

Discrimination in Bosnia and Herzegovina: **Public Perceptions, Attitudes, and Experiences**



Discrimination in
Bosnia and Herzegovina:
**Public Perceptions,
Attitudes, and
Experiences**

Table of Contents

Acronyms and Abbreviations 4

Executive Summary 5

Chapter I: Introduction 7

Chapter II: Methodology 10

Survey Findings 13

Chapter III: Perceptions of Discrimination 13

Chapter IV: Social Distance 24

Chapter V: Personal Experiences 32

Chapter VI: Conclusion 42

Acronyms and Abbreviations

BiH: Bosnia and Herzegovina

GEL: Gender Equality Law

LPD: The Law on Prohibition of Discrimination

The Mission: OSCE Mission to Bosnia and Herzegovina

MHRR: BiH Ministry for Human Rights and Refugees

OI: Institution of Human Rights Ombudsman/Ombudsmen of BiH

Executive Summary

This report presents the findings of the OSCE Mission to Bosnia and Herzegovina (the Mission) survey measuring the perceptions, attitudes, and personal experience of a representative sample of 1001 adult residents (523 men and 478 women) of Bosnia and Herzegovina (BiH) regarding discrimination in BiH conducted from 12 August to 13 September 2019. The survey was performed using the face-to-face method, involved a low margin of error (+/- 3.1 per cent), and enabled consideration of gender, age, income, and education. According to the information available to the Mission, this is the first such survey conducted in BiH since 2011.¹ The survey provided the Mission with a unique, up-to-date, and comparable insight into the attitudes towards, and forms and prevalence of discrimination in BiH, in particular given that we also measured individuals' personal experiences with discrimination and attitudes towards others.

The Mission engaged in this survey to measure the general understanding of discrimination, the extent of individuals who claim to have been exposed to discrimination, the number of instances of discrimination observed by survey respondents, and to measure social distance as a driver for prejudice and stereotypes.

The information gathered and presented in this report paints a meaningful picture of the current status of BiH residents' beliefs concerning discrimination. This information can be used to shape projects and programmes aimed at combatting discrimination, and to develop policies at local and national levels. Additionally, the data can be used as a baseline value to understand shifting ideas and perceptions over time.

Although there are many lessons to be learnt from the results, the Mission is not aiming to be exhaustive in its conclusions and analysis. Instead, the Mission will draw out some key considerations. These include strong discrimination and deeply rooted negative stereotypes against Roma, individuals and groups who are numerical ethnic minorities in their communities, such as returnees, religious minorities, and migrants, and discrimination on the basis of one's sexual orientation or identity. Additionally, the prevalence of gender-based discrimination was of major concern. More positively, inclusive attitudes towards persons with disabilities and a strong preference for the mixing of children of different ethnicities in schools were also seen in the results. A vast majority, 87 per cent of respondents, see discrimination as a widespread problem in BiH and similarly some 75 per cent of respondents rated areas related to employment as having the largest presence of discrimination. Overall trends that are expanded upon are that the younger generation perceives less discrimination than older generations and the higher the education level of respondents, the more widespread they saw discrimination to be.

This report is structured as follows. Chapter I (Introduction) provides an overview of the situation with respect to prevalence of discrimination in BiH, and outlines why the Mission engaged in this research and explains its benefits and relevance. Chapter II (Methodology) explains the survey methodology and the socio-demographic background of the sample. Chapter III (Perceptions of Discrimination) presents the findings of the survey related to perceptions and understanding of discrimination.

¹ See Fond Otvoreno otvoreno društvo Bosne i Hercegovine, *Izveštaj o rezultatima ispitivanja javnog mnijenja o percepciji i iskustvu diskriminacije*, https://www.diskriminacija.ba/sites/default/files/Diskriminacija_izvjestaj_final.pdf

Chapter IV (Social Distance) goes on to present results relating to social distance, in other words, the perceived or desired degree of remoteness between a member of one social group and the members of another. It shows which groups were found to be the most marginalized. Data on social distance offers an image of how society divides itself, how deep such divisions lie, and most importantly, how they can then be combatted. Questions were asked on if respondents had a friend, colleague or acquaintance who belonged to a certain group and if they agreed or disagreed with a number of statements regarding individuals belonging to said groups. Chapter V (Personal Experience) elaborates on the results relating to personal experiences of discrimination – both directly experienced as a victim and witnessed in others. It delves into respondents' experiences of being physically attacked, harassed, or endangered due to their belonging in a certain group and their exposure to unfair and unequal treatment within the previous 12 months. The reasoning behind the maltreatment, where it had happened, and the steps taken subsequently are analysed and presented.

In Chapter VI (Conclusion) the report concludes with some final insights and trends in relation to age, gender, income, and education levels as well as which groups were seen to be subjected to discrimination the most frequently.

As said before, although outside the scope of the current report, there is significant opportunity for in-depth statistical analysis aimed at further informing policy-making. For this reason, the Mission has made the full dataset available for academic and research purposes. The data can be found at <https://www.osce.org/node/444175>².

2 The data is in the .sav format, which can be opened by SPSS (Statistical Package for the Social Sciences)

Chapter I:

Introduction

While there is a general impression that discrimination is a widespread issue - corroborated through the reporting of various international and domestic organizations - there is little data on the perceptions of discrimination by BiH citizens and their attitudes towards and understanding of discrimination. There are many reasons why collecting data on perceptions of discrimination is important, especially given that discrimination takes many forms. In order to successfully combat discrimination based on a certain ground (gender, ethnicity, etc.), the levels of discrimination and the forms it takes in any given society need to be understood. This is especially true as form and intensity of discrimination often varies for different protected grounds. In addition, having robust data on people's perceptions, experiences and attitudes towards others is crucial in the shaping of legislation and public policy. In order for policy-making to be effective, it needs to be evidence-based and take in to consideration how citizens interpret and experience discrimination.

Discrimination in BiH is prohibited by its Constitution (including entity and cantonal constitutions and Statute of Brčko District of BiH), international conventions and domestic legislation. The BiH Gender Equality Law (GEL)³ guarantees gender equality to everyone in all spheres of society, including, but not limited to, education, economy, employment and labour, social and health protection, sport, culture, public life, and the media.

The Law on Prohibition of Discrimination (LPD) was adopted by the BiH Parliamentary Assembly in 2009 and amended in 2016. It aims to strengthen BiH mechanisms designed to fight discrimination, particularly against persons of vulnerable social categories. According to the LPD, Article 2, *“Discrimination, in terms of this Law, shall be any different treatment including any exclusion, limitation or preference based on real or perceived grounds towards any person or group of persons, their relatives, or persons otherwise associated with them, on the grounds of their race, skin colour, language, religion, ethnic affiliation, disability, age, national or social background, connection to a national minority, political or other persuasion, property, membership in trade union or any other association, education, social status and sex, sexual orientation, gender identity, sexual characteristics, as well as any other circumstance serving the purpose of or resulting in prevention or restriction of any individual from enjoyment or realization, on equal footing, of rights and freedoms in all areas of life.”* An important and distinctive feature of this survey is that it measures the experiences and attitudes towards discrimination across multiple protected grounds of discrimination from the LPD. In conducting this survey, the Mission relied on the definition of discrimination from the LPD and the protected characteristics contained therein.

Within the LPD, Chapter IV Article 7.2 states *“BiH Ombudsman Institution shall act in accordance with this Law and the Law on Human Rights Ombudsman for BiH, by undertaking the following activities within the scope of its competence: ... Conduct surveys in the field of discrimination at its own initiative.”* As discussed in the Mission's 2019 Report “Assessment of the Work of BiH Institutions in Combating

³ GEL adopted in 2003 and amended in 2009.

Discrimination⁴,” neither the Institution of Human Rights Ombudsman/Ombudsmen of BiH (OI) nor the BiH Ministry for Human Rights and Refugees (MHRR) have produced data on this subject. The report included recommendations, among which it was recommended to the OI to “conduct research and opinion polls into public attitudes towards discrimination in accordance with its mandate contained in Article 7 of the LPD” and to the MHRR to “initiate periodic research on public attitudes towards discrimination to better inform policy-making.”

The European Union Commission Recommendation 2018/951 of 22 June 2018 on standards for equality bodies also tasks institutions to engage in surveying. It states that “*Member States should enable equality bodies to carry out independent surveys regularly. The scope and design of surveys should ensure the gathering of a sufficient amount of sound quantitative and qualitative data on discrimination to enable the analysis necessary to draw evidence-based conclusions on where the main challenges lie and how to address them.*”⁵

At present, it is clear that neither the OI nor the MHRR have the capacity to conduct this crucial research. The Mission therefore decided to take action and by performing this survey, fill the gap. The Mission was especially mindful to solicit and include opinions from a broad range of stakeholders, and ensured fair representation across gender and age. The results of the research are invaluable in informing the Mission’s future work on anti-discrimination and the work of BiH institutions on designing effective public policies.

There are many instances of social discrimination that are of major concern in BiH. For example, ethnic segregation is present in the education system. The “two schools under one roof” practice physically separates children based on ethnicity and each group is taught using a separate curricula.⁶ Moreover, there is a widespread practice of mono-ethnic schools in multi-ethnic areas. Roma are victim to rampant social exclusion and discrimination, particularly visible in employment, education, housing and access to health services. The Roma community is frequently subjected to discrimination-based or discrimination-related incidents involving hate crimes and hate speech, including via verbal or physical assaults, the use of derogatory terms and insults and the expression of negative stereotypes.⁷ Roma women and children are exposed to multiple forms of discrimination and, as a result, Roma children have a low enrolment rate in secondary schools and universities and a high dropout rate. Women in BiH face ongoing marginalization, for example in politics where they are underrepresented for a plenitude of political, socio-economic and cultural reasons, including gender stereotypes.⁸ Women also face unequal access to the labour market, healthcare, and social protection. Additionally, women drastically more often than men are subject to violence and exploitation.⁹ The returnee population continues to face difficulties in accessing rights related to the labour market, social benefits and health care.¹⁰ Discrimination on the basis of sexual orientation or identity is a real problem, including within employment, education, housing and health care, which can lead to hate speech and violence. The prosecution of hate crimes as well as hate speech remains insufficient,¹¹ as reported attacks on the basis of the victims’ sexual orientation or identity have not been

4 Available at <https://www.osce.org/mission-to-bosnia-and-herzegovina/414671>

5 Available at <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018H0951>

6 For a detailed analysis of this issue and the Mission’s recommendations, consult the Mission’s public report from December 2018: “*Two Schools Under One Roof*” - *The Most Visible Example of Discrimination in Education in Bosnia and Herzegovina*

7 The Mission has recognized the impact of negative stereotypes in fueling discrimination and, in partnership with a local CSO “The Post-Conflict Research Centre”, supported the campaign to combat the negative perceptions people have against Roma.

8 For example, according to the Gender Analysis Report for Bosnia and Herzegovina: Extended Summary (USAID, 2016) “In BiH, gender stereotypes continue to play a significant role in political, economic, and private life, undermining the promotion of gender equality” and “One-third of men and one-fifth of women see men as better political leaders than women.”

9 For data on the prevalence of violence against women in Bosnia and Herzegovina, see the OSCE-led Survey on Violence Against Women: Bosnia and Herzegovina - Results Report.

10 See “Concluding observations on the combined twelfth and thirteenth periodic reports of Bosnia and Herzegovina” adopted by the Committee on the Elimination of Racial Discrimination at its ninety-sixth session (6–30 August 2018). It should be noted, however, that it is often difficult if not impossible to differentiate the discrimination-based lack of access to healthcare for returnees from general lack of access due to poor quality of services for all persons.

11 See the 2018 EU Progress Report for Bosnia and Herzegovina

effectively investigated.¹² Persons with disabilities face discrimination in accessing education, employment, social protection and health care. The failure to implement relevant regulations contributes to the exclusion of children and young people with disabilities from the education system.

All of these instances of social discrimination have been documented in a variety of ways, through the Mission's extensive engagement with BiH civil society, complaints brought to the OI, cases brought to courts, etc. As stipulated by Article 8 of the LPD, "*competent institutions in BiH shall be required to regularly keep records of all reported cases of discrimination and to present the data collected to the Ministry for Human Rights and Refugees of Bosnia and Herzegovina.*" However, the existing databases (such as the judicial and the Ombudsman Institution database) have many deficiencies including a lack of data exchange and adequate reporting. Additionally, reporting rates of instances of discrimination are low, meaning that there is no institutional record of many individual's experiences of discrimination.¹³ To combat the gap these issues create, the Mission chose to conduct a survey that would give a better-rounded and representative picture of discrimination in BiH.

A series of questions was developed that allowed the results to depict how residents of BiH view discrimination and how widespread they perceive it to be. Respondents were asked to what extent, against which groups and within which areas of society they thought discrimination was widespread.

The survey aimed to gather figures on the scale of discrimination in the country and on personal exposure to discrimination. To do so, respondents were asked if they had personally been exposed to unfair and unequal treatment or harassment. Additionally, the Mission chose to ask about respondents' experiences as a witness by asking if within the last 12 months the respondents had been a witness of unfair unequal treatment or harassment. With each question, the Mission elaborated and asked if the unfair unequal treatment or harassment was based on a certain ground.

Another important goal of the survey was to measure the respondents' knowledge of available resources related to discrimination and to measure how they responded to instances of discrimination in their lives. In turn, the survey then aimed to collect data on how effective response mechanisms were. To achieve these aims, the Mission asked which institutions or organizations are central for preventing and combating discrimination in BiH. Respondents were also asked about their awareness and understanding of the LPD, and their opinion on its effectiveness.

The final aim of the survey was to ask respondents' opinions on different groups to produce data on the intensity and scale of negative stereotypes as drivers of discrimination. Respondents were asked to choose from a scale ranging from disagree completely to agree completely in response to statements such as '*migrants should be allowed to settle with us*', '*I am trying to avoid contact with people who have much lower education than me*', and '*children in BiH should attend mono-ethnic schools.*' Responses to these questions allowed the Mission an insight into how respondents actually feel and think about different groups and subjects without asking them outright. This style of question allowed for honest answers on delicate topics.

12 For example, the BiH Constitutional Court in its decision AP 4319 of 19 December 2018 found that BiH has failed to effectively investigate the attacks against the participants in a Queer Film Festival in Sarajevo, thus violating the applicants' rights from Article 3 (prohibition of torture) and Article 14 (non-discrimination) of the European Convention of Human Rights.

13 Gender Analysis Report for Bosnia and Herzegovina: Extended Summary (USAID, 2016).

Chapter II:

Methodology

In order to ensure the integrity and representativeness of this research, the Mission engaged an experienced agency to conduct the survey. Under the supervision of the Mission, the external agency (PRIME Communications Banja Luka) conducted the survey, interviewing 1001 individuals across BiH. The questionnaire was developed in collaboration between the Mission, the agency, and external experts and the design of the final questionnaire was preceded by several consultative meetings with the agency and the Mission's human rights experts.

The face-to-face surveys were conducted from 12 August to 13 September 2019 on a sample of 1001 adult residents of BiH. Respondents did not complete the questionnaire independently, instead answering questions as read to them by an interviewer. The fieldwork was carried out by the controllers and interviewers of Prime Communications. 21.1 per cent of all interviews were controlled, of which 3.1 per cent were directly controlled (conducted in the presence of the controller), 1.3 per cent were controlled by the field control method (when the controller subsequently visited the interviewees to check that the interviewer had interviewed respondents) and 18.1 per cent of controls were conducted by telephone (when the controller checked by telephone whether the interviewer had interviewed the respondent).

The following specifications were followed throughout the survey:

- Targeted sample of at least 1000 adult respondents, above 18 years, selected to ensure that the sample was representative, as detailed below,
- The research was performed with due attention paid to gender, ethnicity, education level, age, entity distribution of population, and family income.

The findings of the survey will be presented in this report. The data was analysed by looking at respondents' age, gender, level of education and income. However, in order not to overburden the report with the amount of data, only findings with strong statistical significance such as trends and large margins between groups will be included. For example, where 40 per cent of men and 42 per cent of women held a certain opinion, the data was not presented in a segregated way. The same methodology was applied for age, education levels, and incomes. As there is a plenitude of further ways the data could be analysed, the entire data-set has been made available for download online, at <https://www.osce.org/node/444175>.¹⁴

The levels of income and education were grouped in to three categories. The categories are low level (up to 249 BAM and 250 BAM to 499 BAM), mid-level (500 BAM to 999 BAM and 1000 BAM to 1499 BAM) and high level (1500 BAM to 1999 BAM and more than 2000 BAM). Additionally, education was grouped in to three categories which are primary school (primary school), secondary school (technical school and high school) and university/college (higher school and university).

¹⁴ The data is in the .sav format, which can be opened by SPSS (Statistical Package for the Social Sciences)

Method of Survey: There are significant advantages of conducting face-to-face interviews for such a specific topic. This enabled a high response rate, heightened the amount and complexity of data that was collected, and offered a generally improved quality of data.

Sampling: To obtain a sample representative of the population, multi-stage stratified random sampling was used, with probability proportional to the stratum (urban-rural, regions, size of settlement).

The following demographic elements were taken into account when selecting the sample:

- Number of residents in entities and Brčko District of BiH;
- Number of residents in individual regions and cantons;
- The ratio between urban and rural population in individual regions and cantons;
- The size of individual settlements within the region;
- To have the number of men and women nearly the same.

The survey was conducted in 29 municipalities in the Federation of BiH, Brčko District of BiH and 19 municipalities in Republika Srpska:

	Municipalities
Republika Srpska	Banja Luka Region: Banja Luka, Gradiška, Laktaši, Čelinac, Kotor Varoš.
	Prijedor Region: Prijedor, Novi Grad.
	Doboj Region: Doboj, Stanari, Derventa.
	Bijeljina Region: Bijeljina, Ugljevik.
	Zvornik Region: Zvornik, Bratunac, Srebrenica.
	East Republika Srpska Region: Sokolac, Pale, Višegrad.
	Trebinje Region: Trebinje.
Brčko District of BiH	Brčko
Federation of BiH	Una-Sana Canton: Bihać, Cazin, Bosanska Krupa, Bužim.
	Tuzla Canton: Tuzla, Srebrenik, Živinice, Banovići, Lukavac, Kalesija.
	Zenica-Doboj Canton: Zenica, Kakanj, Visoko.
	Central Bosnia Canton: Donji Vakuf, Travnik, Vitez, Novi Travnik.
	Herzegovina-Neretva Canton: Mostar, Jablanica, Čitluk.
	West Herzegovina Canton: Široki Brijeg, Ljubuški.
	Sarajevo Canton: Centar, Ilidža, Novi Grad, Novo Sarajevo, Vogošća.
	Canton 10: Livno, Tomislavgrad.

Research control process: Interviewers adhered to several rules when choosing respondents. The interviewers were given the name of the local community they were to visit, as well as instructions on how to choose a particular street, the number of the house they start from, and the number of houses that had to be skipped in order to conduct the next survey. Upon entering the household, the interviewers selected an adult respondent whose birthday was nearest to the date of the respective visit. In this way, any possibility of interviewers to influence the choice of respondents was avoided, ensuring a random sample. Interviewers were required to survey an equal number of men and women.

The margin of error is +/- 3.1 per cent.

Socio-demographic data of the respondents:

		N	%
Gender	Men	523	52,2
	Women	478	47,8
Entity	Republika Srpska	310	31,0
	Federation of BiH	671	67,0
	Brčko District of BiH	20	2,0
Place of residence	Village (up to 2000)	454	45,4
	Small municipality (from 2001 to 10 000)	104	10,4
	Large municipality (from 10 001 to 20 000)	85	8,5
	Small city (from 20 001 to 100 000)	227	22,7
	Large city (more than 100 000)	131	13,1
Age	From 18 to 29	240	24,0
	From 30 to 44	317	31,7
	From 45 to 59	250	25,0
	More than 60 years of age	182	18,2
	Refuse to answer	12	1,2
Education	Only primary school completed	68	6,8
	Technical school	167	16,7
	High school	445	44,5
	Higher school and University	278	27,8
	Refuse to answer	43	4,3
Source of BiH news	TV	825	82,4
	Radio	322	32,2
	Daily press	230	23,0
	Weekly/monthly magazines	97	9,7
	Internet portals	529	52,8
	Social networks	470	47,0
	Public debates	88	8,8
	Friends, family and acquaintances	384	38,4
	Some other way	0	0,0
	Do not know	3	0,3
	Refuse to answer	1	0,1
Total monthly income of family	Up to 249 BAM	32	3,2
	250 BAM to 499 BAM	124	12,4
	500 BAM to 999 BAM	268	26,8
	1000 BAM to 1499 BAM	196	19,6
	1500 BAM to 1999 BAM	83	8,3
	More than 2000 BAM	246	24,6
	Refuse to answer	52	5,2
	Do not know	0	0,0
Ethnic belonging	Croat	143	14,3
	Bosniak	460	46,0
	Serb	309	30,9
	Roma	2	0,2
	Do not identify with any ethnicity	22	2,2
	Refuse to answer	41	4,1
	Something else	24	2,4

Chapter III: Perceptions of Discrimination

At the time when this survey was conducted, the LPD had been in force for 10 years. However, data on how well the public understood the concept of discrimination and how well they were informed of the LPD's existence remained scarce and incidental. This highlights the importance of understanding how individuals perceive discrimination, how they define it, and if they were aware of the LPD and relevant institutions. This information can be used to better inform policy-making and to direct awareness raising initiatives. The following questions were designed with these goals in mind.

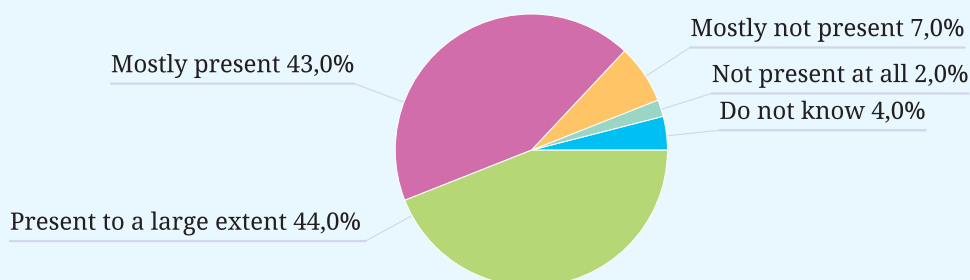
The first question was open-ended: **What do you think discrimination is? How do you understand this concept?**

By asking this question, the Mission aimed to gauge how well the general public understood what discrimination as a human rights violation represents. The largest number of respondents (some 37 per cent) equated discrimination with a violation of human rights or rights in general (deprivation of rights, endangering, restriction, disruption, violation, prohibition of exercising of a certain right). Some 10 per cent could not answer the question (I do not know, cannot explain, no answer provided). 5 per cent reported that discrimination concerns inequality in general, and some 3 per cent claimed it relates to bad treatment such as disrespect.

These responses show that while a general understanding that discrimination constitutes a human rights violation exists, it is often confused with other human rights violations.

Chart 1.

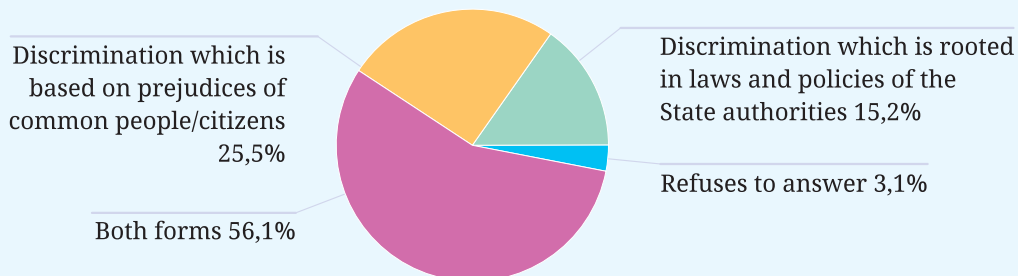
In your opinion, to what extent is discrimination present in BiH?



87 per cent of respondents view discrimination to be a large problem in BiH. This overwhelming majority implies that discrimination in general is a severe issue in BiH, reaffirming the need for action. When the data was analysed by the education levels of respondents, it was seen that 86.3 per cent of university/college educated persons saw discrimination as a large problem in BiH while 76.5 per cent of primary educated persons thought the same.

Chart 2.

If you answered that discrimination is present to a large extent or mostly present, which of the following is a bigger problem?

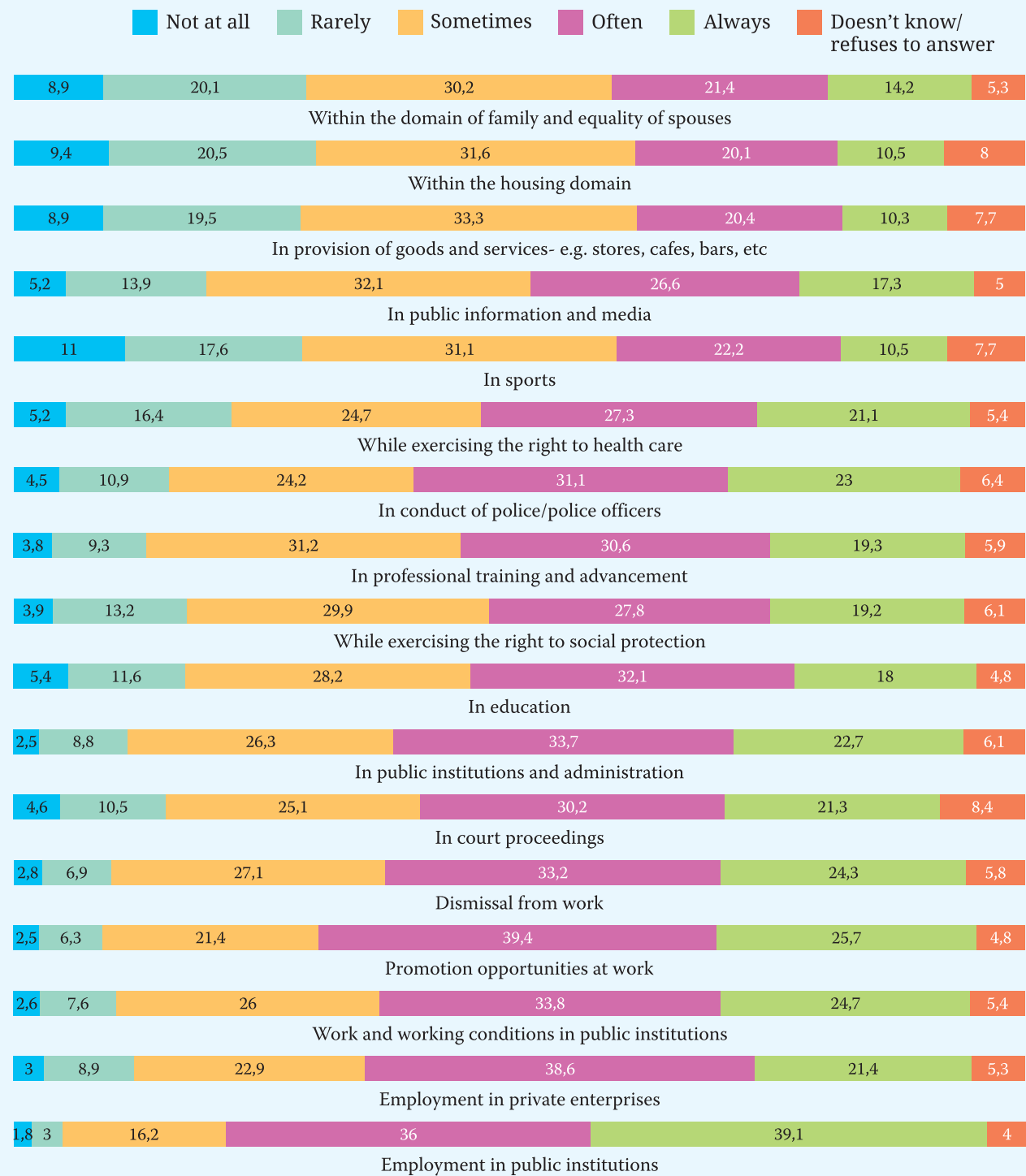


When questioned if discrimination was rooted in the laws and policies of the State authorities or rather based on prejudices of individuals, a majority of respondents (56 per cent) considered it to be a mixture of the two.

Article 6 of the LPD deals with the scope of application of the law and states “[t]his Law shall apply to actions of all public bodies at the level of the state, entity, canton and Brčko District, municipal institutions and bodies, and legal persons with public authorities, as well as to actions of all legal and natural persons, in all spheres of life, but especially in the following fields...” The Mission took the fields subsequently elaborated on within Article 6 and asked respondents to what extent discrimination was present in each of the most relevant. The purpose of this was to gauge how deeply respondents felt discrimination had infected the areas that were meant to be protected by the Law.

Chart 3.

In your opinion, to what extent is discrimination present in the following areas of our society?



As can be seen in Chart 3, respondents considered areas related to employment as having the largest presence of discrimination, for instance with 75.1 per cent saying that employment in public institutions always or often entails discrimination and 65.7 per cent saying the same for promotion opportunities at work. These findings are in line with those identified by the Mission in its Analysis of Judicial Response

to Discrimination Challenges (the Analysis).¹⁵ The Analysis found that 64.3 per cent of discrimination cases under examination were related to 'Discrimination cases referring to employment, labour and work conditions' which included 'payments and career advancement', 'dismissals', 'access to employment, profession and self-employment' and 'work conditions'. In both the present survey and the Analysis, employment is shown to be an extremely prevalent area for discrimination.

By breaking down the data by the respondents' ages, those aged between 18 and 29 years were found to be more optimistic than their older counterparts.

- 53.8 per cent of those aged between 18 and 29 years, 68.4 per cent of those aged between 30 and 44 years, 68 per cent of those aged between 45 and 59 years, and 70.3 per cent of those above 60 years of age saw discrimination as frequently (often/always) being present in promotion opportunities at work;
- 44.2 per cent of those aged between 18 and 29 years, 59.6 per cent of those aged between 30 and 44 years, 59.6 per cent of those aged between 45 and 59 years, and 62.6 per cent of those above 60 years of age saw discrimination as frequently (often/always) being present in public institutions and administration;
- 37.5 per cent of those aged between 18 and 29 years, 56.4 per cent of those aged between 30 and 44 years, 49.6 per cent of those aged between 45 and 59 years, and 56.6 per cent of those above 60 years of age saw discrimination as frequently (often/always) being present in professional training and advancement.

The data was subsequently examined through the lens of the education levels of respondents; a correlation was seen between the level of education and perception of discrimination.

- 70.6 per cent of primary school, 76.1 per cent secondary school, and 76.2 per cent university/college educated respondents believe discrimination is frequently (often/always) present in employment in public institutions;
- 55.9 per cent of primary school, 64.5 per cent of secondary school, and 69.8 per cent of university/college educated respondents believe discrimination is frequently (often/always) present during promotion opportunities at work;
- 47.1 per cent of primary school, 57.5 per cent of secondary school, and 59.3 per cent of university/college educated respondents believe discrimination is frequently (often/always) present in public institutions and administrative bodies;
- 32.3 per cent of primary school, 42 per cent of secondary school, and 52.9 per cent of university/college educated respondents believe discrimination is frequently (often/always) present in public information and media.

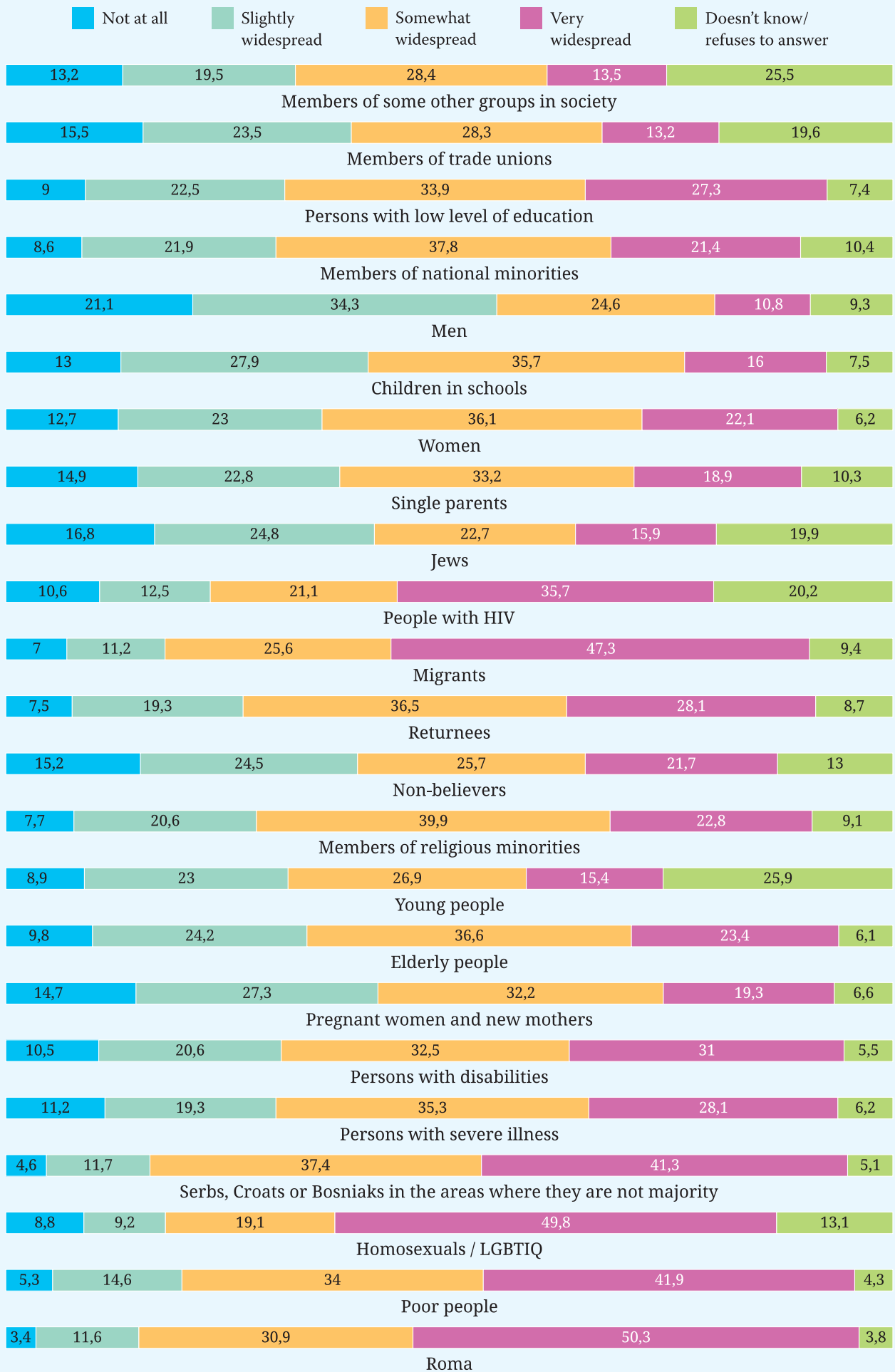
Individuals with a mid-level income were found to perceive discrimination as more widespread compared to those with a lower or higher income.

- 67.3 per cent of respondents from lower level, 79.9 per cent from mid-level, and 70 per cent from higher level income groups believe discrimination is frequently (often/always) present in employment in public institutions;
- 57.7 per cent of respondents from lower level, 66.6 per cent from mid-level, and 55.7 per cent from higher level income groups believe discrimination is frequently (often/always) present in employment in private companies;
- 54.5 per cent of respondents from lower level, 63.1 per cent from mid-level, and 58 per cent from higher level income groups believe discrimination is frequently (often/always) present in work and work conditions in public institutions;
- 60.2 per cent of respondents from lower level, 68.1 per cent from mid-level, and 65.4 per cent from higher level income groups believe discrimination is widespread in advancement in service.

¹⁵ Available at <https://www.osce.org/bs/mission-to-bosnia-and-herzegovina/400553>

Chart 4.

How widespread is discrimination of members of each group in our society at the moment?



In Article 2 of the LPD, when discrimination is defined, it is stipulated that no person shall receive different treatment based on *“the grounds of their race, skin colour, language, religion, ethnic affiliation, disability, age, national or social background, connection to a national minority, political or other persuasion, property, membership in trade union or any other association, education, social status and sex, sexual orientation, gender identity, sexual characteristics, as well as any other circumstance serving the purpose of or resulting in prevention or restriction of any individual from enjoyment or realization, on equal footing, of rights and freedoms in all areas of life.”* The Mission used the characteristics listed in Article 2 to ask respondents how widespread discrimination was against each group.

81.2 per cent of respondents found discrimination to be widespread against Roma, 75.9 per cent against poor people, 68.9 per cent against LGBTIQ, 78.7 per cent against Serbs, Croats or Bosniaks in the areas where they are not the majority, 62.7 per cent against religious minorities, and 72.9 per cent against migrants.

The responses also show a correlation between age and perceptions of discrimination, with younger individuals typically deeming discrimination to be less widespread.

- 53.8 per cent of those aged between 18 and 29 years, 63.1 per cent of those aged between 30 and 44 years, 67.2 per cent of those aged between 45 and 59 years and 71.5 per cent of those above 60 years of age stated that discrimination against people with severe illness was widespread;
- 54.2 per cent of those aged between 18 and 29 years, 60.8 per cent of those aged between 30 and 44 years, 71.6 per cent of those aged between 45 and 59 years and 68.7 per cent of those above 60 years of age stated that discrimination against people with disabilities was widespread;
- 52.1 per cent of those aged between 18 and 29 years, 56.8 per cent of those aged between 30 and 44 years, 66 per cent of those aged between 45 and 59 years and 68.7 per cent of those above 60 years of age stated that discrimination against elderly people was widespread;
- 56.2 per cent of those aged between 18 and 29 years, 65.6 per cent of those aged between 30 and 44 years, 68.4 per cent of those aged between 45 and 59 years and 59.9 per cent of those above 60 years of age stated that discrimination against members of religious minorities was widespread;
- 58.4 per cent of those aged between 18 and 29 years, 70 per cent of those aged between 30 and 44 years, 68.4 per cent of those aged between 45 and 59 years and 58.8 per cent of those above 60 years of age stated that discrimination against returnees was widespread.

While men and women did have similar perceptions of discrimination against most groups, they had very different perspectives on discrimination against women.

- 51 per cent of men and 65.9 per cent of women believe that discrimination against women is widespread (very/somewhat).

It was found that those with higher education levels generally perceived discrimination to be a more widespread problem.

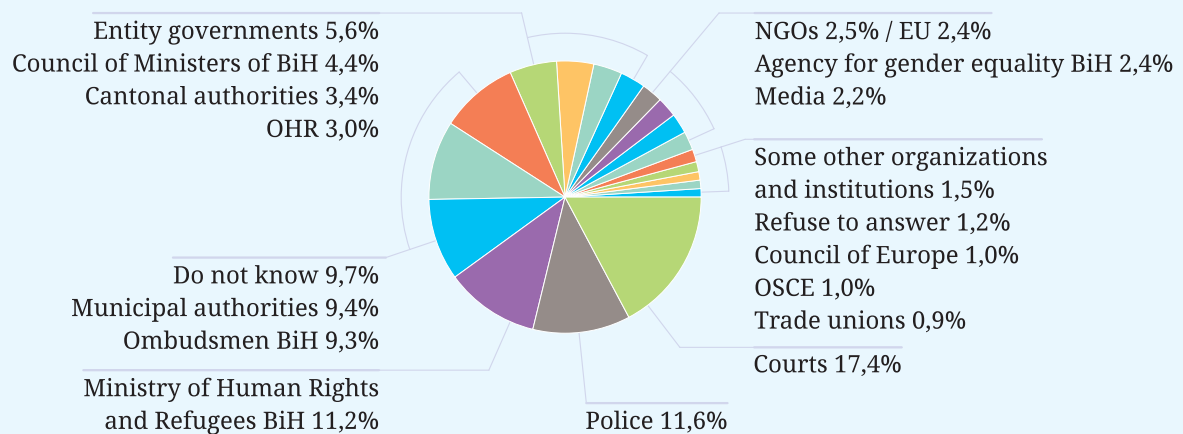
- 19.1 per cent of primary school, 41.1 per cent of secondary school, and 49.3 per cent of university/college educated respondents believe that discrimination against youth is widespread (very/somewhat);
- 67.4 per cent of primary school, 73.5 per cent of secondary school, and 77.7 per cent of university/college educated respondents believe that discrimination against migrants is widespread (very/somewhat);
- 55.9 per cent of primary school, 56.6 per cent of secondary school, and 64.4 per cent of university/college educated respondents believe that discrimination against women is widespread (very/somewhat);
- 50 per cent of primary school, 63.1 per cent of secondary school, and 63.7 per cent of university/college educated respondents believe that discrimination against people with low education level is widespread (very/somewhat).

Individuals from the lower income group perceived discrimination to be the least widespread, compared to those from mid and higher levels.

- 70.5 per cent of respondents from lower level, 84.2 per cent from mid-level, and 83 per cent from higher level income groups believe discrimination of Roma is widespread;
- 67.9 per cent of respondents from lower level, 79.3 per cent from mid-level, and 75.4 per cent from higher level income groups believe discrimination of poor people is widespread;
- 33.3 per cent of respondents from lower level, 40.5 per cent from mid-level, and 46.5 per cent from higher level income groups believe discrimination of youth is widespread;
- 61.6 per cent of respondents from lower level, 75.8 per cent from mid-level, and 75.1 per cent from higher level income groups believe discrimination of migrants is widespread.

Chart 5.

In your opinion, which of the institutions or organizations mentioned below is central for preventing and combating discrimination in BiH?



The three key institutional actors with the mandate and competencies to combat discrimination in BiH are the judiciary, the Ombudsman Institution and the MHRR. To encourage reporting, it is important for citizens to know where to turn if they experience discrimination. The highest number of respondents ranked courts as the central institution for preventing and combating discrimination (17.4 per cent) and a relatively large number were also aware of the MHRR (11.2 per cent). However, complete unawareness ranked higher (9.7 per cent) than the Ombudsman Institution (9.6 per cent). These scattered responses could point to a general lack of awareness of where to turn with cases of discrimination.

The responses to the question were analysed by education level; this also demonstrated a correlation between education level and response.

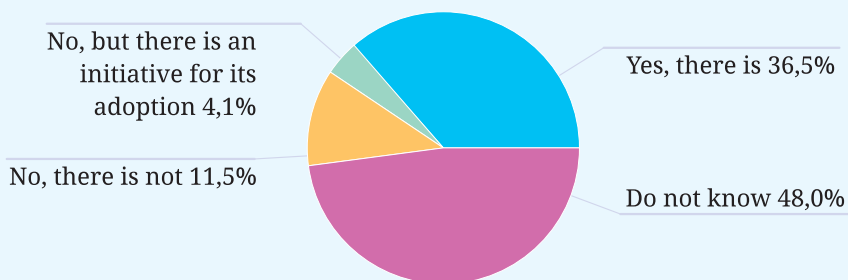
- 1.5 per cent of primary school, 8.3 per cent of secondary school, and 13.3 per cent of university/college educated respondents stated that they saw OI as the central role;
- 5.9 per cent of primary school, 18.3 per cent of secondary school, and 20.1 per cent of university/college educated respondents stated that they saw courts as the central role;
- 16.2 per cent of primary school, 8.3 per cent of secondary school, and 9.7 per cent of university/college educated respondents stated that they did not know who held the central role;
- 7.4 per cent of primary school, 11.4 per cent of secondary school, and 12.9 per cent of university/college educated respondents stated that they saw MHRR as the central role.

The income of the respondents appeared to impact the selection of two institutions/organizations.

- 17.9 per cent of respondents from lower level, 7.1 per cent from mid-level, and 7.9 per cent from higher level income groups saw municipal authorities as the central figure;
- 9.6 per cent of respondents from lower level, 15.7 per cent from mid-level, and 23.7 per cent from higher level income groups saw courts as the central figure.

Chart 6.

Do you know there is a Law on Prohibition of Discrimination in BiH?

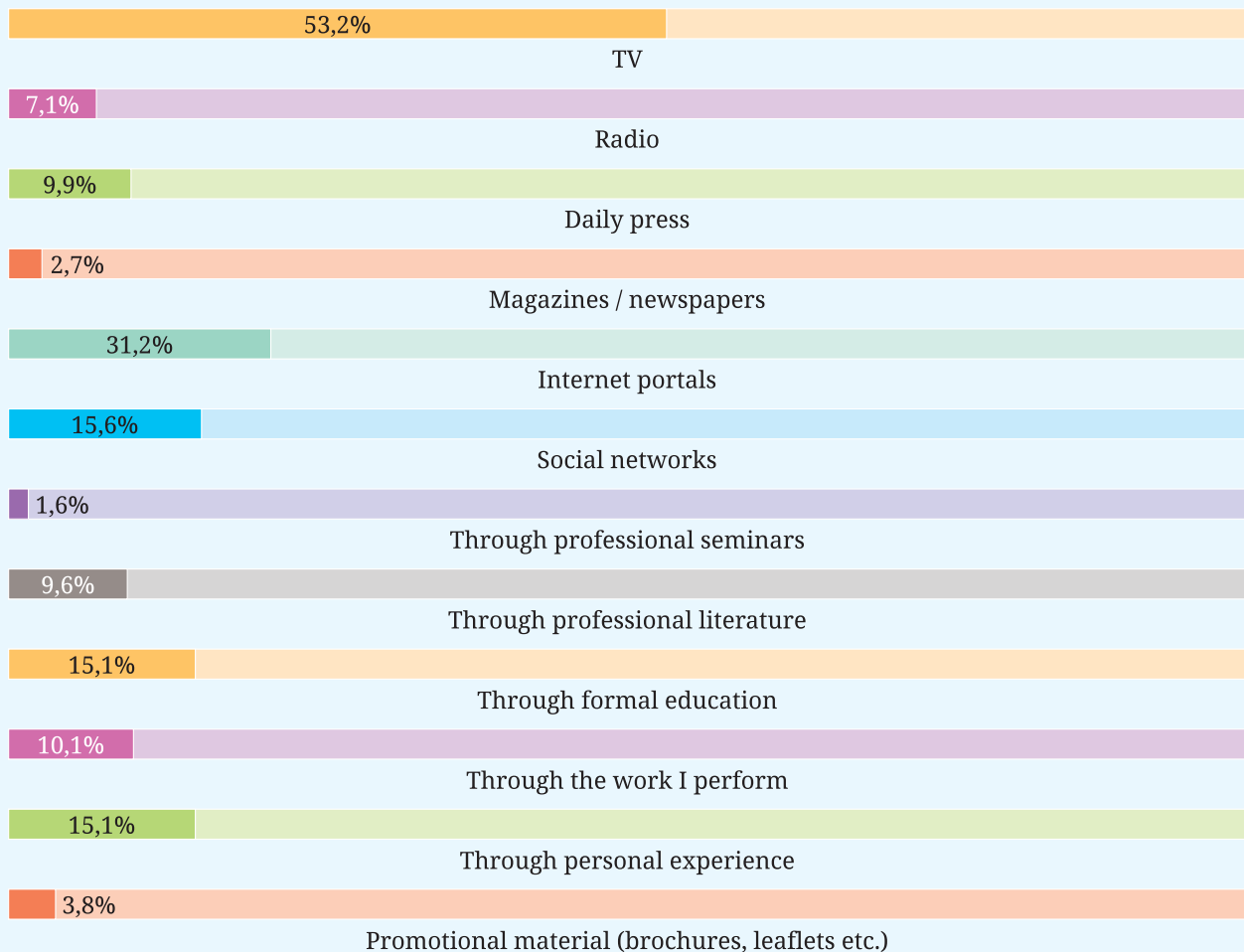


Discrimination is prohibited by the constitutions of BiH and both entities, and by the Statute of the Brčko District of BiH, as well as by cantonal constitutions and numerous legal documents. The LPD, adopted in 2009 by the BiH Parliamentary Assembly, has surpassed its ten year anniversary but most surveyed were unaware of its current existence. Indeed, only 36 per cent of respondents were aware of the LPD existing and being in force. The Law will remain ineffective unless there is greater awareness of the law's provisions, as without knowledge of such avenues of redress, action will naturally not be sought.

- 36.3 per cent of those aged between 18 and 29 years, 41.3 per cent of those aged between 30 and 44 years, 37.2 per cent of those aged between 45 and 59 years and 26.4 per cent of those aged above 60 years of age stated that they were aware of the LPD;
- 40.3 per cent of men and 32.2 per cent of women stated that they were aware of the LPD;
- 19.1 per cent of primary school, 34 per cent of secondary school, and 45.7 per cent of university/college educated respondents stated that they were aware of LPD.

Chart 7.

If you said previously that there is a Law on Prohibition of Discrimination, please tell us in which way you familiarized yourself with the provisions of that law?*



*Sample size: 365

Respondents ranked television (82.4 per cent), internet (52.8 per cent), and social networks (47 per cent) as the most prevalent platforms that they receive their news from. Of the respondents who claimed awareness of the LPD, 53.2 per cent stated they learned about it via television, 31.2 per cent via the internet, and 15.6 per cent via social networks. These figures mirror the data collected in the socio-demographic questions with the top three platforms for news being television, internet, and social networks.

The respondents' age did not greatly impact responses to this question, with the exception of internet and television, with younger erring towards gaining such information through the internet, whilst older generations tended to be more reliant upon TV when learning about the LPD.

Individuals with different levels of education did have quite different responses to the question on how they familiarized themselves with the provisions.

- 84.6 per cent of primary school, 63 per cent of secondary school, and 37 per cent of university/college educated respondents stated that they learned through TV;
- 0 per cent of primary school, 10.6 per cent of secondary school, and 24.4 per cent of university/college educated respondents stated that they learned through formal education;

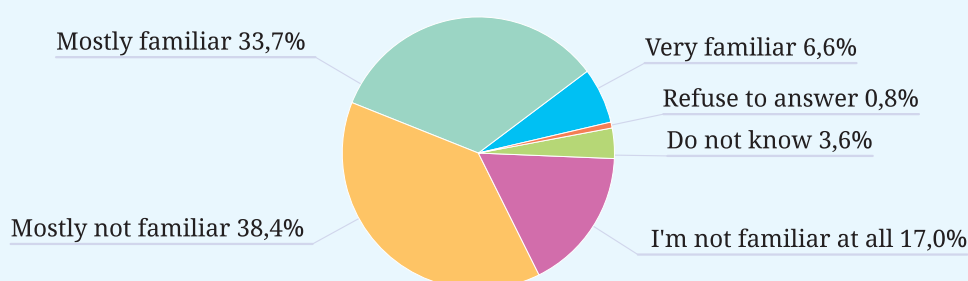
- 0 per cent of primary school, 6.7 per cent of secondary school, and 18.1 per cent of university/college educated respondents stated that they learned due to the nature of their work.

When responses were analysed by income level, there were clear divisions seen between the modes of familiarization.

- 68.6 per cent of respondents from lower level, 58.6 per cent from mid-level, and 37.1 per cent from higher level income groups stated they learned through TV;
- 3.9 per cent of respondents from lower level, 11 per cent from mid-level, and 26.7 per cent from higher level income groups stated they learned through formal education;
- 2 per cent of respondents from lower level, 8.9 per cent from mid-level, and 16.4 per cent from higher level income groups stated they learned due to the nature of their work.

Chart 8.

If you answered yes that there is the Law on Prohibition of Discrimination, please tell us how familiar you are with the provisions of that law?*

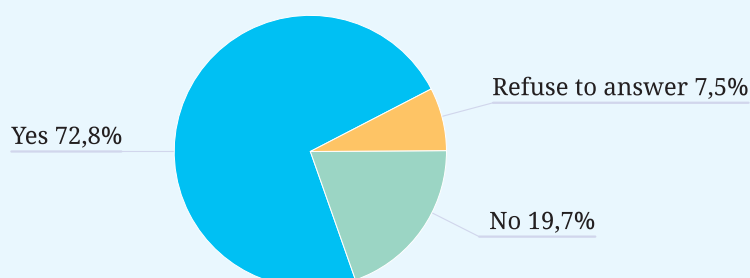


**Sample size: 365*

The 365 individuals who had expressed awareness of the LPD were asked how familiar they were with the provisions of the Law. A majority (59 per cent) of the 365 individuals elaborated that they were not familiar with the LPD provisions.

Chart 9.

If you said in the previous question that you are very or mostly familiar with the Law on Prohibition of Discrimination, are you aware of any mechanisms or ways of protection that Law on Prohibition of Discrimination provides to BiH citizens?*



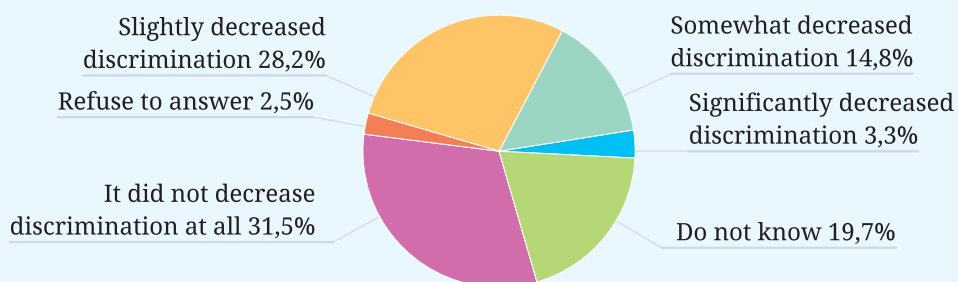
**Sample size: 147*

The 147 individuals who answered that they were very or mostly familiar with the LPD were then asked if they were aware of any mechanisms that the LPD provided to BiH citizens. The LPD dictates that the central institution charged with protection from discrimination is the OI, competent institutions in BiH shall be required to regularly keep records of all reported cases of discrimination and to present the data collected to the MHRR, who shall monitor implementation of this Law, amongst other means of protection. 73 per cent of respondents stated that they were aware of the mechanisms.

- 84.4 per cent of those aged between 18 and 29 years, 78.6 per cent of those aged between 30 and 44 years, 64.1 per cent of those aged between 45 and 59 years, and 55.6 per cent of those aged above 60 years of age stated that they were aware of mechanisms;
- 0 per cent of primary school, 64.2 per cent of secondary school, and 87.7 per cent of university/college educated respondents stated that they were aware of mechanisms (although only 3 primary educated respondents contributing);
- 57.9 per cent of respondents from lower level, 68.3 per cent from mid-level, and 90.7 per cent from higher level income groups stated they were aware of mechanisms.

Chart 10.

If you previously answered that there is a Law on Prohibition of Discrimination, please tell us whether you believe it led to a decrease of discrimination in BiH?*



**Sample size: 365*

The 365 respondents who answered that there was an LPD in place were then asked if they believed it had an impact on discrimination in the country. Surveying public perceptions of the LPD and its effectiveness helps to understand the population's desire to see discrimination addressed systematically and their belief in the ability of authorities and institutions to do so. 18.1 per cent of respondents were optimistic and expressed the belief that the LPD has led to a sizable decrease in discrimination. Nevertheless, the remaining 81.9 per cent were either unsure of the Law's impact or pessimistic about its impact thus far.

Chapter IV:

Social Distance

Social distance is the perceived or desired degree of remoteness between a member of one social group and the members of another. Social distance often mirrors trends in behaviour of engaging with people who have certain characteristics.

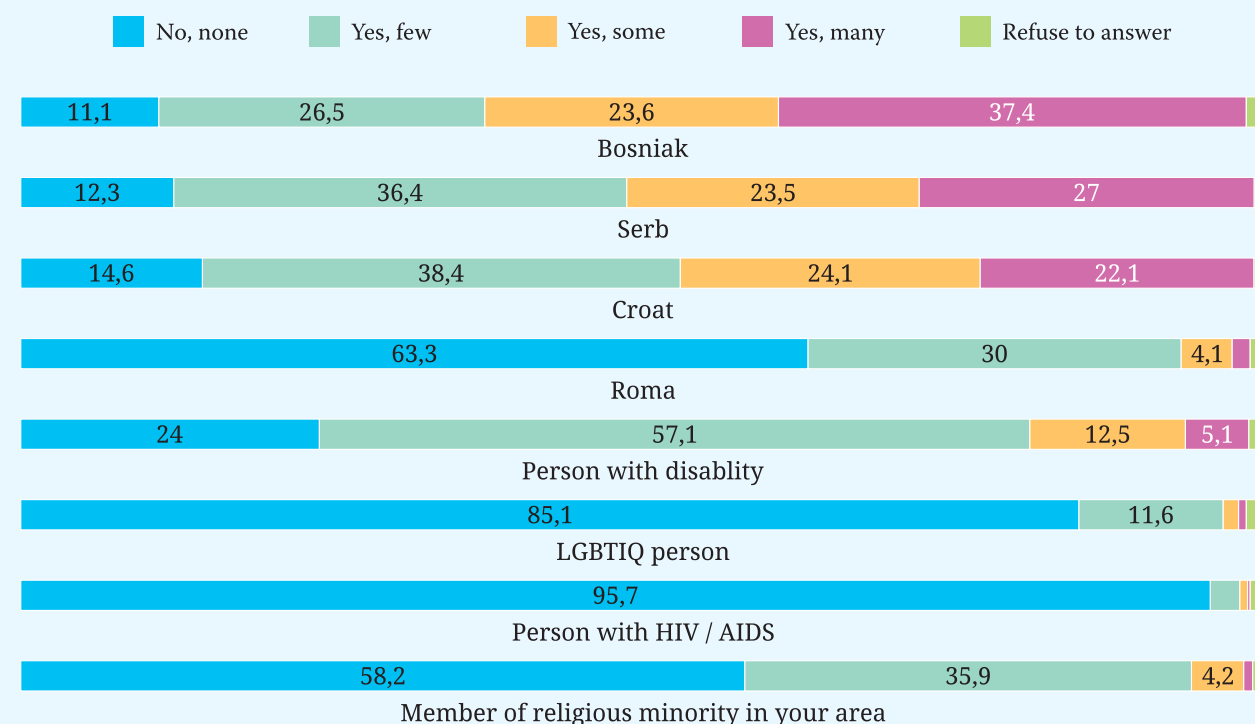
Socially enforced separation leads to the alienation of one group from another, and often fosters prejudice. In contrast, contact between different communities tends to foster understanding and positive attitudes towards outside groups.¹⁶ If individuals are friendly with people from different social groups, they are less likely to hold prejudices against those communities. To understand how segregated different groups may be in BiH, the Mission asked respondents if they personally were familiar with an individual from a variety of 'outside' social groups.

Data on social distance offers an image of how society divides itself, how deep such divisions lie, and most importantly, how they can then be combatted.

¹⁶ See Pettigrew, Thomas F., and Linda R. Tropp. *Reducing prejudice and discrimination*. "Does intergroup contact reduce prejudice? Recent meta-analytic findings." (Psychology Press, 2013)

Chart 11.

Do you have a friend, colleague or acquaintance who is ...?



85.1 per cent of respondents stated that they knew no one who identified as LGBTIQ. It must however be noted that this figure could be the result of many in the LGBTIQ community choosing not to openly express their identity due to social taboos around this topic. 63.3 per cent of respondents stated that they did not know any Roma and 58.2 per cent stated that they did not know any members of a religious minority in their area. These figures point to socially enforced separation.

The younger generation were seen to have more diverse social contacts compared to the older respondents.

- 10 per cent of those aged between 18 and 29 years, 6.9 per cent of those aged between 30 and 44 years, 14.4 per cent of those aged between 45 and 59 years, and 21.4 per cent of those aged above 60 years of age stated that they had no Serb social contacts;
- 13.3 per cent of those aged between 18 and 29 years, 11.7 per cent of those aged between 30 and 44 years, 14.8 per cent of those aged between 45 and 59 years, and 21.4 per cent of those aged above 60 years of age stated that they had no Croat social contacts;
- 8.8 per cent of those aged between 18 and 29 years, 10.7 per cent of those aged between 30 and 44 years, 13.2 per cent of those aged between 45 and 59 years, and 12.6 per cent of those aged above 60 years of age stated that they had no Bosniak social contacts;
- 77.5 per cent of those aged between 18 and 29 years, 83.9 per cent of those aged between 30 and 44 years, 87.6 per cent of those aged between 45 and 59 years, and 94.5 per cent of those aged above 60 years of age stated that they did not personally know anyone who identifies as LGBTIQ.

Men and women had similar responses to most categories but sizable differences were seen to two groups.

- 59.3 per cent of men and 67.8 per cent of women said they did not personally know any Roma people;
- 53 per cent of men and 64 per cent of women said they have no social contacts belonging to a religious minority in their area.

A correlation was seen between the education level of respondents and the diversity of their relationships.

- 33.8 per cent of primary school, 12.9 per cent of secondary school, and 5.4 per cent of university/college educated respondents stated that they had no Serb social contacts;
- 23.5 per cent of primary school, 17.2 per cent of secondary school, and 6.8 per cent of university/college educated respondents stated that they had no Croat social contacts;
- 7.4 per cent of primary school, 12.9 per cent of secondary school, and 6.8 per cent of university/college educated respondents stated that they had no Bosniak social contacts;
- 98.5 per cent of primary school, 87.6 per cent of secondary school, and 78.1 per cent of university/college educated respondents stated that they did not personally know anyone who identifies as LGBTIQ.

In BiH, citizens who do not declare themselves as belonging to one of the three constituent peoples (Bosniaks, Croats and Serbs) are excluded from running for office of the BiH House of Peoples and for the BiH Presidency. According to the 2013 census, the number of people who do not state an ethnic affiliation with one of the three constituent peoples comprise 3.7 per cent of the BiH population (over 130,000 individuals)¹⁷, though the actual figure is likely much higher.¹⁸ 73.5 per cent of respondents stated that they disagree that people who refuse to declare their ethnicity should not be candidates in any election, showing that a vast majority of BiH citizens disapprove of this inherently discriminatory practice.

In 56 BiH schools, children are still segregated along ethnic lines by attending a so-called ‘two school under one roof’ school. A vast majority - 77 per cent of respondents - do not support such segregation, whilst just under one in five do.

Another positive figure was seen in that 87.8 per cent of respondents believe that children with disabilities should be mixed with other children. Similarly, 81.1 per cent of respondents believed that there was enough money for all public institutions to adapt to persons in wheelchairs. These statistics display an inclusive mind set regarding disabilities.

Less positive is that a majority of respondents were seen to have discriminatory beliefs on the basis of the persons’ sexual orientation or identity. 59.9 per cent of respondents do not approve of homosexuality and believe it is an illness that should be cured and 72.9 per cent do not agree that homosexuality is natural. Additionally, 36.4 per cent of respondents believe small religious groups are “stealing” people’s souls, pointing to intolerance towards minority religious communities. As will be elaborated below, 53.3 per cent of respondents aged above 60 years of age expressed this belief, depicting worrying prejudice especially among the older generation.

A clear trend was seen between age and discrimination, with the younger generation proving to be the most open and inclusive.

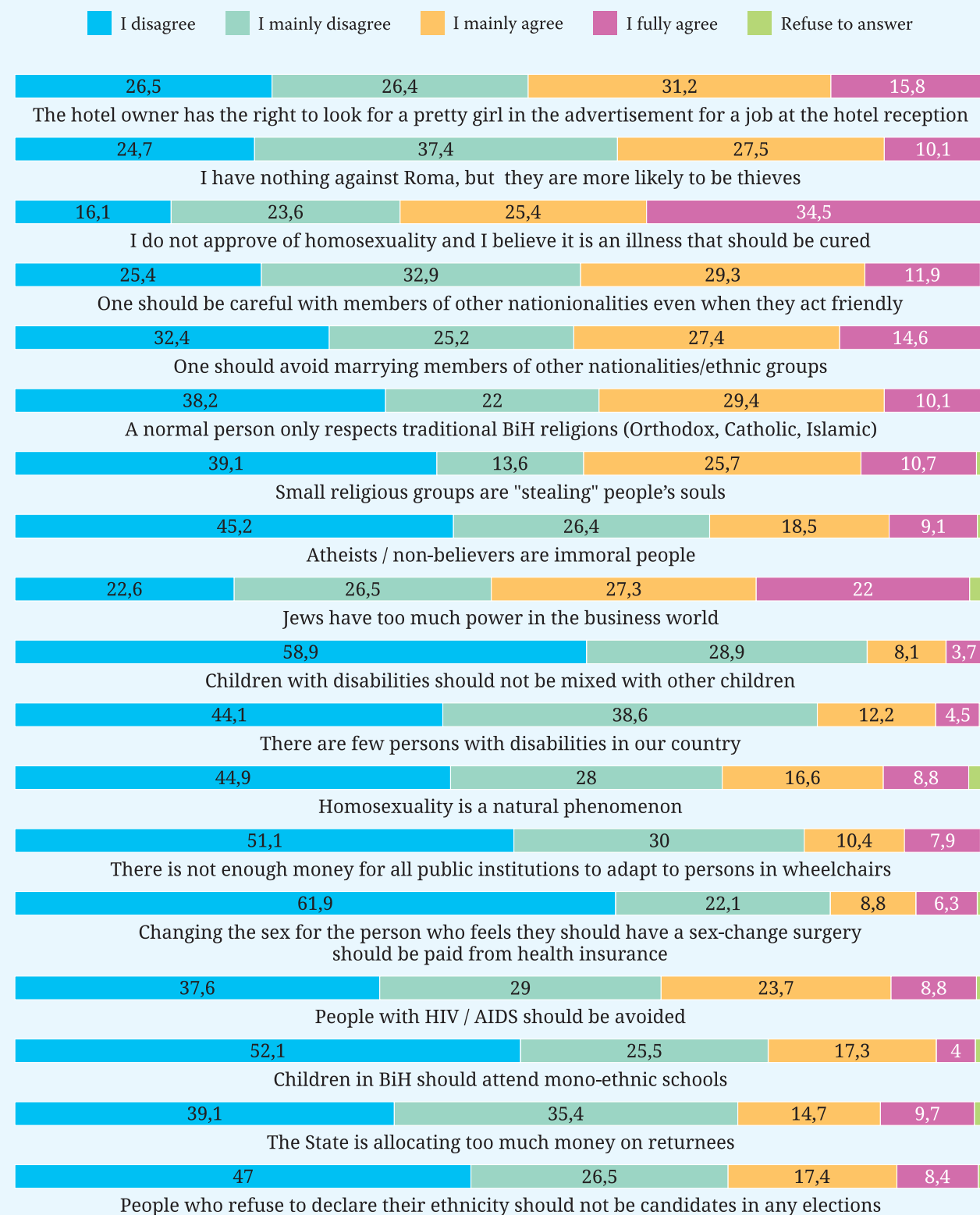
- 33 per cent of those aged between 18 and 29 years, 31.8 per cent of those aged between 30 and 44 years, 40 per cent of those aged between 45 and 59 years, and 51.7 per cent of those aged above 60 years of age agreed that they had nothing against Roma but the odds were higher for them to be thieves;
- 52.9 per cent of those aged between 18 and 29 years, 55.2 per cent of those aged between 30 and 44 years, 62 per cent of those aged between 45 and 59 years, and 75.5 per cent of those aged above 60 years of age stated that they did not approve of homosexuality and believed it was an illness that should be cured;
- 32.1 per cent of those aged between 18 and 29 years, 34.1 per cent of those aged between 30 and 44 years, 46.4 per cent of those aged between 45 and 59 years, and 58.2 per cent of those

¹⁷ According to the 2013 BiH Population Census

¹⁸ The number of Roma living in BiH, for example, is estimated to be several times higher than officially reported.

Chart 12.

Please tell us whether you agree or disagree, and to what extent, with the following statements?



aged above 60 years of age agreed that one should be cautious in dealings with people of different nationalities even when they behave in a friendly manner;

- 25.1 per cent of those aged between 18 and 29 years, 37.3 per cent of those aged between 30 and 44 years, 47.2 per cent of those aged between 45 and 59 years, and 67 per cent of those aged above 60 years of age believed that entering into marriage with members of other national/ethnic groups should be avoided;
- 25 per cent of those aged between 18 and 29 years, 35 per cent of those aged between 30 and 44 years, 46.8 per cent of those aged between 45 and 59 years, and 56.1 per cent of those aged above 60 years of age believed that a normal person respects only traditional BiH religions (Orthodox, Catholic, Islamic);
- 12.5 per cent of those aged between 18 and 29 years, 21.7 per cent of those aged between 30 and 44 years, 22 per cent of those aged between 45 and 59 years, and 31.3 per cent of those aged above 60 years of age believe children should attend mono-ethnic schools.

Men and women were seen to have substantial differences in beliefs on a number of the statements.

- 57 per cent of men and 36 per cent of women believe a hotel owner is entitled to seek a pretty girl to work at their reception desk;
- 65.2 per cent of men and 54 per cent of women do not approve of homosexuality and consider it an illness;
- 52.8 per cent of men and 45.4 per cent of women believe Jews have too much power in the corporate world;
- 14.8 per cent of men and 8.6 per cent of women believe children with disabilities shouldn't mix with other children.

A correlation was seen between education and openness. Individuals with higher levels of education typically expressed more inclusive beliefs.

- 55.9 per cent of primary school, 37.3 per cent of secondary school, and 33.4 per cent of university/college educated respondents agree that they have nothing against Roma but the odds are higher for them to be thieves;
- 72 per cent of primary school, 61.5 per cent of secondary school, and 54 per cent of university/college educated respondents agree that they do not approve homosexuality and consider it a disease that must be cured;
- 57.3 per cent of primary school, 44.8 per cent of secondary school, and 29.9 per cent of university/college educated respondents agree that one should be cautious in dealings with people of different nationalities even when they behave in a friendly manner;
- 67.6 per cent of primary school, 43.6 per cent of secondary school, and 33.1 per cent of university/college educated respondents agree that entering into marriage with members of other national/ethnic groups should be avoided;
- 58.9 per cent of primary school, 42 per cent of secondary school, and 29.1 per cent of university/college educated respondents agree that a normal person respects only traditional BiH religions (Orthodox, Catholic, Islamic);
- 42.6 per cent of primary school, 30.7 per cent of secondary school, and 18 per cent of university/college educated respondents agree that atheists are immoral;
- 4.4 per cent of primary school, 12.4 per cent of secondary school, and 22.3 per cent of university/college educated respondents agree that sex change procedures should be covered by health insurance;
- 41.1 per cent of primary school, 27 per cent of secondary school, and 19.7 per cent of university/college educated respondents agree that persons who refuse to declare their ethnicity should not nominate in any elections.

Once again, the link between income level and responses was generally weak, with the exception of two statements:

- 13.5 per cent of respondents from lower level, 12.9 per cent from mid-level, and 7.9 per cent from higher level income groups expressed the belief that children with disabilities should not be mixed with other children;
- 28.9 per cent of respondents from lower level, 26.7 per cent from mid-level, and 20.4 per cent from higher level income groups expressed the belief that the state was allocating too much money to returnees.

Chart 13.

Tell me to what extent you personally agree with each of these statements?



Similar to the series seen in Chart 12, Chart 13 consists of a series of statements posed to measure sentiment towards certain groups. Examples of subtle prejudice were found, for instance 29 per cent of respondents stated that women should not be allowed the same social role as men. At the time of writing, there are high numbers of migrants and refugees in and travelling through BiH. Accommodation centres are overcrowded, sometimes dangerous, resources are low, and the country is under-capacitated to manage the influx. In spite of the precarious conditions suffered by such individuals, the survey showed that 78.1 per cent of respondents do not want migrants settling in BiH.

Encouragingly, 95.2 per cent of respondents expressed willingness to interact with others who have lower education than they have and 91.5 per cent expressed willingness to work with those with disabilities.

Age was found to impact individual's perspectives on a number of issues.

- 11.6 per cent of those aged between 18 and 29 years, 17.1 per cent of those aged between 30 and 44 years, 20.4 per cent of those aged between 45 and 59 years, and 28.5 per cent of those aged above 60 years of age would not rent an apartment/house to people of different ethnicities;
- 25.5 per cent of those aged between 18 and 29 years, 33.1 per cent of those aged between 30 and 44 years, 40.4 per cent of those aged between 45 and 59 years, and 53.9 per cent of those aged above 60 years of age believe women are better adjusted to care of the family than to work outside the home;
- 23.8 per cent of those aged between 18 and 29 years, 31.5 per cent of those aged between 30 and 44 years, 37.2 per cent of those aged between 45 and 59 years, and 48.9 per cent of those aged above 60 years of age believe men are better political leaders than women.

Men and women had noticeably different responses to topics related to gender.

- 34.6 per cent of men and 22.8 per cent of women believe women and men are not equal by nature therefore they cannot have the same social role;
- 48.8 per cent of men and 23.8 per cent of women believe women are better adjusted to take care of the family than to work outside of home;
- 45.5 per cent of men and 18.3 per cent of women believe men are better leaders than women.

There is a strong correlation between education level and the answers provided to these questions:

- 29.4 per cent of primary school, 20.1 per cent of secondary school, and 12.3 per cent of university/college educated respondents agree that if they were to have an apartment or house they would rather not rent it to people of different ethnicities;
- 41.2 per cent of primary school, 30.4 per cent of secondary school, and 22.7 per cent of university/college educated respondents agree that women and men are not equal by nature therefore they cannot have the same social role;
- 60.2 per cent of primary school, 40.3 per cent of secondary school, and 28.4 per cent of university/college educated respondents agree that they support an employer who does not want to hire a homosexual or lesbian;
- 64.7 per cent of primary school, 52.9 per cent of secondary school, and 45.7 per cent of university/college educated respondents agree that a majority of Roma live on social welfare and they do not want to work;
- 29.4 per cent of primary school, 47 per cent of secondary school, and 57.2 per cent of university/college educated respondents agree that if they were to have their own company they would not have any issues with hiring Roma;
- 58.8 per cent of primary school, 38.3 per cent of secondary school, and 28.4 per cent of university/college educated respondents agree that women are better adjusted to take care of the family than to work outside the home;

- 51.5 per cent of primary school, 36.5 per cent of secondary school, and 26.3 per cent of university/college educated respondents agree that men are better political leaders than women.

In this instance, variance can be seen between beliefs expressed by those from each income level group.

- 30.2 per cent of respondents from lower level, 30.2 per cent from mid-level, and 21.8 per cent from higher level income groups expressed belief that it would be awkward to work with a colleague with a disability;
- 35.3 per cent of respondents from lower level, 32.3 per cent from mid-level, and 21.9 per cent from higher level income groups expressed belief that majority of homeless people are those who do not want to work so the predicament is their own fault;
- 58.3 per cent of respondents from lower level, 53.8 per cent from mid-level, and 46.2 per cent from higher level income groups expressed belief that a majority of Roma live on social welfare and don't want to work.

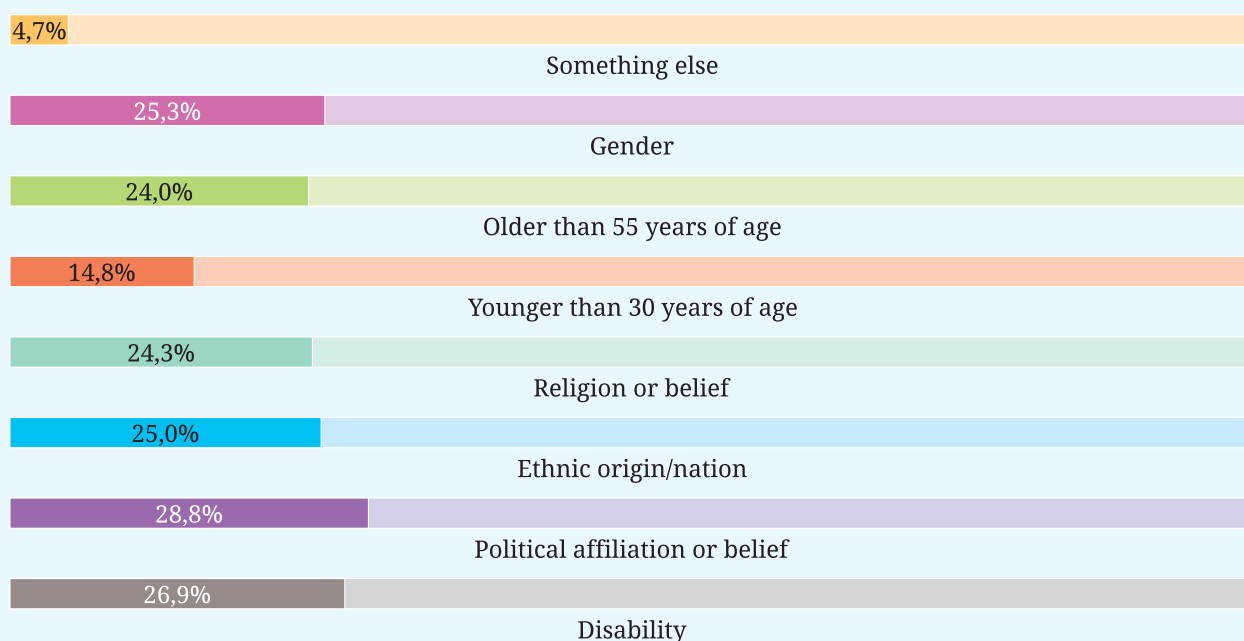
Chapter V:

Personal Experiences

Victims who do not report instances of discrimination may avoid doing so for a variety of reasons. They may view the instance as unworthy of reporting, or speculate that they would not be given justice. Some may also not be aware of their rights or mechanisms that could be employed to combat discrimination. In addition, some victims may have difficulties accessing the institutions tasked with combating discrimination because they live in remote areas, lack the resources to seek professional assistance or be prevented from seeking justice due to social exclusion (disability, illiteracy, poverty etc.). Low levels of reporting before BiH institutions suggests that data on cases of discrimination is not representative of the reality of the scope of discrimination in the country. The Mission, in an attempt to fill in the gaps in information, surveyed individuals about their own encounters with discrimination, be they witnessed or personally lived.

Chart 14.

In the last 12 months, have you been a witness of unfair unequal treatment or harassment on the basis of one or more of the following reasons?*



*positive responses

The LDP prohibits discrimination on a large number of grounds, including but not limited to race, skin colour, language, religion, ethnic affiliation, disability, age, national or social background, connection to a national minority, political or other persuasion, property, membership in trade union or any other association, education, social status and sex, sexual orientation, gender identity, and sexual characteristics. **The list is, however, open-ended, and any other personal characteristic could be invoked as a protected discrimination ground.** The Mission chose to ask respondents if they had witnessed unfair or unequal treatment on a number of the grounds listed in the LPD. Given the large number of potential protected grounds, not all of those stipulated in the LPD were included. Respondents were asked if they had witnessed these mistreatments to gather more broad data on instances of discrimination than personal experience alone could garner.

Respondents from different age groups were found to have varying experiences of witnessing discrimination on a number of grounds.

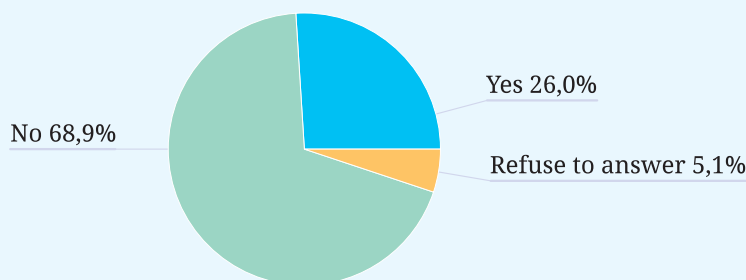
- 28.3 per cent of those aged between 18 and 29 years, 30.3 per cent of those aged between 30 and 44 years, 21.6 per cent of those aged between 45 and 59 years and 17.6 per cent of those aged above 60 years of age stated that they had witnessed discrimination on the grounds of gender;
- 19.2 per cent of those aged between 18 and 29 years, 23 per cent of those aged between 30 and 44 years, 24.4 per cent of those aged between 45 and 59 years and 31.9 per cent of those aged above 60 years of age stated that they had witnessed discrimination on the grounds being over 55;
- 20.4 per cent of those aged between 18 and 29 years, 16.1 per cent of those aged between 30 and 44 years, 10 per cent of those aged between 45 and 59 years and 11.5 per cent of those aged above 60 years of age stated that they had witnessed discrimination on the grounds of being below 30;
- 31.3 per cent of those aged between 18 and 29 years, 24.9 per cent of those aged between 30 and 44 years, 22 per cent of those aged between 45 and 59 years and 15.9 per cent of those aged above 60 years of age stated that they had witnessed discrimination on the grounds of religion or belief;
- 33.3 per cent of those aged between 18 and 29 years, 25.6 per cent of those aged between 30 and 44 years, 22.4 per cent of those aged between 45 and 59 years and 17 per cent of those aged above 60 years of age stated that they had witnessed discrimination on the grounds of ethnicity.

Generally, the respondents' gender, level of education, and income did not greatly impact responses to this question but there were a number of grounds that showed considerable variance.

- 22.9 per cent of men and 27.8 per cent of women stated that they had witnessed discrimination on the grounds of gender;
- 17.6 per cent of primary school, 22.9 per cent of secondary school, and 32 per cent of university/college educated respondents stated that they had witnessed discrimination on the grounds of gender;
- 14.7 per cent of primary school, 27.3 per cent of secondary school, and 37.4 per cent of university/college educated respondents stated that they had witnessed discrimination on the grounds of political affiliation or belief.
- 32.7 per cent of respondents from lower level, 25 per cent from mid-level, and 17.9 per cent from higher level income groups stated that they had witnessed discrimination on the grounds of person over age of 55;
- 26.9 per cent of respondents from lower level, 28.4 per cent from mid-level, and 18.8 per cent from higher level income groups stated that they had witnessed discrimination on the grounds of ethnic origin.

Chart 15.

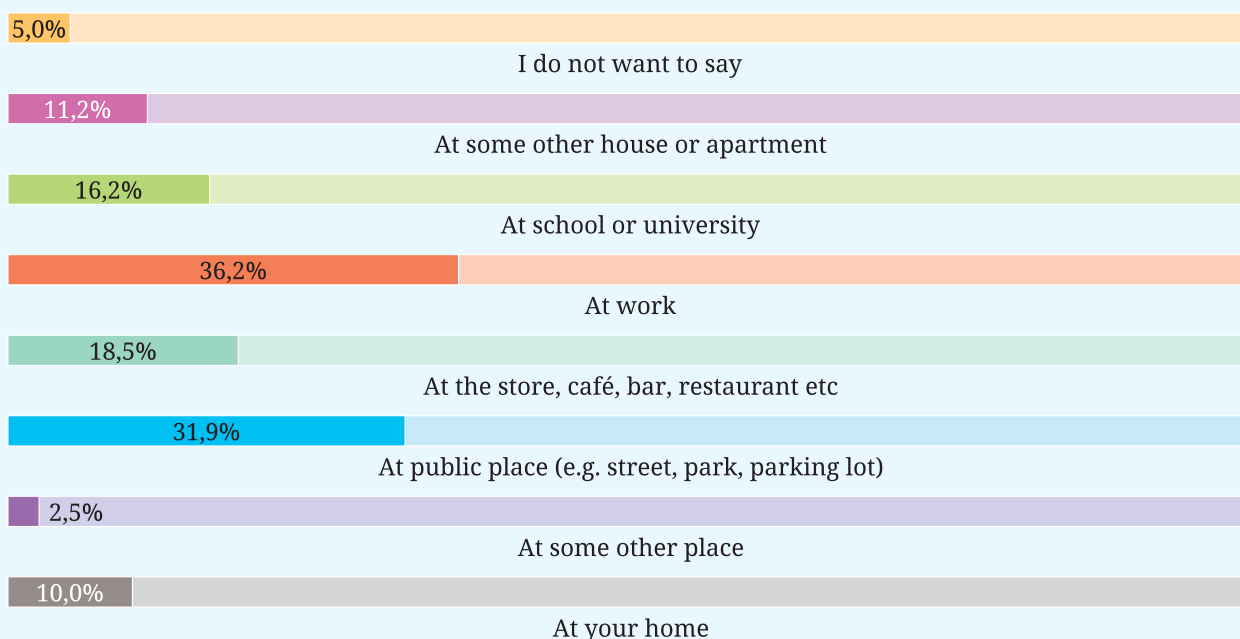
Have you ever been physically attacked, harassed or in any other way endangered because of your ethnic belonging or any other characteristics?



To gather data on personal experiences of discrimination-related attacks/harassment, individuals were asked if they had been physically attacked, harassed, or endangered due to belonging to a certain group (e.g. on ethnic/gender/age-related grounds). Encouragingly, the majority of respondents stated that they had not personally experienced these maltreatments, although over a quarter had.

Chart 16.

Where did this incident happen?*



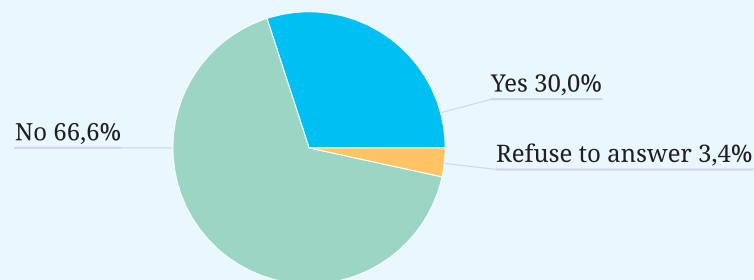
**Sample size: 260*

The 260 individuals who stated that they had been endangered because of their belonging to a group were then asked about where the incident(s) occurred. The locations were not intended to cover every possibility, rather the most common places where incidents occur. The most frequent location cited was at work (36.2 per cent), which is in line with data presented earlier in this report on the prevalence of employment related discrimination.

- 35.2 per cent of those aged between 18 and 29 years, 16.1 per cent of those aged between 30 and 44 years, 9.9 per cent of those aged between 45 and 59 years and 4.3 per cent of those aged above 60 years of age stated that the incident happened at school/university;
- 20.4 per cent of those aged between 18 and 29 years, 40.2 per cent of those aged between 30 and 44 years, 46.5 per cent of those aged between 45 and 59 years and 28.3 per cent of those aged above 60 years of age stated that the incident happened at work;
- 30.8 per cent of men and 43.0 per cent of women stated that they had experienced endangerment at work;
- 39 per cent of men and 22.8 per cent of women stated that they had experienced endangerment in public place;
- 5.6 per cent of respondents from lower level, 13.2 per cent from mid-level, and 24.7 per cent from higher level income groups stated that they had been endangered at school/university;
- 27.8 per cent of respondents from lower level, 21.5 per cent from mid-level, and 9.6 per cent from higher level income groups stated that they had been endangered at a store/café/bar/restaurant.

Chart 17.

In the last 12 months, have you personally been exposed to unfair and unequal treatment or harassment?

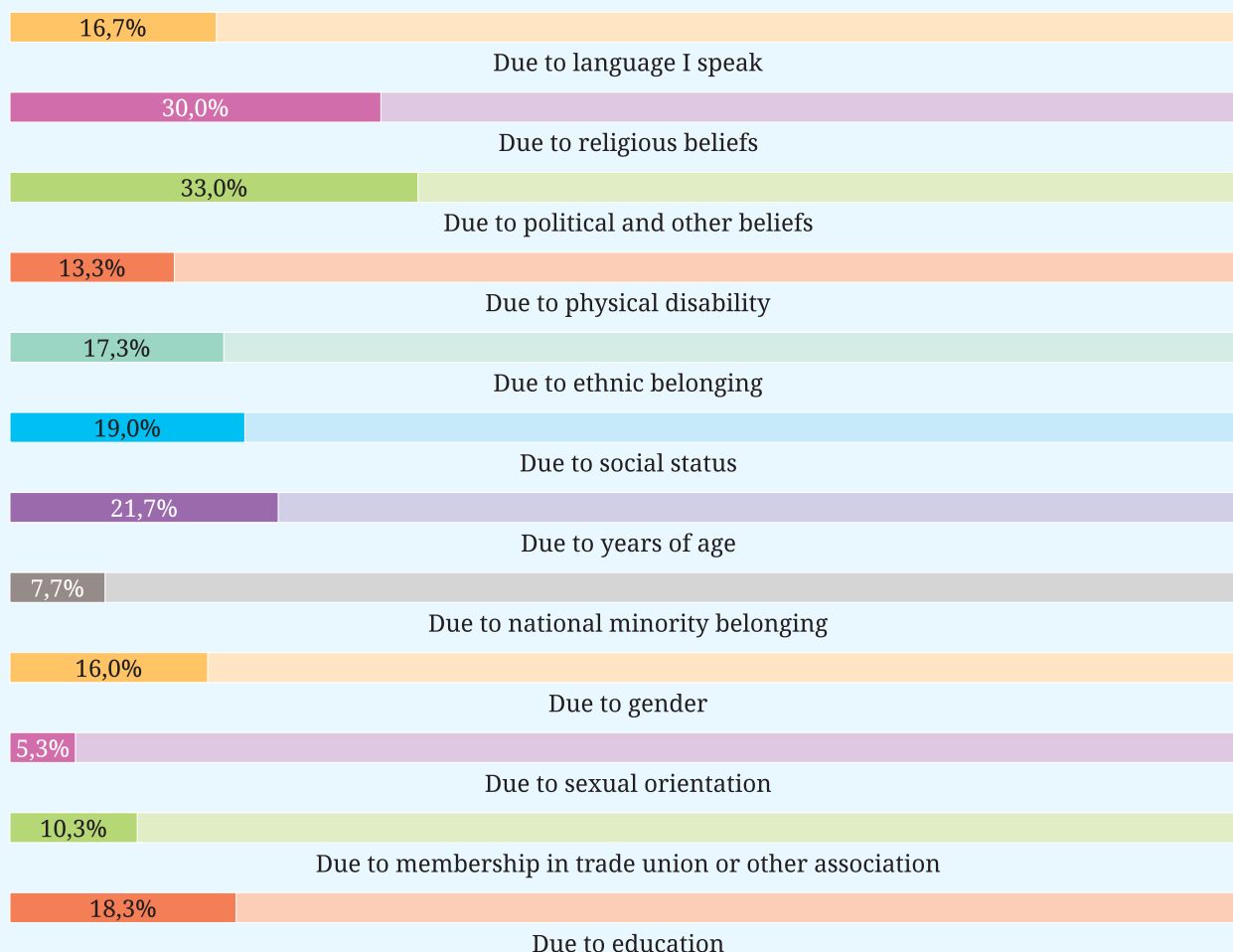


All respondents were asked if they had been exposed to unfair and unequal treatment in the previous 12 months to gather information on personal experiences of discrimination. Nearly one in three respondents stated that they had recently experienced discrimination.

- 28.3 per cent of those aged between 18 and 29 years, 35 per cent of those aged between 30 and 44 years, 29.2 per cent of those aged between 45 and 59 years and 24.7 per cent of those aged above 60 years of age stated that they had been exposed to unfair and unequal treatment or harassment in the previous 12 months;
- 33.3 per cent of respondents from lower level, 34.7 per cent from mid-level, and 23.4 per cent from higher level income groups stated that they had been exposed to unfair and unequal treatment or harassment in the previous 12 months.

Chart 18.

Please tell us the reasons why you have been exposed to unequal treatment? You may choose more than one answer.*



*Sample size: 300

The 300 individuals who had previously stated that they had experienced unfair and unequal treatment or harassment were then asked on what grounds this maltreatment had been based. The most common response was due to political and other beliefs (33 per cent), closely followed by religious beliefs (30 per cent).

Responses were seen to vary greatly based on the ages of the individuals.

- 7.4 per cent of those aged between 18 and 29 years, 16.2 per cent of those aged between 30 and 44 years, 28.8 per cent of those aged between 45 and 59 years and 13.3 per cent of those aged above 60 years of age stated that they had experienced discrimination due to language they speak;
- 26.5 per cent of those aged between 18 and 29 years, 21.6 per cent of those aged between 30 and 44 years, 16.4 per cent of those aged between 45 and 59 years and 4.4 per cent of those aged above 60 years of age stated that they had experienced discrimination due to their social status;
- 14.7 per cent of those aged between 18 and 29 years, 18 per cent of those aged between 30 and 44 years, 21.9 per cent of those aged between 45 and 59 years and 42.2 per cent of those aged above 60 years of age stated that they had experienced discrimination due to their age;
- 25 per cent of those aged between 18 and 29 years, 17.1 per cent of those aged between 30 and 44 years, 11 per cent of those aged between 45 and 59 years and 6.7 per cent of those aged above 60 years of age stated that they had experienced discrimination due to their gender;

- 27.9 per cent of those aged between 18 and 29 years, 14.4 per cent of those aged between 30 and 44 years, 23.3 per cent of those aged between 45 and 59 years and 6.7 per cent of those aged above 60 years of age stated that they had experienced discrimination due to their education.

Men and women and individuals from the different education levels typically had similar responses to the grounds of discrimination they had experienced, but noteworthy difference was seen on a number of categories.

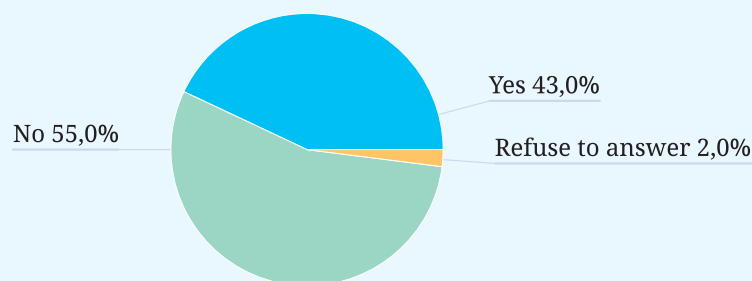
- 26.2 per cent of men and 16.2 per cent of women said they had experienced discrimination due to their age;
- 10.4 per cent of men and 22.8 per cent of women said they had experienced discrimination due to gender;
- 15 per cent of primary school, 32.8 per cent of secondary school, and 42.2 per cent of university/college educated respondents stated that they had experienced discrimination on the grounds of political and other beliefs;
- 0 per cent of primary school, 16.9 per cent of secondary school, and 25.3 per cent of university/college educated respondents stated that they had experienced discrimination on the grounds of social status.

Wide variance was seen in the grounds of discrimination experienced by respondents with different income levels.

- 28.8 per cent of respondents from lower level, 16.8 per cent from mid-level, and 10.4 per cent from higher level income groups stated that they had been discriminated against due to the language they speak;
- 26.9 per cent of respondents from lower level, 11.2 per cent from mid-level, and 9.1 per cent from higher level income groups stated that they had been discriminated against due to disability;
- 53.8 per cent of respondents from lower level, 14.3 per cent from mid-level, and 16.9 per cent from higher level income groups stated that they had been discriminated against due to age;
- 17.3 per cent of respondents from lower level, 5 per cent from mid-level, and 6.5 per cent from higher level income groups stated that they had been discriminated against due to the fact that they belong to a national minority;
- 26.9 per cent of respondents from lower level, 9.3 per cent from mid-level, and 22.1 per cent from higher level income groups stated that they had been discriminated against due to gender.

Chart 19.

Please tell us whether you took some steps afterwards to protect your rights?*

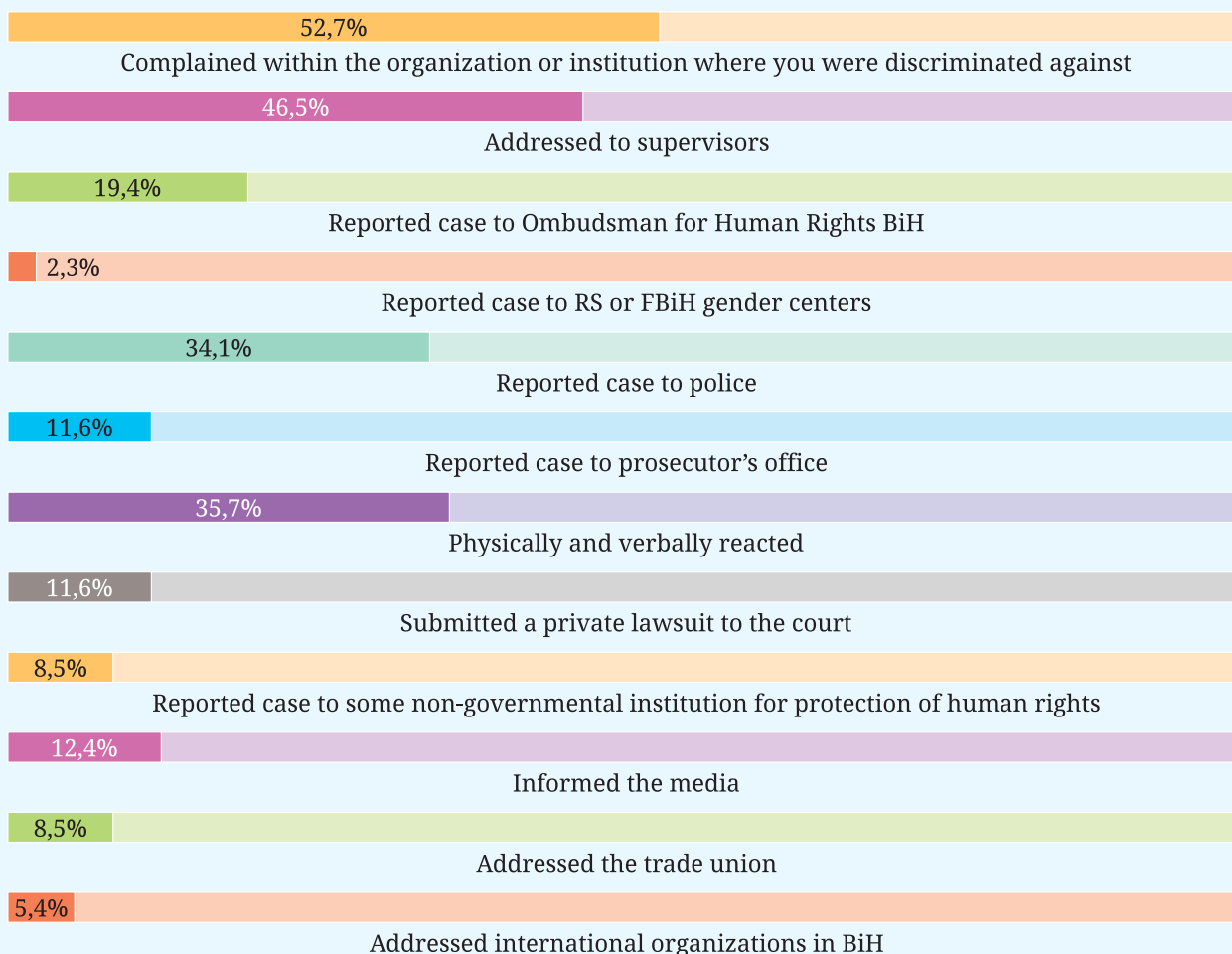


**Sample size: 300*

The same 300 individuals who had experienced discrimination were subsequently asked if they had taken steps to protect their rights. According to Article 11 of the LPD, “Any person or group of persons who consider to have been discriminated against shall be able to seek protection of their rights through existing judicial and administrative proceedings.”

Chart 20.

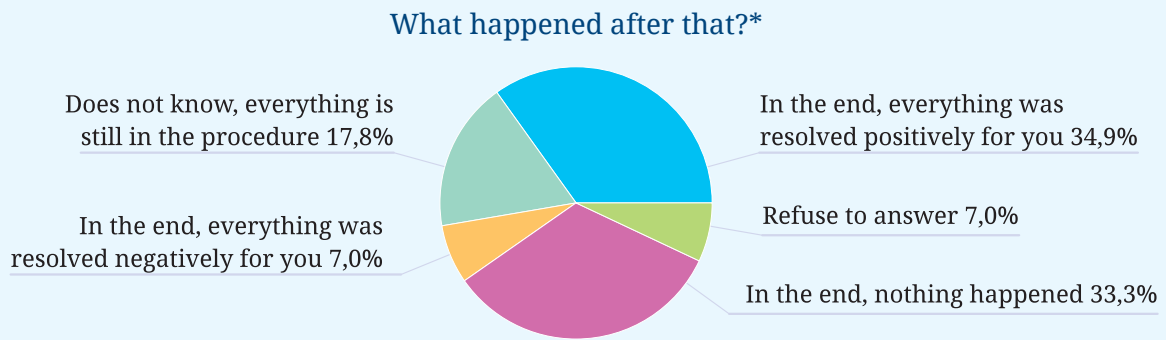
What actions did you specifically take? You may choose more than one answer.*



*Sample size: 129

129 individuals stated that they had taken steps to protect their rights following an instance of discrimination. The Mission then asked which actions they took. This information is useful in understanding what mechanisms are trusted in BiH and what an individual's natural response to experiencing discrimination is.

Chart 21.



**Sample size: 129*

The same 129 individuals who had previously elaborated on the steps they had taken to protect their rights were then asked the follow up question of what happened in response. This was asked to gain insight into the experience of respondents in achieving justice.

Chart 22.

If you answered NO in the previous question, i.e. you didn't take any steps although you experienced unequal treatment, please tell us why you didn't? You may choose more than one answer.*



**Sample size: 165*

165 individuals had stated that they did not take steps to protect their rights after experiencing unequal treatment. To better understand the reasoning behind low levels of reporting, the Mission asked these individuals why they chose to not take further steps. If the causes listed here were to be combatted, we expect more individuals would seek justice and the mechanisms that exist to protect and defend them would be better utilized.

Respondents of the four age groups chose not to take steps following their experience with unequal treatment for different reasons.

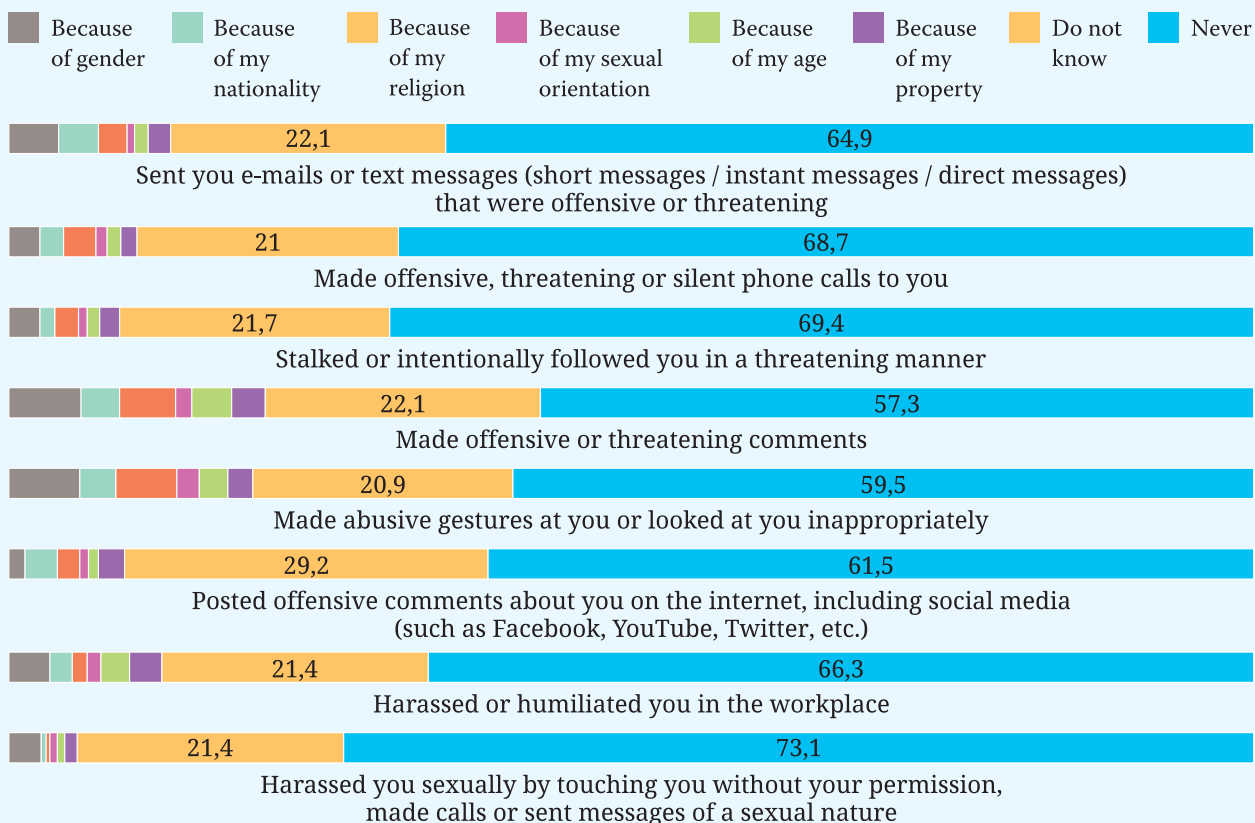
- 28.2 per cent of those aged between 18 and 29 years, 29.8 per cent of those aged between 30 and 44 years, 40.5 per cent of those aged between 45 and 59 years and 20 per cent of those aged above 60 years of age stated that it would cause them additional stress;
- 25.6 per cent of those aged between 18 and 29 years, 12.3 per cent of those aged between 30 and 44 years, 23.8 per cent of those aged between 45 and 59 years and 36 per cent of those aged above 60 years of age stated that they did not believe institutions were fair and objective;
- 15.4 per cent of those aged between 18 and 29 years, 8.8 per cent of those aged between 30 and 44 years, 19 per cent of those aged between 45 and 59 years and 32 per cent of those aged above 60 years of age stated that they did not know who to turn to.

Noteworthy differences were seen when the data was examined in line with the gender, education level, and income of the respondents.

- 37.5 per cent of women and 23.5 per cent of men stated they chose not to take steps because it would cause them additional stress;
- 18.2 per cent of primary school, 5 per cent of secondary school, and 18.6 per cent of university/college educated respondents stated that they chose not to because the process would be costly;
- 63.6 per cent of primary school, 20.8 per cent of secondary school, and 25.6 per cent of university/college educated respondents stated that they chose not to because of fear it would worsen their situation;
- 3 per cent of respondents from lower level, 24.7 per cent from mid-level, and 10 per cent from higher level income groups stated that they didn't know who to turn to.

Chart 23.

In the last 12 months in BiH, has anyone ever:



Article 3 and 4 of the LPD detail forms of discrimination and their definition, including sexual harassment, mobbing, and segregation. Article 3 defines direct discrimination as *“any different treatment on the grounds defined in Article 2 of this Law, specifically, any action or failure to act when a person or a group of persons is put, has been or could be put into less favourable position in comparison to any other person or group of persons facing similar situation.”* Article 4 defines harassment as, *“any unwelcome behaviour motivated by some of the grounds specified in Article 2, Paragraph (1) of this Law, which aims at, or represents violation of person’s dignity and creation of intimidating, hostile, degrading, demeaning or offensive environment.”* The Mission expanded upon Article 4 and asked respondents if they had been subject to a form of discrimination in the previous 12 months.

- 6.7 per cent of those aged between 18 and 29 years, 6.6 per cent of those aged between 30 and 44 years, 7.6 per cent of those aged between 45 and 59 years and 1.1 per cent of those aged above 60 years of age stated that they had received insulting or threatening comments because of their gender;
- 39.6 per cent of men and 30.1 per cent of women have received threatening/offensive emails or texts;
- 33.8 per cent of men and 27 per cent of women have been stalked;
- 3.3 per cent of men and 8.4 per cent of women have had insulting gestures/looked at inappropriately due to their gender.

Chapter VI:

Conclusion

Throughout the analysis of the data presented in this report, a number of trends were seen and key concerns made apparent. Certain groups were found to face higher levels of discrimination, findings that were in line with previous Mission reports.

The community that is perceived as most discriminated against was Roma, which 81 per cent of respondents found to be subjected to widespread discrimination. However, even though most respondents recognized discrimination against Roma to be present, a majority of them exhibited negative stereotypes against Roma themselves. Around half of the respondents believed that most Roma live on social welfare and do not want to work, and said they would not employ Roma. 38.6 per cent of respondents went as far to say that Roma employed in service would repel customers and 37.6 per cent stated that they had nothing against Roma, but they were more likely to be thieves. A disconnect was made apparent between Roma and other groups when 63 per cent of respondents said they did not know any Roma at all. It is possible that this disconnect and lack of inter-group socializing has contributed to an alienation of the Roma community and therefore fostered prejudice.

Similar to the situation with Roma, 70 per cent of respondents expressed belief that discrimination was widespread against persons identifying as LGBTIQ, but then went on to showcase prejudice against them. 59.9 per cent of respondents do not approve of homosexuality and believe it is an illness that should be cured, and 72.9 per cent do not agree that homosexuality is natural. Worryingly, 38.1 per cent of respondents supported an employer not hiring someone based on their sexual orientation and 39.7 per cent said they would be embarrassed to even know their neighbour was LGBTIQ. A larger distance was seen between LGBTIQ and other groups compared to Roma, with 85 per cent of respondents reporting that they did not know any LGBTIQ people, potentially fuelling negative prejudice against this group. As the LPD specifies that discrimination based on sex, sexual orientation, gender identity, and sexual characteristics is prohibited and thus must be combatted, work is needed from all relevant actors to tackle these highly concerning results.

Since the beginning of 2018, BiH has witnessed a dramatic increase in the number of migrants and refugees entering the country. This poses a challenge to the human and financial resources of responsible institutions and has led to a rise in tensions, leading migrants to be another group facing rampant discrimination. 72.9 per cent of the respondents of the survey acknowledged that discrimination against migrants was widespread. 78.1 per cent of respondents went on to say that they did not want migrants settling in BiH, again showing a disconnect between respondents' perception of discrimination and their personal view towards the group in question.

The survey did not just reveal groups that are perceived to face large-scale discrimination in BiH. It also unearthed trends in how respondents viewed those with personal characteristics beside their own including ethnicity, religious and other beliefs. 79 per cent of respondents expressed that discrimination against Serbs, Croats, and Bosniaks in the areas where they were not majority was widespread. This discrimination can be seen in responses where 42 per cent of individuals expressed that one should avoid marrying members of other nationalities/ethnic groups, 18.7 per cent stated they would not be happy renting an apartment to someone of another ethnicity, and 22.8 per cent stated that people who refuse to declare their ethnicity should not be candidates in any elections. This highlights the importance of continued work on human rights of the BiH returnee population and of those who are numerical minorities in their communities. Discriminatory attitudes towards minority religious groups and atheists were also seen throughout the survey and those attitudes reiterate the necessity for increased Mission work and focus on freedom of religion and belief. These results warrant heightened attention to monitoring instances of hate speech/hate motivated incidents against members of religious groups and political organizations, development of targeted awareness-raising campaigns, and introduction of topics that deal with dispelling prejudices into education curricula.

Gender-based discrimination was also found to be common amongst respondents. 29 per cent of respondents expressed belief that women and men are not equal in nature, so they cannot have the same social role, 36.9 per cent expressed belief that women are better suited to take care of family than work outside the home, and 34.2 per cent stated that men were better political leaders than women. These numbers show that residents of BiH view the positions of men and women in society differently and many are supporters of gender segregated roles, therefore limiting women in what they can and cannot do. When these figures were examined based on the gender of respondents, men were found to be the stronger supporter of 'traditional' gender roles; for example, 45.5 per cent of male but only 18.3 per cent of female respondents stated that men were better political leaders than women. This can go towards explaining the fact that in spite of the BiH Gender Equality Law, which requires all institutions in BiH to comprise at least 40 percent of the less represented sex, and the BiH Election Law which requires a 40 per cent quota of less represented sex on political parties' lists, this does not translate into similar percentages of seats in parliaments. Women also reported experiencing more gender-based discrimination than men.

Trends were seen not just through the gender of respondents but also when examining responses by age, income, and education level. Consistently throughout the survey, younger respondents were found to have the lowest levels of prejudice, for instance with 25.1 per cent of those aged between 18 and 29 years compared to 67 per cent of those aged above 60 years of age believing one should not marry someone of another ethnicity. Worryingly, discriminatory attitudes of persons older than 60 years of age highlight a need for the development of programmes or training opportunities targeting this element of the population. Positively, the Mission's efforts, as well as those of other agencies in BiH towards youth have yielded significant results that are visible throughout this report.

Responses viewed through the lens of respondents' income level did not demonstrate as clear trends as age, but some existed nonetheless. Generally, those in the lower income level group have witnessed more discrimination compared to the other two groups and the lower and mid-level groups have experienced more discrimination than the high level group. Mid-level perceived the highest levels of discrimination,

followed by the high and then low level groups. These trends were seen when 33.3 per cent of respondents from lower level, 34.7 per cent from mid-level, and 23.4 per cent from higher level income groups stated that they had been exposed to unfair and unequal treatment or harassment in the previous 12 months.

Discriminatory attitudes were found to strongly correlate with education level, with those with higher levels of education displaying the least prejudice. For example, 42.6 per cent of primary educated compared to 18 per cent of university/college educated believed atheists were immoral. College/university educated respondents also reported knowing more people belonging to diverse groups compared to their primary educated counterparts.

While the survey did generate a negative picture of the prevalence of discrimination in BiH, some positive results did surface. 77 per cent of all respondents support the desegregation of schools. Only 4.2 per cent of respondents said that they avoided those with lower education than themselves. Additionally, only 7.7 per cent of respondents expressed belief that they would not like to have a colleague with a serious disability because it would mean that they would have to do part of their job.

This research undeniably shows that work is needed to ensure non-discrimination in BiH, for the benefit of all in the country. The Mission's continued work on combatting discrimination and promoting human rights has an important role to play going forward. The Mission calls on all relevant actors in the country to contribute to the fight against discrimination in such ways as by raising awareness, designing educational programmes, participating in outreach events, diligent work on discrimination cases, and improving policies and practices aimed at ensuring equal treatment. The Mission also calls on BiH institutions, primarily OI and MHRR, to conduct periodic research similar to this survey and design programmes and strategies to combat discrimination which can be based on the findings of this report, as required by the LPD. The Mission offers its support in designing methodology, providing best practise and internal expertise.

Follow OSCE



OSCE Mission to Bosnia and Herzegovina

Fra Anđela Zvizdovića 1, UNITIC Tower A
71000 Sarajevo
Bosnia and Herzegovina

Office: +387 33 952 100

Fax: +387 33 442 479

press.ba@osce.org

www.osce.org/bih

@oscebih