



TENT

TENT TRACKER

PUBLIC PERCEPTIONS OF THE REFUGEE CRISIS

SERBIA YEAR 2

2016/2017



BACKGROUND & PROJECT OBJECTIVES

TENT TRACKER 2016/17

The Tent Foundation (Tent) seeks to improve the lives of those who have been forcibly displaced by ensuring that they are able to realize their full potential.

It does so by providing direct support to organizations doing good work, investing in innovation and facilitating partnerships with NGOs and businesses, as well as through gathering data and insights to help inform the general public and policymakers.

Since 2015, Tent has been working closely with AudienceNet, a London-based research agency working on matters of public importance, on its research strategy.

The research to date has focused on two main areas:

- Yearly tracking of international public perceptions of the refugee crisis
- Giving refugees a voice through comprehensive quantitative research with 1,583 refugees in Germany, Greece and Jordan

Tent's research has been presented to key decision-makers at the United Nations and the World Economic Forum (2016 and 2017).

This document reports on Year 2 of the International Public Perceptions Tracking Research.

The overall study consists of statistically and demographically representative research, with 11 countries covered in Year 1 (2015/16) and 12 countries in Year 2 (2016/17).

This report looks specifically at Serbia. It comments on shifts in public opinion since Year 1 (2015/16), as well as benchmarking Serbia against the rest of the world.



METHODOLOGY

DATA COLLECTION & SAMPLE

YEAR 1 AND YEAR 2 CHANGES:

In the interests of year on year comparability, the methodology was largely kept the same. There were two adaptations worthy of note, however.

These are:

- An additional country (Italy) was added
- Aspects of the questionnaire were refreshed (adapting/adding questions) to cover pertinent topics for 2016/17

TOPICS:

The research seeks to establish a holistic understanding of public opinion by focusing on factors that influence it, broadly covering:

- Personal circumstances
- Interest and engagement with public affairs
- Awareness of and attitudes towards the refugee crisis
- Level of compassion towards refugees
- Assessment of refugees' needs and (national and global) policy solutions/approaches
- Sense of public and personal responsibility

FIELDWORK:

Statistically and demographically represented research was conducted in the following countries:

Australia, Canada, France, Germany, Greece, Hungary, Italy, Serbia, Sweden, Turkey, UK, US

Surveys lasted 15-20 minutes and were completed online, in native languages.

A fresh sample of participants took part in Year 2.

Serbian fieldwork took place between 12/21/2016 – 01/13/2017 | N= 1,000

Note: See individual country reports for sample break down and fieldwork dates.



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 1

PARTICIPANT PROFILE

DEMOGRAPHICS, WORLDVIEWS AND KEY INFLUENCES ON OPINION FORMATION

- ▲ The survey encompassed a (statistically) representative sample of the Serbian population in terms of gender, age, geographic location, life-stage and socio-economic status.
- ▲ Political stance and affiliation remained relatively consistent between Year 1 and Year 2. Of the three categories, Serbian participants were most inclined to see themselves as Progressive/Liberal, and more so than those in other countries (45% and 34% respectively). Of the remainder, a similar number identified as Neutral/Centrist (18%) and Conservative (20%).
- ▲ The types, and frequency, of information sources used (“Very” or “Fairly frequently”) to keep up with news/current affairs were generally similar in all countries surveyed:
 - Forms of traditional media outlets (TV and News sites on the Internet) are amongst the most popular sources, along with the opinions of peers and influencers through “Word of mouth” and “Social media.”
 - Other traditional sources (print newspapers/magazines and radio) are slightly less commonly used, with fewer than half doing so.
- ▲ In terms of identifying the sources that can influence opinion (“A great deal”/“To some extent”), a diverse list emerged:
 - A key finding was that, although the views of experts are clearly important, as much emphasis was placed on the views of people they know. This was especially so in Serbia where “Talking with friends or family” received the highest ranking (by some way) for being able to influence opinion (84% vs. 70% survey-wide).
 - Reading articles by journalists (72%) or listening to interviews on the radio/TV (66%) were also amongst the most influential factors.
 - In terms of more curated sources, a high level of trust is placed on the arts: 6 in 10 were influenced by relevant films/TV shows or “Watching an online video” (46% survey-wide). There is also some appetite in Serbia for reading “someone else’s opinion in the media” such as an op-ed (48%) or “posts on social media” (42% vs. 33% survey-wide).



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 2

AWARENESS/ PERCEPTIONS OF THE REFUGEE CRISIS

LENGTH OF AWARENESS, PERCEIVED CAUSES AND GLOBAL IMPACT

- ▲ Level of concern about the refugee crisis is high and comparable to other national/global matters: 7 in 10 Serbian participants were concerned “A great deal” or “To some extent” (77% survey-wide). This proportion has remained stable since Year 1.
- ▲ Length of awareness of the refugee crisis was more recent amongst Serbian participants: Just half had known about it for more than a year (vs. 71% survey-wide).
- ▲ There was a general consensus across all countries surveyed, and amongst Serbian participants, that “War” was the primary cause of the crisis (88% and 81% respectively). Compared to the survey-wide average, considerably fewer selected “Religious persecution” (28% vs. 49% respectively) or “Lack of safe places closer to countries of origin” (22% vs. 42%). A similar proportion (4 in 10) did, however, select “Better economic opportunities.”
- ▲ When asked about refugees’ motives for fleeing, Serbian participants mentioned a range of factors and responses which were generally reflected by the survey-wide results. The need to escape war was the most commonly mentioned (by 6 in 10). Other safety factors (i.e. avoiding persecution or fighting in a war) were less commonly identified. However, notably more Serbian participants than those across all countries surveyed did feel that refugees are seeking ‘better opportunities in wealthier countries’ (57% vs. 45%).
- ▲ Overall, almost all participants felt the refugee crisis was a pressing global matter. Serbian participants appeared to be particularly concerned: 66% said it “is the most pressing crisis we have faced” (47% survey-wide).



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 3

COMPASSION/ EMPATHY AND CONCERNS ABOUT THE REFUGEE CRISIS

CHANGES OVER TIME

- ▲ Opinions about the economic impact of resettling refugees were somewhat divided. Compared to those across all countries surveyed, Serbian participants were less positive: 23% said refugees can positively contribute (40% survey-wide) vs. 73% who saw them as a burden (53% survey-wide). Opinions have remained relatively consistent between Years 1 and 2.

CONCERNS:

- ▲ Concerns: In the time that they had been aware of the refugee crisis, participants' level of concern had either increased (51%) or remained the same (46%); just a small minority (3%) had become less concerned.
- ▲ In terms of sympathy towards the refugee crisis, results were somewhat more complex. Survey-wide, considerably more (55%) had become "Less sympathetic" than "More sympathetic" (34%), Serbian participants displayed an opposite trend. Half (51%) had become "More sympathetic" and 33% "Less sympathetic."

INCREASE IN SYMPATHY:

- ▲ Seeing photos of refugees' hardships and imagining being in their situation were key drivers of sympathy (mentioned by more than 60%). The more objective factors, such as gathering information on economic and societal impact, were considered less impactful. Most notably, just 15% of Serbian participants were influenced by "News reports" compared to half across all countries surveyed.

DECREASE IN SYMPATHY:

- ▲ Across all countries surveyed, and even more so in Serbia, fear over "security/terrorism" was by far the primary reason for decrease in sympathy (54% vs. 69%).
- ▲ Interestingly, "economic cost" was only mentioned by 7%, compared to 22% survey-wide.
- ▲ The participants were asked what (if anything) could make them more sympathetic. Factors with the most influence were the ones that assured participants of minimal negative impact on the host country. Comparatively, knowing that refugees could/wanted to integrate was less influential in Serbia than survey-wide. Serbian participants would be more swayed by assurance of economic and physical security.



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 3

CONCERNS FOR REFUGEES:

- ▲ Almost all participants expressed concern for refugees' wellbeing as a result of the circumstances they had faced. These concerns generally focused on the emotional stress they had endured of experiencing violence and the impact on families, along with practical factors such as the length of the journey and the thought of what they had lost. Serbian participants were particularly concerned about children traveling alone (68% vs. 56% survey-wide).

IMPACT ON HOST COUNTRIES:

Overall, participants in Serbia displayed a similar level of concern to those survey-wide:

- ▲ "An increased risk of terrorism" was a prominent concern (77% vs. 65% survey-wide), as was "The cost to my country of hosting refugees," although this was slightly lower in Serbia (52% vs. 64% survey-wide).
- ▲ Interestingly, on the whole, factors relating to integration/cultural impact were considerably less likely to be selected in Serbia (by approximately 10 percentage points).
- ▲ Perhaps unsurprisingly, there was a strong correlation between level of concern and viewpoint towards refugees: the "Overtly negative" segment generally expressed a higher level of concern.

- ▲ With regard to refugees' intentions and ability to work, compared to the survey-wide average, Serbians were more divided: 33% said "Refugees are willing to work hard" to earn for themselves and fit into their new communities (38% survey-wide), 32% said "Refugees are just looking for handouts" (44% survey-wide) and 35% said "Don't know/unsure" (18% survey-wide).
- ▲ When probed further on security issues, both in Serbia and survey-wide, most participants were fearful that accepting refugees could lead to an increase in security risks. However, it is important to note that approximately half of this group felt these risks could be effectively managed.
- ▲ When compared to other religions, there are undeniable anxieties relating to Islam. Approximately half of all participants felt that Islam is more likely to "Encourage extremism" and/or to "Display intolerance towards others." However, some positive sentiment was expressed by between 13% and 15%, associating the religion with being "peaceful," tolerant and conducive to integration in comparison to other religions.

PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 3

PARTICIPANTS WERE ASKED HOW OPEN/HONEST PUBLIC DISCOURSE IS IN RELATION TO THE REFUGEE CRISIS:

- ▲ Although lower than the survey-wide average (63%), a high proportion (47%) felt that people in Serbia do not express their true opinions about the refugee crisis for fear of being judged.
- ▲ When speaking about themselves, results were slightly more mixed. Serbian participants were considerably more likely to say they do feel they can express themselves “without fear of judgment” (60% vs. 47% survey-wide). This sentiment was only slightly higher among those who our segmentation defined as “Overtly positive” (63%) or “Mixed views” (72%), compared to the “Overtly negative” (50%).
- ▲ Another metric revealed that 4 in 10 Serbian participants felt “pressure to think and speak a certain way about refugees” (60% survey-wide).
- ▲ In terms of the media, just 2 in 10 felt reporting was fair and honest; 32% disagreed with this while 48% were undecided. Interestingly, results were generally comparable across the three segments.



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 4

REFUGEES' NEEDS VS. PROVIDING SUPPORT

- ▲ In Serbia, participants were somewhat more likely than those across all countries surveyed to feel that refugees were seeking long-term help (70% vs. 53% respectively) than short-term support (20% vs. 33%).

TREATING ALL REFUGEES EQUALLY VS. PRIORITISING:

AGE & GENDER:

- ▲ 2 in 10 (22%) Serbian participants felt that all refugees should be helped equally (34% survey-wide). Of those believing that specific groups should be prioritized, women and children emerged as main priorities.

RELIGION:

- ▲ Encouragingly, the highest proportion in Serbia (77%), and survey-wide (66%), said that all religious groups should be treated equally. Of the remainder, a small proportion identified specific religions or thought priority should be given to those who had faced religious persecution.

TYPES OF SUPPORT THROUGH POLICIES AND INITIATIVES:

- ▲ Serbian participants focused on basic and immediate needs and notably more selected these options than survey-wide: 77% said "Temporary shelter" (63% survey-wide) and 72% said "Healthcare" (53% survey-wide).
- ▲ Support for other policies/initiatives were seen as less of a priority, with 4 in 10 or fewer mentioning them.

EVALUATION OF OWN COUNTRY'S CONTRIBUTION:

- ▲ When asked to evaluate their country's role in the refugee crisis, Serbian participants were particularly positive. Although a similar level to the survey-wide average (6 in 10) said their country had "done more than most," considerably more were "proud" of their country's actions (69% vs. 40% survey-wide).



PUBLIC PERCEPTIONS

SERBIA EXECUTIVE SUMMARY



SECTION 5

PUBLIC RESPONSIBILITY

- ▲ It is clear that Serbian participants firmly view the crisis as a global responsibility. Both the United Nations and the European Union featured frequently. In terms of specific countries, interestingly, the onus was very much placed on the US, which received the highest number of 1st place selections by some way (37%).
- ▲ In terms of the responsibility of Serbia, 4 in 10 said that their country does not have a responsibility to accept refugees. Amongst the remainder, having a quota for the number of refugees to be accepted was preferable.

THE IDEA OF PROVIDING FINANCIAL SUPPORT TO REFUGEES RECEIVED VARIED RESPONSES:

- ▲ 2 in 10 Serbian participants were not in favor of donations or taxes (3 in 10 survey-wide)
- ▲ Amongst Serbian participants who were open to financial assistance, most backed government-led assistance (62%); a minority (13%) gave preference to providing personal donations only.

PERSONAL ACTIONS:

- ▲ The most commonly reported action was discussing the matter with friends and family. The proportion is slightly lower amongst Serbian participants than survey-wide, it is still high (53% vs. 64% respectively). There was, however, a considerable decrease in this proportion since Year 1 (from 72%).
- ▲ Incidence of other actions was comparatively lower, and a little more so in Serbia: 36% reported not having made any personal contribution (28% survey-wide) although 1 in 10 had “donated money” (15% survey-wide).
- ▲ Just 3 in 10 Serbian participants felt they had been able to contribute as much as they would have liked to (50% survey-wide). For those who had not, the main reasons were financial constraints (74% vs. 61% survey-wide), as well as feeling that they did not “know what to do to help” (30% vs. 29% survey-wide).



NAVIGATING THE REPORT

ANALYSIS & REPORTING



Where percentages do not add up to 100%, this is due to rounding of the data.

Where base sizes are below 30, results must be interpreted with caution. These will be indicated by a caution symbol: 

The data has been weighted to demographically match the national population (see Section 1 for more detail).

Sub-group Analysis:

- Thorough analysis has been conducted to establish if/where differences emerge between key population groups. These are highlighted on each slide.
- Key population groups are defined by demographics as well as attitudes and behaviors (see grey box).

KEY VARIABLES/POPULATION GROUPS

Gender: Male, Female, Other

Age: 18-34, 35-54, 55+

Political stance: Conservative, Neutral/Centrist, Liberal, Unsure

Opinion about refugees: Overtly Positive, Mixed Views, Overtly Negative

NAVIGATING THE REPORT

RESEARCH TOPICS & SECTIONS



▲ SECTION 1: **PARTICIPANT PROFILE**



▲ SECTION 2: **AWARENESS OF THE REFUGEE CRISIS**



▲ SECTION 3: **COMPASSION & CONCERNS ABOUT THE REFUGEE CRISIS**



▲ SECTION 4: **REFUGEES' NEEDS VS. PROVIDING SUPPORT**



▲ SECTION 5: **PUBLIC RESPONSIBILITY**



▲ SECTION 6: **APPENDIX**



SECTION 1

PARTICIPANT PROFILE

Demographics, worldviews and key influences on opinion formation



INTERNATIONAL SAMPLE SIZES

YEAR 1 AND YEAR 2

TOTAL SAMPLE
2016/17: 12,527
2015/16: 12,249



Australia
1,001
(1,019)



Canada
1,009
(1,057)



France
1,001
(1,070)



Germany
1,003
(1,037)



Greece
1,000
(1,063)



Hungary
1,001
(1,080)



Italy
1,001
(N/A)



Serbia
1,000
(1,070)



Sweden
1,006
(1,059)



Turkey
1,001
(1,059)



UK
1,003
(1,152)



USA
1,501
(1,583)



DEMOGRAPHICS

WEIGHTED SAMPLE: 1,003

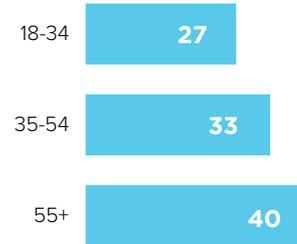
The sample of participants was demographically representative of the Serbian population in relation to gender, age, geographic location, life-stage and socio-economic status.

Importantly, given their influence on society, millennials were well represented, making up approximately 1 in 3 survey participants.

GENDER %



AGE %



REGION %

Beogradska Oblast	23
Nisavska Oblast	9
Sumadijska Oblast	8
Severnobacka Oblast	6
Juznbacka	5
Juznbacka Oblast	4
Sremska Oblast	4
Rasinska Oblast	4
Raska Oblast	4
Other (NET)	15

LIVING SITUATION %

Living alone	10
Living as a couple	20
Living with friends	2
Living as a family	49
Living with parents/siblings	16
Other	3

INCOME %



QUESTION(S): What is your gender? What is your age? In which region do you currently live? Which of the following best describes your current living situation? Into which of the following ranges does your gross annual household income approximately fall (i.e. total income before deductions)? **BASE:** 1,000 (Serbia 2016/17)

SEGMENTATION

BROAD ATTITUDES TOWARDS REFUGEES

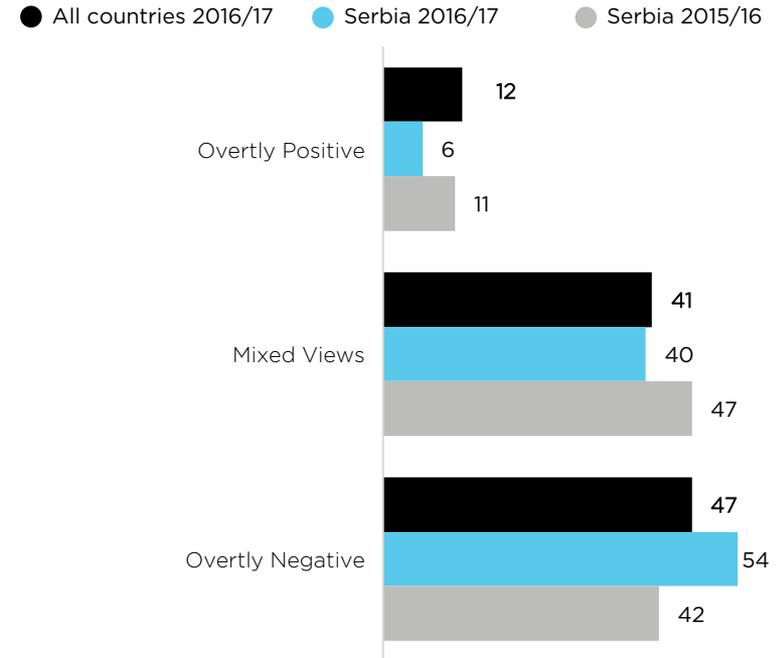
Participants were segmented into three categories based on their broad attitudes towards refugees: Overtly Positive, Mixed Views and Overtly Negative. The segments were determined by participants' combined responses to the following four questions:

1. Views in relation to their country's level of responsibility to help refugees.
2. Perceived economic impact of hosting refugees.
3. Perceived security risk posed by hosting refugees.
4. Attitudes towards providing financial assistance to refugees.

For more information on the four key opinion drivers see pages 28, 38, 53 and 54.

A slightly higher proportion of Serbian participants displayed "Overtly Negative" views than those survey-wide (54% vs. 47%). Concerningly, there has been a significant increase from Year 1 to Year 2 of those displaying "Overtly Negative" views in Serbia (from 42% to 54%).

VIEWS BASED ON SEGMENTATION %



INFLUENCE OF POLITICAL DISCOURSE

POLITICAL STANCE/AFFILIATION

In order to investigate the degree to which opinions about the refugee crisis are influenced by the stance of political parties, participants were asked whether they consider themselves to be Conservative, Neutral/Centrist or Progressive/Liberal.

Overall, participants in Serbia were somewhat more likely to identify themselves as Progressive/Liberal than those survey-wide (45% and 34% respectively). Among the remainder, as was the case survey-wide, there was a relatively even split between those saying Conservative (20%) and 18% Neutral/Centrist. A similar proportion (17%) was unsure.

In Serbia, scores were relatively similar between Year 1 and 2.

POLITICAL STANCE/AFFILIATION %

● Conservative ● Neutral/Centrist ● Progressive/Liberal ● Don't know/Unsure



KEEPING INFORMED ABOUT NEWS/CURRENT AFFAIRS

INFORMATION SOURCES USED

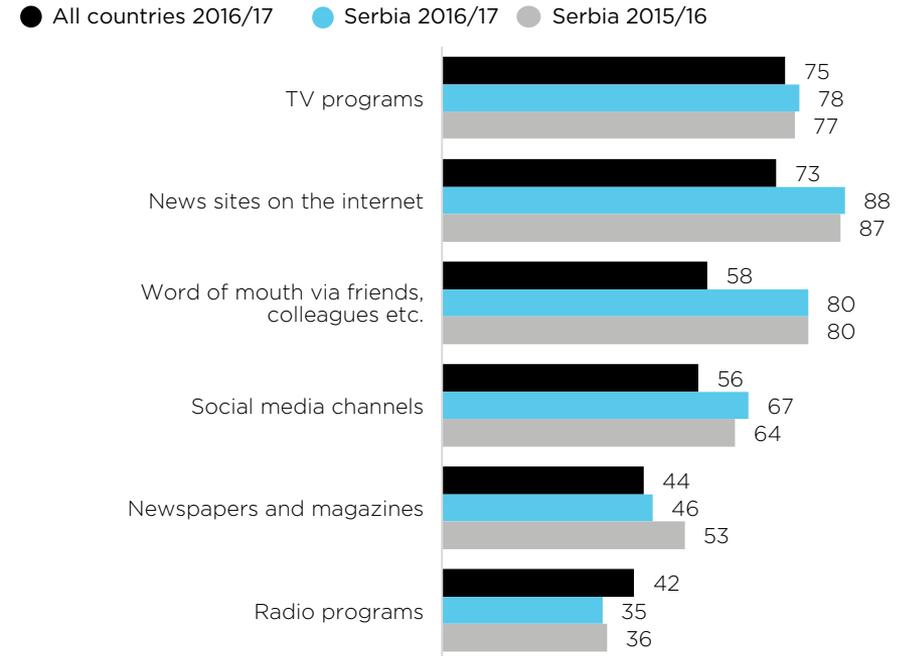
Traditional media outlets are amongst the most commonly used sources for information on news/current affairs. In both Serbia and survey-wide, “News sites on the Internet” and “TV programs” were two of the top most selected sources. Although, in Serbia, “News sites on the Internet” is the leading source (88% and 78% respectively).

The views of peers and influencers appear to be valued highly. This was particularly pronounced in Serbia where 8 in 10 said “Word of mouth” compared to 6 in 10 on average across all countries surveyed. A further 7 in 10 regularly use “Social media” (56% survey-wide).

Print and radio media sources are generally less commonly used. Of these, “Newspapers and magazines” were used by a higher proportion (46%) than “Radio programs” (35%).

In Serbia, trends were similar between Year 1 and Year 2.

USE ‘VERY FREQUENTLY’/‘FAIRLY FREQUENTLY’ %



QUESTION(S): How frequently do you use each of the following as a means of keeping up with news/current affairs? (%)

BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

KEEPING INFORMED ABOUT NEWS/CURRENT AFFAIRS

INFLUENCE ON OPINION FORMATION

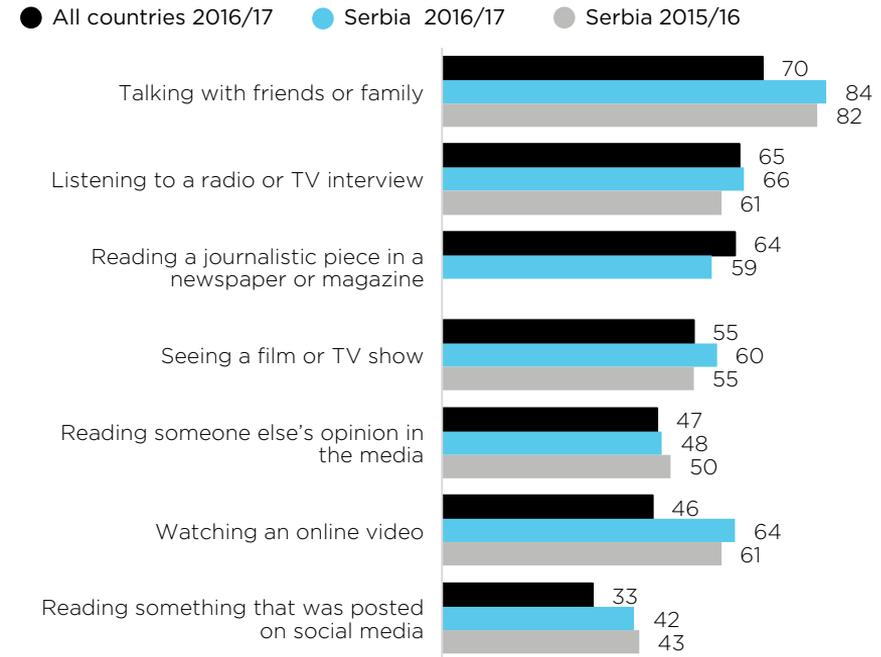
Participants were asked more specifically about the level of influence different types of information sources have on their opinions about news/current affairs topics.

While the views of “experts” were clearly valued, those of people they know were seen to have as much (if not more) influence. Overall, “Talking with friends or family” was the most influential factor, and especially so in Serbia (84% vs. 70% survey-wide). Listening to interviews on the radio/TV, or reading articles by journalists were also highly influential factors (66% and 59% respectively) and comparable to survey-wide averages.

Interestingly, a high level of trust is placed on the arts, with approximately 6 in 10 being influenced by relevant films or TV shows. Furthermore, a slightly higher proportion (64%) of Serbian participants said they were influenced by “Watching an online video,” compared to just 46% survey-wide.

In terms of more opinion-driven content, there is some appetite for this. Overall, approximately half said they are influenced by “Reading someone else’s opinion in the media” (e.g. an op-ed) and 4 in 10 Serbian participants mentioned “posts on social media” (33% survey-wide).

CAN INFLUENCE ‘A GREAT DEAL/TO SOME EXTENT’ %



NOTE: 'Reading a journalistic piece in a newspaper or magazine' not included as an option in 2015/16

QUESTION(S): To what extent do you think the following can influence your opinions on a given topic? (%) BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)



SECTION 2

AWARENESS OF THE REFUGEE CRISIS

Length of awareness, perceived
causes and global impact



CONTEXTUALIZING THE REFUGEE CRISIS

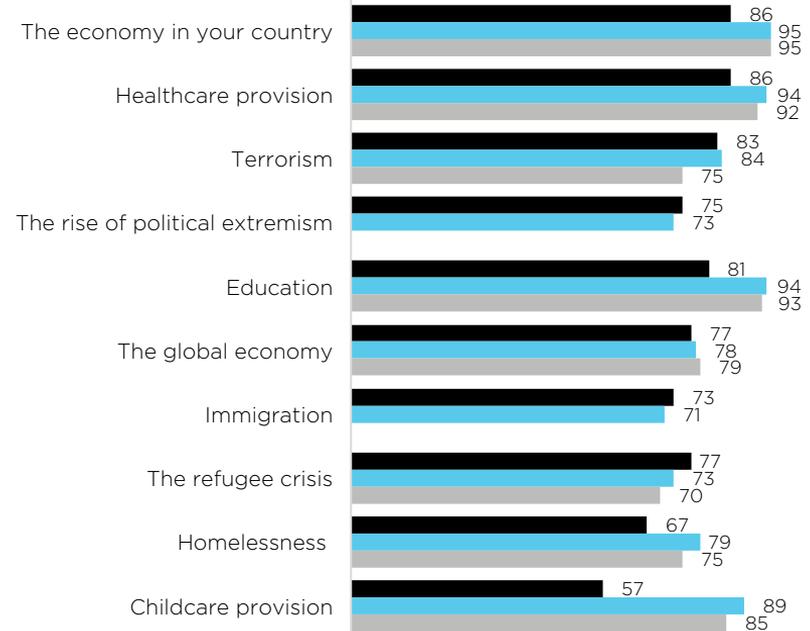
NATIONAL AND GLOBAL PUBLIC CONCERNS

To contextualize the level of concern about the refugee crisis, participants were asked to state the degree to which they are concerned about a range of national and global matters.

Overall, level of concern for each of the 10 factors was relatively high. Interestingly, both national and global concerns ranked highly. Of the latter, the refugee crisis was selected by a sizeable proportion of participants. The Serbian selection rate was slightly lower than the survey-wide average, with 7 in 10 participants expressing their concern. Importantly, this level has been steady since Year 1, suggesting that the public remains engaged and informed as opposed to becoming indifferent to the crisis.

'A GREAT DEAL'/'TO SOME EXTENT' %

● All countries 2016/17 ● Serbia 2016/17 ● Serbia 2015/16



Note: immigration and the rise of political extremism not included as an option in 2015/16

QUESTION(S): To what extent are you concerned about the following? (%) BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

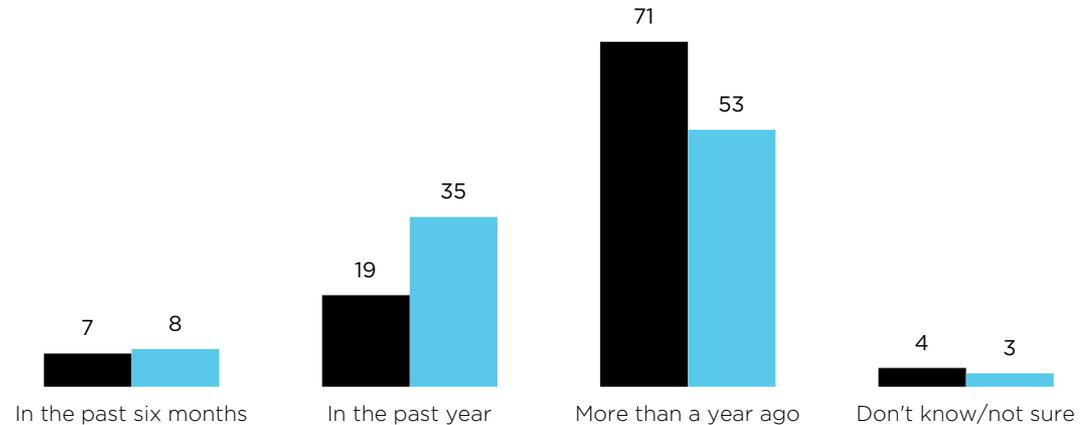
LENGTH OF AWARENESS OF THE REFUGEE CRISIS

TOTAL SAMPLE

Compared to other countries surveyed, Serbian participants had become aware of the refugee crisis more recently. Although half had been aware for more than a year (vs. 71% survey-wide), a similar proportion (43%) became aware only within the past year.

AWARENESS TIMEFRAME %

● All countries 2016/17 ● Serbia 2016/17



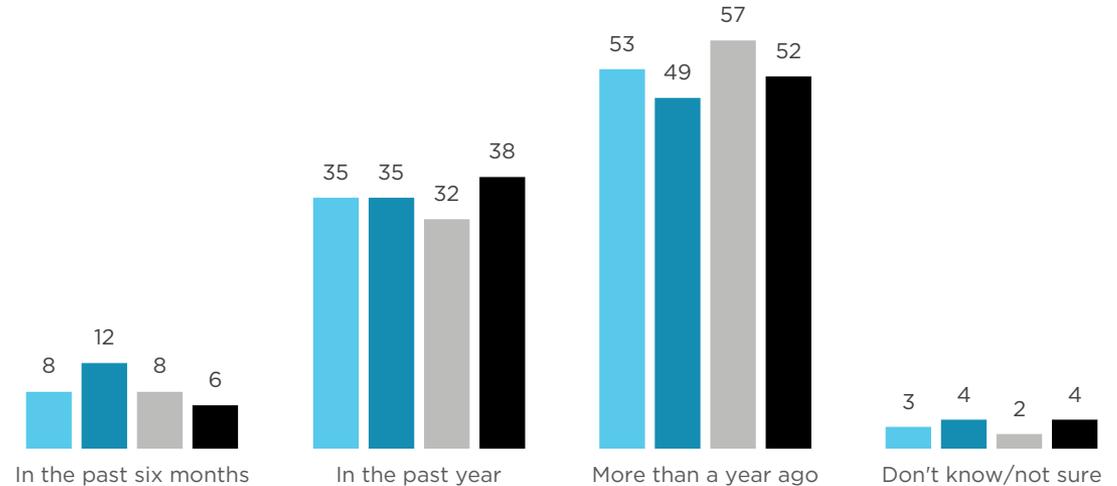
QUESTION(S): Approximately when did you become aware of the current refugee crisis? (%) BASE: 12527 (All countries 2016/17) 1000 (Serbia 2016/17)

LENGTH OF AWARENESS OF THE REFUGEE CRISIS BY AGE

Interestingly, length of awareness was fairly consistent across different age ranges. Around half of each age group had been aware for more than a year, with the remainder finding out more recently.

AWARENESS TIMEFRAME %

● Total ● 18-34 ● 35-54 ● 55+



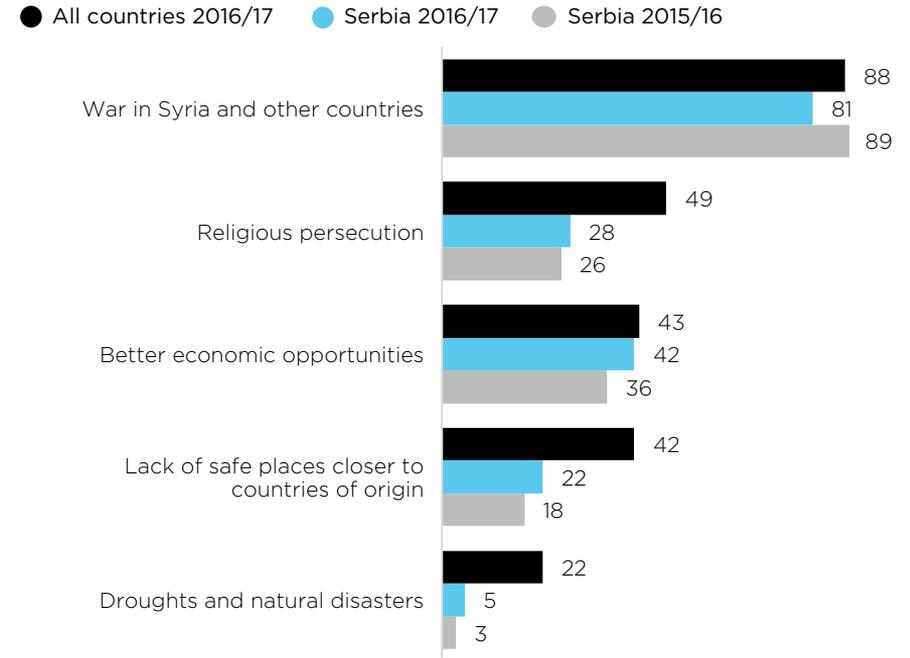
CAUSES OF THE REFUGEE CRISIS

KEY FACTORS

When asked to select what they thought were the main causes of the refugee crisis, across all countries surveyed and in Serbia, 'War' was by far the most commonly selected factor with between 88% saying so.

Other causes were generally less commonly selected, but some notable differences did emerge between Serbian participants and those in other countries. Compared to the survey-wide average, considerably fewer selected "Religious persecution" (28% vs. 49%) or "Lack of safe places closer to countries of origin" (22% vs. 42%). A similar proportion (4 in 10) did, however, select "Better economic opportunities," making it the second most commonly cited cause in Serbia.

CAUSES OF THE REFUGEE CRISIS %



QUESTION(S): What do you think has led to the refugee crisis? (%) **BASES:** 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

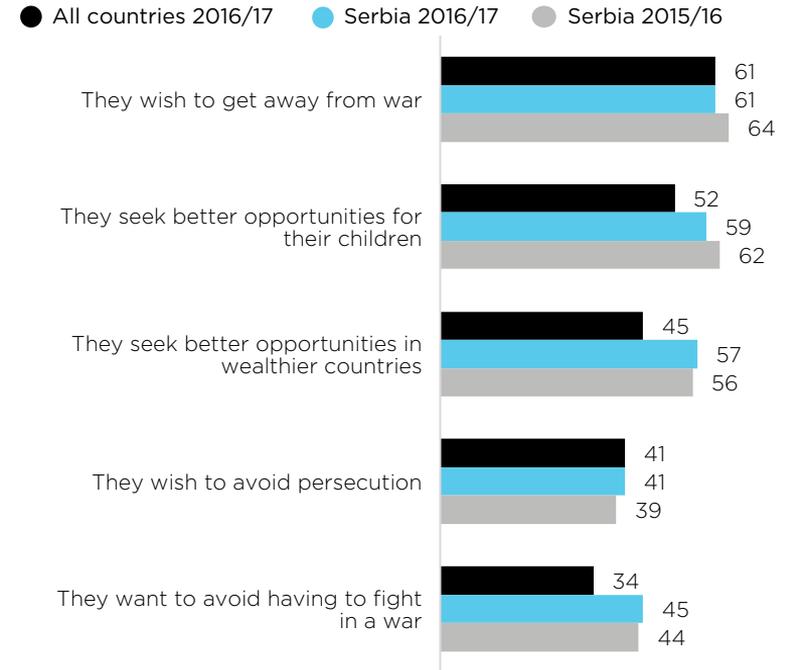
REASONS FOR FLEEING REFUGEES' MOTIVES

Participants were then asked more specifically about refugees' motives for fleeing. Encouragingly, Serbian participants felt their motives were largely to achieve safety for themselves and their families. These included fleeing "war" (61%), avoiding "having to fight in a war" (45% vs. 34% survey-wide) and avoiding "persecution" (41%).

However, Serbians stated that refugees are "seeking better opportunities in wealthier countries" (57% vs. 45%) and "seeking better opportunities for their children" (59% vs. 52%) at a higher rate than the average across all countries surveyed.

Finally, Serbian scores have remained consistent across Years 1 and 2, suggesting that participants' fundamental attitudes and perceptions towards the plight of refugees are relatively fixed.

APPLIES TO THE MAJORITY %



SCALE OF THE REFUGEE CRISIS

RELATIVE TO OTHER WORLD EVENTS

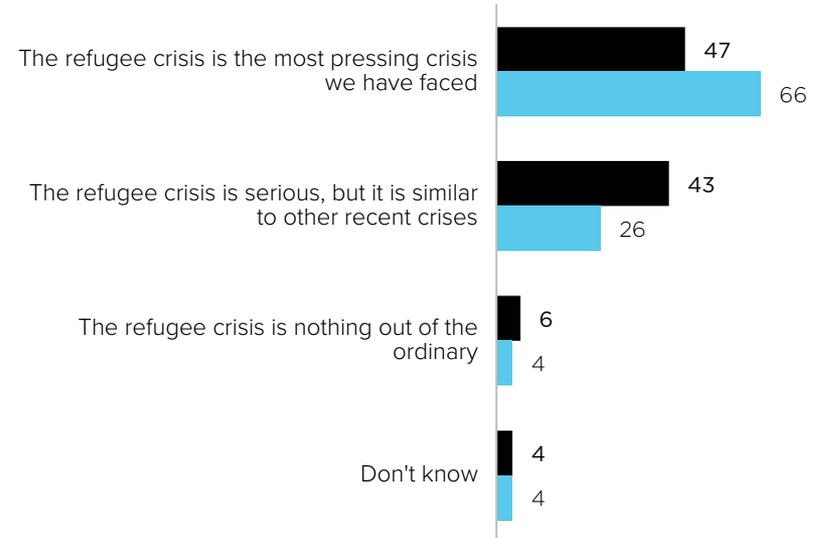
Overall, the vast majority of participants (approximately 9 in 10), across all countries surveyed and in Serbia, saw the refugee crisis as a pressing global matter.

In Serbia, participants appeared to be particularly concerned. Two-thirds (66%) said that it “is the most pressing crisis we have faced” (47% survey-wide), with 26% viewing it as ‘serious’ but comparable to “other recent crises.”

4% of Serbian participants considered that the crisis “is nothing out of the ordinary.”

SCALE OF CRISIS %

● All countries 2016/17 ● Serbia 2016/17





SECTION 3



COMPASSION AND CONCERNS ABOUT THE REFUGEE CRISIS



ECONOMIC IMPACT

BENEFIT VS. BURDEN

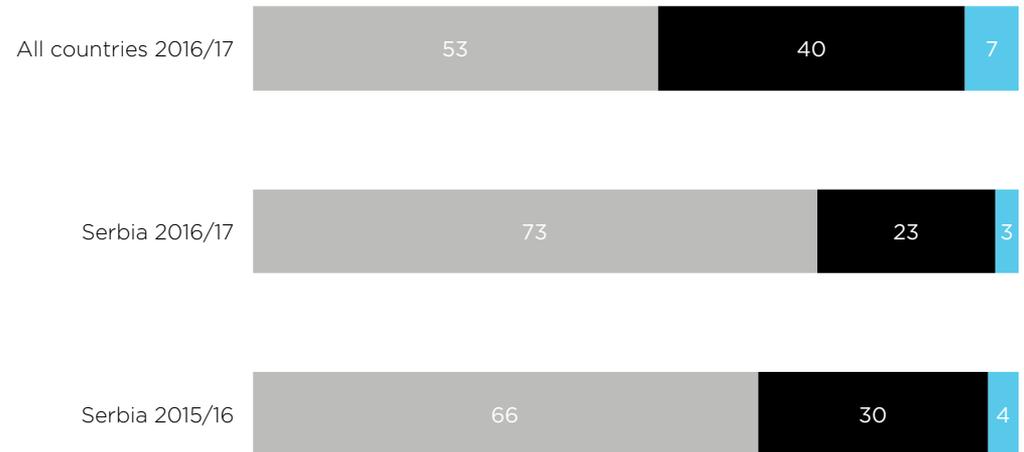
Opinions about the impact of refugees on host countries' economies are somewhat polarized.

Serbian participants were somewhat less positive than those survey-wide. Nearly three quarters said that "Refugees are a burden on the economies of the countries that accept them," compared to half of all participants across all countries surveyed. There had been a 7 percentage increase in this proportion since Year 1.

However, 23% did say that "Refugees can positively contribute to the economies of countries that accept them" (40% survey-wide), and a minority (3%) that "New arrivals from other countries benefit our economy."

STATEMENT BEST REPRESENTING THEIR POSITION %

- Refugees are a burden on the economies of the countries that accept them
- Refugees can positively contribute to the economies of countries that accept them
- New arrivals from other countries benefit our economy



QUESTION(S): Which statement best represents your position? (%) **BASES:** 1070 (Serbia 2015/16), 12,527 (All countries 2016/17) and 1000 (Serbia 2016/17)

CHANGES OVER TIME

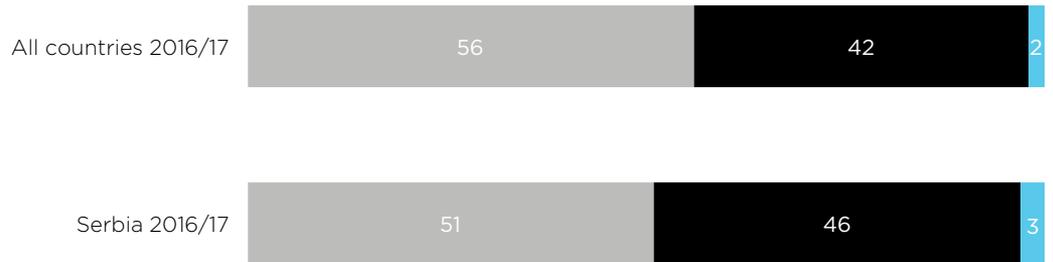
CONCERN

Participants' level of concern about the refugee crisis has either increased or remained consistent over time. Approximately half of Serbian participants had become more concerned, with a similar proportion remaining the same. Just a small minority (3%) had become less concerned.

Serbian trends are similar to those in other countries.

LEVEL OF CONCERN HAS... %

- Increased
- Remained the same
- Decreased



CHANGES OVER TIME

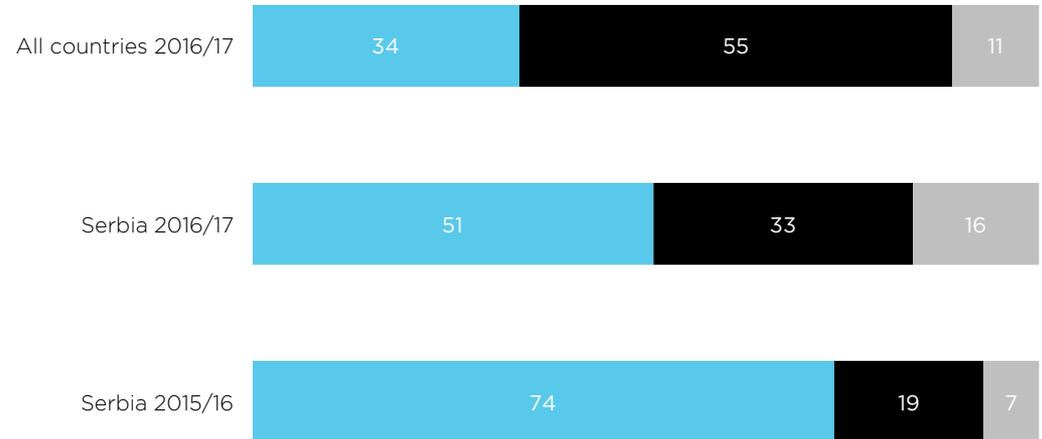
SYMPATHY

Alarming, just over half (55%) of participants across the globe have become less sympathetic towards the crisis over recent months. However, Serbian participants appear to be more sympathetic (51%) than the survey-wide average (34%), displaying the opposite trend.

There has, however, been a substantial change in sympathy over the last couple years. In 2015/16, a larger majority had become more sympathetic (74%), and in 2016/17 the proportion saying “Less sympathetic” increased by 14 percentage points.

OPINION CHANGE IN THE PAST YEAR/RECENT MONTHS %

- More sympathetic
- Less sympathetic
- Don't know/not sure



QUESTION(S): 2015: Has your opinion on the refugee crisis changed in recent months? 2016: Has your opinion on the refugee crisis changed in the last year? (%)

BASES: All Respondents whose opinion has changed in last year/recent months: 2734 (2016/17), 196 (Serbia 2016/17), 168 (Serbia 2015/16)

CHANGES OVER TIME

REASONS FOR INCREASE IN SYMPATHY

Those who had become more sympathetic were asked to identify the main reason(s) for the change in sentiment.

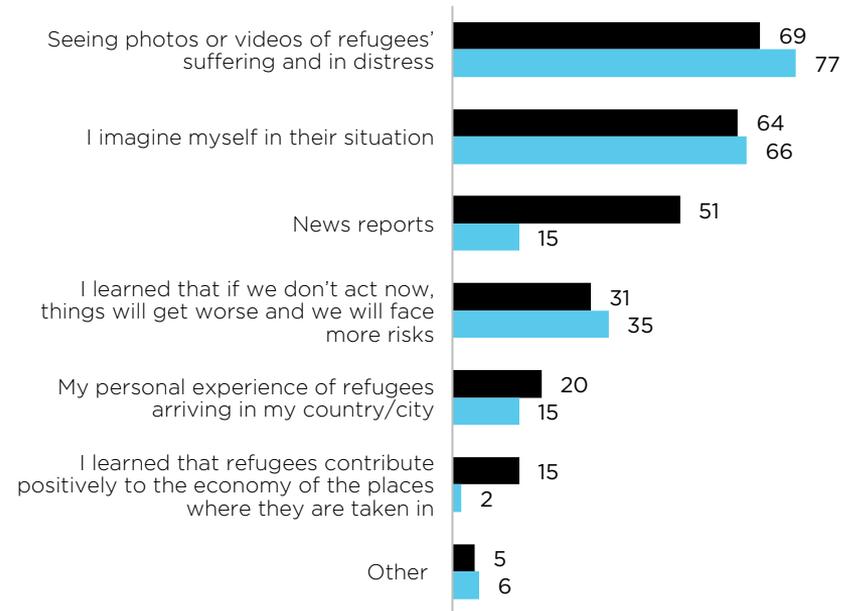
Visual content depicting the hardships refugees' are suffering and empathizing with them were the top factors by some way. In Serbia, "Seeing photos or videos of refugees' suffering and in distress" was especially powerful, with almost 8 in 10 citing this as a reason for becoming more sympathetic (69% survey-wide). "I imagine myself in their situation" was the second most commonly selected reason (66%).

The more objective factors, such as gathering information on economic and social impacts, were considered less powerful. Most notably, just 15% of Serbian participants mentioned "News reports" compared to half of all participants across all countries surveyed.

Although it is unclear as to how many participants had firsthand experience of meeting and interacting with refugees, there did appear to be a positive correlation with sympathy: 15% became more sympathetic as a result of personal experience.

WHAT HAS MADE YOU MORE SYMPATHETIC? %

● All countries 2016/17 ● Serbia 2016/17



QUESTION(S): As shown above (%) **BASES** (all respondents who are more sympathetic): 928 (All countries 2016/17) and 101 (Serbia 2016/17)

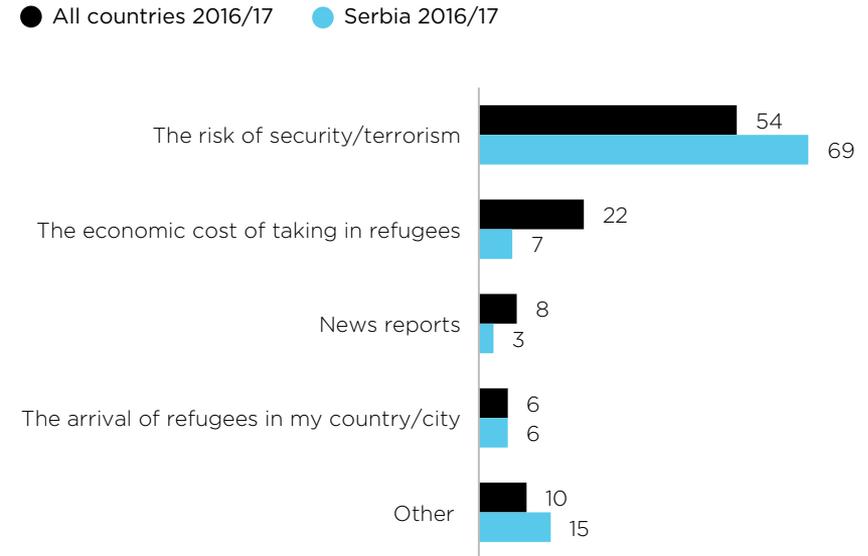
CHANGES OVER TIME

REASONS FOR DECREASE IN SYMPATHY

Those who became less sympathetic were asked to identify the main reason(s). Across all countries surveyed and in Serbia, fear over “security/terrorism” was by far the primary reason. This was especially pronounced in Serbia, where 7 in 10 mentioned this, compared to 54% survey-wide.

None of the other factors were selected by more than 1 in 10 Serbian participants. Importantly, the economic impact of refugees did not appear to be particularly concerning. Just 7% identified this as a reason for becoming less sympathetic compared to 22% survey-wide.

WHAT HAS MADE YOU LESS SYMPATHETIC? %



INCREASING SYMPATHY

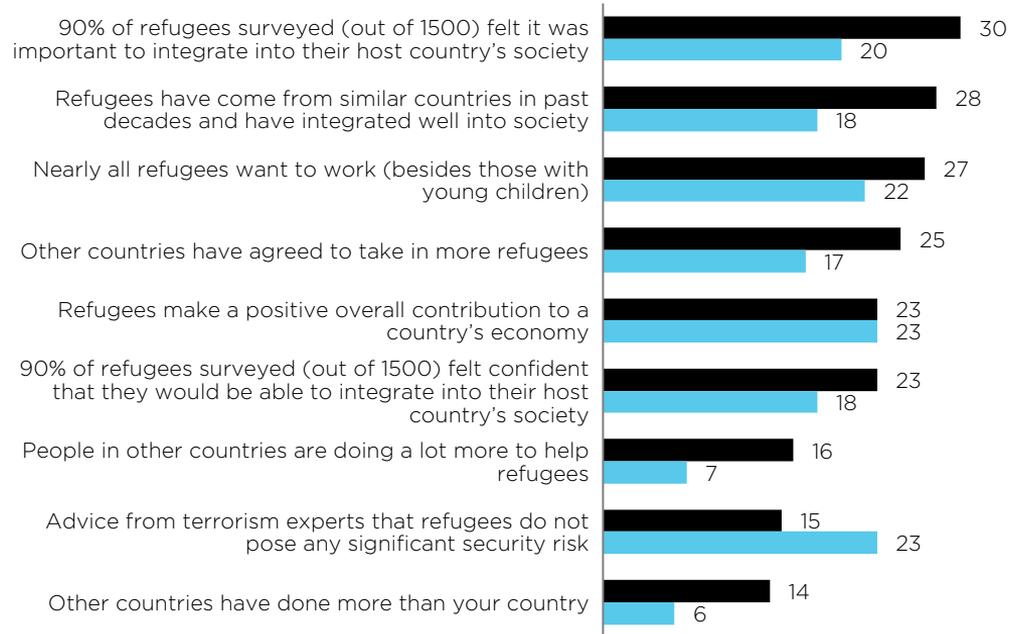
TESTING REACTIONS

Those who said they had become less sympathetic towards refugees were shown a range of statements and asked which (if any) would positively influence their opinion. These statements included data gathered from our earlier research amongst refugees (Refugee Voices 2016).

Given their opinion, it is perhaps unsurprising that no factor was selected by an overwhelming majority. However, some significant patterns did emerge. Factors with the most influence were the ones that assured participants of minimal negative impact on the host country. Comparatively, knowing that refugees could or wanted to integrate was less influential in Serbia than survey-wide. Serbian participants would be more swayed by being assured of economic and physical security.

WOULD THE FOLLOWING MAKE YOU MORE SYMPATHETIC? % YES

● All countries 2016/17 ● Serbia 2016/17



QUESTION(S): Would you feel more sympathetic to refugees if you were told that...? (%) **BASE:** (All respondents who are less sympathetic) 1517 (All countries 2016/17), 78 (Serbia 2016/17)

CONCERNS ABOUT REFUGEES' WELLBEING

EMOTIONAL AND PRACTICAL

Overall, across all countries surveyed and in Serbia, participants identified a number of concerns they had for refugees' wellbeing.

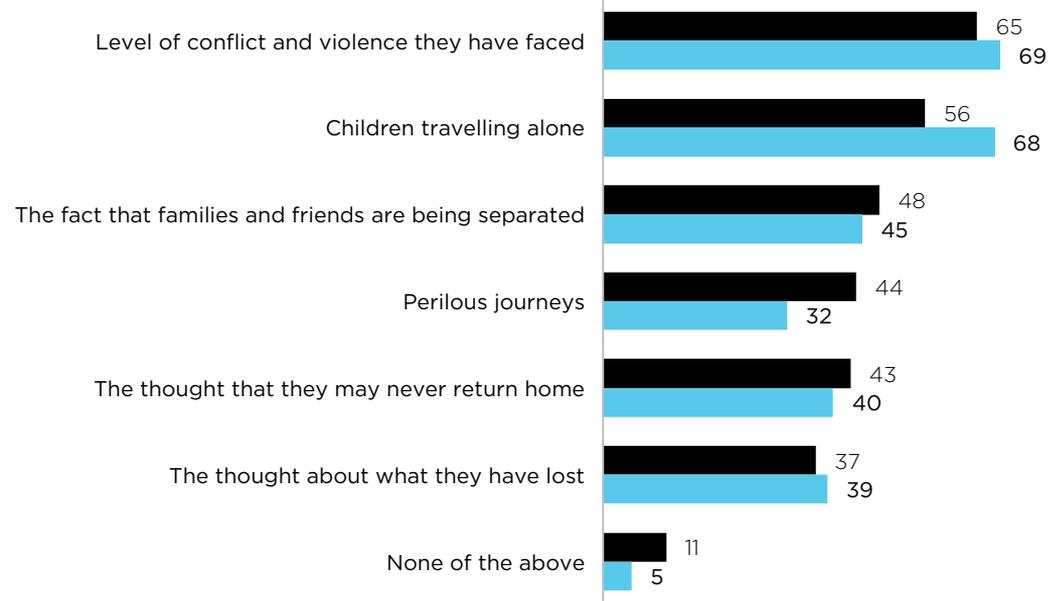
Concerns were varied, but the stress of facing "conflict and violence" was mentioned by 7 in 10.

A second prominent theme related to the impact on families. Serbian participants were particularly concerned about children traveling alone, with 7 in 10 mentioning this factor (56% survey-wide). Almost half also worried about people being separated from their loved ones (45%).

The remaining concerns were more practical, covering the uncertainty around whether or not they would ever "return home" (40%), the thought about what they may have "lost" (39%) and their "Perilous journeys" (32%) to reach safety.

CONCERNS FOR REFUGEES %

● All countries 2016/17 ● Serbia 2016/17



QUESTION(S): What, if any, are your main concerns in relation to refugees themselves? (%)

BASES (all respondents who claim situation concerns them a great deal/to some extent): 896 (Serbia 2016/17), 11213 (All countries 2016/17)

CONCERNS FOR HOST COUNTRIES

ECONOMY, SECURITY AND CULTURE

Participants were asked if they had any concerns for host countries including their own.

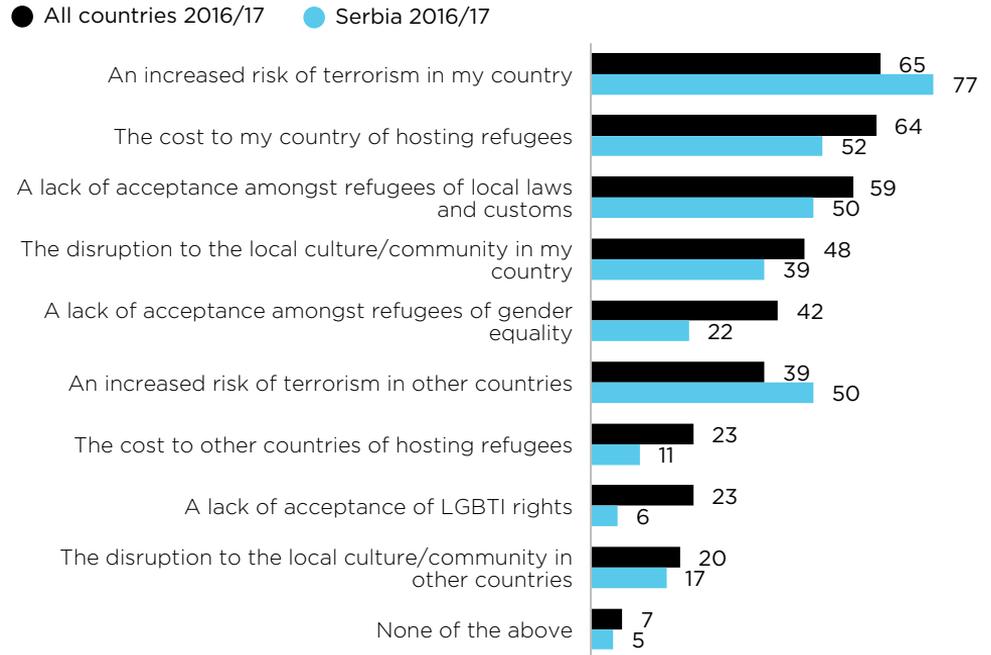
Overall, few concerns were expressed by an overwhelming majority. However, there were noteworthy trends.

In Serbia, security was the most prominent theme. Almost 8 in 10 were worried about “An increased risk of terrorism” compared to 65% across all countries surveyed. Furthermore, half of Serbians were concerned about this occurring in other countries (39% survey-wide).

Economic impact was also a concern for a sizeable proportion (52%), although notably less so compared to participants across all countries surveyed (64%).

Interestingly, on the whole, concerns relating to cultural impact were considerably less prominent in Serbia. Participants were far less likely (by approximately 10 percentage points) to feel that refugees would struggle to integrate into society (e.g. following laws and customs).

CONCERNS FOR HOST COUNTRIES %



QUESTION: What, if any, are your main concerns in relation to the impact of the refugee crisis on the countries refugees are fleeing to? (%)

BASE: (all respondents who claim situation concerns them a great deal/to some extent) , 11213 (All countries 2016/17) 1278 (Serbia 2016/17)

TOP SIX CONCERNS BY VIEWPOINT

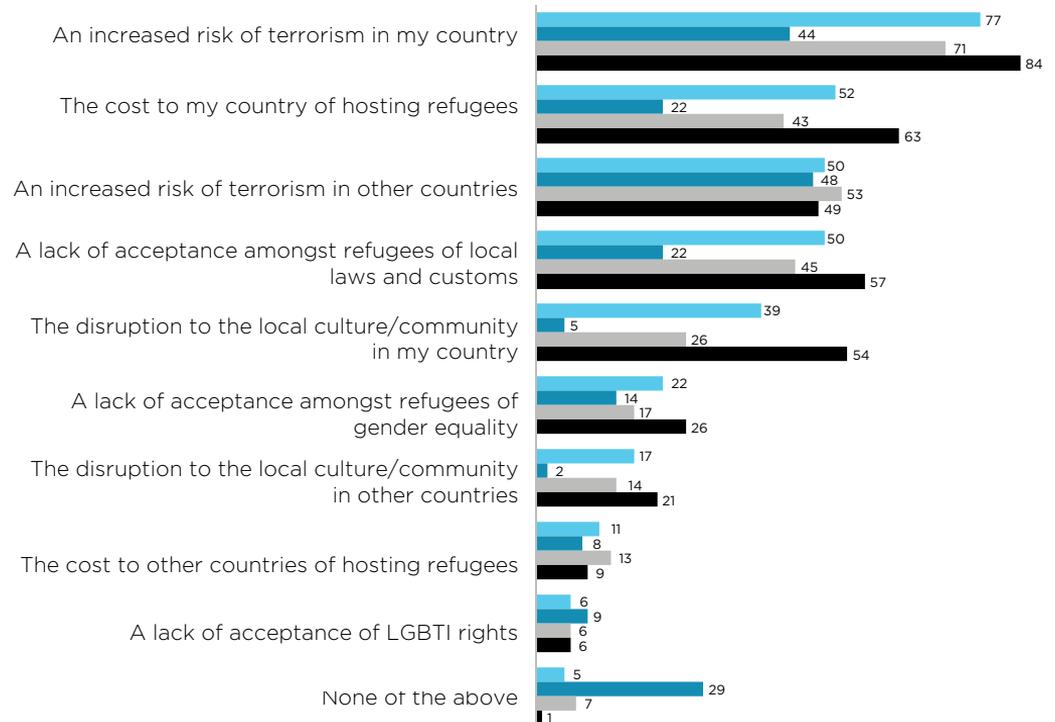
Unsurprisingly, there was a strong correlation between level of concern and viewpoint towards refugees. On almost all factors, “Overtly negative” participants expressed the most concern, followed by “Mixed views” and the “Overtly positive.”

The factors upon which these differences were most pronounced related to national, economic and cultural concerns. Notably, “Overtly negative” and “Mixed views” participants displayed a similar level of concern for other host countries.

Encouragingly, 3 in 10 of the “Overtly positive” participants did not have any concerns.

CONCERNS FOR HOST COUNTRIES %

● Total ● Overtly positive ● Mixed views ● Overtly negative



QUESTION(S): What, if any, are your main concerns in relation to the impact of the refugee crisis on the countries refugees are fleeing to? (%) **BASE:** 1000 (Serbia 2016/17)

REFUGEES' WILL TO WORK CONTRIBUTING VS. HANDOUTS

When asked more specifically about refugees working in their host nations, compared to the average across all countries surveyed, Serbians were more undecided.

There had been considerable shifts in Serbia since Year 1, where almost half (46%) said that "Refugees are willing to work hard" and just 2 in 10 that they are "just looking for handouts." This year both proportions were about one-third. However, those who were undecided remained the one consistent group, and remained relatively high compared to survey-wide average.

Positively, however, Serbian participants were less inclined to think refugees are looking for "handouts" than those across all countries surveyed (32% vs. 44%).

DO YOU THINK THE MAJORITY OF REFUGEES ARE... %

- Refugees are willing to work hard and to try and fit into their new communities
- Refugees are just looking for handouts
- Don't know/not sure



SECURITY CONCERNS

RISK VS. NO RISK

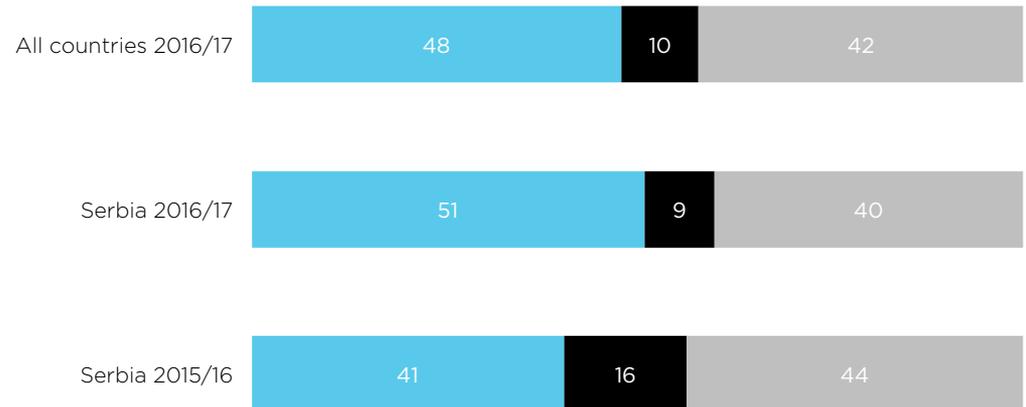
Overall, both in Serbia and survey-wide, most participants were fearful that accepting refugees would increase security risks. However, of these, 4 in 10 believed that these security risks can be effectively managed.

Serbian scores are comparable to the survey-wide average, suggesting that they are no more or less concerned about security risks: 51% said there would be a greater risk, while 40% thought any risk could be 'effectively managed.'

Although the proportion saying "Refugees pose no risk to my country's security" is relatively low, it is important to note that 1 in 10 do feel this way. Serbia has seen a slight decline in the size of this group since Year 1 (by 7 percentage points).

STATEMENT BEST REPRESENTING THEIR POSITION %

- The more refugees my country accepts, the greater risk to our security
- Refugees pose no risk to my country's security
- The risk from refugees is a legitimate concern but can be effectively managed



ATTITUDES TOWARDS ISLAM

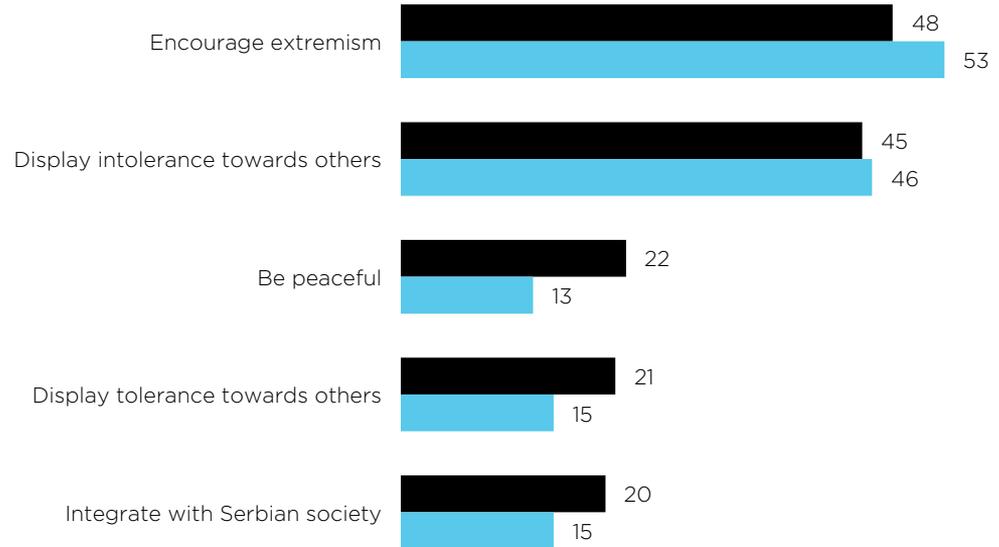
PEACE VS. EXTREMISM

When asked their opinions on Islam, a somewhat nuanced picture emerged. Undeniably, there are anxieties about the religion, across all countries surveyed and in Serbia. Approximately half of participants felt that, compared to other religions, Islam is more likely to “Encourage extremism” and/or “Display intolerance towards others.”

However, 20% did display some positive sentiment, saying that Islam is more likely to be “peaceful,” tolerant and/or conducive to integration in Serbian society than other religions.

NET AGREE %

● All countries 2016/17 ● Serbia 2016/17



QUESTION(S): To what extent do you agree that, compared with other religions, Islam is more likely to... (%) **BASES:** 1000 (Serbia 2016/17), 12527 (All countries 2016/17)

EXPRESSING OPINIONS ABOUT THE REFUGEE CRISIS

STATEMENT AGREEMENT

Participants were asked to assess the nature of public discourse around the refugee crisis and the extent to which they felt discussions are open and honest.

Overall, in Serbia and survey-wide, there was a sense that views and reporting on the topic were somewhat censored.

In regards to the public, very few (16%) disagreed that people are conscious of expressing their opinions as they “feel they will be judged.” Across all countries surveyed, the highest proportion by some way (63%) agreed. Views in Serbia were more evenly split between agreeing (47%) and being unsure (37%).

When speaking about themselves, results were slightly more mixed. Serbian participants were considerably more likely to say they can express themselves “without fear of judgment” than those survey-wide (60% and 47% respectively).

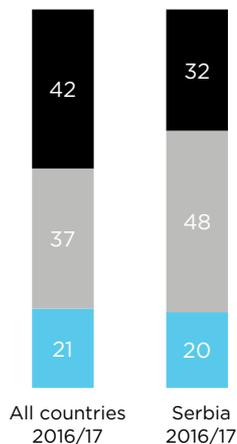
In terms of the media reporting on the refugee crisis “fairly and honestly,” just 2 in 10 thought so. Again, in Serbia, more were undecided (48%) than disagreed (32%); the opposite was true of the survey-wide results.

QUESTION(S): To what extent do you agree or disagree with the following statements? (%). **BASES:** 12,527 (All countries 2016/17) and 1000 (Serbia 2016/17)

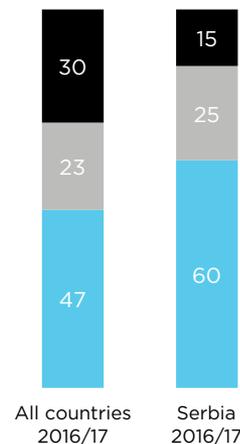
STATEMENT BEST REPRESENTING THEIR POSITION %

● NET disagree ● Neither agree nor disagree ● NET agree

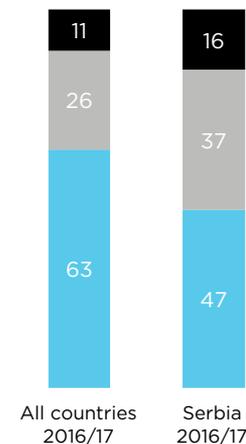
“The media discuss the refugee crisis fairly and honestly.”



“I feel that I can express my opinions on the refugee crisis without fear of judgment.”



“Many people have opinions about the refugee crisis that they feel they will be judged for expressing.”



EXPRESSING OPINIONS ABOUT THE REFUGEE CRISIS

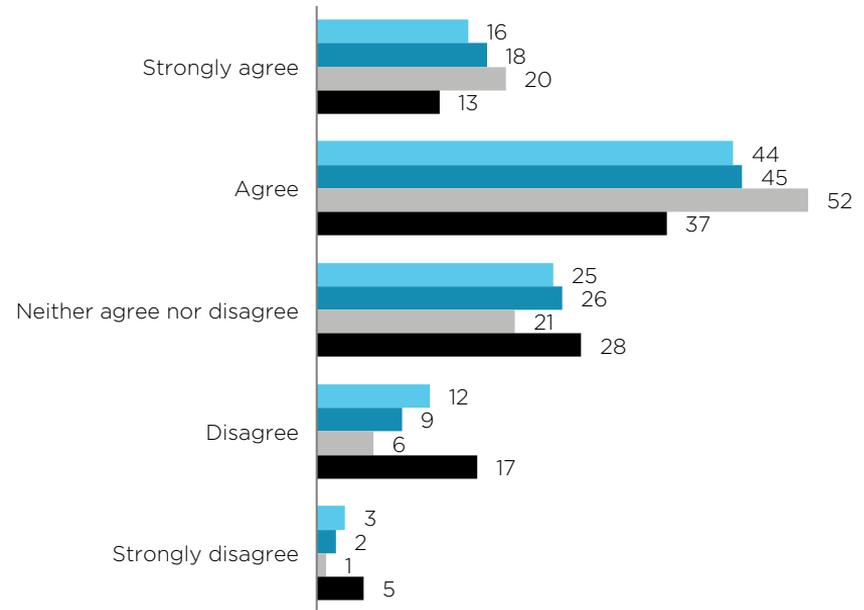
STATEMENT AGREEMENT BY VIEW POINT (1)

Higher proportions of those with “Overtly positive” or “Mixed views” towards refugees felt more comfortable expressing their opinions publically (NET Agreement 63% and 72% respectively).

Alarming, half of the “Overtly negative” group also felt comfortable expressing their views without fear of being judged. Just 22% of this group did not, while 28% were undecided.

“I FEEL THAT I CAN EXPRESS MY OPINIONS ON THE REFUGEE CRISIS WITHOUT FEAR OF JUDGMENT” %

● Total ● Overtly positive ● Mixed views ● Overtly negative



EXPRESSING OPINIONS ABOUT THE REFUGEE CRISIS

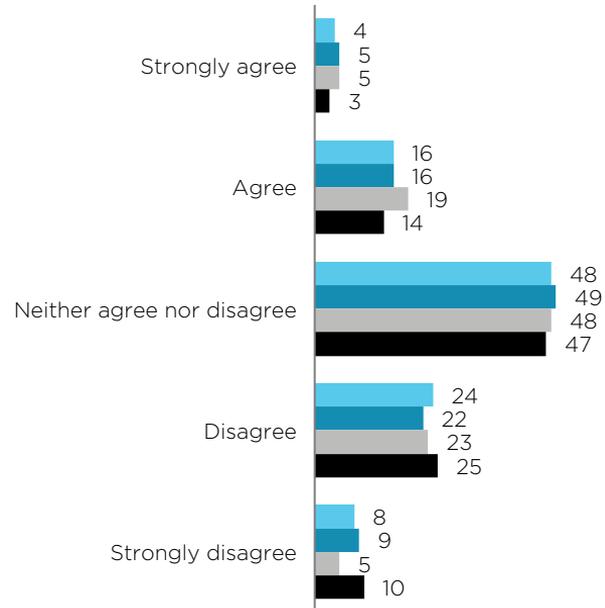
STATEMENT AGREEMENT BY VIEW POINT (2)

Again, results here are broken down by participants' views towards refugees (see page 4 for explanation on segmentation), this time to better understand which viewpoints they felt the media was sympathetic towards.

Interestingly, results were generally comparable across all segments. The highest proportions of all groups were undecided (around half). Of the remainder, slightly more disagreed that "The media discuss the refugee crisis fairly and honestly." Notably, equal proportions (1 in 10) of "Overtly positive" and "Overtly negative" participants said they "Strongly disagree."

"THE MEDIA DISCUSS THE REFUGEE CRISIS FAIRLY AND HONESTLY" %

● Total ● Overtly positive ● Mixed views ● Overtly negative



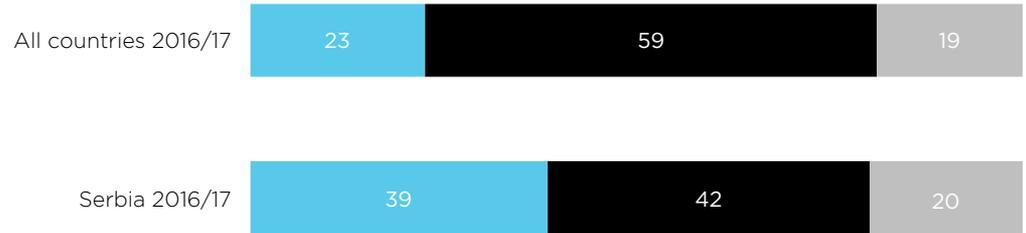
PARTICIPATING IN PUBLIC DISCOURSE ABOUT REFUGEES

OPEN VS. CLOSED

Overall, there appears to be some level of anxiety when discussing the refugee crisis. This was, however, slightly less prominent in Serbia than survey-wide. While approximately 6 in 10 of all participants felt (in their country) “pressure to think and speak a certain way about refugees,” only 4 in 10 said this of Serbia. Instead, the same proportion (39%) felt there was “an open and honest dialogue” (23% survey-wide), with the remaining 2 in 10 unsure.

STATEMENT BEST REPRESENTING THEIR POSITION %

- There is an open and honest dialogue about refugees in my country
- There is pressure to think and speak a certain way about refugees
- Don't know/not sure





SECTION 4



REFUGEES' NEEDS VS. PROVIDING SUPPORT



REFUGEE SETTLEMENT

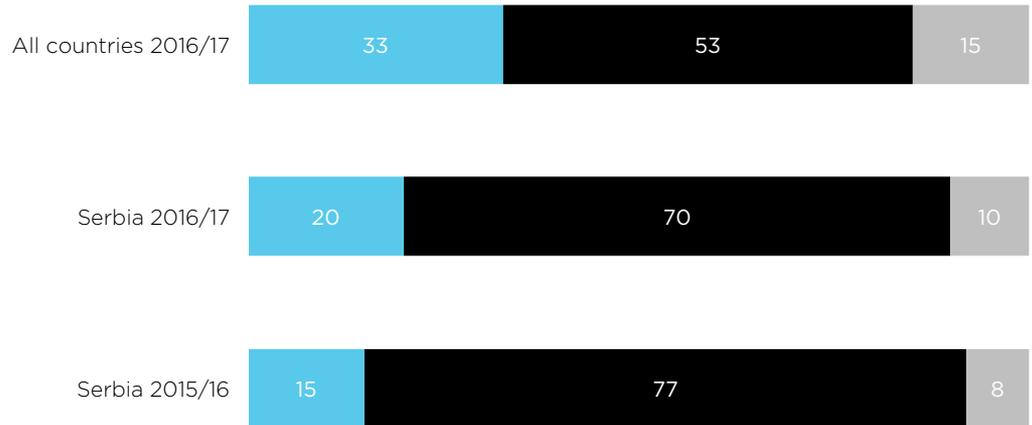
LONG-TERM VS. SHORT-TERM SUPPORT

Participants were asked their opinions on the type of support they believe refugees are seeking, in terms of duration (long-term or short-term). It is important to note that the question wording did not imply any sort of judgment for either of the options.

Serbian participants were more inclined to think that refugees were seeking “A permanent new life,” with 7 in 10 doing so compared to just over half across all countries surveyed. There was, however, a slight decline in the proportion since Year 1 (77%). Amongst the remainder, 2 in 10 said “Temporary shelter” until it is safe to return and 1 in 10 was unsure.

STATEMENT BEST REPRESENTING THEIR POSITION %

- Temporary shelter until it's safe to return to their homeland
- A permanent new life in a different country to their homeland
- Don't know/not sure



QUESTION(S): What do you think the majority of refugees caught up in today's crisis are looking for? (%) **BASES:** 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

ARE REFUGEES VIEWED EQUALLY?

AGE & GENDER

Participants were asked whether they thought their country should help all refugees equally, or if priority should be given to specific segments.

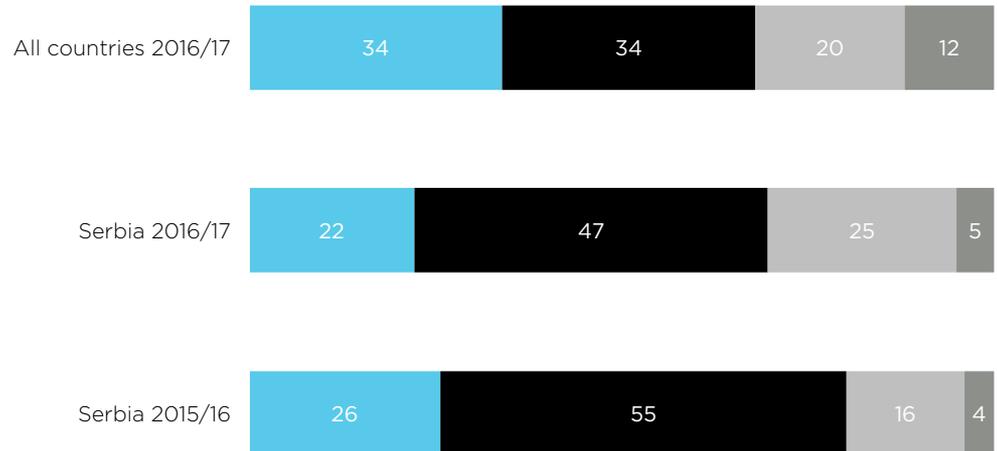
As regards age and gender, participants were asked to select one option between helping all refugees, prioritizing both women and children, or just children. There was also an option for those who did not feel their country should help refugees.

In Serbia, fewer said that “All refugees should be helped equally” compared to those surveyed (22% vs. 34%). Of those who identified priority groups, Serbian participants were considerably more inclined to say “both women and children” (47%) as opposed to just “Children” (25%); survey wide there was more of a spread between the two options (34% and 20% respectively).

Overall, a minority felt their country should not be helping at all. Just 5% said this in Serbia (12% survey-wide).

STATEMENT BEST REPRESENTING THEIR POSITION %

- All refugees should be helped equally
- Priority should be given to women and children
- Priority should be given to children
- My country should not help refugees



QUESTION(S): Which of the following statements comes closest to your views with regard to the level of help your country should offer refugees? (%)

BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

ARE REFUGEES VIEWED EQUALLY?

RELIGION

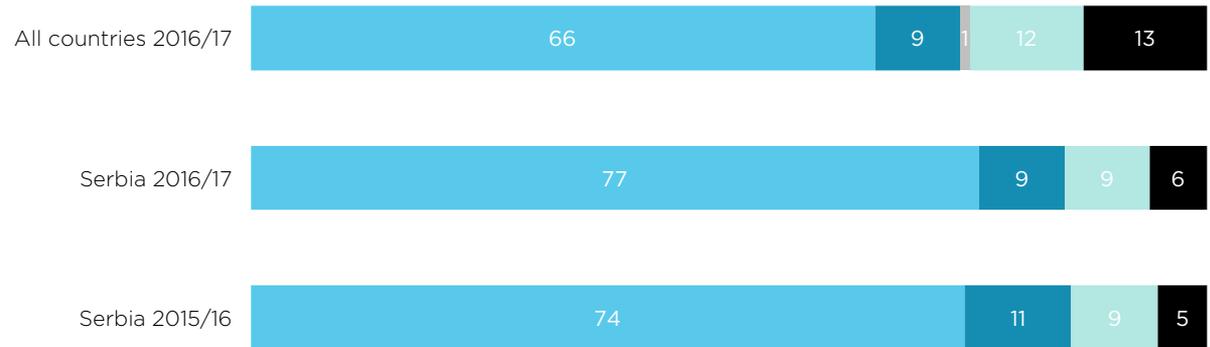
Participants were asked whether all refugees should be treated equally based on religion. The priority options included specific religious groups, as well as those who had faced religious persecution in their country of origin more broadly.

Here Serbian results were more comparable to the survey-wide average. Encouragingly, by far the highest proportion said that “All refugees should be helped equally, regardless of religion.” This was especially pronounced in Serbia, where almost 8 in 10 said so (66% survey-wide).

Among the remainder, no single priority group emerged. The most commonly selected religious group was Christian (1 in 10). However, it is important to note that the same proportion selected any groups that had “faced religious persecution.”

STATEMENT BEST REPRESENTING THEIR POSITION %

- All refugees should be helped equally, regardless of religion
- Priority should be given to Christians
- Priority should be given to Muslims
- Priority should be given to other religious groups
- Priority should be given to groups that have faced religious persecution in their country of origin
- My country should not help refugees



QUESTION(S): Which of the following statements comes closest to your views with regard to the level of help your country should offer refugees? (%)

BASES: 1070 (US 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

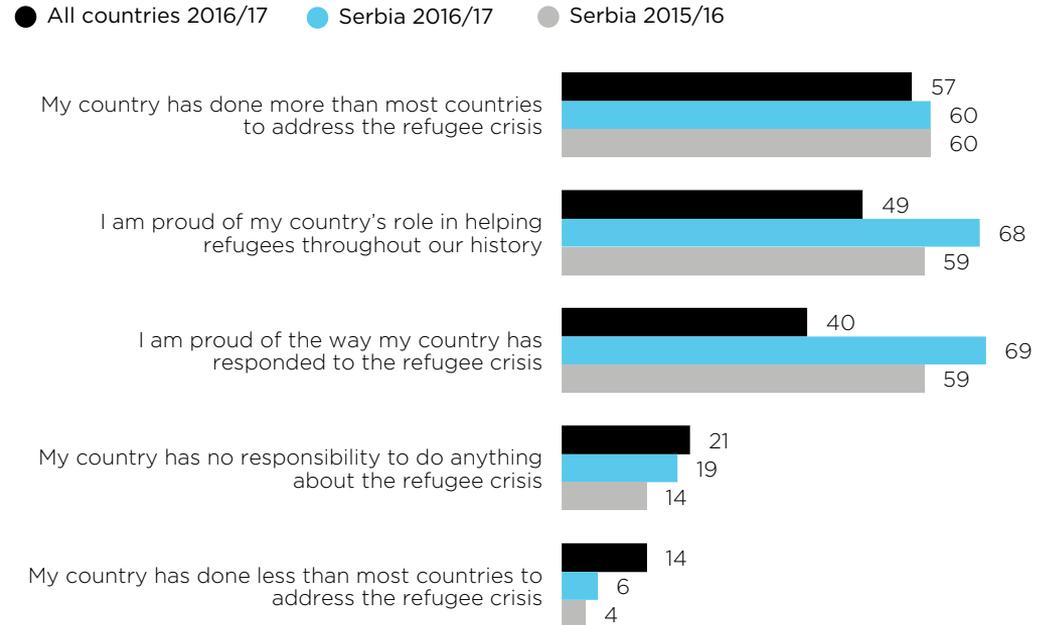
PERCEPTION OF OWN COUNTRIES INVOLVEMENT COULD MORE BE DONE?

Participants were asked to evaluate their country's approach to helping refugees.

Serbian participants were particularly positive. Approximately 7 in 10 (68%) expressed pride at their "country's role in helping refugees throughout our history," compared to half (49%) survey-wide. Speaking specifically about Serbia's response to the crisis, 7 in 10 were again "proud," this time compared to just 4 in 10 survey-wide. There had been an approximate 10% increase on both of these opinions since Year 1.

When asked to compare Serbia's contribution to the current refugee crisis to that of other countries, responses were similar to those survey-wide. Overall, 6 in 10 agreed with the statement "My country has done more than most." A minority (6%) did, however, feel Serbia had "done less" than most countries.

NET AGREE %



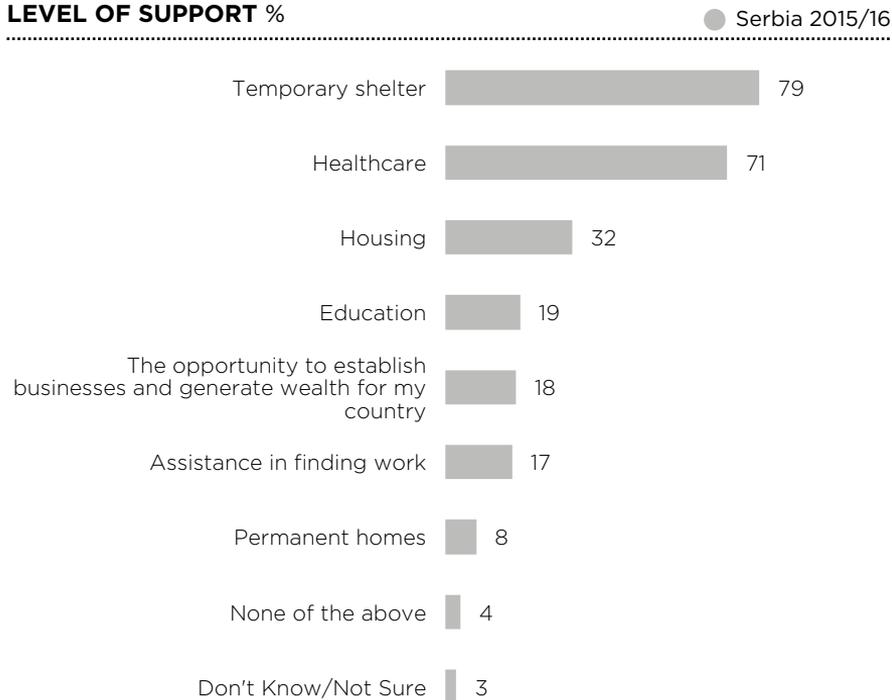
QUESTION(S): To what extent do you tend to agree or disagree with each of the following statements about your country's response to the refugee crisis? (%)

BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17)

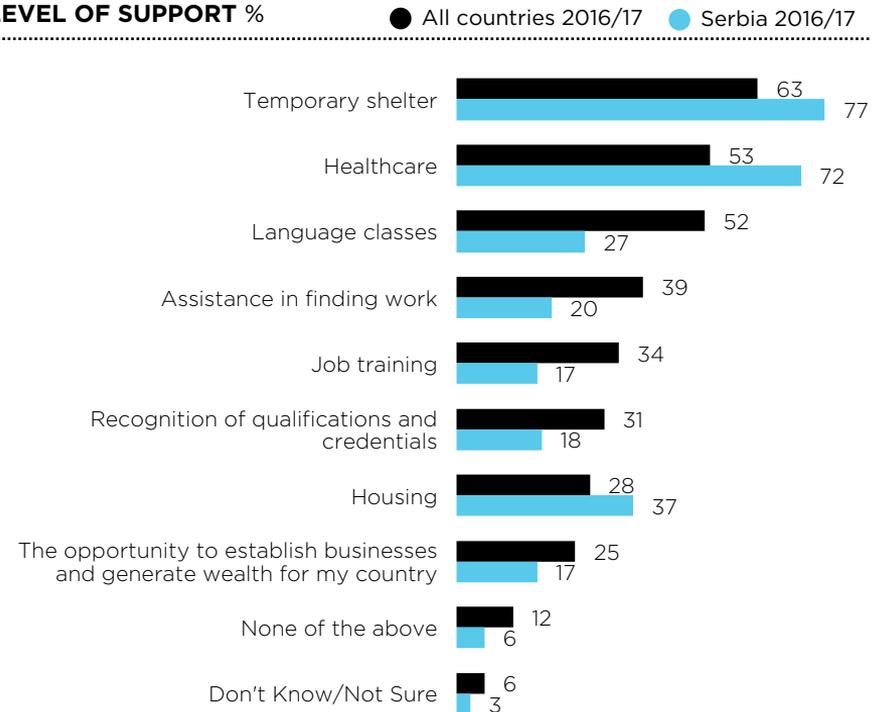
TYPE OF SUPPORT HOST COUNTRIES SHOULD PROVIDE

POLICIES AND INITIATIVES

LEVEL OF SUPPORT %



LEVEL OF SUPPORT %



QUESTION(S): What level of support do you think your country, along with the wider international community, should make available to refugees? (%)
BASES: 1070 (Serbia 2015/16), 12527 (All countries 2016/17) and 1000 (Serbia 2016/17) NOTE: Some answer options changed between the two trackers

TYPE OF SUPPORT HOST COUNTRIES SHOULD PROVIDE

POLICIES AND INITIATIVES

In terms of policies and initiatives that should be provided for refugees by the participants' own country and the international community, views of Serbian participants have generally remained consistent between Year 1 and Year 2.

Overall, both survey-wide and in Serbia, providing a safe place to reside in the form of "Temporary shelter" was seen as a key priority. Even more mentioned this in Serbia than survey-wide (77% and 63% respectively). In terms of other basic needs, providing healthcare was also seen as fundamental by Serbian participants. It emerged as the second most commonly selected factor, with 7 in 10 selecting it, compared to just over half of all participants survey-wide. Also, while considerably lower, notably more Serbian participants said "Housing" than survey-wide (37% vs. 28%).

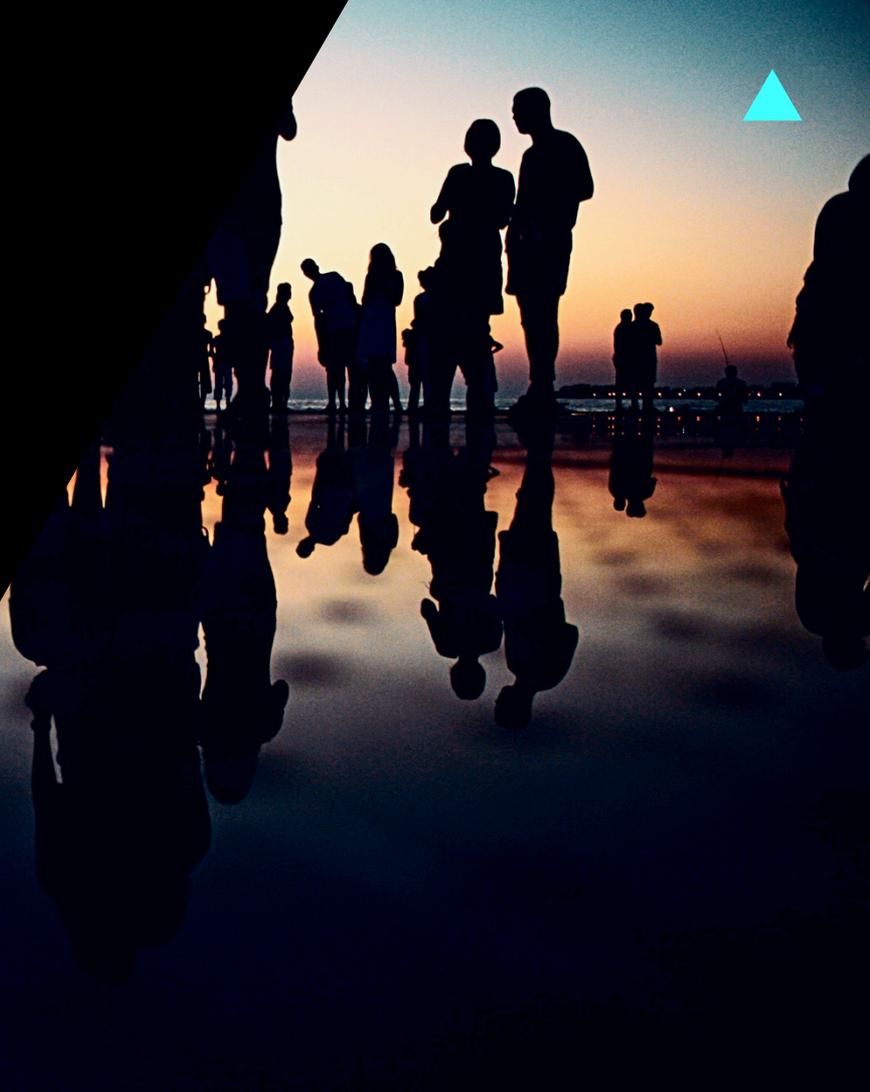
In terms of the social and economic policies and initiatives, support amongst Serbian participants was somewhat lower than those across all countries surveyed (by around 10 percentage points or more). None of these factors were selected by more than 3 in 10 Serbian participants. However, in the context of this question, it may well have been that these factors were construed as more long-term support (language classes, job support, recognizing credentials and qualifications and facilitating entrepreneurialism) and therefore not 'top of mind' as priorities.



SECTION 5



PUBLIC RESPONSIBILITY



RESPONSIBILITY TO HELP GLOBAL

Participants were asked who they thought had the “greatest responsibility” to help deal with the refugee crisis. They were shown seven options and asked to rank the three entities they thought should be most responsible for refugees.

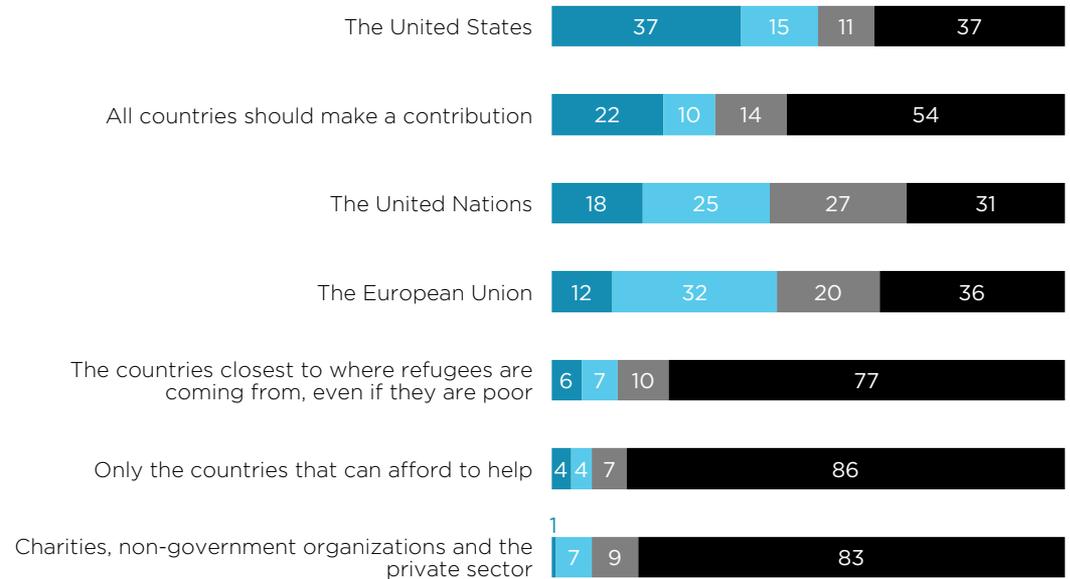
Looking at the three entities most frequently selected, it is clear that Serbian participants firmly see the crisis as a global responsibility. Both the United Nations and the European Union featured most commonly in the top three entities considered most responsible to deal with the crisis, with more than 60% selecting them.

In terms of specific countries, interestingly, the onus was very much placed on the US, which received the highest number of first place selections by some way (37%). However, approximately half included “All countries” within the top three entities most responsible.

Other countries, including those who “can afford to help,” NGOs and the private sector were considerably less commonly mentioned.

SERBIA 2016/17: WHICH COUNTRY/BODY HAS THE GREATEST RESPONSIBILITY? %

● 1st ● 2nd ● 3rd ● Not top 3



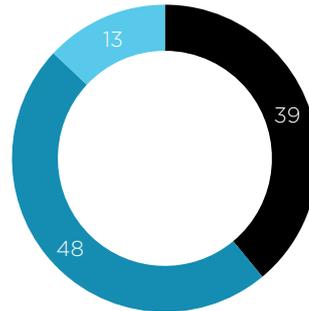
RESPONSIBILITY TO HELP NATIONAL

Participants were asked about their country's responsibility for resettling refugees. Serbian scores have remained consistent between Year 1 and 2. Overall, 4 in 10 said that their country does not have a responsibility to accept refugees. Among the remainder, having a quota for the number of refugees to be accepted was preferable, with 51% saying this, although 1 in 10 were open to "any number of refugees" coming to Serbia.

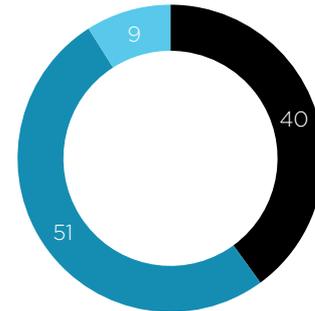
STATEMENT BEST REPRESENTING THEIR POSITION %

- My country has no responsibility to accept refugees
- I would be willing for my country to take in a quota of refugees
- I would be willing for my country to take in any number of refugees

SERBIA 2015/16



SERBIA 2016/17



RESPONSIBILITY TO HELP FINANCIAL

In order to better understand if and how participants' financial support should be provided to refugees, they were shown four approaches and asked to select a statement that best reflected their stance.

While 3 in 10 across all countries surveyed said they were "Not willing" to financially support refugees, either directly (donations) or indirectly (taxes), the proportion was lower in Serbia (20%).

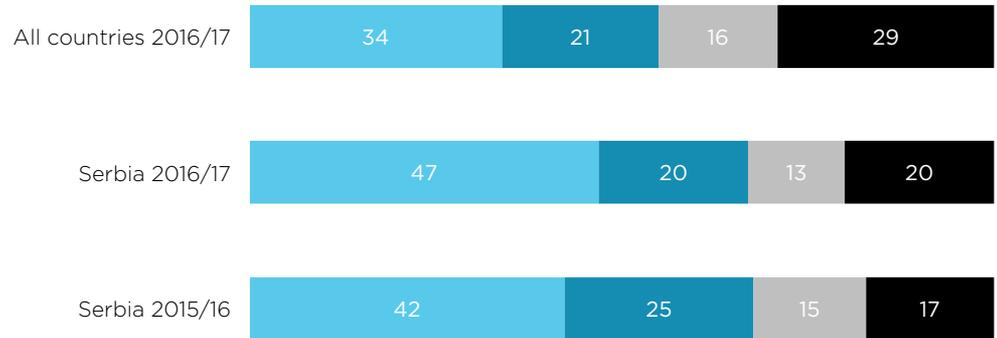
Overall there was considerable support for government-led assistance, which was even higher in Serbia (67%) than survey-wide (55%). Whereas more of this group would prefer government assistance over personal donations, 2 in 10 would be willing to donate to charities "in addition to what my government gives."

A minority (13%) were not in favor of government donations, but would be willing to give personal donations.

Serbian results have remained fairly consistent between Years 1 and 2.

STATEMENT BEST REPRESENTING THEIR POSITION %

- Happy for government to provide financial assistance to refugees, but not donate directly to charities
- Willing to donate to charities that help refugees in addition to what my government gives
- Willing to donate to charities that help refugees, but not for taxes to be used by my government to help refugees
- Not willing to provide financial support to refugees



PERSONAL CONTRIBUTION SO FAR

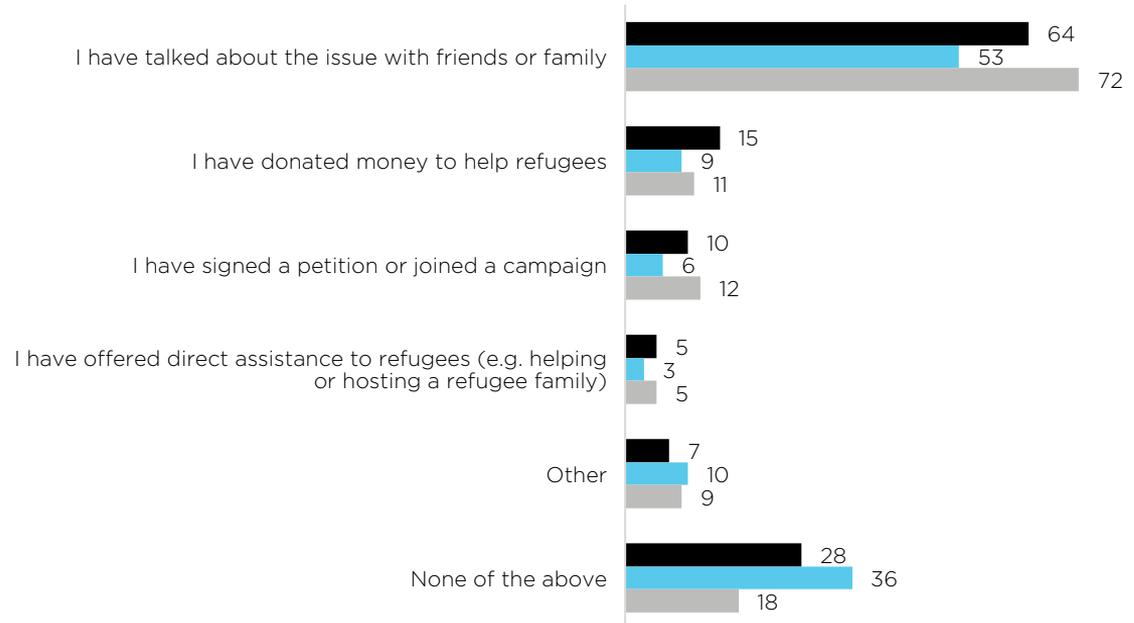
ACTIONS

Participants' actions have largely consisted of speaking to friends and family about the crisis. In many ways this is encouraging given that earlier analysis identified that the views of friends and family are of fundamental importance in opinion formation. While the proportion is slightly lower amongst Serbian participants than survey-wide, it is still high (53% vs. 64% respectively). There was, however, a considerable decrease in this proportion since Year 1 (from 72%).

Incidence of other actions are comparatively lower, with 36% reporting they have not made any personal contributions. It is noteworthy, though, that 1 in 10 had made a financial donation which closely matches the survey-wide average.

ACTION TAKEN %

● All countries 2016/17 ● Serbia 2016/17 ● Serbia 2015/16



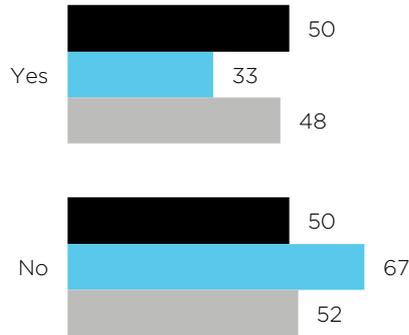
QUESTION(S): In response to the refugee crisis, which (if any) of the following have you done? (%) **BASES:** 1538 (Serbia 2015/16), 12527 (All countries) and 1000 (Serbia 2016/17)

INTENTIONS AND ASPIRATIONS TO HELP CURRENT & FUTURE

When asked if they felt they had contributed as much as they would have like to, considerably fewer people in Serbia felt they had compared to those across all countries surveyed (33% and 50% respectively). There was a considerable decline in this proportion since Year 1. Looking at the responses of those who said “No,” it becomes clear that participants tend to associate the word “contribute” with financial assistance, with approximately 7 in 10 Serbians feeling that they did not have “the money.” It is also important to note that 3 in 10 (across all countries surveyed and in Serbia) did not “know what to do,” while “2 in 10 did not think they had ‘the ability to help.’”

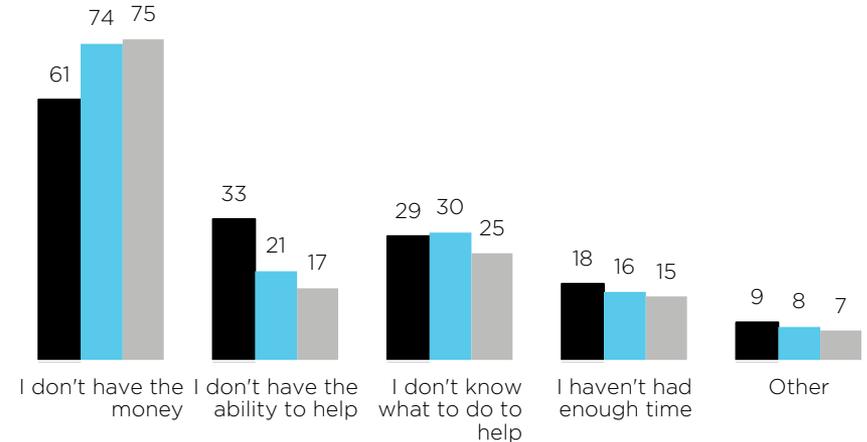
DO YOU FEEL THAT YOU HAVE BEEN ABLE TO CONTRIBUTE AS MUCH AS YOU WOULD LIKE? %

● All countries 2016/17 ● Serbia 2016/17 ● Serbia 2015/16



IF NOT, WHY NOT? %

● All countries 2016/17 ● Serbia 2016/17 ● Serbia 2015/16



QUESTION(S): As shown above (%) **BASES (Total):** 1538 (Serbia 2015/16), 12527 (All countries) and 1000 (Serbia 2016/17)

BASES (all who said they felt they had not been able to do enough): 755 (Serbia 2015/16), 6297 (All countries 2016/17) and 723 (Serbia 2016/17)



SECTION 6



APPENDIX

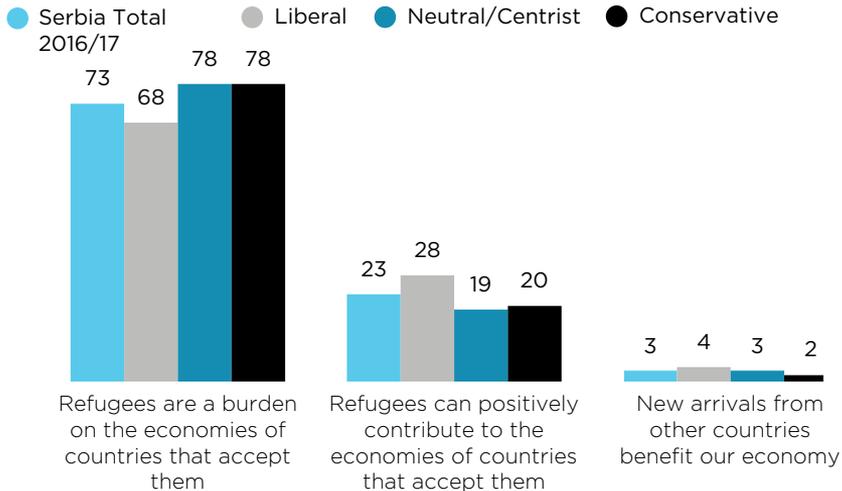


FINANCIAL IMPACT

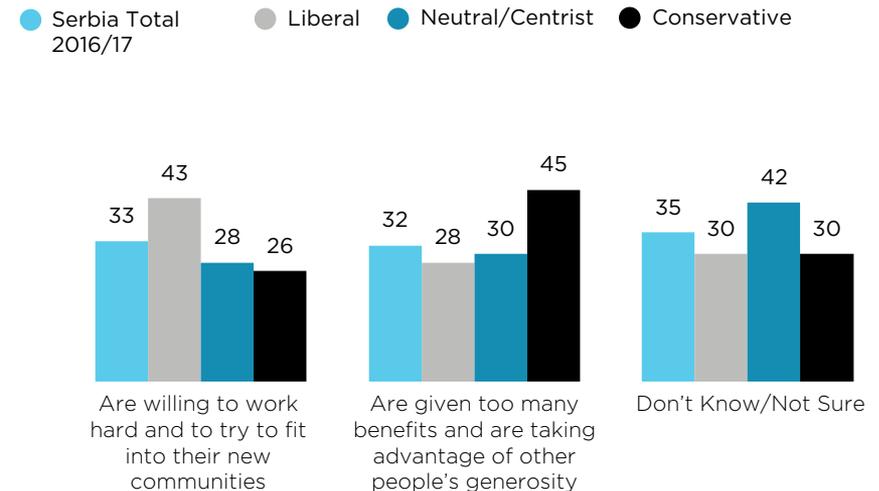
BY POLITICAL AFFILIATION

Opinions about the financial impact of hosting refugees were relatively consistent across political affiliations. However those who identified as “Liberal” were slightly more optimistic, with 4 in 10 (43%) saying refugees “Are willing to work hard and to try and fit into their communities.” This compared to around 3 in 10 “Neutral/Centrist” (28%) and “Conservative” (26%) participants.

WHICH STATEMENT BEST REPRESENTS YOUR POSITION? %



DO YOU THINK THE MAJORITY OF REFUGEES...%



QUESTION(S): As shown above (%) BASES (Total): 1000 (Serbia 2016/17)

SECURITY RISK

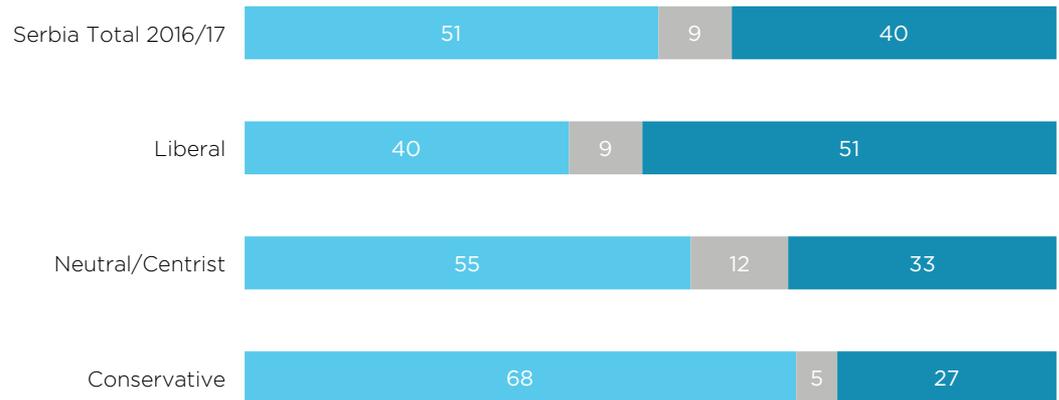
BY POLITICAL AFFILIATION

Overall, while the majority of all participants were fearful that accepting refugees would increase security risks, those with “Liberal” views were most pragmatic. Importantly, 1 in 10 of “Liberal” (9%) and “Neutral/Centrist” (12%) participants said that “Refugees pose no risk to my country’s security.” This compared with just 5% of “Conservative” participants.

Also, half (51%) of “Liberal” participants were of the view that, although risks are legitimate, they “can be effectively managed.” 3 in 10 “Neutral/Centrist” (33%) and “Conservative” (27%) participants felt the same.

STATEMENT BEST REPRESENTING THEIR POSITION %

- The more refugees my country accepts, the greater risk to our security
- Refugees pose no risk to my country’s security
- The risk from refugees is a legitimate concern but can be effectively managed



ARE REFUGEES VIEWED EQUALLY?

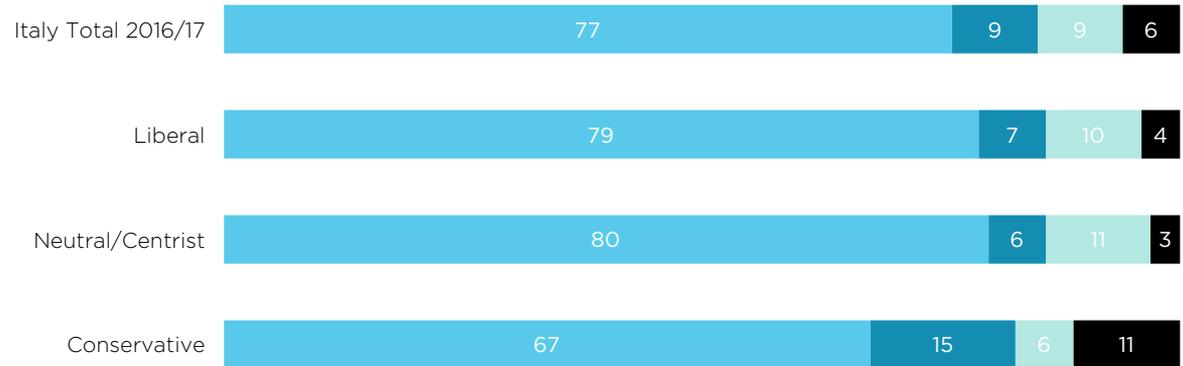
RELIGION: BY POLITICAL AFFILIATION

“Liberal” and “Neutral/Centrist” participants were the most likely to say that “All refugees should be helped equally, regardless of religion,” with 8 in 10 doing so.

Although lower, almost 7 in 10 (67%) of the “Conservative” group felt the same. They were however slightly more inclined than the others to think that priority should be given to specific segments, with an emphasis on Christian refugees (15%).

STATEMENT BEST REPRESENTING THEIR POSITION %

- All refugees should be helped equally, regardless of religion
- Priority should be given to Christians
- Priority should be given to Muslims
- Priority should be given to other religious groups
- Priority should be given to groups that have faced religious persecution in their country of origin
- My country should not help refugees



QUESTION(S): Which of the following statements comes closest to your views with regard to the level of help your country should offer refugees? (%) **BASES (Total):** 1000 (Serbia 2016/17)

RESPONSIBILITY TO HELP BY POLITICAL AFFILIATION

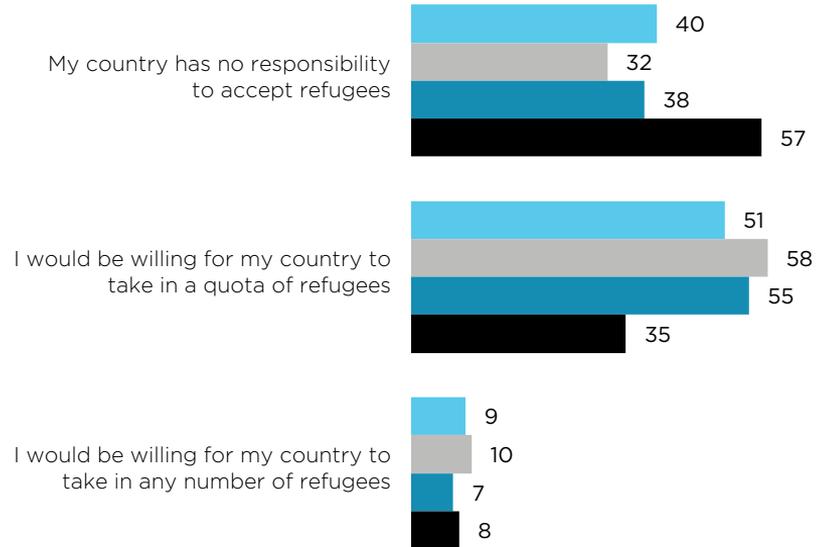
Many (68%) “Liberal” participants were “willing” for their country to accept refugees. While a “quota” approach was the most popular (58%), 1 in 10 of all segments said they would be “willing for my country to take in any number of refugees.”

Among the 62% of “Neutral/Centrist” participants who were “willing” for their country to accept refugees, there was a clear preference for a “quota” approach.

The “Conservative” group had the highest proportion saying “My country has no responsibility to accept refugees” (57%). However, 4 in 10 were “willing” to accept refugees with the “quota” approach again being most favorable.

NET AGREE %

● Serbia Total 2016/17 ● Liberal ● Neutral/Centrist ● Conservative



QUESTION(S): Which statement best represents your position? (%)

BASES (Total): 1000 (Serbia 2016/17)



TENT

