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PUBLIC PULSE

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Public Pulse Project team*

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 briefs provide an overview of a number of indicators measured through Public Pulse polls which explore perceptions of Kosovans regarding democratic processes, socio-economic conditions, and security. The Public Pulse polls apply a well established methodology to examine the evolving socio-economic situation in Kosovo¹. The Public Pulse briefs present key indicators relevant for political and institutional stability, economic and social stability, and public and personal security. Together, they capture the public opinion on key political, social, economic, and developmental issues, and on the performance of various institutions in Kosovo. Data and indicators from the opinion poll are disaggregated by ethnicity, and gender to provide detailed information on differences in perceptions and developmental problems faced by various groups.

The latest poll shows a general decrease in satisfaction with the work of key institutions in Kosovo. Here, the level of satisfaction with the work of the President is the exception because it increased by 0.8 percent points as compared to the May 2019 poll.

An increase in satisfaction was also noted with the current political direction of Kosovo by 4 percent points. Even though the satisfaction with political situation ranks higher than in the previous poll, the general dissatisfaction remains rather high as 56.4 percent of respondents reported being dissatisfied. Ethnically disaggregated data show that Kosovo Albanians are 10 percent points more dissatisfied with political direction of Kosovo than the Kosovo Serbs. Further results show a steady decrease in satisfaction with the economic direction which dropped by 4.4 percent points from 10.40 percent in May 2019 to 5.9 percent in November 2019. Gender disaggregated data show no significant differences in satisfaction with economic direction between men and women. A total of 6 percent of men, and 5.9 percent of women are satisfied with economic direction of Kosovo. On the other hand, whereas 66.5 percent of men are either dissatisfied or very dissatisfied with the economic direction of Kosovo, 60 percent of women feel the same. Ethnically disaggregated data show that Kosovo Serbs represent the highest share of respondents that are either satisfied or very satisfied with economic direction of Kosovo (35.7 percent), followed by 39.1 percent other Kosovo communities, and 6.2 percent Kosovo Albanians.

The Democratization Index (DI) which tracks Kosovans' opinions of democratic processes has experienced 0.2 increase compared to May 2019. The Economic Confidence Index (ECI) which tracks perceptions of prevailing economic conditions has experienced 0.07 increase compared to May 2019. On a scale of 0 (minimum) to 3 (maximum), the DI was measured at 1.23 whereas ECI was measured at 1.05.

When asked about the safety outside, majority of Kosovans (73 percent) stated they feel safe. Ethnically disaggregated data show that Kosovo Albanians (72.3 percent) feel safer compared to Kosovo Serbs (27.1 percent). However, regardless of the low safety levels reported by Kosovo Serbs, data show consistent increase since May 2018 when the safety among Kosovo Serbs stood at 4.8 percent points.

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

Unemployment (31.2 percent), corruption (19.6 percent), and poverty (10.5 percent) remain the three most perceived pressing problems. However, perception on unemployment as paramount problem has decreased by 6.7 percent points whereas corruption has increased by 3 percent points from the May 2019 poll.

As for the right to live in a healthy environment, a total of 12.3 percent of respondents said they know a lot about the topic, 27.3 percent claimed average knowledge, and 36 percent of respondents said they know a little about this topic. Only 24.4 percent of respondents said they have no knowledge about their right to live in a clean and healthy environment.

Additional data obtained through this poll will be made available through the Public Pulse Data Visualization Platform.

Public Pulse Key Indicators

The results of the present Public Pulse poll show a decline in respondents' satisfaction with the key institutions in Kosovo, namely executive, legislative, and judiciary. November 2019 poll shows that only 17.6 percent of respondents are satisfied with overall with key institutions in Kosovo, which is a decrease of 4.4 percent points from the May 2019 poll.

The satisfaction with work of central institutions in Kosovo experienced a decrease from 17.7 percent points in May 2019 to 14.4 percent points in November 2019 hitting the lowest level recorded in Public Pulse since 2010.

The work of the executive institutions in Kosovo is not an exception when it comes to decrease in satisfaction levels, either. For example, satisfaction level with the work of the Parliament fell from 19.8 percent points in May 2019 to 18.6 percent points in November 2019. Satisfaction with the Speaker of the Parliament dropped from 23.6 percent points in May 2019 to 20.5 percent points in November 2019. Likewise, satisfaction with the Court and Prosecutor's office dropped from 18.7 percent points to 13.6 percent points for the former and from 16.4 percent points to 14.2 percent points for the latter.

The only exception to the evidenced decrease with the satisfaction pertaining to the work of Kosovo institutions is the President which increased by 0.8 percent points, respectively from 20.4 percent points in May 2019 to 21.2 percent points in November 2019.

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

Political Indicators		Mar-15	Sep-15	Apr-16	Oct-16	Oct-17	May-18	Nov-18	May-19	Nov-2019	Trend
Satisfaction with executive government	Government	18.1%	17.3%	17.8%	20.2%	32.4%	30.0%	31.3%	17.7%	14.4%	
	Prime minister	23.6%	14.6%	18.3%	19.7%	42.3%	33.2%	35.1%	36.5%	20.7%	
Satisfaction with legislative	Parliament	19.3%	19.9%	17.3%	18.9%	31.7%	32.9%	36.1%	19.6%	18.6%	
	Speaker of parliament	20.1%	19.8%	24.3%	24.9%	36.0%	31.5%	36.3%	23.6%	20.5%	
Satisfaction with President	President	30.2%	30.4%	45.7%	25.5%	37.6%	39.1%	38.4%	20.4%	21.2%	
Satisfaction with judiciary	Court	17.2%	13.9%	18.4%	22.1%	36.9%	31.2%	37.8%	18.7%	13.6%	
	Prosecutor's office	17.0%	12.8%	16.9%	16.3%	33.1%	29.9%	35.3%	16.4%	14.2%	

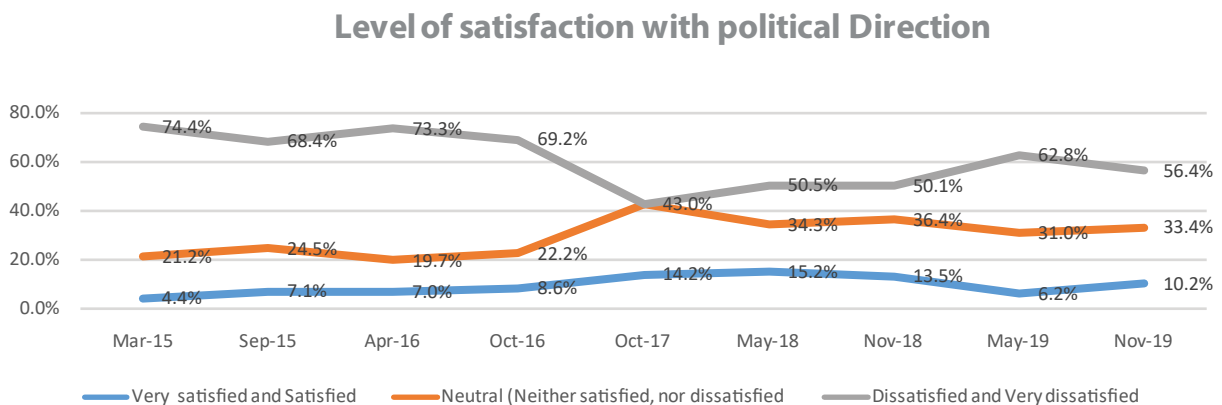
Political Direction of Kosovo

The decrease in satisfaction levels with the key institutions in Kosovo is also reflected in high dissatisfaction levels with the current political direction of Kosovo. Despite 4 percent points increase in dissatisfaction with political direction of Kosovo from the May 2019 poll, majority of respondents are either dissatisfied or very dissatisfied with the political direction of Kosovo (56.3 percent points). Consistent with 4 percent points increase in satisfaction with political direction of Kosovo, the dissatisfaction has dropped by 6.45 percent points from 62.8 percent points to 56.39 percent points respectively as compared to May 2019 poll. Almost one third of respondents (33.44 percent points) declared to have a neutral viewpoint, as shown in Figure 1.

Ethnically disaggregated data show that Kosovo Albanians are more dissatisfied with political direction of Kosovo than Kosovo Serbs and other Kosovo communities (Kosovo Bosniaks, Kosovo Turks, Kosovo Gorani, Kosovo Roma, Kosovo Egyptian, and Kosovo Ashkali). Whereas 56.5 percent of Kosovo Albanians are dissatisfied with the political direction of Kosovo, only 46.6 percent of Kosovo Serbs and 50 percent of other Kosovo communities stated the same. Only 10.1 percent of Kosovo Albanians are satisfied or very satisfied with political direction of Kosovo whereas 8.1 percent of Kosovo Serbs feel the same. The percentage of neutral Kosovo Albanians is 33 percent points, Kosovo Serbs 35.7 percent points, and other Kosovo communities is 35.1 percent points.

Gender disaggregated data show that women are more satisfied with political direction of Kosovo than men. Whereas 17.2 percent of women are satisfied or very satisfied with political direction of Kosovo, only 11.3 percent of men stated that they are satisfied or very satisfied with political direction of Kosovo.

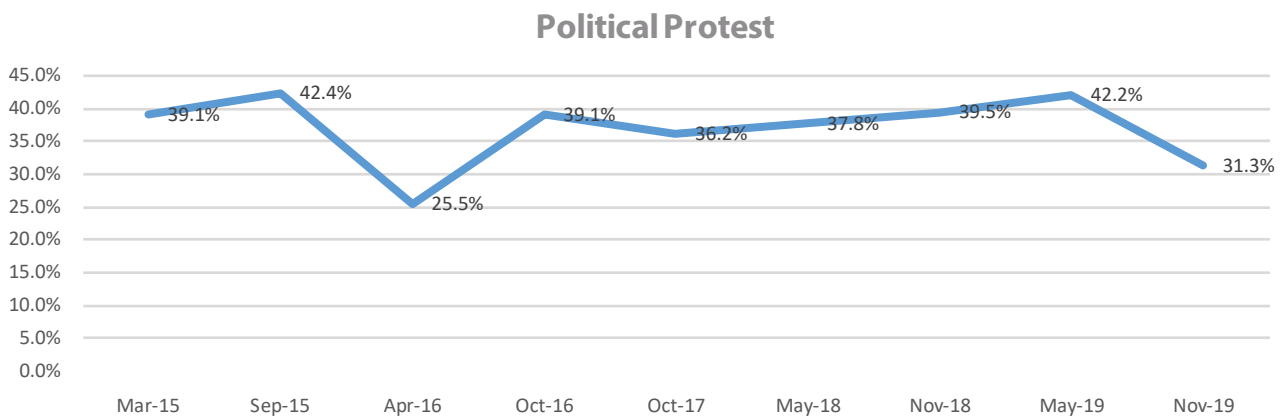
Figure 1. Respondents' satisfaction with the political direction of Kosovo



A decrease in the willingness to join political protests is also noted, as only 31.3 percent of respondents declared to be willing to join political protests. This is a 10.9 percent points decrease from the May 2019 poll when this number was recorded at 42.2 percent points.

Despite the decline in the respondents' willingness to protest, ethnically disaggregated data show that one third of Kosovo Albanians (32.4 percent) are willing to protest due to current political situation whereas only 21.1 percent of Kosovo Serbs and 15.4 percent other Kosovo communities are willing to do the same. There is a 7.8 percent points increase among Kosovo Serbs who are willing to protest and 19.6 percent points decrease among other Kosovo communities from the May 2019 poll.

Figure 2. Percentage of respondents who would join political protests

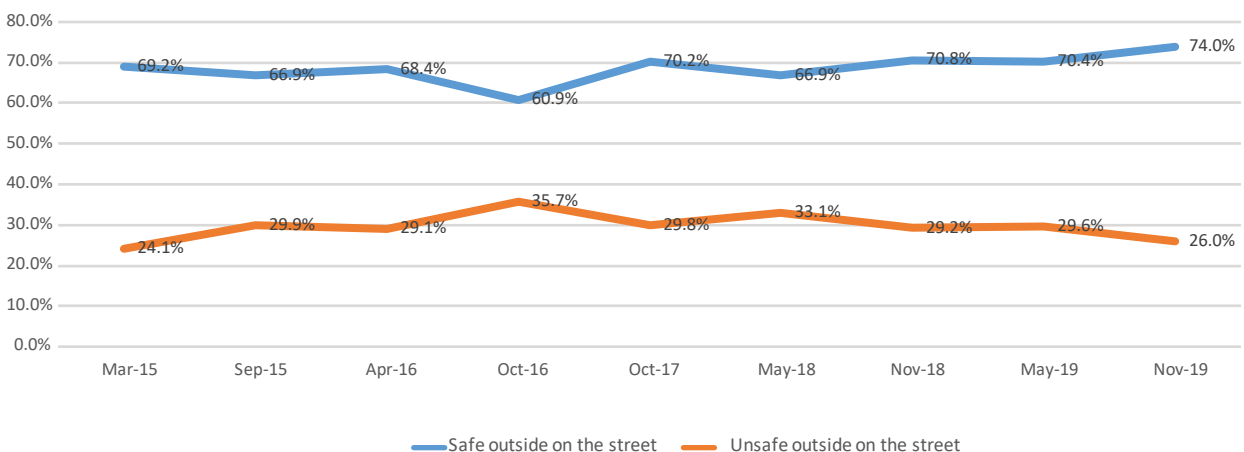


Personal Safety

As an indicator of security, respondents were asked whether they feel safe or unsafe while outside in terms of potential violence and crime. Results show that a large portion of respondents (74 percent) feel safe. These results also mark the second-highest safety percentage since April 2013 when this measure scored 82.1 percent points. Gender disaggregated data show that men feel safer than women. While 76 percent of male respondents feel safe outside, 72 percent of women respondents think the same. In comparison to May 2019 (67.2 percent points), the results indicate an increase in the number of men who feel safe outside.

Ethnically disaggregated data show that there is a large difference of perceived safety among different communities. While a very large portion of Kosovo Albanians (72.3 percent) state that they feel safe when outside, only 27.1 percent of Kosovo Serbs and 59.4 percent other Kosovo communities state the same. Despite the low perceived safety among Kosovo Serbs, this number has shown a consistent increase: 4.8 percent declared that they felt safe in May 2018, 10.4 percent in November 2018, and 16.2 percent in May 2019.

Figure 3. Respondents' perception of safety

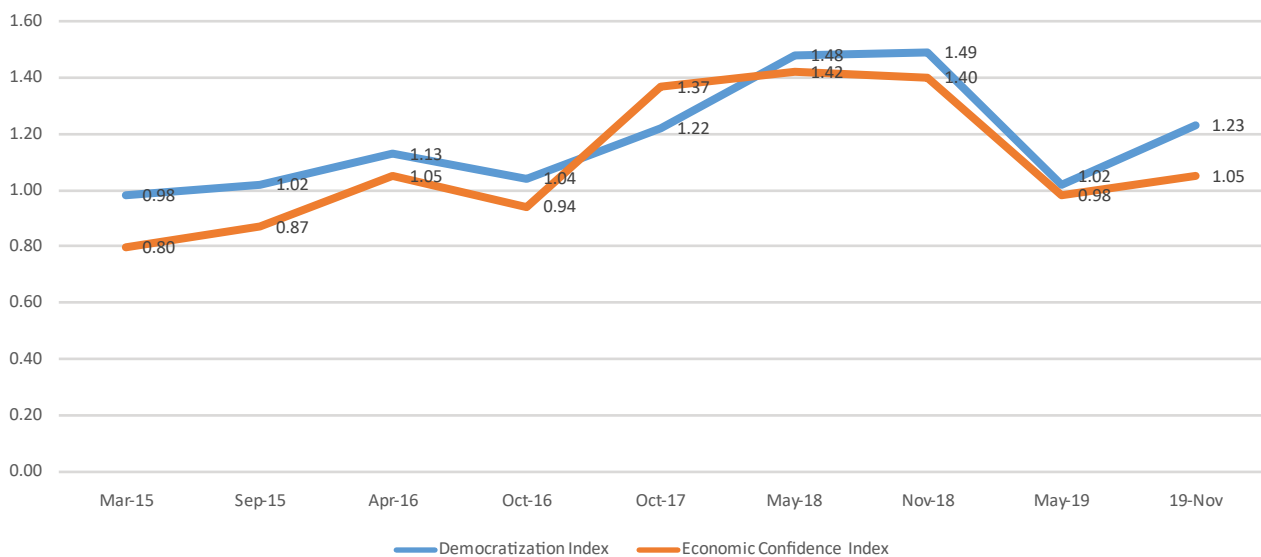


Democratization and Economic Confidence Indices

The XVII Public Pulse opinion poll has recorded positive increase in both DI and ECI², which had marked a drastic decrease in May 2019 from November 2018. The current DI is recorded at 1.23 which marks a 0.2 increase compared to May 2019. On the other hand, the ECI stands at 1.05 which marks an 0.07 increase compared to May 2019.

Regardless of this increase, figures suggest that almost two thirds of Kosovans have a negative view of democratic as well as economic processes in Kosovo.

Figure 4. Democratization and Economic Confidence Indices



Both DI and ECI are comprised of a number of components which are used to generate respective indices. The DI consists of nine components shown in Table 2. The questions falling within the scope of 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, mainly” or “Yes, fully” to the nine questions. To determine which indicators influenced the increase of DI, the data from the November 2019 poll were compared with those generated in previous opinion polls, as seen in Table 2.

The percentage of Kosovans (62.7 percent) who believe that elections in Kosovo are democratic and according to international standards doubled from May 2018 (35.6 percent points). Majority of Kosovans (61.4 percent) consider that Parliament does not monitor performance of the central executive institutions and only 38.6 percent believe the Parliament does monitor the central executive institutions.

There is an increase in the number of respondents who consider judiciary is independent in its decisions. Almost one third of respondents (31.5 percent) consider that the judiciary is independent in its decisions as opposed to 21.5 percent of those who believed so in May 2019. Positive perception of media enjoying freedom of expression is again the most positively evaluated component of DI as 46.7 percent of respondents claim that media enjoy freedom of

² The DI and the ECI present continuous measures from 0 to 3 where a score from 0 to 1.5 means that the majority of the population views democratization or economic trends negatively and the score from 1.5 to 3 means that the majority of the population views democratization or economic trends positively.

expression. Compared to May 2019 (32.6 percent points) an increase is observed among those who believe that civil society serves as a truthful monitor of democratic developments in Kosovo as 34.8 percent of respondents stated so.

A total of 29.6 percent and 24.3 percent of respondents state that the local and central institutions, respectively, work according to priorities of Kosovans, compared to 29.8 percent and 18.1 percent in May 2019.

There is an increase in positive responses to whether Constitution and applicable laws are democratic and whether they comply with human rights standards and whether political processes in Kosovo are going in the right direction at 40.3 percent and 33 percent respectively, compared to 33.4 percent and 22.4 percent recorded in May 2019.





Table 2. Trend analysis of DI components

Yes Mainly and Yes fully	Mar-15	Sep-15	Apr-16	Oct-16	Oct-17	May-18	Nov-18	May-19	Nov-19	Trend
Are the elections in Kosovo democratic and in accordance with international standards?	26.2%	23.0%	30.3%	28.0%	44.6%	50.9%	53.7%	35.6%	62.7%	
Does the Parliament monitor the Government performance?	21.2%	21.8%	26.6%	30.8%	36.1%	46.7%	48.3%	38.1%	38.6%	
Is Judiciary System in Kosovo independent on its decisions?	13.6%	17.6%	21.0%	21.6%	31.2%	43.6%	46.0%	21.5%	31.5%	
Does media in Kosovo enjoys the freedom of expression?	35.5%	46.5%	47.3%	42.3%	52.5%	52.8%	59.1%	45.6%	46.7%	
Does Civil Society in Kosovo serve as, a truthful monitor of democratic developments in Kosovo?	19.5%	23.1%	32.1%	30.1%	34.3%	48.3%	57.5%	32.6%	34.8%	
Is your Local (municipal) Government working according to priorities of Kosovo citizens?	23.3%	27.2%	28.9%	30.4%	34.0%	50.2%	49.2%	29.8%	29.6%	
Is Kosovo Government working according to priorities of Kosovo citizens?	11.8%	15.5%	18.9%	17.9%	24.7%	39.9%	37.5%	18.1%	24.2%	
Is Kosovo Constitution as well as Laws in power democratic and do they respect the Human Rights?	23.5%	19.8%	31.7%	31.8%	41.4%	53.4%	60.5%	33.4%	40.3%	
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?	17.3%	15.4%	23.1%	23.8%	29.7%	46.9%	57.2%	22.4%	33.0%	

Similarly to DI, to determine fluctuations in ECI, current data were compared with those in the past, as shown in Table 3.

A similar increase in all indicators was observed for the ECI. For example, 13.7 percent of respondents had favorable expectations regarding family's total income within six months marking a 2.1 percent increase from May 2019. A total of 9.1 percent of respondents had positive assessment of current business conditions as opposed to 5.5 percent in May 2019. Only 7.4 percent viewed current employment conditions favorably and 12 percent had the same view of employment conditions six months from now as compared to 5.8 percent and 4.6 percent in May 2019.

Table 3. Trend analysis of ECI components

Favourable	Mar-15	Sep-15	Apr-16	Oct-16	Oct-17	May-18	Nov-18	May-19	Nov-19	Trend
What are your expectations regarding your family's total income six months from now	15.1%	15.9%	23.4%	18.0%	22.4%	19.9%	18.8%	11.6%	13.7%	
What is your assessment of the current business conditions	8.1%	8.3%	14.4%	13.1%	17.9%	18.5%	16.7%	5.5%	9.1%	
What is your assessment of the current employment condition	5.0%	6.8%	10.3%	7.7%	17.1%	15.4%	15.9%	5.8%	7.4%	
What are your expectations regarding employment condition six months from now	6.0%	8.0%	14.0%	10.7%	18.7%	17.8%	23.3%	4.6%	12.0%	

Economic Direction

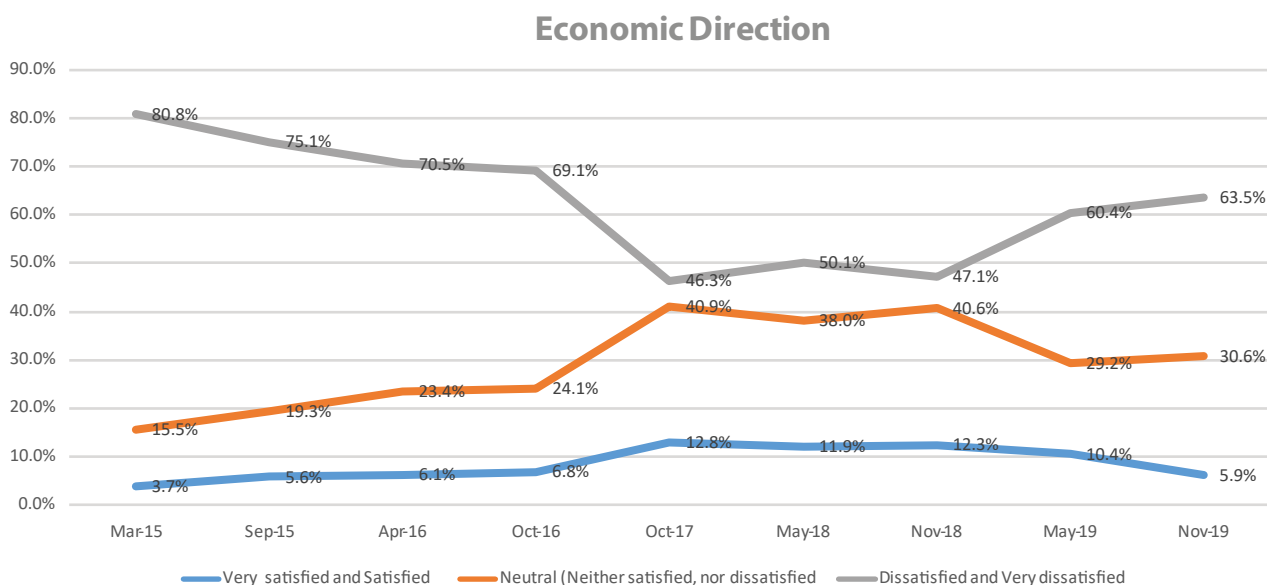
A drastic decrease is observed in the number of respondents who are satisfied with economic direction of Kosovo. Only 5.9 percent of respondents were very satisfied or satisfied with the economic direction of Kosovo which is a 4.5 percent points decrease from May 2019 and 6.4 percent points decrease from November 2018.

A total of 30.5 percent of respondents were neither satisfied nor dissatisfied with the economic direction of Kosovo whereas a large majority of respondents were either dissatisfied or very dissatisfied (63.47 percent).

Gender disaggregated data show no significant differences in satisfaction with economic direction between men and women. A total of 6 percent of men and 5.9 percent of women were satisfied with economic direction of Kosovo. On the other hand, whereas 66.5 percent of men were either dissatisfied or very dissatisfied with the economic direction of Kosovo, 60 percent of women felt the same.

Ethnically disaggregated data show that Kosovo Serbs (35.71 percent) represent the highest share of respondents who are either satisfied or very satisfied with economic direction of Kosovo, followed by 39.1 percent of other Kosovo communities, and 6.2 percent Kosovo Albanians. A total of 31.4 percent Kosovo Serbs, 23.5 percent Kosovo Albanians, and 20.3 percent of other Kosovo communities were either dissatisfied or very dissatisfied with the economic direction of Kosovo. Only 30.8 percent of Kosovo Albanians, 33.3 percent Kosovo Serbs, and 22.8 percent other Kosovo communities had neutral opinion.

Figure 5. Satisfaction level with the economic direction of Kosovo



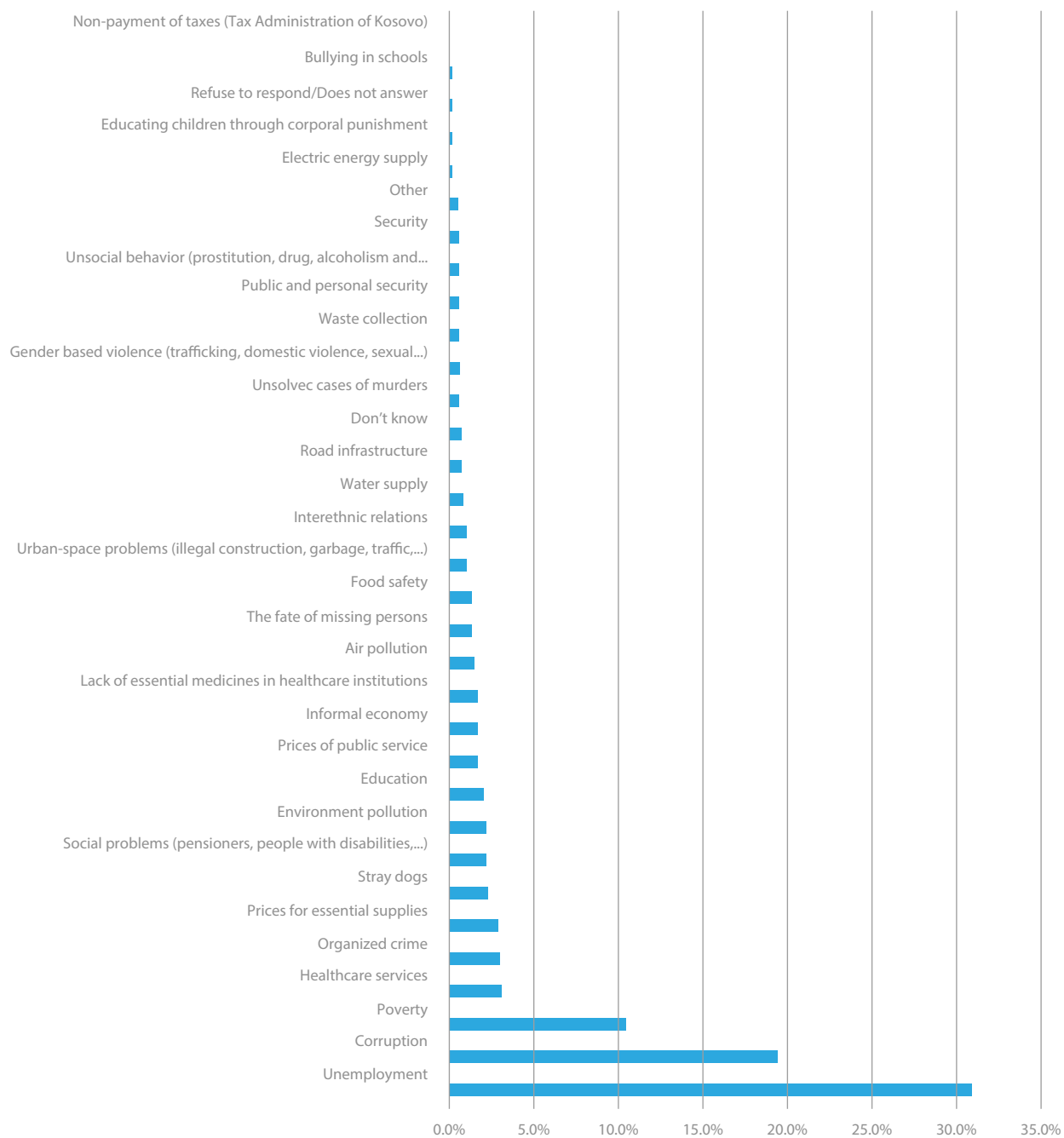
Paramount Problems Currently Facing Kosovo

The November 2019 results are similar to the previous polls: unemployment, corruption, and poverty were still identified as the three major problems that Kosovo faces. Almost one third of respondents (31.2 percent) identified unemployment as the major issue, followed by corruption (19.6 percent) and poverty (10.5 percent). However, when compared to the May 2019, the share of respondents who perceive unemployment as major issue had decreased by 3.3 percent points whereas corruption had increased by 2.9 percent points and poverty by 2.5 percent points. Findings show that healthcare services, organized crime, and prices for essential supplies were also considered paramount problems, each scoring 3 percent points.

Ethnically disaggregated data show differences among perceptions of different ethnicities of paramount problems that Kosovo faces. Whereas Kosovo Albanians and other Kosovo communities ranked unemployment, corruption, and poverty as three paramount problems, Kosovo Serbs identified unemployment (19.5 percent), interethnic relations (15.7 percent), and corruption (10.9 percent) as the most pressing issues. On the other hand, other Kosovo communities were the largest portion of respondents (42.6 percent) to rank unemployment as the most pressing issue, followed by 31 percent Kosovo Albanians.

While both men and women rank these three issues as paramount, unlike the May 2019 poll, gender disaggregated data show that men are more concerned about unemployment (35.3 percent) than women (27.4 percent). However, women are more concerned about corruption (23.3 percent) than men (16.15 percent).

Figure 6. Perceptions on paramount problems currently facing Kosovo



Merit-based Recruitment in the Public and Private Sector

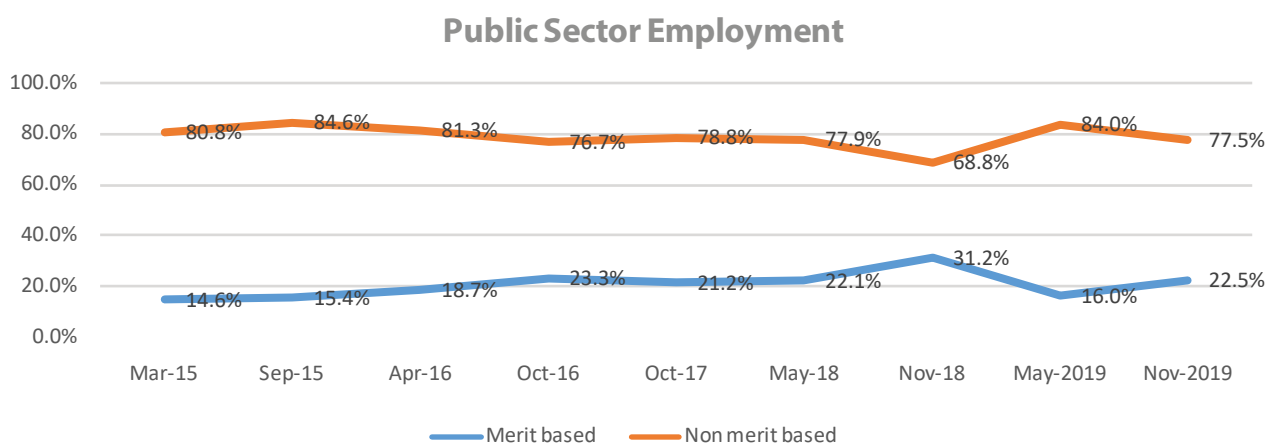
Respondents were also asked about merit-based recruitment in both public and private sector. The findings show that there is an increased perception of merit-based employment in the public sector. Based on the November 2019 findings, 22.5 percent Kosovans believe that the recruitment in public sector is fair whereas this number was as low as 16 percent points in May 2019.

Although the results show an increased perception of Kosovans on merit-based employment in the public sector, this number remains rather low. As shown in Figure 7, more than two thirds (77.5percent) of respondents believed that employment in public sector is not merit-based. This measure marks an 8.7 percent points increase from the November 2018 poll. Respondents consider the following as the main factors to gain employment in the public sector: party allegiance (35.1 percent), family connections (12.5 percent), and bribes (12.5 percent). On the other hand, only 22.4 percent consider education, vocational training, and professional experience combined as important factors to gain employment in public sector. Perceptions on party allegiance as a factor for public sector employment has increased by 5 percent points from the May 2019 poll.

Ethnically disaggregated data show marginal differences between Kosovo Albanians, Kosovo Serbs, and other Kosovo communities regarding merit-based employment in the public sector. For example, 22.2 percent Kosovo Albanians, followed by 20 percent Kosovo Serbs and 18.3 percent other Kosovo communities believe that education, vocational training, and professional experience are important factors. However, when compared to May 2019, while an increase in perception in regard to merit-based employment in public sector is evident amongst Kosovo Albanians, the same does not apply to Kosovo Serbs and other Kosovo communities. In May 2019, only 14.6 percent of Kosovo Albanians and 24 percent of respondents from other Kosovo communities declared that professional experience, vocational training, and education are important factors to get a job and 32 percent of Kosovo Serbs claimed the same.

Gender disaggregated data show little difference among men (21.3 percent) and women (23.3 percent) who think that employment in public sector is merit-based.

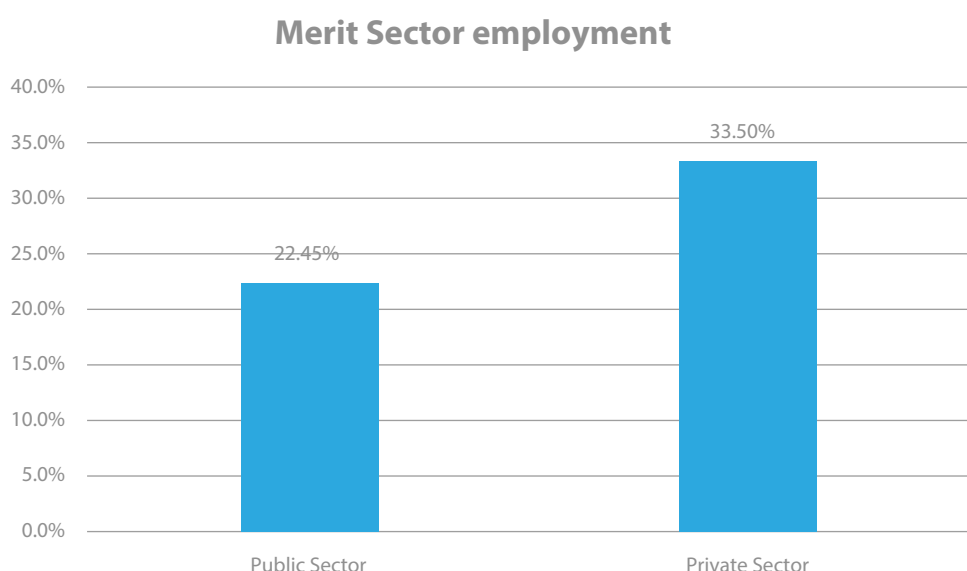
Figure 7. Perceptions of meritocracy in gaining employment in the public sector



While perceptions of merit-based employment in private sector are higher than in the public sector, majority of Kosovans remain skeptical about employment in private sector, as well. Only 33.5 percent believe that the employment in the private sector is determined by merit-based factors. Respondents believe that family connections (31.9 percent), friends (16.2 percent), and, to a lesser extent, bribes (8.3 percent) and appearance (6.3 percent) are non-merit-based factors leading to employment in the private sector. A smaller percentage believe that professional experience (17.3 percent), education (9.1 percent), and vocational trainings (7.1 percent) are merit-based factors to gaining employment in private sector.

Gender disaggregated data show no major differences between men and women regarding meritocracy in the private sector in Kosovo. Likewise, ethnically disaggregated data do not show major differences among different communities on merit-based factors that lead to employment in the private sector.

Figure 8. Perceptions of meritocracy in gaining employment in the public versus private sector



Large-Scale Corruption

On average, 34.4 percent of respondents claimed they perceive large-scale corruption to be present in public and international institutions in Kosovo. This value represents a 4.3 percent points increase in the levels of perceived large-scale corruption from May 2019 (30.1 percent, on average) and 9.1 percent points increase compared to November 2018, as shown in Table 4.

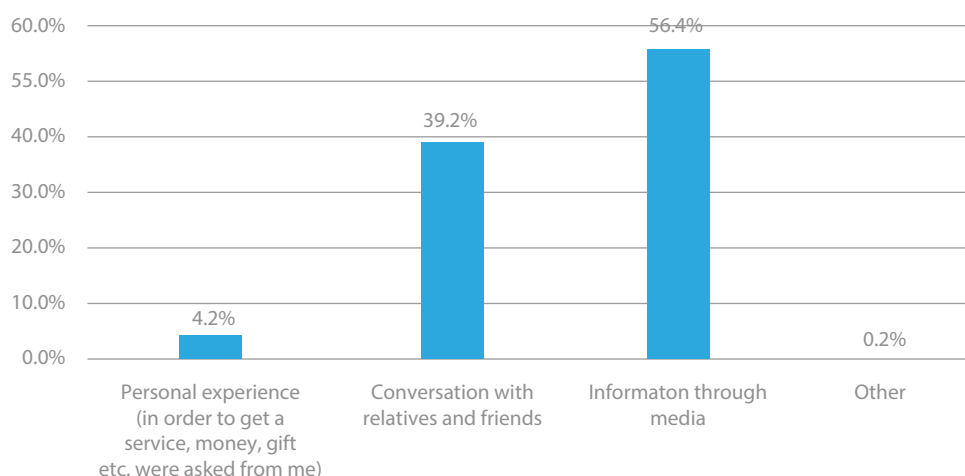
Institutions that Kosovans perceive to have largest scale corruption are Kosovo Privatization Agency (48.1 percent), courts (42 percent), Kosovo Tax Administration (42.2 percent), Customs (41.4 percent), Kosovo Post and Telecommunication (40.8 percent), and Kosovo Electrical Distribution and Supply (KEDS) (38.9 percent). Institutions with the lowest perceived corruption are: Kosovo Police (20.7 percent), EULEX Police (23.1 percent), and international organizations (23.6 percent). As shown in Table 4, while perception on large-scale corruption increased in all the public and international institutions (EULEX Police and International organizations), only KEDS and central institutions had a decrease compared to May 2019.

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

	Mar-15	Sep-15	Apr-16	Oct-16	Oct-17	May-18	Nov-18	May-2019	Nov-2019	Trend
Healthcare (hospitals and family healthcare centers)	52.6%	51.5%	37.9%	49.7%	25.5%	32.5%	25.7%	25.1%	33.4%	
KEDS	44.7%	35.6%	31.1%	31.4%	20.5%	33.0%	31.3%	40.7%	38.9%	
Courts	42.9%	46.9%	42.3%	49.3%	24.9%	38.6%	29.1%	30.7%	42.0%	
Customs	38.7%	41.3%	32.3%	45.2%	22.7%	39.1%	31.4%	29.3%	41.4%	
Central administration/government	38.5%	36.0%	36.6%	49.2%	30.7%	34.7%	28.4%	36.7%	35.3%	
PAK (Privatization Agency of Kosovo)	37.1%	38.3%	39.2%	45.7%	24.9%	34.5%	29.8%	40.7%	48.1%	
Municipalities (local government)	33.8%	28.6%	30.0%	40.2%	25.5%	29.0%	26.4%	25.8%	29.8%	
EULEX police (CIVPOL)	32.2%	35.2%	28.8%	34.1%	20.9%	29.9%	20.9%	22.5%	23.1%	
Education (schools, University)	29.3%	29.0%	17.5%	31.0%	16.3%	26.2%	19.9%	20.7%	26.1%	
TAK (Tax administration of Kosovo)	28.1%	25.0%	18.2%	32.5%	17.4%	28.9%	25.4%	35.3%	42.2%	
PTK	25.9%	25.2%	18.4%	29.6%	17.0%	27.8%	25.6%	44.2%	40.8%	
Banks	24.3%	23.3%	23.1%	24.4%	13.1%	27.3%	26.1%	33.8%	34.1%	
International organizations	20.4%	22.9%	16.0%	28.0%	10.8%	24.5%	10.7%	19.5%	23.6%	
Kosovo Police (KP)	20.4%	19.0%	13.6%	21.1%	14.9%	25.7%	21.6%	17.0%	20.7%	

The findings show that the majority of respondents have formed their opinion regarding large-scale corruption in the above-mentioned public and international institutions through media (56.4 percent), more than one third through conversation with relatives and friends (39.2 percent), and a small portion through personal experiences (4.2 percent), as illustrated in Figure 9. It is to be noted that the share of respondents who stated to have formed large-scale corruption opinion through personal experiences have decreased by 2.8 percent points from 7 percent points in May 2019.

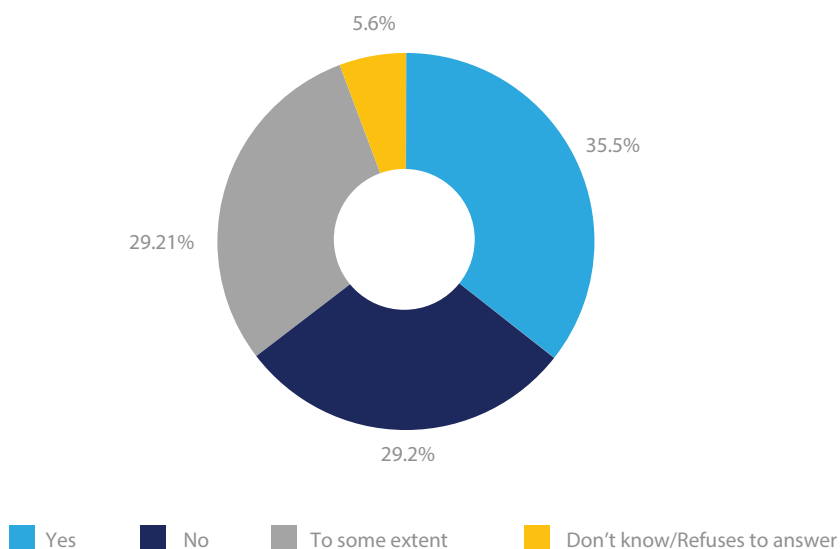
Figure 9. Respondents' reasons behind their evaluation of the corruption extent in Kosovo



Attitude Towards Voting

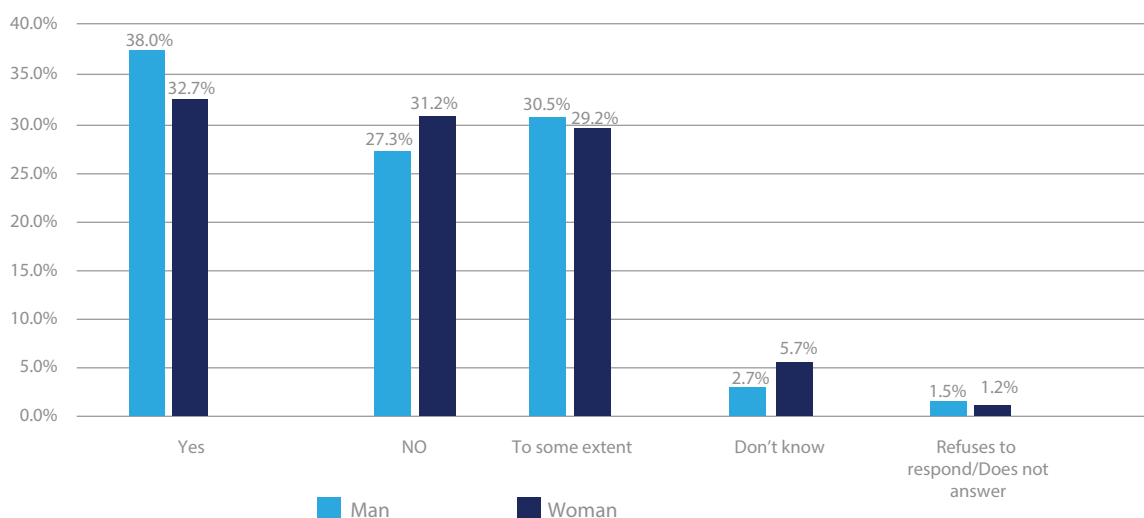
The results show that the voting attitudes have shifted notably. The share of respondents who think that voting can change the situation has doubled from 16.8 percent points in May 2019 to 35.5 percent points in November 2019. Only 29.2 percent of respondents state that the voting cannot change the situation; this value has also decreased by almost 20 percent points from the May 2019 poll. Only 29.8 percent declared that voting can change situation to some extent.

Figure 10. Perception of Kosovans on whether their vote can change the situation in Kosovo



Gender disaggregated data show that while 38 percent of men think their vote is influential, only 32.7 percent of women think the same. Contrary to 27.3 percent of men, almost one third of women (31.2 percent) think their vote cannot change the situation in Kosovo.

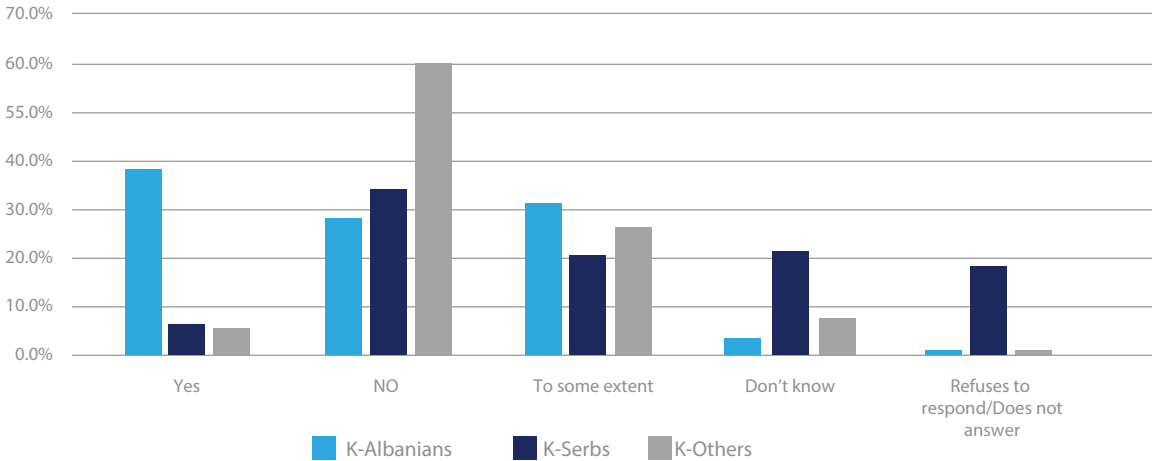
Figure 11. Perception of men and women on whether their vote can change the situation in Kosovo



Ethnically disaggregated data show there are sharp differences between different communities in Kosovo regarding the perception of the influence of their vote. While 37.2 percent of Kosovo Albanians believe that their vote can change the situation in Kosovo, only 6.2 percent Kosovo Serbs and 5.4 percent other Kosovo communities believe the same. The Kosovo Serb percentage presents the highest downward trend, 31 percent points in May 2019, and 61.5 percent points in November 2018.

The highest percentage of respondents who do not think their vote is influential are other Kosovo communities with 60 percent, followed by Kosovo Serbs (34.3 percent), and Kosovo Albanians (27.8 percent). Among respondents who think that their vote can change the situation to some extent, Kosovo Albanians (31.3 percent) stand at the highest value whereas only 26.2 percent of other Kosovo communities and 20 percent of Kosovo Serbs share the same perceptions.

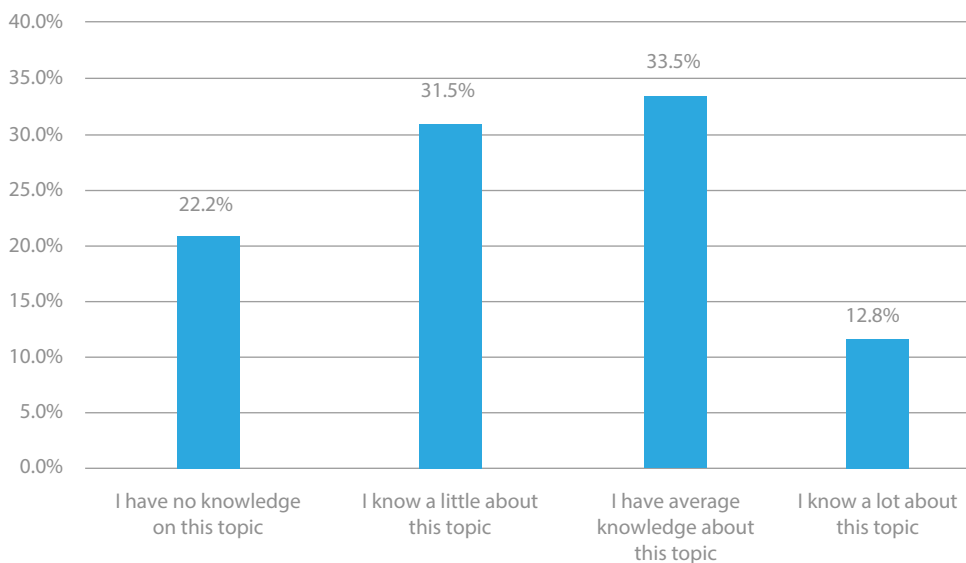
Figure 12. Perception of different communities on whether their vote can change the situation in Kosovo



Environment

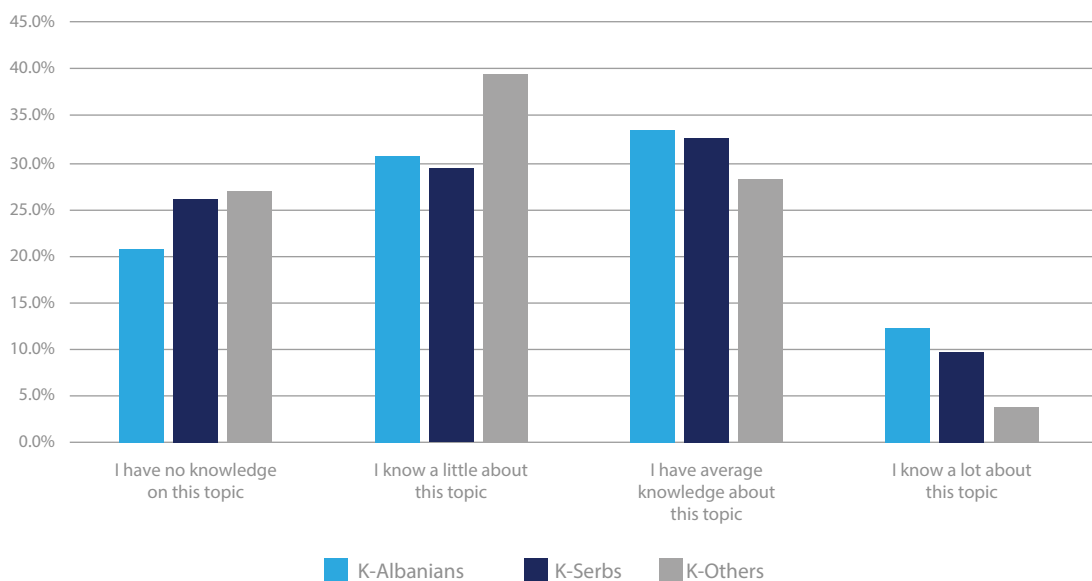
Environment and environment-related issues are global concerns. Public Pulse has been measuring public awareness about the right to live in a clean and healthy environment for three consecutive times. Respondents were asked about their knowledge of the right to live in a healthy and cleaner environment. A total of 12.8 percent said they know a lot about the topic, 33.5 percent claimed average knowledge, and 31.5 percent of respondents said they know a little about this topic. A total of 22.2 percent said that they have no knowledge about their right to live in a clean and healthy environment. Looking at the trends, the results reveal that the percentage of people who claimed to know a lot about this topic (12.8 percent) has increased slightly from 10.6 percent points in May 2019 and 7.1 percent points in November 2018.

Figure 13. Respondents awareness about the right to live in a healthy and clean environment



Ethnically disaggregated data show sharp differences between various communities in Kosovo. Kosovo Albanians (13 percent) rank the highest with a lot of knowledge on the right to live in a healthy and clean environment, followed by Kosovo Serbs (10 percent), and other Kosovo communities (4 percent). A total of 27.2 percent of other Kosovo communities, 26.7 percent Kosovo Serbs, and 21.5 percent Kosovo Albanians stated that they have no knowledge on this issue. The biggest difference between May 2019 and November 2019 from 18.6 percent points to 30 percent points respectively, is observed among Kosovo Serbs who said they have little knowledge about this topic.

Figure 14. Respondents' knowledge regarding their right to live in a healthy and clean environment based on their ethnicity

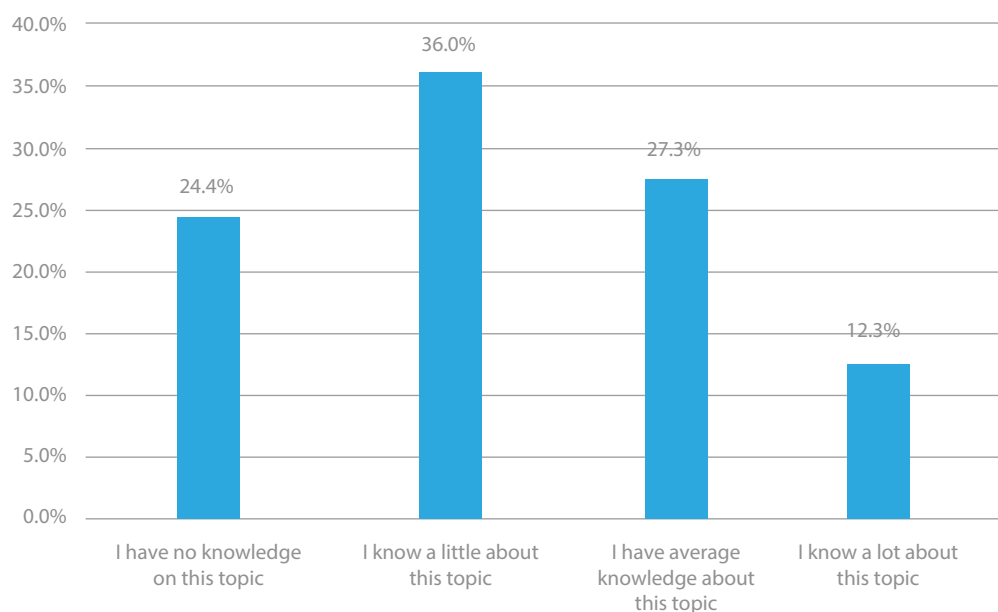


Other Kosovo communities represent the largest share of respondents who declared to have no knowledge on the topic (27.2 percent). This number has increased progressively from November 2018 (12.6 percent) and May 2019 (25.5 percent).

Respondents were also asked about their awareness on potential environmental threats to their own and their family's health. A total of 12.3 percent claimed that they are fully aware about these threats, 63.3 percent claimed they have little to average knowledge about these threats, and 24.4 percent had no knowledge about these threats. The biggest difference from the May 2019 (38.6 percent) is the decrease in the number of respondents (27.3 percent) who have a little knowledge about this topic.

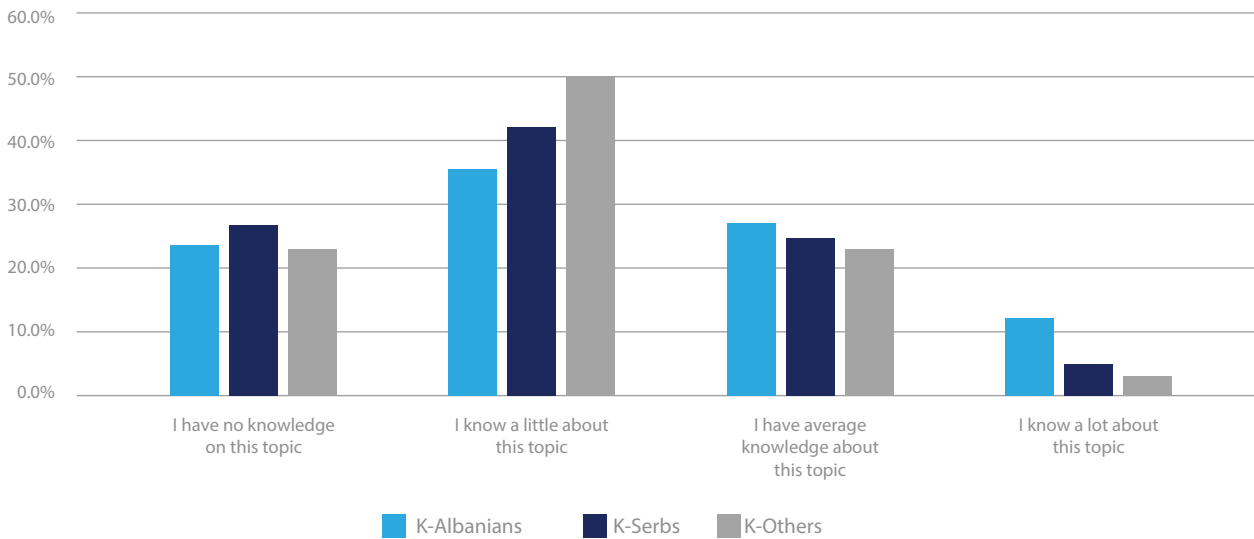
Gender disaggregated data show no significant differences between men and women on their awareness of potential environmental threats on their or their family health. A total of 11.8 percent of women and 12.6 percent of men claimed that they know a lot about this topic.

Figure 15. Respondents' awareness of potential environmental threats to own and family health



Ethnically disaggregated data highlight differences between ethnic groups on potential environmental threats to own and family's health. A total of 23.9 percent of Kosovo Albanians, 27.1 percent of Kosovo Serbs, and 23.3 percent of other Kosovo communities claim they have no knowledge about this issue. The biggest difference between May 2019 (40 percent) and November 2019 (25.2 percent) is the decrease in the number of Kosovo Serbs who have average knowledge about this topic. Other Kosovo communities (50.5 percent) represent the largest share of respondents who know a little about this topic whereas Kosovo Albanians (12.5 percent) constitute the largest share of respondents to claim they know a lot about this topic.

Figure 16. Respondents' awareness of potential environmental threats to own and family health according to ethnicity



Methodology

The findings presented in this brief are based on an opinion poll of 1,306 Kosovans over the age of 18. The sample included both men and women from all Kosovo municipalities, covering both urban and rural areas. Specifically, the sample included 896 Kosovo Albanians, 210 Kosovo Serbs, and 200 other Kosovo communities, namely Kosovo Bosniaks, Kosovo Turks, Kosovo Gorani, Kosovo Roma, Kosovo Ashkali, and Kosovo Egyptian communities. The survey was based on a multi-staged random probability sampling and was conducted in November 2019. The sample is representative of households in Kosovo.

Weighting Population Totals

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

- Kosovo Albanians: 88 percent;
- Kosovo Serbs: 6 percent;
- Kosovo Other Ethnicities (Kosovo Turks, Kosovo Bosnians, Kosovo Gorani, and Kosovo Roma, Ashkali, and Egyptian communities): 6 percent.

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

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

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

- Kosovo Albanians: 93 percent;
- Kosovo Serbs: 2 percent;
- Kosovo Other Ethnicities (Kosovo Turks, Kosovo Bosnians, Kosovo Gorani, and Kosovo Roma, Ashkali, and Egyptian communities): 5 percent.

However, considering that Kosovo Serbs in the northern Kosovo did not participate in the Census, along with the general observation that the participation rate of Kosovo Serbs in the rest of Kosovo was lower than among other ethnic groups, there was a need to add another 34,000 Kosovo Serbs to the estimated population figure, 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 Public Pulse polls was applied in the following manner:

- Kosovo Albanians: 92 percent;
- Kosovo Serbs: 4 percent;
- Kosovo Other Ethnicities (Kosovo Turks, Kosovo Bosnians, Kosovo Gorani, and Kosovo Roma, Ashkali, and Egyptian communities): 4 percent.

Calculation of Indices

The DI is a composite average based on 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 judicial

system, freedom of expression and media, existence of a watchdog civil society, human rights-based Constitution and laws, and whether local and central institutions work according to needs and priorities. The DI is a continuous measure which ranges from 0 to 3 where a score of 0 means that none of 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.

The ECI is a composite average which is calculated based on 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 with values ranging 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 most of the population.

