



Public Pulse XI

May, 2016

Prepared by UNDP Kosovo - *Public Pulse Project team:*

Atdhe Hetemi

Public Pulse Project Manager

Iris Duri

Statistician

Kaltrina Kusari

Intern – Associate to Human Development Report and Public Pulse Project

Quality Assurance

UNDP Kosovo Programme

Prishtinë/Priština

May 2016

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.

Executive Summary

The Public Pulse Brief provides a concise overview of key indicators measured by the Public Pulse Poll. Among others, this poll collects data on citizens' perceptions of Kosovo's Institutions, with a focus on political, economic, security, and development issues. This particular brief covers the September 2015 to March 2016 period, and follows the tradition of previous reports by examining the evolving situation in Kosovo¹. In addition to usual key indicators measured by the Poll, this number also presents insights into recent socio-political developments in Kosovo. Additional data obtained through this poll will be made available through Public Pulse Analysis and Action Paper documents.

The poll results suggest that citizen satisfaction with all of Kosovo's Institutions, with the exception of the Parliament, increased anywhere from 4%-16% as compared to the last Public Pulse Poll. However, citizens' perceptions of the Parliament decreased by 3%. Regardless of the reported fluctuations in citizen perceptions, overall satisfaction levels remain rather low, with the performance of the President receiving the highest score at 45.7%. Close to 70% of Kosovars are dissatisfied with Kosovo's current political orientation. Similarly, the Democratization and Economic Indices, which track Kosovars' opinions of democratic practices (such as voting, freedom of expression etc.) and perceptions of prevailing economic conditions, respectively, experienced an increase, but continue to have low scores. Specifically, on a scale of 1 to 3, the DI scored 1.12 and the EI scored 0.89.

In addition to measuring these usual indicators, the latest Public Pulse Poll also asked citizens to discuss the most paramount problems facing Kosovo today, as well as their thoughts on issues that need to be discussed in Brussels. Among others, citizens reported unemployment (57.1%), poverty (21.4%), and corruption (5.6%) as the three biggest issues which impact their social well-being. With regard to the topics discussed in Brussel, the majority of respondents of all ethnicities believe that Brussels plays a key role in normalizing relations between Kosovo and Serbia. In addition to the findings highlighted above, this report presents other results in order to give an in-depth overview of the current situation in Kosovo.

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

Public Pulse Key Indicators

Perceived Satisfaction with the Performance of Kosovo's Institutions

The most recent Public Pulse Poll results suggest that since September, 2015 there has been a general increase in Kosovans' satisfaction with the performance of Kosovo's key executive, legislative, and judicial institutions. Nonetheless, despite this increase, the average percentage of Kosovans who are satisfied with these institutions remains low, currently at only 23%. In what follows, we present citizen satisfaction levels with each of the above-mentioned institutions.

The President. Survey participants were asked to rate their satisfaction with the performance of Kosovo's President. Results suggest that between September 2015 and April 2016, satisfaction levels with the President's² performance rose by 16%, making this the highest level of satisfaction since November 2014.

Legislative Branch. With regard to Kosovo's legislative branch, citizens rated the performance of the Speaker of the Parliament and the Parliament itself. While satisfaction ratings for the Speaker of the Parliament experienced a 4% increase, 3% fewer citizens reported being satisfied with the work of the Parliament itself. Consequently, the Parliament remains the only legislative institution whose work is rated as less satisfactory than in previous polls³.

Executive Branch. As far as executive institutions are concerned, Kosovans' satisfaction with the performance of central institutions did not reveal any significant changes, whereas their satisfaction with the performance of the Prime Minister increased by approximately 4% between September, 2015 and April, 2016.

Judiciary Branch. Judiciary institutions followed the trend of increased citizen satisfaction with Kosovo's central institutions. For instance, the level of satisfaction with the operation of Kosovo's courts increased by about 4% between September, 2015 and April, 2016. The level of satisfaction with the performance of the prosecutor's office experienced a similar increase, meaning that 17% of citizens, as opposed to 13% reported in September 2015, reported to be pleased with this institution (*Table 1*).

² This figure represents satisfaction levels with Kosova's former President, Atifete Jahjaga.

³ Dissatisfaction with the performance of the Parliament might have risen because the Kosovar Parliament was barely functional for several months between the end of 2015 and beginning of 2016. The leading parties and the Opposition could not find common ground regarding the implementation of the Association of Serb Majority Municipalities, thus tear gas and other measures were used to halt the work of the Parliament.

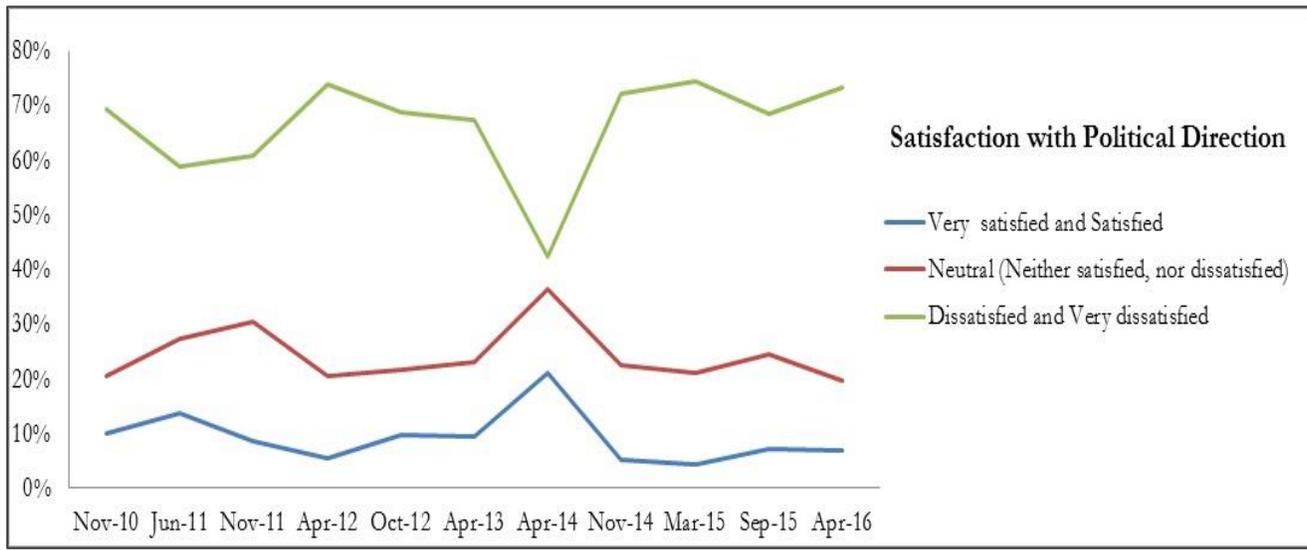
Table 1: Kosovans' satisfaction levels with Kosovo's key executive, legislative, and judicial institutions

Political Indicators		Mar 07	May 08	Jun 09	Apr 10	Nov 10	Jun 11	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16
Satisfaction with the President	President	52.0%	74.0%	61.7%	54.9%	30.8%	54.1%	47.1%	45.1%	48.8%	40.7%	30.2%	30.4%	45.7%
Satisfaction with the executive	Central Institutions	30.5%	46.9%	53.1%	29.2%	25.1%	32.6%	27.2%	27.0%	44.2%	19.3%	18.1%	17.3%	17.8%
	Prime minister	54.0%	72.0%	53.8%	36.4%	30.7%	37.6%	27.3%	30.4%	48.5%	34.1%	23.6%	14.6%	18.3%
Satisfaction with the legislative	Parliament	31.0%	51.4%	53.2%	34.1%	32.1%	41.0%	32.1%	32.3%	46.5%	16.1%	19.3%	19.9%	17.3%
	Speaker of parliament	35.4%	56.5%	51.6%	36.0%	33.3%	60.9%	44.7%	45.8%	57.8%	23.3%	20.1%	19.8%	24.3%
Satisfaction with the judiciary	Court	20.0%	21.0%	32.7%	27.2%	18.5%	26.9%	24.3%	16.7%	37.5%	22.8%	17.2%	13.9%	18.4%
	Prosecutor's office	22.7%	22.7%	31.7%	26.9%	15.1%	20.0%	15.0%	17.7%	38.1%	21.0%	17.0%	12.8%	16.9%

Perceptions of Kosovo's Political and Economic Direction

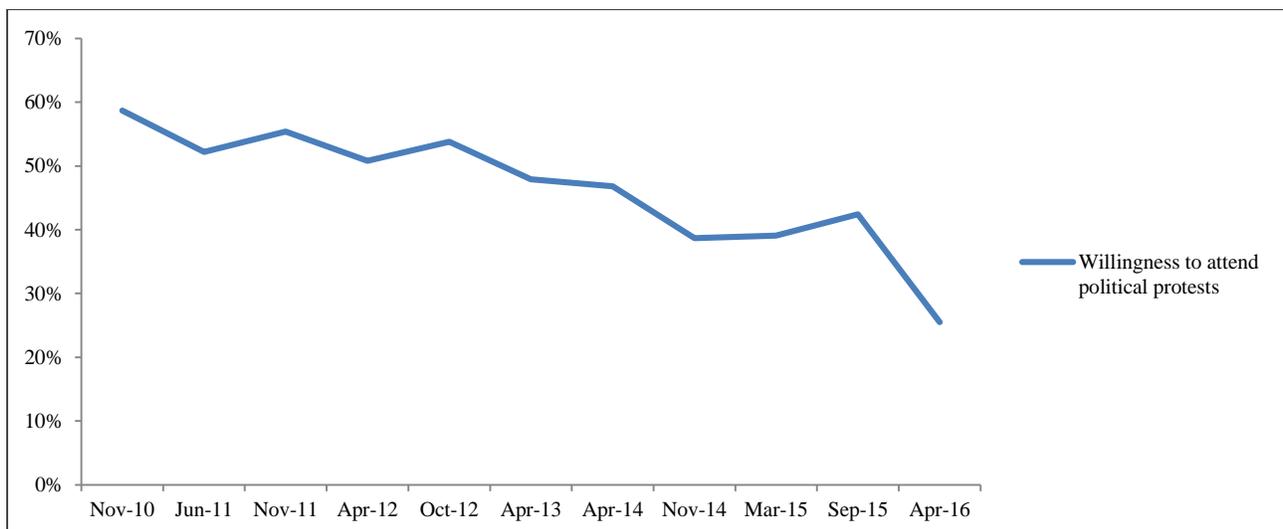
While Kosovan's satisfaction with key executive, judicial, and legislative institutions improved, the same cannot be said about their satisfaction with Kosovo's current political direction. More specifically, compared to September 2015, the most recent poll reveals a 5% decrease in satisfaction with Kosovo's current political orientation. Unfortunately, only a meager 7% of Kosovans seem to be either satisfied or very satisfied with Kosovo's current political direction, and almost 20% are neutral on this issue (*Fig. 1*).

Figure 1: Kosovans' satisfaction with Kosovo's Political Direction



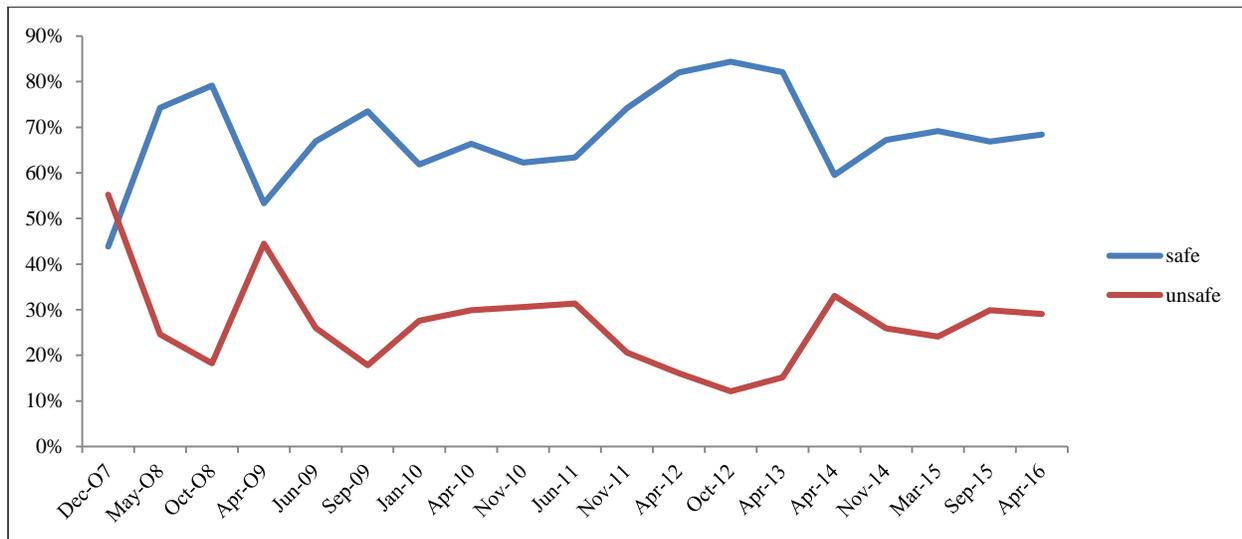
Although citizen dissatisfaction with Kosovo's political direction increased, current findings indicate that the percentage of Kosovans who are willing to join public protests for political reasons has decreased considerably since September, 2015 from 42% in to 25.5% (Fig 2). When analyzing these findings along ethnic lines, it becomes apparent that a higher percentage of K-Serbs (40%), as compared to K-Albanian respondents (28%), are willing to join protests for political reasons. Furthermore, only 14% of other ethnic group members are willing to protest for political reasons.

Figure 2: Percentage of respondents who would attend protests for political reasons



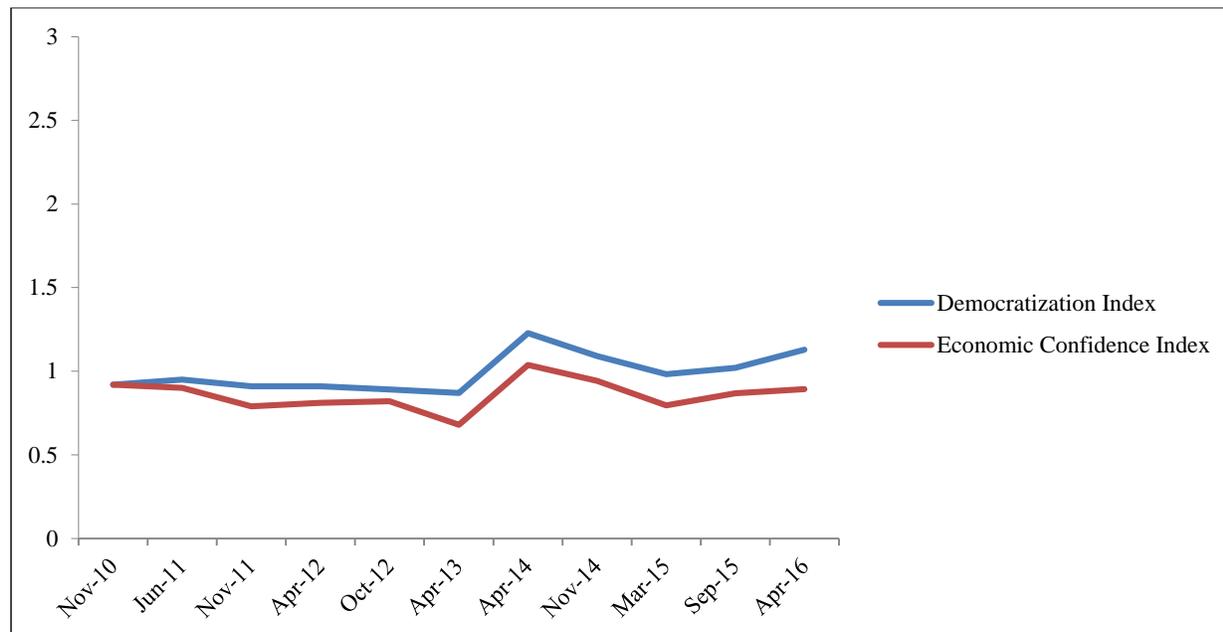
In addition to their willingness to attend protests, and as an indicator for security, the respondents were asked to rate the general sense of safety they feel when walking in the streets of Kosovo. The April, 2016 data suggest that during the last six months the percentage of those who feel safe when out in the streets marked a slight increase, reaching 68% (Fig. 3). A gender analysis shows no significant differences between women's and men's perception of safety.

Figure 3: Perception of safety



Democratization and Economic Confidence Indices

The April 2016 opinion poll results suggest that the Democratization Index¹ (DI) reached its highest score (1.12) since April 2014. This means that more citizens are satisfied with the extent of free and fair elections, the performance of central institutions, independence of the judiciary system, freedom of expression and media, and the existence of a “watchdog” civil society in Kosovo, to mention a few. A gender analysis reveals no significant differences between the opinions of men and women regarding the democratization processes in Kosovo. Both men and women report being dissatisfied with the progression of democratic processes in Kosovo. As a result, the most recent DI score of 1.12, in a scale of 0 to 3, remains low.

*Figure 4: Democratization and Economic Confidence Indices*⁴

In order to determine which indicators impacted the reported increase in the DI, September 2015 data were compared to data from the April, 2016 survey. Among others, the belief that Kosovo's Constitution and its laws respect Human Rights impacted this increase the most. Specifically, whereas in September 2015 only 20% of respondents believed that Kosovo's laws respect Human Rights, this increased to 32% in April, 2016. A similar increase was reported with regards to the belief that civil society in Kosovo serves as a truthful monitor of democratic developments; an indicator which increased from 23% to 32%. Additionally, the number of citizens who believe that elections in Kosovo are democratic and in accordance with international standards increased from 23% to 30%. Furthermore, the percentage of those who, regardless of daily politics and future expectations, agree that the democratic processes in Kosovo are headed in the right direction increased from 15% to 23%. Finally, other democratization indicators demonstrate an increase in citizens' trust in the parliament's ability to monitor the performance of public institutions (27%) and the independence of the judiciary's decision-making powers (21%). (Table 2)

⁴ See the last page of the document for more information about the calculation of indexes

Table 2: Trend analysis of Democratization Index components - Percentage of affirmative responses to Democratization Index questions (percent of respondents who “fully agree” or “mainly agree”)

Yes Mainly and Yes fully	Nov-10	Jun-11	Nov-11	Apr-12	Oct-12	Apr-13	Apr-14	Nov-14	Mar-15	Sep-15	Apr-16
Are the elections in Kosovo democratic and in accordance with international standards?	31.0%	29.3%	23.1%	17.0%	16.2%	15.0%	36.4%	34.0%	26.2%	23.0%	30.3%
Does the Parliament monitor the Government performance?	20.7%	20.7%	19.4%	16.7%	17.7%	17.5%	28.5%	21.5%	21.2%	21.8%	26.6%
Is Judiciary System in Kosovo independent on its decisions?	13.2%	15.6%	11.3%	12.3%	15.7%	10.6%	24.8%	16.0%	13.6%	17.6%	21.0%
Does media in Kosovo enjoys the freedom of expression?	29.2%	33.9%	33.3%	34.7%	37.3%	24.6%	45.4%	39.6%	35.5%	46.5%	47.3%
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	22.6%	18.9%	20.3%	19.0%	24.4%	18.3%	28.8%	21.3%	19.5%	23.1%	32.1%
Is your Local (municipal) Government working according to priorities of Kosovo citizens?	27.7%	26.7%	29.0%	25.7%	27.3%	26.1%	32.6%	29.5%	23.3%	27.2%	28.9%
Is Kosovo Government working according to priorities of Kosovo citizens?	14.3%	16.1%	14.6%	12.9%	15.3%	16.4%	26.4%	18.2%	11.8%	15.5%	18.9%
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	32.6%	27.9%	26.5%	25.9%	26.0%	33.0%	35.3%	24.2%	23.5%	19.8%	31.7%
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?	25.6%	24.5%	17.9%	18.1%	18.6%	23.0%	33.0%	19.5%	17.3%	15.4%	23.1%

Similar to the Democratization Index, the Economic Confidence Indexⁱⁱ (ECI), also measured in a scale of 0 – 3, was calculated for this report. Based on the latest Public Pulse data, Kosovo’s overall ECI is 0.89, as opposed to 0.87 in September 2015 (*Fig. 4*). However, findings show that, on average, Kosovans do not have a favourable opinion of the current state of Kosovo’s economy. To track the shift in citizens’ perception of Kosovo’s economy, the Public Pulse team compared the current affirmative responses of the ECI to those of September 2015. The results reveal that Kosovans’ short term (six month) expectations for their families’ total incomes, as well as employment conditions have increased by 8% and 6%, respectively. In addition, citizens’ assessments regarding current business and employment conditions have also increased by 7% and 3% respectively (*Table 3*).

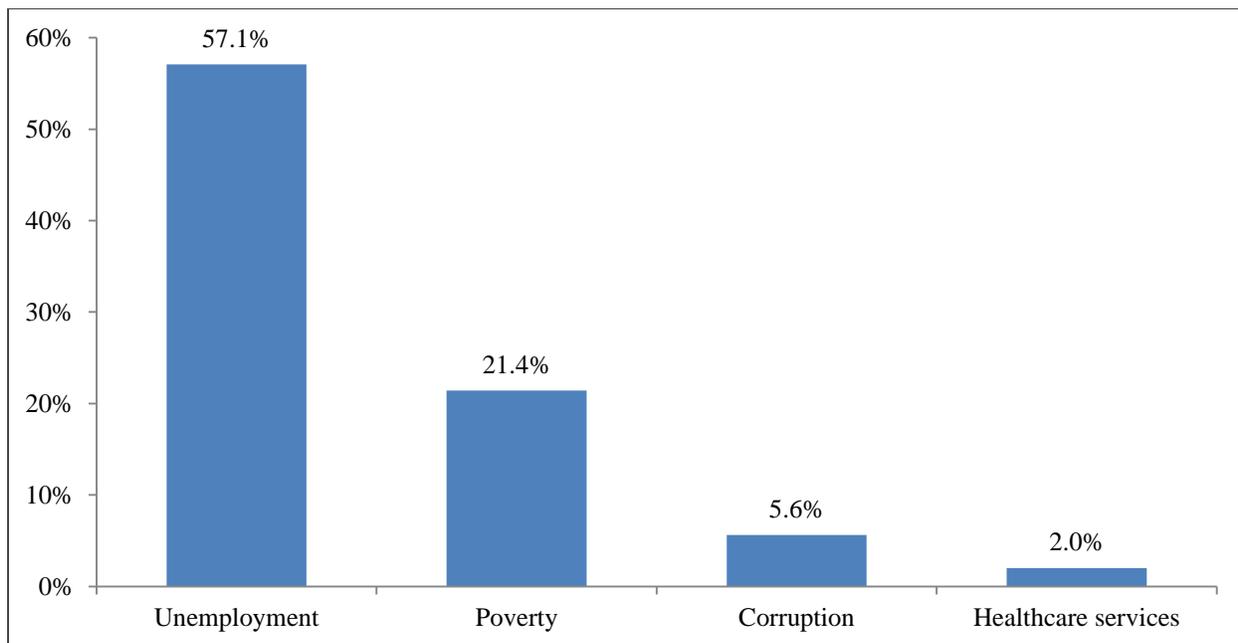
Table 3: Trend analysis of affirmative responses to ECI component questions (percent of respondents who deem these components as “favourable”)

Favorable	Nov 10	Jun 11	Nov 11	Apr 12	Oct 12	Apr 13	Apr 14	Nov 14	Mar 15	Sep 15	Apr 16
What are your expectations regarding your family’s total income six months from now?	16.8%	12.1%	8.5%	9.9%	9.6%	7.6%	17.0%	19.7%	15.1%	15.9%	23.4%
What is your assessment of the current business conditions?	10.7%	9.7%	6.0%	7.9%	6.7%	4.8%	11.6%	8.8%	8.1%	8.3%	14.4%
What is your assessment of the current employment condition?	4.0%	3.3%	3.8%	3.4%	3.8%	5.1%	9.2%	7.7%	5.0%	6.8%	10.3%
What are your expectations regarding employment condition six months from now?	14.3%	12.4%	8.0%	7.6%	7.4%	6.4%	13.7%	7.3%	6.0%	8.0%	14.0%

Perception of the Most Paramount Problems Currently Facing Kosovo

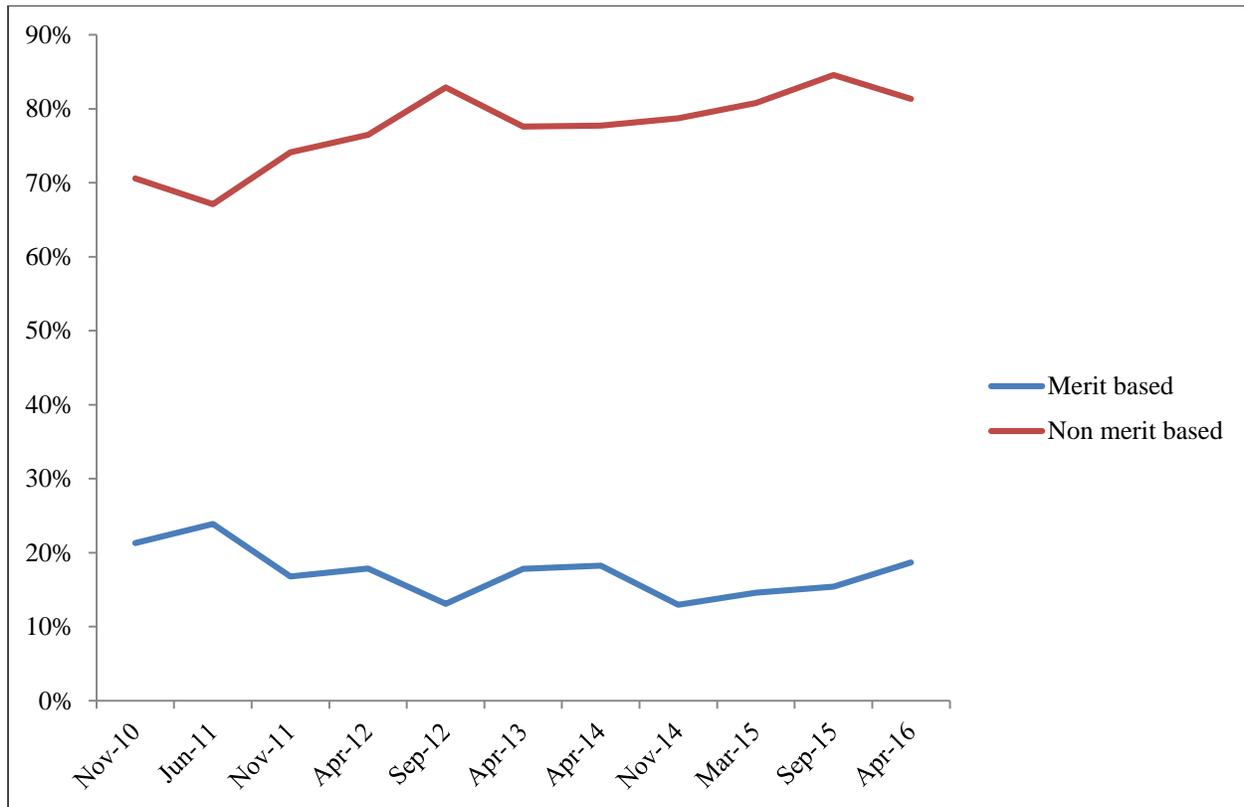
More than three quarters of Kosovans (78%) think that the largest problems facing Kosovo today are related to the country's socio-economic conditions. Indeed, respondents selected unemployment (57.1%), poverty (21.4%), and corruption (5.6%) as the three biggest issues which impact their social well-being. These figures can partially explain the low Economic Confidence Index score recorded in this survey (*Fig. 6*).

Figure 6: Perception of the most paramount problems facing Kosovo



For instance, a large majority of respondents remain sceptical about the merit-based employment in the public sector (*Fig. 7*). Keeping in mind that the public sector is the largest employer in Kosovo, this figure explains why only a small number of respondents (14%) are optimistic about finding employment in the next six months (*Table 3*). Further, the majority of Kosovans (81%) believe that family connections, bribes, party alliances, and other non-merit factors are most helpful in gaining employment in the public sector. Only around 19% of respondents believe that education, professional experience, and vocational training help to effectively gain employment in the public sector (*Fig. 7*).

Figure 7: Perceptions of meritocracy in gaining employment in the public sector



The conviction that public sector jobs are reserved for those who can pay bribes or have family connections suggests that corruption remains one of the top problems facing Kosovans today. Indeed, a large number of respondents think that large-scale corruption is prevalent in many institutions. The institutions that are perceived as the most corrupt include: Kosovo's Courts (42%), Privatization Agency of Kosovo (39%), Healthcare Providers (38%), Central Administration/Institutions (37%), Customs (32%), and the Kosovo Electric Corporation (31%). The Kosovo Police, international organizations, and banks are perceived as the least corrupt institutions. Currently, 14% (as compared to 19% on the September 2015) of Kosovans believe that large-scale corruption is present within the Kosovo Police. In addition, 16% (as compared to 23% during September 2015) of Kosovans think that international institutions are plagued with large-scale corruption (*Table 4*).

Table 4: Perceptions of the prevalence of large-scale corruption in national and international institutions in Kosovo

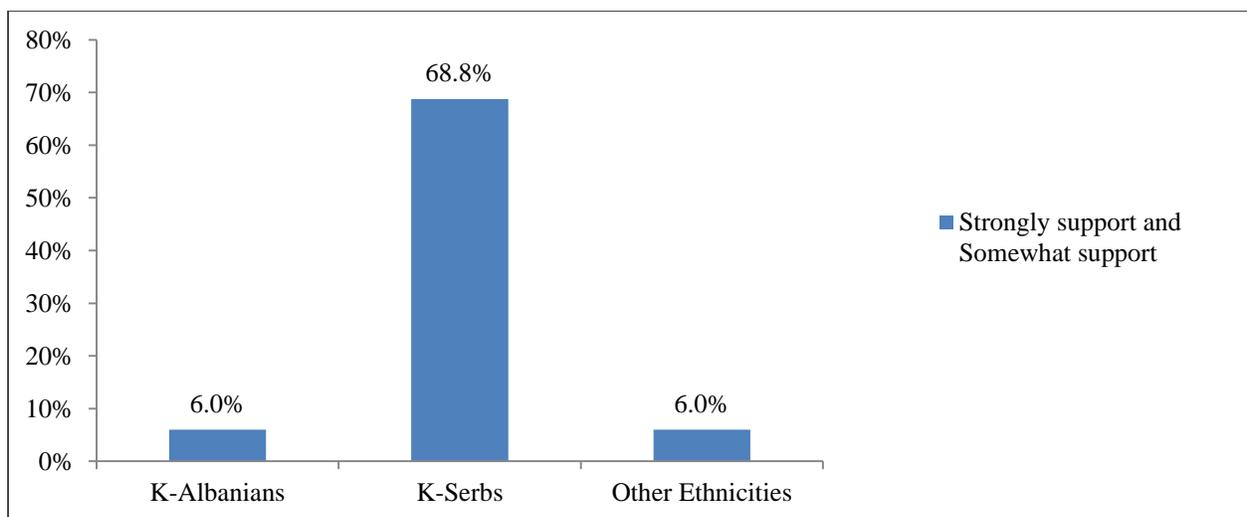
	Nov-10	Jun-11	Nov-11	Apr-12	Sep-12	Apr-13	Apr-14	Nov-14	Mar-15	Sep-15	Apr-16
Healthcare (hospitals and family healthcare centers)	47.9%	40.7%	49.8%	43.3%	51.6%	50.4%	40.4%	56.2%	52.6%	51.5%	37.9%
KEC	52.4%	47.9%	61.2%	47.8%	53.8%	48.8%	24.4%	39.1%	44.7%	35.6%	31.1%
Courts	49.7%	41.6%	55.6%	44.5%	47.5%	56.4%	32.2%	42.1%	42.9%	46.9%	42.3%
Customs	45.1%	42.3%	53.7%	43.2%	49.9%	58.9%	22.5%	33.4%	38.7%	41.3%	32.3%
Central administration/government	47.5%	41.4%	43.3%	39.5%	35.7%	46.1%	24.0%	37.5%	38.5%	36.0%	36.6%
PAK (Privatization Agency of Kosovo)	52.0%	40.5%	51.9%	49.4%	46.4%	48.7%	24.6%	34.8%	37.1%	38.3%	39.2%
Municipalities (local government)	32.9%	30.4%	31.9%	30.1%	32.2%	38.9%	20.6%	33.2%	33.8%	28.6%	30.0%
EULEX police (CIVPOL)	22.9%	26.2%	27.1%	28.3%	28.7%	38.3%	11.1%	16.5%	32.2%	35.2%	28.8%
Education (schools, University)	14.4%	13.1%	17.3%	26.2%	23.5%	31.6%	13.0%	24.3%	29.3%	29.0%	17.5%
TAK (Tax administration of Kosovo)		24.9%	36.5%	38.1%	33.6%	42.5%	16.5%	28.0%	28.1%	25.0%	18.2%
PTK	34.0%	32.4%	46.6%	41.8%	45.1%	41.4%	15.4%	21.3%	25.9%	25.2%	18.4%
Banks	14.4%	14.9%	22.0%	20.5%	22.8%	37.5%	12.0%	17.0%	24.3%	23.3%	23.1%
International organizations	14.7%	12.3%	20.3%	19.3%	20.8%	24.8%	10.8%	16.2%	20.4%	22.9%	16.0%
Kosovo Police (KPS)	15.2%	15.5%	19.5%	19.4%	28.0%	30.3%	11.5%	16.1%	20.4%	19.0%	13.6%

Citizens' perceptions and reactions to the recent socio-political developments in Kosovo

One of the main topics discussed during the last round of negotiations between Kosovan and Serbian leaders in Brussels was the creation of the Association of Serb-majority Municipalities

in Kosovo. Considering the importance given to this agreement, the latest Public Pulse survey asked Kosovans about their opinions on the matter. Findings reveal that the majority of K-Serbs (69%) strongly or somewhat strongly support the establishment of this Association. On the contrary, the majority of K-Albanians (94%) and K-Others (94%) declared that they strongly or somewhat strongly oppose the establishment of the Association. However, there are 6% of K-Albanians and K-others who, similar to the majority of K-Serbs, strongly or somewhat strongly support the establishment of this Association (*Fig. 9*).

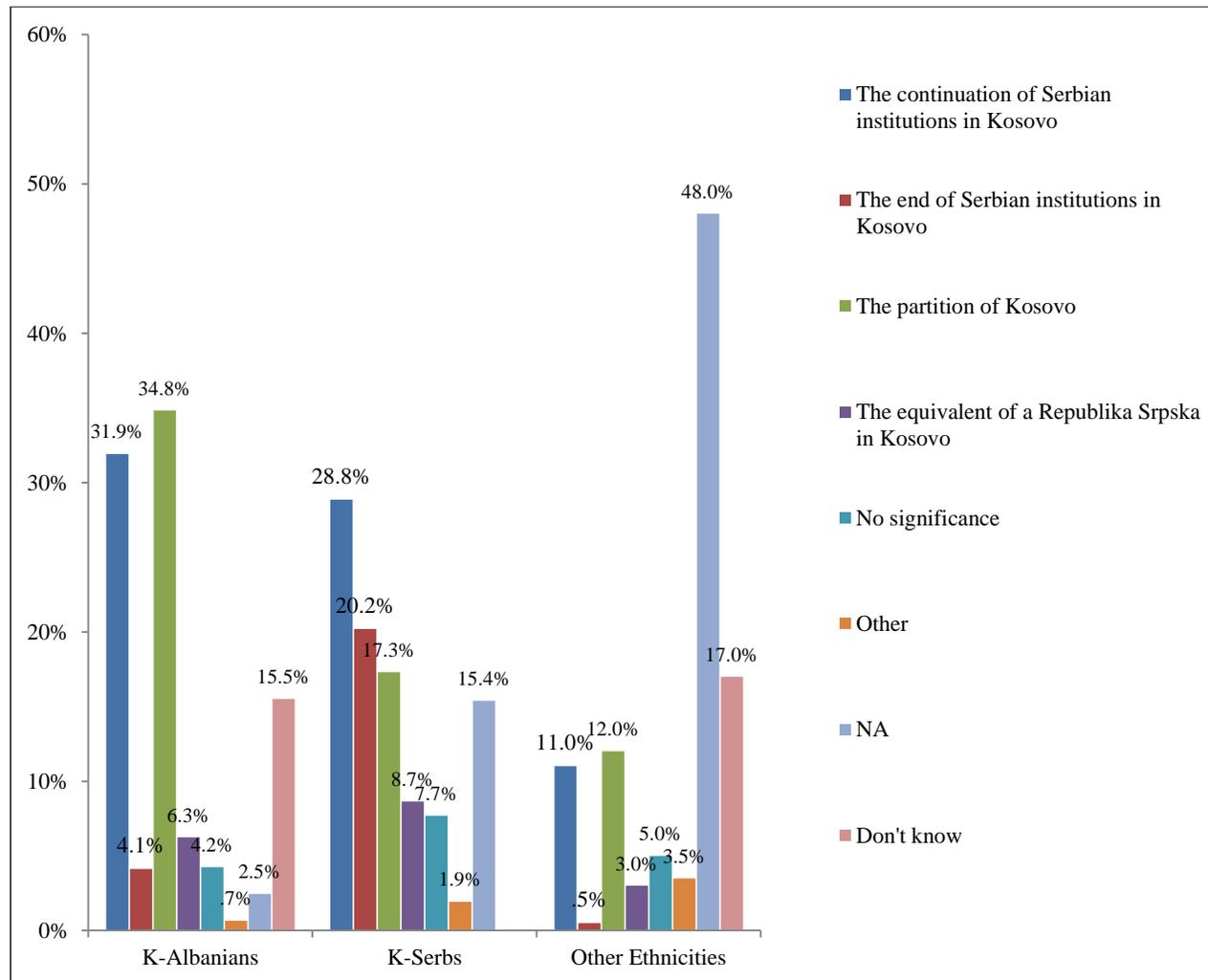
Figure 9. Rates of support for the establishment of the Community/Association of Serb-majority municipalities



Findings also reveal similarities and differences of opinions between K-Albanians and K-Serbs specific elements of the Association. Specifically, a significant number of K-Albanians (32%) and K-Serbs (29%) agree that the establishment of the Association allows Serbian institutions to continue existing in Kosovo. However, while 35% of K-Albanians declared that the establishment of the Association signifies the segregation of Kosovo into Albanian and Serbian sections, only 17% of K-Serbs shared the same opinion. Moreover, 6% of K-Albanians consider the Association to be equivalent to the Bosnian Republika Srpska, whereas 20% of K-Serbs believe that it would mean the end of Serbian Institutions in Kosovo. Finally, around 4% of K-Albanians consider this Association to have an insignificant impact on Kosovo's development and the

majority of K – other ethnicities (48%) declared that the creation of the Association is not relevant to their lives (Fig. 8).

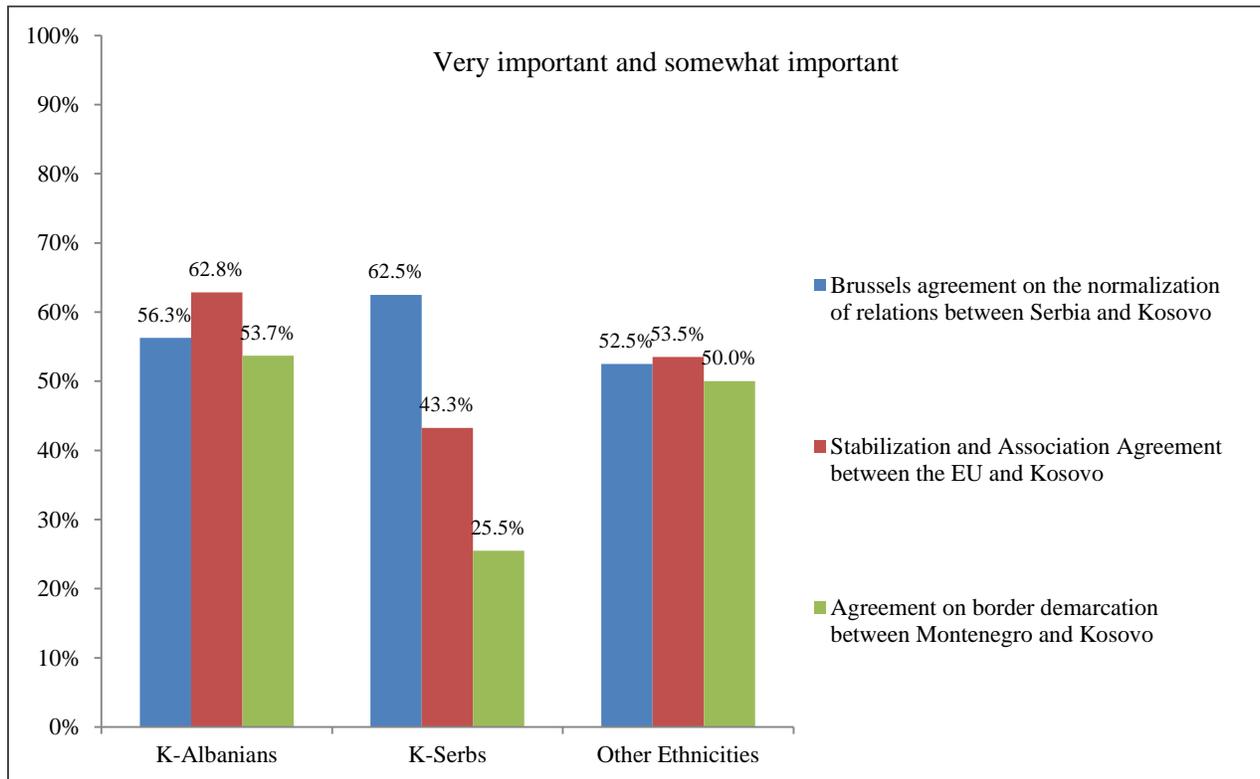
Figure 8. Perceptions of the impact of the Community/Association of Serb-majority Municipalities



In addition to gathering data about the impact of the Association, the survey also solicited feedback about other matters that Kosovans deem worthy of discussions in Brussels. Findings reveal that the majority of K-Albanians (63%) deem the Stabilization and Association Agreement between Kosovo and the European Union to be of utmost importance. Moreover, the majority of K-Serbs (62.5%), and a considerable part of K-Albanians (56%) and K-others (52.5%) believe that a Brussels agreement on the normalization of relations between Serbia and Kosovo would be of high importance. Lastly, almost 54% of K-Albanians and 25.5% of K-Serbs consider the

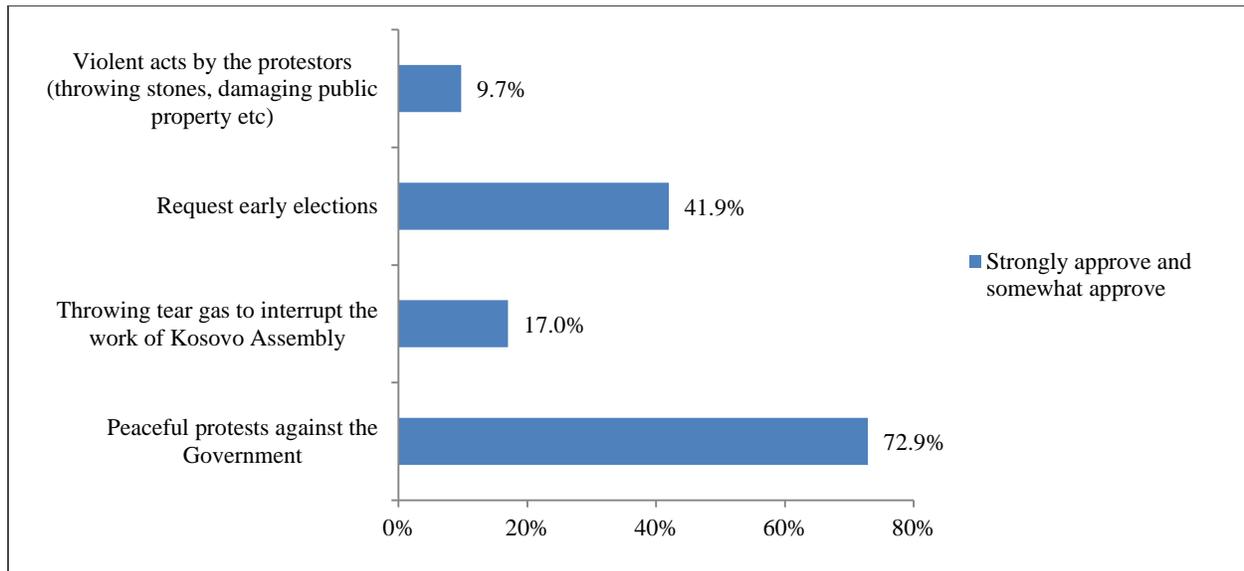
agreement on border demarcation between Montenegro and Kosovo as the most important issue to be discussed at, and finalized through the Brussels agreement (*Fig. 10*).

Figure 10. Important issues to be discussed in Brussels



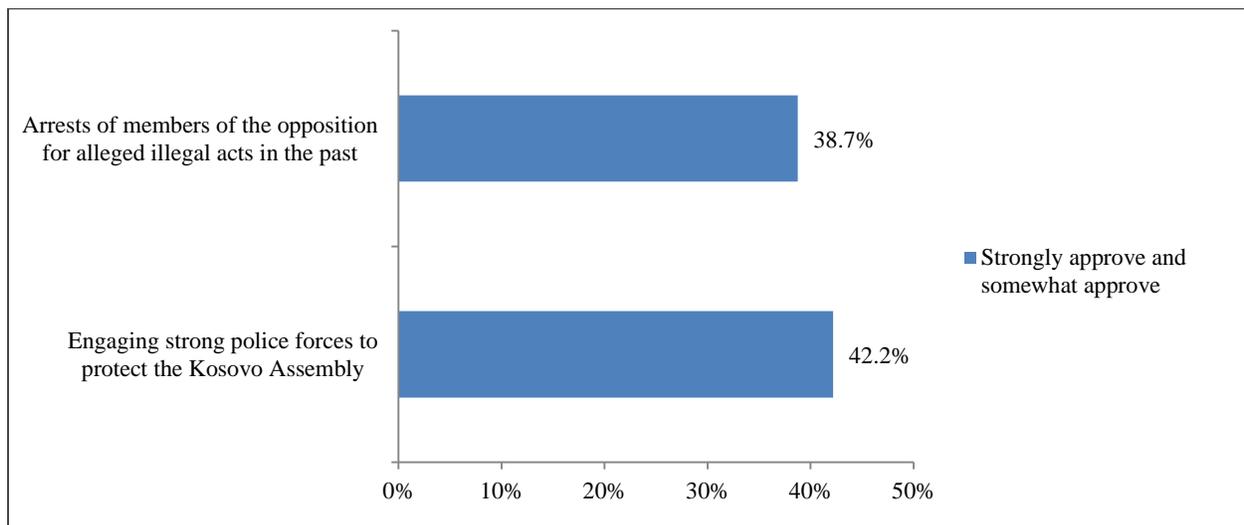
Due to the political tensions which currently exist between the Kosovan central institutions and opposition parties, survey participants were also asked to comment on whether they support the recent actions undertaken by the opposition parties in Kosovo. Findings reveal that the majority of Kosovans (73%) approve the peaceful protests organized by the opposition in order to challenge certain practices of Kosovo's central institutions, which the opposition considers to be inappropriate. Alongside the support for peaceful protests, the opposition's request for early elections was supported by 42% of survey participants. However, only 10% of the respondents approve the violent acts conducted by the protesters (throwing stones, damaging public property etc.). A slightly higher percentage (17%) of the respondents expressed support for the use of tear gas to interrupt the work of Kosovo's assembly (*Fig. 11*).

Figure 11. Approval of actions undertaken by Kosovo's opposition



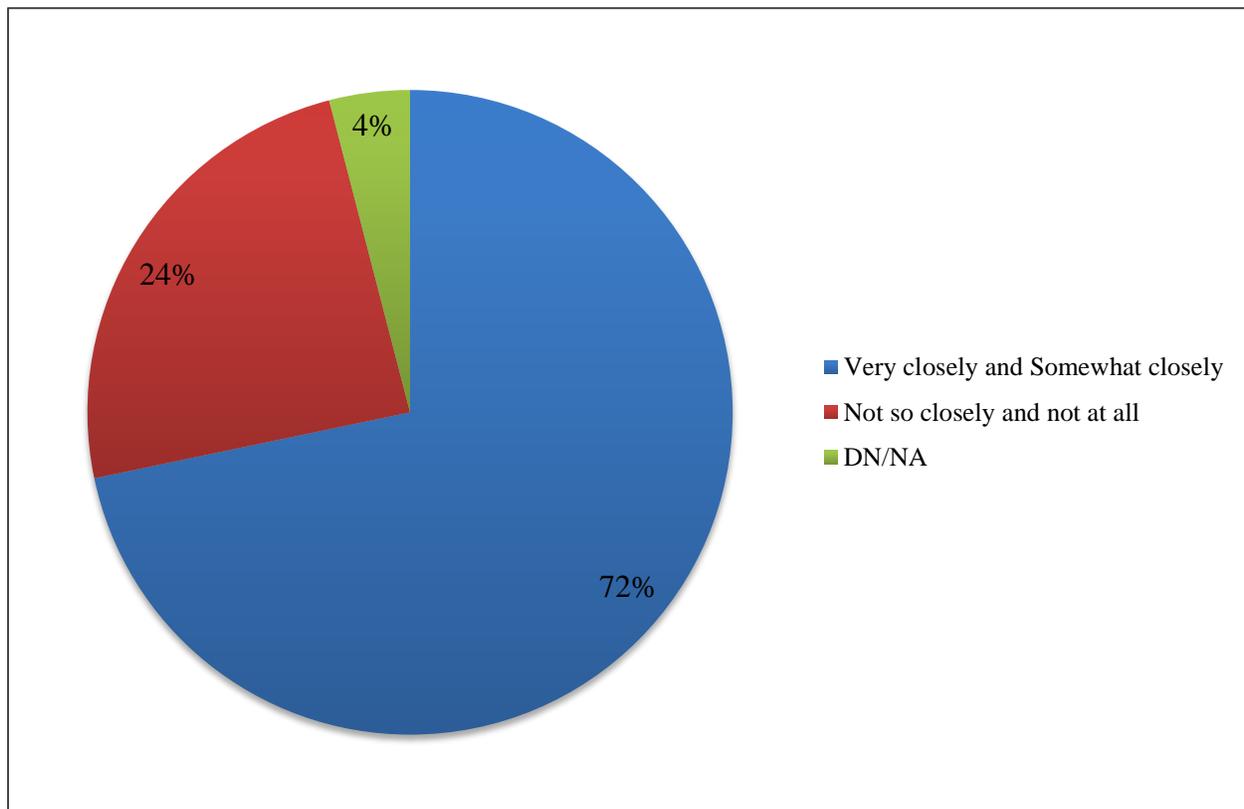
In addition to reporting on their approval of the opposition's action, respondents were also asked to report on their perception of actions undertaken by Kosovo's central institutions. Around 81% of the respondents support the actions undertaken by Kosovo's central institutions. Among others, the engagement of the Kosovo Police forces for the protection of Kosovo's Assembly was saluted by 42% of respondents. Additionally, around 39% of Kosovans approved the arrests of the opposition members alleged to have conducted illegal acts in the past (*Fig. 12*).

Figure 12. Approval of the recent actions undertaken by the Kosovo central institutions



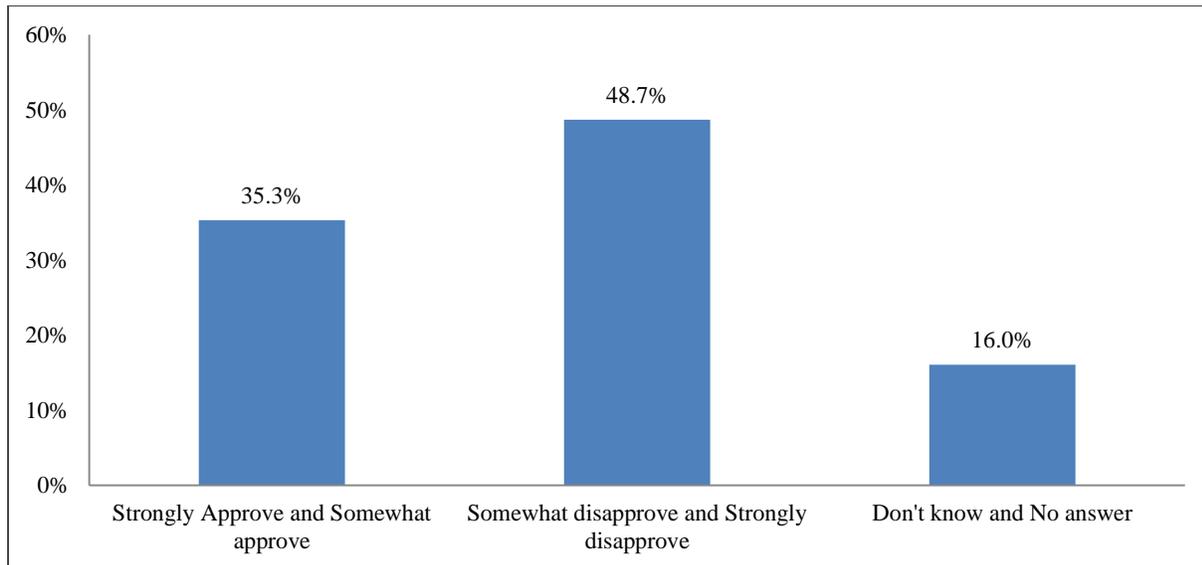
On the 26th of February 2016, Kosovo's Parliament elected Kosovo's new President. In order to show their disapproval of the election process, the opposition Assembly members did not attend the presidential inauguration ceremony. According to survey results, the presidential elections were important for Kosovans since the majority (72%) followed this process closely or somewhat closely (*Fig. 13*). Precisely, 75.5% of K – Albanians, 42% of K-others and 18% K-Serbs followed the Presidential elections.

Figure 13. How closely have you followed the Presidential election process?



In addition to asking if they followed the Presidential election, Kosovans were also asked whether they approve of the election process itself. The April 2016 survey reveals that almost half of Kosovo's citizens (49%) did not support the Presidential election process. Around 35% of the respondents strongly or somewhat approve the election process, and 16% of Kosovans had no answer or did not know how to respond to this particular question (*Fig. 14*).

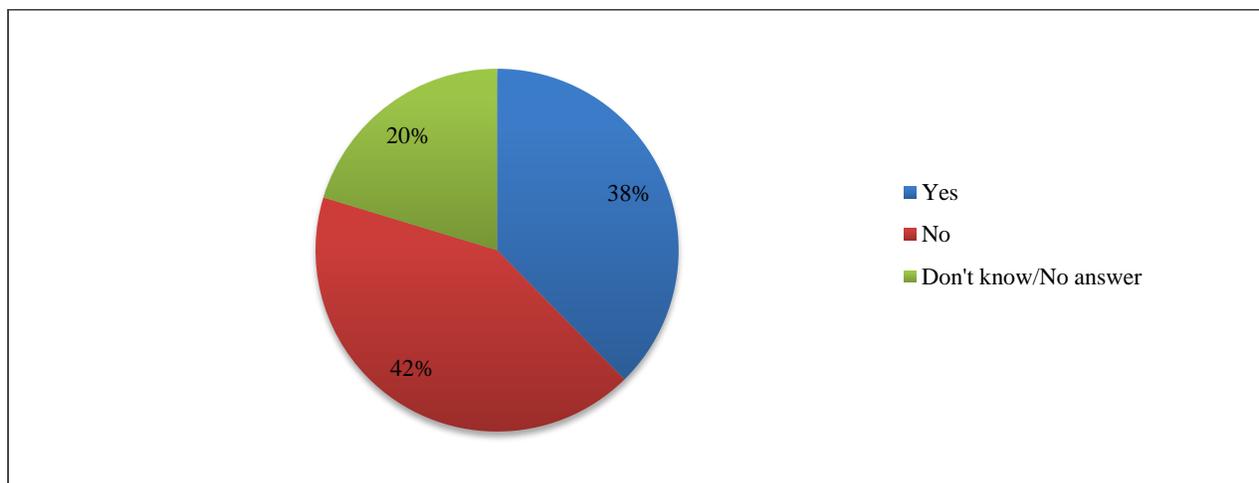
Figure 14. Rates of approval of the Presidential election process



Attitudes towards voting

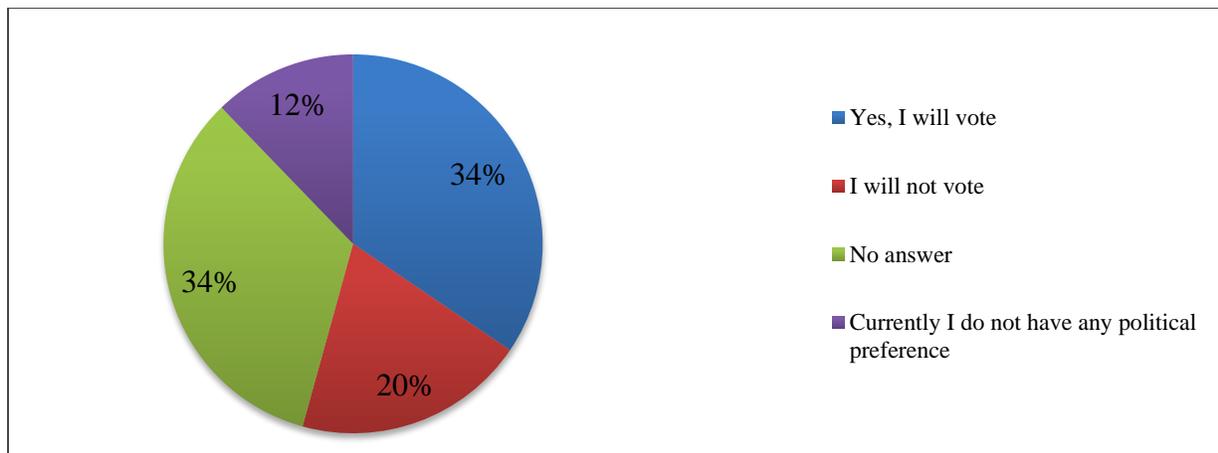
Unfortunately, the latest survey results reveal that Kosovans are highly skeptical of voting practices in Kosovo. A significant number of respondents (42%) believe that their vote cannot help to improve the current political situation in Kosovo, and another 20% are unsure of their ability to make an impact through voting. However, on a positive note, 38% of potential voters, as compared to 29% on September 2015, believe that their vote can help to change the situation in Kosovo (*Fig. 15*).

Figure 15. Perceptions of one's ability to make change through voting



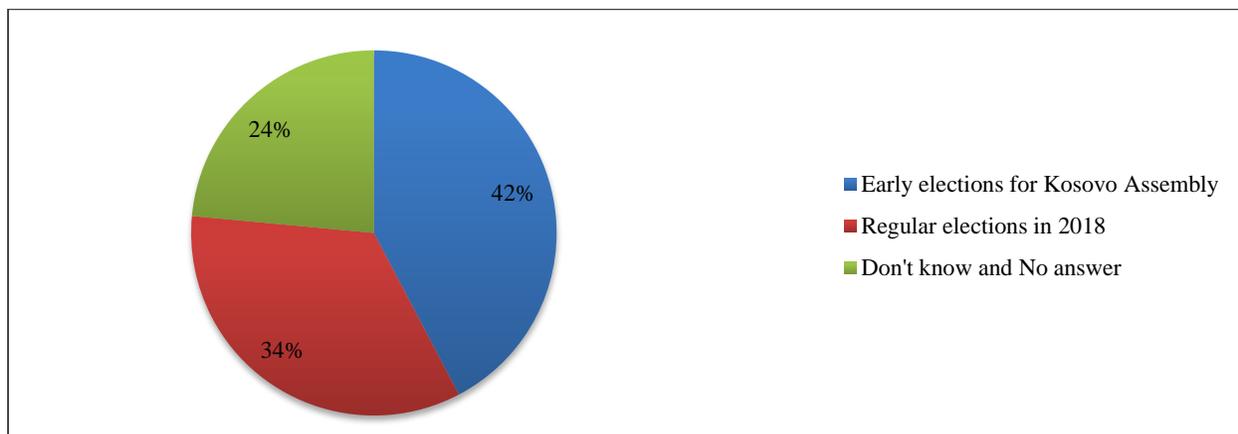
The Public Pulse survey also asked the respondents about their voting preferences, and findings indicate that 34% of respondents will vote for a particular political party or coalition if elections were to take place, while 12% have no political preferences. Another result that stands out is the high percentage of those who stated that they will not vote (20%), and those that did not answer the question at all (34%) (*Fig. 16*).

Figure 16 - Voting preferences



Voting intentions are important to understand due to the recent political crisis, and the discussions revolving around the possibility for early elections. Indeed, findings confirm that many Kosovans (42%) agree that early elections should be held for the Kosovo Assembly. However, 34% of Kosovans would rather wait for regular elections, planned to occur in 2018. The rest of the respondents (24%) did not know or had no answers for this particular question.

Figure 17. Preferences for election times



Methodology

The findings presented in this brief are based on an opinion poll which surveyed 1,306 Kosovan citizens over the age of 18. The sample included both men and women from all Kosovan municipalities and regions, covering both rural and urban areas. Specifically, the sample included 896 Kosovo Albanians, 210 Kosovo Serbs, and 200 Kosovo non-Serb minorities (namely Turkish, Bosnian, Gorani, Roma, Ashkali, and Egyptian). The team which conducted the survey used a multi-staged random probability sampling. The sample is representative of households in Kosovo. The survey was conducted by Index-Kosova (Prishtinë/Prishtina) during the end of March, beginning of April, 2016

Note for Weighting the Totals

Public Pulse surveys oversample minorities in order to be able to disaggregate data by ethnicity. However, when calculating total numbers, the team weighed data by actual population figures.

Since 2002, we have used the following percentages for weighing the totals for Kosovo's population:

- K-Albanians 88%
- K-Serbs 6%
- Others (Bosnians, Turks, Gorani, RAE) 6%.

According to the latest registration of the population, and official results from the Kosovo Agency of Statistics, the current ethnic composition is as follows:

Ethnicity	Population	Percent
K-Albanian	1,616,869	92.93
K-Serb	25,532	1.47
K-Turk	18,738	1.08
K-Bosnian	27,533	1.58
Roma	8,824	0.51
Ashkali	15,436	0.89
Egyptian	11,524	0.66
Gorani	10,265	0.59
Others	2,352	0.14
Total	1,739,825	100.00

If we were to follow the above figures for our surveys, the weighting would be as follows:

- 93% Albanians
- 2% Serbs
- 5% others

Taking into consideration that K-Serbs in the northern Kosovo did not participate in the registration of the population, along with the general observation that the participation rate of K-Serbs in the rest of Kosovo was lower, we have estimated a need to add another 34,000 K-Serbs, bringing the total to around 61,532. This also increases the total Kosovo population to 1,779,825. When these changes are taken into consideration, the weighting in our surveys was done in the following manner:

- 92% K-Albanians
- 4% Serbs
- 4% Others (Bosnians, Turks, Gorani, RAE).

Calculation of Indexes

ⁱ **The Democratization Index** is a composite average based on the evaluation of the respondents' level of agreement or disagreement regarding developments in the following processes 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 in Kosovo, operation of institutions based on the priorities of citizens, constitution and laws based on Human Rights, and whether local governments work according to the priorities of citizens. The index is a continuous measure which can range from 0 -3 (maximum), where a score of 0 means that none of the respondents consider democratization to be on the right track, and a score of 3 means that all respondents fully agree that democratization is on the right track,

ⁱⁱ **The Economic Confidence Index** is a composite average which is calculated based on the evaluation of the respondents on how favourable or unfavourable prevailing economic conditions are in Kosovo. Specifically, respondents evaluate the following conditions: expectations regarding their family's total income and employment conditions for the next six months and an assessment of the current business and employment conditions. The values can range from 0 (minimum) to 3 (maximum) with the range of 0-1.5 indicating unfavourable assessments of the economic situation and values 1.5 - 3 indicating mostly favourable assessments.