

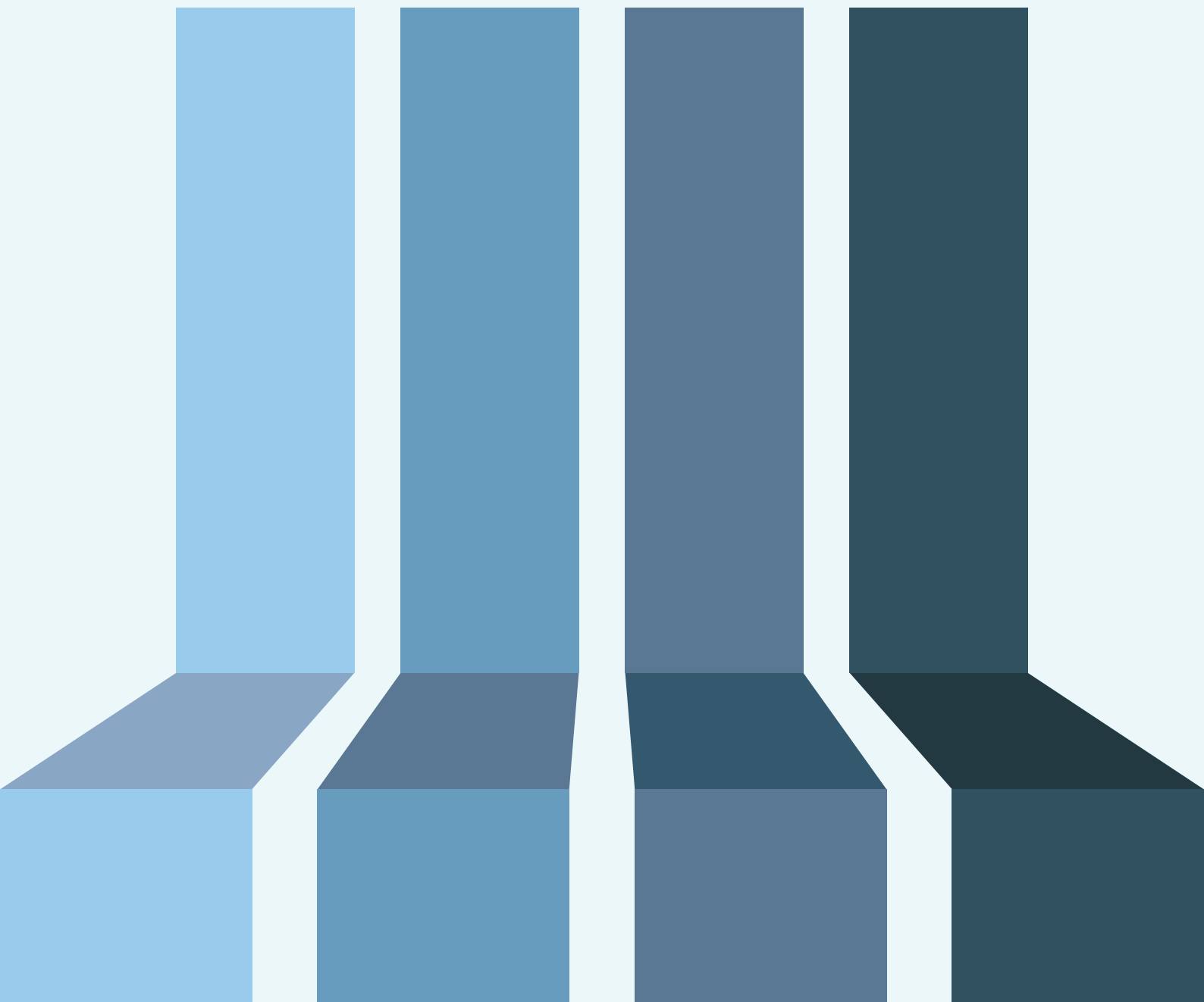


USAID
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Public Pulse Brief XXV

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 Brief is a biannual publication, which for over twenty years has contributed to providing unbiased and credible data to Kosovo¹ institutions and stakeholders on key indicators regarding people's perception on socio-economic, political issues, security, and environment. The Public Pulse Brief XXV is based on the data collected from 8 November to 27 November 2023 and reflect the opinion of over 1,300 respondents of over 18 years old. Data collected through this opinion poll are disaggregated by gender and ethnicity, to provide information on possible differences on people's perception on various development issues in Kosovo.

The November 2023 opinion poll data indicate that on average 42.44% of the people are satisfied with the performance of Kosovo central institutions, which marks 3.32 percentage point decrease compared to April 2023, when this number was recorded at 45.76%. Satisfaction with the performance of executive cabinet was recorded at 41.8% marking a 4-percentage point decrease compared to April 2023 when it stood at 45.8%. Satisfaction with the work of Prime Minister was recorded at 48.9%, indicating a 2.6 percentage point decrease compared to April 2023 (51.5%). Satisfaction with the Assembly stood at 38.7% compared to 46.4% in April 2023. A slightly higher decrease in satisfaction was observed with the Speaker of the Assembly which was recorded at 52.2%, compared to 58.3% in April 2023. A decrease in satisfaction was also observed with the President, recorded at 56.2% compared to 60.3% in April 2023. While 0.3 percentage point increase was marked with rate of Courts (29.3%) compared to November 2023 (29%), 1 percentage point increase was marked with the work of Prosecutors Office (30%), compared to April 2023 (29%).

In line with overall increase on all economic index indicators, in November 2023 opinion poll, satisfaction with the economic direction was marked with 2.41 percentage point increase, recorded at 20.2% compared to 17.79% in April 2023.

The Democratization Index (DI) increased by 0.01 points (1.49) from April 2023 (1.48). However, a slightly higher increase (0.17) was recorded on the Economic Confidence index (ECI), which stood at 1.18 compared to 1.03 in April 2023. 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.

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

November 2023 opinion poll data showed that 29.8% of the respondents were ready to protest for political reasons, indicating a 7.8 percentage point decrease compared to April 2023. Data disaggregated by ethnicity showed that slightly higher number of Kosovo Serbs (30.5%) were ready to protest for political reasons compared to Kosovo Albanians (28.9%) and members of other Kosovo communities (23.5%).

Findings showed a decrease in the sense of safety among respondents with 79.73% feeling safe when outside on the streets compared to 82.85% in April 2023. Data disaggregated by gender showed that more men (80%) than women (78.9%) stated that they feel safe when outside. The feeling of safety among Kosovo Serbs increased (37.6%) compared to 33.8% in April 2023. The data shows a 43.2 percentage points gap when comparing levels of safety between Kosovo Serbs and Kosovo Albanians, with 80.8% of Albanians declaring feeling safe when outside on the street. There is also a 42.4 percentage point gap when comparing levels of safety between Kosovo Serbs and other Kosovo communities, with 80% declaring feeling safe when outside on the street. Within 37.6% of Kosovo Serbs who declared feeling safe when outside on the street, 6.2% declared feeling very safe, while 31.4% somewhat safe. Among 80.6% of the Kosovo Albanians who reported feeling safe, 25.1% reported feeling very safe, whereas 55.7% reported feeling somewhat safe. Regarding other Kosovo communities, of 80% who reported feeling safe, 12.5% reported feeling very safe, and 67.5% reported feeling somewhat safe.

Poverty (28.6%), unemployment (19.2%), and prices for essential supplies (8.9%) were identified as top three issues in Kosovo in November 2023, compared to April 2023, when unemployment stood at 32.7%, poverty at 20.1%, and inflation/rise of prices (11.6%) were then identified as the top three major issues. Data disaggregated by ethnicity showed that poverty (28.6%) and unemployment (20.2%) and healthcare services (8.9%) were perceived as top three major issues by Kosovo Albanians, whereas urban space problems (19.5%), poverty (13.8%) and interethnic relations (11.9%) were identified as the most pressing issues by Kosovo Serbs. Poverty (29.5%), electric energy supply (14.5%) and unemployment (13%) were top three major issues for members of other Kosovo communities.

Public Pulse XXV data recorded an increase in positive perception of merit-based employment in the public institutions. A total of 28% of the respondents believed that employment in public sector is merit-based, compared to 22% in April 2023.

November 2023 opinion poll data showed that a slightly higher number of Kosovo Albanians (59.3%) and higher number of Kosovo Serbs (32.4%) 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, compared to 58.3% and 24.8% in April 2023, respectively. While 70% of the other Kosovo communities believed fully or believed that the agreement will affect the life of Kosovo people positively in April 2023, only 62.5% believed the same in November 2023.

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

²Data Visualization Platform: <https://app.powerbi.com/view?r=eyJrjoiNTUzMjZjZjAtNmZlMC00NmQ2LTg3YjAtNmZmOWY2MT-NiMTBliwidCl6lmlzZTVkYjVlTl5NDQtdzNy05OWY1LTc0ODhhY2U1NDMxOSIsImMiOjh9> ASKData is a platform of Kosovo Agency of Statistics: <https://askdata.rks-gov.net/PXWeb/pxweb/sq/askdata/>

PUBLIC PULSE KEY INDICATORS

The November 2023 opinion poll data showed that on average 42.44% of the respondents are satisfied with the work of Kosovo central institutions compared to 45.76% in April 2023, 39.86% in November 2022 and 48.43% in April 2022.

Satisfaction with the performance of executive cabinet was recorded at 41.8% marking a 4-percentage point decrease compared to April 2023 when it stood at 45.8%. Satisfaction with the work of Prime Minister was recorded at 48.9%, indicating a 2.6 percentage point decrease compared to April 2023 (51.5%). Satisfaction with the Assembly stood at 38.7% compared to 46.4% in April 2023. A slightly higher decrease in satisfaction was observed with the Speaker of the Assembly which was recorded at 52.2%, compared to 58.3% in April 2023. A decrease in satisfaction was also observed with the President, recorded at 56.2% compared to 60.3% in April 2023. While 0.3 percentage point increase was marked with satisfaction with Courts (29.3%) compared to November 2023 (29%), 1 percentage point increase was recorded with the work of Prosecutors Office (30%), compared to April 2023 (29%).

Political Indicators		May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Nov-22	Apr-23	Nov-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%	41.80%	
	Prime minister	36.50%	20.70%	65.40%	23.00%	59.50%	53.20%	52.60%	44.90%	51.50%	48.90%	
Satisfaction with legislative	Assembly	19.60%	18.60%	33.40%	22.60%	52.90%	50.30%	50.20%	39.10%	46.40%	38.70%	
	Speaker of Assembly	23.60%	20.50%	72.40%	46.70%	59.20%	55.40%	54.40%	50.80%	58.30%	52.20%	
Satisfaction with President	President	20.40%	21.20%	18.70%	33.90%	63.70%	55.20%	58.40%	56.80%	60.30%	56.20%	
Satisfaction with judiciary	Court	18.70%	13.60%	24.80%	23.00%	34.60%	33.90%	39.10%	24.40%	29.00%	29.30%	
	Prosecutor's office	16.40%	14.20%	22.30%	23.00%	30.80%	34.00%	37.10%	22.00%	29.00%	30.00%	

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

POLITICAL DIRECTION

The November 2023 opinion data showed that similar number of respondents (23.9%) were satisfied with Kosovo’s political direction, when compared to that recorded in April 2023 (23.3%). Data disaggregated by ethnicity showed that while 25.2% of other Kosovo communities and 24% of Kosovo Albanians were very satisfied or satisfied with political direction in Kosovo, only 10.4% of Kosovo Serbs felt the same. Data disaggregated by gender showed that a slightly higher number of women (25.4%) compared to men (22.5%) were very satisfied or satisfied with political direction of Kosovo.

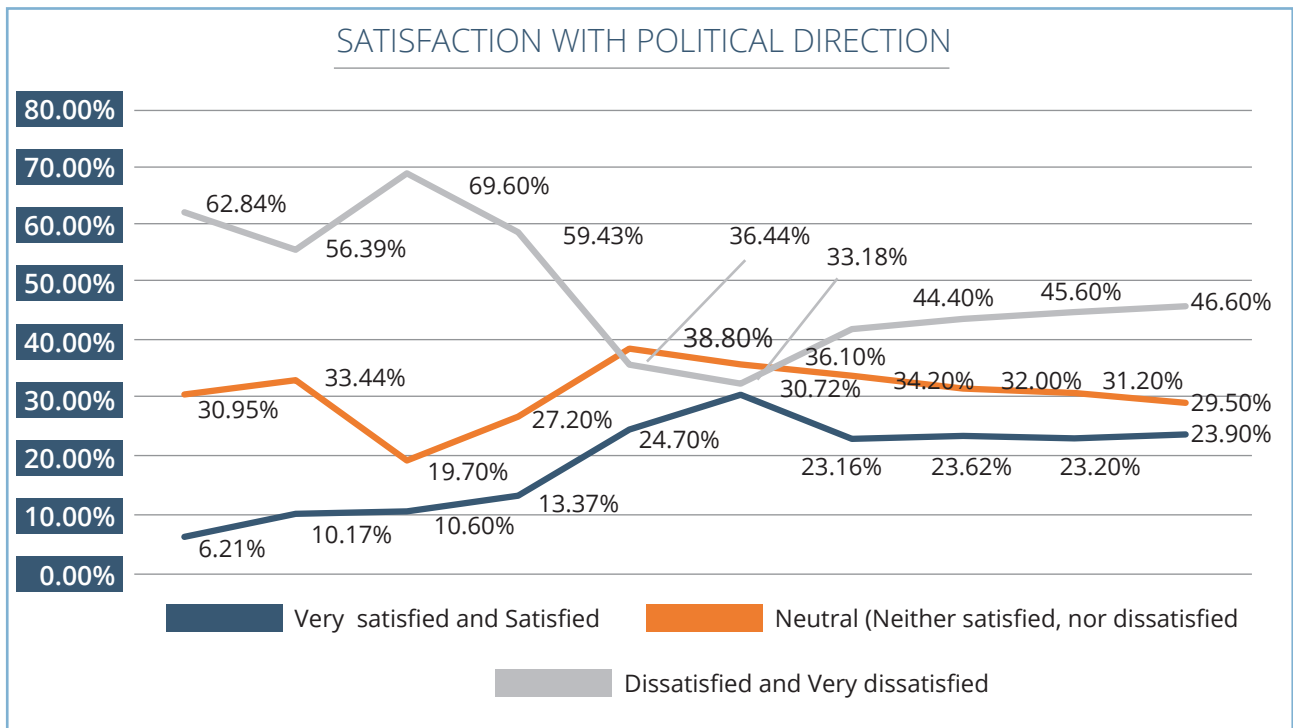


FIGURE 1 Respondents' satisfaction with political direction of Kosovo

A lower number of respondents were ready to protest for political reasons in November 2023 (29.8%) compared to April 2023 (37.6%). Data disaggregated by gender showed that a higher percentage of men (35.3%) than women (24.3%) were ready to protest for political reasons. Data disaggregated by ethnicity showed a decrease in readiness to protest across all ethnicities, but the largest decrease in readiness to protest was among Kosovo Serbs and other Kosovo communities. A total of 30.5% of Kosovo Serbs and 23% of other Kosovo communities were ready to protest for political reasons in November 2023, as compared to 40.5% and 29.5%, in April 2023, respectively.

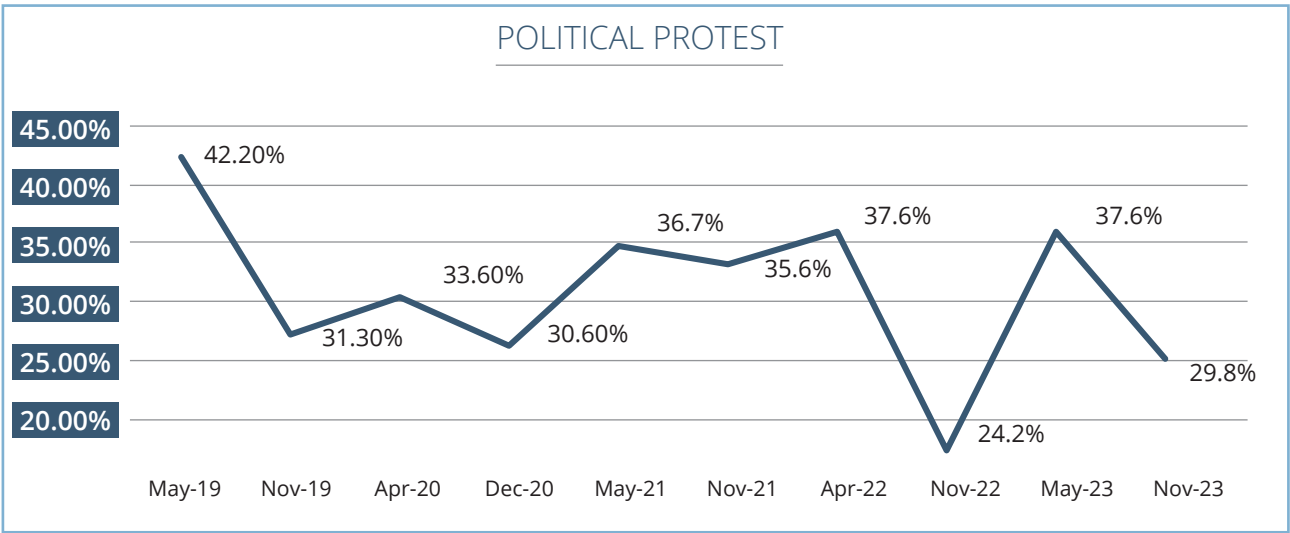


FIGURE 2 Percentage of respondents that would join political protests

PERSONAL SAFETY

Public Pulse XXV inquired respondents about their perception of personal safety when out in public. November 2023 opinion poll data indicated a slight decrease on perception of safety by 3.72 percentage points (79.13%) as compared to 82.85% in April 2023. The highest level of safety recorded by Public Pulse was 86.3%, in April 2020.

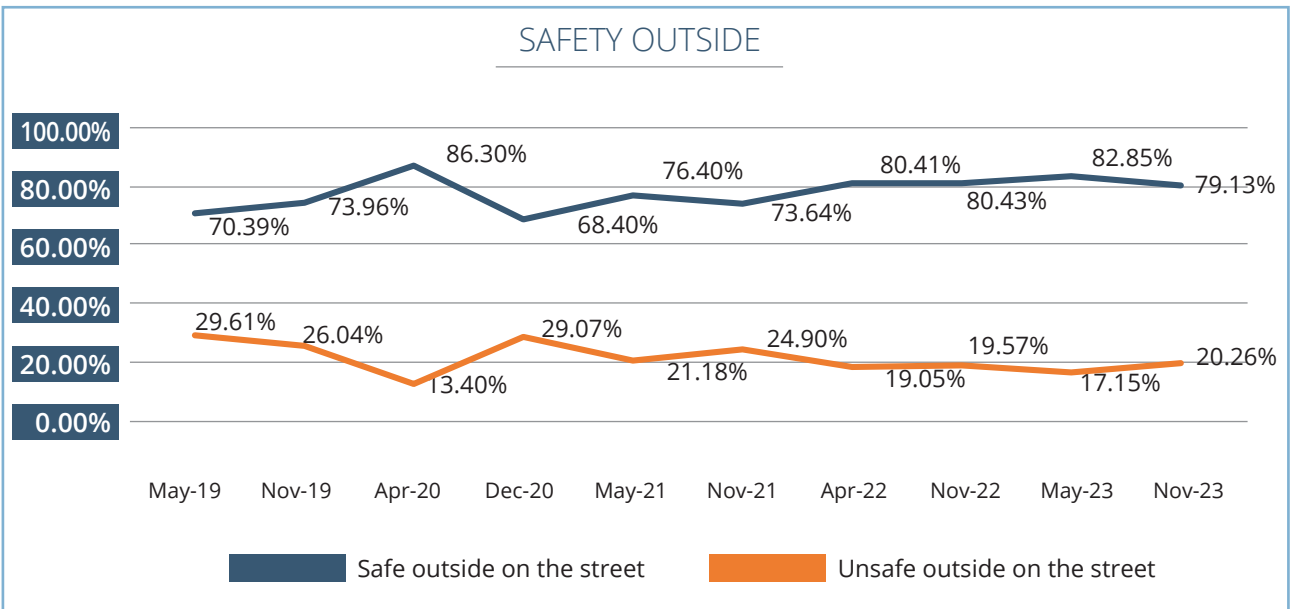


FIGURE 3 Respondents' perception of safety

Gender-disaggregated data showed that slightly higher percentage of men (80.5%) than women (79%), feel safe when out in the street. Similar percentage of Kosovo Albanians (80.8%) and other Kosovo communities (80%) reported feeling safe when on the street, as opposed to 37.6% of Kosovo Serbs. Compared to April 2023 data, an increase in perception of safety was noted among Kosovo Serbs, when this number stood at 33.8%. Contrary to Kosovo Serbs, a slight decrease on perception of safety compared to April 2023 was recorded among Kosovo Albanians and other Kosovo communities, when these numbers stood at 85% and 88%, respectively.

DEMOCRATIZATION AND ECONOMIC CONFIDENCE INDICES

The November 2023 Public Pulse opinion poll recorded a slight increase in Democratization Index (DI) and an increase in Economic Confidence Index (ECI). More specifically the current DI has increased by 0.01 points (1.49) compared to April 2023 (1.48). ECI has increased by 0.15 points (1.18) compared to April 2023 (1.03).

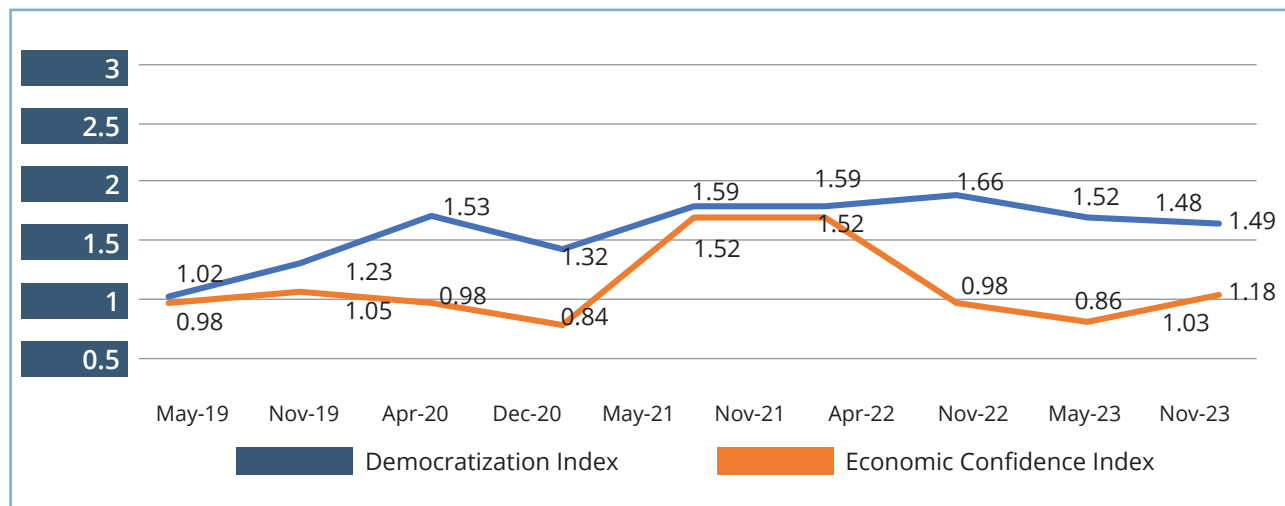


FIGURE 4 Satisfaction with the economic direction of Kosovo

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 April 2023 opinion poll were compared with those generated in previous opinion polls.

Data showed that a total of 57.29% of respondents claimed that the elections in Kosovo are democratic and in accordance with international standards, compared to 62.2% in April 2023, 69% in November 2022, and 73% in April 2022. The number of respondents who believed that the Assembly monitors the performance of Executive Cabinet stood at 44.1%, compared to 51.3% in April 2023, 61% in November 2022 and 67.47% in April 2022. Findings revealed an increase on respondents’ perception that the Judiciary system is independent on its decision, with 32.5% compared to 29.2% in April 2023. A total of 61.81% indicated that media in Kosovo enjoy the freedom of expression, compared to 63.7% in April 2023, and 62.02% in November 2022. A decrease in perception that civil society serves as a truthful monitor of democratic developments in Kosovo was recorded in November 2023 when this number was recorded at 46.84%, as compared to 51.3% in April 2023.

An increase with belief that Kosovo central executive cabinet works according to priorities of Kosovo people , were recorded in November 2023 opinion poll (52.7%) compared to April 2023 (40.6%). Similarly, an increase with belief that local institutions work according to priorities of Kosovo people was recorded in November 2023 (49.4%) compared to compared to April 2023 (46.7%). A decrease was observed with the perception whether the Constitution and applicable laws are democratic and whether they comply with human rights standards, with 56.4% having a positive opinion in November 2023, compared to 60.3% in April 2023. Finally, a 1.7 percentage points increase was observed on respondents’ opinion that the democratic processes in Kosovo are going in the right direction.

Yes Mainly and Yes fully	May-19	Nov-19	Apr-20	20-Dec	May-21	Nov-21	Apr-22	Nov-22	Apr-23	Nov-23	Trends
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%	57.29%	
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%	44.01%	
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%	32.50%	
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%	61.81%	
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%	46.84%	
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%	49.40%	
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%	52.70%	
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%	56.40%	
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%	47.50%	49.20%	

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 15.6% of respondents had favorable expectations regarding their family’s total income within the next six months, a 1.3 percentage points increase compared to April 2023 (14.3%). A total of 11.5% of respondents claimed favourable assessment on current business conditions, 3.1 percentage points increase compared to April 2023 (8.4%). An increase in positive view was also observed in how respondents viewed current employment condition, with 16.2% having positive opinion, compared to 8.2% in April 2023. Finally, an increase was also observed with respondents’ expectations regarding employment condition – six months from November 2023 opinion poll – a total of 16.2% viewed them favourable.

Favourable	May-19	Nov-19	Apr-20	20-Dec	May-21	Nov-21	Apr-22	Oct-22	May-23	Nov-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%	15.60%	
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%	11.50%	
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%	16.20%	
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%	16.20%	

TABLE 3 *Trend analysis of ECI components*

ECONOMIC DIRECTION

A positive increase with people perception on economic direction was observed in November 2023 opinion poll. A total of 20.23% were very satisfied or satisfied with economic direction Kosovo is presently heading towards, compared to 17.79% in April 2023, and 10.82% in November 2022. A total of 47.7% of the respondents were very dissatisfied or dissatisfied with economic direction compared to 57.29% in April 2023 and 57.18% in November 2022.

About the same number of men (19.9%) and women (20.5%) were very satisfied or satisfied with Kosovo's economic direction, whereas a larger share of men (53.5%) than women (47.7%) were very dissatisfied or dissatisfied with Kosovo's economic direction. Data disaggregated by ethnicity showed that other Kosovo communities (28.85%) ranked with the highest satisfaction level, followed by Kosovo Albanians (19.5%) and Kosovo Serbs (7.6%). Accordingly, Kosovo Serbs (56.7%) ranked the highest level of dissatisfaction with Kosovo's economic direction, followed by Kosovo Albanians (48.5%) and other Kosovo communities (36.9%).

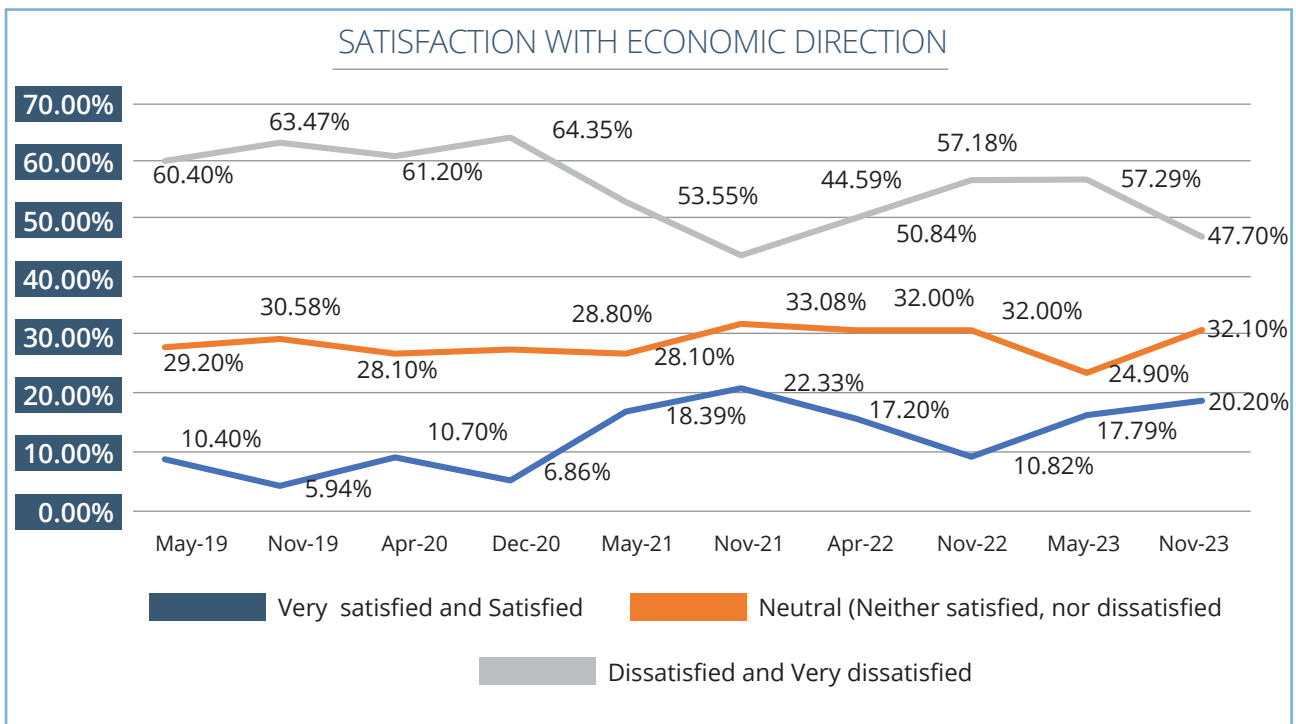


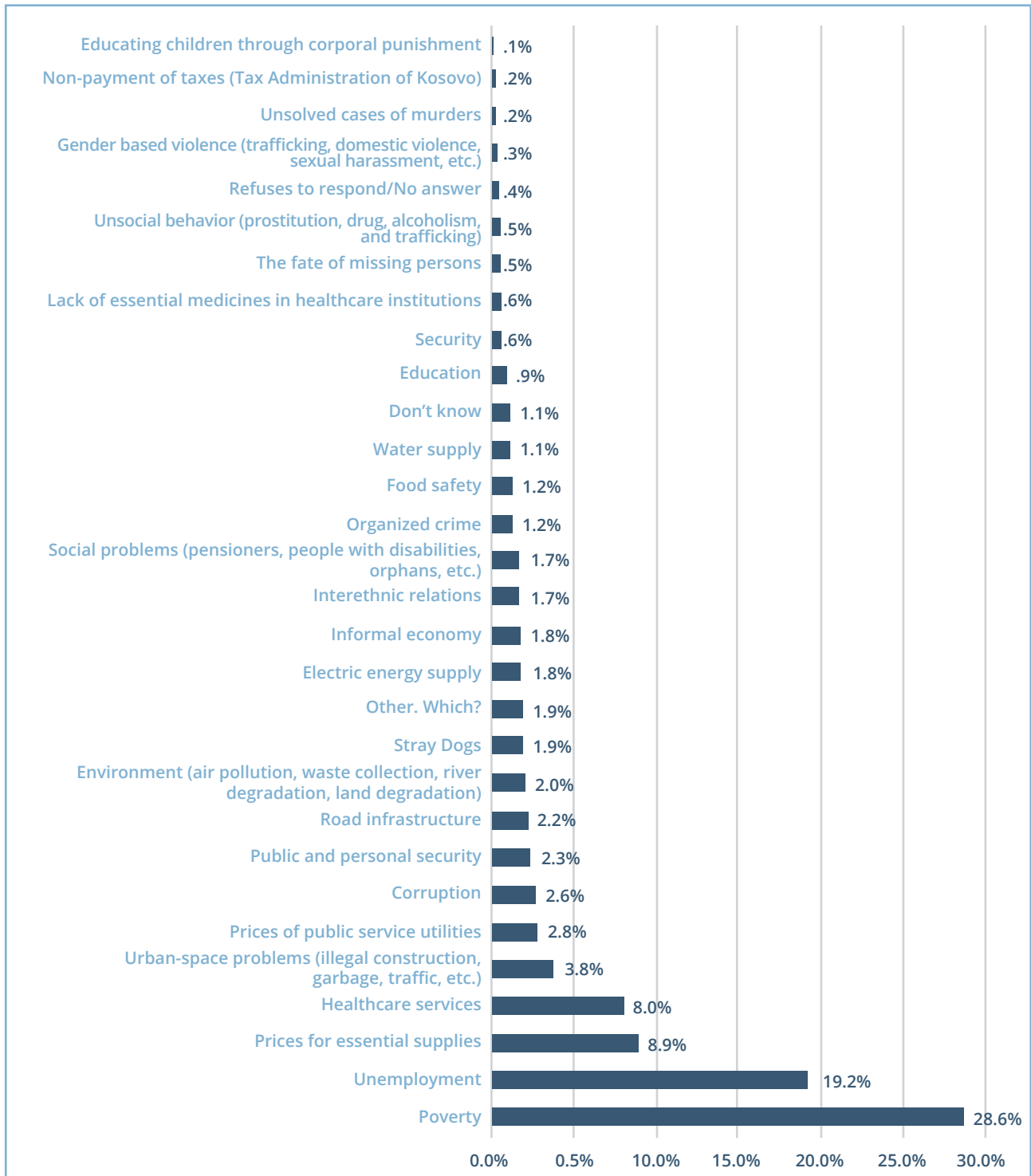
FIGURE 5 Satisfaction with the economic direction of Kosovo

MAJOR PROBLEMS CURRENTLY FACING KOSOVO

The November 2023 opinion poll enquired respondents about the most pressing problems Kosovo is currently facing. Top three major issues reported during this opinion poll were poverty (28.6%), unemployment (19.2%), and prices for essential supplies (8.9%). Healthcare services (8%) and urban-space problems (3.8%) were among top five problems identified. The percentage of respondents who rated poverty as top major issue increased by 7.5 percentage points, compared to April 2023 poll when poverty (20.1%) was rated as top second problem. Whereas the percentage of respondents who viewed unemployment as top major issue decreased by 13.5 percentage points compared to April 2023 (32.7%).

Gender disaggregated data showed that unlike April 2023 poll where 37.7% women and 27.8% men ranked unemployment as top major issue, in November 2023 poll both men (28.2%) and women (28.4%) ranked poverty as the top major issue. November 2023 data showed that women were more concerned about unemployment and prices for essential supplies (21.7% and 9.4% respectively), compared to men (16.3% and 8.5% respectively).

Ethnically disaggregated data showed that poverty ranked as top problem for Kosovo Albanians (28.6%) and other Kosovo communities (29.5%), whereas urban space problems (19.5%) ranked as top problem for Kosovo Serbs. While unemployment was the second most pressing issue for 20.2% of Kosovo Albanians and 13.8% of Kosovo Serbs, electric energy ranked second for 14.5% of other Kosovo communities.



■ **FIGURE 6** *Perceptions on major problems currently facing Kosovo*

MERIT-BASED RECRUITMENT IN THE PUBLIC AND PRIVATE SECTOR

The November 2023 opinion poll showed six-point percentage increase on respondents' perception on merit-based employment in public sector. A total of 28% of respondents believed that employment is made based on merit in public sector in November 2023, compared to 22% in April 2023 and 27% in November 2022. When asked what is most important for employment in public sector, similar to previous poll, party allegiance (34.1%), family connection (23%) were top two answers, followed by education (17.3%), bribe (7%), friends (6.9%), vocational trainings (5.7%), professional experience (4.8%), and the appearance (1.1%).

Data disaggregated by gender showed that men (29.1%) were more confident in merit-based employment in public sector compared to women (26.6%). Similar to the previous polls, for both men and women, party allegiance was the most helpful way to get a job in the public sector, with 35.7% and 32.7%, respectively.

Similar to previous polls, data disaggregated by ethnicity showed that party loyalty appeared to be the key factor in gaining employment for Kosovo Albanians (34.4%) and Kosovo Serbs (23.1%), while for other Kosovo communities, education (31.9%) enabled easier employment in the public sector. The November 2023 data showed that other Kosovo communities (47%) ranked the highest with positive perception on merit-based employment, followed by Kosovo Serbs (38.3%) and Kosovo Albanians (26.8%).

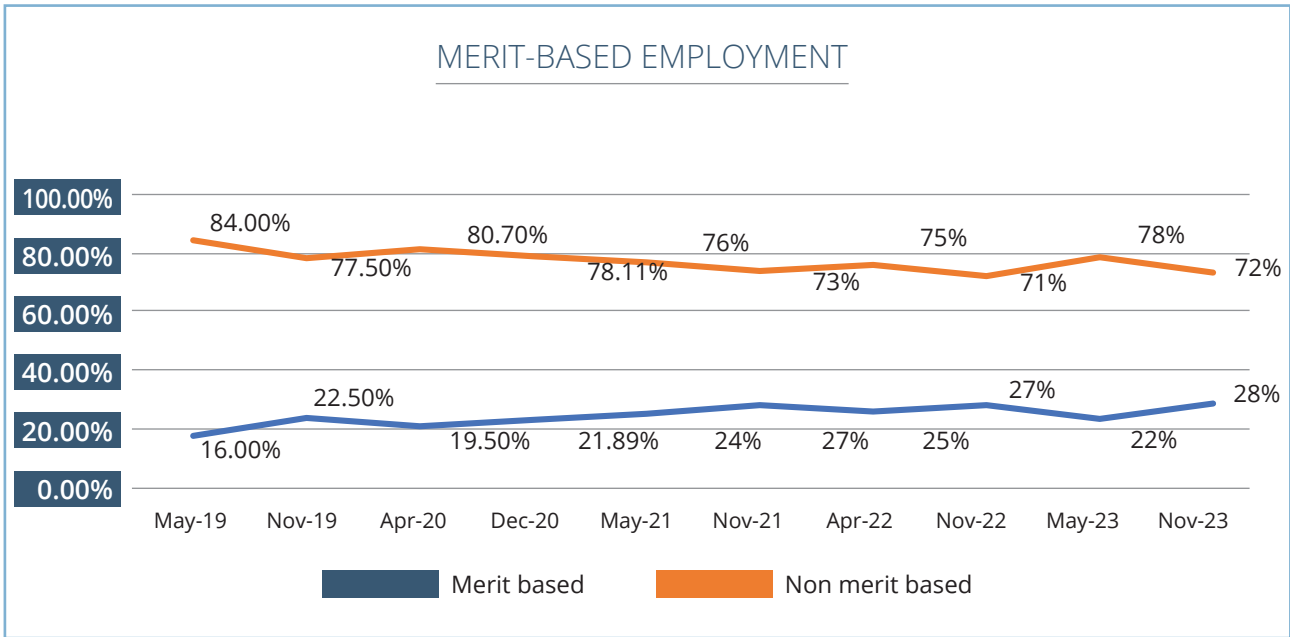


FIGURE 7 *Perceptions of the role of meritocracy to gaining employment in the public sector*

Contrary to perceptions on gaining employment in public sector, a total of 54% of respondents believed 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 31.4% of respondents. Respondents identified the following non-merit factors in gaining employment in the private sector: friends (16.1%), family connections (14.5%), bribe (4.1%), party allegiance (3.6%), appearance (2.6%), and to a lesser extent, gender (0.4%).

Similar to previous poll, men (57.2%) were more confident in merit-based employment in the private sector than women (50.5%). Ethnically disaggregated data showed that other Kosovo communities (58.5%) were more confident in private sector employment, than Kosovo Albanians (52.9%) and Kosovo Serbs (49.5%).

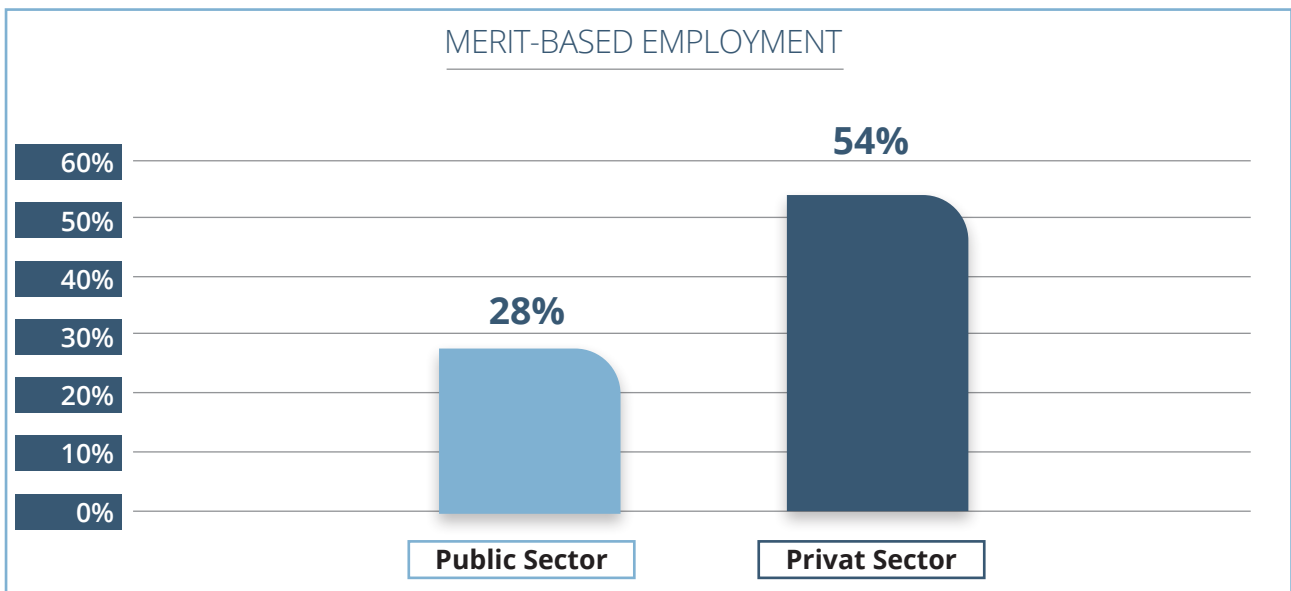


FIGURE 8 *Perceptions of the role of meritocracy to gaining employment in the public versus private sector*

PERCEPTIONS ON LARGE-SCALE CORRUPTION

On average, 25.2% of respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo, compared to 23.5% in April 2023 and 21.1% in November 2022.

Education (schools, universities) was perceived to be least corrupt with 17.2% of respondents believing there is a presence of large-scale corruption, followed by Kosovo Police (17.9%), and International Organizations (19.6%). The most corrupt organizations were perceived to be Customs with 39% of respondents believing there is a presence of large-scale corruption.

The biggest changes in perceptions on large-scale corruption were observed in the following institutions: Kosovo Police (17.9% compared to 7.3% in April 2023) and Municipalities (21.7% compared to 15.8% in April 2023). A positive decrease in perception on large-scale corruption was observed with Courts (28.8% compared to 37.7% in April 2023).

	May-19	Nov-19	Apr-20	Dec-20	May-21	Apr-21	Apr-22	Nov-22	May-23	Nov-23	Trend
Healthcare (hospitals and family healthcare centers)	25.10%	33.40%	11%	25%	22.90%	18.80%	18.10%	18.60%	20.50%	24.60%	
KEDS	40.70%	38.90%	27.30%	28.70%	26.10%	25.80%	26.50%	24.50%	28.40%	25.60%	
KEK				27.50%	25.30%	25.80%	26.70%	23.00%	26.10%	25.60%	
Courts	30.70%	42.00%	24.50%	31.60%	32.50%	27.70%	27.90%	30.80%	37.70%	28.80%	
Customs	29.30%	41.40%	30.60%	39.20%	34.30%	32.30%	36.20%	26.90%	35.80%	39.00%	
Central administration/government	36.70%	35.30%	20.80%	29.50%	23.10%	19.50%	13.90%	20.10%	25.30%	24.90%	
PAK (Privatization Agency of Kosovo)	40.70%	48.10%	36.60%	39.00%	39.30%	29.40%	32.60%	28.80%	33.70%	30.70%	
Municipalities (local government)	25.80%	29.80%	13.30%	24.70%	20.40%	19.10%	16.30%	18.40%	15.80%	21.70%	
Education (schools, University)	20.70%	26.10%	13.60%	19.50%	15.10%	16.80%	12.10%	14.30%	16.90%	17.20%	
TAK (Tax administration of Kosovo)	35.30%	42.20%	18.90%	30.20%	27.40%	28.80%	25.40%	24.10%	21.20%	26.40%	
PTK	44.20%	40.80%	37.90%	33.20%	31.60%	23.70%	25.90%	25.30%	25.40%	23.50%	
Banks	33.80%	34.10%	18.90%	28.10%	22.90%	22.20%	20.50%	14.70%	20.70%	24.80%	
International organizations	19.50%	23.60%	5.50%	23.80%	15.70%	17.60%	14.00%	12.20%	14.10%	19.60%	
Kosovo Police (KP)	17.00%	20.70%	9.80%	15.30%	14.00%	20.50%	14.00%	13.50%	7.30%	17.90%	

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

To understand what shaped perception on large scale corruption the respondents were asked about the reasons behind the evaluation on the presence of large-scale corruption in the public and international institutions in Kosovo. Similar to previous poll, the November 2023 data showed that information through media is the top answer for 63.7% of the respondents. A total of 30.5% of respondents declared that conversations with relatives and friends shaped the basis of their opinions regarding the extent of corruption, whereas only 5.5% respondents claimed that personal experiences shaped their perception on large scale corruption.

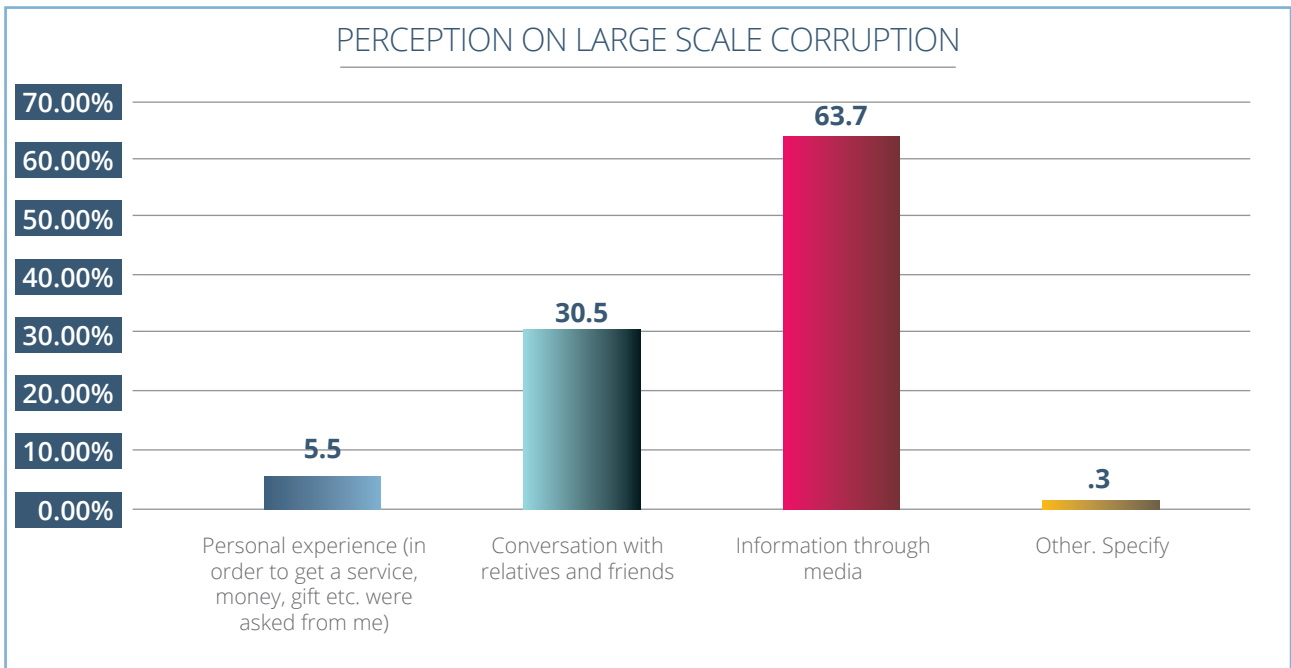


FIGURE 9 Respondents' reasons behind their evaluation of the extent of corruption in Kosovo

ATTITUDES TOWARDS VOTING

The November 2023 opinion poll also enquired about the voting attitudes of people in Kosovo. Similar to April 2023 opinion poll (32.7%), a total of 32.8% of respondents declared that they believe their vote can change the political situation in Kosovo. Whereas 36.3% considered that their vote cannot change the political situation, and 27.9% considered it does to some extent. A total of 2.9% declared that they didn't know whether their vote can affect change.

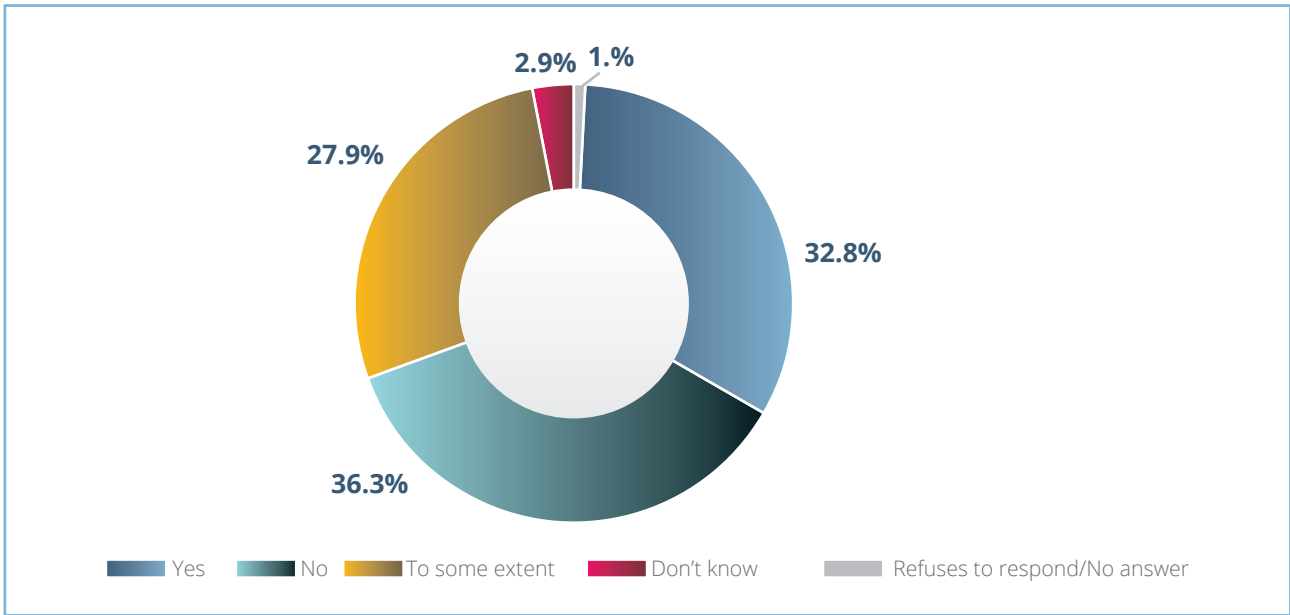


FIGURE 10 Respondents' perception on whether their vote can change the situation in Kosovo

Gender-disaggregated data showed an increase in confidence about the power of their vote to affect change among men compared to April 2023. While 36.3% (34.7% in April 2023) of men considered that their vote can change the situation in Kosovo, 29.2% (30.7% in April 2023) of women thought the same. A total of 37.7% of men and 35.1% of women believed their vote cannot affect changes, whereas 24.1% of men and 31.8% of women felt their vote can affect changes only to some extent.

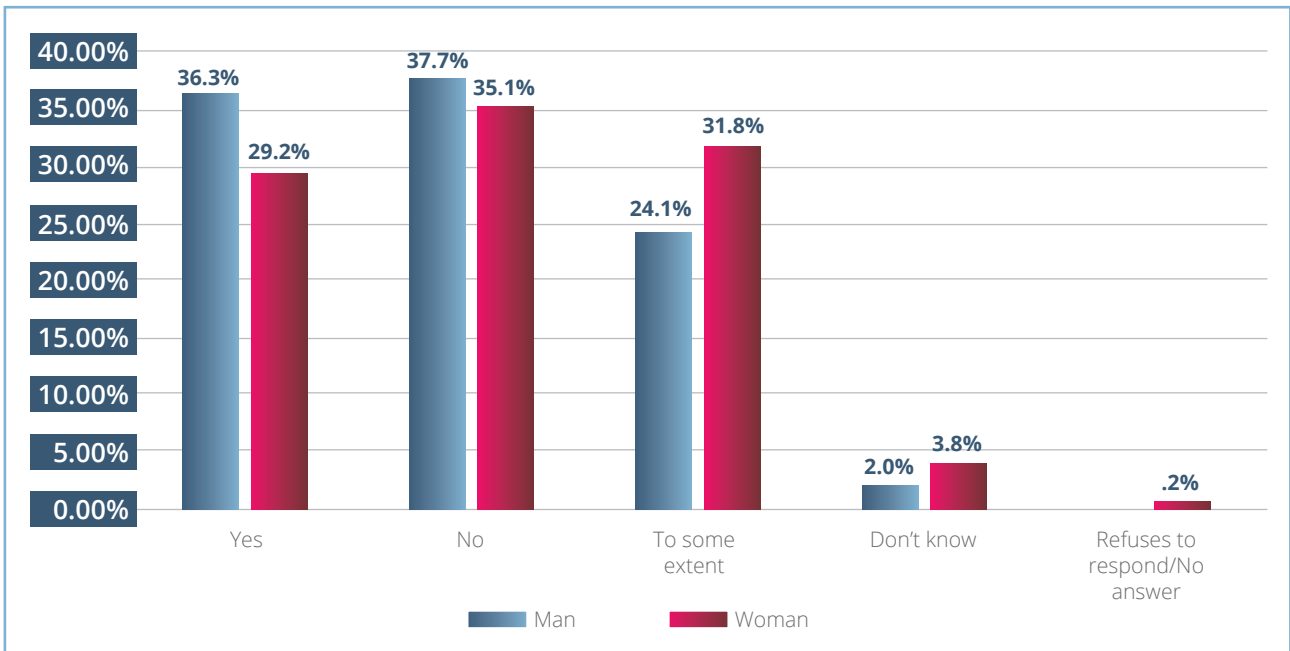


FIGURE 11 Perception of men and women on whether their vote can change the situation in Kosovo

Data disaggregated by ethnicity showed an increase among Kosovo communities in their confidence in elections as a mechanism for change, and a decrease among Kosovo Serbs. A total 35.5% of Kosovo Albanians (35% in April 2023), followed by 30.5% of other Kosovo communities and 7.6% Kosovo Serbs (3.8% in April 2023) considered that their vote can change the situation in Kosovo. While a total of 46.2% Kosovo Serbs did not believe their vote can affect change (56.2% in April 2023), 34.8% Kosovo Albanians (32.4% in April 2023) and 34.5% other Kosovo communities (51.4% in April 2023) declared the same.

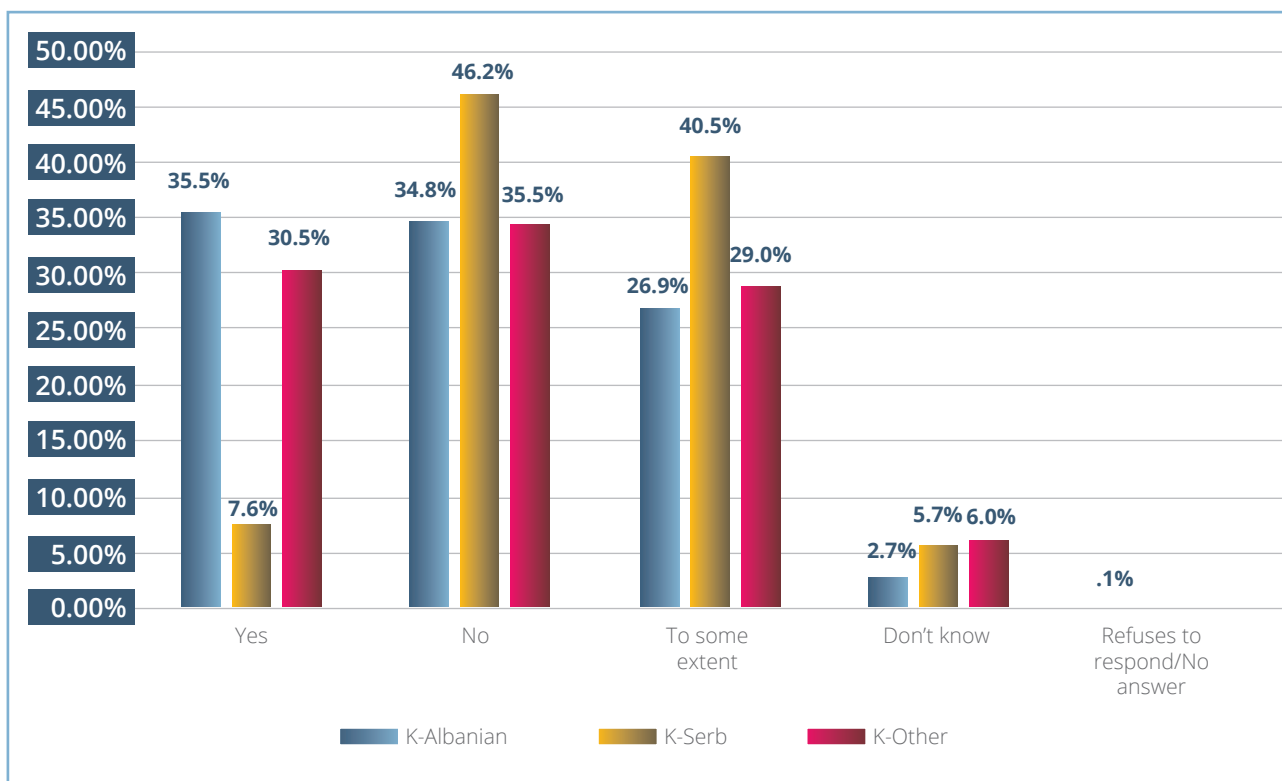


FIGURE 12 Perception of different communities on whether their vote can change the situation in Kosovo

The November 2023 data asked respondents about the likelihood to vote if central elections were to be held soon. Data showed a decrease in the likelihood to vote among respondents. A total of 72.8% of respondents claimed that they would vote for if central election were to take place soon, as opposed to 77.56% in April 2023. A total of 14.6% of respondents stated that they will not vote if central election were to take place soon, compared to 11.4% in April 2023.

Likewise, gender-disaggregated data showed decrease in the likelihood to vote both among men and women. A total of 74.7% men and 71.3% women said that they would vote if the central elections were to be held soon compared to 89.6% and 86.8%, respectively. While 15.7% women stated that they will not vote, 13.4% men claimed the same.

Ethnically disaggregated data showed that members of other Kosovo communities (76.50%) are more likely to vote if the elections were to be held in the near future, followed by Kosovo Albanians (73.90%) and Kosovo Serbs (64.76%). Ethnically disaggregated data recorded in November 2023, showed decrease in likelihood to vote across all ethnicities compared to April 2023, when these numbers stood at 83.3% other Kosovo communities, 81.4% Kosovo Serbs, and 77.2% Kosovo Albanians, respectively.

TRANSITIONAL JUSTICE

For the past two editions, Public Pulse has been covering transitional justice. Respondents were asked about their opinions on various aspects of transitional justice. A total of 59.3% of the respondents (44.2% in April 2023) claimed that Kosovo's legacies of the conflict and collective past are not professionally covered in the media, while 21.1% (38.1% in April 2023) of the respondents claimed that the legacies of the conflict and collective past are covered professionally in the media. Ethnically disaggregated data showed that a larger portion of Kosovo Albanians (59.4%) believed that Kosovo's legacies of the conflict and collective past are not professionally covered in the media, followed by 55.2% Kosovo Serbs and 52% members of other Kosovo communities.

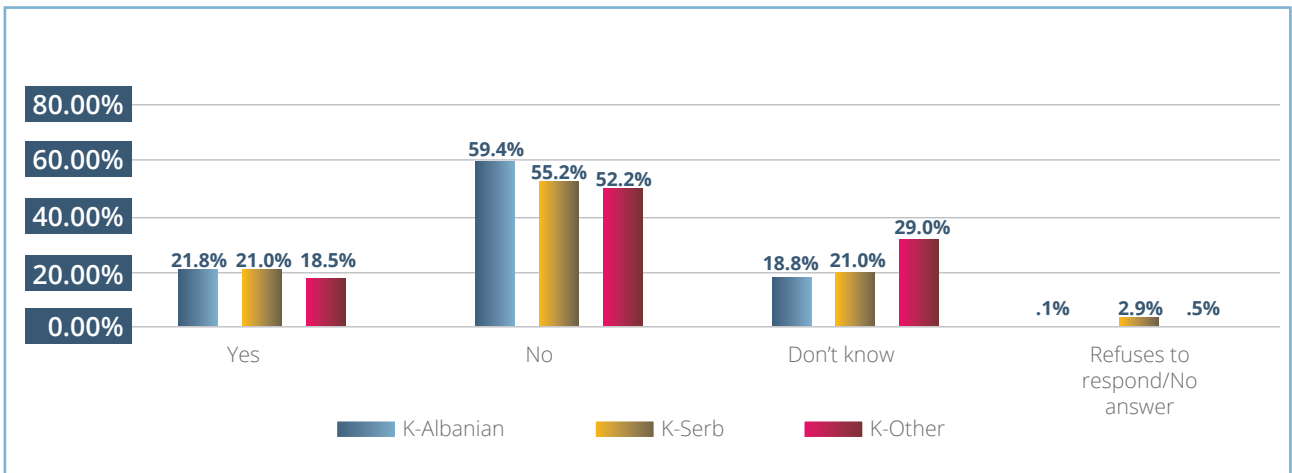


FIGURE 13 Respondents opinion on professional coverage of Kosovo’s legacies of the conflict and collective past on the media.

Respondents were enquired about their opinion on the “Agreement on the path to normalization of relation between Kosovo and Serbia” (hereafter the agreement). Findings indicated an increase on percentage of the respondents who fully believed or believed that the agreement will affect the life of Kosovo people positively. A total of 60% of respondents claimed that the agreement will have positive effect, compared to 58% in April 2023. While 29.4% of the respondents stated that they believed the agreement will have positive effect to some extent, 3.9% stated that it will not, compared to 29.9% and 7.5% in April 2023, respectively.

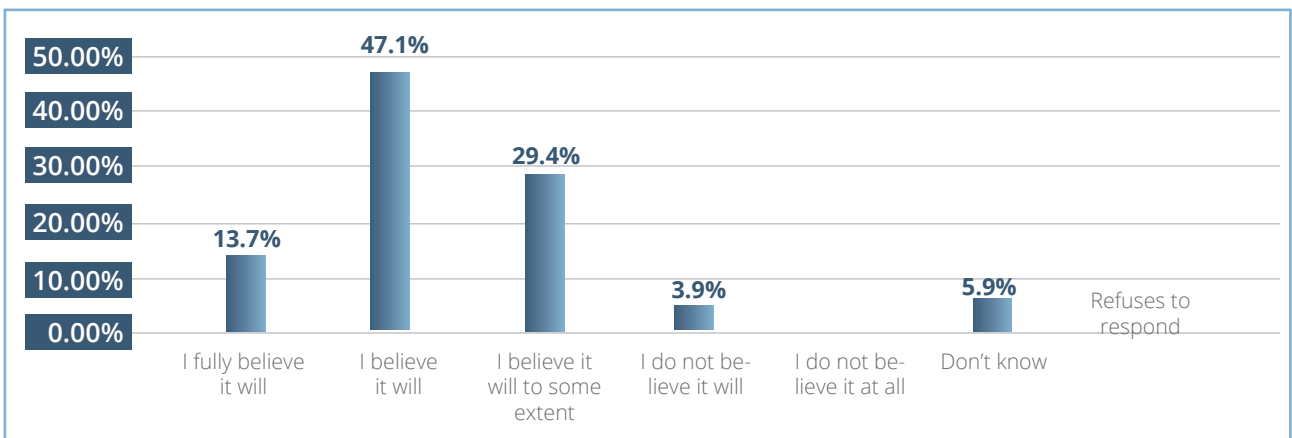


FIGURE 14 Respondents perception on the impact of the Agreement on the Path to Normalization of relations on Kosovo people.

Most respondents (58.8%) claimed they believed fully or believed that the agreement will aid Kosovo on its path towards EU. Ethnicity disaggregated data showed that 59.9% of Kosovo Albanians (57.8% in April 2023) and 67.5% of members of other Kosovo communities (65% in April 2023) fully believed or believed that the agreement will aid Kosovo on its path towards EU, while only 25.3% Kosovo Serbs (22.4% in April 2023) believed the same. Data disaggregated by gender showed that men (60.7%) were more optimistic that the agreements will aid Kosovo toward its EU path, compared to women (57%).

A total of 39.1% of the respondents stated that they believed that the agreement will contribute to long-lasting peace in Kosovo, 36.9% claimed it will to some extent, 16.4% that it won't, and 7.9% of the respondents did not know or refused to respond. Ethnically disaggregated data showed different perception amongst different communities on their opinion that the agreement has on long-lasting peace in Kosovo. A total of 40.5% of Kosovo Albanians (38.5% in April 2023) and 36% members of other Kosovo communities (36.5% in April 2023) believed that the agreement would contribute to long-lasting peace in Kosovo, while 25.2% of Kosovo Serbs (10% in April 2023) believed the same. A total of 28.1% of Kosovo Serbs, 16.2% of Kosovo Albanians and 16% of members of other Kosovo communities were not optimistic that the agreement will contribute to the long-lasting peace in Kosovo. A total of 41.9% of Kosovo Serbs, 39.5% of member of other Kosovo communities and 36% of Kosovo Albanians believed that the agreement would have positive effect on long lasting peace in Kosovo to some extent.

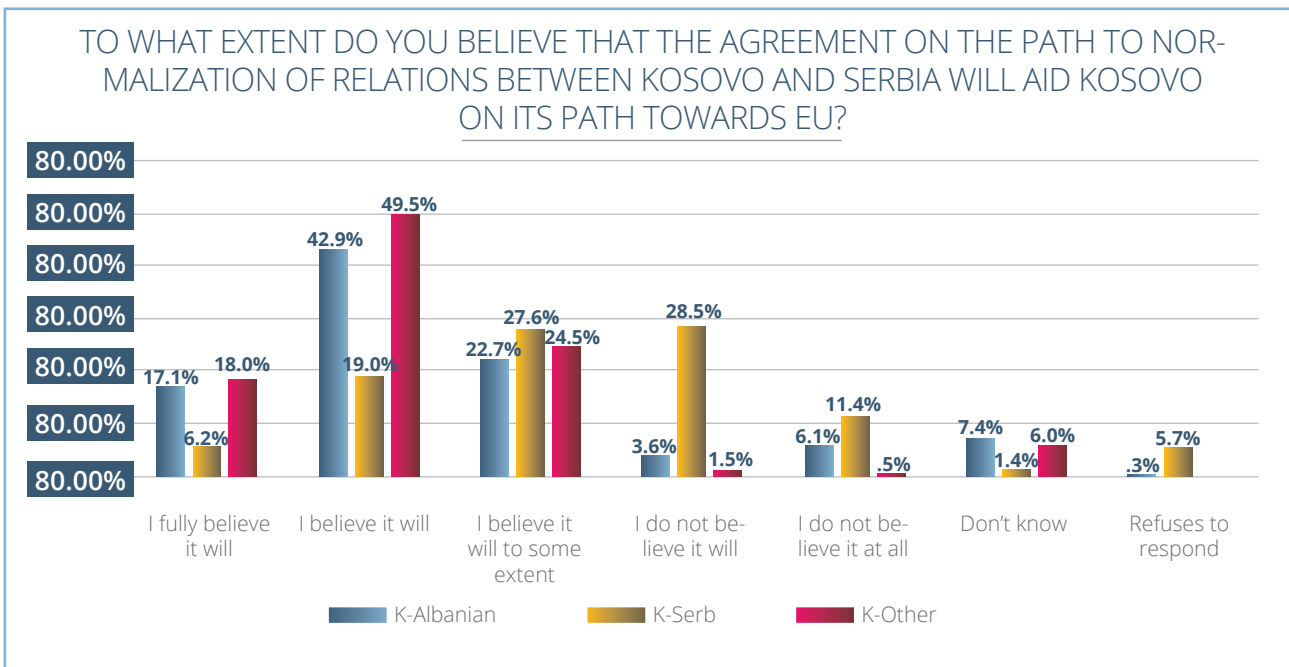


FIGURE 15 Respondent’s perception whether the Agreement on the Path to Normalization of Relations between Kosovo and Serbia will strengthen social cohesion in Kosovo, ethnicity disaggregated data.

Data disaggregated by gender showed that men (42%) were more positive than women (36.2%) that the agreement will have positive effect on long-lasting peace in Kosovo. Accordingly, more women (16.9%) believed that the agreement will not positively influence long lasting peace in Kosovo, as compared to men (15.9%). A same percentage of men and women (36.9%) believed to some extent that the agreement will have a positive effect on long-lasting peace.

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 8 November to 27 November 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 Bosniaks	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.

