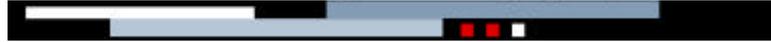


PARTNER Marketing Consulting Agency



Public Opinion Poll in Bosnia and Herzegovina

Banja Luka, November 2003.

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INTRODUCTION

The public opinion poll was conducted in the period from 14th to 23rd of November on the entire territory of Bosnia and Herzegovina, as a part of an Omnibus research project.

SAMPLE

The sample consisted of 1500 adult respondents (18 years and over). There were 600 respondents in Republic of Srpska, and 900 in the Federation of Bosnia and Herzegovina.

The research was conducted both in urban and rural local communities, in order to achieve an adequate relation of urban and rural population. The quotas used for selection of the respondents by gender and by age enable this sample to be representative for the population.

Taking into account that there are no exact data on population number, neither on gender and age structure, nor on the population number in villages and towns, different estimates of the present situation were used for the sample formation.

The field research part was conducted by *face-to-face* interviews in respondents' homes.

REMARKS

Results of the research are shown in Charts. Answers to each question are presented. The Charts represent overall answers of the respondents, and then answers according to sub-groups. Answers are shown by **entity** from which the respondent comes, and by **ethnic background** of the respondent.

Sample

Table 1: Gender

	Respondent No.	Percentage
Male	742	49.5
Female	758	50.5
Total	1500	100.0

Table 2: Ages Groups

	Respondent No.	Percentage
18 to 29	398	26.5
30 to 44	483	32.2
45 to 59	361	24.1
60 and over	258	17.2
Total	1500	100.0

Table 3: Education

	Respondent No.	Percentage
Not completed Elementary School	27	1.8
Elementary School	237	15.8
Trade	275	18.3
High School	673	44.9
College	157	10.5
University	131	8.7
Total	1500	100.0

Table 4: Material Status

	Respondent No.	Percentage
Not having enough money even for the food	101	6.7
Having only enough money for the food	217	14.5
Having enough for the food and bills	457	30.5
Having enough money for the food, bills and clothes	424	28.3
Able to afford purchase of some more permanent things	148	9.9
Able to purchase some more expensive things (for exp, car)	30	2.0
Able to purchase what every they wish	11	.7
Does not know; refuses	112	7.5
Total	1500	100.0

Table 5: Region

	Respondent No.	Percentage
Republic of Srpska	600	40.0
The Federation of B&H	900	60.0
Total	1500	100.0

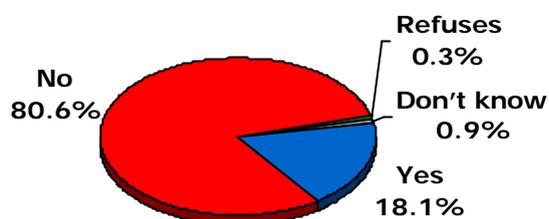
Table 6: Sub region

	Respondent No.	Percentage
Zenica	100	6.7
Travnik	100	6.7
Bihac	100	6.7
Tuzla	120	8.0
Kiseljak	100	6.7
Sarajevo	130	8.7
Mostar	150	10.0
Capljina	100	6.7
Banja Luka	210	14.0
Doboj	85	5.7
Bijeljina	85	5.7
Pale	20	1.3
Zvornik	70	4.7
Herzegovina	35	2.3
Visegrad	30	2.0
Prijedor	65	4.3
Total	1500	100.0

Table 7: Urban/Rural

	Respondent No.	Percentage
Urban	830	55.3
Rural	670	44.7
Total	1500	100.0

In the past year have you been involved in any way in any activities, initiatives or citizens movements the aim of which was to improve the living conditions?



Graph 1

Every fifth citizen of the BaH have been involved in some activity or movement which aim is to make life of the citizens of BaH better, as much as this is possible. Larger part of the citizens of the BaH, 80% of them, was passive and didn't take part in any activity.

Table 1.1 In the past year have you been involved in any way in any activities, initiatives or citizens movements the aim of which was to improve the living conditions? - By region

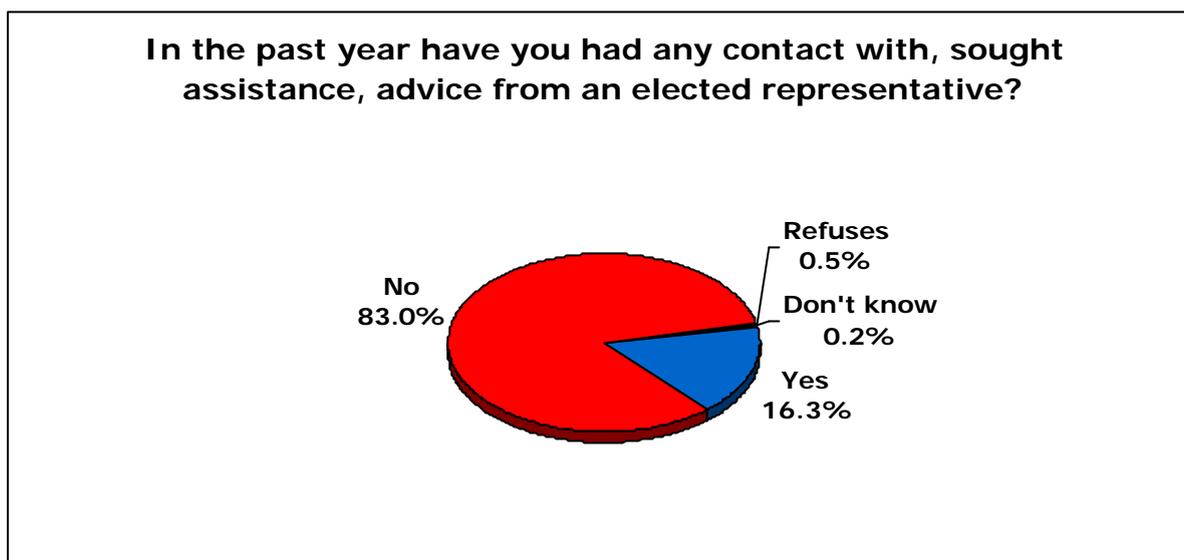
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	121	20.2	151	16.8	272	18.1
No	472	78.7	737	81.9	1209	80.6
Refuse			5	.6	5	.3
Don't know	7	1.2	7	.8	14	.9
Total	600	100.0	900	100.0	1500	100.0

The citizens of the Republic of Srpska took part in much more activities, initiatives and movements in order to improve living conditions in all aspects of life in BaH, comparing with the citizens of FBaH.

Table 1.2: In the past year have you been involved in any way in any activities, initiatives or citizens movements the aim of which was to improve the living conditions? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	42	13.8	102	17.7	127	20.9	272	18.1
No	256	84.2	468	81.1	474	78.1	1209	80.6
Refuse	2	.7	3	.5			5	.3
Don't know	4	1.3	4	.7	6	1.0	14	.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The citizens of the Serbian nationality are the one that were the most active in citizens' movements and initiatives, after them are Bosniaks, while the smallest number of Croats took part in those activities.

**Graph 2**

Any kind of the contact, with the elected representative, had only 16,3% of the citizens. Rest of the citizens, 83% of them didn't have contacts with the representative, on any level of the government.

Table2.1: In the past year have you had any contact with, sought assistance, advice from an elected representative? – By region

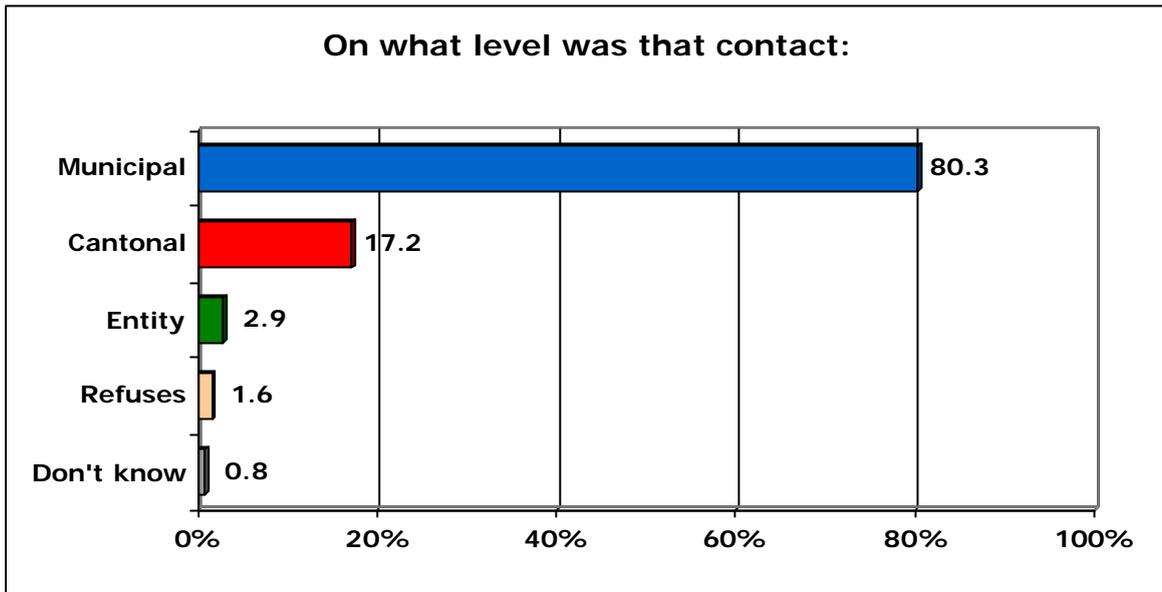
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	113	18.8	131	14.6	244	16.3
No	483	80.5	762	84.7	1245	83.0
Refuse	2	.3	6	.7	8	.5
Don't know	2	.3	1	.1	3	.2
Total	600	100.0	900	100.0	1500	100.0

Citizens of the RS had more contacts with their elected representative than citizens of FBaH. But, it must be stressed out that large majority of the citizens of both entities didn't have any contacts with any elected representatives.

Table2.1: In the past year have you had any contact with, sought assistance, advice from an elected representative? – By ethnic background

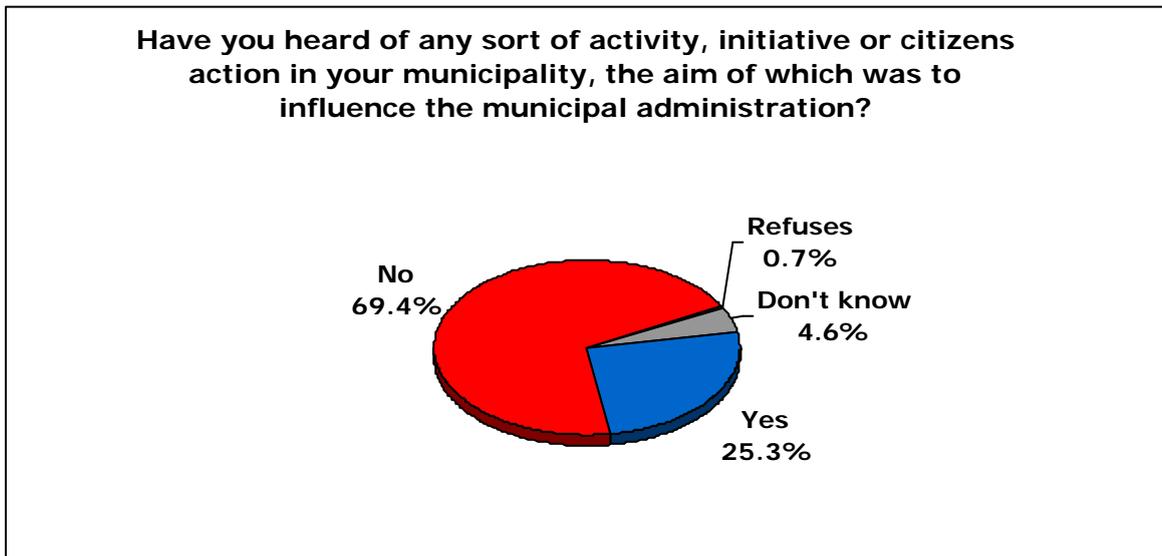
	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	40	13.2	87	15.1	117	19.3	244	16.3
No	260	85.5	486	84.2	487	80.2	1245	83.0
Refuse	3	1.0	4	.7	1	.2	8	.5
Don't know	1	.3			2	.3	3	.2
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The largest number of contacts, with they're elected representative, were made by the Serbs, after that Bosniaks, while, the citizens of the Croatian nationality didn't make as much contacts as other two nationalities.



Graph 3

The largest numbers of the citizens of BaH have made some contacts with the representatives on the local (municipality) level. 80% of the contacts were with the local representatives, 17,2% contacts were with the representatives on the cantonal level, and only 3% of the respondents made some contacts with the elected representative on the entity government level. The highest is the level of government the smallest is the number of the contacts between the citizens and elected representatives.



Graph 4

The largest number of the citizens didn't even hear anything about different initiatives, actions or movements that main goals are to establish communication between the citizens and the government on the municipality level. Only 25,3% of them knew and heard something about this matter.

Table 3.1: Have you heard of any sort of activity, initiative or citizens action in your municipality, the aim of which was to influence the municipal administration? – By region

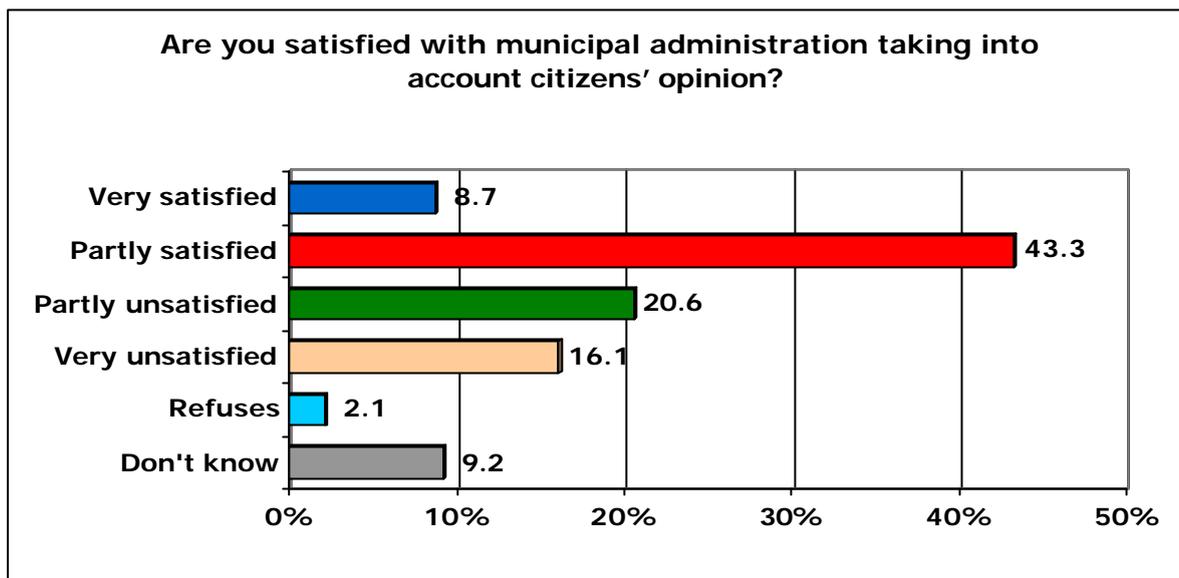
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	160	26.7	219	24.3	379	25.3
No	405	67.5	636	70.7	1041	69.4
Refuse	3	.5	8	.9	11	.7
Don't know	32	5.3	37	4.1	69	4.6
Total	600	100.0	900	100.0	1500	100.0

We can say that the citizens of the RS are more informed about the actions and initiatives of different movements, whose intentions are to make the communication between people and government better, as much as possible. Nevertheless, these differences aren't that great.

Table 3.2: Have you heard of any sort of activity, initiative or citizens action in your municipality, the aim of which was to influence the municipal administration? – By region

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	56	18.4	151	26.2	169	27.8	379	25.3
No	231	76.0	399	69.2	402	66.2	1041	69.4
Refuse	4	1.3	3	.5	4	.7	11	.7
Don't know	13	4.3	24	4.2	32	5.3	69	4.6
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Every fourth Serb and Bosniak is aware of activity and action done in their municipality in order to influence on this level of government. Croats are informed the least.



Graph 5

Half of the respondents in this survey, of those who heard about these actions or took part in them, are satisfied with the fact that this level of government took their opinion in consideration. Every third respondent is unsatisfied with the way municipality government is referring to recommendations coming from those movements.

Table 4.1: Are you satisfied with municipal administration taking into account citizens' opinion? – By region

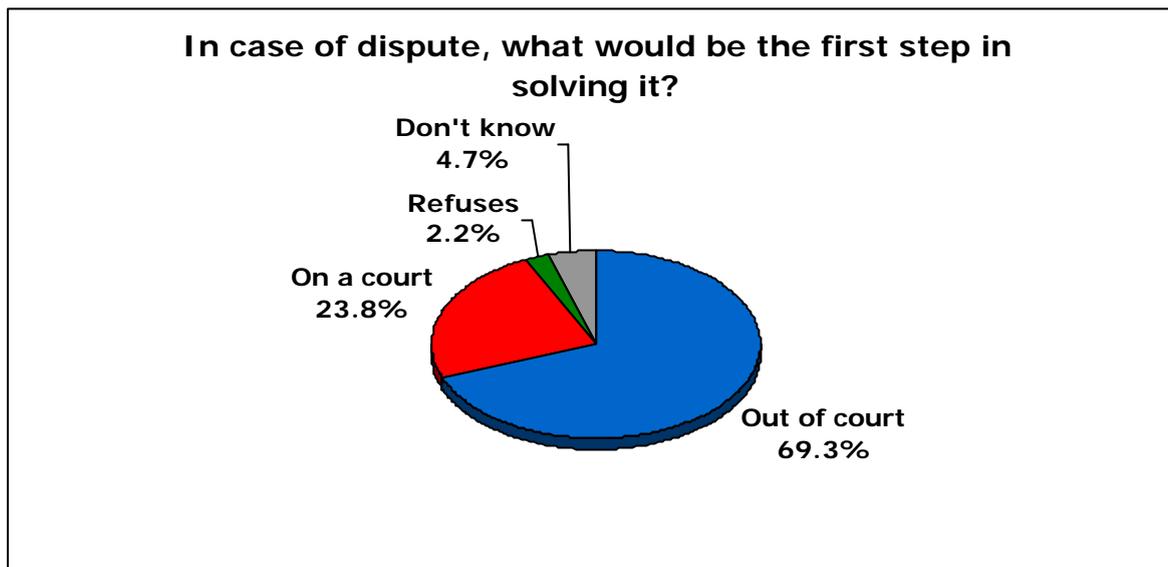
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very satisfied	11	6.9	22	10.0	33	8.7
Partly satisfied	54	33.8	110	50.2	164	43.3
Partly unsatisfied	45	28.1	33	15.1	78	20.6
Very unsatisfied	35	21.9	26	11.9	61	16.1
Refuse	4	2.5	4	1.8	8	2.1
Don't know	11	6.9	24	11.0	35	9.2
Total	160	100.0	219	100.0	379	100.0

Citizens of the FBaH are more satisfied with the communication between their municipality government and different initiatives than citizens of RS (40,7%).

Table 4.2: Are you satisfied with municipal administration taking into account citizens' opinion? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very satisfied	5	8.9	16	10.6	11	6.5	33	8.7
Partly satisfied	27	48.2	72	47.7	63	37.3	164	43.3
Partly unsatisfied	8	14.3	22	14.6	48	28.4	78	20.6
Very unsatisfied	4	7.1	24	15.9	33	19.5	61	16.1
Refuse	3	5.4	2	1.3	3	1.8	8	2.1
Don't know	9	16.1	15	9.9	11	6.5	35	9.2
Total	56	100.0	151	100.0	169	100.0	379	100.0

Bosniaks are most satisfied with the way their government on the municipal level take in consideration different recommendation coming from the individuals and different movements, follows Croats, and Serbs with only 43,8% of those who are satisfied, even thou they make much more contacts and are aware of the existense of different movements.



Graph 6

Most of the legal matters, citizens of the BaH are willing to settle out of the court, 69.3% of them. 23,8% of the respondents will look for the settlement on the court.

Table 5.1: In case of dispute, what would be the first step in solving it? – By region

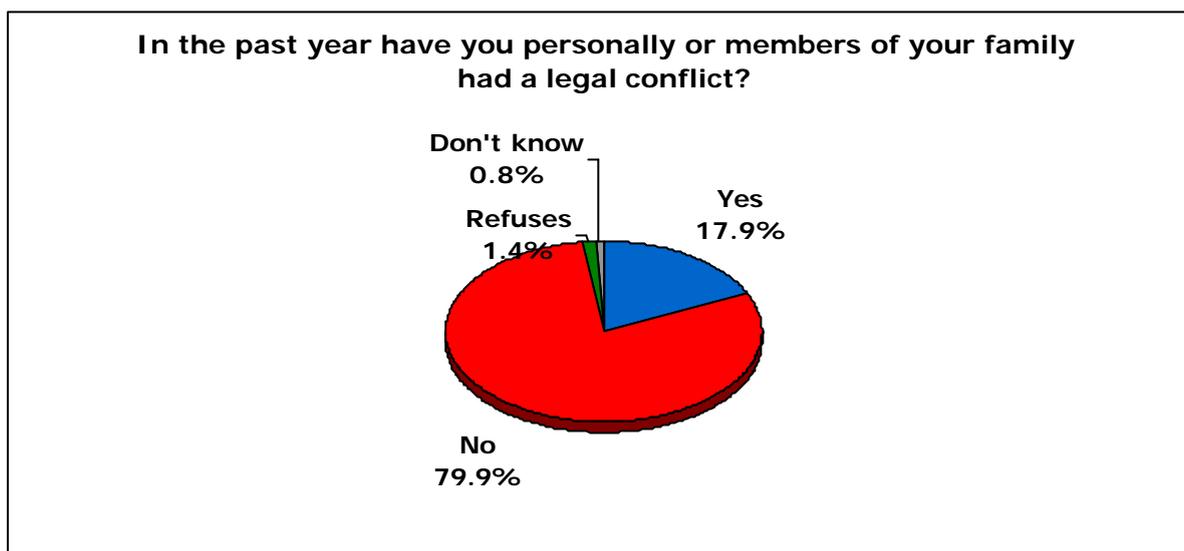
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Out of court/ by agreement	456	76.0	583	64.8	1039	69.3
On a court	107	17.8	250	27.8	357	23.8
Refuse	5	.8	28	3.1	33	2.2
Don't know	32	5.3	39	4.3	71	4.7
Total	600	100.0	900	100.0	1500	100.0

Citizens of the RS are much more willing to settle out of the court than the FBaH citizens.

Table 5.2: In case of dispute, what would be the first step in solving it? – By ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Out of court/ by agreement	200	65.8	384	66.6	444	73.1	1039	69.3
On a court	61	20.1	167	28.9	128	21.1	357	23.8
Refuse	19	6.3	11	1.9	3	.5	33	2.2
Don't know	24	7.9	15	2.6	32	5.3	71	4.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

73,1% of the Serbs will try to find the solution on different legal matters by agreement and out of the court. Two third of the Bosniaks and Croats are willing to find the solution by agreement.



Graph 7

The largest number of the citizens of the BaH, 79,9% of them, was not involved in any legal case with individuals or with institutions. Only 18% of the respondents were involved in some legal case.

Table 6.1: In the past year have you personally or members of your family had a legal conflict? – By region

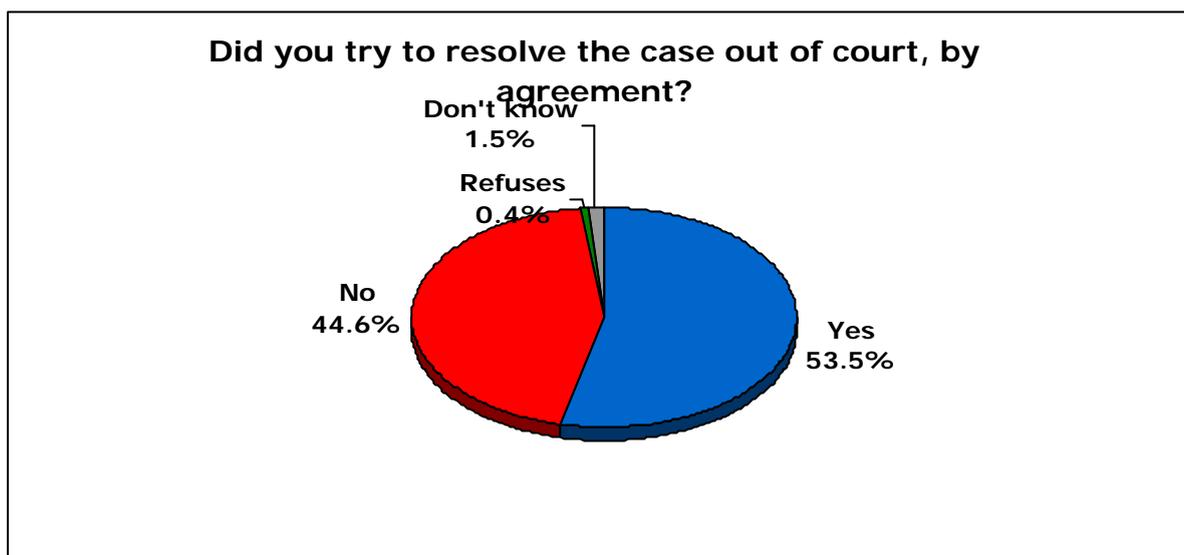
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	109	18.2	160	17.8	269	17.9
No	487	81.2	711	79.0	1198	79.9
Refuse	2	.3	19	2.1	21	1.4
Don` t know	2	.3	10	1.1	12	.8
Total	600	100.0	900	100.0	1500	100.0

Citizens in both entities had equal number of legal conflicts.

Table 6.2: In the past year have you personally or members of your family had a legal conflict? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	49	16.1	100	17.3	115	18.9	269	17.9
No	235	77.3	467	80.9	489	80.6	1198	79.9
Refuse	14	4.6	6	1.0	1	.2	21	1.4
Don` t know	6	2.0	4	.7	2	.3	12	.8
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities had had equal number of legal conflicts.



Graph 8

Most of the respondents who had any kind of legal conflicts, last year, tried to settle out of the court. Although, large number of them (44,6%) didn't try to settle out of the court but, instead, solved their problems on the court.

Table 7.1: Did you try to resolve the case out of court, by agreement? – By region

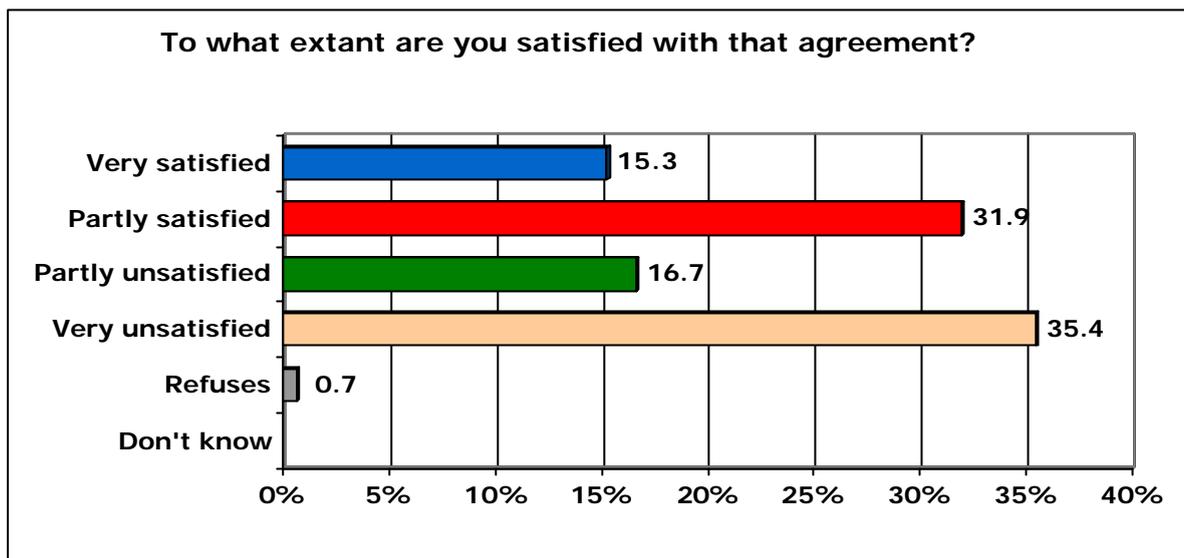
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	65	59.6	79	49.4	144	53.5
No	42	38.5	78	48.8	120	44.6
Refuse			1	.6	1	.4
Don't know	2	1.8	2	1.3	4	1.5
Total	109	100.0	160	100.0	269	100.0

59,6% of the citizens in RS tried to solve their legal matters out of the court while 49,4% of the citizens of the Federation done the same actions.

Table 7.2: Did you try to resolve the case out of court, by agreement? – By region

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	30	61.2	45	45.0	67	58.3	144	53.5
No	18	36.7	53	53.0	46	40.0	120	44.6
Refuse	1	2.0					1	.4
Don't know			2	2.0	2	1.7	4	1.5
Total	49	100.0	100	100.0	115	100.0	269	100.0

The largest number of Citizens of the Croatian nationality tried to come to agreement out of the court (61,2%) follows by Serbs (58,3%) and at least Bosniaks (45%).



Graph 9

Citizens of the BaH, who tried to find the solutions to their legal matters out of the court, are unsatisfied with those solutions. Those who are satisfied -they are only partly satisfied with the solutions and those who are unsatisfied -they are very unsatisfied with the solutions.

Table 8.1: To what extent are you satisfied with that agreement? – By region

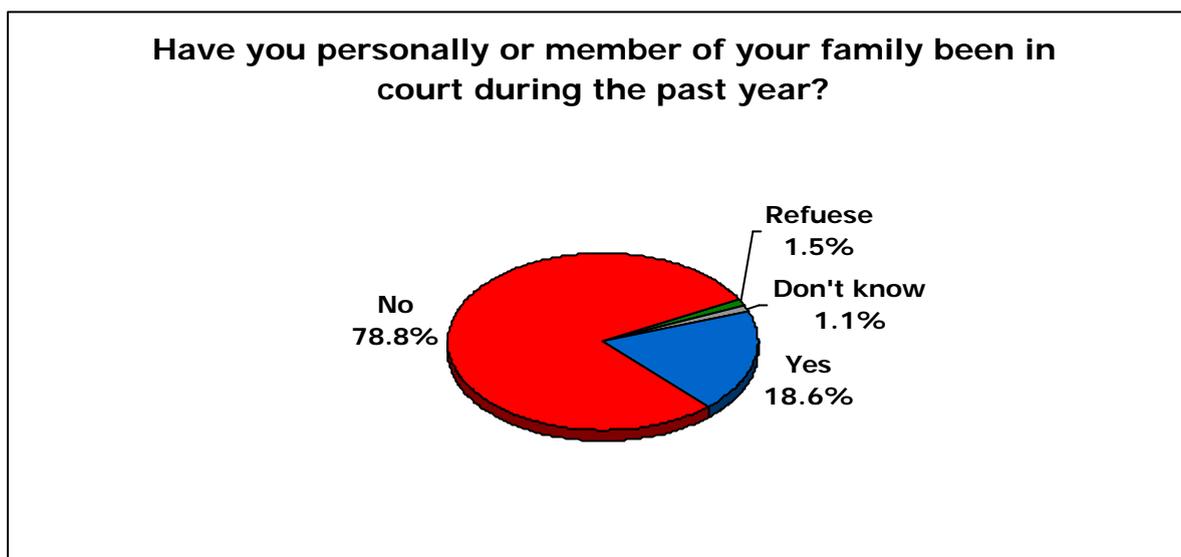
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very satisfied	8	12.3	14	17.7	22	15.3
Partly satisfied	15	23.1	31	39.2	46	31.9
Partly unsatisfied	13	20.0	11	13.9	24	16.7
Very unsatisfied	28	43.1	23	29.1	51	35.4
Refuse	1	1.5			1	.7
Total	65	100.0	79	100.0	144	100.0

Although, majority of the citizens of the RS are trying to settle agreement out of the court, they are much more unsatisfied with the settlements they made out of the court than the citizens of FBaH.

Table 8.2: To what extent are you satisfied with that agreement? – By ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very satisfied	6	20.0	7	15.6	9	13.4	22	15.3
Partly satisfied	9	30.0	17	37.8	19	28.4	46	31.9
Partly unsatisfied	5	16.7	8	17.8	11	16.4	24	16.7
Very unsatisfied	10	33.3	13	28.9	27	40.3	51	35.4
Refuse					1	1.5	1	.7
Total	30	100.0	45	100.0	67	100.0	144	100.0

Members of the Bosniaks people are mostly satisfied with that agreement (the one they made out of the court). Follows Croats, while Serbs are most unsatisfied with the out of the court agreements. Almost half of the Croats and Bosniaks respondents are satisfied with out of the court agreements while 41,8% of Serbs are satisfied.

**Graph 10**

The largest numbers of the BaH citizens, 78,8% of them, were not at the court, last year. 18,6% had some legal matters done on the court, last year.

Table 9.1: Have you personally or member of your family been in court during the past year? – By region

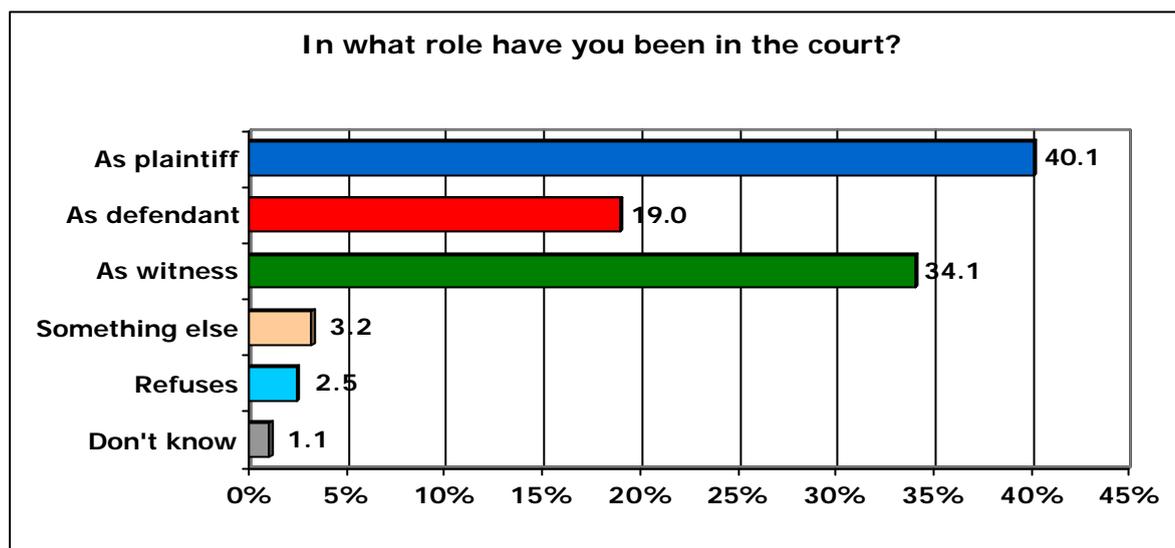
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	104	17.3	175	19.4	279	18.6
No	484	80.7	698	77.6	1182	78.8
Refuse	5	.8	18	2.0	23	1.5
Don't know	7	1.2	9	1.0	16	1.1
Total	600	100.0	900	100.0	1500	100.0

There are no differences between the citizens from both entities regarding the solutions of the legal matters.

Table 9.2: Have you personally or member of your family been in court during the past year? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	56	18.4	111	19.2	107	17.6	279	18.6
No	230	75.7	456	79.0	489	80.6	1182	78.8
Refuse	14	4.6	6	1.0	3	.5	23	1.5
Don't know	4	1.3	4	.7	8	1.3	16	1.1
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All the citizens of the BaH, no matter of nationalities, were on the court, last year, equally.



Graph 11

Most of the citizens, who were on the court last year, were in the role of the prosecutor, than as witnesses, 34.1% and 19% of them were sue.

Table 10.1: In what role have you been in the court? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
As plaintiff	36	34.6	76	43.4	112	40.1
As defendant	23	22.1	30	17.1	53	19.0
As witness	34	32.7	61	34.9	95	34.1
Something else	5	4.8	4	2.3	9	3.2
Refuses	5	4.8	2	1.1	7	2.5
Don't know	1	1.0	2	1.1	3	1.1
Total	104	100.0	175	100.0	279	100.0

Most of the citizens in both entities were on the court as plaintiffs. 34,6% of the citizens of the RS was in that role last year and 43,4% of the citizens of the FBaH were plaintiffs, as well. Every third of the BaH citizen was in the role of the witness. The smallest percent of the respondents in both entities were in the role of defendant.

Table 10.2: In what role have you been in the court? – By ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequ ency	%
As plaintiff	21	37.5	47	42.3	41	38.3	112	40.1
As defendant	11	19.6	20	18.0	21	19.6	53	19.0
As witness	22	39.3	37	33.3	35	32.7	95	34.1
Something else	1	1.8	4	3.6	4	3.7	9	3.2
Refuses	1	1.8	1	.9	5	4.7	7	2.5
Don't know			2	1.8	1	.9	3	1.1
Total	56	100.0	111	100.0	107	100.0	279	100.0

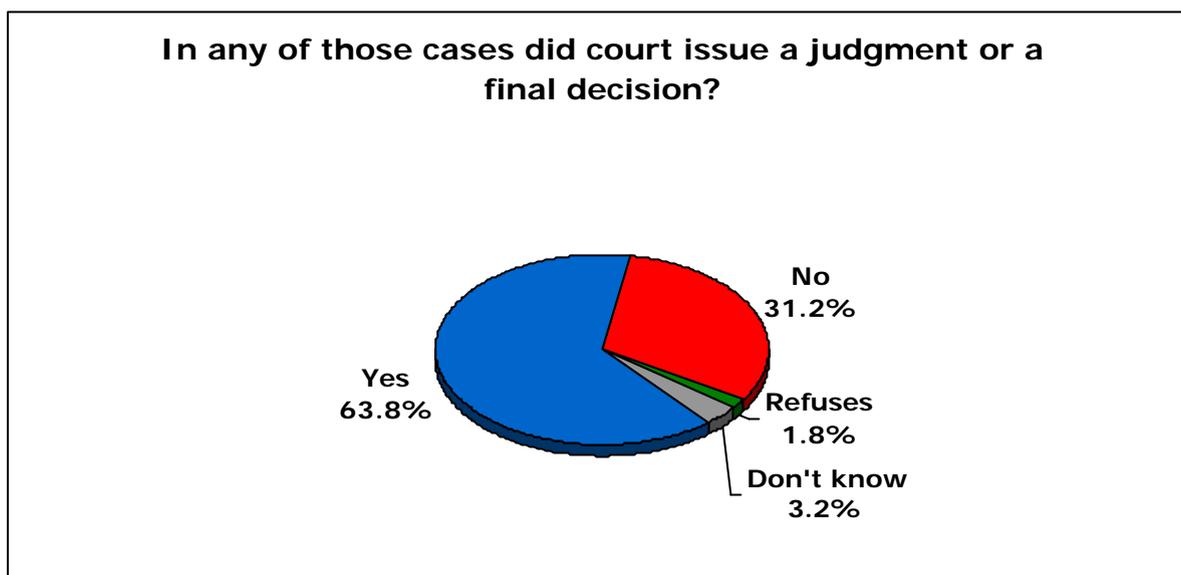
Bosniaks and Serbs were mostly in the role of plaintiffs, in the court, and least in the role of the defendants.

Croats were mostly in the role of the witness than plaintiff and least in the role of the defendant.

Table 11: Different kind of legal conflict...

	Frequency	%
Conflict related to property	72	25.8
Traffic violation	51	18.3
Conflict between neighbors	24	8.6
Transfer of an estate	17	6.1
Complaint against firms	17	6.1
Divorce / guardianship	17	6.1
Stealing	16	5.7
Violating public peace and order	6	2.2
Deceptions	3	1.1
Loan	3	1.1
Compensation	3	1.1
Murder	2	0.7
Serious body injuries	2	0.7
Quarrels	2	0.7
Violation of the personal rights	2	0.7
Retirements	2	0.7
Debts/ credits	2	0.7
To establish the level of invalidity	1	0.4
Complaint against the city	1	0.4
Cutting down the wood	1	0.4
Compulsory selling of the firm	1	0.4
Buying/selling of the firm	1	0.4
Slander	1	0.4
Don't know, refuse	32	11.5
Total	279	100.0

There are many reasons for coming to court, but most often are: legal matters dealing with the property (25,8%), traffic violations (18,3%), conflict between neighbors, transfer of the estates, divorces, guardianships, stealing... The rest are in the smaller percentage.



Graph 12

In, two third of the cases, final decision was made by the court, while one third is still in the process.

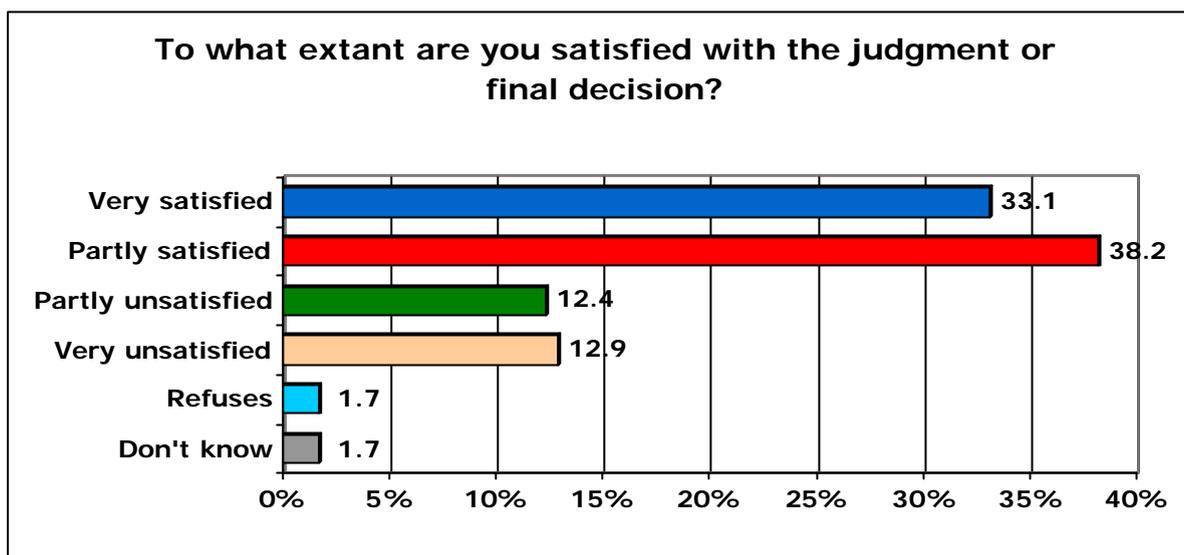
Table 12. 1: In any of those cases did court issue a judgment or a final decision? –By region

	Republic of Srpska		Federation of BaH		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	64	61.5	114	65.1	178	63.8
No	35	33.7	52	29.7	87	31.2
Refuse	2	1.9	3	1.7	5	1.8
Don't know	3	2.9	6	3.4	9	3.2
Total	104	100.0	175	100.0	279	100.0

61,5% of the legal conflicts are finished, while in FBaH there are 65,1% of them, that are finished by the court judgment.

Table 12. 2: In any of those cases did court issue a judgment or a final decision? –By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	35	62.5	73	65.8	67	62.6	178	63.8
No	18	32.1	32	28.8	35	32.7	87	31.2
Refuse	1	1.8	2	1.8	2	1.9	5	1.8
Don't know	2	3.6	4	3.6	3	2.8	9	3.2
Total	56	100.0	111	100.0	107	100.0	279	100.0



Graph 13

There are more than two third of the citizens of the BaH that were in the court last year and who are satisfied with the court judgment. 25% of the citizens are unsatisfied with the judgment.

Table 13.1: To what extent are you satisfied with the judgment or final decision? – By region

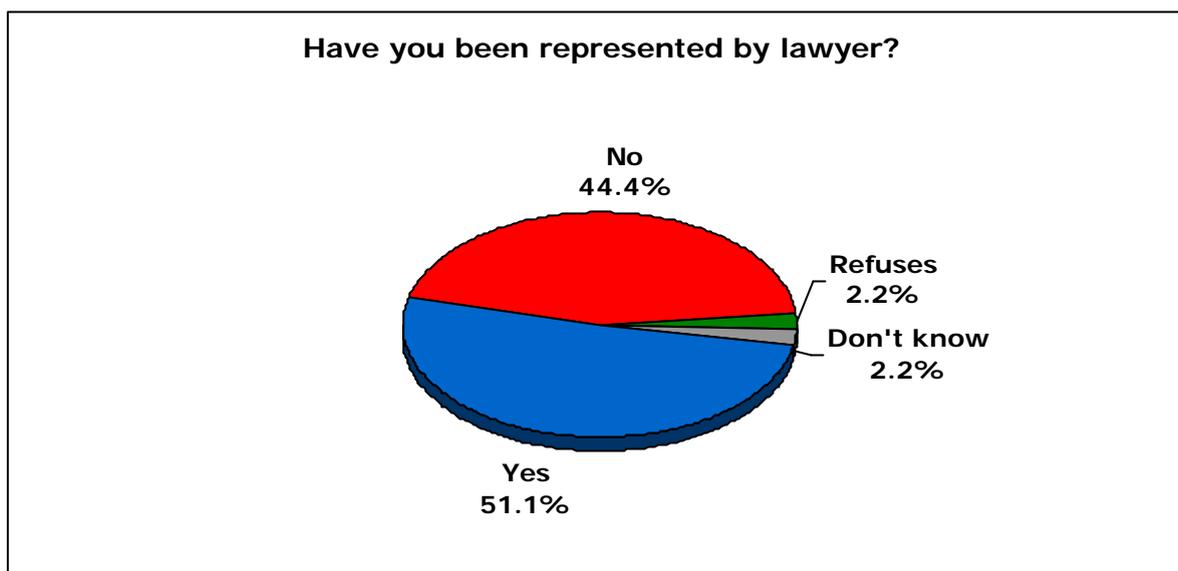
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very satisfied	22	34.4	37	32.5	59	33.1
Partly satisfied	20	31.3	48	42.1	68	38.2
Partly unsatisfied	9	14.1	13	11.4	22	12.4
Very unsatisfied	9	14.1	14	12.3	23	12.9
Refuse	2	3.1	1	.9	3	1.7
Don't know	2	3.1	1	.9	3	1.7
Total	64	100.0	114	100.0	178	100.0

Citizens of the FBaH are more satisfied with the judgments compared with the citizens of the RS.

Table 13.2: To what extent are you satisfied with the judgment or final decision? – By ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very satisfied	4	11.4	25	34.2	28	41.8	59	33.1
Partly satisfied	18	51.4	29	39.7	21	31.3	68	38.2
Partly unsatisfied	6	17.1	8	11.0	8	11.9	22	12.4
Very unsatisfied	5	14.3	10	13.7	7	10.4	23	12.9
Refuse	1	2.9	1	1.4	1	1.5	3	1.7
Don't know	1	2.9			2	3.0	3	1.7
Total	35	100.0	73	100.0	67	100.0	178	100.0

Bosniaks and Serbs are almost equally satisfied with the judgments with over 73% of positive answers. We can say that the Croats are also satisfied while more than 62% of them answered that they are satisfied with the judgments.

**Graph 14**

Lawyer equally represents citizens of the both entities, while 44,4% weren't represent by the lawyer.

Table 14.1: Have you been represented by lawyer? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	9	50.0	14	51.9	23	51.1
No	7	38.9	13	48.1	20	44.4
Refuse	1	5.6			1	2.2
Don't know	1	5.6			1	2.2
Total	18	100.0	27	100.0	45	100.0

Citizens in both entities had legal help in similar percentages.

Table 14.2 Have you been represented by lawyer? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	5	45.5	9	50.0	8	53.3	23	51.1
No	6	54.5	9	50.0	5	33.3	20	44.4
Refuse					1	6.7	1	2.2
Don't know					1	6.7	1	2.2
Total	11	100.0	18	100.0	15	100.0	45	100.0

Bosniaks and Serbs had they legal representatives in half of the cases, while 45,5% of Croats had lawyers.



Graph 15

Half of the respondents' answers that they had a complete description of the procedure and advice for lodging a complaint, but not all of the necessary information.

Table 15.1: Did any of the employees give you clear and complete description of the procedures before the decision was made and some advice on how to lodge a complaint? – By region

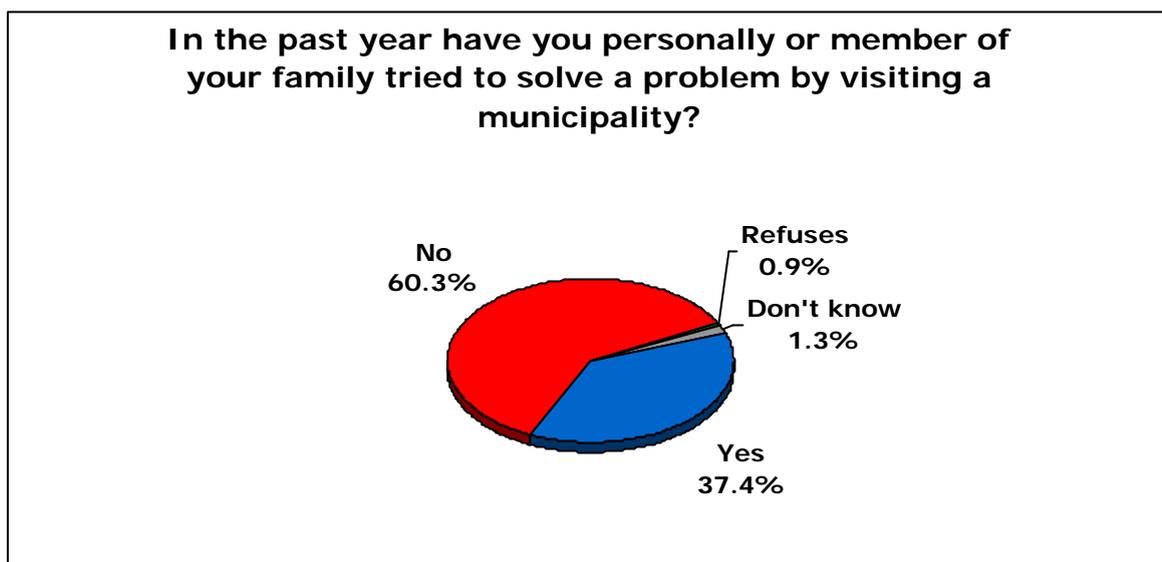
	Republic of Srpska		Federacija B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	1	14.3	8	61.5	9	45.0
No	5	71.4	4	30.8	9	45.0
Don't know	1	14.3	1	7.7	2	10.0
Total	7	100.0	13	100.0	20	100.0

Two third of the FBaH citizens answer that all the necessary information was given to them. Only 14,3% of the RS citizens said the same.

Table 15.2: In the past year have you personally or member of your family tried to solve a problem by visiting a municipality? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	3	50.0	5	55.6	1	20.0	9	45.0
No	3	50.0	2	22.2	4	80.0	9	45.0
Don't know			2	22.2			2	10.0
Total	6	100.0	9	100.0	5	100.0	20	100.0

Half of the Croats and Bosniaks answered that they enough information and descriptions of the procedure in lodging the complaints, while Serbs answered that they didn't have enough information on the same matter.



Graph 16

The largest number of the citizens of the BaH, 60,3% of them, during last year, didn't come to their Municipality asking for help in order to solve some of the problems. Only 37,4% of the citizens came to Municipality for these reasons.

Table 16.1: In the past year have you personally or member of your family tried to solve a problem by visiting a municipality? – By region

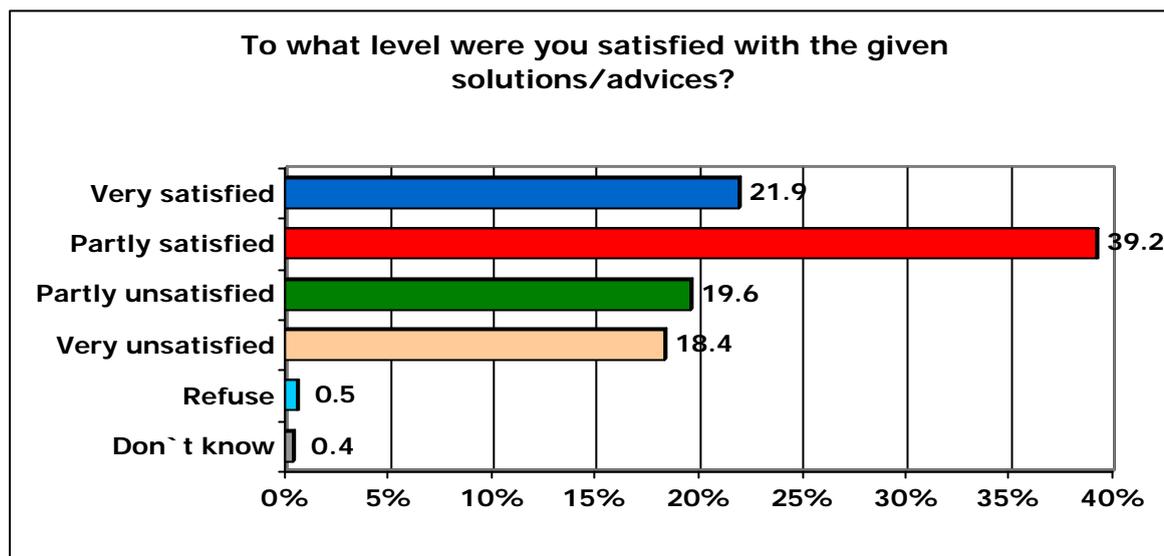
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	243	40.5	318	35.3	561	37.4
No	349	58.2	556	61.8	905	60.3
Refuses	2	.3	12	1.3	14	.9
Don't know	6	1.0	14	1.6	20	1.3
Total	600	100.0	900	100.0	1500	100.0

Citizens of the RS were more willing to come to their Municipality in order to ask for help in solving the problems.

Table 16.2: In the past year have you personally or member of your family tried to solve a problem by visiting a municipality? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	110	36.2	197	34.1	251	41.4	561	37.4
No	183	60.2	366	63.4	347	57.2	905	60.3
Refuse	5	1.6	7	1.2	2	.3	14	.9
Don't know	6	2.0	7	1.2	7	1.2	20	1.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The largest percent of the respondents who came to Municipality in order to ask for help are Serbs, than Croats and Bosniaks.



Graph 17

61, 1% of the citizens who went to Municipality for help in solving their problems are satisfied with the results of their visit.

Table 17.1: To what level were you satisfied with the given solutions/advices? – By region

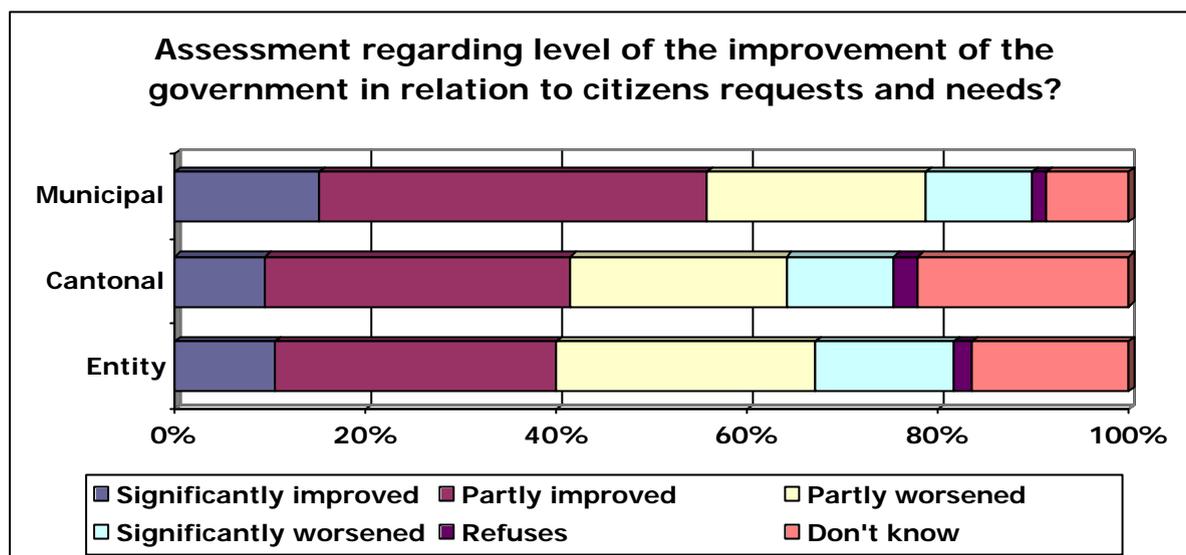
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very satisfied	39	16.0	84	26.4	123	21.9
Partly satisfied	107	44.0	113	35.5	220	39.2
Partly unsatisfied	46	18.9	64	20.1	110	19.6
Very unsatisfied	47	19.3	56	17.6	103	18.4
Refuse	2	.8	1	.3	3	.5
Don't know	2	.8			2	.4
Total	243	100.0	318	100.0	561	100.0

Citizens of the FBaH were more satisfied with the results, after visiting the Municipality than citizens of the RS. There are much more those who were very satisfied with their visits in FBaH, than only 16% of the respondents in RS.

Table 17.1: To what level were you satisfied with the given solutions/advices? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very satisfied	27	24.5	55	27.9	41	16.3	123	21.9
Partly satisfied	47	42.7	68	34.5	104	41.4	220	39.2
Partly unsatisfied	24	21.8	34	17.3	51	20.3	110	19.6
Very unsatisfied	11	10.0	40	20.3	51	20.3	103	18.4
Refuse	1	.9			2	.8	3	.5
Don't know					2	.8	2	.4
Total	110	100.0	197	100.0	251	100.0	561	100.0

Croats and Bosniaks were much more satisfied with the results of their visit to Municipality than Serbs.



Graph 18

The BaH citizens consider that municipal administration (comparing cantonal and entities) have improved its attitude towards citizens in the greatest extent. Next is cantonal administration while the less improvement was shown by entities' administration. The BaH citizens' satisfaction regarding administration activities and work of its representatives is lower as the administration level is higher.

Table 18.1: Assessment regarding level of the improvement of the MUNICIPAL government in relation to citizens' requests and needs? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Significantly improved	72	12.0	155	17.2	227	15.1
Partly improved	190	31.7	421	46.8	611	40.7
Partly worsened	172	28.7	172	19.1	344	22.9
Significantly improved	86	14.3	79	8.8	165	11.0
Refuse	12	2.0	12	1.3	24	1.6
Don't know	68	11.3	61	6.8	129	8.6
Total	600	100.0	900	100.0	1500	100.0

The most of the FBaH citizens think (64%) that municipal administration improved its attitude towards citizens. Comparing with the FBaH the citizens of RS with 43,7% think that municipal administration improved its attitude towards citizens. In both entities the citizens think that improvement partly occurred.

Table 18.2: Assessment regarding level of the improvement of the MUNICIPAL government in relation to citizens' requests and needs? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Significantly improved	64	21.1	92	15.9	71	11.7	227	15.1
Partly improved	149	49.0	249	43.2	207	34.1	611	40.7
Partly worsened	48	15.8	122	21.1	172	28.3	344	22.9
Significantly improved	25	8.2	53	9.2	84	13.8	165	11.0
Refuse	1	.3	12	2.1	11	1.8	24	1.6
Don't know	17	5.6	49	8.5	62	10.2	129	8.6
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (70,1%) think that municipal administration improved its work. More than half of Bosniaks think that improvement occurred regarding municipal administration while Serbs only notice improvement with 45.8%.

Table 19.1: Assessment regarding level of the improvement of the CANTONAL government in relation to citizens' requests and needs? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Significantly improved	26	4.3	117	13.0	143	9.5
Partly improved	95	15.8	387	43.0	482	32.1
Partly worsened	116	19.3	222	24.7	338	22.5
Significantly improved	77	12.8	92	10.2	169	11.3
Refuse	29	4.8	9	1.0	38	2.5
Don't know	257	42.8	73	8.1	330	22.0
Total	600	100.0	900	100.0	1500	100.0

In the FBaH 56% of the citizens notice improvement regarding work of the cantonal administration while 34,9% of the citizens think that their work changed for the worse. The most of the RS citizens answered with "don't know" since they don't meet this level of the administration in RS. The citizens who have met the cantonal administration think by 20,1 % that its work have improved while there is more of them (32,1) who think that their work changed for the worse.

Table 19.2: Assessment regarding level of the improvement of the CANTONAL government in relation to citizens' requests and needs? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Significantly improved	41	13.5	76	13.2	25	4.1	143	9.5
Partly improved	134	44.1	227	39.3	115	18.9	482	32.1
Partly worsened	74	24.3	138	23.9	125	20.6	338	22.5
Significantly improved	22	7.2	64	11.1	79	13.0	169	11.3
Refuse			10	1.7	28	4.6	38	2.5
Don't know	33	10.9	62	10.7	235	38.7	330	22.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Work improvement of the cantonal administration is the best noticed by Croats (57,6%) then Bosniaks (53,5) and Serbs (23%).

Table 20.1: Assessment regarding level of the improvement of the ENTITY government in relation to citizens' requests and needs? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Significantly improved	29	4.8	129	14.3	158	10.5
Partly improved	130	21.7	313	34.8	443	29.5
Partly worsened	176	29.3	230	25.6	406	27.1
Significantly improved	115	19.2	104	11.6	219	14.6
Refuse	14	2.3	15	1.7	29	1.9
Don't know	136	22.7	109	12.1	245	16.3
Total	600	100.0	900	100.0	1500	100.0

The FBaH citizens mostly think that improvement occurred regarding work of the entity administration, more than the citizens of RS.

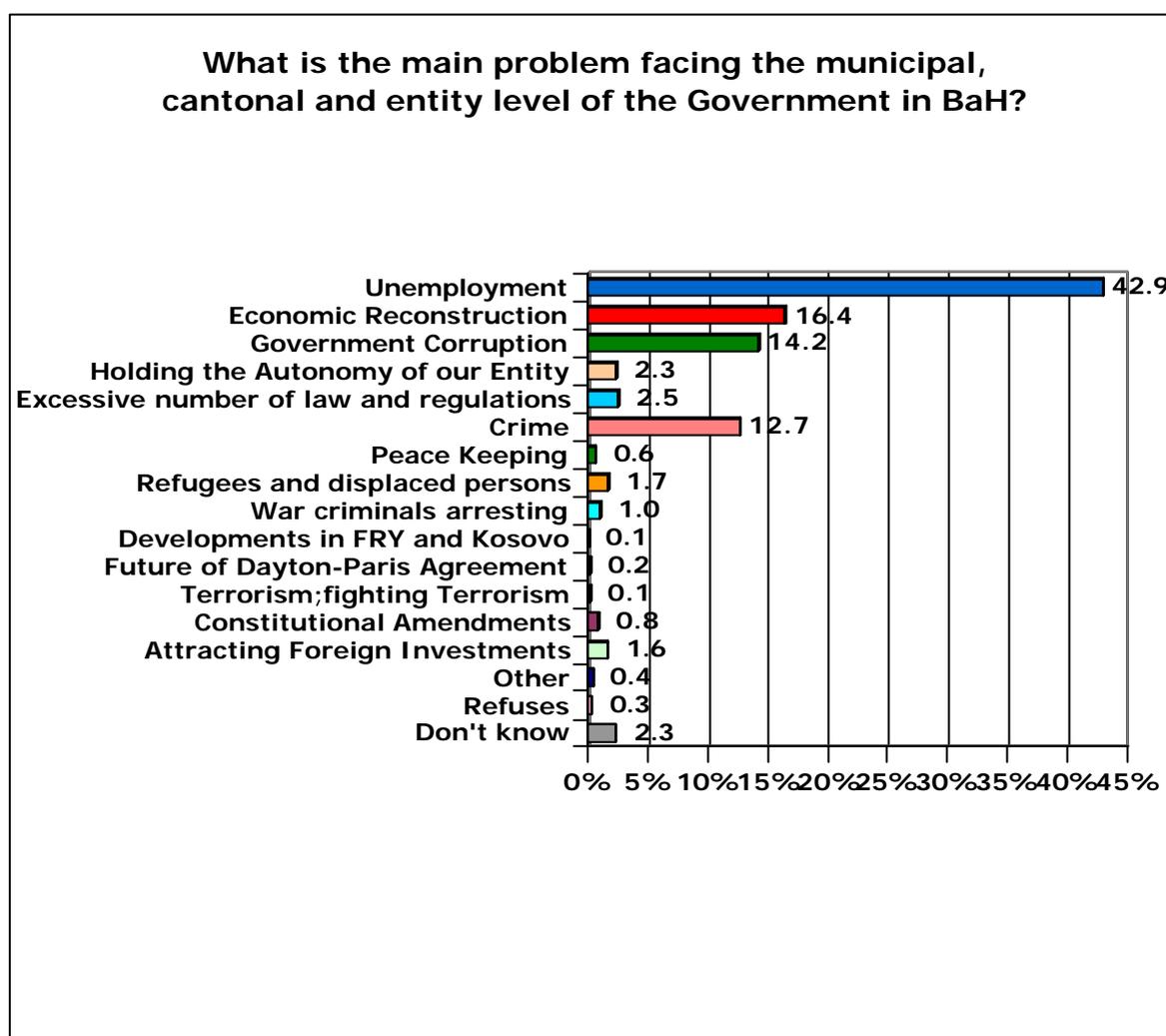
The citizens of the FBaH with 49,1% think that the entity administration improved its work and 36,5% of the citizens of RS.

In RS half of the citizens think that the work of entity administration changed to worse.

Table 20.2: Assessment regarding level of the improvement of the ENTITY government in relation to citizens' requests and needs? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	35	11.5	91	15.8	32	5.3	158	10.5
Significantly improved	115	37.8	178	30.8	145	23.9	443	29.5
Partly improved	70	23.0	158	27.4	176	29.0	406	27.1
Partly worsened	39	12.8	63	10.9	114	18.8	219	14.6
Significantly worsened	3	1.0	9	1.6	15	2.5	29	1.9
Refuse	42	13.8	78	13.5	125	20.6	245	16.3
Don't know	304	100.0	577	100.0	607	100.0	1500	100.0

Comparing with other nationalities Croats note the greatest improvement of the entity administration work, next are Bosniaks while the most of Serbs think that work of the entity administration changed to worse.



Graph 19

The citizens of BaH see economical problem as the main problem facing the BaH Government at all administration levels (unemployment 42,9% and economical reconstruction 16,4%), then follows administration corruption (14,2%) and crime (12,7%).

These are four major problems that BaH Government is confronted with.

Table21.1: Main problems that the Government of the BaH is facing with on the level of municipalities, cantons and entities – by region

	Republic of Srpska		Federation BaH		Total	
	Frequency	%	Frequency	%	Frequency	%
Unemployment	233	38.8	411	45.7	644	42.9
Economic Reconstruction	92	15.3	154	17.1	246	16.4
Government Corruption	97	16.2	116	12.9	213	14.2
Holding the Autonomy of our Entity	26	4.3	9	1.0	35	2.3
Excessive number of law and regulations	10	1.7	27	3.0	37	2.5
Crime	86	14.3	104	11.6	190	12.7
Peace Keeping	5	.8	4	.4	9	.6
Refugees and displaced persons returning	10	1.7	15	1.7	25	1.7
War criminals arresting	2	.3	13	1.4	15	1.0
Developments in FRY and Kosovo	1	.2			1	.1
Future of Dayton-Paris Agreement	1	.2	2	.2	3	.2
Terrorism; fighting Terrorism			2	.2	2	.1
Constitutional Amendments	3	.5	9	1.0	12	.8
Attracting Foreign Investments	8	1.3	16	1.8	24	1.6
Other	5	.8	1	.1	6	.4
Refuses	1	.2	3	.3	4	.3
Don't know	20	3.3	14	1.6	34	2.3
Total	600	100.0	900	100.0	1500	100.0

The citizens of both entities see the same problems as the major problems confronting their respective Governments. These are primary economical problems (unemployment and economical reconstruction) but also problems of crime and corruption.

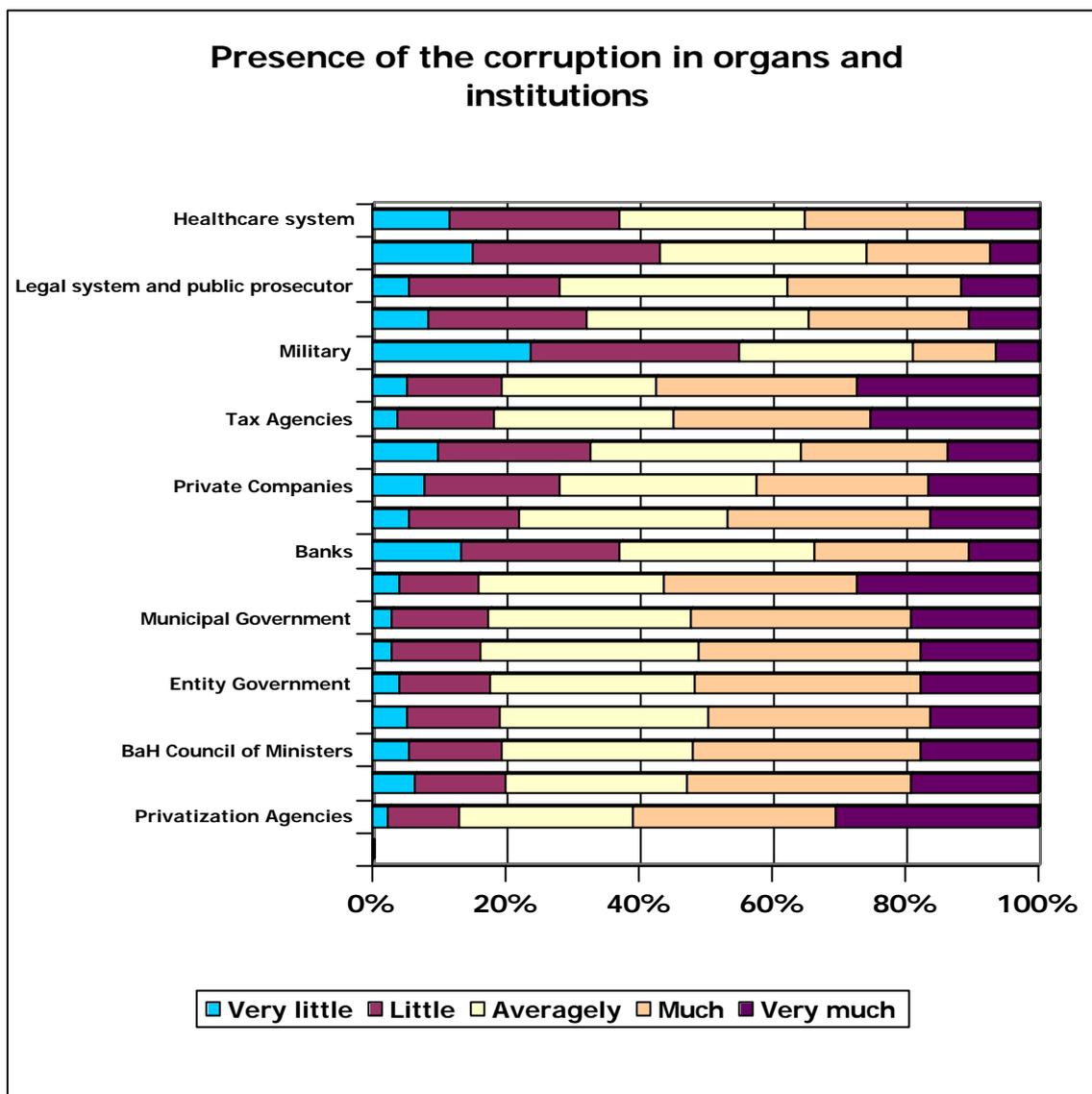
In RS the issue regarding viability of the entity autonomy is singled out. The other problems are not so important.

Table21.2: Main problems that the Government of the BaH is facing with on the level of municipalities, cantons and entities – by region

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
	136	44.7	280	48.5	223	36.7	644	42.9
Unemployment	50	16.4	101	17.5	93	15.3	246	16.4
Economic Reconstruction	41	13.5	71	12.3	98	16.1	213	14.2
Government Corruption	3	1.0	7	1.2	25	4.1	35	2.3
Holding the Autonomy of our Entity	11	3.6	14	2.4	12	2.0	37	2.5
Excessive number of law and regulations	43	14.1	55	9.5	91	15.0	190	12.7
Crime	1	.3	2	.3	6	1.0	9	.6
Peace Keeping	3	1.0	8	1.4	14	2.3	25	1.7
Refugees and displaced persons returning	2	.7	11	1.9	2	.3	15	1.0
War criminals arresting					1	.2	1	.1

Developments in FRY and Kosovo					2	.3	3	.2
Future of Dayton-Paris Agreement	2	.7					2	.1
Terrorism; fighting Terrorism	2	.7	5	.9	5	.8	12	.8
Constitutional Amendments	4	1.3	9	1.6	11	1.8	24	1.6
Attracting Foreign Investments	3	1.0			3	.5	6	.4
Other			2	.3	2	.3	4	.3
Refuses	3	1.0	12	2.1	19	3.1	34	2.3
	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities stress same problems as the main problems facing the entity governments on all levels. These are economical problems (unemployment and economical reconstruction) and then corruption of the government and crime.

**Graph 20**

The BaH citizens think that corruption is the most diffused within the Privatization Agency (60,8%), the Custom (57,3%), the Post Services and Electro distribution (56,3) and the Revenue Agency (54,8).

Almost half of the BaH citizens think that corruption is present at almost all levels of the administration, from municipality up to presidency of BaH.

The corruption is at least present with the military and education although over 20% of the citizens BaH think that corruption is also present with those two administration segments.

The BaH citizens note corruption as one of the greatest problems in the society and it is small number of the segments where the corruption is not present in large extent according to their opinion.

Table 22.1: Presence of the corruption in organs and institutions – By region

	Republika Srpska	Federacija B&H	Total
Healthcare system	3.18	2.83	2.97
Education	2.95	2.61	2.75
Legal system and public prosecutor	3.45	2.96	3.15

Police	3.32	2.85	3.04
Military	2.48	2.44	2.46
Customs	3.91	3.38	3.60
Tax Agencies	3.76	3.45	3.58
Cadastral Agencies and Comities	3.33	2.90	3.07
Private Companies	3.46	3.07	3.23
State Companies	3.63	3.17	3.36
Banks	3.39	2.62	2.93
PTT, Power supply Companies	4.02	3.37	3.64
Municipal Government	3.71	3.36	3.50
Cantonal Government	3.68	3.38	3.49
Entity Government	3.70	3.31	3.47
Entity Parliament	3.64	3.25	3.41
BaH Council of Ministers	3.67	3.29	3.44
BaH Presidency	3.72	3.27	3.45
Privatization Agencies	3.96	3.61	3.75

The citizens of RS think that corruption is the most present within the Post and Telephone Services and Electro distribution, then within the Privatization Agency, Custom, and Revenue Agency.

Military and education are the least corrupted according to the citizens' opinion.

In the FBaH corruption is the most present within the Privatization Agency, the Revenue Agency, Custom, Cantonal administration, the Post and Telephone Services and Electro distribution companies according to the citizens opinion. Military and Education are segments with the least corruption according to the citizens.

As we can see the citizens of both entities see the same institutions as the most corrupted. In RS average assessment of the corruption is higher than in the FBaH.

Table 22.2 Presence of the corruption in organs and institutions – By ethnic background

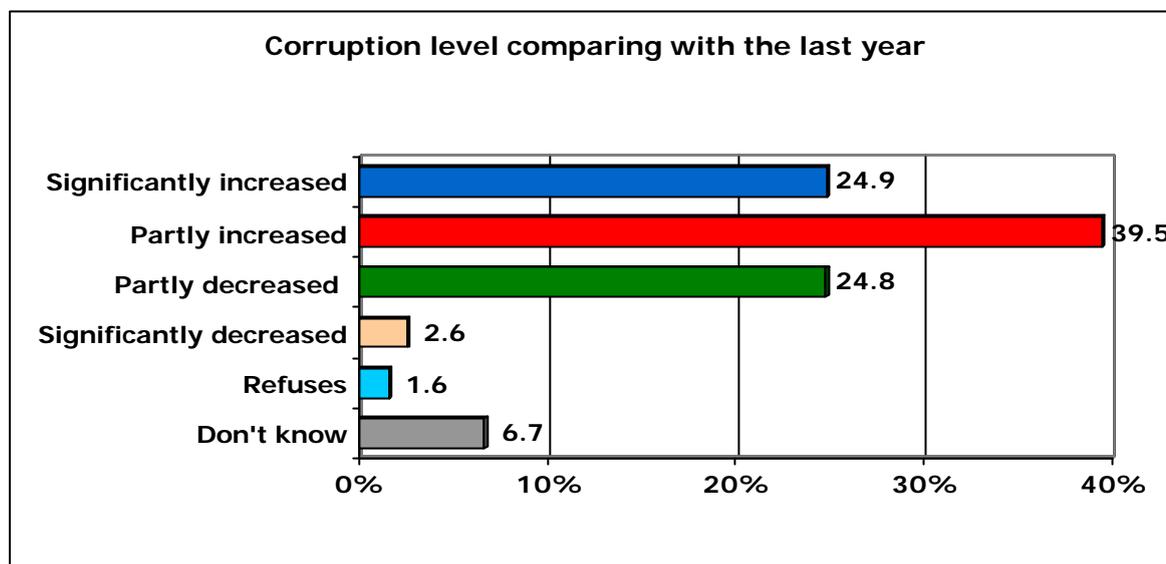
	Croats	Muslims/Bosniaks	Serbs	Total
Healthcare system	2.86	2.85	3.14	2.97
Education	2.45	2.67	2.94	2.75
Legal system and public prosecutor	2.89	3.03	3.41	3.15
Police	2.92	2.88	3.25	3.04
Military	2.57	2.35	2.50	2.46
Customs	3.75	3.22	3.88	3.60
Tax Agencies	3.81	3.30	3.73	3.58
Cadastral Agencies and Comities	2.99	2.90	3.29	3.07
Private Companies	3.32	2.96	3.45	3.23
State Companies	3.27	3.20	3.55	3.36
Banks	2.83	2.59	3.32	2.93
PTT, Power supply Companies	3.62	3.28	3.97	3.64
Municipal Government	3.48	3.37	3.65	3.50
Cantonal Government	3.49	3.38	3.61	3.49
Entity Government	3.35	3.35	3.64	3.47
Entity Parliament	3.39	3.25	3.57	3.41
BaH Council of Ministers	3.44	3.29	3.59	3.44
BaH Presidency	3.46	3.23	3.65	3.45
Privatization Agencies	3.76	3.53	3.96	3.75

Croats note the greatest presence of the corruption with the Revenue Agency, Privatization Agency, Custom, Post and Telephone Service and Electro distribution.

Bosniaks think that corruption is the most present with the Privatization Agency, then Cantonal, Municipal, and Entity administration.

Serbs note the greatest corruption with Post and Telephone Service, Electro distribution, Privatization Agency, Custom and Revenue Agency.

It is interesting that Bosniaks the most note corruption with ruling structure at all levels comparing with Croats and Serbs who see the most corruption within the state companies. The average assessment of the corruption is the least with Bosniaks, and then with Croats while with Serbs is the highest average assessment of the corruption.



Graph 21

Although the citizens of BaH consider the corruption as a major and present problem they also think that the level corruption has increased comparing with the last year. Two third of the citizens (64,4%) answered that they are aware of the increase of the corruption. Every fourth citizen thinks that level of corruption decreased during the last year.

Table 23.1: Corruption level comparing with the last year – by region

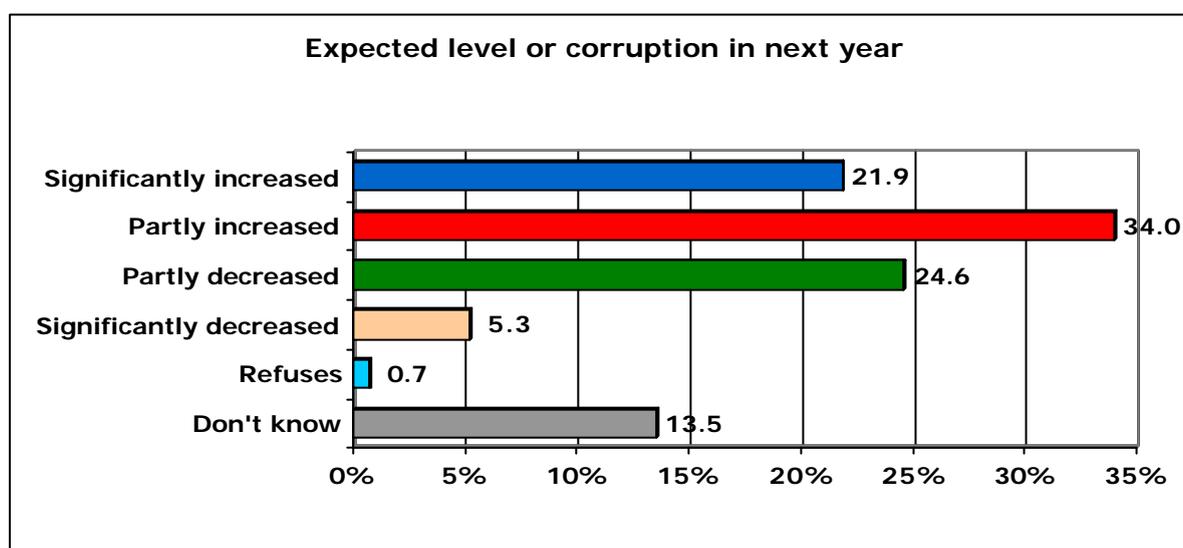
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Significantly increased	155	25.8	218	24.2	373	24.9
Partly increased	267	44.5	325	36.1	592	39.5
Partly decreased	102	17.0	270	30.0	372	24.8
Significantly decreased	9	1.5	30	3.3	39	2.6
Refuses	11	1.8	13	1.4	24	1.6
Don't know	56	9.3	44	4.9	100	6.7
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (70,3%) think that level of corruption increased comparing with the last year. The FBaH citizens (60,3%) also think that the level of corruption increased comparing with the last year. The most of the citizens, regardless the entity, think that corruption increased to some extent.

Table 23.1: Corruption level comparing with the last year – by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Significantly increased	68	22.4	145	25.1	157	25.9	373	24.9
Partly increased	107	35.2	214	37.1	264	43.5	592	39.5
Partly decreased	98	32.2	160	27.7	112	18.5	372	24.8
Significantly decreased	5	1.6	24	4.2	10	1.6	39	2.6
Refuses	7	2.3	4	.7	13	2.1	24	1.6
Don't know	19	6.3	30	5.2	51	8.4	100	6.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most Serbs 69,4% think that the level of corruption increased during the last year next are Bosniaks with 62,2% and then Croats 57,6%. All three nationalities think that the level of corruption increased during the last year.

**Graph 22**

It is disturbing that the most of the BaH citizens expect increase of the corruption in the following year. More than half of the citizens have such expectation. Every third citizen of BaH expects decrease of the corruption in following period but not in great extent.

Table 24.1: Expected level or corruption in next year – by region

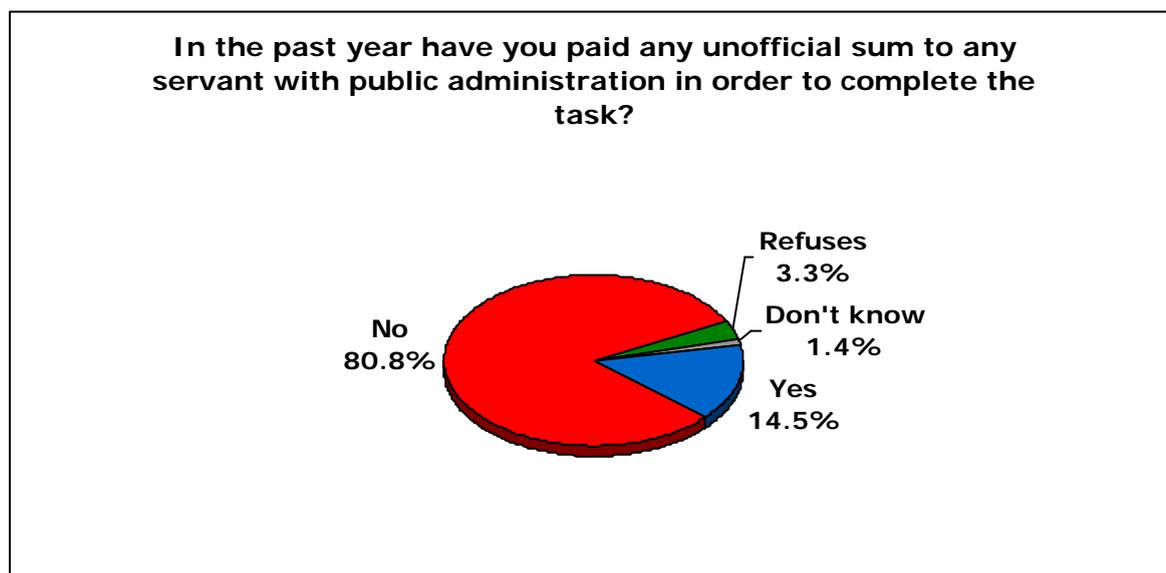
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Significantly increased	137	22.8	191	21.2	328	21.9
Partly increased	217	36.2	293	32.6	510	34.0
Partly decreased	109	18.2	260	28.9	369	24.6
Significantly decreased	28	4.7	51	5.7	79	5.3
Refuses	4	.7	7	.8	11	.7
Don't know	105	17.5	98	10.9	203	13.5
Total	600	100.0	900	100.0	1500	100.0

More than half of the citizens in both entities expect increase of the corruption in the following year. The RS citizens expect that corruption increase in greater extent than the citizens of the FBaH.

Table 24.2: Expected level of corruption in next year – by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Significantly increased	51	16.8	132	22.9	144	23.7	328	21.9
Partly increased	110	36.2	173	30.0	221	36.4	510	34.0
Partly decreased	86	28.3	167	28.9	113	18.6	369	24.6
Significantly decreased	13	4.3	37	6.4	29	4.8	79	5.3
Refuses	1	.3	5	.9	5	.8	11	.7
Don't know	43	14.1	63	10.9	95	15.7	203	13.5
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities expect increase of the corruption in the following period. 60,1% of Serbs expects increase of the corruption but 53 % of Croats and 52,9% of Bosniaks expect the corruption.

**Graph 23**

The most of the citizens of BaH 80% did not give money to the public servants working with the public administration in order to complete certain tasks.

14,5% of the BaH citizens gave money to some public servants working with public administration in order to complete certain task.

Table 25.1: In the past year have you paid any unofficial sum to any servant with public administration in order to complete the task? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	112	18.7	105	11.7	217	14.5
No	450	75.0	762	84.7	1212	80.8
Refuse	24	4.0	26	2.9	50	3.3
Don't know	14	2.3	7	.8	21	1.4
Total	600	100.0	900	100.0	1500	100.0

The RS citizens, in higher percentage, gave money to the public servants then the citizens of the FBaH. In RS 18,7% of the citizens gave money since in the FBaH 11,7% of the citizens done the same thing.

Table 25.2: In the past year have you paid any unofficial sum to any servant with public administration in order to complete the task? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	45	14.8	66	11.4	106	17.5	217	14.5
No	244	80.3	495	85.8	462	76.1	1212	80.8
Refuse	12	3.9	12	2.1	25	4.1	50	3.3
Don't know	3	1.0	4	.7	14	2.3	21	1.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

During the last year 17,5% of Serbs gave money in order to complete certain task but 14,8% of Croats gave the money while 11,4% of Bosniaks gave.



Graph 24

There is much more citizens (31,5%) who gave presents then money to the public servants during the last year in order to complete certain tasks. It should be noted that the citizens of BaH in great extent do not see giving the presents as bribe as they see money giving.

Table 26.1: In the past year have you provided any gifts to any public administration servant in order to complete the task? – By region

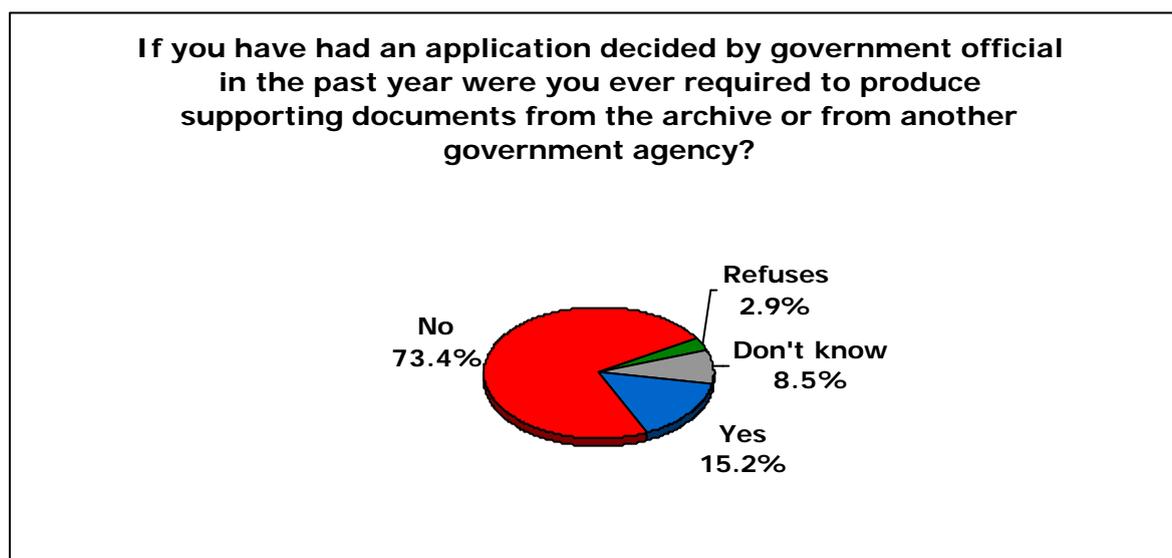
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	203	33.8	270	30.0	473	31.5
No	375	62.5	600	66.7	975	65.0
Refuse	14	2.3	20	2.2	34	2.3
Don't know	8	1.3	10	1.1	18	1.2
Total	600	100.0	900	100.0	1500	100.0

The citizens of both entities gave more presents then money to the public servants. Around one third of the citizens gave presents to the public servants in order to complete certain tasks.

Table 26.2: In the past year have you provided any gifts to any public administration servant in order to complete the task? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs			
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	104	34.2	167	28.9	199	32.8	473	31.5
No	185	60.9	393	68.1	389	64.1	975	65.0
Refuse	9	3.0	12	2.1	12	2.0	34	2.3
Don't know	6	2.0	5	.9	7	1.2	18	1.2
Total	304	100.0	577	100.0	607	100.0	1500	100.0

One third of Croats and Serbs gave presents to the public servant in order to complete certain tasks during the last year. Less number of Bosniaks (28,9%) tried to complete certain task on the similar manner.

**Graph 25**

The most citizens of BaH 73,4% were not oblige to submit additional documents from the other Government institution archive. 15,2 % of the citizens was requested such document by the government official.

Table 27.1: If you have had an application decided by government official in the past year were you ever required to produce supporting documents from the archive or from another government agency? – By region

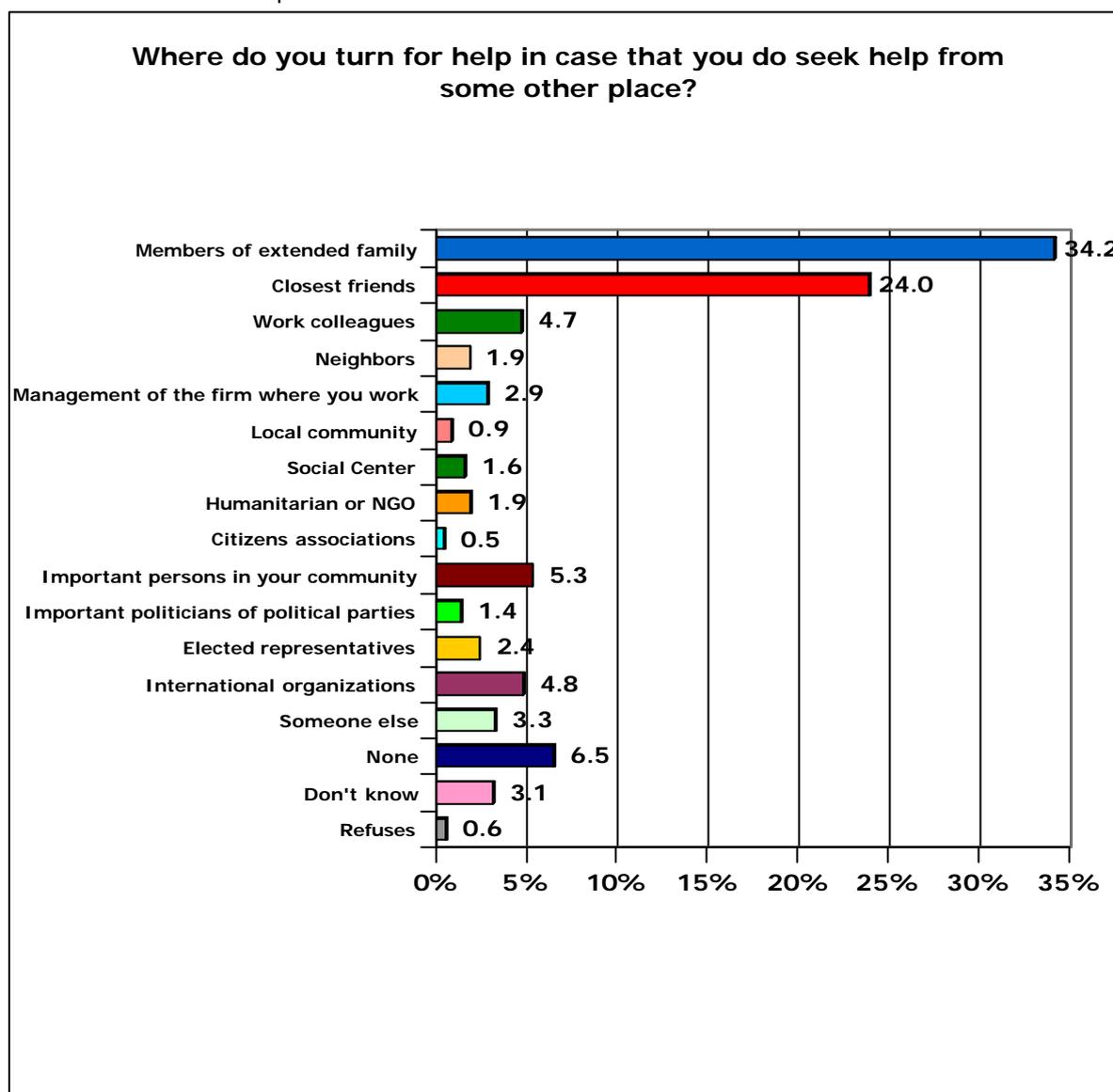
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	130	21.7	98	10.9	228	15.2
No	386	64.3	715	79.4	1101	73.4
Refuse	22	3.7	21	2.3	43	2.9
Don't know	62	10.3	66	7.3	128	8.5
Total	600	100.0	900	100.0	1500	100.0

Every fifth citizen of RS was requested by the Government official to submit additional documentation filed with some other Government Agency. In the FBaH every tenth citizen was requested the same.

Table 27.2: If you have had an application decided by government official in the past year were you ever required to produce supporting documents from the archive or from another government agency? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	32	10.5	70	12.1	126	20.8	228	15.2
No	235	77.3	456	79.0	399	65.7	1101	73.4
Refuse	11	3.6	12	2.1	20	3.3	43	2.9
Don't know	26	8.6	39	6.8	62	10.2	128	8.5
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Every fifth Serb was requested by the Government official to submit additional documentation filed with some other Government Agency during the last year. Croats and Bosniaks were requested the same in 10% of the cases.



Graph 26

Citizens mostly address family members (34,2%), then friends (24%) and important persons from the local community (5,3%) for help when not able to finish certain procedure with government institutions. Then follow international organizations (4,8%)

and working colleagues (4,7%). 6,5% of the citizens do not address anyone for help when able to solve some of the procedures.

In such situations citizens mostly trust to individuals to whom they have good relations.

The BaH citizens do not have much confidence with NGO's and system institutions.

Table 28.1: Where do you turn for help in case that you do seek help from some other place? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Members of extended family	199	33.2	314	34.9	513	34.2
Closest friends	143	23.8	217	24.1	360	24.0
Work colleagues	30	5.0	41	4.6	71	4.7
Neighbors	14	2.3	14	1.6	28	1.9
Management of the firm where you work	22	3.7	21	2.3	43	2.9
Local community	6	1.0	7	.8	13	.9
Social Center	11	1.8	13	1.4	24	1.6
Humanitarian or NGO	13	2.2	16	1.8	29	1.9
Citizens associations	2	.3	5	.6	7	.5
Important persons in your community	46	7.7	34	3.8	80	5.3
Important politicians of political parties	10	1.7	11	1.2	21	1.4
Elected representatives	14	2.3	22	2.4	36	2.4
International organizations	29	4.8	43	4.8	72	4.8
Someone else	4	.7	45	5.0	49	3.3
None	31	5.2	67	7.4	98	6.5
Don't know	22	3.7	25	2.8	47	3.1
Refuses	4	.7	5	.6	9	.6
Total	600	100.0	900	100.0	1500	100.0

The RS citizens mostly address family members (33,2%), then friends (23,8%) and important persons from the local community (7,7%) for help when not able to finish certain procedure with government institutions. Then follow working colleagues (5%) and international organizations (4,8%).

The FBaH citizens mostly address family members (34,9%), then friends (24,1%) and to international community (4,8%) for help when not able to finish certain procedure with government institutions. Then follow working colleagues (4,6%) and important persons from the local community (3,8%).

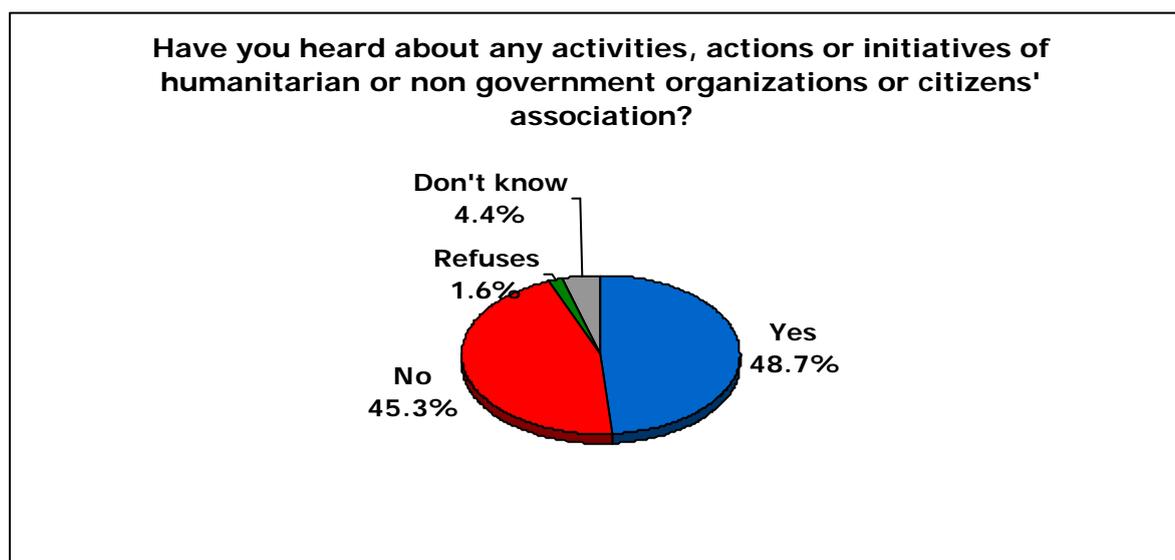
Table 28.2: Where do you turn for help in case that you do seek help from some other place? – By ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Members of extended family	83	27.3	217	37.6	209	34.4	513	34.2
Closest friends	70	23.0	141	24.4	145	23.9	360	24.0
Work colleagues	22	7.2	19	3.3	30	4.9	71	4.7
Neighbors	3	1.0	11	1.9	14	2.3	28	1.9
Management of the firm where you work	8	2.6	15	2.6	19	3.1	43	2.9
Local community	2	.7	5	.9	6	1.0	13	.9
Social Center	8	2.6	7	1.2	8	1.3	24	1.6

Humanitarian or NGO	6	2.0	11	1.9	12	2.0	29	1.9
Citizens associations	1	.3	3	.5	2	.3	7	.5
Important persons in your community	17	5.6	14	2.4	48	7.9	80	5.3
Important politicians of political parties	5	1.6	5	.9	11	1.8	21	1.4
Elected representatives	11	3.6	11	1.9	14	2.3	36	2.4
International organizations	17	5.6	27	4.7	28	4.6	72	4.8
Someone else	12	3.9	34	5.9	3	.5	49	3.3
None	29	9.5	36	6.2	33	5.4	98	6.5
Don't know	10	3.3	16	2.8	21	3.5	47	3.1
Refuses			5	.9	4	.7	9	.6
	304	100.0	577	100.0	607	100.0	1500	100.0

Croats mostly address family members (27,3%), then friends (23%) and working colleagues (7,2%) for help when not able to finish certain procedure with government institutions. Then follow important persons from the local community (5,6%). and international organizations (5,6%). Bosniaks mostly address family member (37,6%), then friend (24,4%) and international organizations (4,7%) for help when not able to finish certain procedure with government institutes. Then follow working colleagues (3,3%) and important persons from the local community (2,4%).

Serbs mostly address family members (34,4%), then to friends (23,95) and to important persons from the local community (7,9%) for help when not able to finish certain procedure with government institutions. Then follow working colleagues (4,9%) and international organization (4,6%).



Graph 27

Equal number of the citizens have not heard anything regarding activities, actions and initiatives of a humanitarian organizations and NGO in BaH.

Table 29.1: Have you heard about any activities, actions or initiatives of humanitarian or non-government organizations or citizens' association? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	306	51.0	425	47.2	731	48.7
No	262	43.7	417	46.3	679	45.3
Refuse	2	.3	22	2.4	24	1.6
Don't know	30	5.0	36	4.0	66	4.4
Total	600	100.0	900	100.0	1500	100.0

The RS citizens are little bit more familiar with actions, activities and initiatives of the humanitarian organizations and NGO then the citizens of the FBaH. That difference is not either big or significant.

Table 29.2: Have you heard about any activities, actions or initiatives of humanitarian or non-government organizations or citizens' association? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	114	37.5	310	53.7	300	49.4	731	48.7
No	172	56.6	230	39.9	273	45.0	679	45.3
Refuse	12	3.9	9	1.6	3	.5	24	1.6
Don't know	6	2.0	28	4.9	31	5.1	66	4.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

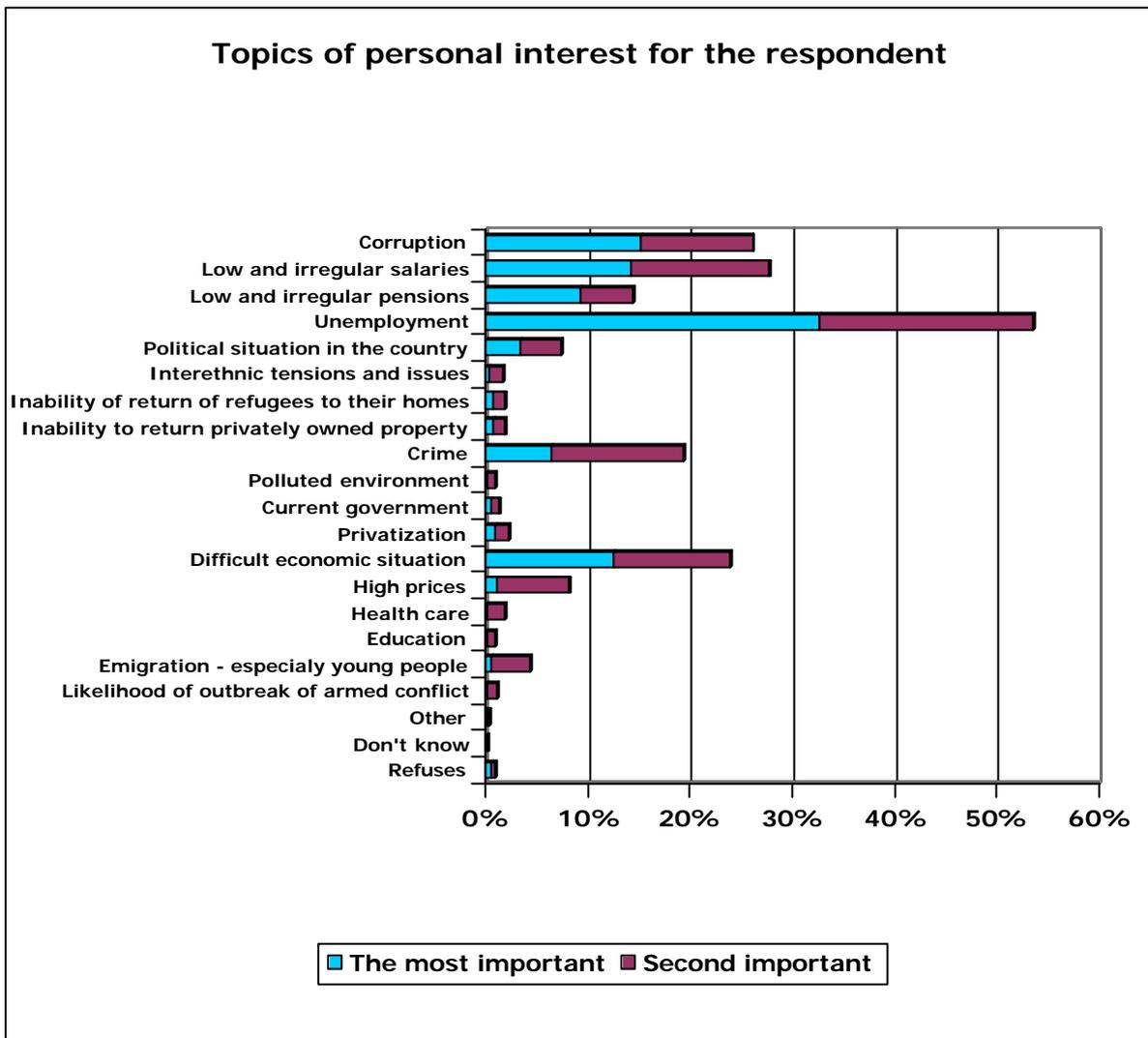
Bosniaks (53,7%) are the most familiar with activities of the humanitarian organizations and NGO, and then Serbs (49,4%) while Croats (37,5%) are the least familiar with such activities.

The most important issues for the BaH citizens we could divide in three categories. The first category includes economical problems: unemployment (32,9%), low and irregular salaries (14,2%), difficult economical situation (12,4) and low and irregular pensions 9,3%).

The second category includes corruption (15,2%) and crime (6,4%).

The citizens pointed out the present political situation within the state (12,4%) as the third major problem. As we can see the major problems and individual issues important to the BaH citizens confronting the BaH government are without great difference.

The second important issues to the BaH citizens are almost identical with the most important topics.



Graph 28

We can make a categorization of the topics that are of the most importance for the largest number of BaH citizens.

First category is for the problems connected with the economic aspects of life: unemployment, low and irregular salaries, difficult economic situation and irregular and low pensions.

Second category is related with corruption and crime.

Third category and one of the problems of the large importance is political situation in the state. As we can see, problems are both individual and related to the situation in the state, and they are almost identical with the second choice problems.

Table 30.1: Topics of personal interest for the respondent, most important – by region

	Republic of Srpska		Federation B&H		Table	
	Frequency	%	Frequency	%	Frequency	%
Corruption	91	15.2	137	15.2	228	15.2
Low and irregular salaries	99	16.5	114	12.7	213	14.2
Low and irregular pensions	65	10.8	75	8.3	140	9.3
Unemployment	182	30.3	308	34.2	490	32.7
Political situation in the country	17	2.8	33	3.7	50	3.3
Interethnic tensions and issues	4	.7	2	.2	6	.4
Inability of return of refugees to their homes	3	.5	7	.8	10	.7
Inability to return privately owned property	6	1.0	4	.4	10	.7
Crime	50	8.3	47	5.2	97	6.5
Polluted environment	1	.2	2	.2	3	.2
Current government	1	.2	7	.8	8	.5
Privatization	3	.5	11	1.2	14	.9
Difficult economic situation	60	10.0	127	14.1	187	12.5
High prices	6	1.0	11	1.2	17	1.1
Health care	1	.2	2	.2	3	.2
Education	2	.3	1	.1	3	.2
Emigration - especially young people	3	.5	5	.6	8	.5
Likelihood of outbreak of armed conflict	3	.5			3	.2
Other	1	.2			1	.1
Don't know			1	.1	1	.1
Refuses	2	.3	6	.7	8	.5
Total	600	100.0	900	100.0	1500	100.0

The RS citizens see unemployment (30,3), low and irregular salaries (16,5%), corruption (15,2%), low and irregular pensions (10,8%), difficult economical situation (10%) and crime (8,3%) as major problems. The FBaH citizens see unemployment (34,2%), corruption (15,2%), difficult economical situation (14,1%), low and irregular salaries (12,7%), low and irregular pensions (8,3%) and crime (5,2%).

Table 30.2: Topics of personal interest for the respondent, most important – by ethnic background

	Croats		Muslims/Bosnians		Serbs		Frequency	%
	Frequency	%	Frequency	%	Frequency	%		
Corruption	49	16.1	90	15.6	88	14.5	228	15.2
Low and irregular salaries	36	11.8	80	13.9	97	16.0	213	14.2
Low and irregular pensions	23	7.6	53	9.2	63	10.4	140	9.3
Unemployment	94	30.9	216	37.4	177	29.2	490	32.7
Political situation in the country	13	4.3	22	3.8	15	2.5	50	3.3
Interethnic tensions and issues	2	.7	1	.2	3	.5	6	.4
Inability of return of refugees to their homes	1	.3	5	.9	3	.5	10	.7
Inability to return privately owned property	1	.3	2	.3	7	1.2	10	.7
Crime	25	8.2	16	2.8	53	8.7	97	6.5

Polluted environment			2	.3	1	.2	3	.2
Current government	2	.7	5	.9	1	.2	8	.5
Privatization	4	1.3	6	1.0	3	.5	14	.9
Difficult economic situation	39	12.8	67	11.6	79	13.0	187	12.5
High prices	6	2.0	5	.9	6	1.0	17	1.1
Health care	2	.7			1	.2	3	.2
Education			1	.2	2	.3	3	.2
Emigration - especially young people	1	.3	5	.9	2	.3	8	.5
Likelihood of outbreak of armed conflict					3	.5	3	.2
Other	1	.3					1	.1
Don't know					1	.2	1	.1
Refuses	5	1.6	1	.2	2	.3	8	.5
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats see unemployment (39,9%), corruption (16,1%), difficult economical situation (12,8%), low and irregular salaries (11,8%), crime (8,2%) and low and irregular pensions (7,6%) as major problems. Bosniaks see unemployment (37,4%), corruption (15,6%), low and irregular salaries (13,9%) difficult economic situation (11,6%), low and irregular pensions (9,2%) and political situation in the state ((3,8%) as major problems. Serbs see unemployment (29,9%), low and irregular salaries (16%), corruption (14,5%), difficult economic situation (13%), low and irregular pensions (10,4%) and crime (8,7%) as major problems.

Table 31.1 – Second most important topic... – by region

	Republic of Srpska		Federation B&H		Frequency	%
	Frequency	%	Frequency	%		
Corruption	70	11.7	92	10.3	162	10.9
Low and irregular salaries	77	12.9	126	14.1	203	13.6
Low and irregular pensions	30	5.0	44	4.9	74	5.0
Unemployment	115	19.2	197	22.1	312	20.9
Political situation in the country	16	2.7	43	4.8	59	4.0
Interethnic tensions and issues	5	.8	13	1.5	18	1.2
Inability of return of refugees to their homes	3	.5	15	1.7	18	1.2
Inability to return privately owned property	11	1.8	9	1.0	20	1.3
Crime	85	14.2	108	12.1	193	12.9
Polluted environment	3	.5	8	.9	11	.7
Current government	1	.2	10	1.1	11	.7
Privatization	10	1.7	9	1.0	19	1.3
Difficult economic situation	73	12.2	97	10.9	170	11.4
High prices	51	8.5	55	6.2	106	7.1
Health care	15	2.5	9	1.0	24	1.6
Education	2	.3	8	.9	10	.7
Emigration - especially young people	16	2.7	41	4.6	57	3.8
Likelihood of outbreak of armed conflict	7	1.2	6	.7	13	.9
Other	3	.5	1	.1	4	.3
Don't know			1	.1	1	.1
Refuses	5	.8	1	.1	6	.4
Total	598	100.0	893	100.0	1491	100.0

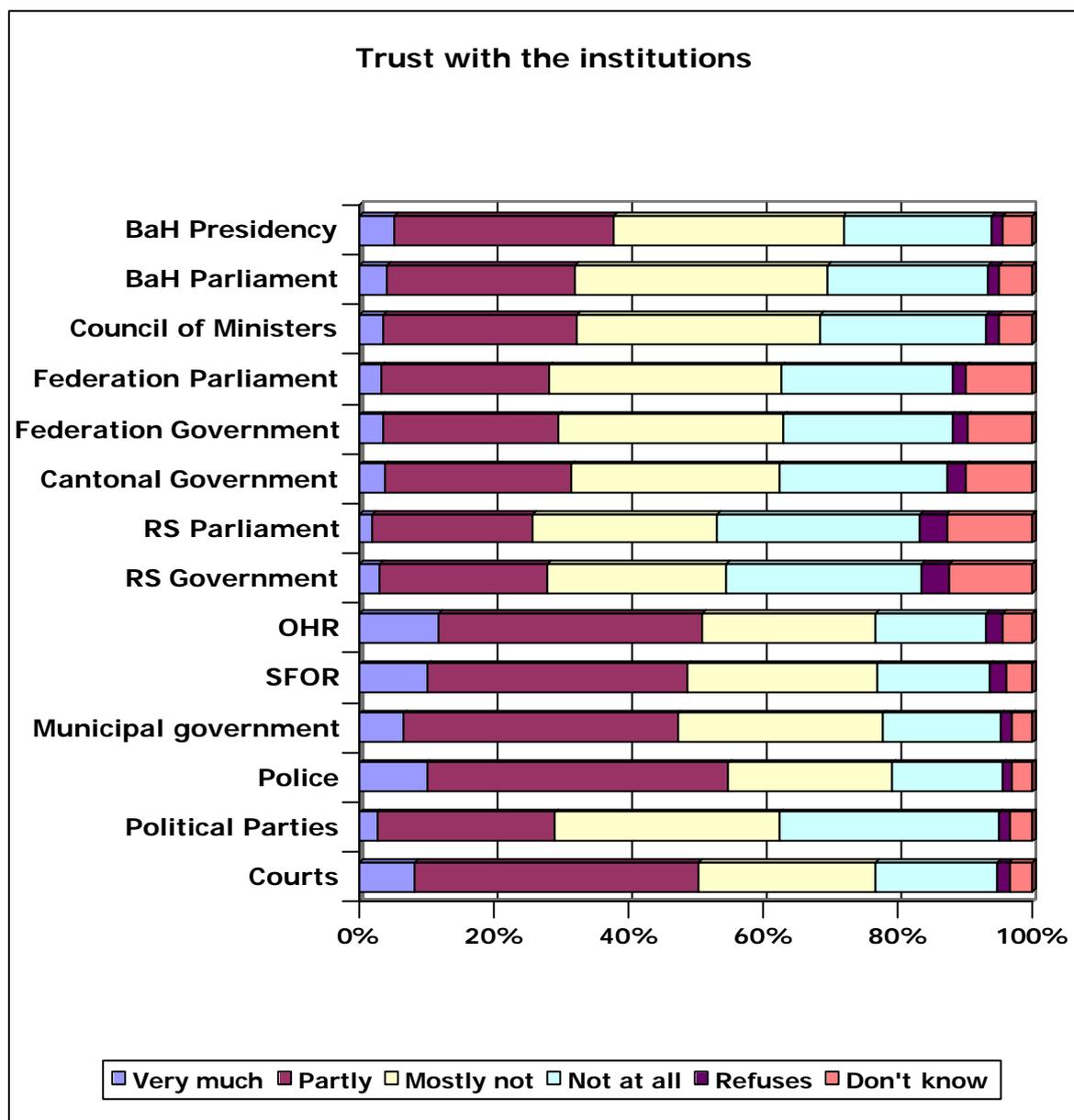
The RS citizens see unemployment (19,2%), crime (14,2), low and irregular salaries (12,9%), difficult economical situation (12,2%), corruption (11,7%) and high prices (8,5%) as the second major problem.

The FBaH see unemployment (22%%), low and irregular salaries (14,1%), crime (12,1), difficult economical situation (10,9%), corruption (10,3%) and high prices (6,2%) as the second major problem.

Table 31.2– Second most important topic... – by region

	Croats		Muslims/Bosnians		Serbs			
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Corruption	30	10.0	63	10.9	65	10.8	162	10.9
Low and irregular salaries	48	16.1	76	13.2	78	12.9	203	13.6
Low and irregular pensions	9	3.0	35	6.1	29	4.8	74	5.0
Unemployment	63	21.1	134	23.3	111	18.4	312	20.9
Political situation in the country	13	4.3	29	5.0	17	2.8	59	4.0
Interethnic tensions and issues	7	2.3	5	.9	6	1.0	18	1.2
Inability of return of refugees to their homes	1	.3	12	2.1	5	.8	18	1.2
Inability to return privately owned property	6	2.0	8	1.4	6	1.0	20	1.3
Crime	45	15.1	63	10.9	84	13.9	193	12.9
Polluted environment	3	1.0	5	.9	3	.5	11	.7
Current government	3	1.0	6	1.0	2	.3	11	.7
Privatization	2	.7	7	1.2	10	1.7	19	1.3
Difficult economic situation	33	11.0	56	9.7	80	13.2	170	11.4
High prices	23	7.7	34	5.9	49	8.1	106	7.1
Health care	4	1.3	6	1.0	14	2.3	24	1.6
Education	2	.7	4	.7	4	.7	10	.7
Emigration - especially young people	5	1.7	27	4.7	25	4.1	57	3.8
Likelihood of outbreak of armed conflict	1	.3	4	.7	8	1.3	13	.9
Other					4	.7	4	.3
Don't know	1	.3					1	.1
Refuses			2	.3	4	.7	6	.4
Total	299	100.0	576	100.0	604	100.0	1491	100.0

Croats see unemployment (21,1%), low and irregular salaries (16,1%), crime (15,1%), difficult economical situation (11%), corruption (10%) and high prices (7,7%) as the second major problem. Bosniaks see unemployment (23,3%), low and irregular salaries (13,2%), corruption (10,9%), crime (10,9%), difficult economical situation (9,7%), low and irregular pensions (6,1%) as the second major problem. Serbs see unemployment (18,4%), crime (13,9%), difficult economical situation (13,2%), low and irregular salaries (12,9%), corruption (10,8%) and low and irregular pensions (8,1%) as the second major problem.



Graph 29

Table 32.1: Trust in BaH presidency.... – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	12	2.0	69	7.7	81	5.4
Partly	145	24.2	341	37.9	486	32.4
Mostly not	226	37.7	286	31.8	512	34.1
Not at all	167	27.8	164	18.2	331	22.1
Refuses	10	1.7	14	1.6	24	1.6
Don't know	40	6.7	26	2.9	66	4.4
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (65,5%) do not have confidence with the BaH presidency work while 26,2% of the citizens trust to the same Institution. The most of the FBaH citizens (50%) do not have confidence with the BaH presidency work, while 45 % of the citizens trust to the same Institution.

Table 32.2: Trust in BaH presidency... – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	11	3.6	59	10.2	11	1.8	81	5.4
Partly	117	38.5	219	38.0	144	23.7	486	32.4
Mostly not	104	34.2	178	30.8	225	37.1	512	34.1
Not at all	55	18.1	93	16.1	182	30.0	331	22.1
Refuses	6	2.0	9	1.6	9	1.5	24	1.6
Don't know	11	3.6	19	3.3	36	5.9	66	4.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (52,3%) do not have confidence with the BaH Presidency work, while 42,1% of the citizens trust the same Institution. The most of Bosniaks (48,2%) trust in the BaH Presidency work while 46,9% of the citizens do not have confidence with the work of the Institution. Bosniaks in the same extent trust and don't trust the BaH Presidency. The most of Serbs (67,1%) do not trust the BaH Presidency work, while 25,5% of the citizens trust the same Institution.

Table 33.1: Trust in BaH parliament... - By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	9	1.5	54	6.0	63	4.2
Partly	121	20.2	299	33.2	420	28.0
Mostly not	229	38.2	333	37.0	562	37.5
Not at all	188	31.3	169	18.8	357	23.8
Refuses	9	1.5	16	1.8	25	1.7
Don't know	44	7.3	29	3.2	73	4.9
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (69,5%) do not have confidence with the BaH Parliament work while 21,7% of the citizens trust the Institution. The most of the FBaH citizens (55,8%) do not have confidence with the BaH Parliament work while 39,2% of the citizens trust the same Institution.

Table 33.2: Trust in BaH parliament... - By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	8	2.6	50	8.7	5	.8	63	4.2
Partly	97	31.9	198	34.3	121	19.9	420	28.0
Mostly not	121	39.8	201	34.8	234	38.6	562	37.5
Not at all	58	19.1	97	16.8	200	32.9	357	23.8
Refuses	7	2.3	11	1.9	7	1.2	25	1.7
Don't know	13	4.3	20	3.5	40	6.6	73	4.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (58,9%) do not have confidence with the BaH Parliament work while 34,5% of the citizens trust the same Institution. The most Bosniaks (51,6%) do not have confidence with the BaH Parliament work while 43% of the citizens trust the Institution. The most of Serbs (71,5%) do not have confidence with the BaH parliament work while 20,7% of the citizens does.

Table 34.1: Trust in Ministry Council... – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	7	1.2	48	5.3	55	3.7
Partly	128	21.3	301	33.4	429	28.6
Mostly not	229	38.2	316	35.1	545	36.3
Not at all	184	30.7	183	20.3	367	24.5
Refuses	9	1.5	19	2.1	28	1.9
Don't know	43	7.2	33	3.7	76	5.1
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (68,9%) do not have confidence with the Council of Ministers work while 22,5% citizens of this entity trust this institution. The most of the FBaH citizens (55,%) do not have confidence with the Council of Ministers work while 38,7% of the citizens trusts this Institution.

Table 34.2: Trust in Ministry Council... – by ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	6	2.0	43	7.5	6	1.0	55	3.7
Partly	93	30.6	199	34.5	132	21.7	429	28.6
Mostly not	111	36.5	194	33.6	236	38.9	545	36.3
Not at all	70	23.0	106	18.4	188	31.0	367	24.5
Refuses	9	3.0	12	2.1	7	1.2	28	1.9
Don't know	15	4.9	23	4.0	38	6.3	76	5.1
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (59,5%) do not have confidence with the Council of Ministers work while 32,6% of the citizens has confidence with this Institution. The most of Bosniaks 52% don't have confidence with the Council of Ministers work while 42% of the citizens trust this Institution. The most of Serbs (69,9%) don't trust the Council of Ministers while 22,7% of them trust.

Table 35.1: Trust in Federation Parliament... - by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	9	1.5	40	4.4	49	3.3
Partly	82	13.7	295	32.8	377	25.1
Mostly not	183	30.5	332	36.9	515	34.3
Not at all	196	32.7	187	20.8	383	25.5
Refuses	14	2.3	16	1.8	30	2.0
Don't know	116	19.3	30	3.3	146	9.7
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (63,2) do not have confidence with the FBaH Parliament work while 15,2% of the citizens trusts this Institution. The most of the c citizens of FBaH (57,7%) do not have confidence with the FBaH Parliament work while 37,2% of them trusts the Institution.

Table 35.2: Trust in Federation Parliament... - By ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	9	3.0	33	5.7	7	1.2	49	3.3
Partly	89	29.3	200	34.7	84	13.8	377	25.1
Mostly not	117	38.5	197	34.1	197	32.5	515	34.3
Not at all	64	21.1	113	19.6	202	33.3	383	25.5
Refuses	8	2.6	10	1.7	12	2.0	30	2.0
Don't know	17	5.6	24	4.2	105	17.3	146	9.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (59,6%) do not have confidence with the FBaH Parliament work while 32,3 of the citizens trust the Institution. The most of Bosniaks (53,7%) do not have confidence with the FBaH Parliament work while 40,4% of the citizens trust the Institution. The most of Serbs (65,8%) do not have confidence with the FBaH Parliament work while 15% of the citizens trust this Institution.

Table 36.1: Trust in Federation BaH Government – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	11	1.8	41	4.6	52	3.5
Partly	79	13.2	312	34.7	391	26.1
Mostly not	180	30.0	321	35.7	501	33.4
Not at all	196	32.7	180	20.0	376	25.1
Refuses	17	2.8	18	2.0	35	2.3
Don't know	117	19.5	28	3.1	145	9.7
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (62,7%) do not have confidence with the FBaH Government work while 15 % of the citizens of the entity trust the Institution. The most of the FBaH citizens (55,7%) do not have confidence with the FBaH Government work while 39,3% of the citizens of this entity trust the Institution.

Table 36.2: Trust in Federation BaH Government work – By ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	5	1.6	39	6.8	8	1.3	52	3.5
Partly	100	32.9	205	35.5	83	13.7	391	26.1
Mostly not	113	37.2	192	33.3	190	31.3	501	33.4
Not at all	59	19.4	108	18.7	206	33.9	376	25.1
Refuses	10	3.3	11	1.9	14	2.3	35	2.3
Don't know	17	5.6	22	3.8	106	17.5	145	9.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most Croats (56,6%) do not have confidence with the FBaH Government work while 34,5% of the citizens trust the Institution. The most Bosniaks (52%) do not have confidence with the FBaH Government work while 42,3% of the citizens trust the Institution. The most of Serbs (65,2) do not have confidence with the FBaH Government work while 15 % of the citizens trust the Institution.

Table 37.1: Trust in Cantonal Government work – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	9	1.5	49	5.4	58	3.9
Partly	90	15.0	326	36.2	416	27.7
Mostly not	187	31.2	278	30.9	465	31.0
Not at all	184	30.7	186	20.7	370	24.7
Refuses	21	3.5	23	2.6	44	2.9
Don't know	109	18.2	38	4.2	147	9.8
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (61,9%) do not have confidence with the Cantonal Government work while 16,5% of the citizens trust the Institution. The most of the FBaH citizens (51,6%) do not have confidence with the Cantonal Government work while 41,6% of the citizens trust in work of the Institution.

Table 37.2 Trust in Cantonal Government work – By ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	10	3.3	39	6.8	9	1.5	58	3.9
Partly	105	34.5	207	35.9	100	16.5	416	27.7
Mostly not	99	32.6	175	30.3	187	30.8	465	31.0
Not at all	54	17.8	119	20.6	193	31.8	370	24.7
Refuses	14	4.6	13	2.3	17	2.8	44	2.9
Don't know	22	7.2	24	4.2	101	16.6	147	9.8
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (50,4%) do not have confidence with the Cantonal Government work while 37,8% of the citizens trust the Institution. The most of Bosniaks (50,9%) do not have confidence with the Cantonal Government work while 42,7% of the citizens trust the Institution. The most of Serbs (62,6%) do not have confidence with the Cantonal Government while 18% of the citizens trust the Institution.

Table 38.1: Trust in RS Parliament work – By region

	Republika Srpska		Federacija B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	25	4.2	4	.4	29	1.9
Partly	241	40.2	117	13.0	358	23.9
Mostly not	188	31.3	222	24.7	410	27.3
Not at all	118	19.7	333	37.0	451	30.1
Refuses	8	1.3	54	6.0	62	4.1
Don't know	20	3.3	170	18.9	190	12.7
Total	600	100.0	900	100.0	1500	100.0

The most of RS citizens (51%) do not have confidence with the RS Parliament work while 44,4% of the citizens trust the Institution. The most of the FBaH citizens (61,7%) do not have confidence with the RS Parliament work while 13,4% of the citizens of the entity trust the Institution.

Table 38.2: Trust in RS Parliament work –By ethnic background

	Croats		Muslims/Bosnia ks		Serbs			
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much			4	.7	25	4.1	29	1.9
Partly	54	17.8	60	10.4	240	39.5	358	23.9
Mostly not	58	19.1	156	27.0	192	31.6	410	27.3
Not at all	107	35.2	221	38.3	119	19.6	451	30.1
Refuses	15	4.9	39	6.8	8	1.3	62	4.1
Don't know	70	23.0	97	16.8	23	3.8	190	12.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (54,3%) do not have confidence with RS Parliament work while 17,8% of the citizens trust the Institution. The most of the Bosniaks (65,3%) do not have confidence with the RS Parliament work while 11,1% of the citizens trust the Institution. The most of Serbs (51,2%) do not have the confidence with the RS Parliament work while 43,6% of the citizens trust the Institution.

Table 39.1: Trust in RS Government work –by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	37	6.2	10	1.1	47	3.1
Partly	230	38.3	143	15.9	373	24.9
Mostly not	182	30.3	216	24.0	398	26.5
Not at all	123	20.5	315	35.0	438	29.2
Refuses	9	1.5	49	5.4	58	3.9
Don't know	19	3.2	167	18.6	186	12.4
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (50,8%) do not have confidence with the RS Government work while 4,5% of the citizens trust the Institution. The most of the FBaH citizens (59%) do not have confidence with the RS Government work while 17% of the citizens trust the Institution.

Table 39.2: trust in RS Government work – by ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much	3	1.0	8	1.4	36	5.9	47	3.1
Partly	56	18.4	80	13.9	233	38.4	373	24.9
Mostly not	68	22.4	141	24.4	184	30.3	398	26.5
Not at all	96	31.6	215	37.3	124	20.4	438	29.2
Refuses	11	3.6	40	6.9	7	1.2	58	3.9
Don't know	70	23.0	93	16.1	23	3.8	186	12.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (54%) do not have confidence with the RS Government work while 19,4% of the entity citizens trust the Institution. The most of Bosniaks (61,7%) do not have confidence with the RS Government work while 15,3 % citizens trust the Institution. The most of Serbs (50,7%) do not have confidence with the RS Government work while 44,3% of the citizens trust the Institution.

Table 40.1: Trust in the OHR work – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	36	6.0	141	15.7	177	11.8
Partly	199	33.2	389	43.2	588	39.2
Mostly not	189	31.5	196	21.8	385	25.7
Not at all	141	23.5	107	11.9	248	16.5
Refuses	8	1.3	29	3.2	37	2.5
Don't know	27	4.5	38	4.2	65	4.3
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (55%) do not have confidence with the OHR work while 39,2% of the entity citizens trust the Institution. The most of the FBaH citizens have confidence with the OHR work while 33,7% of the entity citizens does not trust the Institution.

Table 40.2: Trust in the OHR work – by ethnic background

	Croats		Muslims/Bosnians		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	36	11.8	104	18.0	37	6.1	177	11.8
Partly	139	45.7	239	41.4	203	33.4	588	39.2
Mostly not	66	21.7	116	20.1	198	32.6	385	25.7
Not at all	38	12.5	75	13.0	135	22.2	248	16.5
Refuses	12	3.9	18	3.1	7	1.2	37	2.5
Don't know	13	4.3	25	4.3	27	4.4	65	4.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (57%) have confidence with the OHR work while 43,2% of the citizens doesn't trust the Institution. The most of Bosnians (59,4%) have confidence with the OHR work while 33,1 % of the citizens does not trust the Institution. The most of Serbs (54,8%) do not have the confidence with the OHR work while 39,5% of the citizens trust the Institution.

Table 41.1: Trust in SFOR work – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	39	6.5	115	12.8	154	10.3
Partly	191	31.8	386	42.9	577	38.5
Mostly not	194	32.3	228	25.3	422	28.1
Not at all	142	23.7	112	12.4	254	16.9
Refuses	6	1.0	28	3.1	34	2.3
Don't know	28	4.7	31	3.4	59	3.9
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (56%) do not have confidence with the SFOR work while 38,3% of the entity citizens trust the Institution. The most of the FBaH citizens (55,7%) have confidence with the SFOR work while 37,7% of the entity citizens don't trust the Institution.

Table 41.2: Trust in SFOR work – by ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much	26	8.6	94	16.3	33	5.4	154	10.3
Partly	130	42.8	242	41.9	199	32.8	577	38.5
Mostly not	81	26.6	133	23.1	204	33.6	422	28.1
Not at all	44	14.5	70	12.1	139	22.9	254	16.9
Refuses	13	4.3	16	2.8	5	.8	34	2.3
Don't know	10	3.3	22	3.8	27	4.4	59	3.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (51,4%) trust the SFOR while 41,1% of the citizens do not have the confidence with the SFOR work. The most of Bosniaks (58,2%) have confidence with the SFOR work while 35,2% of the citizens does not have confidence with the Institution. The most of Serbs (56,5%) do not have confidence with the SFOR work, while 38,2% of the citizens trust the Institution.

Table 42.1: Trust in a Municipal Government work – By region

	Republika Srpska		Federacija B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	32	5.3	69	7.7	101	6.7
Partly	212	35.3	397	44.1	609	40.6
Mostly not	200	33.3	259	28.8	459	30.6
Not at all	130	21.7	132	14.7	262	17.5
Refuses	5	.8	19	2.1	24	1.6
Don't know	21	3.5	24	2.7	45	3.0
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (55%) do not have confidence with the Municipality Administration work while 40,6% of the entity citizens trust the Institution. The most of the FBaH citizens (51,8%) have confidence with the Municipality Administration work while 43,5% of the entity citizens trust the Institution.

Table 42.2: Trust in a Municipal Government work – By ethnic background

	Hrvati		Muslimani ili Bošnjaci		Srbi		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much	19	6.3	47	8.1	34	5.6	101	6.7
Partly	144	47.4	238	41.2	224	36.9	609	40.6
Mostly not	75	24.7	178	30.8	200	32.9	459	30.6
Not at all	49	16.1	85	14.7	126	20.8	262	17.5
Refuses	10	3.3	11	1.9	3	.5	24	1.6
Don't know	7	2.3	18	3.1	20	3.3	45	3.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (53,7%) have confidence with the Municipality Administration work while 40,8% of the citizens trust the Institution. Same percentages of Bosniaks either trust or don't trust the Municipality Administration work. The most of Serbs (53,7%) do not have confidence with the Municipality Administration work while 52,5% of the citizens trust the Institution.

Table 43.1: Trust in Police work - By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	50	8.3	101	11.2	151	10.1
Partly	253	42.2	418	46.4	671	44.7
Mostly not	168	28.0	200	22.2	368	24.5
Not at all	106	17.7	139	15.4	245	16.3
Refuses	5	.8	17	1.9	22	1.5
Don't know	18	3.0	25	2.8	43	2.9
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (50,5%) have confidence with the Police work while 45,7 % of the entity citizens do not have confidence with the Institution. The most of the FBaH citizens (57,6%) have confidence with the Police work while 37,7% of the entity citizens does not trust the Institution.

Table 43.2: Trust in Police work – By ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very much	17	5.6	82	14.2	50	8.2	151	10.1
Partly	149	49.0	263	45.6	256	42.2	671	44.7
Mostly not	57	18.8	133	23.1	174	28.7	368	24.5
Not at all	63	20.7	72	12.5	107	17.6	245	16.3
Refuses	10	3.3	9	1.6	3	.5	22	1.5
Don't know	8	2.6	18	3.1	17	2.8	43	2.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (55,6%) have confidence with the Police work while 39,5% of the citizens doesn't trust the Institution. The most of Serbs (50,4%) have confidence with the Police work while 46,3% of the citizens doesn't trust the Institution.

Table 44. 1: Trust in a political parties work – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	14	2.3	27	3.0	41	2.7
Partly	144	24.0	254	28.2	398	26.5
Mostly not	199	33.2	301	33.4	500	33.3
Not at all	213	35.5	275	30.6	488	32.5
Refuses	6	1.0	19	2.1	25	1.7
Don't know	24	4.0	24	2.7	48	3.2
Total	600	100.0	900	100.0	1500	100.0

The most of citizens of RS (68,7%) don't have confidence with the political parties' work while 36,3% of the entity citizens' trust the Institutions. The most of the FBaH citizens don't have confidence with the political parties work while 31,2 % of the citizens trust the Institution.

Table 44.2: Trust in political parties work – by ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much	9	3.0	18	3.1	14	2.3	41	2.7
Partly	81	26.6	168	29.1	145	23.9	398	26.5
Mostly not	66	21.7	222	38.5	208	34.3	500	33.3
Not at all	128	42.1	142	24.6	214	35.3	488	32.5
Refuses	9	3.0	12	2.1	4	.7	25	1.7
Don't know	11	3.6	15	2.6	22	3.6	48	3.2
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (63,%) don't have confidence with the political parties' work while 29,6% of the citizens' trust the Institution. The same numbers of Bosniaks (63,1%) don't have confidence with the political parties' work while 32,2 % of the citizens' trust the Institution. The most of Serbs (69,6%) don't have confidence with the political parties work while 26,2% of the citizens trust the Institution.

Table 45.1: Trust in courts work – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very much	29	4.8	97	10.8	126	8.4
Partly	212	35.3	420	46.7	632	42.1
Mostly not	181	30.2	214	23.8	395	26.3
Not at all	143	23.8	128	14.2	271	18.1
Refuses	7	1.2	18	2.0	25	1.7
Don't know	28	4.7	23	2.6	51	3.4
Total	600	100.0	900	100.0	1500	100.0

The most of the RS citizens (54%) do not have confidence with the courts' work while 40,1% of the entity citizens' trust the Institutions.

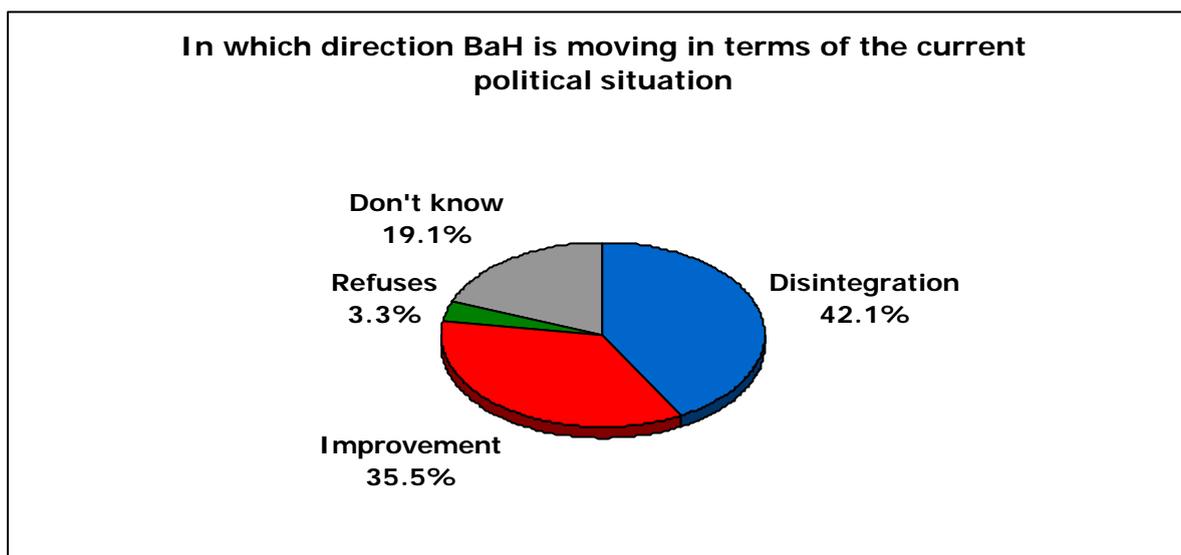
The most of the FBaH (citizens (57,5%) have confidence with the court's work while 38% of the entity citizens don't have confidence with the Institution.

Table 45.2: Trust in courts work - by ethnic background

	Croats		Muslims/Bosnia ks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequen cy	%
Very much	27	8.9	67	11.6	30	4.9	126	8.4
Partly	156	51.3	254	44.0	218	35.9	632	42.1
Mostly not	56	18.4	143	24.8	191	31.5	395	26.3
Not at all	47	15.5	87	15.1	136	22.4	271	18.1
Refuses	8	2.6	11	1.9	6	1.0	25	1.7
Don't know	10	3.3	15	2.6	26	4.3	51	3.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Croats (60,2%) have confidence with the courts' work while 33,9% of the citizens doesn't trust the Institution. The most of Bosniaks (55,6%) have trust with the courts' work while 3,9% of the citizens don't trust the Institution.

The most of Serbs (53,9%) don't have confidence with the courts' work while 40,8% of the citizens' trust the Institution.



Graph 30

Graph 30 The BaH citizens are confused with current political situation in the country and they are not sure whether the situation is improving or not. About one third of the citizens think that the BaH situation is improving while 42,1% of the citizens think that current political situation will lead country to the collapse. The best indicator of the BaH citizens' confusion regarding BaH situation and its direction is that ever fifth respondents answered with don't know.

Table 46.1: In which direction BaH is moving in terms of the current political situation? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Disintegration	311	51.8	320	35.6	631	42.1
Improvement	150	25.0	383	42.6	533	35.5
Refuses	17	2.8	33	3.7	50	3.3
Don't know	122	20.3	164	18.2	286	19.1
Total	600	100.0	900	100.0	1500	100.0

Over half of the RS citizens (51,8%) think that BaH is moving towards collapse. Every fourth citizen of the entity thinks that the BaH situation is improving. The most of the FBaH citizens think that the situation is improving in BaH while 35,6% of the citizens think that BaH would collapse.

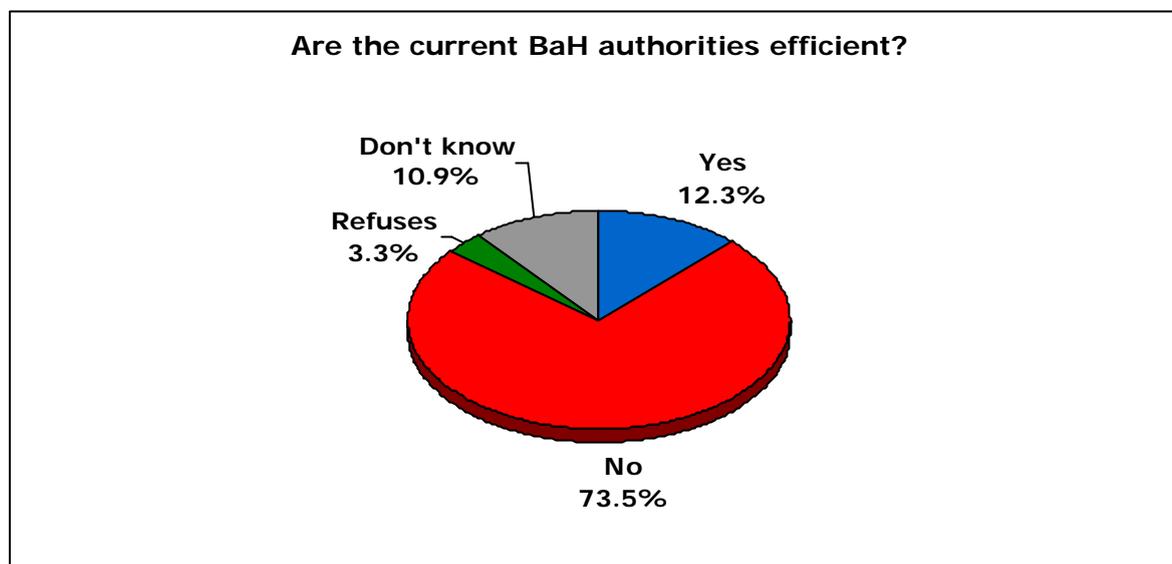
Table 46.2: In which direction BaH is moving in terms of the current political situation? – By ethnic background

	Croats		Muslim/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Disintegration	113	37.2	203	35.2	313	51.6	631	42.1
Improvement	108	35.5	258	44.7	160	26.4	533	35.5
Refuses	17	5.6	16	2.8	17	2.8	50	3.3
Don't know	66	21.7	100	17.3	117	19.3	286	19.1
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats in BaH have divided opinion regarding direction of BaH. Almost same numbers of the respondents think that country moves in good direction but also in direction of collapse. Between them was the most of the respondents with answer don't know. The most of Bosniaks (44,7%) think that BaH moves in good direction and that improvement would occur. Every third Bosniaks don't support this statement. Half of Serbs think that

BaH moves to collapse and that is the highest percentage of the pessimistic answers comparing with other two entities. Every fourth Serb thinks that the situation in BaH improves.

Graph 31 73,5 of the BaH citizens think that actual Government in BaH is not efficient while 12,3% of the citizens think that the Government is efficient. Every tenth respondents answered with don't know to this question.



Graph 31

Most of the citizens in BaH think that the authorities in BaH are not efficient while only 12.3% think that they are efficient.

Table47.1: Are the current BaH authorities efficient? – By region

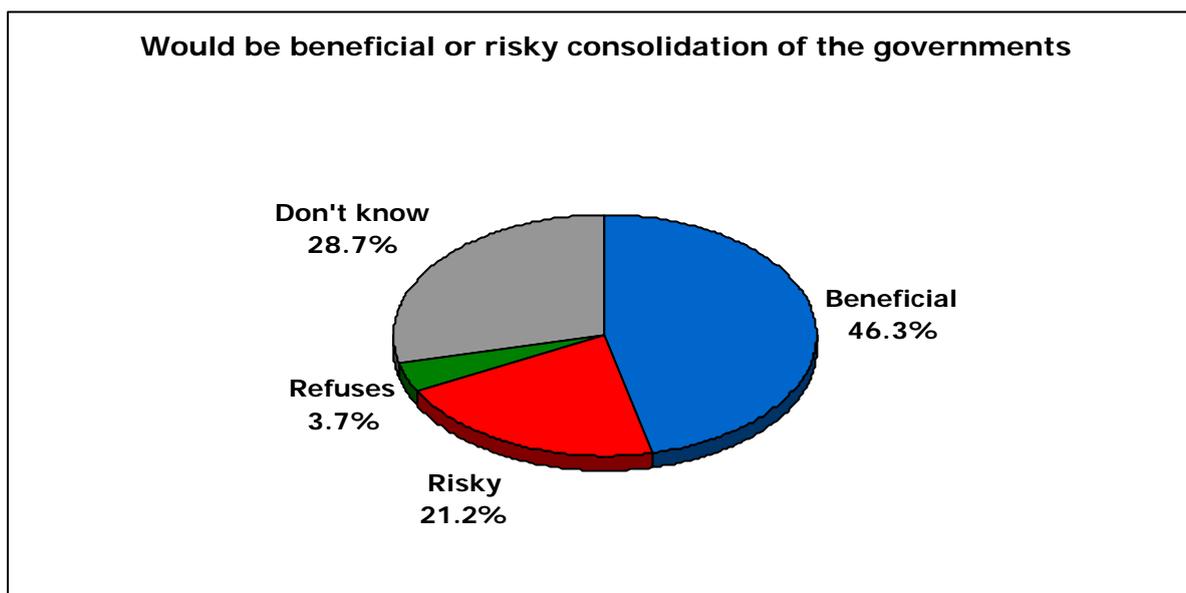
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	53	8.8	131	14.6	184	12.3
No	465	77.5	637	70.8	1102	73.5
Refuse	18	3.0	32	3.6	50	3.3
Don't know	64	10.7	100	11.1	164	10.9
Total	600	100.0	900	100.0	1500	100.0

The most of the citizens in both entities think that actual government in BaH is not efficient. In RS such opinion is wider then in the FBaH but the difference is not high

Table47.2: Are the current BaH authorities efficient? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	37	12.2	91	15.8	56	9.2	184	12.3
No	214	70.4	406	70.4	473	77.9	1102	73.5
Refuse	19	6.3	14	2.4	17	2.8	50	3.3
Don't know	34	11.2	66	11.4	61	10.0	164	10.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities in greater extent agree that the BaH Government is not efficient. The most of Bosniaks think that the Government is efficient. That thinks 15.8% of Bosniaks then 12.2 % of Croats. The least of Serbs 9,2% think that the actual BaH Government is efficient.



Graph 32

The most of the BaH citizens 46,3 think that the consolidation of the actual government would be useful while 21,2% think that such activities would be risky. The great of percentage of the BaH citizens (28,7%) answered with don't know to the question since they are not sure what activities should be undertaken in order to achieve consolidation and what the outcome would be after it.

Table 48.1: Would be beneficial or risky consolidation of the governments? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Beneficial	216	36.0	479	53.2	695	46.3
Risky	194	32.3	124	13.8	318	21.2
Refuses	16	2.7	40	4.4	56	3.7
Don't know	174	29.0	257	28.6	431	28.7
Total	600	100.0	900	100.0	1500	100.0

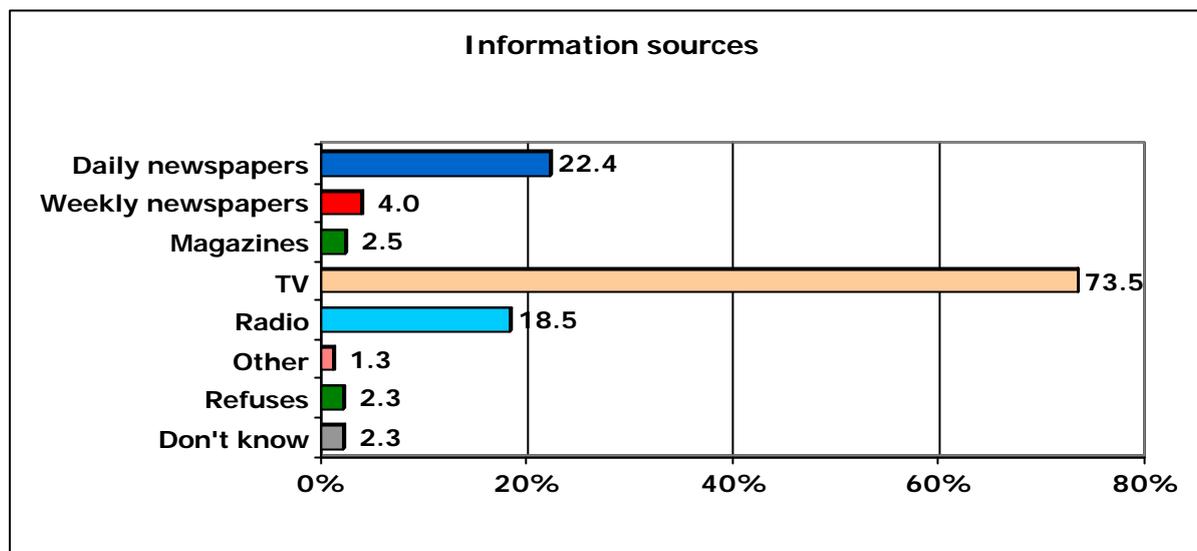
The RS citizens are deeply divided regarding this question. One third of the entity citizens think that consolidation in this moment would be useful while the same number of the respondents consider that as risky. Less then one third of the citizens answered with don't know to this question.

In the BaH half of the citizens think that consolidation would be useful although 13,8% of the citizens consider that action as being risky. Same as in RS less then one third of the citizens answered with don't know to this question.

Table 48.2: Would be beneficial or risky consolidation of the governments? – By region

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Beneficial	160	52.6	304	52.7	225	37.1	695	46.3
Risky	34	11.2	92	15.9	190	31.3	318	21.2
Refuses	23	7.6	15	2.6	18	3.0	56	3.7
Don't know	87	28.6	166	28.8	174	28.7	431	28.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Half of Croats and Bosniaks think that consolidation would be useful. Serbs are deeply divided regarding this question although there is slightly more of them who think that this would be useful.



Graph 33

The BaH citizens mostly trust news heard from TV (73,5%), then daily newspapers (22,4%) and radio (18,5%). 6,5% of the BaH citizens find weekly newspapers and magazines as reliable information source.

Table 49. 1: Sources of information- by region

	Republic of Srpska	Federation B&H	Total
	%	%	%
Daily newspapers	18.5	25.0	22.4
Weekly newspapers	3.5	4.3	4.0
Magazines	3.2	2.0	2.5
TV	74.3	73.0	73.5
Radio	18.7	18.3	18.5
Other	0.3	2.0	1.3
Refuses	1.3	2.9	2.3
Don't know	2.7	2.0	2.3

The RS citizens mostly get information they trust the most via TV (74,3%), then radio (18,7%) and daily newspapers (18,5%). 7% of the citizens of the entity read magazines and weekly newspapers as the most reliable information source. The FBaH citizens the most trust information they get via TV (73%), then daily newspapers (25%) and radio (18,3%). Magazines and weekly newspapers as the most reliable source read about 7% of the entity citizens.

Table 49.2: Sources of information- by ethnic background

	Croats	Muslims/Bosniaks	Serbs	Total
	%	%	%	%
Daily newspapers	19.7	27.7	18.6	22.4
Weekly newspapers	5.9	3.8	3.3	4.0
Magazines	3.0	1.2	3.5	2.5
TV	72.4	72.6	75.0	73.5
Radio	20.4	16.5	19.4	18.5
Other	1.6	1.9	0.7	1.3
Refuses	3.0	2.6	1.5	2.3
Don't know	1.3	2.1	3.0	2.3

Table 49.2 Croats get the most reliable info via TV (72,4%), then via radio (20,4%) and daily newspapers (19,7%). Magazines and weekly newspapers read 8,9% of the citizens as the most reliable info sources. Bosniaks get the most reliable info via TV (72,6%), then via daily newspapers (27,7%) and via radio (16,5%). Magazines and weekly newspapers read 5% of the citizens as the most reliable information sources. Serbs get the most reliable info via TV (75%), then via radio (19,4%) and via daily newspapers (18,6%). Magazines and weekly newspapers read 6,8% of the citizens as the most reliable information sources.

Table 50.1: Sources of information – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
DNEVNI AVAZ	8	1.3	303	33.7	311	20.7
VECERNJE NOVOSTI	90	15.0	4	0.4	94	6.3
BLIC	81	13.5			81	5.4
GLAS SRPSKE	59	9.8			59	3.9
OSLOBODENJE	6	1.0	52	5.8	58	3.9
JUTARNJI LIST	2	0.3	50	5.6	52	3.5
NEZAVISNE NOVINE	46	7.7			46	3.1
DNEVNI LIST	3	0.5	32	3.6	35	2.3
JUTARNJE NOVINE			31	3.4	31	2.1
BH DANI			21	2.3	21	1.4
SLOBODNA BOSNA	1	0.2	20	2.2	21	1.4
SLOBODNA DALMACIJA			18	2.0	18	1.2
VECERNJI LIST	5	0.8	13	1.4	18	1.2
Others	46	7.7	59	6.6	105	7.0
Don` t know				0.1	1	0.1
Refuses	253	42.2	296	32.9	549	36.6
Total	600	100.0	900	100.0	1500	100.0

In RS the citizens read the most Vecernje novosti (15%), then Blic (13,5%), Glas Srpski (9,8%) and Nezavisne novine (7,7%).

In the FBaH the most read are Dnevni Avaz (33,7%), then Oslobodjenje (5,8%), Jutarnji list (5,6%), Dnevni list (3,6%), Jutarnje novine (3,4%), Slobodna Dalmacija (2%).

Table 50.2: Sources of information – by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
DNEVNI AVAZ	19	6.3	266	46.1	23	3.8	311	20.7
VECERNJE NOVOSTI	5	1.6	5	0.9	84	13.8	94	6.3
BLIC	1	0.3			80	13.2	81	5.4
GLAS SRPSKE			1	0.2	58	9.6	59	3.9
OSLOBODENJE	7	2.3	41	7.1	8	1.3	58	3.9
JUTARNJI LIST	46	15.1	2	0.3	4	0.7	52	3.5
NEZAVISNE NOVINE	4	1.3			41	6.8	46	3.1
DNEVNI LIST	21	6.9	5	0.9	9	1.5	35	2.3
JUTARNJE NOVINE	10	3.3	20	3.5	1	0.2	31	2.1
BH DANI			20	3.5	1	0.2	21	1.4
SLOBODNA BOSNA	2	0.7	19	3.3			21	1.4
SLOBODNA DALMACIJA	17	5.6	1	0.2			18	1.2
VECERNJI LIST	12	3.9			6	1.0	18	1.2
Others	22	7.2	28	4.9	53	8.7	105	7.0
Don` t know	1	0.3					1	0.1
Refuses	137	45	169	29.3	239	39.4	549	36.6
Total	304	100	577	100.0	607	100.0	1500	100.0

Croats mostly read Jutarnji list (15,1%), then Dnevni list (6,9%), Dnevni Avaz (6,3%), Slobodna Dalmacija (5,6%), Vecernji list (3,9%) and Jutarnje novine (3,3%). Bosniaks mostly read Dnevni Avaz (46,1), then Oslobodjenje (7,1%) and Jutarnje novine (3,5%). Serbs mostly read Vecernje novosti (13,8%), then Blic (13%), Glas Srpski (9,6%), Nezavisne novine (6,8%). Results are showing that at the moment don't exist newspapers being read by all three nationalities. Newspapers released in the certain entity are not being read in the other entity or only certain nationalities are reading such newspapers.

Table 51.1: Sources of information, magazines – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
SLOBODNA BOSNA	3	0.5	42	4.7	45	3.0
GLORIJA	9	1.5	35	3.9	44	2.9
AZRA			36	4.0	36	2.4
GLOBUS	1	0.2	34	3.8	35	2.3
REPORTER	28	4.7	1	0.1	29	1.9
BH DANI	2	0.3	22	2.4	24	1.6
SVET	20	3.3	4	0.4	24	1.6
EXPRESS	6	1.0	17	1.9	23	1.5
MILA	4	0.7	14	1.6	18	1.2
AUTO REVIJA	1	0.2	16	1.8	17	1.1
LJUBAV I ZDRAVLJE	17	2.8			17	1.1
SPORT	1	0.2	16	1.8	17	1.1
MOJ AUTO	2	0.3	14	1.6	16	1.1
KOSMOPOLITEN	1	0.2	14	1.6	15	1.0

NACIONAL	4	0.7	11	1.2	15	1.0
ARKA	1	0.2	12	1.3	13	18.8
MOJA TAJNA	151	25.2	118	13.1	269	
Don` t know	2	0.3	1	0.1	3	0.2
Refuses	347	57.8	493	54.8	840	56.0
Total	600	100.0	900	100.0	1500	100.0

Over half of the RS citizens are not reading magazines. The most read are women magazines (Moja tajna, Ljubav and Zdravlje), "yellow" press (Svet and Express) while the most read "committed" magazine is Novi Reporter. Over half of the FBaH citizens are not reading magazines. In the FBaH the most read are Slobodna Bosna (4,7%), then women magazines Azra (4%) and Glorija (3,9%). Globus is being read by 3,8% of the entity citizens, while BaH Dane read 2,4% of the citizens.

Table 51.2: Sources of information, magazines – by region

	Hrvati		Muslimani ili Bošnjaci		Srbi		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
SLOBODNA BOSNA	8	2.6	30	5.2	7	1.2	45	3.0
GLORIJA	20	6.6	15	2.6	7	1.2	44	2.9
AZRA	1	0.3	35	6.1			36	2.4
GLOBUS	33	10.9			1	0.2	35	2.3
REPORTER	1	0.3	2	0.3	26	4.3	29	1.9
BH DANI	1	0.3	14	2.4	9	1.5	24	1.6
SVET	2	0.7			22	3.6	24	1.6
EXPRESS			14	2.4	9	1.5	23	1.5
MILA	9	3.0	5	0.9	4	0.7	18	1.2
AUTO REVIJA	1	0.3	15	2.6	1	0.2	17	1.1
LJUBAV I ZDRAVLJE	2	0.7	1	0.2	14	2.3	17	1.1
SPORT	1	0.3	14	2.4	1	0.2	17	1.1
MOJ AUTO	2	0.7	11	1.9	3	0.5	16	1.1
KOSMOPOLITEN	4	1.3	8	1.4	2	0.3	15	1.0
NACIONAL	9	3.0			6	1.0	15	1.0
Others	42	14.0	81	14.0	156	25.7	282	18.8
Don` t know	1	0.3			2	0.3	3	0.2
Refuses	167	54.9	332	57.5	337	55.5	840	56.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats are mostly reading Globus (10,9%), then Glorija (6,6%), Mila (3%) and Nacional (3%). Bosniaks are mostly reading Azra (6,1%), Slobodna Bosna (5,2%), Glorija (2,6%) and Auto revija (2,6%). BaH Dani are being read by 2,4% of Bosniaks as well as Express and Sport. Serbs are mostly reading Reporter (4,3%), then Svet (3,6%), Ljubav and Zdravlje (2,3%). BaH Dani are being read by 1,5% of Serbs.

Table 52.1: Sources of information, TV stations – by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
RTRS	250	41.7	6	0.7	256	17.1
FTV1	15	2.5	219	24.3	234	15.6
HTV 1	20	3.3	100	11.1	120	8
HAJAT	1	0.2	118	13.1	119	7.9
BN	59	9.8			59	3.9
TV TK			58	6.4	58	3.9
OBN	3	0.5	51	5.7	54	3.6
PINK	40	6.7	10	1.1	50	3.3
ATV	44	7.3			44	2.9
PINK BiH	31	5.2	12	1.3	43	2.9
BH TV	8	1.3	33	3.7	41	2.7
SATELIT	14	2.3	26	2.9	40	2.7
TV TRAVNIK			30	3.3	30	2
TV USK			26	2.9	26	1.7
TV MOSTAR			21	2.3	21	1.4
RTS 1	17	2.8			17	1.1
Others	42	6.9	81	8.9	123	8.2
Refuses	56	9.3	109	12.1	165	11
Total	600	100	900	100	1500	100

In RS the RTRS is the most reliable source according to the most citizens. RTRS is being watched by 41,7 % of the entity citizens. At the second place is BN TV (9,8%), then Alternativna TV (7,3%) and PINK (6,7%). BH PINK is being watched by 5,2% of the entity citizens. In the FBaH the most watched TV station is FTV (24,3%), then is TV HAJAT (13,2%), HTV1 (11,1%), TV TK (6,4%) and OBN (5,7%). As we could see the RS citizens trust and watch less TVs from the FBaH and vice versa.

Table 52.2: Sources of information, TV stations – by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Frequency	%
	Frequency	%	Frequency	%	Frequency	%		
RTRS	11	3.6	10	1.7	235	38.7	256	17.1
FTV1	22	7.2	168	29.1	43	7.1	234	15.6
HTV 1	93	30.6	6	1.0	19	3.1	120	8.0
HAJAT	5	1.6	110	19.1	3	0.5	119	7.9
BN	3	1.0	3	0.5	53	8.7	59	3.9
TV TK	1	0.3	51	8.8	4	0.7	58	3.9
OBN	12	3.9	32	5.5	10	1.6	54	3.6
PINK	6	2.0	4	0.7	40	6.6	50	3.3
ATV	6	2.0			37	6.1	44	2.9
PINK BiH	6	2.0	11	1.9	26	4.3	43	2.9
BH TV	13	4.3	15	2.6	13	2.1	41	2.7
SATELIT	8	2.6	17	2.9	13	2.1	40	2.7
TV TRAVNIK	2	0.7	28	4.9			30	2.0
TV USK	1	0.3	25	4.3			26	1.7
TV MOSTAR	13	4.3	8	1.4			21	1.4
RTS 1					17	2.8	17	1.1
Others	54	18.0	29	5.0	39	6.4	123	8.2
Refuses	48	15.8	60	10.4	55	9.1	165	11.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The citizens of Croat nationality mostly watch HTV1 (30,6%), then FTV1 (7,2%), BH TV (4,3%) and RTRS (3,6%). Bosniaks mostly watch FTV1 (29,1%), Hajat (19,1%), ZV TK (8,8%) and OBN (5,5%). TV Travnik is being followed by 4,9% of Bosniaks. Serbs mostly follow RTRS (38,7%), then BN TV (8,7%) and FTV 1 (7,1%). PINK is being followed by 6,6% of Serbs while Alternativna TV by 6,1% of the citizens.

Table 53.1: Sources of information, Radio stations –by region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
STUDENTSKI RADIO	14	2.3	91	10.1	105	7.0
BH RADIO	4	0.7	86	9.6	90	6.0
STARI GRAD			50	5.6	50	3.3
RTRS	48	8.0			48	3.2
BIG	41	6.8	1	0.1	42	2.8
MOSTAR			39	4.3	39	2.6
BN RADIO	32	5.3	5	0.6	37	2.5
NES	29	4.8			29	1.9
BM RADIO	1	0.2	24	2.7	25	1.7
TUZLA			24	2.7	24	1.6
RADIO UNSKO-SANSKOG KANTONA			23	2.6	23	1.5
HRVATSKI-KATOLICLI RADIO			22	2.4	22	1.5
STUDIO M	6	1.0	15	1.7	21	1.4
HERCEG BOSNA			20	2.2	20	1.3
ZENICA			20	2.2	20	1.3
ŠIROKI BRIJEG			19	2.1	19	1.3
VIKOM	19	3.2			19	1.3
TREBINJE	14	2.3	4	0.4	18	1.2
BOBAR	15	2.5			15	1.0
DŽUNGLA	15	2.5			15	1.0
KAMELEON			15	1.7	15	1.0
KISELJAK			15	1.7	15	1.0
Others	181	30.2	146	16.2	327	21.8
Refuses	181	30.2	281	31.2	462	30.8
Total	600	100.0	900	100.0	1500	100.0

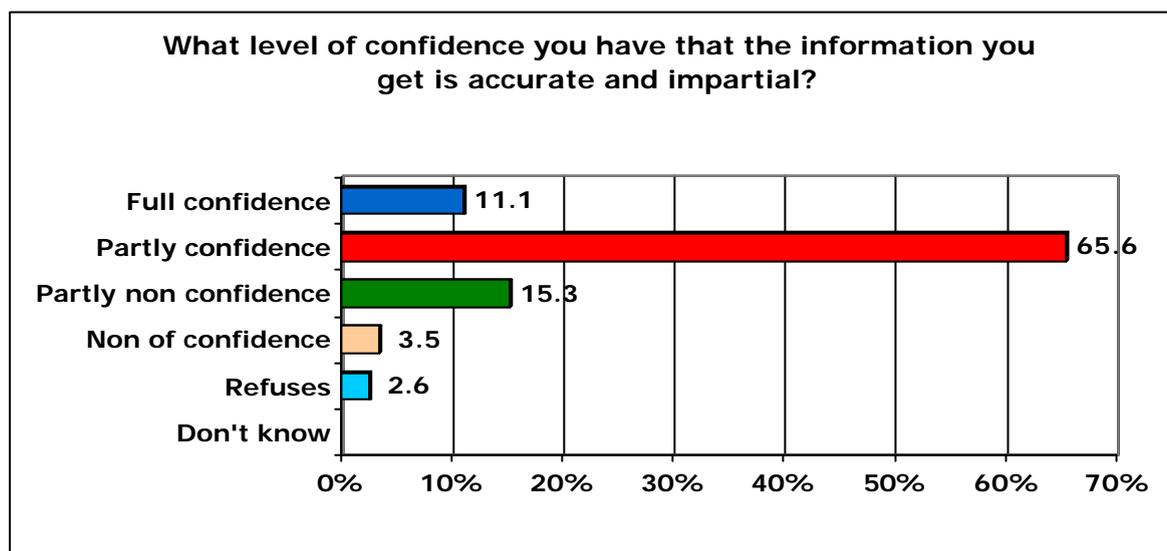
In RS the most followed radio is RTRS and it is followed by % of the citizens of this entity. At the second place are BIG radio (6,8%), then BN radio (5,3%), NES radio (4,8%) and VIKOM radio (3,2%). In the FBaH the most listen radio is Studentski radio (10,1%), then are BaH radio (9,6%), Radio Stari Grad (5,6%) and Radio Mostar (4,3%).

Table 53.2: Sources of information, Radio stations – by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Frequency
	Frequency	%	Frequency	%	Frequency	%	
STUDENTSKI RADIO	46	15.1	39	6.8	20	3.3	105
BH RADIO	6	2.0	70	12.1	13	2.1	90
STARI GRAD	6	2.0	40	6.9	4	0.7	50
RTRS					47	7.7	48
BIG	1	0.3	2	0.3	39	6.4	42
MOSTAR	8	2.6	26	4.5	5	0.8	39
BN RADIO	2	0.7	4	0.7	31	5.1	37
NES	4	1.3	1	0.2	24	4.0	29
BM RADIO			24	4.2	1	0.2	25
TUZLA	1	0.3	18	3.1	5	0.8	24

RADIO UNSKO-SANSKOG KANTONA				4.0			23
HRVATISKI-KATOLICLI RADIO	22	7.2					22
STUDIO M	2	0.7	14	2.4	5	0.8	21
HERCEG BOSNA	19	6.3			1	0.2	20
ZENICA			19	3.3			20
ŠIROKI BRIJEG	19	6.3					19
VIKOM	2	0.7			17	2.8	19
TREBINJE			1	0.2	17	2.8	18
BOBAR					15	2.5	15
DŽUNGLA	1	0.3	1	0.2	13	2.1	15
KAMELEON	1	0.3	9	1.6	3	0.5	15
KISELJAK	12	3.9	2	0.3	1	0.2	15
Others	78	25.7	73	12.7	174	28.7	327
Refuses	74	24.3	211	36.6	172	28.3	462
Total	304	100.0	577	100.0	607	100.0	1500

Croats mostly follow Studentski radio (15,1%), then Hrvatski-katolicki radio 97,2%), then Radio Stari Grad (6,9%), Studentski radio (6,8%), Radio Mostar (4,5%) and BM radio (4,2%). Serbs the most listen RTRS radio (7,7%), then BIG radio (6,4%) BN radio (5,1%) and than NES radio (4%).



Graph 34

Information that BaH citizens get via media are only partly trusted. Every tenth citizen of BaH has full confidence with information that gets via media and he/she considers them correct or impartial.

About 20 % of the citizens have reservations regarding info heard via media and don't have high confidence with its punctuality and impartiality.

Table 54.1: What level of confidence you have that the information you get is accurate and impartial? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Full confidence	51	8.5	115	12.8	166	11.1
Partly confidence	415	69.2	569	63.2	984	65.6
Partly non confidence	80	13.3	149	16.6	229	15.3
Non of confidence	23	3.8	29	3.2	52	3.5
Refuses	13	2.2	26	2.9	39	2.6
Don't know	18	3.0	12	1.3	30	2.0
Total	600	100.0	900	100.0	1500	100.0

The most of the citizens from both entities only partly trust info got via media. Small number of the citizens has full confidence with information. It could be said that citizens of both entities trust medias but media haven't got their full confidence.

Table 54.2: What level of confidence you have that the information you get is accurate and impartial? – By ethnic background

	Hrvati		Muslimani ili Bošnjaci		Srbi		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Full confidence	22	7.2	97	16.8	45	7.4	166	11.1
Partly confidence	188	61.8	380	65.9	408	67.2	984	65.6
Partly non confidence	69	22.7	64	11.1	96	15.8	229	15.3
Non of confidence	9	3.0	16	2.8	26	4.3	52	3.5
Refuses	10	3.3	14	2.4	15	2.5	39	2.6
Don't know	6	2.0	6	1.0	17	2.8	30	2.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Bosniaks mostly trust information got via media, then Serbs and Croats.

Table 55.1: What kind of information would you like to receive, and you didn't get them so far? – By region

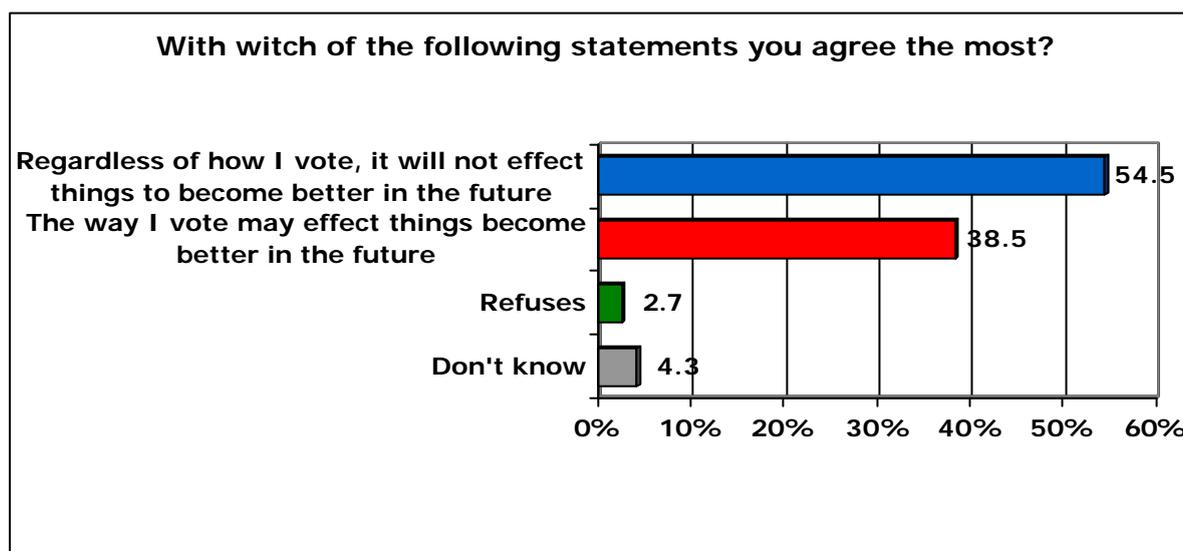
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Correct information	41	6.8	53	5.9	94	6.3
I get everything; satisfied	27	4.5	50	5.6	77	5.1
Working places; applications for job	19	3.2	37	4.1	56	3.7
Crime and corruption	22	3.7	24	2.7	46	3.1
About economy	9	1.5	28	3.1	37	2.5
Pensioners problems	8	1.3	14	1.6	22	1.5
Sports information	11	1.8	11	1.2	22	1.5
Music; entertainment	3	0.5	16	1.8	19	1.3
Educational programs	5	0.8	11	1.2	16	1.1
Others	110	18.0	148	16.0	258	17.2
Don't know; Refuses	345	57.5	508	56.4	853	56.9
Total	600	100.0	900	100.0	1500	100.0

The most of the citizens of RS and FBaH want that the info they received via media is punctual and they want to trust those info. The RS citizens want more information about crime and corruption but also about job announcements. The FBaH citizens have similar requests.

Table 55.2: What kind of information would you like to receive, and you didn't get them so far? – By ethnic background

	Hrvati		Muslimani ili Bošnjaci		Srbi		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Correct information	31	10.2	19	3.3	44	7.2	94	6.3
I get everything; satisfied	25	8.2	33	5.7	19	3.1	77	5.1
Working places; applications for job	9	3.0	27	4.7	19	3.1	56	3.7
Crime and corruption	3	1.0	18	3.1	24	4.0	46	3.1
About economy	5	1.6	20	3.5	11	1.8	37	2.5
Pensioners problems	8	2.6	8	1.4	6	1.0	22	1.5
Sports information	2	0.7	8	1.4	12	2.0	22	1.5
Music; entertainment	5	1.6	9	1.6	5	0.8	19	1.3
Educational programs	1	0.3	8	1.4	6	1.0	16	1.1
Others	59	19.0	98	17.0	99	16.3	258	17.2
Don't know; Refuses	156	51.3	329	57.0	362	59.6	853	56.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats and Serbs want the most information which are punctual and which they may trust. Bosniaks want more information regarding job announcements and vacancies.

**Graph 35**

Over half of BaH citizens (54,%) think that their votes would not improve society situation no matter to whom they vote fore. 38,5 % of the BaH citizens do not agree with this statement who think that improvement my occur in relation to whom they give their vote.

Table 56.1: With which of the following statements you agree the most? – By region

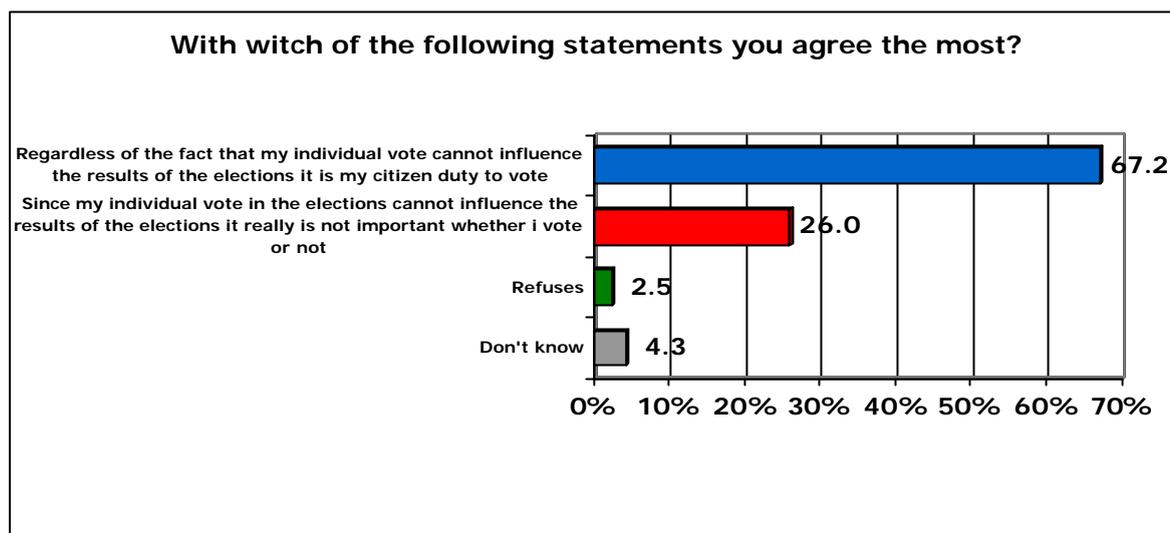
	Republic of Srpska		Federation B&H		Total	
	Frekv enca	%	Frekv enca	%	Frekv enca	%
Regardless of how I vote, it will not effect things to become better in the future	379	63.2	439	48.8	818	54.5
The way I vote may effect things become better in the future	173	28.8	405	45.0	578	38.5
Refuses	12	2.0	28	3.1	40	2.7
Don't know	36	6.0	28	3.1	64	4.3
Total	600	100.0	900	100.0	1500	100.0

Somewhere around two third of the RS citizens think that regardless for whom they vote no improvement would occur. Results show that the citizens of this entity don't have much confidence with any of political options and they are of opinion that no matter which of the political options win the situation would not be changed. In the FBaH this question deeply divided citizens. Equal number of the citizens think that future of the country is related to whom they vote but there are person who think differently.

Table 56.2: With which of the following statements you agree the most? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%	Frequ ency	%
Regardless of how I vote, it will not effect things to become better in the future	169	55.6	265	45.9	379	62.4	818	54.5
The way I vote may effect things become better in the future	112	36.8	277	48.0	183	30.1	578	38.5
Refuses	15	4.9	11	1.9	14	2.3	40	2.7
Don't know	8	2.6	24	4.2	31	5.1	64	4.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Serbs and Croats think that regardless to whom they vote that would not make any impact on the situation in the future. Serbs in the greater extent agree with this topic comparing with other two nationalities. Same number of Bosniaks thinks that to whom they vote would change the situation as it would not change.

**Graph 36**

Over two third of the citizens of BaH (67,2%) think that election attendance and voting is the obligation of every citizen of this country. 26% of the citizens of BaH do not agree with this statement who think since their vote don't make any difference it is not important do they vote or not. Difficult economic situation (graph 26) and lack of confidence with political parties and leaders (graph 29) are reasons for apathy and hopelessness.

Table 57.1: With which of the following statements you agree the most...-by region

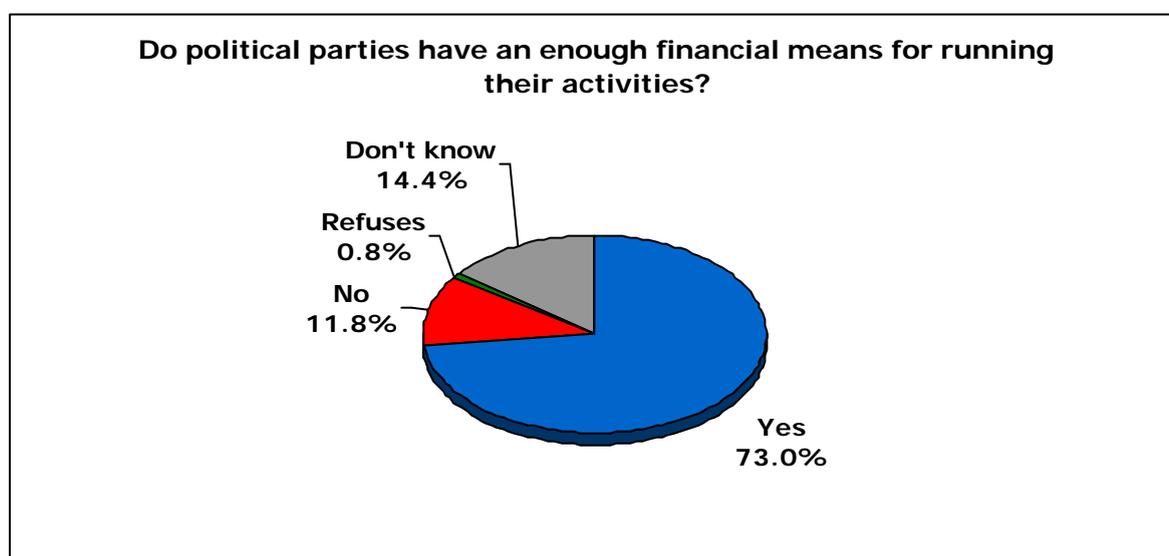
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Regardless of the fact that my individual vote cannot influence the results of the elections it is my citizen duty to vote	385	64.2	623	69.2	1008	67.2
Since my individual vote in the elections cannot influence the results of the elections it really is not important whether I vote or not	163	27.2	227	25.2	390	26.0
Refuses	8	1.3	29	3.2	37	2.5
Don't know	44	7.3	21	2.3	65	4.3
Total	600	100.0	900	100.0	1500	100.0

The most of the RS and FBaH citizens think that election attendance and voting is their duty. Difference between the citizens these two entities is little and it is not significant.

Table 57.2: With which of the following statements you agree the most...-by ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Regardless of the fact that my individual vote cannot influence the results of the elections it is my citizen duty to vote	209	68.8	390	67.6	402	66.2	1008	67.2
Since my individual vote in the elections cannot influence the results of the elections it really is not important whether I vote or not	70	23.0	161	27.9	155	25.5	390	26.0
Refuses	17	5.6	9	1.6	11	1.8	37	2.5
Don't know	8	2.6	17	2.9	39	6.4	65	4.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities agree that election attendance every citizen obligation and there is no difference between Croats, Bosniaks and Serbs regarding this question.

**Graph 37**

The most of the BaH citizens 73% think that political parties have enough means for its activities. 11,8% of the citizens does not agree with this statement. High percentage of the citizens 14,4% answered with don't know whether political parties have enough means for its activities.

Table 58.1: Do political parties have an enough financial means for running their activities? – By region

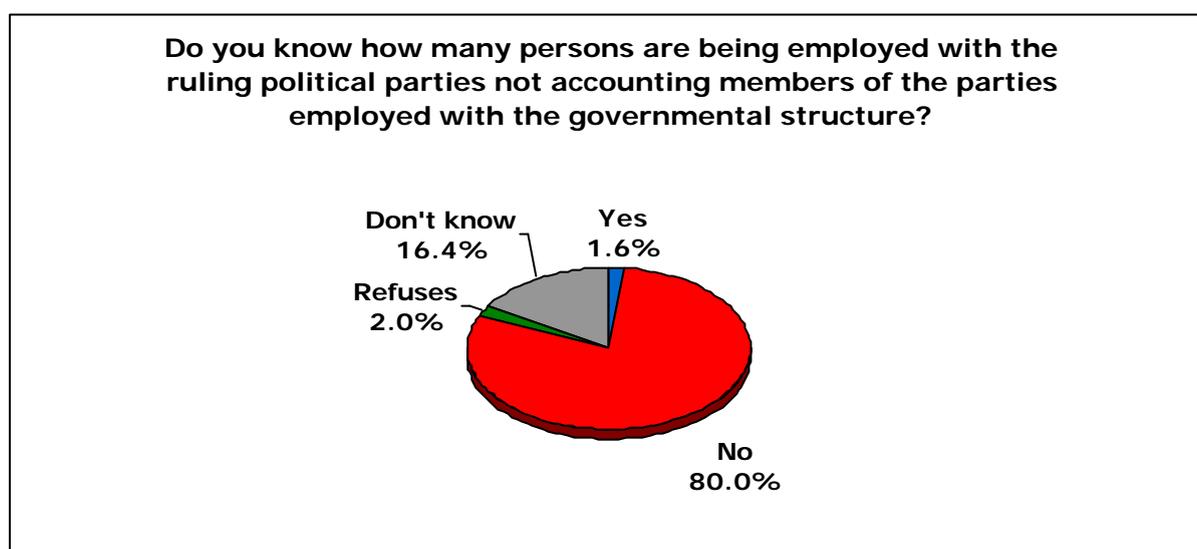
	Republic of Srpska		Federacija B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	436	72.7	659	73.2	1095	73.0
No	56	9.3	121	13.4	177	11.8
Refuses	3	.5	9	1.0	12	.8
Don't know	105	17.5	111	12.3	216	14.4
Total	600	100.0	900	100.0	1500	100.0

The RS and FBaH citizens agree that political parties have enough financial sources for its activities.

Table 58.2: Do political parties have an enough financial means for running their activities? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frekven ca	%	Frekven ca	%	Frekven ca	%	Frekven ca	%
Yes	222	73.0	416	72.1	448	73.8	1095	73.0
No	29	9.5	92	15.9	54	8.9	177	11.8
Refuses	5	1.6	3	.5	4	.7	12	.8
Don't know	48	15.8	66	11.4	101	16.6	216	14.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities, Croats, Bosniaks and Serbs, are united in the opinion that all political parties have enough financial means for their activities.



Graph 38

Only 1,6% of the BaH citizens know how many employees are hired by ruling political parties but the members of the political parties engaged with the government are not taking into account. The most of the respondents 96,4% answered don't know how many employees they have with ruling political parties.

Table 59.1: Do you know how many persons are being employed with the ruling political parties not accounting members of the parties employed with the governmental structure? – By region

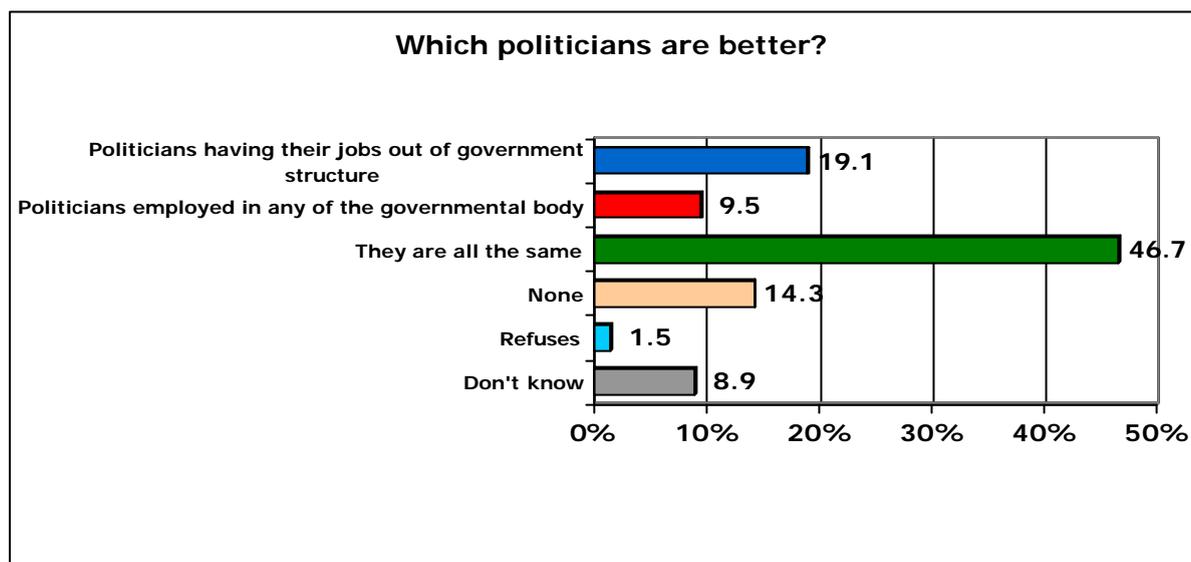
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	4	.7	20	2.2	24	1.6
No	477	79.5	723	80.3	1200	80.0
Refuses	8	1.3	22	2.4	30	2.0
Don't know	111	18.5	135	15.0	246	16.4
Total	600	100.0	900	100.0	1500	100.0

The most of the respondents in RS and FBaH answered don't know exact number of employees within ruling parties.

Table 59.2: Do you know how many persons are being employed with the ruling political parties not accounting members of the parties employed with the governmental structure? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	3	1.0	13	2.3	8	1.3	24	1.6
No	252	82.9	447	77.5	490	80.7	1200	80.0
Refuses	12	3.9	8	1.4	10	1.6	30	2.0
Don't know	37	12.2	109	18.9	99	16.3	246	16.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats, Bosniaks and Serbs do not know exact number of employees within ruling parties.



Graph 39

The most of the BaH citizens think that there is no difference between politicians employed out of ruling structures or working with the ruling bodies. This is opinion of 46,7% of the respondents. Only 19,1% of the citizens thinks that politicians employed out of ruling structures are better then politicians working with administration bodies.

Table 60.1: Which politicians are better? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Politicians having their jobs out of government structure	110	18.3	176	19.6	286	19.1
Politicians employed in any of the governmental body	55	9.2	88	9.8	143	9.5
They are all the same	256	42.7	445	49.4	701	46.7
None	87	14.5	127	14.1	214	14.3
Refuses	7	1.2	15	1.7	22	1.5
Don't know	85	14.2	49	5.4	134	8.9
Total	600	100.0	900	100.0	1500	100.0

The largest number of the respondents in, Both RS and FBaH think that there are no differences between the politicians employed out of the government bodies or those who are employed in any government structure.

Table 60. 2: Which politicians are better? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Politicians having their jobs out of government structure	40	13.2	132	22.9	110	18.1	286	19.1
Politicians employed in any of the governmental body	27	8.9	58	10.1	57	9.4	143	9.5
They are all the same	171	56.3	271	47.0	257	42.3	701	46.7
None	42	13.8	69	12.0	100	16.5	214	14.3
Refuses	6	2.0	6	1.0	10	1.6	22	1.5
Don't know	18	5.9	41	7.1	73	12.0	134	8.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities in BaH think that politicians are the same no matter do they work with ruling structures or not.

Over half of Croats (56,3%) agree with this statement, 47% of Bosniaks and 42,3% of Serbs. 13,2% of Croats, 22,9% of Bosniaks and 18,1% of Serbs think that politicians employed out of ruling structures are better then the politicians employed with in the structures.

Table 61.1: If the elections were held tomorrow which party would you vote for? – By region

	Republika Srpska		Federacija B&H		Total	
	Frekv enca	%	Frekv enca	%	Frekv enca	%
Savez nezavisnih socijal-demokrata (SNSD)	87	14.5			87	5.8
Socijalistička partija Republike Srpska (SPRS)	7	1.2	6	.7	13	.9
Srpska demokratska stranka (SDS)	96	16.0	6	.7	102	6.8
Srpska radikalna stranka Republike Srpske (SRS RS)	14	2.3			14	.9
Radikalna stranka Republike Srpske (RSRS)	1	.2	2	.2	3	.2
Srpska patriotska stranku (SPAS)	2	.3			2	.1
Narodna stranka Republike Srpske (NS)	1	.2	1	.1	2	.1
Demokratska patriotska stranka (DPS)	1	.2			1	.1
Srpska seljacka stranka (SSS)	1	.2	1	.1	2	.1
Demokratska stranka Republike Srpske (DS)	5	.8	1	.1	6	.4
Penzionerska stranka (PS)	1	.2	8	.9	9	.6
Demokratski centar RS	1	.2			1	.1
Srpska radikalna stranka - dr Vojislav Šeselj	4	.7			4	.3
Partija Demokratskog Progresa (PDP)	26	4.3			26	1.7
Demokratski Narodni Savez (DNS) - Dragan Kostic	5	.8			5	.3
Savez Narodnog Preporoda (SNP) - Mirko Banjac	1	.2			1	.1
Stranka Demokratske Akcije (SDA)	7	1.2	120	13.3	127	8.5
Stranka za Bosnu i Hercegovinu (SB&H)			39	4.3	39	2.6
Socijaldemokratska partija BiH (SDP BiH)	12	2.0	97	10.8	109	7.3
Liberalno-Bošnjačka Organizacija (LBO)			4	.4	4	.3
Republikanska Stranka Bosne i Hercegovine (RS)			2	.2	2	.1
Liberalna stranka (LS)			7	.8	7	.5
Gradanska Demokratska Stranka (GDS)			1	.1	1	.1
Stranka Privrednog Prosperiteta (SPP)			4	.4	4	.3
Bosansko-Hercegovacka Patriotska Stranka (BPS)			2	.2	2	.1
Demokratska Narodna Zajednica (DNZ)			2	.2	2	.1
Bosanska Stranka (BOSS)			28	3.1	28	1.9
Stranka Žena BiH (SŽBiH)			7	.8	7	.5
Demokratska Stranka Penzionera (DSP-B&H)			4	.4	4	.3
Srpsko Gradansko Vijeće (SGV)			1	.1	1	.1
Bosanska Stranka Prava (BSP)			3	.3	3	.2
Muslimanska Bošnjačka Organizacija			1	.1	1	.1
Hrvatska Demokratska Zajednica – HDZ BiH	3	.5	70	7.8	73	4.9
Nova Hrvatska Inicijativa (NHI)	1	.2	15	1.7	16	1.1
Hrvatska Seljacka Stranka (HSS-BiH)			7	.8	7	.5
Hrvatska Stranka Prava (HSP-BiH)			1	.1	1	.1
Hrvatska Narodna Zajednica			2	.2	2	.1
Hrvatska Kršćanska Demokratska Unija BiH			2	.2	2	.1
Proeuropska narodna stranka			3	.3	3	.2
Radom za boljitak	1	.2	13	1.4	14	.9
Don't know	111	18.5	80	8.9	191	12.7
None	66	11.0	88	9.8	154	10.3
Refuse	66	11.0	188	20.9	254	16.9
Will not vote	80	13.3	84	9.3	164	10.9
Total	600	100.0	900	100.0	1500	100.0

If the elections in RS are today SDS would win 16% of votes, SNSD 14,5%, PDP 4,3%, SRS RS 2,3%. SDP BaH would win 2% of votes while SDA would get 1,2 % of the citizens.

In the FBaH the most votes would get SDA 13,3%, follow SDP BaH 10,8%, HDZ 7,8% and Stranka za BaH 4,3%. Other parties would win less then 1,5% of votes. Large

number of the citizens was not sure for which party they would vote or they did not want to tell.

Table 61.1: If the elections were held tomorrow which party would you vote for? – By ethnic background

	Hrvati		Muslimani ili Bošnjaci		Srbi		Total	
	Frekvencija	%	Frekvencija	%	Frekvencija	%	Frekvencija	%
Savez nezavisnih socijal-demokrata (SNSD)	3	1.0			84	13.8	87	5.8
Socijalistička partija Republike Srpska (SPRS)	1	.3	4	.7	8	1.3	13	.9
Srpska demokratska stranka (SDS)	1	.3	1	.2	100	16.5	102	6.8
Srpska radikalna stranka Republike Srpske (SRS RS)					14	2.3	14	.9
Radikalna stranka Republike Srpske (RSRS)	2	.7			1	.2	3	.2
Srpska patriotska stranka (SPAS)					2	.3	2	.1
Narodna stranka Republike Srpske (NS)					2	.3	2	.1
Demokratska patriotska stranka (DPS)					1	.2	1	.1
Srpska seljačka stranka (SSS)					2	.3	2	.1
Demokratska stranka Republike Srpske (DS)					6	1.0	6	.4
Penzionerska stranka (PS)	3	1.0	1	.2	5	.8	9	.6
Demokratski centar RS					1	.2	1	.1
Srpska radikalna stranka - dr Vojislav Šeselj					4	.7	4	.3
Partija Demokratskoq Progresa (PDP)	1	.3	1	.2	24	4.0	26	1.7
Demokratski Narodni Savez (DNS) - Dragan Kostic					5	.8	5	.3
Savez Narodnog Preporoda (SNP) - Mirko Banjac					1	.2	1	.1
Stranka Demokratske Akcije (SDA)			127	22.0			127	8.5
Stranka za Bosnu i Hercegovinu (SB&H)			39	6.8			39	2.6
Socijaldemokratska partija BiH (SDP BiH)	11	3.6	70	12.1	22	3.6	109	7.3
Liberalno-Bošnjacka Organizacija (LBO)			4	.7			4	.3
Republikanska Stranka Bosne i Hercegovine (RS)			2	.3			2	.1
Liberalna stranka (LS)	1	.3	5	.9	1	.2	7	.5
Gradanska Demokratska Stranka (GDS)			1	.2			1	.1
Stranka Privrednog Prosperiteta (SPP)	3	1.0	1	.2			4	.3
Bosansko-Hercegovacka Patriotska Stranka (BPS)			2	.3			2	.1
Demokratska Narodna Zajednica (DNZ)			2	.3			2	.1
Bosanska Stranka (BOSS)	1	.3	21	3.6	6	1.0	28	1.9
Stranka Žena BiH (SŽBiH)			5	.9	2	.3	7	.5
Demokratska Stranka Penzionera (DSP-B&H)			2	.3	2	.3	4	.3
Srpsko Gradansko Vijeće (SGV)					1	.2	1	.1
Bosanska Stranka Prava (BSP)			3	.5			3	.2
Muslimaniska Bošnjacka Organizacija			1	.2			1	.1
Hrvatska Demokratska Zajednica - BiH (HDZ-BiH)	71	23.4	2	.3			73	4.9
Nova Hrvatska Inicijativa (NHI)	15	4.9			1	.2	16	1.1
Hrvatska Seljačka Stranka (HSS-BiH)	7	2.3					7	.5
Hrvatska Stranka Prava (HSP-BiH)	1	.3					1	.1
Hrvatska Narodna Zajednica	2	.7					2	.1
Hrvatska Kršćanska Demokratska Unija BiH	2	.7					2	.1
Proeuropska narodna stranka	3	1.0					3	.2
Radom za boljitak	11	3.6			3	.5	14	.9
Ne zna	54	17.8	43	7.5	93	15.3	191	12.7
Nijednu	27	8.9	50	8.7	73	12.0	154	10.3
Odbija	64	21.1	125	21.7	65	10.7	254	16.9
Neće glasati	20	6.6	65	11.3	78	12.9	164	10.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats would mostly give their votes to HDZ 23,4%, then NH! 4,9%, Radom za boljitak 3,6% and SDP BiH 3,6%. 2,3% of the citizens would vote for HSS BiH. 1% of the votes

from Croats would win Proeuropska stranka, SNSD, Penzionerska stranka and Stranka Privrednog prosperiteta.

Bosniaks would mostly give their votes to SDA 22%, SDP BiH 12,1%. Stranka for BiH would get 6,8% and BOSS 3,6% Bosniaks' votes.

Serbs would mostly vote for SDS 16,5%, then SNSD 13,8% and PDP 4%. 3,6% of Serbs would vote for SDP BiH and 2,3% of Serbs would vote for SRS RS. SPRS would get 1,3% of Serbs' votes while Demokratska stranka and BOSS would get 1% of the votes.

Table 62.1: If the elections were held tomorrow which party would you vote for? - Your second choice – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Savez nezavisnih socijal-demokrata (SNSD)		7.9				
Srpski narodni savez (SNS)		1.1				
Socijalistička partija Republike Srpska (SPRS)		2.5				
Srpska demokratska stranka (SDS)		5.4				
Srpska radikalna stranka Republike Srpske (SRS RS)		1.2				
Srpska radikalna stranka - dr Vojislav Šeselj	3	1.1				
Partija Demokratskog Progresa (PDP)	25	9				
Demokratski Narodni Savez (DNS) - Dragan Kostic	10	3.6				
Stranka Demokratske Akcije (SDA)			10	2.2		
Stranka za Bosnu i Hercegovinu (SB&H)	5	1.8	46	10		
Socijaldemokratska partija BiH (SDP BiH)			14	3		
Bosanska Stranka (BOSS)			29	6.3		
Stranka Žena BiH (SŽBiH)			14	3		
Demokratska Stranka Penzionera (DSP-B&H)			6	1.3		
Bosanska Stranka Prava (BSP)			5	1.1		
Hrvatska Demokratska Zajednica – HDZ BiH			4	0.9		
Nova Hrvatska Inicijativa (NHI)			13	2.8		
Hrvatska Seljacka Stranka (HSS-BiH)			6	1.3		
Hrvatska Stranka Prava (HSP-BiH)			7	1.5		
Hrvatska Kršćanska Demokratska Unija BiH			5	1.1		
Radom za boljitak			14	3		
Other						
Don` t know	38	13.7	32	7		
None	96	34.7	171	37.2		
Refuse	12	4.3	32	7		
Will not vote	11	4	9	2		
Total	600	100.0	900	100.0	1500	100.0

Table 63.1: Are you member of any political party? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequ ency	%	Frequ ency	%	Frequ ency	%
Savez nezavisnih socijal-demokrata (SNSD)	22	3.7			22	1.5
Socijalisticka partija Republike Srpska (SPRS)	1	.2	1	.1	2	.1
Srpska demokratska stranka (SDS)	24	4.0			24	1.6
Srpska radikalna stranka Republike Srpske (SRS RS)	6	1.0	7	.8	13	.9
Demokratska patriotska stranka (DPS)	2	.3			2	.1
Demokratska stranka Republike Srpske (DS)	1	.2			1	.1
Cetnicki Ravnogorski Pokret	1	.2			1	.1
Partija Demokratskog Progresa (PDP)	9	1.5	1	.1	10	.7
Demokratski Narodni Savez (DNS) - Dragan Kostic	1	.2			1	.1
Stranka Demokratske Akcije (SDA)	1	.2	11	1.2	12	.8
Stranka za Bosnu i Hercegovinu (SB&H)			3	.3	3	.2
Socijaldemokratska partija BiH (SDP BiH)	1	.2	20	2.2	21	1.4
BH Demokratska Alternativa (BHDA)			1	.1	1	.1
Liberalna stranka (LS)			3	.3	3	.2
Gradanska Demokratska Stranka (GDS)			1	.1	1	.1
Stranka Privrednog Prosperiteta (SPP)			1	.1	1	.1
Demokratska Narodna Zajednica (DNZ)			1	.1	1	.1
Bosanska Stranka (BOSS)			6	.7	6	.4
Stranka Žena BiH (SŽBiH)			2	.2	2	.1
Demokratska Stranka Penzionera (DSP-B&H)			2	.2	2	.1
Hrvatska Demokratska Zajednica - BiH (HDZ-BiH)			3	.3	3	.2
Nova Hrvatska Inicijativa (NHI)			1	.1	1	.1
Hrvatska Seljacka Stranka (HSS-BiH)			1	.1	1	.1
Hrvatska Stranka Prava (HSP-BiH)			3	.3	3	.2
Proeuropska narodna stranka			1	.1	1	.1
Don` t know	38	6.3	34	3.8	72	4.8
Refuse	56	9.3	87	9.7	143	9.5
Not a member of any party	437	72.8	710	78.9	1147	76.5
Total	600	100. 0	900	100. 0	1500	100. 0

In RS the most of the citizens are not members of any party. SDS has 4% of the members, SNSD 3,7%, PDP 1,5% and SRS RS 1%.

In the FBaH 2,2% of SDP BiH, 1,2% of SDA of the members were involved in this poll. Other party had less then 1% of the members involved in this poll. 78,9% of the FBaH citizens stated that they are not members of any party. Large number of the citizens did not want to answer this question.

Table 64.1: What would be the reason to join any political party? – By region

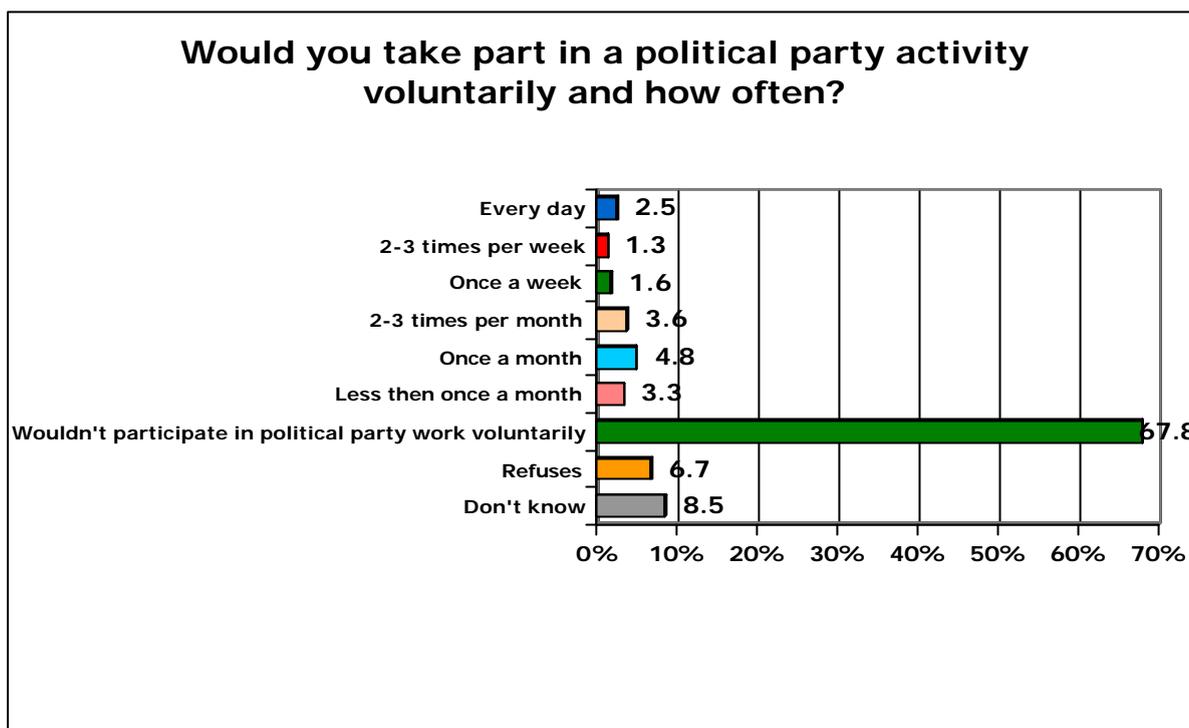
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
None	132	22.0	140	15.6	272	18.1
If I could help my people	11	1.8	68	7.6	79	5.3
Money	33	5.5	27	3.0	60	4.0
Better future for me and my family	29	4.8	23	2.6	52	3.5
Party program	23	3.8	27	3.0	50	3.3
To be employed by the party	16	2.7	31	3.4	47	3.1
Party that work for the people	12	2.0	9	1.0	21	1.4
Party that is honest	13	2.2	8	0.9	21	1.4
Other	46	7.7	63	7.0	109	7.2
Don't know; Refuse	285	47.5	504	56.0	789	52.6
Total	600	100.0	900	100.0	1500	100.0

In RS the most of the citizens did not answer this question, 47,5%. Every fifth respondent stated that there is no reason for him/her to join any political party. Reasons for some citizens to join political party are money (5,%), his or his family better future (2,7%) and to work for citizens' interests (2%). In the FBaH the most of the citizens did not answer this question 56%. 15,6% of the citizens stated that there are no reasons for him/her to join any political party. Reasons why some citizens would join the party are possibility to help own people (7,6%), possibility to get job (3,4%), party program (3%), money (3%), his/her and family better future (2,6%) and to work for citizens' interest (1%).

Table 64.2: What would be the reason to join any political party? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
None	65	21.4	95	16.5	109	18.0	272	18.1
If I could help my people	17	5.6	47	8.1	14	2.3	79	5.3
Money	15	4.9	11	1.9	34	5.6	60	4.0
Better future for me and my family	13	4.3	11	1.9	28	4.6	52	3.5
Party program	5	1.6	18	3.1	27	4.4	50	3.3
To be employed by the party	8	2.6	19	3.3	19	3.1	47	3.1
Party that work for the people	3	1.0	6	1.0	12	2.0	21	1.4
Party that is honest	6	2.0	4	0.7	11	1.8	21	1.4
Other	15	4.9	42	7.3	50	8.2	109	7.3
Don't know; Refuse	157	51.6	324	56.2	303	49.9	789	52.6
Total	304	100.0	577	100.0	607	100.0	1500	100.0

50 % of the respondents of all three nationalities did not answer this question. The most of Croats, Bosniaks and Serbs stated that no reasons exist for which they would join any party. Croats as the most important reason to join any party see possibility to help own people (5,6%), then money (4,9%) and better his/her and family future (4,3%). Bosniaks as the motive for the party joining state possibility to help his/her own people (8,1%), then possibility of getting job (3,3%) and party program (3,1%). The most of Serbs would join party because of money (5,6%), then for better his/her future of family future (4,6%), program of the party (4,4%) and better possibility of employment (3,1%).



Graph 40

The BaH citizens are not ready to participate in voluntary work with any of political parties. This answer was given by 67,8% of the respondents. The citizens are mostly ready to participate once or twice per month voluntarily in the political parties activities. 5% of the BaH citizens would accept more work then above stated.

Table 65.1: Would you take part in a political party activity voluntarily and how often? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Every day	6	1.0	31	3.4	37	2.5
2-3 times per week	5	.8	14	1.6	19	1.3
Once a week	8	1.3	16	1.8	24	1.6
2-3 times per month	21	3.5	33	3.7	54	3.6
Once a month	26	4.3	46	5.1	72	4.8
Less than once a month	22	3.7	27	3.0	49	3.3
Wouldn't participate in political party work voluntarily	400	66.7	617	68.6	1017	67.8
Refuses	39	6.5	62	6.9	101	6.7
Don't know	73	12.2	54	6.0	127	8.5
Total	600	100.0	900	100.0	1500	100.0

Two third of the citizens from both entity would not participate voluntarily in activities of any political party. Citizens ready to work voluntarily would not do that more then once or twice per month.

Table 65.2: Would you take part in a political party activity voluntarily and how often? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Fer ven cy	%	Ferv ency	%	Freq uenc y	%	Frequ ency	%
Every day	28	9.2	3	.5	6	1.0	37	2.5
2-3 times per week	1	.3	12	2.1	6	1.0	19	1.3
Once a week	2	.7	11	1.9	10	1.6	24	1.6
2-3 times per month	10	3.3	21	3.6	22	3.6	54	3.6
Once a month	17	5.6	27	4.7	28	4.6	72	4.8
Less then once a month	9	3.0	18	3.1	22	3.6	49	3.3
Wouldn't participate in political party work voluntarily	187	61.5	413	71.6	410	67.5	1017	67.8
Refuses	24	7.9	38	6.6	37	6.1	101	6.7
Don't know	26	8.6	34	5.9	66	10.9	127	8.5
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats are in the greatest extent ready to contribute to the own political party work by their own voluntarily work. Every tenth Croat is ready to participated daily in the activities of his/her party. Bosniaks and Serbs are less ready for such sacrifice. In case that they accept to participate voluntarily it would not be more then once or twice per month.

Table 66.1: What would motivate you in order to become a volunteer? – By region

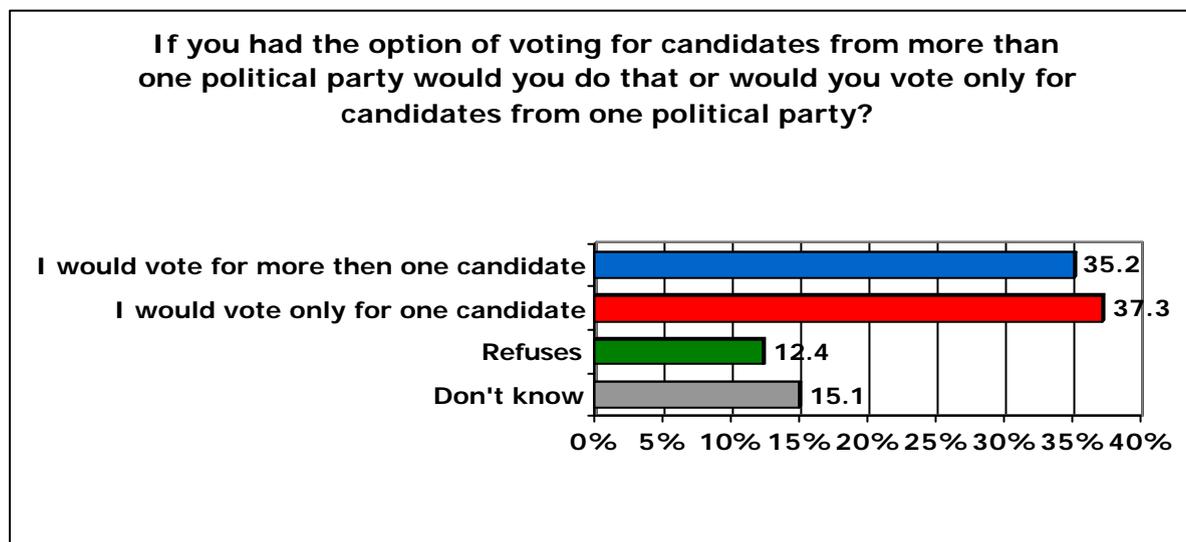
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Nothing!	136	22.7	113	12.6	249	16.6
Anything, that will help my people with economical situation	21	3.5	23	2.6	44	2.9
To be well paid	15	2.5	21	2.3	36	2.4
Increase of the efficiency of the community	2	0.3	29	3.2	31	2.1
To be employed in the party	3	0.5	16	1.8	19	1.3
Help for the pensioners and invalids	4	0.7	12	1.3	16	1.1
Actions in order to help young people	2	0.3	13	1.4	15	1.0
Other	43	7.2	51	5.7	94	6.3
Don't know; Refuse	374	62.3	622	69.1	996	66.4
Total	600	100.0	900	100.0	1500	100.0

The main motive which would influence the RS citizens to voluntarily engage himself/herself with some of the political parties it is possibility to economically help citizens (3,5%), then to be well paid (2,5%) and help to pensioners and invalids (0,7%). The main motive which would influence the FBaH citizens to voluntarily engage herself/herself with some of the political parties it is possibility to increase social community efficiency (3,2%), to help citizens economically (2,6%), then to pay them well (2,3%) and to get them employed (1,8%).

Table 66.2: What would motivate you in order to become a volunteer? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Nothing!	40	13.2	93	16.1	114	18.8	249	16.6
Anything, that will help my people with economical situation	9	3.0	13	2.3	21	3.5	44	2.9
To be well paid	12	3.9	9	1.6	15	2.5	36	2.4
Increase of the efficiency of the community	11	3.6	13	2.3	6	1.0	31	2.1
To be employed in the party	11	3.6	5	0.9	3	0.5	19	1.3
Help for the pensioners and invalids	3	1.0	8	1.4	5	0.8	16	1.1
Actions in order to help young people	1	0.3	12	2.1	2	0.3	15	1.0
Other	23	7.6	27	4.7	43	7.1	94	6.3
Don't know; Refuse	194	63.8	397	68.8	398	65.6	996	66.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The main motive which would influence Croats to voluntarily engage herself/herself with some of the political parties it is possibility to get them good salary (3,9%), increase of social community efficiency (3,6%) to get them employed (3,6%). Bosniaks would work voluntarily if able to do anything what would help citizens economically (2,3%) and if would increase social community efficiency (2,3%). Then activities that are directed to young people (2,1%) and good salary (1,6%). Serbs would participate in voluntarily work if that would help their citizens economically (3,5%), if they get good salaries (2,5%), and if that would lead to the increase of the social communities efficiency (1%).

**Graph 41**

The BaH citizens are very much divided regarding this question. Almost same number of the citizens would vote for one or more candidates.

Table 67.1: If you had the option of voting for candidates from more than one political party would you do that or would you vote only for candidates from one political party? – By region

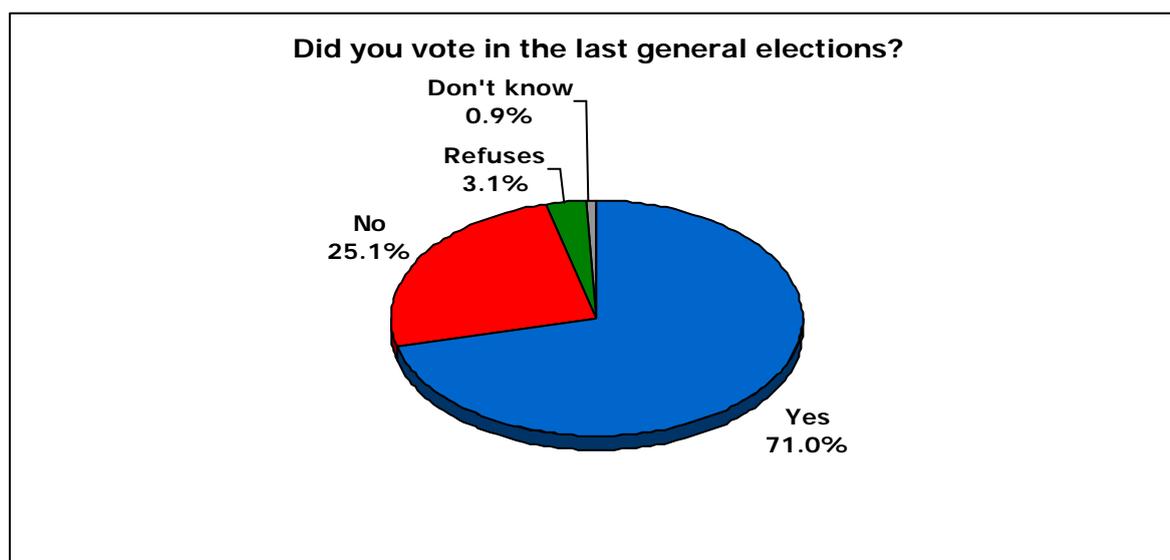
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
I would vote for more then one candidate	201	33.5	327	36.3	528	35.2
I would vote only for one candidate	206	34.3	354	39.3	560	37.3
Refuses	77	12.8	109	12.1	186	12.4
Don't know	116	19.3	110	12.2	226	15.1
Total	600	100.0	900	100.0	1500	100.0

The citizens of both entities are very much divided regarding this question. Almost same number of the citizens would vote for one or more candidates.

Table 67.2: If you had the option of voting for candidates from more than one political party would you do that or would you vote only for candidates from one political party? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
I would vote for more then one candidate	120	39.5	198	34.3	204	33.6	528	35.2
I would vote only for one candidate	94	30.9	242	41.9	221	36.4	560	37.3
Refuses	34	11.2	75	13.0	77	12.7	186	12.4
Don't know	56	18.4	62	10.7	105	17.3	226	15.1
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Croats would vote for more then one candidate in 39,5% of cases if possible, while 30,9% of the Croats would vote for one candidate. Bosniaks would vote for more then one candidate in 41,9% of the cases while 34,3 of Bosniaks would vote for one candidate. The same number of Serbs would vote for one or more candidates.



Graph 42

The most of the citizens voted during the last general election. These results are in line with results from Graph 36 where is almost the same percentage of the respondents who

election attendance considers as citizen duty. The citizens considering their vote meaningless to the outcome of the election did not attend the election and that is case with 25% of the respondents.

Table 68.1: Did you vote in the last general elections? – By region

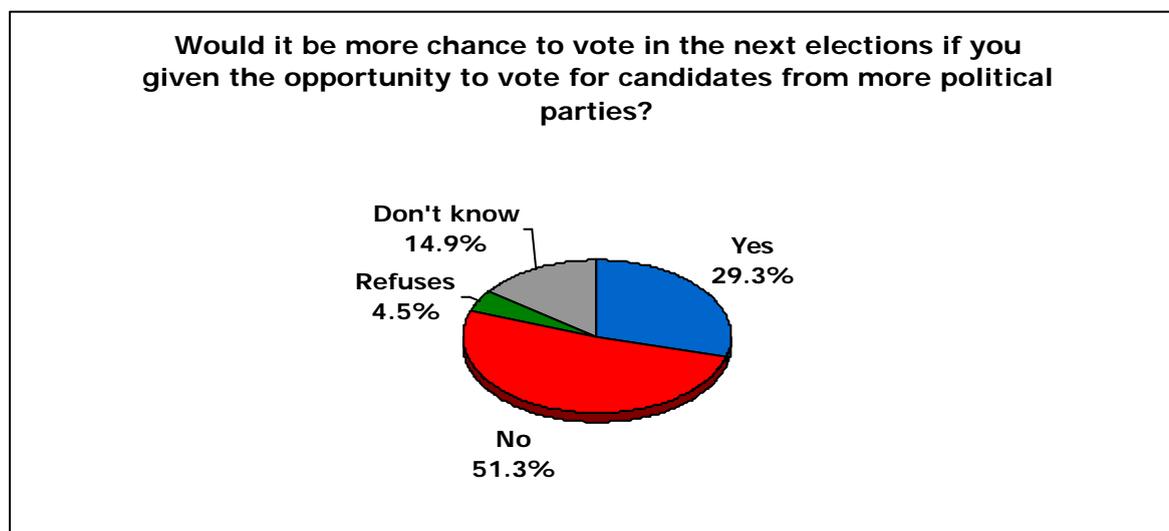
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	434	72.3	631	70.1	1065	71.0
No	147	24.5	229	25.4	376	25.1
Refuse	15	2.5	31	3.4	46	3.1
Don't know	4	.7	9	1.0	13	.9
Total	600	100.0	900	100.0	1500	100.0

The most of the respondents from both entities voted during last general election. Difference between the entities is small and not significant.

Table 68.2: Did you vote in the last general elections? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	216	71.1	394	68.3	449	74.0	1065	71.0
No	71	23.4	156	27.0	143	23.6	376	25.1
Refuse	15	4.9	21	3.6	10	1.6	46	3.1
Don't know	2	.7	6	1.0	5	.8	13	.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of the respondents of all three nationalities voted during last general election.



Graph 43

One third of the citizens who attended the last election would probably vote during next election if would be able to choose between more candidates from several parties. Half of abstainers from the last election would not still vote regardless to number of candidates and parties involved. Around 15 % of the abstainers are not sure would whether they would attend the election or not.

Table 69.1: Would it be more chance to vote in the next elections if you given the opportunity to vote for candidates from more political parties? – By region

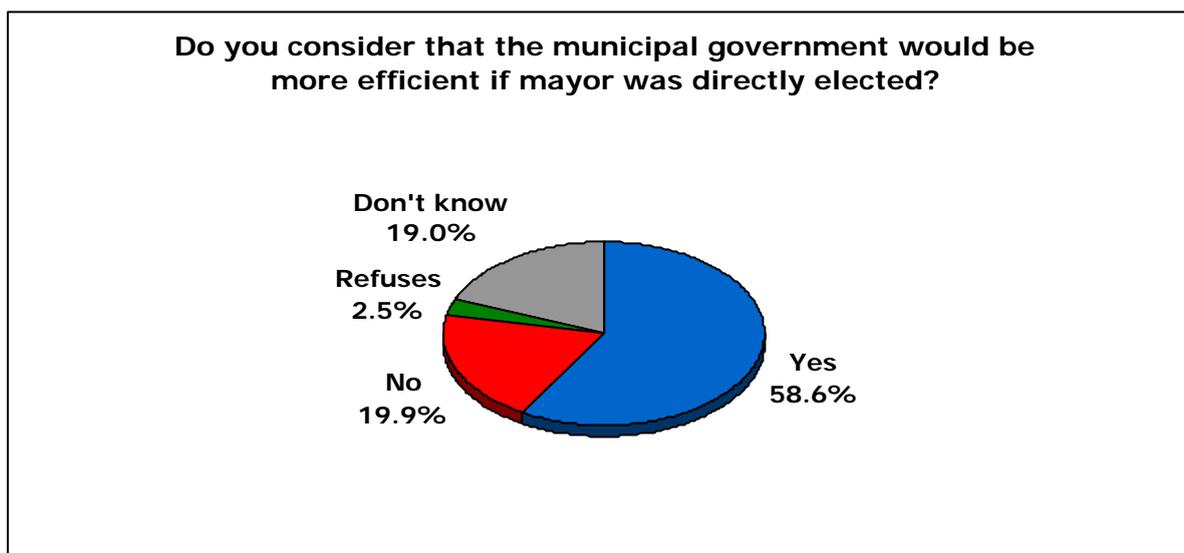
	Republic of Srpska		Federation BaH		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	47	32.0	63	27.5	110	29.3
No	65	44.2	128	55.9	193	51.3
Refuse	8	5.4	9	3.9	17	4.5
Don't know	27	18.4	29	12.7	56	14.9
Total	147	100.0	229	100.0	376	100.0

One third of the RS citizens who did not vote during last election probably would not vote during next election even if able to choose between more candidates from several parties. Regardless to the number of candidates 44,2% of the abstainers would not vote. In the FBaH number of the citizens who would not vote is higher then in RS and it is 55,9%. These citizens most probably would not attend the following election regardless for how many candidates they would be able to vote.

Table 69.2: Would it be more chance to vote in the next elections if you given the opportunity to vote for candidates from more political parties? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	21	29.6	41	26.3	44	30.8	110	29.3
No	31	43.7	90	57.7	70	49.0	193	51.3
Refuse	4	5.6	6	3.8	7	4.9	17	4.5
Don't know	15	21.1	19	12.2	22	15.4	56	14.9
Total	71	100.0	156	100.0	143	100.0	376	100.0

The most of the abstainers we have between Bosniaks (57,7%) then between Serbs (49%) and Croats (43,7%). They probably would not attend the elections regardless for how many candidates they would be able to vote.



Graph 44

The most of the BaH citizens (58,6%) think that municipal administration would be more efficient and better while performing its work if mayor is elected directly instead of being elected by municipal council.

Around 20 % of the citizens think that municipal council should elect mayor and that his/her team would be more efficient. Ever fifth citizen of BaH answered to this question with don't know.

Table 70.1: Do you consider that the municipal government would be more efficient if mayor was directly elected? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	344	57.3	535	59.4	879	58.6
No	115	19.2	183	20.3	298	19.9
Refuse	11	1.8	27	3.0	38	2.5
Don't know	130	21.7	155	17.2	285	19.0
Total	600	100.0	900	100.0	1500	100.0

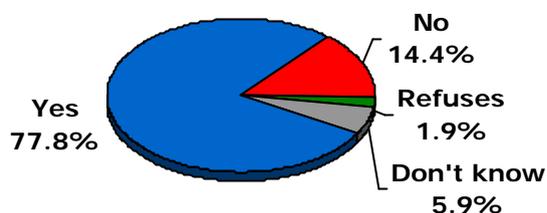
The RS citizens are not different then the citizens of the FBaH regarding this question. The citizens of both entities think that municipal administration would be more efficient and better in performing its work if mayor is elected directly instead of being elected by municipal council.

Table 70.2: Do you consider that the municipal government would be more efficient if mayor was directly elected? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	157	51.6	367	63.6	349	57.5	879	58.6
No	65	21.4	105	18.2	125	20.6	298	19.9
Refuse	13	4.3	14	2.4	11	1.8	38	2.5
Don't know	69	22.7	91	15.8	122	20.1	285	19.0
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The Municipal administration would be more efficient and better in performing its work if the mayor is elected directly is opinion of 63,6% of Bosniaks, 57,5% of Serbs and 51,6% of Croats.

In case that you are looking for a job would you accept working in a private firm where the owner is a different ethnicity then you?



Graph 45

The BaH citizens are ready to work with the privately owned company owned by the person of different nationality then they are. Job within such company would accept 77,8% of the BaH citizens. 14,4% of the citizens would not accept to work within the company owned by person of different nationality.

Table 71.1: In case that you are looking for a job would you accept working in a private firm where the owner is a different ethnicity then you? – By region

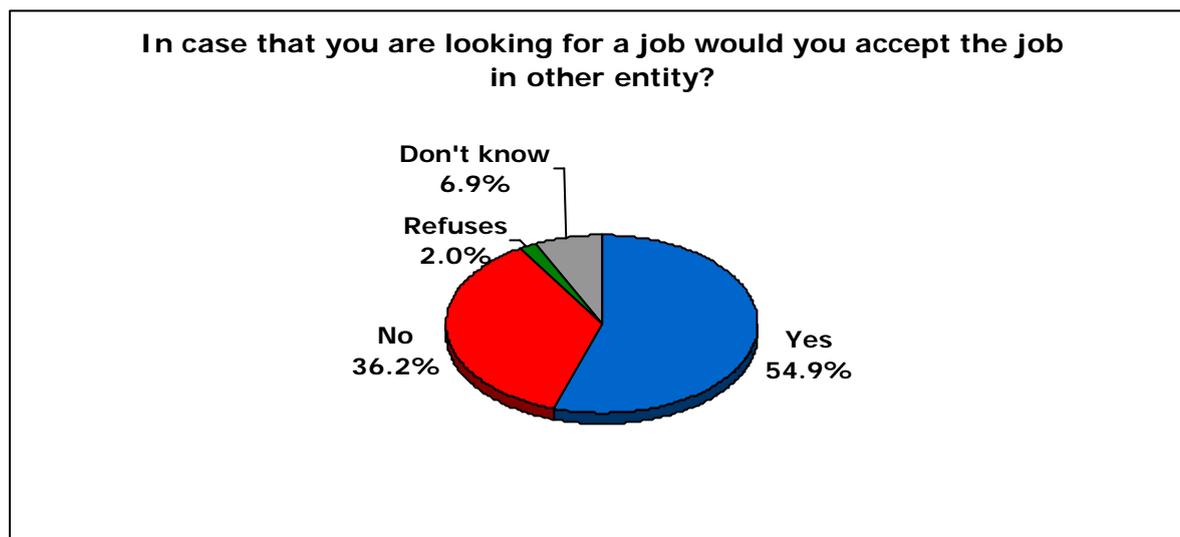
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	424	70.7	743	82.6	1167	77.8
No	109	18.2	107	11.9	216	14.4
Refuse	12	2.0	17	1.9	29	1.9
Don't know	55	9.2	33	3.7	88	5.9
Total	600	100.0	900	100.0	1500	100.0

The FBaH citizens are in greater extend ready to accept job in such company then the citizens of RS

Table 71.2: In case that you are looking for a job would you accept working in a private firm where the owner is a different ethnicity then you? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	224	73.7	501	86.8	431	71.0	1167	77.8
No	47	15.5	58	10.1	110	18.1	216	14.4
Refuse	13	4.3	4	.7	12	2.0	29	1.9
Don't know	20	6.6	14	2.4	54	8.9	88	5.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The most of Bosniaks (86,6%) are ready to accept the job with such company. 73,7% of Croats and 71% of Serbs would accept the job within such company.

**Graph 46**

Over half of the BaH citizens (54,9%) are ready to work in other entity. Possibility to work in other entity was rejected by 36,2% of the respondents

Table 72.1: In case that you are looking for a job would you accept the job in other entity? – By region

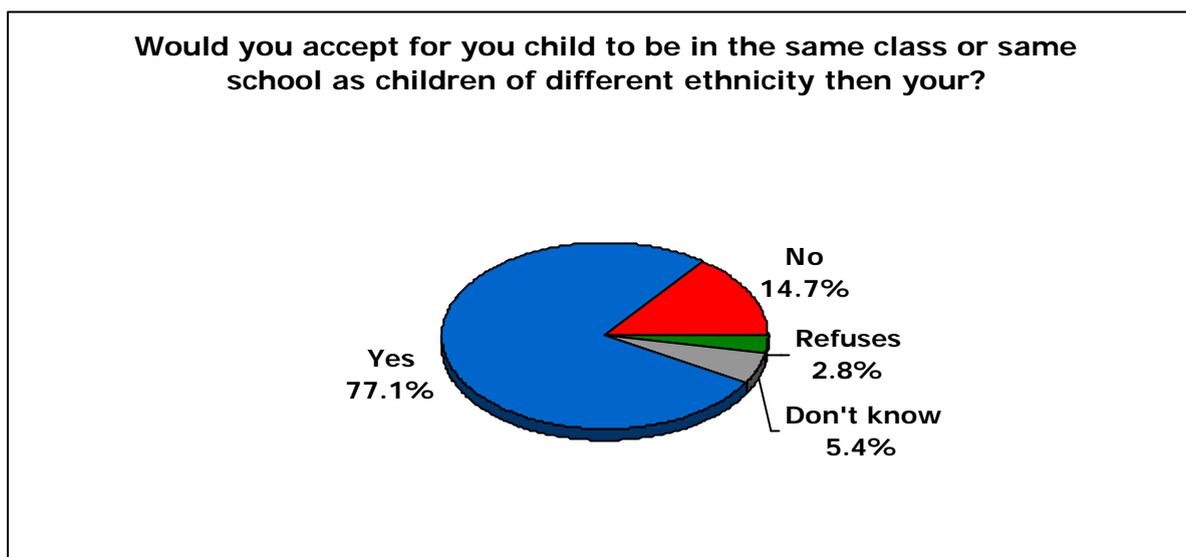
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	300	50.0	524	58.2	824	54.9
No	230	38.3	313	34.8	543	36.2
Refuse	11	1.8	19	2.1	30	2.0
Don` t know	59	9.8	44	4.9	103	6.9
Total	600	100.0	900	100.0	1500	100.0

Half of the RS citizens are ready to work in other entity while 38,3% of the respondents would not accept it. In the FBaH 58,2% of the citizens are ready to work in RS. 34,8% of the citizens would not accept to work in other entity.

Table 72.2: In case that you are looking for a job would you accept the job in other entity? - By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	159	52.3	359	62.2	301	49.6	824	54.9
No	119	39.1	186	32.2	234	38.6	543	36.2
Refuse	12	3.9	6	1.0	12	2.0	30	2.0
Don` t know	14	4.6	26	4.5	60	9.9	103	6.9
Total	304	100.0	577	100.0	607	100.0	1500	100.0

62,2% of Bosniaks are ready to work in RS and 52,3% of Croats. Half of Serbs would accept to work in the FBaH

**Graph 47**

The most of the BaH citizens would accept that their child attend the same class as the children of other nationality. 77,1% of the citizens agrees with this statement. Possibility that their child attend the same class as children of other nationality rejected 14,7% of the BaH citizens. Almost the same percentage of the citizens rejected possibility to work with the company owned by person of other nationality (graph 45).

Table 73.1: Would you accept for you child to be in the same class or same school as children of different ethnicity then your? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	376	62.7	780	86.7	1156	77.1
No	146	24.3	75	8.3	221	14.7
Refuse	22	3.7	20	2.2	42	2.8
Don` t know	56	9.3	25	2.8	81	5.4
Total	600	100.0	900	100.0	1500	100.0

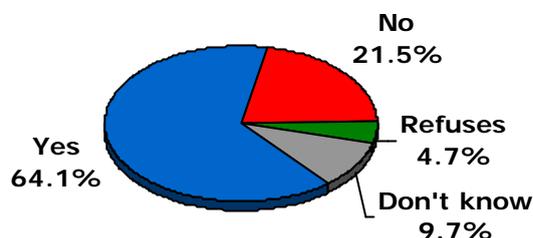
86,7% of the FBaH citizens accept that their child attend the school or class with children of other nationality while that accepts 62,7% of the RS citizens. 8,3% of the FBaH citizens are against this and 24, 3% of the RS citizens.

Table 73.2: Would you accept for you child to be in the same class or same school as children of different ethnicity then your? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Fervency	%	Frequen cy	%	Frequen cy	%	Frequen cy	%
Yes	237	78.0	521	90.3	387	63.8	1156	77.1
No	35	11.5	40	6.9	145	23.9	221	14.7
Refuse	13	4.3	4	.7	25	4.1	42	2.8
Don` t know	19	6.3	12	2.1	50	8.2	81	5.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

To have child in the school or class with children of other nationality accept 90,3% of Bosniaks, 78% of Croats and 63,8% of Serbs.

Would you be ready to accept your child attending a school where classes are conducted according to a merger curriculum?



Graph 48

Around two third of the BaH citizens are ready to accept that their child attend school with the common curricula. The citizens more refuse to accept common curricula within the schools then to have child with the same class with children of other nationality. For 21,5% of the BaH citizens it is unacceptable to have child attending the school with the common curricula.

Table 74. 1: Would you be ready to accept your child attending a school where classes are conducted according to a merger curriculum? - By region

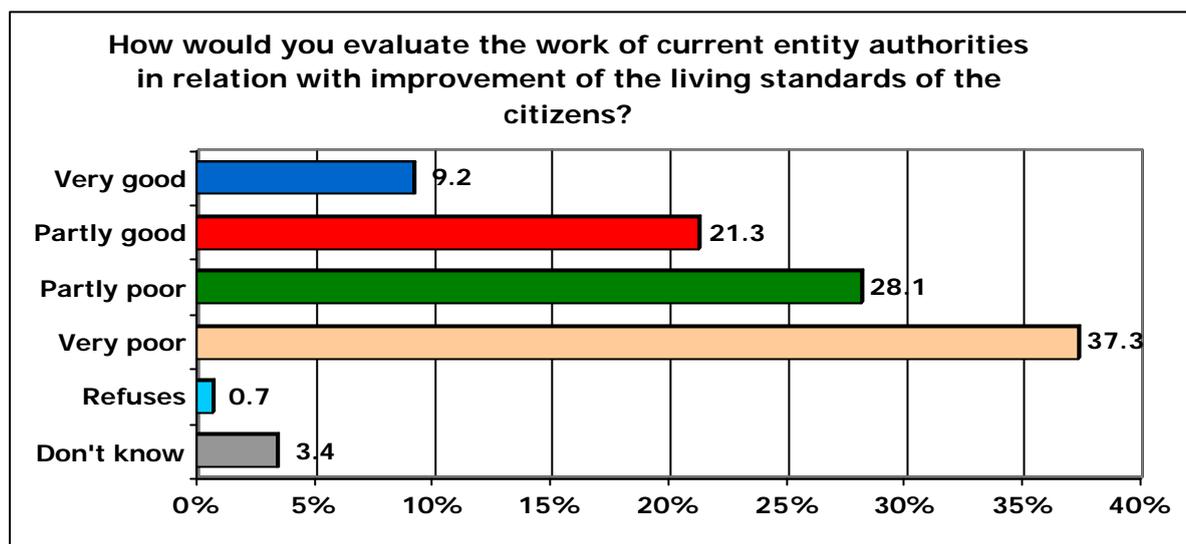
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	280	46.7	682	75.8	962	64.1
No	187	31.2	135	15.0	322	21.5
Refuse	29	4.8	42	4.7	71	4.7
Don't know	104	17.3	41	4.6	145	9.7
Total	600	100.0	900	100.0	1500	100.0

Less than half of the RS citizens (46,7%) are ready to accept having child attending the school with common curricula. In the Federation the percentage is 75,8%.

Table 74.2: Would you be ready to accept your child attending a school where classes are conducted according to a merger curriculum? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	167	54.9	491	85.1	294	48.4	962	64.1
No	84	27.6	48	8.3	188	31.0	322	21.5
Refuse	21	6.9	17	2.9	33	5.4	71	4.7
Don't know	32	10.5	21	3.6	92	15.2	145	9.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

85,1% of the Bosniaks accept that their children attend the school with common curricula and 54,9% Croats and 48,4% of Serbs accept that.



Graph 49

The most of the BaH citizens are not happy with the work of actual entity governments regarding improvement of the living standards. Around two third of the citizens assessed the entity governments work as being bad. Less then one third of the BaH citizens asses the entity government work in that respect as being good.

Table 75.1: How would you evaluate the work of current entity authorities in relation with improvement of the living standards of the citizens? – By region

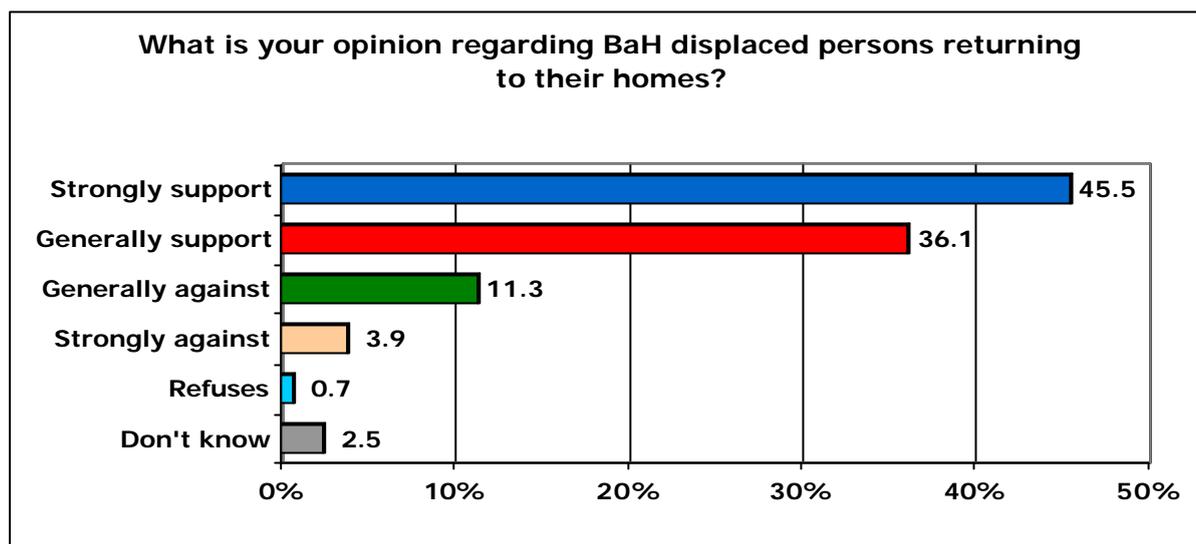
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very good	56	9.3	82	9.1	138	9.2
Partly good	115	19.2	204	22.7	319	21.3
Partly poor	165	27.5	257	28.6	422	28.1
Very poor	231	38.5	329	36.6	560	37.3
Refuse	3	.5	7	.8	10	.7
Don` t know	30	5.0	21	2.3	51	3.4
Total	600	100.0	900	100.0	1500	100.0

The RS and FBaH citizens are not happy with the work of the actual entity Governments regarding improvement of the living standards.

Table 75.2: How would you evaluate the work of current entity authorities in relation with improvement of the living standards of the citizens? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very good	26	8.6	61	10.6	50	8.2	138	9.2
Partly good	59	19.4	148	25.6	110	18.1	319	21.3
Partly poor	79	26.0	171	29.6	170	28.0	422	28.1
Very poor	128	42.1	177	30.7	249	41.0	560	37.3
Refuse	4	1.3	3	.5	3	.5	10	.7
Don` t know	8	2.6	17	2.9	25	4.1	51	3.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

All three nationalities mostly assess the work of actual entity governments as being bad regarding improvement of the living standards. Bosniaks (36,2%) are the most unsatisfied with the entity government work.



Graph 50

The BaH citizens support return of the displaced persons to their homes. 81,6% of the citizens agrees with this statement. 15,2% of the citizens is against return.

Table 76.1: What is your opinion regarding BaH displaced persons returning to their homes? – By region

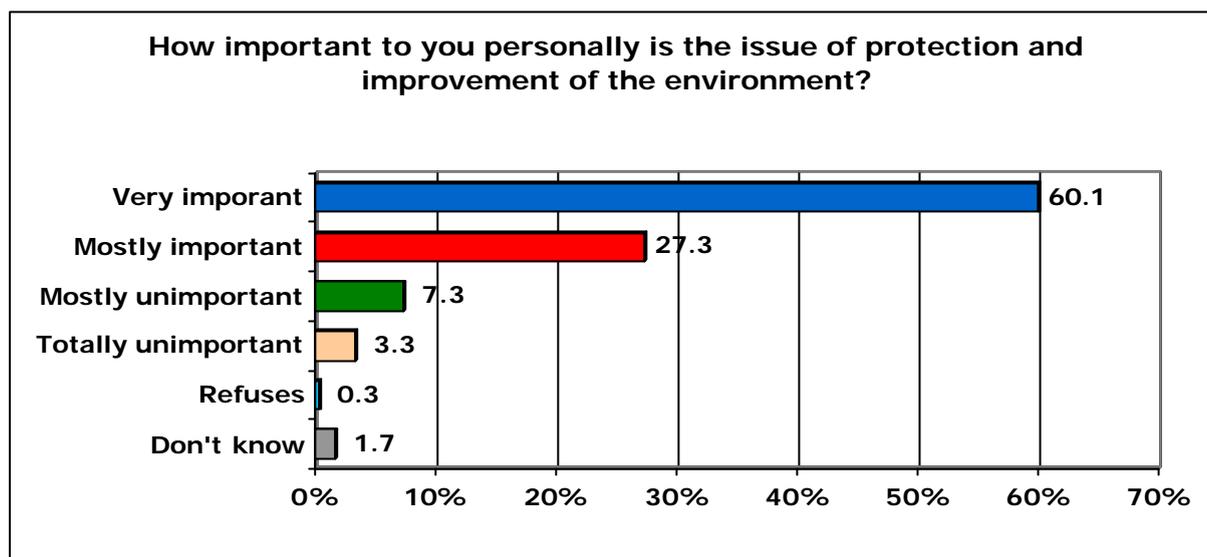
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Strongly support	149	24.8	533	59.2	682	45.5
Generally support	275	45.8	267	29.7	542	36.1
Generally against	111	18.5	59	6.6	170	11.3
Strongly against	40	6.7	18	2.0	58	3.9
Refuses	7	1.2	4	.4	11	.7
Don't know	18	3.0	19	2.1	37	2.5
Total	600	100.0	900	100.0	1500	100.0

The citizens of both entity support return of the displaced persons and refugees to their homes. In RS that support is not that strong as in the FBaH. It is the best way to see how much Serbs support return of the displaced persons and refugees.

Table 76.1: What is your opinion regarding BaH displaced persons returning to their homes? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Strongly support	148	48.7	379	65.7	147	24.2	682	45.5
Generally support	120	39.5	135	23.4	284	46.8	542	36.1
Generally against	10	3.3	45	7.8	115	18.9	170	11.3
Strongly against	11	3.6	9	1.6	38	6.3	58	3.9
Refuses	4	1.3	1	.2	6	1.0	11	.7
Don't know	11	3.6	8	1.4	17	2.8	37	2.5
Total	304	100.0	577	100.0	607	100.0	1500	100.0

The Serbs are more against return then Croats and Bosniaks. All three nationalities support return but the differences are in the level of the support.



Graph 51

The most of the BaH citizens (87,4%) stated that issue regarding protection and improvement of the environment is very important to them. For every tenth citizen this question is not important.

Table 77.1: How important to you personally is the issue of protection and improvement of the environment? – By region

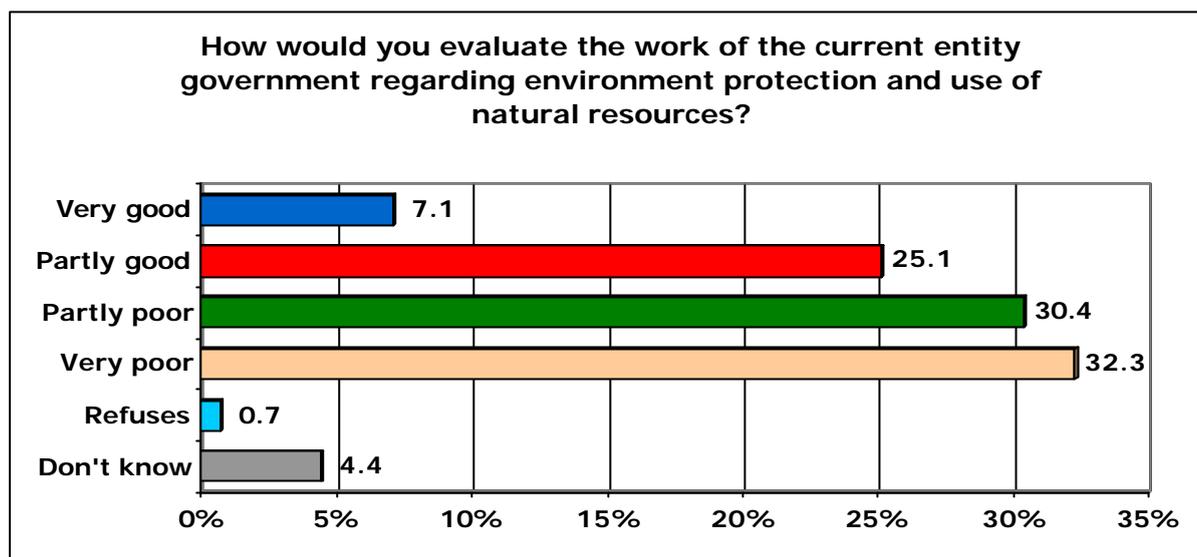
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very important	311	51.8	590	65.6	901	60.1
Mostly important	214	35.7	196	21.8	410	27.3
Mostly unimportant	41	6.8	68	7.6	109	7.3
Totally unimportant	24	4.0	26	2.9	50	3.3
Refuse	1	.2	4	.4	5	.3
Don` t know	9	1.5	16	1.8	25	1.7
Total	600	100.0	900	100.0	1500	100.0

To the citizens of both entities is very important question of the protection and improvement of the living environment. The FBaH citizens give more importance to this issue then the RS citizens.

Table 77.2: How important to you personally is the issue of protection and improvement of the environment? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very important	185	60.9	401	69.5	306	50.4	901	60.1
Mostly important	76	25.0	122	21.1	210	34.6	410	27.3
Mostly unimportant	20	6.6	34	5.9	55	9.1	109	7.3
Totally unimportant	12	3.9	13	2.3	25	4.1	50	3.3
Refuse	3	1.0	1	.2	1	.2	5	.3
Don` t know	8	2.6	6	1.0	10	1.6	25	1.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

For Bosniaks this issue is more important then for Croats and Serbs.



Graph 52

The BaH citizens assess work of the actual government as being bad regarding protection and improvement of the living environment. Around two third of the citizens are unhappy with the government activities in that respect. One third of the BaH citizens assessed the government activities as good in that respect.

Table 78.1: How would you evaluate the work of the current entity government regarding environment protection and use of natural resources? - By region

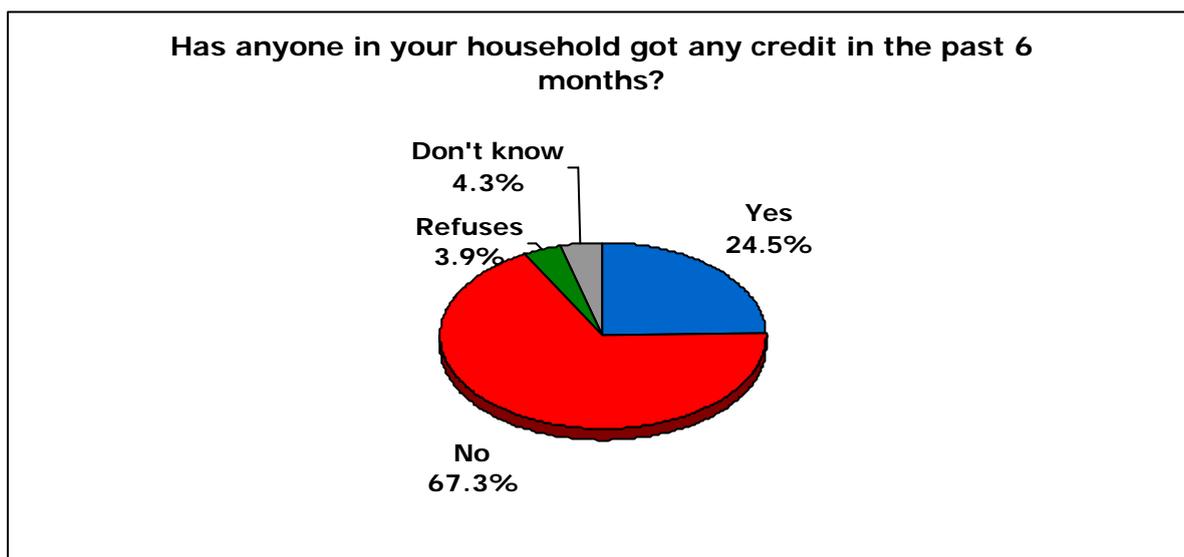
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very good	54	9.0	52	5.8	106	7.1
Partly good	136	22.7	241	26.8	377	25.1
Partly poor	174	29.0	282	31.3	456	30.4
Very poor	196	32.7	288	32.0	484	32.3
Refuse	3	.5	8	.9	11	.7
Don't know	37	6.2	29	3.2	66	4.4
Total	600	100.0	900	100.0	1500	100.0

About two third of the citizens from both entities are not happy with the work of the government regarding protection of the living environment.

Table 78.2: How would you evaluate the work of the current entity government regarding environment protection and use of natural resources? - By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very good	17	5.6	38	6.6	50	8.2	106	7.1
Partly good	69	22.7	173	30.0	132	21.7	377	25.1
Partly poor	83	27.3	190	32.9	179	29.5	456	30.4
Very poor	118	38.8	153	26.5	210	34.6	484	32.3
Refuse	7	2.3	2	.3	2	.3	11	.7
Don't know	10	3.3	21	3.6	34	5.6	66	4.4
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Although all three nationalities are unhappy with the work of actual government regarding protection of living environment Serbs and Croats are more unhappy than Bosniaks.



Graph 53

During the last six months 24,5% of the respondents got credit of some member of their families.

Table 79.1: Has anyone in your household got any credit in the past 6 months? – By region

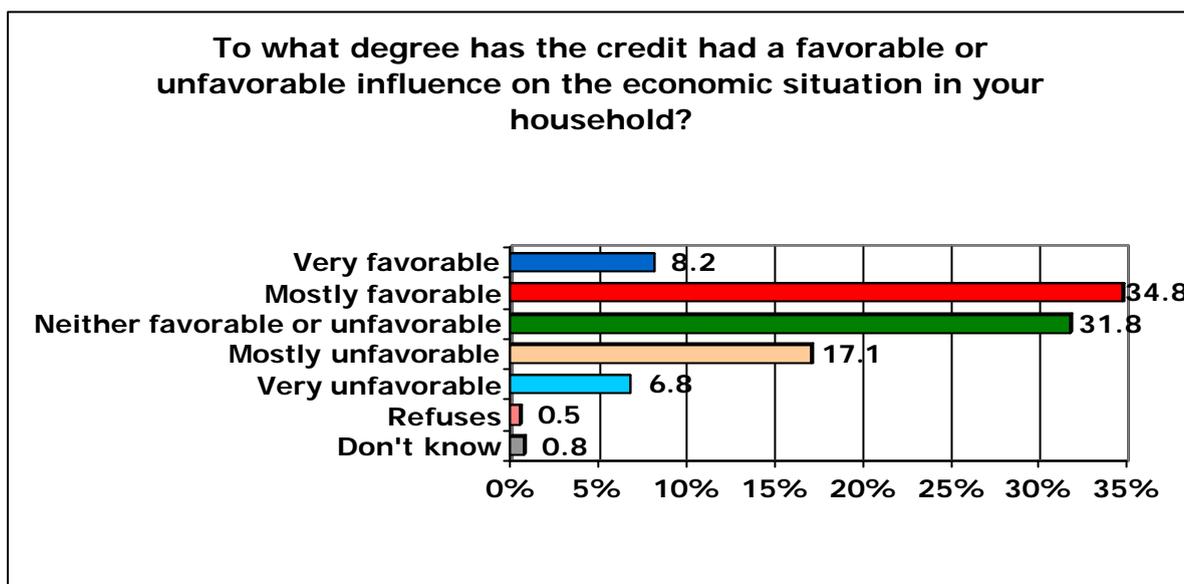
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	130	21.7	238	26.4	368	24.5
No	413	68.8	597	66.3	1010	67.3
Refuse	25	4.2	33	3.7	58	3.9
Don't know	32	5.3	32	3.6	64	4.3
Total	600	100.0	900	100.0	1500	100.0

The FBaH citizens got more credits than RS citizens. Every fifth household in RS got credit during the last six months while in the FBaH every fourth household.

Table 79.2: Has anyone in your household got any credit in the past 6 months? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	73	24.0	153	26.5	137	22.6	368	24.5
No	207	68.1	387	67.1	409	67.4	1010	67.3
Refuse	13	4.3	16	2.8	29	4.8	58	3.9
Don't know	11	3.6	21	3.6	32	5.3	64	4.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

During the last six months the most of credits got Bosniaks (26,5%) then Croats (24%) and Serbs (22,6%).



Graph 54

Credits had positive effect regarding economical situation of the households with 43% of the respondents. One third of the citizens think that credits did not have either positive or negative effects to the economical situation of their households. 23,9% thinks that credits had negative effect to their households during the past six months.

Table 80.1: To what degree has the credit had a favorable or unfavorable influence on the economic situation in your household? –By region

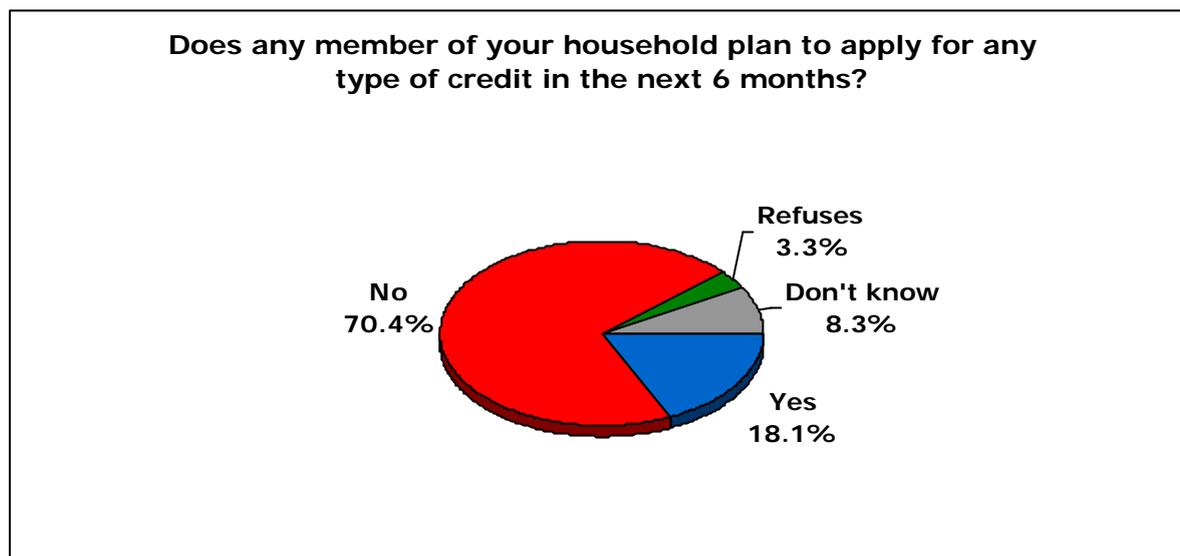
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Very favorable	9	6.9	21	8.8	30	8.2
Mostly favorable	53	40.8	75	31.5	128	34.8
Neither favorable or unfavorable	42	32.3	75	31.5	117	31.8
Mostly unfavorable	21	16.2	42	17.6	63	17.1
Very unfavorable	3	2.3	22	9.2	25	6.8
Refuses			2	.8	2	.5
Don't know	2	1.5	1	.4	3	.8
Total	130	100.0	238	100.0	368	100.0

Both citizens of the RS and of the FBaH think that these credits had a favorable influence on the economic situation.

Table 80.2: To what degree has the credit had a favorable or unfavorable influence on the economic situation in your household? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Very favorable	4	5.5	17	11.1	8	5.8	30	8.2
Mostly favorable	20	27.4	54	35.3	53	38.7	128	34.8
Neither favorable or unfavorable	28	38.4	44	28.8	44	32.1	117	31.8
Mostly unfavorable	13	17.8	27	17.6	21	15.3	63	17.1
Very unfavorable	8	11.0	9	5.9	8	5.8	25	6.8
Refuses			2	1.3			2	.5
Don't know					3	2.2	3	.8
Total	73	100.0	153	100.0	137	100.0	368	100.0

Croats think that credits had more positive effect to the economical situation of their households then negative. Bosniaks think that credits had more positive effect to the economical situation of their households then negative. Serbs think that credits had more positive effect to the economical situation of their households then negative.



Graph 55

The most of the BaH citizens (70,4%) do not plan to apply for any kind of credits in the next six months. That is plan for 18,1% of the BaH citizens.

Table 81.1: Does any member of your household plan to apply for any type of credit in the next 6 months? – By region

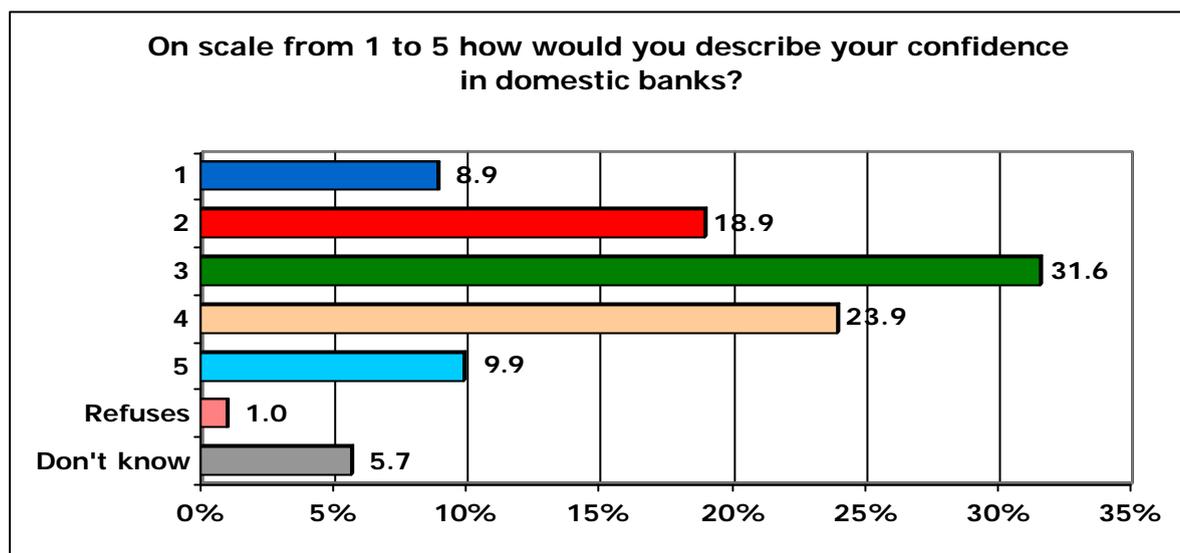
	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
Yes	110	18.3	161	17.9	271	18.1
No	412	68.7	644	71.6	1056	70.4
Refuse	16	2.7	33	3.7	49	3.3
Don` t know	62	10.3	62	6.9	124	8.3
Total	600	100.0	900	100.0	1500	100.0

Over two third of the citizens from both entities do not have plans to apply for any credit.

Table 81.2: Does any member of your household plan to apply for any type of credit in the next 6 months? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
Yes	47	15.5	109	18.9	110	18.1	271	18.1
No	217	71.4	401	69.5	431	71.0	1056	70.4
Refuse	19	6.3	14	2.4	16	2.6	49	3.3
Don` t know	21	6.9	53	9.2	50	8.2	124	8.3
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Members of all three nationalities in both entities do not have plans to apply for any credit in the next six months.



Graph 56

Domestic banks have returned trust of one third of the BaH citizens (grade 4 and 5) but still numbers of the citizens do not trust domestic banks (grade 3). No entrustment is still present with 25% between BaH citizens regarding domestic banks (grad 1 and 2).

Table 82.1: On scale from 1 to 5 how would you describe your confidence in domestic banks? – By region

	Republic of Srpska		Federation B&H		Total	
	Frequency	%	Frequency	%	Frequency	%
1	71	11.8	63	7.0	134	8.9
2	143	23.8	141	15.7	284	18.9
3	231	38.5	243	27.0	474	31.6
4	95	15.8	264	29.3	359	23.9
5	15	2.5	134	14.9	149	9.9
Refuse	4	.7	11	1.2	15	1.0
Don't know	41	6.8	44	4.9	85	5.7
Total	600	100.0	900	100.0	1500	100.0

The FBaH citizens have more confidence with domestic banks than citizens of RS.

Table 82.2: On scale from 1 to 5 how would you describe your confidence in domestic banks? – By ethnic background

	Croats		Muslims/Bosniaks		Serbs		Total	
	Frequency	%	Frequency	%	Frequency	%	Frequency	%
1	33	10.9	26	4.5	75	12.4	134	8.9
2	52	17.1	86	14.9	145	23.9	284	18.9
3	83	27.3	170	29.5	217	35.7	474	31.6
4	78	25.7	174	30.2	101	16.6	359	23.9
5	35	11.5	92	15.9	21	3.5	149	9.9
Refuse	10	3.3	2	.3	3	.5	15	1.0
Don't know	13	4.3	27	4.7	45	7.4	85	5.7
Total	304	100.0	577	100.0	607	100.0	1500	100.0

Bosniaks have more confidence with domestic banks (46,1%), and then Croats (37,2%) while Serbs have the least confidence with domestic banks (20,1%).

Summary

Every fifth citizen of the BaH have been involved in some activity or movement which aim is to make life of the citizens of BaH better, as much as this is possible. The largest number of the citizens didn't even hear anything about different initiatives, actions or movements that main goals are to establish communication between the citizens and the government on the municipality level. Only 25,3% of them knew and heard something about this matter. Half of the respondents in this survey, of those who heard about these actions or took part in them, are satisfied with the fact that this level of government took their opinion in consideration. Every third respondent is unsatisfied with the way municipality government is referring to recommendations coming from those movements.

Any kind of the contact, with the elected representative, had only 16,3% of the citizens. Rest of the citizens, 83% of them didn't have contacts with the representative, on any level of the government.

The largest numbers of the citizens of BaH have made some contacts with the representatives on the local (municipality) level. 80% of the contacts were with the local representatives, 17,2% of the contacts were with the representatives on the cantonal level, and only 3% of the respondents made some contacts with the elected representative on the entity government level. The highest is the level of government the smallest is the number of the contacts between the citizens and elected representatives.

Most of the legal matters, citizens of the BaH are willing to settle out of the court, 69.3% of them. 23,8% of the respondents will look for the settlement on the court.

Most of the respondents who had any kind of legal conflicts, last year, tried to settle out of the court. Although, large number of them (44,6%) didn't try to settle out of the court but, instead, solved their problems on the court.

Citizens of the BaH, who tried to find the solutions to their legal matters out of the court, are unsatisfied with those solutions. Those who are satisfied -they are only partly satisfied with the solutions and those who are unsatisfied -they are very unsatisfied with the solutions.

The largest numbers of the BaH citizens, 78,8% of them, were not at the court, last year. 18,6% had some legal matters done on the court, last year.

Most of the citizens, who were on the court last year, were in the role of the prosecutor, than as witnesses, 34.1% and 19% of them were sue.

In, two third of the cases, final decision was made by the court, while one third is still in the process.

There are more than two third of the citizens of the BaH that were in the court last year and who are satisfied with the court judgment. 25% of the citizens are unsatisfied with the judgment.

Half of the respondents' answers that they had a complete description of the procedure and advice for lodging a complaint, but not all of the necessary information. 61, 1% of the citizens who went to Municipality for help in solving their problems are satisfied with the results of their visit.

The BaH citizens consider that municipal administration (comparing cantonal and entities) have improved its attitude towards citizens in the greatest extent. Next is cantonal administration while the less improvement was shown by entities' administration. The BaH citizens' satisfaction regarding administration activities and work of its representatives is lower as the administration level is higher.

The citizens of BaH see economical problem as the main problem facing the BaH Government at all administration levels (unemployment 42,9% and economical reconstruction 16,4%), then follows administration corruption (14,2%) and crime (12,7%).

The BaH citizens think that corruption is the most diffused within the Privatization Agency (60,8%), the Custom (57,3%), the Post Services and Electro distribution (56,3) and the Revenue Agency (54,8).

Almost half of the BaH citizens think that corruption is present at almost all levels of the administration, from municipality up to presidency of BaH.

The corruption is at least present with the military and education although over 20% of the citizens BaH think that corruption is also present with those two administration segments.

The BaH citizens note corruption as one of the greatest problems in the society and it is small number of the segments where the corruption is not present in large extent according to their opinion.

Although the citizens of BaH consider the corruption as a major and present problem they also think that the level corruption has increased comparing with the last year. Two third of the citizens (64,4%) answered that they are aware of the increase of the corruption. Every fourth citizen thinks that level of corruption decreased during the last year.

There is much more citizens (31,5%) who gave presents then money to the public servants during the last year in order to complete certain tasks. It should be noted that the citizens of BaH in great extent do not see giving the presents as bribe as they see money giving.

Citizens mostly address family members (34,2%), then friends (24%) and important persons from the local community (5,3%) for help when not able to finish certain procedure with government institutions. Then follow international organizations (4,8%) and working colleagues (4,7%). 6,5% of the citizens do not address anyone for help when able to solve some of the procedures.

In such situations citizens mostly trust to individuals to whom they have good relations. The BaH citizens do not have much confidence with NGO's and system institutions.

We can make a categorization of the topics that are of the most importance for the largest number of BaH citizens.

First category is for the problems connected with the economic aspects of life: unemployment, low and irregular salaries, difficult economic situation and irregular and low pensions.

Second category is related with corruption and crime.

Third category and one of the problems of the large importance is political situation in the state. As we can see, problems are both individual and related to the situation in the state, and they are almost identical with the second choice problems.

The BaH citizens are confused with current political situation in the country and they are not sure whether the situation is improving or not. About one third of the citizens think that the BaH situation is improving while 42,1% of the citizens think that current political situation will lead country to the collapse. The best indicator of the BaH citizens' confusion regarding BaH situation and its direction is that ever fifth respondents answered with don't know.

The most of the BaH citizens 46,3 think that the consolidation of the actual government would be useful while 21,2% think that such activities would be risky. The great of percentage of the BaH citizens (28,7%) answered with don't know to the question since they are not sure what activities should be undertaken in order to achieve consolidation and what the outcome would be after it.

The BaH citizens mostly trust news heard from TV (73,5%), then daily newspapers (22,4%) and radio (18,5%). 6,5% of the BaH citizens find weekly newspapers and magazines as reliable information source.

Over half of BaH citizens (54,%) think that their votes would not improve society situation no matter to whom they vote fore. 38,5 % of the BaH citizens do not agree with this statement who think that improvement my occur in relation to whom they give their vote.

Over two third of the citizens of BaH (67,2%) think that election attendance and voting is the obligation of every citizen of this country. 26% of the citizens of BaH do not agree with this statement who think since their vote don't make any difference it is not important do they vote or not. Difficult economic situation (graph 26) and lack of confidence with political parties and leaders (graph 29) are reasons for apathy and hopelessness.

If the elections in RS are today SDS would win 16% of votes, SNSD 14,5%, PDP 4,3%, SRS RS 2,3%. SDP BaH would win 2% of votes while SDA would get 1,2 % of the citizens.

In the FBaH the most votes would get SDA 13,3%, follow SDP BaH 10,8%, HDZ 7,8% and Stranka za BaH 4,3%. Other parties would win less then 1,5% of votes. Large number of the citizens was not sure for which party they would vote or they did not want to tell.

The BaH citizens are not ready to participate in voluntary work with any of political parties. This answer was given by 67,8% of the respondents. The citizens are mostly ready to participate once or twice per month voluntarily in the political parties activities. 5% of the BaH citizens would accept more work then stated.

The most of the citizens voted during the last general election. These results are in line with results from Graph 36 where is almost the same percentage of the respondents who election attendance considers as citizen duty. The citizens considering their vote meaningless to the outcome of the election did not attend the election and that is case with 25% of the respondents.

One third of the citizens who attended the last election would probably vote during next election if would be able to choose between more candidates from several parties. Half of abstainers from the last election would not still vote regardless to number of candidates and parties involved. Around 15 % of the abstainers are not sure would whether they would attend the election or not.

The most of the BaH citizens (58,6%) think that municipal administration would be more efficient and better while performing its work if mayor is elected directly instead of being elected by municipal council. Around 20 % of the citizens think that municipal council should elect mayor and that his/her team would be more efficient. Ever fifth citizen of BaH answered to this question with don't know.

The BaH citizens assess work of the actual government as being bad regarding protection and improvement of the living environment. Around two third of the citizens are unhappy with the government activities in that respect. One third of the BaH citizens assessed the government activities as good in that respect.

Credits had positive effect regarding economical situation of the households with 43% of the respondents. One third of the citizens think that credits did not have either positive or negative effects to the economical situation of their households. 23,9% thinks that credits had negative effect to their households during the past six months.

The most of the BaH citizens (70,4%) do not plan to apply for any kind of credits in the next six months. That is plan for 18,1% of the BaH citizens.

Domestic banks have returned trust of one third of the BaH citizens (grade 4 and 5) but still numbers of the citizens do not trust domestic banks (grade 3). No entrustment is still present with 25% between BaH citizens regarding domestic banks (grad 1 and 2).

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