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*Complementary Pathways for Southeast  
Europe*



## Project „COMP4SEE - Complementary pathways for Southeast Europe“

implemented by Croatian Law Centre (HR), Peace Institute (SI),  
Legal Centre for the Protection of Human Rights and Environment (SI),  
Foundation for Access to Rights (BG)



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**Study conducted by:**

Hendal Ltd. Zagreb

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## **1. INTRODUCTION**

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### **1.1. Purpose of the research**

The purpose of this research is to obtain insight into the perception of citizens of Bulgaria, Croatia, and Slovenia of refugees in general and the acceptability of the model of complementary pathways.

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### **1.2. Used methodology and research sample description**

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#### **1.1.1. Interview method**

The research was conducted using CATI – telephone research.

All interviewers that carried out the telephone research were trained for working on the research project, to ensure a high procedure quality and a unified approach to potential participants during the recruitment and interviewing process.

The research was conducted in accordance with the ISO 20252:2012 norm and ESOMAR's international codex for marketing and social research.

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#### **1.1.2. Questionnaire**

The research instrument was a highly structured quantitative questionnaire, prepared by Henda and revised by the Client (Annex 1).

The questionnaire contained closed-ended questions: single and multi-option questions as well as the evaluation on the 5-point Likert scale.

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### 1.1.3. Sample

In each country, the sample included a total of 1,000 respondents. The sample was representative according to age, gender, and settlement size. In the research, the quota sample was used. Some differences in planned and achieved sample are present in all three countries, the smallest differences are present in Croatia and the biggest in Bulgaria, although all within acceptable range. The differences among the countries are caused by significantly different number of regions in each country (in Croatia 6 region, in Slovenia 12 regions and in Bulgaria 28 regions) that form the representative sample. Combination of region and settlement size has resulted with very large number of cells that were completed simultaneously, what has resulted in oversampling of some cells and lack of respondents (under- sampling) of others. The weighting procedure that would be usually conducted to annulate differences among planned and achieved sample was not conducted due to the need of providing data in Excel format that does not support the weights.

The detailed structure of the planned and achieved sample for each country is presented in the table below:

Bulgaria:

REGION	PLANNED (%)	Achieved (%)
BLAGOEVGRAD	4.4	3.8
BURGAS	6.0	5.7
VARNA	6.9	5.8
VELIKO TARNOVO	3.3	2.9
VIDIN	1.2	1.9
VRATSA	2.3	2.9
GABROVO	1.5	1.9
DOBRICH	2.5	2.9
KURDZHALI	2.4	1.2
KYUSTENDIL	1.7	1.9
LOVECH	1.8	1.6
MONTANA	1.8	2.9
PAZARDZHIK	3.6	3.9
PERNIK	1.7	1.0
PLEVEN	3.3	4.5
PLOVDIV	9.7	8.6
RAZGRAD	1.6	1.3
RUSE	3.1	3.0
SILISTRA	1.5	3.0
SLIVEN	2.6	3.8
SMOLYAN	1.5	1.3

<b>SOFIA CITY</b>	19.1	18.6
<b>SOFIA REGION</b>	3.4	1.9
<b>STARA ZAGORA</b>	4.5	3.8
<b>TARGOVISHTE</b>	1.6	3.0
<b>HASKOVO</b>	3.2	1.9
<b>SHUMEN</b>	2.5	2.0
<b>YAMBOL</b>	1.7	2.9
<b>SETTLEMENT SIZE</b>		
<b>VILLAGE</b>	26.9	24.2
<b>SMALL TOWN</b>	21.5	19.7
<b>REGIONAL CITY</b>	33.3	37.4
<b>CAPITAL CITY</b>	18.3	18.7
<b>GENDER</b>		
<b>MALE</b>	48.4	46.7
<b>FEMALE</b>	51.6	53.3
<b>AGE GROUP</b>		
<b>18-29</b>	13.7	14.4
<b>30-39</b>	16.6	19.2
<b>40-54</b>	27.3	26.7
<b>55-59</b>	8.0	6.9
<b>60+</b>	34.4	32.8

Croatia:

<b>REGION</b>	<b>PLANNED (%)</b>	<b>Achieved (%)</b>
<b>ZAGREB</b>	25.7	25.8
<b>NORTHERN CROATIA</b>	15.4	15.4
<b>SLAVONIA</b>	18.6	18.6
<b>LIKA, KORDUN, BANIIJA</b>	8.2	8.2
<b>ISTRIA, HRVATSKO PRIMORJE, GORSKI KOTAR</b>	12.0	12.0
<b>DALMATIA</b>	20.0	20.0
<b>SETTLEMENT SIZE</b>		
<b>UP TO 2 000</b>	38.6	38.6
<b>2 001 - 10 000</b>	15.8	15.8
<b>10 001 - 100 000</b>	20.0	20.0
<b>100 001+</b>	25.6	25.6
<b>GENDER</b>		
<b>MALE</b>	47.8	47.8
<b>FEMALE</b>	52.2	52.2

AGE GROUP		
18-29	18.6	18.6
30-39	16.6	16.6
40-49	17.1	17.1
50-59	18.1	18.1
60+	29.6	29.6

Slovenia:

REGION	PLANNED (%)	Achieved (%)
MURA	5.8	5.2
DRAVA	16	16
CARINTHIA	3.5	3.3
SAVINJA	12.5	12.2
CENTRAL SAVA	2.1	2.3
LOWER SAVA	3.4	3.6
SOUTHEAST SLOVENIA	6.8	7.1
CENTRAL SLOVENIA	26.3	26.8
UPPER CARNIOLA	9.7	9.6
LITTORAL-INNER CARNIOLA	2.5	2.7
GORIZIA	5.8	5.8
COASTAL-KARST	5.6	5.4
<b>SETTLEMENT SIZE</b>	<b>%</b>	<b>%</b>
CAPITAL	13.5	13.3
REGION CENTRE	17.7	17.9
OTHER CITY/TOWN	25.2	25.1
SMALLER TOWN, VILLAGE	43.6	43.7
<b>GENDER</b>	<b>%</b>	<b>%</b>
MALE	50.3	50.6
FEMALE	49.7	49.4
<b>AGE GROUP</b>	<b>%</b>	<b>%</b>
18-29	15.8	15
30-39	18.1	16.1
40-49	18.8	18.7
50-59	18.8	17.4
60+	28.5	32.8

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#### **1.1.4. Quality control of the collected data**

Quality control of the collected data was done during the field research - 25% of every interviewer's work was checked by listening to interviews. Additional logic checks were carried out during data processing. Questionnaires evaluated negatively during quality control were removed from further data processing.

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#### **1.1.5. Calculation of statistical significance and summary of the results**

The results obtained are presented on the total sample. Furthermore, statistical differences between socioeconomic groups have been calculated regarding age, gender, region, settlement size, education level, household income, experience with refugees, and frequency of contact with refugees. After testing the normality of distribution, appropriate parametric and non-parametric tests were used. In addition, the difference between the three countries' results was calculated using one-way ANOVA with Scheffe post-test.

Only differences present on the 0,05 level of significance were marked in charts and described in the text.

The table overview of the results for each country and the total of all countries is presented in Appendix 2.

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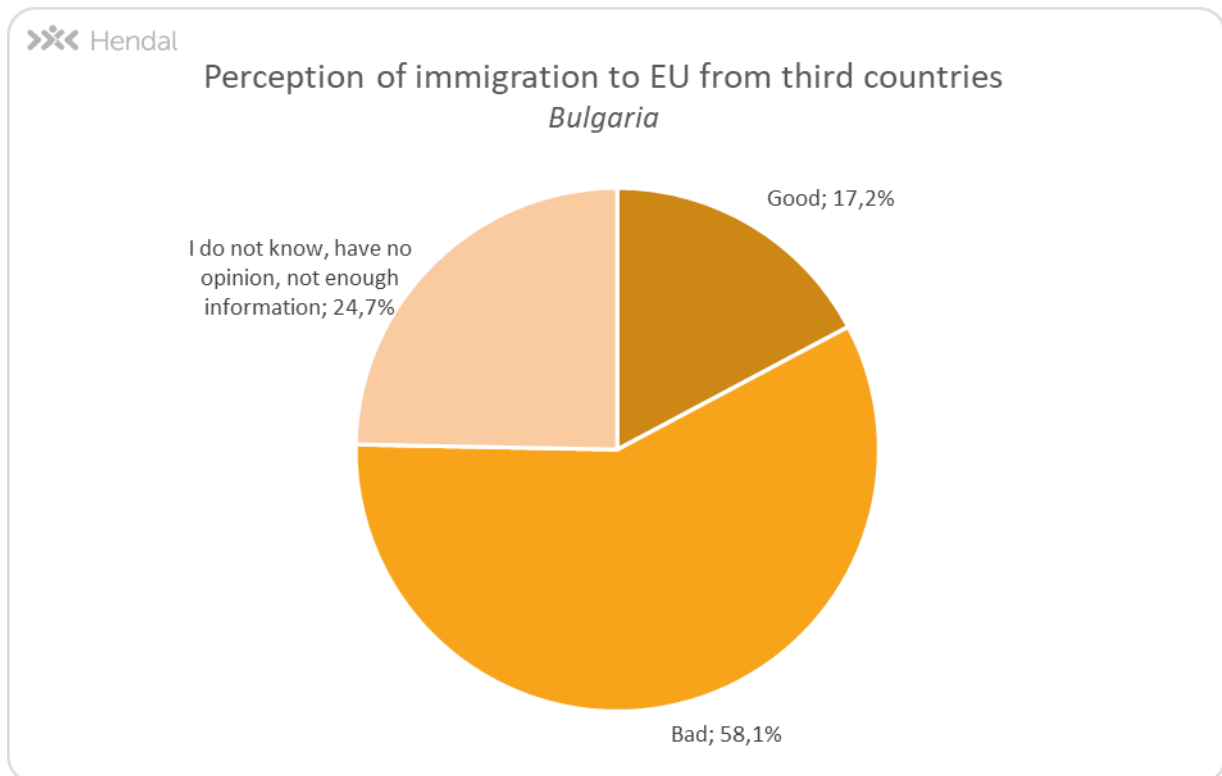
## 2. RESEARCH RESULTS

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### 2.1. Perception of immigration

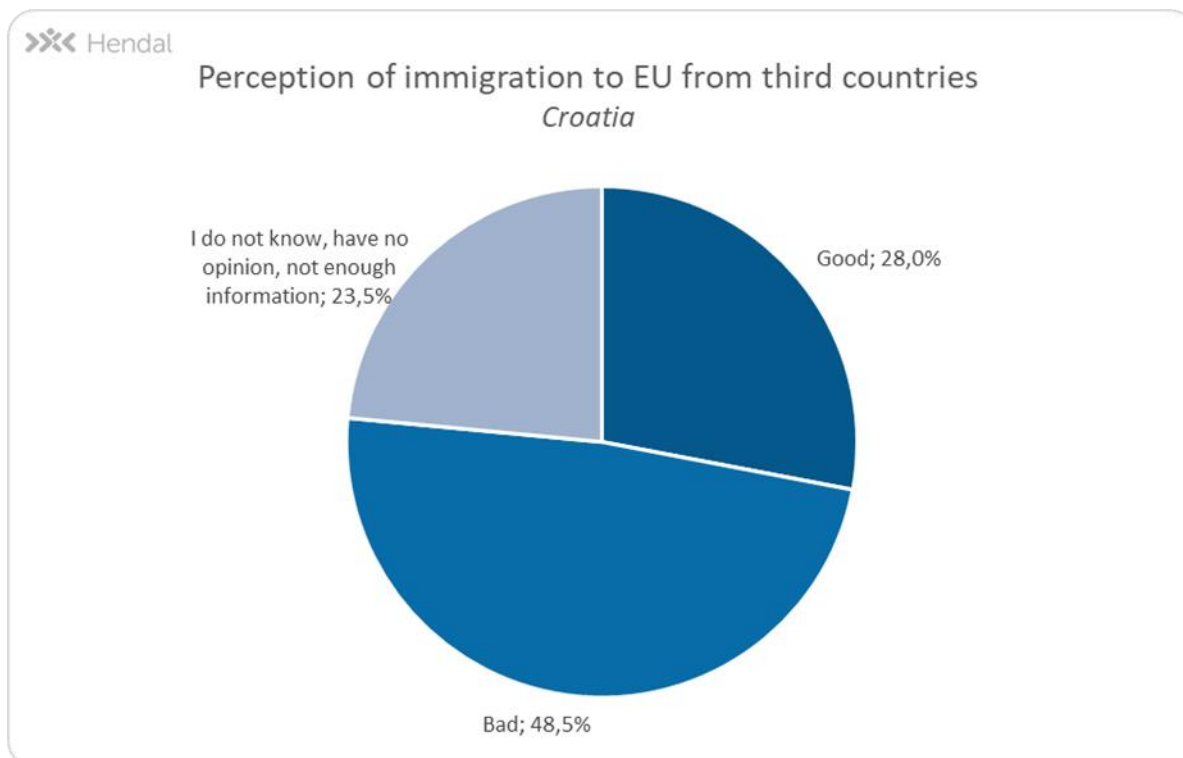
In the beginning, the general perception of immigration to the EU from third countries was examined.

Results in Bulgaria show that the majority, 58.1%, think that immigration from third countries is a bad thing, while 17.2% find it good. One quarter does not have the opinion. Participants from the capital city and those from households with below-average income find immigration a good thing in lower-than-average share.



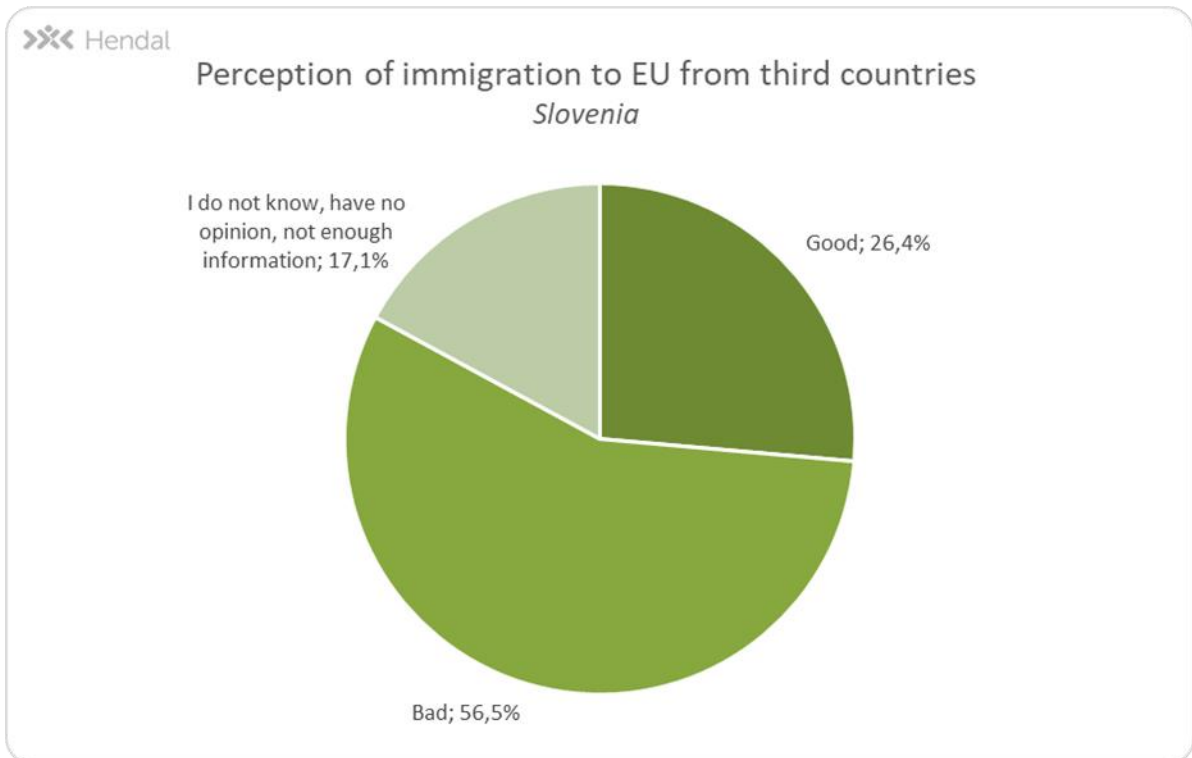
Picture 1a- Bulgaria - Perception of immigration to EU from third countries; N=1,045

In Croatia, the highest share of citizens (48.5%) thinks that immigration from third countries is a bad thing. A significantly smaller share (28.0%) thinks that it is a good thing, while the lowest share doesn't have an opinion (23.5%). According to the sociodemographic characteristics, participants from households with above-average income in higher-than-average share give a positive answer. On the other side, female respondents do not have an opinion in higher share than males.



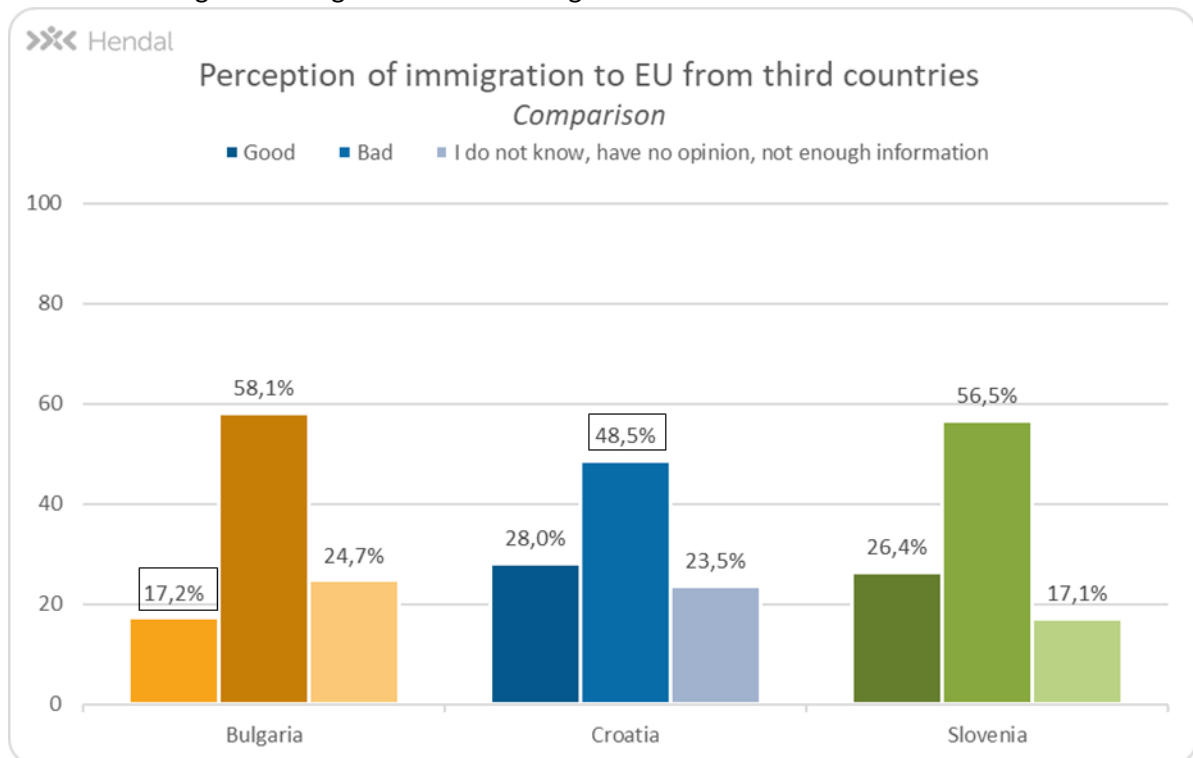
Picture 1b- Croatia - Perception of immigration to EU from third countries; N=1,000

In Slovenia, the majority perceives the immigration to the EU from third countries as a bad thing. On the other side, 26,4% perceive it as a good thing, while 17,1% do not have an opinion. Participants aged 40-49, those from Littoral-Inner Carniola region, and those from households with below-average income in higher-than-average share think that this kind of immigration is a bad thing. Participants from Central Slovenia region and from households with above-average income think that it is a good thing in higher-than-average share.



Picture 1c- Slovenia - Perception of immigration to EU from third countries; N=1,000

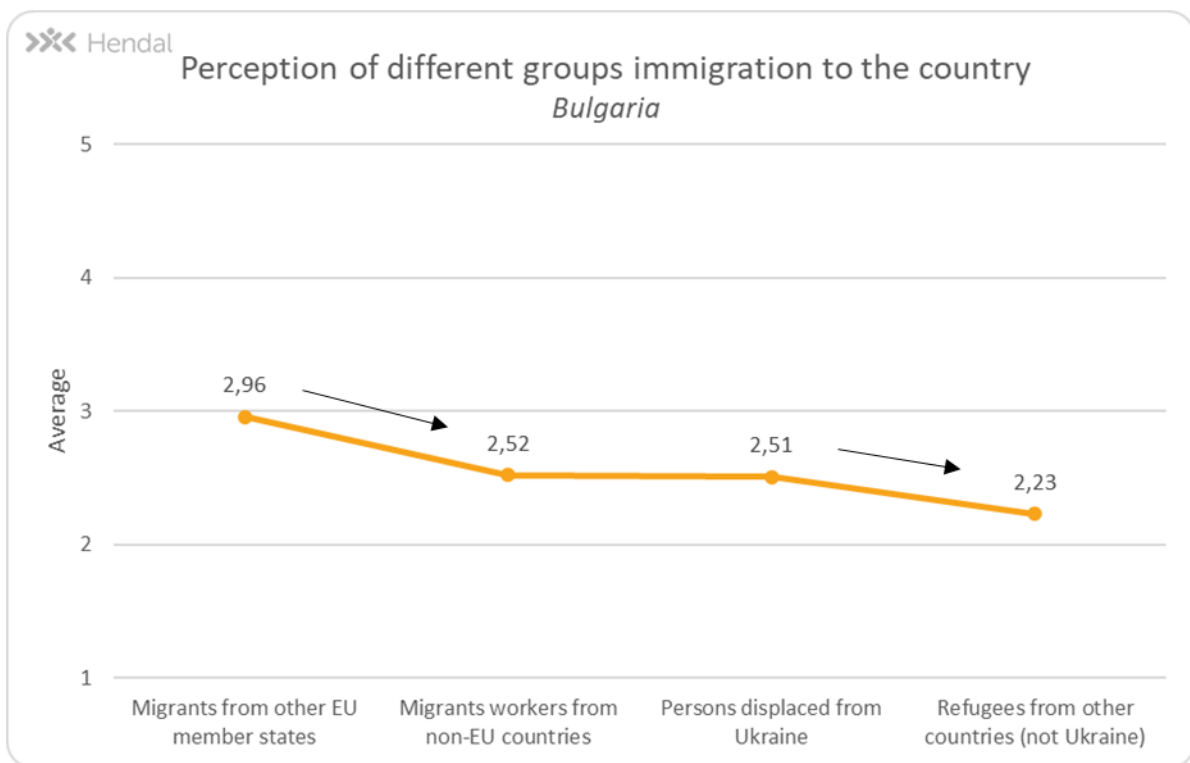
When comparing the three countries' results, the lowest share of participants thinking that immigration from third countries is a good thing is observed in Bulgaria, while the lowest share of those thinking that immigration is a bad thing is observed in Croatia.



Picture 1d- Comparison - Perception of immigration to EU from third countries; N=1,045/1,000

Furthermore, participants evaluated migrants and refugees from different locations on Likert five-point scale, where 1 meant “Completely bad” and 5 “Completely good”.

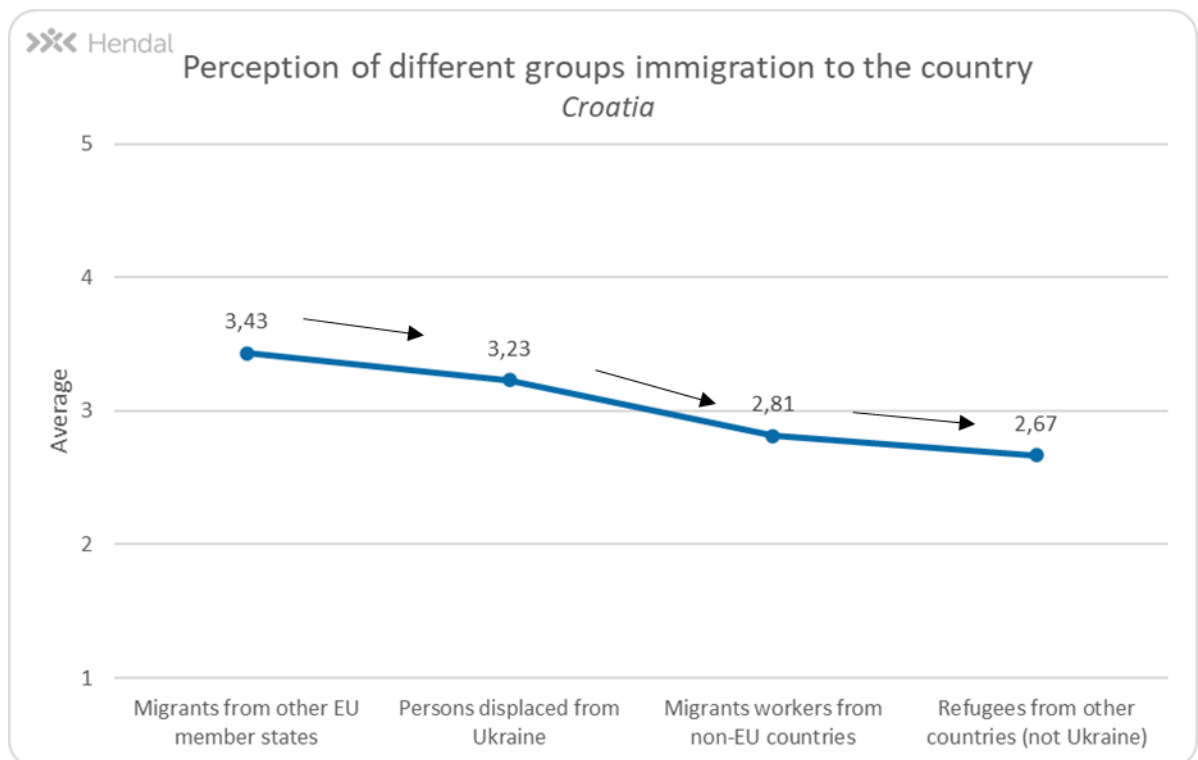
In Bulgaria, immigration from other EU countries is evaluated as the most positive. Significantly lower evaluation received migrant workers from non-EU countries and persons displaced from Ukraine. For all three groups, the average result is within the neutral answer. Immigration of refugees from other countries is evaluated as mostly bad, and the result is the lowest among all observed groups. Participants aged 40- 54 evaluate the immigration of people displaced from Ukraine less positively. Participants from households with above-average income perceive migrants from other EU member states and migrant workers from non-EU countries more positively, while participants from households with below-average income perceive immigration of those two groups more negatively.



Picture 2a- Bulgaria - Perception of different groups immigration; N=1,045

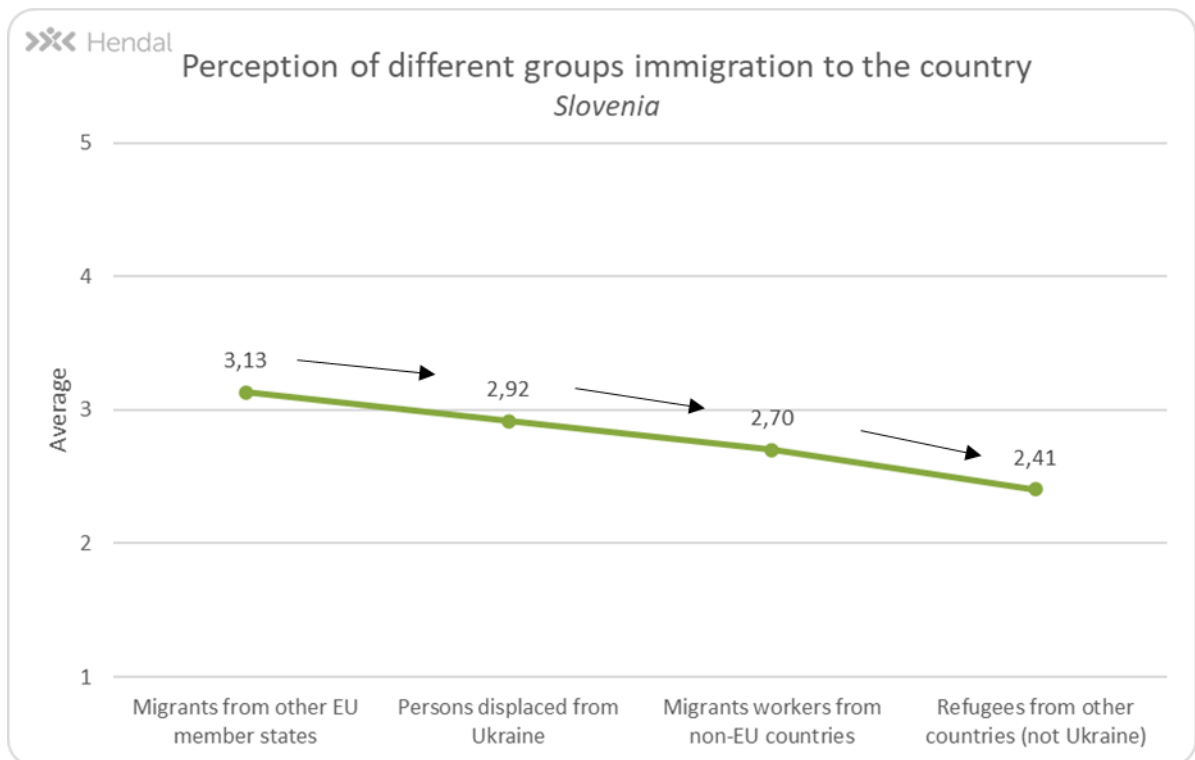
In Croatia, the results show that immigration from all parts is perceived neutrally – neither a good nor a bad thing, but at the same time the attitude differs significantly depending on the origin and reason for coming: the most positive attitude is towards migrants from other EU member states, followed by persons displaced from Ukraine and migrant workers from non-EU countries. The most negative attitude is towards refugees from other countries. In terms of sociodemographic differences, males have more positive attitude towards migrants from other

EU countries and those displaced from Ukraine than female participants. Participants from the eldest group (older than 60) have a more positive attitude towards immigration of all groups except refugees from other countries. Participants aged 30-39 and those from villages have more negative attitude towards migrants from EU member states and persons displaced from Ukraine. Participants from smaller towns and those with above-average income have a more positive attitude towards migrants from other EU member states, migrant workers, from other countries, while those with below-average income have a more negative attitude towards migrants from the EU.



Picture 2b- Croatia - Perception of different groups immigration; N=1,000

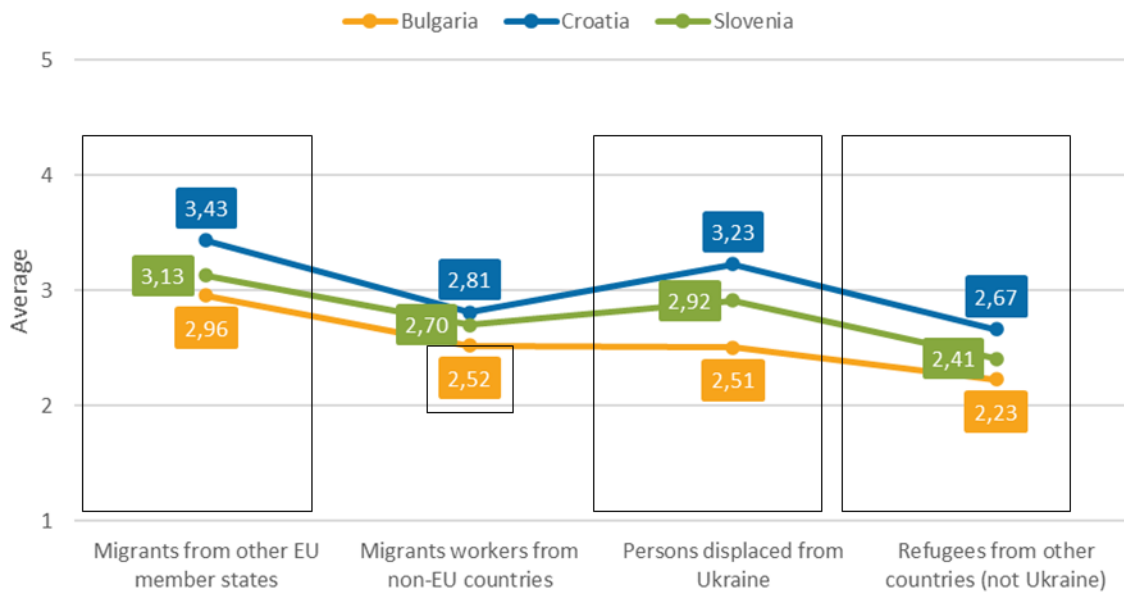
In Slovenia, the most positive attitude is towards immigration from other EU member states, although it is evaluated neutrally. Significantly lower acceptance is shown for persons displaced from Ukraine and migrant workers from non-EU countries. The result is the lowest for refugees from other countries, on average, their immigration is perceived as mostly bad. Male participants find migration from other EU countries as more positive than females. Participants from households with above-average income, those with higher education level, and those from the capital city find the immigration of all groups to be more positive. On the other side, those from households with below-average income and those with the lowest education level find immigration of all groups more negative than average.



Picture 2c- Slovenia - Perception of different groups immigration; N=1,000

A comparison between the three countries' results shows the significant difference between all three is present for migrants from other EU countries, persons displaced from Ukraine, and refugees from other countries. For all three groups the result in Croatia is the most positive and in Bulgaria the most negative. The attitude toward non-EU migrant workers is similar in Croatia and Slovenia, and significantly more positive than in Bulgaria.

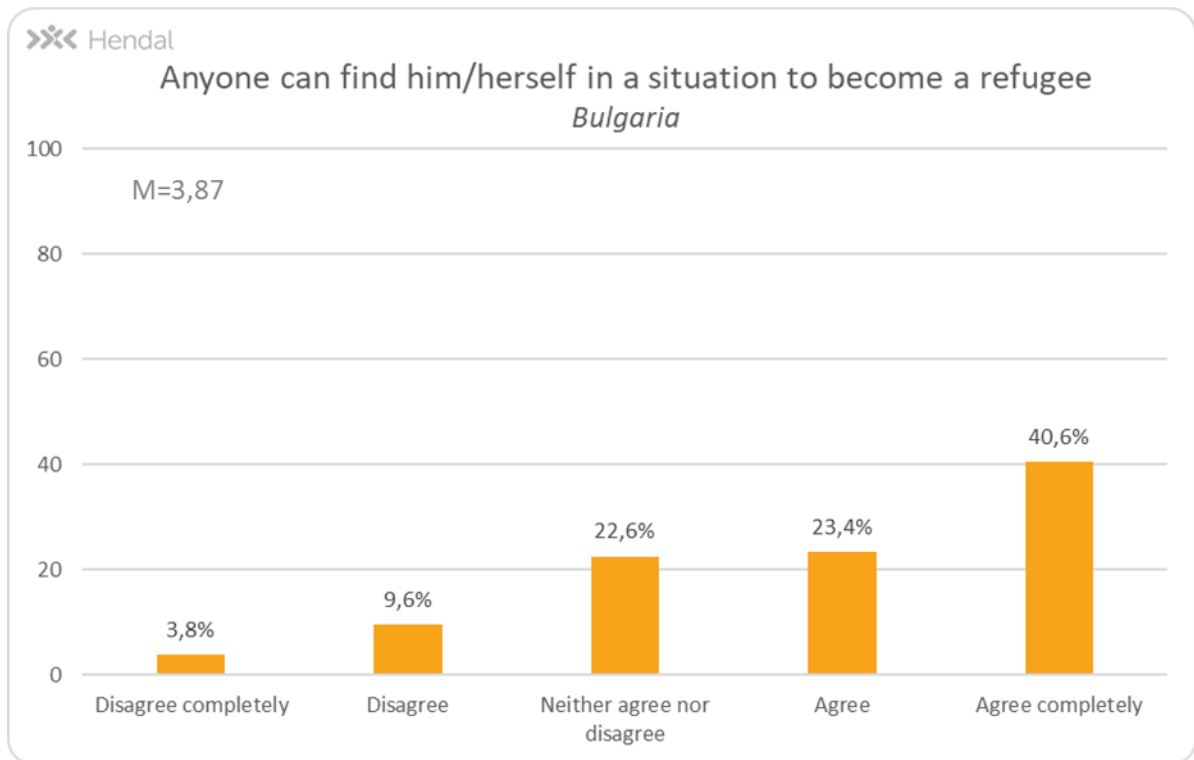
### Perception of different groups immigration to the country Comparison



Picture 2d- Comparison - Perception of different groups immigration; N=1,045/1,000

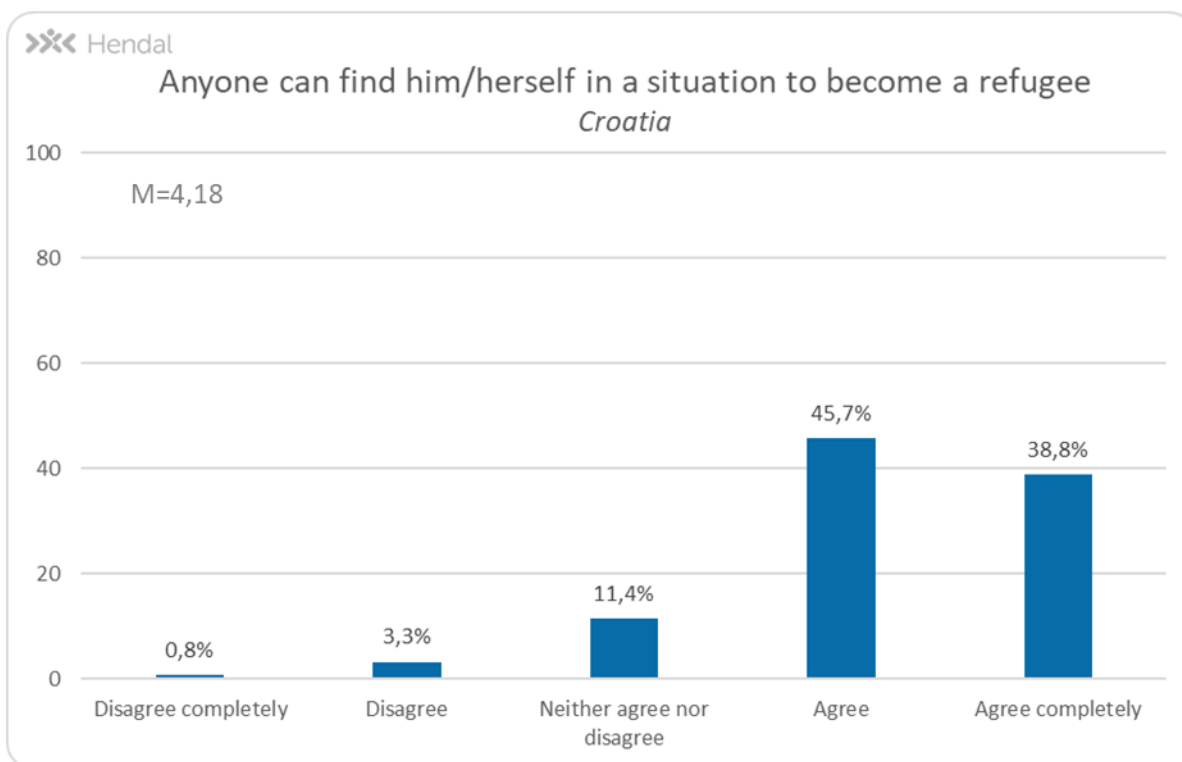
The participants were also asked to assess how likely is that one becomes a refugee. The evaluation was conducted on 5-point Likert scale.

The average result in Bulgaria indicates that the participants agree that anyone can find oneself in a situation to become a refugee; the majority (64%) agrees or agrees completely with that statement. Participants from households with above-average income agree more with the statement.



Picture 3a- Bulgaria – Agreement with the statement; N=1,045

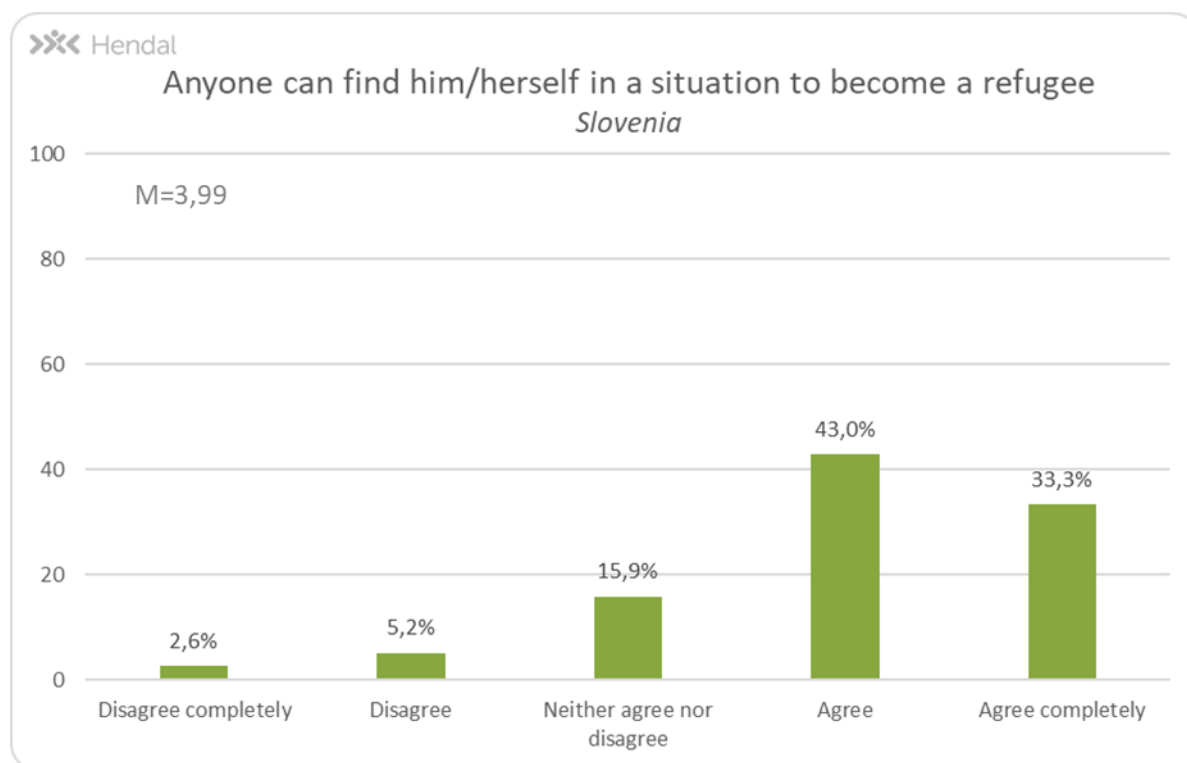
In Croatia, the majority agrees that anybody can be in that situation; the average is within the range of the answer "Agree". Female participants agree significantly more than males. Below-average agreement is observed for participants from Northern Croatia and higher than average for those from regions of Istria, Gorski Kotar and Hrvatsko Primorje.



Picture 3b- Croatia – Agreement with the statement; N=1,000

In Slovenia majority agrees that anyone can find oneself in a situation to become a refugee, 76.3% agree or agree completely. The average is within the range of the answer "Agree". Female participants agree with the statement more than their male counterparts. The higher agreement

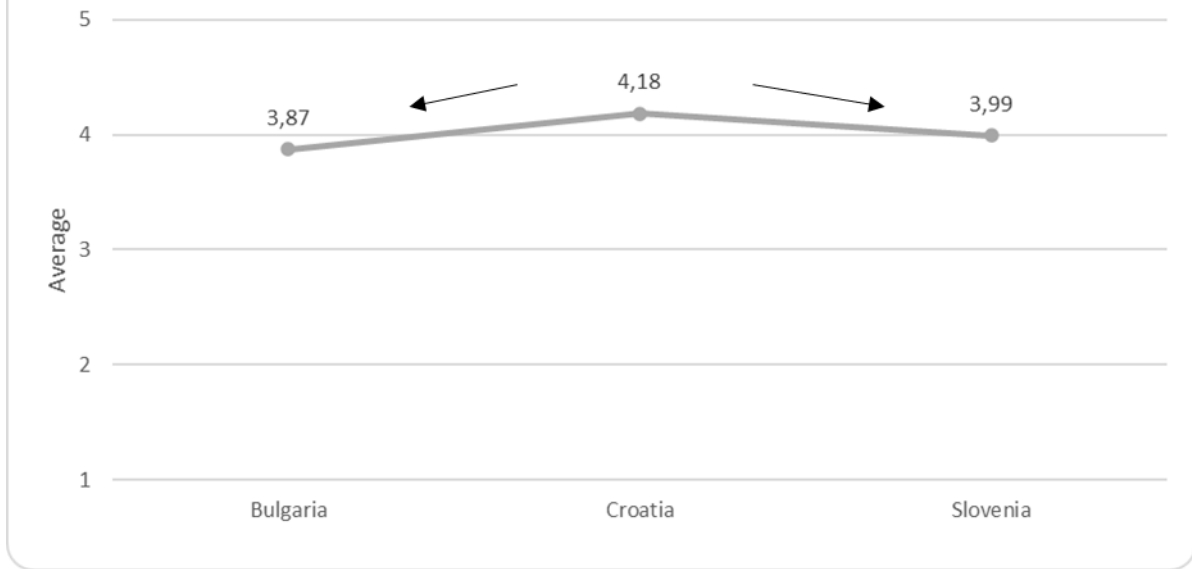
is visible among participants for the youngest age group, those from Central Slovenia and Coastal-Karst regions, while those with the lowest education level agree significantly less.



Picture 3c- Slovenia – Agreement with the statement; N=1,000

The agreement with the statement is the highest in Croatia and the lowest in Bulgaria, although in all three countries participants, on average, agree that anyone can find themselves in a situation to become a refugee.

Anyone can find him/herself in a situation to become a refugee  
Comparison

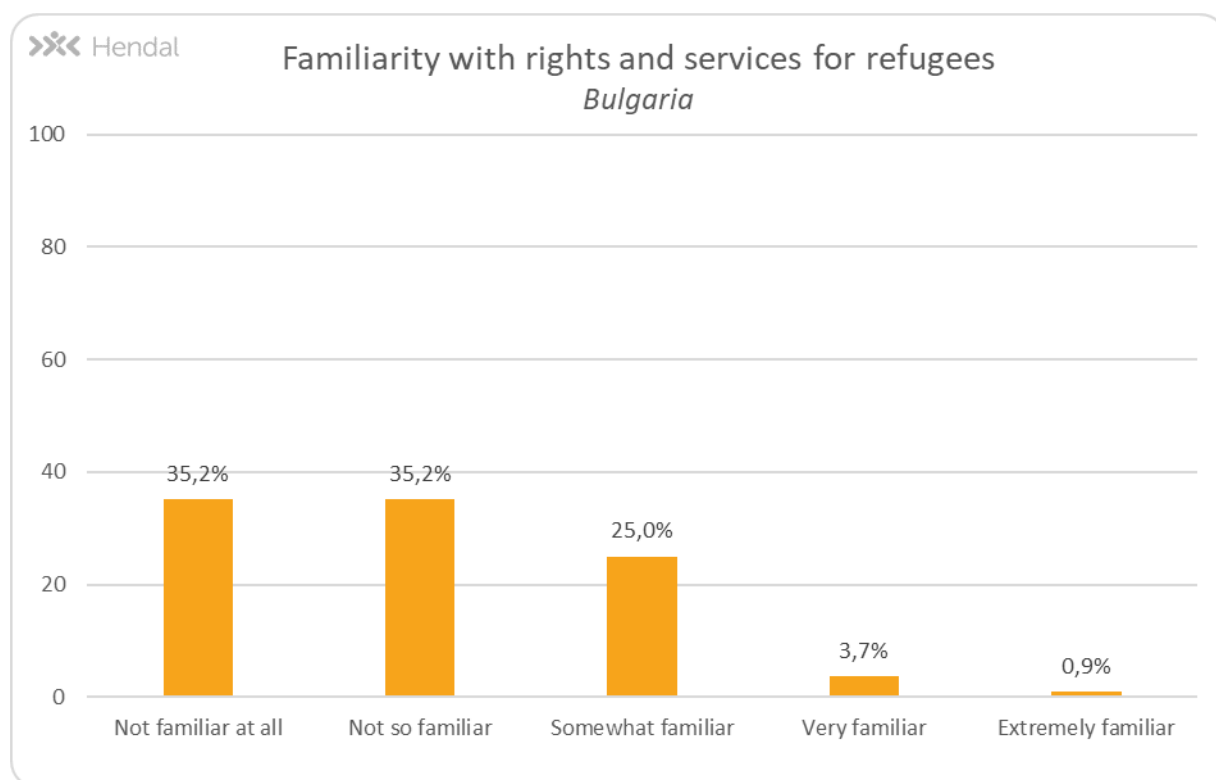


Picture 3d- Comparison – Agreement with the statement; N=1,045/1,000

## 2.2. Experience and contact with refugees

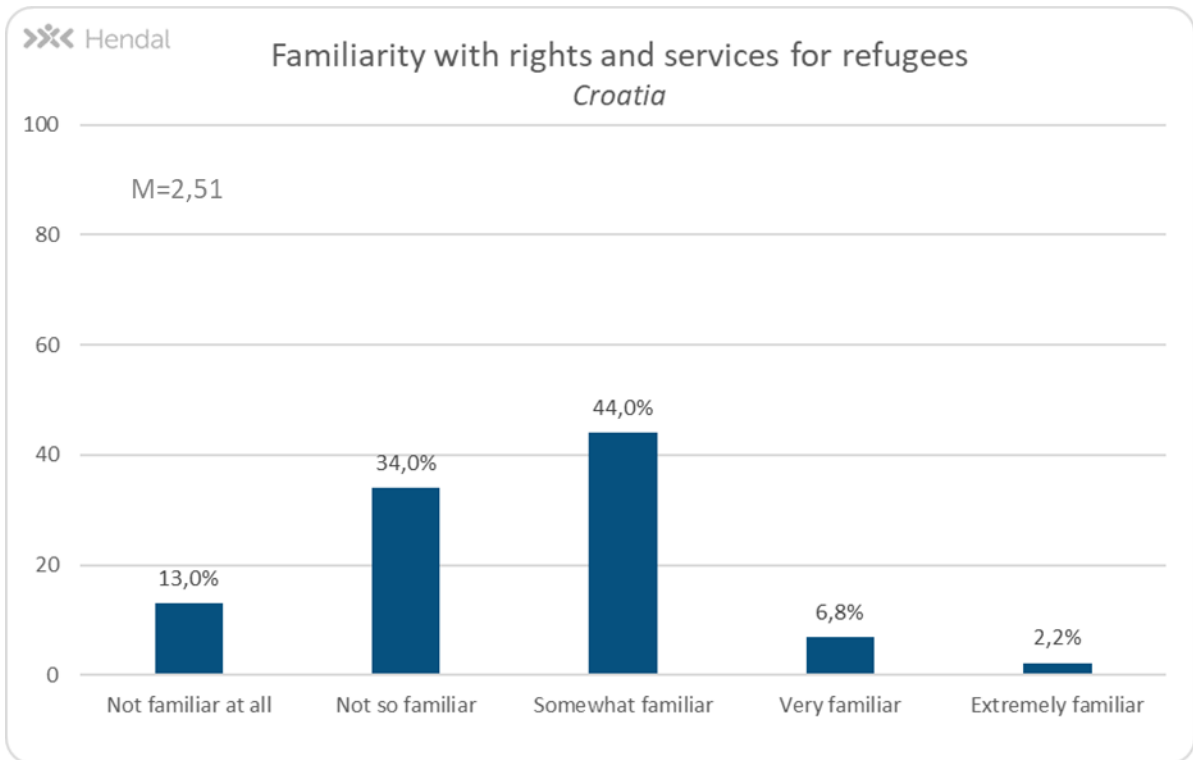
Participants were also asked to assess on 5-point scale how familiar are they with the rights and services for refugees in their country.

In Bulgaria, the results show that familiarity with rights and services is low. More than 70% of participants state that they are not familiar at all or not so familiar. The average answer is within the range of the answer “Not so familiar”. Participants with the highest level of education as well as those aged 40-54 assess their familiarity with refugees' rights and services better than average.



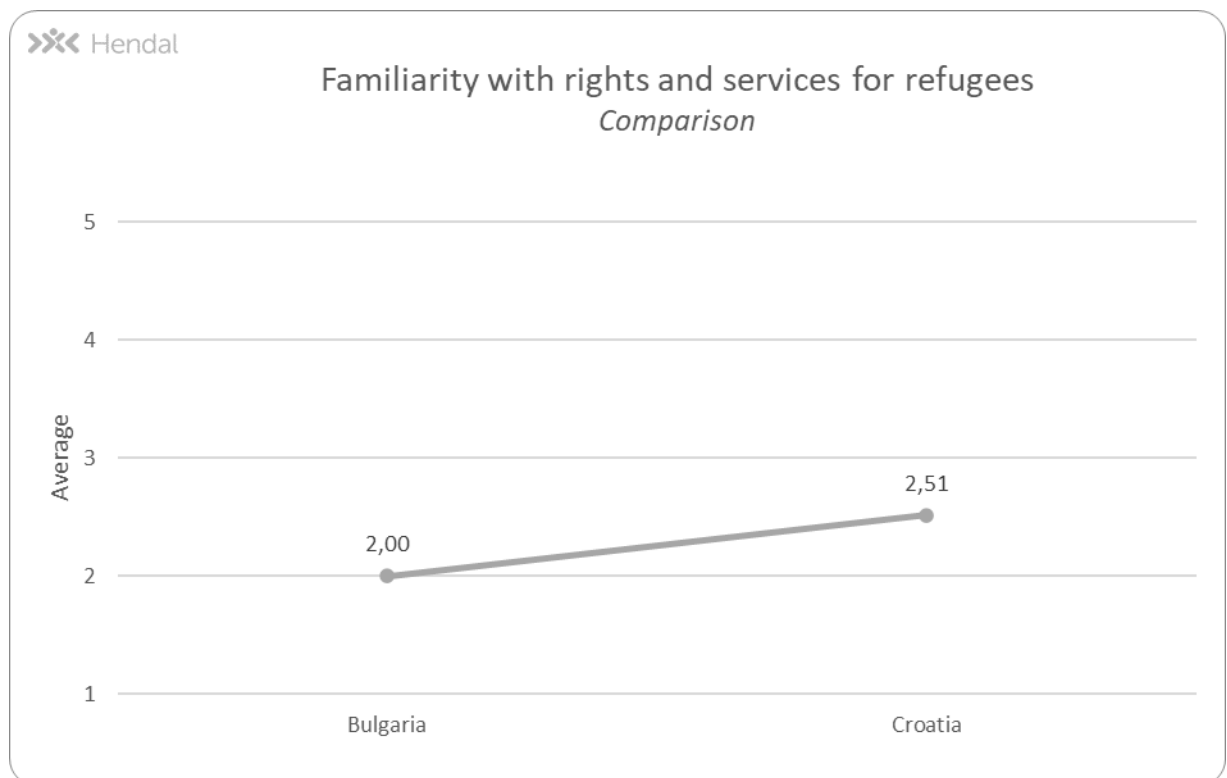
Picture 4a- Bulgaria – Familiarity with rights and services for refugees; N=1,045

Results show that the level of familiarity in Croatia is rather low – the average is within the range of the answer “Somewhat familiar”. Respondents from regions of Istria, Gorski Kotar and Hrvatsko Primorje report lower than average level of familiarity.



Picture 4b- Croatia – Familiarity with rights and services for refugees; N=1,000

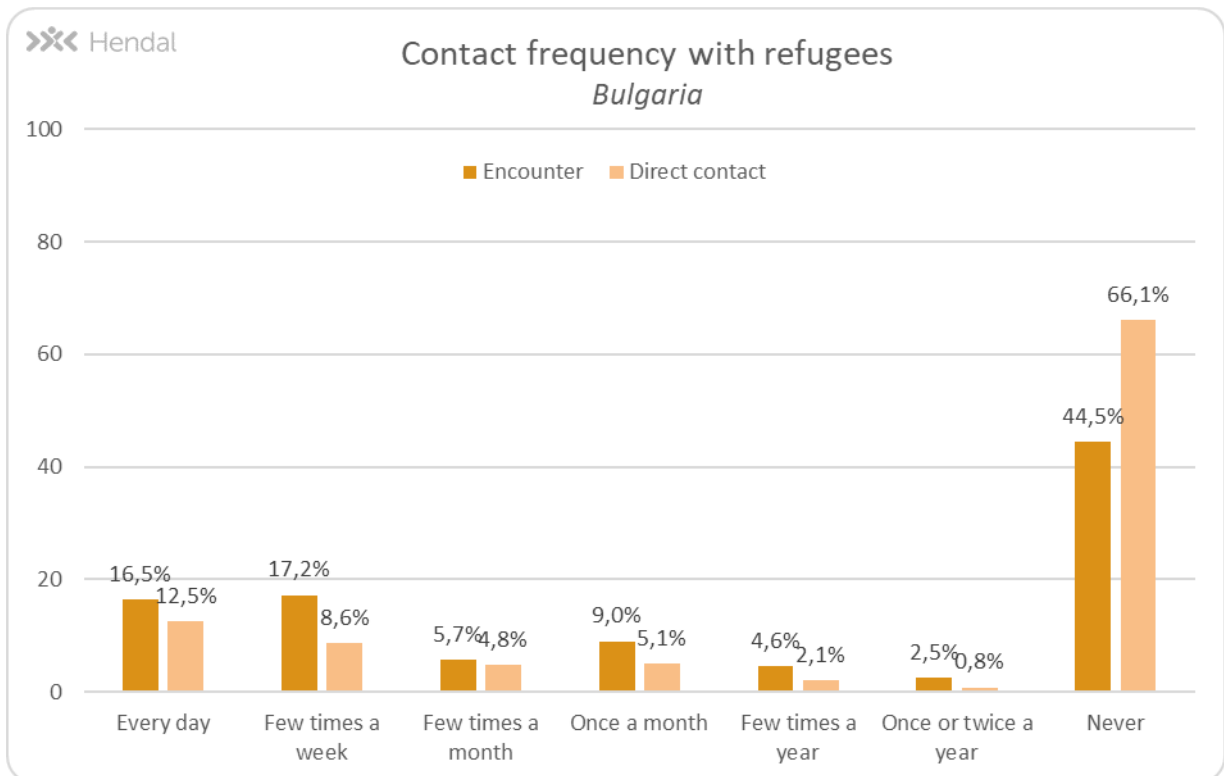
A comparison of countries' results indicates that the familiarity with rights and services is lower in Bulgaria than in Croatia.



Picture 4c- Comparison – Familiarity with rights and services for refugees; N=1,045/1,000

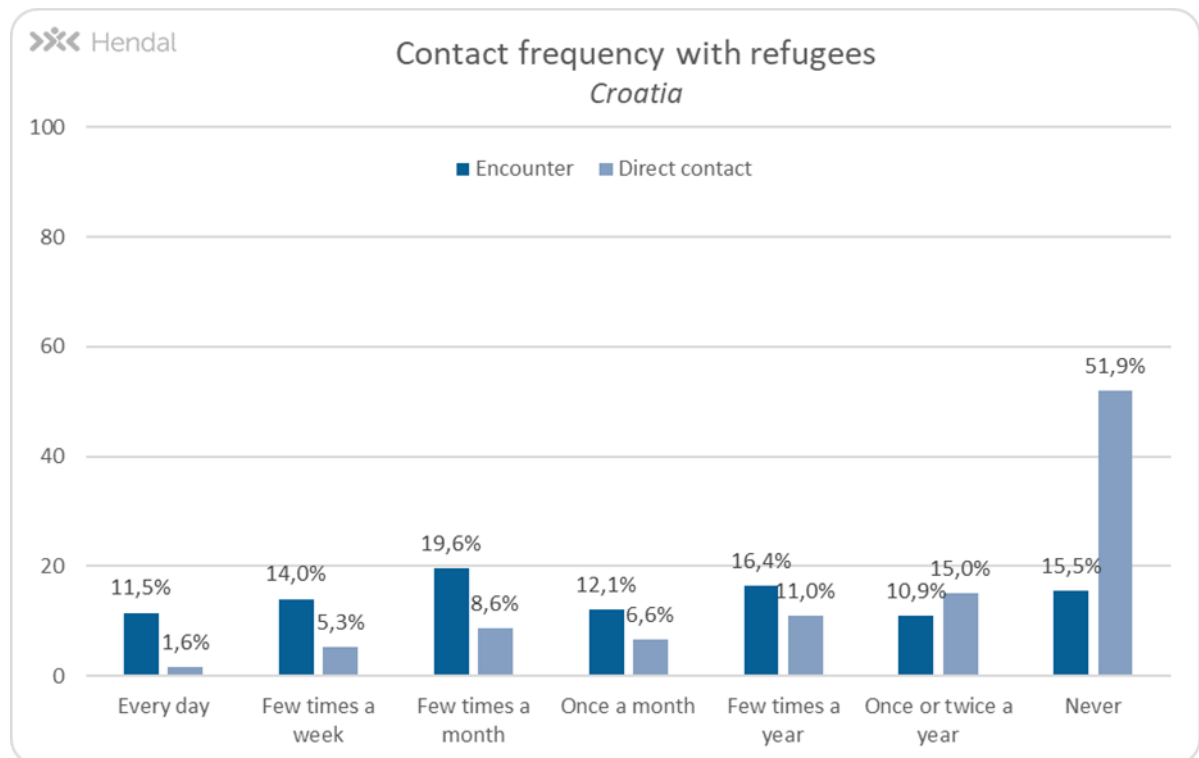
Furthermore, the personal experience with refugees was explored – participants were asked how often they meet refugees in their surroundings or are in direct contact with them.

Bulgarian results show that the encounters are much more frequent than the direct contact – 44.5% of participants have never encountered a refugee while 66.1% state never to have direct contact. On the other side, about one third state to have weekly contact with some refugees. Respondents from Varna and Ruse regions report more frequent encounters and direct contact with refugees.



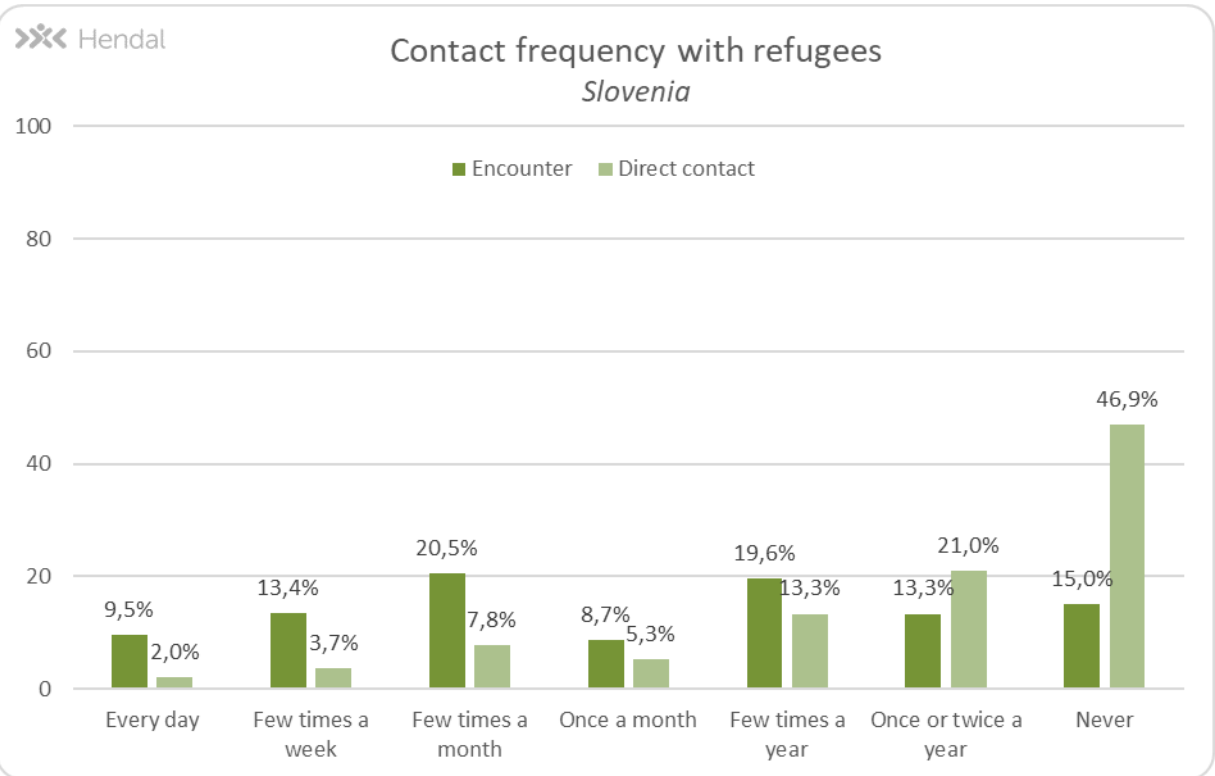
Picture 5a- Bulgaria – Frequency of encounters and direct contact with refugees; N=1,045

In Croatia, the results also show that the encounters are much more frequent than direct contact – more than one half have never had direct contact with a refugee, while the results for the encounter are spread equally through all the frequencies. Respondents from region Zagreb report a higher-than-average frequency of meeting refugees in their surroundings.



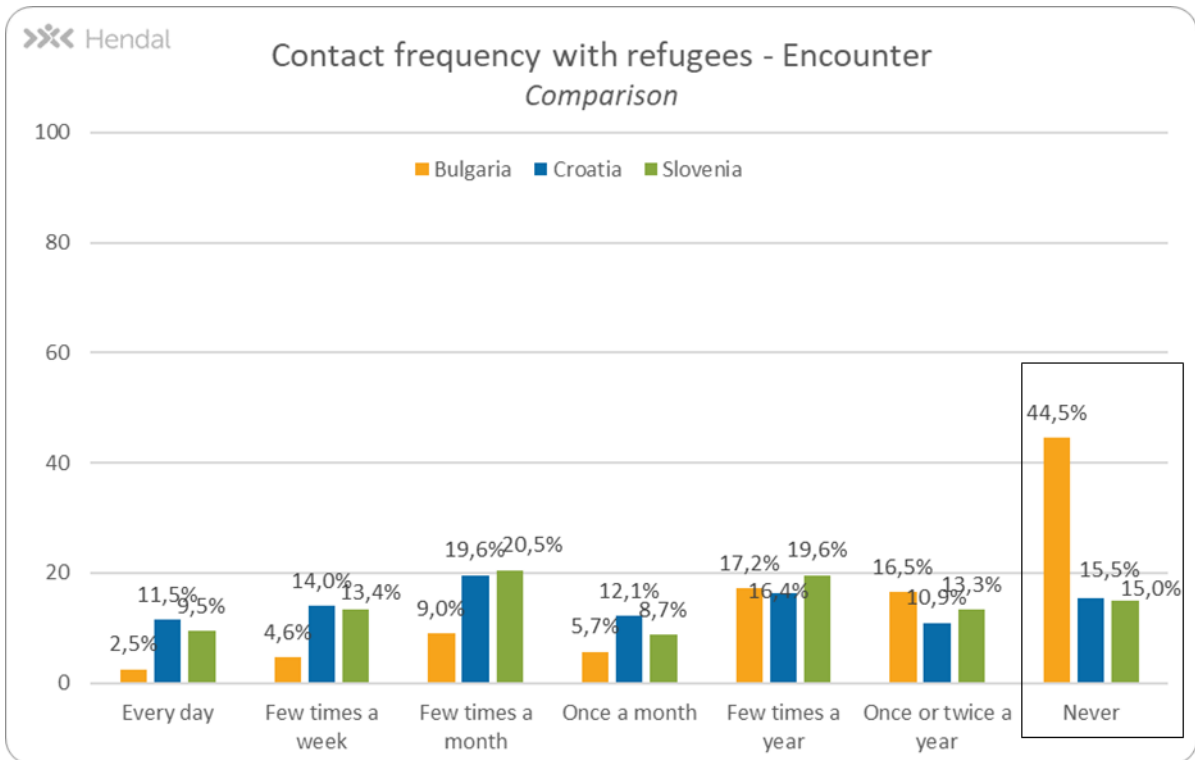
Picture 5b- Croatia – Frequency of encounters and direct contact with refugees; N=1,000

Results in Slovenia show that the majority encounters refugees, even if only occasionally, while the largest share does not have any direct contact with them. Participants from the eldest age group encounter or have direct contact less often than average, while those from the capital city meet refugees more often than average.

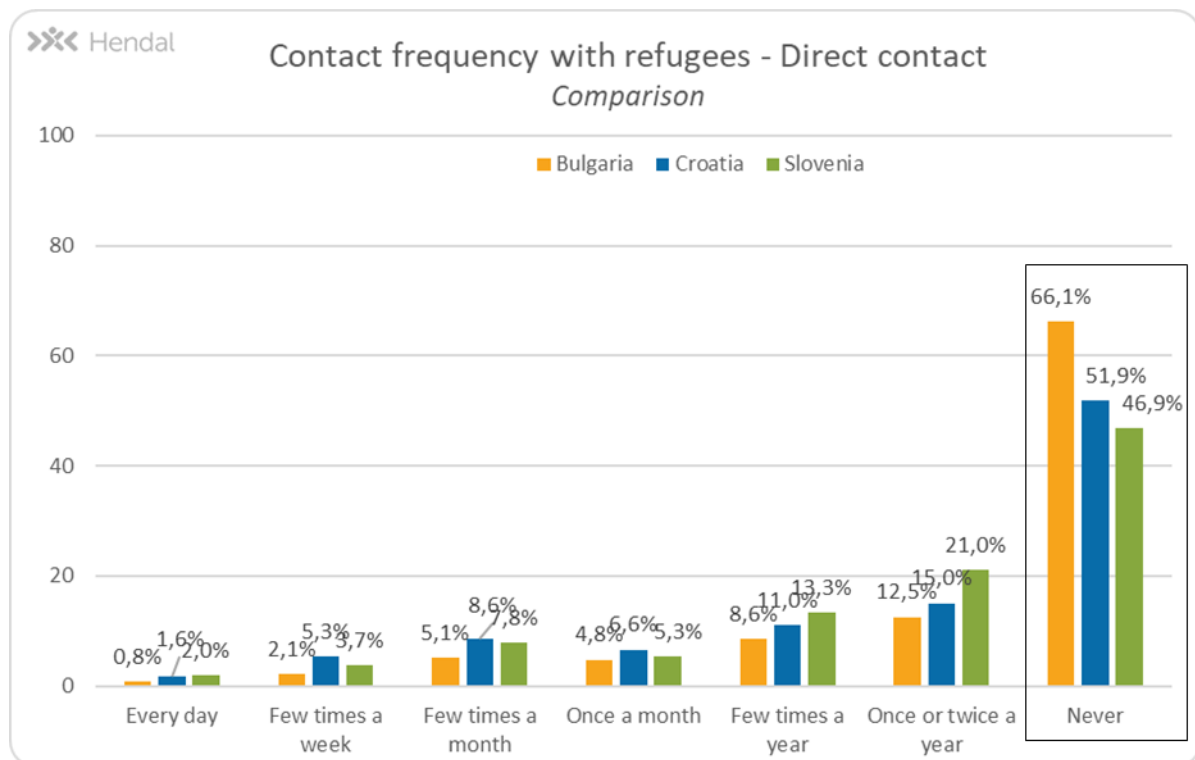


Picture 5c- Slovenia – Frequency of encounters and direct contact with refugees; N=1,000

Both encounters and direct contacts with migrants are the most frequent in Slovenia and the least frequent in Bulgaria.



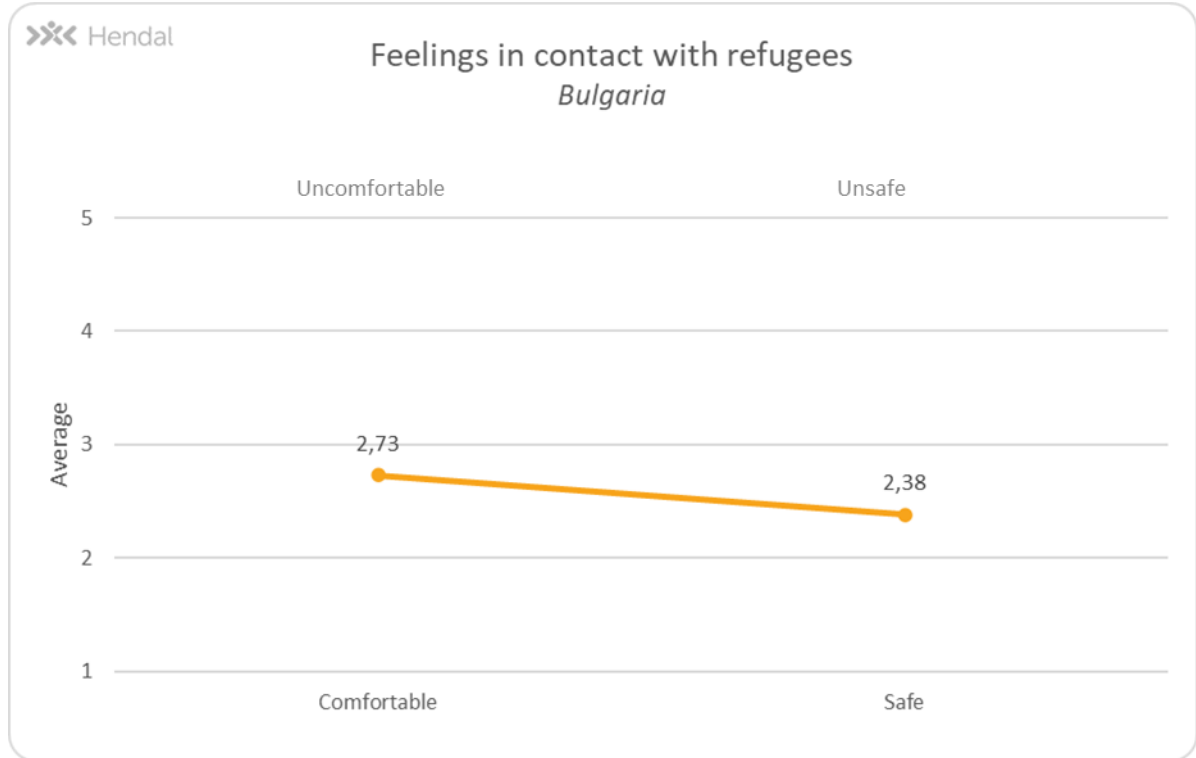
Picture 5d- Comparison – Frequency of encounters; N=1,045/ 1,000



Picture 5e- Comparison – Frequency of direct contacts; N=1,045/ 1,000

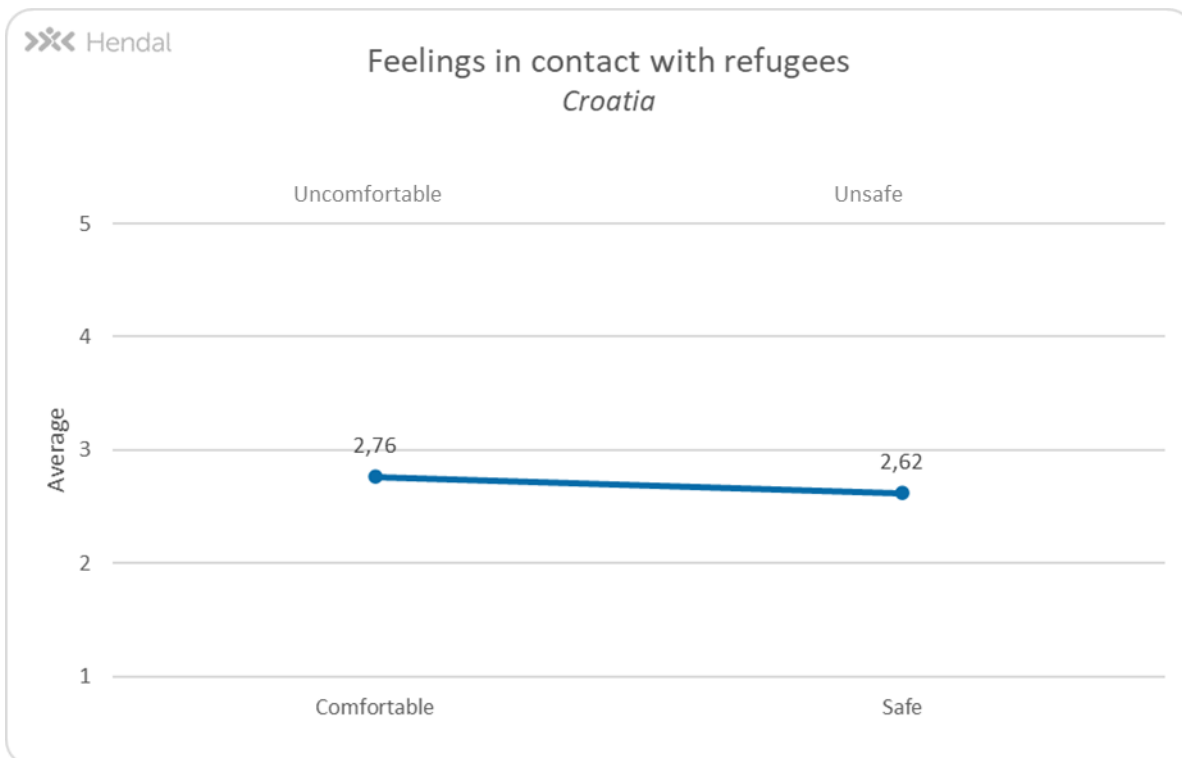
Respondents having contacts with refugees were asked how they felt in those contacts. The evaluation was made on 5-point bipolar scale.

In Bulgaria, participants having encounters with refugees state to feel neither comfortable nor uncomfortable, but at the same time, they feel mostly safe.



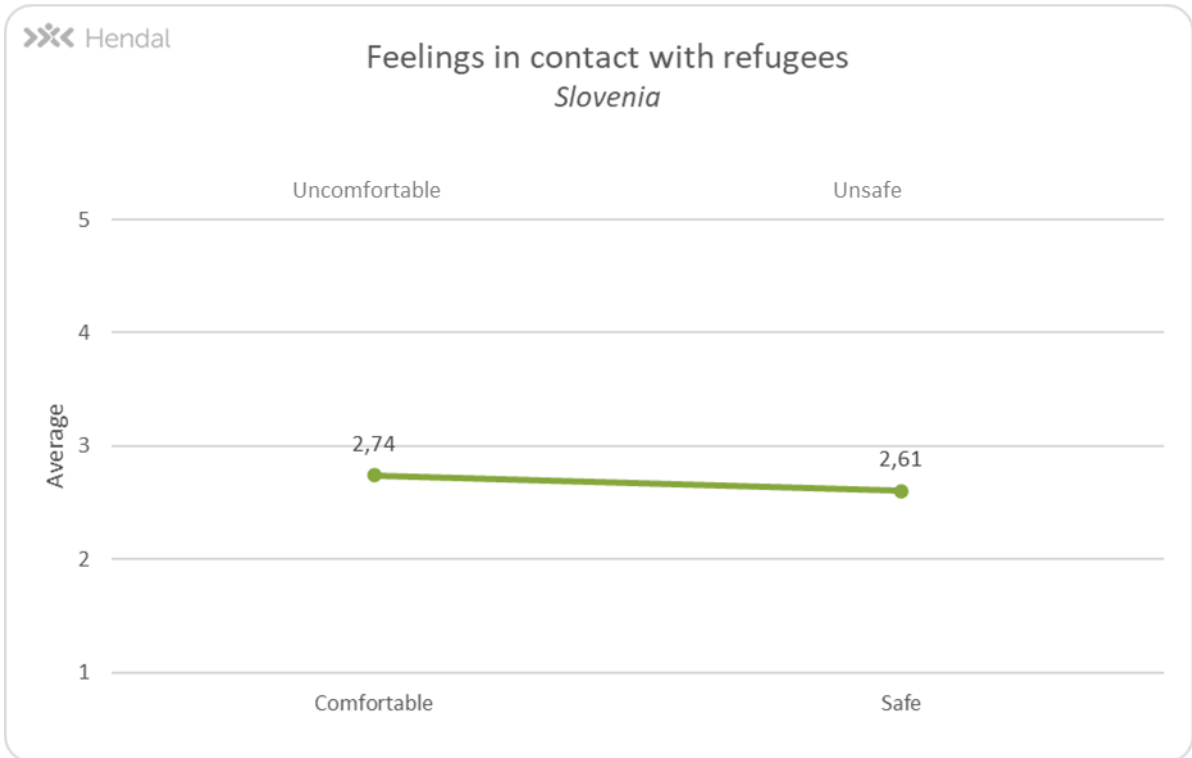
Picture 6a- Bulgaria – Feelings in contacts with refugees; N=1,045

Croatian results show that those contacts are evaluated neutrally – neither comfortable nor uncomfortable and neither safe nor unsafe. Participants from the youngest group, aged 18-29 assess the contact more positively than average, although still neutrally.



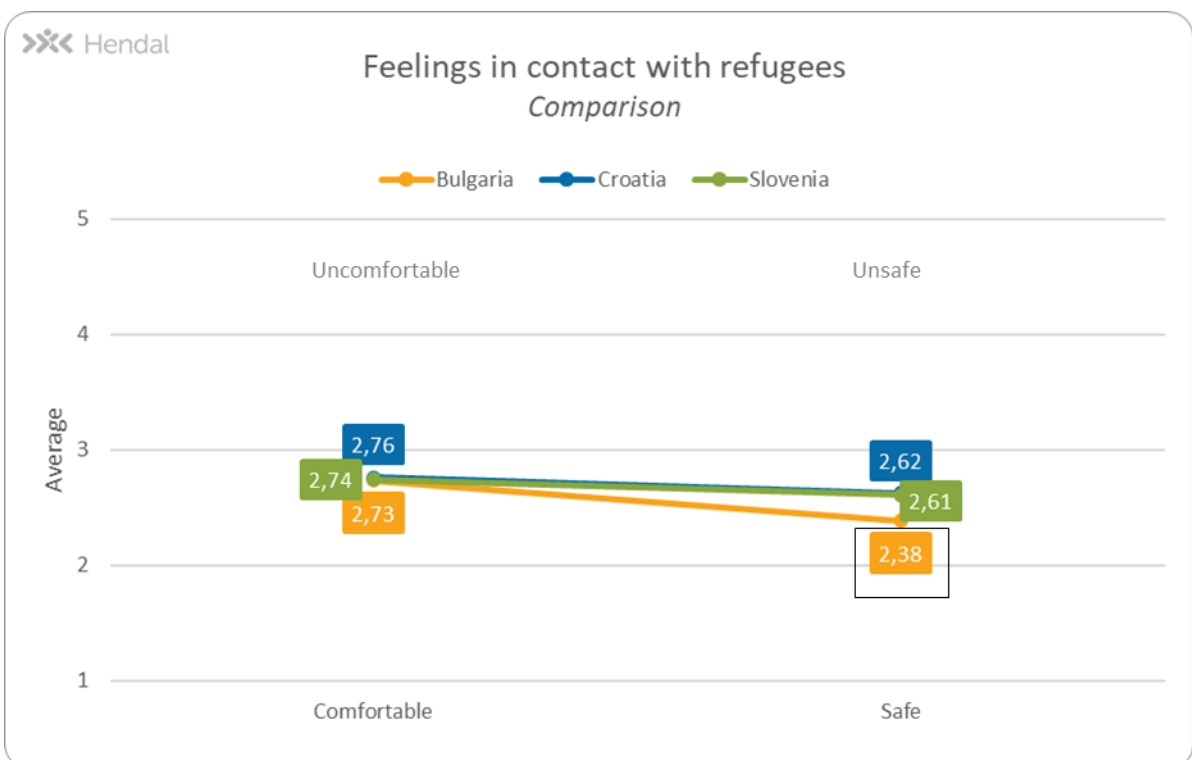
Picture 6b- Croatia – Feelings in contacts with refugees; N=1,000

Participants that have contact with refugees in Slovenia feel neither comfortable nor uncomfortable and neither safe nor unsafe in those contacts. Respondents from the capital feel safer and more comfortable than average. Respondents with higher education feel more comfortable in contacts.



Picture 6c- Slovenia – Feelings in contacts with refugees; N=1,000

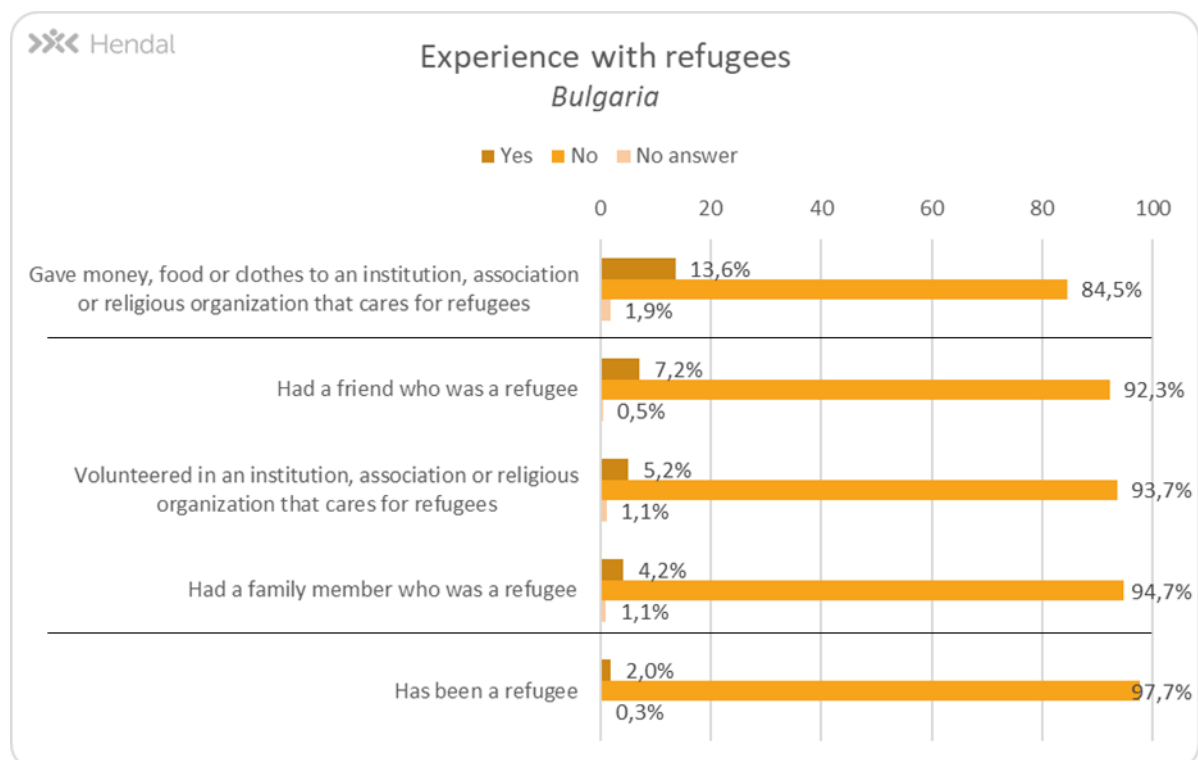
The results from all three countries suggest that there is no difference in feeling comfortable during encounters with refugees. On the other side, participants from Bulgaria feel safer in those encounters than those from Croatia and Slovenia.



Picture 6d- Comparison – Feelings in contacts with refugees; N=1,045/1,000

Furthermore, respondents were asked if they were a refugee or had a close person that was one, or did they give help or volunteered to help the refugees.

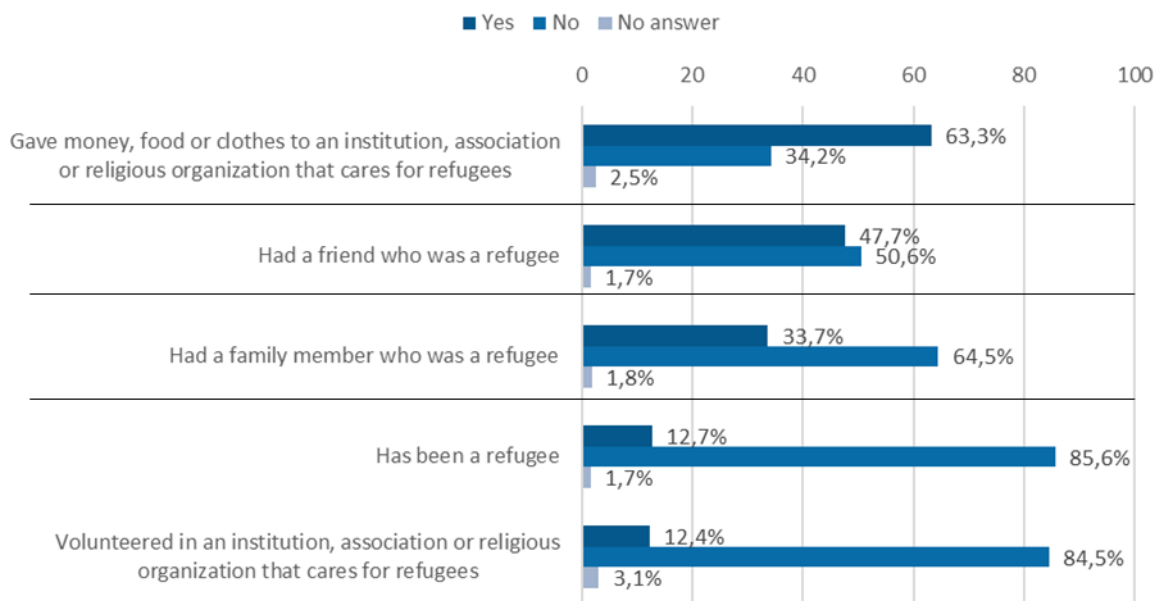
The largest share of participants in Bulgaria donated to organisation that cares for refugees. A significantly smaller share had a friend who was a refugee, have volunteered, or had a family member that was a refugee, while the lowest share 2% have been a refugee. Female participants gave donations and have volunteered in a higher share than male participants. Respondents from households with above-average income gave donations and volunteered in higher-than-average shares.



Picture 7a- Bulgaria – Experience with refugees; N=1,045

The largest share of respondents in Croatia gave financial, or material help to institutions that help refugees (63.3%). A smaller, but still significant share had a friend who was a refugee and one third had a family member that was a refugee. A similar share has been a refugee and has volunteered to care for refugees. Respondents from regions Slavonia and Lika, Kordun and Banija, and those aged 40-49 have in higher-than-average share been a refugee or have a close person that has been one. Respondents with the highest level of education have donated in larger-than-average share.

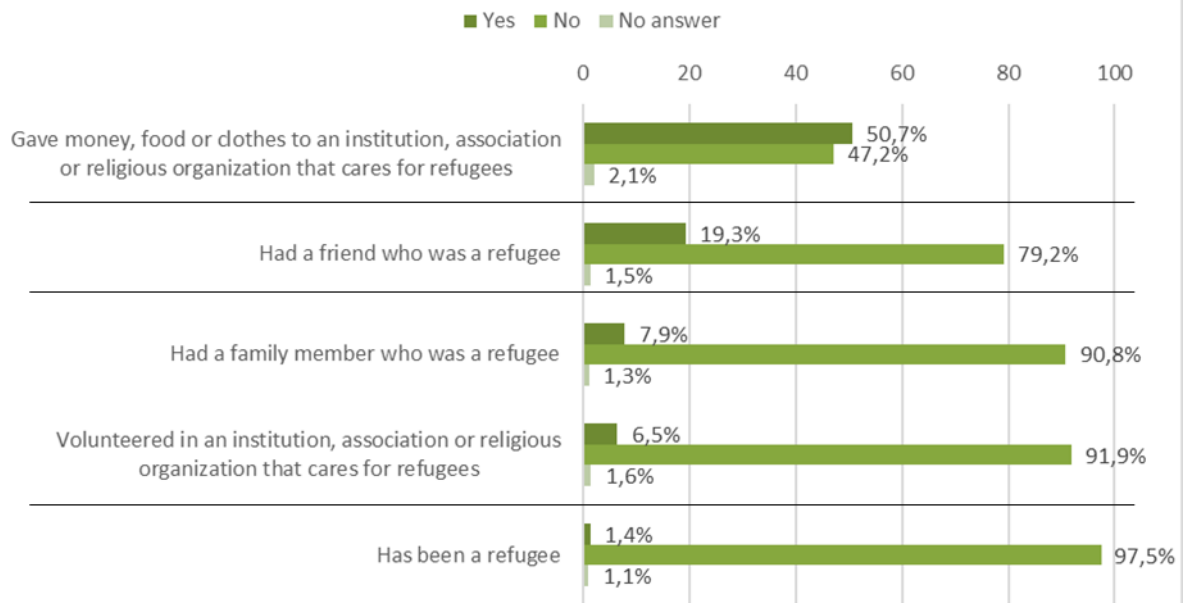
### Experience with refugees Croatia



Picture 7b- Croatia – Experience with refugees; N=1,000

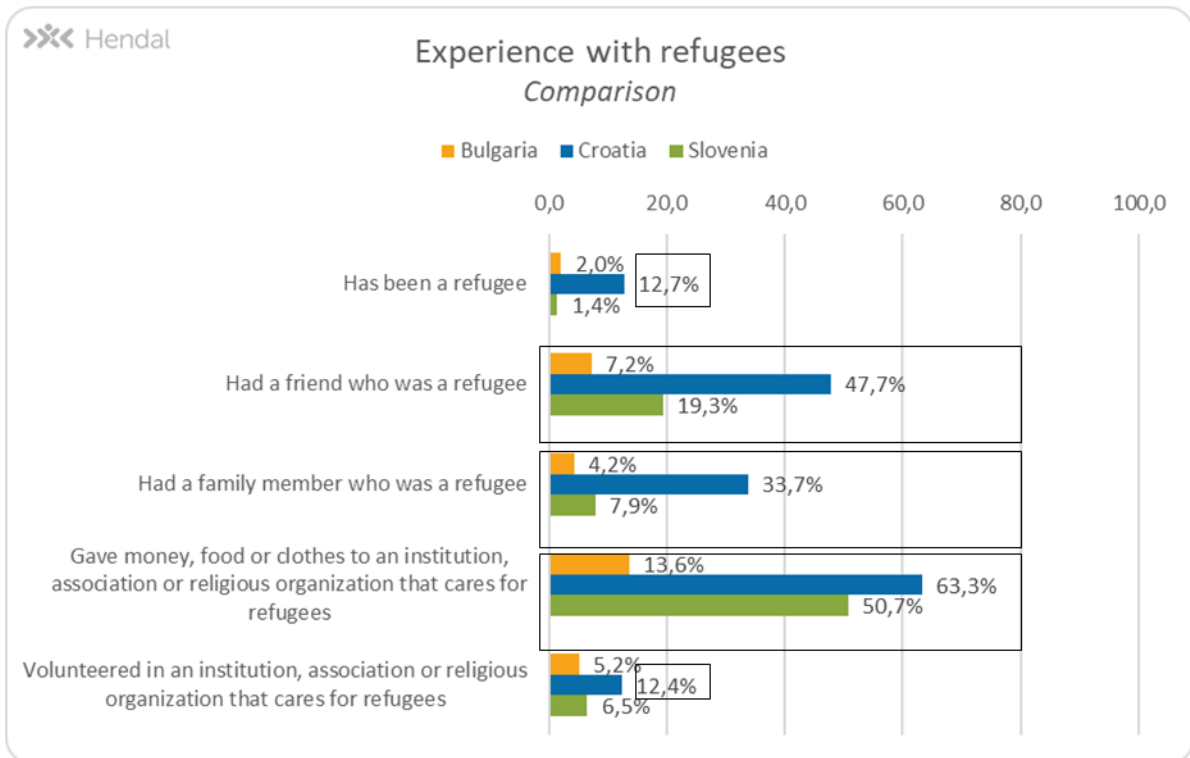
In Slovenia, more than one half of respondents have donated to help refugees. A significantly lower share had a friend who was a refugee, while a similar share had a family member who was a refugee or had volunteered. Small share state to have been a refugee. Respondents with the highest education level have donated and volunteered more than average.

### Experience with refugees Slovenia



Picture 7c- Slovenia – Experience with refugees; N=1,000

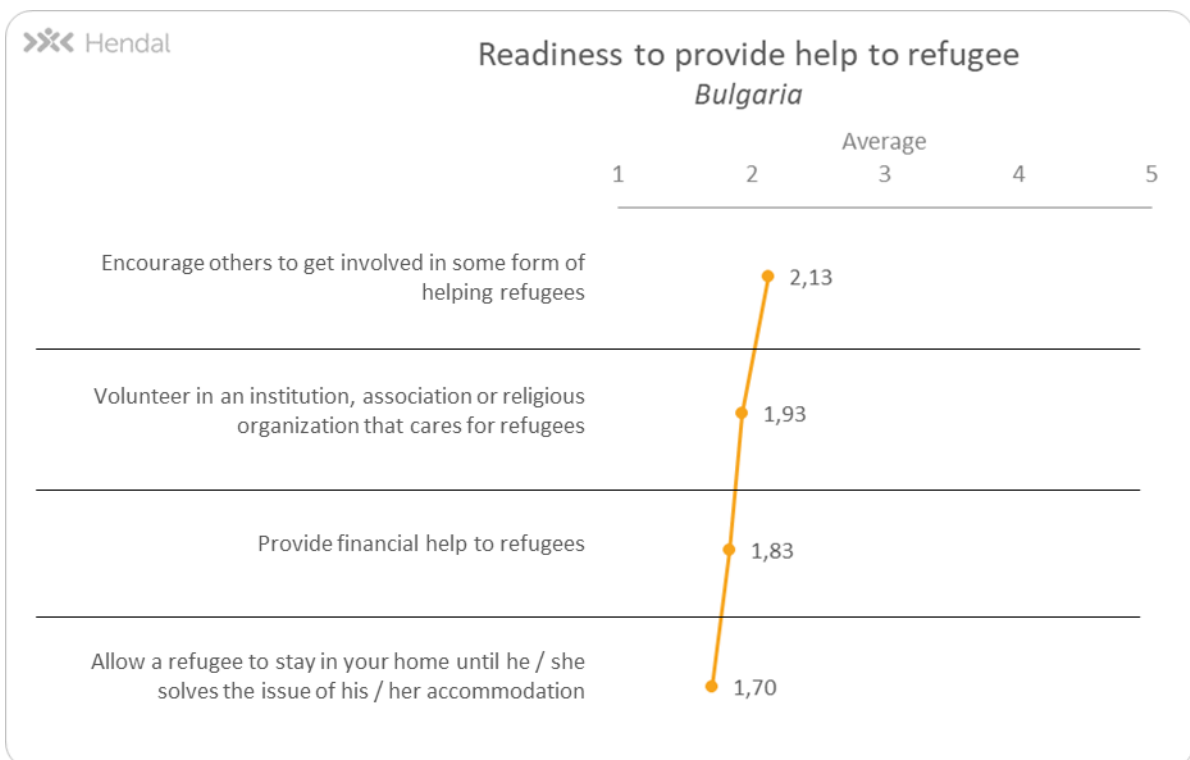
When comparing the results from three countries the result show different experiences with refugees in three countries. Due to the war, participants in Croatia have higher experience as being a refugee or with family members or friends being refugees. Participants in Croatia have also donated or volunteered more than participants in other countries. The lowest experience with refugees is observed in Bulgaria.



Picture 7d- Comparison – Experience with refugees; N=1,045/1,000

Furthermore, we wanted to investigate what kind of help participants are willing to provide to refugees. The same 5-point scale was used.

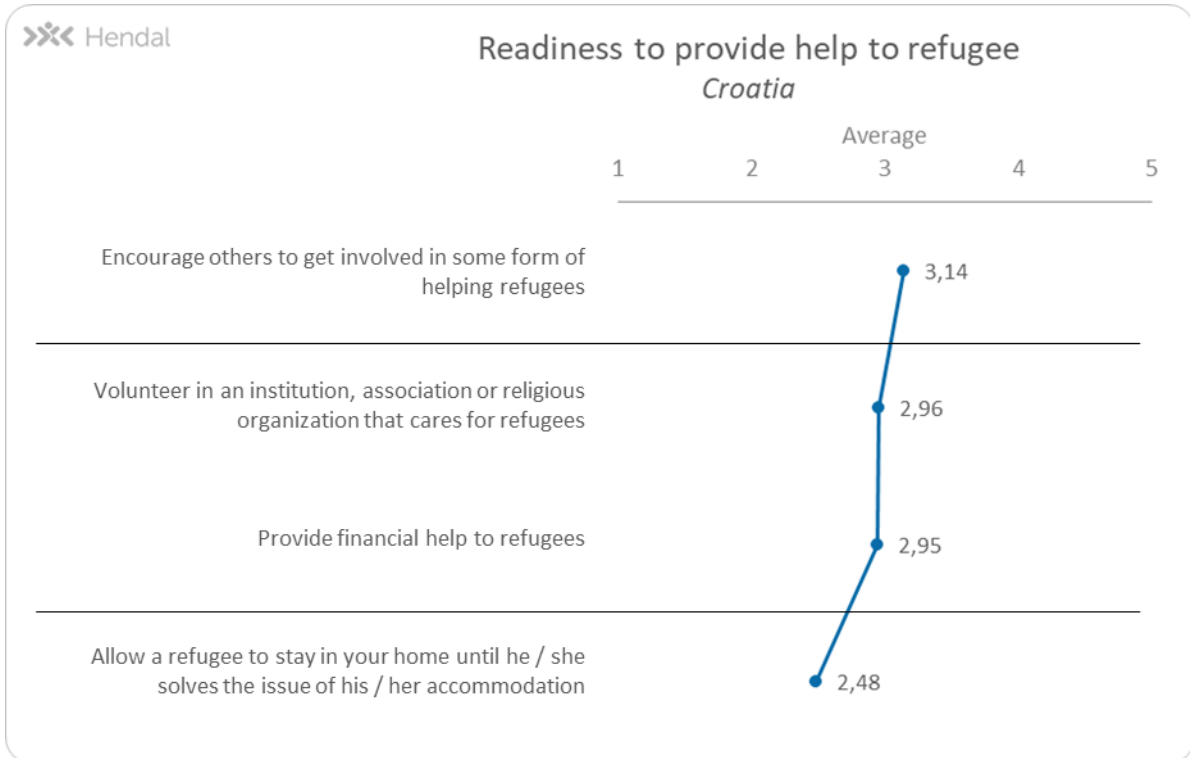
In Bulgaria, participants on average are not ready to provide any help to refugees: they would not encourage others, volunteer, provide financial help nor allow the refugee to stay in their homes. Participants aged 30-39 and those with the highest education level are ready to volunteer and donate in higher-than-average shares. Participants from households with above-average income express higher than average readiness to allow a refugee to stay in their home, encourage others to help refugees, and provide financial help.



Picture 8a- Bulgaria – Readiness to provide help to refugees; N=1,045

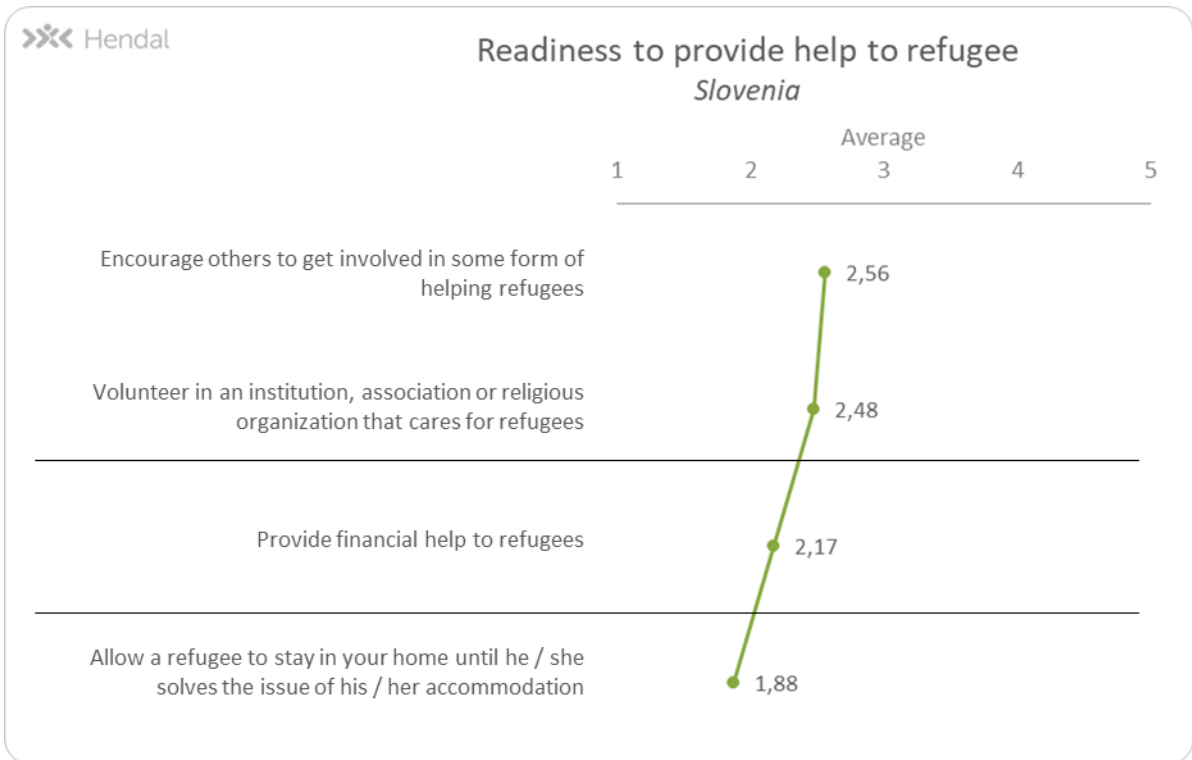
In Croatia, the average results suggest that citizens are neither willing or not to provide the majority of suggested forms of assistance, although the highest agreement is with the encouragement of others in some form of helping refugees. The lowest agreement is with the statement that they would allow the refugee to stay in their home until solving the accommodation. Female participants, more than males, express higher agreement that they would encourage others to help refugees and that they would volunteer in some institution that

cares for refugees. Respondents from region of Dalmatia are more ready to encourage others to help refugees, volunteer and provide financial help. Respondents with above-average household income express higher-than-average readiness to provide housing to a refugee.



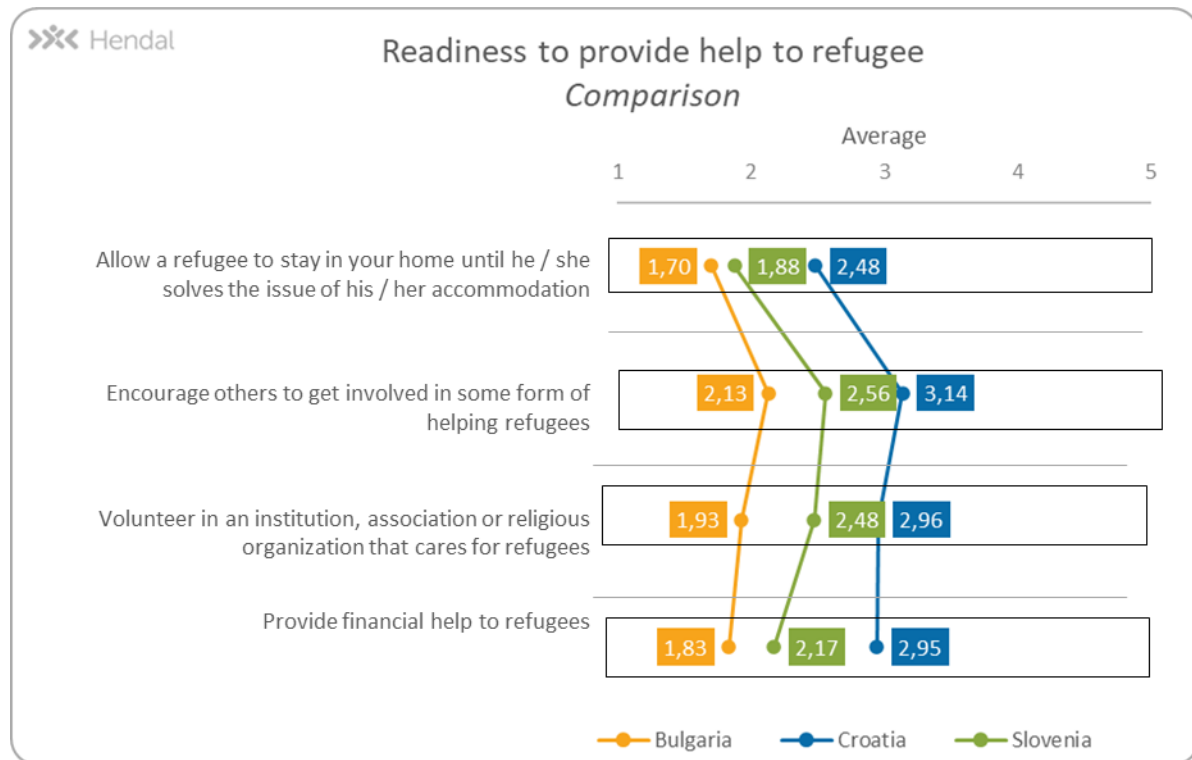
Picture 8b- Croatia – Readiness to provide help to refugees; N=1,000

Results in Slovenia indicate low readiness to help refugees – the average result indicates that Slovenian participants are not ready to volunteer, provide financial help nor allow refugees to stay in their homes. The neutral evaluation is obtained only for the statement "Ready to encourage others to get involved in some form of helping refugees". Female participants are more ready to volunteer and encourage others than males, while those with the highest educational level are ready more than average to participate in all activities. On the other side, respondents with the lowest educational level are less ready to encourage others or to volunteer.



Picture 8c- Slovenia – Readiness to provide help to refugees; N=1,000

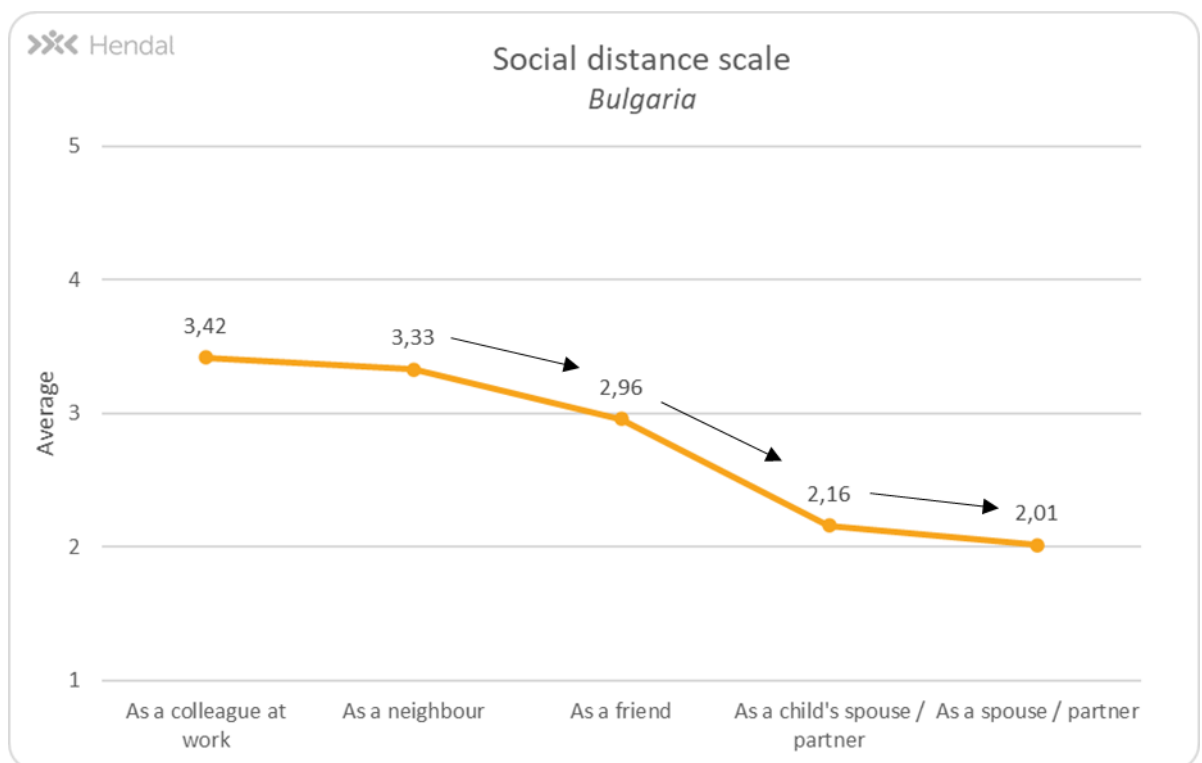
When comparing the results in the three observed countries, it is visible that participants in Croatia are the most willing to assist refugees, and those in Bulgaria express the lowest willingness.



Picture 8d- Comparison – Readiness to provide help to refugees; N=1,045/1,000

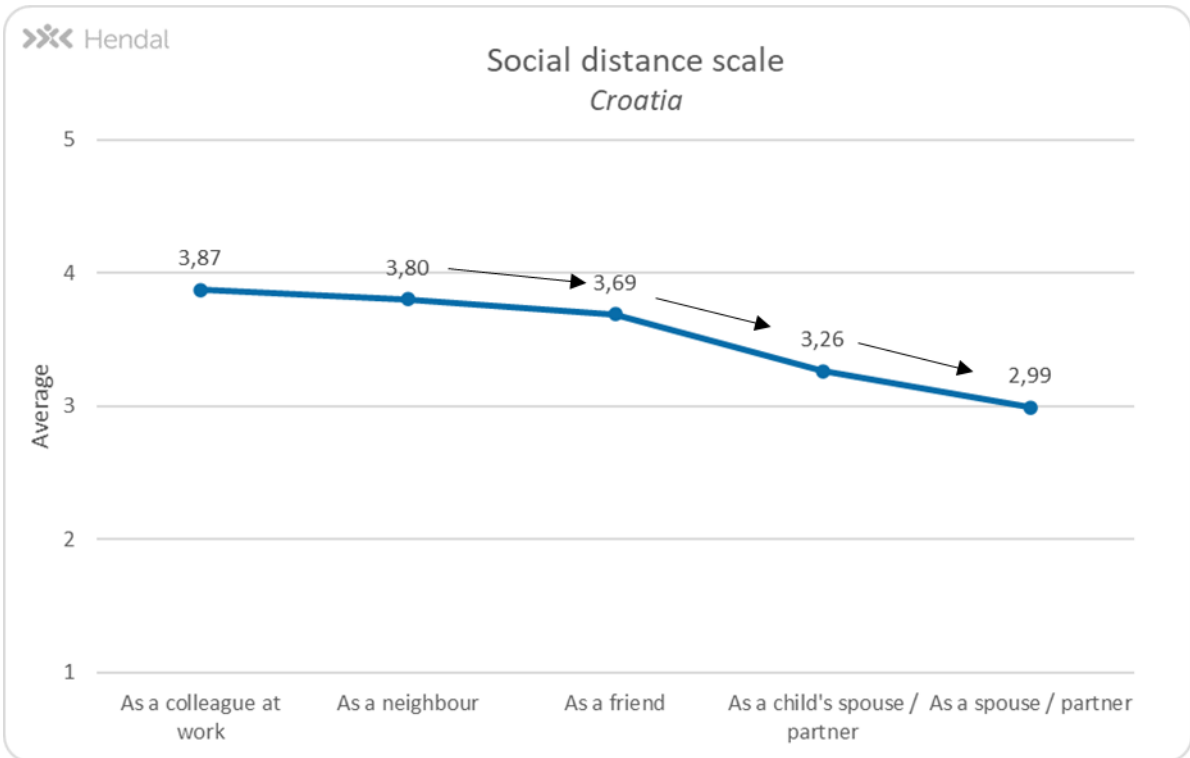
Additionally, the social distance scale to refugees was applied.

In Bulgaria, a refugee would not be accepted either as a colleague, a neighbour, or a friend (the average result for friendship is significantly lower than for the first two relations). Furthermore, a refugee would not be accepted either as a child's partner/ spouse or as one's own spouse/ partner. The eldest group of respondents show above-average social distance results, while the youngest group would accept a refugee as a friend or partner/ spouse more than average. Participants with above-average household income have more positive attitude as well as those from the capital city.



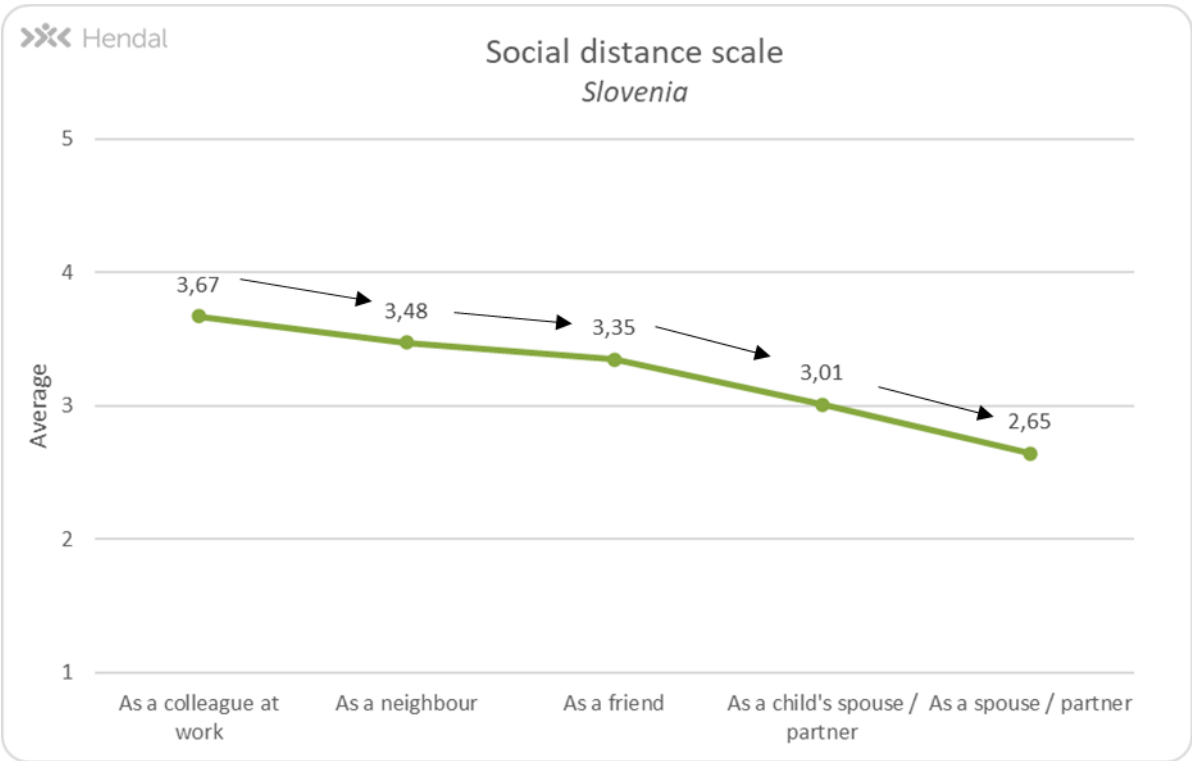
Picture 9a- Bulgaria – Social distance scale; N=1,045

In Croatia, the results suggest that a refugee would be accepted as a colleague at work and a neighbour. Significantly lower acceptance, but still within the range of the answer "Would accept" is observed for the friendly relation to the refugee. Neutral answers are observed for the child's or own spouse or partner. Female participants show a higher level of acceptance for colleagues and neighbours than males, while males would accept more than females refugee as their own partner or spouse. Respondents with above-average income show higher acceptance of refugees in all relations except child's spouse/ partner. The youngest group of respondents express below-average acceptance of refugee as their own or child's spouse/ partner.



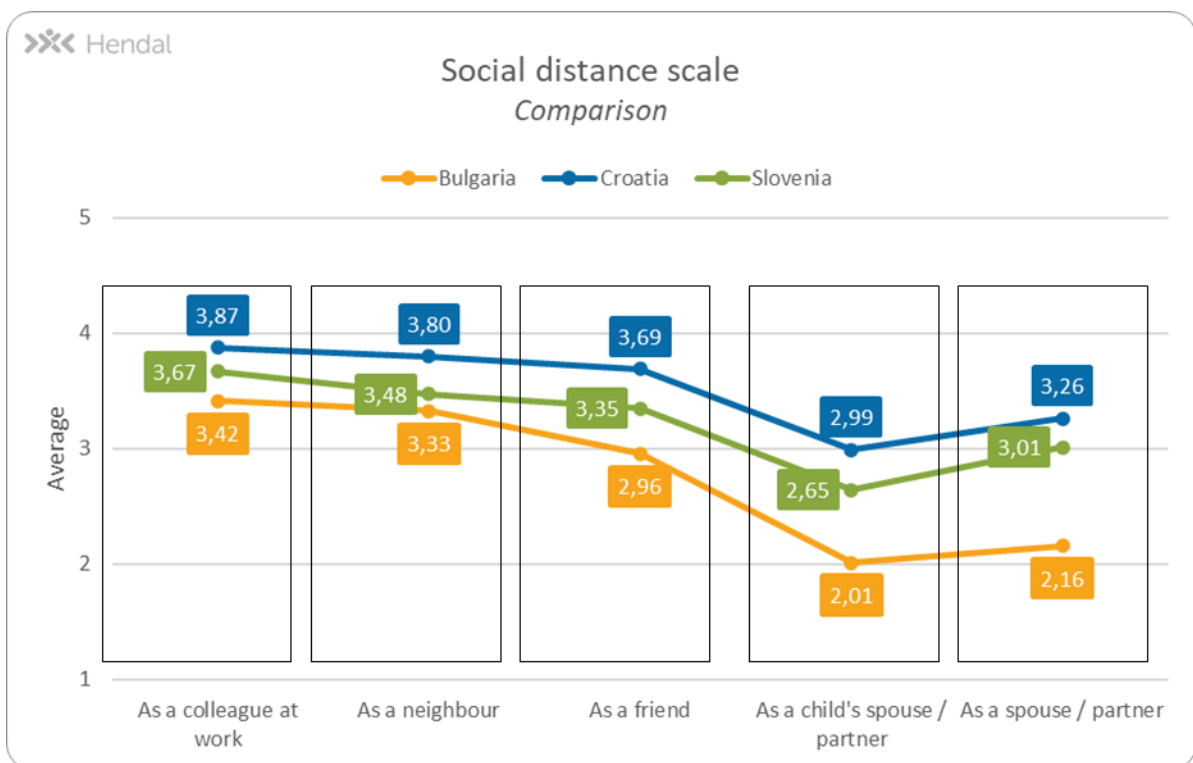
Picture 9b- Croatia– Social distance scale; N=1,000

Results in Slovenia indicate a refugee would be accepted as a colleague at work, while other relations are evaluated neutrally on average. Among those a refugee would be accepted the most as a neighbour and the least as one's partner or spouse. Female participants are more ready than males to accept a refugee as a colleague at work or as a neighbour. The youngest group is more ready than average to expect all relations with a refugee except a spouse/ partner, while those aged 30-39 are ready more than average to have a refugee as a partner. Polarisation in terms of settlement type is visible- participants from the capital city are more ready and those from villages are less ready to accept a refugee as a colleague, neighbour, and child's partner/ spouse. The same polarisation is visible for education level, those with the lowest level are less, while those with the highest level are more ready to accept a refugee in all relationships.



Picture 9c- Slovenia Social distance scale; N=1,000

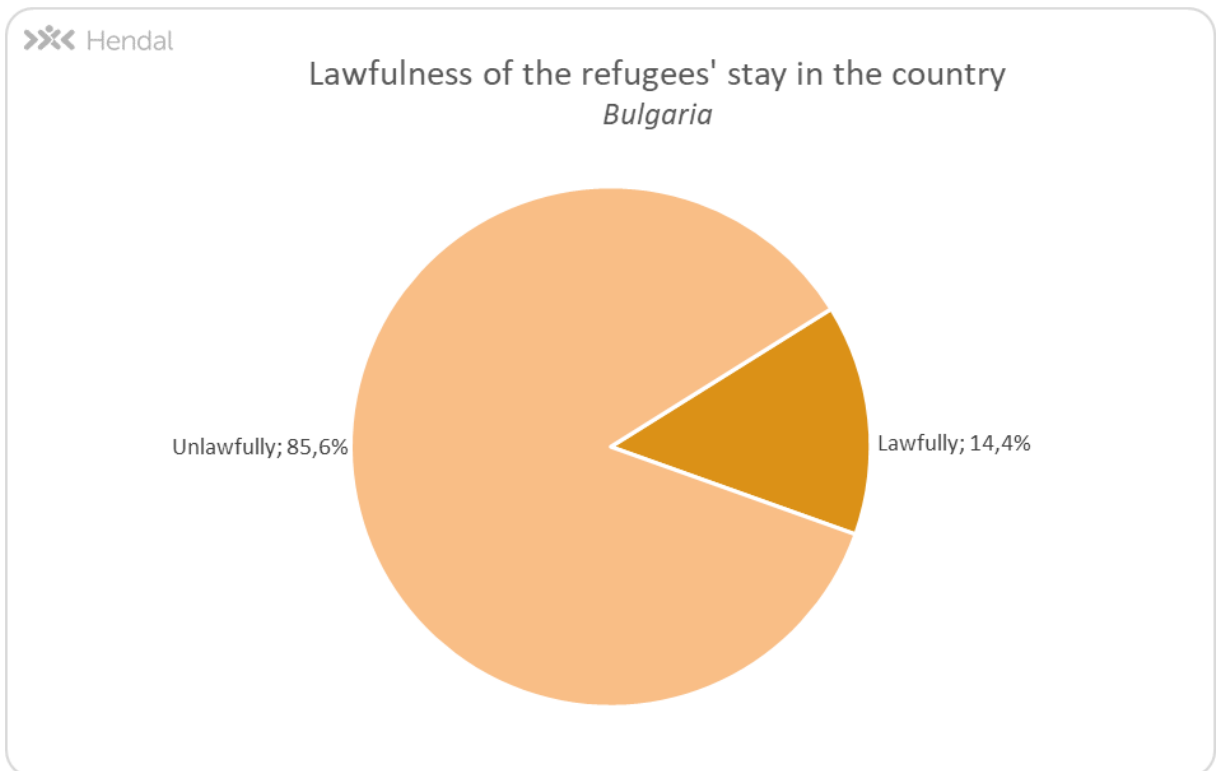
The social distance to a refugee is the smallest in Croatia and the largest in Bulgaria.



Picture 9d- comparison – Social distance scale; N=1,045/1,000

We wanted to also explore the perception of the lawfulness of arrival of refugees staying in the country.

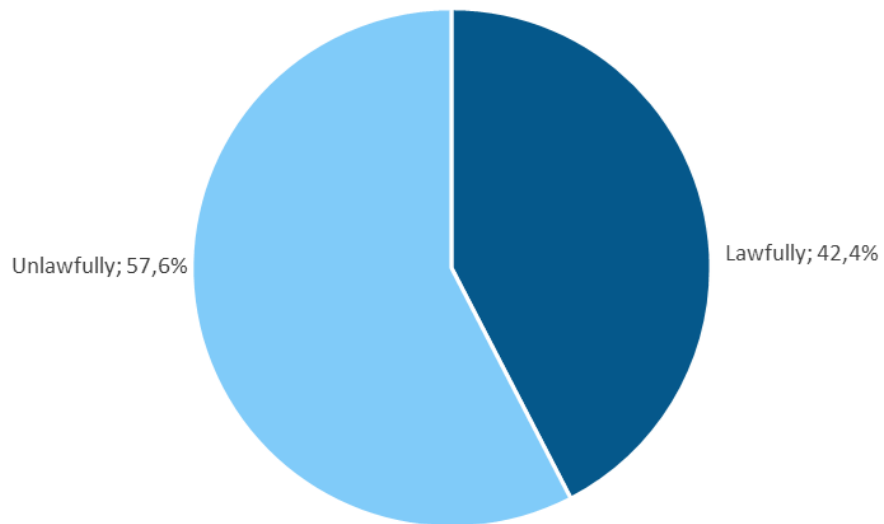
In Bulgaria, only 14,4% of participants think that most of the refugees arrived lawfully in that country. A higher-than-average share of participants is visible in districts Blagoevgrad, Vratsa, and Ruse. Also, participants from households with higher-than-average income in higher-than-average share think that most of the refugees arrived lawfully in Bulgaria.



*Picture 10a- Bulgaria – Perception of the lawfulness of stay of the majority of refugees in the country; N=1,045*

Most participants in Croatia think that most refugees arrived unlawfully in the country. The only significant difference according to the sociodemographic parameters is that participants with finished elementary school in higher-than-average share think that they arrived lawfully.

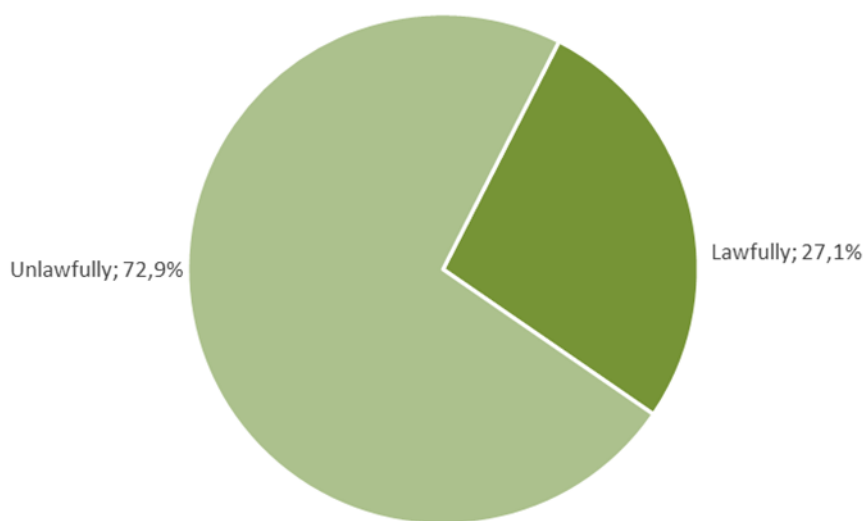
### Lawfulness of the refugees' stay in the country Croatia



Picture 10b- Croatia – Perception of the lawfulness of stay of the majority of refugees in the country; N=1,000

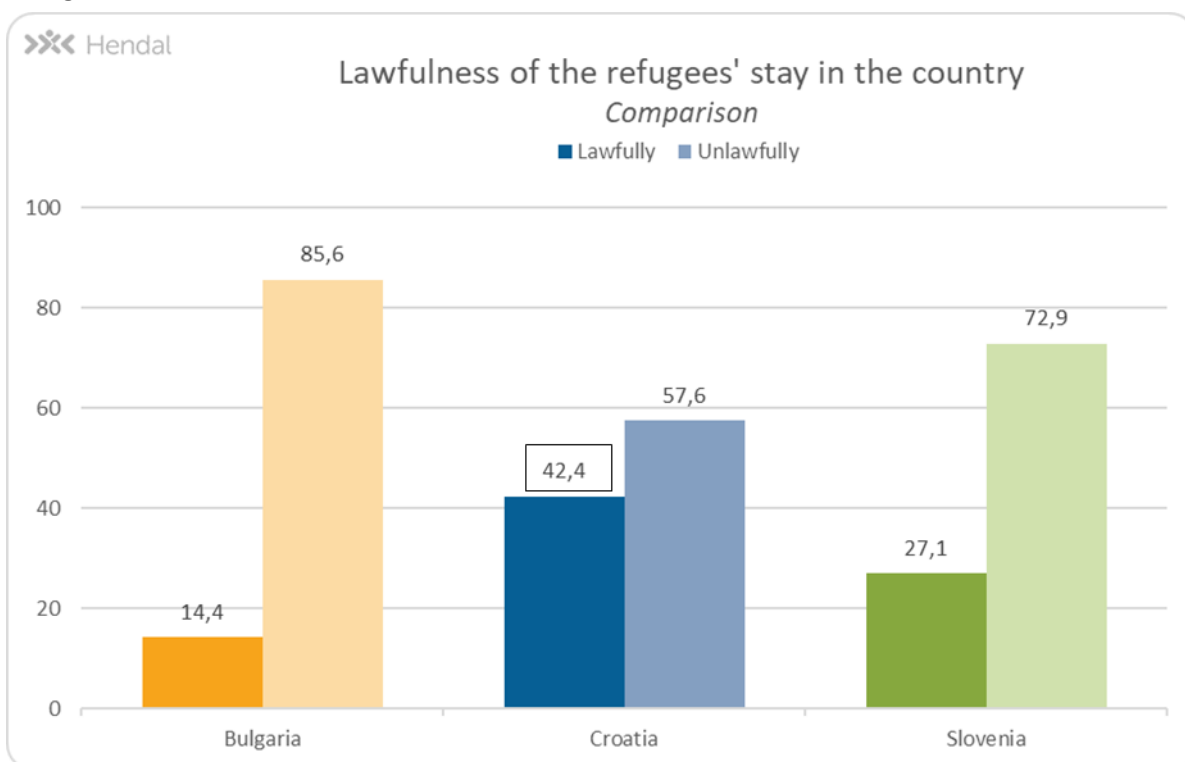
Most participants in Slovenia think that the majority of refugees arrived in their county unlawfully. Female participants in a higher share than males think that most refugees arrived lawfully. Participants from the capital city and those with the highest education level in higher-than-average share state that refugees arrived lawfully. On the other side, participants from villages in higher-than-average share mention unlawful arrival.

Lawfulness of the refugees' stay in the country  
*Slovenia*



*Picture 10c Slovenia – Perception of the lawfulness of stay of the majority of refugees in the country; N=1,000*

When comparing the results in three countries, the highest share of participants in Croatia thinks that most refugees in the country arrived lawfully. The lowest share is observed in Bulgaria.

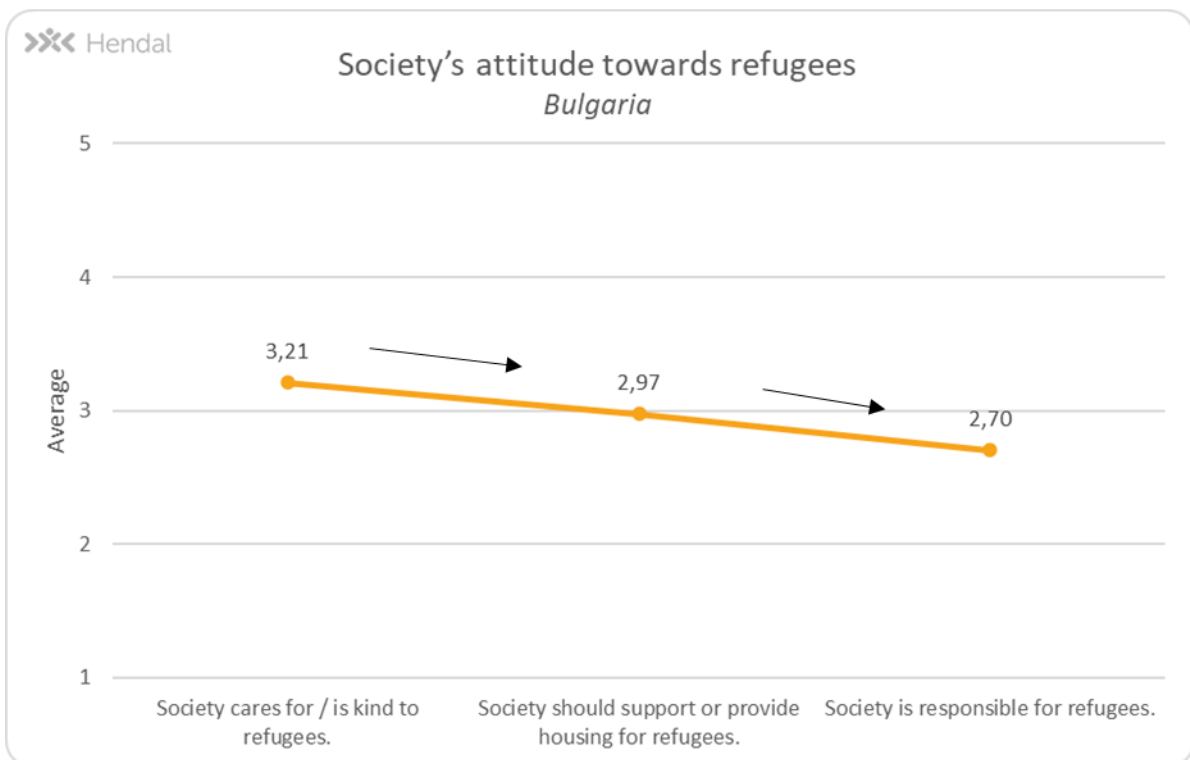


Picture 10d- Comparison – Perception of the lawfulness of stay of the majority of refugees in the country; N=1,045/1,000

### 2.3. Attitudes

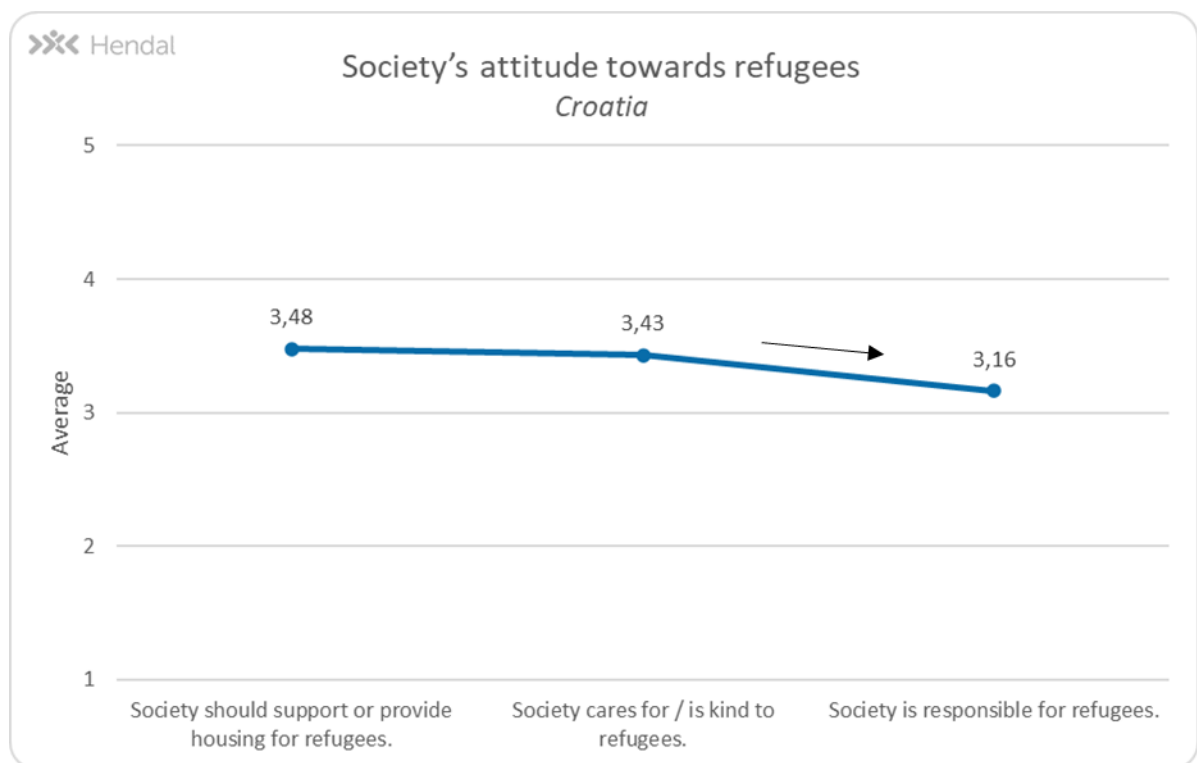
Furthermore, each country's society's attitude towards refugees and society's obligations towards refugees were examined on a 5-point scale.

Although all three statements are evaluated neutrally, Bulgarian participants agree the most that the society cares for/ is kind to refugees, and the lowest agreement is that society is responsible for refugees.



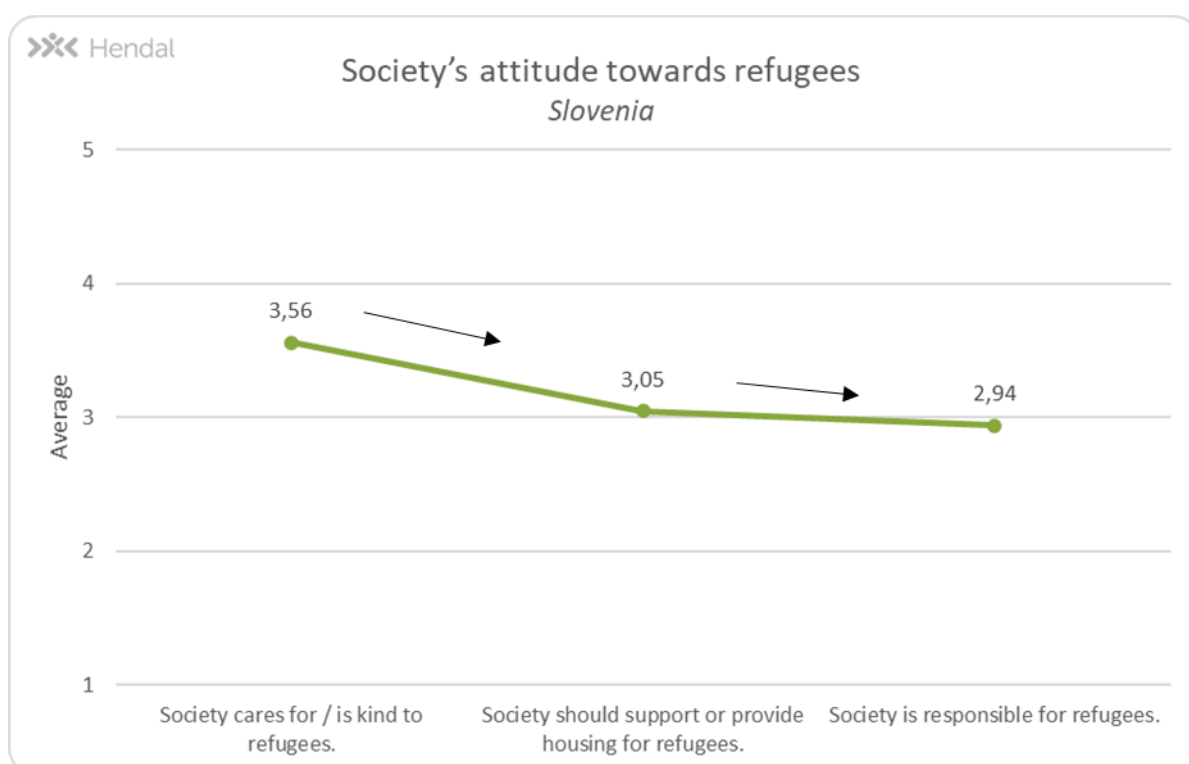
Picture 11a- Bulgaria – Perception of country's attitude towards refugees; N=1,045

In Croatia, all three aspects are evaluated neutrally – on average respondents neither agree nor disagree with any. But at the same time, the agreement is significantly higher with the statements that society should support or provide housing for refugees and that society cares for / is kind to refugees than with the statement that society is responsible for refugees. The eldest group of participants expresses higher than average agreement with the statement that Croatian society is responsible for refugees and should provide housing, while the youngest shows lower than average agreement. On the other side, those aged 40-49 agree more with the statement that Croatian society cares for refugees.



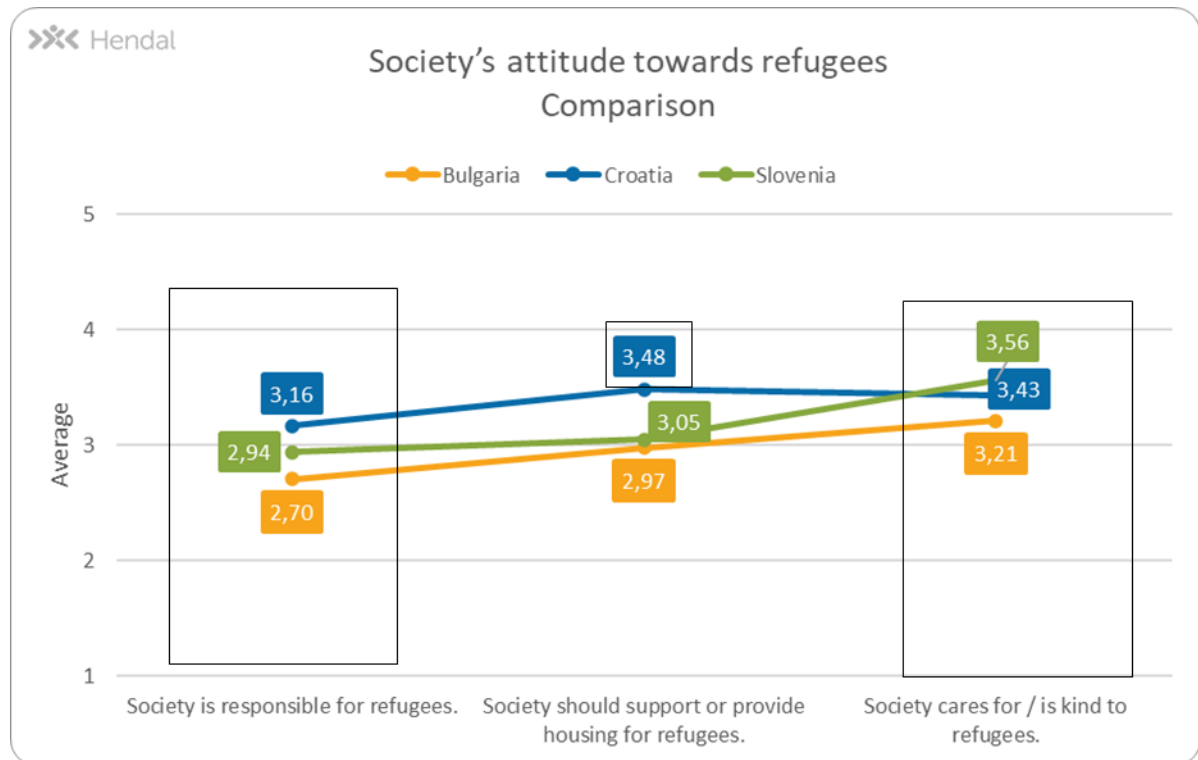
Picture 11b- Croatia – Perception of country's attitude towards refugees; N=1,000

In Slovenia, participants agree that society cares for/ is kind to refugees. The agreement with the other two statements is neutral, although the agreement is significantly higher with the statement that society should support or provide housing to refugees than with the statement that society is responsible for refugees. Participants aged 30-39, those with the lowest education level, and from households with below-average income agree less that the state should support or provide housing to the refugees. Participants aged 40-49 and those from Mura and Lower Sava regions agree more that society is kind to refugees.



Picture 11c- Slovenia – Perception of country's attitude towards refugees; N=1,000

A comparison of the results in the three countries indicates significantly different attitudes, although the statement about society's responsibility for refugees is evaluated neutrally in all three countries, the result is the highest in Croatia and the lowest in Bulgaria. Participants in Croatia agree more than those in the other two countries that society should provide housing for refugees, while the statement that society cares/is kind to refugees is evaluated the best in Slovenia, and the worst in Bulgaria.

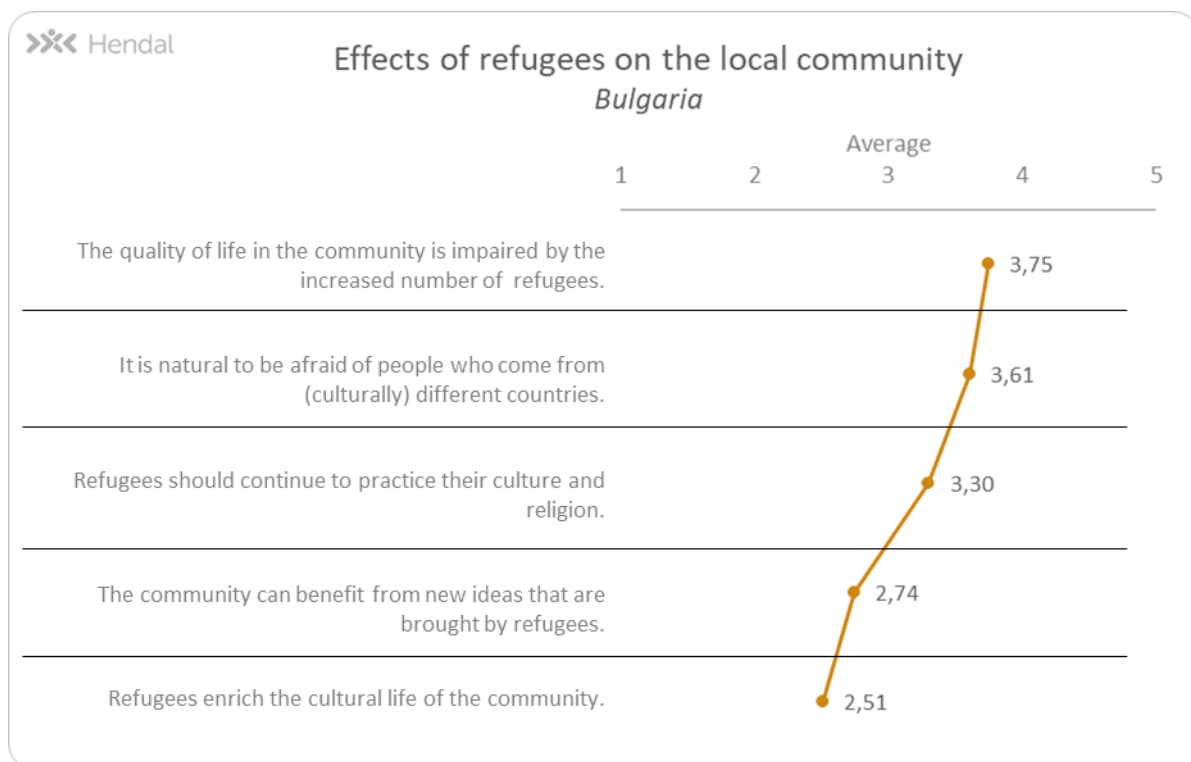


Picture 11d- Comparison – Perception of country's attitude towards refugees; N=1,045/1,000

Next, the perception of the effects of the refugees on the local community and additional attitudes towards refugees were investigated. Participants needed to express their level of agreement with various statements on a 5-point scale.

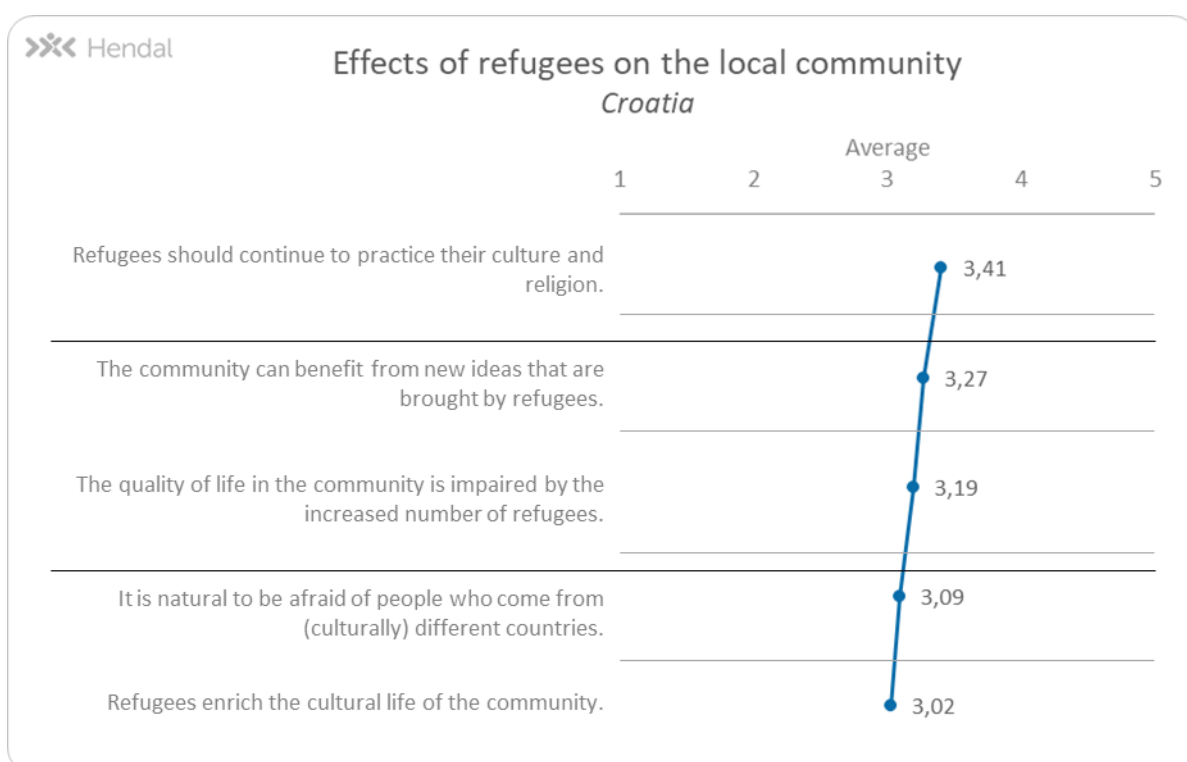
In Bulgaria, the average results show that participants neither agree nor disagree with any statement. At the same time, the highest agreement is with the statement that the quality of life is impaired by the increased number of refugees, while the lowest agreement is that refugees enrich the cultural life of the community. Female participants, more than males, agree with the statement that it is natural to be afraid of people who come from different countries. Participants from the capital city and from households with above-average income agree more

that society can benefit from new ideas brought by refugees and that refugees should continue to practice their culture and religion.



Picture 12a- Bulgaria – Perception of effects of refugees on the local community; N=1,045

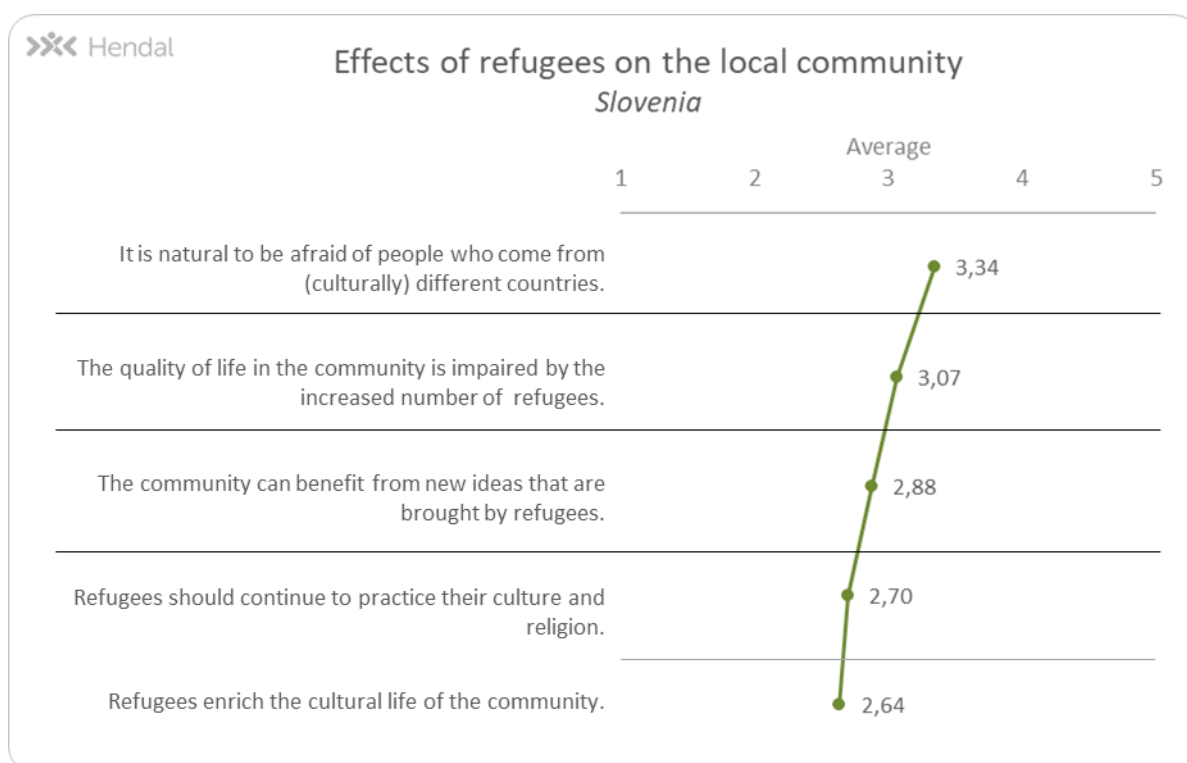
Croatian results show that, on average, respondents neither agree nor disagree with any of the statements, but the highest agreement is with the statement that refugees should continue to practice their culture and religion, and the lowest with the statement “It is natural to be afraid of people who came from culturally different countries” and “Refugees enrich the cultural life of the community”. In terms of sociodemographic differences, female participants more than males agree that refugees should continue to practice their culture and religion. Participants older than 60 and those from smaller towns show higher than average agreement with that statement too. On the other side, respondents from smaller towns agree in a lower-than-average extent that the quality of life is impaired by the increased number of refugees but also that refugees enrich the cultural life of the community.



Picture 12b- Croatia – Perception of effects of refugees on the local community; N=1,000

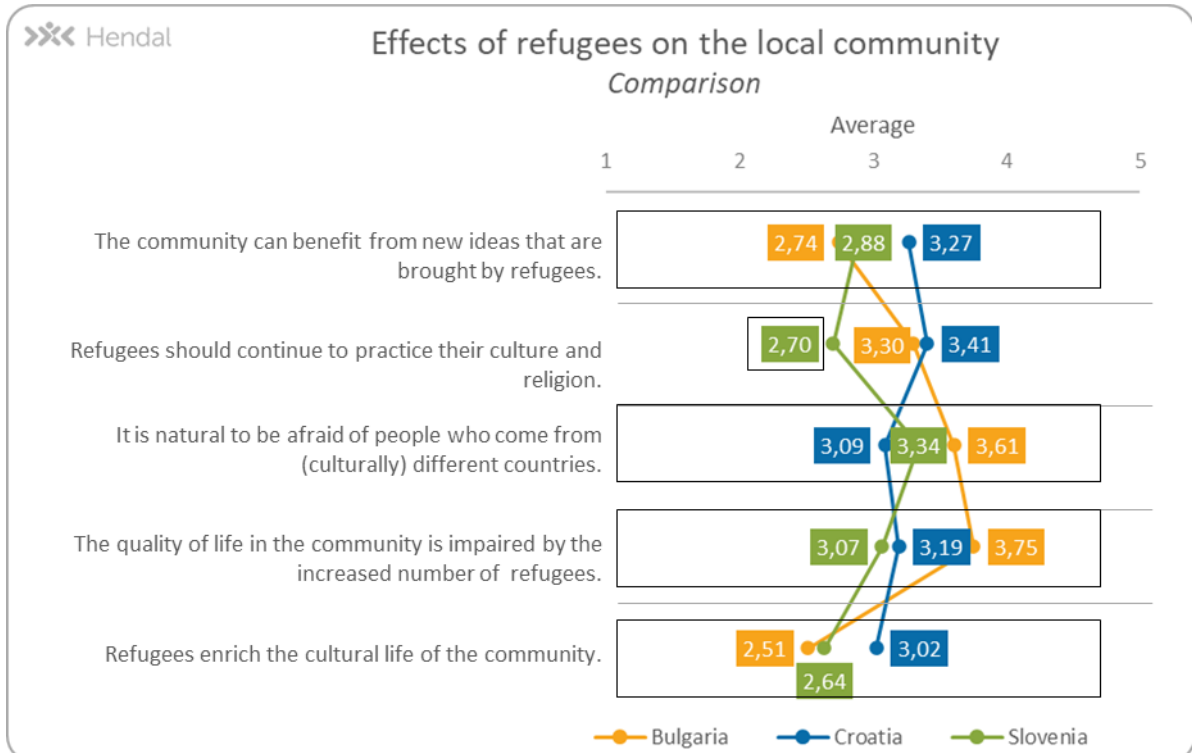
In Slovenia, the result shows that all statements are evaluated neutrally – participants, on average, neither agree nor disagree with any. At the same time, the highest agreement is observed with the statement that it is natural to be afraid of people who come from different cultures. The lower agreement is with the statement that quality of life is impaired by the increased number of refugees. The lowest agreement is with statements that refugees should continue to practice their religion and that they enrich the cultural life of the community. Female participants agree more than males that refugees enrich the cultural life of the community and

that the community can benefit from new ideas brought by refugees. Participants with the highest education level evaluate all statements more positively than average, while those with the lowest education level evaluate statements more negatively. Respondents from households with below-average income agree more that the quality of life is impaired by the increased number of refugees.



Picture 12c- Slovenia – Perception of effects of refugees on the local community; N=1,000

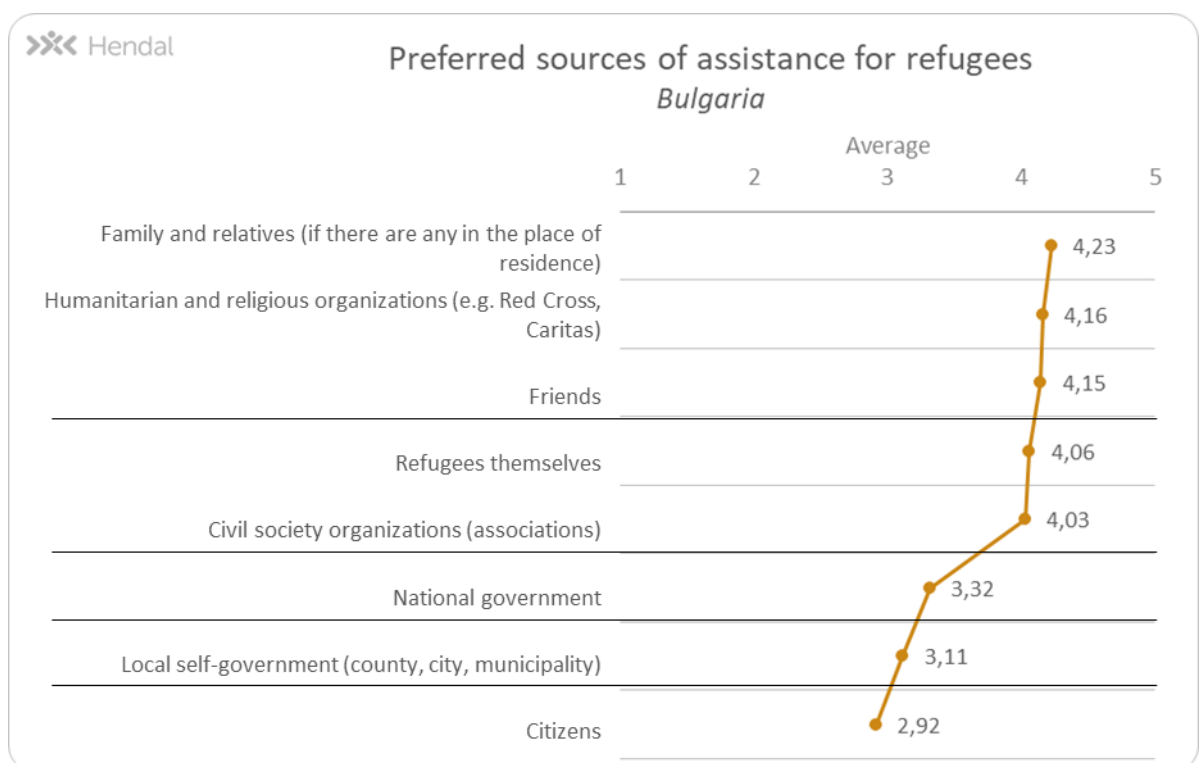
A comparison of the results indicates significantly different attitudes about the influence of refugees on the local community – in general the most positive is observed in Croatia and the most negative in Bulgaria. On the other side, participants in Slovenia agree significantly less that refugees should continue to practice their religion and culture than in the two other countries.



Picture 12d- Comparison – Perception of effects of refugees on the local community; N=1,045/1,000

Furthermore, the perception of who should assist refugees was investigated. The same 5-point scale of the agreement was used.

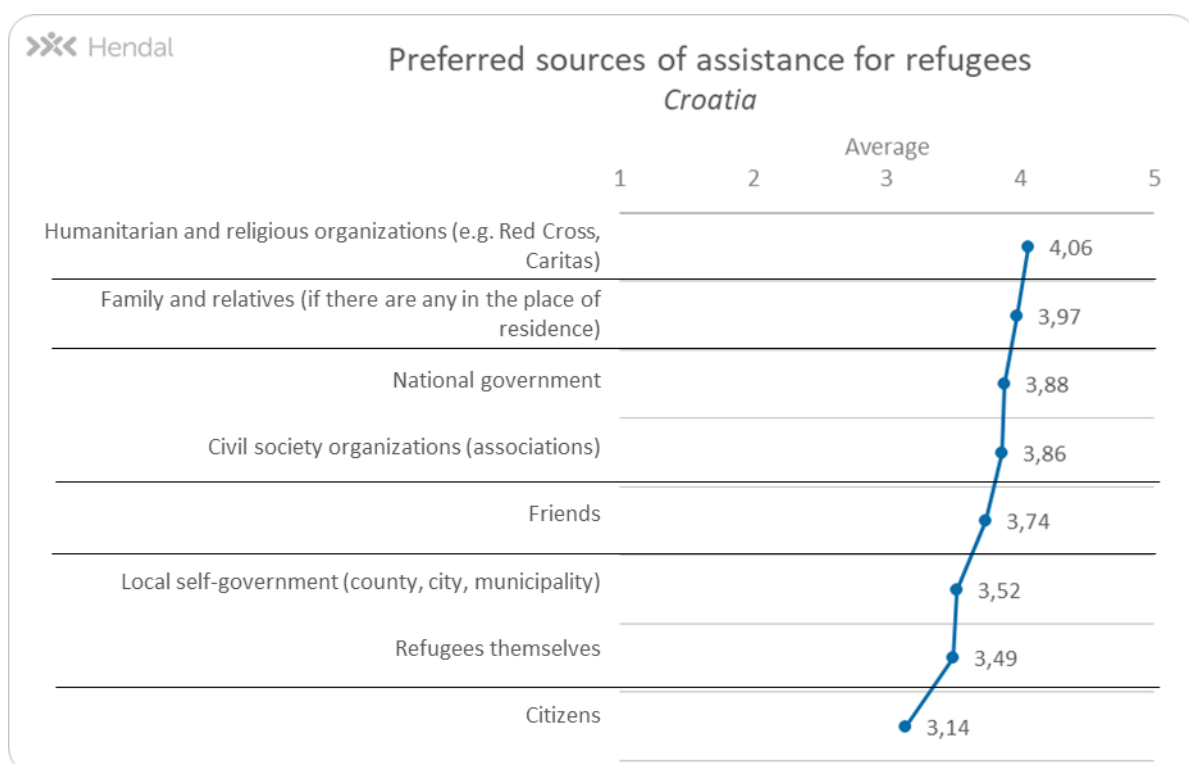
In Bulgaria, the participants agree the most that the assistance should be provided by family and relatives if present in the country, humanitarian and religious organisations and by friends. A significantly lower agreement is that refugees should secure help themselves and through civil society organisations. The average result for all mentioned statements is within the range of the answer "Agree". Bulgarian participants neither agree nor disagree that assistance should be provided by the National government, local self-government, or citizens. Participants from the capital city and with the highest level of education agree more that the national government should help refugees, while those with below average household income agree significantly more that refugees should help themselves.



Picture 13a- Bulgaria – Preferred sources of assistance for refugees; N=1,045

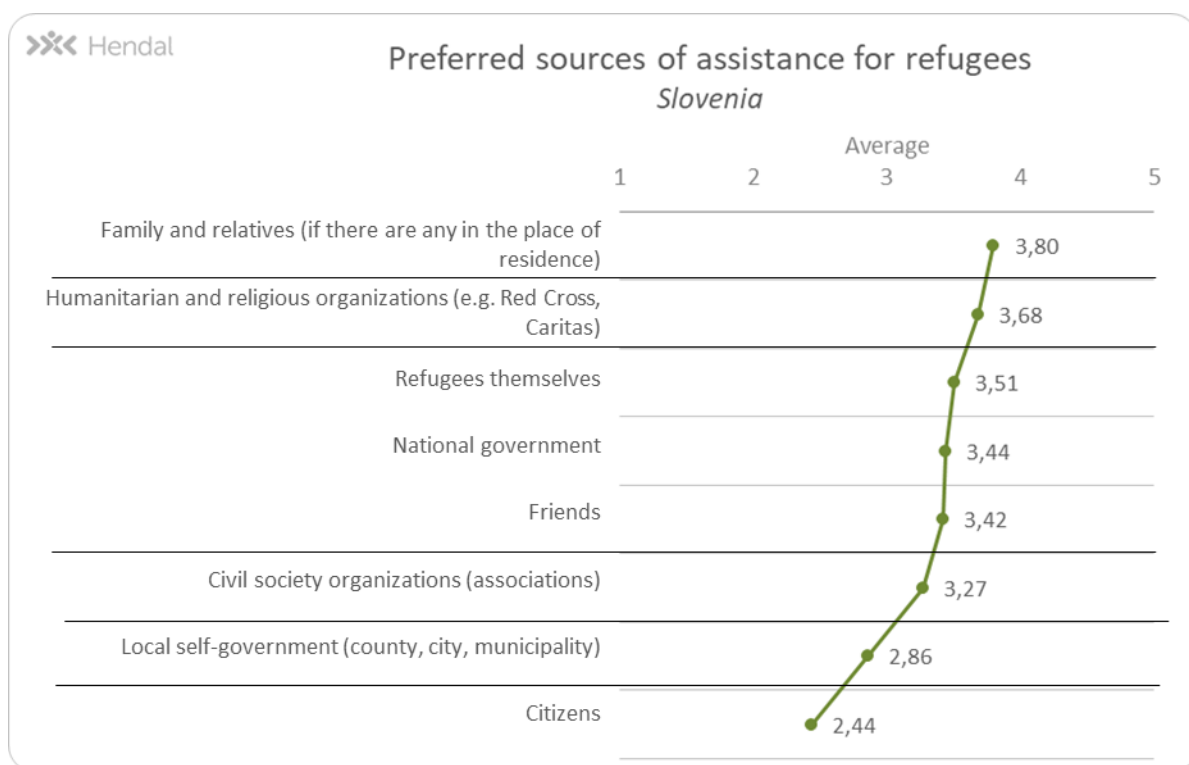
Results show that Croatian citizens agree in the highest extent that refugees should get help through humanitarian and religious organisations. A significantly lower agreement is that friends and family present in the place of residence should provide help, followed by the national government and civil society organisations and friends. The citizens of the country are perceived

as the least appropriate source of help for refugees. Female participants agree more than males with all named sources of help except refugees themselves. Respondents from the eldest group express higher than average agreement with national government, local self-government, humanitarian and religious organisations, family and relatives and friends. Participants from the settlements with 2,000-10,000 inhabitants agree more than average that citizens should provide help for refugees.



Picture 13b- Croatia – Preferred sources of assistance for refugees; N=1,000

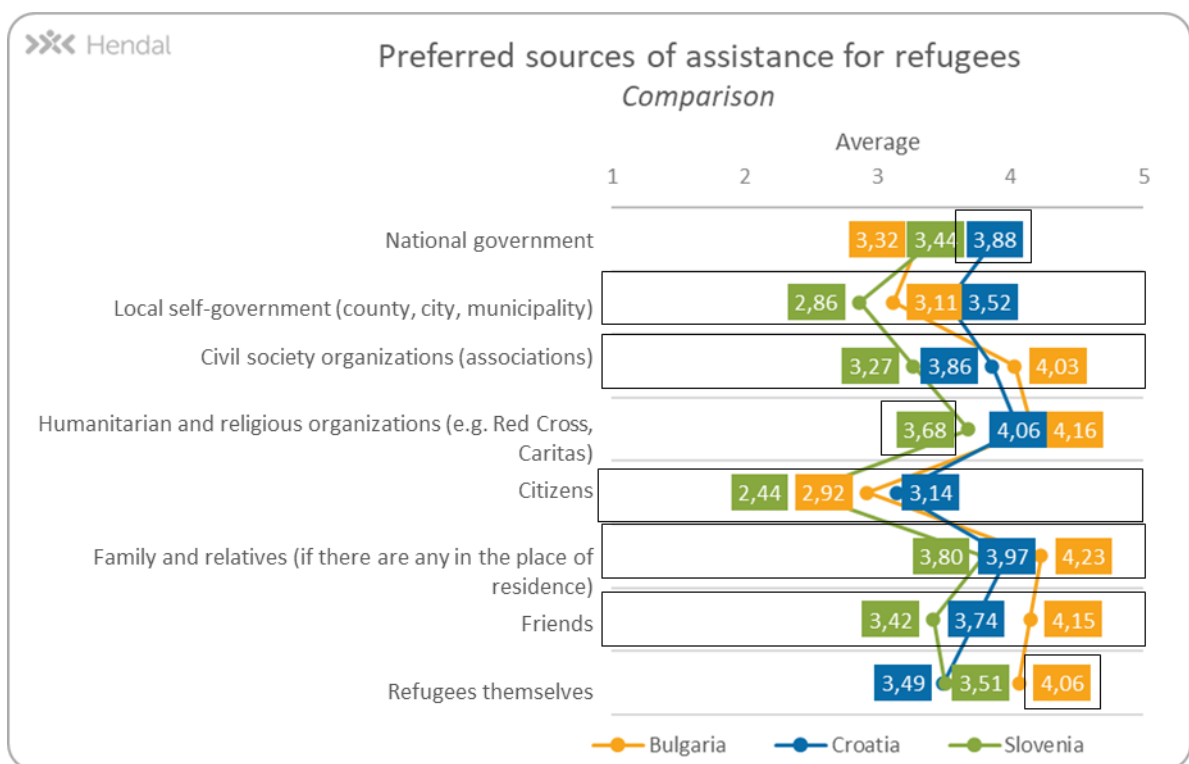
In Slovenia, participants agree the most that the family and friends, if present in the country should provide help. A lower agreement, but still within range of the "Agree" answer is that help should be provided by humanitarian or religious organisations. The significantly lower agreement is visible for refugees themselves, the national government, and friends. Participants agree the least that citizens should provide help – the average result is within the range of the answer “Do not agree”. Female participants agree more than males that the help should be provided by the majority of sources (except humanitarian and religious organisations, citizens, and refugees themselves). Participants with the highest education level agree more with most sources of help except for refugees themselves. Participants from the capital city agree more that help should be provided by local self-government, civil society organisations, and humanitarian and religious organisations, but agree less that refugees should help themselves. Participants from the eldest group agree less that refugees should help themselves.



Picture 13c- Slovenia – Preferred sources of assistance for refugees; N=1,000

A comparison of the results in the three countries indicates that participants in Bulgaria more than those in the other two countries consider that the refugees should help themselves and their close persons- family, relatives, and friends as well as humanitarian organisations and civil society more than in two other countries. The national government is perceived more as the source of assistance in Croatia than in the other two countries. In general, the level of agreement is lower in Slovenia than in the other two countries, except for the national government that is evaluated at the same level as in Bulgaria and refugees themselves that is evaluated at the same level as in Croatia.

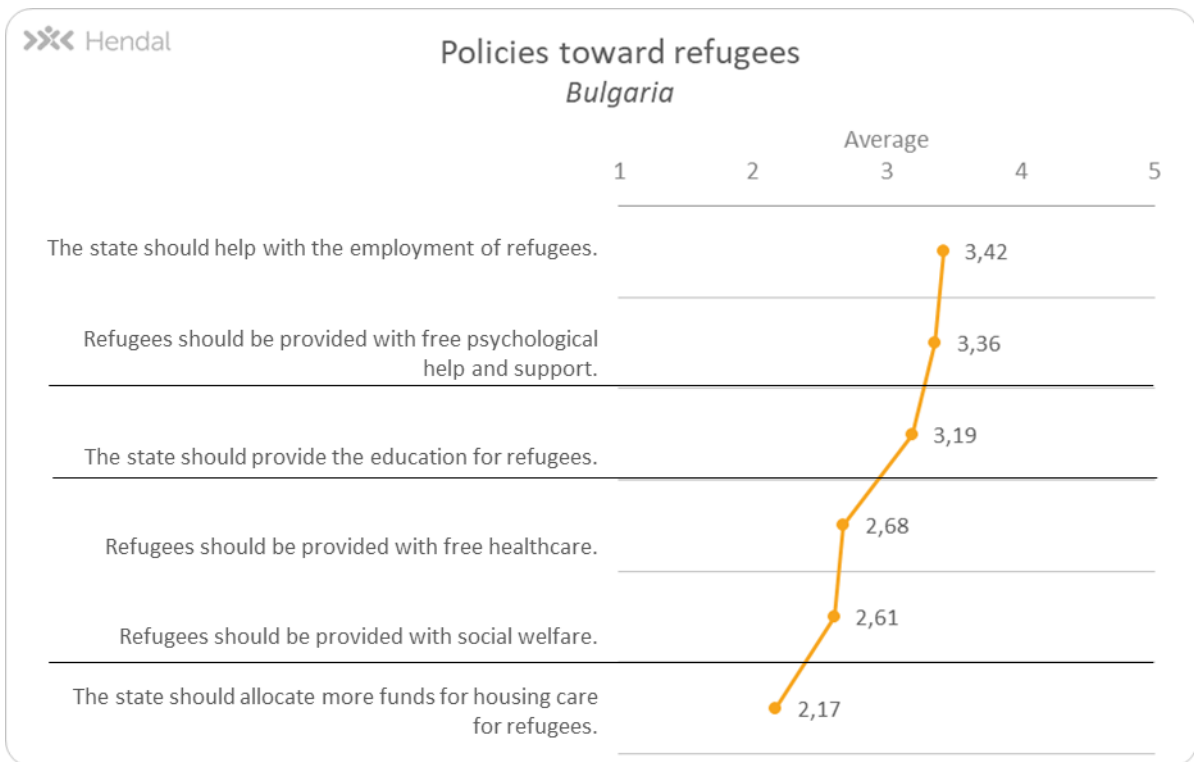
Picture 13d- Comparison – Preferred sources of assistance for refugees; N=1,045/1,000



Also, the opinion on services and rights that should be provided to refugees was measured on a 5-point scale of agreement.

In Bulgaria, participants evaluate neutrally the majority of policies, except that state should allocate more funds for housing care for refugees with which, on average, participants do not agree.

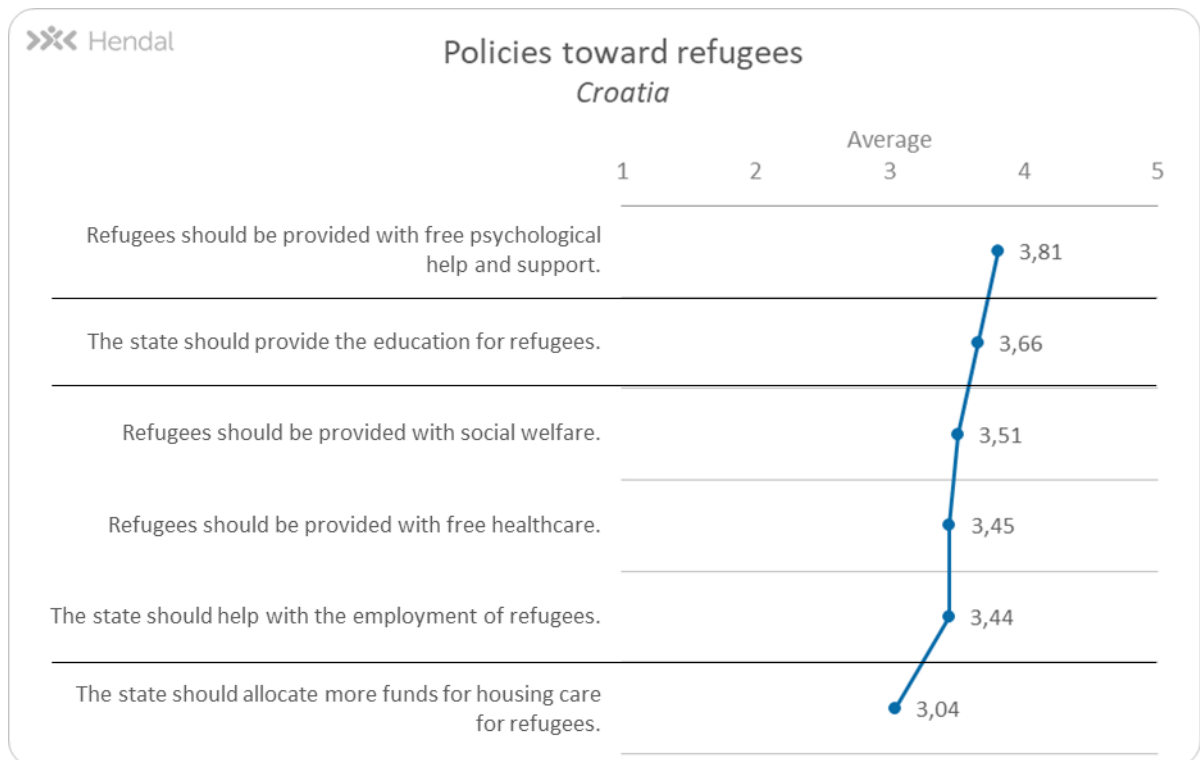
The highest agreement is with the statement that the state should help with the employment of refugees and that they should be provided with free psychological help and support. The lower agreement is visible with the statement concerning education, while even lower agreement is that refugees should be provided with free healthcare and social welfare. Participants with the highest education level agree more that the state should provide education to refugees and help them with employment and that they should obtain free psychological help. Participants from villages agree less with education and social welfare provision for the refugees.



Picture 14a- Bulgaria – Attitude on policies toward refugees; N=1,045

In Croatia, the highest agreement is for free psychological help and support. On average, participants also agree that the state should provide education for refugees. Significantly lower result is observed for social welfare, free healthcare, and help with employment and the lowest result is for allocation of additional funds for housing care. Female participants, more than

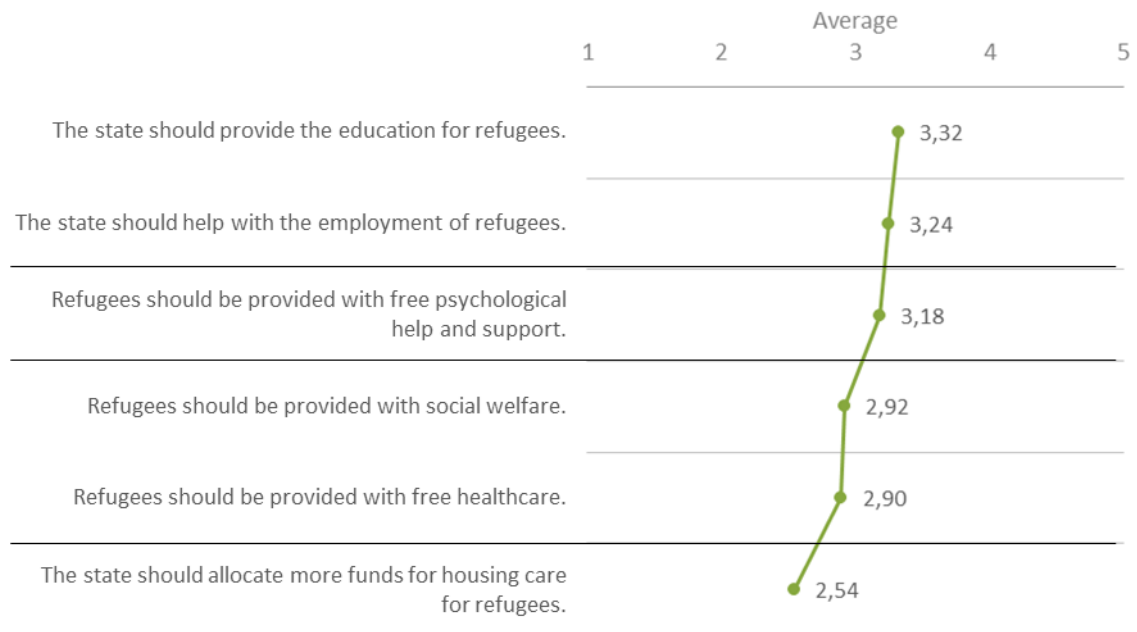
males, agree that refugees should get free psychological help and support, and social care. The eldest group expresses the highest agreement, and participants aged 30-39 have a below-average agreement with all policies. Participants from small towns agree more with the statement that the state should allocate more funds for housing, and provide education, employment, and social welfare. On the other hand, respondents from villages agree less that refugees should receive free healthcare and education.



Picture 14b- Croatia – Attitude on policies toward refugees; N=1,000

Participants in Slovenia neither agree nor disagree with any policy, although the highest agreement is with the statements that the state should provide free education and help with the employment of refugees. The lowest agreement is with the statement that the state should allocate more funds for the housing care of refugees. Female participants agree more than males that the state should provide education, psychological help and support, welfare, and help with employment. Participants with the highest education level agree more than average with all the statements, while those from the capital agree more with all statements except help with employment. Participants from the eldest age group agree more than average that state should allocate more funds for housing care. Participants with the lowest education level agree less that refugees should get psychological and employment help, education, and social welfare.

### Policies toward refugees Slovenia

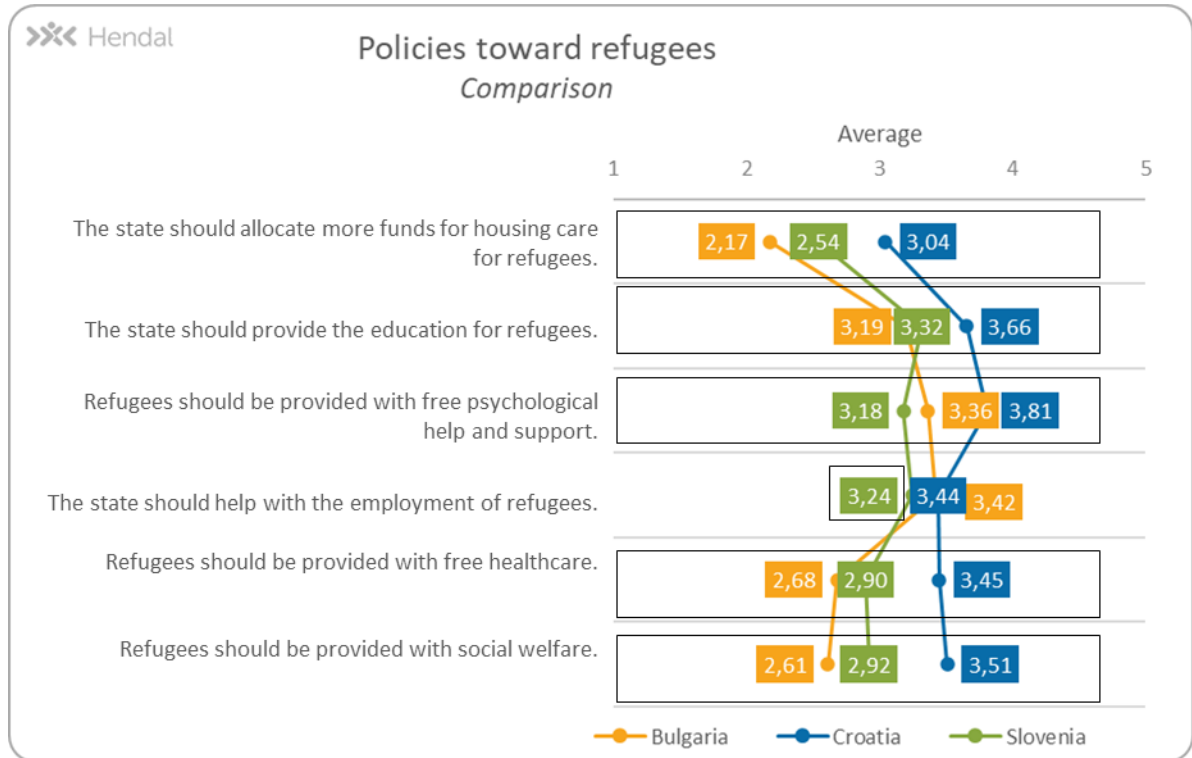


Picture 14c- Slovenia – Attitude on policies toward refugees; N=1,000

A comparison of the result in the three countries shows that participants in Croatia agree the most with the majority of policies, and those in Bulgaria agree the least. This trend is not

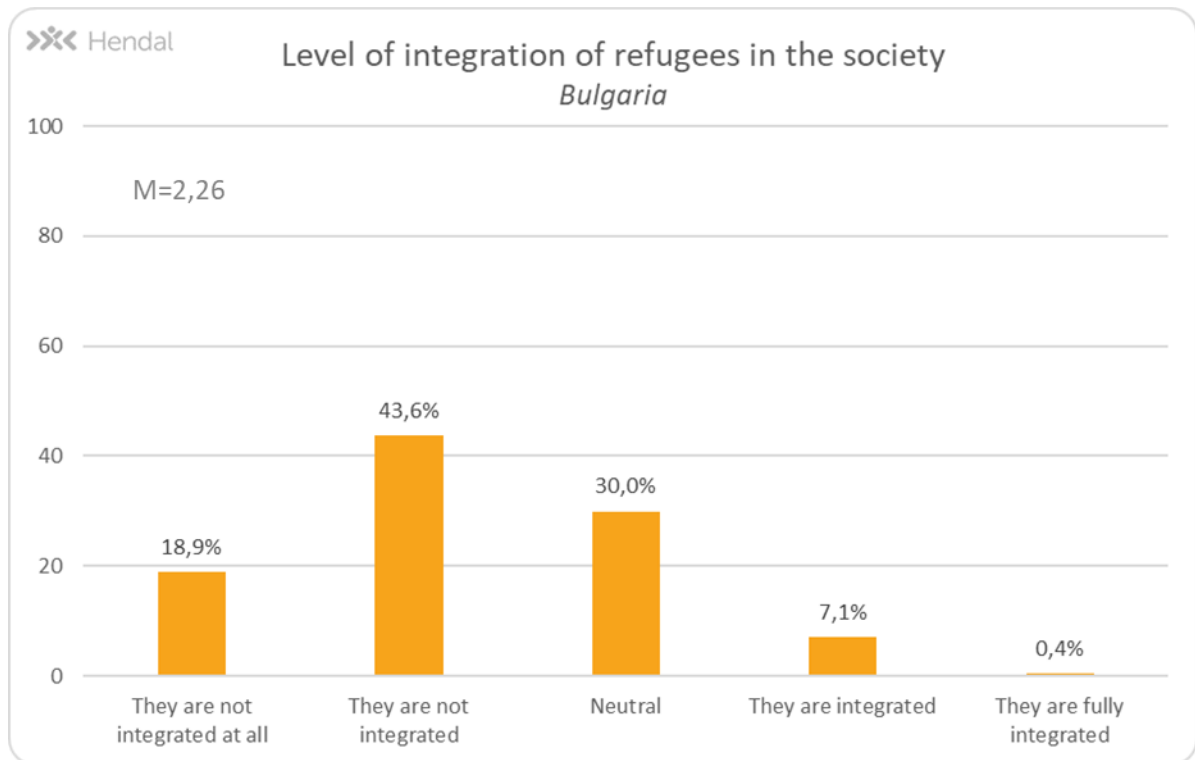
present for the help with the employment of refugees where participants in Slovenia agree less than in the other two countries.

Picture 14d- Comparison – Attitude on policies toward refugees; N=1,045/1,000



Participants were also asked to assess the level of integration of the refugees into the society.

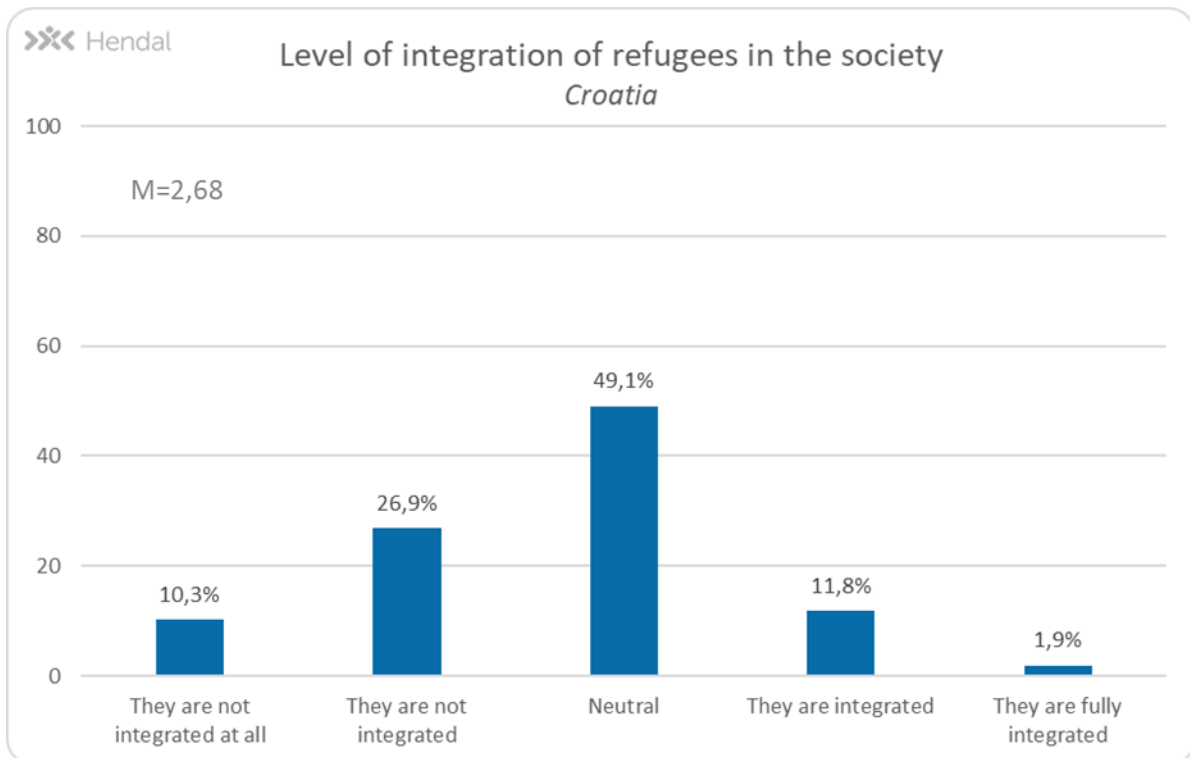
The majority of participants in Bulgaria think that refugees are not integrated into society, while a further 30% give a neutral evaluation. The average is within the range of the answer "They are not integrated". Respondents from districts Varna, Smolyan, Shumen, and Targovishte give a higher-than-average answer.



Picture 15a- Bulgaria – Perception of the level of integration of refugees in the society;

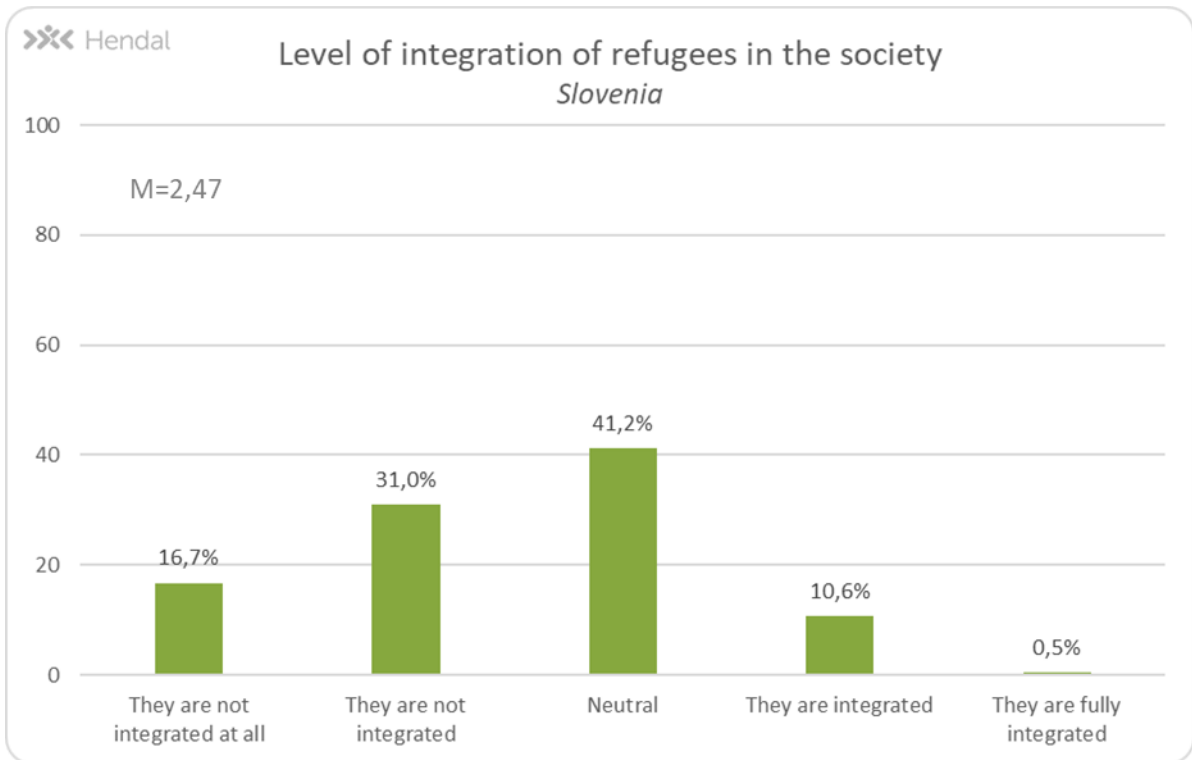
N=1,045

Almost one half of the participants in Croatia gives neutral answer, while 37,2% thinks that refugees are not integrated. Female participants think that refugees are more integrated into society than males, but their average is still within the neutral answer.



Picture 15b- Croatia – Perception of the level of integration of refugees in the society;  
N=1,000

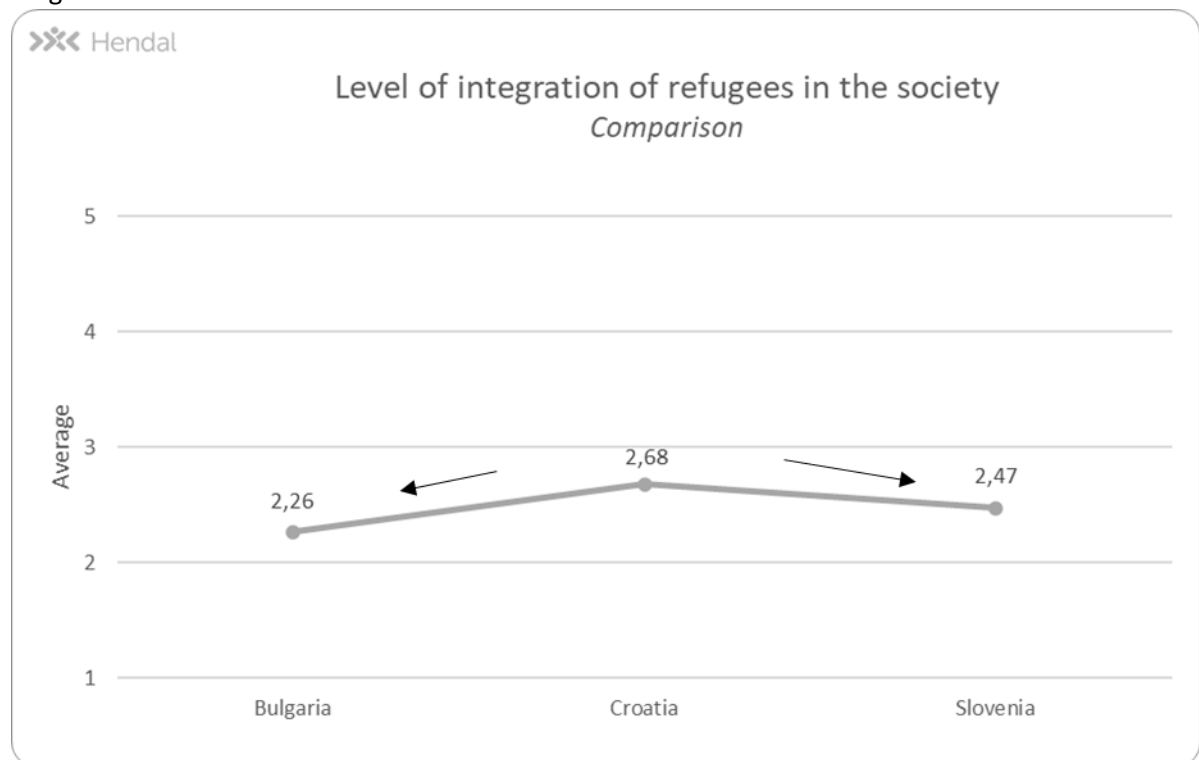
The Slovenian results indicate that by the perception of participants, refugees are not integrated into society, although the largest share gives a neutral answer. Female participants consider refugees more integrated into society than males, and the above-average result is observed among participants aged 30-39, while those aged 50-59 think that refugees are integrated less.



Picture 15c- Bulgaria – Perception of the level of integration of refugees in the society;

N=1,000

When observing the results together, the highest level of integration of the refugees into society, according to the participants' perception, is observed in Croatia and the lowest in Bulgaria.

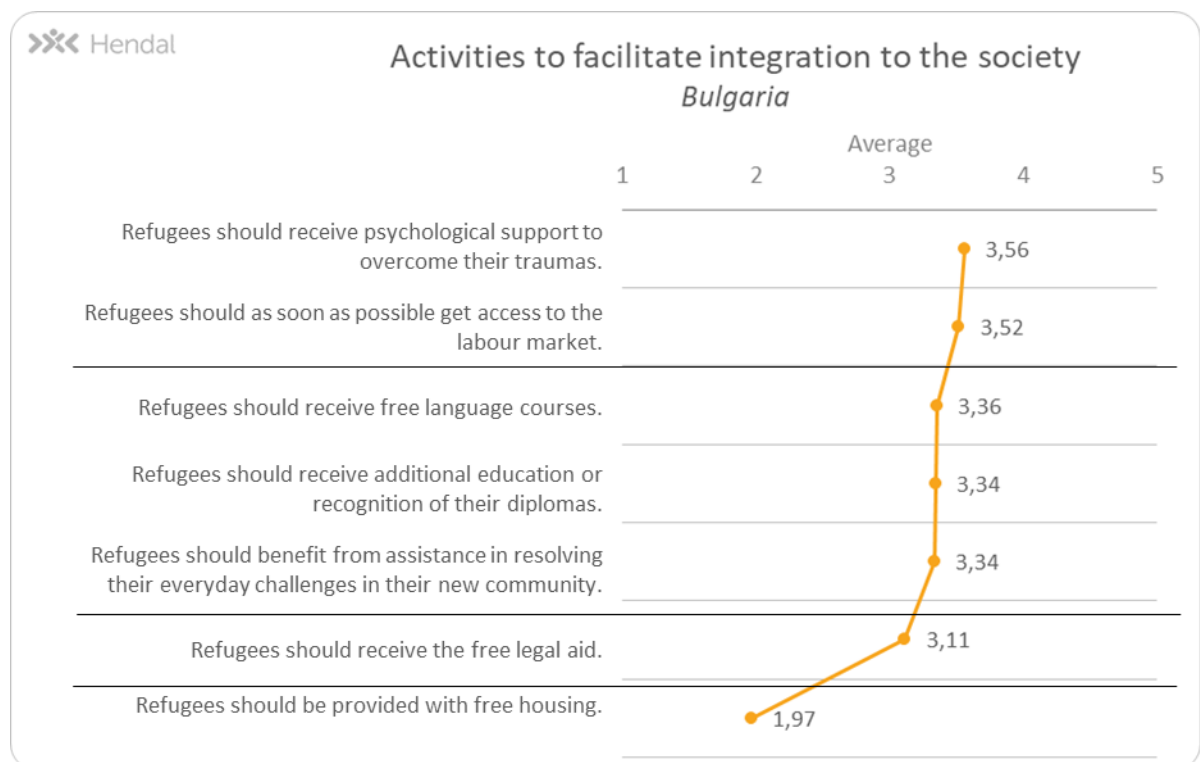


Picture 15d- Comparison – Perception of the level of integration of refugees in the society;

N=1,045/1,000

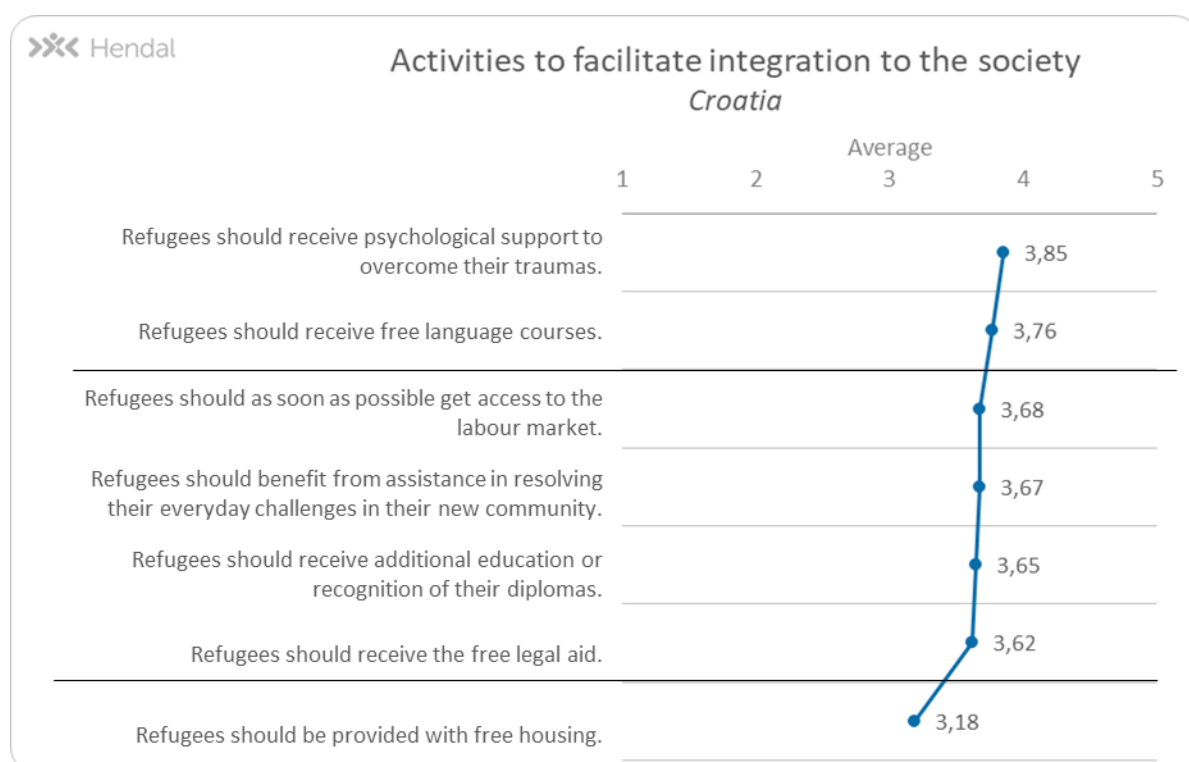
At the end of this block of questions, the participants were asked to assess how acceptable to them are different activities that could facilitate the integration of refugees into society on a 5-point scale.

In Bulgaria, participants agree that refugees should receive psychological support to overcome their traumas. Most of the other statements are evaluated neutrally: participants neither agree nor disagree that refugees should receive free language courses, additional education, or recognition of their diplomas, nor should benefit from assistance to overcome everyday challenges. A significantly lower agreement is visible for obtaining free legal aid. Participants do not agree that refugees should be provided with free housing. Participants from the capital city agree more that refugees should get free language courses and legal aid, while those with the highest level of education agree more that they should obtain psychological help.



Picture 16a- Bulgaria – Acceptance of activities to facilitate the integration of refugees into the society; N=1,045

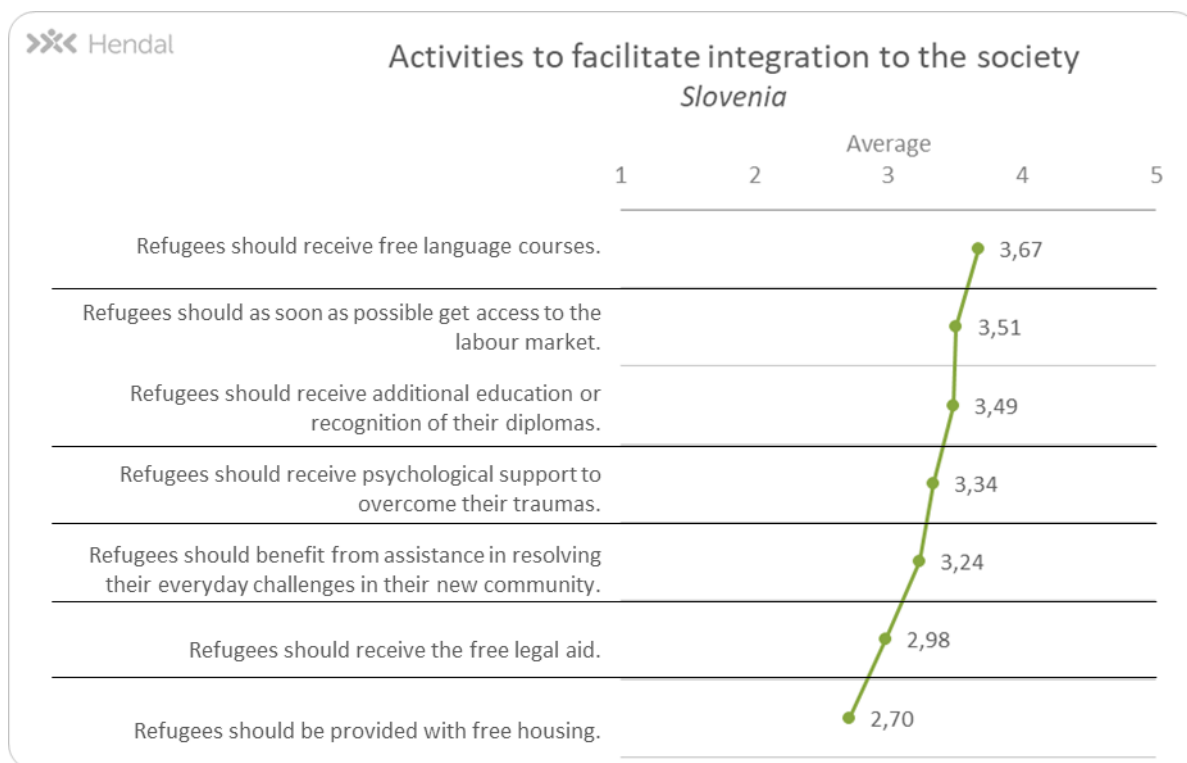
Participants in Croatia find most activities acceptable, and the most acceptable are psychological support to overcome traumas and free language courses. Significantly lower result is observed for access to labour market, assistance in resolving challenges in everyday life, additional education or recognition of diplomas, and free legal aid. On average, participants neither agree nor disagree that refugees should be provided with free housing. The youngest group of participants agree less, while the eldest group agree more with all activities. Also, participants from smaller settlements tend to agree less, while those from larger settlements tend to agree more with activities. Females agree more with psychological support and assistance in everyday life than males. Respondents from households with above-average income think more that refugees should get access to the labour market.



Picture 16b- Croatia – Acceptance of activities to facilitate the integration of refugees into the society; N=1,000

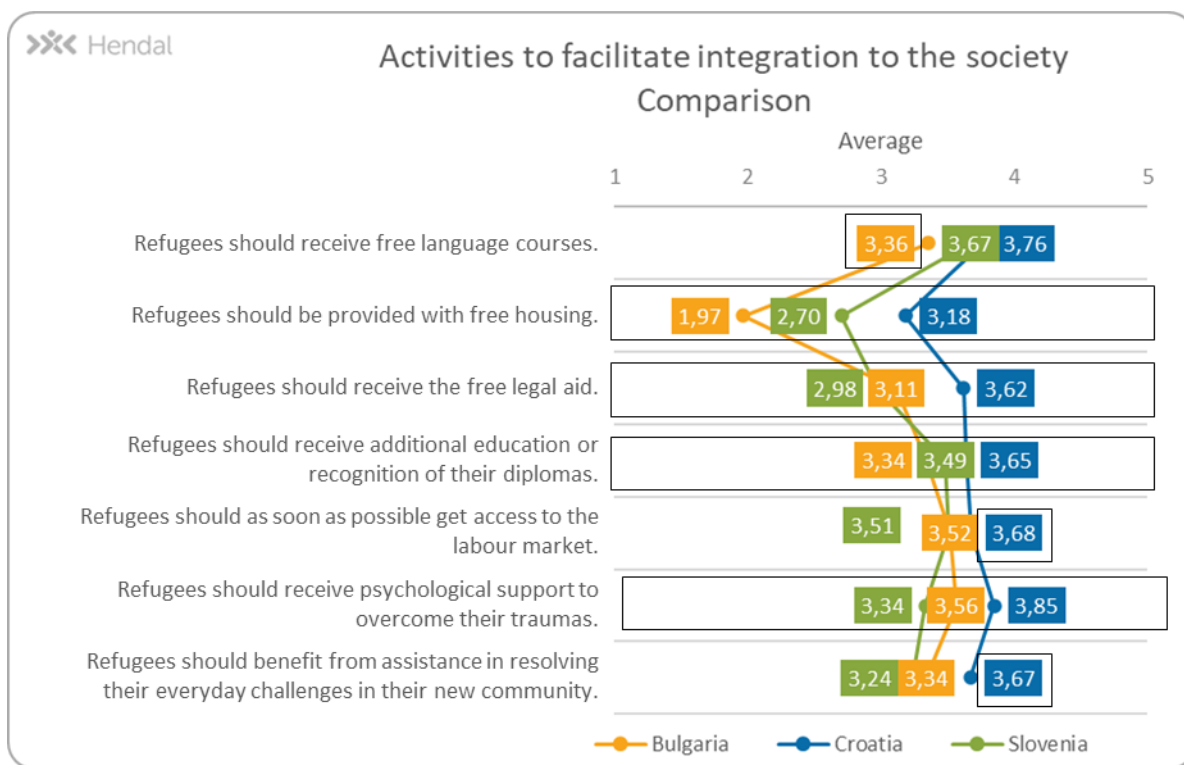
In Slovenia, participants evaluate neutrally most of the activities. The highest result is visible for free language courses, with which participants agree. The lower agreement is visible for access to the labour market and additional education or recognition of their diplomas. The lowest agreement is with free legal aid and free housing for refugees. Female participants agree more with all activities than male. Participants from the youngest age group agree more than

average with free language courses and assistance in overcoming challenges in everyday life. Those from the capital city and with the highest educational level evaluate more positively all activities, while those with the lowest educational level evaluate them more negatively than average (except free legal aid). Respondents from households with below-average income agree less with free language courses, housing, legal aid, and access to the labour market.



*Picture 16c- Slovenia – Acceptance of activities to facilitate the integration of refugees into the society; N=1,000*

Significant differences are observed between all three countries, and participants in Croatia agree the most with the majority of activities. The exception is free language courses, where the Slovenian results are at the same level as in Croatia, and Bulgarian are significantly lower.

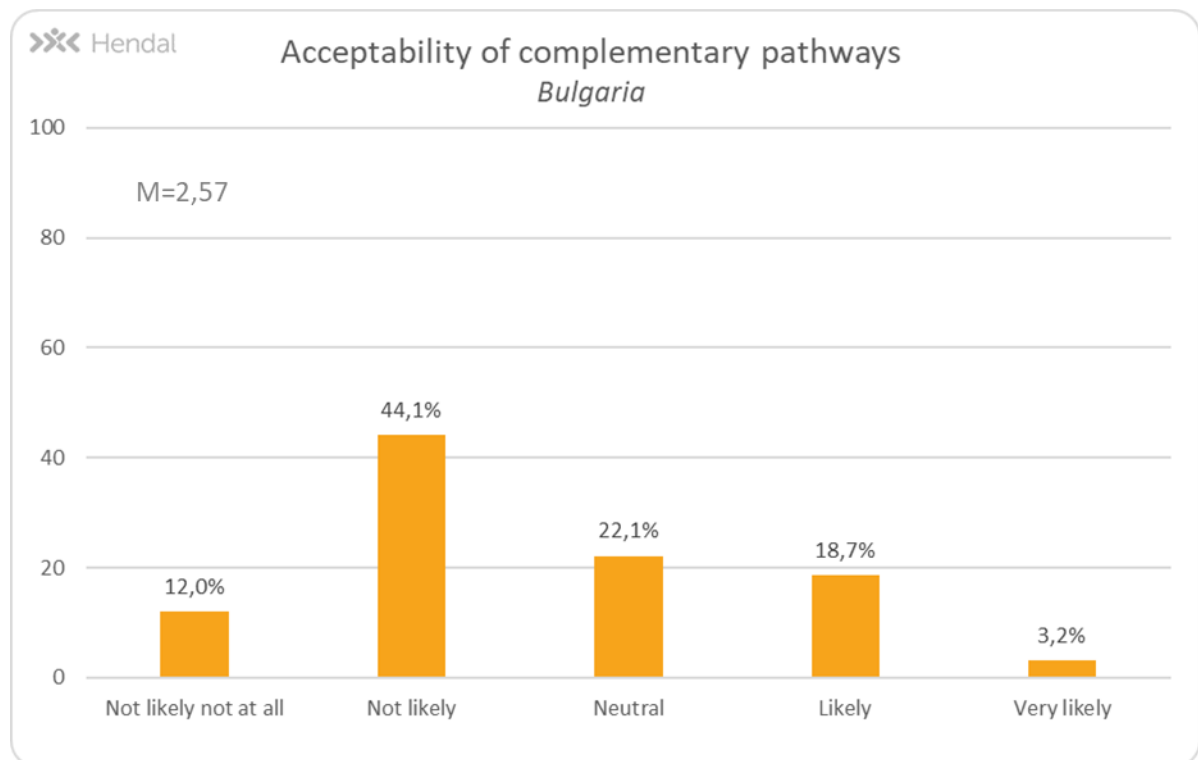


Picture 16d- Comparison – Acceptance of activities to facilitate the integration of refugees into the society; N=1,045/1,000

## 2.4. Complementary pathways

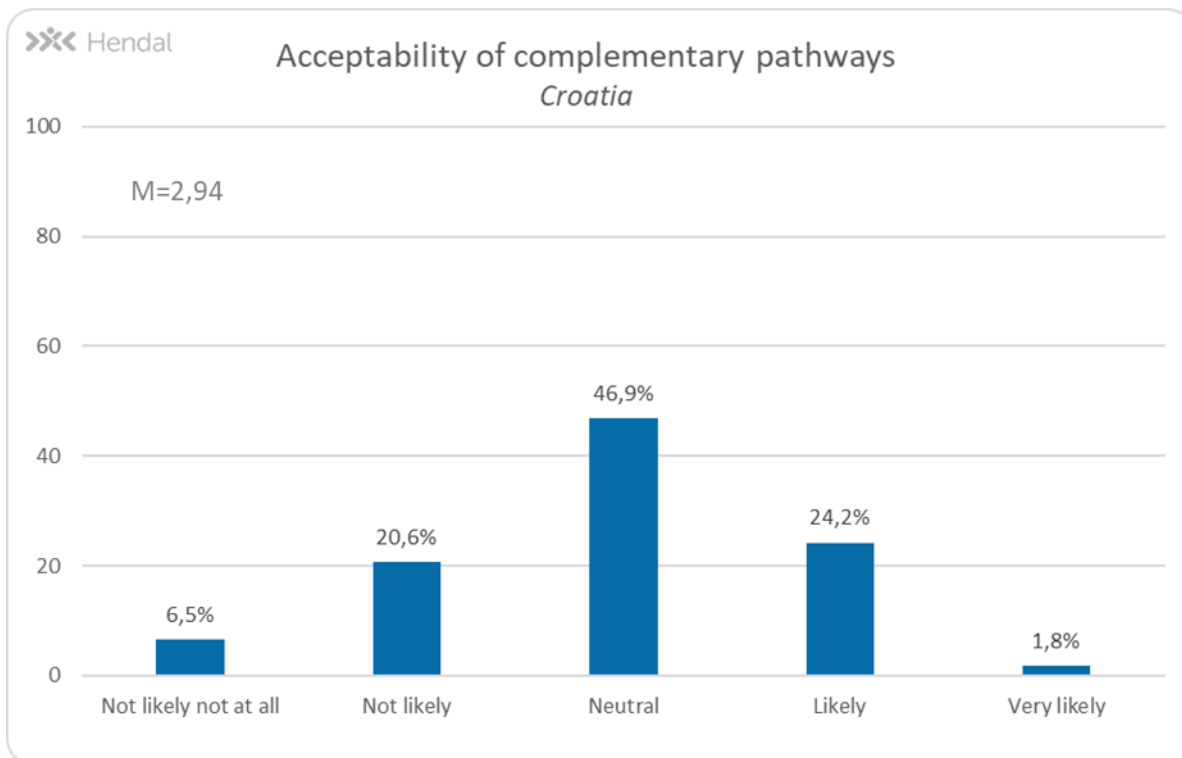
After the description of complementary pathways, participants were asked to assess how likely would society accept that refugees come in that way to the country.

In Bulgaria, the highest share of participants then that it is not likely that Bulgarian society would accept refugees coming via complementary pathways, although the average is within the range of neutral answer. Participants from small towns think that that way of coming would be more acceptable, while those from the capital city give lower than average evaluation (on average it would be not likely).



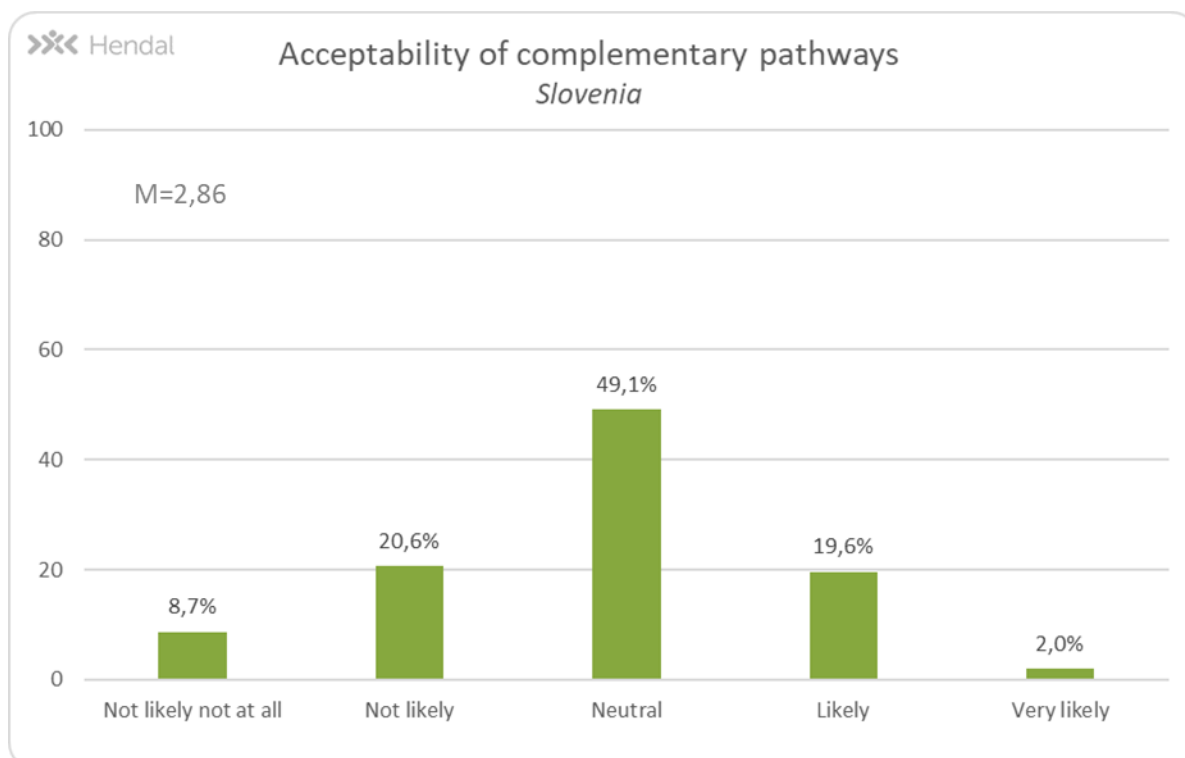
Picture 17a- Bulgaria – Acceptance of complementary pathways; N=1,045

Results show that participants think that Croatian society would be neither likely nor unlikely to accept that way of coming, while a similar share has positive and negative opinions. No significant differences are observed according to the sociodemographic parameters.



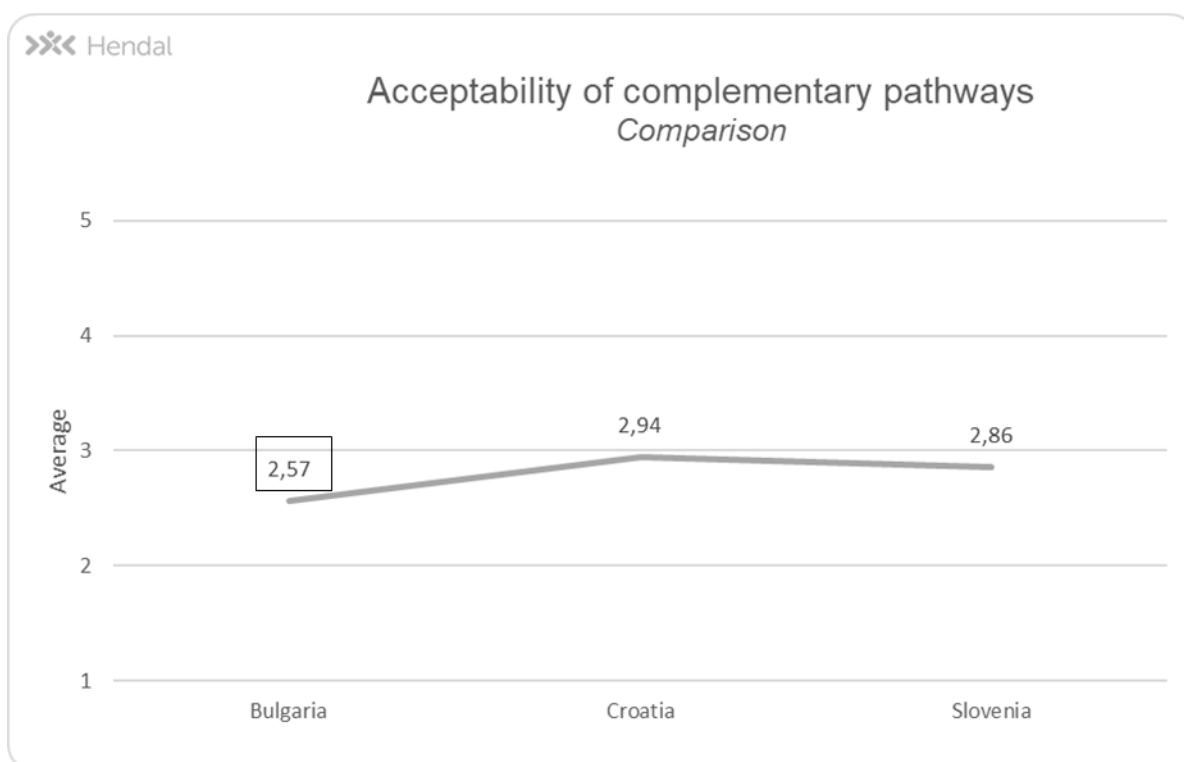
Picture 17b- Croatia – Acceptance of complementary pathways; N=1,000

Slovenian results show neutral evaluation of acceptability – Almost one- half of respondents state that Slovenian society is neither likely nor not to accept refugees coming via complementary pathways. No significant differences are observed between different socioeconomic groups.



Picture 17c- Slovenia – Acceptance of complementary pathways; N=1,000

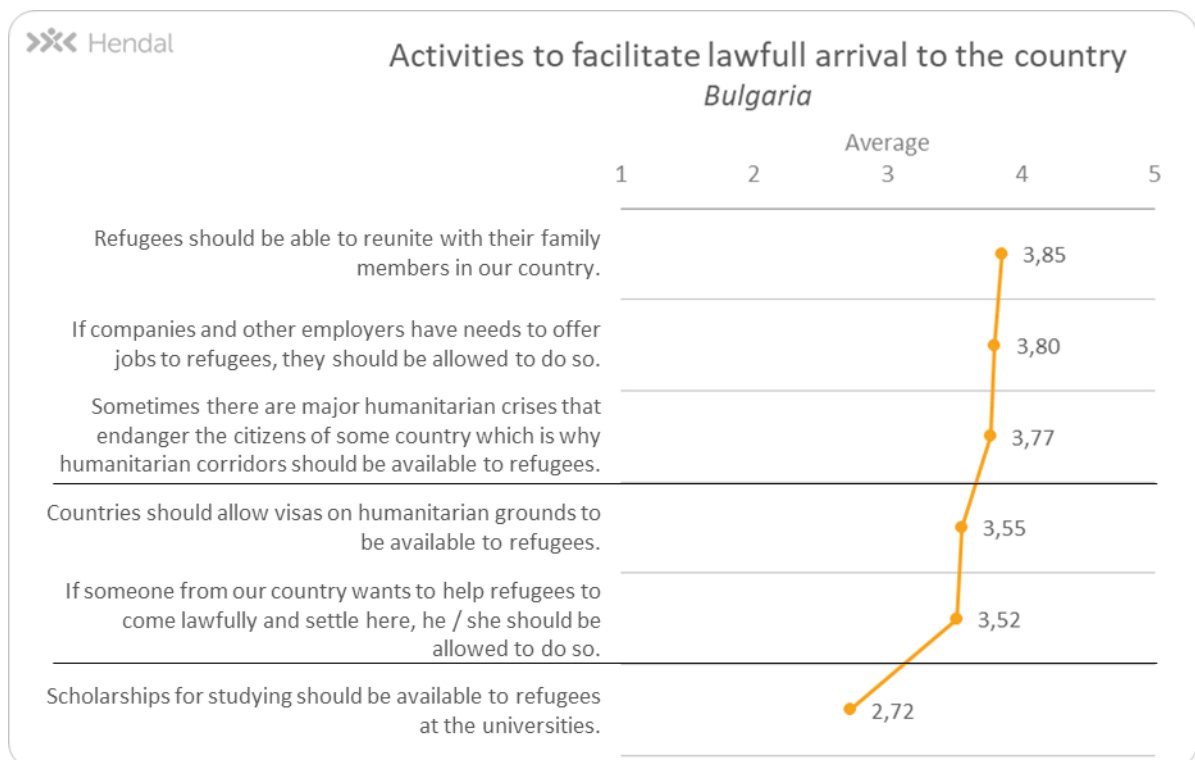
The arrival of refugees through complementary pathways would be the least acceptable in Bulgaria, while no significant difference is observed between Croatian and Slovenian results.



Picture 17d- Comparison – Acceptance of complementary pathways; N=1,045/1,000

Furthermore, participants were asked to evaluate how much they agree with several activities that could facilitate the lawful arrival of refugees to the country.

In Bulgaria participants agree with most of the activities: refugees should be able to reunite with their family members present in the country, companies should be allowed to offer jobs to the refugees if needed, and the humanitarian corridors should be open. Significantly lower result is visible for statements that countries should allow humanitarian visas and one should be allowed to help refugee to settle in Bulgaria if one wishes to do so. Participants evaluate neutrally scholarships for universities for refugees. Participants from villages agree more with scholarships and reuniting with families, while those from larger settlements agree more with

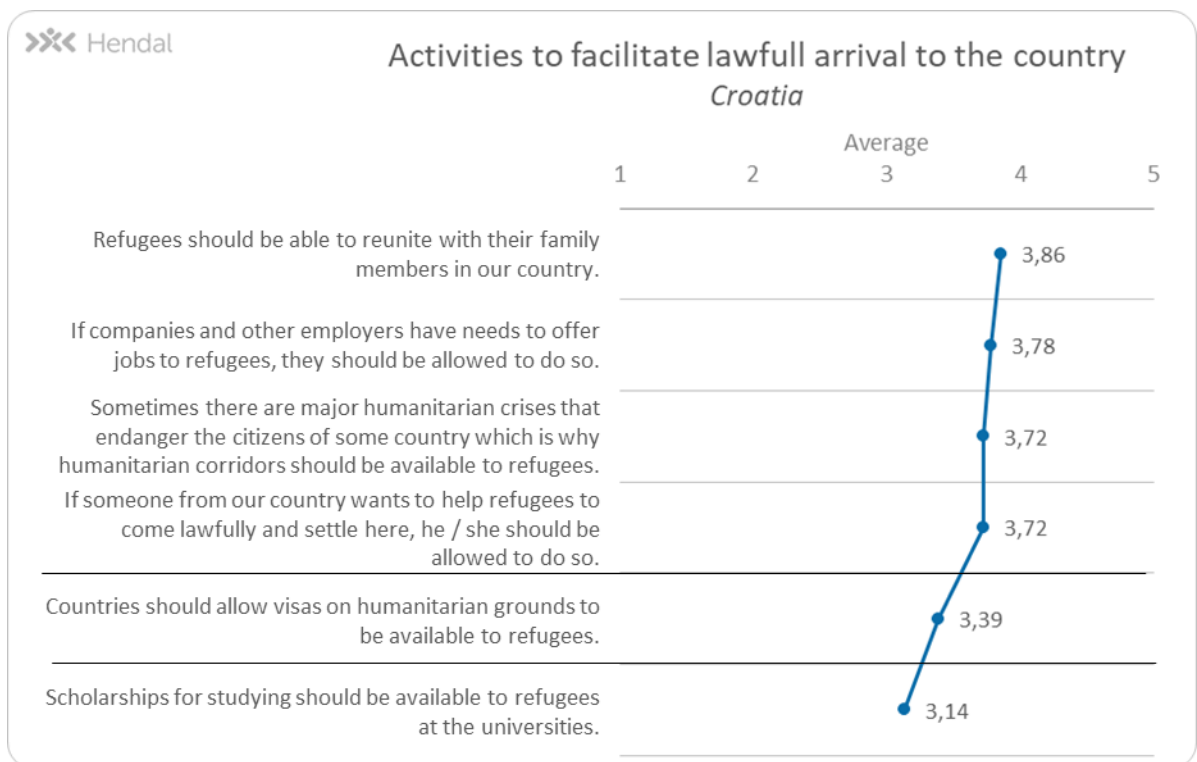


individual help.

*Picture 18a- Bulgaria – Acceptance of activities to facilitate the lawful arrival to the country; N=1,045*

In Croatia, participants agree too with most of the activities. A significantly lower agreement, on average neutral, is for the humanitarian visas allowance as well as for the scholarships for studying at the universities. Females agree significantly more with all actions except with scholarships for studying. Respondents from households with above-average income agree more with the opening of humanitarian corridors and sponsorship. Respondents from the eldest group evaluate all actions more positively than average, while those younger

than 39 agree less with the majority of actions, and significantly with the possibility of humanitarian corridors, sponsorship, and jobs offering.

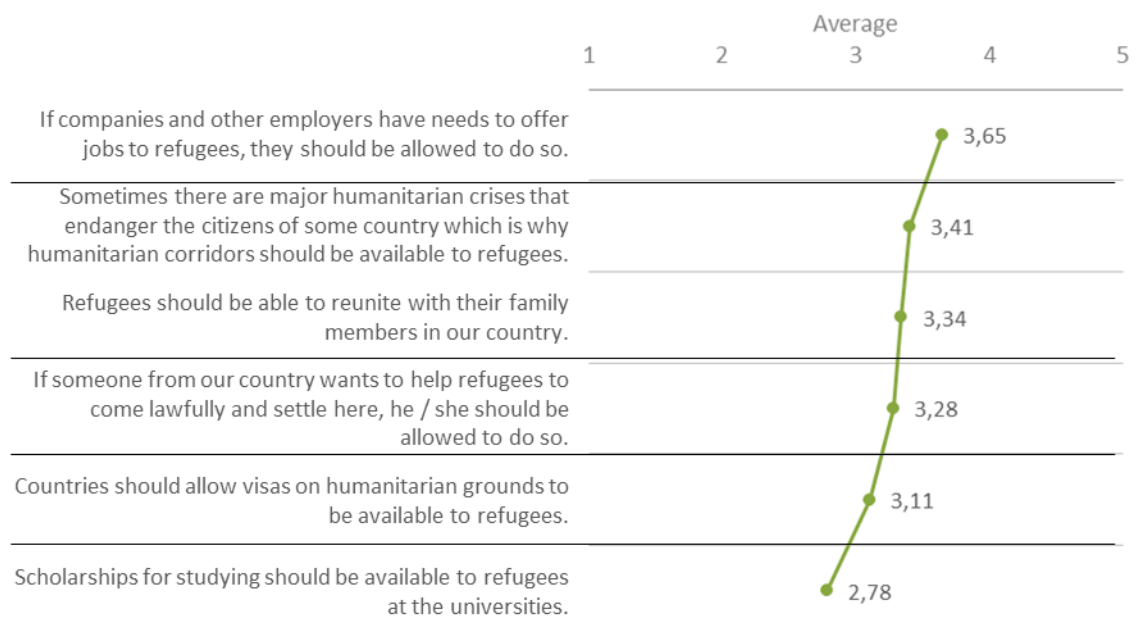


Picture 18b- Croatia – Acceptance of activities to facilitate the lawful arrival to the country;

N=1,000

In Slovenia, participants agree the most (the average is within the range of answer “Agree”) that should the company need, it can offer a job to a refugee. Other activities are evaluated neutrally, among them the highest agreement is that humanitarian corridors should be opened and that refugees should be able to reunite with their families. The lowest agreement is for the possibility of issuing humanitarian visas and scholarships for studying at universities. Female participants agree more with all activities than males. Also, participants from the capital city and those with the highest level of education agree more than average with all statements. On the other side, those with the lowest education level agree less with humanitarian corridors and sponsorships. Participants from households with higher-than-average income agree more than average with companies offering jobs to refugees, while those from households with below-average income agree less with that action.

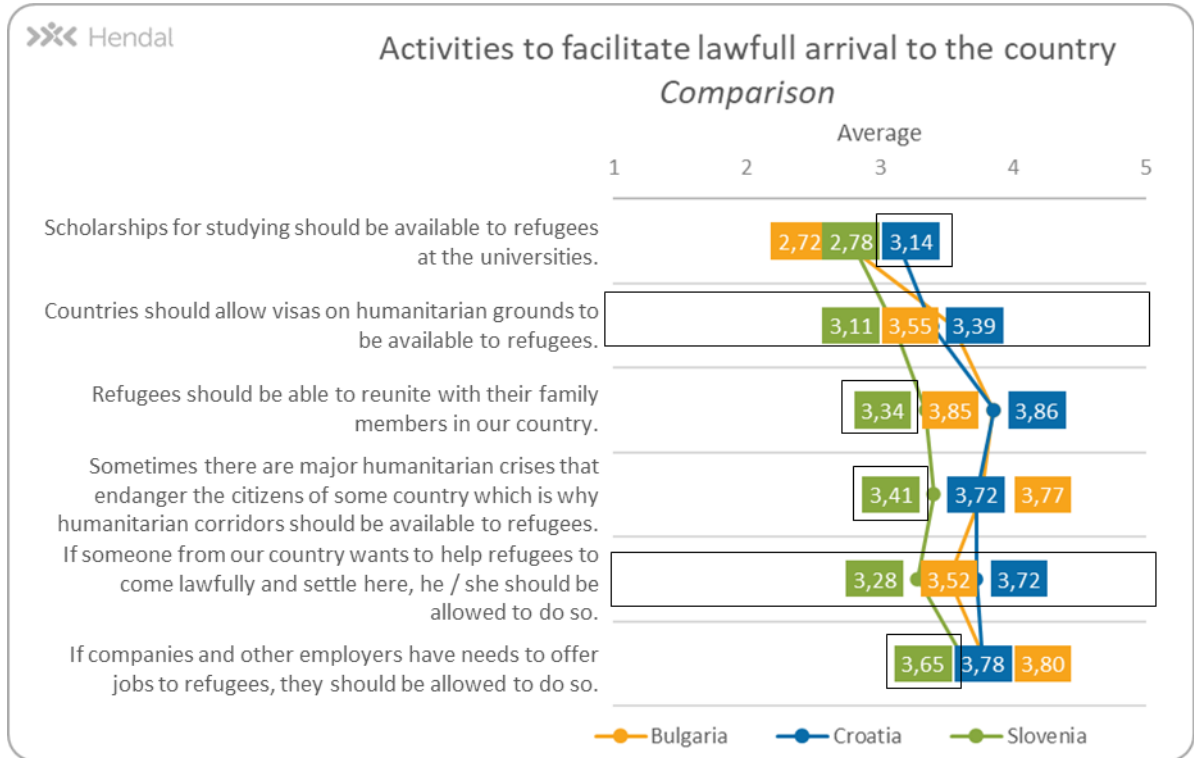
### Activities to facilitate lawfull arrival to the country Slovenia



Picture 18c- Slovenia – Acceptance of activities to facilitate the lawful arrival to the country;

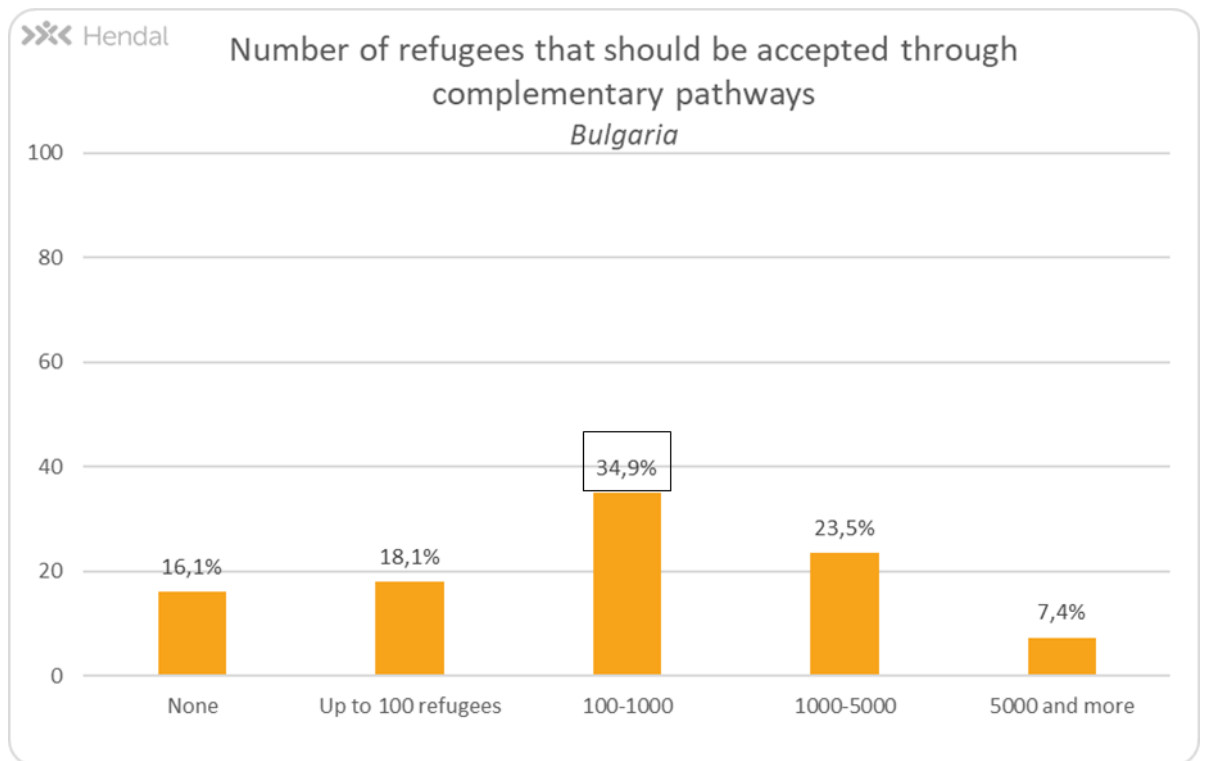
N=1,000

Countries' comparison indicates that participants in Slovenia agree the least with most of the activities, while those in Croatia agree the most with scholarships, humanitarian visas, and sponsorship.



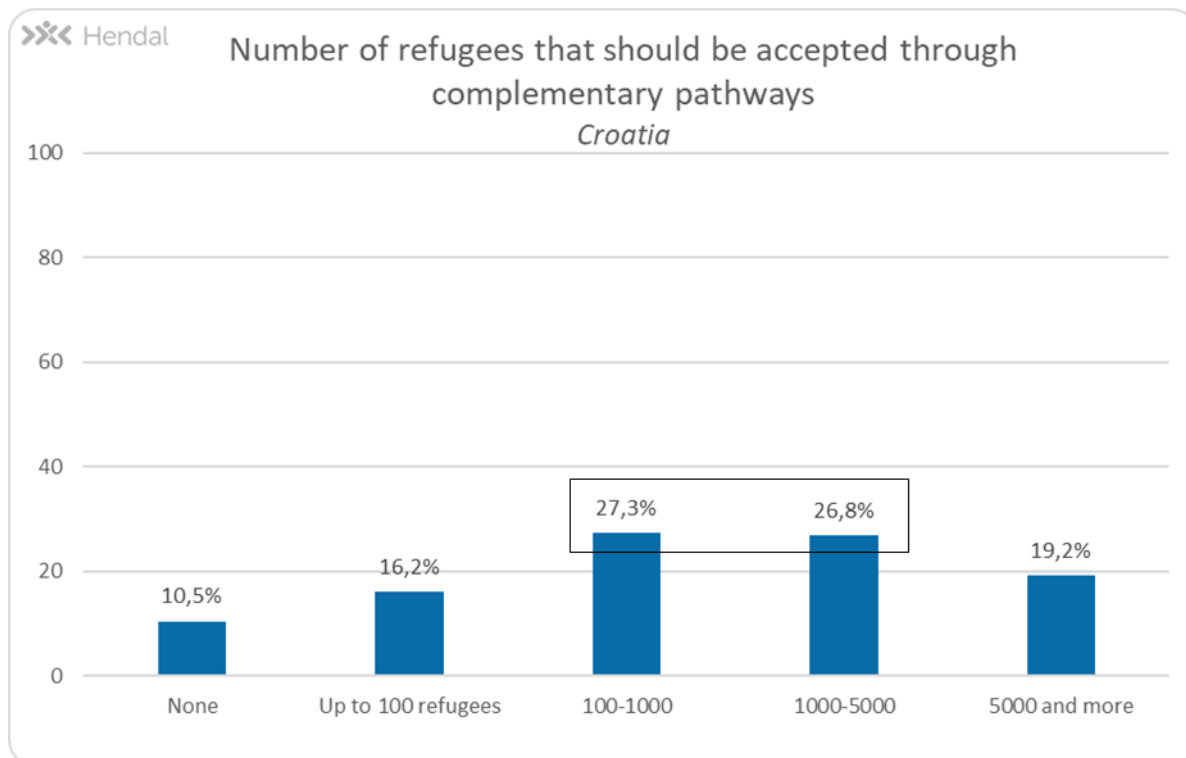
Picture 18d- Comparison – Acceptance of activities to facilitate the lawful arrival to the country; N=1,045/1,000

When asked about the number of refugees that should be accepted through complementary pathways, the largest share of Bulgarian participants thinks that between 100 and 1,000 refugees should be admitted in that way. Further 23,5% think that Bulgaria should admit between 1,000 and 5,000 refugees. Participants with higher education think that a larger share of refugees should be admitted.



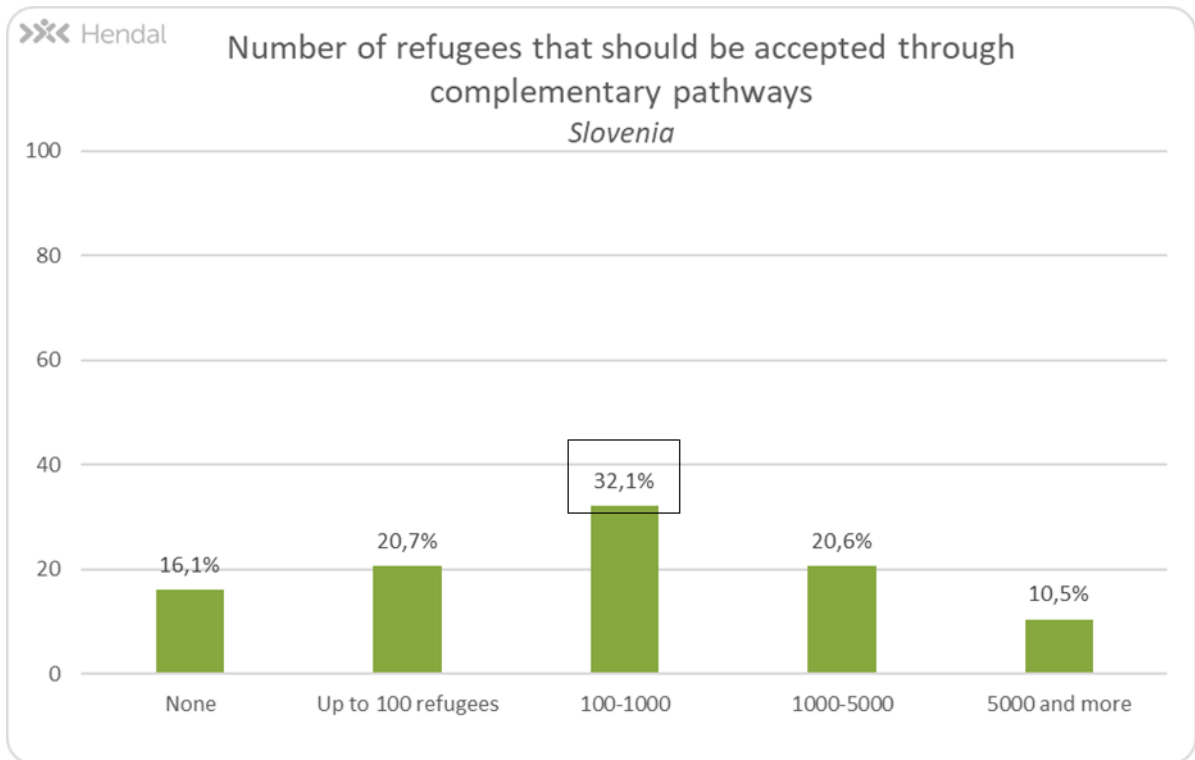
Picture 19a- Bulgaria – Number of refugees that should be accepted through complementary pathways; N=1,045

In Croatia, the largest share of participants states that between 100 and 1,000 and between 1,000 and 5,000 refugees should be accepted through complementary pathways. A similar share thinks that Croatia should accept up to 100 and 5,000 and more refugees, while 10.5% would not accept any. Male participants state that Croatia should accept more refugees than females; the youngest group mentions the lower number of refugees as well as those with the lowest education status, while those from households with above-average income think that more refugees should come through complementary pathways.



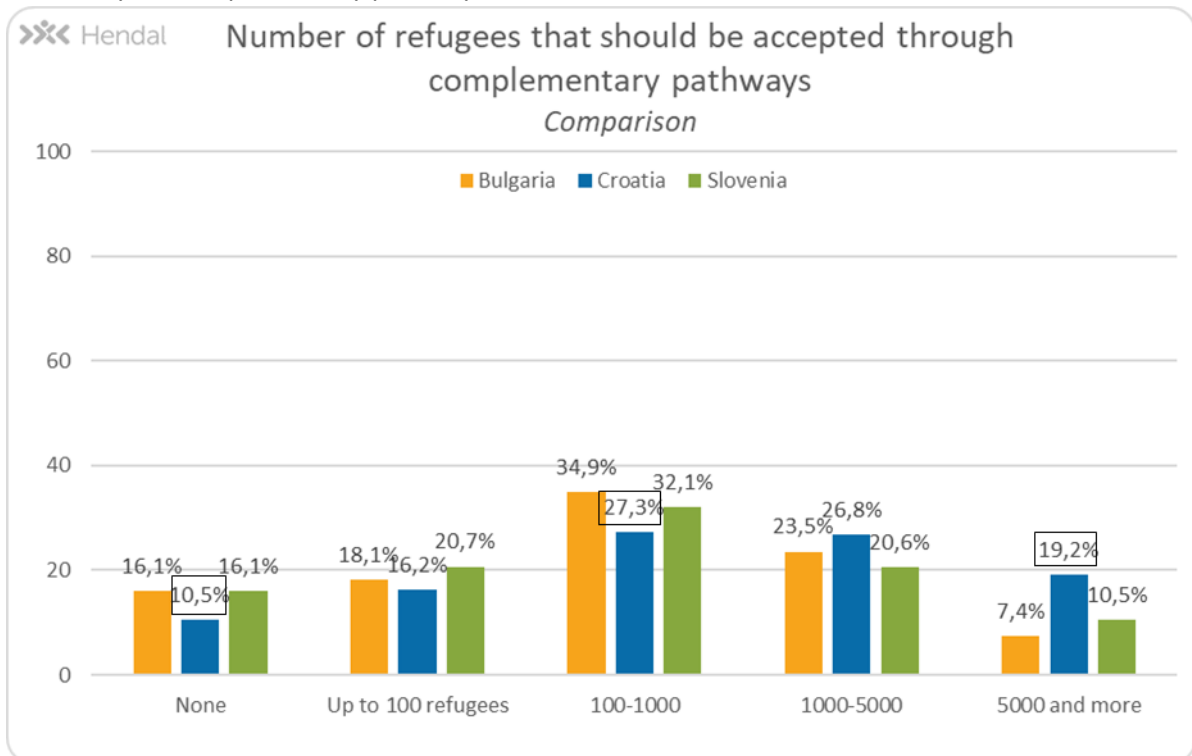
Picture 19b- Croatia – Number of refugees that should be accepted through complementary pathways; N=1,000

In Slovenia, the highest share of participants (32.1%) thinks that between 100 and 1,000 refugees should be accepted through complementary pathways. About one-fifth would think that up to 100 and between 1,000 and 5,000 refugees should be accepted. 16.1% would not accept any refugee. Among participants aged 30-39 and those from households with below-average income higher than average share of those that would not accept any refugee is observed. Respondents from households with above-average income and those from the Coastal-Karst region state that more refugees should be admitted.



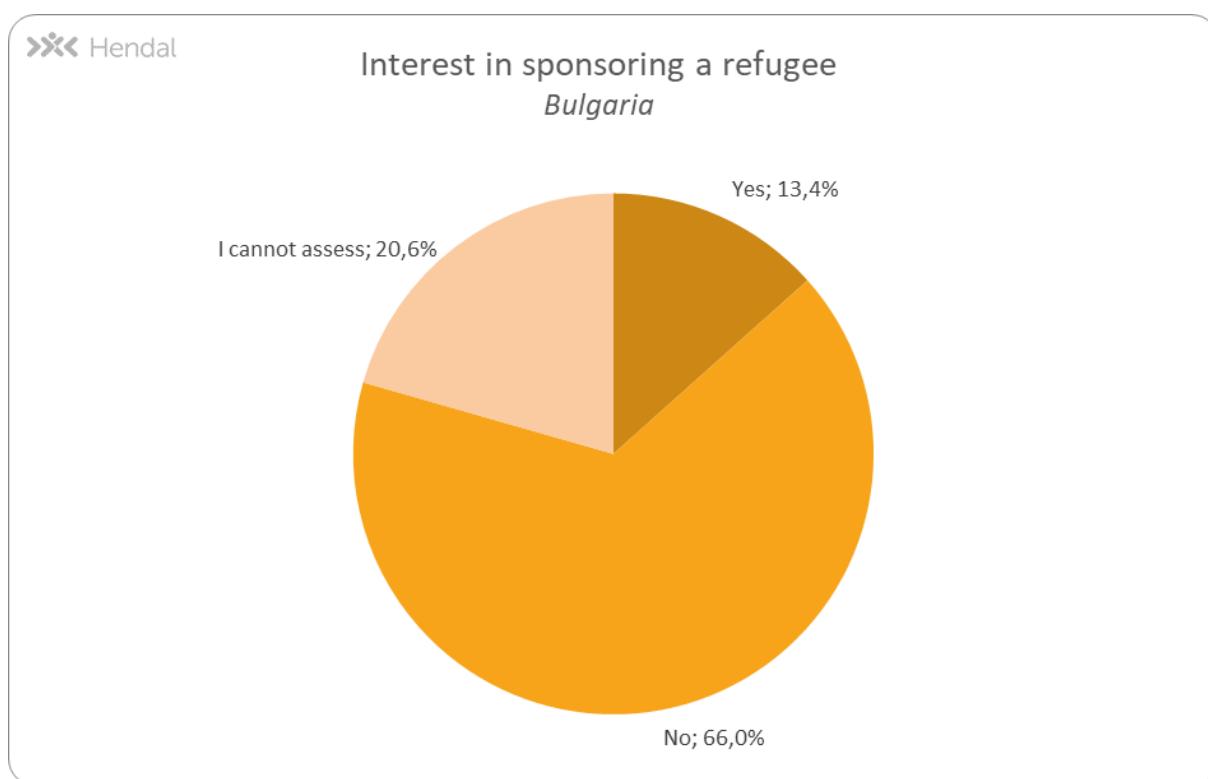
Picture 19c- Slovenia – Number of refugees that should be accepted through complementary pathways; N=1,045

Participants in Croatia think that a higher number of refugees should be admitted to the country via complementary pathways than in other countries.



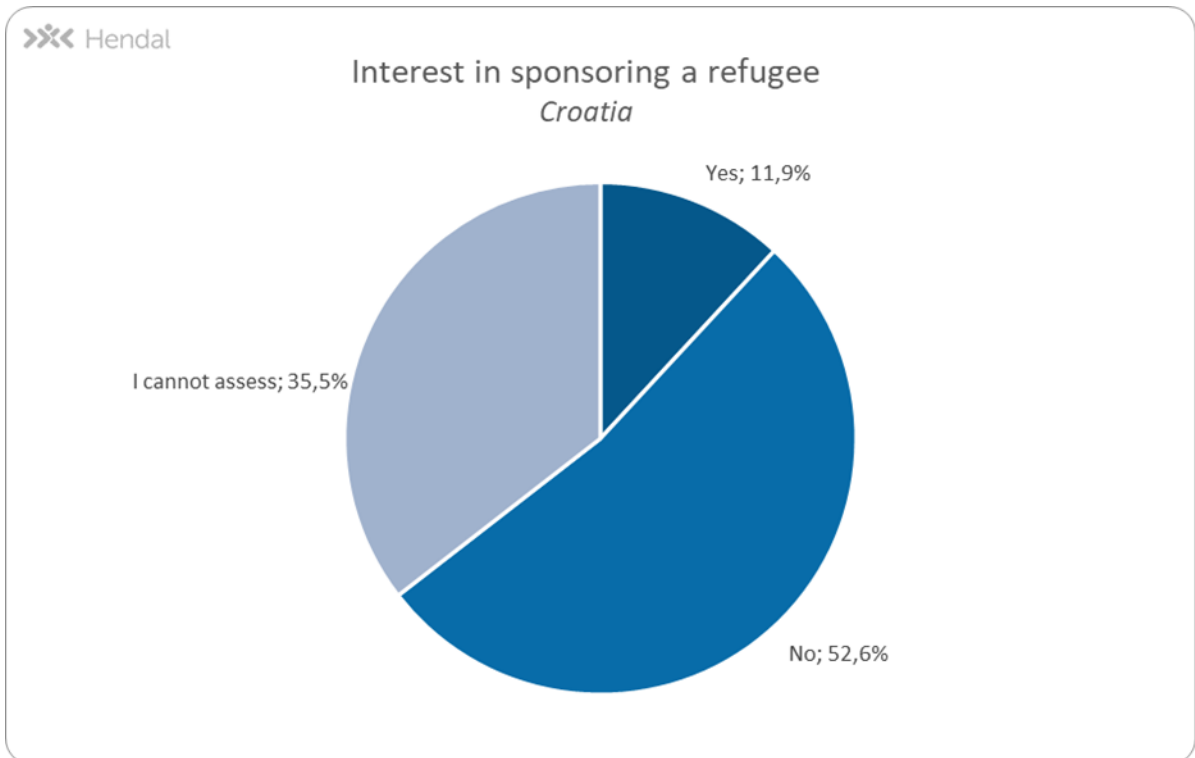
Picture 19d- Comparison – Number of refugees that should be accepted through complementary pathways; N=1,045/1,000

When asked about interest to sponsor a refugee, Bulgarian participants 66.0% would not be interested, while 13.4% would be interested. About one-fifth of participants cannot assess. Participants from the eldest group are less interested to be a sponsor, while higher interest is observed among those from the capital town, with the highest level of education, and from households with above-average income.



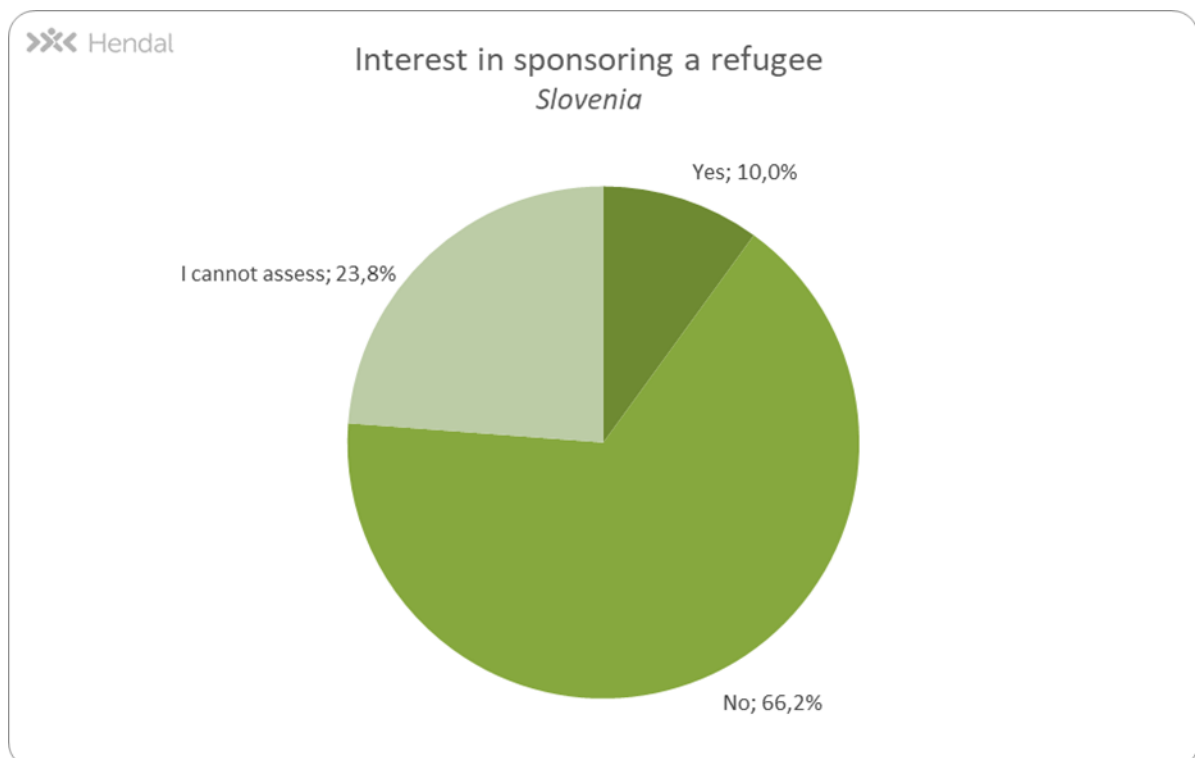
Picture 20a- Bulgaria – Interest in sponsoring a refugee; N=1,045

In Croatia, more than one half of participants state that they would not be interested, 11.9% would, while a significant share cannot assess. Respondents from region Slavonia and those from households with above-average income express higher than average interest to sponsor a refugee, while those with finished elementary school are significantly less interested.



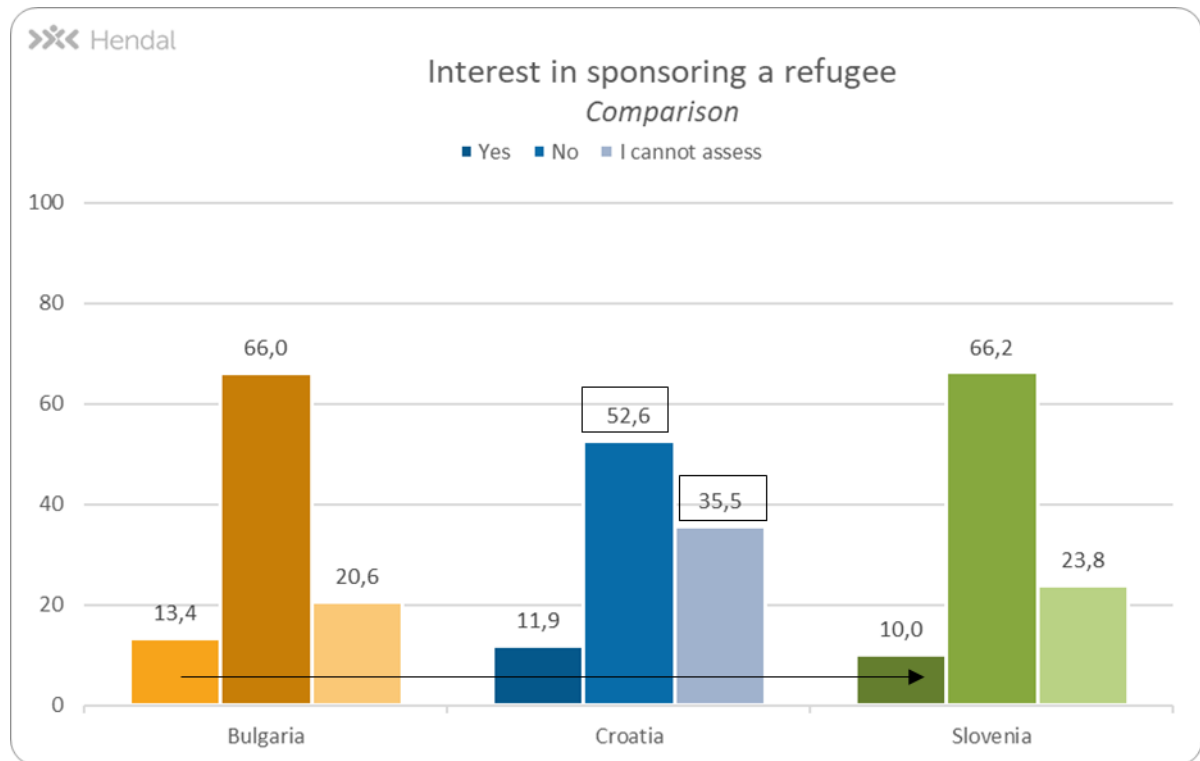
Picture 20b- Croatia – Interest in sponsoring a refugee; N=1,000

Almost two-thirds of participants in Slovenia are not interested in sponsoring a refugee, while 10% are. Almost one quarter cannot assess. Male participants express higher interest in sponsoring than women, as well as those with the highest education level and those from households with above-average income.



Picture 20c- Slovenia – Interest in sponsoring a refugee; N=1,000

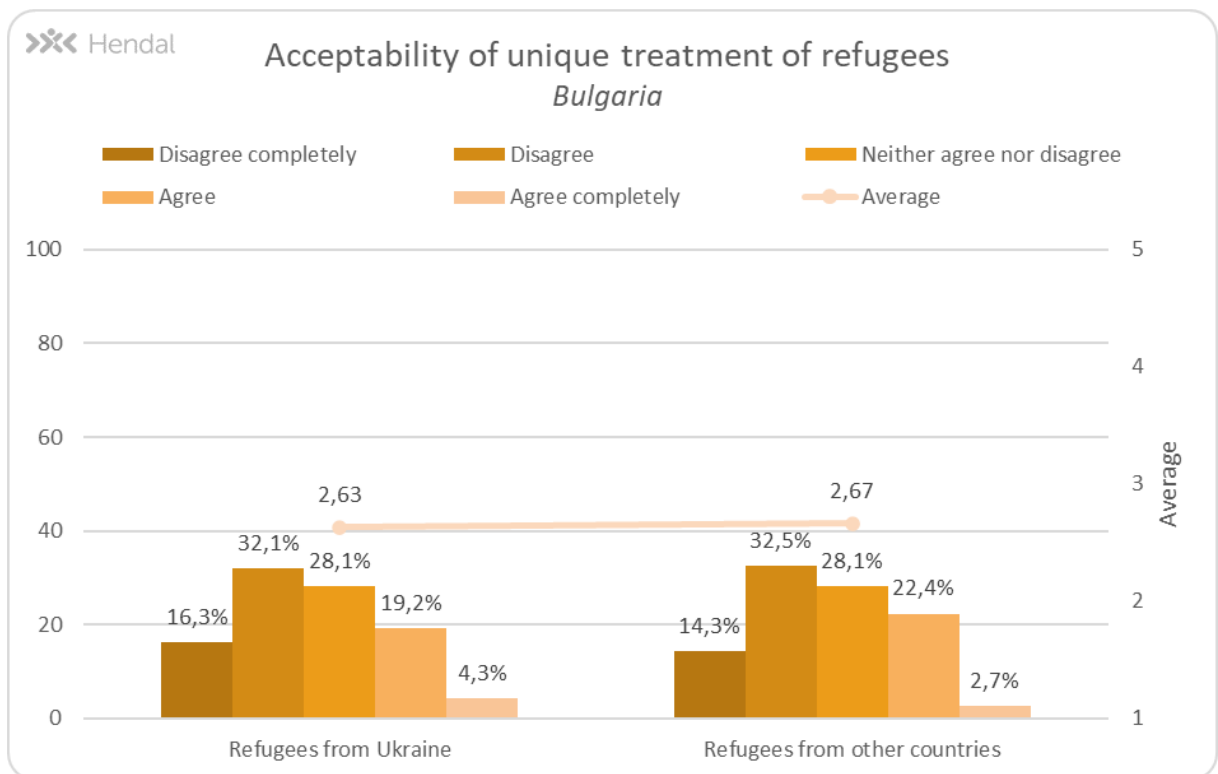
A comparison of the results shows that around 10% of participants in each country would be ready to sponsor a refugee, although the share in Bulgaria is significantly higher than in Slovenia. In Croatia, the largest share of those that cannot assess is observed, and consequently, that influences the share of those that would not be interested.



Picture 20d- Comparison – Interest in sponsoring a refugee; N=1,045/1,000

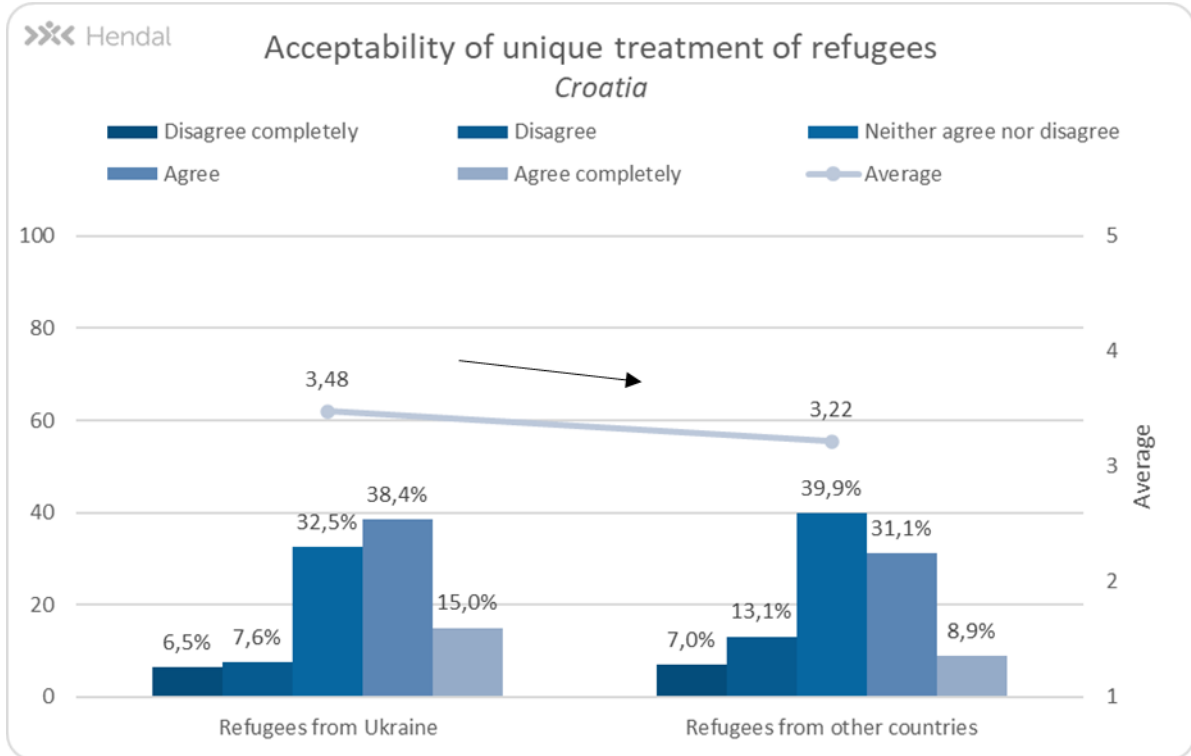
After being presented with the unique treatment received by refugees from Ukraine (lawful entrance, provision of humanitarian assistance, access to housing, education and the labour market), participants were asked whether they agree with that unique treatment and should the refugees from other countries be provided with the same treatment.

The results show that the acceptability of that treatment of both groups is evaluated similarly: on average Bulgarian participants neither agree nor disagree, although the highest share disagrees with that way of treatment. The unique treatment of refugees from Ukraine is more acceptable for younger respondents, aged up to 39.



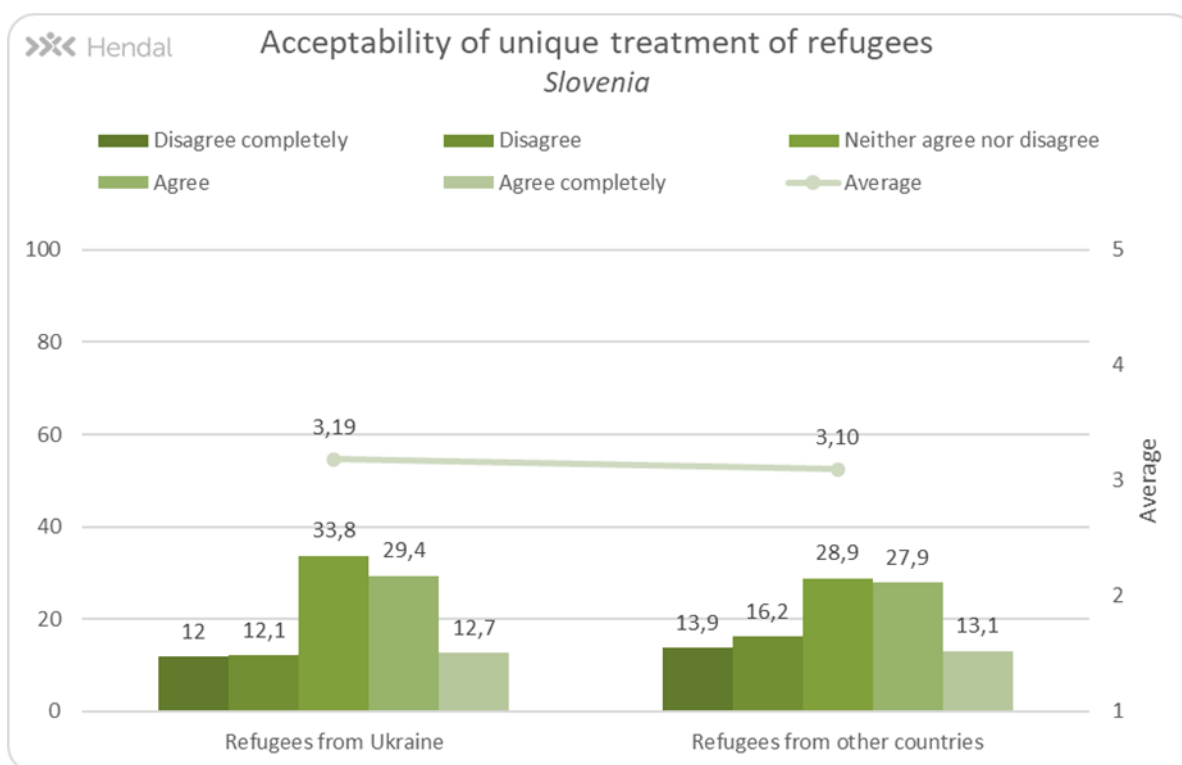
Picture 21a- Bulgaria – Acceptability of unique treatment of refugees from Ukraine and acceptability of that treatment for refugees from other countries; N=1,045

Although, on average, participants in Croatia neither agree nor disagree with presented way of treating of refugees, the agreement is significantly higher for Ukrainian refugees – with more than one-half agreeing that this unique treatment should be provided to the Ukrainian refugees. No significant differences are observed between socioeconomic groups.



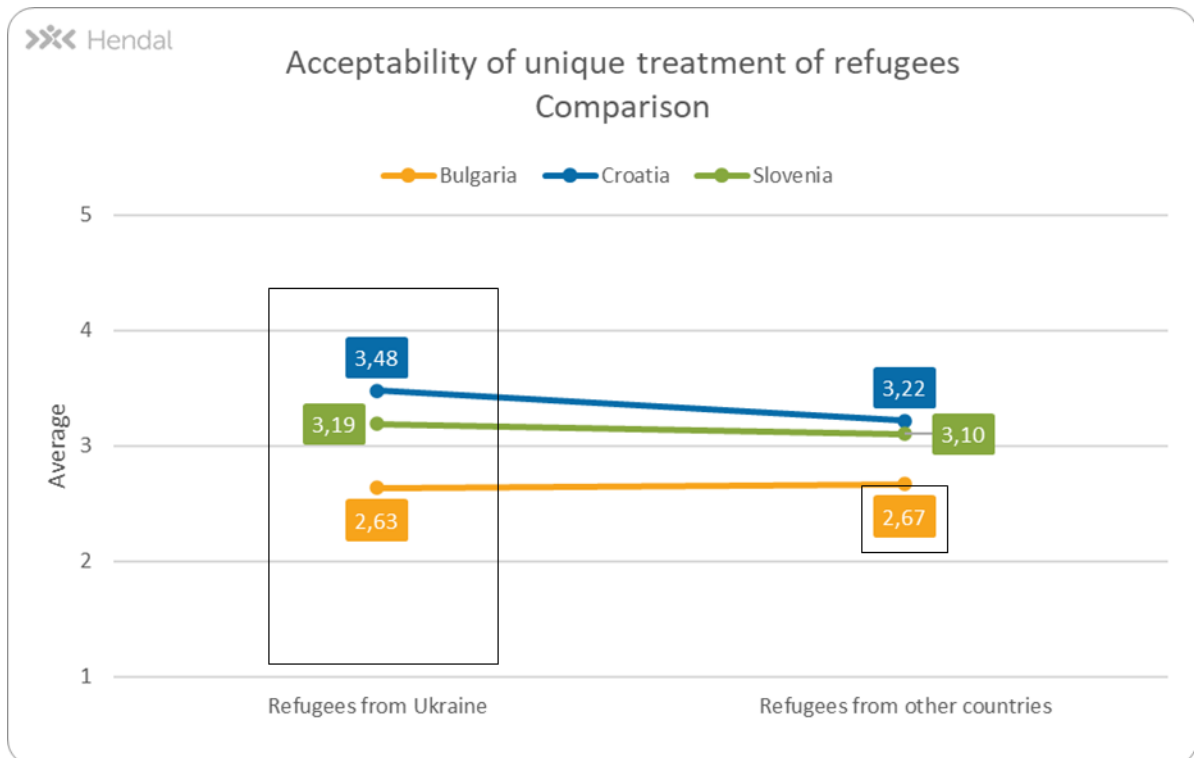
Picture 21b- Croatia – Acceptability of unique treatment of refugees from Ukraine and acceptability of that treatment for refugees from other countries; N=1,000

Results in Slovenia show that way of treatment of both refugees from Ukraine and those from other countries is neither acceptable nor unacceptable to participants. No significant difference is visible between the two groups. That way of treating Ukrainian refugees is more acceptable to male than to female participants. Furthermore, it is more acceptable to those with the highest education level and from households with above-average income. On the other side, this kind of treatment is less acceptable to those with the lowest educational level, and from households with below-average income. Participants from the capital and with the highest educational level agree more than average that refugees from other countries should receive the same treatment as refugees from Ukraine.



Picture 21c- Slovenia – Acceptability of unique treatment of refugees from Ukraine and acceptability of that treatment for refugees from other countries; N=1,000

The unique treatment of refugees from Ukraine is the most acceptable in Croatia, and the least acceptable in Bulgaria. On the other side, the application of such a treatment for refugees from other countries is more acceptable in Croatia and Slovenia, while the result is significantly lower in Bulgaria.



Picture 21d- Comparison – Acceptability of unique treatment of refugees from Ukraine and acceptability of that treatment for refugees from other countries; N=1,045/1,000

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## 2.5. Influence of contacts and experience with refugees

The influence of meeting and contact with refugees on attitudes was examined also. The results do not show a clear influence on most of the results. The exception is that in Bulgaria and Croatia, participants that have more direct contact with refugees are more familiar with rights and services.

In terms of experience with refugees (being one, having a family member or friend that was a refugee, donating or volunteering) the expected influence is observed – those that have experience tend to have a more positive attitude toward refugees.

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### 3. SUMMARY

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#### 3.1. Bulgaria

Bulgarian participants find immigration to be bad, even immigration from EU member states or immigration of workers from third countries is perceived as neither good nor bad, and the immigration of refugees from other countries is perceived as mostly bad, although the awareness of the possibility to become a refugee is present for the majority. Bulgarian participants have low knowledge of rights and services for migrants and refugees. Contacts with refugees are rare as is experience and activities connected to the refugees. A rather small share has donated and even smaller have volunteered. Readiness to help refugees in any aspect is low, and the social distance is rather big, even at the level of co-workers and neighbours. Refugees that are present in the country are perceived as not integrated into the society and a large share thinks that the majority arrived in Bulgaria unlawfully.

The perceived attitude of society towards refugees is neutral in regards of kind treatment and society's obligations for refugees. Bulgarian participants neither perceive nor not the possible benefits that refugees can bring to society, but also the possible threats are evaluated neutrally. The perceived sources of assistance to refugees are primarily visible among refugees' family, relatives or friends and humanitarian and religious organizations while all the government levels are not perceived as the desirable sources. Although most of the policies towards refugees are evaluated neutrally, the most acceptable is help with employment and free psychological help, while free housing is not acceptable for participants. The same is visible for the activities that could facilitate the integration – the most acceptable ones (participants agree with them) are psychological support and obtaining access to the labour market.

Participants think that the complementary pathways would not be acceptable to Bulgarian society as the way for refugees coming to the country. The most acceptable activities to help lawful arrival to the country include family reunifications, employment opportunities, and humanitarian corridors. 13.4% would be interested to be a sponsor to the refugee. Admitting up to 1,000 refugees through complementary pathways would be the most acceptable. The unique treatment for Ukrainian refugees is evaluated as neither acceptable nor unacceptable, but applying the same treatment to refugees from other countries would be acceptable.

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### 3.2. Croatia

Although the highest share of participants perceives immigration from third countries to the EU as bad, a significant share perceives it as good. Immigration to Croatia from all origins is perceived as neither good nor bad, but the immigrants from EU member states are perceived as the most positive, while the refugees from other countries (except Ukraine) as the most negative. Participants are well aware that anyone can become a refugee. In regard to rights and services available to refugees, participants are somewhat familiar. Encounters with refugees are rather frequent, but the direct contact is much less often and more than half have not been in contact with any. Those meetings or contacts are evaluated neutrally on comfortability and safety measure. Due to the war in Croatia, the share of participants having experience with refugees is rather high, and more than 60% have made some donations for refugees. Participants are neither ready nor not to provide any help to refugees, although the highest intention is observed for the encouragement of others to help refugees. In terms of social distance, a refugee would be accepted as a colleague, neighbour, or friend, but marital/ partner relationships either for oneself or for children are evaluated as neither acceptable nor unacceptable. Refugees present in the country are perceived as neither integrated nor not and most of the participants think that refugees present in the country arrived unlawfully.

Concerning Croatian society's attitudes towards refugees, participants neither agree nor disagree with any statement, but agree less that society is responsible for refugees than that society cares for them or should provide them housing. Considering the effects of refugees on the local community, their influence is evaluated neutrally. The highest agreement is that refugees should continue to practice their culture and religion, and the lowest is that is natural to be afraid of people coming from different cultures and that refugees enrich the cultural life of the community. In terms of perceived sources of assistance, participants agree with most of them, and the most desirable are humanitarian and religious organizations, family and relatives present in the country, national government, and civil society organisations. The most acceptable policies toward refugees are the provision of psychological help and free education. The least acceptable is the allocation of more funds for housing care. When analysing the activities to facilitate integration into society, the majority of the proposed are acceptable, and most are psychological support and free language courses, while free housing is neither acceptable nor unacceptable.

The acceptability of complementary pathways as a lawful way to come to Croatia is evaluated neutrally, and the opinion on the number of refugees to be allowed to come in that way is split – a similar share thinks that Croatia should admit 100 to 1,000 refugees and between 1,000 and 5,000 refugees. More than one-half is not interested to be a sponsor to the refugee coming via the complementary pathway. Although more than one half of the participants think that refugees from Ukraine should have unique treatment when coming to Croatia, the average evaluation is neutral. Participants neither agree nor disagree that refugees from other countries should obtain the same unique treatment as refugees from Ukraine. The most of activities to facilitate the lawful arrival of refugees are acceptable; the least acceptable activities, which are evaluated neutrally, are humanitarian visa approval and scholarships for studying at the universities.

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### 3.3. Slovenia

More than half of respondents perceive immigration to the EU from third countries as bad, and 26.4% perceive it as good. The majority of different immigrant groups are evaluated neutrally, but the immigration of refugees from countries other than Ukraine is perceived as mostly bad. The majority agrees that anyone may become a refugee. Encounters with refugees are rather frequent, but direct contact is significantly less often – almost one-half did not have contact with a refugee. One-half has donated to refugees, and about one-half has a friend that was a refugee. Volunteering, personal or family experience is less often. Participants are neither ready nor not to encourage others to help refugees, and not ready to provide other types of help. In terms of social distance, a refugee would be accepted as a work colleague, but other types of relations are evaluated neutrally. In the opinion of participants, most refugees in Slovenia arrived in the country unlawfully, and on average participants think that they are not integrated into the society.

In terms of Slovenian society's attitudes toward refugees, participants agree that the society is kind/ cares for refugees. On the other side, society should not provide housing nor is responsible for them. In regards to the influence of refugees on the local community, participants evaluate all neutrally. The highest agreement is with the statement that it is natural to be afraid of people that come from different cultures, and the lowest is that refugees should continue to practice their religion and culture and that they enrich the cultural life of the community. The main perceived sources that should assist refugees are family and relatives

present in the country, followed by humanitarian and religious organisations. Participants do not agree that citizens should assist. All proposed policies are evaluated neutrally, but the highest agreement is with the provision of education and help with employment, and the lowest agreement is with the allocation of more funds for housing care. The most acceptable activity to integrate refugees into society are free language courses, with which participants agree. Other activities are evaluated neutrally, and the lowest agreement is with the provision of free housing.

The acceptability of complementary pathways is neutral, and the largest share thinks that Slovenia should admit between 100 and 1,000 refugees that way. 10% of participants would be interested to be a sponsor to the refugee, while almost two-thirds would not. Most of the activities to facilitate the lawful entrance of refugees into the country are evaluated neutrally. The one that is the most accepted, offering jobs to refugees, is evaluated as acceptable (participants agree with it). The unique treatment of Ukrainian refugees is evaluated neutrally and, on average, participants neither agree nor disagree that refugees from other countries should receive the same treatment.

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### 3.4. Conclusion

Based on the results of this survey it can be concluded that the general attitude toward refugees in all three countries is neutral, although the most positive is observed in Croatia and the most negative in Bulgaria. Participants are not familiar with rights and services for refugees, their readiness to provide help to refugees is low and the social distance is rather large. In addition, they think that society does not have an obligation towards refugees. Furthermore, the benefits of refugees' inclusion in the community, such as bringing new ideas or enrichment of cultural life are not perceived well.

The preferred sources of assistance to refugees are specific for each country, but in all three countries, the high importance have humanitarian and religious organisations. In regard to policies toward refugees, only a few are acceptable, and the least acceptable in all countries are larger funds for housing care for refugees. The acceptability of activities that would facilitate the integration of refugees into society varies between countries, and more acceptable are free language courses and psychological help, and on the other side, the least acceptable is free housing care.

Participants evaluate neutrally the acceptance of complementary pathways to their society. Among the most acceptable activities to facilitate the lawful arrival of refugees to the country in all three are reunifications, job opportunities, and humanitarian corridors. The interest in sponsoring refugees is about 10% in each country, but a large share cannot assess due to the lack of information. The unique treatment of Ukrainian refugees is neither acceptable nor not, and the possibility of applying the same treatment to refugees from other countries is evaluated neutrally.

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**4. APPENDIX 1- QUESTIONNAIRE**

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**5. APPENDIX 2 – TABLE OVERVIEW OF THE RESULTS**

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**6. APPENDIX 3 – TABLE OVERVIEW OF THE RESULTS BY SOCIO-DEMOGRAPHICS**