

General Population Poll Full Fieldwork Methodological Report 2014

The General Population Poll in Bosnia & Herzegovina was conducted for the World Justice Project Rule of Law Index with sampling, fieldwork and data processing by MRP-EURASIA based in Moldova.

I. General Description:

1. What were the exact dates of fieldwork?
10 October – 10 November 2014
2. What was the mode of interviewing? (e.g. face-to-face interviews, by telephone, online)
Face-to-Face interviews
3. What was the achieved sample size?
1000 interviews
4. In what languages were the interviews conducted? If more than one language was used, how many interviews were conducted in each language?
Bosnian 100%
5. What was the average length of each interview? What was the length of the longest interview? What was the length of the shortest interview?
35 minutes

II. Customization of Questionnaire:

6. Please list all final adaptations to the terminology of the questionnaire (e.g. q9a : Changed “President” to “Prime Minister” or q3 : Changed “Environmental Protection Authority” to “Department of Conservation”).				
“Parliament” to “Skupština”				
7. Please list the ethnic groups, religious preferences, and income brackets applied in the customization of the questionnaire’s demographic section.				
1. relig. religious preference				
<table border="1"> <tr><td>Orthodox Church</td></tr> <tr><td>Catholic Church</td></tr> <tr><td>Islamic</td></tr> <tr><td>Other</td></tr> </table>	Orthodox Church	Catholic Church	Islamic	Other
Orthodox Church				
Catholic Church				
Islamic				
Other				
2. etni. racial-ethnic background				
<table border="1"> <tr><td>Serbian</td></tr> <tr><td>Croatian</td></tr> <tr><td>Bosnian</td></tr> </table>	Serbian	Croatian	Bosnian	
Serbian				
Croatian				
Bosnian				

Other	
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3. **income.**

J	Low household income 0 - 192 USD
R	below the average household income 192.5 - 448 UDS
C	Average household income 448.4 - 639 USD
M	above the average household income 640 - 1279 USD
F	Highest household income 1280+USD

8. Please list any other changes to the demographic section of the questionnaire.
NO changes

III. Survey Design:

9. What was the target population/sample universe for the survey?
National representative sample <ul style="list-style-type: none"> The sample was stratified by income level or socioeconomic status, divided proportionally based on each level's share of the country's population. A gender quota of 50:50 (Male: Female) was applied.

10. After city, what was the primary sampling unit for the survey?
Zone (urban sector).

11. What sub-populations or stratum were used?
- Target age population for the Poll: 18 – 65+ y.o Socio-demographic categories are specified also by urban regions (three largest cities by population) gender (50% -m, 50% - economic status (5 intervals), education level, ethnicity, and religion

12. Please describe, in detail, the stratifications or quotas that were applied during fieldwork. What variables were involved? (e.g. city, gender, age, socio-economic status, etc.) What questions/criteria were used to classify a respondent for each relevant stratum? What information source was used to set quotas or targets? (e.g. census data, population statistics, etc.) Please provide a link or attachment if possible.

		Sex distribution: 50% - Male, 50% - women						
N	The level of household income per annum (in each box below the specified level of income in USD based on each income level's respective share of the country's population)	Age (years old intervals)						SUMM, %
		18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	65 +	
1.	Highest household income 1280+USD							
	1-st city: Sarajevo	5	7	7	6	5	5	35
	2-nd city: Tuzla	2	3	3	2	2	2	14
	3-rd city: Banja Luka	4	6	6	5	4	4	29
	Sub-total	11	16	16	13	11	11	78
2.	above the average household income 640 - 1279 USD							
	1-st city: Sarajevo	27	37	37	32	26	28	187
	2-nd city: Tuzla	10	15	15	13	10	11	74
	3-rd city: Banja Luka	21	29	29	25	20	22	146
	Sub-total	58	81	81	70	56	61	407
3.	Average household income 448.4 - 639 USD							
	1-st city: Sarajevo	8	13	12	10	9	8	60
	2-nd city: Tuzla	3	5	5	5	4	3	25
	3-rd city: Banja Luka	6	7	7	7	6	6	39
	Sub-total	17	25	24	22	19	17	124
4.	below the average household income 192.5 - 448 USD							
	1-st city: Sarajevo	21	28	28	24	20	21	142
	2-nd city: Tuzla	9	11	11	10	8	8	57
	3-rd city: Banja Luka	16	22	22	19	16	17	112
	Sub-total	46	61	61	53	44	46	311
5.	Low household income 0 - 192 USD							
	1-st city: Sarajevo	5	7	7	6	5	6	36
	2-nd city: Tuzla	2	3	3	3	2	2	15
	3-rd city: Banja Luka	4	6	6	5	4	4	29
	Sub-total	11	16	16	14	11	12	80
	Total	143	199	198	172	141	147	1000

GEND	Male	500
	Female	500
AGE	18 - 25	143
	26 - 35	199
	36 - 45	198
	46 - 55	172
	56 - 65	141
	65 +	147
RELIG	Orthodox Church	73
	Catholic Church	32
	Islamic	786
	Other	22
	Prefer not to answer	87
ETHNI	Serbian	73
	Croatian	43
	Bosnian	798
	Other	0

Prefer not to answer	86
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4. **income.**

J	Low household income 0 - 192 USD	80
R	below the average household income 192.5 - 448 UDS	311
C	Average household income 448.4 - 639 USD	124
M	above the average household income 640 - 1279 USD	407
F	Highest household income 1280+USD	78

We combined information from two sources in order to set the sample quotas. The first source taken into account three statistical institutes within the Bosnia and Herzegovina: the Agency for statistics of Bosnia and Herzegovina the level of the state, (<http://www.bhas.ba/>), the Federal Office of Statistics for the Entity of Federation of Bosnia Herzegovina (<http://www.fzs.ba/>) and the Republika Srpska Institute of Statistics for the Entity of Republika Srps (<http://www.rzs.rs.ba/>), which provided us with the information about the average income in Bosnia and Herzegovina at the individual level (HH), and the number of people living in each city. Next, we used internal statistical data from our previous projects where we had nationwide representative samples. We combined the age and income distribution for three biggest cities in B&H and created the sample distribution quotas.

13. Please describe, in detail, how the sample was drawn. Were any external population statistics, census data, or other sources of information used to draw the sample? If yes, please provide a link to the source or an attachment if possible.

The sample was drawn based on the above described approach, along with other data we have collected from other surveys conducted for our clients at local level. Thus, the sample was drawn based on standard population distributions that we know to have an impact on data accuracy.

14. What were the three cities included in the fieldwork? In what region, province, and district is each of the three cities located?

Sarajevo	460
Banja Luka	355
Tuzla	185

1st city: **Sarajevo** is the capital and largest city of Bosnia and Herzegovina, with an estimated population of 369,534. The Sarajevo metropolitan area, including Sarajevo, East Sarajevo and surrounding municipalities, is home to 608,354 inhabitants. Moreover, it is also the capital of the Federation of Bosnia and Herzegovina entity, the capital of the Republic of Srpska entity, and the center of the Sarajevo Canton. Nestled within the greater Sarajevo valley of Bosnia, it is surrounded by the Dinaric Alps and situated along the Miljacka River in the heart of Southeastern Europe and the Balkans.

Sarajevo is the leading political, social and cultural center of Bosnia and Herzegovina, and its region-wide influence in politics, education, entertainment, media, fashion, science, and the arts contribute to its status as Bosnia and Herzegovina's biggest and most important economic center.

The city is famous for its traditional cultural and religious diversity, with adherents of Orthodoxy, Islam, Judaism and Catholicism coexisting there for centuries. Due to this long and rich history of religious and cultural variety, Sarajevo was sometimes called the "Jerusalem of Europe" or "Jerusalem of the Balkans".

Sarajevo is home to the Council of Ministers of Bosnia and Herzegovina, Parliamentary Assembly of Bosnia and Herzegovina, Presidency of Bosnia and Herzegovina, the Constitutional Court of Bosnia and Herzegovina and the operational command of the Armed Forces of Bosnia and Herzegovina.

The city comprises four municipalities (4 administrative districts). Centar, Novi Grad, Novo Sarajevo, and

<p>Stari Grad.</p> <p>2nd city - Banja Luka is the second largest city in Bosnia and Herzegovina after the capital Sarajevo and is the largest city of Republika Srpska entity. Traditionally it has been the center of the Bosanska Krajina region, located in the north-western part of the country. It is home of numerous state and entity institutions of Bosnia and Herzegovina: The Republika Srpska Government and the National Assembly are based in Banja Luka. According to the 2013 census the Settlement of Banja Luka has 150,997 inhabitants, while the City of Banja Luka, which represents Banja Luka's wider area (municipality), has 199,191 inhabitants.¹</p> <p>3rd city: Tuzla is a city and municipality in Bosnia and Herzegovina. It is the seat of the Tuzla Canton and Tuzla Municipality, and is the economic, scientific, cultural, educational, health and tourist centre of northeast Bosnia. After Sarajevo and Banja Luka, Tuzla is the third largest city in Bosnia and Herzegovina. Preliminary results from the 2013 Census indicate that the municipality has a population of 120,441.</p>
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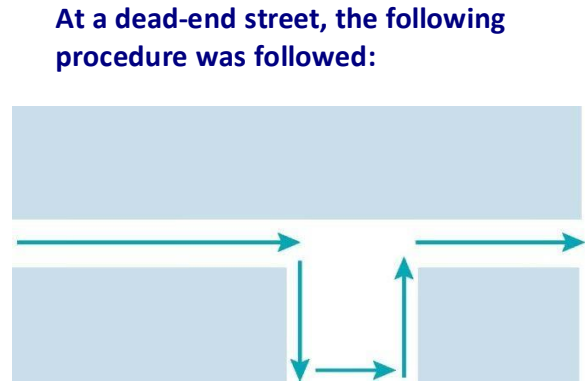
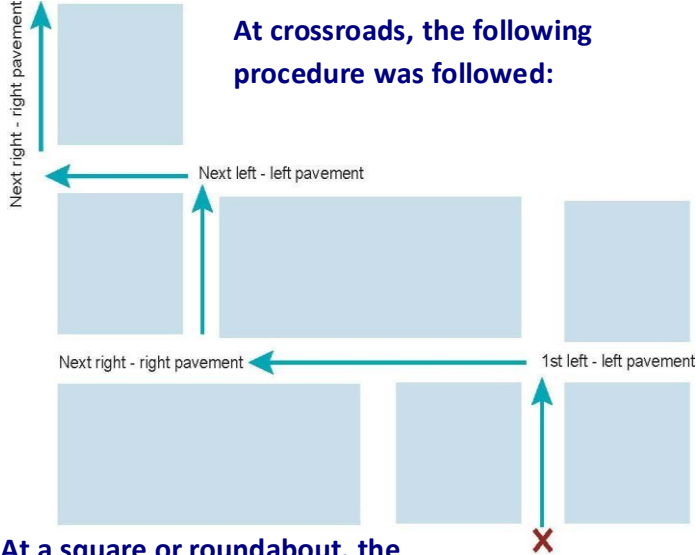
<p>15. Please describe, in detail, how neighborhoods/settlements were selected in each city.</p> <p>Banja Luka and Tuzla both have only one city zone. Sarajevo was divided into 4 zones based on the city structure and the number of people living in each zone. The number of population in each zone is almost the same for each above mentioned city. Respondents were randomly selected from all zones, according to the age and household income criteria.</p>

<p>16. Please list the neighborhoods/settlements selected for the survey.</p> <p>ZONE</p> <p>Sarajevo - 1</p> <p>Centar</p> <p>Novi grad</p> <p>Novo Sarajevo</p> <p>Stari grad</p> <p>Banja Luka - 2</p> <p>Banja Luka</p> <p>Tuzla - 3</p> <p>Tuzla</p>

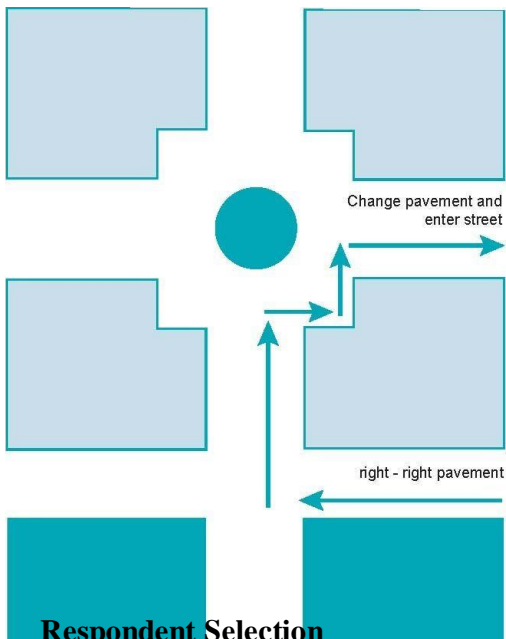
<p>17. Were any neighborhoods/settlements substituted due to interviewer safety, inaccessibility, or other logistical reasons? If yes, please list these neighborhoods/settlements and the reason, in detail, for the substitution.</p> <p>Were did not observe such kind of problems</p>

<p>18. Describe, in detail, how households were selected in each neighborhood/settlement.</p> <p>Random Walk (route) Procedure for this study</p> <p>Interviewers had to follow strict instructions for identifying potential respondent-households: Office buildings, uninhabited/abandoned housing units, schools, hospitals, public buildings, factories, workshops, supermarkets and shops were excluded from the count. He/She rang the doorbell of every fifth housing unit (i.e. houses or apartments).</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td>1.</td><td>2.</td><td>3.</td><td>4.</td><td>5.</td><td>6.</td><td>7.</td><td>8.</td><td>9.</td><td>10.</td><td>11.</td><td>12.</td><td>13.</td><td>14.</td><td>15.</td><td>16.</td> </tr> <tr> <td>Start</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>1st contact</td><td></td><td></td><td></td><td></td><td>2nd contact</td><td></td><td></td><td></td><td></td><td>3rd contact</td><td></td><td></td><td></td><td></td><td>4th contact</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td>contact</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>Facing the street, the interviewer went to the left. When turned at the end of the street, the interviewer did not</p>	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	Start																1 st contact					2 nd contact					3 rd contact					4 th contact						contact										
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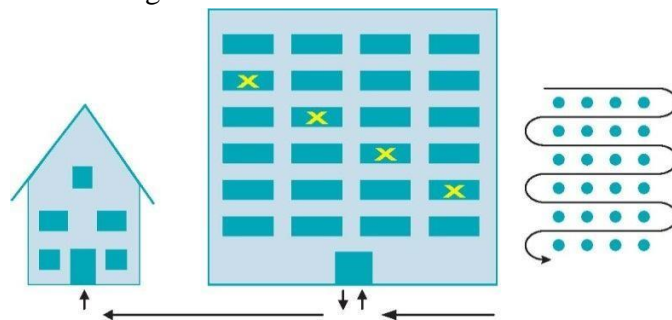
stop counting housing units. If there was no other street (e.g. a park) at the end of the street, then the interviewer returned to the corner of the street where he/she changed direction and turns left if he/she previously turned right or vice versa.



At a square or roundabout, the following procedure was followed:



In the case of multiple housing units (e.g. apartments), the following procedure had to follow: the interviewer considered every apartment as a separate housing unit and started at the top of the building, working his/her way down. If there was no easy access to the building, the interviewer counted the doorbells starting at the top left end and ending at the bottom right. When leaving the apartment building, the interviewer continued with the first housing unit encountered next to the building.



IV. Respondent Selection

19. How were individual respondents selected within each household?

Random respondent selection

Respondents were selected based on the 'last birthday' method. With the help of the contact person, the interviewer selected the household member whose birthday comes next. According to the methodology only one interview per household had to be hold.

20. Describe the procedure for respondent substitution. How many substitutions took place during the survey?

The substitution of the selected respondent was allowed only after three failed attempts (calls) to reach him/her. Our interviewers made 132 substitutions.

21. Describe the procedure for callbacks. How many attempts were made to reach a selected respondent? In aggregate, what were the contact rates for each attempt?							
Total attempts to reach respondent - 1132 . Unsuccessful / interrupted interviews – 132. Successfully implemented interviews - 1000							
Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %
1	Sarajevo	45	12	3	460	520	88,46%
2	Banja Luka	30	8	4	355	397	89,42%
3	Tuzla	22	6	2	185	215	86,05%
	TOTAL	97	26	9	1000	1132	88,34%

22. Were any groups of individuals deliberately excluded from the survey? (e.g. Government employees, police officers, market research professionals, etc.)
NO individuals were excluded

23. Please explain how respondents were randomly divided between the Treatment and Control questionnaires.
Since, according to the conditions experiment the sample was randomly divided into two groups, we used a simple principle "one-by-one" - each interviewers conducted its own count with alternating respondents from "Control" and "Treatment"

V. Supervision and Quality Control

24. How many interviewers worked on the project? Divided into how many teams? How many male and how many female interviewers?									
The MRP-EURASIA interviewers are 25-35 years old, who graduated from university. 85% of them are specialists in sociology, economics, marketing and management and 60% of them are women.									
Nr	City	Supervisors	Interviewers	Women	Men	Total	% Women	% Men	
1	Sarajevo	1	8	5	3	9	62,50%	37,50%	
2	Banja Luka	1	5	4	1	6	80,00%	20,00%	
3	Tuzla	1	5	2	3	6	40,00%	60,00%	
	TOTAL	3	18	11	7	21	61,11%	38,89%	

25. Please describe how interviewers were trained for the project.
Supervisors and interviewers were trained on the questionnaire, the execution of field procedures, and the interviewing script and vocabulary. Interviewers were able to properly convey the meaning of each question. MRP EURASIA always is oriented to offer qualitative products and services. One of the component, which ensures this is professional development of the field staff. We did applied 2 various methods, including (1) distance learning elements (webinars with local field coordinators), because our branches are located in many countries and second stage – training in local offices for interviewers and supervisors, organized by local field coordinator. These trainings were focused on F2F PAPI polling methodology, quality control, effective communication techniques and the structure and content of the questionnaire, as well as the meaning of each question. Other training components were ensuring qualitative data entry, quota distribution and sampling. The central office prepares all necessary materials regarding methodology, manual and the schedule of the trainin sessions, taking into consideration the project specifics and requirements.

26. What was the process for back-checking interviews? How many interviews were conducted under direct supervision? How many interviews were checked through in-person or telephone back-checks by the supervisory team? How many back-checks were performed by the central office?

The main purpose of control was to identify non-genuine (deceptive), and low quality completed questionnaires, failure interviewers requirements on selection appropriate respondent.

Supervision work of interviewers was conducted in accordance with international standards of marketing and sociological research ICC / ESOMAR Code and the AMA ("Notes on how to apply the ICC / ESOMAR International Code of Marketing and Social Research Practice" (June, 2001).

Control of interviewers included the following components:

- Logical / visual
- Telephone
- Address

Verification work was implemented immediately upon receipt of the first completed questionnaires (concurrently with baseline survey). The questionnaires for checking were selected randomly.. The head and local offices involved respectively five and three employees for the local field team controlling. Below we are presenting controlling components:

- Visual control questionnaires for completeness and logic filling - 100%
- Visual control of route sheets to comply with the route, steps and logic filling - 100%
- Control field by supervisors (personal presence at interview) - 16%
- Control conducted interviews by back telephone calls respondents - 14%
- Control conducted interviews by a return visit to the household - 8%
- Control data entry by local office (database) - 100%
- Control data entry by Head office (database) - 30%

27. Were any questionnaires rejected for quality-control reasons? If so, how many?

5 questionnaires were rejected due to: incomplete answers (3), error in logic of filling inter-connected questions (1), spoiled due bad weather conditions (1). All rejected questionnaires were replaced by other questionnaires (for this purpose have been conducted 5 substituted additional interviews).

28. Please describe the data entry process. How was the process supervised? How many questionnaires were selected for double-entry?

Data entry has been implemented immediately upon receipt the first completed questionnaires (during the baseline survey).

3 people were engaged in the data entry process.

2 people (including one IT specialist) visually checked the correctness of data entering (after entering each 5 questionnaires)

- Control data entry by local office (database) - 100%
- Control data entry by Head office (database) - 30%

29. What was the contact rate for the survey? What was the cooperation rate? What was the net response rate?

Nr	City	No appropriate respondent in a household	Refusal to be interviewed	Interrupted interview	Successfully completed interview	Total	IR %
1	Sarajevo	45	12	3	460	520	88,46%
2	Banja Luka	30	8	4	355	397	89,42%

3	Tuzla	22	6	2	185	215	86,05%
	TOTAL	97	26	9	1000	1132	88,34%

30. What was the number of unsuccessful interviews? What was the reason for each unsuccessful interview? (e.g. There was no answer at the selected household, the respondent refused, the respondent could not speak the necessary language, etc.)

City	Refusal to be interviewed	Interrupted interview	Total number of unsuccessful interviews
Sarajevo	12	3	15
Banja Luka	8	4	12
Tuzla	6	2	8
TOTAL	26	9	35

VI. Other

31. Please include any other comments you have on the design, implementation, and data processing for the survey.

No other comments