Institute for Mediation,
Negotiation and Public Policies

Annual activity report

2025

Dialogue, access to services and community cooperation

REPORTING PERIOD

1 January - 31 December 2025

ИНСТИТУТ ЗА МЕДИЈАЦИЈУ, ПРЕГОВАРАЊЕ И ЈАВНЕ ПОЛИТИКЕ

Institute for Mediation, Negotiation and Public Policies
Közvetítési, Tárgyalási és Közpolitikai Intézet
Institut für Mediation, Verhandlungen und Öffentlichkeitsarbeit
Inštitút pre mediáciu, rokovania a verejné politiky

Annual Activity Report for 2025

Institute for Mediation, Negotiation and Public Policies
Reporting period: 1 January - 31 December 2025

Dialogue, access to services and community cooperation

Throughout 2025, the Institute for Mediation, Negotiation and Public Policies worked to research citizens' needs, promote the peaceful resolution of disputes, develop young people's skills and support the implementation of local programmes. Its activities brought together citizens, associations, experts and public institutions, with the Institute taking on various roles, from conducting research directly to co-organising events and participating in partnership programmes.

Public services and free legal aid

Through the project "Together towards Sustainable Services in the Local Community - Free Legal Aid and Support", the Institute explored citizens' experiences with public administration in Novi Sad. During March, 256 citizens were surveyed at six locations near public institutions. The findings, published in April, raised questions about the clarity of information, accessibility and efficiency of administrative procedures, as well as the use of digital channels. [S03] [S04]

Work on this project was presented on 14 November at the national WeBER 3.0 conference in Belgrade, which focused on citizen-centred public services. The Institute presented its research findings and a prototype that makes it easier to find information on free legal aid, its providers and eligibility requirements. Participation provided an opportunity to exchange experiences with other organisations working on local public services. [S05] [S06] [S07]

поверење, помирење, развој

trust, reconciliation, development
bizalom, a megbékélés, a fejlesztési
vertrauen, versöhnung, entwicklung
dôvery, zmierenie, rozvoja

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Documented indicators

Indicator	Scale	Description
Survey coverage	256 citizens	Respondents in the survey on public administration in Novi Sad.
Survey locations	6	Field survey points near public institutions.
Media conference	More than 50 participants	Attendance reported in the Institute's public announcement of the event held on 14 February.

These indicators describe individual activities and do not represent the Institute's total number of beneficiaries during the year. [S03] [S09] [S10]

Professional dialogue and youth programmes

Media disputes and professional standards

The closing conference of the Institute's project on media disputes and their impact on journalistic standards in the Autonomous Province of Vojvodina took place in Novi Sad on 14 February. The event brought together more than 50 participants. The project was supported by the Provincial Secretariat for Culture, Public Information and Relations with Religious Communities. [S09] [S10] [S11]

Public information on this topic included educational articles, including an examination of how the choice of headlines affects the understanding of media content. This continued the Institute's efforts to bring issues of responsible reporting and media disputes closer to professional audiences and the wider public. [S12]

Family relationships and the best interests of the child

To mark the International Day of Families, a panel discussion entitled “Professionals Working to Protect the Best Interests of the Child” was held in Sombor on 15 May. The Institute co-organised the event with the Sombor Mediation Centre and the Judges’ Forum of Serbia. The discussion focused on professional practice in family disputes and cooperation in protecting children. Milan Krilović, a representative of the Institute, was one of the moderators. [S13] [S14]

Developing young people’s skills and civic participation

The Institute participated as a partner in the programme “I Am Young, I Speak Up, I Vote!”, led by Youth FEST. The first training session was held in Bujanovac on 27 September, followed by a second session in Novi Pazar in October. The programme covered civic participation, political literacy, communication and inclusiveness. The third training session and the closing conference were held in Novi Sad in November. [S15] [S16]

Through its soft skills development programme, the Institute also worked on non-formal education for young people, with support from the Provincial Secretariat for Sport and Youth and DDOR Novi Sad. Two training sessions were organised in Temerin and Novi Sad in October. The programme focused on communication, cooperation and skills relevant to personal and professional development. [S18] [S19]

Local programmes, professional development and public information

Monitoring environmental programmes

During 2025, the Institute was engaged in monitoring environmental protection programmes in Novi Sad. Activities included monitoring programme implementation and supporting associations in reporting on their activities. An information session was held at the Historical Archives of the City of Novi Sad on 30 October, with representatives of associations, the City Administration and the monitoring team taking part. [S21] [S22]

The EkoMonitoring platform was used to communicate and present information about this process. The Institute's role focused on programme monitoring; financial evaluation was outside the scope of this engagement. [S21] [S22]

Professional development and regional exchange

A representative of the Institute attended a training course in Sarajevo on 25 and 26 September on contemporary approaches to project development. Topics included partnerships, sustainability, gender equality and the use of artificial intelligence. Participation formed part of the Institute's professional development and exchange of experience with organisations from the region. [S20]

Educational content available to the public

Throughout the year, articles on mediation, dialogue and community relations were published on the official website. Topics included family and workplace disputes, the school environment, emotions in mediation, agreements, public services and environmental dialogue. This content provided an accessible channel for explaining the possibilities of resolving conflicts by agreement. [S16] [S19] [S31]

Overview of work during the reporting period

The Institute's work in 2025 included research and educational activities, professional discussions, partnerships with civil society organisations and cooperation within the local community. These activities shared a commitment to dialogue, an understanding of participants' needs and access to information that supports responsible decision-making.

Specific results included published findings from citizen surveys, the presentation of a prototype providing information on legal aid, professional events and training for young people, and the establishment of communication with associations as part of environmental programme monitoring.

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Sources and further information

Publications by the Institute, its partners and public institutions provide further information on the activities presented in this report. The reference codes correspond to the links cited in the text.

S03 Institute – survey of Novi Sad citizens

S04 Institute – research finding on administrative authorities

S05 Institute – participation in the national WeBER 3.0 conference

S06 CEP – national conference on public services

S07 ReSPA – report on the public services conference

S09 Institute – closing conference on media disputes

S10 Institute – publication archive page 5

S11 Institute – project on media disputes and the profession

S12 Institute – the impact of headlines on public perception

S13 Basic Court in Sombor – announcements

S14 Judges' Forum of Serbia – International Day of Families in Sombor

S15 Institute – first training session of "I Am Young, I Speak Up, I Vote!"

S16 Institute – publication archive page 3

S18 Institute – announcement of youth training in three cities and municipalities

S19 Institute – publication archive page 2

S20 Institute – project development training in Sarajevo

S21 Institute – monitoring environmental programmes in Novi Sad

S22 EkoMonitoring – description of programme monitoring for 2025

S31 Institute – archive of educational publications page 4

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