

PUBLIC OPINION ABOUT DISCRIMINATION AND INEQUALITY IN SERBIA



For:



Serbia



Republic of Serbia
Ministry of Labour
and Social Policy



European Union

This public opinion survey was conducted for the purposes of the Project “Support to the Implementation of Anti-discrimination Legislation and Mediation in Serbia”, which is implemented by the Ministry of Labour and Social Policy and United Nations Development Programme, and with the support of the European Commission.

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Disclaimer Note:

Statements made in this report are the statements of the author and do not necessarily reflect the views of United Nations Development Programme, nor Delegation of the European Commission or the Ministry of Labour and Social Policy.

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Methodology

Data collection method	Face-to-face in respondents home
Sample universe	Population of Serbia 15+; 2002 Census figures and estimated population dynamics
Sampling frame	<p>Polling stations territory (approximate size of census units) within strata defined by regions and type of settlements (urban and rural)</p> <p>Polling stations territories enables the most reliable sample selection, due to the fact that for these units the most complete data are available (dwelling register - addresses)</p>
Type of sample	Three stage random representative stratified sample
Definition and number of PSU, SSU, TSU, and sampling points	<p><u>PSU – Polling station territory</u> <i>Definition:</i> Polling stations territories are defined by street(s) name(s) and dwelling numbers; each polling station territory comprises approximately 200 households, with exception of the settlements with less than 300 HH which are defined as one unite. <i>Number of PSUs in sample universe:</i> 8764</p> <p><u>SSU - Household</u> <i>Definition:</i> One household comprises people living in the same apartment and sharing the expenditure for food <i>Number of SSUs in sample universe:</i> 2.5 Millions</p> <p><u>TSU – Respondent</u> <i>Definition:</i> Member of the HH , 15+ <i>Number of TSUs in sample universe:</i> 6,500 000</p> <p><u>Sampling points</u> Approximately 10 sampling points per one PSU</p>
Stratification, purpose and method	<p>First level strata: Belgrade, Vojvodina, East Serbia, West Serbia, Central Serbia, South Serbia, Sandzak/Raska</p> <p>Second level strata: urban and rural settlements</p> <p>For the purpose of this project ethnic minorities were defined as a special stratum, and sample of minority groups was boosted</p> <p>Purpose: Optimization of the sample plan, and reducing the sampling error</p> <p>Method: The strata are defined by criteria of optimal geographical and cultural uniformity</p>
Selection procedure of PSU, SSU, and respondent	<p><u>PSU</u> <i>Type of sampling of the PSU:</i> Polling station territory chosen with probability proportional to size (PPS) <i>Method of selection:</i> Cumulative (Lachirie method)</p> <p><u>SSU</u> <i>Type of sampling of the SSU:</i> Sample random sampling without replacement <i>Method of selection:</i> Systematic sample with random choice of the starting point and equal steps of choice</p> <p><u>TSU – Respondent</u> <i>Type of sampling of respondent:</i> Sample random sampling without replacement <i>Method of selection:</i> Kish scheme</p>
Post stratification	Based on: gender, age, type of settlement, geo-economical regions
Sample size	1108 completed questionnaires
Sampling error	Marginal error +/-3.1%

Description of sample

Weighted	Total	Gender		Age				Education			Region			Type	
		Male	Female	15 - 29	30 - 44	45 - 60	>60	Primary and less	Secondary	College, university	Belgrade	Central Serbia	Vojvodina	Urban	Other
n	1108	527	581	229	272	290	317	395	535	178	246	566	296	633	475

Nationality		Nationality						Employment				
Serbs	Ethnic minorities	Serbs	Hungarians	Albanians	Muslims/Bosniaks	Roma	Other	Employed	Currently unemployed	Pupils, students	Housewives	Pensioners
946	162	946	41	26	26	23	47	443	179	80	110	297

Special groups			
People with physical disabilities	The poor	Persons with different political beliefs	Refugees and IDPs
34	149	35	39

Methodological note:

Ethnicity or belonging to any special group was defined by **self declared criteria**. The ethnicity was defined by the answer to the question: "What is your nationality? ". Belonging to any special group was defined by the answer to the question: „Do you belong to any of the following groups: People with physical disability, the poor, sexual minority, religious minorities, persons with different political beliefs within your surrounding (in school, in your working place, etc.), refugees or IDPs.

Key findings

Citizens of Serbia are aware of the concept of discrimination and they essentially have explicitly negative attitudes towards this phenomenon.

Definitions of discrimination which the citizens spontaneously mentioned mainly referred to: rejection, separation, belittlement, jeopardizing of one's rights and being deprived of one's rights. Great majority of the citizens (86%) agree with the attitude that it is not justified, *without exception*, to deprive someone from some right just on the basis of some personal characteristic. Even higher percentage of citizens (94%) agree that discrimination hurts others.

Considerably more than a half of the citizens (66%) stated that they would support positive discrimination. Nevertheless it was noticeable that support to positive discrimination was offered by considerably lesser number of citizens compared to the number of those who stated that discrimination was not justified without exception.

Majority of the citizens of Serbia think that discrimination is present in Serbia, and as much as 59% think that discrimination is present rather much or very much in Serbia. When they compare current situation with one from 5 years ago, the citizens most frequently think that situation is the same, 46%; 27% think that it is present to a higher extent and 22% of the citizens think that discrimination is present to a lesser extent today.

Majority of the citizens (57%) think that there is an antidiscrimination law in Serbia, but, 51% believe that, this law doesn't protect the discriminated persons because it mainly is not respected and violators bear no consequences. Only 6% believe that the antidiscrimination law is respected in Serbia.

According to citizens, the most discriminated groups in Serbia are Roma, poor people and persons with physical and mental disability (more than 60% of the citizens believe that these groups are discriminated rather much or very much). The substantial percentage of the citizens mentioned also elderly people (46%), women (39%) and sexual minorities (39%). According to citizens the least discriminated are Muslims/Bosniaks, Croats, Jews and Hungarians (between 17% and 6% of the citizens, respectively, believe that these groups are discriminated pretty much or very much). Somewhat higher percentage of the citizens think that Albanians are exposed to discrimination (26%). It is interesting that one out of five citizens think that Serbs are exposed to discrimination rather much, or even very much.

Roma, persons with disability and the poor are the groups whose discrimination the citizens disapprove the most.

Employment and career are perceived as the areas in which discrimination is present to the highest extent 74% and 61% (respectively). Area of health services is on the third place: more than one half of the citizens (52%) think that discrimination is present to a great extent. In addition, substantial percentage of the people (more than 40%) think that discrimination is present in other areas as well: judiciary (48%), political activity (47%), social protection (46%), police conduct (41%), education (41%), and housing (40%).

Employment area is also mentioned as the area of discrimination which the citizens condemn the most.

In spite of generally negative attitudes towards discrimination expressed by majority of citizens of Serbia, prejudices and intolerance towards minority groups are present among substantial number of citizens of Serbia.

When the citizens assessed possible success with which members of certain minority groups could perform the job of boss, sanitation worker, president of municipality, car mechanic, Prime Minister of Serbia and teacher, the citizens gave great advantage to Serbs (with the exception of sanitation workers), both over the citizens of other nationality and the citizens belonging to other minority groups. Prejudices towards members of minority nationalities were most striking in the case of the job of Prime Minister: just one third of the citizens thought that this job could be performed successfully by citizens of Serbia who are Hungarians, Roma, Croats, Muslims / Bosniaks, and even less (23%) by Albanians. Less than one third of the citizens

(31%) believe that job of the Prime Minister could be successfully performed by members of sexual minorities.

Regarding the tolerance, which was expressed in readiness to accept members of certain minority groups as their neighbors, their children's friends and spouses of family members, citizens of Serbia were the least tolerant towards HIV positive persons, sexual minorities and Albanians. Towards other minority groups, even in case of marriage, more than a half of the citizens expressed acceptance, at least declaratively. Nevertheless, percentage of the citizens who were not ready to accept Roma (46%), Muslims / Bosniaks (40%) and Croats (31%) as spouses of their family members was striking.

Relatively low percentage of the citizens was able to name a person they consider exceptionally successful, and who is a member of some of the minority groups in Serbia: Roma, Muslims / Bosniaks, Hungarians, Croats, Albanians, persons with a physical disability, or sexual minorities. The highest percentage of citizens knew about successful Roma (29%) and successful Muslims / Bosniaks (27%). Significantly less people were able to name any successful Hungarian (11%), any successful persons with disability, 8%, any successful Croat, 8%, any successful Albanians 5%, and only 3% were able to name any successful persons who belong to sexual minorities.

The most renowned successful Roma, as well as persons with disability, were mainly from the show business; the most famous successful Muslims/Bosniaks, Hungarians and Albanians were mainly from the world of politics; famous Croats were from more different area: show business, acting, and politics; members of sexual minorities belong to various art spheres

Almost half of the citizens (47%) perceive Republic Government as the most responsible for discrimination in Serbia. Republic Government is also considered as the institution with the biggest power to change the situation, that is, to reduce the presence of discrimination (55%)

It is particularly important that significant percentage of the citizens consider themselves – the citizens, as the second most responsible group, who also have the power to reduce discrimination (43% and 38% respectively).

Majority of the citizens, 69%, think that the government is not dealing with the problem of discrimination to a sufficient extent. It is noticeable, however, that at the same time, just slightly more than one third of the citizens (37%) think that dealing with the problem of discrimination should be among government's priorities.

Somewhat more than every fifth citizen said that he/she had personal experience with discrimination. In their opinion they were exposed to discrimination because of personal characteristics such as female gender, old age, poverty and some kind of disability. Most frequently mentioned situations in which the citizens felt to be discriminated were related to work: workplace, attempt to get employed, when being fired. Only 16% of these citizens state to have turned to official institutions for help (most frequently to Police and Ombudsman). On the other hand, majority of the citizens (83%) who stated that they did not have the experiences with discrimination, believe that, if this would happened to them, they would turn to some official institution. Most frequently mentioned institutions were again Police and Ombudsman.

Finally, majority of citizens think that the public is not sufficiently informed about the problem of discrimination, either if the source of information are the media or the responsible state institutions. On the other hand, however, less than one third of citizens expressed their interest in being better informed about the problem of discrimination.

The citizens are aware of presence of discrimination, and they have a negative attitude towards this phenomenon. However, faced with abundance of problems in their everyday lives at this moment, interest in the problem of discrimination remains in the background, despite the fact that its importance is recognized.

Awareness of and attitudes to discrimination

Citizens of Serbia (nearly 90%), are generally aware of the concept of discrimination, and they perceive discrimination as a negative phenomenon. The first associations to word “discrimination” were extremely negative: being deprived of one’s rights, belittlement, inequality, rejection, hatred, menace, isolation, avoidance, separation, maltreatment, violence, injustice, humiliation, hurting, jeopardizing. Smaller number of first associations referred to specific groups: ethnic minorities (3%), women (2%), Roma (2%), and then: the elderly, the sick and the disabled (1%).

What is meant under discrimination?	%
Rejection, exclusion from community	11.8
Belittlement, humiliation	10.8
Jeopardy/deprivation of rights	10.3
Diversity/Menace because of being different	9.3
Inequality	7.7
Violence, abuse, harassment	3.4
Nationality, intolerance, endangering	3.2
Racial discrimination, racism	3.0
Maltreatment, quarrels, hatred, insulting	3.0
Religious misunderstanding/menace/disrespect	2.3
Disrespect	2.2
Ignoring, neglecting a person or group	2.2
Disrespect of difference in opinion	2.0
Property differences, discrimination of the poor	1.7
Abuse of power, vulnerability of the weaker	1.5
Restricting (prohibiting) persons or groups	1.5
Women/ discrimination of women/ harassment	1.4
Jeopardy/deprivation of rights of minorities	1.3
Attitude toward the elderly, sick, disabled	1.3
Discrimination in employment	1.2
Doesn't know	12.0

Also in making an attempt to express what they understand as discrimination the citizens most frequently gave general answers which expressed negative attitude towards someone. Most frequent “definitions” referred to *Rejection, Exclusion from community (12%), Belittlement, Humiliation (11%), Jeopardy/deprivation of rights (10%), Diversity/Menace because of being different (9%), Inequality (8%)*.

In accordance with perception of discrimination as a negative phenomenon, the citizens expressed agreement with the statement that Discrimination hurts others (94%). It is striking however that *complete* agreement with this statement was expressed by just somewhat more than one half of the citizens, 55%, and that such *complete* agreement was expressed in considerably higher percentage by members of national minorities, 69%, than by the citizens of Serbian nationality, 53%. Despite a small delay regarding the attitude about how much the discrimination hurts others, a relatively small percentage of the citizens, 8%, agree with the statement that discrimination is

sometimes justified.

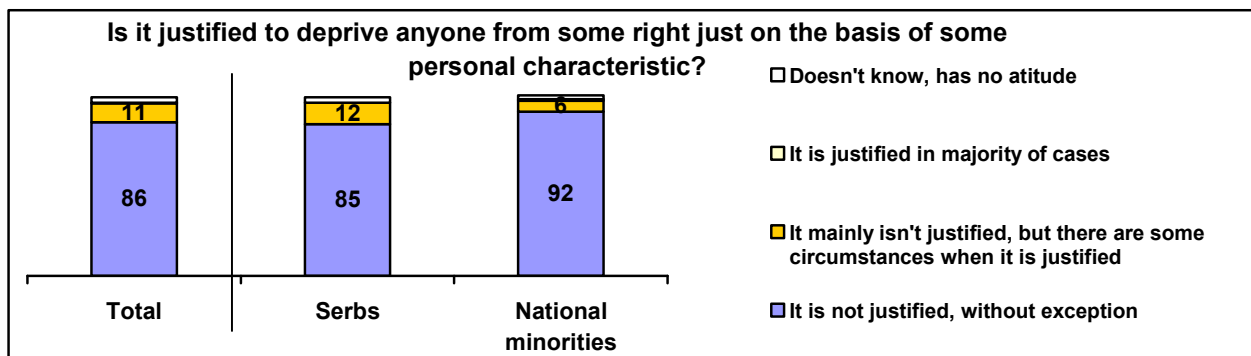
Regarding the possibility for elimination of discrimination, the citizens show a considerable pessimism: as much as 83% of the citizens agree with the statement that discrimination will always exist. Members of national minorities show somewhat bigger optimism compared to population average (68% of them agree with the attitude that discrimination will always exist).

Regarding the possibility to overcome prejudices, the citizens are somewhat less pessimistic: slightly less than one half of the citizens, 49%, agree with the statement that it is difficult to overcome prejudices. Also in this case the members of national minorities show more optimism than the citizens of Serbian nationality: 44% of the members of national minorities, and 50% of the Serbs agree with the attitude that It is difficult to overcome prejudices.

% of agreement with statements:	Completely agree	Agree	Total agreement
Discrimination hurts others	55	38	94
Discrimination will always exist	38	45	83
It is difficult to overcome prejudices	13	36	49
Discrimination is sometimes justified	2	6	8

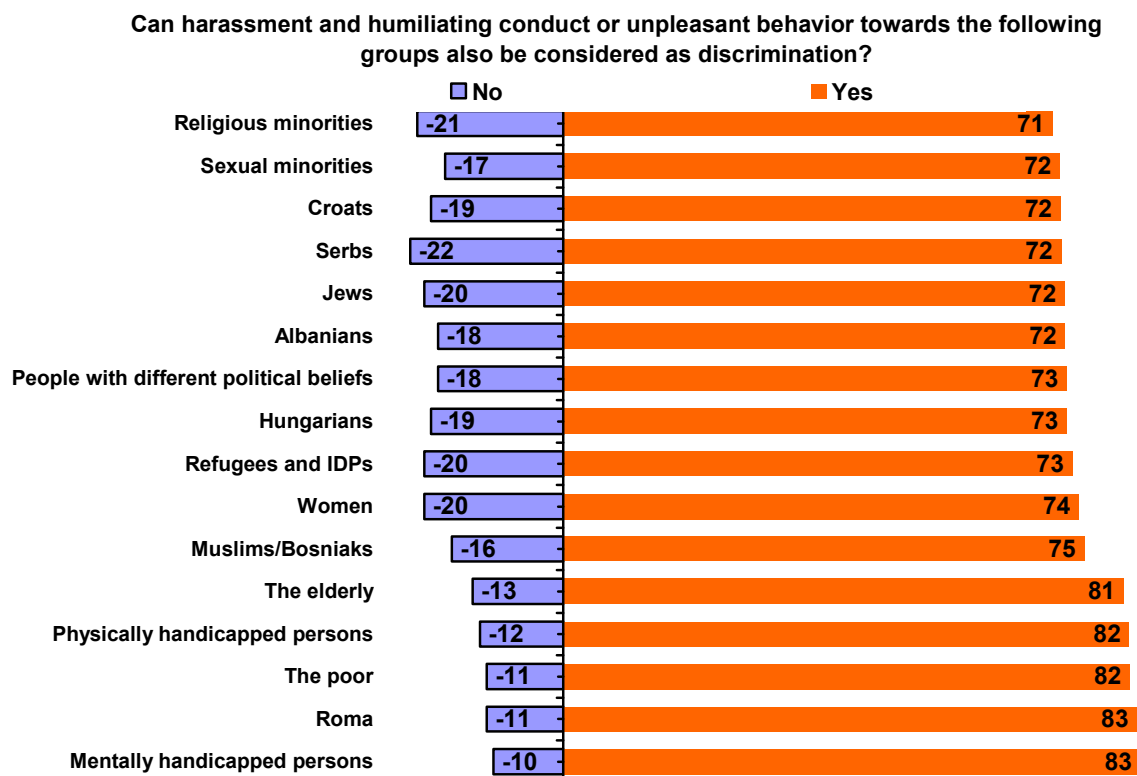
% of agreement with statements:	Serbs		Ethnic minorities	
	Completely agree	Agree	Completely agree	Agree
Discrimination hurts others	53	41	69	23
Discrimination will always exist	39	47	35	32
It is difficult to overcome biases	13	37	14	30
Discrimination is sometimes justified	3	6	1	3

Great majority of the citizens (86%), also agree with the attitude that it is not justified, *without exception*, to deprive someone from some right just on the basis of some personal characteristic. In this case again, the members of national minorities expressed in higher percentage, 92%, the agreement with this attitude than the citizens of Serbian nationality, 85%.

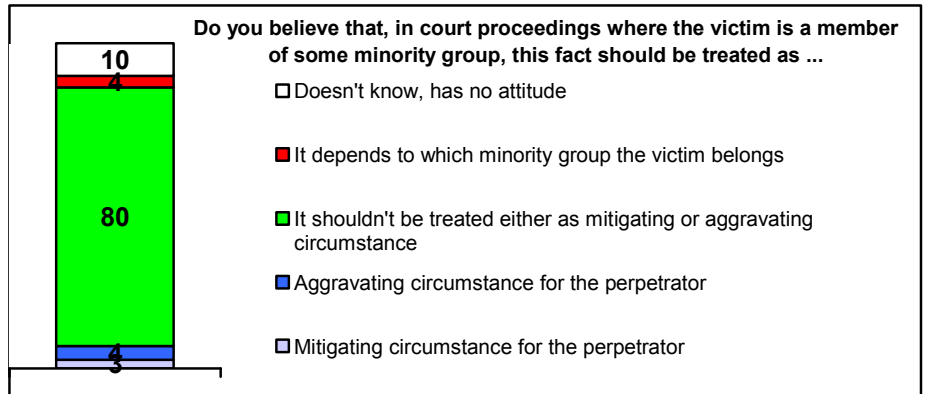


It is also worth mentioning that 100% of refugees and internally displaced persons expressed agreement with the statement that “Discrimination hurts others”, as well as with the attitude that “Discrimination is not justified, without exception”.

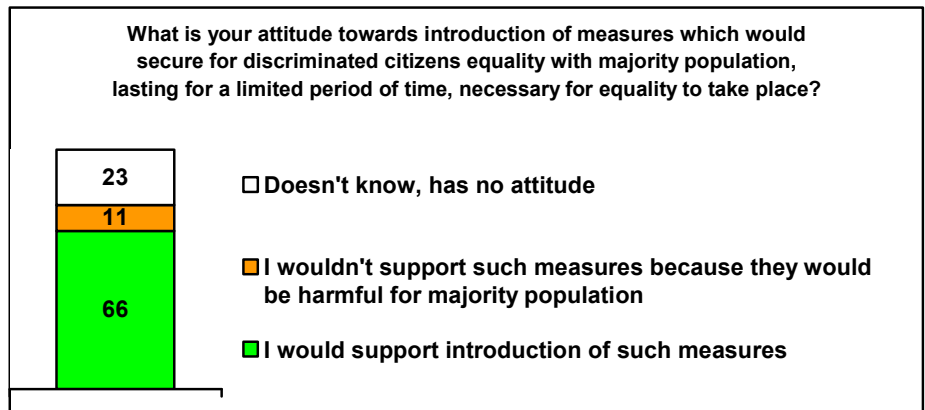
Majority of the citizens (more than 70%) agree that harassment and humiliating conduct or unpleasant behavior can also be considered as discrimination, even when such behavior is directed towards members of majority population. Nevertheless, somewhat higher percentage of citizens agree with such attitude when elderly people, persons with disability, the poor, Roma and mentally handicapped persons are concerned. This difference in attitudes which depends on the group, indicates the attitude that extent to which harassment and humiliating conduct can be regarded as discrimination depends on the group towards which such behavior is directed.



The citizens express disagreement with discrimination also in their attitudes towards the way in which they believe that a victimized member of some minority group should be treated in court proceedings. Majority of the citizens, 80%, agree that such fact shouldn't be treated either as mitigating or an aggravating circumstance in court proceedings.

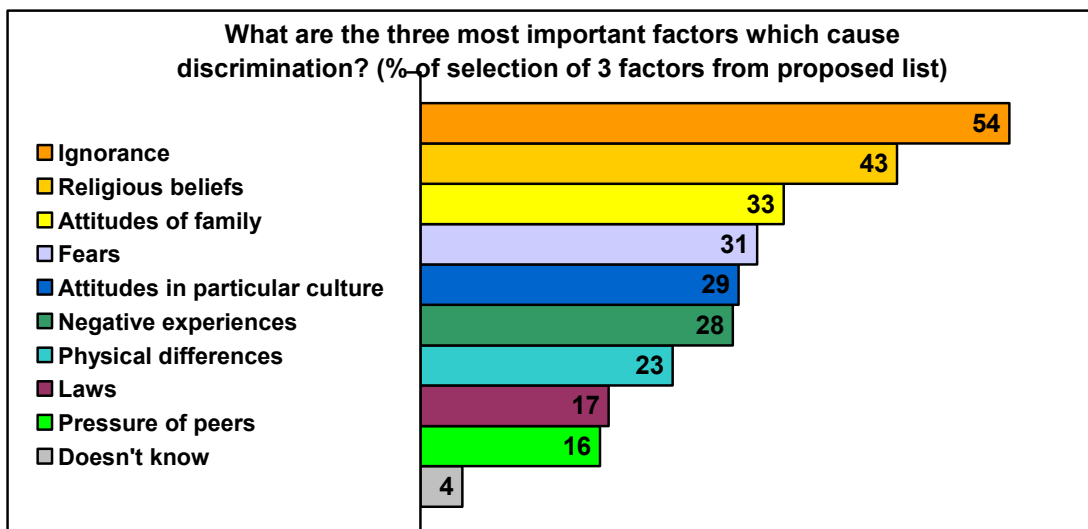


Majority of the citizens, 66%, state that they would support positive discrimination, (that is, introduction of measures which would make possible for discriminated groups to become equal with majority population), if the measure lasted for a limited period of time necessary for the equality to take place.



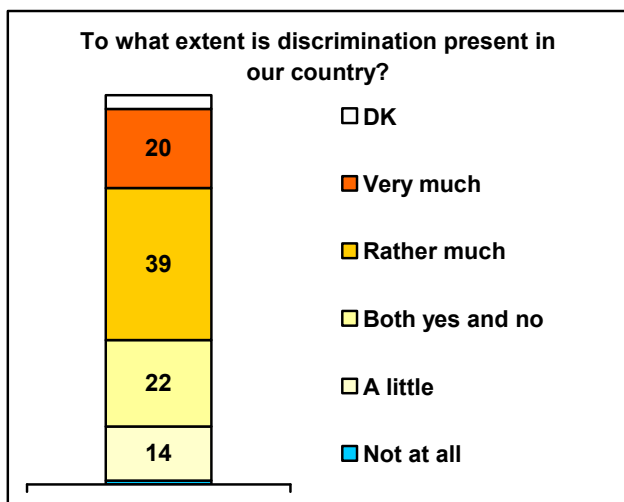
Citizens of Serbia think that there are three most important factors which cause discrimination: ignorance (mentioned by 54% of citizens), religious beliefs (43%) and attitudes of the family (33%). Among the three most important causes of discrimination, considerable percentage of the citizens classified also: fears (31%), attitudes in given culture (29%), negative experiences (28%) and physical differences (23%).

Pupils and students think that pressure of peers is an important factor which causes discrimination in substantially higher percentage than average (32%), and attach bigger importance to the attitudes of the family (41%).



Perception of situation in Serbia

a) Presence of discrimination and legal protection



Majority of the citizens of Serbia think that discrimination is present in Serbia, and as much as 59% think that discrimination is present to a great extent (rather much or very much). Opinion that discrimination in Serbia is present to a high extent (rather much/very much) is the most widespread among the citizens of Vojvodina (66%), than Belgrade (63%), and the least among the citizens of Central Serbia (54%).

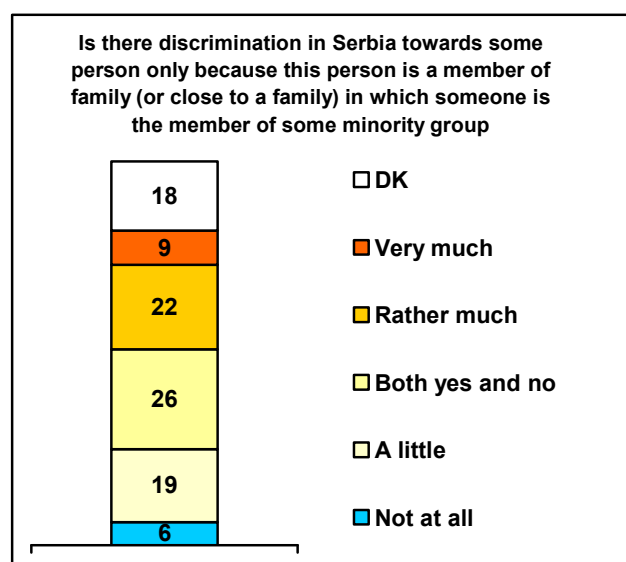
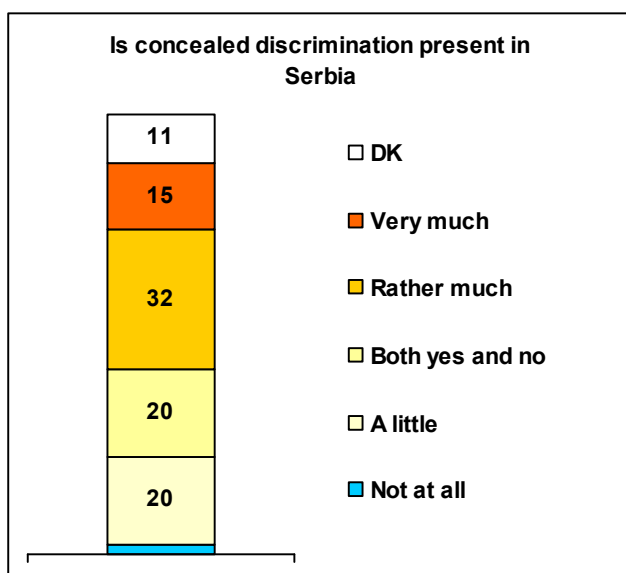
Although bigger awareness about presence of discrimination in Vojvodina can be interpreted by multinational milieu, direct comparison of the attitudes of Serbs and national minorities shows that there are no differences in their assessment of the presence of discrimination in Serbia

Younger generations evaluate in higher percentage than older citizens that discrimination in Serbia is present to a great extent: 67% of the citizens aged from 15 to 29 years, while 51% of the citizens older than 60.

Citizens with physical disability and refugees and internally displaced persons believe the most that discrimination is present in Serbia (90% and 74% respectively).

Almost one half of the citizens, 47%, think also that concealed discrimination is present in Serbia (for example, putting people in unequal situation with others because of their personal characteristics by putting in front of them conditions which these persons obviously can't meet). Unemployed citizens (seeking employment) assessed presence of concealed discrimination in higher than average percentage, 58%.

Considerably lower percentage of the citizens (31%) think that there is discrimination in Serbia based on the fact that someone is a member of a family (or close to a family) whose member belongs to some minority group.

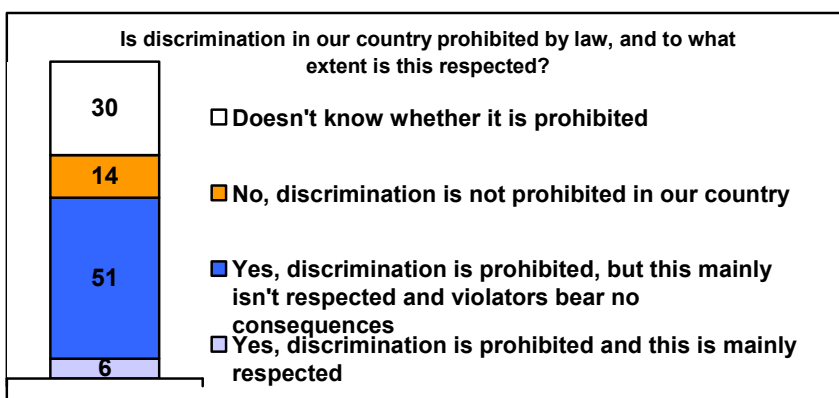
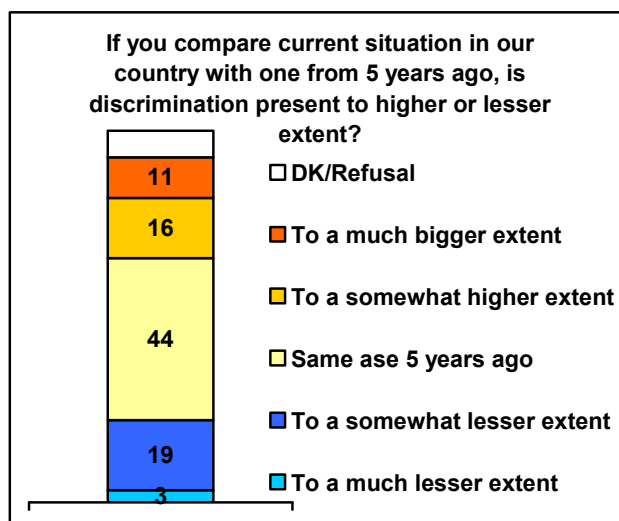


Majority of the citizens believe that both of these forms of discrimination are unjustified, without exception: 72% for case of discrimination because of being a member of family, and 74% for the case of concealed discrimination.

Comparing the current situation with one from 5 years ago, the citizens most frequently think that situation is the same, 46%; 22% of the citizens think that discrimination is currently present to a lesser extent compared to 5 years ago, and 27% think that it is present to a higher extent.

It is striking, however, that as much as 82% of members of Albanian ethnic minority think that today discrimination is present to a lesser extent than 5 years ago, while 50% or Roma believe that discrimination is present to a higher extent today compared to 5 years ago.

Citizens of Belgrade evaluate in higher percentage than citizens from other regions that presence of discrimination decreased compared with the period of 5 years ago (32%). Somewhat bigger optimism in assessment of the current situation compared to 5 years ago, was expressed also by members of the younger generation (15 to 29 years), 31% (in spite that they expressed much more pessimism regarding the presence of discrimination in Serbia compared to population average).



Majority of the citizens think that law in Serbia, although in force, doesn't protect the discriminated persons.

Although more than one half of the citizens (57%) think that discrimination is prohibited by law, just 6% think that this law is respected, while 51% think that this law mainly isn't respected and that violators bear no consequences. The latter attitude is present the most in the group of highly educated citizens, 64%.

b) Which groups are the victims of discrimination

Roma were perceived as the most discriminated group in Serbia, spontaneously mentioned by 50% of the citizens. Among the most discriminated groups, substantial percentage of the citizens mentioned also the persons with physical disability (27%), the poor (26%), women (20%) and elderly people (19%).

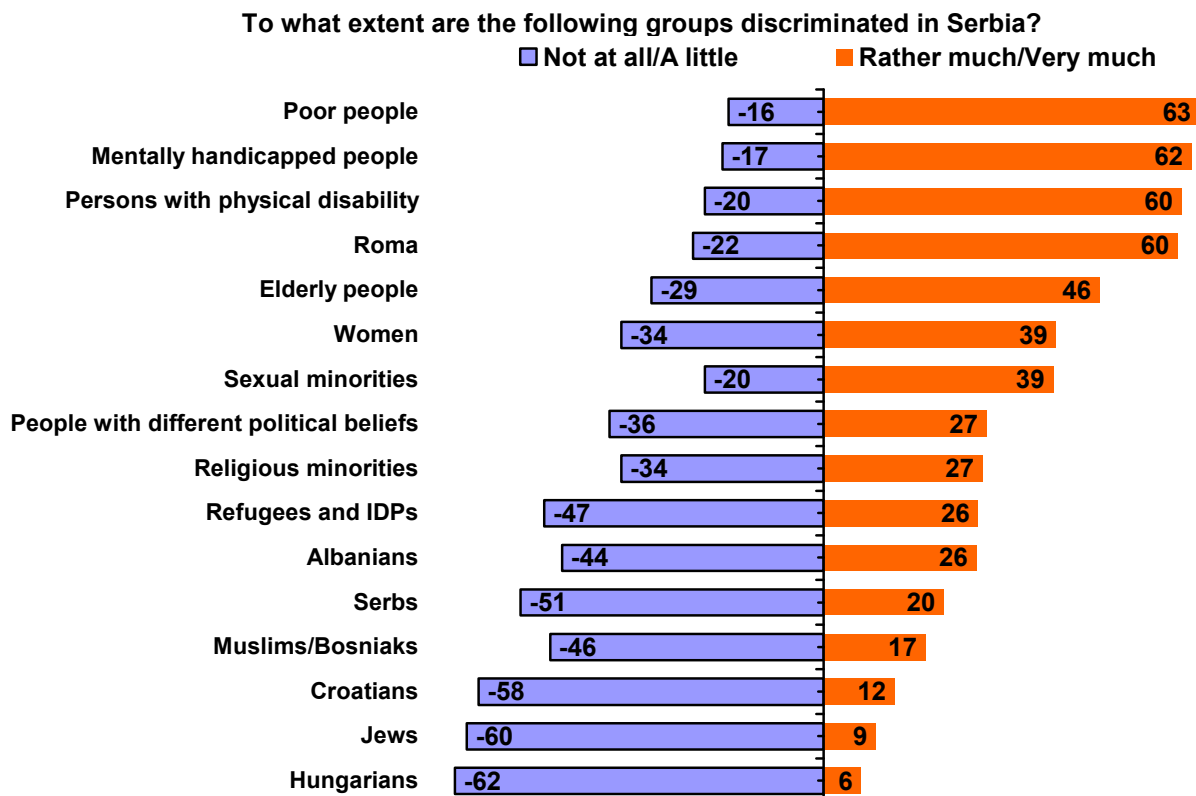
Which groups are the most discriminated in Serbia? Spontaneous answers (multiple response)	%
Roma	50.2
Persons with physical disability	26.9
The poor	26.0
Women	20.3
Elderly people	18.9
Ethnic minorities	9.6
Members of sexual minorities	9.2
Refugees, IDPs	8.9
Albanians	5.0
Religious minorities	5.0
Sick persons	4.9
People with different political beliefs	4.2
Persons with special needs	3.6
Children	3.4
Persons from village	2.8
Serbs	2.7
Workers	2.4
The unemployed	1.6
Muslims/Bosniaks	1.4
Croats	1.4
Uneducated citizens	1.3
Hungarians	1.3
The young	0.7

Citizens of Belgrade and younger generations (15 to 29 years) spontaneously mentioned Roma as the most discriminated group considerably above the population average (65% and 61% respectively).

Members of national minorities mentioned ethnic minorities as the most discriminated group considerably more frequently (23%) than people of Serbian nationality (7%).

Pupils and students spontaneously mentioned sexual minorities (20%), and older citizens (60+ years old) elderly people (29%), in substantially higher percentage than the average.

When evaluating the measure in which the listed groups are discriminated in Serbia, majority of the citizens estimated four groups to suffer from discrimination to a great extent: poor people (63%), mentally handicapped persons (62%), persons with physical disability (60%) and Roma (60%). They are followed by elderly people (46%), women (39), and sexual minorities (39%).



With the exception of Roma, ethnic minorities are at the bottom of the list according to number of citizens who believe that these groups are exposed to discrimination in Serbia. When ethnic groups are concerned, highest percentage of the citizens, 25%, agree that Albanians are exposed to discrimination. On the other hand, it is striking that one out of five citizens, 20%, mention Serbs as a group which is discriminated against rather much or very much.

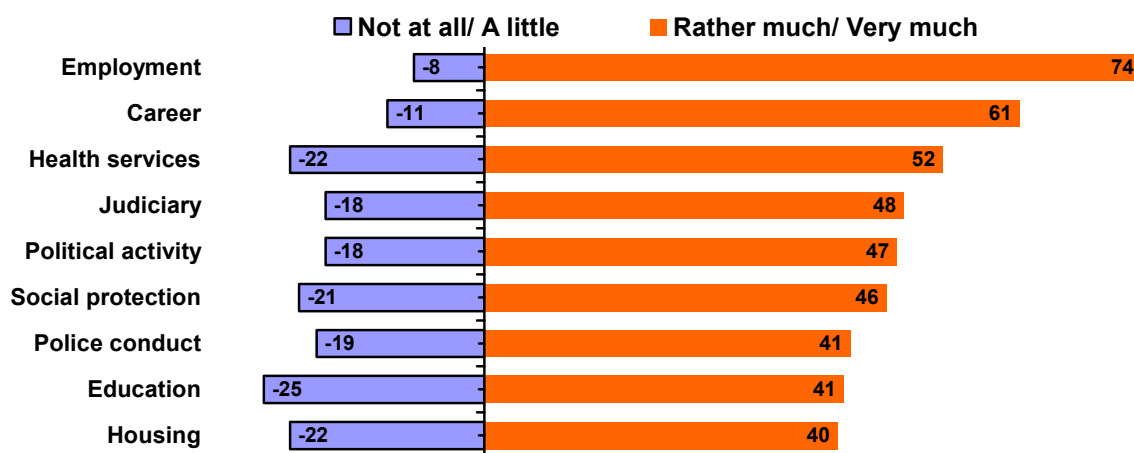
Compared to population average members of minority groups mention in higher percentage their own group as the one which is discriminated to a great extent: considerably higher percentage of female citizens (45%) than male citizens (32%) think that women are discriminated; higher percentage of the citizens aged 60+ believe that elderly people are exposed to discrimination (57%); higher percentage of Albanians (50%) evaluated their ethnic minority as discriminated, and Roma think the same about theirs (76%).

On the average younger generation (15 to 29 years), evaluates majority of the groups as being discriminated more than the population average. This difference is particularly striking in case of discrimination against Roma (78%) and sexual minorities (51%).

c) Areas of discrimination

Employment and career are perceived as the areas in which discrimination is present to the highest extent: 74% of the citizens think that discrimination is present in the area of employment to a great extent, and 61% think that discrimination is present in the area of having chance to make career. Area of health services is on the third place: more than one half of the citizens (52%) think that discrimination is present to a great extent. Substantial percentage of the people (more than 40%) think that discrimination is present in the areas of judiciary (48%), political activity (47%), social protection (46%), police conduct (41%), education (41%), and housing (40%).

To what extent is discrimination present in the following areas?



	Significance of Hi-square statistics of the observed variable and variable from columns						Region		
	Above average		Average	Below average		Belgrade	Central Serbia	Vojvodina	
	0.01	0.05	0.10	0.10	0.05				0.01
N						246	566	296	
Employment						66	77	76	
Professional progress						64	55	68	
Health services						35	53	64	
Judiciary						43	44	59	
Political activity						48	45	49	
Social protection						37	43	57	
Police conduct						43	37	49	
Education						33	39	50	
Housing						47	38	37	

Citizens from various regions assessed differently the extent to which discrimination is present in various fields. On the average, citizens of Vojvodina assessed in higher percentage than citizens from other regions that discrimination is more present in the area of Health services, Judiciary, Social protection, Police conduct and Education. On the other hand, citizens of Belgrade evaluated presence of discrimination in the area of Health services and Social protection in percentage which is considerably below the average.

Citizens disapprove the most discrimination of Roma. Regarding the area of discrimination, citizens disapprove the most discrimination in employment.

The citizens were less like-minded when choice of the group whose discrimination they condemn the most was concerned. They were considerably more like-minded regarding the area of discrimination. Most frequently mentioned groups whose discrimination the citizens condemn the most were Roma (22%), persons with physical disability (16%) and the poor (15%).

<i>Discrimination towards which group do you personally condemn the most?</i> Spontaneous answers	%
Roma	22.0
People with physical disability	15.7
Poor people	14.9
Women	9.3
Elderly people	8.7
People with special needs	4.7
Serbs	3.1
Sexual minorities	3.1
Refugees, IDPs	2.9
People with different political beliefs	2.6
Ethnic minorities	1.8
Workers	1.6
Albanians	1.3

<i>In which area do you personally Condemn discrimination the most?</i> Spontaneous answers	%
Employment	49.3
Health services	14.3
Social protection	8.4
All areas	4.4
Education	4.2
Political activity	4.1
Employment/Professional progress	4.1
Housing	2.7
Judiciary	2.6
Police conduct	1.4

Almost one half of the citizens agree that area in which they condemn discrimination the most is the area of employment (49%).

Prejudices and tolerance

In spite of generally negative attitudes towards discrimination expressed by majority of citizens of Serbia, prejudice towards minority groups, as well as intolerance, is present among substantial number of citizens of Serbia.

Assessment of the success with which the members of the particular groups would be capable to perform different jobs (the job of boss, sanitation worker, president of municipality, car mechanic, Prime Minister of Serbia and teacher), showed that the strongest prejudices are present towards the four groups: Albanians, members of sexual minorities, Roma and Muslims/ Bosniaks (respectively).

With exception of sanitation workers and car mechanics (in case of which women and elderly people were at the bottom of the list), majority of the population thought that members of these four groups are not capable to successfully do the job of their boss, president of municipality, Prime Minister of Serbia, and teacher.

The most obvious prejudices were in the case of evaluating the success with which the members of the groups would perform the job of the Prime minister. In this case, citizens gave the strongest advantage to Serbs over the other ethnic groups.

Albanians were persistently at the bottom of the list: 34% think that Albanians might successfully do the job of their boss, 30% job of president of municipality, 23% job of Prime Minister and 39% job of a teacher. Percentages of citizens who think that Albanians might do these jobs successfully are somewhat lower when opinions of citizens of Serbian nationality are observed.

On the other hand, over 70% of citizens think that Serbs would do all these jobs successfully. The advantage is given to Roma, refugees and IDPs, and Muslims / Bosniaks only for the job of sanitation worker.

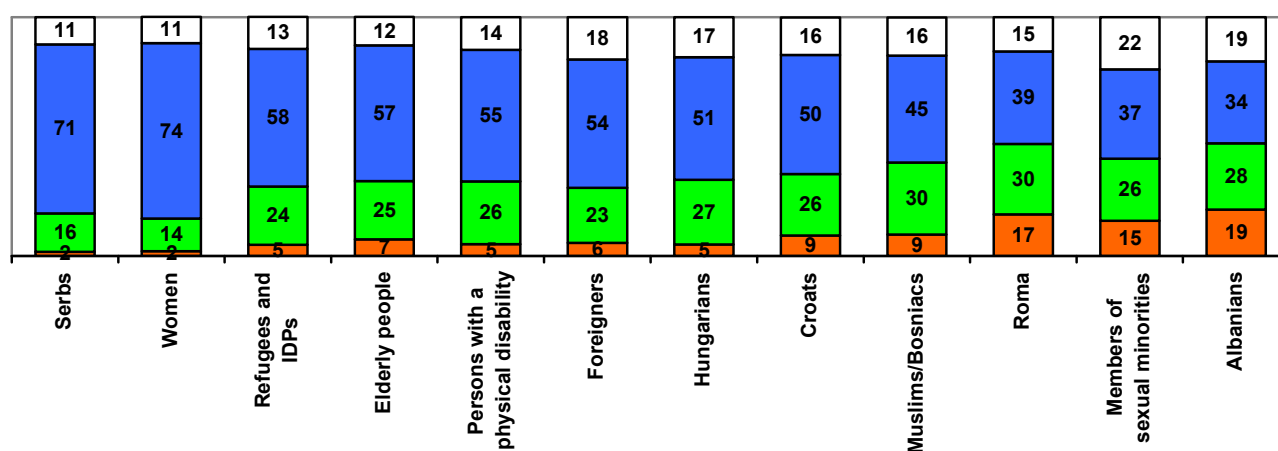
Interesting enough, besides Serbs, women are constantly on the top of the list, except for job of a car mechanic where they are evaluated as the last capable. Women are on the top of the list for a job of boss.

Only half of population think that Hungarians and Croats might successfully do the job of their boss, and only somewhat more than 40% - job of the president of municipality, while this percent drops to 30% in case of the job of Prime Minister of Serbia. On the other hand, more than 70% think that Hungarians and Croats would be successful sanitation workers and car mechanics.

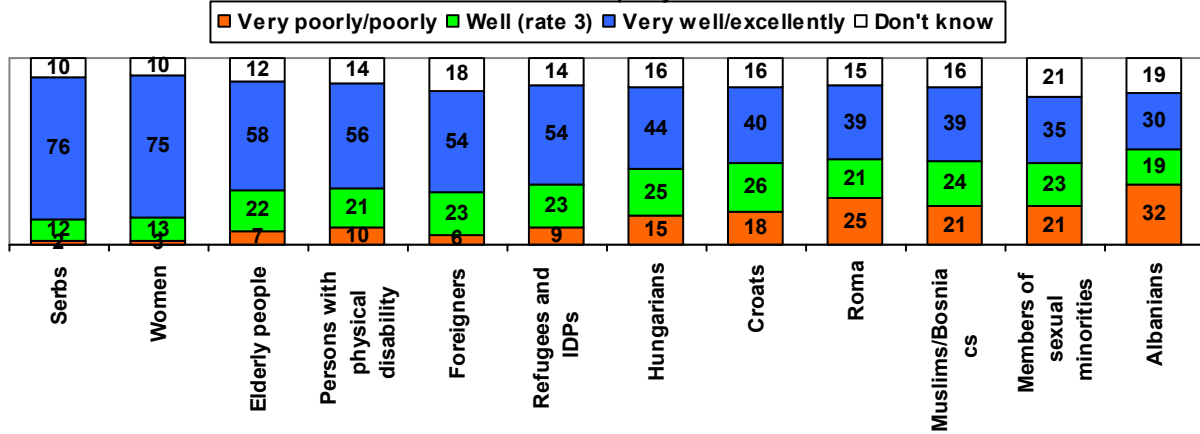
It is very striking that higher percentage of the citizens think that foreigners would be more successful in the role of their boss (54%), than Hungarians (51%), Croats (50%), Muslims/Bosniaks (45%), Roma (39%), members of sexual minorities (37%) and Albanians (34%). Foreigners are also assessed as potentially successful teachers to a higher percent (56%) than Roma (52%), members of sexual minorities (40%) and Albanians (39%).

How well would members of the following groups do the job of your boss?

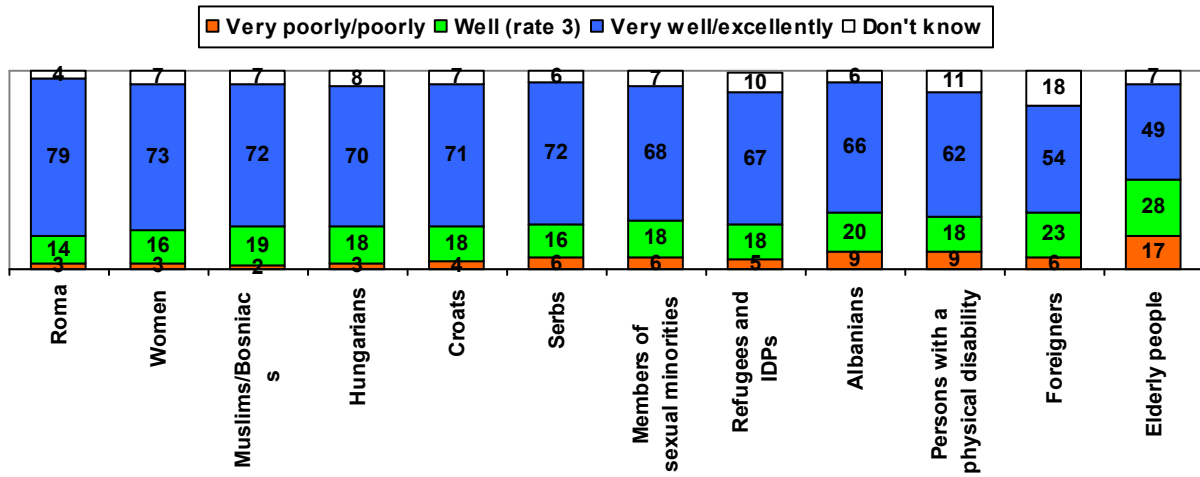
Very poorly/poorly Well (rate 3) Very well/excellently Don't know



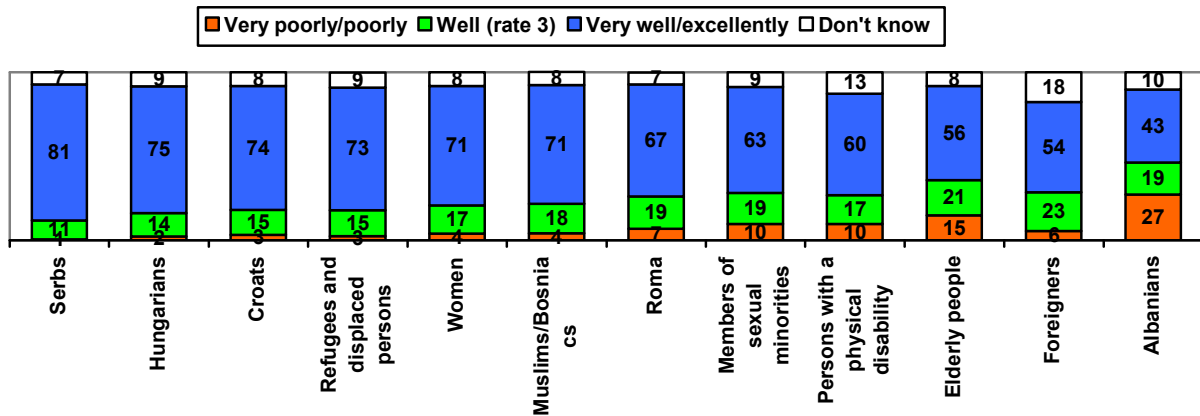
How well would members of the following groups do the job of president of your municipality?



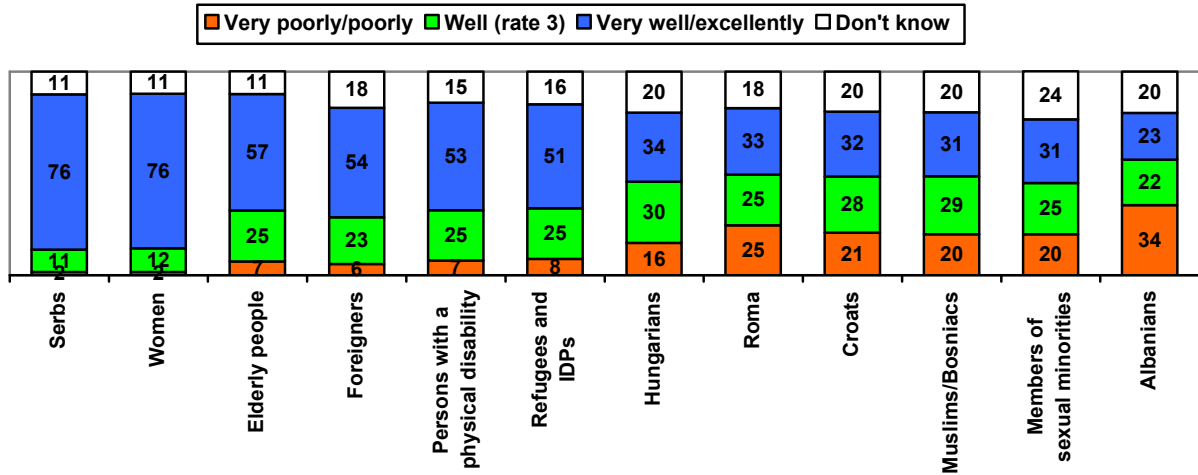
How well would members of the following groups do the job of sanitation worker?



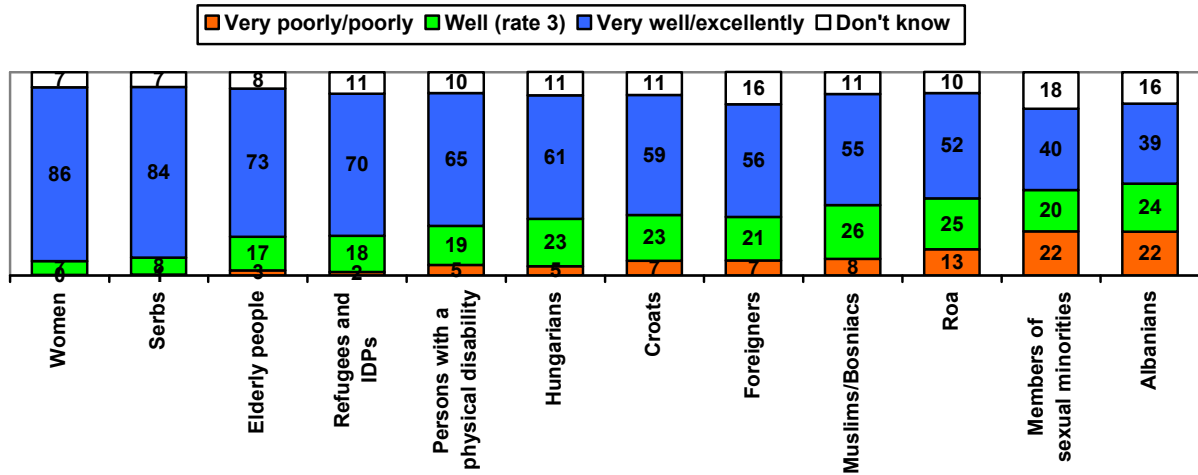
How well would members of the following groups do the job of a car mechanic?



How well would members of the following groups do the job of Prime Minister of Serbia?



How well would members of the following groups do the job of a teacher?



Reasons stated by citizens who thought that members of minority groups would do the bad job of their boss, Prime Minister and teacher, belong to the group of typical prejudices.

The most frequently mentioned reasons in case of Roma were lack of education, incapability, irresponsibility, but also expectation that they wouldn't be accepted and respected in these roles.

In case of Croats, Hungarians, Bosniaks/ Muslims and Albanians, reasons were primarily related to mistrust because of national affiliation and mutual intolerance on national basis. These ethnic minorities were expected to act against the interests of Serbia, and to have a bad influence on children as teachers. Substantial part of this, not very high percentage of citizens after all, expressed just simple opinion that Serbs should be given the advantage.

Reasons in case of persons with physical disability mainly concerned limited abilities of these persons, and in case of sexual minorities – incapability and bad influence because of their sexual orientation.

In case of elderly people, reasons were reduced abilities because of old age and opinion that young people should be given advantage.

The main reasons stated by citizens who thought that members of the given minorities would do the given jobs poorly (grades 1 and 2)

Reasons most frequently mentioned by citizens who thought that the given groups WOULD PERFORM THE JOB OF THEIR BOSS POORLY							
Roma (answers of 17% of citizens)	%	Muslims/Bosniaks (answers of 9% of citizens)		Hungarians (answers of 5% of citizens)	%	Croats (answers of 9% of citizens)	%
Lack of education	41.1	Advantage should be given to Serbs	15.4	Advantage should be given to Serbs	28.0	National intolerance, consequences of war	21.5
Idlers	16.5	They don't like Serbs/Serbia	13.3	Expertise, Education	10.7	Advantage should be given to Serbs	17.9
Bad habits	11.8	I don't like them	13.0	I don't like them	10.0	I don't like them	14.1
Incapable for such work	11.0	Education	10.7	Because of their national affiliation	8.6	They don't like Serbs/Serbia	13.7
Prejudices of others towards them	7.2	Religious affiliation	10.3	Language	6.6	Nationality	4.6
Irresponsible	6.6	Incapable for such work	9.4			Different religion, culture, language	3.4
I don't like them	5.4	They would work against state interests	8.7			Incapable for such work	2.7
Disrespect by workers	5.9	National intolerance, consequences of war	7.0				
Elderly people (answers of 7% of citizens)	%	Persons with disability (answers of 5% of citizens)	%	Members of sexual minorities (answers of 15% of citizens)	%	Albanians (answers of 19% of citizens)	%
Because of old age/reduced capability	65.2	Because of limited capabilities	54.4	I don't like them	20.9	I don't like them	17.1
Outdated knowledge/old fashioned	16.9	Hard/extensive work	3.9	Incapable for such work	17.4	They don't like Serbs/Serbia	14.6
The young should be given jobs	10.7	Inferiority complex because of unpleasant appearance	3.4	Sick/ queer	16.0	National intolerance	11.5
Women (answers of 2% of citizens)		Refugees and IDPs (answers of 5% of citizens)		Because of their orientation	14.0	I don't trust them	9.6
Incapable for such work	37.2	Are not our citizens / advantage to our citizens	18.5	Others disrespect/don't understand them	13.2	Uneducated citizens	8.8
I don't like to receive orders from women	20.7	Incapable for such work	16.0	They give a bad example to others	4.2	Advantage should be given to Serbs	7.4
Foreigners (answers of 6% of population)	%	Bad experience	15.3			Nationality	6.8
Advantage should be given to Serbs	26.9	Traumas because of refugee status	9.0			Because of political situation in the country	6.2
Foreigners	14.0	They are choosy about jobs	8.9			Incapable for such work	5.6
Because of language barriers	14.0	I don't like them	8.4			Because of Kosovo	5.3
They do not know mentality/country	9.7					They worked against the interests of the country	3.7

Reasons most frequently mentioned by citizens who thought that the given groups WOULD PERFORM THE JOB OF A PRIME MINISTER POORLY							
Roma (answers of 25% of citizens)	%	Muslims/Bosniaks (answers of 20% of citizens)		Hungarians (answers of 16% of citizens)	%	Croats (answers of 21% of citizens)	%
Lack of education	39.1	Advantage should be given to Serbs	36.2	Advantage should be given to Serbs	48.6	Advantage should be given to Serbs	38.9
Incapable for such work	21.0	They worked against the interests of the country	15.0	They worked against the interests of the country	16.4	National intolerance, consequences of war	14.2
Advantage should be given to Serbs	16.5	Mistrust	8.3	I don't like them/I don't support that	10.3	I don't like them/I don't support that	11.6
Bad habits/Conduct	13.7	I don't like them/I don't support that	8.0	They would propagate their religion and culture	4.3	Incapable for such work	8.7
Irresponsible	7.4	Different culture/language/customs	5.9	Because of their national affiliation	4.1	They don't like Serbs/Serbia	8.2
I don't like them	4.0	They don't like Serbs/Serbia	5.4	Expertise, Education	3.9	They worked against the interests of the country	5.2
Wouldn't be respected on that position	2.6	Nationality	4.4	Language	2.2	Nationality	3.9
		Education	4.2				
		Religious affiliation/they would propagate their religion	3.7				
		National intolerance, consequences of war	3.4				
Elderly people (answers of 7% of citizens)	%	Persons with disability (answers of 7% of citizens)	%	Members of sexual minorities (answers of 15% of citizens)	%	Albanians (answers of 34% of citizens)	%
Because of old age/reduced capability	50.0	Because of limited capabilities	45.4	Incapable for such work	26.2	Advantage should be given to Serbs	26.0
The young should be given jobs	27.0	Hard/extensive work	21.8	I don't like them	16.9	They don't like Serbs/Serbia	10.2
				Sick/ queer	16.8	They worked against the interests of the country	9.6
Women (answers of 1% of citizens)		Refugees and IDPs (answers of 5% of citizens)		Because of their orientation	13.5	National intolerance	9.4
Incapable for such work	57.3	Are not our citizens / advantage to our citizens	28.8	They give a bad example to others	11.7	Because of political situation in the country	8.4
		Are not interested in Serbia	11.8			I don't like them/I don't support that	8.2
		I don't like them	10.9			Incapable for such work	7.5
						Because of Kosovo	6.9
						I don't trust them	5.0
						Uneducated citizens	4.8
						Nationality	4.5

Reasons most frequently mentioned by citizens who thought that the given groups WOULD PERFORM THE JOB OF A TEACHER POORLY							
Roma (answers of 13% of citizens)	%	Muslims/Bosniaks (answers of 8% of citizens)		Hungarians (answers of 5% of citizens)	%	Croats (answers of 5% of citizens)	%
Lack of education	53.8	Bad influence on our children	15.7	Advantage should be given to Serbs	18.4	Advantage should be given to Serbs	18.7
Children wouldn't accept him/ listen to him	10.5	Different culture/language/customs	12.0	I don't like them	17.8	I don't like them	10.9
Bad habits/Conduct	9.8	Advantage should be given to Serbs	9.7	Because of national affiliation	11.7	Incapable for such work	6.4
Incapable for such work	9.3	I don't like them	8.9			National intolerance, consequences of war	6.0
Advantage should be given to Serbs	3.8						
I don't like them	3.5						
Elderly people (answers of 3% of citizens)	%	Persons with disability (answers of 5% of citizens)	%	Members of sexual minorities (answers of 22% of citizens)	%	Albanians (answers of 22% of citizens)	%
Because of old age/reduced capability	34.1	Because of limited capabilities	23.9	Bad influence on children, on their sexual orientation	26.4	National intolerance	13.0
The young should be given jobs	24.5	Ridicule, underestimation by children	17.1	Because of their orientation	14.8	They don't know the language	11.7
				I don't like them	13.0	They would teach children wrongly/ bad influence	9.6
Foreigners (answers of 11% of citizens)	%	Refugees and IDPs (answers of 2% of citizens)		They give a bad example	12.5	I don't trust them	6.1
Because of language barriers	36.8	Are not our citizens / advantage to our citizens	21.8	Incapable for such work	9.0	Uneducated citizens	6.1
Incapable for such work	12.5			Sick/ queer	8.7	They don't like Serbs/Serbia	6.0
They do not know mentality/country/culture	11.4					Advantage should be given to Serbs	6.0
Advantage should be given to Serbs	11.3					Nationality	5.7
						No knowledge about our history and culture	5.6
						They don't fit here, they don't accept us	5.2

In terms of tolerance, expressed through readiness to accept different groups as neighbors, children’s friends and spouses of family members, the least tolerance was expressed towards HIV positive persons, sexual minorities and Albanians. Towards other groups, even in case of marriage, more than a half of citizens, at least declaratively, expressed accepting. However, very striking is the substantial percentage of citizens who are not ready to accept Roma (46%), Muslims / Bosniaks (40%) and Croats (31%) as spouses of their family members.

Would you have anything against marriage between a member of the following groups and a member of your close family?

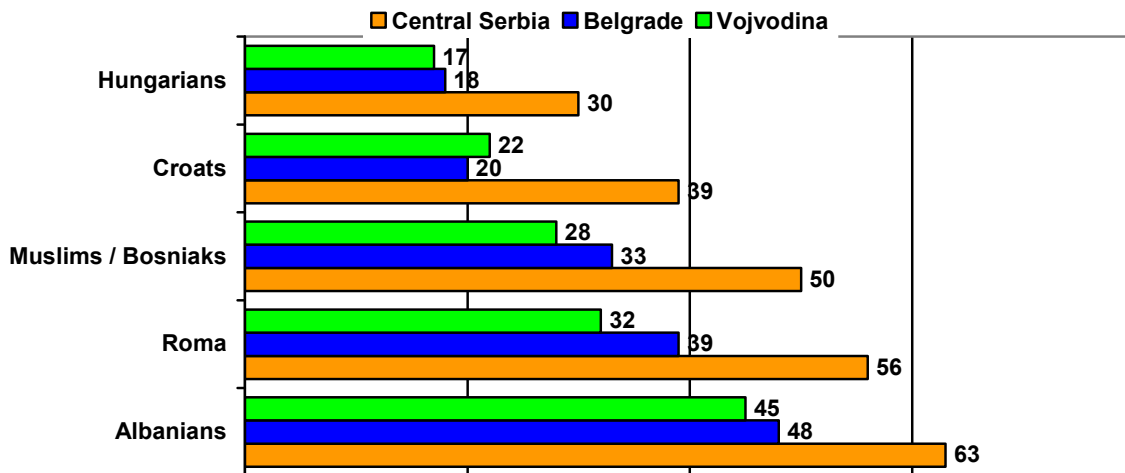
Members of the mentioned group don’t answer

% of YES answers	Your neighbor	Your children’s friend	Marriage with member of close family
HIV positive persons	28	50	78
Sexual minorities	21	42	69
Albanians	26	31	55
Roma	11	14	46
Muslims/Bosniaks	10	12	40
Croats	10	10	31
Hungarians	5	6	24
Persons with disability	3	4	29
Serbs	4	6	17
Refugees and IDPs	4	5	11

Ethnic minorities expressed lesser distance towards Serbs, than vice a versa.

On average, ethnic distance (distance towards ethnic minorities), measured by accepting marriage with member of another nationality, is most widespread in Central Serbia, and the least present in Vojvodina.

Would you have anything against marriage between a member of the following groups and a member of your close family?



Finally, relatively low percentage of citizens was able to name a person in Serbia who they considered successful, and at the same time a member of minority group: Roma, Muslims / Bosniaks, Hungarians, Croats, persons with a physical disability, sexual minorities or Albanians.

Do you know a person, member of any of the following groups in Serbia, whom you consider extremely successful?	%
Roma	29.0
Muslims/Bosniaks	26.9
Hungarians	10.7
Persons with disability	8.2
Croats	7.6
Albanians	4.9
Sexual minorities	2.8

The highest percentage of citizens knew about successful Roma (29%) and successful Muslims / Bosniaks (27%). Significantly less people could name Hungarians (11%), 8% persons with disability and Croats, 5% Albanians, only 3% persons who belong to sexual minorities.

Compared with population average, citizens of Belgrade and highly educated people were able to name a successful person from the mentioned minority groups to a greater extent.

Occupations of successful Roma (answers of 29% of citizens who were able to mention a successful Roma) – the most frequent answers	%
Singer	64.8
Musician	7.4
Pop artist	1.6
Politician	7.0
Journalist	1.5
Member of Parliament	1.4
President	1.3
Writer	1.3
Merchant	1.1
Owner of private business/entrepreneur/industrialist	1.0
Doctor	1.0

Occupations of successful Muslims / Bosniaks (answers of 27% of citizens who were able to mention a successful Muslim/ Bosniak) – the most frequent answers	%
Politician	41.7
Minister	31.7
Member of Parliament	0.7
Singer	9.4
Film director	1.6
Actor/actress	1.6
Athlete	1.2
Pupil/student	1.0

Occupations of successful Hungarians (answers of 11% of citizens who were able to mention a successful Hungarian) – the most frequent answers	%
Politician	39.7
Member of Parliament	4.7
Minister	1.0
Mayor/ President of municipality	1.0
Writer	9.1
Athlete	8.7
Musician	4.5
Actor/actress	3.4
Director/Manager	3.3
Craftsman (baker, butcher ...)	2.4
Journalist	1.5
Academician	1.4
Owner of private business/entrepreneur/industrialist	1.3
Professor, doctor	2.0

Occupations of successful Croats (answers of 7% of citizens who were able to mention a successful Croat) – the most frequent answers	%
Singer	24.5
Actor/actress	14.9
Musician	2.1
Pop artist	0.6
Politician	16.6
Governor	1.0
Member of Parliament	0.8
Ambassador / diplomat	0.7
Minister	1.2
President	12.4
Professor	3.5
Athlete	3.3
Jurist	1.3

Occupations of successful persons with invalidity (answers of 8% of citizens who were able to mention a successful person with invalidity) – the most frequent answers	%
Singer	49.0
Pop artist	5.0
Journalist	11.0
Athlete	4.6
Politician	4.2
Medical worker/physiotherapist	3.6
President	2.8
Architect	2.6
Jurist	1.8
Artist/painter/sculptor	1.5

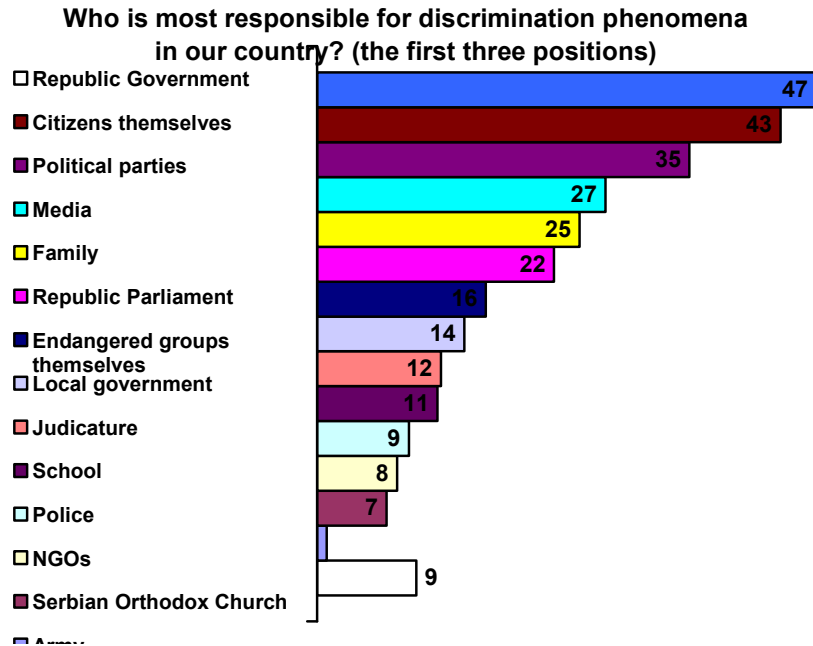
Occupations of successful persons who belong to the groups of sexual minorities (answers of 3% of citizens who were able to mention a successful person from the group of sexual minorities) – the most frequent answers	%
Singer	21.2
Fashion designer	15.9
Pop artist	9.0
Politician	6.6
Film director	4.0
Pupil/student	3.8
Writer	3.2
Choreographer	2.7
Dramaturge	2.6
Journalist	2.4
Athlete	2.4
Designer	2.4
Fashion model	2.0

Occupations of successful Albanians (answers of 5% of citizens who were able to mention a successful Albanian) – the most frequent answers	%
Politician	26.9
Member of Parliament	5.9
Mayor/ President of municipality	5.5
Athlete	8.2
Actor/actress	8.0
President	5.8
Craftsman (baker, butcher ...)	3.8
Owner of private business/entrepreneur/industrialist	3.3

The most famous successful Roma, as well as persons with disability, belong to the world of show business, the most famous successful Muslims/Bosniaks, Hungarians and Albanians are in the world of politics; Croats are in the sphere of show business, acting and politics, and members of sexual minorities belong to various art spheres.

Responsibility and role of institutions

Republic Government, and citizens themselves are perceived as most responsible for discrimination in Serbia. Significant percent of the citizens put responsible on political parties (35%), media (27%), family (25%) and Parliament of the Republic (22%).

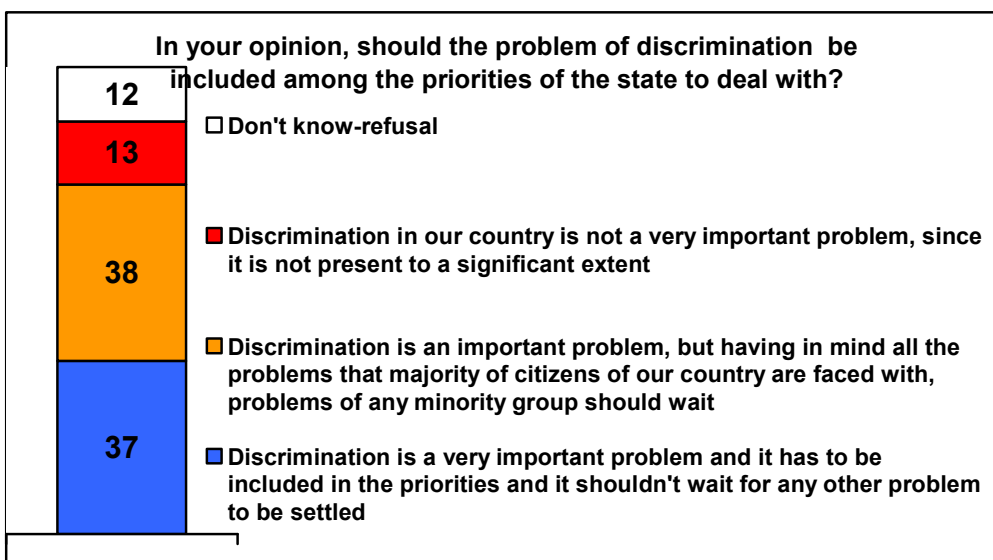


It is very striking that citizens ascribe responsibility to themselves and to the Republic Government almost in the same percent.

Only somewhat more than every tenth citizen ascribes responsibility to school, and 16% to endangered groups themselves.

Only 7% ascribe responsibility to the Serbian Orthodox Church.

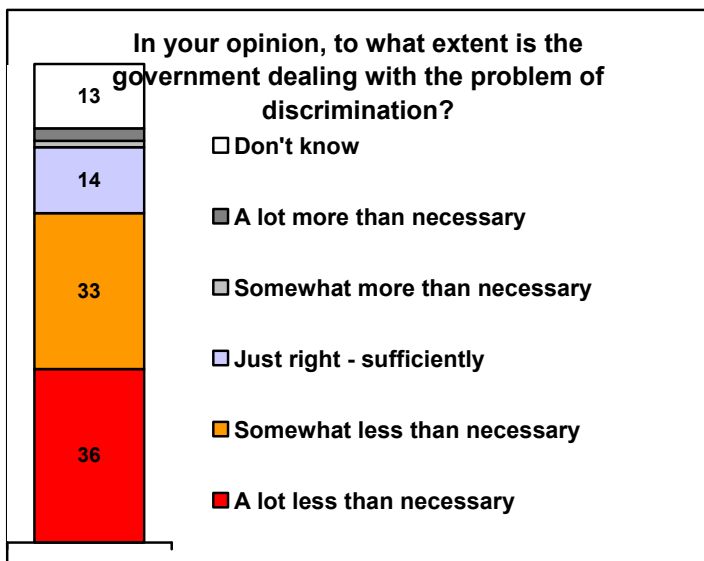
In spite of negative attitudes towards discrimination stated by majority of the citizens, only somewhat more than one third, 37%, think that the problem of discrimination should be included among the priorities for the state to deal with.



38% think that problems that citizens are faced with at the moment should have advantage, and that problem of discrimination, regardless of how important it may be, should wait, while 13% think that this is not a very significant problem for Serbia, since discrimination, in their opinion, is not present to a great extent.

It is interesting that opinions of national minorities were not different from the opinion of the majority of the population.

On the other hand, although less than 40% of the citizens think that dealing with the problem of discrimination should be among government's priorities, majority of citizens, 69%, stated their opinion that the government is not dealing with this problem to a sufficient extent.

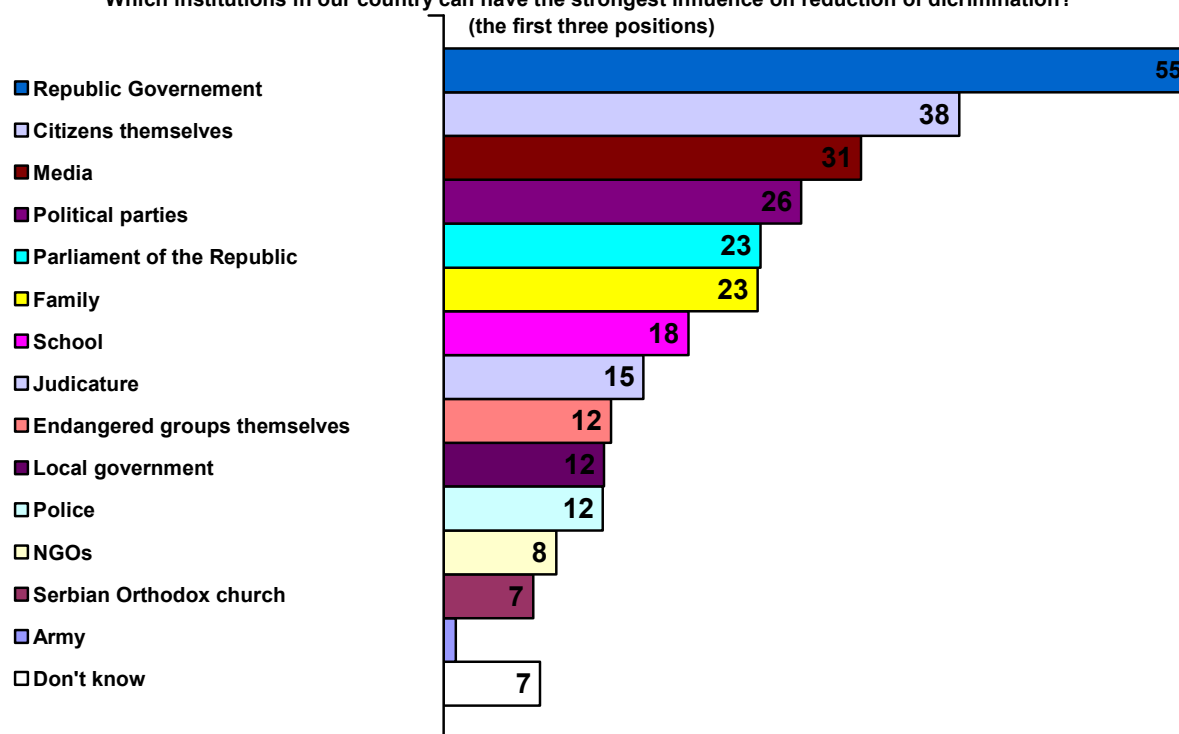


Opinion that the government/state is not dealing with the problem of discrimination to a sufficient extent was most widespread among unemployed citizens (84%), and citizens with university education (76%).

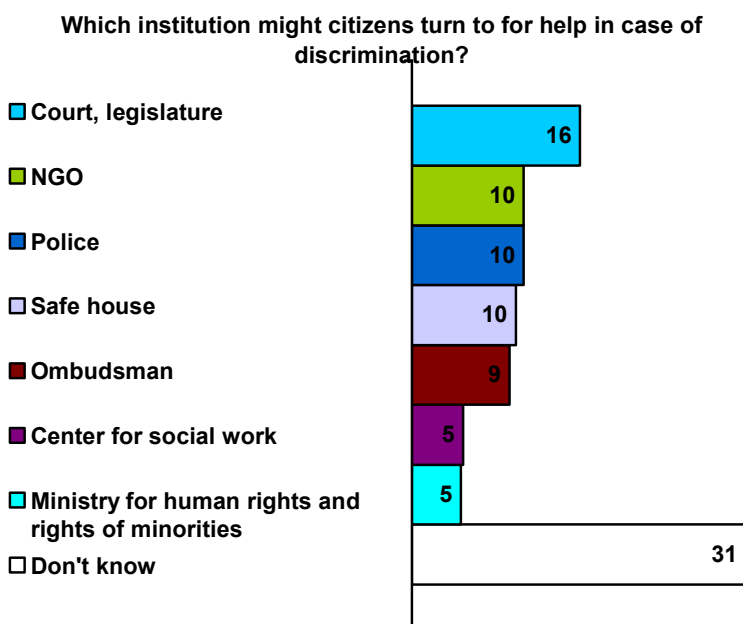
Regarding identification of institutions that might have the strongest influence on reduction of discrimination phenomena, order of institutions mainly matches the order of assessed level of responsibility for presence of discrimination. However, percentage of citizens, who think that the Republic Government has the power to influence change of situation is somewhat higher (55%), than the percentage of citizens who assign responsibility for the current situation to it (47%). The evaluation of citizens role is the opposite: percentage of respondents who

assigned responsibility for the current situation to citizens is higher (43%) than the percentage of those who think that citizens can influence reduction of discrimination (41%).

Which institutions in our country can have the strongest influence on reduction of discrimination? (the first three positions)



Finally, 27% of citizens think that an institution that protects equality of all citizens exists in Serbia, i.e. institution citizens can turn to for help in case of discrimination; 33% think that such institution doesn't exist, and 40% don't know whether it exists or not.



Almost one third out of the 27% of the citizens who think that institution that protects equality of the citizens exists in Serbia, were not able to name this institution. Institutions most often mentioned as such were court, NGO, police, safe house and ombudsman.

Personal experiences

Somewhat more than every fifth citizen (22%) said that he/she was exposed to discrimination. It is important to say that such statements don't necessarily have to be a reflection of objective situation, for at least two reasons: neither statements of those who said that they were discriminated necessarily match the reality, nor it might be expected that all who experienced discrimination wanted to say that in this interview.

Personal characteristics mentioned most frequently as the reason for being discriminated were: nationality, 15%, female gender, 11% and age, 10%; smaller percentage mentioned poverty, disability, expressing personal opinion, and political affiliation and unemployment.

Most frequently mentioned situations citizens felt to be discriminated were related to work: workplace (21%), attempt to get employed (18%), losing job (5%). Significant percentage also stated situations from everyday life: in a restaurant, cafe, shop, at a window, public transport (18%).

Personal characteristics mentioned as the reason for being discriminated by persons who said they had experience with discrimination (22% of population)	%
Nationality	15.6
Woman	11.0
Age	9.8
Poverty, lack of money	6.0
Disability, disease	5.6
Expressing personal opinion, personal belief	5.6
Political affiliation	5.4
Unemployment/ impossibility to get a job	5.3
No connections, influence, support	4.9
Lives in the country	3.8
Refugee/ displaced person	3.7
Roma	3.5
Religious affiliation	3.4

Circumstances in which persons who said they had experience with discrimination, thought they were discriminated (22% of population)	%
Workplace	21.1
Attempt to get employed/ looking for a job	17.6
Everyday life, company	14.1
Healthcare facility	11.4
School (faculty, pre-school)	6.5
Being fired, without work	4.6
Exercising of rights (pension, social security...)	4.1
In the police, conflict with the police	2.2
In time of elections, changes, conflict with authorities	2.0
In a restaurant, cafe, public transport, shop	2.0
Waiting in line, in front of a window, with an official	1.6

Only 16% of those who said they were discriminated also said that they turned to some institution for help. The most frequently mentioned institutions that those persons turned to were: president of municipality (25%), Ministry of health (13%) and head of the company (12%).

The most frequently mentioned reasons for not turning to anyone when they considered that they experienced discrimination were lack of trust that it would have any effect (35%), absence of information who to turn to (19%) and opinion that institution they might turn to didn't exist in Serbia (15%).

Citizens who said that they had no experience with discrimination (78%), thought they would turn to some official institution in such a situation to a much higher percentage (83%) than those who said they were exposed to discrimination (16%).

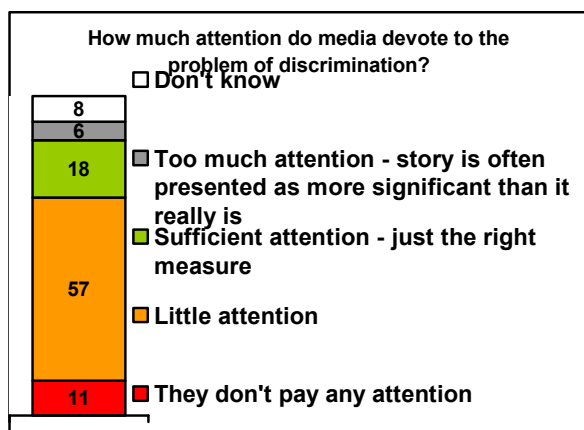
In the assumed discriminating situation, citizens would most frequently turn to the police (27%), ombudsman (10%) and court (7%), and 22% didn't know who to turn to. Citizens who wouldn't turn to anyone (16%) usually mentioned mistrust as the reason for that (59%).

In case you or someone close to you were exposed to discrimination, which official institution would you turn to first? (answers of 78% of citizens who said that they were not exposed to discrimination)	
Police	27.0
Protector of citizens (ombudsman)	10.4
Court	7.3
Local government	5.8
Authorized mediator for peaceful settlement of disputes	5.6
NGO	4.3
Someone else	1.0
Doesn't know who	22.3
No one	16.4

Why wouldn't you turn to anyone? (Answers of citizens who said that they had no experience with discrimination, but who said that they wouldn't turn to any official institution in such a situation; 16% of the described part of population, i.e. 13% of total population)	
I have no trust	59.1
There is no such institution in my place of residence	19.8
Procedures are too complicated	17.5
I'm scared	15.7
I'm ashamed	13.6
I have no proof	13.0

Getting informed

Majority of the citizens think that the public is not sufficiently informed about the problem of discrimination, either if the source of information are the media or the responsible state institutions. On the other hand, however, less than one third of the citizens expressed their interest in being better informed.

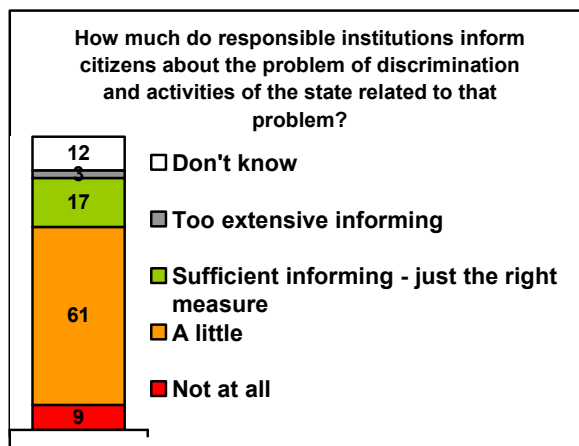


unemployed citizens (83%).

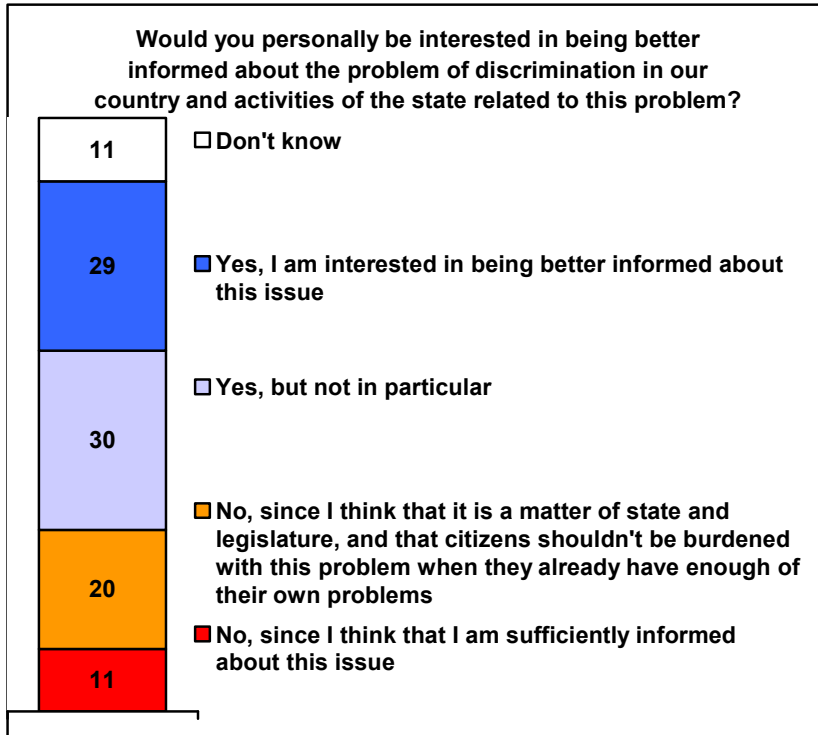
Majority of citizens, 70%, also think that responsible institutions do not inform citizens to an adequate extent, both about the problems of discrimination and activities of the state related to these problems.

Majority of citizens, 68%, think that the media don't devote enough attention to the problem of discrimination.

Too little attention devoted by the media to the problem of discrimination is, significantly more than population average, opinion of younger generations - 15 to 29 years old people (76%), citizens of Vojvodina (79%) and



It is noticeable that, in spite of assessment that the public is not sufficiently informed about the problems of discrimination, less than one third of citizens (29%) expressed serious interest in being better informed about the problems of discrimination and activities of the state related to these problems.



Another 30% of citizens said that they would like to be better informed, but that they also had no special interest in this issue. Every fifth citizen (20%) expressed no desire to be better informed about this issue, since it is a matter of state and legislature, and citizens shouldn't be burdened with it.

Significantly more interest than population average is shown only by Albanians and Roma.

Relatively mild interest of citizens in being better informed about the problems of discrimination is in accordance with relatively low percentage of citizens who think that discrimination should be included in priorities to be dealt with, compared with percentage of citizens who generally expressed negative attitudes towards discrimination.

The citizens are aware of the presence of discrimination, and they have a negative attitude towards this phenomenon. However, faced with abundance of problems at this moment, interest in the problem of discrimination remains in the background, despite the fact that its importance is recognized.