

# Fact Sheet

October 2014

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## Survey results: high degree of distrust in political parties and government institutions in Bosnia and Herzegovina

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According to a July 2014 research, most citizens of Bosnia and Herzegovina (BiH) do not trust political parties and government institutions at the cantonal, entity and state level, while they trust the police, armed forces and utility companies the most. These are the results of a CATI<sup>1</sup> survey conducted on a representative sample of 1000 respondents from all over the country.

If we look at Figure 1 on the following page, we can see that the institutions and actors are divided into three groups according to the degree of citizens' trust (citizens trust a lot or trust somewhat):

- The first group includes institutions and actors who enjoy the least trust, ranging from a mere 14,3% for political parties, to 25,7% for entity parliaments. Within this group, 22,1% of respondents trust the executive, while 23,4% trust the representative government at the state level; the results are similar for cantonal parliaments (22,8%), cantonal governments (23,6%) and entity governments (24,1%).
- The second group has the trust of 30%-40% of the respondents, and it includes: state- and entity level audit offices (31,5%), courts (35,3%), Office of the High Representative (35,9%), local councillors (36,6%), local administration (38,3%), European Commission (38,4%) and public services (39,4%).
- Finally, the third group comprises institutions and actors who enjoy great trust or a certain amount of trust of 50% of the respondents or more. This includes: print media (49,2%), religious institutions (51%), television (57,2%), humanitarian and non-profit organisations (58,3%), the police (59%), the armed forces (62%) and utility companies (63,1%).

These results are similar to those from our previous researches<sup>2</sup> and they point to a continually high level of distrust in decision makers and political parties in BiH. When it comes to governmental bodies, the higher the level of government, the greater the level of distrust. At the same time, citizens have far more trust in the institutions, organisations and companies which provide them basic services or with which they have more direct contact, such as the media, humanitarian organisations, the police, the armed forces and utility companies.

Detailed overview of the results on citizens' trust is found on the following page, Figure 1. The information on the sample and methodology are found in the Annex 1 of this document.

The research was conducted in July 2014 by the Centre for Social Research "Analitika", in cooperation with the market research agency "Mareco Index BiH". The research comprised a CATI survey on a sample of 1000 randomly chosen respondents from all over BiH.

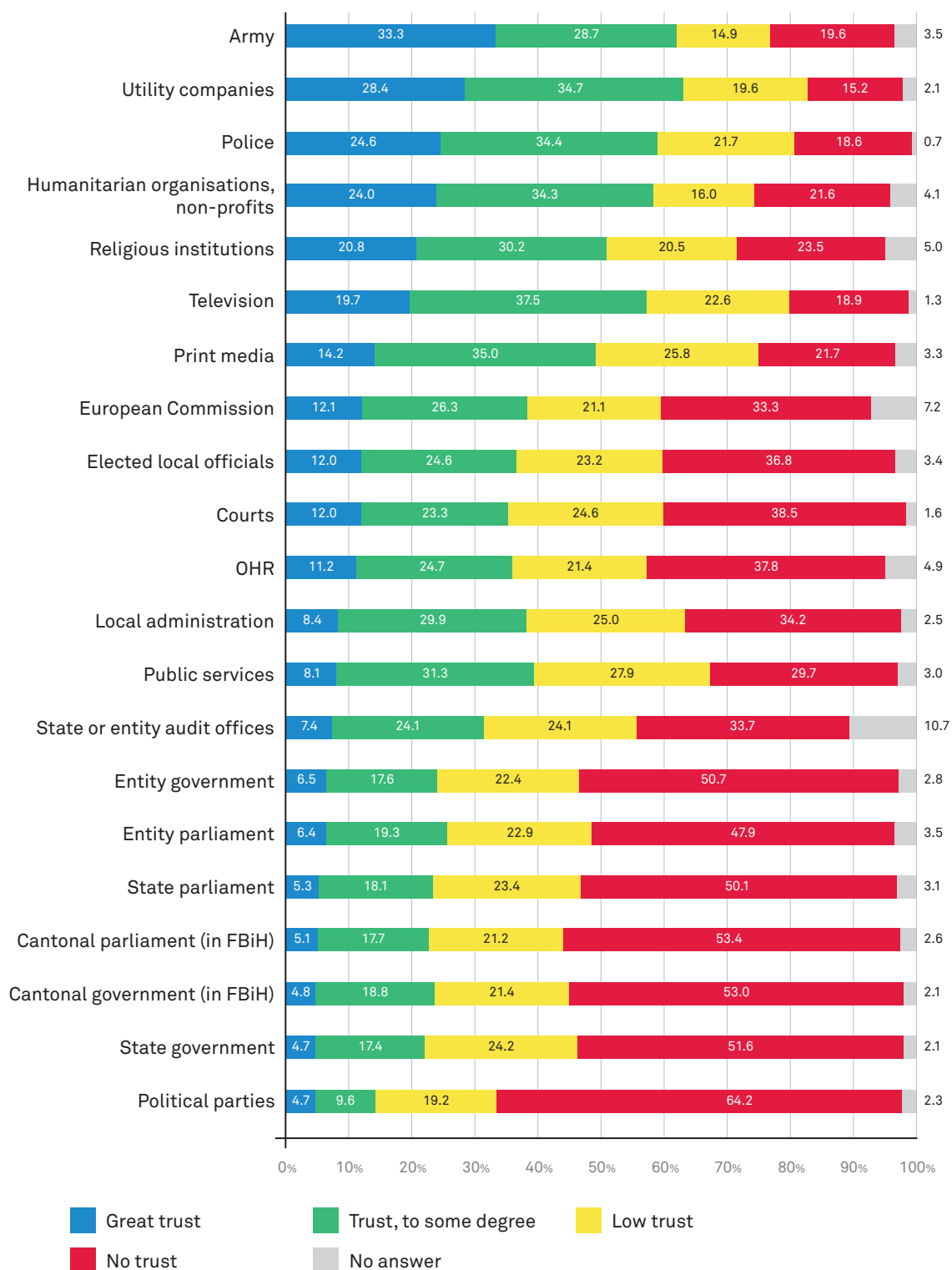
The survey was conducted as part of the project "Advocacy for Open Government: Supporting the Right to Know in South East Europe".

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<sup>1</sup> CATI software works with randomly selected telephone numbers in different regions.

<sup>2</sup> See: Analitika – Center for Social Research, *Rezultati ankete: građani ne vjeruju institucijama vlasti i političkim partijama u Bosni i Hercegovini* [Survey Results: Citizens Don't Trust Governments and Political Parties in BiH] (Sarajevo: Analitika, 2013). [http://analitika.ba/sites/default/files/publikacije/fakti\\_povjerenje\\_građana\\_13nov2013.pdf](http://analitika.ba/sites/default/files/publikacije/fakti_povjerenje_građana_13nov2013.pdf) (Accessed on 14 October 2014).

Figure 1: Citizens' trust in government institutions and other institutions and organisations in BiH<sup>3</sup>



<sup>3</sup> The results of the survey on the citizens' trust in cantonal institutions in FBiH are based on the answers of the respondents from FBiH only (N = 627). The total number of respondents to the question on local administration and councillors is 976, and the total number of respondents to questions on other institutions is 1000.

## ANNEX 1 – Sample and Methodology

A CATI survey was conducted on a representative, stratified random sample of 1000 respondents over 18 years of age who reside in Bosnia and Herzegovina. The maximum margin of error is +/-3%. CATI software works with a random selection of telephone numbers in different regions.

Table 1 – Sex		
	N	%
M	500	50.0
F	500	50.0
Total	1000	100.0

Table 2 – Geographical area		
	N	%
FBiH	627	62.7
RS	349	34.9
BD	24	2.4
Total	1000	100.0

Table 3 – Age		
	N	%
18–24	109	10.9
25–29	91	9.1
30–39	183	18.3
40–49	188	18.8
50–59	186	18.6
60–65	92	9.2
66+	151	15.1
Total	1000	100.0

Table 4 – Education		
	N	%
Primary incomplete	49	4.9
Primary	153	15.3
Secondary vocational	546	54.6
Comprehensive	51	5.1
Foundation degree	88	8.8
Undergraduate	107	10.7
Master's	4	0.4
PhD	2	0.2
Total	1000	100.0

Table 5 – Employment status		
	N	%
Full time	236	23.6
Contingent/Temporary	42	4.2
Unemployed – seeking employment	274	27.4
Unemployed – not seeking employment	448	44.8
Total	1000	100.0

This publication is the result of the project “Advocacy for Open Government: Supporting the Right to Know in South East Europe”, which is being implemented in six Western Balkans countries: Albania, Bosnia and Herzegovina, Montenegro, Macedonia, Serbia and Kosovo.

#### PROJECT PARTNERS:



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