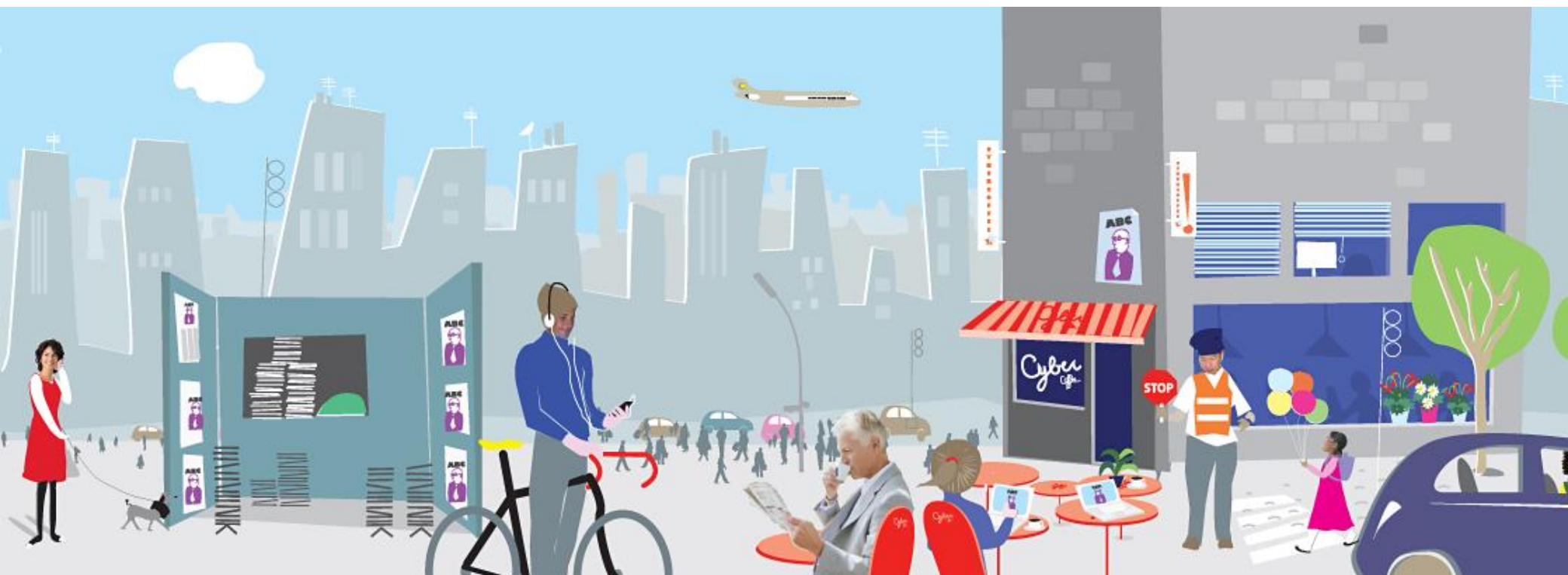




POVERENIK ZA
ZAŠTITU
RAVNOPRAVNOSTI



ATTITUDE OF PUBLIC ADMINISTRATION REPRESENTATIVES TOWARDS DISCRIMINATION IN SERBIA



1

Methodology remarks

Target population

The Survey included the representatives of three branches of power: legislative, executive and judiciary, from 10 institutions

Data gathering method

Data was gathered by using the method of face to face interviews. The interviews were conducted by trained interviewers, with the use of a structured questionnaire.

Sample design

The planned sample was a quota sample, and it involved 1,324 interviewees. The sample was planned in such a way that it represented the basic composition of each institution

THE LEGISLATIVE BRANCH

- National Assembly of the Republic of Serbia
- Provincial Assembly
- City assemblies
- Municipal assemblies

THE EXECUTIVE BRANCH

- Government of the Republic of Serbia
- Provincial Government
- City administrations
- Municipal administrations

THE JUDICIARY

- Courts
- Prosecutor's offices

2

Perception of the presence of discrimination

The public administration representatives perceive discrimination as a negative phenomenon.

In your opinion, what is discrimination?

Basis: Public administration representatives in Serbia

SPONTANEOUS ANSWERS, > 5%



...

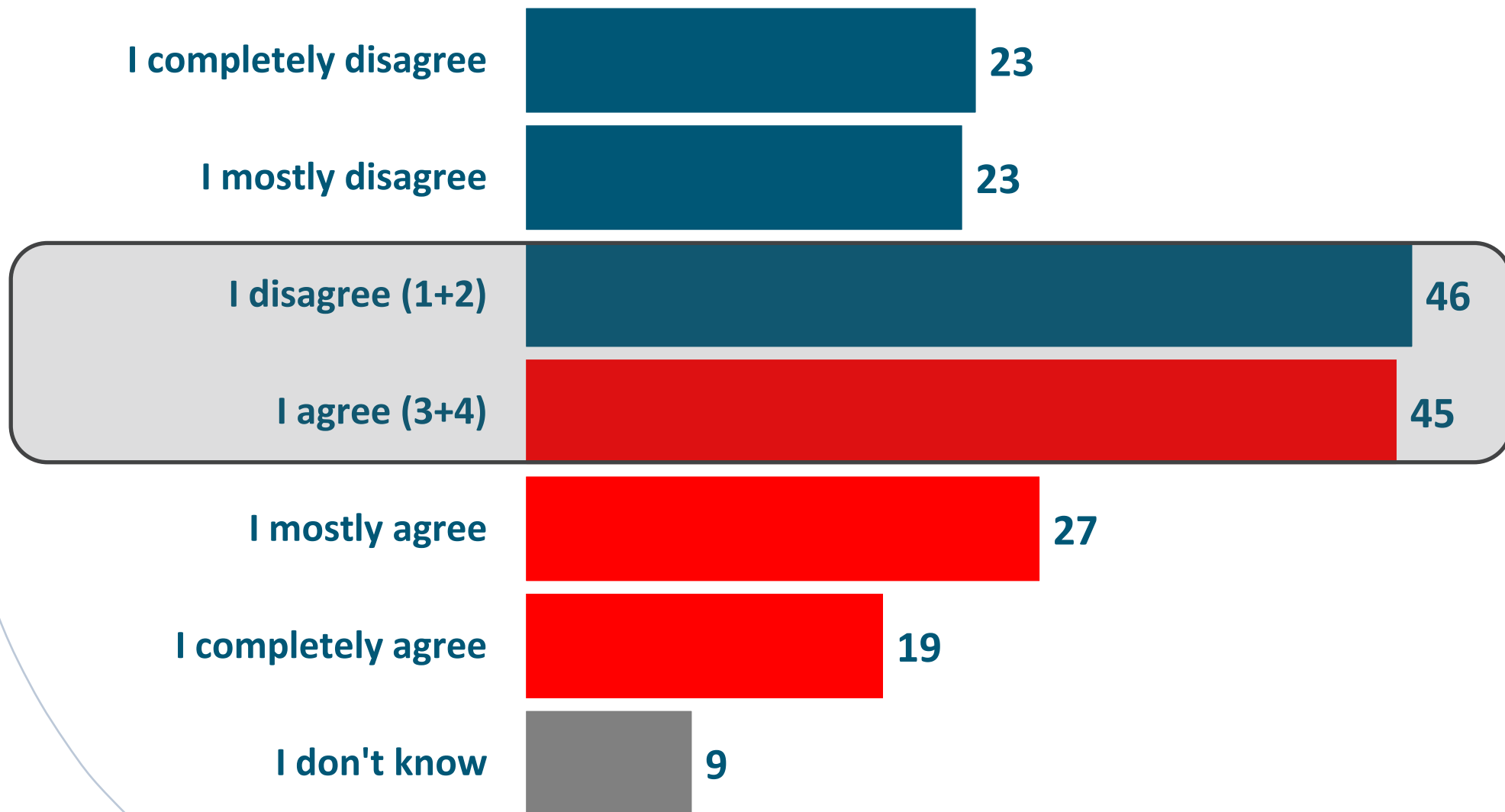
According to you, to what extent is discrimination present in Serbia?



Still, the public administration representatives cannot agree whether discrimination is more present in Serbia than in the countries of Western Europe

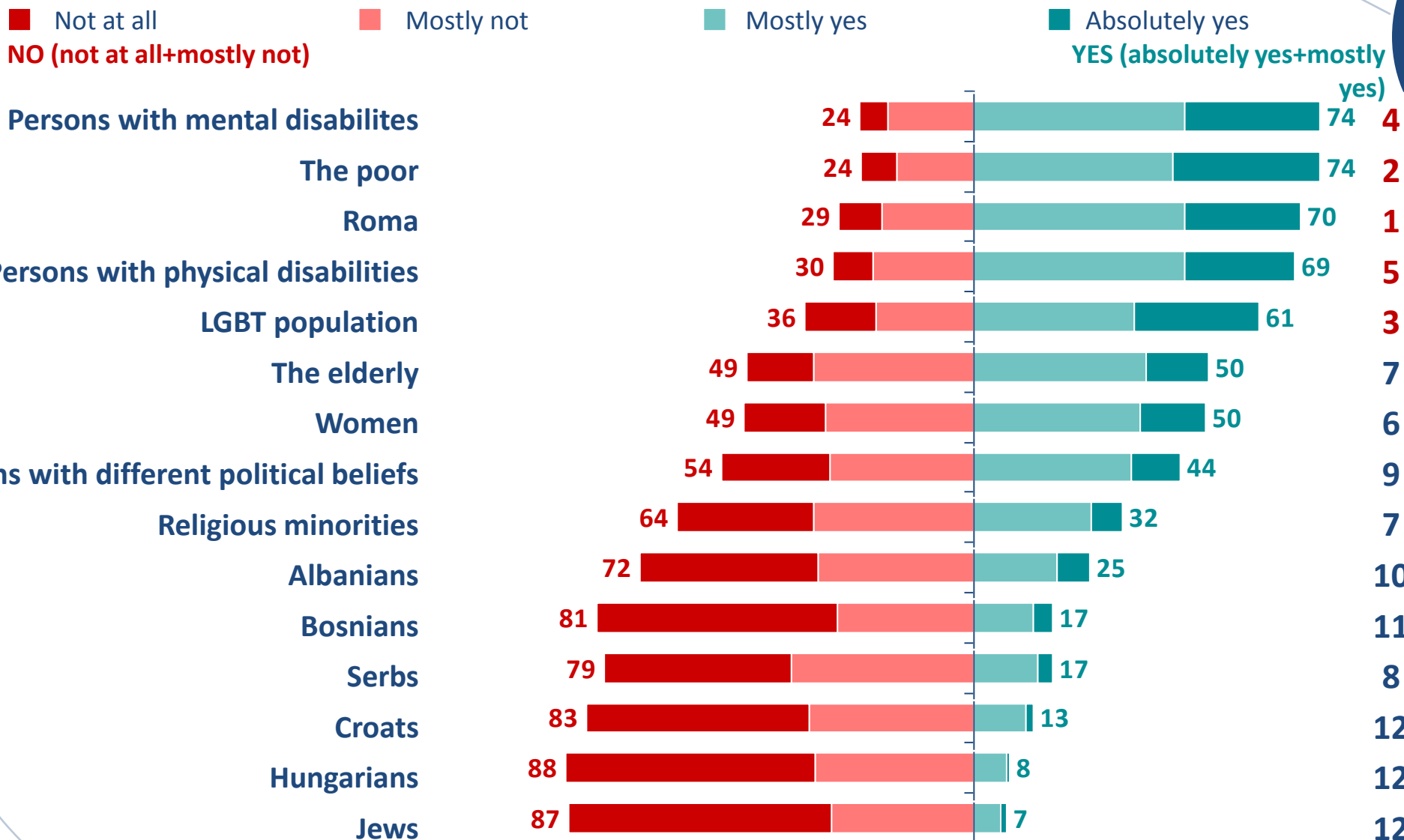
In Serbia, discrimination is more prominent than in the Western European countries

Basis: Public administration representatives in Serbia



Roma, the poor, members of LGBT population and persons with disabilities are listed as the groups which are discriminated against the most

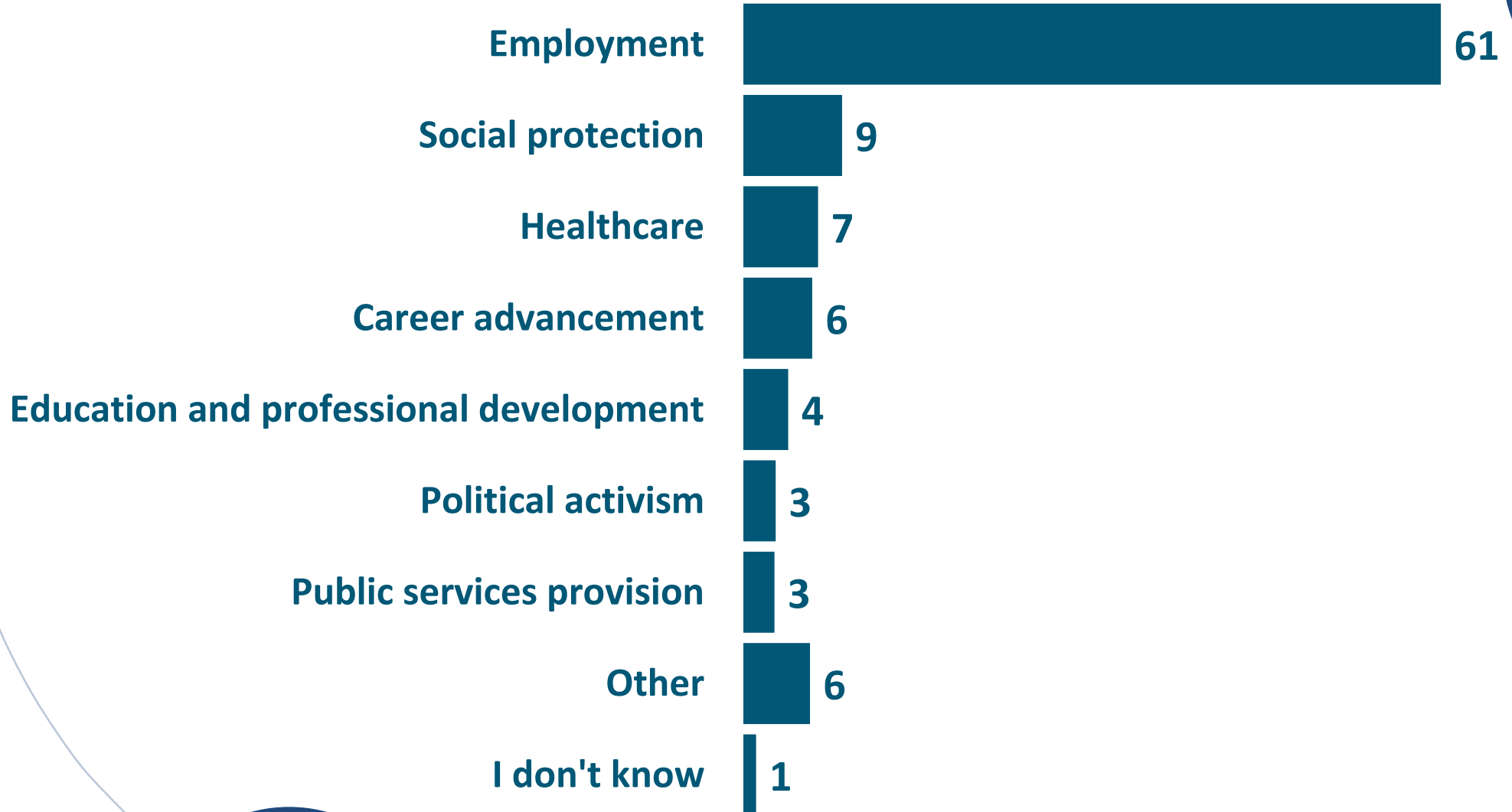
In your opinion, which population groups are discriminated against the most in Serbia?



The public administration representatives name employment as the area in which discrimination is present the most.

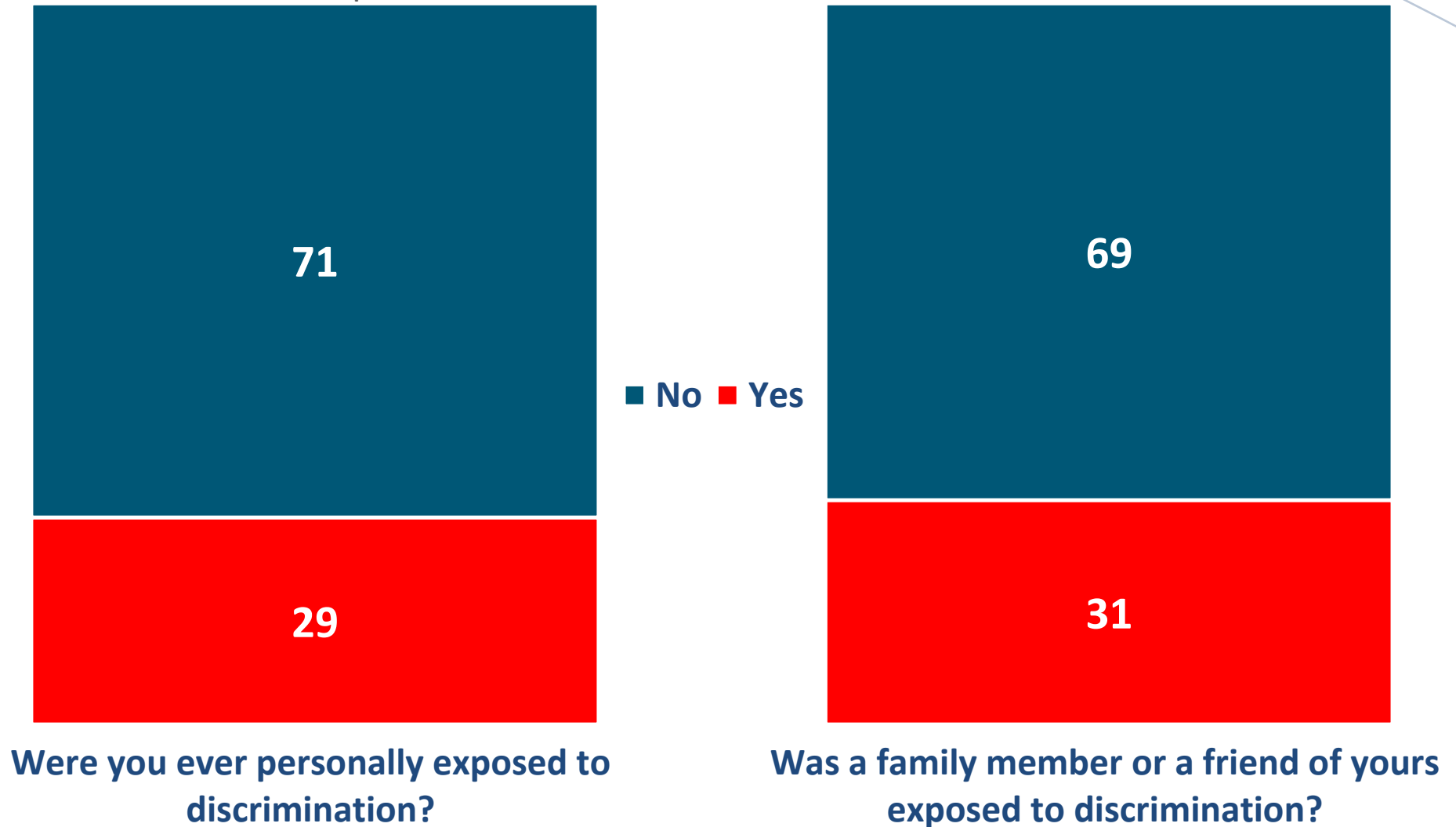
In which area discrimination is present the most?

Basis: Public administration representatives in Serbia



29% of public administration representatives say that they were personally exposed to discrimination, while there is a similar percentage (31%) of those claiming that a person close to them was discriminated against

Basis: Public administration representatives in Serbia

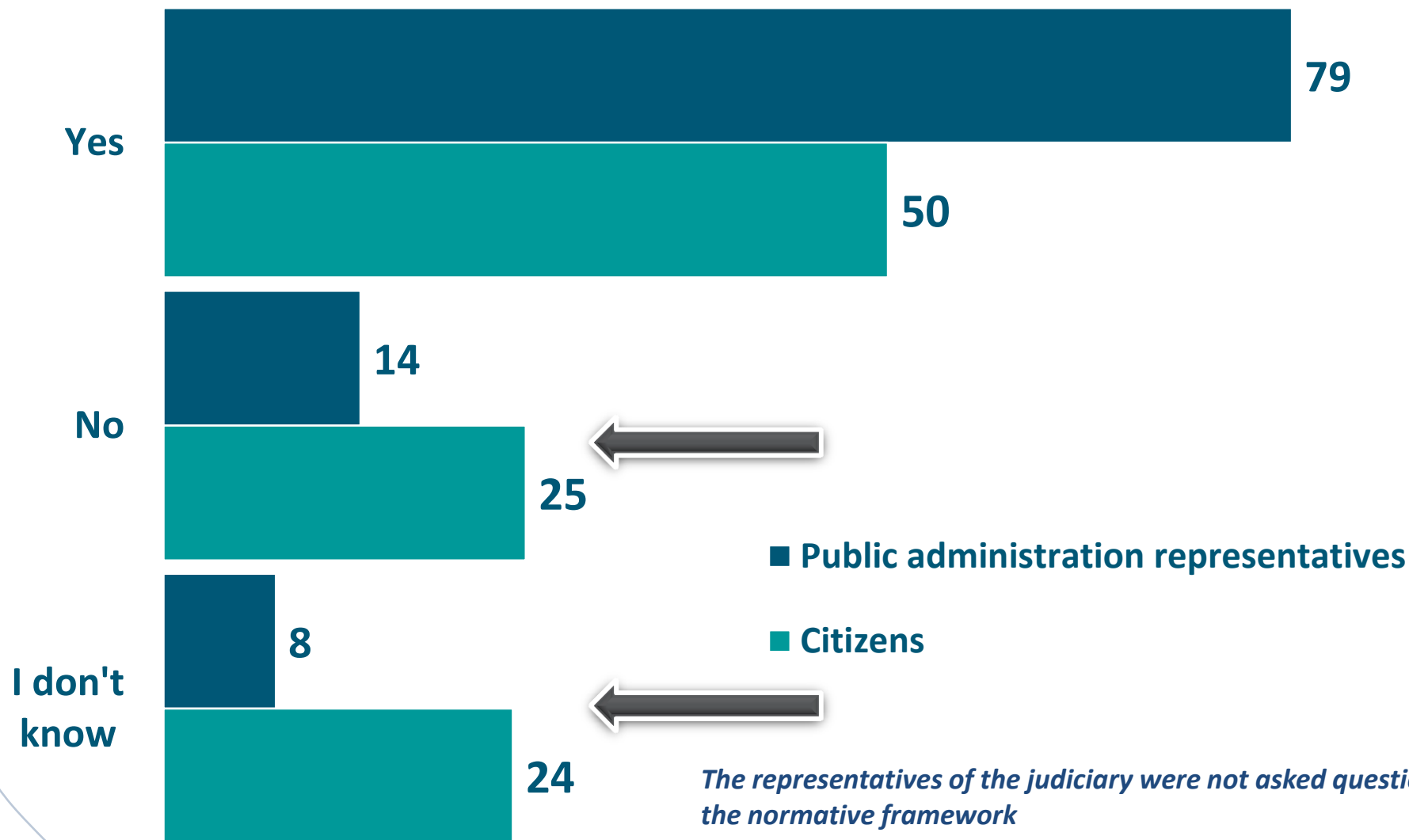


3

Law on the Prohibition of Discrimination

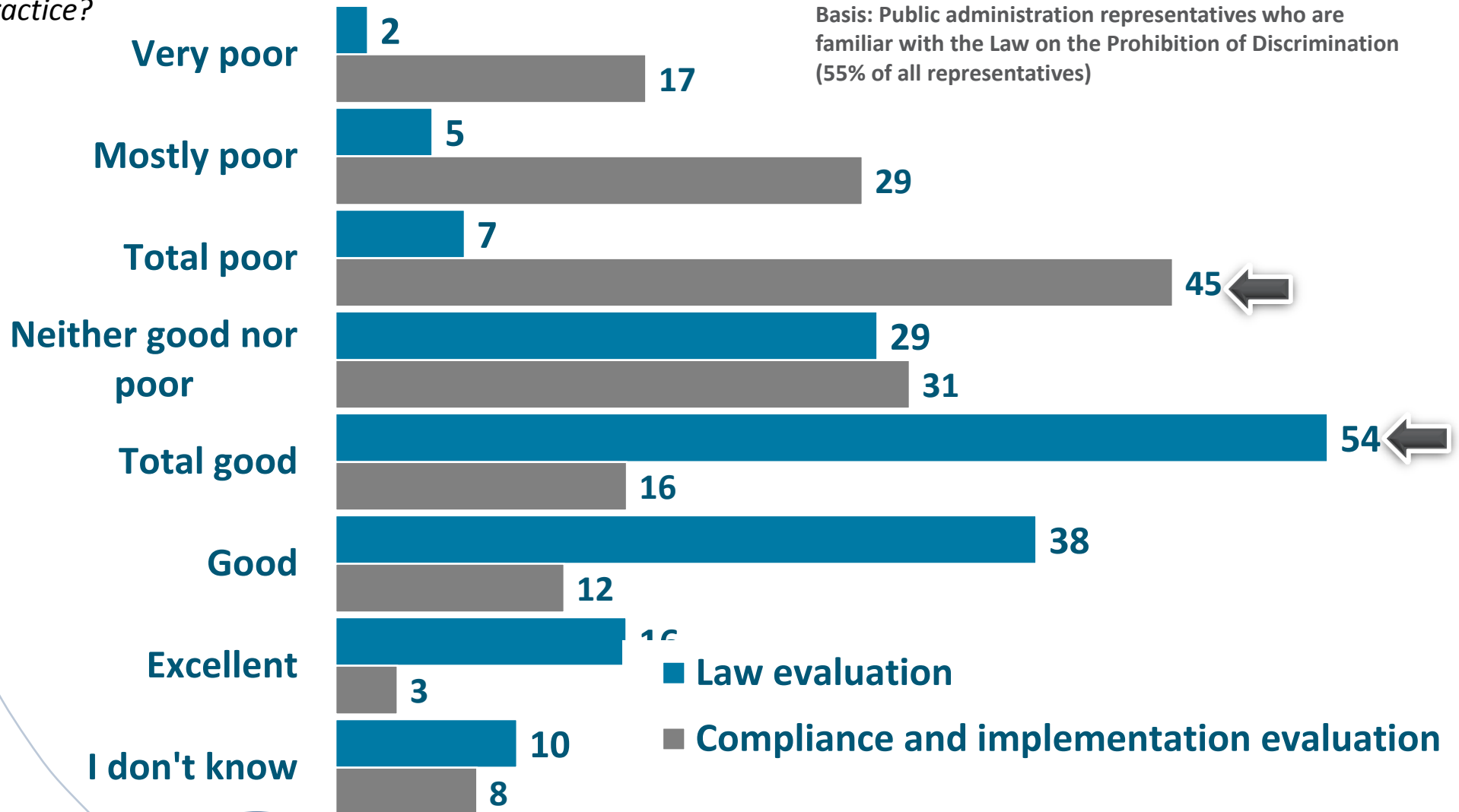
Despite their clearly underlined negative attitude toward discrimination and belief that it does exist in Serbia, the executive and legislative representatives are only partially familiar with the antidiscrimination normative framework.

As far as you know, is discrimination in Serbia prohibited by the law?



In the opinion of the majority of public administration representatives, the Law on the Prohibition of Discrimination is good, but the Law itself is much better rated than compliance with it and implementation

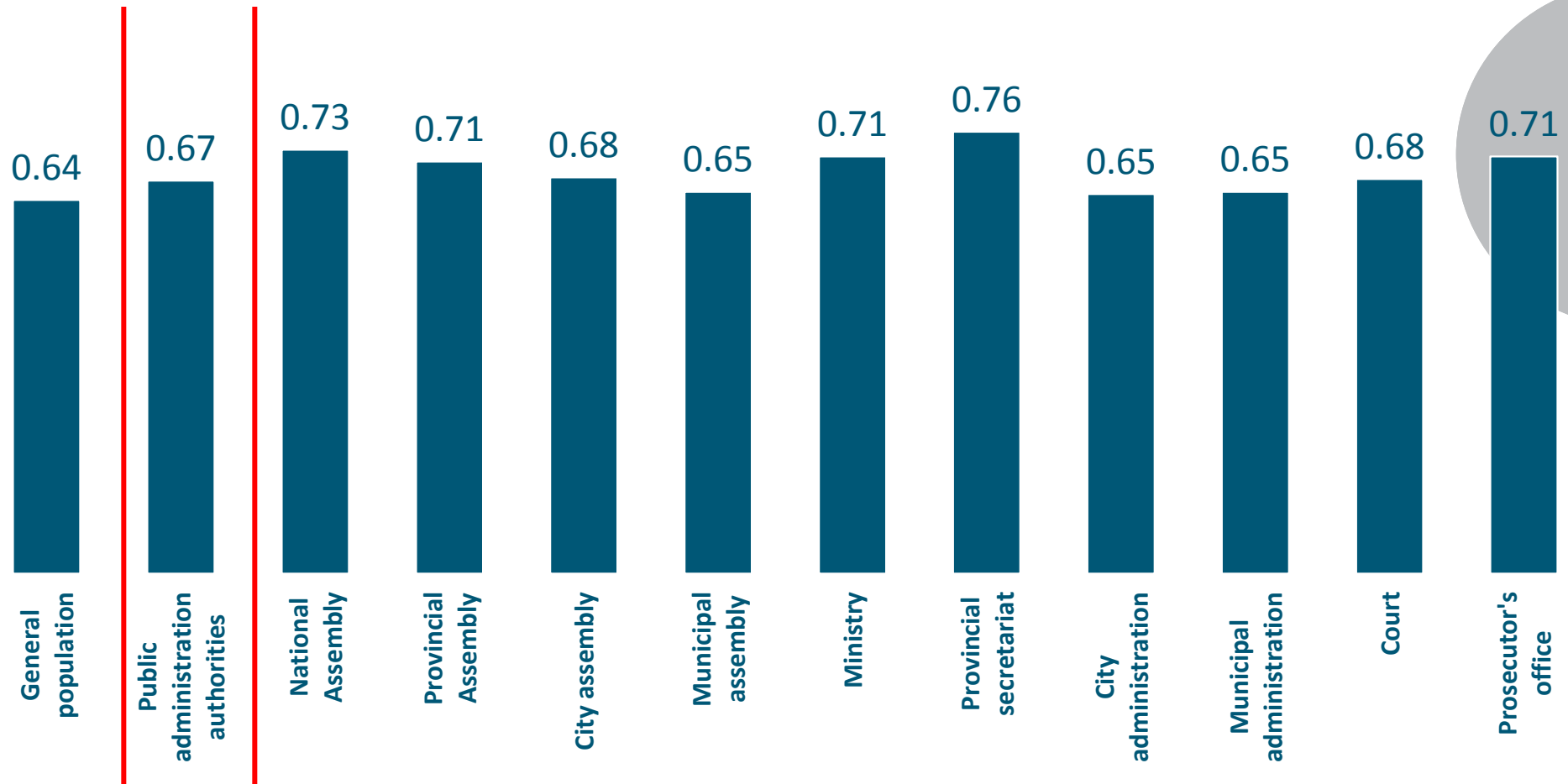
How would you evaluate the current Law on the Prohibition of Discrimination? And when it comes to compliance with the Law on the Prohibition of Discrimination, how would you grade the implementation of this Law in practice?



4

Identifying discriminatory behavior

There is a minimal difference in terms of knowledge on discrimination between the public administration representatives and the citizens, and no important differences between the representatives of different state institutions



The discriminatory behavior identification index is the number of correct answers of each interviewee divided by the maximum number of correct answers

5

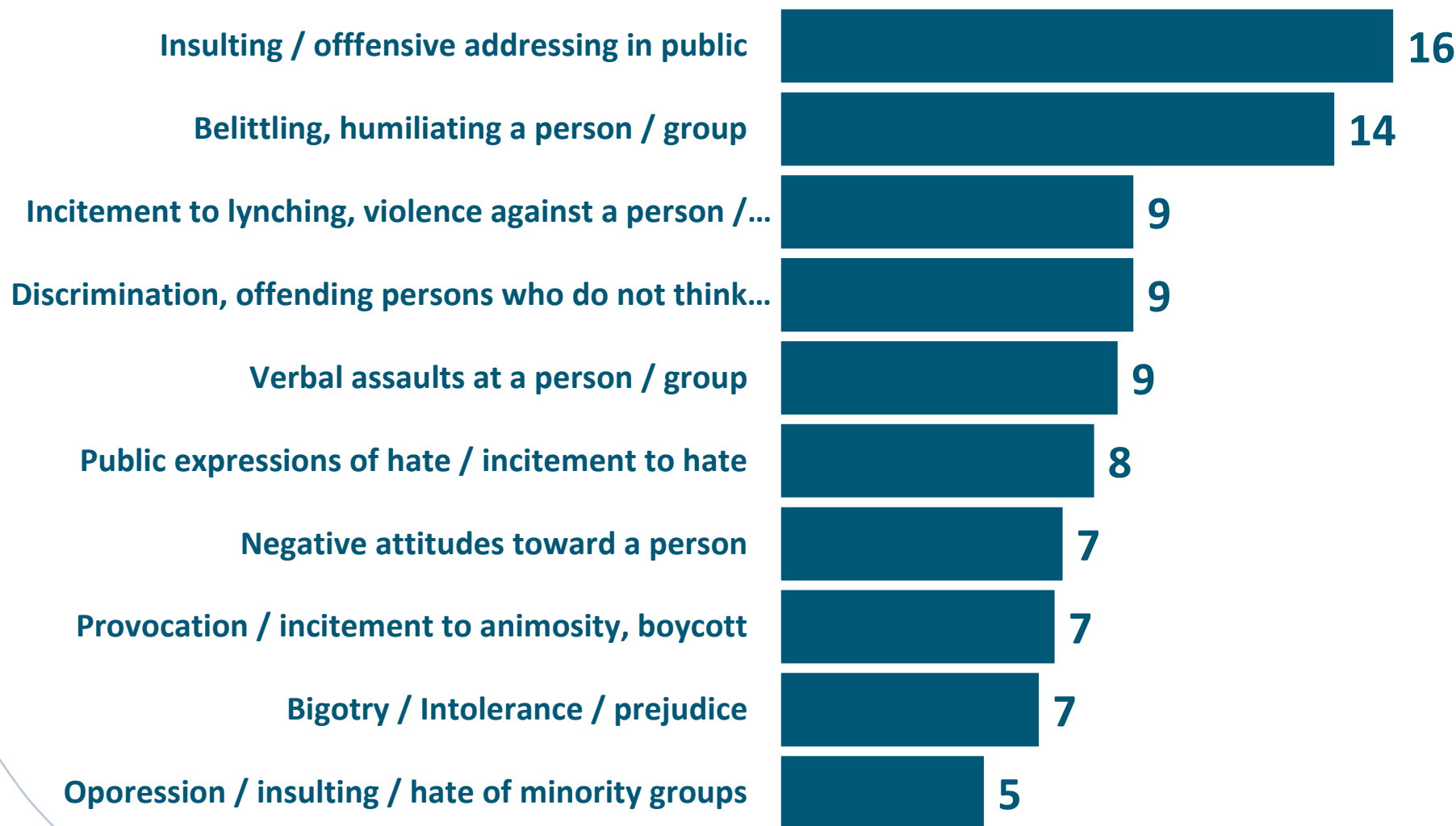
Hate speech

The public administration representatives perceive hate speech as a negative phenomenon

According to you, what is hate speech?

Basis: Public administration representatives in Serbia

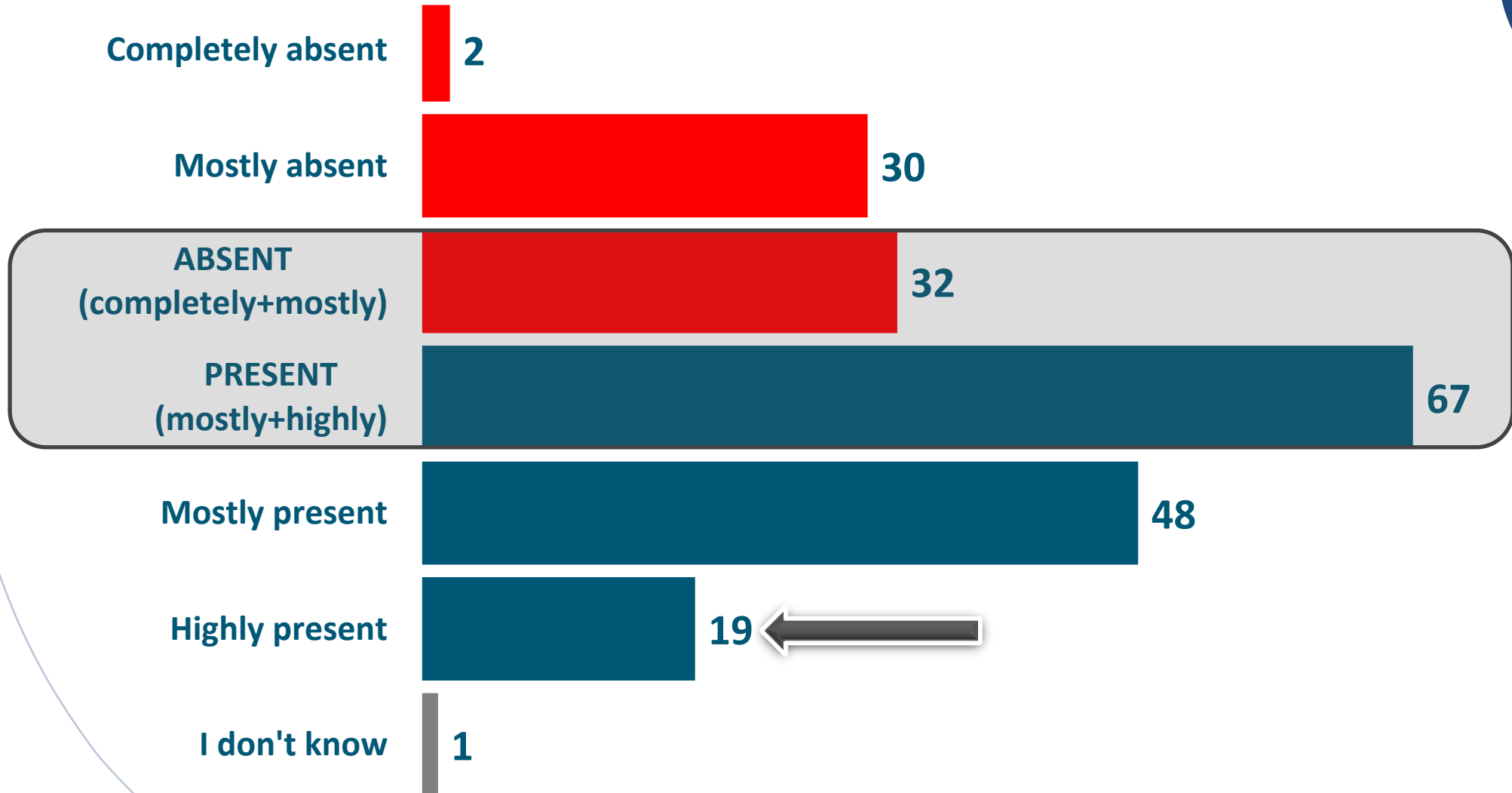
SPONTANEOUS ANSWERS, > 5%



Most of the public administration representatives believe that hate speech is present in Serbia.

In your opinion, to what extent is hate speech present in Serbia?

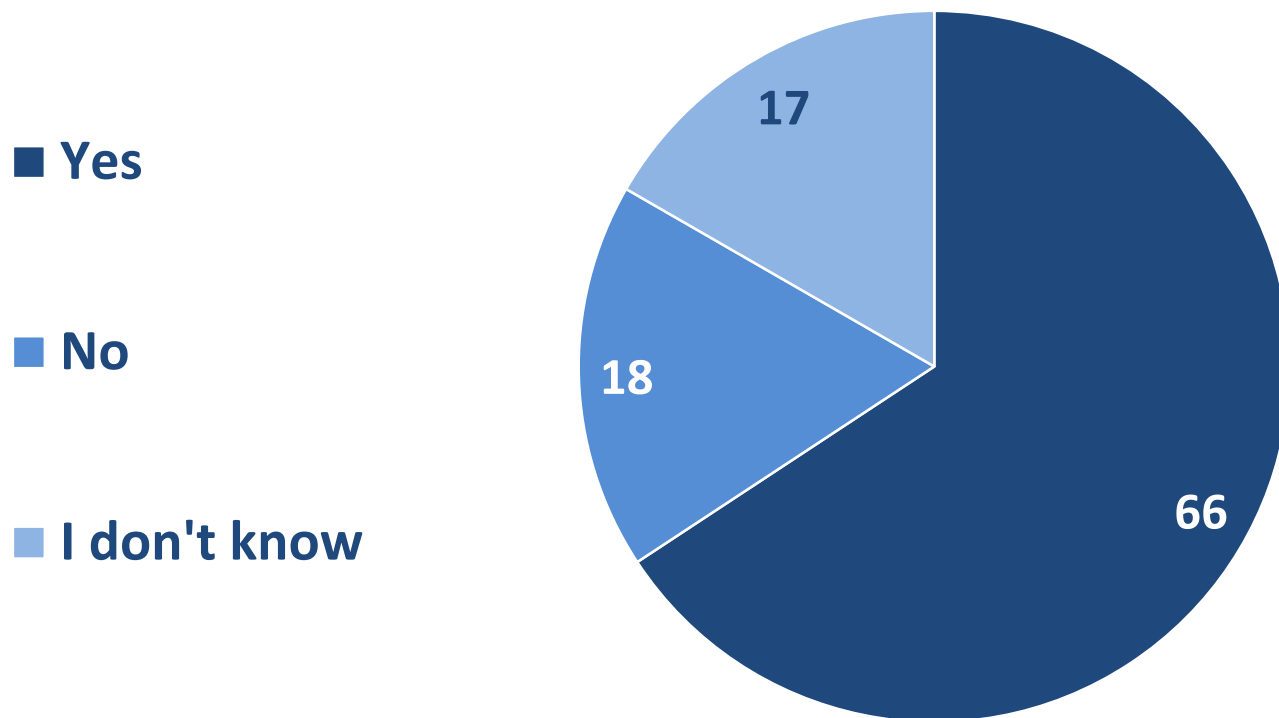
Basis: Public administration representatives in Serbia



As for the normative framework on the prohibition of hate speech, the public administration representatives are not sufficiently informed, given that as many as one third of executive and legislative representatives aren't sure if hate speech is prohibited by the law in Serbia, or believe that it's not prohibited

As far as you know, is hate speech prohibited by the law in Serbia?

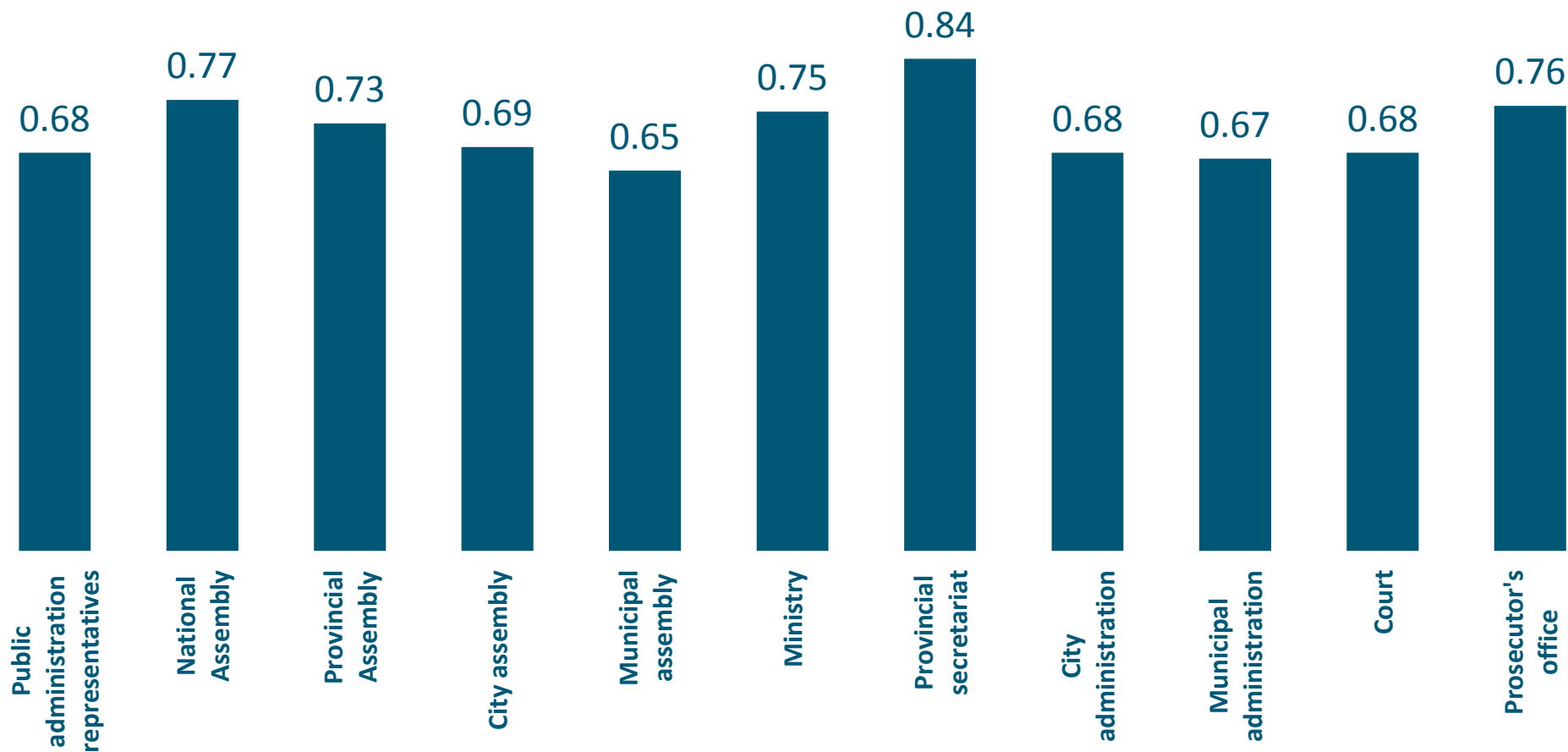
Basis: Public administration representatives in Serbia



The judiciary representatives were not asked this question.

Similarly to discrimination in general, part of the public administration representatives do not recognize hate speech consistently, but only in relation to a specific topic (the lowest level of sensitivity is toward asylum seekers and LGBT persons).

Basis: Public administration representatives in Serbia

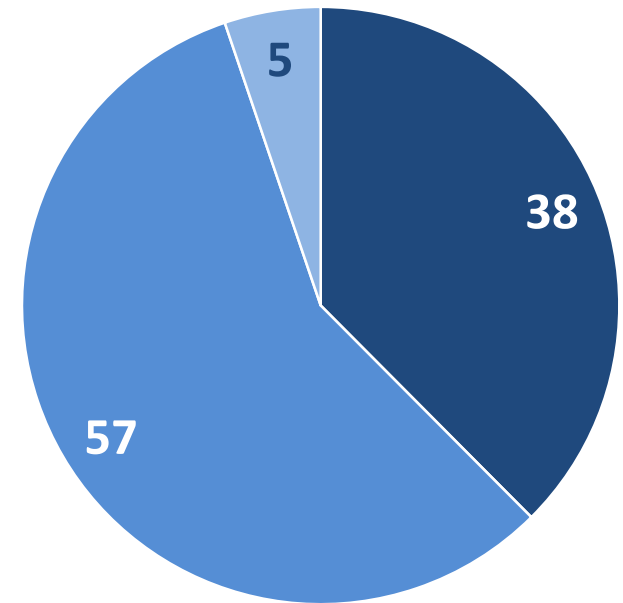


The hate speech identification index is the number of correct answers of each interviewee divided by the maximum number of correct answers

The majority of public administration representatives believe that hate speech should be sanctioned. Still, a significant percentage (more than a third) think that overly harsh punishing of hate speech may jeopardize the freedom of speech

Basis: Public administration representatives in Serbia

- Overly harsh punishing of hate speech may jeopardize the freedom of speech.
- Jeopardizing the freedom of speech is just an excuse to tolerate hate speech.
- I don't know.



6

**Attitude towards
prejudice and
discrimination in public
administration
authorities**

According to public administration representatives, their colleagues harbor

prejudice toward certain groups

I have nothing against homosexuals, but as long as they keep it in private, not in public.

Small religious communities often abuse the gullibility and trust of young people.

Homosexuality is a disease that should be treated.

Persons living with HIV/AIDS are to blame for their disease.

I have nothing against the Roma, but they do like to steal.

Children with developmental difficulties cannot fit in with other children, the differences are too big.

Men are better managers than women.

The Roma are so different that they cannot fit into the lifestyle of other citizens of Serbia.

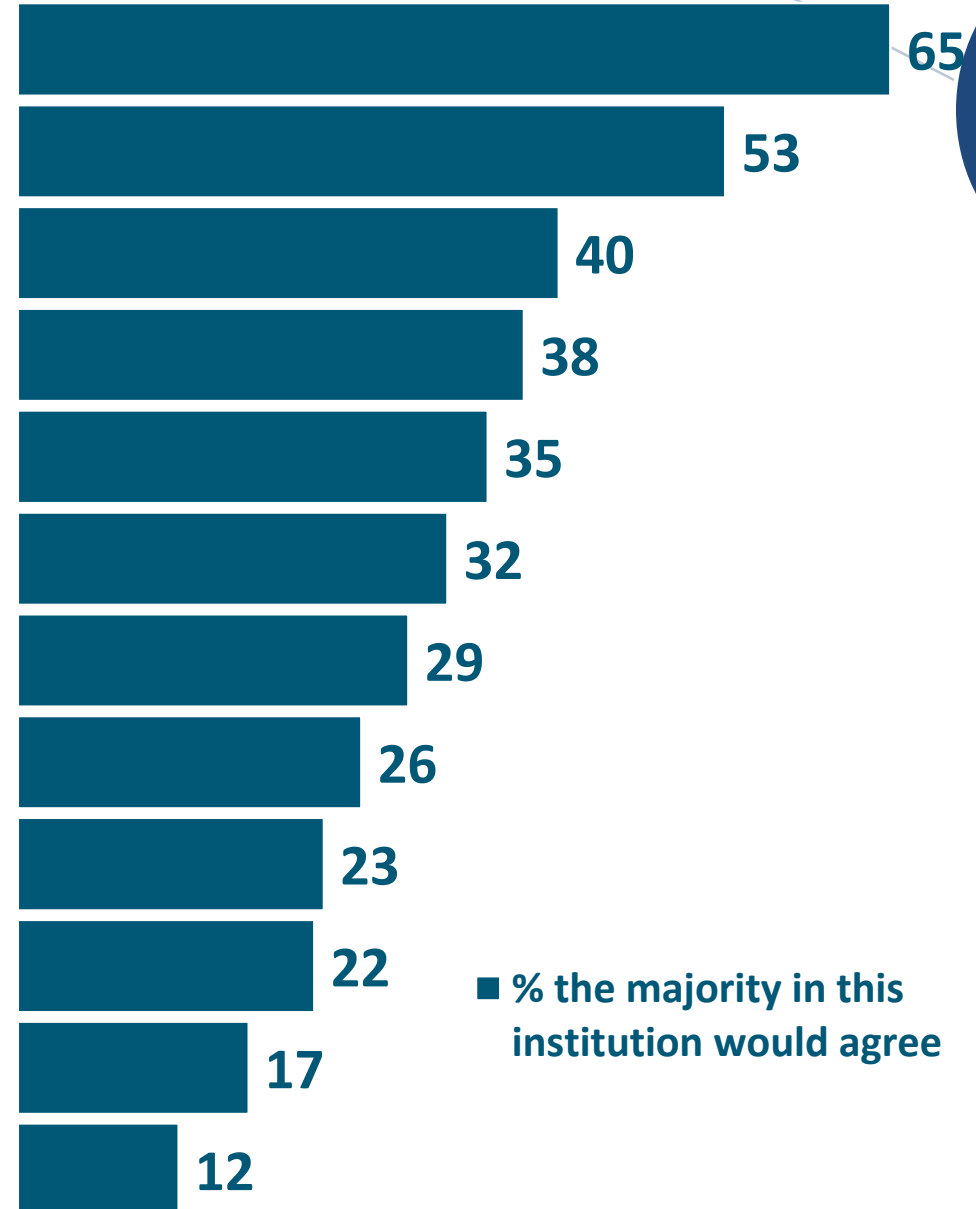
One should beware of people of different nationalities, even when their attitude is friendly.

A person can feel safe only when living in an environment where the majority population is of his/her nationality.

Women aren't made for politics.

There is some truth in the books that explain the existence of a Jewish conspiracy.

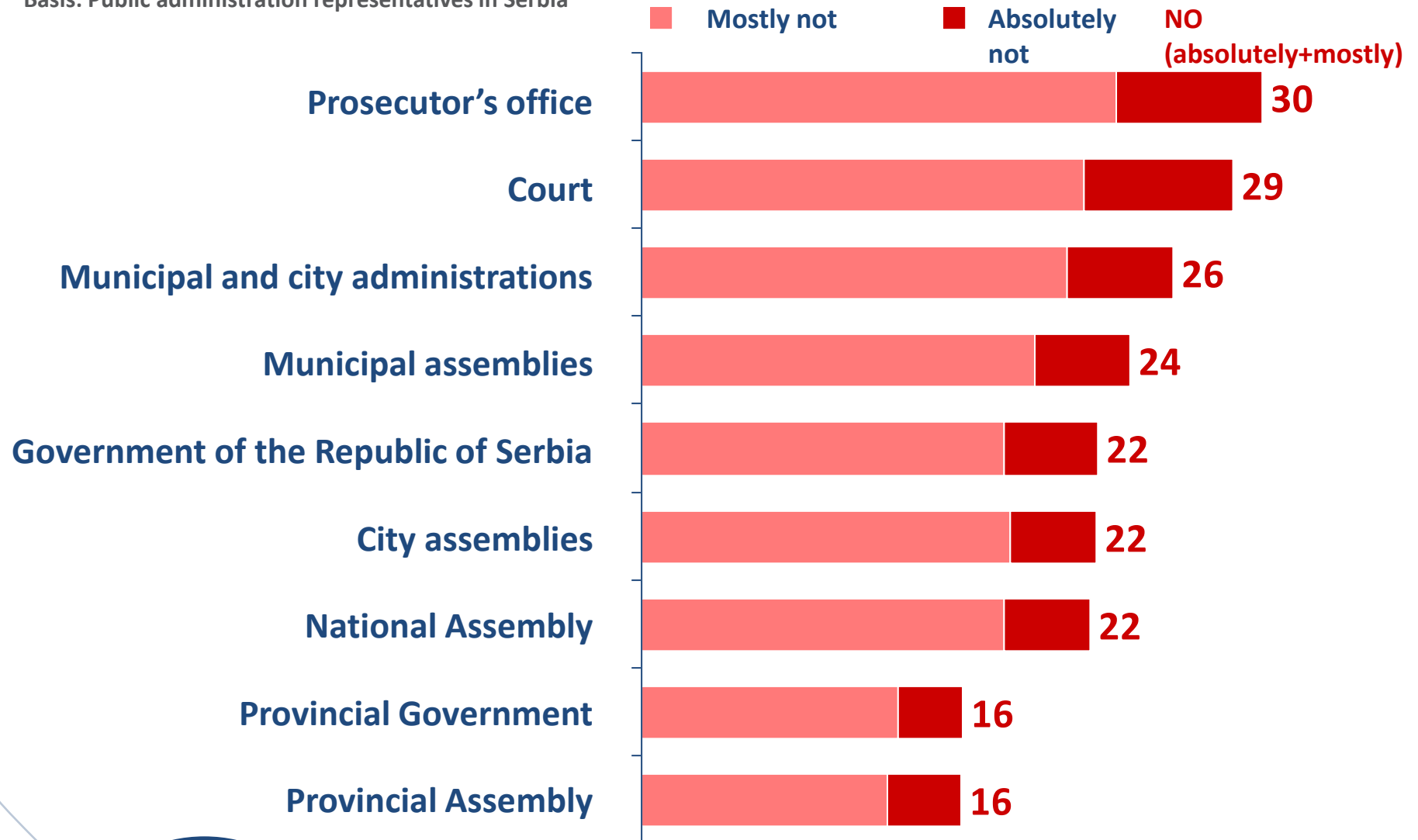
Baza: Predstavnici organa javne vlasti u Srbiji



A certain number of public administration representatives believe that there is discrimination. i.e. unequal treatment of citizens in public administration authorities

Question: To what extent do these institution equally treat all citizens, irrespective of their nationality, religion, sexual orientation, gender, age, political affiliation or any other personal characteristic?

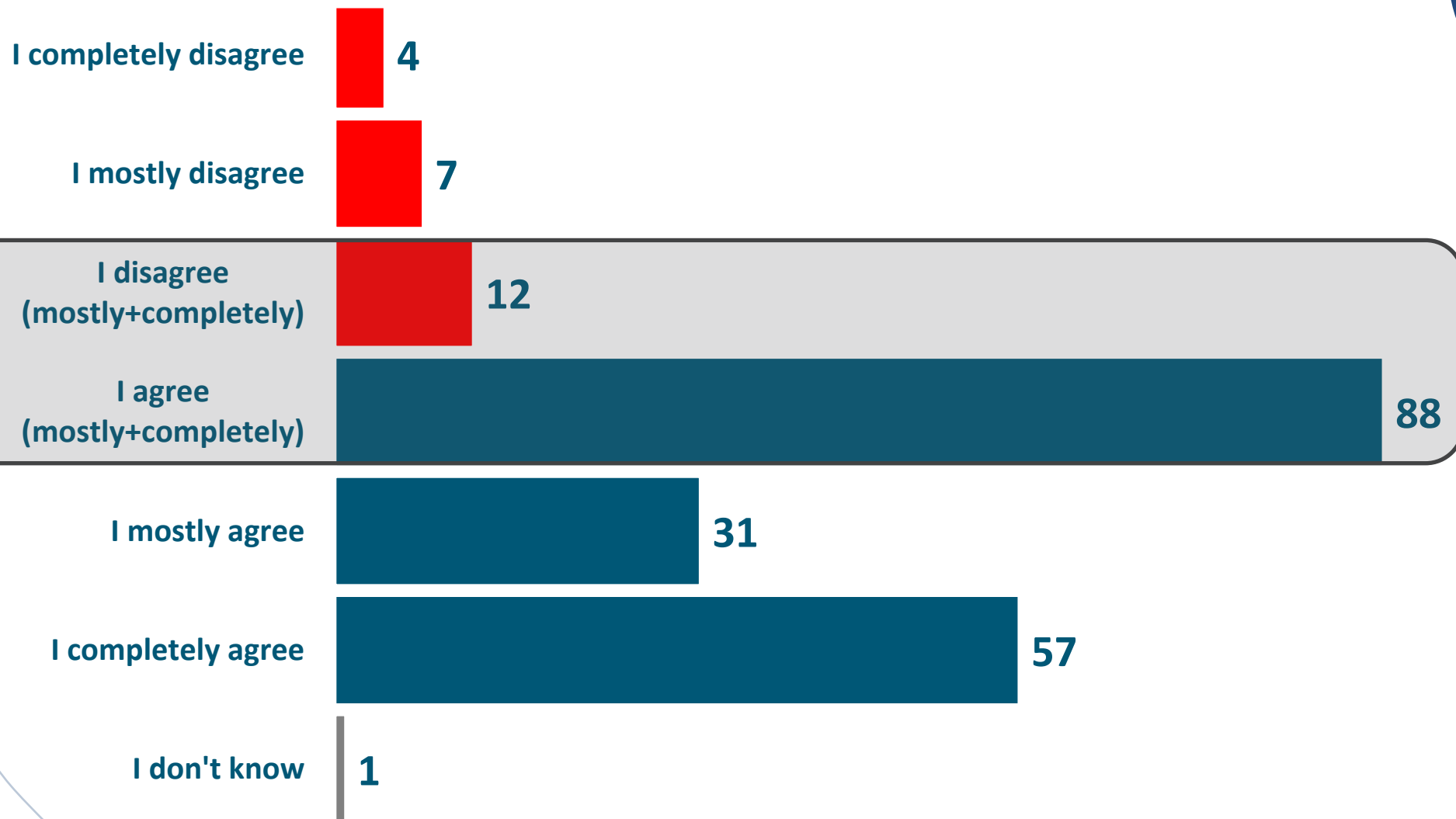
Basis: Public administration representatives in Serbia



Public administration representatives agree that discriminatory behavior or statements by civil servants carry more weight and should be sanctioned more severely than when citizens commit discrimination.

Civil servants and representatives of authorities should have more responsibility than regular citizens, so therefore they should be more severely punished for discrimination

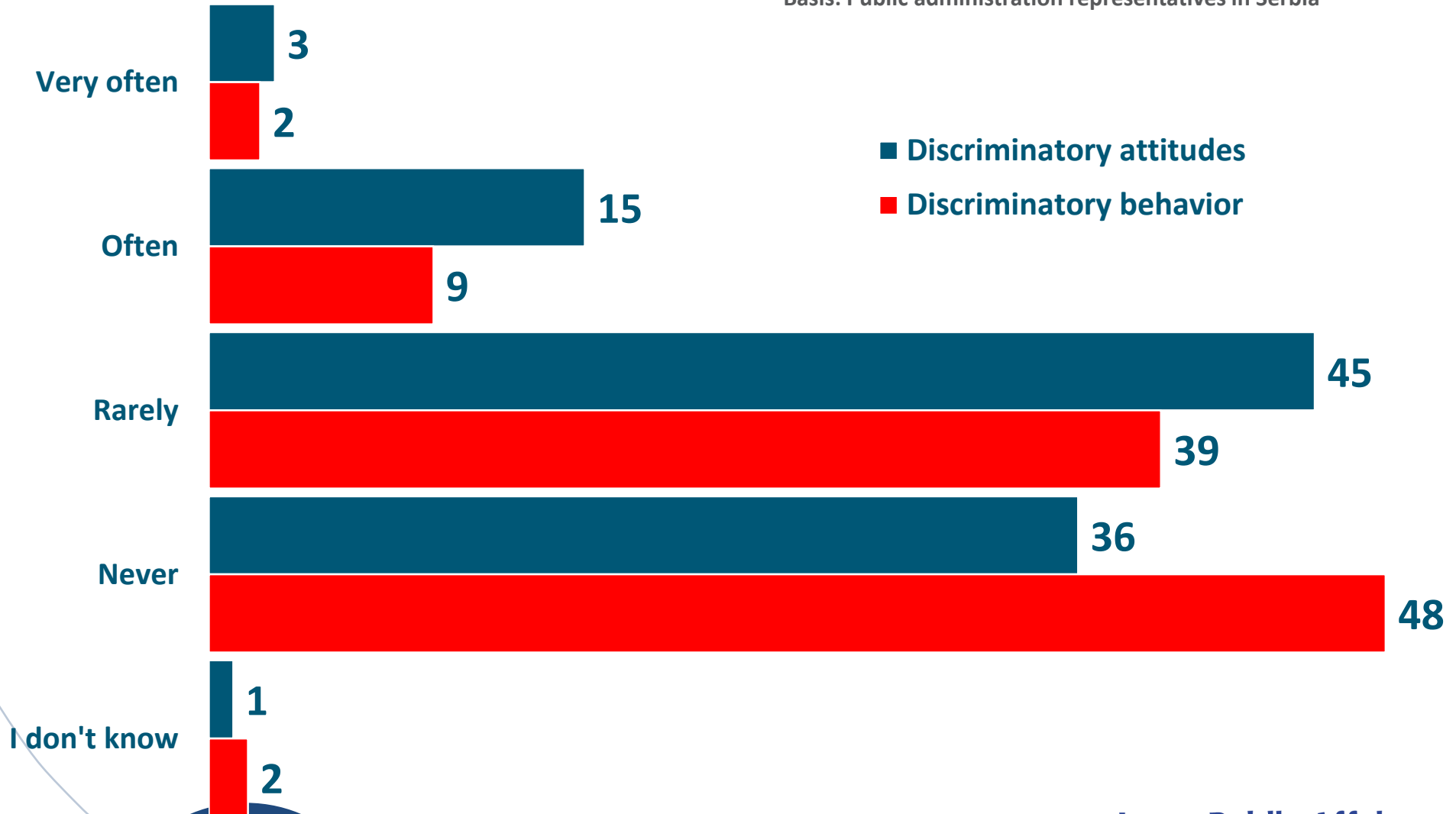
Basis: Public administration representatives in Serbia



More than a half of public administration representatives believe that in the institutions in which they work, their colleagues have expressed discriminatory attitudes or manifested discriminatory behavior

In your institution, how often do you hear your colleagues or associates expressing discriminatory attitudes or opinions belittling or humiliating a group? How often it happens that one of your colleagues or associates commits some form of DISCRIMINATION^{1,2}

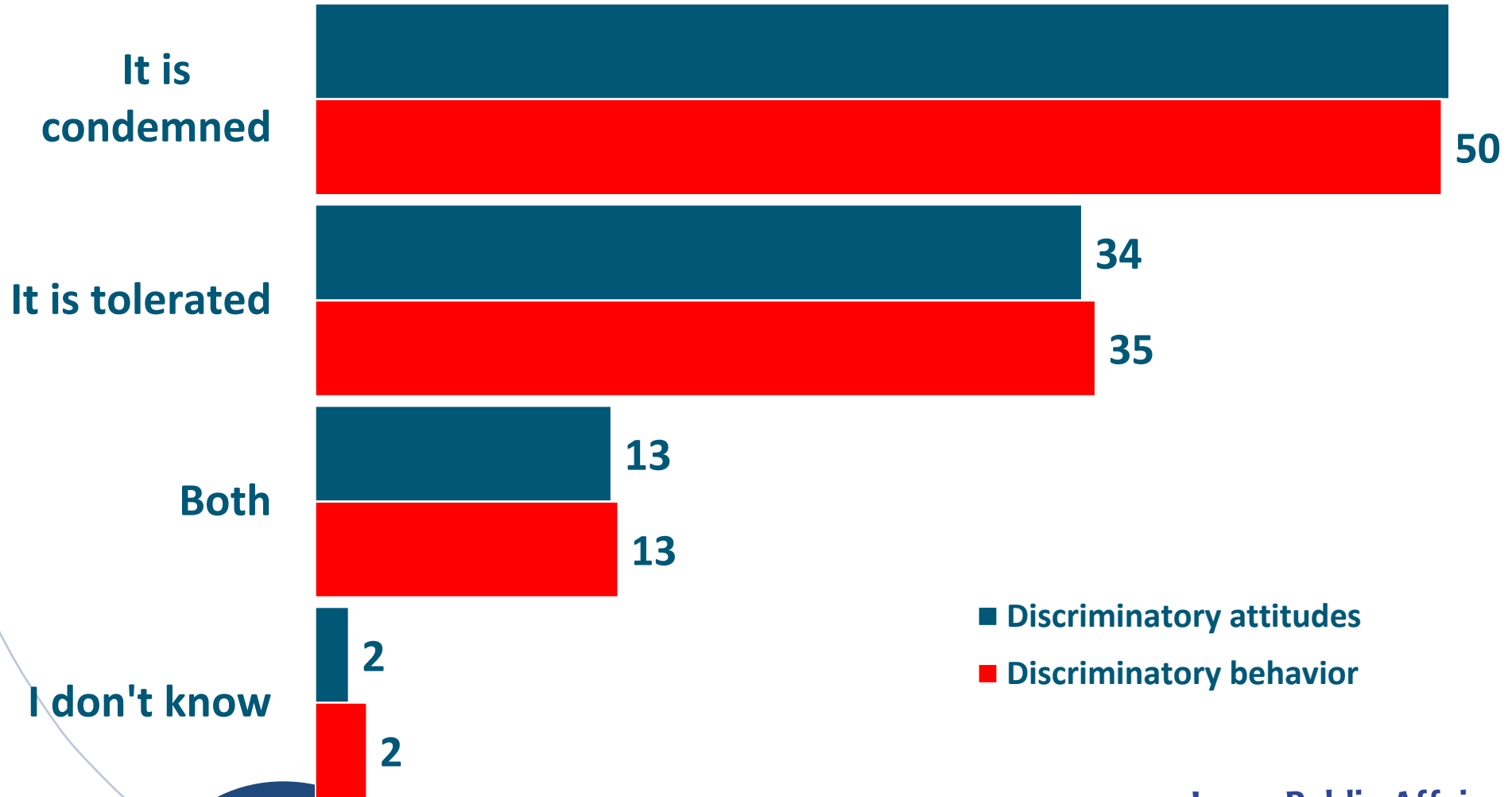
Basis: Public administration representatives in Serbia



The public administration representatives say that discriminatory attitudes or discriminatory behavior are mostly condemned, but a third of them notice that their colleagues tolerate such situations when they happen

Generally, in your working environment, are discriminatory attitudes and opinions or discriminatory behavior tolerated, or condemned?

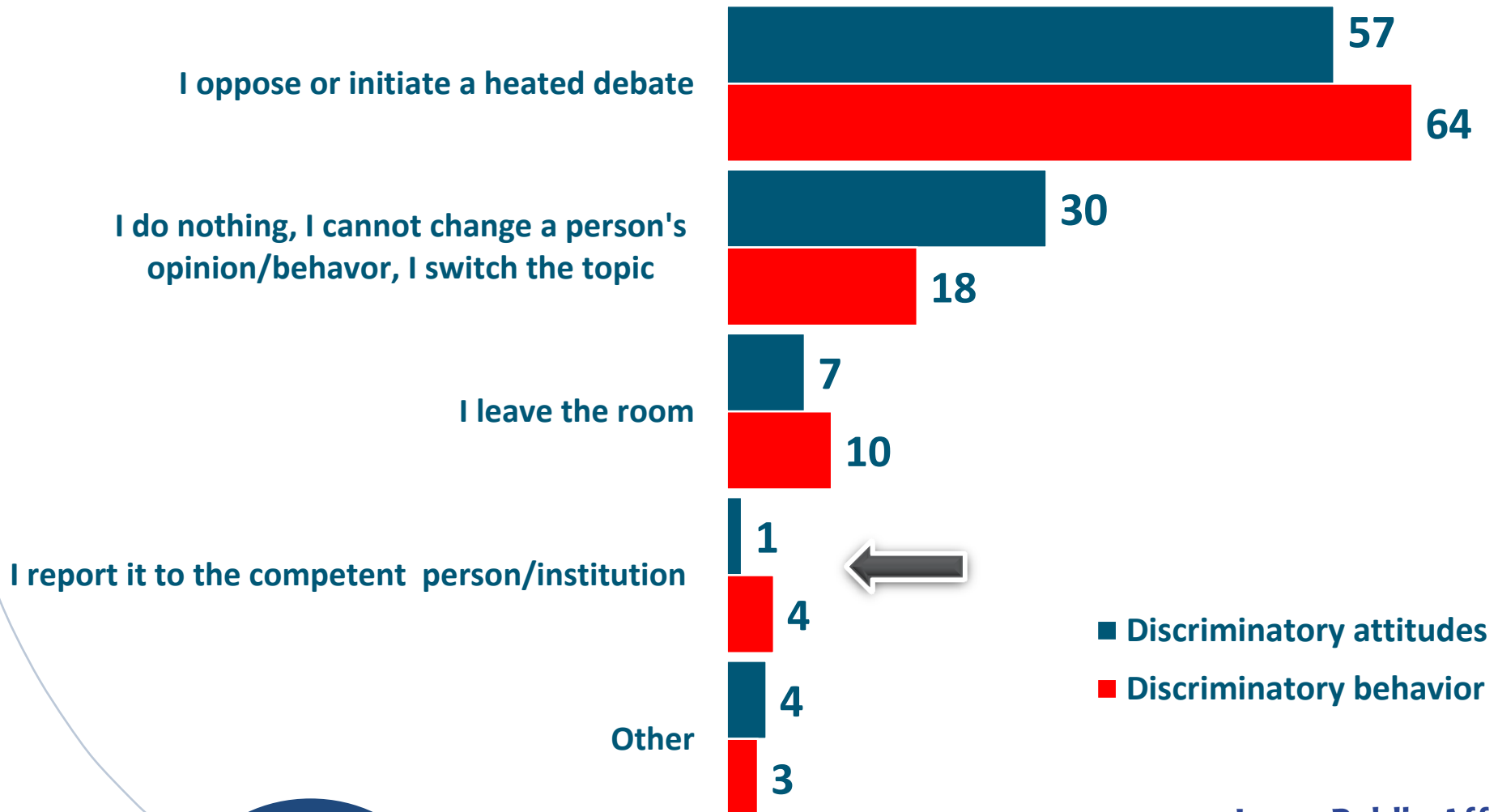
Basis: oPublic administration representatives who have noticed the expression of discriminatory attitudes (64%) / diskriminatory behavior (52%)



According to their own words, the majority of public administration representatives openly oppose discrimination or expression of discriminatory attitudes in the institutions in which they work...

How do you react in such a situation?

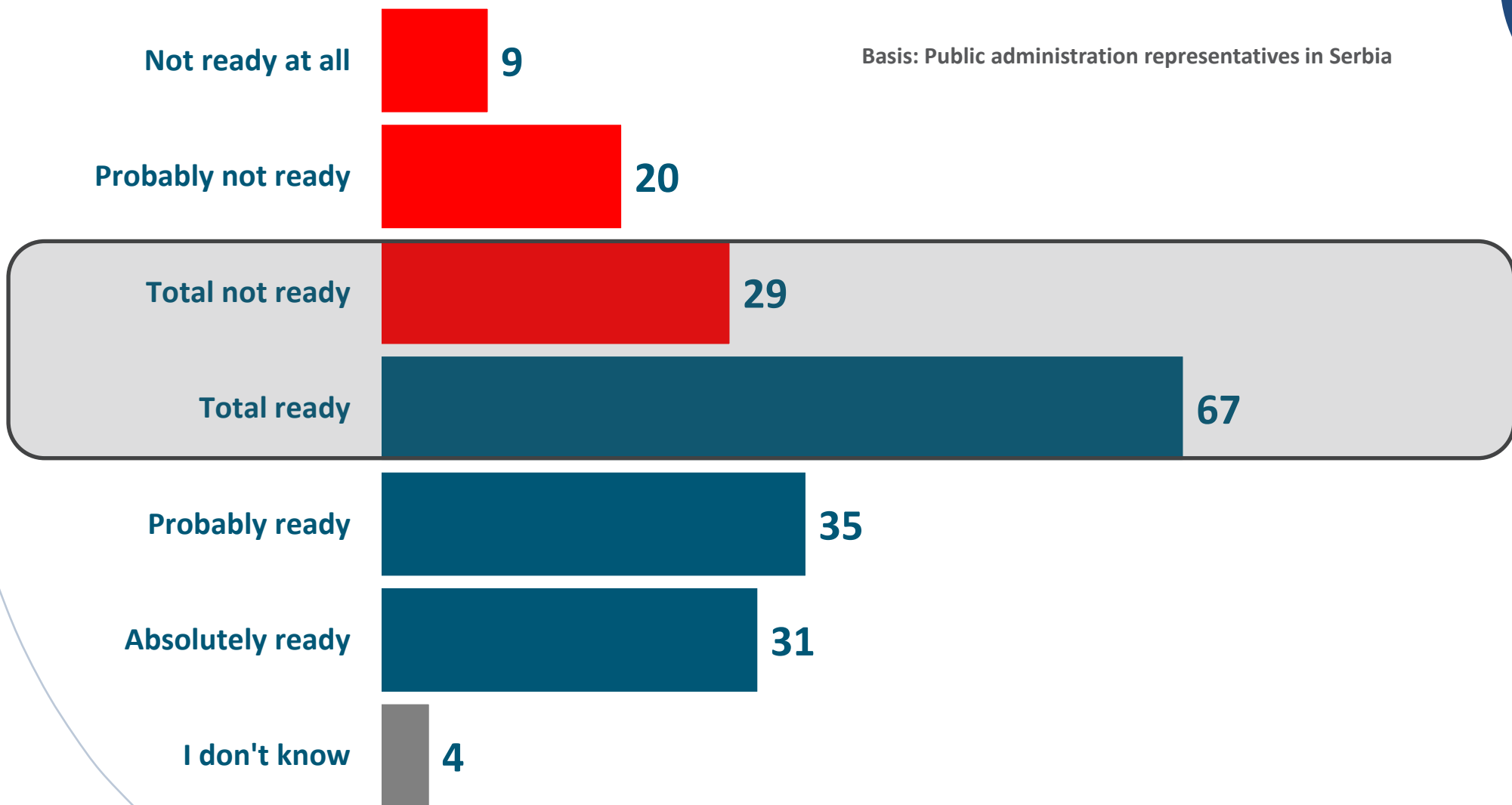
Basis: Public administration representatives in Serbia
who have noticed discriminatory attitudes (64%) / discriminatory behavior (52%)



The nominal readiness of public administration representatives to actively oppose their discriminating colleagues and report them to competent authorities is extremely higher than their actual reaction when such situations occur

To what extent would you be ready to report your discriminating colleague to the competent authorities?

Basis: Public administration representatives in Serbia

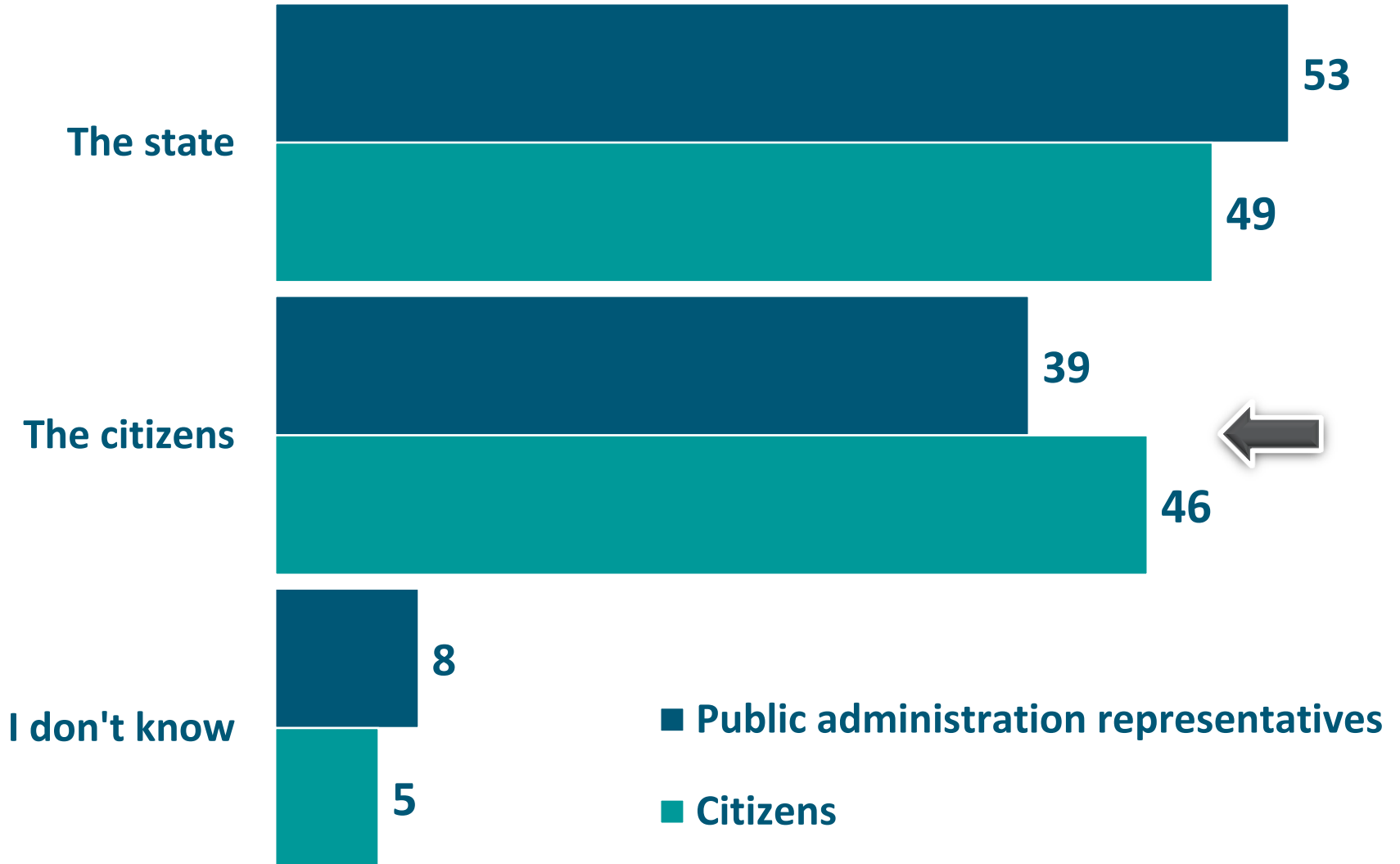


7

**Attitudes towards
responsibility and role of
institutions in the fight
against discrimination**

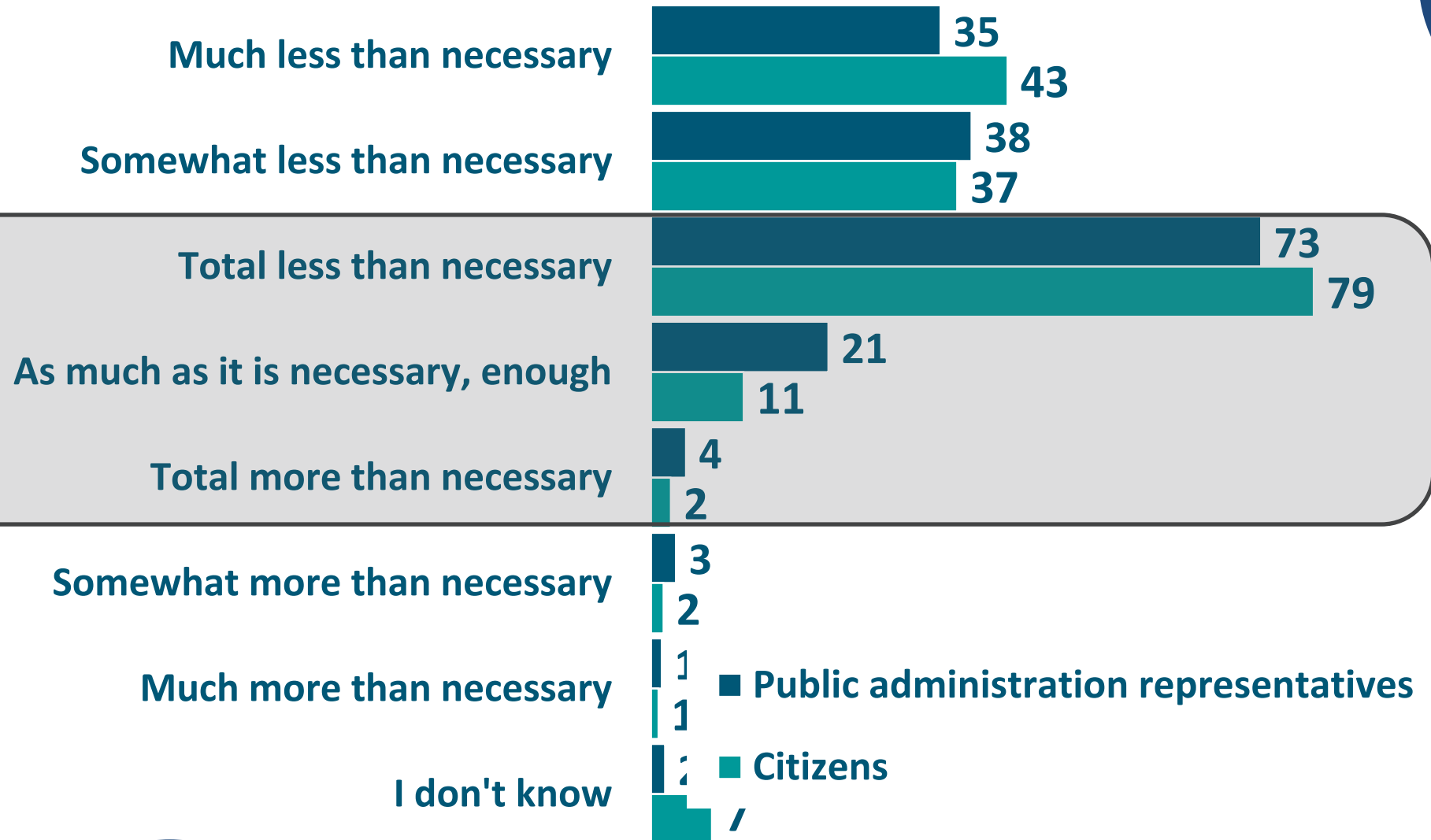
When asked who is more responsible for the elimination of prejudice in our society, opinions are divided...

In your opinion, when it comes to prejudice, who is more responsible to change the mindset of the citizens – the state, or the citizens themselves?



...but the state's dealing with the problem of discrimination is not deemed sufficient

In your opinion, to what extent does the state deal with the problem of discrimination?



The lack of political will and the existence of higher priority problems are perceived as the main reasons why the state does not deal more with the problem of discrimination

In your opinion, why does the state deal with this problem LESS than it should?

Basis: Public administration representatives in Serbia who believe that the state is dealing with this problem less than it should (73% of total population)

Because there's no political will - the political parties are going the populist way, not daring to substantially and thoroughly deal with this problem, especially when this concerns some unpopular minority groups

32

Because at the moment there are higher priority problems that concern the wellbeing of all citizens

31

Because the state does not recognize the significance of this problem enough

19

Because among the top managers of state institutions there are people who harbor prejudice and are prone to discriminatory behavior themselves

17

A large percentage of interviewees expressed the attitude that the discriminated groups themselves are responsible for their position, which makes the responsibility of the state and the society relative

Victims of discrimination are not doing enough to change and improve their position

Basis: Public administration representatives in Serbia

I completely disagree

18

I mostly disagree

30

I disagree
(completely+mostly)

48

I agree
(completely+mostly)

48

I mostly agree

33

I completely agree

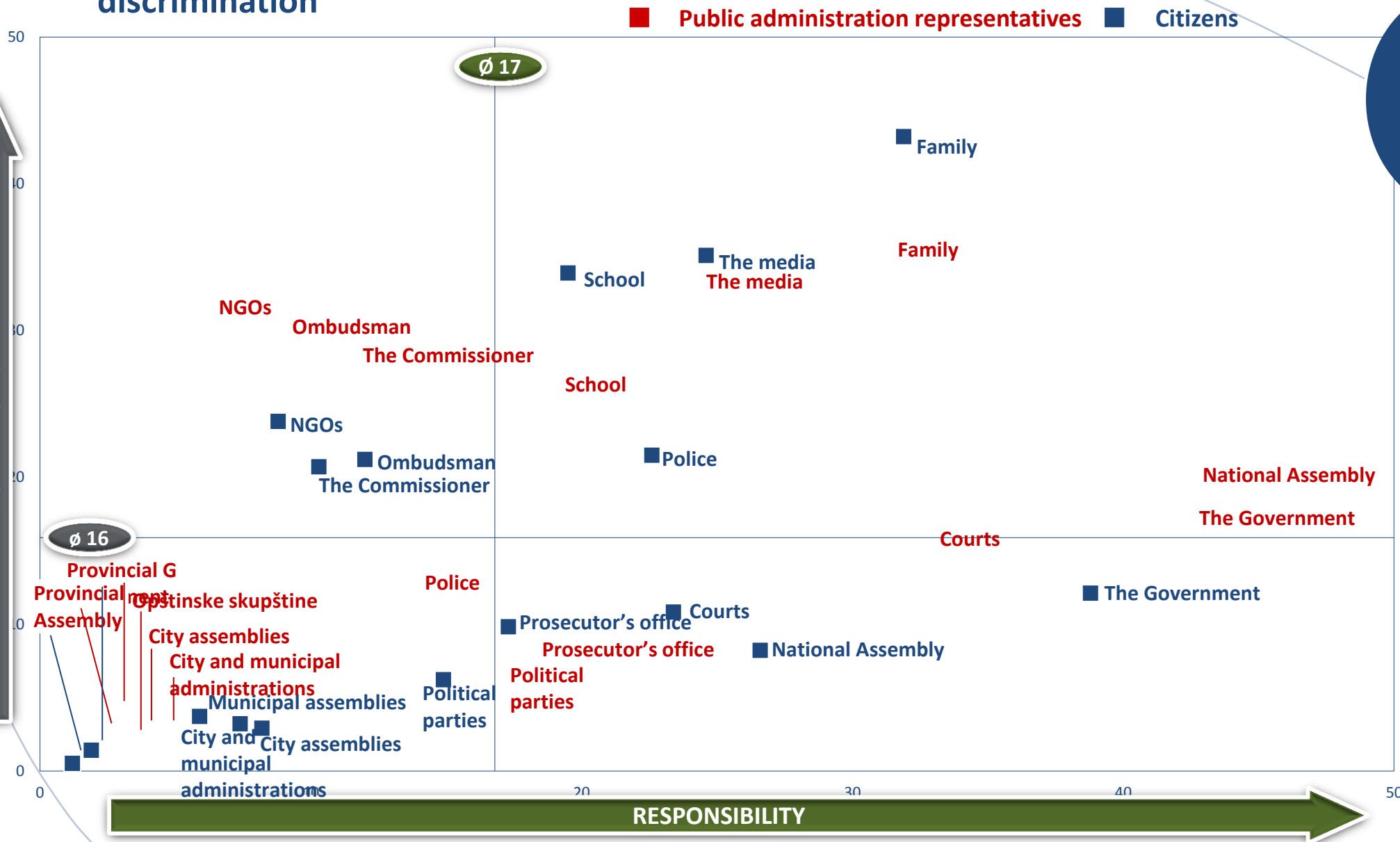
15

I don't know

4

The citizens and the public administration representatives have a different perception of the contribution of major institutions in the fight against discrimination

CONTRIBUTION



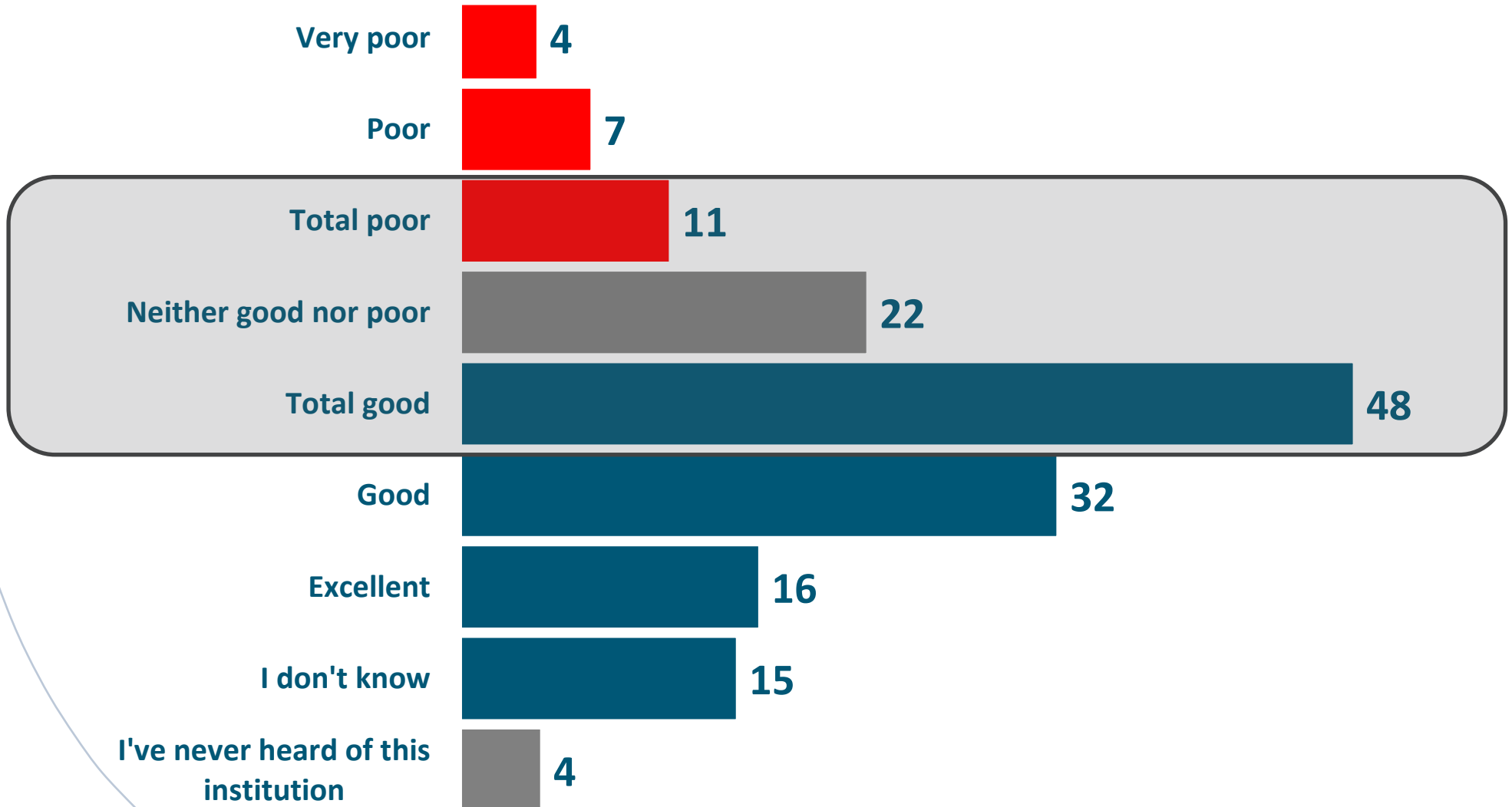
Question: Choose three institutions that you see as THE MOST RESPONSIBLE ONES FOR ANTIDISCRIMINATION.

Question: Choose three institutions that, in your opinion, CONTRIBUTE THE MOST TO ANTIDISCRIMINATION

The Work of the Commissioner for the Protection of Equality is evaluated positively

Please grade the work of the Commissioner with grades from 1 to 5, just like in school

Basis: Public administration representatives in Serbia

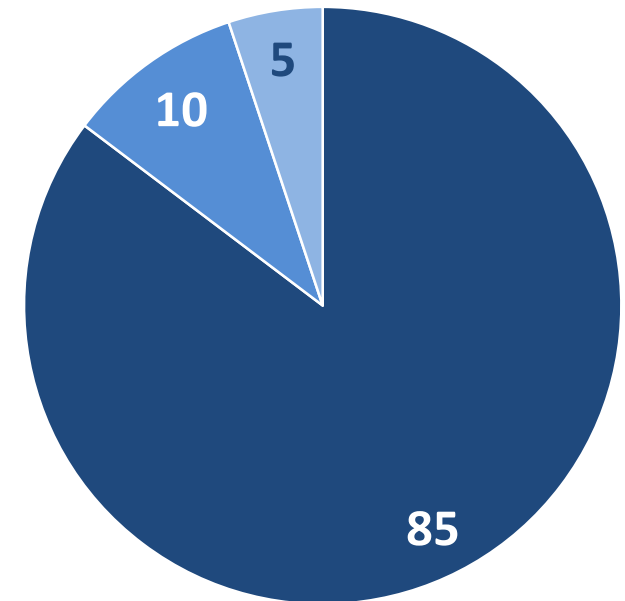


The attitude towards the special measures for reduction of discrimination is nominally positive.

What is your attitude toward the introduction of affirmative action measures which would allow the vulnerable groups to achieve equality with the majority population, if these measures would last for a limited period of time, as long as it is necessary to establish equality?

Basis: Public administration representatives in Serbia

- I would support the introduction of such measures
- I wouldn't support such measures because they would harm the majority population
- I don't know



Still, the attitude towards the special measures is not as positive as it may seem at first glance

Please rank, on the scale from 1 to 4, your agreement with the following claims. The answers shown are for agreement

Basis: Public administration representatives in Serbia

Persons with disabilities should have easy access to all state buildings, irrespective of the adjustments

95

Members of national minorities should always have the option to address the state institutions in their mother tongue, irrespective of the translation and interpretation costs that the state institutions would cover.

54

Sometimes it seems to me that tolerating differences has taken us to an extreme in which the members of various minorities (national, sexual) have more rights than the majority population.

50

Education is seen as the best way to raise awareness on discrimination.

If you could personally do one thing to significantly change discrimination in Serbia, what would that be? What measure, change or action would you choose?

Basis: Public administration representatives in Serbia



8

Conclusions

GENERAL CONCLUSIONS:

1

THERE IS STILL AN INSUFFICIENT UNDERSTANDING OF THE NOTION OF DISCRIMINATION AND ITS BASIC ELEMENTS

2

THERE IS ONLY NOMINAL SUPPORT FOR SPECIAL MEASURES (AFFIRMATIVE ACTION MEASURES)

3

THERE IS STILL A HIGH PERCENTAGE OF THOSE WHO EXPRESS THE ATTITUDE THAT THE VULNERABLE GROUPS THEMSELVES ARE TO BLAME FOR THEIR POSITION

4

THE RESPONSIBILITY FOR ELIMINATION OF PREJUDICE AND FIGHT AGAINST DISCRIMINATION IS LARGELY ATTRIBUTED TO THE CITIZENS

CONCLUSIONS ON PARTICULAR GROUPS/AREAS

- 1 Discrimination happens most frequently in the areas of labor and employment
- 2 Discrimination against certain groups is not frequently perceived : women, the elderly, minorities, discrimination on the grounds of political affiliation
- 3 The majority harbors prejudice against persons living with HIV, considering them responsible for their health condition
- 4 The lowest level of sensitivity is towards foreign nationals, especially asylum seekers
- 5 There is still a high tolerance for discrimination against members of LGBT population

PUBLIC ADMINISTRATION REPRESENTATIVES:

THE PERCENTAGE OF THOSE WHO SEE THEMSELVES AS VICTIMS OF DISCRIMINATION IS LOW.

THERE IS A HIGH PERCENTAGE OF EXPRESSION OF DISCRIMINATORY ATTITUDES AMONG THE EMPLOYEES IN PUBLIC ADMINISTRATION AUTHORITIES.

- **A HIGH PERCENTAGE OF EMPLOYEES IN PUBLIC ADMINISTRATION AUTHORITIES, ESPECIALLY IN THE COURTS, TOLERATE DISCRIMINATORY BEHAVIOR, AND THEY'RE UNWILLING TO REPORT IT TO THE COMPETENT AUTHORITIES**
- **THERE IS A HIGH PERCEPTION OF THE PRESENCE OF DISCRIMINATION IN PUBLIC ADMINISTRATION AUTHORITIES**



**THANK YOU FOR
YOUR ATTENTION!**