



FORUM ZA ETNIČKE ODNOSE
FORUM FOR ETHNIC RELATIONS

GIZBuro Belgrade
Brzakova 20
11000 Belgrade

INTERIM NARRATIVE REPORT
Reporting period: 01/09/2019 – 18/03/2020.

Project ID:	17.2208.1- 001.00
Project title:	Inclusion of Roma and other Marginalized Groups
Implementing entity:	Forum for Ethnic Relations (FER)
Responsible person:	Dušan Janjić, FER Management Board President

During this reporting period, the following activities were implemented:

Desk research

Desk research involved theoretical and empirical review of studies dealing with Roma population as one of the most vulnerable social groups, often exposed to discrimination in Serbia (like in other countries in Europe).

One of the most important results of desk research was our decision to integrate the survey of perception and evaluation of Roma with perception and evaluation of non-Roma population about Roma, in the same project. Such approach provided opportunities to examine connection and possible impact of social environment on the life of Roma community.

Project team and research team formation

In September 2019, a decision was taken by the Management Board of the Forum for Ethnic Relations to form a project team and core research team made up of two (2) experts to conduct a CATI survey (computer-assisted telephone interviewing) of non-Roma citizens on their perception about the state activities aimed to improving the position of Roma, and expert team to conduct a survey of perception and evaluation of opinion of Roma (F2F), as well as a team of consultants made up of experts from the Forum for Ethnic Relations and another team of consultants made up of representatives of Roma organizations and experts on Roma issues.

The research team tasked to conduct CATI survey of non-Roma citizens on their perception about the activities targeting Roma is composed of: **dr Nada Raduški**, Institute for Political Studies (Ph.D in

Demography - Faculty of Economics, University of Belgrade, 2006)¹; **mr Miloš Mojsilović**² - USAID Government Accountability Initiative Project; and **Srećko Mihailović** (team leader), key researcher, IIC Demostat³.

The research team used the advantage of face-to-face contact with respondents whenever it was possible, while most of their work was conducted virtually over Internet; the same method of work was used during the initial consultation with key consultants.

Development of methodology and conceptual plan of project implementation

Given that the terms of reference (TOR) document provides detailed instructions which explain how the project will be implemented, in the project proposal stage, the research team focused mainly on the elaboration of TOR requirements, examination of options to support operationalization, with emphasis on practical feasibility.

In addition to the above, the work of the project team was also directed at (1) careful planning of content and methodology links between the survey of non-Roma (majority population) and the survey of Roma population, and (2) assessment of the possibility of establishing correlations and possible cause-and-effect relationships between the two surveyed populations: non-Roma (majority population) and Roma population. How are the same phenomena related to the life of Roma perceived and assessed by non-Roma and by Roma themselves; how and whether the ethnic distance nurtured by non-Roma toward Roma population and vice versa is related to the perception itself and assessment...?

Pain points – analysis of possible risks

The project team paid a special attention to identifying the pain points in survey contents that may emerge and create an obstacle for successful realization of the project or survey.

Adaptation of the data-collection instruments to the CATI procedure, or adaptation to the nature of the data-collection procedure.

Telephone surveys have become quite popular in Serbia, mostly due to lower costs compared to the *face to face* (F2F) survey which requires much more resources. The material interest has outweighed the shortcomings of telephone surveys (here and in similar countries), and online (Internet) surveys, which in our case carry even more weaknesses, seem to be headed in the same direction. We will name two major weaknesses: *Response rate*: 1 completed survey out of 5 or 6 established telephone connections, without knowing the basic features or anything else about those who refused to take the survey. On the other hand, the worst case scenario for F2F survey is 1 refusal out of four contacts established. In the first case, 100 completed surveys require 500 or 600 contacts, and in the second case a 100 completed surveys require 125 contacts. Another weakness is the character of the communication. Telephone surveys are burdened

¹Monographs: *Identitet i integracija Roma u Srbiji* (Identity and Integration of Roma in Serbia), Institute for political studies, Beograd, 2015; *Nacionalne manjine u Centralnoj Srbiji-etničke promene i demografski razvoj* (National Minorities in Central Serbia-Ethnic Changes and Demographic Development), Institut društvenih nauka, Beograd, 2007; *Geopolitical Processes and Ethno-demographic Changes in Serbia*, LA PLAMBERT Academic Publishing, Saarbrücken, Germany, 2015, p. 60.

²MA in Social Sciences and Computing. Master thesis: *Multivariate statistical data analysis techniques in political science researches*.

³Miloš Mojsilović and Srećko Mihailović as head of the team participated in the realization of the field research “Strengthening the protection of national minorities in Serbia” as part of a joint program under the same name carried out by the European Union and European Council (during 2018 and 2019) which, among other things, examined interethnic relations in five multiethnic municipalities in Serbia (Serbs, Roma, Albanians, Bulgarians, Croats and Hungarians) in municipalities of Sombor, Bosilegrad, Vranje, Bujanovac and Medveđa.

by the length of the conversation and issues associated with remembering the offered answers. The number of questions of questions that can be administered is rather limited (usually 15 to 16 questions + demographics), which is often far from sufficient...

Preparation of the CATI survey - Attitude of non-Roma toward Roma population

These activities were carried out during September and October 2019.

The Contract with GIZ was signed on 1st September, 2019, followed by preparation of the survey, consultations regarding the content and formulation of questions, adoption of the final version of the survey for non-Roma population, and activation of the CATI network.

The survey for non-Roma covered four areas: 1) Indications of ethnic distance toward Roma population by the Serbian citizens – two questions; 2) Awareness of citizens about the activities directed at improving the lives of Roma – five questions; 3) Assessment of changes in the lives of Roma over the past seven to eight years - six questions; and 4) Assessment of the contribution to the improvement of lives of Roma - four questions. Specifically:

During this period a number of external consultations were held, including consultations with the client.

Implementation of the computer-assisted telephone interviewing (CATI) – development of the report of the survey

CATY survey was conducted in November and December 2019. Table below shows the basic CATI survey data:

CATI timeline: December 2019
Sample size: 1000
Target population refers to Serbian citizens aged 18 and above
Sampling frame is based on the electronic telephone directory listings and official 2011 census data
The survey employed a two-stage stratified random sampling design (region, settlement type)
Sample stages - Household selected by simple random sampling - Household member selected by quotas
Post-stratification was based on: (1) Cross treatment of variables: gender, age, region, type of settlement; and (2) Education
The process is automatically controlled by the software, including the use of interactive logic and consistency checks of answers in 100% of cases
Response rate: 1 completed survey out of 5 or 6 established telephone connections
Confidence interval: +/- 2.04% for incidence rate ratio of 10% with a probability of 95%

In December 2019 all data were collected, followed by preparation of the report on the conducted survey, interim financial and narrative report for the period 1st September - 31 December 2019. All activities were completed by January 2020, and the managing board of the Forum for Ethnic Relations, on the session held on 23 January 2020 adopted the interim narrative and financial report, along with the decision to

deliver the said reports to GIZ Buro Belgrade.

1.7 List of annexes that are attached to the narrative report.

3.1. Annexes
1. Dr Nada Raduški, mr Miloš Mojsilović and Srećko Mihajlović: <i>CATI survey, December 2019. How the citizens of Serbia of non-Roma belonging see Roma</i>
2. Power Point presentation – perception and evaluation of opinion of non-Roma citizens about the Roma
3. Infographics

I hereby certify that the above information is true and correct.

Responsible person: FER Management Board President Dr Dušan Janjić	Signature and seal:	Date: 18/03/2020
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