender, and intersex people's (LGBTI) rights continue to be a challenging topic in BiH. Authorities resist the recognition of social and economic rights for same-sex couples, including the right to family life and even the right to public assembly. On the other hand, some legal amendments were adopted in the last five years, prohibiting discrimination and criminalizing public provocation and incitement to violence and hatred on the grounds of sexual orientation, gender identity, and sexual characteristics. Also, the first Pride Parade was successfully held in Sarajevo in September 2019.

In this section, we describe BiH citizens' opinions on the social integration of same-sex couples. Since 2015, our results have indicated that the vast majority of BiH citizens have been opposed to the social inclusion of same-sex couples. In 2019, 70 to 85 percent of respondents disapproved of specific rights, including the right to marry, adopt children, and the right to cohabitation (refer to Exhibit 67). At 12 percent, the approval rate for cohabitation is slightly higher than the rates for marriage and adoption rights (seven percent each). Only nine percent of citizens think that same-sex couples should be allowed to organize protests or pride parades to fight for their rights. Attitudes towards social inclusion of same-sex couples varies by educational attainment. For example, 16 percent of respondents who completed higher education believe that same-sex couples should have the right to cohabitate without getting married but with equal rights as married couples. Only around 11 percent of respondents who completed secondary school and nine percent who completed primary education or less hold the same opinion. Ten percent of those with a higher education support same-sex couples' right to marry, compared with six persons of respondents with a secondary school degree and five percent of individuals with less education.[28]

Exhibit 67. The majority of BiH citizens disapprove of specific rights for same-sex couples

		2015	2016	2017	2018	2019
Same-sex couples should have the right to marry	Agree	7%	7%	7%	8%	**7%**
	Disagree	86%	88%	82%	86%	**82%**
Same-sex couples should have the right to live together without getting married, but with equal rights as married couples	Agree	10%	10%	10%	12%	**12%**
	Disagree	82%	84%	79%	81%	**73%**
Same-sex couples should have the right to adopt children	Agree	4%	5%	5%	6%	**7%**
	Disagree	88%	92%	86%	90%	**85%**

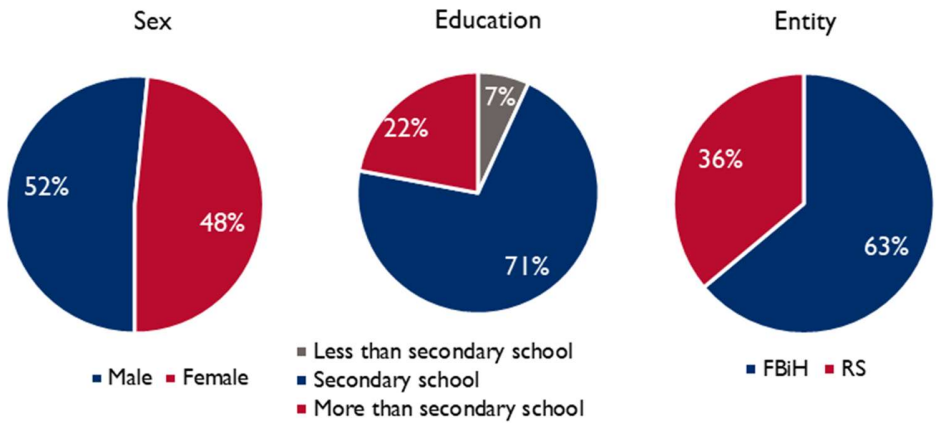
III.XII YOUTH DEVELOPMENT

This section focuses on youth perception of selected NSCP-BiH 2019 topics such as education, emigration, political and civic participation, corruption, and inter-ethnic relationships. Out of the total 3,000 BiH citizens participating in NSCP-BiH 2019, 758 were young people between the ages of 18 and 30.[29] Exhibit 68 below presents the youth sample distribution disaggregated by sex, educational attainment, and entity.

[28] These questions were previously presented as binary (yes/no) items, while in 2019 respondents assessed their level of agreement or disagreement with the statements using a five-point scale.

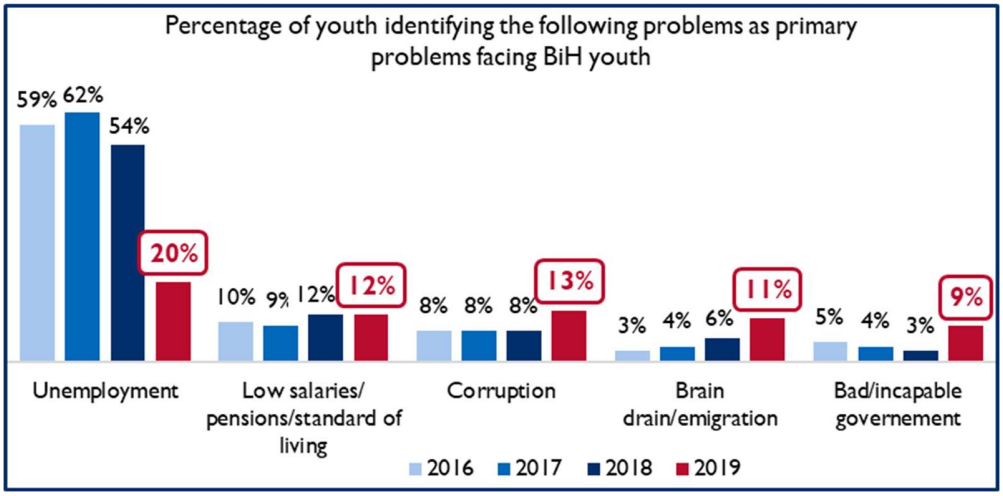
[29] The Youth Law of the Federation of Bosnia and Herzegovina, Article 4, Official Gazette of the FBiH, No. 35/10, and The Law on Organization of the Youth of Republika Srpska, Article 2, Official Gazette of the RS, No. 98/04 and 119/08 define "young people" or "youth" as persons aged 15 to 30 years.

Exhibit 68. Distribution of youth sample by sex, education, and entity



According to NSCP-BiH 2019 results, the attitudes of young people toward conditions in BiH remain pessimistic: 83 percent of young people state that things in BiH are moving in the wrong direction, which is similar to the figures from 2015 through 2018. While unemployment stood out as the primary challenge facing BiH youth in the previous NSCP-BiH rounds (as noted by more than 50 percent of respondents), the 2019 data show a considerable decline in this concern to only 20 percent. In exchange, the proportions of young people identifying corruption (13 percent), emigration (11 percent) and incapable government (nine percent) as their primary issues increased slightly this year (refer to Exhibit 69).

Exhibit 69. Youth concerns with unemployment declined substantially in 2019

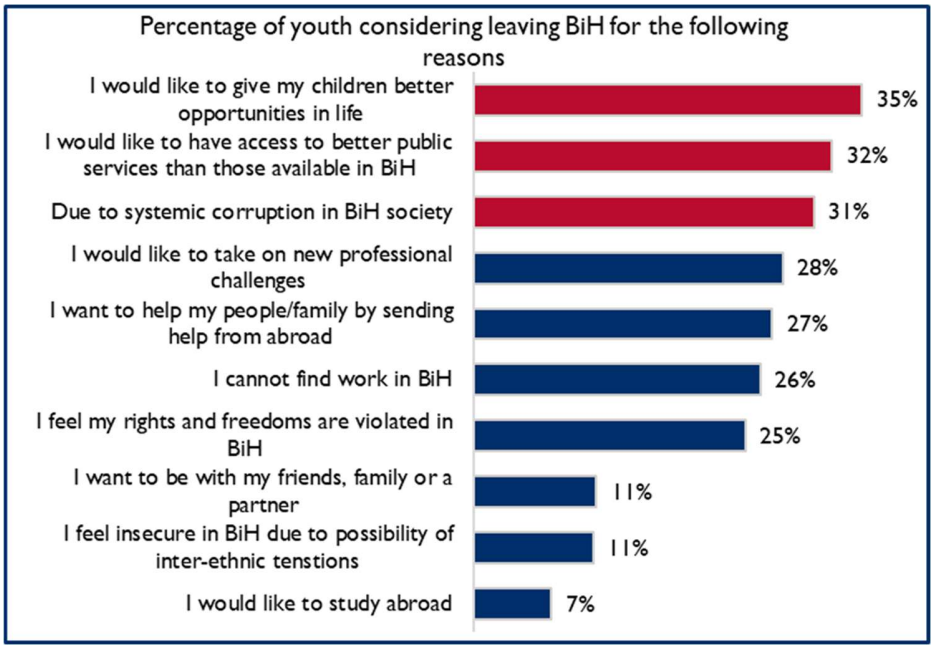


Even though youth in BiH do not consider brain drain to be the primary problem in the country, Youth Study analysis[30] shows that beyond unemployment, emigration is one of the biggest problems facing BiH. According to this analysis, if emigration continues apace, BiH's population will be substantially older and more frequently unemployed. NSCP-BiH data show that, across survey rounds, about half of youth considered leaving the country. Youth stated the following reasons for considering leaving BiH: 35 percent consider leaving to give their children better opportunities in life, 32 percent would like to have access to better public services (e.g. health and education), and 31 percent consider leaving due to systemic corruption (refer to Exhibit 70). Even though the main reasons for considering emigration are not related

[30] Youth Study of BiH 2018/2019, The Friedrich-Ebert-Stiftung, 2019: http://library.fes.de/pdf-files/id-moe/15262.pdf

to employment, the main factors that would keep the BiH youth in the country pertain to work conditions: higher salaries (25 percent), better quality jobs (16 percent), more job opportunities (15 percent), and respect for workers' rights (12 percent).

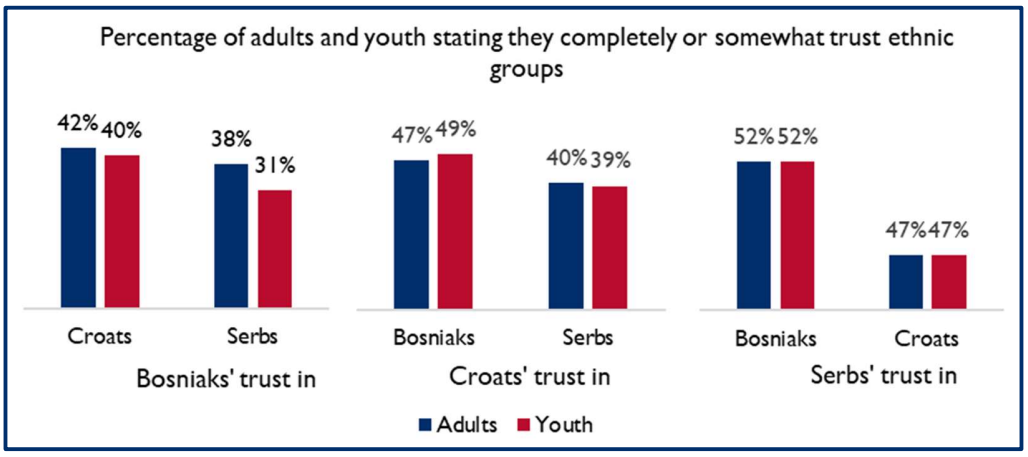
Exhibit 70. Most youth consider leaving BiH to improve their children's prospects, for better public services, and to avoid systemic corruption



As noted, the 2019 survey results indicate that BiH youth have become increasingly aware of problems related to corruption and, for many, corruption is the reason they consider leaving the country. NSCP-BiH findings also show that most young people believe that the fight against corruption in BiH is ineffective (62 percent). However, many admit to giving bribes to public officials. Specifically, among the 72 percent of youth who had contact with at least one public official in the last 12 months, 23 percent of those say that they gave a bribe to a public official.

The NSCP-BiH 2019 findings also indicate limited civic and political activism among young people in BiH. In terms of political participation, in 2019, 28 percent of youth reported participation in at least one political activity, and only 13 percent of youth participated in civic activities in the past year (not shown). When describing inter-ethnic relationships, young people are more likely to have inter-ethnic contacts (87 percent) than adults (79 percent). Survey results indicate that youth hold a similar level of trust for other ethnicities as adults do. However, young Bosniaks report lower levels of trust in Serbs compared to adult Bosniaks (refer to Exhibit 71).

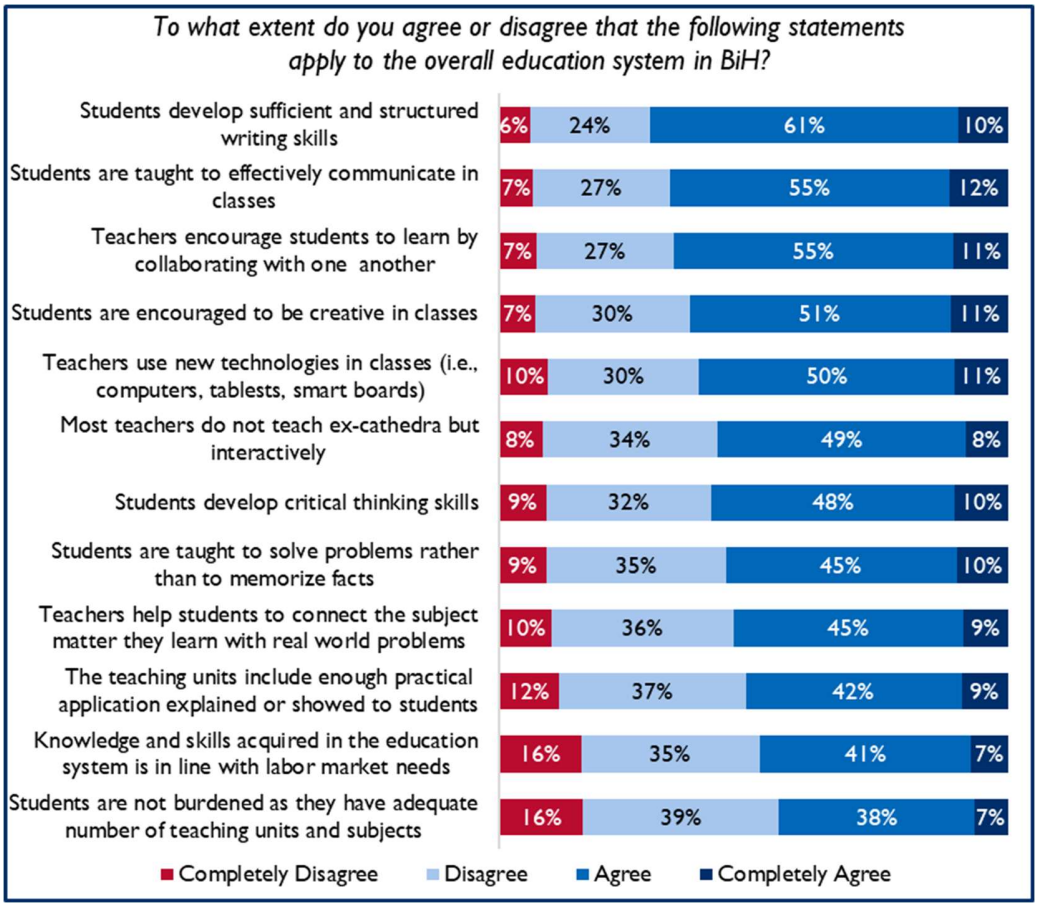
Exhibit 71. Youth and adult Croats and Serbs show similar levels of trust for other ethnic groups, while Bosniaks youth trust Serbs less than Bosniak adults



Compared to adults, youth are somewhat less likely to hold specific gender stereotypes. For instance, young people are less likely to accept that household responsibilities are more suited for women regardless of their employment status, at 45 percent, compared to 53 percent of adult respondents. Similarly, compared to 36 percent of adults, 28 percent of youth agree with the notion that it is men's responsibility to earn and income and women's responsibility to raise a family. Youth attitudes toward same-sex couples reveal limited tolerance toward this population. About one-in-ten young people in BiH believe that same-sex couples should have the right to marry (eight percent), adopt children (10 percent), or cohabitate with equal rights as married couples (13 percent). Also, only nine percent of youth believe that same-sex couples should have the right to organize protests or hold pride parades.

In terms of educational quality, youth are most concerned with teaching units, with 51 percent noting that teaching units do not include enough demonstration of practical applications, and 55 percent believing that students in BiH are overburdened with too many teaching units (refer to Exhibit 72). Only about one in ten youth completely agree that various aspects of the education system – teaching units, teachers' approach to teaching, and learning outcomes – are effective. NSCP-BiH also reveals systematic differences in perceptions of these statements between adults and youth. Our results indicate that adults are less satisfied with the education system. However, it is notable that around 40 percent of adults stated they do not have enough information about the educational system, compared to about 15 percent of youth (refer to Exhibit 72).

Exhibit 72. Most youth have positive perceptions of the BiH education system



IV. CONCLUSIONS

During the last five years, BiH citizens have expressed rather pessimistic views about the general conditions of the country and about the country's future. They feel that the economy and unemployment are the main issues facing BiH society, but in 2019 citizens became increasingly aware of other problems such as corruption, public order and safety, brain drain, and political instability. Citizens do not trust politicians, political parties, or institutions in general, and most doubt the integrity of elections. Satisfaction with work, fairness, and independence of the judiciary is low. Many citizens have personally witnessed corruption within public institutions. Citizens believe that corruption is widespread across all sectors, particularly in public sector employment, public procurement, and inspections, and, for many, giving bribes without a request is a common behavior. One of five contacts with public officials are reported to result in bribery, which is seldom reported due to perceptions that corruption is normal, reporting is useless, or fear of retribution. Citizens perceive the anti-corruption efforts in the country to be ineffective and do not engage in such activities. Mistrust in the judiciary and government's fight against corruption are particularly prevalent among the RS citizens.

Citizens' interests in the country's future are aligned with dominant ethnonationalist narratives, where one side wants a strong country, the other strong entities, and a third wants neither of these options.

Citizens' opinions on media are divided; they are uncertain if they can trust information presented in the media – even in their preferred media - as most of them believe that political parties and government have too much influence on most media sources and outlets. Many citizens do not verify the news, or consider the origin, intentions, or tools behind media messages. This indicates poor media literacy in the general population.

Citizens doubt that civil society is working in their interest, but rather in the interest of funders, politicians, or their own. The vast majority of citizens do not engage in any civic activities. However, many engage in philanthropic activities and, for many, helping those in need is an important motivation for potential civic activism.

The perceptions of the BiH education system are fairly positive. However, they are not aligned with PISA results, which revealed relatively low competence of BiH students when it comes to reading, mathematics and science. This indicates low public awareness of the problems in the BiH education system.

There have been no improvements in inter-ethnic relationships in BiH over the last five years. Religious and ethnic belonging remain important facets of citizens' identities. Although most citizens engage in inter-ethnic contacts, and even though many express empathetic views of other ethnicities, inter-ethnic prejudice and anxiety are still persistent and pervasive. Importantly, exposure to different war perspectives seems to result in increased inter-ethnic empathy. Although most citizens do not know of any extremist groups or individuals in their communities, many, especially in the RS, believe that they are threat to society.

The share of citizens considering emigration has not changed in the last five years - about one quarter of adults and one-half of youth are considering leaving. The primary reasons for leaving are not work related but imply a desire to secure a better future for their children, to live in a country without systemic corruption, and to have access to quality public services. However, improving the employment situation – including increasing salaries, creating more jobs and better working conditions - may motivate some citizens to stay in the country.

Citizen perceptions reveal that men and women are not equal in BiH society and perceptions that they should be equally treated have declined over the years. Additionally, gender stereotypes related to

women's role in the household and in the labor market remain widespread among both men and women. Violence against women is often perceived as common, and many are not aware that violence against women should not be justified or tolerated under any circumstances. Many citizens hold discriminatory views about people with disabilities, and the vast majority disapprove of basic rights for same-sex couples.

Young people are equally pessimistic about the future as adults and particularly likely to emigrate. Their political and civic participation rates are low, and they are concerned about unemployment, corruption, and poor governance. Even though they are more prone to inter-ethnic contacts, this does not affect their level of inter-ethnic trust or inter-ethnic attitudes in general. Youth are slightly less prone to gender stereotyping, but their attitudes toward same-sex couples are not more progressive when compared to the general population.

ANNEX: THE NATIONAL SURVEY OF CITIZENS PERCEPTIONS 2019 – SURVEY QUESTIONNAIRE

[Good morning/Good afternoon/Good evening]. My name is [INTERVIEWER NAME] and I am here on behalf of an independent research company [name of data collection company you work for]. We are conducting a survey to solicit opinions of BiH citizens on different social issues.
[Read to the respondent!]
Your opinions matter, because you are one of the 3000 citizens of Bosnia and Herzegovina selected to participate in this survey. Let me explain a bit more about how the survey is done. I will read out the questions from the questionnaire exactly as they are written. I will either read you the answer options or show them to you on the showcard, or tell you that you should answer the question in your own words. Depending on the question, I will let you know whether you should choose/give one or more answers.
If some of the questions I read out are not clear to you or you do not understand them enough, feel free to say so – I will read them out again, but I am not allowed to assist you while you are answering the questions.
Your participation is voluntary, and all information that you provide will be kept in strict confidence. We will not mention anyone's name in any of our reports, but only numbers showing how many people out of 3000 gave specific answers. Therefore, it is very important that your answers are complete and sincere. Let us begin.

INTRODUCTION

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

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

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

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

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

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

GEN4. On a scale from 1 to 7, where 1 is 'extremely poor' and 7 is 'excellent', how would you rate economic conditions in this country today? MARK ONE ANSWER ONLY! SHOW THE ANSWER OPTIONS!

1	2	3	4	5	6	7
extremely poor						excellent

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

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

GOVERNMENT/PUBLIC SERVICES

GOV1. Next, I would like to ask you about your satisfaction with delivery of public services with which YOU OR SOMEONE CLOSE TO YOU had direct experience in the last 12 months. How satisfied are you with each of the following services IN THE LAST 12 MONTHS? ASK FOR EACH ITEM SEPARATELY! 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 niot have direct experience with this service in the last 12 months
GOV1B. P2i. Preschool education	1	2	3	4	5	6	7	8
GOV1C. P2n. Primary schooling	1	2	3	4	5	6	7	8
GOV1D. P2o. Secondary Schooling	1	2	3	4	5	6	7	8
GOV1E (NEW19). Higher education	1	2	3	4	5	6	7	8
GOV1H. P2y. General security	1	2	3	4	5	6	7	8
GOV1I. P2dd. Courts' or the prosecutors' administrative services	1	2	3	4	5	6	7	8

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

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

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

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

GOV6. Please rate three general functions of government which you find most important priorities, with 1 being the highest priority for BiH authorities to focus on. SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

	1st	2nd	3rd
GOV6 (1). Defense (including also civil protection)	1	1	1
GOV6 (2). Public order and safety (judiciary; police; fire-fighting)	2	2	2
GOV6 (3). Economic affairs (general business environment improvement for increased investments and employment, agriculture, rural development, forestry, and fishery;	3	3	3

energy and fuel; mining, manufacturing, and construction; transport, infrastructure, and communications; and other industries and other economic affairs)			
GOV6 (4). Environmental protection (waste and waste water management; pollution; biodiversity protection)	4	4	4
GOV6 (5). Housing and community amenities (including also urban planning, water supply, street lighting)	5	5	5
GOV6 (6). Health	6	6	6
GOV6 (7). Recreation, culture, and religion (recreational and sports activities; culture; broadcasting and publishing; religion)	7	7	7
GOV6 (8). Education	8	8	8
GOV6 (9). Social protection (disability and sickness, old age, survivors, war veterans, unemployment, social housing)	9	9	9
GOV6 (10). General public services (including general administration; operational and support services and work of the executive and legislative organs, financial and fiscal affairs, and external affairs)	10	10	10

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

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

CORRUPTION

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

ITEMS	Not at all	Somewhat	Moderately	Extremely	(Do not read!) Does not know/Refuses to answer
COR3A. Public sector employment	1	2	3	4	5
COR3B. Public procurement, defined as the buying of goods and services by organizations/units of government and public sector	1	2	3	4	5
COR3C. Police	1	2	3	4	5
COR3D. Judiciary	1	2	3	4	5
COR3E. Public education institutions	1	2	3	4	5
COR3F. Public health care institutions	1	2	3	4	5
COR3G. Social assistance	1	2	3	4	5

COR3H. Pension system	1	2	3	4	5
COR3I. Tax system	1	2	3	4	5
COR3J. Inspections	1	2	3	4	5
COR3K. Construction permits	1	2	3	4	5
COR3L.. Permits for exploitation of natural resources (forestry, energy resources, etc.)	1	2	3	4	5

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 obtaining a public service which usually should be received at no or minimal cost? Please answer on a scale from 1 to 7, where 1 means 'not at all present' and 7 means 'extremely present'. SHOW LISTED OPTIONS! ROTATE ITEMS!

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

COR7. How much do you agree or disagree with the following statement: "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

COR8. How would you rate anti-corruption efforts of listed entities on scale 1 to 7 where 1 means 'extremely poor' and 7 means excellent"? SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

ITEMS	Extremely poor	2	3	4	5	6	Excellent
COR8A. Governments and their ministries	1	2	3	4	5	6	7
COR8B. Public enterprises	1	2	3	4	5	6	7
COR8C. Specialized government anti-corruption agencies	1	2	3	4	5	6	7
COR8D. Police (and other law enforcement agencies)	1	2	3	4	5	6	7
COR8E. Judiciary (prosecutor offices, courts)	1	2	3	4	5	6	7
COR8F. Non-government and civil society organizations	1	2	3	4	5	6	7

COR8G. Public Media	1	2	3	4	5	6	7
COR8J. Independent Media	1	2	3	4	5	6	7
COR8H. International organizations and donors	1	2	3	4	5	6	7
COR8I. Opposition political parties	1	2	3	4	5	6	7

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

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

COR11B. On a scale from 1 to 10, how would you rate the level of open investigations or court cases against HIGHEST GOVERNMENT REPRESENTATIVES for corruption or organized crime? SHOW THE ANSWER OPTIONS!

1. Lowest – completely inadequate
2
3
4
5
6
7
9
10. Highest – completely adequate

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

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

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

If 'Yes' to the question COR14 (if respondent bribed a public official in the last 12 months), proceed to the question COR14_YES2. If, however, the answer is 'No' for all the items listed under COR14, please go to the question COR14_NO1.

COR14_YES2. Last time that you had to make such extra payment or gift, did you report it to any official authority/institution (e.g., police, prosecutor, anti-corruption agency, etc.)?

(Please mark only <u>one</u> answer)

1.Yes	1
2. No	2

COR14_NO1. If you were a victim of or a witness to a corrupt behavior of a public official, would you report it? READ OUT THE ANSWER OPTIONS! MARK ONLY ONE ANSWER!

1. Yes	1
2. No	2

COR15_NO2. What is the most probable reason for an individual not to report corrupt behavior of public officials? READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

1. No reason for reporting it – it is common and widespread behavior	1
2. Fear of losing continuation of public services due to ruining the relationship with a bribed individual	2
3. Fear of criticism of his family, friends of general public	3
4. Fear for his/her and his/her family members' security	4
5. It is useless, nobody would care about it	5
6. Don't know to whom I should report	6
7. Institutions should deal with corruption	7
8. Fear of a sentence due to committing a corrupt act	8

9. Other reasons 9
10. (Do not read!) Does not know/Refuses to answer 10

Ask all respondents!

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

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

COR18. How much do you agree or disagree with the following statement? MARK ONLY ONE OPTION! ROTATE ITEMS!

	Strongly agree	Agreee	Disagree	Strongly disagree	(Do not read) DK/NA
COR18. I believe that citizens cannot successfully combat 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 from 1 to 7, where 1 means 'not at all corrupt' and 7 means 'extremely corrupt'.

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

COR20. How much 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

COR22. To what extent do you agree or disagree with the following statement: "Information about property which a judge or a prosecutor owns should be publicly accessible as it is in case of politicians"? READ OUT/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

JUDICIARY AND RULE OF LAW

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

1	2	3	4	5	6	7
Extremely poor						Excellent

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

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

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

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

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

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

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

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

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

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

JE6. In your opinion, how often are court cases and investigations selected and presented objectively by the media? READ OUT THE ANSWER OPTIONS! NOTE DOWN ONE ANSWER ONLY!
1. Never 1
2. Rarely 2
3. Sometimes 3
4. Often 4
5. Always 5
6. (Do not read!) Does not know 6

JE7. In your opinion, court taxes/fees are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Low 1
2. Adequate 2
3. High 3
4. (Do not read!) Does not know 4

JE8. Which comes closest to your opinion: READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Courts decide cases in reasonable time periods 1
2. It takes too long for courts to decide cases 2
3. (Do not read!) Does not know 3

JE9. Which comes closest to your opinion: READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Prosecutor offices decide cases in reasonable time periods 1
2. It takes too long for Prosecutor offices to decide cases 2
3. (Do not read!) Does not know 3

JE10. Do you think it is possible to get someone's preferred judge to adjudicate his/her case? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Never 1
2. Rarely 2
3. Sometimes 3
4. Often 4
5. Always 5
6. (Do not read!) Does not know 6

JE11. In your opinion, salaries of judges and prosecutors are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Low 1
2. Adequate 2
3. High 3
4. (Do not read!) Does not know 4

JE12. In your opinion, fees of attorneys and notaries are? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Low 1
2. Adequate 2
3. High 3
4. (Do not read!) Does not know 4

JE13. Have you been involved in any court case, except utility cases, in the last three years? MARK ONE ANSWER ONLY!
1. Yes ➔Go to JE14 1
2. No ➔ Go to JE15 2

JE14. How many cases you have been involved in over the last three years? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. One case only 1
2. Two or more cases at the same court 2
3. Two or more cases at different courts 3

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

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

JE16. The next two questions refer to your confidence in the Rule of Law. To what extent do you agree with the following statement: Courts treat people fairly regardless of their income, national or social origin, political affiliation, religion, race, sex, gender identity, sexual orientation, or disability? READ OUT THE ANSWER OPTIONS! 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. How much do you agree or disagree with the following statement: Judges are able to make decisions without direct or indirect interference by governments, politicians, the international community or other interest groups and individuals? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

VISION OF BIH IN FUTURE

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 abandoned	4
FI3e. Cantonal authorities should be empowered, taking over competencies now held by the Federal government	5
FI3f. 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 ways, dividing BiH into three independent States	11

FI4. How much do you agree or disagree with the following statements? READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

	Strongly agree	Agreee	Disagree	Strongly disagree	(Do not read) DK/NA
FI4A. Anybody (including minorities) should be able to become President regardless of their ethnicity	1	2	3	4	5
FI4B. Ethnicity should not matter when it comes to securing a job	1	2	3	4	5

FI5. To what extent do you support attempts at constitutional reform... READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

ITEM	Strongly in favor	In favor	Neither for nor against	Oppose	Strongly oppose
FI5A. At the level of BiH	1	2	3	4	5

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 in jurisdictions of the STATE-LEVEL Government, that is, BiH institutions)? READ OUT/SHOW THE ANSWER OPTIONS! ASK ABOUT EACH ITEM SEPARATELY!

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
FI8A. Justice	1	2	3	4	5	6	7	8
FI8B. Fight against corruption	1	2	3	4	5	6	7	8
FI8C. Agriculture	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
FI8E. Health care	1	2	3	4	5	6	7	8
FI8F. Social welfare	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
FI8I. Culture	1	2	3	4	5	6	7	8
FI8J. Sports	1	2	3	4	5	6	7	8
FI8K. Energy	1	2	3	4	5	6	7	8

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 disagre	Disagree	Agree	Completely agree	I do not have enough information on current education system in BiH/Do not want to answer
ED4. Students are not burdened as they have adequate number of teaching units (topics within each subject) and subjects	1	2	3	4	5
ED6. The teaching units include enough practical application explained or showed to students	1	2	3	4	5
ED8. Most teachers do not teach ex-cathedra but interactively.	1	2	3	4	5
ED9. Teachers use new technologies in classes (i.e., computers, tablets, smart boards)	1	2	3	4	5
ED10. Students develop critical thinking skills	1	2	3	4	5
ED11. Students develop sufficient and structured writing 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
ED15. Teachers help students to connect the subject matter they learn with the real world problems	1	2	3	4	5

ED16. Students are taught to solve the problems rather than to memorize the facts.	1	2	3	4	5
ED17. Knowledge and skills acquired in education system is in line with labor market needs	1	2	3	4	5

ACCESS TO UNBIASED INFORMATION AND MEDIA LITERACY

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

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

ME2. What is your main source of political news in BiH and the world? MULTIPLE ANSWERS QUESTION!

ME2A. MEDIA TYPE	ME2B. MEDIA OUTLET
1. Television	
2. Radio	
3. Newspapers	
4. Internet portals	
5. Social media	
6. (Do not read!) Does not follow politics	

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!

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

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

ITEM	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	(Do Not read) Does not know/Refuses to answer
ME5A. The media I follow are under the influence of political parties.	1	2	3	4	5	9
ME5B. I usually confirm the news I am interested in, by looking for it on other media outlets.	1	2	3	4	5	9
ME5C. I only follow a single media outlet	1	2	3	4	5	9

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

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

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

	Strongly agree	Agree	Disagree	Strongly disagree	(Do not read) DK/NA
ME7. I have noticed an increase in media reporting on corruption cases in the last 12 months	4	3	2	1	9

ME9. How much do you agree or disagree with the following statements:

	Strongly agree	Agreee	Disagree	Strongly disagree	(Do not read) DK/NA
ME9C. I base my political opinions on my own feelings rather than analysis or verification of media reports.	4	3	2	1	9

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

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

ME10E. Political /economic/civic information and news in social media	1	2	3	4

CSOs AND CIVIC PARTICIPATION

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

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

CS2. Do you think Civil Society Organizations have influence over the government decision-making, and if yes, what type of influence? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

CS3. In the last 12 months, have you engaged in any actions of civic activism around issue(s) of public concern in your community/country (e.g., environmental volunteering, actions against corruption, volunteering in elections, or protests against some issues)?

1. Yes ►PCS5 1
2. No ►CS6 2

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

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

	Yes	No
CS6A. Donated any money to a charity/institutions/person in need	1	2
CS6B. Donated any goods (e.g., food, clothes) to a charity charity/institutions/person in need	1	2

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

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

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

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

CS9. Can you remember any local civil society organization that has organized actions against corruption in your town? MARK ONE ANSWER ONLY!

1. Yes ➔ GO TO CS9_YES 1
2. No ➔ GO TO CS10 2
3. (Do not read) Does not know ➔ GO TO CS10 3

CS9._YES. Can you tell us the name of that CSO?

CS10. IF THE RESPONDED ALREADY MENTIONED ANY OF THE ORGANIZATIONS BELOW IN THE PREVIOUS QUESTION CS9_YES, DO NOT MENTION THEM. Have you heard of...

ITEMS	Yes	No	(Do not read!) Does not know
CS10A. Transparency International	1	2	3
CS10B. ACCOUNT	1	2	3
CS10C. Center for Investigative Reporting (CIN)	1	2	3
CS10D.. Zurnal info	1	2	3
CS10E. Center for Civic Initiatives	1	2	3

POLITICAL PARTIES AND POLITICAL PARTICIPATION

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

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

PO2. How often do you vote in the elections?

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

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

1. Yes 1
2. No 2

PO4. Did you vote in the 2018 general 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 2018 elections? READ OUT/SHOW THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!

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

Go to PO8!

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

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

PO7. Have you been offered money, gift, or services as exchange for votes during last 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. Posted 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

SOCIAL IDENTITY AND SOCIAL CAPITAL, INTERETHNIC TRUST AND INTERACTION, AND COUNTERING VIOLENT EXTREMISM

RE1.Please describe how much is each of the following groups belongings important to you? Please rate every below-listed group belonging on a scale 1-5. READ OUT/SHOW THE ANSWER OPTIONS!

	Not at all important	Not important	Neither important nor unimportant	Important	Very important
RE1D. Religion	1	2	3	4	5
RE1E. Ethnicity	1	2	3	4	5
RE1G. Entity	1	2	3	4	5
RE1H. Bosnia and Herzegovina	1	2	3	4	5
RE1J. Europe	1	2	3	4	5

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

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

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

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

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

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

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

ITEMS	Completely disagree	Disagree	Neutral	Agree	Completely agree	(Do not read!) Does not know/Refuses to answer
RE5A. All peoples in BiH had a hard time during the war, regardless of their ethnicity.	1	2	3	4	5	6
RE5B. I have heard from people belonging to other ethnicities what the war was like for them	1	2	3	4	5	6
RE5C. Meeting people from other ethnicities, I realized that we are all similar and that no group is superior to others.	1	2	3	4	5	6
RE5D. I equally empathize with all people who lost someone during the war, regardless of their ethnicity	1	2	3	4	5	6
RE5F. I fear that, if my ethnic group empathized with other ethnicities and their war experiences, this could be used against my group	1	2	3	4	5	6

VI1. To what extent do you support/sympathize with or condemn - under some circumstances - the following actions: READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!

Questions	Strongly condemn	Condemn	Neither condemn nor support (neutral)	Support	Strongly support
VI1A. engage in violent protests	1	2	3	4	5
VI1D. use violence to protect own religious/national group	1	2	3	4	5
VI1E. use violence against police injustice	1	2	3	4	5
VI1F. use violence against government injustice	1	2	3	4	5
VI1G. use violence against other football fans	1	2	3	4	5

VI1I. people going to fight in the conflicts abroad, for example to Syria or Ukraine	1	2	3	4	5

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

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

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

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

VI4. Do you agree with the following statements?

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

GENDER STEREOTYPES AND FAMILIARITY WITH LEGISLATION ON GENDER EQUALITY

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

	Very often	Often	Sometimes	Rarely	Never	I dont 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
GE1G. Other (specify)	5	4	3	2	1	6

GE2. Who do you think has more positions of power in each of these settings overall – men or women, or an equal number?

	More women	More men	Equal	Does not know/Refuses to answer
GE2A. In society overall	1	2	3	9
GE2B. In the government	1	2	3	9
GE2C. In business	1	2	3	9
GE2D. In media	1	2	3	9

GE3. University education is more important for:

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

GE4. In your experience, are BiH employers more likely to hire men or women?

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

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

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
GE6A. Women should have equal rights as men and receive the same treatment as men do	1	2	3	4	5	6	7	8
GE6B. On the whole, men make better political leaders than women and should be elected rather than women	1	2	3	4	5	6	7	8
GE6C. When jobs are scarce, men should have more right to a job than women	1	2	3	4	5	6	7	8
GE6E. The majority of household responsibilities are naturally more suited for women, regardless of whether she is employed or not	1	2	3	4	5	6	7	8
GE6F. It is unattractive for women to express strong opinions in public	1	2	3	4	5	6	7	8
GE6M. The task of husband is to earn money, and the task of wife is to take care of the family and home	1	2	3	4	5	6	7	8
GE6J. A woman should tolerate gender/domestic violence in order to keep her family together	1	2	3	4	5	6	7	8
GE6L. Women, compared to men, tend to be more ethical and moral	1	2	3	4	5	6	7	8

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

GE8. In general, how common do you think violence against women by partners, acquaintances or strangers in BiH?

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

OTHER STEREOTYPES

MP1. Which of the following groups do you consider the most vulnerable in BiH society? MARK ONE ANSWER ONLY! READ OUT/SHOW THE ANSWER OPTIONS!

1. Youth	1
2. Women	2
3. Persons with disabilities	3
4. LGBTI	4
5. Roma	5
6. Elderly/pensioners	6
7. Migrants	7
8. Other, please specify	8

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

ITEMS	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	(Do not read!) Does not know/Refuses to answer
PWD1. Persons with mental disabilities are not able to work	1	2	3	4	5	6	7	8
PWD2. Most persons with mental disabilities are aggressive	1	2	3	4	5	6	7	8
PWD3. Persons with physical disabilities are not able to work	1	2	3	4	5	6	7	8
PWD4. Persons with intellectual disabilities should not be allowed to have partners	1	2	3	4	5	6	7	8

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

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

PROPENSITY TO LEAVE THE COUNTRY

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

1. Yes	➔ GO TO EM2	1
2. No	➔ GO TO EM1_2	2
3. (Do not read) Does not know	➔ GO TO EM5	3

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

EM2a. 1. Found a job	1
EM2b. 2. Accepted to a university	2
EM2c. 3. Applied for a job	3

EM2d. 4. Applied for education or scholarship abroad 4
EM2e. 5. Submitted residence visa application 5
EM2f. 6. Contacted friends/relatives abroad 6
EM2g. 7. Collected information about moving abroad 7
EM2h. 8. Other. Please specify 8
EM2i. 9. No 9

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

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

EM4. For participants who are planning or considering leaving BiH: Which of the following factors would motivate you to change your mind about leaving the country? UP TO THREE RESPONSES. READ OUT/SHOW THE ANSWER OPTIONS! ROTATE ITEMS!
EM4a. More job opportunities 1
EM4b. Higher salaries 2
EM4c. Respect for workers' rights 3
EM4d. Higher quality of education 4
EM4e. Better political situation 5
EM4f. Better security situation 6
EM4g. Better healthcare system 7
EM4h. More effective fight against corruption 8
EM4i. Better quality jobs available 9
EM4j. Better situation in terms of rule of law 10
EM4k. Better social protection system 11
EM4l. Other, please specify 12

Go to EM5!

EM1_2. For respondents who are not considering leaving the country: Would you advise your child to leave BiH?/If you had a child, would you advise your child to leave BiH?
Yes
No

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

1	2	3	4	5	6	7
extremely poor						excellent

ASK EM6 ONLY THE RESPONDETS WHO ARE 18-30 YEARS OLD

EM6. Which sector would you like to work in? READ OUT THE ANSWER OPTIONS! MARK ONE ANSWER ONLY!
1. Public sector (government institutions, public institutions, public companies, etc.) 1
2. Private sector (private enterprises, crafts) 2
3. Non-profit sector (local and international NGOs) 3
4. Something else 4
5. (Do not read!) Does not know/Refuses to answer 5

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

DEMOGRAPHICS

D1a. Overall, how many household members does this household have?

D1b. How many household members are under 18?

D1. Sex?

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

D2. What is your year of birth?

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

1. BiH	1
2. BiH and another country	2

D4. What is your place of birth?

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

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

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

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

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

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

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

D7A. How religious do you consider yourself to be?

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

D8. How important is religion in your life?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

1. No income in this month	1
2. Up to 100 KM	2
3. 101 to 200 KM	3
4. 201 to 300 KM	4
5. 301 to 400 KM	5

6. 401 to 500 KM	6
7. 501 to 600 KM	7
8. 601 to 700 KM	8
9. 701 to 800 KM	9
10. 801 to 900 KM	10
11. 901 to 1000 KM	11
12. 1001 to 1100 KM	12
13. 1101 to 1200 KM	13
14. 1201 to 1300 KM	14
15. 1301 to 1500 KM	15
16. 1501 to 2000 KM	16
17. 2001 to 3000 KM	17
18. Above 3000 KM	18
19. (Do not read!) Does not know/Refuses to answer	19

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

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

D23. Do you belong to any of the following:

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

ADDITIONAL VARIABLES TO BE PROVIDED BY DATA COLLECTION COMPANY:

D23a. Respondent's current municipality/city of residence

D23b. Respondent's current Entity/BD of residence?
1. FBiH
2. RS
3. Brcko District

MONITORING AND EVALUATION SUPPORT ACTIVITY (MEASURE II)

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