

and access to justice from a public perspective

Special report



FACING THE PAST AND ACCESS TO JUSTICE FROM A PUBLIC PERSPECTIVE SPECIAL REPORT

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United Nations Development Programme in BiH (UNDP BiH)

FACING THE PAST AND ACCESS TO JUSTICE FROM A PUBLIC PERSPECTIVE SPECIAL REPORT

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The opinions stated in this Report are the opinions of the authors and as such do not reflect the official positions of the United Nations Development Programme (UNDP)

FOREWORD

In the past period, in cooperation with its partners, UNDP BiH set out to implement, with a particular attention, the task of assessing the needs of the society in the area of transitional justice and access to justice. More specifically, a platform was created, within which the government institutions and civil society were able to discuss together the events that occurred during the war between 1992 and 1995. The goal of this initiative was to increase accessibility to institutions and services they offer, and also to make a systematic approach to addressing the still pending issues relating to access to justice for victims of the war.

Following successful consultations about transitional justice, which UNDP BiH supported in June 2008, the BiH authorities decided to commit themselves to developing a national Transitional Justice Strategy as one of the sub-strategies of the Justice Sector Reform Strategy. Also, it is important to mention that the efforts directed to strengthening the overall access to justice in BiH include institutional capacity building, raising of legal awareness and the provision of free legal aid. This two-sided approach to transitional justice and access to justice makes it possible for these two processes to function in parallel with the aim to restore confidence in BiH institutions, especially the confidence of individuals and groups seriously affected by the war.

At the outset of the development of the Strategy, UNDP made a report on the survey in order to contribute to this important process. The indicators used in this survey will be monitored and measured also at the end of the process, not only to show the progress made but also to define following activities to be taken in the same area.

The survey shows interesting results, especially those regarding the strategy development. The initiative to develop the overall plan which would include the issues related to facing the past, i.e. the strategy for transitional justice, in which the authorities and civil society would be equally included, was supported by the vast majority of those polled. This result is closely related to the reality in which we live – which was also confirmed by the survey results – which is that most people in BiH continue to believe that the events from the war are extremely important and are willing to deepen the discussion about that issue. Also, the survey confirms the general opinion that victims of the war are neglected by the society and that there is little understanding for them. Finally, the survey shows that there is a general lack of confidence in the BiH judiciary and also that the majority of respondents, regardless of the entity they come from, support the establishment of the BiH Supreme Court.

This survey should provide support to the processes which have already commenced in the society, as it represents the source of information on opinions of broader public in BiH. The process of developing a National Transitional Justice Strategy requires an inclusive approach and concrete answers to many still unanswered questions in BiH. UNDP remains committed to providing support to this important albeit sensitive initiative, relying on the global experience of the United Nations in the matter.

Yuri Afanasiev
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UNDP SPECIAL REPORT

Facing the Past and Access to Justice from a Public Perspective

EXECUTIVE SUMMARY

The Report Facing the Past and Access to Justice from a Public Perspective represents a comprehensive analysis of the findings of the public opinion poll conducted throughout Bosnia and Herzegovina in January and February 2010. The Report itself sets the indicators that allow conclusions to be drawn on the views of the public on facing the past, transitional justice me chanisms, the level of confidence in judicial institutions, as well as on the legal culture of BiH citizens.

1. Facing the Past

The strongest message of the public survey is that the recent war continues to represent an inseparable part of the present for most citizens of Bosnia and Herzegovina (BIH). The burden of the past most often arises from an imprecise and incomplete knowledge about the past, since the majority of the respondents consider that it is still necessary to shed light on all the facts of the 1992-1995 war, which remain vague ever since the war ended. Various, often conflicting interpretations of the same events from the war put an additional burden on citizens, which is another reason why the vast majority expressed a strong will to discuss those events. However, no initiatives have yet been taken in this regard, especially when it comes to a dialogue with other ethnic groups. In this regard, extremely important are expectations of citizens towards the BiH authorities "to devise a concrete plan for issues related to facing the past and search for the truth about the events of the war" in cooperation with other segments of society which play an active role in the process of raising

awareness and increasing knowledge about the crimes committed during the war, such as non-governmental organizations (NGOs) or the academic community. The respondents also stressed that determining the truth about the past should be a second most important priority of that plan, immediately after the victims of the crimes receive justice through the judicial process and a dialogue is established among different communities.

It is important to emphasize that the respondents gave an important place in the context of facing the past and access to justice to the role played by NGOs, although generally, they are not sufficiently informed about their activities. Their opinion about NGOs is often very positive, although often abstract. They believe, for example, that the BiH authorities should maintain cooperation with NGOs in developing a concrete plan for facing the past issues. In this regard, citizens would seek legal assistance first from NGOs and only then from bar associations or legal aid centres created under the entity law in Republika Srpska (RS) and the relevant legislation which is in force in some Cantons of the FBIH. Respondents are of the opinion that local NGOs are able to conduct the process of restoring confidence. At the same time, the real knowledge about potential, concrete programs and achievements of NGOs ¹ is incomplete, which is probably the reason why citizens do not often utilize that possibility.

¹ For example, respondents do not have the information on the NGO activities on collecting documents, accounts and testimonies about the past war in BIH, although civil society has devoted much of their activities precisely to establishing the facts about the crimes committed during the war.

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The position of victims, as well as the way in which the government institutions and the society as a whole treat the victims, represent the foundation for the transitional justice process. The survey shows a prevailing public opinion that the level and scope of attention and support which the government institutions and the society as a whole have been giving to victims are insufficient and uncoordinated. Hence, the solidarity which the public expressed towards the right of the victims to seek compensation for their losses and sufferings resulting from the war is understandable.

A relatively small number of respondents are of the opinion that it would be necessary to seek symbolic victim satisfaction models instead of compensations such as a public apology. Possible such model could be memorials, which also serve the purpose of telling the truth about the war crimes. The respondents who have said that the events of the war are important for them to the extent that they will never forget them consider more often than others that the memorials constructed so far are useful for the process of facing the past, that their construction should be regulated at the state level, and that it is important to erect a single war monument in BIH. The same category of the respondents also believes that victims of the war, as a group, have been abandoned by almost all segments of the society, and that the society shows very little understanding and respect for them.

2. Access to Justice

The lack of confidence in the judiciary in BiH is a common determinant that permeates throughout this report. Although it can be argued that the lack of confidence expressed by the respondents resulted from their indirect perception and not from actual individual experience on the work of the courts and prosecutors' offices, it should be taken seriously as aggravating circumstances in the transitional justice procedures. As concluded in the course of the survey, insufficient or superficial knowledge and the lack of expressed interest in the information on the judiciary in general,indicate the underdeveloped legal culture and the lack of citizens' awareness on legal remedies and guarantees available for the protection of individual rights.

Despite the insufficient level of a general legal culture, citizens have demonstrated a relatively strong sense of the responsible actions by the authorities, primarily by the police and judicial authorities, in the matters related to delicate cases of sexual violence and domestic violence. In this regard, the vast majority of the respondents give importance to gender equality of employees of those authorities, and their adequate competences for professional discharge of their duties.

The possibility of using different forms of free legal aid envisaged by the legislation is particularly interesting for citizens. Both relatively high costs of judicial proceedings and a generally difficult financial situation of citizens explain this interest. The confidence that citizens expressed towards NGOs as their legal representatives in court proceedings is rather conspicuous. This task represents a challenge for NGOs and encouragement for the bar associations to engage in the civil society's free legal aid programs. Regarding legal regulations of this matter, the public expects the legislation to ensure to citizens the right to a certain minimum of legal aid, based on the principle of equality for all

II INTRODUCTION

The Ministry of Justice and the Ministry of Human Rights and Refugees of the BiH Council of Ministers, in cooperation with the United Nations Development Programme in BIH (UNDP BIH) are in the process of implementing the project "Access to Justice: Facing the Past and Building Confidence for the Future". Its goal is to take stock of the situation in the field of access to justice and to assess the potential of transitional justice in the process of facing the past, in support of the development of a sustainable BiH Transitional Justice Strategy, the implementation of which would make a crucial contribution to restoring confidence among BiH citizens and a stable coexistence in the future.

This initiative builds on the previous project which focused on support to domestic capacities in the process of transitional justice in BIH, which was implemented by the Ministry of Justice and the Ministry of Human Rights and Refugees in the Council of Ministers of BIH jointly with UNDP BIH in the period 2007-2009.

The Report "Facing the Past and Access to Justice from a Public Perspective" represents a comprehensive analysis of the findings of the public survey conducted throughout BiH in the course of January and February 2010, by the PrismResearch agency from Sarajevo. One of the initial findings of the survey and the report was determining the level of knowledge and expectations of BiH citizens about the transitional justice and access to justice. The survey represents one of the indicators for the BIH Council of Ministers' Expert Working Group in charge of developing a Strategy for Transitional Justice in Bosnia and Herzegovina to focus on immediate and direct needs of victims and the public while drafting the Transitional Justice Strategy, which would facilitate the implementation of the access to justice component.

The report also contains a detailed description of the survey, the register of questions and the tabular and graphic presentations of the answers. A conceptual analysis of the respondents' views is provided along with the sum of total responses or comparative results.

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Comprehensive and innovative approach to the establishment of the rule of law principle and insurance of individual rights in a community which is going through the process of political and economic transition, relies primarily on the public confidence in institutions, and openness and accessibility of the judiciary and administration to all legal entities. Consistent legislation, transparent judicial proceedings and accessible legal remedies should contribute to translating a popular maxim that "the main role of the law is to make life predictable" to reality. To this we should add non-judicial mechanisms and other techniques of facing the past which should ensure long-term satisfaction to victims of conflicts and confidence building, which in turn would facilitate co-existence of different ethnic groups either in a broader region or within a country. In any case, these forms of transition constitute the modern phenomenon of transitional justice, whether it be a formal "judicial justice" or non-judicial mechanisms, such as fact-finding and truth-seeking mechanisms, programs for material and symbolic reparations or vetting programs for background checks on professional capacity and moral integrity of persons employed in public administration.

The role and responsibility of the authorities are of paramount importance in this process. The government institutions have a constitutional and legal obligation to ensure equal, equitable, fair and efficient legal protection to all citizens, in accordance with their international commitments. However, transitional justice would be inaccessible without an active role of the civil society at all levels. Only this holistic approach (joint or coordinated initiatives of the government institutions and the civil society organizations) makes the transitional justice process open to all

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interested groups and individuals and enables interaction and effectiveness of all activities within that holistic approach.

On the other hand, the knowledge about the constitutional framework, relevant pieces of legislation as well as on professional capabilities, professional credibility and transparency of the government institutions at all levels (access to justice) – constitute the basis for the assessment of public confidence primarily in judicial institutions, and also in other institutions, which ensures legal certainty, the rule of law and respect for human rights.

The main components of access to justice and transitional justice are presented in the Introduction, before a detailed presentation of the findings and analysis of the public survey.

1. Access to Justice

In the process of legislative and judicial reforms, BiH has reached a level at which modern democratic principles and legal standards are included in the domestic institutions and the legal system, with a special emphasis on the European Convention for the Protection of Human Rights and Fundamental Freedoms. The adoption of a new, primarily procedural criminal legislation and the fundamental judicial reform create conditions for gradual debunking of the myths which citizens in this region have about the law and judiciary, seeing them as a closed system of political manipulations and influence. In this region, along with improving the court and prosecutor outreach to the interested public, an increased level of legal culture and awareness on justice is also expected. In that environment, civil society could be working continually and consistently on strengthening its place and articulating needs of individuals and groups in their demand for justice. So, BIH has reached a level at which the relationship between the public and judicial authorities may assume a new quality and become mutually conditional. On the one

hand, the institutions of the judicial system have, at least formally, rejected restrictions which posed an obstacle to their independence and impartiality in performing judicial functions. On the other hand, there is a growing awareness in civil society on access to justice and transitional justice as conditio sine qua non for the development of BiH potential in peace and security.

The vast majority of BiH victims of the war, as well as broader public, expect to obtain personal satisfaction and recognition of their suffering and hardship through trials before the ICTY in the Hague and the war crimes chamber established within the national courts in the region. It can certainly be stated that the ICTY in the Hague has played a historical role in both its completed and pending trials, and in creating numerous rules that served as a basis for the country's criminal legislation reform and the establishment of the Court of BIH. The War Crimes Chamber within the Court of BIH has created a very rich case law over less than seven years and has established its integrity.

At the same time, the level of satisfaction offered by the "judicial justice" is far below the expectations of victims across BiH. Nearly all NGOs and victims' associations from all over the country have expressed their dissatisfaction with the outcomes of trials, claiming that victims' needs were not sufficiently met through formal court proceedings. In broader social and political terms, war crimes trials have not made a visible contribution to launching a process of normalizing relations among different ethnic groups. This can be illustrated by periodic media reactions to judgments pronounced in trials of individuals charged with war crimes. Namely, media reporting are generally tinged with sensation and sharp criticism of judgments.

Therefore, it is necessary to ensure that adequate information is provided to citizens on all aspects of a court trial, judicial procedures and roles played by the main parties to proceedings. In a broader context, it is necessary to ensure that citizens are

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informed about the constitutional framework, relevant legislation and rights and obligations of citizens arising from the legislation. Finally, it is necessary to ensure that citizens are informed about professional credibility and transparency of public institutions at all levels with a view to professionalizing those institutions and creating a strong confidence in equal access to justice, which, in turn, would create conditions for the government institutions to achieve integrity and become the real public services for citizens who will have trust and confidence in them.

2. Transitional Justice

Trials related to charges of past human rights abuses or war crimes (if viewed separately from other forms of justice) cannot remove or alleviate to a considerable degree all emotional consequences as the legacy which wars leave on survivors and next generations. Transitional justice has its historical roots in the idea that the judiciary alone is incapable of coping with numerous and complex problems arising from massive and systematic violations of the fundamental human rights in totalitarian and authoritarian regimes or during armed conflicts. Judicial reactions, i.e. "judicial justice" should be accompanied by appropriate non-judicial responses.

The responses sought by "judicial justice", combined with non-judicial mechanisms create the phenomenon of transitional justice. Transitional justice, in narrower terms, is a set of different although inter-related techniques and procedures. For the purposes of this report, it is sufficient to mention a few specific types.

 Victims and the society insist primarily on punishing individuals accountable for human rights violations. By establishing the accountability for those violations, the state demonstrates its willingness to face its past failures, and its determination to punish all crimes punishable under the domestic legislation and international law, as the prevention and recurrence of crimes. Also, the state's willingness and determination to prosecute all perpetrators result in helping victims regain their sense of dignity and building the society's belief that the state is functioning and is capable of guaranteeing the protection of human rights to all citizens.

- However, victims and the public are aware that they cannot receive all answers they are seeking through legal proceedings: for example, the question of why something was allowed to happen may be as important as a precise account of what exactly happened. A broader context of an event also seeks responses to the whole range of questions down to the underlying questions of whether a particular crime could have been prevented and who could or should have prevented the crime. An important element in the process of facing the past is the possibility given to victims to give their own account of what happened and to go through the trauma release process in public. It is often important for victims to tell their stories to those who hurt them in the past, to the portion of an ethnic group which they believe tacitly expressed support for the war crimes, i.e. to the political options which they believe to have been instigators of crimes, hoping to trigger the understanding of those elements, options or the society as a whole for the consequences of their past actions.
- One of the mechanisms for confronting victims and perpetrators, as well as the whole society with the past, are the Truth Commissions. In some parts of the world truth commissions already have incredibly rich history. As a rule, they are temporary, non-judicial and institutionalized bodies which establish facts and the truth about past events and deal with establishing crime patterns. Truth commissions carry out their activities over a certain period of time and in the end release comprehensive reports with wide-ranging recommendations for measures to be taken in the field of

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compensation, i.e. reparations in broader terms, and institutional reforms. These bodies (e.g., truth commissions), unlike judicial institutions, focus on victims, which specifically means that: 1) truth commissions take statements from a great number of victims; on the basis of the information they obtain through testimonies and documents, truth commissions build knowledge about the crimes under investigation, 2) truth commissions organize public hearings of victims with a view to preventing manipulation and creating public sympathy towards victims and understanding of a broader public for needs of victims, 3) truth commissions establish credible and objective registers of individual victims by name, 4) truth commissions contribute directly to improving socioeconomic situation of victims through their

recommendations for provision of material

and symbolic reparations to victims for the

atrocities occurred in the past.

Reparations obtained from perpetrators of crimes are traditionally understood as compensation for the real losses, although this kind of compensation has proven in some cases to be a form of symbolic recognition of suffering and hardship. Public apology made after a war may also serve to satisfy the need of victims to be told symbolically and genuinely that "the other side" understands and recognizes their pain. The transitional justice experiences in various societies have resulted in numerous reparation methods the aim of which is a symbolic recognition of sociocultural, historical and political circumstances within efforts to restore at least part of victims' dignity undermined by a war. In addition to reparations, there are different forms of mental and physical care and assistance, provision of conditions necessary for sustainable returns of all displaced persons, as well as different symbolic activities, such as public apology, memorials and monuments, amendments to school curricula and other activities.

 Appropriate institutional reforms should follow requests and expectations made prior to the reforms. They would include measures of technical and educational assistance to the legal system in order to make it capable of supporting transitional justice. Namely, the key confidence of victims of the war in judicial and other institutions, such as security agencies, is closely related to the high level of professionalism and impartiality of the authorities. Thus, the institutions and all persons employed in the judiciary, security agencies and administration must possess moral, professional and spotless integrity. Post-conflict and post-authoritarian societies have developed different methods and techniques for achieving this goal, among them primarily the vetting system used to check on professional capacity and moral integrity of persons employed in the government institutions. The justifiability of these procedures arises from the position maintained by the majority of respondents of the survey that individuals found to be accountable for war crimes should be banned from public office.

In any case, it is necessary to emphasize that there is no single "recipe" for transitional justice. The experience of every society is specific, which makes the needs for articulating those experiences and for overcoming traumas specific and often multi-layered. One of the ways to understand the entire complexity of the facing the past issue is an inclusive approach to all segments of the society (government institutions and civil society) in order to ensure that all activities taken within the transitional justice concept are effective.

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Finaly, it may be said that the timing for conducting this survey in BiH was appropriate as it followed the completion of the most important segment of the judicial reform and the most relevant legislation. Another argument in favour of such timing is the gradual application of the knowledge

about transitional justice and its methods in discussions about the past war. Finally, the third argument is related to a growing awareness on the need for the peoples in BIH to face their recent past. This is precisely the biggest challenge of this joint initiative launched by the BiH Ministry of Justice, BiH Ministry of Human Rights and Refugees and UNDP BIH as it places facing the past in the context of a need to overcome mistrust, as trust and confidence are the underlying basis for co-existence of all peoples in BIH in peace and security.

THE SURVEY RESULTS AND ANALYSES

The Report Facing the Past and Access to Justice From a Public Perspective represents a comprehensive analysis of the findings of the public opinion poll conducted by Sarajevo-based PrismResearch Agency throughout BiH between 25 January and 5 February, 2010. The survey method of research included 1,600 BiH citizens above 18 years of age. All regions across BIH were proportionately represented, which makes the survey representative. The public opinion poll (survey) was carried out in 58 municipalities in all the ten Cantons in the Federation of BiH (FBiH), and in five regions of Republika Srpska (RS) (Banja Luka, Doboj, Bijeljina, Pale and Trebinje regions), and in the Brčko District (BD). The questionnaire consisted of 38 questions which included 11 socio-demographic indicators (category of respondents). In the course of the survey, the pollsters did not experience any major problems regarding the will of citizens to participate in the survey. A high level of cooperation was thus ensured between the pollsters and respondents.

The results of the survey are described below.

I FACING THE PAST

1. What Impact Has the War Had on Everyday Life in BIH?

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For the vast majority of BiH citizens, the events from the period of armed conflicts between 1992 and 1995 continue to be an integral part of their present. There is an obvious correlation between responses given to the question about "the importance of what happened" and whether "the relevant facts have already been established". The burden of the past most often arises from imprecise and incomplete knowledge about the past, as the majority of respondents think that the facts about the war (1992-1995) have not yet been largely established.

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This finding of the survey goes deep into the philosophy of transitional justice. One of its postulates is the objective and credible information on the facts. The experience shows that in all wars, victims have been persistently trying to get answers to questions relating to specific crimes or the conflict in general. In addition to questions and precise explanation of what happened (establishment of facts), an answer to the question as to why something happened (establishment of a cause) is also important in BIH. The full knowledge about the facts from the past is a precondition for an individual or a group to rationalize the past and stop enquiring about unclear facts and circumstances surrounding a particular crime or loss.

Most respondents (72%) have said that what happened between 1992 and 1995 in BIH is personally "very important" or "important" to them. Around 50% of respondents of Bosniak ethnicity claim that the period of the war, as part of their history, is "extremely important", while the percentage of Croat and Serb respondents to the same question is half of that. The reason could be the fact that – as it is often said of Bosniaks – the burden of the past has the proportions of an "ethnic tragedy" because of the consequences of the crimes committed in Srebrenica and some other places. Another difference noticed among the respondents refers to the level of formal education. The respondents with higher levels of education, especially those with an associate or university degree, show less tendency to look

back to the past. This can be understood as they are probably employed, better-off and focused on their jobs, problems and career ambitions. On the other hand, persons with a lower level of education are often in a disadvantaged position during the post-war economic transition and the ongoing crisis as they have less job opportunities (not only those in BIH). This is why it is possible that their intensity and depth of feeling stem both

from the level of the atrocities they experienced in the past and their dissatisfaction with their current status in comparison to the living standards they had before the war. In this regard, citizens of both urban and rural areas share more or less the same views, which is probably the result of the fact that both villages and towns were equally affected by the war (see Table 1).

Table 01: How important to you personally is what happened during the war in BIH 1992-1995?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SE	EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Very important, I'll never forget it	36,4 %	44,0 %	25,7 %	26,0 %	48,5 %	24,4 %	26,2 %	48,9 %	36,0 %	36,7 %	35,2 %	37,3 %
Important, but I have moved on with my life	35,4 %	32,3 %	40,7 %	21,4 %	32,1 %	39,8 %	33,5 %	28,8 %	35,4 %	35,4 %	39,2 %	32,5 %
I am trying to forget it	20,8 %	17,2 %	25,4 %	33,0 %	14,7 %	26,7 %	26,6 %	20,3 %	20,2 %	21,4 %	18,8 %	22,3 %
It is not important to me, and has no longer any impact on me whatsoever	6,6 %	5,6 %	8,1 %	9,0 %	3,9 %	8,8 %	10,8 %	2,0 %	7,4 %	6,0 %	6,1 %	7,1 %

In their response to the question *Do you think* that relevant facts about the events during the war in *BIH* have already been established? the respondents from the RS of Serb ethnicity have provided answers which are largely different from those from the respondents from the FBIH, the BD and the other two ethnicities. Namely, only around 15% of citizens from the RS of Serb ethnicity believe that the facts about the events

from the war have already been established (see Table 2). The supposed reason for such answers is the dominant position of the members of that community that the information about Serb victims, as opposed to Bosniak victims, is not known enough in BIH, the region and the international community as a whole.

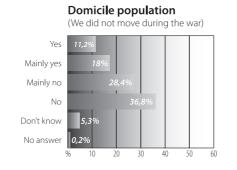
Table 02: Do you think that relevant facts about the events during the war in BIH have already been established?

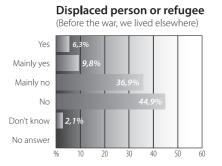
	TOTAL	ENTITY/DISTRICT				ETHNICITY				EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Total yes	30,7 %	40,3 %	15,3 %	51,9 %	42,1 %	15,6 %	35,3 %	22,3 %	10,9 %	10,6 %	28,0 %	30,2 %
Total no	69,3 %	59,7 %	84,7 %	48,1 %	57,9 %	84,4 %	64,7 %	72,5 %	18,4 %	18,7 %	66,1 %	66,1 %

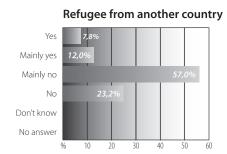
It is also interesting that only about 15% of respondents from the displaced community believe that the truth has been established (see Graph 2). In other words, the dominant majority of those who are still displaced believe that the

facts about what happened to them, the reasons for which they were forced to leave their homes, why they have not yet returned – have not been established yet.

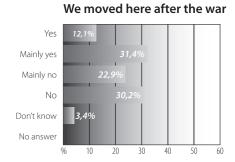
Graph 1: Do you think that the relevant facts about the events during the war in BIH have already been established?







Returnees (We were refugees before we returned home) Yes Mainly yes 26,9% Mainly no No 25,3% Don't know No answer 0,3%



2. Dialogue Among the Communities in BIH

Generally, a public dialogue is a very important element in the context of transitional justice as the experience showed that in the process of alleviating and overcoming trauma caused by war crimes, it is crucial to create favourable conditions and give an opportunity to victims and others to tell their own stories about the past events. It is often very important for victims to tell their experiences and their side of the story to those who hurt them, either directly or indirectly, in the hope that their narratives will make them understand the consequences of their actions. Although victims will probably not have the same opportunity to explain to perpetrators the consequences of their past actions, they will do their best to narrate their suffering and pain to the communities from which perpetrators come,

or to the part of that ethnic group which they believe tacitly expressed support to war criminals, i.e. the political options which they believe instigated the crimes. Finally, they will seek from the political elite in power to undertake specific actions directed towards undoing the consequences of the war crimes (prosecution of the crimes, reparations, access to information and archives for the purpose of obtaining the facts and finding the truth, institutional reforms primarily through the vetting process of public administration staff, and some other activities).

In responding the question Which of the statements below best describes your opinion about the current level of a public dialogue about sensitive issues from the war in BIH? – a negligible number of respondents have chosen the response that "almost all people want to discuss the war with

the other ethnic groups", while slightly less than one third of respondents have said that it is desired by "the majority". ¹ However, the highest percentage of respondents from all categories have chosen the response which says that the majority of people, in fact, do not want to discuss the war with the other ethnic groups. The responses in

1 It would be interesting to note that as many as 37% of the respondents with the highest level of education have said that such discussions are desired by the majority of people. More details will be given below.

the Brčko District are indicative: as many as 57% of respondents believe that the current level of a dialogue about some sensitive issues from the war in BIH shows that "almost nobody" wants such inter-ethnic discussion. These responses suggest a dull perception of most citizens that any discussion and attempt to define a single interpretation of the events from the war and the recent past is counter-productive and opens old wounds (see Table 3).

Table 03: Which of the statements below describes best your opinion about the current level of a public dialogue about sensitive issues from the war in BIH?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Almost all people want to discuss the war with other ethnicities	7,6 %	9,7 %	5,0 %	-	9,4 %	5,9 %	6,3 %	-	8,2 %	7,0 %	8,2 %	7,2 %
Most people want to discuss the war with other ethnicities	28,6 %	32,5 %	24,3 %	2,0 %	29,8 %	24,5 %	37,5 %	7,7 %	29,9 %	27,4 %	29,5 %	27,9 %
Most people do not want to discuss the war with other ethnicities	38,8 %	33,5 %	36,5 %	40,7 %	37,3 %	44,5 %	28,5 %	31,6 %	40,0 %	37,7 %	39,4 %	38,3 %
Almost nobody wants to discuss the war with other ethnicities	17,8 %	15,0 %	19,9 %	57,3 %	15,7 %	21,1 %	15,2 %	39,3 %	15,5 %	20,1 %	16,8 %	18,6 %

However, the responses to a similar, individual-level question are encouraging. Namely, asked How would you describe your own willingness to discuss the past war in BIH with other ethnic groups?, around two thirds of respondents have expressed their will to engage in such discussions.

There is a more striking gender difference in response to this question, since men have expressed their full willingness in 31.5% of the responses for a dialogue with other ethnic groups, while 25.9% of women would do the same. (See Table 4).

Table 04: How would you describe your own willingness to discuss the past war in BIH with other ethnic groups?

	TOTAL	EN'	TITY/DISTR	ICT		ETHN	IICITY		SI	X	COMMUNITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
I am fully prepared to discuss it with other ethnic groups	28,6 %	25,4 %	34,5 %	8,6 %	28,5 %	33,2 %	14,2 %	30,0 %	31,5 %	25,9 %	32,1 %	26,0 %
I am prepared to some extent to discuss it with other ethnic groups	36,9 %	40,7 %	32,1 %	21,2 %	40,3 %	33,0 %	36,4 %	13,5 %	37,3 %	36,6 %	36,6 %	37,1 %
I am not really prepared to discuss it with other ethnic groups	16,8 %	17,7 %	14,5 %	37,0 %	15,4 %	16,2 %	25,8 %	15,9 %	16,9 %	16,8 %	17,3 %	16,5 %
I do not want to discuss it with other ethnic groups at all	14,8 %	13,1 %	16,2 %	33,2 %	13,1 %	16,2 %	17,2 %	19,3 %	13,0 %	16,5 %	11,7 %	17,1 %

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As mentioned above, the affirmative findings encourage and inspire a dialogue among all the ethnic groups in BIH on the aspects of the war in general. However, one should be aware also of the potential risks of "coming face-to-face with others". Experiences of similar discussions (different conferences organized by civil society or international organizations) show that such forums often turn into mutual emotional persuasions or sharp polemics over facts and the context of the war, which often puts an emphasis on differences in terms of "at least three different interpretations of the events that occurred during the war". Responses given to the following question can be one of the indicators of this position.

Namely, asked How often do you personally launch a discussion over the past war in BIH with other ethnic groups?, almost a negligible percentage of respondents chose the "whenever I get a chance" option, and only around one tenth of respondents from all categories chose "rather often".

This leads to a conclusion that the respondents are careful about discussing the war in an open dialogue with the other two ethnicities as they assume that they would otherwise create an unpleasant situation and undermine the current level of confidence or challenge their own deeply rooted beliefs.

Table 05: **How often do you personally launch a discussion about** the past war in BIH with other ethnic groups?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	ΕX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Whenever I get a chance	4,1 %	4,2 %	4,0 %	3,4 %	4,4 %	3,7 %	4,2 %	10,7 %	4,5 %	3,7 %	5,1 %	3,4 %
Rather often	9,5 %	12,7 %	5,0 %	7,8 %	13,8 %	3,4 %	13,3 %	-	10,8 %	8,3 %	9,5 %	9,6 %
Sometimes	28,2 %	32,6 %	22,2 %	18,2 %	31,2 %	24,6 %	27,1 %	-	29,9 %	26,5 %	26,4 %	29,5 %
Rarely	30,8 %	27,7 %	34,9 %	42,0 %	27,0 %	34,9 %	35,4 %	24,4 %	31,5 %	30,2 %	33,2 %	29,1 %
Never	26,2 %	21,8 %	32,6 %	28,5 %	23,5 %	32,2 %	17,3 %	43,4 %	22,6 %	29,7 %	24,8 %	27,2 %

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Still, the vast majority of respondents do understand the importance of having a dialogue about the past in the interest of building a more stable future. This is visible from the responses given to the following question To what extent do you agree or disagree with the following statement:

"We should discuss all aspects of the war in BIH in order to overcome the present situation in which there are at least three different interpretations of the events that occurred during the war?", in which over 80 percent of the respondents gave a positive answer to this question (see Table 6).

Table 06: To what extent do you agree or disagree with the following statement:

We should talk about all aspects of the war in BiH if we are to overcome the current situation in which there are at least three different interpretations of the events that occurred during the war"

	TOTAL	EN'	TITY/DISTR	ICT		3 % 38,6 % 24,9 % 30,9 % 38,9 % 39,7 % 8 % 36,9 % 43,4 % 41,9 % 40,5 % 37,6 % 8 % 14,2 % 23,7 % 2,0 % 13,4 % 13,8 %				ΣX	COMMUNITY TYPE		
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL	
I fully agree	39,3 %	40,4 %	39,3 %	8,6 %	43,3 %	38,6 %	24,9 %	30,9 %	38,9 %	39,7 %	39,0 %	39,5 %	
I mainly agree	39,0 %	40,2 %	37,8 %	28,8 %	39,8 %	36,9 %	43,4 %	41,9 %	40,5 %	37,6 %	39,5 %	38,7 %	
I mainly disagree	13,6 %	13,3 %	11,8 %	55,6 %	10,8 %	14,2 %	23,7 %	2,0 %	13,4 %	13,8 %	13,6 %	13,6 %	
I completely disagree	4,5 %	3,9 %	5,3 %	7,0 %	4,0 %	4,5 %	6,2 %	10,7 %	4,7 %	4,3 %	5,0 %	4,1 %	
Don't know	3,3 %	2,1 %	5,3 %	-	2,0 %	5,6 %	1,9 %	-	2,5 %	4,1 %	2,8 %	3,8 %	
No response	0,2 %	0,1 %	0,5 %	-	0,1 %	0,2 %	-	14,4 %	-	0,5 %	0,1 %	0,3 %	

Notwithstanding the whole delicacy of this process, it is necessary to underline that the need for a dialogue expressed by the respondents is a very valuable finding of this survey. That need and will, regardless of the motive, is a huge asset for the transitional justice process, and may serve as an irreplaceable catalyst for facing the past issues.

3. What is the Role of the Authorities in BIH in the Processes of Facing the Past?

Most of respondents are in favour of the establishment of one institutionalized mechanism which would offer the appropriate framework and a climate for facing the past (see Table 7).

Table 7: What should be the role of the authorities in BIH in the processes of facing the past?

	TOTAL	EN'	ENTITY/DISTRICT			ETHNICITY				EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Authorities should play the leading role in these activities	41,8 %	51,3 %	27,5 %	50,2 %	53,4 %	27,3 %	41,7 %	38,9 %	41,6 %	42,1 %	43,3 %	40,7 %
Authorities should be involved to some extent	46,5 %	38,9 %	57,9 %	43,8 %	38,2 %	57,1 %	46,0 %	46,6 %	47,7 %	45,4 %	44,8 %	47,8 %
Authorities should not be involved in these activities	7,9 %	6,6 %	10,0 %	6,0 %	4,9 %	11,3 %	10,1 %	-	8,4 %	7,5 %	8,3 %	7,6 %

In this regard, it is quite interesting and also encouraging to note that the vast majority of respondents treat the authorities as equal to "NGOs and the academic community" in the

process of facing the past.

In their responses to the question *To what extent* do you agree or disagree with the following statement: The authorities in BIH should devise a concrete plan for facing the past and truth-seeking issues?, the vast majority of the respondents (nearly 90%) Gave a positive answer to this question.

Table 08: To what extent do you agree or disagree with the following statement:

The authorities in BIH should devise a concrete plan for the facing of the past
and truth-seeking issues?

	TOTAL	EN.	ENTITY/DISTRICT			ETHNICITY				ΣX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
l agree	87,6 %	84,6 %	92,5 %	80,8 %	90,9 %	88,4 %	71,9 %	83,5 %	87,8 %	87,3 %	83,5 %	83,0 %
I disagree	12,4 %	15,4 %	7,5 %	19,2 %	9,1 %	11,6 %	28,1 %	2,0 %	12,2 %	12,7 %	12,9 %	11,0 %

4. Goals of a Transitional Justice Strategy

Although the vast majority (close to 90%) of the respondents would support "a concrete plan for the facing the past issues and seeking the truth about the events that occurred during the war", there are very diverse opinions and ideas about what should be the goal of such a plan or strategy. The respondents have once again

confirmed their largest interest in seeing that justice is served for victims through court judgments and in establishing a dialogue among the communities; the next priority for the respondents is the interest in establishing the truth, compensations; the smallest number of the respondents chose the development of a vetting system as their option (see Table 9).

Table 09: BIH committed itself to developing a plan, i.e. a BiH Transitional Justice Strategy, and a concrete Action Plan for its implementation.
What should, in your opinion, be the main goal of this Strategy?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	ICITY		SE	ΕX	COMMUN	IITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
To ensure justice for victims	29,9 %	31,4 %	26,7 %	51,3 %	37,1 %	24,2 %	22,4 %	7,7 %	28,3 %	31,5 %	29,9 %	30,0 %
To devise activities related to seeking the truth about the war in BIH	23,0 %	21,4 %	25,7 %	16,6 %	23,3 %	24,0 %	19,6 %	11,5 %	24,2 %	21,8 %	24,1 %	22,2 %
To build confidence and encourage a dialogue among the parties	27,7 %	33,3 %	20,3 %	14,4 %	27,2 %	24,9 %	37,9 %	28,5 %	27,9 %	27,6 %	28,5 %	27,2 %
To define the issue of reparations for victims of the war	9,2 %	7,9 %	11,5 %	5,2 %	5,4 %	12,4 %	13,8 %	15,9 %	9,3 %	9,2 %	9,2 %	9,3 %
To develop a vetting system for all public officials	6,1 %	3,7 %	9,3 %	12,6 %	3,8 %	9,2 %	4,3 %	21,9 %	6,8 %	5,4 %	6,1 %	6,5 %

A conclusion can be drawn from the above set of questions that there is a degree of confusion in the public over the transitional justice mechanisms. In addition to the information and establishment of facts, which has been mentioned earlier, restitution, compensation and moral satisfaction for the past atrocities are high on the list of the goals of transitional justice. Reparations obtained from the perpetrator (the state, or parties in conflict, in whose name the crime was committed) are extremely important for victims mainly because of their real losses and equally so because reparations represent a symbolic recog-

nition of accountability which that kind of indem-

nity implies. However, although they do not think that the vetting of public officials should be the primary goal of the Strategy, the vast majority of the respondents agree that the persons found to be accountable for war crimes should be banned from public office. (See Table 10). Nearly 90% of the respondents think that such persons should be banned from public service. However, this can lead to a conclusion that there is a public perception that such persons do hold positions in public administration and civil service. There are no major differences among different categories of respondents over this issue.

Table 10: To what extent do you agree that all persons accountable for war crimes should be banned from public office?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUN	NITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
l agree	88,3 %	85,6 %	92,0 %	93,0 %	90,9 %	88,3 %	79,8 %	85,6 %	86,9 %	84,8 %	86,5 %	85,4 %
I disagree	11,7 %	14,4 %	8,0 %	7,0 %	9,1 %	11,7 %	20,2 %	-	10,4 %	12,3 %	10,5 %	12,0 %

A comprehensive process of vetting the police was carried out in BiH and judges and prosecutors were selected and reappointed at all levels of the judiciary. However, the public continues to believe that the results of the vetting process are not fully satisfactory yet. Critics and objections have been made about other authorities, municipal authorities in particular. Returnees and displaced persons have said that they often see the persons accountable for persecutions and serious abuses of their rights during the war in their returning communities or the communities from which they were displaced, which has a direct impact on the reintegration process.

5. Does the Documentation of the ICTY and the International Court of Justice Represent the Best Basis for Discussions about What Happened During the War in BIH?

The respondents' views on the legacy of international tribunals dealing with the wars in the former Yugoslavia are rather indicative for the process of transitional justice in general, and for a possible dialogue about the recent past in particular. The ICTY, although an ad-hoc international court, represents by its substance and procedure the best model that the international community was able to offer in terms of objective and unbiased establishment of accountability for war crimes. The rule of law principle and the implementation of the highest international standards for human rights protection and fair trial are the basic tenets of the Tribunal. Hence, it is possible to assume

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legitimately that the documentation of the Tribunal, resulting from its rich 16-year-long experience, would help narrowing down room for denial of war crimes in the first place, and reducing the possibility for arbitrary interpretations of the events that occurred during the war.

However, reactions to the statement given in the question To what extent do you agree or disagree with the following statement: The documentation of international courts (the ICTY and ICJ) represents the best basis for discussions about what happened during the war in BIH? – are very much divided along ethnic lines (see Table 11), while in total, the respondents express big reservations towards international courts. Specifically, a total of 58.2% of the respondents mainly agree or fully agree that the documentation of international courts represents the best basis for discussions about what happened during the war in BIH. Regarding their responses under an ethnic criterion, 83.4% of citizens of Bosniak

ethnicity agree that the Documentation of international courts (such as the ICTY and ICJ) represents the best basis for discussions over what happened during the war in BIH, while a lower percentage of Croat respondents (59.4%) and even less Serb respondents (26.5%) agree with the same statement. The genesis of denying the legitimacy of the ICTY is well known to have existed since the creation of the Tribunal up until several years ago. It is assumed that a high percentage of support for the basic idea of this issue by for example Bosniaks probably comes from their potential belief that the Tribunal has achieved through its trials a relative feeling that justice is still served ² and that Bosniaks are recognized as victims, while the judgment of the International Court of Justice from February 2007 confirmed that a genocide had been committed in Srebrenica (see Table 11).

Table 11: To what extent do you agree or disagree with the following statement:
The documentation of international courts (the ICTY and International Court of Justice)
represents the best basis for discussions about what happened during the war in BIH?

	TOTAL	E	ENTITY/DISTRIC	г		ETHN	IICITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS
l agree	58,2 %	76,6 %	30,6 %	69,9 %	83,4 %	26,5 %	59,4 %	48,0 %
I disagree	41,8 %	23,4 %	69,4 %	30,1 %	16,6 %	73,5 %	40,6 %	37,6 %

6. Truth Commissions

The degree to which the respondents are unaware about activities of NGOs on collecting documents, accounts and testimonies about the past war in BIH is a matter of concern, all the more so as the civil society in the broadest terms, both in BIH and abroad, has devoted a large portion of its activities and programs to that issue (see Table 12). In the countries of the former Yugoslavia, and in BIH, Croatia and Serbia in particular, volumes of books and documents about the war have already been published, tens of master's and

doctoral theses dealing with the same issue have been completed and defended, the rich fund of knowledge has been created, there are numerous NGO projects in the region dealing with the consequences of the war, many NGOs had a status of amicus curiae in trials before the ICTY in The Hague, etc. The same is true for NGOs and the publishing and academic activities abroad, especially in Western Europe and the U.S.A. This information indicates a need to raise the level of awareness on this issue and to familiarise broader public with civil society activities.

² However, it is well known that a certain number of BiH citizens, primarily those from victims' associations, are not satisfied with the punishments pronounced to perpetrators following the establishment of their accountability.

Specifically, around two thirds of the respondents are not aware ("not sufficiently" and "not at all") of NGOs working either in BIH or abroad on collecting documents about the past war (see Table 12). It is even not possible to define any major difference among different categories of respondents in this regard. The only easily noticeable difference is that those who live in urban communities are better informed than others.

There is a striking difference in the level of information between the Bosniaks and the other ethnicities: Bosniak citizens are far better informed than the others (around 40%). This is probably the result of the weight of the 1992-1995 events for Bosniak citizens and thereby their deeper interest in the information on the organizations, including NGOs, which are collecting documents, accounts and testimonies.

Table 12: Huge number of NGOs in BIH and abroad have been collecting documents, accounts and testimonies about the past war in BIH. To what extent are you aware of such activities?

	TOTAL	EN	TITY/DISTR	ICT		ETHN	IICITY		SI	X	COMMUN	IITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Aware	35,1 %	37,6 %	31,8 %	26,0 %	41,8 %	29,6 %	27,8 %	19,2 %	59,8 %	56,6 %	39,0 %	30,2 %
Not aware	64,9 %	62,4 %	68,2 %	74,0 %	58,2 %	70,4 %	72,2 %	66,3 %	40,2 %	43,4 %	58,5 %	66,0 %

When asked about truth commissions, most respondents (61%) stated they did not know what truth commissions were. (see Table 13). Women are less informed than men in this regard. ³ The total percentage is not surprising as there have been no serious efforts either in BIH or in the whole region to create a truth commission in BIH, apart from a few failed announcements or initiatives. it is known for a fact that there has never been a broader debate or sensitisation of the BiH public about truth commissions. One of the few initiatives, launched at the end of the 1990s by a group of NGOs in BIH, within the Citizens' Association "Truth and Reconciliation", was med with scepticism and lack of trust and confidence on the part of victims' associations and the ICTY as well. Victims and the ICTY feared that the creation of a truth commission would reduce the significance of the trials at the tribunal in The Hague. Also, concerns resulted from the lack of knowledge about whether or not such a body would be authorized to guarantee amnesty for perpetrators, in view of the fact that victims in

BIH and elsewhere insist primarily on retributive justice, i.e. on the judicial response to the past crimes. ⁴ The public and victims' associations in BIH maintained a similar position about the Dayton Project NGO initiative. The Dayton Project NGO maintained close cooperation with the United States Institute of Peace (USIP) and eight then parliamentary political parties on the establishment of a truth commission in BIH, in 2005. ⁵

The vast majority of those polled (nearly 90%), who said they knew what truth commissions were, also said that a truth commission should be established in BIH, which corresponds to UNDP's earlier survey and report, *Justice and Truth in BIH: Public Perceptions.* ⁶

This could mean that the critical mass for a dialogue about whether or not there should be a truth commission in BIH is developing step-by-step

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Table 13: **Do you know what truth commissions are?**

	TOTAL	E	NTITY/DISTRIC	Г		ETHN	IICITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS
Yes	37,2 %	38,5 %	36,0 %	23,6 %	42,4 %	33,5 %	30,1 %	28,7 %
No	60,8 %	59,7 %	61,8 %	73,3 %	56,0 %	65,0 %	66,1 %	56,8 %

and that the level of public awareness about the potential of this transitional justice mechanism is rising gradually (see Graph 2).

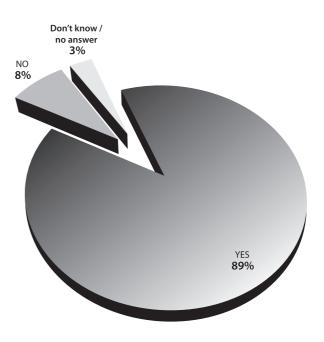
Two thirds of the respondents who are familiar with truth commissions and who believe that a truth commission should be established also in BIH said that the commission should be formed at the state level (see Table 13a). However, there are some important differences across ethnic lines. A very high percentage of the citizens of Bosniak ethnicity (over 83%) chose a truth commission at the state level, while the percentage of Serb respondents who would support the creation of a truth commission at the state level

was half of that (slightly more than 40%). Interestingly, 100% of the citizens from the category of "Others" believe that a truth commission should be established at the level of BIH.

7. Are CSOs Capable of Leading the Process of Restoring Confidence?

There is an interesting correlation between the answers about the levels at which a truth commission should be established and the answers to the question as to whether local non-governmental organizations are capable

Graph 2: Do you think that a truth commission should be established in BIH? (Only those respondents who know what truth commissions are)



³ When asked *Do you know what Truth Commissions are?* 65.5% of women and 56% of men gave a negative answer. See Table 13 in the Annex to this Report.

⁴ In the meantime, the ICTY changed its opinion about the creation of a truth commission in BIH and gave public support for the creation of such a body. See Transitional Justice Guidebook for BIH, UNDP BIH, Sarajevo, 2009, p. 60

⁵ Ibid, p. 67-69

⁶ See Justice and Truth in BIH: Public Perceptions. Special Report, UNDP BIH, 2005, p. 16-17

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Table 13a: At which level should a truth commission be established?

	TOTAL	E	ENTITY/DISTRIC	Т		ETHN	IICITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS
At the state level	67,0 %	80,9 %	47,1 %	23,6 %	83,5 %	41,2 %	62,3 %	100,0 %
At the entity level	20,2 %	7,4 %	37,9 %	73,3 %	6,6 %	43,2 %	15,0 %	-
At the cantonal/ regional level	2,2 %	2,4 %	2,0 %	73,3 %	1,3 %	2,2 %	8,1 %	-
At the municipal level	7,1 %	5,6 %	9,5 %	73,3 %	5,1 %	10,0 %	9,1 %	-
At the level of local communities	1,9 %	2,2 %	1,4 %	73,3 %	1,8 %	2,0 %	1,9 %	-

of leading the process of restoring confidence among the communities. Here, most of respondents favored the process of restoring confidence at the local level, i.e. far below the state level which is, as aforementioned, preferred as the level for truth commission. The ethnic picture of the respondents is pretty the same: slightly over 70% of all respondents from both entities chose the local level (see Table 14). Furthermore, Bosniaks chose the same option in 82.3% of their responses, and Croat and Serb citizens showed the same preference in over 60% of their responses, while slightly over 40% of the citizens from the group of "Others" chose the local level. Of course, the confidence building measures require a somewhat different approach and procedures than the truth-finding mechanisms, although, as a rule, both mechanisms fall on fertile

ground in the civil society. In the end, it is assumed that local level is extremely important to respondents because of returns which is one of the key goals of the Dayton Accords (Annex VII) and because NGOs were very active in reestablishing previously broken links among the conflicting communities and were recognized as the organizations capable of implementing the process of restoring confidence at the local level.

8. Monuments and Memorials

In theory and practice of transitional justice there are divided opinions about the role of memorials and monuments. As a rule, monuments and memorials are designed and constructed at visible sites with the aim to provoke specific

Table 14: To what extent do you agree or disagree with the following statement: "Civil society organizations at local level (cantons/regions, municipalities and local communities) are able to lead the process of restoring confidence?

	TOTAL	E	ENTITY/DISTRIC	т		ETHN	IICITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS
l agreee	72,8 %	75,4 %	70,2 %	54,8 %	82,3 %	64,0 %	64,3 %	43,5 %
I disagree	27,2 %	24,6 %	29,8 %	45,2 %	17,7 %	36,0 %	35,7 %	28,7 %

reactions, such as public recognition of an event, and its interpretation, anger or sadness, an intimate reference to the historical event remembered through the memorial or monument, curiosity or education etc. On the one hand, there is an agreement among experts that memorials and monuments have a tendency "to deal with memories of the past and periods of social traumas and to draw a lesson from them" in order to be an implicit warning and "a guarantee that such events will never happen again". However, it is believed that public memory can also have a negative impact. It can provoke pain, new forms of trauma, or even conflicts (strong memory and deep feelings, especially if the event is represented through conflicting versions of the past) and damage instead of helping the communities go through the transition process.

The total responses to the questions about monuments and memorials in BIH give a rather equal picture about the respondents' positive attitude towards monuments and memorials erected in memory of the recent past. Most of citizens (72%) have responded that the monuments and memorials erected so far are useful for the processes of facing the past (see Table 15). Most of responses from FBIH (nearly 80%) believe that the memorials constructed so far are useful for the process of facing the past, while in the RS that percentage is around 67%. However, interestingly, 63% of the respondents in the BD said that such monuments were not useful, which can be related to other responses provided by those polled in the BD.

Table 15: After the war, many monuments and memorials have been constructed in BIH in memory of the period 1992-1995. How much are, in your opinion, those monuments and memorials useful for the process of facing the past?

	TOTAL	EN ⁻	TITY/DISTR	ICT		ETHN	IICITY			HOUSE	HOLD CA	TEGORY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	A	В	С	D	E
I find them useful	72,4 %	77,4 %	66,8 %	37,0 %	80,0 %	65,4 %	63,9 %	70,1 %	74,0 %	73,3 %	62,7 %	69,0 %	70,8 %
I find them useless	27,6 %	22,6 %	33,2 %	63,0 %	20,0 %	34,6 %	36,1 %	29,9 %	26,0 %	27,7 %	37,3 %	31,0 %	29,2 %

- A DOMICILE POPULATION
 (we did not move during the war)
- B DISPLACED PERSONS OR REFUGEES (before the war we lived elsewhere)
- C REFUGEE FROM ANOTHER COUNTRY (we did not move during the war)
- D RETURNEES (we were refugees but we returned home)

The results are similar regarding the question of To what extent do you agree that a law should be adopted at the level of BIH which would regulate the construction of monuments and memorials? -75% of those polled were in favour the monument construction issue is regulated at the state level. It is interesting that a smaller number of respondents of Croat ethnicity (only around 50%) support this initiative.

Encouraging are the responses of those polled in the RS (77%) or the responses from the Serb respondents, of whom 70.8% are in favour of

having such a law at the level of BiH, which is a positive deviation from the trend which this group shows in regard to some other initiatives at the state level (see Table 16).

E WE MOVED HERE AFTER THE WAR

However, there is a significant difference in responses to the question of *How much do you support the idea of constructing a new, central war memorial/museum in BIH?* The idea of building a new memorial is supported by a total of around 64% of respondents in BIH 7, i.e. some 75% in the

⁷ Examining responses by ethnicity, approx. 84% of Bosniaks, 58% of Croats and only 39% of Serbs support this idea.

Table 16: To what extent do you agree that there should be a law at the level of BIH which would regulate erecting monuments and memorials?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY			HOUSE	HOLD CA	TEGORY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	A	В	С	D	E
l agree	75,1 %	75,3 %	77,0 %	36,0 %	84,1 %	70,8 %	52,6 %	85,6 %	76,8 %	62,2 %	24,7 %	75,6 %	77,8 %
l disagree	24,9 %	24,7 %	23,0 %	64,0 %	15,9 %	29,2 %	47,4 %	-	19,0 %	35,1 %	67,7 %	23,2 %	17,8 %

- A DOMICILE POPULATION (we did not move during the war)
- C REFUGEE FROM ANOTHER COUNTRY (we did not move during the war)
- E WE MOVED HERE AFTER THE WAR

- B DISPLACED PERSONS OR REFUGEES (before the war we lived elsewhere)
- D RETURNEES (we were refugees but we returned home)

Table 17: To what extent do you support the idea of constructing a new, central war memorial/museum in BIH?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	ICITY			HOUSE	HOLD CA	TEGORY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	A	В	С	D	E
l support	63,7 %	75,6 %	43,4 %	92,2 %	84,0 %	39,3 %	58,1 %	62,8 %	62,4 %	45,8 %	26,3 %	71,0 %	57,5 %
I do not support	36,3 %	24,4 %	56,6 %	7,8 %	16,0 %	60,7 %	41,9 %	22,8 %	31,5 %	48,3 %	69,8 %	22,1 %	27,8 %

- A DOMICILE POPULATION (we did not move during the war)
- C REFUGEE FROM ANOTHER COUNTRY (we did not move during the war)
- E WE MOVED HERE AFTER THE WAR

- B DISPLACED PERSONS OR REFUGEES (before the war we lived elsewhere)
- D RETURNEES
 (we were refugees but we returned home)

FBIH and 43% from the RS, while, unexpectedly - unlike the previous two responses - a very high percentage of respondents in the BD support this idea (over 90%).

Finally, one should be very careful about the data which indicates that most citizens believe that the monuments erected so far are useful for the facing the past process. This positive attitude towards the existing monuments can be understood as almost all memorials across the whole BIH were erected to reflect unilateral, or more precisely, "mono-ethnic" view of the events from the war. In this regard, they have hardly anything in common with the process of facing the past by all ethnic communities in Bosnia and Herzegovina.

The segment of the survey responses about monuments and memorials should be complemented by the views of returnees since their reactions to monuments they find in their communities of origin are very indicative for the process of facing the past. Some returnees are returning to the communities in which they are the minority and as such, they will face the majority's interpretation of the past.

9. Attitude Towards Victims

The problem regarding the position of victims and the attitude of the authorities and the society as a whole towards this population represent the foundation of the transitional justice process.

The extent at which the victims feel that they have received satisfaction for their pains and losses is the extent at which a broader social community

is ready to face the past and establish a social balance in this regard (see Table 18).

Table 18: Which statement comes closest to expressing what you believe?	
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	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUN	NITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
A	40,1 %	43,3 %	35,3 %	41,2 %	50,4 %	30,7 %	29,2 %	39,5 %	38,5 %	41,6 %	35,4 %	43,6 %
В	41,0 %	41,1 %	40,4 %	51,6 %	37,0 %	43,9 %	48,5 %	27,0 %	42,0 %	40,0 %	43,6 %	39,1 %
С	14,2 %	12,4 %	17,3 %	3,6 %	10,1 %	18,3 %	17,5 %	6,0 %	16,5 %	12,0 %	16,5 %	12,4 %
D	1,9 %	1,7 %	2,0 %	3,6 %	0,6 %	2,8 %	3,9 %	6,0 %	1,2 %	2,5 %	2,1 %	1,7 %
E	0,7 %	-	1,7 %	-	-	1,7 %	-	-	0,5 %	0,8 %	0,7 %	0,6 %

- A Victims of the war are the group abandoned by almost all segments of the society, and they receive too little understanding and respect.
- B The authorities and other organizations devote some attention to the victims of the war, although insufficiently
- C A great number of institutions and civil society organizations deal with the victims of the war but their work is not systematic or well coordinated.
- D Problems of the victims of the war are often exaggerated and generally, less attention should be given to them.

The majority of those polled (around 40% in total, across almost all categories of respondents) claim that the victims are the group of people abandoned by almost all segments of the society. Even if they believe that the authorities and other organizations are perhaps giving attention to them, they also believe that the attention given to the victims is still insufficient (see Table 18). Furthermore, around 14% of respondents think that a large number of institutions and organizations are dealing with this category of the society, although their activities are neither systematic nor coordinated. The responses show no major differences among different categories of respondents.

This risk sheds light on some controversies that appear in the war crimes trials, which will become more and more perceptible in the future trials. First of all, it is about an unenviable position of the survivors of the war crimes and the families of the killed and missing people regarding court

proceedings. For the time being, the accused are in a far better position than most families of victims and survivors, when it comes to ensuring some practical forms of support and assistance. Ever since high-profile prosecution and trials began at the ICTY in The Hague, all the governments in the region of former Yugoslavia, including the governments of both entities in BIH, established special mechanisms of cooperation and assistance provided to the accused and their families. This practice often provokes negative reactions from the victims' organizations because of both media reporting and the official publicly expressed support to those individuals.

E Other

On the other hand, the victims of war crimes and their families are abandoned and left to their own resources, the survey shows. Generally, an adequate institutional, financial, social or medical support is omitted. Instead, this large group is forced to rely on various forms of self-support and programs run by some non-governmental organizations

which, with few exceptions, rarely manage to maintain continuity of their projects due to irregular funding and lack of donations. Moreover, the population of victims are not necessarily aware of the guarantees which the modern criminal legislation gives to those accused of war crimes, such as the right to fair trial, prohibition of inhumane treatment, possibility to serve a prison sentence under privileged regime, pre-trial release, and many other rights given by different international conventions. Thereby, it is quite understandable that the victims are in disbelief that those prosecuted for the most serious violations of international law enjoy all the abovementioned "benefits" while they comparing it to their own situation and expectations that they will eventually receive satisfaction for their loss and pain. In addition to emotional reactions which the victims' organizations show from time to time, these impressions, either legitimate or not, can provoke public scepticism towards judiciary and distrust in justice they are hoping for.

In responding to the question of Which of the two statements below comes closer to expressing

what you believe? respondents were offered with two options – (A) material compensation and (B) non-material, i.e. symbolic forms of victims' satisfaction. Their views of the offered options speak in favour of their right to seek "financial compensation from the authorities which are accountable for their suffering". This option was preferred by approximately two thirds of those polled, almost equally by different categories of respondents (see Table 19). Somewhat higher percentage of responses in favour of material reparations came from the respondents in rural areas, as well as from the respondents with an elementary school education, displaced persons and in particular returnees (nearly 80%), which had been expected due to their, usually, poor financial situation (see Graph 3). Different responses were given in the BD where a significant percentage of those polled (41%) said that the level of the war-related suffering should not be measured in financial terms. Similar responses were given by urban dwellers or the people with a university degree, who are assumed to have a better social status.

Table 19: Which of the two statements below comes closer to expressing what you believe?

	TOTAL	EN'	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUN	NITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
А	66,9 %	67,2 %	67,2 %	51,6 %	71,0 %	63,5 %	60,3 %	77,8 %	65,2 %	68,5 %	62,9 %	69,8 %
В	20,9 %	21,2 %	19,5 %	41,4 %	19,6 %	22,8 %	21,1 %	7,8 %	22,7 %	19,2 %	23,2 %	19,2 %
С	9,7 %	8,8 %	11,2 %	7,0 %	7,2 %	11,7 %	14,2 %	-	10,6 %	8,8 %	11,2 %	8,6 %

A Victims of the war may request financial compensation from the authorities responsible for their suffering.

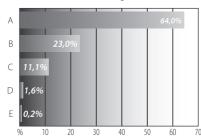
Although a relatively small percentage (some 20% respectively in both entities) of respondents chose the answer that the level of war sufferings should not be measured in financial terms, but rather in symbolic compensation (public apology, etc.) should be sought, this is still seen as

encouraging information. If we look at transitional justice from the regional aspect, beyond BIH borders, the willingness to accept a symbolic gesture of admiting responsibility by the representatives of another country or another ethnic community for the sufferings of victims

Graph 3: Which of the two statements below comes closer to expressing what you believe?

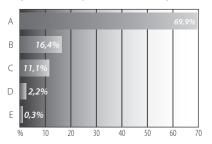
Domicile population

(We did not move during the war)

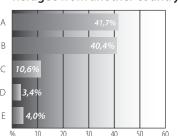


Displaced person or refugee

(Before the war, we lived elsewhere)

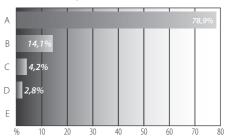


Refugee from another country

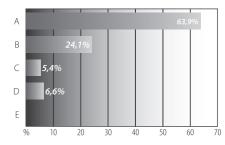


Returnees

(We were refugees before we returned home)



We moved here after the war



A Victims of the war may request financial compensation from the authorities responsible for their suffering

B The level of the war-related suffering should not be measured in financial terms, rather, symbolic compensation should be insisted on (public apology, etc.) C Nothing of the above

D Don't know

E No answer

is an indicator of the possibility to restore their dignity through a public gesture and to satisfy their intimate needs for a public recognition of their sufferings also by the "other side".

In the end, regarding compensations mentioned in the above question and the attitude of respondents towards the two offered alternatives, the modern practice indicates the need for a broad interpretation of different forms of reparations. A conservative form of reparation for an individual victim implies a financial component with the goal of restitution for material harms and losses and a compensation for physical injuries and inhumane treatment which could also cause mental suffering. However, as of recently, there is a full range of different forms of reparations being

developed with purpose to ensure a higher degree of symbolic socio-cultural and political measures.

9.1. Can Adequate Compensations Be Obtained Through the Judicial Process?

Determination of an adequate compensation is one of the most controversial issues in the judicial practice. This procedure is mainly entrusted to the judiciary which is; in principle, above the politics and separated from the executive branch which always carries the burden of providing financial compensations. However, the respondents have expressed a very ambivalent attitude towards the courts.

The level of the war-related suffering should not be measured in financial terms, rather, symbolic compensation should be insisted on (public apology, etc.)

C Nothing of the above

Over one half of respondents do not believe that an adequate reparation, i.e. compensation for the victims of the war can be obtained through the courts, while over one third of respondents believe that judicial decisions are the way to obtain an adequate compensation (see Table 20). These figures should be considered in the context of the responses to the question about the

judiciary from the next segment (Access to Justice). Namely, it is not possible to conclude from Table 20 whether the respondents had a direct experience (either positive or negative) in the judicial procedures determining compensations or their responses are based on their general perception. Still, their reservations on how the judiciary is functioning in this regard are obvious.

Table 20: How much do you believe that an adequate reparation/compensation for the victims of the war can be obtained through court decisions within the judicial system in BIH?

	TOTAL	EN ⁻	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
I believe	40,7 %	44,9 %	35,2 %	30,3 %	45,5 %	34,1 %	46,3 %	19,8 %	39,1 %	42,4 %	40,9 %	40,6 %
I do not believe	59,3 %	55,1 %	64,8 %	69,7 %	54,5 %	65,9 %	53,7 %	80,2 %	60,9 %	57,6 %	59,1 %	59,4 %

9.2. Should All Victims Enjoy the Equal Rights?

The questions put to the respondents Do you think that all the victims of the war should have equal rights or that some of the victims should be treated differently from others – for example, the military victims vs. civilian victims of the war? and To what extent do you agree that all victims should have equal rights regardless of the entity or the region in which they live? – probe the extremely delicate dilemma about the equality of all victims. The first question offers two categories of victims, military and civilian victims of the war – along with the dilemma of whether they should be treated equally (see Table 21). A large number of

respondents said that those categories of victims should be treated equally as there are problems caused by different legal arrangements for military and civilian victims of the war in BIH.

Since they had different roles in the armed conflict, the entity legislation favors military victims over civilian victims of the war. Also, the position of large groups of civilian victims of the war in BIH, such as victims of torture or persons suffering from war trauma (post-traumatic stress disorder), is neither sufficiently nor precisely regulated by law, or those groups are even excluded from the possibility to enjoy legally quaranteed rights.

Table 21: Do you think that all war victims should have equal rights or that some of them should be treated differently from others – e.g., military victims of the war vs. civilian victims?

	TOTAL	E	ENTITY/DISTRIC	Г	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
All victims should have equal rights	69,1 %	61,5 %	81,0 %	52,1 %	68,3 %	75,4 %	54,1 %	56,0 %		
Some victims of the war should be treated differently from others	27,6 %	34,7 %	16,8 %	36,5 %	28,9 %	21,2 %	40,7 %	42,0 %		

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and access to justice from a public perspective

The other question is even more important from the victims' perspective, and it concerns the need for equal or different treatment of that population, depending on the entity in which they live. Most respondents (78%) agree with the option that the victims should enjoy same rights regardless of the entity or region in which they live, while 22% of respondents disagree with the same option (see

Table 22). More respondents in the RS than those polled in the FBIH agree that all victims should enjoy equal rights regardless of the entity or the region in which they live, which is true also for the Serb respondents who support the same option, which is more common among them than within other ethnic groups.

Table 22: To what extent do you agree that all war victims should have equal rights regardless of the entity or the region in which they live?

	TOTAL	E	ENTITY/DISTRIC	Т	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
l agree	77,7 %	67,7 %	91,4 %	100,0 %	73,4 %	86,9 %	66,9 %	85,3 %		
l disagree	22,3 %	32,3 %	8,6 %	-	26,6 %	13,1 %	33,1 %	14,7 %		

In the end, the information about a considerable majority of the sample which supports the position on the equal treatment and equal rights of all victims is an encouraging indicator for transitional justice. Although very painful and emotional, meeting face to face and accounts by the victims of different ethnic backgrounds represent a common threshold for understanding the pain of loss and may lead to intimate solidarity in shared pain and suffering. Whether this can serve as a basis for accepting the facts on the past remains to be followed in the long-term process of transition.

II ACCESS TO JUSTICE

1. Judicial System

There is almost no authority in the country which is as reliable indicator of public trust in the state institutions as the courts of law are. Independence of judges, impartiality of trials, efficacy and generally the reputation of the judicial authority are the quality which ensures democratic control over constitutionality and legality. The assessment

of whether a country is capable of offering legal certainty and protection to its citizens in accordance with its international obligations, in terms of the implementation of the standards of human rights and fundamental freedoms, is based largely on those criteria. The possibility of citizens and legal entities to seek protection of their rights in court and the level of confidence they possess prior to a trial are the main conditions for assessing the level of access to justice in a society.

1.1. Confidence in the Judicial System in BIH

At first sight, it is quite worrying that nearly a negligible percentage of respondents expressed their "full" confidence in the judiciary in BIH. Nearly 15% of Bosniaks, slightly over 8% of Croats and less than 4% of Serbs said so. ⁸ There is no striking difference between the two entities, while no respondent in the BD said he or she had full confidence in the judiciary. ⁹ A conclusion can be drawn on the basis of this symbolically expressed confidence that it is seriously damaged and indicates strong skepticism towards judiciary (see Table 23).

⁸ See Table 23 in the Annex to the Report

⁹ Ibid.

Table 23: How much do you trust the judicial system in BIH?

	TOTAL	E	ENTITY/DISTRIC	т	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
l trust	39,7 %	45,5 %	32,6 %	13,6 %	46,9 %	28,4 %	47,4 %	30,9 %		
I do not trust	60,3 %	54,5 %	67,4 %	86,4 %	53,1 %	71,6 %	52,6 %	69,1 %		

On the other hand, we should not forget that the answers of the sample, at least most of them, probably do not result from their direct experience as a party in civil or criminal proceedings; rather, they are based on the general public perception about the judiciary as an institution, or about judges, prosecutors and defense attorneys as the main actors of the judicial system. We know that a very small number of citizens find themselves in a situation in which they sit in front of a judge or are involved in the legal proceedings during their life, thereby their attitude towards judiciary is based on indirect information and superficial impressions. It is also possible that the respondents based their lack of confidence simply on frustrations they experienced while seeking their rights "from the state".

Regardless of the above assumptions, the fact remains that citizens do not have confidence in the judiciary. This can be explained also by a short history of the judiciary in Bosnia and Herzegovina. Its journey has been very long, over an unusually short period of time; from the total devastation of the judiciary during the war, through politically manipulated judiciary during the years immediately after the war, to the reform which began virtually as late as 2002. ¹⁰ Building credibility, confidence and reputation is the process which lasts at least one generation, provided that it developing continuously and on the right track.

We should not forget that the process often depends on a whole range of non-judicial circumstances, such as an economic base, political environment and technical and professional capacities. However, it is obvious that the public shows insufficient understanding of those circumstances. As a consequence, it is often expected that the reorganization of the new process can improve the situation. This is quite visible in the answers given to the questions regarding the formation of a Supreme Court of BIH.

Most respondents (80.5%) agree "fully or to some extent" that BIH should have a Supreme Court as the highest court in the country. This is supported largely by the citizens of the FBIH (85%). In the RS and among Serb respondents that percentage is somewhat smaller however without strictly negative opinion on the Supreme Court. Over 68% of Serb respondents agree that a Supreme Court of BIH should be established (see Table 24). Generally, based on provided answers on existence of Supreme Court in BiH, we can say that the citizens did express a positive attitude towards the hypothesis that the judicial system in BIH should be uniform. On the other hand, the question is whether this positive attitude is the result of their knowledge about the presumed jurisdiction of the Supreme Court of BIH (which does not exist) or its creation is desired as a correction of the generally expressed lack of confidence in the judiciary in BIH (or even as its substitute).

It is assumed that this positive attitude towards establishment of the Supreme Court of BIH is based more on an abstract expectation of

Table 24: To what extent do you agree with the following statement: "BIH should have a Supreme Court as the court of final appeal"?

	TOTAL	E	ENTITY/DISTRIC	Г	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
l agree	80,5 %	85,0 %	74,3 %	69,3 %	89,1 %	68,1 %	83,3 %	97,8 %		
I disagree	19,5 %	15,0 %	25,7 %	30,7 %	10,9 %	31,9 %	16,7 %	2,2 %		

improvements in the judicial branch, and less on the real knowledge about the present judicial system in BIH. On the one hand, it is clear that the Court of Bosnia and Herzegovina, which is the court with special jurisdiction, is not a higher court with power to review any case from the entity courts nor does it have appellate jurisdiction over the two entity Supreme Courts. In broader terms, there are several legal and judicial systems in BIH, which are almost fully independent from each other – the two entities and the BD. At the same time, on top of the judicial pyramid in both entities is the entity Supreme Court, and in the BD it is the Court of Appeals of the District, which is the highest judicial body in the District. On the other hand, the need to create a uniform legal system in the country in order to guarantee the legal equality to all citizens of BIH, and the hierarchical logic which is typical of every judicial system, opened the question of whether a Supreme Court of BIH would be desirable, possible and useful in Bosnia and Herzegovina. The answer to this question depends primarily on the political consensus in the country.

1.2. Level of Awareness about Procedures, Laws and Regulations

The question of To what extent are you informed about the judicial procedures, laws and regulations in BIH?- disregards the specific features of the above categories and implies that the judicial procedure, laws and regulations form a single "package" assuming that respondents are aware of it as a whole, or they are not. However, it is quite natural that an individual has detailed knowledge about legal proceedings and lacks knowledge about primary and secondary legislation. This, however, cannot be analyzed through this question, as outlined in the summary table (see Table 25). What is clear is that the level of knowledge of any group of respondents does not exceed 50%, except for the group of respondents with a university degree (58.5%). 11 Differences between the two entities correspond to the differences amongst Bosniak respondents (48.6% said they were informed), and Serb and Croat respondents (38.7%), for whom the result is the same. We can assume that Bosniaks' level of interest in this issue is

11 See Table 25 in the Annex to the Report

Table 25: To what extent are you informed about judicial procedures, laws and regulations in BIH?

	TOTAL	E	ENTITY/DISTRIC	г		ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS			
I am informed	43,6 %	47,5 %	39,4 %	14,6 %	48,6 %	38,7 %	38,8 %	33,3 %			
I am uninformed	56,4 %	52,5 %	60,6 %	85,4 %	51,4 %	61,3 %	61,2 %	66,7 %			

¹⁰ For more details see the International Crisis Group's report Rule over Law: Obstacles to the Development of an Independent Judiciary in B/H, ICG Balkans report No. 72. For details about mapping out a strategy for the judicial reform in BiH, see the Judicial System Assessment Report by the UN Mission in BIH, UN Mission in BIH, JSAP Report for the Period November 1988 to January 1999.

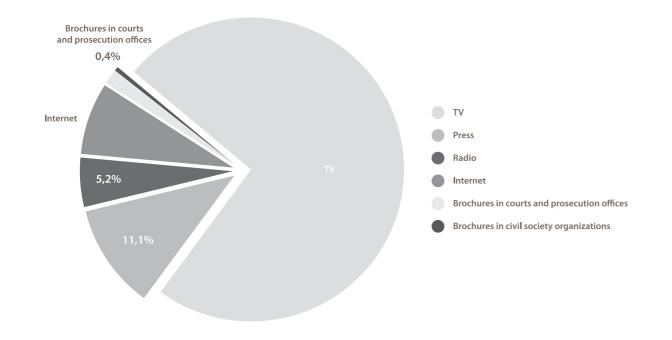
higher than the interest of other groups because they are generally very much interested in the udicial response to the past war crimes, and insist much more than other ethnic communities on war crimes trials. An extremely low level of knowledge is found in the BD (14.6%), which is surprising as there are only two courts and a relatively simple and accessible legislation in the BD. Overall, slightly less than one third of the sample gets periodically informed (every month or more often); followed by one fourth of respondents saying they are not trying to get informed, and finally one fifth of the sample indicating that they were trying to get the information every week or every day (see Table 26 and Graph 26a).

Table 26: How often do you try to get informed about the judicial system in BIH, the courts and prosecution offices?

	TOTAL	EN	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUN	NITY TYPE
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
I try to get information on a daily basis	19,7 %	24,9 %	13,0 %	3,4 %	25,1 %	14,3 %	14,8 %	19,8 %	22,9 %	16,6 %	22,5 %	17,6 %
I try to get information on a weekly basis	21,3 %	24,8 %	16,7 %	12,1 %	23,1 %	17,7 %	25,5 %	13,5 %	22,3 %	20,4 %	24,2 %	19,2 %
I try to get information periodically	29,2 %	25,1 %	34,3 %	43,6 %	25,5 %	34,2 %	28,7 %	22,7 %	27,1 %	31,2 %	27,2 %	30,6 %
I never try to get information on that	24,4 %	21,0 %	29,1 %	29,4 %	21,2 %	27,4 %	27,0 %	44,0 %	23,4 %	25,4 %	21,6 %	26,4 %

Graph 4: Which media do you usually use to get the information about the judicial system, courts and prosecution offices?

(Only those respondents who try to obtain the information about the udicial system in BIH)



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Due to the fact that there is a significant level of distrust in the judicial authorities in BIH, it is often said that the lack of information on the courts and prosecutors' offices is the main reason for strong opinion that "they do nothing" and hence, there is the lack of confidence in those institutions. This is the reason why it was necessary to establish within this particular question the time intervals of inquiries, although we know that the information about the judicial system, courts and prosecutors' offices is not so frequently released, especially if we know that the changes to the judicial system are usually rare. In any case, the public can get the information on a daily and weekly basis on, for example, some concrete cases and ongoing trials, while citizens are not so often interested in the system or the work of the judicial authorities. The answers about the media (see Table 26a) and especially the reliance of the vast majority of the respondents on broadcasters, and television in particular, when they want to get the information on the "judicial system, the work of courts and prosecutors' offices" indicates that they get the information on individual trials, i.e. judicial proceedings, and that they form opinions about the functioning of the judiciary in general through the impressions they get on those cases.

Without any intention to judge the media, we should warn that the "coverage" of trials, especially on television, is often reduced to the brief and insufficiently detailed information, sometimes tinged with the elements of sensation. This is why this group of answers does not provide a reliable picture of the level of legal culture in BIH, although it does indicate the direction of the future research in this area which is extremely important for judicial openness towards citizens, and vice versa (access to justice).

Developed legal culture in democratic societies is a very influential tool in the legislative reform processes and in developing judicial system. It is only the legally conscious society that can be a controlling mechanism for the government institutions which are responsible for the implementation of the Constitution and the proper functioning of the legal system.

We know that the legal amendments in Bosnia and Herzegovina are very dynamic, which is understandable for the country in transition and the process of adopting European legal standards. Studying new legislation, amendments and implementation is not a simple task even for lawyers, let alone the general public. Therefore, the need of the public to be informed about legal changes may vary from huge interest to the information glut. The interest, as it is defined in the question of How much are you interested in being informed about the changes to the legislation in BIH? represents an important indicator of the legal culture of the public, which has already been discussed above. Here, the expressed level of interest may be described as high, in view of the above-mentioned circumstances. In the entire sample, the interest in the information on legislation was expressed by over 60% of citizens in both entities, and 50% of citizens in the BD. The difference in responses between men and women is not significant since the level of interest of women is 9% lower than that of men. However, it did turn out that the level of education of respondents is important for the level of their need to be informed since three quarters of positive answers came from the respondents with a university degree (see Table 27 in the Annex).

Table 27: How much are you interested in being informed about the changes to the legislation in BIH?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
I am interested	62,1 %	63,2 %	61,0 %	51,4 %	67,8 %	58,7 %	50,3 %	44,0 %	66,6 %	57,7 %	67,4 %	58,0 %
I am uninterested	37,9 %	36,8 %	39,0 %	48,6 %	32,2 %	41,3 %	49,7 %	56,0 %	33,4 %	42,3 %	32,6 %	42,0 %

Since the above question did not define the legislative area which is the subject of interest, we can assume that not all categories of respondents are interested in all areas of legislation, but rather in those areas which concern them directly (criminal proceedings, civil proceedings, housing legislation, property legislation, etc.). Therefore, it is important to note the level of interest in information amongst the respondents with a lower level of education, socially vulnerable or socially powerless categories, such as rural population, persons with only primary level of education, or women.¹² Their interest in responses exceeds 50%. This can be a useful indicator because of the abovementioned information that those groups – according to the answers provided in this survey – are most interested in the process of facing the past, war crimes trials and compensation issues. Having in mind continuous debate on amendments and changes of laws regulating status of military and civil victims of war and fact that these initiatives are mainly coming from these groups, it is

understandable that they are for practical reasons very interested in specific legal framework, unlike intellectual curiosity driving persons with university degrees.

1.3 Level of Awareness on the Publication Containing the Entire Legislation and Legal Documents

The respondents were asked the following question: To what extent do you agree with the following statement: There should be a single place where citizens would have access to consolidated legislation (including all amendments) applicable throughout BIH, at any time? The vast majority of them, without any major differences amongst different categories, provided an expected positive answer, which clearly speaks of the need for the information (see Table 28). We know that citizens want to know that a piece of information is available, although they may not need it or will not use it so often.

12 See Table 27 in the Annex to the Report

Table 28: To what extent do you agree with the following statement: "There should be a single place where citizens would have free access to consolidated legislation (including all amendments) applicable throughout BIH, at any time?

	TOTAL	EN.	ENTITY/DISTRICT			ETHNICITY				EX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
l agree	91,6 %	91,6 %	93,1 %	65,3 %	93,3 %	91,7 %	85,9 %	77,8 %	92,3 %	90,9 %	93,4 %	90,3 %
I disagree	8,4 %	8,4 %	6,9 %	34,7 %	6,7 %	8,3 %	14,1 %	22,2 %	7,7 %	9,1 %	6,6 %	9,7 %

Some 60% of all respondents are aware of the Official Gazette in which all laws and legal regulations are published. The majority of them are in the BD (almost 76%), in the RS 65%, and in the FBIH 55% (see Table 29). In the sex structure, 55% of women and 64% men are aware of this publication.

Only one third of the sample gave a positive answer to the question of whether they knew that the Official Gazette is available on the Internet and that it has a website, which is directly

related to the Internet culture in BIH (i.e. to the ability to use information technologies and to computer literacy) which is still at a relatively low level (see Table 30).

By definition, the Official Gazette is the medium (either print or electronic) which should satisfy the need for the complete, reliable and updated information at all laws, and for regulations. This publication is accessible and this is why it is published as a special publication at almost all

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Table 29: Have you heard of the Official Gazette, the journal in which all new laws and amendments to the legislation are published?

	TOTAL	EN.	ENTITY/DISTRICT			ETHN	IICITY		SI	X	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Yes	59,4 %	55,0 %	65,0 %	75,8 %	60,5 %	63,2 %	43,5 %	54,3 %	63,6 %	55,3 %	63,1 %	56,6 %
No	38,7 %	43,3 %	32,6 %	24,2 %	38,2 %	34,2 %	54,4 %	45,7 %	55,3 %	42,1 %	34,4 %	41,8 %

Table 30: Are you aware of the Official Gazette website?

	TOTAL	EN.	TITY/DISTR	ICT		ETHN	IICITY		SI	X	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Yes	32,6 %	24,7 %	43,9 %	40,9 %	31,7 %	38,2 %	19,0 %	24,6 %	34,1 %	31,2 %	35,1 %	30,8 %
No	64,3 %	72,2 %	52,9 %	59,1 %	65,7 %	58,2 %	78,6 %	68,5 %	63,3 %	65,2 %	60,1 %	67,4 %

levels of government in BIH, i.e. state, entity, cantonal and the BD levels. Still, it is not possible to conclude from those answers to what extent the respondents utilize the Official Gazette (either print or electronic version) as a source of information, or whether they only know that there is such a possibility.

1.4 Awareness of Citizens about Public Trials

Public trials are one of the basic principles of judicial proceedings. The following questions probed the level of awareness of the broader public in Bosnia and Herzegovina: *Do you know*

that as a citizen you can be present at any hearing provided that it was an open, public trial? and Have you ever be present at a hearing, not because you had to but because you were interested in the trial? The first question aimed at testing the sample's knowledge about the possibility to be present at a trial, while the other question aimed at finding out whether the respondents had ever been present at a hearing, as a result of their interest in a trial. Out of a total sample, slightly more than one half was aware of the possibility to be present at a trial (see Table 31). In the BD, the level of awareness on this possibility was far above the average level, exceeding 80%.

Table 31: **Do you know that as a citizen you can be present at any hearing provided that it is open to public?**

	TOTAL	E	ENTITY/DISTRIC	Т	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
Yes	54,1 %	48,5 % 60,9 %		82,4 %	55,4 %	59,4 %	35,2 %	20,5 %		
No	43,2 %	47,6 %	38,1 %	17,6 %	40,9 %	39,8 %	61,3 %	79,5 %		

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In the District, this possibility is used regularly far above average – almost every tenth citizen is regularly present at public hearings. Such a high rate of regular presence in courtrooms, unless necessary by law, is quite rare in the rest of BIH, and over 80% of respondents never practice this possibility (see Table 32).

Although those two questions refer to the democratic quality and transparency of the court proceedings trials, we should keep in mind that open courtrooms are not intended for massive visits by the general public. The intention of the open trial principle is to ensure the insight of interested individuals or groups (family members and friends of the accused or injured party in a trial, non-governmental organizations, law students etc.), hence, the results of this survey remain within expectations.

1.5 Should There Be an Equal Number of Women and Men Employed in the Judicial Institutions?

The question regarding an equal sex structure in the courts and prosecutors' offices is quite relevant for the public trust in the judiciary and so the results of the survey should be considered in this sense. A disrupted or inadequate sex structure may affect the perception of objectivity and impartiality of the judiciary, especially in delicate cases of sexual abuse, gender-based discrimination, domestic violence and war crimes. This principle has been firmly built into the judicial reforms in BIH since the very beginning. The first research into gender equality in the courts and prosecutors' offices was done by the Independent Judicial Commission (IJC) and included the equality principle as one of the equally important criteria for the appointment of judges and prosecutors. The High Judicial and Prosecutorial Council, which monitors the judicial system, i.e. the work of all courts and prosecutors' offices in BIH, and the appointment of judges and prosecutors, applies the same principle.

Table 32: Have you ever been present at a trial, not because you had to, but because you were interested in the trial?

	TOTAL	E	ENTITY/DISTRIC	Т		ETHN	IICITY	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS
Yes, I do that regularly	2,3 %	2,2 %	2,1 %	9,0 %	2,0 %	2,5 %	3,1 %	-
Yes, I do that from time to time	3,4 %	3,8 %	3,1 %	-	4,6 %	2,3 %	2,6 %	5,8 %
Yes, I have been at a trial once or two times	9,3 %	11,7 %	5,2 %	18,1 %	9,6 %	7,8 %	13,0 %	5,8 %
No, I have never been present at a trial	83,8 %	81,0 %	88,4 %	73,0 %	82,2 %	86,4 %	81,2 %	88,5 %

40

Most of respondents (77%) agree "fully" or "to some extent" that it is important that efforts are made in the courts and prosecutors' offices to employ an equal number of women and men (see Table 33). Differences between the entities and the BD are considerable. In the FBIH, this

opinion is supported by 69.5%, in the RS by 89.3% and in the BD by as many as 93% of respondents. It is interesting to note that 15% less women than men agree with the statement from the question.

Table 33: To what extent do you agree with the following statement: "It is important that courts and prosecutors' offices aspire to have an equal number of women and men on their staff?

	TOTAL	EN ⁻	TITY/DISTR	ICT		ETHN	IICITY		SI	EX	COMMUNITY TYPE		
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL	
l agree	77,8 %	69,5 %	89,3 %	93,0 %	79,1 %	82,4 %	58,5 %	98,0 %	75,9 %	79,7 %	78,4 %	77,4 %	
I disagree	22,2 %	30,5 %	10,7 %	7,0 %	20,9 %	17,6 %	41,5 %	2,0 %	24,1 %	20,3 %	21,6 %	22,6 %	

1.6. Are the Employees of the Police, Courts and Prosecutors' offices Trained Enough for Professional Conduct in Delicate Cases?

The question regarding the competences of the judiciary, including the police, for professional conduct in sensitive cases of sexual and domestic violence is also very important for shaping the public opinion on the level of confidence in the law-enforcement authorities and courts. It is also important from the aspect of international legal obligations which BIH committed itself to in the area of gender equality, ensuring protection of sexual integrity and respect for differences, and especially in the area of prosecution in sensitive cases which may generate gender-based discrimination.

The positive opinion of respondents in both entities is rather the same. A total of 59.9% in all BiH, or 58.6% in the FBIH and 63.7% in the RS, agree with the statement from the question *To what extent do you agree with the following statement:*

The employees of the police, courts and prosecutors' offices in BIH are trained enough for professional conduct in sensitive cases of sexual and domestic violence? There is a credible disagreement in the BD with the statement that the employees are trained for professional conduct in sensitive cases. There, over 70% of the respondents disagree "fully" or "mainly" with that statement (see Table 34)

The question put to the sample and the answers illustrate quite well the situation in the society in which the number of sensitive cases, or the number of sexually motivated civil and criminal offences is on the rise and is followed by a strong pressure on the authorities to treat such cases in a responsible and professional way, with a particular attention paid to the victim's dignity.

Table 34: To what extent do you agree with the following statement:

The employees of the police, courts and prosecutors' offices in BIH

are trained enough for professional conduct in sensitive cases of sexual and domestic violence?

	TOTAL	E	ENTITY/DISTRIC	т	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
l agree	59,9 %	58,6 %	63,7 %	29,1 %	62,8 %	58,0 %	53,6 %	76,1 %		
I disagree	40,1 %	41,4 %	36,3 %	70,9 %	37,2 %	42,0 %	46,4 %	23,9 %		

III LEGAL AID

The questions from this segment examine the level of information the citizens possess about access to free legal aid. The problem regarding costs of criminal proceedings was exacerbated by a new Criminal Procedure Code of BIH (2003) which introduces an accusatory system of justice which pits prosecutors against defense attorneys in front of a judge. This system is more favorable for the defense than the previous system - inquisitorial - although the preparations made by the defense attorneys are now more extensive and more expensive. The problem of costs becomes even bigger with the weak economic power of ordinary citizens. This is why it is extremely important to inform the public about all existing sources of free legal aid and the institutions that can provide such assistance.

1. Do Citizens of BIH Know Who They Should Seek Free Legal Aid From?

The first question from this segment is designed to test the knowledge on the institutions which provide free legal aid: Whom will you address first if you need free legal aid? It gives several options which citizens could utilize if they need such aid. The respondents give their confidence

in nearly equal degree first to non-governmental organizations and bar associations (see Table 35). Although there is no free tradition in the legal practice in BIH, free service is being developed in cooperation with the civil society organizations. An average of over 50% of those polled prefers the civil society and bar associations, although almost all groups give a slight preference to NGOs. Of course, a relatively high percentage of trust in legal aid which respondents expect from the non-governmental community is relative, although their choice is certainly closely related to the fact that this kind of assistance is always provided free of charge, unlike the services provided by hired lawyers. Overall of 29.5% of respondents in BIH chose aid from NGOs; as many as 35.1% in the RS and 26.6% in the FBIH. This is particularly important as the present legislation in BIH which regulates the provision of legal aid at the entity (RS) and cantonal levels envisages setting up special entity and cantonal legal aid institutions; it further says that legal aid may be provided by the lawyers registered in the bar associations. NGOs have been engaged in commenting draft laws at the state 13, entity and cantonal levels. They insisted that such legislative approach to the provision of legal aid was not adequate as it did not provide enough certainty that such an institution would be impartial as it was a government institution,

¹³ The Legal Aid Bill at the state level has not yet been passed into law.

		Гаb l e 35:	Who w	ould yo	u seek t	first fre	e legal	aid fror	n?			
	TOTAL	EN	TITY/DISTR	ICT		ETHN	IICITY		SI	ΣX	COMMUNITY TYPE	
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL
Attorney general	12,8 %	9,8 %	13,1 %	89,6 %	13,5 %	12,1 %	13,1 %	7,2 %	12,7 %	12,9 %	11,5 %	13,7 %
Ombudsman	15,0 %	17,1 %	12,8 %	-	18,0 %	11,0 %	16,0 %	23,3 %	14,2 %	15,7 %	16,1 %	14,1 %
Bar association	24,9 %	25,8 %	24,6 %	6,0 %	22,4 %	26,3 %	27,3 %	32,9 %	25,3 %	24,4 %	24,4 %	25,2 %
Civil society organizations	29,5 %	26,6 %	35,1 %	3,6 %	24,9 %	35,6 %	29,4 %	22,0 %	30,1 %	28,8 %	28,9 %	29,9 %
Better informed friends and acquaintances	3,7 %	4,0 %	3,3 %	-	4,1 %	3,8 %	1,4 %	-	4,1 %	3,2 %	6,5 %	1,5 %

while NGOs were excluded from legal aid provision regardless of their years- long experience.¹⁴

In the case of the BD, where there is an institutionalized legal aid office, nearly 90% of citizens rely on its services, and only 3.6% of respondents relay on the civil society organizations.

Asked whether they knew that there were civil society organizations which provided free legal aid, less than one half of those polled said they knew about such civil society organizations which provide free legal aid. Still, it is important to stress that the categories of respondents which are socially most vulnerable and most of whom are civilian or military victims of the war, have the information about NGOs which provide free legal aid. Also encouraging is a high percentage of women and rural dwellers that are aware that

14 Transitional Justice Guidebook in BIH, UNDP, 2009, pages 120-121.

such organizations exist (see Table 36). Civil society organizations are to be credited for informing those categories of respondents on their services: they were focused on women victims of the war, women victims of domestic violence, and socially vulnerable women without income, and the local population of rural areas through sustainable returns and inter-ethnic cooperation projects. Overall, the answers of respondents about their knowledge about NGOs and their potential cannot be considered as satisfactory since those civil society organizations play the key advocacy and monitoring role in ensuring that the authorities respect human rights and provide efficient access to justice. This is why it is necessary to continue making efforts towards ensuring the system of work for NGOs (including the adequate legislation), and mechanisms which will encourage the development of that so important segment of justice in broader terms.

Table 36: Have you heard of the civil		which provide free level aid?
lable 30: mave you fleatu of the civil	Society organizations	willch provide free legal alu:

	TOTAL	EN'	TITY/DISTR	ICT		ETHN	IICITY		SI	ΣX	COMMUNITY TYPE		
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS	MALE	FEMALE	URBAN	RURAL	
Yes	47,5 %	39,9 %	57,9 %	63,0 %	45,5 %	52,8 %	41,0 %	31,3 %	50,1 %	45,0 %	50,4 %	45,3 %	
No	50,9 %	58,2 %	41,0 %	37,0 %	52,6 %	46,2 %	57,0 %	68,7 %	48,8 %	52,9 %	47,5 %	53,5 %	

2. Should All Citizens of BIH Have equal Right to Free Legal Aid?

The large majority of citizens of BIH agree that citizens throughout BIH should have an equally guaranteed right to the minimum free legal aid (90%). The differences between the entities do not affect largely this general view (see Table 37).

Although the vast majority of citizens support all forms of free legal aid (see Table 38), we should warn that the laws which regulate this issue set precise conditions and qualifications for this particular right. For example, the BIH Criminal Procedure Code contains the article on "Court-

Appointed Defense Attorney for Indigenous Offenders" (Article 46) which prescribes that a defense counsel will be appointed by court if "the offender is unable to afford legal services".

The legal aid legislation in the BD envisages the provision of legal services only to indigenous persons who are unable to afford legal services, which is to be proven by the required documentation. Thus, even if a guaranteed minimum of free legal aid is established, the right will not be absolute in its nature; rather, it will be necessary to prove the clients' eligibility in every individual case.

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Table 37: **To what extent do you agree with the following statement:** "Throughout BIH, all citizens should enjoy equal and guaranteed right to the minimum free legal aid"?

	TOTAL	E	NTITY/DISTRIC	Т	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
l agree	89,9 %	84,1 %	98,0 %	100,0 %	89,8 %	93,9 %	80,2 %	85,6 %		
I disagree	10,1 %	15,9 %	2,0 %	-	10,2 %	6,1 %	19,8 %	14,4 %		

Table 38: **Do you know that everybody who is charged with a criminal offence** is entitled to a court-appointed legal counsel who serves ex-officio"?

	TOTAL	ENTITENT	TY/DISTRICTET	I DISTRIKT	ETHNICITY					
		FBiH	RS	Brčko District	BOSNIAKS	SERBS	CROATS	OTHERS		
Yes	79,7 %	73,1 %	88,2 %	100,0 %	78,1 %	84,8 %	70,5 %	92,3 %		
No	19,2 %	25,7 %	10,5 %	-	20,7 %	13,9 %	29,5 %	7,7 %		

IV CONCLUSIONS

The above elaborated survey results can be considered and interpreted from different angles, depending on individual socio-demographic indicators, or groups of respondents. A common characteristic of all respondents is that they are a highly motivated segment of the population, which has its own views and is willing to share them with others. The overall percentage of respondents who did not know the answer to the survey questions or were reluctant to answer, is negligible, and does not exceed 2-3% of all respondents in over 90% of guestions. In rare cases, in which the percentage of such answers is noticeable, it hardly exceeds 5% and reaches 10% in one case only. This clearly shows that citizens of BIH, when it comes to their attitudes towards the past war and its consequences, are not a "silent majority"; rather, they represent a huge potential for the process of facing the past in the appropriate environment of transitional justice.

In terms of content, respecting the above mentioned differences among different groups several very strong messages clearly arise from this survey. The first is the fact of looking back at the past war (1992-1995) at almost daily basis and enquiring different and often contradictory facts from the war. Various and mainly conflicting interpretations of the same events of the war contribute to that. Another message arises from the rejection of "our" truth, which is a clearly expressed will to discuss the past (also with other ethnic groups) and to seek clearer answers to the guestions which entail "at least three truths" in the society. A third one is an expressed interest in the concept of a truth commission and prima facie confidence which the respondents have in the civil society organizations, especially those at the local level. As a rule, the respondents see the civil society organizations as an unavoidable mechanism in the process of facing the past, although the level of their awareness of the work of the civil society remains at a relatively low level. The fourth message is probably the result of the previous messages and concerns the society's attitude towards victims.

In accordance with the principles of transitional justice, this survey examines in particular the problem regarding the position of victims of the war and their expectations from the state authorities, the judiciary and the society as a whole. The results of the survey show that there is a prevailing public belief that the level and scope of institutionalized care and support for the victims of the war are "the category abandoned" by almost all segments of the society. Hence, a highly expressed sensibility of the respondents towards the needs of the victims and their rights is expected.

In the end, the public distrust in the judicial authorities is a constant common to all categories of respondents. Although it can be said that the mistrust is based on their indirect perception, and not on a direct personal experience with legal proceedings either in court or prosecution office, it has to be taken most seriously as an aggravating circumstance in the area of access to justice and transitional justice. Insufficient or superficial information on the work of courts, established in the survey, speaks of insufficiently developed legal culture and awareness of citizens on legal redress and guarantees for the protection of individual rights. These brief final observations of the precisely presented survey results indicate, on the one hand, the necessity to review the perception of the judiciary as whole, and the potential of transitional justice in Bosnia and Herzegovina, on the other hand. The only institution which can bring to account all those who are suspected of having participated in committing of war crimes in any capacity is the state through its judicial authorities. The public expectations from the judiciary are huge and legitimate in view of the comprehensive reforms of that branch of government over the last decade. Complementary to those expectations is also the firm confidence in the civil society in the process of facing the past and especially the interest of respondents in potential truth commissions. These two components of transitional justice are not mutually exclusive nor can one compensate for the weaknesses of the other. On the contrary, a holistic approach

to justice implies their full integrity and mutual interaction, which is anticipated by the public expectations expressed in the survey.

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ANNEX

* Tables in the Annex are presented in the following way

- the first set of tables includes the information by the entity/ the Brčko District, and ethnicity - the other set of tables includes the information by sex, age and level of education

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Table 1. How important to you personally is what happened during the war in BIH 1992-1995?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Very important, I'll never forget it	582	36,4%	410	44,0%	163	25,7%	9	26,0%	374	48,5%	151	24,4%	49	26,2%
Important, but I have moved on with my life	566	35,4%	301	32,3%	258	40,7%	7	21,4%	248	32,1%	247	39,8%	63	33,5%
I am trying to forget it	333	20,8%	160	17,2%	161	25,4%	11	33,0%	114	14,7%	165	26,7%	50	26,6%
It is not important to me, and has no longer any impact on me whatsoever	106	6,6%	52	5,6%	51	8,1%	3	9,0%	30	3,9%	55	8,8%	20	10,8%
Don't know/no answer	13	,8%	9	,9%	1	,1%	4	10,6%	6	,8%	2	,3%	6	3,0%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 2. Do you think that the relevant facts about the events that occurred during the war in BIH have already been established?

	All resp	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	172	10,7%	145	15,5%	25	4,0%	2	5,2%	137	17,8%	20	3,2%	13	6,9%
Mainly yes	296	18,5%	214	22,9%	67	10,5%	16	46,6%	170	22,0%	73	11,8%	51	27,4%
Mainly no	488	30,5%	275	29,5%	205	32,4%	7	21,8%	196	25,3%	221	35,7%	68	36,6%
No	570	35,6%	257	27,6%	304	48,0%	9	26,4%	226	29,3%	281	45,4%	49	26,5%
Don't know	72	4,5%	39	4,2%	32	5,1%			40	5,2%	25	4,0%	5	2,6%
No answer	3	,2%	3	,3%					3	,3%				
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL yes	468	30,7%	358	40,3%	92	15,3%	18	51,9%	307	42,1%	93	15,6%	64	35,3%
TOTAL no	1058	69,3%	532	59,7%	510	84,7%	16	48,1%	422	57,9%	502	84,4%	118	64,7%
Total	1526	100,0%	890	100,0%	602	100,0%	34	100,0%	729	100,0%	595	100,0%	182	100,0%

Table 3. Which of the statements below best describes your opinion about the current level of a public dialogue about sensitive issues from the war in BIH?

	All resp	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Nearly all want to discuss the war with others	122	7,6%	90	9,7%	32	5,0%			73	9,4%	36	5,9%	12	6,3%
Most people want to discuss the war with others	458458	28,6%	303	32,5%	154	24,3%	1	2,0%	230	29,8%	152	24,5%	70	37,5%
Most people do not want to discuss the war with others	621	38,8%	312	33,5%	295	46,5%	14	40,7%	288	37,3%	276	44,5%	53	28,5%
Almost nobody wants to discuss the war with others	285	17,8%	140	15,0%	126	19,9%	19	57,3%	121	15,7%	131	21,1%	28	15,2%
Don't know	106	6,6%	84	9,0%	22	3,4%			58	7,6%	21	3,4%	23	12,5%
No answer	8	,5%	2	,3%	6	,9%			2	,2%	4	,6%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 4. How would you describe your willingness to discuss the past war in BIH with the other ethnic groups?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am fully prepared to discuss it with the other ethnic groups	458	28,6%	237	25,4%	219	34,5%	3	8,6%	220	28,5%	206	33,2%	27	14,2%
I am prepared to some extent to discuss it with the other ethnic groups	591	36,9%	380	40,7%	204	32,1%	7	21,2%	311	40,3%	204	33,0%	68	36,4%
I am not really prepared to discuss it with the other ethnic groups	269	16,8%	165	17,7%	92	14,5%	13	37,0%	119	15,4%	100	16,2%	48	25,8%
I don't want to discuss with the other ethnic groups at all	237	14,8%	123	13,1%	103	16,2%	11	33,2%	101	13,1%	100	16,2%	32	17,2%
Don't know	41	2,6%	25	2,7%	16	2,5%			19	2,4%	8	1,3%	11	5,9%
No answer	4	,3%	3	,3%	1	,2%			2	,3%	1	,2%	1	,5%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Tabele 5. How often do you personally raise the issue of the past war in BiH with the other ethnic groups?

	All respo	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Whenever possible	66	4,1%	40	4,2%	25	4,0%	1	3,4%	34	4,4%	23	3,7%	8	4,2%
Rather often	153	9,5%	119	12,7%	31	5,0%	3	7,8%	107	13,8%	21	3,4%	25	13,3%
Sometimes	451	28,2%	304	32,6%	141	22,2%	6	18,2%	241	31,2%	152	24,6%	51	27,1%
Rarely	494	30,8%	258	27,7%	221	34,9%	14	42,0%	208	27,0%	216	34,9%	66	35,4%
Never	419	26,2%	203	21,8%	207	32,6%	10	28,5%	181	23,5%	199	32,2%	32	17,3%
Don't know	14	,9%	8	,8%	6	,9%			1	,2%	5	,7%	5	2,6%
No answer	4	,2%	2	,2%	2	,3%					3	,5%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

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Table 6. To what extent do you agree or disagree with the following statement: We should discuss all the aspects of the war in BiH in order to overcome the current situation in which we have at least three different interpretations of the events from the war

	All resp	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F Bli	н	RS		Brcko di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	629	39,3%	376	40,4%	249	39,3%	3	8,6%	334	43,3%	239	38,6%	46	24,9%
I mainly agree	624	39,0%	375	40,2%	240	37,8%	10	28,8%	307	39,8%	229	36,9%	81	43,4%
I mainly disagree	218	13,6%	124	13,3%	75	11,8%	19	55,6%	84	10,8%	88	14,2%	44	23,7%
I fully disagree	72	4,5%	36	3,9%	34	5,3%	2	7,0%	31	4,0%	28	4,5%	12	6,2%
Don't know	53	3,3%	20	2,1%	34	5,3%			15	2,0%	35	5,6%	3	1,9%
No answer	4	,2%	1	,1%	3	,5%			1	,1%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1253	81,2%	751	82,4%	489	81,8%	13	37,4%	641	84,9%	468	80,2%	127	69,5%
TOTAL disagree	290	18,8%	160	17,6%	109	18,2%	21	62,6%	114	15,1%	116	19,8%	56	30,5%
Total	1543	100.0%	912	100.0%	597	100.0%	34	100.0%	756	100.0%	584	100.0%	183	100.0%

Table 7. Which role should the authorities play in the process of facing the past?

	All respo	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Authorities should have the lead role in these activities	669	41,8%	478	51,3%	174	27,5%	17	50,2%	412	53,4%	169	27,3%	78	41,7%
Authorities should be involved to some extent	744	46,5%	362	38,9%	367	57,9%	15	43,8%	295	38,2%	354	57,1%	86	46,0%
Authorities should not be involved in these activities	127	7,9%	61	6,6%	63	10,0%	2	6,0%	38	4,9%	70	11,3%	19	10,1%
Don't know	57	3,6%	30	3,2%	27	4,3%			27	3,5%	24	3,9%	4	2,1%
No answer	3	,2%	0	,0%	2	,4%			0	,0%	2	,4%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 8. To what extent do you agree or disagree with the following statement: The authorities in BIH should devise a concrete plan for the facing of the past and truth-seeking issues?

	All respo	ondents			Entiie	es				D10.	What is your	ethnicity?		
			F Bli	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	736	46,0%	458	49,2%	264	41,6%	14	40,9%	419	54,3%	239	38,5%	68	36,2%
I mainly agree	595	37,2%	302	32,4%	279	44,1%	13	39,9%	263	34,1%	270	43,5%	58	30,9%
I mainly disagree	141	8,8%	105	11,2%	32	5,1%	4	12,0%	52	6,7%	52	8,4%	34	18,3%
I fully disagree	48	3,0%	34	3,6%	11	1,8%	2	7,2%	17	2,2%	14	2,3%	15	7,9%
Don't know	74	4,6%	31	3,3%	44	6,9%			18	2,3%	44	7,0%	13	6,7%
No answer	6	,4%	3	,3%	3	,5%			3	,4%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1331	87,6%	760	84,6%	543	92,5%	27	80,8%	682	90,9%	508	88,4%	125	71,9%
TOTAL disagree	189	12,4%	139	15,4%	44	7,5%	6	19,2%	69	9,1%	67	11,6%	49	28,1%
Total	1519	100,0%	899	100,0%	587	100,0%	34	100,0%	751	100,0%	575	100,0%	174	100,0%

Table 9. BIH committed itself to developing a plan, i.e. a BiH Transitional Justice Strategy. What should, in your opinion, be the main goal of this Strategy?

	All respo	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
To ensure justice for victims	479	29,9%	293	31,4%	169	26,7%	17	51,3%	287	37,1%	150	24,2%	42	22,4%
To devise activities related to seeking the truth about the war in BIH	368	23,0%	199	21,4%	163	25,7%	6	16,6%	180	23,3%	149	24,0%	37	19,6%
To build confidence and encourage a dialogue among the parties	444	27,7%	310	33,3%	129	20,3%	5	14,4%	210	27,2%	154	24,9%	71	37,9%
To define the issue of reparations for victims of the war	148	9,2%	73	7,9%	73	11,5%	2	5,2%	42	5,4%	77	12,4%	26	13,8%
To develop a vetting system for all public officials	98	6,1%	35	3,7%	59	9,3%	4	12,6%	30	3,8%	57	9,2%	8	4,3%
Don't know	57	3,6%	21	2,2%	36	5,7%			20	2,6%	32	5,1%	4	2,0%
No answer	6	,4%	2	,2%	5	,8%			4	,5%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100.0%	620	100.0%	187	100,0%

Table 10. To what extent do you agree that all persons found to be accountable for war crimes should be banned from public office?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	1087	68,0%	636	68,3%	431	68,0%	20	58,4%	605	78,4%	387	62,5%	82	43,9%
I mainly agree	286	17,9%	143	15,3%	131	20,7%	12	34,6%	86	11,2%	139	22,4%	60	32,4%
I mainly disagree	127	7,9%	100	10,7%	26	4,0%	1	3,4%	51	6,7%	45	7,3%	26	13,7%
I fully disagree	55	3,4%	31	3,3%	23	3,6%	1	3,6%	18	2,3%	25	4,0%	10	5,6%
Don't know	37	2,3%	18	1,9%	19	3,0%			8	1,0%	19	3,0%	8	4,5%
No answer	8	,5%	4	,5%	4	,6%			3	,4%	5	,8%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1373	88,3%	779	85,6%	562	92,0%	31	93,0%	691	90,9%	526	88,3%	142	79,8%
TOTAL disagree	182	11,7%	131	14,4%	49	8,0%	2	7,0%	69	9,1%	70	11,7%	36	20,2%
Total	1555	100,0%	910	100,0%	611	100,0%	34	100,0%	760	100,0%	596	100,0%	178	100,0%

Table 11. To what extent do you agree or disagree with the following statement: the documentation of international courts (the ICTY and the International Court of Justice) represents the best basis for discussions about what happened during the war in BIH?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	351	22,0%	280	30,0%	63	9,9%	9	26,6%	288	37,3%	44	7,1%	18	9,8%
I mainly agree	539	33,7%	400	43,0%	123	19,5%	15	43,4%	332	43,0%	113	18,2%	86	46,1%
I mainly disagree	336	21,0%	151	16,2%	179	28,2%	6	18,9%	93	12,1%	187	30,2%	51	27,3%
I fully disagree	303	18,9%	57	6,1%	242	38,2%	4	11,2%	30	3,9%	248	40,1%	20	10,8%
Don't know	66	4,1%	42	4,5%	24	3,8%			28	3,6%	26	4,3%	11	6,0%
No answer	5	,3%	2	,2%	3	,5%			1	,2%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	890	58,2%	680	76,6%	186	30,6%	24	69,9%	620	83,4%	157	26,5%	104	59,4%
TOTAL disagree	639	41,8%	208	23,4%	421	69,4%	10	30,1%	123	16,6%	435	73,5%	71	40,6%
Total	1529	100.0%	888	100.0%	607	100.0%	34	100.0%	743	100.0%	592	100.0%	175	100,0%

Table 12. Huge number of NGOs in BIH and abroad have been collecting documents, accounts and testimonies about the past war in BIH. To what extent are you aware of such activities?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	4	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am aware of it	87	5,4%	59	6,3%	27	4,3%	1	3,4%	60	7,8%	17	2,7%	9	4,6%
I am partly aware of it	456	28,5%	284	30,4%	165	26,0%	8	22,5%	255	33,0%	159	25,6%	42	22,3%
am not aware enough	612	38,2%	351	37,6%	245	38,7%	16	46,4%	278	36,0%	244	39,3%	82	44,1%
I am not aware of it at all	393	24,6%	218	23,3%	166	26,2%	9	27,6%	161	20,9%	174	28,1%	48	25,7%
Don't know	48	3,0%	19	2,1%	29	4,5%			16	2,0%	24	3,9%	6	3,2%
No answer	4	,2%	2	,2%	2	,3%			2	,2%	2	,3%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL aware	543	35,1%	343	37,6%	192	31,8%	9	26,0%	315	41,8%	175	29,6%	50	27,8%
TOTAL unaware	1005	64,9%	568	62,4%	411	68,2%	25	74,0%	439	58,2%	418	70,4%	130	72,2%
Total	1548	100,0%	911	100,0%	603	100,0%	34	100,0%	754	100,0%	594	100,0%	181	100,0%

Table 13. Do you know what truth commissions are?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	595	37,2%	359	38,5%	228	36,0%	8	23,6%	327	42,4%	207	33,5%	56	30,1%
No	973	60,8%	556	59,7%	392	61,8%	25	73,3%	432	56,0%	403	65,0%	123	66,1%
No answer	32	2,0%	17	1,8%	14	2,2%	1	3,2%	12	1,6%	10	1,6%	7	3,8%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 13a. Do you think that a truth commission should be established in BIH?

	All respo	ndents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	527	88,6%	313	87,1%	207	90,6%	8	100,0%	295	90,4%	184	88,5%	44	78,9%
No	48	8,1%	34	9,5%	14	6,2%			21	6,5%	16	7,9%	10	17,1%
No answer	20	3,3%	12	3,5%	7	3,2%			10	3,1%	7	3,5%	2	4,0%
Total	595	100,0%	359	100,0%	228	100,0%	8	100,0%	327	100,0%	207	100,0%	56	100,0%

Table 13b. At which level should a truth commission be established?

	All respo	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
State level	353	67,0%	253	80,9%	97	47,1%	3	35,6%	247	83,5%	76	41,2%	28	62,3%
Entity level	106	20,2%	23	7,4%	78	37,9%	5	60,2%	19	6,6%	79	43,2%	7	15,0%
Cantonal/regional level	12	2,2%	7	2,4%	4	2,0%			4	1,3%	4	2,2%	4	8,1%
Municipa l l evel	38	7,1%	17	5,6%	20	9,5%	0	4,2%	15	5,1%	18	10,0%	4	9,1%
Local community level	10	1,9%	7	2,2%	3	1,4%			5	1,8%	4	2,0%	1	1,9%
Don't know	6	1,1%	3	1,0%	3	1,5%			3	1,0%	1	,8%	2	3,7%
No answer	3	,6%	2	,6%	1	,6%			2	,6%	1	,7%		
Tota l	527	100,0%	313	100,0%	207	100,0%	8	100,0%	295	100,0%	184	100,0%	44	100,0%

Table 14. To what extent do you agree or disagree with the following statement: Civil society organizations at local level (cantonal/regional, municipal and local community levels) are capable of leading the process of rebuilding confidence?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	378	23,6%	243	26,1%	132	20,9%	3	8,4%	255	33,0%	99	16,0%	20	11,0%
I mainly agree	675	42,2%	390	41,8%	270	42,5%	16	46,4%	326	42,3%	259	41,8%	84	44,8%
I mainly disagree	273	17,1%	150	16,0%	113	17,9%	10	30,6%	91	11,8%	134	21,6%	44	23,5%
I fully disagree	119	7,5%	57	6,1%	57	9,0%	5	14,6%	34	4,4%	67	10,9%	14	7,5%
Don't know	142	8,8%	83	8,9%	59	9,3%			60	7,8%	54	8,7%	23	12,5%
No answer	13	,8%	10	1,1%	3	,4%			5	,7%	6	,9%	1	,8%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1053	72,8%	633	75,4%	402	70,2%	19	54,8%	581	82,3%	358	64,0%	104	64,3%
TOTAL disagree	393	27,2%	207	24,6%	171	29,8%	15	45,2%	125	17,7%	201	36,0%	58	35,7%
Total	1446	100,0%	840	100,0%	573	100,0%	34	100,0%	707	100,0%	560	100,0%	162	100,0%

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Table 15. After the war many monuments and memorials have been constructed in BIH in memory of the 1992-1995 war. How much, in your opinion, are the constructed monuments and memorials useful for the process of facing the past?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Very useful	531	33,2%	359	38,5%	172	27,2%	0	,8%	341	44,1%	150	24,1%	38	20,2%
Useful to some extent	578	36,1%	340	36,4%	226	35,7%	12	36,2%	261	33,8%	234	37,8%	74	39,5%
Not really useful	292	18,2%	159	17,0%	120	18,9%	13	39,2%	114	14,8%	129	20,8%	44	23,7%
Totally useless	131	8,2%	45	4,8%	78	12,3%	8	23,8%	36	4,6%	74	12,0%	19	10,0%
Don't know	64	4,0%	29	3,1%	34	5,4%			20	2,6%	31	5,0%	13	6,7%
No answer	4	,2%	1	,1%	3	,5%					2	,3%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL useful	1110	72,4%	698	77,4%	399	66,8%	13	37,0%	601	80,0%	384	65,4%	111	63,9%
TOTAL useless	423	27,6%	204	22,6%	198	33,2%	21	63,0%	150	20,0%	203	34,6%	63	36,1%
Total	1533	100,0%	902	100.0%	596	100,0%	34	100,0%	751	100,0%	587	100,0%	174	100,0%

Table 16. To what extent do you agree that there should be a state-level law to regulate the construction of monuments and memorials?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	+	RS		Brcko Di	istrict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	667	41,7%	441	47,3%	225	35,4%	1	4,2%	445	57,7%	178	28,7%	36	19,3%
I mainly agree	493	30,8%	240	25,8%	242	38,1%	11	31,8%	189	24,5%	241	39,0%	57	30,7%
I mainly disagree	246	15,4%	146	15,7%	90	14,2%	10	30,0%	83	10,8%	106	17,1%	55	29,4%
I fully disagree	137	8,6%	77	8,2%	49	7,7%	12	34,0%	36	4,7%	67	10,9%	29	15,6%
Don't know	55	3,4%	27	2,9%	28	4,5%			17	2,2%	27	4,4%	9	5,0%
No answer	2	,1%	2	,2%					2	,2%				
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1160	75,1%	681	75,3%	466	77,0%	12	36,0%	634	84,1%	419	70,8%	93	52,6%
TOTAL disagree	384	24,9%	223	24,7%	139	23,0%	22	64,0%	120	15,9%	173	29,2%	84	47,4%
Total	1543	100,0%	904	100,0%	605	100,0%	34	100,0%	753	100,0%	593	100,0%	177	100,0%

Table 17. To what extent to you support the idea of building one monument, the central war memorial/museum in BIH?

	All resp	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully support	502	31,4%	396	42,5%	99	15,5%	7	20,4%	384	49,7%	80	12,9%	34	18,1%
I mainly support	451	28,2%	277	29,7%	150	23,6%	24	71,8%	233	30,3%	142	22,9%	69	37,1%
I mainly do not support	280	17,5%	134	14,4%	145	22,8%	1	4,4%	76	9,9%	155	25,0%	47	24,9%
I do not support at all	263	16,4%	83	8,9%	179	28,2%	1	3,4%	42	5,4%	188	30,3%	28	14,9%
Don't know	95	6,0%	40	4,3%	55	8,7%			36	4,7%	50	8,1%	8	4,4%
No answer	9	,6%	2	,2%	7	1,1%			1	,1%	5	,8%	1	,5%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL support	953	63,7%	673	75,6%	248	43,4%	31	92,2%	617	84,0%	222	39,3%	103	58,1%
TOTAL do not support	543	36,3%	217	24,4%	324	56,6%	3	7,8%	118	16,0%	343	60,7%	74	41,9%
Total	1496	100,0%	890	100,0%	572	100,0%	34	100,0%	735	100,0%	564	100,0%	178	100,0%

Table 18. Which of the following statements comes closer to expressing what you believe?

	All resp	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Victims of war are abandoned by almost all segments of society	641	40,1%	403	43,3%	224	35,3%	14	41,2%	389	50,4%	190	30,7%	55	29,2%
Authorities and other organizations pay some attention to victims of war	656	41,0%	383	41,1%	256	40,4%	17	51,6%	286	37,0%	272	43,9%	91	48,5%
A great number of institutions and civil society organizations deal with the victims of the war but their work is not systematic or well coordinated	227	14,2%	116	12,4%	110	17,3%	1	3,6%	78	10,1%	113	18,3%	33	17,5%
Problems of the victims of the war are often exaggerated and generally, less attention should be given to them	30	1,9%	16	1,7%	13	2,0%	1	3,6%	4	,6%	18	2,8%	7	3,9%
Other	10	,7%			10	1,7%					10	1,7%		
Don't know	31	1,9%	12	1,3%	19	2,9%			13	1,7%	15	2,4%	2	,9%
No answer	5	,3%	2	,2%	3	,5%			2	,2%	1	,2%		
Total .	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 19. Which of the following statements best describes your opinion?

	All respo	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Dis	strict	Bosnial	(Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Victims of war - those who were wounded or lost relatives	1070	66,9%	626	67,2%	426	67,2%	17	51,6%	548	71,0%	394	63,5%	113	60,3%
War-related sufferings should not be measured financially, symbolic compensation should be insisted on	335	20,9%	197	21,2%	123	19,5%	14	41,4%	151	19,6%	141	22,8%	39	21,1%
Other	156	9,7%	82	8,8%	71	11,2%	2	7,0%	55	7,2%	73	11,7%	26	14,2%
Don't know	35	2,2%	25	2,7%	10	1,6%			16	2,1%	10	1,6%	8	4,4%
No answer	5	,3%	2	,2%	3	,5%			1	,1%	2	,3%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 20. To what extent do you believe that adequate reparations/compensations to the victims of the war are possible through the courts in BIH?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully believe	168	10,5%	112	12,1%	54	8,5%	2	4,6%	105	13,6%	44	7,2%	18	9,7%
I partly believe	447	27,9%	284	30,5%	155	24,4%	9	25,8%	231	30,0%	154	24,8%	60	32,4%
I do not really believe	561	35,1%	327	35,1%	219	34,6%	14	42,8%	278	36,0%	216	34,9%	57	30,5%
I do not believe at all	334	20,9%	160	17,1%	165	26,0%	9	26,8%	126	16,4%	167	27,0%	34	18,4%
Don't know	86	5,4%	47	5,1%	38	6,0%			31	4,0%	36	5,8%	17	9,0%
No answer	5	,3%	2	,2%	3	,5%			1	,1%	2	,3%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL believe	615	40,7%	396	44,9%	208	35,2%	10	30,3%	336	45,5%	198	34,1%	79	46,3%
TOTAL don't believe	895	59,3%	487	55,1%	384	64,8%	24	69,7%	404	54,5%	384	65,9%	91	53,7%
Total	1510	100,0%	883	100,0%	593	100,0%	34	100,0%	740	100,0%	582	100,0%	170	100,0%

Table 21. Do you believe that all victims should enjoy equal rights or some of them should be treated differently from all other victims - e.g. military victims of the war vs. civilian victims?

	All resp	ondents			Entiti	es				D10.	What is your	ethnicity?		
			F BII	4	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
All victims of the war should enjoy equal rights	1105	69,1%	574	61,5%	514	81,0%	18	52,1%	527	68,3%	468	75,4%	101	54,1%
Some victims should be treated differently from others	442	27,6%	323	34,7%	106	16,8%	12	36,5%	223	28,9%	131	21,2%	76	40,7%
Don't know	50	3,1%	36	3,8%	13	2,0%	1	4,4%	21	2,8%	18	2,8%	10	5,2%
No answer	3	,2%			1	,2%	2	7,0%			3	,5%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 22. To what extent do you agree that all victims should enjoy equal rights regardless of the entity or region in which they live?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	istrict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	844	52,7%	366	39,2%	463	73,1%	15	43,5%	343	44,5%	432	69,7%	57	30,7%
I mainly agree	377	23,6%	253	27,2%	108	17,0%	16	47,7%	211	27,4%	99	16,0%	65	34,6%
I mainly disagree	248	15,5%	201	21,6%	47	7,4%			133	17,3%	62	10,0%	48	25,6%
I fully disagree	101	6,3%	94	10,1%	7	1,1%			68	8,8%	18	2,9%	13	6,7%
Don't know	26	1,6%	17	1,8%	8	1,2%	1	4,4%	16	2,1%	6	1,0%	3	1,6%
No answer	4	,2%	1	,1%	1	,2%	1	4,4%	0	,0%	2	,4%	1	,7%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1221	77,7%	619	67,7%	571	91,4%	31	100,0%	554	73,4%	531	86,9%	122	66,9%
TOTAL disagree	349	22,3%	296	32,3%	54	8,6%			201	26,6%	80	13,1%	60	33,1%
Total	1570	100,0%	914	100,0%	625	100,0%	31	100,0%	755	100,0%	611	100,0%	182	100,0%

Table 23. How much do you trust the judicial system in BIH?

	All resp	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	istrict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully trust	159	10,0%	108	11,6%	51	8,1%			115	14,9%	24	3,9%	15	8,2%
I trust partly	462	28,9%	306	32,8%	151	23,8%	5	13,6%	240	31,1%	148	23,8%	70	37,4%
Not very much	559	35,0%	334	35,8%	215	34,0%	10	30,2%	255	33,0%	227	36,6%	68	36,2%
do not trust at all	383	24,0%	161	17,3%	203	32,0%	19	56,2%	148	19,1%	207	33,4%	27	14,5%
Don't know	34	2,1%	22	2,3%	12	1,9%			14	1,8%	13	2,1%	7	3,7%
No answer	2	,1%	1	,1%	1	,2%			1	,1%	1	,2%		
Tota l	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL trust	621	39,7%	414	45,5%	202	32,6%	5	13,6%	355	46,9%	172	28,4%	85	47,4%
TOTAL don't trust	943	60,3%	495	54,5%	418	67,4%	29	86,4%	402	53,1%	434	71,6%	95	52,6%
Total	1564	100,0%	909	100,0%	621	100,0%	34	100,0%	757	100,0%	605	100,0%	180	100,0%

Table 24. To what extent do you agree with the following statement: There should be a Supreme Court at BIH level as the court of final appeal?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F Bli	н	RS		Brcko Di	istrict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	689	43,1%	501	53,8%	174	27,5%	14	41,0%	469	60,8%	141	22,7%	72	38,3%
I mainly agree	521	32,6%	257	27,6%	255	40,2%	9	27,8%	189	24,4%	243	39,3%	80	42,6%
I mainly disagree	193	12,1%	101	10,8%	85	13,5%	7	20,1%	62	8,1%	108	17,4%	22	11,7%
I fully disagree	99	6,2%	32	3,5%	63	10,0%	4	10,4%	18	2,3%	72	11,6%	8	4,5%
Don't know	94	5,9%	39	4,2%	55	8,7%			32	4,2%	55	8,8%	5	2,9%
No answer	3	,2%	2	,2%	1	,2%	0	,8%	2	,2%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1211	80,5%	758	85,0%	429	74,3%	23	69,3%	657	89,1%	384	68,1%	151	83,3%
TOTAL disagree	292	19,5%	133	15,0%	149	25,7%	10	30,7%	80	10,9%	180	31,9%	30	16,7%
Total	1503	100,0%	891	100,0%	578	100,0%	34	100,0%	738	100,0%	564	100,0%	181	100,0%

Facing the past

and access to justice from a public perspective

Table 25. To what extent are you informed about procedures, laws and regulations in BIH?

	All resp	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F Bli	Н	RS		Brcko Di	strict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
am well informed	105	6,6%	74	7,9%	31	4,9%			60	7,8%	32	5,1%	10	5,6%
I am partly informed	579	36,2%	361	38,7%	213	33,7%	5	14,6%	310	40,2%	203	32,7%	59	31,7%
I am not well informed	604	37,7%	332	35,6%	254	40,0%	18	53,4%	265	34,3%	257	41,5%	73	39,3%
am not informed at all	281	17,6%	149	15,9%	121	19,2%	11	32,0%	127	16,5%	114	18,3%	36	19,4%
Don't know	29	1,8%	15	1,6%	14	2,2%			8	1,1%	13	2,2%	7	4,0%
No answer	2	,1%	1	,1%	1	,2%			1	,1%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL informed	684	43,6%	435	47,5%	244	39,4%	5	14,6%	371	48,6%	234	38,7%	70	38,8%
TOTAL uninformed	885	56,4%	481	52,5%	375	60,6%	29	85,4%	392	51,4%	371	61,3%	110	61,2%
Total	1569	100,0%	916	100,0%	619	100,0%	34	100,0%	763	100,0%	605	100,0%	179	100,0%

Table 26. To what extent are you trying to get informed about the judicial system in BIH, courts and prosecution offices?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	istrict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am trying to get informed on a daily basis	315	19,7%	232	24,9%	82	13,0%	1	3,4%	193	25,1%	89	14,3%	28	14,8%
I am trying to get informed on a weekly basis	341	21,3%	231	24,8%	106	16,7%	4	12,1%	178	23,1%	110	17,7%	48	25,5%
I am trying to get informed periodically (every month or less often)	467	29,2%	234	25,1%	217	34,3%	15	43,6%	196	25,5%	212	34,2%	54	28,7%
I am not trying to get informed at all	390	24,4%	196	21,0%	184	29,1%	10	29,4%	163	21,2%	170	27,4%	50	27,0%
Don't know	79	4,9%	35	3,8%	42	6,6%	1	4,4%	35	4,5%	37	5,9%	7	4,0%
No answer	8	,5%	3	,4%	2	,4%	2	7,0%	5	,7%	3	,4%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 26a. Which media do you often use to get informed about the judicial system, courts and prosecutors' offices?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	4	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
TV	827	73,6%	473	67,8%	334	82,5%	20	100,0%	422	74,2%	317	77,2%	81	62,8%
Press	125	11,1%	76	11,0%	48	11,9%			55	9,6%	49	11,8%	17	12,9%
Radio	59	5,2%	52	7,5%	7	1,6%			34	5,9%	8	1,9%	17	13,1%
Internet	86	7,6%	78	11,2%	8	1,9%			47	8,3%	27	6,5%	11	8,2%
Brochures in courts and prosecution offices	17	1,5%	12	1,7%	5	1,3%			7	1,2%	6	1,5%	3	2,4%
Brochures in CSOs	5	,4%	3	,5%	2	,5%			2	,3%	3	,6%		
Don't know	1	,1%	1	,1%									1	,6%
No answer	4	,3%	2	,4%	1	,4%			2	,4%	1	,4%		
Total	1123	100,0%	698	100,0%	405	100,0%	20	100,0%	568	100,0%	411	100,0%	129	100,0%

Table 27. To what extent are you interested in being informed about changes in the legislation in BiH?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	istrict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Very interested	248	15,5%	155	16,6%	83	13,2%	10	29,0%	131	17,0%	83	13,3%	25	13,2%
Mainly interested	717	44,8%	415	44,5%	295	46,5%	8	22,3%	374	48,5%	274	44,3%	66	35,6%
Mainly uninterested	447	27,9%	257	27,5%	176	27,8%	14	40,8%	177	22,9%	190	30,7%	75	40,1%
Very uninterested	143	9,0%	75	8,1%	65	10,3%	3	7,8%	63	8,1%	61	9,8%	15	8,2%
Don't know	36	2,2%	23	2,5%	13	2,0%			21	2,7%	10	1,7%	4	2,3%
No answer	9	,5%	8	,8%	1	,2%			6	,8%	1	,2%	1	,7%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL interested	965	62,1%	570	63,2%	378	61,0%	17	51,4%	505	67,8%	357	58,7%	91	50,3%
TOTAL uninterested	590	37,9%	332	36,8%	242	39,0%	16	48,6%	240	32,2%	251	41,3%	90	49,7%
Total	1556	100,0%	902	100,0%	620	100,0%	34	100,0%	744	100,0%	608	100,0%	181	100,0%

Table 28. To what extent do you agree with the following statement: There should be a single place where citizens would have access to consolidated legislation (including all amendments) applicable throughout BIH, at any time?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	781	48,8%	458	49,1%	315	49,7%	8	23,4%	408	52,9%	299	48,3%	62	33,0%
I mainly agree	627	39,2%	361	38,7%	252	39,8%	14	42,0%	285	37,0%	248	40,0%	88	47,1%
I mainly disagree	92	5,7%	59	6,4%	25	3,9%	7	21,5%	32	4,1%	34	5,4%	21	11,4%
I fully disagree	37	2,3%	16	1,7%	17	2,7%	4	13,2%	18	2,4%	16	2,5%	3	1,8%
Don't know	55	3,4%	33	3,5%	22	3,5%			23	2,9%	19	3,1%	12	6,7%
No answer	8	,5%	5	,6%	3	,5%			5	,6%	3	,6%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1408	91,6%	819	91,6%	567	93,1%	22	65,3%	694	93,3%	547	91,7%	150	85,9%
TOTAL disagree	129	8,4%	76	8,4%	42	6,9%	12	34,7%	50	6,7%	50	8,3%	25	14,1%
Total	1537	100,0%	894	100,0%	609	100,0%	34	100,0%	744	100,0%	597	100,0%	174	100,0%

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Table 29. Have you ever heard of the Official Gazette, the journal which contains all the laws and amendments to the existing legislation?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	950	59,4%	512	55,0%	412	65,0%	26	75,8%	467	60,5%	392	63,2%	81	43,5%
No	619	38,7%	403	43,3%	207	32,6%	8	24,2%	295	38,2%	212	34,2%	102	54,4%
Don't know	26	1,6%	15	1,6%	11	1,8%			7	,9%	13	2,1%	4	2,0%
No answer	6	,4%	2	,2%	4	,6%			3	,3%	3	,5%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 30. Have you ever heard of the Official Gazette web site?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	522	32,6%	230	24,7%	278	43,9%	14	40,9%	245	31,7%	237	38,2%	35	19,0%
No	1028	64,3%	673	72,2%	335	52,9%	20	59,1%	507	65,7%	360	58,2%	147	78,6%
No answer	50	3,1%	29	3,1%	21	3,3%			20	2,6%	22	3,6%	5	2,4%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 31. Do you know that as a citizen you are allowed to be present at a hearing if it is open to public?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BI	Н	RS		Brcko Dis	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	866	54,1%	453	48,5%	386	60,9%	28	82,4%	428	55,4%	368	59,4%	66	35,2%
No	691	43,2%	444	47,6%	241	38,1%	6	17,6%	316	40,9%	246	39,8%	114	61,3%
No answer	42	2,6%	36	3,8%	7	1,0%			28	3,6%	5	,9%	7	3,5%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 32. Have you ever been present at a trial, not because you had to, but because you were interested in the trial?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, regularly	37	2,3%	20	2,2%	13	2,1%	3	9,0%	16	2,0%	15	2,5%	6	3,1%
Yes, sometimes	55	3,4%	35	3,8%	20	3,1%			35	4,6%	14	2,3%	5	2,6%
Yes, I have been at a trial once or twice	148	9,3%	109	11,7%	33	5,2%	6	18,1%	74	9,6%	48	7,8%	24	13,0%
I have never been present	1340	83,8%	755	81,0%	560	88,4%	25	73,0%	634	82,2%	536	86,4%	152	81,2%
Don't know	10	,6%	8	,8%	2	,4%			9	1,2%	1	,2%		
No answer	10	,6%	4	,5%	5	,8%			4	,5%	5	,8%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100.0%	620	100.0%	187	100,0%

Table 33. To what extent do you agree with the following statement:

It is important that courts and prosecutors' offices are aspiring to have an equal number of women and men on their staff?

	All resp	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	677	42,3%	350	37,6%	309	48,7%	18	53,5%	334	43,3%	274	44,2%	56	29,8%
I mainly agree	526	32,9%	276	29,6%	236	37,3%	13	39,6%	254	33,0%	222	35,8%	49	26,3%
I mainly disagree	231	14,5%	179	19,2%	50	7,9%	2	7,0%	116	15,0%	74	11,9%	39	20,6%
I fully disagree	111	7,0%	96	10,3%	15	2,4%			40	5,2%	32	5,2%	36	19,2%
Don't know	51	3,2%	31	3,3%	21	3,2%			26	3,4%	17	2,8%	8	4,0%
No answer	3	,2%	0	,0%	3	,4%			1	,2%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1203	77,8%	627	69,5%	545	89,3%	31	93,0%	588	79,1%	496	82,4%	105	58,5%
TOTAL disagree	343	22,2%	275	30,5%	66	10,7%	2	7,0%	156	20,9%	106	17,6%	74	41,5%
Total	1546	100,0%	902	100,0%	611	100,0%	34	100,0%	744	100,0%	601	100,0%	179	100,0%

Table 34. To what extent do you agree with the following statement:
The employees of the police, courts and prosecutors' offices are trained enough to behave professionally in sensitive cases of sexual and domestic violence?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BIH	1	RS		Brcko Di	strict	Bosnia	ık	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	282	17,6%	181	19,4%	96	15,1%	5	15,8%	160	20,7%	79	12,8%	36	19,3%
I mainly agree	612	38,2%	332	35,6%	275	43,4%	4	13,2%	296	38,4%	254	40,9%	55	29,3%
I mainly disagree	411	25,7%	263	28,2%	133	20,9%	16	46,2%	187	24,2%	158	25,5%	61	32,7%
I fully disagree	187	11,7%	99	10,7%	79	12,5%	8	24,7%	83	10,8%	83	13,4%	17	9,4%
Don't know	101	6,3%	56	6,0%	45	7,2%			44	5,6%	40	6,5%	18	9,4%
No answer	7	,4%	1	,1%	6	,9%			1	,2%	6	,9%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	894	59,9%	513	58,6%	371	63,7%	10	29,1%	456	62,8%	333	58,0%	91	53,6%
TOTAL disagree	598	40,1%	362	41,4%	212	36,3%	24	70,9%	271	37,2%	241	42,0%	78	46,4%
Total	1492	100,0%	875	100,0%	583	100,0%	34	100,0%	727	100,0%	574	100,0%	169	100,0%

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Table 35. Whom would you first address if you needed free legal aid?

	All respo	ndents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Public attorney's office	204	12,8%	91	9,8%	83	13,1%	30	89,6%	104	13,5%	75	12,1%	24	13,1%
Ombudsman	240	15,0%	159	17,1%	81	12,8%			139	18,0%	68	11,0%	30	16,0%
Bar association	398	24,9%	240	25,8%	156	24,6%	2	6,0%	173	22,4%	163	26,3%	51	27,3%
CSOs	472	29,5%	248	26,6%	222	35,1%	1	3,6%	192	24,9%	220	35,6%	55	29,4%
Better informed people I know	59	3,7%	37	4,0%	21	3,3%			31	4,1%	24	3,8%	3	1,4%
Don't know	227	14,2%	156	16,7%	71	11,2%			132	17,1%	69	11,2%	24	12,7%
No answer	1	,1%	1	,1%			0	,8%	1	,1%	0	,0%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 36. Have you heard of the civil society organizations which provide free legal aid?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BII	Н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	760	47,5%	372	39,9%	367	57,9%	21	63,0%	351	45,5%	327	52,8%	77	41,0%
No	814	50,9%	542	58,2%	260	41,0%	13	37,0%	406	52,6%	286	46,2%	106	57,0%
No answer	25	1,6%	18	2,0%	7	1,1%			15	1,9%	6	1,0%	4	2,0%
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

Table 37. To what extent do you agree with the following statement: The citizens across the whole BIH should have an equally guaranteed right to the minimum free legal aid?

	All respo	ondents			Entit	ies				D10.	What is your	ethnicity?		
			F BI	н	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I fully agree	1117	69,8%	600	64,3%	485	76,5%	32	95,8%	555	71,9%	462	74,6%	89	47,6%
I mainly agree	292	18,3%	168	18,0%	123	19,4%	1	4,2%	130	16,9%	106	17,2%	53	28,5%
I mainly disagree	98	6,1%	91	9,8%	7	1,1%			52	6,8%	23	3,7%	21	11,1%
I fully disagree	59	3,7%	54	5,8%	5	,8%			25	3,3%	14	2,3%	14	7,8%
Don't know	31	1,9%	19	2,0%	12	1,9%			8	1,1%	13	2,1%	10	5,2%
No answer	2	,1%	1	,1%	1	,2%			1	,1%	1	,2%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%
TOTAL agree	1409	89,9%	767	84,1%	608	98,0%	34	100,0%	685	89,8%	569	93,9%	142	80,2%
TOTAL disagree	158	10,1%	145	15,9%	12	2,0%			78	10,2%	37	6,1%	35	19,8%
Total	1567	100,0%	913	100,0%	620	100,0%	34	100,0%	763	100,0%	606	100,0%	177	100,0%

Table 38. Do you know that anybody charged with a criminal offence is entitled to a court-appointed counsel?

	All respo	ondents			Entiti	ies				D10.	What is your	ethnicity?		
			F BII	1	RS		Brcko Di	strict	Bosnia	k	Serb		Croat	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	1275	79,7%	682	73,1%	559	88,2%	34	100,0%	603	78,1%	526	84,8%	132	70,5%
No	307	19,2%	240	25,7%	67	10,5%			159	20,7%	86	13,9%	55	29,5%
No answer	19	1,2%	11	1,2%	8	1,2%			10	1,3%	8	1,3%		
Total	1600	100,0%	932	100,0%	634	100,0%	34	100,0%	772	100,0%	620	100,0%	187	100,0%

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	All respondents	ndents	٥	D1. Sex of respondents	ondents					Age of respondents	ndents					5. Can you ii	dicate the hi	D5. Can you indicate the highest level of your formal education?	your forma	education?		
			Male		Female	ø	18-35		36-50		51-65		+99	Ш	Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	iduate/ degree	No answer	ŏ
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Very important, I'll never forget it	582	36,4%	282	36,0%	588	36,7%	165	32,6%	174	42,4%	142	35,4%	100	37,0%	176	42,8%	331	35,8%	75	28,5%		
Important, but I have moved on with my life	266	35,4%	277	35,4%	289	35,4%	187	36,9%	135	32,8%	154	38,5%	82	31,2%	127	30,9%	328	35,5%	109	41,3%	e	100,0%
l am trying to forget it	333	20,8%	158	20,2%	174	21,4%	96	18,9%	78	19,0%	78	19,4%	11	28,4%	88	20,2%	189	20,5%	09	23,0%		
It is not important to me, and has no longer any impact on me whatsoever 106	106	%9'9	28	7,4%	49	9,0%	54	10,6%	21	5,2%	23	%6'9	œ	3,0%	19	4,6%	02	7,5%	92	%6'9		
Don't know / no answer	13	%8'	8	1,1%	9	%9'	ß	%6,	e	%9"	4	%6'	-	,4%	9	1,5%	9	%2,	-	,4%		
	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	e	100,0%

spondents		D1. Sex	D1. Sex of respondents	ıts				Age of r	Age of respondents					D5. Can yo	u indicate th	e highest leve	D5. Can you indicate the highest level of your formal e	
		Male		Female	18-35		36-50		51-65		+99		Elementar	Elementary or below	Secondary	dary	Associate/gradi post-graduate d	0.0
%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	
10,7%	82	10,9%	87	10,6%	55	10,8%	46	11,2%	46	11,5%	24	%6'8	35	8,5%	106	11,4%	31	
18,5%	144	18,4%	152	18,7%	106	21,0%	74	18,0%	71	17,6%	42	15,4%	92	18,6%	176	19,1%	43	
30,5%	248	31,6%	240	29,4%	156	30,9%	116	28,4%	120	29,9%	91	33,4%	117	28,4%	265	28,7%	104	
35,6%	277	35,3%	293	35,9%	159	31,4%	162	39,6%	154	38,5%	91	33,7%	150	36,6%	341	36,9%	79	
4,5%	29	3,7%	43	5,2%	28	2,5%	1	2,7%	6	2,3%	23	%9'8	32	7,8%	33	3,5%	7	
,2%	-	%1,	2	,2%	2	,4%			-	,2%					8	3%		
100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	
30,7%	229	30,4%	239	31,0%	161	33,8%	120	30,0%	117	29,9%	99	26,6%	111	29,4%	282	31,8%	74	
%6'69	525	%9'69	533	%0'69	315	66,2%	279	%0'02	274	70,1%	182	73,4%	267	%9'02	909	68,2%	183	

	All respondents	ents	۵	D1. Sex of respondents	spondents					Age of respondents	pondents					D5. Can you	indicate the	D5. Can you indicate the highest level of your formal education?	of your form	al education?		
			Male		Female	ale	18-35		36-50		51-65	S.	+99		Elementary or below	or below	Secondary		Associate/graduate/ post-graduate degree	raduate/ e degree	No answer	Ĺ
_	Z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
	629	39,3%	302	38,9%	324	39,7%	184	36,5%	172	42,0%	168	41,9%	86	36,3%	160	38,9%	368	39,9%	101	38,3%		
	624	39,0%	317	40,5%	307	37,6%	235	46,5%	146	35,7%	139	34,7%	101	37,3%	151	36,9%	383	41,4%	06	34,1%	-	18,3%
	218	13,6%	105	13,4%	113	13,8%	09	11,9%	69	14,3%	62	15,4%	34	12,4%	23	12,9%	108	11,7%	55	20,6%	2	81,7%
	72	4,5%	37	4,7%	32	4,3%	15	3,0%	21	5,2%	20	2,0%	15	2'8%	14	3,4%	42	4,5%	16	6,1%		
	53	3,3%	20	2,5%	8	4,1%	1	2,1%	10	2,3%	E	2,8%	22	%0'8	29	7,2%	21	2,3%	2	%6'		
	4	,2%			4	%9'			2	,5%	-	,2%	-	%4%	33	%2'	-	,1%				
	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
	1253	81,2%	622	81,4%	631	81,0%	419	84,7%	318	%0'08	306	%0'62	199	80,3%	311	82,3%	751	83,3%	191	73,0%	-	18,3%
	290	18,8%	142	18,6%	148	19,0%	9/	15,3%	80	20,0%	82	21,0%	49	19,7%	29	17,7%	150	16,7%	20	27,0%	2	81,7%
	1543	100.0%	764	100.0%	778	100.0%	495	100,0%	398	100,0%	388	100,0%	249	100,0%	378	100,0%	901	100.0%	261	100.0%	65	100.0%

		wer	%
	٥	No answer	z
	D5. Can you indicate the highest level of your formal education?	Associate/graduate/ post-graduate degree	%
	vel of your fo	Associate post-gradu	z
	the highest le	Secondary	%
	ou indicate		z
	D5. Can y	Elementary or below	%
		Elementar	% N
11.5		+99	%
cing the pas			z
rocess of fa		51-65	%
play in the p	Age of respondents	51	z
authorities p	Age of re	36-50	%
Q4. Which role should the authorities play in the process of facing the past?		36	z
4. Which role		18-35	%
ð		18	z
		Female	%
	D1. Sex of respondents	Fen	z
	D1. Sex of re	<u>o</u>	%
		Mal	z
	II respondents		%
	All res		z

		Male		Female	ale	18-35	35	36	36-50	51-65	55	+99		Elementary or below	or below	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	
Z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Authorities should have the lead role in these activities 669	41,8%	326	41,6%	343	45,1%	221	43,6%	170	41,4%	172	42,9%	26	35,9%	169	41,3%	362	39,3%	134	51,0%	e	100,0%
Authorities should be involved to some extent	46,5%	374	47,7%	371	45,4%	237	46,9%	190	46,3%	183	45,7%	132	48,8%	180	43,9%	458	49,6%	106	40,3%		
Authorities should not be involved in these activities	%6'.2	99	8,4%	61	7,5%	32	%6'9	36	8,7%	36	9,1%	19	%6'9	30	7,3%	79	8,5%	18	%6'9		
Don't know 57	3,6%	17	2,2%	40	4,9%	13	2,6%	13	3,2%	6	2,3%	22	8,1%	30	7,2%	24	2,6%	4	1,3%		
No answer 3	3 ,2%	2	,2%	-	,1%			2	,4%			-	,4%	-	,2%	0	%0'	-	%2,		
1600	100,0%	784 F 7	100,0%	784 100,0% 816 100,0% (100,0%	506	100,0%	410	100,0%	400	100,0%	271	100,0%	506 100,0% 410 100,0% 400 100,0% 271 100,0% 410 100,0% 923	100,0%	923	100,0%	263	100,0%	m	100,0%
Allre	All respondents		D1. Sex of respondents	spondents					Age of re	Age of respondents					D5. Can vou	D5. Can you indicate the highest level of your formal education?	ighest level	of vour forma	l education?		
		Male		Female	ale	18-35	35	36	36-50	51-65	Į,	+99		Elementary or below	or below	Secondary	, <u>,</u>	Associate/graduate/ post-graduate degree	aduate/ degree	No answer	<u>.</u>
z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully agree 736	6 46,0%	353	45,1%	382	46,9%	247	48,8%	204	49,8%	176	44,0%	101	37,1%	185	45,0%	434	47,0%	117	44,3%		
mainly agree 595	5 37,2%	311	39,6%	284	34,8%	179	35,5%	150	36,5%	156	39,0%	105	38,7%	149	36,4%	358	38,8%	98	32,6%	-	39,1%
mainly disagree 141	1 8,8%	89	%9'8	73	%0'6	44	8,6%	34	8,3%	36	9,1%	27	%6'6	22	5,3%	79	8,5%	41	15,5%		
fully disagree 48	8 3,0%	25	3,1%	23	2,8%	16	3,2%	7	1,7%	16	4,0%	80	3,0%	10	2,4%	22	2,4%	16	6,1%		
Don't know 74	4 4,6%	25	3,2%	49	%0'9	92	3,7%	12	3'0%	13	3,3%	30	11,2%	40	%8'6	29	3,1%	6	1,3%	2	%6'09
No answer 6	6 ,4%	2	,3%	4	%5,	-	,3%	3	%4'	2	%9,			4	1,1%	-	,2%	-	,2%		
1600	0 100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	60	100,0%
TOTAL agree 1331	1 87,6%	664	82,8%	299	87,3%	426	87,7%	353	89,5%	332	86,3%	206	85,4%	334	91,4%	793	88,8%	202	78,1%	-	100,0%
TOTAL disagree 189	9 12,4%	92	12,2%	26	12,7%	09	12,3%	41	10,5%	53	13,7%	35	14,6%	32	8,6%	100	11,2%	22	21,9%		
1519	100,0%	756	100,0%	763	100,0%	486	100,0%	395	100,0%	385	100,0%	241	100,0%	366	100,0%	893	100,0%	259	100,0%	-	100,0%

	All res	All respondents	-	D1. Sex of respondents	pondents					Age of respondents	undents				٥	5. Can you in	licate the hig	D5. Can you indicate the highest level of your formal education?	your formal	education?		
			Male		Female	16	18-35		36-50		51-65		+99	E	Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	fluate/ fegree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	1 %	z	%	z	%
To ensure justice for victims	479	29,9%	222	28,3%	257	31,5%	165	32,6%	120	29,3%	105	26,3%	98	31,8%	148	36,1%	274	29,6%	55	21,0%	2	%6'09
To devise activities related to seeking the truth about the war in BIH	368	23,0%	190	24,2%	178	21,8%	115	22,8%	96	23,5%	93	23,3%	29	21,7%	87	21,2%	230	24,9%	19	19,4%		
To build confidence and encourage a dialogue among the parties	444	27,7%	218	27,9%	225	27,6%	135	26,7%	113	27,6%	120	30,1%	73	26,9%	83	20,2%	253	27,4%	106	40,4%	-	39,1%
To define the issue of reparations for victims of the war	148	%2'6	73	%6'6	75	%2'6	36	7,1%	46	11,1%	36	%6'8	59	10,8%	40	%9'6	11	8,4%	31	11,7%		
To develop a vetting system for all public official	86	6,1%	54	%8'9	44	5,4%	34	%2'9	28	%6'9	28	7,1%	2	1,7%	22	5,4%	19	%9'9	15	5,6%		
Don't know	22	3,6%	92	3,3%	31	3,8%	21	4,1%	4	1,0%	15	3,6%	17	6,4%	56	6,4%	56	2,8%	2	1,8%		
No answer	9	,4%	-	,1%	9	%4'			2	%9'	e	%2'	2	%2'	4	%6'	8	%8,				
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%

Facing the past

and access to justice from a public perspective

	All respondents	ondents	0	D1. Sex of respondents	pondents					Age of respondents	ondents					D5. Can you	D5. Can you indicate the highest level of your formal education?	ighest level o	of your forma	education?		
			Male		Female		18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	aduate/ e degree	No answer	ver
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I am fully prepared to discuss it with other ethnic groups	458	28,6%	247	31,5%	211	25,9%	137	27,1%	139	33,8%	116	28,9%	65	24,1%	86	23,9%	275	29,8%	92	32,4%		
I am prepared to some extent to discuss it with other ethnic groups	591	36,9%	292	37,3%	298	36,6%	196	38,8%	136	33,2%	140	34,9%	112	41,2%	134	32,7%	331	35,8%	124	47,2%	-	39,1%
I am not really prepared to discuss it with other ethnic groups	269	16,8%	132	16,9%	137	16,8%	82	16,3%	73	17,8%	18	20,2%	30	10,9%	64	15,7%	168	18,2%	37	13,9%		
I don't want to discuss it with other ethnic groups at all	237	14,8%	102	13,0%	135	16,5%	78	15,4%	52	12,8%	99	13,9%	51	18,8%	68	21,7%	130	14,1%	16	5,9%	2	%6'09
Don't know	41	2,6%	6	1,2%	32	3,9%	E	2,2%	10	2,4%	60	1,9%	13	4,6%	23	5,6%	17	1,8%	2	%9'		
No answer	4	%8°	-	,2%	ဇ	%8°	-	,2%			-	3%	-	,4%	2	%9'	2	,2%				
Total	1600	100.0%	784	100.0%	816	100.0%	909	100.0%	410	100.0%	400	100.0%	27.1	100.0%	410	100.0%	923	100.0%	263	100 0%	c	100.0%

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	A	All respondents	S	D1. Sex	D1. Sex of respondents	nts				Ageo	Age of respondents	"				D5. Can yo	ou indicate th	ne highest leve	el of your forn	D5. Can you indicate the highest level of your formal education?	2	
				Male		Female	18-35	2	36-50	,	51-65	ı,	+99		Elementar	Elementary or below	Secondary	ndary	Associate/graduate/ post-graduate degree	graduate/ te degree	No answer	wer
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Whenever possible	99	4,1%	35	4,5%	31	3,7%	13	2,6%	26	6,2%	17	4,1%	=	4,0%	20	4,8%	33	3,5%	14	5,2%		
Rather often	153	9,5%	82	10,8%	89	8,3%	41	8,2%	47	11,6%	45	11,3%	16	%0'9	38	9,3%	88	9,5%	27	10,1%		
Sometimes	451	28,2%	234	29,9%	217	26,5%	158	31,2%	109	26,6%	117	29,3%	61	22,7%	83	20,1%	270	29,3%	26	36,9%	-	20,7%
Rarely	494	30,8%	247	31,5%	247	30,2%	138	27,4%	129	31,5%	119	29,7%	105	38,6%	114	27,8%	290	31,4%	68	33,6%	-	18,3%
Never	419	26,2%	177	22,6%	242	29,7%	152	30,1%	06	22,0%	86	24,5%	76	28,1%	148	36,1%	233	25,3%	36	13,6%	2	%6'09
Don't know	4	%6 [']	8	,4%	=======================================	1,3%	2	%9,	2	1,3%	4	1,0%	2	%2'	7	1,8%	2	%9"	-	3%%		
No answer	4	,2%	8	,3%	-	,2%	-	%1,	3	%8,							3	,4%	-	,2%		
Total	1600	100.0%	784	100.0%	816	100.0%	206	100.0%	410	100.0%	400	100.0%	27.1	100.0%	410	100.0%	923	100.0%	263	100 0%	cc	100 0%

	All res	All respondents		D1. Sex of respondents	spondents					Age of respondents	pondents					D5. Can you	indicate the	D5. Can you indicate the highest level of your formal education?	of your forms	al education?		
			Male		Fen	Female	18-35		36-50		51-65		+99		Elementary or below	or below	Secondary		Associate/graduate/ post-graduate degree	aduate/ e degree	No answer	ver
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Nearly all want to discuss the war with others	122	7,6%	64	8,2%	22	7,0%	27	5,3%	34	8,3%	43	10,8%	18	%2'9	35	8,4%	52	2,7%	34	12,8%	-	39,1%
Most people want to discuss the war with others	458	28,6%	234	29,9%	224	27,4%	158	31,3%	107	26,2%	116	29,1%	74	27,3%	83	22,8%	266	28,8%	86	37,3%		
Most people do not want to discuss the war with others	621	38,8%	313	40,0%	307	37,7%	193	38,2%	157	38,2%	159	39,8%	105	38,8%	135	33,0%	393	42,6%	95	35,1%		
Almost nobody wants to discuss the war with others	285	17,8%	121	15,5%	164	20,1%	83	16,3%	98	20,9%	99	15,9%	49	18,2%	109	26,4%	141	15,3%	34	12,8%	2	%6'09
Don't know	106	%9'9	47	%0'9	29	7,2%	43	8,4%	24	2,9%	16	4,1%	22	8,1%	33	8,0%	89	7,4%	ıū	1,8%		
No answer	89	%9'	4	%9,	4	%9,	2	%9'	2	,5%	-	%8,	2	%6'	9	1,4%	2	,2%	-	,2%		
	1600	100.0%	784	100.0%	816	100.0%	506	100.0%	410	100.0%	400	100.0%	271	100.0%	410	100.0%	923	100.0%	263	100.0%	es	100.0%

Name Male 18-35 36-50 51-46 64-4 Elementary or bolow Secondary Associated grade No answer No are producted degree	Nale N % N % 9,6 N 351 22.0% 169 559 33.7% 287 356 21.0% 159 356 21.0% 169 65 4.1% 20						Age of respondents	dents				ă	5. Can you in	dicate the high	thest level of	D5. Can you indicate the highest level of your formal education?	ducation?		
N N	351 22,10% 169 53 78 287 287 287 287 287 287 287 287 287	2		18-35		36-50		51-65		+99	ũ	mentary or k	below	Secondary		ssociate/grad	uate/ egree	No answel	
351 220% 169 216% 162 223% 172 241% 97 236% 79 197% 51 16,6% 104 25,2% 190 20,6% 57 21,6% 1 187 21,6% 259 337% 259 337% 259 337% 259 337% 259 337% 259 337% 259 337% 259 337% 259 337% 259 337% 259 359 357% 250 250 250 250 250 250 250 250 250 250	351 22.0% 169 559 33.7% 287 560 21.0% 169 303 18,9% 148 66 4,1% 20	z	%	z	%	z	%	z	%	z	%		%	z	%	z	%	z	%
539 33,7% 287 36,5% 287 36,5% 287 36,5% 48 37,0% 14 37,0% 71 26,3% 72 30,4% 37,3% 12 30,4% 12 30,4% 37,0% 14 37,0% 15 30,4% 37,0% 14 37,0% 15 22,0% 16 16,7% 16 30,4% 27 37,0% 17 19,8 21,5% 62 22,0% 16 16,7% 16 37,8 17 14 13,8 20 20,0% 22 22,0% 76 13,7% 17 13,7% 17 13,7% 17 13,7% 18 22,0% 76 13,7% 17 13,7% 13 23,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 13,7% 14 <t< td=""><td>539 33,7% 287 336 21,0% 159 303 18,9% 148 66 4,1% 20</td><td></td><td>22,3%</td><td>122</td><td>24,1%</td><td>26</td><td>23,6%</td><td>79</td><td>19,7%</td><td>51</td><td>18,8%</td><td>104</td><td>25,2%</td><td>190</td><td>20,6%</td><td>57</td><td>21,6%</td><td>-</td><td>18,3%</td></t<>	539 33,7% 287 336 21,0% 159 303 18,9% 148 66 4,1% 20		22,3%	122	24,1%	26	23,6%	79	19,7%	51	18,8%	104	25,2%	190	20,6%	57	21,6%	-	18,3%
336 21,0% 159 20,2% 178 21,2% 86 21,5% 62 22,9% 69 16,7% 198 21,5% 69 24,5% 69 20,3% 79 16,7% 198 21,5% 69 20,5% 7 18,7% 19 15,7% 19 21,5% 69 20,5% 7 19 15,7% 19 15,7% 19 25,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 15,7% 19 19 15,7% 19 15,7% 19 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 10,00 <t< td=""><td>336 21,0% 159 303 18,9% 148 66 4,1% 20</td><td></td><td>30,9%</td><td>189</td><td>37,3%</td><td>126</td><td>30,7%</td><td>148</td><td>37,0%</td><td>7.1</td><td>26,3%</td><td>125</td><td>30,4%</td><td>326</td><td>35,3%</td><td>82</td><td>32,3%</td><td>2</td><td>81,7%</td></t<>	336 21,0% 159 303 18,9% 148 66 4,1% 20		30,9%	189	37,3%	126	30,7%	148	37,0%	7.1	26,3%	125	30,4%	326	35,3%	82	32,3%	2	81,7%
303 189% 148 189% 155 150% 72 143% 87 212% 80 20,0% 62 23,0% 79 19,2% 176 19,1% 48 18,2% 7 18% 24 8,1% 32 7% 31 3,3% 4 13% 13% 14 13% 15 13% 14 13% 15 13% 14 13% 1	303 18,9% 148 66 4,1% 20		21,8%	86	19,4%	87	21,2%	98	21,5%	62	22,9%	69	16,7%	198	21,5%	69	26,3%		
66 4,1% 20 2,8% 46 5,6% 24 4,8% 10 2,5% 7 1,8% 24 8,7% 31 3,3% 4 1,4% 41,3% 41,4% 4	66 4,1% 20		19,0%	72	14,3%	87	21,2%	80	20,0%	62	23,0%	79	19,2%	176	19,1%	48	18,2%		
5 3% 1 2% 4 4% 1 1,1% 3 8% 1 1,1% 3 5.8% 1 1,1% 3 1,8% 3 1,8% 1 1,1% 1 1,2% 1 1,1% 1 1,2% 1 1,1% 1 1,1% 1 1,2% 1 1,1% 1 1,1% 1 1,2% 1 1,1% 1 1			2,6%	24	4,8%	10	2,5%	7	1,8%	24	8,7%	32	7,7%	31	3,3%	4	1,3%		
1600 100,0% 784 100,0% 816 100,0% 508 100,0% 410 100,0% 400 100,0% 271 100,0% 410 100,0% 282 100,0% 28 100,0% 3 100,0% 3 100,0% 282 81% 372 81% 12 436% 127 81% 12 436% 147 850% 117 45.8% 3 100,0% 3 100,0% 384% 174 43,0% 166 42,2% 124 85,0% 147 83,0% 147 85,0% 117 45	5 %6.	4	,4%	-	,1%	33	%8'			-	%4%	8	%2,	-	%1,	-	,2%		
890 58.2% 456 58.8% 434 56.6% 311 64.6% 222 56,1% 227 57.6% 122 49.6% 228 60.8% 517 58,0% 142 54.8% 3 https://doi.org/10.00% 762 100.0% 767 100.0% 481 100.0% 396 100.0% 247 100.0% 376 100.0% 259 100.0% 3 https://doi.org/10.00% 240 100.0% 396 100.0% 396 100.0% 376 100.0% 289 100.0% 3 https://doi.org/10.00% 240 100.0% 3 https://doi.org/10.00% 3 https://doi.org/	1600 100,0% 784		100,0%	206	100,0%	410	100,0%	400	100,0%	271	400,001	410	100,0%	923	100,0%	263	100,0%	3	100,0%
639 41,8% 307 40,2% 332 43,4% 170 35,4% 174 43,9% 166 42,2% 124 50,4% 147 39,2% 375 42,9% 117 45,2% 1529 100,0% 762 100,0% 762 100,0% 767 100,0% 148 100,0% 396 100,0% 399 100,0% 247 100,0% 891 100,0% 289 100,0% 3	890 58,2% 456		%9'99	311	64,6%	222	56,1%	227	92,8%	122	49,6%	228	%8'09	517	28,0%	142	54,8%	3	100,0%
1529 (100,0% 762 (100,0% 767 (100,0% 481 (100,0% 396 (100,0% 247 (100,0% 376 (100,0% 891 (100,0% 259 (100,0% 3	639 41,8% 307		43,4%	170	35,4%	174	43,9%	166	42,2%	124	50,4%	147	39,2%	375	42,0%	117	45,2%		
	1529 100,0% 762		100,0%	481	100,00%	396	100,0%	393	100,0%	247	100,001	376	100,0%	891	100,0%	259	100,0%	က	100,0%
	All respondents D1, Sex of re	D1. Sex of respondents				1	Age of respondents	dents				D\$	5. Can you in	dicate the hic	thest level of	D5. Can you indicate the highest level of your formal education?	ducation?		

	All res	All respondents		D1. Sex of respondents	spondents					Age of respondents	ondents					D5. Can you	ndicate the h	D5. Can you indicate the highest level of your formal education?	f your forma	education?		
			Male	9	Female	9	18-35		36-50		51-65		+99		Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	degree	No answer	·
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I am rather aware of it	87	5,4%	52	6,7%	36	4,3%	23	4,6%	24	%0'9	59	7,3%	9	3,8%	19	4,7%	53	5,8%	14	5,5%		
I am partly aware of it	456	28,5%	256	32,6%	200	24,6%	140	27,7%	135	33,0%	127	31,6%	52	19,2%	85	20,7%	295	32,0%	92	28,8%		
I am not aware enough	612	38,2%	293	37,4%	319	39,1%	209	41,4%	155	37,8%	144	35,9%	26	35,9%	159	38,6%	348	37,7%	103	38,9%	2	81,7%
I am not aware of it at all	393	24,6%	160	20,4%	233	28,6%	119	23,6%	91	22,3%	06	22,5%	68	32,6%	126	30,7%	200	21,6%	29	25,3%	-	18,3%
Don't know	48	3,0%	22	2,8%	56	3,2%	13	2,6%	8	%8,	10	2,6%	21	7,8%	19	4,6%	25	2,8%	4	1,5%		
No answer	4	,2%	-	%1,	e	%8'	-	,2%	-	,2%			2	%2'	69	%9'	-	,1%				
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%
TOTAL aware	543	35,1%	308	40,5%	235	29,9%	163	33,2%	159	39,3%	156	40,0%	62	25,1%	105	26,9%	349	38,9%	06	34,7%		
TOTAL unaware	1005	64,9%	453	29,5%	225	70,1%	328	%8'99	246	%2'09	234	%0'09	186	74,9%	284	73,1%	548	61,1%	169	65,3%	es	100,0%
Total	1548	100,0%	761	100,0%	787	100,0%	491	100,0%	406	100,0%	390	100,0%	248	100,0%	389	100,0%	897	100,0%	259	100,0%	es	100,0%

respondents		D1. Sex o	D1. Sex of respondents	8				Age of r	Age of respondents					D5. Can yo	u indicate the	e highest leve	D5. Can you indicate the highest level of your formal education?	al education?		
Male	Male		Ę	Female	18-35		36-50		51-65		+99		Elementary	Elementary or below	Secondary	dary	Associate/graduate/ post-graduate degree	raduate/ e degree	No answer	Ļ
z	6-	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
332		42,4%	263	32,2%	191	37,8%	182	44,3%	153	38,3%	29	24,6%	120	29,1%	388	42,0%	88	33,5%		
439		%0'99	534	65,5%	306	%9'09	222	54,1%	242	60,4%	195	71,9%	281	68,4%	526	%6'99	164	62,2%	3	100,0%
13		1,7%	19	2,3%	00	1,6%	7	1,6%	2	1,3%	o	3,4%	10	2,5%	10	1,1%	12	4,4%		
784		100,001	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%

Facing the past

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All respo	undents	0	17. Se	x of respondents		00		90	Age of respondents	ondents		199		D5. Can yo	D5. Can you indicate the highest level of your	highest leve	of your
z	%	N	%	Z	%	Z	%	Z	%	ž	%	z	%	N %	worselow %	Secondary	%
527	88,6%	588	%0'06	229	86,8%	168	88,0%	164	90,5%	131	85,4%	61	91,9%	105	%6'28	345	88,9%
48	8,1%	25	7,4%	24	%0'6	15	8,1%	E	6,2%	18	11,7%	4	5,4%	13	10,6%	27	7,1%
20	3,3%	6	2,7%	1	4,2%	7	3,9%	9	3,4%	4	2,9%	2	2,7%	2	1,6%	15	4,0%
295	100,0%	332	100,0%	263	100,0%	191	100,0%	182	100,0%	153	100,0%	29	100,0%	120	100,0%	388	100,0%
TS WHO THINI	K A TRUTH CO	IS WHO THINK A TRUTH COMMISSION SHOULD BE ESTABLISHED	JULD BE ESTAI	BLISHED													

Q12b. At which level should a truth commission be established?

	All respondents	ondents	٥	D1. Sex of respondents	ondents					Age of respondents	ndents				D5. Can you	D5. Can you indicate the highest level of your formal education?	highest level	of your for	nal education	n?
			Male		Female	er.	18-35		36-50		51-65		+99	u u	Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	aduate/ e degree
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
State level	353	%0'29	196	%9'59	157	%8'89	129	76,5%	108	65,4%	11	58,5%	38	61,8%	69	65,5%	237	%9'89	84	61,5%
Entity level	106	20,2%	28	19,3%	49	21,3%	23	13,4%	35	21,4%	33	25,3%	16	25,3%	23	22,3%	99	19,1%	17	22,19
Cantonal / regional level	12	2,2%	9	2,1%	S	2,3%	-	%9'	2	1,4%	80	6,3%			2	2,4%	7	2,1%	2	2,4%
Municipal level	38	7,1%	27	%0'6	11	4,7%	00	4,6%	41	%5'8	1	8,3%	9	%0'8	4	4,1%	26	7,7%	7	8,6%
Local community level	10	1,9%	7	2,2%	က	1,4%	9	3,3%	က	1,8%	-	%9,	-	1,1%	2	1,5%	2	1,5%	3	3,8%
Don't know	9	1,1%	4	1,5%	2	%/,	-	%9'	-	%2'	-	1,1%	2	3,8%	-	1,3%	က	1,0%	-	1,6%
No answer	က	%9'	-	,4%	2	%8'	2	1,0%	-	%2'					3	2,8%				
Total	527	100,0%	299	100,0%	229	100,0%	168	100,0%	164	100.0%	131	100.0%	61	100.0%	105	100,0%	345	100.0%	78	100.0%

	All respondents	ents	D1. S	D1. Sex of respondents	dents				Ag	Age of respondents	ents				D5.	D5. Can you indicate the highest level of your formal education?	ate the highe	st level of you	ır formal edu	rcation?		
			Male		Female		18-35		36-50		51-65		+99	Elem	Elementary or below		Secondary	Assoc post-g	Associate/graduate/ post-graduate degree		No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully agree	378	23,6%	195	24,9%	183	22,4%	121	24,0%	106	25,8%	88	22,0%	69	21,9%	100	24,4%	223	24,1%	54	20,6%	-	20,7%
mainly agree	675	42,2%	347	44,3%	328	40,2%	217	43,0%	178	43,3%	173	43,1%	103	38,0%	161	39,2%	419	45,4%	96	36,3%		
I mainly disagree	273	17,1%	127	16,2%	146	17,9%	83	16,4%	72	17,6%	77	19,3%	37	13,7%	63	15,5%	148	16,1%	62	23,4%		
fully disagree	119	7,5%	28	7,4%	61	7,5%	38	7,4%	28	%8'9	34	8,5%	20	7,2%	20	4,9%	95	%6'9	35	13,4%		
Don't know	142	8,8%	49	6,2%	93	11,4%	46	9,1%	25	6,1%	24	6,1%	45	16,7%	62	15,1%	29	7,3%	10	4,0%	2	%6'09
No answer	13	%8"	7	%6'	ιO	%9"	-	%1.	-	,3%	4	1,0%	7	2,5%	4	%6'	2	,2%	9	2,3%	-	18,3%
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL agree	1053	72,8%	543	74,6%	511	71,1%	338	73,7%	283	73,9%	261	70,1%	163	74,1%	261	75,8%	642	75,2%	150	%2'09	-	100,0%
TOTAL disagree	393	27,2%	185	25,4%	207	28,9%	121	26,3%	100	26,1%	1	29,9%	22	25,9%	83	24,2%	212	24,8%	26	39,3%		
Total	1446	100.0%	728	100,0%	718	100,0%	459	100,0%	384	100.0%	372	100,0%	219	100,0%	345	100,0%	854	100.0%	247	100.0%	-	100.0%

Q14. To what extent do you agree that all persons found to be accountable for war crimes should be banned from public office?

																-	Talloane man	Sugar level	a your count	con you make the make to you to make the		
			Male		Female	9	18-35		36-50		51-65		+99	ш	Elementary or below	pelow	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	Ŀ
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully agree	1087	%0'89	537	68,5%	920	%5'29	353	%2'69	289	70,4%	266	%9'99	169	62,4%	289	70,4%	663	71,8%	135	51,2%		
mainly agree	286	17,9%	144	18,4%	141	17,3%	91	17,9%	72	17,6%	80	19,9%	4	15,1%	75	18,3%	152	16,5%	22	21,5%	2	%6'09
mainly disagree	127	7,9%	61	7,7%	99	8,1%	34	%2'9	25	%0'9	40	10,0%	28	10,3%	16	3,9%	63	%8'9	47	17,9%	-	20,7%
I fully disagree	92	3,4%	21	2,7%	34	4,2%	15	2,9%	16	4,0%	80	2,0%	16	6,1%	10	2,4%	30	3,2%	15	2,7%	-	18,3%
Don't know	37	2,3%	16	2,1%	21	2,5%	o	1,8%	80	2,0%	49	1,3%	14	5,3%	19	4,7%	10	1,1%	7	2,7%		
No answer	00	,5%	S	%9'	9	%4%	2	%6'			-	,3%	2	%8'	-	3%	2	,5%	60	1,0%		
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL agree	1373	88,3%	681	89,3%	692	87,4%	443	90,1%	361	%8'68	346	87,8%	210	82,5%	364	93,4%	815	89,7%	191	75,5%	2	%6'09
TOTAL disagree	182	11,7%	82	10,7%	100	12,6%	49	%6'6	41	10,2%	48	12,2%	44	17,5%	56	%9'9	93	10,3%	62	24,5%	-	39,1%
Total	1555	100.0%	763	100.0%	792	100.0%	492	100.0%	401	100.0%	394	100.0%	255	100.0%	390	100.0%	606	100.0%	253	100.0%	6	100.0%
			Male	Fe	Female	9	18-35		36-50	517	51-65		+99	ш	Elementary or below	Associate/graduate/ below Secondary post-graduate degree	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	Ę
	z	%	z	%	z	%	z	2 %	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Very useful	531	33,2%	268	34,2%	263	32,3%	186	36,8%	154	37,5%	107	26,8%	79	29,0%	159	38,7%	296	32,0%	75	28,5%	2	%6'09
Useful to some extent	578	36,1%	278	35,5%	300	36,8%	173	34,2%	144	35,2%	155	38,8%	105	38,6%	130	31,7%	346	37,5%	102	38,9%		
Not really useful	292	18,2%	155	19,8%	137	16,8%	66	19,5%	95	15,6%	82	20,6%	46	16,8%	29	16,2%	173	18,8%	51	19,4%	-	39,1%
Totally useless	131	8,2%	62	8,0%	89	8,4%	22	4,3%	33	8,1%	45	11,2%	28	10,2%	30	7,2%	73	7,9%	28	10,7%		
Don't know	64	4,0%	20	2,6%	43	5,3%	25	4,9%	13	3,1%	+	2,7%	15	5,4%	24	2,7%	34	3,7%	9	2,3%		
No answer	4	,2%			4	%9,	2	,4%	2	%5'					2	%9'	-	%1,	-	,3%		
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,001	410	100,00	400	100,00%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	က	100,0%
TOTAL useful	1110	72,4%	546	71,5%	563	73,3%	359	74,9%	298	75,3%	262	67,4%	183	71,4%	289	%0'52	642	72,2%	177	69,2%	2	%6'09
TOTAL useless	423	27,6%	217	28,5%	205	26,7%	120	25,1%	26	24,7%	127	32,6%	73	28,6%	96	25,0%	247	27,8%	79	30,8%	-	39,1%
To the let	0024							,00								700	000	700	-			

Q16. To what extent do you agree that there should be a state-level law to regulate the construction of monuments and memorials?

	All resp	All respondents		D1. Sex of respondents	pondents					Age of respondents	ndents				ă	5. Can you in	dicate the hig	D5. Can you indicate the highest level of your formal education?	your formal	education?		
			Male		Female	Ф	18-35		36-50		51-65		+99	Ele	Elementary or below	helow	Secondary	_	Associate/graduate/ oost-graduate degree	luate/ legree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I fully agree	299	41,7%	344	43,9%	323	39'6%	226	44,7%	186	45,4%	140	35,0%	108	39,9%	181	44,1%	387	41,9%	66	37,6%		
I mainly agree	493	30,8%	239	30,5%	253	31,0%	155	30,6%	112	27,3%	132	32,9%	95	34,0%	127	30,9%	316	34,2%	20	19,1%		
I mainly disagree	246	15,4%	114	14,5%	133	16,3%	74	14,6%	89	16,5%	79	19,8%	26	9,5%	20	12,2%	129	14,0%	99	24,3%	8	100,0%
I fully disagree	137		69	7,5%	78	%9'6	35	%6'9	33	7,9%	37	9,3%	59	10,7%	28	%6'9	99	7,0%	44	16,9%		
Don't know	22		26	3,3%	53	3,6%	16	3,1%	£	2,6%	12	2,9%	16	%6'9	52	%0'9	56	2,8%	2	1,8%		
No answer	2		2	,2%			-	,1%	-	,3%							-	%1%	-	,4%		
Total	1600		784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,00%	923	100,00%	263	100,0%	က	100,0%
TOTAL agree	1160	75,1%	584	77,2%	929	73,2%	381	77,8%	298	74,9%	272	%0'02	200	78,5%	308	%2'62	703	78,4%	149	22,9%		
TOTAL disagree	384	24,9%	173	22,8%	211	26,8%	109	22,2%	100	25,1%	117	30,0%	55	21,5%	78	20,3%	194	21,6%	108	42,1%	60	100,0%
Total	1543	100,0%	756	100,0%	787	100,0%	489	100,0%	398	100,0%	389	100,0%	255	400,001	386	100,00%	897	100,00%	258	100,00%	က	100,0%

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			Male		Fer	Female	31	18-35	n	36-50	51	51-65	99	+99	Elementar	Elementary or below	Secondary	dary	Associate/graduate/ post-graduate degree	raduate/ e degree	No answer	/er
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I fully support	205	31,4%	263	33,6%	239	29,2%	190	37,5%	137	33,4%	107	26,8%	99	23,8%	140	34,1%	299	32,4%	8	24,0%		
I mainly support	451	28,2%	218	27,8%	233	28,5%	_	27,7%	98	24,0%	121	30,3%	88	32,9%	121	29,4%	255	27,7%	73	27,6%	2	81,7%
I mainly do not support	280	17,5%	137	17,4%	144	17,6%		14,9%		18,9%		19,6%	45	16,7%	58	14,2%	159	17,2%	63	24,0%		
do not support at all	263	16,4%	124	15,8%	139	17,0%		13,2%	76	18,7%		16,8%	51	18,9%	69	14,3%	149	16,1%	22	20,8%	-	18,3%
Don't know	98	%0'9	38	2,0%	29	%6'9	31	6,2%	19	4,6%	23	2,7%	20	7,4%	31	7,5%	26	6,1%	6	3,2%		
No answer	6	%9"	က	,4%	9	%2'	9	%9'	2	%5%	3	%8,	-	,4%	3	%4.	2	%9,	-	%4%		
	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL support	953	63,7%	481	64,9%	472	62,6%	329	%8'69	235	60,4%	229	61,1%	154	61,5%	260	69,1%	554	64,3%	136	53,6%	2	81,7%
TOTAL do not support	543	36,3%	261	35,1%	282	37,4%	, 142	30,2%	154	39,6%	146	38,9%	96	38,5%	117	30,9%	308	35,7%	118	46,4%	-	18,3%
	1496	100,0%	742	100,0%	754	100,0%	472	100,0%	389	100,0%	374	100,0%	250	100,0%	377	100,0%	862	100,0%	554	100,0%	8	100,0%
							Q18. W	hich of the	ollowing sta	tements cor	nes closer to	expressing	Q18. Which of the following statements comes closer to expressing what you believe?	lleve?								
	All respondents	ndents	-	D1. Sex of respondents	spondents					Age of I	Age of respondents					D5. Can ye	D5. Can you indicate the highest level of your formal education?	e highest leve	l of your form	al education?		
			Male		Fe	Female	18-	18-35	36	36-50	51-7	51-65	+99	+	Elementar	Elementary or below	Secondary	dary	Associate/graduate/ post-graduate degree	raduate/ e degree	No answer	Jer
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Victims of war are abandoned by almost all segments of society	641	40,1%	302	38,5%	339	41,6%	217	43,0%	172	42,0%	140	35,0%	104	38,3%	200	48,7%	375	40,7%	99	24,9%		
Authorities and other organizations pay some attention to victims of war	929	41,0%	330	42,0%	327	40,0%	198	39,2%	162	39,5%	181	45,3%	111	41,0%	152	36,9%	366	39,7%	136	51,6%	2	81,7%
A great number of institutions and civil society organizations deal with the victims of the war but their work is not systematic or well coordinated	227	14,2%	129	16,5%	86	12,0%	59	11,7%	53	12,9%	99	16,6%	47	17,2%	14	10,1%	139	15,0%	47	17,8%		
Problems of the victims of the war are often exaggerated and generally, less attention should be given to them	30	4,9%	10	1,2%	20	2,5%	_	1,4%	±	2,8%	~	1,8%	4	1,6%	ω	1,8%	18	1,9%	4	1,6%	-	18,3%
	10	%2'	4	%9'	9	%8'	S	1,0%	4	1,0%	-	%8,					4	,5%	9	2,3%		
Don't know	31	1,9%	80	1,0%	23	2,8%	18	3,5%	2	1,3%	8	%8,	4	1,6%	7	1,8%	18	2,0%	2	1,8%		
No answer	2	,3%	2	,2%	3	,4%	-	,2%	2	,5%	-	,2%	-	,4%	3	%4'	2	,2%				
	1600	100.0%	70.4	400.004	040	400.007	000	,000		4 4 4												

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e following
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Q19.

	Allresp	All respondents	-	D1. Sex of respondents	pondents					Age of respondents	ondents					D5. Can you indicate the highest level of your formal education?	indicate the h	ighest level	of your forma	education?		
			Male		Female	0	18-35		36-50		51-65		+99		Elementary or below	below .	Secondary		Associate/graduate/ post-graduate degree	aduate/ s degree	No answer	ē
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Victims of war - those who were wounded or lost relatives	1070	%6'99	511	65,2%	559	68,5%	354	70,1%	267	65,1%	272	%0'89	168	61,9%	314	76,5%	601	65,1%	154	%9'89'		
War-related sufferings should not be measured financially, symbolic compensation should be insisted on	335	20,9%	178	22,7%	157	19,2%	68	17,6%	96	23,4%	85	20,4%	92	23,8%	69	14,5%	201	21,8%	72	27,2%	e	100,0%
Other	156	%4'6	83	10,6%	72	8,8%	48	%9'6	40	%8'6	37	9,3%	59	10,6%	27	6,5%	100	10,8%	59	11,0%		
Don't know	32	2,2%	E	1,4%	25	3,0%	13	2,5%	2	1,3%	80	2,1%	o	3,3%	7	1,7%	21	2,2%	7	2,8%		
No answer	S	,3%	-	%1,	4	,5%	-	,2%	2	%9"	-	,2%	-	,4%	3	%2'	-	.1%	-	,3%		
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%

Q20. To what extent do you believe that adequate reparations/compensations to the victims of the war are possible through the judicial process in BIH?

	SHIPPHOODS IIV																					
			Male		Female		18-35		36-50		51-65		+99		Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	iduate/ degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I fully believe	168	10,5%	77	%8'6	91	11,1%	48	82'6	51	12,4%	42	11,1%	24	%6'8	57	13,9%	88	10,6%	13	4,8%	-	18,3%
I partly believe	447	27,9%	217	27,7%	230	28,2%	146	29,0%	108	26,5%	110	27,4%	79	29,2%	66	24,1%	275	29,8%	71	27,2%	2	%6'09
I do not really believe	561	35,1%	302	38,5%	259	31,8%	183	36,3%	133	32,5%	148	37,0%	95	33,8%	131	31,9%	323	35,0%	107	40,6%		
I do not believe at all	334	20,9%	157	20,0%	177	21,6%	66	19,5%	66	24,3%	83	20,9%	48	17,5%	82	20,0%	191	20,6%	09	22,9%	-	20,7%
Don't know	98	5,4%	30	3,8%	29	%8'9	28	2,6%	16	3,9%	14	3,4%	28	10,3%	39	9,4%	38	3,9%	=	4,2%		
No answer	2	%8'	-	,1 %	4	%9'	-	,2%	2	%9'	-	,2%	-	,4%	3	%2'	-	,1%	-	3%		
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL believe	615	40,7%	294	39,1%	321	42,4%	195	40,8%	159	40,7%	154	40,0%	103	42,6%	156	42,3%	373	42,0%	84	33,5%	2	79,3%
TOTAL don't believe	895	29,3%	459	%6'09	436	22,6%	282	59,2%	232	59,3%	232	%0'09	139	57,4%	213	24.7%	514	28,0%	167	%9'99	-	20,7%
Total	1510	100,0%	753	100,0%	756	100,0%	477	100,0%	392	100,0%	386	100,0%	242	100,0%	369	100,0%	887	100,0%	251	100,0%	6	100,0%
	All respondents	ondents	Ď	D1. Sex of respondents	ondents					Age of respondents	ndents					D5. Can you i	indicate the h	ighest level	D5. Can you indicate the highest level of your formal education?	l education?		
			Male		Female		18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
All victims of the war should enjoy equal rights	1105	69,1%	553	70,5%	552	%2'29	350	%6'69	307	74,8%	258	64,5%	182	67,2%	285	69,4%	929	73,2%	142	53,9%	2	%6'09
Some victims should be treated differently from others	442	27,6%	216	27,6%	226	27,6%	139	27,4%	100	24,5%	123	30,8%	75	27,6%	108	26,3%	226	24,5%	107	40,5%	-	39,1%
Don't know	20	3,1%	14	1,8%	36	4,4%	17	3,3%	es	%2'	18	4,4%	13	4,8%	15	3,8%	20	2,2%	15	5,5%		
No answer	9	,2%	-	,2%	2	,3%					-	%8,	-	,4%	2	%9,	-	£,				
Total	1600	400 0%	784	100.0%	816	100 0%	808	400.0%	440	400 00%	900	400.00/	27.4	400 00%	440	400.004	600	400.00%	600	400.00	c	400.00

Q22. To what extent do you agree that all victims should enjoy equal rights regardless of D1 or the region in which they live?

	All respondents	dents	D1.	D1. Sex of respondents	ndents				Ag	Age of respondents	ants				D5.	Can you indi	cate the high	D5. Can you indicate the highest level of your formal education?	our formal ed	ucation?		
					L				0				Š	ī				Ass	Associate/graduate/	ate/		
		3	Male	3	remale	2	18-35		36-50		21-62		+99	Fler	Elementary or below	Mole	Secondary	_	oost-graduate degree	gree ,	No answer	,
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	Z	%	z	%	z	%
I fully agree	844	52,7%	413	52,7%	431	52,8%	256	20,5%	230	56,1%	204	51,1%	151	55,5%	221	53,7%	508	55,1%	115	43,6%		
I mainly agree	377	23,6%	195	24,8%	183	22,4%	132	26,0%	68	21,7%	93	23,2%	09	22,2%	104	25,5%	222	24,0%	49	18,7%	2	%6'09
I mainly disagree	248	15,5%	119	15,2%	129	15,8%	29	13,3%	28	14,1%	79	19,7%	41	15,3%	20	12,2%	128	13,9%	69	26,2%	-	39,1%
I fully disagree	101	6,3%	49	6,2%	23	6,4%	38	7,7%	31	7,5%	48	4,5%	13	2,0%	24	2,9%	20	5,4%	27	10,3%		
Don't know	26	1,6%	7	%6'	19	2,3%	12	2,4%	2	%9'	2	1,1%	4	1,6%	6	2,1%	15	1,7%	2	%2'		
No answer	4	,2%	-	,2%	2	,3%					-	,3%	-	%9,	2	%9'			-	%9,		
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL agree	1221	71,7%	809	78,3%	613	77,2%	387	78,5%	319	78,2%	297	75,4%	211	79,3%	325	81,4%	730	80,4%	164	63,0%	2	%6'09
TOTAL disagree	349	22,3%	168	21,7%	181	22,8%	106	21,5%	68	21,8%	26	24,6%	22	20,7%	74	18,6%	178	19,6%	96	37,0%	-	39,1%
Total	1570	100,0%	776	100,0%	795	100,0%	493	100,0%	407	100,0%	394	100,00	266	400,001	399	100,0%	806	100,0%	260	100,0%	es	100,0%

Facing the past

and access to justice from a public perspective

	All respondents	ndents	۵	D1. Sex of respondents	ondents					Age of respondents	dents				ă	D5. Can you indicate the highest level of your formal education?	icate the high	nest level of y	our formal	education?		
			Male		Female		18-35		36-50		51-65		+99	Ele	Elementary or below	velow	Secondary	Ass	Associate/graduate/ post-graduate degree	luate/ legree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I fully agree	689	43,1%	339	43,3%	350	42,9%	259	51,3%	189	46,2%	148	37,0%	88	32,4%	170	41,5%	406	43,9%	113	43,0%		
mainly agree	521	32,6%	272	34,7%	250	30,6%	138	27,3%	120	29,3%	154	38,4%	104	38,2%	136	33,2%	317	34,3%	99	25,0%	2	79,3%
mainly disagree	193	12,1%	91	11,6%	102	12,5%	98	11,0%	28	14,2%	49	12,3%	27	10,1%	43	10,5%	102	11,0%	47	18,0%	-	20,7%
Ifully disagree	66	6,2%	54	%8'9	45	2,6%	24	4,8%	28	6,7%	27	%6'9	50	7,3%	22	5,4%	48	5,2%	29	11,0%		
Don't know	94	5,9%	27	3,5%	29	8,2%	59	5,7%	14	3,3%	21	5,4%	30	11,2%	37	9,1%	49	5,3%	89	3,0%		
No answer	3	,2%	-	,1%	2	,2%			-	,2%			2	%2'	-	3%	2	2%				
Total	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%
TOTAL agree	1211	80,5%	611	%6'08	599	80,2%	397	83,2%	308	78,2%	302	%2'62	192	80,3%	307	82,5%	723	82,8%	179	%0'02	2	79,3%
TOTAL disagree	292	19,5%	145	19,1%	148	19,8%	88	16,8%	98	21,8%	77	20,3%	47	19,7%	99	17,5%	150	17,2%	77	30,0%	-	20,7%
Total	1503	100,0%	756	100,0%	747	100,0%	477	100,0%	395	100,0%	379	100,0%	239	100,0%	372	100,0%	873	100,0%	256	100,0%	8	100,0%

	All res	All respondents		D1. Sex of respondents	spondents					Age of respondents	ondents					D5. Can you	indicate the	highest level	of your forms	D5. Can you indicate the highest level of your formal education?		
			Male		Female	ale	18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	aduate/ e degree	No answer	-
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully trust	159	10,0%	9/	8'1%	83	10,2%	42	8,2%	51	12,5%	35	8,6%	53	10,8%	51	12,5%	84	9,1%	23	%6'8		
trust partly	462	28,9%	226	28,8%	236	28,9%	164	32,5%	108	26,5%	120	29,9%	89	25,2%	86	24,0%	275	29,7%	88	33,5%	-	18,3%
Vot very much	559	35,0%	281	35,9%	278	34,1%	193	38,2%	136	33,2%	137	34,2%	88	33,0%	127	30,8%	342	37,1%	88	33,5%	2	81,7%
do not trust at all	383	24,0%	189	24,1%	195	23,9%	96	18,8%	109	26,6%	102	25,5%	72	26,5%	113	27,5%	210	22,7%	19	23,2%		
Don't know	34	2,1%	+	1,5%	23	2,8%	10	2,1%	υ	1,2%	7	1,8%	£	4,2%	19	4,7%	12	1,3%	2	%6'		
No answer	2	,1%			2	3%	-	,2%	0	%0 [']			-	%4'	2	%9'	0	%0 [']				
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL trust	621	39,7%	302	39,1%	319	40,3%	206	41,7%	160	39,5%	154	39,2%	86	37,8%	150	38,5%	359	39,4%	112	42,8%	-	18,3%
TOTAL don't trust	943	%6'09	470	%6'09	473	29,7%	288	58,3%	245	%9'09	239	%8'09	161	62,2%	239	61,5%	552	%9'09	149	57,2%	2	81,7%
Total	1564	100,0%	773	100,0%	791	100,0%	494	100,0%	405	100,0%	393	100,0%	259	100,0%	389	100,0%	911	100,0%	261	100,0%	3	100,0%

	All respondents	ondents	О	D1. Sex of respondents	ondents					Age of respondents	pondents					D5. Can you	indicate the	highest level	of your forms	D5. Can you indicate the highest level of your formal education?		
			Male		Female	Ф	18-35	ıç.	36-50	0	51-65	15	+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	aduate/ s degree	No answer	F
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
am well informed	105	%9'9	49	6,3%	58	6,8%	23	4,5%	29	7,1%	4	10,2%	12	4,5%	12	3,0%	09	6,5%	32	12,0%	-	18,3%
am partly informed	679	36,2%	315	40,2%	264	32,4%	183	36,2%	140	34,1%	172	43,1%	82	30,4%	114	27,8%	344	37,2%	121	46,1%		
am not well informed	604	37,7%	293	37,3%	311	38,1%	220	43,6%	168	41,0%	112	28,0%	96	35,5%	158	38,5%	358	38,8%	85	32,3%	2	81,7%
am not informed at all	281	17,6%	114	14,6%	167	20,4%	74	14,6%	70	17,0%	99	16,5%	69	25,3%	109	26,5%	149	16,1%	23	%6'8		
Don't know	29	1,8%	13	1,6%	16	2,0%	9	1,2%	2	%9 [']	8	2,1%	#	3,9%	16	3,9%	Ξ	1,2%	2	%2'		
No answer	2	.1%			2	,2%			-	,2%			-	%4,	-	,2%	-	%1.				
	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	400,00	410	100,0%	923	100,0%	263	100,0%	8	100,09
TOTAL informed	684	43,6%	365	47,3%	320	40,1%	206	41,2%	168	41,5%	213	54,5%	98	36,4%	127	32,2%	404	44,4%	153	58,5%	-	18,3
TOTAL uninformed	885	56,4%	407	52,7%	478	29,9%	294	28,8%	238	28,5%	178	45,5%	165	63,6%	267	%8'29	203	25,6%	108	41,5%	2	81,7%
	1569	100,0%	771	100,0%	798	100,0%	200	100,0%	406	100.0%	392	100.0%	260	100.0%	394	100.0%	911	100.0%	261	100.0%	8	100.0%

	All resp	All respondents		D1. Sex of respondents	spondents					Age of respondents	udents				۵	D5. Can you indicate the highest level of your formal education?	dicate the hi	ghest level o	f your forma	Il education?		
			Male		Female	9	18-35		36-50		51-65		+99	ш	Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	Ļ
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
I am trying to get informed on a daily basis	315	19,7%	180	22,9%	135	16,6%	98	17,0%	73	17,8%	108	27,0%	48	17,7%	28	14,0%	175	19,0%	82	31,2%		
I am trying to get informed on a weekly basis	341	21,3%	175	22,3%	167	20,4%	109	21,5%	86	24,0%	98	21,4%	47	17,5%	61	14,8%	192	20,8%	87	33,0%	2	%6'09
I am trying to get informed periodically (every month or less often)	467	29,2%	212	27,1%	254	31,2%	174	34,4%	129	31,5%	06	22,4%	69	25,3%	119	29,1%	286	31,0%	09	22,7%	-	39,1%
I am not trying to get informed at all	390	24,4%	183	23,4%	207	25,4%	115	22,7%	87	21,3%	87	21,6%	86	36,2%	141	34,4%	223	24,1%	26	%6'6		
Don't know	79	4,9%	31	3,9%	48	2,9%	23	4,5%	17	4,1%	28	7,1%	80	3,0%	29	7,2%	41	4,5%	60	3,2%		
No answer	80	%9'	9	,4%	4O	%9'			2	1,3%	2	,5%	-	%4%	2	%2,	9	%9'				
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%
			Male		Female	ej.	18-35		36-50		51-65		+99	ш	Elementary or below	below	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	Ļ
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
2	827	73,6%	424	74,8%	403	72,5%	262	71,0%	229	76,3%	204	72,0%	127	77,3%	205	86,4%	512	78,3%	108	47,1%	2	79,3%
Press	125	11,1%	89	11,9%	22	10,2%	45	12,1%	29	%2'6	34	12,0%	17	10,4%	17	7,0%	99	10,1%	42	18,2%		
Radio	29	5,2%	23	4,1%	35	6,4%	17	4,6%	£	3,8%	21	7,4%	6	2'1%	80	3,3%	20	3,1%	30	13,0%	-	20,7%
Internet	98	%9'2	42	7,3%	44	7,9%	36	%8'6	23	%9'2	18	6,3%	80	4,9%	9	2,4%	42	6,4%	38	16,5%		
Brochures in courts and prosecution offices	17	1,5%	80	1,4%	6	1,7%	7	1,9%	4	1,3%	22	1,6%	2	1,3%			10	1,6%	7	3,1%		
Brochures in CSOs	2	,4%	-	%2"	4	%2'	2	%4%	8	%6'			-	%5'			-	,2%	4	1,7%		
Don't know	-	,1%	-	,1%							-	%8,					-	<u>*</u> ,				
No answer	4	3%	-	,2%	8	%9'	-	,2%	2	22%	-	%9'			2	%6°	-	,1%	-	%4%		
Total	1123	400,001	292	100,0%	929	100,0%	368	100,0%	300	100,0%	283	100,0%	164	100,00%	238	100,0%	654	100,0%	229	400,001	65	100,0%

	All resp	All respondents		D1. Sex of respondents	pondents					Age of respondents	ondents					D5. Can you	indicate the !	nighest level	of your form	D5. Can you indicate the highest level of your formal education?		
			Male		Female	Ф	18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	'aduate/	No answer	er
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Very interested	248	15,5%	133	17,0%	115	14,1%	999	11,0%	99	16,1%	88	20,8%	43	15,8%	49	11,9%	130	14,0%	69	26,2%	-	18,3%
Mainly interested	717	44,8%	378	48,3%	339	41,5%	244	48,2%	180	43,9%	180	45,0%	109	40,0%	166	40,5%	419	45,4%	130	49,6%	2	%6'09
Mainly uninterested	447	27,9%	211	26,9%	236	28,9%	151	29,8%	128	31,3%	92	22,9%	69	25,3%	105	25,6%	288	31,2%	23	20,0%	-	20,7%
Very uninterested	143	%0'6	46	2,8%	86	12,0%	42	8,3%	27	6,7%	28	7,0%	46	16,9%	7.1	17,3%	63	%8'9	6	3,5%		
Don't know	36	2,2%	6	1,2%	27	3,2%	F	2,1%	80	1,9%	12	3,1%	2	1,9%	19	4,7%	16	1,8%	0	%1.		
No answer	6	%9'	7	%6'	2	,2%	es	,5%	-	,2%	22	1,3%					7	%8'	-	%9'		
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	33	100,0%
TOTAL interested	962	62,1%	511	%9'99	454	27,7%	300	%8'09	246	61,2%	263	%8'89	152	%6'99	215	54,9%	549	61,0%	200	76,3%	2	79,3%
TOTAL uninterested	280	37,9%	257	33,4%	333	42,3%	193	39,2%	156	38,8%	119	31,2%	115	43,1%	176	45,1%	351	39,0%	62	23,7%	-	20,7%
Total	1556	100,0%	768	100,0%	788	100,0%	492	100,0%	401	100,0%	383	100,0%	266	100,0%	391	100,0%	006	100,0%	262	100,0%	3	100,0%

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	All respondents	ndents	Ō	D1. Sex of respondents	ondents					Age of respondents	ondents					D5. Can you	indicate the h	ighest level o	D5. Can you indicate the highest level of your formal education?	education?		
			Male		Female	Ф	18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	duate/ degree	No answer	_
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully agree	781	48,8%	381	48,6%	400	49,0%	269	53,1%	212	51,8%	177	44,2%	117	43,3%	191	46,5%	459	49,7%	131	49,6%	-	20,7%
mainly agree	627	39,2%	324	41,3%	303	37,1%	188	37,2%	164	40,1%	166	41,5%	103	37,9%	146	35,5%	383	41,5%	96	36,6%	2	%6'09
I mainly disagree	92	5,7%	38	2'0%	25	6,4%	22	4,4%	23	5,5%	24	%0'9	22	8,0%	24	5,8%	4	4,5%	56	%6'6	-	18,3%
fully disagree	37	2,3%	19	2,5%	18	2,2%	7	1,4%	2	%5"	20	4,9%	6	3,1%	19	4,6%	4	1,6%	4	1,6%		
Jon't know	55	3,4%	16	2,1%	38	4,7%	17	3,4%	9	1,4%	12	3,0%	20	7,3%	30	7,3%	21	2,3%	4	1,4%		
lo answer	80	,5%	4	%9'	4	,5%	3	%9'	3	%2'	2	,4%	-	,4%	-	,2%	2	%9'	3	1,0%		
Potal	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%
FOTAL agree	1408	91,6%	705	92,3%	703	%6'06	457	94,0%	376	93,8%	343	88,7%	220	%6'28	337	88,7%	842	93,8%	227	88,3%	2	81,7%
TOTAL disagree	129	8,4%	29	7,7%	70	9,1%	59	%0'9	25	6,2%	4	11,3%	30	12,1%	43	11,3%	55	6,2%	30	11,7%	-	18,3%
	1537	100.0%	763	100.0%	774	100.0%	486	100.0%	401	100.0%	387	100.0%	251	100.0%	380	100.0%	888	100.0%	257	100.0%	65	100.0%

	A.	All respondents		D1. Sex o	D1. Sex of respondents	(6)				Age of re	Age of respondents					D5. Can you	indicate the	D5. Can you indicate the highest level of your formal education?	of your formal	education?		
				Male	Ľ	Female	18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	duate/ degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Yes	920	59,4%	499	63,6%	451	55,3%	311	61,5%	258	63,0%	232	28,0%	137	%9'09	194	47,2%	109	65,1%	156	59,1%		
	619	38,7%	275	35,1%	344	42,1%	186	36,7%	147	35,9%	163	40,8%	121	44,4%	202	49,2%	312	33,8%	101	38,5%	3	100,0%
Don't know	26	1,6%	10	1,3%	16	1,9%	6	1,7%	2	1,1%	3	%8"	10	3,6%	F	2,7%	6	%6'	9	2,4%		
answer	9	,4%			9	%2'					2	%9'	4	1,4%	4	%6'	2	,2%				
- m	1600	100,0%	784	100,0%	816	100,0%	506	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%

	z	%	z	%	z	0/	z	%	z	70	z	0/	z	0,	z	%	z	0/	z	0/	z	2
100	522	32,6%	268	34,1%	254	31,2%	185	36,5%	144	35,2%	123	30,7%	64	23,5%	82	19,9%	325	35,2%	115	43,7%		
	1028	64,3%	496	63,3%	532	65,2%	304	60,2%	260	63,6%	265	%6'3%	192	70,7%	314	76,4%	579	62,7%	133	20,5%	2	81,7%
answer	20	3,1%	20	2,6%	30	3,6%	17	3,3%	2	1,2%	12	3,0%	16	2,9%	15	3,7%	19	2,0%	15	2,9%	-	18,3%
al	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
						ö	Q31. Do you know that as a citizen you are allowed to be present at a hearing if it is open to public?	now that as a	ı citizen you	are allowed	to be prese	nt at a hearin	ng if it is ope	en to public	۷-							
	T Y	All respondents		D1. Sex of	D1. Sex of respondents	(6)				Age of res	Age of respondents					D5. Can you	indicate the h	D5. Can you indicate the highest level of your formal education?	of your formal	education?		
																		4	Associate/graduate/	duate/		
			2	Male	F	Female	18-35		36-50		51-65		+99		Elementary or below	or below	Secondary		post-graduate degree	degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
4	998	54,1%	462	%0'69	404	49,5%	286	26,5%	240	58,7%	210	52,5%	119	44,0%	175	42,7%	535	24,9%	156	59,4%		
	691	43,2%	299	38,2%	392	48,1%	207	41,0%	163	39,8%	176	44,1%	143	52,6%	223	54,2%	373	40,4%	93	35,2%	3	100,0%
answer	42	2,6%	23	2,9%	20	2,4%	13	2,6%	9	1,5%	4	3,4%	6	3,4%	13	3,0%	15	1,7%	14	5,4%		
la	1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%

	All respondents	ondents	5	D1. Sex of respondents	ondents				∢	Age of respondents	dents				۵	5. Can you in	dicate the hig	hest level or	D5. Can you indicate the highest level of your formal education?	education?		
			Male		Female		18-35		36-50		51-65		+99	ш	Elementary or below	oelow	Secondary		Associate/graduate/ post-graduate degree	uate/ egree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Yes, regularly	37	2,3%	18	2,3%	19	2,3%	7	1,4%	6	2,3%	16	3,9%	22	1,8%	2	1,1%	21	2,3%	10	3,9%	-	20,7%
Yes, sometimes	55	3,4%	27	3,5%	28	3,4%	12	2,3%	15	3,6%	16	3,9%	13	4,9%	12	3,0%	23	2,5%	20	7,5%		
Yes, I have been at a trial once or twice	148	8'8'%	79	10,1%	69	8,5%	44	8,7%	32	7,8%	46	11,5%	26	%9'6	19	4,7%	83	%0'6	45	17,2%		
have never been present	1340	83,8%	929	83,6%	685	83,9%	434	85,8%	350	85,3%	318	%9'62	225	83,0%	371	%9'06	783	84,8%	183	%9'69	2	79,3%
Don't know	10	%9'	4	%9,	9	%4,	ıΩ	1,1%	-	,2%	3	%4.	-	%4%	2	%4%	9	%4.	2	%8'		
No answer	10	%9"			10	1,2%	4	%2,	8	%8,	2	%9,	-	,4%	-	,2%	9	%9'	3	1,0%		
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%
	All respondents	ondents	5	D1. Sex of respondents	ondents				4	Age of respondents	idents					5. Can you in	dicate the hig	hest level o	D5. Can you indicate the highest level of your formal education?	education?		
			Male		Female		18-35		36-50		51-65		+99		Elementary or below	holec	Secondary		Associate/graduate/ post-graduate degree	uate/ legree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Public attorney's office	204	12,8%	66	12,7%	105	12,9%	54	10,6%	63	15,4%	45	11,3%	36	13,2%	28	14,2%	126	13,7%	20	7,5%		
Ombudsman	240	15,0%	112	14,2%	128	15,7%	20	13,9%	83	15,5%	73	18,3%	31	11,4%	43	10,6%	144	15,6%	51	19,4%	2	%6'09
Bar association	398	24,9%	199	25,3%	199	24,4%	134	26,4%	111	27,0%	26	23,4%	09	22,0%	78	19,1%	219	23,7%	101	38,2%	-	20,7%
CSOs	472	29,5%	236	30,1%	235	28,8%	155	30,7%	#	27,2%	119	29,8%	83	30,6%	129	31,5%	283	30,7%	28	22,2%	-	18,3%
Better informed people I know	28	3,7%	32	4,1%	26	3,2%	22	4,3%	12	2,9%	20	5,1%	4	1,6%	е	%8'	42	4,6%	13	4,9%		
Don't know	227	14,2%	105	13,5%	121	14,9%	72	14,1%	49	11,9%	48	12,0%	57	21,1%	26	23,6%	110	11,9%	20	7,7%		

	Allre	I respondents		D1. Sex of respondents	pondents					Age of respondents	ndents				DS	. Can you inc	icate the high	est level of y	D5. Can you indicate the highest level of your formal education?	ducation?		
			Male		Female	e e	18-35		36-50		51-65		+99	Ē	Elementary or below	elow	Secondary	Ass	Associate/graduate/ post-graduate degree	iate/	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
Yes	760	47,5%	393	50,1%	367	45,0%	225	44,6%	218	53,1%	210	52,4%	104	38,3%	145	35,3%	469	%8'09	146	55,3%	-	20,7%
No	814	%6'09	383	48,8%	432	52,9%	273	54,0%	189	46,1%	184	45,9%	160	59,1%	255	62,1%	444	48,1%	113	42,9%	2	79,3%
No answer	25	1,6%	80	1,0%	17	2,1%	7	1,4%	က	%8,	7	1,7%	7	2,5%	£	2,6%	0	1,1%	2	1,8%		
Total	1600	100,0%	784	100,0%	816	100,0%	506	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	8	100,0%

	All respondents	undents	10	D1. Sex of respondents	ondents					Age of respondents	ondents					D5. Can you	indicate the	highest level	D5. Can you indicate the highest level of your formal education?	al education?		
			Male		Female		18-35		36-50		51-65		+99		Elementary or below	vr below	Secondary		Associate/graduate/ post-graduate degree	aduate/ e degree	No answer	_
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
fully agree	1117	%8'69	260	71,4%	228	68,4%	355	70,2%	596	72,4%	273	68,2%	181	%8'99	294	71,7%	675	73,1%	148	56,2%		
mainly agree	292	18,3%	144	18,4%	148	18,1%	107	21,2%	9/	18,6%	99	16,5%	4	15,3%	75	18,3%	170	18,4%	45	17,3%	2	%6'09
mainly disagree	86	6,1%	37	4,7%	61	7,5%	24	4,8%	20	4,9%	36	9,1%	17	6,4%	12	3,0%	40	4,4%	45	17,0%	-	20,7%
fully disagree	59	3,7%	31	4,0%	28	3,5%	17	3,4%	13	3,1%	14	3,5%	15	2,6%	80	2,0%	26	2,8%	25	9,3%	-	18,3%
Don't know	31	1,9%	10	1,3%	21	2,5%	2	,4%	65	%9'	10	2,5%	16	%0'9	21	2,0%	10	1,1%	-	,2%		
No answer	2	,1%	2	3%					-	3%	-	,2%					2	,2%				
Total	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
TOTAL agree	1409	%6'68	704	91,2%	902	88,7%	462	91,7%	373	91,8%	339	87,0%	222	87,3%	369	94,7%	845	92,7%	193	73,6%	2	%6'09
TOTAL disagree	158	10,1%	89	8,8%	06	11,3%	42	8,3%	33	8,2%	20	13,0%	32	12,7%	21	5,3%	29	7,3%	69	26,4%	-	39,1%
Total	1567	100,0%	772	100,0%	795	100,0%	504	100,0%	406	100,0%	390	100,0%	255	100,0%	390	100,0%	912	100,0%	263	100,0%	6	100,0%

II V	All respondents		D1. Sex of	D1. Sex of respondents					Age of re	Age of respondents					D5. Can you	indicate the	highest level	D5. Can you indicate the highest level of your formal education?	al education?		
		2	Male	Ĩ.	Female	18-35		36-50		51-65		+99		Elementary or below	or below	Secondary		Associate/graduate/ post-graduate degree	'aduate/ o degree	No answer	J.
z	%	z	%	% N	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
1275	79,7%	658	84,0%	617	75,6%	420	82,9%	339	82,6%	320	80,1%	183	%9'29	287	%6'69	782	84,7%	204	77,5%	2	%6'09
307	19,2%	120	15,4%	186	22,8%	80	15,8%	89	16,6%	9/	19,0%	82	30,4%	116	28,3%	134	14,5%	29	21,2%	-	20,7%
19	1,2%	2	%2"	13	1,6%	9	1,2%	6	%8'	4	%6'	2	2,0%	00	1,8%	7	%8,	3	1,3%	-	18,3%
1600	100,0%	784	100,0%	816	100,0%	206	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	6	100,0%

	All	All respondents		D1. Sex of	D1. Sex of respondents					Age of respondents	condents					D5. Can you indicate the highest level of your formal education?	ndicate the h	ighest level	of your forma	education?		
			2	Male	Ā	Female	18-35		36-50		51-65		+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
	1275	79,7%	658	84,0%	617	75,6%	420	82,9%	339	82,6%	320	80,1%	183	%9'29	287	%6'69	782	84,7%	204	77,5%	2	%6'09
	307	19,2%	120	15,4%	186	22,8%	80	15,8%	89	16,6%	76	19,0%	82	30,4%	116	28,3%	134	14,5%	26	21,2%	-	20,7%
answer	19	1,2%	c	%2,	13	1,6%	9	1,2%	e	%8,	4	%6'	49	2,0%	80	1,8%	7	%8,	8	1,3%	-	18,3%
-	1600	100,0%	784	100,0%	816	100,0%	909	100,0%	410	400,001	400	100,0%	271	100,00%	410	100,0%	923	100,0%	263	100,0%	8	100,00%
			Q37. Te	o what extent	t do you agre	Q37. To what extent do you agree with the following	owing staten	statement: It is important that courts and prosecutors' offices are aspiring to have an equal number of women and men on their staff?	ortant that o	courts and pr	rosecutors'	offices are as	spiring to ha	ve an equal	number of w	omen and m	en on their s	staff?				
	All	All respondents		D1. Sex of	D1. Sex of respondents					Age of respondents	ondents					D5. Can you indicate the highest level of your formal education?	ndicate the h	ighest level	of your forma	l education?		
			2	Male	Ā	Female	18-35	35	36-50	0	51-65	10	+99		Elementary or below	r below	Secondary		Associate/graduate/ post-graduate degree	aduate/ degree	No answer	
	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
y agree	(9	677 42,3%		286 36,5%	391	47,9%	222	43,9%	186	45,4%	164	40,8%	66	36,7%	190	46,3%	393	42,6%	86	35,8%		
inly agree	55	526 32,9%		292 37,2%	% 234	1 28,7%	163	32,2%	135	32,9%	126	31,6%	92	35,2%	131	31,9%	325	35,2%	69	26,1%	2	%6'09
inly disagree	23	231 14,5%		17,3%	96 %	11,7%	69	13,7%	29	14,3%	69	17,1%	35	12,9%	48	11,6%	122	13,2%	09	23,0%	-	39,1%
y disagree	÷	111 7,0%		48 6,1%	% 63	7,8%	40	7,9%	23	2,5%	32	8,1%	17	6,2%	12	2,9%	09	6,5%	39	14,9%		
t know	44.7	51 3,2%		21 2,6%	30	3,7%	12	2,3%	7	1,6%	10	2,4%	23	8,5%	28	%6'9	22	2,4%	-	,3%		
answer		3	,2%	1 ,1%	% 2	,2%			-	3%			-	,5%	-	,4%	-	,1%				
_	160	1600 100,0%		784 100,0%	816	100,0%	909	100,0%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	65	100,0%
'AL agree	120	1203 77,8%		578 75,9%	% 625	3 79,7%	385	77,9%	321	79,8%	290	74,2%	195	%0'62	321	84,3%	718	79,7%	163	62,0%	2	%6'09
'AL disagree	%	343 22,2%		184 24,1%	159	20,3%	109	22,1%	84	20,2%	101	25,8%	52	21,0%	09	15,7%	182	20,3%	100	38,0%	-	39,1%
_	154	1546 100,0%		762 100,0%	% 784	100,0%	494	100,0%	402	100,0%	391	100,0%	247	100,0%	381	100,0%	006	100,0%	263	100,0%	3	100,0%

N 8282 1	1																				
282	1	Male		Female		18-35		36-50		51-65		+99		Elementary or below	ır below	Secondary	ary	Associate/graduate/ oost-graduate degree	aduate/ s degree	No answer	_
	z	%	Z	-	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%	z	%
	17,6%	143	8,2%	139	17,0%	79	15,6%	180	19,8%	99	16,5%	23	19,4%	82	20,6%	154	16,7%	43	16,3%		
	,2%	302 31	%9'81	309	37,9%	202	39,8%	160	39,1%	138	34,4%	108	39,8%	151	%6'98	364	39,4%	26	36,7%		
411 2	.7%	205 21	:6,2%	205	25,2%	134	26,5%	66	24,2%	109	27,3%	63	23,3%	111	27,0%	231	25,1%	29	25,5%	-	39,1%
187 1	%4.	83 1	%9'0.	104	12,8%	19	12,1%	46	11,3%	22	14,3%	22	8,2%	38	9,3%	107	11,5%	42	16,1%		
101	,3%	45	2'.1%	24	%6'9	29	2,7%	17	4,3%	30	7,4%	25	8'3%	22	6,2%	09	6,5%	14	5,4%	2	%6'09
7	,4%	9	%2'	-	,2%	-	,3%	9	1,4%							7	%8,				
1600 10	%0°	784 10	%0'00	816	100,0%	909	100,00%	410	100,0%	400	100,0%	271	100,0%	410	100,0%	923	100,0%	263	100,0%	3	100,0%
894 5	%6'	445 6	0,7%	448	59,2%	280	%0'69	241	62,4%	204	92'0%	160	65,2%	236	61,3%	518	%9'09	139	26,0%		
3e 598 4	40,1%	288 3	39,3%	310	40,8%	195	41,0%	146	37,6%	167	45,0%	98	34,8%	149	38,7%	338	39,5%	110	44,0%	-	100,0%
1492 10	%0"	734 10	%0'00	758	100,0%	475	100,0%	387	100,0%	371	100,0%	246	100,0%	385	100,0%	857	100,0%	249	100,0%	-	100,0%