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TRUST IN THE CIVIL SOCIETY

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ABBREVIATIONS

ADI: Association for Democratic Initiatives
ADOM: Association of Disability Organizations of Macedonia
AJM: Association of Journalists of Macedonia
CCI: Center for Civic Initiative
CID: Center for Institutional Development
CSO: Civil Society Organisation
DEM: Movement of Ecologists of Macedonia
DPA: Democratic Party of Albanians
DUI: Democratic Union of Integration
ESE: Association for Equality, Solidarity and Emancipation
FOSIM: Foundation Open Society Institute - Macedonia
HCHR: The Helsinki Committee for Human Rights of Republic of Macedonia
ISPJR: Institute for Sociological, Political and Judiciary Research
MCIC: Macedonian Center for International Cooperation
MEDF: Macedonian Enterprise Development Foundation
MOC: Macedonian Orthodox Church
n.r.: not relevant
OCM: Organization of Consumers of Macedonia
PDP: Party for Democratic Prosperity
SDSM: Social Democratic Union of Macedonia
SSUKM: Alliance of Students at “SS. Cyril and Methodius” University“
UAPM: Alliance of Associations of Pensioners of Macedonia
UWOM: Alliance of Women Organizations in Republic of Macedonia
VMRO-DPMNE: Internal Macedonian Revolutionary Organization – Democratic Party for Macedonian National Unity
VMRO-NP: Internal Macedonian Revolutionary Organization – National Party
ZELS: Association of Units of Local Self-Government

PREFACE

MCIC has explored the generalized trust, institutional trust, tolerance and trust in the civil society for the third time.

The first survey was conducted in 2006, as part of its commitment for “fact-based planning (and advocacy)”, when the report “Trust and Philanthropy in Macedonia” was published. In 2007, the report was divided in two separate parts on trust and civil responsibility (incl. philanthropy).

This year, we have also prepared separate report on “Trust in Civil Society”, presenting the findings and conclusions on trust in the Republic of Macedonia obtained by surveying a national representative sample. Several indexes are provided to facilitate the trend analysis. A novelty in the survey is the inclusion of churches and faith-based communities. We have also modified the method of reporting. MCIC decided to publish it in several parts, while the final research report to include electronic version in Macedonian and English language.

We believe that with the periodical repetition of the survey and the facilitated monitoring of the trust trends in the Republic of Macedonia we have improved the usability of this report.

Authors

EXECUTIVE SUMMARY

The report "Trust in the Civil Society" resulted from the need to explore the trust of citizens in the civil society organizations. However, the report goes a step forward, providing broad overview of trust, including not only the civil, but also the other two sectors, state and business. Furthermore, it provides insight in the citizens' position on all three sectors. The numerous socio-demographic variables allowed us to see how the attitudes and statements correlate with the social indicators, gender and ethnical belonging or region of residence. The surveying of representative sample was selected as suitable methodology for examining the trust.

The survey showed relatively low generalized trust and institutional trust in the Republic of Macedonia. The citizens have high trust in those similar to them – trust in the family (97.8%) and lower generalized trust (23.1%) and institutional trust.

The index of institutional trust is 43.9, with increased trust in the state (48.1%) and declined trust in the business (47%), civil society sector (41.7%) and the international community (42.8%).

Further increase of the trust in the Government is registered. The trust has increased from 26.6% in 2006, to 44.6% in 2007 and 51% in 2008. There is a possible relation between the increased trust in the Government and the increased trust in the state from 29.2 % in 2006 to 38.6 % in 2007 and 48.1% in 2008.

In the business sector, just as in the previous years, the citizens have highest trust in the micro enterprises (59.9%) against the small and medium (48.9%) and large companies (45.7%).

Compared to the previous year, the results show increased intolerance for all groups, except for alcoholics and victims of violence.

In the civil society sector, the citizens have highest trust in churches and faith-based communities (65.6%), while the trust in the civil society organizations is divided (41.2%). Small majority of citizens have trust in the trade unions (20.1%) and economic chambers (23.3%).

The survey showed that the generalized trust in civil society organizations is 41.7%. Majority of citizens in Macedonia believe that the civil society organizations are functioning to realize the interests of citizens and see them as an opportunity for their opinion and activities to reach out to the public. The opinion that the civil society organizations are tool for the capable individuals to get money and influence and/or serve only to the interests of the foreign states and their foundations is shared by minority citizens. For 81.8% of the citizens, the civil society organizations are abused by the political parties or are hiding behind the political parties, but only small minority (25%) can illustrate this with an example. This may be an indication of a stereotype of a relation between the political parties and civil society organizations, which is not supported with concrete arguments.

The general knowledge of the civil society organizations is good. Majority citizens (56.1%) have named civil society organizations considered as successful and compared to the previous years, they know more organizations working in specific areas. The best known organizations are those working against poverty, while least known are those working on economic development. The knowledge about the civil society organizations has improved in all surveyed areas in comparison with 2007.

INDEXES

General trust		
Family	97.8	↔
Trust in institutions		
State	48.1	↑↑
Business (private business) sector	47.0	↓
Civil (non-governmental) sector	41.7	↓
Political parties	29.8	↑↑
Media	53.6	↔
International community	42.8	↓
Index of trust in institutions	43.9	↔
Trust in state		
President	35.6	↔
Government	51.0	↑↑
Parliament	38.0	↑↑
Judiciary system	21.2	↔
Educational institutions	65.8	↔
Public utility enterprises	38.8	↓↓
Public health organisations	55.1	↑↑
Local self-governments	44.7	↔
Army of the Republic of Macedonia	64.6	↔
Police of the Republic of Macedonia	56.6	↔
Trust in business sector		
Large enterprises	45.7	↔
Small and medium	48.9	↓
Micro (family)	59.9	↓↓
Trust in civil society sector		
Civil organizations	41.2	↓
Churches and religious communities	65.6	↔
Syndicates	20.1	↔
Chambers of commerce	23.3	↔

Legend

↔	without or insignificant changes	without or insignificant changes = 0 – 3 % small = 3.01 – 5 % moderate = 5.01 – 10 % significant = over 10 %
↑	small increase	
↓	small decrease	
↑↑	moderate increase	
↓↓	moderate decrease	
↑↑↑	significant increase	
↓↓↓	significant decrease	

10 Most successful civic organisations

(Red Cross of RM*), Most, FOSIM, El hilal, UWOM, Megjashi, Transparency Macedonia, MCIC, HCHR, UAPM

Indexes of acquaintance with civil society organizations responding to societal priorities

Familiarity with civil society organizations active in area of poverty	52.2	↑↑↑
First five organizations: (Red Cross of RM)*, El hilal, FOSIM, Kalliri i mirësisë, Megjashi, MCIC		
Familiarity with civil society organizations active in area of fight against corruption	22.3	↑↑
First five organizations: Transparency Macedonia, HCHR, Most, Nulta Corruption-Transparency, MCIC, SSUKM		
Familiarity with civil society organizations active in area of economic development	11.4	↑↑
First five organizations: FOSIM, (economic chambers*), MEDF, ESE, CID, MCIC		
Familiarity with civil society organizations active in area of development of civil society	36.0	↑↑
First five organizations: Most, HCHR, FOSIM, MCIC, Transparency Macedonia		

Indexes of acquaintance with and stances of 24 civil society organizations

Recognized civil society organizations	62.3	↔
Acquaintance with civil society organizations	29.2	↔
Trust in civil society organizations	21.4	↔
Positive/negative stances on civil society organizations	3.5	
First 10 on recognized civil society organizations	82.2	↔
First 10 on acquainted with civil society organizations	46.6	↔
First 10 on trust in civil society organizations	34.7	↔
First 10 on positive/negative stances on civil society organizations	5.5	

Indexes of recognizing people from civil society organizations

Recognized people from civil society organizations	48.9	↑↑
Trust in people from the civil society	28.4	↑
Trust/mistrust in people from the civil society	1.5	
First 10 on recognizing people from the civil society	54.3	↔
First 10 on trust in people from the civil society	31.6	↔
First 10 on trust/mistrust in people from the civil society	1.7	

*The Red Cross of the Republic of Macedonia and the economic chambers are not registered under the Law on Association of Citizens and Foundations, but pursuant to other relevant laws. However, they are included in the broader concept of civil society.

INTRODUCTION

This report provides an analysis of findings from the survey “Trust in the Civil Society in the Republic of Macedonia” conducted on a nationally representative sample of citizens of Republic of Macedonia.

The purpose of the survey was to explore the trust of citizens in civil society organizations and its stakeholders.

The Macedonian Centre for International Cooperation (MCIC) has entrusted the role of surveying the public opinion to the Institute for Sociological, Juridical and Political Researches, which was also responsible for the methodological correctness of the survey.

The survey is conducted for the third time. The first one was conducted in April 2006 and was published as “Trust, Social Responsibility and Charity Giving in Macedonia”, while the second one was published in July 2007 as “Trust in the Civil Society”.

Terminology and definitions

There is no mutual understanding in the Macedonian public and expertise on the concept (definition) of civil society. In this report, the definition from Civicus – Index on Civil Society in Macedonia (MCIC, 2006) is used. The definition states “all formal and informal civic associations, organizations and networks which fill out the social space among family, business sector, political parties and government, which associate with intention of realization of mutually agreed goals and interests”.

According to this definition, the civil society comprises of civil society organizations (associations of citizens and foundations), churches and religious organizations, syndicates, chambers of commerce and organizations of employers.

Questionnaire

The questionnaires are the same used in the 2006 and 2007 surveys, amended according to the previous experience. The questions were developed by the authors and MCIC’s project team, in cooperation with ISPPi’s experts.

For meeting the survey’s objectives, the questionnaire covered the following variables:

- Institutional trust of citizens in the public (state), business (private) and civil society sector;
- Attitudes on civil society;
- Information on civil society organizations and their activities;
- Tolerance;
- Socio-demographic characteristics.

Sample

The poll was carried out in October 2008 on a representative sample of 1,600 respondents. The population frame included citizens older than 18 years of age, while the representation criteria included: gender, ethnical belonging, age, place of residence and regions.

Out of 1,600 surveyed citizens, 49.5% were women, while 50.5% were men. Regarding the ethnical representation, 64.1% were Macedonians, 24.4% were Albanians, while 11.5% were members of the other ethnical groups. In regard to the place of residence, the rural population was represented with 39.6% respondents, while the urban population with 60.5% (the City of Skopje with 21.9 %).

Data processing and Presentation of Findings

The collected data were processed using the frequency and proportion of answers. The level of trust is 95% with an error of +/- 5%.

The results of the whole sample are presented in graphs. The data are also shown in numbers.

The trend in comparison with the previous year is also shown for the data that can be compared with those obtained in the 2007 research. The following symbols are being used:

↔	No or insignificant changes	No or insignificant changes = 0 – 3 % Slight changes = 3,01 – 5 % Moderate changes = 5,01 – 10 % Big changes = over 10 %
↑	Slight increase	
↓	Slight decline	
↑↑	Moderate increase	
↓↓	Moderate decline	
↑↑↑	Large increase	
↓↓↓	Large decline	

The report uses the term insignificant minority for answers provided by less than 10% of the sample, small minority from 11-30%, minority from 30-50%, majority from 51-70% and large majority for over 70%.

Working Group

MCIC has involved several of its officers in all stages of the research: Sašo Klekovski, First Executive Director, Aleksandar Kržalovski, Executive Director, Sunčica Szadovska, Head of the Civil Society Department, Gonce Jakovleska, Public Relations Officer and Daniela Stojanova, Project Officer.

Indexes of acquaintance with the civil society organizations concerned with societal priorities	
Index of acquaintance with civil society organization active in the area of poverty, fight against corruption, development of economics, those which helped the community in the last 12 months and those active in the area of development of civil society	= Σ know
Indexes of acquaintance with and stances on 23 civil society organizations	
Recognizing civil society organizations	= Σ have heard/No. of organizations
Acquaintance with civil society organizations	= Σ know/ No. of organizations
Trust in civil society organizations	= Σ positive opinion/ No. of organizations
Positive/negative stances on civil society organizations	= Σ coefficient of positive and negative stances / No. of organizations
First 10 on recognizing civil society organizations	= Σ have heard/first 10 organizations
First 10 on acquaintance with civil society organizations	= Σ know/first 10 organizations
First 10 on trust in civil society organizations	= Σ positive opinion/ first 10 organizations
First 10 on positive/negative stances on civil society organizations	= Σ coefficient of positive and negative stances/ first 10 organizations
Indexes on knowing people from civil society organizations	
Knowing people from civil society	= Σ know/ No. of people
Trust in people from civil society	= Σ trust/ No. of people
Trust/mistrust in people from civil society	= Σ coefficient of trust and mistrust/ No. of people
First 10 on knowing people from civil society	= Σ know/first 10 people
First 10 on trust in people from civil society	= Σ trust / first 10 people
First 10 on trust/mistrust in people from civil society	= Σ coefficient of trust and mistrust/ first 10 people

I. TRUST AND TRUST IN THE INSTITUTIONS

Introduction

The trust is key component of the social capital. There are basically three types of trust: the trust we have in individuals we know, generalized trust and trust in institutions.

The first one is social trust in those similar to us, known as particularized or personalized trust. This trust lies inside the established relations or social networks (family, friends, neighbours, etc.).

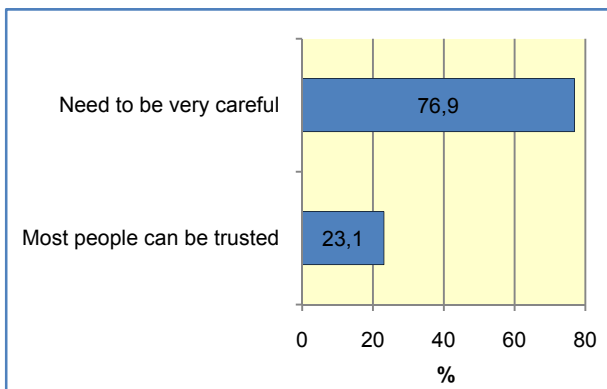
The second one, the generalized or social trust is the trust we have in those we don't know.

The third type of trust is known as institutional trust, referring to the grounded trust in formal institutions and the society.

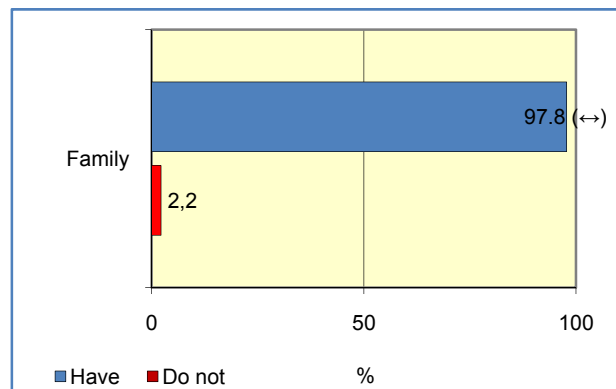
Particularized and Generalized Trust

Vast majority of the citizens of Macedonia have trust in the family (97.8%), while vast majority of citizens (76.9%) believe that one should be very careful towards the other people. 23.1% of the respondents have generalized trust in people.

Graph I.1. Trust in people



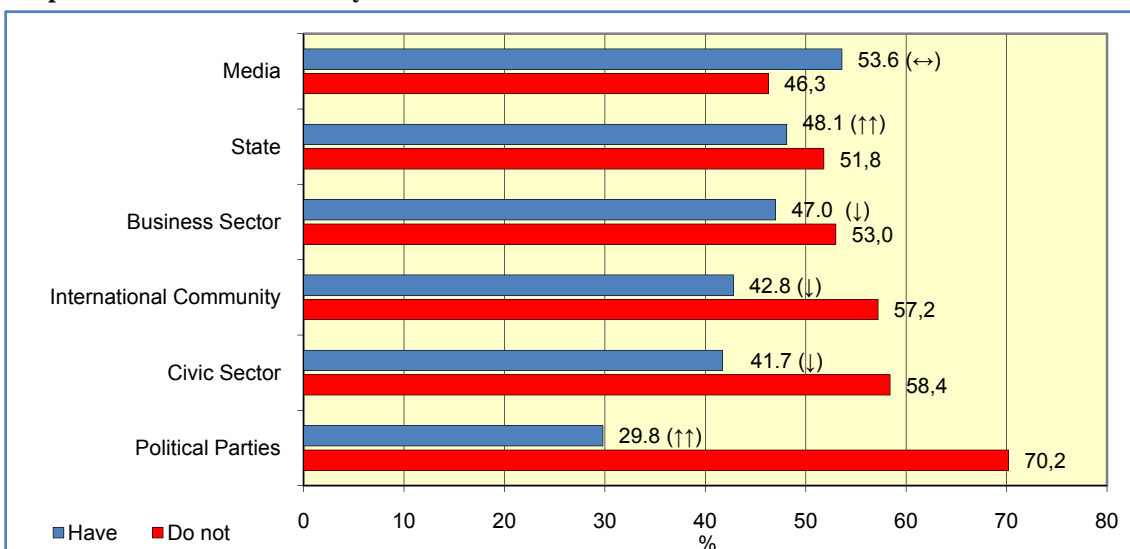
Graph I.2. Trust in family



Institutional Trust

The institutional trust captures the trust in three sectors: the state, business (private) sector and civil society sector. The media and political parties may belong to several sectors, so they were analyzed separately, together with the international community.

Graph I.3. What is the level of your trust towards:



The media enjoy the trust of the majority, while the state and the private sector closely follow the media. The trust in the state has an upward trend, surpassing the trust in the international community and the civil society sector, which has slight decline in comparison with 2007. The citizens still have least trust in the political parties, where 37.4% of the people have no trust at all.

The trust in the state has increased from 29.2% in 2006, to 38.6% in 2007, reaching 48.1% in 2008. The upward trend of trust in the state is evident both among ethnic Macedonians (from 26.5% in 2006 to 51.8%) and ethnic Albanians (from 36.2% in 2006 to 42.1%).

The trust in the business sector, political parties and international community differs according to the ethnic belonging. The ethnic differences in the trust towards the civil society sector have been reduced.

Table I.1. Ethnic differences in the trust towards the business sector, political parties and international community

	Ethnic Macedonians	Ethnic Albanians
Business sector	43.8	56.7
Political parties	26.2	42.3
International community	32.9	68.2

Both the supporters of SDSM and VMRO-DPMNE have similar perceptions towards the international community, with 38.6% and 37.3% respectively trusting the internationals.

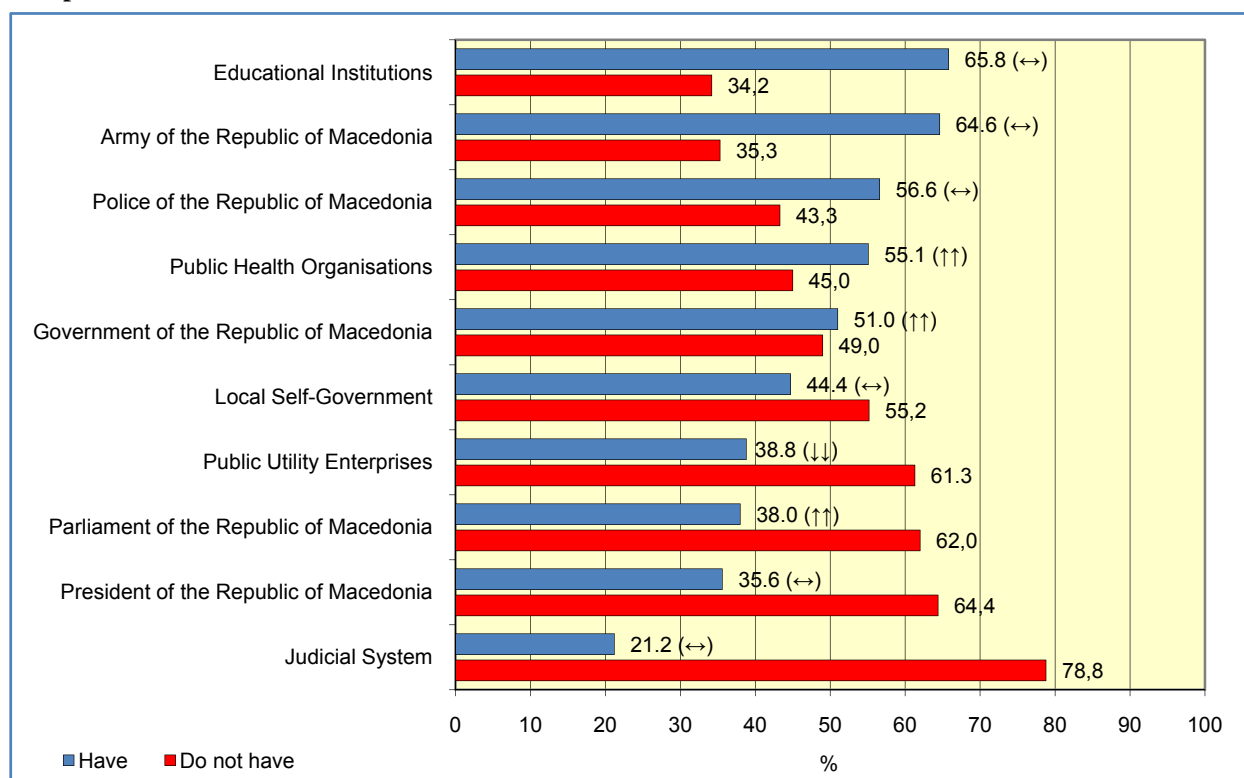
The young people (18 to 25 yrs.) have higher trust in the business sector (54.8%), in the civil society sector (45.6%) and the international community (51.9%).

The farmers have higher trust in the civil society sector (50%). The supporters of SDSM and VMRO-DPMNE have similar perceptions towards the civil society sector, with 45.1% and 40.9% respectively.

Trust in the State Sector

Different institutions differently contribute for the trust towards the state.

Graph I.4. Trust in the state sector



For the first time since 2006, the Government enjoys the trust from the majority (51%).

The educational institutions, army, police and public health organizations have the trust of the majority, while only minority trusts the local governments and public utilities. The President and the Parliament of the Republic of Macedonia enjoy the support from the minority. The lowest is the trust in the judiciary.

The trust in the Government, the Parliament and the public health organizations is on the rise. On contrary, the trust in the public utilities is declining, while there are no changes in the trust towards the other institutions.

There is an increase of 6.4% in the trust in the Government i.e. the trust increased from 26.6% in 2006, to 44.6% in 2007, reaching 51% in 2008. The trust in the Government has increased among the ethnic Macedonians (from 46.3% to 56.2%), but it remained at the same level among the ethnic Albanians (38.5%). The trust is lower among the young people from 18 to 25 yrs. (37.4%). The Government enjoys the trust of 35.9% of the citizens affiliated to SDSM, and 74.9% of the citizens affiliated to VMRO-DPMNE.

The trust in the President of the State is 35.6% (35.1% in 2007). The President is trusted by 40.4% ethnic Macedonians and 18.7% ethnic Albanians. Regarding the political affiliation, the President enjoys the trust from 24.3% of the citizens affiliated to VMRO-DPMNE, and 72.8% of the citizens affiliated to SDSM.

Majority of citizens have trust in the army and police. The trust in the police has increased among the ethnic Macedonians from 52.1% in 2007 to 62.6%, while it remained at the same level among the ethnic Albanians 42% (45.6% in 2007).

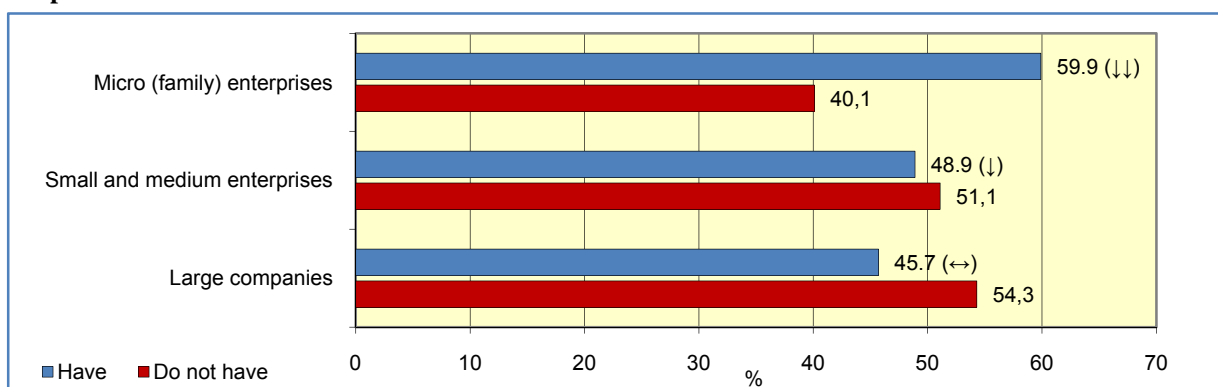
The local government has retained the trust. Following the same pattern as in the previous years, the trust is higher among the ethnic Albanians (55.6%), which is 41.7% among the ethnic Macedonians. The trust in the local government is higher in the Polog region (64.6%), Pelagonija (57.4%) and the Southeastern region (49.3%). It is around the average in Southwestern, Vardar and Skopje regions and is lower in the Northeastern (32.3%) and the Eastern region (24.4%).

Total of 38.8% have trust in the public utilities. The trust is higher in the Southeastern (51.4%) and Pelagonija region (43.7%). The Polog region has high trust in the local government (64.6%) and lower trust in the public utilities (34.3%).

Trust in the Business Sector

The trust in the business sector was surveyed through the trust in micro (family), small and medium enterprises (SME) and large companies. In general terms, there is (insignificant) downward trend of trust in all companies.

Graph I.5. Trust in the business sector



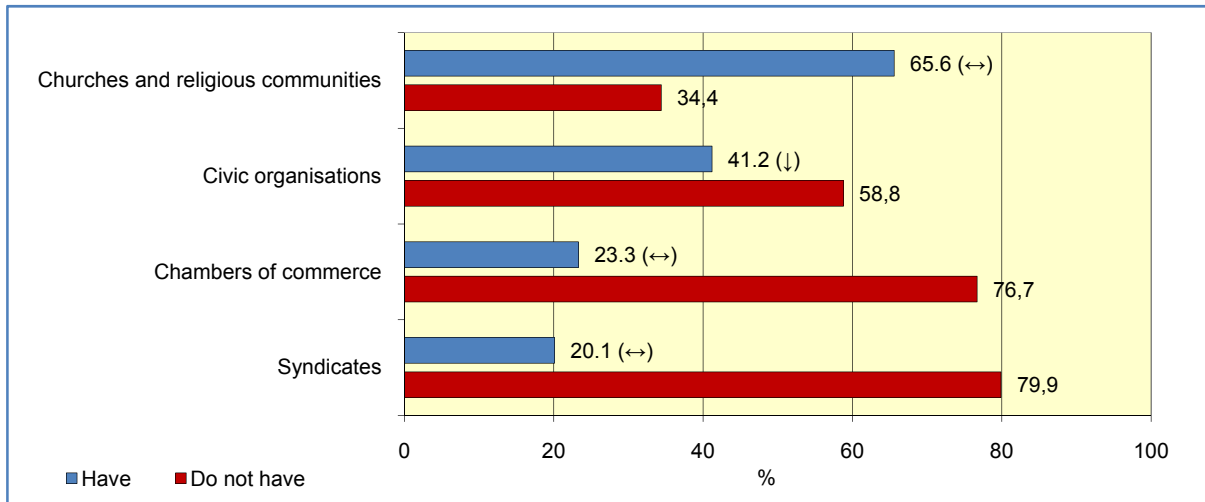
As in the previous years, the citizens have highest trust in micro enterprises against the small, medium and large companies. The trust declines with the increase of the size of the company, irrespective of the age, education, gender, etc. This type of trust is correlated with the high trust in the family (trust in those we know).

Regarding the SMEs, there is a trend of increased trust in them by the respondents with higher level of education.

Trust in the Civil Society Sector

The citizens have highest trust in churches and faith-based communities (65.6%), while the trust in the civil society organizations is divided. Small majority of citizens have trust in the trade unions and economic chambers.

Graph I.6. What is the level of your trust towards:

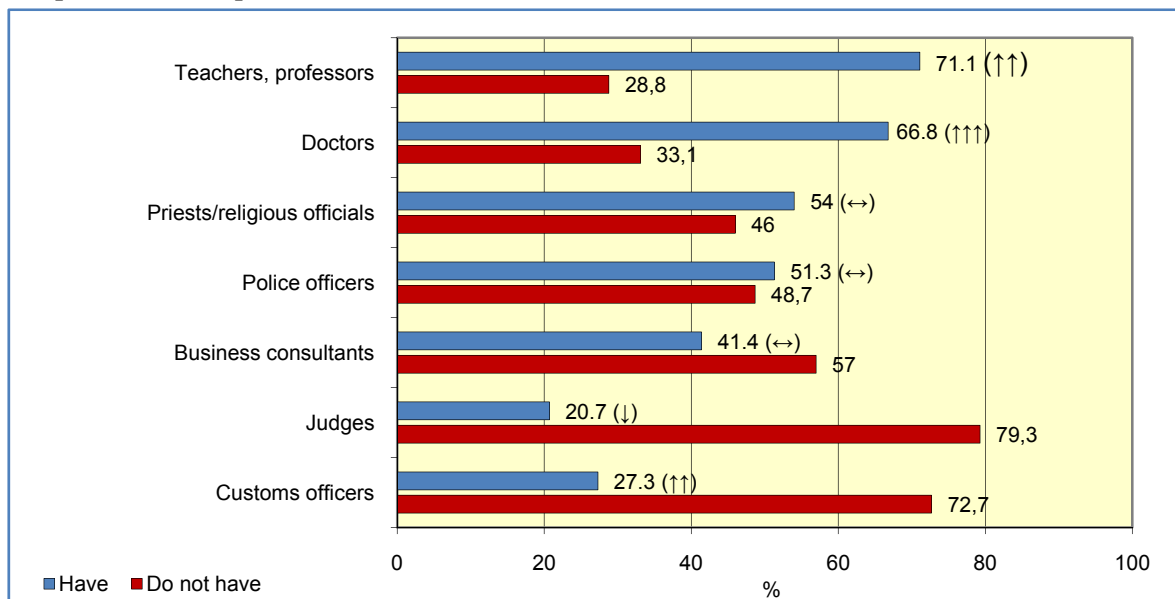


The trust in the civil society organizations has declined from 50.3% in 2006, to 45.4% in 2007 to 41.2% in 2008. The trust is higher among the young people from 18 to 25 yrs (49.5%), pupils and students (56.8%) and farmers (58%). The trust is higher among ethnic Macedonians (40.6%) and ethnic Albanians (43.1%). It is lowest among the citizens with lowest income – below 2,000 MKD/household member (33.8%), those with primary education (32.7%) and those living in Skopje (36%). In terms of political affiliation, both SDSM and VMRO-DPMNE supporters have similar trust, with 44.6% i.e. 40.7% respectively. The trust is lowest among those affiliated to VMRO-NP.

Trust in Professions

Majority of citizens have trust in teachers/professors, medical doctors, priests/clergymen and police officers. This year, the judges rank as least admired profession with only 20.7% trusting them. In comparison with last year, the trust in teachers, professors and doctors has been increased for 6.4% i.e. 12.3%. Although still at the bottom of the list, the trust in the customs officers has increased for 9.6%. The trust in the judges has declined for 4.6%.

Graph I.7. Trust in professions



The trust in the professions (teachers/professors, police officers, business consultants, judges) is mainly followed by the institutional trust. Just as in the previous year, differences are registered among two professions: trust in doctors (66.8%) is higher than the trust in public health organizations (55.1%), while the trust in priests/clergymen (54%) is lower than the trust in churches and faith based communities (65.6%).

The teachers/professors are viewed as most trustworthy by the citizens living in Skopje region (74.8%) as well as those with monthly income higher than 12,000 MKD (79.6%). The unemployed people have lowest trust in the judges (81.9%). People from Pelagonija region have highest trust (82.3%) in the police officers, while those from Polog region have the lowest (64.2%). The customs officers enjoy the highest trust among the people from Pelagonija region (51.1%). The trust in the priests and clergymen declines with the level of education from 70.6% among the persons that have not completed primary education to 46.5% among those with college and university education. The education also affects the trust in the business consultants, rising from 26.5% among those that have not completed primary education to 44% among those with college and university education.

Conclusions

Relatively low generalized trust and institutional trust

The citizens have high trust in those similar to them – trust in the family (97.8%) and lower generalized trust (23.1%) and institutional trust (index 43.9).

The index of institutional trust is 43.9, with increased trust in the state (48.1%) and declined trust in the business (47%), civil society sector (41.7%) and the international community (42.8%). The trust in the media (53.6%) and local government (44.7%) remains stable.

The educational institutions (65.8%), the army (64.6%), the police (56.6%) and public health institutions (55.1%) enjoy the trust of the majority, while minority trusts the public utility enterprises (38.8%). The President of the State (35.6%) and the Parliament of the Republic of Macedonia (38%) have minority support. The citizens have lowest trust in the judiciary (21.2%).

Further increase of the trust in the Government (and the state)

The trust in the Government is higher for 6.4%, i.e. has increased from 26.6% in 2006, to 44.6% in 2007 and 51% in 2008. The trust in the Government is higher among the ethnic Macedonians (from 46.3% to 56.2%), and is at the same level among the ethnic Albanians (38.5%). The Government enjoys the trust from 35.9% of the citizens affiliated to SDSM.

There is a possible relation between the increased trust in the Government and the increased trust in the state from 29.2 % in 2006 to 38.6 % in 2007 and 48.1% in 2008.

Increased trust in the public health organizations and doctors

The trust in the public health organizations is higher for 6% and has increased from 49.1% in 2007 to 55.1% in 2008. In addition, the trust in the doctors has increased for 11.6%, from 54.5% in 2007 to 66.1% in 2008.

The civil society organizations enjoy equal trust among the ethnic communities and political parties; the trust is highest among the young people

The civil society organizations enjoy similar trust among the ethnic Macedonians (40.6%) and ethnic Albanians (43.1%), as well as the citizens affiliated to SDSM and VMRO-DPMNE, with 44.6%, i.e. 40.7% respectively. Highest trust of 49.5% is registered among the young people from 18 to 25 yrs., pupils and students (56.8%) and farmers (58%).

Increased trust in professions (professors, doctors, customs officers), with exception of trust in judges

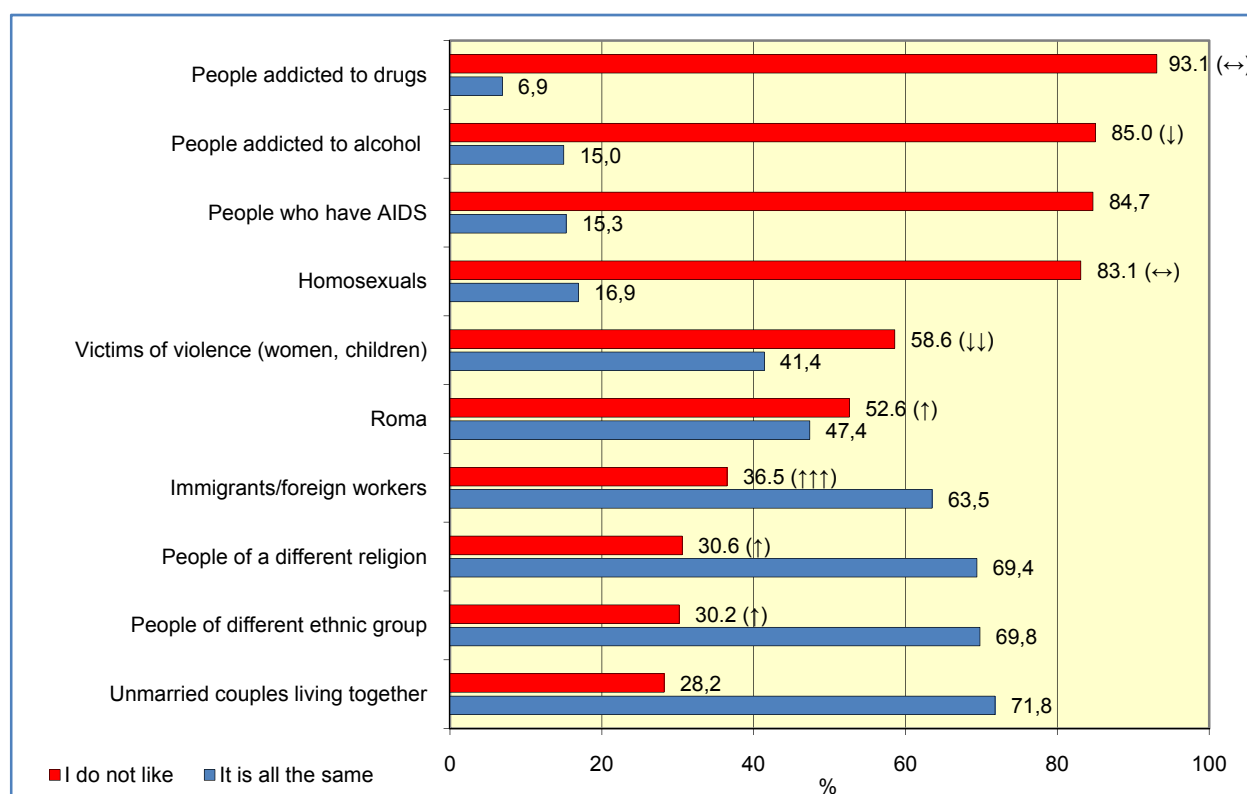
The trust in professions is on rise, particularly of the professors (71.1%), doctors (66.8%) and customs officers (27.3%). The trust in professors and doctors is surpassing the trust in the institutions in which they work. An exception is the trust in judges (20.7%), which is slightly declining.

II. TOLERANCE

Having people addicted to drug and alcohol, people who have AIDS and homosexuals as neighbours come highest on the undesirable list. Majority does not wish to have as neighbour victims of violence or Roma people, while minority dislikes living next to immigrants/ foreign workers. Small majority of the respondents do not want to be neighbours with people of a different religion or different ethnic group and unmarried couples living together.

The difference between the other ethnic groups and Roma is on the same level as in the previous year, indicating that higher stigmatization among Roma is still present.

Graph II.1. Would you like to have the following groups of people as your neighbours?



Compared to last year, the intolerance towards all groups except the alcoholics and the victims of violence is on the rise. The number of those not wishing to have as neighbours people from other ethnic group has increased for 4.3% (from 25.9% to 30.2%), of those disliking as neighbours people of a different religion for 3.4% (from 27.2% to 30.6%), while highest increase is registered among those disliking having immigrants/ foreign workers as neighbours – 18.8% (from 17.7% in 2007 to 36.5% in 2008).

Socio-demographic differences are present in all groups, except for drug addicts. The ethnic Albanians are less tolerant than ethnic Macedonians towards the people who have AIDS, homosexuals, victims of violence and unmarried couples living together.

Table II.1. Ethnic differences in tolerance towards certain groups

	Ethnic Macedonians	Ethnic Albanians
People who have AIDS	18.7	7.4
Homosexuals	20.6	8.2
Victims of violence	45.5	32.6
Unmarried couples living together	79.8	49.7

The level of education affects the tolerance towards all groups except the alcoholics and drug addicts. Higher education – higher tolerance is the rule of thumb for all groups, except the Roma people and immigrants/ foreign workers where this relation is reversed, higher education – lower tolerance.

The monthly income affects the attitudes of tolerance towards the people who have AIDS, victims of violence and unmarried couples living together, while the people with lower income are more tolerant towards the alcoholics.

According to the regions, residents of Pelagonija region are most tolerant towards persons of other ethnic groups, other religion, immigrants/ foreign workers and victims of violence. The age affects the tolerance towards the homosexuals, where younger are more tolerant than older (30.2% and 8.4% respectively). The members of the civil society organizations show higher tolerance towards the people who have AIDS (25.6% against 14.4% among non-members) and homosexuals (27.1% against 16% among non-members).

Conclusion

Increased intolerance towards certain groups

Mistrust and intolerance towards different groups has increased in Macedonia. Compared to the previous year, the results show increased intolerance for all groups, except for alcoholics and victims of violence.

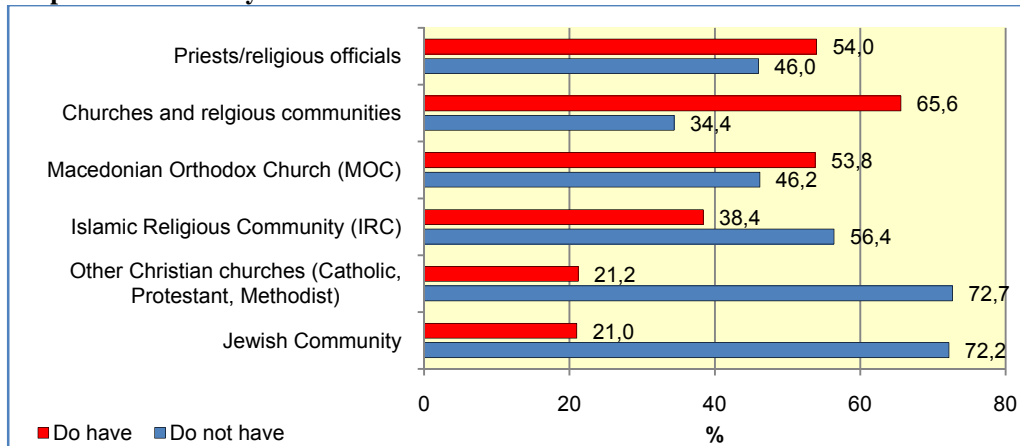
The intolerance towards people from different ethnic belonging has increased for 4.3%, towards people of a different religion for 3.4% and towards the immigrants/ foreign workers for 18.8 %.

III. TRUST IN CHURCHES AND FAITH-BASED COMMUNITIES

MCIC's survey on trust in civil society also explored the trust in churches and faith-based communities. Of all stakeholders of the civil society (civil society organizations, trade unions and economic chambers), the citizens have highest trust in the churches and faith-based communities (65.6%). The trust in the clergy is on similar level.

In terms of individual institutions, citizens mostly tend to trust the Macedonian Orthodox Church (MOC) with 53.8%, followed by the Islamic Religious Community (IRC) with 38.4%. The other faith-based communities enjoy the trust of around 21% of citizens.

Graph III.1. What is your trust level in:



The trust in churches and faith-based communities is associated with the ethnical background. The ethnic Macedonians, assumingly associated with Orthodox Christianity, have high trust (70%) in MOC, and low trust (22%) in IRC. Ethnic Albanians, assumingly inclined towards the Islam, have high trust (77%) in IRC and low trust (11%) in MOC. IRC enjoys the support from the people with primary education and less (60-65%). According to the other parameters, there are no significant deviations.

Conclusions

Churches and faith-based communities enjoy high and stable trust

The generalized trust in churches and faith-based communities is high (65.6%) and stable – at the same level as last year. The clergy enjoys the trust of 54%.

The trust in churches and faith-based communities is higher among the citizens with lower education.

High trust into own church: ethnic Macedonians in MOC, ethnic Albanians in IRC

MOC enjoys trust of the majority (53%).

All churches and religious communities have high trust of the assumed supporters (believers, members).

The trust is higher among those considered as similar – 70% ethnic Macedonians have trust in MOC, while 77% of ethnic Albanians in IRC.

Mistrust in those that are different, possible religious intolerance?

11% of ethnic Albanians have trust in MOC, while 22% of Macedonians in IRC.

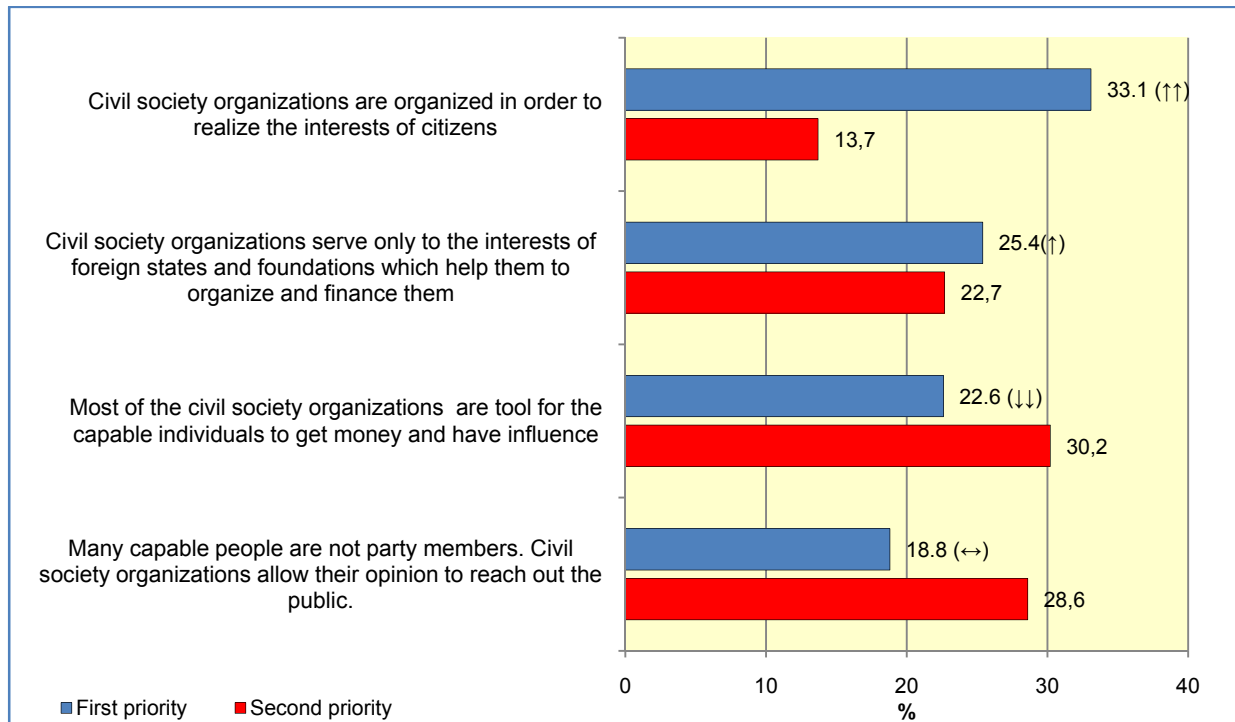
The small (in number of members) churches and communities, such as the Catholic, United Methodist and Jewish, enjoy the trust of 21%. Although this percentage highly outnumbers the members of these churches and communities, majority of citizens 79% show lack of trust towards the small churches and faith communities.

These data may imply religious intolerance. This is substantiated by the claim that 30.6% of the citizens dislike a neighbour from a different religious background.

IV. STANCES ON CIVIL SOCIETY ORGANIZATIONS

Regarding this group of questions, the respondents were asked to choose two of the four attitudes and to arrange them according to their own priority. The answers were analyzed through the total percentages (sum of the first and second priority for each question/ attitude).

Graph IV.1. Attitudes on the civil society organizations



The attitudes are highly balanced – between 47% and 53% of the respondents have given their opinion on all four attitudes. Unlike last year, minority of citizens (48%) think that most of the civil society organizations are tool for the capable individuals to get money and have influence (25.4%) or that they only serve to the interests of foreign states and foundations which help them to organize and finance them.

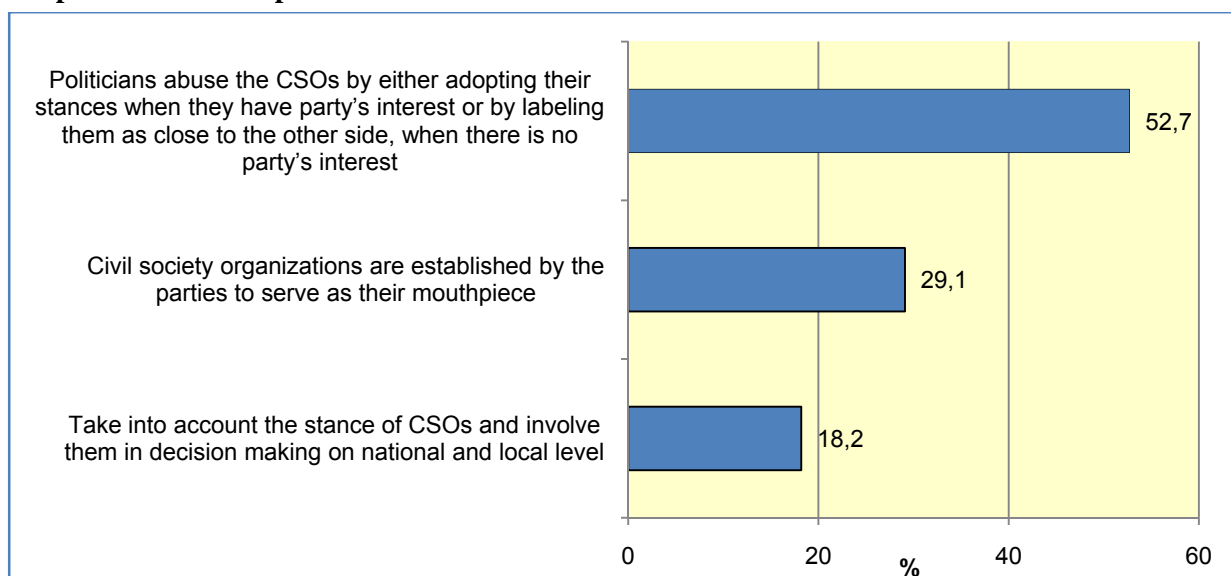
This year, majority of citizens (51.9%) believe that the civil society organizations are organized in order to realize the interests of citizens (33.1%), i.e. that many capable people are not party members and that civil society organizations allow their opinion to reach out the public (18.1%). There is an increase (9%) of these two positive stances for the civil society organizations on the account of one of the negative stances (decline for 4%).

This is partially inconsistent with the declined confidence in the civil society organizations this year, but can be interpreted that despite the decline in the generalized trust in civil society organizations, there is a positive change in the opinion on the quality of their work.

Civil society organizations and the political parties

Majority citizens (53%) think that the politicians abuse the civil society organizations by either adopting their stances when they have party's interest or by labelling them as close to the other side, when there is no party's interest. Almost 30% of the respondents believe that the civil society organizations are established by the parties to serve as their mouthpiece.

Small minority (18%) of the citizens think that the parties are concerned about the stances of the civil society organizations, but this is an increase having in mind that only 7.7% of the respondents believed in this last year.

Graph IV.2. Political parties and their leaders:

Despite the answers on the relation between the political parties and civil society organizations, to the direct question on ideological/party colour of specific civil society organizations, only small minority still thinks that there is such relation.

Slightly more citizens, in comparison with last year, could state a specific organization for which they think is related to a certain political party (around 25% against 20% in 2007), but the percentage for individual organizations is still insignificant (5.1% is the maximum, 1.3% for all other organizations below the top three on the list).

Table IV.1. List the organizations for which you believe that political parties and/or political leaders stand behind them and use them as their mouthpiece:

Organization	%
Most	5.1
FOSIM	4.8
Transparency	4.2
SSUKM	1.3
MCIC	1.2
UWOM	1.0
HCHR	1.0
Razbudi se (Wake up)	0.7
ADI	0.6
Svetlina (Light)	0.5
Trade Union	0.5
Others	4.8
No reply	74.4

Conclusions

On the citizens' interests

Majority of citizens in Macedonia believe that the civil society organizations are functioning to realize the interests of citizens and see them as an opportunity for their opinion and activities to reach out to the public. The opinion that the civil society organizations are tool for the capable individuals to get money and influence and/or serve only to the interests of the foreign states and their foundations is shared by minority citizens.

Contrary to last year, the difference between the positive attitudes and the negative attitudes is 3.9%, which is a significant improvement from the last year's -9.6% difference (or total positive change of 13.5%), although there is a decline in the generalized trust in the civil society organizations in this period.

Civil society organizations are non-partisan, but abused by the parties

The respondents said that civil society organizations are abused (81.8%) by the political parties or their leaders, which is a significant increase (around 10%) in comparison with last year and is corresponding to the decreased generalized trust in the civil society organizations.

However, only small minority (around 25%) could list a specific civil society organizations for which they believe that there is a political party behind its work (in the individual cases, this percentage is insignificant – less than 5.1%).

This may be an indication of a stereotype of a relation between the political parties and civil society organizations, which is not supported with concrete arguments.

V. FAMILIARITY WITH AND ATTITUDES ON THE CIVIL SOCIETY ORGANIZATIONS IN MACEDONIA

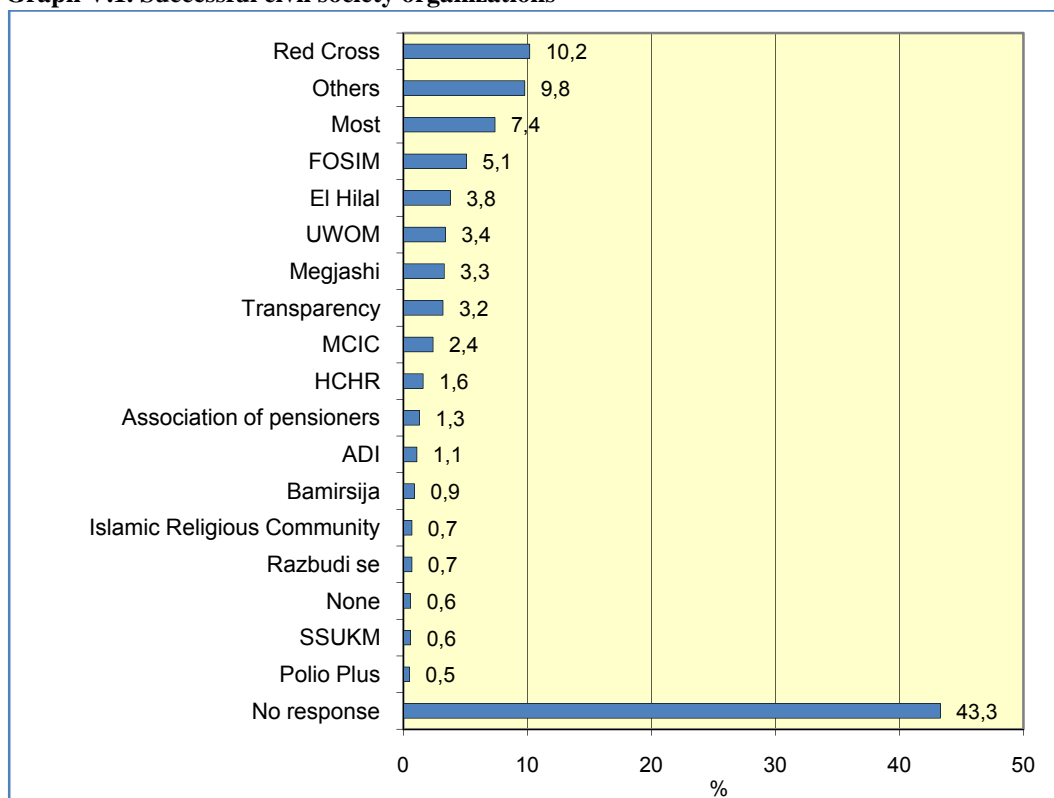
Introduction

The survey also addressed the knowledge and attitudes on specific civil society organizations. Besides the general knowledge of civil society organizations, we also examined the familiarity with civil society organizations working in specific areas.

Familiarity with the civil society organizations

The respondents were asked to state the organizations without giving them any reminder or suggestion.

Graph V.1. Successful civil society organizations

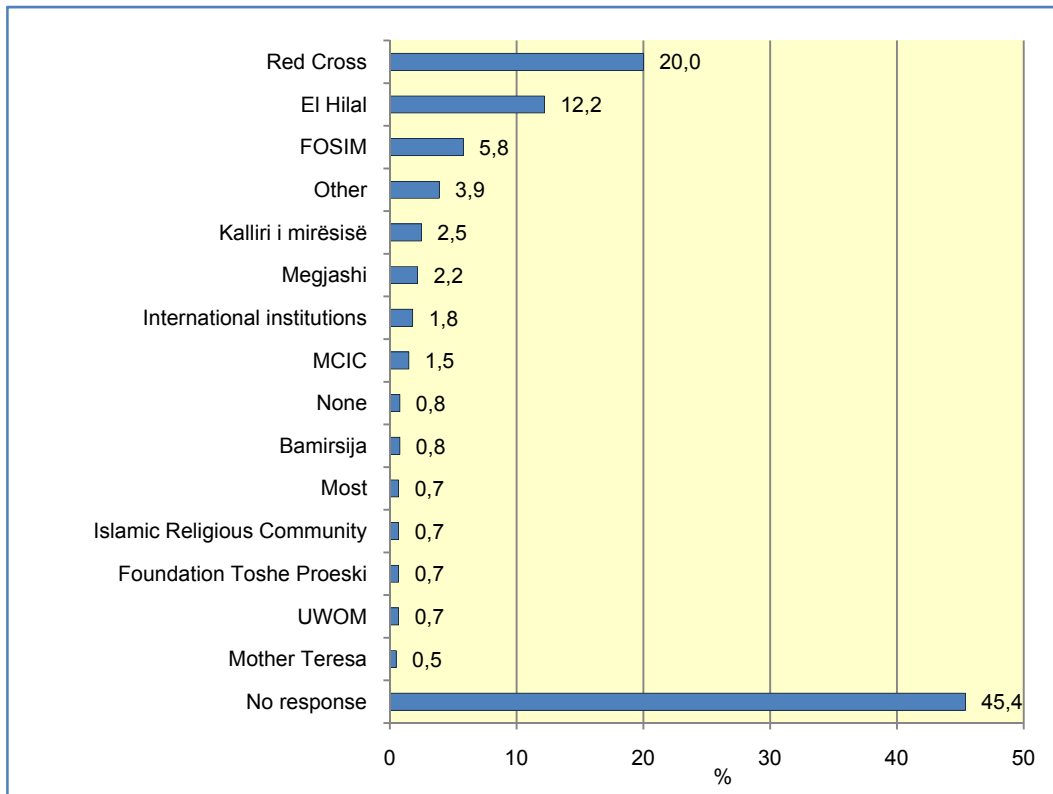


Majority of citizens (56.1%) are able to list successful civil society organizations, 43.3% cannot do this, while only 0.6% believe that there is no such civil society organization.

The familiarity with the civil society organizations that work in the area of fighting against poverty, civil society development, fighting against corruption and SMEs development, economic development and employment is examined by asking the respondents to list specific organizations without giving them any reminder or suggestion.

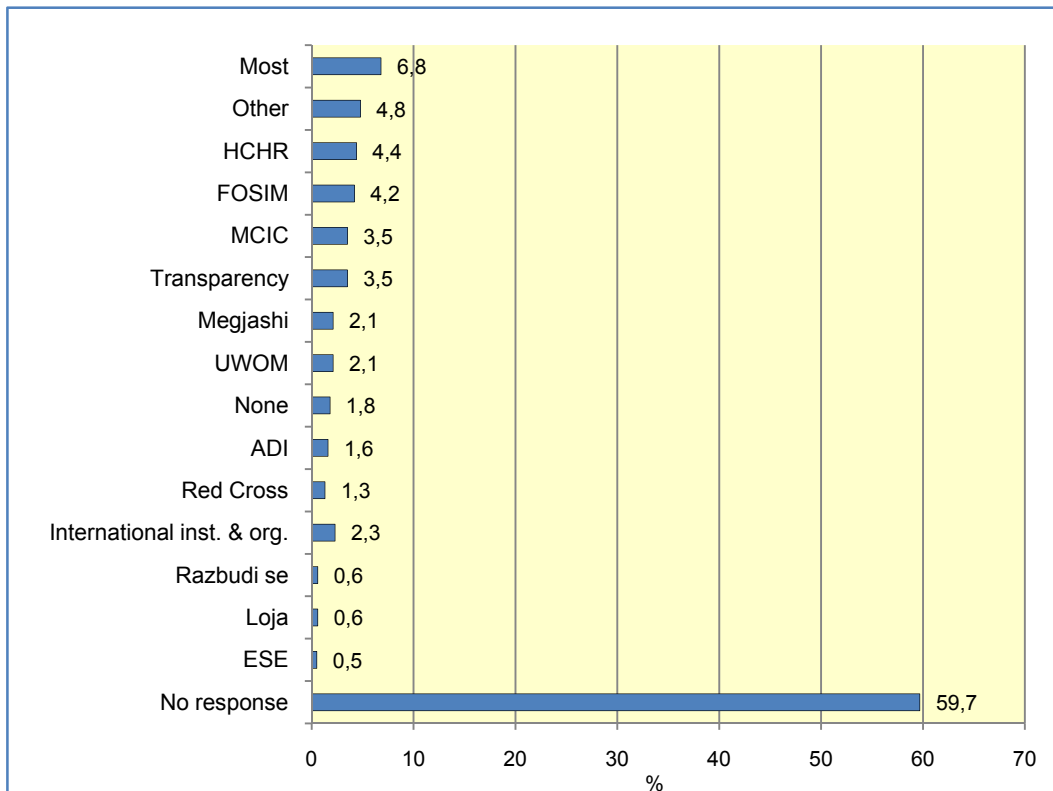
The familiarity with organizations working in these areas is different, whereas there is relatively more knowledge about the organizations combating poverty, followed by those working on strengthening the civil society, combating against corruption. The organizations working on development of small and medium enterprises, economic development and employment are at the bottom of this list.

Graph V.2. Recognized civil society organizations that contribute for combating the poverty



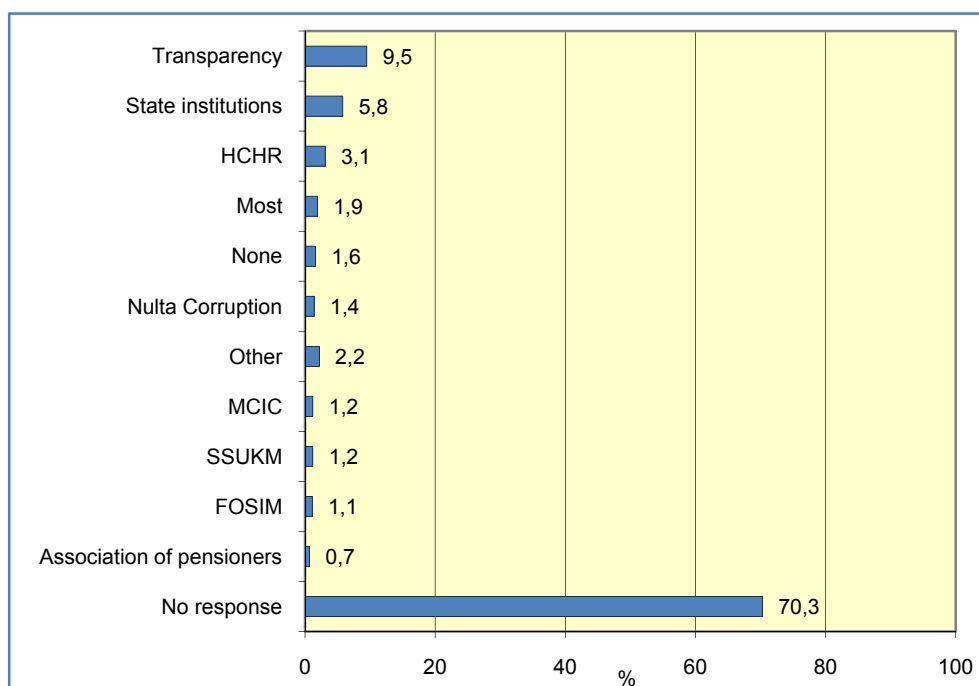
Majority of citizens are able to list organization acting against the poverty. In comparison with previous years, there is a trend of declining number of citizens that cannot list a single organization working in the area of combating the poverty from 62.2% in 2006, to 48.5% in 2007 and 45.4% in 2008. This list is increased with new organizations in comparison with the previous years.

Graph V.3. Recognized civil society organizations that contribute for the civil society development



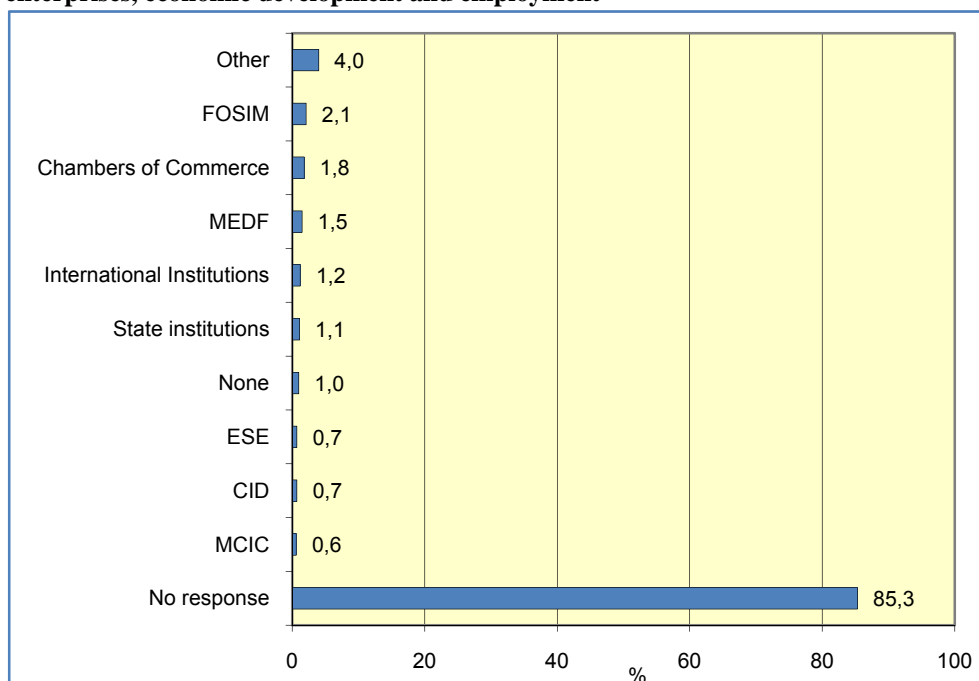
The respondents list more organizations among those working on the strengthening of the civil society in comparison with the previous years. There is also a downward trend of the number of citizens not being able to list a single organization working in this field from 70.9% in 2006, to 63.5% in 2007 and 59.7% in 2008.

Graph V.4. Recognized civil society organizations that contribute for the fight against corruption



Small minority of citizens is able to state civil society organization active in the fight against corruption. However, the number of those familiar with this type of civil society organizations has increased from 12.7% in 2007 to 22.3% this year.

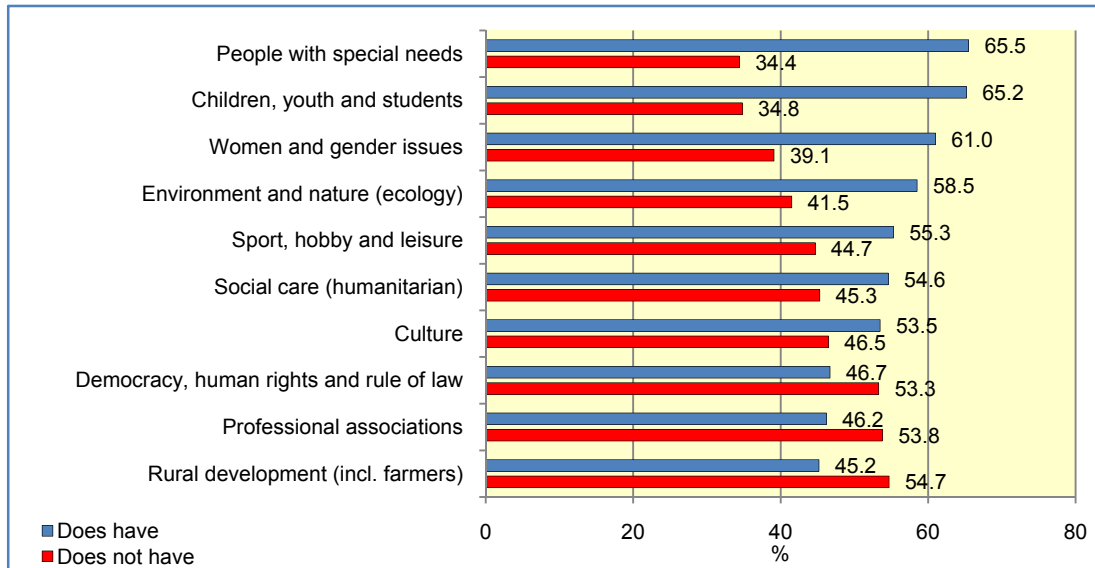
Graph V.5. Recognized civil society organizations that contribute for the development of small and medium enterprises, economic development and employment



Large majority of citizens cannot list an organization contributing for the development of small and medium enterprises, economic development and employment. Still, there is an increase in the number of those listing such organization from 6.9% in 2007 to 11.4% in 2008.

The respondents were also asked about the trust in civil society organizations by sectors.

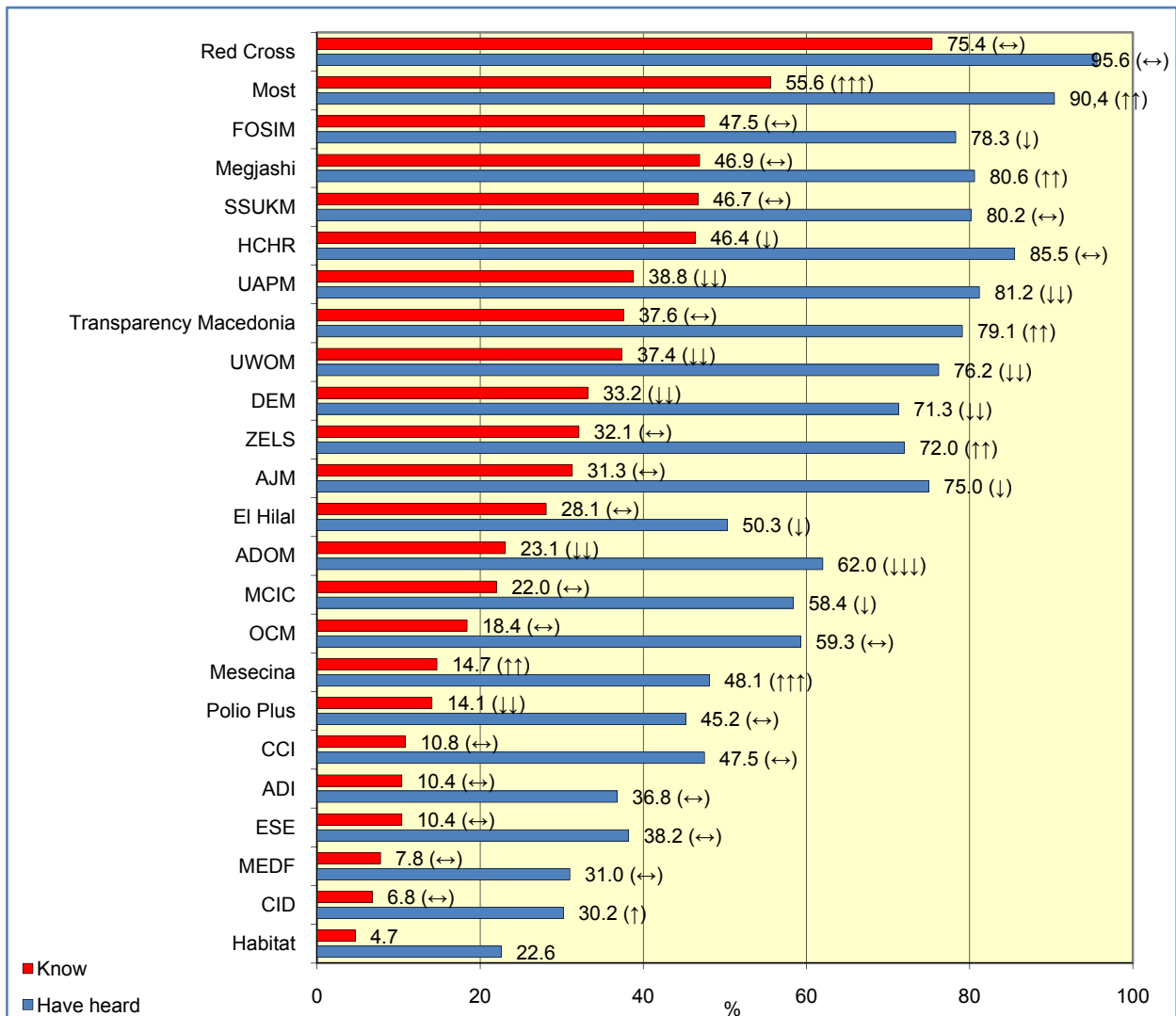
Graph V.6. Trust in civil society organizations by sectors



The citizens mostly trust the organizations dealing with people with special needs, children, youth and students.

The familiarity with the civil society organizations was also explored with a reminder list of 24 organizations. We explored the general familiarity (heard of) and knowledge (know about it). The results show different level of familiarity and knowledge of various organizations.

Graph V.7. I have heard/know about:



Going from the general familiarity (heard) to the knowledge (know) the number significantly drops, i.e. it is either halved or declines even more. The people with higher education, young people, employees in the public sector, pupils and students and those living in the towns know more than the others for most of the organizations. The ethnical background has an impact on some civil society organizations, so they are significantly recognized by one ethnic group than the others.

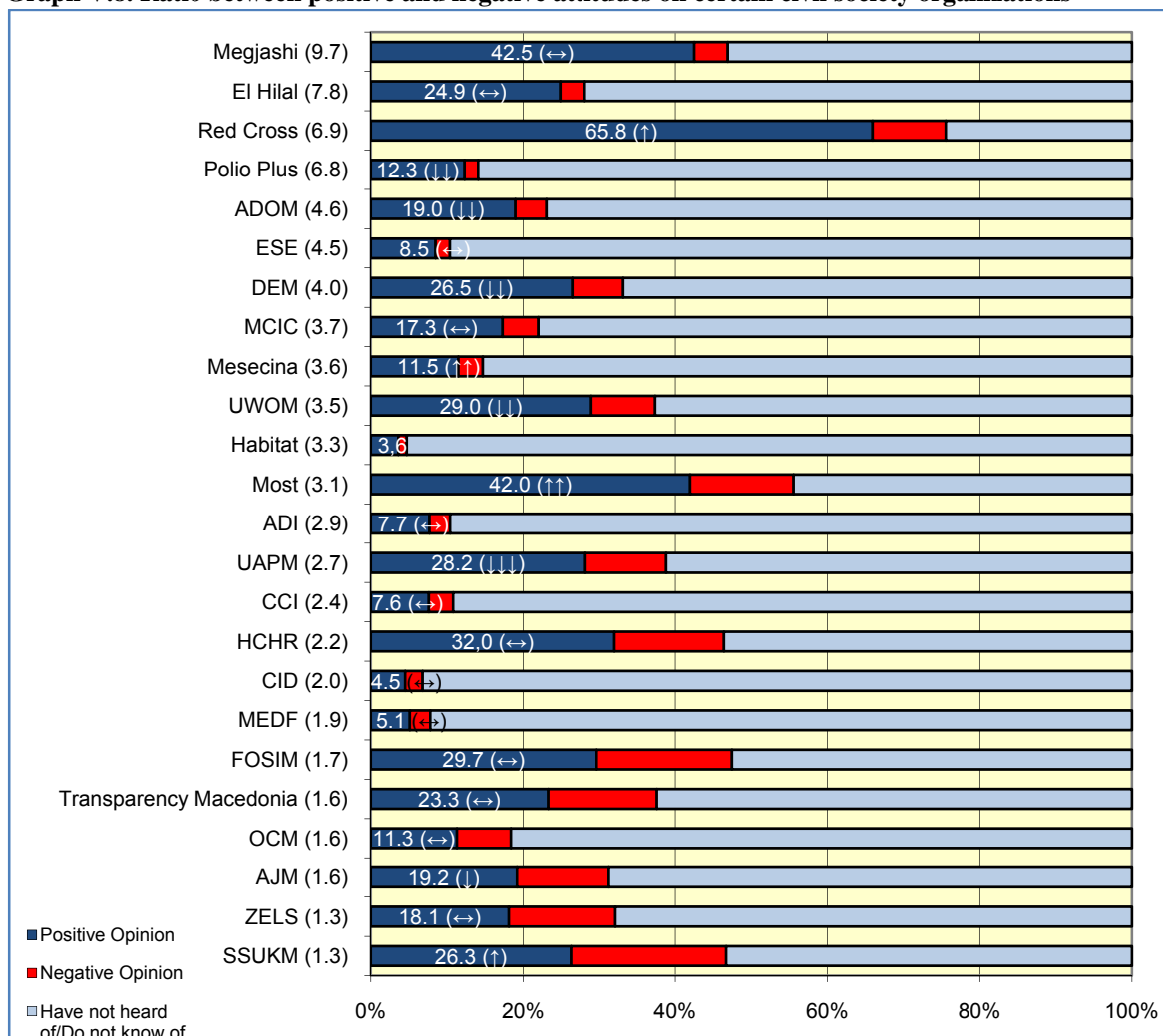
Having in mind the individual organizations, there are changes in comparison with the previous year. There is a large decline in the familiarity and moderate decline in the knowledge about ADOM (decline of 10.6, i.e. 6.3 percentage points), moderate decline in the familiarity and knowledge about DEM, UWOM and UAPM and moderate decline in the knowledge about Polio Plus. The decline in the familiarity and knowledge is higher than last year, when there were only small changes (mainly below 5 percentage points). An increase is registered for Most, with high rise in the knowledge and moderate rise in the familiarity (12.3 i.e. 9.6 percentage points), Mesecina with high increase in the familiarity and moderate increase of the knowledge (13.6 i.e. 6.9 percentage points) as well as ZELS, Megjasi and Transparency Macedonia with moderate increase of familiarity.

Attitudes (positive/negative) on the civil society organizations

Those familiar with the civil society organizations were asked whether they have positive or negative attitude for each of the 24 organizations on the list.

The positive attitudes are more frequent than the negative. Only insignificant minority (up to 10%) has negative attitudes for specific organizations. For one third or eight out of 24 organizations the negative attitudes are above 10% (from 1.6 to 20.4%), which is small minority of the respondents.

Graph V.8. Ratio between positive and negative attitudes on certain civil society organizations

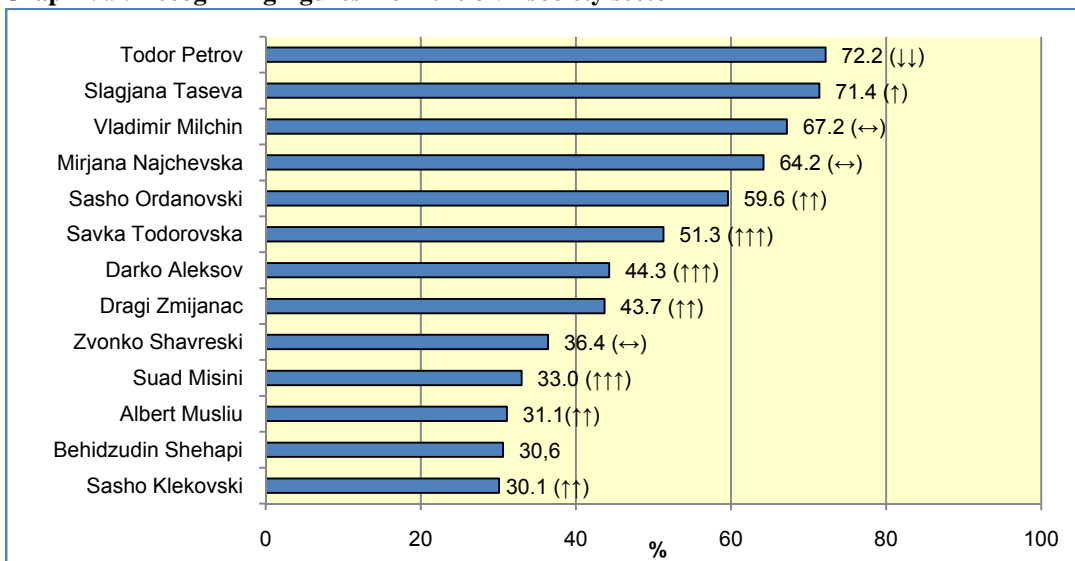


There is a widespread positive opinion about all surveyed civil society organizations. The ratio between the positive and negative attitudes is positive for all organizations, included in the research, i.e. for every respondent with a negative attitude there are at least 1.3 respondents with positive attitude (for the organizations with lowest rank) to maximum of 9.7 respondents with positive attitude (for the highest ranking organizations). In comparison with last year, there are small changes in the ratio between the positive and negative attitudes for most of the organization. Exceptions with larger changes are: Megjashi with decline in the ration from 23.8 to 9.7; Polio Plus with decrease from 11.6 to 6.8 and El Hilal with increase from 4.4. to 7.8. The mean ratio has decreased from 4.4 in 2007 to 3.5 in 2008.

Familiarity with persons from civil society sector

The familiarity with persons from the civil society sector was examined by recognition from a list of 13 persons along with their photos.

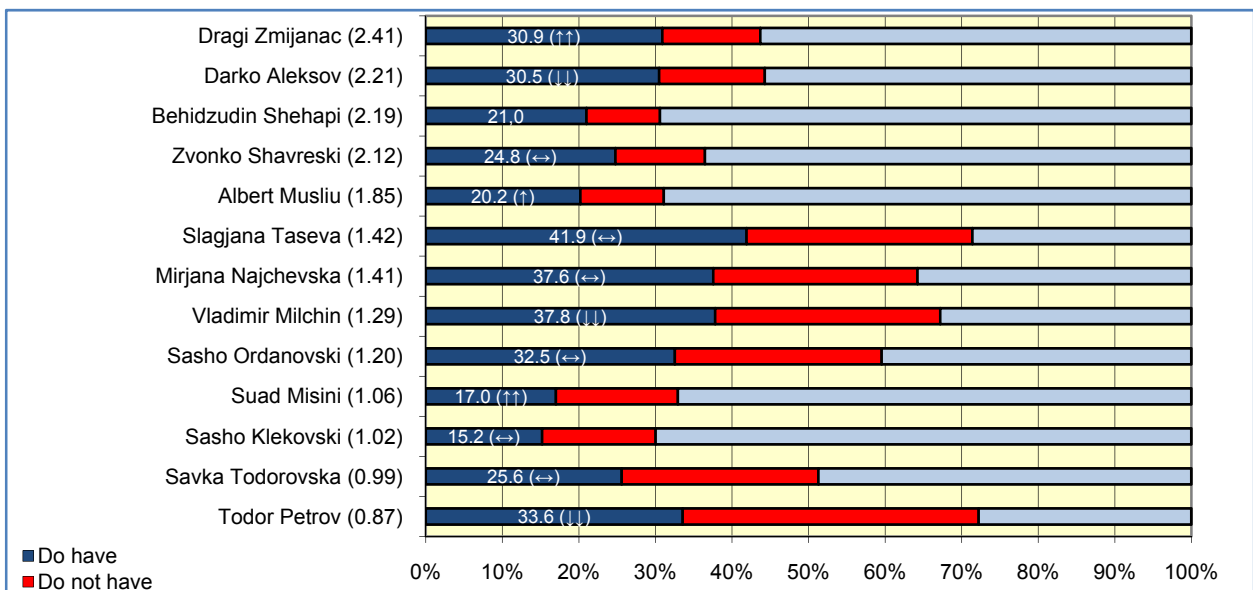
Graph V.9. Recognizing figures from the civil society sector



More than a half of the offered persons (8 or 57%) were recognized by minority of citizens.

The ratio between trust and mistrust is positive for most of the persons, which means that the number of those having trust against those do not having trust is higher. However, the ratio trust/mistrust is quite lower than the ratio between positive against negative attitudes on the organizations they lead. The mean ratio is at the same level as in the previous year (1.5%).

Graph V.10. Ratio trust against mistrust for persons from the civil society sector



Conclusions

Majority of citizens know successful civil society organizations and compared to previously know more about organizations active in specific areas.

Majority citizens (56.1%) listed civil society organizations considered as successful.

The knowledge about the civil society organizations has improved in all surveyed areas in comparison with 2007: fight against corruption for 9.6 percentage points, development of small and medium enterprises for 4.5, civil society development for 3.8 and fight against poverty for 3.1 percentage points.

The knowledge about the organizations working against poverty is better than for the other areas

Only for organizations fighting against the poverty, majority of citizens (54.6%) can list a specific organization. In the other surveyed areas (civil society, fight against corruption and development of small and medium enterprises) majority of citizens are not familiar with specific organizations.

Education, age and economic status influence the knowledge of civil society organizations

People with higher education, younger, employees in the public sector as well as pupils and students know much more about the list of offered civil society organizations. In addition, those living in the cities know more than those from the villages. The ethnical background also has influence for certain organizations.

The public opinion is positive about the civil society organizations, although the trust in their leaders is lower

The positive opinion on the civil society organizations prevails in the public. The negative opinion is characteristic for small minority of citizens.

The leaders of the civil society organizations also have positive quotients of trust, but they are lower than the quotients of positive opinion on the organization they are representing.

The ratio of positive/negative opinion on civil society organizations is slightly declining in comparison with the previous year (from 4.4 to 3.5).

The negative opinions on specific civil society organizations have relatively increased in comparison with the positive.

ANNEX QUESTIONNAIRE

TRUST				
Q1. Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?				
Most people can be trusted				
Need to be very careful				
Q2. Can you say how much trust do you have in following institutions?				
	Significant trust	Partial trust	Small trust	No trust
Family				
State				
Business (private) sector				
Civil society (non-governmental) sector				
Political parties				
Media				
International community				
Q3. Can you say how much trust do you have in following state institutions?				
President of the Republic of Macedonia				
Government of the Republic of Macedonia				
Parliament of the Republic of Macedonia				
Judiciary system				
Educational institutions				
Public utility enterprises				
Public health organizations				
Local self-government				
Army of the Republic of Macedonia (ARM)				
Police of the Republic of Macedonia				
Q4. Can you say how much trust do you have in the following institutions of the civil society sector?				
Civil society organizations (NGOs, associations of citizens, foundations)				
Churches and religious communities				
Syndicates				
Chambers of commerce				
Q5. I will not list several churches and religious communities. Could you state the level of your trust in them?				
Macedonian Orthodox Church (MOC)				
Islam Religious Community in Macedonia (IVZ)				
Jewish Community				
Other Christian churches (catholic, protestant, methodist)				
Q6. Can you say how much trust do you have in the following form of business (private) sector?				
Large enterprises				
Small and medium				
Micro (family)				
Q7. Can you say how much trust do you have in the following professions?				
Teachers, professors				
Judges				
Doctors				
Police officers				
Priests/religious persons				
Customs officers				
Business consultants				
TOLERANCE				

Q8. On this list are various groups of people. Could you please mention any that you would not like to have as neighbours?				
	I do not want	It is all the same to me		
People of different ethnic group				
People from other religions				
Roma				
Immigrants/foreign workers				
People addicted to drugs				
People addicted to alcohol				
People who have AIDS				
Homosexuals				
Victims of violence (women, children)				
Unmarried couples living together				
STANCES ON CIVIL SOCIETY				
Q9. Please choose with priority from 1 to 2 (where 1 is the highest priority) which of the two stances do you agree with most.				
Civil society organizations are organized in order to realize the interests of citizens.				
Civil society organizations serve only to the interests of foreign states and foundations which help them to organize and finance them.				
Many capable people are not party members. Civil society organizations allow their opinion to reach out the public.				
Most of the civil society organizations are tool for the capable individuals to get money and have influence				
Q10. Political parties and their leaders:				
Take into account the stance of CSOs and involve them in decision making on national and local level.				
Politicians abuse the CSOs by either adopting their stances when they have party's interest or by labeling them as close to the other side, when there is no party's interest.				
Civil society organizations are established by the parties to serve as their mouthpiece.				
Q11. List one or more civil society organizations behind which there are certain political parties and/or their leaders and are used as party spokespersons?				
TRUST IN CIVIL SOCIETY				
Q12. Now I am going to name a number of subsectors of civil society. For each one, could you tell me how much trust you have in the organizations belonging to them?				
	Significant trust	Partial trust	Small trust	No trust
Democracy, human rights and rule of law				
Children, youth and students				
Women and gender issues				
Environment and nature (ecology)				
People with special needs				
Culture				
Rural development (incl. farmers)				
Sport, hobby and leisure				
Social care (humanitarian)				
Professional associations				
Q13. List one or more successful civic organizations (active, achieving results etc.), which you know:				
Q14. List three organizations in Macedonia which, according to your opinion, contribute for combating the poverty:				
Q15. List three organizations in Macedonia which, according to your opinion, contribute for the civil society development:				
Q16. List three organizations in Macedonia which, according to your opinion, contribute for the fight against corruption:				
Q17. List three organizations in Macedonia which, according to your opinion, contribute for the development of small and medium enterprises, economic development and employment				

Q18. Can you recall of any organization which in the last 12 months have helped your community in any way?					
Yes			No		
Q19. Which are your knowledge and opinion on the following organizations:					
1) I have never heard about this organization		4) I know the organization and I have negative opinion about it			
2) I have heard about it, but I know almost nothing about it		5) I know the organization and I have positive opinion about it			
3) I know the organization and have very negative opinion about it		6) I know the organization and I have very positive opinion about it			
Association for Democratic Initiatives (ADI)					
Helsinki Committee for Human Rights in Republic of Macedonia					
Transparency Macedonia					
Organization of Consumers of Macedonia					
Center for Civic Initiatives					
Association of Journalists of Macedonia (AJM)					
Citizen Association "Most"					
Macedonian Center for International Cooperation (MCIC)					
Foundation Open Society Institute (FOSIM)					
Center for Institutional Development (CID)					
Red Cross of the Republic of Macedonia					
El hilal					
Humanitarian and Charity Association of Roma "Mesecija"					
Union of Associations of Pensioners of Macedonia					
The Ecologists' Movement of Macedonia (DEM)					
First Children Embassy in the World "Megjashi"					
Union of Students within the "SS. Cyril and Methodius" University (SSUKM)					
Union of Women Organizations of Republic of Macedonia (UWOM)					
Association for Emancipation, Solidarity and Equality (ESE)					
Polio plus					
National Council of Disability Organizations of Macedonia (NCDOM)					
Macedonian Enterprise Development Foundation (MEDF)					
Association of Units of Local Self-Government (ZELS)					
Habitat					
Q20. How much trust do you have in the following individuals from the civil society organizations?					
	Have significant trust	Mostly have trust	Predominantly have no trust	Have no trust at all	Do not know him/her
Vladimir Milcin					
Savka Todorovska					
Suad Misini					
Zvonko Savreski					
Dragi Zmijanac					
Slagjana Taseva					
Mirjana Najcevska					
Saso Klekovski					
Albert Musliu					
Todor Petrov					
Saso Ordanovski					
Darko Aleksov					
Behidzudin Shehapi					