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EXECUTIVE SUMMARY

Public Pulse Briefs outline findings on ten key indicators regarding socio-economic, environmental, and political issues. They are based on biannual opinion polls conducted twice a year with respondents of over 18 years old in Kosovo.¹ The Public Pulse Brief XXIII reports on the findings from the opinion poll conducted with 1,306 respondents from 21 October to 3 November 2022 in the whole territory of Kosovo, with an equal number of men and women as well as with all ethnic groups living in Kosovo. Data and indicators from the opinion poll are disaggregated by ethnicity and gender to provide detailed information on differences in perceptions on development challenges faced by the people of Kosovo.

In the October–November 2022 (hereon November 2022) opinion poll, the level of satisfaction with the performance of the executive cabinet was recorded at 41%, a decrease of 6.2 percentage points from the April 2022 poll when it stood at 47.2%. Satisfaction level with the work of the Prime Minister was recorded at 44.9%, a decrease by 7.7 percentage points from April 2022 when it stood at 52.6%. Satisfaction with the work of the Assembly stood at 39.1%, as opposed to 50.2% in April 2022, whereas satisfaction with the Kosovo Assembly Speaker stood at 50.8%, compared to 54.4% in April 2022. Satisfaction level with the President was recorded at 56.8% as compared to 58.4% in April 2022. There was a significant decrease in the satisfaction rate with Courts and the Office of the Chief Prosecutor, with 24.4% and 22%, respectively, compared to 39.1% and 37.1%, respectively, in April 2022.

The Democratization Index (DI) decreased by 0.14 points (1.52) from April 2022 when it stood at 1.66 points. Similarly, the Economic Confidence Index (ECI) decreased by 0.12 points (0.86) from April 2022 when it stood at 0.98 points. Both DI and ECI are measured on a scale from 0 points (minimum) to 3 points (maximum), where values below 1.5 are considered negative, whereas those above 1.5 show a positive outlook of the majority of the people regarding democratization and economic index.

A significantly lower number of respondents were ready to protest for political reasons in November 2022 (24.2%) than in April 2022 (37.6%). This is the lowest number of people ready to protest for political reasons ever recorded by Public Pulse. Data disaggregated by ethnicity showed a decrease in readiness to protest among Kosovo Albanians and members of other Kosovo communities and an increase in readiness to protest for political reasons among Kosovo Serbs. The rating among Kosovo Albanians stood at 24.3% as compared to 39.4% in April 2022, the rating among Kosovo Serbs stood at 11% as compared to 6.7% in April 2022, and 21% among members of other Kosovo communities as compared to 30% in April 2022.² The largest share of those dissatisfied with political direction in Kosovo was among Kosovo Serbs (41.4%) followed by members of other Kosovo communities (35.5%) and Kosovo Albanians (31.1%). Overall, 42.6% of respondents were dissatisfied and 23.16% were satisfied with Kosovo's current political direction.

¹ For UNDP, references to Kosovo shall be understood to be in the context of Security Council Resolution 1244 (1999).

² For the purpose of this opinion poll, the term "other Kosovo communities" include Kosovo Ashkali, Kosovo Bosnians, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks.

Findings from November 2022 opinion poll showed similarity in the sense of safety among respondents compared to April 2022, with 80.43% feeling safe when outside in November 2022, compared to 80.41% in April 2022. Gender-disaggregated data showed that men (81.1%) feel slightly safer when out in the street than women (79.8%). The feeling of safety among Kosovo Serbs has decreased by 30.8 percentage points, with 15.3% feeling safe in November 2022, as compared to 46.1% in April 2022. The highest sense of safety was recorded among Kosovo Albanians with 83.3% (81.6% in April 2022) feeling safe when out in the streets, followed by members of other Kosovo communities (79.5%) whose feeling of safety has also decreased by 9 percentage points (88.5% in April 2022).

The November 2022 Public Pulse poll also enquired about the most pressing problems Kosovo is currently facing. The respondents were inquired to choose one topic they thought is the most pressing problem. Findings show similarity with perceived top major problems like in April 2022: unemployment (29.9%), poverty (21%) and prices of essential supplies (17.4%) are perceived to be three top problems in Kosovo. Electric energy supply (4.3%) and Healthcare (4.1%) were among top five problems identified by the respondents. It is worth noting that compared to April 2022 the rate of those that considered corruption as a major problem (5%), has dropped by 3.6 percentage points in November 2022, with only 1.4% of respondents considering corruption as a major problem. On the other hand, compared to April 2022, the rate of those who considered prices for essential supplies as a major problem (7.7%) has increased by 9.9 percentage points. Kosovo Serbs considered electric energy supply (20.5%), interethnic relations (11.9%) and urban space problems (10%) as three most pressing issues, whereas for other Kosovo communities the biggest problem was poverty (22.5%), followed by unemployment (18%) and prices of essential supplies (16.5%). Like the previous poll, for Kosovo Albanians, unemployment (31.6%), poverty (21.5%) and prices of essential supplies (18.3%) were the three major problems in Kosovo. A total of 71.3% of respondents considered that employment in the public institutions of Kosovo is not based on merit, as opposed to April 2022 when 75% of respondents believed that to be the case. On average, 21.1% of respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo, a decrease by 1.1 percentage points from April 2022 (22.2%).

A total of 31.2% of respondents believed that their vote could affect change as compared to 32.4% who did not believe their vote could affect changes in Kosovo. A total of 69% of respondents would vote for a specific political party, or a coalition, if central elections were to take place soon.

As for the right to live in a clean and healthy environment, 8.9% of respondents said they know a lot about the topic, 26.2% claimed average knowledge, and 46.1% of respondents claimed to know a little about this topic. A total of 18.8% said they have no knowledge about their right to live in a clean and healthy environment, an increase by 1.7 percentage points compared to April 2022 (17.1%).

Additional data obtained through this and previous polls will be made available in the [Public Pulse Data Visualization Platform](#) and [ASKData](#).³

³ Data Visualization Platform: <https://app.powerbi.com/view?r=eyJrIjoiaNTUzMjMzZjAtNmZIMC00NmQ2LTg3YjAtNmZmOWY2MTNiMTBliwidCl6lmlzZTVkYjVILTl5NDQtdNDgzNy05OWY1LTc0ODhhY2U1NDMxOSlslmMiQjh9> ASKData is a platform of Kosovo Agency of Statistics: <https://askdata.rks-gov.net/PXWeb/pxweb/sq/askdata/>.

PUBLIC PULSE KEY INDICATORS

The November 2022 opinion poll has shown that on average, 39.9% of respondents were satisfied with the work of Kosovo central institutions compared to 48.4% in April 2022, 47% in autumn 2021, 51.4% in May 2021, 27.5% in December 2020, and 42.5% in April 2020.

Satisfaction with the work of the President of Kosovo stood at 56.8% as compared to 58.4% in April 2022, 55.2% in autumn 2021 and 63.7% in May 2021. Satisfaction with the work of the Prime Minister was recorded at 44.9% (52.6% in April 2022, 53.2% in autumn 2021 and 59.5% in May 2021). Satisfaction with the Executive cabinet of Kosovo stood at 41% as compared to 47.2% in April 2022, 47.6% in autumn 2021 and 59.1% in May 2021. The level of satisfaction with the Assembly Speaker was at 50.8% (54.4% in April 2022, 55.4% in autumn 2021 and 59.2% in May 2021), while satisfaction with the work of the Kosovo Assembly was at 39.1% (50.2% in April 2022, 50.3% in autumn 2021 and 52.9% in May 2021).

A decrease was also observed in the satisfaction level with the performance of courts (24.4%) as compared to 39.1% in April 2022, 33.9% in autumn 2021 and 34.6% in May 2021. Similar decrease in satisfaction was recorded with the Office of the Chief Prosecutor. A total of 22% of the respondents had a positive view on the performance of the Office of the Chief Prosecutor, as compared to 37.1% in April 2022, 34% in autumn 2021 and 30.8% in May 2021.

TABLE 1 Respondents' satisfaction with the key executive, legislative, and judicial institutions in Kosovo

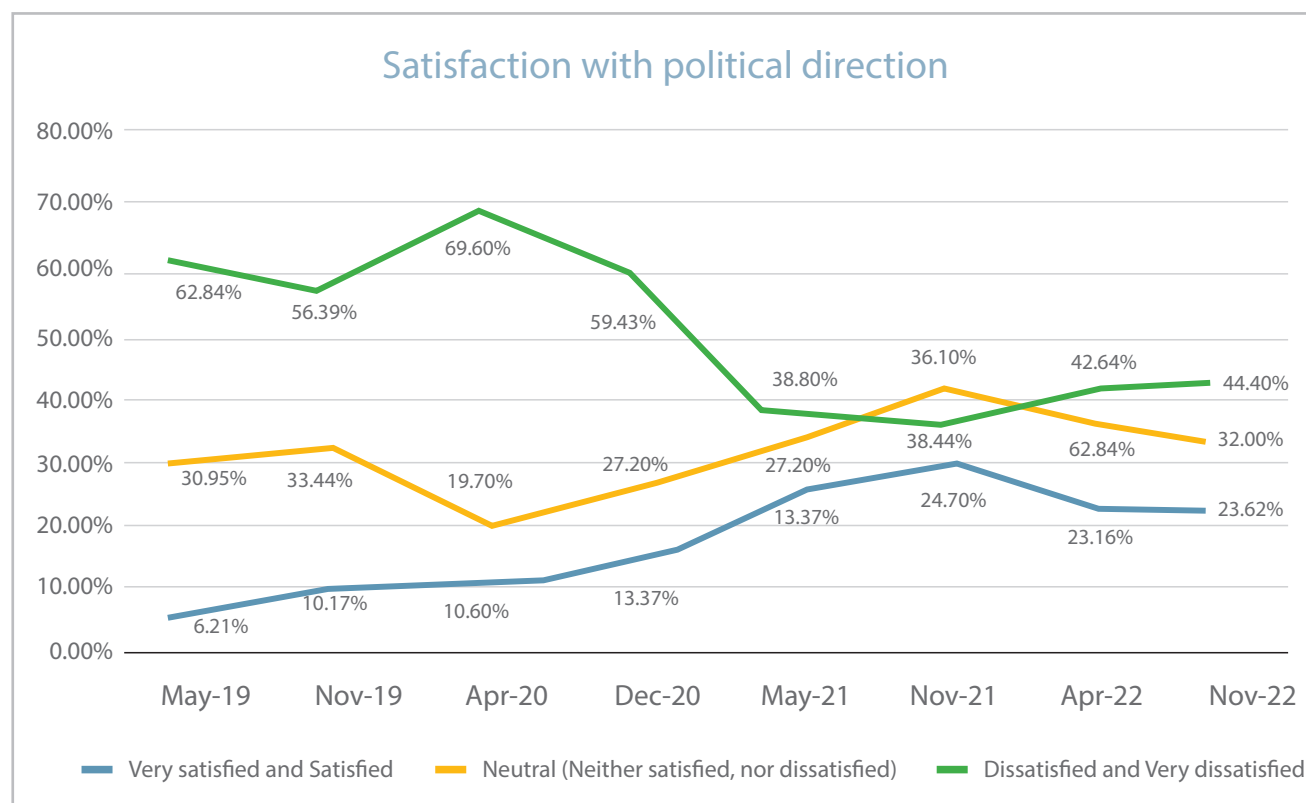
POLITICAL INDICATORS		May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Nov-22	Trend
SATISFACTION WITH EXECUTIVE CABINET	Executive Cabinet	17.70%	14.40%	60.70%	21.30%	59.10%	47.60%	47.20%	41.00%	
	Prime minister	36.50%	20.70%	65.40%	23.00%	59.50%	53.20%	52.60%	44.90%	
SATISFACTION WITH LEGISLATIVE	Assembly	19.60%	18.60%	33.40%	22.60%	52.90%	50.30%	50.20%	39.10%	
	Speaker of Assembly	23.60%	20.50%	72.40%	46.70%	59.20%	55.40%	54.40%	50.80%	
SATISFACTION WITH PRESIDENT	President	20.40%	21.20%	18.70%	33.90%	63.70%	55.20%	58.40%	56.80%	
SATISFACTION WITH JUDICIARY	Court	18.70%	13.60%	24.80%	23.00%	34.60%	33.90%	39.10%	24.40%	
	Prosecutor's office	16.40%	14.20%	22.30%	23.00%	30.80%	34.00%	37.10%	22.00%	

POLITICAL DIRECTION

The share of respondents who were very satisfied and satisfied with the political direction of Kosovo has slightly increased by 0.4 percentage points (23.6%) as compared to April 2022 (23.2%). The number of those who were very dissatisfied and dissatisfied with the political direction of Kosovo has also increased by 1,8 percentage points (44.4%) as compared to 42.6% recorded in April 2022. However, this dissatisfaction rate was lower than in December 2020 (59.4%) and April 2020 (69.6%). The number of those who were neutral has decreased (32%) compared to April 2022 (34.2%) and autumn 2021 (36.1%).

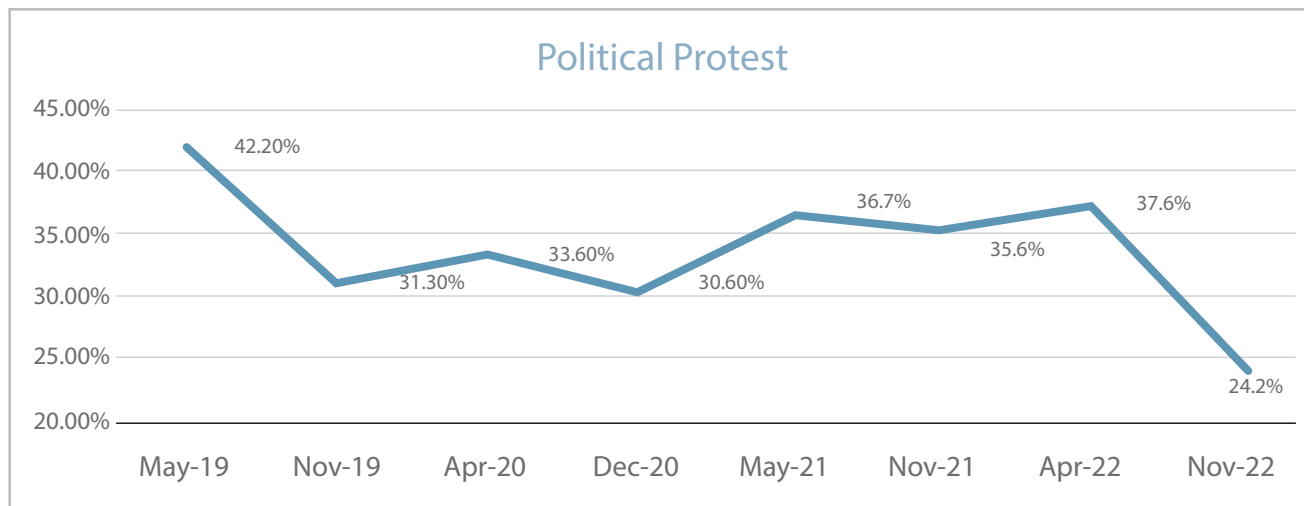
Gender-disaggregated data showed a small difference between women and men regarding satisfaction with political direction of Kosovo, with 24.2% of women and 22.8% of men being very satisfied and satisfied with Kosovo’s political direction. Accordingly, men appear to be more dissatisfied (46.5%) than women (42.5%) with Kosovo’s political direction. Ethnically disaggregated data showed a difference in the level of satisfaction with the political direction of Kosovo among Kosovo Albanians (23.9%) and other Kosovo communities (28%). The level of satisfaction among Kosovo Serbs has dropped compared to April 2022 from 8.1% to 1.9% in November 2022. The highest level of dissatisfaction was found among Kosovo Serbs (54.3%) followed by Kosovo Albanians (49.2%), and by members of other Kosovo communities (36%). The percentage of those that were neutral in their assessment of Kosovo’s political direction was quite high, with 41.4% of Kosovo Serbs, 35.5% of other Kosovo communities and 31.1% of Kosovo Albanians being neutral.

FIGURE 1 Respondents’ satisfaction with political direction of Kosovo



A significantly lower number of respondents were ready to protest for political reasons in November 2022 (24.2%) than in April 2022 (37.6%). This was the lowest number of people ready to protest for political reasons ever recorded by Public Pulse. Data disaggregated by ethnicity showed a decrease in readiness to protest among Kosovo Albanians and members of other Kosovo communities and an increase in readiness to protest for political reasons among Kosovo Serbs. The rating among Kosovo Albanians stood at 24.3% as compared to 39.4% in April 2022, the rating among Kosovo Serbs stood at 11% as compared to 6.7% in April 2022, and 21% among members of other Kosovo communities as compared to 30% in April 2022.

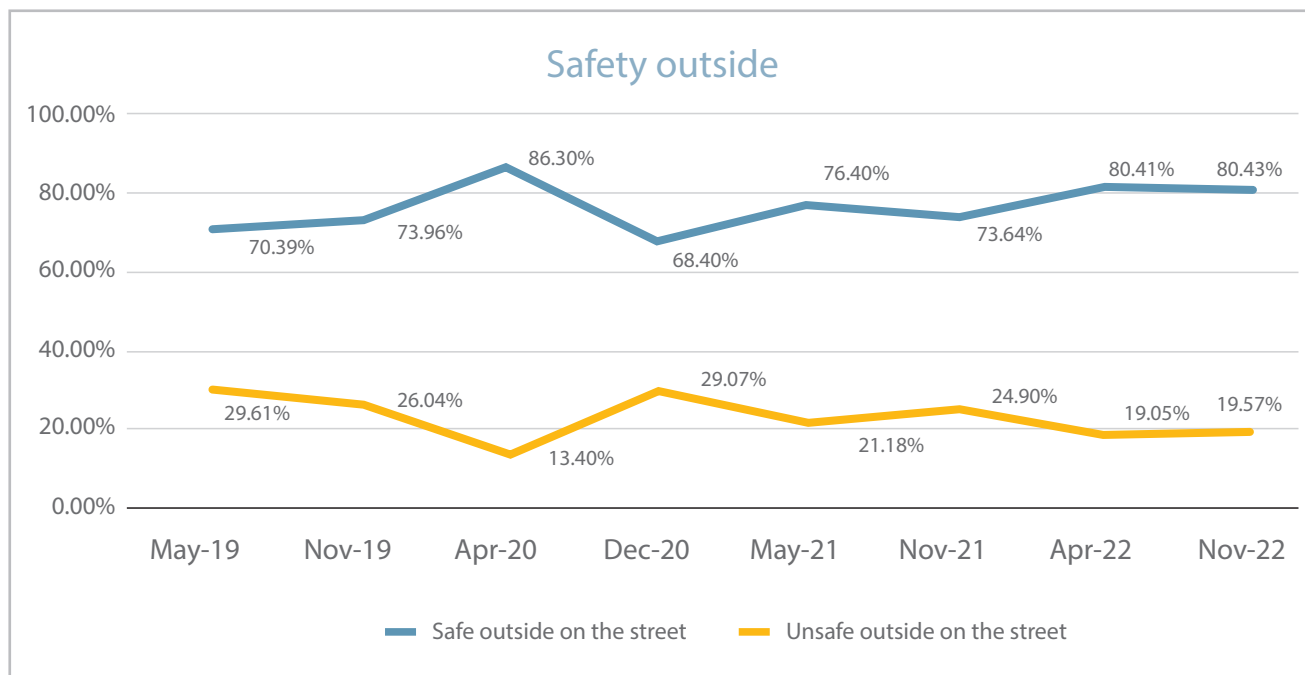
FIGURE 2 Percentage of respondents that would join political protests



PERSONAL SAFETY

To measure the perception of public safety, respondents were asked whether they feel safe or unsafe while out in the streets, in terms of potential violence and crime. The findings showed similarity in the sense of safety in November 2022 (80.43%) and April 2022 (80.41%). The highest level of safety was recorded in April 2020, when 86.3% of respondents reported to feel safe in terms of potential violence and crime.

FIGURE 3 Respondents' perception of safety



Gender-disaggregated data showed that men (81.1%) feel safer when out in the street than women (79.8%). In April 2022, gender-disaggregated data showed the same feeling of safety between women (80.5%) and men (80.4%). The feeling of safety among women has decreased slightly by 0.7 percentage points. Ethnically disaggregated data show that the feeling of safety among Kosovo Serbs has decreased by 30.8 percentage points, with 15.3% feeling safe in November 2022, as compared to 46.1% in April 2022. The highest sense of safety was recorded among Kosovo Albanians with 83.3% (81.6% in April 2022) feeling safe when out in the streets, followed by members of other Kosovo communities (79.5%) whose feeling of safety has also decreased by 9 percentage points (88.5% in April 2022).

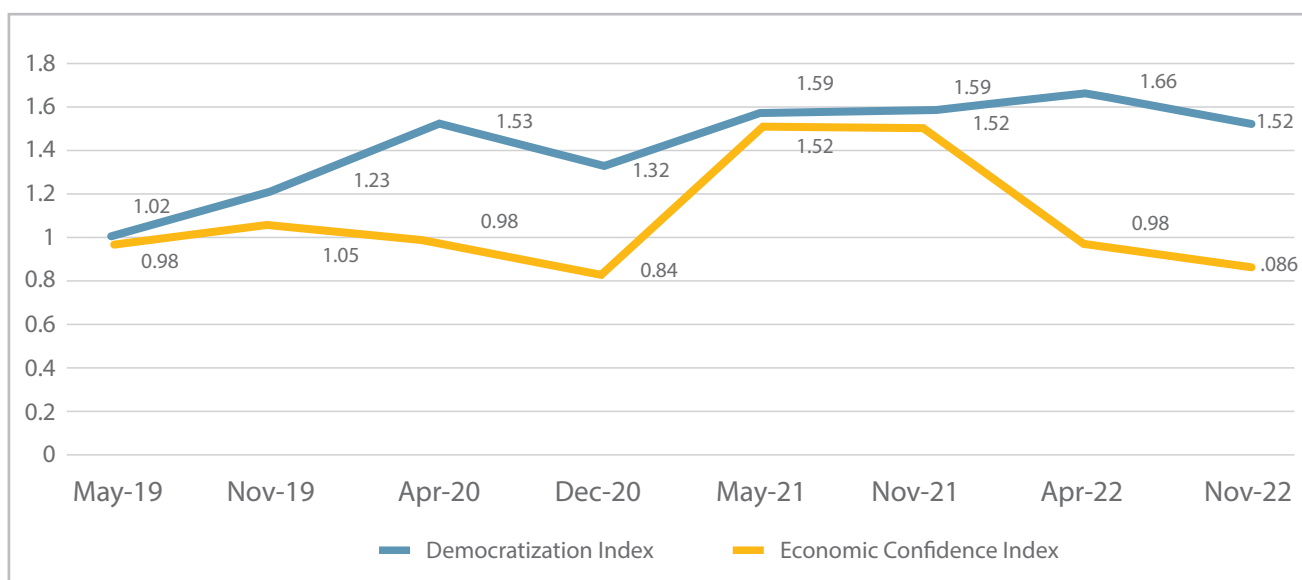
DEMOCRATIZATION AND ECONOMIC CONFIDENCE INDICES

The April 2022 Public Pulse opinion poll recorded a decrease in both Democratic Index (DI) and in Economic Confidence Index (ECI).⁴ The current DI has decreased by 0.14 points (1.52) from April 2022 when it stood at 1.66 points. Nevertheless, this figure (1.52) suggests that more than half of the people of Kosovo have a positive view of democratic processes in Kosovo.

Similarly, the ECI has decreased by 0.12 points (0.86) from April 2022 when it stood at 0.98 points. This figure (0.86) suggests that less than half of people of Kosovo have positive view of the economy.

⁴The DI and the ECI are continuous measures from 0 to 3, in which a score from 0 to 1.5 means that the majority of the population views democratization or economic trends negatively and the score from 1.5 to 3 means that the majority of the population views democratization or economic trends positively.

FIGURE 4 Democratization and Economic Confidence Indices



Both DI and ECI consist of a number of components, which are used to generate respective indices. DI consists of nine components shown in Table 2 below. The questions for this index can be answered with either “Yes, fully,” “Yes, mainly,” “Not so much,” or “Not at all.” Table 2 shows the percentage of respondents who responded with either “Yes, fully” or “Yes, mainly” to the nine questions. To determine which indicators influenced the decrease of DI, the data from the November 2022 opinion poll were compared with those generated in previous opinion polls. Findings revealed that all DI components listed in Table 2 have seen a decrease compared to April 2022. A total of 69% of respondents believed that elections in Kosovo are democratic and follow international standards, compared to 73.4% in April 2022, 70.9% in autumn 2021 and 70.4% in May 2021. Despite the overall DI decrease, this was the highest evaluated DI component. A total of 61% considered that the Assembly monitors the performance of the Executive, compared to 67.5% in April 2022, 63% in autumn 2021 and 60.1% in May 2021. The lowest evaluated component is the judiciary with 34.5%, which saw substantial decline from April 2022 (41.7%), autumn 2021 (44.9%) and May 2021 (37.5%). A total of 62% of respondents considered that media enjoy freedom of expression – showing a 7.6 percentage points decrease from April 2022 (69.6%). This figure was still higher than in autumn 2021 (60.7%), but lower than in May 2021 (69.2%). A decrease was also noted in perceptions on the role of civil society organizations as truthful monitors of the executive, with 49.8% believing that to be the case, as compared to 61.9% in April 2022, 55.6% in autumn 2021 and 56.6% in May 2021.

A similar decrease in satisfaction was observed with the work of local governments and that of the central executive. Whereas the former had a decrease from 55.8% in April 2022 to 51.4% in November 2022, the latter decreased from 56.8% in April 2022 to 44.5% in November 2022. A decrease in positive responses was observed to the question whether the Constitution and applicable laws are democratic and whether they comply with human rights standards, with 59.1% of positive response, compared to 63.1% in April 2022. Finally, a decrease of 8.6 percentage points compared to April 2022 (59.6%) was noted in responses to the question whether democratic processes in Kosovo are instituted and are going in the right direction (51%). The November 2022 ethnically disaggregated data showed that similarly to previous polls, the majority of Kosovo Serbs responded with “Not at all” and

“Not so much” to all DI component questions. Majority of Kosovo Albanians and members of other Kosovo communities responded with “Not at all” and “not so much” to questions regarding civil society serving as truthful monitor of democratic processes; to the question whether central executive works according to priorities of Kosovo people; and, to the question whether democratic processes are instituted and are going in the right direction regardless of daily politics. The majority of Kosovo Albanians and members of other Kosovo communities responded with “Yes fully” and “Yes mainly” to other DI component questions.

TABLE 2 Trend analysis of DI components

Yes Mainly and Yes fully	May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Nov-22	Trend
Are the elections in Kosovo democratic and in accordance with international standards?	35.60%	62.73%	66.30%	45.87%	70.44%	70.88%	73.42%	69.02%	
Does the Parliament monitor the performance of Executive Cabinet?	38.10%	38.61%	58.00%	45.56%	60.13%	62.95%	67.47%	61.00%	
Is Judiciary System in Kosovo independent on its decisions?	21.50%	31.48%	39.70%	36.66%	37.50%	44.88%	41.67%	34.49%	
Does media in Kosovo enjoys the freedom of expression?	45.60%	46.66%	69.10%	57.94%	69.24%	60.70%	69.60%	62.02%	
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	32.60%	34.79%	50.70%	45.77%	56.56%	55.62%	61.89%	49.83%	
Is your Local (municipal) Government working according to priorities of Kosovo people?	29.80%	29.62%	56.70%	41.53%	52.64%	54.88%	55.82%	51.38%	
Is Kosovo central Executive Cabinet working according to priorities of Kosovo people?	18.10%	24.23%	54.90%	30.61%	54.39%	49.28%	56.78%	44.51%	
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	33.40%	40.30%	64.00%	42.82%	58.07%	59.49%	63.05%	59.07%	
Regardless of daily politics and looking forward to the future, do you agree that the democratic processes in Kosovo are instituted and are going towards the right direction?	22.40%	33.01%	42.50%	36.22%	58.65%	55.65%	59.63%	51.00%	

To determine which indicators influenced the decrease of the ECI, the current positive responses of the ECI components were compared to those collected in previous opinion polls, as shown in the Table 3 below. Questions pertaining to ECI could be answered with “Favourable”, “Unfavourable” and “Neutral.” A total of 11.2% of respondents had favorable expectations regarding their family’s total income within next six months which is lower than April 2022 (17.2%). An increase in positive view was observed in how respondents view conditions for doing business in Kosovo with 8.2% considering they were favourable – an increase from 7.3% in April 2022. A slight increase compared to April 2022 (6.3%), is observed in respondents’ perception on current employment conditions, with 7.1% viewing them as favourable. Finally, a decrease is observed in how respondents view future employment conditions - six months from the November 2022 opinion poll - a total of 8.3% view them favourable, as opposed to 10.5% in April 2022. Overall, responses to the ECI components suggest that less than half of the people of Kosovo (0.86) have an optimistic view of the economy.

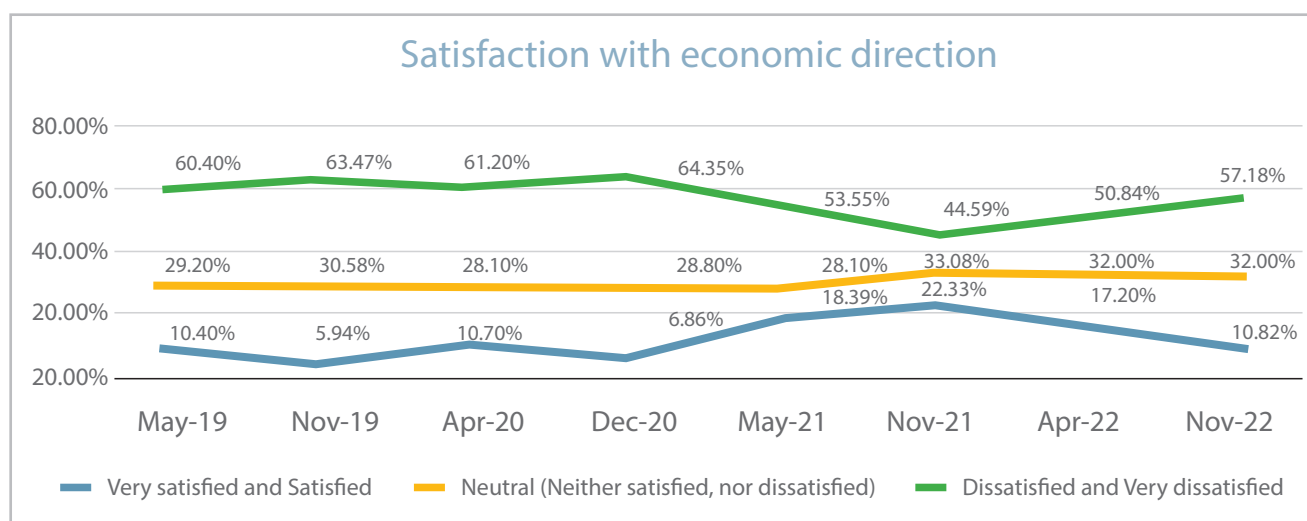
TABLE 3 Trend analysis of ECI components

Favourable	May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Oct-22	Trend
What are your expectations regarding your family's total income six months from now?	11.60%	13.70%	14.20%	11.50%	15.90%	15.90%	17.20%	11.20%	
What is your assessment of the current business conditions?	5.50%	9.10%	8.20%	7.20%	4.70%	12.80%	7.30%	8.20%	
What is your assessment of the current employment conditions?	5.80%	7.40%	6.60%	5.60%	7.00%	10.80%	6.30%	7.10%	
What are your expectations regarding employment condition six months from now?	4.60%	12.00%	11.60%	8.30%	18.80%	15.90%	10.50%	8.30%	

ECONOMIC DIRECTION

A decrease in positive perceptions, compared to April 2022, was observed also in the satisfaction of respondents with the economic direction of Kosovo. During November 2022, 10.8% of respondents were satisfied with Kosovo's economic direction as opposed to 17.2% in April 2022 and 22.3% in autumn 2021. Accordingly, the number of those dissatisfied increased from 50.8% in April 2022 to 57.2% in November 2022. A total of 32% were neither satisfied nor dissatisfied. Whereas 12.9% of men were satisfied with Kosovo's economic direction, only 8.8% of women felt the same. Accordingly, 56.5% of men were dissatisfied or very dissatisfied with the economic direction of Kosovo as opposed to 57.6% of women who felt the same. Ethnically disaggregated data suggested dissatisfaction level among Kosovo Albanians is the highest with 57.8%, followed by members of other Kosovo communities (49.5%) and Kosovo Serbs (47.1%). Accordingly, the most satisfied group with Kosovo's economic direction were respondents of other Kosovo communities (18.5%), followed by Kosovo Albanians (11%) and Kosovo Serbs (2.9%).

FIGURE 5 Satisfaction with the economic direction of Kosovo



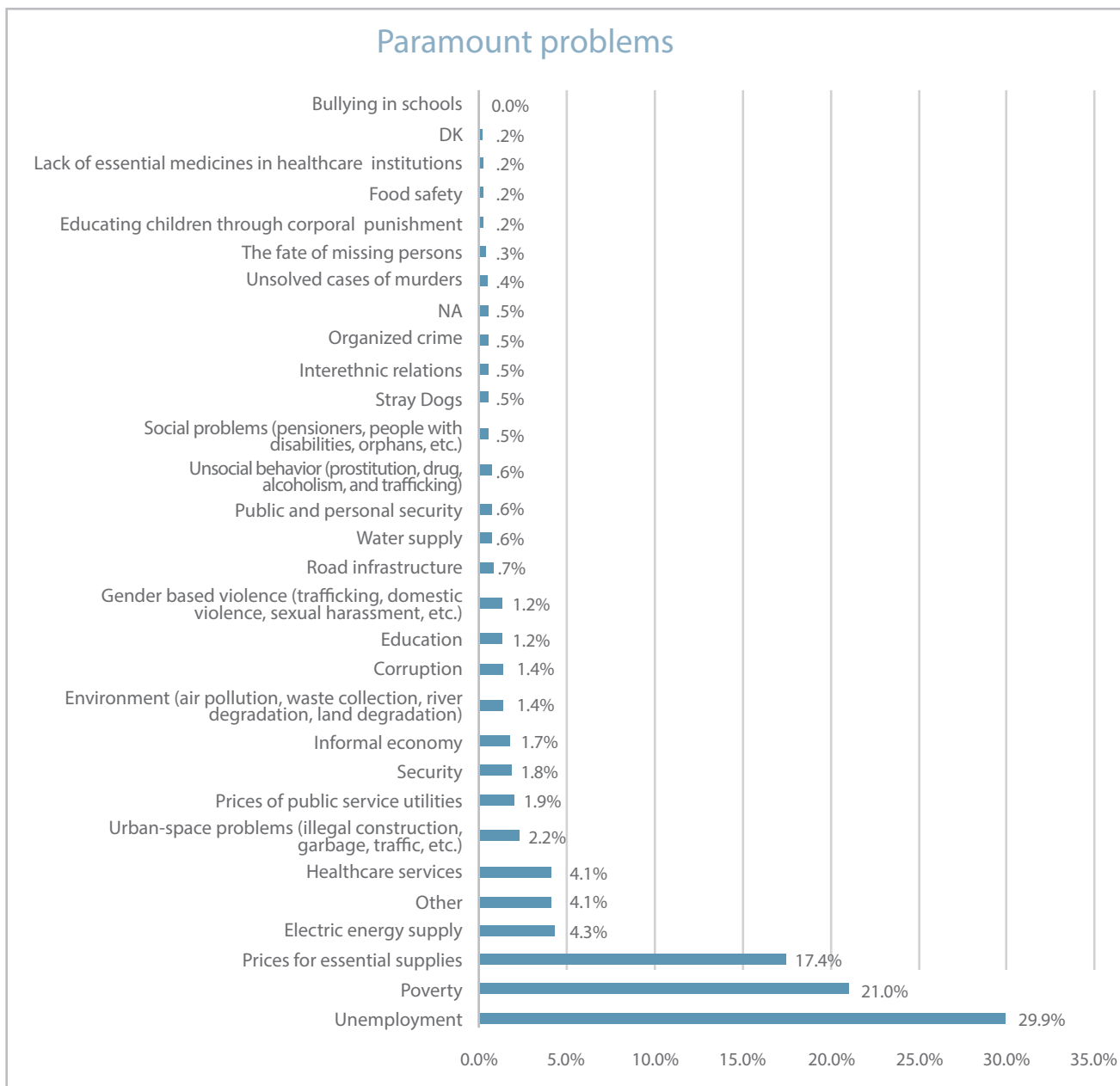
MAJOR PROBLEMS CURRENTLY FACING KOSOVO

The November 2022 Public Pulse poll also enquired respondents to write one most pressing problems Kosovo is currently facing. Findings showed similar concerns being on top of major problems like in April 2022: unemployment (29.9%), poverty (21%) and prices of essential supplies (17.4%) were perceived to be three top problems in Kosovo. Electric energy supply (4.3%) and healthcare (4.1%) were among top five problems identified by respondents. It is worth noting that compared to April 2022 the rate of those that considered corruption as a major problem (5%), dropped by 3.6 percentage points in November 2022, with only 1.4% of respondents considering corruption as a major problem.

Ethnically disaggregated data showed that Kosovo Serbs considered electric energy supply (20.5%), interethnic relations (11.9%) and urban space problems (10%) as three most pressing issues, whereas for other Kosovo communities the biggest problem was poverty (22.5%), followed by unemployment (18%) and prices of essential supplies (16.5%). Like the previous poll, for Kosovo Albanians, unemployment (31.6%), poverty (21.5%) and prices of essential supplies (18.3%) were the three major problems in Kosovo.

Gender disaggregated data showed that both men and women were mostly concerned about unemployment, poverty, and prices of essential supplies. Like the last opinion poll, women were more concerned about unemployment (31%) than men (28.9%). Both women (20.6%) and men (21.2%) seemed to be equally concerned about poverty. However, women were more concerned about prices of essential supplies (19%) than men (15.7%).

FIGURE 6 Perceptions on major problems currently facing Kosovo



MERIT-BASED RECRUITMENT IN THE PUBLIC AND PRIVATE SECTOR

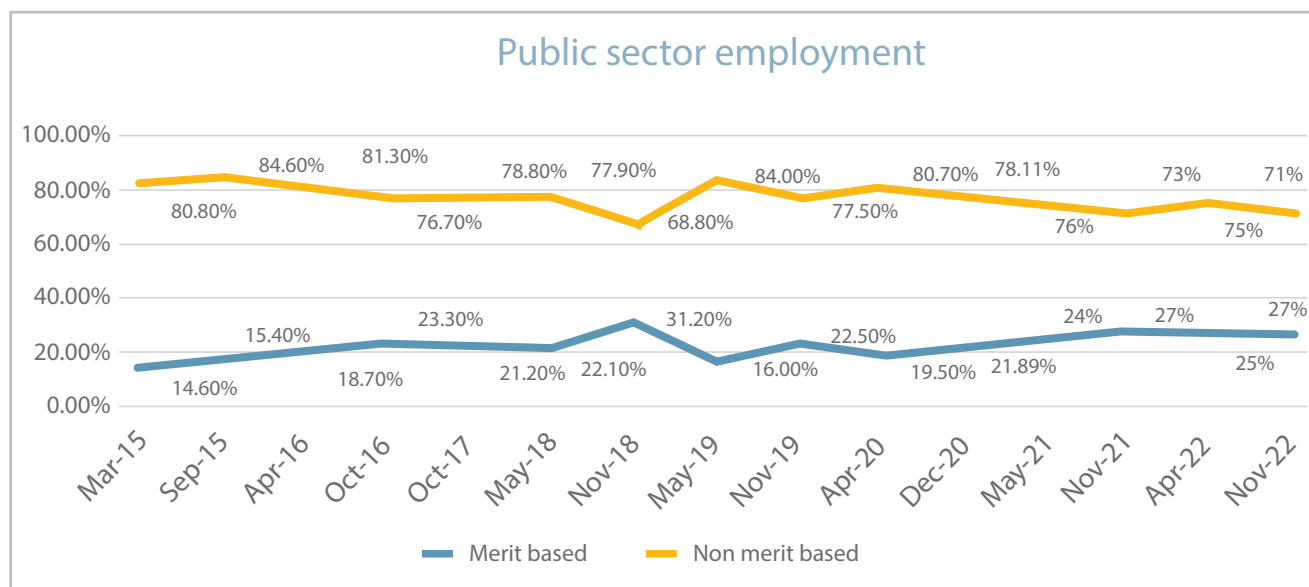
The November 2022 opinion poll showed that 27% of respondents consider that employment in the public sector is merit-based, while 71% consider that employment in the public sector is not based on merit. The findings showed a slight increase in the trust on merit-based employment compared to April 2022 when this figure stood at 25%. The respondents consider the following as main factors to gain employment in the public sector: party allegiance (28.1%), family connections (28.1%), education (19.4%), bribe (8.6%), friends (6.4%), professional experience (5.3%), vocational training (2.5%) and, to a lesser extent, appearance (1.8%) and gender (0.1%). A total of 27% of respondents believed that education,

vocational training, and professional experience are the most relevant factors to gaining employment in the public sector.

Gender-disaggregated data showed that women are more confident in merit-based employment than men. A total of 30.2% of women believed employment in the public sector is merit-based, as opposed to 24.2% of men who think the same. For men, having family connections was the easiest way to get employment in the public sector (31.4%), while for women, party allegiance was the most helpful way to get a job in the public sector (26.8%).

Similar to the previous poll, ethnically disaggregated data showed that party loyalty appeared to be the key factor in gaining employment for Kosovo Albanians (29.4%) and Kosovo Serbs (23.3%), while for other Kosovo communities, education (30%) enabled easier employment in the public sector. Like the previous three polls (May 2021, autumn 2021 and April 2022), the least confidence in merit-based employment was found among Kosovo Serbs (24.8%), followed by Kosovo Albanians (26.7%) and members of other Kosovo communities (41%). In line with the previous poll (April 2022), the latter’s confidence in merit-based employment, with education, professional experience and vocational training being decisive factors in gaining employment in the public sector, was the highest.

FIGURE 7 Perceptions of the role of meritocracy to gaining employment in the public sector

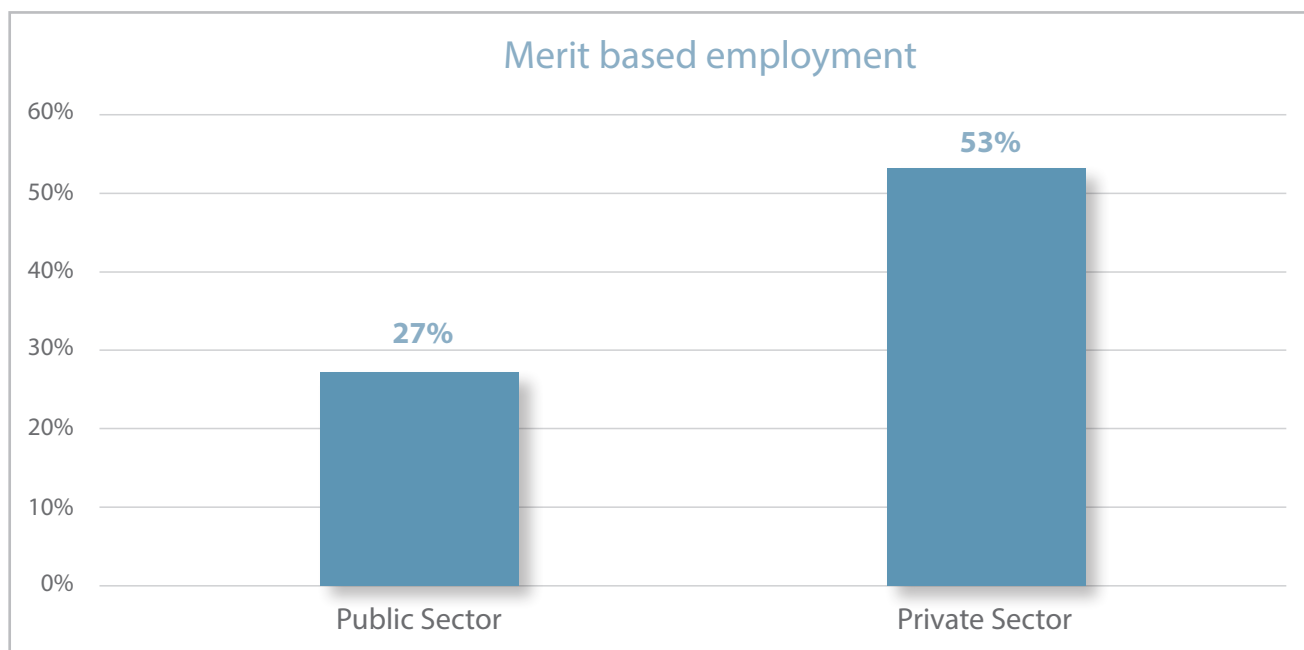


In comparison to the April 2021 poll, confidence about merit-based employment in the private sector increased from 45% to 53% with majority of respondents having trust in merit-based employment in the private sector. Similar to the previous poll, respondents identified the following non-merit factors in gaining employment in the private sector: family connections (22.4%), friends (16.9%), bribe (2.3%), party allegiance (1.9%) appearance (1.9%), and to a lesser extent, gender (0.3%). Professional experience (37.1%) was the most useful criterion in getting employment in the private sector.

Gender disaggregated data showed that men (54.5%) are more confident in merit-based employment in the private sector than women (51.6%). Ethnically disaggregated data showed moderate differences between communities in perceptions about meritocracy in the private sector. Most confident in meritocracy as a criterion for employment in the

private sector were Kosovo Albanians with 53.7%, followed by members of other Kosovo communities with 51% being confident, and Kosovo Serbs who had least confidence in meritocracy, with 40%.

FIGURE 8 Perceptions of the role of meritocracy to gaining employment in the public versus private sector



PERCEPTIONS ON LARGE-SCALE CORRUPTION

On average, 21.1% of respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo, a decrease by 1.1 percentage points from April 2022 (22.2%). This value also represents a decrease of 2.3 percentage points from autumn 2021 (23.4%), 3.9 percentage points from May 2021 (25%), 6.9 percentage points from December 2020 (28%), and an increase by 1.1 percentage points compared to April 2020 (20.7%). This result indicates a steadily positive trend in overall perception about large-scale corruption compared to previous years as shown in Table 4.

International organizations were perceived to be least corrupt with 12.2% believing there is a presence of large-scale corruption, followed by Kosovo Police (13.5%), Education (14.3%), Banks (14.7%) and Healthcare (18.6%). The most corrupt organizations were perceived to be Courts (30.8%), followed by the Privatization Agency of Kosovo (28.8%) and Customs (26.9%). The biggest changes in perceptions on large-scale corruption were observed in the following institutions: Customs (26.9% compared to 36.2% in April 2022), Kosovo central institutions (20.1% compared to 13.9% in April 2022), and Banks (14.7% compared to 20.5% in April 2022). As shown in the table below, nine sectors and organizations were perceived to be less corrupt than in April 2022, and five are perceived to be more corrupt than during April 2022. Gender disaggregated data showed that the perception of men about the

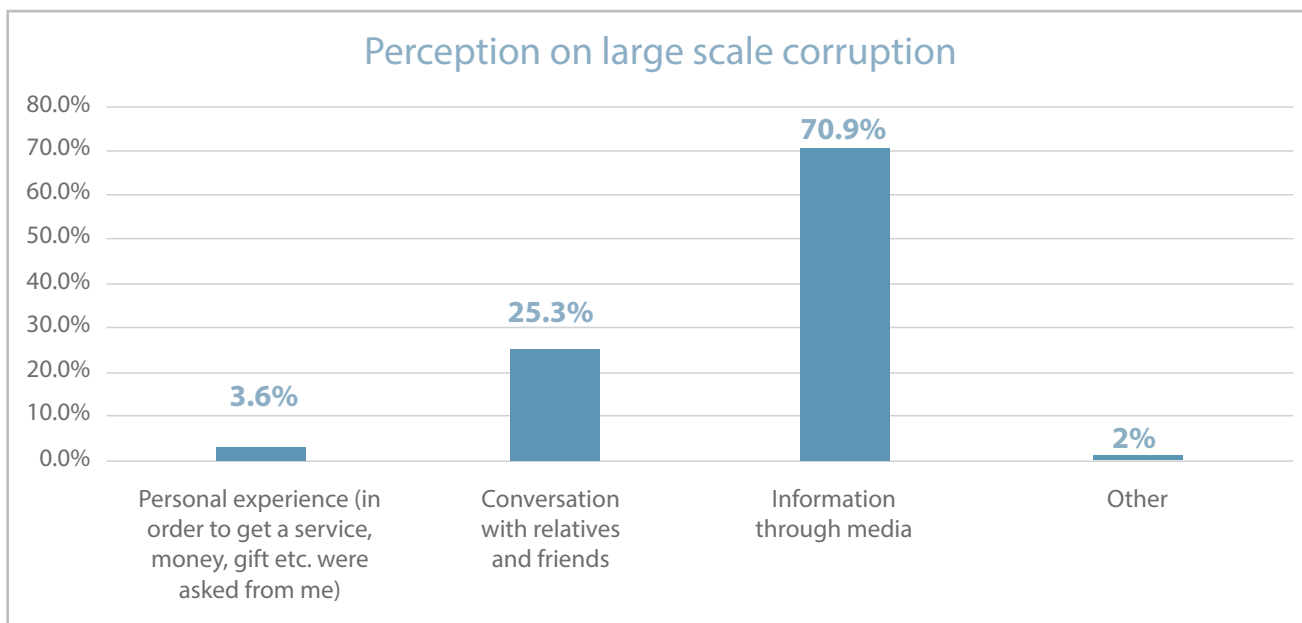
presence of large-scale corruption in Kosovo institutions and international organizations in Kosovo was higher than that of women.

TABLE 4 Perceptions of the prevalence of large-scale corruption in public and international institutions in Kosovo

Yes Mainly and Yes fully	May-19	Nov-19	Apr-20	Dec-20	May-21	Apr-21	Apr-22	Nov-22	Trend
Healthcare (hospitals and family healthcare centers)	25.10%	33.40%	11%	25%	22.90%	18.80%	18.10%	18.60%	
KEDS	40.70%	38.90%	27.30%	28.70%	26.10%	25.80%	26.50%	24.50%	
KEK				27.50%	25.30%	25.80%	26.70%	23.00%	
Courts	29.30%	41.40%	30.60%	39.20%	34.30%	32.30%	36.20%	26.90%	
Customs	30.70%	42.00%	24.50%	31.60%	32.50%	27.70%	27.90%	30.80%	
Central administration/ government	36.70%	35.30%	20.80%	29.50%	23.10%	19.50%	13.90%	20.10%	
PAK (Privatization Agency of Kosovo)	40.70%	48.10%	36.60%	39.00%	39.30%	29.40%	32.60%	28.80%	
Municipalities (local government)	25.80%	29.80%	13.30%	24.70%	20.40%	19.10%	16.30%	18.40%	
Education (schools, University)	20.70%	26.10%	13.60%	19.50%	15.10%	16.80%	12.10%	14.30%	
TAK (Tax administration of Kosovo)	35.30%	42.20%	18.90%	30.20%	27.40%	28.80%	25.40%	24.10%	
PTK	44.20%	40.80%	37.90%	33.20%	31.60%	23.70%	25.90%	25.30%	
Banks	33.80%	34.10%	18.90%	28.10%	22.90%	22.20%	20.50%	14.70%	
International organizations	19.50%	23.60%	5.50%	23.80%	15.70%	17.60%	14.00%	12.20%	
Kosovo Police (KP)	17.00%	20.70%	9.80%	15.30%	14.00%	20.50%	14.00%	13.50%	

To understand what shape perceptions on the presence of large-scale corruption in the public and international institutions in Kosovo, respondents were asked about the reasons for their opinion on the extent of corruption. Similar to other polls in the past, findings revealed that the majority of respondents (70.9%) have formed their opinions through print and digital media, as illustrated in Figure 9 below. A total of 25.3% of respondents declare that conversations with relatives and friends shaped the basis of their opinions regarding the extent of corruption, whereas only 3.6% of respondents claimed that personal experiences where they were asked for money, gifts, or other favors in return for certain services influenced their opinions.

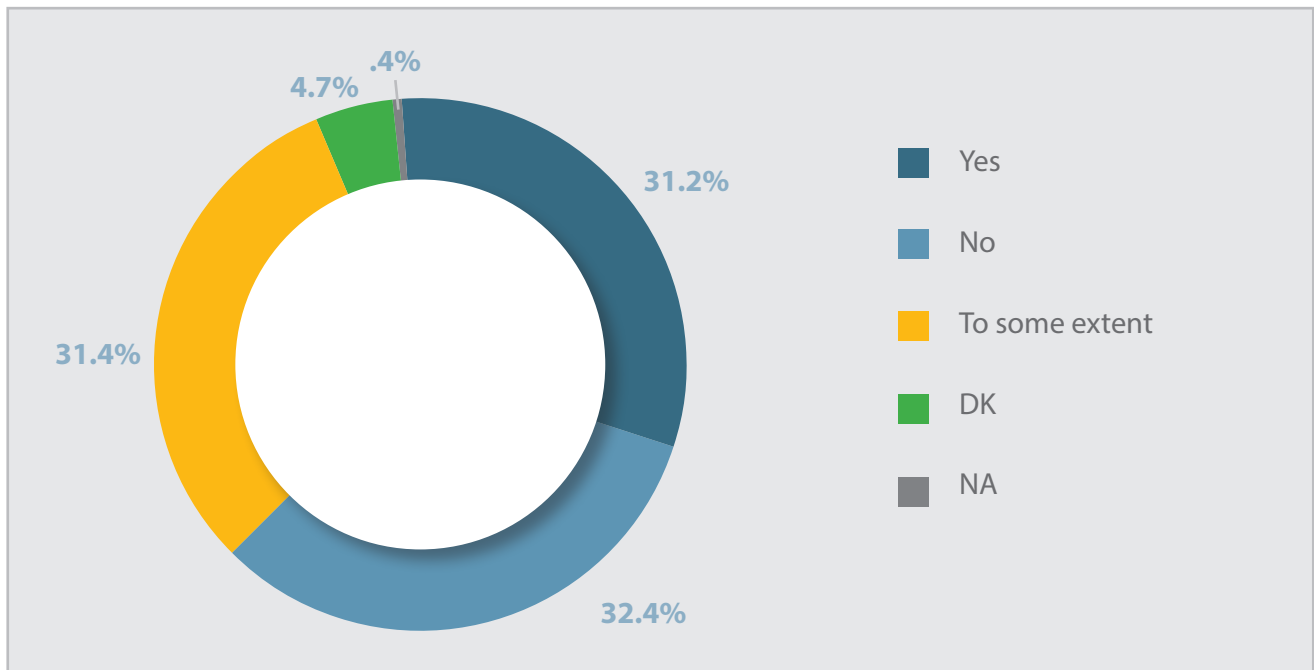
FIGURE 9 Respondents' reasons behind their evaluation of the extent of corruption in Kosovo



ATTITUDES TOWARDS VOTING

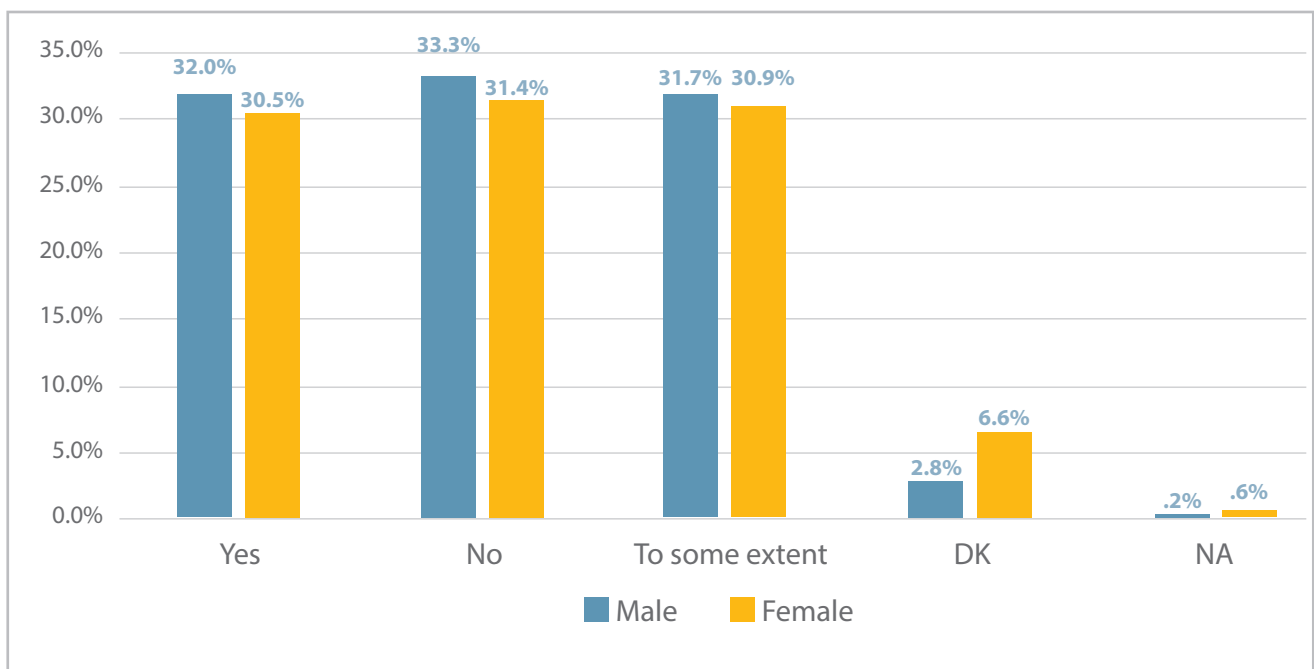
The November 2022 Public Pulse opinion poll also enquired about the voting attitudes of the people of Kosovo. The attitudes toward voting have changed compared to April 2022 opinion poll, showing a decreased confidence in the effect of popular vote to trigger political changes. Also, the number of those who did not believe their vote can affect change was higher than those who believe their vote can affect change. When asked whether their vote can change the situation in Kosovo, 31.2% of respondents declared that they believe their vote can affect change, compared to 38.1% in April 2022, 29.4% in autumn 2021, and 43.8% in May 2021. On the other hand, 32.4% considered that their vote cannot change the situation in Kosovo, as compared to 26.6% in April 2022, 36.1% in autumn 2021 and 25.1% in May 2021. In November 2022, 31.4% considered their vote can change the situation to some extent, compared to 32.9% in April 2022. A total of 5.1% did not know whether their vote can affect change or refused to respond, compared to 2.7% in April 2022.

FIGURE 10 Respondents' perception on whether their vote can change the situation in Kosovo



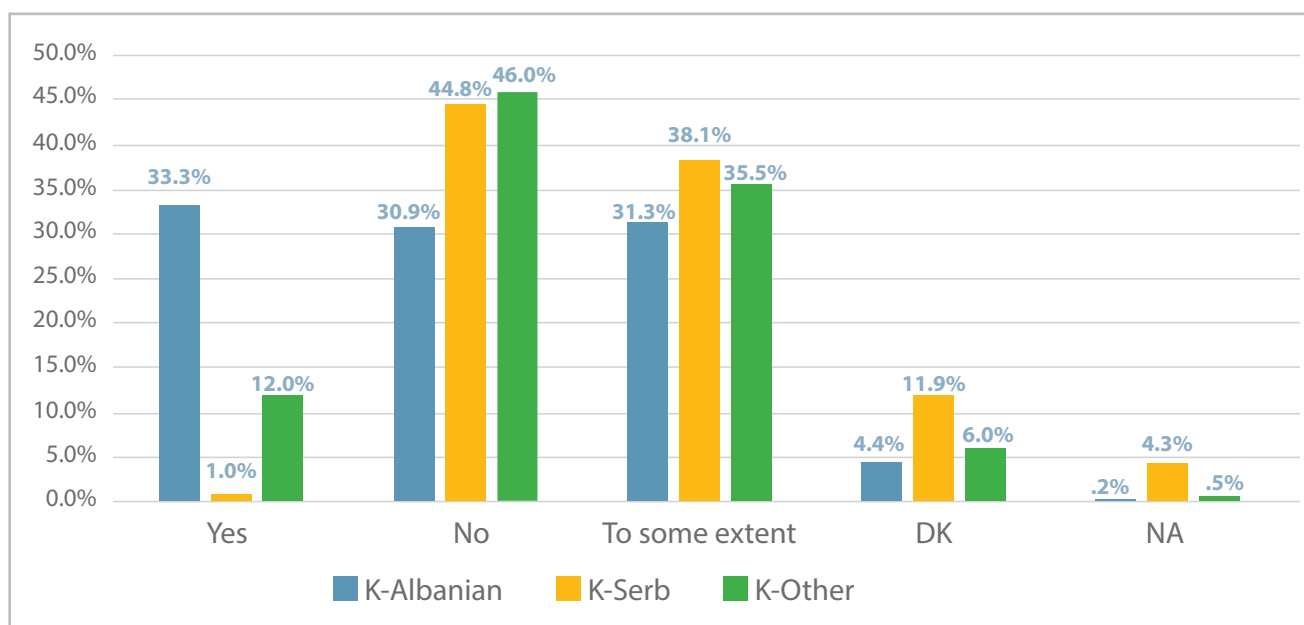
Gender-disaggregated data showed a decrease in confidence about the power of their vote to affect change both among women and men compared to April 2022. While 32% (40.1% in April 2022) of men considered that their vote can change the situation in Kosovo, 30.5% (35.9% in April 2022) of women thought the same. A total of 33.3% of men and 31.4% of women believed their vote cannot affect change, whereas 31.7% of men and 30.9% of women felt their vote can affect changes only to some extent.

FIGURE 11 Perception of men and women on whether their vote can change the situation in Kosovo



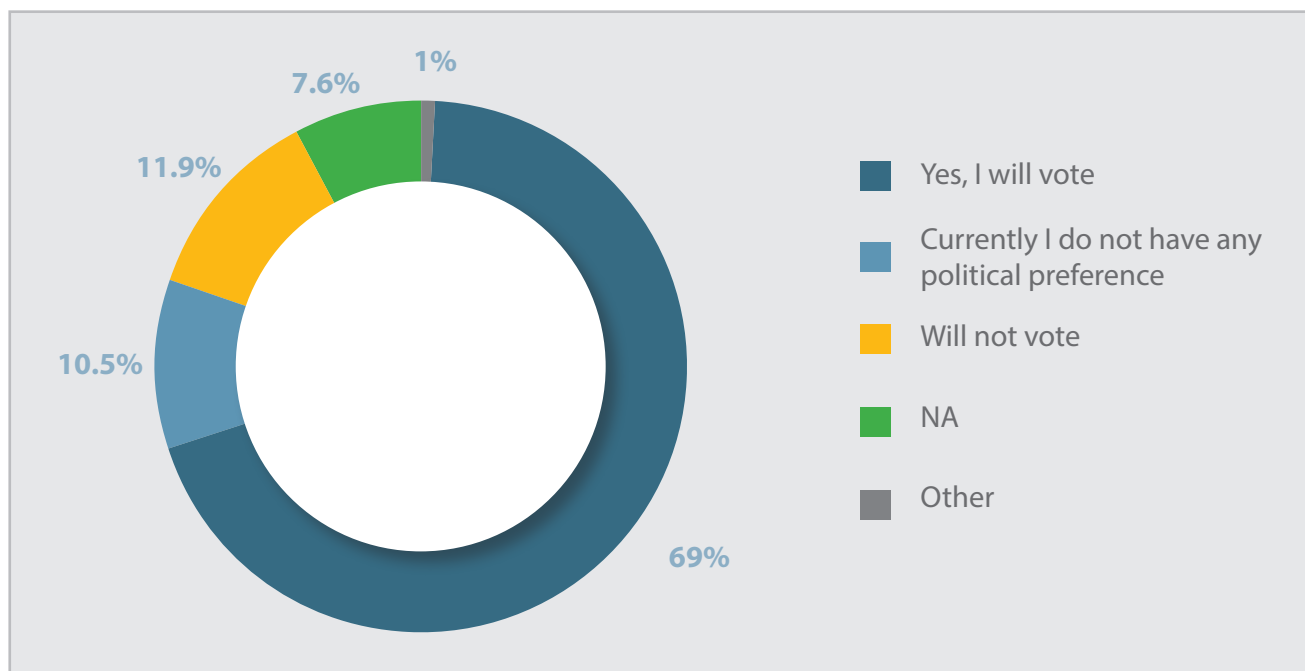
Like in the previous poll, ethnically disaggregated data showed considerable differences between communities in Kosovo in their confidence in elections as a mechanism for change. Overall, a decrease in confidence of their vote as a mechanism for change was observed among Kosovo Albanians, among Kosovo Serbs, and among members of other Kosovo communities. A total of 1% of Kosovo Serbs (6.7% in April 2022) considered their vote can affect changes in Kosovo as opposed to 12% of members of other Kosovo communities (15% in April 2022) and 33.3% of Kosovo Albanians (40.5% in April 2022). While a total of 46% of members of other Kosovo communities did not believe their vote can affect changes (52% in April 2022), 44.8% of Kosovo Serbs (24.8% in April 2022) and 30.9% of Kosovo Albanians (25.6% in April 2022) thought the same. Just as in the last three polls (April 2022, autumn 2021 and May 2021), the number of Kosovo Serbs who believe their vote can affect change to some extent was the highest (38.1%), followed by members of other Kosovo communities (35.5%) and Kosovo Albanians (31.3%).

FIGURE 12 Perception of different communities on whether their vote can change the situation in Kosovo



The November 2022 Public Pulse poll also enquired about the likelihood of respondents to vote if central elections were to be held soon, and their voting preferences. Findings indicate a decrease in the likelihood to vote among respondents compared to April 2022. A total of 69% of respondents (76.7% in April 2022) would vote for a specific political party, or a coalition, if central elections were to take place soon. Almost identical to the results of the April 2022 poll, 11.9% of respondents would not vote (11.1% in April 2022), 10.5% do not have any political preferences (6.8% in April 2022) and 7.6% refused to respond.

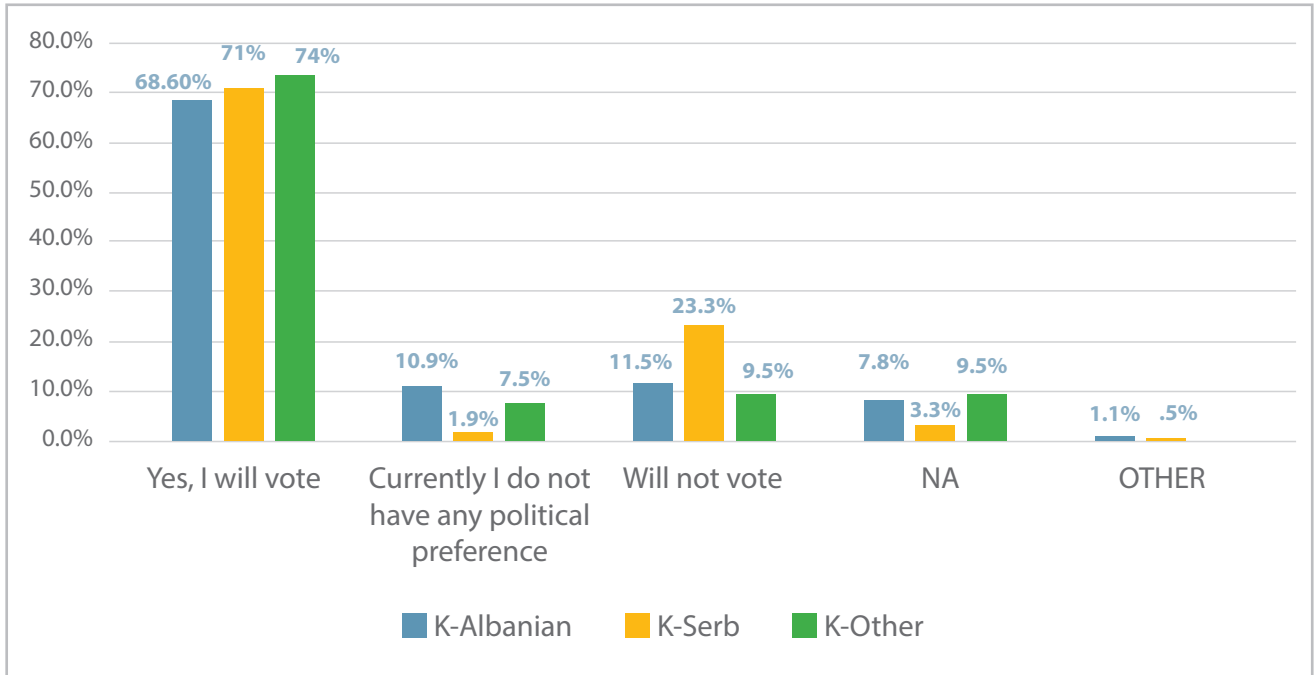
FIGURE 13 Respondents' likelihood to vote if central elections were to be held soon



Gender-disaggregated data showed two trends in November 2022: first, there was a decrease in the likelihood to vote both among men and women, and second-similar to the previous poll-more men would vote if elections were to be held soon, than women. More specifically, 70.6% of men and 67.6% of women would have voted if central elections were to be held in the near future. In April 2022, these figures stood at 81.1% for men and 76.8% for women, whereas in May 2021 it was 83.7% for men and 82% for women. These figures were both lower than December 2020, when 93.4% of men and 92.2% of women declared they would vote.

Ethnically disaggregated data suggest a considerable increase in likelihood to vote among Kosovo Serbs (71%) compared to 52.4% in April 2022. A total of 57.6% of Kosovo Serbs said they would vote in Autumn 2021 and 42.9% in May 2021, and 59.1% were likely to vote in December 2020. Kosovo Albanians likelihood to vote decreased substantially, with 68.6% who would vote, compared to 79.5% in April 2022, autumn 2021 (77.5%) and May 2021 (77.3%). Less members of other Kosovo communities would have voted in November 2022 (74%) than in April 2022 (88%) and autumn 2021 (78%), but more so than in May 2021 (70.2%). A total of 10.9% of Kosovo Albanians (7.4% in April 2022, 6.9% in autumn 2021 and 5.8% in May 2021), 1.9% of Kosovo Serbs (5.7% in April 2022 and in autumn 2022 and 14.8% in May 2021), and 7.5% of members of other Kosovo communities (4.5% in April 2022, 6% in autumn 2022 and 9.5% in May 2021) did not have any political preferences, whereas 11.5% (9.6% in April 2022, 10.9% in autumn 2022 and 9.6% in May 2021) of Kosovo Albanians, 23.3% (18.6% in April 2022, 17.1% in autumn 2022 and 22.9% in May 2021) of Kosovo Serbs, and 9.5% (6% in April 2022, 9% in autumn 2021 and 9.5% in May 2021) of members of other Kosovo communities declared they would not vote if elections were to be held soon. A total of 9.5% of members of other Kosovo communities, followed by 7.8% of Kosovo Albanians and 3.3% of Kosovo Serbs refused to respond to this question.

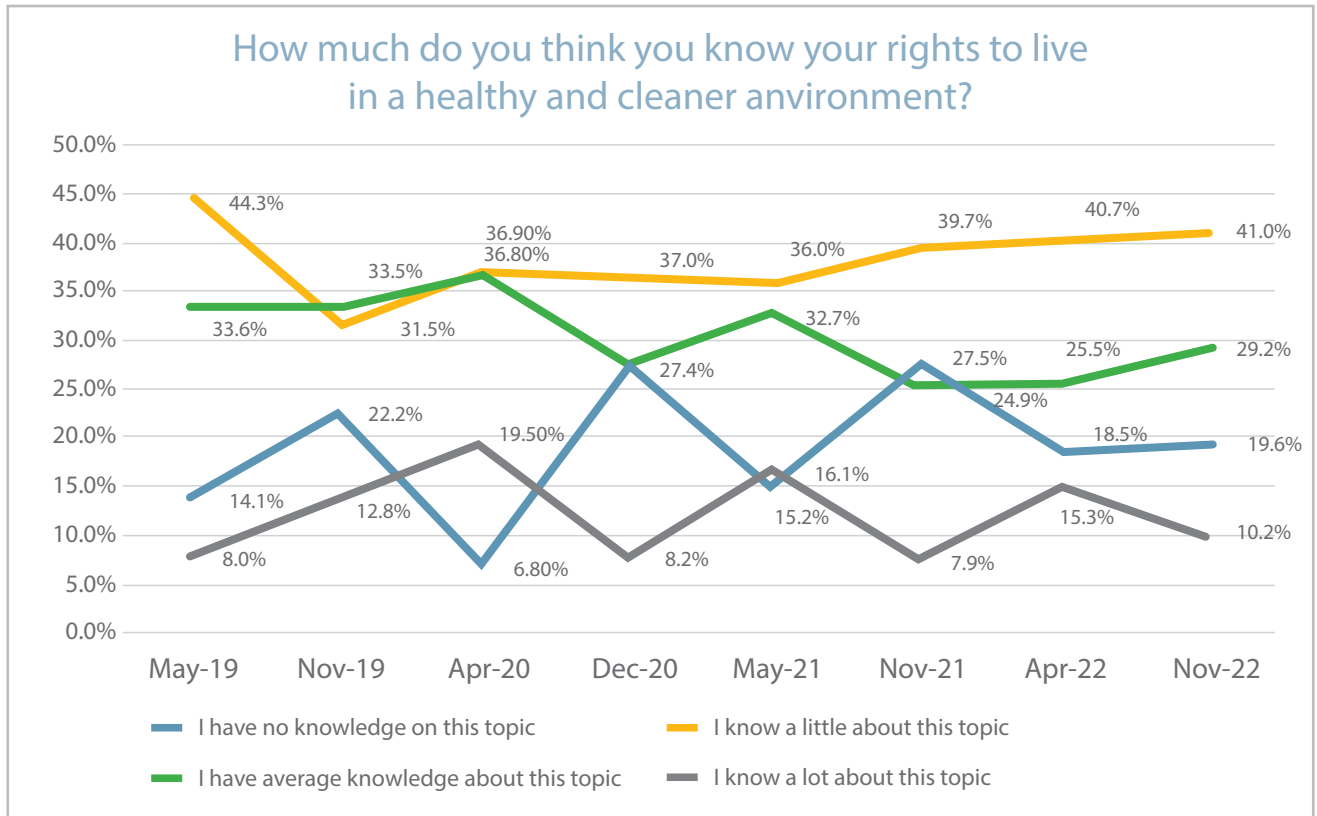
FIGURE 14 Respondents' likelihood to vote and voting preferences, ethnically disaggregated data



ENVIRONMENT

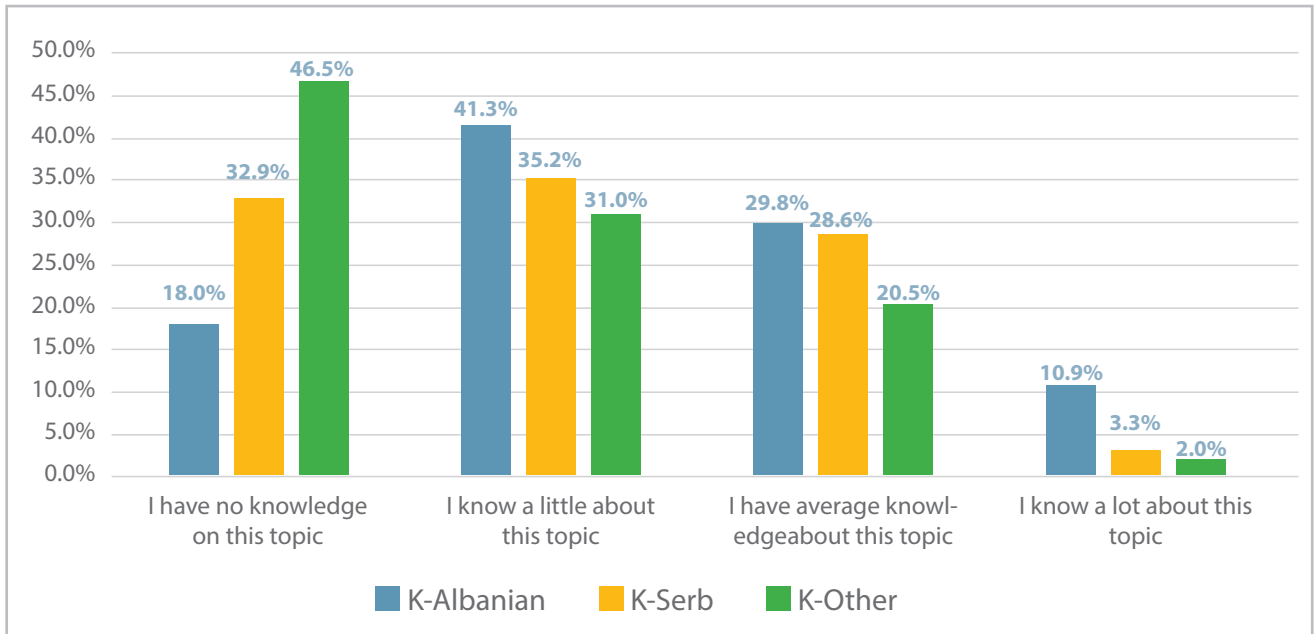
Respondents were also asked about their knowledge on the right to live in a healthy and clean environment. The November 2022 Public Pulse opinion poll showed that there is a difference in people claiming to have a lot of knowledge about their right to live in a healthy and clean environment compared to April 2022. A total of 10.2% (15.3% in April 2022, 7.9% in autumn 2021 and 16.1% in May 2021) said they know a lot about the topic; 29.2% (25.5% in April 2022, 24.9% in autumn 2021 and 32.7% in May 2021) claimed average knowledge; and 41% (40.7% in April 2022, 39.7% in autumn 2021 and 36% in May 2021) of respondents said they know a little about this topic. A total of 19.6% (18.5% in April 2022, 27.5% in autumn 2021 and 15.2% in May 2021) said they have no knowledge about their right to live in a clean and healthy environment.

FIGURE 15 Respondents' awareness about the right to live in a healthy and clean environment



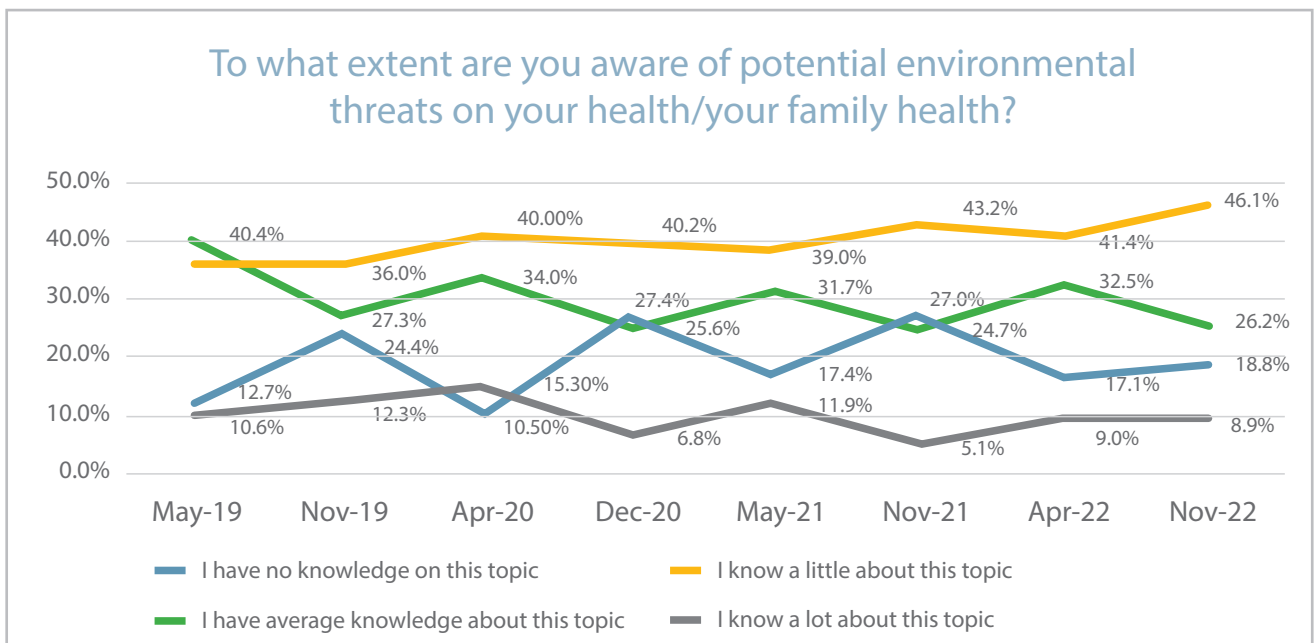
Ethnically disaggregated data showed considerable differences between various communities in Kosovo about their awareness on the right to live in a healthy and clean environment. A total of 46.5% of members of other Kosovo communities, 32.9% of Kosovo Serbs, and 18% of Kosovo Albanians declared they have no knowledge about this issue, which (except for Kosovo Serbs) is an increase in the lack of knowledge from April 2022 (38.6% Kosovo Serbs, 34.5% other Kosovo communities and 17.1% Kosovo Albanians). Members of other Kosovo communities represent the largest share of respondents (46.5%) who declared to have no knowledge about the topic. Kosovo Albanians represent the largest share of respondents with average knowledge about the topic (29.8%). Kosovo Albanians also led in knowing a little about this topic (41.3%) as well as knowing a lot about this topic (10.9%), followed by Kosovo Serbs (3.3%) and members of other Kosovo communities (2%).

FIGURE 16 Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data



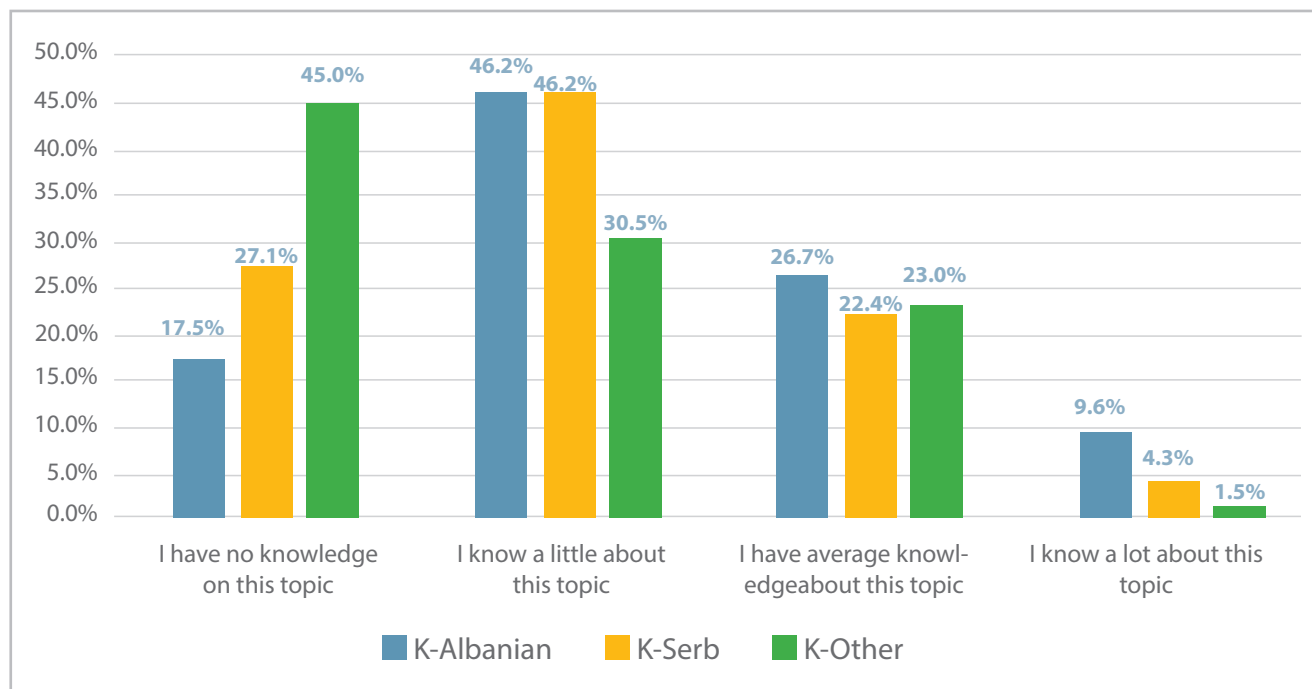
The November 2022 Public Pulse opinion poll also explored the awareness of respondents on the potential environmental threats to their own and their family's health. While 8.9% (9% in April 2022 and 5.1% in autumn 2021) of respondents declared full awareness about these threats, 72.3% (73.9% in April 2022 and 67.9% in autumn 2021) of respondents declared to have little to average knowledge about these threats. A total of 18.8% (17.1% in April 2022 and 27% in autumn 2021) of respondents declared to have no knowledge about potential environmental threats to their own and their family's health. Like the previous poll, gender-disaggregated data showed that men (8.8%) and women (9%) had similar knowledge on this topic. More men (29%) than women (23.4%) had average knowledge about this topic but less men (44.1%) than women (48.1%) have little knowledge about this topic. Slightly more women (19.5%) claimed to have no knowledge about this topic than men (18.2%).

FIGURE 17 Respondents' awareness about potential environmental threats to own and family's health



As shown in Figure 18 below, ethnically disaggregated data highlighted differences in knowledge between ethnic groups regarding potential environmental threats to own and family’s health, as well as differences compared to April 2022 poll. A total of 45% of members of other Kosovo communities, 27.1% of Kosovo Serbs and 17.5% of Kosovo Albanians declared to have no knowledge about this topic. The biggest difference compared to April opinion poll was the increase in the number of other Kosovo communities (29.5%) and decline of Kosovo Serbs (32.4%) who had no knowledge about this topic. Members of other Kosovo communities represent the largest share of respondents who declared to have no knowledge (45%) about the topic. Kosovo Serbs and Kosovo Albanians had equally little knowledge about this topic (46.2%). Kosovo Albanians led in having average knowledge (26.7%), slightly more than members of other Kosovo communities (23%) and Kosovo Serbs (22.4%). With an equal percentage like the previous poll, Kosovo Albanians also led with a lot of knowledge about this issue (9.6%), followed by Kosovo Serbs (4.3%) and members of other Kosovo communities (1.5%).

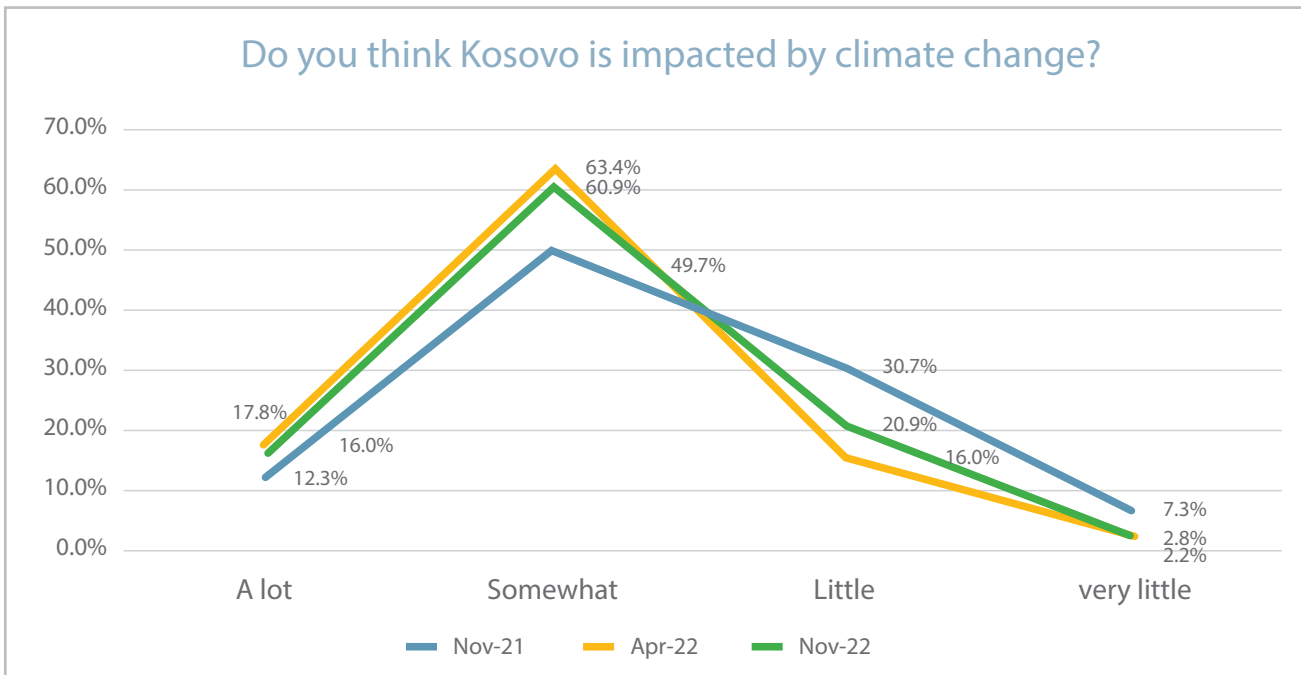
FIGURE 18 Respondents’ awareness of potential environmental threats to own and family’s health, ethnically disaggregated data



For the third consecutive time, the Public Pulse opinion poll also enquired on awareness about climate change. A total of 17.8% (18% in April 2022 and 12.3% in autumn 2021) believed that Kosovo is impacted by climate change and 60.9% (63.4% in April 2022 and 49.7% in autumn 2021) believed it is somewhat impacted by climate change. A total of 20.9% (16% in April 2022 and 30.7% in autumn 2021) believed climate change has little impact, while for 2.2% (2.8% in April 2022 and 7.3% in autumn 2021) climate change has very little impact on Kosovo. Gender-disaggregated data showed no major differences in the perceptions of men and women about the impact of climate change in Kosovo: a total of 78.5% (83.2% in April 2022 and 61.6% in autumn 2021) of men and 75.4% (79.3% in April 2022 and 62.6% in autumn 2021) of women believed that Kosovo is impacted a lot and somewhat by climate change, whereas 21.6% (16.8% in April 2022 and 38.3% in autumn 2021) of men and 24.6%

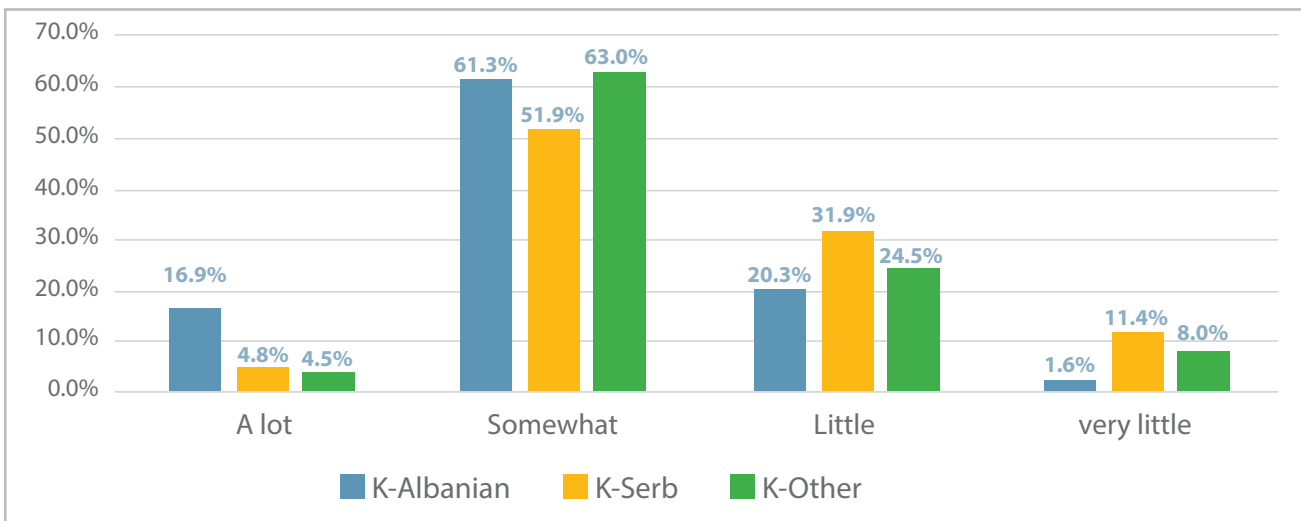
(20.5% in April 2022 and 37.4% in autumn 2021) of women believe Kosovo is impacted little and very little by climate change.

FIGURE 19 Respondents' awareness of the impact of climate change in Kosovo



Ethnically disaggregated data showed that 78.2% (82.5% in April 2022 and 62.7% in autumn 2021) of Kosovo Albanians believed that Kosovo is impacted a lot and somewhat by climate change, followed by 67.5% of members of other Kosovo communities (64.5% in April 2022 and 66% in autumn 2021) and 56.7% of Kosovo Serbs (64.3% in April 2022 and 51.9% in autumn 2021). The latter led (43.3%) in believing that Kosovo is impacted little and very little by climate change (35.7% in April 2022 and 48% in autumn 2021), followed by members of other Kosovo communities (32.5% compared to 35.5% in April 2022 and 34% in autumn 2021) and Kosovo Albanians (21.9% compared to 17.5% in April 2022 and 37.4% in autumn 2021).

FIGURE 20 Respondents' awareness of the impact of climate change in Kosovo, ethnically disaggregated data



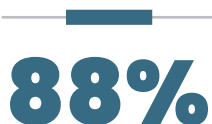
METHODOLOGY

The findings presented in this brief are based on an opinion poll which surveyed 1,306 respondents in Kosovo over the age of 18, from 21 October to 3 November 2022. The sample included the same number of men and women from all Kosovo municipalities and regions, covering both urban and rural areas. In terms of ethnic representation, the sample included 896 Kosovo Albanians, 210 Kosovo Serbs, and 200 members of other Kosovo communities (Kosovo Ashkali, Kosovo Bosnians, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks). The survey was based on a multi-staged random probability sampling and was conducted through face-to-face interviews. The sample is representative of households in Kosovo.⁵

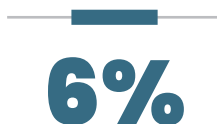
WEIGHTING POPULATION TOTALS

Public Pulse polls oversample minorities in order to disaggregate data by ethnicity. However, when calculating total numbers, the Public Pulse team weights data by actual population figures. Since 2002, the following percentages for weighting the population totals have been used:

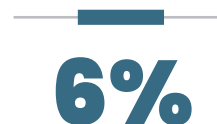
Kosovo Albanians:



Kosovo Serbs:



Members of other Kosovo communities:



According to the 2011 population census and official data from the Kosovo Agency of Statistics, the current ethnic composition in Kosovo is the following:

Ethnicity	Total Population	Percentage of Total Population
Kosovo Albanian	1,616,869	92.93
Kosovo Serb	25,532	1.47
Kosovo Turk	18,738	1.08
Kosovo Bosnian	27,533	1.58
Kosovo Gorani	10,265	0.59
Kosovo Roma	8,824	0.51
Kosovo Ashkali	15,436	0.89
Kosovo Egyptian	11,524	0.66
Other, refused to declare and not available	5,104	0.29
Total	1,739,825	100.00

⁵In the report, terms percent and percentage point are used. A percentage point is the numerical difference between two percentages; whereas percent is the ratio expressed as fraction of 100. Percent refers to the rate of change, whereas percentage point measures the actual amount of change.

If these figures were to be followed for the Public Pulse polls, weighting would be the following:



However, considering that Kosovo Serbs in the northern Kosovo had not participated in the 2011 Census, along with the general observation that the participation rate of Kosovo Serbs in the rest of Kosovo was lower, the need to add another 34,000 Kosovo Serbs was estimated, bringing the total number of Kosovo Serbs considered for the purposes of this study to 59,532. This also increased the total population of Kosovo to 1,773,825. When these changes were taken into consideration, the weighting in the Public Pulse polls was applied in the following manner:



CALCULATION OF INDICES

The DI is a composite average based on respondents' level of agreement or disagreement with the following developments in Kosovo: extent of free and fair elections, Assembly monitoring, the performance of central institutions, independence of the judiciary system, freedom of expression and media, existence of a watchdog civil society, human rights-based Constitution and laws, and whether local and central Executive work according to people's priorities. The DI is a continuous measure which ranges from 0 to 3 where a score from 0 to 1.5 means that majority of respondents consider democratization not to be on the right track and a score from 1.5 to 3 means that majority of respondents agree that democratization is on the right track.

The ECI is a composite average which is calculated based on the respondents' evaluation of favorable or unfavorable economic conditions in Kosovo. Specifically, respondents evaluate the following conditions: expectations regarding their family's total income, employment conditions in the next six months, and an assessment of the current business and employment conditions. The ECI is a continuous measure which ranges from 0 to 3 where the range of 0 to 1.5 indicates an unfavorable assessment of the economic situation by the majority of the population and the range of 1.5 to 3 indicates a favorable assessment by the majority.

NOVEMBER 2022