

Trust in Macedonia

General Trust and Trust in Institutions
Trust in Civil Society
Knowledge and Opinion about Civil Society
Organizations

Saso Klekovski, Emina Nuredinoska, Daniela Stojanova

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Saso Klekovski, First Executive Director

Authors

Saso Klekovski - I. General Trust and Trust in Institutions

Emina Nuredinoska - II. Trust in Civil Society

Daniela Stojanova - III. Knowledge and Opinion about Civil Organizations

Prepared by

Daniela Stojanova

Translation by

Marija Jovanovska

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ABBREVIATION LIST

ADI: Association for Democratic Initiatives

CCI: Center for Civil Initiative

CIDa: Center for Institutional Development

CSO: Civil Society Organizations

DEM: Movement of Ecologists of Macedonia

DPA: Democratic Party of Albanians

DUI: Democratic Union of Integration

ESE: Association for Equality, Solidarity and Emancipation

EU: European Union

FFRM: Federation of Farmers of the Republic of Macedonia

FOSIM: Foundation Open Society Institute - Macedonia

HCHR: The Helsinki Committee for Human Rights of the Republic of Macedonia

IRC: Islamic Religious Community

ISPJR: Institute for Sociological, Political and Judiciary Research

MCIC: Macedonian Center for International Cooperation

MEDF: Macedonian Enterprise Development Foundation

MOC: Macedonian Orthodox Church

NATO: North Atlantic Treaty Organization

NCDOM: National Council of Disability Organizations of Macedonia

OCM: Organization of Consumers of Macedonia

Red Cross: Red Cross of the Republic of Macedonia

SDSM: Social Democratic Union of Macedonia

SPUCM: Students' Parliament at "STs Cyril and Methodius" University"

UN: United Nations

UPAM: Alliance of Pensioner Associations of Macedonia

UWOM: National Council for Gender Equality (previously Union of Women Organisations in Macedonia)

VMRO-DPMNE: Internal Macedonian Revolutionary Organization – Democratic Party for Macedonian National Unity

ZELS: Association of Units of Local Self-Government

ZNM: Association of Journalists of Macedonia

PREFACE

The trust in people, in institutions and in the civil society is an important prerequisite for the inclusion of citizens in the civil society organizations. It is one of the factors that have an influence on the socio-cultural environment in which the civil society organizations are active. In addition, MCIC is committed to „fact-based planning (and advocacy)“. For that reasons, as of 2010, MCIC has been conducting surveys on the trust, but also on views and knowledge that citizens of the Republic of Macedonia have about the civil society organizations.

This Report presents the findings from the fourth survey conducted in December 2010 on a national representative sample. The first three surveys were conducted in 2006, respectively 2007 and 2008, and the findings were presented in the research reports. This year Report also presents several indexes for monitoring trust that will facilitate the trend analyses. A change was made by presenting the level of trust both in the institutions and in the civil society on ethnic ground and on political party's followers.

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

MCIC believes that the “Trust in Macedonia” Report will be useful both for the civil society organizations and for all other stakeholders of the society.

MCIC

INDEXES

General Trust	2010		2008	2007	2006
People	9.7	- ¹	23.1	-	-
Trust in Institutions					
State	38.7	↓↓	48.1	38.6	29.2
Business (private business) sector	46.7	↔	47.0	51.9	49.8
Civil (non-governmental) sector	48.1	↑↑	41.7	45.3	48.1
Political parties	23.3	↓↓	29.8	23.1	22.3
Media	40.4	↓↓↓	53.6	52.6	56.7
International community	49.1	↑↑	42.8	47.3	44.5
Index of trust in institutions	41.0	↔	43.9	43.1	41.7
Trust in State Sector					
President of the Republic of Macedonia	37.5	↔	35.6	35.1	33.1
Parliament of the Republic of Macedonia	34.4	↓	38.0	32.6	28.3
Government of the Republic of Macedonia	36.8	↓↓↓	51.0	44.6	26.6
Local self-government	41.4	↓	44.7	44.8	45.5
Justice system of the Republic of Macedonia ²	30.4	↑↑	21.2	21.1	23.8
Education institutions	62.1	↓	65.8	68.5	65.6
Health organizations ³	50.7	↓	55.1	-	-
Institutions for social welfare	39.5	-	-	-	-
Utility enterprises ⁴	42.1	↑	38.8	-	-
Army of the Republic of Macedonia	62.9	↔	64.6	64.4	-
Police of the Republic of Macedonia	52.1	↓	56.6	57.3	-
Index of Trust in Institutions of State Sector	44.5	↔	47.1	46.1	37.2
Trust in Business Sector					
Large enterprises	50.8	↑↑	45.7	47.9	65.8
Small and medium	51.8	↔	48.9	53.1	57.2
Micro (family)	59.3	↔	59.9	66.2	52.0
Banks	59.3	-	-	-	-
Index of Trust in Organizations from Business Sector	55.3	↑	51.5	55.7	58.3
Trust in Civil Sector					
Civil Society Organizations	42.5	↔	41.2	45.4	50.3
Churches and Religious Communities	62.9	↔	65.6	65.6	68.4
Trade Unions	25.3	↑↑	20.1	17.9	21.9
Chambers of Commerce	28.5	↑↑	23.3	24.3	29.9
Employers Organizations	27.2	-	-	-	-
Index of Trust in Organizations from Civil Sector	37.3	↔	37.6	38.3	42.6
Trust in the International Community					
European Union	57.8	-	-	-	-
United Nations	61.1	-	-	-	-
NATO	60.5	-	-	-	-
Index of Trust in Institutions of the International Community	59.8	-	-	-	-
Trust in Professions					
Civil servants	34.8	-	-	-	-
Judges	28.8	↑↑	20.7	25.5	-
Customs officers	28.7	↔	27.3	17.7	-
Police officers	43.5	↓↓	51.3	50.2	-
Teachers. professors	66.6	↓	71.1	64.7	-
Physicians	64.9	↔	66.8	54.5	-
Priests. religious persons	53.8	↔	54.0	54.9	-
Business. business-consultants	41.1	↔	41.4	40.4	-
Index of Trust in Professions	45.3	↔	47.5	51.3	-

¹ In 2008 the question asked was whether most of the people could be trusted, while in 2010 it was whether people could be trusted

² In 2007 and in 2008 the question asked was about the trust in the judiciary system in the Republic of Macedonia

³ In 2007 and in 2008 the question asked was about the trust in the public health institutions

⁴ In 2007 and 2008 the question asked was about the trust in the public utility enterprises

10 Most Successful Civil Society Organizations

2010 – Red Cross, Megjashi, El Hilal, Most, FOSIM, Razbudi se, Polio Plus, MCIC, UAPM, HCHR

2008 – Red Cross, Most, FOSIM, El Hilal, UWOM, Megjashi, Transparency Macedonia, MCIC, HCHR, UAPM

Indexes of familiarity with civil society organizations as response of social priorities	2010		2008	2007	2006
Familiar with civil society organizations contributing in combating poverty					
First five organizations 2010 – Red Cross, El Hilal, MCIC, FOSIM, Foundation Renova 2008 – Red Cross, El Hilal, FOSIM, Klasje na dobrinata, Megjashi	38.3	(↓↓↓)	52.2	29.9	37.8
Familiar with civil society organizations contributing in development of SME, economic development and employment ⁵					
First five organizations: 2010 – MEDF 2008 – FOSIM, MRFP, ESE, CID, MCIC	9.5	(↔)	11.4	3.5	-
Familiar with civil society organizations contributing in local and rural development					
First five organizations 2010 – ZELS	13.4	-	-	-	-
Familiar with civil society organizations contributing to development of democracy and human rights					
First five organizations 2010 – HCHR, Megjashi, Most, Razbudi se, FOSIM	28.8	-	-	-	-
Familiar with civil society organizations working in the area of combating corruption					
First five organizations 2010 – Transparency Macedonia, HCHR, Most, ZNM, Razbudi se 2008 – Transparency Macedonia, HCHR, Most, Zero Corruption – Transparenc, MCIC	14.1	(↓↓)	22.3	12.0	15.3
Familiar with civil society organizations working in the area of developing civil society					
First five organizations: 2010 – FOSIM, MCIC, Razbudi se, Megjashi, Most 2008 – Most, HCHR, FOSIM, MCIC, Transparency Macedonia	17.8	(↓↓↓)	36.0	23.6	29.1
Familiar with civil society organization contributing in building multi-cultural society					
First five organizations 2010 – MCIC, Razbudi se, Youth Islamic Forum, FOSIM, ZNM	13.2	-	-	-	-
Indexes of Familiarity with and Attitudes about twenty five civil society organizations					
Recognition of civil society organizations	61.9	(↔)	62.3	63.9	58.7
Familiar with civil society organizations	31.5	(↔)	29.2	30.8	28.3
Trust in civil society organizations	23.7	(↔)	21.4	23.5	22.4
Positive/negative attitudes on civil society organizations	4.9	-	3.5	4.4	4.3
First 10 of recognition of civil society organizations	82.3	(↔)	82.2	83.2	81.6
First 10 of familiar with civil society organizations	48.5	(↔)	46.6	47.2	45.6
First 10 of trust in civil society organizations	37.9	(↑)	34.7	36.9	36.6
First 10 of positive/negative attitudes on civil society organizations	8.4	-	5.5	7.4	6.8
Indexes of Familiarity with Personalities from Civil Society Organization					
Familiarity with personalities from civil society organizations	-	-	48.9	42.6	43.7
Trust in personalities from the civil society	-	-	28.4	25.2	27.7
Trust/mistrust in personalities from the civil society	-	-	1.5	1.5	1.9

Legend

↔	Without or insignificant changes	Without or insignificant changes = 0 – 3 percentage points Small = 3.01 – 5 percentage points Moderate = 5.01 – 10 percentage points Significant = over 10 percentage points
↑	Small increase	
↓	Small decrease	
↑↑	Moderate increase	
↓↓	Moderate decrease	
↑↑↑	Significant increase	
↓↓↓	Significant decrease	

⁵ In 2007 and 2008 the question was about contributing in the development of the economy

INTRODUCTION

This Report gives an analysis of the findings from the survey “Trust in the Institutions and in the Civil Society in the Republic of Macedonia”, conducted for the fourth time in a national representative sample of the citizens of the Republic of Macedonia.

The aim of the research was to examine the trust that citizens have in the institutions and in the civil society.

The Macedonian Center for International Cooperation (MCIC) entrusted the survey on the Public Opinion, used as a basis for this Report, to the Institute for Sociological, Judiciary and Political Research (ISPJR), which was also responsible for the methodological correctness of the survey.

Terms and Definitions

There is no mutual understanding of the concept (the definition) of civil society among the Macedonian public and professional circles. In this Report, the definition from *Civicus – Index on Civil Society in Macedonia* (MCIC, 2009) is used. This definition states that “Civil society is a part of the social space outside the family, state and market, created by individual and collective actions, organizations and institutions for the purpose of achieving mutual interests”

According to this definition, the civil society includes associations and foundations, chambers of commerce, employers’ organizations, trade unions, political parties and religious communities.

Methodology and Approach

The survey was conducted by ISPJR in a field survey – interviews “face-to-face” in households in December 2010, on a representative sample of 1.300 respondents.

Questionnaire

The questionnaire is the same as that used in the first three surveys (2006, 2007 and 2008) changed based on the experiences and global researches on socio-cultural norms. The questions were prepared by the authors.

In order to meet the objectives of the survey, the questionnaire covered the following variables:

- Trust – general (socio-cultural norms);
- Trust in civil society;
- Trust in civil society organizations;
- Knowledge and opinion about civil society organizations in Macedonia;
- Socio-demographic characteristics.

Sample

The survey was conducted in December 2010 on a representative sample of 1.300 respondents. The population frame of the sample included citizens older than 18 years of age, while the criteria for the representativeness were: ethnic affiliation, age, place of residence and regions.

Out of 1.300 respondents, 49.5% were women, while 50.5% men. With regards to ethnic representation, the Macedonians were represented with 63.4%, while the Albanians with 24.9%, the other ethnic groups were represented with 11.7%. With regards to the place of residence, the rural population was represented with 39%, while the urban with 61% (the City of Skopje with 20.8%). Full overview of the sample is given in Annex 2.

In some parts of the Report it is written that the differences in the views on the basis of ethnicity are reflected on the difference on the basis of place of residence (rural/urban) both in the geographic regions and among the followers of political parties. This is due to greater participation of one of the two more numerous communities (ethnic Macedonians and ethnic Albanians) in the sample of the place of residence (urban/rural), geographic regions and followers of political parties, than to the national sample. In the sample, the participation of ethnic Albanians is 24.9%, and their participation is higher in the rural areas (40.4%), in the Polog Region (63.7%) and in DUI (91.9%).

Therefore, the views of the ethnic Albanians have influence on the views in the rural areas, the Polog Region and DUI.

Data Processing and Presentation of Results

The collected data were processed using the frequency and proportion of answers. The probability of data exactness is 95% and error of +/- 5%. The results are presented in graphs at the level of the whole sample. Apart from the graphs, the data are also presented in figures. Besides the figures, the trend of the affirmative answers (as for example, there is a trust) with regards to the previous year is also presented for those data comparable with the 2008 research. The legend and symbols are the following:

↔	Without or insignificant changes	Without or insignificant changes = 0 – 3 percentage points Small = 3.01 – 5 percentage points Moderate = 5.01 – 10 percentage points Significant = over 10 percentage points
↑	Small increase	
↓	Small decrease	
↑↑	Moderate increase	
↓↓	Moderate decrease	
↑↑↑	Significant increase	
↓↓↓	Significant decrease	

Indexes (indicators) are also used for improving the usable value of the Report and the possibility to make analysis and comparison. The Table below gives explanations on the indexes of the civil society organizations.

Insignificant minority is used for answers less than 10% of the sample, small majority for answered from 11% to 30% of the sample, minority for answers from 30% to 50% of the sample, majority for answers from 51% to 70% of the sample, and significant majority for answers of over 70% of the sample.

The Report gives no comments on socio-demographic analysis for less numerous ethnic communities and political parties with fewer followers due to their small participation in the national sample.

In some tables and graphs of the Report, the results from “I don’t know” and “No answer” are not presented because the sum of all answers is not 100%. This is done for the purpose of simplifying the presentation of the results.

Working Group

The MCIC working group consisted of: Saso Klekovski, Emina Nuredinoska, Gonce Jakovleska and Daniela Stojanova.

Indexes of General Trust	
Indexes of general trust and trust in institutions per sectors	= Σ has trust / number of institutions
Index of trust in professions	= Σ has trust / number of institutions
Indexes of familiarity with civil society organizations as response to social priorities	
Index of familiarity with civil society organizations working in the different fields such poverty, combating corruption, development of economy etc.	= Σ I know
Indexes of familiarity with and views on twenty five civil society organizations	
Recognizing civil society organizations	= Σ I have heard/ number of organizations
Familiar with civil society organizations	= Σ I know/number of organizations
Trust in civil society organizations	= Σ positive opinion/ number of organizations
Positive/negative views on civil society organizations	= Σ coefficient of positive and negative views/number of organizations
First 10 civil society organizations of recognition	= Σ I have heard/first 10 organizations
First 10 civil society organizations of familiarity with	= Σ I know/ first 10 organizations
First 10 of trust in civil society organizations	= Σ positive opinion/first 10 organizations
First 10 of positive/negative views on civil society organizations	= Σ coefficient of positive and negative views/first 10 organiza.

I. GENERAL TRUST AND TRUST IN INSTITUTIONS

Introduction

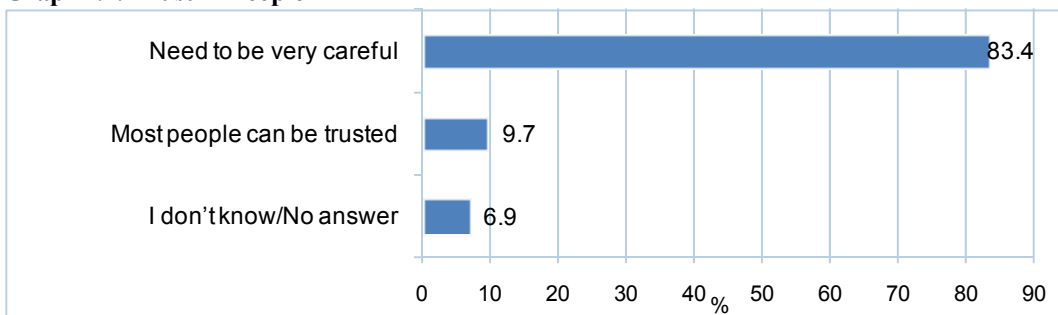
The trust is a key component of the social capital. Generally speaking, there are three main types of trust: the trust we have in those similar to us, general trust and trust in the institutions. The first one is the social trust in those similar to us, a particularized trust or personalized trust. This trust is inside the established relations or social networks (family, friends, neighbors and other). The second one, the general trust or the social trust includes trust in those who are unknown. The third trust is the institutional trust, referring to the founded trust in formal institutions of governance and the society.

General Trust

During this research the question on the trust in the family was not asked. It is believed that the trust exists since in the previous researches it was almost 100%.

The general trust is 9.7%, while 83.4% of the citizens believe that one needs be careful. It means decrease in the general trust which in 2008 was 23.1%, while 76.9% believed that one need to be careful with people.

Graph I.1. Trust in People

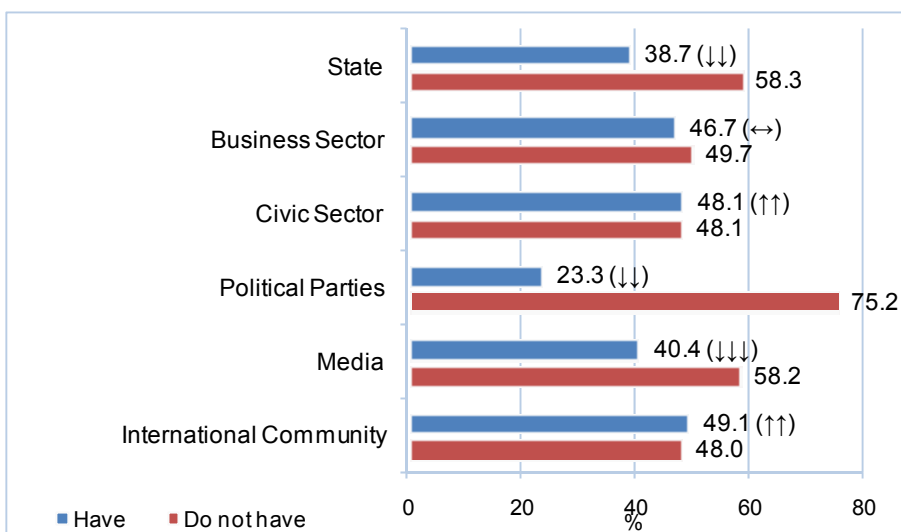


On the scale from 1 to 10, where 1 is „Most of the people would try to take advantage of me“, and 10 is „Most of the people would try to be fair“, the mean value of the citizens' views is 4.1.

Trust in Institutions

Within the trust in the institutions, the trust was subject of research according to the approach of three sectors: the state, business (private) and civil society sector. Media and political parties are given separately because of the possibility to belong to several sectors. Likewise, the trust in the international community was also subject of research.

Graph I.2. How much Trust you have in:



In 2010, not even a single sector enjoyed the trust of the majority, while in 2008 it was the media that enjoyed the trust. Close to the majority are the business and civil sector, as well as the international community. The citizens continue to have least trust in the political parties.

Trust in the state, which had a trend of increase of 29.2% in 2006, over 38.6% in 2007, to reach up to 48.1% in 2008, now is reduced to 38.7%, the same as it was in 2007. Such decrease is mainly due to the reduced trust in the state among the ethnic Albanians.

Table I.1. Trust in the State among Ethnic Macedonians and among Ethnic Albanians in the years 2010, 2008 and 2006

Year	Ethn.Mac.	Ethn.Alb.	Total
2010	48.2%	16.0%	38.7%
2008	51.8%	42.1%	48.1%
2006	26.5%	36.2%	29.2%

The differences in the views among the ethnic Macedonians and ethnic Albanians are also reflected on the differences according to the place of residence (rural/urban), followers of political parties and geographic regions.

Regarding the trust in business sector and in the political parties there are no longer differences depending on the ethnic affiliation as it was in 2008, while the differences regarding the trust in the international community depending on the ethnic affiliation remained.

There is higher trust in the business sector among the employed in the private sector (54.7%) and students (62.2%), citizens from the upper class and upper middle-class, as well as those with college/higher education (54.3%).

In the civil society, the trust is higher among the young people from the age of 18 to 29 (56.1%), the employed in the public sector (59.6%), students (58.2%) and citizens with college/higher education (56%). The higher trust in the civil society that the ethnic Albanians had, as compared with the ethnic Macedonians in 2006, declined in 2008, while in 2010 there is a change – the ethnic Macedonians have greater trust (49.3%) compared with the ethnic Albanians (45.7%).

The ethnic differences regarding the trust in the political parties experienced a turn of the events in 2010.

Table I.2. Ethnic Differences regarding Trust in the Political Parties in the Year 2010 and in the Year 2008

Year	Ethn.Mac.	Ethn.Alb.	Total
2010	25.4%	16.4%	23.3%
2008	26.2%	42.3%	29.8%

The VMRO-DPMNR followers have greatest trust in the political parties. The trust in the political parties among citizens who aren't followers of political parties is at very low level of 11.1%.

Table I.3. Differences in the Trust on Political Parties among their (Non) followers

	VMRO DPMNE	SDSM	DUI	DPA	Not Follower	Other	Not Follower	Total
There is a Trust in Political Parties	45.0%	28.1%	19.2%	19.7%	21.0%	34.0%	11.1%	23.3%

The trust in the international community is shared among the different social groups. The only difference is on ethnic ground. The trust among the ethnic Macedonians increased to 43.1%, from 32.9% in 2008.

Table I.4. Ethnic Differences regarding Trust in the International Community in the year 2010 and in the year 2008

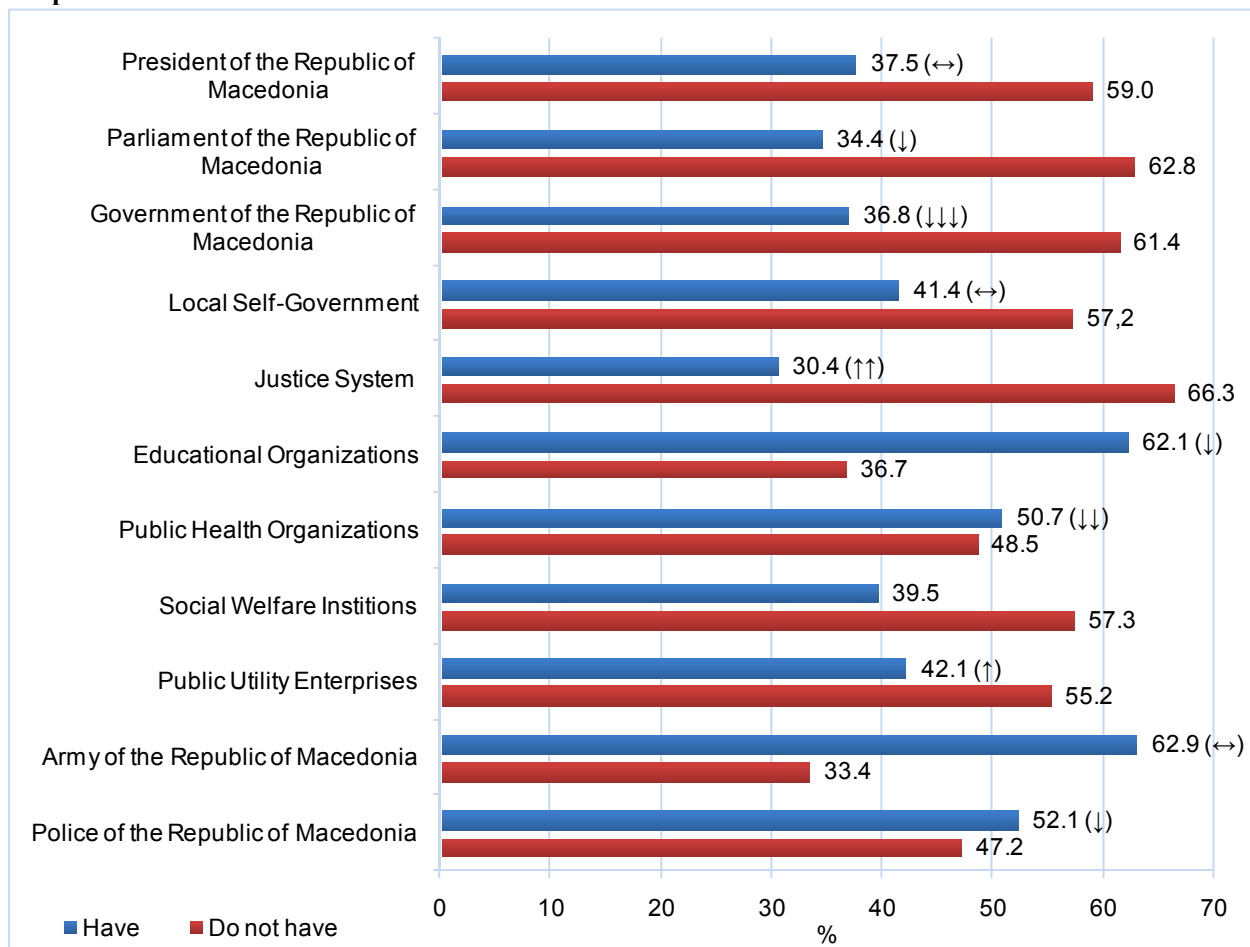
Year	Ethn.Mac.	Ethn.Alb.	Total
2010	43.1%	65.4%	49.1%
2008	32.9%	68.2%	42.8%

Considering the international community, the citizens who are followers of SDSM and VMRO-DPMNE, from 44.3%, respectively 42.2%, have similar perceptions as compared with 2008 when it was 38.6%, respectively 37.3%.

Trust in the State Sector

The trust in the State was also subject of research through the trust in the basic institutions that it consist of, such as the President, Parliament, Government, Justice System, Local Self-Government and key services it provides, such as the defense (Army), Police, educational and health institutions, and also institutions for social welfare, and utility enterprises.

Graph I.3. Trust in the State Sector



The Army (62.9%), educational institutions (62.1%), police (52.1%) and health institutions (50.7%), enjoy the trust of the majority, as it was the case in 2008. The citizens have the least trust in the Parliament (34.4%) and in the Justice System (30.4%). Regarding the Justice System, there are no differences in the trust among the different socio-demographic groups.

Trust in the President of the State

The trust in the President of the State is 37.5% (35.6% in 2008, and 35.1% in 2007). Even though there are no changes in the level of the trust, with the changes following the 2009 elections, when Mr. Ivanov was elected to replace Mr. Crvenkovski, there is a change in the support in specific socio-demographic groups.

Table I.5. Trust in the President on Ethnic and Party Grounds in the Year 2010 and in the Year 2008

Year	Ethn.Mac.	Ethn.Alb.	Total	SDSM	DUI	DPA	Not Follower	Total
2010	48.9%	9.0%	74.7%	25.9%	9.1%	6%	32.3%	37.5%
2008	40.4%	18.7%	24.3%	72.9%	-	-	38.9%	35.6%

Trust in the Parliament

The trust in the Parliament is 34.5% (38% in 2008). The Parliament is trusted by 40.2% ethnic Macedonians and 18.5% ethnic Albanians. The Parliament is trusted by 66.1% by VMRO-DPMNE followers, and 27% of SDSM followers.

Trust in the Government

The Government is trusted by 36.8%, which is lower than in 2008 and in 2007 when it was 51%, respectively 44.6%, but is higher than the trust in 2006, when it was 26.6%.

Table I.6. Trust in the Government on Ethnic and Party Grounds in the Year 2010 and in the Year 2008

Year	Ethn.Mac.	Ethn.Alb.	VMRO-DPMNE	SDSM	DUI	DPA	Not Follower	Total
2010	44.1%	18.5%	77.2%	17.3%	22.2%	14.0%	29.0%	36.8%
2008	56.2%	38.5%	74.9%	35.9%	35.4%	29.0%	46.0%	51.0%

The Government is equally trusted by the religious citizens (37.6%) and non-religious citizens (33.9%). The trust is higher among the elderly people over 65 years of age (44.3%). The trust is declining with the dropping of the social status – from the upper class (44.4%), to a lower middle class (39.1%), and to lower class (28.9%).

Table I.7. Trust in the Government according to Employment Status in the Year 2010 and in the Year 2008

Year	Public Sector	Private Sector	Farmer	Student	Housewife	Unempl.	Pension.	Total
2010	42.8%	39.7%	36.8%	37.8%	19.0%	30.2%	42.8%	36.8%
2008	51.1%	51.3%	54.0%	50.3%	45.7%	50.3%	61.3%	51.0%

Trust in Services provided by the State

The Army and the Police are trusted by the majority of citizens.

Table I.8. Trust in the Police on Ethnic Ground in the Years 2010, 2008 and 2007

Year	Ethn.Mac.	Ethn.Alb.	Total
2010	59.5%	31.5%	52.1%
2008	62.6%	42.0%	56.6%
2007	52.1%	45.6%	57.3%

Regarding the trust in the educational and health institutions, as well as those for social welfare, there are no significant differences among the different socio-demographic groups.

Trust in the Local Self-Government

The local self-government enjoys trust among 41.4% of the citizens, meaning that the previous level of trust from 44.4% in 2008 is maintained.

In 2010, compared with 2008, there is conversion of the trust among the ethnic Macedonians and ethnic Albanians, i.e. now the ethnic Macedonians have higher trust.

Table I.9. Trust in the Local Self-Government on Ethnic Ground in the Year 2010 and in the Year 2008

Year	Ethn.Mac.	Ethn.Alb.	Total
2010	44.4%	33.6%	41.4%
2008	41.7%	55.6%	44.7%

The trust in the local self-government has increased significantly in the Eastern, South-eastern and North-eastern regions, and significant decrease in the other regions, apart from the Skopje Region, where the trust is stable.

Table I.10. Trust in Local Self-Government in the Regions in the Year 2010 and in the Year 2008

Year	Skopje	Southeast	Eastern	Northeast.	Vardar	Southwest	Polog	Pelagon.	Total
2010	41.7%	60.7%	46.8%	41.8%	29.9%	29.9%	36.8%	43.2%	41.4%
2008	41.0%	49.3%	24.4%	32.3%	43.4%	41.5%	64.6%	57.4%	44.4%

The trust in the utility enterprises is 42.1%, representing small increase as compared with the 38.8% in 2008.

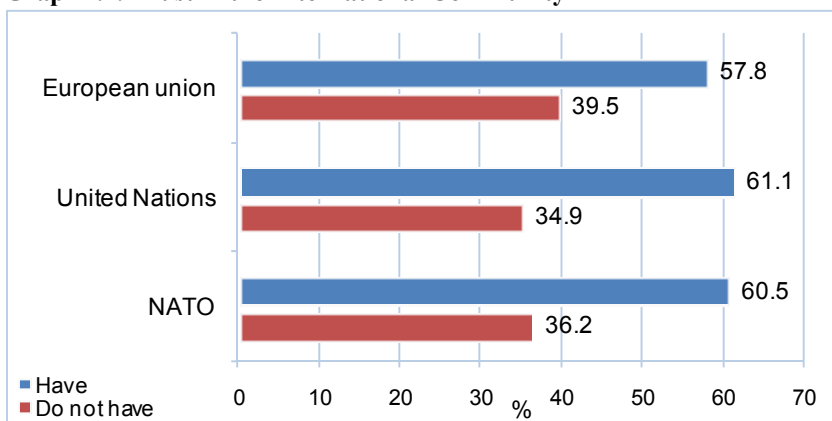
Table I.11. Trust in Utility Enterprises in the Regions in the Year 2010 and in the Year 2008

Year	Skopje	Southeast	Eastern	Northeast.	Vardar	Southwest	Polog	Pelagon.	Total
2010	42.5%	53.0%	50.0%	32.7%	48.3%	34.2%	35.9%	44.6%	42.1%
2008	46%	51.4%	30.8%	39.7%	38.7%	45.1%	34.3%	43.7%	38.8%

Trust in the International Community

The trust towards the international community was also subject of research through the trust in the three international organizations and/or alliances: United Nations (UN), European Union (EU) and the North Atlantic Treaty Organization (NATO).

Graph I.4. Trust in the International Community



The trust in UN, EU and NATO is similar, from 57.8%, to 61.1%. The trust in these three organizations is influenced by the ethnic affiliation, and in turn it has an influence on the geographic regions and among the followers of the political parties.

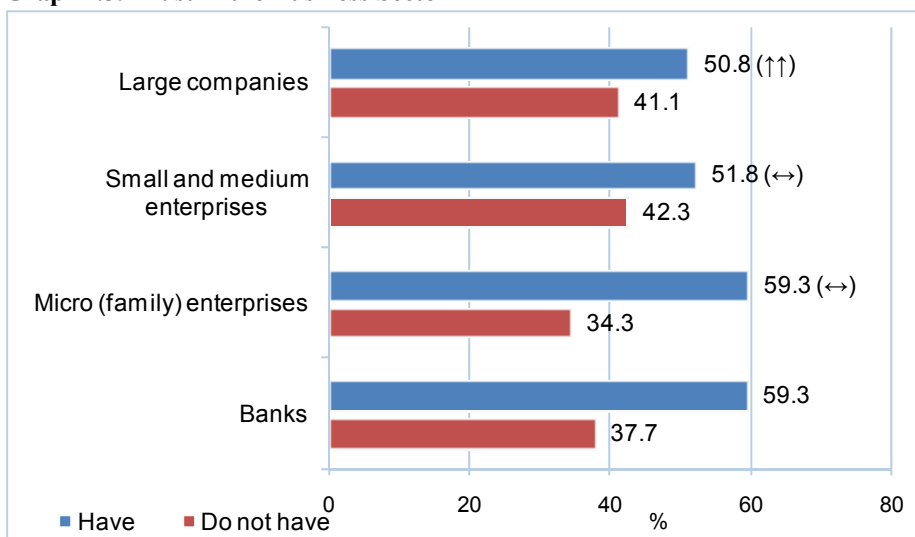
Table I.12. Trust in UN, in EU and in NATO on Ethnic and Party Grounds in the Year 2010

Organization	Ethn.Mac.	Ethn.Alb.	VMRO DPMNE	SDSM	DUI	DPA	Not Follower	Total
UN	54.7%	77.5%	56.4%	56.8%	81.8%	78.8%	59.0%	61.1%
EU	48.1%	83.0%	50.2%	48.6%	87.9%	83.3%	55.8%	57.8%
NATO	60.8%	86.1%	52.9%	56.6%	91.9%	89.4%	58.3%	60.5%

Trust in the Business Sector

The trust in the business sector was subject of research through the trust in the micro (family), small and medium size enterprises, as well as large enterprises. The general trust (Graph 1.2) and the trust in the different enterprises are stable.

Graph I.5. Trust in the Business Sector



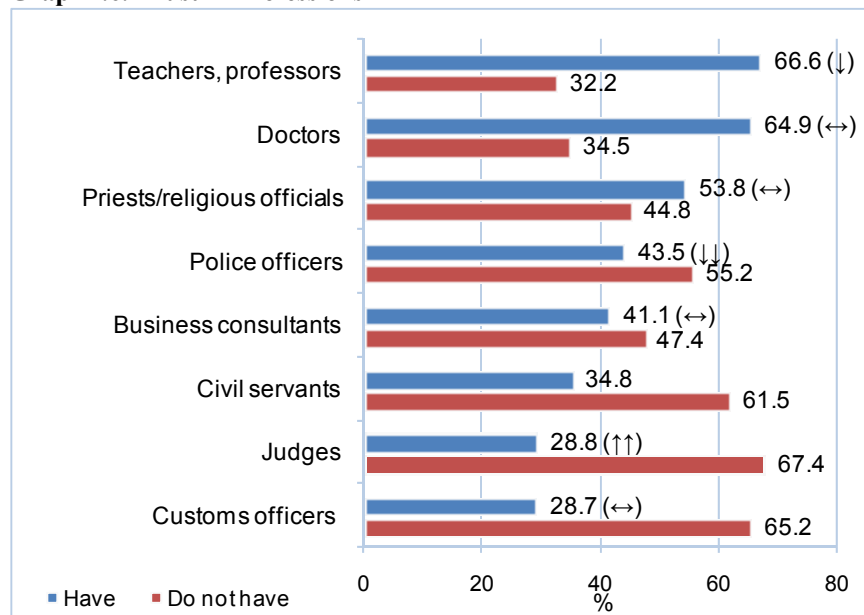
Citizens have highest trust in the micro-enterprises and banks, against the small and medium size, respectively large enterprises, as it was in the surveys in the previous years.

Trust in Professions

Majority of the citizens have trust in “teachers, physicians and priests/Moslem priests”, respectively in teachers/professors, physicians, priests/religious persons. Less trusted are the judges (28.8%) and customs officers (28.7%).

The trust in judges, although still at the bottom of the least of trust, has increased for 8.1 percentage points compared with 2008, when the trust they enjoyed was 20.7%.

Graph I.6. Trust in Professions



The priests/religious persons are trusted by the majority of citizens who are Orthodox Christians (51.8%) and Moslems (60.5%).

The trust in professions mainly goes along the trust in institutions.

Table I.13. Comparison of Trust in Relevant Institutions and Professions

	Institution	Profession
Justice System/judges	30.4%	28.8%
Education/professors	62.1%	66.6%
Health/physicians	50.7%	64.9%
Police/police officers	52.1%	43.5%
Religious communities/ persons	62.9%	53.8%

Alike the research in 2008, there are differences among two professions: trust in physicians (64.9%) is higher than the trust in the health institutions (50.7%), while the trust in the priests/religious (53.8%) is smaller than the trust in the churches and religious communities (62.9%).

Trust and Socio-Demographic Influence

The trust at national level is in some way connected with the socio-demographic groups. Most apparent is the influence of the ethnic affiliation and party affiliation, respectively the political parties' followers, which is jointly presented on Table 1.14, and in details in Annex 1.

In general, the ethnic Macedonians and followers of VMRO-DPMNE have higher trust. The trust in the international community in which the ethnic Albanians and DUI, DPA and New Democracy followers have higher trust, is an exceptions.

The trust in the business sector and in the civil sector, and to some extent in the professions shows no major differences among the ethnic communities and political parties' followers.

The overwhelming majority of VMRO-DPMNE's and SDSM's followers are ethnic Macedonians, while those of DUI, DPA and New Democracy are ethnic Albanians. The trust among the political parties' followers where the majority is ethnic Albanians shows no significant differences, and it looks like it is the ethnic affiliation, and not political party that has an influence. On the other hands, the trust among the political parties' followers where the majority are ethnic Macedonians shows big differences (trust in state sector/professions), and it looks like, apart from the ethnic affiliation, also the party affiliation has an influence.

Table I.14. Overview of Trust according to Ethnic Affiliation and Political Parties' Followers

Index of Trust/ Socio-Demographic Group	Total	Ethn. Mac.	Ethn. Alb.	VMRO - DPMNE	SDSM	DUI	DPA	New Dem.	Not Foll.
Trust in institutions (Total)	41.0	42.7	37.5	52.0	41.1	38.9	36.9	37.9	36.9
Trust in state sector	44.9	49.4	31.1	63.7	37.6	31.0	32.0	23.9	39.0
Trust in internat. community	59.8	51.2	82.2	53.2	53.3	86.9	84.8	78.8	57.7
Trust in business sector	55.3	56.2	52.0	59.1	56.6	47.2	49.6	40.9	56.5
Trust in civil sector	39.8	40.0	37.3	40.8	36.7	37.0	35.5	31.5	37.1
Trust in professions	45.3	45.3	44.7	52.1	41.1	45.2	43.2	40.1	44.3

Conclusions

Low Trust or Moderate Mistrust?

The citizens have low general trust (9.7%). This result is contradictory to the mean value of 4.1 on a scale from 1 to 10, where 1 is “Most of the people would try to take advantage of me”, while 10 is “Most of the people would try to be fair”. These results may be due to the small difference of the formulation of both questions – “people may be trusted” is more general and more inclusive formulation than is the “most people would try to act honestly”.

Stable Trust in Institutions

The trust in the institutions is stable – the Index of trust is 41. The Index of Trust in institutions has insignificant changes: in 2008 it was 43.9, and in 2010 it is 41. The stability is maintained despite the greater fall in the trust in Media (53.6% in 2008, to 40.4% in 2010) and the moderate fall of the trust in the State and the political parties, due to the increase of trust in the civil society sector and the international community.

Stable Trust in the State Sector - Army, Educational Institutions, Police, Health Institutions Trusted by Majority of Citizens

The trust in the state sector is stable, and the Index of Trust is 44.5.

The trust in the Army, educational institutions, Police, and health institutions is enjoyed by the majority of citizens despite the small decrease of trust in the last three.

Increase of Trust in Justice System and the Judges

The trust in Justice Systems in 2010 is 30.4% and marks an increase of 9.2 percentage points compared with 2008. The trust in judges is 28.8% and is increased for 8.1 percentage points compared with 2008, when they were trusted by 20.7%.

Decreased Trust in the Government and Media

The Government enjoys trust of 36.8%, representing a decrease compared with 2008 and 2007, when it was 51%, respectively 44.6%, but is higher than the trust in 2006, when it was 26.6%. The trust is declined more among the ethnic Albanians, than among the ethnic Macedonians. In 2010 compared with 2008, when the decrease is 20 percentage points, respectively 12.1 percentage points.

The trust in the Government is decreased for 14.2 percentage points, almost the same as the decline of trust in the Media (13.2 percentage points). Among the media there are no significant socio-demographic differences.

High Trust in UN, EU and NATO and Increase of Trust in International Community

The trust in UN, EU and NATO is similar, from 57.8%, to 61.1%. The trust in the international community is higher for 6.3 percentage points compared with 2008.

The question on why the trust in the international community (49.1%) is lower than the trust in the key institutions, such as UN, EU and NATO, institutions comprising this community (59.8%) should be subject to further analyses.

High Trust in Micro-Enterprises and Banks, Increase among Large enterprises

The trust in micro-enterprises and banks is high and is 59.3%. The trust in the large enterprises has increased for 5.1 percentage points compared with 2008.

The question on why the trust in the business sector (46.7%) is lower than the trust in the institutions which comprise that sector (55.3%) should be subject to further analyses.

Trust in “Teachers, Physicians, and Priests/Moslem Priests”

Majority of the citizens have trust in “teachers, physicians, and priests/Moslem priests”, i.e. in teachers/professors, physicians, priests/religious persons. Citizens have the least trust in judges (28.8%) and in customs officers (28.7%).

Trust in the “Similar” has Influence on the Trust in Institutions?

This research, as well as the previous researches showed that the citizens of Macedonia have greater trust in the “similar”, than general trust (trust in the “others” and “outsiders”). The ethnic affiliation and the political parties’ followers are two socio-demographic characteristics that have greatest influence on the trust in the institutions and sectors. There is greater trust in the groups where the institutions are perceived as a symbol of the “similar”, and vice-verse. The best illustration is the trust in the President in the State and the change of the trust among the VMRO-DPMNE and SDSM followers in 2008 and 2010, linked with the change of the President at the 2009 elections (page 11). Among the DUI, DPA and New Democracy followers it seems that the influence of the ethnic affiliation and not the relation position/opposition is dominant. The relation position/opposition has an influence on the trust among the VMRO-DPMNE and SDSM followers, except the trust in the international community where there is an influence by the ethnic affiliation. Regarding the trust in the sectors, like the business sector and the civil sector where there is great variety, there is no bigger difference linked with the ethnic and party affiliation (followers of political parties).

Ethnic Albanians also with Reduced Trust in Institution They Trusted

In this and the previous researches, ethnic Albanians had lower trust than the ethnic Macedonians in the institutions which are perceived as “symbols” of the state and the national interest, such as the President of the State, the Government or the Army. In 2010 the trust in these institutions decreased among the ethnic Albanians. On the other hand, ethnic Albanians had higher trust than the ethnic Macedonians in the international community and the “new” institutions, such as political parties, local self-government and the civil society. In 2010, there is an increase in the trust in these institutions also, and for the first time the ethnic Albanians have smaller trust than the ethnic Macedonians. The best illustration for the decline in the trust among ethnic Albanians is the decline of trust in the political parties from 42.1% in 2006 and 42.3% in 2008 to 16.4% in 2010 or in the local self-government from 58.5% in 2006 and 55.6% in 2008 to 33.6% in 2010.

This trend could be an indicator of unfulfilled expectations among ethnic Albanians from the “new” institution, such as the political parties and local self-government.

In 2010, the ethnic Albanians still have high trust in the international community.

II. TRUST IN CIVIL SOCIETY

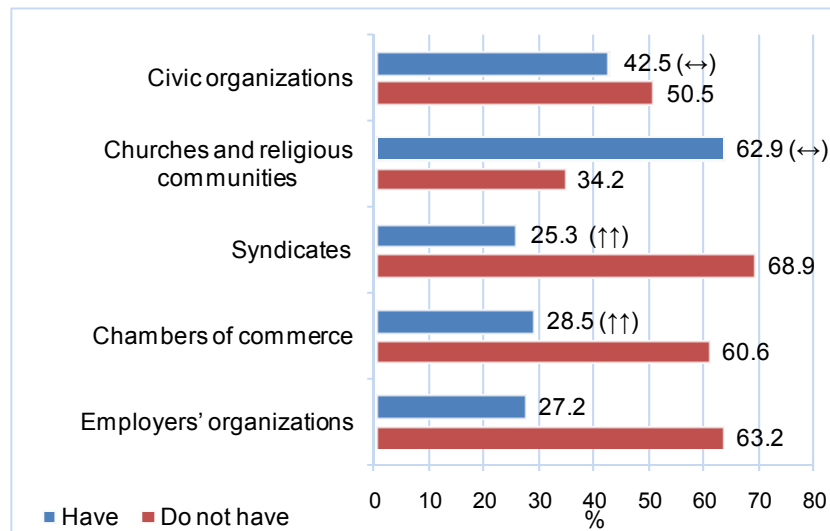
Introduction

Civil society as a whole marks moderate increase of trust among citizens, as compared with the survey conducted in 2008, and it amounts to 48.1%.

In this part of the Report a more detailed overview of trust inside the very civil society, as well as of the citizens' views on certain issues linked with the civil society organization is made.

Trust in Civil Society Stakeholders

Graph II.1. How much Trust you have in:



Churches and religious communities still remain with greatest trust among the citizens, with a majority of 62.9%. The same like in 2008, churches and religious communities enjoy almost 20 percentage points greater trust than the civil society organizations (associations and foundations). Trade unions and chambers of commerce show moderate increase, but they are still trusted by small citizens' minority.

The trust in the civil society organizations (associations and foundations) is insignificantly increased compared with 2008, but it is still lower than in 2007, respectively 2006. The highest trust in the civil society organizations, 55.1% have the students, and it is also similar with the young people at the age from 18 to 29 years (50.5%) and the employed in the public sector (50.5%). The lowest trusts have the housewives (34.5%), persons with completed primary education (34.1%) and persons over 65 years of age (36.4%).

The ethnic Macedonians and ethnic Albanians also have similar trust of 41.3%, respectively 42.9%, and the difference on the ground of religious affiliation is also insignificant, since both the Orthodox (41.2%) and Muslims (44.6%) have similar level of trust in the civil society organizations. Alike, also there are no significant differences among followers of the political parties, although there is a moderate decline of trust among the SDSM and DPA followers. The highest trust in civil society organizations have the DUI followers (48.5%), and the highest those of SDSM 38.9%.

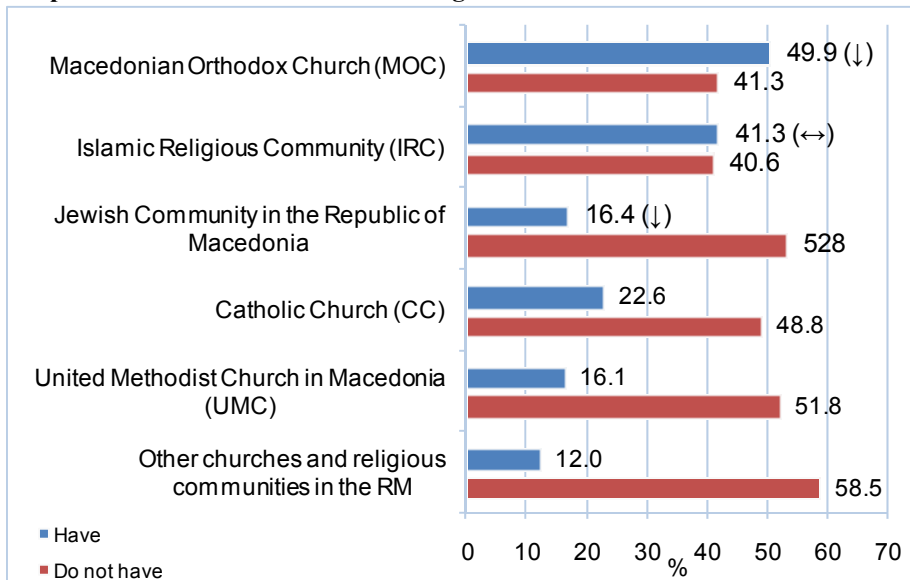
Table II.1. Differences in the Trust in the Civil Society Organizations among Political Parties' Followers in the Year 2010 and 2008

Year	VMRO DPMNE	SDSM	DUI	DPA	New Democracy	Not Follower	Total
2010	42.9%	38.9%	48.5%	43.9%	39.4%	43.7%	42.5%
2008	40.7%	44.6%	41.9%	34.2%	56.8%	39.6%	41.2%

Trust in Churches and Religious Communities

As stated above, churches and religious communities enjoyed significantly higher trust by the citizens than in the other stakeholders of the civil society. At the level of individual institutions, the Macedonian Orthodox Church (MOC) enjoys the greatest trust among the citizens, with 49.9%, followed by the Islamic Religious Community (IRC) with 41.3%, the Catholic Church with 22.6% and other religious communities with less than 20%.

Graph II.2. Trust in Churches and Religious Communities



The data that the young people at the age from 18 to 29 years have the greatest trust (68.3%) is to be taken into consideration. Closest to them is the trust by the most elderly (over 65 years of age), which is 67.9%. The trust by the youngest and the oldest is for about ten percentage points higher than by the other elderly groups. The trust in the churches and the religious communities is also linked to the social status and it is adversely-proportional.

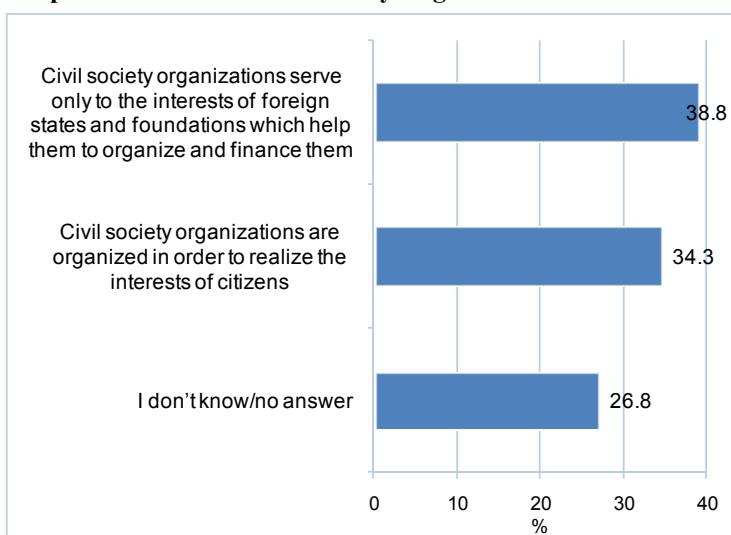
Namely, respondents who stated that they belong to the higher class have the least trust (51.9%), and it is increasing with the decrease of their status. The trust is highest among the members of the lower class (69.2%). Adversely-proportional is also the trend of trust depending on the monthly income and depending on respondents' level of education.

As expected, the trust in the churches and religious communities is linked with the ethnic affiliation, because it is believed that most of the ethnic Macedonians are linked to the Orthodox Christianity, while the ethnic Albanians with the Islam. Accordingly, ethnic Macedonians have highest trust, 68.7% in MOC, while the trust in IRC is 19.7%, while the ethnic Albanians have high trust of 81% in IRC and trust of 6.5% in MOC.

Views on Civil Society Organizations

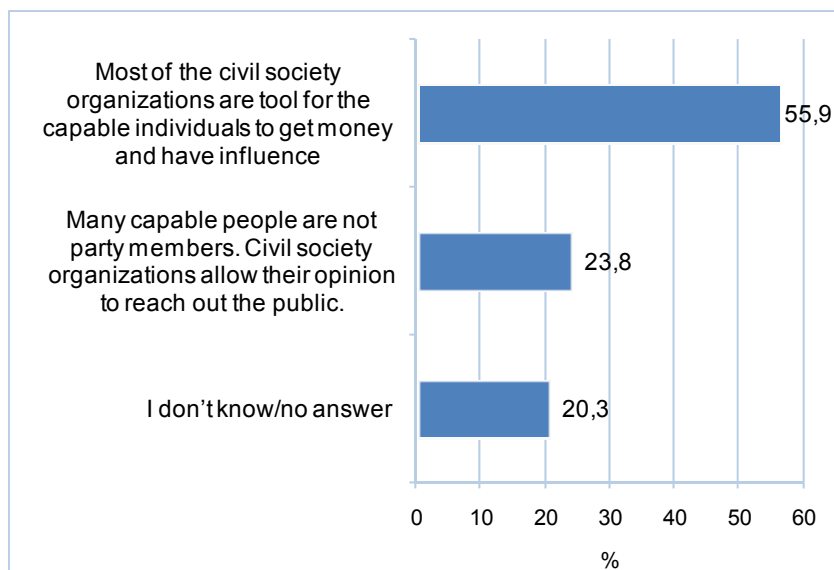
Contrary to the previous years when the citizens had the opportunity to priorities two out of four give views, this time a special comparison of three groups, two in each is made, respectively three questions from which the citizens have a possibility to choose one view. As a result of the change in the approach, it is not possible to make comparison with the previous years.

Graph II.3. Views on Civil Society Organizations – for Citizens or Foreign Interests



In the given choice among questions whether civil society organizations are organized and funded by foreign states and their foundations in order to serve them, or are organized by citizens in order to accomplished their interests, the differences in their views aren't significant (38.8% for the first view, opposite 34.2% for the second view). The majority of 54.2% in favor of the first view is present only among the respondents from Skopje. One fourth of the respondents did not give any answer, i.e. did not opt for any of the two offered views.

Graph II.4. Views on Civil Society Organizations – on General or Personal Interest

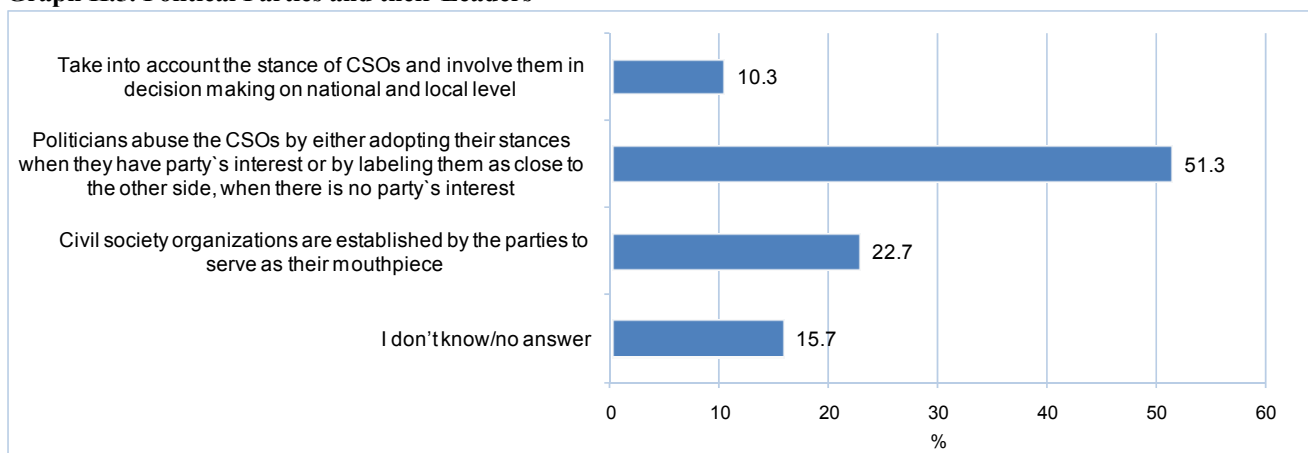


The majority of citizens, i.e. 55.9%, believe that the civil society organizations serve as an instrument for achieving personal interest of individuals, while less than one fourth believe that the civil organizations make possible for skilful people who have not organized in parties to accomplished public social interest. With regards to the party affiliation (political parties' supporters) there is almost no difference in the views, who in a range of 50.5% to 56.7% believe that the civil organizations serve as an instrument for the skilful individual to accomplish their personal interest.

Civil Organizations and Political Parties

The same like in the previous years, the majority of citizens (51.3%) believe that political parties take advantage of the civil society organizations, i.e. appropriate their views when they have party interest in it, and when they don't have a party interest they accuse them as being close to the other party.

Graph II.5. Political Parties and their Leaders



Seven percentage points less than in 2008, respectively 22.7% in 2010, opposite to 29.1% in 2008 of the respondents believe that parties set up civil society organizations and use them as their spokesmen. Small minority of 10.3% believe that the parties take care about the views of the civil society organizations and include them in the decision-making at national and local level.

Table II.2. Comparison of Views of Civil Society Organizations and Political Parties in the Years 2010 and 2008

View	2010	2008
Take care about the views of the civil society organizations and include them in decision-making at national and local level.	10.3%	18.2%
When they have party interests, they appropriate the views of the civil society organizations, and when they are not interested in they accuse them as close to the other party.	51.3%	52.7%
Set up civil society organizations and use them as their spokesmen	22.7%	29.1%

It could be recognized that the followers of the political parties of the position believe, to a higher extent than the followers of the parties of the opposition, that the parties take care for the views of the civil society organizations. This percentage is 17.3% for the VMRO-DPMNR followers, and 15.2% for the DUI followers, opposite to 8.6% for the SDSM followers, 3% for the New Democracy, and 9.2% among DPA.

In the survey a question was asked about the civil society organizations “dressed in party colors”. Compared with the previous years, most of the citizens could name a specific organization for which they believe is linked with some political (31.1%, against 25% in 2008 and 20% in 2007).

Compared with 2008, there are changes in the recognition of concrete organizations. The difference is the biggest in FOSIM which is indicated by 10.4% of the respondents as an organization with partisanship background, opposite to 4.8% in 2008. There is also difference in the views depending on the preference of the political parties. So, for example, 22.5% of the VMRO-DPMNE followers believe that FOSIM is backed up by a concrete political party, opposite to 5.4% of the SDSM followers. Next on the list are Razbudi se, with 4.4%, and Realiteti, with 2.2%. Most and El Hilal are organizations for which the opinion that they have a partisanship background is less than 2%, while for all the other organizations mentioned by the citizens this percentage is smaller than 1%.

Table II.3. Organizations behind which there are Specific Political Parties and/or their Leaders using them as their Spokesmen

Organization	2010	2008	Organization	2010	2008
FOSIM	10.4%	4.8%	Forum	0.5%	/
Razbudi se	4.4%	0.7%	MLQMC	0.3%	1.2%
Realiteti	2.2%	/	SPUKM	/	1.3%
Most	1.9%	5.1%	UWOM	/	1.0%
El Hilal	1.5%	/	ADI	/	0.6%
ZELS	0.8%	/	Svetlina	/	0.5%
Transparency Macedonia	0.8%	4.2%	Trade Union	/	0.5%
HCHR	0.6%	1.0%	Others	6.4%	4.8%
GEM	0.6%	/	I don't know/no answer	68.9%	74.4%
ZNM	0.6%	/			

Trust in the Civil Society Organizations According to Sub-Sectors of Action

The trust of the citizens in the civil sector organizations according to sub-sectors of action is similar to the one in the previous years. The organizations dealing with issues falling within the area of children, youth and students, followed by organizations for persons with special needs, and the organizations with a focus on gender issues, are the three leading sub-sectors. The only difference from 2008 is that the first position and second position change places, i.e. the organizations for persons with special needs with the organizations for children, youth and students.

Table III.4. Trust in Civil Society Organizations according to Sub-Sectors of their Activity

Sub-Sector	There is	There is no	N/A
Children, youth and students	58.5%	35.4%	6.2%
Persons with special needs	58.4%	34.6%	7.0%
Women and gender issues	52.0%	37.8%	10.2%
Environment and nature (Ecology)	48.4%	45.4%	6.2%
Sports, hobby, recreation	47.5%	44.4%	8.2%
Culture	41.6%	50.6%	7.8%
Social care, humanitarian	41.2%	53.3%	5.5%
Rural development (farmers, land cultivators...)	38.5%	53.5%	8.0%
Democracy, human rights and rule of law	36.7%	53.4%	9.9%
Professional (branch) associations	32.9%	49.6%	17.5%

Conclusions

The Churches and Religious Communities have the Greatest Support among Stakeholders of the Civil Society

As it was the case in 2008, the citizens have greatest trust in the churches and religious community, even for 20 percentage points more than the trust in the civil society organizations (associations and foundations), and for over 40 percentage points in the trade unions and chambers of commerce.

There is a moderate increase in the trust among the trade unions and chamber of commerce (in both cases the increase is for 5.2 percentage points).

Students and Youth the Biggest Supporters of Civil Society Organizations, Irrespective of the Ethnic or Religious Affiliation

If we take into consideration the position that youth and students are the future of every country, than with the trust of 55.1%, the civil society organizations and the civil society in Macedonia can expect development and greater civil activity.

Almost identical is the trust by the ethnic Macedonians, 41.3%, and ethnic Albanians, 42.9%, while the SDSM followers, with 38.9% have less trust as compared with the other political parties' followers (DUI 48.5% and VMRO-DPMNE 42.9%).

High Trust in “Own” Religious Institutions, and Mistrust in the Different

The MOC, despite the small decline, enjoys the highest trust among the citizens (49.9%).

The same like in 2008, all the churches and religious communities have great trust among their relevant followers (believers, members). The trust is expressed among the similar ones – MOC is highly trusted by the ethnic Macedonians, 68.7%, while the ethnic Albanians have high trust of 81% in IRC.

The mistrust in the different continues to be high. The MOC enjoys trust among the ethnic Albanians of only 6.5%, which is for 4.5 percentage points smaller that the trust in 2008, while IRC 19.7% trust among the ethnic Macedonians, which compared with 2008 is reduction of 2.3 percentage points. The overwhelming majority of the citizens (approximately 78%) stated that they also mistrust the less numerous churches and religious communities.

Civil Society Organizations – Instrument for Achieving Interests of Individuals; “Directed” by Foreign States and Abused by Political Parties?

Among the citizens prevails negative, opposite to the positive views about the civil society organizations. The majority of citizens (55.9%) believe that the civil society organizations serve as instrument for achieving personal goals, while 38.8% believe that they are organized and funded by foreign states.

The political parties take advantage of the civil society organizations, majority of citizens, 51.3%, believe that the political parties appropriate their views whenever they need them, and when they do not have interest, accuse them as being close to the others, while for almost each fourth citizen, the civil society organizations serve as spokesmen of the political parties.

Despite all this, a minority of respondents (31.1%) could name specific organizations for which they believe are backed up by a political party.

Increase of Trust from General to Particular

The general trust in the civil society organizations is 42.5%, but when the citizens were requested to state their view on organizations from ten specific sub-sectors, the trust is higher (58.5% among the leading sector).

The trust in the organizations for children, youth and students, persons with special needs, women and gender issues, human environment and sports, hobby and recreation enjoy higher trust than the general trust in the civil society organizations. Organizations active in the area of rural development, democracy and human rights, as well as professional (branch) associations are less trusted.

III. KNOWLEDGE AND OPINION ABOUT CIVIL SOCIETY ORGANIZATIONS

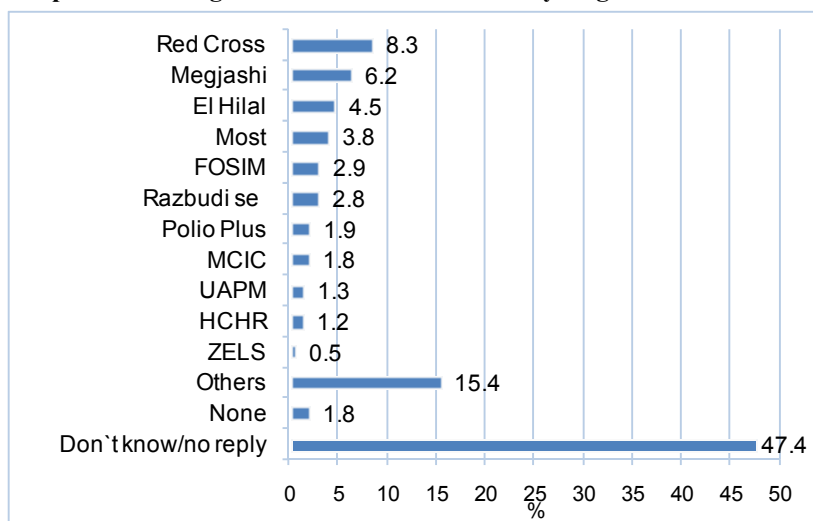
Introduction

The research covered the general knowledge about the civil society organizations, familiarity with organizations working in specific areas and with twenty five civil society organizations.

Familiarity with Civil Society Organizations

The citizens were requested to give one or more successful civil society organizations, i.e. organizations which, according to their opinion are active and achieve results.

Graph III.1. Recognized Successful Civil Society Organizations

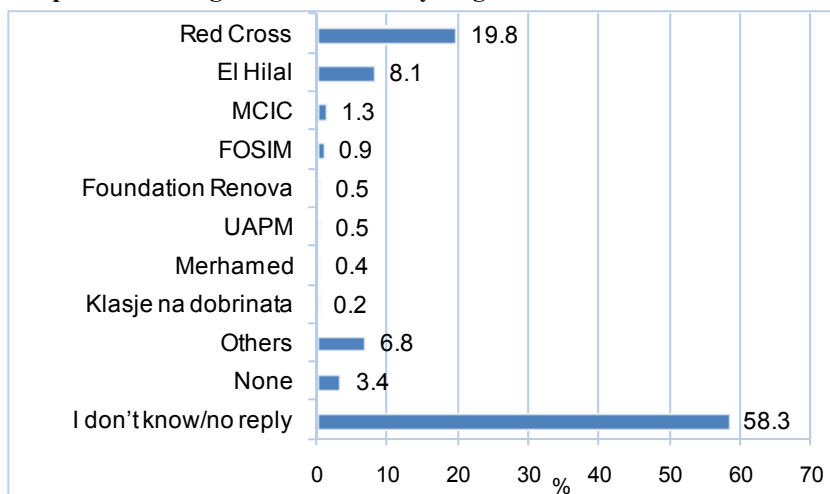


The majority of citizens (52.5%) knew to name successful the civil society organizations, which, compared with 2008, is a slight decline. Also, there is decline in the number of recognized successful organizations, from 16 in 2008, to 11 in 2010. Citizens listed as successful the following organizations: Red Cross, Megjashi, El Hilal, FOSIM, Razbudi se, Polio Plus, MCIC, APAM, HCHR and ZELS. Eight of these organizations were also listed as successful organizations in 2008. In 2010 Razbudi se and Polio Plus joined these successful or-

ganizations, while UWOM and Transparency Macedonia are no longer among them. The youngest, students, citizens with college/higher education, and those perceiving themselves as belonging to the upper class could name more successful organizations than the others.

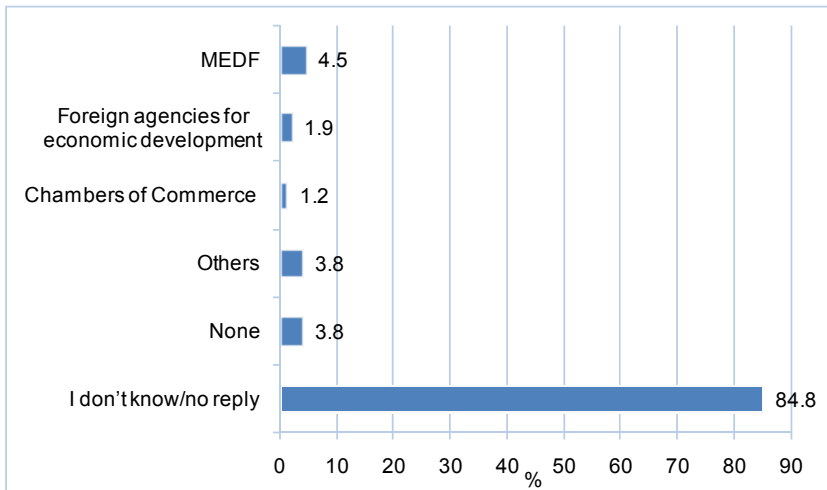
A research of the knowledge of the civil society organizations active in seven specific areas was made by asking the respondent to spontaneously give three organizations contributing in these specific areas. The topic of the research was the knowledge about the civil society organizations active in the area of: Combating poverty; Development of small and medium-size enterprises, Economic development and employment (than: economic development); Local and rural development; Development of democracy and human rights; Combating corruption; Strengthening Civil Society; and Building Multi-cultural Society. In 2010, small minority of citizens had knowledge to give organizations active in these seven areas.

Graph III.2. Recognized Civil Society Organizations which Contribute in Combating Poverty



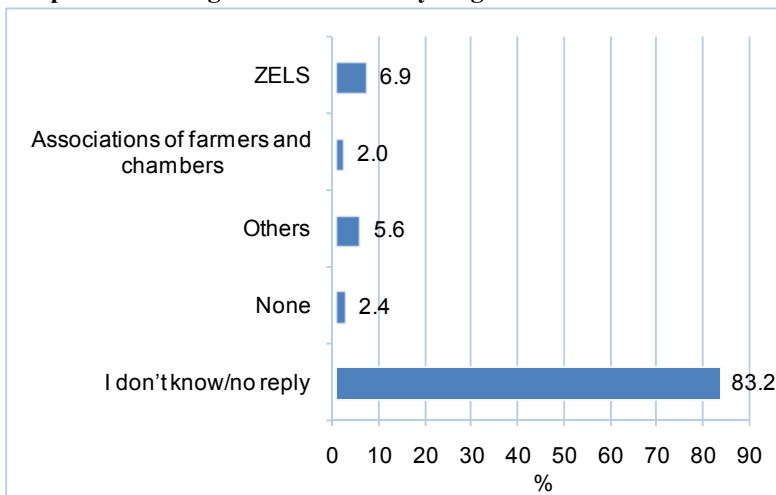
Minority of the citizens (38.3%) knew to give at least one of the civil society organizations which contribute in the area of combating poverty. Small minority, i.e. insignificant minority of citizens knew to give two, respectively three organizations. Compared with 2008, the familiarity with organizations active in the area of poverty significantly declined, 13.9 percentages points, and is close to the familiarity with such organization in 2006 and 2007.

Graph III.3. Civil Society Organizations which Contribute in Developing Small and Medium-size Enterprises, Economic Development and Employment



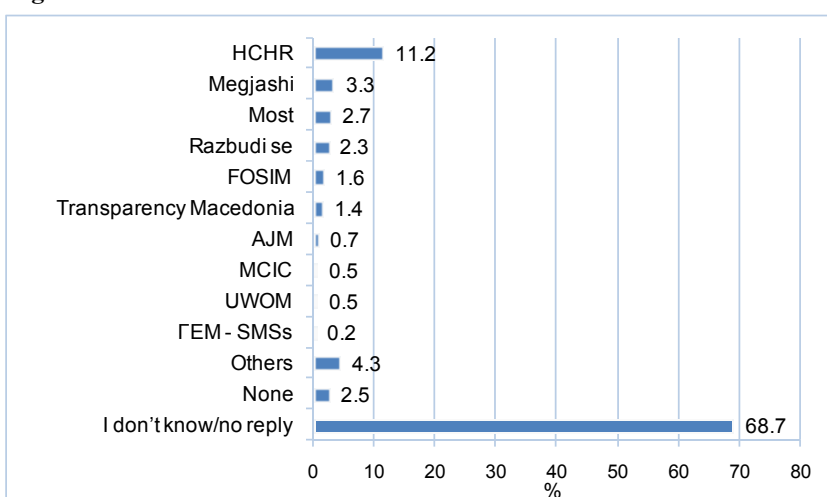
The vast majority of citizens (90.5%) do not know to state a name of any civil society organization contributing to the economic development. Compared with the previous years, there are insignificant or small changes regarding the knowledge, but in contrast to that time, in 2010 the citizens recognized only one specific civil society organization, MEDF, active in this field.

Graph III.4. Recognized Civil Society Organizations which Contribute in Local and Rural Development



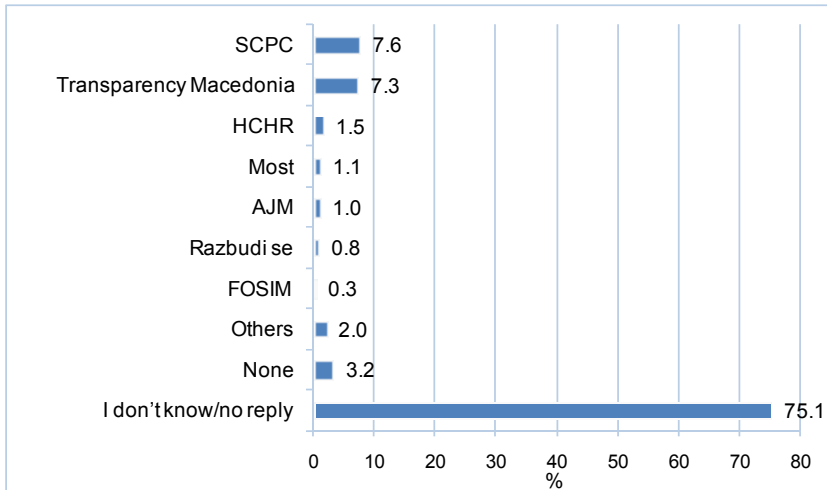
Small majority of citizens (13.4%) have a knowledge to list a civil society organization contributing to local and rural development and one concrete the civil sector organization is recognized, i.e. ZELS.

Graph III.5. Recognized Civil Society Organizations which Contribute in Developing Democracy and Human Rights



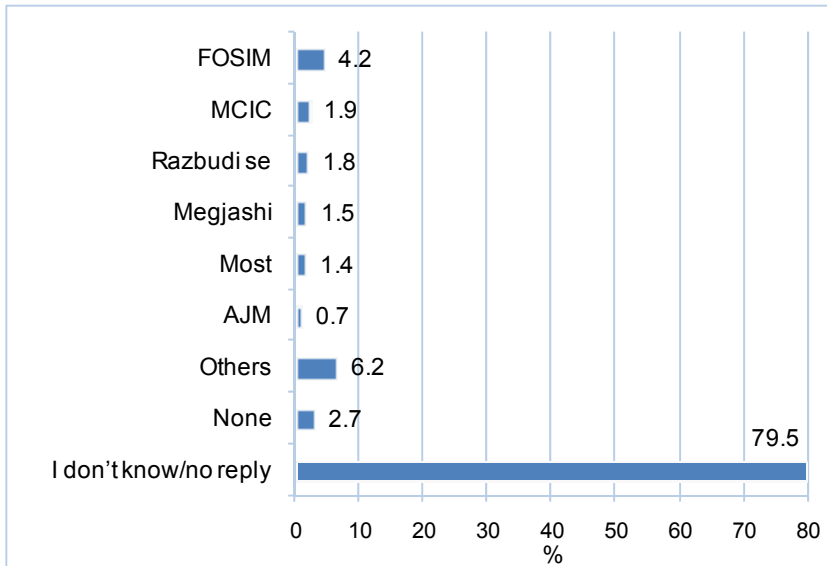
Small majority of citizens (28.8%) have knowledge to list specific civil society organizations contributing to development of democracy and human rights. The citizens listed the greatest number of specific organizations in this area.

Graph III.6. Recognized Civil Society Organizations which Contribute in Combating Corruption



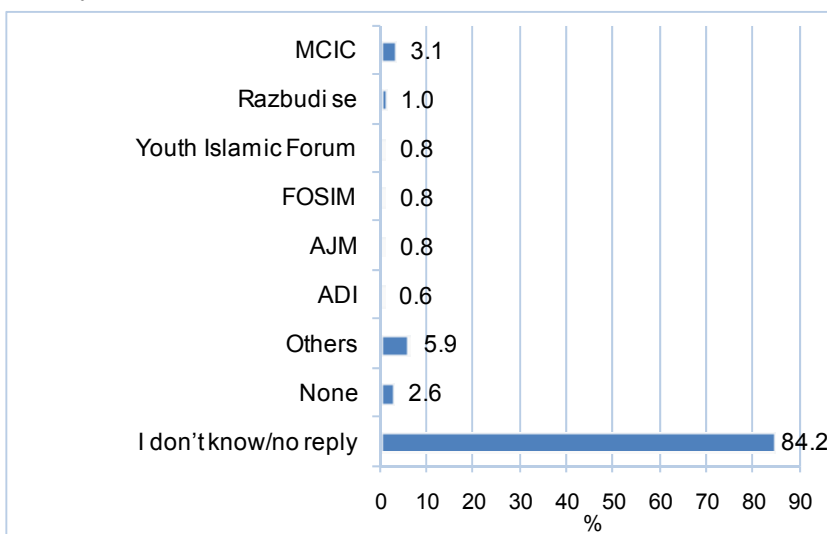
Civil society organizations contributing in combating corruption could be recognized by small minority of citizens (14.1%). Compared with 2008, familiarity with organizations active in the area of combating corruption shows small decline, but is at the level of familiarity presented in the first two surveys, in 2006 and 2007. The citizens most frequently recognized the State Anti-corruption Commission, even though it is not a civil society organization.

Graph III.7. Recognized Civil Society Organizations which Contribute in Enhancing Civil Society



Small majority of citizens (17.8%) have knowledge to list specific civil society organizations contributing in strengthening the civil society. The knowledge of organizations which enhance civil society marks great decline in comparison with 2008 and 2006. Moreover, the number of recognized organizations active in this area is reduced.

Graph III.8. Recognized Civil Society Organizations which Contribute in Building Multi-Cultural Society



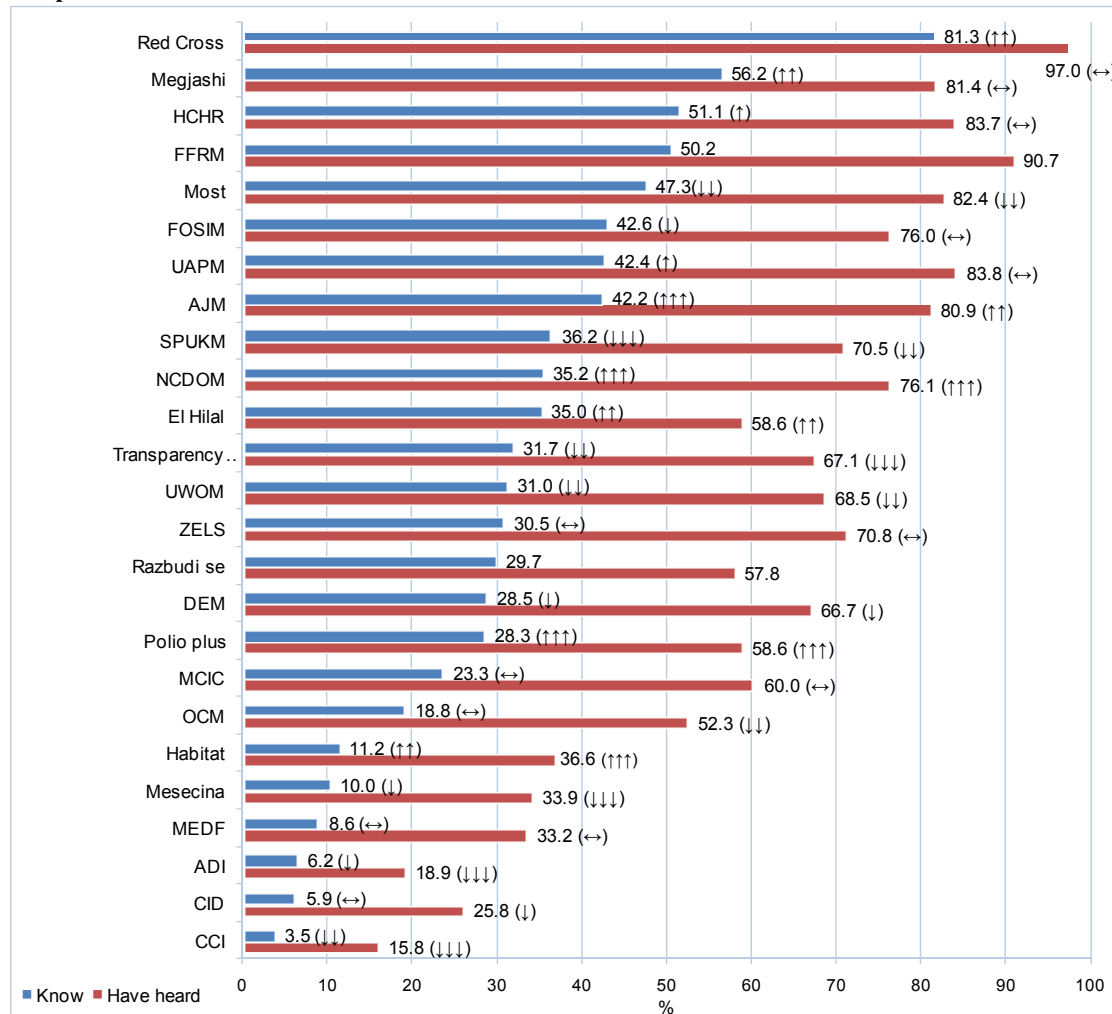
A small minority (13.2%) of citizens recognize civil society organizations contributing towards building multi-cultural society.

Knowledge and Views on Twenty Five Civil Society Organizations

The survey covered twenty five specific civil society organizations acting at regional or national level in many sectors. The citizens were given questions on the general information they have (have heard), knowledge (know), and on their opinion for these organizations (positive/negative).

Similar to the previous years, when the survey was conducted, the citizens presented different information and knowledge on different organizations. Their general information is significantly greater than the knowledge they have about all of the twenty five surveyed civil society organizations. Majority of the citizens heard about most of the 25 organizations, i.e. great majority of them heard about 11, while the majority of them about eight organizations. Apart from the Red Cross, known by overwhelming majority of citizens, and FOSIM, HCHR and Medjashi, known by the majority of citizens, the remaining organizations are known by minority of citizens.

Graph III.8. I have heard/I know about:

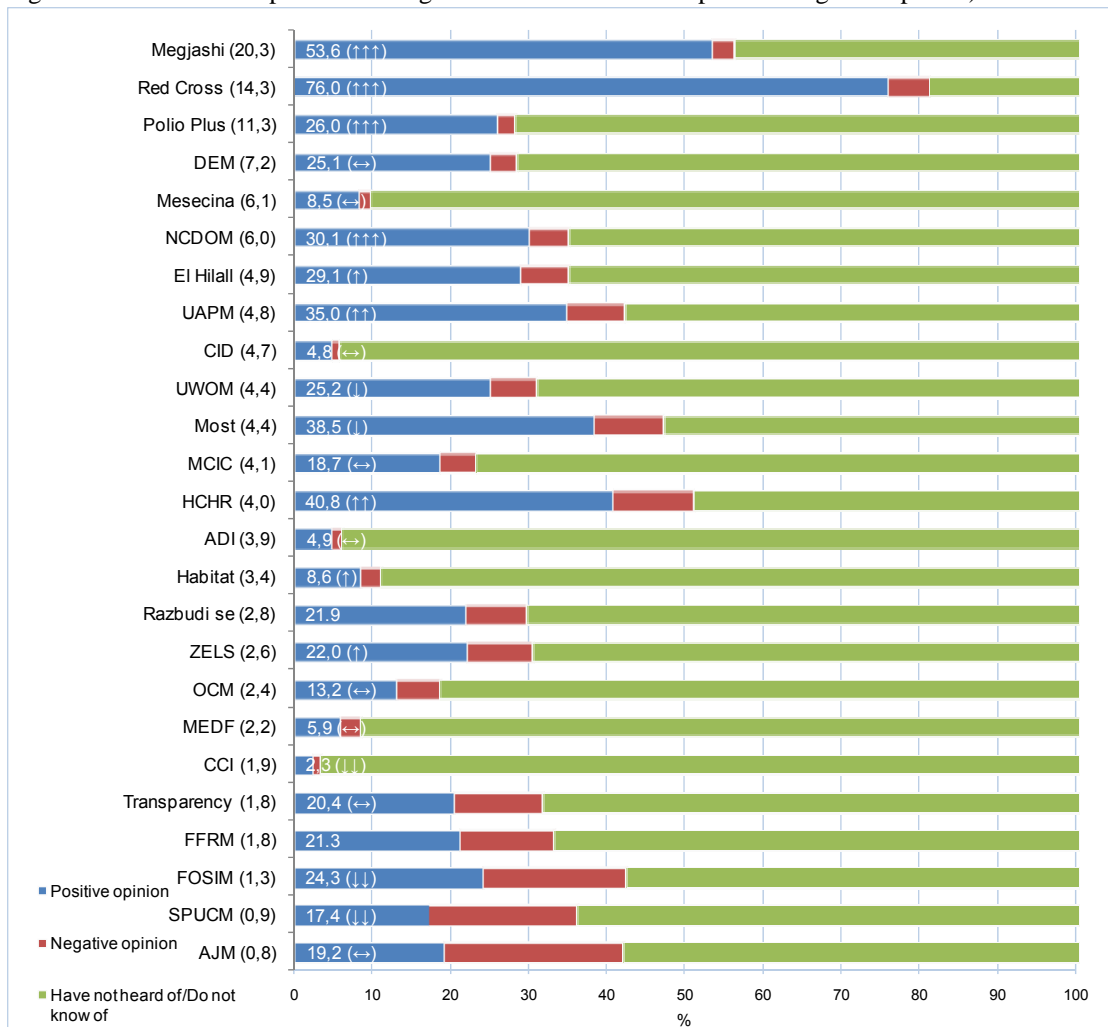


Compared with 2008, there are significant or moderate differences in the level of information and knowledge about the bigger part of these organizations. There is significant level of information NCDOM, Polio Plus and Habitat, while significant decrease about Transparency Macedonia, Mesecina, ADI and CCI. Regarding the knowledge, there is significant increase for ZNM, NCDOM and Polio Plus, while significant decrease is present for SPUKM.

Persons with college/higher education, the employed in the public sector, those who live in cities and who believe that they belong to the upper class, non-religious citizens, as well as the ethnic Macedonians, are much more informed and are better connoisseurs about most of the organizations, than the others. The housewives and elderly persons know the least these twenty five organizations. Some of the civil society organizations are significantly more recognized by specific ethnic communities (ethnic Macedonian or ethnic Albanians), which has also an influence on the familiarity with by the followers of the political parties. The information and familiarity with some of the civil society organizations (Red Cross, Most, HCHR and other) are the same among

all citizens. In other organization, on the other hand, the knowledge is greater among their target groups (for example, the farmers are most familiar with FFRM, while the students with the SPUCM).

Graph III.9. Scale of positive against negative views on specific civil society organizations (the order of the organizations in this Graph is according to the value of the scale positive/negative opinion)



The views of the citizens should not imply that specific organizations are “Good” or “Bad”, and might be related to the area in which the organizations act and the issues they deal with. It is expected that the citizens would have more positive opinion about organizations dealing with issues which do not involve divided views in the society, and vice-versa.

Among the citizens prevails a positive opinion about the twenty five civil society organizations. Regarding two organizations of them, i.e. the negative opinion is insignificantly slightly higher. Most frequently the opinion for the twenty five civil society organizations is negative among insignificant minority (about 19 civil society organizations), or among small minorities (about the remaining six civil society organizations).

The positive opinion is significantly increased for four organizations: Megashi (for 11.1 percentage points), Red Cross (for 10.2 percentage points), Polio Plus (for 13.1 percentage points) and NCDOM (for 11.2 percentage points). There is no significant decrease in the positive opinion for none of the twenty five organizations.

The mean ratio about the group of organizations has an increase from 3.5 in 2008, to 4.9 in 2010.

Conclusions

Majority of Citizens are Familiar with Successful Civil Society Organizations

The majority of citizens (52.6%) can list successful civil society organizations, representing moderate decline in comparison with 2008. Likewise, there is also decline in the number of recognized successful organizations, from 16 in 2008, to 11 in 2010. The reasons for decrease number of recognized successful organizations, as for example the link with the possible decline of the civil society organizations' activities should be subject to further analysis.

According to the citizens, the ten most successful civil society organizations in 2010 are: Red Cross, Megjashi, El Hilal, Most, FOSIM, Razbudi se, Polio Plus, MCIC, UAPM and HCHR. Out of these organizations, eight were also listed as successful organizations in 2008. In 2010 Razbudi se and Polio Plus joined the ten successful organizations, while UWOM and Transparency Macedonia are no longer among them.

Small Minority Know Organizations Acting in Specific Areas

A small minority can list a civil society organization giving contribution in specific area. Citizens recognize the least organizations active in local and rural development, economic development and multi-cultural society. In two areas, local and rural development, and economic development, the citizens recognize only one specific organization.

Compared with 2008, there is significant decrease in the familiarity with organizations combating poverty (for 13.9 percentage points) and enhancing the civil society (for 18.2 percentage points). A moderate decline in familiarity with is also present among organizations combating corruption (for 8.2 percentage points). The familiarity with organizations contributing in the economic development is unchanged.

Field	First Five Organizations
Combating poverty	Red Cross, El Hilal, MCIC, FOSIM, Foundation Renova
Development of small and medium-size enterprises, economic development, employment	MEDF
Local and rural development	ZELS
Development of democracy and human rights	HCHR, Megjashi, Most, Razbudi se, FOSIM
Combating corruption	Transparency Macedonia, HCHR, Most, ZNM, Razbudi se
Development of civil society	FOSIM, MCIC, Razbudi se, Megjashi, Most
Building multi-cultural society	MCIC, Razbudi se, Youth Islamic Forum, FOSIM, ZNM

More Socio-Demographic Characteristics have Influence on the Familiarity with Civil Society Organizations

The general information is the biggest among the young people, while persons older than 65 years of age have least knowledge about the civil society organizations. The employed in the public and private sector are more informed and familiar with the civil society organizations, while the housewives are the least familiar with the civil society organizations. Citizens with higher education and those leaving in cities also have greater knowledge. The ethnic Macedonians have greater knowledge and are much more informed about most of the organizations. The religious belief also has an influence on the information and familiarity with; respectively non-religious have higher level of information and knowledge.

General Information is Significantly Higher than Familiarity with Civil Society Organizations

General information is significantly higher than the familiarity with all twenty five surveyed civil society organizations. The majorities of citizens (over 50%) heard about 19, and are familiar with four out of the 25 surveyed civil society organizations. Organizations that the citizens know the most are: Red Cross, FFRM, HCHR and Megjashi.

Differences in information and knowledge with regards to 2008 are present among most of the organizations. A significant increase in information is present among NCDOM, Polio Plus and Habitat, and significant decrease among Transparency Macedonia, Mesecina, ADI and CCI. With regards to the knowledge, there is significant increase among ZNM, NCDOM and Polio Plus, while significant decrease among SPUCM.

Citizens have Positive Opinion about Civil Society Organizations

A positive opinion about the civil society organizations prevails in the public. The negative opinion about most of the organizations is present among insignificant minority.

The ratio of positive/negative opinion about the civil society organizations has increased from 3.5 in 2008 to 4.9 in 2010, and is the highest from the ratio observed in all previous years (4.4 in 2007 and 4.3 in 2006). The positive opinion about several civil society organizations is significantly increased which also an influence on the increase of the ratio of positive/negative opinion: Megjashi, Red Cross and Polio Plus.

Annex 1. Trust and Influence of Ethnic Affiliation and Affinity towards Political Parties

Table 1. Trust and Influence of Ethnic Affiliation

Trust in Institutions	Total	Ethn.Mac.	Ethn.Alb.
State	38.7	48.2	16.0
Business (private business sector)	46.7	49.6	43.2
Civil (non-governmental sector)	48.1	49.3	45.7
Political parties	23.3	25.4	16.4
Media	40.4	40.5	38.3
International community	49.1	43.1	65.4
Index of trust in institutions	41.0	42.7	37.5
Trust in State Sector			
President of the Republic of Macedonia	37.5	48.9	9.0
Parliament of the Republic of Macedonia	34.4	40.2	18.5
Government of the Republic of Macedonia	36.8	44.1	18.5
Local self-government	41.4	44.4	33.6
Judiciary of the Republic of Macedonia	30.4	30.8	28.1
Education institutions	62.1	62.9	57.4
Health organizations	50.7	48.5	55.2
Institutions for social welfare	39.5	42.0	34.0
Utility enterprises	42.1	46.7	29.3
Army of the Republic of Macedonia	62.9	75.4	26.9
Police of the Republic of Macedonia	52.1	59.5	31.5
Index of Trust in Institutions of State Sector	44.9	49.4	31.1
Trust in Business Sector			
Large enterprises	50.8	52.4	46.3
Small and medium	51.8	52.8	45.7
Micro (family)	59.3	60.9	54.9
Banks	59.3	58.7	61.1
Index of Trust in Organizations from Business Sector	55.3	56.2	52
Trust in Civil Sector			
Civil society organizations	42.5	41.3	42.9
Churches and religious communities	62.9	61.0	62.0
Trade Unions	25.3	27.2	21.9
Chambers of commerce	28.5	30.6	22.2
Index of Trust in Civil Sector Organizations	39.8	40.0	37.3
Trust in the International Community			
European Union	57.8	48.1	83.0
United Nations	61.1	54.7	77.5
NATO	60.5	50.8	86.1
Index of Trust in Institutions of the International Community	59.8	51.2	82.2
Trust in Professions			
Civil servants	34.8	34.7	36.7
Judges	28.8	29.6	27.8
Customs officers	28.7	28.6	25.0
Police officers	43.5	48.2	32.1
Teachers, professors	66.6	64.7	71.3
Physicians	64.9	65.6	64.2
Priests, religious persons	53.8	49.9	60.2
Business, business-consultants	41.1	40.9	40.4
Index of Trust in Professions	45.3	45.3	44.7

Table 2. Trust and Influence of Affinity towards Political Parties

Trust in Institutions	Total	VMRO - DPMNE	SDSM	DUI	DPA	New Dem.	Not Follow.
State	38.7	72.7	32.4	22.2	9.1	9.1	32.0
Business (private business sector)	46.7	51.9	46.5	33.3	56.1	39.4	45.9
Civil (non-governmental sector)	48.1	56.4	48.1	41.4	39.4	51.5	46.4
Political parties	23.3	45.0	28.1	19.2	19.7	21.0	11.1
Media	40.4	43.6	47.0	43.4	36.4	27.3	38.3
International community	49.1	42.2	44.3	73.7	60.6	78.8	47.8
Index of trust in institutions	41.0	52.0	41.1	38.9	36.9	37.9	36.9
Trust in State Sector							
President of the Republic of Macedonia	37.5	74.7	25.9	9.1	6.0	9.0	32.3
Parliament of the Republic of Macedonia	34.4	66.1	27.0	17.2	18.2	9.1	27.1
Government of the Republic of Macedonia	36.8	77.2	17.3	22.2	14.0	24.0	29.0
Local self-government	41.4	59.5	35.1	34.3	39.4	27.3	38.1
Judiciary of the Republic of Macedonia	30.4	34.6	23.2	19.2	34.8	24.2	32.3
Education institutions	62.1	72.3	52.4	57.6	53.0	45.5	62.4
Health organizations	50.7	56.1	37.8	49.5	50.0	39.4	53.7
Institutions for social welfare	39.5	51.9	31.9	39.4	38.0	21.0	37.4
Utility enterprises	42.1	52.6	41.1	28.3	33.3	24.0	42.4
Army of the Republic of Macedonia	62.9	81.7	73.0	30.3	24.2	18.2	63.1
Police of the Republic of Macedonia	52.1	74.0	49.2	34.3	40.9	21.2	48.5
Index of Trust in Institutions of State Sector	44.9	63.7	37.6	31.0	32.0	23.9	39.0
Trust in Business Sector							
Large enterprises	50.8	63.7	49.2	39.4	50.0	30.0	49.6
Small and medium	51.8	56.7	56.8	42.4	40.9	30.3	52.5
Micro (family)	59.3	57.4	60.5	53.5	43.9	45.5	63.3
Banks	59.3	58.5	60.0	53.5	63.6	57.6	60.7
Index of Trust in Organizations from Business Sector	55.3	59.1	56.6	47.2	49.6	40.9	56.5
Trust in Civil Sector							
Civil society organizations	42.5	42.9	38.9	48.5	43.9	39.4	43.7
Churches and religious communities	62.9	72.7	61.6	60.6	66.7	60.6	59.5
Trade Unions	25.3	29.8	25.9	27.3	25.8	15.2	23.7
Chambers of Commerce	28.5	31.8	28.6	24.2	21.2	15.2	29.9
Employers organizations	27.2	26.6	28.6	24.2	19.7	27.3	28.9
Index of trust in civil sector	37.3	40.8	36.7	37.0	35.5	31.5	37.1
Trust in the International Community							
European Union	57.8	50.2	48.6	87.9	83.3	78.8	55.8
United Nations	61.1	56.4	56.8	80.8	81.8	78.8	59.0
NATO	60.5	52.9	54.6	91.9	89.4	78.8	58.3
Index of Trust in International Community	59.8	53.2	53.3	86.9	84.8	78.8	57.7
Trust in Professions							
Civil servants	34.8	47.1	25.4	45.5	40.9	36.4	29.4
Judges	28.8	32.9	26.5	27.3	27.3	30.3	28.2
Customs officers	28.7	38.4	28.1	25.3	25.8	12.1	26.6
Police officers	43.5	59.9	40.0	37.4	34.8	30.3	39.8
Teachers, professors	66.6	70.2	59.5	63.6	60.6	72.7	68.0
Physicians	64.9	65.7	58.9	58.6	60.6	42.4	70.1
Priests, religious persons	53.8	61.2	49.7	62.6	56.1	63.6	49.4
Business, business-consultants	41.1	41.5	40.5	41.4	39.4	33.3	42.6
Index of Trust in Professions	45.3	52.1	41.1	45.2	43.2	40.1	44.3

Annex 2. Questionnaire

I. Trust - General

Q1. In general, should most of the people be trusted or one should be very careful with them?

1 – Most of the people could be trusted

2 – One should be very careful

I don't know (spontaneously)/ No answer (spontaneously)

Q2. Please appraise, using a scale from 1 to 10 do you believe that most of the people would take advantage of you, if given a possibility to do that, or would try to be honest/fair-minded towards you?

Most of the people would try to take advantage of me	1	2	3	4	5	6	7	8	9	10	Most of the people would try to be fair
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Q3. How much trust you have in

	A great deal	Quite a lot	Not very much	None at all	DK	N/A
The State						
The private (business/enterprise) sector						
The civil society						
The political parties						
The media						
The international community						

Q4. How much Trust you have in each of the following state institutions:

	A great deal	Quite a lot	Not very much	None at all	DK	N/A
President of the Republic of Macedonia						
Parliament of the Republic of Macedonia						
Government of the Republic of Macedonia						
Local self-government (municipalities)						
Justice system of the Republic of Macedonia						
Army of the Republic of Macedonia(ARM)						
Police of the Republic of Macedonia						
Educational institutions						
Health institutions						
Institutions for Social Welfare						
Utility enterprises						

Q5. How much Trust you have in the individual institutions of the international community?

	A great deal	Quite a lot	Not very much	None at all	DK	N/A
European Union						
United Nations						
NATO						

Q6. How much Trust you have in each of the following forms of (private) enterprises?

	A great deal	Quite a lot	Not very much	None at all	DK	N/A
Large enterprises						
Small and medium size enterprises						
Micro (family business)						
Banks						

Q7. How much Trust you have in each of the following professions?

	A great deal	Quite a lot	Not very much	None at all	DK	N/A
Civil servants						
Judges						
Customs officers						
Police officers						
Teachers, professors						
Physicians						
Priests, religious persons						
Business, business-consultants						

II. Trust in the Civil Society

Q8. Point out how much Trust you have in each of the institutions from the civil sector	A great deal	Quite a lot	Not very much	None at all	DK	N/A
Civil society organizations (non-governmental, associations of citizens)						
Churches and religious communities						
Trade unions						
Chambers of Commerce						
Employers organizations						

Q9. How much Trust you have in each of the following churches and religious communities?	A great deal	Quite a lot	Not very much	None at all	DK	N/A
Macedonian Orthodox Church (MOC)						
Islamic Religious Community (IRC)						
Jewish Community on Republic of Macedonia						
Catholic Church in Republic of Macedonia						
Evangelist-Methodist Church in Republic of Macedonia						
Other churches and religious communities in Republic of Macedonia						

III. Trust in Civil Society Organizations

Q10. With which of the following statements you agree

- 1 – Civil society organizations are organized by the citizens for the purpose of achieving their interests
 2 – Civil society organizations are funded by foreign states and their foundations only to serve them
 I don't know (spontaneously) / No answer (spontaneously)

Q11. With which of the following statements you agree

- 1 – Civil society organizations allow many capable persons, who are not organized in parties, to achieve their public and/or wider interest.
 2 – Most of the civil society organizations are means with which skilful individuals achieve only their personal interests.
 I don't know (spontaneously) / No answer (spontaneously)

G12. According to you, political parties and their leaders

- 1 – Take care about the views of the civil society organizations and include them in decision-making at national and local level
 2 – When they have party interests, they appropriate the views of the civil society organizations, and when they are not interested in they accuse them as close to the other party
 3 – They set up civil society organizations and use them as their spokesmen
 I don't know (spontaneously) / No answer (spontaneously)

Q13. Give one or more civil society organizations behind which there are specific political parties and/or their leaders and use them as their spokesmen

Q14. How much Trust you have in civil society organizations acting in one of the following fields?	Significant Trust	Partial Trust	Modest Trust	No Trust	N/N	N/A
Democracy, human rights and rule of law						
Children, youth and students						
Women and gender issues						
Environment and nature (Ecology)						
Persons with special needs						
Culture						
Rural development (farmers, land cultivators...)						
Sports, hobby, recreation						
Social-care, charity, humanitarian						
Professional (branch) associations						

IV. Knowledge and Opinion on Civil Organizations in Macedonia

Q5. Point out one or more successful civil society organizations (active, which achieve results and other) that you know

Q16. Point out three organizations in Macedonia which according to your opinion contribute in:

Combating poverty:

Development of small and medium size enterprises, economic development, employment:

Local and rural development:

Development of democracy and human rights:

Combating corruption:

Enhancing civil society:

Building multicultural society:

17. What is your knowledge and opinion on the following civil society organizations?

1 – I've never heard about that organization

2 – I've heard about it, but I know almost nothing about it

3 – I know the organization and I have rather negative opinion about it

4 - I know the organization and I have negative opinion about it

5 - I know the organization and I have positive opinion about it

6 - I know the organization and I have rather positive opinion about it

	1	2	3	4	5	6	H3	BO
Association for Democratic Initiatives (ADI) – Gostivar								
Movement of Ecologists of Macedonia (DEM)								
El Hilal								
Association of Units of Local Self-Government (ZELS)								
National Council of Disability Organizations of Macedonia								
Association of Journalists of Macedonia (ZNM)								
Macedonian Enterprise Development Foundation (MEDF)								
Macedonian Center for International Cooperation (MCIC)								
Red Cross of the Republic of Macedonia								
Megjashi – First Children Embassy in the World								
Mesecina – Humanitarian-Charitable Association of Roma – Gostivar								
Most – Civil Society Association								
Organization of Consumers of Macedonia								
Polio Plus - Movement Against Handicap								
Razbudi se (Zgjohu)								
Transparency Macedonia								
Alliance of Associations of Pensioners of Macedonia								
National Council of Women of Republic of Macedonia (UWOM) ⁶								
Students Parliament at the University „St. Cyril and Methodius“ (SPUCM)								
Federation of Farmers of the Republic of Macedonia (FFRM)								
Foundation Open Society Institute Macedonia (FOSIM)								
Habitat – Association for Human Housing								
The Helsinki Committee for Human Rights (HCHR)								
Center for Civil Initiative (CCI) – Prilep								
Center for Institutional Development (CID)								

⁶ National Council for Gender Equality since December 2010.

Annex 3. Sample

The sample covered 1.300 respondents. The population framework of the sample was population older than 18 years of age, while criteria for representativity were as follows: sex, age, ethnic affiliation, place of residence and regions.

Sex	%
Male	50.5
Female	49.5
Age	%
18-29 years	24.5
30-39 years	21.1
40-49 years	20.4
50-65 years	23.2
Над 65 years	10.8
Ethnic Affiliation	%
Macedonian/he/she	63.4
Albanian/he/she	24.9
Turk/he/she	4.0
Roma/he/she	3.1
Serb/he/she	1.8
Vlah/he/she	0.5
Bosniak/he/she	1.2
Miscellaneous	1.2
Affiliation to Religion	%
Orthodox	62.2
Islamic	34.8
Catholic	0.2
Other	0.6
Not affiliated to any religion/atheist	2.1
Religious	%
Religious person	88.3
Non-religious person	8.4
Atheist	3.3
Employment Status	%
Employed in public sector	16.0
Employed in private sector	31.6
Farmer	2.9
Student	7.5
Housewife	6.5
Unemployed	22.7
Pensioner	12.8
Social Status (self-perception)	%
Upper class	2.1
Upper middle class	18.5
Lower middle class	35.4
Working class	31.8
Lower class	12.2
Education	%
Uncompleted primary	2.5
Primary	19.8
Secondary	50.8
College/higher	26.8

Place of Residence	%
Rural (village)	39.0
Urban(city)	40.2
Skopje	20.8
Monthly income per household member	%
Up to Den. 500	5.8
1501 - 3.000	7.9
3.001 - 4.000	8.0
4.001 - 5.000	8.5
5.001 - 6.500	9.8
6.501 - 8.000	11.5
8.001 – 11.000.	12.2
11.001 - 15.000	12.4
15.001 - 24.000	12.8
Over 24.000	9.5
No response	1.6
Political Organization	%
Left	5.0
2	4.1
3	4.1
4	4.5
5	16.0
6	4.7
7	4.5
8	6.8
9	3.2
Right	6.4
I don't know	25.2
No response	15.5
To which political party you are a follower (spontaneously)?	%
VMRO-DPMNE	22.2
SDSM	14.2
DUI	7.6
DPA	5.1
New Democracy	2.5
Others	4.1
I am not a follower of any	44.2
Region	%
Skopje	29.3
South-Eastern	9.0
Eastern	9.7
North-Eastern	8.5
Vardar	6.7
South-Western	9.0
Polog	17.2
Pelagonia	10.7