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25
YEARS
KOSOVO

Public Pulse

Brief XXVI

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, security, and environmental issues. The Public Pulse Brief XXVI data was collected from April 17 to May 7, 2024, reflecting the opinion of over 1,300 respondents covering all thirty-eight municipalities of Kosovo. The survey encompassed both urban and rural areas, engaging Kosovo Albanian, Kosovo Serb, and other Kosovo communities members aged 18 and above. Data collected through this opinion poll is disaggregated by gender and ethnicity, to provide information on possible differences on people's perception on various development issues in Kosovo.

The May 2024 opinion poll data shows that on average 50.1% of the people are satisfied with the work of key Kosovo central Institutions, indicating a 7.7 percentage point increase when compared to November 2023 opinion poll data (42.4%). The results indicate an increase in satisfaction with the work of the Executive Cabinet, Prime-Minister, Assembly, Speaker of the Assembly, and President. Satisfaction with the work of the Executive Cabinet was recorded at 53.3%, marking a 11.5 percentage point increase, compared to 41.8% in November 2023. Satisfaction with the work of Prime-Minister was recorded at 58.3% marking a 9.4 percentage point increase compared to November 2023 (48.9%). Satisfaction with the work of the Assembly (52.10%) indicated the highest increase in satisfaction (13.4 percentage point increase) compared to 38.7% in November 2023. Satisfaction with the work of the Speaker of the Assembly indicated a 12.2 percentage point increase, with 64.4% of the people declaring being satisfied with the work of the Speaker of the Assembly in May 2024, compared to 52.2% in November 2023. Satisfaction with the President indicated the highest level of satisfaction across key Kosovo central institutions, with 69% being satisfied with the work of President in May 2024, compared to 56.2% in November 2023.

On the other hand, a decreased satisfaction was recorded with the work of the Courts and the Prosecutor's Office. A 2.2 percentage point decrease in satisfaction was marked with the work of the Courts in May 2024 (27.1%) compared to November 2023 (29.3%), and 3.5 percentage point decrease was marked with the work of the Prosecutor's Office in May 2024 (26.5%) compared to November 2023 (30%).

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

May 2024 opinion poll data shows an increase in satisfaction with the current economic direction (27.5% compared to 20.2% in November 2023), as well as with the political direction (36.3% compared to 23.9% in November 2023).

The Democratization Index (DI) was marked with a 0.13 points increase (1.62 in May 2024, compared to 1.49 in November 2023). Likewise, the Economic Confidence Index (ECI) was marked with 0.03 points increase (1.21 in May 2024, compared to 1.18 in November 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 the democratization and economic indexes.

A total of 83.2% percent of respondents reported feeling safe from violence and crime when on the street in May 2024, compared to 79.7% in November 2023. Data disaggregated by gender showed that 83.4% of men and 82.9% of women feel safe when out on the street.

Similar to the November 2019 opinion poll, the top three major issues in May 2024 opinion poll were poverty (16.6%), unemployment (16.3%) and prices for essential supplies (12.7%). Data disaggregated by ethnicity showed that the top three major issues for Kosovo Albanians were unemployment (16.8%), poverty (16.6%) and prices for essential supplies (12.8%). For Kosovo Serbs poverty (15.2%), urban space problems (13.8%) and interethnic relations (13.3%) were the top three major issues. The top three major issues for other Kosovo communities were poverty (19.5%), electric energy supply (14.2%) and urban space problems (11.1%).

May 2024 opinion poll data showed a decrease in people's perception of large scale corruption in Kosovo. A total of 19.9% of respondents stated that they believed that large scale corruption is prevalent, compared to 25% in May 2023.

A total of 52.9% of Kosovo Albanians, 25.7% of Kosovo Serbs, and 51.2% 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, compared to November 2023 when 59.3% of Kosovo Albanians, 32.4% of Kosovo Serbs, and 62.5% of other Kosovo communities 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/4drCAww>

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

Public Pulse Indicators

The May 2024 Public Pulse opinion poll showed that on average 50.1% of the respondents were satisfied with the work of key Kosovo central Institutions, marking a 7.7 percentage point increase compared to November 2023 (42.4%). The results indicated an increase in satisfaction with the work of the Executive Cabinet, the Prime-Minister, the Assembly, the Speaker of the Assembly, and the President. Satisfaction with the work of the Executive Cabinet was recorded at 53.3%, marking a 11.5 percentage point increase, compared to 41.8% in November 2023. Satisfaction with the work of the Prime-Minister was recorded at 58.3% marking a 9.4 percentage point increase compared to November 2023 (48.9%). Satisfaction with the work of the Assembly (52.1%) indicated the highest increase in satisfaction, by 13.4 percentage points compared to November 2023 (38.7%). Satisfaction with the work of the Speaker of the Assembly however, indicated a 12.2 percentage point increase, with 64.4% of the people declaring being satisfied with the work of the Speaker of Assembly in May 2024, compared to 52.2% in November 2023. Satisfaction with the President indicated the highest level of satisfaction across key Kosovo central institutions, with 69% being satisfied with the work of President in May 2024, compared to 56.2% in November 2023.

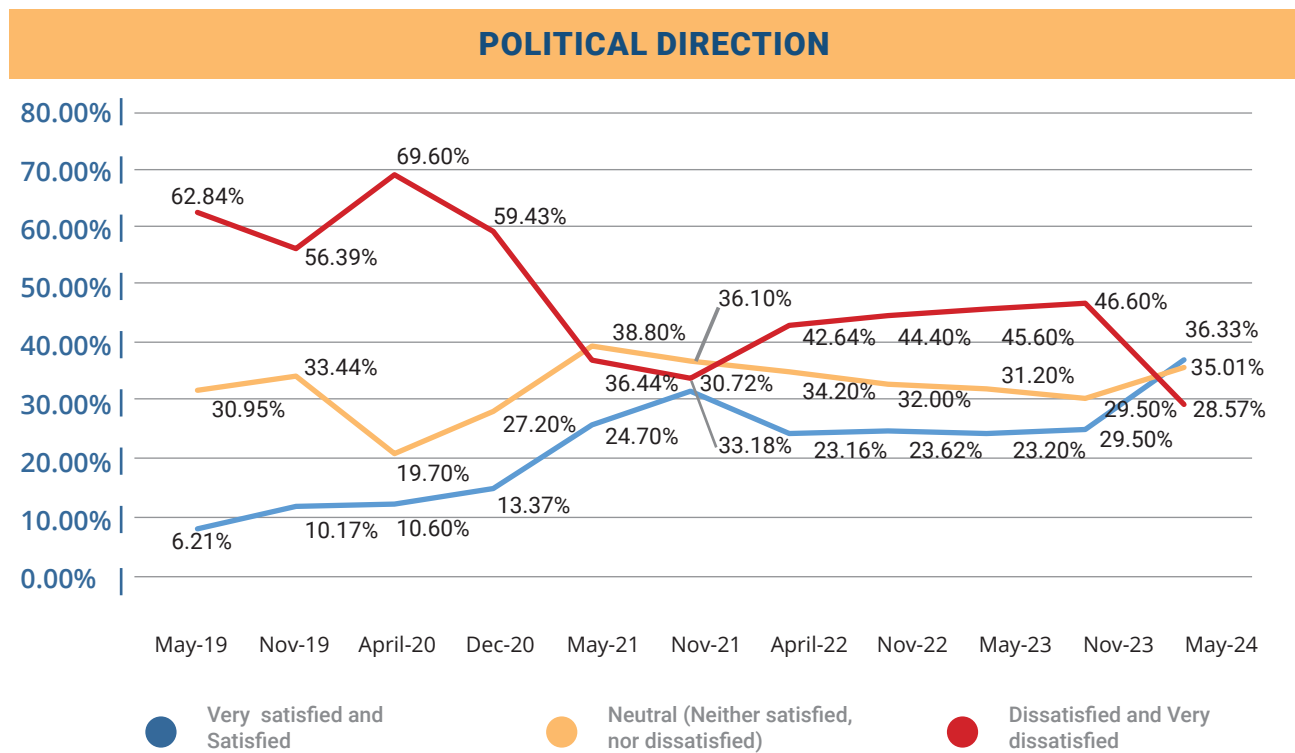
TABLE 1: RESPONDENT' SATISFACTION WITH THE KEY EXECUTIVE, LEGISLATIVE, AND JUDICIAL INSTITUTIONS IN KOSOVO

Political Indicators		May-19	Nov-19	Apr-20	Dec-20	May-21	Nov-21	Apr-22	Nov-22	Apr-23	Nov-23	May-24	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%	53.30%	
	Prime minister	36.50%	20.70%	65.40%	23.00%	59.50%	53.20%	52.60%	44.90%	51.50%	48.90%	58.30%	
Satisfaction with legislative	Assembly	19.60%	18.60%	33.40%	22.60%	52.90%	50.30%	50.20%	39.10%	46.40%	38.70%	52.10%	
	Speaker of Assembly	23.60%	20.50%	72.40%	46.70%	59.20%	55.40%	54.40%	50.80%	58.30%	52.20%	64.40%	
Satisfaction with President	President	20.40%	21.20%	18.70%	33.90%	63.70%	55.20%	58.40%	56.80%	60.30%	56.20%	69.00%	
Satisfaction with judiciary	Court	18.70%	13.60%	24.80%	23.00%	34.60%	33.90%	39.10%	24.40%	29.00%	29.30%	27.10%	
	Prosecutor's office	16.40%	14.20%	22.30%	23.00%	30.80%	34.00%	37.10%	22.00%	29.00%	30.00%	26.50%	

Political Direction

The May 2024 opinion poll showed that a higher share of respondents (36.33%) was very satisfied or satisfied with the political direction Kosovo is presently heading towards, compared to 23.9% in November 2023. Data disaggregated by ethnicity showed that 60% of other Kosovo communities and 35.9% of Kosovo Albanians expressed satisfaction, reflecting increases from November 2023 (25.2% and 25.2%, respectively). Conversely, satisfaction among Kosovo Serbs has decreased to 5.7% from 10.4% during the same period.

FIGURE 1: RESPONDENTS' SATISFACTION WITH POLITICAL DIRECTION OF KOSOVO



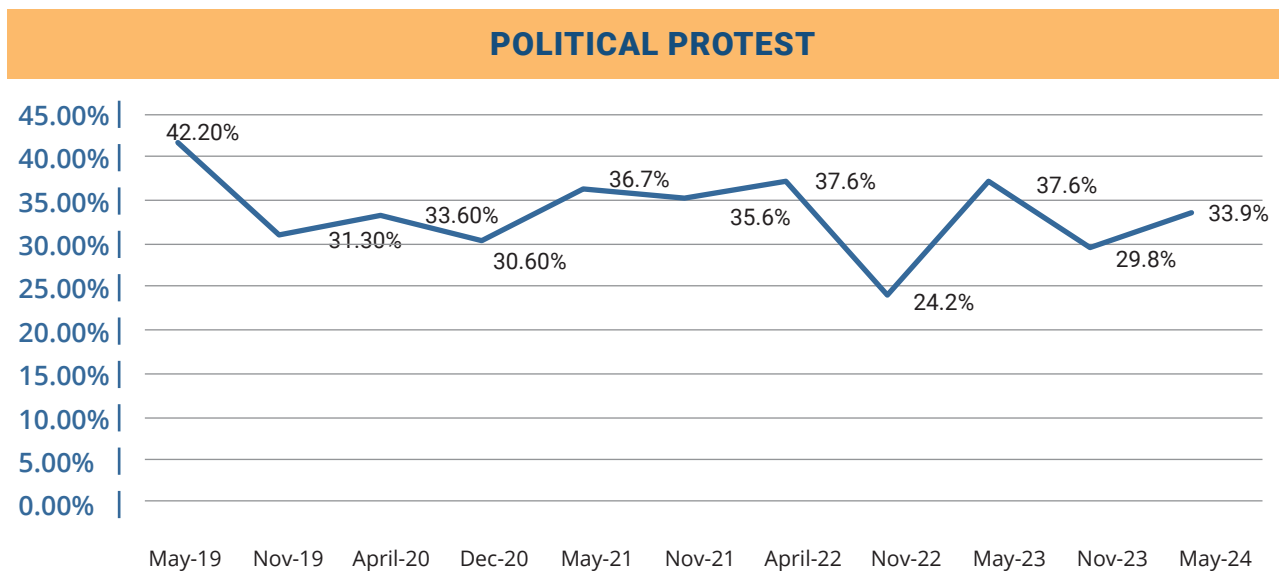
A slightly higher share of respondents (33.9%) stated that were ready to protest for political reasons, compared to November 2023 (29.8%).

Gender disaggregated data showed that more men (41.3%) than women (26.6%) were ready to protest for political reasons.

Ethnically disaggregated data showed a decrease in readiness to protest across Kosovo Serbs and other Kosovo communities. A total of 28.6% of Kosovo Serbs (30.5% in November 2023) and 18.4% of other Kosovo communities (23% in November 2023) were ready to

protest for political reasons. An increase in readiness to protest however was marked among Kosovo Albanians compared to November 2023. A total of 34.3% of Kosovo Albanians were ready to protest for political reasons, compared to 28.9% in November 2023.

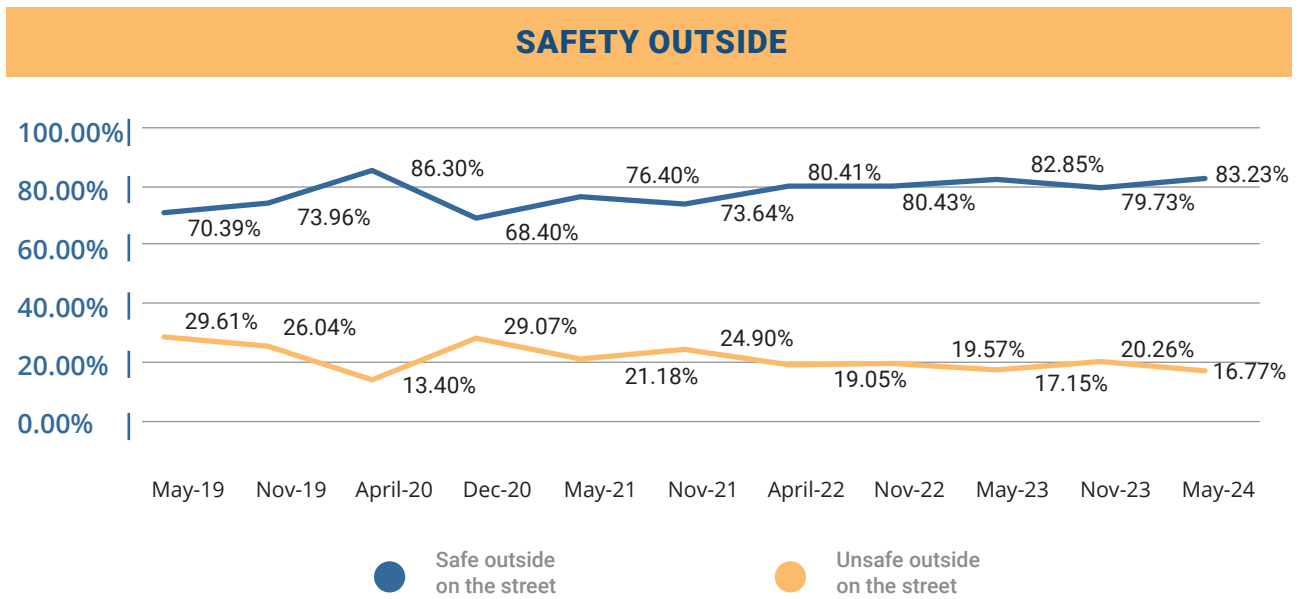
FIGURE 2: PERCENTAGE OF RESPONDENTS THAT WOULD JOIN POLITICAL PROTESTS



Personal Safety

The respondents were inquired about their perception on the level of safety from violence and crime when outside on the street. The May 2024 opinion poll data showed an increase in people's perception on their level of safety, with 83.2% declaring feeling very safe or somewhat safe when outside on the street, compared to 79.73% in November 2023. Gender disaggregated data showed that a slightly higher number of men than women feel safe when outside on the street, 83.4% and 82.9%, respectively. Data disaggregated by ethnicity showed that a larger number of Kosovo Albanians (85.3%) and other Kosovo communities (83.2%) compared to Kosovo Serbs (31.9%) felt safe when outside on the street. Compared to November 2023 data, the data showed 4.5 percentage point increase on perception on safety among Kosovo Albanians and 3.2 percentage point increase among other Kosovo communities, when these numbers were recorded at 80.8% and 80.0%, respectively. A 5.7 percentage point decrease in Kosovo Serbs perception on safety was recorded compared to November 2023 when this number was 37.6%.

FIGURE 3: RESPONDENTS' PERCEPTION OF SAFETY



Democratization and Economic Confidence Indices

An increase in both DI as well as ECI was recorded in May 2024 opinion poll. More specifically, the current DI has increased by 0.13 points (1.62) compared to November 2023 when this number was recorded at 1.49. Whereas, the current ECI has increased by 0.03 points (1.21) compared to 1.18 in November 2023.³

Data disaggregated by gender showed that men scored higher in DI (1.65 points) compared to women (1.59 points), likewise men scored higher with ECI (1.26) compared to women (1.18).

Findings showed that all the DI components, except one, shown in Table 2, have seen an increase compared to November 2023. A total of 67.4% of the respondents claimed that the elections in Kosovo are democratic and in accordance with international standards, compared to 57.29% in November 2023. The number of respondents who believed that the Assembly monitors the performance of the Executive Cabinet stood at 59.3% in May 2024, compared to 44.01% in November 2023. A total of 34.28% of respondents believed that the Judiciary System in Kosovo

³ 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 May 2024 opinion poll were compared with those generated in previous opinion polls.

is independent of its decisions in May 2024, compared to 32.50% in November 2023. Findings showed an increase with belief that media in Kosovo enjoys the freedom of expression, with 69.69% of the respondents believing that media in Kosovo enjoy the freedom of expression, compared to 61.81% in November 2023. A total of 51.55% indicated that Civil Society in Kosovo serves as a truthful monitor of democratic developments in Kosovo compared to 46.84% in November 2023. An increase was also recorded in people's perception that local institutions work according to the priorities of the people (50.19% in May 2024, compared to 49.40% in November 2023). A decrease in perception that the central Executive Cabinet works according to priorities of Kosovo people was recorded (50.19% in May 2024, compared to 52.7% in November 2023). A total of 60.71% indicated that Kosovo Constitution as well as laws in power are democratic and respect human rights, compared to 56.4% in November 2023. Finally, 53.45% stated that the democratic processes in Kosovo are instituted and are going towards the right direction, compared to 49.22% in November 2023.

TABLE 2: TREND ANALYSIS OF DI COMPONENTS

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	May-24	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%	67.44%	
Does the Assembly 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%	59.30%	
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%	32.50%	34.28%	
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%	69.69%	
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%	51.55%	
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%	54.85%	
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%	50.19%	
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%	60.71%	
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%	53.46%	

To determine which indicators influenced the decrease of the ECI, the current 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.”

TABLE 3: TREND ANALYSIS OF ECI COMPONENTS

Favourable	May-19	Nov-19	Apr-20	20-Dec	May-21	Nov-21	Apr-22	Oct-22	May-23	Nov-23	May-24	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%	20.20%	
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%	8.40%	11.50%	13.30%	
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%	12.00%	
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%	15.80%	

A total of 20.20% had favourable expectations regarding their family’s total income six months on from when the opinion poll was conducted, marking a 4.4 percentage points increase compared to November 2023. A total of 13.3% had favourable expectations regarding current business conditions, marking a 1.8 percentage point increase compared to November 2023 when this number stood at 11.5%. A decrease in perception was recorded regarding the current employment conditions being favourable, as well as with perception regarding employment conditions six months on from when the opinion poll was conducted. While the former was recorded at 12% in May 2024 compared to 16.2% in November 2023, the latter was recorded at 15.8% in May 2024 compared to 16.2% in November 2023.

Data disaggregated by gender showed that 22.2% men and 19.1% women had favourable expectations regarding their family’s total income six months from now. May 2024 opinion poll data showed that more men (16.9%) than women (9.7%) assessed the current business conditions to be favourable, likewise more men (14.4%) than women (9.8%) assessed the current employment conditions to be favourable. A total of 18.6% of men had a favourable view regarding employment conditions six months from now, compared to 13.1% women.

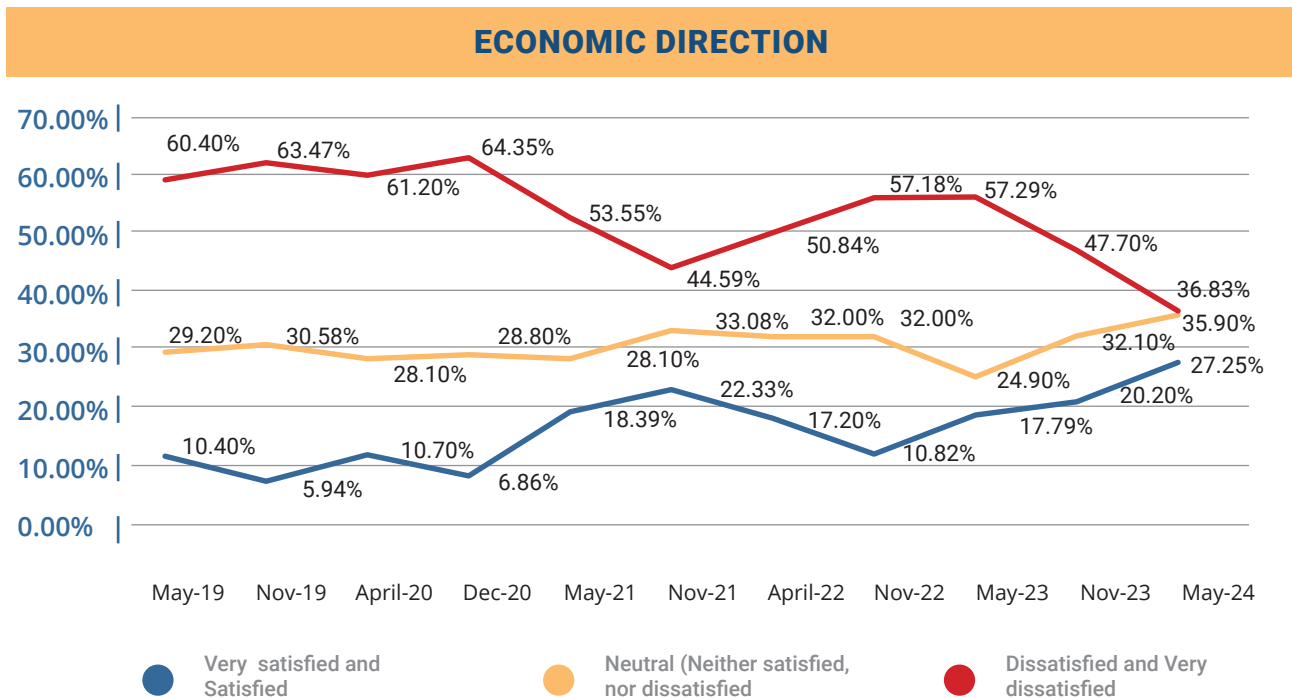
Data disaggregated by ethnicity showed that while 20.3% of Kosovo Albanians had favourable expectations regarding their family’s total income six months from when the opinion poll was conducted, only 6.1% of other Kosovo communities and 5% of Kosovo Serbs stated the same. A higher number of Kosovo Albanians (13%) assessed the current business

conditions to be favourable compared to other Kosovo communities (7.2%) and Kosovo Serbs (2.8%). A total of 11.7% of Kosovo Albanians, 9.4% Kosovo Serbs and 6.3% of other Kosovo communities assessed the current employment conditions as favourable. While 15.7% of Kosovo Albanians had favourable expectations regarding employment conditions, a total of 7.9% of other Kosovo communities and 5.7% of Kosovo Serbs felt the same.

Economic Direction

A positive increase in perception on economic direction was recorded in May 2024 opinion poll, with 27.3% declaring that they are very satisfied or satisfied with Kosovo economic direction, compared to 20.20% in May 2023. A total of 35.9% of respondents were neutral compared to 32.1% in November 2023, and 36.8% were very dissatisfied or dissatisfied compared to 47.70% in November 2023.

FIGURE 4: SATISFACTION WITH THE ECONOMIC DIRECTION OF KOSOVO



A higher number of men (31.2%) compared to women (23.4%) were very satisfied or satisfied with the economic direction that Kosovo is heading towards. Data disaggregated by ethnicity showed that 44.2% of other Kosovo communities are very satisfied or satisfied with the economic direction, compared to 26.8% of Kosovo Albanians and 11% of Kosovo Serbs. May 2024 data showed an increase in satisfaction with economic direction across all ethnicities, compared to November 2023 when 28.8% of other Kosovo communities were satisfied with economic direction, followed by 19.5% Kosovo Albanians and 7.6% Kosovo Serbs.

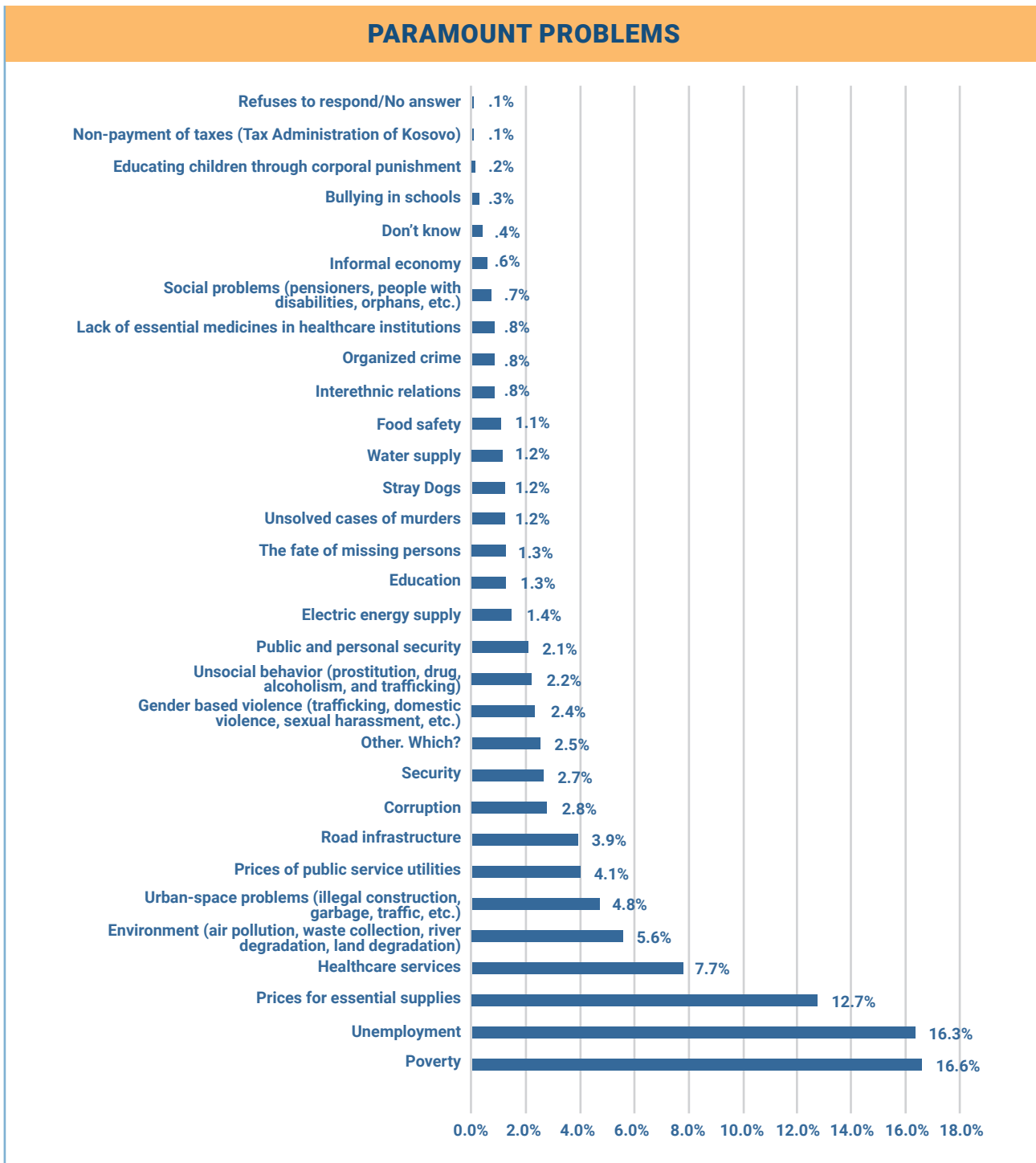
Major Problems Kosovo is Currently Facing

As in previous opinion polls, respondents were asked about the most pressing problems Kosovo is currently facing. The May 2024 opinion poll data showed that poverty (16.6%), unemployment (16.3%), and prices for essential supplies (12.7%) were identified as top three major problems currently facing Kosovo. Healthcare services (7.8%) and environment (5.6%) were among the top five major problems. The percentage of respondents who rated poverty as a major issue decreased by 12 percentage points, compared to November 2023 poll when poverty (28.6%) was rated as a major problem. Instead, the percentage of respondents who viewed unemployment as the top major issue decreased by 2.9 percentage points compared to November 2023 (19.2%). The percentage of respondents who viewed prices for essential supplies as a major problem increased by 3.8 percentage points (12.7% in May 2024 compared to 8.9% in November 2023).

Gender disaggregated data showed that women ranked unemployment as the top major issue (18%) and poverty (17.8%) as the second major issue, compared to men who ranked poverty (15.3%) as the major issue and unemployment (14.7%) as the second major issue.

Ethnically disaggregated data showed that unemployment ranked as the top major problem for 16.8% of Kosovo Albanians, whereas poverty ranked as the top major problem for 15.2% of Kosovo Serbs and 19.5% of other Kosovo communities. While poverty ranked as the second most pressing problem for 16.6% of Kosovo Albanians, urban space problems ranked as the second major problem for 13.8% of Kosovo Serbs, whereas energy ranked as the second major issue for 14.2% of other Kosovo communities.

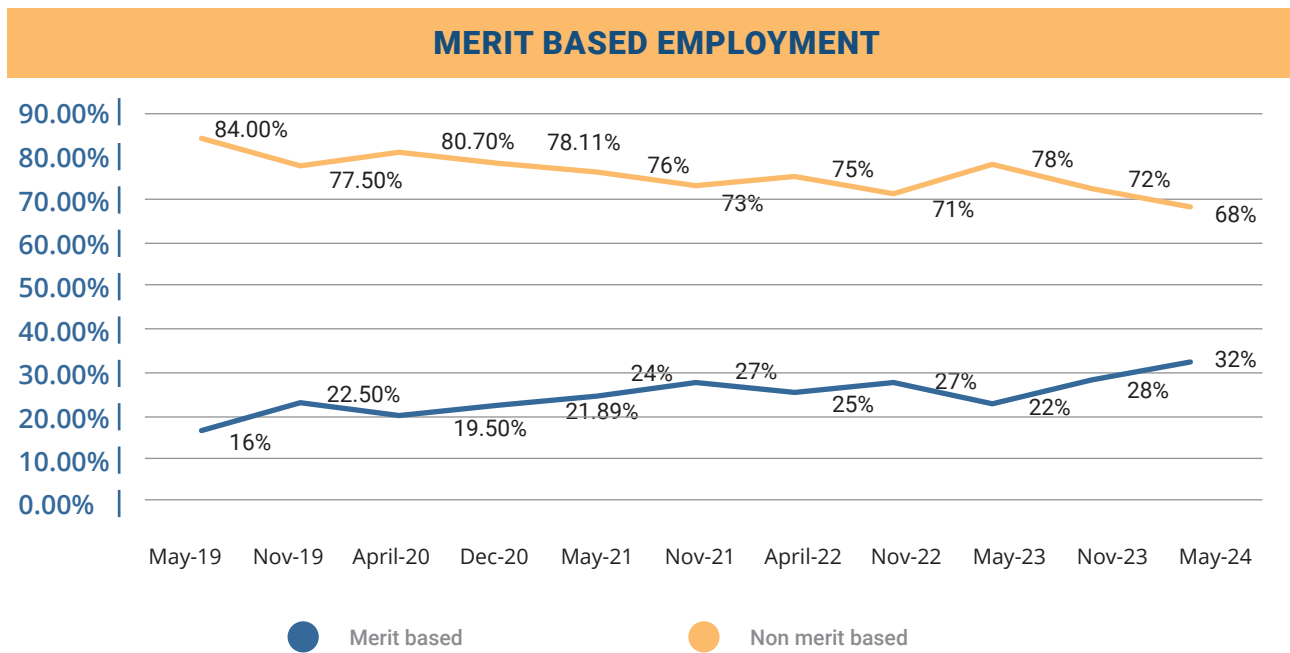
FIGURE 5: PERCEPTIONS ON MAJOR PROBLEMS CURRENTLY FACING KOSOVO



Merit-based Recruitment in the Public and Private Sector

An increase with perception on merit-based employment was marked in May 2024, where 32% of the respondents declared that employment in the public sector is merit based, compared to 28% in November 2023. When asked what is most important for employment in public sector, similar to previous polls, family connection (27.3%), party allegiance (24.8%) were the top two answers, followed by education (17.9%), professional experience (9.9%), bribe (8.6%), friends (5.7%), vocational training (4.3%) and the appearance (1.6%).

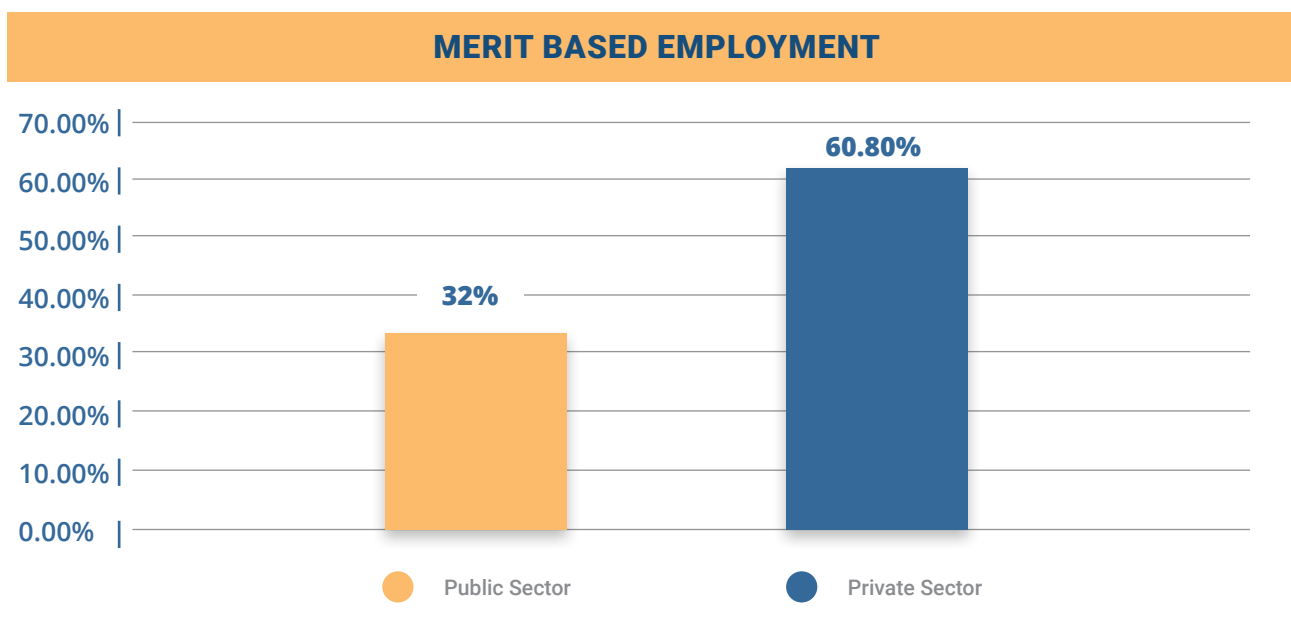
FIGURE 6: PERCEPTIONS OF THE ROLE OF MERITOCRACY TO GAINING EMPLOYMENT IN THE PUBLIC SECTOR



Contrary to perception on gaining employment in the public sector, a larger portion of respondents (60.8%) believed that employment in the private sector is gained based on merit. Similar to previous polls, professional experience (37%) was perceived as the main criteria to gaining employment in the private sector. Among merit-based criteria, education stood at 14% and vocational training at 9.7%. The following were identified as non-merit factors in gaining employment in the private sector: family connection (18.3%), friends (14.2%), bribe (3.3%) and appearance (1%).

Gender disaggregated data showed that when it comes to employment in the public sector, more men (34.2%) than women (29.2%) believed that employment is gained based on merit. When it comes to employment in the private sector, gender disaggregated data showed that similar to previous polls, men (65.5%) were more confident in merit-based employment in the private sector, compared to women (54.9%). Ethnicity disaggregated data showed that 61% of Kosovo Albanians, and 55.8% of other Kosovo communities were more confident in merit-based employment in the private sector, compared to 35.2% of Kosovo Serbs.

FIGURE 7: PERCEPTIONS OF THE ROLE OF MERITOCRACY TO GAINING EMPLOYMENT IN THE PUBLIC VERSUS PRIVATE SECTOR



Perceptions on Large-scale Corruption

On average, 19.9% of the respondents perceived that large scale corruption is present in public and international institutions in Kosovo, marking a 5.15 percentage point decrease compared to November 2023 when this number was recorded at 25%.

Kosovo Police (12.40%) was perceived as the least corrupt institution, followed by international organizations (13.70%), education (13.8%) and municipalities (15.9%). The most corrupt institutions were perceived to be the Courts (36.5%), Customs (35.3%) and KEDS (22.4%).

The biggest positive changes in perception on large scale corruption were observed in the following institutions: Tax Administration of Kosovo (17.1% in May 2024, compared to 26.4% in November 2023), Privatization Agency of Kosovo (22.3% in May 2024, compared to 30.7% in November 2024) and Central Administration (17% in May 2024, compared to 24.9% in November 2023). The only increase in perception of large scale corruption was observed with Courts (36.5% in May 2024 compared to 28.80% in November 2023).

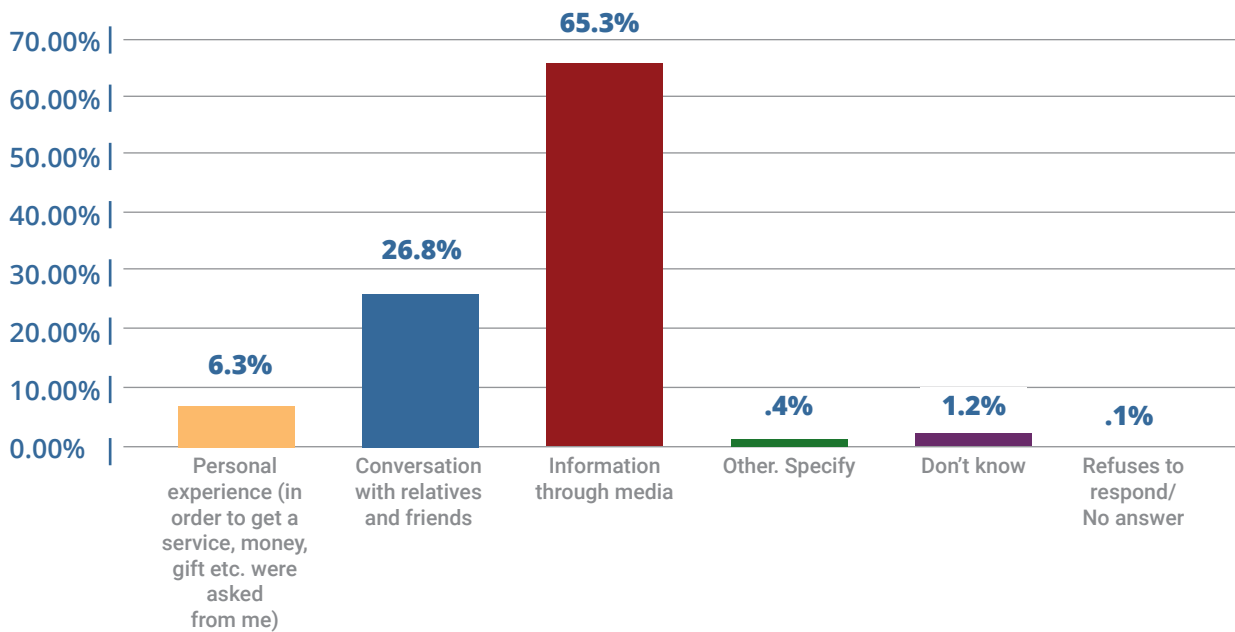
TABLE 4: PERCEPTIONS OF THE PREVALENCE OF LARGE-SCALE CORRUPTION IN PUBLIC AND INTERNATIONAL INSTITUTIONS IN KOSOVO

	May-19	Nov-19	April-20	dhje-20	maj-21	April-21	April-22	Nov-22	May-23	Nov-23	May-24	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%	18.60%	
KEDS	40.70%	38.90%	27.30%	28.70%	26.10%	25.80%	26.50%	24.50%	28.40%	25.60%	22.40%	
KEK				27.50%	25.30%	25.80%	26.70%	23.00%	26.10%	25.60%	17.90%	
Courts	30.70%	42.00%	24.50%	31.60%	32.50%	27.70%	27.90%	30.80%	37.70%	28.80%	36.50%	
Customs	29.30%	41.40%	30.60%	39.20%	34.30%	32.30%	36.20%	26.90%	35.80%	39.00%	35.30%	
Central administration	36.70%	35.30%	20.80%	29.50%	23.10%	19.50%	13.90%	20.10%	25.30%	24.90%	17.00%	
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%	22.30%	
Municipalities (local government)	25.80%	29.80%	13.30%	24.70%	20.40%	19.10%	16.30%	18.40%	15.80%	21.70%	15.90%	
Education (schools, University)	20.70%	26.10%	13.60%	19.50%	15.10%	16.80%	12.10%	14.30%	16.90%	17.20%	13.80%	
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%	17.10%	
PTK	44.20%	40.80%	37.90%	33.20%	31.60%	23.70%	25.90%	25.30%	25.40%	23.50%	17.30%	
Banks	33.80%	34.10%	18.90%	28.10%	22.90%	22.20%	20.50%	14.70%	20.70%	24.80%	18.00%	
International organizations	19.50%	23.60%	5.50%	23.80%	15.70%	17.60%	14.00%	12.20%	14.10%	19.60%	13.70%	
Kosovo Police (KP)	17.00%	20.70%	9.80%	15.30%	14.00%	20.50%	14.00%	13.50%	7.30%	17.90%	12.40%	

As in previous polls, to find what shaped respondents' perception on large scale corruption, they were asked about the reasons behind the evaluation on the presence of large-scale corruption in the public and international institutions in Kosovo. The results showed that as in previous polls, for 65.3% of the respondents (63.7% in November 2023), information through media is what shaped their perception on large scale corruption. A total of 26.8% of the respondents claimed that conversation with relatives is what shaped their perception,

whereas 6.3% of the respondents claimed that personal experiences shaped their perception (compared to 30.5% and 5.5 in November 2023, respectively).

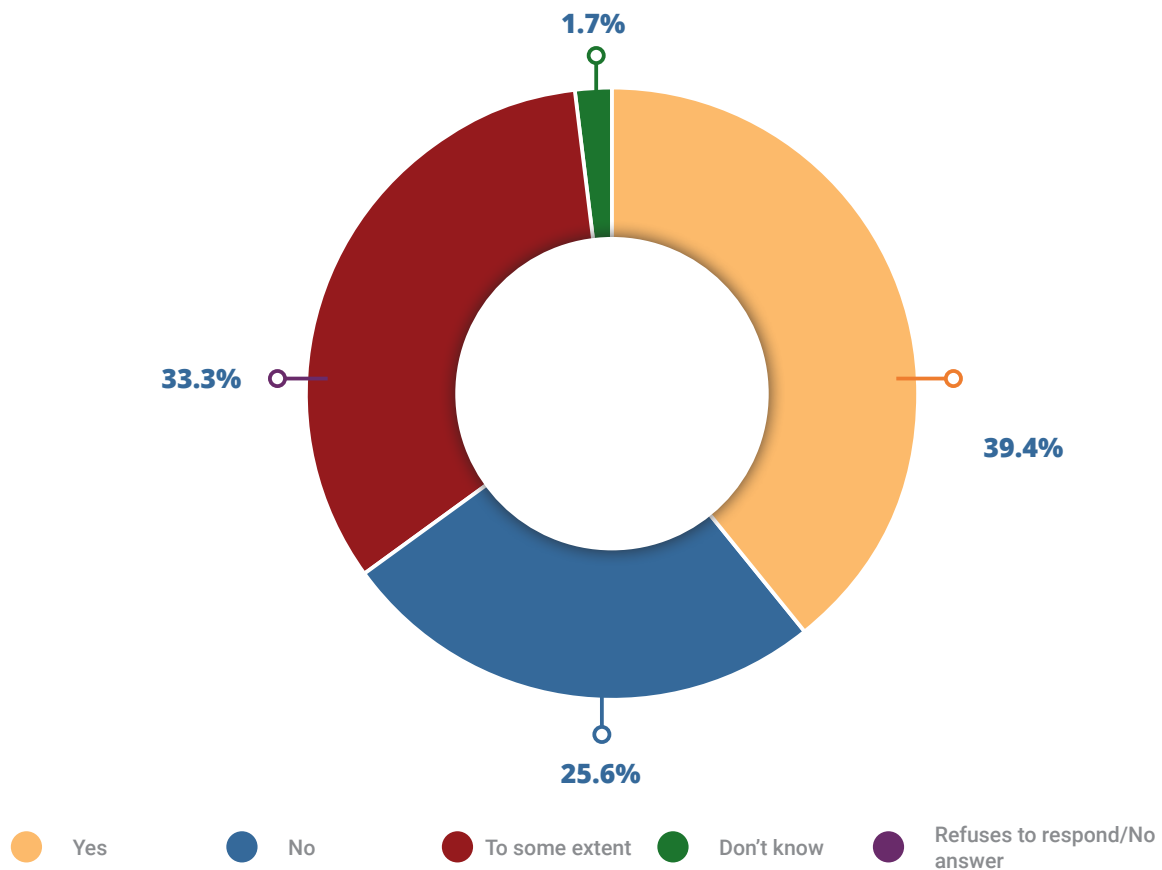
FIGURE 8: RESPONDENTS' REASONS BEHIND THEIR EVALUATION OF THE EXTENT OF CORRUPTION IN KOSOVO



Attitudes Towards Voting

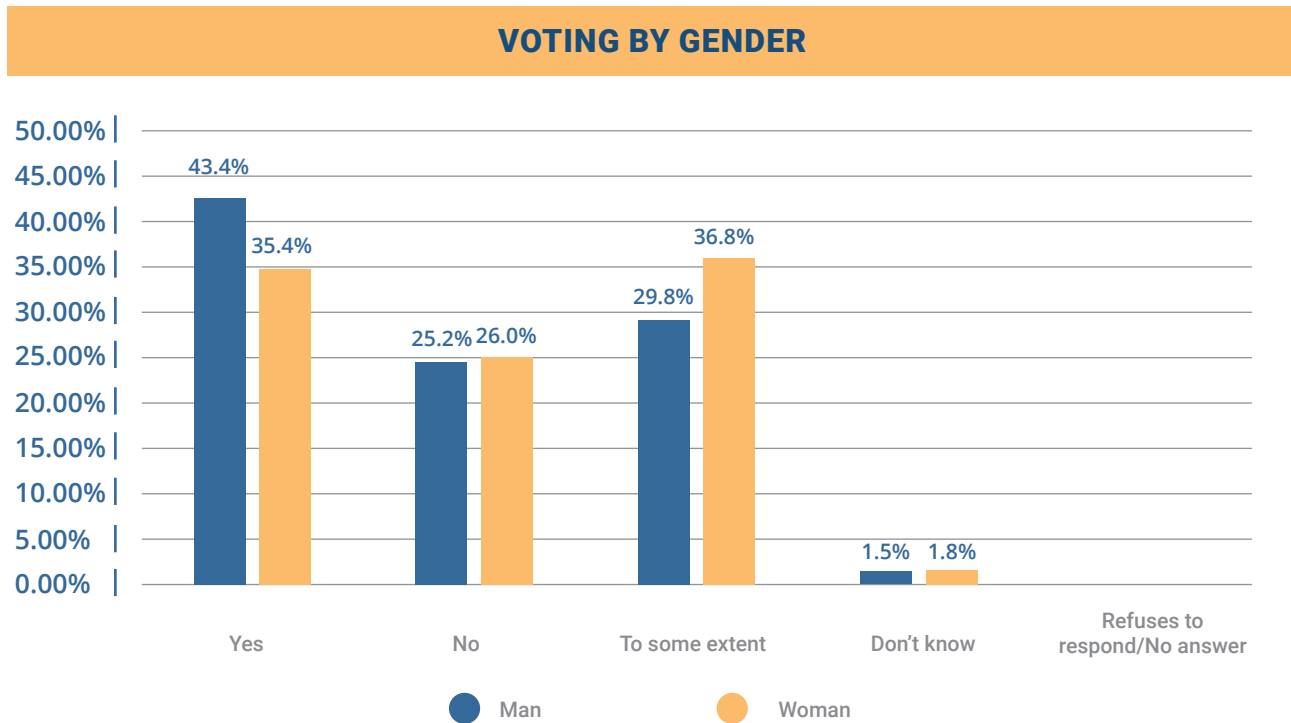
A total of 39.4% believed that their vote can change the situation in Kosovo in May 2024 opinion poll, marking a 6.6 percentage point increase compared to November 2023 when this number was recorded at 32.8%. While 25.6% considered that their vote cannot change the situation in Kosovo, 33.3% considered it does to some extent, and 1.7% declared that they didn't know whether their vote can change the situation in Kosovo (compared to 36.3%, 27.9% and 3%, respectively)

FIGURE 9: RESPONDENTS' PERCEPTION ON WHETHER THEIR VOTE CAN CHANGE THE SITUATION IN KOSOVO



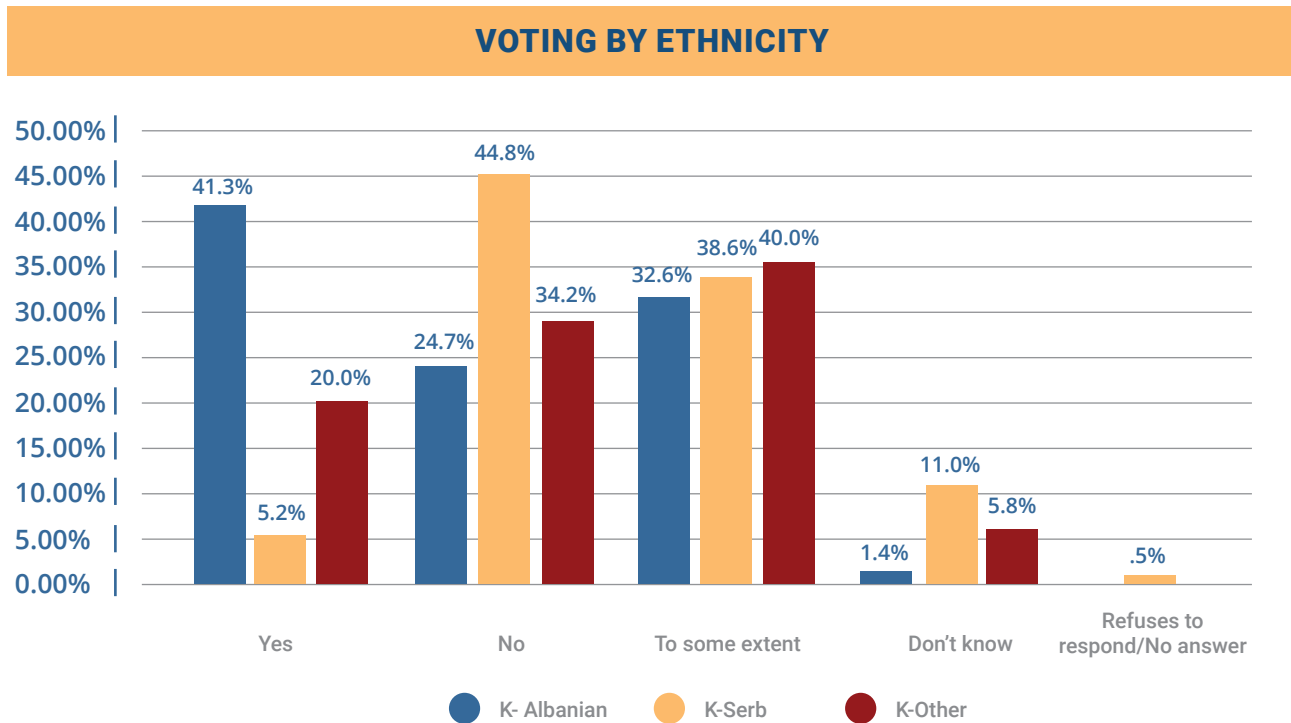
Gender disaggregated data showed that more men (43.4%) than women (35.4%) believed that their vote can affect change, marking an increase both among men and women compared to November 2023 when these numbers stood at 36.3% and 29.2%, respectively. A total of 25.2% of men and 26% of women stated that they do not believe that their vote can lead to change, whereas 29.8% men and 36.8% women felt their vote can lead to change only to some extent.

FIGURE 10: PERCEPTION OF MEN AND WOMEN ON WHETHER THEIR VOTE CAN CHANGE THE SITUATION IN KOSOVO



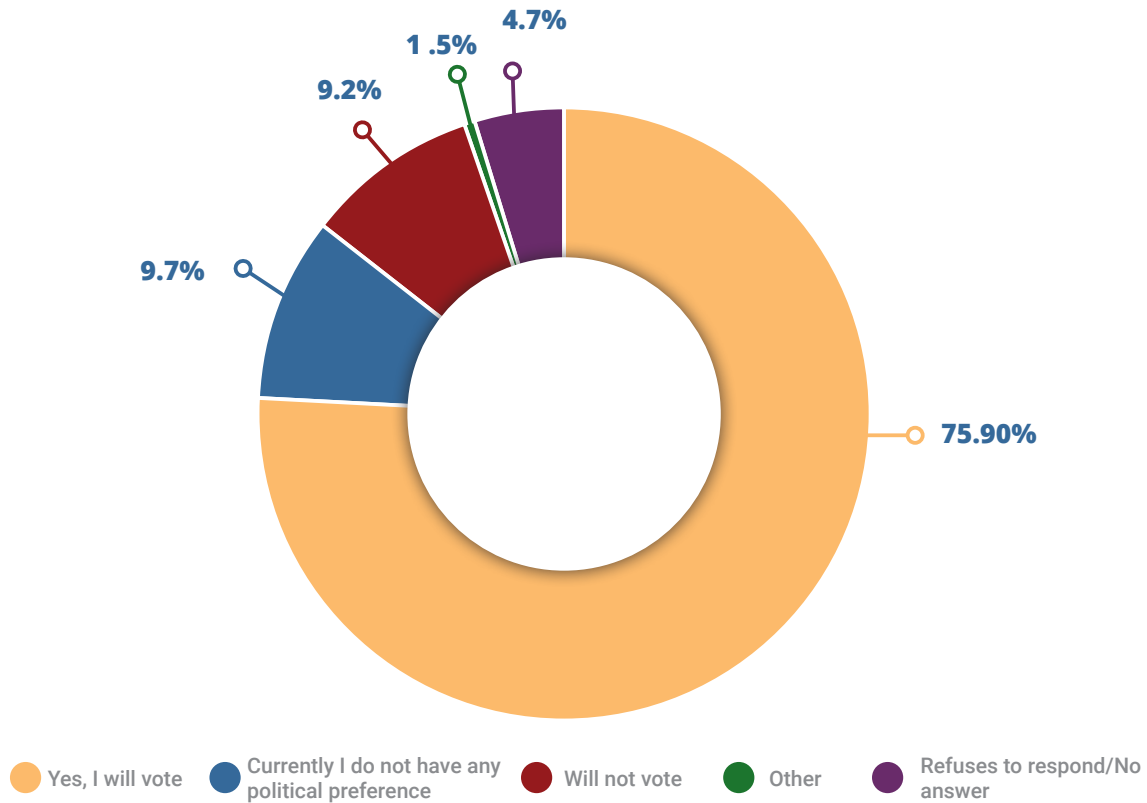
Data disaggregated by ethnicity showed an increase among Kosovo Albanians in their confidence in elections as a mechanism for change, and a decrease among Kosovo Serbs and other Kosovo communities. A total of 41.3% of Kosovo Albanians (35.5% in November 2023), 20% other Kosovo communities (30.5% in November 2023), and 5.2% Kosovo Serbs (7.6% in November 2023), believed that their vote can lead to change. A total of 24.7% of Kosovo Albanians, 44.8% of Kosovo Serbs and 34.2% of other Kosovo communities stated that they do not believe that their vote can lead to change.

FIGURE 11: PERCEPTION OF DIFFERENT COMMUNITIES ON WHETHER THEIR VOTE CAN CHANGE THE SITUATION IN KOSOVO



Respondents were asked about the likelihood to vote if central elections were held soon. Data showed that 75.90% of respondents would vote if central elections were to take place soon, as opposed to 72.8% in November 2023. A total of 9.2% of the respondents claimed that they will not vote if the election were held soon, as opposed to 14.6% in November 2023.

FIGURE 12: RESPONDENTS' LIKELIHOOD TO VOTE IF CENTRAL ELECTIONS WERE TO BE HELD SOON



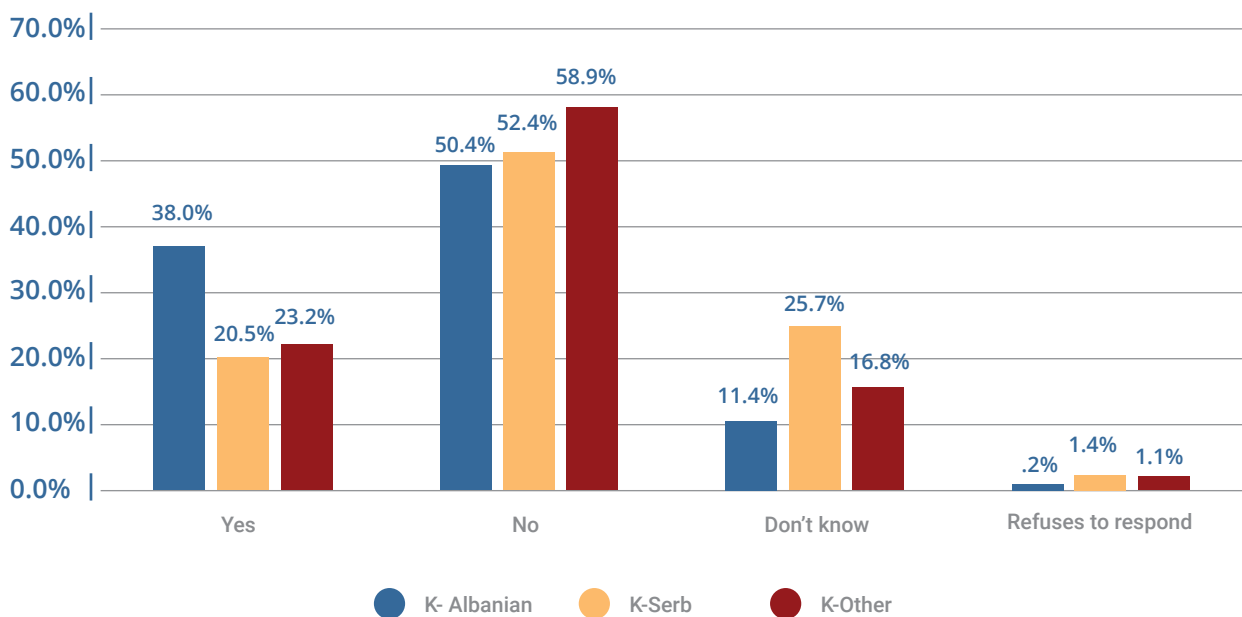
Data disaggregated by gender showed that women (78%) were more likely to vote if the election were held soon, as opposed to men (74%). A total of 8.2% of men and 10.2% of women stated that they would not vote if the elections were to be held soon.

Ethnically disaggregated data showed that a total of 81% of other Kosovo communities (76.5% in November 2023), 76% of Kosovo Albanians (73.9% in November 2023) and 54% of Kosovo Serbs (64.78%) were likely to vote if election were to be held soon.

Transitional Justice

Public Pulse has been covering transitional justice in Public Pulses XXIV, XXV, and XXVI, and has asked the respondents their perception pertaining to issues on transitional justice. May 2024 opinion poll data showed that a total of 50.7% of the respondents claimed that Kosovo's legacies of the conflict and collective past are not professionally covered in the media, compared to 59.3% in November 2023. A total of 36.3% believed 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 (38%) believed that the legacies of the conflict and collective past are professionally covered in the media, compared to Kosovo Serbs (20.5%) and other Kosovo communities (23.2%).

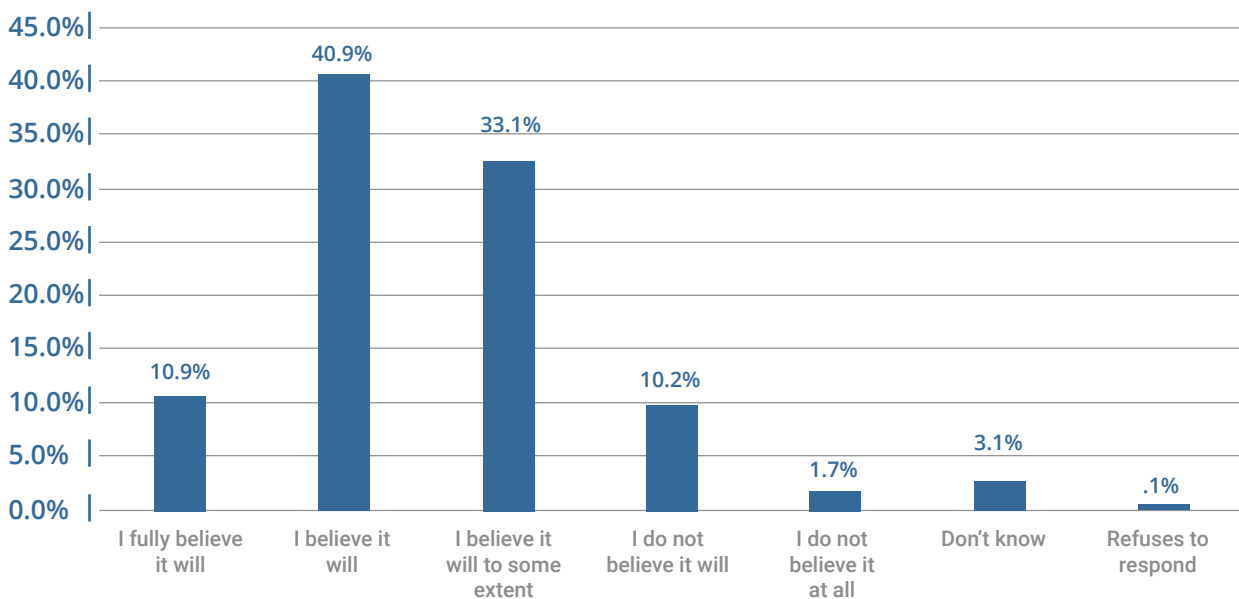
FIGURE 13: RESPONDENTS OPINION ON PROFESSIONAL COVERAGE OF KOSOVO'S LEGACIES OF THE CONFLICT AND COLLECTIVE PAST ON THE MEDIA.



A total of 10.9% and 40.9% of respondents fully believed and believed that the Agreement on the Path to Normalization of Relations between Kosovo and Serbia (Agreement) will affect the life of Kosovo people positively, as opposed to 16% and 42.9% in November 2023, respectively. A total of 33.1% of the respondents stated that they believed the Agreement will have a positive effect to some extent, compared to 22.8% in November 2023. While 10.2 and 1.7% of respondents stated it will not, and it will not at all, 3.1% stated that they don't

know, compared to 4.4%, 5.9% and 8%. Data disaggregated by ethnicity showed that 52.9% of Kosovo Albanians and 51.6% of other Kosovo communities had a positive outlook on the Agreement, as compared to 25.7% of Kosovo Serbs.

FIGURE 14: RESPONDENT'S PERCEPTION WHETHER THE AGREEMENT ON THE PATH TO NORMALIZATION OF RELATIONS BETWEEN KOSOVO AND SERBIA WILL AID KOSOVO TOWARDS ITS EU PATH



Respondents were also enquired about the extent to which they believed the Agreement will aid Kosovo on its path towards the EU. A total of 50.6% of the respondents believed fully or believed that the Agreement will aid Kosovo towards its path to the EU. While 35.8% stated that they believe it to some extent that the Agreement will aid Kosovo towards its path to the EU, 10.3% stated that they don't believe it at all or don't believe it, and 3.4% stated that they don't know.

Ethnically disaggregated data showed that Kosovo Albanians (50.9%) and other Kosovo communities (45.8%) are more optimistic compared to Kosovo Serbs (24.8%) that the Agreement will aid Kosovo towards its EU path.

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 April 17 to May 7, 2024. 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.⁴

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:



⁴In 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.

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.

