



PUBLIC PULSE BRIEF XXIV

APRIL 2023

The views expressed in this document are those of the opinion poll respondents and do not necessarily represent the views of either UNDP or USAID.

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EXECUTIVE SUMMARY

Public Pulse, a flagship research project, funded by USAID for over twenty years, and implemented by UNDP, has contributed directly to provision of credible and unbiased data to Kosovo institutions and stakeholders, as well as international partners in a broader effort to advocate for data use in policy development as they are critical in both proper institutional interventions and enhanced institutional accountability.

As part of the project, the Public Pulse Briefs provide findings on key indicators regarding people's perception on socio-economic issues, security, environment, and political issues. Opinion polls are conducted biannually and reflect the opinion of over 1,300 respondents of over 18 years old in Kosovo¹. The Public Pulse Brief XIV report findings are based on the data collected from 4 April to 25 April 2023 in the entire 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 polls 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 April 2023 opinion poll, data indicate that on average, people's satisfaction with Kosovo central institutions has increased by 5.9 percentage points. Satisfaction with the performance of the executive cabinet was recorded at 45.8%, marking a 4.8 percentage points increase compared to November 2022 when it stood at 41%. Satisfaction with the work of Prime Minister was recorded at 51.5%, which indicates 6.6 percentage points increase compared to November 2022 (44.95%). Satisfaction with the work of the Assembly stood at 46.5%, compared to 39.1% in November 2022, whereas satisfaction with the Kosovo Assembly Speaker stood at 58.3%, compared to 50.8% in November 2022. Satisfaction level with the President was recorded at 60.3% as compared to 56.8% in November 2022. There was an increase in the satisfaction rate with Courts and the Office of the Chief Prosecutor, both standing at 29%, respectively, compared to 24.4% and 22%, respectively, in November 2022.

Satisfaction with economic direction was recorded at 17.79%, a 6.97 percentage points increase compared to November 2022 when it stood at 10.82%.

The Democratization Index (DI) decreased by 0.04 points (1.48) from November 2022 when it stood at 1.52 points. However, an increase by 0.17 points was recorded on the Economic Confidence Index (ECI), which stood at 1.03, compared to 0.86 in November 2022. 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 for the majority of people regarding democratization and economic index.

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

A significantly higher number of respondents were ready to protest for political reasons in April 2023 (37.6%) than in November 2022 (24.2%). This number matched the number of people who were ready to protest for political reasons in April 2022. Data disaggregated by ethnicity showed that higher number of Kosovo Serbs (40.5%) were ready to protest for political reasons compared to Kosovo Albanians (28.5%) and members of other Kosovo communities (29.5%).

Findings from April 2023 opinion poll showed a slight increase in the sense of safety among respondents compared to November 2022 with 82.85% feeling safe when outside in April 2023, compared to 80.43% in November 2022. Data disaggregated by gender showed that more men (24.9%) than women (21.1%) stated that they feel safe when outside. The feeling of safety among Kosovo Serbs increased (33.8%) in April 2023, compared to 15.3% respectively, in November 2022.

When asked about the most pressing problems in Kosovo, unemployment (32.7%), poverty (20.1%), and inflation (11.6%) were ranked as top three issues. While findings showed similarity with perceived top major problem in November 2022, when unemployment stood at 29.9% and poverty at 21%, there's a decrease with the number of people (17.4%) who listed prices for essential supplies as a major problem in November 2022, when compared to April 2023 (10.2%). Data disaggregated by ethnicity showed that interethnic relations (20.5%), unemployment (20.5%) and road infrastructure (14.8%) were perceived as top three major problems for Kosovo Serbs, whereas unemployment (28%), poverty (19.5%) and informal economy (12%) were the most pressing issues for members of other Kosovo communities. For Kosovo Albanians, unemployment (32.8%), poverty (20.4%) and inflation of prices (12.3%) were the three major problems in Kosovo.

Public Pulse XXIV data recorded a decrease in the number of respondents who perceived that employment in the public institutions of Kosovo is merit based. Only 22% of respondents believed that employment in public institutions is merit based in April 2023, compared to 27% in November 2022.

On this edition, Public Pulse enquired respondents to answer questions about transitional justice. Data showed that 58.4% Kosovo Albanians and 70% members of other Kosovo communities believed fully or believed that the Agreement on the Path to Normalization of relations between Kosovo and Serbia will affect the life of Kosovo people positively, while 24.8% of Kosovo Serbs believed the same. Most of the respondents (57.1%) believed fully or believed that the Agreement on the Path to Normalization of relations will aid Kosovo on its path towards EU. Ethnicity disaggregated data showed that while 58% of Kosovo Albanians and 65% other Kosovo communities % fully believed or believed that the agreement will aid Kosovo on its path towards EU, only 22.4% Kosovo Serbs believed the same.

Additional data obtained through this and previous polls will be made available in the Public Pulse Data Visualization Platform and ASKData.²

2 Data Visualization Platform: <https://bit.ly/3KryB76>

ASKData is a platform of Kosovo Agency of Statistics: <https://askdata.rks-gov.net/pxweb/en/ASKdata/>.

PUBLIC PULSE KEY INDICATORS

The April 2023 opinion poll data showed a positive increase on respondents' satisfaction with the work of all Kosovo central institutions. On average 45.8% of the respondents were satisfied with the work of Kosovo central institutions compared to 39.9% in November 2022, 48.4% in April 2022, 47% in November 2021, 51.4% in April 2021.

In the April 2023 opinion poll, data indicated that on average, people's satisfaction with Kosovo central institutions has increased by 5.9 percentage points. Satisfaction with the performance of the executive cabinet was recorded at 45.8%, marking a 4.8 percentage points increase compared to November 2022 when it stood at 41%. Satisfaction with the work of Prime Minister was recorded at 51.5%, which indicates 6.6 percentage points increase compared to November 2022 (44.95%). Satisfaction with the work of the Assembly stood at 46.5%, compared to 39.1% in November 2022, whereas satisfaction with the Kosovo Assembly Speaker stood at 58.3%, compared to 50.8% in November 2022. Satisfaction level with the President was recorded at 60.3% as compared to 56.8% in November 2022. There was an increase in the satisfaction rate with Courts and the Office of the Chief Prosecutor, both standing at 29%, respectively, compared to 24.4% and 22%, respectively, in November 2022.

Political Indicators		May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Nov-22	Apr-23	Trend
Satisfaction with executive cabinet	Executive Cabinet	17.70%	14.40%	60.70%	21.30%	59.10%	47.60%	47.20%	41.00%	45.80%	
	Prime minister	36.50%	20.70%	65.40%	23.00%	59.50%	53.20%	52.60%	44.90%	51.50%	
Satisfaction with legislative	Parliament	19.60%	18.60%	33.40%	22.60%	52.90%	50.30%	50.20%	39.10%	46.40%	
	Speaker of parliament	23.60%	20.50%	72.40%	46.70%	59.20%	55.40%	54.40%	50.80%	58.30%	
Satisfaction with President	President	20.40%	21.20%	18.70%	33.90%	63.70%	55.20%	58.40%	56.80%	60.30%	
Satisfaction with judiciary	Court	18.70%	13.60%	24.80%	23.00%	34.60%	33.90%	39.10%	24.40%	29.00%	
	Prosecutor's office	16.40%	14.20%	22.30%	23.00%	30.80%	34.00%	37.10%	22.00%	29.00%	

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

POLITICAL DIRECTION

The increase in satisfaction with key central institutions was not followed with an increase in political direction. Compared to November 2022 (23.62%), about the same number of respondents (23.2%), were very satisfied and satisfied with the political direction of Kosovo. About one third of the respondents (31.2%) were neutral, and 45.6% were dissatisfied with Kosovo’s political direction

Gender-disaggregated data showed very small differences between women and men regarding their satisfaction with political direction of Kosovo, with 22.8% of women and 23.5% of men being very satisfied and satisfied with Kosovo’s political direction. More men (49.2%) than women (41.7%), were dissatisfied with Kosovo’s political direction. Larger differences were recorded in ethnically disaggregated data where level of satisfaction with the political direction of Kosovo among other Kosovo communities was the highest with 44%, followed by Kosovo Albanians with 22.1% and Kosovo Serbs with 6.2%. It is worth noting that the level of satisfaction of Kosovo Serbs has increased by 4.3 percentage points compared to November 2022, when this number stood at 1.9%. However, still the highest level of dissatisfaction was found among Kosovo Serbs (52.4%) followed by Kosovo Albanians (46.2%), and by members of other Kosovo communities (23.5%). The percentage of those that were neutral in their assessment of Kosovo’s political direction was also highest amongst Kosovo Serbs (41.4%), followed by other Kosovo communities (32.5%) and Kosovo Albanians (31.1%).

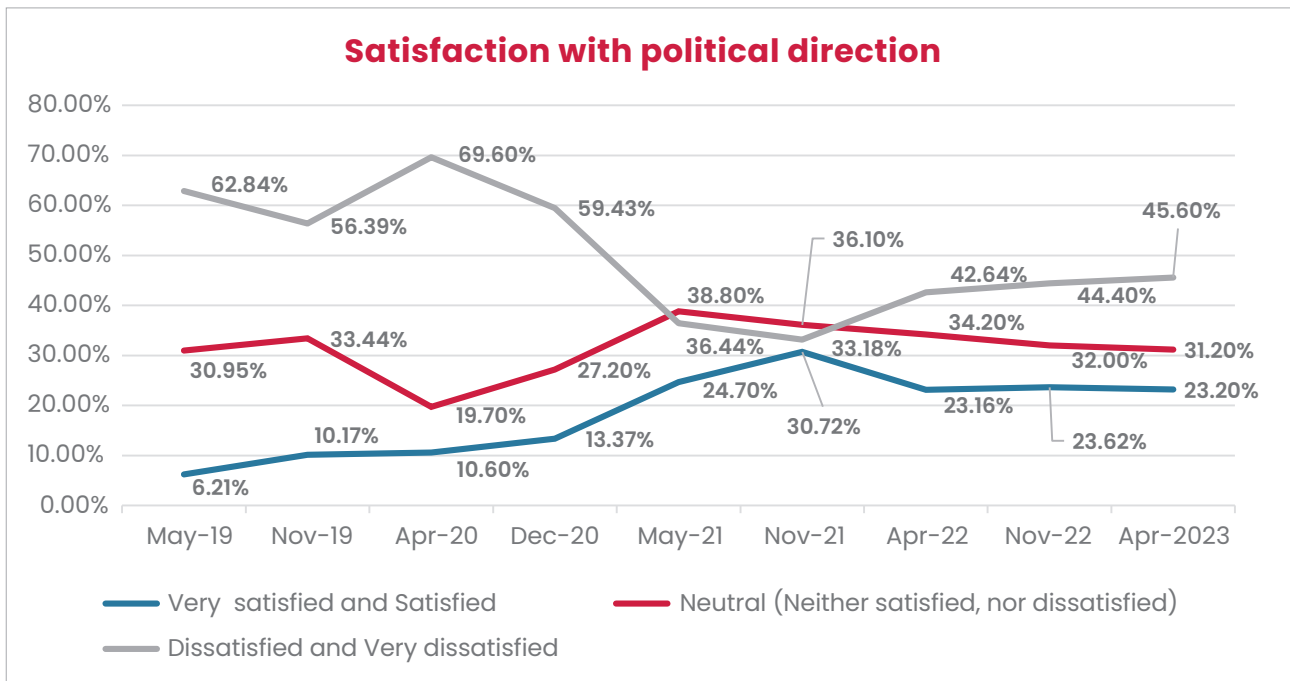


FIGURE 1 Respondents’ satisfaction with political direction of Kosovo

A significantly higher number of respondents were ready to protest for political reasons in April 2023 (37.6%), compared to November 2022 (24.2%). The same number of people who were ready to protest was recorded in April 2022 (37.6%). Data disaggregated by ethnicity showed an increase on readiness to protest for political reasons among all ethnicities. The largest increase in readiness to protest was among Kosovo Serbs with 40.5%, compared to 11% in November 2022. The rating among Kosovo Albanians stood at 28.5% as compared to 24.3% in November 2022, whereas the rating among members of other Kosovo communities stood at 29.5% as compared to 21% in November 2022.

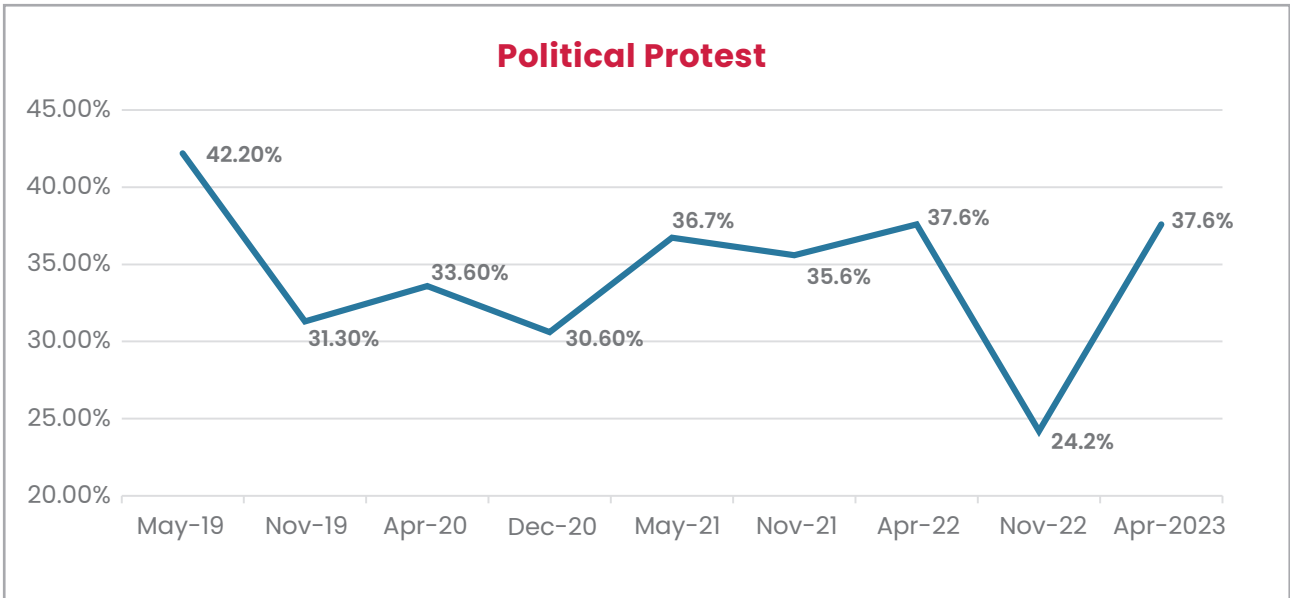


FIGURE 2 Percentage of respondents that would join political protests

PERSONAL SAFETY

To measure the perception of personal safety when out in public, respondents were asked whether they feel safe or unsafe while out in the streets, in terms of potential violence and crime. The April 2023 findings showed 2.42 percentage points increase on respondents' perception on their safety when outside compared to November 2022, 82.85% from 80.43%, respectively.

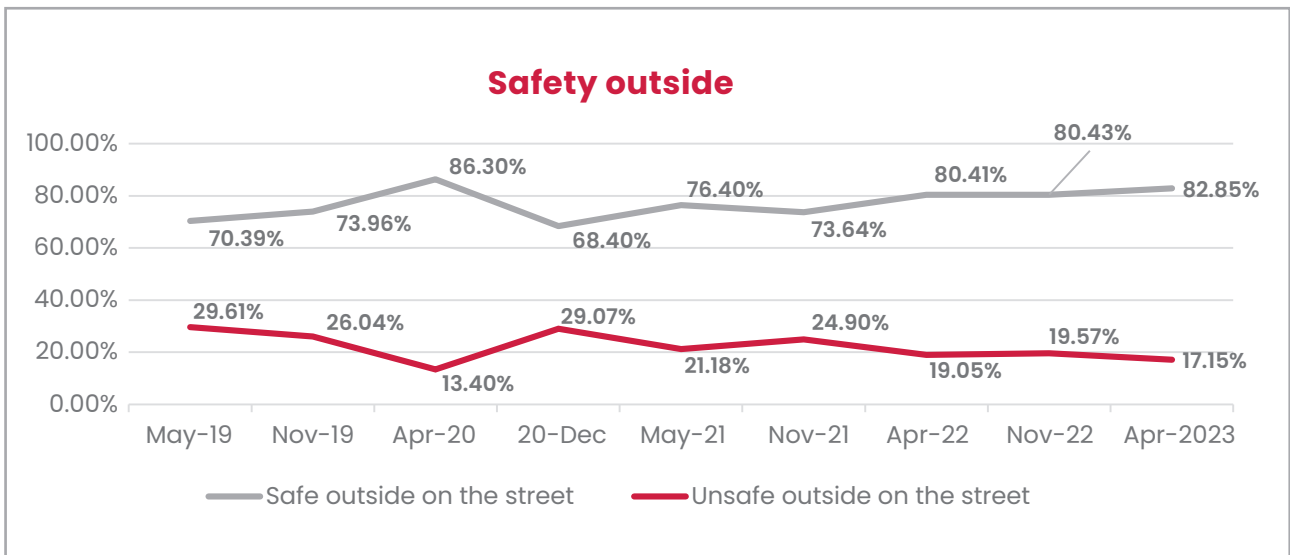


FIGURE 3 Respondents' perception of safety

Gender-disaggregated data showed that men (83.9%) feel safer when out in the street than women (81.7%). A total of 85% of Kosovo Albanians and 88% of other Kosovo communities reported that they feel safe when outside on the streets, as opposed to 33.8% of Kosovo Serb. Ethnically disaggregated data showed that overall, there is an increase on the perception of safety across all communities. Compared to November 2022, 2.2 percentage point increase was recorded among Kosovo Albanians, 18.61 percentage points increase among Kosovo Serbs and 8.5 percentage points increase among other Kosovo communities, on their perception of safety when out on the street.

DEMOCRATIZATION AND ECONOMIC CONFIDENCE INDICES

In May 2023 Public Pulse opinion poll recorded a decrease in Democratization Index and an increase in Economic Confidence Index. More specifically the current DI has decreased by 0.04 points (1.48) compared to November 2022 (1.52). Economic Confidence Index has increased by 0.17 points (1.03) compared to November 2022 (1.03).

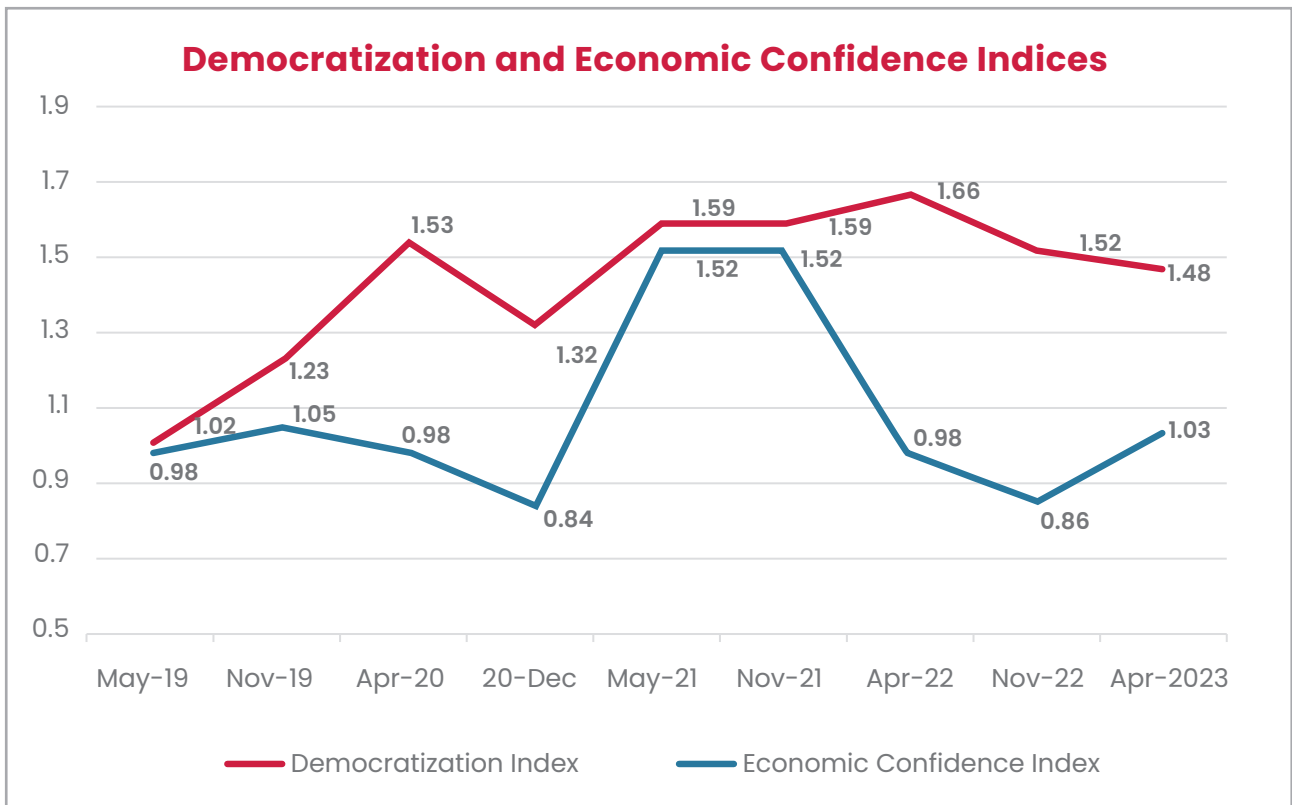


FIGURE 4 Democratization and Economic Confidence Indices

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. Data showed that a total of 62.2% of respondents claimed that the elections in Kosovo are democratic and in accordance with international standards, compared to 69% in November 2022, 73% in April 2022 and 70.9% in November 2021. The number of respondents who believed that the Parliament monitors the performance of Executive Cabinet stood at 51.3%, compared to 61% in November 2022, and 67.5% in April 2022. Findings revealed a decrease on respondents’ perception that Judiciary systems is independent on its decision, with 29.2% compared to 34.5% in November 2022. A decrease with belief that Kosovo central executive cabinet and similarly, a decrease with belief that local institutions work according to priorities of Kosovo people, were recorded in May 2023 opinion poll. Whereas the former had a decrease from 44.5% in November 2022 to 40.6% in May 2023, the latter had a decrease from 51.4% in November 2022 to 46.7% in May 2023. Finally, a 3.5 percentage points decrease was observed on respondents’ opinion that the democratic processes in Kosovo are going in the right direction.

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%	62.20%	
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%	51.30%	
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%	29.20%	
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%	63.70%	
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%	51.30%	
Is your Local (municipal) institutions working according to priorities of Kosovo people?	29.80%	29.62%	56.70%	41.53%	52.64%	54.88%	55.82%	51.38%	46.70%	
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%	40.60%	
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%	60.30%	
Regardless of daily politics and looking forward to the future, do you agree that the democratic processes in Kosovo are instituted and are going	22.40%	33.01%	42.50%	36.22%	58.65%	55.65%	59.63%	51.00%	47.50%	

TABLE 2 Trend analysis of DI components

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 Table 3 below. Questions pertaining to ECI could be answered with “Favourable”, “Unfavourable” and “Neutral.” A total of 14% of respondents had favorable expectations regarding their family’s total income within next six months, a 3.1 percentage points increase compared to November 2022 (11.2%). A total of 8.4% of respondents claimed favourable assessment on current business conditions. A slight increase compared to November 2022 (7.1%), is observed in respondents’ perception on current employment conditions, with 8.2% viewing them as favourable. Finally, a somewhat higher increase is observed in how respondents view future employment conditions - six months from the May 2023 opinion poll - a total of 12.6% view them favourable, as opposed to 8.3% in November 2022. Overall, responses to the ECI components suggest that less than half of the people of Kosovo (1.03) have an optimistic view of the economy.

Favourable	May-19	Nov-19	Apr-20	20-Dec	May-21	Nov-21	Apr-22	Oct-22	Apr-23	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%	14.30%	
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%	8.40%	
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%	8.20%	
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%	12.60%	

TABLE 3 Trend analysis of ECI components

ECONOMIC DIRECTION

In line with the increase of Economic Index, a positive increase in terms of perception with the economic direction of Kosovo is presently heading towards was recorded. Findings from April 2023 opinion poll showed 7 percentage points increase on satisfaction with economic direction compared to November 2022, when this number was recorded at 10.82%. However, the number of respondents who were dissatisfied with the economic direction of Kosovo remained high, with 57.29% very dissatisfied or dissatisfied with the economic direction. Whereas 18.5% of men were very satisfied or satisfied with Kosovo's economic direction, 16.7% of women felt the same. About the same number of men (57.5%) and women (57%) were very dissatisfied or dissatisfied with Kosovo's economic direction. Data disaggregated by ethnicity showed that Kosovo Albanians ranked with the highest dissatisfaction level with 57.9%, respectively, followed by Kosovo Serbs with 56.6% and members of other Kosovo communities with 39.6%. Compared to November 2022, dissatisfaction with economic direction among Kosovo Serbs has increased by 9.5 percentage points, but it decreased among members of other Kosovo communities by 9.9 percentage points.

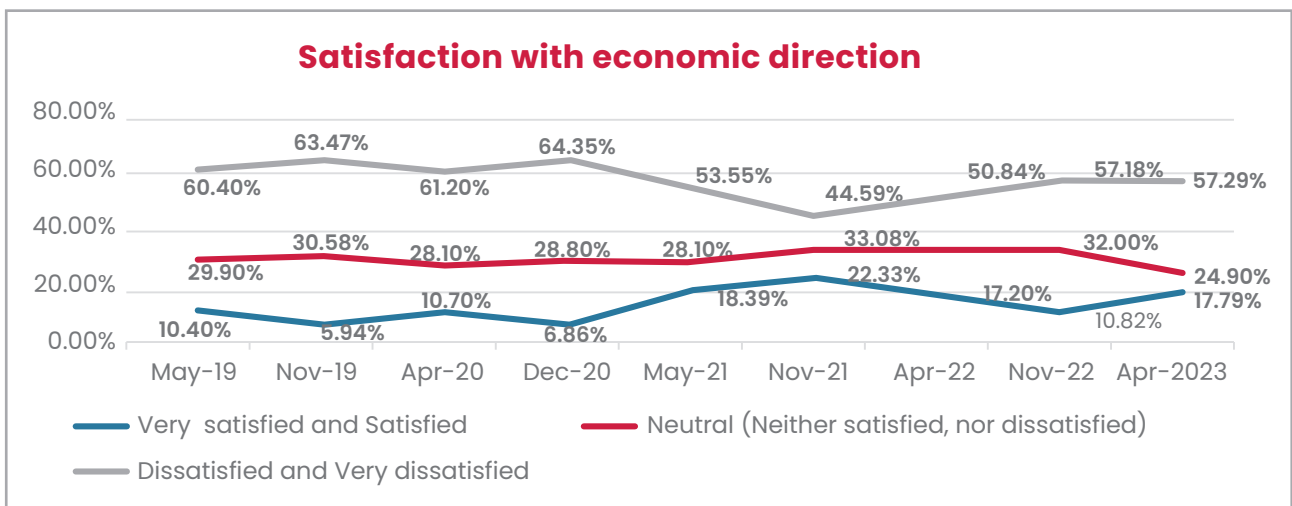


FIGURE 5 Satisfaction with the economic direction of Kosovo

MAJOR PROBLEMS CURRENTLY FACING KOSOVO

Respondents were enquired to write on most pressing problem Kosovo is currently facing and unemployment (32.7%), poverty (20.1%) and inflation (11.6%) were identified as three top pressing problems in Kosovo. Prices for essential supplies (10.2%) and health-care services (4.7%) were among top five problems identified. Compared to November 2022 poll, the number of those who ranked unemployment as a major problem increased by 2.8 percentage points, whereas the number of those who ranked prices for essential supplies as a major issue decreased by 7.2 percentage points.

Gender disaggregated data showed that like in previous polls, women (37.7%) were more concerned about unemployment compared to men (27.8%). However, unlike the November 2022 opinion poll where both women (20.6%) and men (21.2%) seemed to be equally concerned about poverty, April 2023 data showed that women (22.1%) were more concerned about poverty than men (18.1%).

Ethnically disaggregated data showed that unemployment ranked as top problem for all ethnicities, for 32.8% Kosovo Albanians, 28% members of other Kosovo communities and 20.5% Kosovo Serbs, respectively. While poverty was ranked as the second most pressing issues by 20.4% Kosovo Albanians and 19.5% members of other Kosovo communities, road infrastructure was ranked as the second most pressing issue by 14.8% Kosovo Serbs.

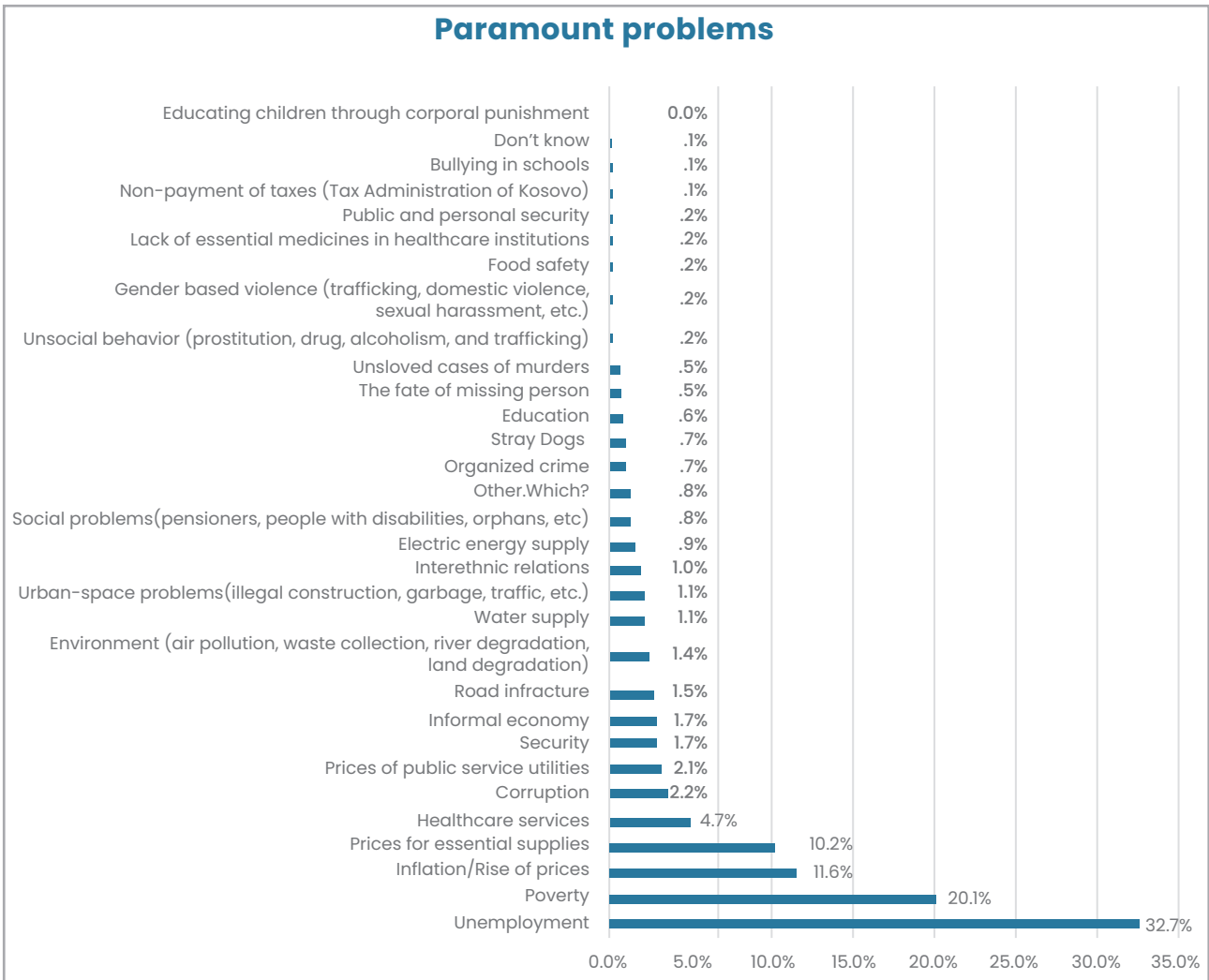


FIGURE 6 Perceptions on major problems currently facing Kosovo

MERIT-BASED RECRUITMENT IN THE PUBLIC AND PRIVATE SECTOR

The April 2023 opinion poll showed five point percentage decrease on respondents' perception on merit-based employment in public sector. While 27% of the respondents believed that employment in public sector is merit based in November 2022, only 22% thought the same in April 2022. When asked what is most important for employment in public sector, party allegiance (33.9%), family connection (28%) were two top answers, followed by education (15.4%), bribe (11%), professional experience (3.8%), vocational trainings (3%), and friends (3%).

Contrary to November 2022 opinion poll, when women were more confident in merit-based employment than men, the April 2023 data showed that more men (24.1%) believed that employment in public sector is merit-based, compared to women (20.5%). For both men and women, party allegiance was the most helpful way to get a job in the public sector, with 37% and 30.7%, respectively.

Similar to the previous polls, ethnically disaggregated data showed that party loyalty appeared to be the key factor in gaining employment for Kosovo Albanians (35.1%) and Kosovo Serbs (23.1%), while for other Kosovo communities, education (23.5%) enabled easier employment in the public sector. While in four previous polls (April 2021, November 2021, April 2022, and November 2023), the least confidence in merit-based employment was found among Kosovo Serbs, in April 2023 opinion poll the least confidence in merit-based employment in public sector was found among members of other Kosovo communities (39.2%), followed by Kosovo Serbs (36.5%) and Kosovo Albanians (20.9%).

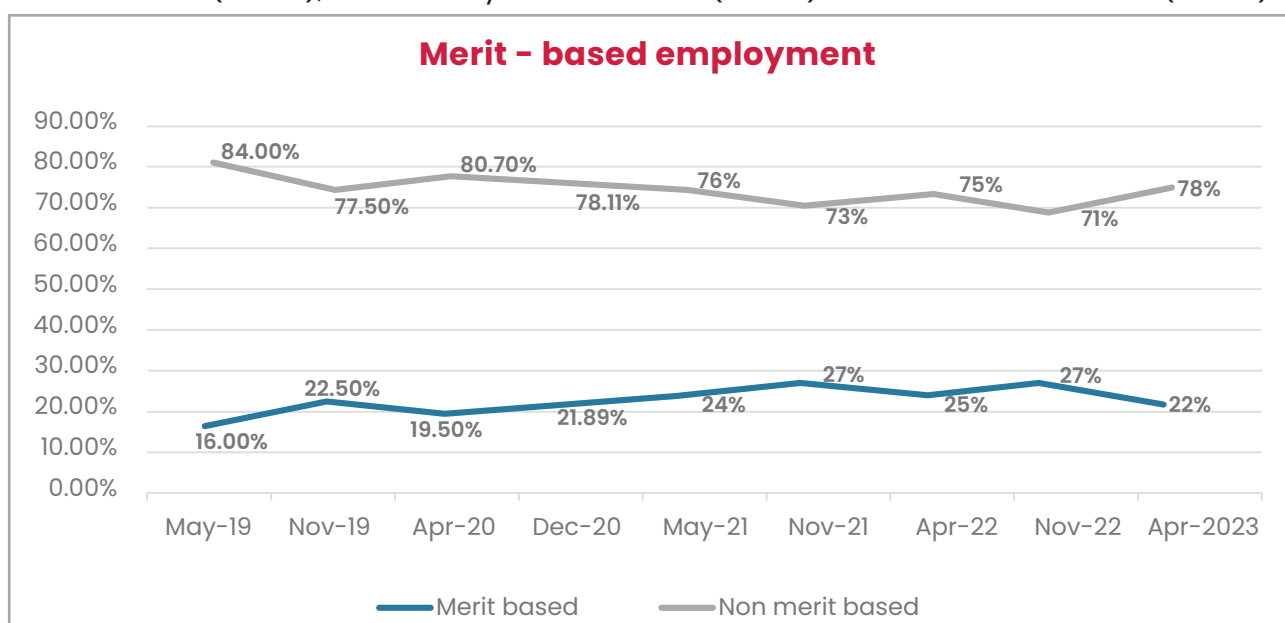


FIGURE 7 Perceptions of the role of meritocracy to gaining employment in the public sector

As far as the private sector is concerned, 54% of the respondents believed that employment in private sector is gained based on merit. Professional experience perceived to be the most useful criterion in getting employment in the private sector for 35.2% of respondents. Respondents identified the following non-merit factors in gaining employment in the private sector: family connections (19.2%), friends (16.9%), party allegiance (4.1%), bribe (2.9%), appearance (2.2%), and to a lesser extent, gender (0.3%).

Just like in November 2022 opinion poll, when men (54.5%) were more confident in merit-based employment in the private sector than women (51.6%), in April 2023 opinion poll, more men (56%) reported to be confident in merit-based employment in private sector, than women (51.4%).

Ethnically disaggregated data showed that Kosovo Serbs (63.3%) were more confident in private sector employment, than members of other Kosovo communities (56.5%) and Kosovo Albanians (52.7%).

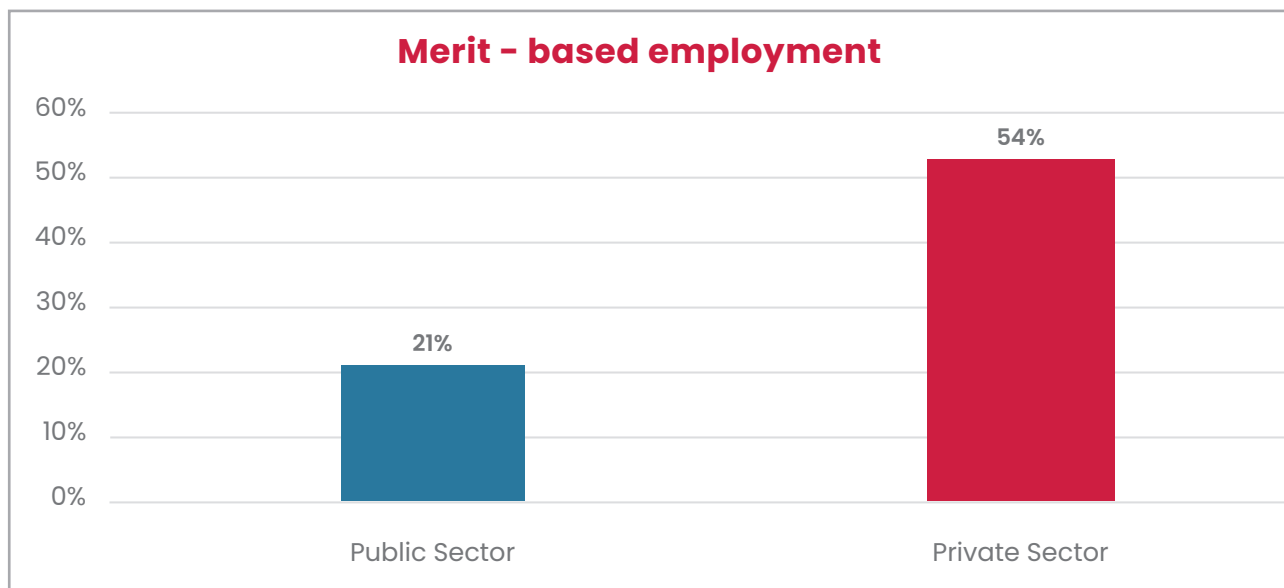


FIGURE 8 Perceptions of the role of meritocracy to gaining employment in the public versus private sector

PERCEPTIONS ON LARGE-SCALE CORRUPTION

On average, 23.5% of respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo, compared to 21.1% in November 2022 and 22.1% in April 2022. While this number was steadily decreasing since December 2020, when on average 28% of the respondents claimed they perceive large-scale corruption to be present, a 2.4 percentage increase was recorded in April 2023 compared to November 2022.

Kosovo Police was perceived to be least corrupt with 7.3% believing there is a presence of large-scale corruption, followed by International Organizations (14.1%), Municipalities (15.8%), Education (16.9%). The most corrupt organizations were perceived to be Courts (37.7%), followed by Customs (35.8%) and Privatization Agency of Kosovo (33.7%). The biggest changes in perceptions on large-scale corruption were observed in the following institutions: Customs (26.9% compared to 35.8% in November 2022), Courts (37.7% compared to 30.8% in November 2022), and Central administration (25.3% compared to 20.1% in November 2022). A positive decrease in perception on large-scale corruption was observed with Kosovo Police (7.3% compared to 13.5% in November 2022), and Municipalities (15.8% compared to 18.4% in November 2022).

	May-19	May-19	Apr-20	Dec-20	May-21	Apr-21	Apr-22	Nov-22	Apr-23	Trend
Healthcare (hospitals and family health-care centers)	25.10%	33.40%	11%	25%	22.90%	18.80%	18.10%	18.60%	20.50%	
KEDS	40.70%	38.90%	27.30%	28.70%	26.10%	25.80%	26.50%	24.50%	28.40%	
KEK				27.50%	25.30%	25.80%	26.70%	23.00%	26.10%	
Courts	30.70%	42.00%	24.50%	31.60%	32.50%	27.70%	27.90%	30.80%	37.70%	
Customs	29.30%	41.40%	30.60%	39.20%	34.30%	32.30%	36.20%	26.90%	35.80%	
Central administration/government	36.70%	35.30%	20.80%	29.50%	23.10%	19.50%	13.90%	20.10%	25.30%	
PAK (Privatization Agency of Kosovo)	40.70%	48.10%	36.60%	39.00%	39.30%	29.40%	32.60%	28.80%	33.70%	
Municipalities (local government)	25.80%	29.80%	13.30%	24.70%	20.40%	19.10%	16.30%	18.40%	15.80%	
Education (schools, University)	20.70%	26.10%	13.60%	19.50%	15.10%	16.80%	12.10%	14.30%	16.90%	
TAK (Tax administration of Kosovo)	35.30%	42.20%	18.90%	30.20%	27.40%	28.80%	25.40%	24.10%	21.20%	
PTK	44.20%	40.80%	37.90%	33.20%	31.60%	23.70%	25.90%	25.30%	25.40%	
Banks	33.80%	34.10%	18.90%	28.10%	22.90%	22.20%	20.50%	14.70%	20.70%	
International organizations	19.50%	23.60%	5.50%	23.80%	15.70%	17.60%	14.00%	12.20%	14.10%	
Kosovo Police (KP)	17.00%	20.70%	9.80%	15.30%	14.00%	20.50%	14.00%	13.50%	7.30%	

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

When asked about the reasons behind the evaluation on the presence of large-scale corruption in the public and international institutions in Kosovo, data revealed that similar to previous polls information through media is the top answer for 68.9% of the respondents. A total of 28.6% of respondents declare that conversations with relatives and friends shaped the basis of their opinions regarding the extent of corruption, whereas only 2.6% of respondents claimed that personal experiences where they were asked for money, gifts, or other favors in return for certain services influenced their opinions.

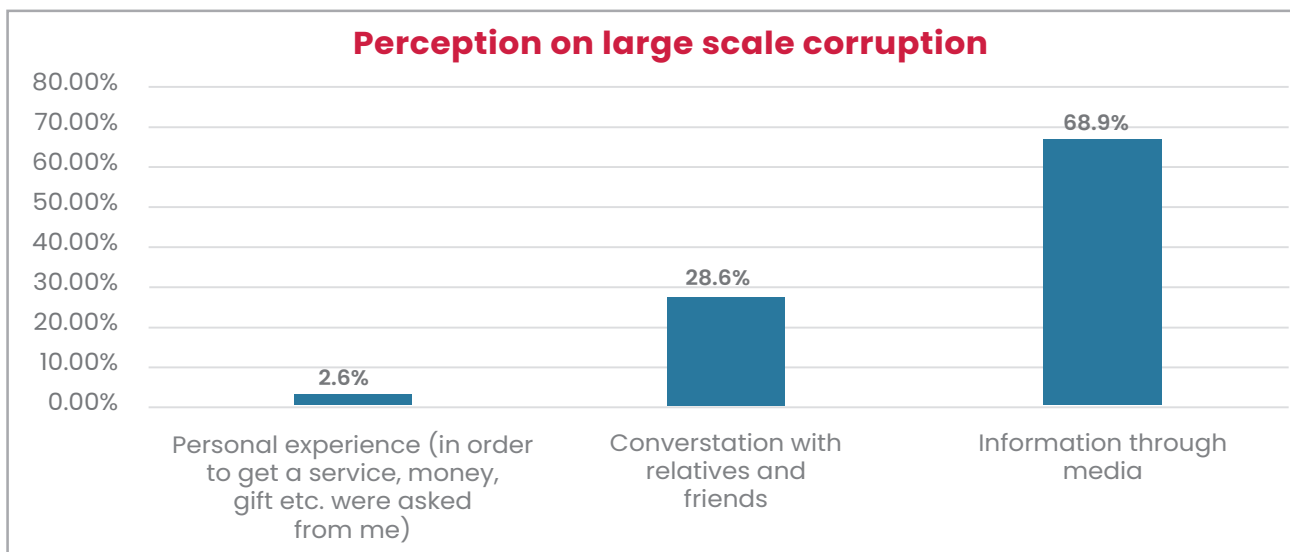


FIGURE 9 Respondents' reasons behind their evaluation of the extent of corruption in Kosovo

ATTITUDES TOWARDS VOTING

The April 2023 Public Pulse opinion poll also enquired about the voting attitudes of the people of Kosovo. A total of 32.7% of the respondents showed confidence that their vote can change the political situation in Kosovo compared to 31.2% in November 2022, 38.1% in April 2022, 29.4% in autumn 2021, and 43.8% in April 2021. Whereas 33.9% considered that their vote cannot change the political situation, 29.7% considered it does to some extent. A total of 3.7% declared that they didn't know whether their vote can affect change.

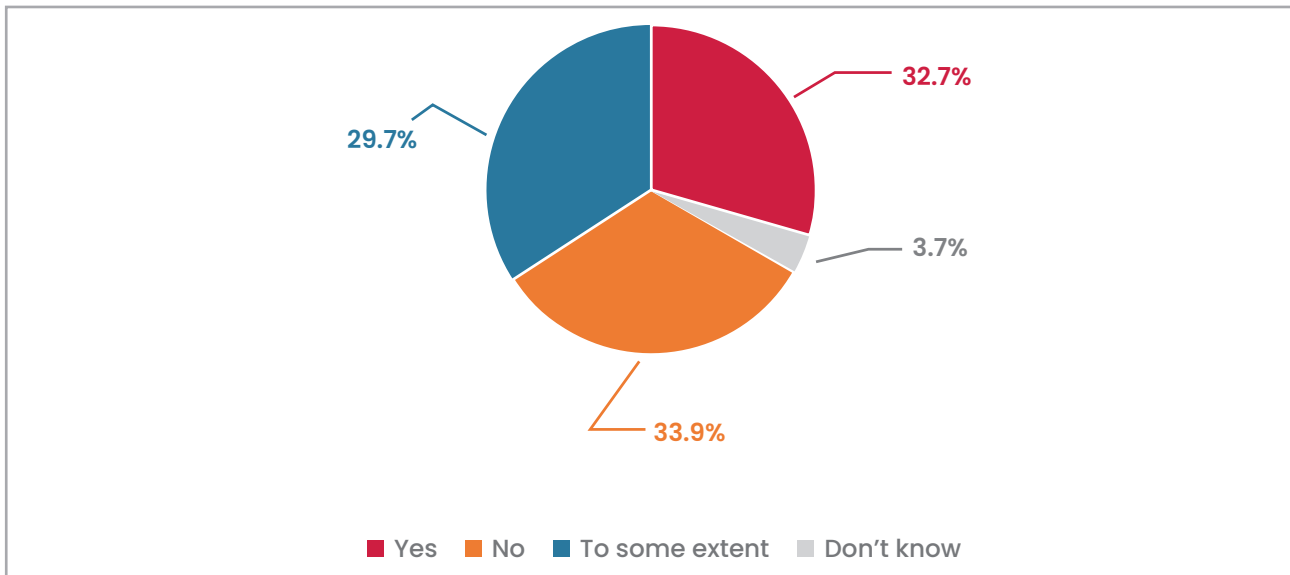


FIGURE 10 Respondents' perception on whether their vote can change the situation in Kosovo

Gender-disaggregated data showed an increase in confidence about the power of their vote to affect change among men compared to November 2022. While 34.7% (32% in November 2022) of men considered that their vote can change the situation in Kosovo, 30.7% (35.9% in April 2022) of women thought the same. A total of 33% of men and 34.9% of women believed their vote cannot affect change, whereas 29.9% of men and 29.5% of women felt their vote can affect changes only to some extent.

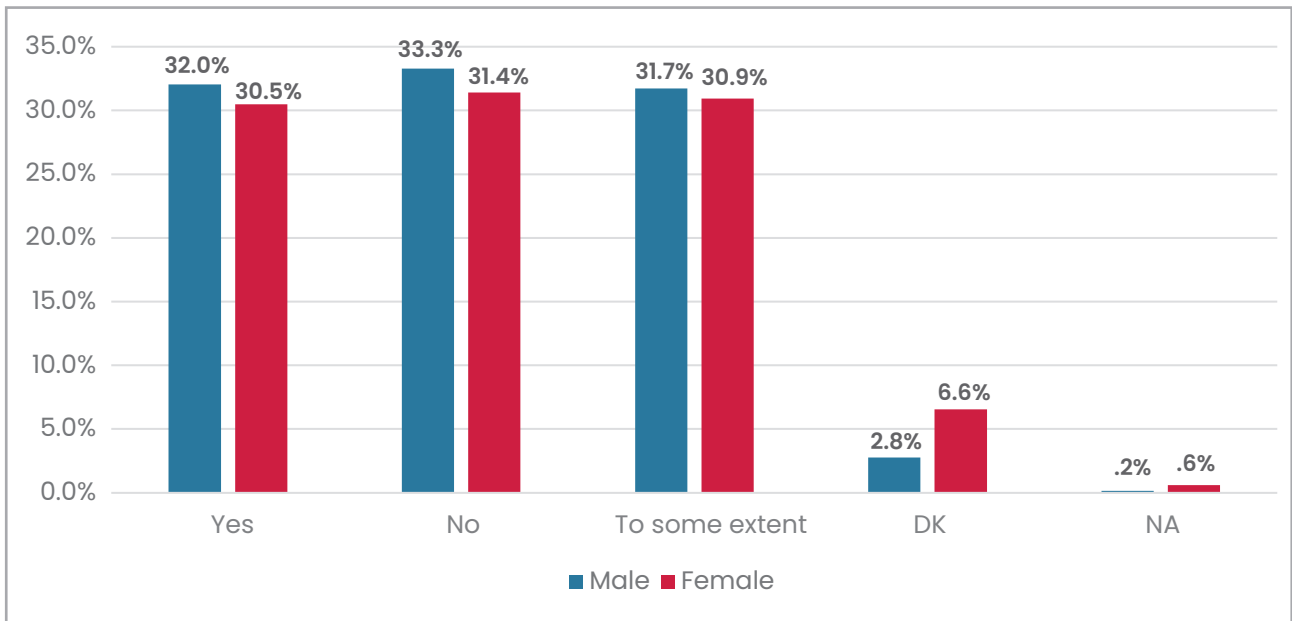


FIGURE 11 Perception of men and women on whether their vote can change the situation in Kosovo

Data disaggregated by ethnicity showed an increase among communities in Kosovo in their confidence in elections as a mechanism for change. A total of 35% of Kosovo Albanians considered their vote can change the situation in Kosovo (33.3% in November 2022), followed by 17.5% members of other Kosovo communities (12% in November 2022) and 3.8% Kosovo Serbs (1% in November 2022). While a total of 56.2% Kosovo Serbs did not believe their vote can affect change (44.8% in November 2022), 51.5% of members of other Kosovo communities and 32.4% of Kosovo Albanians declared the same.

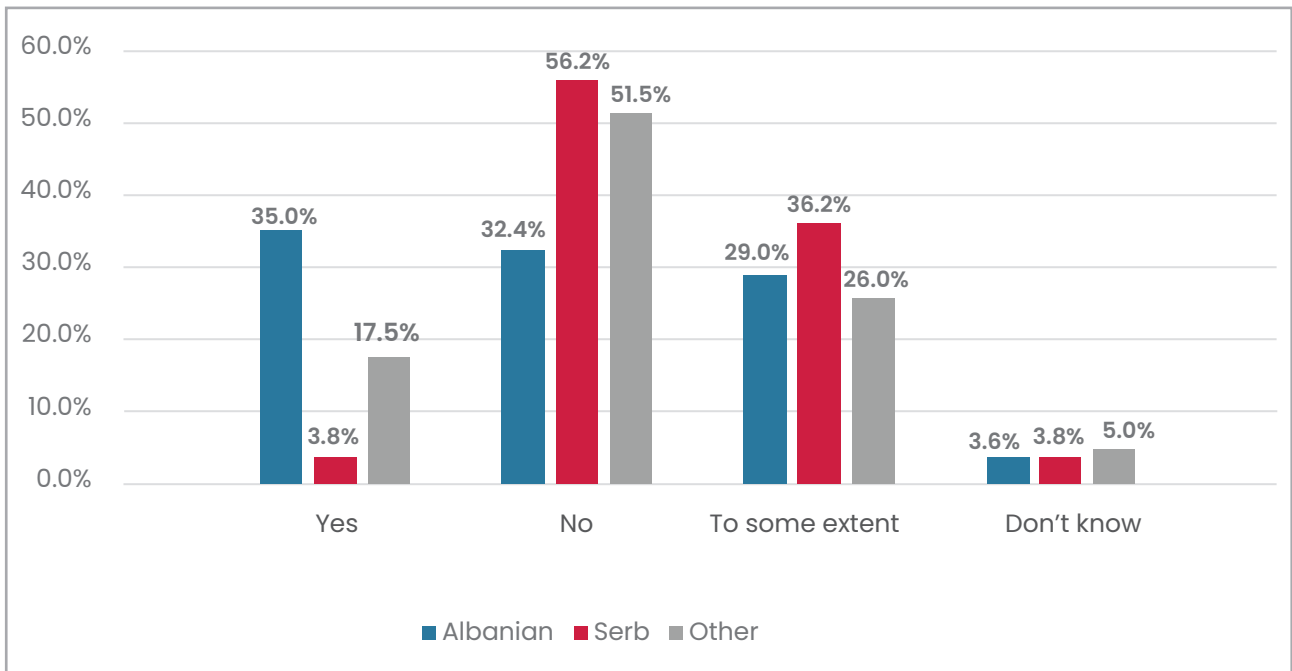


FIGURE 12 Perception of different communities on whether their vote can change the situation in Kosovo

The April 2023 Public Pulse poll also enquired about the likelihood of respondents to vote if central elections were to be held soon, and their voting preferences. Data showed an increase in the likelihood to vote among respondents. A total of 77.6% of respondents claimed that they would vote for a specific party or coalition if central election were to take place soon, as opposed to 69% in April 2022, however this number was identical with that of April 2022, when this number was recorded at 76.5%. A total of 11.4% of the respondents stated that they will not vote if central election were to take place soon, similar to 11.9% in November 2022, and 11.1% in April 2022.

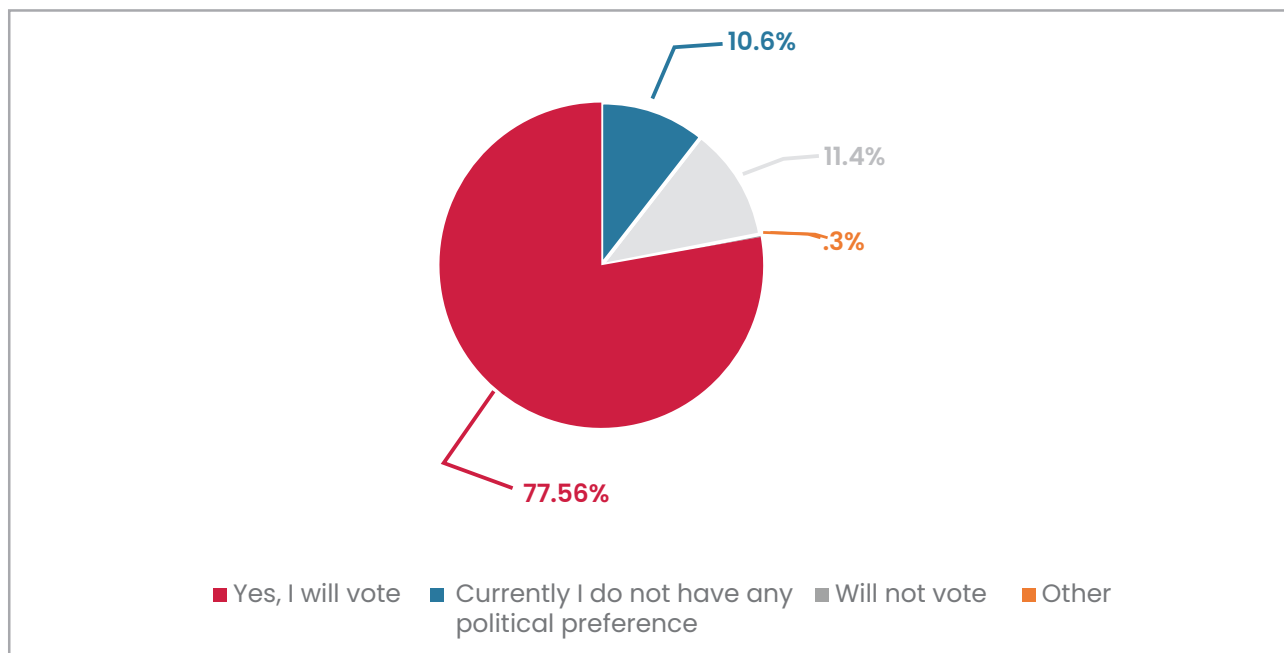


FIGURE 13 Respondents' likelihood to vote if central elections were to be held soon

Gender-disaggregated data showed an increase in the likelihood to vote both among men and women. A total of 89.6% men said they would vote if the central elections were to be held soon compared to 70.6% in November 2022, and 86.8% women said they would vote if central elections were to be held soon, compared to 67.6% in November 2022. Identical number of men (10.8%) and women (10.7%) said that do not have any political preferences, whereas more women (13.1%) than men (10.1%) stated that they will not vote if the central elections were to be held soon.

Ethnically disaggregated data show that members of other Kosovo communities (83.3%) and Kosovo Serbs (81.4%) are more likely to vote if the election were to be held in the near future as opposed to Kosovo Albanians (77.2%). Ethnically disaggregated data recorded in April 2023, showed an increase in likelihood to vote across all ethnicities compared to November 2022, when these numbers stood at 71% Kosovo Serbs, 74% members of other Kosovo communities and 68.6% Kosovo Albanians, respectively. However, a higher portion of Kosovo Serb respondents (17.5%) stated that they will not vote, compared to Kosovo Albanians (11.5%) and members of other Kosovo communities (7.6%). More Kosovo Albanians (11.2%) said that they do not have any political preference, compared to members of other Kosovo communities (4%) and Kosovo Serbs (1.1%).

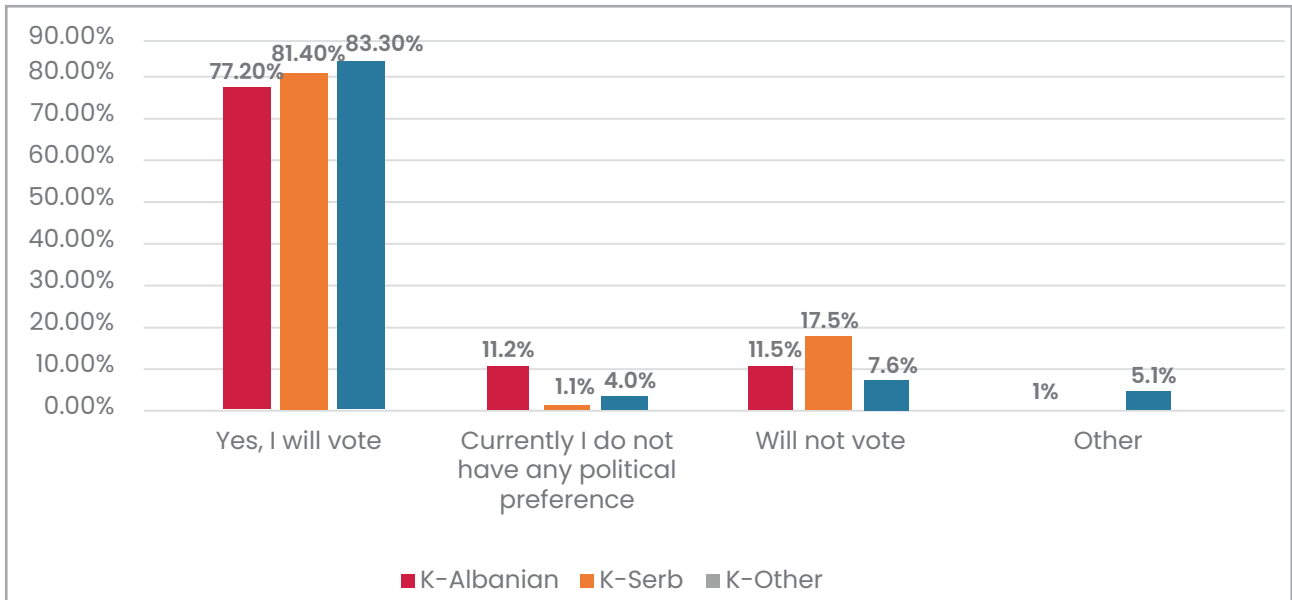


FIGURE 14 Respondents' likelihood to vote and voting preferences, ethnically disaggregated data

ENVIRONMENT

When asked about their right to live in a healthy and clean environment a total of 14.5% of respondents claimed they have no knowledge about this topic, and this number has been decreasing since November 2021 when it was recorded at 27.5%, April 2022 when it was recorded at 18.5% and November 2022 at 19.6%. A total of 38.3% said they knew little about this topic, followed by 32.3% who had average knowledge about this topic and 14.9% who knew a lot about this topic.

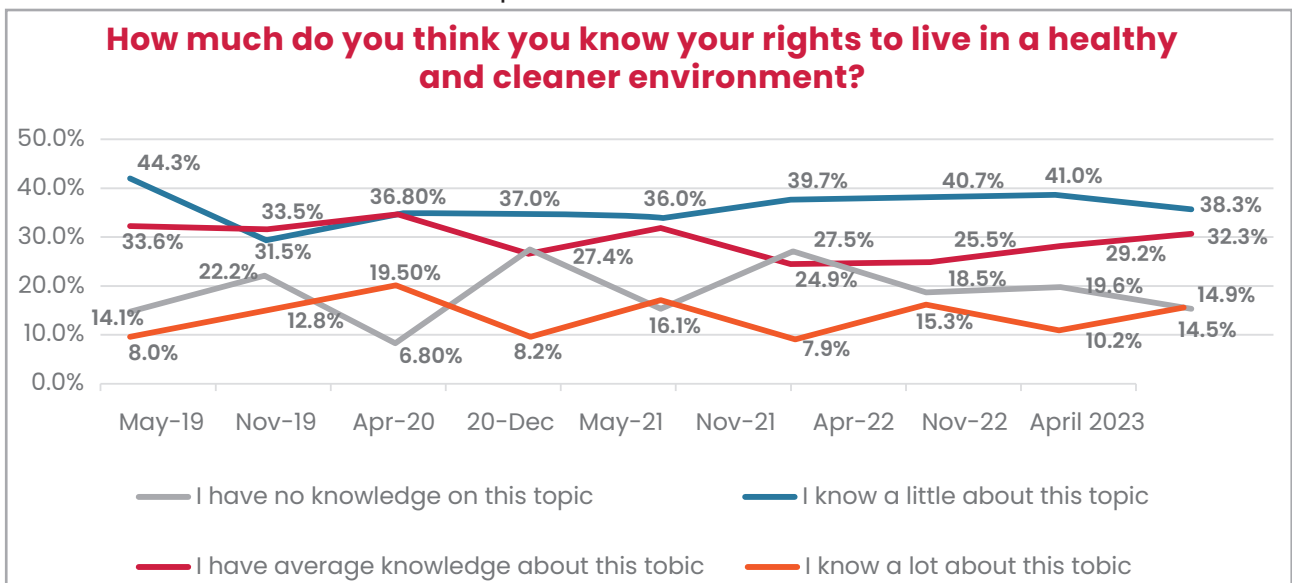


FIGURE 15 Respondents' awareness about the right to live in a healthy and clean environment

Ethnically disaggregated data showed considerable differences between various communities in Kosovo about their awareness about the right to live in a healthy and clean environment. A total of 31.5% of members of other Kosovo communities, 13.8% of Kosovo Serbs, and 14.7% of Kosovo Albanians declared they have no knowledge about this topic, which showed a decrease in the lack of knowledge from November 2022 (46.5% members of other Kosovo communities, 32.9% Kosovo Serbs, and 18% Kosovo Albanians). Kosovo Albanians represented the largest portion of respondents who claimed to know a lot about this topic with 16.1%, while only 5% of members of other Kosovo communities and 4.3% of Kosovo Serbs claimed the same.

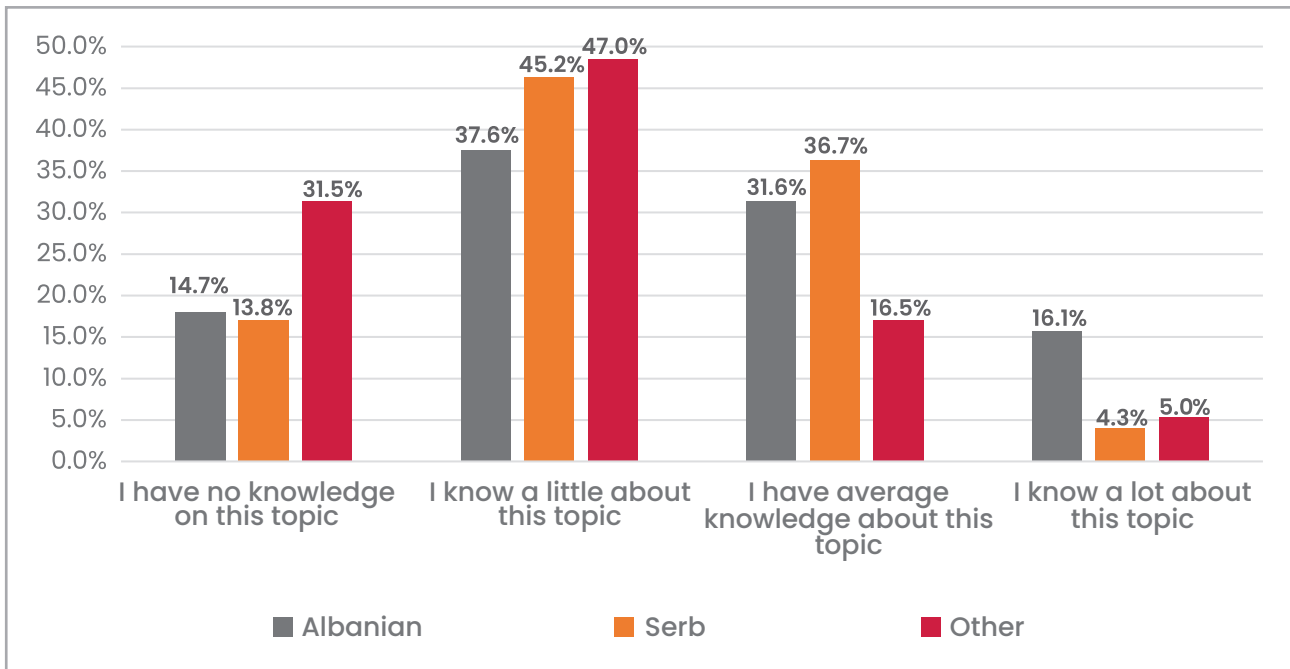


FIGURE 16 Respondents' awareness regarding their right to live in a healthy and clean environment, ethnically disaggregated data

The respondents were also enquired about their awareness about the potential environmental threats to their own and their family's health. Similar to November 2022 a total of 18.8% of respondents claimed that they have no knowledge about this topic. Whereas a total of 41.6% respondents stated that they know a little about this topic, 26% said that they have average knowledge and 13.6% that they know a lot about this topic. Gender disaggregated data showed that 13.4% of men and 15.5% of women have no knowledge about this topic while 16% of women and 13.9% of men stated that they knew a lot about this topic.

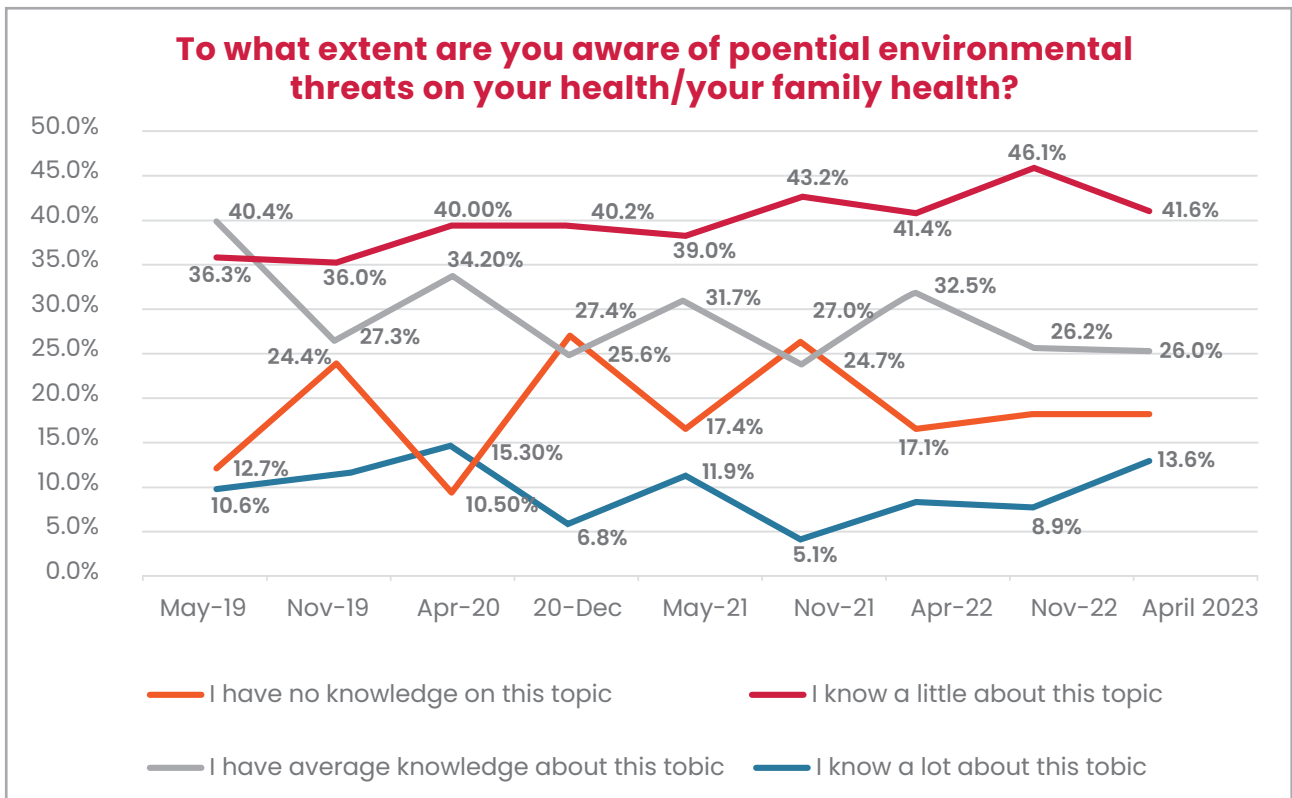


FIGURE 17 Respondents’ awareness about potential environmental threats to own and family’s health

Ethnically disaggregated data showed that there are noticeable differences amongst communities who stated they have no knowledge about this topic (shown in figure 18). While only 18.4% of Kosovo Albanians claimed that they have no knowledge on the potential that environmental threats have on their own or their family health, 22.9% of Kosovo Serbs and 38.5% of members of other Kosovo communities claimed the same. Likewise, a higher portion of Kosovo Albanians (14.7%) claimed to know a lot about this topic, as opposed to Kosovo Serbs (3.3%) and members of other Kosovo communities (3.5%).

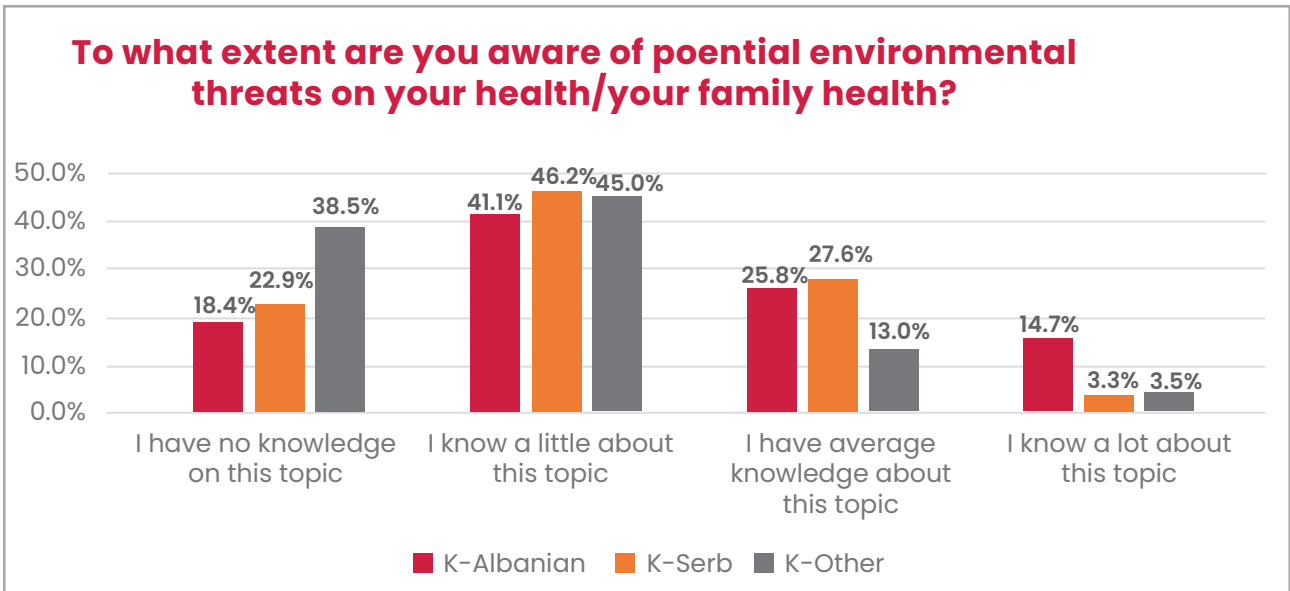


FIGURE 18 Respondents’ awareness of potential environmental threats to own and family’s health, ethnically disaggregated data

Since November 2021, Public Pulse opinion poll has been enquiring the respondents on their awareness about climate change. A total of 15.2% (16% in November 2022, 18% in April 2022 and 12.3% in November 2021) of respondents claimed that Kosovo is impacted by climate a lot, whereas 18.3% (21% in November 2022, 19% in April 2022, and 38% in November 2021) of respondents claimed that Kosovo is impacted little or very little by climate change. A total of 66.4% stated that Kosovo is somewhat impacted by climate change as opposed to 61% in November 2022, 16% in April 2022, and 30.7% in November 2021. Gender-disaggregated data showed no major differences in the perceptions of men and women about the impact of climate change in Kosovo.

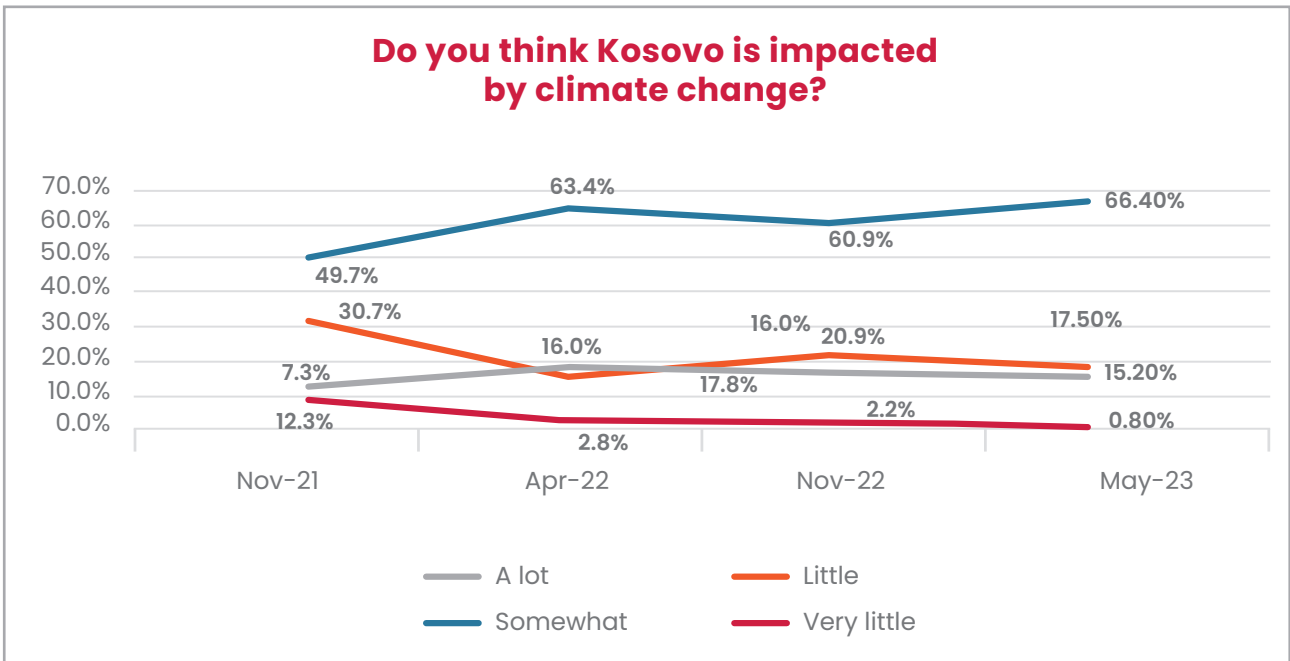


FIGURE 19 Respondents’ awareness of the impact of climate change in Kosovo

Ethnically disaggregated data showed that 21.4% of Kosovo Serbs, 13.7% Kosovo Albanians and 8% members of other Kosovo communities believed that Kosovo is impacted a lot by climate change, while 81% members of other Kosovo communities, 67% Kosovo Albanians, and 51% Kosovo Serbs believed that its impacted somewhat.

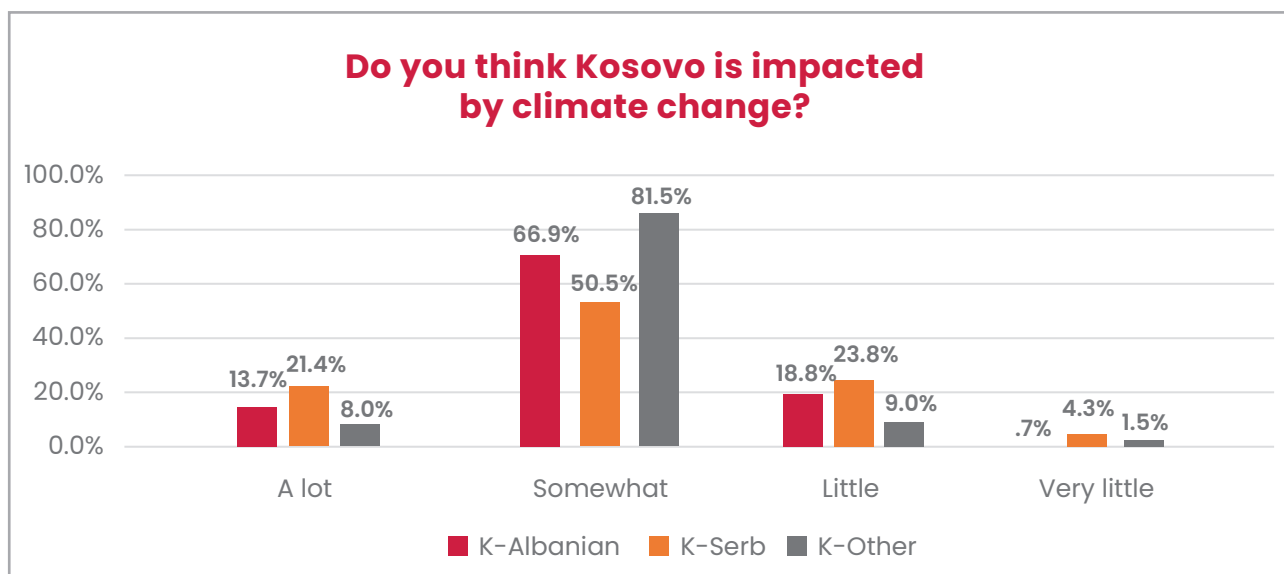


FIGURE 20 Respondents’ awareness of the impact of climate change in Kosovo, ethnically disaggregated data

TRANSITIONAL JUSTICE

Considering UNDP long experience in working on transitional justice and its holistic approach in dealing with conflict legacies, strengthening accountability, justice, social cohesion and the rule of law, Public Pulse considered transitional justice as an important topic to cover in its new edition. Respondents were asked about their opinions on various aspects of transitional justice. A total of 44.2% of respondents claimed that Kosovo’s legacies of the conflict and collective past are not professionally covered in the media, while 38.1% of the respondents claimed that the legacies of the conflict and collective past are not covered professionally on the media, 17.8% claimed they did not now or refused to respond. Ethnically disaggregated data showed that a larger portion of Kosovo Serbs (52.4%) believed that Kosovo’s legacies of the conflict and collective past are not professionally covered in the media, compared to 46% Kosovo Albanians and 44% members of other Kosovo communities.

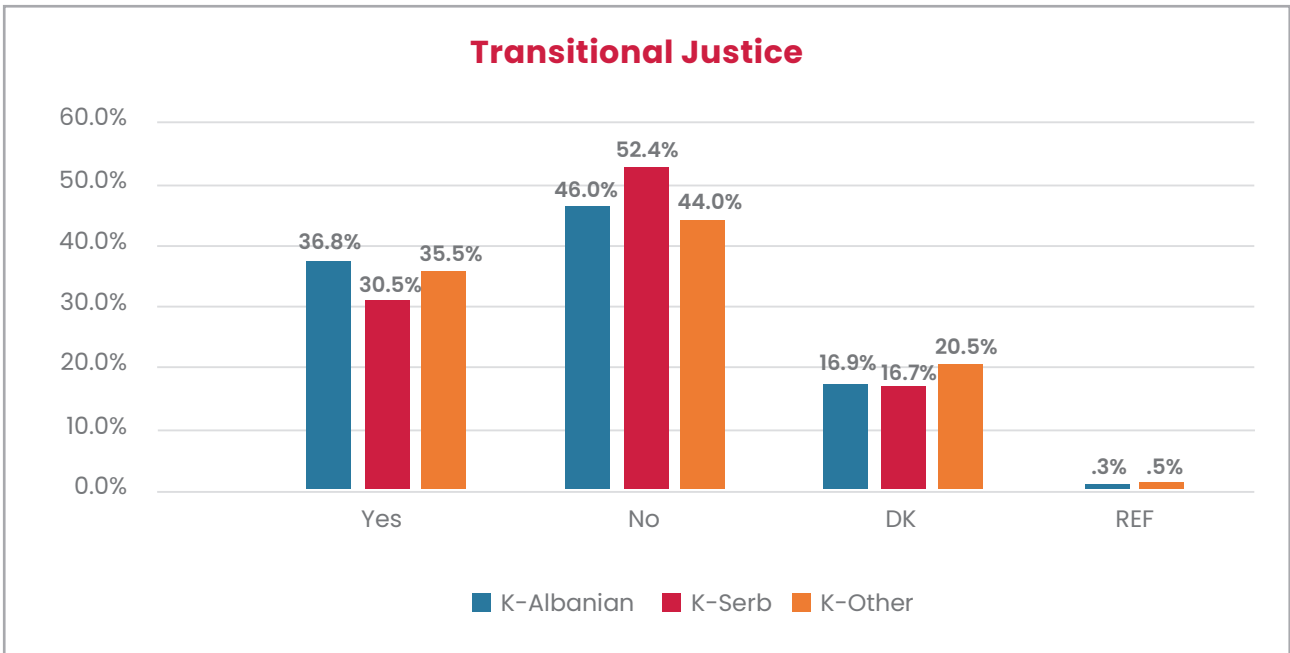


FIGURE 21 Respondents opinion on professional coverage of Kosovo’s legacies of the conflict and collective past on the media.

Respondents were enquired about their opinion on the “Agreement on the path to normalization of relation between Kosovo and Serbia” (agreement). Findings indicate that 58% of the respondents fully believe or believe that the agreement will affect the life of Kosovo people positively, while 30% claimed it will to some extent, and 8.9% stated that they do not believe it or do not believe it at all. Data disaggregated by ethnicity showed that 58.4% Kosovo Albanians and 70% members of other Kosovo communities believed fully or believed that the agreement will affect the life of Kosovo people positively, while 24.8% of K-Serbs believed the same.

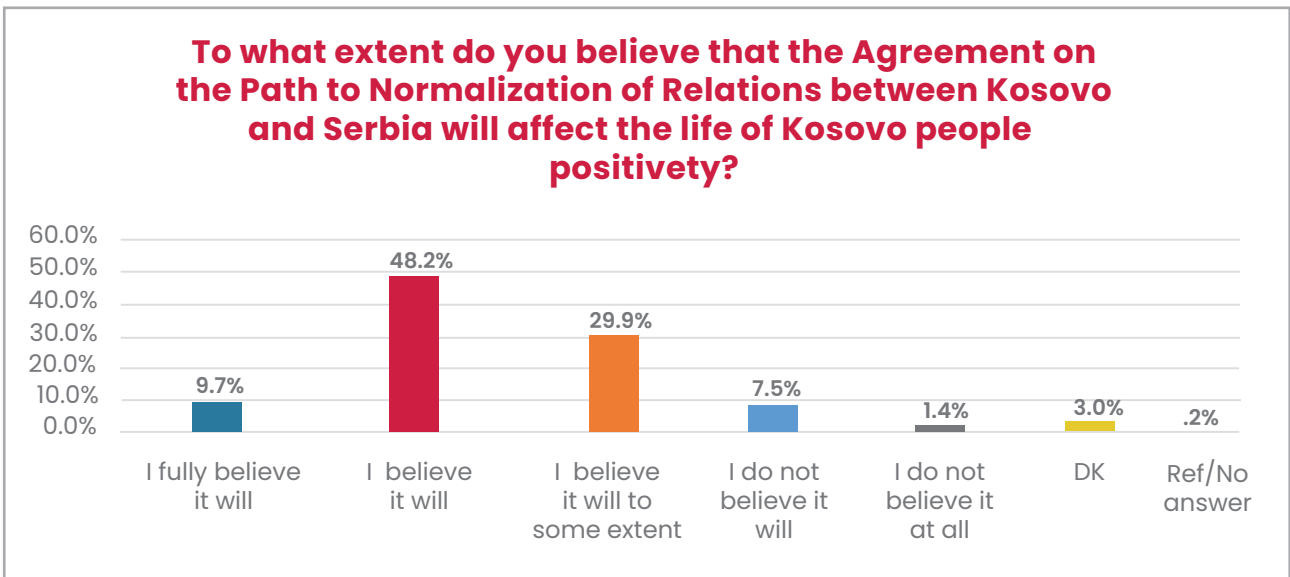


FIGURE 22 Respondents perception on the impact of the Agreement on the Path to Normalization of relations on Kosovo people.

Most respondents (57.1%) claimed they believed fully or believed that the agreement will aid Kosovo on its path towards EU. Ethnicity disaggregated data showed that 58% of Kosovo Albanians and 64.2% fully believed or believed that the agreement will aid Kosovo on its path towards EU, while only 21.6% Kosovo Serbs believe the same. Data disaggregated by gender showed that women (60%) are more optimistic that the agreement will have a positive impact on Kosovo people, compared to men (56%).

A total of 38% of the respondents stated that they believe that the agreement will contribute to long-lasting peace in Kosovo, 38.9% claimed it will to some extent, 16.1% that it won't, and 7.4% of the respondents did not know or refused to respond. Ethnically disaggregated data showed differences amongst different communities on their opinion that the agreement has on long-lasting peace in Kosovo. A total of 32% of Kosovo Albanians and 34% members of other Kosovo communities believed that the agreement would contribute to long-lasting peace in Kosovo, while 6.2% of Kosovo Serbs believed the same. A total of 50% of Kosovo Serbs, 35.4% of members of other Kosovo communities and 15% of Kosovo Albanians are not optimistic that the agreement will contribute to the long-lasting peace in Kosovo. A total of 45.2% Kosovo Albanians, and 35.7% Kosovo Serbs believed that the agreement would have positive effect on long lasting peace in Kosovo to some extent, while 26% members of other Kosovo communities believed the same.

Data disaggregated by gender showed that women (41%) are more positive than men (34.1%) that the agreement will have positive effect on long-lasting peace in Kosovo. Accordingly, more men (17%) believed that the agreement will not positively influence long lasting peace in Kosovo, as compared to women (15%). A total of 41% men and 37% women believed to some extent that the agreement will have a positive effect on long-lasting peace.

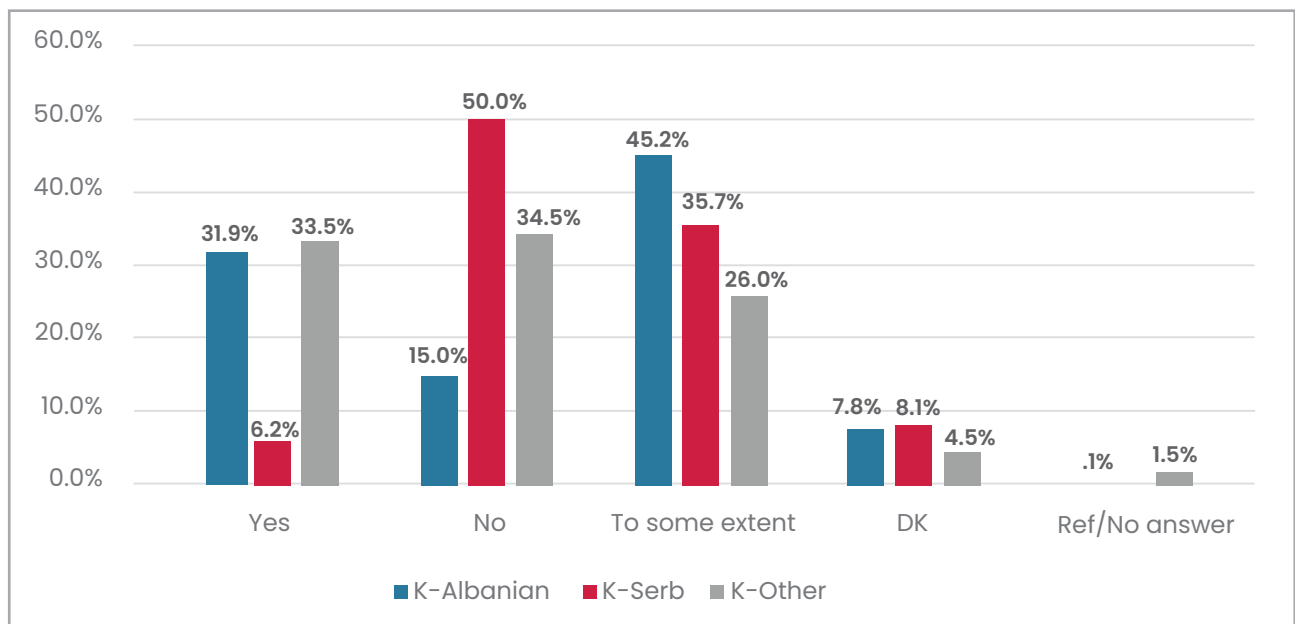


FIGURE 23 Respondent's perception whether the Agreement on the Path to Normalization of Relations between Kosovo and Serbia will strengthen social cohesion in Kosovo, gender disaggregated data.

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 5 April to 25 April 2023. 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.³

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: 88%;
- Kosovo Serbs: 6%;
- Members of other Kosovo communities: 6%.

³ In 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.

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

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

- Kosovo Albanians: 93%;
- Kosovo Serbs: 2%;
- Members of Other Kosovo Communities: 5%.

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:

- Kosovo Albanians: 92%;
- Kosovo Serbs: 4%;
- Members of Other Kosovo Communities (Kosovo Ashkali, Kosovo Bosniaks, Kosovo Egyptians, Kosovo Gorani, Kosovo Roma, and Kosovo Turks): 4%.

CALCULATION OF INDICES

The Democratic Index (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 Economic Confidence Index (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.

